Accessing CommandCentral Aware

You can log on to CommandCentral Aware in one of two ways:

- Local authentication: You log on using the email address and password that you created for your CommandCentral account from the Motorola Solutions welcome email.

- Third-party identity provider: If configured for your organization's CommandCentral subscription, you log on using a federated identity provider, such as Okta or Microsoft Entra ID. After entering your email address on the Welcome to Motorola Solutions page, you are redirected to the login page of the federated identity provider. Contact your system administrator for more information.

This procedure is for logging on using the local authentication method.

When logged on, you can access CommandCentral products that are available to you without needing to repeat your authentication. CommandCentral Aware also has no session limit; therefore, once you log on, you remain logged on until you manually log out.
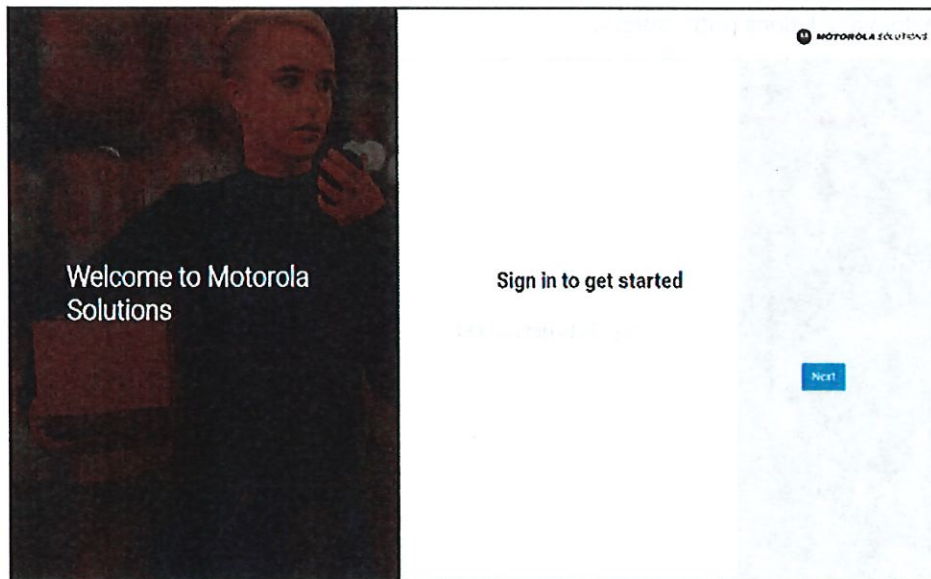
NOTE: The video sources that you can access in CommandCentral Aware are governed by the permissions and authorizations your system administrator configures for your account.

Procedure:

1. In your Chrome browser address bar, enter one of the following CommandCentral Aware URLs associated with your region:

   - United States: https://aware.commandcentral.com
   - Canada: https://aware.commandcentral.ca
   - United Kingdom: https://aware.commandcentral.co.uk
   - Australia: https://aware.commandcentral.net.au

   The Welcome to Motorola Solutions page opens.

2. Enter your email address to Sign in to get started, and then click Next.

3. Enter your Password, and then click Sign In.

⚠️ IMPORTANT: Passwords are case-sensitive.

💡 TIP: If you forget your password or you want to change it, see Changing Passwords on page 14.

Result: You are logged on to CommandCentral Aware.

1.1
Changing Passwords

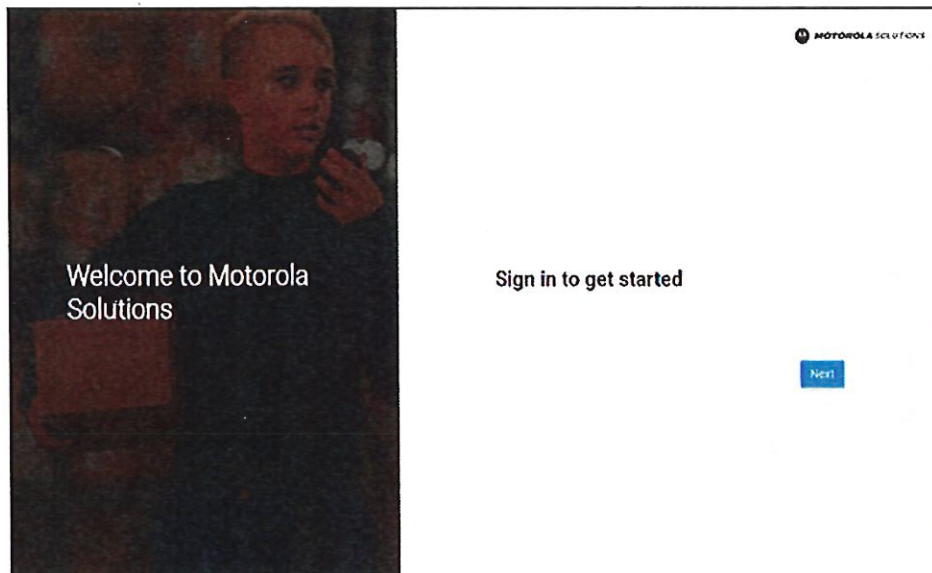📝 NOTE: This procedure only applies to CommandCentral account that use local authentication and are not federated.

When changing your CommandCentral password, ensure that it meets the following requirements:

- It is at least eight characters long.
- It does not match any of your previous ten passwords.
- It does not contain your name, organization name, or email.
- It is not in a list of commonly used passwords.
- It does not contain a word that is commonly found in dictionaries.

Procedure:

1. In your Chrome browser address bar, enter one of the following CommandCentral Aware URLs associated with your region:

   - United States: https://aware.commandcentral.com
   - Canada: https://aware.commandcentral.ca
   - United Kingdom: https://aware.commandcentral.co.uk
   - Australia: https://aware.commandcentral.net.au

   The Welcome to Motorola Solutions page opens.

2. Enter your email address to Sign in to get started, and then click Next.

3. Perform one of the following actions:

Option	Actions
Changing your password	a. Under the Password field, click Change. The Change Password page appears. b. Enter your Current Password. c. Enter your New Password. d. Reenter the password to Confirm New Password. e. Click Submit.
Resetting your password	a. Under the Password field, click Forgot. The Reset Password page appears. b. Click Get security code. c. Enter Security Code that you received in your email, and then click Validate. d. Enter your New Password. e. Reenter the password to Confirm New Password. f. Click Submit.

1.2

Installing the Progressive Web App

You can open the CommandCentral Aware application directly from your desktop and iOS devices by installing the Progressive Web App (PWA).

IMPORTANT: The PWA does not support Android devices.

Procedure:

1. To install the PWA on your desktop, perform the following actions:

   a. Sign into CommandCentral Aware.

   b. Next to the address bar in your Chrome browser, click Install CommandCentral Aware by Motorola Solutions.

   Install CommandCentral Aware by Motorola Solutions
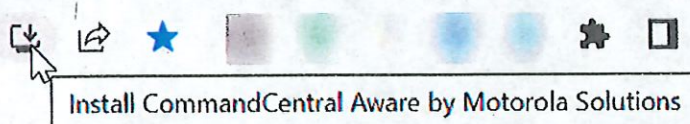
   c. To confirm the install of the PWA to your desktop, in the Install app? dialog box, click Install.

   The PWA installs on your desktop, and CommandCentral Aware opens automatically.

   Whenever you want to reopen CommandCentral Aware on your desktop after closing out of the application, you can select the CommandCentral Aware by Motorola Solutions application.

Chapter 2

Aware Modules

CommandCentral Aware consists of the following modules: Map View, Event Monitor, and Video Player.

If enabled by your system administrator, you can access the Historical Map and Video View modules in CommandCentral Aware. The Historical Map replays historical map data, while the Video View plays live or recorded video feeds from individual or groups of fixed security cameras.

Also, if your organization is subscribed to the 9-1-1 Assist service, you have access to the Focus, Transcription, and Smart911 modules.

> NOTE: All modules, except for the Historical Map and Video View, are contained in CommandCentral Aware.

The following diagram and table describes each module available in CommandCentral Aware, as well as some of the main screen elements of the application window.
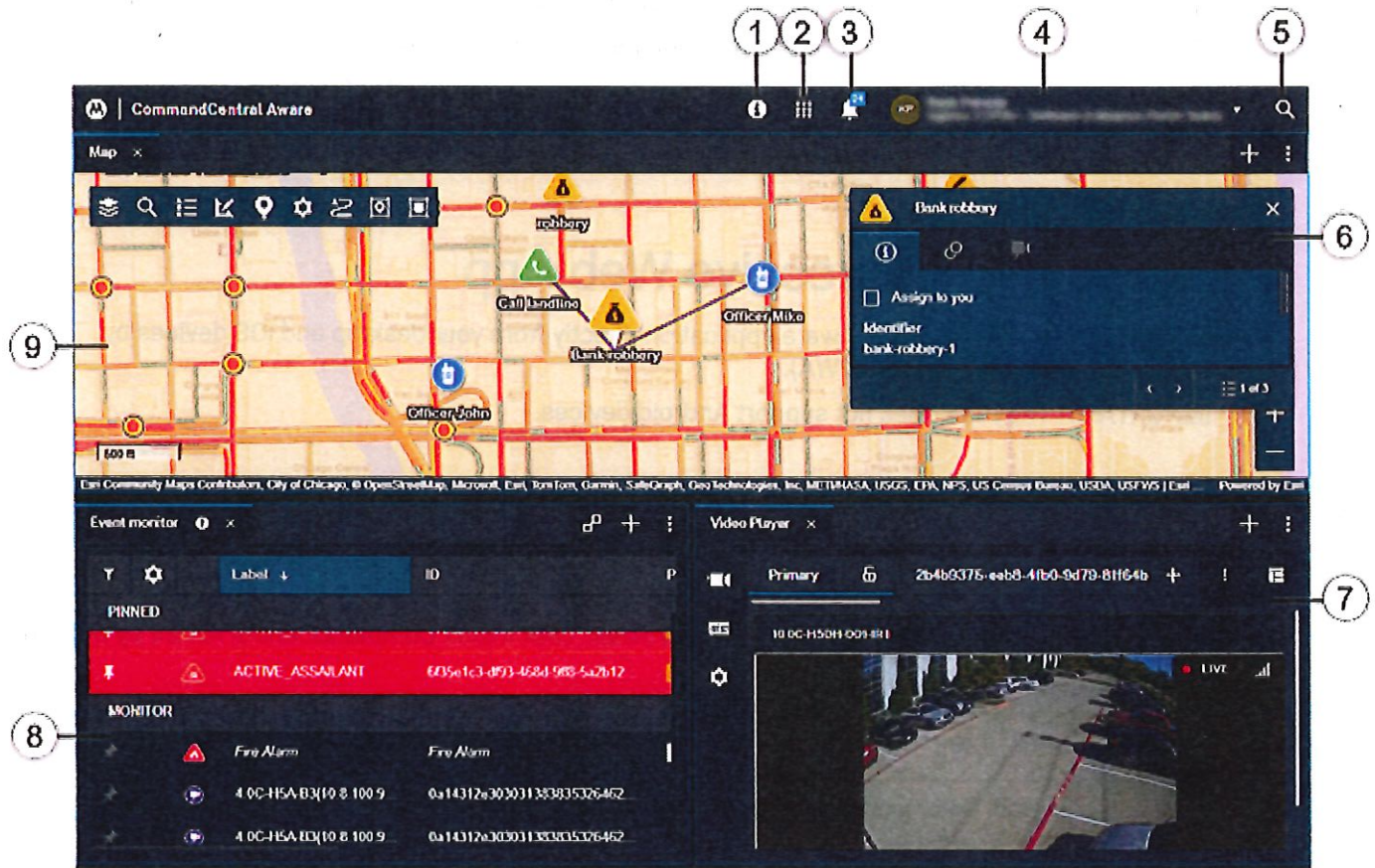
Table 1: CommandCentral Aware Elements

Item	Description
1	ⓘ Support You can click the Support icon at the application header to open the menu to access the Knowledge Base for release notes and Contact information for the Motorola Solutions Technical Support team.

| Item	Description
2	⠿ Applications You can click the Applications icon in the application header to switch to other Command-Central products that your organization is subscribed to.
3	🔔 Notifications You can click the Notifications icon at the application header to view alert information, such as files that did not load, upgrades that may be needed, or exported files that are ready for download.
4	⊙ *<User_Name>* You can click your user name in the application header to manage your Cookie Preferences, view the Terms & Conditions, view the Privacy Policy, Reset Settings, access end-user Documentation, and to Sign Out.
5	Q Global Search You can click the Global Search icon at the application header to find data from disparate sources (CAD, units, devices, and cameras). You can search for labels, device IDs, unit IDs, and addresses. The type-ahead functionality is used, and the search is not case-sensitive.
6	Event Details window Shows event information that you selected from the Event Monitor and Map View modules and contains a variety of tabs that provide different types of information.
7	Video Player module Plays livestreams from both mobile and fixed security cameras.
8	Event Monitor module Shows a list of real-time events that are also shown in the Map View module. The information for each event is shown in columns. You can filter the information, reorder columns, pin events, and more.
9	Map View module Shows a geographical view of all available event data; this includes camera locations, CAD incidents, field personnel, and more. You can also select and play cameras, view event information, and customize the module with map and event layers that respond to the needs of your organization.

2.1
Accessing Modules

Procedure:

1. In the upper-right corner of CommandCentral Aware, click + Add new tab.

   The Select a tab type drop-down list opens, providing the following options:

   - Event monitor: Opens the Event Monitor module in the main window of CommandCentral Aware. You can open several Event Monitor modules. For more information, see Adding Additional Event Monitors on page 96.

   - Map: Opens the Map View module in the main window of CommandCentral Aware. You can only open one Map View module.

- Video Player: Opens the Video Player module in the main window of CommandCentral Aware. You can only open one Video Player module.

- Video: Opens the Video View module in a separate window. You can only open one Video View module.

- Historical map: Opens the Historical Map module in a separate window. You can only open one Historical Map module.
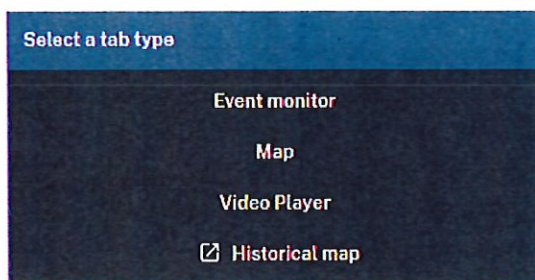
NOTE: The Video option is not pictured.

2. Select the module that you want to access.

Result: Depending on your selection, the module opens on a tab in the main window of CommandCentral Aware or a separate window.

2.2
Maximizing and Minimizing Modules

You can maximize or minimize any of the CommandCentral Aware modules that are contained in the main window.

Procedure:

- To maximize a module, on the right side of the module, click ⋮ Action tab and select ⌐ Maximize.

- To return a maximized module to its previous size, on the right side of the module, click ⋮ Action tab and select ▪ Minimize.

2.3
Undocking Modules

You can open CommandCentral Aware modules on a separate window. Opening a module in a separate window undocks it from the main application window.

Procedure:

1. On the right side of the module, click ⋮ Action tab.

2. From the drop-down list, select ☐ New window.

Result: The module undocks from the main window of CommandCentral Aware and opens in a new window.

2.4
Moving and Redocking Modules

You can move and redock modules that are contained within the main window of CommandCentral Aware. However, you cannot move and redock the Historical Map and Video View modules because they open in separate windows.

Procedure:

1. With your cursor, click and press the applicable tab of the module.
2. Drag the tab to the new location in the main window.

   A translucent box appears around the new position.

3. Release your cursor.

Result: The module is moved and docked in its new position.

2.5
Resizing Docked Modules

You can resize the modules that are contained in CommandCentral Aware to reorganize the display for better viewing.

Procedure:

1. Position the cursor over the border of the module until a double-headed arrow appears.
2. Move the cursor in the direction that you want for the new border.
3. Release your cursor.

2.6
Restoring the Default Configuration

Your settings in CommandCentral Aware are tied to your user login and remains the same between different work sessions, even when you change computers. After you log on, the last configuration that you were using when you logged off is the configuration that appears.

Settings that are saved include:

- Filters and columns in Event Monitor module.
- A number of windows opened and their positions.
- Zones of interest in the Map View module.
- Selected basemaps in the Map View module.
- Selected map layers in the Map View module.

The default configuration is defined as one Map View and one Event Monitor separated by tabs. You can return to the default configuration in CommandCentral Aware at any time.

Procedure:

1. At the header, click 👤 *<Your_Username>*.
2. From the drop-down menu, select **Reset Settings**.

   The Restoring Default Configuration dialog box opens.

3. Click Restore.

Result: The default configuration is displayed.

2.7
# Closing Modules

Procedure:

- To close a module contained in the main window, click ✕ Close on the applicable tab for the module.

- To close the **Historical Map** or **Video View modules**, click ✕ Close in the upper-right corner of the window.

Number	Description
6	Bookmarks (🔖) You can click the Bookmarks icon to view and manage saved geographical locations.
7	Default Map View (⌂) You can click the Default Map View icon to reset the map to its default zoom level and location.
8	Zoom controls (✛) and (▬) You can click the zoom control icons to change the magnification level of the map.

4.2
Map Toolbar

The Map toolbar appears in the upper-left corner of the Map View module.
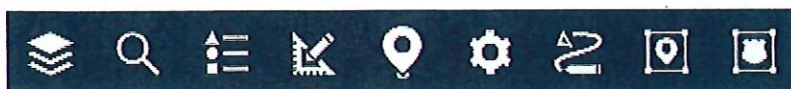
The following table describes the available tools in the Map toolbar that you can use:

Table 3: Map Toolbar Description

Icon	Description
≋	Layers You can click the Layers icon to open a list of map and event layers where you can enable and disable their display on the map.
Q	Search You can click the Search icon to open a search box for finding and showing the location of common places or addresses on the map.
≔	Legend You can click the Legend option to view a list of graphics and symbols that currently appear on the map.
⊾	Measurement tools You can click the Measurement tools icon to measure distances or areas on the map.
◉	Coordinates You can click the Coordinates icon to find the details of a selected geographical area on the map.
✿	Map settings You can click the Map settings icon to set a new home location, restore the default location, and change basemaps.
⦚	Markups

Icon	Description
	You can click the Markups icon to create, edit, and view a collection of markup features on the map. You use Markups for event planning and coordinating incident responses in real-time.
	⚠ IMPORTANT: Markups replaced Tactical Tools, which is now in a read-only mode. You can still view plans that you created with Tactical Tools, but you can no longer create new ones. Motorola Solutions will permanently remove Tactical Tools on January 30, 2025.
⦿	Zone of Interest
	You can click the Zone of Interest icon to create and edit outlines of geographical areas on the map that you want to concentrate on.
▣	Patrol Checkpoint
	You can click the Patrol Checkpoint icon to create and edit outlines of geographical areas on the map that you want officers to patrol.

4.2.1
Managing Layers

You can use Layers in the Map View module to find, enable, and disable the display of map layers and event layers.

Map layers are a collection of geographic data, such as traffic, weather, and building floorplans, for mapping and spatial analysis. Event layers are a live feed of event data published from multiple sources, including incidents, cameras, and alarms.

Procedure:

1. Access the Map View module.

2. In the Map toolbar, click ≋ Layers.

   The Layers drop-down list opens, showing map layers in alphanumeric order and the number of associated events.

3. To find a specific layer, enter the name in the Search field, and then press ENTER on your keyboard.

4. To sort the list alphanumerically, click ☰↓ Sorting, and then select either Sort A–Z or Sort Z–A.

5. To enable or disable the display of layers, perform any of the following actions:

   ● If you want to enable a layer, click its corresponding toggle to switch it to the right (▮▮).

   ● If you want to disable a layer, click its corresponding toggle to switch it to the left (◦▯).

     NOTE: Disabled layers do not affect Event Monitors.

   ● If you want to disable all layers, click the toggle in the upper-right corner of the Layers list to switch it to the left (◦▯).

6. To hide labels of events associated with a layer, click 🆃 Hide/Show Labels.

     NOTE: The event labels are turned on (🆃) by default.

   The event label icon changes to a clear background (🆃). You can re-click the icon to show the event labels again.

7. To change the opacity for a layer, click the Percent button and move the slider bar.

8. Click ≋ Layers again to close the list.

4.2.2
Finding Addresses or Common Places

You can use the Search option in the Map View module to find specific locations and common places on the map.

Procedure:

1. Access the Map View module.

2. In the Map toolbar, click 🔍 Search.

   The Find address or place field opens.

3. Enter the address or name of a common location.

   📝 NOTE: When you click the field, the Use current location option appears. When selected, this option provides you with a list of common locations in your current area.

   Values are not case-sensitive, and wild cards are not supported.

   The matching search result appear. A list of locations may appear if there are other possible matches.
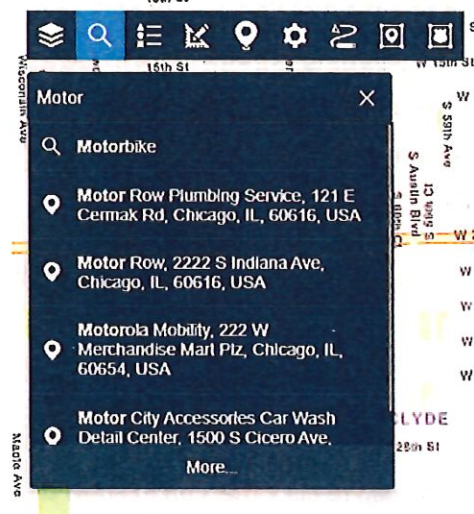
4. Select the address or location that you want to view.

   The Search result dialog box opens in the upper-right corner and centers and zooms onto the location.
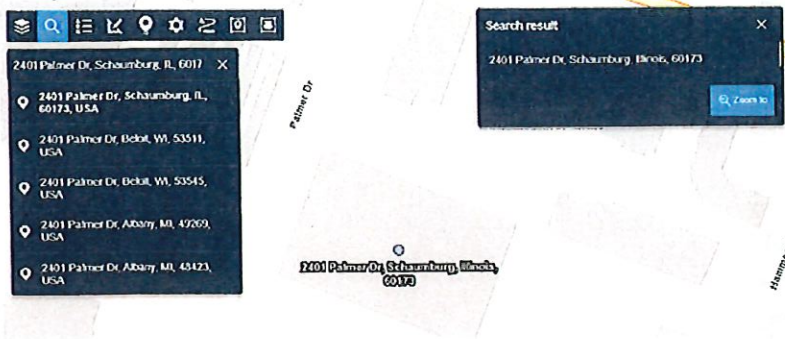
5. Perform any of the following actions:

   - If you want to clear the results and enter another location, from the Search result search bar, click ✕ Close.

   - If you want to close the Find address or place field, from the Map toolbar, click ⌕ Search.

   - If you want to view previous searches during your current work session, at the header, click ⌕ Global Search.

     The History list shows your past searches. To use one of the search results, you can select the result.
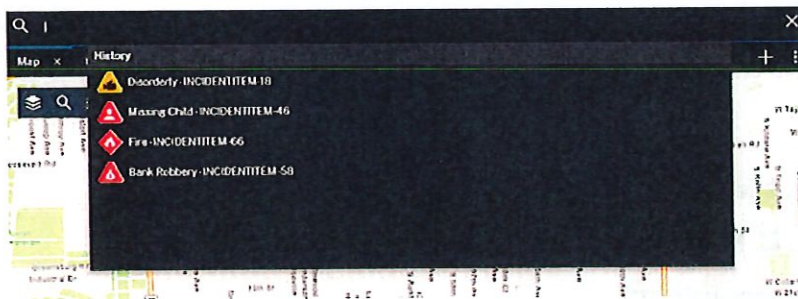
4.2.3
Viewing the Map Legend

You can use the Legend in the Map View module to view an automatically generated list of data types that currently appear, their meaning, and how they are represented on the map.

Procedure:

1. Access the Map View module.

2. In the Map toolbar, click ☷ Legend.

Result: The Legend window opens.
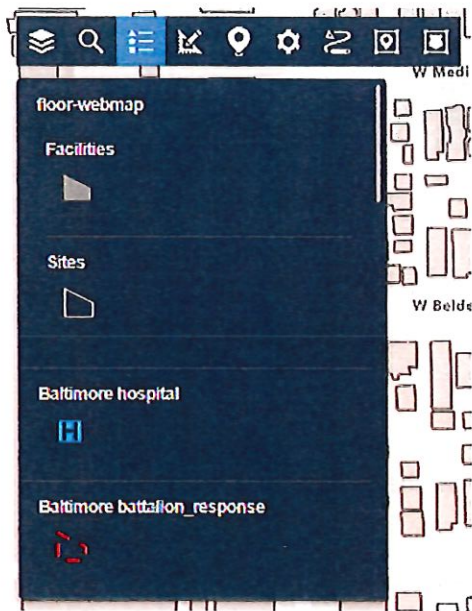
4.2.4
Measuring Distances

You can use Measure distance in the Map View module to measure the distance between two or more points. This feature can help you evaluate the distance between different incidents and determining an appropriate response.

Procedure:

1. **Access the Map View module.**

2. In the Map toolbar, select ⚞ Measurement tools → Measure distance.

   The cursor changes to a cross-hair (✛).

3. Click for your first point on the map:

   The Distance measurement dialog box opens in the upper-right corner. You can change the Unit at any time from imperial to metric.

4. Click the second location on the map to measure the distance.

   A dashed line appears on the map between the two points.

   As you move the mouse, the distance dynamically changes and is shown on the Distance measurement dialog box. The units are automatically adjusted based on the value. For example, the transition from feet to miles occurs after 1,000 feet.

5. Repeat step 2-step 4 until you are finished, and double-click your mouse to stop the measurement.

6. From the Distance measurement dialog box, perform one of the following actions:

   - If you want to start a new measurement, click New Measurement and repeat this procedure.

   - If you want to finish measuring, click ✕ Close.

4.2.5
Measuring Areas

You can use Measurement area in the Map View module to measure the area of a shape and its perimeter. This feature can help you evaluate the distance between different incidents and determining an appropriate response.

Procedure:

1. Access the Map View module.

2. In the Map toolbar, select 📐 Measurement tools → Measure area.

   The cursor changes to a cross-hair (✛).

3. Mark your first point om the map.

4. Click your next location on the map.

   As you move the mouse, the area and perimeter dynamically change.

   The Area measurement dialog box opens in the upper-right corner. You can change the Unit at any time from imperial to metric.

   As you move your cursor and set more spots, the area and perimeter change dynamically.
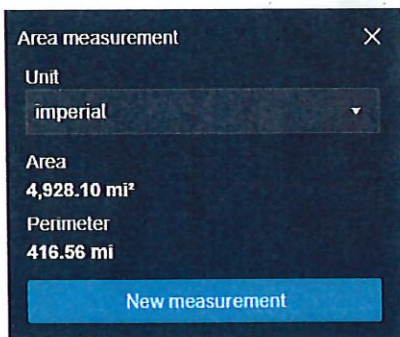
5. Repeat the step 2-step 4 until you are finished, and double-click your mouse to stop the measurement.

   The selected area is shaded in orange.

6. From the Area measurement dialog box, perform one of the following actions:

   - If you want to start a new measurement, click New measurement and repeat the procedure.

   - If you want to finish measuring, click ✕ Close.

4.2.6
Finding and Copying Location Details

You can use Coordinates in the Map View module to find and copy the coordinates, nearest address, nearest intersection, and What3Words of a geographical location.

Procedure:

1. **Access the Map View module.**

2. In the Map toolbar, click **♥** Coordinates.

   The cursor changes to a crosshair (**+**).

3. Click the desired location on the map.

   In the upper-right corner, the Coordinates dialog box opens for the chosen location. The Coordinates window provides location details and the assigned What3Words.
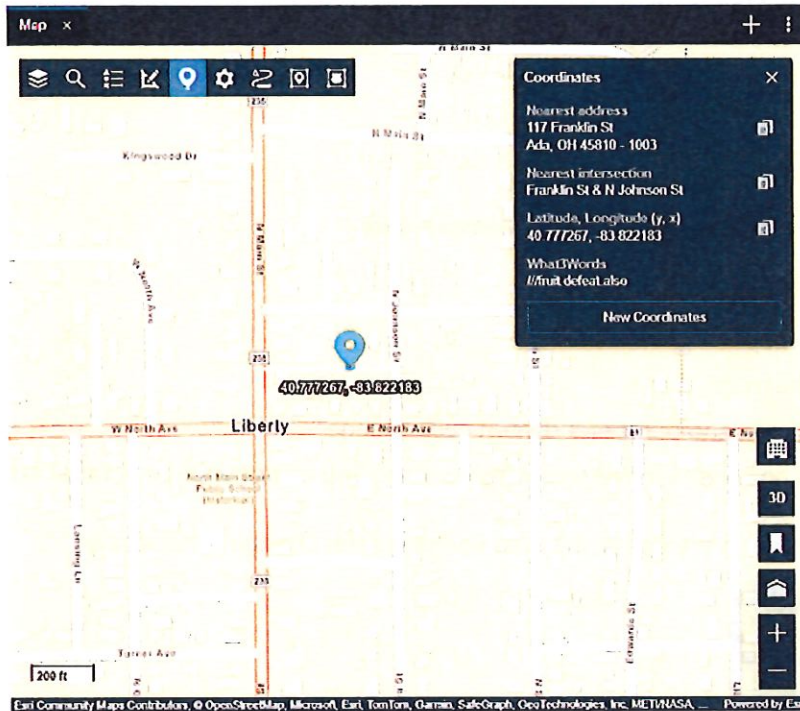
4. From the Coordinates dialog box, perform any of the following actions:

   - If you want to copy the nearest address, click **▤** Copy nearest address to clipboard.

   - If you want to copy the nearest intersection, click **▤** Copy nearest intersection to clipboard.

   - If you want to copy the location coordinates, click **▤** Copy Latitude, Longitude to clipboard.

   - If you want to see the location details of a different location, click New Coordinates.

4.2.6.1
What3Words

What3Words is a geocoding system that divides the world into a grid of 3m x 3m squares. Each square is assigned a unique combination of three words. You can use these three words to communicate specific locations to organization personnel and responders when no precise address is available, such as building entrances, rooms, or official designations like parks or outdoor areas.

In the Map View module, you can find the assigned What3Words of a location by using the ♥ Coordinates button in the Map toolbar.

⚠️ IMPORTANT: In order to find the assigned What3Words of a location, your system administrator must enable the What3Words geocoding service in CommandCentral Admin 2.0.

4.2.7
Changing Basemaps

The Base map option in the Map View module lets you you change the basemap that you want to show. Basemaps are web maps that provide different visuals and data of geographic areas.

Procedure:

1. Access the Map View module.

2. In the Map toolbar, select ⚙ Map settingsBase map.

   A window with thumbnail images of your available basemaps opens.
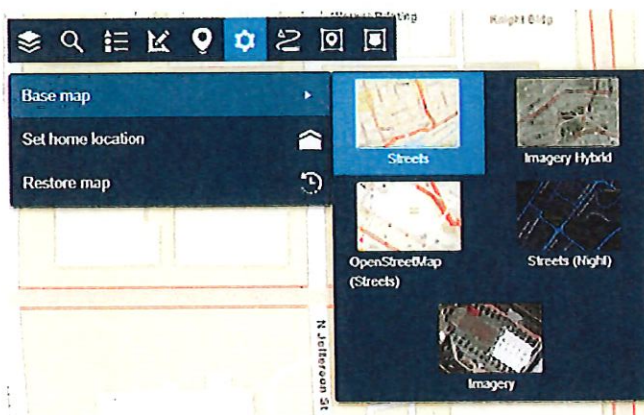
3. Select the basemap that you want to use.

Result: The window closes, and the map refreshes to display your selected basemap.

4.2.8
Setting a New Home Location

The Set home location setting in the Map View module lets you change the default home view by setting a new home location and zoom level.

📝 NOTE: Your system administrator configures the default home view in CommandCentral Admin 2.0.

Procedure:

1. Access the Map View module.

2. Set the desired location and alter the zoom level of where you want it.

3. In the Map toolbar, select ⚙ Map Settings → Set home location.
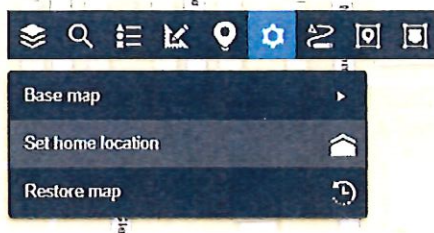
Result: Your current location is set as the new default home location. You can return to your new default home location by clicking 🏠 Default Map View in the lower-left corner of the Map View.

4.2.9
Restoring the Default Home View

The Restore Map setting in the Map View module lets you restore the map to its default configuration.

📝 NOTE: Your system administrator configures the default home view.

Procedure:

1. Access the Map View module.

2. In the Map toolbar, select ⚙ Map settings → Restore Map.
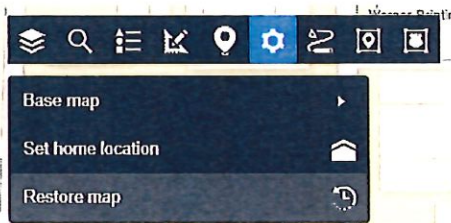
Result: The list closes, and the map refreshes and shows the default layers, basemap, and default home view.

4.2.10
Creating and Editing Markups

You can use Markups in the Map View module to create and edit collections of markup features. Markups lets you place visual indicators and draw geographic features on the map to represent information related to an event or incident. This capability can help you coordinate critical incident responses in real-time or proactively plan for major events.

⚠ IMPORTANT: Markups replaced Tactical Tools, which is now in a read-only mode. You can still view plans that you created with Tactical Tools, but you can no longer create new ones. Motorola Solutions will permanently remove Tactical Tools on January 30, 2025.

Prerequisites: Contact your system administrator to access the Markups feature.

Procedure:

1. Access the Map View module.

2. In the Map toolbar, click ⇄ Markups.

   The Markups window opens, showing a list of existing markup groups created by you or other CommandCentral Aware users.
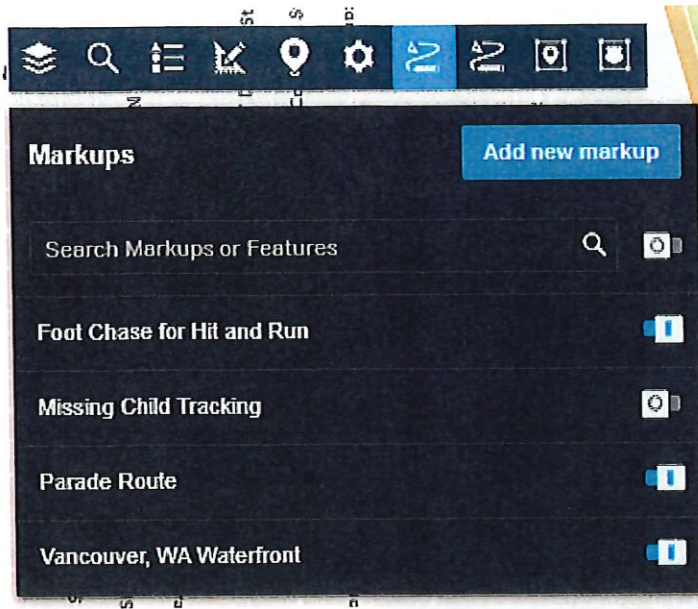
3. Perform any of the following actions:
   - If you want to add a new markup group, go to step 4.
   - If you want to edit an existing markup group, go to step 5.
   - If you want to manage the visibility of existing markup groups, go to step 6.
4. To add a new markup group, perform the following actions:
   a. Click Add new markup.
   b. Replace the highlighted Markup name by entering a new name for your markup group, and then click Save.
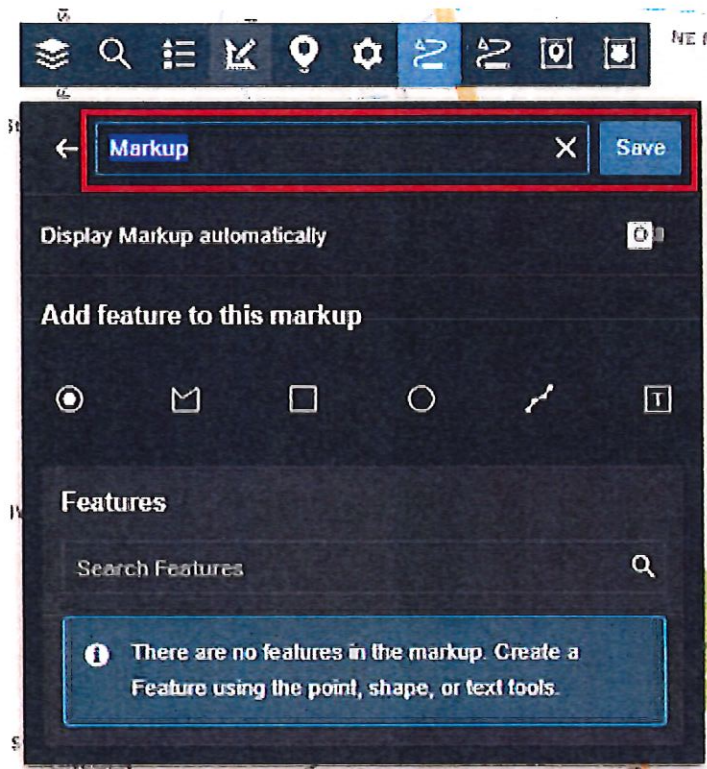
Your markup group is saved and created.

c.   Optional: Enable the Display Markup automatically by clicking the corresponding toggle (⊙▮).

> NOTE: The Display Markup automatically setting is disabled by default. Enabling this setting shows your markup on the map for all users, either immediately or on their next login. Other users can hide your markup after it has been automatically displayed.

d.   Perform step 4 in Adding and Editing Markup Features on page 41 to add markup features to the group.

> TIP: You can use keyboard shortcuts to navigate the map while drawing polygons and polylines. For more information, see Map Navigation Keyboard Shortcuts on page 62.

The markup features that you add appear in your library of Features in the Markups window.
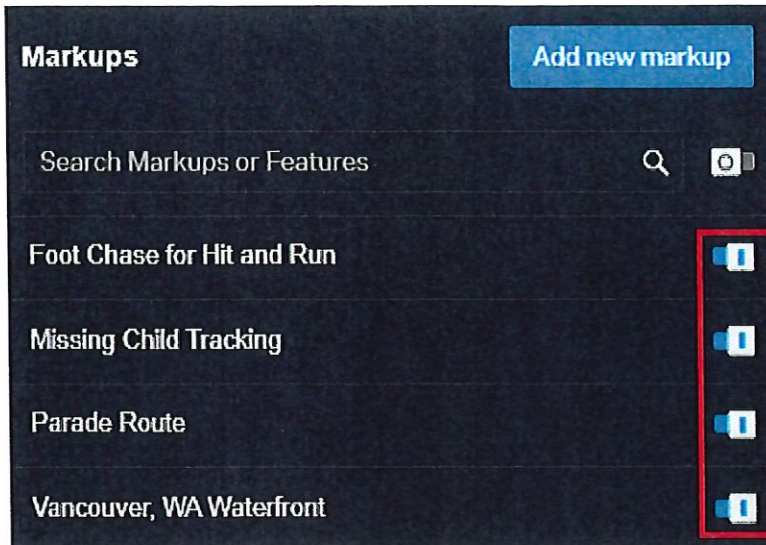
- If you want to hide (⊙) or unhide (▮) all existing markup groups from the map, click the corresponding visibility toggle for all markup groups.
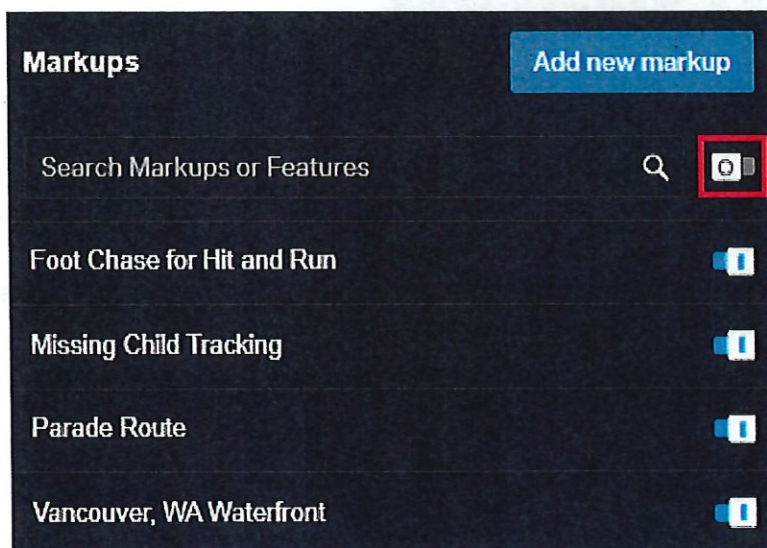
4.2.10.1
Adding and Editing Markup Features

You can add and edit features in a markup group, such as icons, polygons, rectangles, circles, polylines, and annotations when using Markups in the Map View module.

📝 NOTE: At this time, you cannot change the opacity of polygons, rectangles, and circles.

🔅 TIP: You can use keyboard shortcuts to navigate the map while drawing and editing polygons and polylines. For more information, see Map Navigation Keyboard Shortcuts on page 62.

Procedure:

1. Access the Map View module.

2. In the Map toolbar, click ⇄ Markups.

   The Markups window opens, showing a list of existing markup groups created by you or other CommandCentral Aware users.
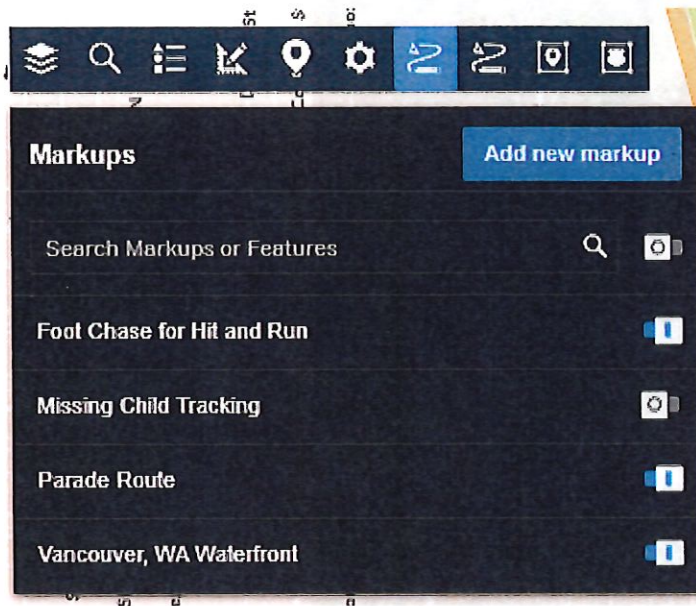
3. Perform any of the following actions:

   - If you want to add new markup features to a group, perform step 4 or step 5 in Creating and Editing Markups on page 35, and then proceed with step 4 in this procedure.

   - If you want to edit markup features in a group, perform step 5 in Creating and Editing Markups on page 35, and then proceed with step 5–step 7 in this procedure.

4. To add a new markup features, perform any of the following actions from the Add feature to this markup in the Markups window section:

| If...	Then...
If you want to add an icon to the markup,	perform the following actions: a. Select ⬤ Icon. b. Enter a Label for the icon. c. Click ✎ Toggle label visibility to display the label on the map. d. Select the desired icon in the Pick the fill color section. e. Select the desired icon color in the Pick the background color section. f. Enter any Notes related to the icon. g. Click where you want to place the selected icon on the map. h. Optional: If you want to add another icon, select ⬤ Icon and repeat these steps. 📝 NOTE: Selecting ⬤ Icon again resets all previous customizations. i. Click Save.
If you want to add a polygon to the markup,	perform the following actions: a. Select Ⓜ Polygon. b. Enter a Label for the polygon. c. Click ✎ Toggle label visibility to display the label on the map. d. Select the desired fill color for the polygon in the Pick the fill color section. e. Select the desired outline color for the polygon in the Pick stroke color section. f. Enter any Notes related to the polygon. g. Click where you want to start drawing the polygon on the map. h. Press and drag the cursor to draw the polygon, or click places where you want to create new vertices. i. Double-click the last vertex when finished. j. Optional: If you want to draw another polygon, select Ⓜ Polygon and repeat these steps. 📝 NOTE: Selecting Ⓜ Polygon again resets all previous customizations. k. Click Save.

If...	Then...
If you want to add a rectangle to the markup,	perform the following actions: a. Select ☐ Rectangle. b. Enter a Label for the rectangle. c. Click ⛆ Toggle label visibility to display the label on the map. d. Select the desired fill color for the rectangle in the Pick the fill color section. e. Select the desired outline color for the rectangle in the Pick stroke color section. f. Enter any Notes related to the rectangle. g. Click and drag the cursor to draw the rectangle on the map. h. Release the mouse button when finished. i. Optional: If you want to draw another rectangle, select ☐ Rectangle and repeat these steps. 📝 NOTE: Selecting ☐ Rectangle again resets all previous customizations. j. Click Save.
If you want to add a circle to the markup,	perform the following actions: a. Select ◯ Circle. b. Enter a Label for the circle. c. Click ⛆ Toggle label visibility to display the label on the map. d. Select the desired fill color for the circle in the Pick the fill color section. e. Select the desired outline color for the circle in the Pick the stroke color section. f. Enter any Notes related to the circle. g. Click and drag the cursor to draw the circle on the map. h. Release the mouse button when finished. i. Optional: If you want to draw another circle, select ◯ Circle and repeat these steps. 📝 NOTE: Selecting ◯ Circle again resets all previous customizations. j. Click Save.

| If...	Then...
If you want to add a polyline to the markup,	perform the following actions: a. Select ✐ Polyline. b. Enter a Label for the polyline. c. Click 🐦 Toggle label visibility to display the label on the map. d. Select the outline color for the polyline in the Pick the stroke color section. e. Enter any Notes related to the polyline. f. Click where you want to start drawing the polyline on the map. g. Press and drag the cursor to draw the polyline, or click places where you want to bend the polyline. h. Double-click the last point of the polyline when finished. i. Optional: If you want to draw another polyline, select ✐ Polyline and repeat these steps. 📝 NOTE: Selecting ✐ Polyline resets all previous customizations.
If you want to add an annotation to the markup,	perform the following actions: a. Select T Annotation. b. Enter the annotation Name. c. Enter Notes related to the annotation. d. Click where you want to place your annotation on the map. e. Optional: If you want to add another annotation, select T Annotation and repeat these steps. 📝 NOTE: Selecting T Annotation again resets all previous customizations. f. Click Save.

5. To edit a markup feature, perform the following actions from the Markups window:

   a. Select the desired feature from the library of Features for the markup group.

   The selected feature centers and is highlighted on the map.
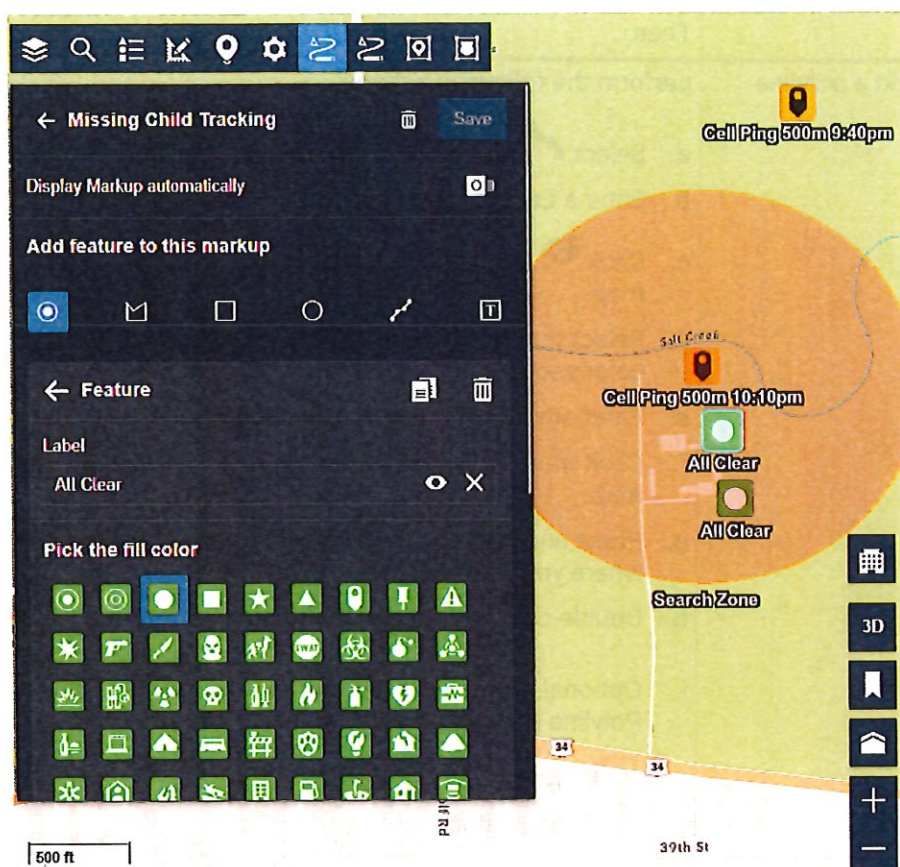
b. Click ▤ Copy feature to duplicate the feature.

c. Click ⑪ Delete feature to delete the feature from the markup.

   💡 TIP: Alternatively, you can select the feature from the map and press the DELETE to delete the feature.

d. Verify or update the feature Label or click ✕ Clear label.

e. Verify or update whether to enable (◉) or disable (⬤) the Toggle label visibility on the map.

f. Verify or update the icon type if the feature you are editing is an icon.
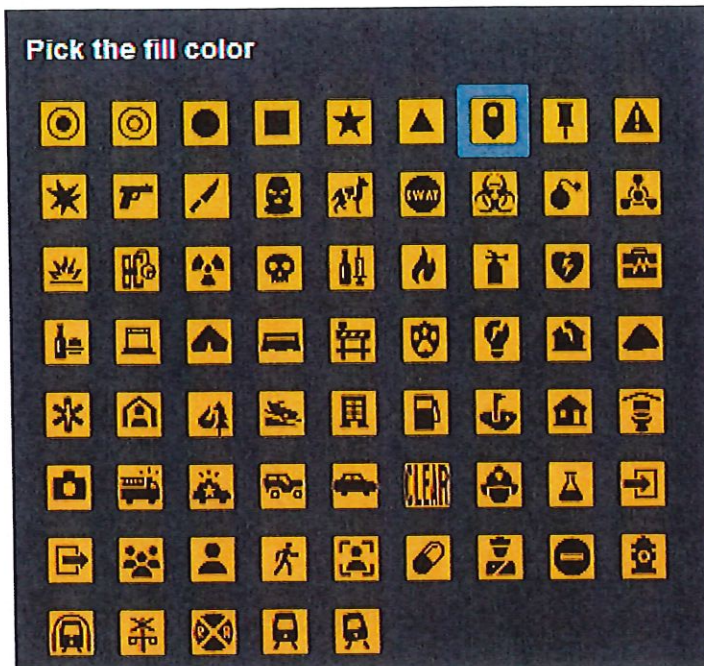
g.   Verify or update the feature background color in the Pick the background color section.

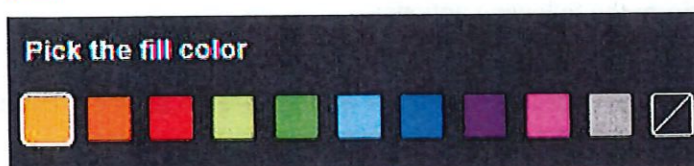NOTE: The Pick the background color section is only available for icons.

h.   Verify or update the feature fill color in the Pick the fill color section.

NOTE: The Pick the fill color is only available for polygons, rectangles, circles, and polylines.

i.   Verify or update the feature outline color in the Pick the stroke color section.

NOTE: The Pick the stroke color is only available for polygons, rectangles, circles, and polylines.
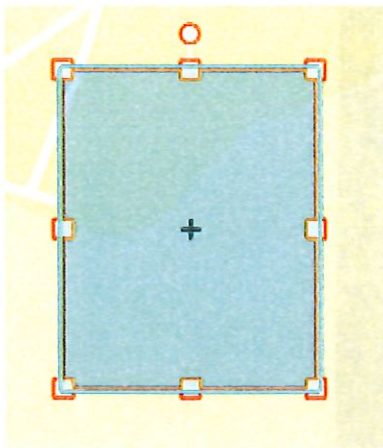

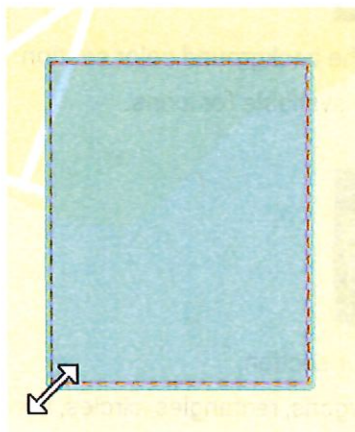6.   To resize markup features, perform the following actions:

NOTE: You can only resize polygons, squares, circles, and polylines.

    a. Click the desired feature on the map.

        The feature is highlighted and outlined with squares.
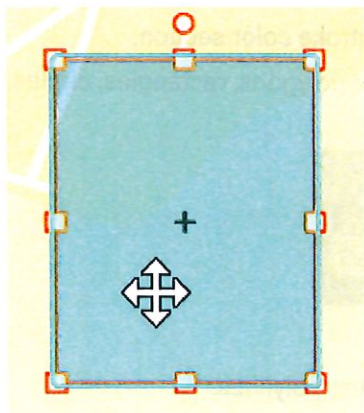

    b. Select one of the squares and drag it to adjust the size to your preference.

7. To relocate markup features, perform the following actions:

    a. Click the desired feature on the map.

        The feature is highlighted, and if the feature is a shape, it is outlined with squares. The cursor also changes to the move pointer (⊕) when hovering over the feature.

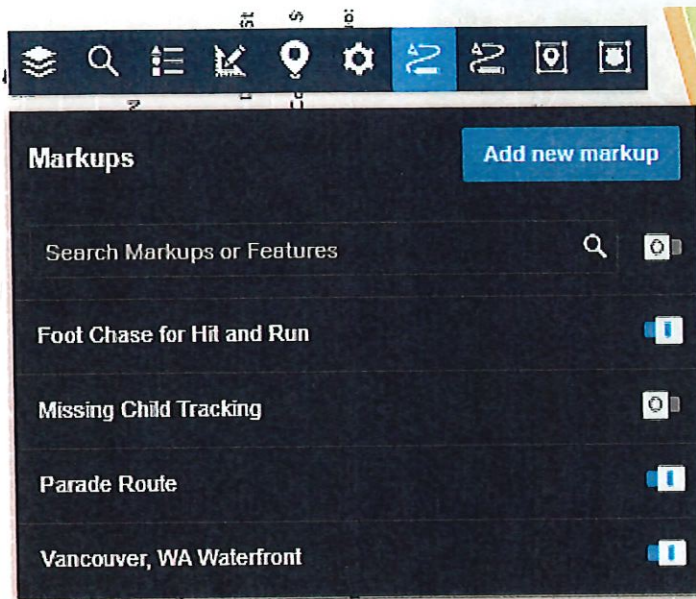b. Hover over the feature, and then hold and drag it to the desired map location.
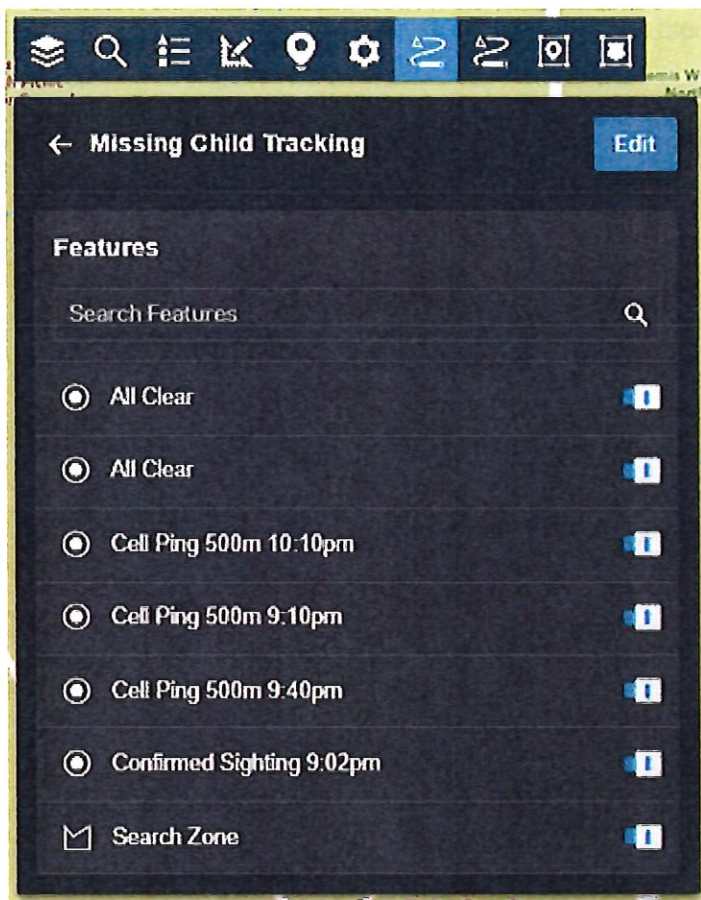
4.2.10.2
Viewing Markups on the Map

Procedure:

1. Access the Map View module.

2. In the Map toolbar, click ⇄ Markups.

   The Markups window opens, showing a list of existing markup groups created by you or other CommandCentral Aware users.


3. Select the desired markup group.

   The markup group opens, showing the library of related Features.

4. Click the desired markup feature from the library of Features.

Result: The map zooms and centers on the location of the markup feature. Information on the markup feature also appears in the Markups window, such as:

● The Label name of the markup feature.

● Notes for the markup feature.

● Who the markup feature was last Edited by, which includes the date and time.

NOTE: The link (✐) and open (☐) icons at the bottom of the Markups window are future features.

You can also edit the feature that you are currently viewing by clicking Edit in the Markups window. For more information, see Adding and Editing Markup Features on page 41.

4.9

Viewing Weather Conditions on the Map

If configured by your system administrator, you can view forecasted weather data from the National Weather Service layer in the Map View module. This map layer replaces the AccuWeather Radar and AccuWeather Loop layers.

NOTE: If you have Accuweather layers already configured, you can continue to use them.

Prerequisites: Enable the National Weather Service layer by following the procedure Managing Layers on page 27.

NOTE: If your system administrator configures both the National Weather Service loop animation and static weather data layers, both types may appear when finding the respective layer.
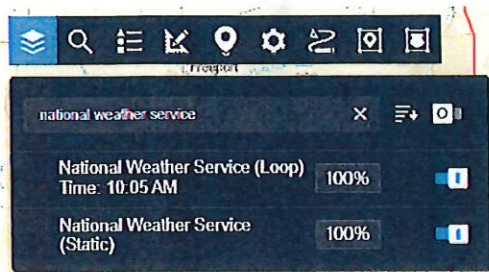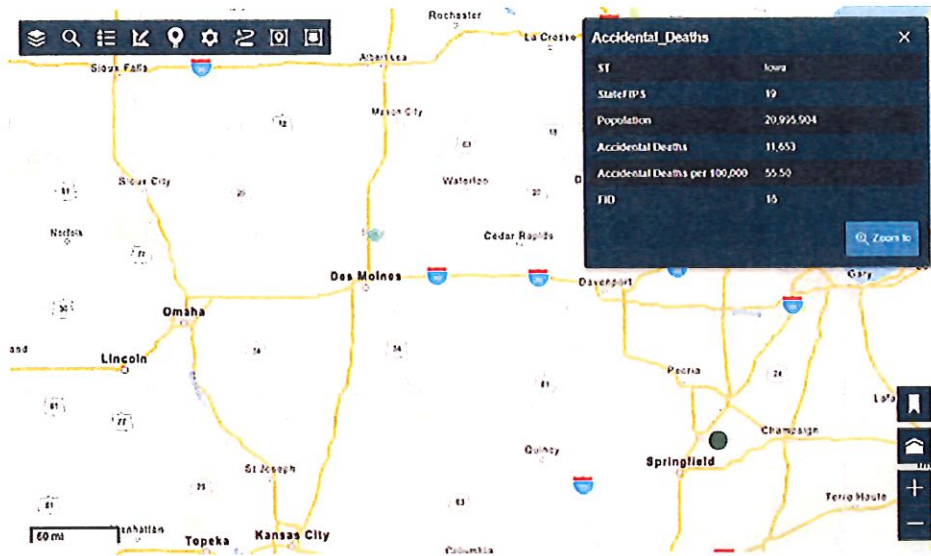

Procedure:

1. Access the Map View module

2. In the lower-right corner of the map, click — Zoom Out.

   TIP: If your mouse is configured to do so, use the middle scroll wheel to change the map zoom level.

Result: By a certain zoom level, set by your system administrator, the National Weather Service layer shows forecasted weather conditions on the map.

3. Optional: If you want to close the custom pop-up window, in the upper-right corner, click ✕ Close.

4.11
Viewing Address Tooltips on the Map

You can view the addresses of Call events from the Map View module without opening the Event Details window. Call events are 9-1-1 calls that Public Safety Answering Point (PSAP) centers receive from VESTA 9-1-1.

NOTE: In order for CommandCentral Aware to receive Call events, you must integrate the applciation with VESTA 9-1-1. The VESTA 9-1-1 integration is available within the CommandCentral Aware PSAP Start subscription offer. Contact Motorola Solutions for more information.

Procedure:

1. Access the Map View module
2. With your cursor, hover over the event icon of a Call event.

Result: The address tooltip of the Call event appears.
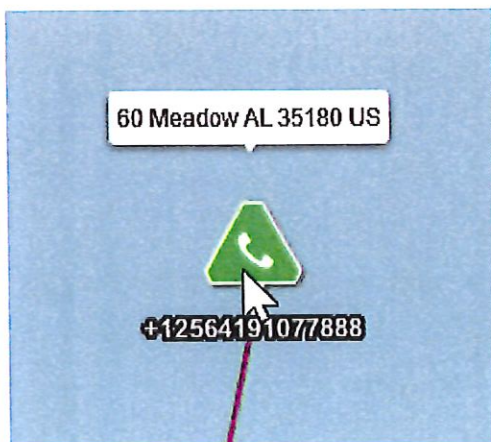
Chapter 5

Event Monitor

You use the Event Monitor module to see a comprehensive list of the same events that appear in the Map View module.

Information on each event is shown in a column. The Event Monitor may include the Label, ID, Updated, Occurred, Address, and Layer columns. You can choose and configure the order of the columns according to your needs. You can also filter the information presented in the Event Monitor and apply them to the Map View.

The Event Monitor uses the following display conventions:

- Rows display in bold until they are read.

- Items that were read but have been updated appear in *italics* until they are read again.

- Event Monitors priority items are expressed in natural language, such as Emergency, High, Medium, and Low.

- Event Monitor tabs with an unacknowledged emergency is outlined in blinking orange (ASTRO radios only). The Event Details for an emergency is also outlined in blinking orange when it is opened.

- Unacknowledged emergency events are outlined with a blinking orange border. After being acknowledged, the border is still present but does not blink.

> NOTE: Your system administrator can configure the Event Monitor to highlight events with specific information in comments, titles, or authors.

5.1
Event Monitor Module

This section describes the screen elements of the Event Monitor module in CommandCentral Aware.

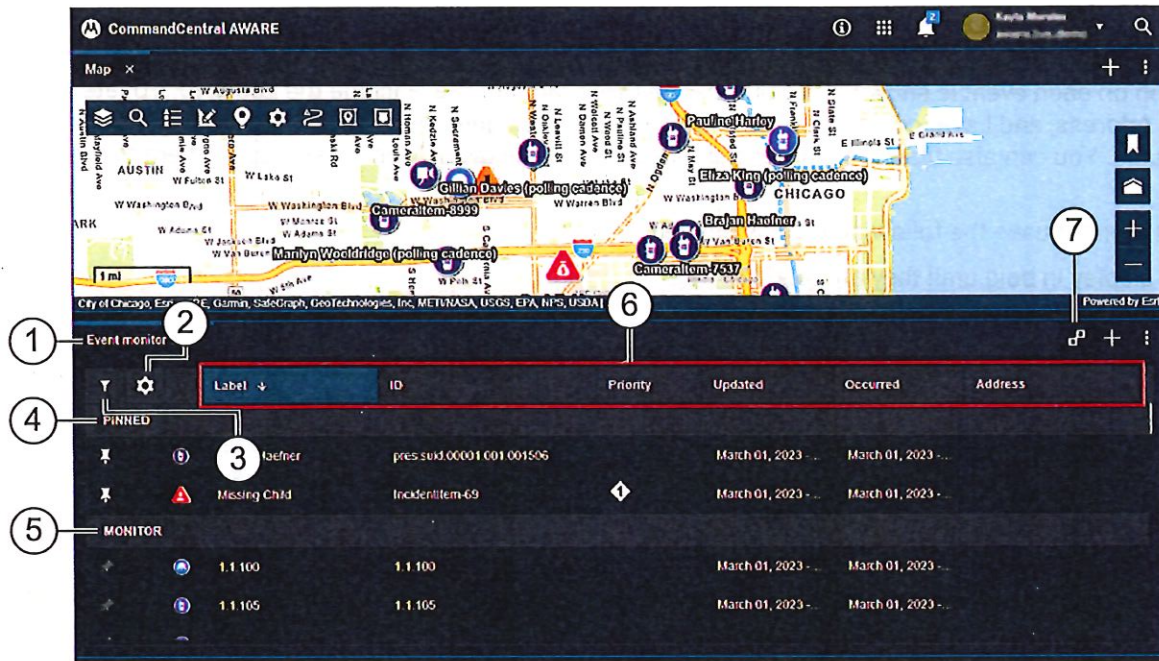Table 6: Event Monitor Module Elements

Number	Description
1	Event Monitor tab A tab for the Event Monitor. You can **open multiple Event Monitor modules**, which are separated into **tabs that you can rename**.
2	Settings (⚙) You can click the Settings icon to configure any of the following Event Monitor settings: **Select Columns** Lets you **choose which columns you want to appear or hide** from the Event Monitor. **Camera Radius** Lets you **adjust the radius of nearby cameras** for events.
3	▼ Filter You can click the Filter icon to **filter events that listed in the Event Monitor**, which can help you focus on a specific event type.
4	📌 Pinned section Shows all **pinned events**.
5	Monitor list Shows events that are occurring in real time.
6	Columns

| Number	Description
	Shows information about each event. You can rearrange, sort, remove the columns, or you can add new columns.
7	Apply Filter to Map (⊡) You can click the Apply Filter to Map icon to apply the filters that you used in the Event Monitor to the Map View module.

5.2
Filtering the Event Monitor

You can filter events that display in the Event Monitor module; this can be useful when you want to concentrate on a specific event type, such as thefts.

Depending on the event, you can enter specific text to filter, or make selections from a list. For example, you could filter on organization DC and PD (text) or filter Priority 1 events (selection). Filters are retained for different working sessions.

Procedure:

1. Access the Event Monitor module.
2. Click ▼ Filter.

   The Filter pane opens.

3. Select the desired filter.
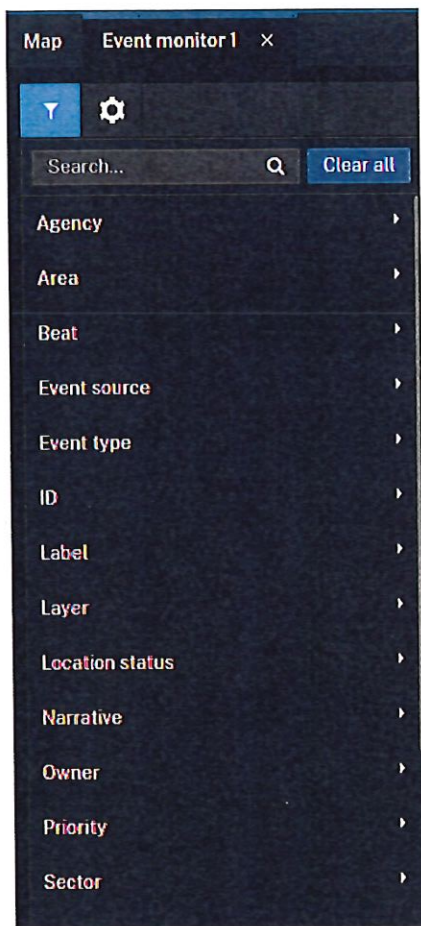
Depending on the filter, different filtering options display. Filtering criteria can be a list of items or a text box where you type the text to filter by.
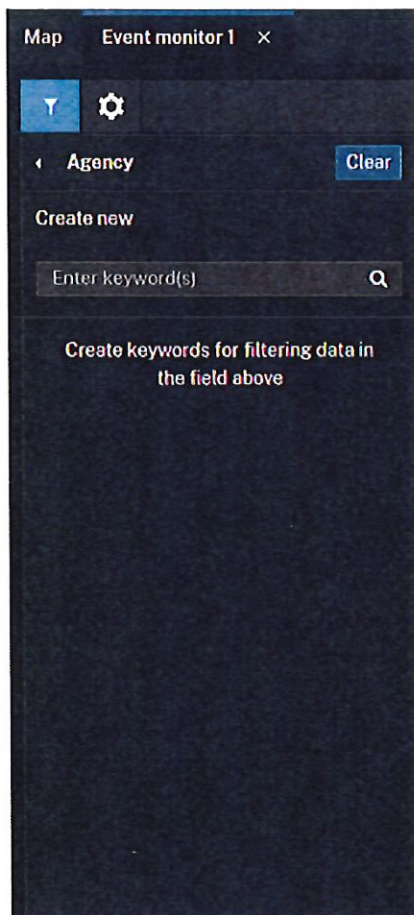
4. Perform any of the applicable actions:

- For filters with predefined lists, such as Layers or Priority, select the check boxes of items to include in the filter.
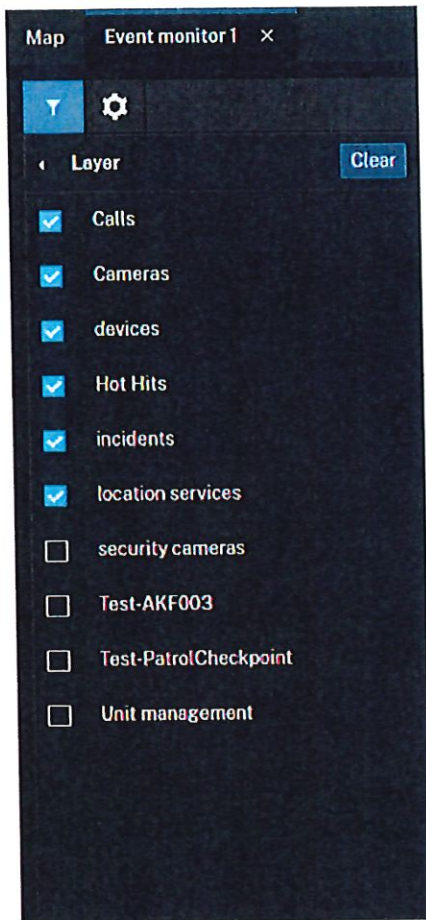
The data in the Event Monitor is filtered based on your selections.

- For keyword filters, such as Agency, enter a keyword to filter in the Enter keyword(s) field and press ENTER.
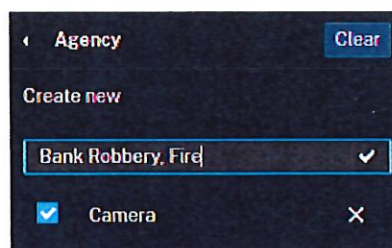
The data in the Event Monitor is filtered based on the keyword that you entered.

💡 TIP: You can separate multiple keywords with a comma in the Enter keyword(s) box. Text fields are not case-sensitive; for example, Abc, ABC, and abC values are treated the same.

5. If you want to return to the filter list, click ◀ Back.

6. If you want to close the pane, re-click ▼ Filter.

5.3
Applying Event Monitor Filters to the Map

You can apply the same filters you used for the Event Monitor module to the Map View module.

Procedure:

1. Access the Event Monitor module.

2. Filter the Event Monitor by following the procedure in Filtering the Event Monitor on page 92.

3. Click ⬜ Apply Filter to Map.

    The filter is applied to the Map View, and the icon changes to have a blue background to show that it is active.

4. If you want to remove the filter, re-click ⬜ Apply Filter to Map.

    📝 NOTE: You can only apply the filter from one Event Monitor to the Map View. By clicking the filter in a second Event Monitor, it removes the first filter.

5.4
Adding Additional Event Monitors

You can add several Event Monitor modules to display and monitor different activities occurring in real-time based on your filter criteria and the columns that you choose to display.

Procedure:

1. In the upper-right corner of the main window, click + Add new tab.

    The Select a tab type drop-down list opens.

2. Select the Event Monitor option.

Result: The following results occur:

●   A new Event Monitor module opens on a separate tab.

●   The name of the Event Monitor tab is given the next consecutive integer, such as EventMonitor2.

Postrequisites: If you want to rename the tab of new Event Monitor, follow the procedure in Renaming Event Monitor Tabs on page 96.

5.5
Renaming Event Monitor Tabs

You can rename the tabs of Event Monitor modules, especially if you have several opened.

Procedure:

1. Double-click an Event Monitor tab.

    The tab highlights in blue.

2. Enter a new tab name.

3. When finished, press ENTER on your keyboard or click anywhere outside of the tab.

- ☰ Comments tab
- 📎 Attachments tab
- 📹 Camera tab
- 🎥 Mobile Camera tab
- ⊙ Associations tab
- ⦿ Smart911 tab

📝 NOTE: Unit events have their own corresponding Event Details. For more information, see Event Details Window for Units on page 111.

6.2.1
Information Tab

The Information tab (ⓘ) in the Event Details window provides event-specific information and functionalities.
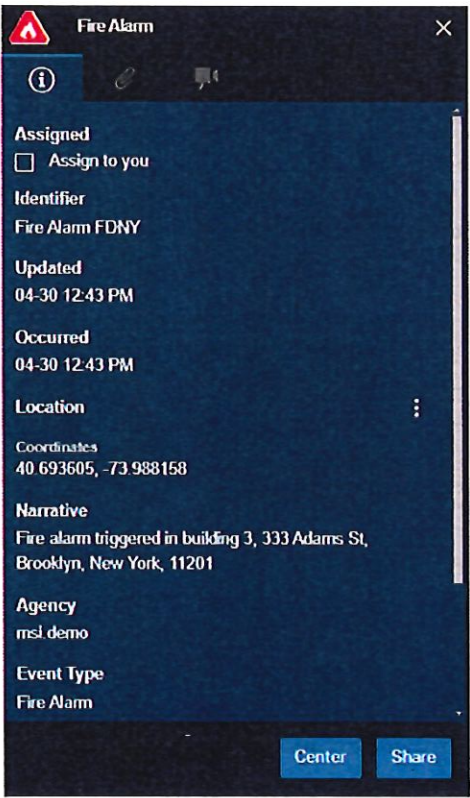
📝 NOTE:

Table 8: Information Tab Description

| Section or Functionality	Description
Agency	Shows the name of the organization associated with the event.
	For devices, like radios, weapon sensors, and other IMW (Intelligent Middleware) devices, it provides a list of organization groups that the device is associated with.

Section or Functionality	Description
Arbitrator	Shows information on third parties who resolved the related dispute for an event.
Assigned	Lets you assign the event to yourself by selecting the Assign to you check box.
Business Name	Shows the name of business whose cameras are registered in Motorola Facility for a Business-Registered Camera event.
CAD Priority	Shows the priority value of the event as given by the integrated CAD system when it is available.
Call Connected	Shows the connection time and date of the 9-1-1 call for a Call event.
Call Direction	Shows where the 9-1-1 call was routed to for a Call event.
Callback Number	Shows the phone number of the 9-1-1 caller for a Call event.
Call Owner	Shows the name of the 9-1-1 caller for a Call event.
Call State	Shows the current status or progress of the 9-1-1 call for a Call event.
Call Type	Shows the classification code of the 9-1-1 call, which identifies the nature of the emergency for a Call event.
Camera model	Shows the specific camera version for a Camera event. For example, Avigilon (ONVIF) 6.0C-H5EX-A0-CO1.
Center	Click Center to zoom in and center on the event location in the Map View.
Comments	Shows comments associated with the License Plate Reader (LPR) hot hit for a Hot Hit Alert event.
Details	Shows information on the event, such as and is not limited to: • Trigger type • Device type NOTE: For ASTRO devices, only the subscriber ID value is displayed. • Radio system type • Personnel • Associated phone number
Device ID	Shows the serial numbers of devices associated with units and/or events.
Device Name	Shows the name of the camera registered in Motorola Facility for a Business-Registered Camera event.
Device Type	Shows the type of camera registered in Motorola Facility for a Business-Registered Camera event.
Environment	Shows information on the physical location of where the 9-1-1 call took place for a Call event.
ESN	Shows the Emergency Service Number (ESN) of a 9-1-1 call for a Call event. The ESN is a unique identifier that defines a geographic service area; it helps route the 9-1-1 call to the nearest Public Safety Answering Point (PSAP) facility.
Event Type	Identifies the event, such as, for example, whether it is a radio, armed robbery, a body-worn camera, and more.

Section or Functionality	Description
Height Above Terrain	Shows the height above terrain measurement of a 9-1-1 call for a Call event. This information lets you understand where the 9-1-1 caller is located and give an informed response to telecommunicators, dispatchers, and RTCC personnel. An upward arrow next to the value indicates that the caller is positioned above the terrain surface, while the downward arrow indicates that the caller is positioned below the terrain surface. The Height Above Terrain section may show Not Available when the z-axis for the device of the caller is not provided.
Identifier	Shows the event identification number.
Layer	Shows the event layers that the event appears on.
Location	Shows the location coordinates (longitude and latitude) and/or location address of the event. Click ⋮ More Actions next to the Location section to open the drop-down menu for: • Copying the location coordinates of the event by selecting ▤ Copy Coordinates. • Opening Google Maps on a separate window to see a street view of the event location by selecting ⊗ Google Maps.
Location Type	Shows where the location information of the 9-1-1 call was generated for the Call event.
LPR Device Name	Shows the name of the LPR camera that detected the hot hit for a Hot Hit Alert event.
LPR Device Information	Shows details of the LPR camera that detected the hot hit for a Hot Hit Alert event.
LPR Provider	Shows the provider of the LPR hot hit for a Hot Hit Alert event.
Media Type	Shows the form of communication used to make the 9-1-1 call for the Call event.
Mobility	Shows whether the 9-1-1 caller is stationary or moving at the time of contacting dispatch for a Call event.
Narrative	Shows context or a description of the event.
Notes	Shows notes related to the LPR hot hit for a Hot Hit Alert event.
Occurred	Shows the standard time (12-hour clock format) of when the event first occurred with the AM and PM designations. 📝 NOTE: The full timestamp (month, day, and standard time) appears if an event occurred on the previous day or at an earlier date.
Owner Name	Shows the name of the business owner whose cameras are registered in Motorola Facility for a Business-Registered Camera event.
Owner Contact Information	Shows the contact information of the business owner whose cameras are registered in Motorola Facility for a Business-Registered Camera event.
People on the call	Shows a list of people on the 9-1-1 call for a Call event, including their role, join time, position, and leave time.

Section or Functionality	Description
Play live	Click Play live for a fixed Camera event to open the livestream in either the Video Player or Video View, depending on the camera type.
Play recorded	Click Play recorded to open and play back the recording of fixed cameras in the Video View.
Polling Cadence	Lets you change the polling cadence for how often the event needs to report its location. ⚠️ WARNING: Changes to the polling cadence can impact the network and device battery life.
Priority	Shows the priority level of the event.
Reason	Shows the reason of why the License Plate Reader (LPR) camera detected the vehicle for a Hot Hit Alert event.
Service Class	Shows the type of device used to make the 9-1-1 call for a Call event.
Share	Click Shares to share the event with others through email. When you click Share, your default email application automatically opens with the event information where you can make additional edits before sending.
Status Code	Shows the location accuracy of the event, such as whether it is ACTIVE, STALE, or NOT REPORTING.
Track Unit/Device/Vehicle	Lets you monitor and track the location of a Unit, Vehicle, or Mobile Camera event from the Map View.
Updated	Shows the standard time (12-hour clock format) of when the event was last updated with the AM and PM designations 📝 NOTE: The full timestamp (month, day, and standard time) appears if an event occurred on the previous day or at an earlier date.
Vehicle Intelligence	Shows screenshot images captured from an LPR of a detected vehicle and provides the license plate number and state for a Hot Hit Alert event.
Vehicle Information	Shows information of the vehicle, such as the vehicle owner or vehicle type for a Hot Hit Alert event.

6.2.2
Comments Tab

The Comments tab (≡) in the Event Details window allows you to send and receive CAD comments related to an event of an incident record. Adding CAD comments is only available if CommandCentral Aware is integrated with PremierOne CAD and/or FLEX systems.

📝 NOTE: Prerequisites must be in place for your PremierOne CAD and/or FLEX system to use CAD comments in CommandCentral Aware. Contact Motorola Solutions to verify.

The following details for CAD comments are shown on the tab:

- The name of the author of the CAD comment
- The time and date of when the CAD comment was shared
- CAD comments marked as a high priority, which is located beneath the yellow border line with a yellow high priority icon (⚑)

The options and layout of the tab may vary based on the camera type. For instance, the Mobile Camera tab for an in-car camera allows you to choose between different available camera views (front, panoramic, cabin, or rear) for livestreaming. However, the Mobile Camera tab for a body-worn camera only offers a single camera view for livestreaming.
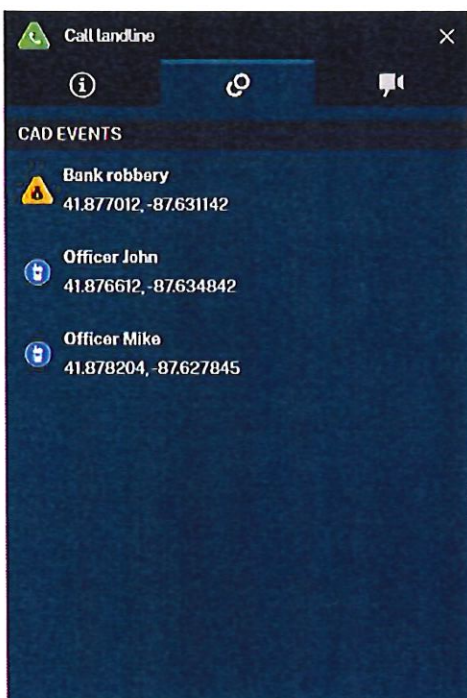
6.2.6
Associations Tab

The Associations tab (⟳) in the Event Details window lets you view a list of events associated with the selected event. For example, if a robbery occurred, you can see which officers and landlines were alerted or associated with the robbery.

NOTE: Event associations are defined at the initial configuration of the event.

6.2.7
Smart911 Tab

The Smart911 tab (⟿) in the Event Details window lets you access Rave Mobile Safety to view the Smart911 and Motorola Facility profile information linked to a **Call event**, an active emergency call from VESTA 9-1-1.

NOTE: The Smart911 tab is only available with the VESTA 9-1-1 integration and is a part of the CommandCentral Aware PSAP Start subscription offer. Contact Motorola Solutions for more information.

The Smart911 tab provides the following tabs:

- **Smart911 Profile tab**: Shares information on the people, addresses, vehicles, and other information associated with the 9-1-1 call.
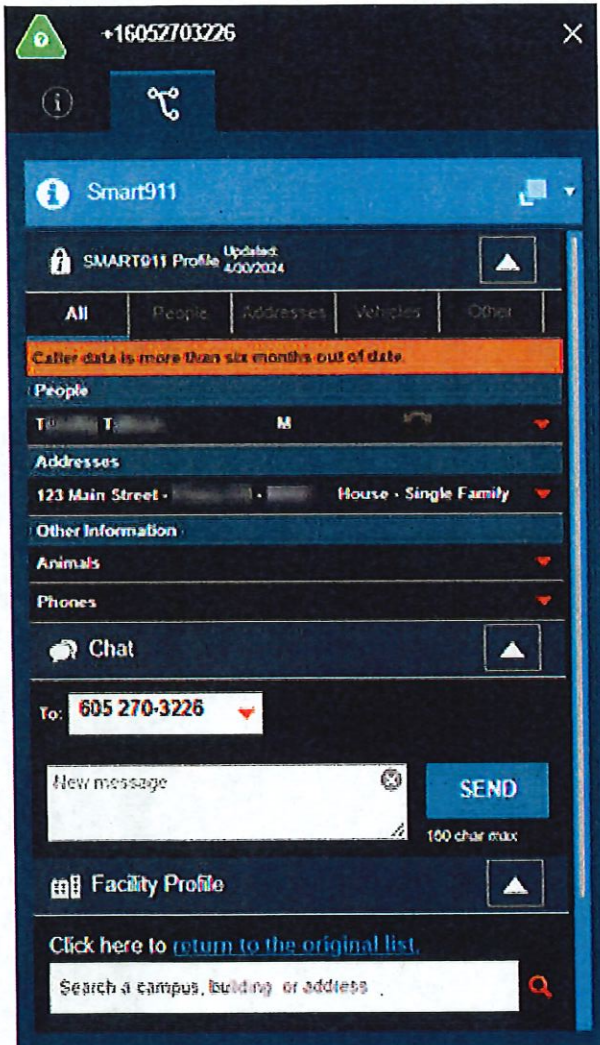
  NOTE: The Smart911 profile is created by community members.

- 💬 **Chat tab**: Lets you send real-time messages to the 9-1-1 caller.

- 🏢 **Facility Profile tab**: Lets you view or find Motorola Facility profile information of properties, campuses, or buildings associated with the 9-1-1 call.

  📝 NOTE: You can also view associated Motorola Facility floorplans in the Map View module.

📝 NOTE: If your organization is subscribed to the 9-1-1 Assist service, you can access the Smart911 module. The module provides the same tabs and features as the Smart911 tab.

6.3
Event Details Window for Units

A Unit event represents one or more devices, such as radios, body-worn cameras, and smartphone applications that report their location. Unit events have their own corresponding Event Details window that provides information about the devices that belong to the unit, as well as the organization personnel and vehicles assigned to the devices.

📝 NOTE: Your system administrator configures units in CommandCentral Admin 2.0.

The tabs that appear in the Event Details for Unit events can include the following:

9-1-1 Assist

9-1-1 Assist is cloud subscription service that provides a set of call handling tools for your VESTA 9-1-1 integration with CommandCentral Aware. It consolidates and shares important information on active 9-1-1 calls (Call events) in real time by using Artificial Intelligence (AI) as the assistant. 9-1-1 Assist uses AI to unify voice and data to assemble key incident characteristics, such as location information, real-time transcription, translation, and summary of the 9-1-1 call.

> NOTE: The VESTA 9-1-1 integration and 9-1-1 Assist service is available in the 9-1-1 Assist Bundle with VESTA 9-1-1 and VESTA NXT. However, your organization must also have CommandCentral Transcription to have 9-1-1 Assist. Contact Motorola Solutions for more information.

9-1-1 Assist provides and integrates the following tools with CommandCentral Aware:

- **Focus**: A module that consolidates and summarizes information on an active 9-1-1 call.

- **Transcription**: A module that transcribes and translates an active 9-1-1 call into a searchable text document in real-time.

- **Smart911**: A module that provides Smart911 and Motorola Facility profiles, as well as the ability to send chat messages to the 9-1-1 caller.
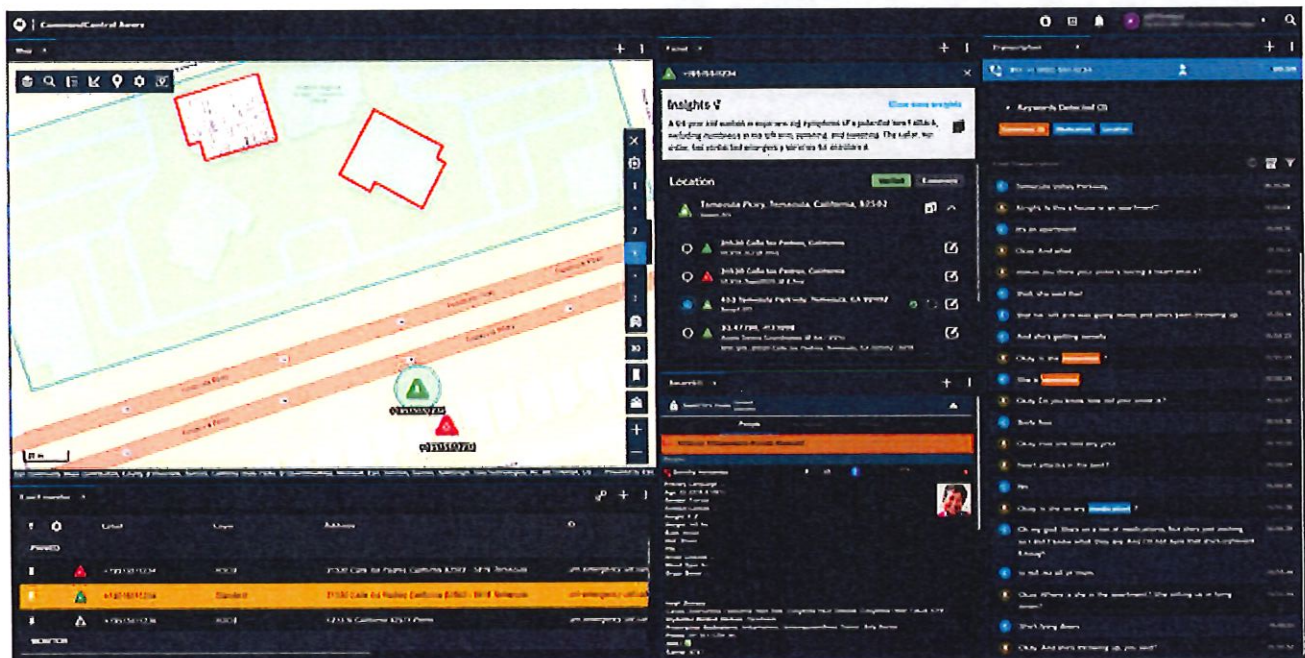
9.1
Accessing 9-1-1 Assist

Procedure:

1. Find and select a Call event from either the Event Monitor or Map View module.

   The Event Details window for the Call event opens.

2. At the bottom of the ⓘ Information tab, click Open 9-1-1 Assist.
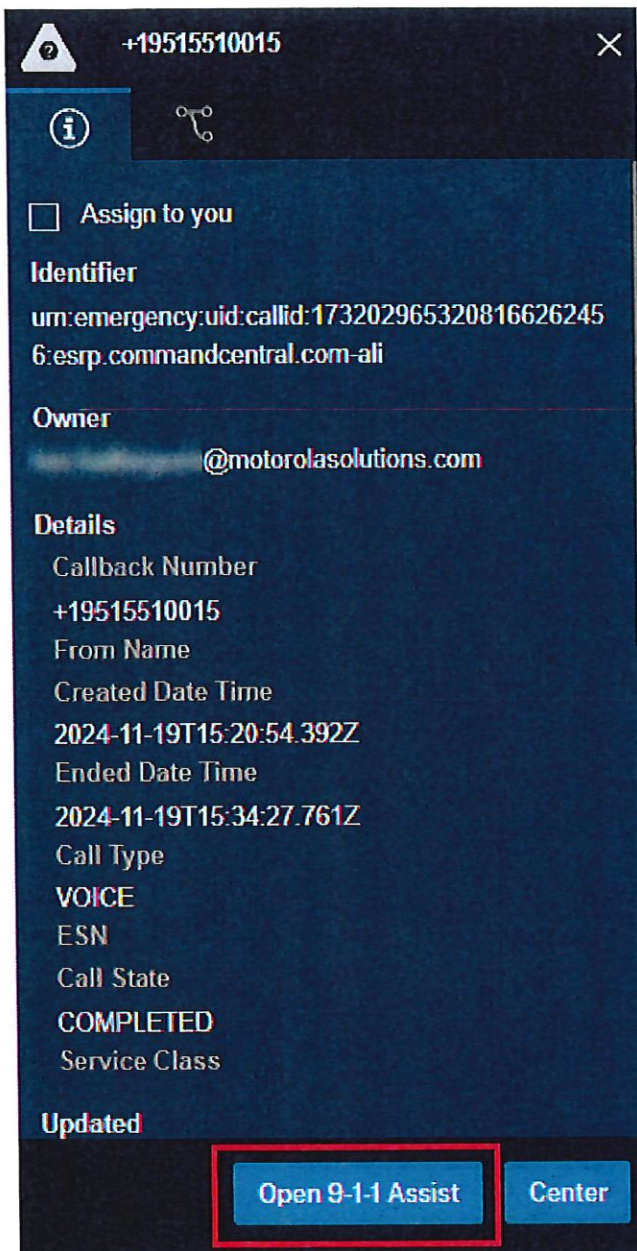
Result: The Smart911, Transcription, and Focus call handling tools open as modules on separate tabs in the main window of CommandCentral Aware.

NOTE: You can also access 9-1-1 Assist call handling tools by clicking + Add new tab in the upper-right corner of the main window. However, the Focus, Transcription, and Smart911 modules will be empty since a Call event was not selected.

9.2
Focus Module

The Focus module from the 9-1-1 Assist service provides a real-time summary of the 9-1-1 call and relevant location information that was detected during the call.

The following diagram and table describes the screen elements of the Focus module in CommandCentral Aware.
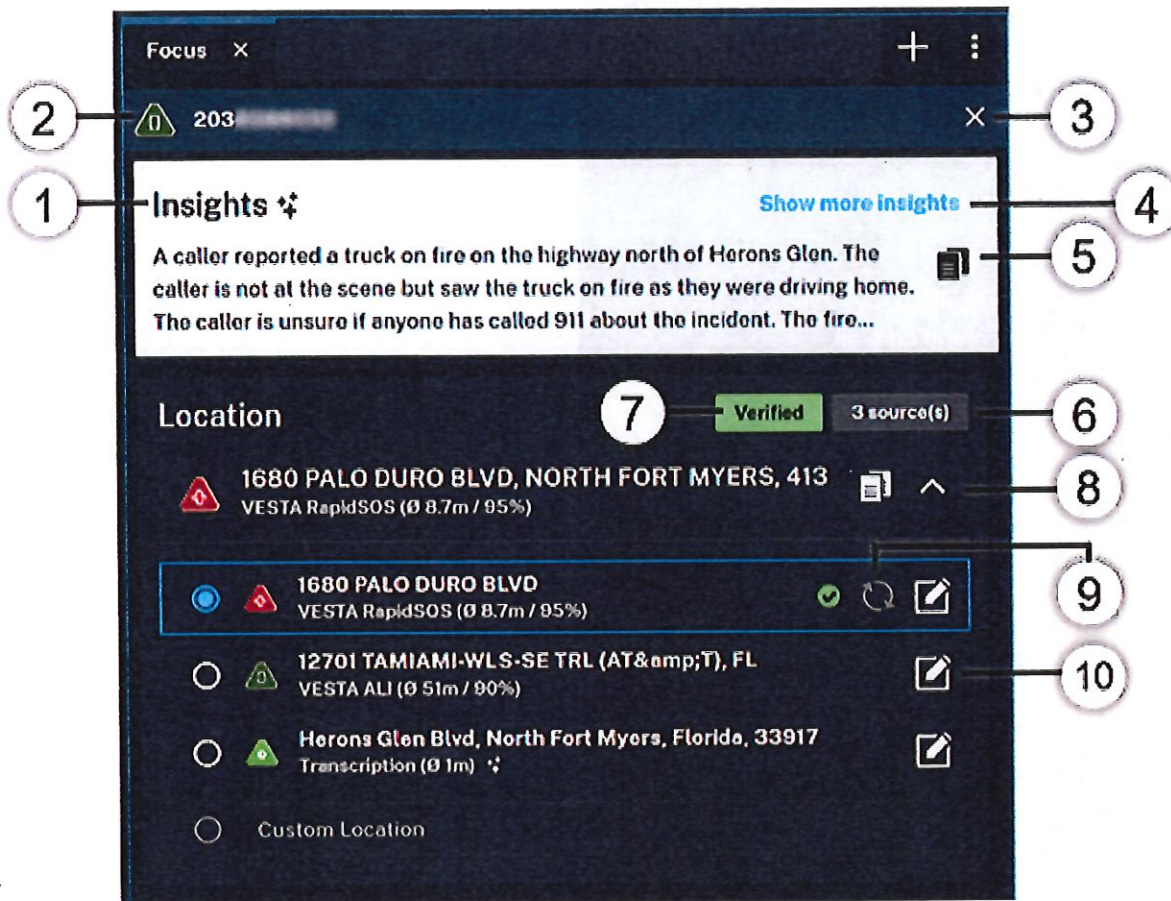
Table 21: Focus Module Elements

Number	Description
1	Insights summary Shows a summary of the 9-1-1 call.
2	Callback number Shows the number associated with the 9-1-1 call.
3	✕ Close You can click the Close icon to close the information of the 9-1-1 call in the Focus module.
4	Show more insights You can click Show more insights to view more information about the 9-1-1 call; this includes a transcription summary from the Transcription module and overviews of linked Smart911 profiles from the Smart911 module.
5	🗐 Copy You can click the Copy icon to copy the summary of the 9-1-1 call.
6	Sources label Shows the number of listed locations detected from the 9-1-1 call.
7	Verified label

Number	Description
	Shows whether the primary location selected was validated against Motorola Solutions geo-locator.
8	Primary location
	Shows a copy of the location information that was selected as the primary location for the 9-1-1 call.
	You can click the Copy icon to copy the address of the primary location; you can click the Expand (∨)/Collapse (∧) icons to expand or collapse the list of locations.
9	↻ Refresh
	You can click the Refresh icon to refresh the location information of a selected location source.
10	☑ Edit value as custom input
	You can click the Edit value as custom input icon to edit a listed location.

9.2.1
Managing Locations

The Location section in the Focus module shows all the locations that were collected during a 9-1-1 call. You use the Focus module to identify a dispatchable address and compare the collected locations against the Motorola Solutions geo-locator, ensuring the location is suitable for dispatch.

Locations can be automatically collected from various sources, such as VESTA NXT, the Transcription module, RapidSOS, iOS devices, and a Smart911 profile.

You can interact with all the listed locations in the Location section, such as choosing a primary location, copying the information of a primary location, editing existing locations, and adding custom locations.
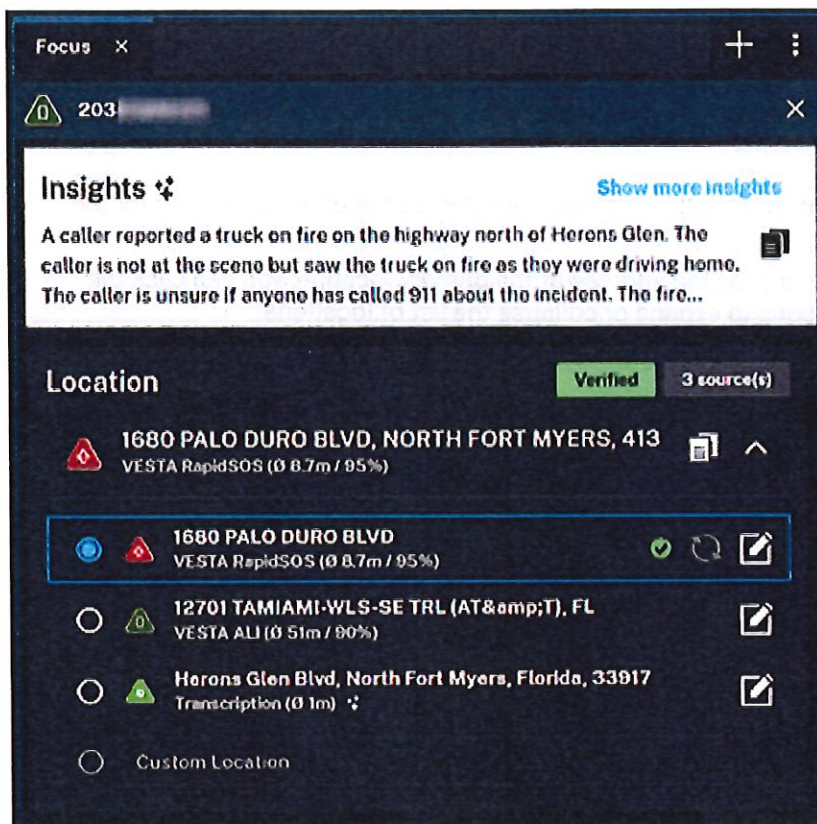
Procedure:

1. Access the Focus module for a Call event.

2. Perform any of the following actions in the Location section:

   - If you want to select or change the primary location for the 9-1-1 call, select the appropriate location source.

     A copy of the location appears at the top the Location section with the Verified label; this label confirms that the location was validated against Motorola Solutions geo-locator.

   - If you want to copy the address of the primary location, click 🗐 Copy.

   - If you want to edit a listed location, click 🖉 Edit value as custom input.

     The location is edited and now shows the Custom label; this label indicates that the location was customized.

   - If you want to refresh the information of a listed location, click ↻ Refresh.

   - If you want to add a custom location, enter the address in the Custom Location field, and then select the desired address from the drop-down list.

     📝 NOTE: The drop-down list provides verified address candidates.

     The location is added and is listed with the Verified and Custom labels; the labels indicate that the location is validated against Motorola Solutions geo-locator and was manually created.

   - If you want to center the location in the Map View module, click the location.

9.3

Transcription Module

The Transcription module from the 9-1-1 Assist service provides real-time transcription, English and Spanish translations, a summary of the 9-1-1 call, keyword identification, and audio playback.

The Transcription module also identifies key locations, which appear in the Focus module.

The following diagram and table describes the screen elements of the Transcription module in CommandCentral Aware.
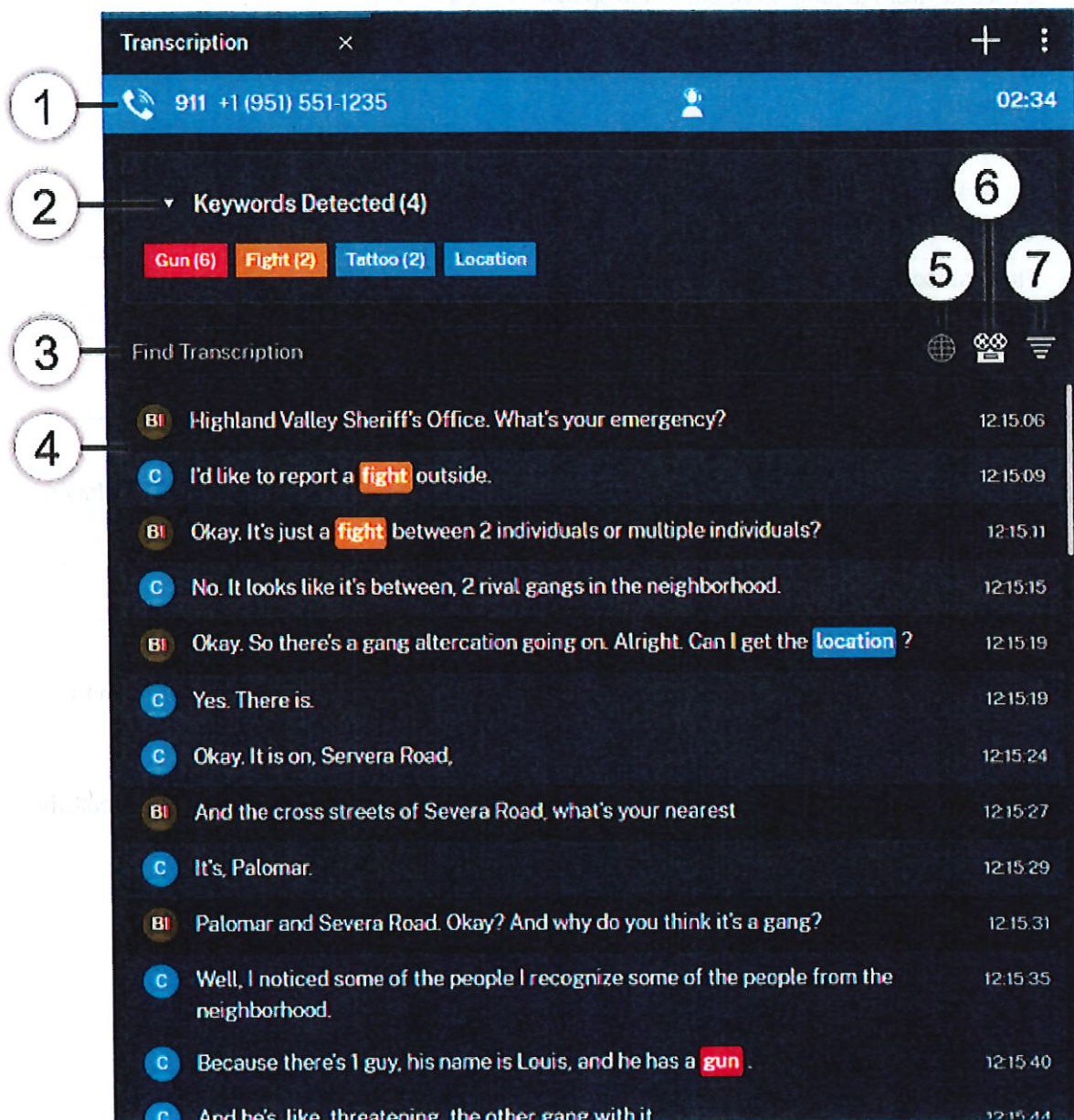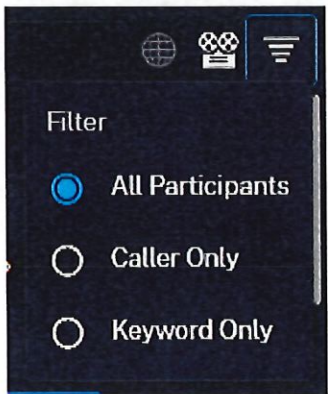
Table 22: Transcription Module Elements

Number	Description
1	☎ Call details

Number	Description
	Shows the phone number of the 9-1-1 caller and the duration of the call.
	💡 TIP: You can hover over the dispatcher icon (👤) to view details of the dispatcher who is taking the 9-1-1 call.
2	Keywords Detected panel
	Shows the priority keywords that were detected in the transcript of the 9-1-1 call. You can click a keyword to jump to where it was spoken in the transcript.
	If the keyword is spoken more than once, its frequency is shown in the transcript.
	A color-coded level of priority highlights each word in the Keywords Detected panel and transcript.
	• Red: High priority
	• Orange: Medium priority
	• Blue: Low priority
3	Find Transcription
	You can enter text to find specifc words or phrases in the transcript.
4	Real-time transcription
	Shows the transcribed audio of the 9-1-1 call in real-time.
5	🌐 Multilingual Translation
	Indicates whether you are in translation mode. You can also click the Multilingual Translation icon to show the detected languages in the transcript and access translation settings.
	📝 NOTE: The Transcription module only supports Spanish-to-English translation.
6	🎞 Audio Playback
	Indicates whether you are in playback mode. You can also click the Audio playback icon to end playback.
7	☰ Filter
	You can click the Filter icon to filter the transcript to show All participants on the 9-1-1 call, the Caller Only, or Keyword Only.

9.3.1
Playing Back Transcribed Audio

Procedure:

1. Access the Transcription module for a Call event.
2. Click the timestamp of the desired segment in the transcript.

KE	Are you did this just happen?	11:03:13
KE	Okay. And what's the location of this break in?	11:03:21
C	My address is 123	11:03:24
KE	Alright. Is that an apartment or a house?	11:03:28

The selected segment plays back, and the Audio Playback icon (⛭) is highlighted to indicate that you are in playback mode.

The audio waveform also opens with playback options and initials of all the speakers detected in the transcript at the bottom of the Transcription module.

3. Perform any of the following actions:

- If you want to pause the audio playback, click **||** Pause.
- If you want to resume the audio playback, click ▶ Play.
- If you want to jump to the first audio segment in the transcript, click |◀ Beginning.
- If you want to jump to the last audio segment in the transcript, click ▶| Ending.
- If you want to speed back the audio playback, click ◀◀ Fast backward.
- If you want to speed forward the audio playback, click ▶▶ Fast forward.
- If you want to go back ten seconds in the audio playback, click ↺₁₀ Back 10.
- If you want to go forward ten seconds in the audio playback, click ↻₁₀ Forward 10.
- If you want to adjust the volume of a speaker, click ◀) Volume control and drag the control.
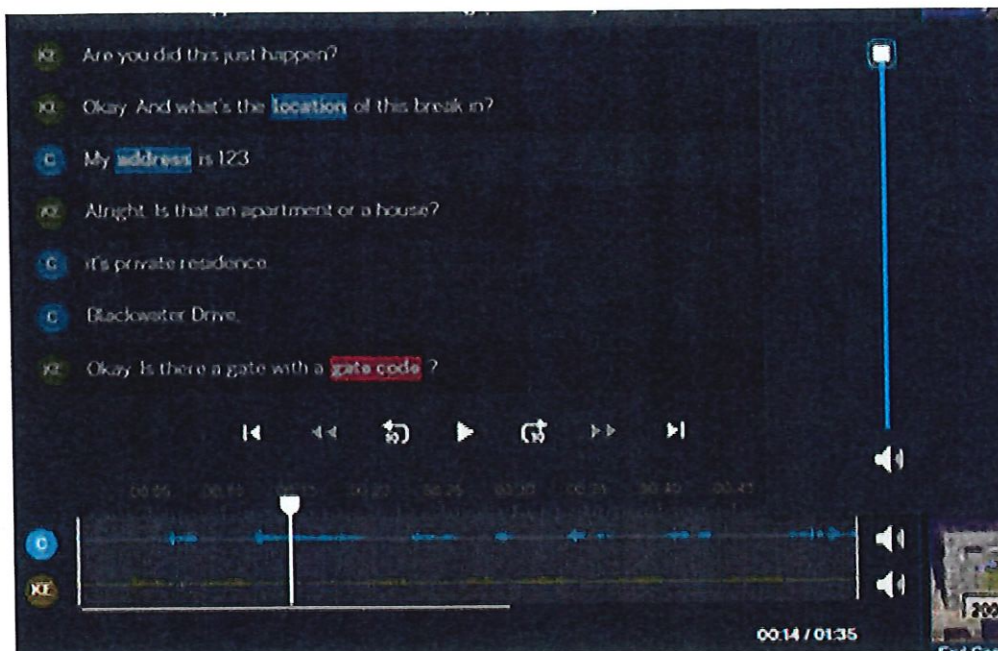
- If you want to move the audio playback to a different location in the transcript, drag the handle across the audio waveform to the desired region.

9.3.2
Viewing Translations in the Transcript

NOTE: The Transcription module only supports Spanish-to-English translation.

Procedure:

1. Access the Transcription module for a Call event.

2. Click ⊕ Multilingual Translation to show the translation indicator icon (🌐) in the transcript when a non-English phrase is spoken.

   The translation appears below the segment where a non-English phrase was spoken. You can hover over the translation indicator icon (🌐) to identify what language was spoken in the original spoken version.
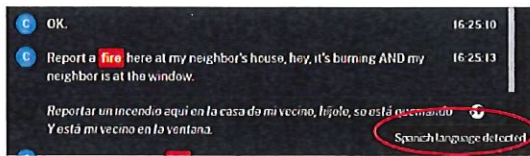
The Translation Settings drop-down menu also opens.
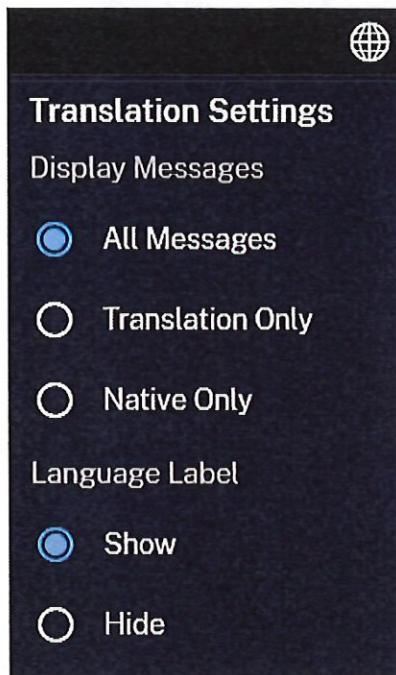
3. From the Translation Settings drop-down menu, perform any of the following actions:
   - If you want to show both English and non-English transcriptions, select **All Messages**.
   - If you want to show the English messages only, select **Translation Only**.
   - If you want to show non-English translated messages only, select **Native Only**.

4. Optional: If you want to hide the translation indicator icon (🌐) in the transcript when a non-English phrase is spoken, click 🌐 Multilingual Translation again.

9.4
Smart911 Module

The Smart911 module from the 9-1-1 Assist service is a web-based Rave Mobile Safety portal, sharing Smart911 and Motorola Facility profile information linked to a 9-1-1 call. 9-1-1 Assist finds existing community-provided profiles in Rave Mobile Safety based on the calling party number.

⚠️ IMPORTANT: You must log on to Rave Mobile Safety to access the linked profiles.

The Smart911 module also appears as a tab in the Event Details window for Call events.

The following diagram and table describes the screen elements of the Smart911 module in CommandCentral Aware.
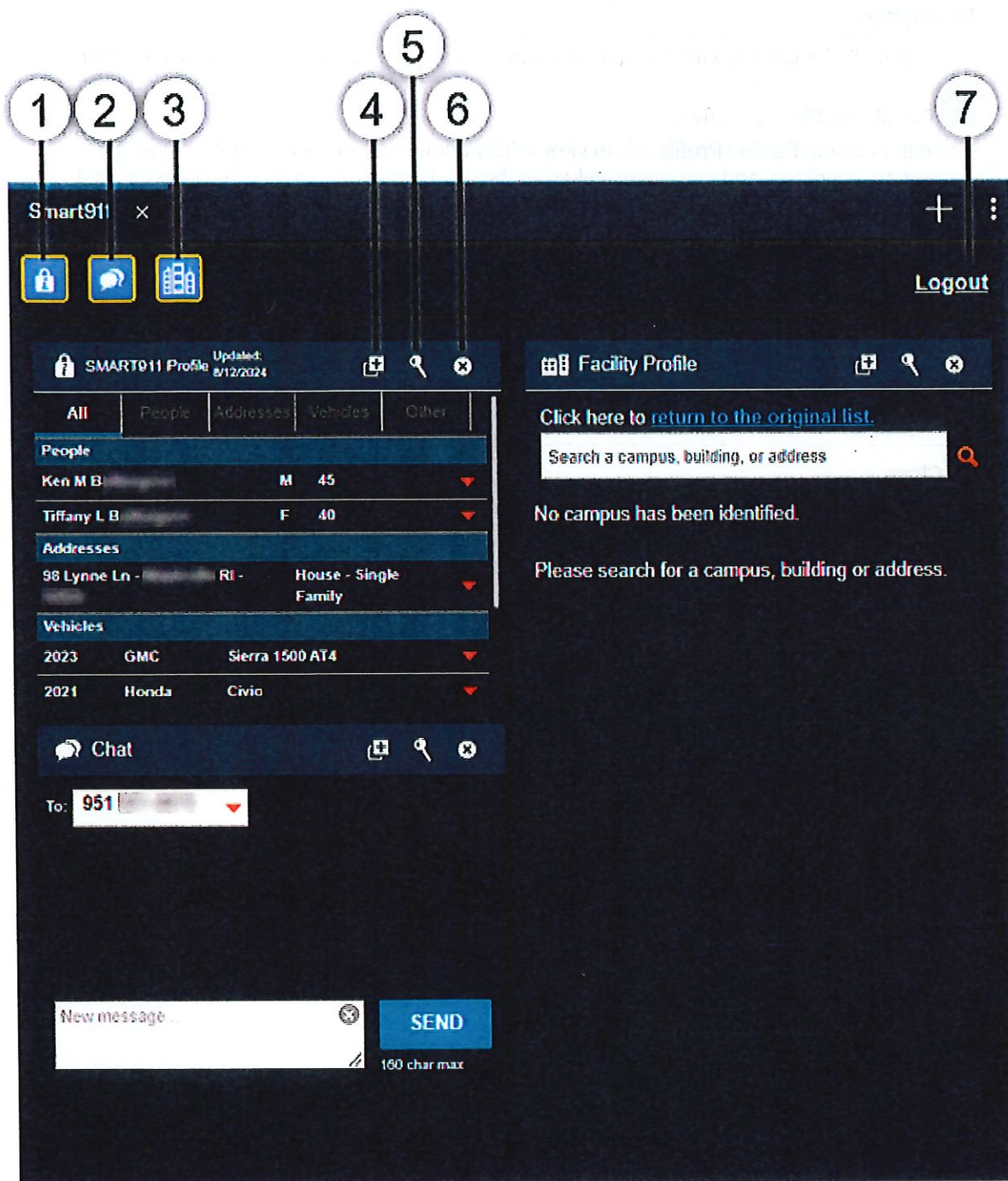
Table 23: Smart911 Module Elements

Number	Description
1	🔒 Safety Profile tab (active) You can click the Safety Profile tab to view the Smart911 profile information linked to the 9-1-1 call.
2	💬 Chat tab (active)

Number	Description
	You can click the Chat tab to view and send chat messages in real time to the 9-1-1 caller.
3	▦ Facility Profile tab (active) You can click the Facility Profile tab to view information on Motorola Facility profiles of properties, buildings, and campuses linked to the 9-1-1 call. You can also view associated Motorola Facility floorplans in the Map View module.
4	⊞ Maximize/⊟ Minimize You can click the Maximize icon to maximize the tab; you can click the Minimize icon to minimize the tab.
5	🔍 Zoom You can click the Zoom icon to zoom in and out of the tab that you are currently viewing.
6	⊠ Close You can click the Close icon to close the tab.
7	Logout You can click Logout to log out of Rave Mobile Safety.

9.4.1
Smart911 Profile Tab

The Smart911 Profile tab (🔒) in the Smart911 module provides a variety of sections that shares Smart911 profile information linked to the 9-1-1 call.

All Section

The All section on the Smart911 Profile tab shows and consolidates all the available profile information.

People Section

The People section on the Smart911 Profile tab shows information on all the people linked to the 9-1-1 call, such as their:

- First name, middle initial, and last name
- Gender
- Age
- Primary language
- Date of birth (DOB)
- Height and weight
- Eye and hair color
- Whether they wear contact lenses
- Pin number
- Driver's license number
- Blood type
- Whether they are an organ donor
- Phone number
- Whether you can send text messages to their phone
- Phone carrier

- Profile picture, if available
- Associated address

Addresses Section

The Addresses section on the Smart911 Profile tab shows address information on locations linked to the 9-1-1 call, such as the:

- Location address
- Location type
- Color of the building
- Number of bedrooms
- Heating type
- Heating floor and position
- Nearest fire hydrant
- Number of floors
- Number of residents
- Gas shutoff floor and position
- Electric shutoff floor and position
- Water shutoff floor and position
- Profile picture, if available

Vehicles Section

The Vehicles section on the Smart911 Profile tab shows information on vehicles linked to the 9-1-1 call, such as the year, make, model, color, plate number, and state.

Other Section

The Other section on the Smart911 Profile tab show additional information linked to the 9-1-1 call, such as the:

- Animals, including animal type, weight, veterinarian, name, and species
- Emergency contacts, such as the name, relationship, phone number, and email address
- Additional phone numbers

9.4.2
Chat Tab

The Chat tab (💬) in the Smart911 module shows the chat history and lets you send real-time messages to the mobile devices of people linked to the 9-1-1 call.

You can enter your message in the New message field and click Send to send it to the caller.

If there are multiple call numbers associated with the 9-1-1 call, you can select a different number from the To: drop-down to send your message. Call numbers are identified from various sources, including the Smart911 Profile tab in the Smart911 module and Transcription module.

📝 NOTE: The maximum character limit for messages is 160 characters. Group messaging is currently not supported.
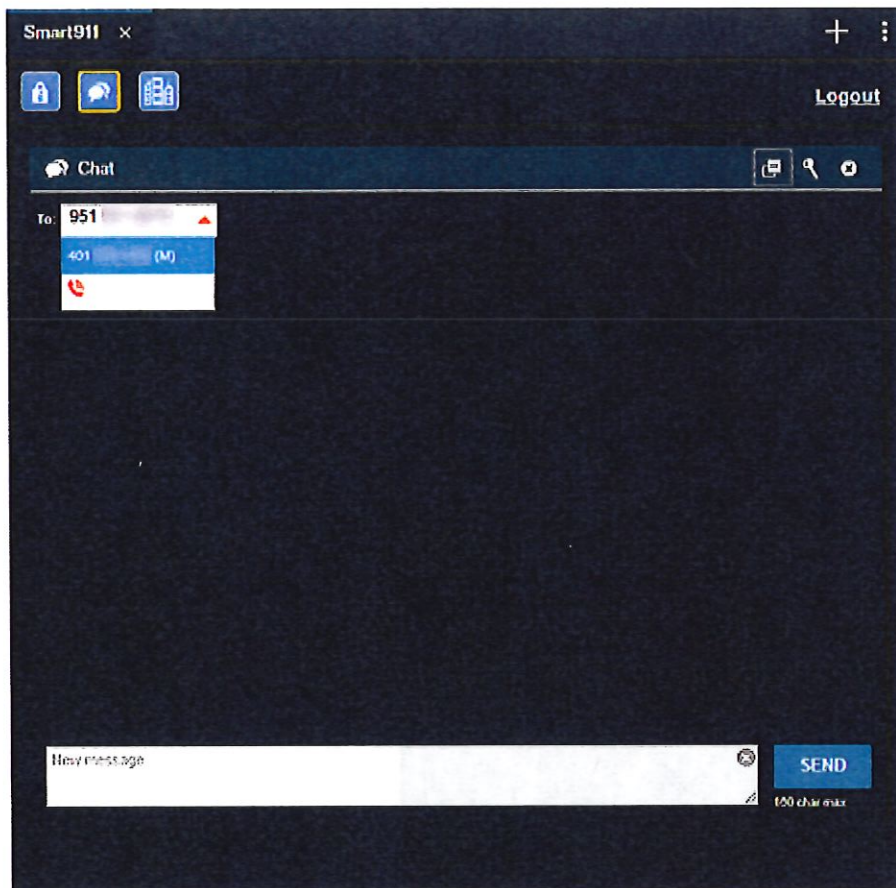
9.4.3
Facility Profile Tab

The Facility Profile tab (🏢) in the Smart911 module shows a list of possible Motorola Facility profiles of properties, buildings, and campuses that match the call number. Only Motorola Facility profiles within the jurisdiction of the Public Safety Answering Point (PSAP), based on the zip code, appear.
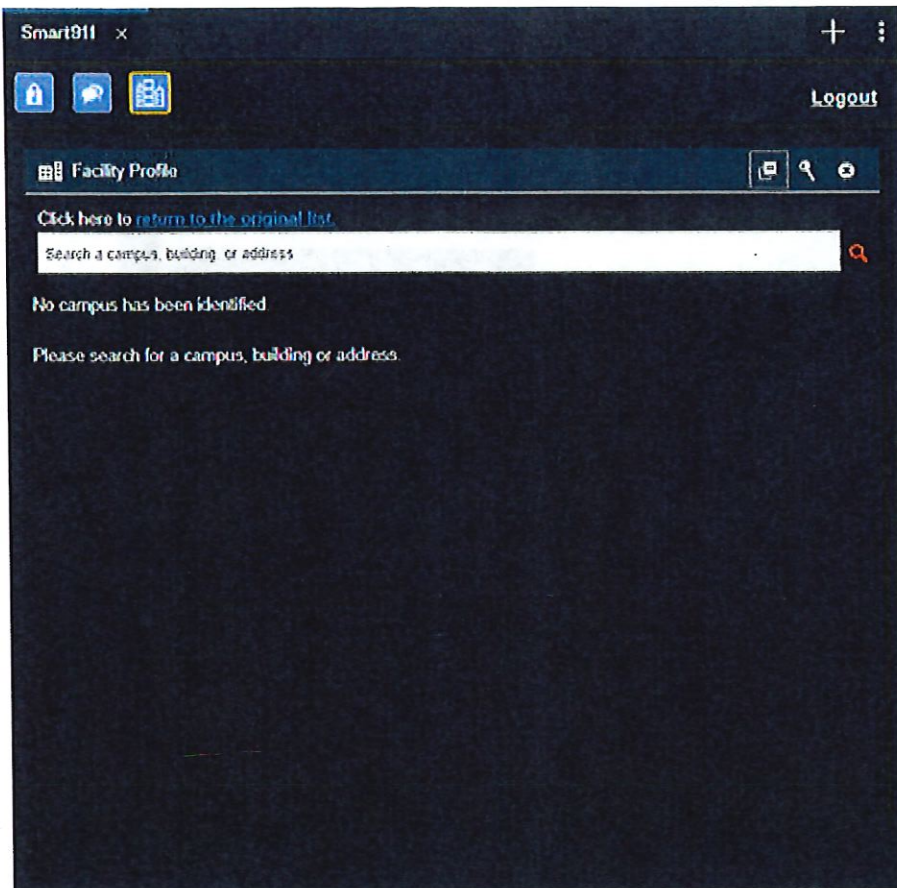
If a Motorola Facility profile is not found, you can search for Motorola Facility profiles by the location address and campus or building name.
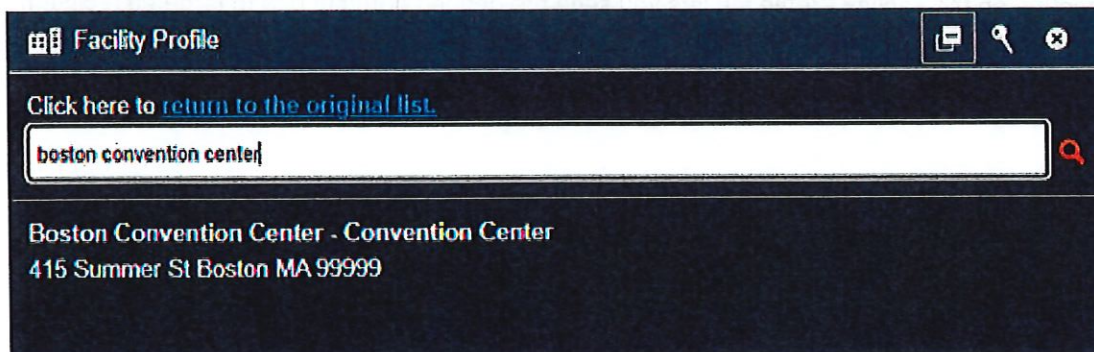
You can also view associated Motorola Facility floorplans in the Map View module. The floorplans provide details of the building layout, allowing you to give first responders who are at the scene more context and guidance. However, this floorplan integration must be set up by your system administrator.

When you select a Motorola Facility profile, you have access to the following sections:

Quick Send Section

The Quick Send section on the Facility Profile tab lets you send pre-defined notifications to targeted recipients to streamline communication in emergency situations. You can select any of the following categories:

- Assailant
- Fire
- Medical
- AED/CPR
- External
- Non-emergency

After you select a category, the pre-defined message appears in the New message field. You can click Send to send the notification to ALL, ADMIN, RESP (responder), or AED recipients.

NOTE: The maximum character limit for is 64 characters.

Messages Section

The Messages section on the Facility Profile tab shows a history of emergency notifications sent through the Rave Panic Button and automatic notifications sent through the Quick Send section.

You can click Refresh to refresh the history. The latest notification appears at the top of the list.

Details Section

The Details section on the Facility Profile tab shows information on the facility, such as the:

- Location type
- Emergency contacts
- Building details
- Attached documents
- Floors (floor level and number of occupants)

Facility Profile

Boston Convention Center 🔍 Change

| Quick Send | Messages | **Details** |

Campus Details

Location type: Convention Center
Knox Box: No

Campus Contacts

John L▇▇▇▇▇ - manager
508▇▇▇▇▇

D▇▇ R.▇▇ - ▇▇▇▇
201▇▇▇▇

M▇▇ M▇▇ - ▇▇▇

B▇▇ C▇▇ · ▇▇▇

Convention Center

BUILDING DETAILS

Nickname: BCC
415 Summer St
Boston MA 99999

Number of Floors: 1
Knox Box: No

FLOORS

Name: Main
Level: Above Grade
Number of Occupants: 1000
Altitude: 20m

Chapter 10

Historical Map

You use the Historical Map module to see a comprehensive replay of incident or device history within a specific time frame. It opens in a separate window and includes information from all associated events, such as device locations, incidents, alarms, alerts, and cameras in the vicinity, along with their geographic locations and timestamps. This module is particularly useful for investigations and for providing proof to constituents concerned about police presence in their area.

IMPORTANT: Historical data is stored for up to 90 days.

10.1
Replaying Historical Map Data

IMPORTANT: Data from events that occurred before October 21, 2019, are not shown. Events created before January 10, 2020, may require manual changes to extend the time period in the slider at the bottom of the screen.

Procedure:

1. Access the Historical Map module.

2. At the header, click Q Search, and in the Search box, enter the device ID, name of the officer, incident ID, or incident label.

NOTE: You can only enter one incident ID or label at a time.

The date range is automatically set to match the incident lifespan if you search for an incident. The calendar automatically opens if you select a device from the search result.
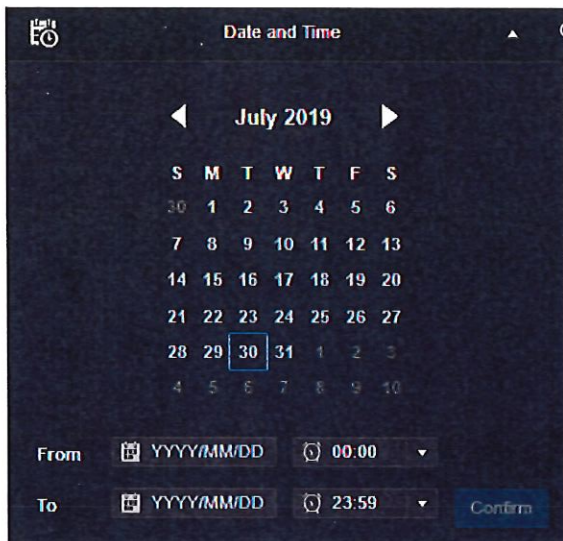
3. Select the date and time in the calendar and click Confirm.

For devices, a dotted line shows the start and end position of the device. Each dot represents a location that was reported. You can click anywhere on the path and get the location and time.

4. To view the details of an event on the historical map, select an event.

   The Event Details window opens.

5. To play a video from nearby cameras of an event, find and click an event with an available video feed to open the Event Details window and select the 🎥 Camera tab.

   At the bottom of the tab on the Event Details, you can select Play All Recorded or the videos that you want to play individually. When you play a video, it plays for the current time on the timeline bar in the Video View module.

6. To view event associations on the historical map, select an event to open the Event Details, and then click the ℰ Event Associations tab.

   NOTE: You can view event associations in the Historical Map module if an association exists between two events as defined at the initial configuration of the event.

   Association lines (blue linear lines) connect the selected event with its associated events, and the ℰ Event Associations tab shows the associated events in a list form.

10.2
Exporting Historical Map Data

You can export the data from the Historical Map module and view it in mapping tools, such as ArcGIS Explorer or Google Earth. Files are exported in a .kmz file format, an archive file containing the map in the KML format that you can import to other mapping tools.

NOTE: All devices, incidents, and camera locations are included in the export.

Procedure:

1. **Access the Historical Map module.**

2. At the top-right corner of the module, click ≣⁺ Export to KMZ file.

3. In the Filename dialog box, type a filename and click Export map to KMZ file.
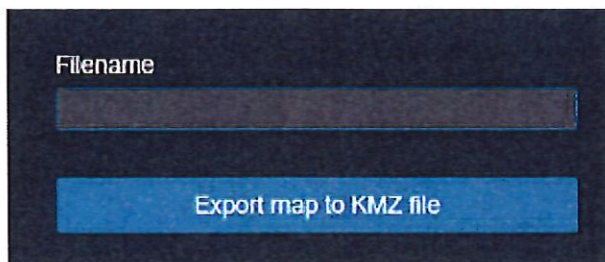
A warning message appears to explain that it may take several minutes to download the file. If you do not want the warning message to display again, select the Don't show again check box.

4. On the warning message, click OK.

   The .kmz file is created.

5. To check the export status, go to the main window and click the folder icon from the common header.

   The Export status window opens, showing the name of the KMZ file, the time you made the export, when the export expires, and the status of the export.

   NOTE: This button is only available for desktop clients and appears if there are downloads that have yet to expire.

   NOTE: The window can also list previous exports that are unexpired and that you can download again. Also, when not using the Historical Map, the Export to KMZ file (≣⁺) can display on the common header from the CommandCentral Aware main window when there are unexpired KMZ exports.

   TIP: You can cancel an export by clicking the X button to the right of the status. The status changes to Cancel, and the entry is removed from the Export status window after two hours.

6. On the Export status window, click Download.

   The KMZ file exports to your browser Downloads folder.