

# ***ECM<sup>2</sup>***

**Putting technology into the hands of first responders™**

# ***DISPATCHER***

# **2013 OPERATIONS MANUAL**

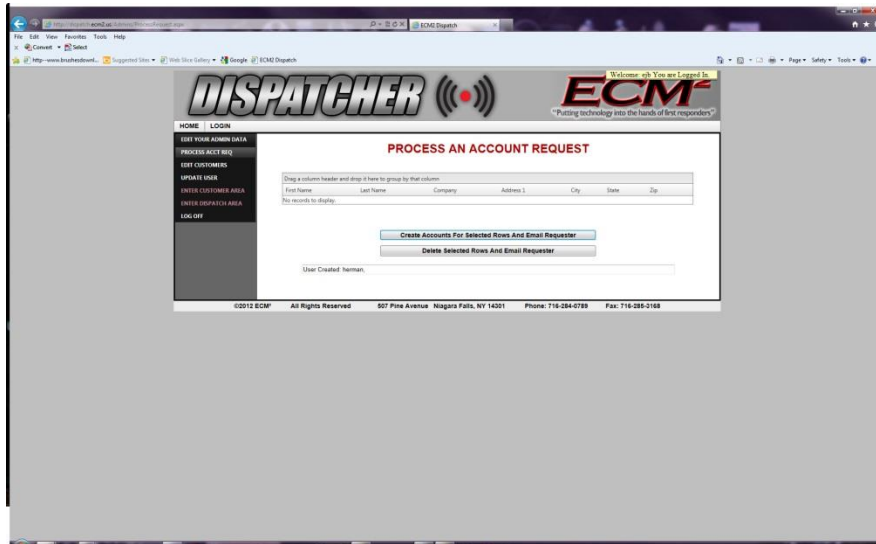
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Rev April/2013

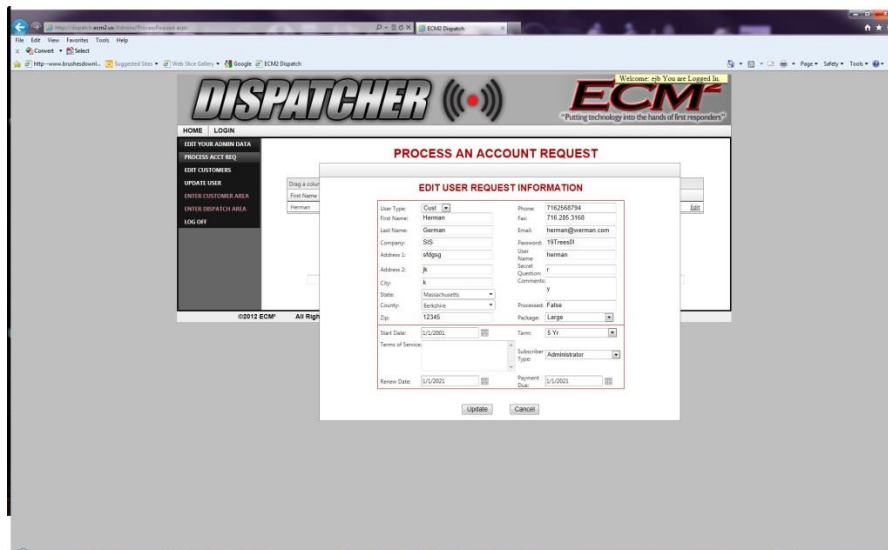
## ECM2 Dispatcher

The ECM2 “DISPATCHER” application was designed with emergency incident dispatcher’s in mind and is used to dispatch participating departments. Dispatching is quick and easy and a dispatch can be sent within seconds. The “DISPATCHER” application is located at: <http://dispatch.ecm2.us>.

Requesting an account with ECM2 is easy and once you are qualified and processed, you will have the ability to dispatch emergency call information to your new or existing customers/stations from this web-based application. Dispatching an emergency incident couldn’t be any easier.



**PROCESS ACCOUNT SCREEN**



**PROCESSING AN ACCOUNT EDITING SCREEN**

## Administrator/Customer/Dispatcher Areas

As an **ADMINISTRATOR**, once your account is created, you can edit your personal information such as your name, Address, City, State, Zip, Phone, Fax and other information, Change your Email and Password, view your Station(s) information, Create/Edit/Delete your Dispatchers and also update a user's **ROLE** or **ADD** an additional **ROLE** to a user, Create and send an Incident and lastly Open/Update all aspects of a previous incident.

The screenshot shows the DISPATCHER ECMF web application interface. The main content area is titled "EDIT INFORMATION" and displays a table of dispatchers. The table has columns for First Name, Last Name, Company, Address 1, City, State, Zip, Tel, and Fax. There are "Edit" and "Delete" buttons next to each row. Red arrows point to these buttons with labels "Edit" and "Delete".

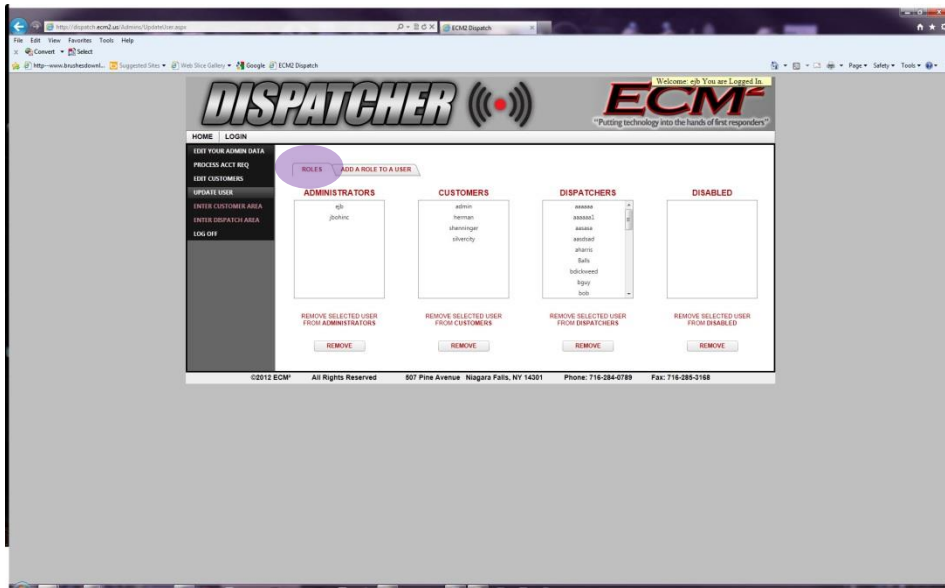
First Name	Last Name	Company	Address 1	City	State	Zip	Tel	Fax	
Keith	Carnata	Hamsted Township Police	4 Crawford Corner Road	Hamsted	NJ	07733	732-948-4400	732-948-3778	Edit Delete
John	Boline	White Valley VFD	6253 Old William Penn Hwy	Export	PA	15632	724-877-3301	724-733-0020	Edit Delete
Herman	Gorman	SS	4800	Ex	MA	12345	716-258-7164	716-258-3168	Edit Delete
Stephen	Hanninger	White Valley	William Penn Hwy	Export	PA	15632	724-887-3308		Edit Delete
q	bet	SS	507 Pine Ave	Niagara Falls	NY	14201	716-284-7889	716-285-1168	Edit Delete
Shawn	Teacher	Southwest VFD	402 Guthrie Street	Greensburg	PA	15601	412-287-6414	724-837-3195	Edit Delete

**EDIT INFORMATION SCREEN**

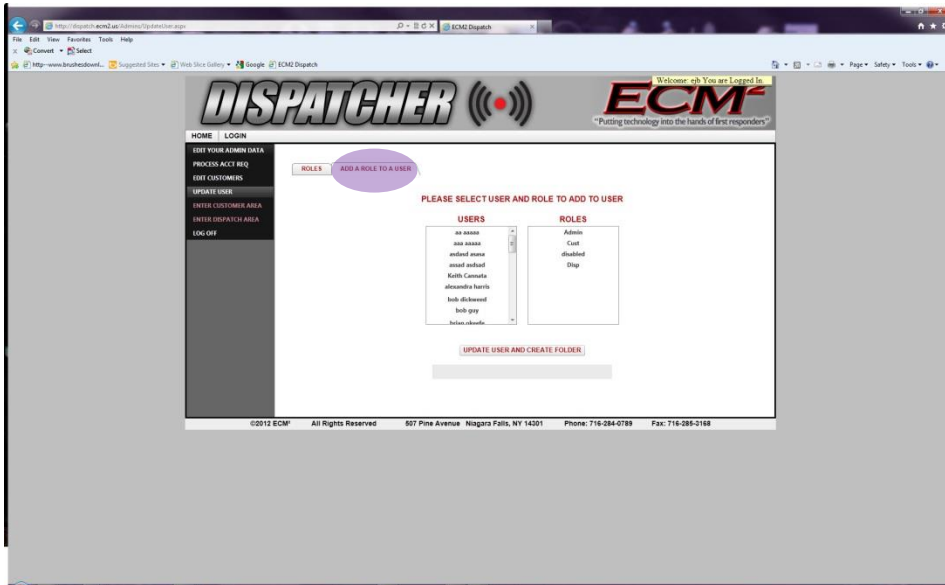
The screenshot shows the DISPATCHER ECMF web application interface. The main content area is titled "EDIT CUSTOMER'S GENERAL INFORMATION" and displays a form for editing customer information. The form includes fields for First Name, Last Name, Username, Tel, and Fax. There are "UPDATE" and "CANCEL" buttons at the bottom. A large purple circle highlights the form area.

First Name	Last Name	Company	Address 1	City	State	Zip	Tel	Fax
Keith	Carnata	Hamsted Township Police	4 Crawford Corner Road	Hamsted	NJ	07733	732-948-4400	732-948-3778

**INFORMATION SCREEN**



**USERS IN ROLES SCREEN**



**ADD ROLE TO USER SCREEN**

As a **CUSTOMER**, once your account is created, a “Customer” can edit their personal information such as their name, Address, City, State, Zip, Phone, Fax and other information, Change your Email and Password, view your Station(s) information, Create/Edit/Delete your Dispatchers, view your Dispatch Log, Create and send an Incident and lastly Open/Update all aspects of a previous incident.

The screenshot shows the DISPATCHER ECMF web application interface. The main content area is titled "EDIT INFORMATION" and contains a table with the following data:

First Name	Last Name	Company	Address 1	City	State	Zip	Tel	Fax	Edit	Delete
Keith	Carroll	Worcester Township	4 Courtland Center Road	Huntsville	AL	07733	732-946-4600	732-946-3778	Edit	Delete
John	Burton	White Valley VFD	6225 Old Wagon Road Hwy	Export	PA	17622	717-627-1301	717-627-3020	Edit	Delete
Herman	Garman	SES	4849 S	NAL	MD	22441	756-587-794	756-281-3158	Edit	Delete
Stephen	Hessinger	White Valley VFD	6225 Old Wagon Road Hwy	Export	PA	17622	717-627-1301	717-627-3020	Edit	Delete
W	Lee	SES	307 Pine Ave	Niagara Falls	NY	14301	716-284-0789	716-283-3168	Edit	Delete
Shawn	Teacher	Shickland VFD	402 Central Street	Oswego	PA	16801	412-238-7454	716-837-3191	Edit	Delete

Red arrows point to the "Edit" and "Delete" buttons in the table. The "Edit" label is positioned above the arrow pointing to the first row's buttons, and the "Delete" label is positioned below the arrow pointing to the second row's buttons.

**EDIT INFORMATION SCREEN**

## Creating a Dispatch

You are able to select your incident location by either “clicking” on the location on the provided map or by entering the “Address” of the incident manually in the text fields. Once the address is entered you can enter an incident number (for reference), select the station you are dispatching from your created list, the Nature of the call, Caller Name, Caller Phone Number, Call Date, Time of Call and any Comments that may accompany the dispatch. After all the information is entered you need to confirm/validate the address and after doing so you can send the dispatch. The dispatch is sent to the station(s) selected and the dispatch sent will be archived for Editing, Updating or future Closing of the incident.

On the Menu Bar on the left, Click on “**NEW INCIDENT**”. The map page will display and follow the instructions below:

- A. Incident Map – **Click on the map to create your NEW incident location** and an arrow marker will show your location. Hover over the arrow and your location information will display with latitude and longitude.
- B. In this section, your selected address information will display. You may also add your address information here manually.
- C. Use this button to validate your address before sending the dispatch. (Mandatory)
- D. Add cross streets here if necessary
- E. In this section, all information regarding the address, latitude and longitude will be displayed here.
- F. In this area you can add an incident number.
- G. In this area you can select a station(s) and drop and drag it to the field box below. You may drag and drop multiple stations if necessary. (Mandatory)
- H. In this area, you will select Nature of Call (Mandatory), Add Caller Name, Add Caller Phone Number, Choose the Call date, Time of Call and any Comments or information regarding the incident.
- I. When all information is checked and verified, use this button to send the dispatch.

On the Menu Bar on the left, Click on “NEW INCIDENT” and the screen below will display.

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HOME | LOGIN

EDIT YOUR INFO  
**NEW INCIDENT**  
EDIT/OPEN INCIDENT(S)  
DISPATCH LOG  
ENTER ADMIN AREA  
ENTER CUSTOMER AREA  
LOG OFF

### CREATE AND DISPATCH A NEW INCIDENT

**SELECT ADDRESS FROM MAP CLICK**

**SELECTED LOCATION**  
1501 Walnut Avenue Niagara Falls New York 14301  
Latitude: 43.0932  
Longitude: -79.0426

**INCIDENT #**

**SELECT FROM YOUR AVAILABLE STATIONS**  
Select your station(s) and drag to the box below:  
Station # 100, Gasport NY 35354  
Fire District 60, PA 55576  
EMS Station 33, NJ 33098  
Rightfolk County, OH 67867  
Station # 10, Otter Cnty, NY 67859

**SELECTED STATION(S) BELOW**  
Station # 100, Gasport NY 35354

**NATURE**  
[Select Nature of Call]

**CALLER NAME**

**CALLER PHONE #**

**CALL DATE**  
1/25/2013

**TIME OF CALL**  
1:09 PM

**COMMENTS**

**MANUALLY TYPE IN ADDRESS**

Address #	Prefix	Street Name	Type	Suffix

City State Zip

**SET/ENTER ADDRESS**

**CROSS STREETS**  
 and

**CONFIRMED SELECTED/INPUTTED ADDRESS INFORMATION:**

ADDRESS:	
LONGITUDE:	LATITUDE:
Cross Streets:	

**SEND**

### DISPATCHING AN INCIDENT IS AS EASY AS 1, 2, 3!

1. Create a NEW INCIDENT LOCATION on the Map by clicking on the map.
2. Select STATION(S) - Drop and Drag.
3. Select the NATURE OF CALL.

That's it... you're ready to send the Dispatch

## Updating a Dispatch

You can edit/update an incident by clicking “Update” in the right of the row of the incident. A Pop-up will appear displaying tabs at the top of the window. The Incident Number and Time of Call will be displayed at the top of the pop-up. The tabs are: Map (showing the Incident Location), Address/Call Info (Showing Address, Nature of Call, Caller Name and Caller Phone Number), Stations Dispatched (Name of Station Dispatched), Comments (Any Comments that apply to the Incident or Call). On the far right of the pop-up is the Update Type drop-down where you can select an Additional Station or Additional Comments or Both. Make any changes here and then simply hit the “UPDATE” button.

Welcome: ejb You are Logged In  
**DISPATCHER** ((•)) **ECM**  
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HOME LOGIN

**EDIT / OPEN INCIDENT(S)**

Location	xSts	TOC	TOD	Caller	CallerPhone	911 Incident #
1509 Lafayette Avenue Niagara Falls New York 14305		1/24/2013 4:23:43 PM	1/24/2013 12:00:00 AM			SM-4909822 Close Update
3102 Pine Avenue Niagara Falls New York 14301		1/24/2013 1:41:52 PM	1/24/2013 12:00:00 AM			SM-4909766 Close Update
755 7th Street Niagara Falls New York 14301		1/23/2013 8:00:26 PM	1/23/2013 12:00:00 AM			SM-4909508 Close Update
107 Buffalo Avenue Niagara Falls New York 14303		1/23/2013 3:12:35 PM	1/23/2013 12:00:00 AM			SM-4909414 Close Update
1703 Lafayette Avenue Niagara Falls New York 14305		1/23/2013 1:06:55 PM	1/23/2013 12:00:00 AM			SM-4909387 Close Update

Page size: 10 19 items in 2 pages

©2012 ECM All Rights Reserved 507 Pine Avenue Niagara Falls, NY 14301 Phone: 716-284-0789 Fax: 716-285-3168

Update Incident

### EDIT/OPEN INCIDENT SCREEN

Close Incident

Welcome: ejb You are Logged In  
**DISPATCHER** ((•)) **ECM**  
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HOME LOGIN

**UPDATE INCIDENT # SM-4909822 TIME OF CALL 1/24/2013 4:23:43 PM**

MAP ADDRESS/CALLINFO STATIONS DISPATCHED COMMENTS

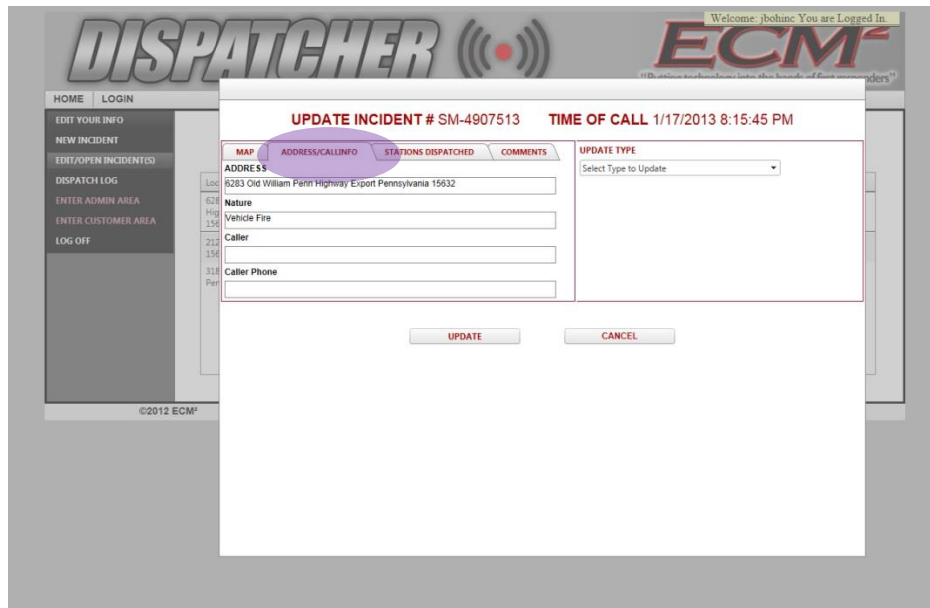
UPDATE TYPE  
 Select Type to Update

UPDATE CANCEL

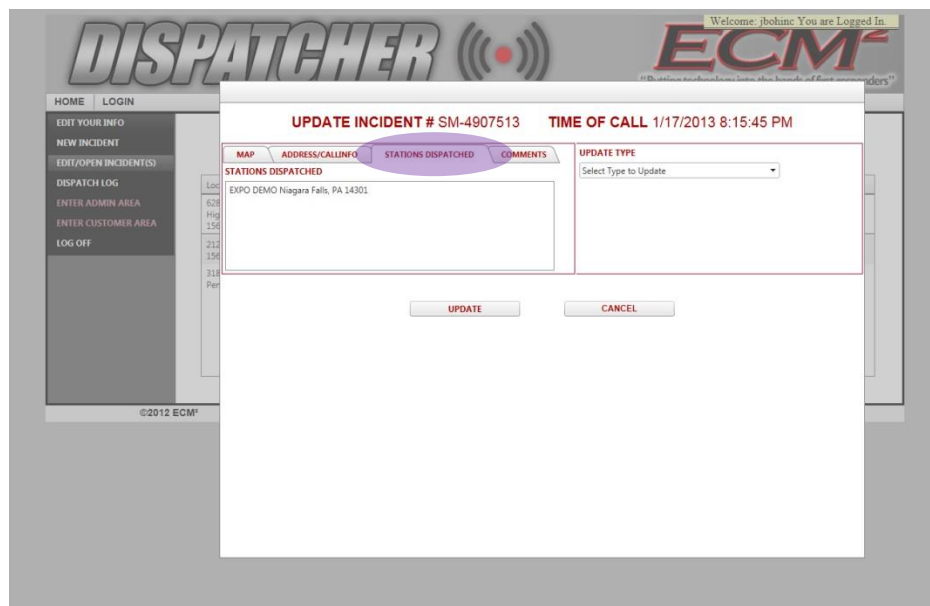
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### UPDATING THE INCIDENT LOCATION

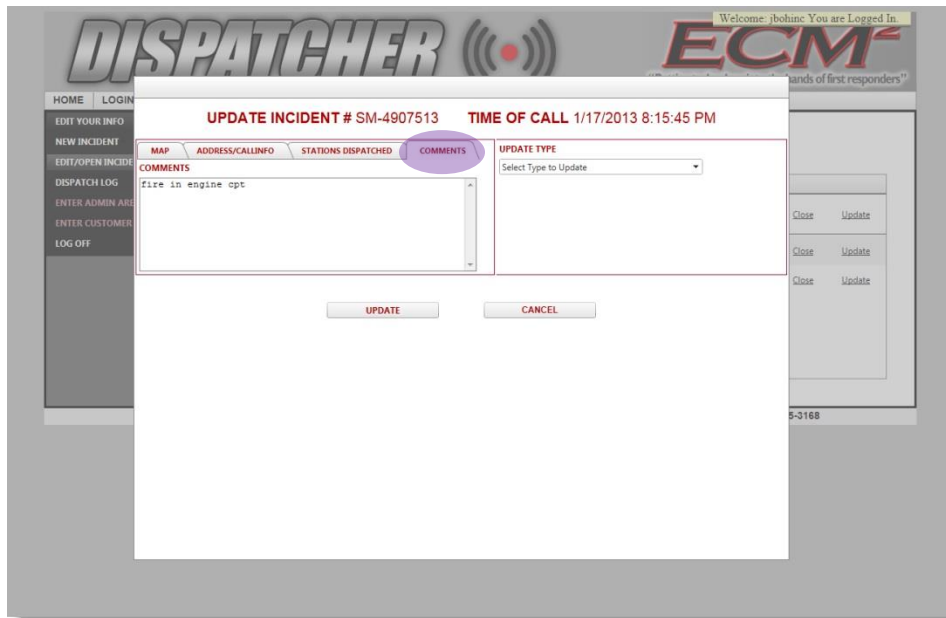




### UPDATING THE INCIDENT ADDRESS SCREEN

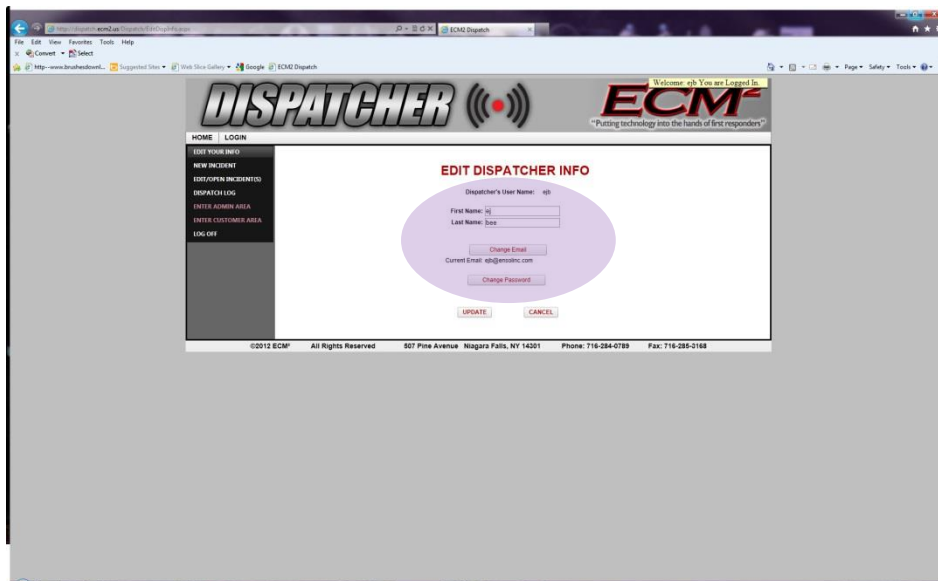


### UPDATING THE STATION(S) DISPATCHED SCREEN

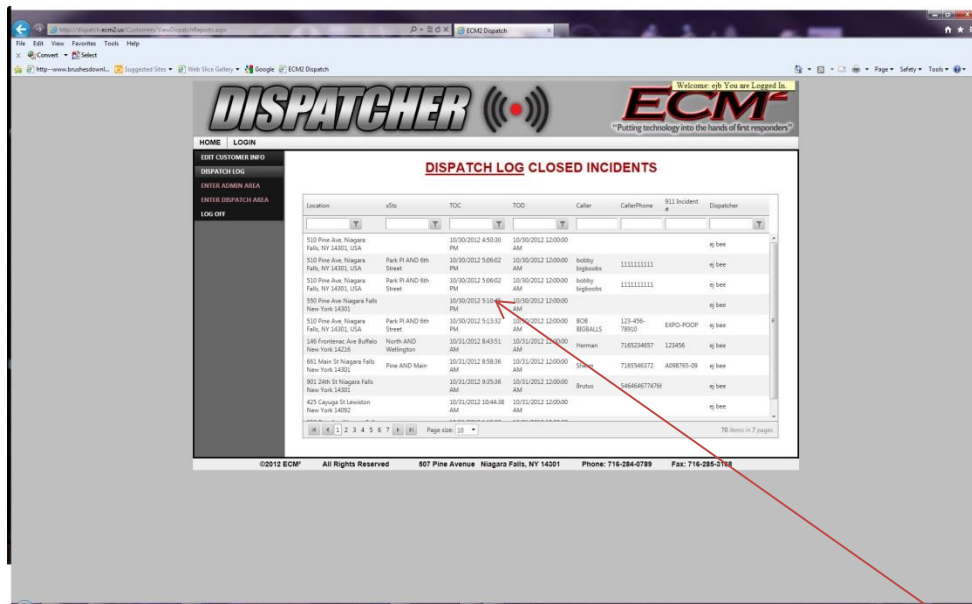


### UPDATING THE COMMENTS SCREEN

A Dispatcher can change their email and password and view the Dispatch Log.



### EDIT DISPATCHER INFORMATION SCREEN



VIEW CLOSED INCIDENTS SCREEN

List of CLOSED Incidents

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