## <u>AutoCITE X3 Handheld Training Reference</u>



# AutoCITE Series X3
## Automated Citation Issuance System

# Training Reference

<u>**AutoCITE X3 Handheld Training Reference**</u>

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# FCC Compliance Statements:

- Warning:  Any changes or modifications not expressively approved by Duncan Technologies could void the user's authority to operate this equipment.
- Use only the supplied antenna.  Unauthorized antennas, modifications or attachments could impair quality and/or damage device or result in violation of FCC regulations.
- SAR compliance for body-worn operations is restricted to supplied strap.

- This device complies with Part 15 of the FCC Rules.  Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE:
This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

## AutoCITE X3 Handheld Training Reference

# General Overview

**Handheld Features**
- Display
    - Layout
        - ❖ Active Screen Line
        - ❖ Buttons/Tabs
        - ❖ Forms/Entry Area
        - ❖ Status Line
- Key Pad
    - ❖ Alpha/Space Characters Entry
    - ❖ Numeric Characters Entry
    - ❖ Special Characters Entry (ACC & Numeric key combination)
    - ❖ Special Keys

    PWR – Power On/Off

    (note – power goes off automatically in 30 seconds to conserve battery life; when powered on, unit returns to last screen displayed)

    Backlight activation for operation in darkness

    CLR – Clears field of data

    ESC – Escapes to previous requested Button/Function

    PREV – Backs up to previous field

    NEXT – Steps forward to next field/function/screen

    ENTER – When cursor is on a list supported field, submits request for list detail

    SYS – Initiates request for system functions (e.g. Paper Loading)

    ACC – Activates/Accelerates action of selected functions & special characters

    DEL – When at end/middle of field, deletes characters from right to left (backspace); when at beginning of field, deletes characters left to right)

    HELP – Activates Handheld help function

    Up arrow moves upward in a list of displayed table entries

    Down arrow moves upward in a list of displayed table entries

    Move left character-by-character in a displayed field

    Move right character-by-character in a displayed field

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**Basic Concepts/Functions**
- Data entry, data selection & overrides
- Lists
    - ❖ Selecting by typing one character at a time
    - ❖ Displaying detail using enter key
    - ❖ Overriding list entries
- Remarks  & Notes (printing, entry, skipping)
- Additional Notes
- Printing
    - ❖ Print (print & hold on current display)
    - ❖ Done (print & return to Header display)
- Citation frozen after printing
- Void
- Reissue
- Paper Loading, Form Feed
- Help
- Power Saving
    - ❖ Auto-turnoff (30 seconds)
    - ❖ Backlight management
- Troubleshooting
    - ❖ Sticky keys
    - ❖ All others please call CM


☐ Advanced Concepts/Functions
- Multiple citations
- Hot Sheets
- Touch screen management
- Reset Feature (Reset key & type "GO")

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**Module Overview**

AutoCITE's Parking Module records citations and may be configured with the following features:
- Office Activity Logging
- Basic Search Mode
- Time Limit Marking
- Permit Cross Reference
- Meter Location Cross Reference
- Broken Meter Reporting
- Damage Sign Reporting
- Visitor Information.

The focus of this document will be citation entry, issuance and time limit marking.

**Handheld Operation**

The X3 handheld units can be operated either by pressing the keys on the **keypad** or by using the **touch-sensitive** display window (*also referred to as the **touch screen***)**.**

A stylus pointer is provided with each unit for the officer's convenience, if desired, when using the touch method of operation. The stylus can be inserted and stored in the strap on the back of each unit when not use.  Please contact your Citation Management sales representative if you wish to obtain a replacement stylus.

Fields are set up such that allow ease of entry while requiring essential information to be recorded. Citation entry requirements are organized into logical information blocks that can be accessed by pressing the associated keys on the keypad or by 'touching' the menu options or fields on the X3 display window.  This includes screens for Location, Violation, Vehicle, Remarks and finalizing the ticket as shown below.

**Status Line Descriptions**

Depending on the configuration for your installation, one or all of the following icons will appear at the bottom of the screen.  By touching the icons with your stylus you are able to access instant information about the status of your handheld.
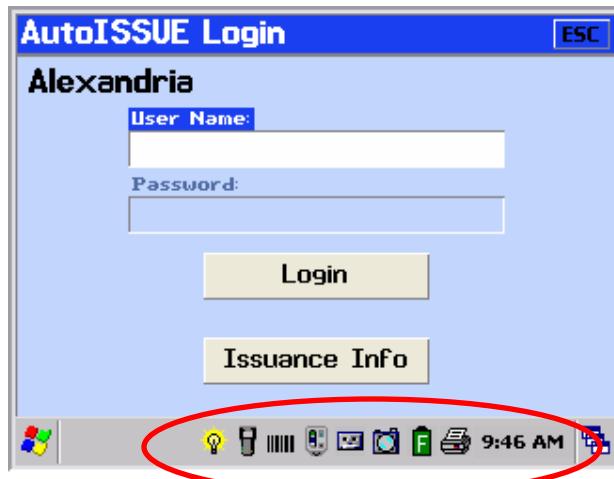
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Backlight
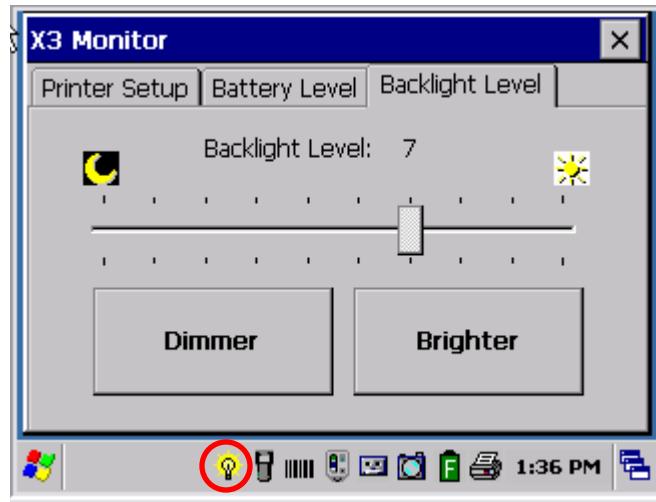


This is an emulation of the X3's backlight applet.  The backlight applet can be launched by touching the icon in the system tray.  Here you can adjust the brightness level of the backlight.

Barcode Scanner



This is an emulation of the X3's barcode scanner.  In an actual X3 handheld, touching the barcode icon or pressing the 'ACC' and 'B' keys will activate the barcode scanner.  Aim the red laser to read 1D or 2D barcodes.

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Reino Multi Bay Meter
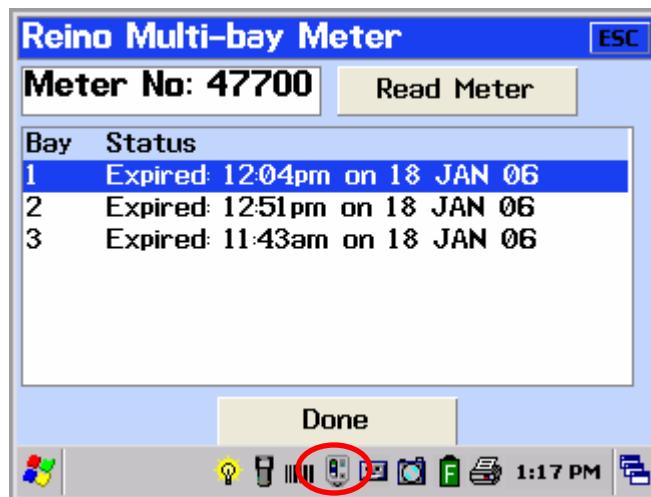


Through **Reino's** patent pending SneakerNet system, Reino meters are able to communicate meter information to the X3 AutoCITE, through its infrared interface located on the keyboard. This meter information includes:

❑       Paid parking status

❑       Equipment identification and location

❑       Operational status of the equipment

Voice Recording



This is an emulation of the X3's audio applet. The audio applet can be launched by touching the icon in the system tray, or by pressing the 'ACC' and 'A' keys at the same time. The audio applet will automatically begin recording when launched. To stop recording and exit the applet, touch the square stop button. Recordings made during citation issuance will automatically be attached to the citation.

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Camera



This is an emulation of the X3 's camera applet.  The camera applet can be launched by touching the icon in the system tray, or by pressing the 'ACC' and 'C' keys at the same time.  When an actual X3 camera is active, you will see a preview of the image you are aiming the camera lens toward.  Press the ESC key or touch the OK button in the upper right to close the camera applet without taking a picture.  Press the ENTER key or touch the SMILE! button in the lower right to take a picture and close the camera applet.  The GALLERY button in the lower left allows you to browse and review pictures you have already taken.   Pictures taken during citation issuance will automatically be attached to the citation.

Battery

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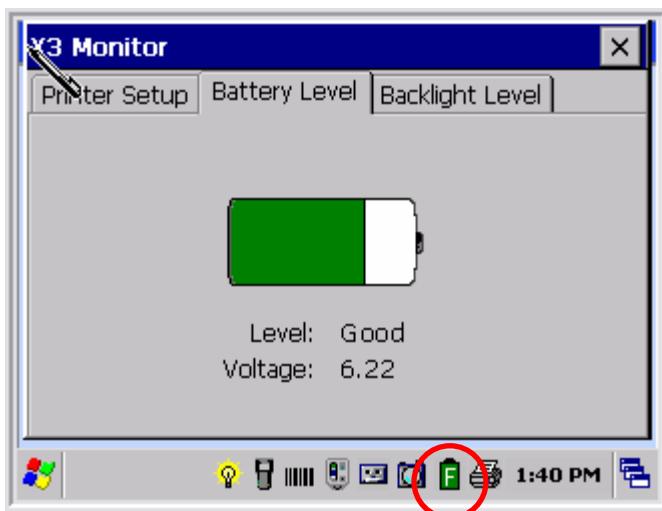


This is an emulation of the X3's battery applet.  The battery applet can be launched by touching the icon in the system tray.  The battery applet displays the current battery levels.

Printer
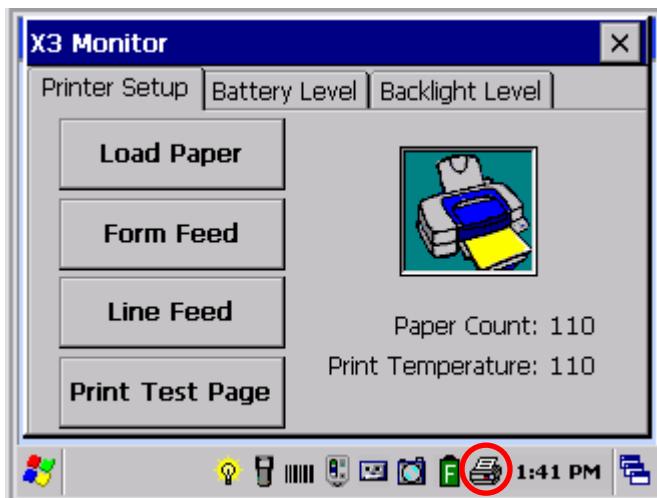


This is an emulation of the X3's printer applet.  The printer applet can be launched by touching the icon in the system tray.  Here you can load new paper and run maintenance tests.

**Field Entry & General Navigation**

The citation entry process is organized into logical groups of information.
- You can either use the keypad or the **touch screen** to navigate within the various screens on the X3 handheld unit.  (A stylus, or *plastic pointer,* is provided with each unit for your convenience.)
- **NEXT** and **PREV** can be used to move to the next field or backward to a field

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- **NEXT** also allows you to advance to the next screen of information when you have completed entry of all fields on the current screen; such as when moving from the **Violation** screen to the **Vehicle** screen.
- You can also use the letters on the keypad to navigate to a particular menu. For example, pressing the key with the letter "**P**" on the keypad is a *shortcut* to **Parking Issue New** menu.

- **ENTER** is used to display the submenu options under an option on the main menu; for example, to move the *focus* from the menu item **P=Parking** to **PARKING Issue New**.

- Pressing **ENTER** when in a field that has an associated drop-down list will display the contents of the list, allowing you to select an individual value to populate the field.

- **UP ARROW** and **DOWN ARROW keys** can be used to position the cursor on the desired value within a particular menu or drop-down list.

- **Right ARROW** and **LEFT ARROW keys** can be used to move from character to character within a given field's value, which is helpful when you need to manually revise a displayed value, such as when entering NOTES or REMARKS.

Note:   When <u>entering values for fields with validation lists</u>, the software provides a feature called ***Anticipation***.

For example, when an Officer enters "F" as the first character of vehicle type, the system presents the first value in the list that begins with "F" (e.g. FIAT). If this is the correct value, the Officer may use the Next key to move to the next field or screen. If this is not the correct value, the operator may enter "O" and the first entry with "FO" will be presented. (E.g. FORD).

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## Accessing the AutoISSUE Application

To access the application from the Windows CE desktop, you must first "launch" the application from the desktop. Using your stylus tap the Windows icon in the lower left hand corner to bring up the menu of options.
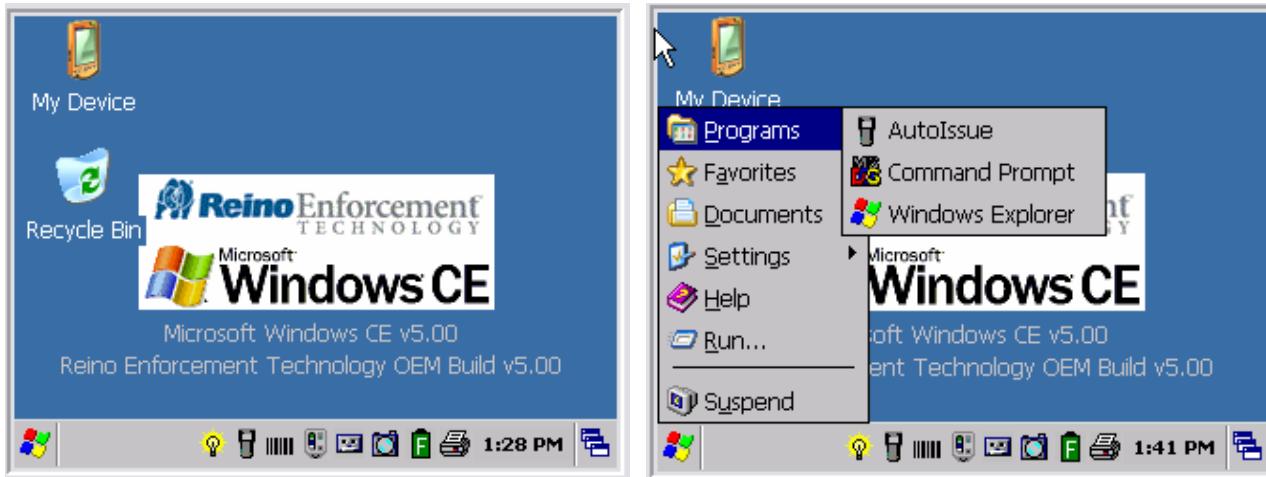
Tap the "Programs" option, then tap the AutoISSUE option. This will launch the AutoISSUE Application and take you to the login screen for AutoISSUE.

## Logging on the X3 Handheld

To begin using the handheld, the Officer must first log on using his or her User Name and Password, which is assigned by the AutoISSUE system administrator. Please contact your supervisor if you don't remember or your User ID and Password. It is important that you log in using your individual ID for ticket tracking and data reporting purposes. Selecting **Login** in will take you to the main menu for citation issuance. Selecting **Issuance Info** will display record counts that are currently in the handheld.
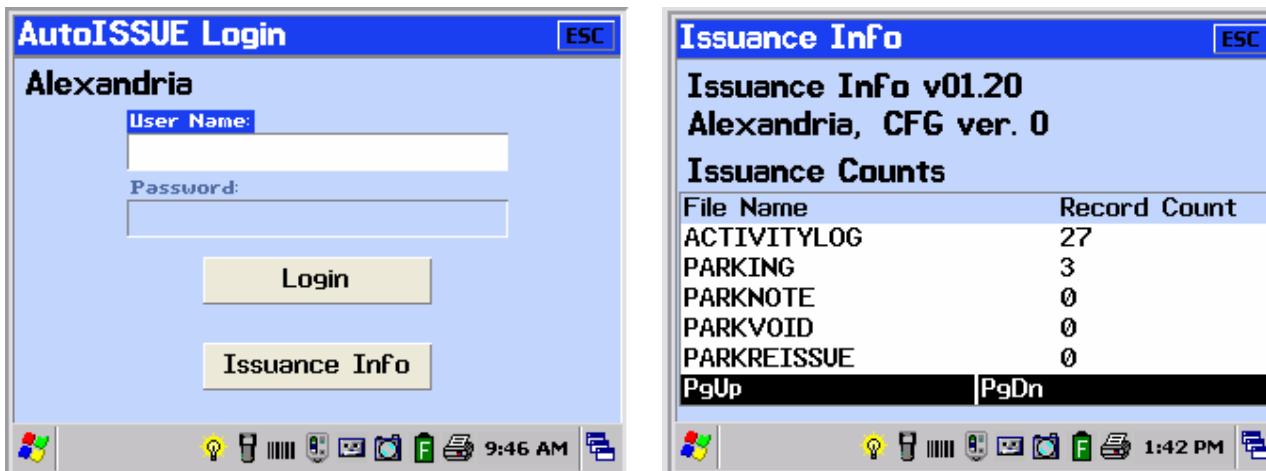
## Main Menu

There are 4 primary options on the **Main Menu** which will be discussed in this document,

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**P=Parking**, **S=Search, R=Report** and **Issue Application** information.

As you navigate the list of menu options along the left side of the Main Menu, you will note that each main menu option has an associated submenu.

To navigate the list of menus, use the **UP** and **DOWN** arrows or simply touch the menu option using the *touch screen.* The keys on the keypad marked *P, S* and *R* provide an alternate method for selecting the corresponding menu option.

**P=Parking** will present a submenu for issuing new citations. The submenu contains functions that allow you to look up citations currently in the handheld and to electronically *mark* vehicles and record time-limit parking information (useful when the weather does not permit marking with chalk, for example).
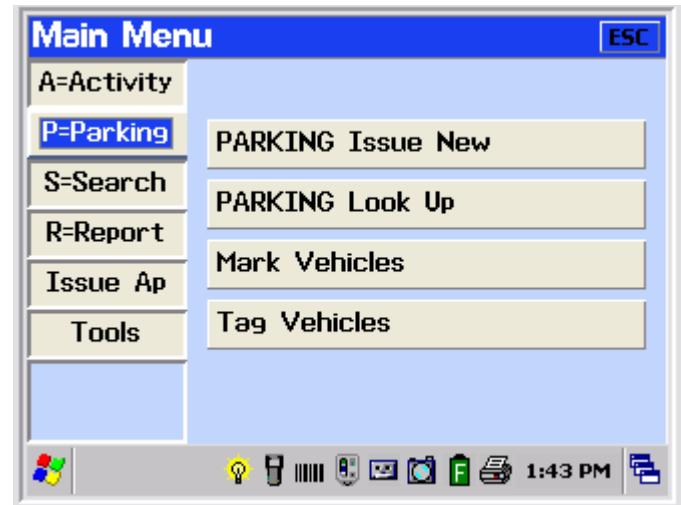
The **Search** only mode enables the Officer to search for a permit match (if applicable) or determine if a vehicle has been recorded on a Hotsheet due to Scofflaw, stolen or other criteria. This feature provides for look up by License Plate or VIN depending on how the vehicle information was captured for Hotsheet reporting. In addition, this option also enables display of Visitor Information such as commonly requested directions if previously entered.
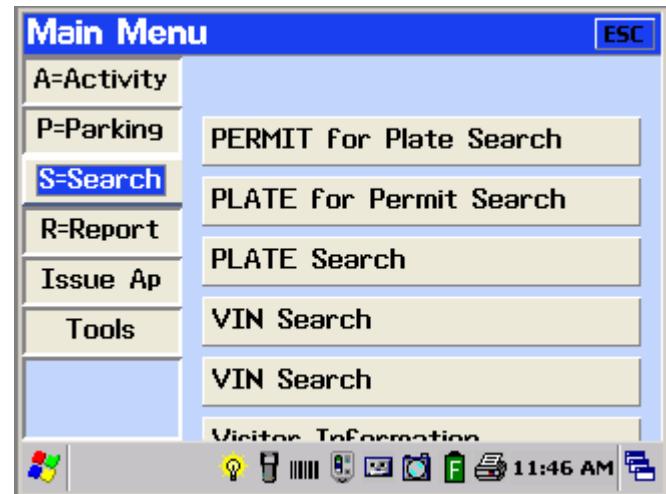
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### Issuing Application

The **Issue Application** mode allows the Officer to review information regarding citation/ticket number allocation to this handheld unit and consumption to date.
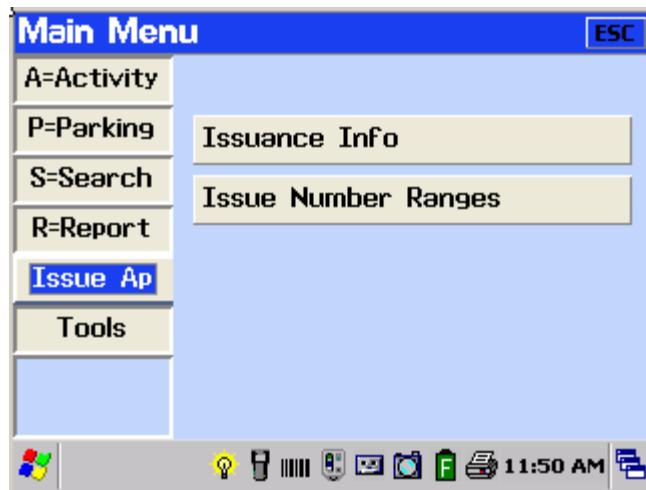
### Reports Application

The **Reports Application** allows the user to record information in the field regarding the status and condition of parking meters and City signs (stop, yield, street, traffic markers, etc…)  That information can then be printed into a report and delivered to the City department responsible for investigating and repairing the meters and signs.

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**Issuing a New Parking Ticket**

From the **Main Menu**, use the **PREV** or **NEXT** keys on the X3 handheld unit to move up and down the menu options.

When **P=Parking** highlighted**,** press the **ENTER** key. The menu option - **Parking Issue New** - will become highlighted.  Pressing and the ticket **Header** screen will display.
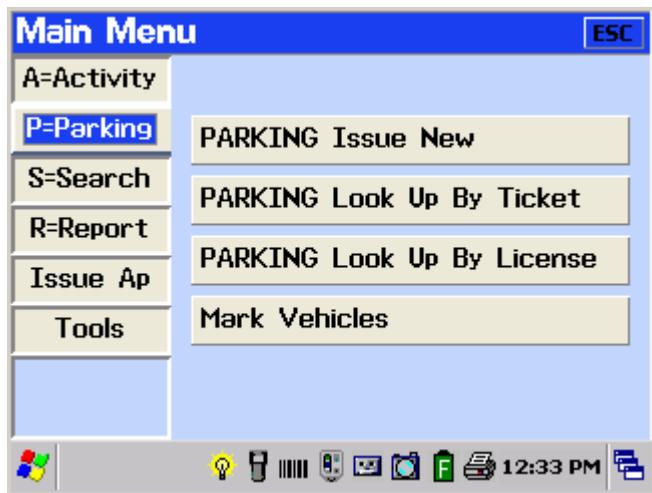
**Header Screen**

The **Header** screen provides for display of basic information including Current Date, Time, Ticket Number, Officer Name and Badge Number, Agency and Beat.  With the exception of the Beat, all fields are filled in automatically by the system.

While date, time and Issue Numbers change automatically, the Officer, Agency and Beat values do not need to be re-entered for subsequent tickets.  Once the Beat field has been filled in, the Officer can either **press the NEXT** key *or touch* **B=Loc** to proceed to the **Location** information screen.
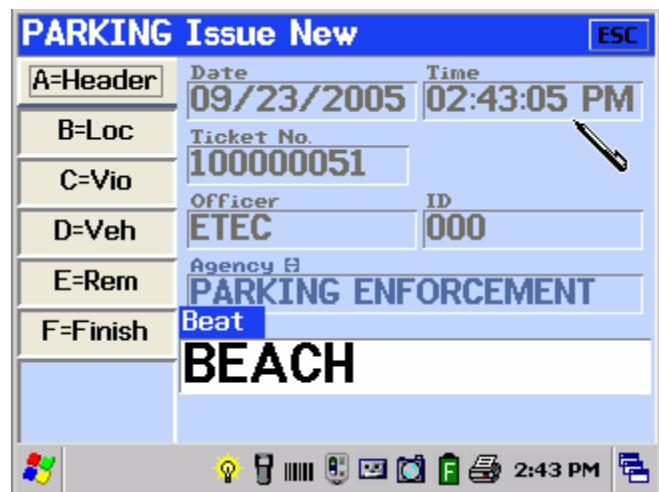
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**Location Screen**

The **Location** screen enables the operator to enter key information regarding the location of the vehicle.

The Officer may enter or select a **Meter** Location for which he would like to enter a parking violation. Entering, or selecting a **Meter Location**, which is in the Meter Cross-Reference list (if applicable), will populate other Location information. This entry will also populate the **Meter Number** field that appears on the Vehicle information screen. Rules for valid combinations of Location information are contained below. The Location information can be modified, for this citation, if it is incorrect.

The Officer may enter or select a parking Lot or garage which he is patrolling. In this case, no other fields on this screen will be allowed for entry. Upon entering or selecting the Lot and pressing the Next key, the operator will be taken to the **Violation** screen.

**Location Combination Rules**

If the Officer enters a Block (general street number or house address), only the Street the violation occurred on is asked for (cross streets are not applicable).

If Lot and Block are skipped, then Street and Cross streets are available for entry.

*Examples of location entries*
- SHOPPING MALL is selected for the Lot
    Lot **SHOPPING MALL** will print on the citation


- 123 is selected or entered for Block and Jones Street is selected for Street
    Location **123 JONES STREET** will print on the citation


- Lot and Block are skipped and Street, Cross-Street 1and 2 are entered or selected
    Location **JONES STREET**
    Cross Streets **ALLEN RD / ARDEN AVE** will print on the citation


Upon entering the appropriate Location fields, the Officer presses the **NEXT** key to proceed to the **Violation** information screen.

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**Violation Screen**

The **Violation** screen enables the operator to enter information regarding the violation to be recorded.

Violations are selected from a list by use of a HOTKEY or short form of the violation description. In the following example, an Officer typed in "M" and the list anticipates/presents the associated violation.

The ordinance number and violation description, which will be printed on the citation, will be displayed.

Fines and Late Fees are presented based on the violation selected. The due dates are set using the citation issued date. Late fees are calculated using predefined days from the issue date for Late Fee 1 and, if required, for Late Fee2.

The due dates for Late Fines vary by violation and, if applicable, will print on your citations as shown in the following example:

| Sample of Dates & Fees to print on Citation & Notices based on Issue Date: 09/07/05 | | |
|---|---|---|
| Due Now | After 09/22/05 | After 10/07/05 |
| $20.00 | $30.00 | $45.00 |
| Days after Issue | +15 | +30 |

Upon entering/selecting the appropriate Violation, the Officer presses the **NEXT** key to proceed to the **Vehicle** information screen.

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**Vehicle Screen**

The **Vehicle** screen enables the operator to enter information regarding the vehicle to be cited.

If the Meter Location previously entered is not the correct Meter Number, the Meter Number may be entered or changed at this point.

The Officer must enter License Plate and State or VIN from the vehicle.  The State is defaulted to VA for Virginia, but may be overridden to the State or Province code from a predefined list.

If Plate Type exists on the vehicle screen for your agency, the plate type will default to AUTO, but may also be overridden with another valid Plate Type selected from the associated drop-down list.

The Officer must also enter/select a valid Vehicle Make and Body Style from the corresponding list.

**Expiration date (Lic. Exp.)**, **Issue Warning** and **Permit** number are optional fields.  If the Officer enters "Y" for Issue Warning, a zero dollar figure is printed on the citation and a remark will be printed on the citation noting **this citation is only a warning**.



Upon entering/selecting the appropriate Vehicle information, provided no special conditions exist (per next page), the Officer presses the **NEXT** key or, alternatively, *can touch* the **Remarks (Rem)** menu option to proceed to the **Remarks** information screen.

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## Hotsheet Considerations

A special feature exists to alert Officers to considerations which may exist for selected vehicles. **Hotsheets** are used to list License Plates or VINs where these special conditions exist. This may include such situations as Stolen Vehicles, Scofflaw violators, or VIP/Exempt vehicles. Once a License Plate and State, or a VIN has been entered, the appropriate list is searched for an existing Hotsheet condition.

In the example below, a License Plate and State was entered and the following screen appeared.



The Officer will then have the opportunity to exercise department procedures to address this alert.



The Officer will be required to enter the action taken (disposition) and will then be returned to the citation entry process.

This Hotsheet process will function the same when identifying a vehicle by Plate/State or VIN.

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**Remarks Screen**

The **Remarks** screen enables the operator to enter additional information regarding the vehicle as well as Remarks to be printed on the citation.  (This screen may vary in appearance by agency.)
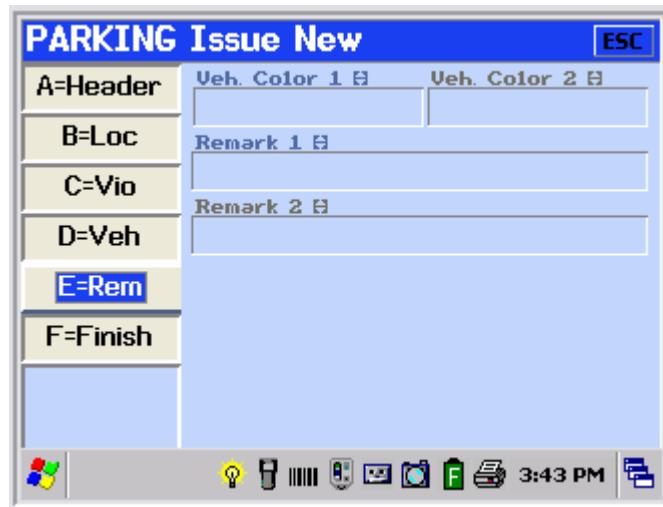


If available to the agency, **Vehicle Colors** are selected from a drop-down list.  Up to two colors can be selected.

Remarks can be selected from a list or can be entered free form.  **Remark 1** must be entered before **Remark 2**.

Note:
- Remark 1 will not clear for subsequent citations until changed or cleared by the Officer
- Remarks will print on the citation...

Depending on the agency's configuration, the Officer may have the option to enter an optional **Case** reference number.  This is <u>reference data only</u> and is meant to support cross-reference to other Police Department systems such as dispatching systems.

Upon entering/selecting colors and remarks, the Officer presses the Next key to proceed to the **Finish** information screen.

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**Finish Screen**

The **Finish** screen provides a number of features to finalize entry and printing of the citation.
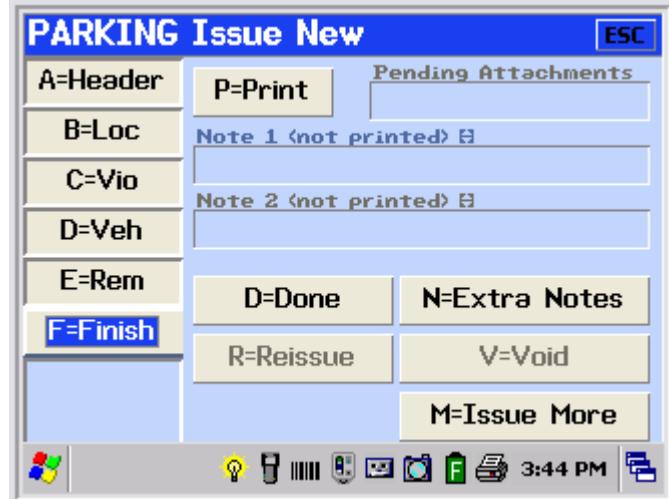


**P=PRINT** Press P to print the citation or print a copy of the citation. **Selecting Print does not complete the citation process** and does not prepare the handheld for next citation entry. You may wish to enter Notes that do not print on the citation, Void or Re-Issue the citation due to an entry error. You must press **Done** to complete the citation entry process. If you select **Done** after **Print**, the citation will not reprint. After a citation is printed, you will not be able to edit the printed portions of the citation.

**Note 1 & 2** - There are two 60-character note fields for recording short notes which do not appear on the citation. The citation can be printed prior to entering these notes.

**D=DONE** Done prints and saves the citation and prepares the handheld unit for issuance of the next citation to a different vehicle. Values from the previous citation are retained until the Officer returns to the first field and starts to type in the new value. At that point, all the fields set to pre-clear become blank.

**M-ISSUE MORE** This is used to issue multiple violations to the SAME vehicle. Selecting **Issue More** prints the citation that was just entered, creates a new citation and takes the Officer to the Violation tab retaining all the information from the previous citation

**V=VOID** This is used to Void a citation and creates a void record for the citation number voided. The Officer is required to enter a void reason. Once completed, the Officer is returned to the Finish screen. Issue Date and Time are initialized to the current date and time. The citation number is **NOT** reused. This feature would be used after the citation is BOTH printed and saved. If the citation has been printed, the citation should be collected.

**R=ReISSUE.** This is used to Void the current citation and enable entry of a new citation due to possible entry error. All information entered will be retained for ease of correction and the Officer is returned to the citation Header screen. The Officer is required to enter a void reason. Issue Date and

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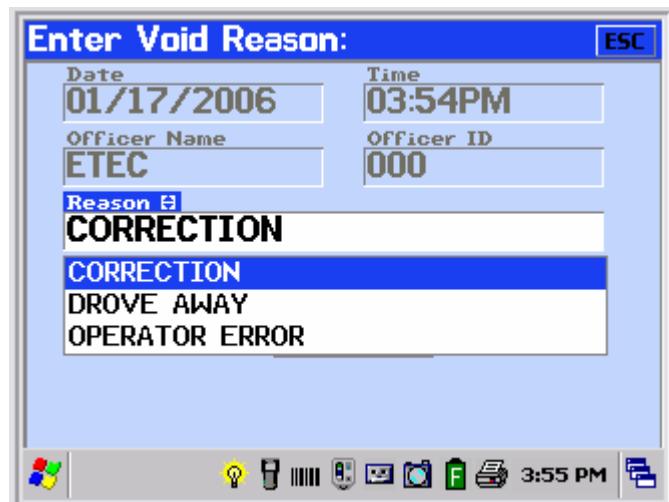


Time is initialized to the current date and time.  The citation number is **NOT** reused.  When viewed the new citation will also have the void record attached.  It is important to note that the original citation should be collected.  This feature is used after the citation is BOTH printed and saved.
The important thing to remember is:
- VOID is used when a ticket should never have been issued
- ReISSUE is used when a mistake needs to be corrected.

**N=EXTRA NOTES** – Enables entering of additional notations or the preparation of a diagram.  Note fields are 500 characters per record and multiple note records can be attached to each citation.  These are more like memo field used for long narratives.  Clicking Done will take you back to the **Finish** screen.



Upon completion of the citation entry and printing, the Officer will generally be taken to the **Vehicle** information screen to enable citation entry for the next vehicle.

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Print Ticket (Sample)

## PARKING CITATION

| Issue No.<br>100000040 | Code<br>9999 |
| --- | --- |
| Date<br>TUE 01/17/2006 | Time<br>04:05PM |
| Officer Name<br>ETEC | Officer ID<br>000 |
| Agency<br>PARKING ENF | Beat<br>EAST 2 |
| Location<br>102ND | |

### Violation

Code: 640

METER VIOLATION

| Due Now<br>$10.00 | After 02/16/2006<br>$25.00 |
| --- | --- |

### Vehicle

| License No.<br>123456 | State<br>VA |
| --- | --- |
| | Color<br>GRN |
| Make<br>CHEV | Body Style<br>4 DOOR |

### Remarks

Marked 1 of 2 at 16:01, elapsed: 00:00
Marked Loc: 102ND

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**Report Broken Meters and Damaged Signs**

Report Broken Meters and Report Damaged Signs features operate very similarly.  This function allows the user to record information in the field regarding a broken meter or damaged sign.  Once the information is downloaded at the end of the day, a report can be created for the Meter and sign repair departments to go out and investigate, and if need be to repair the meter or sign.
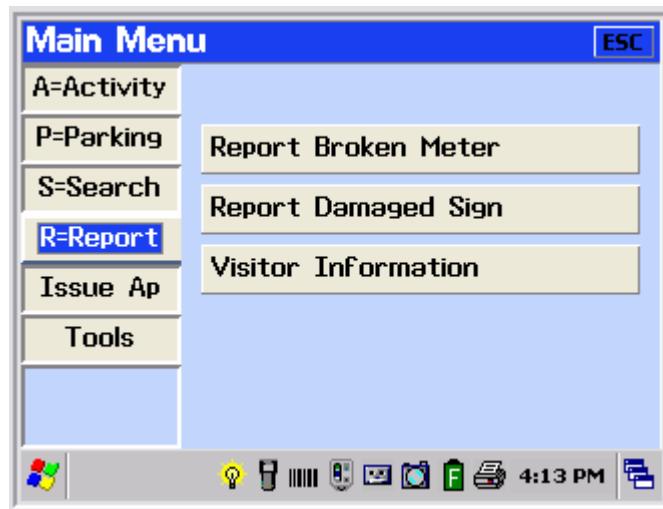
The first screen to be displayed is the **Header** screen.  As in the Citation Issuance process described earlier, the Officer must enter Agency and may optionally enter a Beat.

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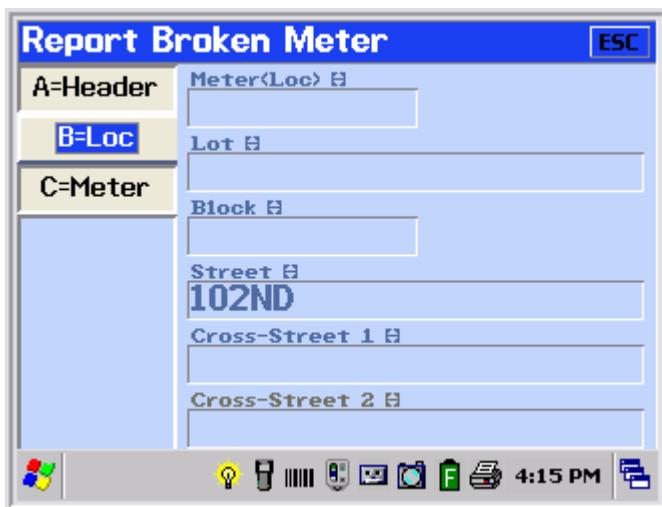


The next screen to be displayed is the **Location** screen.  As in the Citation Issuance process described earlier, the Officer must enter location information where the broken meter or damaged sign is located.
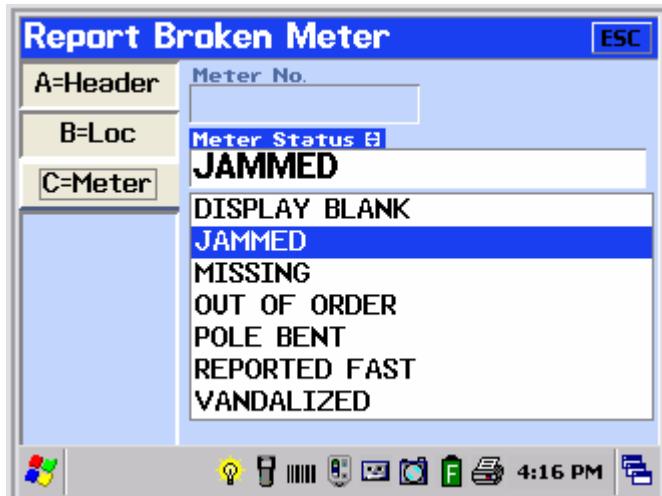


The last screen to be displayed is the Meter/ Sign screen.  The officer must record the meter number or sign and disposition the meter or sign that they are reporting as broken or damaged.

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**Marking Vehicles**

The Mark Mode enables electronic time limit marking of vehicles.  From the **Main Menu**, the Officer selects **Parking** then **Mark Vehicles**.  The following screen will be displayed.
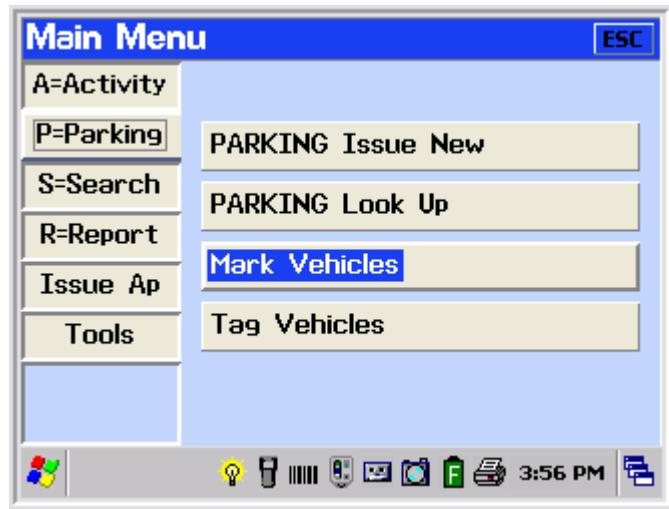


The first screen to be displayed is the **Header** screen.  As in the Citation Issuance process described earlier, the Officer must enter Agency and may optionally enter a Beat.
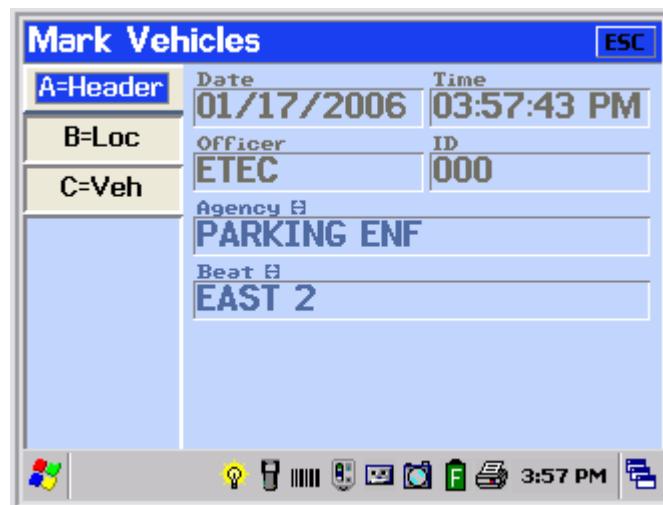


The next screen to be displayed is the **Location** screen.  As in the Citation Issuance process described earlier, the Officer must enter location information where vehicle Marking activity is being performed.

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The next screen to be displayed is the **Vehicle** identification screen.  As in the Citation Issuance process described earlier, the Officer must enter specific identification information about the vehicle.



In addition to entering License Plate or VIN, the Officer must enter the position of the valve stem from the front and rear tires of one side of the vehicle.  This entry is based on position relative to a 12 hour clock.

The system will automatically check for a matching Mark Mode entries from earlier on the Officer's shift and alert the Officer if there was a match.  On a succeeding sweep the same plate is marked again, and this screen notifies the officer that the vehicle was previously marked.

The officer must enter a street the same as the succeeding marks to be considered a match.  If you were to enter Garfield for your first pass and Jones on your second pass, the handheld unit would not alert the officer.

If a match is found, the following screen will be displayed.

# AutoCITE X3 Handheld Training Reference
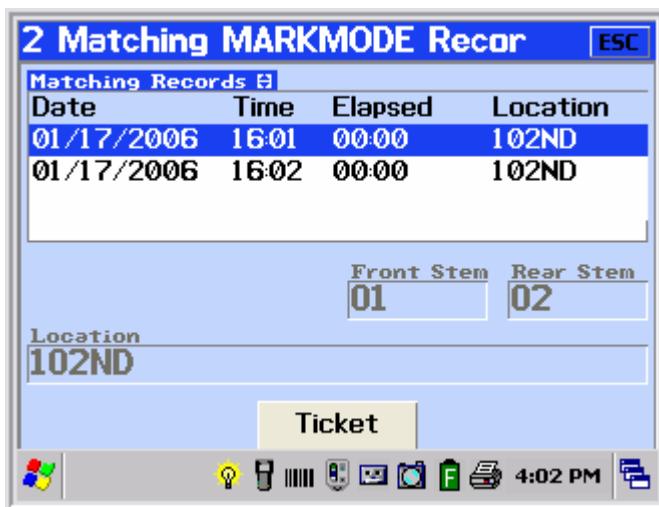
The elapse time is displayed allowing the Officer to determine if the vehicle is in violation of the posted time limit.  If a time limit violation exists and the Officer wishes to issue a citation, the Officer can select the **Ticket** option and will be taken to the violation screen.  The **Header** and **Location** screens are already filled in based on what was entered during the marking of the vehicle.
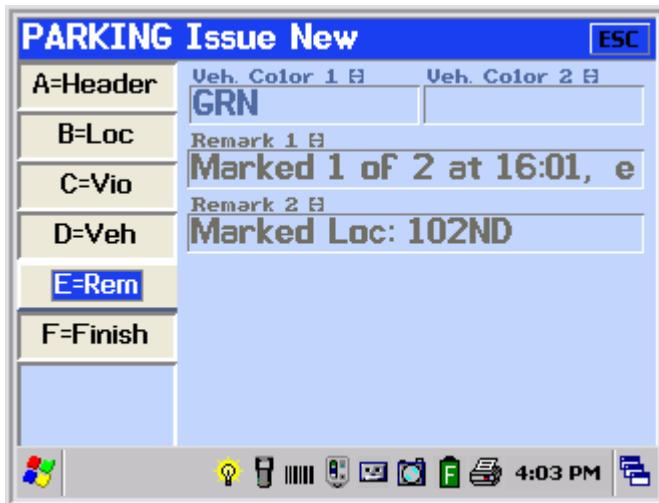
The **Remarks** are already populated with notes regarding the location and elapsed time.  Advancing to the **Finish** screen and selecting DONE saves & prints the citation and returns the Officer back to the vehicle screen in the **Mark Vehicles** mode to mark the next vehicle.

# AutoCITE X3 Handheld Training Reference

**Tag Vehicles**

The Tag Vehicles function is a customized application that allows the user to record plate information about vehicles and cross-references those plates with a list of citizens who have purchased permits and have authorization to park on city streets.
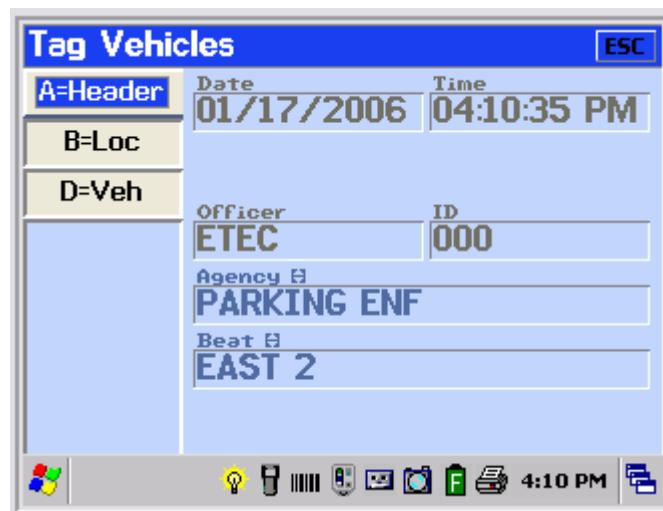




The first screen to be displayed is the **Header** screen. As in the Citation Issuance process described earlier, the Officer must enter Agency and may optionally enter a Beat.

# AutoCITE X3 Handheld Training Reference
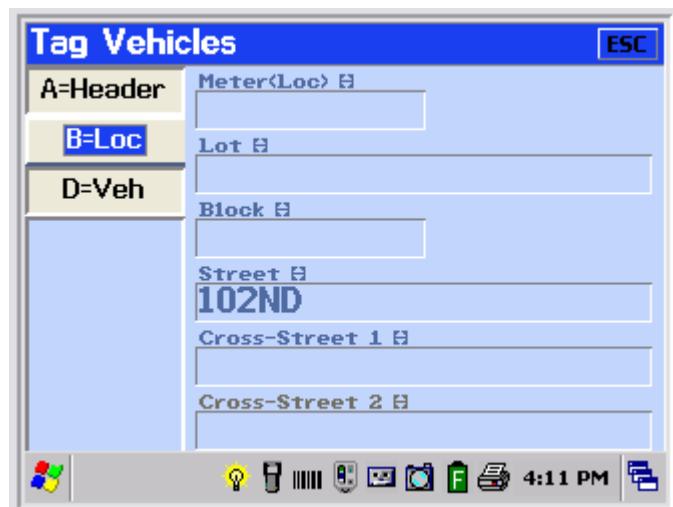


The next screen to be displayed is the **Location** screen.  As in the Citation Issuance process described earlier, the Officer must enter location information where vehicle tagging activity is being performed.
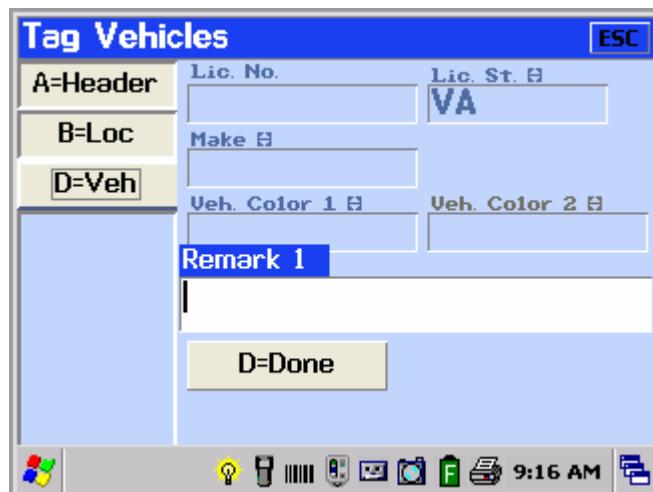


The final screen to be displayed is the vehicle information screen.  The Officer is presented with the option to enter remarks, that will print on the citation.  Once the information is entered, the system will automatically check for a matching Tag entries from earlier on the Officer's shift and alert the Officer if there was a match.  On a succeeding sweep the same plate is tagged again, and this screen notifies the officer that the vehicle was previously tagged.

# AutoCITE X3 Handheld Training Reference

## Host PC Operation

The Desktop host PC software uses the familiar Windows graphic user interface.  Drop down menus are listed across the top of the screen and once logged in functionality can be restricted via password editor and user profiles.   Details are included under a separate cover entitles AutoISSUE Training.
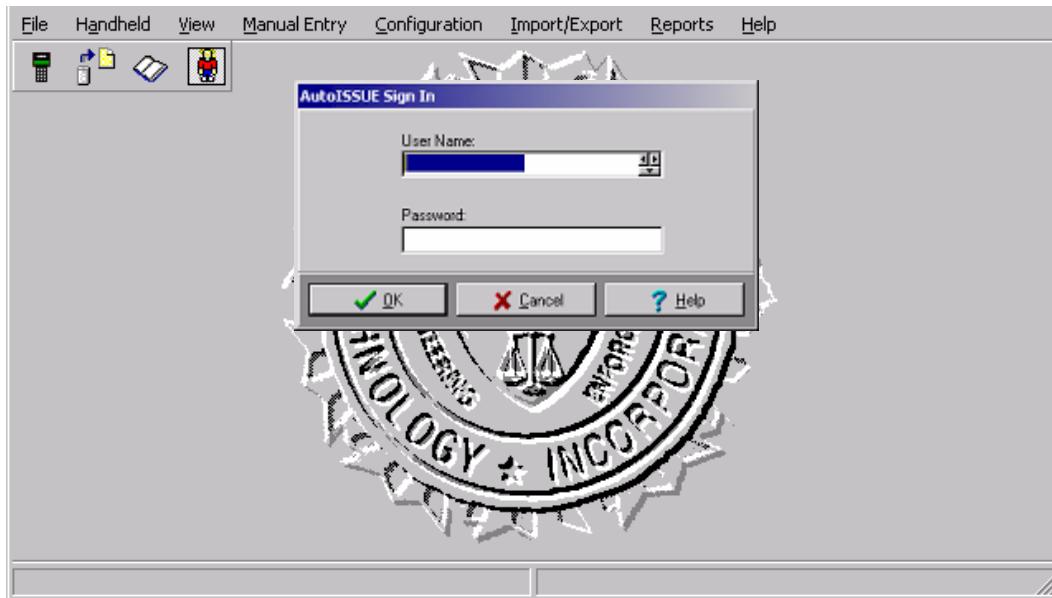
## AutoCITE X3 Handheld Training Reference

## System Overview Diagram