



# Release Summary

HxGN OnCall® Records  
Q3 2020 (On-premises release)

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## Product overview

**HxGN OnCall® Records** provides an enterprise-level records management solution to centrally store and manage extensive volumes of information across a law enforcement agency's operational environment. It features an easy-to-use application accessed via a standard web browser that delivers efficient data collection from the field and the ability to access and evaluate records data anywhere. OnCall Records offers flexible and highly customizable records management that meets unique single- and multi-agency requirements, provides complete data governance, and is cost-effective to deploy.

**HxGN OnCall® Records | Mobile** extends OnCall Records and/or third-party records management systems to smartphones and tablets, helping public safety agencies improve safety and productivity. It allows field personnel to create incident reports, record field interviews, upload accident diagrams, search records, and more. Available as a native app for iPhones, iPads, and Android devices, it incorporates native device capabilities, such as push notifications, GPS, and camera imagery.

## Version overview

### HxGN OnCall Records

Improvements to user experience and new functionality include:

- The ability to display custom field information on the master name quick view information screens
- Enhanced search phone number field to allow searching of all phone number fields
- "At time of" data expanded to the arrest, juvenile contact, accident, accident supplement, citation, field interview, use of force, booking, and juvenile booking modules
- Miscellaneous service module can be linked to DUI and citation modules
- Quick info details in Master Vehicle for vehicles and license plates auto-populates registered owner field from vehicle to the impound and tow modules to reduce redundant data entry
- The ability to save and add another functionality improves the workflow for adding multiple infractions / sanctions to the jail incident infraction screen
- A global setting that allows multiple court appearances for an arrest record
- A fleet management module to support capturing information for agencies

### HxGN OnCall Records | Mobile

This release includes our unified app available in the Apple and Google Play stores, HxGN OnCall Mobile. It not only delivers OnCall Records and OnCall Dispatch functionality as separately licensed products, but it also enables enhanced data sharing between OnCall Dispatch and Records workflows.

This release includes:

- OnCall Mobile contains HxGN OnCall Records | Mobile Bookings, HxGN OnCall Records | Mobile Patrols, HxGN OnCall Records | Mobile Accident Diagrams, and HxGN OnCall Dispatch | Mobile Responder products, respectively.
- The ability to use information added to supplemental reports in Mobile Responder when starting a new report in Mobile Bookings or Mobile Patrols.

These releases pertain to the on-premises version only. The Azure version release will be announced separately when available.

## Licensing & distribution

OnCall Records modules require a Reprise license, which is licensed per number of concurrent users. Premium maintenance is available.

OnCall Records | Mobile requires a Reprise license, which is licensed per number of concurrent users.

For more information, visit [Licensing Resources](#).

## Dependencies & download

### OnCall Records

Reporting features for jail management require SQL Server Reporting Services.

### OnCall Records | Mobile

On-premises deployments of OnCall Records | Mobile requires HxGN OnCall Mobile Administrator.

## Additional information & resources

Learn more about this release by visiting the support site for [HxGN OnCall Records](#), our [external site](#).