



Release Summary

HxGN OnCall® Dispatch
Q4 2019

Product overview

HxGN OnCall® Dispatch from Hexagon's Safety & Infrastructure division is the evolution of the industry's leading public safety computer-aided dispatch (CAD) software. Delivered on-premises or in the cloud and accessed via browsers and apps, it delivers superior incident management capabilities in the PSAP, emergency control room, station, unit, or anywhere responders need to go. With it, emergency services and dispatch centers can improve performance, deliver better return on their IT investments, and provide more responsive service to the public.

OnCall Dispatch adapts to rapidly changing demands and technologies faster and more cost-effectively than legacy CAD systems and is easier to administer and maintain. It reduces call-taker and dispatcher burdens, while increasing situational awareness and coordination between users and teams. It also supports public trust and legitimacy by improving organizational efficiency and performance, reducing costs, and generating the robust operational data needed for oversight, governance, and engagement.

Version overview

The 1912 release is a major build-out of the HxGN OnCall Dispatch suite, with the initial delivery of 11 new interface products and option packs, significant new functionality in the dispatch clients, and usability enhancements in HxGN OnCall Dispatch | Mobile Responder.

The core dispatch functionality supports key dispatch capabilities as described in the APCO ANS 1.110.1-2015 Multi-Functional Multi-Discipline Computer-Aided Dispatch (CAD) Minimum Functional Requirements Document, including broadcast, geofencing, staging areas, scheduled events, integration with records management, contact directory, and configurable function keys. It delivers innovations with standard operating procedures (SOP) support and event tags and includes improvements to custom feeds and dispatch and dispatch administration workflows based on feedback from customers and global project teams.

The interface products address key public safety agency workflows, supporting querying external databases and communicating with third-party radio systems, applications, and devices. Also included are event-driven notifications, interfaces to third-party fire applications, and OnCall support for Xalt Enterprise Inegration (previously called EdgeFrontier®) - based custom interfaces built on the I/CAD platform.

Note: The 1912 release requires new licenses.

OnCall Dispatch 1912 Details

OnCall Dispatch Core Products

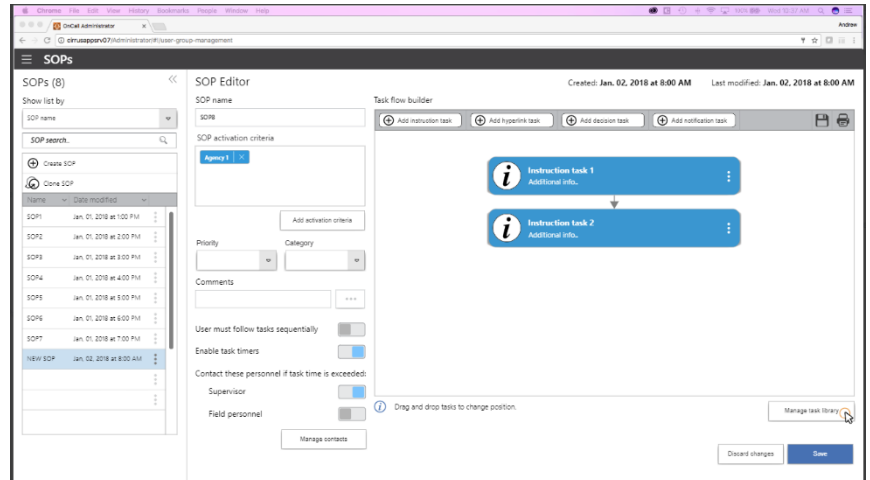
Some of the important enhancements are listed below. For a full list of 1912 features, see the OnCall release notes on the Hexagon Safety & Infrastructure support website.

Features	Viewer	Essentials	Advantage
Oracle 19c support	✓	✓	✓
Agency-specific configurations	✓	✓	✓
Common place name support	✓	✓	✓
Configurable function keys	✓	✓	✓
New event panel	✓	✓	✓
Messaging	✓	✓	✓
Basic scheduled events	✓	✓	✓
Unit emergency	✓	✓	✓
SOPs	✓	✓	✓
Contact directory	✓	✓	✓
Unit & event timers		✓	✓
Event tagging	View	View	✓
Geofencing	View	View	✓
Broadcast	View	View	✓
Situation found			✓
Towing			✓

Selected Dispatch Features

Standard Operating Procedures

The 1912 release is a significant improvement on prior I/CAD support for this critical emergency management workflow. SOPs support an extensive toolset for the creation and triggering of event-based task lists.



Contact Directory

All agencies need to quickly access up-to-date contact information for internal and external contacts under different circumstances. In the past, this was handled through I/CAD scratchpad or some other third-party application. Contact directories within the 1912 release now allow agencies to create searchable lists of important people and places with contact information.

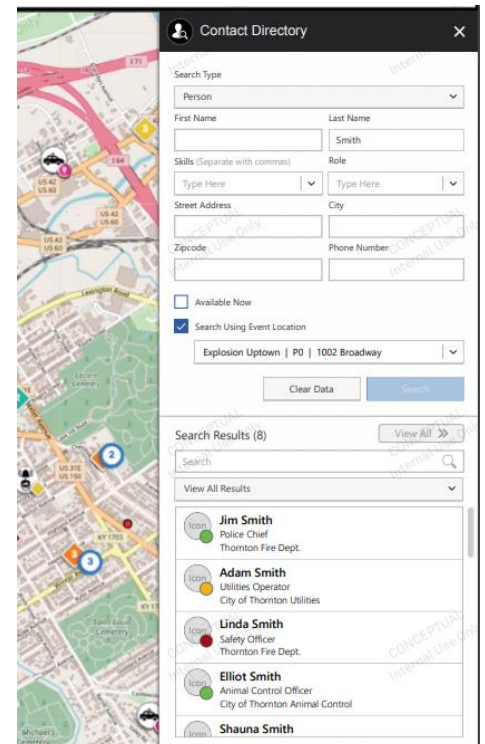
In 1912 you can:

- Add PEOPLE and PLACES to contact directory from Administrator
- Conduct a search for a person
- Conduct a search for a place

There is also a contact capability in SOPs that allows users to create contact tasks as part of event-based SOPs. In a future release, these capabilities will be combined.

Event Tags

Event tags are a new capability for organizing and filtering event information in a busy communications center. This release allows users to configure tags in Administrator, which can then be assigned by the dispatcher or call-taker to ongoing events. Information can then be filtered based on the event tags to make it easy to find different categories of events.



New Option Packs

HxGN OnCall Dispatch | Scheduling & Facilities Management (IPS 1134)

The initial release of this option pack delivers the functionalities listed below. These features allow users to model hospitals and other facilities, including the entrance and services available at those entrances.

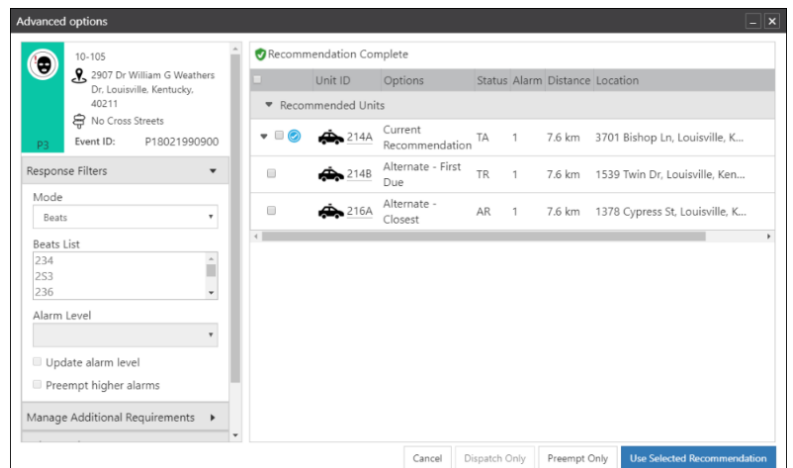
- Facilities management
- Facility definition
- Facility divert commands
- Facility monitor
- Facility transport commands
- Recommend facility

Note: Advanced scheduled events will be available in a later delivery of this option pack. Basic scheduled event creation is available in all OnCall Dispatch clients and is not part of the option pack.

HxGN OnCall Dispatch | Resource Management (IPS 1132)

This option pack delivers advanced recommend unit functionality and staging areas management.

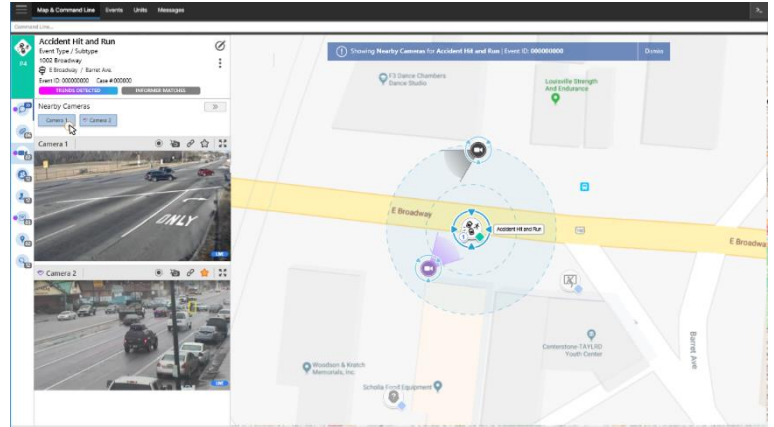
- Advanced recommend includes:
 - Change mode – beats, street network
 - Alarm level
 - Management of additional requirements
 - Units to use
 - Missing requirements
- Staging areas includes:
 - Ability to create and manage multiple incident locations for a single incident



HxGN OnCall Dispatch | Video Responder

With Video Responder, users can:

- Show camera icons on OnCall Dispatch map
- Click on camera icon to show live video feed
- Identify nearby cameras to an incident within a configurable range
- Define camera groups



Option Pack Summary

This table identifies the option packs that are available for each core dispatch product.

Product/option pack	Viewer	Essentials	Advantage
HxGN OnCall Dispatch Dashboard	Option	<input type="checkbox"/>	<input type="checkbox"/>
HxGN OnCall Dispatch Viewer	NA	<input type="checkbox"/>	<input type="checkbox"/>
HxGN OnCall Dispatch Call-Taker	Option	Option	<input type="checkbox"/>
HxGN OnCall Dispatch Scheduling & Facilities Management	Option	Option	Option
HxGN OnCall Dispatch Resource Management	No	Option	Option
HxGN OnCall Dispatch Video Responder	Option	Option	Option

OnCall Dispatch Interfaces

The following dispatch interfaces are now available:

HxGN OnCall Dispatch | ProQA Interface
 HxGN OnCall Dispatch | Informer
 HxGN OnCall Dispatch | Fire Station Alerting
 HxGN OnCall Dispatch | Fire Station Printing
 HxGN OnCall Dispatch | Notifications

HxGN OnCall Dispatch | EdgeFrontier Interface
 HxGN OnCall Dispatch | PTT
 HxGN OnCall Dispatch | Fire Link Interface
 HxGN OnCall Dispatch | CAD Link Interface

For a full description of 1912 features, see the Interface [release notes](#).

OnCall Dispatch Mobile Solutions

HxGN OnCall Dispatch | Mobile Responder

With the 1912 release usability enhancements, users can:

- Create field and emergency events
- Create traffic and subject stops
- Update event information
- Access pre-empt unit from event
- Attach files to events and messages
- Change unit location
- Access route to transport location
- Mark and view critical remarks
- Dispatch assigned events
- Update shift and vehicle unit properties
- Change passwords
- Assign case numbers
- Track locations

In addition, Hexagon now supports the opening of external websites within Mobile Responder via the InApp browser. This gives users access to other systems without having to switch apps on their device.

We also support enterprise mobility management (EMM) or mobile device management (MDM) through the use of AppConfig, an open standard for app configuration supported by IBM, VMWare AirWatch, MobileIron, Cisco Mareki, Citrix, SAP, and others.

Licensing & distribution

All products in the OnCall Dispatch suite require a Reprise license. Previously available products require a new license for the 1912 release.

Dependencies & downloads

The following products are now updated and available through the delivered share:

- HxGN OnCall Dispatch | Mobile Responder
- HxGN OnCall Dispatch | Advantage
- HxGN OnCall Dispatch | Video Responder
- HxGN OnCall Dispatch | Viewer
- HxGN OnCall Dispatch | Essentials
- HxGN OnCall Dispatch | Dashboard

- HxGN OnCall Dispatch | Call-Taker
- HxGN OnCall Dispatch | Tracker
- HxGN OnCall Dispatch | Backup
- HxGN OnCall Dispatch | RestAPI
- HxGN OnCall Dispatch | Informer
- HxGN OnCall Dispatch | Fire Station Alerting
- HxGN OnCall Dispatch | Fire Station Printing
- HxGN OnCall Dispatch | Notifications
- HxGN OnCall Dispatch | EdgeFrontier Interface
- HxGN OnCall Dispatch | PTT
- HxGN OnCall Dispatch | Fire Link Interface
- HxGN OnCall Dispatch | CAD Link Interface
- HxGN OnCall Dispatch | ProQA Interface
- HxGN OnCall Dispatch | Resource Management
- HxGN OnCall Dispatch | Scheduling & Facilities Management

Contact [R-US-HSI Licensing](#) for information on downloading these products.

Please refer to the HxGN OnCall installation and configuration guide for instructions on installing and configuring these applications.

Additional information & resources

Collateral is available on the OnCall Dispatch webpages on the [external site](#) and [support site](#).