



FIREHOUSE
Software®



FH Mobile Incident Command Installation and Introduction Guide

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Chapter I

Overview

This guide contains everything you need to know to install, configure, and use FH Mobile Incident Command. This guide does not attempt to provide any training on the National Incident Management System (NIMS). It is assumed that FH Mobile Incident Command users will be familiar with NIMS concepts.

We urge that all FH Mobile Incident Command users read this guide.

About This Guide

This guide is designed to give you an overview of the FH Mobile Incident Command product and to provide instructions to install, configure, and use the software.

Important Terms

Throughout this guide, certain terms are used:

- 'FH Mobile Incident Command' is a mobile computer application for organizing incident command.
- 'Mobile computer' is the mobile computer where FH Mobile Incident Command is installed.
- 'FH database' is an FH installation where incident records are entered. The FH Mobile Incident Command installation on the mobile computer needs to have access to the FH database to create a local copy of lookups used by FH Mobile Incident Command on the mobile computer.
- 'Synchronize' is the process of transferring lookups from your FH database to FH Mobile Incident Command records, and transferring FH Mobile Incident Command records that are closed and marked for export to your FH database.

System Requirements

FH Mobile Incident Command requires the following:

- Mobile computer with:
 - Windows® 2000, Windows® XP (Windows XP Tablet PC Edition is recommended), or Windows® Vista Business Edition.
 - 600MHz Pentium III compatible processor or higher.
 - 512 MB available RAM (we recommend 1GB or more).
 - 2 GB available hard disk space (your requirements may be greater depending on the number of records you synchronize and the size of embedded attachments. We recommend 4GB of free disk space).
 - 800 by 600 minimum video resolution (we recommend at least 1024 by 768).
 - Connection to FH standard or FH Enterprise database version 6.0.78 or greater. The connection only needs to be available during synchronization although a connection can be used to collect staff scheduling information anytime a connection is available.
 - If you run FH Enterprise, you can also optionally maintain a wireless connection between FH Mobile Incident Command and your FH Enterprise database. When *Real-Time Wireless* is enabled a wireless connection can be used to update staff scheduling information (optional add-on purchase of FH).

How FH Mobile Incident Command Works

FH Staff members, units, scheduling information, and applicable lookups are transferred from FH to your mobile computer to be used by FH Mobile Incident Command. FH Mobile Incident Command is designed to be used by NIMS-trained commanders to track resource assignments, provide basic command functions (tracking resource status and assignments), staff accountability, add scene drawings, give access to any references typically required at an incident, adding and tracking task completion, review maps (when ESRI ArcGIS data output using ArcGIS Publisher is available), and to provide access to preplans if FH Mobile Preplans is also installed and licensed.

Once the incident is completed in FH Mobile Incident Command and you synchronize FH Mobile Incident Command with the FH database, basic incident report information, unit response, and staff activities are inserted into a new or existing FH incident record. Incidents uploaded from mobile to FH the incident record are locked from further changes in FH Mobile Incident Command.

Chapter 2

Install

This chapter details FH Mobile Incident Command installation and licensing procedures.

Installing FH Mobile Incident Command

You install FH Mobile Incident Command on the mobile computer and separately license the mobile computer to access records in your FH database.

To Install FH Mobile Incident Command On Mobile Computer

- ⊕ Log into mobile computer as an administrator.



You should close all open applications before installing FH Mobile Incident Command and disable active virus software. You may be prompted to restart your computer during the install. We recommend **Yes** if prompted to proceed with the installation.

- ⊕ From the Windows **Start** menu, select **Settings>Control Panel**.
- ⊕ Double click **Add/Remove Programs**. The **Add/Remove Programs** form is displayed.
- ⊕ Press **Add New Programs** then press **CD or Floppy**.
- ⊕ Insert the FH Mobile CD.
- ⊕ Press **Next>**, press **Browse**, then select **FHMobile_Setup.EXE**, then press **Open**.
- ⊕ Press **Finish**. The **FH Mobile Setup** form is displayed.
- ⊕ Press **Next**. Complete installation by following prompts and selecting desired options then pressing **Next**. Available installation options vary based on the configuration, but could include the following pages:



An instance of Microsoft SQL Server 2005 Express Edition and Windows system components can be installed depending on the workstation configuration. The component installation will take several minutes. If an instance of a previous version of SQL Server is detected by the installer, you will have a choice to upgrade to SQL Server 2005 Express. We recommend upgrading to increase the database size maximum.

- *User Information*. Personalize the installation with your name and organization, and specify whether the FH Mobile application can be used by all users that access the computer (select *Anyone who uses this computer*) or only by the user currently logged in to the workstation (select *Only for me (USERNAME)*).
- *Destination Folder*. Change the destination folder from the default (**C:\Program Files\FIREHOUSE Software Mobile**) only if needed. FHMobile must be installed to a location on C:\.
- *Select Features*. Accept the default selection unless you have a specific reason to change.

- *Microsoft SQL Server*. Select the minimum Windows security level required to view FH Mobile Incident Command records. We recommend *Standard User* to ensure everyone can access FH Mobile Incident Command.
- *SQL Server Database Settings*. If this page is displayed, a previous installation was identified. Check *Install a new blank database* if you are starting over (all settings are lost). Check *Update the existing database* to install an updated database but save settings.
- *Read Me Information*. Important installation notes are displayed.



Synchronized records from the FH database (standard or FH Enterprise) are stored in an MS SQL database on the mobile computer that FH Mobile Incident Command uses. For workstations that already include an SQL server, an additional database instance is created for the local FH Mobile application database.

- ⊕ Press **Next**.
- ⊕ Press **Finish**.

FH Mobile Incident Command is installed and ready to be licensed.

To License Mobile Computer

- ⊕ Log on to a workstation with administrative rights where an installation of the FH standard or FH Enterprise software is activated.
- ⊕ From the Windows **Start** menu, select the **Settings** option **Control Panel** option.
- ⊕ Double click **Add/Remove Programs**. The **Add/Remove Programs** form is displayed.
- ⊕ Press **Add New Programs** then press **CD or Floppy**.
- ⊕ Insert the FH Mobile CD.
- ⊕ Press **Next>** then **Browse** to display the **Browse** dialog. Change the *Files of Type* to "Programs", select **FHMobile_LicMgr.EXE**, then press **Open**.



Do not run **FHMobile_LicMgr.EXE** from the CD more than once. To add workstations after the initial set up, run the **FHMOBLIC.EXE** in the FH root directory (**C:\Program Files\FIREHOUSE Software** by default, yours may be different).

- ⊕ Press **Finish**.
- ⊕ Locate the FH installation:
 - ⊕ If you know where your FH program is installed, check *Skip automatic search for existing installations*. The default FH location is displayed if available. If you need to specify a different FH location, press **Browse**, locate the FH installation, then press **OK**.

- ⊕ If you do not know where your FH program is installed, leave *Skip automatic search for existing installations* unchecked, then press **Next** to have the installation search and list FH installations (the process may take several minutes).
- ⊕ Press **Next>** then specify the evaluation licenses you wish to install. Do not select an evaluation license if you have purchased a license.
- ⊕ Press **Next>**. The **Installation Complete** form is displayed.
- ⊕ Press **Run FIREHOUSE Software Mobile License Manager**.
- ⊕ Type the *User Name* and *Password* for the FH database, then press **OK**.
- ⊕ Apply license:
 - ⊕ If you selected an evaluation license above, you are prompted to apply the evaluation activation file. Press **Yes** to activate the evaluation license then skip to the numbered step below.
 - ⊕ If you have purchased FH Mobile Incident Command and received an activation diskette, press **Activate FH Mobile License File...**
 - ⊕ Insert the **FH Mobile Activation** diskette, locate the **FHMobile.LIC** file located on the diskette, then press **OK**.
 - ⊕ If you have purchased FH Mobile Incident Command and received an activation code number, press **Enter Activation Code...**
 - ⊕ Type the *Serial Number* and *Activation Code* in the fields provided, then press **OK**.
- 1. Press **Add**, then determine the mobile computer name that will run FH Mobile applications. To determine the mobile computer name if you do not know it:
 - ⊕ Highlight the mobile computer's Windows *My Computer* desktop icon, right-mouse click, then select **Properties**.
 - ⊕ Select the *Computer Name* tab. The *Full computer name:* value lists the mobile computer's computer name.
- 2. Type the mobile computer name. If the name includes a period, use the name to the left of the first period.
- 3. Press **OK**. The workstation is added. Repeat numbered steps until all mobile computer names using FH Mobile Incident Command are added. You must be licensed for each workstation listed.
- ⊕ Press **Close**.
- ⊕ Press **Finish**.

You are ready to use FH Mobile Incident Command. Note that you are prompted to synchronize.

Chapter 3

Use FH Mobile Incident Command on the Mobile Computer

FH Mobile Incident Command is an FH application that runs on your mobile computer and helps NIMS trained incident commanders track incident scene assignments and responsibilities. FH Mobile Incident Command is specifically designed to be used in the field.

Configuring FH Mobile Incident Command

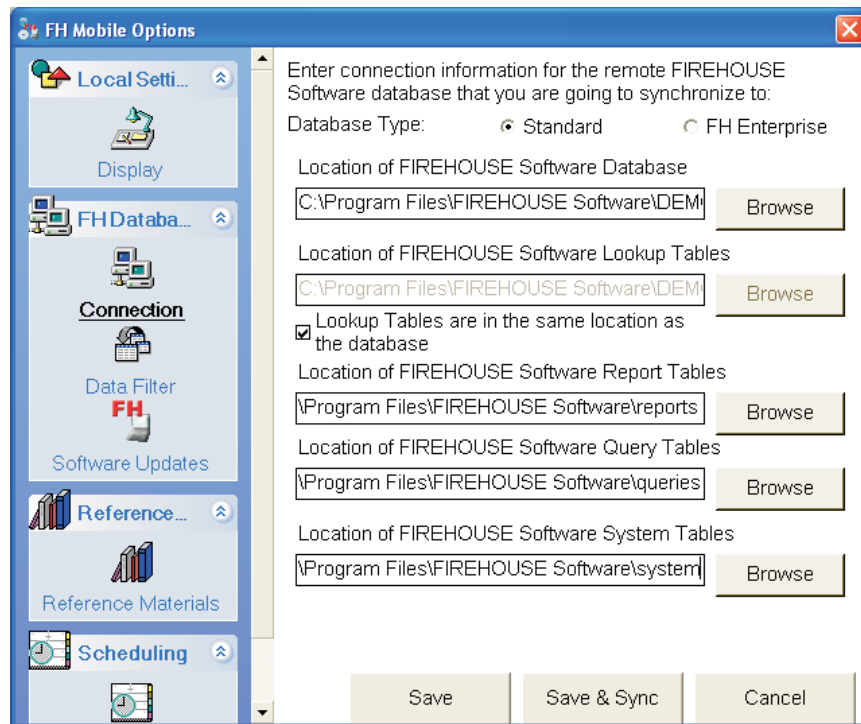
There are global and incident configuration options that control FH Mobile Incident Command behavior.

About Global Configuration Options

Global options include display options that specify the desktop appearance, connection options, filter options, and update options for all FH Mobile applications. Global options are applied to all FH Mobile products installed on the mobile computer.

The connection options define where the FH database is located. The mobile computer must be licensed to complete this process. You need to set connection options when you first access the FH Mobile Incident Command application.

After specifying global connection options, you can specify display or filter options, and set reference material locations. Local Settings Display options control the overall appearance of the FH Mobile Incident Command desktop. Settings include the font size, navigation bar theme and spacing of text in the application



First, you will need to set up a connection the FH database via the Tools & Options area, then you can control the appearance and set other options.

workspace. Filter options can be specified so that only data records from specified stations are included when synchronizing records (only used if you also have FH Mobile Preplans).

To Set Connection Options (First Time)

- From the Windows **Start** menu, select the **Programs** folder, **FIREHOUSE Software Mobile** folder, then select the **Incident Command** option.
- The first time you access FH Mobile Incident Command, you are prompted to enter database information. Press **OK**. The **FH Mobile Options** form is displayed with the *FH Database* section **Connection** option displayed.

- Select *Standard* or *FH Enterprise*.

- If *Standard*, specify the database location, lookup tables (by default, your lookup database is in the same location as the database, but yours may be different), and the location of the system database.

- If *FH Enterprise*, specify the SQL server name and database name, then your SQL user name and password.
 - Check *Enable Real-Time Wireless Connection to the FH Enterprise Database* if you have a wireless connection and wish to check for the most up-to-date scheduling (if available) and for linking to specific FH database fire incidents when initiating FH Mobile Incident Command records.

- ⊕ Check *Use transactions for updates to the FIREHOUSE Software database* for transaction support. Transaction processing enables multiple system actions to be treated as a single step, simplifying certain recovery procedures should errors arise. If one of the values in the update transaction fails to be saved, none of the other transaction values are applied (that is, your FH Mobile Incident Command records are not applied to your FH database).
- ⊕ Press **Save & Sync**.
- ⊕ Press **Yes** to prompts (if prompted).

To Set Display Options

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option.
- ⊕ Select the **Tools & Options** area **Global Options** option. **Local Settings** should be displayed by default.
- ⊕ Specify **Font** style. Larger sizes are easier to view but also take up extra space.
 - ⊕ Select a font size (*11 point* is the default).
 - ⊕ Check *Bold Labels* to bold-face field and button names.
 - ⊕ Check *Bold Data* to bold-face field values.
- ⊕ Select a **Navigation Bar Theme**. The navigation area for the **FH Mobile Options** form changes to match the current selection. *Navigation Pane View* is the default.
- ⊕ Select **Navigation Bar Image Size**. *Small* will display more information in a smaller area and potentially minimize scrolling, but may be difficult to read in certain environments. *Large* is the default.
- ⊕ Select **Data Grid Row Height**. Data grid row height specifies spacing between information in data grids (for example, task lists). *32 point* is the default.
- ⊕ Press **Save**.

To Change Connection Options

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option.
- ⊕ Select the **Tools & Options** area **Global Options** option.
- ⊕ Select the *FH Database* navigation bar then click the *Connection* icon.

See the procedure 'To Set Connection Options (First Time)' on the previous page for a description of options.

To Set Filter Options

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option.
- ⊕ Select the **Tools & Options** area **Global Options** option.
- ⊕ Select the *FH Database* navigation bar then select the *Data Filter* option.
- ⊕ Type the station or stations to include. If adding multiple stations, add a comma (",") after the first station then type the additional station code.
- ⊕ Type the district or districts to include. If adding multiple districts, add a comma (",") after the first district then type the additional district code.
- ⊕ Press **Save**.

To Set Update Options

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option.
- ⊕ Select the **Tools & Options** area **Global Options** option.
- ⊕ Select the *FH Database* navigation bar then select the *Software Updates* option.
- ⊕ Select the method to distribute FH Mobile Incident Command updates to mobile computers when they are available:
 - ⊕ Select *Never prompt to update (I will install all updates manually)* to never download an FH Mobile Incident Command update from the server to a mobile workstation.
 - ⊕ Select *Prompt to update only when performing a full sync* to check for an FH Mobile Incident Command update and to prompt only during a full synchronization (the option will not prompt to update FH Mobile Incident Command when *Enable Real-Time Wireless Connection to the Enterprise Database* is active).
 - ⊕ Select *Prompt to update on any sync (Full or Real-time)* to check for FH Mobile Incident Command updates any time records are synchronized. Note that this could slow down a wireless connection.
- ⊕ Press **Save**.

To Specify Central Reference Materials Location

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option.
- ⊕ Select the **Tools & Options** area **Global Options** option.
- ⊕ Select the *Reference Materials* navigation bar then select the *Reference Materials* icon.



All files and subdirectories in the central reference material location are copied to the FH Mobile computer by the

synchronization process and are displayed in the **Reference Materials** area. Only include files that are likely to be used.

- ⊕ Specify the central reference materials location:



The central reference material location needs to be accessible to all FH Mobile workstations that will synchronize with the FH database.

More information about the central reference material location and how to add a central reference folder is available. See 'Accessing Reference Materials' on page 68.

- ⊕ If the folder already exists, press **Browse**, select the folder, then press **OK**.
- ⊕ If the folder does not exist, press **Browse**, select a drive that is accessible to all FH Mobile workstations (at least at the time of synchronization), then press **Make New Folder**, type the central reference materials folder name, then press **OK**.
- ⊕ Select the appropriate copy option:
 - ⊕ *Only copy new or changed files from server* to copy files from the server to the FH Mobile computer.
 - ⊕ *Copy new or changed files from the server, and delete files in the local folder that are not on the server* to remove files located in the local FH Mobile reference folder that are not included in the central location.



If files are potentially useful at ALL FH Mobile computers, be sure to copy the file to the central location.

- ⊕ Press **Save**.

To Specify Global FH Staff Scheduling or Roster Integration

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option.
- ⊕ Select the **Tools & Options** area **Global Options** option.
- ⊕ Select the **Scheduling** navigation bar then select **Schedule & Roster** icon.
- ⊕ Select the FH Roster integration:
 - ⊕ Check *Calculate On-Duty Using Roster* to list all FH roster personnel in the **Add Resources** list.
 - ⊕ Check *Calculate On-Duty Using Schedule* and specify the *Schedule Name* to list all scheduled (as indicated in the specified FH Staff Scheduling record) personnel in the **Add Resources** list.
- ⊕ Press **Save**.

About FH Mobile Incident Command Options

Incident Command options control various FH Mobile Incident Command features including, PAR check notification, available lookup codes, and export options. Many of the lookups can be added on-the-fly (that is, at the same time you are entering incident command information), but you can simplify the process of managing an incident command by adding all possible lookups before going on scene.

To Set Incident Options

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Press **Notifications**.
- ⊕ Check *Play Sound When PAR Check or Task is Due* to play a sound when a PAR check or task is due. When enabled, you specify the sound to play by pressing **Browse** and selecting a WAV file or leave it blank to use the default Windows sound. The default location for Windows sounds is **C:\Windows\Media**, yours may be different.
- ⊕ Specify the *Default PAR Time* value. You will be notified of due PAR checks after the specified PAR time passes.
- ⊕ Select the *Top Panel Color* value. A distinct top panel color helps identify a specific FH Mobile application when more than one is available (for example, select FH Mobile Incident Command when FH Mobile Preplans is also running).
- ⊕ Check new incident prompts:
 - ⊕ Check *Prompt for New Incident on Startup* if you typically initiate a new incident when starting FH Mobile Incident Command.
 - ⊕ Check *Prompt for Tactical Worksheet on New Incident* if you typically apply tactical worksheets to new incidents.
- ⊕ Press **Save**.

To Add Assignments to FH Mobile Incident Command Lookup

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Select the **Lookups** option.
- ⊕ Press **Assignments**. The **Assignment Lookup** form is displayed.
- ⊕ Press **New**.

- ⊕ Type an assignment name in *Description*.
- ⊕ Select the organizational function in *Group Assignment*.
- ⊕ Press the lookup button to open and select the *FH Activity Code* to associate with this assignment. Activities created for the assignment in FH when FH Mobile Incident Command is synchronized with your FH database use the associated *Activity Code*.
- ⊕ Press the lookup button to open and select the *FH Action Taken* to associate with this assignment.
- ⊕ Check the appropriate *FH Activity Type* to associate with this assignment. See 'Activity Code/Resource Type' note on page 21 for additional information on how *Activity Codes* and *Resource Types* are associated with assignments.
- ⊕ Press **OK**.
- ⊕ Press **Close**.

To Edit FH Mobile Incident Command Assignment Defaults

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Select the **Lookups** option.
- ⊕ Press **Assignments**. The **Assignment Lookup** form is displayed.
- ⊕ Select the assignment to edit, then press **Edit**.
- ⊕ Optionally change *Description* and *Group Assignment* values as needed.
- ⊕ Press the lookup button to open and select the *FH Activity Code* to associate with this assignment. If activities are created for the assignment in FH when FH Mobile Incident Command is synchronized with your FH database, the associated *Activity Code* is used.
- ⊕ Press the lookup button to open and select the *FH Action Taken* to associate with this assignment.
- ⊕ Check the appropriate *FH Activity Type* to associate with this assignment. See 'Activity Code/Resource Type' note on page 21 for additional information on how *Activity Codes* and *Resource Types* are associated with assignments.
- ⊕ Press **OK**.
- ⊕ Press **Close**.

To Delete FH Mobile Incident Command Assignments

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Select the **Lookups** option.

- ⊕ Press **Assignments**. The **Assignment Lookup** form is displayed.
- ⊕ Select the assignment to delete, then press **Remove**.
- ⊕ Press **Yes**.
- ⊕ Press **Close**.

To Add/Edit/Delete Assignment and Task Statuses

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Select the **Lookups** option.
- ⊕ Press **Assignment & Task Status**. The **Assignment and Task Status Lookup** form is displayed.
- ⊕ To add a new assignment/task status:
 - ⊕ Press **New**.
 - ⊕ Type a *Status Description*.
 - ⊕ Select a *Highlight Color*. The selected color is used to highlight finished assignments and documented tasks that use the new status.
 - ⊕ Press **OK**.
- ⊕ To edit an existing assignment/task status:
 - ⊕ Highlight an assignment/task status.
 - ⊕ Press **Edit**.
 - ⊕ Make changes.
 - ⊕ Press **OK**.
- ⊕ To delete an existing assignment/task status:
 - ⊕ Highlight an assignment/task status.
 - ⊕ Press **Remove**.
 - ⊕ Press **Yes** to prompt.
- ⊕ Press **Close**.

To Add/Edit/Delete PAR Status

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Select the **Lookups** option.
- ⊕ Press **PAR Status**. The **PAR Status** form is displayed.
- ⊕ To add a new PAR status:

- ⊕ Press **New**.
- ⊕ Type a *Status Description*.
- ⊕ Select a *Highlight Color*. The selected color is used to highlight PAR check records that use the new PAR status.
- ⊕ Press **OK**.
- ⊕ To edit an existing PAR status:
 - ⊕ Highlight a PAR status.
 - ⊕ Press **Edit**.
 - ⊕ Make changes.
 - ⊕ Press **OK**.
- ⊕ To delete an existing PAR status:
 - ⊕ Highlight a PAR status.
 - ⊕ Press **Remove**.
 - ⊕ Press **Yes** to prompt.
- ⊕ Press **Close**.

To Add/Edit/Delete Tasks to Lookup

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Select the **Lookups** option.
- ⊕ Press **Tasks**. The **Tasks** form is displayed.
- ⊕ To add tasks:
 - ⊕ Press **New**.
 - ⊕ Type a *Task Name* and select a *Lookup Group Name* (if applicable) to group the Task code.
 - ⊕ Specify a *Default Prompt Interval in Minutes (0=None)* value to prompt for task documentation after the specified interval.
 - ⊕ Select a *Preplan Code* to automatically add the current *Task* code when the incident command record is linked to an FH Mobile Preplans record that includes the specified *Preplan Code*.
 - ⊕ Check *One Time Task* if the task is not reoccurring (that is, the task need only be documented one time).
 - ⊕ Note special instructional comments in the *Instructions* area.
 - ⊕ Press **Save**.
- ⊕ To edit tasks:
 - ⊕ Highlight the task to edit.
 - ⊕ Press **Edit**.
 - ⊕ Make changes as needed, then press **Save**.

- ⊕ To delete tasks:
 - ⊕ Highlight the task to delete.
 - ⊕ Press **Remove**.
 - ⊕ Press **Yes** to prompt.
- ⊕ Press **Close**.

To Add/Edit/Delete Mutual Aid Units to Lookup

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Select the **Lookups** option.
- ⊕ Press **Mutual Aid Units**. The **Unit Lookup** form is displayed. Note that units from your FH database are not included since these are not considered to be mutual aid units.
- ⊕ To add mutual aid units:
 - ⊕ Press **New**. The **New Unit** form is displayed.
 - ⊕ Type a *Department Code*.
 - ⊕ Type a *Unit Name*.
 - ⊕ Optionally add more detail:
 - ⊕ Press **Show Details...**
 - ⊕ Type the unit code value in *Unit Code*.
 - ⊕ Type or lookup the *FDID*.
 - ⊕ Type or lookup the *Resource Type*.
 - ⊕ Press **OK**.
 - ⊕ Repeat 'To add mutual aid units:' steps for each additional unit to add.
- ⊕ To edit mutual aid unit:
 - ⊕ Highlight the mutual aid unit to edit.
 - ⊕ Press **Edit**.
 - ⊕ Make changes as needed, then press **OK**.
- ⊕ To delete mutual aid unit(s):
 - ⊕ Highlight the mutual aid unit to delete.
 - ⊕ Press **Remove**.
 - ⊕ Press **Yes** to prompt.
- ⊕ Press **Close**.

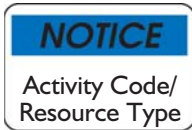
To Add Mutual Aid Personnel To Lookup

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Select the **Lookups** option.
- ⊕ Press **Mutual Aid Personnel**. The **Personnel Lookup** form is displayed. Note that personnel from your FH database are not included since these are not considered to be mutual aid personnel.
- ⊕ To add mutual aid personnel:
 - ⊕ Press **New**. The **Personnel** form is displayed.
 - ⊕ Type or lookup a *Department Code*.
 - ⊕ Type a *Last, First, and Middle* name.
 - ⊕ Optionally add more detail:
 - ⊕ Press **Show Details...**
 - ⊕ Type the *Staff ID*.
 - ⊕ Type or lookup the *Suffix and Rank*.
 - ⊕ Type or lookup the *Station, Shift, Unit, and FDID*.
 - ⊕ Add personnel address information if available.
 - ⊕ Press **OK**.
 - ⊕ Repeat 'To add mutual aid personnel:' steps for each additional personnel to add.
- ⊕ To edit mutual aid personnel:
 - ⊕ Highlight the mutual aid personnel to edit.
 - ⊕ Press **Edit**.
 - ⊕ Make changes as needed, then press **OK**.
- ⊕ To delete mutual aid personnel:
 - ⊕ Highlight the mutual aid personnel to delete.
 - ⊕ Press **Remove**.
 - ⊕ Press **Yes** to prompt.
 - ⊕ Press **Close**.

To Specify FH Mobile Incident Command Record Export Behavior

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Tools & Options** area, then select the **Incident Command Options** option. The **Incident Command Options** form is displayed.
- ⊕ Select the **Export to FH** option.
- ⊕ Check *Export units* to export FH Mobile Incident Command record unit information to the FH database and to create a unit activity records.

- ⊕ Check *Export Incident Reports* to export FH Mobile Incident Command records to the FH database and to create a basic FH fire incident records. When enabled, additional options are available:
 - ⊕ Check *Create staff activities from assignments* to create a staff activity for each resource.



The staff activity created uses the *Activity Code* and *Resource Type* associated with the assignment. Resources added to the assignment inherit the *Activity Code/Resource Type* associated with the assignment (unless the individual resource *Activity Code/Resource Type* code was changed). Change the active assignment *Activity Code/Resource Type* and the new *Activity Code/Resource Type* codes are applied to all resources under the assignment BUT you can change the *Activity Code/Resource Type* associated with the individual resource. When you change the individual resource *Activity Code/Resource Type* and then change the assignment's *Activity Code/Resource Type* code, the previously changed individual *Activity Code/Resource Type* code is NOT changed.

- ⊕ Check *Export drawings as attachments (bmp)* to include drawings as attached files in the FH incident created. Attachments are accessed from an FH incident via the **NFIRS Incident Report** form *Other...* section by pressing **Attachments & Signatures**. Select the attachment then press **Run It**.
- ⊕ Check *Export command reports as attachments (pdf)* to export the command report. Attachments are accessed from an FH incident via the **NFIRS Incident Report** form *Other...* section by pressing **Attachments & Signatures**. Select the attachment then press **Run It**.
- ⊕ Press **Save**.

About Master Workstations

You can assign a specific mobile computer as the 'master' computer used to set the Global Options and Incident Command Options. Options set up at the master computer are sent back to the FH database and distributed out to each FH Mobile workstation that synchronizes. When a master workstation is established, the following options are not accessible at the non-master FH Mobile workstations:

- Global settings for:
 - Schedule & Roster selections.
 - Software Updates selection.
 - Location of shared reference materials folder.
- FH Mobile Incident Command settings:

- Notifications options for *Play Sound...*, *WAV file location*, and *Default PAR Time*.
- *PAR Status* codes, *Assignments* codes, *Assignment & Task Status* codes, *Tasks* codes, *Mutual Aid Units* codes, and *Mutual Aid Personnel* codes.
- Export to FH selections.

To Assign Master FH Mobile Workstation

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software** folder **FIREHOUSE Software Mobile License Manager** option. The **FH Mobile License Manager** form is displayed.
- ⊕ Select 'FH Mobile Command and Accountability' in the *Select Mobile Application* field.
- ⊕ Select the mobile workstation to assign as a master, then press **Set as Master**.
- ⊕ Press **OK** to prompt.
- ⊕ Press **Close**.

When the FH Mobile Incident Command master workstation synchronizes with the FH database, all master settings are 'pushed' to FH then 'pulled' to the non-master mobile workstations as they synchronize with FH.

Non-master FH Mobile workstations will not be able to modify the settings via their FH Mobile global and Incident Command settings.

To Clear FH Mobile Master Assignment

- ⊕ From the Windows **Start** menu, select **Programs** folder **FIREHOUSE Software** folder **FIREHOUSE Software Mobile License Manager** option. The **FH Mobile License Manager** form is displayed.
- ⊕ Select 'FH Mobile Command and Accountability' in the *Select Mobile Application* field.
- ⊕ Select the master mobile workstation, then press **Clear Master**.
- ⊕ Press **Close**.

The FH Mobile Incident Command master options are retained but changes to former master mobile workstation are not 'pushed' to FH and all FH Mobile workstations (including the former master) will not be able to modify the settings. To assign a new master FH Mobile workstation, all FH Mobile master options must be removed (see next procedure).

To Delete FH Mobile Master Options

- ⊕ From the Windows **Start** menu, select **Programs** folder **FIREHOUSE Software** folder **FIREHOUSE Software Mobile License Manager** option. The **FH Mobile License Manager** form is displayed.

- ⊕ Select 'FH Mobile Command and Accountability' in the *Select Mobile Application* field.
- ⊕ Select the master mobile workstation, then press the *Configuration Settings* tab.
- ⊕ Highlight the configuration setting to remove, then press **Remove**. Note that all settings need to be removed. Settings that are not removed will not be replaced with settings from a new master and will not be modifiable at the FH Mobile workstation.
- ⊕ Press **Close**.

Using FH Mobile Incident Command

Once FH Mobile Incident Command is installed and licensed and global options have been set, you are ready to use FH Mobile Incident Command.

Synchronizing Data

Synchronization is the process of copying FH records from the main database (FH standard or FH Enterprise) to an FH Mobile Incident Command database located on the mobile computer, and moving closed FH Mobile Incident Command incidents back to the FH database.



Only closed FH Mobile Incident Command incidents are synchronized back to the FH database. To export an incident, the FH Mobile Incident Command record must be marked for export AND closed. The record is marked for export via the **Incident** area *Incident* section by checking *Export Report to FH Database During Next Sync*. An incident is closed by pressing **Close** then **Yes** to **Incident Closed** prompt.

We recommend synchronizing your FH Mobile Incident Command every time you return from a call. Even if *Enable Real-Time Wireless connection to the FH Enterprise Database* is enabled, you should synchronize after every use to ensure that the latest records are used and to optimize FH Mobile Incident Command speeds (when a record is updated via wireless, there is a lag time as the record is reviewed and uploaded from the FH database). Records marked as *Hidden* in FH are not included in the synchronization.

The following is copied from your FH database to FH Mobile Incident Command:

- staff members
- units
- scheduling information
- applicable lookups

You can also set up a central 'synchronization' folder for additional files that support incident command records. When specified, FH Mobile will copy files located in the central location to the FH Mobile computer. These files include:

- images available for inserting in drawings
- PMF map files exported from ESRI ArcGIS

- FH occupancy attachments (requires FH Mobile Preplans)

You must set up a central folder that can be accessed from the FH Mobile computer during synchronization. See 'To Specify Central Reference Materials Location' on page 13 for the steps to set up a central reference folder.

The following information is uploaded from FH Mobile Incident Command to your FH database (detailed below):

- incident report
- unit response
- staff activity
- scene drawings and command reports as attachments

The uploading process is part record creation, and part record modification. If a record from FH Mobile Incident Command is synchronizing with an existing record in the FH database, fields already populated in the FH database are respected as the most current data. The synchronization will skip those specific fields.

Uploading Incident Report: FIREHOUSE Software uses the FDID, alarm date, and incident number to identify a unique incident record. After FH Mobile has identified the records marked for export, the upload must ensure the FDID, alarm date, and incident number values are established to create a record or update an existing record in the FH database. FH Mobile confirms the FDID from the given station ID. If the incident doesn't provide a station, then FH Mobile will attempt to get the station id from the sync settings. If the sync settings do not have a station ID then it will attempt to verify the central station assigned in the FH database. Next, FH Mobile will confirm an alarm date. If the alarm date is not present, the synchronization will assume the computer system date (today's date) for the alarm date. Now the synchronization is ready to determine if the incident is linked with an existing incident ID in the FH database.

If the incident is considered as "New" (without a corresponding FH database record), then the synchronization generates an incident id and creates a new incident record in the FH database. The incident number is built by finding the "highest" existing incident and incrementing up by 1. If a "-" is in the number, the generated incident number will start with the current year (EG: 08-#####). If the incident is not marked as "New", the synchronization will try to find the incident id from the remote database. If it is not found, the synchronization will return an error "Unable to locate record for FDID..." and skip the synchronization of the record.

With the record created or identified in the FH database, the synchronization can populate the data recorded in FH Mobile Incident Command. If the fields in the FH database are empty, then they are updated with Incident Command information. When fields are already populated, Incident Command data is skipped. The fields updated are: station, incident type, mutual aid, all address fields, occupancy id, property use, mixed use, alarm time, actions taken and notes. If an occupancy record was connected from FH Mobile Preplans, then

the sync will also include district, census, township, county, zone, longitude and latitude data from the FH database.

Uploading Unit Responses: Unit information is exported if the Incident Command Option for *Export Units* is checked. This is completed for Responding Unit records and Mutual Aid records independently. Department responding unit records are created in the Responding Units section of the main incident report. The notified time, arrival time, cancelled time, cleared time fields are populated if available. Mutual aid unit records are created in the Mutual Aid Details section of the main incident report. The same time fields are populated if the data is available. The synchronization will also verify for each Mutual Aid staff member and personnel counts will be updated for the main incident report.

After the records are created, the synchronization will check to see if any of the inserted units have an earlier "Arrived Scene" time and/or "Cleared Scene" time than the recorded time on the main incident report. If they do, then the synchronization will update the main incident report.

Uploading Staff Activities: Staff Activity information is exported if the Incident Command Option for *Create staff activities from assignments* is checked. Each different activity performed during the incident will have a staff activity record created in the Staff Activities section and linked to the main incident report. Every staff member involved with the incident command activity will then be added as an activity detail record in the corresponding staff activity record.

Uploading Scene Drawings and Command Reports: Drawings and command reports are exported if the Incident Command Option for *Export drawings as attachments* and *Export command reports as attachments* are checked. There are 4 types of reports: "Incident Command Report", "Accountability Report", "Drawing List Report", and "Tasks Report". These are all inserted into the Attached Files section of the main incident in the FH database. FH Standard version users have the reports attached as *Embed copy of file* attachments. FH Enterprise version users have the reports attached as *File or Program on Disk* attachments, and *Store a copy on the server* option is enabled.

Once an incident is uploaded from FH Mobile Incident Command to the FH database, the incident record in the FH Mobile database is locked from further changes.

To Manually Synchronize Data Outside FH Mobile Incident Command

- ➊ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder then select the **Sync Database** option. The **Sync Options** form is displayed.
- ➋ The **Summary** tab will be displayed with the items applied for synchronization. To add sync options not listed in the summary:

- ⊕ Select the **Incident Command** tab and check *Upload and Create NFIRS Incident Reports from Incident Command records (/ICM Push)* to synchronize any existing Incident Command reports to the FH database.
- ⊕ Select the **Lookup** tab to check *Download Lookup Tables and Supporting Information (/Lookup)* and *Download Street Names (/Streets)*.
 - ⊕ Check *Delete Downloaded Street Names (/DelStreet)* to purge the existing street names lookup table list if a previous sync was performed which included street names that should not be in your mobile database.
- ⊕ Press **OK**.
- ⊕ If no filtering has been set up, you are prompted. Press **Yes**. Records are synchronized.



If there is an error while data is being synchronized, the original local FH Mobile Incident Command database is restored. You should determine what interrupted the synchronization (e.g., lost connection), resolve, and run the synchronization again.

- ⊕ When the synchronization is finished, the **Synchronization Success** dialog is displayed. Press **OK**.

You are ready to create a new incident record.

To Synchronize Data from Command Prompt

The sync options can be performed from a Windows command prompt if desired. The command prompt can be performed for individual options or with all options assumed. Individual option values are noted in parentheses at the end of the synchronization checkbox descriptions in *Sync Options*.

- ⊕ From the Windows **Start** menu, select **Run...** then type "**<install directory>\FHMOBILE_SYNC.EXE**" **/Q** in the *Open:* field where *<install directory>* is the directory where FH Mobile Incident Command is installed. **C:\Program Files\FIREHOUSE Software Mobile** is the default install directory. Your install directory may be different.

The individual option values for synchronizing via comand prompt are:

- **/Q** = Quiet sync with no prompts displayed before or after the synchronization process.
- **/ICMPush** = *Upload and Create NFIRS Incident Reports from Incident Command records*
- **/Lookup** = *Download Lookup Tables and Supporting Information*
- **/Street** = *Download Street Names*
- **/DelStreet** = *Delete Downloaded Street Names*

- */Preplan = Download Occupancies and Preplan Information* (If licensed for FH Mobile Preplans)
- ⊕ Press **OK**.
 - ⊕ If no filtering has been set up, you are prompted. Press **Yes**. Records are synchronized.



Automate the synchronization using an automated scheduling application, and use the command line above to ensure the synchronization runs without any user intervention required. If you do this, we recommend reviewing the synchronization log to verify that the synchronization occurred.

To Manually Synchronize Data Inside FH Mobile Incident Command

- ⊕ From the Windows **Start** menu, select the **FIREHOUSE Software Mobile** folder then select the **Incident Command** option.
- ⊕ Click the *Tools & Options* navigation bar **Synchronize Data** option. The **Sync Options** form is displayed.
- ⊕ The **Summary** tab will be displayed with the items applied for synchronization. To add sync options not listed in the summary:
 - ⊕ Select the **Incident Command** tab and check *Upload and Create NFIRS Incident Reports from Incident Command records (/ICM Push)* to synchronize any existing Incident Command reports to the FH database.
 - ⊕ Select the **Lookup** tab to check *Download Lookup Tables and Supporting Information (/Lookup)* and *Download Street Names (/Streets)*.
- ⊕ Check *Delete Downloaded Street Names (/DelStreet)* to purge the existing street names lookup table list if a previous sync was performed which included street names that should not be in your mobile database.
- ⊕ Press **OK**.
- ⊕ If no filtering has been set up, you are prompted. Press **Yes**. Records are synchronized.



If there is an error while data is being synchronized, FH Mobile Incident Command will be closed and the original local FH Mobile Incident Command database is restored. You should determine what interrupted the synchronization (for example, a lost connection), resolve, and run the synchronization again.

- ⊕ Press **OK**.

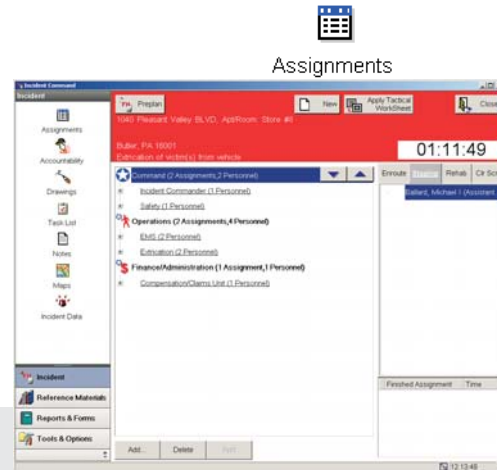
Understanding the FH Mobile Incident Command Workspace

The FH Mobile Incident Command workspace is designed to emulate some of the tools used by a NIMS-trained commander to track assignments and accountability.

Overview of Incident Area Assignments

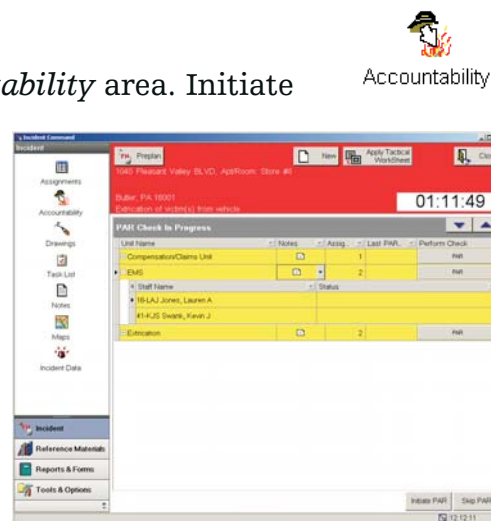
The main *Assignments* area workspace is similar to an incident command board with a list of assignments and resources, with access to customizable assignment and resource lookups to quickly add scene assignments. Resources can be quickly added to assignments. If necessary, new assignments, units, and personnel can be added on-the-fly.

See "Adding Assignments" on page 34 for additional information on dragging and dropping assignments. General information about dragging and dropping is included in "Navigating and Interface Basics" on page 31.



Overview of Incident Area Accountability

Accountability is tracked via the *Accountability* area. Initiate Personnel Accountability Reports (PAR) automatically (if an interval is specified at incident creation) or manually. When a PAR is in process, all units and resources are highlighted to indicate that a PAR is in process. Add PAR status for each resource.

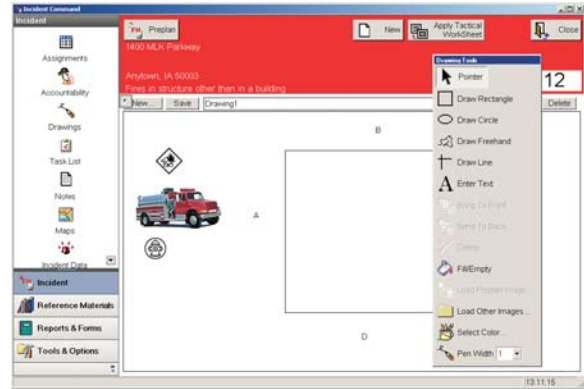


Overview of Incident Area Drawings

Add a sketch of the incident scene using the standard drawing



tools, or insert other graphics from external sources (BMP, GIF, JPG, and PNG). When FH Mobile Preplan records are available, occupancy attachments are also available. Standard graphics have been included, including the standard Emergency Response Symbology (Version 2, released July 14, 2004).



Overview of Incident Area Tasks

Add incident tasks. Tasks can track specific objectives and have a specific status associated with it, and you can add task notes to document how the task was handled. Specific tasks can be associated with occupancy preplan codes so when the FH Mobile incident record is associated with a specified preplan code (requires an FH Mobile Preplans license and FH occupancy record with the defined preplan code) the task is automatically added to the task list.



Task List

Overview of Incident Area Notes

Add incident narrative and descriptions to the **Notes** area. You can date and time stamp each entry, or spell check your notes.



Notes

See 'Adding Incident Notes' on page 60 for more information.

Overview of Incident Area Maps

View ESRI GIS data output in 'Published Map File' (PMF) format.



Mapping

See 'Reviewing Published Map Files (Output from ArcGIS)' on page 61 for more information.

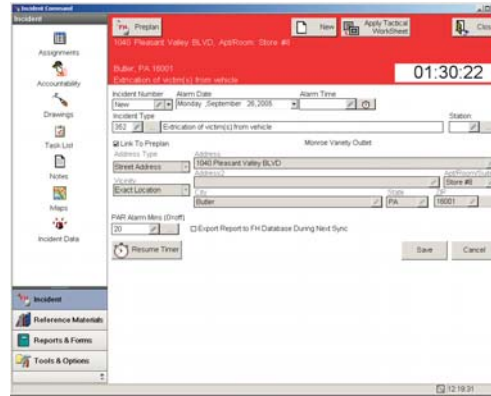
Overview of Incident Area Incident Data Section

The *Incident Number* value determines how the incident is synchronized back to your FH database. A "New" *Incident*



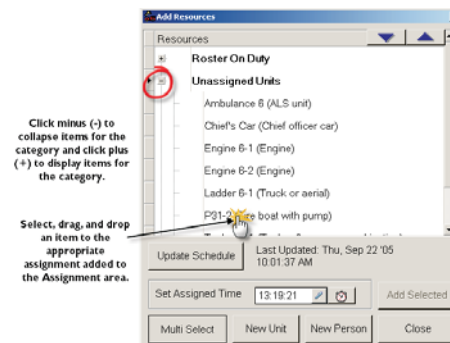
Incident

Number value will create a new FH incident without checking to see if that incident record already exists in your FH database. Specify "Link To" to display a list of incidents from your FH database (an active connection to your FH database is required), and basic incident information is added and the information added to the incident is added to your FH incident when saved and synchronized. If you have FH Mobile Preplans and the incident occurs at the address of an occupancy record, the address information can be looked up and added, and you can review preplan information.



Navigating and Interface Basics



FH Mobile Incident Command is designed to be used in a mobile environment, with oversized command buttons and a 'drag-and-drop' interface. An example of drag-and-drop is adding assignments, where you select an assignment from the assignment lookup, left mouse-click and hold, then drag the highlighted assignment to the active assignment area and release the left mouse button. FH Mobile Incident Command is also designed for mobile computers. On a touch screen, tapping on an assignment lookup value and dragging while maintaining contact with the screen, then releasing in the area to add the assignment to performs the same 'drag-and-drop' action.





'Drag and Drop' Basics

	With a mouse:	On a tablet (touch screen):
Select:	Position cursor over item to select, then left mouse-click and hold.	Point at item to select, press and hold.
Drag:	Use mouse to move selected item to area the selected item is to be added to.	Drag selected item to area the selected item is to be added to, maintaining pressure on the screen.
Drop:	Release the left mouse button.	Move the pointer off the screen.


Maximize Work Area

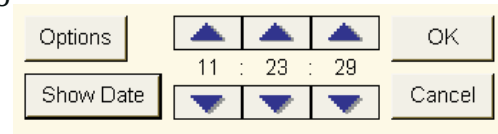
Maximizing work area: Press  in the status bar at the bottom of the FH Mobile workspace to maximize available work area. The work area expands over the navigation area and the record information area; press  again to display the navigation and record information areas.

Select Next or Previous Records in Data Grids

  When up and down arrows are available, press to move the cursor or selected record up/down. For example, press the down arrow in the *Task* area to select the next task down.

Time Entry Tool

There are time fields throughout FH Mobile Incident Command. You can type times directly into time fields, or use a time input form. Press  and press the up and down arrows above and below the time fields to increase and decrease the times. Press **Options** then select **Now** to insert the current system time. Press **OK** to insert the time into the time field.



Time Input Panel

Record Saving and Synchronization

Once you close an FH Mobile Incident Command incident marked for export and the record is synchronized back to the FH database, the FH Mobile Incident Command record is locked from further changes. Only closed FH Mobile Incident Command incidents are synchronized back to the FH database. To export an incident, the FH Mobile Incident Command record must be marked for export AND closed. The record is marked for export via the **Incident** area *Incident Data* section by checking *Export Report to FH Database During Next Sync*. An incident is closed by pressing **Close** then **Yes** to the **Incident Closed** prompt. All incidents that are transferred to the FH database are locked in the FH Mobile Incident Command database and can not be modified. Incidents that are not marked for export can be modified. Preplans are accessible when the incident address matches an occupancy address and FH Mobile Preplans is licensed for the workstation.

Starting New Incidents

The FH Mobile Incident Command record can be initiated at the scene. The incident you create in FH Mobile Incident Command can create a new

incident in FH or update an existing incident depending on what value is specified in the *Incident Number* field.



Verify the accuracy of the mobile computer's system time. The system time of the mobile computer is used to set default times entered in the incident.

To Initiate a New Incident

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder **Incident Command** option. The FH Mobile Incident Command main window is displayed.
- ⊕ If you are prompted to add a new incident, press **Yes**. Otherwise, Press **New**.
- ⊕ Optionally apply a tactical worksheet to new incident:
 - ⊕ If you are prompted to apply a tactical worksheet, press **Yes** to fill in memorized information into the new incident command record or **No** to leave the record blank.

See 'To Create a Generic Incident Tactical Worksheet' on page 72 for the steps to create tactical worksheets.

- ⊕ If you are not prompted to apply a tactical worksheet, you can press **Apply Tactical Worksheet**.

See 'To Set New Incident Prompts' on page 15 for the steps to enable new incident and apply tactical worksheet prompts at new incident initiation.

The incident is started and the timer is running. Steps to add additional information FH Mobile Incident Command records are detailed below.

To Pause Timer

With the incident started and the timer running:

- ⊕ Double-click the timer display, then press **Yes** to prompt (alternatively, you can select the **Incident** area **Incident Data** option, then press **Pause Timer**).

To Link Current Incident to Occupancy Preplan

With the incident started (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Press **Preplan**.

- ⊕ If no incident address has been entered, the **Search Preplan** form is displayed. Select an occupancy then press **Select**, then **Yes to Attach?** prompt.
- ⊕ If an incident address has been entered into the Incident Data area, and the incident address matches an available FH Mobile Preplans record, select the appropriate option:
 - ⊕ **Open Preplan** to open the linked FH Mobile Preplans record.
 - ⊕ **Attach New Occupancy** to link to a different FH Mobile Preplans record.
 - ⊕ **Detach Occupancy** to remove the current link to an FH Mobile Preplans record.

To Close an Incident

With the incident started (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Press **Close**. The **Incident Closed** prompt is displayed.
- ⊕ Press **Yes**. A *Closed Incident Time* is written to the record.

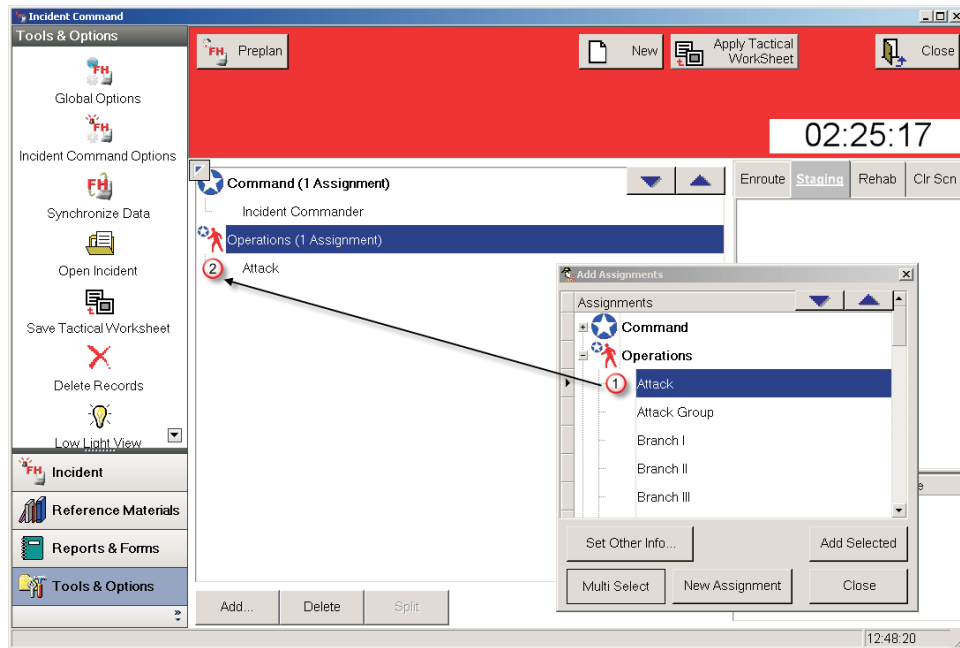
The *Closed Incident Time* field is used by the synchronization process. Only closed FH Mobile Incident Command incidents are synchronized back to the FH database. To export an incident, the FH Mobile Incident Command record must be marked for export AND closed. The record is marked for export via the **Incident** area *Incident* section by checking *Export Report to FH Database During Next Sync*.

Adding Assignments

Tracking assignments at the incident scene is a central focus of NIMS in general. Standard assignments commonly used by the Incident Command

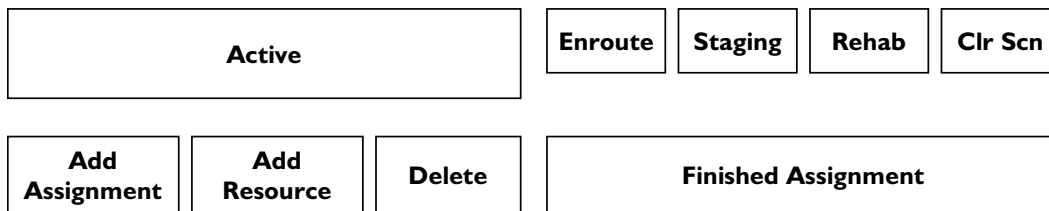
System are included in the assignment lookup, and additional assignments can be added as needed.

The selected assignment is 'dropped' wherever the cursor was positioned (in the example below it will be nested below the Operations organizational function). Drop it in an empty space to add the assignment to it's top level Group Assignment category.



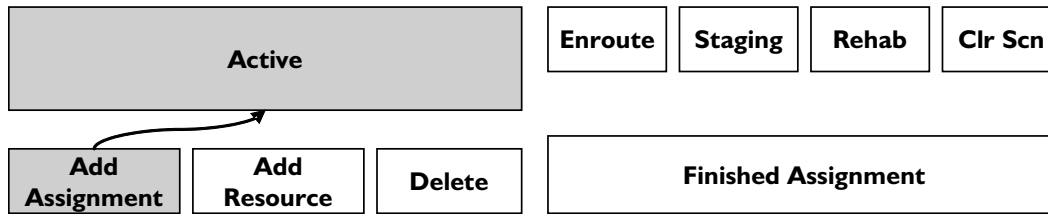
Overview of Assignment Area

The *Assignment* area displays active assignments and resources, enroute resources, staged resources, resources in rehab, cleared assignments and resources, and finished assignments. The assignments and resources can be added from available assignments and resources and moved between these different divisions.



Basic functions of the *Assignments* area.

To Add an Existing Assignment to Active Assignments Area



With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Press **Add**, then select **Add Assignments**. The **Add Assignments** form is displayed.
- ⊕ Optionally specify FH activity information to associate with the existing assignments you will add:
 - ⊕ Press **Set Other Info...**
 - ⊕ Select the FH *Activity Type(s)* to use.
 - ⊕ Specify the FH *Activity Code* to use.
 - ⊕ Specify the FH *Action Taken* code.
 - ⊕ Press **Assignments**. The FH activity information you specify is applied to assignments you add, and will be used in FH activity records created from the FH Mobile Incident Command record.



The 'Set Other Info' FH activity information is used even if a particular assignment includes FH activity information. When the **Add Assignments** form is closed, all 'Set Other Info' FH activity information is cleared out. See 'To Add Assignments to FH Mobile Incident Command Lookup on page 15 for the steps to default FH activity with assignments.

- ⊕ Select assignment to add to *Assignment* area:
 - ⊕ If necessary, expand the **Group Assignment** area the assignment falls under by pressing **+** to the left of the **Group Assignments** name or by selecting the **Group Assignments** name.
 - ⊕ Drag and drop assignment(s):
 - ⊕ To add a single assignment, select the assignment and drag and drop in the *Assignments* area.
 - ⊕ To add multiple assignment, press **Multi Select**, select each assignment to add, then drag, and drop selected assignments to the active *Assignments* area.

When the assignment is highlighted and added by pressing **Add Selected** or dragged and dropped in the general assignments area (a specific assignment is not selected) the assignment is added under the organizational function the assignment is associated with (if assignments for the organizational function have not been added for the incident, the

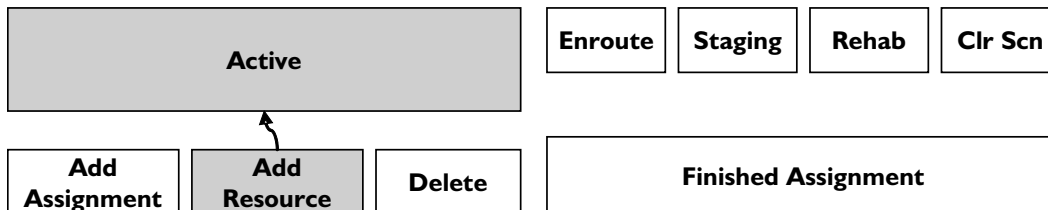
organizational function is added automatically). An assignment can be 'nested' under any assignment even if that assignment is associated with a different organizational function.

To Add a New Assignment On-the-Fly

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
 - ⊕ Press **Add**, then select **Add Assignments**. The **Add Assignments** form is displayed.
 - ⊕ Press **New Assignment**. The **Assignment** form is displayed.
 - ⊕ Type an assignment name in *Description*.
 - ⊕ Select the organizational function in *Group Assignment*.
 - ⊕ Press the lookup button to open and select the *FH Activity Code* to associate with this assignment. If activities are created for the assignment in FH when FH Mobile Incident Command is synchronized with your FH database, the associated *Activity Code* is used.
 - ⊕ Press the lookup button to open and select the *FH Action Taken* to associate with this assignment.
 - ⊕ Select the *FH Activity Type* to associate with this assignment.
- See 'Activity Code/Resource Type' note on page 21 for additional information on how associated *Activity Codes* and *Resource Types* are associated with assignments.
- ⊕ *Add item to lookup* is checked by default. Disable if the assignment is going to be used one-time only in the current incident.
 - ⊕ Press **OK**.

To Add Resource(s) to Active Assignments



With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Press **Add** then **Add Resource**. The **Add Resources** form is displayed.
- ⊕ Specify the *Set Assigned Time* value. The default value is your mobile computer's system time, and you can modify as needed.

NOTICE
Verify Computer Time

Elapsed time for the FH Mobile Incident Command record is based on the elapsed time between the earliest assigned time for a resource to the current time (based on the mobile computer's system time. Verify that your mobile computer time is accurate).



Assignments area. The assignments 'board' is highlighted (other areas are blurred). Assignments and resources added to the board are active.

- ⊕ Select resource to add to *Assignment* area:
 - ⊕ If the resource is not listed, press **New Unit** or **New Person**, add information, then press **OK**. The new unit is added to the **Unassigned Units** resource group, the new person is added to the **Unassigned Personnel** group.

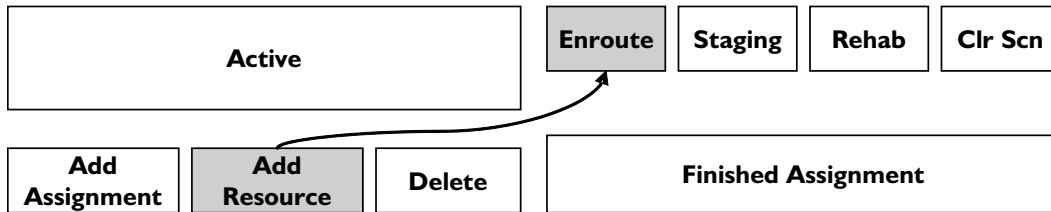
NOTICE
New units & personnel

New units and personnel are listed in the FH Mobile Incident Command lookups but are not exported to your FH database lookups.

- ⊕ If necessary, expand the resource group by pressing **+** to the left of the group name.
- ⊕ Drag and drop assignment(s):
 - ⊕ To add a single resource, select the resource then drag and drop in the *Assignments* area.
 - ⊕ To add multiple resources, press **Multi Select**, select each resource to add, then drag and drop selected resources to the active *Assignments* area. A specific assignment must be selected. If the assignment to add the resource is 'nested' below an assignment and the assignment is not expanded, hold the cursor over the top-level assignment for several seconds before dropping the resource.

If you highlight a resource and press **Add Selected**, the resource is added to the *Staging* area.

To Add Enroute Resource



With the incident started and the timer running (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Press **Add** then **Add Resource**. The **Add Resources** form is displayed.
- ⊕ Specify the *Set Assigned Time* value. The default value is your mobile computer's system time, and you can modify as needed.



Elapsed time for the FH Mobile Incident Command record is based on the elapsed time between the earliest assigned time for a resource to the current time (based on the mobile computer's system time. Verify that your mobile computer time is accurate).

- ⊕ Select resource to add to *Assignment* area *Enroute* section:
 - ⊕ If the resource is not listed, press **New Unit** or **New Person**, add information, then press **OK**. The new unit is added to the **Unassigned Units** resource group, the new person is added to the **Unassigned Personnel** group.

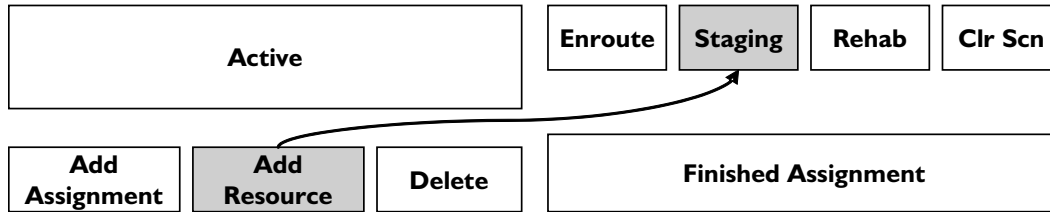


New units and personnel are listed in the FH Mobile Incident Command lookups but are not exported to your FH database lookups.

- ⊕ If necessary, expand the resource group by pressing **+** to the left of the group name.
- ⊕ Drag and drop resource(s):
 - ⊕ To add a single resource, select the resource then drag and drop in the *Enroute* section.
 - ⊕ To add multiple resources, press **Multi Select**, select all resources to add, then drag and drop in the *Enroute* section.

The resource or resources are added to the *Enroute* section. Resources added to the *Enroute* section can be moved to the *Assignments* board area to make them active, or moved to *Staging*, *Rehab*, or *Clr Scn*.

To Add Resource to Staging



With the incident started and the timer running (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Press **Add** then **Add Resource**. The **Add Resources** form is displayed.
- ⊕ Specify the *Set Assigned Time* value. The default value is your mobile computer's system time, and you can modify as needed.



Elapsed time for the FH Mobile Incident Command record is based on the elapsed time between the earliest assigned time for a resource to the current time (based on the mobile computer's system time. Verify that you mobile computer time is accurate).

- ⊕ Select resource to add to *Assignment* area *Staging* section:
 - ⊕ If the resource is not listed, press **New Unit** or **New Person**, add information, then press **OK**. The new unit is added to the **Unassigned Units** resource group, the new person is added to the **Unassigned Personnel** group.



New units and personnel are listed in the FH Mobile Incident Command lookups but are not exported to your FH database lookups.

- ⊕ If necessary, expand the resource group by pressing **+** to the left of the group name.
- ⊕ Drag and drop resource(s):
 - ⊕ To add a single resource, select the resource then drag and drop in the *Enroute* section or highlight the resource, then press **OK**.
 - ⊕ To add multiple resources, press **Multi Select**, click all resources to add, then drag and drop in the *Staging* section.

The resource or resources are added to the *Staging* section. Resources added to the *Staging* section can be moved to the *Assignments* board area under a specific assignment to make them active, or moved to *Clr Scn*.

To Split Active Assignment

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Highlight an assignment in the *Assignment* area then press **Split**. A sub-assignment nested below the assignment is added. The sub-assignment uses the same name plus a letter (for example, if you split an 'Attack' assignment, a sub-assignment is created below 'Attack' named 'Attack A').



If you need to "join" a split assignment back together (for example, if you split a unit), you can add the resources from the sub-assignment (created by the split) back to the original assignment, then move the sub-assignment into the *Clr Scn* area.

To Change Assignment FH Activity Code/Actions Taken/Activity Type of Active Assignment

The default *FH Activity Code/Actions Taken/Activity Type* associated with the assignment is assigned to all related assignments added under (or 'nested') the assignment. The *FH Activity Code/Actions Taken/Activity Type* is used in activities created in FH via the synchronization process.

See 'To Specify FH Mobile Incident Command Record Export Behavior' on page 20 for the steps to define export options via synchronization.

You can change the *FH Activity Code/Actions Taken/Activity Type*. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Double-click the assignment. The **Information** form is displayed.
- ⊕ Change the *FH Activity Code/Actions Taken/Activity Type* as needed.
- ⊕ Press **Save**. The *FH Activity Code/FH Actions Taken/Activity Type* is applied to all nested assignments and resources below the assignment unless the *FH Activity Code/Actions Taken/Activity Type* for the lower assignment/resource has been changed.

To Review or Edit Unit Information of Active Resource

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Double-click the unit resource. The **Information** form *Info* section is displayed.
- ⊕ Change information as needed.
- ⊕ Press **Save** when finished.

To Review or Edit Staff Information of Active Resource

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Double-click the personnel resource. The **Information** form *Staff Info* section is displayed.
- ⊕ Change information as needed.
- ⊕ Press **Save** when finished.

To Review Staff Emergency Contacts of Active Resource

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Double-click the personnel resource. The **Information** form is displayed.
- ⊕ Press *Emergency Contacts*.
- ⊕ Press **Save** when finished.

To Review Event Log of Active Resource

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Double-click the personnel resource. The **Information** form is displayed.
- ⊕ Press *Event Log*.
- ⊕ Press **Save** when finished.

To Add Assignment/Resource Notes to Active Resource

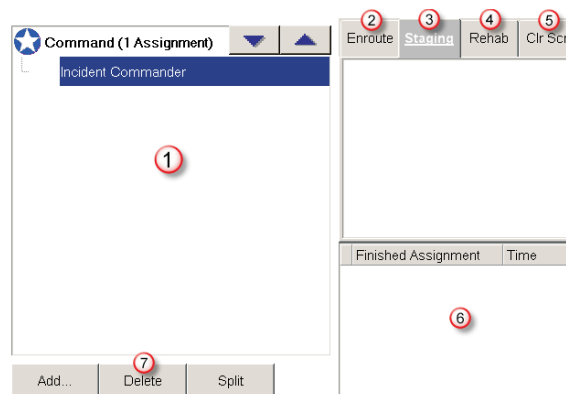
With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Double-click the assignment. The **Information** form is displayed.
- ⊕ Press *Assignment Notes*.
- ⊕ Type the notes to associate with the assignment or resource.
- ⊕ Press **Save**.

Changing Resource and Assignment Status

Assignments added to the main board are active. You can change active resources assignment from active to:

- *Enroute*. This status indicates the resource is dispatched and enroute but has not arrived at the incident scene. Resources can only be added directly to *Enroute*. When you change an *Enroute* resource to active the arrived at scene time is assumed and included in the activity created in the FH database.
- *Staging*. This status indicates the resource is on scene, but has not been assigned to a specific role or has completed one role and is awaiting another role. Resources can be added directly to *Staging*.
- *Rehab*. This status indicates the resource is on scene, but is currently in 'rehab' status. This status is not linked to the operational function *Rehab* assignment.
- *Clr Scn*. This status indicates that the assignment/resource is cleared from the scene. Assignments and resources can be added directly to *Clr Scn*. When you move an assignment to *Clr Scn* you are prompted to define the completion status. Completion status and associated information (FH activity type, code, and action taken) are used in activity



- 1) "Active" assignments are displayed in the Assignments area 'board'.
- 2) *Enroute* section - resources can only be added directly to this section.
- 3) *Staging* section - resources are on scene but not active.
- 4) *Rehab* section - resources are in rehab
- 5) *Clr Scn* section - resources are finished and cleared.
- 6) *Finished Assignment* section - resource completed assignment and given a status (resource added to staging)
- 7) *Deleted* section - assignment/resource is removed from the incident record (it was added in error)

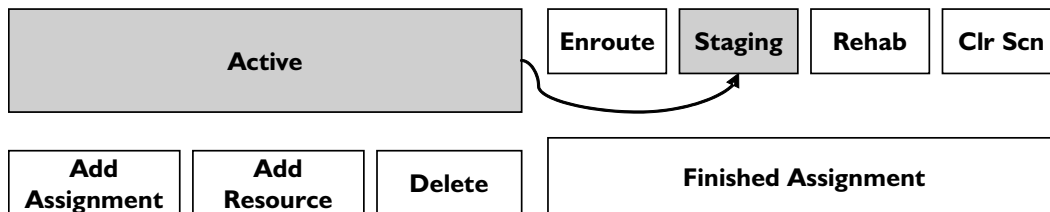
records created in your FH fire incident record created via synchronization.

See 'To Specify FH Mobile Incident Command Record Export Behavior' on page 20 for the steps to define export options via synchronization.

- *Delete*. Drag any assignment/resource to the **Delete** button to indicate that the assignment/resource was never involved in the response but was accidentally added. You can also highlight an active assignment/resource then press **Delete** to delete the highlighted assignment/resource. Assignments and resources can be added directly to the *Delete* section.
- *Finished Assignment*. This status indicates that the assignment is done (you assign a specific status). Resources assigned to the finished assignment are moved to *Staging*.

To move an assignment or resource from one status to another, you 'grab' them, drag them to the status you want to move them to, then 'drop' them.

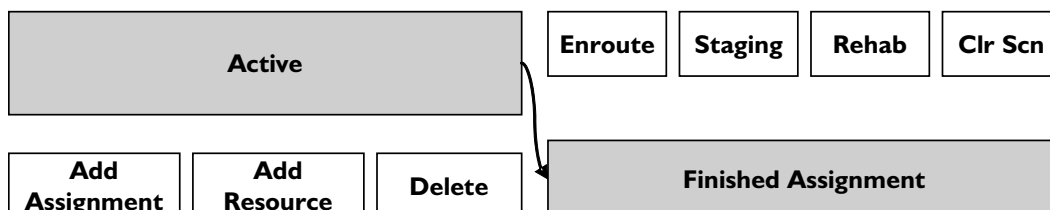
To Move Active Assignment to Staging (No Completion Status)



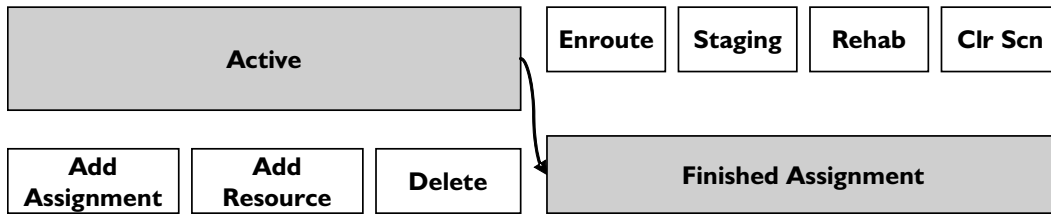
Active resources need to be available to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the active resource to move to staging. If necessary, expand the assignment/resource group to display the active resource.
- ⊕ Drag and drop the active resource in the *Staging* section. The selected resource and resources nested below it are added to the staging area.

Resources added to the *Staging* section can be moved to the *Assignments* active area to make them active, or moved to *Clr Scn* or *Deleted*.



To Move Active Assignment to Staging (Add Completion Status)

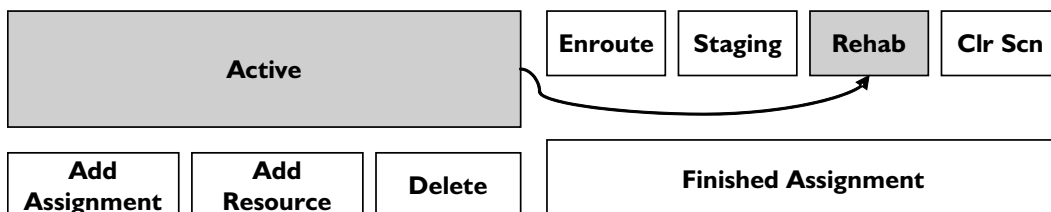


Active assignments need to be available to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the active assignment to mark as finished. If necessary, expand the assignment/resource group to display the active assignment.
- ⊕ Drag and drop the active assignment in the *Finished Assignment* area. The selected assignment and assignments nested below it are removed from the active area and added to the *Finished Assignment* area, and resources associated with the assignment are added to the *Staging* area.

Resources added to the *Staging* section can be moved to the *Assignments* active area to make them active (if an assignment is available), or moved to *Clr Scn* or *Deleted*.

To Move Active Assignment to Rehab

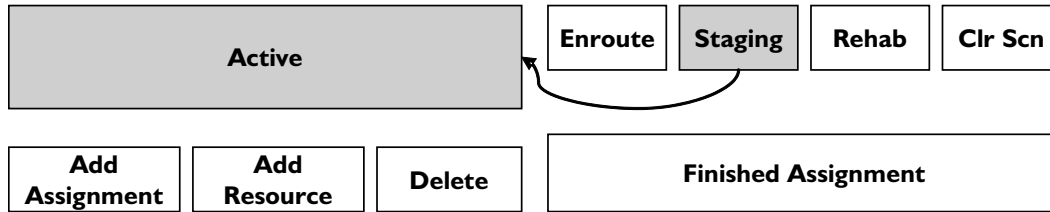


Active assignments need to be available to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the active resource to move to rehab. If necessary, expand the assignment/resource group to display the active assignment.
- ⊕ Drag and drop the active assignment in the *Rehab* area. The selected assignment and assignments nested below it are removed from the active area and added to the *Rehab* area.

Resources added to the *Rehab* section can be moved to the *Assignments* active area to make them active (if an assignment is available), or moved to *Clr Scn*, *Deleted*, or *Staging*.

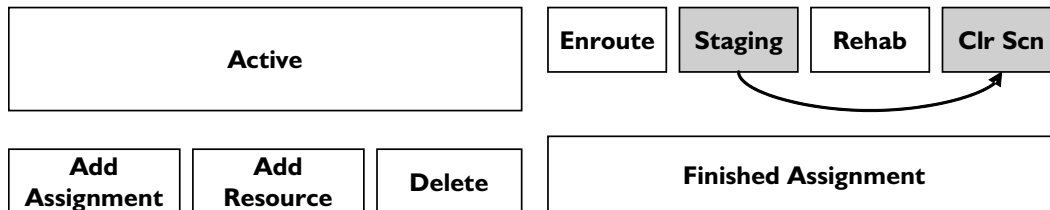
To Move Staged Resource to Active



Staged resources need to be listed in the *Staging* section and an assignment needs to be available in the active assignments area to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the resource in the *Staging* section, then drag and drop in the active assignment area.

To Move Staged Resource to Cleared

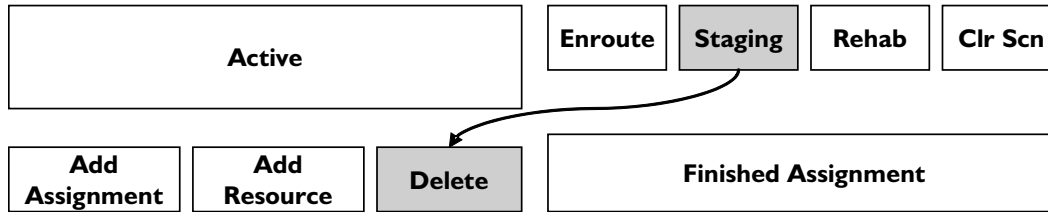


Staged resources need to be available to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the staged resource to mark as cleared, then drag and drop in the *Clr Scn* section.

Resources in the *Clr Scn* section can not be added to other assignment status sections. To add a resource in *Clr Scn* back to the incident, press **Add** then **Add Resource**.

To Delete Staged Resource

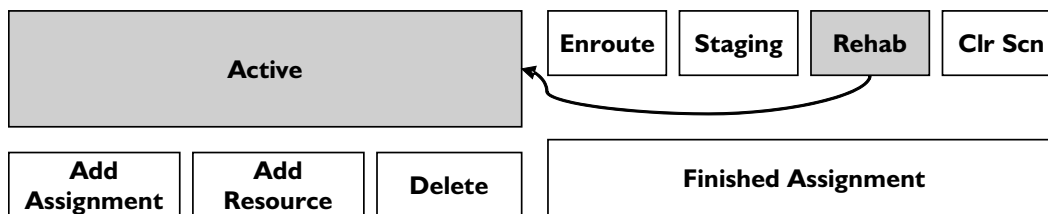


Staged resources need to be available to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the staged resource to delete from the incident, then drag and drop on the **Delete** button.

Deleted resources can not be added to other assignment status sections. To add a deleted resource back to the incident, press **Add** then **Add Resource**.

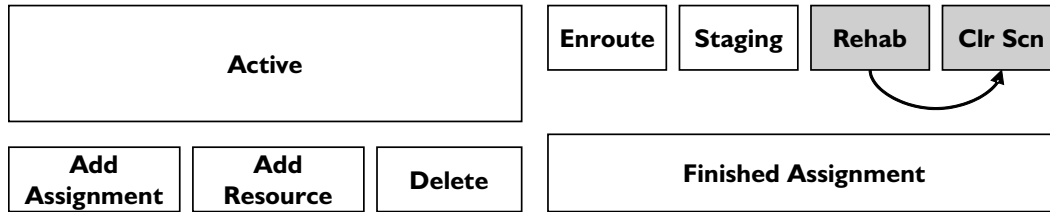
To Move Rehabbed Resource to Active



Resources need to be listed in the *Rehab* section and an assignment needs to be available in the active assignments area to complete this procedure. Note that resources in the *Rehab* section can be moved to the *Staging* section and then moved to the active assignment area. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the resource in the *Rehab* section, then drag and drop in the active assignment area.

To Move Rehabbed Resource to Cleared

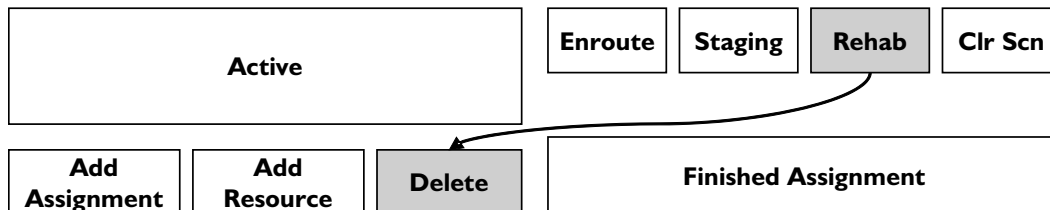


Resources need to be available in the *Rehab* section to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the *Rehab* resource to mark as cleared, then drag and drop in the *Clr Scn* section.

Resources in the *Clr Scn* section can not be added to other assignment status sections. To add a resource in *Clr Scn* back to the incident, press **Add** then **Add Resource**.

To Delete Rehabbed Resource

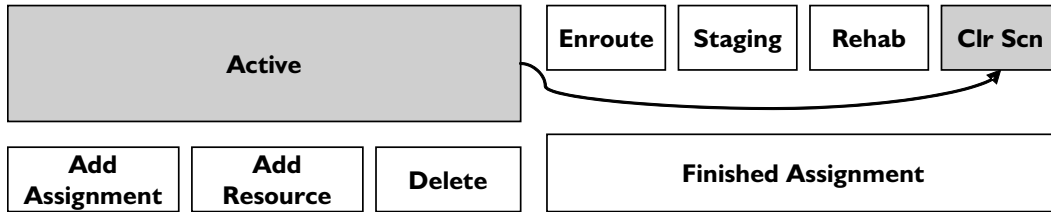


Resources need to be available in the *Rehab* section to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the staged resource to delete from the incident, then drag and drop to the **Delete** button.

Deleted resources can not be added to other assignment status sections. To add a deleted resource back to the incident, press **Add** then **Add Resource**.

To Clear Active Assignment or Resource

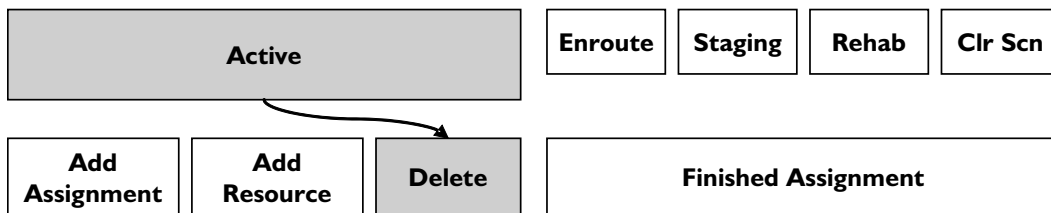


Active assignments or resources need to be available to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the active assignment or resource to mark as cleared from the incident, then drag and drop in the *Clr Scn* section.

When an assignment is moved from active to *Clr Scn*, you are prompted for completion status. When the FH Mobile Incident Command record is synchronized with your FH database, the time the units are put in *Clr Scn* are included in the unit *Cleared* time.

To Delete Active Assignment or Resource



Active assignments or resources need to be available to complete this procedure. With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Assignments** option. The **Assignments** area is displayed.
- ⊕ Select the active assignment or resource to mark as cleared from the incident, then drag and drop in the *Deleted* section.
- ⊕ Press **YES** to the prompt.

Tracking Accountability

A method for conducting a Personnel Accountability Report (PAR check) is part of tracking accountability.



To meet the requirement of effective accountability all assignments, splits, enroute, staging, deletions and clears are tracked for each assignment/resource and the complete list is available in the **Reports & Forms** area **Event Log** option.

See 'To Review Event Log' on page 71 for more information on accessing the event log.

To Initiate a PAR Status Check

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Accountability** option. The **Accountability** area is displayed for assigned unit resources.
- ⊕ Press **Initiate PAR**. The PAR check is active.

The *Accountability* area lists all resources requiring a check nested below the unit or assignment they are associated with. While a PAR check is active, all resources needing a PAR status are highlighted in the *Assignments* area.

To Indicate a PAR Status (PAR Check Active)

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident) and a PAR status active (see 'To Initiate a PAR Status Check' above):



Once you check all resources in for a PAR check, you can not delete or edit the PAR check-in values.

- ⊕ Access the **Incident** area **Accountability** option.
- ⊕ Press the **PAR** button to the right of the assignment or resource. The **PAR Check** form is displayed.
- ⊕ Specify the PAR *Status* for the individual resource, or specify a status and press **Mark All**.
- ⊕ Press **Save**.
- ⊕ Repeat for each unit/assignment.
- ⊕ As soon as all unit/assignment are checked in, PAR records lock until the next PAR check is active.

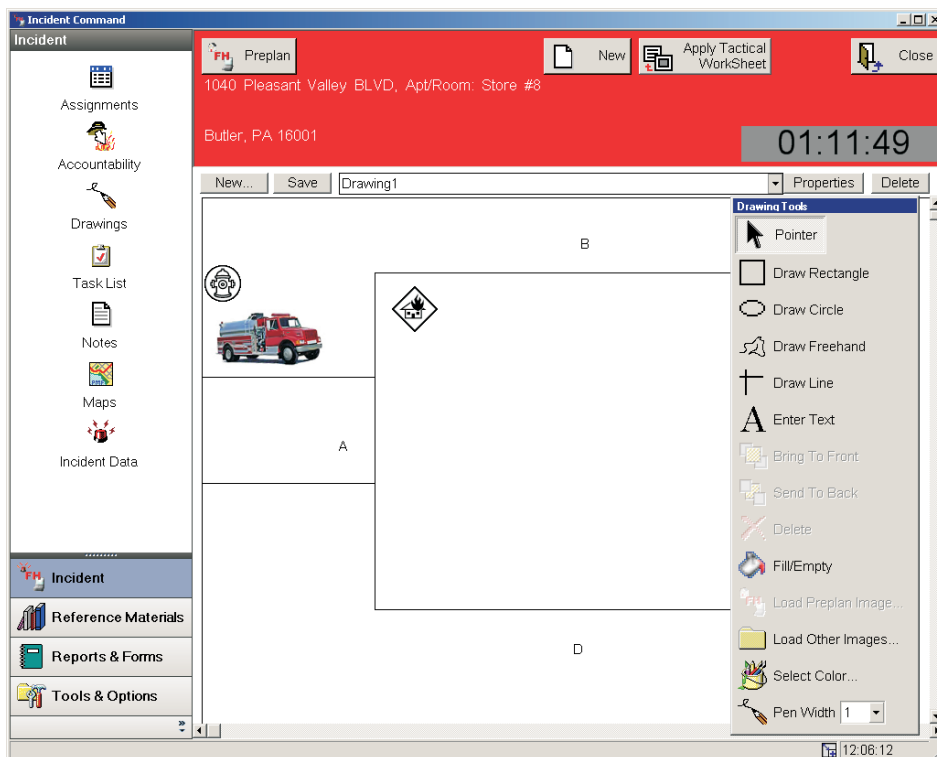
To Skip Active PAR Check

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident) and a PAR status active (see 'To Initiate a PAR Status Check' above):


- ➔ Access the **Incident** area **Accountability** option.
- ➔ Press **Skip PAR**.


About Incident Drawings


A picture is worth a thousand words. A drawing of the incident scene, no matter how crude, will help express important details about the incident and can be attached to the FH fire incident.





You have the following tools:


 **Pointer** Pointer. When selected, you can select objects in the drawing or left mouse-click and hold, then drag to include area then release the left mouse button to select all objects in the area.


 **Rectangle** Rectangle. When selected, draw a rectangle by placing the cursor in the area where you want to include a rectangle, left mouse-click and hold, then drag to size, then release the left mouse button.


 Circle. When selected, draw a circular object by placing the cursor in the area where you want to include the circle, left mouse-click and hold, then drag to size, then release the left mouse button.


 Pen. When selected, draw a freehand line by placing the cursor in the area where you want to start the freehand line, left mouse-click and hold, draw freehand line, then release the left mouse button.


 Line. When selected, draw a straight line by placing the cursor in the area where you want to start the straight line, left mouse-click and hold, then drag to size, then release the left mouse button.


 Text. When selected, create a text box by placing the cursor in the area where you want to include the text box in, left mouse-click and hold, drag to the size you want the text box to be, then release the left mouse button. The **Enter Text** form is displayed so you can type the text to include.


 Bring To Front. Only available when an object is selected, press to bring the selected object to the front. Use if the selected object is obscured by another object.

 Send To Back. Only available when an object is selected, press to send the selected object to the back. Use if the selected object should be obscured by another object.

 Delete. Only available when an object is selected, press to delete selected object.

 Fill/Empty. When selected, fill a rectangle or circle object by placing the cursor inside the rectangle/circle object you want to fill, then left mouse-click. Uses whatever color specified via the **Color** button (below).

 Load Preplan Image. Press to load images from FH Mobile Preplans into the drawing. Only available if FH Mobile Preplans is available, and the FH Mobile Incident Command record needs to be associated with a FH Mobile Preplan record.

 Load Other Image. Press to load images located in the FH Mobile Incident Command image directory (**C:\Program Files\FIREHOUSE Software Mobile\Images** by default) into the drawing.

 Color. Press to specify color to use for fills and new objects.

 Pen Width. Select the drop down arrow and select a 1, 2, 4, or 8 pixel outline width for new objects.

To Add New Drawing

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Click the **Incident** area **Drawings** option. The **Drawings** area is displayed.
- ⊕ Press **New**. The **Enter Name** form is displayed.
- ⊕ Input a *Drawing Name*:
- ⊕ Specify a **Drawing Size**:
 - ⊕ Select *Fit to Current Window* to use the current dimensions of the drawing space. All objects need to fit onto the displayed draw area.
 - ⊕ Select *8.5 x 11* to make the drawing standard paper size. The drawing will fit on a standard size sheet of paper, but you will likely need to scroll to view all the objects in FH Mobile Incident Command.
 - ⊕ Select *8.5 x 14* to make the drawing standard legal size. The drawing will fit on a standard legal sized sheet of paper, but you will likely need to scroll to view all the objects in FH Mobile Incident Command.
 - ⊕ Select *11 x 17* to make the drawing standard ledger size. The drawing will fit on a standard ledger sized sheet of paper, but you will likely need to scroll to view all the objects in FH Mobile Incident Command.
- ⊕ Select *Portrait* or *Landscape*. Portrait will use the longer measurement for height (selection not available if **Fit to Current Window** was selected).
- ⊕ Press **Save**.

To Access Existing Drawing

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Click the **Incident** area **Drawings** option. The **Drawings** area is displayed.
- ⊕ Click the drop-down arrow to the left of the **Properties** button and select the drawing to open.

The various actions available to drawing are detailed below.



On a touch screen, left-mouse click and hold is replaced with pointing, pressing and dragging. If the dragging action does not produce results, you may need to adjust the sensitivity setting for your screen. Consult the instructions provided by the touch screen manufacturer for the steps to adjust touch sensitivity.

To Add a Rectangle

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Press the **Rectangle** tool button.
- ⊕ Move the cursor to the area of the drawing where you wish to start the object.
- ⊕ Left mouse-click and hold, then drag to the area you wish to end the object.
- ⊕ Release the left mouse button. The object is added to the drawing.

To Add a Circle

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Press the **Circle** tool button.
- ⊕ Move the cursor to the area of the drawing where you wish to start the object.
- ⊕ Left mouse-click and hold, then drag to the area you wish to end the object.
- ⊕ Release the left mouse button. The object is added to the drawing.

To Add a Pen (Free Hand) Line

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Press the **Pen** tool button.
- ⊕ Move the cursor to the area of the drawing where you wish to start the object.
- ⊕ Left mouse-click and hold, then drag to the area you wish to end the object.
- ⊕ Release the left mouse button. The object is added to the drawing.

To Add a Straight Line

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Press the **Line** tool button.
- ⊕ Move the cursor to the area of the drawing where you wish to start the object.
- ⊕ Left mouse-click and hold, then drag to the area you wish to end the object.
- ⊕ Release the left mouse button. The object is added to the drawing.

To Add Text

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Press the **Text** tool button.
- ⊕ Move the cursor to the area of the drawing where you wish to start the text box object.
- ⊕ Left mouse-click and hold, then drag to the area you wish to end the object.
- ⊕ Release the left mouse button. The **Enter Text** form is displayed.
- ⊕ Type the text to include in the text box, then press **OK**.

To Edit Drawing Text

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Press the **Text** tool button.
- ⊕ Move the cursor to the text area on the drawing and click. The **Enter Text** form is displayed.
- ⊕ Type the text to include in the text box, then press **OK**.

To Bring Object to Front

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Select object.
- ⊕ Press the **Bring to Front** tool button.

The selected object is brought to the front (if it is a solid fill object it will obscure objects it is 'above').

To Send Object to Back

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Select object.
- ⊕ Press the **Send to Back** tool button.

The selected object is sent to the back (if solid fill objects are on 'top' of it, the selected object is obscured).

To Delete Object(s)

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Select object.
- ⊕ Delete the object:
 - ⊕ If you are not using a keyboard, press the **Delete** tool button.
 - ⊕ If you are using a keyboard, press the **Delete** keyboard key.

The selected object is deleted.

To Flood Object With Color

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Press the **Color** tool button, then specify a color.
- ⊕ Press the **Fill/Empty** tool button.
- ⊕ Position the paint can cursor inside object to fill, then click the left mouse.

To Load Preplan Image

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Select the **Load Preplan Image** tool button, then select the preplan image.

To Load Other Image Onto Drawing

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).



Double-clicking an image to be added to the drawing will open the image in the default application associated with the image format. To add the image to the FH Mobile Incident Command drawing, select (do not double-click) and drag it to the drawing area.

- ⊕ Select the **Load Other Image** tool, locate the image to add, then select, drag, and drop onto the drawing.

To Add Images for Drawings

FH Mobile Incident Command includes several default images that can be inserted into drawings, including a variety of apparatus images and the draft

Emergency Response Symbology. You can add additional BMP, GIF, JPG, or PNG images. Using Windows Explorer:

- ⊕ Open the folder containing the image(s) to add to FH Mobile Incident Command **Images** directory.
- ⊕ If necessary, use Windows Search:
 - ⊕ Click the Windows **Start** button **Search** option **For Files or Folders** option.
 - ⊕ Type the file name to find.
 - ⊕ Press **Search**.
- ⊕ Click the file or folder you want to copy.
- ⊕ Select the Windows Explorer **Edit** menu **Copy** option.
- ⊕ Open the **C:\Program Files\FIREHOUSE Software Mobile\Images** folder on the mobile computer.
- ⊕ Select the Windows Explorer **Edit** menu **Paste** option.
- ⊕ All files in the **C:\Program Files\FIREHOUSE Software Mobile\Images** folder on the mobile computer are displayed when the **Incident** area *Drawings* section **Load Other Image** button is pressed.

To Specify Fill Image Color

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Select the **Select Color...** option.
- ⊕ Select a color, then press **OK**.

New objects added to the drawing use the selected color.

To Specify Pen Width

- ⊕ Display drawing ('To Add New Drawing' on page 53 or 'To Access Existing Drawing' on page 53).
- ⊕ Select the **Pen Width** tool button drop down.
- ⊕ Select a pen width value:
 - ⊕ "1" is a narrow 1 pixel width line.
 - ⊕ "2" is a medium 2 pixel width line.
 - ⊕ "4" is a wide 4 pixel width line.
 - ⊕ "8" is an extra wide 8 pixel width line.

New objects added to the drawing will use the specified pen width.

To Print a Picture

- ⊕ With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):
- ⊕ Select the **Incident** area **Reports & Forms** option.
- ⊕ Select the **Incident Command Report** option. The **Incident Command Report** form is displayed.
- ⊕ At a minimum, check *Drawings*.
- ⊕ Press **Print**. The incident drawing is printed.



Note that drawings can be attached to the FH incident report created/updated when the FH Mobile Incident Command record is synchronized if export options are set to export drawings as attachments (enabled by default).

See 'To Specify FH Mobile Incident Command Record Export Behavior' on page 20 for the steps to define export options via synchronization.

Adding Task Lists

Tasks are reminders of specific tasks to be performed. Add tasks to track specific task completion and maintain a clear picture of what tasks were performed, the success or failure of the tasks, who performed them, and any additional notes about the task.

To Add One Task to an Incident

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Task List** option. The Task list is displayed.
- ⊕ Press **Add Task**. The **Tasks** form is displayed.
- ⊕ Drag and drop the task to the task board.
- ⊕ If the task has an interval associated with it, the task is highlighted after the interval elapses, indicating that a task status is required. If the task is a one-time only task, the task is added and immediately highlighted, indicating that a task status is required.

The task status and completion information still needs to be completed.

To Add Tasks to Lookups On-The-Fly

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Task List** option. The Task list is displayed.
- ⊕ Press **Add Task**. The **Task Lookup List** form is displayed.
- ⊕ Press **New Task**. The **Task** form is displayed.
 - ⊕ Type the *Task Name*.
 - ⊕ Specify a *Lookup Group Name* if you want the task to be included in a specific group.
 - ⊕ Specify a *Default Prompt Interval in Minutes* if you want to be prompted to document the task after a regular interval.
 - ⊕ Select an FH *Preplan Code* to insert preplan codes associated with occupancy records (only applicable when the FH Mobile Incident Command record is associated with an FH Mobile Preplans record and preplans are added for the preplans record).
 - ⊕ Check *One Time Task* if the task does not recur.
 - ⊕ Type *Instructions* to include in the task notes area.
- ⊕ Press **Save**. The task is added to the *Task* area of the incident.

To Document Task

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):



If a task status becomes required and the *Task* area is not displayed, the 'Task(s) Due!' prompt displays near the elapsed time display. Click the 'Task Due!' prompt to display the *Task* area. With the *Task* area displayed:

- ⊕ Press **Document Task** for the task to document.
- ⊕ The **Task Properties** form is displayed.
- ⊕ Select the personnel performing the task in *Documented By*.
- ⊕ Specify a task *Status*.
- ⊕ Add notes as needed.
- ⊕ Press **Save**. The task is highlighted using the color associated with the task status for your reference.

To Edit Incident Task Details

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Task List** option. The Task list is displayed.
- ⊕ Highlight the task to edit.
- ⊕ Press **Edit Task** at the bottom of the *Task* area.
- ⊕ Make changes as needed.
- ⊕ Press **Save**. The task is highlighted using the color associated with the task status for your reference.

To Delete Incident Tasks

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Task List** option. The Task list is displayed.
- ⊕ Highlight the task to delete. Task document details added for the task need to be deleted before the task can be deleted.
- ⊕ Press **Delete Task** at the bottom of the *Task* area.

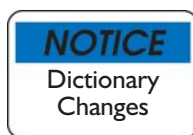
Adding Incident Notes

The free-text notes added to FH Mobile Incident Command records are included in the FH Incident report narrative.

To Add Incident Note

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Notes** option. Notes are displayed.
- ⊕ Type the information to include in the incident. These notes are included in the FH incident created from the FH Mobile Incident Command incident.
- ⊕ Optionally press **Date/Time Stamp** to insert the current date and time at the end of the notes field.
- ⊕ Optionally press **Spell Check** to check spelling of the text.



If you make changes to your dictionary (for example, add special terms), the changes are kept locally on the mobile computer. Dictionary changes are not sent to the dock computer via the synchronization process.

- ⊕ Press **Save**.

Reviewing Published Map Files (Output from ArcGIS)

View maps created using ArcGIS Publisher. When ESRI ArcGIS is available (not included with FH), creating PMFs to review from incident command records is a powerful way of using this information, and selected views of the map can be output directly to an incident command drawing. A **Maps** folder is added to the FH Mobile Incident Command program folder (**C:\Program Files\FIREHOUSE Software Mobile\Maps** by default, yours may be different). You can optionally add a **Maps** directory to a central FH Mobile reference synchronization folder you specify.

See 'To Add Maps Subdirectory to Central Reference Location' on page 70 for the steps to add PMF files to the central reference folder so they are copied to FH Mobile computers during synchronization.

To View PMF Map File Stored in Directory

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Mapping** option. The mapping area is displayed with the **Map View Properties** dialog displayed.
- ⊕ Press **Load from File...** then locate the PMF file to view.
- ⊕ Select the PMF file then press **Open**.

See 'To Use Map Options' on page 61 for available map view options.

When a map is loaded, you can load an additional view of the map by pressing **New**, then pressing **Use Current Map View...** A view of the map is opened.

To View PMF File Attached to FH Mobile Preplans Record


An FH Mobile Preplans record with an attached PMF must be linked to the current incident command record to be able to perform this option.


- ⊕ Select the **Incident** area **Mapping** option. The mapping area is displayed with the **Map View Properties** dialog displayed.
- ⊕ Press **Load from Preplan...** The PMF is loaded.


See 'To Use Map Options' on page 61 for available map view options.


To Use Map Options


The FH Mobile Incident Command **Maps** section includes options to locate and display your PMF files. The PMF option loaded includes information included when the published map file was created. Some options may not be available depending on what is included in the PMF by the map publisher. When a PMF file is loaded and displayed, the **Maps** toolbar includes access to all available map options.


 Bookmarks displays a list of predefined geographic locations defined and included in the PMF.


 Table of Contents displays a list of layers included in the PMF.


 Zoom In activates a tool that 'zooms in' closer to the area of the map where the tool is clicked.


 Zoom Out activates a tool that 'zooms out' from the area of the map where the tool is clicked.


 Zoom to Previous reverts to the last zoom level used.


 Zoom to Extent displays the entire extent of the PMF.

 Pan activates a tool that you can use to pan to other areas of the PMF.

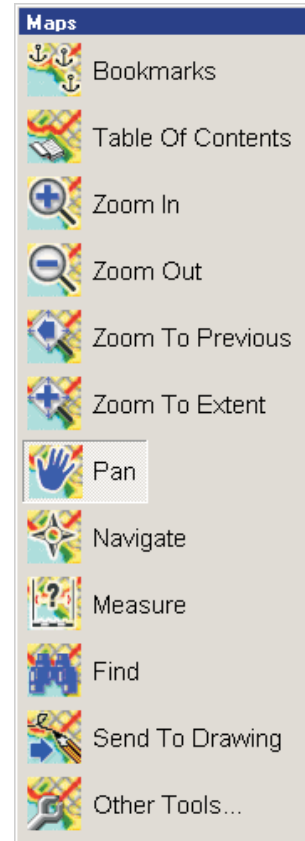
 Navigate activates a navigation menu that you can use to move the displayed portions of the PMF up and down and side to side.

 Measure activates a tool for measuring the distance between points or routes.

 Find activates a search dialog for searching for values in fields and layers included in the PMF. Right-click the displayed items for additional options, including the option to zoom to the object's location.

 Send To Drawing takes the currently displayed portion of the PMF and creates an incident command drawing.

 Other Tools activates a submenu of additional options: **Identify**, **Magnify**, and **Hyperlink**.





Identify activates an information tool that displays information (based on what is included in the PMF) for specific points where the tool is used.




Magnify activates a frame that magnifies the area where the frame is positioned.



Hyperlink activates a tool for accessing hyperlinks included in the PMF.


To Display PMF Bookmarks

With the PMF displayed:

- ⊕ Press  to display bookmarks included in the PMF.
- ⊕ Select the bookmark. The area defined for the bookmark is displayed.

To Display PMF Table of Contents


Note that if the table of contents is not included by the map publisher, the table of contents is not available. With the PMF displayed:

- ⊕ Press  to display the table of contents (if the table of contents is already displayed, the table of contents are closed).
- ⊕ To turn a layer on, check the box next to the layer's name (uncheck to hide layer). Note that if the table of contents indicates that a layer should be displayed but it is not visible, the layer may be hidden by another layer or set to display only at a particular scale.
- ⊕ To set layer transparency, right-click the layer name and select the **Transparency** option.
 - ⊕ Use the transparency slider to specify transparency percentage for the layer. Increased percentages allow increased visibility through the layer.

Transparency settings are not saved in the published map.


To Zoom In to PMF Map

With the PMF displayed:

- ⊕ Press  to activate the Zoom In tool.
- ⊕ Click an area of the PMF to view in greater detail.


To Zoom Out for PMF Map

With the PMF displayed:

- ⊕ Press  to activate the Zoom In tool.
- ⊕ Click any area of the PMF to zoom out farther.


To Pan PMF Map

With the PMF displayed:

- ⊕ Press  to activate the Pan tool.
- ⊕ Click and drag PMF to display area you wish to see.


To Navigate PMF Map

With the PMF displayed:

- ⊕ Press  to display the Navigation menu.
- ⊕ Use the up and down and side to side buttons to display the area of the PMF you wish to see.

To Measure within PMF Map


Note that the measure tool uses the map's projection, including distortion, and may not return the amount actually encountered in the field. With the PMF displayed:

- ⊕ Press  to activate the measurement tool.
- ⊕ You can measure a line (or series of line segments), or measure an area:
 - ⊕ To measure an area, press **Alt** on the keyboard prior to clicking the first measure point to measure area.
 - ⊕ To measure a linear path, click the map at the location where you want to start measuring.
- ⊕ Move the pointer to the point to that you want to measure:
 - ⊕ To measure along the curve of a line, click along the line to add bends.
 - ⊕ To snap to the nearest feature, press and hold **Ctrl** on the keyboard.
 - ⊕ To display the measurement results, press **S** on the keyboard
 - ⊕ To hide the measurement results, press **H** on the keyboard.
 - ⊕ Double-click to erase the measurement.

The measured distance results are displayed in the units of the data frame. These units are set by the map publisher and cannot be changed.

To Find an Object in PMF Map


You can only find objects that are included by the map publisher. Consult your GIS specialist for information that can be included in the PMF.

- ⊕ Press . The **Find** dialog is displayed.
- ⊕ Type the value to locate in the *Find* field.
- ⊕ Specify the layers and fields to search in.
- ⊕ Press **Find**. Matching values are listed.
- ⊕ Select object(s) (you can select multiple objects).

- ⊕ Right-click, then:
 - ⊕ Select **Flash Feature(s)** to have the object flash on the PMF.
 - ⊕ Select **Zoom to Feature(s)** to zoom in to the selected object(s).
 - ⊕ Select **Center Feature(s)** to center the PMF on the selected object(s).
 - ⊕ Select **Identify Feature(s)** to display information about the object(s).



To Send PMF View to Drawing

The map can be used to create a base drawing. For example, you could zoom in to a PMF to display the property involved in an incident, send the map to a drawing, then diagram the incident as needed. With the PMF displayed:

- ⊕ Press . The FH Mobile Incident Command record Drawing area is displayed with a new image of the map. You can add objects to the image just as in other drawings.



To Identify Object in PMF

With the PMF displayed:

- ⊕ Press , then .
- ⊕ Click on the object to identify. Information about the object that is included in the PMF is displayed.

To Display Magnifier Window

With the PMF displayed:

- ⊕ Press , then . The **Magnifier Window** is displayed.
- ⊕ Drag the **Magnifier Window** over the area you wish to view in greater detail.
- ⊕ Right-click on the **Magnifier Window** to set additional options:
 - ⊕ Select **Magnification Factor** then select a value to increase or decrease magnification.
 - ⊕ Select **Lock Magnifier** to freeze the magnified area. When the **Magnifier Window** is locked, you can move the **Magnifier Window** around with the currently expanded area (that is, the window no longer changes to magnify the area it is positioned over). Select **Lock Magnifier** again to unlock.

To Access Hyperlinks

Hyperlinks are only available if included by the map publisher. With the PMF displayed:

- ⊕ Press , then .
- ⊕ Click on the object with a hyperlink to open the location included in the PMF.

Adding Incident Data

Incident data includes information about the FH Incident Command record that is used in the FH incident record created when the FH Mobile record is synchronized to the FH database, and when applicable, links the FH Mobile Incident Command record to an FH Mobile Preplan record. FH Mobile Preplans must be licensed for the mobile computer to link FH Mobile Preplans records.

To Specify Incident Data

With the incident started (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Incident** area **Incident Data** option.



Ensure that the *Incident Number* value is correct if you specify the number of an existing FH incident. If the *Incident Number* entered into the FH Mobile Incident Command record is the same as a fire incident in FH, the synchronization will update responding unit and personnel activities based on assignments and resources.

- ⊕ Specify an *Incident Number*:
 - ⊕ Select "New" to create a new incident in FH when FH Mobile Incident command is next synchronized with your FH database. A new incident is created in your FH database even if the incident was added to your FH database.
 - ⊕ Enter an incident number if it is known. This number should be in the format of incident numbering used in FH and if it is not found when it is synchronized back to FH it is kicked back to FH Mobile Incident Command.
 - ⊕ Select "Link To..." to display a list of incidents from FH (wireless must be enabled or you must have an active connection). A list of incidents for today's date is displayed by default:
 - ⊕ Change the *Date Filter* value at the bottom of form to change the incidents to include. Select 'Last 5 Days' to display incident from the previous 5 days, or select 'Select Date' and type a specific date to display incidents for.
 - ⊕ Highlight the incident to link to, then press **Select**. The incident number and basic incident information is inserted into the FH Mobile Incident Command record.
 - ⊕ If this is a standard type of incident and a tactical worksheet is available, press **Apply Tactical Worksheet** at the top of the form.
 - ⊕ If no address information has been added, you can add incident address:

- ⊕ If FH Mobile Preplans is available, check *Link to Preplan* and select the occupancy where the incident occurred. Address information from the FH Mobile Preplans record is entered.
- ⊕ If FH Mobile Preplans is not installed or the incident occurred at a location not available in FH Mobile Preplans, type the *Address*, *Address2*, *Apt/Room/Suite*, *City*, *State*, and *ZIP*.
- ⊕ Specify *Alarm Date*, *Alarm Time*, and *PAR Alarm Mins*. Note that if the *PAR Alarm Mins* is zero, automatic PAR checks are disabled (but can be launched manually).
- ⊕ Check *Export Report to FH Database During Next Sync* to mark the incident to be included in the next synchronization.

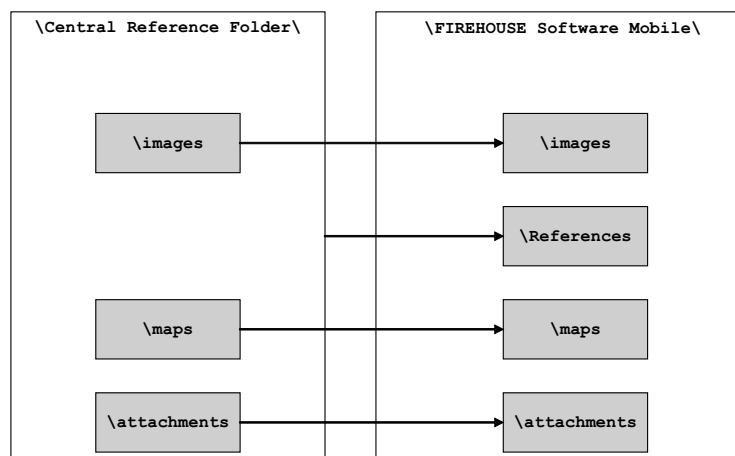


Only closed FH Mobile Incident Command incidents are synchronized back to the FH database. To export an incident, the FH Mobile Incident Command record must be marked for export AND closed. An incident is closed by pressing **Close** then **Yes** to **Incident Closed** prompt. You should close the incident as soon as you are finished at the scene to include a *Closed Incident Time* value for the record.

See 'To Close Incident' on page 34 for the steps to close an incident and add the *Closed Incident Time* value for the FH Mobile Incident Command record.

Accessing Reference Material

Your department may have developed standard operating procedures, incident command images for insertion into incident command drawings, published ESRI ArcGIS maps in PMF format, or have other reference material that will need to be referred to in the course of operations. For your convenience, FH Mobile Incident Command installs the 2004 Emergency Response Guide. All reference material is stored in a Windows directory named **Reference** located in the FH Mobile program directory (**C:\Program Files\FIREHOUSE Software Mobile** by default). The files must be in a format that can be viewed by applications installed on the mobile computer. You can specify a central location where reference files are stored and distributed to FH Mobile equipped computers. You can optionally configure attachments, images, and map directories.



When you specify a central reference location, updated files in the central reference location are automatically copied to the FH Mobile folder during synchronization. You can optionally include images, PMF map files, and attachments.

To Access Reference Material

- ⊕ From the Windows **Start** menu, select **Programs** option **FIREHOUSE Software Mobile** folder then select the **Incident Command** option. FH Mobile Incident Command is opened.
- ⊕ Select the **Reference Materials** area. Available reference materials are listed.
- ⊕ Select the listed reference material to display.

To Add Reference Materials to Central Location

Using Windows Explorer:

- ⊕ Locate the file you wish to add to the reference folder. If necessary, use Windows Search:
 - ⊕ Click the Windows **Start** button **Search** option **For Files or Folders** option.
 - ⊕ Type the file name to find.
 - ⊕ Press **Search**.
- ⊕ Select the file or folder you want to copy.
- ⊕ Select the Windows Explorer **Edit** menu **Copy** option.
- ⊕ Open the central reference material location specified in FH Mobile global options.
- ⊕ Select the Windows Explorer **Edit** menu **Paste** option.

When FH Mobile is synchronized with the FH database, the file modification dates are compared. When the modified dates are different or when a file is included in the central location that is not included in the FH Mobile reference folder, the file from the central reference material folder is copied to the FH Mobile computer.



When file modification dates are different, the file from the central location is copied to the FH Mobile reference folder even when the most recently modified file is located in the FH Mobile reference folder. To distribute changed reference files to all FH Mobile computers, place modified reference files in the central location.

All files in the **C:\Program Files\FIREHOUSE Software Mobile\Reference** folder on the mobile computer are displayed in the **Reference Materials** area.

To Add Images Subdirectory to Central Location



FH Mobile Incident Command includes basic default images that can be inserted into FH Mobile Incident Command drawings. Complete the following procedure only if you have additional images to insert in FH Mobile Incident Command drawings.

Using Windows Explorer:

- ⊕ Open the central reference material location specified in FH Mobile global options.

See 'To Specify Central Reference Materials Location' on page 14 for the steps to specify the central location.

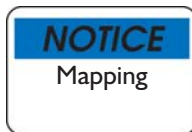
- ⊕ Select the Windows Explorer **File** menu **New** option **Folder** option.
- ⊕ Type "Images".



We recommend copying all files in the FH Mobile **Images** folder to the central location **\Images** subdirectory. If *Copy new or changes files from the server, and delete files in the local folder that are not on the server* is selected in FH Mobile Global options and the default images are not included in the central location, the default images are deleted in the FH Mobile Images folder and replaced with the files in the central **Images** folder.

All files in the **C:\Program Files\FIREHOUSE Software Mobile\Images** folder on the mobile computer are displayed in the **Reference Materials** area.

To Add Maps Subdirectory to Central Location



FH Mobile Incident Command does not include any mapping files, but includes provisions for using PMF files output from your ESRI ArcGIS system. Complete the following procedure only if you have map images to review using FH Mobile Incident Command mapping AND you wish to have them synchronized from a central location to the local FH Mobile Incident Command folder (**C:\Program Folders\FIREHOUSE Software Mobile** by default, yours may be different) **Maps** folder.

Using Windows Explorer:

- Open the central reference material location specified in FH Mobile global options.

See 'To Specify Central Reference Materials Location' on page 14 for the steps to specify the central location.

- Select the Windows Explorer **File** menu **New** option **Folder** option.
- Type "Mapping".

All files in the **C:\Program Files\FIREHOUSE Software Mobile\Maps** folder on the mobile computer are accessible from the *Incident* area *Maps* section.

To Add Occupancy Attachments Subdirectory to Central Location



Complete the following procedure only if you have FH Mobile Preplans installed and attachments to review .

Using Windows Explorer:

- ⊕ Open the central reference material location specified in FH Mobile global options.

See 'To Specify Central Reference Materials Location' on page 14 for the steps to specify the central location.

- ⊕ Select the Windows Explorer **File** menu **New** option **Folder** option.
- ⊕ Type "Attachments".

All files in the **C:\Program Files\FIREHOUSE Software Mobile\Attachments** folder on the mobile computer are accessed by FH Mobile Preplans records with attached files.

Accessing Incident Reports and Forms

Reports and forms that detail the FH Mobile Incident Command records are available.

To Review Last Incident Command Modifications and Synchronization Dates

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Reports & Form** area, **Synchronization Log** option.

To Review Event Log

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Reports & Form** area, **Event Log** option.

To Review Incident Command Report

With the incident initiated (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Reports & Form** area, **Incident Command Report** option.
- ⊕ Select **Print** to send the report to printer. Select **Preview** to view the report forms.



The Incident Command Report can optionally be attached to the FH incident created/updated via the synchronization process as a PDF file to be viewed from your FH system. See 'To Specify FH Mobile Incident Command Record Export Behavior' on page 20 for the steps to include the command report as a PDF on FH incident reports created/updated from FH Mobile Incident Command records.

To Open an Incident

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder **Incident Command** option. The FH Mobile Incident Command main window is displayed.
- ⊕ Select the **Tools & Options** area.
- ⊕ Press **Open Incident**. The **Search** form is displayed.
 - ⊕ The *Search in Value* and *Search In* fields work together. Type a *Search in Value* and select the area to search in:
 - ⊕ "Incident Name" is used to search tactical worksheets by name (*Template* must be checked).
 - ⊕ "Address" is the incident command *Address* and *Address 2* values.
 - ⊕ "Incident Desc." is the incident command *Incident Type* description.
 - ⊕ "Alarm Date" is the incident command *Alarm Date* value.
 - ⊕ "Incident Number" is the incident command *Incident Number* value.
- ⊕ Check *Template* to display tactical worksheets.
- ⊕ Select record to open then press **Select**.

To Create a Generic Incident Tactical Worksheet

After you have completed the incident (address, incident type, assignments, drawings, etc.) you can memorize a template to create similar incidents later. With the incident started (see 'To Initiate a New Incident' on page 33 for the steps to start a new incident):

- ⊕ Select the **Tools & Options** area **Save Tactical Worksheet** option. The **Memorize Template** form is displayed.
- ⊕ Type a descriptive tactical worksheet name in *Enter Worksheet Name*.
- ⊕ Select the areas to include.
- ⊕ Press **Save**.

To Delete an Incident

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder **Incident Command** option. The FH Mobile Incident Command main window is displayed.
- ⊕ Select the **Tools & Options** area.
- ⊕ Press **Delete Records**. The **Delete Records** form is displayed.
- ⊕ Select records to delete then press **Delete**.
- ⊕ Press **Close**.

To Delete Closed Incidents

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder **Incident Command** option. The FH Mobile Incident Command main window is displayed.
- ⊕ Select the **Tools & Options** area.
- ⊕ Press **Delete Records**. The **Delete Records** form is displayed.
- ⊕ Press **Delete All Closed**. All incidents that have been marked for export, closed, and exported are deleted.
- ⊕ Press **Close**.

To Toggle between Low Light and Normal Views

- ⊕ From the Windows **Start** menu, select the **Programs** folder **FIREHOUSE Software Mobile** folder **Incident Command** option. The FH Mobile Incident Command main window is displayed.
- ⊕ Select the **Tools & Options** area.
- ⊕ Select **Normal View/Low Light View**:
 - ⊕ When you select **Low Light View**, the background is changed to black with white text to optimize the FH Mobile workspace for low light situations.
 - ⊕ When you select **Normal View**, the background is changed to normal colors.

Chapter 4

Troubleshooting

This chapter lists potential issues you may encounter using FH Mobile Incident Command.

Problems on the Mobile Computer

Below are some potential issues you may encounter while using FH Mobile Incident Command:

Records Not Synchronized

If you are prompted that records did not synchronize, we recommend rerunning the data synchronization.

Synchronization Does Not Run From Inside FH Mobile Incident Command

Check that the **FHMOBILE_SYNC.EXE** is in the main install directory. It is a separate application to allow it to be run independently from the FH Mobile Incident Command application, and if it is not in the install directory it will not work.

Licensing Expired Evaluations

If the evaluation expires and then you purchase an FH Incident Command license, you will be unable to get into FH Mobile Incident Command, even after licensing the product. You need to run the synchronization from the Windows **Start** button, **Programs** option **FIREHOUSE Software Mobile** option, then select the **Sync Data** option.

User Fields Table change prompt

If user fields in the FH database are changed between synchronizations with FH Mobile, the next synchronization could produce the prompts:

(W): Column: [column name] was removed from the User Fields Table ([table name])

(W): Column: [column name] was added from the User Fields Table ([table name])

These messages are informative prompts only. Verify the user fields of the incident report in the FH database for accuracy when the synchronization is completed.

Class Not Found Error Accessing Maps

If a 'Class Not Found' error is displayed when accessing a PMF file from maps, you need to uninstall and reinstall ArcGIS ArcReader.

To Uninstall ArcGIS ArcReader:

- ⊕ Select the Windows **Start** button **Settings** option **Control Panel** option.
- ⊕ Select **Add or Remove Programs**. The **Add or Remove Programs** form is displayed.
- ⊕ Select the **ArcGIS ArcReader** entry, then press **Remove**.
ArcGIS ArcReader files are uninstalled. Note that the installation may take several minutes.

To Reinstall ArcGIS ArcReader (Add or Remove Programs form still displayed):

- ⊕ Press **Add New Programs**.
- ⊕ Press **CD or Floppy**.
- ⊕ Press **Next>**.
- ⊕ Press **Browse...**
- ⊕ Insert the **FH Mobile Installation CD**.
- ⊕ Locate **D:\ArcReader** (where **D** is the CD drive letter), then select **Setup.exe**.
- ⊕ Press **Open**.
- ⊕ Press **Finish**.

Uninstalling FH Mobile Incident Command

If you need to uninstall FH Mobile Incident Command from a mobile computer because FH Mobile Incident Command and FH Mobile Preplans are no longer used on that mobile computer, the FH Mobile Microsoft SQL Server 2005 Express Edition instance used by FH Mobile Incident Command and FH Mobile Preplans is still installed and active. Also note that the ArcGIS ArcReader is installed too (see previous topic for uninstallation procedure). If memory and space is limited on the mobile computer, you should uninstall the FH Mobile Microsoft SQL Server 2005 Express Edition instance:

- ⊕ From the Windows **Start** menu, select **Settings>Control Panel** then double-click **Add or Remove Programs**.
- ⊕ Highlight **Microsoft SQL Server 2005**, then press **Remove**.

- ⊕ Select the FH Mobile instance to remove, then press **Next>**. Follow any remaining prompts to complete the uninstallation.
- ⊕ Close the **Add or Remove Programs** form.