

A New Year...

and new products. The much anticipated (Next Generation) NG911 (Computer Aided Dispatch) CAD began implementation in January. Our team has tested exhaustively and extensively to bring you a product that will make your Center function much more efficiently and effortlessly.

NG911 CAD looks much like the older version, with changes made to accommodate new functionality so transition will be smooth and easy.

One of the improved areas is the Address identifier section. Private phone numbers display in **RED** and information specific to a given address, such as, Occupant information, LandMark, Alarms, Medical, Hazard, Utility, and BOLO information is more robust. All recorded information is available to dispatchers by clicking different tabs within the Active Incident Details section. This information will aid Units when investigating an Incident with known Address identifier information. For instance, if the Occupant is deaf, or confined to bed or wheel chair, or incapacitated in anyway, dispatchers and Units will be made aware of the situation before the Unit arrives on the scene. However, some work is required on the part of the system administrator. A major benefit is information can be added, edited, and deleted as it changes.

Another feature system administrators will have is the ability to add images that pertain to a certain address.

NG911 brings with it much more data pertaining to the call such as, text messages, a picture or streaming video from a cell phone. When NG911 becomes a reality, our application is ready.

Pre-planned calls can be created months in advance and then on the planned date and time, a message displays to all dispatchers alerting them to the event. The Pre-Planned Call then becomes an Active Incident and Units can be dispatched.

The option to View Attached ANI/ALI information is as simple as clicking a button. Dispatchers can hover over an Inbound Call; right click an Active Incident; or go to the Active Incidents Detail section and click the ANI/ALI tab and information displays.

Units can be updated individually or as a group by selecting multiple Units and changing Status from Off-duty to On-Duty or vice versa.

Roll Call functionality works in the same manner. Multiple Units can be selected and Duty Status can be set. Units can be set to display only On Duty or all Center assigned Units.

Dispatched Units individual status information can be

displayed by clicking on a Unit within an Active Incident.

Also, right clicking in the Active Incidents section in the Assigned Units field shows the most current status of all Units assigned to an Incident.

Of the six main sections, five allow the ability to sort ascending or descending in any of the fields, by clicking on the field header.

Incident History searches can be performed by using the Quick Filters features or you can create more comprehensive searches by using the Filter builder. Any field contained in CAD Entry can be searched in countless combinations to give you exactly the Incident information you need.

Additional improvements include Wrecker Company Maintenance. All wreckers associated with the Center are input into the Wrecker Company Maintenance section and assigned to a Service Area. This allows for next rotation automatically. No remembering which wrecker company to dispatch next.

This is just an overview of the many features we have expanded upon. You'll see the complete list when installation and training are completed at your Center.

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We'll be seeing you soon!

Existing CAD customers are being contacted to schedule converting their Centers to the NG911 CAD application.

If your Center does not use our CAD software please contact us to schedule a demo, we know you'll be pleased with what you see and the ease of moving around the main CAD entry window

Why Upgrade your CAD software...

to keep up with the ever changing data, text, video, and images that are available to consumers today. As the nationwide 911 system changes our software is ready to handle those changes.



Strategy Analytics, Inc. a research and consulting company has calculated by the year 2010 there will be approximately 2.5 billion cell phones, an increase of 38% compared with the end of 2005. These wireless subscribers

will use a cell phone as their primary telephone instead of having landline systems. More and more cellular carriers are tapping into that segment by offering wireless internet connections at consumer homes without using any minutes. Cellular technology has expanded tremendously and poor reception inside the home is becoming less and less.

Cellular Number portability is another reason consumers are giving up landlines. The nation has become very mobile and there is no longer a need to change your phone number when you move. Cellular phone numbers can go with you, all a consumer need do is verify their current plan has reception in the area they are moving to or change carriers and keep their number.

Many colleges are also evaluating and doing away with landline connections in their dormitories. Some institutions find themselves paying to maintain systems that are no longer being utilized considering the student population shows nine of

ten students use cell phones.

Text messaging is also increasing, not only among the young but also among executives. Questions can be answered quickly even when meetings are being conducted. Workflow continues and meeting attendants are not interrupted.

In a Separate study, Jupiter research, shows voice over internet telephony (VoIP) will grow to 20.4 million by 2010, compared to 1.2 million in 2004.

As the use of wireless devices continues to rise, and landlines becoming less and less, latitude and longitude coordinates are essential to your operations. Our software captures that information and displays it to the dispatcher in more than one section. Initial calls, Active Incident Details and ANI/ALI tabs and GeoConex® Viewer are methods to view this information. Being able to give this critical information to an air ambulance is crucial.

This information can be pinpointed on our mapping software and it gives the dispatchers and Units in the field even more information. Most dispatchers are very familiar with the counties they serve. Pinpointing latitude/longitude coordinates display the incident location and seeing the maps allows dispatchers to give even more information to Units in the field.

Landmark information is also available to GIS administrators and dispatchers and can be recorded in NG911. Often times people report a 911 incident and try to give specifics about the location, such as turn left at "the big pine", ... locals know that the big pine is at the corner of Pedigo and US 441, but the big pine is no longer a big pine but a big stump. Recording this information and being able to pinpoint on a map can save Units from driving the entire 21 mile stretch of road trying to find "the big pine" and the incident.

Creating a landmark called "the big Pine" and entering latitude/longitude coordinates from the mapping software displays the incident location at the corner of Pedigo Rd and US 441 in the Viewer software and allows the dispatcher to see the coordinates and the road names saving much needed time for Units in the field.

GeoConex® NG911 software is programmed to automatically capture and display the latitude/longitude coordinates when cellular calls are received. Using this information with GeoConex® Viewer software gives your staff and the customers you serve the most accurate information available.

"I could not, at any age, be content to take my place by the fireside and simply look on. Life was meant to be lived. Curiosity must be kept alive. One must never, for whatever reason, turn his back on life."

Eleanor Roosevelt

Have you checked out our website lately...

well you should. In coming months customers will be receiving logins and passwords to the site.

New spaces are being created to enable you to download user manuals at your site without waiting on hand delivery or the US Postal service to deliver them to you. Our site will continue to evolve throughout the coming months by adding information you need or want to better serve your

communities.

A training section is being created that will allow you to submit training requests electronically. When enough users are registered for a class or in an area, users will be alerted and training will be scheduled.

A Frequently Asked Questions (FAQ) section will be available for you to access to find answers to some of your questions. If an issue has been addressed, you'll find the

answer there. This section will continually be updated to record and display the latest in frequently asked questions.

Be sure and email us your most current email address to be sure you receive your login and password to the system. Send your email to hr@geoconex.com and put as the subject line "Website email address".

This Issue our Spotlight is on...

customer service. Customer service is defined as service provided to a customer before, during and after a purchase. Customer service is very important to us at GeoConex and unanswered issues not only frustrate you, but us as well. We want you, our customers, to feel we have exceeded customer expectations. In this effort to more efficiently and effectively serve you, we ask all customers begin using our convenient technical support number 1-877-396-7315, instead of calling staff directly.

We need to document any and all issues so that we can gauge our progress and see where problem issues lie. Documenting issues show us training deficiencies, design flaws, network issues, etc. Tackling issues proactively instead of reactively will give you the customer service you demand and deserve.

Having all calls received at a central location also guarantees your issues will be dealt with quickly and efficiently and not lost in the shuffle. All calls are logged into one system and if an issue has occurred at another Center, the answer is documented. This allows GeoConex to assign the right person to the issue, the first time with the correct solution.

When customers call staff directly, documentation is not accurately recorded, or recorded at all, therefore solutions vary from customer to customer. This causes undue stress on your Center, while solutions are being evaluated. One staff member may have the solution but because it did not go through the proper channel and someone else was contacted, the quick fix becomes a slow painstaking process.

As we, (you and I) become more process oriented, issues will become less and less

stressful. Trends develop when processes are followed. Fixing issues more than one way works, however, being able to repeat a process is the answer. When your Center has an issue you want immediate results, lives depend on it. We want to help you achieve your goals.

As of January 21, 2008, all GeoConex employees cellular phone voicemail have the same message, "if this is a technical support issue, please call 1-877-396-7315". This change affects you as well as our staff. Our staff enjoys talking to our customers, a rapport has developed and our staff and our customers are comfortable with one another. This will not end. You will continue to receive service from your favorite GeoConex representative, but..... it will be documented. It's a win win situation for all involved. Remember call 1-877-396-7315 to get prompt efficient service.

Today's Tips & Tricks brought to you by ...

our own Craig Dotson. Craig's Tips & Tricks focuses on an Editor or Viewer issue.

Recently we've had several Help Desk tickets about Viewer errors.

Some of the error messages displayed include: Viewer does not start fully; box pops up about reference file attachment; cannot open project; could not find data source, etc.

After much deliberation what we deduced is, when Viewer is first starting up and the user does not see anything happening on the screen, the user double click the icon to start Viewer again. This results in the user getting error messages because the same start up files are being accessed more than

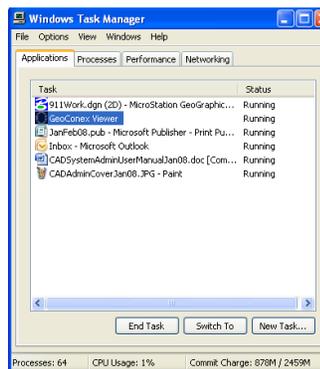
once.

This can cause some of the startup files to become corrupted and the files (goographics.upf) have to be deleted or replaced.

When Viewer starts on your computer be sure to look at both or all monitors to make sure Viewer is not displaying on another screen. The average start time for Viewer is between 15 to 30 seconds so please be patient. To stop multiple instances of Viewer that may be running or to see if multiple instances are run-

ning, use Task Manager in Microsoft Windows.

To access Task Manager, click



ALT+CTRL+DEL and then click Task Manager. Click the Applications tab and all processes that are currently running on your machine display.

The screen shot at the left has no multiple instances of Viewer running but if it did you would click on the instance and then click End Task. The selected program is then closed.

Words from Our Leaders...

GeoConex's® first year under new management has come and gone and we want to thank each and every one of you for the support shown us this past year.

Without your support, patience, and loyalty we would not be where we are today. We continue to grow and prosper due to you, our trusted customer and friend.

Your faith in our products inspires us to do even better. We are continually looking for methods to make our products better. We are making sure you have state-of-the-art technology, giving your Centers the ability to function efficiently and smoothly.

Our second year starts with the release of the much anticipated NG911 CAD. We are contacting existing customers to upgrade systems and also are scheduling demos for our customers that have not yet implemented our CAD system.

We are continually working on our documentation and procedures to ensure you have the latest information available for your staffs training needs. We are implementing changes to our help

desk system to streamline processes so that you will receive the customer service you deserve.

Our goal is to continue to supply you with quality products at affordable prices and we thank you, thank you, thank you for your continued support.

If you wait to do everything until you're sure it's right, you'll probably never do much of anything."

Craig Dotson

Win Borden

