Information for CAD/Relay

Frequently Updated - Revised 18 February 2016

TheFireHorn
thefirehorn.com
(855) 347-3476

Request new information
service@thefirehorn.com - *(855) 347-3476*

Preface

The Fire Horn, Inc. is a company that offers a suite of products including a text-messaging based notification system and secure web-based data access application which includes **The Fire Horn / MDT+**. MDT+ can be accessed via a text message or via the home screen of most smart phones, tablets, laptops, and computers. Once launched, MDT+ allows responders to access ongoing calls which are initiated by a dispatch center and via information from a variety of CAD Systems.

This document is for agencies that already have a CAD system in place. If your dispatching agency does not have a CAD system in place, The Fire Horn has other products such as The Fire Horn / CAD which may be helpful. Contact The Fire Horn, Inc. for more information.

The information that is made accessible by The Fire Horn / MDT+ can either be sourced through The Fire Horn / Quick Dispatch, a variety of products by NotePage, Inc., The Fire Horn / CAD Relay, and other sources including other products from The Fire Horn.
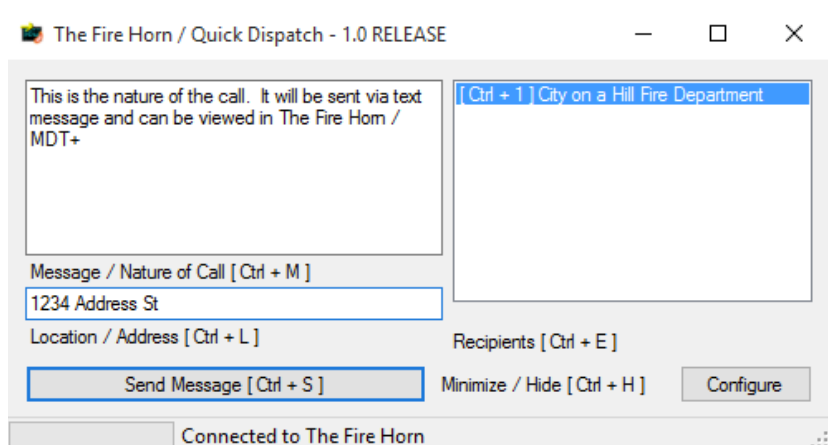
Data sourced by any of these systems can create a call within The Fire Horn / MDT+, send a text message or email to a preselected group of persons, or perform any other actions both manually or automatically.

The Fire Horn / Quick Dispatch

The Fire Horn / Quick Dispatch is a small program designed for Microsoft Windows that allows a dispatcher to quickly pull up the application, type out the details of a call, click send, and close the application.

The application sits out of the way when not in use and allows a dispatcher to quickly work alongside their existing infrastructure and empowers the agency by giving the responders unparalleled access to information while they respond.

The Fire Horn / Quick Dispatch is the easiest way for a dispatch center to begin sending text messages to responders as no integration with other products is required and installation and training takes minutes.

The Fire Horn / CAD Relay

The Fire Horn / CAD Relay allows The Fire Horn to seamlessly integrate with most Computer Aided Dispatch (CAD) systems by a multitude of channels. Most of these integration solutions allow a text message and a call to be created in The Fire Horn / MDT+ without the dispatcher having to take any additional steps when processing a call through their CAD system.

NotePage / PageGate

Any CAD system that supports NotePage or PageGate products supports The Fire Horn. NotePage, Inc. works with a multitude of CAD vendors in integrating other products with The Fire Horn. The Fire Horn, Inc. can help your agency coordinate with NotePage and your CAD vendor to create an integrated solution.

The Fire Horn / CAD Relay

The Fire Horn / CAD Relay can take information from your CAD system and send it securely to The Fire Horn. Your agency will have to coordinate between The Fire Horn, Inc. and possibly your CAD vendor to explore these options to their fullest.

Information from your CAD system can be relayed to The Fire Horn through the following, but is not limited to these means:

- A file generated by your CAD system when a call is created
- Accessing a database with Read-Only access and using that information to trigger a call, or by other means.
- Reading a command line output from the CAD program which outputs call data
- Reading from a serial feed that comes from the CAD system
- Reading from a TTY or Fax output from the CAD system
- The CAD Vendor interfacing with *The Fire Horn / XML API*

Integration with The Fire Horn / CAD Relay will most likely require The Fire Horn to write custom software which can usually be done at no additional cost to the agency. Your IT Department and/or CAD vendor will have to coordinate with The Fire Horn to accomplish this.

There are a multitude of solutions that The Fire Horn, Inc. can offer so that your dispatching agency and responders. We encourage contact and collaboration throughout this process so that we can find the solutions that best work for your agency or agencies.

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The Fire Horn, Inc.
service@thefirehorn.com
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