Trouble shooting the iMobile

Q.   I took my computer out of the front line unit docked it in a reserve unit and it won't Log on?

Remember:
 Whenever you need to move the computer from one unit to another you need to first log the computer off before you undock it.

To Do This:

➢   *First go the tool bar and select Admin then Sign off*
➢   *Then click the lower left start tab and click log off unit*
➢   *When the log off window pops up click on the red log off tab*
➢   *When the Microsoft windows page comes up click on Turn off computer*
➢   *Now you can undock the computer and re-dock it in the reserve unit*

When the computer has been re-docked

➢ Call communications via the telephone x2944 and have them log that unit off while you go thru the log on procedure. *Important:* *ONLY CALL COMMUNICATIONS IF THEY ARE NOT IN THE MIDDLE OF A WORKING INCIDENT OR TRYING TO DISPATCH SEVERAL CALLS.*
➢ After the computer has been Docked and Locked turn it on then click on the unit icon.
➢ The log in window should come up
➢ The box for the password will be highlighted, the password is the unit number i.e.,(E22)
➢ The iMobile map should come up
➢ If you get the desk top window instead simply click the iMobile icon

Q.   I have lots of vehicle icons on my map, I only want HCDFRS vehicles.

➢ If you only want to see HCDFRS vehicles go to tool bar at the top of the page and click on *Map*, click on *Show Units,* in the window that shows the different county agencies click on the ones you want to view and unclick the others.

Q.   When my vehicle icon moves on the map it leaves a trail of red dots behind.

➢ These are GPS markers you simply need to make an adjustment to the GPS setting.
➢ To do this go to the top tool bar and click on *Navigate,* then click on *Options* then click on the *GPS tab*, there will be a box in the center of that window with a number in it. Change that number to a, *1*

➢ Then click *OK.*

Q.   I came in this morning and the iMobile is not active, the function keys are <u>*greyed.*</u>

➢ Click the *Red X* at the top right of the screen to close the program.
➢ The startup page should come up with two icons, one being your Unit and the other being the Admin or Phred icon.
➢ Click on your unit tab.
➢ If this does not work go thru the shut down procedure described above and restart the computer and program.

<u>*FYI*</u>   If you are on the street already and get picked up for a call you do not need to ask communications to "Send the call to my MDT". It will automatically be sent to your unit when they acknowledge your response.

If you should have any difficulties with any of the above mentioned trouble shooting suggestions or something other then what has been mentioned is happening to your iMobile, ***DON'T Panic.***

If you happen to be running a reserve unit and there is not a set up for an iMobile or there is a Dock but no GPS/Modem (the box with the green lights), ***DON'T PANIC.***

This is an ongoing list of frequently asked questions or concerns with the iMobiles. As new questions or problems arise if there is a fix that can be done by the user it will be added to this page.