



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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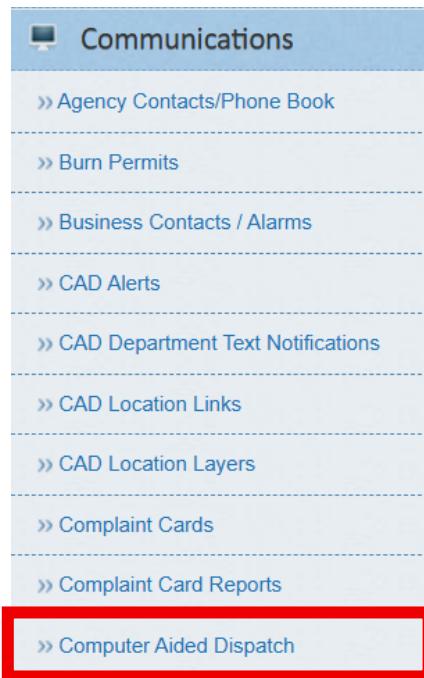
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Computer Aided Dispatch: CAD

Begin on the iSOMS home screen.

Navigate to:

Communications → Computer Aided Dispatch

A screenshot of the iSOMS software interface. The left side shows a vertical navigation menu under the heading 'Communications'. The menu items are: '» Agency Contacts/Phone Book', '» Burn Permits', '» Business Contacts / Alarms', '» CAD Alerts', '» CAD Department Text Notifications', '» CAD Location Links', '» CAD Location Layers', '» Complaint Cards', '» Complaint Card Reports', and '» Computer Aided Dispatch'. The '» Computer Aided Dispatch' item is highlighted with a red rectangular box around it.

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.

Call Selection															DEPARTMENTS			<input type="checkbox"/> My Calls		<input type="checkbox"/> Welfare Check Units Only		NCIC			CAD MENU						
Display	All	Active Calls					DEPARTMENTS															<input type="checkbox"/> My Calls		<input type="checkbox"/> Welfare Check Units Only		NCIC			CAD MENU		
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	TARRILLIO											
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	500	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, LARR, 722											
														605			IN-SERVIC	1619	IN-SERVICE	HOBBS, D											
														123			IN-SERVIC	1033	IN-SERVICE	LARRY LAY											
														500	ROBBERY	ON-SICNE	1507	800 WATKINS RD	NEUBERT	721											
														603	CBU		IN-SERVIC	1400	IN-SERVICE	ELDER, M											
CFS#	Unit	Case#	Nature	Location	DIS	ENR	ARR	Start	End	COM	V																				

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-SERVICE
-----	--	--	------------

Teal – Dispatched

600		ABANDON	DISPATCH
-----	--	---------	----------

Yellow – Enroute

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

Red – Arrived

500		ROBBERY	ON-SCENE
-----	--	---------	----------



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.



Unit	Zone	Nature	Status	Time	Location / Last Traffic	Officer	CF\$#	A/B	WC
101			IN-SERVIC	1414	IN-SERVICE				
112			IN-SERVIC	1347	IN-SERVICE				

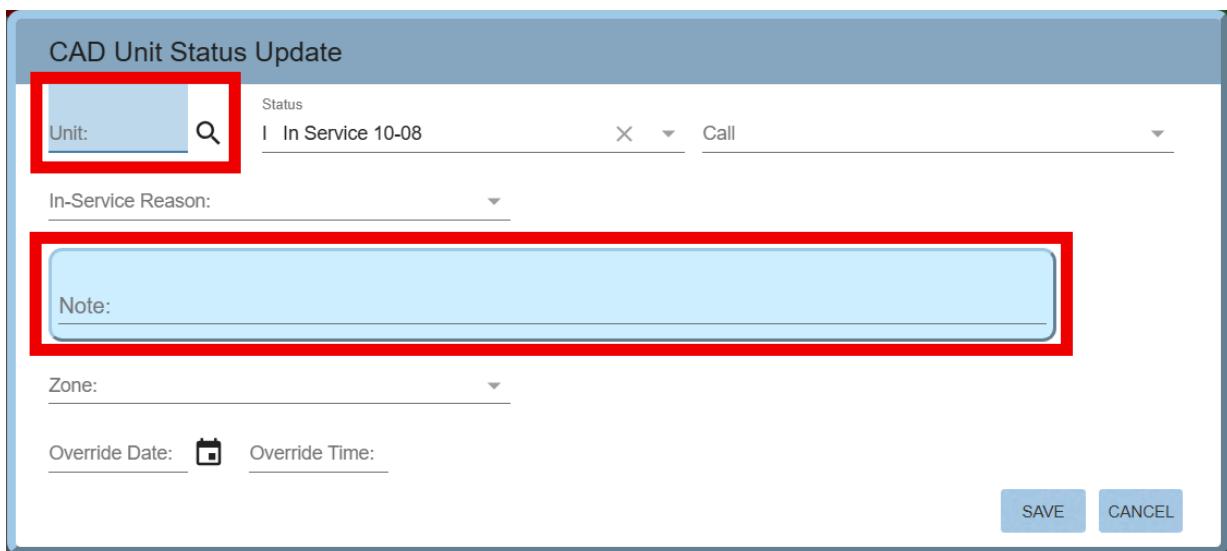
Click **Unit In-Service** to open the *Unit Status Update* window:

- » [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

In-Service Reason:

Note:

Zone:

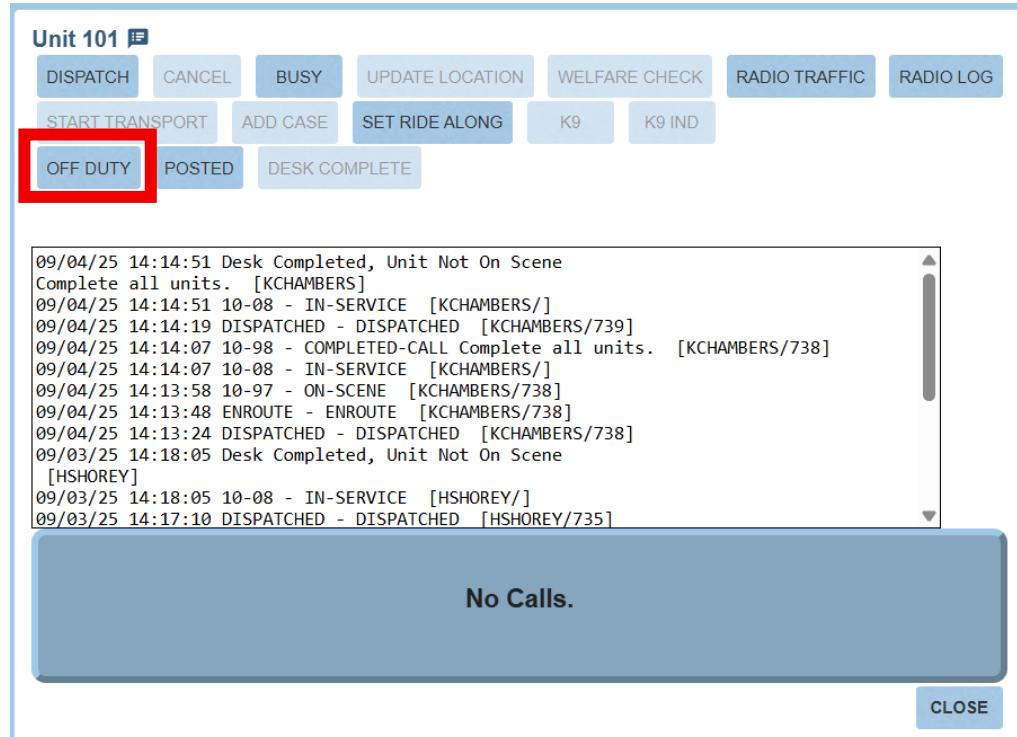
Override Date: Override Time:



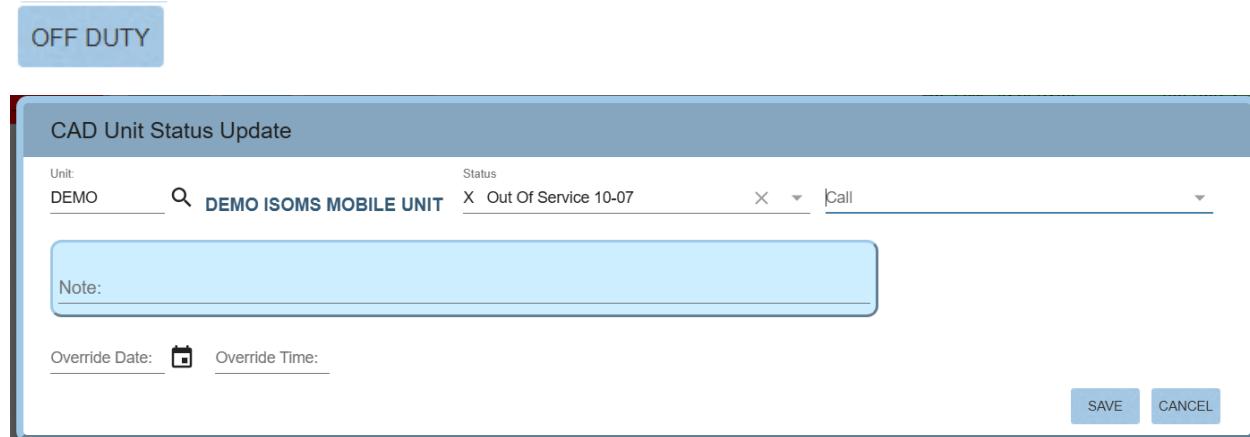
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Logging Units Off-Duty

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.



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.





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

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 Status: Dispatched To Call DISPATCHED

Note:

Zone: _____

Mileage: _____

Override Date: Override Time: _____

SAVE CANCEL



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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 X ▼

CAD Unit Status Update

Unit: DEMO	Status: D Dispatched To Call DISPATCHED	Call: 106 null 757 PARKWAY ST #106 - 5 O'CLOCK X ▼
<p>Note:</p> <p>Zone: _____</p> <p>Mileage: _____</p> <p>Override Date: <input type="date"/> Override Time: _____</p> <p style="text-align: right;">SAVE CANCEL</p>		

SAVE

Unit:

DEMO	M2		DISPATCH
------	----	--	----------

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: <u>DEMO</u>	Status: <u>B Busy 10-06</u>	Reason: <input type="button" value="X"/>				
House #:	Direction:	Street:	Apt/Lot #:	City:	State:	ZIP Code:
Intersection:	Zone:	ESN:	County:			
Business/Common Name:	School:					
Note:						
Override Date: <input type="button" value="Calendar"/>	Override Time: <input type="text"/>	SAVE	CANCEL			



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

CAD Unit Status Update

Unit: DEMO	Status: B Busy 10-06	Reason: MEAL		
House #: 123	Street: CHICKEN ST	City: KNOX	State: TN	ZIP Code: 37912
Intersection:	Zone:	ESN:	County:	
Business/Common Name: CHICK-FIL-A				
School:				
Note:				
Override Date: <input type="button" value="Calendar"/> Override Time:		<input type="button" value="SAVE"/> <input type="button" value="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 RESTAURANT	1353	EAST PARKWAY C	C	MARYVILLE							
<input type="checkbox"/> RJ MCDONALDS GALLERY	450	PARKWAY ST	B	MARYVILLE							

CAD Unit Status Update

Unit: DEMO	Status: B Busy 10-06	Reason: TRAFFIC		
House #: 745	Street: PARKWAY ST	City: MARYVILLE	State: TN	ZIP Code: 37912
Intersection:	Zone: UPPER END	ESN:	County:	
Business/Common Name: MCDONALDS				
School:				

Appearance on the Units section of the main screen:

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



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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** 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**



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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	<input type="text"/> DEMO ISOMS MOBILE UNIT	Status: PAT Posted At Location POSTED	Reason: EMS TRAFFIC			
House #: 123	Direction: N CEDAR ST	Street: X ▾	Apt/Lot #: KNOX	City: X ▾	State: TN	ZIP Code: 37912
Intersection: NORTH INTERSECTION	Zone: X ▾	ESN: X ▾	County: X ▾			
Business/Common Name:	School: X ▾					
Note: NOTES HERE						
Override Date:	<input type="button"/>	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/] 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 Status: In Service 10-08

In-Service Reason:

Note:

Zone:

Override Date: Override Time:

SAVE CANCEL

Main Screen When Returning In-Service from Posted:





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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 [SWHILE/] 09/10/25 14:04:39 10-06 - BUSY Setting unit DEMO location to for . [SWHILE/] 09/10/25 14:02:49 10-08 - IN-SERVICE [SWHILE/] 09/10/25 14:00:53 10-06 - BUSY Setting unit DEMO location to for . [SWHILE/] 09/10/25 14:00:49 10-08 - IN-SERVICE [SWHILE/] 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 [SWHILE/] 09/10/25 11:13:59 10-08 - IN-SERVICE [SWHILE/] 09/10/25 11:13:59 OTHER TRAFFIC - CANCEL [SWHILE/723] 09/10/25 11:13:43 DISPATCHED - DISPATCHED [SWHILE/723] 09/10/25 11:13:24 10-08 - IN-SERVICE [SWHILE/] 09/10/25 11:13:24 OTHER TRAFFIC - CANCEL [SWHILE/723] 09/10/25 11:13:00 DISPATCHED - DISPATCHED [SWHILE/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



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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:

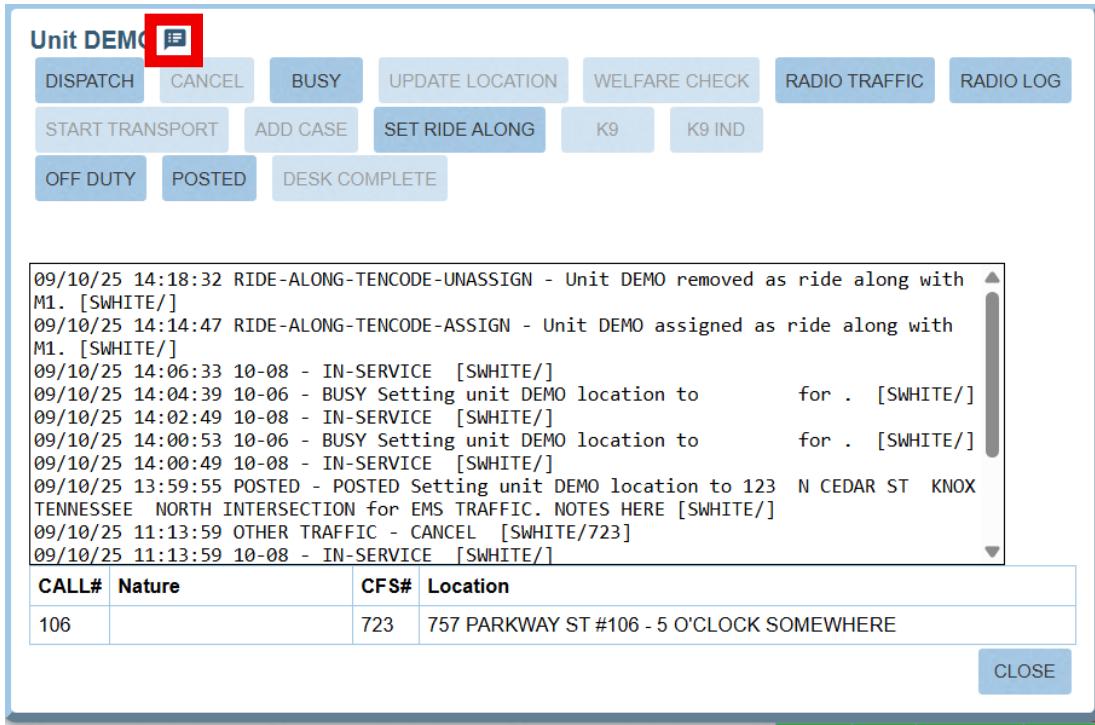
DEMO	M2		IN-SERVIC
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Texting a Unit

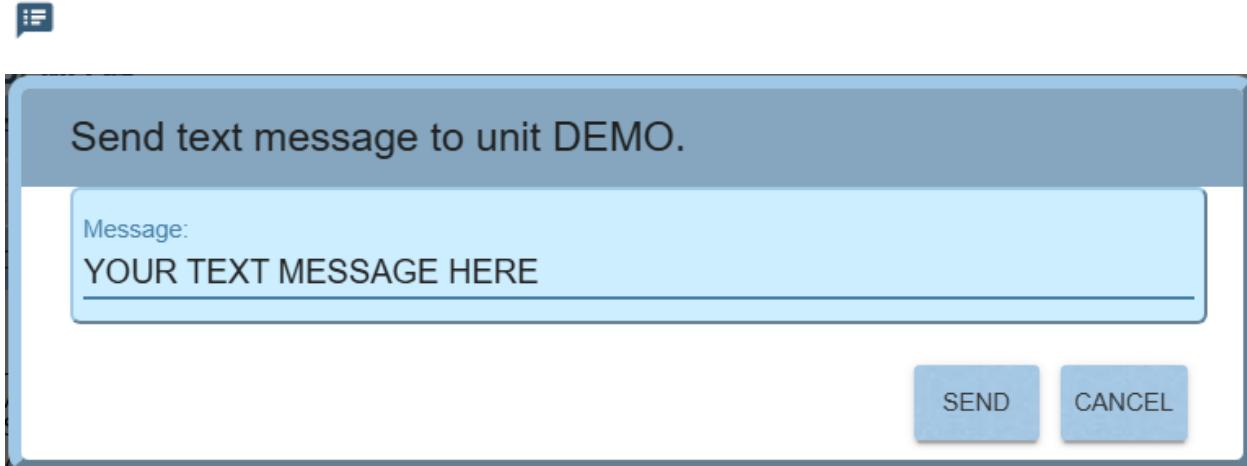
You can send a direct text to a unit in CAD. Select a unit and you will see the message () icon next to their unit number. Click that icon to open a dialog to send them a text message.



The screenshot shows the CAD software interface. At the top, there is a toolbar with various buttons: DISPATCH, CANCEL, BUSY, UPDATE LOCATION, WELFARE CHECK, RADIO TRAFFIC, RADIO LOG, START TRANSPORT, ADD CASE, SET RIDE ALONG, K9, K9 IND, OFF DUTY, POSTED, and DESK COMPLETE. The 'SET RIDE ALONG' button is highlighted with a red box. Below the toolbar is a list of unit logs for unit 'DEMO'. The logs show the following entries:

- 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/723]
- 09/10/25 11:13:59 OTHER TRAFFIC - CANCEL [SWHITE/723]
- 09/10/25 11:13:59 10-08 - IN-SERVICE [SWHITE/]

Below the logs is a table with columns 'CALL#' and 'Nature' (with a value of 106), and 'CFS#' and 'Location' (with a value of 723). The location is listed as '757 PARKWAY ST #106 - 5 O'CLOCK SOMEWHERE'. At the bottom right of the dialog is a 'CLOSE' button.



The screenshot shows a text message dialog box. The title bar says 'Send text message to unit DEMO.' The message area contains the text 'Message: YOUR TEXT MESSAGE HERE'. At the bottom right are 'SEND' and 'CANCEL' buttons.

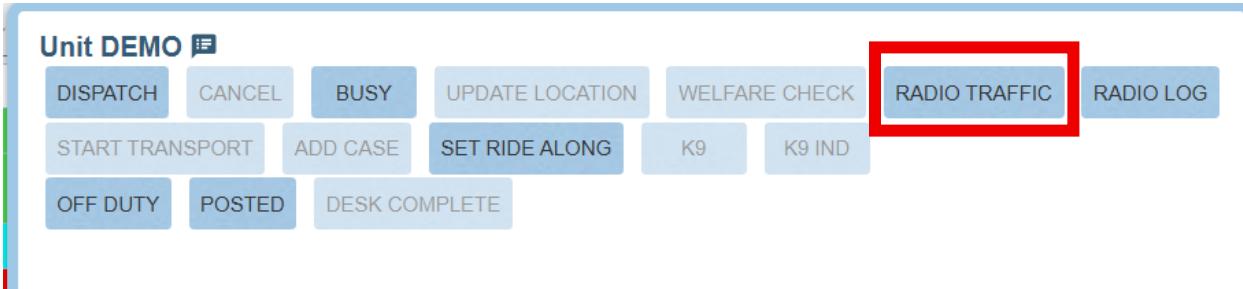
You can type your message in this window and it will go to that specific officer. They can not reply via text message.



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).



CAD Radio Traffic

Unit: **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 13:59 [SWHITE] - Setting unit DEMO location to 123 N CEDAR ST KNOX TENNESSEE NORTH

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 ISOMS MOBILE UNIT** Ten Code:

Override Date: Override Time:

Zone:

Note:

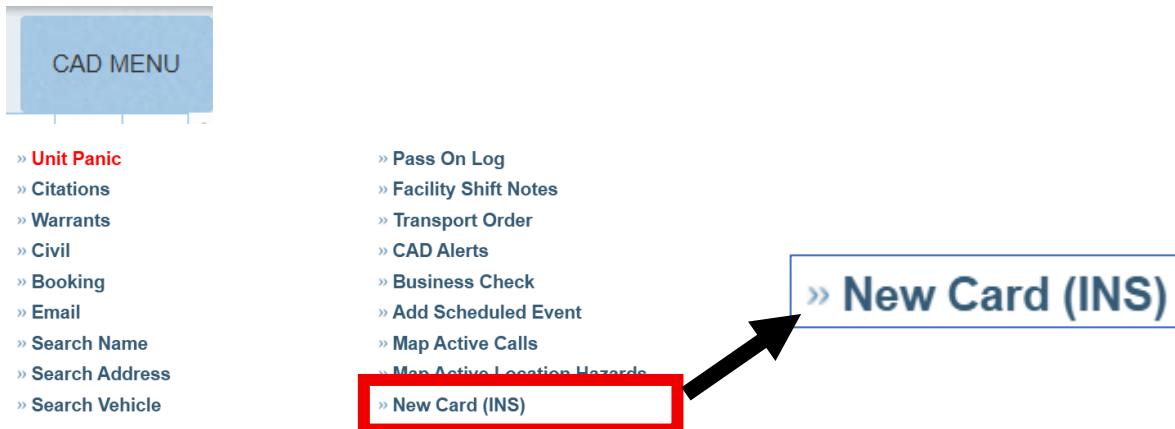
NOTE HERE



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.

CAD Complaint Card History: View Record

LOOKUP NEW CFS NEW CLOSED CFS REPEAT AS SCHEDULED CALL AUDITS MAPS BACK TO SE

« FIRST < PRIOR NEXT > LAST »

SAVE DELETE

Scheduled:	Received: 09/11/2025 15:02	Dispatched:	EnRoute:	On Scene:	Completed:			
Call For Service #:	747	SITE DANGER	TRANSFER CARD	NEW CARD FROM ADDRESS	REACTIVATE CARD	START PROTOCOL		
House #:	745	Direction:	PARKWAY ST	Zone:	City: MARYVILLE	State: TN	ZIP Code: 37801	Map
Intersection:	UPPER END	ESN:	County: BLOUNT	Latitude:	Longitude:			
Business/Common Name:	MCDONALDS	Subdivision/Area/Building Complex:	COPY ADDRESS TO CALLER				VIEW BUSINESS	
Call Type (Alt-2):	How Received:	Priority:						
Nature of Complaint:	PHONE	ROUTINE CALL						
Caller Information (Alt-3):	ANI/AI:							
Last Name:	First Name:	Middle Name:	Jr/Sr:	Phone #:	CALLS Latitude: Longitude:			
House #:	Direction:	Street:	Apt/Lot #:	City:	State:	ZIP Code:		
County:	Latitude:	Longitude:	Business/Common Name:	Rapid SOS: ADE Map Latitude: Longitude:				



Computer Aided Dispatch (CAD) Guide

Incident Information (Alt-1):

House #:	Street:	City:	State:	ZIP Code:
745	PARKWAY ST	MARYVILLE	TN	37801
Intersection:	Zone:	County:		
	UPPER END	BLOUNT		
Business/Common Name:	Subdivision/Area/Building Complex:	<input type="button" value="COPY ADDRESS TO CALLER"/> <input type="button" value="VIEW BUSINESS"/>		
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:		
BLOUNT			MCDONALDS			ADE	Latitude:	Longitude:

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:		
745	PARKWAY ST	X	MARYVILLE	X	TN	37801		
County:	Latitude:	Longitude:	Business/Common Name:			Rapid SOS:		
BLOUNT			MCDONALDS			ADE	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

<input type="button" value="LOOKUP"/> <input type="button" value="NEW CFS"/> <input type="button" value="NEW CLOSED CFS"/> <input type="button" value="REPEAT AS SCHEDULED CALL"/> <input type="button" value="AUDITS"/>
<input type="button" value="<< FIRST"/> <input type="button" value="< PRIOR"/> <input type="button" value="NEXT >"/> <input type="button" value="LAST >>"/> <input type="button" value="SAVE"/> <input type="button" value="DELETE"/>
Scheduled: <input type="button" value="EDIT TIMES"/> Received: 09/10/2025 22:42 Dispatched: EnRoute: On Scene:
Call For Service #: 746 <input type="button" value="SITE DANGER"/> <input type="checkbox"/> Monitor Card <input type="button" value="TRANSFER CARD"/> <input type="button" value="NEW CARD FROM ADDRESS"/> <input type="button" value="REACTIVATE CARD"/> <input type="button" value="START PROTOCOL"/>
<input type="button" value="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										DEPARTMENTS					
All		Active Calls								DEPARTMENTS							
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

All
Calls And Units
Calls Only
Units/Tows/Tones/Cases

Call Selection
Active Calls

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.

Unit DEMO	Call: 123 ⓘ 09/10 2242 1052
DISPATCH CANCEL	Unit: DEMO M2 DISPATCH

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

Unit DEMO	Call: 123 ⓘ 09/10 2242 1052 1059
ENROUTE DISPATCH	Unit: DEMO M2 ENROUTE

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

Unit DEMO	Call: 123 ⓘ 09/10 2242 1052 1059 1101
ARRIVE DISPATCH	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).

Unit DEMO	Call: Gone from Screen (ACTIVE CALLS)
COMPLETE DISPATCH	Unit: DEMO M2 IN-SERVIC
Disposition: 22 COMPLETED X ▾	



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

- » Communications
- » Agency Contacts/Phone Book
- » Burn Permits
- » Business Contacts / Alarms
- » CAD Alerts
- » CAD Department Text Notifications
- » CAD Location Links
- » CAD Location Layers
- » Complaint Cards
- » Complaint Card Reports
- » Computer Aided Dispatch**

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

Calls For Service Reporting: .

List Reports

- COMPLAINT CARD LISTS
- RADIO LOG LISTS
- WRECKER LISTS
- CASE NUMBERS GENERATED LISTS**
- CASE NUMBER/EMPLOYEE LIST
- UNIT LEVEL ALERT REPORT

CASE NUMBERS GENERATED LISTS



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	10650	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: _____



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 How Received: Priority:



Computer Aided Dispatch (CAD) Guide

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

(Alt-1):

Unit:	603	<input type="text"/> 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	Street:	VOLUNTEER DR	City:	KNOX	State:	TN	ZIP Code:	37912
Intersection:				Zone:	ESN:	County:	Latitude:	Longitude:	
Business/Common Name:	NEYLAND STADIUM			Subdivision/Area/Building Complex:					

CAD Complaint Card: Add Traffic Stop

ADD **REPORTS** **MAINTAIN FILES**

Stop Date:	09/13/2025	Time:	15:36:29	<input checked="" type="checkbox"/> Mark As Arrived	<input type="checkbox"/> K9 Used
(Alt-1):					
Unit:	603	<input type="text"/> 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.)

The screenshot shows the CAD Radio Traffic interface. At the top, there are tabs for '603', 'CBU', 'TRAFFIC S', 'ON-SCENE', and a highlighted 'RADIO TRAFFIC' tab. The main form has fields for 'Unit' (603), 'Search' (ELDER, MARTIN), 'Ten Code', 'Override Date', 'Override Time', 'Zone', and a 'Note' section. Below the form, a 'Last Radio Traffic' history is displayed, showing a recent entry for a Ford Taurus 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.

The screenshot shows the CAD Complaint Card: Add Person interface. It has fields for 'Check Date' (09/14/2025), 'Time' (22:45:16), 'Unit' (selected), '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.), and 'How Related' (12 GA). A 'Notes' section is also present.



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):

Received Date: 09/15/2025 Time: 09:52:58 Mark As Enroute Mark As Arrived K9 Used

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: 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

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	
Intersection:	Zone:	ESN:	County:	Latitude:	Longitude:
Business/Common Name:	Subdivision/Area/Building Complex:				
NEYLAND STADIUM					

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

Nature of Complaint:
ABANDONED VEHICLE 1068

How Received: Priority:

Notes:
NOTES HERE

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

CAD Complaint Card: Add Officer Initiated

(Alt-1):

Unit:	Received Date:	Time:
603	09/15/2025	09:52:58

Mark As Enroute

Mark As Arrived **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

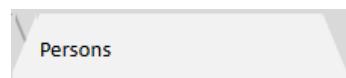
Once opened, you can add additional information such as a person or vehicle by using the tabs along the bottom of screen. Scroll down to see the list of tabs. The three we will cover in this guide are how to add **Persons**, how to add **Vehicles**, and how to **Schedule a Call**.

The screenshot shows the CAD Complaint Card History: View Record interface. At the top, there is a toolbar with buttons for LOOKUP, NEW CFS, NEW CLOSED CFS, REPEAT AS SCHEDULED CALL, AUDITS, MAPS, BACK TO SEARCH RESULTS, CALL HISTORY, REPORTS, and MAINTAIN FILE. Below the toolbar, there are navigation buttons for FIRST, PRIOR, NEXT, and LAST. In the center, there is a large empty area for displaying the complaint card details. At the bottom, there is a horizontal bar with various tabs: Geo/Protocol, Notes, Radio Traffic, Fire Traffic, Vehicles (highlighted with a red box), Patients, Alarm, Protocol Interface, Persons (highlighted with a red box), patient, Toneouts, Wreckers, Cases, Images, Attachments, Location Links, Trespass Notices, Additional Detail (highlighted with a red box), Destination, An/Ali, and Related Cases. Below this bar, there are three expandable sections: Vehicles, Persons, and Additional Detail.



Computer Aided Dispatch (CAD) Guide

Adding Persons to a Complaint Card



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

<input type="button" value="SEARCH PEOPLE"/>	Role: <input type="text" value="AGENT"/>	<input type="button" value="CHECK WARRANTS"/>	<input type="button" value="CHECK CITATIONS"/>	<input type="button" value="SCAN DL"/>	<input type="button" value="CHECK NCIC"/>	
<input type="checkbox"/> Exclude From Report						
Last Name: <input type="text" value="HOLMES"/>	First Name: <input type="text" value="SHERLOCK"/>	Middle Name: <input type="text"/>	Jr/Sr: <input type="text"/>			
Nickname/AKA:						
House #: <input type="text" value="221B"/>	Direction: <input type="text" value="BAKER ST"/>	Apt/Lot #: <input type="text"/>	City: <input type="text"/>			
State: <input type="text" value="UK"/>	ZipCode: <input type="text" value="00000"/>	County: <input type="text"/>				
Home Phone: <input type="text" value="865-555-1234"/>	Cell Phone: <input type="text" value="865-555-1234"/>	Work Phone: <input type="text" value="865-555-1234"/>	Email: <input type="text" value="ELEMENTARY@SHERLOCKHOLMES."/>			
Biographical				Employer		
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 CLEAR CANCEL

UPDATED LAST 7 DAYS ACTIVE RELEASE/PROBATION NEEDS TRIBE VERIFICATION

LOOKUP CLEAR FILTER

Last Name: **DOE** 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.

	BARCHART2 	DOE	JAMES	RANDAL	MASTERNAME
MERGE UN-MERGE SAVE AND SELECT					

Last Name: **DOE** First Name: **JAMES** Middle Name: **RANDAL** Jr/Sr: ▼

Nickname/AKA:

House #: **1142** Street: **OXFORD HILLS** City: **MARYVILLE**



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

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.



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			▼	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	<input type="button" value="SEARCH"/>	<input type="button" value="EDIT"/>	<input type="button" value="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:

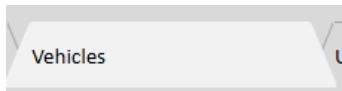
Normal Hours:

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			
	NO PHOTO	09/15/2025	SEIZED	SEIZED	2015	BLACK	KIA	SORENTO		TN/ABC123	12345			

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

ADD VEHICLE

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

View Vehicle

Report Date:	How Involved:	Relationship:			
SEARCH 07/02/2025	VEHICLE 1	OWNER			
Tribal Plate:	Value: 30000.00	<input type="checkbox"/> 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#:					
Main	Disposition	Tow Info	Markings	Owner/Driver	Vehicle Ownership



Image #: 1 of 1

Navigation icons: back, forward, search, etc.



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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

30 Records

Program	Make	Model	Color	Style	License Number	License State	How Involved
ISOMS	FORD	F-150	BLACK	4 DR TRUCK	12345	TN	VEHICLE 1

VIEW MY AGENCY

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

Tribal Plate: 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



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.



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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



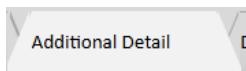
Computer Aided Dispatch (CAD) Guide

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 software interface with the 'Additional Detail' tab selected. The form includes fields for call details like address, business name, and call type, as well as scheduling options like scheduled and dispatch dates and times.

Now press the **Additional Detail** tab:



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

The screenshot shows the CAD software interface with the 'Additional Detail' tab selected. A red box highlights the scheduling section at the top of the form, which includes checkboxes for 'Scheduled Call', 'False Call', and 'Bill For Call', and fields for 'Scheduled Event Date', 'Time', 'Scheduled Dispatch Date', and 'Time'.

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 CAD software interface with the 'Additional Detail' tab selected. The scheduling section is filled out with checked 'Scheduled Call', and specific dates and times for scheduled event and dispatch.



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
<hr/>														
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
---	-------------------------------------	-------------------	--	-------------------

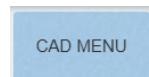


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Dispatching a Wrecker to a Complaint Card

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.

A screenshot of the "Wrecker Dispatch" window. The window has a blue header bar with the title "Wrecker Dispatch". Below the header is a dropdown menu labeled "Action". The main content area is titled "Wrecker:" and contains four input fields: "Name", "Work Phone:", "Cell Phone:", and "Home Phone:". Below this is a "Note:" section with a text input field. At the bottom right are two buttons: "SAVE" and "CANCEL".



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



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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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