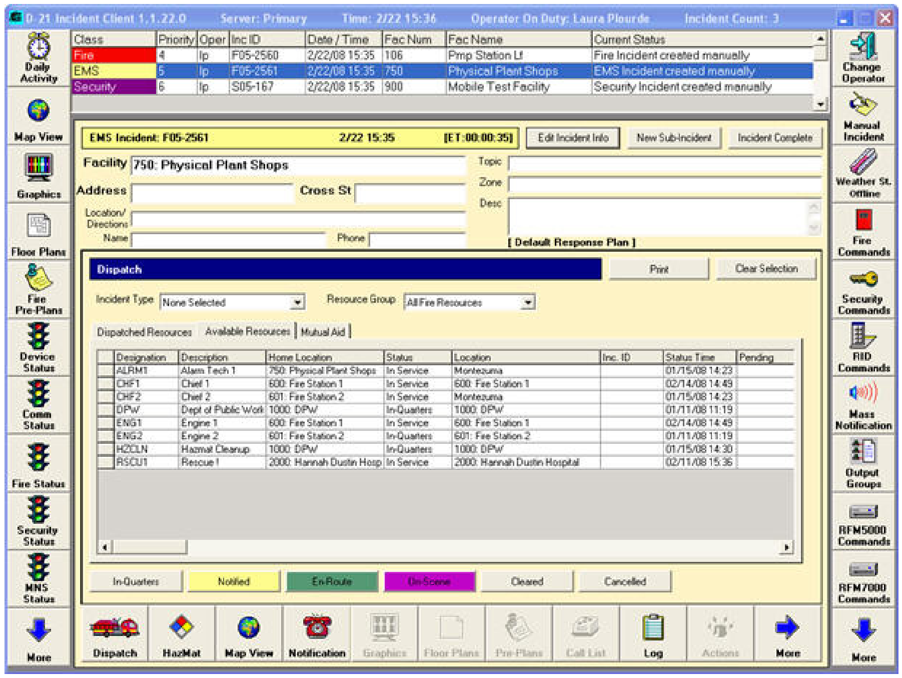

D-21 Incident Client Revision 1.1.32
User Guide

Contact Information

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Document Information

Identification

D-21 Incident Client Revision 1.1.32 User Guide

001-392-00 Revision U.3 9/17

Trademark Notice

Copyright Notice

Content Disclaimer

Monaco makes every attempt to keep this document up-to-date and accurate. However, these instructions are not intended to cover all details or variations in equipment nor to provide for every possible contingency to be met in connection with installation, operation, or maintenance. The user is responsible to ensure that the requirements of the project are being met, design details are verified, and the equipment is correctly installed, operated, and maintained to meet all applicable codes, standards, and regulations.

Monaco makes no representation or warranty, express or implied, as to the reliability of this document and will not be held liable for damages due to inaccuracies. If further information is needed or a particular problem arises that needs to be further described, contact Monaco.

Suggestions

If you have comments or suggestions on how we may improve this document, send them to:

Monaco Enterprises, Inc. Attention: Technical Publications, P.O. Box 14129, Spokane Valley, WA 99214-0129

Warranty and Liability

Subject to the exceptions and conditions below, Monaco agrees to repair or replace any defect of material or workmanship of equipment manufactured by Monaco that develops within 12 months from the date of delivery but no more than 14 months after date of shipment from Monaco (whichever is earlier), free of charge F.O.B. Spokane, Washington. You must notify Monaco of any defect and provide either satisfactory proof of the defect or return the defective equipment to Monaco for examination at your expense in order for the equipment to be repaired or replaced under warranty.

Monaco does not provide warranty for expendable components or accessories incorporated or used with equipment manufactured by Monaco, such as batteries, visual indicators, fusing devices, etc. In addition, Monaco does not warrant components or accessories not manufactured by Monaco; however, Monaco may help you seek adjustment from the manufacturer if the expendable components or accessories are under warranty.

You assume full responsibility for whether or not the equipment and any programs meet your specifications, capacity, capabilities, versatility, and other requirements; the installation and the condition and effectiveness of the operating environment in which the equipment and software are to function; and maintaining the equipment as specified.

All Monaco Central Receiving server installations require an authorized Monaco representative.

Exceptions and Conditions

The following are exceptions and conditions to this warranty:

- Except as stated in this warranty, Monaco makes no warranty, expressed or implied (either in fact or by operation of law), statutory, or otherwise. All warranties not expressly stated in this document are waived by you.
- Monaco is not responsible for damage to any product from accident, unauthorized alteration, abuse, acts of God, misuse, misapplication, or inappropriate or faulty installation.
- This warranty covers only those products that have been properly installed using factory-approved wiring and installation techniques.
- Monaco assumes no liability for products damaged in shipment to Monaco for repair or replacement.
- Monaco disclaims any liability to anyone for any damages of any kind from any cause associated with the manufacture, sale, handling, repair, maintenance, replacement, or use of its equipment.
- Monaco's liability and purchaser's or consumer's exclusive remedy is limited to repair or replacement of nonfunctional product at the factory. Monaco is not liable for incidental or consequential damages, including but not limited to, installation or replacement labor costs.
- Any representation and/or warranty made by any person including dealers, distributors, and representatives of Monaco that are inconsistent or in conflict with the terms of this warranty are not binding unless they are approved in writing by an Officer of Monaco.
- This warranty shall be construed in accordance with and governed by the laws of the State of Washington.
- This warranty gives you specific legal rights and you may also have other rights that may vary from state to state.

Return Procedure

Before returning your equipment, contact a Monaco Customer Service Representative at (509) 926-6277 to receive a return authorization. The return authorization number must be clearly marked on any box in which the returned items are shipped and on all documents related to the return.
Monaco will not accept equipment for repair without prior Return Authorization.

Replacement and/or repair is subject to review by Monaco and will be done in accordance with this warranty. If the equipment is not under warranty or if the warranty is not in effect because of the Exceptions and Conditions, you will be asked to provide a purchase order for payment of the repair when the Return Authorization number is given. The amount of the purchase order will be based on an estimate of the cost of the repair. If a repair is not feasible, either because of cost or performance reliability of the repaired equipment, Monaco will contact you.

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Monaco grants license to use its software on one computer subject to the following conditions:

- Except as provided in the software license, applicable copyright laws apply to the software.
- You may copy the software for the sole purpose of backup in support of its use on a single computer. All copies must include the copyright notice.
- You may transfer the software and license to another party if the other party agrees to accept the terms and conditions of this agreement. If you transfer the software, you must, at the same time, transfer all copies to the same party or destroy any copies not transferred.
- You may not use, copy, or transfer the software or any copy, in whole or in part, except as expressly provided in this license. If you transfer possession of any copy to another party, your license is automatically terminated.
- This license is effective until terminated. You terminate the license by destroying the software and all copies in any form. License automatically terminates if you fail to comply with any term or condition of this license, in which case, you must destroy the software and all copies of it.

Before You Begin

How to Get Assistance

If you need help with your Monaco products, contact one of our Customer Service Representatives at (509) 926-6277. For other methods of contacting us, see "Contact Information" on page ii.

For Use With

This document is for use with:

Part Number	Description
207-830-00	D-21 Fire Client
207-836-00	D-21G Fire Client with Graphics
207-833-00	D-21M Fire Client with Map and Graphics
207-831-00	D-21 Security Client
207-837-00	D-21G Security Client with Graphics
207-834-00	D-21M Security Client with Map and Graphics
207-832-00	D-21 Fire and Security Client
207-838-00	D-21G Fire and Security Client with Graphics
207-835-00	D-21M Fire and Security Client with Map and Graphics
207-842-00	D-21 Mass Notification System Client
207-848-00	D-21G Mass Notification System Client with Graphics
207-849-00	D-21M Mass Notification System Client with Map and Graphics

Factory Mutual Approval

The D-21, D-21G, and D-21M are approved by Factory Mutual as Public Reporting Coded Radio Alarm Systems. While these products continue to evolve through the addition of new features, the core functionality that allows them to be approved as a Public Reporting Coded Radio Alarm System remains intact.

Installation

Monaco has installed the appropriate software on your D-21 computers. For information on installing D-21 software, contact Monaco.

Important! *The D-21 server software is preconfigured for redundant, mobile, or stand-alone operation during installation. The server software must be reinstalled to change its function. For information on installing D-21 software, contact Monaco.*

Third-Party Software

The software installed on your D-21 workstation includes the following third-party products:

Important! *Do not remove this software from your system. Do not update or install a different version of this software without prior approval from Monaco.*

- **Acrobat Reader** The D-21 Incident Client uses Adobe® Acrobat® Reader® to display aircraft graphics.
- **DirectDWG** The D-21 software integrates DirectDWG for viewing certain kinds of graphics.
- **Easy Media Creator** Roxio™ Easy CD and DVD Creator® is installed with the D-21 Fire Incident Client and is used to backup database and media files to CD. For further information about Easy CD and DVD Creator, see the Easy CD Creator User's Guide.
- **pcAnywhere** Symantec™ pcAnywhere™ is installed on the D-21 server and lets Monaco product support technicians remotely access a problem D-21 system (with operator authorization). For further information about pcAnywhere, see the pcAnywhere User's Guide.
- **WSpell ActiveX Spelling Checker** The D-21 software uses WSpell ActiveX Spelling Checker Copyright © 1997-2002 Wintertree Software Inc. to provide spell checking of text fields in the D-21 Incident Client.

Document Summary

This document describes how to use the D-21 Incident Client. The following table identifies the sections of this document with a brief description of the content of each. Refer to "Contents" on page vii for a detailed table of contents.

Section	Description
1	**D-21 System Description** Read this section to learn how a D-21 system operates.
2	**Getting Started** Read this section to learn how to start, quit, and navigate within the D-21 Incident Client.
3	**Managing Daily Activities** Read this section to learn how to use the Daily Activity viewer to manage daily activities.
4	**Handling Alerts and Creating Incidents** Read this section to learn how to handle incoming alerts and create incidents.
5	**Responding to Incidents** Read this section to learn how to dispatch resources, monitor incident progress, and close incidents.
6	**Viewing Response Information** Read this section to learn how to view the response information that is available when working on incidents.

Section	Description
7	**Managing Facilities Using Views** Read this section to learn how to manage your site, facilities and devices using the D-21 status views.
8	**Managing Resources Using Views** Read this section to learn how to manage your resources using the D-21 resource views.
9	**Using Mass Notification** Read this section to learn how to broadcast pre-recorded and live-voice messages.
10	**Using Security** Read this section to learn how to monitor the status of security remote units and zones as well as manage resources and incidents using the D-21 Security Client.
11	**Working with Remote Units** Read this section to learn how to send commands to and receive status from Remote Interface Drivers (RID) and Monaco remote units.
12	**Printing Logs and Reports** Read this section to learn how to print logs and reports.
Appendix	**Additional Viewers** Read this section to learn how to work with toning and siren devices.

Associated Documents

Part Number	Description
001-391-00	D-21 Hardware Installation, Operation, and Maintenance Manual
001-399-00	D-21 Admin Client User Guide
001-399-01	D-21 Remote Interface Driver Guide
001-399-02	D-21 Maintenance Guide
001-464-00	D-21 Map Options User Guide

Unpacking and Inspection

Monaco ships the D-21 workstation with the D-21 software installed. For information on unpacking and setting up the D-21 hardware, see the D-21 Hardware IOM Manual (P/N 001-391-00).

Warnings and Cautions

The D-21 Hardware IOM Manual (P/N 001-391-00) provides warnings and cautions regarding the D-21 hardware.

Virus Protection

Because virus protection requirements vary from one site to another, Monaco does not include virus protection software on D-21 systems.

Caution! *Your system administrator must install the virus protection software necessary to meet your site requirements. Monaco recommends scanning all media and incoming files introduced to the system. Monaco is not responsible for D-21 problems caused by viruses. Service required as a result of a virus may not be covered under warranty.*

Prerequisites

Before using the D-21 Incident Client, ensure that:

- The D-21 hardware is assembled, installed, and powered on. See the D-21 Hardware IOM Manual (P/N 001-391-00).
- The D-21 Incident Client has been properly configured using the D-21 Admin Client. See the D-21 Admin Client User Guide (P/N 001-399-00).

The remote units are installed and in good working condition. See the documentation included with the remote units.

Contents

Section 5. Responding to Incidents

Section 6. Viewing Response Information

Section 7. Managing Facilities Using Views

Section 8. Managing Resources Using Views

Section 9. Using Mass Notification

Section 10. Using Security

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Section 6. Viewing Response Information

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Section 9. Using Mass Notification

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Section 11. Working with Remote Units

Section 12. Printing Logs and Reports

Appendix A. Additional Viewers

Section 1
D-21 System Description

Read this section to learn how a D-21 system operates.

Contents

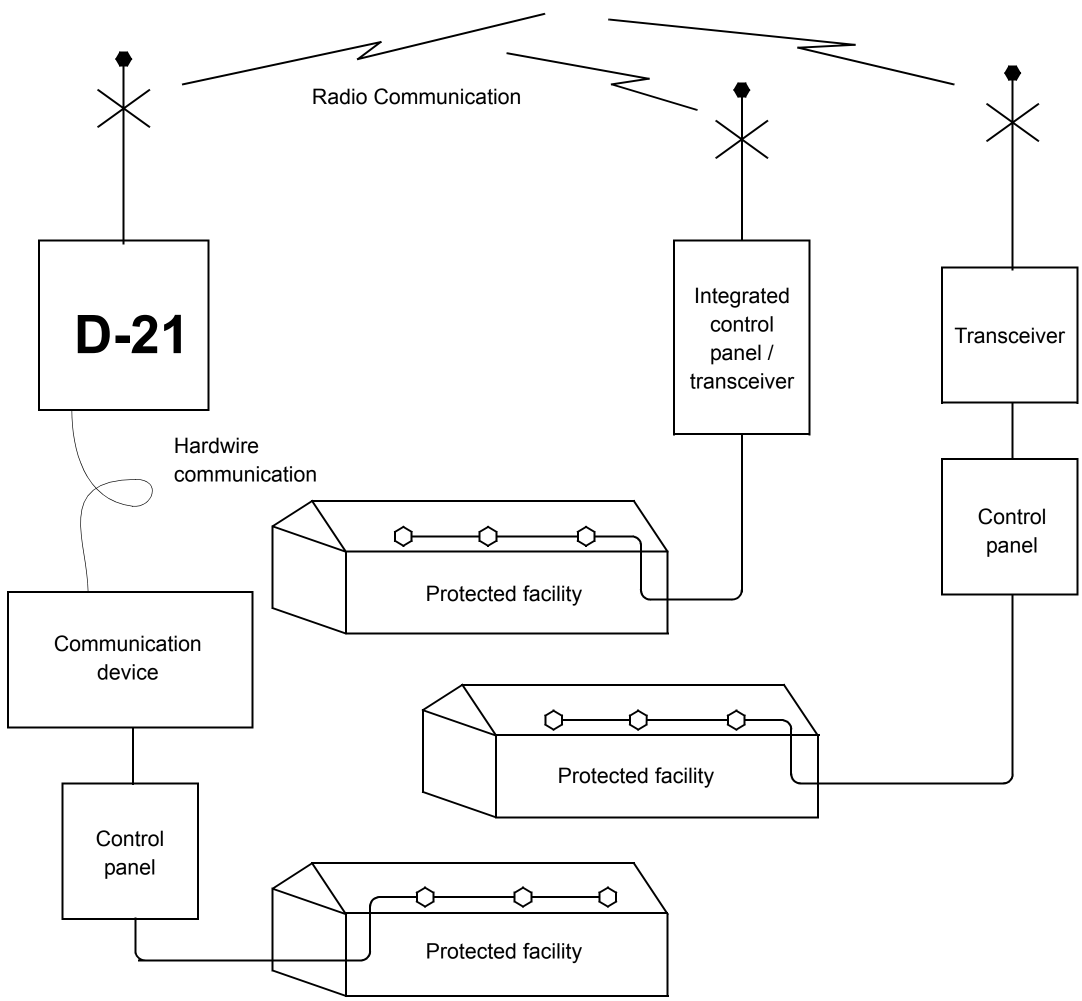
Overview

The D-21 consists of a computer and peripherals with one or more radio or hardwire communication devices that enable it to communicate with fire protection systems, security systems, and mass notification systems. Modular software provides a user-friendly interface that alerts the operator to incidents associated with the systems it manages and enables the operator to quickly and easily manage information and resources.

Communication

The Monaco D-21 communicates with Monaco radio transceivers and hardwire communication devices connected to or integrated with control panels for fire alarm, security, and mass notification systems.

Figure 1-1
Sample D-21 system



Software

The D-21 software consists of one server and two client software programs:

- **D-21 Server** is the database and core of the system.
- **D-21 Admin Client** configures the software for operation. The system administrator uses the D-21 Admin Client to define remote interface drivers (RIDs), remote units, zones, resources, response plans, people, operators, sites, and facilities.
- **D-21 Incident Client** is used by an operator to acknowledge alerts, process incidents, dispatch resources, and notify personnel.

The modular Windows®-based software includes one or more of the following options:

- Fire Protection
- Security: Intrusion Detection, Access Control, and Law Enforcement
- Mass Notification
- Facility Management

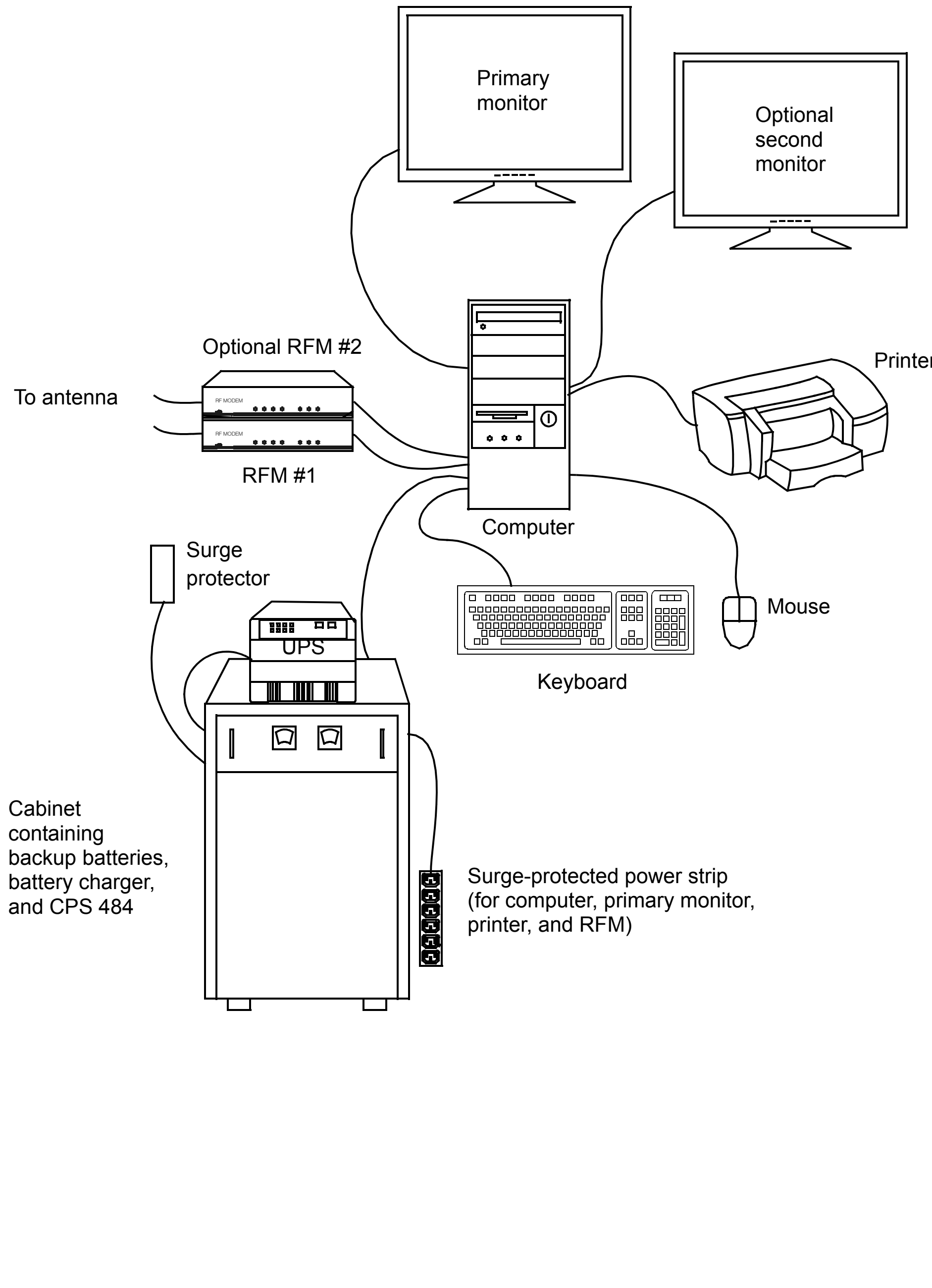
The D-21 is available with support for graphics (D-21G) or maps and graphics (D-21M). The D-21M provides advanced incident processing and resource dispatching from the D-21 map.

A D-21 system can consist of a single client/server workstation or a server with multiple clients on a network.

Hardware

Figure 1-2 shows the hardware for a single-computer D-21 System configured for radio communication. For more information, see the D-21 Hardware Installation and Maintenance Manual (P/N 001-391-00).

Figure 1-2
D-21 computer system



Section 2
Getting Started

Read this section to learn how to start, quit, and navigate within the D-21 Incident Client.

Contents

Starting and Quitting the D-21 Incident Client

The D-21 Incident Client is designed for uninterrupted use. You can use multiple D-21 Incident Clients to connect to a single D-21 server, in which case you can quit the D-21 Incident Client on one workstation while it runs on another. You can also use a single D-21 Incident Client to connect to two different D-21 servers from the same Client workstation. See “Starting a Multi-Server D-21 Incident Client” on page 2-3.

Starting a Single-Server D-21 Incident Client

The single-server configuration is the most common D-21 configuration. Each D-21 Incident Client connects to the same server with one D-21 database containing all site, personnel, and hardware device information.

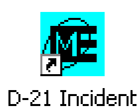
If you are running the D-21 Incident Client on a computer other than the server computer, the server computer must also be running.

To start the single-server D-21 Incident Client

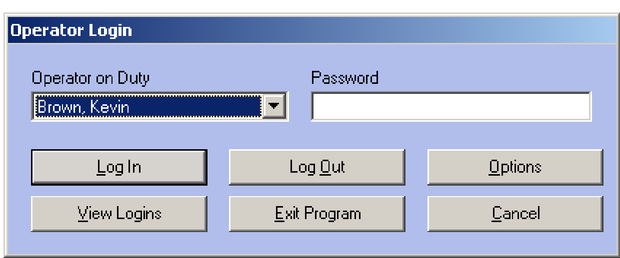
1 If the computer is not already running, turn it on by pressing the power switch. For more information on the D-21 hardware, see the D-21 Hardware I-O-M Manual (P/N 001-391-00).

2 When prompted, enter your Windows login. If you do not know your login, contact your system administrator.

3 On the desktop, double-click the D-21 Incident icon.



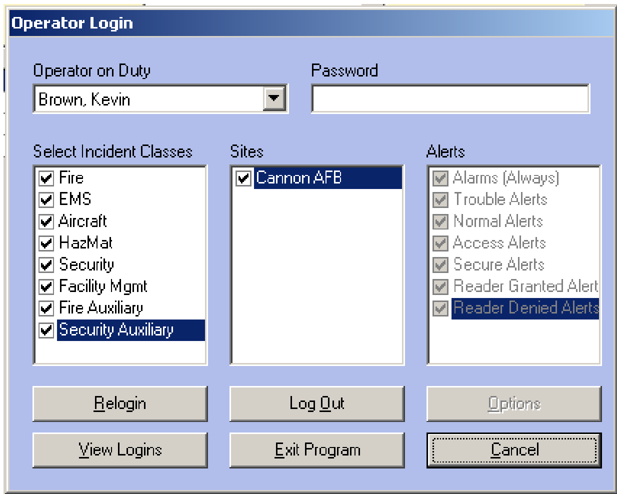
The D-21 Incident Client can be configured via the D-21 Admin Client so that it automatically logs in using a specific operator’s login information, but normally when the D-21 Incident Client starts, the Operator Login dialog box appears as shown below.



4 Select your name from the Operator on Duty drop-down list.

Operator names are added using the Admin Client by the administrator or by the Monaco representative who sets up the system. If your name is not in the Operator on Duty list, contact a D-21 administrator.

5 If you want to view or change login options, click **Options**. Click the available check boxes to select and deselect incident classes and sites.



- **Select Incident Classes** Displays the incident classes for which the operator has been given viewing privileges by an administrator through the D-21 Admin Client.
- **Sites** Displays the sites for which the operator has been given viewing privileges by an administrator through the D-21 Admin Client.
- **Alerts** Displays the alerts that the client workstation has been configured to receive by an administrator through the D-21 Admin Client.

6 Enter the case-sensitive password and click **Log In**.

NOTE *An operator can be logged into one instance of the D-21 Admin Client and one instance of the D-21 Incident Client at the same time. An operator cannot log in to more than one instance of either the D-21 Admin Client or the D-21 Incident Client at the same time.*

Starting a Multi-Server D-21 Incident Client

When the Multi-Server Client option is enabled, a single instance of the D-21 Incident Client can be used to log in to more than one D-21 server, each with its own site, personnel, and hardware information. To use the multi-server option, the operator must have login privileges for each server, and he/she can only log into one server at a time.

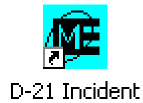
For information on switching from one server to another, see “To switch from one server to another on a multi-server client workstation” on page 2-4.

To start the multi-server D-21 Incident Client

1 If the computer is not already running, turn it on by pressing the power switch. For more information on the D-21 hardware, see the D-21 Hardware I-O-M Manual (P/N 001-391-00).

2 When prompted, enter your Windows login. If you do not know your login, contact your system administrator.

3 On the desktop, double-click the D-21 Incident icon.

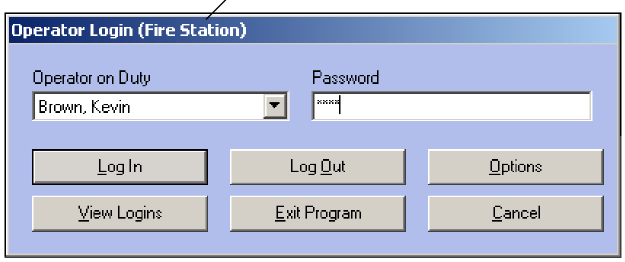


4 In the D-21 Incident Client dialog box, select the name of the server you want.

Lists the two servers that are available to this client workstation

5 Click **OK**. The Operator Login dialog box appears.

The name of the server is displayed in the title bar



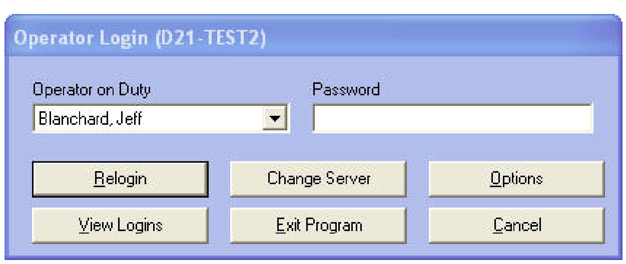
6 Select your name from the Operator on Duty drop-down list.

7 Type your case-sensitive password in the Password box.

8 Click **Log In**. The D-21 Incident Client window appears with the D-21 database from the selected server. For more information on login options, see “To start the single-server D-21 Incident Client” on page 2-2.

To switch from one server to another on a multi-server client workstation

1 In the D-21 Incident Client, click **Change Operator** (the top button on the right button bar). The Operator Login dialog box appears.

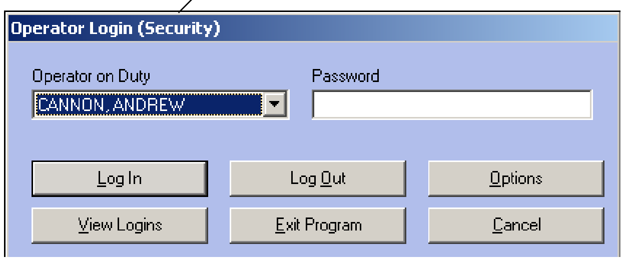


2 Click **Change Server**. The D-21 Incident Client dialog box appears.

3 Select the other server in the drop-down list.

4 Click **OK**. The Operator Login dialog box appears for the selected server.

The name of the server is displayed in the title bar



5 Select your name from the Operator on Duty drop-down list.

6 Type your case-sensitive password in the Password box.

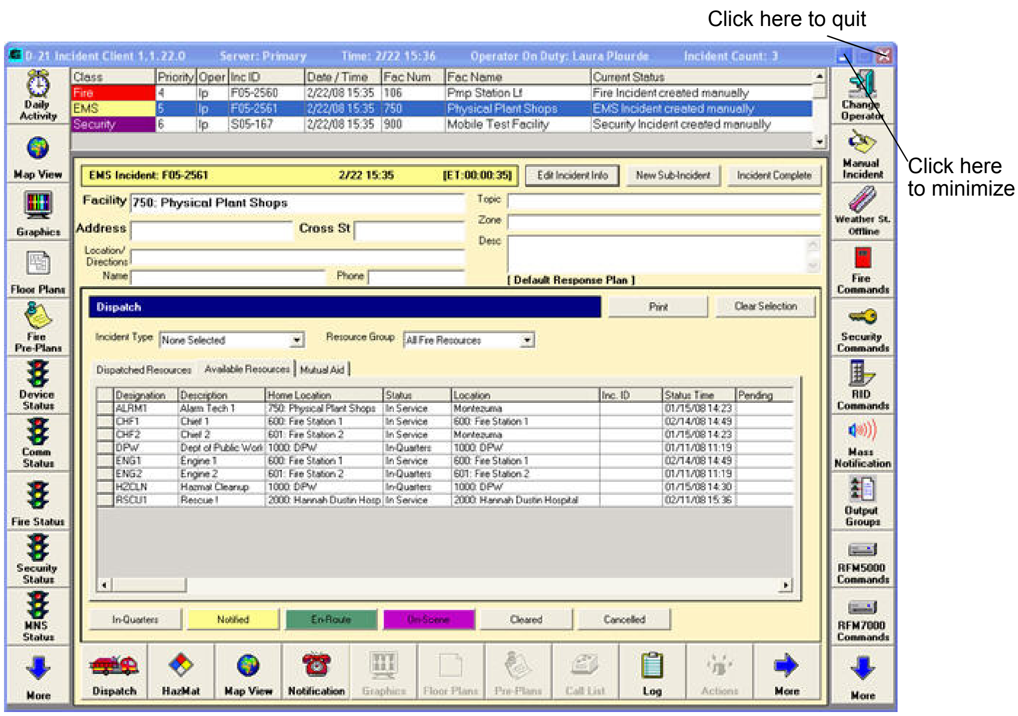
7 Click **Log In**. The D-21 Incident Client application opens, connected to the selected server. For more information on login options, see “To start the single-server D-21 Incident Client” on page 2-2.

To minimize the D-21 Incident Client

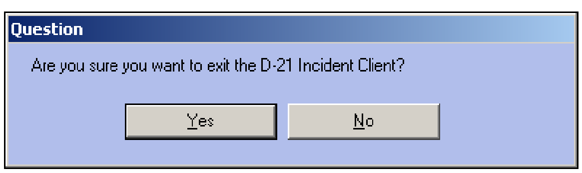
1 Click the minimize button ( ) in the upper right corner of the D-21 Incident Client window.

To quit the D-21 Incident Client

1 Click the close button in the upper right corner of the D-21 Incident Client window.



2 A Question dialog appears asking you to confirm the action.



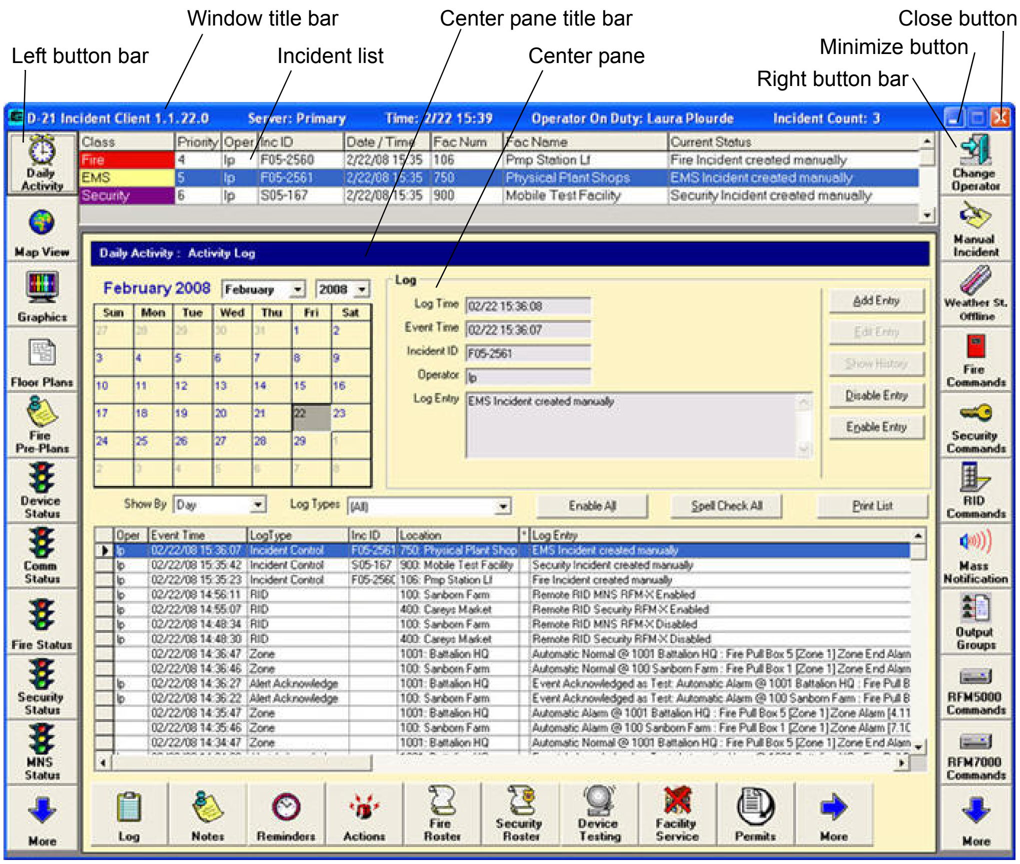
3 Click **Yes**.

Navigating the D-21 Incident Client Window

The D-21 Incident Client window consists of a center viewer pane with button bars to the left and right and the incident list above. When the D-21 Incident Client is launched, it always displays the Daily Activity viewer in its center pane. The buttons on the button bars are used to change the viewer displayed in the center pane, which in turn changes the information and commands available to the operator. The elements of the window are described below.

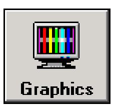
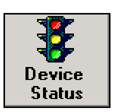
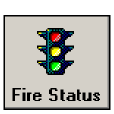
Figure 2-1

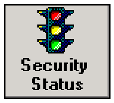
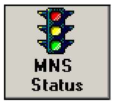
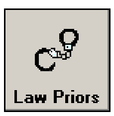
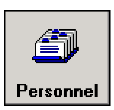
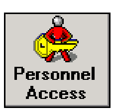
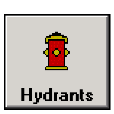
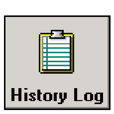
D-21 Incident Client window with active incidents



Left Button Bar

Clicking a button on the left button bar causes the D-21 Incident Client to display the viewer associated with the button. The table below lists and describes each button available in the different D-21 modules, along with a cross reference (a hyperlink if you are viewing this document electronically) to the location in this manual where the associated viewer is described. The buttons that appear in your D-21 Incident Client may vary depending on the modules you have installed.

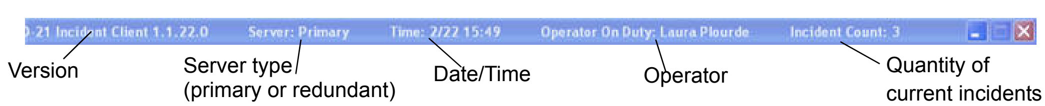
Button	Click to...	Additional Information
	Display the Daily Activity viewer, from which you can record all kinds of system activities or view previous activity records within a specified date range.	"Using the Daily Activity Viewer" on page 3-2
	Display the Map viewer, from which you can view and print a map of the site (D-21M).	"Map View (D-21M only)" on page 7-2
	Display the Graphics viewer, from which you can view and print all available graphics (D-21G and D-21M).	"Graphics View (D-21G and D-21M)" on page 7-8
	Display the Floor Plans viewer, from which you can view and print all available floor plans (D-21G and D-21M).	"Floor Plans View (D-21G and D-21M)" on page 7-10
	Display the Fire Pre-Plans available in the D-21 Incident Client (D-21 Fire Client)	"Pre-Plans" on page 5-21
	Display the Device Status viewer, from which you can view and print the status of all RIDs, Remote Units, Zones, and Outputs.	"Device Status View" on page 11-2
	Display the Unit Communication Status viewer, from which you can determine which Remote Units are currently communicating with the D-21.	"Comm Status View" on page 11-18
	Display the Fire Status viewer, from which you can view and print the reported fire status of all D-21 facilities, as well as information about fire Zones and Outputs (D-21 Fire Client).	"Fire Status Viewer" on page 7-11

Button	Click to...	Additional Information
	Display the Security Status viewer, from which you can view and print the reported security status of all D-21 facilities, as well as information about security Zones and Outputs (D-21 Security Client).	“Security Status” on page 10-11
	Display the Mass Notification Status viewer, from which you can view and print the reported mass notification status of all D-21 facilities, as well as information about mass notification Remote Units (D-21 Mass Notification Client).	“Using the MNS Status Viewer” on page 9-12
	Display the Fire Resources viewer, from which you can view, print, and change the status of fire resources (D-21 Fire Client).	“Fire Resources View” on page 8-2
	Display the Security Resources viewer, from which you can view, print, and change the status of security resources (D-21 Security Client).	“Security Resource Status” on page 10-13
	Display the Priors viewer, from which you can view and print information about people, vehicles and weapons recorded from previous law enforcement security incidents. (D-21 Security Client with Law Enforcement option)	“Using the Law Priors Viewer” on page 10-29
	Display the Personnel viewer, from which you can view and print personnel data, including name, rank, job title, and phone numbers. You can also generate log entries to record successful and unsuccessful attempts to contact specific individuals.	“Personnel Viewer” on page 8-7
	Display the Facility Access viewer, from which you can view the access records of facilities with card-reader systems monitored by the D-21 (D-21 Security Client with Access Control option).	“To view the Facility Access log for a facility” on page 10-4
	Display the Personnel Access viewer, from which you can view the access records of personnel who have been issued cards for card-reader systems monitored by the D-21 (D-21 Security Client with Access Control option).	“To view the Personnel Access Log” on page 10-5
	Display the Hydrants viewer, from which you can view and print a list of all hydrants and update hydrant status (D-21 Fire Client).	“Hydrants Viewer” on page 7-15
	Display the History Log viewer, from which you can view log entries for a specified date range by category, site, and facility.	“History Log View” on page 12-10

Button	Click to...	Additional Information
Alert History	Display the Alert History viewer, from which you can view all automatic alerts that have been logged at the D-21, including information about how and when each alert was acknowledged.	“Alert History View” on page 12-9
Response Plans	Display the Response Plans viewer, from which you can view response plans associated with topics, sites, and facilities.	“Response Plans Viewer” on page 6-2
Aircraft	Display the Aircraft viewer, from which you can view graphics and specifications of aircraft (D-21 Fire Client).	“Aircraft Viewer” on page 6-16
HazMat	Display the HAZMAT viewer, from which you can view a list of hazardous materials, a HAZMAT Guide, and protective action instructions associated with specific hazardous materials (D-21 Fire Client).	“HazMat Viewer” on page 6-17
EMS	Open a Microsoft Internet Explorer window from which you can access an emergency medical dispatch guide. **NOTE** This feature is available only if PowerPhone LightHouse® is installed on your system. This product is available only from the manufacturer.	Please refer to the PowerPhone LightHouse documentation.
Incident Report	Display the Incident Report viewer from which you can: ■ View and print an incident list for a particular period and incident class, topic, site, or facility. ■ View, edit, and print data associated with an individual incident. ■ Reactivate a closed incident.	“Incident Report View” on page 12-5
SOP	Display the SOP viewer, which displays standard operating procedures for incident classes to which the currently logged-in operator has access.	“SOP View” on page 6-21
Vehicles	Display the Vehicle viewer, which displays all the vehicles that have been added to the D-21 database.	“Vehicles Viewer” on page 8-15

Window Title Bar

Figure 2-2
Window title bar



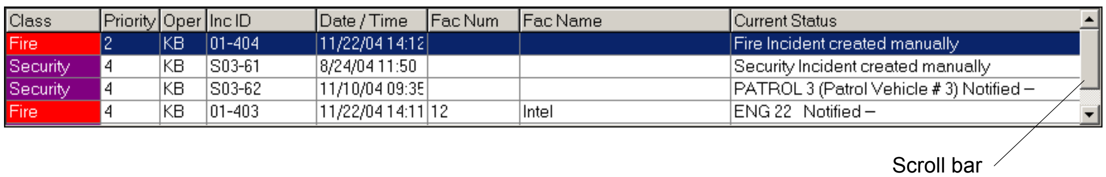
The window title bar displays the product name and version, the current date and time, the operator logged in, and the number of current incidents. A *current incident* is an incident that has been created but has not been closed.

If there is a RID in a trouble condition, the title bar displays the RID status and flashes until the trouble normalizes. See “Working with Remote Units” on page 11-1 for more information.

Incident List

The incident list displays all current incidents. Up to four incidents appear at one time; use the scroll bar on the right to view additional incidents. To view an incident in the Incident viewer, click the incident in the incident list.

Figure 2-3
Incident list



Class	Priority	Oper	Inc ID	Date / Time	Fac Num	Fac Name	Current Status
Fire	2	KB	01-404	11/22/04 14:12			Fire Incident created manually
Security	4	KB	S03-61	8/24/04 11:50			Security Incident created manually
Security	4	KB	S03-62	11/10/04 09:35			PATROL 3 (Patrol Vehicle # 3) Notified –
Fire	4	KB	01-403	11/22/04 14:11	12	Intel	ENG 22 Notified –

If there are no active incidents, the incident list area displays: `NO CURRENT INCIDENTS`. When there are current incidents, the incident list appears with the following data:

- **Class** The Class column displays the incident class (Fire, Security, etc.). Only incidents of the same class as the D-21 clients installed on the workstation are displayed. For example, fire class incidents are only displayed on workstations where the Fire Client is installed. See the D-21 Admin Client User Guide for more information on classes.
- **Priority** The Priority column displays the incident priority. Priority determines the order in which incident alerts are presented.
- **Oper** The Oper column displays the initials for the operator who created the incident record.
- **Inc ID** The Inc ID column displays the incident ID prefix and number.
- **Date/Time** The Date/Time column displays the date and time the incident record was created.
- **Fac Num** The Fac Num column displays the number of the D-21 facility associated with the incident. See the D-21 Admin Client User Guide for instructions on entering facilities into the D-21 database.
- **Fac Name** The Fac Name column displays the name of the D-21 facility associated with the incident. See the D-21 Admin Client User Guide for instructions on entering facilities into the D-21 database.
- **Current Status** The Current Status column displays the most recent log record for the incident.

Selecting an Incident in the Incident List

Click an incident in the incident list to display the incident in the Incident viewer in the center pane. The Incident viewer displays comprehensive information about a single incident.

Sorting Data in the Incident List

Incident list data can be sorted by Class, Priority, Operator, Inc ID, Date/Time, Fac Num, and Fac Name. Click the heading for the column you want to use for sorting. Clicking a heading repeatedly toggles the sort order between forward (0–9, A–Z) and backward (9–0, Z–A).

Click the column heading to sort the list by contents of that column

Class	Priority	Oper	Inc ID	Date / Time	Fac Num	Fac Name	Current Status
Fire	2	KB	01-404	11/22/04 14:12			Fire Incident created manually
Security	4	KB	S03-61	8/24/04 11:50			Security Incident created manually
Security	4	KB	S03-62	11/10/04 09:35			PATROL 3 (Patrol Vehicle # 3) Notified –
Fire	4	KB	01-403	11/22/04 14:11	12	Intel	ENG 22 Notified –

Center Pane

Clicking a button in the left or right button bar or an incident in the incident list determines the contents of the center pane. When you click a button, the viewer associated with the button appears. When you click an incident in the incident list, the Incident viewer appears. For detailed information on the viewers, see “Left Button Bar” on page 2-8 and “Right Button Bar” on page 2-15. For detailed information on the Incident viewer, see “Working in the Incident Viewer” on page 5-8.

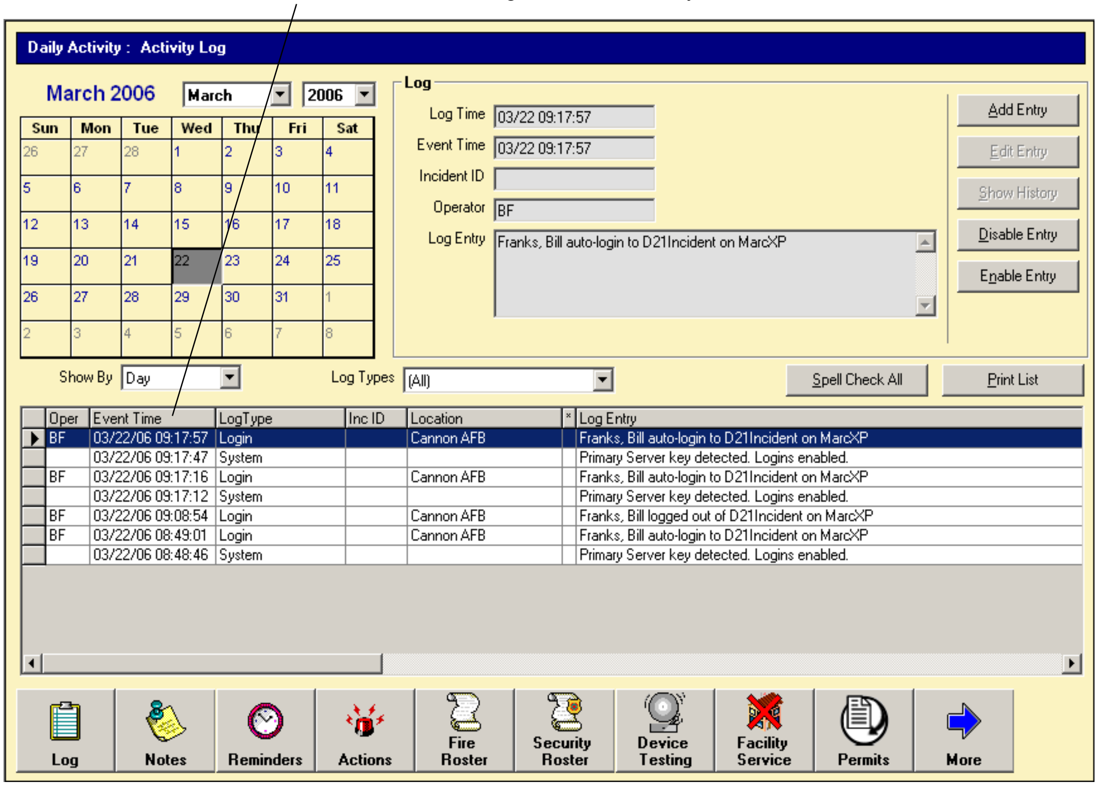
Center Pane Title Bar

The name of the viewer currently displayed in the center pane appears at the left end of the center pane title bar. The appearance of the bar varies depending on the current viewer.

Sorting Data in the Center Pane

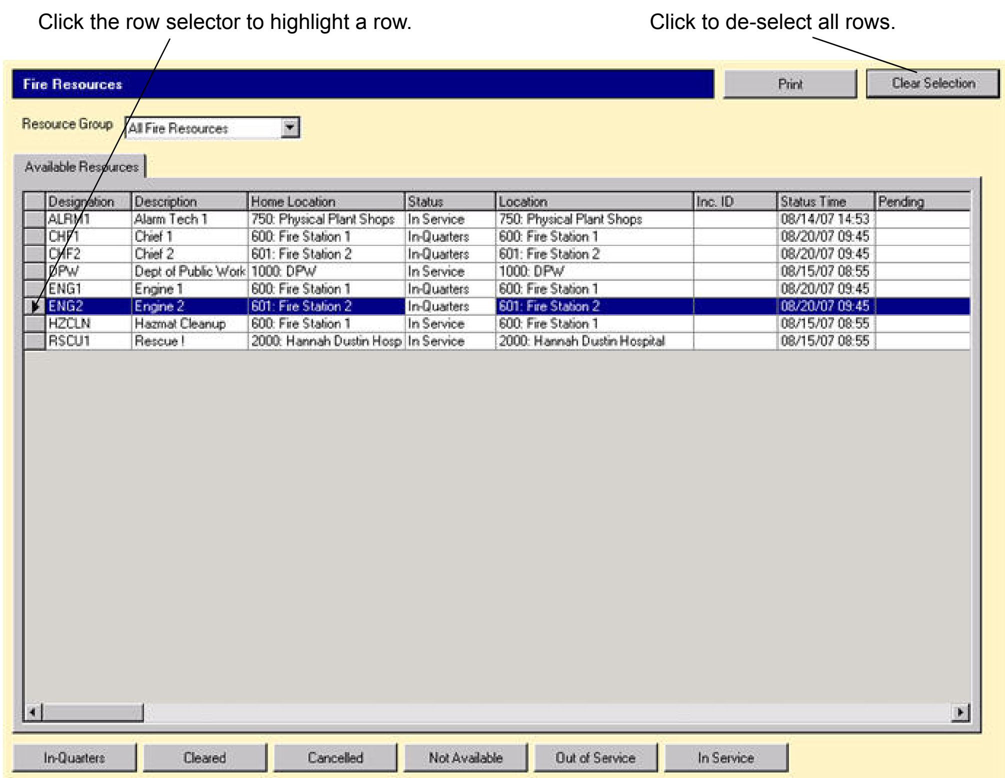
Many viewers display data in a table that can be sorted by column. Click the heading for the column you want to sort by. Clicking the heading repeatedly toggles the sort order between forward (0–9, A–Z) and backward (9–0, Z–A). (Not all columns can be used for sorting.)

Click the column heading to sort the table by that column



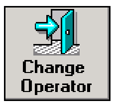
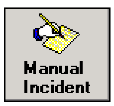
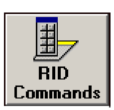
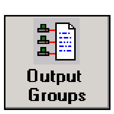
Selecting a Row in the Center Pane

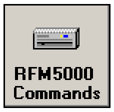
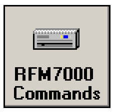
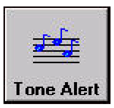
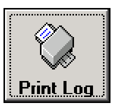
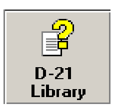
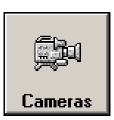
When viewer data is displayed as a table, you select a row by clicking it. The selected row appears highlighted. Most tables permit selection of only one row at a time, but in some tables (resource and dispatch tables, for example) you can click to select and deselect multiple rows. Tables which allow selection of multiple rows will provide a Clear Selection button, which deselects all the rows at once.



Right Button Bar

Clicking a button in the right button bar can activate a dialog box or change the viewer displayed in the center pane. The table below lists and describes each button available in the different D-21 modules, along with a cross reference (a hyperlink if you are viewing this document electronically) to the location in this manual where the associated viewer is described. The buttons that appear in your D-21 Incident Client may vary depending on the modules you have installed.

Button	Click to...	Additional Information
	Display the Change Operator dialog, from which you can change operators, change the incident classes and sites for which you receive alerts, or relogin so that recent database changes made via the D-21 Admin Client are recognized.	“Changing Operators” on page 2-19
	Display the Incident dialog so that you can manually create a new incident.	“Manual Incidents” on page 4-19
	Display the Weather Data viewer, where you can view details of the current weather readings or search weather history. This button face updates regularly to display the current temperature and wind speed (D-21 Weather Station option).	“Using the Weather Data Viewer” on page 3-65
	Display the Fire Commands viewer, so that you can communicate with Remote Units and Outputs classed as Fire (D-21 Fire Client).	“Fire Commands” on page 11-30
	Display the Security Commands viewer, so that you can communicate with Remote Units, Zones and Outputs classed as Security (D-21 Security Client).	“Security Commands” on page 10-14
	Display the RID Commands viewer, so that you can communicate with RIDs, Remote Units and Outputs.	“RID Commands” on page 11-22
	Display the Mass Notification viewer, so that you can operate the mass notification system. (D-21 Mass Notification Client)	“Using Mass Notification” on page 9-2
	Display the Output Groups viewer, where you can activate and deactivate groups of Output controls.	“Output Groups Viewer” on page 7-19

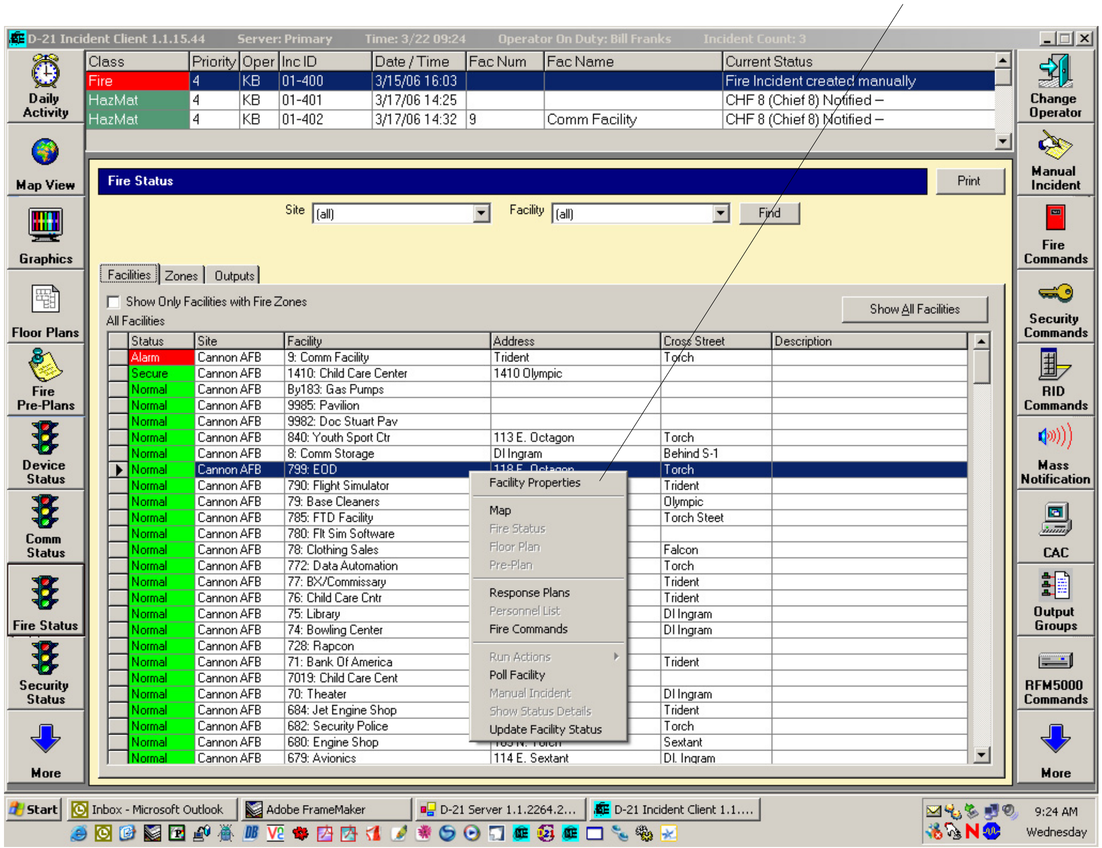
Button	Click to...	Additional Information
	Display the RID Quick Commands dialog box to poll and download to Remote Units which communicate via an RFM5000 RID.	“RID Commands” on page 11-22
	Display the RID Quick Commands dialog box to poll and download to Remote Units which communicate via an RFM7000 RID.	“RID Commands” on page 11-22
	Display the Tone Alert viewer, where you can view, test and activate tone alerting sequences (D-21 Tone Alert option).	“Using the D-21 Tone Alert Unit” on page A-3
	Display the Print Log Configuration dialog, from which you can schedule automatic log printing, to either the default printer or to a file, or print the current log.	“Print Log” on page 12-13
	Access the D-21 documentation, including this manual, electronically with Adobe Acrobat Reader.	
	Display the Reports viewer, where you can view, configure and print installed reports.	“Reports” on page 12-14
	Display the Cameras viewer with video feeds from up to four network video cameras.	“Camera Viewer” on page 7-22
	Display the Siren Control dialog, from which you can activate up to four different siren modes for installed BT2-SC siren controllers.	“Using the BT2-SC Siren Controller” on page A-9
	Log into the D-21 Archive Client, from which you can view and print archived D-21 data.	“Archive Client” on page 12-19

Using Pop-up Menus

Throughout the D-21 Incident Client, you can right-click an item in a list or on a map to display a pop-up menu listing common commands for that item.

Figure 2-4
Pop-up menu

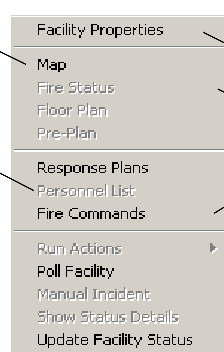
Pop-up menu



Some of these commands duplicate the buttons found on the left and right button bars, but are available to you where you are working so you can navigate and get information quickly. For example, right-clicking a specific facility in the Fire Status viewer displays the following pop-up menu.

Displays Map viewer with the current facility in view

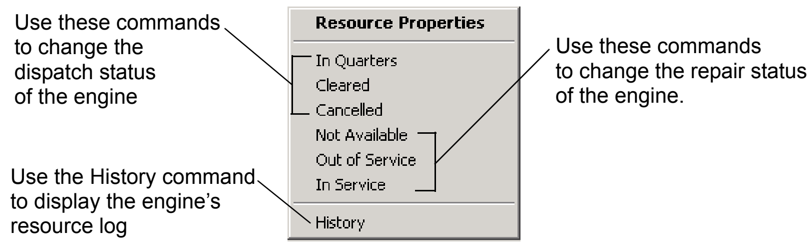
Displays these views with information specific to the selected facility

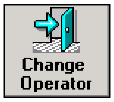


Displays facility details

Commands that are related are grouped together

Sometimes pop-up menus also provide access to commands that change the status of the selected item. For example, right-clicking on a fire engine resource in the Fire Resources viewer displays the following pop-up menu.

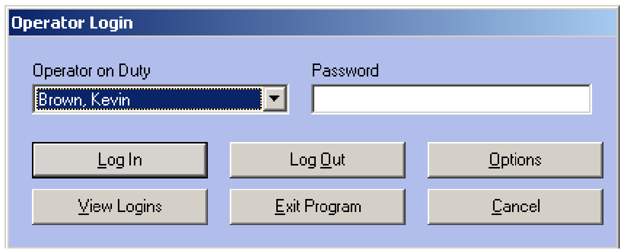




Changing Operators

The D-21 Incident Client is designed to be in constant use. The program runs constantly, but the operators change. Clicking the Change Operators button at the top of the right button bar provides access to the Operator Login dialog box, from which each operator can manage his or her session.

Figure 2-5
Operator Login dialog box

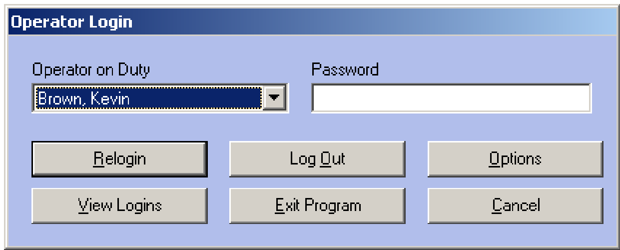


The Operator Login dialog box includes six buttons:

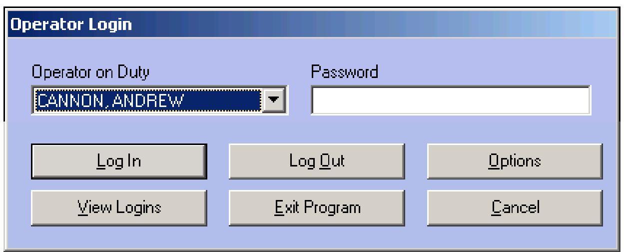
- **Log In/Relogin** When the Change Operator button is clicked and the dialog box first opens, the currently logged in operator's name appears in the Operator on Duty drop-down list and the label on the first button says **Relogin**. When the name of an operator other than the currently logged in operator is selected in the Operator on Duty drop-down list, the label on this button changes to **Login**. A relogin can be necessary to update the D-21 Incident Client without changing operators when:
  - The database has been updated through the D-21 Admin Client while the D-21 Incident Client was running.
  - The D-21 Incident Client is configured to display maps and graphics on a second monitor and that monitor is no longer accessible. (Clicking **Relogin** causes maps and graphics to be displayed on the primary monitor.)
- **Log Out** Click **Log Out** to log out of the D-21 Incident Client without returning to the Windows desktop.
- **Options** Click **Options** to specify incident classes and sites for which you want to receive alerts during this session.
- **View Logins** Displays the Login Viewer, which shows the connection status of D-21 workstations and operators. The administrator can use the **Logout Client** button in the Login Viewer to disconnect a workstation or operator if necessary.
- **Exit Program** Click **Exit Program** to quit the D-21 Incident Client program and return to the Windows desktop.
- **Cancel** Click **Cancel** to return to the D-21 Incident Client without changing operators.

To change operators

1 From the D-21 Incident Client Window, click **Change Operator** on the right button bar. The Operator Login dialog box appears.

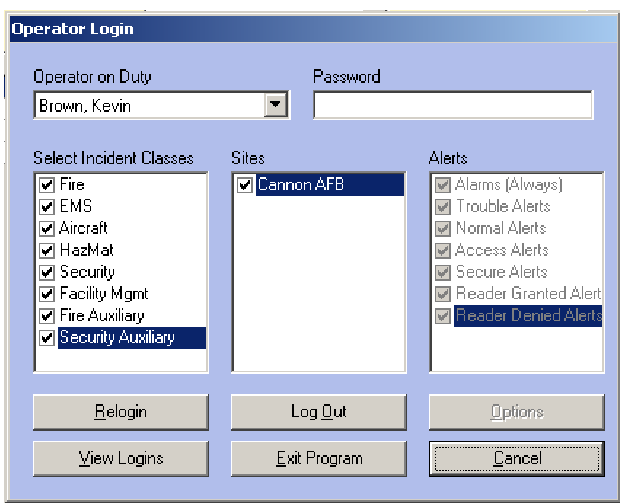


2 Select a name from the Operator on Duty drop-down list. The **Relogin** button changes to **Login.**



3 To change the incident classes or sites for which alerts will be received during this session, click **Options** and select or deselect check boxes as appropriate.

IMPORTANT *Only those incident classes and sites for which the selected operator has rights are listed. For access to classes or sites not listed, contact your system administrator.*



4 Enter the password.

5 Click **Login**.

To update the D-21 Incident Client to recognize database changes

1 Click **Change Operator** on the right button bar.

2 Click **Relogin**. The D-21 Incident Client reflects the latest database changes.

Section 3
Managing Daily Activities

Read this section to learn how to use the Daily Activity viewer to manage daily activities.

Contents

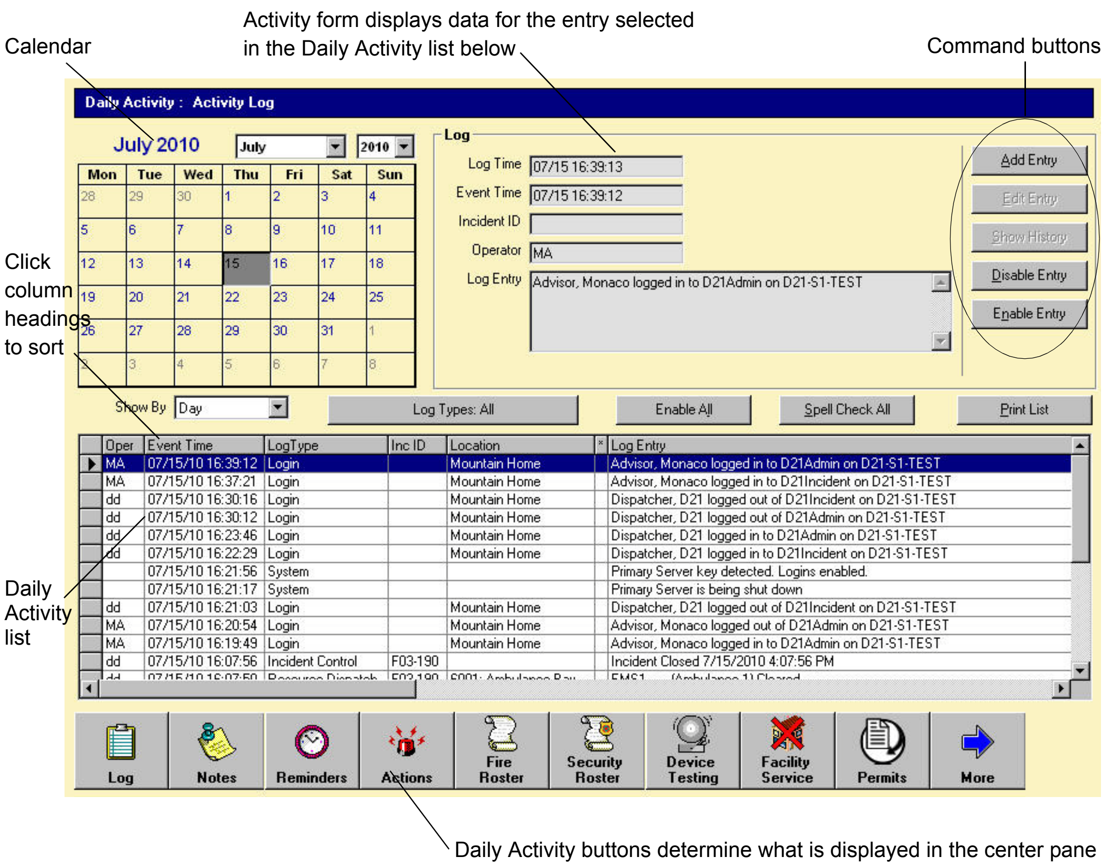
Using the Daily Activity Viewer

When you first log in to the D-21 Incident Client, you will see the Daily Activity viewer. After you have switched to a different viewer, you can click the Daily Activity button in the left button bar to return to the Daily Activity viewer. The Daily Activity viewer contains tools and data entry forms that D-21 operators can use to record and track maintenance tasks and non-incident events.

Daily Activities

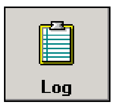
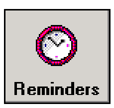
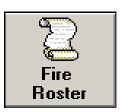
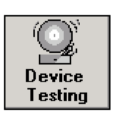
The Daily Activity viewer has its own button bar, which appears at the bottom of the center pane. Clicking a button in the Daily Activity button bar causes the Daily Activity viewer to display the information set and commands associated with that button. By default, the activity Log is displayed; after you have clicked a different button in the Daily Activity button bar, you can return to the Log by clicking the Log button in the Daily Activity button bar. The Daily Activity viewer's title bar displays which button was last clicked, and therefore which information set is being displayed.

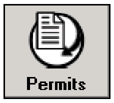
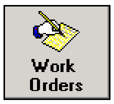
Figure 3-1
Daily Activity viewer



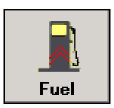
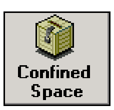
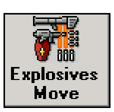
All of the buttons available on the Daily Activity button bar appear in the following table, with a cross reference (a hyperlink if you are viewing this document electronically) to the location in this manual where the information set associated with the button is described. The buttons that appear in your D-21 Incident Client may vary, depending on the modules you have installed.

Standard Daily Activities

Button	Click to...	Additional Information
	Display Activity Log, where events such as incident creation, operator logins, dispatching, database backups, and server shutdowns are automatically recorded.	“Log” on page 3-7
	Display Notes, where operators can create and view notes of specific types, such as Pass On Log.	“Notes” on page 3-12
	Display Reminders, where operators can create and schedule pop-up messages, and view reminder history.	“Reminders” on page 3-15
	Display Actions, where operators can view schedules for running built-in actions, which test the RFMs and remote units connected to the D-21, or any custom actions that local administrators have created in the D-21 Admin Client.	“Actions” on page 3-21
	Display Fire Roster, where pre-defined fire shift templates can be used to organize personnel by duty type and assignments, and specific daily rosters can be saved and printed (D-21 Fire Client).	“Roster” on page 3-27
	Display Security Roster, where pre-defined security shift templates can be used to organize personnel by duty type and assignments, and specific daily rosters can be saved and printed (D-21 Security Client).	“Roster” on page 3-27
	Display Device Testing, where operators can record and track the dates and locations for testing of monitored devices, such as alarms.	“Device Testing” on page 3-32
	Display Facility Out-of-Service, where operators can record and track scheduled service interruptions for monitored facilities.	“Facility Out-of-Service” on page 3-36

Button	Click to...	Additional Information
	Display Permits, where operators can record and track permits that have been issued.	“Permits” on page 3-39
	Display Work Orders, where operators can record and track work orders that have been issued.	“Work Orders” on page 3-44
	Display Summary Statistics, where operators can record daily counts in pre-defined tracking categories, and view totals by week, month, and year.	“Summary Statistics Log” on page 3-49

Custom Daily Activities

Button	Click to...	Additional Information
	Display Vehicle Fuel, where operators can record and view vehicle refueling information.	“Fuel” on page 3-52
	Display Vehicle Repairs, where operators can record and view information about vehicle repair work undertaken.	“Repair” on page 3-55
	Display Confined Space, where operators can record and view information about crews conducting work underground or in other confined spaces around monitored facilities.	“Confined Space” on page 3-59
	Display Explosives Moves, where operators can record and view data on movement operations for munitions or other explosives.	“Explosives Move” on page 3-62

Calendar

A single-month calendar appears at the top left of the Daily Activity viewer. The date selected in the calendar acts as a filter for the Daily Activity information set displayed. By default, the current date is selected, so only today's Daily Activity records are displayed.

NOTE *The selected calendar date does not affect data displayed for the Fire or Security Roster.*

To display information for a different date or date range

1. Select a month and year from the drop-down lists above the calendar.
2. Click on a day in the calendar.
3. Specify a week, month or year date range by using the Show By drop-down list located below the calendar. The default date range is for a single day. You can also specify that no date filter be applied by selecting (All) in the Show By drop-down list. (See below, Filtering By Date, for a full explanation of the Show By drop-down list.)

   NOTE *When (All) is selected, the selected date in the calendar is ignored.*

Daily Activity Lists

Each Daily Activity information set displays entries in a spreadsheet-like grid, called a 'list,' in the bottom half of the window. The Daily Activity lists display all entries that meet the date criteria you specify using the calendar, and the status criteria you specify using the drop-down lists above the grid. The Show By drop-down list is always available to filter entries that are displayed in the list, and in Activity Log, the default Daily Activity information set, the Log Types drop-down list is also available. Many information sets provide Type and Status drop-down lists, and there will also be additional drop-down lists specific to other information sets.

You can scroll across and down as necessary in the list to view all the data values for a particular record in the grid display. You can also view all the data values for the currently selected record in the form display to the right of the calendar.

Filtering by Date

Use the Show By drop-down list to select the date range to display in the Daily Activity list. (Remember the exceptions: when either the Fire or Security Roster is displayed, all entries are shown regardless of what is selected in Show By.)

IMPORTANT *Entries are displayed according to Log Time, not Event Time.*

Show Day Shows entries for the day selected in the calendar.

Show Week Shows entries for the week that includes the day selected in the calendar. For multiple-day entries (Permits, for example, which have both an Issue Date and an Expiration Date), shows any entries that overlap that week.

Show Month Shows entries for the month that includes the day selected in the calendar. Shows any entries that overlap that month.

Show Year Shows entries for the year that includes the day selected in the calendar. Shows any entries that overlap that year.

Show All Shows all entries without any date filtering. Filters applied through other drop-down lists (Log Types, for example, in the Log viewer) are still in effect.

Filtering by Type

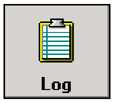
When available, use the Type drop-down list to display only entries with the specified type in the Daily Activity list. Notes and Permits use types created specifically for your installation in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information on creating custom types.

Filtering by Status

When available, use the Status drop-down list to display only entries with the specified status. Maintenance activities, such as device testing or explosive movements, are either In Progress (called in, ready to start) or Complete (called in, completed). Operators can use the Status drop-down list to display activities in progress, completed activities, or all activities.

Sorting Daily Activity Lists

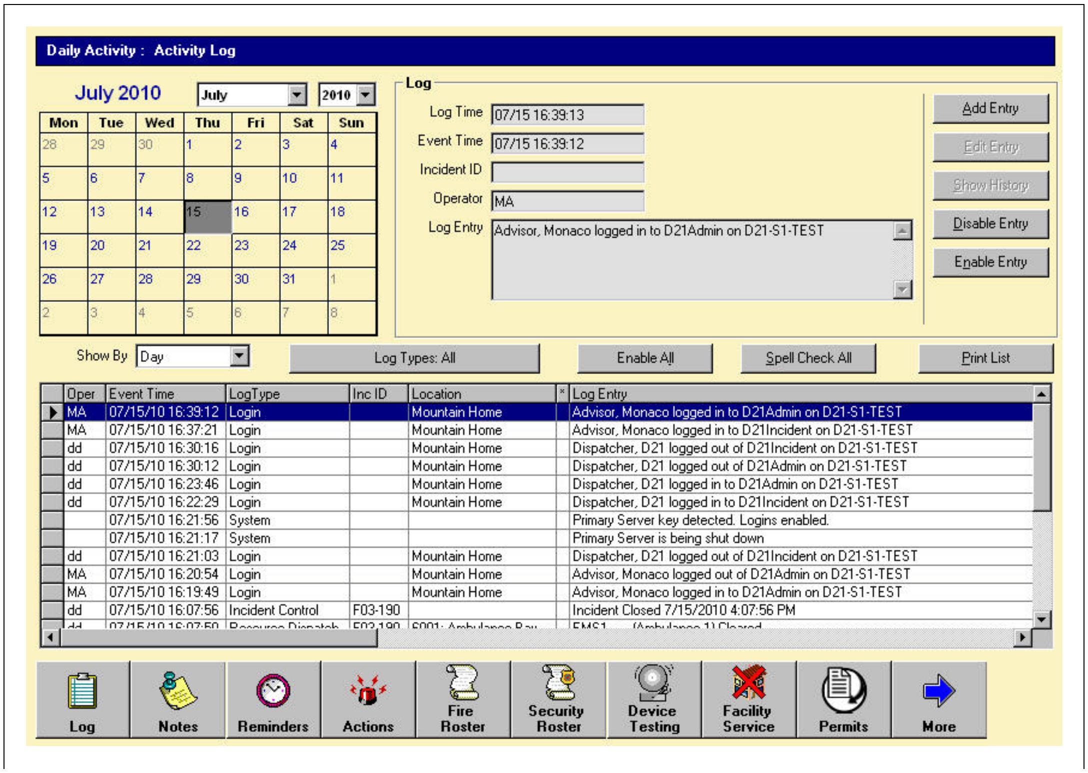
Click a column heading to sort the Daily Activity list alphabetically or numerically, depending on the data in the column.



Log

When the Log button is clicked, the D-21 Activity Log is displayed. The log includes manual log entries and all D-21 Incident Client system activity: automatic and manual incidents, operator log in and log out, dispatching, incident closing, alert acknowledgement, database backups, and server shutdown.

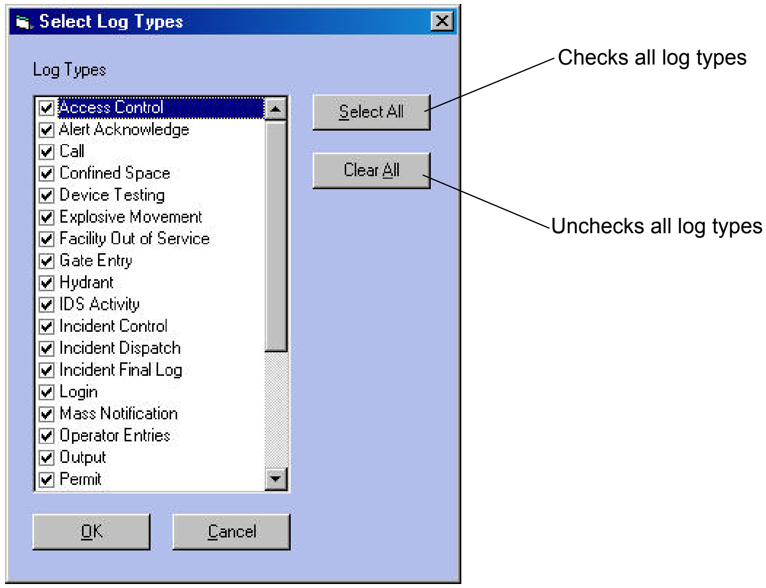
Figure 3-2
Daily Activity Log



To view daily log entries

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Log**.
3. Select a date in the calendar.
4. Select a date range in the **Show By** drop-down list.

5 By default, all log types are displayed. To restrict the displayed log types, click the button captioned **Log Types: All**. A selection dialog appears.

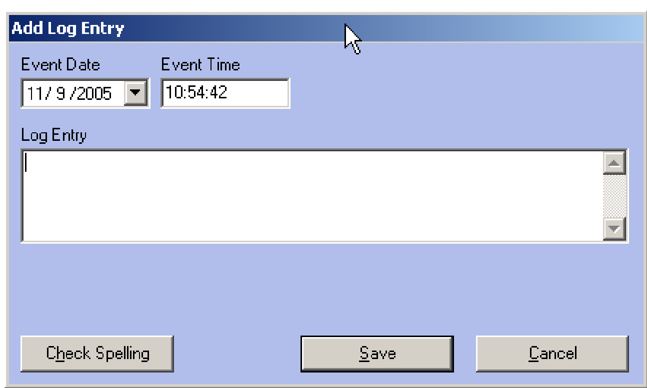


6 Check or uncheck the boxes next to the listed log types to define the desired log types.

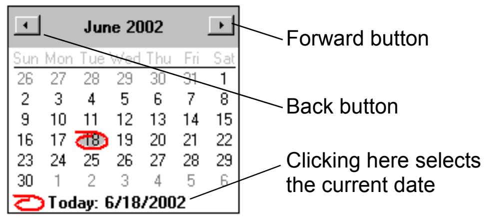
7 Click **OK**. The selection dialog closes, and the Log viewer displays only the selected log types. The caption on the log type selection button changes to reflect that the log types have been filtered.

To manually add a log entry

1 Click **Add Entry.** The Add Log Entry dialog box appears.



- **Event Date / Event Time** These values default to the current date and time. You can type directly into the Event Time text box to enter a different time for the entry. To enter a different date for the entry, click the Event Date drop-down list. A calendar appears, and you can select the date you want.



- **Log Entry** Type the text of the log entry.
- **Check Spelling** Checks the spelling of the text you typed in the Log Entry box. See “To spell check incident information” on page 5-42 for more information on using the spell checker.
- **Custom Log Entries** If your D-21 administrator has set up custom log entries in the D-21 Admin Client, then you will see a **Custom Log Entries** drop-down list and an **Insert Custom** button in the Add Log Entry dialog box. To use a custom log entry, select the one you want in the Custom Log Entries drop-down list and then click the Insert Custom button.
- **Save** Saves the log entry and closes the dialog box.
- **Cancel** Closes the dialog box without saving your changes.

2 Click **Save**.

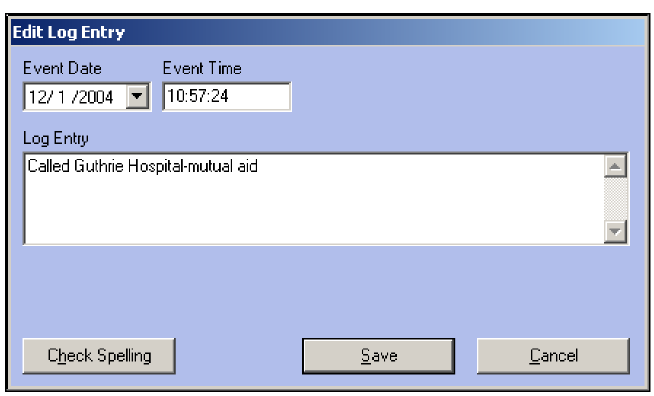
To edit a log entry

NOTE *You can only edit log entries that were added manually to the log by an operator. You cannot edit log entries that were generated by D-21 system events, such as alarms or logins.*

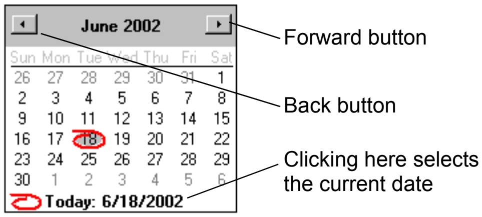
1 Select the entry you want to edit in the Daily Activity list.

2 Click **Edit Entry**.

NOTE *If the Edit Entry button is grayed out, the log entry cannot be edited.*



- **Event Date / Time** You can type directly into the Event Time text box to enter a different time for the entry. To enter a different date for the entry, click the Event Date drop-down list. A calendar appears, and you can select the date you want

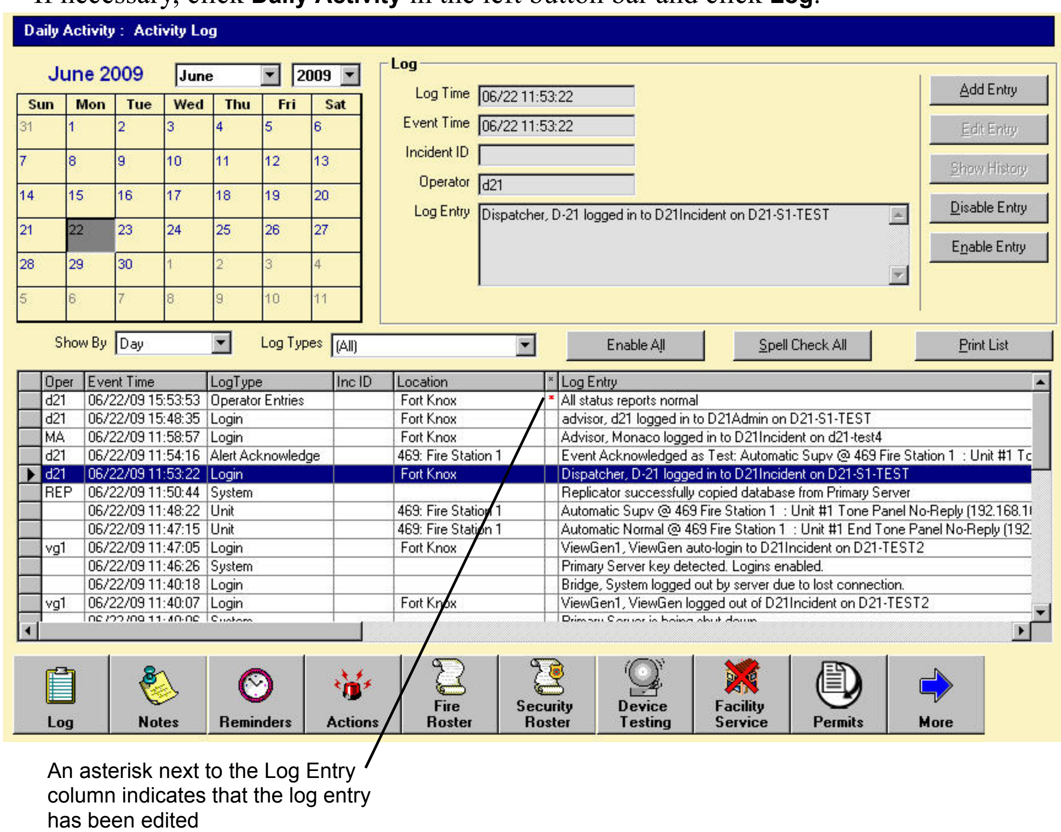


- **Log Entry** Edit the text of the log entry as necessary.
- **Check Spelling** Checks the spelling of the text you typed in the Log Entry box.
- **Save** Saves the log entry and closes the dialog box.
- **Cancel** Closes the dialog box without saving your changes.

3 Click **Save**. The new text is displayed in the log, and the log entry is marked with a red asterisk to indicate it has been edited.

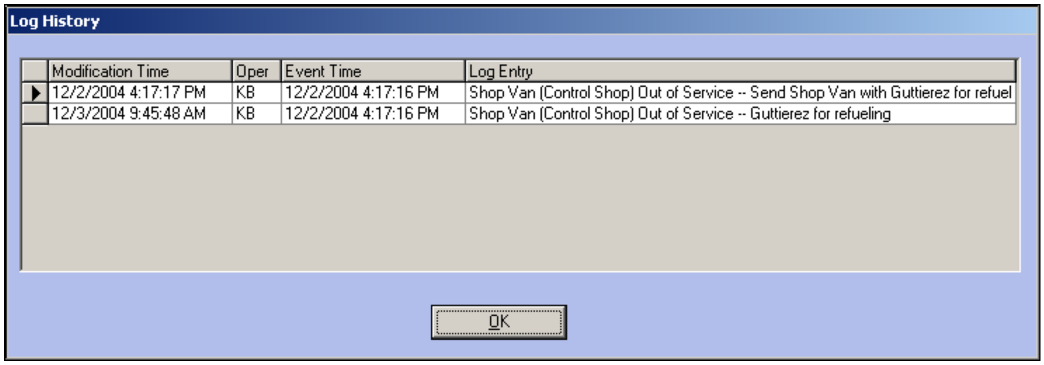
To view the history of edits for a log entry

1 If necessary, click **Daily Activity** in the left button bar and click **Log**.



2 Select the entry in the list and click **Show History**. The Log History dialog appears, listing all edited versions of the selected log entry.

NOTE *The Show History button is grayed out unless the log entry has been edited.*



3 Click **OK**.

To disable a log entry

Disabling a log entry is useful when you do not want the log entry to be printed.

1 Select the entry in the list.

2 Click **Disable Entry** on the pop-up menu. When you select a different record in the list you will see that the disabled entry is now displayed on a gray background.

NOTE *You can print the log with or without disabled entries. See* *"To print the log" on page 3-11**.*

To enable a previously disabled log entry

1 Select the entry in the list.

2 Click **Enable Entry**. The entry is enabled in the log and displayed on a white background.

NOTE *To enable all previously disabled log entries at once, click* **Enable All***.*

To print the log

1 Click **Print List** to print the log entries displayed in the list. The Daily Activity Log Options dialog box appears.

2 Select one of the following options:

- **All log entries** Prints enabled and disabled entries. This is the default option.
- **Enabled log entries only** Prints only log entries that are enabled.

3 Click **OK**. Clicking **OK** opens the Report Viewer for the Daily Activity Log. For more information, see "Report Viewer" on page 12-16.

NOTE *Use the Daily Log Report to filter the log by one or more log types and by a specified date range. See* *"Reports" on page 12-14* *for more information.*

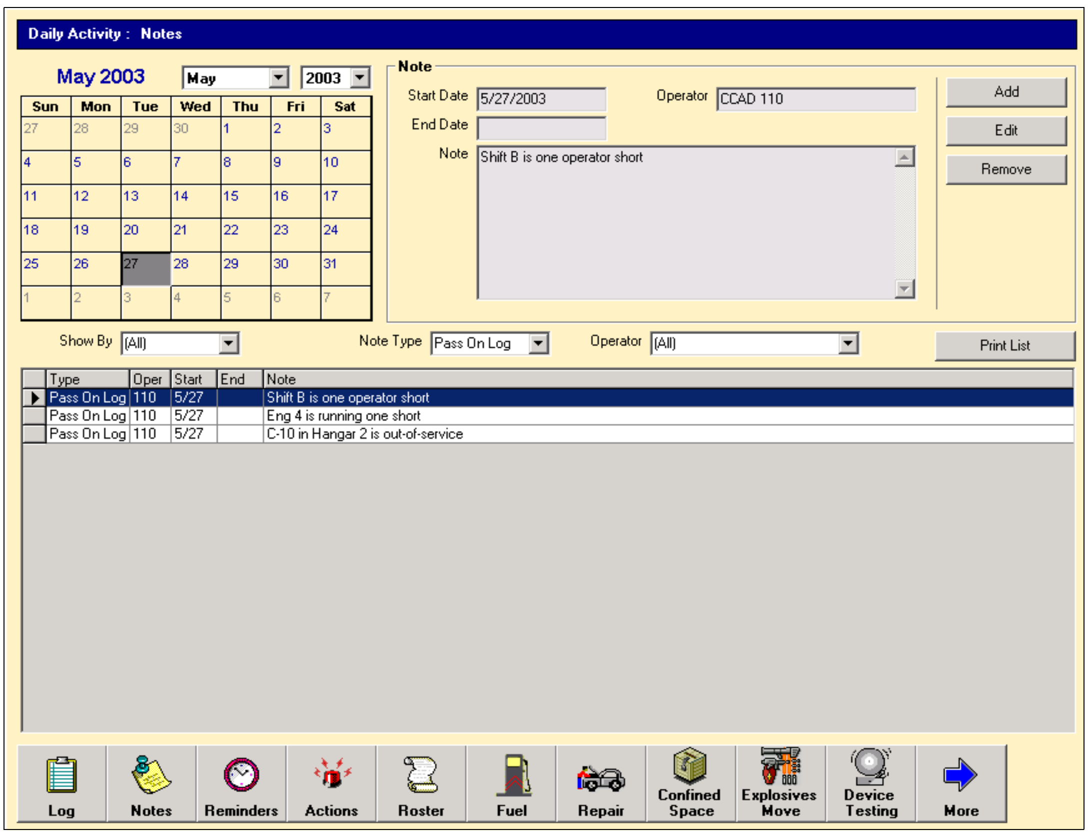
Notes

When **Notes** is selected, the Daily Activity list displays the operator-created notes for the selected calendar date, date range, and type. For more information on filtering entries in the list, see “Daily Activity Lists” on page 3-5.

Notes have start dates, end dates, and a type. The start and end dates determine how long the note is displayed in the notes list. Note types allow you to categorize notes according to the needs of your organization. Three default note types are supplied with the D-21: Standard, Pass On Log, and Notes of the Day. If you do not need to use types, use Standard for all notes. Use the Pass On Log type for notes that are specifically created to pass on to the next operator shift. Use Notes of the Day for display on a D-21 View Generator (a remote non-interactive workstation controlling a central display). An administrator can create other note types as necessary in the D-21 Admin Client.

> **NOTE** *See the D-21 Admin Client User Guide for instructions on displaying Notes of the Day on a View Generator and creating custom note types.*

Figure 3-3
Daily Notes



To view notes

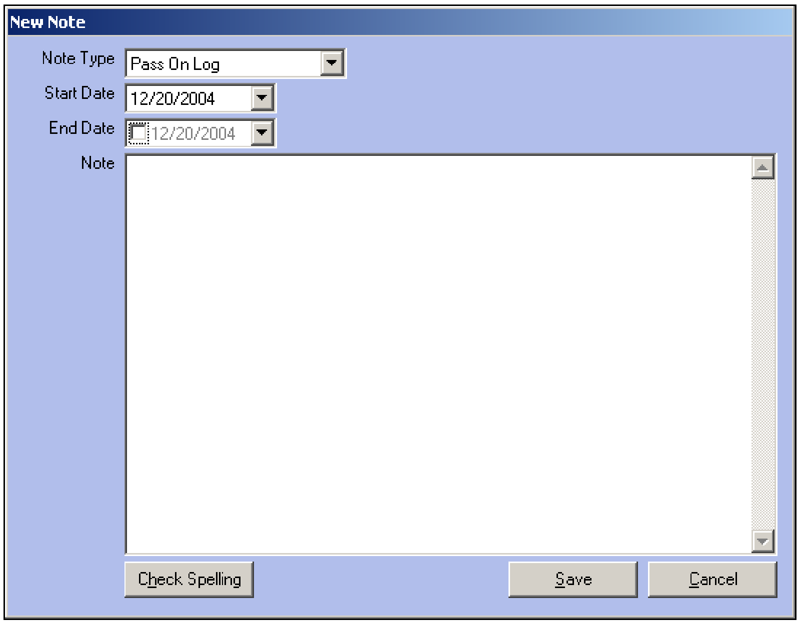
1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Notes**.

3 Use the calendar and date range selection in the Show By and Type drop-down lists to filter the notes in the list.

4 Click the entry in the notes list that you want to view. The note and its details appear in the Notes form in the upper right corner of the view.

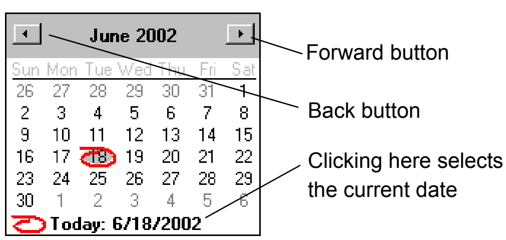
To add a note in the Daily Activity viewer

1 Click **Add**. The New Note dialog box appears.



2 Select a type from the Note Type drop-down list.

3 Enter the start date and, if you want the note to be displayed for multiple days, the end date. When you click the arrow in the start or end date box, a calendar appears.



Click the desired date. If necessary, use the forward and back arrow buttons to navigate the calendar a month at a time.

IMPORTANT *Both the start and end dates must be today's date or later. You cannot create or edit a note to span a date that has passed.*

4 Enter the text of the note in the Note box. You can paste plain text copied from another application with the Ctrl + V keyboard shortcut.

5 Click **Save**. The operator value is automatically filled in with the name of the operator creating the note.

To edit a note

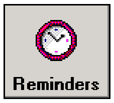
IMPORTANT *You cannot edit a note to span a date that has passed. Both start and end dates must be today's date or later.*

1. Select the note in the notes list.
2. Click **Edit**. The Note dialog box appears.
3. Edit the note text as necessary.
4. Click **Save**.

To remove a note

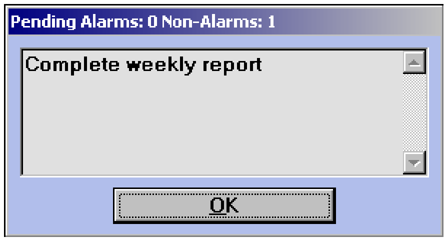
Removing a note deletes it from the D-21 database.

1. Select the note in the notes list.
2. Click **Remove**. A confirmation message appears.
3. Click **Yes**.



Reminders

When **Reminders** is selected, the Daily Activity list displays the list of reminders that are configured for the current workstation. Reminders are messages that pop up in the D-21 Incident Client at the appointed day and time when the reminder recipient is logged in.



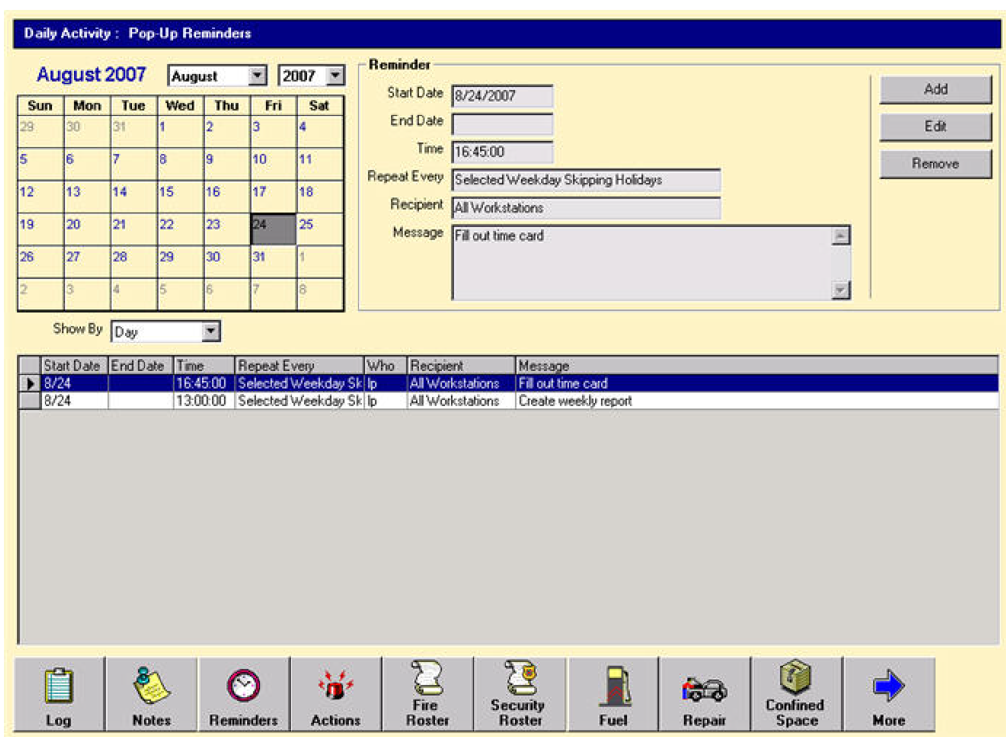
Sample reminder that requires operator acknowledgement

Reminders can be sent to an individual operator by name or to fire-only workstations, security-only workstations, the current workstation, or to all workstations regardless of which clients are installed.

If the recipient is an individual who is not logged in when the reminder is scheduled, the reminder does not pop up. If an alarm alert is active when the reminder occurs, the reminder pops up behind the alert window and will not be seen until the alert window has been closed.

The dates for which reminders are displayed is controlled by the date selected in the calendar and the selection in the Show By drop-down list. For more information, see “Daily Activity Lists” on page 3-5.

Figure 3-4 *Daily Reminders*

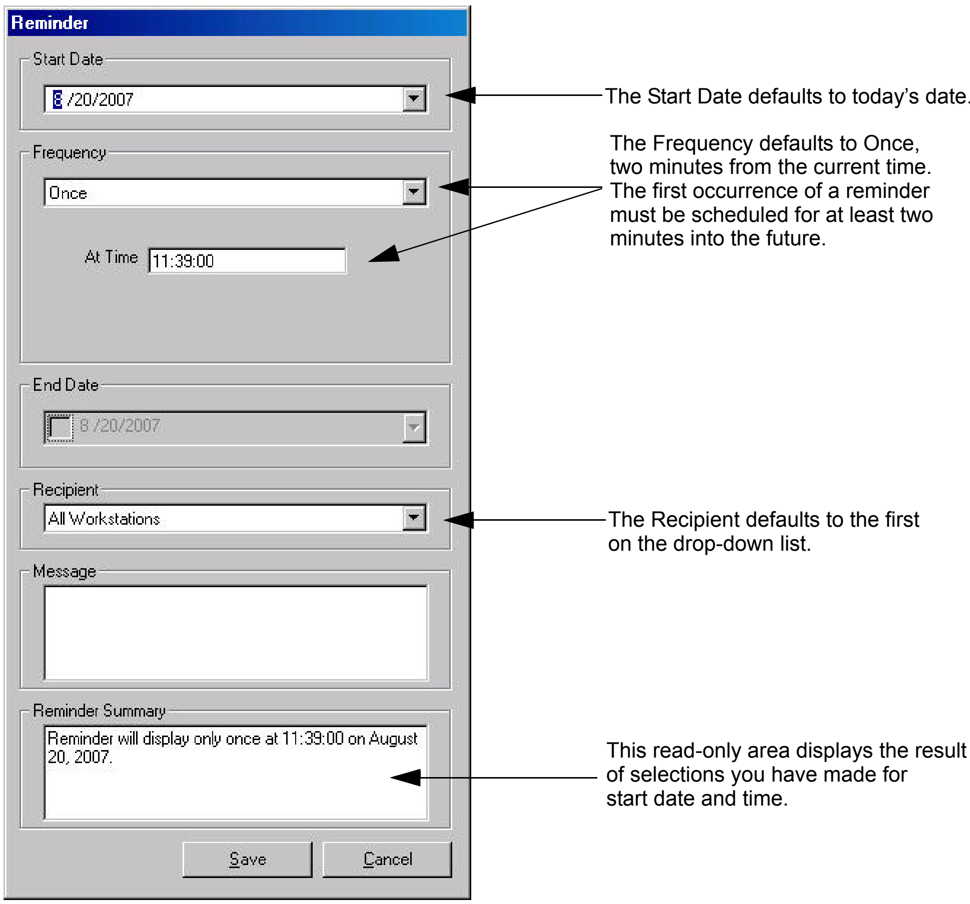


To view reminders

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Reminders**.
3. Use the calendar and date range selection in the Show By drop-down list to filter the reminders in the Daily Activity list.
4. Click the entry in the reminders list that you want to view. The reminder and its details appears in the Reminders form in the upper right corner of the view.

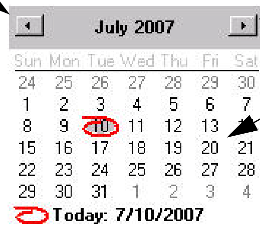
To schedule a new one-time reminder in the Daily Activity viewer

1. Click **Daily Activity** on the left button bar, if necessary. Click **Reminders** to switch to the Reminders viewer.
2. Click **Add**. The Reminder dialog box appears.



3 In the Start Date text box, enter the date for the new reminder. By default, the reminder is scheduled to occur today. You can change the date by clicking in the text box and typing over the month, day, and year. You can also click on the arrow in the text box and select a date from a calendar picker.

Click the arrows to move the month backward and forward.



Click a date to select it. The calendar will close and the reminder's Start Date will change to the date you selected.

4 In the At Time text box, enter the time at which you want the reminder to occur.

5 Select the recipient for the reminder. Click the arrow in the Recipient text box to view a list of available recipients.

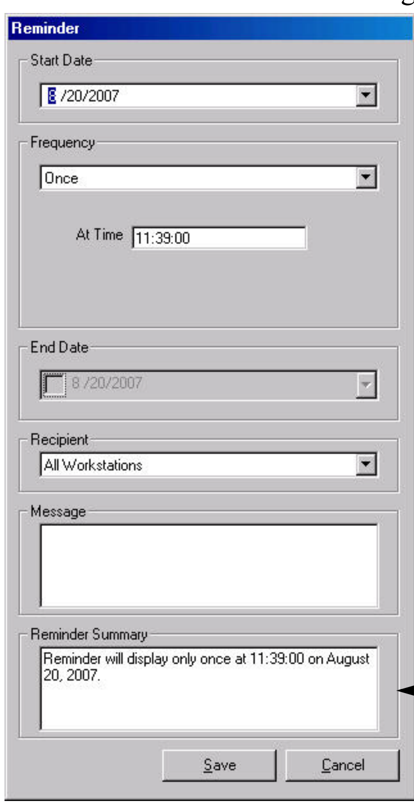
6 Click in the Message text box and enter the text for the reminder.

7 Click **Save**.

To schedule a new recurring reminder

1 Click **Daily Activity** on the left button bar, if necessary. Click **Reminders** to switch to the Reminders viewer.

2 Click **Add**. The Reminder dialog box appears.



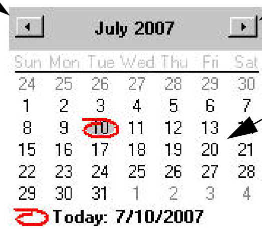
The Start Date defaults to today's date.

This area displays different choices, based on the Frequency selected. See the explanation of each frequency below.

This read-only area displays the result of selections you have made for Start Date, Frequency, Time, and (if applicable) End Date.

3 In the Start Date text box, enter the date for the first occurrence of the new reminder. By default, the reminder is scheduled to occur today. You can change the date by clicking in the text box and typing over the month, day, and year. You can also click on the arrow in the text box and select a date from a calendar picker.

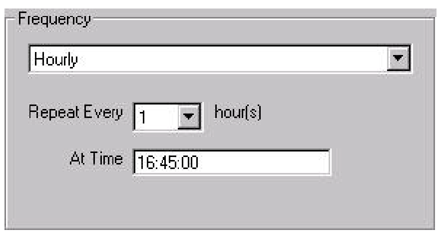
Click the arrows to move the month backward and forward.



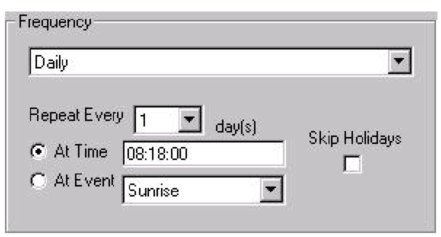
Click a date to select it.
The calendar will close and
the reminder's Start Date will change
to the date you selected.

4 Select the interval at which you want the reminder to recur. The available choices, accessed by clicking the arrow in the Frequency text box, are described below.

- **Hourly** Select the number of hours (up to 23) that should elapse between occurrences and enter the start time for the reminder.



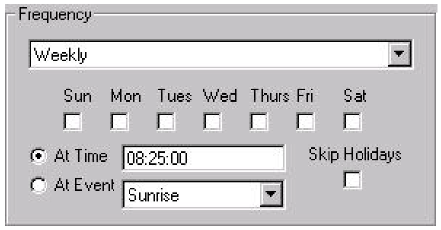
- **Daily** Select the number of days (up to 31) that should elapse between occurrences. You can choose to skip occurrences that fall on a holiday. Enter the start time for the reminder, or, as an alternative to a specific start time, you can schedule the reminder to occur at sunrise or sunset.



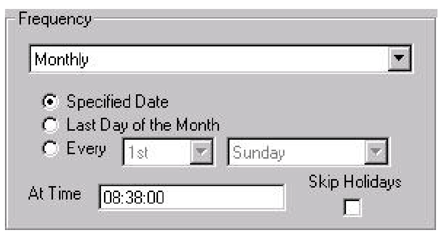
NOTE *Holidays are defined in the D-21 Admin Client. See the D-21 Admin Client User Manual for additional information.*

NOTE *The option to schedule a reminder at sunrise or sunset is only available if geographic information has been configured for the site in the D-21 Admin Client. See the D-21 Admin Client User Manual for additional information.*

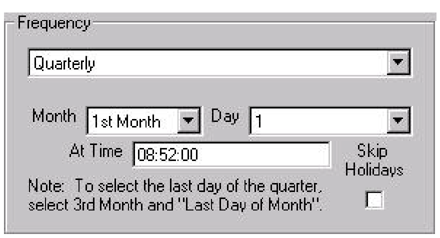
- **Weekly** Select one or more weekdays on which the reminder should recur. You can choose to skip occurrences that fall on a holiday. Enter the start time for the reminder, or, as an alternative to a specific start time, you can schedule the reminder to occur at sunrise or sunset.



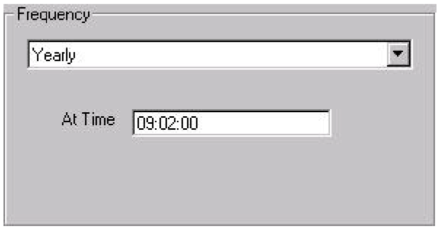
- **Monthly** Enter the start time for the reminder. The reminder will recur each month at that time on the date specified in the Start Date. If you want the reminder to recur on the last day of each month regardless of the length of the month, select Last Day of the Month. Alternatively, you can specify a day of the week and a week of the month, to schedule the reminder on the second Monday of each month, for example. You can choose to skip occurrences that fall on a holiday.



- **Quarterly** Select the first (i.e. January, April, July, October), second (i.e. February, May, August, November), or third (i.e. March, June, September, December) month of each quarter and the date in those months. If you want the reminder to recur on the last day of each month regardless of the length of the month, select Last Day of the Month from the Day dropdown. You can choose to skip occurrences that fall on a holiday. Enter the start time for the reminder.



- **Yearly** Enter the start time for the reminder. The reminder will recur each year at that time on the date specified in the Start Date.



5 By default, the new reminder will be scheduled to recur indefinitely. If you want to specify an end to the recurrences, click in the box in the **End Date** text box and enter the date on which you want recurrences of the reminder to stop. You can change the date by clicking in the text box and typing over the month, day, and year. You can also click on the arrow in the text box and select a date from a calendar picker.

6 Select the recipient for the reminder. Click the arrow in the Recipient text box to view a list of available recipients.

7 Click in the Message text box and enter the text for the reminder.

8 Click **Save**.

To stop or change the schedule of a recurring reminder

1. Select the reminder in the reminders list.
2. Click **Edit**. The Reminder dialog box appears.
3. Make changes to the schedule as desired. To stop an action from continuing to recur, set the End Date to today's date.
4. Click **Save**.

To remove a reminder

Removing a reminder deletes it from the D-21 database, which will delete all past and future occurrences of the reminder.

1. Select the reminder in the reminders list.
2. Click **Remove**. A confirmation message appears.
3. Click **Yes**.

Actions

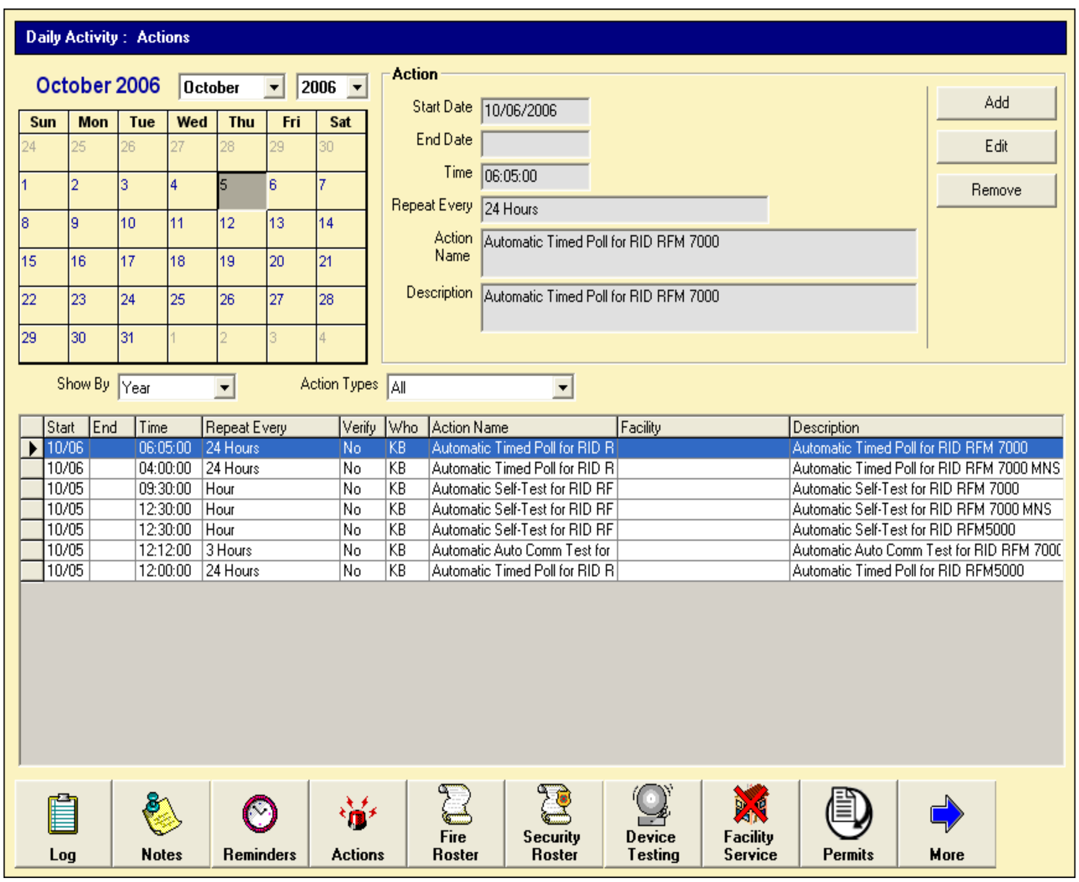
When **Actions** is selected, the Daily Activity viewer displays the list of scheduled actions. The D-21 Incident Client automatically activates the actions that appear in the list on the specified schedule. User-defined actions are created in the D-21 Admin Client and scheduled in the D-21 Incident Client. Actions can be created to issue commands to remote units, to activate and deactivate outputs, and to play MNS messages, among other things. Actions that have been configured to require verification give the operator an alert asking whether to continue.

Two action types (Automatic Self-Test and Automatic Timed Poll) are built-in and cannot be edited or deleted.

- **Automatic Self-Test** The Automatic Self-Test action verifies that a particular RFM is functioning correctly. This test is performed on all RFMs every hour.
- **Automatic Timed Poll** The Automatic Timed Poll action triggers a poll of all remote units associated with a particular RFM that has been configured for timed or continuous/timed polling, at the time and interval specified in the D-21 Admin Client.

The dates for which actions are displayed is controlled by the date selected in the calendar and the selection in the Show By drop-down list. For more information, see "Daily Activity Lists" on page 3-5.

Figure 3-5
Actions

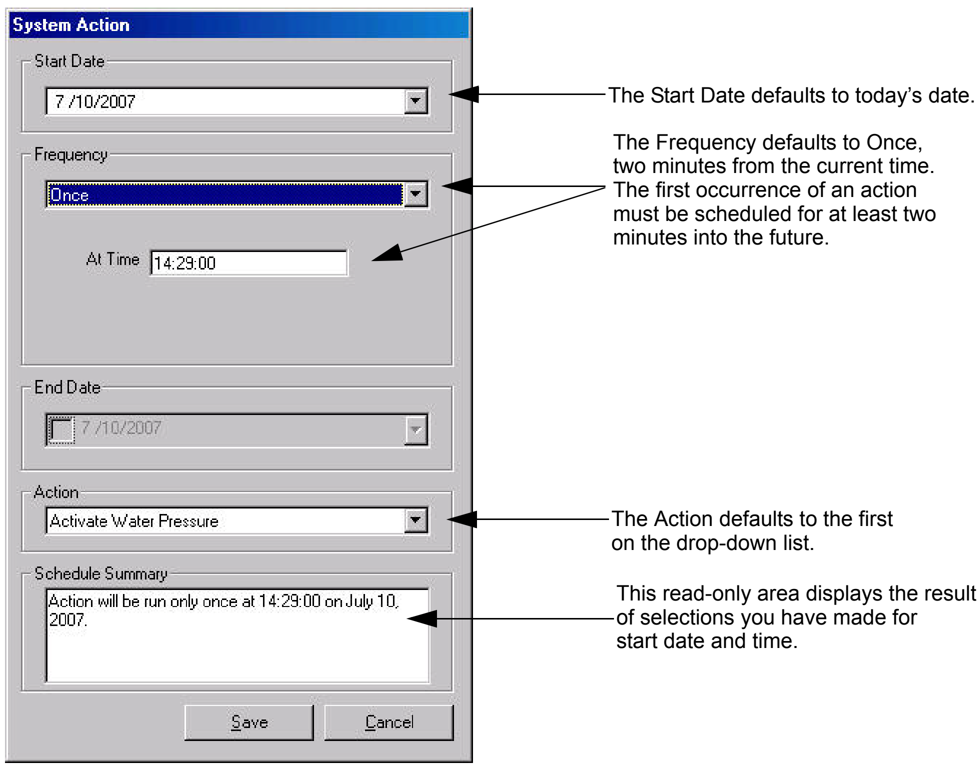


To view actions

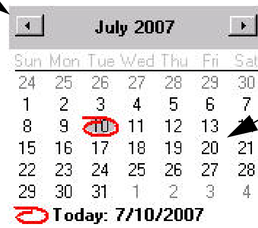
1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Actions**.
3. Use the calendar and date range selection in the Show By and Action Types drop-down lists to filter the user-defined actions in the actions list.
4. Click the entry in the actions list that you want to view. The action and its details appear in the Action form in the upper right corner of the view.

To schedule a new one-time action

1. Click **Daily Activity** on the left button bar, if necessary. Click **Actions** to switch to the Actions viewer.
2. Click **Add**. The System Action dialog box appears.



3 In the Start Date text box, enter the date for the new action. By default, the action is scheduled to occur today. You can change the date by clicking in the text box and typing over the month, day, and year. You can also click on the arrow in the text box and select a date from a calendar picker.



4 In the At Time text box, enter the time at which you want the action to occur.

5 Select the action that you want to schedule. Click the arrow in the Action text box to view a list of available user-defined actions.

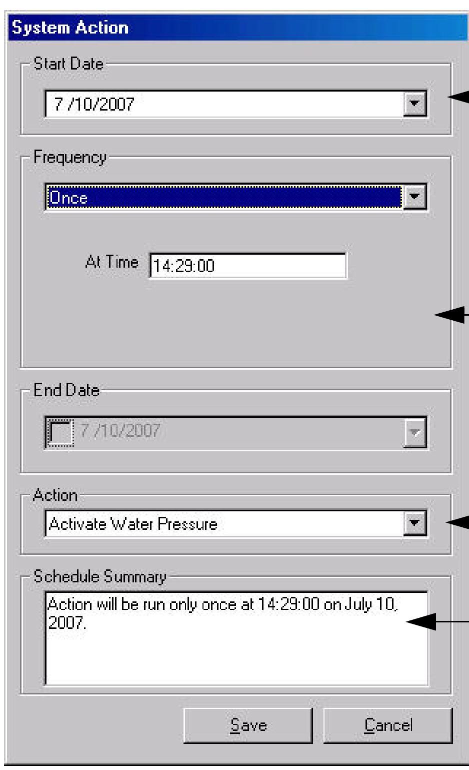
NOTE *User-defined actions must be created in the D-21 Admin Client. See the D-21 Admin Client User Guide for assistance with creating actions.*

6 Click **Save**.

To schedule a new recurring action

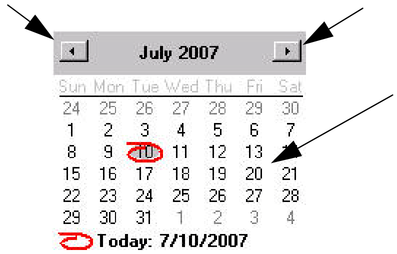
1 Click **Daily Activity** on the left button bar, if necessary. Click **Actions** to switch to the Actions viewer.

2 Click **Add**. The System Action dialog box appears.



3 In the Start Date text box, enter the date for the first occurrence of the new action. By default, the action is scheduled to occur today. You can change the date by clicking in the text box and typing over the month, day, and year. You can also click on the arrow in the text box and select a date from a calendar picker.

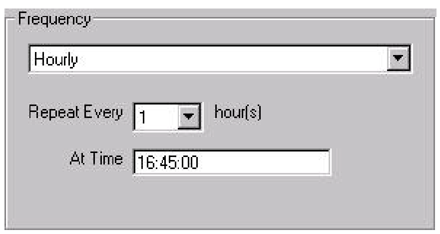
Click the arrows to move the month backward and forward.



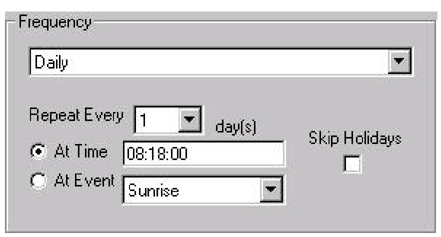
Click a date to select it. The calendar will close and the action's Start Date will change to the date you selected.

4 Select the interval at which you want the action to recur. The available choices, accessed by clicking the arrow in the Frequency text box, are described below.

- **Hourly** Select the number of hours (up to 23) that should elapse between occurrences and enter the start time for the action.



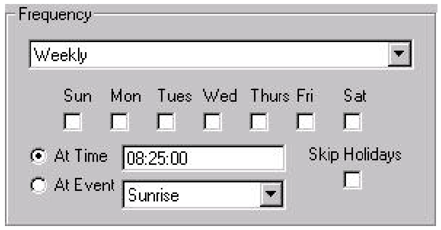
- **Daily** Select the number of days (up to 31) that should elapse between occurrences. You can choose to skip occurrences that fall on a holiday. Enter the start time for the action, or, as an alternative to a specific start time, you can schedule the action to occur at sunrise or sunset.



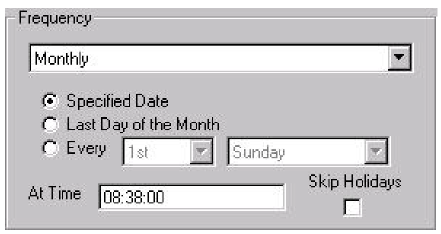
NOTE *Holidays are defined in the D-21 Admin Client. See the D-21 Admin Client User Manual for additional information.*

NOTE *The option to schedule an action at sunrise or sunset is only available if geographic information has been configured for the site in the D-21 Admin Client. See the D-21 Admin Client User Manual for additional information.*

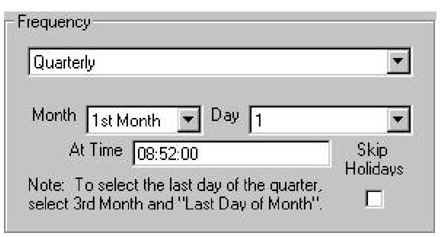
- **Weekly** Select one or more weekdays on which the action should recur. You can choose to skip occurrences that fall on a holiday. Enter the start time for the action, or, as an alternative to a specific start time, you can schedule the action to occur at sunrise or sunset.



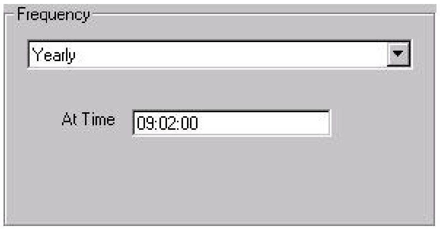
- **Monthly** Enter the start time for the action. The action will recur each month at that time on the date specified in the Start Date. If you want the action to recur on the last day of each month regardless of the length of the month, select Last Day of the Month. Alternatively, you can specify a day of the week and a week of the month, to schedule the action on the second Monday of each month, for example. You can choose to skip occurrences that fall on a holiday.



- **Quarterly** Select the first (i.e. January, April, July, October), second (i.e. February, May, August, November), or third (i.e. March, June, September, December) month of each quarter and the date in those months. If you want the action to recur on the last day of each month regardless of the length of the month, select Last Day of the Month from the Day dropdown. You can choose to skip occurrences that fall on a holiday. Enter the start time for the action.



- **Yearly** Enter the start time for the action. The action will recur each year at that time on the date specified in the Start Date.



5 By default, the new action will be scheduled to recur indefinitely. If you want to specify an end to the recurrences, click in the box in the **End Date** text box and enter the date on which you want recurrences of the action to stop. You can change the date by clicking in the text box and typing over the month, day, and year. You can also click on the arrow in the text box and select a date from a calendar picker.

6 Select the **Action** that you want to schedule. Click the arrow in the Action text box to view a list of available user-defined actions.

NOTE *User-defined actions must be created in the D-21 Admin Client. See the D-21 Admin Client User Guide for assistance with creating actions.*

7 Click **Save**.

To stop or change the schedule of a recurring action

IMPORTANT *You cannot edit built-in actions in the D-21 Incident Client. Built-in actions can be edited in the D-21 Admin Client.*

1 Select the action in the actions list.

2 Click **Edit**. The System Action dialog box appears.

3 Make changes to the schedule as desired. To stop an action from continuing to recur, set the End Date to today’s date.

4 Click **Save**.

To remove an action

Removing an action deletes it from the D-21 database, which will delete all past and future occurrences of the action from the schedule.

IMPORTANT *You cannot remove built-in actions.*

1 Select the action in the actions list.

2 Click **Remove**. A confirmation messages appears.

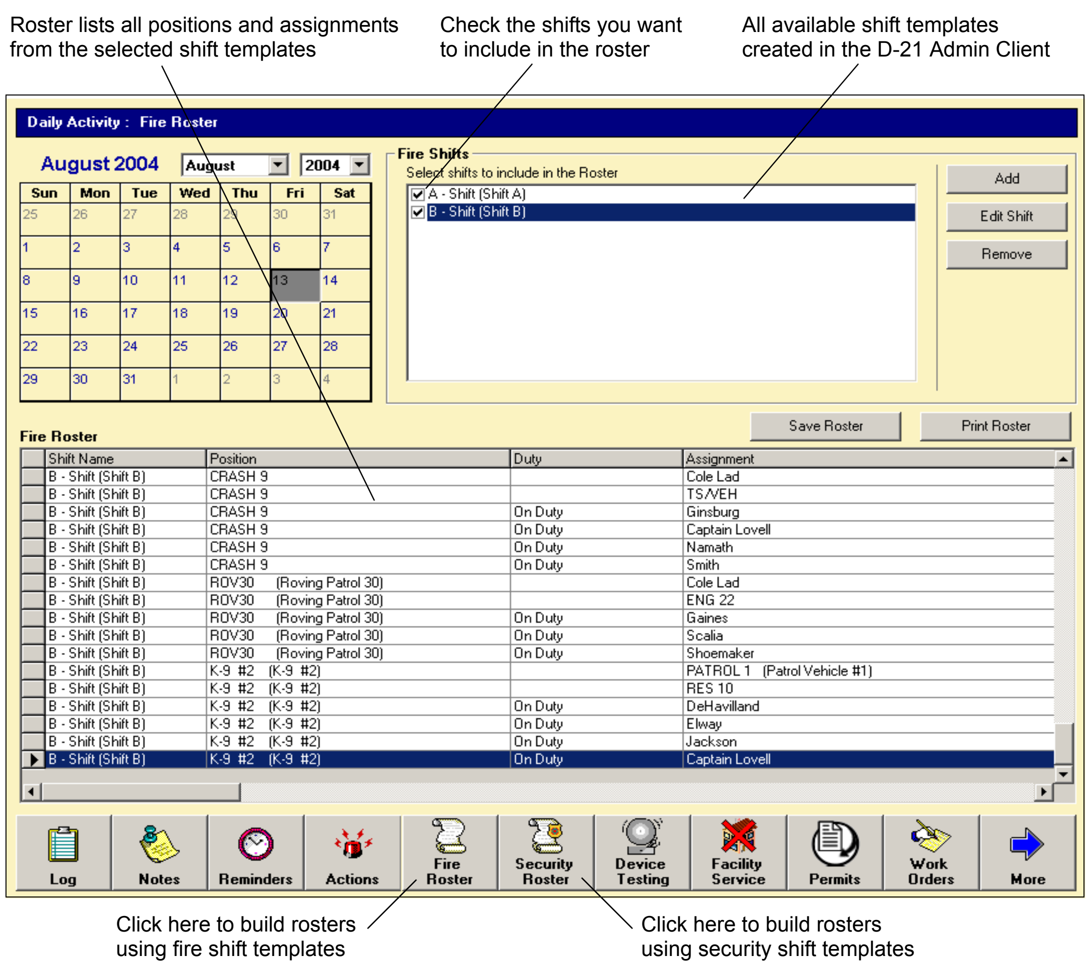
3 Click **Yes**.

Roster

When **Fire Roster** or **Security Roster** is selected, the Daily Activity viewer displays the list of shift templates that were created in the D-21 Admin Client. Each shift template is classed as Fire, Security, or both when it is created. Fire shift templates are used to build rosters that use only fire personnel and resources and can only be viewed in Fire Roster. Security shift templates use only security personnel and resources and can only be viewed in Security Roster. Shift templates that are classed as All can be viewed in either Fire Roster or Security Roster.

A roster is built by adding one or more shifts to the roster and then editing the shift assignments, by assigning personnel to pre-defined shift positions and/or identifying those on leave or vacation. (Any changes to the available shift positions must be made to the original shift template in the D-21 Admin Client.)

Figure 3-6
Daily Roster



To create a roster in the Daily Activity viewer

IMPORTANT *You must create shift templates in the D-21 Admin Client before you can build a roster.*

1 Do one of the following:

- Select a shift in the box to the right of the calendar and click **Add**. The shift is displayed in the Roster list below. Repeat this step for every shift you want to add to the roster.

OR

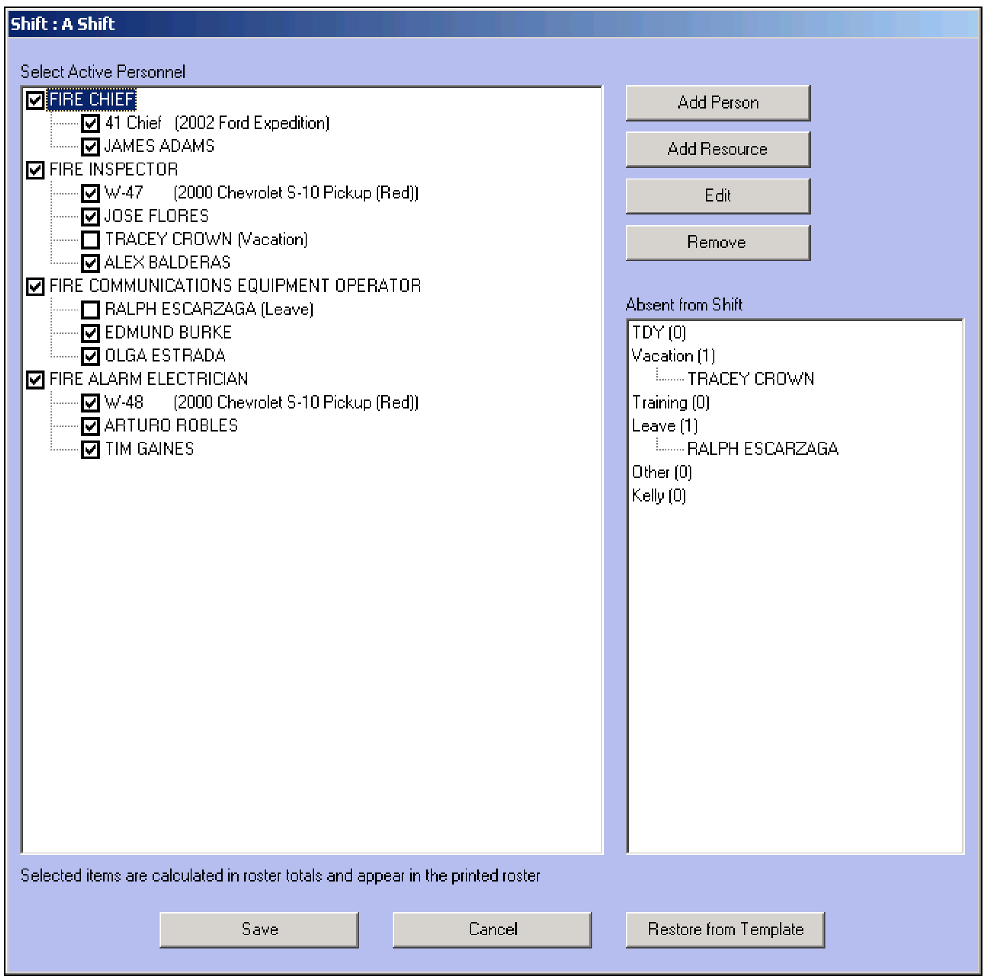
- Click the check box next to the shifts you want to include in the Roster. The shifts are displayed in the Roster list below.

NOTE *You can add as many shifts to the roster as make sense for your organization.*

2 Edit duty assignments to identify which personnel and resources will fill which positions for the day. You can also identify which personnel are absent from the shift.

a Select the shift in the Shifts list.

b Click **Edit Shift**. The Shift dialog box appears.



c Place a check mark next to personnel and resources that are present and on duty as assigned. Clear check marks next to personnel, resources, or positions who should not appear in the roster you are building.

d Right-click assigned personnel you want to identify as absent and select a duty status from the pop-up menu. The assignment is unchecked and the person is listed under the selected duty status in the Absent from Shift box. If the person is assigned to multiple positions, he or she is removed from all positions and displayed in the Absent from Shift box.

e Add or remove personnel and resources from the shift. Use **Add Person** and **Add Resource** to draw additional assignments from the D-21 database. Use **Remove** to remove the selected person or resource assignment.

NOTE *Changes made to shifts in the D-21 Incident Client are not saved to the shift template. You can restore to the original shift template at any time. See* *"To restore a shift template to the original" on page 3-30**. To make changes to job titles and resource positions or changes to assignments that you want to be saved with the template, edit the shift template in the D-21 Admin Client.*

f Click **Save** when the updates to the roster are complete. The Shift dialog will close, and the Roster list will display the day's individual shift assignments as you have defined them.

3 Click **Print Roster** to print the contents of the Roster list. The printed roster displays on duty personnel, lists inactive personnel by their duty type, and totals the duty numbers if Show Duty Totals is checked for the shift template in the D-21 Admin Client.

4 Click **Save Roster** to make the day's Roster available for printing at a later date from the Reports button in the right button bar.

To change roster personnel duty status

1 In the Roster list, right-click the assignment entry and select the appropriate duty type from the pop-up menu.

NOTE *Duty types are set up in the D-21 Admin Client.*

To remove a shift from the roster

1 Do one of the following:

- Select the shift in the Shifts list and click **Remove**.

OR

- Click the check box next to the shift you want to remove to clear it.

The entire shift is removed from the roster.

To add a person or resource to the shift

1 Select the shift you want to edit.

2 Click **Edit Shift**. The Shift dialog box appears.

3 Select the job title or resource position in the tree to which you want to add a person or resource assignment.

4 Click **Add Person** to add a person from the personnel database or click **Add Resource** to add a resource from the resource database.

NOTE *These changes are lost when the original shift template is restored.*

To remove a person or resource from the shift

1 Select the shift in the Shifts list.

2 Click **Edit Shift**. The Shift dialog box appears.

3 Select the person or resource.

NOTE *You cannot remove job title or resource positions.*

4 Do one of the following:

- Click **Remove Selection**. The item is removed from the shift.

OR

- Right-click the person and select the appropriate duty type. The person is taken off duty and listed in the Absent from Shift box.

5 Click **Save**.

To restore a shift template to the original

IMPORTANT *All additions and deletions of personnel and resources as well as changes made to duty types are lost when you restore the original shift template.*

1 Select the shift in the Shifts list.

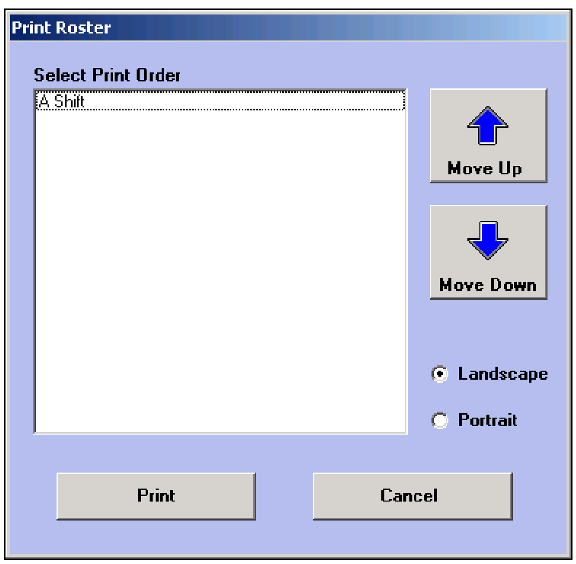
2 Click **Edit Shift**.

3 Click **Restore from Template**. A confirmation message appears. All changes made to the shift while creating the roster will be lost when the template is restored.

4 Click **Yes**.

To print the roster

1 Click **Print Roster**. The Print Roster dialog box appears.



2 Select the print order for the shifts. Shifts appear in the list in the order they were originally added to the roster.

3 Select a shift name and click **Move Up** or **Move Down** to adjust its order in the list. Repeat until the shifts are in the desired order.

4 Select the Landscape or Portrait option to set the print orientation for the report.

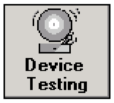
5 Click **Print**. The Roster is displayed in the Report Viewer. For more information, see “Report Viewer” on page 12-16.

To save a daily roster

1 Click **Save Roster**. The Save Roster dialog box appears.

2 Select a date for the roster in the drop-down list.

3 Click **OK**.



Device Testing

Use Device Testing to enter and track dates and times when testing is scheduled for physical devices that are part of the D-21 system.

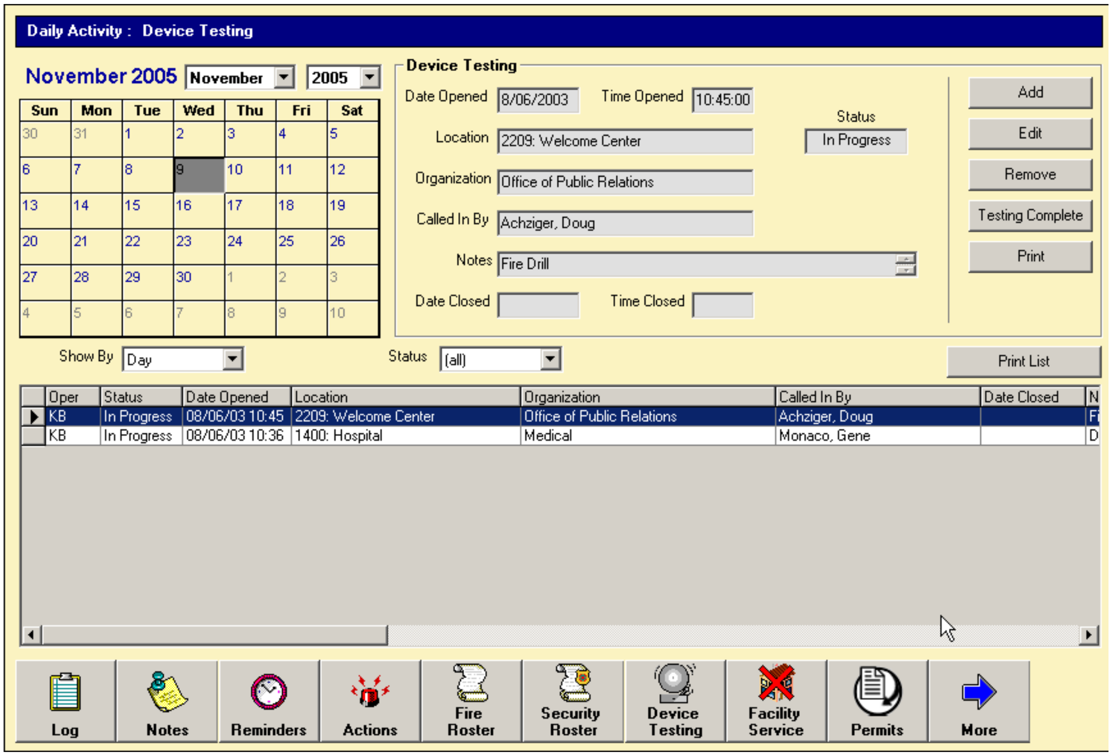
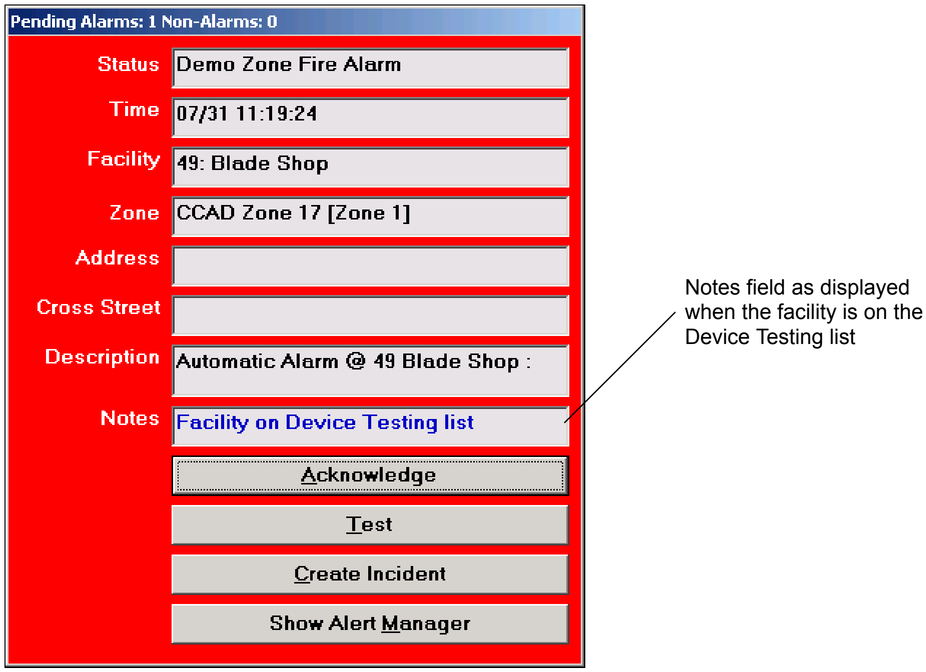


Figure 3-7
Device Testing

If a remote unit in a facility that is on the Device Testing list goes into alarm, the alarm alert reports this information along with the received alarm data.

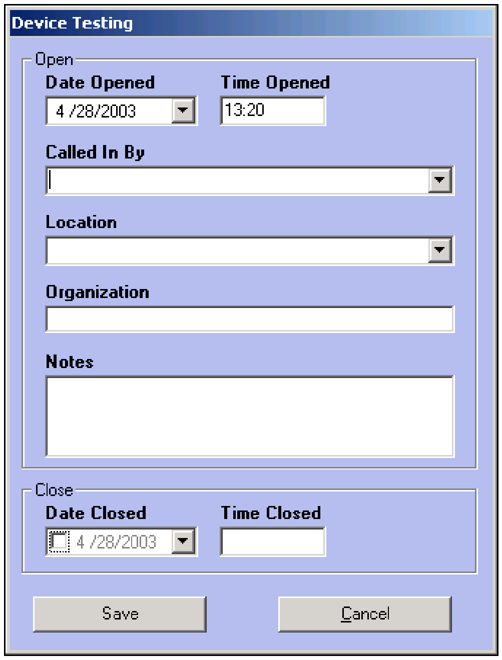


To view device testing entries

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Device Testing**.
3. Select a date in the calendar.
4. Select a date range in the Show By drop-down list.
5. Select In Progress, Complete, or All in the Status drop-down list.
6. Combine any of the above steps to display the data you want. For more information, see "Daily Activity Lists" on page 3-5.

To add a device testing entry in the Daily Activity viewer

1 Click **Add**. The Device Testing dialog box appears.



2 Specify date opened and time opened values for the entry, if necessary. The D-21 Incident Client automatically fills these fields with the current date and time.

3 Enter the name of the person calling in the testing. If the person is already recorded in the D-21 Personnel table, you can pick his/her name from the drop-down list.

4 Select the D-21 facility in which the testing will occur from the Location drop-down list.

5 If there is an organization associated with the testing, type the name in the Organization box.

6 Type any notes in the Notes box.

7 Click **Save**. The entry appears in the Device Testing list with status set to In Progress.

To close a device testing entry

1 When the testing is complete, select the entry in the device testing list.

2 Click **Testing Complete**. The Device Testing dialog box appears with the current date and time automatically entered in the Date Closed and Time Closed boxes.

3 Click **Save**. The testing entry's status changes to Complete.

To remove a device testing entry

Removing a device testing entry deletes it from the D-21 database.

1 Select the entry in the device testing list.

2 Click **Remove**. A confirmation message appears.

3 Click **Yes**.

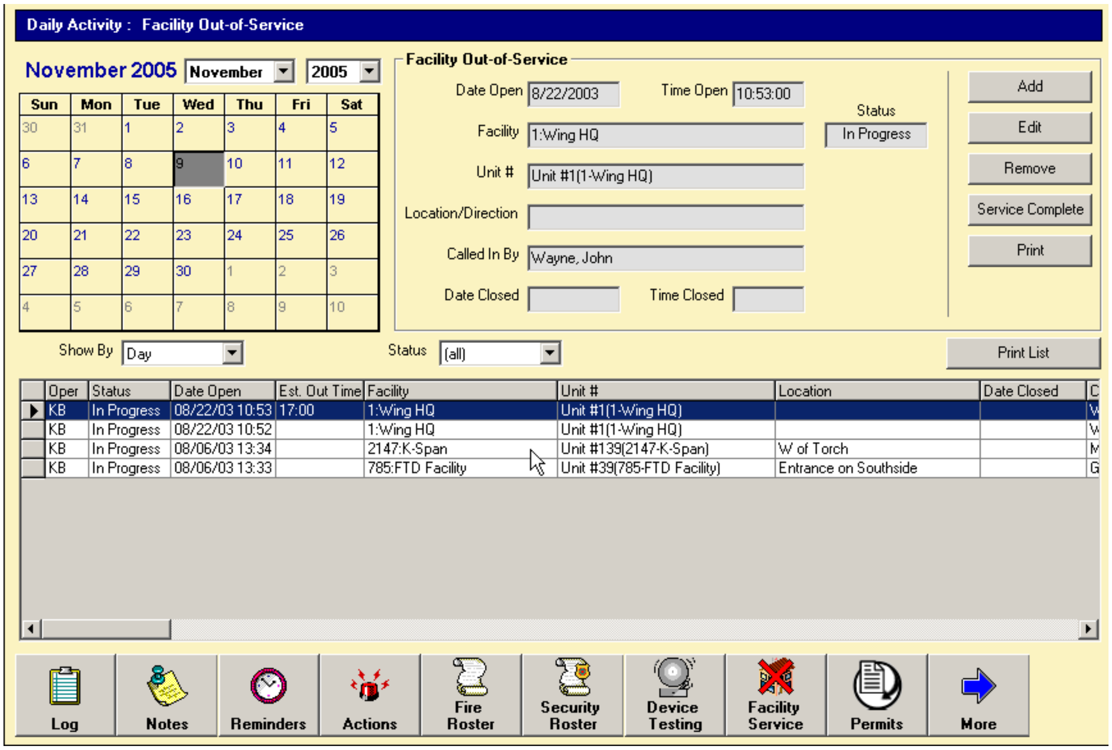
To print device testing entries

1. Filter the list using the Show By and Status drop-down lists. For more information, see "Daily Activity Lists" on page 3-5.
2. Click **Print List**. The device testing list is displayed in the Report Viewer. For information on using the Report Viewer, see "Report Viewer" on page 12-16.
3. If you want to print a single device testing entry, select the entry in the list and click **Print**.

Facility Out-of-Service

Use Facility Out-of-Service to enter and track dates and times a D-21 monitored facility is out-of-service due to maintenance on physical devices connected to the D-21 system.

Figure 3-8
Facility Out-of-Service

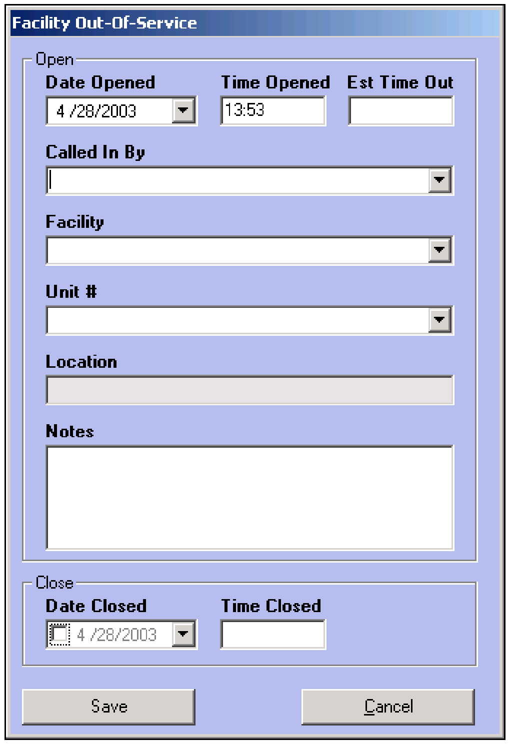


To view facility out-of-service entries

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Facility Out-of-Service**.
3. Select a date in the calendar.
4. Select a date range in the Show By drop-down list.
5. Select In Progress, Complete, or All in the Status drop-down list.
6. Combine any of the above steps to display the data you want. For more information, see “Daily Activity Lists” on page 3-5.

To add a facility out-of-service entry in the Daily Activity viewer

1 Click **Add**. The Facility Out-of-Service dialog box appears.



2 Specify date opened and time opened values for the entry, if necessary. The D-21 Incident Client automatically fills these fields with the current date and time. You can also enter an estimated time out.

3 Enter the name of the person calling in the service. If the person is already recorded in the D-21 Personnel table, you can pick his/her name from the drop-down list.

4 Select a facility in the Facility drop-down list.

5 Select a remote unit in the Unit # drop-down list. Only remote units associated with the facility are listed in the Unit # list.

Location information is automatically entered when you select the facility.

6 Type any notes in the Notes box.

7 Click **Save**. The entry appears in the facility out-of-service list with status set to In Progress.

To close a facility out-of-service entry

1 When the facility is back in service, select the entry in the facility out-of-service list.

2 Click **Service Complete**. The Facility Out-of-Service dialog box appears with the current date and time automatically entered in the Date Closed and Time Closed boxes.

3 Click **Save**. The entry's status changes to Complete.

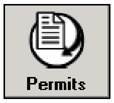
To remove a facility out-of-service entry

Removing a facility out-of-service entry deletes it from the D-21 database.

1 Select the entry in the facility out-of-service list.
2 Click **Remove**. A confirmation message appears.
3 Click **Yes**.

To print facility out-of-service entries

1 Filter the list using the Show By and Status drop-down lists. For more information, see “Daily Activity Lists” on page 3-5.
2 Click **Print List**. The facility out-of-service list is displayed in the Report Viewer. For information on using the Report Viewer, see “Report Viewer” on page 12-16.
3 If you want to print a single device testing entry, select the entry in the list and click **Print**.

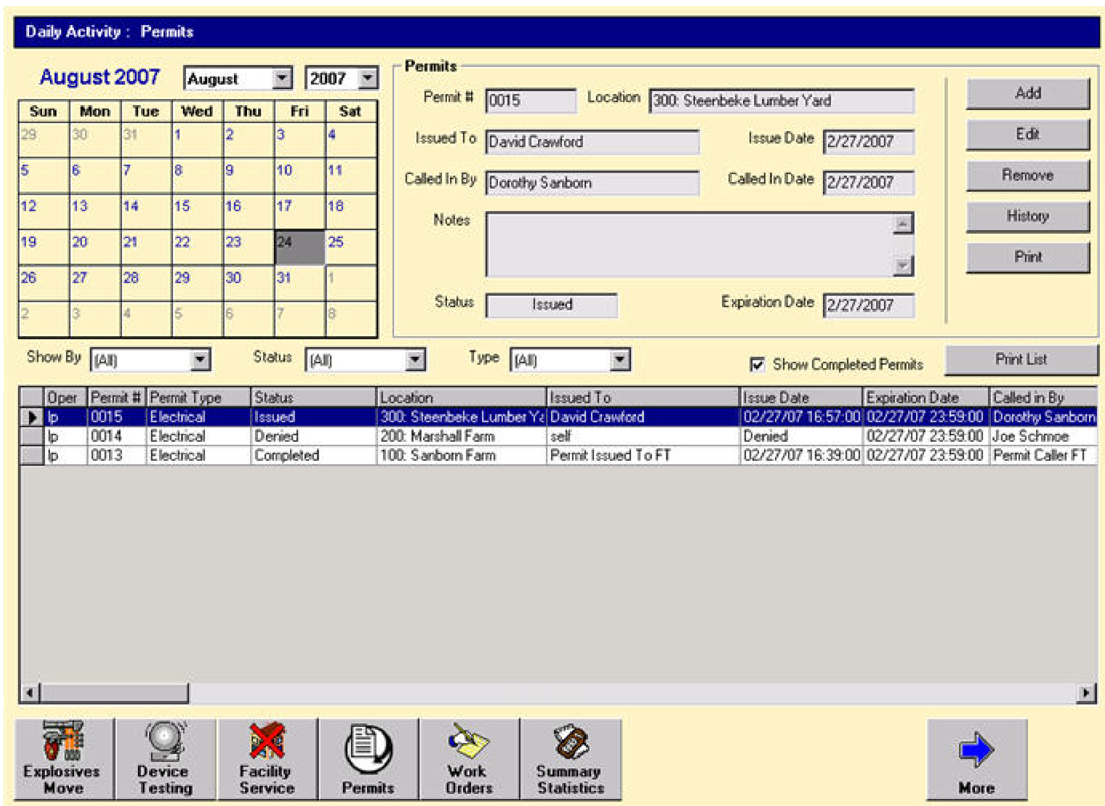


Permits

You can use the D-21 Incident Client to record and track issued permits.

Click **Permits** to display the permits list in the Daily Activity viewer. Permits can be displayed according to date, status, or type. For more information on filtering the permit list, see "Daily Activity Lists" on page 3-5.

Figure 3-9
Permits



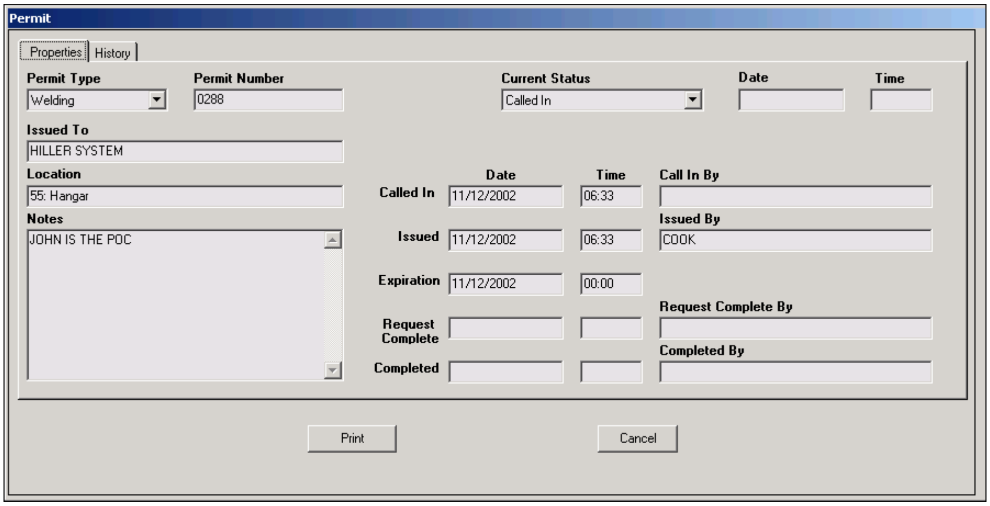
To view permits

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Permits**.
3. Use the calendar and date range selection in the Show By drop-down list to filter the permits by date.
4. Use the Status and Type drop-down lists to filter the list by the current status of the permit and the specific type of permit.
5. To include completed permits in the list, check Show Completed Permits.
6. Click the entry in the permits list that you want to view. The permit and its details appear in the Permits form to the right of the calendar.

To view permit details

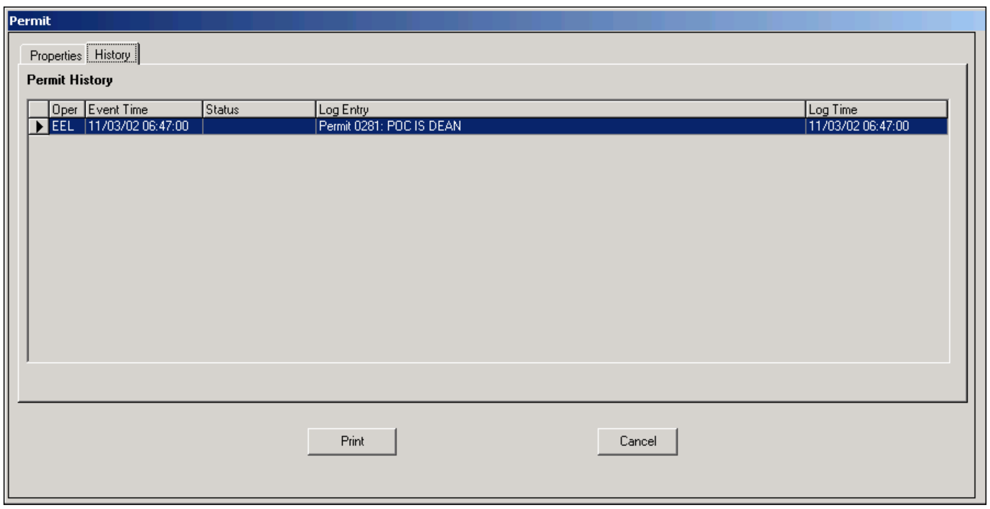
1. Select the permit in the permits list.

2 Click **History** to display the Permit dialog box.



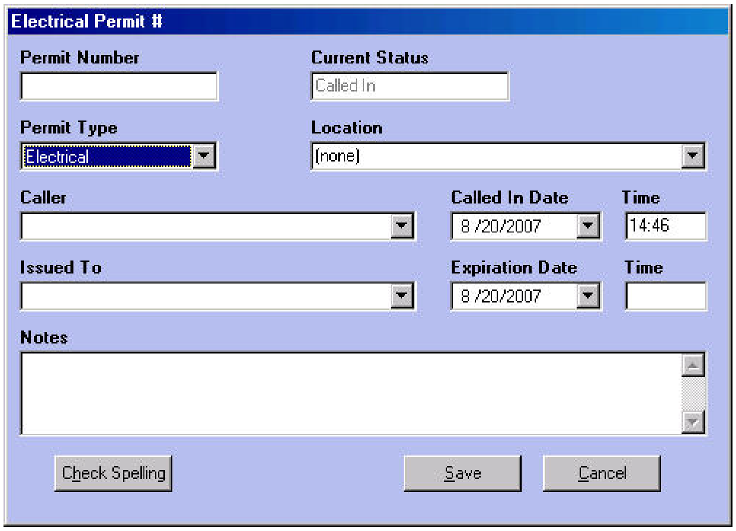
The Properties tab displays permit details and all status update information.

3 The History tab displays the permit's log, which includes each status update for the permit.



To add a new permit in the Daily Activity viewer

1 Click **Add**. A dialog box appears with the current status set to Called In and the Called In Date and Time set to the current date and time.



2 Select the permit type in the Permit Type drop-down list. Permit types are user-defined in the D-21 Admin Client. The next available permit number for the permit type you select is entered automatically in the Permit Number box and the dialog box title bar updates to display the permit type and number.

NOTE *Once you move off the Permit Type drop-down list, the permit type and number are set. If you need to change the permit type, click* **Cancel** *and start the process again.*

3 Select a location from the Location drop-down list, or type the location you want if it does not appear in the list.

4 Select the caller from the Caller drop-down list, or type in the name if it does not appear in the list.

5 If necessary, change the Called In Date and Time.

6 Select the name of the person to whom the permit is issued from the Issued To drop-down list, or type in the name if it does not appear in the list.

NOTE *The Caller and Issued To drop-down lists can be pre-populated in the D-21 Admin Client. Consult the D-21Admin Client User Guide for instructions.*

7 Specify the permit's expiration date and time.

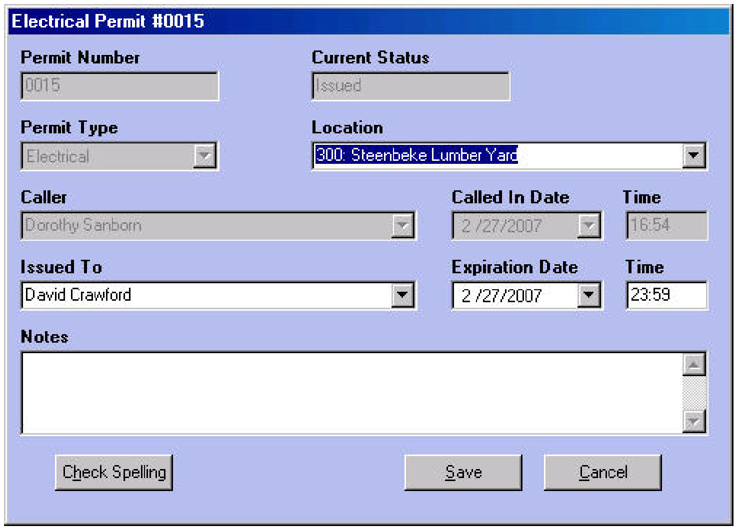
8 Add notes and check spelling, if desired.

9 Click **Save**.

To edit a permit

1 Select the permit you want to edit in the permits list.

2 Click **Edit Permit**. The Permit dialog box appears.

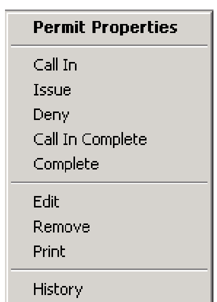


3 Make changes to the permit information. Fields that are gray have already been recorded in the permit log and cannot be changed.

4 Click **Save**.

To change the status of a permit

1 Right-click the permit in the permits list. A pop-up menu appears with the commands that are available.



2 Use the status update commands to process a permit. All changes are updated in the permit history log.

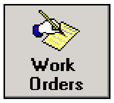
- **Call In** Use **Call In** to log the call in date and time for the permit and to record who requested the permit. **Call In** is useful for recording multiple requests for a permit that has already been created.
- **Issue** Use **Issue** to log the issue date and time and to specify the unit issuing the permit.
- **Deny** Use **Deny** to flag the request for a permit as denied and to record the date and time the request was denied.
- **Call in Complete** Use **Call in Complete** to indicate that the project under permit has been completed and is waiting for final inspection or approval.
- **Complete** Use **Complete** to log when the project under permit is completed and the permit is closed.

NOTE *The Issued By, Called In Complete By, and Completed By drop-down lists can be pre-populated in the D-21 Admin Client. Consult the D-21Admin Client User Guide for instructions.*

To print permit information

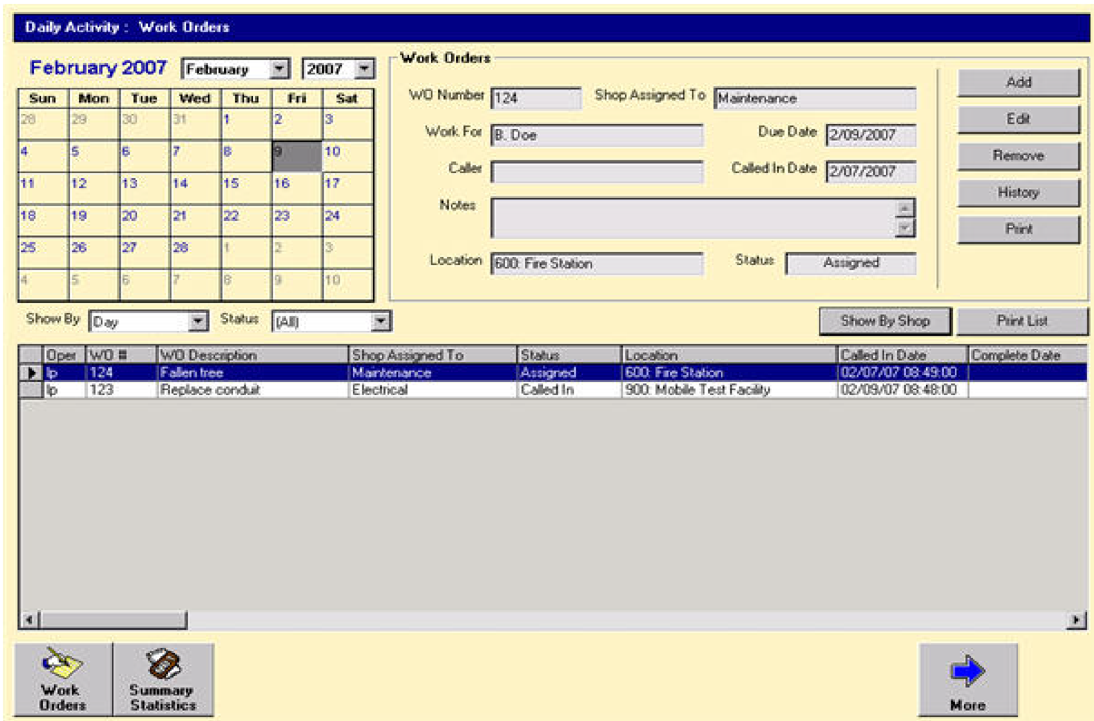
1. If you want to print the permit list, filter the list using the Show By, Status, and Type drop-down lists, and click **Print List**. The permit list is displayed in the Report Viewer. For information on using the Report Viewer, see "Report Viewer" on page 12-16.
2. If you want to print the details or history log for a selected permit, select the permit in the permits list and click History, which opens the Permit dialog box. Both the Properties and the History tabs have Print buttons.

Work Orders



You can use Work Orders in the D-21 Incident Client to enter and track information on facility repairs and projects. Click **Work Orders** to display the work orders list in the Daily Activity viewer. Work orders can be filtered by date and by their current status.

Figure 3-10
Work Orders



To view work orders

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Work Orders**.
3. Use the calendar and date range selection in the Show By drop-down list to filter the work orders by date.
4. Use the Status drop-down list to filter the work orders by current status.
5. Click the entry in the work orders list that you want to view. T he Work Orders form to the right of the calendar is populated with data from the selected entry.

To view work orders assigned to a specific shop

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Work Orders**.
3. Use the calendar, Show By drop-down list, and Status drop-by list to filter the displayed work orders as necessary.

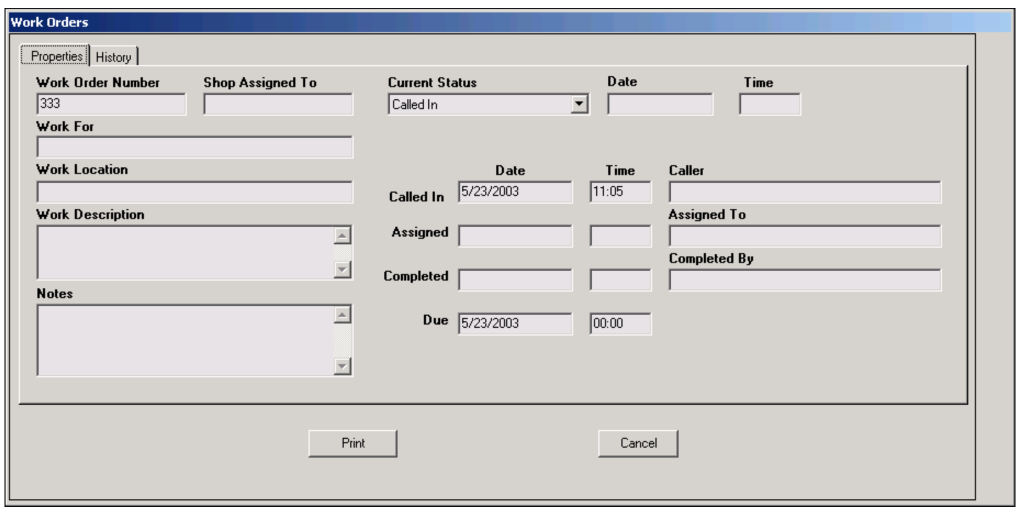
4 Click **Show By Shop**. The Shop Assigned To dialog box appears.

5 The Shop drop-down list displays all the entries that have been provided in the displayed work orders for Shop Assigned To. Select the desired entry, or type directly into the box to enter a search string (for example, ‘Elec’ to bring up both Electrical and Electrician). Click **OK**.

To view work order details

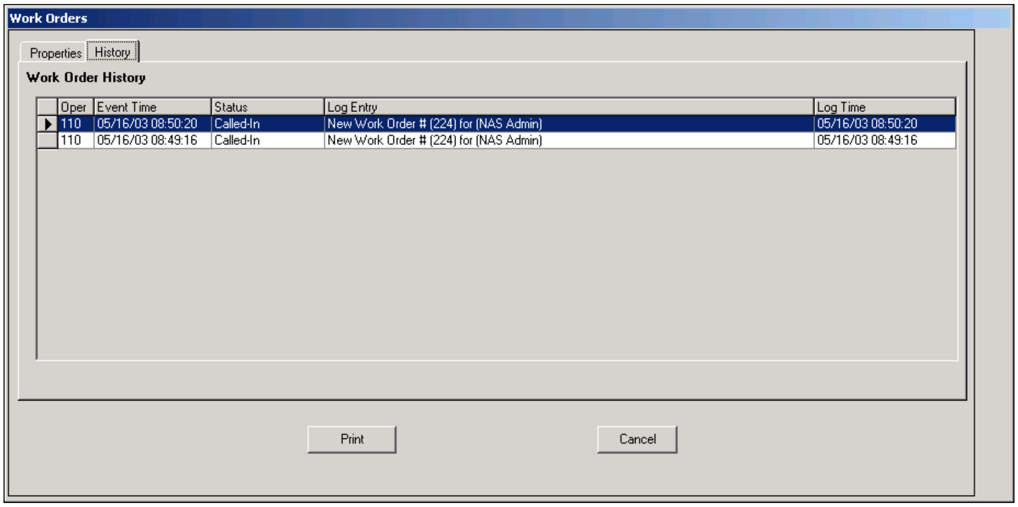
1 Select the work order in the work orders list.

2 Click **History** to display the Work Orders dialog box.



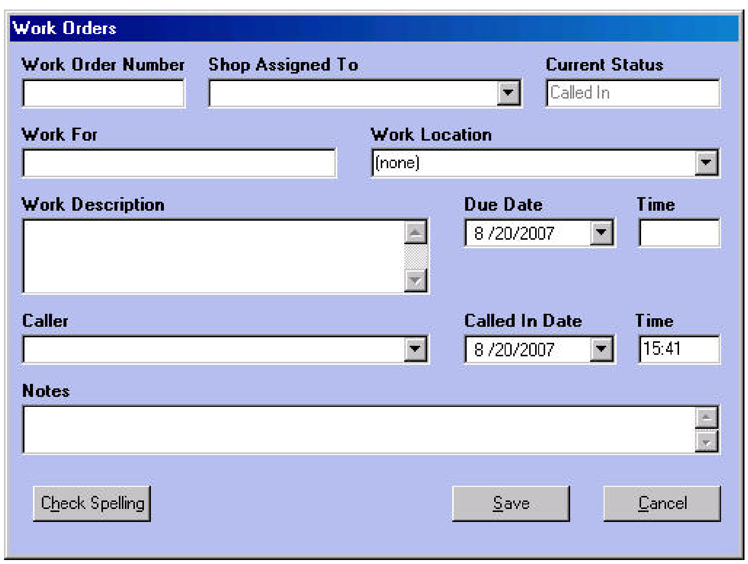
The Properties tab displays work order details and all status update information.

3 The History tab displays the work order's log, which includes each status update associated with the work order.



To add a new work order in the Daily Activity viewer

1 Click **Add** to display the Work Orders dialog box. The work order status is set to Called In.



2 Enter a number to identify the work order.

3 Select the appropriate entry from the Shop Assigned To drop-down list, or type the name in if it does not appear in the list.

4 In the Work For box, enter the group or client receiving the work or repair.

5 Enter the location of the work. If the work location is a D-21 facility, you can select it from the drop-down list, or you can type in a location.

6 Enter a description of the work.

7 Specify the due date and time.

8 Select the name of the person who called in the work order from the Caller drop-down list, or type the name in if it does not appear in the list. Called in date and time default to the current date and time, but you can modify these as necessary.

9 Add notes, if desired.

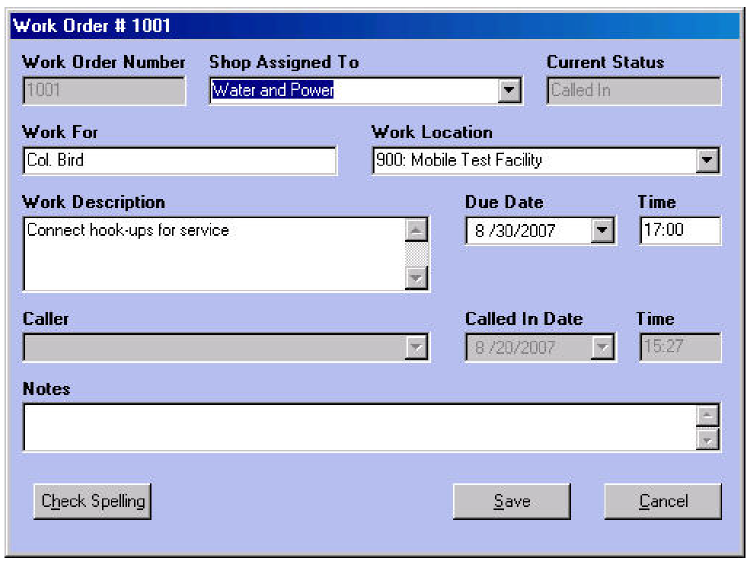
10 Click **Save**.

NOTE *The Shop Assigned To and Caller drop-down lists can be pre-populated in the D-21 Admin Client. Consult the D-21Admin Client User Guide for instructions.*

To edit a work order

1 Select the work order you want to edit in the work orders list.

2 Click **Edit**. The Work Order dialog box appears.

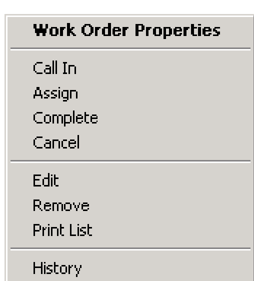


3 Make changes to the work order information. Fields that appear gray have already been recorded and cannot be changed.

4 Click **Save**.

To change the status of a work order

1 Right-click the work order in the work orders list. A pop-up menu displays the work order commands that are available.



2 Use the Work Order status commands to process work orders. All changes are recorded in the work order's history log.

- **Call In** Use **Call In** to log the request for the work order.
- **Assign** Use **Assign** to assign the work order.
- **Complete** Use **Complete** to indicate that the work described by the work order has been completed.
- **Cancel** Use **Cancel** to cancel the work order.

NOTE *The Assigned To and Completed By drop-down lists can be pre-populated in the D-21 Admin Client. Consult the D-21Admin Client User Guide for instructions.*

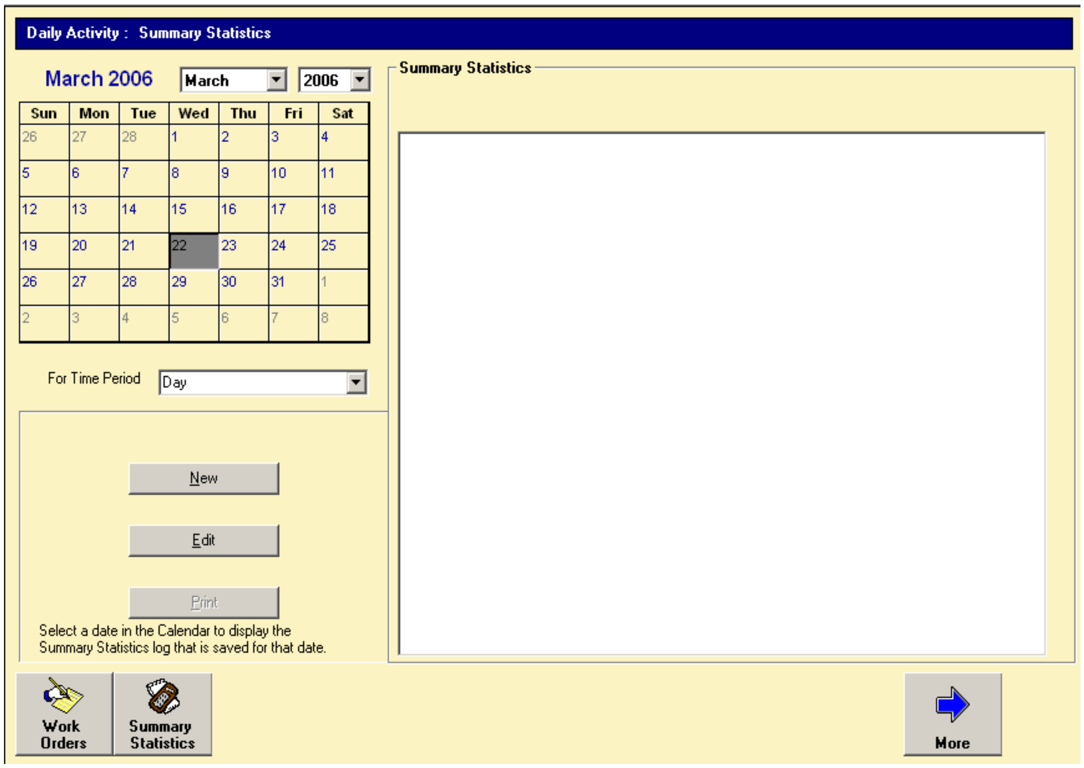
To print work order information

1. If you want to print the work order list, filter the list using the Show By and Status drop-down lists and the Show By Shop button, and click **Print List**. The work order list is displayed in the Report Viewer. For information on using the Report Viewer, see "Report Viewer" on page 12-16.
2. If you want to print the details or history log for a selected work order, select the work order in the work orders list and click History, which opens the Work Orders dialog box. Both the Properties and the History tabs have Print buttons.

Summary Statistics Log

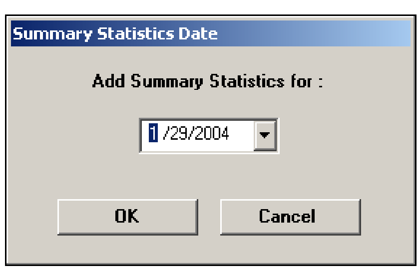
Use Summary Statistics to enter statistics for your organization. Summary Statistics can be configured for up to three columns of data plus a column that displays the sum total of the data columns. You can save a Summary Statistics log for each day on the calendar and use the calendar to select and view different Summary Statistics logs. Use the D-21 Admin Client to configure the categories, headings, and number of columns for the Summary Statistics log.

Figure 3-11 *Summary Statistics Log*



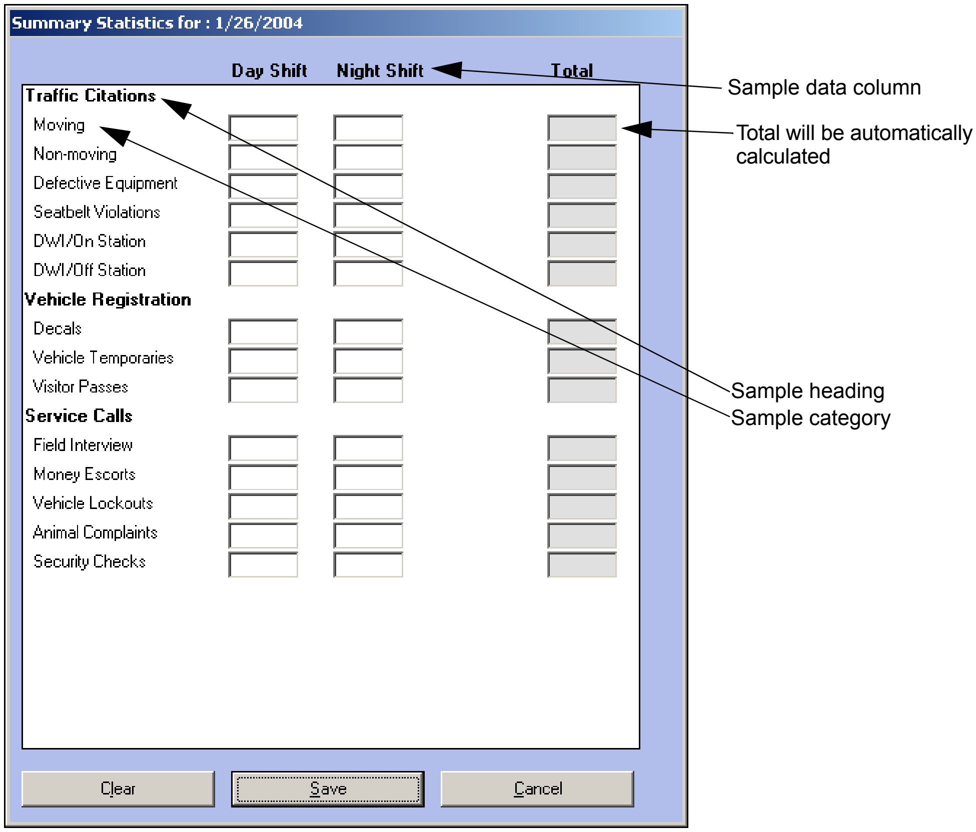
To open a new Summary Statistics log

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Summary Statistics**.
3. Select the date in the calendar for which you want to open a log.
4. Click **New**. A dialog box appears.



5. Select a date, if the date you want is not already selected.

6 Click **OK**. The Summary Statistics dialog box appears.



7 Enter statistics for each category as appropriate.

NOTE *Summary columns update automatically as you move around in the dialog box.*

8 Click **Save** when you are finished adding statistics to the log.

To edit an existing Summary Statistics log

1 Select the date in the calendar for the log you want to edit. The Summary Statistics log for the selected date is displayed.

2 Click **Edit**. The log is displayed in the Summary Statistics dialog box.

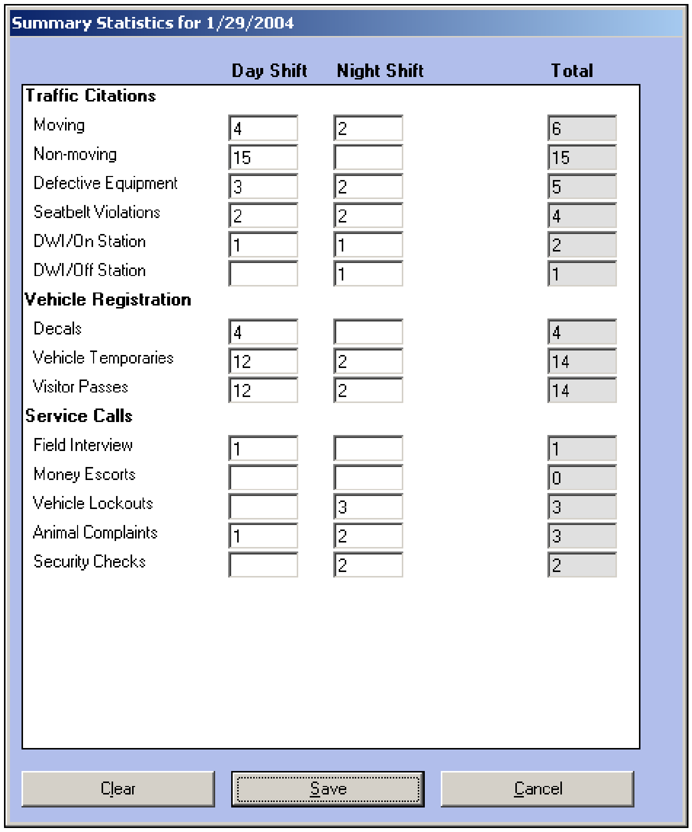
3 Enter statistics for each category as appropriate.

4 Click **Save** when you are finished editing the log.

To delete an existing Summary Statistics log

1 Select the date in the calendar for the log you want to delete. The Summary Statistics log for the selected date is displayed.

2 Click **Edit**. The log is displayed in the Summary Statistics dialog box.



3 Click **Clear**. All the Summary Statistics log fields are erased.

4 Click **Save**.

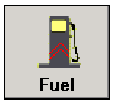
To print the daily Summary Statistics Log

1 Select the date in the calendar for the Summary Statistics Log you want to print.

2 Click **Print**.

Custom Daily Activities

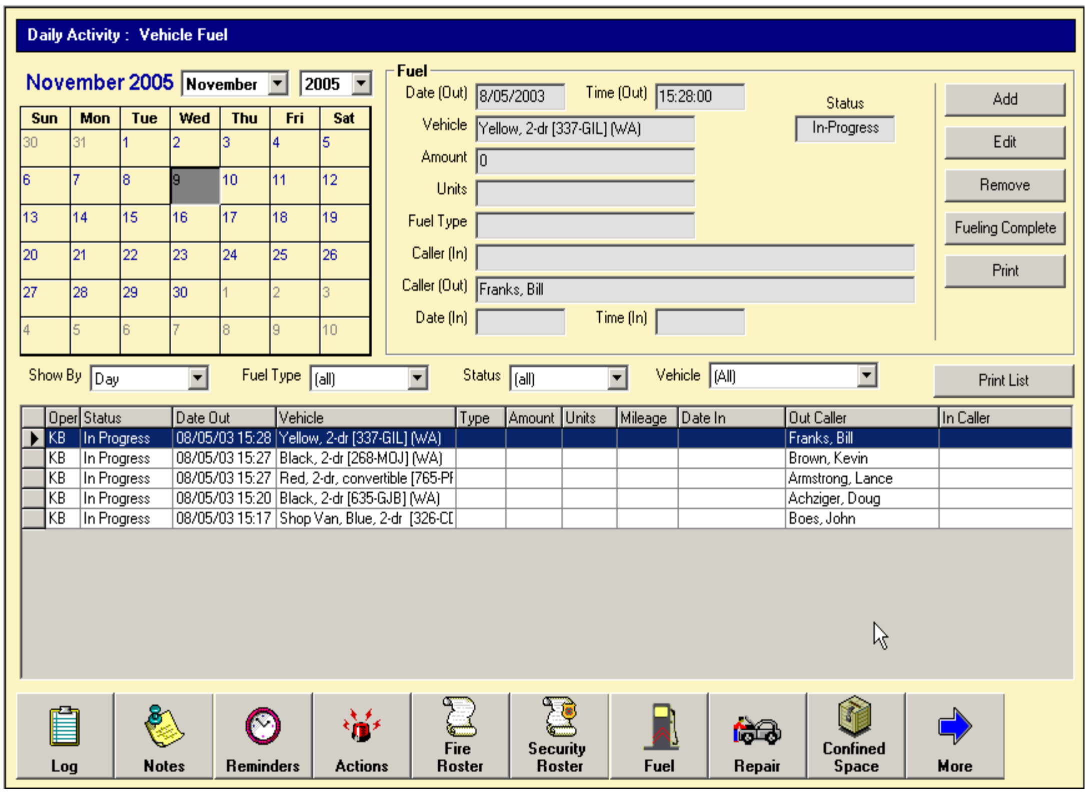
The daily activities included in this section can be purchased and installed in the D-21 Incident Client in addition to the standard daily activities described in the previous section.



Fuel

Use the Fuel log to enter and track dates and times vehicles are out for refueling. You can also record the type and amount of fuel used and the vehicle's mileage at the time of refueling. If a vehicle is assigned to a resource, the resource's status is changed to Out of Service while the vehicle's refueling is in progress. For more information on resources, see "Managing Resources Using Views" on page 8-1.

Figure 3-12
Fuel Log



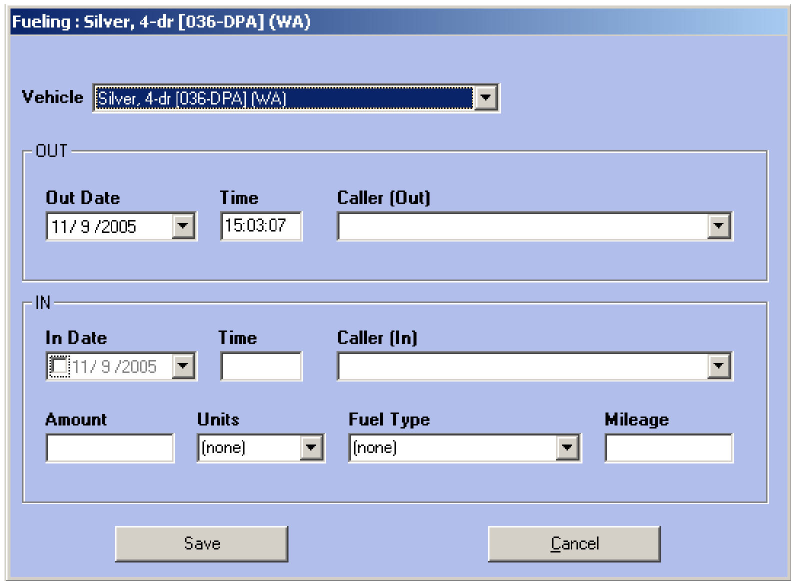
To view fueling entries

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Fuel**.
3. Select a date in the calendar.
4. Select a date range in the Show By drop-down list.
5. Select Gas, Oil, Water, Diesel, or All in the Fuel Type drop-down list.
6. Select In Progress, Complete, or All in the Status drop-down list.
7. Select a vehicle in the Vehicle drop-down list to view entries for a single vehicle.

8 Combine any of the above steps to display the data you want. For more information, see "Daily Activity Lists" on page 3-5.

To add a new fueling entry in the Daily Activity viewer

1 Click **Add**. The Fueling dialog box appears.



2 In the Vehicle drop-down list, select the vehicle that is going out for fuel. The Vehicle list includes all vehicles entered in the D-21 database.

3 Enter a date and time out, if necessary. The D-21 Incident Client automatically fills these fields with the current date and time.

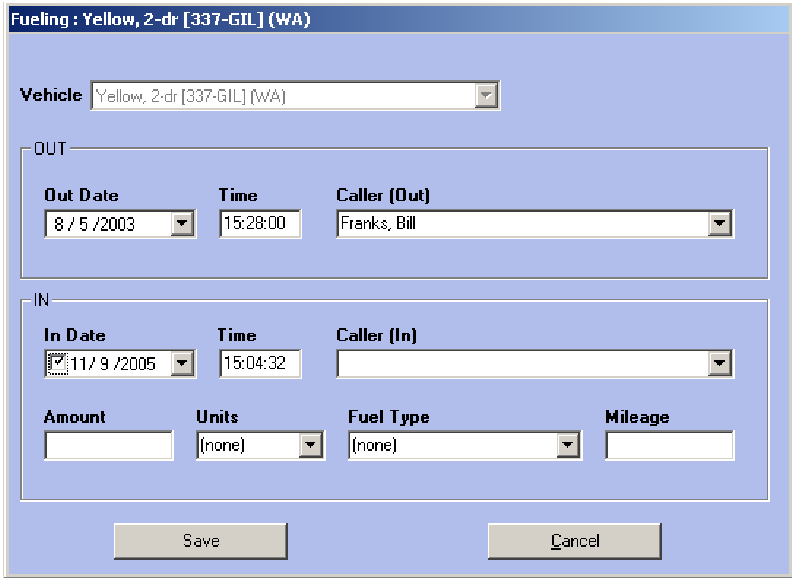
4 Enter the name of the person calling in the refueling in the Caller (Out) box. If the person is already recorded in the D-21 Personnel table, you can pick his/her name from the drop-down list.

5 Click **Save**. The vehicle appears in the fueling list with the status set to In Progress.

To close a fueling entry

1 When the vehicle comes back into service from refueling, select the entry in the fueling list.

2 Click **Fueling Complete**. The Fueling dialog box appears and the Date In and Time are filled in with the current date and time.



3 Enter the name of the person calling in. If the person is already recorded in the D-21 Personnel table, you can pick his/her name from the drop-down list.

4 Enter the amount, unit type, fuel type, and mileage for the vehicle, if desired.

5 Click **Save**. The fuel entry's status changes to Complete.

To remove a fueling entry

Removing a fueling entry deletes it from the D-21 database.

1 Select the entry in the fueling list.

2 Click **Remove**. A confirmation message appears.

3 Click **Yes**.

To print fueling entries

1 Filter the list using the Show By, Fuel Type, Status, and Vehicle drop-down lists. For more information, see "Daily Activity Lists" on page 3-5.

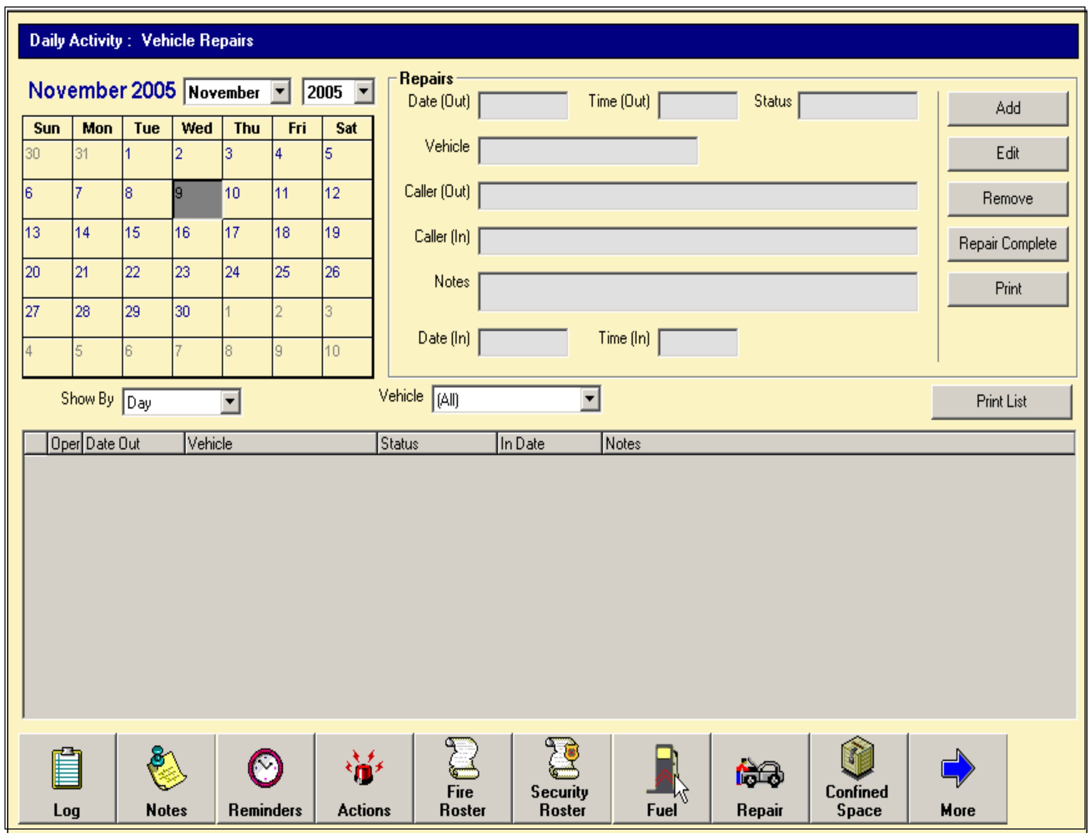
2 Click **Print List**. The fuel list is displayed in the Report Viewer. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

3 If you want to print a single fueling entry, select the entry in the fueling list and click **Print**.

Repair

Use the Repair log to enter and track dates and times vehicles are in and out of service for maintenance and repair. If a vehicle is assigned to a resource, the resource's status changes to Out of Service while the vehicle's repair is in progress. For more information on resources, see "Managing Resources Using Views" on page 8-1.

Figure 3-13
Repair Log



To view repair entries

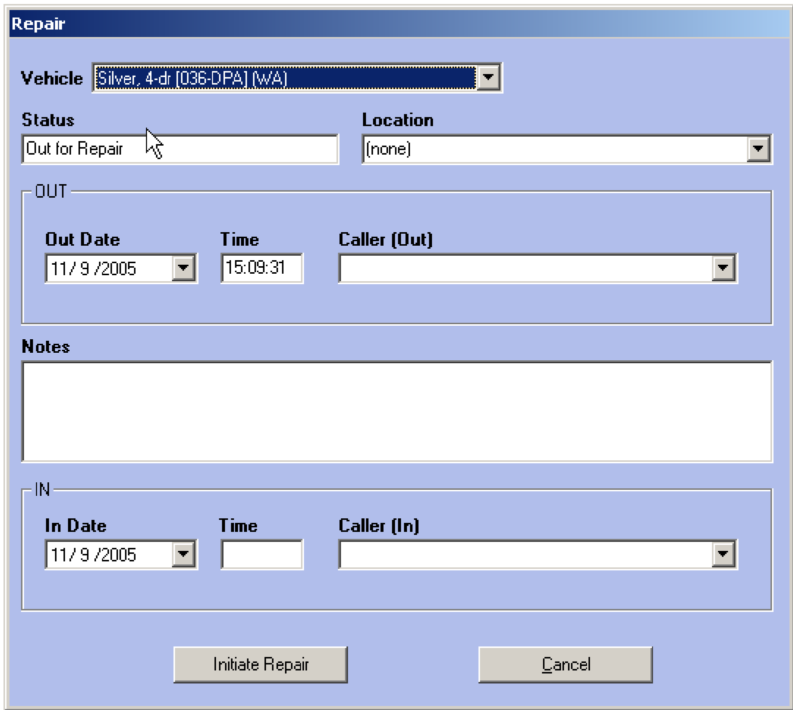
1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Repair**.
3. Select a date in the calendar.
4. Select a date range in the Show By drop-down list.
5. Select a vehicle designation in the Vehicle drop-down list to view entries for a single vehicle.
6. Combine any of the above steps to display the data you want. For more information, see "Daily Activity Lists" on page 3-5.

To add a repair entry in the Daily Activity viewer

1. Click **Daily Activity** on the left button bar, if necessary.

2 Click **Repair**.

3 Click **Add**. The Repair dialog box appears, with the Status text box set to Out for Repair.



4 In the Vehicle drop-down list, select the vehicle that will be out of service for repair. The Vehicle list includes all vehicles entered in the D-21 database.

5 Enter the location of the repair. If the repair location is a D-21 facility, you can select it from the drop-down list, or you can type in a location.

6 Enter a date and time out, if necessary. The D-21 Incident Client automatically fills these fields with the current date and time.

7 Enter the name of the person calling in the repair in the Caller (Out) box. If the person is already recorded in the D-21 Personnel table, you can pick his/her name from the drop-down list.

8 Add notes as appropriate.

9 Click **Initiate Repair**.

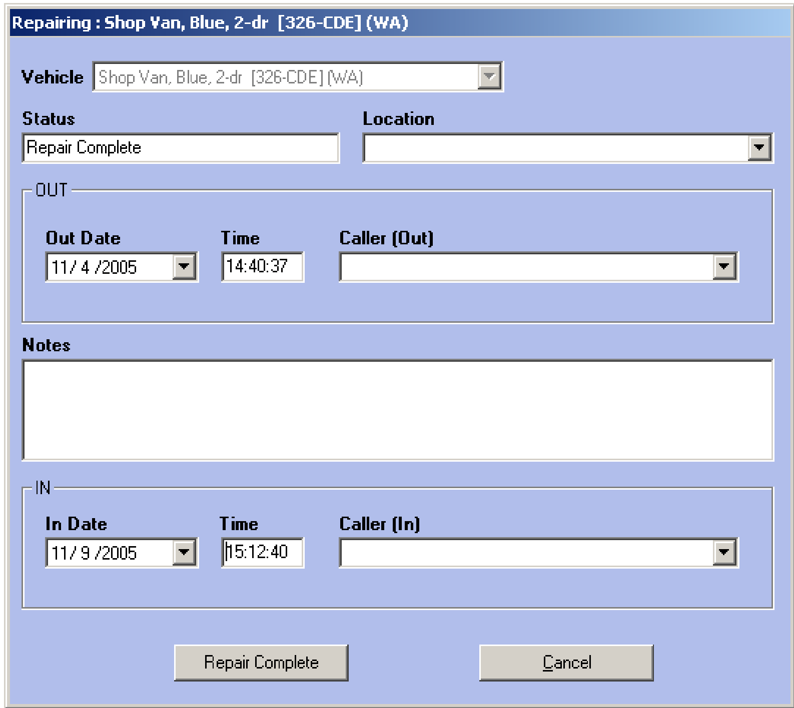
To close a vehicle repair entry

1 Click **Daily Activity** on the left button bar, if necessary.

2 Click **Repair**.

3 When the vehicle comes back into service, select the entry in the repairs list.

4 Click **Repair Complete**. The Repairing dialog box appears and the In Date and Time are filled in with the current date and time.



5 Enter the name of the person calling in the completed repair in the Caller (In) box. If the person is already recorded in the D-21 Personnel table, you can pick his/her name from the drop-down list.

6 Click **Repair Complete**. If the vehicle is assigned to a resource, the resource's status changes to In Service.

To remove a repair entry

Removing a repair entry deletes it from the D-21 database.

1 Click **Daily Activity** on the left button bar, if necessary.

2 Click **Repair**.

3 Select the entry in the repairs list.

4 Click **Remove**. A confirmation message appears.

5 Click **Yes**.

To print repair entries

1 Click **Daily Activity** on the left button bar, if necessary.

2 Click **Repair**.

3 Filter the list using the Show By and Vehicle drop-down lists. For more information, see "Daily Activity Lists" on page 3-5.

4 Click **Print List**. The repairs list is displayed in the Report Viewer. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

5 If you want to print a single repair entry, select the entry in the repairs list and click **Print**.

Confined Space

Use Confined Space to enter and track dates, times, and locations for crews performing maintenance in confined spaces, such as steam pits or culverts.

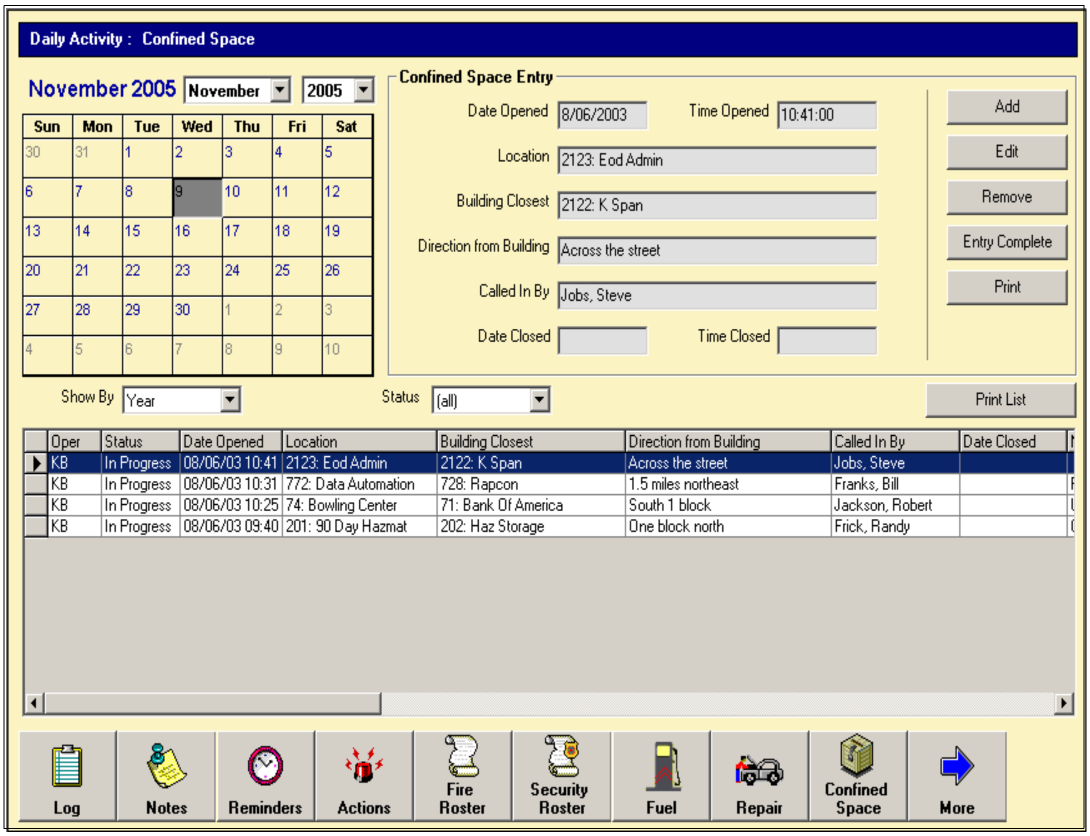


Figure 3-14 *Confined Space Entry*

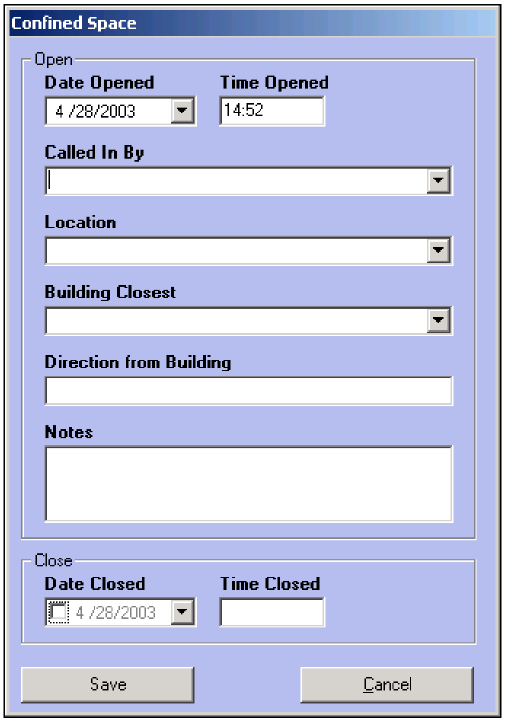
To view confined space entries

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Confined Space Entry**.
3. Select a date in the calendar.
4. Select a date range in the Show By drop-down list.
5. Select In Progress, Complete, or All in the Status drop-down list.
6. Combine any of the above steps to display the data you want. For more information, see “Daily Activity Lists” on page 3-5.

To add a confined space entry in the Daily Activity viewer

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Confined Space Entry**.

3 Click **Add**. The Confined Space dialog box appears.



4 Enter a date and time opened, if necessary. The D-21 Incident Client automatically fills these fields with the current date and time.

5 Enter the name of the person calling in the confined space work in the Caller (In) box. If the person is already recorded in the D-21 Personnel table, you can pick his/her name from the drop-down list.

6 Enter the location of the confined space work. If the work is taking place inside a building that is already recorded in the D-21 Facilities table, you can pick the location from the drop-down list, or you can type in a specific location.

7 If the work is taking place outside, you can enter the building closest to the location of the confined space work in the Building Closest box. Again, if the closest building is already recorded in the D-21 Facilities table, you can pick it from the drop-down list, or you can type it in.

8 Enter directions from the closest facility to the confined space work location in the Direction from Building box.

9 Enter notes, if desired.

10 Click **Save**. The confined space entry appears in the list with status set to In Progress.

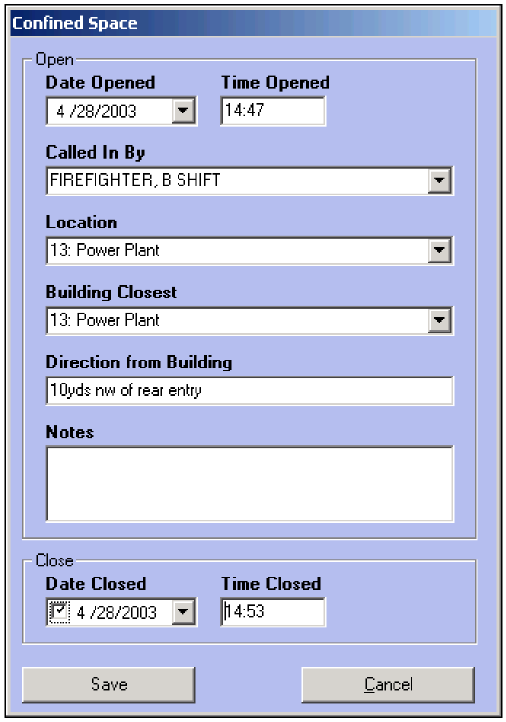
To close a confined space entry

1 Click **Daily Activity** on the left button bar, if necessary.

2 Click **Confined Space Entry**.

3 When the confined space entry is complete, select the entry in the list.

4 Click **Entry Complete**. The Confined Space dialog box appears and the Date Closed and Time Closed are filled in with the current date and time.



5 Change the date and time closed, if necessary.

6 Click **Save**. The confined space entry's status changes to Complete.

To remove a confined space entry

Removing a confined space entry deletes it from the D-21 database.

1 Click **Daily Activity** on the left button bar, if necessary.

2 Click **Confined Space Entry**.

3 Select the entry in the confined space list.

4 Click **Remove**. A confirmation message appears.

5 Click **Yes**.

To print confined space entries

1 Click **Daily Activity** on the left button bar, if necessary.

2 Click **Confined Space Entry**.

3 Filter the list using the Show By and Status drop-down lists. For more information, see "Daily Activity Lists" on page 3-5.

4 Click **Print List**. The confined space entry list is displayed in the Report Viewer. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

5 If you want to print a single confined space entry, select the entry in the list and click **Print**.

Explosives Move

Use Explosives Move to enter and track dates, times, and types for munitions movements that occur on site.

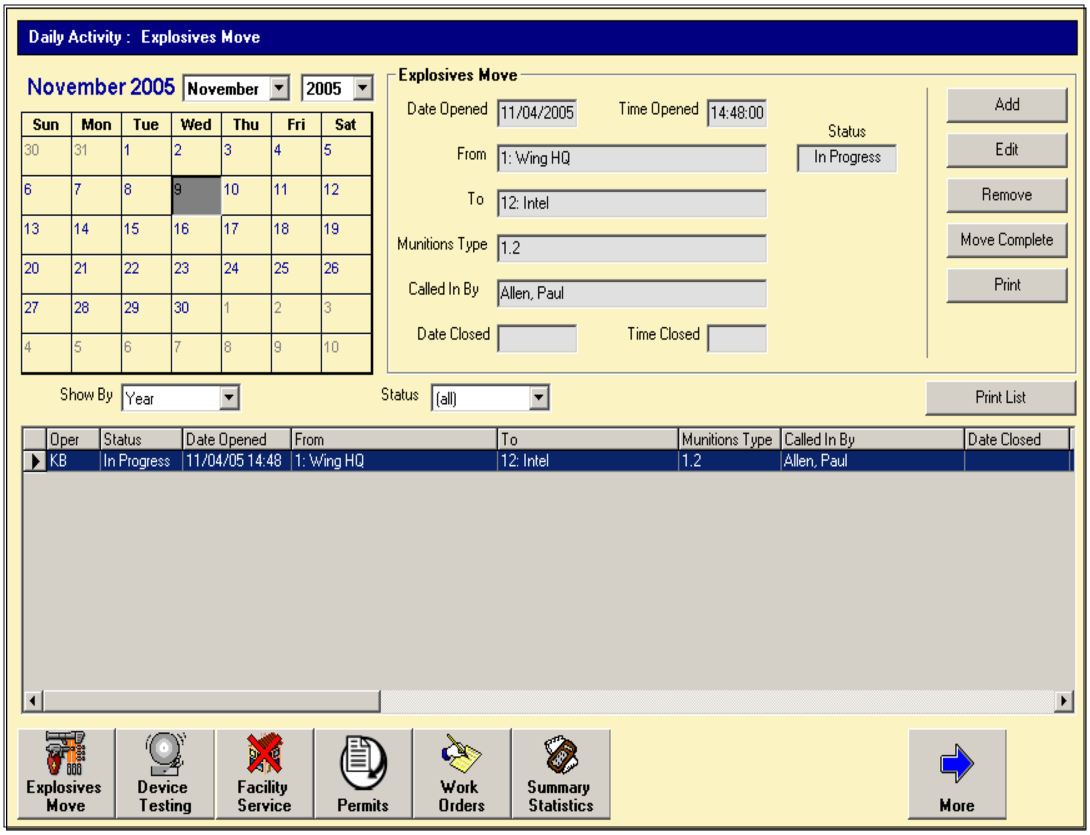


Figure 3-15 *Explosive Move*

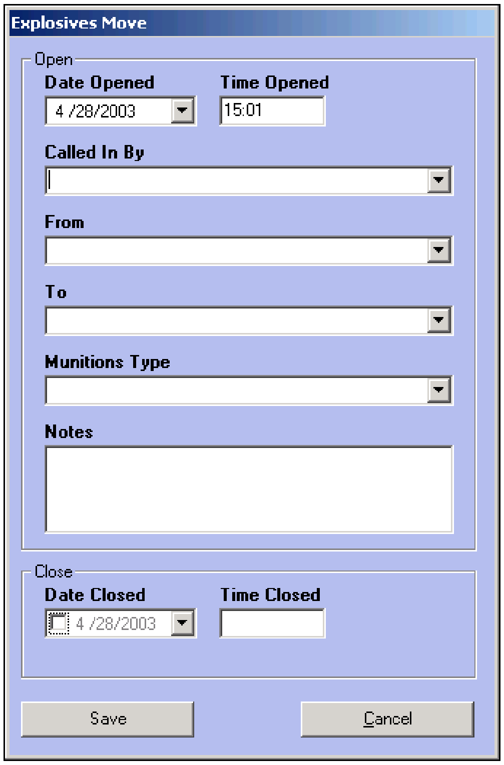
To view explosives move entries

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Explosives Move**.
3. Select a date in the calendar.
4. Select a date range in the Show By drop-down list.
5. Select In Progress, Complete, or All in the Status drop-down list.
6. Combine any of the above steps to display the data you want. For more information, see "Daily Activity Lists" on page 3-5.

To add an explosives move entry in the Daily Activity viewer

1. Click **Daily Activity** on the left button bar, if necessary.
2. Click **Explosives Move**.

3 Click **Add**. The Explosives Move dialog box appears.



4 Enter a date and time opened, if necessary. The D-21 Incident Client automatically fills these fields with the current date and time.

5 Enter the name of the person calling in the explosives move in the Called In By box. If the person is already recorded in the D-21 Personnel table, you can pick his/her name from the drop-down list.

6 Enter the starting location of the move in the From box. If the facility is already recorded in the D-21 Facilities table, you can pick it from the drop-down list, or you can type it in.

7 Enter the destination in the To box. Again, the drop-down list of facilities entered in the D-21 database is available.

8 Enter the type of explosives in the Munitions Type box.

9 Enter notes, if desired.

10 Click **Save**. The entry appears in the explosives move list with status set to In Progress.

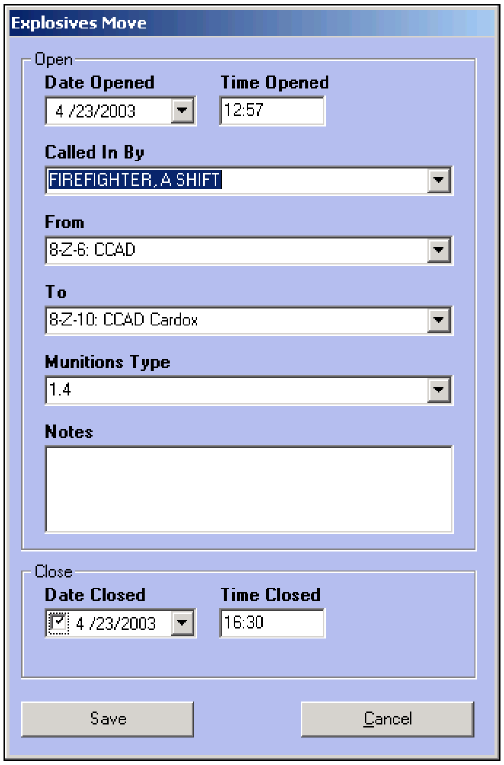
To close an explosives move entry

1 Click **Daily Activity** on the left button bar, if necessary.

2 Click **Explosives Move**.

3 When the move is complete, select the entry in the explosives move list.

4 Click **Move Complete**. The Explosive Move dialog box appears and the Date Closed and Time Closed are filled in with the current date and time.



5 Change the date and time closed, if necessary.

6 Click **Save**. The explosive move entry's status changes to Complete.

To remove an explosives move entry

Removing an explosives move entry deletes it from the D-21 database.

1 Click **Daily Activity** on the left button bar, if necessary.

2 Click **Explosives Move**.

3 Select the entry in the explosives move list.

4 Click **Remove**. A confirmation message appears.

5 Click **Yes**.

To print explosives move entries

1 Click **Daily Activity** on the left button bar, if necessary.

2 Click **Explosives Move**.

3 Filter the list using the Show By and Status drop-down lists. For more information, see "Daily Activity Lists" on page 3-5.

4 Click **Print List**. The explosive moves list is displayed in the Report Viewer. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

5 If you want to print a single explosives move entry, select it in the list and click **Print**.

Using the Weather Data Viewer

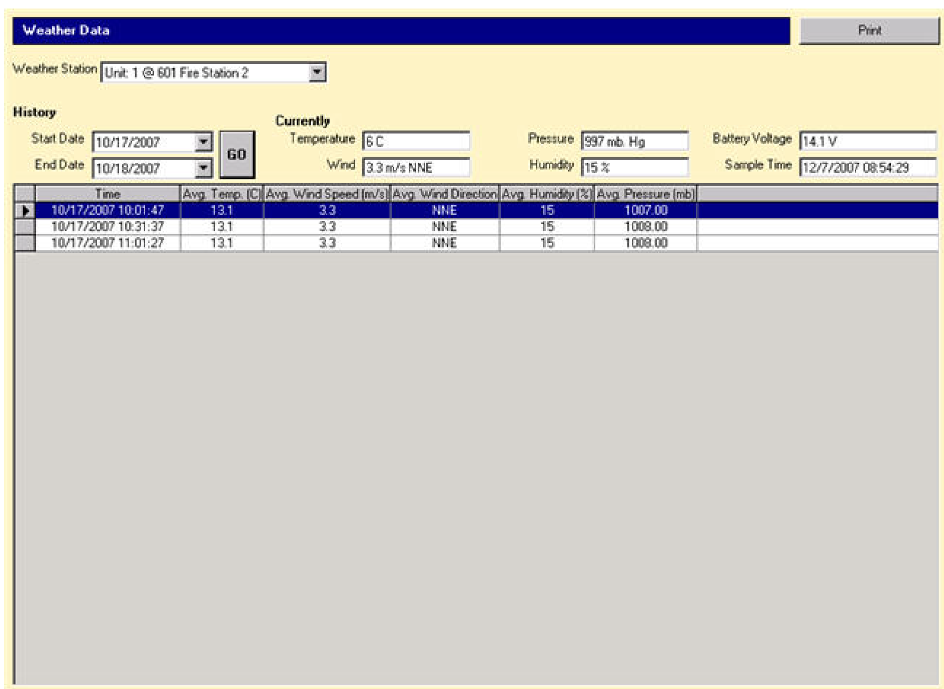
If your D-21 system is equipped with a Weather Station device, then the D-21 Incident Client can display real-time and historical weather information.

- **Temperature** Can be displayed in either Fahrenheit or Celsius degrees.
- **Wind speed** Can be displayed in either miles per hour or meters per second.
- **Wind direction** Can be displayed as a compass heading (e.g. NE) or in degrees (e.g. 45°).
- **Barometric pressure** Can be displayed in inches or mb Hg.
- **Humidity** Displayed as a percentage.

NOTE *By default, weather data is displayed in non-metric units. For instructions on switching to metric units, see the D-21 Admin Client User Guide.*

To see the latest temperature, wind speed, and wind direction values received from the Weather Station, look at the Weather button, which is the third button from the top on the right button bar. The caption on this button is updated whenever new weather values are received.

When you click the Weather button, the Weather Data viewer is displayed.



- **Weather Station** Displays the location of the Weather Station device.
- **Temperature, Wind** Displays the most recent temperature, wind speed, and wind direction readings received from the Weather Station device. These are the same values displayed on the Weather button.
- **Pressure** Displays the barometric pressure reading most recently received from the Weather Station device.
- **Humidity** Displays the relative humidity reading most recently received from the Weather Station device.

- **Battery Voltage** Displays the battery voltage reading most recently received from the Weather Station device.
- **Sample Time** Displays the time of the most recently received reading from the Weather Station device.

NOTE *For instructions on adding a Weather Station device, see the D-21 Remote Interface Driver Guide.*

To view historical weather data

1. Launch the Weather Data viewer by clicking the Weather button.
2. Make selections in the **Start Date** and **End Date** drop-down calendars to define the date range for which you want to view weather data.
3. Click **GO**. The Weather Data grid is refreshed, displaying all records available for the date range you selected. A new historical weather data record is created every half-hour containing the averages over that half-hour period.

Section 4
Handling Alerts and Creating Incidents

Read this section to learn how to handle incoming alerts and create incidents.

Contents

Alerts

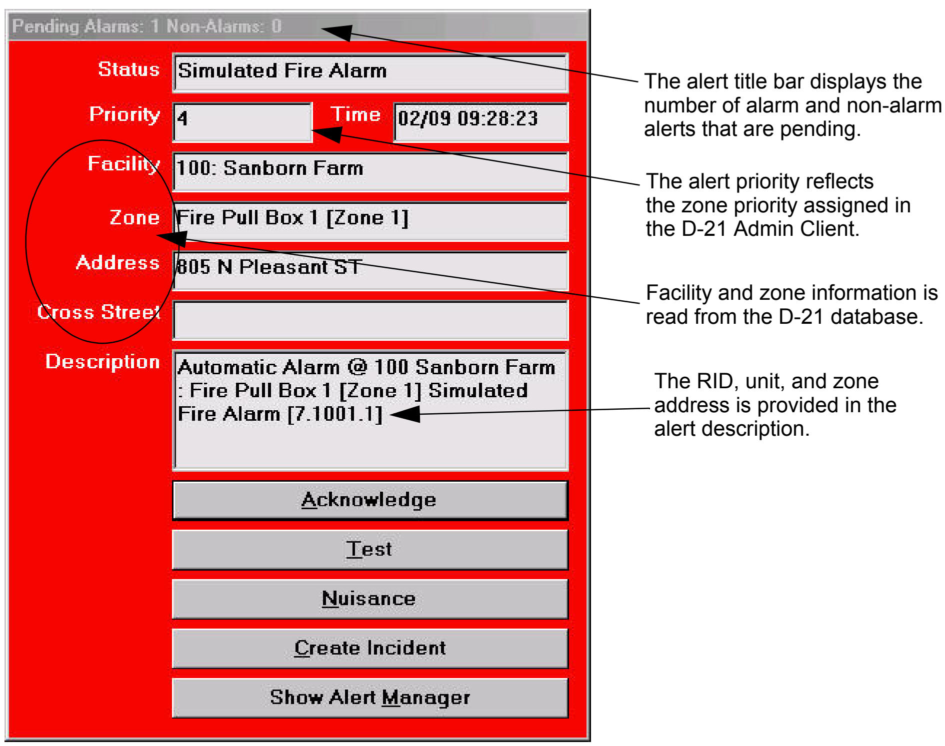
Alert is the term given in the D-21 to an incoming event that is automatically generated by a particular hardware or software condition. Handling alerts is a critical task of the D-21 Incident Client operator. Alerts appear as pop-up dialog boxes which the operator must respond to before continuing with any other D-21 activity. Incoming alerts are logged in the D-21, as are the operator's responses to them.

Alarms and Troubles

The most important alerts displayed by the D-21 are generated by remote units in response to alarm and trouble conditions. An alarm condition occurs when a remote unit detects that a zone that it monitors has been tripped. For example, a zone connected to a smoke detector or motion detector goes into alarm when the detector activates. A trouble condition results from an off-normal hardware problem with a remote unit or zone, for example, a low battery or an open circuit.

When an alarm or trouble condition occurs, the remote unit sends an alert to the D-21. The alert displays information about the condition and the location to the operator.

Figure 4-1
Alarm alert



The facility in which the remote unit is located also changes status to indicate Alarm or Trouble when the alert is received. See "Managing Facilities Using Views" on page 7-1.

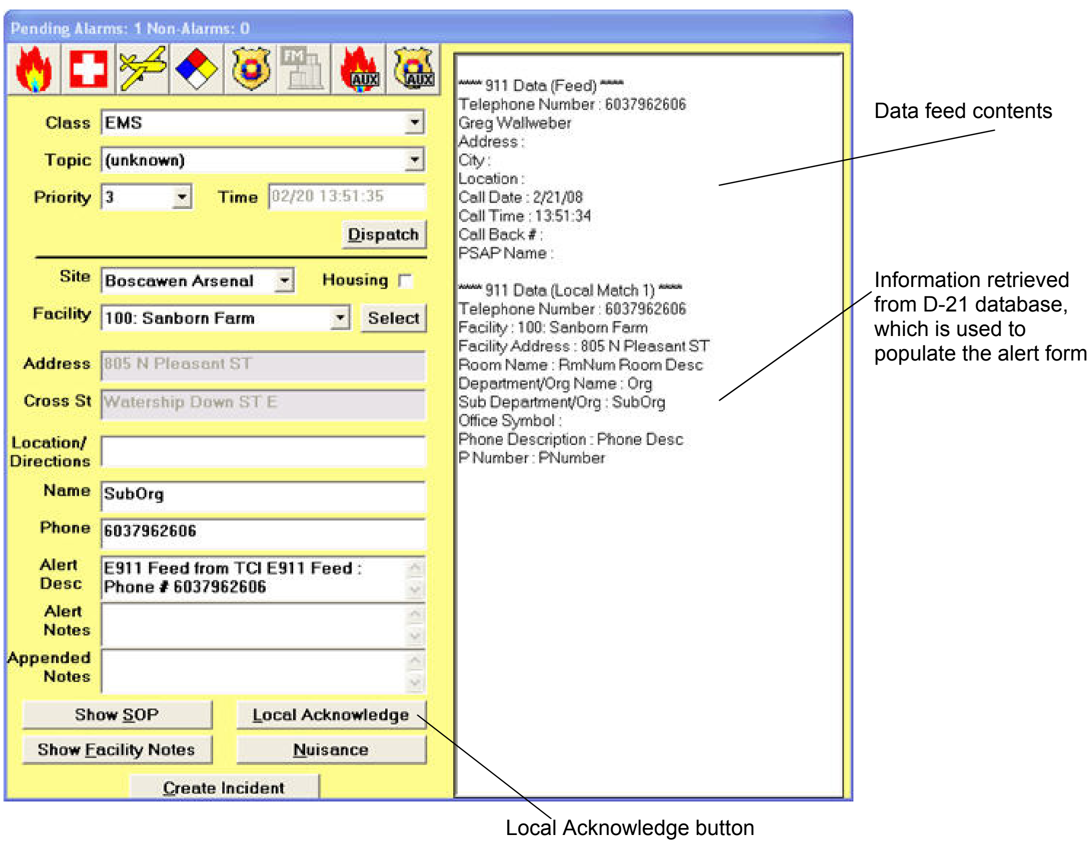
NOTE *Alarms are given higher priority than Troubles in the D-21. If there is an existing Alarm at a facility when a Trouble comes in on the same facility, the facility's Alarm status is displayed. When the alarm condition ends, then the facility's Trouble status is displayed.*

The background color of the alert pop-up generated by a remote unit varies depending on the class and priority of the zone, and on whether the alert is an Alarm or a Trouble. See the D-21 Admin Client User Guide for information on setting zone class and priority, and on defining alert colors.

You can configure the D-21 so that Trouble alerts are logged but not displayed to the operator. See the D-21 Admin Client User Guide for more information. You can view the status of all remote units and zones in the Device Status viewer. See "Device Status View" on page 11-2.

E-911 Alerts

If your D-21 system is configured for E-911, then incoming 911 calls will generate an alarm. The pop-up that appears has an additional pane on the right side displaying the content of the 911 data feed.



In the illustration above, the E-911 RID has retrieved the address associated with the incoming phone number from the D-21 database and populated the facility and address information in the alert form. See the D-21 Admin Client User Guide for information about setting up an E-911 RID.

E-911 alerts are classed as EMS by default, but the acknowledging operator can change the class as appropriate. See "Incident Classes" on page 4-10 for more information about incident classes.

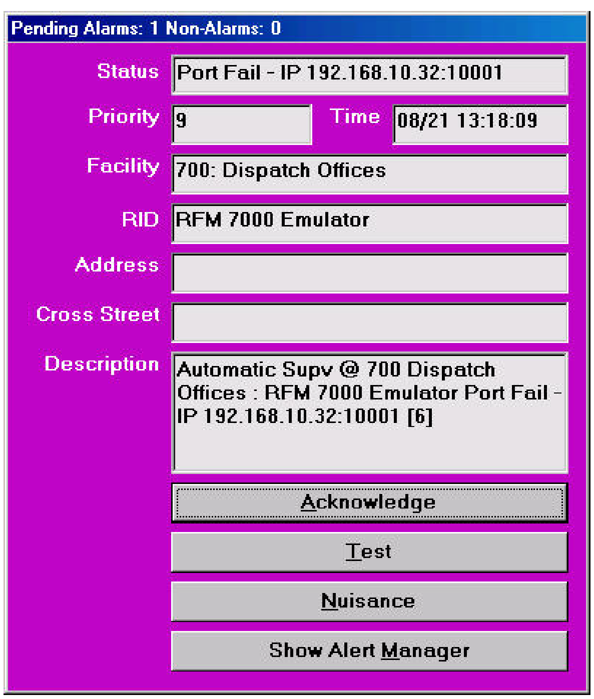
If multiple D-21 workstations are configured to receive E-911 alerts, the alarm pop-up will be displayed at each of the workstations. An operator who is not going to handle the alert can click **Local Acknowledge** to clear the alarm pop-up from the screen.

IMPORTANT *If all operators click Local Acknowledge in the E-911 alarm pop-up, the alert will be dismissed. Do not click Local Acknowledge unless you know that another D-21 operator is handling the E-911 alert.*

Supervisory Alerts

A Supervisory alert is a special type of Trouble alert providing critical information about the status of important elements of the system. For example, when a D-21 remote interface driver (RID), the software component which communicates with remote units, experiences a failure, a Supervisory alert is generated.

Figure 4-2 *Supervisory alert*

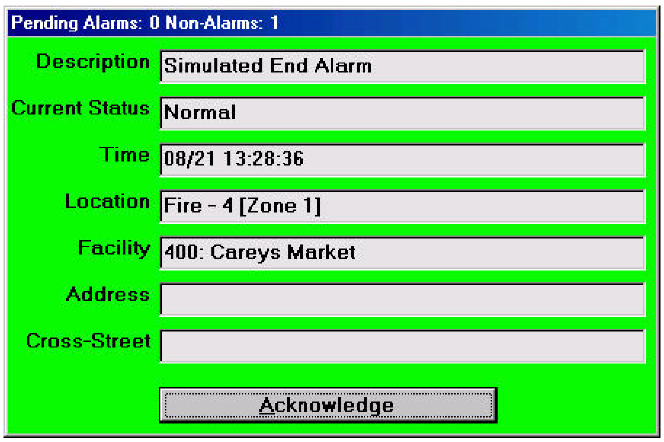


The background color for Supervisory alert pop-ups can be configured in the D-21 Admin Client. See the D-21 Admin Client User Guide for details.

Normals

When a remote unit detects that an alarm or a trouble condition has been cleared, it generates a Normal alert at the D-21. When the Normal is received, the statuses of the device and the facility are updated to reflect the end of the off-normal condition.

Figure 4-3
Normal alert



You can configure the D-21 so that Normal alerts are logged but not displayed to the operator. See the D-21 Admin Client User Guide for more information.

Responding to Alarms, Troubles, and Normals

There are three responses possible for an Alarm alert. Until one of these three responses has been recorded for the Alarm, it is still considered pending.

- **Test** Use this response when no further action is necessary and you wish to log the alert as a test event.
- **Nuisance** Use this response when no further action is necessary and you wish to log the alert as a nuisance event.
- **Create Incident** Use this response when further action is necessary and you wish to open an incident log to track the response to the alert. See “Incidents” on page 4-10 for more details on creating incidents.

The Test, Nuisance, and Create Incident responses are also available for Trouble alerts, as well as one other response.

- **Acknowledge** This response indicates only that the alert was received by the D-21. This is the response logged for Troubles when they have been configured not to be displayed to the operator, or when multiple Troubles are processed at once.

The only response required for Normal alerts is Acknowledge.

To respond to an Alarm or Trouble alert

1 Use the buttons at the bottom of the alert form to respond to the alert.

- **Acknowledge** Closes the alert pop-up and opens the pre-incident form, which allows you to enter additional information about the alert and then create an incident. See "To create an incident using the pre-incident form" on page 4-12. You can also record a Test or Nuisance response to the alert from the pre-incident form, if you decide that an incident need not be created after all.
- **Test** Closes the alert pop-up and logs a Test response immediately, bypassing the pre-incident form.
- **Nuisance** Closes the alert pop-up and logs a Nuisance response immediately, bypassing the pre-incident form.
- **Create Incident** Closes the alert pop-up and immediately creates an incident from the alert, bypassing the pre-incident form. The center pane of the D-21 Incident Client automatically switches to the Incident viewer for the new incident. See "To create an incident directly from an alarm" on page 4-11.

NOTE *The Create Incident button does not appear on the alert form for Troubles. You must use the pre-incident form to create an incident from a Trouble alert.*

- **Show Alert Manager** Closes the alert pop-up and opens the Alert Manager, a separate interface for handling multiple alerts at once. See "Using the Alert Manager" on page 4-6.
- **Acknowledge All** If five or more Trouble alerts have accumulated, the top Trouble alert includes an Acknowledge All button. You can click it to avoid having to click through a series of Trouble alerts. If you click Acknowledge All, the D-21 Incident Client does not display the pre-incident form for any of the Troubles, and the response for all of them is logged as Acknowledge.

NOTE *If any of the accumulated Troubles is a Supervisory alert, such as a Comm Fail, it will not be cleared when you click Acknowledge All.*

Using the Alert Manager

In a large fire or security system, multiple alerts can stack up on the screen and be difficult to view and process. The Alert Manager displays all pending alerts in a list from which an operator can process them individually or in groups. It can be accessed from an Alarm or Trouble alert by clicking **Show Alert Manager**. When the Alert Manager is open, alert pop-ups are not displayed for incoming alerts. Instead, a new row is added in the Alert Manager for each new alert.

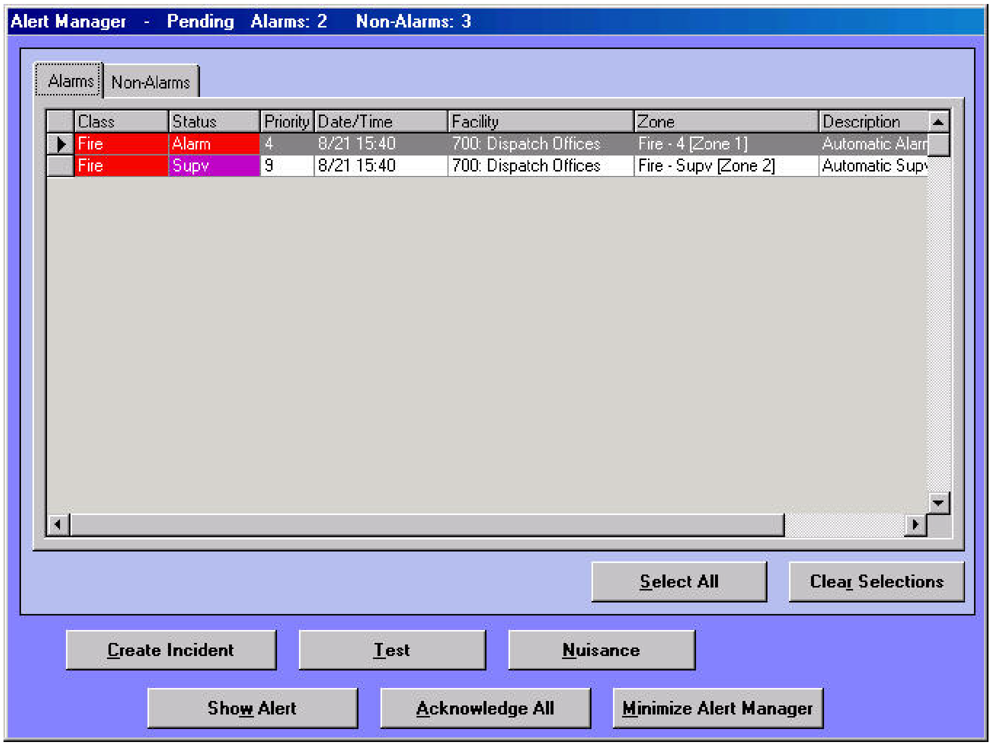


Figure 4-4 *Alert Manager, Alarms tab*

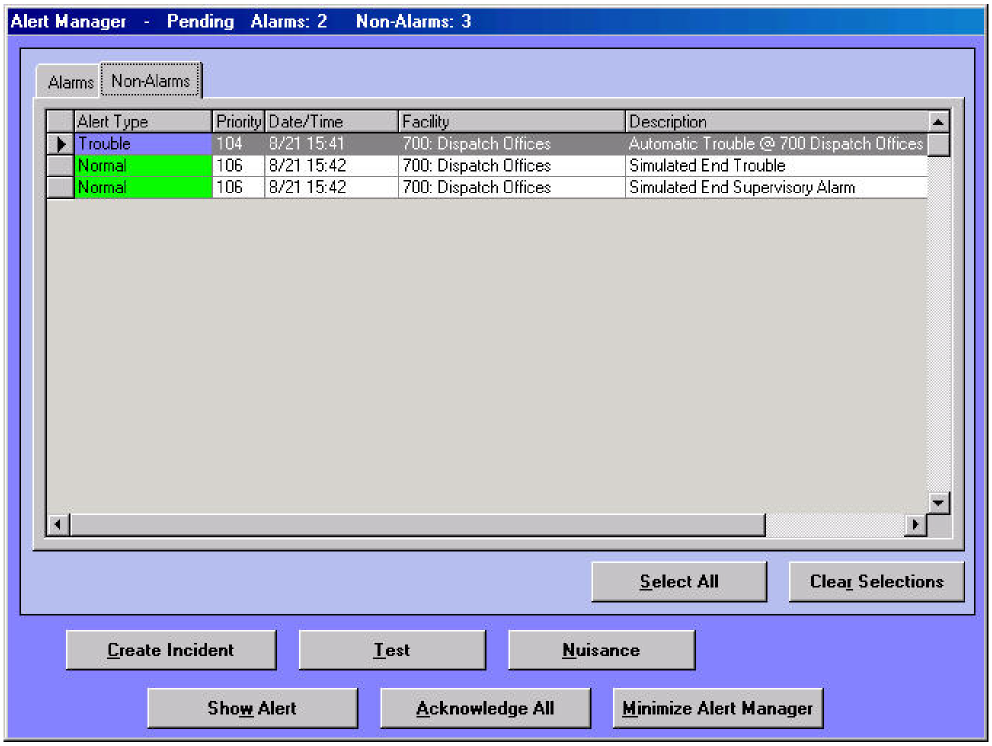
The Alert Manager divides pending alerts into two types, Alarms and Non-Alarms, and displays each type on a separate tab. The Alert Manager title bar displays the count of pending Alarms and Non-Alarms.

Figure 4-4 above shows the Alarms tab of the Alert Manager. Each row in the grid represents a pending alert. Observe that Supervisory alerts are displayed on the Alarms tab, as well as Alarm alerts.

NOTE *The Alert Manager can be customized to collect only non-alarms if desired. This prevents alarms from 'stacking up' without operator acknowledgment. See the D-21 Admin Client User Guide for instructions on customizing Alert Manager behavior.*

Figure 4-5 below shows the Non-Alarms tab of the Alert Manager. Trouble alerts and Normal alerts are displayed on the Non-Alarms tab.

Figure 4-5 *Alert Manager, Non-Alarms tab*



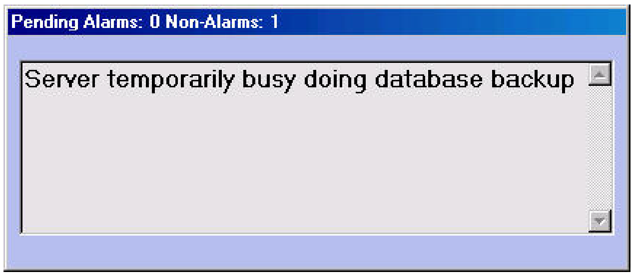
Alerts can be processed, individually or in groups, from the Alert Manager by selecting the appropriate row or rows and then clicking the Alert Manager buttons.

- **Select All** Selects all items in the list.
- **Clear Selection** Deselects all items in the list.
- **Create Incident** Creates an incident from the selected alert and removes it from the list. The Alert Manager remains on top of the screen, but the operator can move or minimize it to display the Incident viewer.
- **Test** Logs the selected alert as a test event and removes it from the list.
- **Nuisance** Logs the selected alert as a nuisance event and removes it from the list.
- **Show Alert** Displays the original alert pop-up for the alert selected in the list.
- **Acknowledge All** Acknowledges all Trouble and Normal alerts on the Non-Alarms tab and clears the Non-Alarms list.
- **Minimize Alert Manager** Minimizes the Alert Manager. When minimized, the Alert Manager has an audible beep that repeats at an interval that can be set in the D-21 Admin Client. Click the Alert Manager in the Windows task bar to restore it.

For security systems configured for Intrusion Detection, a third tab appears in the Alert Manager for Access and Secure alerts. Two additional buttons appear on this tab, Accept and Deny. See “Handling Intrusion Detection Alerts” on page 10-8 for more information.

Administrative Alerts

In addition to Alarms, Troubles, and Normals, the D-21 also displays Administrative alerts to convey system information to the operator. A common example of an Administrative alert is the pop-up displayed in the D-21 Incident Client when the Backup command is issued in the D-21 Admin Client.



As you can see from the title bar in the picture above, open Administrative alerts are counted as pending non-alarms. Administrative alerts do not require any special operator response beyond an OK. Additional examples of Administrative alerts include Reminders (see “Reminders” on page 3-15) and remote unit replies to a poll command (see “To poll a remote unit” on page 11-31).

Incidents

Incident is the term used in the D-21 for a trackable event that requires an emergency or other type of response. Incidents can be generated from alarms that originate with remote units connected to the D-21 system, or you can create incidents manually as you learn about them or after you have responded to them.

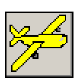
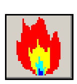
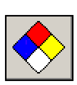
Incident Classes

Incident Classes are used to categorize many D-21 components into up to eight different types. Zones, for example, are assigned a class when added to the database. An alert that originates in a zone is classed according to the zone's class. When you create an incident from the alert, the incident defaults to the same class. When you create an incident manually, you select the class for the incident.

NOTE *You can change the incident class after an incident is created by editing the incident in the Edit Incident Info dialog box. See* *"Editing an Incident" on page 5-36.*

The incident classes available on your D-21 workstation depends on the D-21 software installed. The D-21 Fire Client includes the Fire, EMS, HAZMAT, Aircraft, and Fire Auxiliary incident classes. The D-21 Security Client includes the Security and Security Auxiliary incident classes. The D-21 Facility Management Client includes the Facility Management incident class.

The following table lists all of the incident class icons, the class names, and the default color of the alert pop-up or pre-incident form associated with each class.

Incident Class Icon	Class	Alert Pop-Up Color
	Aircraft	Blue
	EMS	Yellow
	Fire	Red
	Fire Auxiliary	Gray
	HAZMAT	Green
	Facility Management	Gray

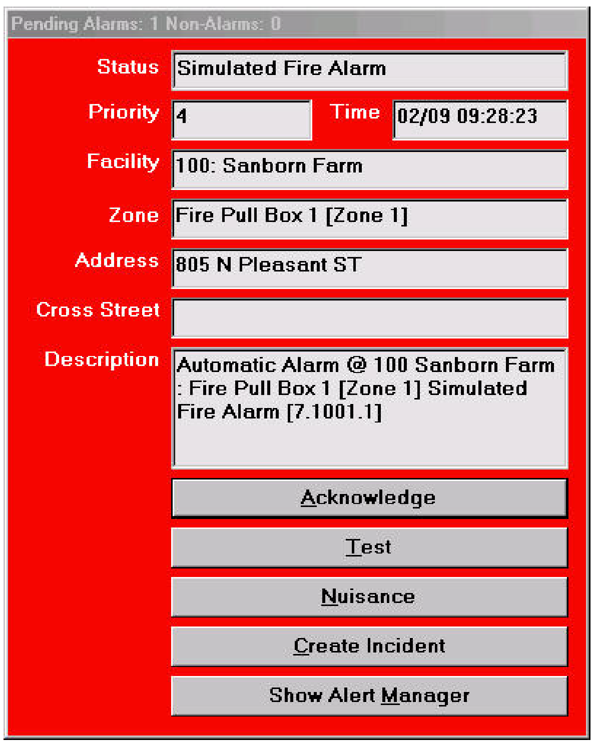
Incident Class Icon	Class	Alert Pop-Up Color
	Security	Purple
	Security Auxiliary	Gray

Automatic Incidents

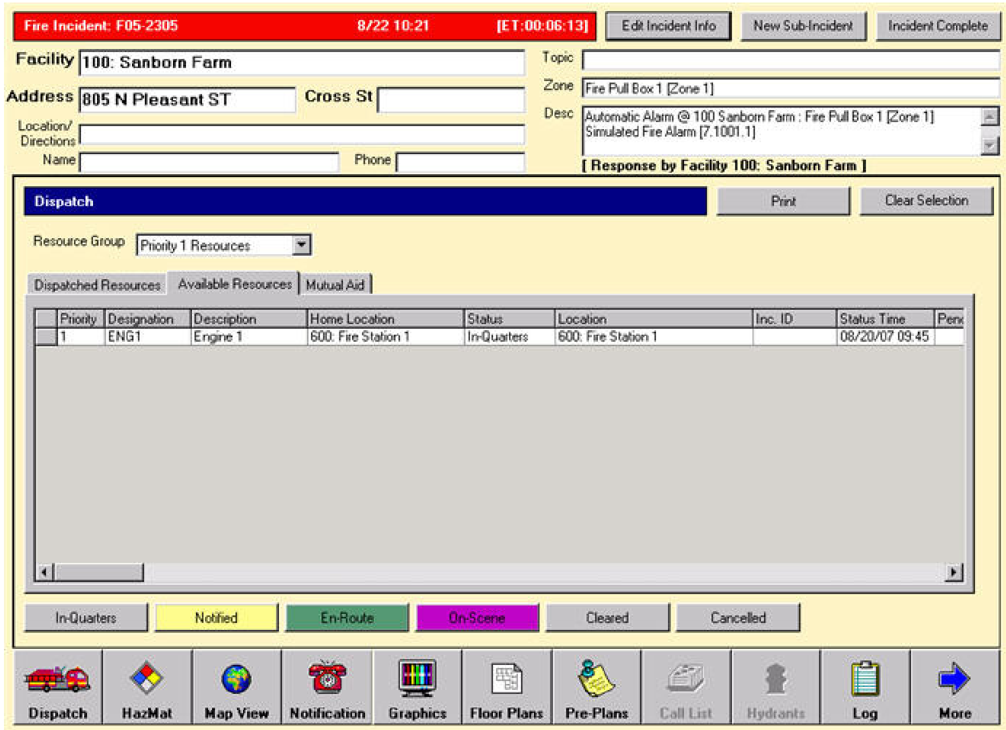
Incidents created in response to an alert are called *automatic* incidents. You can create an incident directly from the alert pop-up for an Alarm. Or you can use the pre-incident form to record additional information about the alert before creating an incident.

To create an incident directly from an alarm

1 In the Alarm alert pop-up, click **Create Incident**.



2 The alert pop-up closes, and the Incident viewer is displayed in the center pane, populated with the alert information.



- If the D-21 workstation is configured to automatically dispatch resources, a dispatch dialog box appears in the Incident viewer. See "To notify resources when automatically prompted" on page 5-5 for further instructions. See the D-21 Admin Client User Guide for instructions on configuring a workstation to automatically dispatch resources.

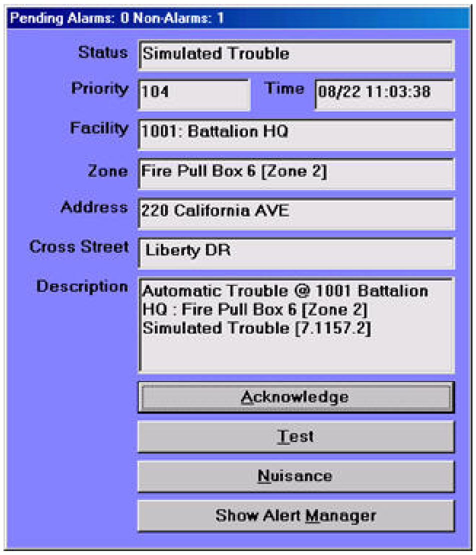
The new incident is added to the incident list at the top of the screen.

See "Working in the Incident Viewer" on page 5-8 for instructions on managing incidents in the Incident viewer.

To create an incident using the pre-incident form

You cannot create an incident directly from a Trouble alert; instead, you must use the pre-incident form, as the example below shows. Frequently, you will want to use the pre-incident form to create an incident from an Alarm alert as well.

1 In the alert pop-up, click **Acknowledge**.



2 The alert pop-up closes and the pre-incident form appears, populated with the alert information.

Click to go immediately to a dispatch dialog box. See “To dispatch resources from the pre-incident form” in Section 5. This button is only available if the D-21 has been configured to dispatch from alerts. See the D-21 Admin Client User Guide for information on all dispatch configuration options.

The incident class cannot be changed at this point, so the icons along the top of the dialog and the Class drop-down list are disabled.

> **NOTE** *You can change the class after you create an automatic incident, using the Edit Incident Info dialog box. See “Editing an Incident” on page 5-36 for more information on editing incidents.*

3 Select an item from the **Topic** drop-down list as appropriate, if topics have been defined for the incident class. Topics allow you to be more specific within the general incident class, for example, ‘Structure Fire’ or ‘Brush Fire’ within the Fire class. Topics must be set up in the D-21 Admin Client; see the D-21 Admin Client User Guide for instructions on defining incident class topics.

4 The **Priority** for automatic incidents reflects the priority of the zone that generated the alert, and cannot be edited. Priority ranges from 1 to 10, with 1 being the highest. An incident’s priority determines the order in which it is displayed in the current incident list at the top of the screen.

5 The **Site**, **Facility**, **Address**, and **Cross Street** text boxes are already filled in based on the zone definition. Add additional information in the **Location/Directions**, **Name**, and **Phone** text boxes if you wish.

NOTE Alert Notes, *if any, are already filled in based on the zone definition. See the D-21 Admin Client User Guide for instructions on defining zone alert notes.*

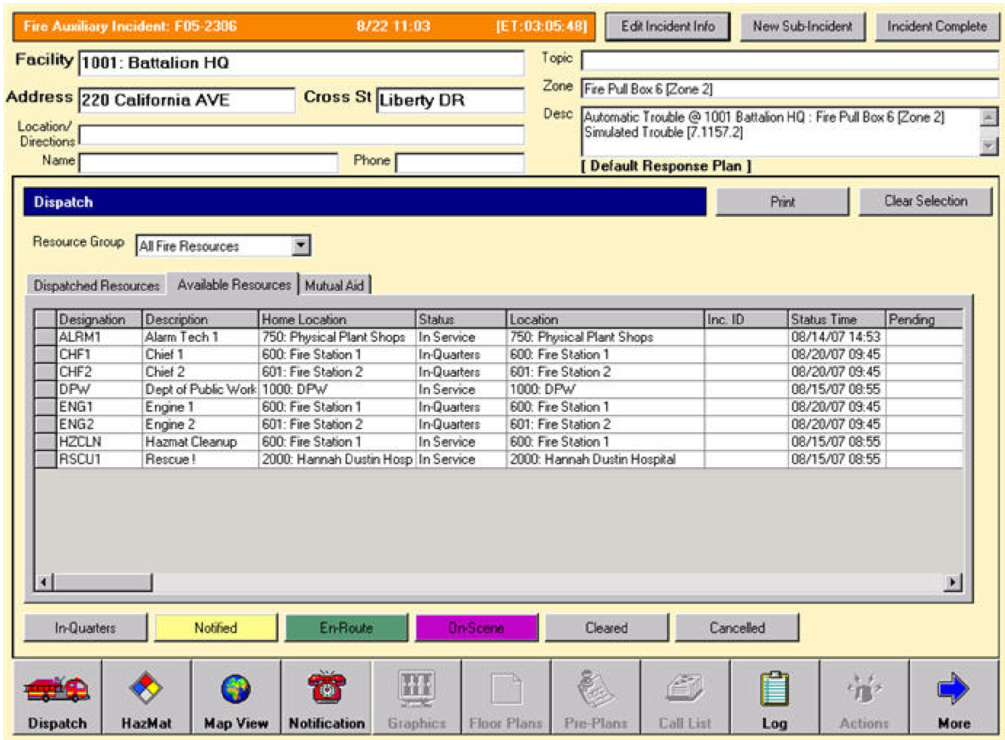
6 Click the **Housing** check box to indicate that the facility is base housing. This is especially useful if you track incidents in on-site housing areas that are not facilities in the site database.

7 Add any additional information about the alert in the **Appended Notes** text box. An entry will be created in the incident's Incident Notes. For more information, see "Incident Notes" on page 5-29.

8 The six buttons displayed in two rows below the **Zone** text box provide additional alert processing options before you create the incident.

- **Existing Incident** Click to associate the alert with an existing incident. A log entry will be added to the existing incident.
- **Show SOP** If there is an SOP associated with the class or topic you selected, this button is enabled; click to view. SOPs that have entry boxes for answers are available in the Incident viewer. For more information, see "SOP" on page 5-32.
- **Show Facility Notes** If there are Facility Notes associated with the incident's facility, this button is enabled; click to view. For more information, see "Facility Notes" on page 5-31.
- **Test** Click to cancel creation of an incident and log the alert as a test.
- **Nuisance** Click to cancel creation of an incident and log the alert as a nuisance.
- **Poll Unit** Click to poll the remote unit associated with the alert's zone. For more information, see "To poll a remote unit" on page 11-31.

9 Click **Create Incident.** The pre-incident form closes, and the Incident viewer is displayed in the center pane, populated with the alert information.



- If the D-21 workstation is configured to automatically dispatch resources, a dispatch dialog box appears in the Incident viewer. See “To notify resources when automatically prompted” on page 5-5 for further instructions. See the D-21 Admin Client User Guide for instructions on configuring a workstation to automatically dispatch resources.

The new incident is added to the incident list at the top of the screen.

See “Working in the Incident Viewer” on page 5-8 for instructions on managing incidents in the Incident viewer.

E-911 Incidents

When the D-21 system has the E-911 feature enabled, an alert is generated when there is an incoming E-911 call. Alerts that originate from an E-911 call are classed as EMS by default, but incidents created from these alerts can be changed to a different class (e.g. Fire) in the pre-incident form. E-911 alerts do not use the alert pop-up displayed for Alarms and Troubles; instead, they are displayed immediately in the pre-incident form. Data from the E-911 call is used to pre-populate the appropriate text boxes, and the complete E-911 feed is displayed next to the pre-incident form and saved with the incident.

NOTE *The actual data in the E-911 feed varies depending on the E-911 system that is used by your organization.*

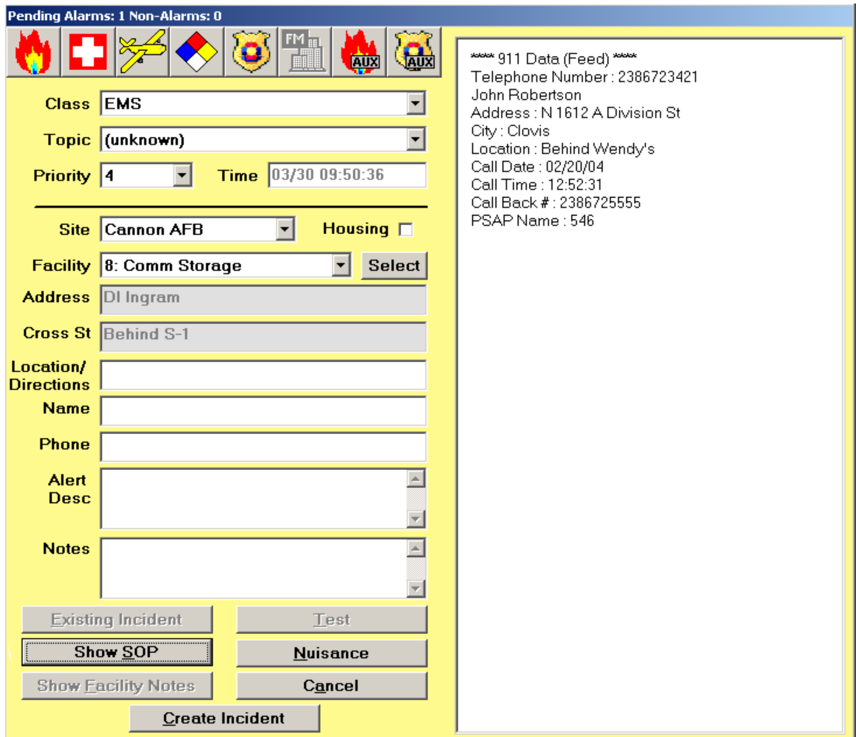


Figure 4-6
E-911 alert

If multiple D-21 workstations are processing E-911 alerts, a Local Acknowledge button is displayed on the pre-incident form. This button allows other operators to clear the alert when one operator is already handling it. If you want to clear the alert without creating an incident, click **Local Acknowledge**.

IMPORTANT *If all operators click Local Acknowledge, their actions will be logged and the E-911 alert will be lost. Make sure that at least one operator creates an incident for any E-911 alert that warrants one.*

To create an incident from an E-911 alert

1. If appropriate, select a different incident class for the incident, using either the icons at the top of the pre-incident form or the **Class** drop-down list.

   NOTE *You can change the incident class after the incident is created using the Edit Incident Info dialog box. For more information, see* *"Editing an Incident" on page 5-36*.

2. Select a topic for the incident from the **Topic** drop-down list. Topics are specific to an incident class and are created in the D-21 Admin Client. See the D-21 Admin Client User Guide for information on setting up Topics.

3 The default E-911 incident priority is 4. Priority ranges from 1 to 10, with 1 being the highest. An incident's priority determines the order in which it is displayed in the current incident list at the top of the screen. You can change the priority by selecting a new number in the **Priority** drop-down list.

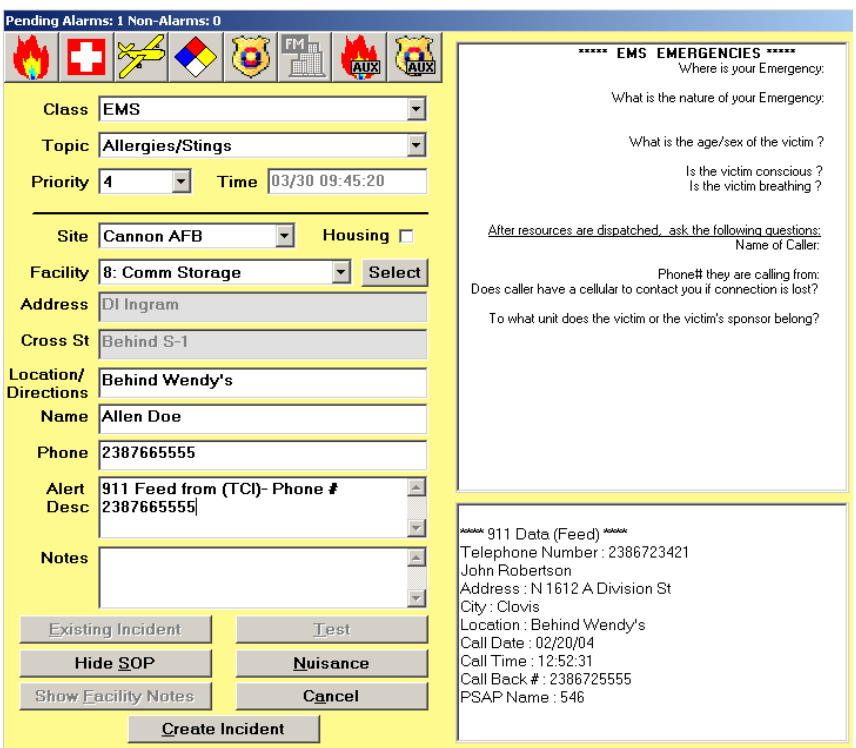
4 If there is a D-21 E-911 phone number database and the incoming phone number is associated with a D-21 facility in that database, the **Facility**, **Address** and **Cross Street** text boxes are pre-populated. Otherwise, you can select a facility from the drop-down list, if appropriate. If you select a facility, the Address and Cross Street text boxes will be populated from the D-21 database.

NOTE *See the D-21 Admin Client User Guide for more information on setting up a D-21 E-911 phone number database.*

5 Click the **Housing** check box to indicate that the facility is base housing. This is especially useful if you track incidents in on-site housing areas that are not facilities in the site database.

6 Use the **Location/Directions**, **Name**, **Phone**, and **Notes** text boxes to record additional information, if necessary. Some of these text boxes may already be populated from the E-911 feed.

7 If an SOP is available for the selected class or topic, the **Show SOP** button is enabled. Click **Show SOP** to view the SOP associated with the class and topic.



For more information on using SOPs, see "SOP" on page 5-32.

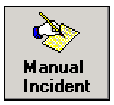
8 If the D-21 facility selected has Facility Notes, the **Facility Notes** button is enabled; click to view. See "Facility Notes" on page 5-31.

9 The **Test** button is disabled for E-911 alerts. However, you can still dismiss the pre-incident form without creating an incident by clicking **Cancel**. Click **Nuisance** to log the E-911 alert as a nuisance event.

10 Click **Create Incident**. The pre-incident form closes, the incident is added to the incident list at the top of the D-21 Incident Client window, and the Incident viewer fills the center pane.

See “Working in the Incident Viewer” on page 5-8 for instructions on managing incidents in the Incident viewer.

Manual Incidents

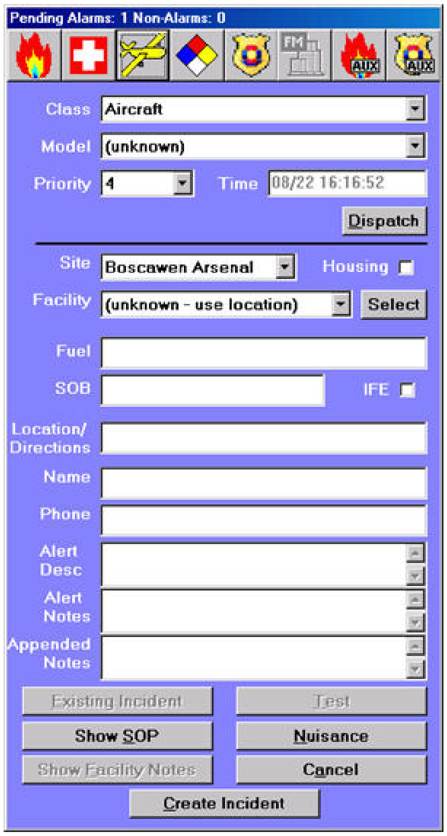


Manual incidents are incidents that do not originate from an incoming alert, but are created entirely by the operator. Use manual incidents to handle calls that come directly into the dispatch center, for example, or to record any activity which requires dispatch of resources. Aircraft and HAZMAT class incidents are frequently created as manual incidents.

To create a manual incident

1 Click the **Manual Incident** button in the right button bar. The pre-incident form opens.

2 The default incident class is Fire. Click one of the icons at the top of the pre-incident form or select from the **Class** drop-down list to pick a different class. Depending on the class that you pick, the background color of the pre-incident form will change, and some content changes may appear as well. In this example, the incident class has been changed to Aircraft.



3 The drop-down list below Class, which is usually labeled **Topic**, is labeled **Model** for Aircraft incidents. (For HAZMAT incidents, it is labeled **HazMat**.) Select from this list as appropriate.

4 For manual incidents, the default priority is 4. Priority ranges from 1 to 10, with 1 being the highest. An incident's priority determines the order in which it is displayed in the current incident list at the top of the screen. You can change the priority by selecting a new number in the **Priority** drop-down list.

5 If the D-21 has been configured for dispatch from alerts, the **Dispatch** button appears below the Time text box. You can click this button at any time while the pre-incident form is open to immediately dispatch resources to the incident. See "To notify resources from the pre-incident form" on page 5-3 for further information.

6 If your D-21 is configured for use with more than one site, select the site for the current incident from the **Site** drop-down list. If your D-21 installation includes only one site, it will already be selected.

7 Select the appropriate D-21 facility for the incident from the **Facility** drop-down list, or click the **Select** button to search for a facility. If the incident is not associated with a facility in the D-21 database, enter the location in the **Location/Directions** text box.

8 Click the **Housing** check box to indicate that the facility is base housing. This is especially useful if you track incidents in on-site housing areas that are not facilities in the site database.

9 Enter the fuel type used by the aircraft in the **Fuel** text box.

NOTE *For incident classes other than Aircraft, the* **Address** *text box is displayed in place of the Fuel text box, and is populated with the address recorded in the D-21 database for the facility selected in the Facility drop-down list.*

10 Enter the number of Souls On Board the aircraft in the **SOB** text box.

NOTE *For incident classes other than Aircraft, the* **Cross Street** *text box is displayed in place of the Fuel text box, and is populated with the cross street recorded in the D-21 database for the facility selected in the Facility drop-down list.*

11 Click the **IFE** check box if you track In-Flight Emergencies as an additional aircraft incident type.

12 Enter additional directions to the incident in the **Location** text box.

13 Enter information about the contact person in the **Name** and **Phone** text boxes.

14 For automatic incidents, the **Alert Desc** text box is pre-populated with information about the zone in Alarm or Trouble. For manual incidents, you can enter additional information about the incident notification here.

15 Add any additional information about the incident in the **Appended Notes** text box. An entry will be created in the incident's Incident Notes. For more information, see "Incident Notes" on page 5-29.

16 The **Existing Incident** button, which is used to associate an alert with an existing incident, is dimmed when the incident dialog box is activated manually. To manually add an additional incident to an existing incident, select the existing incident by clicking it in the incident list and then click **New Sub-Incident** in the Incident viewer. See "To create a sub-incident" on page 4-22 for more information on sub-incidents.

17 Click **Show SOP** to view the standard operating procedure for the specified incident class or topic.

18 If the D-21 facility selected has Facility Notes, the **Facility Notes** button is enabled; click to view.

19 The **Test** button is disabled for manually created incidents. However, you can still dismiss the pre-incident form without creating an incident by clicking **Cancel**. Click **Nuisance** if the incident was generated from a false report.

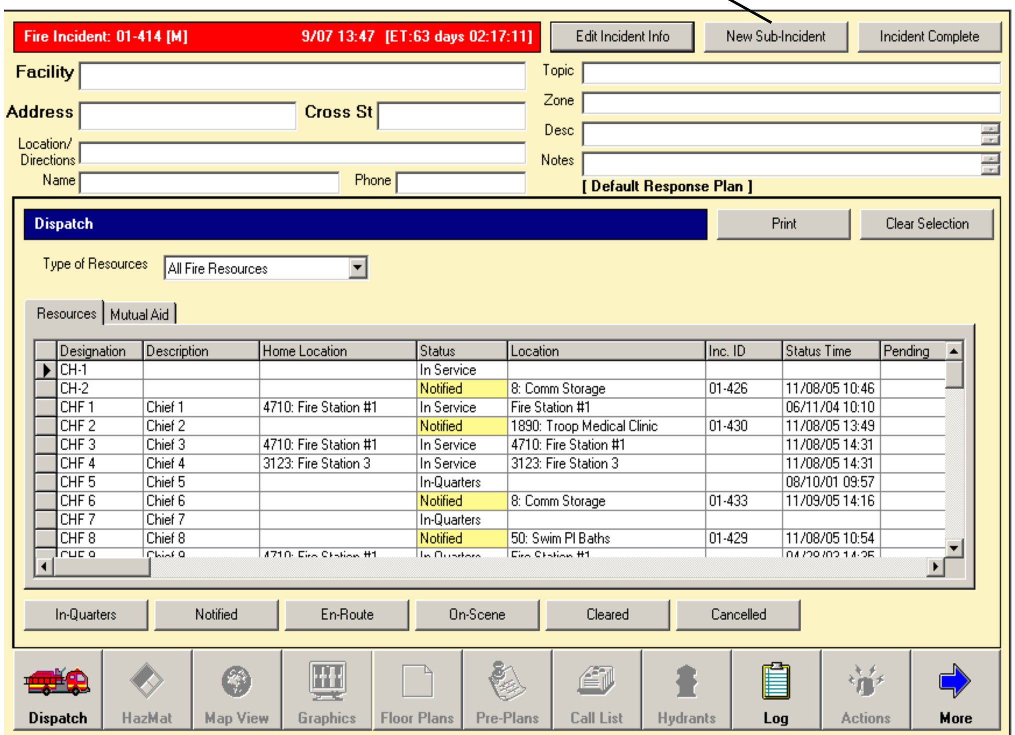
20 Click **Create Incident** to close the pre-incident form and create an incident using the selections and entries you have made. The incident is added to the incident list at the top of the D-21 Incident Client window, and the Incident viewer fills the center pane.

See "Working in the Incident Viewer" on page 5-8 for instructions on managing incidents in the Incident viewer.

Sub-Incidents

In the course of handling an incident, it may be useful to associate one or more sub-incidents with the original incident. With the existing incident displayed in the Incident viewer, you can click the New Sub-Incident button to create a new incident linked to the existing one.

Click here to create a new sub-incident



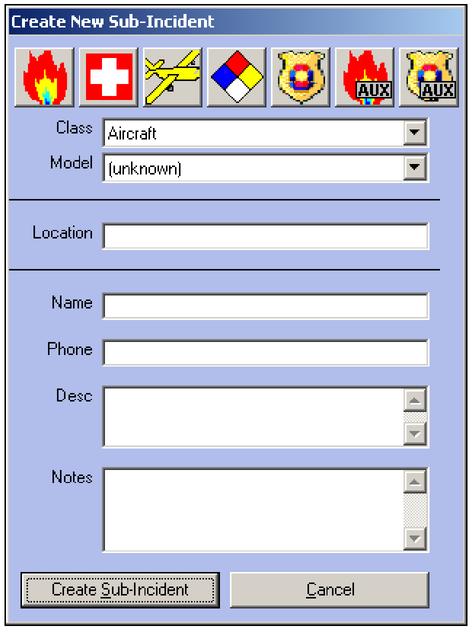
Designation	Description	Home Location	Status	Location	Inc. ID	Status Time	Pending
CH-1			In Service				
CH-2			Notified	8: Comm Storage	01-426	11/08/05 10:46	
CHF 1	Chief 1	4710: Fire Station #1	In Service	Fire Station #1		06/11/04 10:10	
CHF 2	Chief 2		Notified	1890: Troop Medical Clinic	01-430	11/08/05 13:49	
CHF 3	Chief 3	4710: Fire Station #1	In Service	4710: Fire Station #1		11/08/05 14:31	
CHF 4	Chief 4	3123: Fire Station 3	In Service	3123: Fire Station 3		11/08/05 14:31	
CHF 5	Chief 5		In-Quarters			08/10/01 09:57	
CHF 6	Chief 6		Notified	8: Comm Storage	01-433	11/09/05 14:16	
CHF 7	Chief 7		In-Quarters				
CHF 8	Chief 8		Notified	50: Swim Pl Baths	01-429	11/08/05 10:54	

IMPORTANT *The Create New Sub Incident dialog box is an abridged version of the pre-incident form. Use the Edit Incident/Complete Incident dialog box to enter further details about the new incident. See* *"Editing an Incident" on page 5-36.*

To create a sub-incident

1 Click the incident you want to associate with the new incident in the current incident list at the top of the window. The incident is displayed in the Incident viewer.

2 Click **New Sub-Incident.** The Create New Sub-Incident dialog box appears.



3 Specify the incident class by clicking one of the incident class icons at the top of the dialog box or by selecting from the **Class** drop-down list.

4 Specify the **Topic**, **HazMat**, or aircraft **Model** in the next drop-down list. (The label for this list varies depending on the incident class.)

5 If the location differs from that of the primary incident, enter it in the **Location** text box.

6 Enter information for the contact person in the **Name** and **Phone** text boxes.

7 Enter a description of the incident in the **Desc** text box.

8 If desired, add additional information about the sub-incident in the **Notes** text box. An entry will be created in the incident's Incident Notes. For more information, see "Incident Notes" on page 5-29.

9 Click **Create Sub-Incident**. The sub-incident is added to the incident list at the top of the D-21 Incident Client window, and the Incident viewer fills the center pane. The incident ID for the sub-incident is the same as for the main incident, but with a letter appended (the first sub-incident associated with Inc ID 02-547 would be 02-547-A).

See "Working in the Incident Viewer" on page 5-8 for instructions on managing incidents in the Incident viewer.

Section 5
Responding to Incidents

Read this section to learn how to dispatch resources, monitor incident progress, and close incidents.

Contents

Notifying Resources

When an incident occurs, the most important and immediate duty of the operator is usually to notify the resources who should respond. The D-21 Incident Client provides an interface for notifying resources throughout the life cycle of an incident.

- While an incident is being created, the operator can notify resources directly from the pre-incident form. See the D-21 Admin Client User Guide for instructions on enabling the Dispatch From Alert option.
- As soon as the incident is created, the D-21 can display a pop-up prompting the operator to notify resources. See the D-21 Admin Client User Guide for instructions on enabling the Automatically Prompt to Dispatch option.
- At any time during the incident, the operator can use the incident's Dispatch viewer to notify resources.

When a D-21 Tone Alert Unit is installed in a resource's home location, the D-21 can be configured to automatically tone out to the resource when the D-21 Incident Client operator notifies the resource. See "Using the D-21 Tone Alert Unit" on page A-3 for further information.

Dispatch Modes

Planning dispatch responses to potential incidents plays a large part in emergency preparedness. The D-21 provides three ways to pre-assign resources to future incidents, and three corresponding dispatch modes.

- **By Response Plan** Response plans are created by incident class and can be attached to sites, facilities, and zones. Response plans can include individual resource assignments, and the resources can be grouped as Priority 1 (first response), Priority 2 (second response), etc. When the dispatch mode is configured to be by response plan, the default resources assigned to an incident are the Priority 1 resources specified in the applicable response plan.
- **By Incident Type** Incident types are created to break down an incident class based on the resource group which should respond. When the dispatch mode is configured to be by incident type, the operator handling an incident can select an incident type as well as an incident class, and the default resources assigned to the incident are the members of the group associated with the incident type.
- **By Incident Type and Sector** For large installations, incident types can be further sub-divided to reflect the geographical areas covered by specific resource groups. When the dispatch mode is configured to be by incident type and sector, the operator handling an incident can select an incident type and also a sector, if necessary. (The sector for facilities entered in the D-21 database is automatically populated.) The default resources assigned to the incident are the members of the group associated with the incident type and sector.

IMPORTANT *The D-21 Incident Client operator is always free to disregard default resource assignments and notify whatever resources are most appropriate, regardless of dispatch mode.*

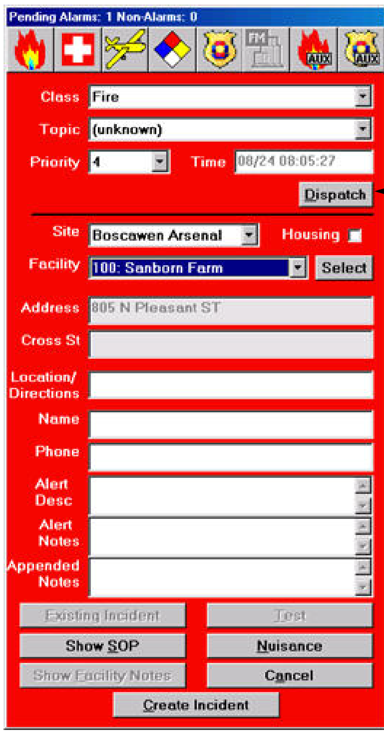
Selecting a dispatch mode and defining response plans, incident types, sectors, and resource groups is done in the D-21 Admin Client. See the D-21 Admin Client User Guide for further instructions.

Depending on the dispatch mode, the notification dialog boxes display different drop-down lists for the operator to choose from.

To notify resources from the pre-incident form

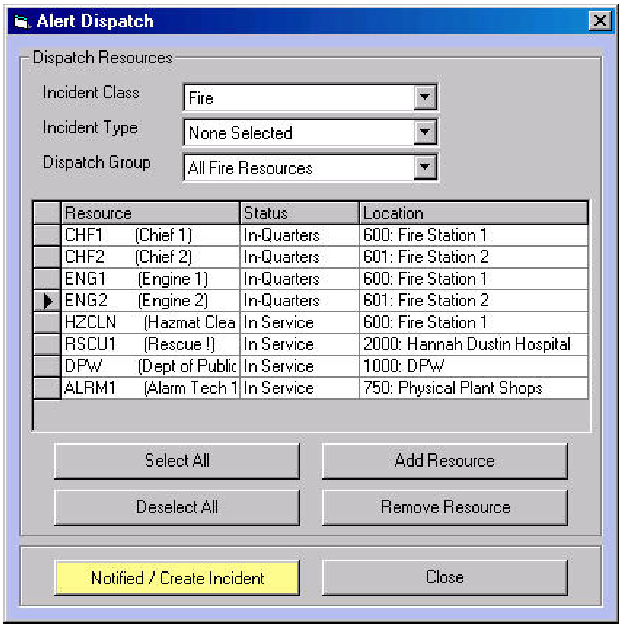
NOTE *The D-21 must be configured for Dispatch from Alert in order to notify resources from the pre-incident form. See the D-21 Admin Client User Guide for instructions on setting this option.*

1 Click **Dispatch** on the pre-incident form.



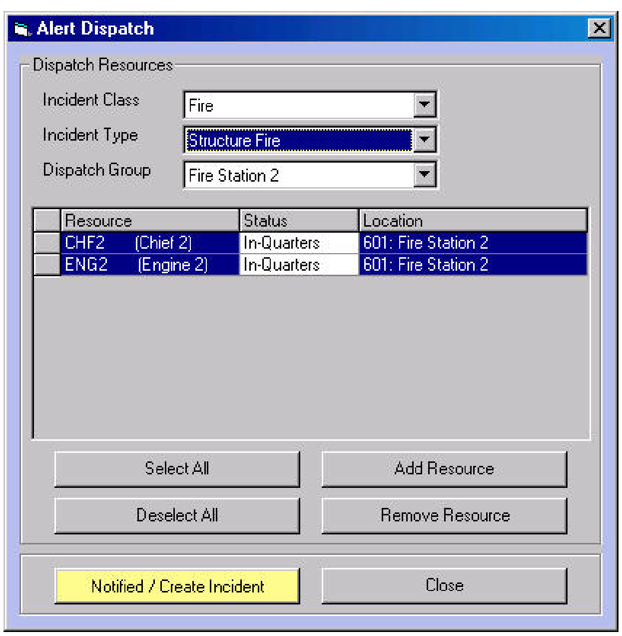
You can click Dispatch at any point during the process of creating an incident. However, best results are achieved if you make sure the Class and Facility drop-downs are appropriately populated first.

2 The Alert Dispatch dialog box opens. The available drop-down lists on this dialog box vary by dispatch mode. See “Dispatch Modes” on page 5-2 for more information. In this example, the dispatch mode is by incident type.



3 If necessary, select the appropriate incident class from the **Incident Class** drop-down list.

4 Select the appropriate incident type from the **Incident Type** drop-down list. The grid is automatically populated with the members of the resource group pre-assigned to the selected incident type. The current status and location of each resource is displayed in the grid, and the rows are already selected.



NOTE *If none of the available incident types is appropriate, choose the default, None Selected.*

5 If you want to notify resources other than the ones automatically displayed when the incident type is selected, you can modify the resource list in several ways.

- Select a different group from the **Dispatch Group** drop-down list.
- Add one or more individual resources to the grid by clicking **Add Resource**.
- Remove an individual resource from the grid by clicking the resource in the grid and then clicking **Remove Resource**.
- Change the Dispatch Group to All Fire Resources or All Security Resources and click in the grid on the resources you want to notify in order to select them.

6 When the resources you want to notify are selected in the grid, click **Notified / Create Incident**. The Alert Dispatch dialog box closes, the pre-incident form closes, and the incident is created. The status of the selected resources is set to Notified in the Dispatch viewer.

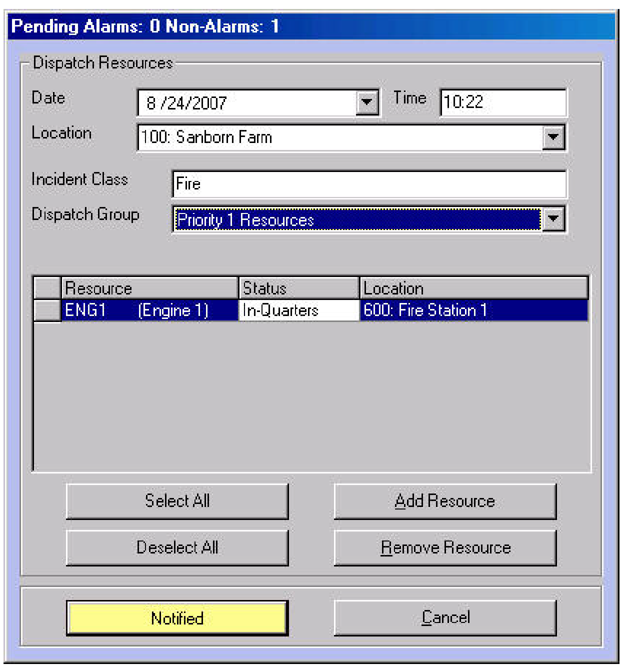
NOTE *If you need to add to or modify the information recorded in the pre-incident form once the incident is created, click* **Edit Incident Info** *in the Incident viewer. See* *"Editing an Incident" on page 5-36.*

To notify resources when automatically prompted

When the D-21 workstation is configured for Automatically Prompt to Dispatch, a notification dialog box is displayed after the operator clicks **Create Incident** from the pre-incident form.

NOTE *The D-21 workstation must be configured for Automatically Prompt to Dispatch in the D-21 Admin Client. See the D-21 Admin Client User Guide for instructions on setting this option.*

Depending on the dispatch mode, the dialog box displays different drop-down lists for the operator to choose from. In this example, the dispatch mode is by response plan.



1 If the incident's facility has a response plan for incidents of this class which includes pre-assigned Priority 1 resources, those resource are already listed and selected in the grid, as in this example.

2 If you want to notify resources other than the Priority 1 group, or if no resource plan with pre-assigned resources exists for this facility, you can modify the resource list in several ways.

- Select a different group from the **Dispatch Group** drop-down list.
- Add one or more individual resources to the grid by clicking **Add Resource**.
- Remove an individual resource from the grid by clicking the resource in the grid and then clicking **Remove Resource**.
- Change the Dispatch Group to All Fire Resources or All Security Resources and click in the grid on the resources you want to notify in order to select them.

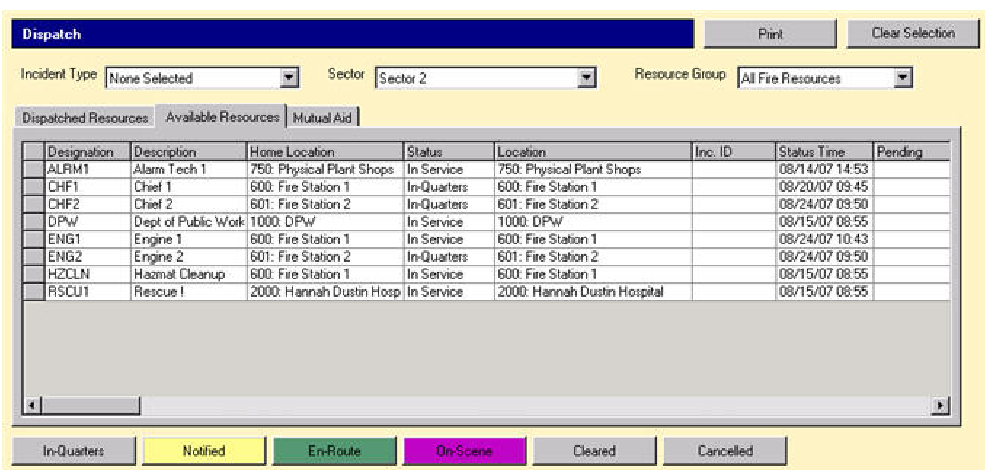
3 When the resources you want to notify are selected in the grid, click **Notified**. The dialog box closes and the status of the selected resources is set to Notified in the Dispatch viewer.

To notify resources from the incident's Dispatch viewer

Once an incident has been created, you can use the incident's Dispatch viewer to notify resources. For a discussion of all the functionality of the Dispatch viewer, see "Dispatch" on page 5-11.

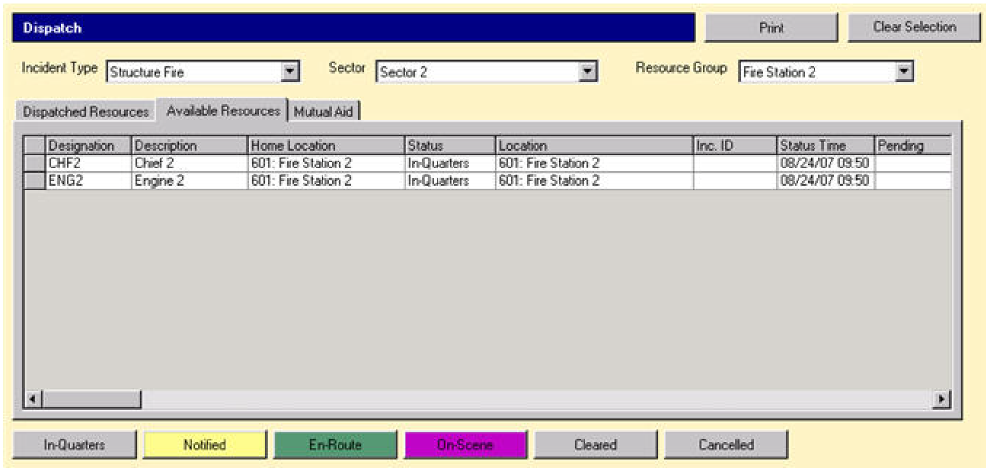
Depending on the dispatch mode, the Dispatch viewer displays different drop-down lists for the operator to choose from. In this example, the dispatch mode is by incident type and sector.

1 If necessary, click the **Dispatch** button in the row of buttons along the bottom of the Incident viewer. The middle section of the Incident viewer displays dispatch lists and tools.

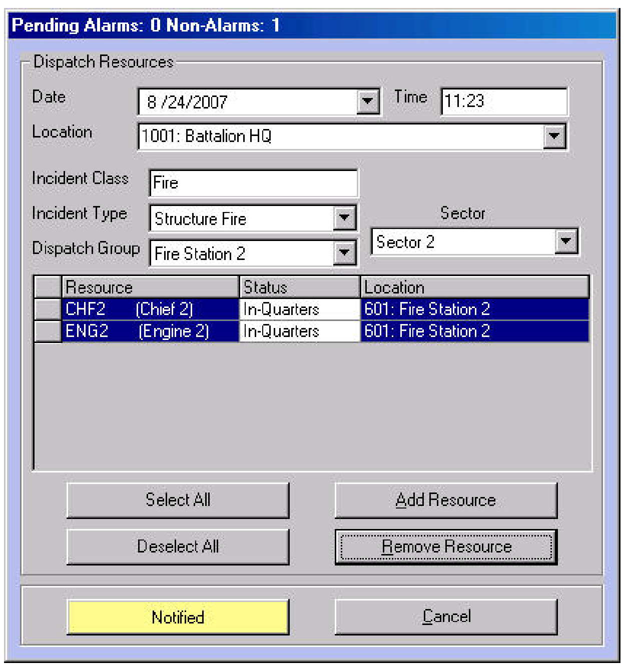


2 The sector for D-21 facilities is automatically populated, as in this example. You can select a sector for facilities not entered into the D-21 database from the **Sector** drop-down list. If you do not know the sector, or if the facility is outside all defined sectors, select No Sector from the drop-down list.

3 Select the appropriate incident type from the **Incident Type** drop-down list. The Available Resources grid is automatically populated with the members of the resource group pre-assigned to the selected incident type and sector.



4 Click **Notified** (the yellow button). A notification dialog box appears, pre-populated with your selections.



5 If you want to notify resources other than the ones automatically assigned to the incident type and sector, you can modify the resource list in several ways.

- Select a different group from the **Dispatch Group** drop-down list.
- Add one or more individual resources to the grid by clicking **Add Resource**.
- Remove an individual resource from the grid by clicking the resource in the grid and then clicking **Remove Resource**.

- Change the Dispatch Group to All Fire Resources or All Security Resources and click in the grid on the resources you want to notify in order to select them.

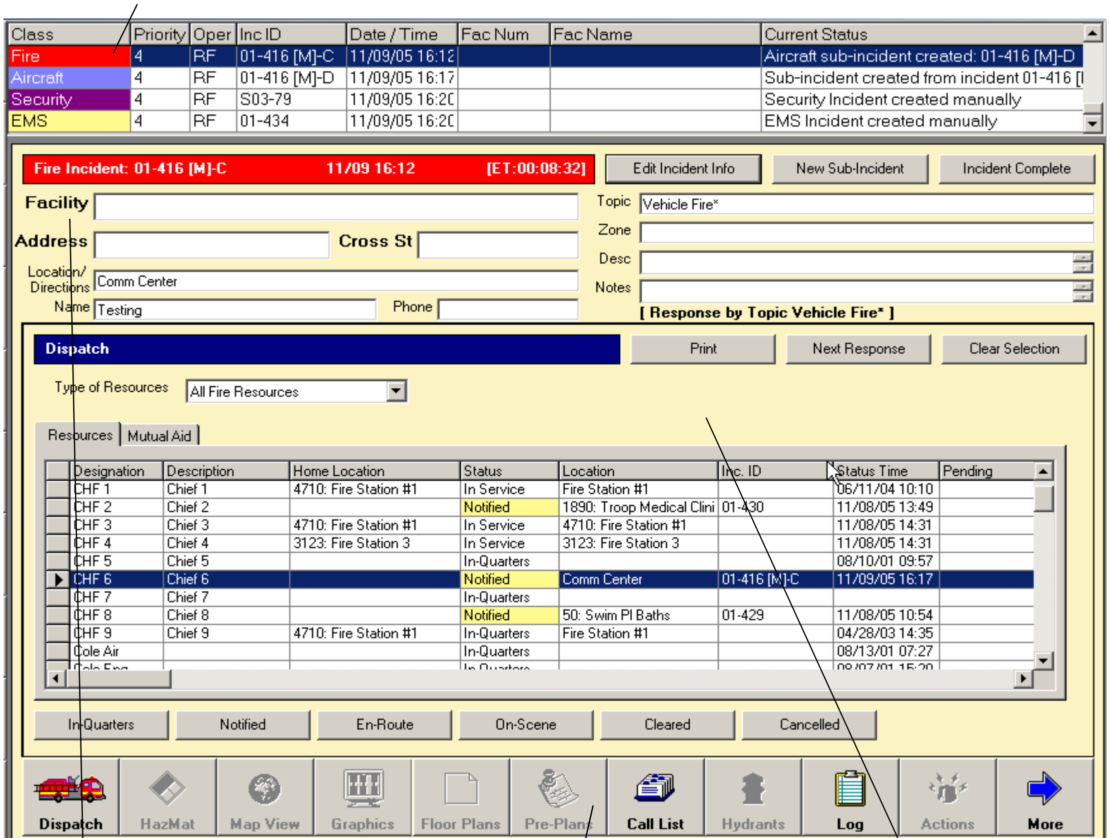
6 When the resources you want to notify are selected in the grid, click **Notified**. The dialog box closes and the status of the selected resources is set to Notified in the Incident Dispatch viewer.

Working in the Incident Viewer

When an incident is first created, the Incident viewer for that incident is displayed in the D-21 Incident Client's center pane, and the incident is added to the current incident list above the center pane. To switch between open incidents, the operator clicks an incident in the incident list and that incident's Incident viewer is displayed in the center pane.

Figure 5-1 *Incident viewer*

Click an incident to make it active in the Incident viewer



General incident information is always displayed here.
Incident sub-viewer buttons are always displayed here.
This area changes depending on the sub-viewer button clicked.

The Incident viewer has three areas. At the top is a form area that is used to display general information relevant to the incident, such as Facility, Address, Cross Street, etc. There are three buttons in this section that help to manage the selected incident:

Edit Incident Info Opens the Edit Incident/Complete Incident dialog box where you can edit incident information. See “Editing an Incident” on page 5-36.

New Sub-Incident Create a new incident linked to the current incident. This is useful when, for instance, hazardous materials are affected by a fire, or a security incident is associated with a fire. A sub-incident appears as a separate entry in the incident list. A sub-incident ID shares the number of the main incident and adds a letter: if the main incident ID is 156, the first sub-incident is 156-A, the second sub-incident is 156-B, and so on. See “To create a sub-incident” on page 4-22.

Incident Complete Opens the Edit Incident/Complete Incident dialog box with the Incident Closure tab in the foreground. Use this button to close an incident when it is complete. See “Closing an Incident” on page 5-41.

At the bottom of the Incident viewer is a row of buttons providing access to different sub-viewers. Some of these buttons are always visible and enabled for all incidents, for example Dispatch. Others are only visible for certain incident classes, for example Aircraft. Others are always visible but only enabled if a particular type of information is available for the incident. For example, the Floor Plans button is disabled if no floor plan is assigned to the incident’s facility in the D-21 database.

> **NOTE** *The D-21 can be configured not to show disabled buttons in the Incident viewer. See the D-21 Admin Client User Guide for instructions.*

The middle area of the Incident Viewer is controlled by the sub-viewer buttons. Clicking the different buttons allows the Operator to access different lists or tools pertaining to the selected incident. When an incident is first created, the middle area of the Incident viewer shows the Dispatch sub-viewer, unless the incident’s class is Aircraft (Aircraft sub-viewer), or HAZMAT (HazMat sub-viewer).

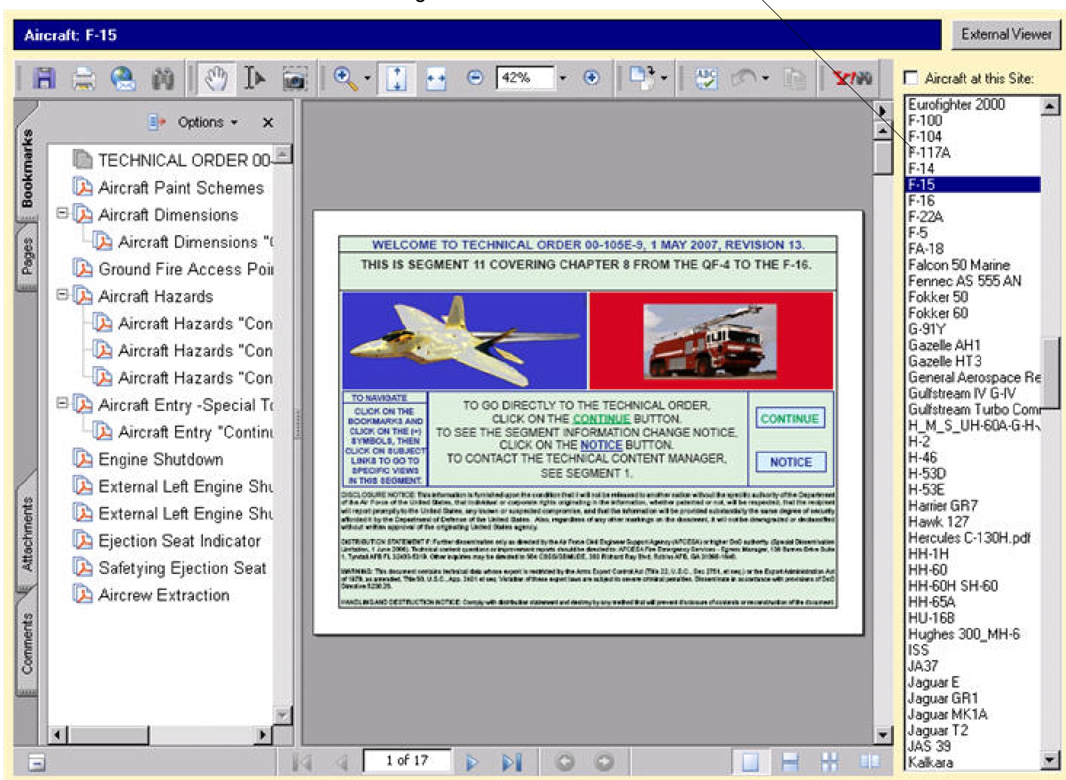
Each of the Incident sub-viewers is discussed in a separate section below.

Aircraft

The **Aircraft** button is only displayed if the incident class is set to Aircraft. The Aircraft viewer displays a graphics window like the one below, with an index of available aircraft specifications on the right.

Figure 5-2
Aircraft in the Incident viewer

List of PDF documents that contain information and diagrams for each aircraft



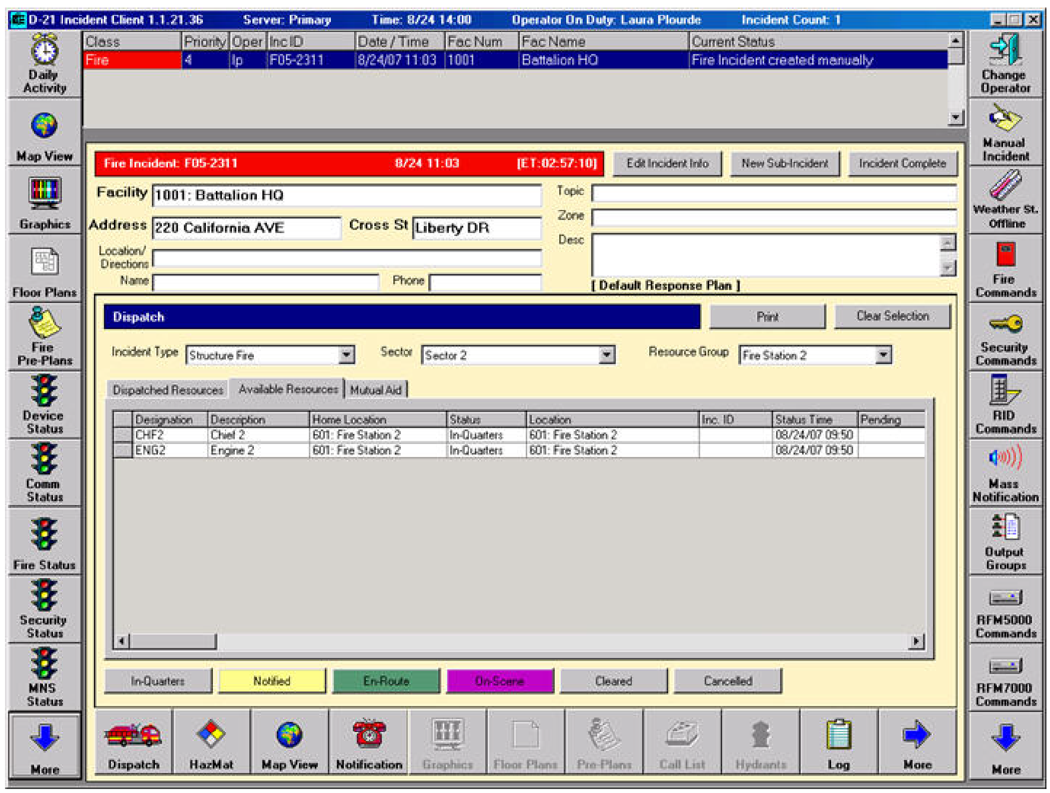
For more information on using the Aircraft index, see "Aircraft Viewer" on page 6-16.

Dispatch

When **Dispatch** is clicked, the Incident viewer displays resources. The icon on the button looks like a fire engine unless the incident type is Security, in which case the button looks like a police car.

NOTE *The* **Dispatch** *button is available only if the D-21 Incident Client has been configured through the D-21 Admin Client to include the dispatch feature.*

Figure 5-3
Dispatch in the Incident viewer



The Dispatch viewer grid has three tabs, Dispatched Resources, Available Resources, and Mutual Aid. The Dispatched Resources tab displays only resources that have already been dispatched on this incident. Resources that have not already been dispatched on this incident can be accessed on the Available Resources tab. The Mutual Aid tab contains any mutual aid contact information entered as part of the response plan for the site or facility.

Below are explanations of the buttons and drop-down lists available in the Dispatch viewer.

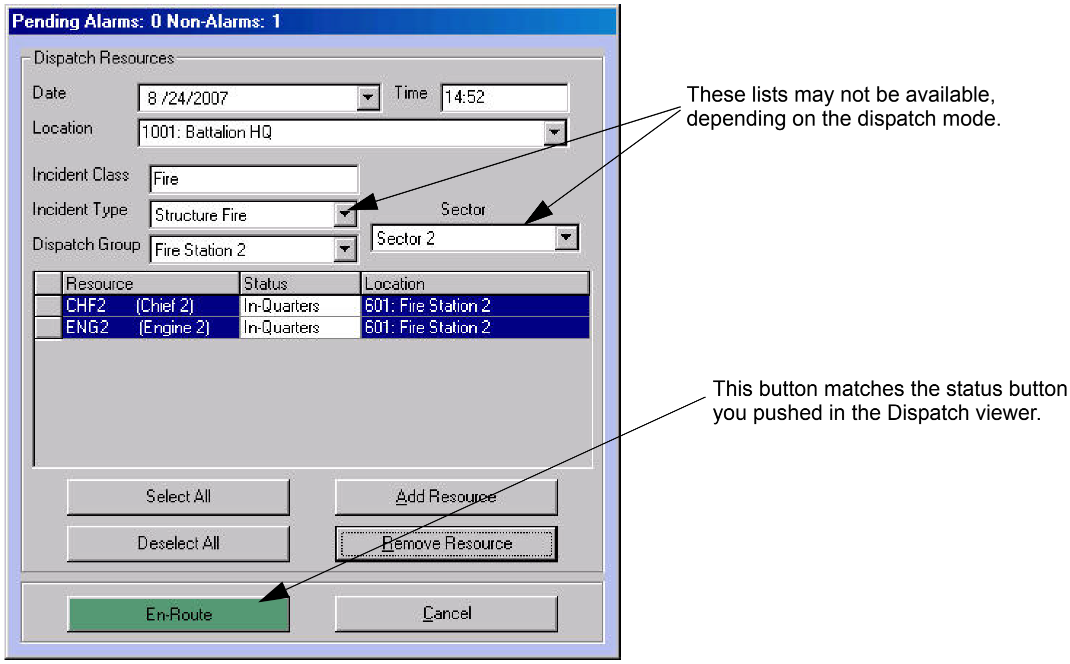
- **Print** Displays the Print Incident dialog box, from which you can choose to display the resource list in the Report Viewer. For information on printing from the Report Viewer, see "Report Viewer" on page 12-16.
- **Clear Selection** Deselects all items in the resource grid.

- Resource Definition Filters (available on the Available Resources tab only)
  - **Incident Type** (displayed only if dispatch mode is by incident type or incident type and sector) This drop-down list contains all the incident types defined for the incident class. Picking an incident type will automatically pick the pre-assigned resource group. See "Dispatch Modes" on page 5-2 for an explanation of dispatch by incident types.
  - **Sector** (displayed only if dispatch mode is by incident type and sector). This drop-down list contains all the pre-defined sectors, as well as the No Sector entry, which can be used for facilities outside the pre-defined sectors. When the incident's facility is in the D-21 database, sector is pre-populated when the incident is created. See "Dispatch Modes" on page 5-2 for an explanation of dispatch by incident types and sectors.
  - **Resource Group** The selection from this drop-down list defines the resources displayed in the grid. The list contains all pre-defined resource groups, plus the general groups All Fire Resources and All Security Resources. If a response plan containing pre-defined resource assignments is in effect for this incident, the Resource Group list also contains Priority 1, Priority 2, etc. See the D-21 Admin Client User Guide for information on defining resource groups and response plans.
- Resource Status Buttons (disabled on the Mutual Aid tab)
  - **In-Quarters** Assigns the In-Quarters status. Use for resources currently located in their default location.
  - **Notified** Assigns the Notified status. Use to identify resources that have been made aware of the incident.
  - **En-Route** Assigns the En-Route status. Use to identify resources currently traveling to the incident location.
  - **On-Scene** Assigns the On-Scene status. Use to identify resources currently at the incident location.
  - **Cleared** Assigns the In Service status. Use for resources that have been released from the incident.
  - **Cancelled** Assigns the In Service status. Use for resources that have been recalled from the incident.

To change the status of resources in the Incident viewer

1. Select the resource or resources to which you want to assign a new status. Clicking a resource selects it; clicking it again deselects it. You can select multiple resources to apply the same status to more than one resource at a time.

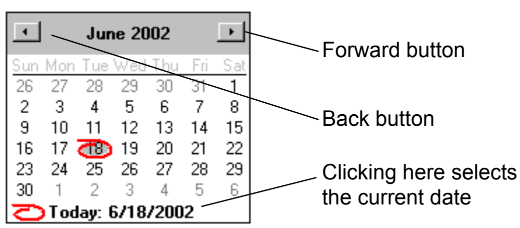
2 From the resource status buttons, click the status you want to assign. The resource status change dialog box appears.



3 Set the date and time.

NOTE *If you want to use the current date and time, do not modify the contents of the date and time boxes.*

a Click the down arrow in the **Date** text box to open the calendar from which you can select the date.



b Click the desired date. If necessary, use the forward and back arrow buttons to navigate the calendar a month at a time.

c Enter a 24-hour clock time in hh:mm:ss format in the **Time** text box. If you do not enter a time, the current system time will be appended to the log entry when you close the dialog box.

4 Set the **Location**. If you are setting the status to Notified, En-Route or On-Scene, the location is automatically set to the facility where the incident occurred; if you are setting the status to Cleared, Cancelled or In-Quarters, the location is automatically set to '(home facility)'. You can specify a different location by manually entering text or clicking the down arrow to select from a list of all facilities in the D-21.

5 If necessary, modify the resource list so that you can select the resources you want to dispatch. You can modify the resource list in several ways.

- Select a different group from the **Dispatch Group** drop-down list.
- Add one or more individual resources to the grid by clicking **Add Resource**.
- Remove an individual resource from the grid by clicking the resource in the grid and then clicking **Remove Resource**.

6 When the resources you want to dispatch are selected in the grid, click the button that matches the resource status button you clicked in the Dispatch viewer. The dialog box closes and the status of the selected resources is set to the status you selected.

To display mutual aid for an incident

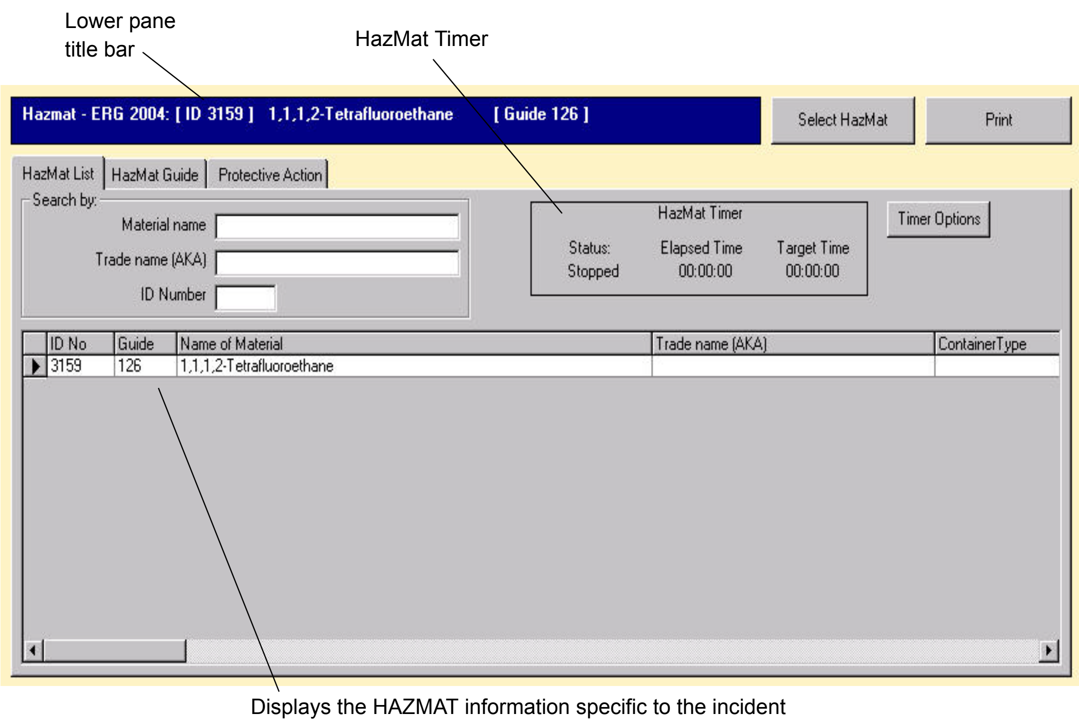
1 In the Incident viewer, click the Dispatch button if necessary.

2 In the Dispatch viewer, click the **Mutual Aid** tab. The mutual aid list is displayed, containing any mutual aid information entered in the D-21 Admin Client as part of the response plan.

HazMat

When you click **HazMat,** the Incident viewer displays tabbed HAZMAT response plan information, with any hazardous materials that you have already added to the incident, or that are associated with the response plan for the incident, displayed in the HAZMAT list. The sub-viewer functions like the HazMat viewer accessible from the left button bar. See “HazMat Viewer” on page 6-17.

Figure 5-4 *HAZMAT in the Incident viewer*



HazMat Timer

Use the HazMat Timer to keep track of the elapsed time since a HAZMAT incident was created. A target time for containing a particular HAZMAT can be configured as part of a HAZMAT response plan in the D-21 Admin Client. The D-21 Incident Client then displays an alert when the target time is reached during a HAZMAT incident. You can also use the timer in a HAZMAT incident that does not have an associated response plan.

To change HazMat Timer options during an incident

1. In the Incident viewer, click **HazMat**.
2. Click **Timer Options**. The Timer Options dialog box appears.

3. If the timer is already running, you can stop the timer by clicking **Stop Timer**.
4. To reset the elapsed time without changing the target time, click **Reset Timer**. The timer resets and an alert will be displayed when the elapsed time equals the target time.

5 If you want to change the target time, click **Edit Target Time**. The Timer Options dialog box expands to display edit boxes for the target time.

6 When you are finished entering the new target time, click **OK**.

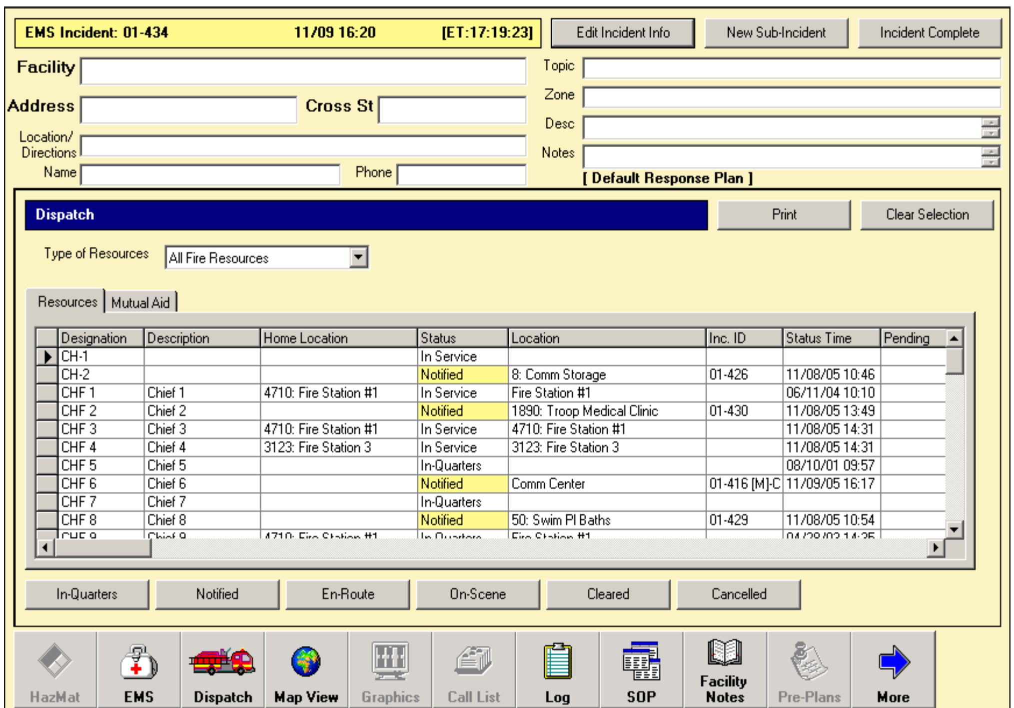
7 Click **Close**.

EMS

If the incident type is EMS and the EMS viewer is enabled, the EMS sub-viewer button appears in the button row. Clicking the button opens a Microsoft Internet Explorer window from which you can access an emergency medical dispatch guide.

NOTE *The EMS viewer is available only if PowerPhone LightHouse is installed on your system. LightHouse is available only from the manufacturer.*

Figure 5-5
EMS in the Incident viewer



Designation	Description	Home Location	Status	Location	Inc. ID	Status Time	Pending
CH-1			In Service				
CH-2			Notified	8: Comm Storage	01-426	11/08/05 10:46	
CHF 1	Chief 1	4710: Fire Station #1	In Service	Fire Station #1		06/11/04 10:10	
CHF 2	Chief 2		Notified	1890: Troop Medical Clinic	01-430	11/08/05 13:49	
CHF 3	Chief 3	4710: Fire Station #1	In Service	4710: Fire Station #1		11/08/05 14:31	
CHF 4	Chief 4	3123: Fire Station 3	In Service	3123: Fire Station 3		11/08/05 14:31	
CHF 5	Chief 5		In-Quarters			08/10/01 09:57	
CHF 6	Chief 6		Notified	Comm Center	01-416 [M]-C	11/09/05 16:17	
CHF 7	Chief 7		In-Quarters				
CHF 8	Chief 8		Notified	50: Swim Pl Baths	01-429	11/08/05 10:54	

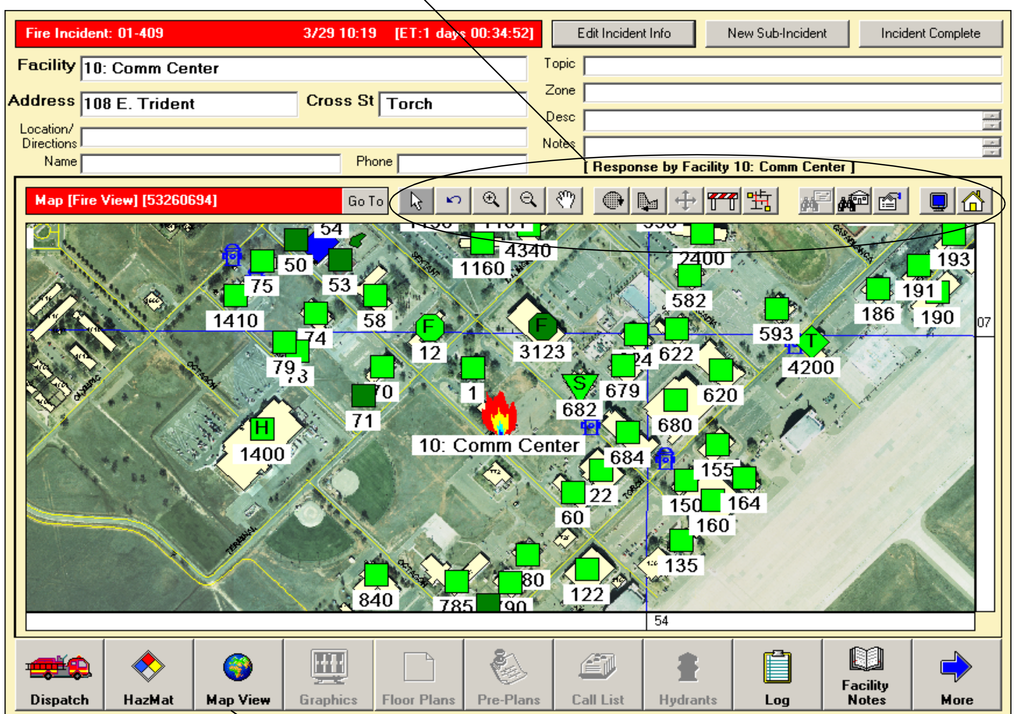
The EMS button appears only if the incident type is EMS and the LightHouse is installed

Map View (D-21M only)

When you click **Map View,** the Incident viewer displays the site map centered on an incident class icon marking the location of the incident. For information on using the Map viewer, see "Map View (D-21M only)" on page 7-2. Right-click the incident icon to see a menu of commands that allow you to manage the incident from the map.

Figure 5-6
Map in the Incident viewer

Map tool bar



Map View is only available if you have the D-21M installed

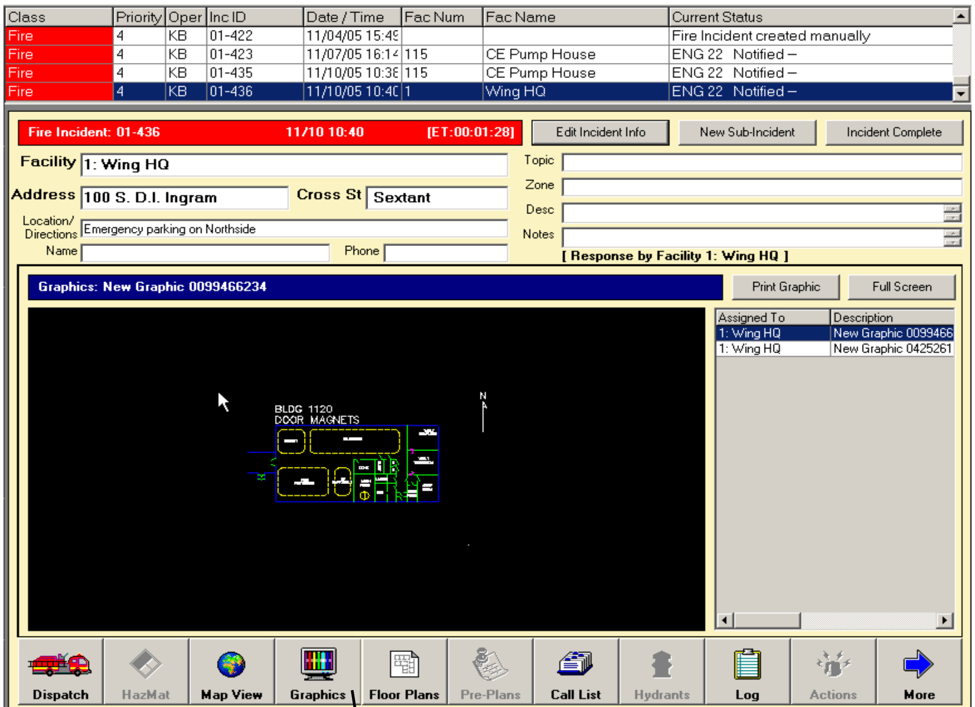
See "Map Tools" on page 7-3 for information on the Map tool bar.

By default, the Map View displayed in an incident's Map viewer will be determined by the incident class. However, incident Map View can be configured to default to the Consolidated Map View, which hides facility icons for non-essential buildings and displays both Fire and Security resource icons. See "Working with Map View" on page 7-4 for more information about available Map Views. See the D-21 Admin Client User Guide for information on configuring the default incident Map View.

Graphics (D-21G and D-21M)

When you click **Graphics**, the Incident viewer displays graphics associated with the response plan for the incident. For information on using the Graphics viewer, see "Graphics View (D-21G and D-21M)" on page 7-8.

Figure 5-7 *Graphics in the Incident viewer*



Graphics is available when you have the D-21G or D21-M installed.

- **Print Graphic** Displays the Print Incident dialog box, from which you can print a copy of the graphic to the default printer, using the settings specified in the printer's properties. See "To specify the default printer and modify printer defaults" on page 12-22.

  NOTE *Graphic files created in AutoCAD (*.dwg, *.dwf, *.dxf) cannot be printed from within the D-21 Incident Client. They can be printed from the AutoCADLT application installed on D-21G and D21M workstations. Contact Monaco technical support for assistance as necessary.*

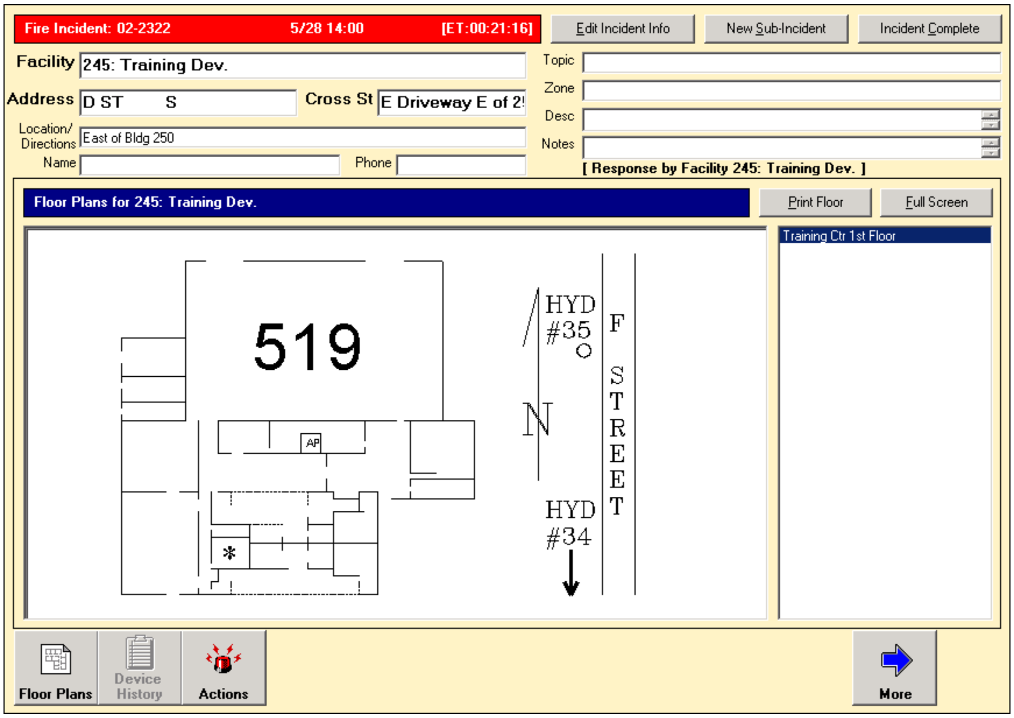
- **Full Screen/Second Monitor/Restore Size** If you run the D-21 on a single-monitor system, the button on the right reads **Full Screen** until you click it, after which the graphic takes up the entire screen and the button changes to read **Restore Size.** If you run the D-21 on a dual-monitor system, the button reads **Second Monitor** until you click it, after which the graphic moves to the second monitor and the button changes to read **Restore Size.**

  NOTE *You can configure the Incident Client to open the Graphics Incident viewer in full screen or second monitor mode by default in the Workstation Options dialog box in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information.*

Floor Plans

When you click **Floor Plans,** the Incident viewer displays floor plans associated with the incident facility. Click a floor plan name in the right pane to view the floor plan in the left pane.

Figure 5-8
Floor Plans in the Incident viewer



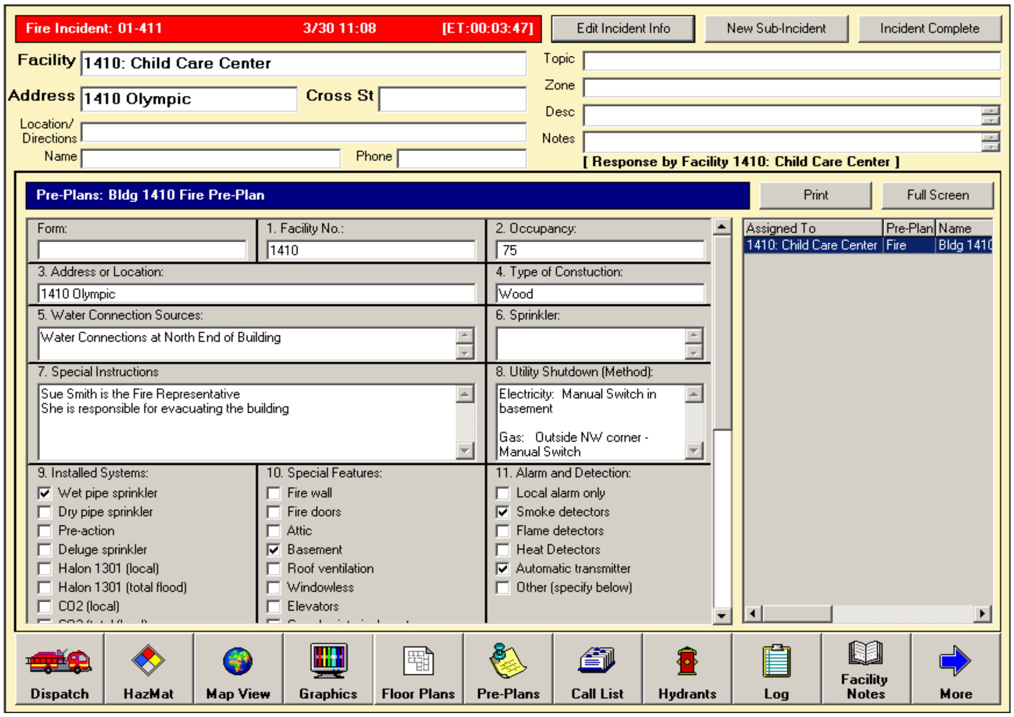
- **Print Floor** Displays the Print Incident dialog box, from which you can print a copy of the floor plan to the default printer, using the settings specified in the printer's properties. See "To specify the default printer and modify printer defaults" on page 12-22.
- **Full Screen/Second Monitor/Restore Size** If you run the D-21 on a single-monitor system, the button on the right reads **Full Screen** until you click it, after which the graphic takes up the entire screen and the button changes to read **Restore Size.** If you run the D-21 on a dual-monitor system, the button reads **Second Monitor** until you click it, after which the graphic moves to the second monitor and the button changes to read **Restore Size**.

  NOTE *You can configure the Incident Client to open the Floor Plans Incident viewer in full screen or second monitor mode by default in the Workstation Options dialog box in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information.*

Pre-Plans

When you click the **Pre-Plans** button, the Incident viewer displays the Monaco template pre-plan or the pre-plan file associated with the response plan. Click a pre-plan in the list to the right to view it. For more information on setting up pre-plans, see the D-21 Admin Client User Guide.

Figure 5-9 *Monaco Pre-Plans in the Incident viewer*



- **Full Screen/Second Monitor/Restore Size** If you run the D-21 on a single-monitor system, the button on the right reads **Full Screen** until you click it, after which the Pre-Plans viewer takes up the entire screen and the button changes to read **Restore Size.** If you run the D-21 on a dual-monitor system, the button reads **Second Monitor** until you click it, after which the Pre-Plans viewer moves to the second monitor and the button changes to read **Restore Size**.

  NOTE *You can configure the Incident Client to open the Pre-Plans Incident viewer in full screen or second monitor mode by default in the Workstation Options dialog box in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information.*

Notification

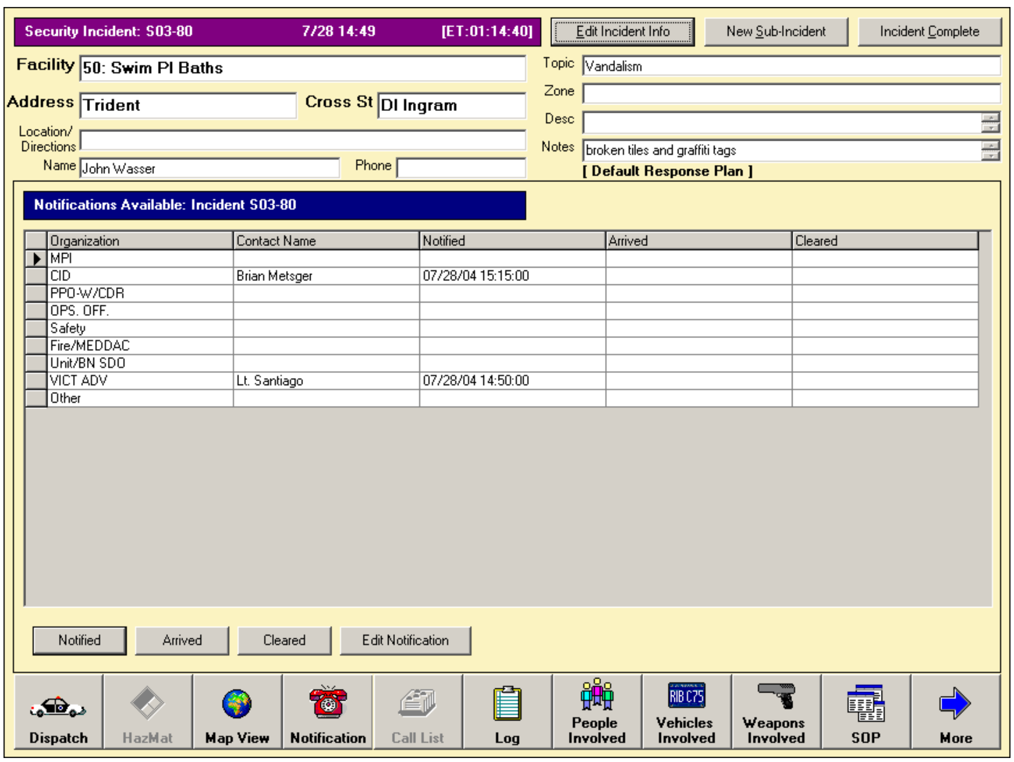
The Notifications viewer is provided for tracking the dispatch times of agencies and personnel that are not defined as D-21 resources but could still be part of the incident's response. Use the D-21 Admin Client to customize the list of agencies that appear in Notifications.

NOTE *Facility Management incidents do not have a Notifications viewer.*

To track notifications

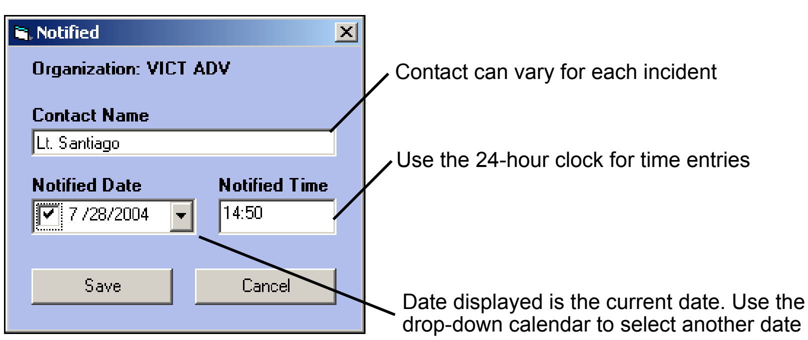
1 Select the incident in the current incident list at the top of the D-21 Incident Client window. The incident appears in the Incident viewer.

2 Click **Notification** to record notifications made to other responding agencies and individuals. The Notifications viewer appears.



3 Select the organization in the list you want to notify.

4 Click **Notified**.



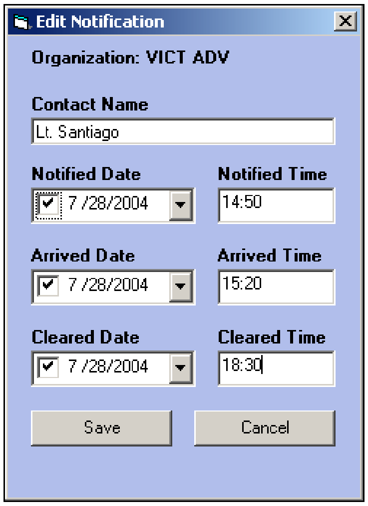
5 Enter the name of the person contacted.

6 Check the box next to the date if you want to record the date and time.

7 Enter the time. If you do not type an entry, the notification time will appear as ‘00:00:00’.

8 Click **Save**.

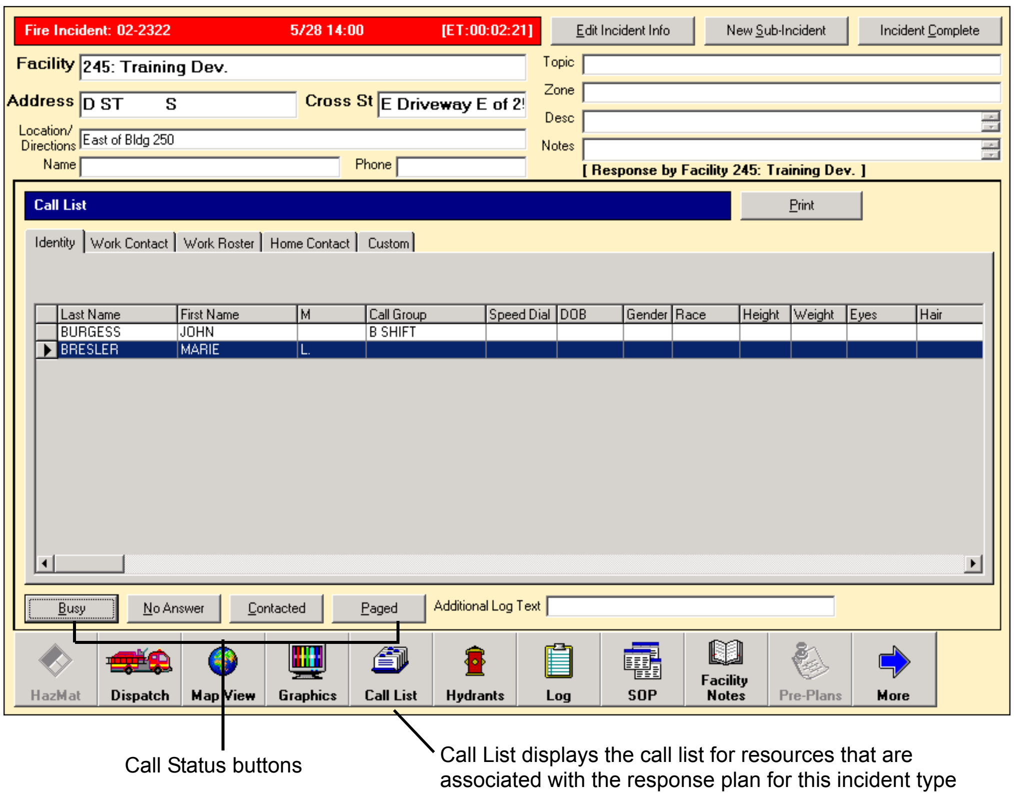
NOTE *You can update the status of each entry in the Notifications list by selecting it and clicking each status button in turn, or you can update all the statuses at once by selecting the entry and clicking the Edit Notifications button.*



Call List

When you click the **Call List** button, the Incident viewer displays personnel associated with the response plan for the incident. See “Personnel Viewer” on page 8-7 for a complete discussion of personnel properties. If you select a person in the list and then click one of the four call status buttons, you can create a Call List log entry associated with the selected person. If you want to record additional text with the log entry (if, for instance, you want to say ‘Left message on answer machine’ when you are recording a No Answer), type the text in the Additional Log Text box before you click the status button.

Figure 5-10
Call List in the Incident viewer



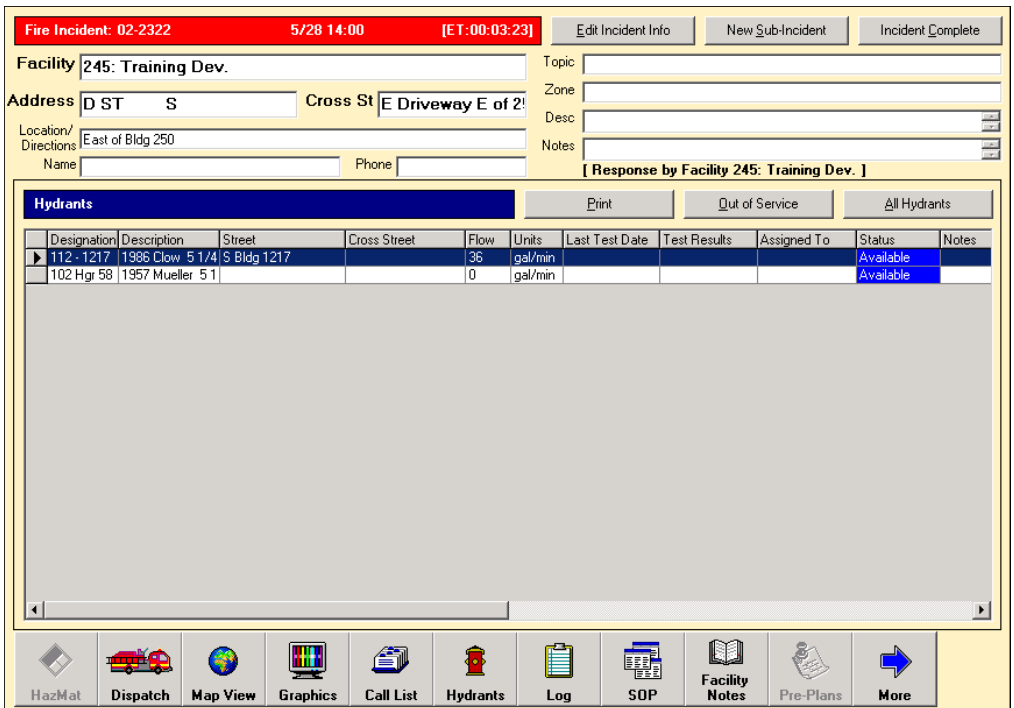
- **Busy** Adds a log entry indicating that the line was busy when a call to the selected person was attempted.
- **No Answer** Adds a log entry indicating that there was no answer when a call to the selected person was attempted.
- **Contacted** Adds a log entry indicating that the selected person was contacted.
- **Paged** Adds a log entry indicating that the selected person was paged.
- **Additional Log Text** Text entered in this box appears at the end of the log entry made when you click one of the buttons. Enter the additional text before you click a button to include the text with the log entry.

Hydrants

When you click **Hydrants,** the Incident viewer displays hydrants associated with the response plan for the incident. You can right-click a hydrant in the Hydrants list and click **Hydrant Properties** to view additional information. See "Hydrant Properties" on page 7-16.

NOTE *The Hydrants button appears only if the incident class is Fire, Aircraft, or HAZMAT.*

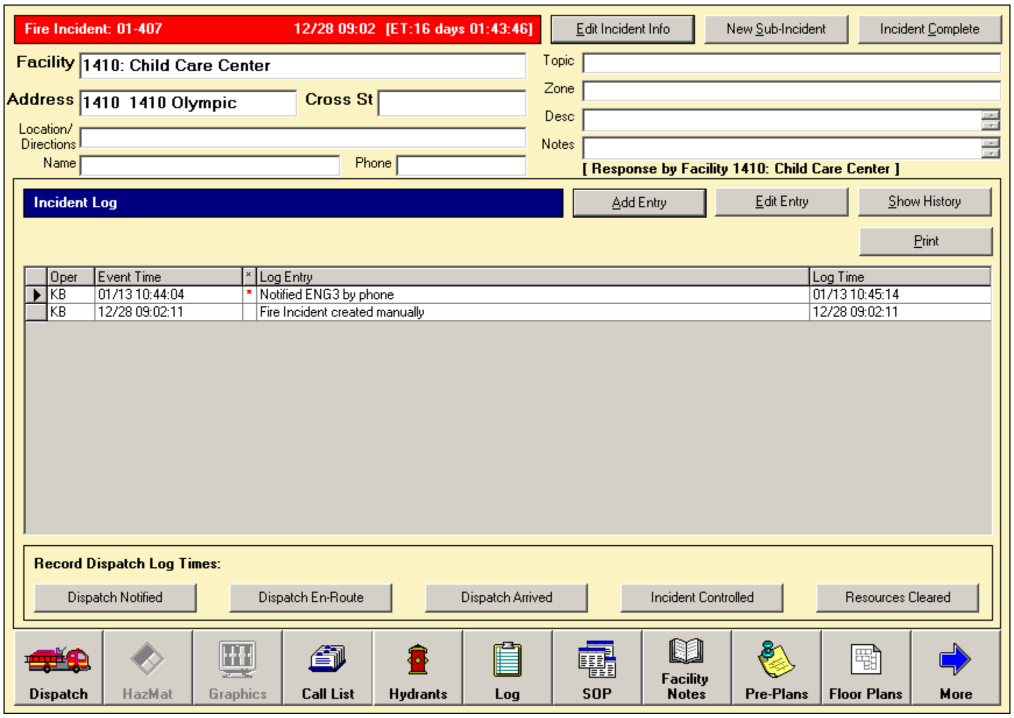
Figure 5-11 *Hydrants in the Incident viewer*



Incident Log

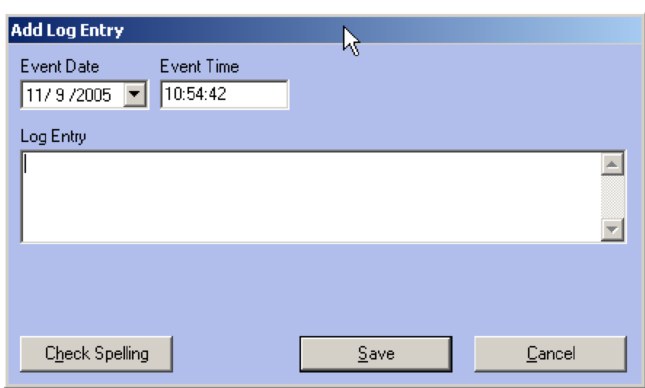
When you click **Log**, the Incident viewer displays a grid of log entries associated with the incident. Most log entries are created automatically as you manage the incident, but you can also manually create log entries if necessary.

Figure 5-12
Incident Log in the Incident viewer



To add an incident log entry

1. At the top of the D-21 Incident Client window, click the incident for which you want to add an entry. The Incident viewer appears for the selected incident.
2. Click **Log** at the bottom of the Incident viewer. The Incident Log appears.
3. Click **Add Entry**. The Add Log Entry dialog box appears.



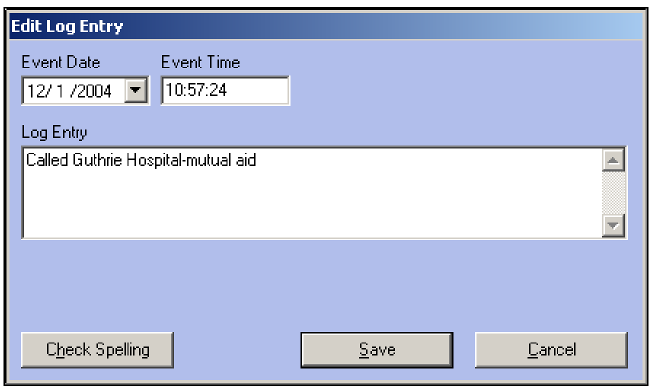
- **Event Date and Event Time** These default to the current date and time, but you can modify them as necessary.

- **Log Entry** Type the text of the log entry.
- **Custom Log Entries** Select a pre-defined log entry if you wish. Pre-defined log entries are added in the D-21 Admin Client and can be edited after they are inserted into the Log Entry box.
- **Insert Custom** Inserts the selected custom log entry into the Log Entry box.
- **Check Spelling** Checks the spelling of the text you typed in the Log Entry box.
- **Save** Saves the log entry and closes the dialog box.
- **Cancel** Closes the dialog box without saving your changes.

To edit an incident log entry

NOTE *You cannot edit log entries that were created by system events, such as dispatching and incident creation.*

1. Select the log entry you want to edit.
2. Click **Edit Entry**. (If the Edit Entry button is grayed out, the log entry cannot be edited.)



- **Event Date and Event Time** Change the event date and event time for the log entry as necessary.
- **Log Entry** Displays the log entry text.
- **Check Spelling** Checks the spelling of the text you typed in the Log Entry box.
- **Save** Saves the log entry and closes the dialog box.
- **Cancel** Closes the dialog box without saving your changes.

3. Make changes to the log entry text.
4. Click **Save**. The new text is displayed in the log and the log entry is marked with a red asterisk to indicate that the log entry has been edited.

NOTE *Use the Show History command to see a record of each edit made to the log entry. See* *"To view the history of edits for a log entry" on page 3-10.*

To log dispatch event times for the incident

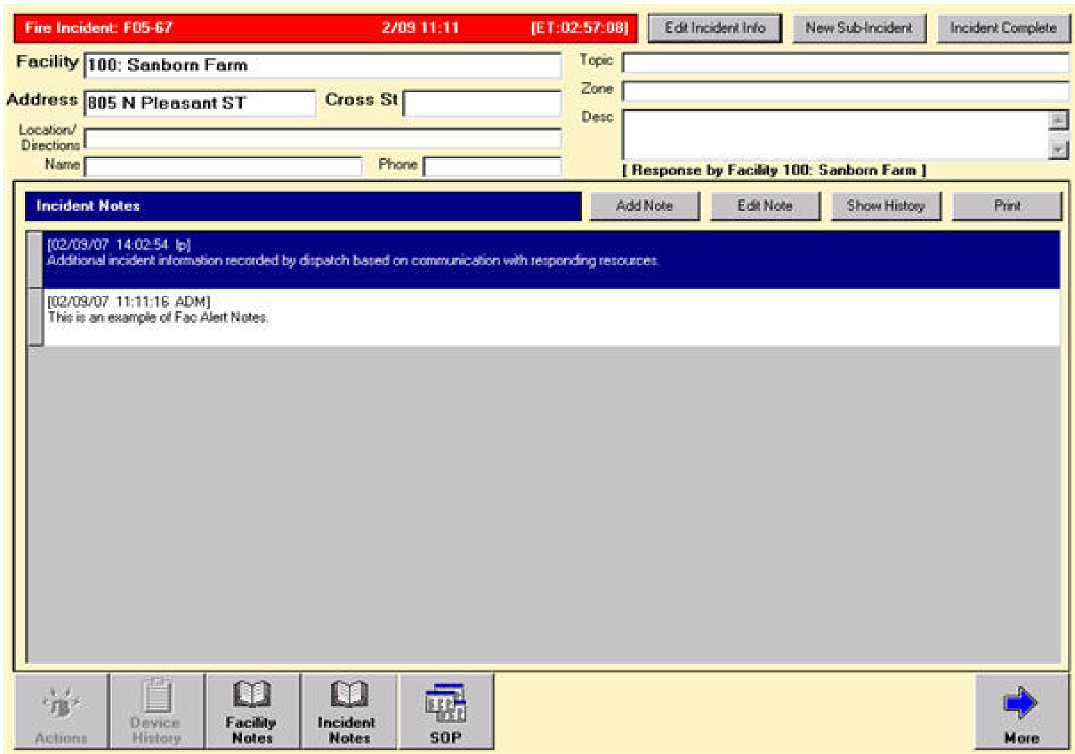
1. In the Incident viewer, click **Log**. The Incident Log appears.
2. Use the five dispatch status buttons below the incident log list to record the date and time of dispatch events. This is especially useful if you are not tracking the dispatch status of individual resources in the **Dispatch** viewer.

- **Dispatch Notified** Records the date and time resources were dispatched to the incident.

- **Dispatch En-route** Records the date and time dispatched resources reported the En-route status.
- **Dispatch Arrived** Records the date and time dispatched resources reported their arrival on scene.
- **Incident Controlled** Records when the operator determines the incident is controlled.
- **Resources Cleared** Records the date and time dispatched resources are cleared from the incident.

Incident Notes

When you click **Incident Notes**, the Incident viewer displays any notes that have been added to the Incident.

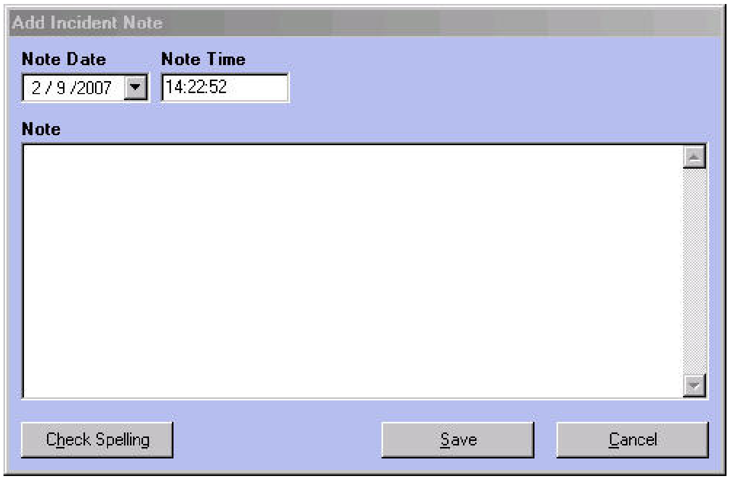


NOTE *If there are any Facility Alert Notes or Zone Alert Notes, they are automatically added to the Incident Notes when the incident is created. See the D-21 Admin Client User Guide for additional information about Facility Alert Notes or Zone Alert Notes.*

To add an incident note

1. If necessary, select the incident to which you want to add a note in the incident list. The Incident viewer appears for the selected incident.
2. Click **Incident Notes**. (You may need to click **More** first.)

3 Click **Add Note**. The Add Incident Note dialog appears.



4 Adjust the Note Date and Note Time, if necessary.

5 Enter the desired text in the Note area. Click **Check Spelling** if you want to perform a spell check on the text you have entered.

6 When you are finished, click **Save**.

To edit an incident note

1 Click the note you wish to edit.

2 Click **Edit Note**. The Edit Incident Note dialog opens.

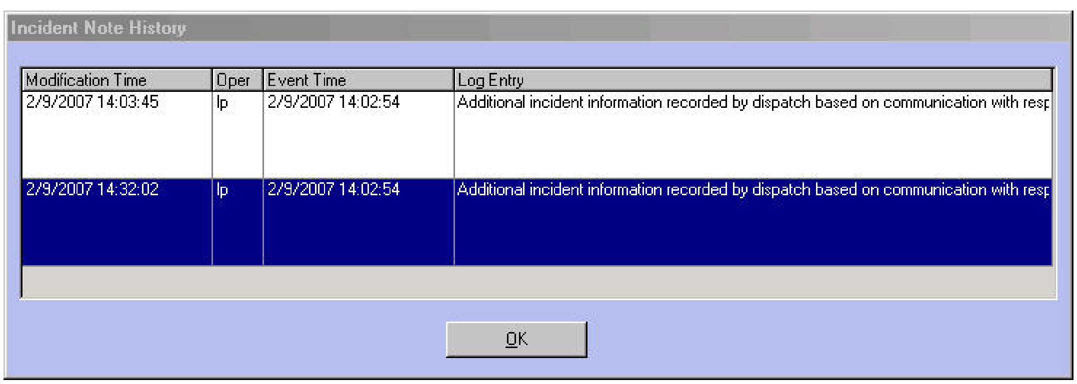
3 Make changes as necessary.

4 When you are finished, click **Save**.

To view the edit history of an incident note

1 Click the note for which you want to view the edit history.

2 Click **Show History**. The Incident Note History dialog opens.



3 Review the edit history as necessary. The rows in the dialog show when the note was modified and by whom.

4 When you are finished, click **OK**.

Facility Notes

When you click **Facility Notes,** the Incident viewer displays facility notes associated with the facility where the incident is located. Facility notes are entered in the D-21 Admin Client.

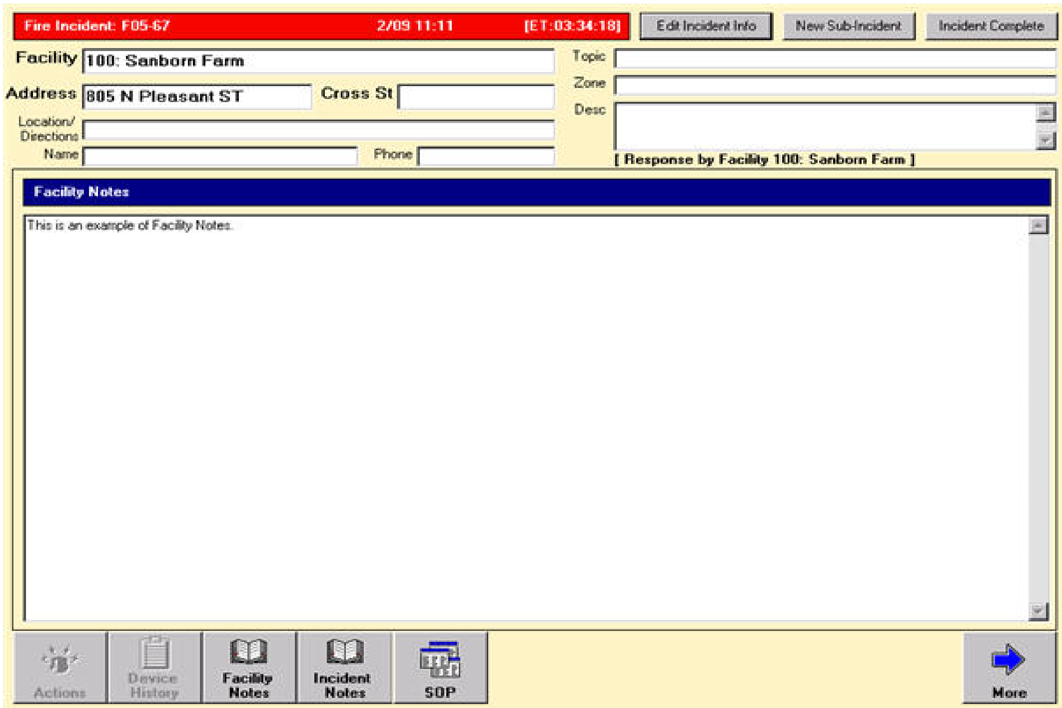
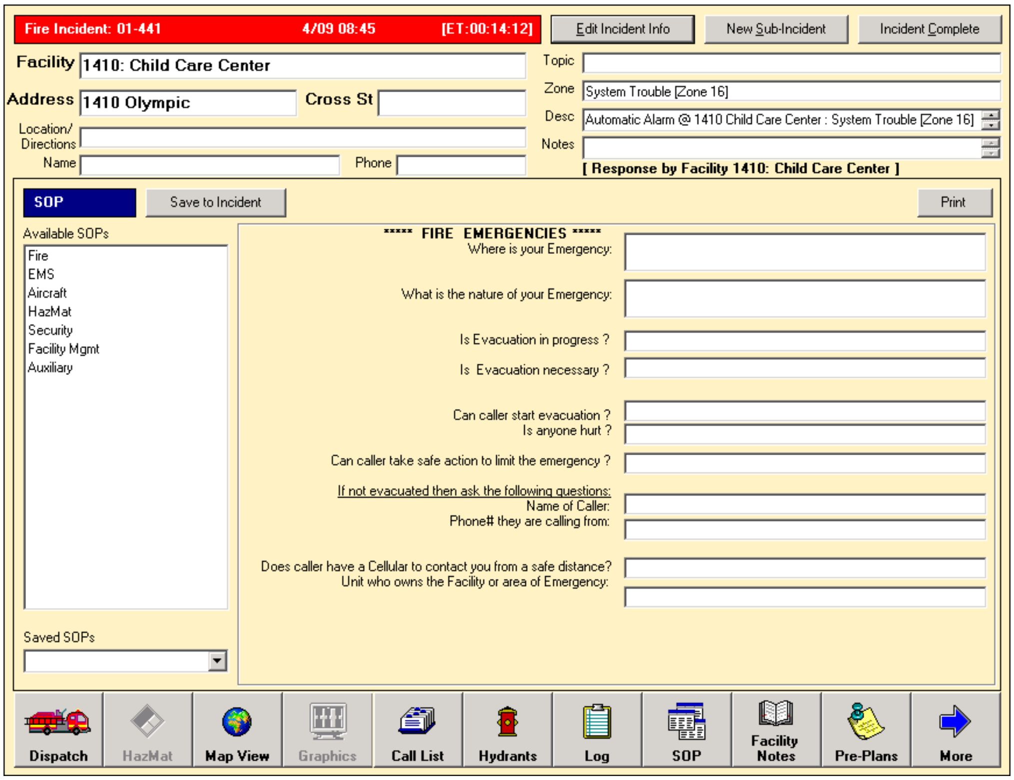


Figure 5-13
Facility Notes in the Incident viewer

SOP

When you click **SOP**, the Incident viewer displays the standard operating procedure (SOP) associated with the incident. The SOP displayed depends on the incident class and the emergency topic that was assigned when the incident was created. You can select a different SOP from the Available SOPs list and use multiple SOPs for one incident.



There is a standard, text-only SOP for each incident class. Standard SOPs can be edited in the D-21 Admin Client and answer entry boxes can be added. You can also create custom SOPs in the D-21 Admin Client and attach them to existing incident classes or to emergency card topics. For more information, see the D-21 Admin Client User Guide.

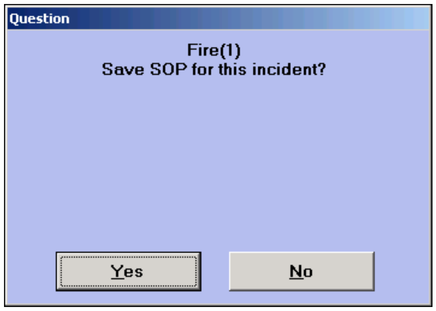
To save an SOP to an incident

NOTE *Only SOPs with answer entries are saved with the incident.*

1 If necessary, select the SOP from the Available SOPs list.

2 Fill in the answer entry boxes in the SOP.

3 Click **Save to Incident**. A confirmation message appears with the title of the SOP.



4 Click **Yes**. The SOP is saved with the incident record and the SOP name appears in the Saved SOPs drop-down list in the lower left corner of the window.

5 To return to the SOP, select it from the Saved SOPs drop-down list.

To use multiple SOPs

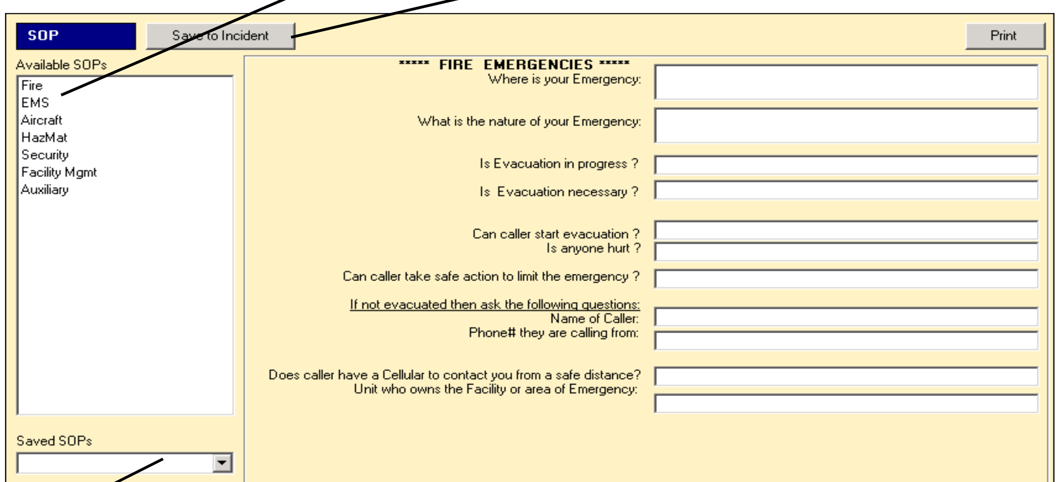
1 Click **SOP** in the Incident viewer. A standard SOP for the incident class appears.

2 If necessary, click **Save to Incident** to save the current SOP to the incident.

3 Click one of the other SOPs in the Available SOPs list. The selected SOP appears in the window.

Standard and custom SOPs appear here

Click here to save the current SOP to the incident



Select saved SOPs here

4 Enter information in the entry boxes.

5 Use the Saved SOPs drop-down list to navigate between each incident SOP you create.

To print an SOP

1 Click **SOP** in the Incident viewer. A standard SOP for the incident class appears in the SOP window.

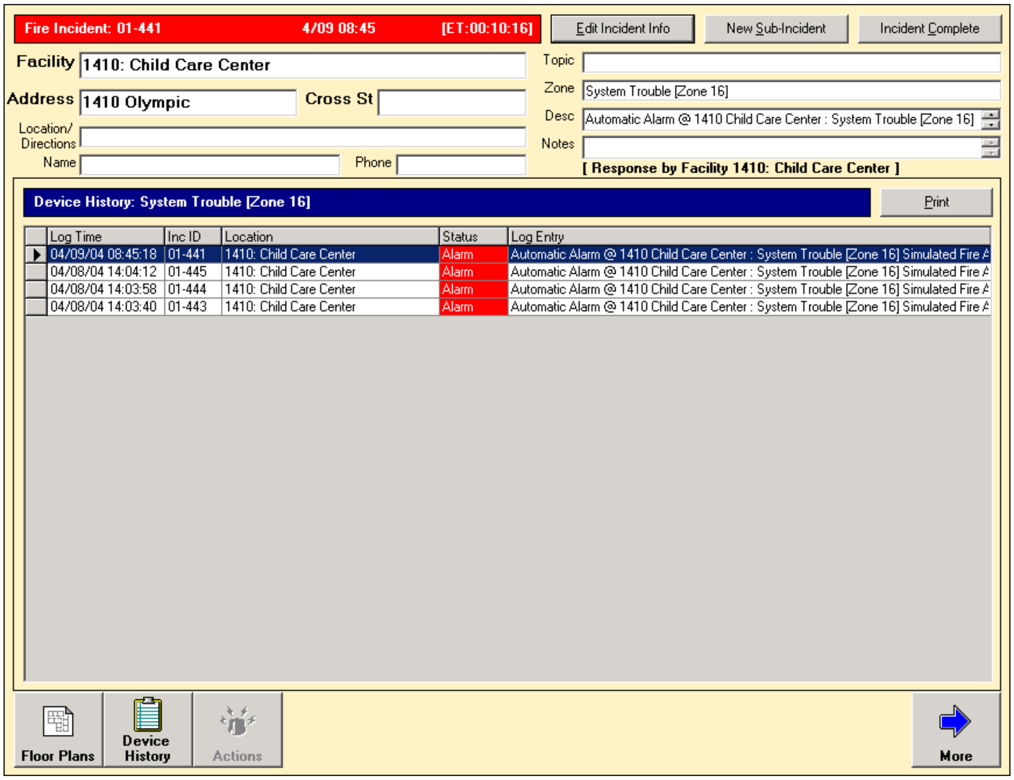
2 Click one of the SOPs in the Available SOPs list. The new SOP appears in the window.

3 Click **Print**. The Print Incident dialog box opens, from which you can print either the currently displayed SOP or the saved SOPs, if any.

Device History

When an incident has been created from an automatic alert, you can click **Device History** to display a history log for the device from which the incident was initiated. Click **Print** to display the Print Incident dialog box, from which you can print the device history report. See “Report Viewer” on page 12-16.

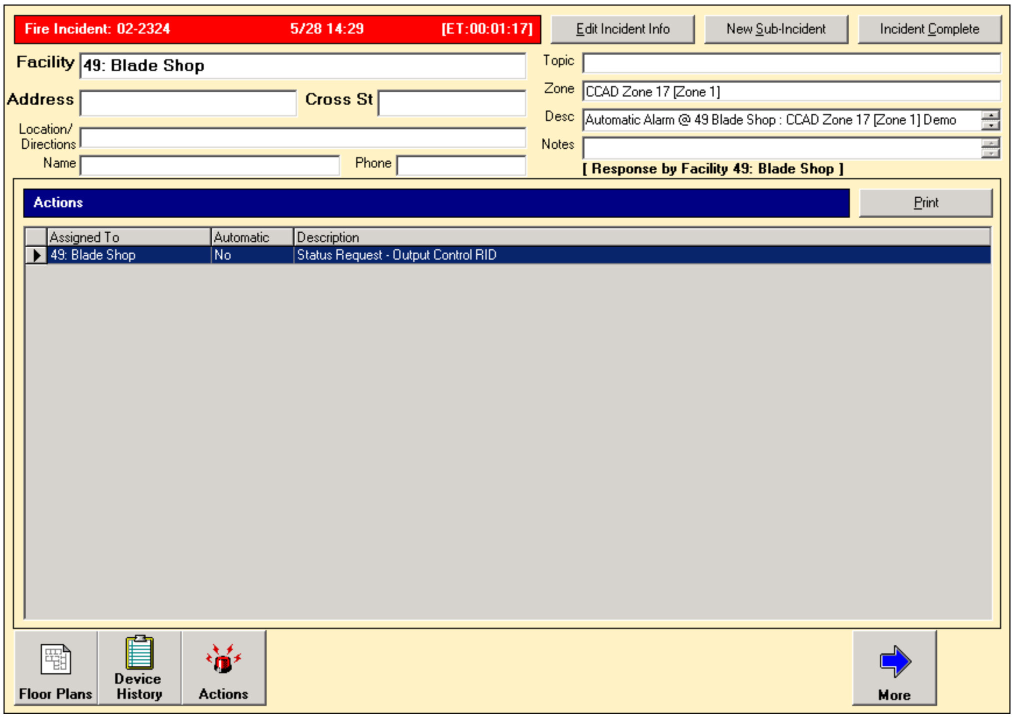
Figure 5-14 *Device History in the Incident viewer*



Actions

When you click **Actions**, the Incident viewer displays a list of actions associated with the facility or the response plan. Double-click an action to run it. Actions must be set up and assigned to facilities and response plans in the D-21 Admin Client. See "Actions" on page 3-21 for a fuller discussion of D-21 actions.

Figure 5-15
Actions in the Incident viewer



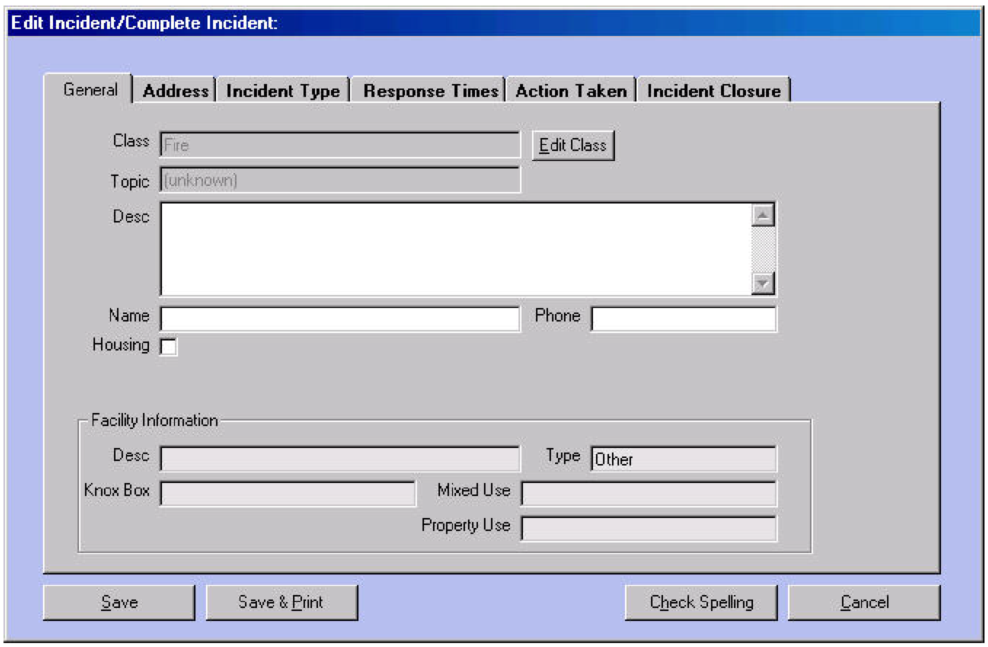
Editing an Incident

Use the Edit Incident/Complete Incident dialog box to record incident information that will appear in views and reports throughout the D-21 Incident Client. Click **Edit Incident Info** in the Incident viewer to display the Edit Incident/Complete Incident dialog box.

General

Use the General tab to change the incident class and topic, or to edit the description, notes, or contact name and phone number.

Figure 5-16
General tab in the Edit Incident dialog box



NOTE: *Depending on the incident class, additional options may be available on the General tab.*

- **Class** The incident class that was assigned to the incident when it was created. For information on editing the incident class, see “To change the class of an incident” on page 5-37.
- **Topic** The emergency card topic, if any, that was assigned to the incident when it was created. Emergency card topics for incident classes are defined in the D-21 Admin Client.
- **Desc** A text description of the incident.
- **Name** The name of the caller or contact for the incident.
- **Phone** The phone number where the caller or contact can be reached.
- **Housing** An option that indicates the incident is located in a base housing area.
- **Facility Information** These text boxes are populated based on the facility record in the D-21 Admin Client and cannot be edited. See the D-21 Admin Client User Guide to learn about recording facility information.

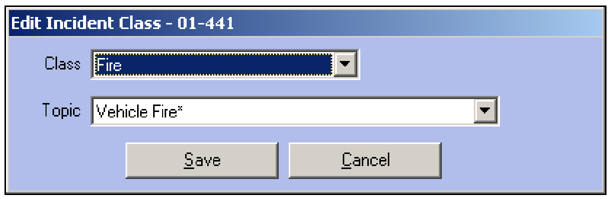
To change the class of an incident

NOTE *Changing the incident class may change the response plan information that is available through the sub-viewer buttons, and will change the incident type, if any, to None Selected.*

1 Select the incident in the current incident list. The incident is displayed in the Incident viewer.

2 Click **Edit Incident Info**. The Edit Incident/Complete Incident dialog box appears.

3 Click **Edit Class** on the General tab.



- **Class** You can change the incident class to any of the other incident classes that are available to the system, workstation, and operator who is logged into the workstation.
- **Topic** You can change the emergency card topic for the existing incident class, or select a new topic if you have already selected a new class.

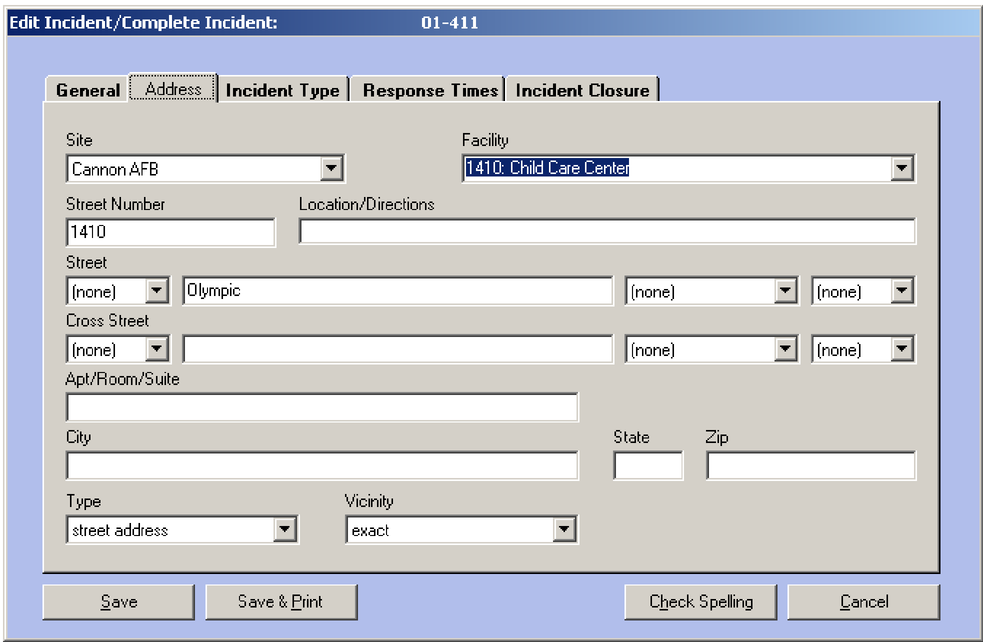
4 Click **Save**.

Address

Use the text boxes on the Address tab to change the address or location of an incident.

NOTE *Type and Vicinity designations are for NFIRS (National Fire Incident Reporting System) reporting only and are not applicable to non-fire incidents.*

Figure 5-17
Address tab in the Edit Incident dialog box



Incident Type

Use the boxes on the Incident Type tab to specify D-21 and National Fire Incident Reporting System (NFIRS) incident types. See “Dispatch Modes” on page 5-2 for a discussion of the use of D-21 incident types.

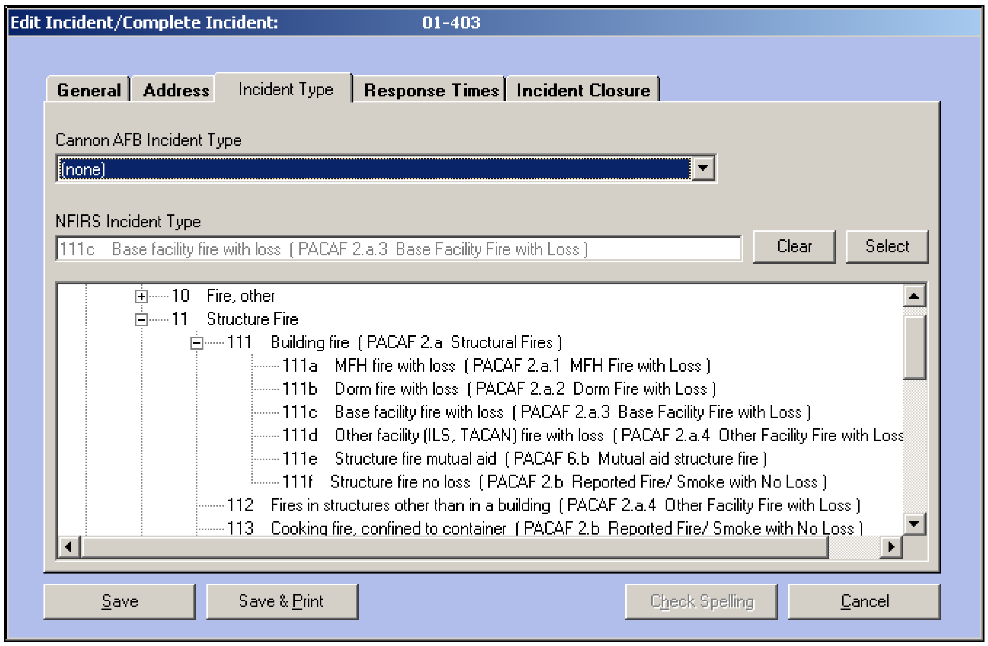


Figure 5-18 Incident Type tab in the Edit Incident dialog box

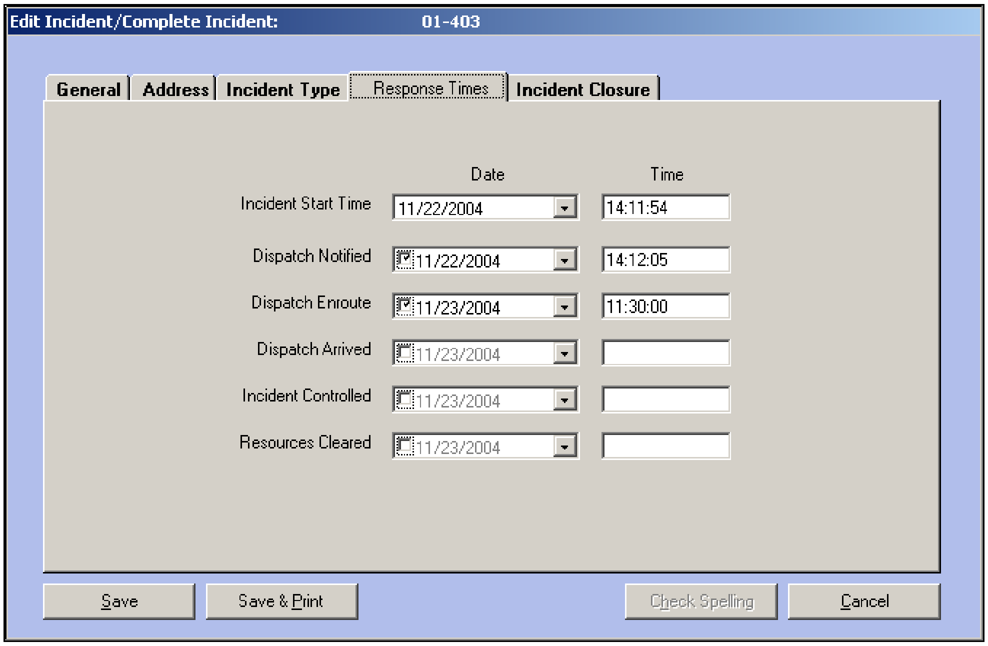
To assign an NFIRS or PACAF incident type to an incident

1. Click the incident to which you want to add an incident type in the incident list at the top of the D-21 Incident Client window.
2. Click **Edit Incident Info.** The Edit Incident/Complete Incident dialog box appears.
3. Click the Incident Type tab.
4. Navigate to the desired NFIRS or PACAF incident type by clicking the plus sign next to the top-level category (for instance, Fire), then clicking the plus sign next to the subcategory (for instance, Structure Fire), and then clicking the desired incident type (for instance, Structure fire mutual aid).
5. Click **Select**.

Response Times

Entries under the Response Times tab are included when you export data for use with Visionary Systems Firehouse Software®; data entered here is not used internally by the D-21.

Figure 5-19 *Response Times tab in the Edit Incident dialog box*



You can manually edit these dates and times as an incident is handled or when the incident is complete. These fields are also automatically completed by the D-21 Incident Client when the corresponding resource dispatch buttons are clicked in the Incident Log. For more information, see “Incident Log” on page 5-26.

Incident Start Time Used to manually record the start time of an incident.

Dispatch Notified Records the date and time resources were dispatched to the incident.

Dispatch Enroute Records the date and time dispatched resources reported the en-route status.

Dispatch Arrived Records the date and time dispatched resources reported their arrival on scene.

Incident Controlled Records when the operator determines the incident is controlled.

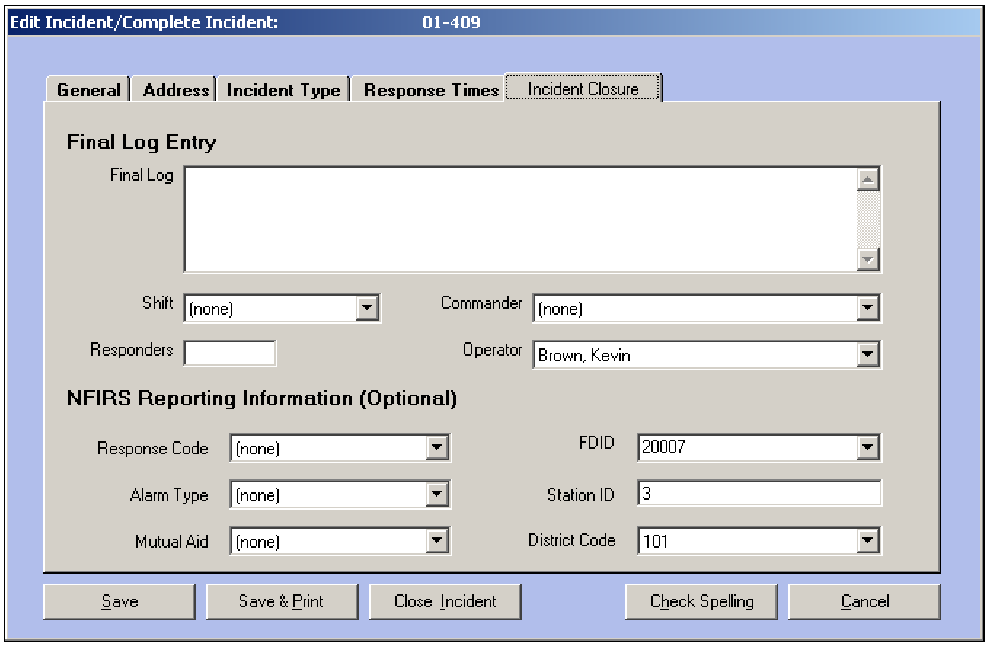
Resources Cleared Records the date and time dispatched resources are cleared from the incident.

For more information on exporting incident data from the D-21 to Firehouse, see the D-21 Maintenance Guide (P/N 001-399-02).

Closing an Incident

Use the Incident Closure tab on the Edit Incident/Complete Incident dialog box to close an incident. You can also create a final log entry for the incident and enter National Fire Incident Reporting System (NFIRS) reporting information.

Figure 5-20 *Incident Closure tab in the Edit Incident dialog box*



To close an incident

1 Click the incident you want to close in the incident list at the top of the D-21 Incident Client window.

2 Click **Incident Complete.** The Edit Incident/Complete Incident dialog box appears with the Incident Closure tab in the foreground.

3 Enter the final log entry in the Final Log box.

4 Enter roster and personnel information.

- **a** Select the shift responsible for the incident from the Shift drop-down list.
- **b** Enter the number of responding resources in the Responders box.
- **c** Select the incident commander from the Commander drop-down list.
- **d** Select the operator in charge from the Operator drop-down list.

5 Enter NFIRS reporting information if desired.

NOTE *Entries in the FDID, Response Code, and Alarm Type boxes are for NFIRS reporting only and are not applicable to non-fire incidents.*

- **a** Select the response code from the Response Code drop-down list.
- **b** Select the fire department identification number from the FDID drop-down list.
- **c** Select the alarm type from the Alarm Type drop-down list.
- **d** Enter the appropriate station identification code in the Station ID box.

- **e** Select the type of aid given or received from the Mutual Aid drop-down list.
- **f** Select the appropriate district code in the District Code drop-down list.

6 Make any final changes to the incident information on any of the other tabs in the Edit Incident/Complete Incident dialog box.

7 When you are finished recording incident information, click **Close Incident**.

To spell check incident information

NOTE *The Check Spelling button is only available when there are text fields on the selected tab that can be spell checked.*

1 Do one of the following to display the incident you want to spell check:

- Select the incident in the current incident list at the top of the window.

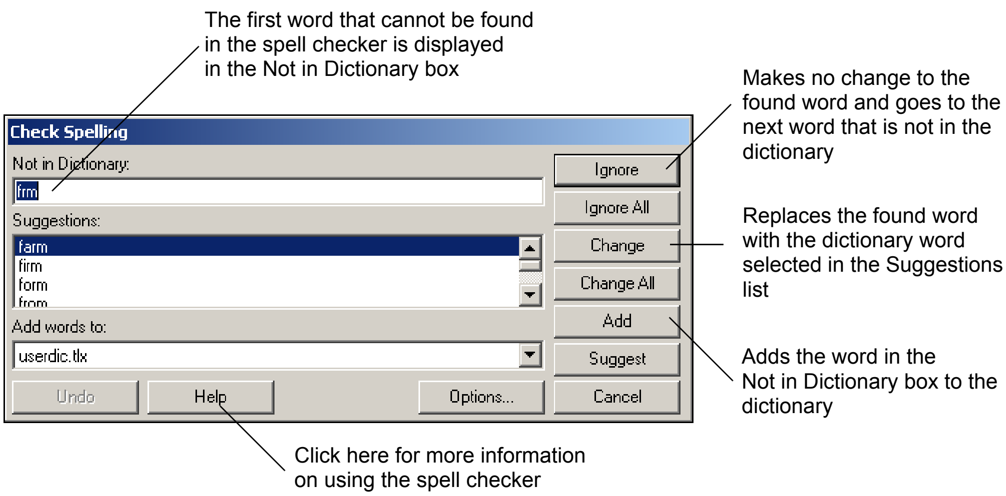
OR

- Click **Incident Report** on the left button bar, select the incident and open it by double-clicking.

2 Click **Edit Incident Info**. The Edit Incident dialog box appears.

3 Click the tab that contains the information you want to spell check.

4 Click **Check Spelling**. The Check Spelling dialog box appears.



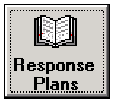
5 Click **Cancel** at any time to close the spell checker. All changes made before clicking the Cancel button are saved.

The D-21 displays a message when spell checking on the current tab is complete. Select another tab in the Edit Incident dialog box to spell check more incident fields.

Section 6
Viewing Response Information

Read this section to learn how to view the response information that is available when working on incidents.

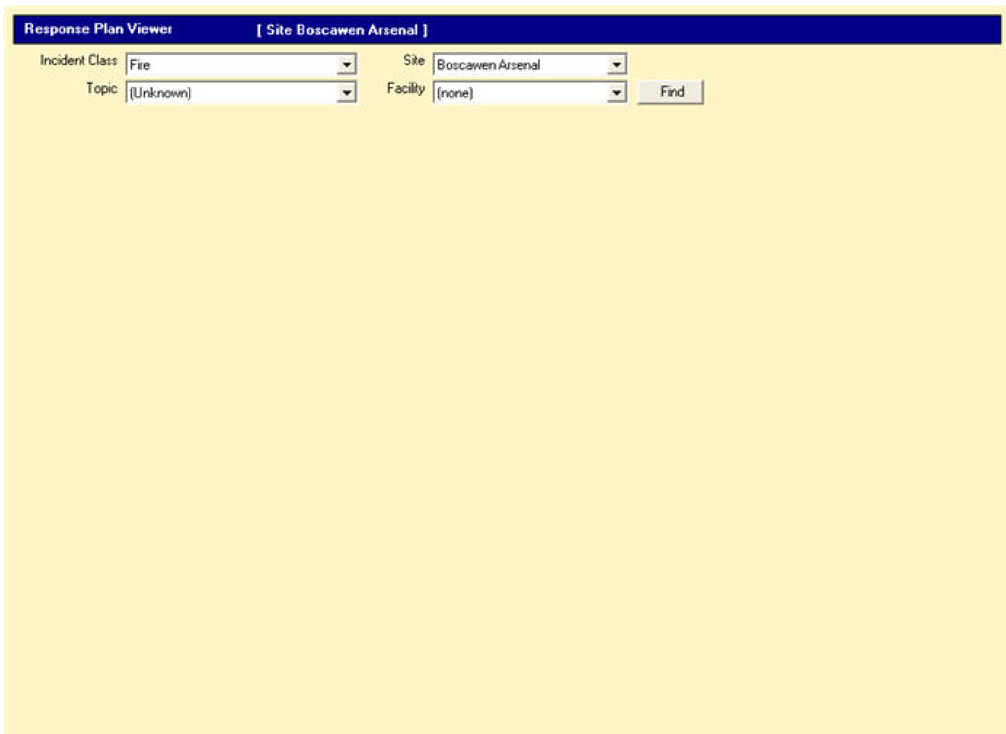
Contents



Response Plans Viewer

Use the Response Plans viewer to select a site, facility, zone, or emergency topic and view the response plan that was created for it in the D-21 Admin Client. Response plans show the dispatch instructions and other information set up specifically for an incident in the selected location or with the selected emergency topic. Click **Response Plans** in the left button bar to display the Response Plans viewer.

Figure 6-1
Response Plan viewer when first displayed



Assigning Response Plans

Response plans are configured in the D-21 Admin Client and associated with a zone, topic, facility, or site. When an incident occurs, the D-21 assigns the most appropriate available response plan to the incident. The D-21 seeks response plans in the following order: zone, topic, facility, and site. For example, if a zone that does not have a response plan reports an automatic alarm and the facility associated with the zone has a response plan, the D-21 displays the response plan information for the facility when the operator creates the incident. If the facility does not have a response plan, but there is a site response plan, the D-21 assigns the site response plan to the incident created from the original zone alarm. See the D-21 Admin Client User Guide for more information on creating response plans.

To view a response plan associated with a topic

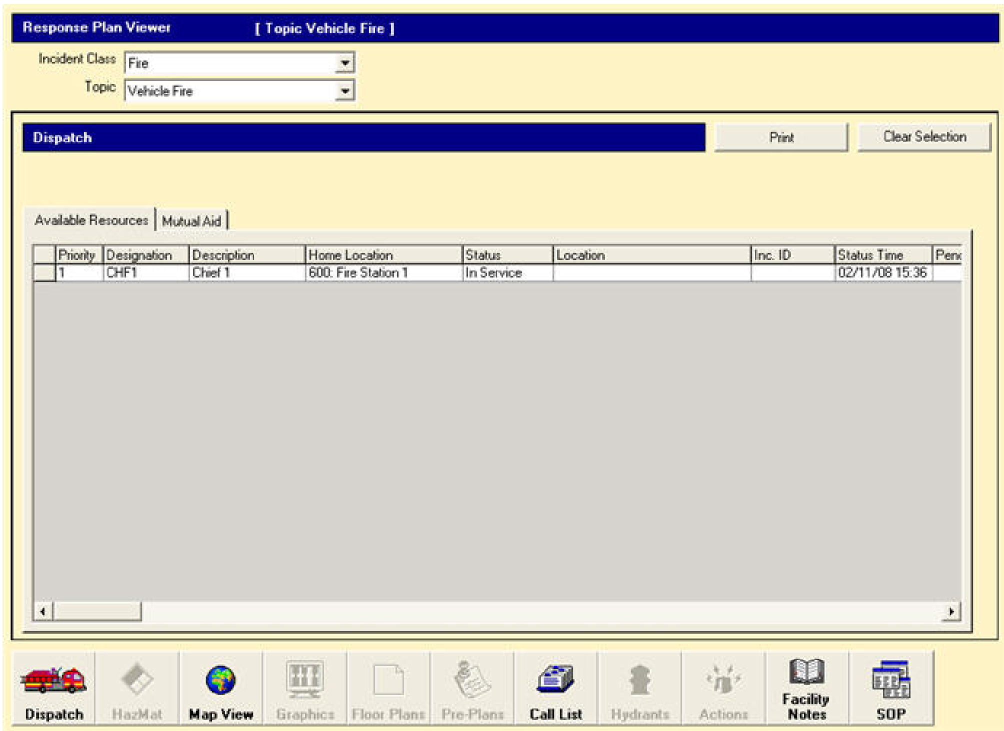
1 Select the incident class from the Incident Class drop-down list. For more information on incident classes, see “Incident Classes” on page 4-10.

2 Select the topic from the Topic drop-down list.

NOTE *If the incident class is Aircraft, the lower drop-down list heading will read “Model.” If the incident class is HAZMAT, the lower drop-down list heading will read “HazMat.”*

3 The Site and Facility drop-down lists and the Find button disappear, and buttons associated with topic response plans appear near the bottom of the pane. Buttons for which no specific response plan information has been set for the topic you are viewing are greyed out.

4 Click one of the buttons along the bottom of the pane. Information associated with that button appears in the Response Plan Viewer. For more information on the buttons, see “Response Plan Components” on page 6-4.



To view a response plan associated with a facility or zone

1 Select the incident class from the Incident Class drop-down list.

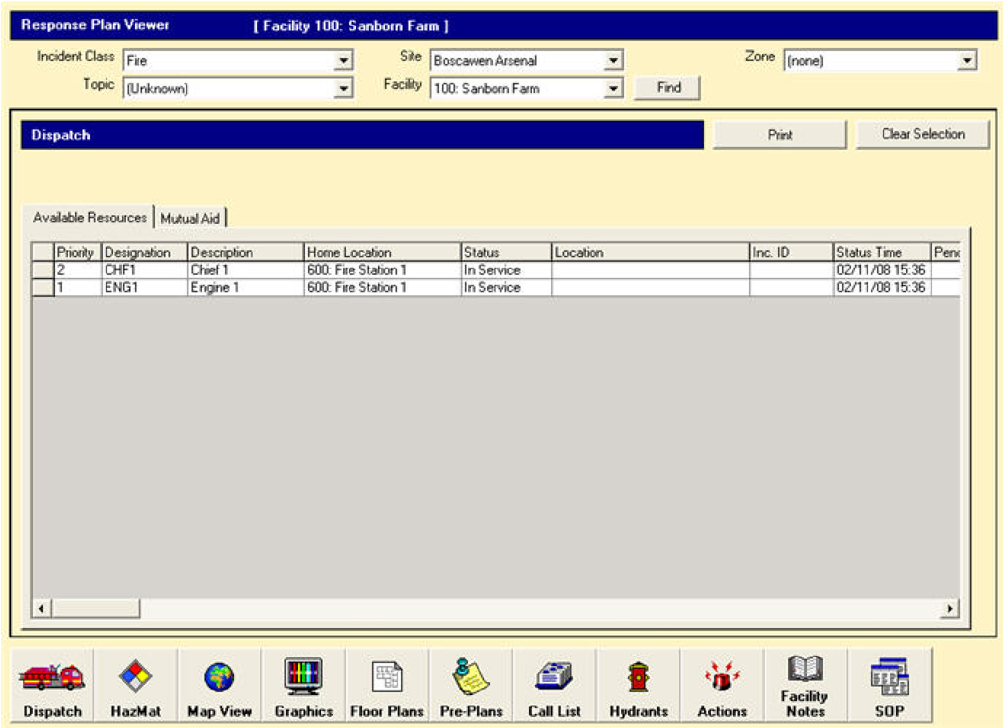
2 Select the site from the Site drop-down list.

3 Select a facility from the Facility drop-down list. If there are no response plans for the facility, the Response Plan viewer is blank. If there is a facility response plan, the buttons associated with facility response plans appear along the bottom of the pane. Buttons for which no specific response plan information has been set for the facility you are viewing are greyed out.

NOTE *The buttons that are available along the bottom of the Response Plan viewer are the same buttons that would be available for an incident with this response plan assigned.*

4 Select a zone from the Zone drop-down list. If there are no response plans available for the zone, the Response Plan viewer is blank. If there is a zone response plan, the buttons associated with zone response plans appear along the bottom of the pane. Buttons for which no specific response plan information has been set for the zone you are viewing are greyed out.

5 Click the buttons to view each component of the response plan information. For more information on the buttons, see "Response Plan Components" on page 6-4.



Response Plan Components

A response plan can contain a number of components. Each component can be viewed by clicking a button along the bottom of the Response Plan viewer. A button is available only when the facility or the incident class response plan includes the component associated with the button. For example, if a facility has an associated HAZMAT and the Fire response plan for that facility has associated Call List information, these would be the only available buttons when the Fire response plan for that facility is displayed in the Response Plan viewer. All other buttons would be dimmed.

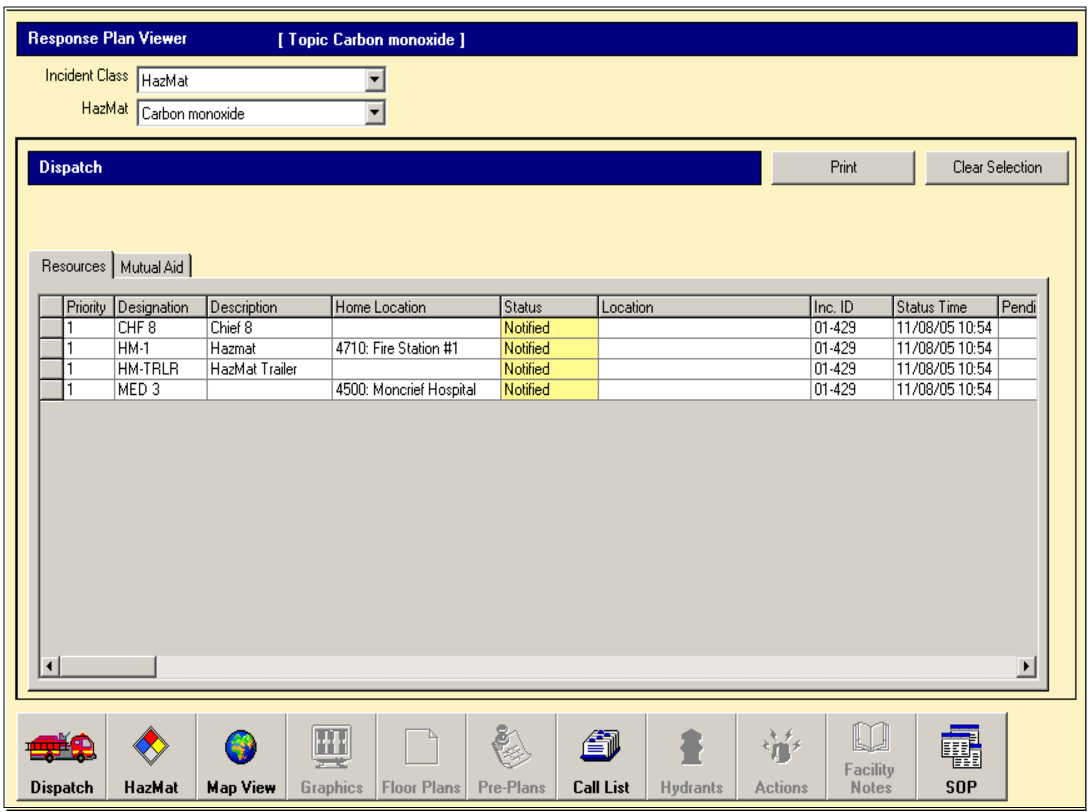
Dispatch

When you click **Dispatch,** the Response Plan viewer displays resources and mutual aid associated with the selected response plan. To view mutual aid information for the response plan, click the **Mutual Aid Tab**.

IMPORTANT *The* **Dispatch** *button is available only if the D-21 Incident Client has been configured through the D-21 Admin Client to include the dispatch feature.*

For information on dispatching resources, see "Dispatch" on page 5-11. To view more information about an individual resource, right-click the resource and select **Resource Properties**. See "To view resource information" on page 8-5 for more information. The Status column in the grid displays the current status of the resource

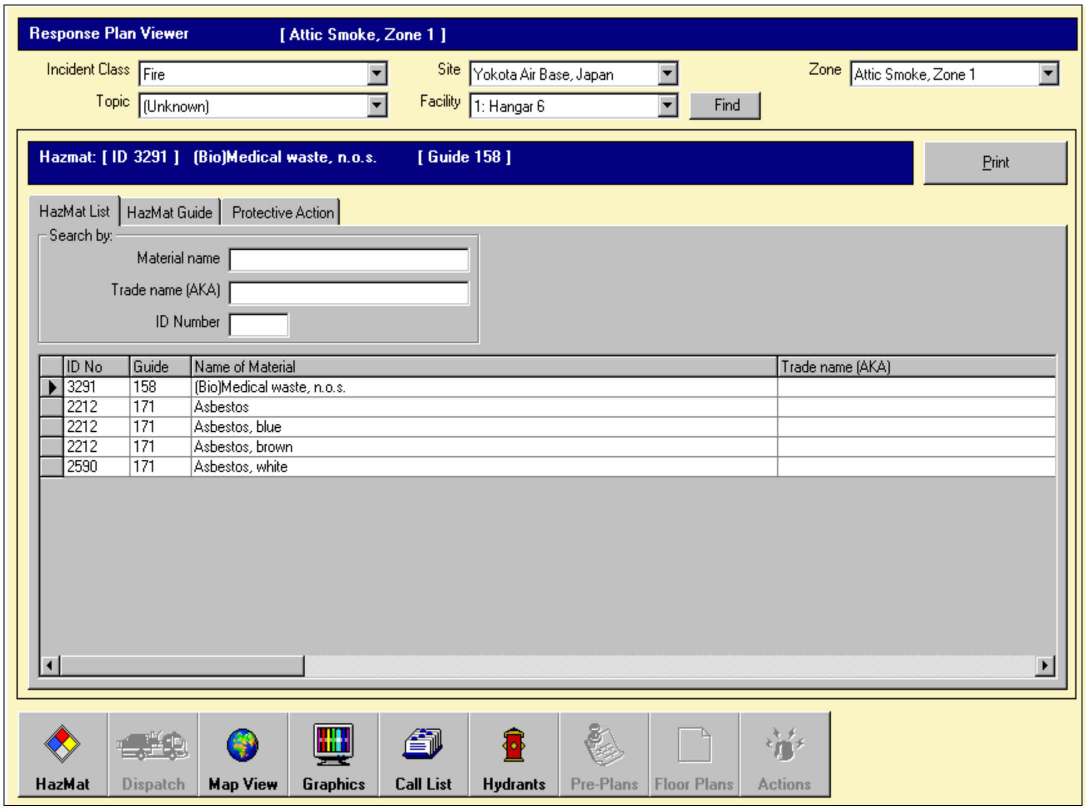
Figure 6-2
Dispatch in the Response Plan viewer



HazMat

When you click **HazMat,** the Response Plans viewer displays tabbed HAZMAT information, with hazardous materials associated with the selected facility already displayed in the HAZMAT list. The pane functions like the HazMat viewer which is accessed by clicking HazMat in the left button bar. See "HazMat Viewer" on page 6-17.

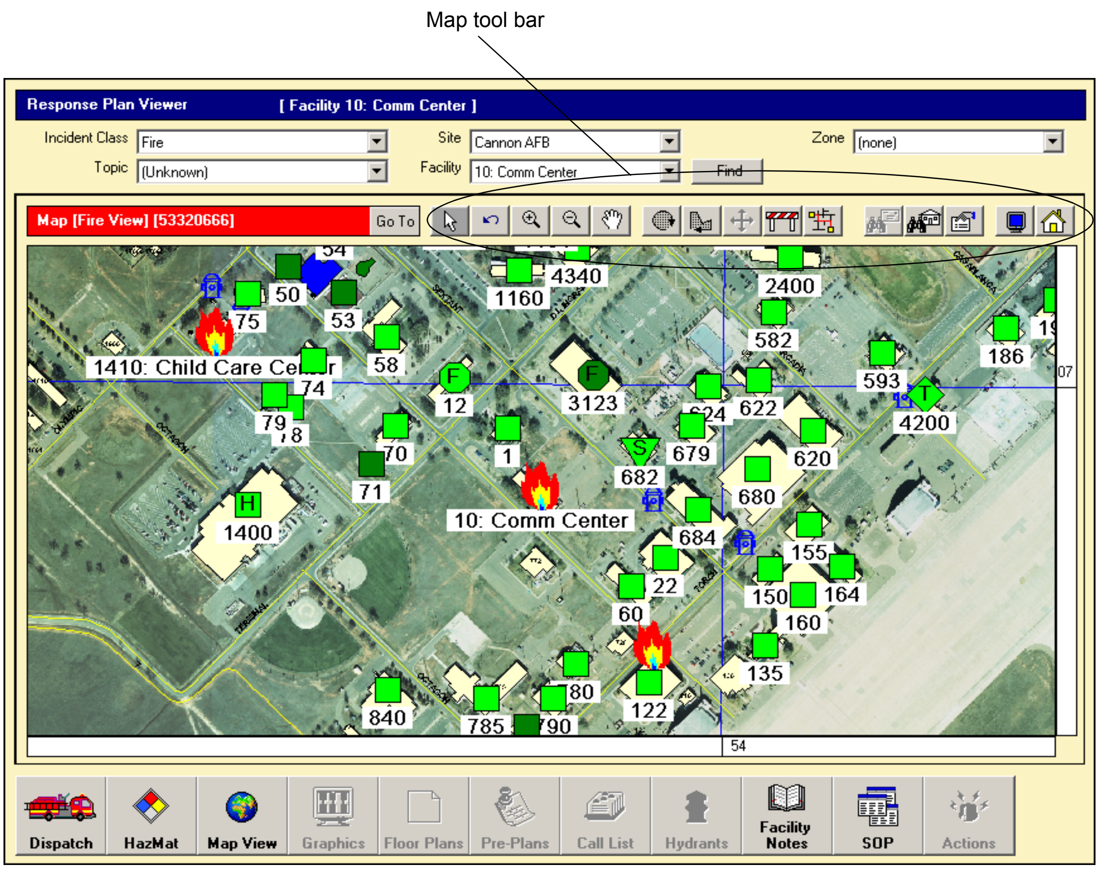
Figure 6-3
HAZMATs in the Response Plan viewer



Map View (D-21M only)

When you click **Map View**, the Response Plan viewer shows the site map centered on the selected facility. For information on using the map, see “Map View (D-21M only)” on page 7-2. You can right-click the facility and click Facility Properties on the pop-up menu to open the Properties dialog box with more facility information.

Figure 6-4
Map in the Response Plan viewer

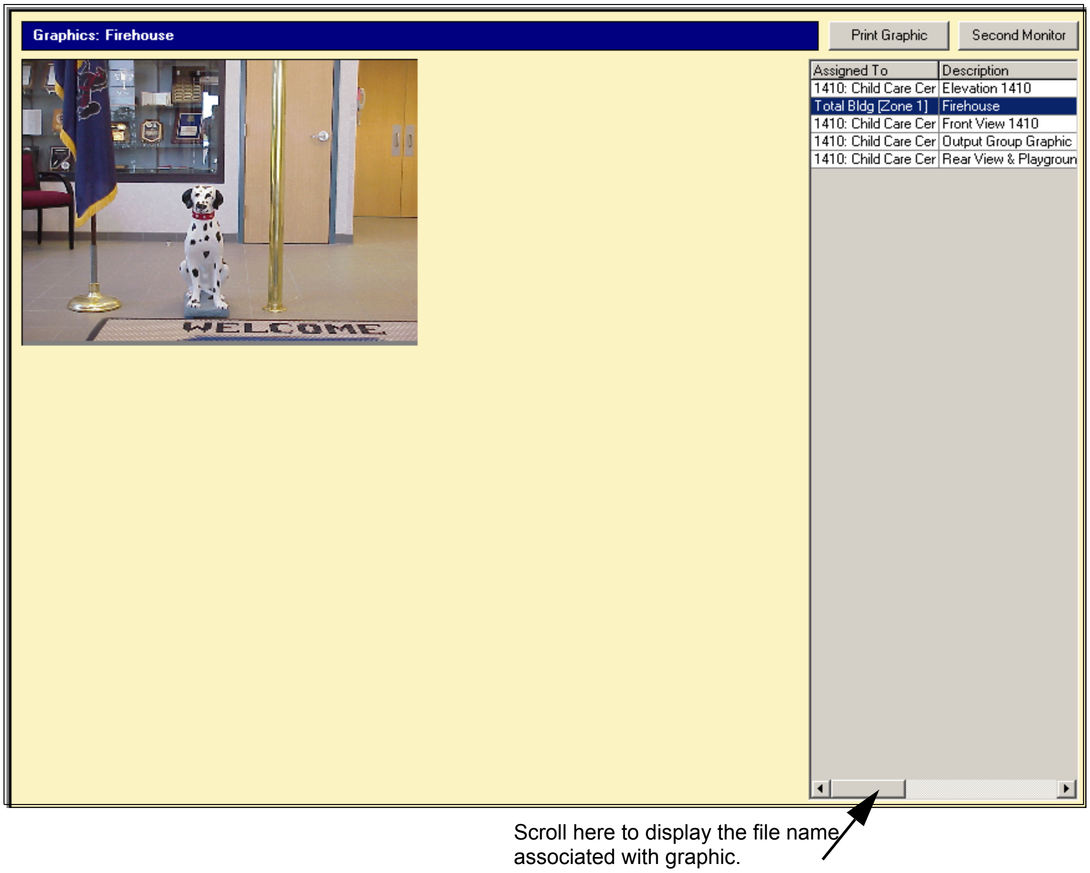


See “Map Tools” on page 7-3 for information on the Map tool bar.

Graphics (D-21G and D-21M)

When you click **Graphics**, the Graphics Viewer shows graphics associated with the selected response plan. For information on using the Graphics viewer, see "Graphics View (D-21G and D-21M)" on page 7-8.

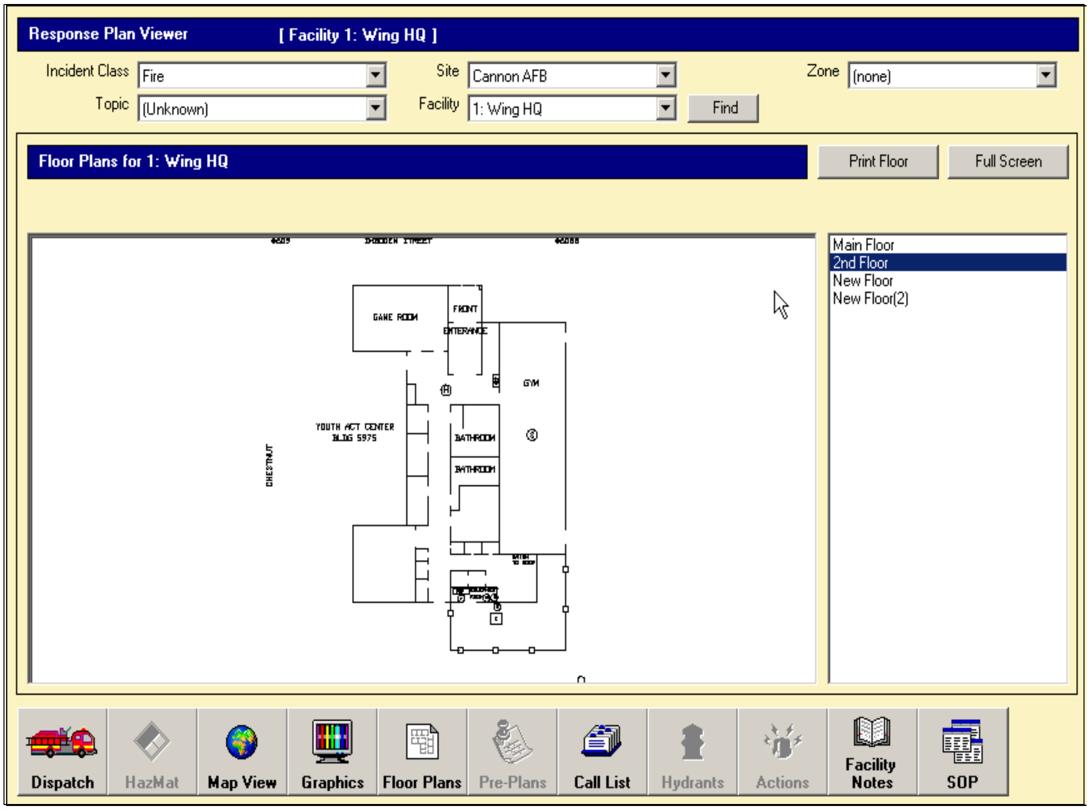
Figure 6-5
Graphics in the Response Plan viewer



Floor Plans

When you click **Floor Plans,** the Response Plan viewer displays floor plans associated with the selected facility. Click a floor plan name in the right pane to view the floor plan in the left.

Figure 6-6
Floor Plans in the Response Plan viewer

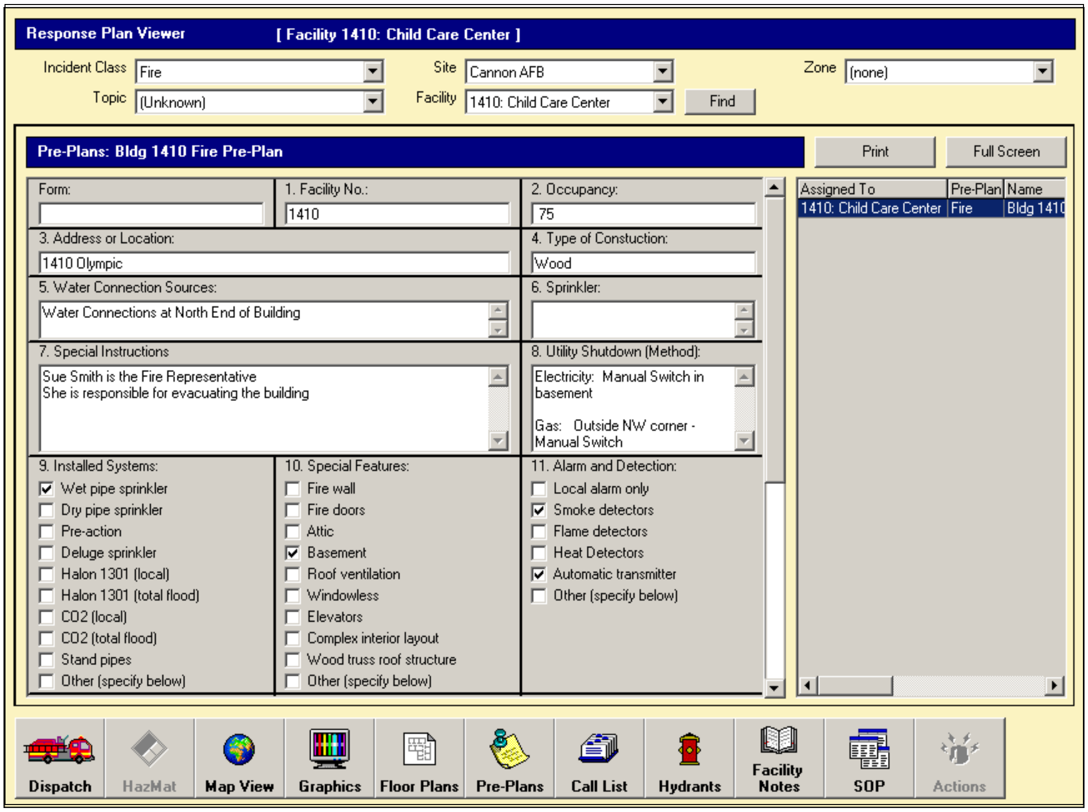


- **Print Floor** The **Print Floor** button prints a copy of the floor plan to the default printer, using the settings specified in the printer's properties. See "To specify the default printer and modify printer defaults" on page 12-22.
- **Full Screen/Second Monitor/Restore Size** If you run the D-21 on a single-monitor system, the button on the right reads **Full Screen** until you click it, after which the graphic takes up the entire screen and the button changes to read **Restore Size.** If you run the D-21 on a dual-monitor system, the button reads **Second Monitor** until you click it, after which the graphic moves to the second monitor and the button changes to read **Restore Size.**

Pre-Plans

When you click **Pre-Plans,** the Response Plan viewer displays the Monaco template pre-plan or the pre-plan file associated with the selected response plan. Click a pre-plan in the list to the right to view it. For more information on setting up pre-plans, see the D-21 Admin Client User Guide.

Figure 6-7
Pre-Plans in the Response Plan viewer



Call List

When you click **Call List**, the Response Plan viewer shows personnel names and contact information associated with the selected response plan. For information on working with personnel, see "Personnel Viewer" on page 8-7.

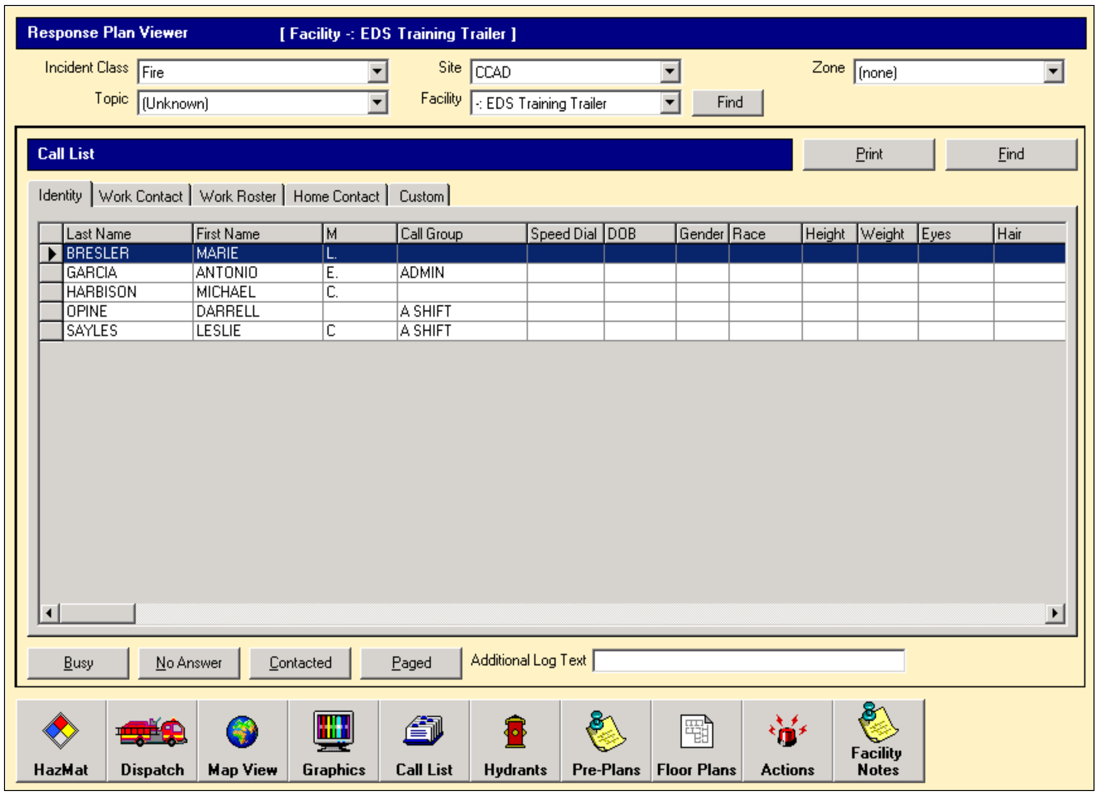


Figure 6-8
Call List in the Response Plan viewer

Hydrants

When you click **Hydrants,** the Response Plan viewer shows hydrants associated with the selected response plan. For information on the buttons, see “Hydrants Viewer” on page 7-15. You can right-click an item in the Hydrants list and click **Hydrant Properties** to view additional hydrant information.

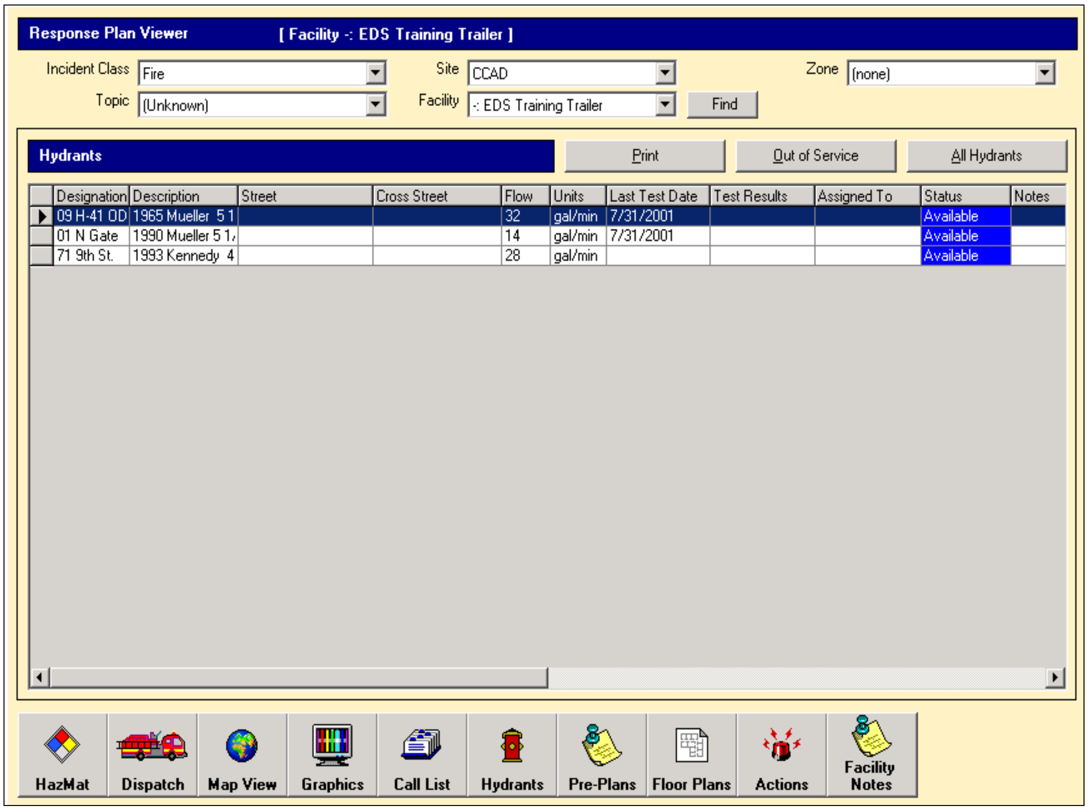
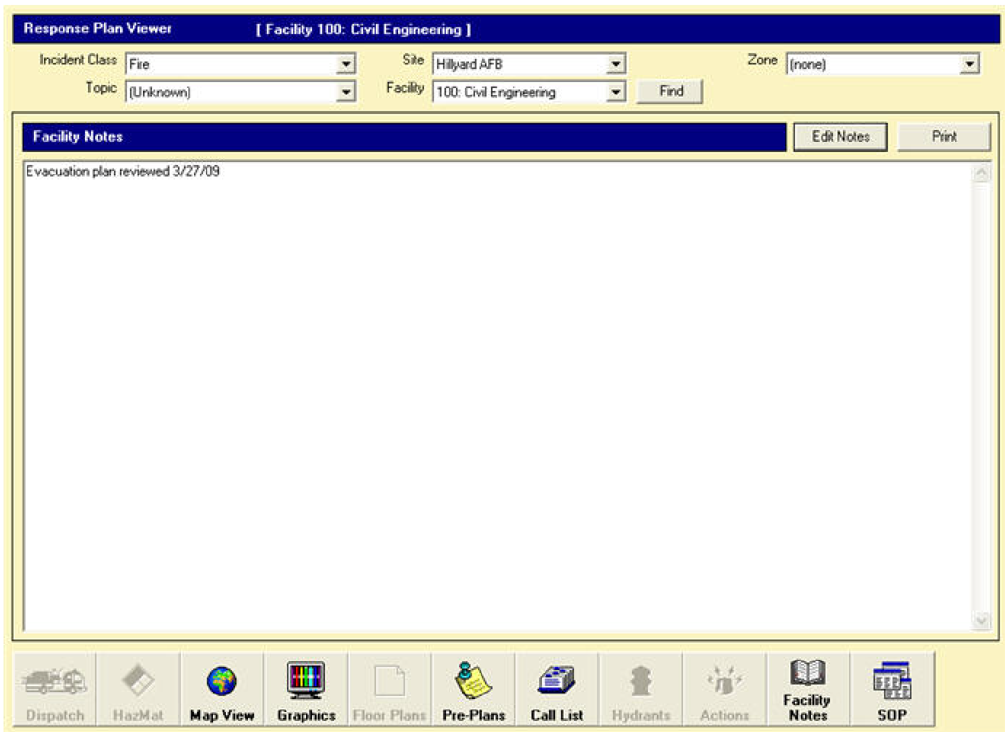


Figure 6-9
Hydrants in the Response Plan viewer

Facility Notes

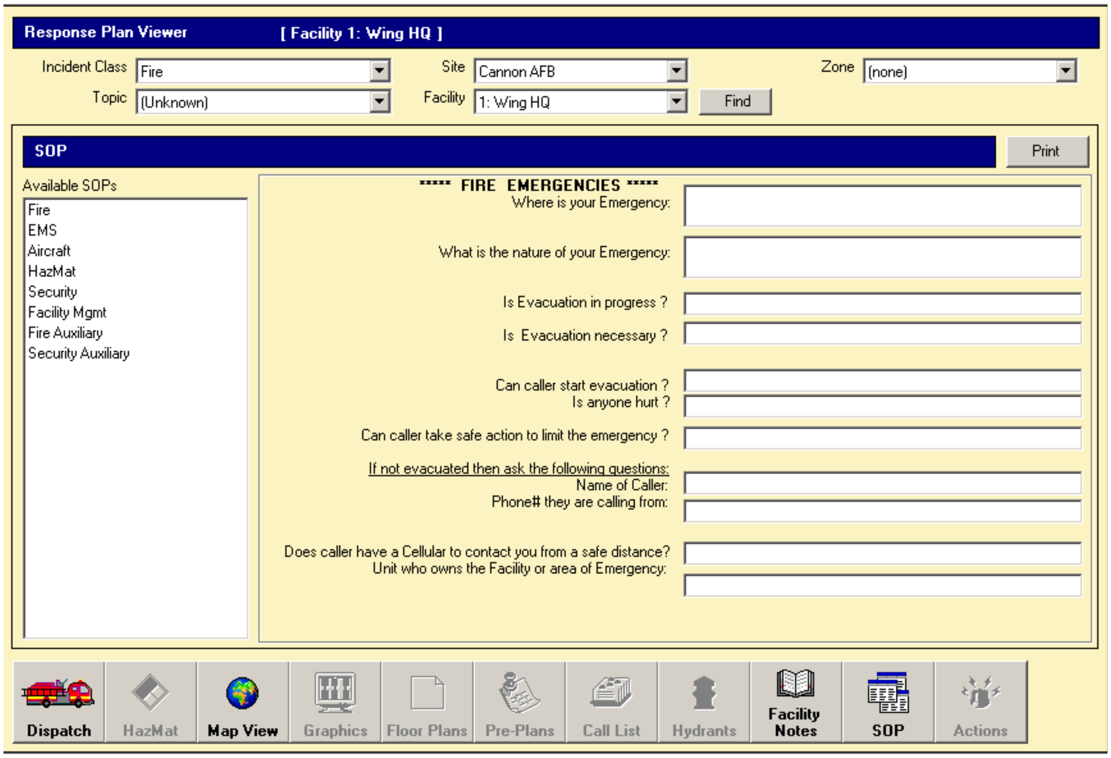
When you click **Facility Notes,** the Response Plan viewer displays facility notes associated with the response plan. Facility notes are set up in the D-21 Admin Client. You can modify the facility notes from the Response Plan viewer by clicking the **Edit Notes** button.

Figure 6-10
Facility Notes in the Response Plan viewer



SOP

Clicking the **SOP** button in the Response Plan viewer displays the available standard operating procedures.

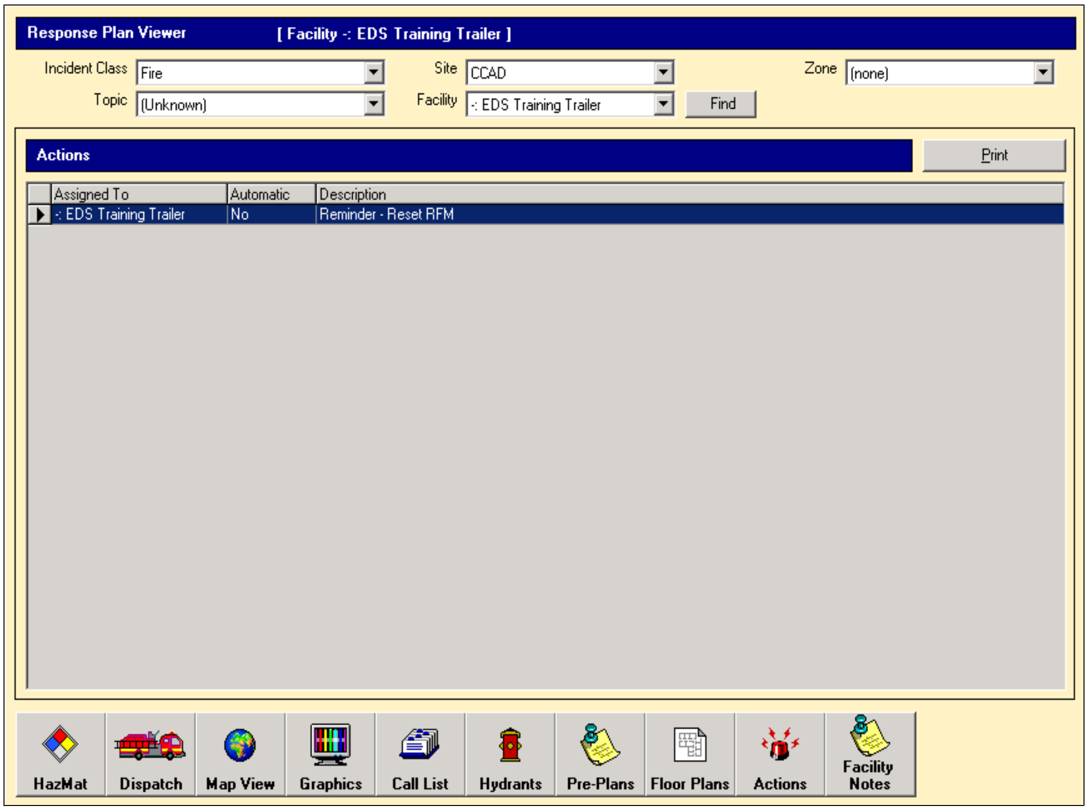


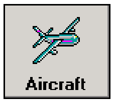
For more information about SOPs see “SOP” on page 5-32

Actions

When you click **Actions,** the Response Plan viewer displays actions associated with the selected response plan. See “Actions” on page 3-21 for a fuller discussion of D-21 actions. See the D-21 Admin Client User Guide for more information on creating actions and assigning them to facilities and response plans. Double-click an action to execute it.

Figure 6-11
Actions in the Response Plan viewer



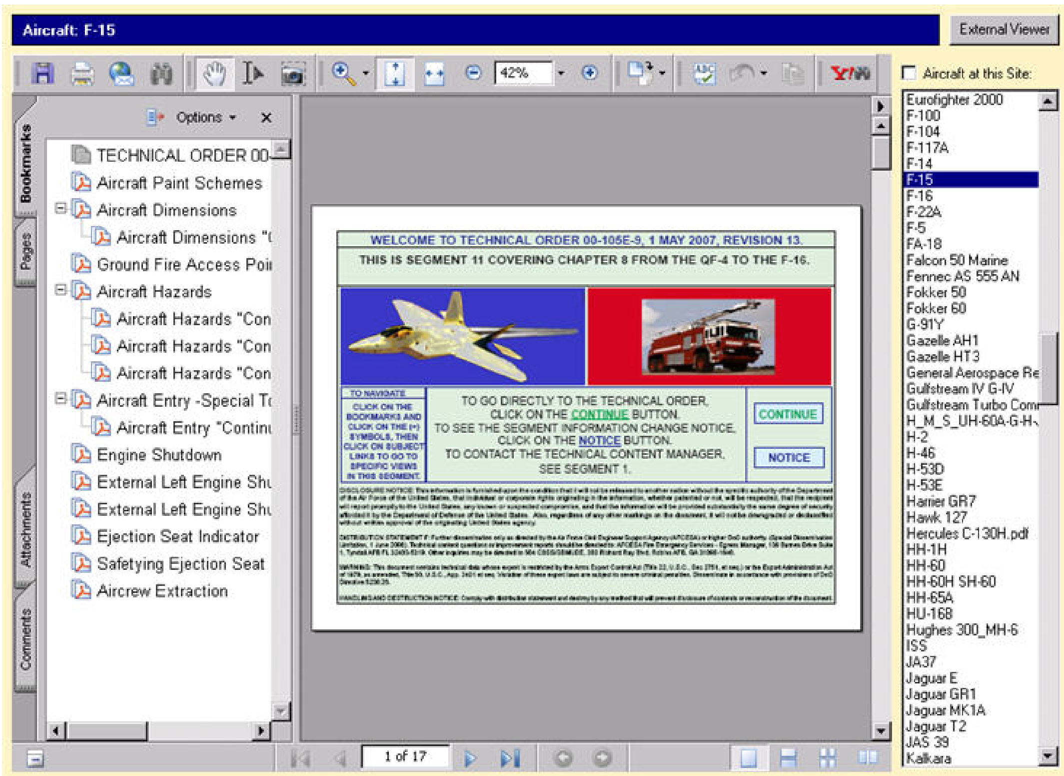


Aircraft Viewer

Use the Aircraft viewer to access AFCESA diagrams and emergency response information for more than 300 aircraft. Click **Aircraft** in the left button bar to switch to the Aircraft viewer.

To view aircraft diagrams

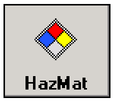
1 Click **Aircraft** in the left button bar. The Aircraft Viewer appears in the center pane.



2 On the right of the Aircraft Viewer is a list of available aircraft models. Click the model name of the aircraft for which you want to view diagrams. Adobe Acrobat Reader launches inside the Aircraft Viewer window and opens the Portable Document Format (PDF) file for the selected aircraft. Use the bookmarks pane to navigate each individual aircraft document.

3 Above the aircraft list on the right is a checkbox labeled **Aircraft at this Site**. When checked, the list will only display aircraft that have been designated in the Admin Client to be at the current site.

4 To launch the Aircraft Viewer in an external window, click the **External Viewer** button at the top right of the window. When you are finished with the external viewer, click ☒ at the top right of the window to close it.



HazMat Viewer

Use the HazMat viewer to access information about handling and responding to emergency situations involving more than 3000 hazardous materials. Click **HazMat** in the left button bar to switch to the HazMat viewer. The HazMat viewer is organized using three tabs, HazMat List, HazMat Guide, and Protective Action.

HazMat List

When the HazMat List tab is selected, the HazMat viewer displays a list of hazardous materials and boxes for entering search criteria.

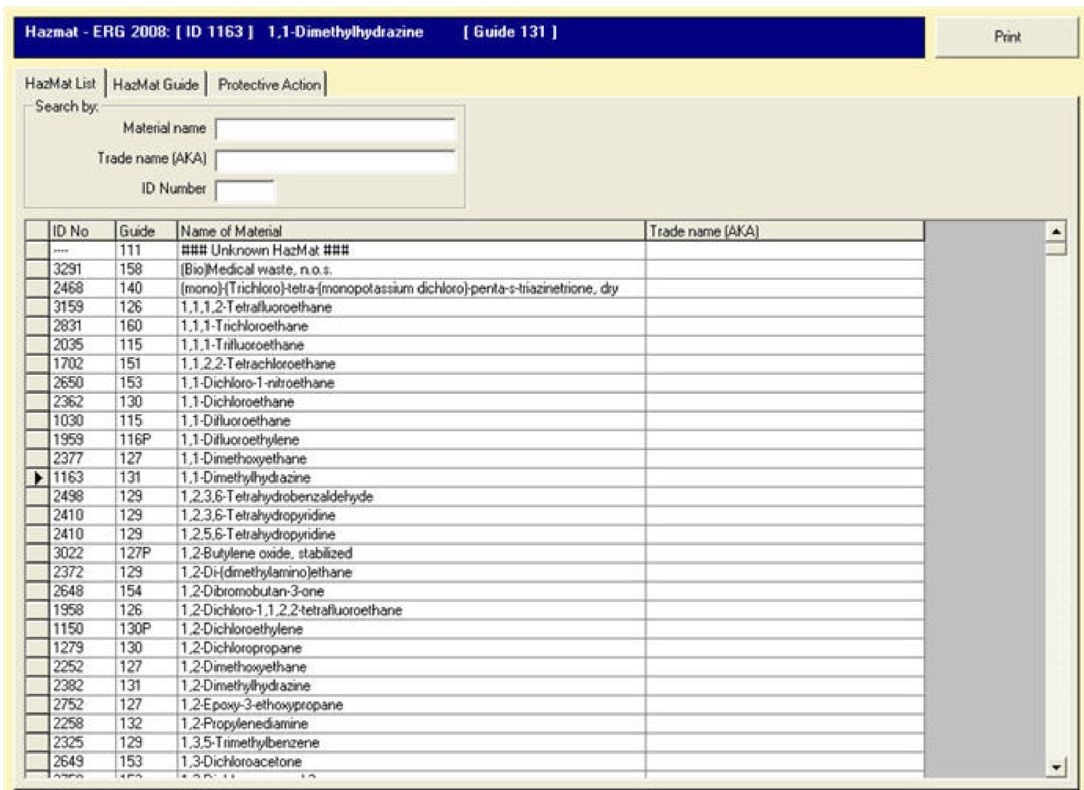


Figure 6-12
HazMat List in HazMat viewer

Locating a HAZMAT in the List

You can locate a HAZMAT by scrolling the list, or by entering criteria in the Search by boxes. When you enter characters in one of the search boxes, the list of HAZMAT records sorts and scrolls so that the first entry that begins with the same characters appears at the top of the list. For example, if you enter “25” in the ID Number box, the list is resorted by ID number and the first entry with an ID number that begins with “25” scrolls to the top. If you have clicked the heading for a column to reverse the sort order, the first entry will be the highest number (for example, 2599) instead of the lowest. See “Sorting Data in the Center Pane” on page 2-13.

Selecting a HAZMAT in the List

Click the box to the left of the ID number for the HAZMAT you want to select. The HAZMAT selected determines which guide is displayed under the HazMat Guide tab. If the selected HAZMAT is associated with a protective action, the Protective Action tab will be available and the associated protective action will be listed under it.

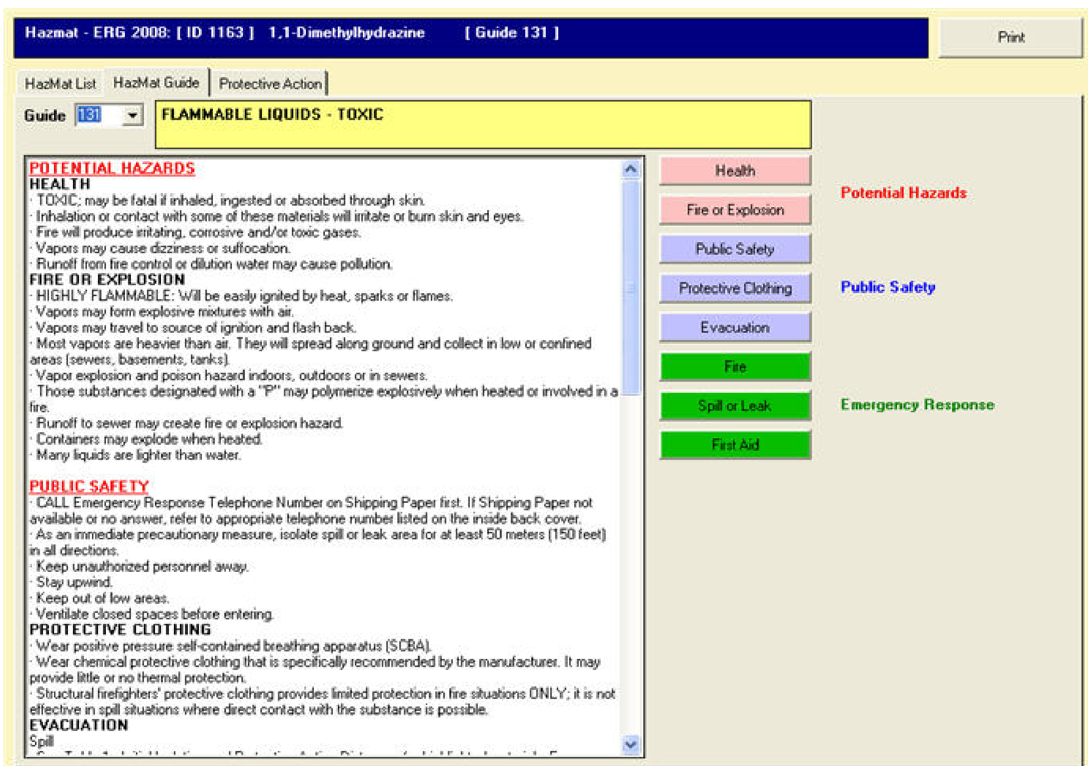
Printing

You can print a list of HAZMATs by clicking **Print.** After you click **Print,** the Report Viewer appears. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

HazMat Guide

When the HazMat Guide tab is selected, the HazMat viewer displays the guide information associated with the hazardous material selected on the HazMat List tab.

Figure 6-13
HazMat Guide in HazMat viewer



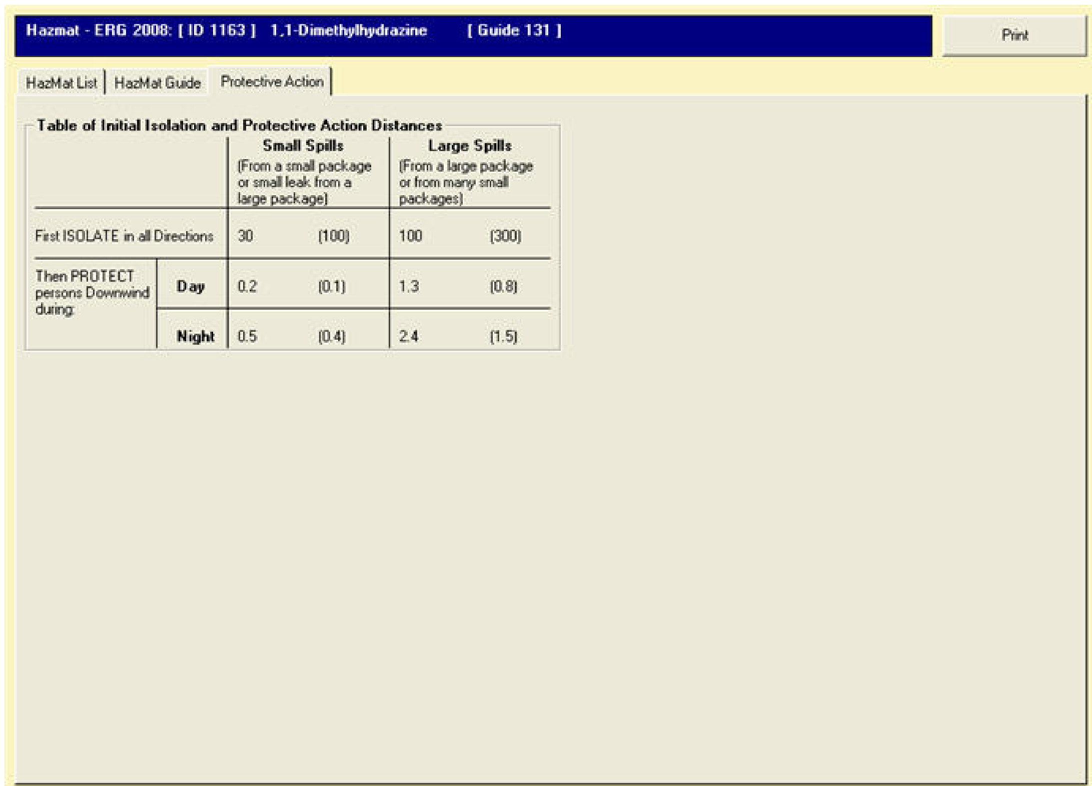
Guide Click the down arrow in the Guide box to select from a list of other HAZMAT guides.

Section Buttons Clicking one of the section heading buttons at the right of the guide scrolls the guide to where the information associated with the button appears.

Protective Action

When the Protective Action tab is selected, the HazMat viewer displays the protective action associated with the material selected on the HazMat List tab. This tab is dimmed if there is no protective action associated with the hazardous material selected in the HazMat List.

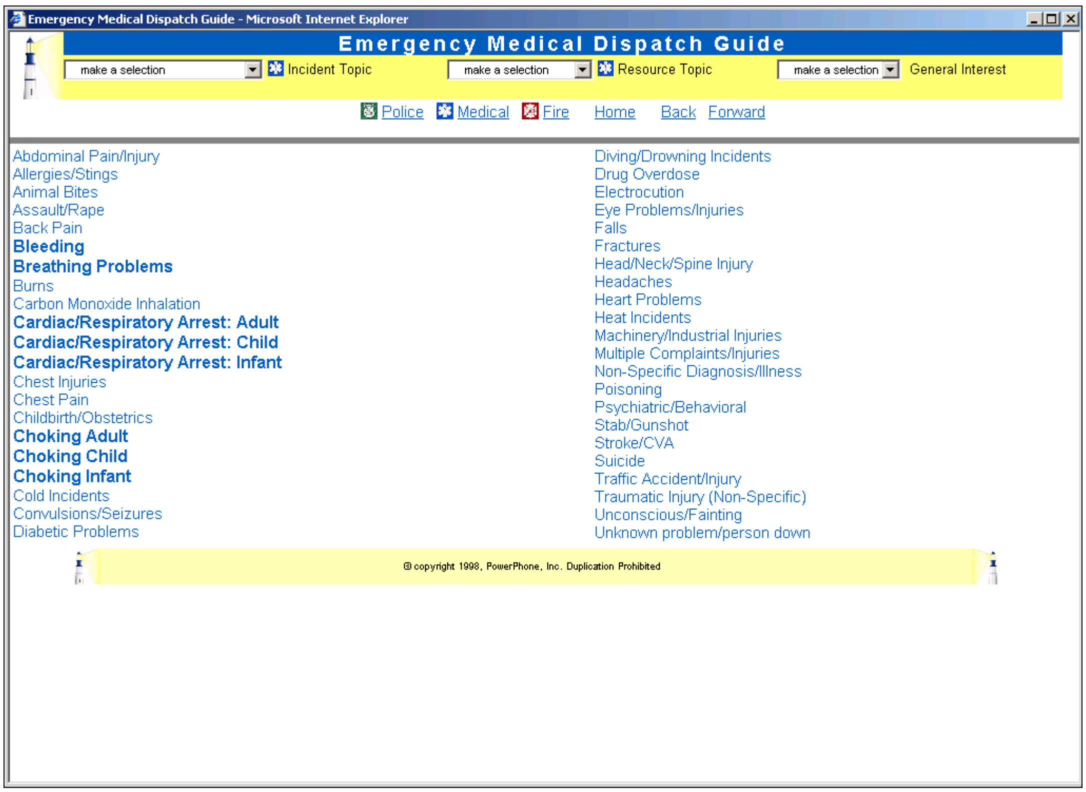
Figure 6-14 *Protective Action in HazMat viewer*



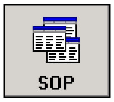
EMS Viewer

Use the the EMS viewer to open a Microsoft Internet Explorer window from which you can access an emergency medical dispatch guide. Click **EMS** in the left button bar to switch to the EMS viewer.

Figure 6-15
LightHouse EMS



NOTE *This feature is available only if PowerPhone LightHouse is installed on your system. This product is available only from the manufacturer.*



SOP View

The SOP viewer displays a list of standard operating procedures and the emergency script associated with each one. Only procedures associated with incident types to which the currently logged-in operator has access appear in the list. SOPs can be edited and customized in the D-21 Admin Client. Click **SOP** in the left button bar to display the SOP viewer.

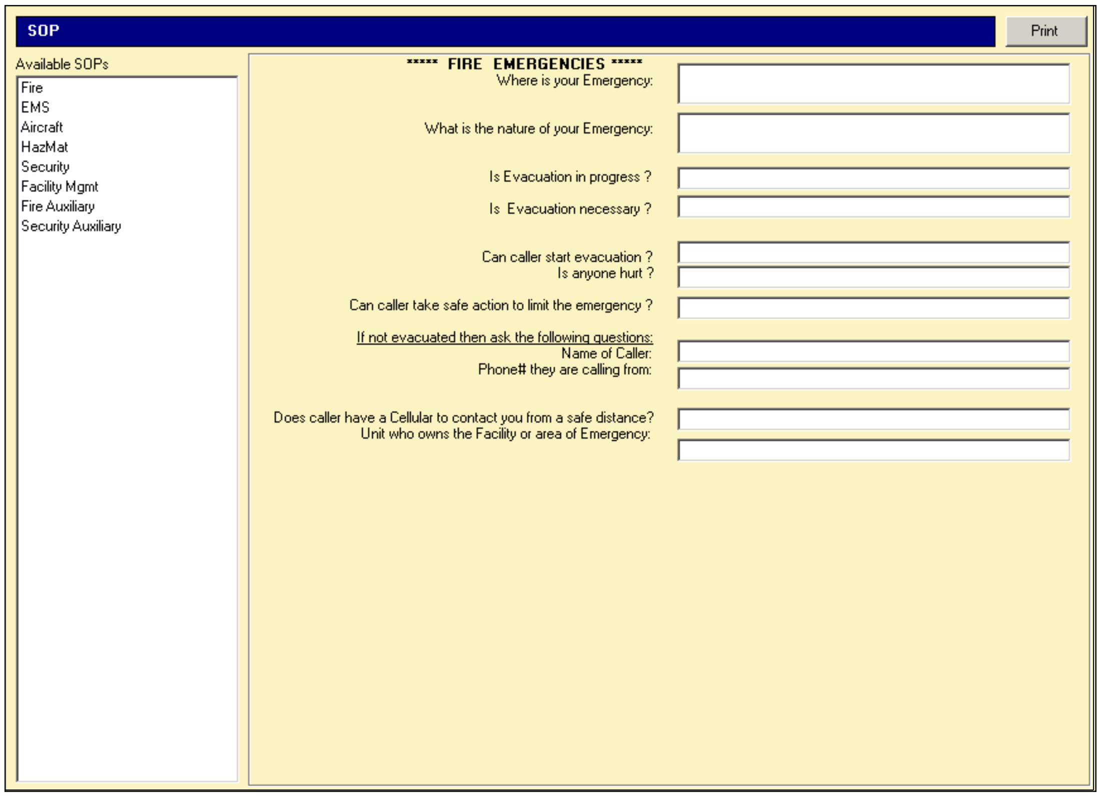


Figure 6-16
SOP viewer

For information on using SOPs during an incident, see "SOP" on page 5-32.

Section 7
Managing Facilities Using Views

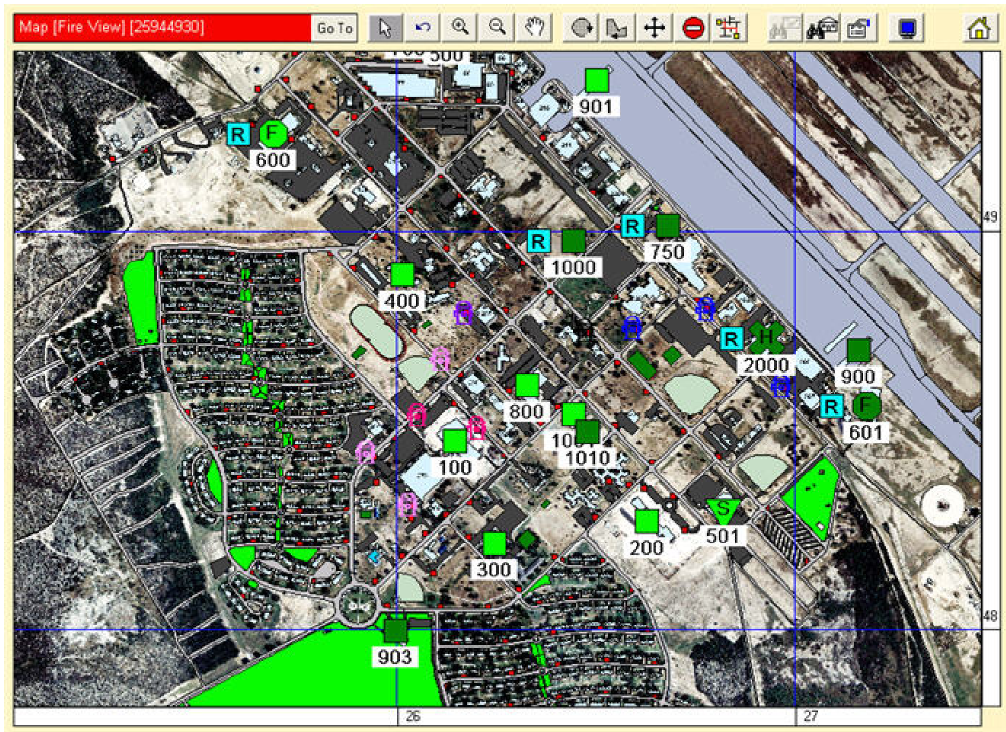
Read this section to learn how to manage your site, facilities and devices using the D-21 status views.

Contents

Map View (D-21M only)

You can manage a variety of D-21 functions from the D-21 map. Click **Map View** in the left button bar to activate the Map viewer, which displays a map of your site. The Map viewer can be viewed in the center pane of the D-21 Incident Client, it can fill the entire screen, or it can fill a second monitor.

Figure 7-1
Map viewer



The D-21 Fire Client module, D-21 Security Client module, and D-21 Mass Notification Client module each contains its own map. These maps displays shape icons of different colors designed to allow you to monitor the status of D-21 facilities which contain Fire or Security or Mass Notification remote units. In addition, a Consolidated map is available, which does not display most facility icons. (Icons for facilities with an assigned facility type are displayed on the Consolidated map. See below, “Working with Map View”, for an example of a facility icon that shows a facility type.) You can switch between different maps in the Map Options dialog box, or by right-clicking on the map and selecting the appropriate view command.

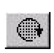
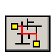
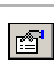
Icons representing active incidents are always displayed on the Consolidated map, as well as the appropriate status map (either Fire or Security) depending on the incident class. D-21 monitored facilities in alarm or trouble are always displayed on the appropriate status map. Additionally, the status maps can be configured to display other D-21 facilities, and all maps can be configured to show hydrants, roads, airstrips, and so on. Use the Map Options dialog box to turn on and off displayed icons and layers. If your D-21 is configured to show grid lines and coordinates, you can also use the Map Options dialog box to turn on and off the grid coordinate display.

Right-click on facility, hydrant, and incident icons on the map to access related D-21 commands and viewers. Right-click on the map itself to switch between different maps and to access map tools.

See the D-21 Map Options User Guide for full instructions on managing incidents and resources on the D-21 map.

Map Tools

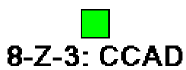
The buttons in the map toolbar are used to navigate on the map. Some buttons are only available when you purchase additional map options. For more information, see the D-21 Map Options User Guide (P/N 001-464-00).

Button	Description
	**Go To** Use to navigate to a specific grid coordinate set on the map. See "To find facilities on the map" on page 7-5
	**Select** Use to left- and right-click objects on the map.
	**Previous** Use to return to the previous map location and zoom level.
	**Zoom In** Use to magnify and center the map where you click.
	**Zoom Out** Use to reduce and center the map where click.
	**Pan** Use the hand cursor to drag the map around within the window.
	**Circular Perimeter** Use to create a circular perimeter on the D-21 map. There are three types of perimeters, Cordon, HAZMAT, and Mass Notification. See the D-21 Map Options Guide for more information.
	**Polygonal Perimeter** Use to create a polygonal shaped perimeter on the D-21 map. There are three types of perimeters Cordon, HAZMAT, and Mass Notification. See the D-21 Map Options Guide for more information.
	**Incident Move** Use to move an incident's location on the map. See the D-21 Map Options Guide for more information.
	**Open/Close Road** Use to mark a road on the D-21 map as closed. When roadwork is complete, the road can then be re-opened using the same tool. See the D-21 Map Options Guide for more information.
	**Shortest Route** Use to display the shortest route between two points on the map. See the D-21 Map Options Guide for more information.
	**Find Address** Use to find a street address on the map. See the D-21 Map Options Guide for more information.
	**Find Facility** Use to find a facility from the D-21 database on the map. See "To find facilities on the map" on page 7-5.
	**Options** Use to switch between Fire, Security, Mass Notification, and Consolidated Views as well as turn map layers on and off. See "To customize the Map viewer" on page 7-4.

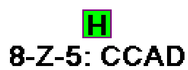
Button	Description
	**Full Screen** Use to view the map in full screen mode for a single-monitor system, or to throw the map to the second monitor in a two-monitor system.
	**Home** Use to return the map to the default zoom level and position. See “To restore the default map settings” on page 7-7.

Working with Map View

The map uses icons to indicate the location of buildings or hydrants that have been entered into the D-21 database. The color of the icon changes depending on its status and the map view you have displayed. If a facility type was specified when the facility was added in the D-21 Admin Client, the facility tag letter is displayed on top of the icon.



Facility with no facility type



Facility with hospital facility type


Hydrant icon

The color of the facility icon on the map indicates its status. Facilities associated with an alarm are red; facilities associated with a trouble are blue; facilities not associated with an alarm or trouble are light green. A facility appears dark green if it is not configured to report status.

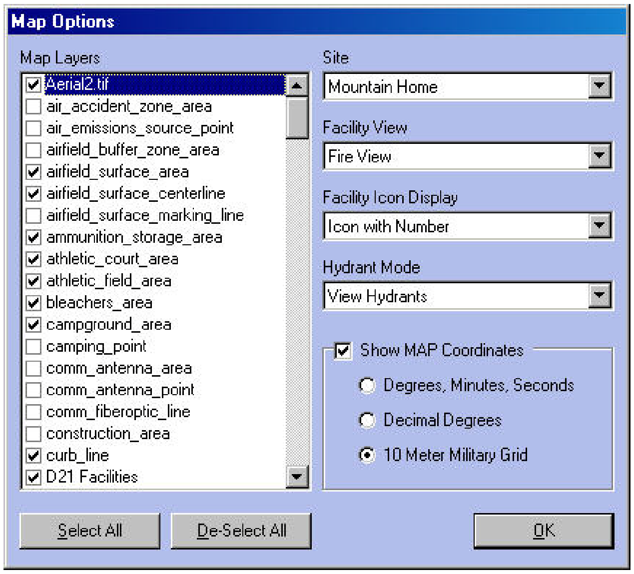
Hydrants, which appear only on the Fire map, are color-coded by their flow rate. See the D-21 Admin Client User Guide for information about customizing the colors used for displaying hydrants.

To customize the Map viewer

NOTE *Changes made in the Map Options dialog box are in effect for the logged-in user’s current session only.*

1 Click **Map View** on the left button bar.

2 Click the Map Options button  in the Map viewer toolbar. The Map Options dialog box appears.



- **Map Layers** Check the layers that you want displayed on the map. Clear a check box to hide the layer on the map. Clicking **Select All** places a check in every layer check box. Clicking **De-Select All** clears every map layer check box in the list.
- **Site** If your installation has more than one site, select the site map you want to display.
- **Facility View** Select a map view from the drop-down list. The choices can include Fire View, Security View, Mass Notification View, and Consolidated View, depending on the options installed on the D-21 workstation.
- **Facility Icon Display** Governs the appearance on the map of D-21 facilities not involved in an open incident.
- **Hydrant Mode** Select **Hide Hydrants** or **View Hydrants** in the Hydrant Mode drop-down list to specify whether hydrants are displayed on the map. This option is available only in Fire View.
- **Show Map Coordinates** Displays the map coordinates of the mouse position in the Map caption area. Select the format of the coordinates by clicking one of the radio button options. Grid coordinates are set up in the Site dialog box in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information on setting up grid coordinates on the map.

3 Click **OK**.

To find facilities on the map

1 Use one of the following methods for finding items on the map:

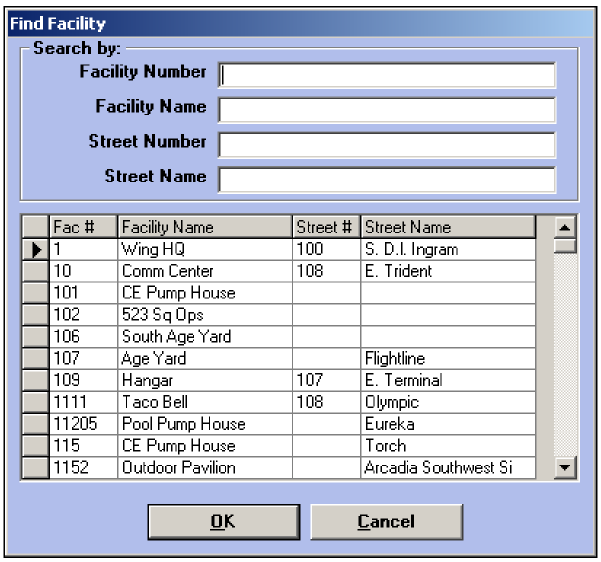
- Use the button tools below to change your location or zoom level on the map.

Icon	Description
	Magnifies the map and centers it where you click. The mouse pointer looks like a magnifying glass when you use this tool. Click the Select tool when you are done to return the mouse pointer to an arrow.

Icon	Description
	Reduces the map and centers it where click. The mouse pointer looks like a magnifying glass when you use this tool. Click the Select tool when you are done to return the mouse point to an arrow.
	When you click this button, the mouse pointer becomes a hand. Hold down the left mouse button while dragging the mouse to drag the map inside the pane. Click the Select tool when you are done to return the mouse point to an arrow.
	Returns to the previous map location and zoom level.

OR

- Click the Find Facility button to search for a facility on the map. You can also right-click anywhere on the map, other than a facility or hydrant, and click **Find Facility** on the pop-up menu.



Facility Number Type the number of the facility. When the desired facility appears in the list, select the facility, and click **OK**.

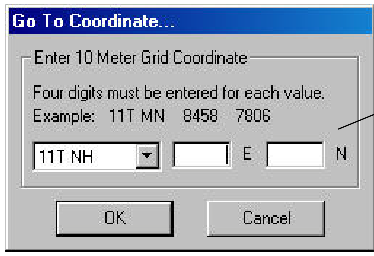
Facility Name Type the name of the facility. When the desired facility appears in the list, select the facility, and click **OK**.

Street Number Type the address number. When the desired facility appears in the list, select the facility, and click **OK**.

Street Name Type the street name. When the desired facility appears in the list, select the facility, and click **OK**.

OR

- If you have grid coordinates installed with your D-21M, click **Go To** in the Map viewer toolbar. The Go To Coordinate dialog box appears.



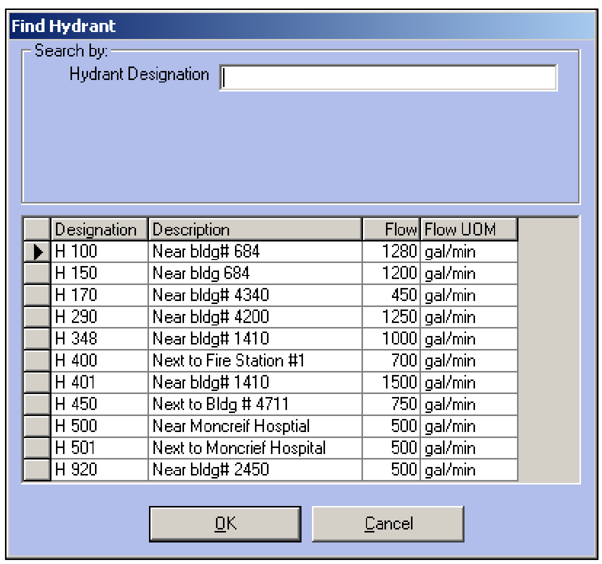
Enter the coordinates and click **OK**.

The program returns you to the Map viewer with the specified location in the center of the pane.

To find hydrants on the map

NOTE *The Hydrant Mode in the Map Options dialog box must be set to View Hydrants. See* *"To customize the Map viewer" on page 7-4.*

1. Right-click anywhere on the map other than a facility or hydrant.
2. Click **Find Hydrant** on the pop-up menu.



- **Hydrant Designation** Type the name of the hydrant or scroll through the hydrant list to select a hydrant.

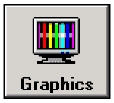
3. Click **OK**.

The program returns to the Map viewer with the specified hydrant in the center of the pane.

To restore the default map settings

1. Click the Home button or right-click and choose **Home** from the menu to restore the map to its default zoom level and position.

NOTE *The default zoom level and position are determined by the Map Extent settings in the D-21 Admin Client. For more information, see the D-21 Admin Client User Guide.*

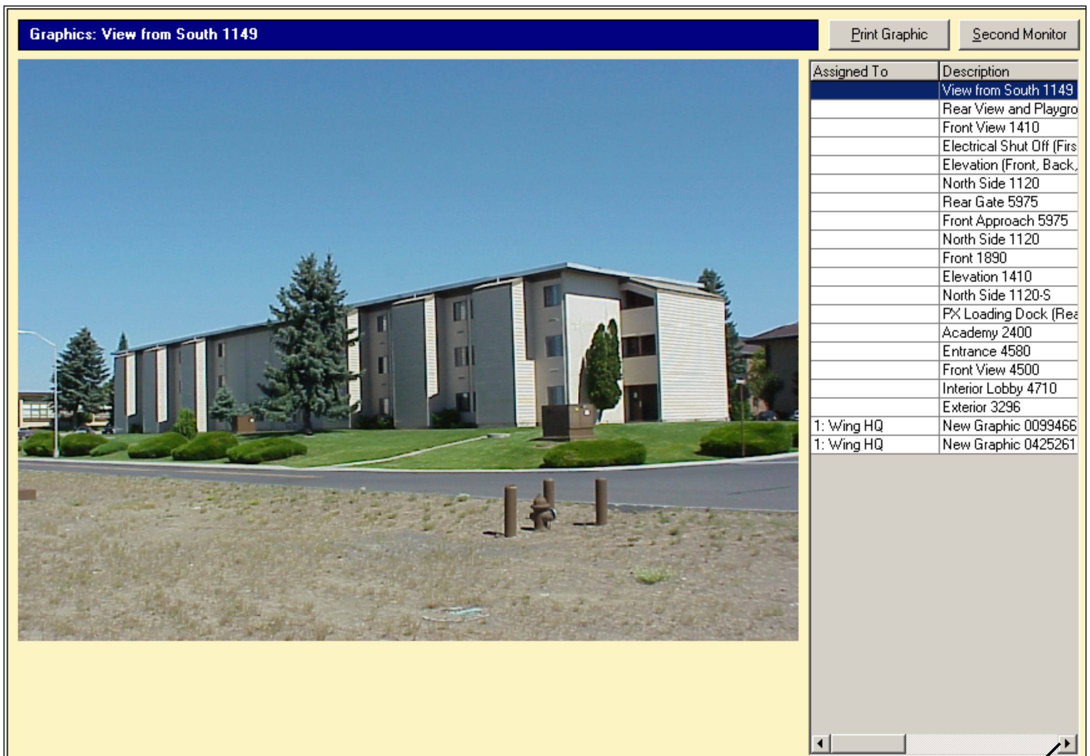


Graphics View (D-21G and D-21M)

Use the Graphics viewer to browse and view all available response graphics. Click **Graphics** in the left button bar to open the Graphics viewer, which displays a list of all available graphics files and a pane in which you can view them.

The Graphics viewer can be viewed in the center pane of the D-21 Incident Client, it can fill the entire screen, or it can fill a second monitor.

Figure 7-2 *Graphics viewer*



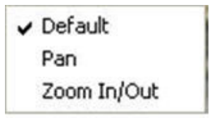
Click here to view the filenames associated with the response graphics.

- **Print Graphic** The **Print Graphic** button prints a copy of the graphic to the default printer, using the settings specified in the printer's properties. See "To specify the default printer and modify printer defaults" on page 12-22.

  NOTE *Graphic files created in AutoCAD (*.dwg, *.dwf, *.dxf) cannot be printed from within the D-21 Incident Client. They can be printed from the AutoCADLT application installed on D-21G and D21M workstations. Contact Monaco technical support for assistance as necessary.*

- **Full Screen/Second Monitor/Restore Size** If you run the D-21 on a single-monitor system, the button on the right reads **Full Screen** until you click it, after which the graphic takes up the entire screen and the button changes to read **Restore Size**. If you run the D-21 on a dual-monitor system, the button reads **Second Monitor** until you click it, after which the graphic moves to the second monitor and the button changes to read **Restore Size**.

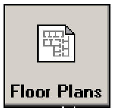
Zoom and pan commands are available for all displayed graphics by right-clicking anywhere within the graphic. Depending on the graphic's file type, these commands function differently. Files that were created in AutoCAD (or other similar drafting programs) present a right-click menu with three commands on it.



- **Default** Restores the graphic to its original size.
- **Pan** Changes the mouse pointer to a hand or a cross-hair. Click and drag to move a different section of a zoomed-in graphic within the graphic frame. Select **Slow Panning** or **Fast Panning** from the command flyout to control the drag rate when you move the mouse pointer.
- **Zoom In/Out** Changes the mouse pointer to a magnifying glass. Click and drag up to zoom out, or click and drag down to zoom in.

Other file types are displayed within an Adobe Reader frame, and present a longer right-click menu which includes preset zoom levels (like 100% or 200%) and two separate zoom commands.

- **Zoom In** Changes the mouse pointer to a magnifying glass. Click (without dragging) on the area of the graphic to be zoomed in.
- **Zoom Out** Changes the mouse pointer to a magnifying glass. Click (without dragging) on the area of the graphic to be zoomed out.



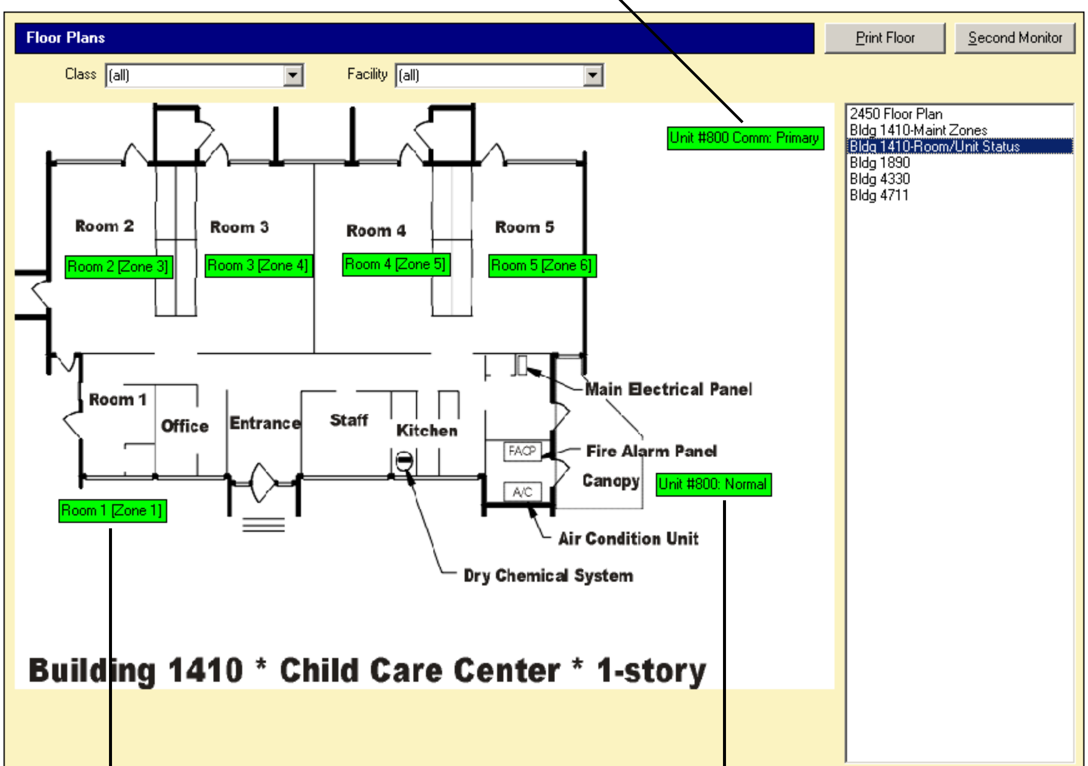
Floor Plans View (D-21G and D-21M)

The Floor Plans viewer displays all floor plans that have been attached to facilities in the D-21 Admin Client. Click **Floor Plans** in the left button bar to open the Floor Plans viewer. Use the Class and Facility drop-down lists at the top of the window to filter the list of floor plans. When unit, zone, and output icons and labels are added to the facility floor plan in the D-21 Admin Client, you can view the current status of these devices when you display the floor plan. For more information, see the D-21 Admin Client User Guide.

For more information on viewing the status of remote units, zones, and outputs, see "Device Status View" on page 11-2.

Figure 7-3
Floor Plans viewer

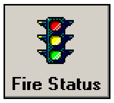
Unit communication status label



Zone status label

Unit status label

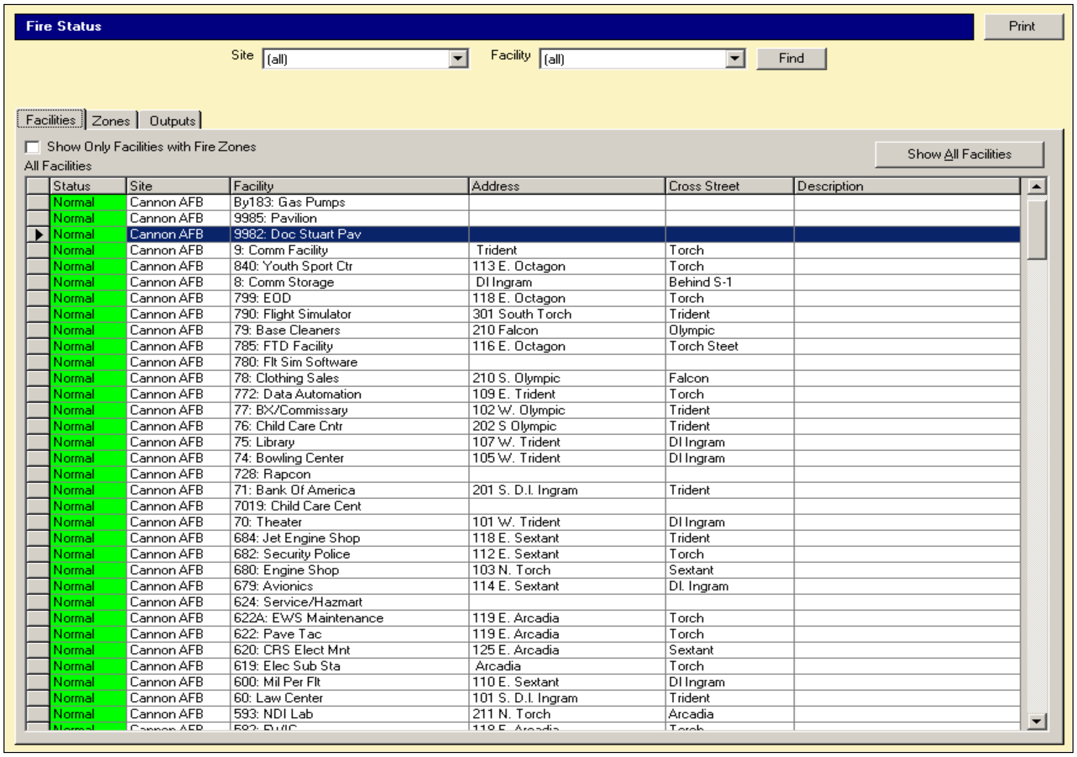
- **Class** Select the class of floor plans you want to display in the list of floor plans to the left.
- **Facility** Select the facility with the floor plans that you want to view.
- **Print Floor** Prints a copy of the floor plan to the default printer, using the settings specified in the printer's properties. See "To specify the default printer and modify printer defaults" on page 12-22.
- **Full Screen/Second Monitor/Restore Size** If you run the D-21 on a single-monitor system, the button on the right reads **Full Screen** until you click it, after which the graphic takes up the entire screen and the button changes to read **Restore Size.** If you run the D-21 on a dual-monitor system, the button reads **Second Monitor** until you click it, after which the graphic moves to the second monitor and the button changes to read **Restore Size**.



Fire Status Viewer

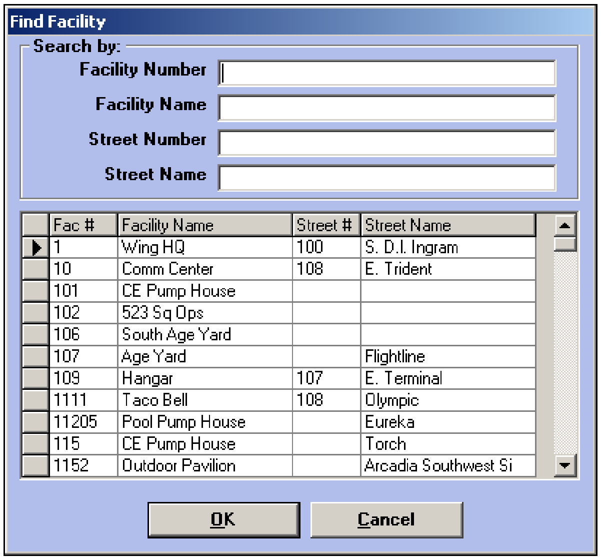
Use the Fire Status viewer to monitor the status of facilities with Fire zones. Click **Fire Status** in the left button bar to open the Fire Status viewer. The Fire Status viewer is tabbed to show facilities, zones, and outputs. The drop-down lists and buttons that appear above the tabbed area are the same for all tabs.

Figure 7-4
Fire Status viewer



- **Site** Click the Site drop-down list to select the site you want to view. Select **(all)** to view all sites. The site selected determines which facilities are available on the Facility drop-down list.
- **Facility** Select a facility from the Facility drop-down list (or double-click a facility in the list on the Facilities tab) to switch to the Zones tab and display only those zones associated with the selected facility. Select **(all)** to view all facilities associated with the selected site.

- **Find** The **Find** button next to the Facility drop-down list activates the Find Facility dialog box.



There are five ways to specify the facility you want to select:

- Enter the facility number in the Facility Number box. When the desired facility appears at the top of the list, click **OK**.
- Enter the facility name in the Facility Name box. When the desired facility appears at the top of the list, click **OK**.
- Enter the street number in the Street Number box. When the desired facility appears at the top of the list, click **OK**.
- Enter the street name in the Street Name box. When the desired facility appears at the top of the list, click **OK**.
- Any time you see the facility you want in the list you can select it, and then click **OK**.

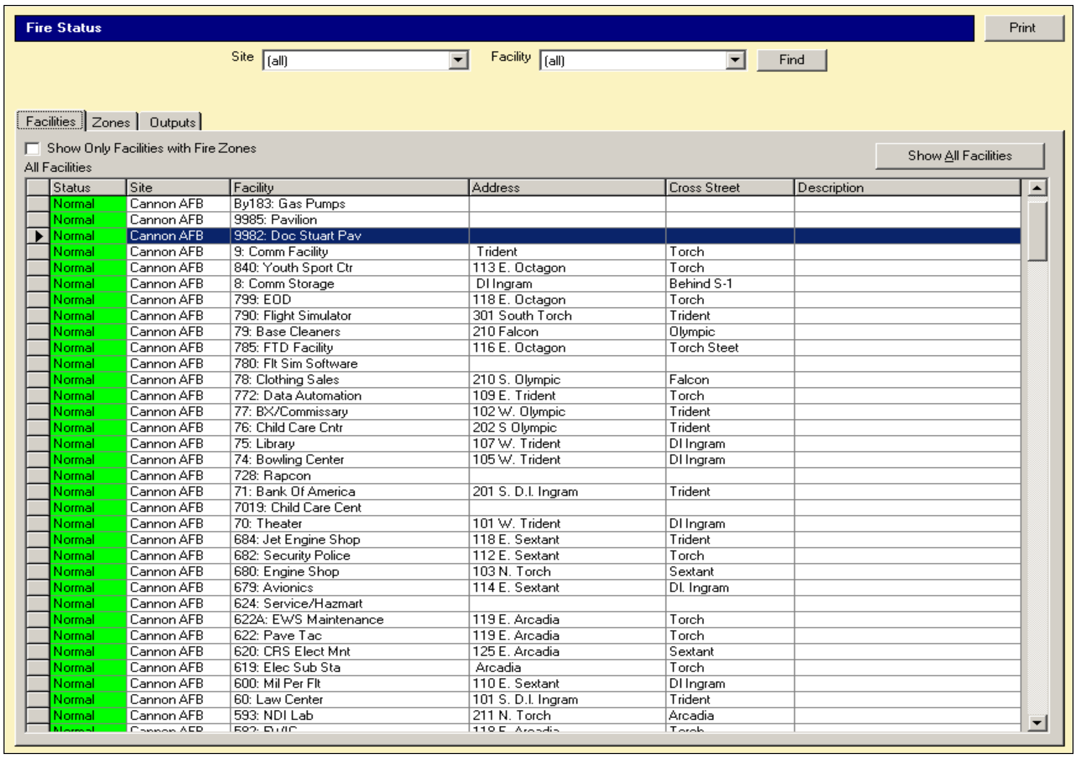
The program returns you to the Fire Status viewer with the Zone tab in the foreground and only those zones associated with the facility displayed.

- **Print** Opens the Report Viewer with the report displaying the same list displayed in the Fire Status list. For information on using the Report Viewer, see “Report Viewer” on page 12-16.
- **Show All Facilities** Resets the Facilities tab to show all available facilities

Checking Facility Status

When the Facilities tab is selected, the Fire Status viewer displays all facilities associated with the site selected in the Site drop-down list at the top of the pane. Double-clicking a facility under the Facilities tab causes the pane to switch to the Zones tab, with only those zones associated with the facility you clicked displayed.

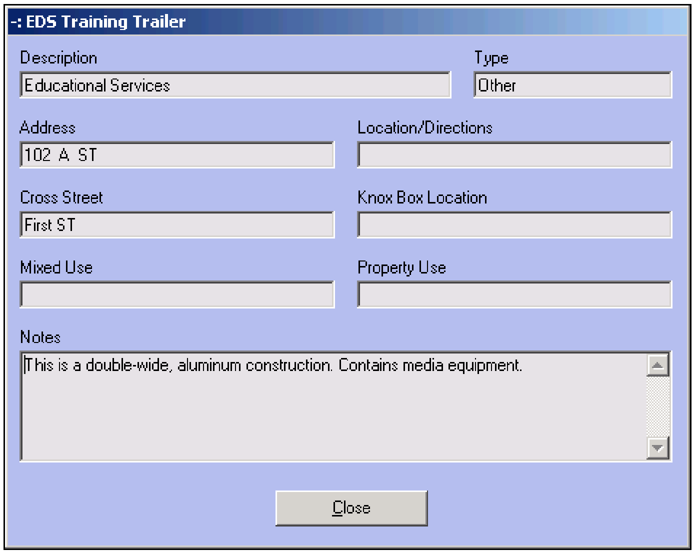
Figure 7-5
Facilities tab in Fire Status viewer



- **Show Only Facilities with Fire Zones** Check this box to display only those facilities that have fire zones installed.
- **Show All Facilities** Click **Show All Facilities** to remove all list filters.

Facility Properties

When you right-click a facility on the Facilities tab and select Facility Properties, the D-21 displays the Facility Properties dialog box for the selected facility. This dialog box shows facility information that has been entered into the D-21 database.



- **Description** Displays the description of the facility entered in the D-21 Admin Client when the facility record was created.
- **Type** Displays the facility type. Built-in types are Fire Station, Hospital, Tower, or Other, and custom types can be added. Facility types are set up and assigned in the D-21 Admin Client.
- **Address** Displays the street address of the facility.
- **Location/Directions** Displays any special directions for locating the facility.
- **Cross Street** Displays cross street information to assist in locating the facility.
- **Knox Box Location** Displays the location of the armored key box for the facility, if there is one.
- **Mixed Use** Displays the NFIRS category for mixed use that is used when you export the facility data from the D-21.
- **Property Use** Displays the NFIRS category for property use that is used when you export the facility data from the D-21.
- **Notes** Displays the notes about the facility that are maintained in the D-21 database. These notes are also displayed when you click **Facility Notes** in the Incident viewer when you are working on an incident.

Checking Fire Zone Status

The Zones tab of the Fire Status viewer functions like the Zones tab of the Device Status viewer except that only fire zones are shown. See “Checking Zone Status” on page 11-11.

Checking Fire Output Status

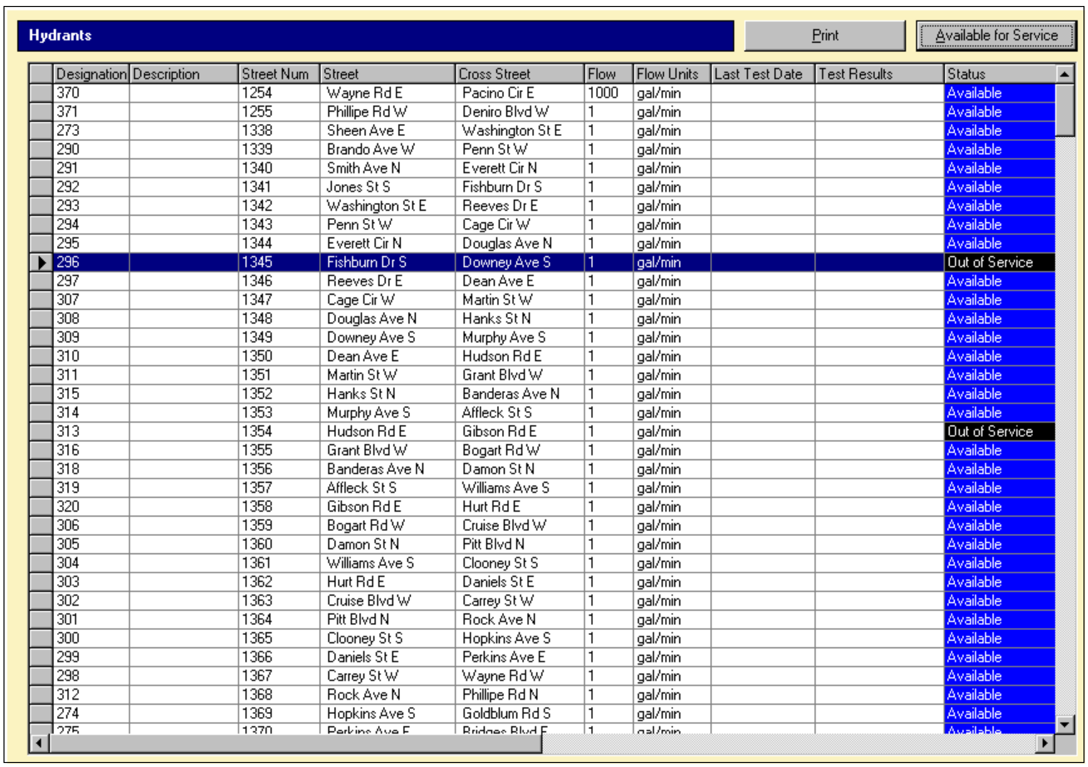
The Outputs tab of the Fire Status viewer functions like the Outputs tab of the Device Status viewer except that only fire outputs are displayed. See “Checking Output Status” on page 11-16.

Hydrants Viewer

Use the Hydrants viewer to view and record status information about hydrants entered in the D-21 database. Click **Hydrants** in the left button bar to open the Hydrants viewer. The Hydrants button and view appear only when the D-21 Fire Client module has been installed and the operator has been assigned access to the Fire incident class.

The Hydrants viewer displays a list of all hydrants for which a D-21 hydrant record exists.

Figure 7-6 *Hydrants viewer*



Designation	Description	Street Num	Street	Cross Street	Flow	Flow Units	Last Test Date	Test Results	Status
370		1254	Wayne Rd E	Pacino Cir E	1000	gal/min			Available
371		1255	Phillipe Rd W	Deniro Blvd W	1	gal/min			Available
273		1338	Sheen Ave E	Washington St E	1	gal/min			Available
290		1339	Brando Ave W	Penn St W	1	gal/min			Available
291		1340	Smith Ave N	Everett Cir N	1	gal/min			Available
292		1341	Jones St S	Fishburn Dr S	1	gal/min			Available
293		1342	Washington St E	Reeves Dr E	1	gal/min			Available
294		1343	Penn St W	Cage Cir W	1	gal/min			Available
295		1344	Everett Cir N	Douglas Ave N	1	gal/min			Available
296		1345	Fishburn Dr S	Downey Ave S	1	gal/min			Out of Service
297		1346	Reeves Dr E	Dean Ave E	1	gal/min			Available
307		1347	Cage Cir W	Martin St W	1	gal/min			Available
308		1348	Douglas Ave N	Hanks St N	1	gal/min			Available
309		1349	Downey Ave S	Murphy Ave S	1	gal/min			Available
310		1350	Dean Ave E	Hudson Rd E	1	gal/min			Available
311		1351	Martin St W	Grant Blvd W	1	gal/min			Available
315		1352	Hanks St N	Banderas Ave N	1	gal/min			Available
314		1353	Murphy Ave S	Affleck St S	1	gal/min			Available
313		1354	Hudson Rd E	Gibson Rd E	1	gal/min			Out of Service
316		1355	Grant Blvd W	Bogart Rd W	1	gal/min			Available
318		1356	Banderas Ave N	Damon St N	1	gal/min			Available
319		1357	Affleck St S	Williams Ave S	1	gal/min			Available
320		1358	Gibson Rd E	Hurt Rd E	1	gal/min			Available
306		1359	Bogart Rd W	Cruise Blvd W	1	gal/min			Available
305		1360	Damon St N	Pitt Blvd N	1	gal/min			Available
304		1361	Williams Ave S	Clooney St S	1	gal/min			Available
303		1362	Hurt Rd E	Daniels St E	1	gal/min			Available
302		1363	Cruise Blvd W	Carrey St W	1	gal/min			Available
301		1364	Pitt Blvd N	Rock Ave N	1	gal/min			Available
300		1365	Clooney St S	Hopkins Ave S	1	gal/min			Available
299		1366	Daniels St E	Perkins Ave E	1	gal/min			Available
298		1367	Carrey St W	Wayne Rd W	1	gal/min			Available
312		1368	Rock Ave N	Phillipe Rd N	1	gal/min			Available
274		1369	Hopkins Ave S	Goldblum Rd S	1	gal/min			Available
275		1370	Perkins Ave E	Bridges Blvd E	1	gal/min			Available

Print Opens the Report Viewer from which you can print the list of hydrants. See “Report Viewer” on page 12-16.

Out of Service/Available for Service This button toggles the service state of the selected hydrant. Click **Out of Service** to indicate a hydrant is not available. Click **Available for Service** to indicate a previously unavailable hydrant is now available.

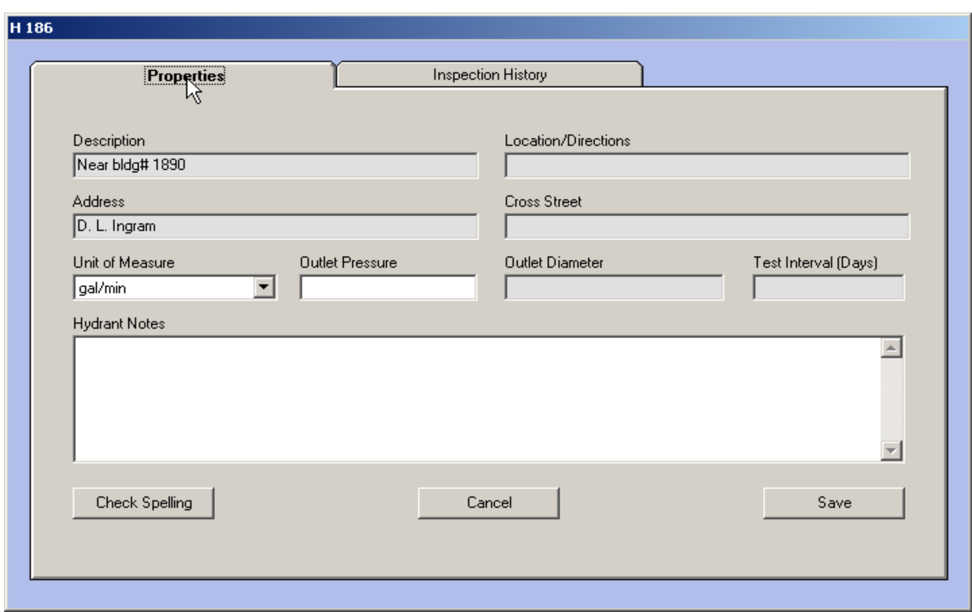
Checking Hydrant Status

When you right-click a hydrant in the Hydrants viewer, the D-21 Incident Client displays the Hydrant Properties pop-up menu. This menu also appears when you right-click a hydrant in the Map viewer.

- **Hydrant Properties** Click **Hydrant Properties** to open a dialog box with information from the hydrant record created in the D-21 Admin Client. See "Hydrant Properties" on page 7-16.
- **Hydrant Viewer/Map** If you are in the Map viewer, you will see **Hydrant Viewer** on a hydrant's pop-up menu. When you select it, the D-21 Incident Client switches to the Hydrants viewer. If you are in the Hydrants viewer, you will see Map on a hydrant's pop-up menu. When you select it, the D-21 Incident Client switches to the Map viewer. If the hydrant's location on the map has not been specified in the D-21 Admin Client, then the Map command will be greyed out on the hydrant's pop-up menu.
- **Take Out Of Service/Make Available for Service** This menu item toggles depending on the condition of the hydrant you clicked. Click **Take Out of Service** to make an active hydrant inactive. Click **Make Available for Service** to make an inactive hydrant active.
- **Inspection History** The inspection history is a log of hydrant performance on test occasions.

Hydrant Properties

When you right-click a hydrant in the Hydrants viewer and click **Hydrant Properties**, the D-21 displays the Hydrant Properties dialog box for the selected hydrant.

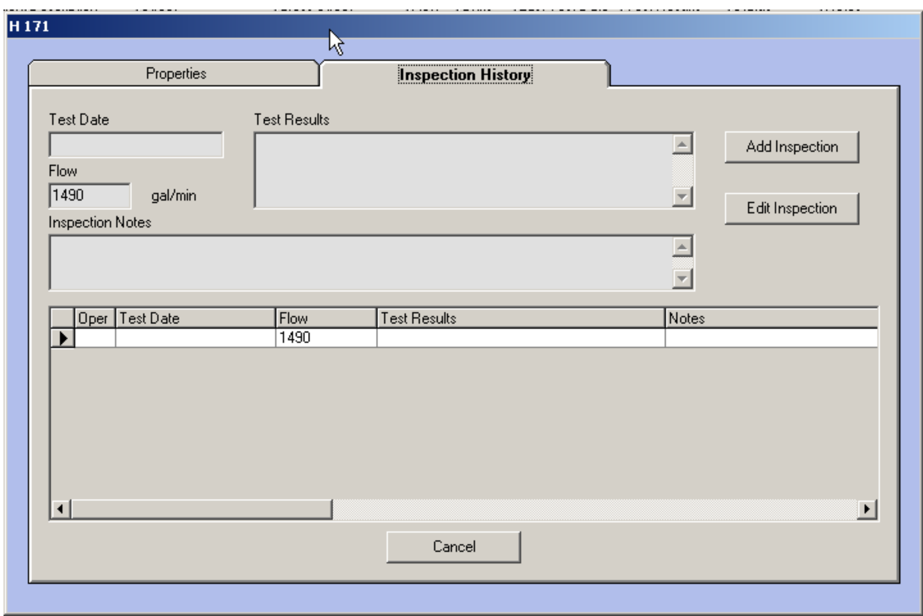


- **Description** Displays the description of the hydrant entered in the D-21 Admin Client when the hydrant record was created.

- **Location/Directions** Displays any special directions for locating the hydrant.
- **Address** Displays the street address of the hydrant, if applicable.
- **Cross Street** Displays cross street information to assist in locating the hydrant.
- **Unit of Measure** Displays gal/min or liter/sec depending on how the hydrant's flow is measured.
- **Outlet Pressure** Displays the outlet pressure as measured for the hydrant. This number and the unit of measure can be edited in the Hydrant Properties dialog box.
- **Outlet Diameter** Displays the outlet diameter for the hydrant.
- **Test Interval (Days)** Displays the number of days since the last test.
- **Notes** Displays notes for the hydrant. Notes entered in the Hydrant Properties dialog box are displayed in the Notes column in the Hydrants list.

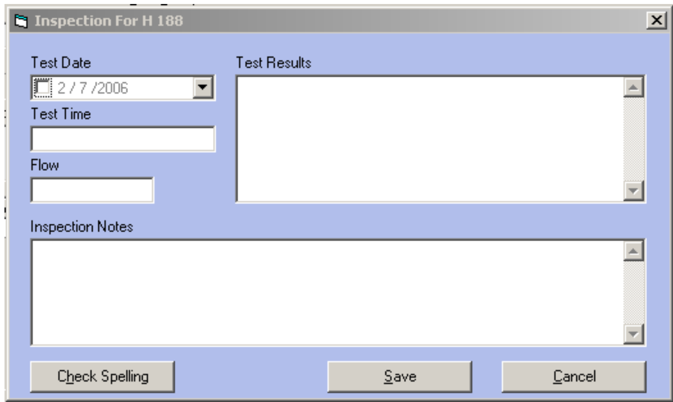
Inspection History

The inspection history tab allows the operator to record inspection values for a hydrant and to view previously entered inspection records.

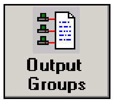


- **Test Date / Results** Logs the date and the results of the tests performed during an inspection.
- **Flow** Displays the amount of water distributed by the hydrant. This number can be edited in the Hydrant Properties dialog box. Changes are recorded in the Flow column in the Hydrant list.
- **Inspection Notes** Allows the operator to note any additional information from the inspection of the hydrant.

- **Add Inspection button** Creates a new inspection that can be saved as part of the inspection history for the hydrant.



- **Edit Inspection button** Allows the Operator to edit existing inspection records.



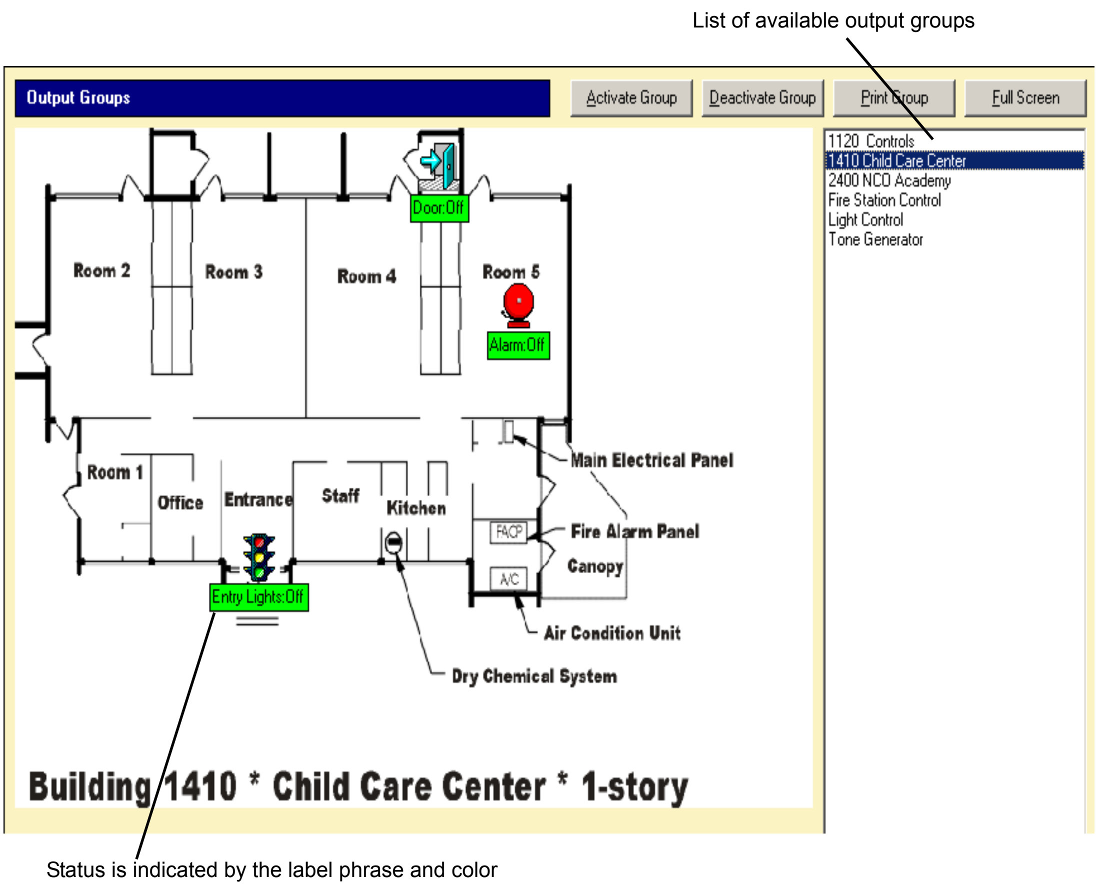
Output Groups Viewer

Output groups are created in the D-21 Admin Client. Bi-state, momentary, and RSA relays throughout the D-21 system can be grouped together and displayed as a graphic, including a graphic background if desired. When an output group is displayed in the D-21 Incident Client, the outputs that are included can be activated and deactivated individually or as a group. Zones from transceivers and panels can also be added to an output group and used to provide feedback points for activating and deactivating relays. For more information on creating output groups, see the D-21 Admin Client User Guide.

NOTE *The Output Groups viewer is only available when the D-21 Graphics option is enabled. To work with output groups when this option is not enabled, use the Group tab in Fire Commands or Security commands. See* *"To send Activate and Deactivate commands to an Output Group" on page 11-34**.*

Click **Output Groups** on the right button bar to open the Output Groups viewer.

Figure 7-7
Output Groups



Outputs are displayed with an icon and/or label. The color of the label indicates the status of the output: green indicates Off or Inactive and yellow indicates On or Activated. You can also view output status on the Outputs tab in the Device Status viewer. For more information, see "Checking Output Status" on page 11-16.

Activate Group Click to activate the entire group of outputs. Bi-state (On/Off) outputs remain on until deactivated. Momentary (Active/Inactive) outputs deactivate after the duration specified for the output in the D-21 Admin Client.

Deactivate Group Click to deactivate any bi-state outputs that are currently on. (Deactivate commands have no effect on momentary outputs, since they deactivate automatically.)

Print Group Click to print the output group graphic. This command is only available for output groups with a graphic background.

Full Screen/Second Monitor/Restore Size If you run the D-21 on a single-monitor system, the button on the right reads **Full Screen** until you click it, after which the viewer takes up the entire screen and the button changes to read **Restore Size.** If you run the D-21 on a dual-monitor system, the button reads **Second Monitor** until you click it, after which the graphic moves to the second monitor and the button changes to read **Restore Size**.

To activate outputs in an output group

1. Click **Output Groups**.
2. Select the desired output group from the list on the right.
3. When the output group graphic appears in the viewer, do one of the following:
   - Click **Activate Group** to activate all outputs in the group.

   OR

   - Right-click one of the outputs and click **ON** for bi-state outputs or **Activated** for momentary outputs on the pop-up menu.

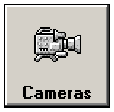
To deactivate outputs in an output group

1. Click **Output Groups**.
2. Select the output group from the list on the right.
3. When the output group graphic appears in the viewer, do one of the following:
   - Click **Deactivate Group** to deactivate all bi-state outputs in the group.

   OR

   - Right-click one of the outputs and click **OFF** on the pop-up menu.

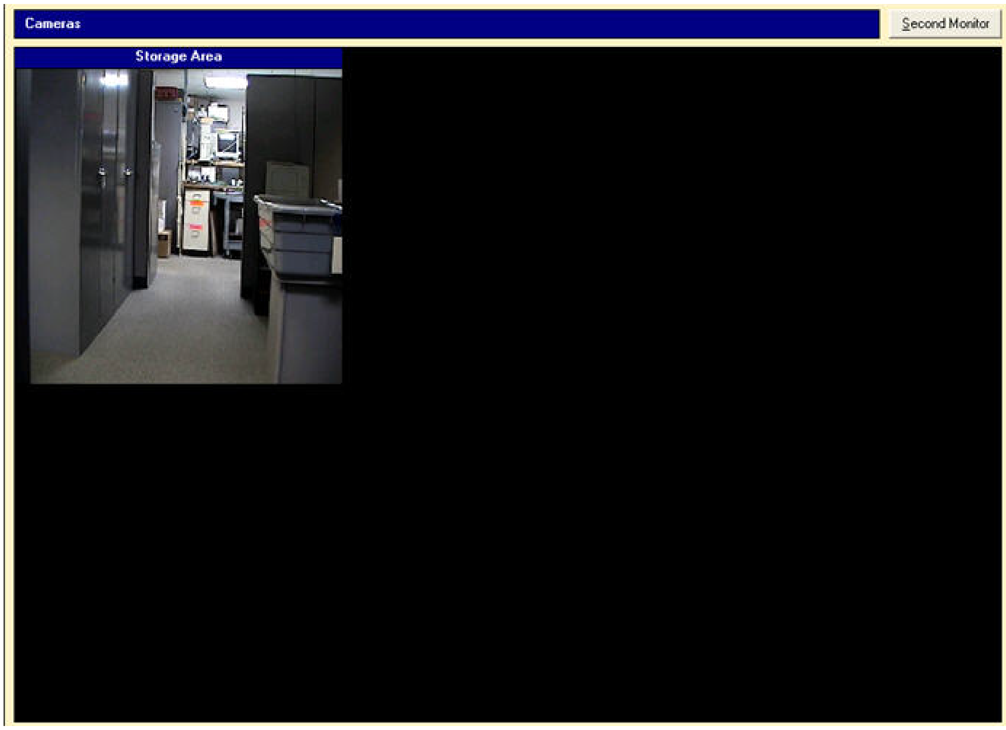
   NOTE *Momentary outputs cannot be deactivated.*



Camera Viewer

Click **Cameras** on the right button bar to display the Cameras viewer. The Camera viewer can display up to six video feeds from network video cameras. Video cameras are added to the Camera viewer in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information.

Figure 7-8 *Camera Viewer with one camera feed*



- **Full Screen/Restore Size** Maximizes the Camera viewer to fill the entire screen. This button is available when the D-21 workstation is configured for a single monitor.
- **Second Monitor/Restore Size** Displays the Camera viewer on the second monitor. This button is available when the D-21 workstation is configured for two monitors.

Section 8
Managing Resources Using Views

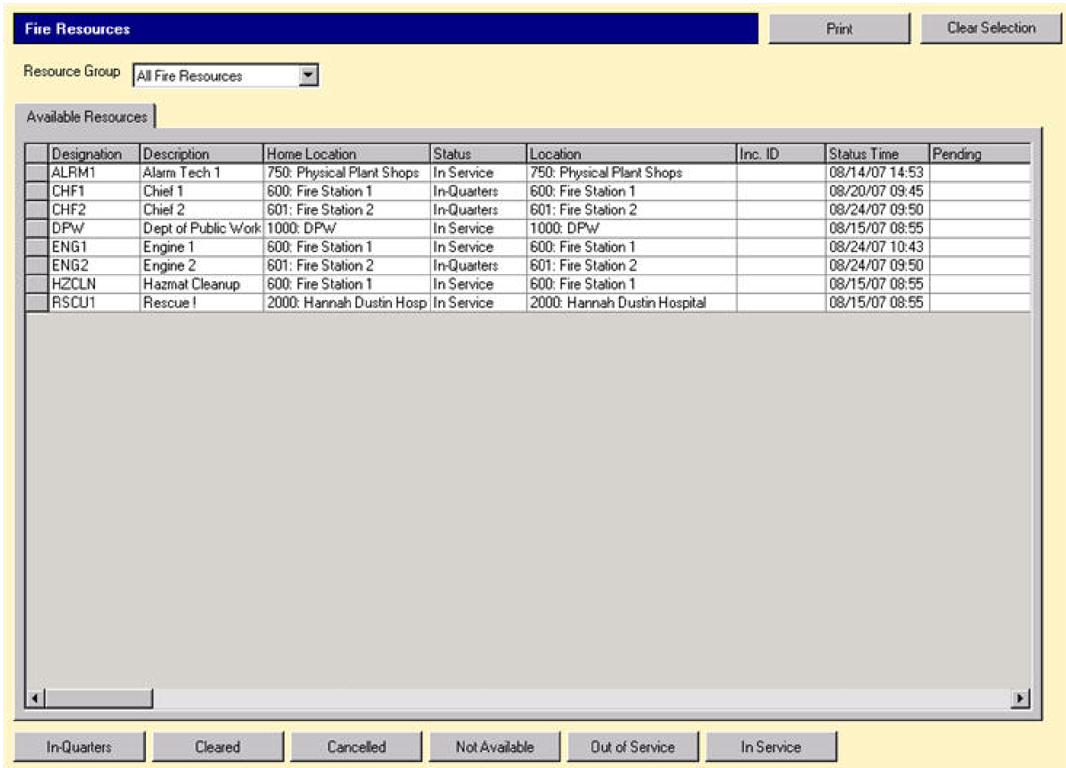
Read this section to learn how to manage your resources using the D-21 resource views.

Contents

Fire Resources View

The Fire Resources viewer displays a list of all fire resources, and provides six buttons for changing the statuses of those resources. This feature is useful in situations where dispatch information has been written down for later entry into the D-21 system. Click **Fire Resources** in the left button bar to display the Fire Resources viewer.

Figure 8-1 *Fire Resources viewer*



Use the **Resource Group** drop-down list to filter the resources displayed in the grid, if necessary. This list contains all the Fire resource groups defined in the D-21 Admin Client. See the D-21 Admin Client User Guide for information on defining resource groups.

Change the status of resources by clicking one or more resources in the list and then clicking one of the following buttons. To deselect a resource, click it again.

- **In-Quarters** Click to assign the In Quarters status to resources currently located in their default quarters.
- **Cleared** Click to assign the In Service status to resources released from an incident.
- **Cancelled** Click to assign the In Service status to resources recalled from an incident to which they had been assigned.
- **Not Available** Click to assign the Out of Service status to currently unavailable resources.
- **Out of Service** Click to assign the Out of Service status to nonfunctional resources. For information on tracking the repair status of a resource, see “To track the repair status of a resource” on page 8-5.

- **In Service** Click to assign the In Service status to resources currently in use but available for incident response.

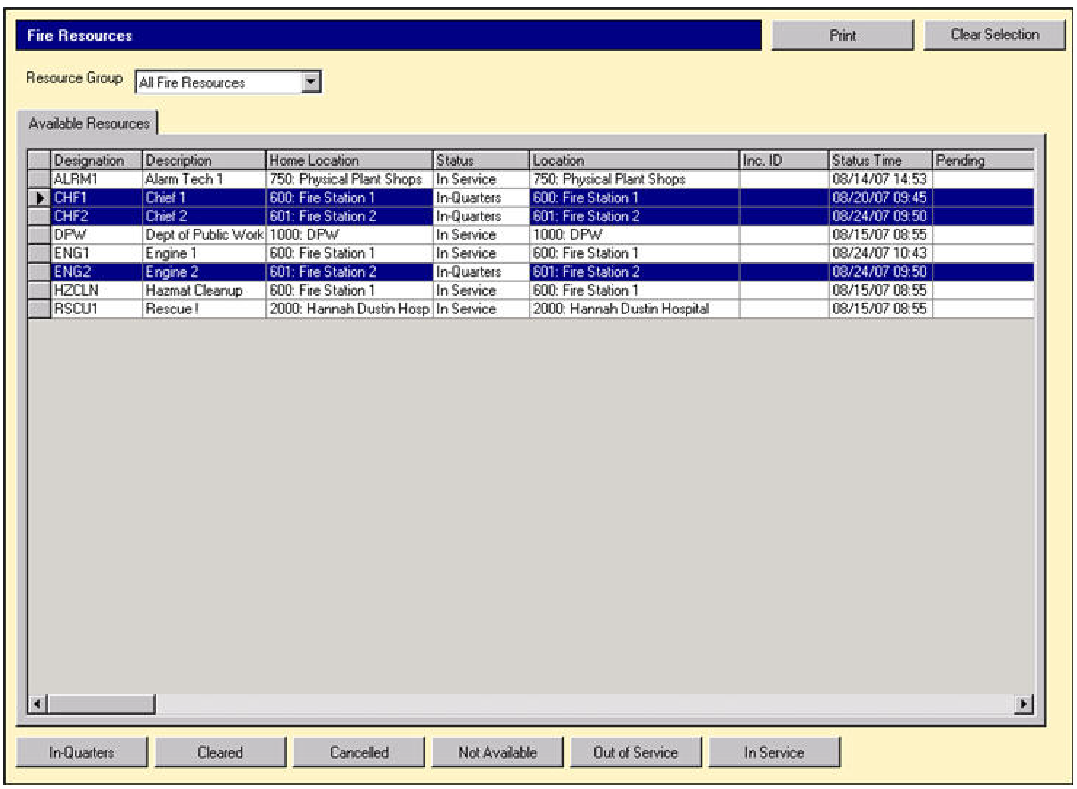
Resource Status Colors

Resource status is color-coded in the Fire Resources viewer and in the Dispatch viewer when you are handling an incident.

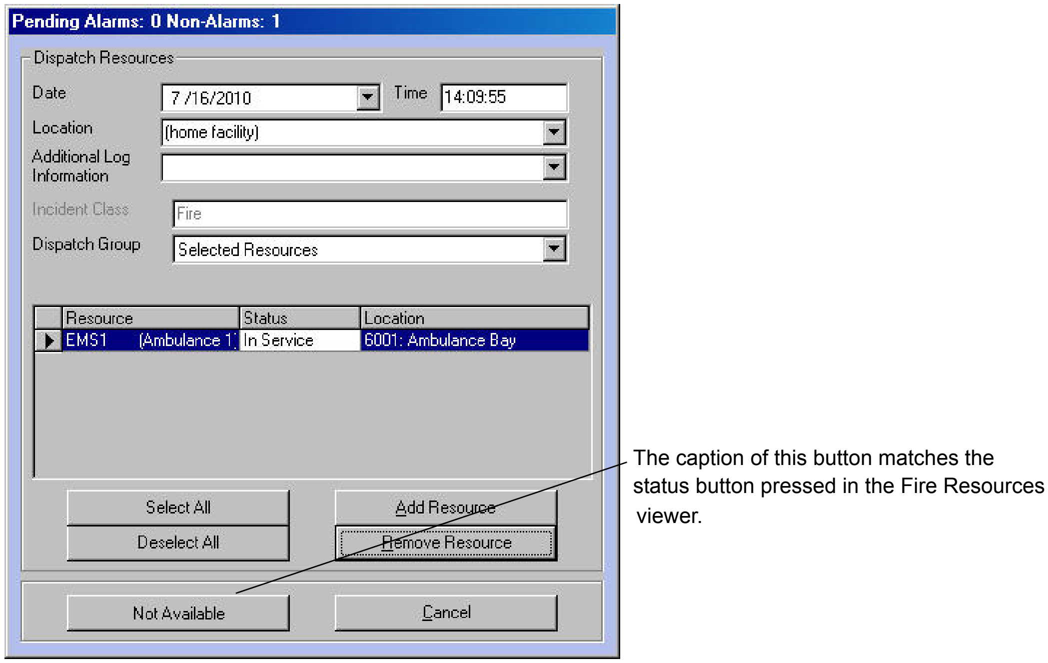
Resource Status	Color
Notified	Black text on yellow background
En-Route	White text on green background
On Scene	White text on purple background
Not Available	Yellow text on red background
Out of Service	White text on dark red background
In Quarters	Black text on white background
In Service	Black text on white background

To change the status of a resource

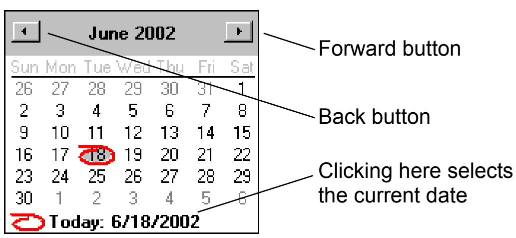
1 Select the resources for which you want to change the status, and de-select all other resources.



2 Click the button for the status you want to assign. The resource status change dialog box appears.



3 Click the drop-down arrow in the **Date** box to open the calendar, from which you can select the date.



4 Click the desired date. If necessary, use the forward and back arrow buttons to navigate the calendar a month at a time.

5 Enter a 24-hour clock time in the **Time** box. If you do not enter a time, the current time will be appended to the log entry when you close the dialog box.

6 If the resource was, at the date and time specified, in a location other than its home facility, specify the location in the **Location** box. You can manually enter text or click the down arrow to select from a list of all facilities entered in the D-21 database.

7 Use the **Additional Log Information** text box to record any additional information that should appear in the log record for the resource status change.

8 If you want to change the status of resources other than the ones currently displayed, you can modify the resource list in several ways.

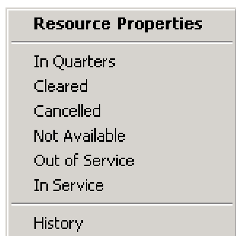
- Select a different group from the **Dispatch Group** drop-down list.
- Add one or more individual resources to the grid by clicking **Add Resource**.

- Remove an individual resource from the grid by clicking the resource in the grid and then clicking **Remove Resource**.
- Change the **Dispatch Group** to All Fire Resources or All Security Resources and click in the grid on the resources you want to change status for.

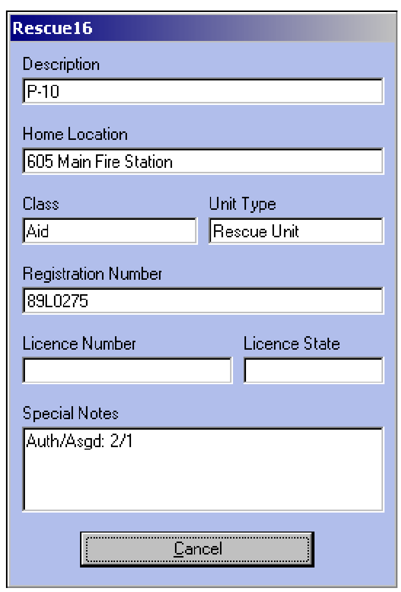
9 Click the status button. The button name matches the status button you originally clicked in the Resources viewer. The dialog box closes, and the status of the selected resources is changed.

To view resource information

1 In the Fire Resource list, right-click the resource you want to view. A pop-up menu appears.



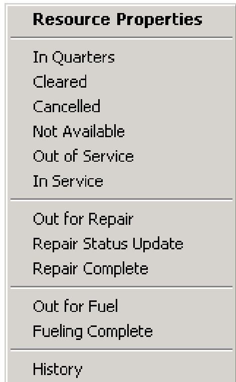
2 Select **Resource Properties**. The resource properties dialog box displays additional information about the resource which has been entered into the D-21 database.



To track the repair status of a resource

NOTE *The Vehicle Fuel and Repair Logs are custom D-21 features. Only resources which have been associated with a vehicle in the D-21 Admin Client will display repair and fueling commands on their pop-up menus.*

1 In the Fire Resources list, right-click the resource you want to identify as out for repair. A pop-up menu appears with available resource commands.

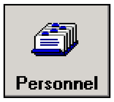


2 Select the action you want from the pop-up menu. All changes you make are recorded in the resource's history log.

NOTE *Resource fueling and repairs can also be tracked from the Fuel and Repair lists in the Daily Activity viewer. See "Fuel" on page 3-52 and "Repair" on page 3-55 for more information.*

- **Out for Repair** Clicking **Out for Repair** displays the Repair dialog box. Change the Location, In and Out information, and add any applicable notes. When you are finished, click **Initiate Repair**. The D-21 will automatically change the resource's Status field in the Fire Resource list to Out of Service, and will display the text 'Out for Repair' in the Pending field. Use the notes to track updates to the repair process, such as if parts need to be ordered, or if a resource has been sent to another repair facility. Notes are displayed in the Problem/Notes field on the Fire Resource list.
- **Repair Status Update** Use **Repair Status Update** if you want to update the contents of the Problem/Notes fields on the Fire Resources list.
- **Repair Complete** Use **Repair Complete** when you want to put the resource back into service and clear the Pending and Problem/Notes fields. The D-21 will automatically change the resource's Status field in the Fire Resource list to In Service.
- **Out for Fuel** Use **Out for Fuel** when you want to take a resource out of service and track the type and amount of fuel and the person refueling the vehicle. This command displays the same data entry form for refueling that is displayed when you click **Add** in the Fuel form in the Daily Activity window.
- **Fueling Complete** Use **Fueling Complete** when you want to put a resource back in service after refueling. Clicking this command is the same as clicking Fueling Complete with the resource selected in the Fuel form in the Daily Activity window.
- **History** Will show the history log for a specific vehicle in the History Log Viewer

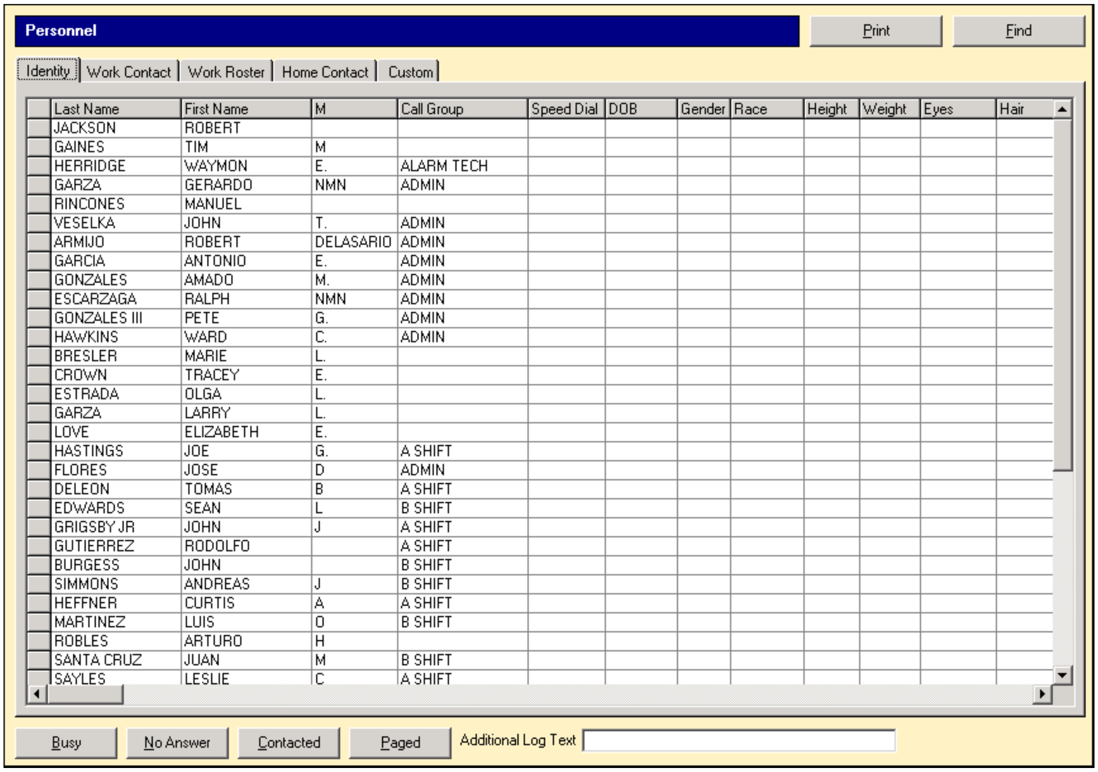
For more information on changing resource status, see "To change the status of a resource" on page 8-3.



Personnel Viewer

The Personnel viewer displays a list of all personnel entered in the D-21 database. The tabs allow you to view five different types of personnel information. Click **Personnel** in the left button bar to activate the Personnel viewer.

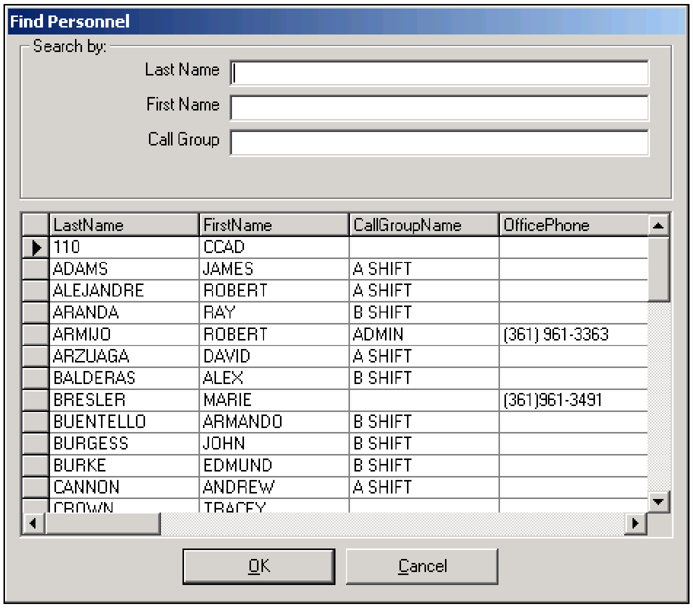
Figure 8-2
Personnel viewer



Last Name	First Name	M	Call Group	Speed Dial	DOB	Gender	Race	Height	Weight	Eyes	Hair
JACKSON	ROBERT										
GAINES	TIM	M									
HERRIDGE	WAYMON	E.	ALARM TECH								
GARZA	GERARDO	NMN	ADMIN								
RINCONES	MANUEL										
VESELKA	JOHN	T.	ADMIN								
ARMIJO	ROBERT	DELASARIO	ADMIN								
GARCIA	ANTONIO	E.	ADMIN								
GONZALES	AMADO	M.	ADMIN								
ESCARZAGA	RALPH	NMN	ADMIN								
GONZALES III	PETE	G.	ADMIN								
HAWKINS	WARD	C.	ADMIN								
BRESLER	MARIE	L.									
CROWN	TRACEY	E.									
ESTRADA	OLGA	L.									
GARZA	LARRY	L.									
LOVE	ELIZABETH	E.									
HASTINGS	JOE	G.	A SHIFT								
FLORES	JOSE	D	ADMIN								
DELEON	TOMAS	B	A SHIFT								
EDWARDS	SEAN	L	B SHIFT								
GRIGSBY JR	JOHN	J	A SHIFT								
GUTIERREZ	RODOLFO		A SHIFT								
BURGESS	JOHN		B SHIFT								
SIMMONS	ANDREAS	J	B SHIFT								
HEFFNER	CURTIS	A	A SHIFT								
MARTINEZ	LUIS	O	B SHIFT								
ROBLES	ARTURO	H									
SANTA CRUZ	JUAN	M	B SHIFT								
SAYLES	LESLIE	C	A SHIFT								

- **Print** Click **Print** to open the Report Viewer with the report populated from the foreground tab. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

- **Find** The **Find** button activates the Find Personnel dialog box.



There are two ways to specify the person you want to select:

– Begin typing the appropriate text in the Last Name, First Name, or Call Group box. When the desired name appears at the top of the list, click **OK.**

– Select the name in the list by clicking it, and then click **OK.**

The dialog box closes and the entry for the specified name is highlighted in the Personnel grid.

- **Busy** Click **Busy** to add a log entry indicating that the line was busy when a call to the selected person was attempted.
- **No Answer** Click **No Answer** to add a log entry indicating that there was no answer when a call to the selected person was attempted.
- **Contacted** Click **Contacted** to add a log entry indicating that the selected person was contacted when a call was attempted.
- **Paged** Click **Paged** to add a log entry indicating that the selected person was paged.
- **Additional Log Text** Text entered in this box appears at the end of the log entry. Enter any desired text here before you click Busy, No Answer, Contacted or Paged.

Identity Tab

The Identity tab displays the call group and physical characteristics of personnel.

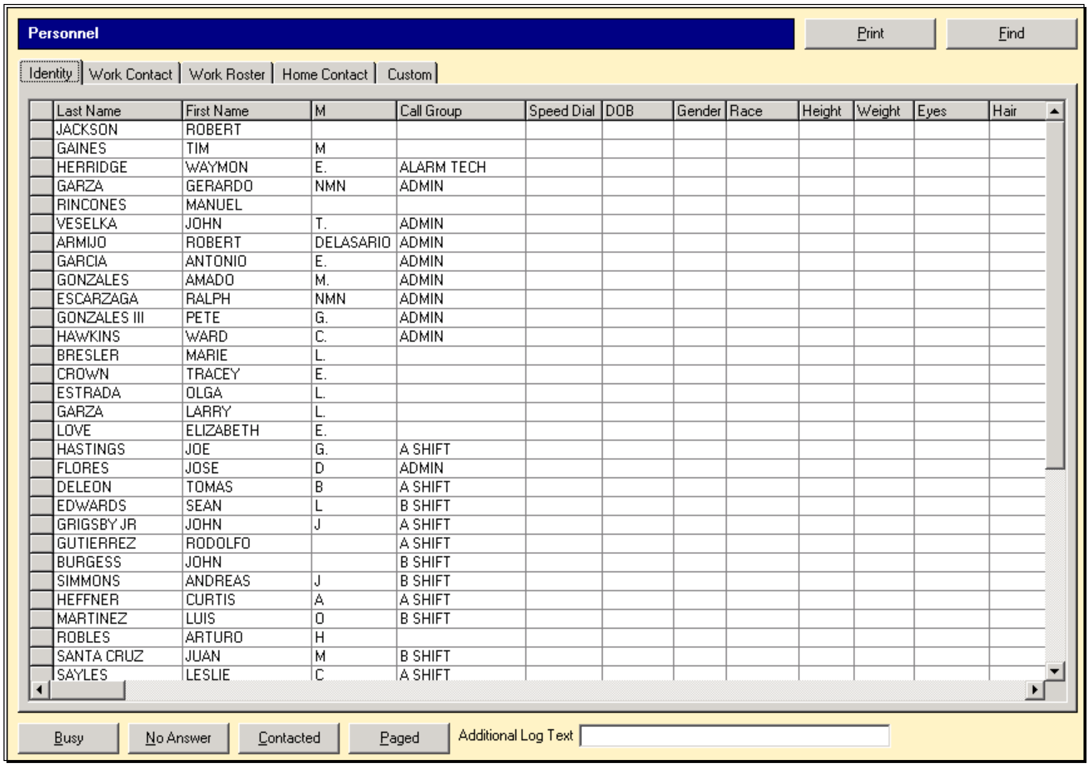
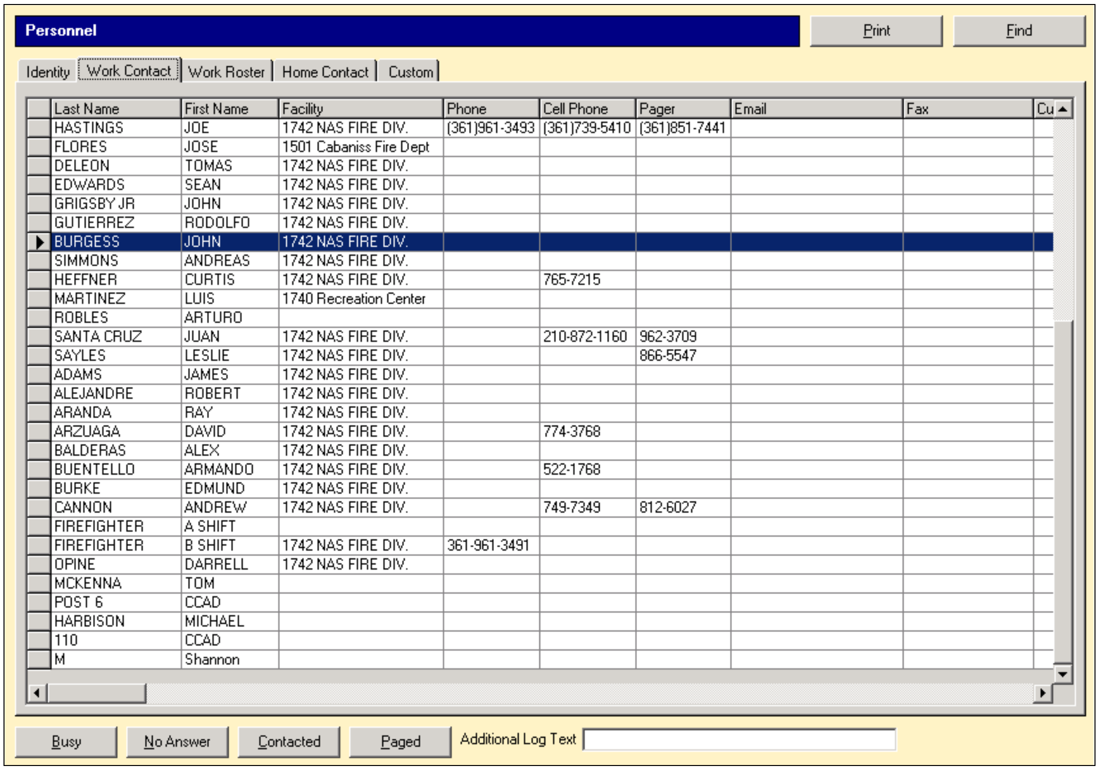


Figure 8-3
Identity tab in Personnel viewer

Work Contact Tab

The Work Contact tab displays work contact information for personnel.

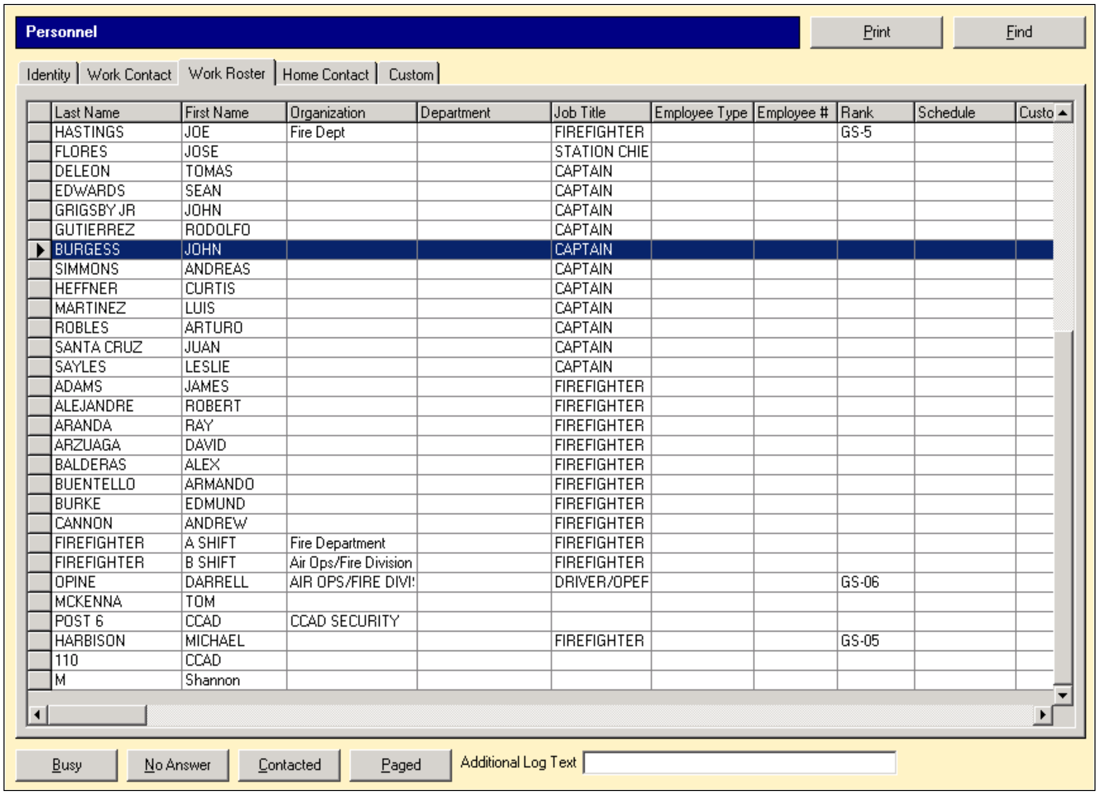
Figure 8-4
Work Contact tab in Personnel viewer



Last Name	First Name	Facility	Phone	Cell Phone	Pager	Email	Fax	Cu
HASTINGS	JOE	1742 NAS FIRE DIV.	(361)961-3493	(361)739-5410	(361)851-7441			
FLORES	JOSE	1501 Cabaniss Fire Dept						
DELEON	TOMAS	1742 NAS FIRE DIV.						
EDWARDS	SEAN	1742 NAS FIRE DIV.						
GRIGSBY JR	JOHN	1742 NAS FIRE DIV.						
GUTIERREZ	RODOLFO	1742 NAS FIRE DIV.						
BURGESS	JOHN	1742 NAS FIRE DIV.						
SIMMONS	ANDREAS	1742 NAS FIRE DIV.						
HEFFNER	CURTIS	1742 NAS FIRE DIV.		765-7215				
MARTINEZ	LUIS	1740 Recreation Center						
ROBLES	ARTURO							
SANTA CRUZ	JUAN	1742 NAS FIRE DIV.		210-872-1160	962-3709			
SAYLES	LESLIE	1742 NAS FIRE DIV.			866-5547			
ADAMS	JAMES	1742 NAS FIRE DIV.						
ALEJANDRE	ROBERT	1742 NAS FIRE DIV.						
ARANDA	RAY	1742 NAS FIRE DIV.						
ARZUAGA	DAVID	1742 NAS FIRE DIV.		774-3768				
BALDERAS	ALEX	1742 NAS FIRE DIV.						
BUENTELLO	ARMANDO	1742 NAS FIRE DIV.		522-1768				
BURKE	EDMUND	1742 NAS FIRE DIV.						
CANNON	ANDREW	1742 NAS FIRE DIV.		749-7349	812-6027			
FIREFIGHTER	A SHIFT							
FIREFIGHTER	B SHIFT	1742 NAS FIRE DIV.	361-961-3491					
OPINE	DARRELL	1742 NAS FIRE DIV.						
MCKENNA	TOM							
POST 6	CCAD							
HARBISON	MICHAEL							
110	CCAD							
M	Shannon							

Work Roster Tab

The Work Roster tab displays personnel work information such as rank, organization, and department.



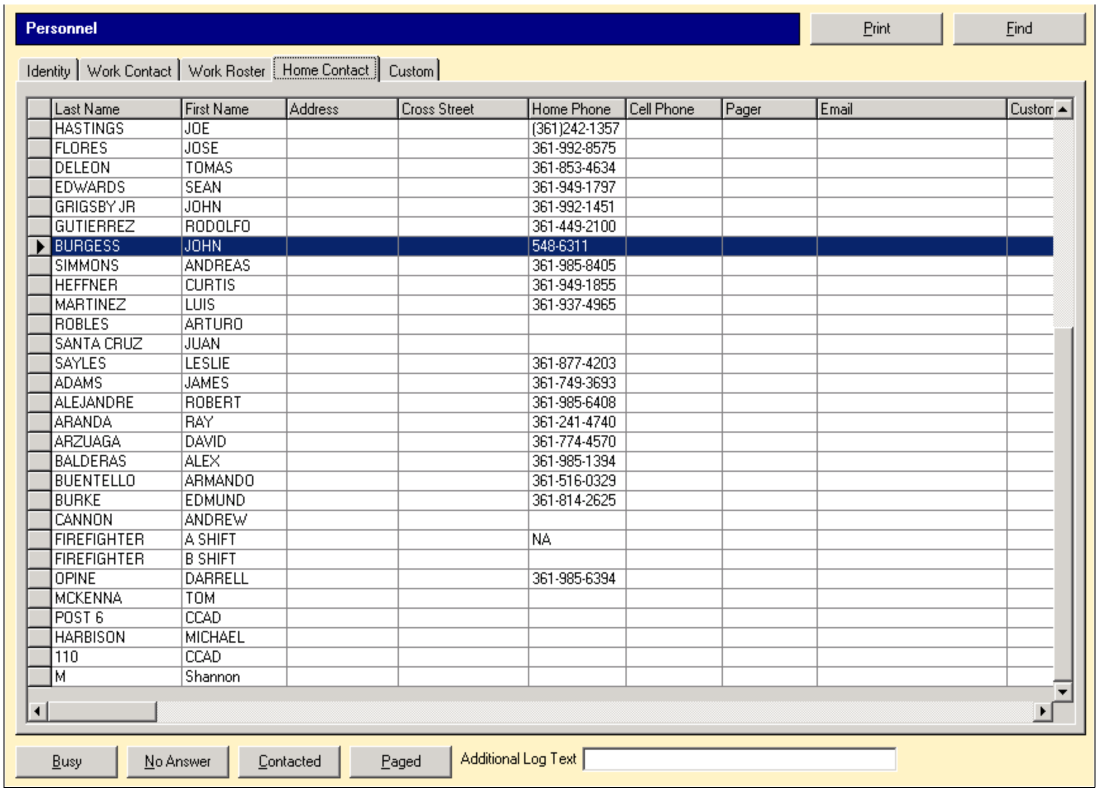
Last Name	First Name	Organization	Department	Job Title	Employee Type	Employee #	Rank	Schedule	Custo
HASTINGS	JOE	Fire Dept		FIREFIGHTER			GS-5		
FLORES	JOSE			STATION CHIE					
DELEON	TOMAS			CAPTAIN					
EDWARDS	SEAN			CAPTAIN					
GRIGSBY JR	JOHN			CAPTAIN					
GUTIERREZ	RODOLFO			CAPTAIN					
BURGESS	JOHN			CAPTAIN					
SIMMONS	ANDREAS			CAPTAIN					
HEFFNER	CURTIS			CAPTAIN					
MARTINEZ	LUIS			CAPTAIN					
ROBLES	ARTURO			CAPTAIN					
SANTA CRUZ	JUAN			CAPTAIN					
SAYLES	LESLIE			CAPTAIN					
ADAMS	JAMES			FIREFIGHTER					
ALEJANDRE	ROBERT			FIREFIGHTER					
ARANDA	RAY			FIREFIGHTER					
ARZUAGA	DAVID			FIREFIGHTER					
BALDERAS	ALEX			FIREFIGHTER					
BUENTELLO	ARMANDO			FIREFIGHTER					
BURKE	EDMUND			FIREFIGHTER					
CANNON	ANDREW			FIREFIGHTER					
FIREFIGHTER	A SHIFT	Fire Department		FIREFIGHTER					
FIREFIGHTER	B SHIFT	Air Ops/Fire Division		FIREFIGHTER					
OPINE	DARRELL	AIR OPS/FIRE DIVI:		DRIVER/OPEF			GS-06		
MCKENNA	TOM								
POST 6	CCAD	CCAD SECURITY							
HARBISON	MICHAEL			FIREFIGHTER			GS-05		
110	CCAD								
M	Shannon								

Figure 8-5
Work Roster tab in Personnel viewer

Home Contact Tab

The Home Contact tab displays personnel home contact information.

Figure 8-6
Home Contact tab in Personnel viewer



Custom Tab

The Custom tab displays custom personnel information that has been entered into the D-21 database. Custom fields are created and populated in the D-21 Admin Client.

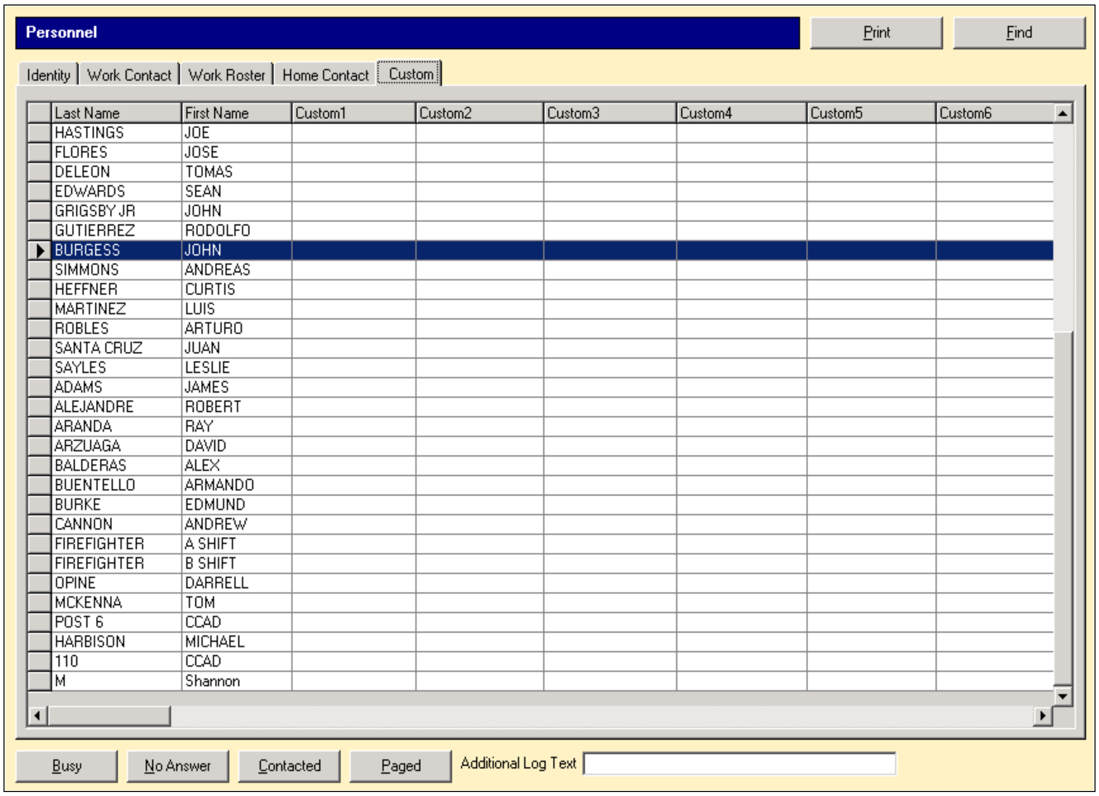
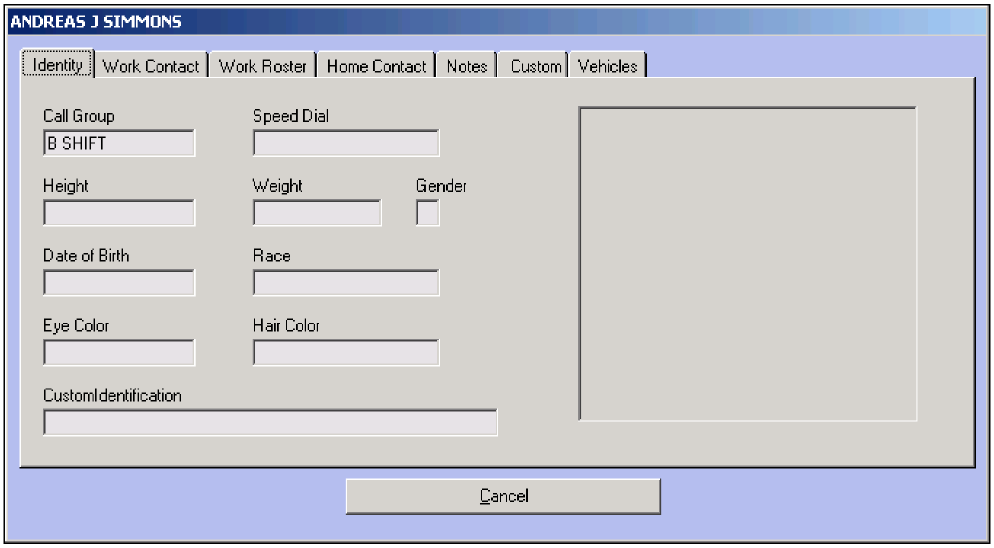


Figure 8-7
Custom tab in Personnel viewer

Personnel Properties

When you right-click a person in the personnel list, and then click **Personnel Properties** on the pop-up menu, the personnel dialog box appears.

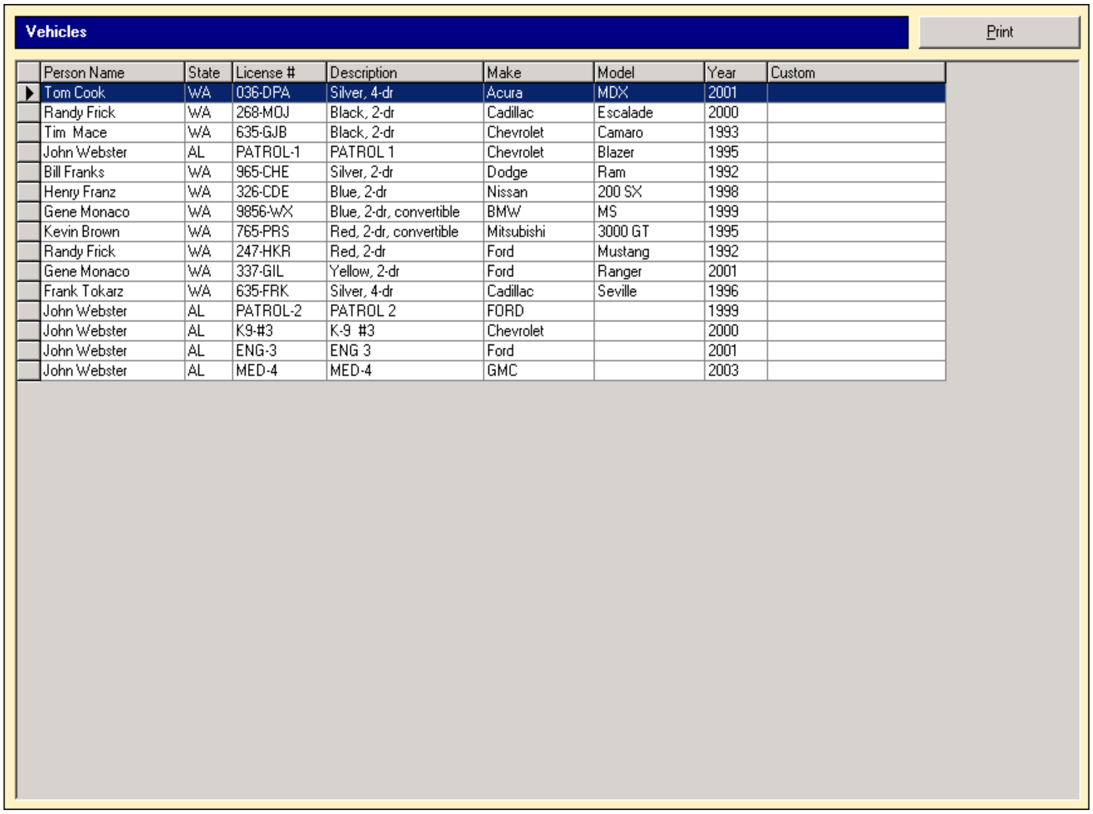


Click the tabs to see all information recorded in the D-21 database for the person in question.

Vehicles Viewer

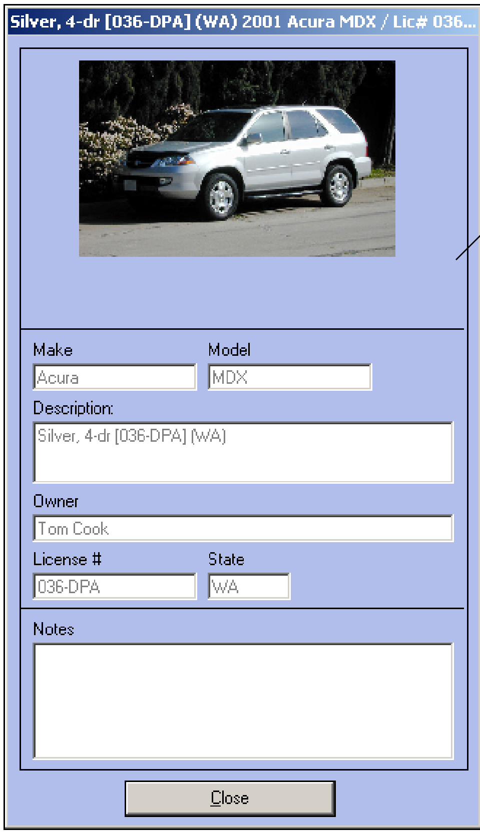
The Vehicles viewer displays a list of all vehicles that have been entered in the D-21 database. Click **Vehicles** in the left button bar to display the Vehicles viewer.

Figure 8-8
Vehicles viewer



Person Name	State	License #	Description	Make	Model	Year	Custom
Tom Cook	WA	036-DPA	Silver, 4-dr	Acura	MDX	2001	
Randy Frick	WA	268-MOJ	Black, 2-dr	Cadillac	Escalade	2000	
Tim Mace	WA	635-GJB	Black, 2-dr	Chevrolet	Camaro	1993	
John Webster	AL	PATROL-1	PATROL 1	Chevrolet	Blazer	1995	
Bill Franks	WA	965-CHE	Silver, 2-dr	Dodge	Ram	1992	
Henry Franz	WA	326-CDE	Blue, 2-dr	Nissan	200 SX	1998	
Gene Monaco	WA	9856-WX	Blue, 2-dr, convertible	BMW	MS	1999	
Kevin Brown	WA	765-PRS	Red, 2-dr, convertible	Mitsubishi	3000 GT	1995	
Randy Frick	WA	247-HKR	Red, 2-dr	Ford	Mustang	1992	
Gene Monaco	WA	337-GIL	Yellow, 2-dr	Ford	Ranger	2001	
Frank Tokarz	WA	635-FRK	Silver, 4-dr	Cadillac	Seville	1996	
John Webster	AL	PATROL-2	PATROL 2	FORD		1999	
John Webster	AL	K9-#3	K-9 #3	Chevrolet		2000	
John Webster	AL	ENG-3	ENG 3	Ford		2001	
John Webster	AL	MED-4	MED-4	GMC		2003	

Right-click a vehicle in the list and click **Vehicle Properties** to display more information about a vehicle.



All vehicle information is entered in the D-21 Admin Client.

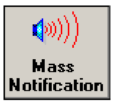
Section 9
Using Mass Notification

Read this section to learn how to broadcast pre-recorded and live-voice messages.

Contents

Using Mass Notification

The D-21 Mass Notification System (MNS) plays pre-recorded, broadcast, and live-voice messages from in-building MNS panels or from wide-area speaker stations. MNS can be used as a stand-alone system or in conjunction with other D-21 modules, such as Fire, Security, or Facility Management. MNS is available with the standard D-21 (no graphics or map), the D-21G (with graphics), or the D-21M (with graphics and map). When MNS is used with the D-21M, you can initiate pre-recorded and live-voice messages directly from the D-21 map.



Playing Mass Notification Messages

There are three types of MNS messages that can be played using the D-21 MNS system. Each type requires configuration in the D-21 Admin Client.

- **Pre-recorded** Pre-recorded messages are installed in the MNS panel controlled by the MNS remote unit.
- **Broadcast** Broadcast messages are *.wav files installed on the D-21 primary server. An external sound card must be installed on the primary server and connected to an ACU-1000 audio switch for broadcast message functionality.
- **Live-voice** Live-voice messages are created when the D-21 operator speaks into a microphone connected to an ACU-1000 audio switch. The RFM's local microphone can also be used as a live-voice source.

Use the Mass Notification viewer to set up, initiate, activate, and deactivate pre-recorded, broadcast and live-voice messages. Click **Mass Notification** in the right button bar to switch to the Mass Notification viewer.

To set up a pre-recorded message, you first select the message and then select the facilities in which you want to play the message. To set up a live-voice or broadcast message, you first select the input source and then select the facilities in which you want to play the message.

CAUTION *Fire alarms and status condition changes are not displayed while a live-voice or broadcast message is activated. When a live-voice or broadcast message is deactivated, the status changes that occurred during the message are displayed according to their priority: alarms will be displayed before troubles, troubles will be displayed before normals, etc.*

After the message is set up, it must be initiated at all the remote units within the area. Initiating the message sends a communication from the D-21 to each remote unit to determine if the unit is ready. The remote unit reports the following status when the D-21 sends the Initiate command:

- **Ready** The unit is ready to activate the selected pre-recorded message or live-voice audio.
- **Busy** The unit is already playing a pre-recorded or live-voice message.
- **No Reply** The unit is not responding to the Initiate command.

NOTE *Disabled unit status is not displayed in the MNS viewer.*

Once a message is initiated at the remote unit and the unit reports the Ready status, you can activate or play the message. Up to four different pre-recorded messages can be played at four different remote units at the same time. However, only one live-voice or broadcast message can play at a time. Live-voice, broadcast, and pre-recorded messages can be deactivated manually by D-21 operators or automatically through the message time-outs specified in the D-21 Admin Client and at the remote unit.

IMPORTANT *You can activate a live-voice or broadcast message while pre-recorded messages are playing, but you cannot make any changes to pre-recorded messages while a live-voice or broadcast message is active.*

Playing Messages on Multiple Sites

The D-21 supports playing pre-recorded, broadcast, and live-voice messages on more than one site. Each site in the D-21database requires an RFM 7000 RID with mass notification functionality enabled. See the D-21 Admin Client User Guide for more information on configuring mass notification at multiple sites.

Operators can only initiate MNS messages to one site at a time. Once a message is initiated at one site, an operator can change sites and set up a message to another site. Pre-configured messages are site-specific and can only be initiated and activated from their own site.

Only pre-recorded messages, live-voice and broadcast input sources, and facilities specific to the site selected in the Mass Notification viewer, in the Map Mass Notification view, or in the MNS Status viewer are displayed when setting up messages.

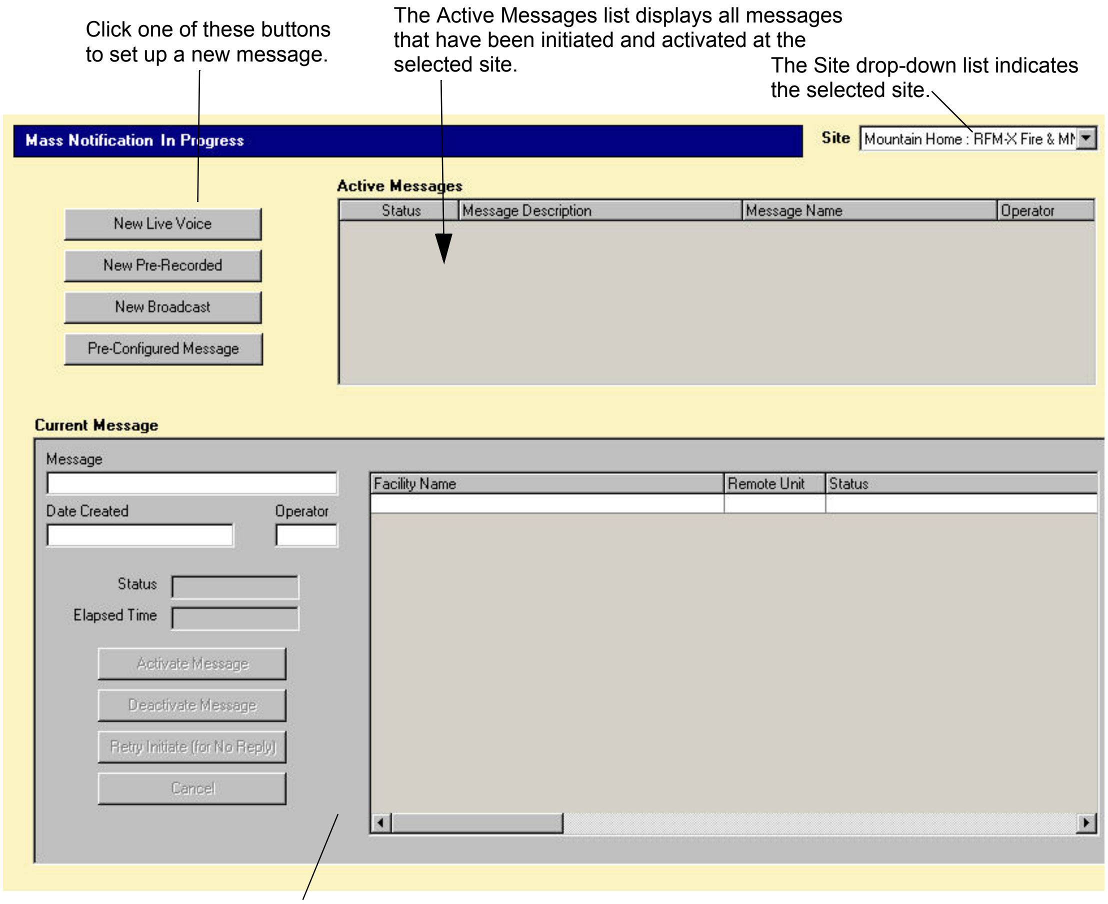
Playing Pre-Recorded Messages

When you select a pre-recorded message to play, the D-21 only displays destination facilities that have a BT-X Communicator, Communicator Plus, or BT-X Wide Area Communicator Plus (WAC+) remote unit with the selected message in its message group. For example, if you select the “Tornado Warning,” the D-21 only displays destination facilities that are associated with BT-X units that have “Tornado Warning” in their pre-recorded message group.

IMPORTANT *You cannot activate or deactivate a pre-recorded message while a live-voice message is active.*

To play a pre-recorded message

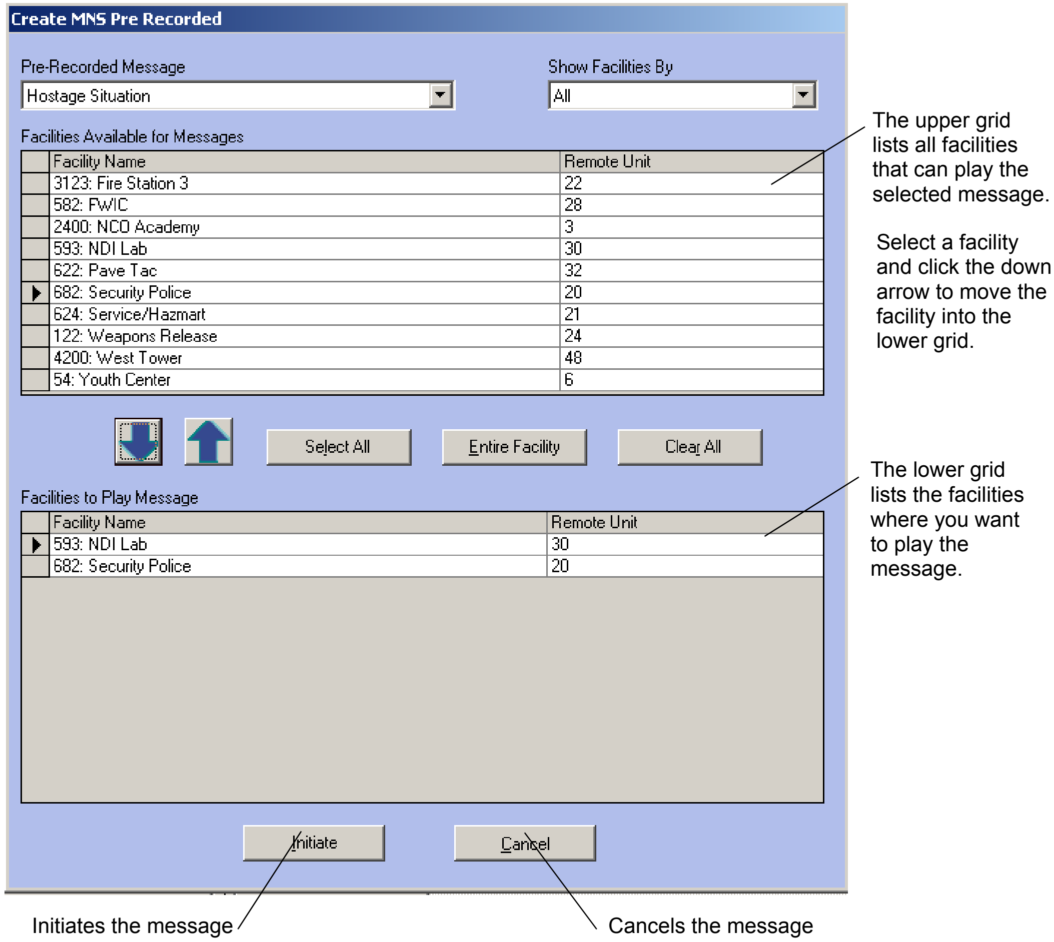
1 Click **Mass Notification** in the right button bar to display the Mass Notification viewer.



The Current Message area displays details for the message selected in the Active Messages list.

2 Select the site at which you want to play the message in the **Site** drop-down list.

3 Click **New Pre-Recorded**. The Create MNS Pre-Recorded dialog box appears.



4 Select the message that you want to play in the **Pre-Recorded Message** drop-down list. The list of facilities in the upper grid only displays facilities where there is a BT-X Communicator, BT-X Communicator Plus or BT-X/WAC+ remote unit that has been configured with the selected message.

5 Select the type of facility you want to display in the upper grid in the **Show Facilities By** drop-down list.

- **In-Building** All facilities associated with BT-X units configured for in-building pre-recorded messages that have the selected message in their message group.
- **Wide-Area** All facilities associated with BT-X/WAC+ units configured for wide-area pre-recorded messages that have the selected message in their message group.
- **All** All units configured for either in-building or wide-area pre-recorded messages that have the selected message in their message group.

6 Select the facilities to which you want to play the selected message in the **Facilities Available for Messages** grid and click the down arrow to move them into the **Facilities to Play Messages** grid.

7 Click **Initiate**. The dialog box closes, and the message and facilities are displayed in the Current Message area in the Mass Notification viewer, displaying the Initiating status. The unit status changes to Ready when the remote unit is ready to activate the message.

NOTE *If the D-21 does not receive a reply from a BT-X in response to the Initiate request, the D-21 displays the No Reply status and enables the Retry Initiate (for No Reply Units) button. Click the Retry Initiate (for No Reply Units) button to initiate the units that did not reply to the original request.*

8 Click **Activate Message** when it becomes available in the Mass Notification viewer. If you do not click **Activate Message** within four minutes, the Initiate process times out and you must start again by clicking **New Pre-Recorded**.

The system plays the message. The message will play until it is deactivated by the pre-recorded message timeout or until it is deactivated manually by an operator.

9 If you want to stop playing the message before the pre-recorded message timeout, click **Deactivate Message**.

NOTE *A pre-recorded message automatically deactivates when it reaches the pre-recorded message timeout set in the D-21 Admin Client. Just prior to reaching the timeout, the D-21 Incident Client displays an alert informing the operator that the message is about to timeout.*

Playing Broadcast Messages

CAUTION *Fire alarms and status condition changes are not displayed while a broadcast message is activated. When you deactivate a live-voice message, status changes that occurred during the live-voice message are displayed according to their priority: alarms will be displayed before troubles, troubles will be displayed before normals, etc.*

Use broadcast messages to play a sound file to selected facilities. You can only select facilities for a broadcast message in which there is a BT-X Communicator or Communicator+ or a BT-X/WAC+ unit installed, and, since broadcast messages use the same technology as live-voice messages, the units must be enabled for live voice. You can only select a broadcast source that has been configured for the workstation at which you are working and for the site to which you want to play the message. See the D-21 Admin Client User Guide for instructions on configuring broadcast messages.

Only one broadcast message can be active at a time per site. You cannot make any changes to initiated or activated pre-recorded messages in the Active Message list until the broadcast message is deactivated.

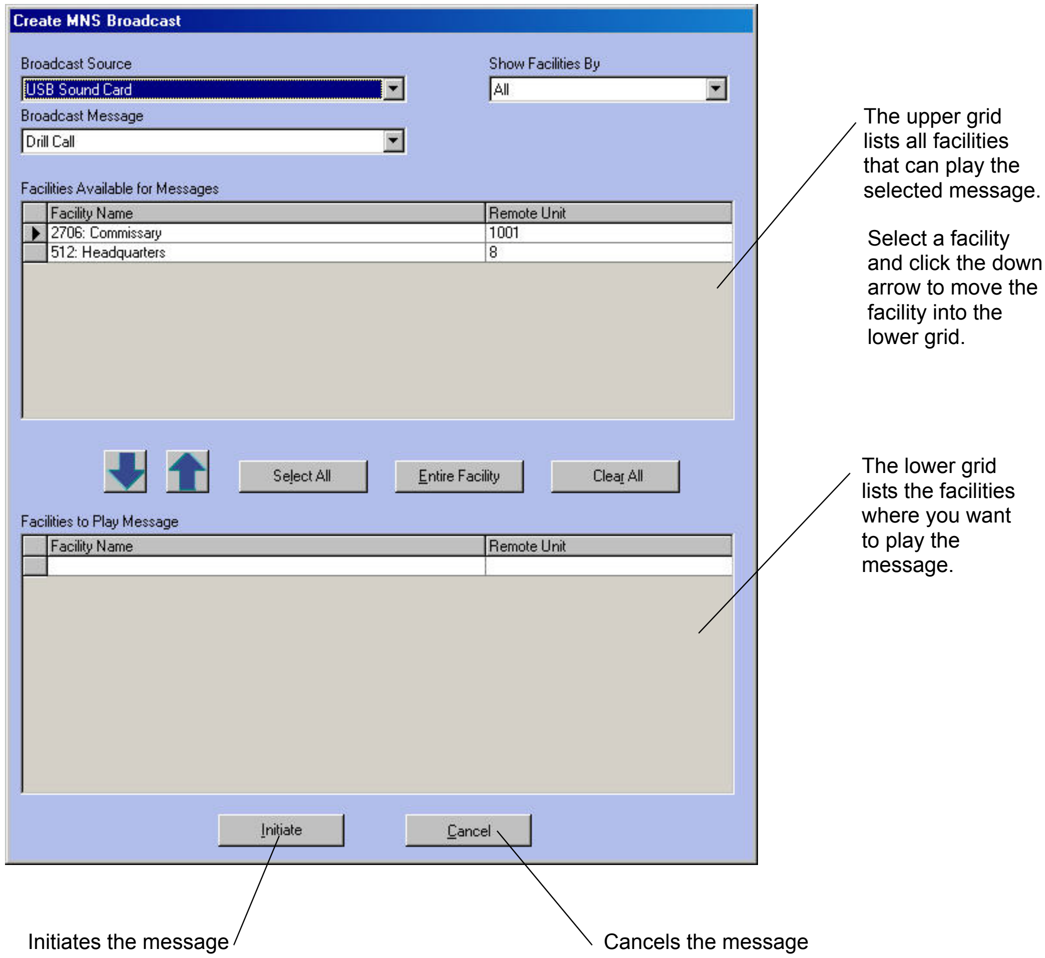
IMPORTANT *You cannot activate or deactivate a pre-recorded message while a broadcast message is active.*

To play a broadcast message

1 Click **Mass Notification** in the right button bar. The Mass Notification viewer appears.

2 Select the site to which you want to play the message in the **Site** drop-down list.

3 Click **New Broadcast.** The Create MNS Broadcast dialog box appears.



4 Select the input source for the broadcast message in the **Broadcast Source** drop-down list. This list is customized for this workstation in the D-21 Admin Client.

5 Select the message that you want to play in the **Broadcast Message** drop-down list.

6 Select the type of facility you want to display in the upper grid in the **Show Facilities By** drop-down list.

- **In-Building** All facilities associated with BT-X remote units configured for in-building live-voice messages appear in the list.
- **Wide Area** All facilities associated with BT-X/WAC+ remote units configured for wide-area live-voice messages appear in the list.
- **All** All units configured for either in-building or wide-area live-voice messages appear in the list.

7 Select the facilities in which you want to play the broadcast message in the **Facilities Available for Messages** grid and click the down arrow to move them into the **Facilities to Play Message** grid.

8 Click **Initiate**. The dialog box closes, and the message and facilities are displayed in the Current Message area in the Mass Notification viewer, displaying the Initiating status. The unit status changes to Ready when the remote unit is ready to activate the message.

NOTE *If the D-21 does not receive a reply from a BT-X in response to the Initiate request, the D-21 displays the No Reply status and displays the Retry Initiate (for No Reply Units) button. Click the Retry Initiate (for No Reply Units) button to initiate the units that did not reply to the original request.*

9 Click **Activate Broadcast** when it becomes available. If you do not click **Activate Broadcast** within four minutes of initiating the message, the initiate process times out and you must start again by clicking **New Broadcast**.

10 When the message has finished, click **Deactivate Broadcast**.

NOTE *A broadcast message automatically deactivates when it reaches the live-voice timeout set in the D-21 Admin Client. Just prior to reaching the timeout, the D-21 Incident Client displays an alert informing the operator that the message is about to timeout. For more information, see the D-21 Admin Client User Guide.*

Playing Live-Voice Messages

CAUTION *Fire alarms and status condition changes are not displayed while a live-voice message is activated. When you deactivate a live-voice message, status changes that occurred during the live-voice message are displayed according to their priority: alarms will be displayed before troubles, troubles will be displayed before normals, etc.*

Use live-voice messages to speak “live” to selected facilities. You can only select facilities for a live-voice message where there is a BT-X Communicator, BT-X Communicator Plus or BT-X/WAC+ with live-voice messages enabled. You can only select voice input sources that have been configured for the workstation on which you are working and for the site to which you want to play the message. Remote units and workstations are configured for live-voice in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information.

Only one live-voice message can be active at a time per site. You cannot make any changes to initiated or activated pre-recorded messages in the Active Message list until the live-voice message is deactivated.

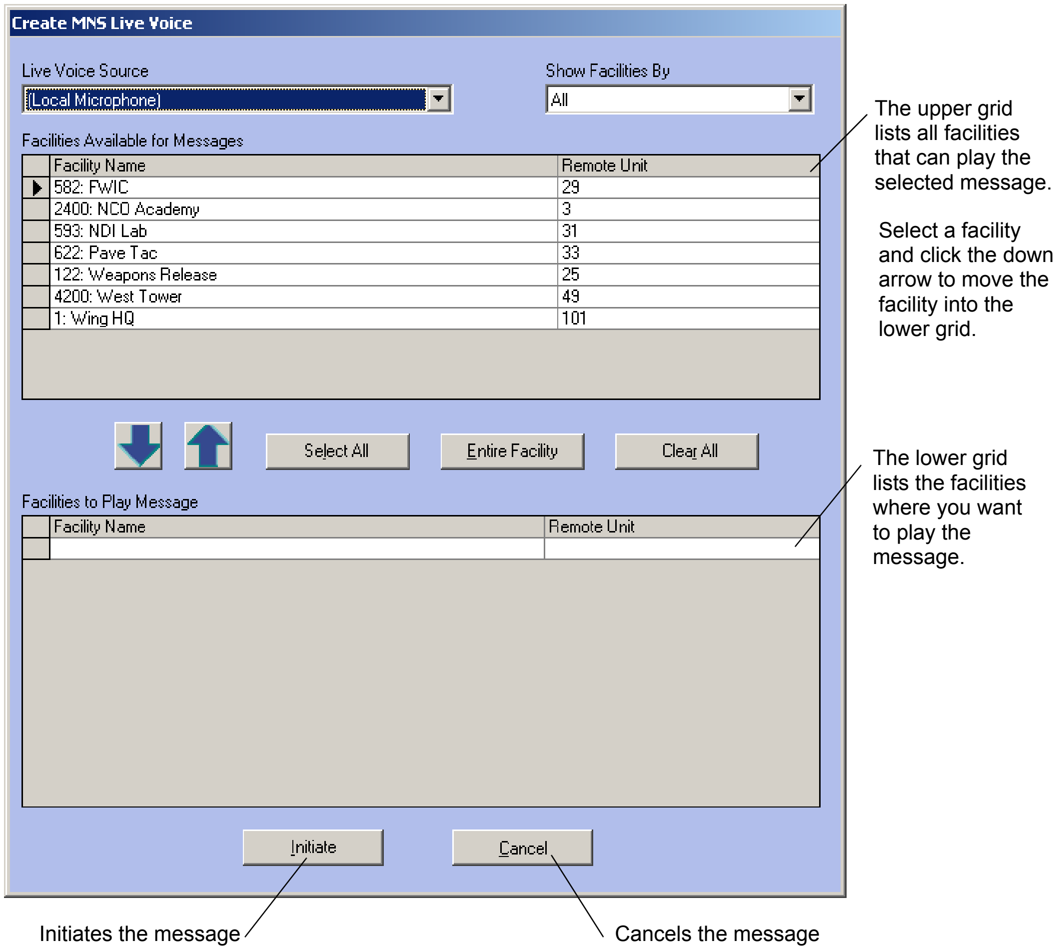
IMPORTANT *You cannot activate or deactivate a pre-recorded message while a live-voice message is active.*

To play a live-voice message

1 Click **Mass Notification** in the right button bar. The Mass Notification viewer appears.

2 Select the site to which you want to play the message in the **Site** drop-down list.

3 Click **New Live Voice.** The Create MNS Live Voice dialog box appears.



4 Select the input source for the live-voice message in the **Live Voice Source** drop-down list. This list is customized for this workstation in the D-21 Admin Client.

5 Select the type of facility you want to display in the upper grid in the **Show Facilities By** drop-down list.

- **In-Building** All facilities associated with BT-X remote units configured for in-building live-voice messages appear in the list.
- **Wide Area** All facilities associated with BT-X/WAC+ remote units configured for wide-area live-voice messages appear in the list.
- **All** All units configured for either in-building or wide-area live-voice messages appear in the list.

6 Select the facilities in which you want to play the live-voice message in the **Facilities Available for Messages** grid and click the down arrow to move them into the **Facilities to Play Message** grid.

7 Click **Initiate**. The dialog box closes, and the input source and facilities are displayed in the Current Message area in the Mass Notification viewer, displaying the Initiating status. The unit status changes to Ready when the remote unit is ready to activate the message.

NOTE *If the D-21 does not receive a reply from a BT-X in response to the Initiate request, the D-21 displays the No Reply status and displays the Retry Initiate (for No Reply Units) button. Click the Retry Initiate (for No Reply Units) button to initiate the units that did not reply to the original request.*

8 Click **Activate Live Voice** when it becomes available. If you do not click **Activate Live Voice** within four minutes of initiating the message, the initiate process times out and you must start again by clicking **New Live Voice**.

9 Speak into the live-voice input source. If the input source is a remote telephone, the D-21 will “chirp” to indicate to the source that the activation process is complete and the source is live.

10 When you have finished, click **Deactivate Live Voice**.

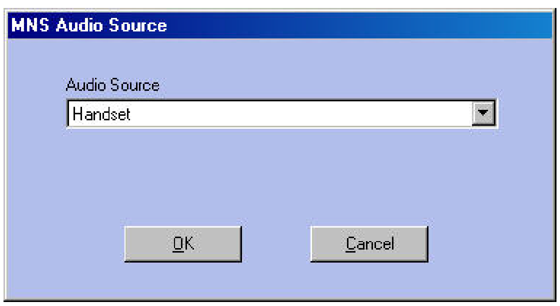
NOTE *A live-voice message automatically deactivates when it reaches the live-voice timeout set in the D-21 Admin Client. Just prior to reaching the timeout, the D-21 Incident Client displays an alert informing the operator that the message is about to timeout. For more information, see the D-21 Admin Client User Guide.*

To change the audio source after a broadcast or live-voice message is initiated

You can play a broadcast message and then switch directly to live-voice, and vice versa, if desired. You can also switch from one live-voice source to another.

1 Select the message in the **Active Messages** list to display the message in the **Current Message** area.

2 Click **Change Audio Source**. The MNS Audio Source dialog is displayed.



3 Select the new input source from the **Audio Source** drop-down list. The list only displays input sources that are configured for the current workstation and at the current site.

4 Click **OK**.

Playing Pre-Configured Messages

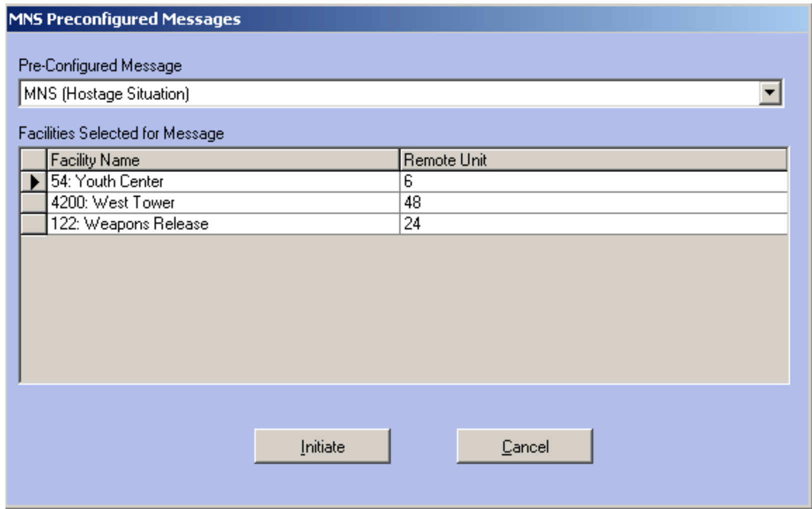
Pre-configured messages are messages that administrators create in the D-21 Admin Client to be played later by operators from the D-21 Incident Client. A pre-configured pre-recorded message includes the specific message and facilities to which it will play. Pre-configured live-voice messages include an input source and selected facilities. You cannot make changes to pre-configured pre-recorded messages in the D-21 Incident Client, but you can change the input source for a live-voice pre-configured message after you initiate it.

To play a pre-configured message

1 Click **Mass Notification** on the right button bar.

2 Select the location in the **Site** drop-down list to which you want to play the message.

3 Click **Pre-Configured Message**.



4 Select the message you want to play in the **Pre-Configured Message** drop-down list.

5 Click **Initiate**. The dialog box closes, and the message is displayed in the **Current Messages** area in the Mass Notification viewer, displaying the Initiating status for all remote units.

NOTE *You can change the input source for a live-voice message after it is initiated. See "To change the audio source after a broadcast or live-voice message is initiated" on page 9-10. You cannot make any changes to a pre-configured pre-recorded message.*

6 Click **Activate Message** when it becomes available. For more information on playing messages, see "To play a pre-recorded message" on page 9-4 and "To play a live-voice message" on page 9-8.

Deactivating Messages

The RFM 7000 RID that communicates with the MNS remote units has global pre-recorded and live-voice time-outs that automatically deactivate messages after the duration specified in the D-21 Admin Client. To stop a pre-recorded message or to shut down the active voice input for a live-voice message before the timeout, you must deactivate the message.

To deactivate a message

1 Select the message you want to deactivate in the Active Messages list.

2 Click **Deactivate Message**. A message asks you to confirm that you want to deactivate the message.

3 Click **Yes**.

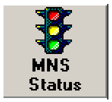
To deactivate all active messages

1 Select **RID Commands** on the right button bar.

2 On the RID tab, select the RFM 7000 RID that you are using for MNS.

3 Click either **Deactivate All MNS** or **Deactivate Live Voice** depending on what you want to deactivate. A message asks you to confirm that you want to deactivate all messages.

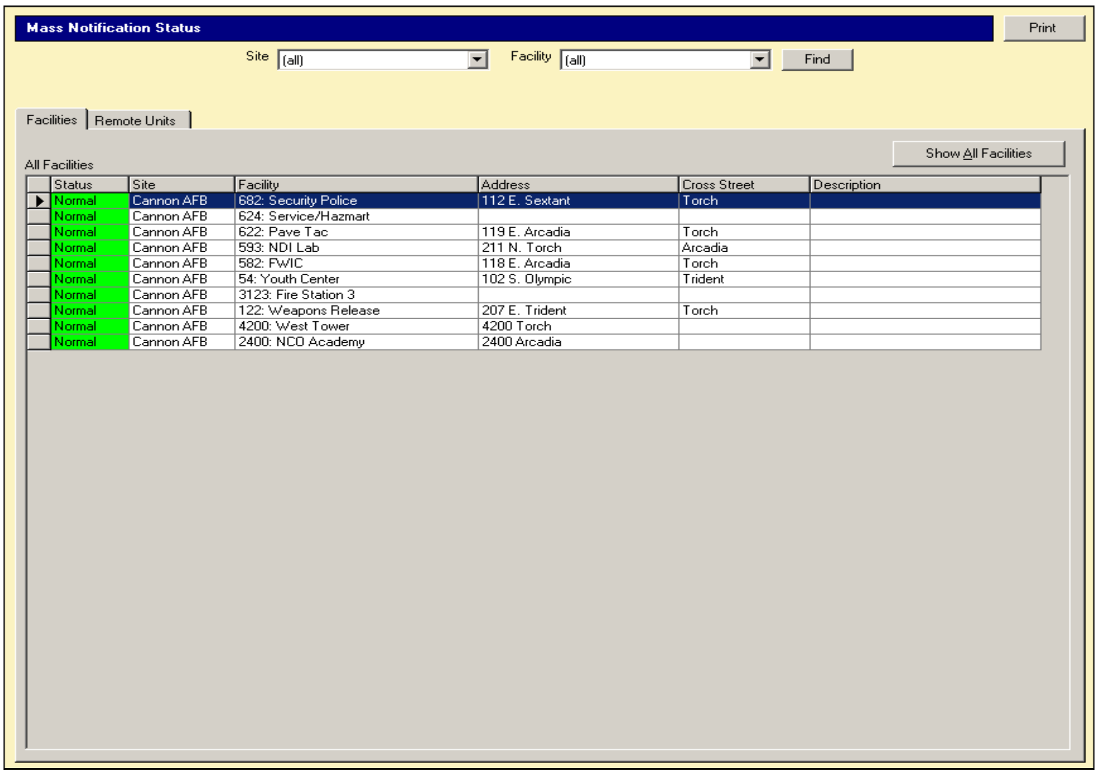
4 Click **Yes**.



Using the MNS Status Viewer

Use the MNS Status viewer to check the status of facilities and remote units that are configured for mass notification. You can also initiate pre-recorded and live-voice messages for a particular facility in this viewer. Click **MNS Status** on the left button bar to open the Mass Notification Status viewer.

Figure 9-1 *Mass Notification Status viewer*



- **Site** Select the site you want to view. Select **(all)** to view all sites. The site selected determines which facilities appear in the list.
- **Facility** Select a facility to display the facility's remote units. Use the **Find** button to search the list of facilities by facility number, facility name, street, or street number.
- **Print** Opens the Report Viewer with the report populated from the list on the foreground tab. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

To initiate a mass notification message from the MNS Status viewer

NOTE *You can initiate a message to only one facility at a time in the MNS Status viewer. To initiate a message to multiple facilities, use the Mass Notification commands window. See* *"Playing Mass Notification Messages" on page 9-2.*

1 Click **MNS Status** on the left button bar. When the MNS Status viewer appears click the Facilities tab.

2 In the grid, select the site to which you want to play the message in the Site drop-down list.

3 Right-click the facility to which you want to play the message.

4 Click one of the following pop-up menu items:

- **Initiate MNS Pre-Recorded** Displays all pre-recorded messages that are available at the selected facility. Select the message you want to play.
- **Initiate MNS Live Voice** Displays all input sources that are available for the selected site and workstation. Select the input source you want to use for the live-voice message.

The message is initiated. The Mass Notification viewer is displayed with the new message displayed in the Current Message area.

5 Click **Activate Message** when the button becomes available (when the message status changes from Initiating to Ready). For more information on playing pre-recorded messages, see “To play a pre-recorded message” on page 9-4. For more information on playing live-voice messages, see “To play a live-voice message” on page 9-8.

Playing Messages from the Map

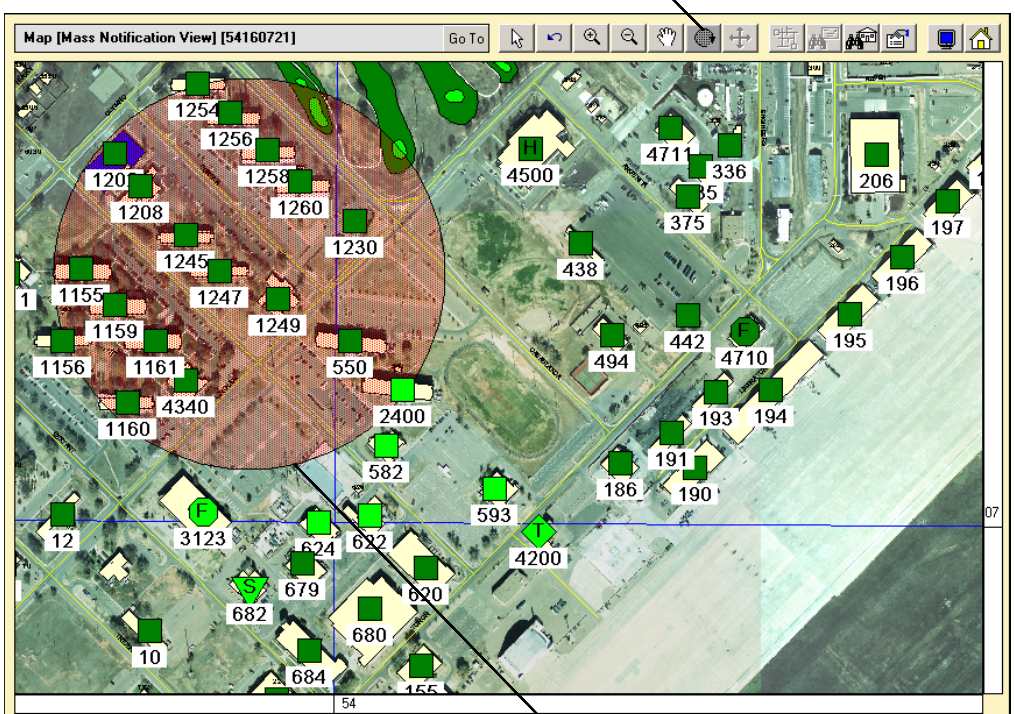
If you have the D-21 Mass Notification Client with Map and Graphics installed, you can initiate pre-recorded and live-voice messages directly from the Mass Notification map.

IMPORTANT *If you have more than one site configured with mass notification messages, be sure to display the map for the site where you want to broadcast the message. See “To customize the Map viewer” on page 7-4 for information on changing sites on the map.*

When you initiate a message from the map, you first select the facilities and then select the type of message (pre-recorded or live-voice) that you want to play. The facilities included in your selection determine which pre-recorded messages are available for selection. You select multiple facilities by drawing a perimeter around them on the map. All input sources that are set up for the workstation are available for live-voice messages from the map.

Figure 9-2 *Mass Notification Map viewer*

Click here, and then use the mouse pointer to select an area to receive a mass notification message



Circle indicates the area selected on the map

For more information on using the map, see “Map View (D-21M only)” on page 7-2.

To initiate pre-recorded messages from the map

1 Click **Map View** in the left button bar to display the map.

2 If necessary, click the Map Options button in the Map toolbar to:

- Select Mass Notification View from the Facility View drop-down list.

- Select the site to which you want to play the pre-recorded message from the Site drop-down list.

3 Click either the Circular or Polygonal Perimeter button on the Map toolbar.

4 To draw a circular perimeter, position the mouse pointer in the center of the area you want to select and click and drag the circle to the size that you want. To draw a polygonal perimeter, click individual points outlining the desired perimeter and double click the last point to complete the perimeter.

5 Right-click the perimeter on the map and a pop-up menu will appear.

6 Click **Initiate MNS Pre-Recorded**. The pop-up menu displays the list of pre-recorded messages that are assigned to the selected facilities.

7 Select the message that you want to initiate. The pre-recorded message is initiated at all facilities in the selection that have remote units with pre-recorded messages enabled, and the message is displayed in the Mass Notification viewer. A message informs you if there are no facilities with remote units configured for pre-recorded messages in the selection.

NOTE *The pre-recorded message must still be manually activated in the Mass Notification viewer before it will begin playing in the selected facilities.*

8 Click **Activate Message** in the Mass Notification viewer when it becomes available. For more information on playing pre-recorded messages, see "To play a pre-recorded message" on page 9-4.

To initiate live-voice messages from the map

1 Click **Map View** in the left button bar to display the map.

2 If necessary, click the Change Map Options button in the Map toolbar to:

- Select Mass Notification View from the Facility View drop-down list.
- Select the site to which you want to play the live-voice message from the Site drop-down list.

3 Click either the Circular or Polygonal Perimeter button on the Map toolbar.

4 To draw a circular perimeter, position the mouse pointer in the center of the area you want to select and click and drag the circle to the size that you want. To draw a polygonal perimeter, click individual points outlining the desired perimeter and double click the last point to complete the perimeter.

5 Right-click the perimeter on the map and a pop-up menu will appear.

6 Click **Initiate MNS Live Voice**. The pop-up menu displays the list of live input sources that are configured for the workstation.

7 Select one of the available input sources. The live-voice message is initiated at all facilities in the selection that have remote units with live-voice enabled, and the message is displayed in the Mass Notification viewer. A message informs you if there are no facilities with remote units configured for live-voice messages in the selection.

8 Click **Activate Message** in the Mass Notification viewer when it becomes available. For more information, see "To play a live-voice message" on page 9-8.

To save an MNS perimeter

When the map is in Mass Notification View, only one MNS perimeter can be drawn on the map at a time, and the perimeter will disappear when the operator logs out. If you wish to retain an MNS perimeter on the map, perhaps to associate it with an incident, you can save the perimeter.

1. Right-click the perimeter on the map and a pop-up menu will appear.
2. Click **Save As Perimeter**. The Add Perimeter dialog appears.
3. In the Add Perimeter information window do the following:
   - Fill in the **Perimeter Name**.
   - Change the **Perimeter Type** as necessary.
   - Fill in **Perimeter Description**.
   - Assign the perimeter to an incident if needed.
   - Click **Save**.

   NOTE *See the D-21 Map Options User Guide for more information about working with saved perimeters.*

Section 10
Using Security

Read this section to learn how to monitor the status of security remote units and zones as well as manage resources and incidents using the D-21 Security Client.

Contents

Handling Security Alerts

The D-21 Security Client provides three security options: Access Control, Intrusion Detection, and Law Enforcement. Each security option can be installed as a stand-alone system or integrated with either or both of the other two options. This section describes the use of all three, as well as how to create and process security incidents from security alarm alerts, and how to view the status of security units and zones.

For information on designing and configuring access control, intrusion detection, or law enforcement, see the D-21 Administration Client User Guide (P/N 001-399-00).

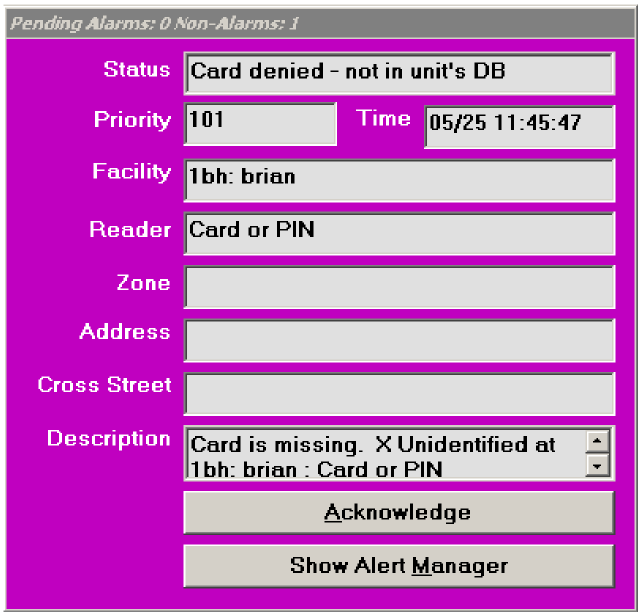
Handling Access Control Alerts

In an Access Control System (ACS), users are issued cards and pass codes which they must use to gain access to controlled areas. Each user can be assigned appropriate access times to specific buildings. The reader devices, access privileges, and card assignments that comprise an access control system are configured and maintained in the D-21 Admin Client. Card Granted and Card Denied events are logged in the Facility Access and Personnel Access views in the D-21 Incident Client. (These views only appear when the ACS option of the D-21 Security Client is enabled.) Denied and granted alerts can be configured by administrators in the D-21 Admin Client to be acknowledged automatically.

When ACS changes or additions are made in the D-21 Admin Client, the database must be downloaded to the ACS units from the D-21 Admin Client before the changes take effect at the card readers. For example, if a card is lost or stolen and needs to be deactivated, the changed card status must be downloaded to the ACS units before the card will be denied access at the readers to which it was originally assigned. ACS downloads are performed from the D-21 Admin Client; see the D-21 Admin Client User Guide for instructions.

Card Granted and Denied Alerts

Each ACS remote unit can be configured to send alerts to the D-21 Incident Client whenever a reader attached to it grants or denies access to a card/PIN user. If a remote unit is configured to send an alert when a reader denies access, the following alert window is displayed at the D-21 Incident Client.



Additional Access Control Alerts

ACS remote units can also be configured to send these alerts:

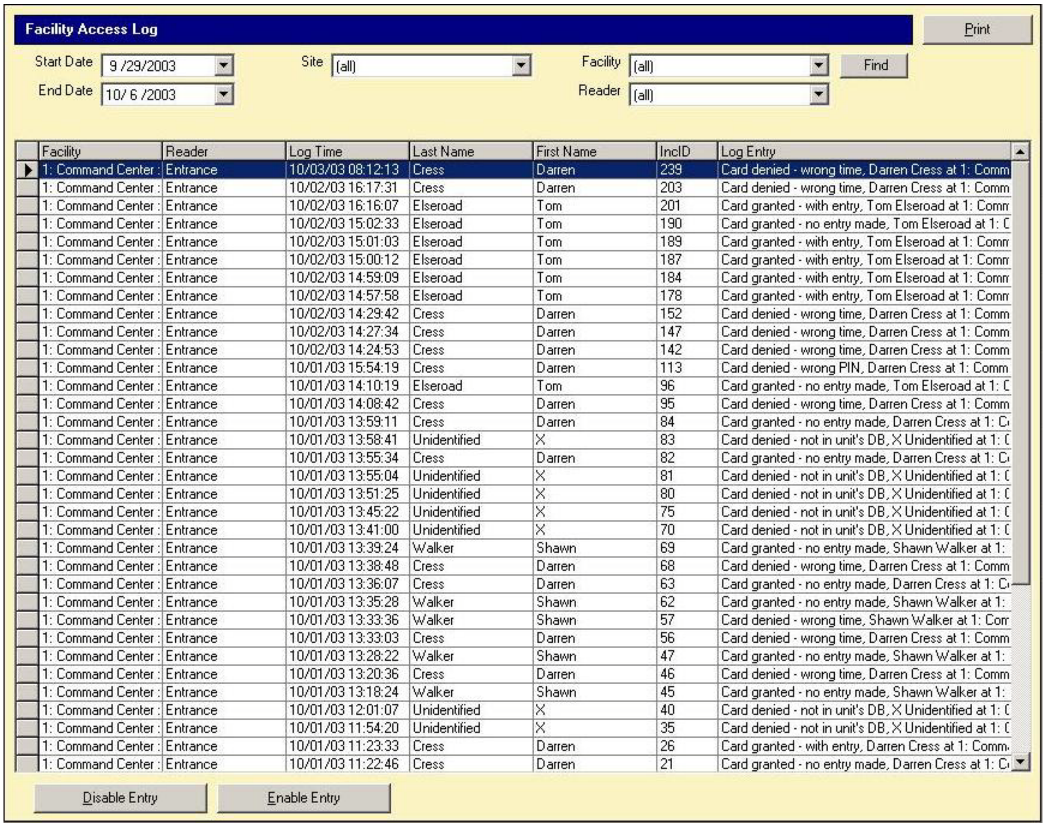
- **Held Open**: Access was granted to an authorized card and pass code, but the door was open longer than it should have been. The time value for a Held Open is set in the D-21 Admin Client.
- **Forced Open**: Access was not granted, but the door was opened by force.
- **Diddle**: A bad pass code was entered for the same card three times in quick succession.
- **Duress**: The duress pass code was entered for a card. The duress pass code is the same as the normal pass code, except that 1 is added to the first digit. (For example, if the normal pass code is 2233, the duress pass code is 3233.) Cardholders can use the duress pass code to send a silent alert when they are being forced to allow an unauthorized person access.

IMPORTANT *Card Denied and Card Granted alerts for cards that are recorded as Lost/Missing or Stolen, and Card Granted with Duress alerts cannot be auto-acknowledged and always require operator acknowledgement.*

Operators handle ACS alerts the same way they handle Fire alerts. For more information on handling automatic alerts, see "To respond to an Alarm or Trouble alert" on page 4-6. For information on creating manual incidents, see "To create a manual incident" on page 4-19. For information on managing current incidents, see "Working in the Incident Viewer" on page 5-8.

To view the Facility Access log for a facility

1 Click **Facility Access** on the left button bar.



2 Use the **Start** and **End Date** drop-down lists to define the time frame for the access events you want to display.

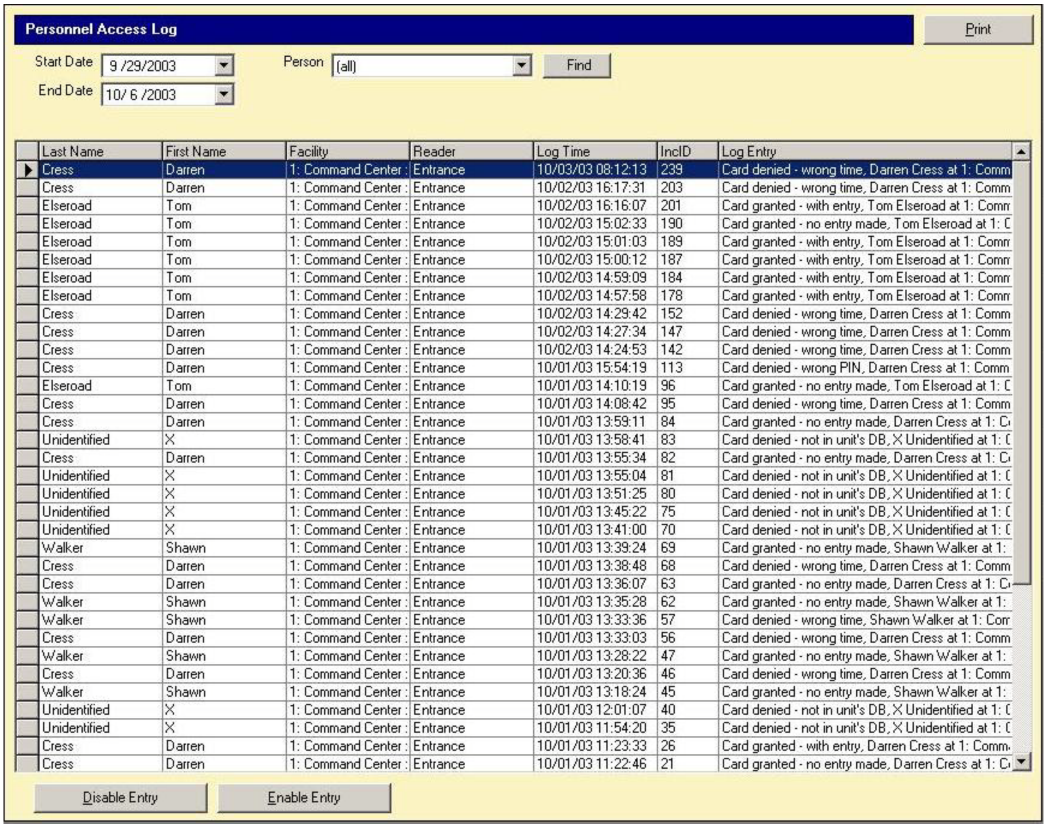
3 Use the **Site**, **Facility**, and **Reader** drop-down lists to define the location for the access events you want to display.

4 Click **Print** to display the Facility Access Log Options dialog box, from which you choose to print either all the log entries, or enabled log entries only.

5 Click **Disable Entry** and **Enable Entry** to control which entries are to be disabled for printing. Disabled entries appear shaded in the viewer list when they are deselected.

To view the Personnel Access Log

1 Click **Personnel Access** on the left button bar.



2 Use the **Start** and **End Date** drop-down lists to define the time frame for the access events you want to display.

3 Use the **Person** drop-down list to select a specific person whose access events you want to display.

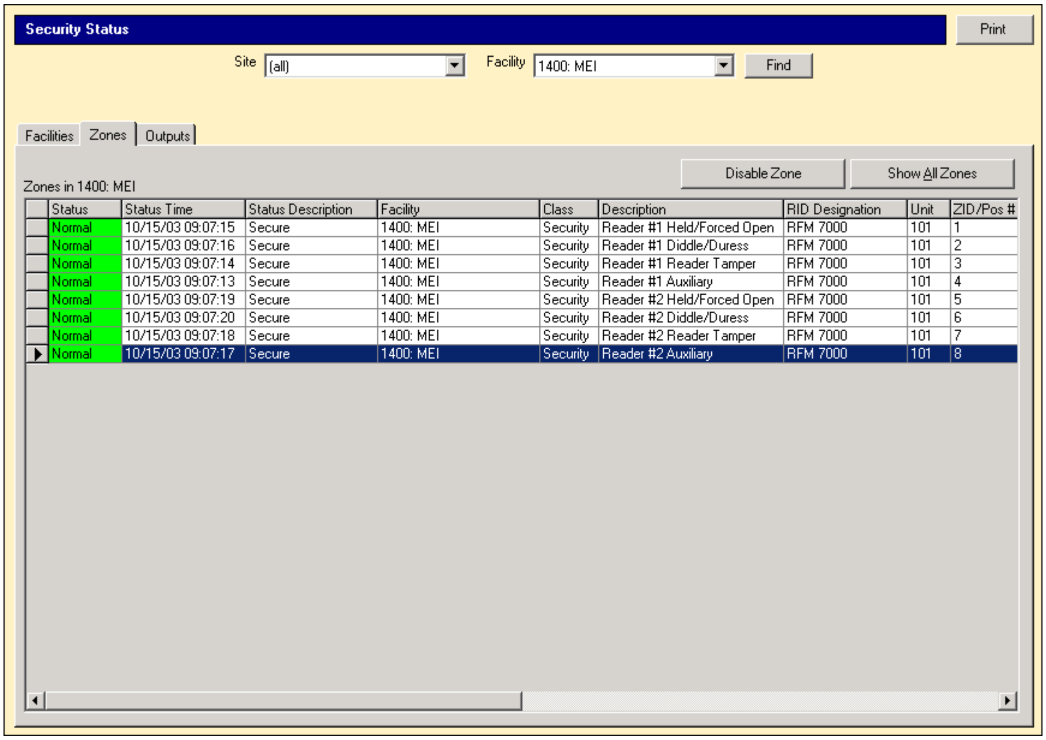
4 Click **Print** to display the Personnel Access Log Options dialog box, from which you choose to print either all the log entries, or enabled log entries only.

5 Click **Disable Entry** and **Enable Entry** to control which entries are to be disabled for printing. Disabled entries appear shaded in the viewer list when they are deselected.

To view the status of access control reader zones

1 Click **Security Status**. The Security Status viewer appears with the Facility tab displayed.

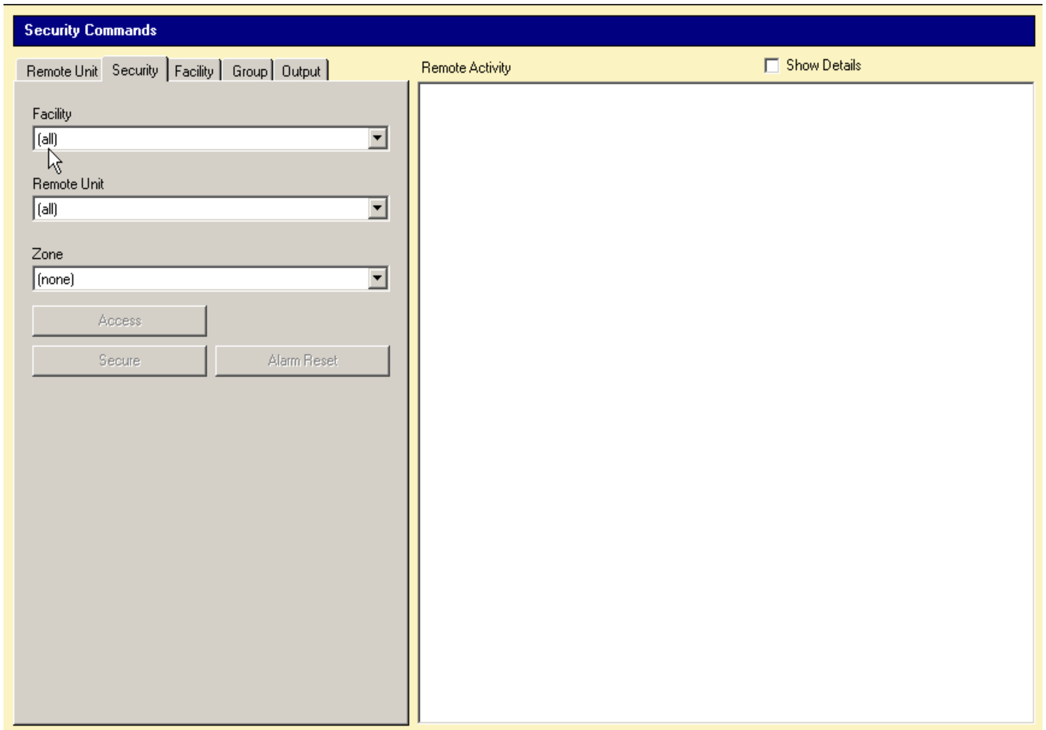
2 Use the **Site** and **Facility** drop-downs to select a facility in which the readers are located, or double-click the facility in the grid. All reader zones associated with the facility are displayed on the Zones tab.



NOTE *You can also view the status of ACS remote units and their reader zones in the Device Status viewer.*

To reset a reader zone in alarm

1 Click **Security Commands** on the right button bar.



2 Select the facility in which the ACS unit is located in the **Facility** drop-down list.

3 Select the ACS unit to which the reader is attached in the **Remote Unit** drop-down list.

4 Select the zone you want to reset in the **Zone** drop-down list.

5 Click **Alarm Reset**.

NOTE *You can also locate the zone in the Device Status viewer, right-click the zone, and click* **Alarm Reset** *on the pop-up menu.*

Handling Intrusion Detection Alerts

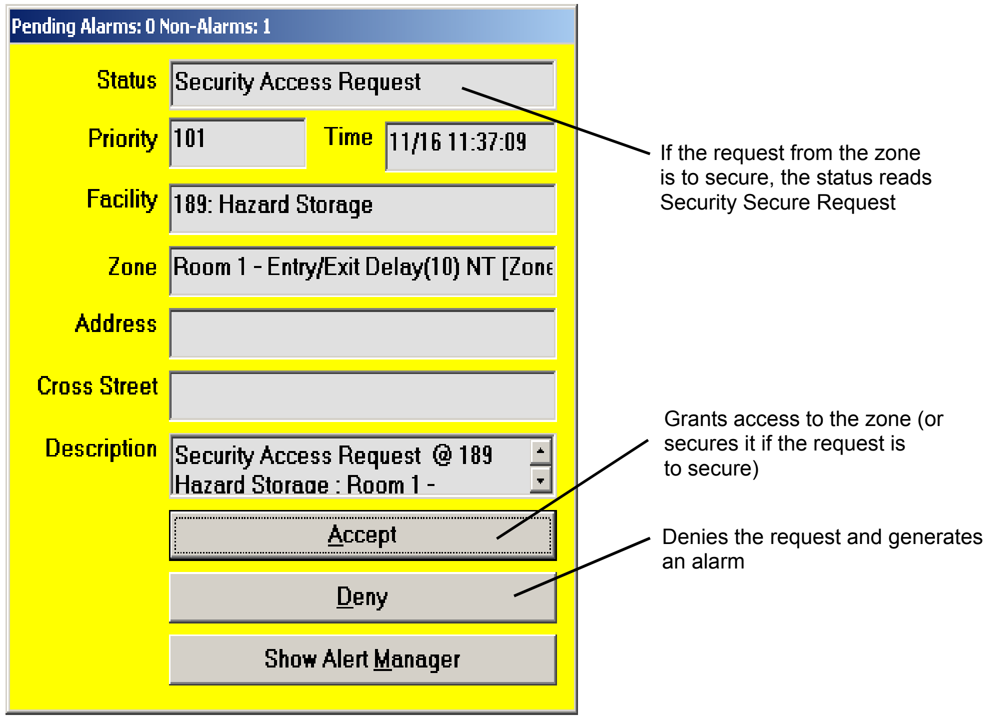
In an intrusion detection system (IDS), controlled areas are monitored for entry and exit regardless of personnel privileges and building schedules. IDS zones can have a status of Access (i.e. unsecured or open) or Secure, and zone status changes are sent as alerts to the D-21. IDS hardware can also be configured to send a tamper alarm when a zone device detects a hardware problem, such as an enclosure forced open.

IDS zones can be set up in different ways to monitor and control access, and can use additional devices, such as keypads or push buttons, to arm and disarm one or more areas. IDS configuration is defined in the D-21 Admin Client by assigning IDS zone types. The list below describes the major IDS zone types and the corresponding alerts.

- **Central Initiate** The operator controls access to the area monitored by the zone by putting the zone into Access or Secure from the D-21 Incident Client. There is no way for someone to remotely initiate a zone status change.
- **Two-Man Access/Secure** Someone going into/out of the area monitored by the zone must use an external device such as a keypad or push button to initiate a zone status change. The operator receives the request as an Access/Secure alert and either accepts or denies it. See "Access and Secure Requests" on page 10-9.
- **Entry/Exit Delay** Someone going into/out of the area monitored by the zone must properly disarm it (with a keypad or keyswitch, for instance) within a pre-configured amount of time, otherwise an Access alert is sent to the D-21 operator.
- **Constant Secure** Any entry into the area monitored by the zone sends an Access alert to the D-21 operator.

Access and Secure Requests

When the security zone type is set up as Two Man Access/Secure, the request to change the zone's status to either access or secure is begun at the zone by personnel, and an alert is generated at the D-21 Incident Client.



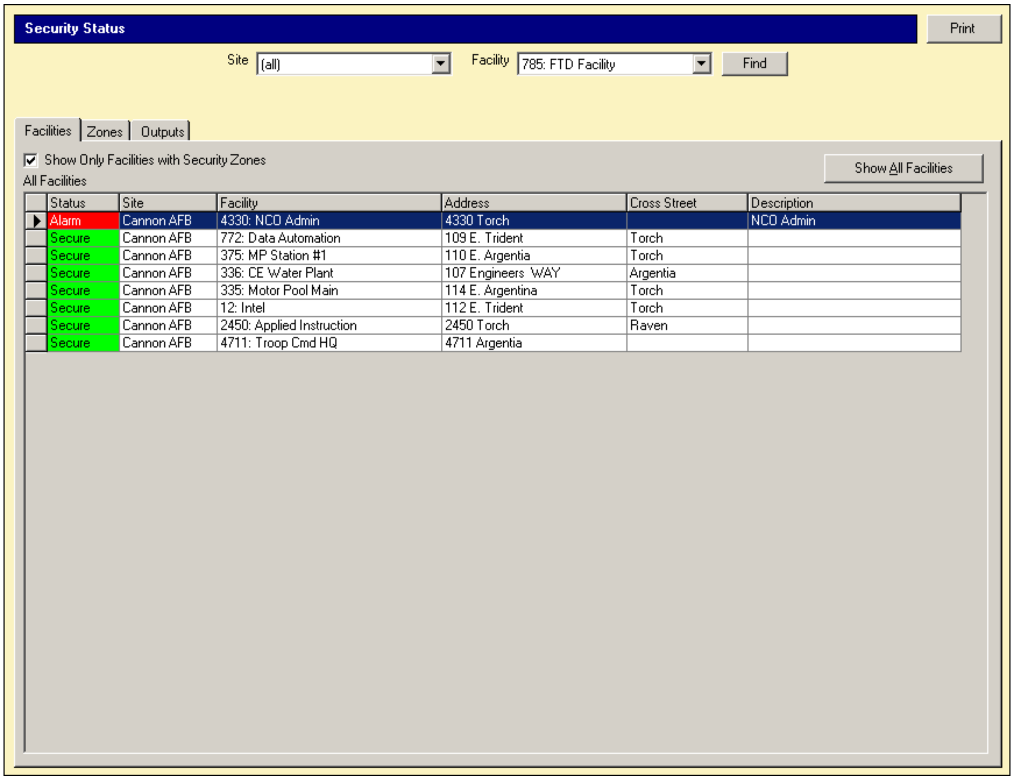
Operators use the buttons on the Access/Secure Request alert to respond to the request.

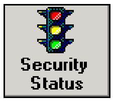
- **Accept** Completes the zone status change to either access or secure.
- **Deny** Denies the request and generates an alarm.

To view the status of security (IDS) zones

1. Click **Security Status**. The Security Status viewer appears with the Facility tab displayed.
2. Check the Show Only Facilities with Security Zones check box to filter the facility list.

3 Double-click the facility in which the security zone is located. All security zones associated with the facility and their current status condition are displayed on the Zones tab.

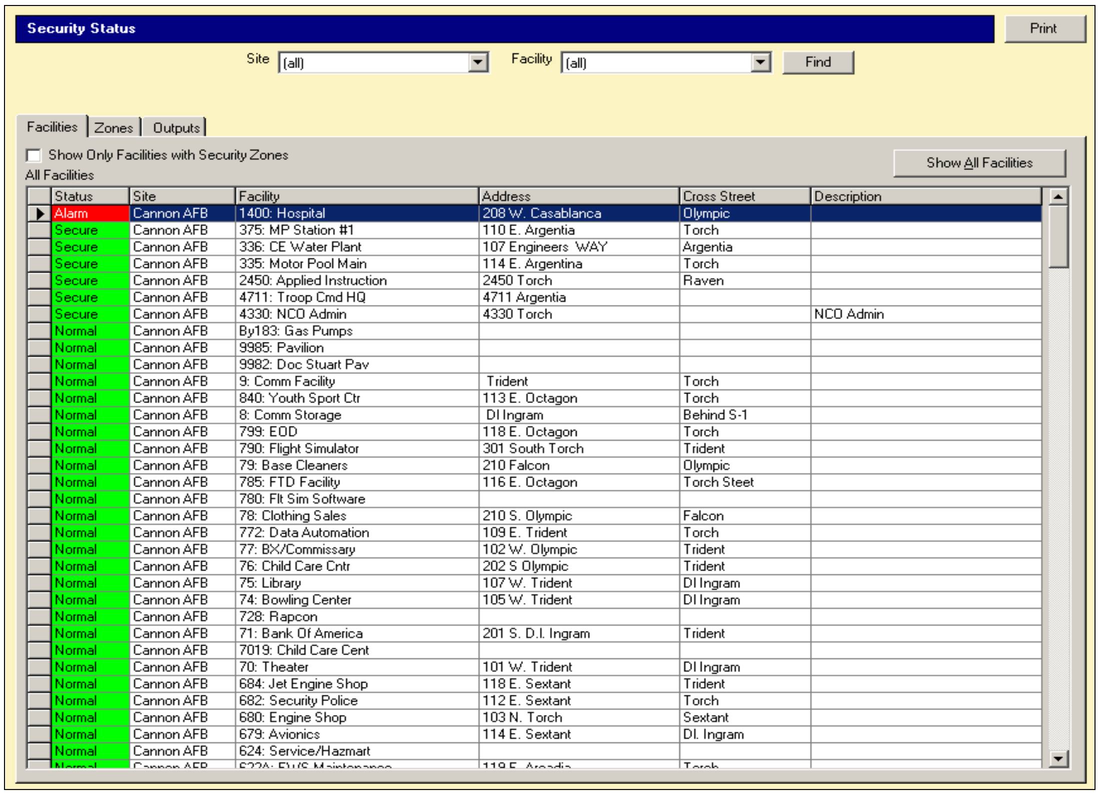




Security Status

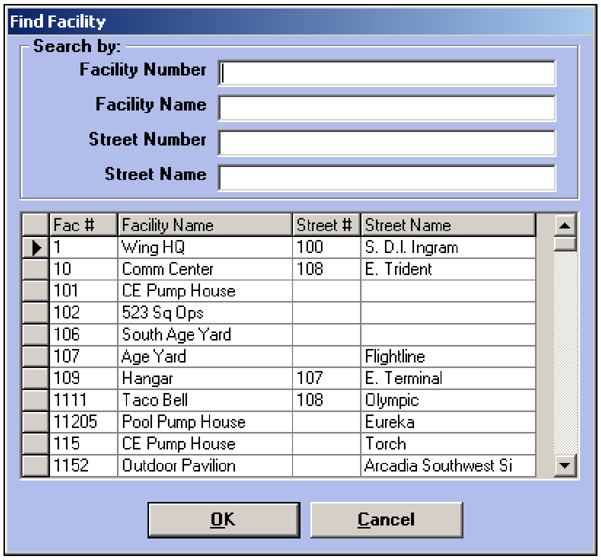
Click **Security Status** in the left button bar to open the Security Status viewer. Use the Security Status viewer to display the status of facilities, zones, and outputs. Use the drop-down lists and buttons that appear above the tabbed area to filter the lists of facilities, zones, and outputs on each tab.

Figure 10-1
Security Status viewer



- **Site** Click the Site drop-down list to select the site you want to view. Select **(all)** to view all sites. The site selected determines which facilities appear.
- **Facility** Select a facility from the Facility drop-down list to limit the zones displayed under the Zones tab.
- **Show Only Facilities with Security Zones** Select this checkbox to display only those facilities that have security zones installed.

- **Find** The **Find** button next to the Facility drop-down list displays the Find Facility dialog box.



There are five ways to specify the facility you want to select:

– Begin typing the facility number in the Facility Number box. When the desired facility appears at the top of the list, click **OK**.

– Begin typing the facility name in the Facility Name box. When the desired facility appears at the top of the list, click **OK**.

– Begin typing the address number in the Street Number box. When the desired facility appears at the top of the list, click **OK**.

– Begin typing the street name in the Street Name box. When the desired facility appears at the top of the list, click **OK**.

– Any time you can see the facility in the list, select it and click **OK**.

The program returns you to the Security Status viewer with the Zone tab in the foreground and only those zones associated with the selected facility displayed.

- **Print** Click **Print** to open the Report Viewer with the report populated from the foreground tab. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

For more information on checking the status of facilities and devices, see:

- "Checking Facility Status" on page 7-13
- "Checking Zone Status" on page 11-11
- "Checking Output Status" on page 11-16

Security Map View

Click **Map View** to display the map of the site. If necessary, click the Map Options button, and then select Security View from the Facility View drop-down list to display the Security Map viewer. This view is only available if you have the D-21 Security Client with Map and Graphics installed.

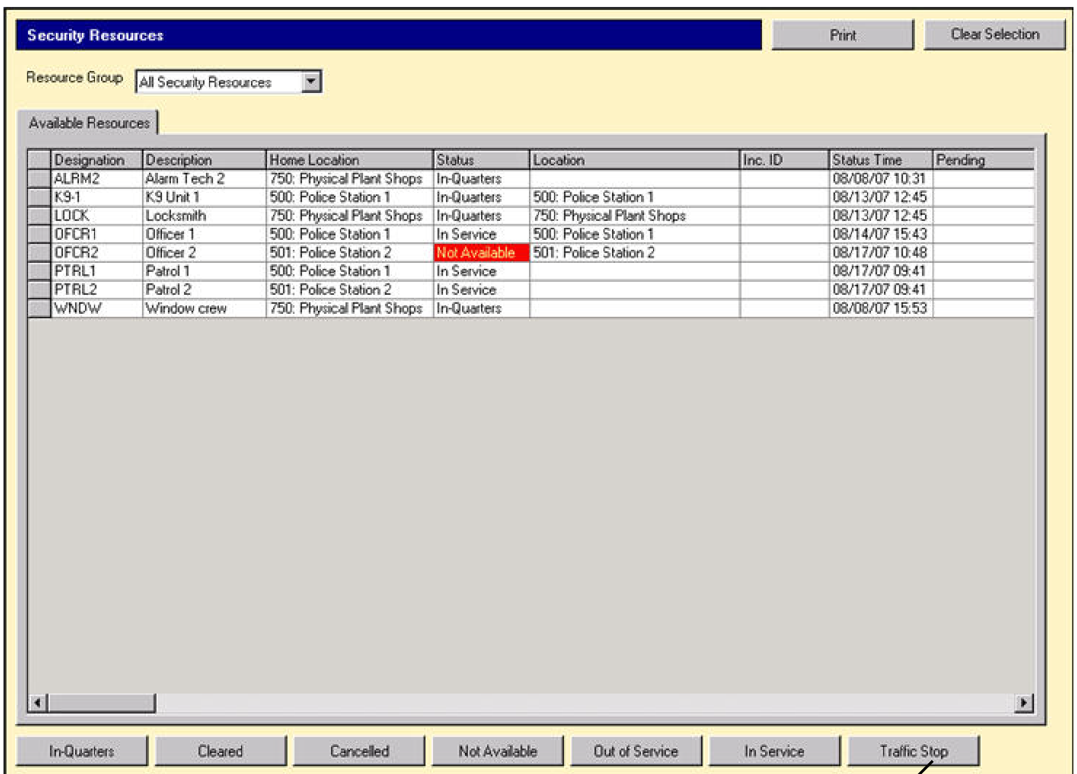
Secured facilities are light green on the map in Security View. Facilities associated with an alarm or a tamper are red. Facilities monitored under intrusion detection that currently allow access are yellow. A facility appears dark green if its security status is not monitored. For more information on using the D-21 Incident Client Map viewer, see “Map View (D-21M only)” on page 7-2.

Security Resource Status

Click **Security Resources** to open the Security Resources viewer.

The Security Resources viewer displays a list of all security resources, and provides buttons for changing the statuses of those resources. This feature is useful in situations where dispatch information has been written down for later entry into the D-21 system.

Figure 10-2 *Security Resources viewer*



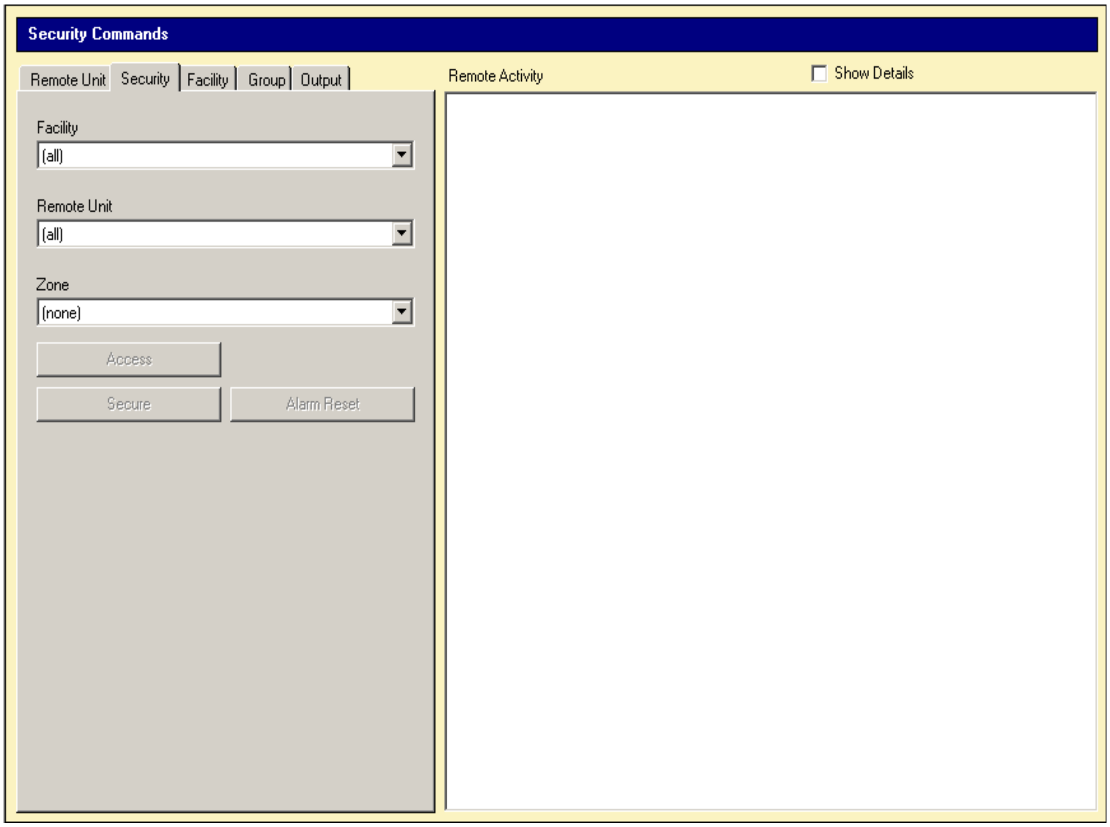
This status is only available when Law Enforcement is enabled

The Security Resources viewer functions like the Fire Resources viewer. For additional information, see “Fire Resources View” on page 8-2.

Security Commands

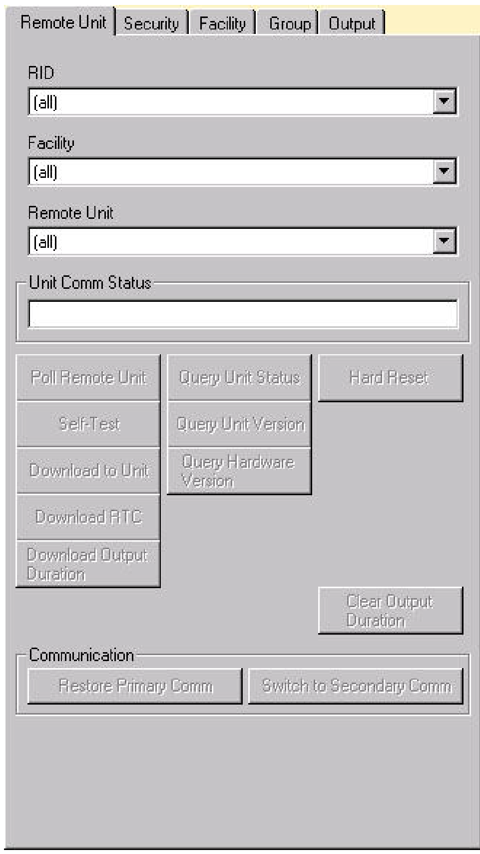
Click **Security Commands** to display the Security Commands pane. Use Security Commands to poll and download to security remote units, control the access and secure status of facilities and security zones, activate and deactivate security outputs, and reset alarms. When your D-21 has both a Fire and Security Client installed, the Fire and Security Commands panes allow you to display Fire-only or Security-only remote units. For more information on the Fire Commands pane, see “Fire Commands” on page 11-30.

Figure 10-3
Security Commands



Sending Commands to Security Units

Use the Remote Unit tab in the Security Commands pane to send commands to security remote units. You poll and download to security remote units the same way you poll and download to fire remote units. See "Fire Commands" on page 11-30 for more information on polling, downloading, and switching between primary and secondary communication channels.

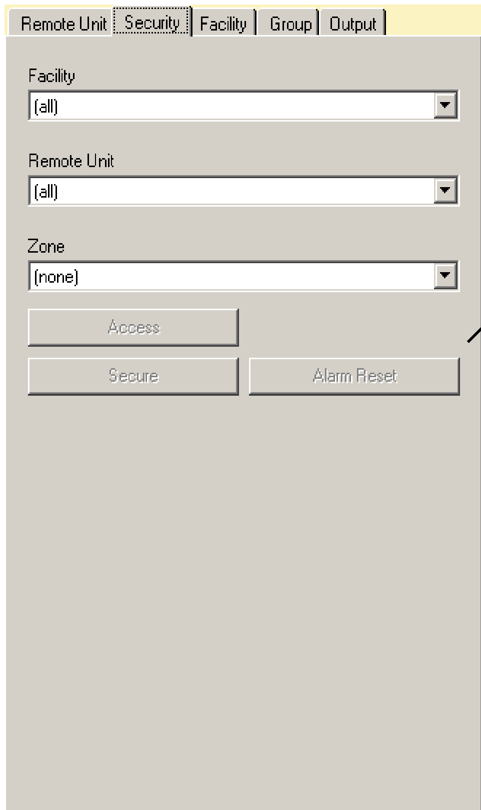


Only commands that are available for the selected remote unit are enabled.

The Communication commands are only available when the selected remote unit is a BT-XS(M) IDS Master unit set up with dual communication channels.

Sending Commands to Security Zones

Use the Security tab to change the status of a security zone from access to secure or from secure to access. Depending on the security zone type defined for the selected zone, you can also reset the zone alarm if it is latched.



Only commands that are available for the selected zone are enabled

- **Facility** Select the facility you want. When you specify a facility in the Facility drop-down list, only remote units and zones classed as Security and associated with that facility will be displayed in the drop-down lists below.
- **Remote Unit** Select the remote unit you want. When you specify a remote unit in the Remote Unit drop-down list, only zones classed as Security and communicating through the selected remote unit will be displayed in the Zone drop-down list below.
- **Zone** Select the zone you want. Only zones classed as Security will be displayed.
- **Access** Click **Access** to allow access to the selected zone. This button is enabled only if the security zone type is Central Initiate.
- **Secure** Click **Secure** to secure the selected zone. This button is enabled only if the security zone type is Central Initiate.
- **Alarm Reset** Click **Alarm Reset** to reset the zone alarm. This button is enabled only if the zone is in alarm and the security zone type requires the D-21 operator to reset the zone alarm before the zone returns to Normal.

- **Remote Activity** The Remote Activity area displays RID activity associated with commands made via buttons under the Remote Unit and Facility tabs. A Monaco technical representative may request that you check the Show Details box to obtain troubleshooting data.

Using Law Enforcement

A Law Enforcement incident can be created by clicking **Create Incident** in a Security alert or by clicking **Manual Incident** on the right button bar and creating a Security incident. When Law Enforcement is enabled, Security incidents have additional fields for gathering and storing Law Enforcement data:

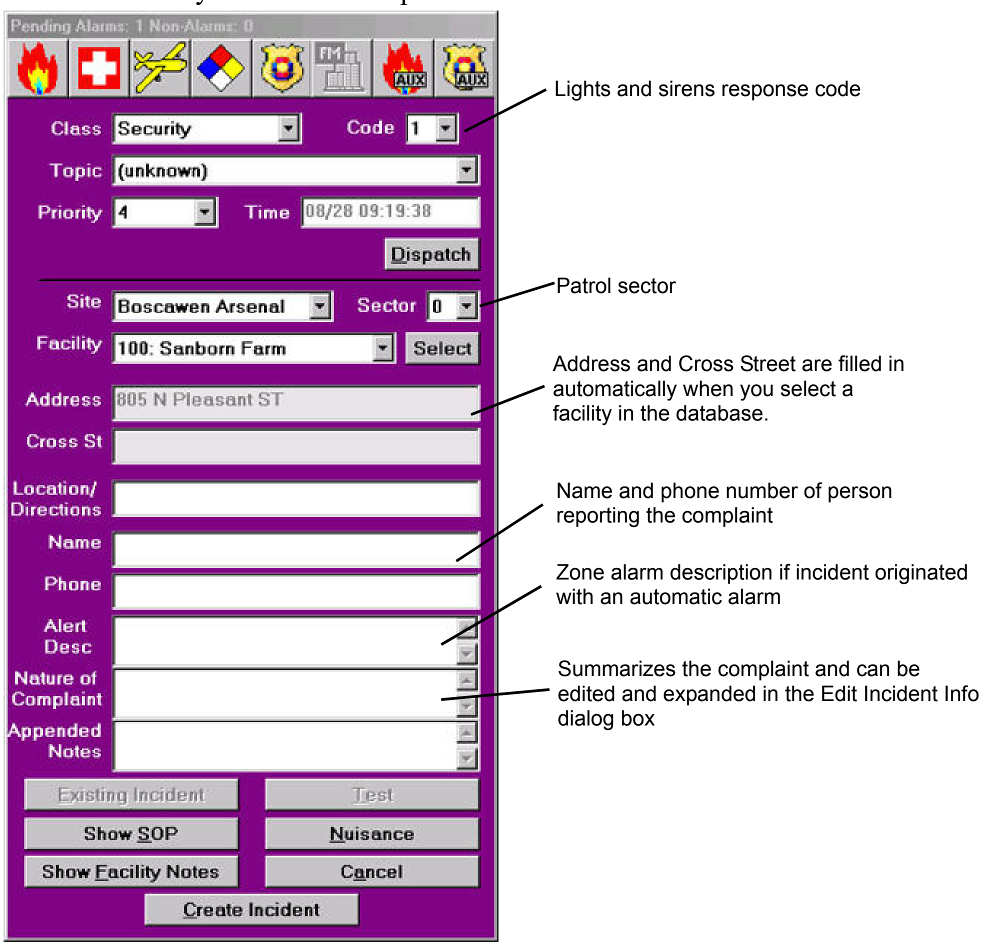
- **Incident Viewers** Security incidents have three additional incident viewers when Law Enforcement is enabled:
  - **People Involved, Weapons Involved, Vehicles Involved** Operators can record detailed data about the people, weapons, and vehicles involved in each incident. This data can be recalled later in the Law Priors viewer for investigation purposes. See “To enter a person in the incident priors database” on page 10-25.
- **Incident Reporting** The Law Enforcement option provides fields specific to the handling and reporting of law enforcement incidents. Customizable lists are set up in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information.
  - **Source** Custom list of selections used to describe the origin of the complaint, for instance, a routine patrol, a phone call, a walk-in, etc. The Source field is located on the General tab in the Edit Incident dialog box. See “To edit a Law Enforcement incident” on page 10-21.
  - **Code** Specifies the lights-and-sirens response code used when dispatching resources to the incident. You can enter the sector in the pre-incident form or on the General tab of the Edit Incident/Complete Incident dialog box. See “To create a Law Enforcement incident” on page 10-18.
  - **Disposition** Custom list of selections used to describe the action taken in the field by law enforcement personnel in charge of the incident. The Disposition field is located on the General tab in the Edit Incident Info dialog box. See “To edit a Law Enforcement incident” on page 10-21.
  - **Sector** Specifies the patrol sector in which the security incident is located. You can enter the sector in the pre-incident form or on the Address tab of the Edit Incident/Complete Incident dialog box. See “To create a Law Enforcement incident” on page 10-18.
  - **Nature of Complaint** A large text field for a summary description of the complaint. This field is available in the pre-incident form (displayed when you click **Manual Incident**), and the Edit Incident/Complete Incident dialog box has a Nature of Complaint tab when Law Enforcement is enabled. See “To edit a Law Enforcement incident” on page 10-21 for more information.
  - **Details** A large text field for a detailed accounting of the incident. The Edit Incident/Complete Incident dialog box has a Details tab when Law Enforcement is enabled. See “To edit a Law Enforcement incident” on page 10-21.

- **Priors History** The Law Priors viewer provides look-up information for people, weapons, and vehicles that have been involved in previous security incidents. See "Using the Law Priors Viewer" on page 10-29.
- **Resource Status** When Law Enforcement is enabled, you can assign the Traffic Stop status to a Security resource. The Traffic Stop status is only available from the Security Resources viewer.

To create a Law Enforcement incident

1 Click **Create Incident** in an alert window or click **Manual Incident** on the right button bar. The pre-incident form appears.

2 Select Security in the Class drop-down list.

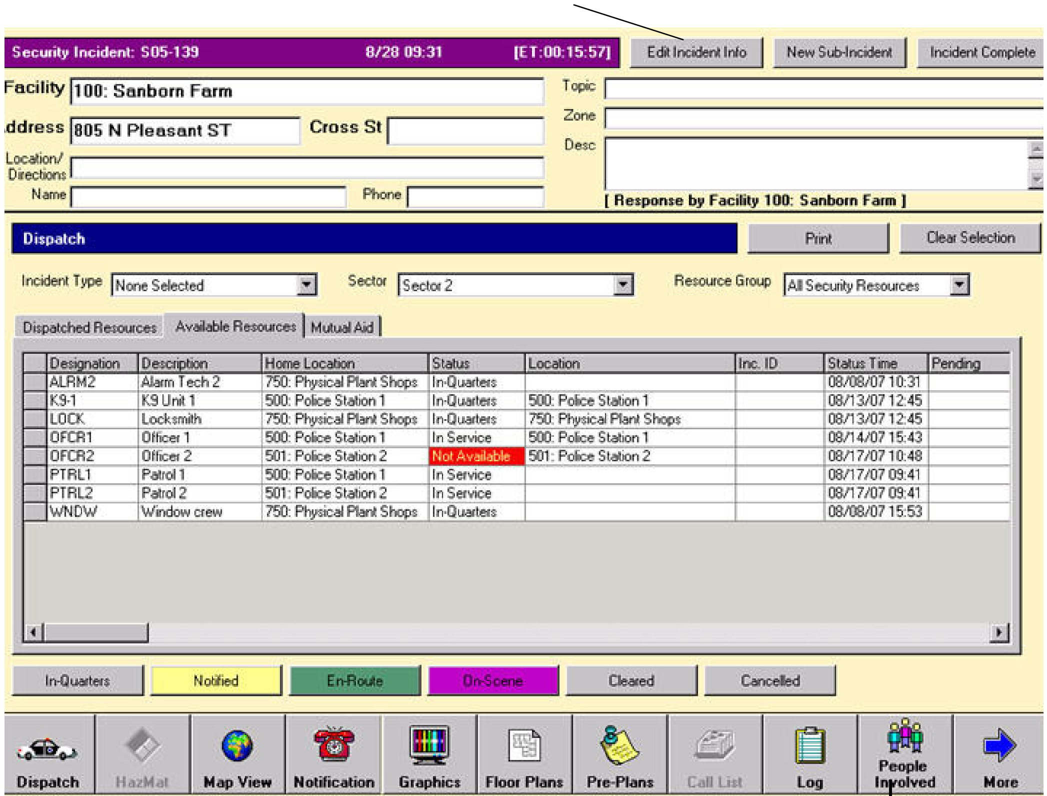


For more information on filling out the pre-incident form, see "Manual Incidents" on page 4-19.

3 Fill in as much information as you need to before creating the incident. All fields on this form can be edited after the incident is created in the Edit Incident/Complete Incident dialog box. See "To edit a Law Enforcement incident" on page 10-21.

4 Click **Create Incident**. The incident viewer appears with the new incident displayed.

Click here to view and edit incident information



Some viewers only appear when Law Enforcement is enabled

- **Dispatch** Use the Dispatch viewer to dispatch security resources for the incident. For more information on dispatching resources, see “Dispatch” on page 5-11.
- **Map View** Use the Map viewer to display the status of security facilities and zones on the map. If you select a facility from the D-21 database when you create a Law Enforcement incident, the facility appears red on the map. When you right-click the facility and click **Show Status Details** on the pop-up menu, you can see the incident number and any other security status at the facility. For more information on using the map, see “Map View (D-21M only)” on page 7-2.
- **Notification** Use the Notification Viewer to track notifications that you are required to make for the current incident. Notification organizations for security incidents are defined in the D-21 Admin Client. To track Law Enforcement notifications see “To track notifications” on page 5-22
- **Log** Use the Log viewer to enter messages in the D-21 log. See “Incident Log” on page 5-26.
- **People Involved, Vehicles Involved, Weapons Involved** Use these panes to enter a person, weapon, or vehicle that you want to be able to track across multiple incidents using the Law Priors viewer. These viewers are only available when Law Enforcement is enabled. See “To look up a person, vehicle, or weapon for prior incident involvement” on page 10-29.

- **SOP** Use the SOP viewer to view standard operating procedures for the incident class or topic. See “Facility Notes” on page 5-31.

5 Use the following procedures to enter information and manage the incident:

- “To track mutual aid in Law Enforcement incidents” on page 10-20
- “To enter a person in the incident priors database” on page 10-25
- “To enter a vehicle in the incident priors database” on page 10-26
- “To enter a weapon in the incident priors database” on page 10-27
- “To edit a Law Enforcement incident” on page 10-21
- “To look up a person, vehicle, or weapon for prior incident involvement” on page 10-29
- “To print Law Enforcement incident information” on page 10-24

6 When you are finished recording information about the incident and are ready to close it, click **Incident Complete**. The Edit Incident dialog box appears with the Incident Closure tab displayed.

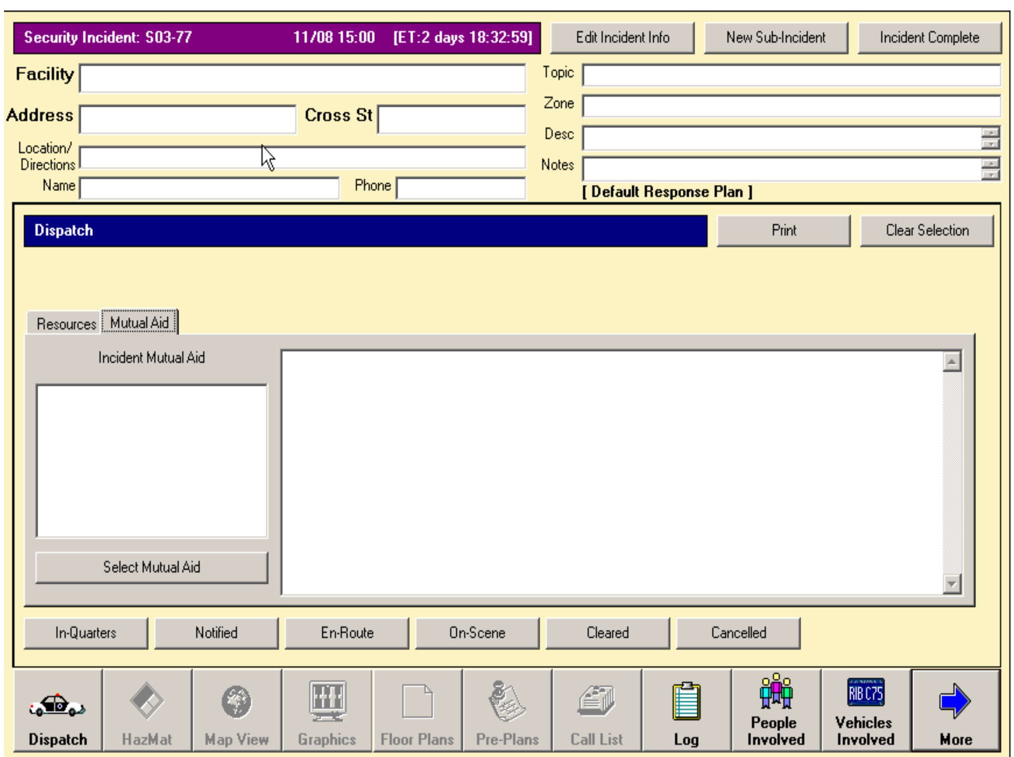
7 Enter a final log message in the Final Log box.

8 Click **Close Incident**.

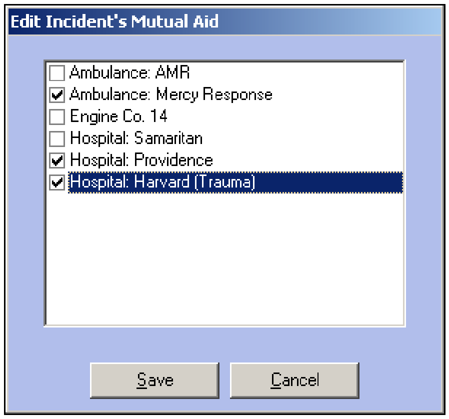
To track mutual aid in Law Enforcement incidents

1 Select the incident in the current incident list at the top of the D-21 Incident Client window. The incident appears in the Incident viewer.

2 If necessary, click **Dispatch**. Click the Mutual Aid tab.



3 Click **Select Mutual Aid**. The Mutual Aid list for Security incidents which is displayed is customized in the D-21 Admin Client.



4 Check the box next to each entry to specify which agencies are involved in the current incident.

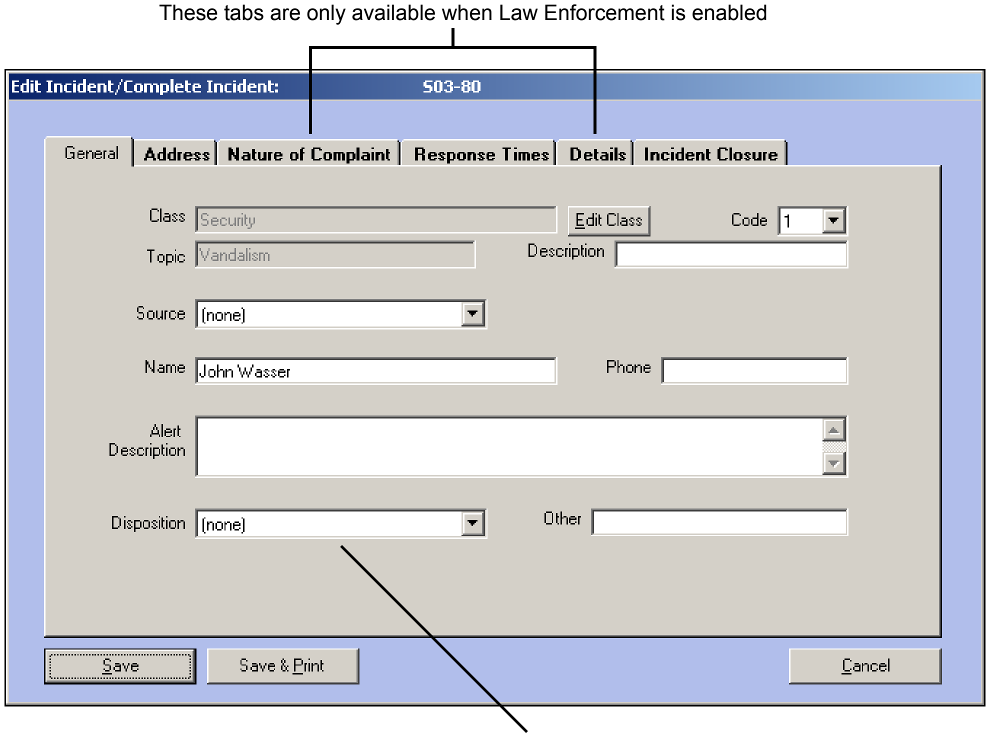
5 Click **Save**. The entries selected are added to the Incident Mutual Aid list box.

To edit a Law Enforcement incident

1 Select the incident in the current incident list at the top of the D-21 Incident Client window. The incident appears in the Incident viewer.

2 Click **Edit Incident Info**. The Edit Incident/Complete Incident dialog box appears.

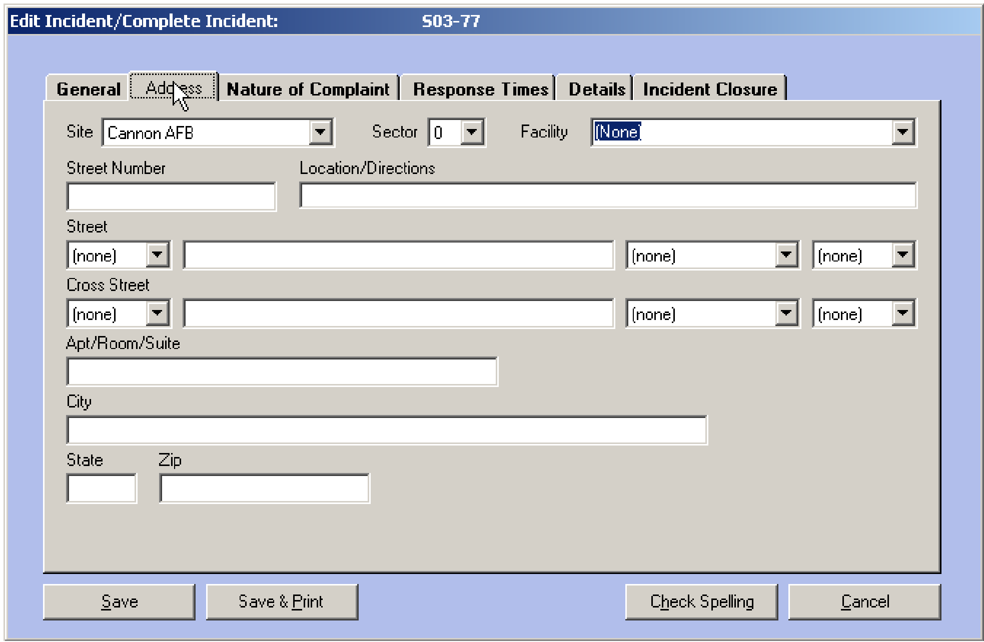
These tabs are only available when Law Enforcement is enabled



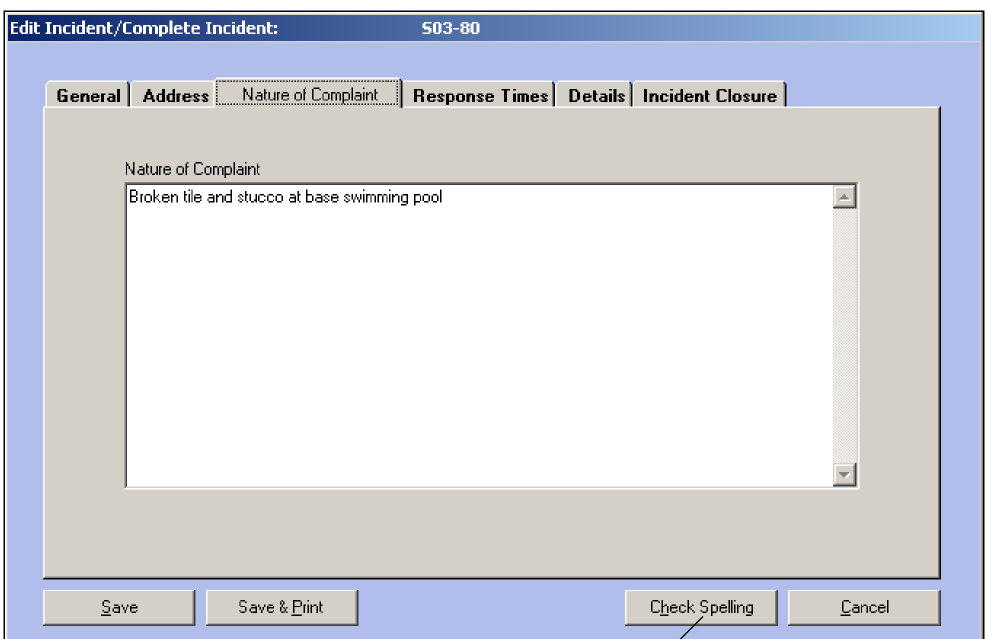
This is the only location of the Disposition field

3 You can edit and add to the information you see in the Edit Incident/Complete Incident dialog box until you close the incident.

4 Click the Address tab to edit address and patrol sector information.



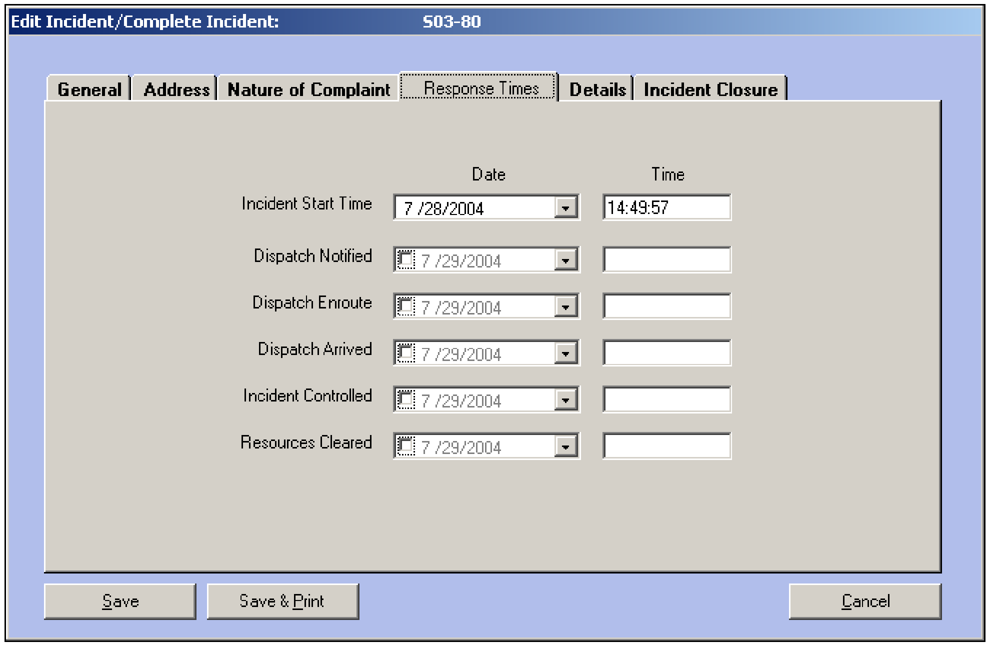
5 Click the Nature of Complaint tab to record the basic facts of the incident.



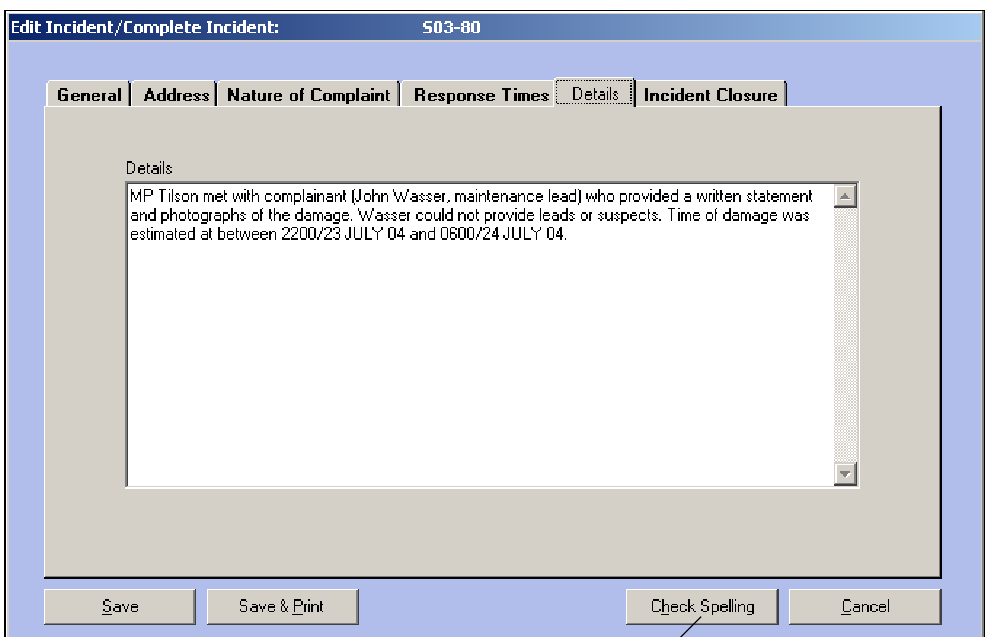
Click here to spell check the Nature of Complaint field

See "To spell check incident information" on page 5-42 for more information on spell checking incidents.

6 Click the Response Times tab to edit incident dispatch times.



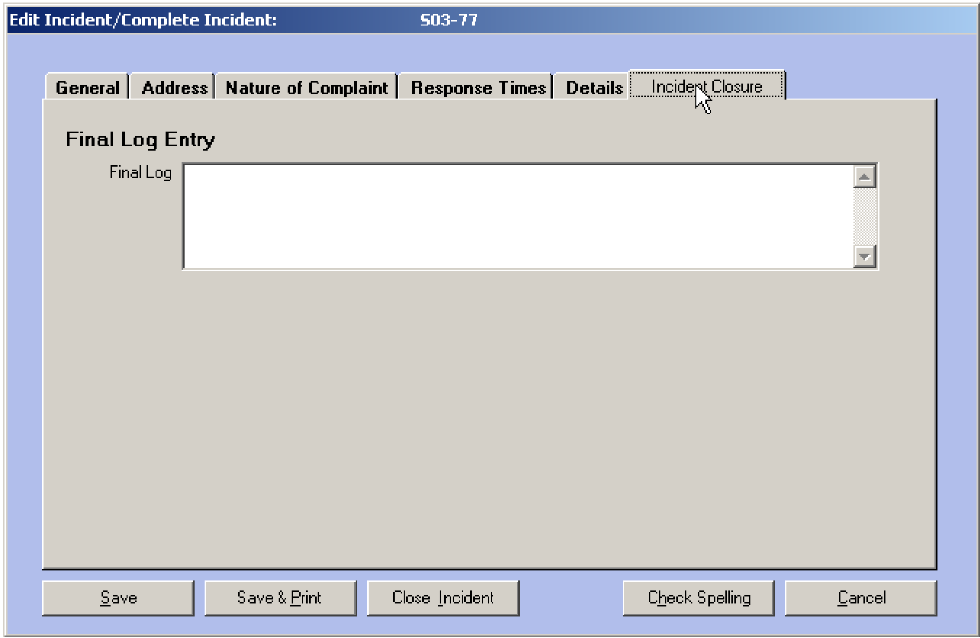
7 Click the Details tab to enter detailed text description of the incident.



Click here to spell check the Details field

See “To spell check incident information” on page 5-42 for more information on spell checking incidents.

8 The Incident Closure tab allows a final log entry to be made.



9 When you are done editing the incident, click **Save**

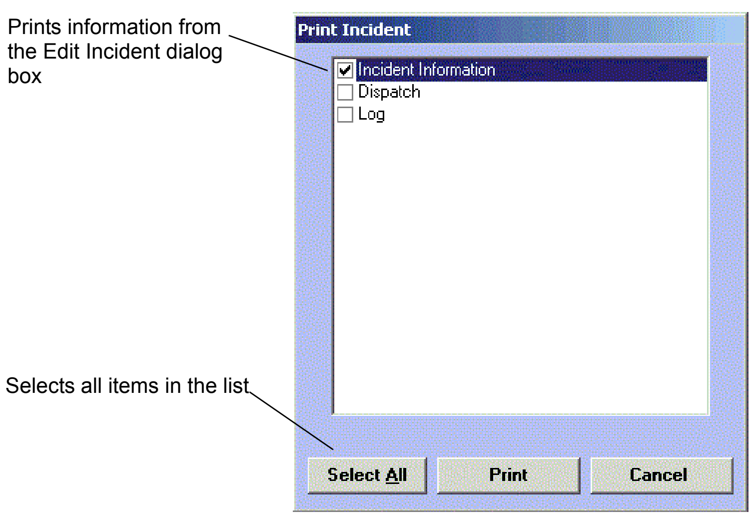
To print Law Enforcement incident information

1 Select the incident in the current incident list at the top of the D-21 Incident Client window. The incident appears in the Incident viewer.

2 Click **Edit Incident Info**. The Edit Incident dialog box appears.

3 Click **Save & Print**. A confirmation message appears prompting you to save the incident information before printing. Click **Yes.**

4 The Print Incident dialog box appears.



5 Select the checkboxes of the items you want to print.

6 Click **Print**. The Report Viewer appears with a preview of the report. For more information on using the Report Viewer, see "Report Viewer" on page 12-16.

To print the Law Incident Report

1 Click **Reports** on the right button bar. The Reports viewer appears.

2 Select Law Incident Report in the List of Reports window.

3 Click **Print**. All law enforcement incidents in the list are displayed in the Report Viewer. See "Report Viewer" on page 12-16.

Creating the Law Priors Database

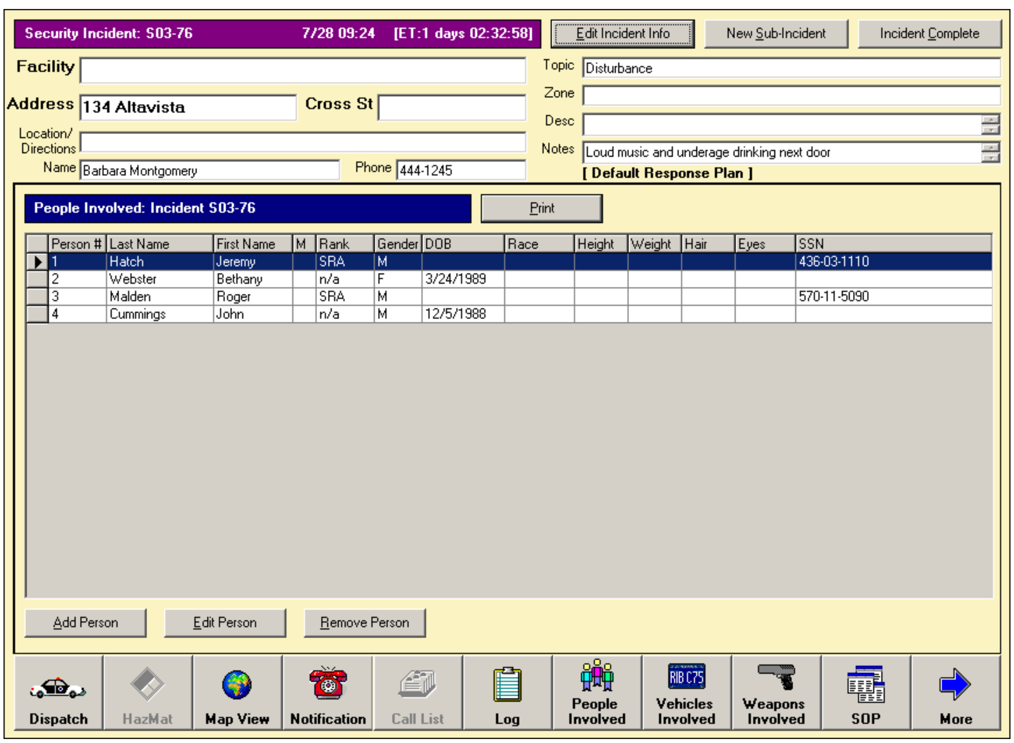
The Law Enforcement option provides the Law Priors database for entering people, vehicles, and weapons involved in Law Enforcement incidents. If you enter items using the incident Involved viewers, you can then search this database for previous incidents involving the people, vehicles, and weapons involved in current incidents. If you do not want to create this incident history, you can record individual names and descriptions, vehicle IDs, and weapon descriptions in the Nature of Complaint and Details fields in the Edit Incident dialog box for the incident.

For more information, see "Using the Law Priors Viewer" on page 10-29.

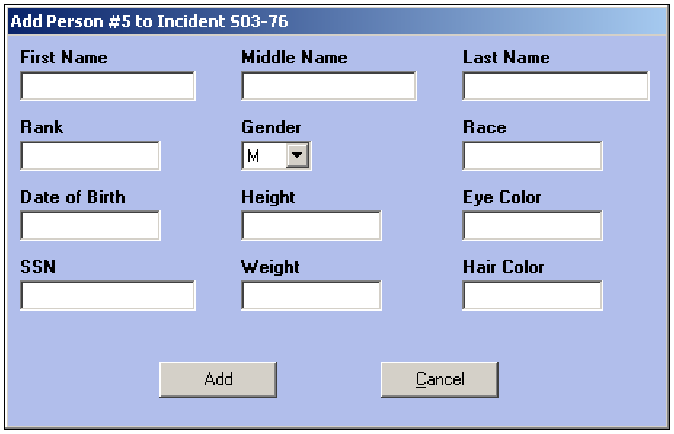
To enter a person in the incident priors database

1 Select the incident in the current incident list at the top of the D-21 Incident Client window. The incident appears in the Incident viewer.

2 Click **People Involved**. The People Involved viewer appears.



3 Click **Add Person**. The Add Person dialog box appears.



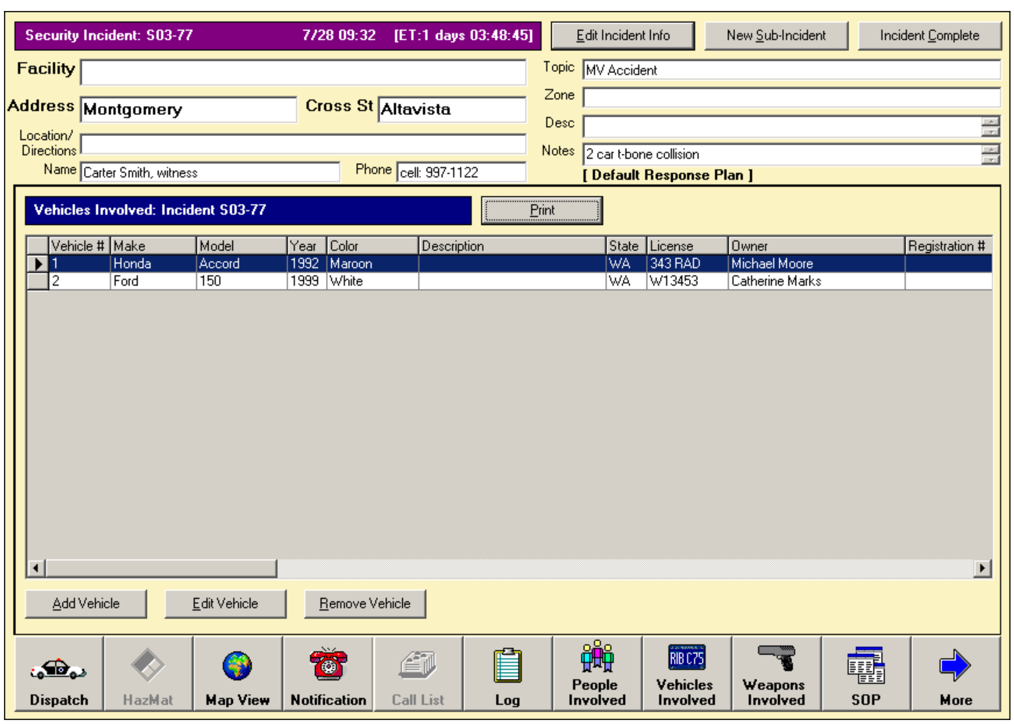
4 Fill in the fields for which you have information.

5 Click **Add**. The person is added to the People Involved list as Person #1. You can use this label in the Nature of Complaint or Details fields in the Edit Incident dialog box when referring to this person. If you add a second person, that person is labeled Person #2, the third person is labeled Person #3, and so on.

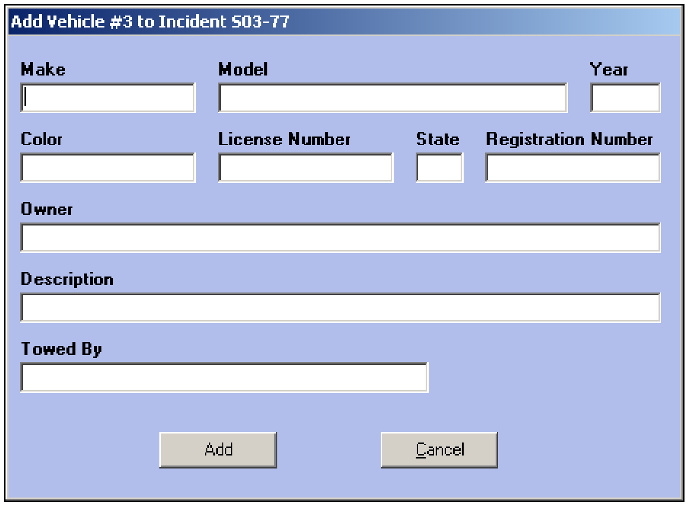
To enter a vehicle in the incident priors database

1 Select the incident in the current incident list at the top of the D-21 Incident Client window. The incident appears in the Incident viewer.

2 Click **Vehicles Involved**. The Vehicles Involved viewer appears.



3 Click **Add Vehicle**. The Add Vehicle dialog box appears.



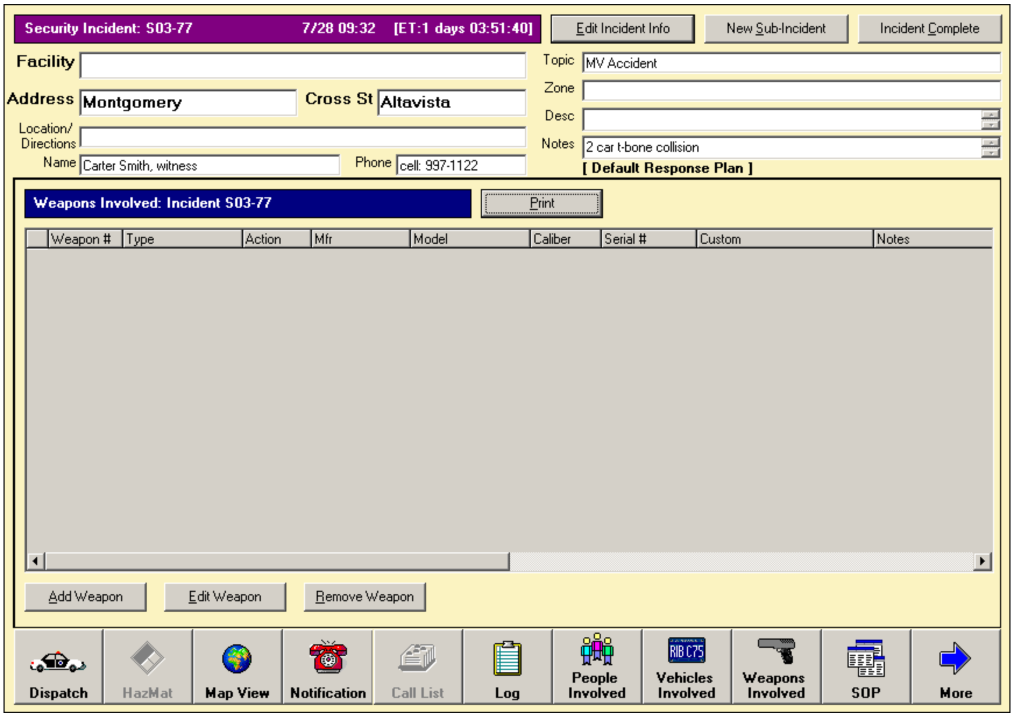
4 Fill in the fields for which you have information.

5 Click **Add**. The vehicle is added to the Vehicles Involved list as Vehicle #1. You can use this label in the Nature of Complaint or Details fields in the Edit Incident dialog box when referring to this vehicle. If you add a second vehicle, that vehicle is labeled Vehicle #2, the third vehicle is labeled Vehicle #3, and so on.

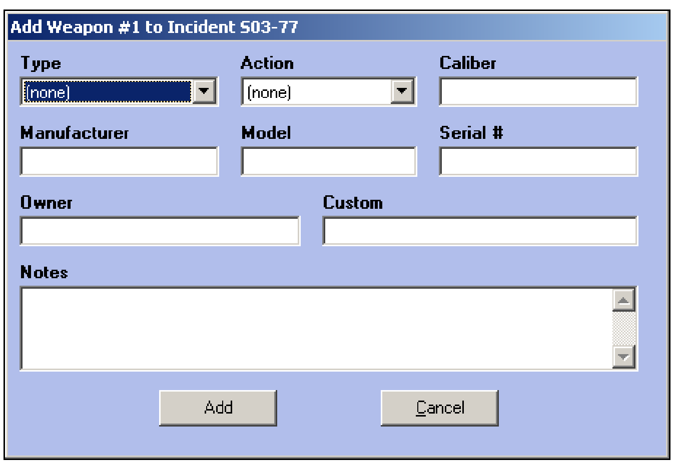
To enter a weapon in the incident priors database

1 Select the incident in the current incident list at the top of the D-21 Incident Client window. The incident appears in the Incident viewer.

2 Click **Weapons Involved**. The Weapons Involved viewer appears.

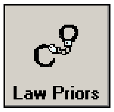


3 Click **Add Weapon**. The Add Weapon dialog box appears.



4 Fill in the fields for which you have information. Type and Action are customized weapons lists that are created in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information.

5 Click **Add**. The weapon is added to the Weapons Involved list as Weapon #1. You can use this label in the Nature of Complaint or Details fields in the Edit Incident dialog box when referring to this weapon. If you add a second weapon, that weapon is labeled Weapon #2, the third weapon is labeled Weapon #3, and so on.

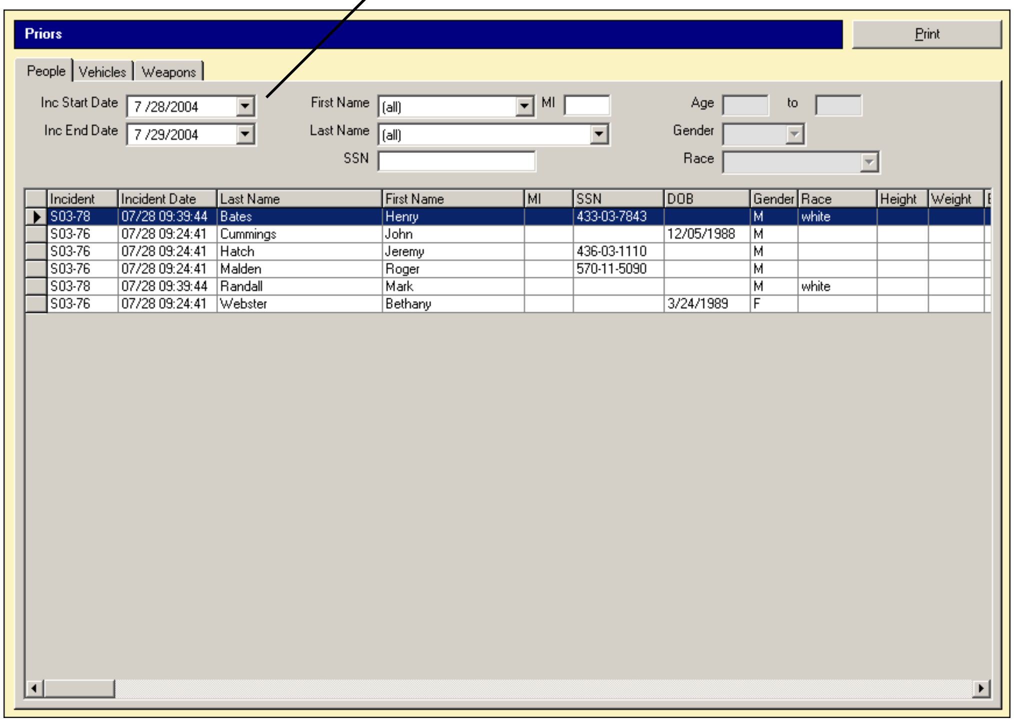


Using the Law Priors Viewer

Click **Law Priors** on the left button bar to open the Law Priors viewer. Use Law Priors to look up a person, vehicle, or weapon to see how many times he/she/it has been involved in a Law Enforcement incident. The Law Priors viewer is only available when you enable the Law Enforcement option in the D-21 Security Client. A person, vehicle, or weapon must be added to an incident in order to be tracked in the Law Priors database.

Figure 10-4
Law Priors viewer

You can use the lists at the top of each tab to search incidents for prior occurrences of your selection



For more information, see:

- "To enter a person in the incident priors database" on page 10-25
- "To enter a vehicle in the incident priors database" on page 10-26
- "To enter a weapon in the incident priors database" on page 10-27

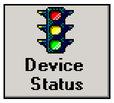
To look up a person, vehicle, or weapon for prior incident involvement

1. Click **Law Priors**. The Law Priors viewer appears.
2. Click the tab you want.
3. Use the selection lists at the top of the pane to filter the list.

Section 11
Working with Remote Units

Read this section to learn how to send commands to and receive status from Remote Interface Drivers (RID) and Monaco remote units.

Contents

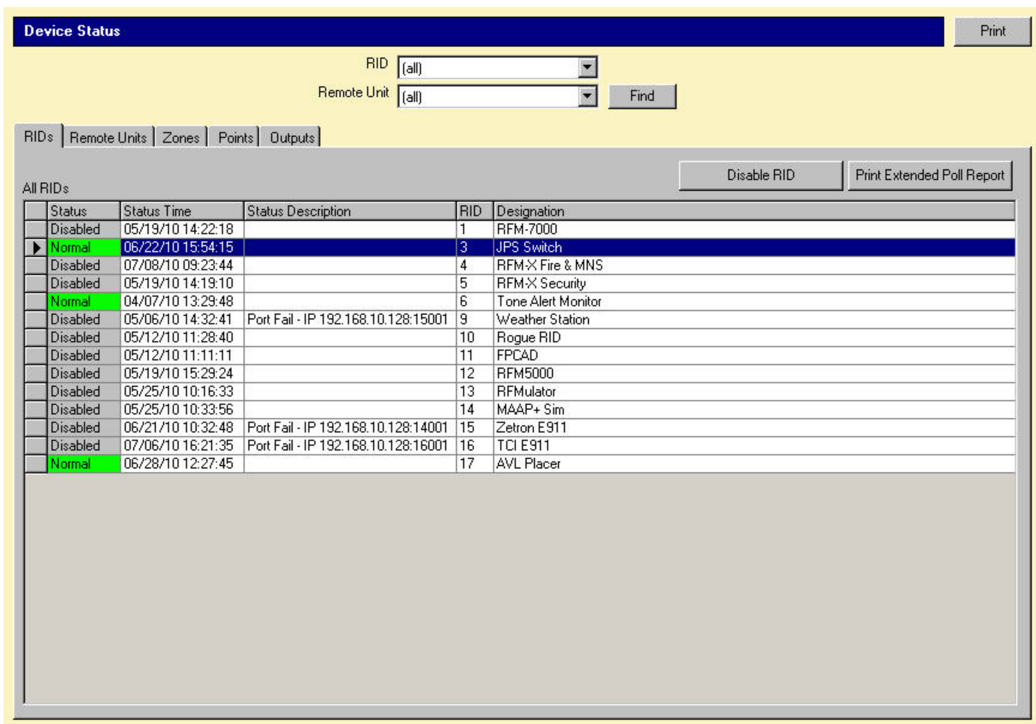


Device Status View

Use the Device Status viewer to view configuration information about the hardware monitored by the D-21. Click **Device Status** in the left button bar to open the Device Status viewer. The last reported status of each device is also displayed, color-coded by status condition. Devices are defined in the D-21 Admin Client, and status colors can be customized in the D-21 Admin Client.

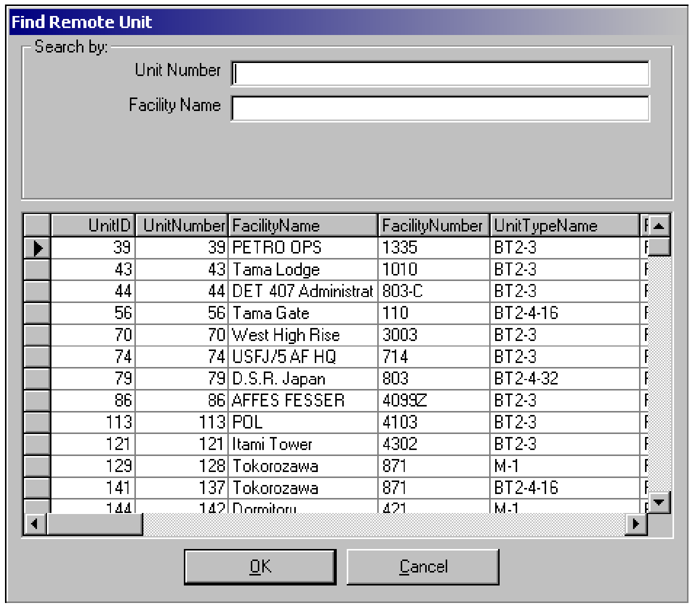
The Device Status viewer is tabbed to show five different device types: Remote Interface Drivers (RID), remote units, zones, points, and outputs.

Figure 11-1
Device Status viewer



- **RID** Click the RID drop-down list to select the remote interface driver for the device you want to view. Select **(all)** to view all RIDs. The RID selected determines which remote units are listed in the Remote Unit drop-down list and under the Remote Units tab. Selecting a RID automatically brings the Remote Units tab to the foreground.
- **Remote Unit** Click the Remote Unit drop-down list to select the remote unit you want to view. Select **(all)** to view all remote units associated with the selected RID. The remote unit selected determines which zones are listed under the Zones tab. Selecting a remote unit automatically brings the Zones tab to the foreground.

- **Find** The **Find** button next to the Remote Unit drop-down list activates the Find Remote Unit dialog box.



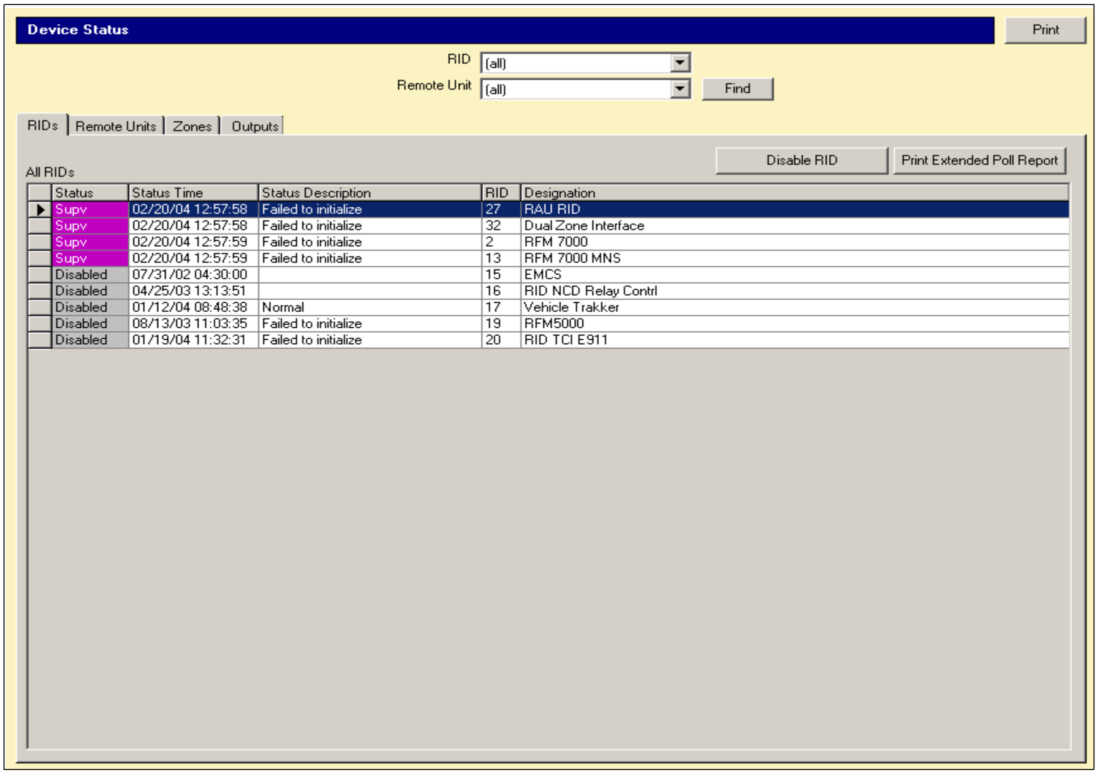
As you enter characters the Unit Number or Facility Name box, the grid sorts and a pointer indicates the Remote Unit record that matches the entered criteria. Select the record for the desired Remote Unit when it appears in the list, and then click **OK** to return to the Device Status viewer with the Zones tab in the foreground and all zones associated with the selected unit displayed.

- **Print** Click **Print** to open the Report Viewer with the report populated from the foreground tab. For information on using the Report Viewer, see “Report Viewer” on page 12-16.

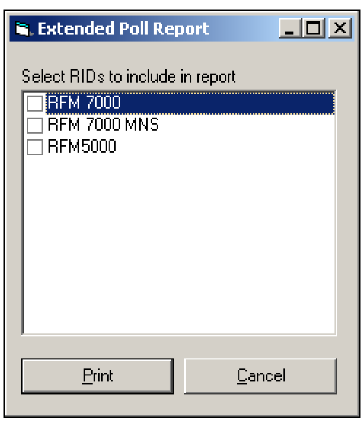
Checking RID Status

When the RIDs tab is selected, the Device Status viewer displays all RIDs. Double-clicking a RID causes the pane to switch to the Remote Units tab, with only those remote units associated with the selected RID displayed.

Figure 11-2
RIDs tab in Device Status viewer



- **Disable RID/Enable RID** This button toggles depending on whether the selected RID is enabled or disabled. To change the enabled status of a RID, select it in the list and click this button.
- **Print Extended Poll Report** Creates a report on the results of the most recent extended polls for all RIDs. A dialog box prompts you to select the RIDs you want included in the report.



When you click **Print** the report is displayed in the Report Viewer. See "Report Viewer" on page 12-16.

RFM Status

To view the status of an RFM from the Device Status viewer, Click the RIDs tab, and then right-click the desired RID designation and click **RID Properties**.

The RID Properties dialog box displays all the configuration information about the RFM. For more information on the fields in the Properties dialog box, or to change the RID configuration of an RFM, see the D-21 Admin Client User Guide.

Connected RFMs Tab

The appearance of the Connected RFMs tab varies depending on whether the selected RID is an RFM 5000 or an RFM 7000.

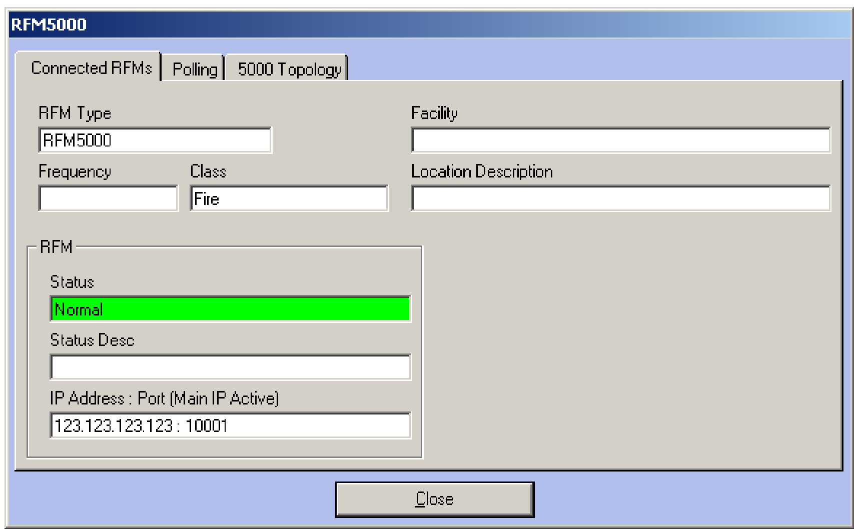


Figure 11-3 *Connected RFMs tab in RFM 5000 dialog box*

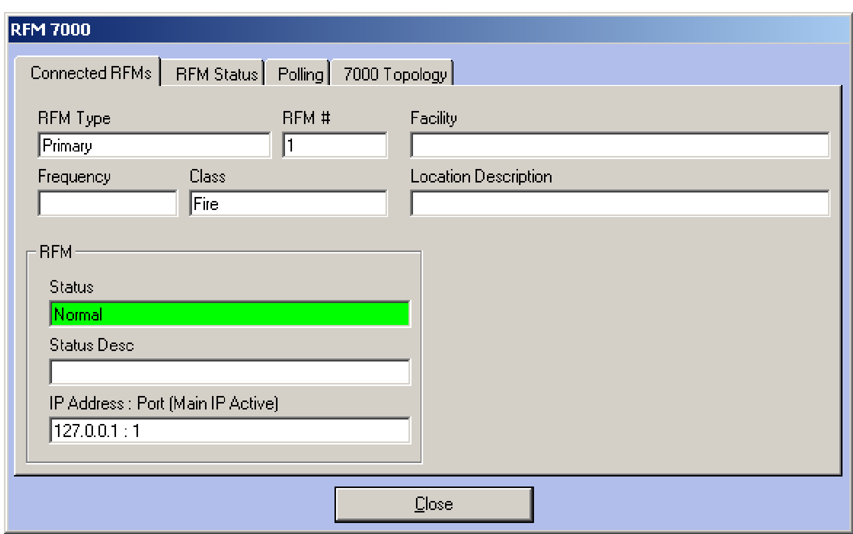
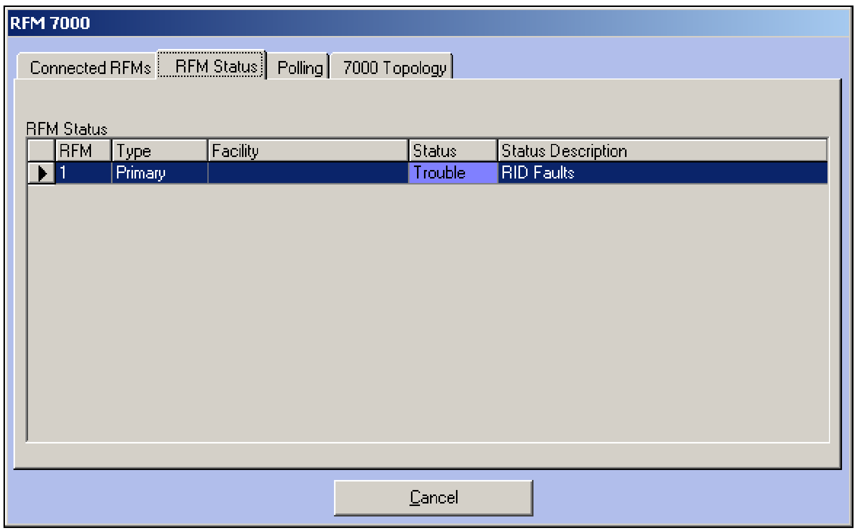


Figure 11-4 *Connected RFMs tab in RFM 7000 dialog box*

- **RFM 5000** If the RID is for an RFM 5000, the Connected RFMs tab displays the RFM type, the facility and location where the RFM is situated, the frequency and class, the status, a description of the status (if the status is not normal), and the COM port or IP address through which the D-21 communicates with it.
- **RFM 7000** If the RID is for an RFM 7000, the Connected RFMs tab displays information about the primary RFM: the RFM type, the RFM number, the facility and location where the RFM is situated, the frequency and class, the status, a description of the status (if the status is not normal), and the COM port or IP address through which the D-21 communicates with it.

RFM Status Tab (RFM 7000 Only)

Figure 11-5 *RFM Status Tab in RFM 7000 dialog box*



If the RID is for an RFM 7000, the RFM Status tab also displays information about secondary and repeater RFMs, if configured.

Polling Tab

The Polling tab is the same for the RFM 5000 and RFM 7000.

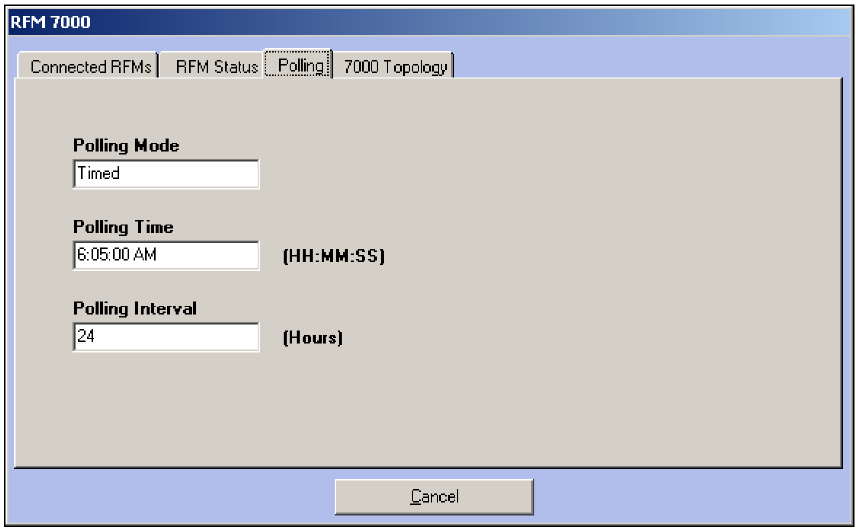
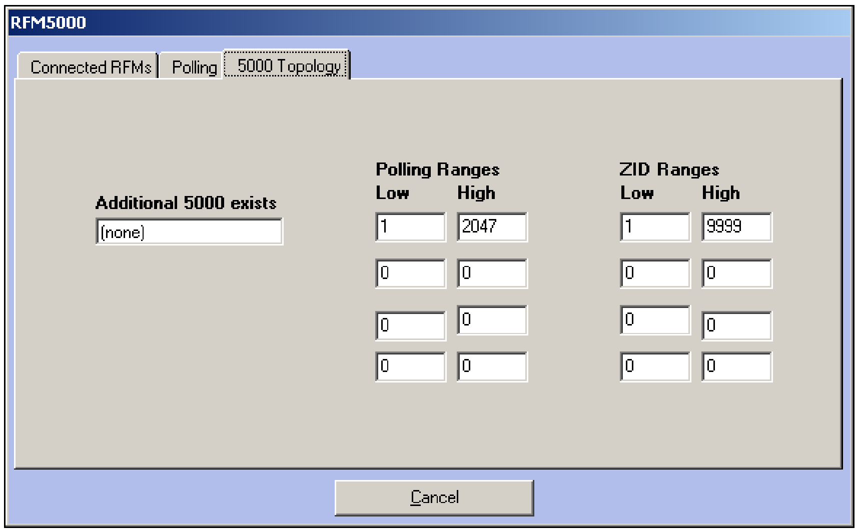


Figure 11-6
Polling tab in RFM 7000 dialog box

- **Polling Mode** The polling mode determines how the RFM polls remote units.
  - **None** The RFM does not request data from remote units. (This polling mode is for troubleshooting purposes only.)
  - **Timed** The RFM requests data from remote units at a specified interval starting at a designated time.
  - **Continuous (RFM 7000 only)** The RFM 7000 is in a continuous state of communication with remote units.
  - **Continuous/Timed (RFM 7000 only)** The RFM 7000 is in a continuous state of communication with remote units, and also requests data from remote units at a specified interval starting at a designated time.
- **Polling Time** The polling time determines when timed polling starts.
- **Polling Interval** The polling interval is the amount of time between timed polls.

5000 Topology Tab (RFM 5000 only)

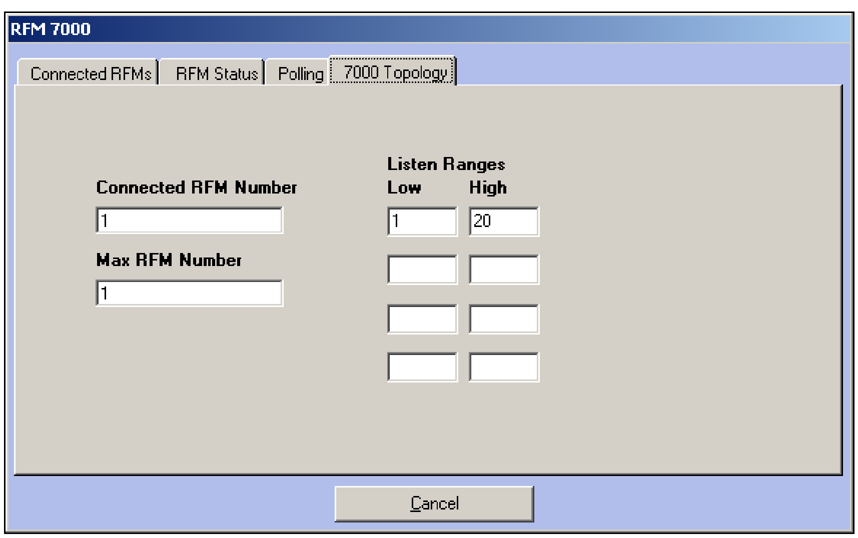
Figure 11-7
5000 Topology tab in RFM 5000 dialog box



- **Additional 5000 exists** If the system includes another active or redundant RFM 5000 on the same frequency, this box displays **Yes;** otherwise it displays **(none)**.
- **Polling Ranges** A polling range includes remote unit numbers monitored by the RFM 5000.
- **ZID Ranges** A ZID range includes zone IDs monitored by the RFM 5000.

7000 Topology Tab (RFM 7000 only)

Figure 11-8
7000 Topology tab in RFM 7000 dialog box



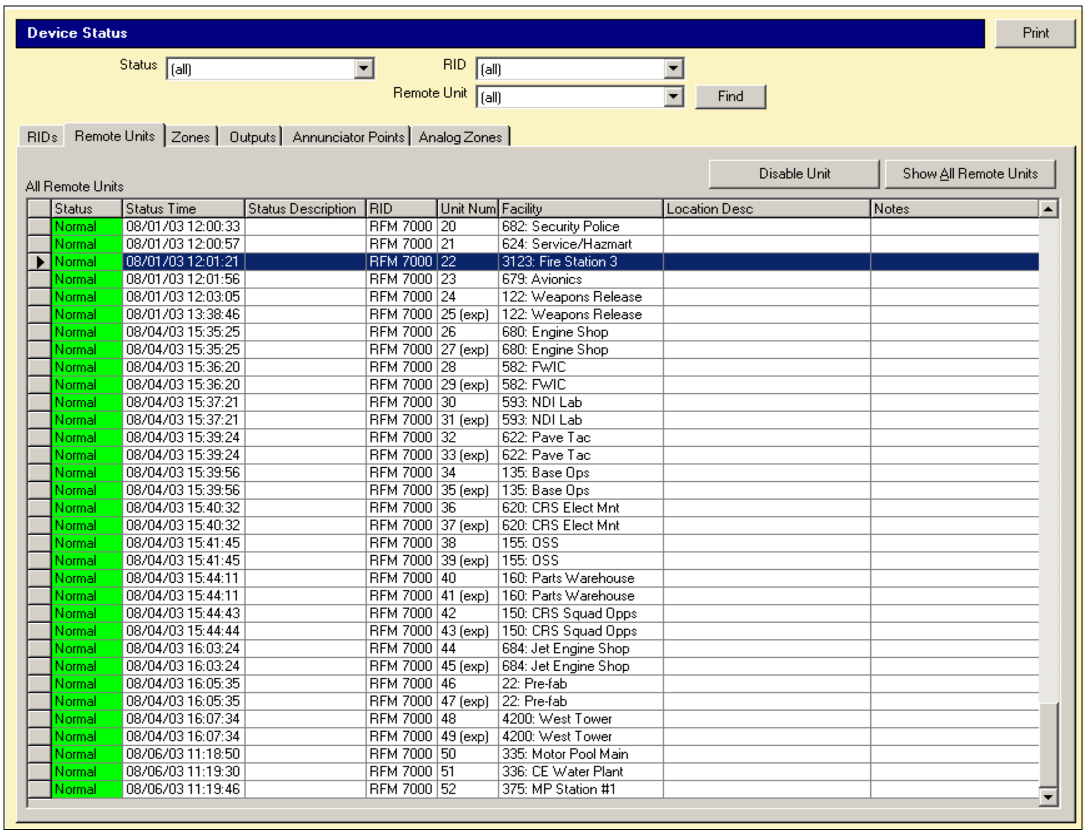
- **Connected RFM Number** The connected RFM number is the number that was assigned to the RFM 7000 that is actually connected to the D-21 server workstation or that communicates with the D-21 via the primary IP address.
- **Max RFM Number** The maximum RFM number is the total number of RFM 7000s that communicate with the D-21 via this RFM 7000 RID.

- **Listen Ranges** A listen range includes remote unit numbers monitored by the RFM 7000.

Checking Remote Unit Status

When the Remote Units tab is selected, the Device Status viewer displays all remote units associated with the RID selected in the RID drop-down list at the top of the pane. Double-clicking a RID on the RID tab also causes the pane to switch to the Remote Units tab, with only those remote units associated with the RID you clicked displayed.

Figure 11-9 *Remote Units tab in Device Status viewer*

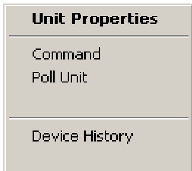


- **Status** Click the Status drop-down list to view (all), (Off-Normal), Normal, Trouble, Alarm or Disabled devices. This drop-down list is only available on the Remote Units, Zones, and Points tabs.
- **Disable Unit/Enable Unit** This button toggles depending on whether the selected unit is enabled or disabled. To change the enabled status of a remote unit, select it in the list and click this button.

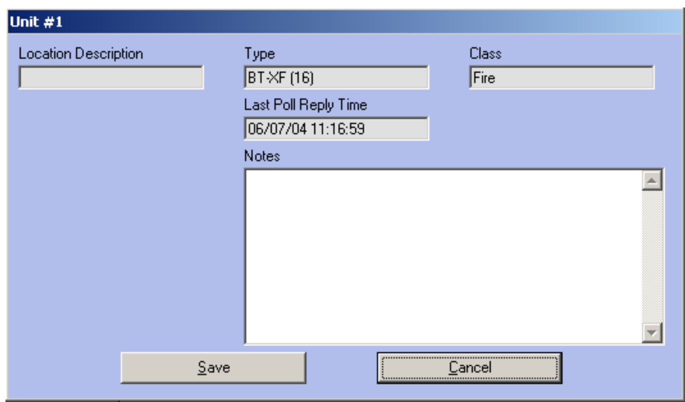
  NOTE *When a remote unit on an RFM7000 RID is enabled, a poll command is automatically executed.*
- **Show All Remote Units** Click display all remote units in the list. This does the same thing as selecting (all) from the RID drop-down list at the top of the pane.

Remote Unit Properties

When you right-click an entry in the remote unit list, the D-21 Incident Client displays the Remote Unit Properties pop-up menu.



- **Unit Properties** Displays a dialog box containing location and type information for the remote unit. You can enter notes about the unit here and view them in the Notes column of the Remote Units list.



- **Command** Opens the RID Commands viewer with the selected remote unit specified in the Remote Unit drop-down list. See “RID Commands” on page 11-22.
- **Poll Unit** Polls the remote unit. This is the same as using **RID Commands** on the right button bar. See “RID Commands” on page 11-22.
- **Download** Downloads status and configuration changes to a remote unit. This command is dimmed if the remote unit that is selected is not configured to accept downloads. See “RID Commands” on page 11-22.
- **Device History** Displays a device history log for the remote unit. See “Device History” on page 5-34.
- **Clear Status** Click to synchronize the D-21 and a remote unit when the unit status in the D-21 does not match the unit status in the field. The remote unit status in the D-21 will be set to normal, and any off-normal condition of the unit in the field will be re-annunciated through an alarm.

Checking Zone Status

When the Zones tab is selected, the Device Status viewer displays all zones associated with the remote unit selected in the remote unit drop-down list at the top of the pane. Double-clicking a remote unit under the Remote Unit tab causes the pane to switch to the Zones tab, with only those zones associated with the remote unit you clicked displayed.

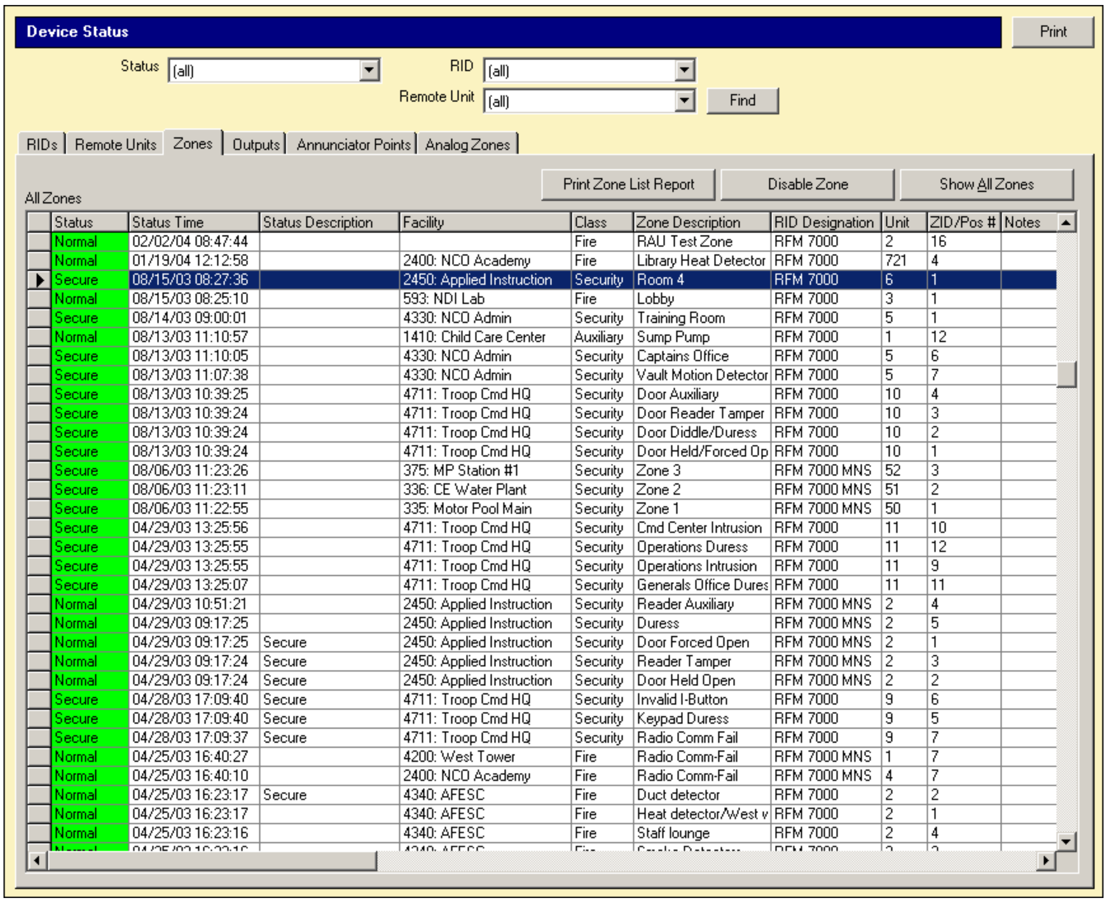


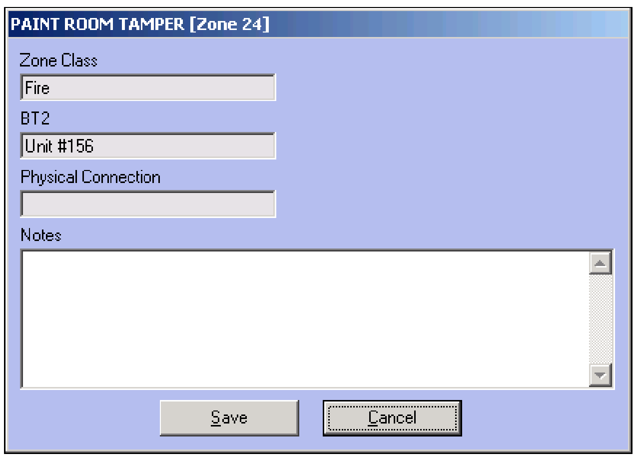
Figure 11-10
Zones tab in Device Status viewer

- **Status** Click the Status drop-down list to view (all), (Off-Normal), Normal, Secure, Access, Trouble, Alarm or Disabled devices. This drop-down list is only available on the Remote Units, Zones, and Points tabs.
- **Disable Zone/Enable Zone** This button toggles depending on whether the selected zone is enabled or disabled. To change the enabled status of a zone, select it in the list and click this button.
- **Show All Zones** Displays all zones in the list. This does the same thing as selecting (all) from the RID and Remote Unit drop-down lists at the top of the pane.
- **Print Zone List Report** Click to print a list of zones using the selected RID and remote unit. This report includes the physical connection, priority, and alarm ID assigned to each zone.

Zone Properties

When you right-click an entry in the zone list, the D-21 Incident Client displays the Zone Properties pop-up menu.

- **Zone Properties** Click **Zone Properties** to view location and configuration information about the zone. You can enter notes about the unit here and view them in the Notes column of the Zones list



- **Map** Switches to the appropriate Map View (Fire, Security, or Facility Management), with the map display zoomed to the building containing the selected zone. If the building containing the selected zone has not been identified as a D-21 monitored facility on the map, this command will be greyed out. See "Map View (D-21M only)" on page 7-2.
- **Fire Status/Security Status** Switches to the Zones tab of the specified viewer.
- **Floor Plan** Switches to the floor plan for the facility containing the selected zone in the Floor Plans viewer. If the facility containing the selected zone does not have a Floor Plan, this command will be greyed out. See "Floor Plans" on page 6-9.
- **Response Plan** Switches to the selected zone's response plan in the Response Plans Viewer. If the selected zone does not have a response plan, this command will be greyed out. See "Response Plans Viewer" on page 6-2.
- **Device History** Displays a device history log for the zone. See "Device History" on page 5-34.

To disable and enable zones

1. Click **Device Status** on the left button bar. When the Device Status viewer appears, click the Zones tab, if necessary.
2. From the filtering drop-downs, select the RID and remote unit associated with the zone that you want to enable or disable.

3 Select the zone you want to enable or disable.

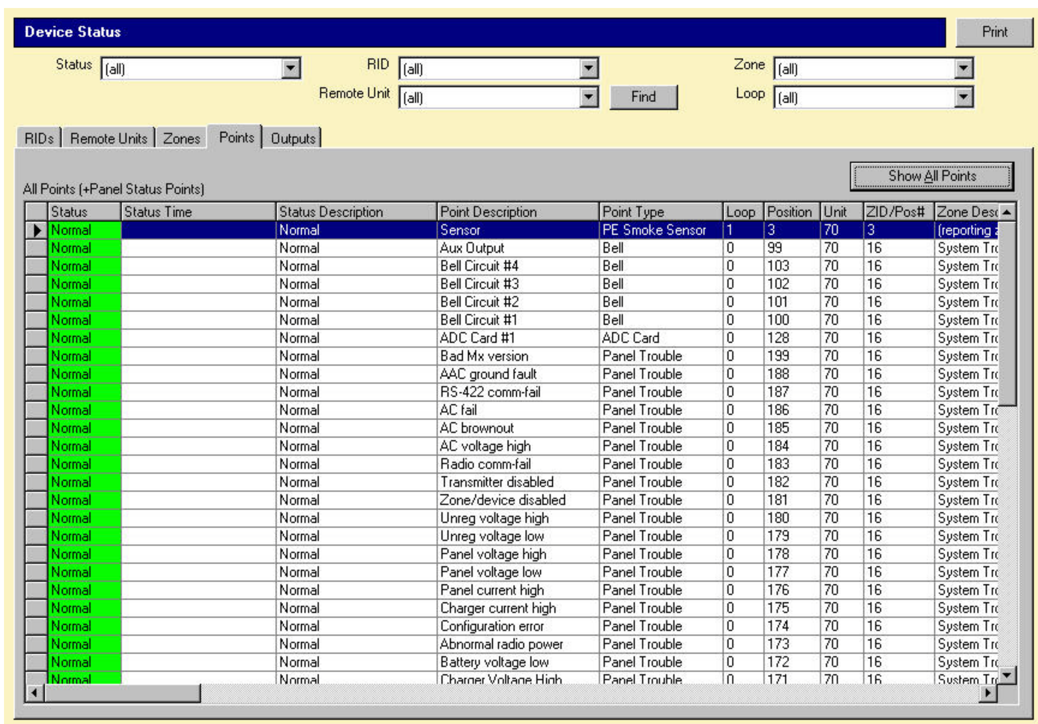
4 Do one of the following:

- If the zone is currently disabled, click **Enable Zone** to enable the zone.
- If the zone is currently enabled, click **Disable Zone** to disable the zone.

Checking Point Status

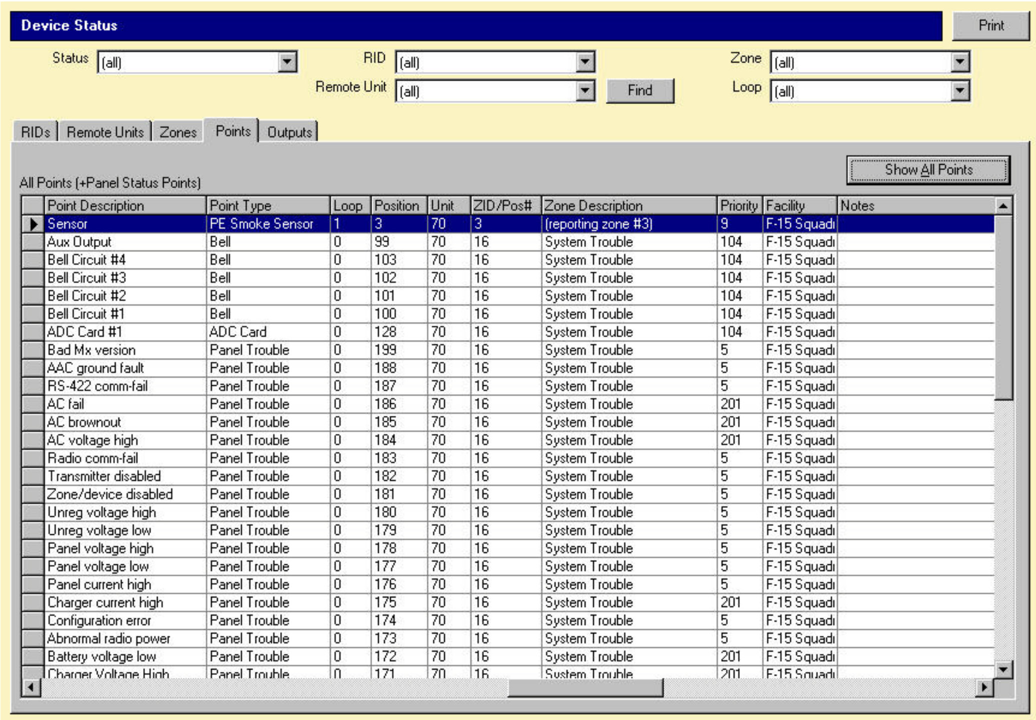
If the D-21 system includes one or more MAAP(+) remote units with point reporting enabled, the Device Status viewer includes a Points tab. When the Points tab is selected, the Device Status viewer displays all points associated with the RID, remote unit, zone, and loop selected in the drop-down lists above the list. Alternatively, double-clicking a point-reporting zone on the Zones tab causes the pane to switch to the Points tab, with only those points associated with the zone you double-clicked displayed

Figure 11-11 *Points tab in Device Status viewer*



- **Status** Use this drop-down list to display only points with the status you select.
- **Show All Points** Click to remove all current filtering by status, RID, remote unit, zone, and loop.

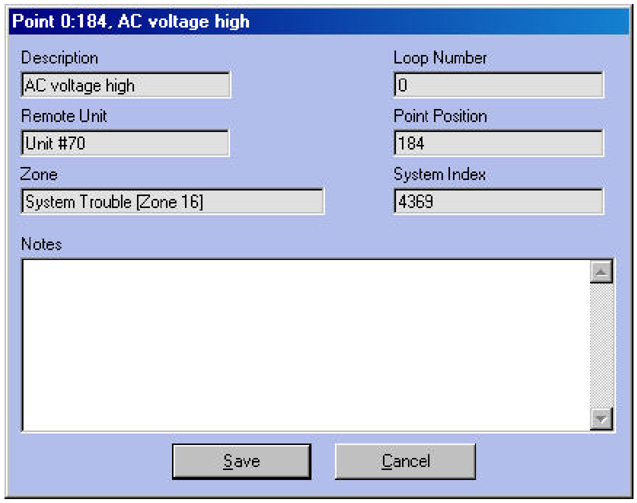
Additional columns of point information can be displayed by scrolling the horizontal scroll bar at the bottom of the viewer to the right, as shown in the figure below.



Point Properties

When you right-click an entry in the point list, the D-21 Incident Client displays the Point Properties pop-up menu.

- **Point Properties** Displays a dialog showing a summary of the point's configuration.You can enter notes about the point here and view them in the Notes column of the Points list

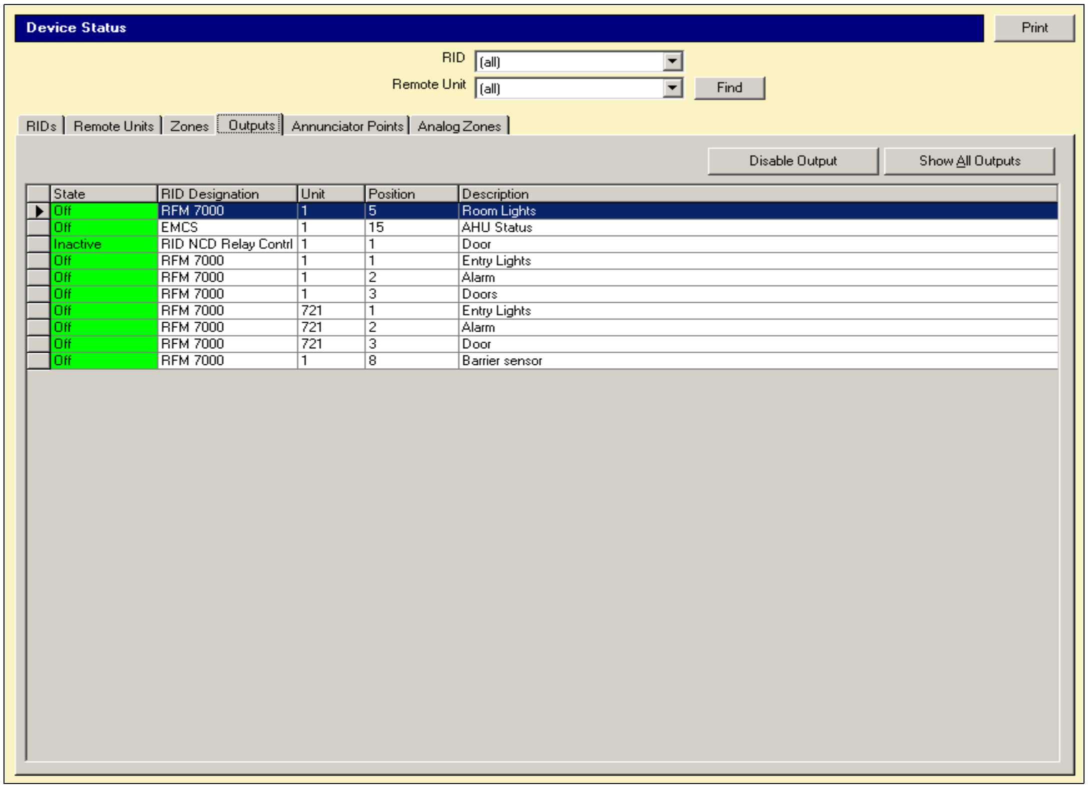


- **Floor Plan** Switches to the Floor Plans viewer and displays the floor plan to which the point has been added. This command is not available if the point does not appear on a floor plan.
- **Device History** Displays a device history log for the point. See "Device History" on page 5-34.
- **Normalize Point** Overrides the current status listed for the point with a Normal status. If the point is actually in an off-normal state, the off-normal alert is re-annunciated.

Checking Output Status

When the Outputs tab is selected, the Device Status viewer displays all outputs associated with the RID and remote unit selected in the drop-down lists above the list.

Figure 11-12
Outputs tab in Device Status viewer

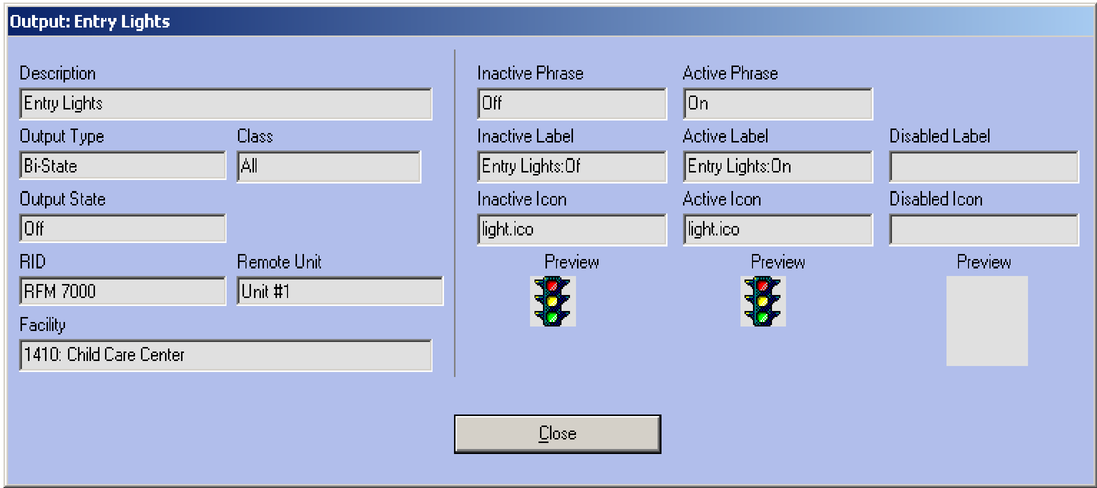


- **Disable Output/Enable Output** This button toggles depending on whether the selected output is enabled or disabled. To change the enabled status of an output, select it in the list and click this button.
- **Show All Outputs** Displays all outputs in the list. This does the same thing as selecting (all) from the RID and Remote Unit drop-down lists at the top of the pane.

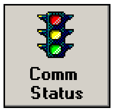
Output Properties

When you right-click an entry in the output list, the D-21 Incident Client displays a pop-up menu for the output.

- **Output Properties** Opens a dialog displaying configuration information about the output.



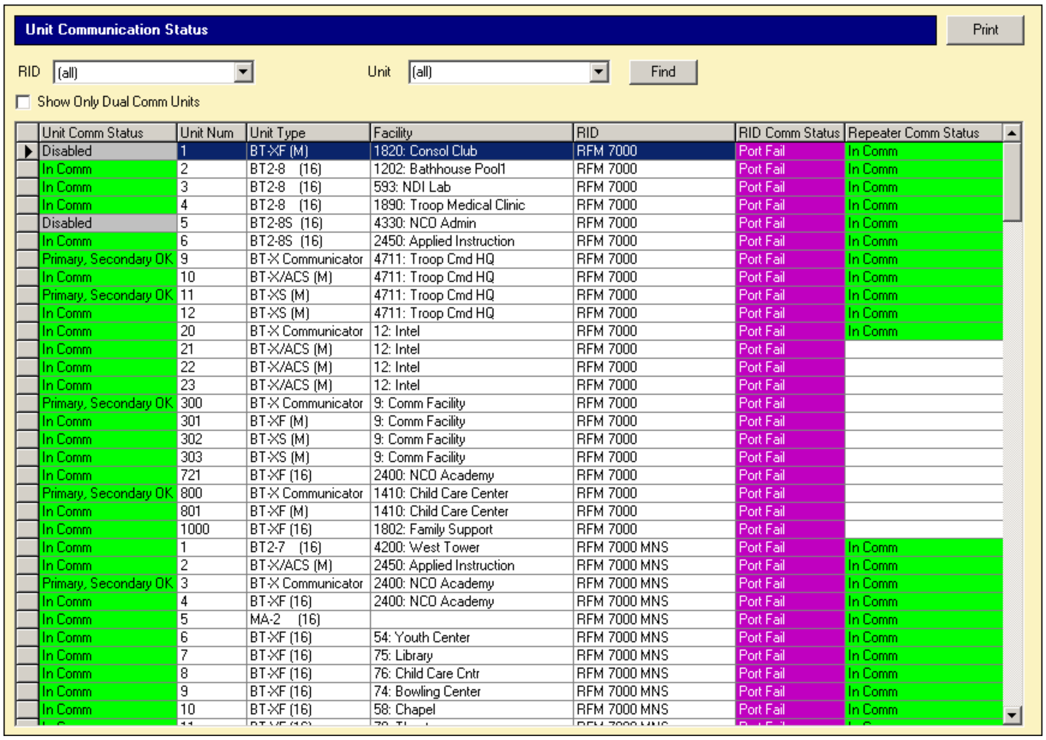
- **ON/OFF** or **Activate** Click **ON** and **OFF** to control bi-state outputs. Click **Activate** for momentary outputs. If custom status phrases have been assigned to an output in the Admin Client, then those status phrases will appear on the right-click menu instead of On/Off or Activate.
- **Map** Switches to the appropriate Map View (Fire or Security), with the map display zoomed to the building containing the selected output. If the building containing the selected output has not been identified as a D-21 monitored facility on the map, this command will be greyed out. See “Map View (D-21M only)” on page 7-2.
- **Floor Plans** Switches to the floor plan for the facility containing the selected output in the Floor Plans viewer. If the facility containing the selected output does not have a Floor Plan, this command will be greyed out. See “Floor Plans” on page 6-9.
- **Device History** Displays a device history log for the output.
- **Output Group** Switch to the Output Groups viewer and display the output group to which the selected output belongs. If the selected output has not been added to an output group, this command will be greyed out. For more information on output groups, see “Output Groups Viewer” on page 7-19.



Comm Status View

Click **Comm Status** on the left button bar to open the Unit Communication Status viewer. This viewer displays the communication status of all remote units that communicate with the D-21 via an RFM 5000 or RFM 7000. The status of the RFM associated with the remote unit is also displayed with each unit, as well as the status of any repeaters. To view any other status for remote units (e.g. power supply or tamper), as well as the alarm status of zones, see “Device Status View” on page 11-2.

Figure 11-13
Comm Status viewer



- **RID** Select a single RID to display the remote units that communicate with the RID’s RFM. Select (all) to display the status of all remote units communicating with an RFM 5000 or RFM 7000.
- **Unit** Select a single remote unit to display.
- **Show Only Dual Comm Units** Select this option to display only remote units that have the dual communication channel option enabled.

Checking Communication Status

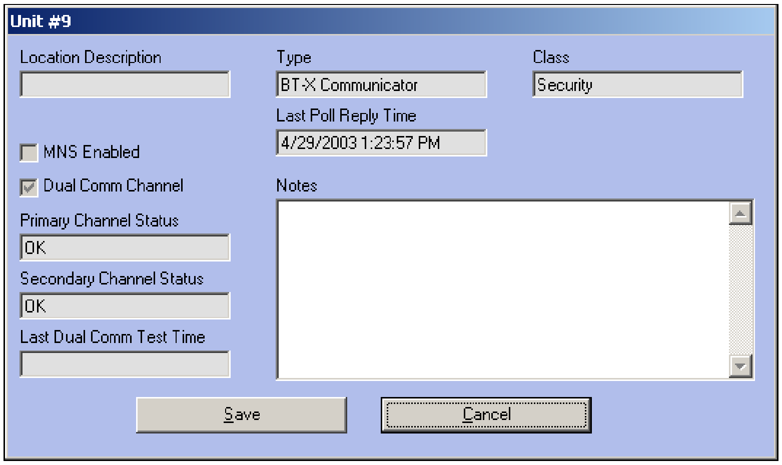
The Comm Status viewer displays the following communication status conditions for remote units and their associated RFMs or BT2-R repeaters (RFM 5000 only):

Communication Status		Status Color	Description
Unit Comm Status	**Disabled**	Gray	The remote unit has been disabled in the Device Status viewer.
	In Comm	Green	The remote unit is communicating normally with the RFM and D-21.
	Not in Range	Gray	The remote unit is not in one of the defined polling ranges for the RFM with which the unit is set up to communicate.
	No Reply	Magenta	The remote unit did not reply to the last attempt by the RFM to communicate with it.
	Not in Comm	Gray	The remote unit's RFM is not communicating with the D-21 due to an RFM Comm Fail, Port Fail, or because the RFM is currently disabled.
	Primary In Comm	Green	The remote unit has dual communication channels enabled and is communicating normally on its primary channel.
	Secondary In Comm	Blue	The remote unit has dual communication channels enabled and is communicating on its secondary communication channel.
RID Comm Status	**Disabled**	Gray	The RID for the remote unit's RFM has been disabled in the Device Status viewer.
	In Comm	Green	The RFM is communicating normally with its remote units and the D-21.
	Comm Fail	Magenta	The RFM is not communicating with the D-21 or the D-21 is unable to communicate with the RFM.
	Port Fail	Magenta	There is a problem with the COM port or IP port connection between the RFM and the D-21.
	Radio Fault	Dark Green	There is a problem with the RFM's radio communication with the remote units.
Repeater Comm Status	**In Comm**	Green	The downline RFM (RFM 7000) or BT2-R repeater (RFM 5000) that communicates the remote unit's status to the primary RFM is operating normally.
	Not in Comm	Gray	The primary RFM is in Comm Fail, Port Fail, or is currently disabled.
	No Reply	Magenta	The BT2-R repeater that communicates the remote unit's status to the RFM 5000 did not reply to the most recent poll.
	Offline	Magenta	The downline RFM 7000 that communicates the remote unit's status to the primary RFM 7000 is in Comm Fail.

Checking Dual Communication Test Results

The results of the last completed dual communication test for a remote unit are displayed in the remote unit's Properties dialog box. For more information on dual communication channels, see "Working with the RFM 7000 in Dual Comm Mode" on page 11-26.

To display the Unit Properties dialog box, click the Device Status button, and choose the Remote Units tab. Right-click a remote unit and select the Unit Properties command on the pop-up menu.

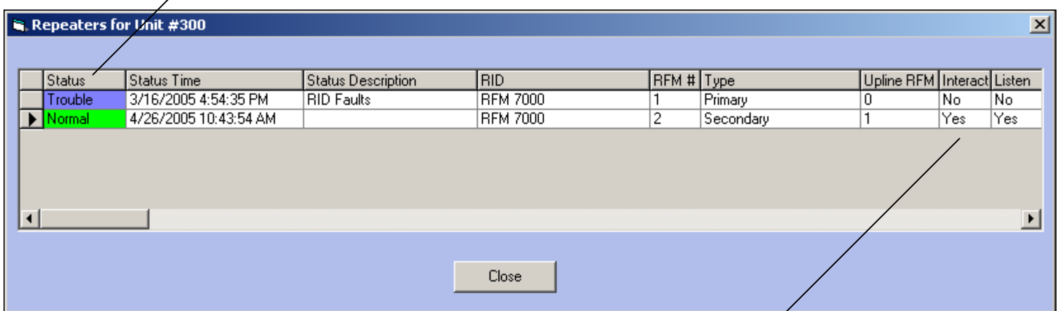


- **Location Description** Displays information about the physical location of the remote unit.
- **Type** Displays the remote unit type.
- **Class** Displays the unit class.
- **Last Poll Reply Time** Displays the last time the remote unit replied to an extended poll.
- **MNS Enabled** Indicates if the remote unit is configured for mass notification. This option is only available for the BT-X Communicator and BT-X Communicator Plus remote unit types.
- **Dual Comm Channel** Indicates if the remote unit is configured for two communication channels. This option is only available for the BT-X Communicator, BT-X Communicator Plus, and the BT-XS (M) unit when the IDS Master unit option is enabled.
- **Primary Channel Status** Displays the status of the primary channel. The status is either OK, Not in Use, or Failed. This field is only available for remote units where the dual comm channel option is enabled.
- **Secondary Channel Status** Displays the status of the secondary channel. The status is either OK, Not in Use, or Failed. This field is only available for remote units where the dual comm channel option is enabled.
- **Last Completed Dual Comm Test Time** Displays the date and time of the last completed dual communication test. This field is only available for remote units where the dual comm channel option is enabled.
- **Notes** Enter information that you want to save with the remote unit. The text you enter will be displayed in the Notes column of the Remote Units list in the Device Status viewer.

Checking Repeater Status

Right-click a remote unit and select the Show Repeater Status command on the pop-up menu to display the status of repeater RFMs (RFM 7000) or BT2-R repeater units (RFM 5000). If the remote unit communicates directly with the D-21 via the primary RFM, the Show Repeater Status command does not appear on the pop-up menu.

Displays the communication status of each RFM and/or BT2-R between the remote unit and the D-21

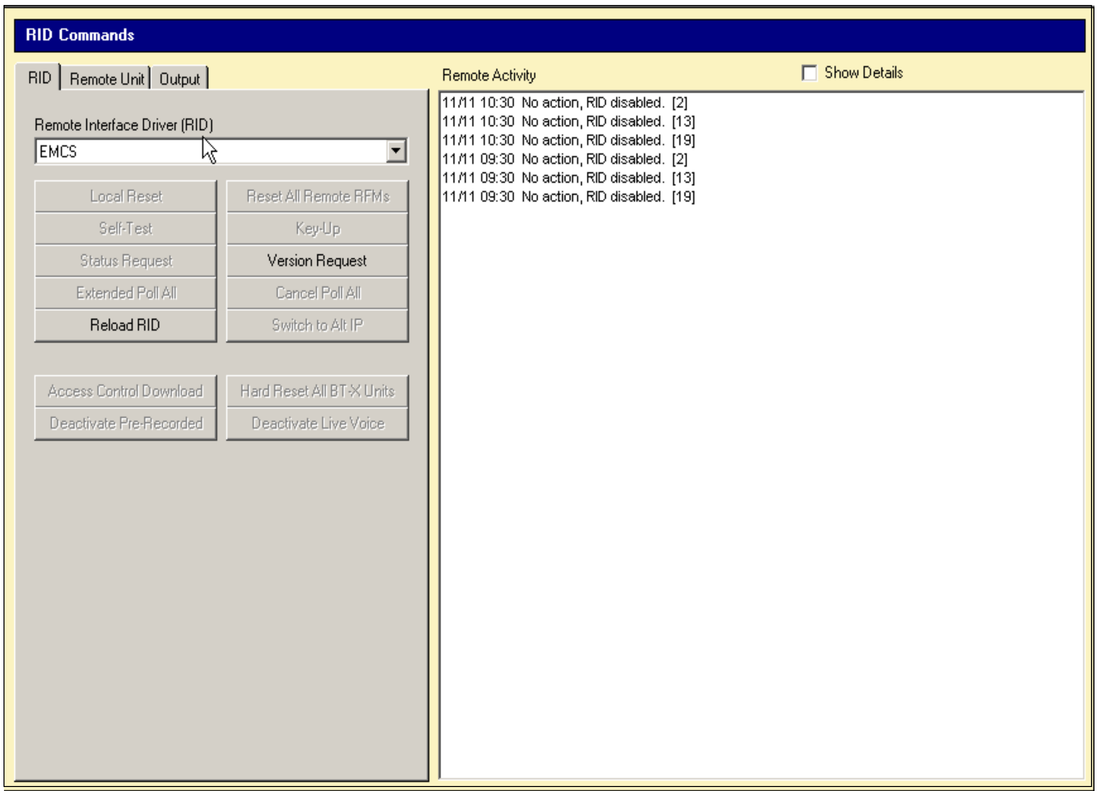


Indicates which RFM Interact and Listen ranges include the selected remote unit

RID Commands

Click **RID Commands** on the right button bar to display the RID Commands pane. Use RID Commands to communicate with RIDs and remote units.

Figure 11-14
RID Commands

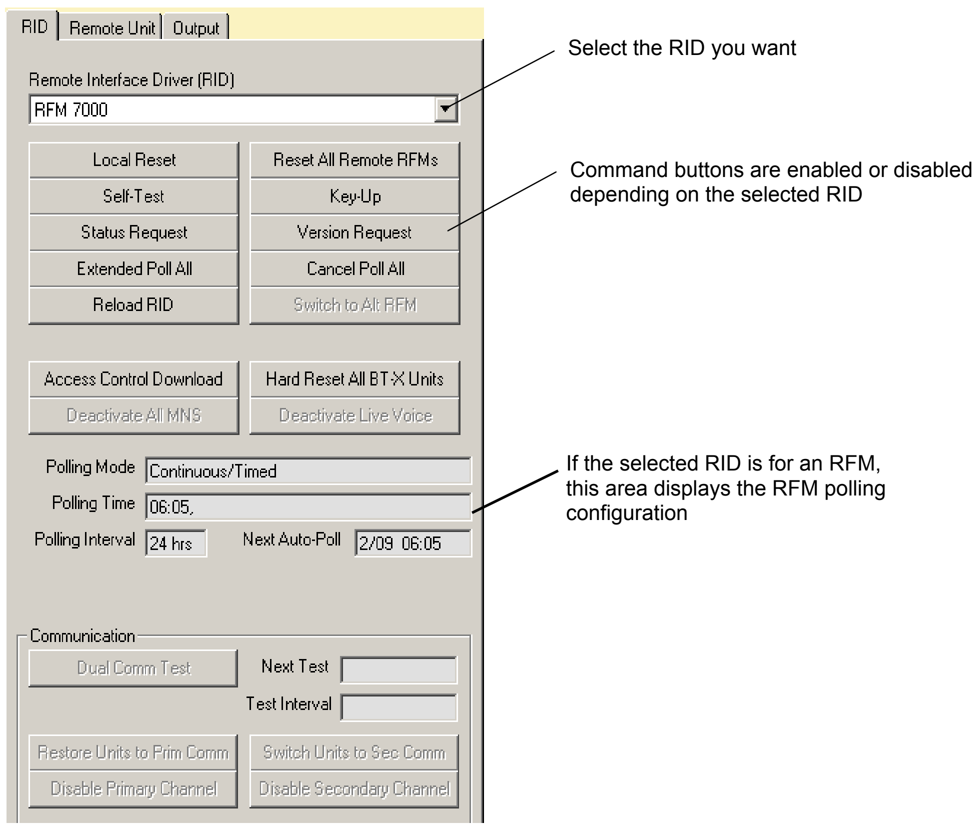


The Remote Activity area on the right displays the detailed results of commands sent to the RIDs and remote units. A Monaco product support representative may request that you check the Show Details checkbox to obtain troubleshooting data.

Sending RID Commands

Use the RID tab in the RID Commands pane to send commands to and request information from the RIDs that are enabled. You cannot send commands to a disabled RID. Enable and disable RIDs in the Device Status viewer. For more information, see “Device Status View” on page 11-2. For more information on configuring remote interface drivers (RID), see the D-21 Remote Interface Driver Guide.

Figure 11-15
RID tab in RID Commands



Not all RID commands are available for each RID. If a RID does not support a command, the command button is grayed. The following table lists all RID commands and the RIDs for which they are enabled. For more information on specific RIDs, see the D-21 Remote Interface Driver Guide.

RID Command	Enabled for the following RIDs	Description
Local Reset	RFM 5000, RFM 7000, King Fisher Interface (KFI), Central Interface Unit (Intrac CIU), Remote Annunciator, RPM	Resets the selected RFM.
Reset All Remote RFMs	RFM 7000	Resets all RFMs in a D-21 system with secondary D-700s (a “multi-central” system).
Self-Test	RFM 5000, RFM 7000, King Fisher Interface (KFI)	Activates the self-test function of the local RFM.

RID Command	Enabled for the following RIDs	Description
Key-Up	RFM 5000, RFM 7000	Activates the transmitter in the local RFM for testing purposes.
Status Request	All	Queries the RID for the status of the associated device
Version Request	All	Displays the software version of the RID and the version of the firmware in the associated device.
Extended Poll All	RFM 5000, RFM 7000	Polls the entire polling range of the selected RFM.
Cancel Poll All	RFM 5000, RFM 7000	Cancels an extended poll.
Reload RID	All	Reloads the selected RID software.
Switch to Alt RFM / Switch to Main RFM	RFM 5000, RFM 7000	Toggles between main and alternate IP addresses for RFM 5000 or RFM 7000. See "To switch an RFM to an alternate IP address" on page 11-26.
Access Control Download	RFM 7000	Downloads access control status and configuration changes to security units communicating through the selected RID. Only available with the D-21 Security Client.
Hard Reset All BT-X Units	RFM 7000	Resets all BT-X remote units associated with the RID. Only available for the BT-X remote unit.
Deactivate All MNS	RFM 7000	Deactivates all active mass notification messages. Only available with the D-21 Mass Notification Client.
Deactivate Live Voice	RFM 7000	Deactivates all active live-voice mass notification messages. Only available with the D-21 Mass Notification Client.
Dual Comm Test	RFM 7000	Tests the primary and secondary channels for all BT-X units with Dual Comm enabled. Only available when Dual Comm is enabled for the RID.
Restore Units to Prim Comm	RFM 7000	Switches all BT-X units with Dual Comm enabled to their primary channel. Also restores the RFM 7000 to dual channel mode. Only available when Dual Comm is enabled for the RID.
Switch Units to Sec Comm	RFM 7000	Switches all BT-X units with Dual Comm enabled to their secondary channel. Only available when Dual Comm is enabled for the RID,
Disable Primary Channel	RFM 7000	Disables the primary channel in the RFM 7000 and forces the RFM into single channel mode. The RFM will only communicate with BT-X units that are communicating on their secondary channel. Use the Restore Units to Prim Comm command to restore the RFM to dual channel mode.
Disable Secondary Channel	RFM 7000	Disables the secondary channel in the RFM 7000 and forces the RFM into single channel mode. The RFM will only communicate with BT-X units that are communicating on their primary channels. Use the Restore Units to Prim Comm to restore the RFM to dual channel mode.

Polling All Remote Units on a RID

Use the RID Commands pane to perform an Extended Poll of all remote units that communicate with a single RFM. You can only poll remote units that are within the polling ranges configured for the RID in the D-21 Admin Client. If a polling range includes a unit number that has not been assigned to a remote unit, the D-21 displays an RFM Poll Fault message in the Remote Activity window, but does not generate an alert. For information on polling a single remote unit, see "To poll a remote unit" on page 11-31.

To poll all remote units attached to an RFM

1. Click **RID Commands** on the right button bar. The RID Commands pane appears with the RID tab displayed.
2. If necessary, check the Show Details option in the upper right corner of the pane to see detailed polling results in the Remote Activity window.
3. Select the RFM RID that you want to poll in the Remote Interface Driver drop-down list.
4. Click **Extended Poll All**. A confirmation message appears.
5. Click **Yes**. Polling results appear in the Remote Activity window.

Interpreting Poll Results

The poll results for a remote unit appear in a text string which is divided into sections. The first section is three characters long and gives the ac, battery, and tamper status of the unit in that order. Use the table below to interpret the first section of the poll result text string.

Character	Unit Status
.	No problem condition on the unit
A	AC problem on the unit
B	Battery problem on the unit
T	Tamper problem on the unit
+	Communicator+ unit

The rest of the the poll result text string is grouped into sections that are four characters long. Each character gives the status of a zone on the unit, in numerical order by the zones' physical positions. (The first character in the second section stands for the zone attached in the first position on the unit, etc.) Use the table below to interpret the rest of the poll result text string.

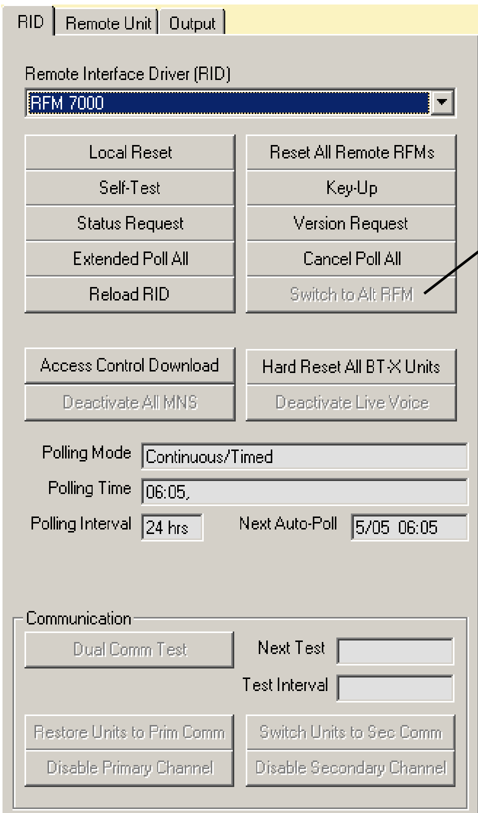
Character	Zone Status
N	Normal
A	Alarm
T	Trouble
D	Disabled
S	Secure (Security zones only)
X	Access (Security zones only)

Switching IP Addresses (RFM 5000 and RFM 7000)

Use the Switch to Alt IP command to switch between the main and alternate internet protocol (IP) addresses for an RFM 5000 or RFM 7000. This command is only available if an alternate RFM is specified in the RID configuration for the RFM.

To switch an RFM to an alternate IP address

1 Click **RID Commands** on the right button bar. The RID Commands pane appears.



Click here to switch between the Main and Alternate IP for the selected RFM

2 Select the RID for the RFM in the Remote Interface Driver drop-down list.

3 Click **Switch to Alt RFM** to change to the alternate IP address for your RFM, or click **Switch to Main RFM** to switch back to the main IP address for your RFM.

Working with the RFM 7000 in Dual Comm Mode

The BT-X supports either one or two communication channels for sending and receiving data. When equipment for two communication channels is installed in the BT-X, the RFM 7000 RID that communicates with the BT-X must have Dual Communication Channel mode (Dual Comm) enabled. Dual Comm must also be enabled for each BT-X remote unit that will use both channels when communicating with the D-21. When the RFM is in Dual Comm mode, it is capable of communicating with units on either their primary or secondary channel. For more information about the communication options available for the BT-X, see the BT-X I-O-M Manual (P/N 001-398-00).

When two channels are installed in the BT-X, one channel is designated as the primary channel and one is designated as the secondary channel through programming at the BT-X. The primary channel is always in use unless the BT-X “falls back” to the secondary channel. The BT-X can fall back to the secondary channel when the primary channel fails or when the D-21 operator sends a command to an individual unit or to all units on a RID to switch to their secondary channel.

Dual Comm can be enabled on the BT-X Communicator and BT-X Communicator Plus as well as the IDS Master unit, if the BT-X is configured for IDS. Whenever the BT-X “falls back” to the secondary channel, a supervisory alarm is reported on zone position 13 on the BT-X Communicator, BT-X Communicator Plus, and/or IDS Master unit. When the primary channel is restored, an end alarm condition for zone 13 is reported and the zone returns to normal.

Switching Channels

The RFM 7000 RID provides two global commands for switching channels:

- **Switch Units to Sec Comm** Switches all units to their secondary channel. Supervisory alarms are reported on zone position 13 of the BT-X Communicator, BT-X Communicator Plus, and/or IDS Master unit for each unit that falls back to the secondary channel. If a unit is already communicating on its secondary channel, there is no status change for the unit.
- **Restore Units to Prim Comm** Switches all units to their primary channel. An end alarm condition for zone 13 is reported to the D-21 for each BT-X Communicator, BT-X Communicator Plus, and/or IDS Master unit that is restored to its primary channel. If a unit is already communicating on its primary channel, there is no status change for the unit.

  NOTE *The Restore Units to Prim Comm command also switches the RFM to Dual Comm mode and must be used to restore Dual Comm mode in the RFM if either channel has been disabled. See “Disabling Channels” on page 11-28.*

You can also switch channels for a single BT-X with Dual Comm enabled. See “Working with Remote Units in Dual Comm Mode” on page 11-36.

To switch all units on a RID from their primary to their secondary channel

1. Click **RID Commands** in the right button bar. The RID Commands pane appears.
2. If necessary, check the Show Details option in the upper right corner of the pane to view command results.
3. Select the RFM 7000 RID you want in the Remote Interface Driver drop-down list.
4. Click **Switch Units to Sec Comm** in the Communication section of the RID tab.

   NOTE *The communication commands are available only if the selected RID has Dual Comm mode enabled. See the D-21 Admin Client Guide.*

5. Click **Yes** in the confirmation message that appears. Each BT-X Communicator, BT-X Communicator Plus, and/or IDS Master unit with Dual Comm enabled reports an alarm on zone position 13 when the unit switches over to the secondary channel.

To switch all units on a RID from their secondary to their primary channel

1. Click **RID Commands** in the right button bar. The RID Commands pane appears.
2. If necessary, check the Show Details option in the upper right corner of the pane to view command results.

3 Select the RFM 7000 RID you want in the Remote Interface Driver drop-down list.

4 Click **Restore Units to Prim Comm** in the Communication section of the RID tab.

NOTE *The communication commands are available only if the selected RID has Dual Comm mode enabled. See the D-21 Admin Client Guide.*

5 Click **Yes** in the confirmation message that appears. Each BT-X Communicator, BT-X Communicator Plus, and/or IDS Master unit with Dual Comm enabled reports an end alarm condition on zone position 13 when the unit switches over to the primary channel.

Disabling Channels

The D-21 provides two commands for disabling the primary and secondary channels. It is important to remember that the disable commands disable the channel at the RFM and force the RFM into a single channel mode.

- **Disable Primary Channel** Disables the primary channel at the RFM. The RFM will only communicate with Dual Comm BT-X units that are currently communicating on their secondary channel or with BT-X units that are configured for Secondary Only communication. When the primary channel is disabled, the RFM does not communicate with BT-X units that are configured for Primary Only communication.
- **Disable Secondary Channel** Disables the secondary channel at the RFM. The RFM will only communicate with Dual Comm BT-X units that are currently communicating on their primary channel or with BT-X units that are configured for Primary Only communication. When the secondary channel is disabled, the RFM does not communicate with BT-X units that are configured for Secondary Only communication.

IMPORTANT *The disable commands are provided for troubleshooting purposes. Disable channels only when instructed to do so by a Monaco technical representative.*

The only way to restore Dual Comm mode for the RFM is to use the Restore Units to Prim Comm command. See “To enable the primary and secondary channels for the RFM” on page 11-28.

To disable the primary or secondary channel for an RFM

1 Click **RID Commands** on the right button bar. The RID Commands pane appears.

2 Select the RID you want in the Remote Interface Driver drop-down list.

3 Do one of the following:

- Click **Disable Primary Channel** at the bottom of the RID tab to disable the primary channel for the RFM.

OR

- Click **Disable Secondary Channel** at the bottom of the RID tab to disable the secondary channel for the RFM.

4 Click **Yes** in the confirmation message that appears.

To enable the primary and secondary channels for the RFM

1 Click **RID Commands** on the right button bar. The RID Commands pane appears.

2 Check the Show Details option in the upper right corner of the screen to view command results.
3 Select the RID you want in the Remote Interface Driver drop-down list.
4 Click **Restore Units to Prim Comm** at the bottom of the RID tab. A confirmation message appears.
5 Click **Yes**. The RFM returns to dual channel mode and all BT-X units with Dual Comm enabled are switched to their primary channel.

NOTE *Any units that cannot be switched back to their primary channel will fall back to the secondary channel.*

Testing Dual Comm Mode

The Dual Comm Test performs a test of both the primary and secondary channels by switching a unit first to the secondary channel and then back to the primary channel. Units that fail either command to switch channels report a primary or secondary channel failure trouble.

The Dual Comm Test can be performed manually in the RID Commands pane or can be configured to run automatically at regular intervals in the RID configuration in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information.

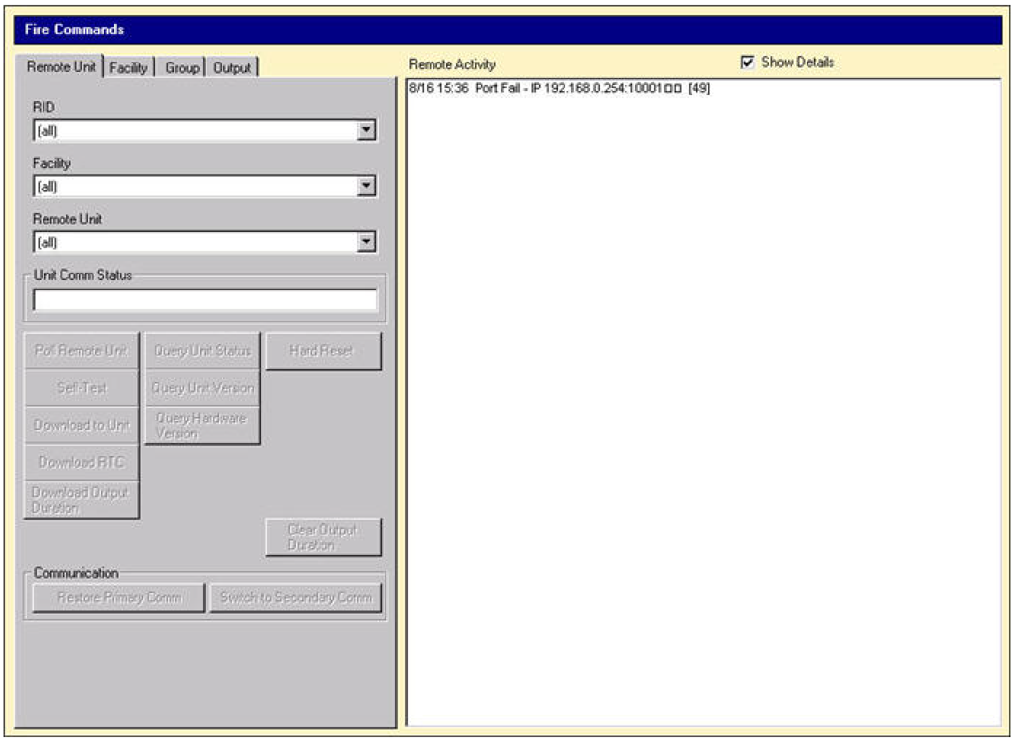
To test the primary and secondary channels for all units on a RID

1 Click **RID Commands** on the right button bar. The RID Commands pane appears.
2 If necessary, check the Show Details option in the upper right corner of the pane to view command results.
3 Select the RID you want in the Remote Interface Driver drop-down list.
4 Click **Dual Comm Test** in the Communication section of the RID tab. This button is only enabled for RIDs with Dual Comm mode enabled in the D-21 Admin Client.
5 Click **Yes** in the confirmation message that appears.

Fire Commands

Use the Fire Commands pane to send commands to remote units and outputs that are part of the Fire system. When your D-21 has both a Fire and Security Client installed, the Fire and Security Commands panes allow you to display Fire-only or Security-only remote units. For more information on the Security Commands pane, see “Security Commands” on page 10-14.

Figure 11-16 *Fire Commands*



- **RID** Select a RID to limit the content of the Remote Unit and Output drop-down lists to only remote units and outputs associated with the selected RID.
- **Facility** Select a facility to limit the content of the Remote Unit and Output drop-down lists to only remote units and outputs associated with the selected facility.
- **Remote Unit** Select a remote unit to limit the scope of commands to an individual remote unit.
- **Poll Remote Unit** Polls the remote unit selected in the Remote Unit drop-down list. This button is dimmed unless a remote unit is selected.
- **Self-Test** Tests the selected remote unit
- **Download to Unit** Downloads the current status and configuration to a unit, if the unit type supports this command.
- **Download RTC** Downloads the current time to the real-time clock.
- **Download Output Duration** Downloads the duration an output will be active, as defined in the Admin client, to a remote unit.
- **Query Unit Status** Queries the status of a remote unit, if the unit type supports this command.

- **Query Unit Version** Queries the version of the remote unit, if the unit type supports this command.
- **Query Hardware Version** Queries the remote unit for its hardware version.
- **Clear Output Duration** Clears the duration an output is active to the default setting in the remote unit.
- **Hard Reset** Equivalent to pushing the Reset button on a remote unit.
- **Restore Primary Comm** Switches a remote unit that is using the secondary communication channel to the primary channel. This command is only available for BT-X Communicator, BT-X Communicator Plus, and BT-X IDS Master units that have Dual Communication Channels enabled.
- **Switch to Secondary Comm** Switches a remote unit that is using the primary communication channel to the secondary channel. This command is only available for BT-X Communicator and BT-X Communicator Plus units that have Dual Communication Channels enabled.

Sending Remote Unit Commands

The Fire Commands pane can only send commands to remote units that are part of the Fire system. On a workstation that has both a Fire and Security Client enabled, use the Security Commands pane to send commands to Security remote units. For more information, see “Security Commands” on page 10-14.

Polling a Remote Unit

Poll a remote unit when you want to check the status of the remote unit and its zones. To poll all units that communicate with a single RID, use the Extended Poll All command. See “Polling All Remote Units on a RID” on page 11-25 for more information.

To poll a remote unit

1 Click **Fire Commands** on the right button bar. The Fire Commands pane appears with the Remote Unit tab displayed.

   NOTE *If you want to poll a Security remote unit, see “Security Commands” on page 10-14 for more information.*

2 If necessary, check the Show Details option in the upper right corner of the pane to see detailed results in the Remote Activity window.

3 You can do one of the following to limit the entries on the Remote Unit drop-down list:

   - Select the RFM RID that communicates with the remote unit that you want to poll in the Remote Interface Driver drop-down list.

   OR

   - Select the facility in which the remote unit is located in the Facility drop-down list.

4 Select the remote unit in the Remote Unit drop-down list.

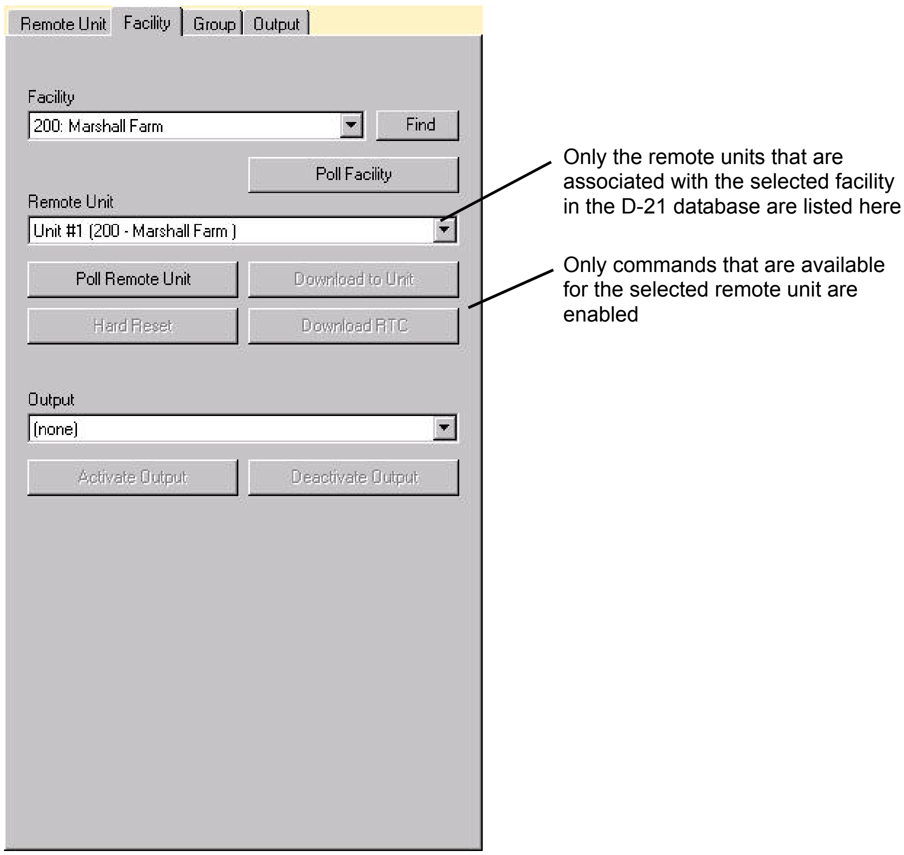
5 Click **Poll Remote Unit**. A confirmation message appears.

6 Click **Yes**. The status of the remote unit is displayed in the Remote Activity window. The remote unit status is also updated in the Device Status viewer. See “Device Status View” on page 11-2 for more information.

To poll all remote units in a single facility

1 Click **Fire Commands** on the right button bar. The Fire Commands pane appears with the Remote Unit tab displayed.

2 Click the Facility tab.

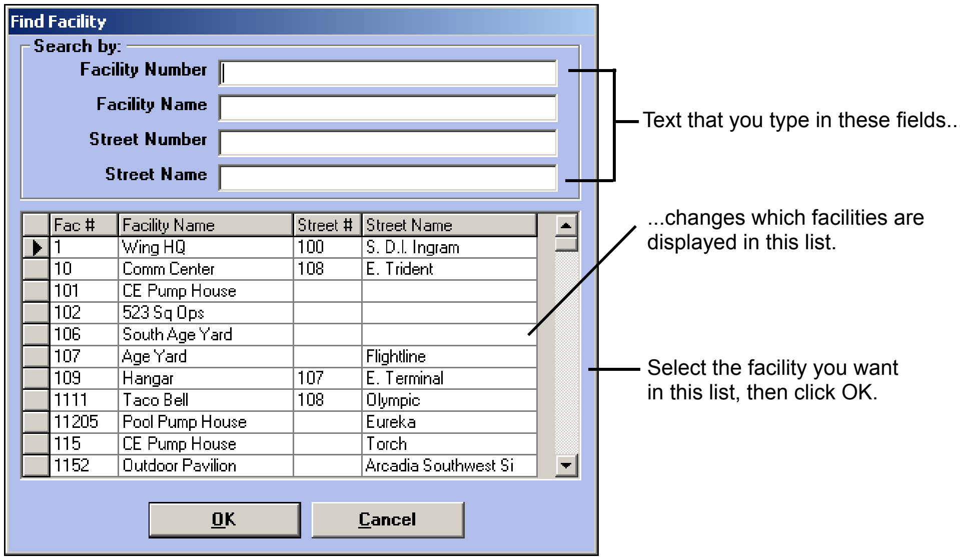


3 Do one of the following:

- Select the facility you want in the Facility drop-down list.

OR

- Click **Find.** The Find Facility dialog box appears in which you can search the list of facilities by facility number, facility name, or street address.



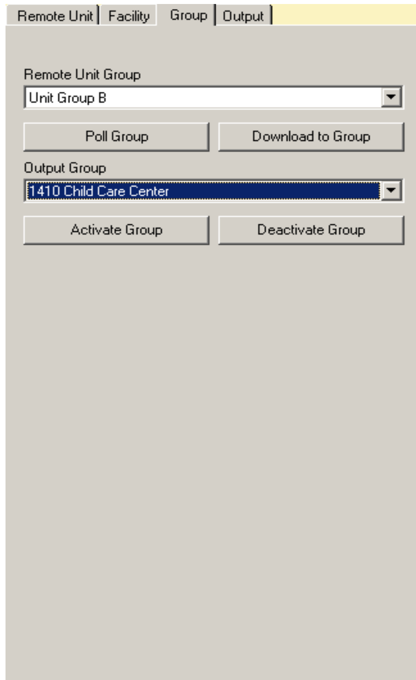
4 Click **Poll Facility**. A confirmation message appears.

5 Click **Yes**. All remote units associated with the selected facility are polled and the results are displayed in the Remote Activity window. The status of the remote units is also updated in the Device Status viewer. See “Device Status View” on page 11-2 for more information.

To send Poll and Download commands to a Remote Unit Group

1 If necessary, click **Fire Commands** on the right button bar. Click the Group tab.

2 Select the group from the Remote Unit Group drop-down list.



3 Click **Poll Group** to poll all the remote units in the group.

4 Click **Download to Group** to download configuration information to all the remote units in the group.

Remote Unit Groups must be defined in the D-21 Admin Client.

To send Activate and Deactivate commands to an Output Group

1 If necessary, click **Fire Commands** on the right button bar. Click the Group tab.

2 Select the desired group from the Output Group drop-down list.

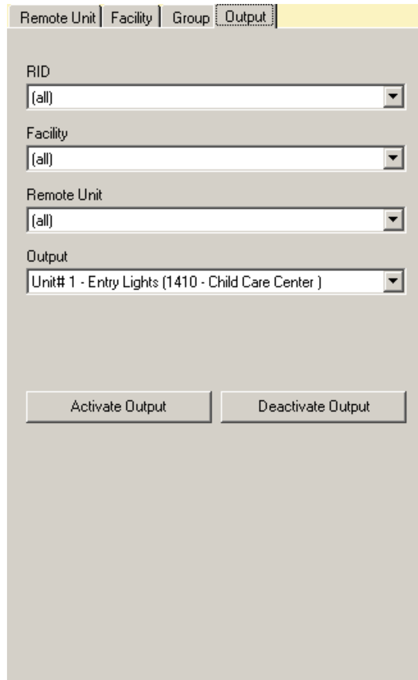
3 Click **Activate Group** to activate all outputs in the group.

4 Click **Deactivate Group** to deactivate all outputs in the group.

Output Groups must be defined in the D-21 Admin Client.

To send Activate and Deactivate commands to a specific output

1 If necessary, click **Fire Commands** on the right button bar. Click the Output tab.



2 Use the RID, Facility, and/or Remote Unit drop-down lists to limit the entries in the Output drop-down list.

3 Select the desired output from the Output drop-down list.

4 Click **Activate Output** to activate the selected output

5 Click **Deactivate Output** to deactivate the selected output.

Downloading to Remote Units

The Download to Unit command is only available for BT2-7, BT2-8, BT2-8S, BT-XF (legacy), BT-XF (M), BT-XS (legacy), BT-XS (M), BT-X Communicator, and BT-X Communicator Plus remote unit types. You must download to these units from the D-21 to enable zones for these units.

IMPORTANT *You must also download to a BT-X/ACS (M) remote unit, but this download must be performed from the D-21 Admin Client. See the D-21 Admin Client User Guide for more information on setting up Access Control.*

To download to a remote unit

1 Do one of the following:

- Click **RID Commands** on the right button bar and click the Remote Units tab.

OR

- Click **Fire Commands** on the right button bar and click the Remote Units tab if it is not already displayed.

2 Select the RFM RID that communicates with the remote unit in the RID drop-down list.

3 Select the remote unit you want in the Remote Unit drop-down list.

4 Click **Download to Unit**. The current enabled/disabled status of zones associated with the selected unit is downloaded.

Working with Remote Units in Dual Comm Mode

The D-21 provides two commands on the Remote Unit tab in the RID Commands and Fire Commands panes for controlling the primary and secondary channels for individual remote units:

- **Restore Primary Comm** Switches the unit to its primary channel. An end alarm condition is reported on zone position 13 if the unit was previously communicating on its secondary channel.
- **Switch to Secondary Comm** Switches the unit to its secondary channel. A supervisory alarm condition is reported on zone position 13 if the unit was previously communicating on its primary channel.

IMPORTANT *These commands are only available if Dual Comm mode is enabled on the selected BT-X Communicator, BT-X Communicator Plus and/or IDS Master unit.*

To restore the primary channel on a unit

1 Click **Fire Commands** on the right button bar. The Fire Commands pane appears.

NOTE *If you are controlling Dual Comm mode for an IDS Master unit, use the Security Commands pane. See* *"Security Commands" on page 10-14**.*

2 Check the Show Details option in the upper right corner of the pane to view command results.

3 Select the RFM 7000 RID that communicates with the BT-X in the RID drop-down list.

4 Select the BT-X Communicator or BT-X Communicator Plus unit in the Remote Unit drop-down list.

5 Click **Restore Primary Comm**. An end alarm is reported on zone 13 of the selected unit when the primary channel is restored.

NOTE *If the communication command buttons are disabled, be sure that the selected remote unit is a BT-X Communicator or BT-X Communicator Plus remote unit with Dual Comm mode enabled. See the D-21 Admin Client User Guide for more information.*

To switch to the secondary channel on a unit

1 Click **Fire Commands** on the right button bar. The Fire Commands pane appears.

NOTE *If you are controlling Dual Comm mode for an IDS Master unit, use the Security Commands pane. See* *"Security Commands" on page 10-14**.*

2 Check the Show Details option in the upper right corner of the pane to view command results.

3 Select the RFM 7000 RID that communicates with the BT-X in the RID drop-down list.

4 Select the BT-X Communicator or BT-X Communicator Plus unit in the Remote Unit drop-down list.

5 Click **Switch to Secondary Comm**. An alarm is reported on zone 13 of the selected unit when the secondary channel becomes active.

NOTE *If the communication command buttons are disabled, be sure that the selected remote unit is a BT-X Communicator or BT-X Communicator Plus unit with Dual Comm mode enabled. See the D-21 Admin Client User Guide for more information.*

Section 12
Printing Logs and Reports

Read this section to learn how to print logs and reports.

Contents

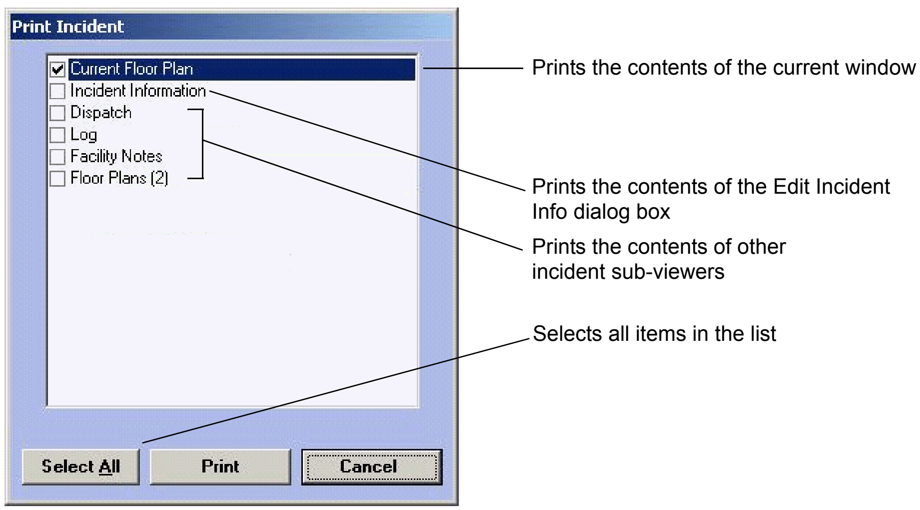
Printing Current Incidents

You can print some or all of an incident's information while the incident is still active. Many of the Incident viewers have a Print button. Also, the Edit Incident/Complete Incident dialog box has a Save & Print button.

For more information on working with incidents, see "To notify resources from the pre-incident form" on page 5-3.

To print the contents of an Incident viewer

1. Select the incident in the current incident list. The incident is displayed in the Incident viewer.
2. Click the button along the bottom of the Incident viewer that contains the information you want to print.
3. Click **Print**. The Print Incident dialog box appears.

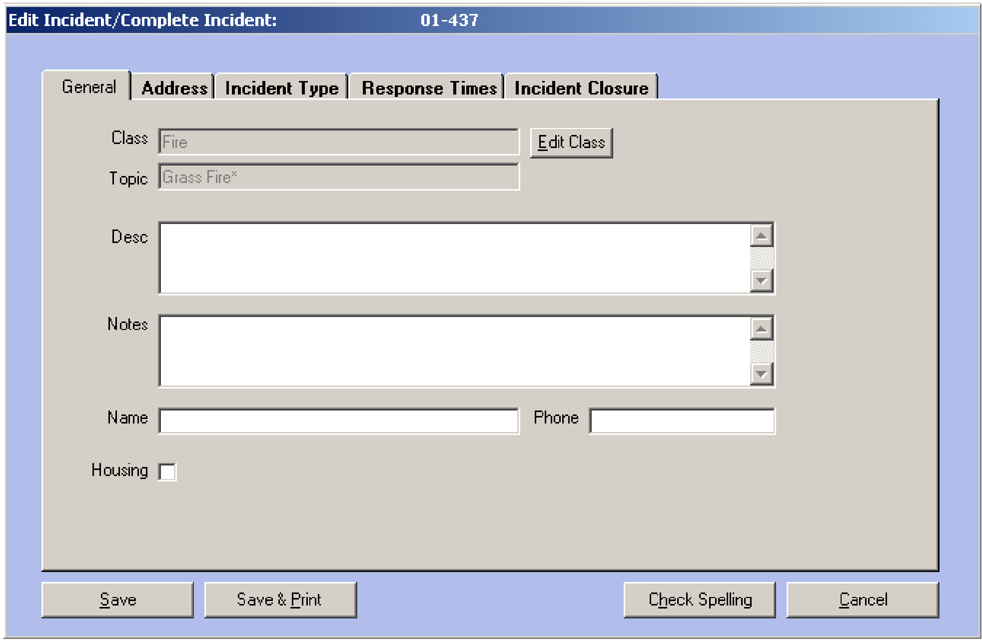


4. Click **Print**. The report for each selected item in the list is displayed in a separate Report Viewer window. For more information on using the Report Viewer, see "Report Viewer" on page 12-16.

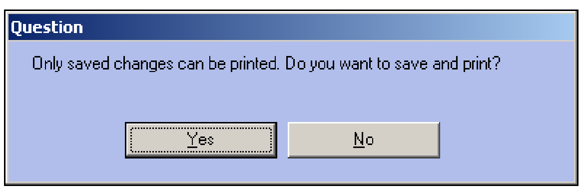
To print current incident information

1. Select the incident in the current incident list. The incident is displayed in the Incident viewer.

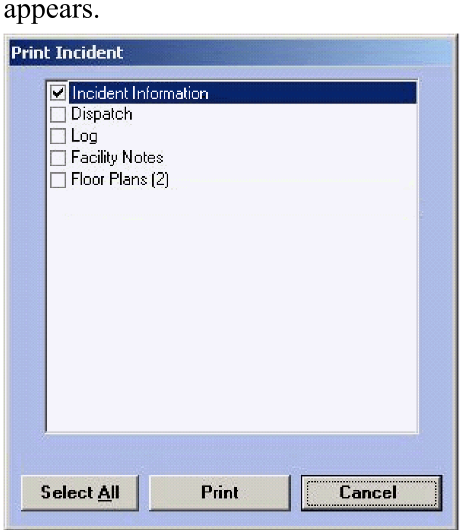
2 Click **Edit Incident Info**. The Edit Incident/Complete Incident dialog box appears.



3 Click **Save & Print**. If you have made changes to the incident in the Edit Incident dialog box, a message appears prompting you to save your changes.



4 Click **Yes** to save the contents of the Edit Incident dialog box. The Print Incident dialog box appears.



5 Select the print options you want.

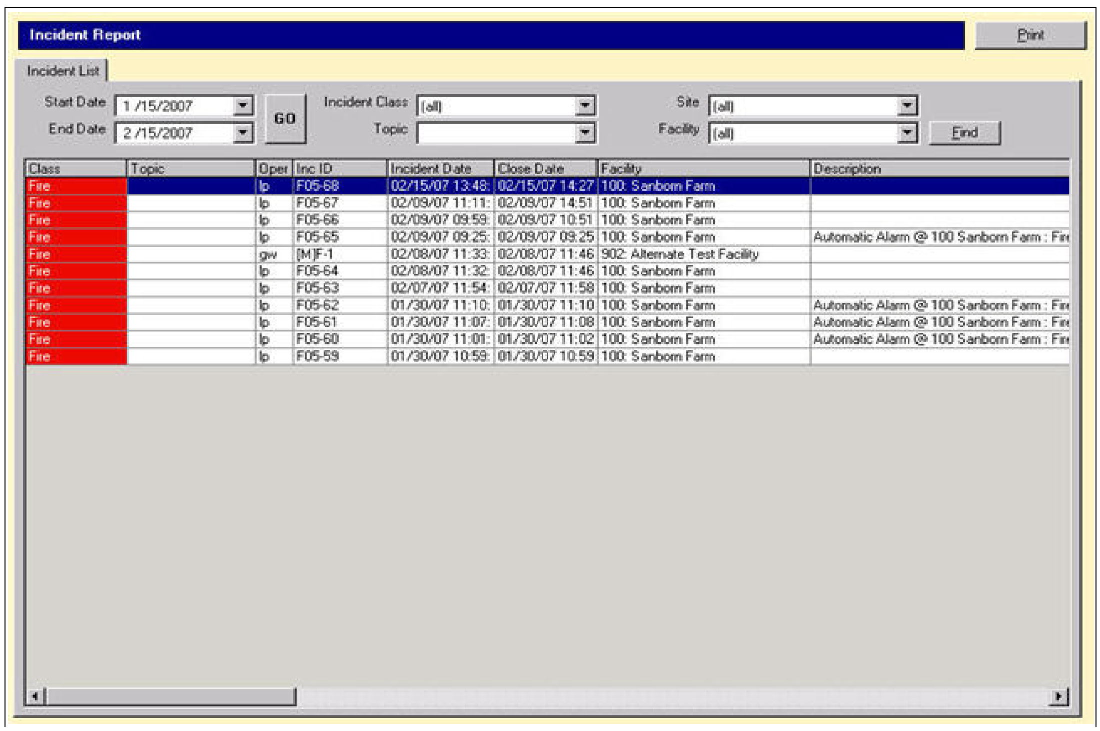
6 Click **Print**. The incident information is displayed in the Report Viewer. See "Report Viewer" on page 12-16.

Incident Report View

Click **Incident Report** in the left button bar to display the Incident Report viewer. Use the Incident Report viewer to display and report information about incidents that have been completed, as well as those still in progress.

The appearance of the Incident Report viewer depends on which of its two tabs is selected. When you click **Incident Report** in the left button bar, the Incident Report viewer opens with a single tab, Incident List. After you double-click an incident in the Incident List, the Incident Log tab appears in the foreground with the log for all activity associated with the selected incident.

Figure 12-1
Incident List tab in Incident Report viewer

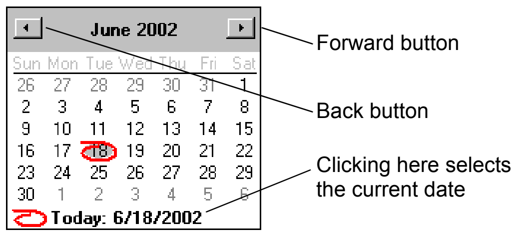


You can print the list displayed under either Incident Report tab by clicking **Print.** After you click **Print,** the Report Viewer appears. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

Incident List

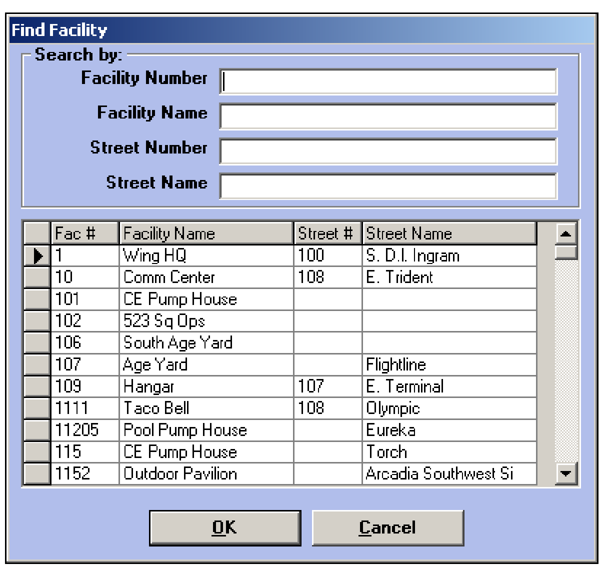
When the Incident List tab is selected, the Incident Report pane displays a list of incidents fitting the criteria specified in the drop-down lists at the top of the pane.

- **Start Date/End Date** Enter the start and end dates for which you want to view incident data. The default for both boxes is the current date. To change a date, click the drop-down list arrow. A calendar appears.



In the calendar that appears, click the desired date. If necessary, use the forward and back arrow buttons to navigate the calendar a month at a time.

- **GO** When you have specified the Start and End Dates you want, click to refresh the incident grid.
- **Incident Class** Use the Incident Class drop-down list to specify which type of log entries you want to view for the specified date, site, and facility. Only those incident classes to which the currently logged-on operator has access appear in the list.
- **Topic/Model/HazMat** Use the Topic drop-down list to limit the list to incidents assigned a particular topic. If the incident class is Aircraft, the label reads Model and you can limit the list to incidents for a particular model of aircraft. If the incident class is HAZMAT, the label reads HazMat and you can limit the list to incidents for a particular hazardous material.
- **Site** Use the Site drop-down list to specify which site's incidents you want to view.
- **Facility** Use the Facility drop-down list to specify which facility's incidents you want to view.
- **Find** The **Find** button next to the Facility drop-down list activates the Find Facility dialog box.



There are five ways to specify the facility you want to select:

– Begin typing the facility number in the Facility Number box. When the desired facility appears at the top of the list, click **OK**.

– Begin typing the facility name in the Facility Name box. When the desired facility appears at the top of the list, click **OK.**

– Begin typing the address number in the Street Number box. When the desired facility appears at the top of the list, click **OK**.

– Begin typing the street name in the Street Name box. When the desired facility appears at the top of the list, click **OK**.

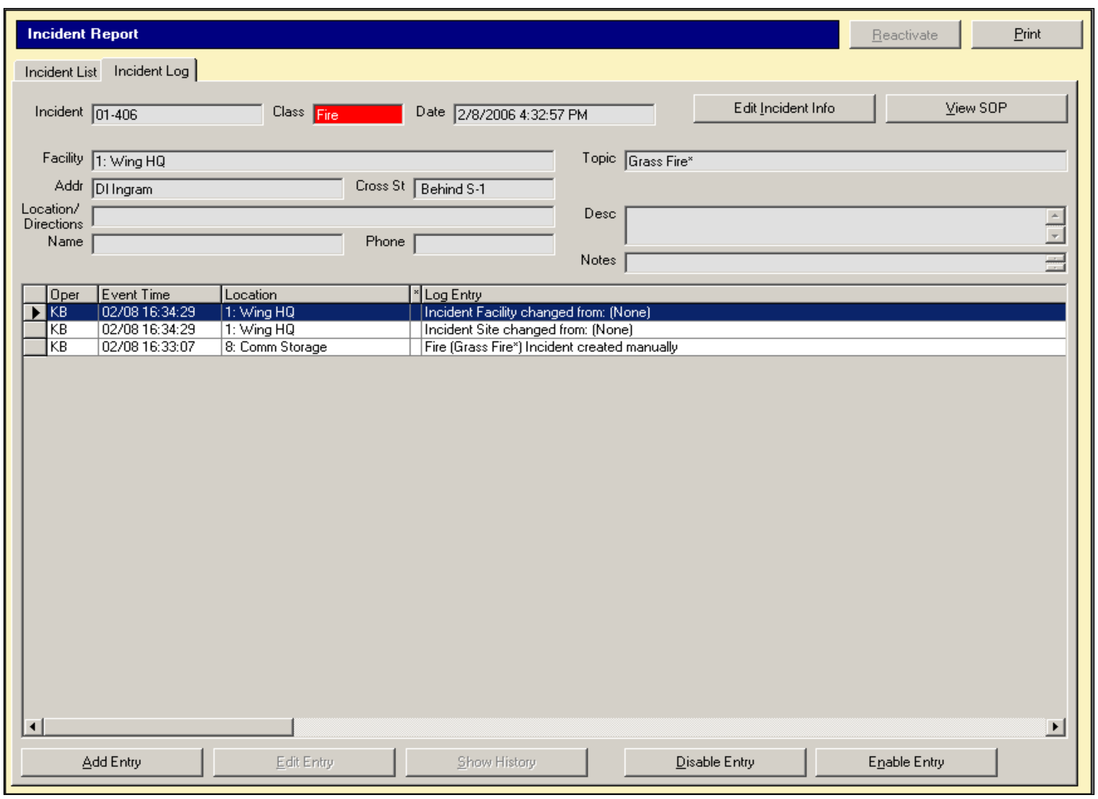
– Any time that you see the facility you want in the list, click it and then click **OK**.

The program returns you to the Incident Report viewer with all incidents associated with the selected facility displayed.

Incident Log

The Incident Log tab is available when you double-click an incident on the Incident List tab. The Incident Log displays log entries created during the incident and provides buttons for editing and reactivating the incident.

Figure 12-2
Incident Log tab in Incident Report viewer



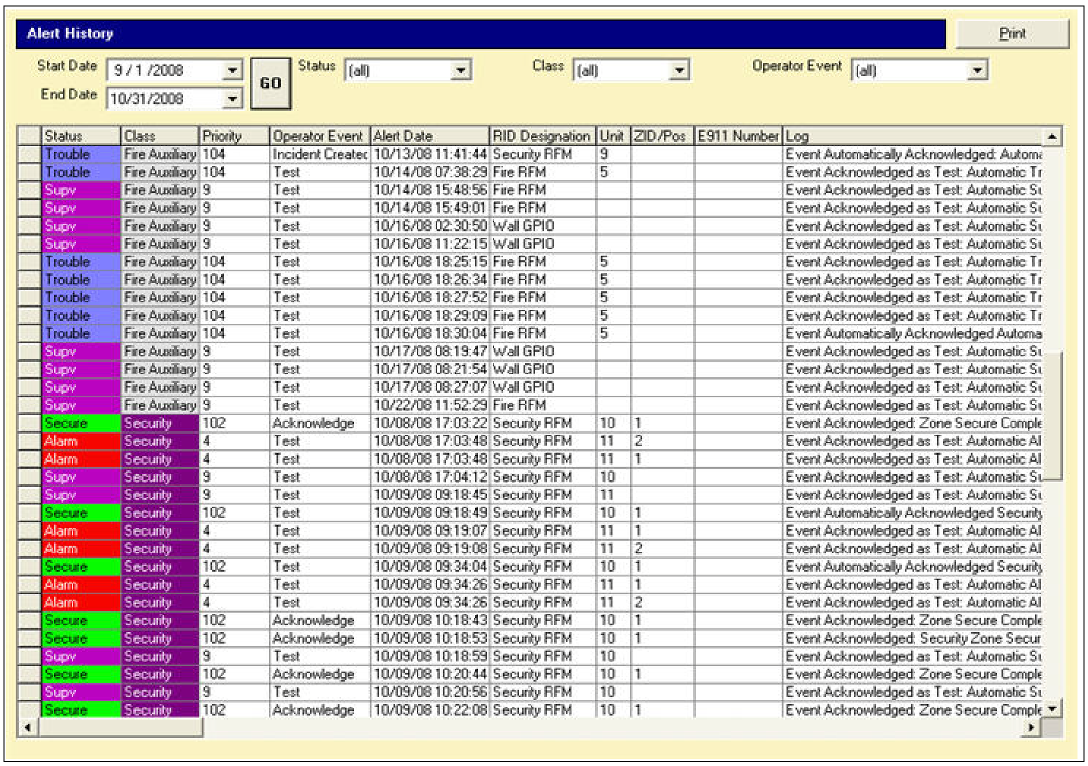
- **Reactivate** Click to reactivate a closed incident. The reactivate button is dimmed for active incidents.
- **Print** The incident log is displayed in the Report Viewer. See "Report Viewer" on page 12-16.

- **Edit Incident Info** Click to display the Edit Incident/Complete Incident dialog box. See "Editing an Incident" on page 5-36.
- **View SOP**/**View Log** This button toggles the display in the list area between the incident's SOP and the list of its log entries.
- **Add Entry** See "To manually add a log entry" on page 3-8.
- **Edit Entry** See "To edit a log entry" on page 3-9
- **Show History** See "To view the history of edits for a log entry" on page 3-10
- **Disable Entry** See "To disable a log entry" on page 3-11.
- **Enable Entry** See "To enable a previously disabled log entry" on page 3-11.

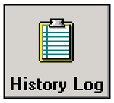
Alert History View

Click **Alert History** in the left button bar to display the Alert History viewer. Use Alert History to view and print the automatic alerts that are generated by status changes sent from the RIDs, remote units, and zones. Alert History displays the date, time, and priority of the alert, the status change reported in the alert, the device that originated the alert, the device class, and the most recent log message that was created in connection with the alert. Use the drop-down lists at the top of the pane to filter the alerts shown in the list. Alerts can be filtered by start and end date, device status, device class, and operator action.

Figure 12-3
Alert History viewer



Status	Class	Priority	Operator Event	Alert Date	RID Designation	Unit	ZID/Pos	E911 Number	Log
Trouble	Fire Auxiliary	104	Incident Createc	10/13/08 11:41:44	Security RFM	9			Event Automatically Acknowledged: Automa
Trouble	Fire Auxiliary	104	Test	10/14/08 07:38:29	Fire RFM	5			Event Acknowledged as Test: Automatic Tr
Supv	Fire Auxiliary	9	Test	10/14/08 15:48:56	Fire RFM				Event Acknowledged as Test: Automatic Su
Supv	Fire Auxiliary	9	Test	10/14/08 15:49:01	Fire RFM				Event Acknowledged as Test: Automatic Su
Supv	Fire Auxiliary	9	Test	10/16/08 02:30:50	Wall GPIO				Event Acknowledged as Test: Automatic Su
Supv	Fire Auxiliary	9	Test	10/16/08 11:22:15	Wall GPIO				Event Acknowledged as Test: Automatic Su
Trouble	Fire Auxiliary	104	Test	10/16/08 18:25:15	Fire RFM	5			Event Acknowledged as Test: Automatic Tr
Trouble	Fire Auxiliary	104	Test	10/16/08 18:26:34	Fire RFM	5			Event Acknowledged as Test: Automatic Tr
Trouble	Fire Auxiliary	104	Test	10/16/08 18:27:52	Fire RFM	5			Event Acknowledged as Test: Automatic Tr
Trouble	Fire Auxiliary	104	Test	10/16/08 18:29:09	Fire RFM	5			Event Acknowledged as Test: Automatic Tr
Trouble	Fire Auxiliary	104	Test	10/16/08 18:30:04	Fire RFM	5			Event Automatically Acknowledged Automa
Supv	Fire Auxiliary	9	Test	10/17/08 08:19:47	Wall GPIO				Event Acknowledged as Test: Automatic Su
Supv	Fire Auxiliary	9	Test	10/17/08 08:21:54	Wall GPIO				Event Acknowledged as Test: Automatic Su
Supv	Fire Auxiliary	9	Test	10/17/08 08:27:07	Wall GPIO				Event Acknowledged as Test: Automatic Su
Supv	Fire Auxiliary	9	Test	10/22/08 11:52:29	Fire RFM				Event Acknowledged as Test: Automatic Su
Secure	Security	102	Acknowledge	10/08/08 17:03:22	Security RFM	10	1		Event Acknowledged: Zone Secure Comple
Alarm	Security	4	Test	10/08/08 17:03:48	Security RFM	11	2		Event Acknowledged as Test: Automatic Al
Alarm	Security	4	Test	10/08/08 17:03:48	Security RFM	11	1		Event Acknowledged as Test: Automatic Al
Supv	Security	9	Test	10/08/08 17:04:12	Security RFM	10			Event Acknowledged as Test: Automatic Su
Supv	Security	9	Test	10/09/08 09:18:45	Security RFM	11			Event Acknowledged as Test: Automatic Su
Secure	Security	102	Test	10/09/08 09:18:49	Security RFM	10	1		Event Automatically Acknowledged Security
Alarm	Security	4	Test	10/09/08 09:19:07	Security RFM	11	1		Event Acknowledged as Test: Automatic Al
Alarm	Security	4	Test	10/09/08 09:19:08	Security RFM	11	2		Event Acknowledged as Test: Automatic Al
Secure	Security	102	Test	10/09/08 09:34:04	Security RFM	10	1		Event Automatically Acknowledged Security
Alarm	Security	4	Test	10/09/08 09:34:26	Security RFM	11	1		Event Acknowledged as Test: Automatic Al
Alarm	Security	4	Test	10/09/08 09:34:26	Security RFM	11	2		Event Acknowledged as Test: Automatic Al
Secure	Security	102	Acknowledge	10/09/08 10:18:43	Security RFM	10	1		Event Acknowledged: Zone Secure Comple
Secure	Security	102	Acknowledge	10/09/08 10:18:53	Security RFM	10	1		Event Acknowledged: Security Zone Secur
Supv	Security	9	Test	10/09/08 10:18:59	Security RFM	10			Event Acknowledged as Test: Automatic Su
Secure	Security	102	Acknowledge	10/09/08 10:20:44	Security RFM	10	1		Event Acknowledged: Zone Secure Comple
Supv	Security	9	Test	10/09/08 10:20:56	Security RFM	10			Event Acknowledged as Test: Automatic Su
Secure	Security	102	Acknowledge	10/09/08 10:22:08	Security RFM	10	1		Event Acknowledged: Zone Secure Comple



History Log View

Click **History Log** in the left button bar to display the History Log. Use the History Log to view and print log information filtered by start date, end date, site, facility, and category. Categories include Status, Operator, Resource, or (all).

The History Log viewer displays a list of all events that fit the criteria selected in the drop-down lists at the top of the pane.

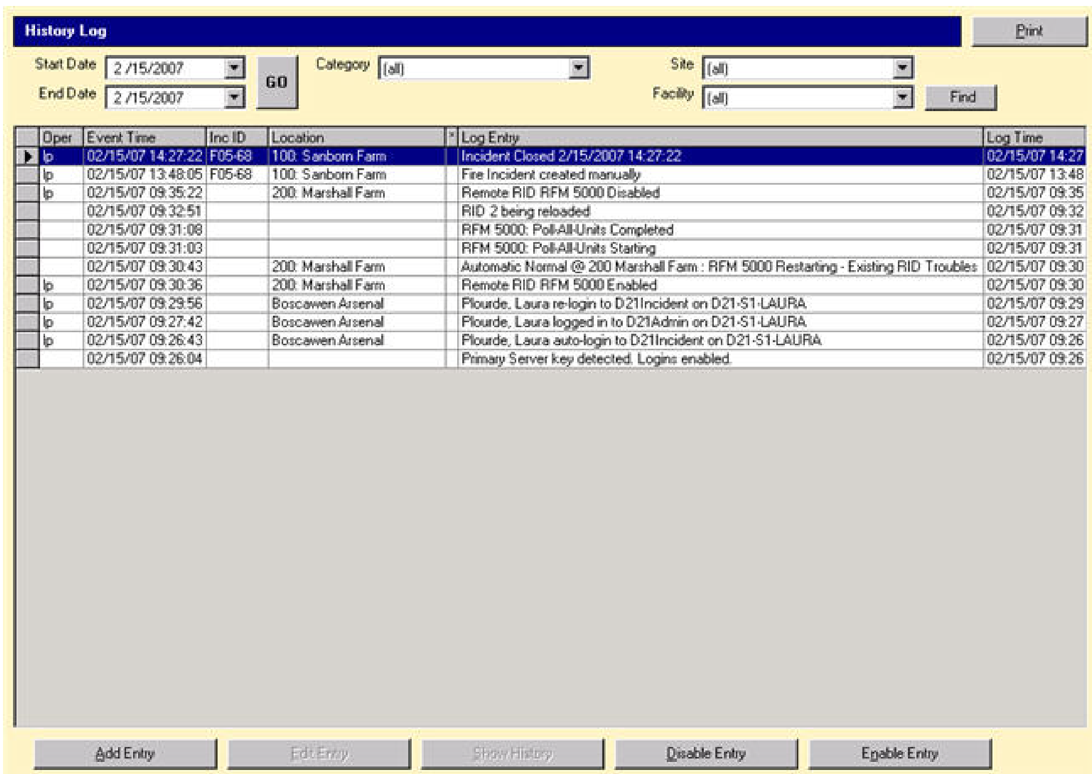
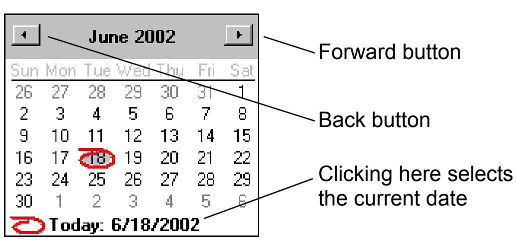


Figure 12-4 *History Log viewer*

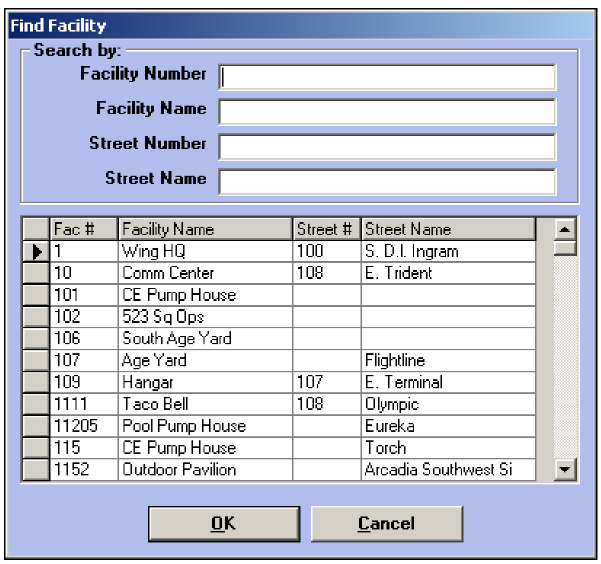
- **Start Date/End Date** Enter the start and end dates for which you want to view log data. The default for both boxes is the current date. To change a date, click the drop-down list arrow. A calendar appears.



  In the calendar that appears, click the desired date. If necessary, use the forward and back arrow buttons to navigate the calendar a month at a time.

- **GO** When you have specified the Start and End Dates you want, click to refresh the incident grid.

- **Category** Use the Category drop-down list to specify which type of log entries you want to view for the specified date, site, and facility:
  - **(all)** All entries appear.
  - **Status** Only status change entries appear. When you select the Status category, a Status box appears below the Category box. Use it to specify for which status you want to view activity.
  - **Operator** Only operator entries appear. When you select the Operator category, an Operator box appears below the Category box. Use it to specify for which operator you want to view activity.
  - **Resource** Only resource entries appear. When you select the Resource category, a Resource box appears below the Category box. Use it to specify for which resource you want to view activity.
- **Site** Use the Site drop-down list to specify which site's log entries you want to view.
- **Facility** Use the Facility drop-down list to specify which facility's log entries you want to view.
- **Find** The **Find** button next to the Facility drop-down lists activates the Find Facility dialog box.



There are five ways to specify the facility you want to select:

- Begin typing the facility number in the Facility Number box. When the desired facility appears at the top of the list, click **OK**.
- Begin typing the facility name in the Facility Name box. When the desired facility appears at the top of the list, click **OK.**
- Begin typing the address number in the Street Number box. When the desired facility appears at the top of the list, click **OK**.
- Begin typing the street name in the Street Name box. When the desired facility appears at the top of the list, click **OK**.

– Any time that you see the facility you want in the list, click it and then click **OK**.

The program returns you to the History Log viewer with all activity associated with the selected facility displayed.

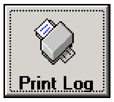
Adding, Disabling, Editing, and Enabling Entries

You add, disable, and enable log entries in the History Log pane the same way you do in the Daily Activity pane. For instructions, see:

- "To manually add a log entry" on page 3-8
- "To edit a log entry" on page 3-9
- "To disable a log entry" on page 3-11
- "To enable a previously disabled log entry" on page 3-11

Printing the History Log

You can print a history log fitting the criteria specified in the drop-down lists at the top of the History Log pane by clicking **Print.** After you click **Print,** the History Log Options dialog box appears, allowing you to specify whether you want to print disabled entries. Then the Report Viewer appears. For information on using the Report Viewer, see "Report Viewer" on page 12-16.

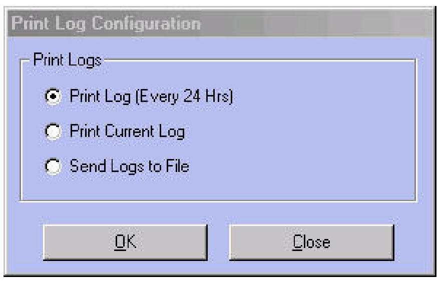


Print Log

The D-21 can be configured to allow the operator to capture all events logged by the D-21 to a file or hard copy. Click the **Print Log** button on the right button bar to make configuration selections.

NOTE *Print logging must be enabled to be available in the D-21 Incident Client. If the Print Log button does not appear in your D-21 Incident Client and you would like to use this feature, contact Monaco support.*

Clicking the Print Log button brings up the Print Log Configuration dialog. You can set up print logging in three different ways. Select the option you wish and click OK.



- **Print Log (Every 24 Hrs)** When this option is selected, a full day's log will be automatically printed at a set time each day. This will be accomplished with a scheduled action, displayed in the Actions viewer. Use this option when you want to maintain an uninterrupted printed copy of the log.

NOTE *The Print Log action will be scheduled for the next occurrence of 6:00 AM, and will re-occur every 24 hours after that. This time cannot be modified in the Actions viewer; if you wish to change the time at which the Print Log action occurs, please contact Monaco support.*

- **Print Current Log** When this option is selected, all log entries for the current day which have not yet been printed are immediately sent to the printer. If all log entries for the current day have already been printed, a message box will inform you that no log entries are available for printing. Use this option if you wish to print logs manually.

IMPORTANT *Selecting the Print Current Log option cancels any automatic daily printing of logs that had previously been set up with the Print Logs (Every 24 Hrs) option. If you wish to manually print a specific day's log at a specific time and then resume automatic daily log printing, you must re-select Print Logs (Every 24 Hrs) after you have selected Print Current Log.*

- **Send Logs to File** When this option is selected, all log entries are written to a log file as they occur. Log files are saved in the the directory C:\Program Files\D21\D21Server\PrintLog, and they can be opened and printed from any text editor. A new log file is created each day, and is named as follows: month number + date + 4-digit year + _D21Events.log. So the log created on Oct. 31, 2007 would be named 10312007_D21Events.log.

NOTE *If you wish to change the directory in which the log files are saved, please contact Monaco support.*

IMPORTANT *Selecting the Send Logs to File option cancels any automatic daily printing of logs that had previously been set up with the Print Logs (Every 24 Hrs) option.*

Reports

Use the Reports pane to print standard and custom reports. Custom reports are installed on a per customer basis. The following table lists the standard D-21 reports:

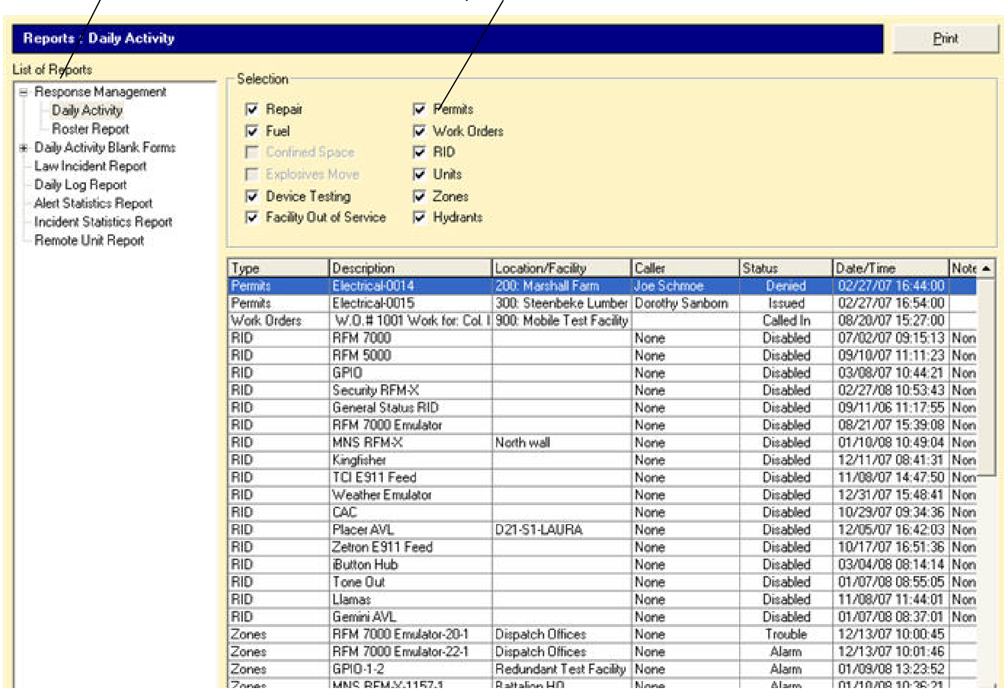
Report	Description
Daily Activity	Prints a list of all Daily Activity form entries that have not been closed, as well as the RIDs, remote units, and zones that are in an off-Normal condition for the current date
Roster Report	Prints the roster for the selected date and class.
Daily Activity Blank Forms	Provide printed copies of blank forms for the standard and custom Daily Activities that involve data entry: Standard-- Device Testing, Work Orders, Permits, Facility Out of Service Custom-- Confined Space, Explosive Moves, Vehicle Fuel, Vehicle Repair
Law Incident Report	Prints law enforcement incidents in the specified date range. Only available when Law Enforcement is enabled in the D-21 Security Client
Daily Log Report	Prints the daily log for the specified date range and log types
Alert Statistics Report	Prints a summary of alerts, broken out by incident class and alert type, for the specified date range
Incident Statistics Report	Prints a summary of incidents and associated log entries, broken out by incident class and method of incident creation, for the specified date range
Remote Unit Report	Prints a list of units, with their unit type, facility location and number of zones, for a selected RID

Clicking **Reports** in the right button bar displays the Reports window. Available reports appear in the List of Reports tree on the left side of the pane.

Figure 12-5
Reports viewer

List of available reports

The contents of this area change depending on the report selected

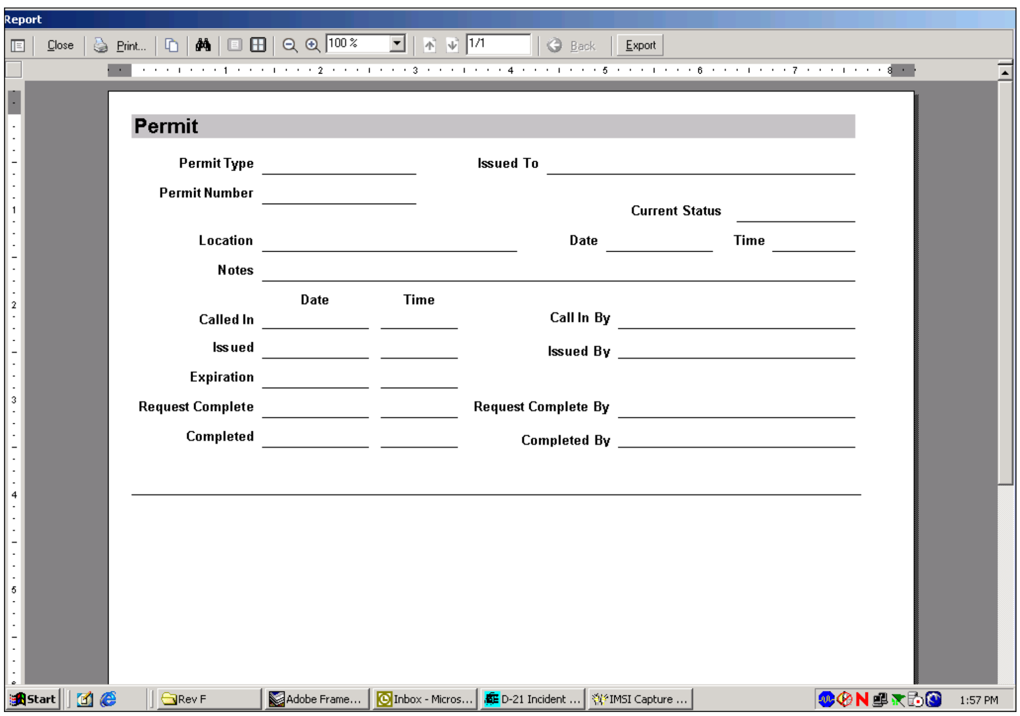


To print a report

1. Click **Reports** in the right button bar.
2. Select the report type in List of Reports. Different drop-down lists appear in the Selections area depending on the report type you select.
3. Make selections to create the report you want.
4. Click **Print**. The report is displayed in the Report Viewer. For more information on using the Report Viewer, see “Report Viewer” on page 12-16.

To print a blank form

1. Click **Reports** in the right button bar.
2. Click the plus sign (+) next to Daily Activity Blank Forms, if necessary, to see the list of available blank forms.
3. Click the form you want to print. The blank form is displayed in the Report Viewer.



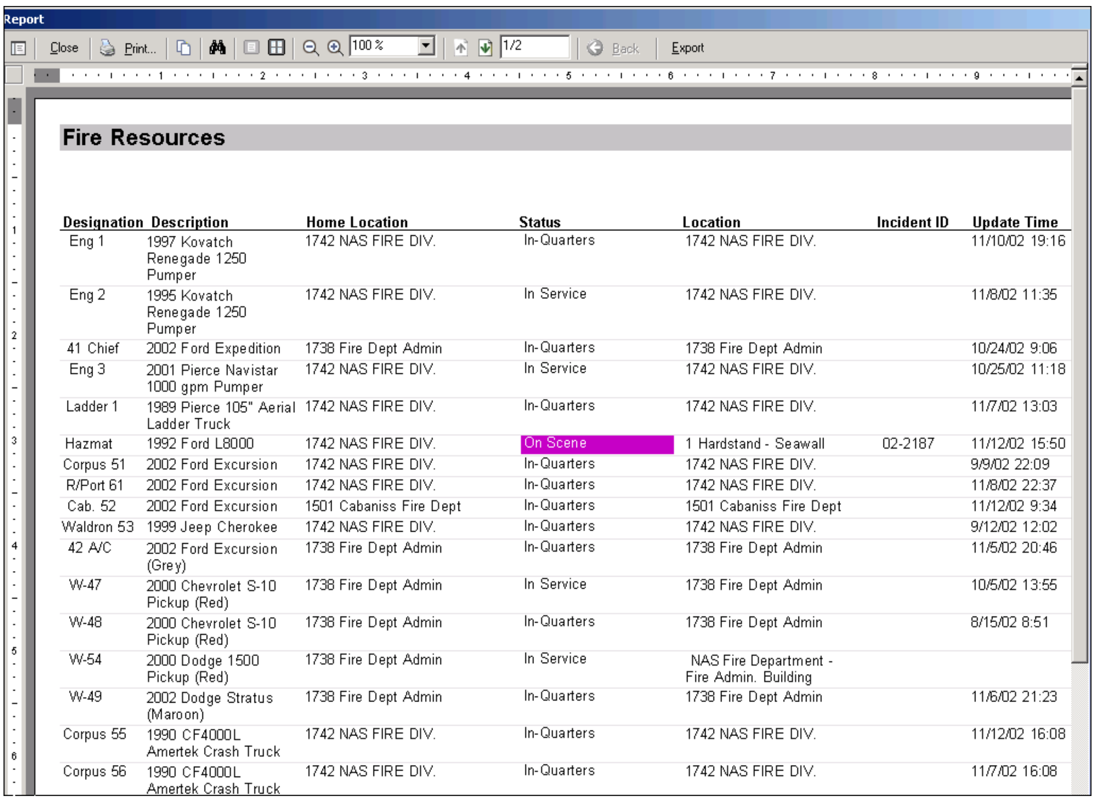
4. Click **Print** to display the Print dialog box. The contents (buttons, tabs, and so on) of the Print dialog box are specific to the selected printer. For more information on using the Print dialog box, see the original equipment manufacturer documentation included with the printer.

Report Viewer

The D-21 Incident Client opens the Report Viewer in a separate window whenever you click **Print** from a pane in the D-21 Incident Client. The contents of the pane are formatted for printing and displayed in the Report Viewer.

NOTE *The Report Viewer is a separate application. After you have completed printing or viewing the report, click* **Close** *on the Report Viewer button bar to close the Report Viewer.*

Figure 12-6
Report Viewer window

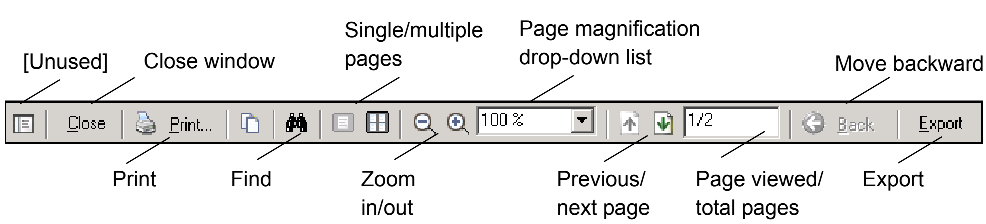


Fire Resources

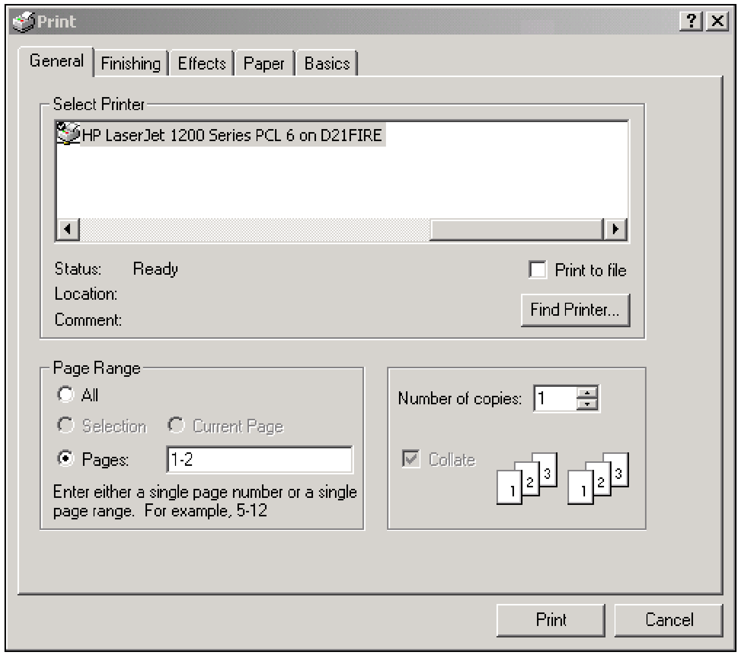
Designation	Description	Home Location	Status	Location	Incident ID	Update Time
Eng 1	1997 Kovatch Renegade 1250 Pumper	1742 NAS FIRE DIV.	In-Quarters	1742 NAS FIRE DIV.		11/10/02 19:16
Eng 2	1995 Kovatch Renegade 1250 Pumper	1742 NAS FIRE DIV.	In Service	1742 NAS FIRE DIV.		11/8/02 11:35
41 Chief	2002 Ford Expedition	1738 Fire Dept Admin	In-Quarters	1738 Fire Dept Admin		10/24/02 9:06
Eng 3	2001 Pierce Navistar 1000 gpm Pumper	1742 NAS FIRE DIV.	In Service	1742 NAS FIRE DIV.		10/25/02 11:18
Ladder 1	1989 Pierce 105" Aerial Ladder Truck	1742 NAS FIRE DIV.	In-Quarters	1742 NAS FIRE DIV.		11/7/02 13:03
Hazmat	1992 Ford L8000	1742 NAS FIRE DIV.	On Scene	1 Hardstand - Seawall	02-2187	11/12/02 15:50
Corpus 51	2002 Ford Excursion	1742 NAS FIRE DIV.	In-Quarters	1742 NAS FIRE DIV.		9/9/02 22:09
R/Port 61	2002 Ford Excursion	1742 NAS FIRE DIV.	In-Quarters	1742 NAS FIRE DIV.		11/8/02 22:37
Cab. 52	2002 Ford Excursion	1501 Cabaniss Fire Dept	In-Quarters	1501 Cabaniss Fire Dept		11/12/02 9:34
Waldron 53	1999 Jeep Cherokee	1742 NAS FIRE DIV.	In-Quarters	1742 NAS FIRE DIV.		9/12/02 12:02
42 A/C	2002 Ford Excursion (Grey)	1738 Fire Dept Admin	In-Quarters	1738 Fire Dept Admin		11/5/02 20:46
W-47	2000 Chevrolet S-10 Pickup (Red)	1738 Fire Dept Admin	In Service	1738 Fire Dept Admin		10/5/02 13:55
W-48	2000 Chevrolet S-10 Pickup (Red)	1738 Fire Dept Admin	In-Quarters	1738 Fire Dept Admin		8/15/02 8:51
W-54	2000 Dodge 1500 Pickup (Red)	1738 Fire Dept Admin	In Service	NAS Fire Department - Fire Admin. Building		
W-49	2002 Dodge Stratus (Maroon)	1738 Fire Dept Admin	In-Quarters	1738 Fire Dept Admin		11/6/02 21:23
Corpus 55	1990 CF4000L Amertek Crash Truck	1742 NAS FIRE DIV.	In-Quarters	1742 NAS FIRE DIV.		11/12/02 16:08
Corpus 56	1990 CF4000L Amertek Crash Truck	1742 NAS FIRE DIV.	In-Quarters	1742 NAS FIRE DIV.		11/7/02 16:08

Report Viewer Buttons

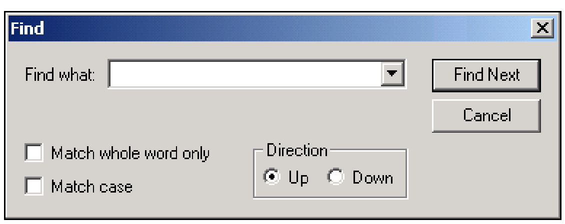
Figure 12-7
Report Viewer buttons



- **Close** Closes the Report Viewer window.
- **Print...** Displays the Print dialog box. The contents (buttons, tabs, and so on) of the Print dialog box are specific to the selected printer. For more information, see the original equipment manufacturer documentation included with the printer.



- **Find** Click the binoculars icon to display the Find dialog box. Use Find to search the contents of the report currently displayed in the Report Viewer.



Enter the text you want to find in the Find What box, click the Match whole word only and Match case checkboxes if desired, specify the direction of the search, and click **Find Next.**

- **Single/Multiple Pages** Click the single page button to view one page at a time; this button is dimmed if you are currently viewing one page at a time. Click the multiple pages button to view up to six pages at a time.
- **Zoom In/Zoom Out** Click the magnifying glass icon containing a minus sign to zoom out. Click the magnifying glass icon containing a plus sign to zoom in. The appropriate icon is dimmed when you are zoomed all the way out or in.
- **Page Magnification Drop-Down List** Click the drop-down arrow next to the box displaying the current page magnification to select from a list of preset magnifications. Choose **Page Width** to display the page so that the entire width is visible in the window, or choose **Whole Page** to display the entire page in the window.

- **Up/Down Arrows** Click the Up Arrow to go back one page; this button is dimmed when you are viewing the first page. Click the Down Arrow to go forward one page; this button is dimmed when you are viewing the last page.
- **Go to Page** Specify a page number in this box to go to the specified page.
- **Back** Click **Back** to return to the last page you viewed.
- **Export** Click Export to display the Export dialog. For more information on exporting data and reports from the D-21 Incident Client, see “To export data from the D-21 Incident Client” on page 12-18.

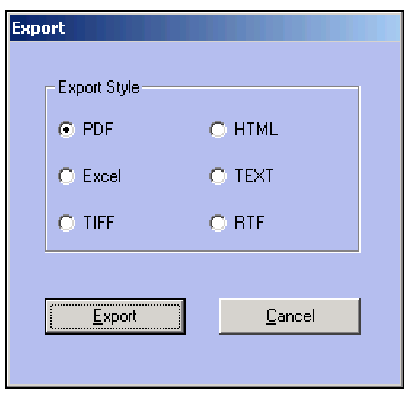
Exporting Data from the D-21 Incident Client

Any data that can be viewed in the Report Viewer can be exported for use in other applications. This is useful if you have specific formatting requirements for reports, or if the data is used in conjunction with other data in other applications.

For information on exporting incident data to Firehouse, see the D-21 Maintenance Guide.

To export data from the D-21 Incident Client

1. Display the D-21 Incident Client pane with the data you want to export.
2. Click **Print**. The data is displayed in the Report Viewer.
3. Click **Export** on the Report Viewer button bar to display the Export dialog box.



You can select the following common file formats:

– **PDF** Adobe’s Portable Document Format *.pdf*

– **Excel** Microsoft Excel’s spreadsheet format *.xls*

– **TIFF** A common graphics format, Tagged Information File Format, *.tif*

– **HTML** Web page format, Hyper Text Markup Language, *.htm*

– **TEXT** Text-only file format, *.txt*

– **RTF** A word processing format that saves text and formatting, Rich Text Format, *.rtf*

4. Click the **Export** button. The Save As dialog box appears.
5. Specify a filename and location for the exported file.
6. Click **Save**.

Archive Client

After the D-21 system has been installed and running for six months or more, the system administrator may decide to archive old log records to improve system performance. For more information on archiving, see the D-21 Maintenance Guide. Once log records have been archived, they can no longer be accessed in the D-21 Incident Client History Log, Alert History, Incident Report, or Reports viewers. However, they are still available for reference and analysis through the D-21 Archive Client, which can be accessed from the D-21 Incident Client.

IMPORTANT *Archived log records cannot be modified or deleted, and new records cannot be added to an archive.*

To launch the D-21 Archive Client

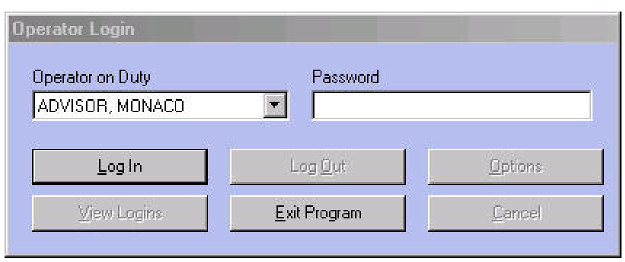
1 Click **Archive Client** in the right button bar. (You may need to click **More** first.)

NOTE *The Archive Client button will not be visible in the D-21 Incident Client if the proper configuration has not been performed in the D-21 Admin Client. See the D-21 Maintenance Guide for more information, and contact Monaco technical support if you need assistance.*

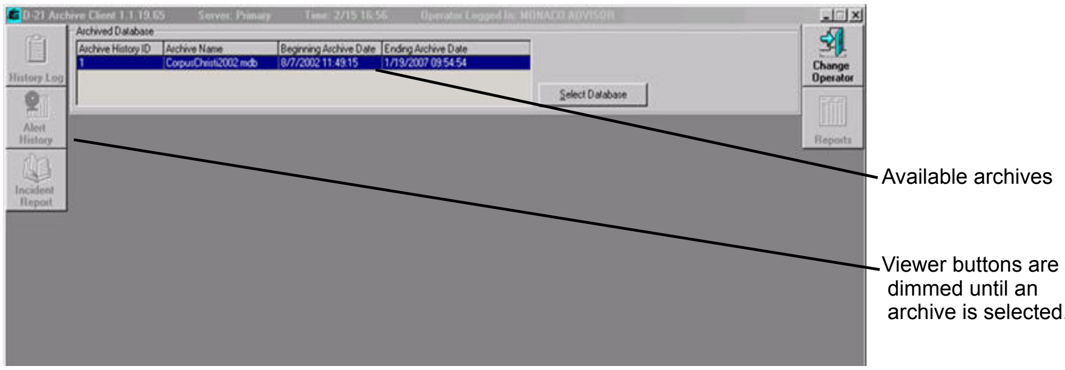
A warning dialog appears.

IMPORTANT *The D-21 Incident Client and the D-21 Archive Client cannot both be open at once. Do not launch the D-21 Archive Client on a workstation which is solely responsible for monitoring alerts or otherwise managing ongoing activities.*

2 Click **Yes**. The D-21 Archive Client launches and a login dialog appears.



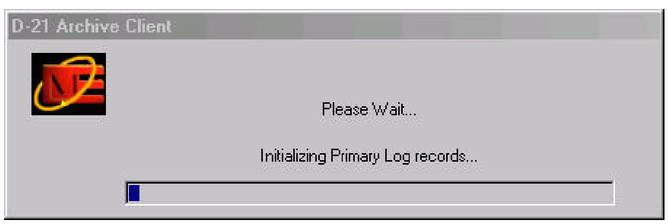
3 Find your name on the Operator on Duty dropdown, if necessary, enter your password, and click **Log In**. The D-21 Archive Client opens.



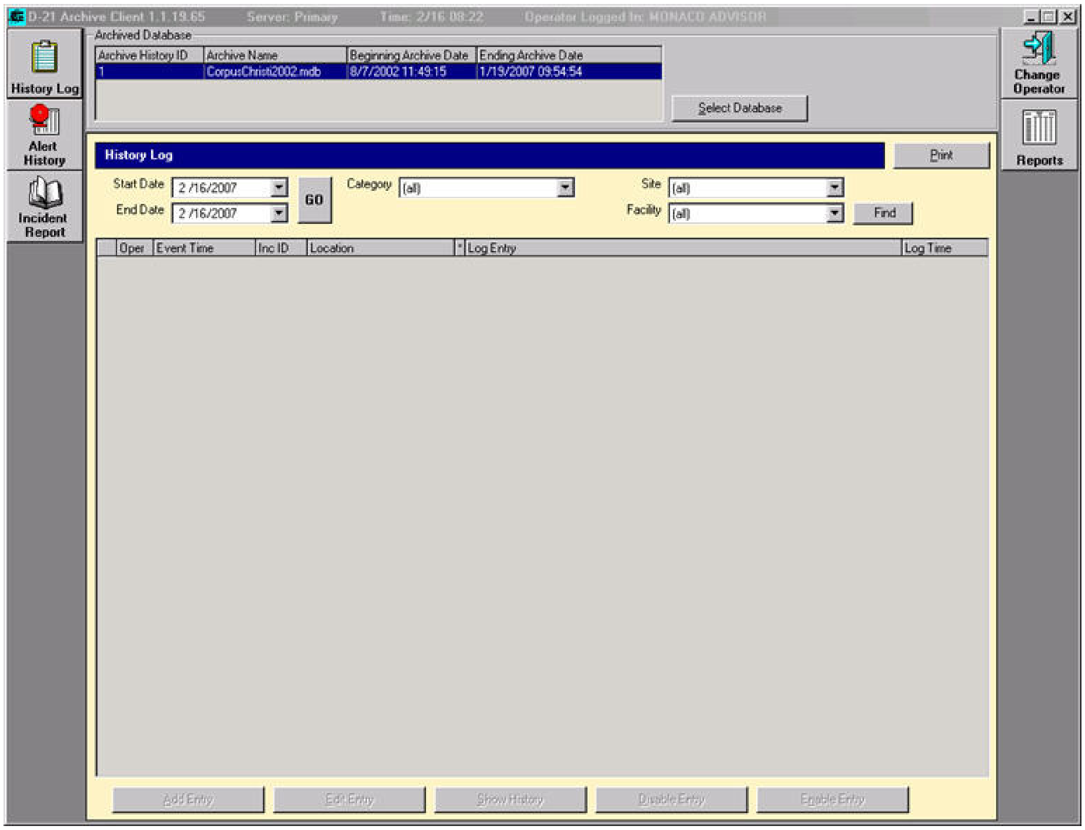
To view and print archived log records

1 If necessary, launch the D-21 Archive Client. See "To launch the D-21 Archive Client" on page 12-19.

2 Identify the archive you want to open in the Archived Databases grid, based on the Beginning and Ending dates, and click to select it. Then click **Select Database**. A progress dialog displays as the archive records are loaded.



When the progress dialog closes, the default viewer, History Log, is activated in the main pane.



3 Select a viewer as necessary from the button bars. The D-21 Archive Client viewers operate for the most part just like their counterparts in the D-21 Incident Client. The exceptions are all in the Incident Log section of the Incident Report, where commands that allow the user to add or edit incident information or log records are not available.

NOTE *Archived incidents cannot be reactivated.*

- **History Log** See “History Log View” on page 12-10.
- **Alert History** See “Alert History View” on page 12-9.
- **Incident Report** See “Incident Report View” on page 12-5.
- **Reports** See “Reports” on page 12-14.

To exit the D-21 Archive Client

1 Click in the upper right corner of the D-21 Archive Client window. The D-21 Archive Client closes and the Windows desktop appears.

OR

Click **Change Operator**. The Operator Login dialog appears.

2 Click **Exit Program**. The D-21 Archive Client closes and the D-21 Incident Client re-opens.

Default Printer

The default printer is specified outside of the D-21 software, in Windows.

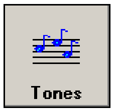
To specify the default printer and modify printer defaults

1. Click the Start menu and select **Settings > Printers.** The Printers window appears. The default printer has a checkmark at the top left of its icon.
2. Right-click the printer you want to make the default and select **Set as Default Printer** from the pop-up menu.
3. Right-click the default printer and select **Properties** from the pop-up menu.
4. Click **Printing Preferences**.
5. Select the Emulate LaserJet Margins check box.
6. Click **OK**.
7. Click **OK** in the Properties dialog box.

NOTE *The appearance of the printer dialog box depends on the printer. For information on your printer's dialog box, see the original equipment manufacturer documentation included with the printer.*

Appendix A
Additional Viewers

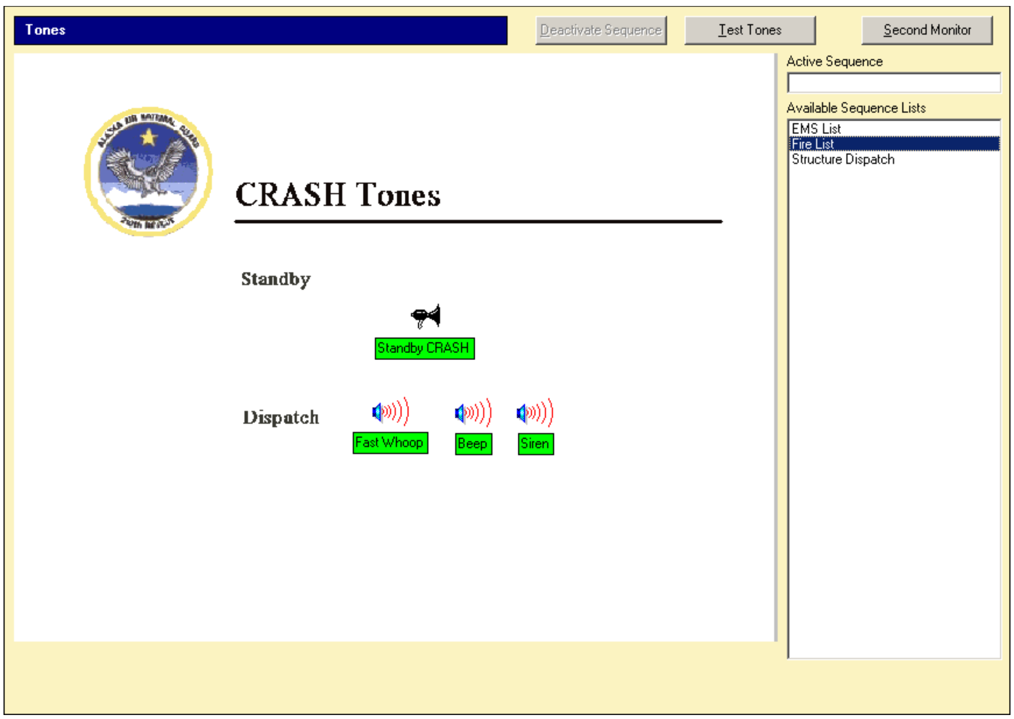
Contents



Using the D-21 Tone Generator

The D-21 Tone Generator is a legacy device that operators can use to manually notify resources via a remote tone alerting panel. The panel is pre-configured to play tone sequences, which are unique combinations of pre-strobe visual signals, pre-tone audible signals, and main audible tones. The Tones viewer displays the sequences in logical lists. For information on configuring tone sequences and tone sequence lists, see the D-21 Admin Client User Guide.

Figure A-1 *Tone Generator*



- **Deactivate Sequence** Stops playing the active tone sequence.
- **Test Tones** Displays the Tone Generator dialog box, from which you can activate a single tone on the tone alerting panel.
- **Full Screen/Second Monitor** Clicking the Full Screen button maximizes the Tone Generator on a single-monitor D-21 workstation. Clicking the Second Monitor button displays the Tone Generator window on the second monitor on a two-monitor D-21 workstation.
- **Active Sequence** Displays the tone sequence that is currently playing.
- **Available Sequence Lists** Displays all tone sequence lists that were created in the D-21 Admin Client. Select a list to display its tone sequences.

To play a tone sequence with the Tone Generator

1. Click **Tones** on the right button bar to display the Tone Generator.
2. Select the desired sequence list in the Available Sequences Lists.
3. Right-click the tone sequence icon or sequence label.
4. Click **Activate** on the pop-up menu.

To stop an active tone sequence with the Tone Generator

1 Do one of the following:

- Click **Deactivate Sequence** in the Tone Generator window.

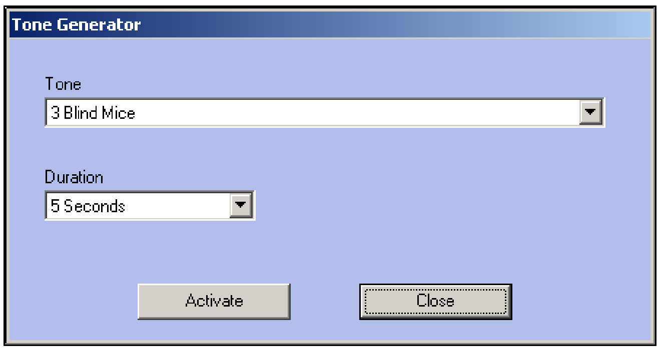
OR

- Right-click the tone sequence you want to stop and click **Deactivate** on the pop-up menu.

To test a tone with the Tone Generator

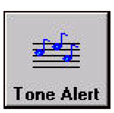
1 Click **Tones** on the right button bar to display the Tone Generator.

2 Click **Test Tones**.



- **Tone** Select the tone you want to play. This list displays all tones that are available at the tone alerting panel.
- **Duration** Select the length of time you want to play the tone.

3 Click **Activate**.



Using the D-21 Tone Alert Unit

The D-21 Tone Alert Unit, which replaces the Tone Generator, allows either automatic or manual notification of resources via a remote tone alerting panel. The panel is pre-configured to play tone sequences, which are unique combinations of pre-strobe visual signals, pre-tone audible signals, and main audible tones. The Tone Alert viewer displays the sequences in lists created by the D-21 administrator. For information on setting up the Tone Alert RID and units, and configuring tone sequences, tone sequence lists, and automatic tone alerting, see the D-21 Admin Client User Guide.

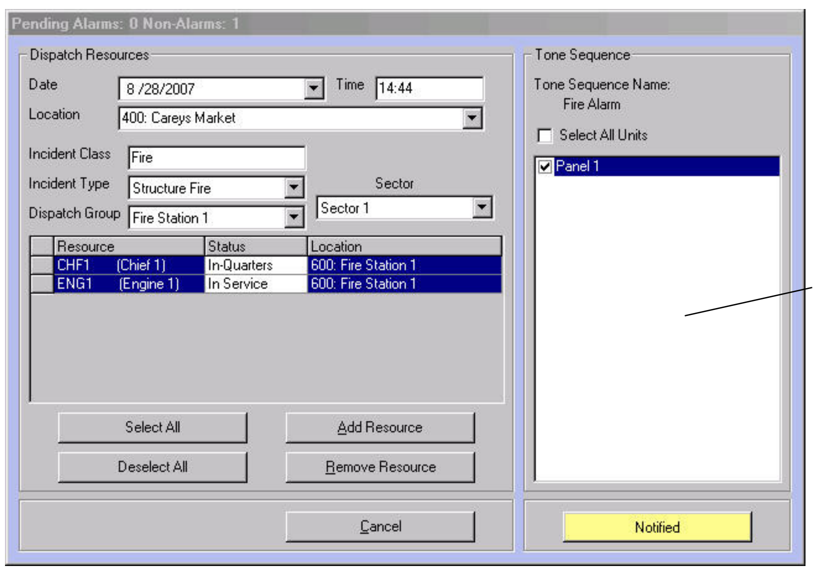
IMPORTANT *A single D-21 network cannot include both Tone Generators and Tone Alert Units.*

To play a Tone Alert tone sequence automatically

When automatic tone alerting has been set up, a particular tone sequence is assigned to an incident class. When an incident of that class is generated, the operator dispatches resources to the incident and plays the assigned tone sequence in a single step. If the Text-to-Speech option is enabled, the tone alerting panel also announces the names of the dispatched resources and the incident facility and address after the tone sequence plays.

When a Tone Alert RID has been added in the D-21, the Tone Sequence section is added to all the resource notification dialogs for all dispatch modes. See “Notifying Resources” on page 5-2 for more information on resource notification options. In the example below, notification is performed from the incident’s Dispatch viewer and the dispatch mode is by incident type and sector.

1 In the incident’s Dispatch viewer, select resources to dispatch and click **Notify**. The Dispatch dialog appears, with an additional Tone Sequence section.



Displays all available Tone Alert Unit panels

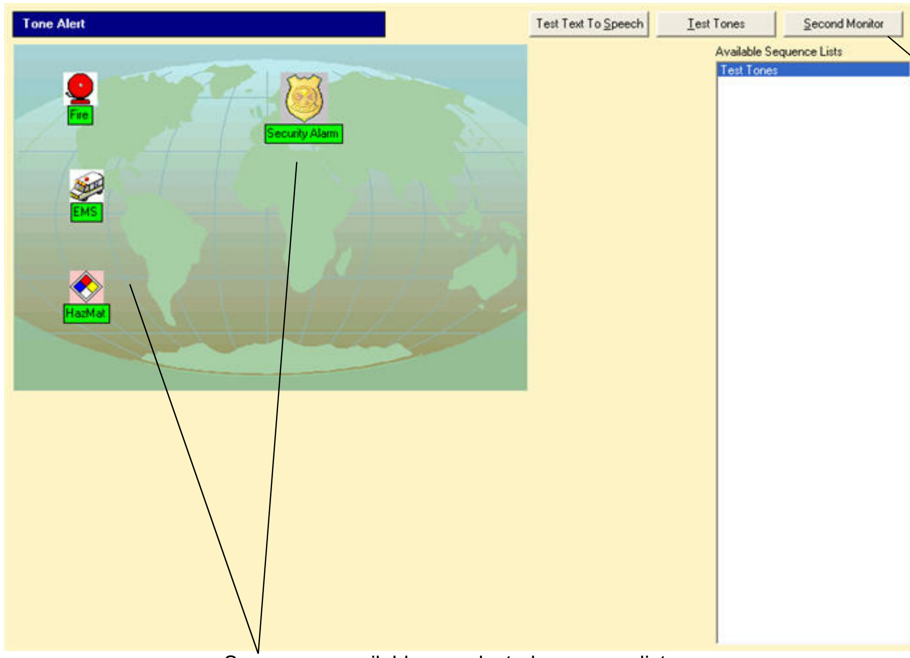
- **Tone Sequence Name** Displays the descriptive name given to the tone sequence assigned to the incident class.
- **Select All Units** Allows the user to select all tone alert panels at once.

2 Select the appropriate Tone Alert Units to play the pre-assigned tone sequence and click **Notified**.

NOTE *If the selected resources have been assigned to a location containing a Tone Alert Unit, that unit will automatically be selected.*

To view available Tone Alert tone sequences

1 Click **Tone Alert** on the right button bar. The Tone Alert viewer appears.



Click to display viewer on second monitor

Sequences available on selected sequence list

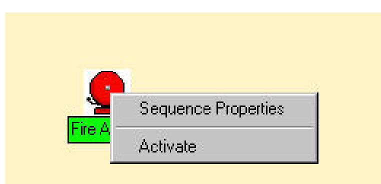
2 Select the appropriate tone sequence list in the Available Sequence Lists list box. The tone sequences that can be accessed from that list are displayed as icons in the graphics area.

To view Tone Alert tone sequence properties

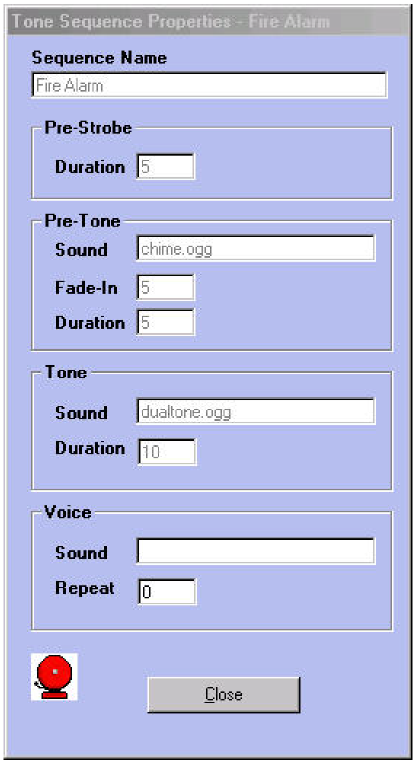
1 Click **Tone Alert** on the right button bar, if necessary.

2 In the Tone Alert viewer select the appropriate sequence list.

3 Right-click on the tone sequence you wish to examine. A pop-up menu appears.



4 Select **Sequence Properties**. The Tone Sequence Properties dialog appears.



- **Sequence Name** The descriptive name assigned to the sequence
- **Pre-Strobe Duration** The length of time the strobe flashes before toning begins
- **Pre-Tone**

  Sound The file name of the pre-tone sound

  Fade-In The length of time before the pre-tone sound reaches full volume

  Duration The length of time the pre-tone sound plays at full volume
- **Tone**

  Sound The file name of the main tone sound

  Duration The length of time the main tone plays
- **Voice**

  Sound The file name of the pre-recorded voice message

  Repeat The number of times the pre-recorded voice message plays

5 When you are finished, click **Close**.

To play a Tone Alert sequence manually

1 Click **Tone Alert** on the right button bar, if necessary.

2 In the Tone Alert viewer select the appropriate sequence list.

3 Right-click on the tone sequence you wish to play.

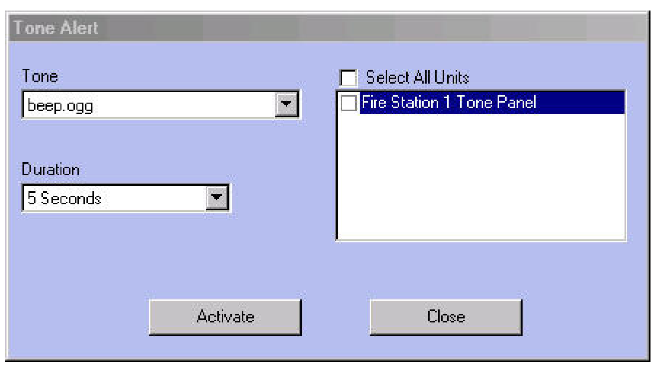
4 From the pop-up menu, select **Activate**. The Activate Tone Sequence dialog appears.

5 Select the appropriate Tone Alert units and click **Activate**.

To test a Tone Alert tone

1 Click **Tone Alert** on the right button bar, if necessary.

2 Click **Test Tones**. A Tone Alert dialog opens.



3 Select the tone you wish to test from the **Tone** dropdown.

4 Select the duration for the test from the **Duration** dropdown.

5 Select the Tone Alert units on which you want to play the tone test.

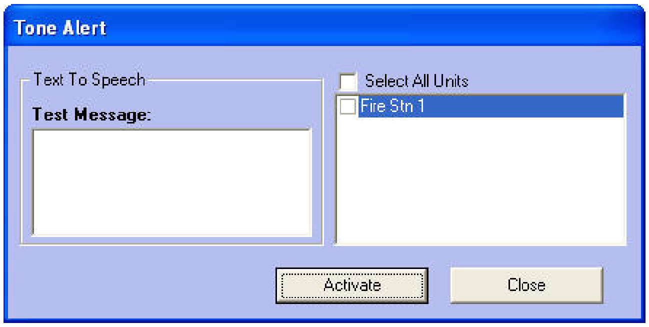
6 Click **Activate** to begin the test.

7 When you are finished testing tones, click **Close**.

To test Text to Speech

1 Click **Tone Alert** on the right button bar, if necessary.

2 Click **Test Text to Speech**. A Tone Alert dialog opens.



3 Enter the text for the test in the **Test Message** area.

4 Select the Tone Alert units on which you want to play the test.

5 Click **Activate** to begin the test.

6 When you are finished testing Text to Speech, click **Close**.

Using the BT2-SC Siren Controller

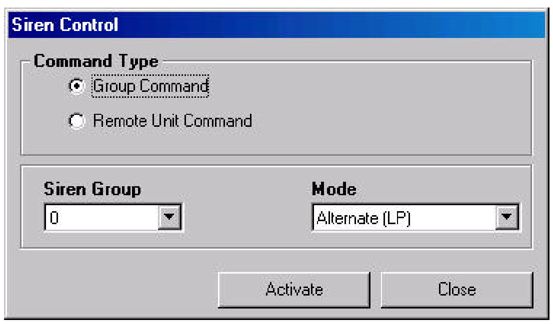
Click **Siren Control** on the right button bar to display the Siren Control dialog box. Use the Siren Control dialog box to activate tones on the BT2-SC (DTMF) siren controller. There are four siren tones that can be activated: Alternate (long play), All Clear (intermediate play), Attack (short play), and Storm (continuous).

BT2-SC sirens can be activated individually or in groups. The siren group is configured via hardware setting.

The Siren Controller is set up as a BT2-SC remote unit that communicates with an RFM 5000 RID. Zone position 5 can be used to monitor the status of the controller. See the D-21 Admin Client User Guide for more information on setting up the BT2-SC remote unit type.

To activate the BT2-SC siren controller

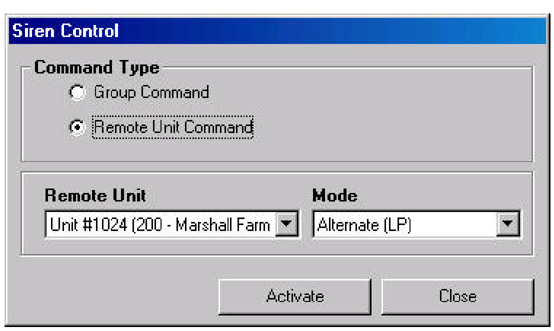
1 Click **Siren Control** on the right button bar. The Siren Control dialog box appears.



2 By default, the **Command Type** selected is Group Command, which allows you to activate multiple BT2-SC units at once. Select the appropriate siren group from the **Siren Group** drop-down list.

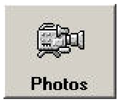
NOTE *The group number for each BT2-SC unit can be recorded as part of the unit's properties in the D-21 Admin Client. See the D-21 Admin Client User Guide for more information.*

3 If you wish to activate a single BT2-SC unit, switch the **Command Type** to Remote Unit Command. In the dialog, the Siren Group drop-down list is replaced with the **Remote Unit** drop-down list, which lists the available siren controllers by unit number and location. Select the appropriate BT2-SC from the drop-down list.



4 Select the appropriate siren tone from the **Mode** drop-down list.

5 Click **Activate** to activate the siren group or unit.



Working with Photos

When the Photos option is enabled on the D-21, photographs taken by a mobile operator on the D-21 network can be uploaded to the D-21 primary server and assigned to incidents. An additional button appears in the Incident Client on the right button bar for viewing photos and working with photo storage locations. The Incident viewer also includes a Photos button for assigning photos to incidents and viewing photos assigned to incidents.

Manage Photos Viewer

Clicking the Photo Manager button on the left button bar displays the Manage Photos viewer, which allows the operator to view photos and copy them from one location to another.

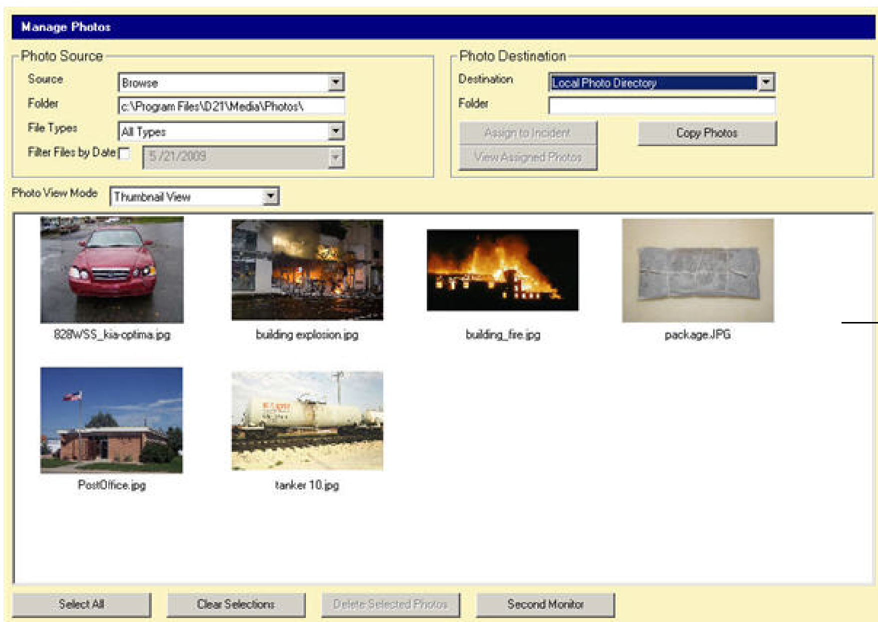


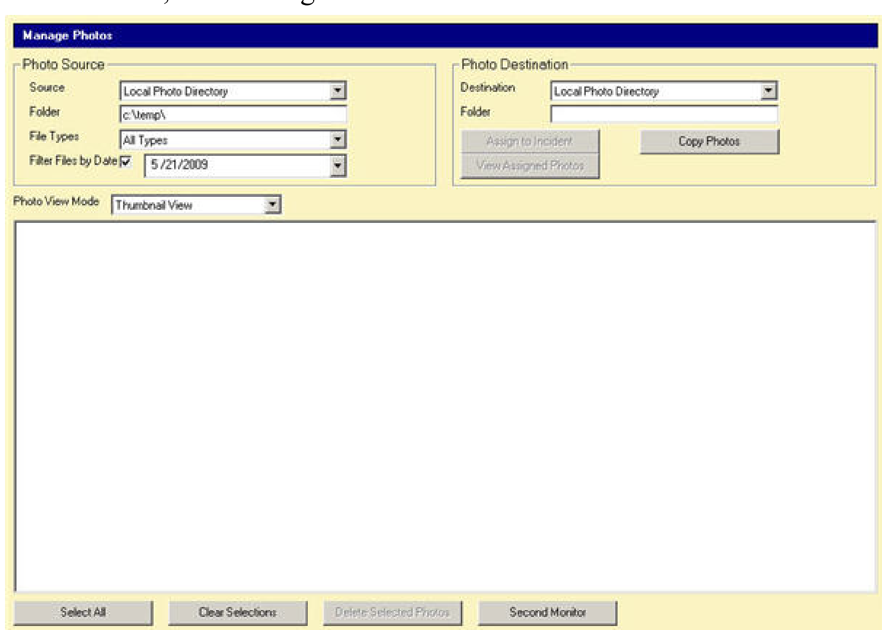
Photo preview pane

- **Source** Displays a list of pre-configured photo directories as well as the Browse command, which allows the user to navigate to another photo directory. (See the D-21 Admin Client User Guide for information on configuring photo directories.) The directory selected from this drop-down list appears in the **Folder** text box below it, and the photos within that directory are displayed in the photo preview pane.
- **File Types** Allows the user to restrict the photos displayed based on the three-letter file extension (e.g. jpg). The items on this drop-down list are defined in the D-21 Admin Client. (See the D-21 Admin Client User Guide for information on configuring photo file types.)
- **Filter Files by Date** Checking this box allows the user to restrict the photos displayed based on the date they were taken, using the calendar drop-down next to it. By default, this box is checked and the current date is selected.
- **Photo View Mode** Allows the user to switch from the default photo preview mode to a list mode which displays photo file information.

- **Destination** Used to specify a new location for photo files. This drop-down list displays pre-configured directories as well as the Browse command, which allows the user to navigate to another photo directory. (See the D-21 Admin Client User Guide for information on configuring photo directories.) The directory selected from this drop-down list appears in the **Folder** text box below it.
- **Assign to Incident** This command button is only enabled in the Photos viewer of an active incident. See “To assign a photo to an incident” on page A-13 for more information.
- **View Assigned Photos** This command button is only enabled in the Photos viewer of an active incident. See “To assign a photo to an incident” on page A-13 for more information.
- **Copy Photos** Copies photo files from the selected source directory to the selected destination directory. See “To copy photos to a different storage location” on page A-12 for more information.
- **Select All** Highlights all of the displayed photos so that they are selected for copying to the destination directory.
- **Clear Selections** Removes the highlighting on all of the displayed photos so that they are not selected for copying to the destination directory.
- **Delete Selected Photos** Deletes the selected photo file or files from the source directory.
- **Full Screen/Second Monitor/Restore Size** If you run the D-21 on a single-monitor system, this button reads **Full Screen** until you click it, after which the viewer takes up the entire screen and the button changes to read **Restore Size**. If you run the D-21 on a dual-monitor system, the button reads **Second Monitor** until you click it, after which the viewer moves to the second monitor and the button changes to read **Restore Size**.

To view photos in the Manage Photos viewer

1 Click the Photo Manager button in the right button bar. The Manage Photos viewer opens with its default settings for source directory and filters. Unless there are photo files created on the current date in the pre-configured Local Photo Directory, the photo preview pane will be blank, as in the figure below.



2 Select the photo file location from the **Source** drop-down list. If the photo files are not already located in one of the pre-configured directories listed, select Browse and navigate to the appropriate directory. The **Folder** text box below the Source drop-down list will display the directory path you select.

3 If you know the file type of the photos to be viewed, select it from the **File Types** drop-down list. Otherwise, leave this setting on its default, All Types.

4 If you know the creation date of the photos to be viewed, select it using the calendar drop-down next to the **Filter Files by Date** checkbox. Otherwise, uncheck this box.

5 The photo preview pane fills with thumbnails (small images) of photo files from the selected source directory. If there are more thumbnails than will fit in the preview pane, a vertical scrollbar appears on the right side of the pane. The name of each photo file is displayed below its thumbnail.

To copy photos to a different storage location

1 Follow the instructions above ("To view photos in the Manage Photos viewer" on page A-11) so that you can see the photos to be copied in the photo preview pane.

2 Select the new location for the photos from the **Destination** drop-down list, by choosing one of the pre-configured directories or clicking Browse. The **Folder** text box below the Destination drop-down list will display the directory path you select.

3 Select the photos to be copied in the photo preview pane. To select just one photo, click it. To select multiple photos, hold down the Ctrl key on the keyboard and click each one. To select all the photos, click the **Select All** button. A selected photo has a dark edge around it and its file name is displayed in a dark rectangle.

NOTE *If you make a mistake while selecting photos, click the* **Clear Selections** *button and start over.*

4 Click the **Copy Photos** button. When the copying process is complete, acknowledge the "Photo copy complete" message box by clicking **OK**.

To delete photos from a storage location

1 Follow the instructions above ("To view photos in the Manage Photos viewer" on page A-11) so that you can see the photos to be deleted in the photo preview pane.

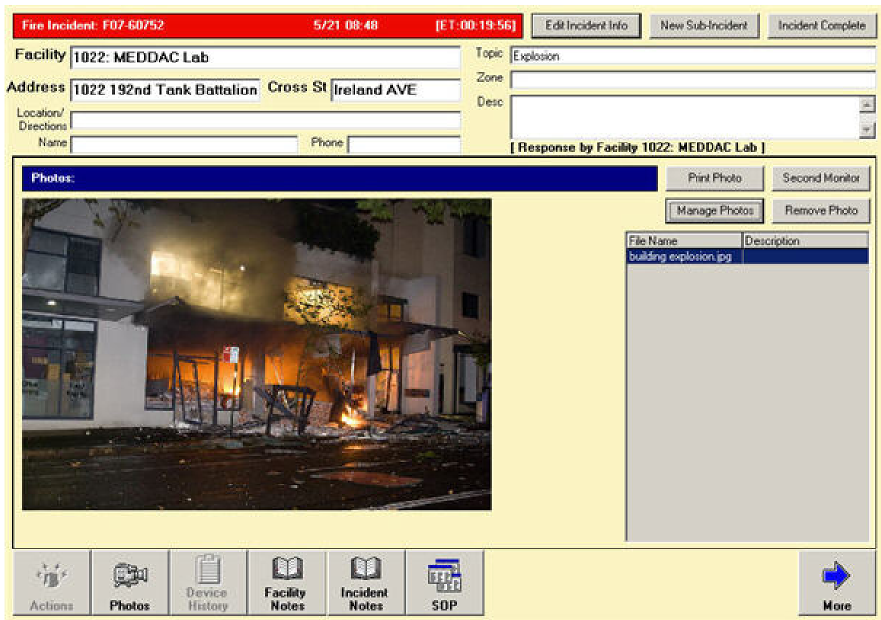
2 Select the photos to be deleted in the photo preview pane. To select just one photo, click it. To select multiple photos, hold down the Ctrl key on the keyboard and click each one. To select all the photos, click the **Select All** button. A selected photo has a dark edge around it and its file name is displayed in a dark rectangle.

NOTE *If you make a mistake while selecting photos, click the* **Clear Selections** *button and start over.*

3 Click the **Delete Selected Photos** button, and click **Yes** in the confirmation message box that appears. When the deletion process is complete, the remaining photos in the source directory are displayed in the photo preview pane.

Incident Photos Viewer

Clicking the Photos button in the tool bar at the bottom of the Incident viewer displays the Incident Photos viewer, which allows the operator to view photos assigned to an incident. When the viewer opens, the file list on the right side displays the file names of all photos currently assigned to the incident. The first photo in the list is automatically displayed in the viewer; to view a different photo, click its file name in the list.



- **Print Photo** Allows the user to send the displayed photo to a printer.
- **Manage Photos** Allows the user to browse for and assign photos to the incident.
- **Full Screen/Second Monitor/Restore Size** If you run the D-21 on a single-monitor system, this button reads **Full Screen** until you click it, after which the viewer takes up the entire screen and the button changes to read **Restore Size**. If you run the D-21 on a dual-monitor system, the button reads **Second Monitor** until you click it, after which the viewer moves to the second monitor and the button changes to read **Restore Size**.
- **Remove Photo** Cancels the displayed photo’s assignment to the incident.

To assign a photo to an incident

1. Select the incident in the Incident List so that its information is displayed in the Incident viewer.
2. Click the Photos button in the tool bar at the bottom of the Incident viewer. The Incident Photos viewer is displayed.

3 Click the **Manage Photos** button in the Incident Photos viewer. The Manage Photos viewer is displayed in the Incident viewer:

4 Follow the instructions above ("To view photos in the Manage Photos viewer" on page A-11) so that you can see the photos to be assigned to the incident in the photo preview pane.

5 Select the photos to be assigned to the incident in the photo preview pane. To select just one photo, click it. To select multiple photos, hold down the Ctrl key on the keyboard and click each one. To select all the photos, click the **Select All** button. A selected photo has a dark edge around it and its file name is displayed in a dark rectangle.

NOTE *If you make a mistake while selecting photos, click the* **Clear Selections** *button and start over.*

6 Click the **Assign to Incident** button. When the assignment process is complete, acknowledge the "All selected photos are assigned to the incident" message box by clicking **OK**.

7 Click the **View Assigned Photos** button to return to the Incident Photos viewer. The photos you selected are listed in the file list box.

To remove a photo assigned to an incident

1 Select the incident in the Incident List so that its information is displayed in the Incident viewer.

2 Click the Photos button in the tool bar at the bottom of the Incident viewer. The Incident Photos viewer is displayed.

3 Select the photo to be removed in the file list on the right side of the Incident Photos viewer.

4 Click the **Remove Photo** button. The photo file is removed from the file list.

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