



Computer Aided Dispatch (CAD) Guide

This guide explains some of the basics of the CAD module in iSOMS, such as putting units in-service or off-duty, creating a call for service (CFS), dispatching officers/units to a call, traffic stops, and more.

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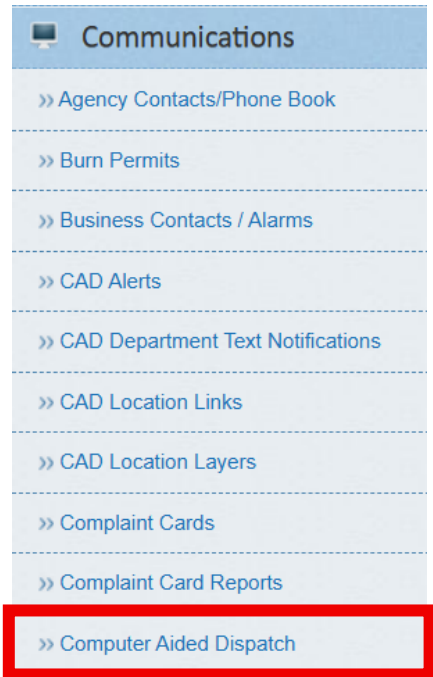
Computer Aided Dispatch (CAD) Guide

Computer Aided Dispatch: CAD

Begin on the iSOMS home screen.

Navigate to:

Communications → Computer Aided Dispatch



If you cannot click on **Computer Aided Dispatch** in the iSOMS menu, contact an administrator for permissions to access this module.





Computer Aided Dispatch (CAD) Guide

This will open the CAD screen. This screen displays all active calls for service, units on duty, and past calls.

Display														Call Selection														DEPARTMENTS														NOIC														CAD MENU													
All														Active Calls														<input type="checkbox"/> My Calls <input type="checkbox"/> Welfare Check Units Only																																									
CALL#	Date	REC	DIS	ENR	ARR	COM	Nature	CFS#	Location	Zone	Unit	Backup	Agency	Unit	Zone	Nature	Status	Time	Location / Last Traffic	Officer	CFS#	A/B	WC																																														
106	08/21	1044						723	757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE	A			BCSO	101			IN-SERVIC	1414	IN-SERVICE	TARRILLO																																																	
105	08/20	1352	1316				1068	722	418 W BROADWAY AVE		600	601 602	BCSO	112			IN-SERVIC	1347	IN-SERVICE	MORRIS, A																																																	
104	08/20	1350	1352	1506	1507		11-52	721	800 WATKINS RD		701	300	BCSO	114			IN-SERVIC	1400	IN-SERVICE	BUERCK, V																																																	
														478			IN-SERVIC	1109	IN-SERVICE	WILDER, D																																																	
														701		ROBBERY	ENROUTE	0955	800 WATKINS RD	CHAMBER, 721																																																	
														DEMO	M2		IN-SERVIC	1408	IN-SERVICE	DEMO ISO																																																	
														M1			IN-SERVIC	1143	IN-SERVICE	EMS, EMS	A																																																
														M2			IN-SERVIC	0652	IN-SERVICE	EMS, EMS	B																																																
														501	C5		IN-SERVIC	1347	IN-SERVICE	ENGLAND,																																																	
														502	C5		IN-SERVIC	1510	IN-SERVICE	WEST, WIL																																																	
														600		ABANDON	DISPATCH	1316	418 W BROADWAY AVE	HACKNEY, 722																																																	
														601		ABANDON	DISPATCH	1317	418 W BROADWAY AVE	HOARD, KI	722																																																
														602		ABANDON	DISPATCH	1317	418 W BROADWAY AVE	LAY, LARRY	722																																																
														605			IN-SERVIC	1619	IN-SERVICE	HOBBS, DI																																																	
														123			IN-SERVIC	1033	IN-SERVICE	LARRY LA																																																	
														500		ROBBERY	ON SCENE	1507	800 WATKINS RD	NEUBERT, 721																																																	
														603	CBU		IN-SERVIC	1400	IN-SERVICE	ELDER, MW																																																	
CFS#	Unit	Case#	Nature		Location		DIS	ENR	ARR	Start	End	COM	V																																																								
721	500	20250826721	ROBBERY IF		800 WATKINS		1506	1506	1507																																																												

TIP: iSOMS utilizes the **TAB** key to advance to the next field or to accept a lookup. The **ENTER** key will not work. You *must* use the **TAB** key or mouse to make your selections.





Computer Aided Dispatch (CAD) Guide

Performing Actions for Units

This section of the guide explains the different actions and buttons for units in CAD. This includes:

- Putting a unit in-service
- Logging units off-duty
- Dispatching to existing calls
- Marking units busy
- Marking units posted
- Marking units back in-service
- Setting units as ride-along
- Texting a unit
- Logging radio traffic for a unit

Default Color Scheme for Units:

Green – Available

101			IN-SERVIC
-----	--	--	-----------

Teal – Dispatched

600		ABANDON	DISPATCHI
-----	--	---------	-----------

Yellow – Enroute

701		ROBBERY	ENROUTE
-----	--	---------	---------

Red – Arrived

500		ROBBERY	ON-SCEN
-----	--	---------	---------



Computer Aided Dispatch (CAD) Guide

Logging a Unit for Service

To log a unit in-service, either use the keyboard **ALT-I** or select the **CAD Menu** button. If you press the **CAD Menu**, it will open the CAD Menu with several options.

						NCIC	CAD MENU		
Unit	Zone	Nature	Status	Time	Location / Last Traffic	Officer	CFS#	A/B	WC
101			IN-SERVICE	1414	IN-SERVICE				
112			IN-SERVICE	1347	IN-SERVICE				

Click **Unit In-Service** to open the *Unit Status Update* window:

- » Unit Panic
- » Citations
- » Warrants
- » Civil
- » Booking
- » Email
- » Search Name
- » Search Address
- » Search Vehicle
- » Search Id
- » BOLO
- » Extra Patrol
- » Pass On Log
- » Facility Shift Notes
- » Transport Order
- » CAD Alerts
- » Business Check
- » Add Scheduled Event
- » Map Active Calls
- » Map Active Location Hazards
- » New Card (INS)
- » Add 2 People 1 Vehicle (ALT-A)
- » Business Check (ALT-B)
- » Unit In-Service (ALT-I)
- » Unit In-Service (ALT-I)

Enter the **Unit** (officer) and any notes that need to be recorded. As an example, notes could be used for a car number if an officer is driving a car other than their assigned unit. The **Zone** can be updated once you are aware of the zone they are assigned. Select **Save** when your info is entered. (You can *tab* down to the **Save** button and hit *enter* on it or simply click it)

CAD Unit Status Update

Unit:

Status: In Service 10-08

Call:

In-Service Reason:

Note:

Zone:

Override Date: Override Time:

SAVE

CANCEL



Computer Aided Dispatch (CAD) Guide

Logging Units *Off-Duty*

Left click on the unit you want to log off duty. The window that appears will show info on that unit, including their most recent radio traffic, any calls they may currently be on, and other options.

Unit 101

DISPATCH CANCEL BUSY UPDATE LOCATION WELFARE CHECK RADIO TRAFFIC RADIO LOG

START TRANSPORT ADD CASE SET RIDE ALONG K9 K9 IND

OFF DUTY POSTED DESK COMPLETE

09/04/25 14:14:51 Desk Completed, Unit Not On Scene
Complete all units. [KCHAMBERS]
09/04/25 14:14:51 10-08 - IN-SERVICE [KCHAMBERS/]
09/04/25 14:14:19 DISPATCHED - DISPATCHED [KCHAMBERS/739]
09/04/25 14:14:07 10-98 - COMPLETED-CALL Complete all units. [KCHAMBERS/738]
09/04/25 14:14:07 10-08 - IN-SERVICE [KCHAMBERS/]
09/04/25 14:13:58 10-97 - ON-SCENE [KCHAMBERS/738]
09/04/25 14:13:48 ENROUTE - ENROUTE [KCHAMBERS/738]
09/04/25 14:13:24 DISPATCHED - DISPATCHED [KCHAMBERS/738]
09/03/25 14:18:05 Desk Completed, Unit Not On Scene
[HSHOREY]
09/03/25 14:18:05 10-08 - IN-SERVICE [HSHOREY/]
09/03/25 14:17:10 DISPATCHED - DISPATCHED [HSHOREY/735]

No Calls.

CLOSE

Select the **Off-Duty** button and the **Unit Status Update** window will open. The unit number will load, and you can simply click **Save** to log them off duty.

OFF DUTY

CAD Unit Status Update

Unit: DEMO DEMO ISOMS MOBILE UNIT Status: X Out Of Service 10-07 Call:

Note:

Override Date: Override Time:

SAVE CANCEL



Computer Aided Dispatch (CAD) Guide

Dispatching Units to Existing Calls

Left click on the unit you want to log off duty. Select the **Dispatch** button and the **Unit Status Update** window will open, with *Status* set to D – Dispatched to Call.

Unit 101

DISPATCH CANCEL BUSY UPDATE LOCATION WELFARE CHECK RADIO TRAFFIC RADIO LOG

START TRANSPORT ADD CASE SET RIDE ALONG K9 K9 IND

OFF DUTY POSTED DESK COMPLETE

09/04/25 14:14:51 Desk Completed, Unit Not On Scene
Complete all units. [KCHAMBERS]
09/04/25 14:14:51 10-08 - IN-SERVICE [KCHAMBERS/]
09/04/25 14:14:19 DISPATCHED - DISPATCHED [KCHAMBERS/739]
09/04/25 14:14:07 10-98 - COMPLETED-CALL Complete all units. [KCHAMBERS/738]
09/04/25 14:14:07 10-08 - IN-SERVICE [KCHAMBERS/]
09/04/25 14:13:58 10-97 - ON-SCENE [KCHAMBERS/738]
09/04/25 14:13:48 ENROUTE - ENROUTE [KCHAMBERS/738]
09/04/25 14:13:24 DISPATCHED - DISPATCHED [KCHAMBERS/738]
09/03/25 14:18:05 Desk Completed, Unit Not On Scene
[HSHOREY]
09/03/25 14:18:05 10-08 - IN-SERVICE [HSHOREY/]
09/03/25 14:17:10 DISPATCHED - DISPATCHED [HSHOREY/735]

No Calls.

CLOSE

DISPATCH

The unit number will load, and you will automatically be on the **Call** field. Type the number of the call you want to dispatch this unit to and then click **Save**.

Alternatively, you can press **ALT-U** on the keyboard. You will need to select the unit number when using this method, then add the call number, and **Save**.

CAD Unit Status Update

Unit: DEMO DEMO ISOMS MOBILE UNIT Status: D Dispatched To Call DISPATCHED Call

Note:

Zone:

Mileage:

Override Date: Override Time:

SAVE CANCEL



Computer Aided Dispatch (CAD) Guide

Call

106 null 757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE

105 1068 418 W BROADWAY AVE

104 11-52 800 WATKINS RD

Call

106 null 757 PARKWAY ST #106 - 5 O'CLOCK ✕ ▼

CAD Unit Status Update

Unit: DEMO 🔍 DEMO ISOMS MOBILE UNIT Status: D Dispatched To Call DISPATCHED ✕ ▼ Call: 106 null 757 PARKWAY ST #106 - 5 O'CLOCK ✕ ▼

Note:

Zone: ▼

Mileage: ▼

Override Date: 📅 Override Time: ▼

SAVE CANCEL

SAVE

Unit:

DEMO M2 DISPATCHI

Call:

CALL#	Date	REC	DIS	ENR	ARR	COM	Nature	CFS#	Location	Zone	Unit	Backup	Agency
106 🕒	08/21	1044	1113					723	757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE	A	DEMO		BCSO



Computer Aided Dispatch (CAD) Guide

Marking Units *Busy*

If you select the **Busy** button (on a given unit's window), it will open the Unit Status Update Screen.

Unit DEMO

DISPATCH

CANCEL

BUSY

UPDATE LOCATION

WELFARE CHECK

RADIO TRAFFIC

RADIO LOG

START TRANSPORT

ADD CASE

SET RIDE ALONG

K9

K9 IND

OFF DUTY

POSTED

DESK COMPLETE

09/10/25 11:13:59 OTHER TRAFFIC - CANCEL [SWHITE/723]

09/10/25 11:13:59 10-08 - IN-SERVICE [SWHITE/]

09/10/25 11:13:43 DISPATCHED - DISPATCHED [SWHITE/723]

09/10/25 11:13:24 10-08 - IN-SERVICE [SWHITE/]

09/10/25 11:13:24 OTHER TRAFFIC - CANCEL [SWHITE/723]

09/10/25 11:13:00 DISPATCHED - DISPATCHED [SWHITE/723]

08/20/25 14:08:25 10-08 - IN-SERVICE [DEMO/]

CALL#	Nature	CFS#	Location
106		723	757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE

CLOSE

BUSY

CAD Unit Status Update

Unit:
DEMO

DEMO ISOMS MOBILE UNIT

Status
B Busy 10-06

Reason:

House #:

Direction:

Street:

Apt/Lot #:

City:

State:

ZIP Code:

Intersection:

Zone:

ESN:

County:

Business/Common Name:

School:

Note:

Override Date:

Override Time:

SAVE

CANCEL



Computer Aided Dispatch (CAD) Guide

You can enter the reason they are busy, their location, and any notes.

CAD Unit Status Update

Unit: DEMO Q DEMO ISOMS MOBILE UNIT

Status: B Busy 10-06 X

Reason: MEAL X

House #: 123

Direction: CHICKEN ST X

Apt/Lot #: KNOX X

City: TN X

State: 37912 X

ZIP Code:

Intersection:

Zone:

ESN:

County:

Business/Common Name: CHICK-FIL-A

School: v

Note:

Override Date:

Override Time:

SAVE
CANCEL

If it is a business, you can enter the business name and it will bring up a selection. When you select the correct business, and click **OK**, the address, city, state, zip code, and zone will be populated.

CAD Geo Code Address

	Business	House Number	Street	Zone	City	State	ZipCode	ESN	Map Grid	Police District	Fire District	EMS District
<input checked="" type="checkbox"/>	MCDONALDS	745	PARKWAY ST	A	MARYVILLE							
<input type="checkbox"/>	MCDONALDS GALLERIES	450	PARKWAY ST	B	MARYVILLE							
<input type="checkbox"/>	MCDONALDS RESTURANT	1353	EAST PARKWAY C	C	MARYVILLE							
<input type="checkbox"/>	RJ MCDONALDS GALLERY	450	PARKWAY ST	B	MARYVILLE							

OK
CANCEL

CAD Unit Status Update

Unit: DEMO Q DEMO ISOMS MOBILE UNIT

Status: B Busy 10-06 X

Reason: TRAFFIC X

House #: 745

Direction: PARKWAY ST X

Apt/Lot #: MARYVILLE X

City: X

State: X

ZIP Code:

Intersection:

Zone: UPPER END X

ESN:

County: X

Business/Common Name: MCDONALDS

School: v

Appearance on the Units section of the main screen:

DEMO	M2		BUSY	1400
------	----	--	------	------



Computer Aided Dispatch (CAD) Guide

Marking Units *Posted*

You can mark units as posted by hitting the **Posted** button after click on a unit.

Unit DEMO

DISPATCH

CANCEL

BUSY

UPDATE LOCATION

WELFARE CHECK

RADIO TRAFFIC

RADIO LOG

START TRANSPORT

ADD CASE

SET RIDE ALONG

K9

K9 IND

OFF DUTY

POSTED

DESK COMPLETE

09/10/25 11:13:59 OTHER TRAFFIC - CANCEL [SWHITE/723]

09/10/25 11:13:59 10-08 - IN-SERVICE [SWHITE/]

09/10/25 11:13:43 DISPATCHED - DISPATCHED [SWHITE/723]

09/10/25 11:13:24 10-08 - IN-SERVICE [SWHITE/]

09/10/25 11:13:24 OTHER TRAFFIC - CANCEL [SWHITE/723]

09/10/25 11:13:00 DISPATCHED - DISPATCHED [SWHITE/723]

08/20/25 14:08:25 10-08 - IN-SERVICE [DEMO/]

CALL#	Nature	CFS#	Location
106		723	757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE

CLOSE

POSTED

Posted is similar to *Busy*. *Posted* will log an officer conducting a specific duty, such as conducting school walkthroughs, running radars, THSO details, security, or other special duties.

CAD Unit Status Update

Unit: DEMO

DEMO ISOMS MOBILE UNIT

Status: PAT Posted At Location POSTED

Reason:

House #:

Direction:

Street:

Apt/Lot #:

City:

State:

ZIP Code:

Intersection:

Zone:

ESN:

County:

Business/Common Name:

School:

Note:

Override Date:

Override Time:

SAVE

CANCEL



Computer Aided Dispatch (CAD) Guide

Like other statuses, you can enter the reason they are posted, their location, and any notes. If it is a business, you can enter the business name and it will bring up a selection. When you select the correct business, and click **OK**, the address, city, state, zip code, and zone will be populated. (to see pictures of this, see *Marking Units Busy* on page 9.)

CAD Unit Status Update

Unit:
DEMO

Q DEMO ISOMS MOBILE UNIT

Status
PAT Posted At Location POSTED

Reason:
EMS TRAFFIC

House #:
123

Direction:
N CEDAR ST

Apt/Lot #:
KNOX

City:
TN

State:
37912

ZIP Code:
N

Intersection:
NORTH INTERSECTION

Zone:
ESN:

County:

Business/Common Name:

School:

Note:
NOTES HERE

Override Date:

Override Time:

SAVE

CANCEL

Appearance on the **Unit** section of the main screen:

DEMO	M2		POSTED	1359
------	----	--	--------	------



Computer Aided Dispatch (CAD) Guide

Marking Units *Back In-Service*

If a unit was posted, busy, etc., and you need to log it back in-service, simply click the unit on the main screen, click **Back In Service**, and they will return to *In-Service* on the main screen.

Unit DEMO

BACK IN SERVICE DISPATCH CANCEL BUSY UPDATE LOCATION WELFARE CHECK RADIO TRAFFIC RADIO LOG

START TRANSPORT ADD CASE SET RIDE ALONG K9 K9 IND

OFF DUTY POSTED DESK COMPLETE

09/10/25 14:04:39 10-06 - BUSY Setting unit DEMO location to for . [SWHITE/]
09/10/25 14:02:49 10-08 - IN-SERVICE [SWHITE/]
09/10/25 14:00:53 10-06 - BUSY Setting unit DEMO location to for . [SWHITE/]
09/10/25 14:00:49 10-08 - IN-SERVICE [SWHITE/]
09/10/25 13:59:55 POSTED - POSTED Setting unit DEMO location to 123 N CEDAR ST KNOX
TENNESSEE NORTH INTERSECTION for EMS TRAFFIC. NOTES HERE [SWHITE/]
09/10/25 11:13:59 10-08 - IN-SERVICE [SWHITE/]
09/10/25 11:13:59 OTHER TRAFFIC - CANCEL [SWHITE/723]
09/10/25 11:13:43 DISPATCHED - DISPATCHED [SWHITE/723]
09/10/25 11:13:24 10-08 - IN-SERVICE [SWHITE/]
09/10/25 11:13:24 OTHER TRAFFIC - CANCEL [SWHITE/723]
09/10/25 11:13:00 DISPATCHED - DISPATCHED [SWHITE/723]
08/20/25 14:08:25 10-08 - IN-SERVICE [DEMO/]

CALL#	Nature	CFS#	Location
106		723	757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE

CLOSE

BACK IN SERVICE

If you want, you can add an **In-Service Reason** and/or **Note**, or you can just hit **Save** if you don't need to log any additional information.

CAD Unit Status Update

Unit: DEMO DEMO ISOMS MOBILE UNIT Status: In Service 10-08 Call

In-Service Reason:

Note:

Zone:

Override Date: Override Time:

SAVE CANCEL

Main Screen When Returning In-Service from Posted:





Computer Aided Dispatch (CAD) Guide

Setting Units as *Ride-Along*

Sometimes you will want to place two officers as one unit. To do this, you will set them as a ride-along. This is used, for example, when a recruit is with their FTO. Once set as a ride-along, assigning one to a call will assign the other to the same call.

Click the officer on the unit section of the main that you want to assign to ride with the other officer. (For example, select the recruit.) Then click **Set Ride Along** and choose the officer that they will be riding with.

Unit DEMO

DISPATCH CANCEL BUSY UPDATE LOCATION WELFARE CHECK RADIO TRAFFIC RADIO LOG

START TRANSPORT ADD CASE SET RIDE ALONG K9 K9 IND

OFF DUTY POSTED DESK COMPLETE

09/10/25 14:06:33 10-08 - IN-SERVICE [SWHITE/]
09/10/25 14:04:39 10-06 - BUSY Setting unit DEMO location to for . [SWHITE/]
09/10/25 14:02:49 10-08 - IN-SERVICE [SWHITE/]
09/10/25 14:00:53 10-06 - BUSY Setting unit DEMO location to for . [SWHITE/]
09/10/25 14:00:49 10-08 - IN-SERVICE [SWHITE/]
09/10/25 13:59:55 POSTED - POSTED Setting unit DEMO location to 123 N CEDAR ST KNOX
TENNESSEE NORTH INTERSECTION for EMS TRAFFIC. NOTES HERE [SWHITE/]
09/10/25 11:13:59 10-08 - IN-SERVICE [SWHITE/]
09/10/25 11:13:59 OTHER TRAFFIC - CANCEL [SWHITE/723]
09/10/25 11:13:43 DISPATCHED - DISPATCHED [SWHITE/723]
09/10/25 11:13:24 10-08 - IN-SERVICE [SWHITE/]
09/10/25 11:13:24 OTHER TRAFFIC - CANCEL [SWHITE/723]
09/10/25 11:13:00 DISPATCHED - DISPATCHED [SWHITE/723]

CALL#	Nature	CFS#	Location
106		723	757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE

CLOSE

SET RIDE ALONG

Ride Along With Unit

101	112	114	478
M1	M2	501	502
605	123	603	

CANCEL

DEMO M2 IN-SERVIC 1406 Ride Along M1: IN-SERV



Computer Aided Dispatch (CAD) Guide

To remove ride along status, simply return to the unit and click **Clear Ride Along**:

Unit DEMO riding with M1

DISPATCH CANCEL BUSY UPDATE LOCATION WELFARE CHECK RADIO TRAFFIC RADIO LOG

START TRANSPORT ADD CASE SET RIDE ALONG **CLEAR RIDE ALONG** K9 K9 IND

OFF DUTY POSTED DESK COMPLETE

09/10/25 14:14:47 RIDE-ALONG-TENCODE-ASSIGN - Unit DEMO assigned as ride along with M1. [SWHITE/]
09/10/25 14:06:33 10-08 - IN-SERVICE [SWHITE/]
09/10/25 14:04:39 10-06 - BUSY Setting unit DEMO location to for . [SWHITE/]
09/10/25 14:02:49 10-08 - IN-SERVICE [SWHITE/]
09/10/25 14:00:53 10-06 - BUSY Setting unit DEMO location to for . [SWHITE/]
09/10/25 14:00:49 10-08 - IN-SERVICE [SWHITE/]
09/10/25 13:59:55 POSTED - POSTED Setting unit DEMO location to 123 N CEDAR ST KNOX TENNESSEE NORTH INTERSECTION for EMS TRAFFIC. NOTES HERE [SWHITE/]
09/10/25 11:13:59 OTHER TRAFFIC - CANCEL [SWHITE/723]
09/10/25 11:13:59 10-08 - IN-SERVICE [SWHITE/]
09/10/25 11:13:43 DISPATCHED - DISPATCHED [SWHITE/723]
09/10/25 11:13:24 10-08 - IN-SERVICE [SWHITE/]

CALL#	Nature	CFS#	Location
106		723	757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE

CLOSE

CLEAR RIDE ALONG

Clear Ride Along

Are you sure you want to clear the ride along?

YES CANCEL


Result on unit section of main screen:

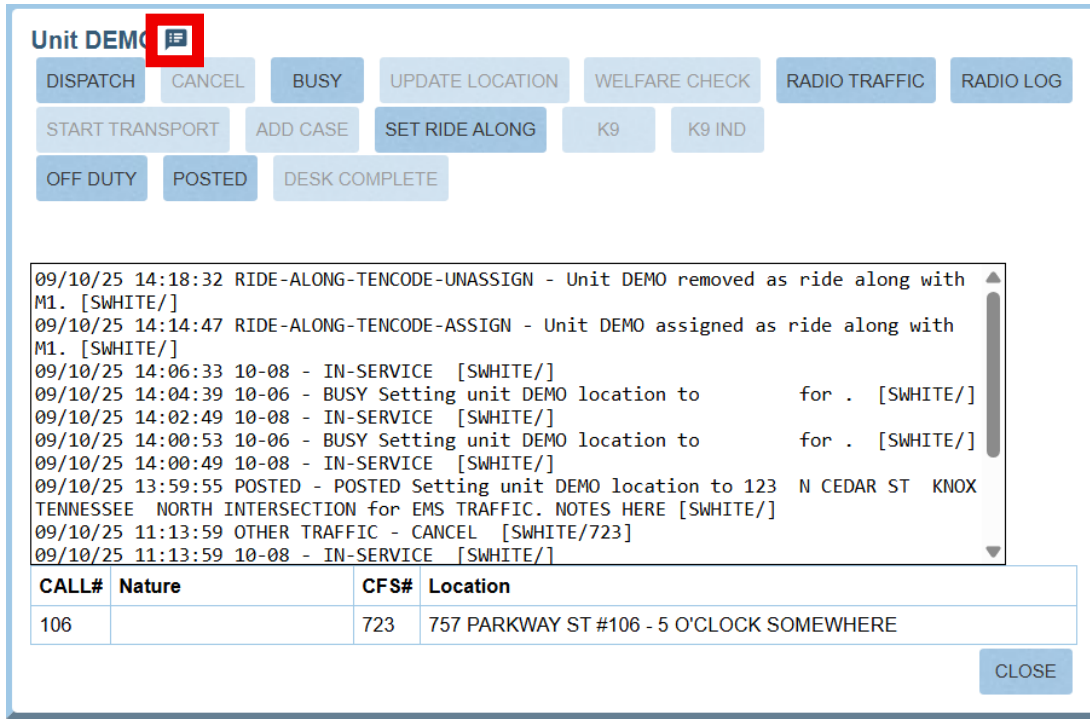
DEMO M2 IN-SERVIC




Computer Aided Dispatch (CAD) Guide

Texting a Unit

You can send a direct text to a unit in CAD. Select a unit and you will see the message () icon next to their unit number. Click that icon to open a dialog to send them a text message.



Unit DEMO 

DISPATCH CANCEL BUSY UPDATE LOCATION WELFARE CHECK RADIO TRAFFIC RADIO LOG

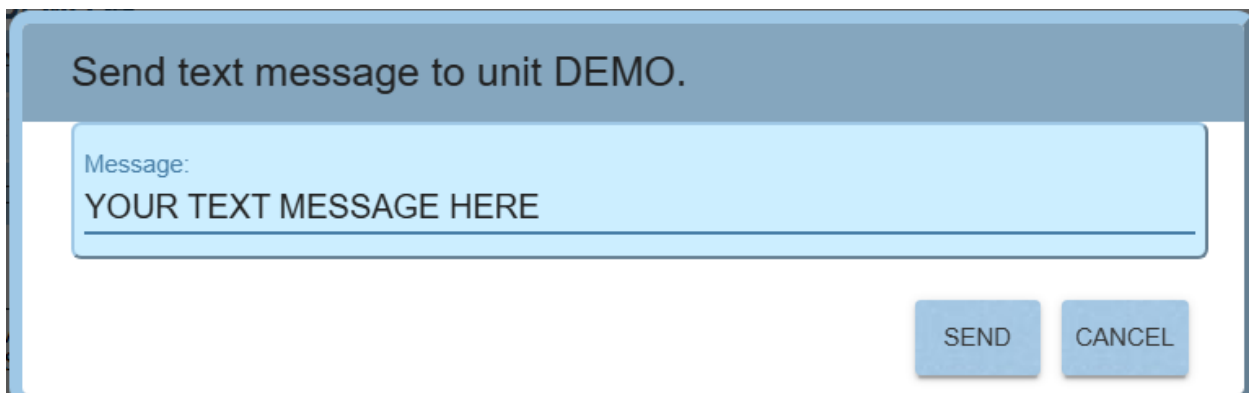
START TRANSPORT ADD CASE SET RIDE ALONG K9 K9 IND

OFF DUTY POSTED DESK COMPLETE

09/10/25 14:18:32 RIDE-ALONG-TENCODE-UNASSIGN - Unit DEMO removed as ride along with M1. [SWHITE/]
09/10/25 14:14:47 RIDE-ALONG-TENCODE-ASSIGN - Unit DEMO assigned as ride along with M1. [SWHITE/]
09/10/25 14:06:33 10-08 - IN-SERVICE [SWHITE/]
09/10/25 14:04:39 10-06 - BUSY Setting unit DEMO location to for . [SWHITE/]
09/10/25 14:02:49 10-08 - IN-SERVICE [SWHITE/]
09/10/25 14:00:53 10-06 - BUSY Setting unit DEMO location to for . [SWHITE/]
09/10/25 14:00:49 10-08 - IN-SERVICE [SWHITE/]
09/10/25 13:59:55 POSTED - POSTED Setting unit DEMO location to 123 N CEDAR ST KNOX TENNESSEE NORTH INTERSECTION for EMS TRAFFIC. NOTES HERE [SWHITE/]
09/10/25 11:13:59 OTHER TRAFFIC - CANCEL [SWHITE/723]
09/10/25 11:13:59 10-08 - IN-SERVICE [SWHITE/]

CALL#	Nature	CFS#	Location
106		723	757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE

CLOSE



Send text message to unit DEMO.

Message:

YOUR TEXT MESSAGE HERE

SEND CANCEL

You can type your message in this window and it will go to that specific officer. They can not reply via text message.



Computer Aided Dispatch (CAD) Guide

Logging Radio Traffic for a Unit

If you want to log radio traffic, simply select the **Radio Traffic** button (on a given unit's window).

Unit DEMO

DISPATCH CANCEL BUSY UPDATE LOCATION WELFARE CHECK **RADIO TRAFFIC** RADIO LOG

START TRANSPORT ADD CASE SET RIDE ALONG K9 K9 IND

OFF DUTY POSTED DESK COMPLETE

CAD Radio Traffic

Unit: DEMO DEMO ISOMS MOBILE UNIT Ten Code

Override Date: Override Time:

Zone:

Note:

Last Radio Traffic

- 09/10/2025 14:18 [SWHITE] - Unit DEMO removed as ride along with M1.
- 09/10/2025 14:14 [SWHITE] - Unit DEMO assigned as ride along with M1.
- 09/10/2025 14:06 [SWHITE] -
- 09/10/2025 14:04 [SWHITE] - Setting unit DEMO location to for .
- 09/10/2025 14:02 [SWHITE] -
- 09/10/2025 14:00 [SWHITE] - Setting unit DEMO location to for .
- 09/10/2025 14:00 [SWHITE] -
- 09/10/2025 13:59 [SWHITE] - Setting unit DEMO location to 123 N CEDAR ST KNOX TENNESSEE NORTH

SAVE CANCEL

You can enter the radio traffic in this window by adding the *Ten Code* and any desired *Note*. Then click **Save** to log the radio traffic. The last (most recent) radio traffic will be displayed in the lower portion of this window.

CAD Radio Traffic

Unit: DEMO DEMO ISOMS MOBILE UNIT Ten Code REGISTRATION QUEF X

Override Date: Override Time:

Zone:

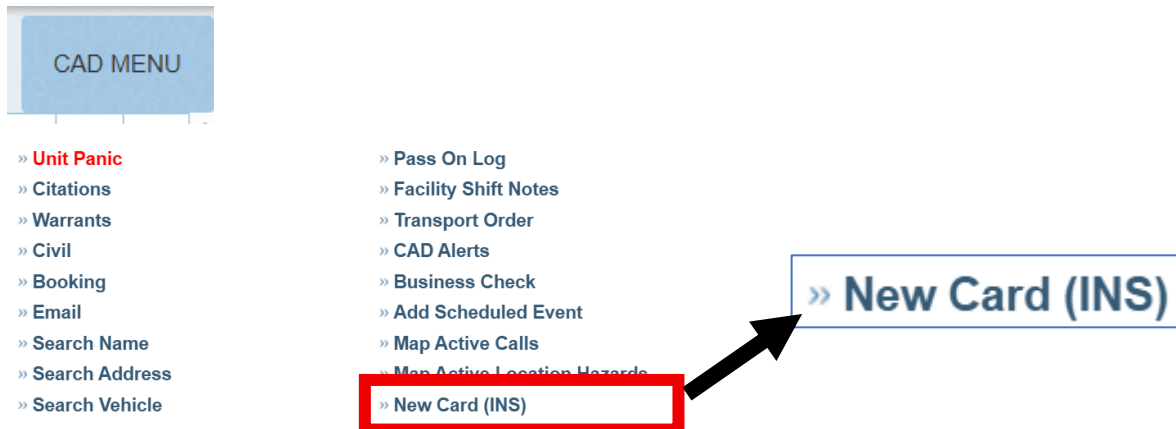
Note: NOTE HERE



Computer Aided Dispatch (CAD) Guide

Creating a Call for Service

To create a call for service while on the main screen, press the **INSERT** key or click **CAD MENU** → **NEW CARD**.



Every Call for Service has a unique *Call for Service* number. The card opens on the Incident Information box. There is also the Call Type box (press **ALT-2** to change focus there) and Caller Information box (**ALT-3** to change focus there).

If you know the business, you can skip to the **Business / Common Name** field and enter that. If found, it will auto-populate the address and zone. Otherwise enter the address manually.

The image shows a screenshot of the CAD Complaint Card History: View Record form. The form is divided into several sections. At the top, there are buttons for LOOKUP, NEW CFS, NEW CLOSED CFS, REPEAT AS SCHEDULED CALL, AUDITS, MAPS, and BACK TO SE. Below these are navigation buttons: << FIRST, < PRIOR, NEXT >, LAST >>, SAVE, and DELETE. The main section is titled 'Scheduled: Received: 09/11/2025 15:02 Dispatched: EnRoute: On Scene: Complete'. Below this is a 'Call For Service #' field with the value 747. There are buttons for SITE DANGER, TRANSFER CARD, NEW CARD FROM ADDRESS, REACTIVATE CARD, and START PROTOCOL. The 'Incident Information (Alt-1):' section contains fields for House # (745), Direction (PARKWAY ST), Apt/Lot # (MARYVILLE), City (TN), State (37801), Zone (UPPER END), ESN (BLOUNT), County, Latitude, and Longitude. There are also buttons for COPY ADDRESS TO CALLER and VIEW BUSINESS. The 'Call Type (Alt-2):' section contains fields for Nature of Complaint (PHONE) and Priority (ROUTINE CALL). The 'Caller Information (Alt-3):' section contains fields for Last Name, First Name, Middle Name, Jr/Sr, Phone # (865-436-6413), ANI/ALI (CALLS), Latitude, and Longitude. There are also buttons for ADE and Rapid SOS.



Computer Aided Dispatch (CAD) Guide

Incident Information (Alt-1):

House #:	Direction:	Street:	Apt/Lot #:	City:	State:	ZIP Code:
745		PARKWAY ST		MARYVILLE	TN	37801
Intersection:		Zone:	ESN:	County:	Latitude: Longitude:	
		UPPER END		BLOUNT		
Business/Common Name:		Subdivision/Area/Building Complex:				
MCDONALDS						

If the caller is calling from the same location as the incident, you can press **Copy Address to Caller** and the information will copy from the incident to caller information box. Then all you will have to enter is the name and make sure the phone number is correct.

COPY ADDRESS TO CALLER

Caller Information (Alt-3):

Last Name:				First Name:	Middle Name:	Jr/Sr:	Phone #:	ANI/ALI:	
								CALLS Latitude: Longitude:	
House #:	Direction:	Street:	Apt/Lot #:	City:	State:	ZIP Code:			
County:	Latitude:		Longitude:		Business/Common Name:		Rapid SOS:		
							ADE <input type="button" value="Rapid SOS"/> Latitude: Longitude:		

Caller Information (Alt-3):

Last Name:				First Name:	Middle Name:	Jr/Sr:	Phone #:	ANI/ALI:	
							865-436-6413	CALLS Latitude: Longitude:	
House #:	Direction:	Street:	Apt/Lot #:	City:	State:	ZIP Code:			
745		PARKWAY ST		MARYVILLE	TN	37801			
County:	Latitude:		Longitude:		Business/Common Name:		Rapid SOS:		
BLOUNT					MCDONALDS		ADE <input type="button" value="Rapid SOS"/> Latitude: Longitude:		

For *Call Type*, you must enter the **Nature of Complaint** and **How Received**.

Call Type (Alt-2):

Nature of Complaint:	How Received:	Priority:
ACCIDENT ACCI	PHONE	ROUTINE CALL

When finished, click **Save** at the top of the screen. This will make the tab into a CFS History tab, so if you need to return to the main screen, close it or press **ESC** to close it.

CAD Complaint Card History: View Record

<< FIRST < PRIOR NEXT > LAST >>

Scheduled: **Received:** 09/10/2025 22:42 **Dispatched:** **EnRoute:** **On Scene:**

Call For Service #: 746 ☐ Monitor Card

SAVE



Computer Aided Dispatch (CAD) Guide

CAD Display Options

Your most recent complaint cards will appear at the top of the call section of the main CAD screen.

Display

Call Selection

All

Active Calls

DEPARTMENTS

☐ My Calls

☐ Welfare Check Units Only

CALL#	Date	REC	DIS	ENR	ARR	COM	Nature	CFS#	Location	Zone	Unit	Backup	Agency
123	09/10	2242						746					BCSO
106	08/21	1044						723	757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE	A			BCSO
105	08/20	1352	1316				1068	722	418 W BROADWAY AVE		600	601 602	BCSO
104	08/20	1350	1352	1506	1507		11-52	721	800 WATKINS RD		701	500	BCSO

Display

All

Display determines what you show on the main CAD screen. By default everything shows: Calls, Units, Tows, Tones, and Cases. You can limit it to certain options, such as *Calls & Units* or *Calls Only*.

All

Calls And Units

Calls Only

Units/Tows/Tones/Cases

Call Selection

Active Calls

Call Selection lets you choose which calls to display, including *Active Calls*, *Last 12/24/48/72 Hours*, *Last Week*, or *Scheduled Calls*. By default, it is set to **Active Calls** so you can see all calls that have yet to be disposed.

Active Calls

Last 12 Hours

Last 24 Hours

Last 48 Hours

Last 72 Hours

Last Week

Scheduled Calls

DEPARTMENTS

☐ My Calls ☐ Welfare Check Units Only

Departments allows you to change what departments are displayed: our recommendation is to leave it on the default of *All Departments*.



Computer Aided Dispatch (CAD) Guide

Dispatching an Officer to a Call

To assign an officer, you can select an officer from the available units screen to dispatch as a primary unit.

Unit	Zone	Nature	Status	Time
101			IN-SERVIC	1414
DEMO	M2		IN-SERVIC	1406



The button in the top left corner of the unit window will change along with the status of the complaint. The first option will be **Dispatch**. Select the **Call**, add any notes, and save. Once done, the color for that call will turn teal.

Call: 123 ⓘ 09/10 2242 1052

Unit: DEMO M2 DISPATCHI

The second button will be **Enroute** and will turn the call/unit yellow.

Call: 123 ⓘ 09/10 2242 1052 1059

Unit: DEMO M2 ENROUTE

The third is **Arrive** on scene and will be red.

Call: 123 ⓘ 09/10 2242 1052 1059 1101

Unit: DEMO M2 ON-SCE

The fourth is **Complete** and requires a disposition.

The call will remove (if on *Active Call* view) and unit will go green (in service again).

Call: *Gone from Screen (ACTIVE CALLS)*

Unit: DEMO M2 IN-SERVIC



Computer Aided Dispatch (CAD) Guide

Miscellaneous

If a unit runs a driver license, wanted check or registration check, that information can be copied and pasted into **Radio Traffic** only.

If you have two officers together and assign either unit to a call for service, both will be logged. The primary unit can be changed by selecting the primary on the call. You can then select who you want to be the primary unit. (See page 14 for *Setting Units as Ride-Along*.) Radio traffic for a ride along can be run specifically for them by going to their unit on the unit screen.

You can only assign one officer at a time to a call.



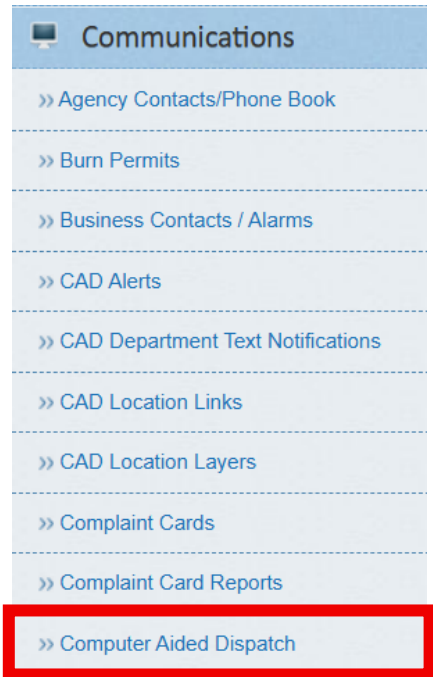
Computer Aided Dispatch (CAD) Guide

Shift Activity Report

To print your shift activity report, begin on the iSOMS home screen.

Navigate to:

Communications → Complaint Aided Dispatch



Now select **Case Numbers Generated Lists** from the report options.





Computer Aided Dispatch (CAD) Guide

Typically, in the first field, *Report Style*, Case Listing will be set. This is the *Report Style* you want for your shift activity report.

Calls For Service Reporting: CAD Case Reports

Report Style
Case Listing

Enter your date and time frame that you want the report for in **Received Date** and **Report Time**; for example: 0600-1800 or 1800-0600.

Report Time From(HHMM): 0600
Report Time Through(HHMM): 1800

At this point, you can either view the file in your browser, download the report to the computer, or email the report to specific employees or to groups.

Once you verify that your report printed correctly (see below), you can close that tab and email the report to anyone requesting the report. We would ask that the report be emailed at the end of each shift to the Administration Group. This will take the place of the paper reports.



YOUR AGENCY

CAD Case Listing

Received Dates From 08/26/2025 Through 08/26/2025

Page 1 of 1

Received Date	CFS #	Case Number	Dept	Unit	Nature	Incident Address	Incident City
08/26/2025 11:09:01	726	202500006	MEDT	M1		1905 HIGH PARK CIR	MARYVILLE
08/26/2025 11:15:35	727	202500007	MEDT	M1	1065O	800 WATKINS RD	No City
08/26/2025 15:07:33	732	20250826732	MPD	502	911 HANG U	500 CABIN RIDGE RD	WABASH
08/26/2025 15:16:45	733	20250826733	MPD	101	333	325 GEORGE FRALEY PARKWAY	WINCHESTER

Total Cases Generated:

4

Email Report

Email:

Email Group:

ADMINISTRATION (FOR CAD)



Subject:

☐ Copy Email To Yourself

Body:

SEND

⌚TIMESTAMP

CANCEL

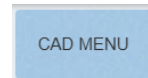


Computer Aided Dispatch (CAD) Guide

Traffic Stops

Traffic stops will be logged in iSOMS using either:

- 1) The **CAD Menu** at the top right of the CAD Screen and select **Traffic Stop**.



- » NCIC Check (ALT-Q)
- » Radio Traffic (ALT-R)
- » **Traffic Stop (ALT-S)**
- » Toneout (ALT-T)
- » Toneout+ (CTRL-ALT-T)

- 2) The shortcut on the keyboard **ALT-S**

This will open the **Add Traffic Stop** screen:

CAD Complaint Card: Add Traffic Stop

Stop Date: 09/13/2025 Time: 15:36:29 ☒ Mark As Arrived ☐ K9 Used

(Alt-1):

Unit:

(Alt-2):

Vehicle Tag: License State: License Year: License Month: VIN #:

Model Year: Vehicle Make: Vehicle Model: Vehicle Color: Vehicle Style:

Location Information (Alt-3):

House #: Direction: Street: City: State: ZIP Code:

Intersection: Zone: ESN: County: Latitude: Longitude:

Business/Common Name: Subdivision/Area/Building Complex:

Nature of Complaint: **TRAFFIC STOP** X How Received: Priority:



Computer Aided Dispatch (CAD) Guide

First you will need to enter the **Unit**:

(Alt-1):

Unit:
603 ELDER, MARTIN

Then enter the vehicle information:

(Alt-2):

Vehicle Tag: 555AAAA	License State: TN	License Year: 2025	License Month: 08	VIN #: 12345
Model Year: 2008	Vehicle Make: FORD	Vehicle Model: TAURUS	Vehicle Color: RED	Vehicle Style: SEDAN

Finally, enter the location information of the stop. Once you **press ADD**, this will automatically set the *received*, *dispatched*, *enroute*, and *on-scene* times.

Location Information (Alt-3):

House #: 123	Direction: VOLUNTEER DR	City: KNOX	State: TN	ZIP Code: 37912	
Intersection:	Zone: 	ESN:	County: 	Latitude:	Longitude:
Business/Common Name: NEYLAND STADIUM		Subdivision/Area/Building Complex: 			
Nature of Complaint: TRAFFIC STOP		How Received: 		Priority: 	

CAD Complaint Card: Add Traffic Stop

Stop Date:
09/13/2025

Time:
15:36:29 ☒ Mark As Arrived ☐ K9 Used

(Alt-1):

Unit:
603 ELDER, MARTIN



Computer Aided Dispatch (CAD) Guide

Then to add the radio traffic information, return to the CAD main screen, click the unit from the unit list, and click **Radio Traffic**.

(You can also press **ALT-R** but you will have to enter the unit number.)

603

CBU

TRAFFIC S

ON-SCENE

RADIO TRAFFIC

CAD Radio Traffic

Unit:
603

ELDER, MARTIN

Ten Code

Override Date:

Override Time:

Zone:

Note:

Last Radio Traffic
09/13/2025 15:36 [SWHITE] -
09/13/2025 15:36 [SWHITE] - TN/555AAAA // 2025 Vehicle: 2008/555AAAA Color: RED Make: FORD Model: TAURUS
Style: SEDAN

To add a person you can use the Person Check (**ALT-P**). It will open the tab below for you to add people to the call.

CAD Complaint Card: Add Person

Check Date:
09/14/2025

Time:
22:45:16

Unit:

Last Name:

First Name:

Middle Name:

Jr/Sr:

House #:

Direction:

Street:

Apt/Lot #:

City:

Race:

Sex:

Hair Color:

DL State:

Driver License #:

Class:

Expiration Date:

Restriction:

Traffic Code:
NO D.L.

How Related:
12 GA

Notes:

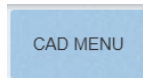


Computer Aided Dispatch (CAD) Guide

Officer Initiated Calls

When an officer initiates a call for service, you can log it using the following options:

- 1) The **CAD Menu** at the top right of the CAD Screen and select **Officer Initiated Call**.



- » **Officer Initiated Call (ALT-O)**
- » **Officer Initiated Call+ (CTRL-ALT-O)**
- » **Person Check (ALT-P)**
- » **NCIC Check (ALT-Q)**

- 2) The shortcut on the keyboard **ALT-O**

This will open the **Add Officer Initiated Call** screen.

CAD Complaint Card: Add Officer Initiated

(Alt-1):

Unit: Received Date: Time: ☒ Mark As Enroute ☒ Mark As Arrived ☐ K9 Used

(Alt-2):

Vehicle Tag: License State: License Year: License Month: VIN #:

Model Year: Vehicle Make: Vehicle Model: Vehicle Color: Vehicle Style:

Location Information (Alt-3):

House #: Direction: Street: Apt/Lot #: City: State: ZIP Code:

Intersection: Zone: ESN: County: Latitude: Longitude:

Business/Common Name: Subdivision/Area/Building Complex:

Nature of Complaint: How Received: Priority:



Computer Aided Dispatch (CAD) Guide

First you will need to enter the **Unit** (and change the **Received Date and Time** if needed)

(Alt-1):

Unit:	Received Date:	Time:
603	09/15/2025	09:52:58
Q ELDER, MARTIN		

Then enter any vehicle information if needed:

(Alt-2):

Vehicle Tag:	License State:	License Year:	License Month:	VIN #:
555AAAA	TN	2025	08	12345
Model Year:	Vehicle Make:	Vehicle Model:	Vehicle Color:	Vehicle Style:
2008	FORD	TAURUS	RED	SEDAN

Now enter the location information of the stop. If the incident occurred at a business, you can get it to autofill by using the *Business/Common Name* field. Just type the name of the business and it will search for the business.

Location Information (Alt-3):

House #:	Street:	City:	State:	ZIP Code:
123	VOLUNTEER DR	KNOX	TN	37912
Direction:				
Intersection:	Zone:	ESN:	County:	Latitude:
Business/Common Name:	Subdivision/Area/Building Complex:			
NEYLAND STADIUM				

Finally, add the **Nature of Complaint** and any **Notes**.

Nature of Complaint:	How Received:	Priority:
ABANDONED VEHICLE 1068		
Notes:		
NOTES HERE		

When finished, press **ADD** to log the call.

CAD Complaint Card: Add Officer Initiated

ADD REPORTS MAINTAIN FILES

(Alt-1):

Unit:	Received Date:	Time:	Mark As Enroute
603	09/15/2025	09:52:58	<input checked="" type="checkbox"/>
Q ELDER, MARTIN			
<input checked="" type="checkbox"/> Mark As Arrived	<input type="checkbox"/> K9 Used		



Computer Aided Dispatch (CAD) Guide

Adding Additional Information to a Complaint Card

To open a complaint card, click on it from the main screen and hit **View**, or simply leave the tab open when you create it.

CALL#	Date	REC	DIS	ENR	ARR	COM	Nature
106	08/21	1044					
105	08/20	1352	1316				1068

Once opened, you can add additional information such as a person or vehicle by using the tabs along the bottom of screen. Scroll down to see the list of tabs. The three we will cover in this guide are how to add **Persons**, how to add **Vehicles**, and how to **Schedule a Call**.



Computer Aided Dispatch (CAD) Guide

Adding Persons to a Complaint Card

Persons

To add a person, select the **Persons** tab. Here you can see current persons (if any) that are connected to a call. Double-click a table entry to edit, view, or delete it.

1 Person										EXPORT GRID TO FILE	ADD PERSON
Entry Date	How Involved	Relationship	Last Name	First Name	Middle	Post Name	DOB	Age	Home Phone		
09/15/2025	AGENT		HOLMES	SHERLOCK			01/06/1854	171	(865) 555-1234		

To add a new person to this card, click **Add Person**.

ADD PERSON

View Other Involved

SEARCH PEOPLE

Role: AGENT

CHECK WARRANTS

CHECK CITATIONS

SCAN DL

CHECK NCIC

☐ Exclude From Report

Last Name: HOLMES

First Name: SHERLOCK

Middle Name:

Jr/Sr:

Nickname/AKA:

House #: 221B

Direction:

Street: BAKER ST

Apt/Lot #:

City:

State: UK

ZipCode: 00000

County:

Home Phone: 865-555-1234

Cell Phone: 865-555-1234

Work Phone: 865-555-1234

Email: ELEMENTARY@SHERLOCKHOLMES.

Biographical

Employer

NO PHOTO

Image #: 0 of 0

The fields at the top list the person's role to the call. Then identifying fields are below, along with additional headers to add extra info such as *Biographical* and *Employer*. For details, see below.



Computer Aided Dispatch (CAD) Guide

Quick Fill from Master Names

If you already have information on someone as a Master Name, then you can add it quickly by clicking the **Search People** button in the upper left.

SEARCH PEOPLE

This will open the Master Name search screen. Input a name and other identifying info (such as DL number or SSN, etc.), then click **Lookup**.

Master Name: Search

Selecting Replacement Master Name

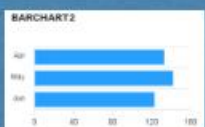
Last Name: First Name: Middle Name: Social Security #

House #: Direction: Street: Apt/Lot #: City:

Eye Color:

Driver License #: SID #: FBI #: Jacket #: Booking #:

Select the person from the list to add them, and then click **Save and Select** in the *Others Involved* tab. This will autofill information you have on them.



DOE JAMES RANDAL MASTERNAME

Last Name: First Name: Middle Name: Jr/Sr:

Nickname/AKA:

House #: Direction: Street: Apt/Lot #: City:



Computer Aided Dispatch (CAD) Guide

Filling in Information

Role:

AGENT X ▼

First, fill in **Role** dropdown with how the person is connected to the incident.

Role:

AGENT X ▼

Now you can scan the person's driver license, check warrants, check NCIC or check citations, if you click **Scan DL**, **Check Warrants**, **Check NCIC**, or **Check Citations**.

CHECK WARRANTS

CHECK CITATIONS

SCAN DL

CHECK NCIC

Now fill out the information about the person if not auto-filled:

Last Name:

HOLMES

First Name:

SHERLOCK

Middle Name:

Jr/Sr: ▼

Nickname/AKA:

House #:

221B

Direction:

Street:

BAKER ST

Apt/Lot #:

City:

State:

UK X ▼

ZipCode:

00000



County:

Home Phone:

865-555-1234

Cell Phone:

865-555-1234

Work Phone:

865-555-1234

Email:

ELEMENTARY@SHERLOCKHOLMES.



Computer Aided Dispatch (CAD) Guide

Headings

Below the main fields, the headings are available to type additional information about the person.

Biographical

Fill in the biographical information under this heading, including SS and DL numbers.

Biographical						Employer									
Race:	WHITE	X	Sex:	MALE	X	Height:	603	Weight:	180	Hair Color:	BROWN	X	Eye Color:	GREY	X
Social Security #:	123-45-6789	Date of Birth:	01/06/1854	(Age: 171)	Marital Status:	SINGLE	X	Military:							
Features:						Clothing:									
DL State:	UK	X	Driver License #:	1234567	Class:	DETECTIVE	Expiration Date:	08/01/2026	Status:		Restrictions:		Local ID:		Other ID:

Employer

Here you can add an employer record. The Employer system works by storing records of employers. This makes it so that you do not have to continuously re-enter the same information on the same business. Simply **Search** for an existing business or **Add** a new one.

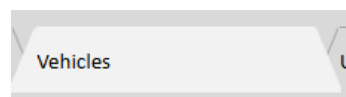
Employer:	CHICK-FIL-A	SEARCH	EDIT	ADD
Address 1: 555 CHICKEN WAY				
Address 2:	Apt/Suite #:			
City: KNOXVILLE	State: TN	Zip Code: 37912		
Phone: (865) 555-1234	Email: EATMORECHIKN@CFA.COM			
Latitude: 36.0091467	Longitude: -83.9797173			
Occupation:	DETECTIVE	Employment Length:	Normal Hours:	

Once finished, hit **Save** to save the record.



Computer Aided Dispatch (CAD) Guide

Adding Vehicles to a Complaint Card



To add a vehicle, select the **Vehicles** tab. Here you can see current vehicles (if any) that are connected to a call. Double-click a table entry to edit, view, or delete it.

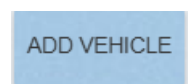
1 Vehicle

EXPORT GRID TO FILE

ADD VEHICLE

	Image	Report Date	How Involved	Relationship	Model Year	Color	Make	Model	Style	License #	VIN
	<div></div> <div>NO PHOTO</div>	09/15/2025	SEIZED	SEIZED	2015	BLACK	KIA	SORENTO		TN/ABC123	12345

To add a new vehicle to this card, click **Add Vehicle**.



This will open the window where you can input vehicle information:

View Vehicle

SEARCH

Report Date: 07/02/2025

How Involved: VEHICLE 1

Relationship: OWNER

Tribal Plate:

Value: 30000.00

Exclude From Report

Vehicle Tag: 123ABC

License State: TN

License Year: 2025

License Month: 10

License County: KNOX

Plate Type: Truck

Vehicle Decal #: 12345

VIN #: 12345

Vehicle Style: 4 DR TRUCK

Model Year: 2025

Vehicle Make: FORD

Vehicle Model: F-150

Vehicle Color: RED

Vehicle Bottom Color: BLACK

Stolen From:

Recovered:

Recovered From:

Wrecker Company:

Insurance Company:

Insurance Policy#:

Insurance Phone#:

Image #: 1 of 1

Main

Disposition

Tow Info

Markings

Owner/Driver

Vehicle Ownership



Computer Aided Dispatch (CAD) Guide

If you want to add information already stored in iSOMS, hit **Search** and you can find vehicles by license plate number:

SEARCH

Search Vehicles

License Number

ALL LOOKUP CLEAR FILTER

VIEW MY AGENCY

30 Records

Program	Make	Model	Color	Style	License Number	License State	How Involved	
---------	------	-------	-------	-------	----------------	---------------	--------------	--

If you need to input a new vehicle not in your records, instead simply start adding information on the vehicle. There is a place to put images as well if desired.

Report Date: 07/02/2025

How Involved: VEHICLE 1

Relationship: OWNER

Value: 30000.00

Exclude From Report

Tribal Plate:

Vehicle Tag: 123ABC

License State: TN

License Year: 2025

License Month: 10

License County: KNOX

Plate Type: Truck

Vehicle Decal #: 12345

VIN #: 12345

Vehicle Style: 4 DR TRUCK

Model Year: 2025

Vehicle Make: FORD

Vehicle Model: F-150

Vehicle Color: RED

Vehicle Bottom Color: BLACK

Image #: 1 of 1

There are additional fields to put information if the vehicle is stolen / recovered, insurance info, wrecker info, etc.

Stolen From:

Recovered:

Recovered From:

Wrecker Company: MY TOWING COMPANY

Insurance Company: INSURANCE OF TENN

Insurance Policy#: 12345

Insurance Phone#: 865-555-0987

IMPORTANT: The Wrecker Company dropdown does not appear on the complaint card. Any towing info you want to appear on the complaint card should be put in the note for Tow Info.



Computer Aided Dispatch (CAD) Guide

Now there are headings to fill in notes on different things. All of them are simply note fields, including:

Main

Main – add any notes related to the main details about the vehicle here

Disposition

Disposition – add any notes related to the disposition of the vehicle here.

Tow Info

Tow Info – add any notes on towing here. **This will appear on the complaint card.**

Towing Information Notes:

TOW INFO HERE

Towing Info:

TOW INFO HERE

Markings

Markings – add notes on markings on the vehicle here.

Owner/Driver

Owner / Driver – Add information on the owner / driver here.

Vehicle Ownership

Vehicle Ownership – Add info on the vehicle ownership and details here.

As usual, make sure to **Save** the record periodically to avoid losing entered information.

SAVE



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Scheduling a Call

To schedule a call, you will use the **Additional Detail** tab. First, fill in the call as normal as explained in *Creating a Call for Service* on page 18.

The screenshot shows the CAD interface with the following sections:

- Scheduled:** EDIT TIMES
- Received:** 12/22/2025 09:45
- Dispatched:**
- EnRoute:**
- On Scene:**
- Complete:**

Call For Service #: 851

Incident Information (Alt-1):

- House #: 123
- Direction: MAIN ST
- Street: MAIN ST
- Apt/Lot #:
- City: MARYVILLE
- State: TN
- ZIP Code: 37803
- Intersection:
- Zone: ZONE 2
- ESN: 10
- County:
- Latitude: 35.7564719
- Longitude: -83.9704593
- Business/Common Name:
- Subdivision/Area/Building Complex:
- COPY ADDRESS TO CALLER
- VIEW BUSINESS

Call Type (Alt-2):

- Nature of Complaint: ACCIDENT
- How Received: PHONE
- Priority: ROUTINE CALL
- Disposition:

Caller Information (Alt-3):

- Last Name: DOE
- First Name: JAMES
- Middle Name: RANDAL
- Jr/Sr:
- Phone #:
- House #: 123
- Direction: MAIN ST
- Street: MAIN ST
- Apt/Lot #:
- City: MARYVILLE
- State: TN
- ZIP Code: 37803
- Latitude:
- Longitude:

ANI/ALI:

- CALLS
- Latitude:
- Longitude:

Rapid SOS:

Now press the **Additional Detail** tab:

You will see the relevant checkboxes and fields near the top for scheduling calls:

The screenshot shows the Scheduling section with the following fields:

- ☐ Scheduled Call
- Scheduled Event Date:
- Time:
- Scheduled Dispatch Date:
- Time:
- ☐ False Call
- ☐ Bill For Call
- Permit Number:
- Legacy Case Number:

First, check **Scheduled Call**. This lets iSOMS know that the call should be scheduled to appear in CAD. Then, add when the call should be logged as received in **Scheduled Event Date** and **Time**. You can also add a **Scheduled Dispatch Date** and **Time** to record what time you think the call should be dispatched.

The screenshot shows the Scheduling section with the following fields:

- ☒ Scheduled Call
- Scheduled Event Date: 12/22/2025
- Time: 09:52:00
- Scheduled Dispatch Date: 12/22/2025
- Time: 09:54:00
- ☐ False Call
- ☐ Bill For Call
- Permit Number:
- Legacy Case Number:



Computer Aided Dispatch (CAD) Guide

Now if you look at your list of active calls, you will see that the scheduled call will appear so that dispatchers are aware of it:

CALL#	Date	REC	DIS	ENR	ARR	COM	Nature	CFS#	Location	Zone	Unit	Backup	Agency
196	12/22	0945					ACCI	851	🕒 SCHEDULED: 12/22/2025 09:52 / 123 MAIN ST	C2			BCSO
185	12/18	1220						2025000001					BCSO
194	12/18	1216					323	849	777 ASPIRE DR				BCSO
193	12/18	0936						848					BCSO
188	12/02	1350						843					BCSO
189	12/02	1357	1355				1068	844			M1		BCSO
191	12/15	1633	1633	1633	1633		TS	846	100 MAIN ST.		600		BCSO
190	12/15	1449	1449	1449	1449		TS	845	CABIN RIDGE RD		500		BCSO
187	12/02	1349	1349	1349	1349		TS	842	LFJALKDFJASLKDF J H		601		BCSO

196	12/22	0945					ACCI	851	🕒 SCHEDULED: 12/22/2025 09:52 / 123 MAIN ST	C2			BCSO
-----	-------	------	--	--	--	--	------	-----	---	----	--	--	------

You will notice that scheduled calls have a clock icon and the time at which the call has been scheduled to go active.

🕒 SCHEDULED:
12/22/2025 09:52 / 123
MAIN ST

Once you dispatch to the call, then the call will no longer appear as scheduled. A note will be logged that the call was scheduled and now has been dispatched.

196	🕒	12/22	0953	0953			ACCI	2025000002	123 MAIN ST	C2	123		BCSO
-----	---	-------	------	------	--	--	------	------------	-------------	----	-----	--	------

12/22/2025 09:53:27
Scheduled event dispatched.

12/22/2025 09:53:27
123 DISPATCHED TO CALL

The information on date and time you entered will stay, but the **Scheduled Call** box will uncheck so that iSOMS knows you have dispatched to the call and it is no longer scheduled (since you have already dispatched a unit or department to take care of it.)

<input type="checkbox"/> Scheduled Call	Scheduled Event Date: 12/22/2025	Time: 🕒 09:52:00	Scheduled Dispatch Date: 12/22/2025	Time: 🕒 09:54:00
---	-------------------------------------	---------------------	--	---------------------

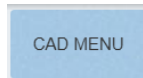


Computer Aided Dispatch (CAD) Guide

Dispatching a Wrecker to a Complaint Card

When dispatching a wrecker to a call, you can log it using the following options:

- 1) The **CAD Menu** at the top right of the CAD Screen and select **Wrecker**.



- » Unit Status (ALT-U)
- » Unit Status+ (CTRL-ALT-U)
- » Volunteer Fire Traffic (ALT-V)
- » Wrecker (ALT-W)

- 2) The shortcut on the keyboard **ALT-W**

This will open the **Wrecker Dispatch** window.

The "Wrecker Dispatch" window is a software interface with a light blue header bar containing the title "Wrecker Dispatch". Below the header, there is a dropdown menu labeled "Action". Underneath, a section titled "Wrecker:" contains a form with four input fields: "Name", "Work Phone:", "Cell Phone:", and "Home Phone:". Below these fields is a larger text area labeled "Note:". At the bottom right of the window, there are two buttons: "SAVE" and "CANCEL".



Computer Aided Dispatch (CAD) Guide

First you will need to select the **Action** you want to perform. For example, on initial dispatch, select *Dispatch* from the menu. Your other options include *Enroute*, *Arrived*, *Failed to Respond*, *Cancel*, or *Update*.

Action ▼

Then, if you selected *Dispatch*, additional fields will appear to fill in the details of the dispatch. Fill in the wrecker, vehicle owner, and vehicle info. Make sure to add the **Call** number so that this dispatch will connect with the CFS.

Wrecker Dispatch

Action D Dispatch X ▼		Call 106 null 757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE X ▼	
Dispatch Type R Rotation X ▼		Region ALL ZONES X ▼	
		<button>ESTIMATE</button>	
Wrecker:			
Name		Work Phone: 865-555-1234	Cell Phone: Home Phone:
Vehicle Owner:			
Last Name: HOLMES		First Name: SHERLOCK	Middle Name: Jr/Sr: ▼
Vehicle:			
Vehicle Tag: ABC123	License State: TN X ▼	License Year: 2025	License Month: 08
VIN #: 123456			
Model Year: 2008	Vehicle Make: HONDA X ▼	Vehicle Model: CIVIC X ▼	Vehicle Color: BLACK X ▼
Vehicle Style: ▼	<button>SELECT VEHICLE</button>		
Tow Reason: SEIZED X ▼		<input type="checkbox"/> Hold Vehicle	Hold Reason: SEIZURE X ▼
Requested By Officer 603 ELDER, MARTIN WILLIAM -INV X ▼		Lot Number: ▼	
<div>Note:</div>			
<div><button>SAVE</button><button>CANCEL</button></div>			



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The following is an example of what the wrecker looks like on a complaint card:

Notes

Entry Date	Entry By	Note Type	Notes
09/15/2025 13:01:03			Wrecker STINNETT'S WRECKER dispatched from rotation.
Total Notes:			1

Vehicles

Make:	KIA	Model:	SORENTO	License #:	ABC123
Color:	BLACK	Bottom Color:	BLACK	License State:	TN
Style:		Decal #:	12345	VIN:	12345
Notes:		Towing Info:	TOW INFO HERE		
Markings:		Ownership:			
Total Vehicles:					1

Wreckers

Dispatched Date	Cancel Date	Method	Company Name
			STINNETT'S WRECKER
Total Wreckers:			1



Computer Aided Dispatch (CAD) Guide

For More Information

We hope this manual has been helpful to you and your agency.

If you have any questions, don't hesitate to call us at 888-644-5786.

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