



Talon MDC Client Training Guide

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Talon Client Training Guide

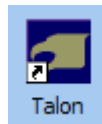
Welcome to Talon. This document is intended to provide you with an overview of the common features in Talon. For additional information, please see the documentation provided within Talon by selecting **Help Topics** from the **Help** menu.

The following are common tasks when using Talon to request and view messages:

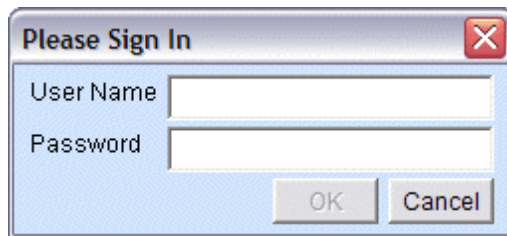
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- [Working with Talon Forms](#)
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Starting Talon

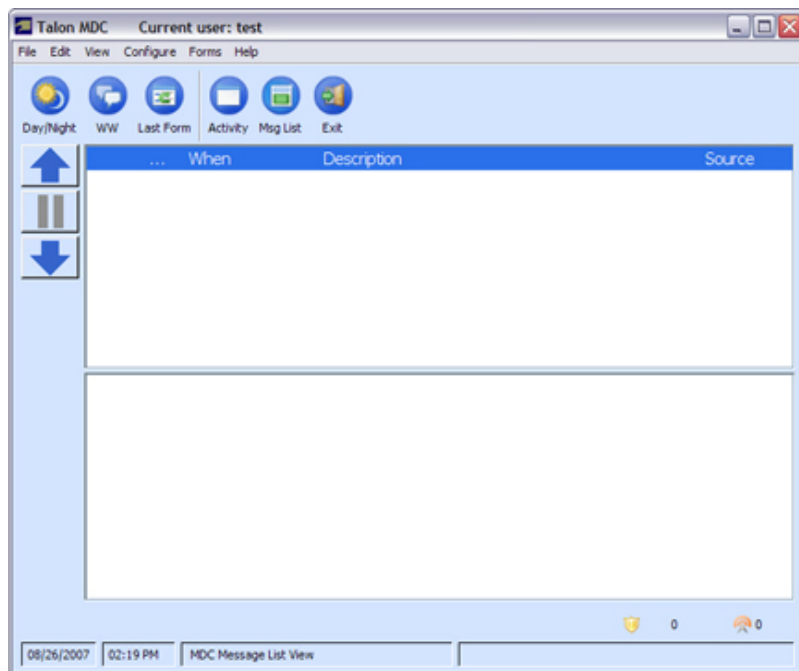
1. **Double-click** the Talon shortcut on your desktop.



2. **Wait** until the sign in dialog appears.



3. **Sign in** to Talon using the account information assigned to you.
4. You are now ready to use Talon.

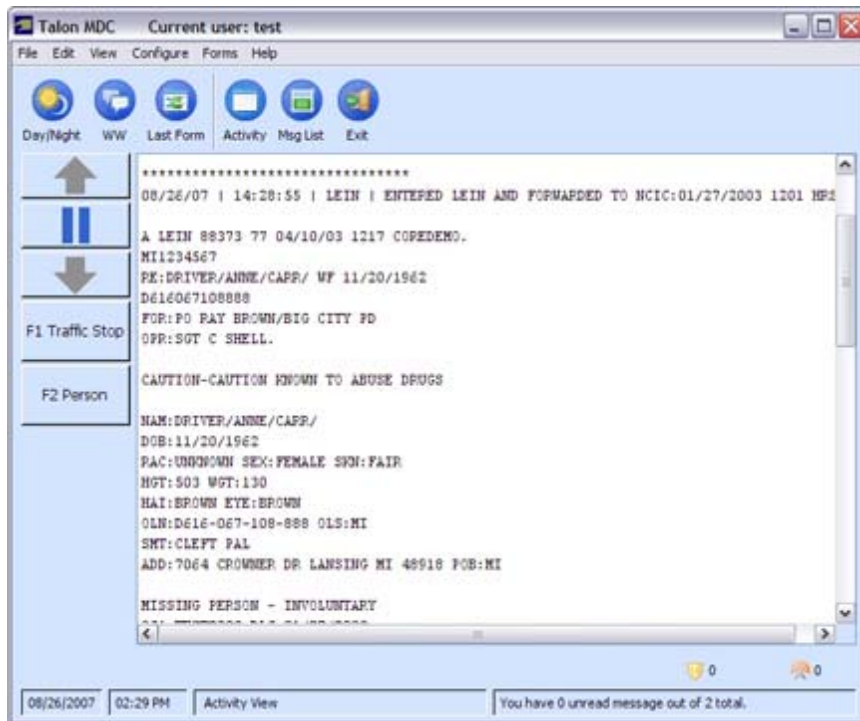


Working with Messages

When a request for information is made, both the request and response are displayed within the main Talon window. There are four different ways to view messages in Talon - Activity, Message List, Broadcasts and Local Logs. These views are available through the View menu. The following describes the features of each view.

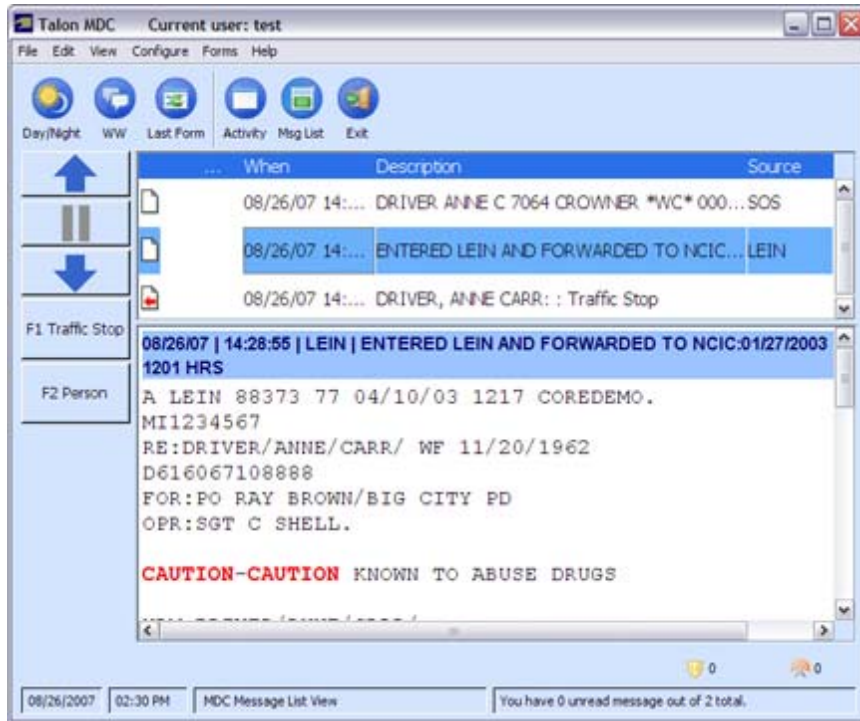
Activity View

The Activity View displays every query and response in a single scrolling window. Use the Next and Previous buttons to move between pages of messages.



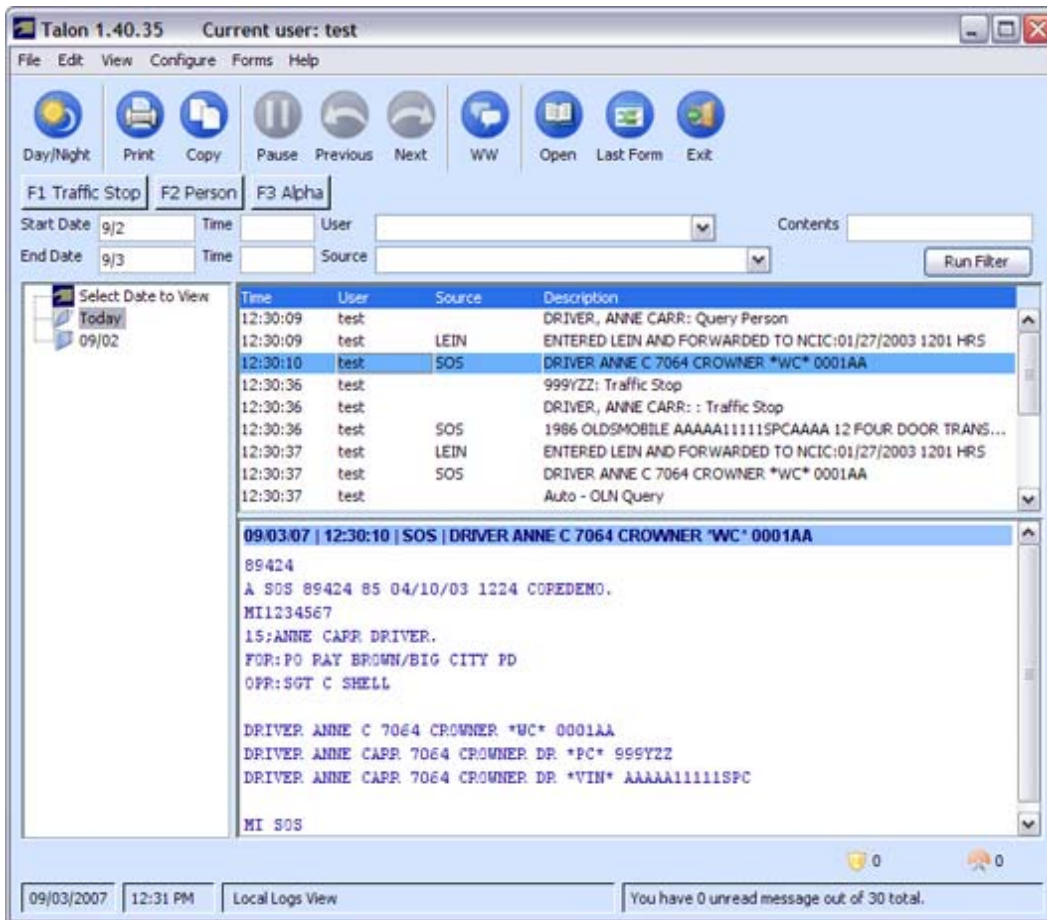
Message List View

The Message List View displays a history of messages for the current user and allows you to select a specific item to view the details.



Local Logs

Talon keeps a local log of all the messages run on a specific computer. In the local logs, you can view messages from all users who used Talon on that computer.



Talon Main Window

Menu Bar

File Edit View Configure Forms Help

The menu bar provides access to all Talon features.

Tool Bar

The Talon toolbar provides shortcuts to common functions.



Toggle Day/Night mode



Who's Where Messaging



Display the last form used



Displays Activity view



Displays Message List view



Exits the program

Button Bar



The button bar is used to display buttons you configured to launch frequently used form. By default, only Up and Down will appear in the button bar.

To **add** buttons, **select Form Buttons** from the **Configure** menu. If you have function buttons defined, you can access these forms by either clicking the button on the button bar, or pressing the associated function key on the keyboard.

Status Bar



The status bar displays the current date and time, the current view and the number of unread and total messages.

New Message Status Bar



Talon can receive many different types of messages, including responses to law enforcement queries, law enforcement broadcasts, mail, crime analysis bulletins and CAD incidents. At the bottom of the Talon window is a row of message indicator icons.

These icons tell you how many unread messages you have of each message type and will blink if you have any unread messages in another view. For example, if you are looking at your mail messages and a new law enforcement message arrives, the law enforcement message icon will blink until you switch that view.

The following describes each new message icon:

	Unread law enforcement messages. Clicking the icon will switch you to your default message view (e.g. Activity, Message List, Manage Messages, Case view).
	Unread law enforcement broadcast messages. Clicking the icon will switch you to your default message view (e.g. Activity, Message List, Manage Messages, Case view).

	NOTE: The Broadcast message icon will continue to flash until you have read all your broadcast messages.
	If licensed, unread CAD incidents. Clicking the icon will switch to the CAD Incidents view.
	If licensed, unread mail messages. Clicking the icon will switch to the Mail view.
	If licensed, unread bulletins. Clicking the icon will switch to the Bulletins view.

Message History - Message List, Manage Messages and Case Views

The Message List, Manage Messages and Case views display a table that contains a history of messages sent and received in Talon.

	...	When	Description	Source
		05/08/06 10:53:36	{Sample response from AccessPoint Image T	Image Test ...
		05/08/06 10:53:35	RE:DRIVER/JOHN// 01/17/1970	LEIN
		05/08/06 10:53:35	RE: DRIVER ANNE CARR WF 19800101	CMIS
		05/08/06 10:53:35	DRIVER ANNE C 7064 CROWNER *WC* 0001AA	SOS
		05/08/06 10:53:35	RE:DRIVER/ANNE/CARR/WF 11/20/1962	LEIN
		05/08/06 10:53:35	DRIVER, ANNE CARR: Query Person	

The message history displays the following information:

Status	Displays a graphic to indicate if a message was sent from Talon  , received and unread  , or received and read  . Clicking on an unread message will change the icon to the read state.
... or Flags	Displays icons indicating if an image is present or if a highlight has been performed on the message.
When	Date and time a message was sent or received.
Description	A brief description of the contents of the message.
Source	Where the information came from, such as LEIN, SOS, or the name of the TalonPoint.

Actions - Message List View

Delete Messages	Select a message or messages, and use the Delete key to remove messages you do not wish to view again.
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Copy Messages	Select a message or message and either type Ctrl+C .
Quick Copy Message to Administrator	To quickly copy the contents of a message into the Admin Message form, select the message and type Ctrl+M .
Quick Copy Message to Blank Form	To quickly copy the contents of a message into the Blank form, select the message and type Ctrl+B .
Select Multiple Messages	Use the Shift and Ctrl keys in combination with the mouse to select multiple messages. Once selected, you can either print or delete the selected messages.
Scroll through Messages	A scroll bar is displayed if there are more messages than can fit in the list area. New messages are displayed at the end of the list. You can also use the Arrow keys to scroll through the list of messages. To view a message when using the arrow keys to scroll through them, press the Space key to select the message.
Close all Open Forms	Press Shift+Esc to close all open form windows.
Switch between all open Talon windows.	Press Ctrl+F6 to switch between open windows, including the Message window and any open forms.
Launch the last form	Press Ctrl+L to display the last form viewed.
Switch to Night Mode	Press Ctrl+N to switch to night mode colors. Press Ctrl+N to switch back to regular colors.

Message Details

In all the views the Message History is available, selecting an item in the list will display the details of the message in the area below the table.

TIP

You can resize the viewing area of the table or message details by dragging the separator up or down.

Actions

Copy the Message	Select text in the message view area with the mouse. Use Ctrl+C , or right-click and select Copy , to copy the text for use in another program.
------------------	--

Scroll through the Message Details

A scroll bar is displayed if the message contents are larger than what can fit in the message view area.

Activity View Only

The main section of the Activity Window displays all messages sent and received during the current users' session.

Images

In general, images cannot be displayed in Activity View. Talon MDC provides an image panel option that will display all available images at the bottom of the screen.

Pause/Resume Activity

Click  to prevent messages from being displayed in the Activity Window. Click  to continue displaying messages.

Previous Page

Click  to view the previous page's messages. This button will only be available if a previous page exists.

Next Page

Click  to view the next page's messages. This button will only be available if a next page exists.

Image Panel

Talon MDC provides an image panel that displays all available images at the bottom of the screen. To turn on/off the image panel, **check/uncheck Display Image Panel** located in the **Options** dialog under the **Configure** menu. Talon must be restarted for the change to take effect.



When an image is available, a  will be displayed along with the image's title. Click the camera to **download** the image. When the image is downloaded, a thumbnail of the

image will be displayed instead of the camera. If you click the image, a larger view of the image will be displayed.

Working with Forms

Many forms are included in Talon to submit requests. The following are different methods for selecting a message to run:

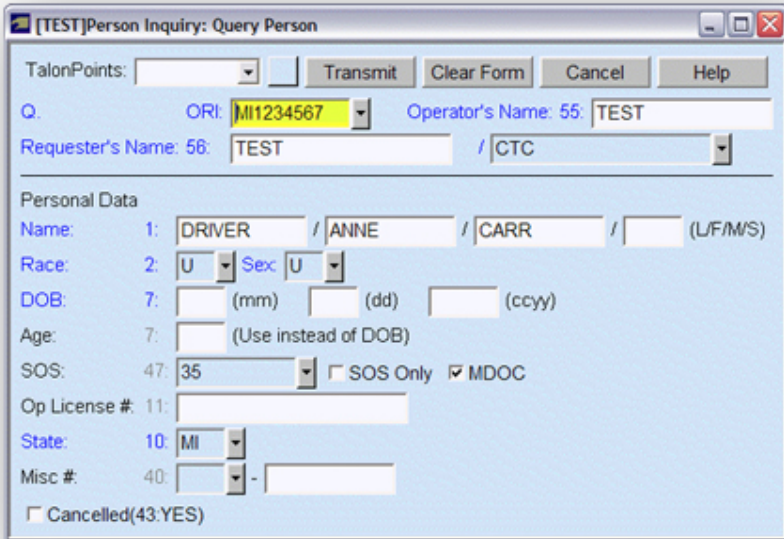
- **Select** the desired transaction from the **Forms** menu.
- **Select** the desired form from the floating **forms tree**.
- **Click** the button on the top of the main window of the desired form.
- **Press a function key**, such as F3, on the keyboard that corresponds to the form.
- **Click [Last Form]** or  to display the last form used.

Once a form is displayed, fill in the required fields and **click [Transmit]** to submit the query.

NOTE: Required fields are displayed in **blue**. If a required field is not filled-out, the Transmit button will be disabled and you will be unable to submit your request.

Using Forms

In Talon, you request messages by selecting the appropriate form and entering in the relevant information for your inquiry. Although each form has different data entry requirements, every form in Talon contains similar form elements, as described below.



The screenshot shows a form titled "[TEST]Person Inquiry: Query Person". The form is divided into several sections. On the left, there are labels with arrows pointing to specific parts of the form: "Form Title" points to the title bar, "Form Buttons" points to the Transmit, Clear Form, Cancel, and Help buttons, "Header Information" points to the Q, ORI, Operator's Name, and Requester's Name fields, and "Form Data" points to the Personal Data section.

Form Title: [TEST]Person Inquiry: Query Person

Form Buttons: Transmit, Clear Form, Cancel, Help

Header Information: Q: [], ORI: MI1234567, Operator's Name: 55: TEST, Requester's Name: 58: TEST / CTC

Form Data:

Personal Data

Name: 1: DRIVER / ANNE / CARR / (L/F/M/S)

Race: 2: U Sex: U

DOB: 7: (mm) (dd) (ccyy)

Age: 7: (Use instead of DOB)

SOS: 47: 35 SOS Only MDOC

Op License #: 11:

State: 10: MI

Misc #: 40: -

Cancelled(43: YES)

Form Title

The title bar displays the name of the form that is currently open along with the Requester's name.

General Form Elements

Blue Fields

Required data fields are displayed in **blue**. If a required field is not filled-out, the Transmit button will be disabled and you will be unable to transmit your request.

Scan Line Number/Name

A number (10:) or code (ORI:) may appear before a field. This text indicates the scan line number or name this data is associated with in LEIN.

On Screen Notes

Some form elements will have notes after them to give you additional information on how to fill out the form.

Field Help

If you need assistance filling out a field, press either the **F1** key or **Ctrl+H** keys when your cursor is in the field that you have questions about. Either or one of these keystrokes will display help on how to fill out the current field.

Blank Fields

If a non-required field is empty when the form is transmitted, no value for that field is transmitted, nor is the field number or name transmitted.

NOTE

The Blank Form and the Multi-Use Form will not be transmitted if none of the fields on those forms are filled out.

Header Information

The diagram illustrates the header section of a Talon form. It features a light blue rectangular box with the following fields and labels:

- Message Key:** Points to the field 'Q.'.
- ORI:** Points to the field 'ORI: MI1234567'.
- Operator's Name:** Points to the field 'Operator's Name: 55: TEST'.
- Requestor's Name:** Points to the field 'Requester's Name: 56: TEST'.
- Agency Name:** Points to the field '/ CTC'.

The fields are arranged in two rows within the box. The first row contains 'Q.', 'ORI: MI1234567', and 'Operator's Name: 55: TEST'. The second row contains 'Requester's Name: 56: TEST' and '/ CTC'.

The top section of every form in Talon contains information about who is requesting information and what message is being requested.

Message Key

The Message Key identifies what message is being requested.

NOTE

The message key on the form is not always the message key that is transmitted. Some forms will send a different message key depending on the values entered into certain fields. Other forms, such as Missing Person, may have a list for selecting the appropriate message key.

ORI

Enter or select your nine character Originating Agency Identifier (ORI). Typically, this field will already have a valid ORI filled-in and may have a choice of ORIs from which you can select. If your administrator allows you to modify your ORI, you can type a new value in this field. If you do not have rights to change the ORI, this field will be disabled but you may still select an ORI if a choice is given.

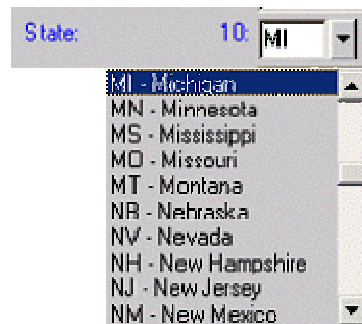
Operator's Name

This field cannot be changed.

FOR field or Requester's Name & Agency Name

When required, enter the Requester and Agency Name. These fields may be disabled on forms that do not require this information.

Drop-Down List Boxes



Drop-down list boxes are provided for fields that contain a set of choices for field value. On most forms, these list boxes are combo boxes that allow you to either select a value from the list of choices, or type in a new value.

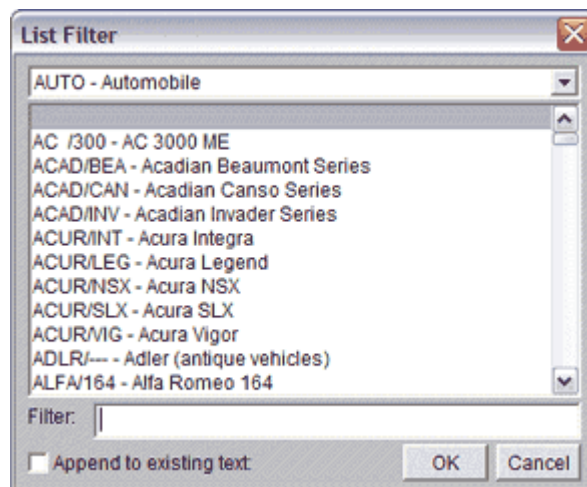
The following are different ways to select or enter a value in the list boxes:

- **Click the arrow button** to view the list choices. **Select** one of the codes from the list with the mouse. If the text of the choices does not fit in the area, scroll bars are available to allow you to better see the choices.
- **Click** in the list box field with the mouse. **Press** the **arrow keys** to **move up** or **down** the list of choices. The list box will not appear, but the value in the field will change.
- **Type** a new value in the list box field. This method is only available for combo boxes.

NOTE

Typing a value in the field will not change the selected item in the list. For example, if the default value in the list was MI and you type NJ, if you then drop down the list or use the arrow keys, it will start the selection from MI not NJ.

Searchable Pop Up List Boxes



Searchable pop up list boxes are provided for fields that contain a large set of choices for field value, such as Zip Code. **Press [...]** to display a list of the available codes. **Use** the **arrow keys** or the **scroll bar** to **locate** the code you are looking for. You can also type in a value to search for in the **Filter** field.

Selecting an option from the list box will replace the current value of the field. **Check** the **Append to existing text** option if you wish to select a value and keep your existing field data.

NOTE

Some fields have multiple types of lists associated with them, such as Vehicle Make. For these fields a drop-down list will be displayed above the list of values. Select the category, such as AUTO, from the value that needs to be put into the field.

TalonPoint Requests

When participating in information sharing, you can request that a form not only queries the standard State law enforcement systems, but also queries any available TalonPoints.

Click [Destinations] to select the TalonPoint(s) you wish to query. See TalonPoint Destinations for more details.

Form Buttons

Transmit	Clicking [Transmit] will submit your form. NOTE: If all the required fields are not entered, [Transmit] will be disabled. Make sure to enter information into all the required fields to enable [Transmit] .
Next	Clicking [Next] will display the next screen of data to fill-in for the form. [Next] only appears in the Accident forms.
Clear Form	Clicking [Clear Form] will reset the data displayed in the current form.
Cancel	Click [Cancel] to exit the form without submitting the request.

Additional Actions

Transmit the Form	Click [Transmit] , press the Enter key, press Ctrl+T , or press the + on the numeric pad to transmit your message.
Cancel the Request	Click [Cancel] or press the Esc key to exit the form without submitting your request.
View Field Help	Press the F1 key or Ctrl+H to view help on the currently selected field.
Copy Field Entries between Forms	Talon will remember entries made in fields between forms. Press the F2 key or Ctrl+I to have the last value entered into a specific data field pasted into the same data field on the same or different form. For example, enter Doe John into field 1 (Name) on the Person Inquiry form and transmit the request. Open the Criminal History form, click on the Name field and press F2 or Ctrl+I. Doe John will appear in field 1 on the new form.
Store the Current Field Value as the Default Value for the Form	Press Ctrl+S to save the value in the currently selected field as the default value for that field in the current form.
Restore the Stored Default Field Value	Press Ctrl+R to restore the stored default value for the current field.
Delete the contents in the current section	Press Ctrl+D to reset all the field data in the current form section.
Move to the next field	Press the Tab key or click in a field with your mouse to move to the next field.
Move to the previous field	Press Shift+Tab or click in a field with your mouse to move to the previous field.
Move to the first field in the next section	Press Ctrl+Q to move to the first field in the next section on the form.
Cut, Copy, and Paste Data	Select text in a field with the mouse. Use Ctrl+C to copy the text, Ctrl-X to copy and remove the text from the field, and Ctrl-V to paste the text into another field. You can also right-click with the mouse to display a menu with the copy and paste options.
Print the Form	Press Ctrl+P to print the current form.
Scroll	A scroll bar is displayed if the form contents are larger

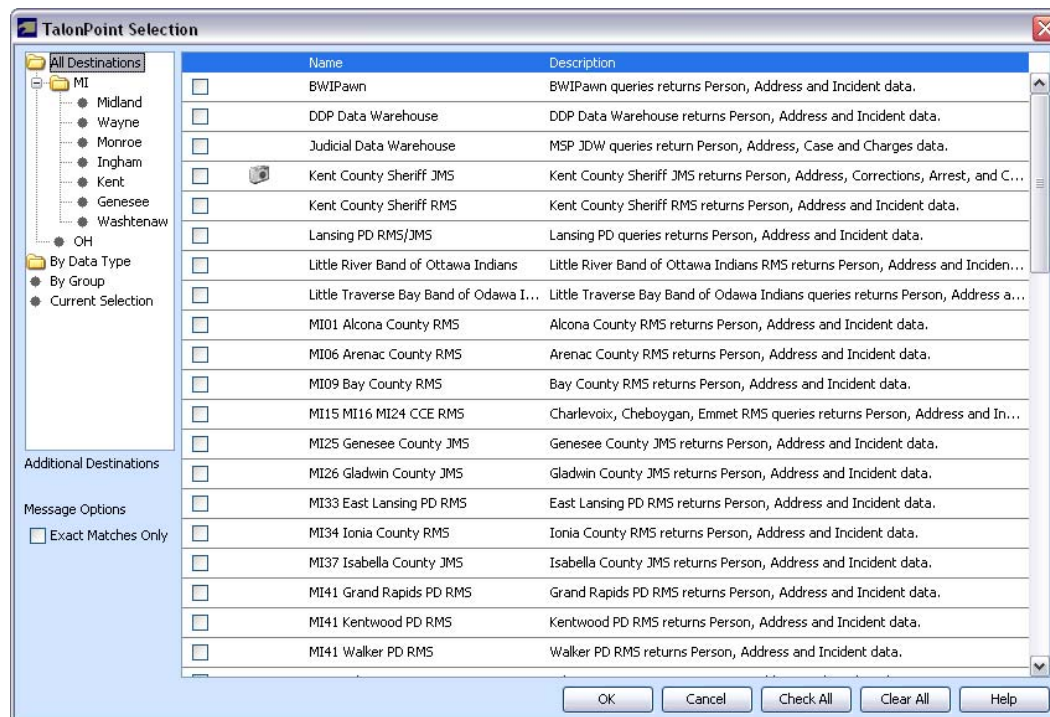
	than what can fit on the screen. Most forms should display without scroll bars by using 800x600 or higher screen resolution.
Switch between windows	Press Alt+Tab to switch between Talon windows and/or your other Windows programs.
Clear the Form	Click [Clear] or press Ctrl+K to clear the fields on the form.
Enter a New Request with the Same Form	If you are doing multiple requests with the same form, you have two shortcuts available: 1. After the form is transmitted, click [Last Form] to display the form you just used. 2. Uncheck the Close Form on Transmit option in Options under the Configure menu. This will keep the current form open to enter a new request.
Close all Open Forms	Press Shift+Esc to close all open form windows.
Switch between all open Talon windows.	Press Ctrl+F6 to switch between open Talon windows, including the Message window and any open forms.

TalonPoint Destinations

When participating in information sharing, you can request that a form not only queries the standard State law enforcement systems, but also queries any available TalonPoints.

From within a query form, **Click [Destinations]** to select the TalonPoint(s) you wish to query

TalonPoint Selection Window



The new TalonPoint selection window allows you to view the different TalonPoints by category. For example:

- County
- Data type (e.g. Images, RMS, JMS, Court, etc.)
- Pre-defined group

Selecting **All Destinations** allows you to see all the TalonPoints you are authorized to see. Select a subcategory to view the TalonPoints of that category.

You can select TalonPoint destinations individually by checking the checkbox. You can also use the **[Check All]** and **[Clear All]** buttons to select/clear all of the destinations in the current view. For example, if you are looking at the Images group, clicking **[Check All]** will select all the TalonPoints in the Images group.

To view your currently selected TalonPoints, click **Current Selection**.

TalonPoint Data Sources

The following lists the available TalonPoint destinations to participating data sharing agencies.

NOTE: This list may change frequently and not every site will have access to all the available TalonPoints.

	TalonPoint	Information Source	Type of Data
	BWIPawn	Pawn Shop	Person, Address, Incident
	DDP Data Warehouse	Various PD RMS	Person, Address, Incident
	Judicial Data Warehouse	Court	Person, Address, Case, Charges
	MIDRS	SOS Driver's License Photos	Person, Address, Image
	Michigan State Police AICS	MSP Record System	Person, Incident
	SNAP	State Mugshots	Person, Mugshots
	PACCPAAM	Court	Person, Charges
	TRACView	Michigan Accident Reports	Accident
	Little River Band of Ottawa Indians	Little River Band of Ottawa Indians RMS	Person, Address, Incident
	Little Traverse Bay Band of Odawa Indians	Little Traverse Bay Band of Odawa Indians RMS	Person, Address, Incident
	Saginaw Chippewa Indians	Saginaw Chippewa Indians RMS	Person, Address, Incident
	MI01 Alcona County RMS	Alcona County RMS	Person, Address, Incident
	MI06 Arenac County RMS	Arenac County RMS	Person, Address, Incident
	MI09 Bay County RMS	Bay County RMS	Person, Address, Incident
	MI15 MI16 MI24 CCE RMS	Charlevoix, Cheboygan, Emmet RMS	Person, Address, Incident

	MI18 Clare County RMS	Clare County RMS	Person, Address, Incident
	MI25 Flint PD	Flint PD RMS	Person, Address, Incident
	MI25 Genesee County JMS	Genesee County JMS	Person, Address, Incident
	MI26 Gladwin County JMS	Gladwin County JMS	Person, Address, Incident
	MI32 Huron County RMS	Huron County RMS	Person, Address, Incident
	MI33 East Lansing PD RMS	East Lansing PD RMS	Person, Address, Incident
	MI33 Ingham County Mugshots	Ingham County Mugshots	Person, Mugshots
	Lansing PD RMS/JMS	Lansing PD RMS & JMS	Person, Address, Incident
	MI34 Ionia County RMS	Ionia County RMS	Person, Address, Incident
	MI37 Isabella County JMS	Isabella County JMS	Person, Address, Incident
	MI41 Grand Rapids PD RMS	Grand Rapids PD RMS	Person, Address, Incident
	Kent County Sheriff RMS	Kent County Sheriff RMS	Person, Address, Incident
	Kent County Sheriff JMS	Kent County Sheriff JMS	Person, Address, Corrections, Arrest, Charges
	MI41 Kentwood PD RMS	Kentwood PD RMS	Person, Address, Incident
	MI41 Walker PD RMS	Walker PD RMS	Person, Address, Incident - Text Format
	Wyoming PD RMS	Wyoming PD RMS	Person, Address, Incident
	MI43 Lake County JMS	Lake County JMS	Person, Address, Incident
	MI44 Lapeer County JMS	Lapeer County JMS	Person, Address, Incident
	MI53 Mason County JMS	MI53 Mason County JMS	Person, Address, Incident
	MI54 Mecosta County RMS	Mecosta County RMS	Person, Address, Incident
	MI56 Midland CAD	Midland CAD	Person, Address, Incident

	MI56 Midland City RMS	Midland City RMS	Person, Address, Incident
	MI56 Midland County RMS	Midland County RMS	Person, Address, Incident
	MI56 Midland County JMS	Midland County JMS	Person, Address, Corrections, Arrests, Mugshots
	Monroe County JMS	Monroe County JMS	Person, Address, Incident, Mugshots
	Monroe Sheriff RMS	Monroe Sheriff RMS	Person, Address, Incident
	MI59 Montcalm Co Sheriff RMS	Montcalm County RMS	Person, Address, Incident
	MI61 Muskegon County RMS	Muskegon County RMS	Person, Address, Incident
	MI62 Newaygo County JMS	Newaygo County JMS	Person, Address, Incident
	MI63 CLEMIS RMS	Oakland County RMS	Person, Address, Incident
	MI63 CLEMIS JMS	Oakland County JMS	Person, Address, Incident - Text Format
	MI64 Oceana County JMS	Oceana County JMS	Person, Address, Incident
	MI65 Ogemaw County JMS	Ogemaw County JMS	Person, Address, Incident
	MI67 Osceola County RMS	Osceola County RMS	Person, Address, Incident
	MI68 Oscoda County JMS	Oscoda County JMS	Person, Address, Incident
	MI70 Ottawa County RMS	Ottawa County RMS	Person, Address, Incident
	MI73 Saginaw ARMS	Saginaw ARMS	Person, Address, Incident
	MI74 St Clair County RMS	St Clair County RMS	Person, Address, Incident
	MI76 Sanilac County RMS	Sanilac County RMS	Person, Address, Incident
	MI79 Tuscola County RMS	Tuscola County RMS	Person, Address, Incident
	MI81 Ann Arbor PD RMS	Ann Arbor PD RMS	Person, Address, Incident, Mugshots
	MI81 Univ of Michigan DPS RMS	University of MI RMS	Person, Address, Incident

	MI81 Washtenaw CO Sheriff RMS/JMS	Washtenaw County RMS	Person, Address, Incident, Mugshots
	MI82 34DC Romulus RMS	Romulus RMS	Person, Address, Incident
	MI82 Detroit CaseTrax	Detroit PD Cases	Person, Address, Arrests
	MI82 Detroit NetRMS	Detroit PD RMS	Person, Address, Incident
	MI82 Redford RMS	Redford RMS	Person, Address, Incident
	MI82 Southgate RMS	Southgate RMS	Person, Address
	MI82 Taylor RMS	Taylor RMS	Person, Address, Incident
	MI82 Wayne Co 3CC CRIM	3rd Circuit Court	Person, Cases, Charges, Events
	MI82 Wayne Co Jail	Wayne County JMS	Person, Address, Corrections, Arrests, Charges
	MI82 Wayne Co Mugshots	Wayne County Mugshots	Person, Address, Mugshots
	OH NORIS	NORIS Service Center in Northwest Ohio RMS	Person, Address, Incident
	OH NORIS Mugshots	NORIS Service Center in Northwest Ohio Mugshots	Person, Address, Mugshots

Sending Messages

Within Talon you can send messages to other Talon users. There are two ways to send messages:

Who's Where Messaging	Allows you to send instant messages and broadcasts to other online Talon users.
Mail	Allows you to send email-like messages to online and offline Talon users.

Mail Messages



If licensed, you can send mail to other Talon users from within Talon. When sending mail, you have the option of sending to online and offline users. The **Mail** view allows you to view received mail and send new mail. **Click [Mail]** from the toolbar to enter the Mail view.

Sending Mail

1. Switch to the Mail view by **clicking** the **Mail** toolbar button or **mail icon** in the status area.
2. **Click [Compose New Mail]**.
3. The compose window is displayed.

4. **Fill-in** the appropriate fields for your message.

5. **Click [Send]** to send the message.

TIP: If you are not ready to send the message yet, **click [Save Draft]** to save the message to send later. You can view your drafts by selecting "Draft" in the main Mail view drop-down.

5. The Mail list is displayed.

Address Book

If you do not know the user or group name of your recipient, click [Contacts] to display the Address Book.

Check the **users** and/or **groups** you wish to send a message to. **Click [OK]** when you are done and the selected names will be entered in the To field.

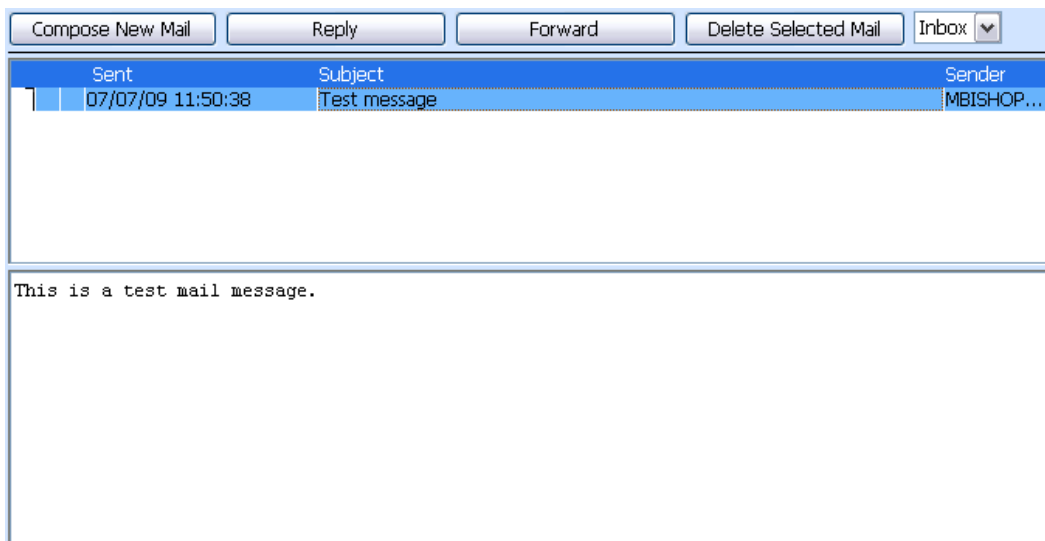
The following views are available in the Address Book.

[Favorites]	Favorites remembers addresses of users/groups you have previously sent messages to.
[Users]	Lists all the users on the server you are connected to.
[Groups]	Lists all the groups on the server you are connected to.

Viewing Mail

When another user has sent you a mail message, the message is sent to the Mail view. To get your attention, a sound may be played (if configured) and the mail message indicator icon will flash (located Talon's status area).

1. Switch to the Mail view by **clicking** the **Mail** toolbar button or **mail icon** in the status area.
2. **Select the message** from the table. The contents of the message will be displayed in the bottom window pane.



Inbox, Drafts, Sent and Trash Mail Views

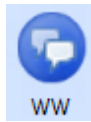
In the main Mail view is a drop-down list that allows you to change what type of mail messages are viewed.

Inbox	Mail messages sent to your user account.
Draft	Mail messages you saved using [Save Draft] in the Compose Mail view.
Sent	Mail messages you sent to other users/groups.
Trash	Mail messages you deleted. You can manually delete items from the Trash view to permanently delete them, or it will automatically delete items from the Trash when they are 2 days old.

Mail Actions

Compose a new message	Click [Compose New Mail].
Reply to a message	Select the message and click [Reply] or press Ctrl+R.
Forward a message	Select the message and click [Forward] or press Ctrl+F.
Delete a message	Select the message and click [Delete Selected Mail] or press Delete.
Copy message text	Select text in the message area with the mouse. Use Ctrl+C to copy the text for use in another program.

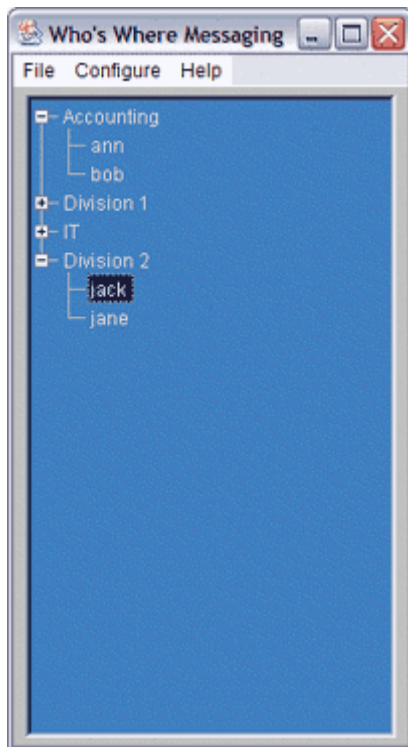
Who's Where Messaging



If enabled, you can send instant messages and broadcasts to other online Talon users. The **Who's Where** window allows you to send messages and see what users are online. **Click [WW]** from the toolbar to launch the Who's Where window.

User List

The main window for Who's Where Messaging is the User List. This window displays all the on-line users who are available to receive messages.



Send a Message to a Single User

1. There are two ways to send a message to another user:
 - **Double-click** the user's name in the User List.
 - **Right-click** the user's name and **select Send Message** from the pop-up menu.
2. The chat window is displayed.
3. In the bottom section of the window, **type** your message to the selected user.
4. **Press** the **Enter** key or **click [Send]** to send the message.

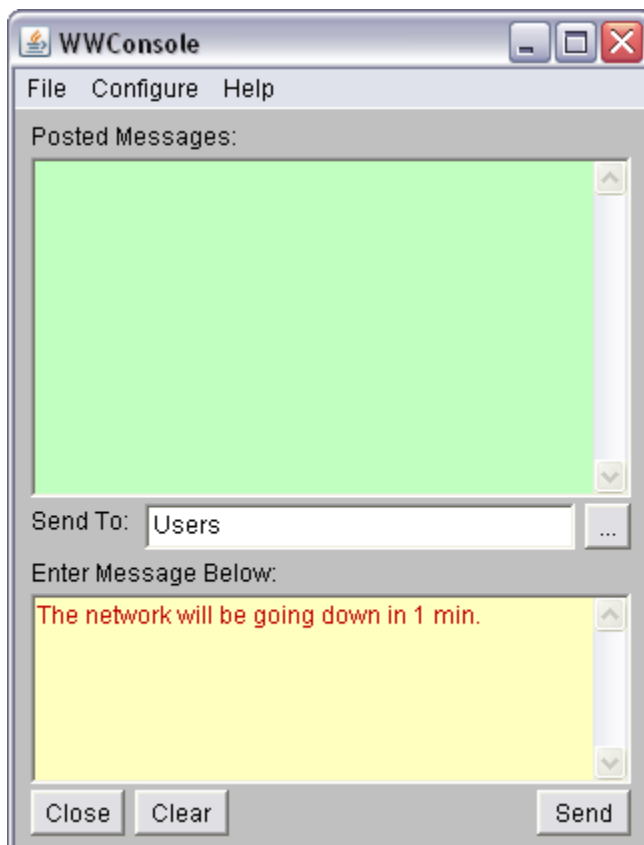
TIP: To enter a carriage return, line feed in your message, **press Ctrl-Enter**. This will add a line to your message without sending the message.

Send a Broadcast Message

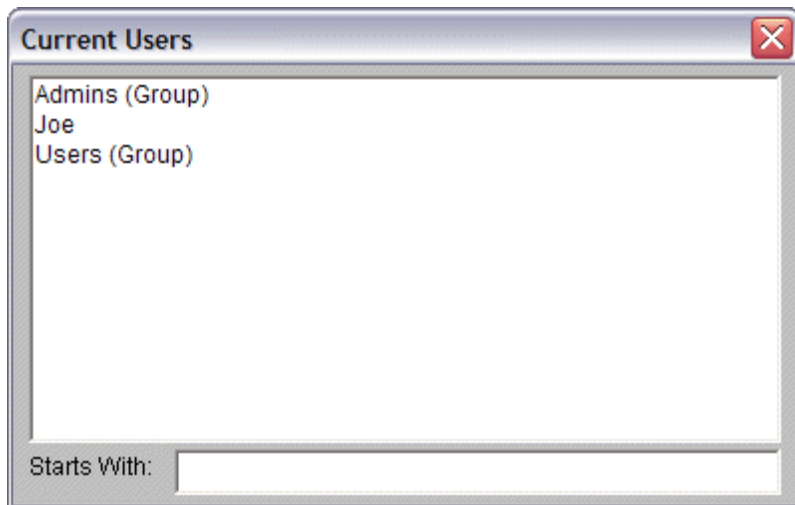
If you need to send a message to a group of users, **right-click** the group's name and **select Send Broadcast**.

Console Mode

The Console Mode provides an alternative way to send messages to online users and groups. Within this mode you can select who you wish to send a message to and send the message all within the same window.



To send a message to a user or group, **click** the [...] button to select the user or group you wish to send a message to.



Within this mode, you can switch on the fly who you are sending messages to.

Talon Updates

New versions of Talon can be downloaded from the server, if your administrator has configured this feature. Depending on how your administrator configured this feature, downloads can be automatically downloaded or you can choose when to download an update. The updates are always downloaded in the background.



If your administrator has enabled this feature, you may see the following icons in the status area of Talon:

	New update is available to download. Click this icon to start the download.
	Downloading update in the background.
	Download is complete. You will have to restart Talon to put the new update in place.
	An error occurred when downloading the update. Contact your administrator.
	A new update is available but will not be downloaded until a specific date. Clicking on the icon will tell you when it will be downloaded.
	The user must fulfill a requirement before the update can be downloaded. Click on the icon to see what action is required.

Once the updated version has been successfully downloaded, you must restart Talon to start using the new version. Your old version will be backed up on the local computer.

NOTE: If you exit Talon before an update has finished downloading, the next time you start Talon the download will continue where it previously left off.

Customizing Talon

If your administrator has given you permission to do so, Talon can be customized to suit your personal needs and data entry style. You can customize how data is displayed and create shortcuts to increase your productivity.

Options

Select **Options** from the **Configure** menu to customize specific Talon options.

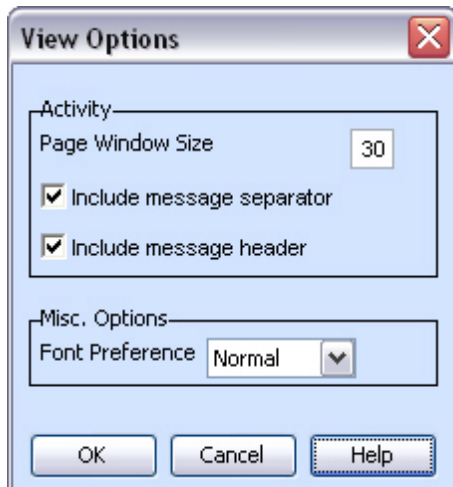
The **Options** window contains the following options:

New Message Alert Options	
Blink new message indicator even on current view	If a new message arrives for the current view, still blink the new message indicator.
Bring window to front when new messages arrive	Brings the Talon window to the front when new messages arrive.
MDC Options	
Display Image Panel in Activity View	In Activity view, displays a panel at the bottom of the Talon screen that shows all available images. NOTE: The change will not take effect until you switch views.
Display Image Panel in Message List View	In Message List view, displays a panel at the bottom of the Talon screen that shows all available images. NOTE: The change will not take effect until you switch views.
Show Connection Status Indicator	Displays an indicator that shows the connection status Talon. NOTE: The change will not take effect until you restart Talon.
Scrollbar Width	Specify the width of Talon's scrollbars. Choose the appropriate percentage. NOTE: The change will not take effect until you restart Talon.
Misc. Options	

Enable Auto Drill-Down	When checked, Talon will automatically send OLN and Person queries from the results of a Plate query.
OLN Query SOS Code	Used with the auto drill-down option, this allows you to specify what type of SOS query to run when an OLN query is automatically run.
Person Query SOS Code	Used with the auto drill-down option, this allows you to specify what type of SOS query to run when a Person Query is automatically run.

View Options

Select **View Options** from the **Configure** menu to customize Talon's different views.



The **View Options** window contains the following options:

Activity	
Page Window Size	Sets how many messages to display in the Activity view. The default value is 10 messages. To increase the performance in the Activity view, set this option to a lower value.
Include message separator	Sets if the message separator (*****) is displayed between messages in the Activity view or when doing plain text/dot matrix printing.
Include message header	Sets if the message header (Date/Time/Description of message) is displayed in the Activity view or when doing plain text/dot matrix printing.

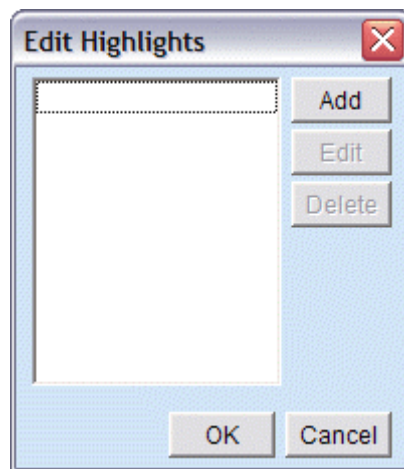
Misc. Options	
Font Preference	Allows you to configure the font size of the on-screen button and views

Edit Highlights

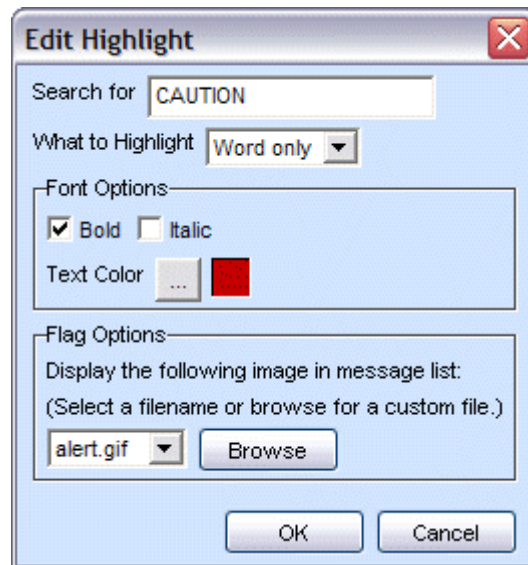
Talon gives you the ability to define what words and phrases you wish to emphasize within a message. There may be certain phrases that you want to stand out so you can quickly know if a subject is dangerous.

To get started defining your highlights:

1. **Select Edit Highlights** from the **Configure** menu. The Edit Highlights window will open.



2. **Click [Add]** to create a new highlight definition.
3. **Enter** a single word or phrase you wish to be highlighted in the **Search for** field.
4. **Indicate** how you want the phrase to be highlighted - bold, italics and/or color change.
5. **Select** if only the word or the whole line where the phrase appears should be highlighted.
6. **Select** if you would like an image to appear next to the message if it contains the highlight.



6. Click **[OK]** to **save** your new highlight. You will be returned to the Edit Highlights list.
7. Click **[OK]** to exit and save your highlights, or click **[Add]** to create a new highlight, **[Edit]** to change an existing definition, or **[Delete]** to remove a highlight.
8. Your messages should now reflect your highlight definitions.

11/16/04 | 10:00:13 | RE:DRIVER/ANNE/CARR/ WF 11/20/1962

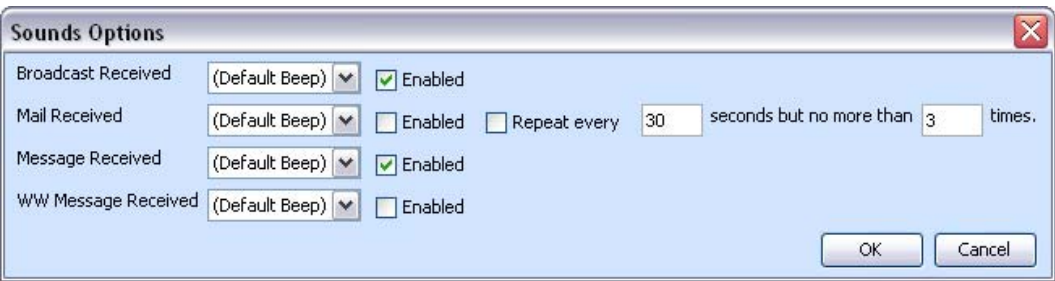
A LEIN 88373 77 04/10/03 1217 COREDEMO.
MI1234567
RE:DRIVER/ANNE/CARR/ WF 11/20/1962
D616067108888
FOR:PO RAY BROWN/BIG CITY PD
OPR:SGT C SHELL.

CAUTION-CAUTION KNOWN TO ABUSE DRUGS

NAM:DRIVER/ANNE/CARR/
DOB:11/20/1962
RAC:W/KNOW/NOV:FEMALE C/KN:CAID

Sound Options

Select **Sound Options** from the **Configure** menu to customize the sounds in Talon.



The **Sounds Options** window contains the following options:

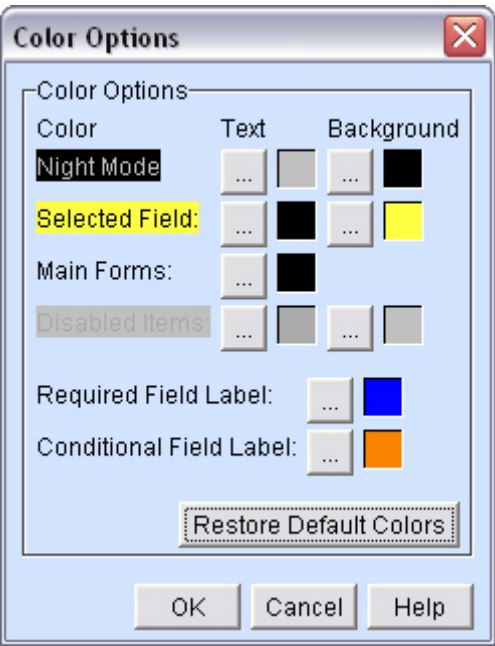
Broadcast Received	Plays a sound when a LEIN broadcast message is received.
Mail Received	Plays a sound when a Mail message is received. Optionally, have it repeat the sound every X seconds until the message has been read and set the max number of times the sound will repeat. NOTE: The Mail feature is a separately licensed feature of Talon.
Message Received	Plays a sound when a LEIN message is received.
WW Message Received	Plays a sound when a Who's Where message is received.

To enable a sound, select a sound file and click the Enabled checkbox next to the desired sound event.

NOTE: Sound files are stored locally in the ctccore\talonmdc\sounds directory and can be downloaded from the server if your administrator makes sounds available.

Color Options

Select **Color Options** from the **Configure** menu to customize the colors in Talon.



The **Color Options window** contains the following options:

Color Options	
Night Mode	Foreground and background colors to use in night mode.
Selected Fields	Foreground and background colors to use for the currently selected field.
Main Forms	Foreground color to use for regular field prompts in LEIN forms.
Disabled Fields	Foreground and background color to use on disabled fields.
Required Field Label	Color of the label for required form fields.
Conditional Field Label	Color of the label for conditional form fields.
[Restore Default Colors]	Restores your color choices to the default colors.

LEIN Options

Select **LEIN Options** from the **Configure** menu to customize Talon form preferences.

NOTE

If you do not have a LEIN Options item under the Configure menu, your administrator has not given you permission to customize Talon.

The **Options window** contains the following options:

Form Options	
Form Font Size	Select a font size for the on-screen text within the forms.
Use Bold Text	If checked, displays the form text in a bold font for easier reading.
Transmit Button Bar Location	Use this option to change where the transmit button is located within a form. Choices are Bottom or Top.
Close Form On Transmit	Tells Talon whether or not to close the form window when the request is transmitted.

	Turning off this option can be helpful if you need to run the same inquiry multiple times in a row.
Clear Form After Transmit	Tells Talon to clear the form of its current values when you transmit it.
Reset TalonPoints After Transmit	If your administrator has given you this option, allows you to choose whether your TalonPoint destination selection gets cleared after transmitting.
Cascade Forms Windows	If this option is set, when multiple form windows are opened they will be cascaded on top of each other. If this option is off, new forms will be displayed in the center of the screen.
Show LEIN Header fields in form	Selecting this option allows you to view and edit the header fields (e.g. ORI, Operator, Requester and Agency) in the forms.
Last Form Button	Allows you to set the behavior of the Last Form button in the main window. Choices are: • Always Create New Form • Reuse Existing Form When Possible
Message Options	
Beep Until All New Messages Have Been Read	Use this option to remind yourself you have unread LEIN messages. By default it will beep every 30 seconds until all new messages have been read.

Form Buttons

The **Configure Function Buttons** dialog allows you to associate keyboard function keys with specific law enforcement forms and to create buttons in the LEIN Messages window for those same forms. This allows you to have quick access to the most commonly used forms.

	Button Label	Function	Visible
F1	Person	Person Inquiry_Query Person	☒
F2	Traffic Stop	Traffic Stop	☒
F3	CCH	Criminal History	☒
F4	Blank	Blank Form	☒
F5	Alpha Vehicle	Vehicles_Query Alpha Vehicle	☒
F6		<Undefined>	☒
F7		<Undefined>	☒
F8		<Undefined>	☒
F9		<Undefined>	☒
F10		<Undefined>	☒
F11		<Undefined>	☒
F12		<Undefined>	☒

Button Height: 100%

OK Cancel Help

To add a Function button:

1. **Enter** a **Button Label** for each function key you wish to configure. The label should be a brief description of the form.
2. **Select** a **form name** from the Function list to assign to the function key and button.
3. **Click** the **Visible** checkbox if you wish the buttons to be displayed.
4. **Click [OK]**.

Once your buttons and function keys are defined, click one of the buttons or press a function key to launch your forms.

Button Height

To change the height of the function key buttons, select what percentage larger you wish the buttons to display.

Button Height: 100%

Keyboard Shortcuts

General Keystrokes

The following keystrokes are available in Forms and the main Talon window:

Alt+Tab	Switch windows
Ctrl+F6	Switch between all open Talon windows.
Ctrl+C	Copies the selected data.
Ctrl+V	Pastes the selected data.
Ctrl+X	Cuts the selected data.
Shift+Esc	Closes all open forms.

Forms

The following keystrokes are available in the Forms windows:

Enter	Transmits data entered in the Form.
Ctrl+T	Transmits data entered in the Form.
Numeric-plus	Transmits data entered in the Form.
Esc	Exits the form without submitting your request.
Ctrl+H	View help on the currently selected field.
F1	View help on the currently selected field.
F2	Pastes the last value entered into a specific data field into the same LEIN data field on the same or different form.
F3	Move to the first field in the next section on the form.
Ctrl+I	Pastes the last value entered into a specific data field into the same data field on the same or different form.

Ctrl+S	Saves the value in the currently selected field as the default value for that field in the current form.
Ctrl+R	Puts the saved default value for the field into the current field.
Ctrl+K	Clears the fields on the form.
Ctrl+D	Resets all the field data in the current form section.
Tab	Move to the next field.
Shift+Tab	Move to the previous field.
Ctrl+Q	Move to the first field in the next section on the form.

Views

The following keystrokes are available in the main Talon window:

Delete	Deletes messages you do not wish to view anymore.
Ctrl+A	Selects all the messages in the table.
Ctrl+B	Quickly copies the contents of a message into the Blank form
Ctrl+M	Quickly copies the contents of a message into the Admin Message form.
Ctrl+L	Displays the last form you viewed.
Ctrl+N	Toggles Talon's colors to and from Night Mode.
Ctrl+K	Deletes all messages.

Troubleshooting LEIN Forms

What to do if a form won't transmit correctly

First - check the error message returned from LEIN.

- The error message will let you know if it is missing a field, or which field number it is having a problem with.
- LEIN error messages are documented in Section 2 of the LEIN Operators Manual.

If the error message indicates a specific field number or name that is causing the problem, you can:

- Look at the transmitted message in the Messages window to find that field and see if there is an obvious problem with what was sent.
- **Click [Last Form]** and look for the field on the form that is causing the error.

If it is a user entry error, you can fix it by:

- Bringing up the form again, fixing the problem and re-transmitting the form.
- Forms remember the last data entered into them, so the incorrect field should be the only thing that needs changing.

If it is a problem that cannot be fixed by changing the value in a field:

- You can copy the entire message to be transmitted and paste it into the Blank Form screen.
- Talon uses the Windows default Cut/Copy/Paste keyboard shortcuts of:

CTRL-X	Cut
CTRL-C	Copy
CTRL-V	Paste

- o In the **Messages** window do the following steps:
 1. **Find** the message that was transmitted incorrectly.
 2. **Highlight** the **message portion** with the mouse (this can be different for each type of message sent).
 3. **Type CTRL-C** to **copy** that message.
 4. **Select** the **Blank Form** from the **Forms** menu.
 5. **Type CTRL-V** to **paste** the message at the cursor position.

Make any changes you believe are needed to transmit properly, and click the transmit button.

If the message still gives errors:

- o You may need to repeat the above process to get the message correct.
- o You can refer to the LEIN Operators Manual if you have any specific questions on how to format a message.

Reporting Problems

If you have found a problem that needs to be fixed in the software, please report it to your administrator.

Please make sure to note the following when reporting a form problem:

- o Which form it was that was giving the trouble.
- o Which field number or other part of the message that is causing the trouble.
- o How you were able to successfully send the message if you were able to determine what was being sent incorrectly.

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