

HARRIS COUNTY INFORMATION TECHNOLOGY CENTER
REGIONAL RADIO SERVICES DIVISION
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Using Zclient v 5.4.9.1452

Harris County Law Enforcement **TLETS** Edition
2009

MDT Training Booklet

**WELCOME TO THE HARRIS COUNTY REGIONAL RADIO
MOBILE COMPUTING SYSTEM.**

**THIS SYSTEM IS DESIGNED TO PROVIDE LAW ENFORCEMENT USERS
ACCESS TO THE FOLLOWING CRIMINAL DATABASES;**

NCIC – TCIC – SETCIC - TLETS

HARRIS COUNTY COMPLYS WITH THE FEDERAL BUREAU OF INVESTIGATION
CRIMINAL JUSTICE INFORMATION SERVICES CJIS SECURITY POLICY
SEPTEMBER 2007 Version 4.4

Approved by the CJIS Advisory Policy Board

WARNING

This booklet is protected by state and federal laws. Information contained in the booklet is Confidential and Restricted for Law Enforcement use only.

Permission to use, copy and distribute information (including text and graphics) from this booklet is prohibited without the written consent of HARRIS COUNTY .

**UNAUTHORIZED USE OF THIS MDT SYSTEM IS
PROHIBITED BY LAW**

NOTICE TO USERS

**All Information transmitted via this Wireless System
is subject to court Subpoena**

Site Security Policy

The computer site must have **adequate physical security** to protect against any **unauthorized viewing** or access to computer terminals, access devices, or stored / printed data at all times.

Such sites include locations or vehicles housing Mobile Data Terminals (MDT) or personal/laptop computers capable of accessing FBI Criminal Justice Information Network .

Blanking the screen of the laptop or MDT by use of a **password-protected screensaver** is recommended, when the officer or operator is away from the terminal **(10 min's)** with password protection.

Access to the terminal area should be **restricted** to the minimum number of authorized employees required for operations.

Each individual who is authorized to access and / or transmit information on a Harris County Regional Radio MDT system shall be uniquely identified.

The unique identification can take the form of a Unit number , employee or badge number, password, unique system alphanumeric identifier and equipment number.

New Password enhanced Zclient will require a **TLET'S IDs**, the client has a **8 character** field for this.

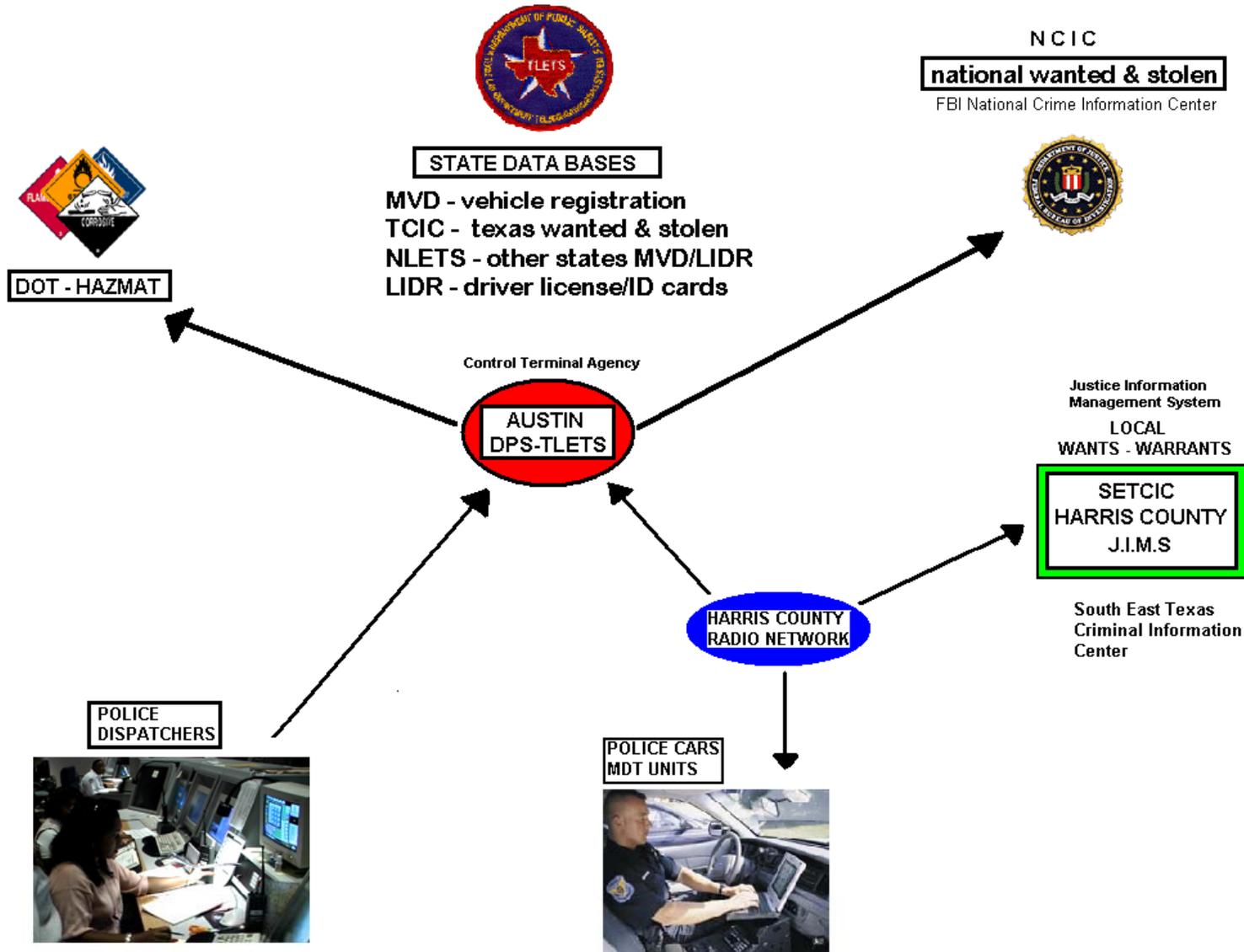
Passwords must be **12 characters**, 3 of upper case, lower case, numbers and symbols. Password must be changed every 90 days.

MDT Wireless Equipment



Zclient software works with many brands of Computers and Notebooks. Harris County Regional Radio System Mobile Data System operates with the Motorola RDLAP Protocol and CDMA aircards.

Harris County Regional Radio System Mobile Data



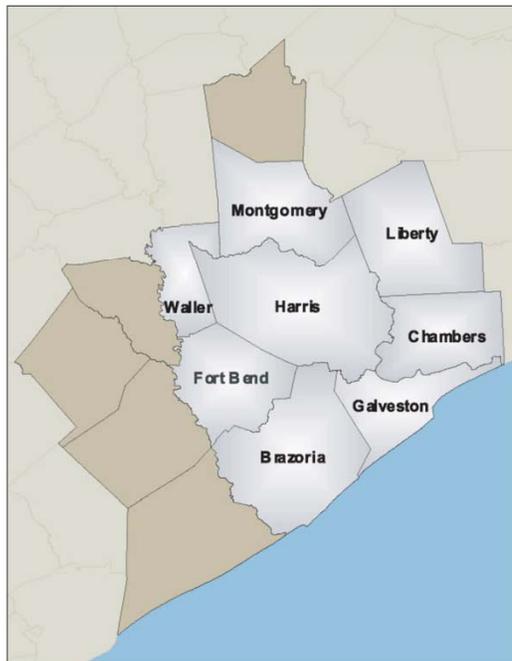
Harris County MDT service coverage service area

RDLAP radio modems:

Smart Zone Radio Network provides Harris County Radio Network Users the ability to Extend Service to well over 1700 Sq Miles, and provide Radio Coverage into the H-GAC surrounding 13 Counties.

CDMA aircard:

CDMA aircard wireless network provide nationwide coverage provided by Verizon ,ATT, and Sprint.



H-GAC AREA



Nationwide CDMA coverage

What is Zclient v5.0 ?

ZClient™ is an object oriented Windows application that provides sophisticated messaging and reporting functions. The application supports Windows 95, 98, NT4, Windows 2000 and Windows XP Professional operating systems.

ZClient™ works within the Motorola RD-LAP private data communications network. The requires interface support from a Motorola Vehicle Radio Modem.
Motorola Models: VRM600 , VRM650, VRM660, VRM850 and PRM modems.

ZClient™ Supports CDMA – GSM data aircards.

ZClient™ also supports GPS devices (Trimble TAIP, Motorola Binary)

Not only does **ZClient™** provide support for the standard features found in typical data networks, the application provides significant enhancements for the benefit of Law Enforcement and Public Safety users.

These enhancements are designed to minimize the learning curve and the level of interaction required on the part of the user. This is particularly important in the area of Law Enforcement where an individual must respond rapidly to calls.

Officer Safety Issues: ZClient™ commands are executed via a single keystroke, Custom Audio prompting, and Audio Hit Notifications. These are but a few of the features designed into the software with officer safety in mind.

What Databases does Zclient 5 support..?

- MVD.... Returns motor vehicle registration data
- TCIC... Returns stolen vehicle, and wanted persons information
- NCIC... Returns stolen vehicle,articles, and wanted persons
- NLETS..Provides support for inquiring other state's MVD and LIDR
- LIDR.... Returns driver license information
- SETCIC.. Returns notification of an outstanding local Agencies warrants.
- DOT HAZMAT....Returns information on a Hazardous material.

Zclient Alerts

FCC Emergency Alert System – Amber Alert System

National Weather Service -standard warnings, watches, advisories



Zclient 5 Important features

Custom Audio prompting :

The application provides Audio feed back to the user when events occur. For instance the application will provide the audio prompt "**Message Sent**" when the **F2 (transmit)** key is pressed. The user has complete control over the playing of audio prompts. Each of the six audio prompt categories may be enabled or disabled.

•Audio Hit Notifications :

Although this could be viewed as an extension of Audio prompting, this feature alone makes **ZClient 5™** a unique and effective wireless messaging application. The application provides immediate Audio Alerting when significant events occur. In Police service, an officer may run a license plate. If the response returned to the officer indicates a stolen vehicle, then

•Immediately announce: ZClient 5™ will " Alert! Stolen Vehicle. " This action takes place immediately upon receipt of the message by the application, even if there are other messages waiting to be viewed by the officer. Many agencies have commented on the strength of this feature.

•Visual Message Prompt:

Along with audio hit notification the program will Display a Alert Banner on the screen. This Prompt can be turned On or Off by the user.

How to Start.... Zclient

- **From the Windows Desktop look for this Icon button →**
- **Double click on this Icon with the mouse pointer**
- **After Zclient Welcome Screen appears the software will open to the Message screen.**
- **Alt-S to Sign onto the System**
- **The following Page contains Sign On Instructions**



Note: Zclient requires a basic working knowledge of the Windows operating System

Sign On Instructions:

You should signon on before doing anything else. You will not have access to any databases unless you are logged on. Logging on is quick and easy. First go to **the "SignOn"**. 'S' is the single key shortcut that brings up the "SignOn" tab (use 'alt+S' in text entry mode)

Press the "Tab Key" this will bring you to the first field. All fields are required for a successful signon except the comment field. To move between fields you can use tab, arrow keys, or move the mouse to the field to which you want to go and left click. When you have filled in all desired fields transmit the form and your signon request will processed by the Message Switch.

Unit Number.....	Must include Alpha Character. Contact your dept to Determine proper Alpha Character to use. Unit number must match system database entry.
TLETS ID Number.....	Assigned TLETS number
User Password.....	Passwords must be 12 characters, 3 of upper case, lower case, numbers and symbols. Default password for first time users is : 12345678
System Password....	
Shop Number.....	Assigned vehicle or equipment number of your MDT – 1234 can be used if no car
Comment.....	Optional field for CAD – not in use at this time

F2 – Transmit..... Press function key **F2** when Sign On is ready to be sent.

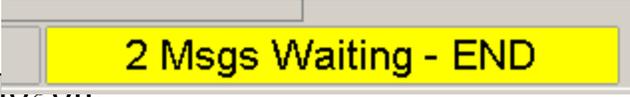
Within about 20 – 30 seconds after sign-on you should receive a response from the message switch regarding your signon request. If you receive a quick single response , press END to check it for errors.

Proper Sign-ons will receive 2 - Messages.

END_key to Check ..In-Coming Messages.

Last thing to remember:

- System will auto log off after 1.5 hours of No Activity
- To manually Log Off the system F2 transmit a Blank Sign On Screen.
- For first time user you must change your password after login.

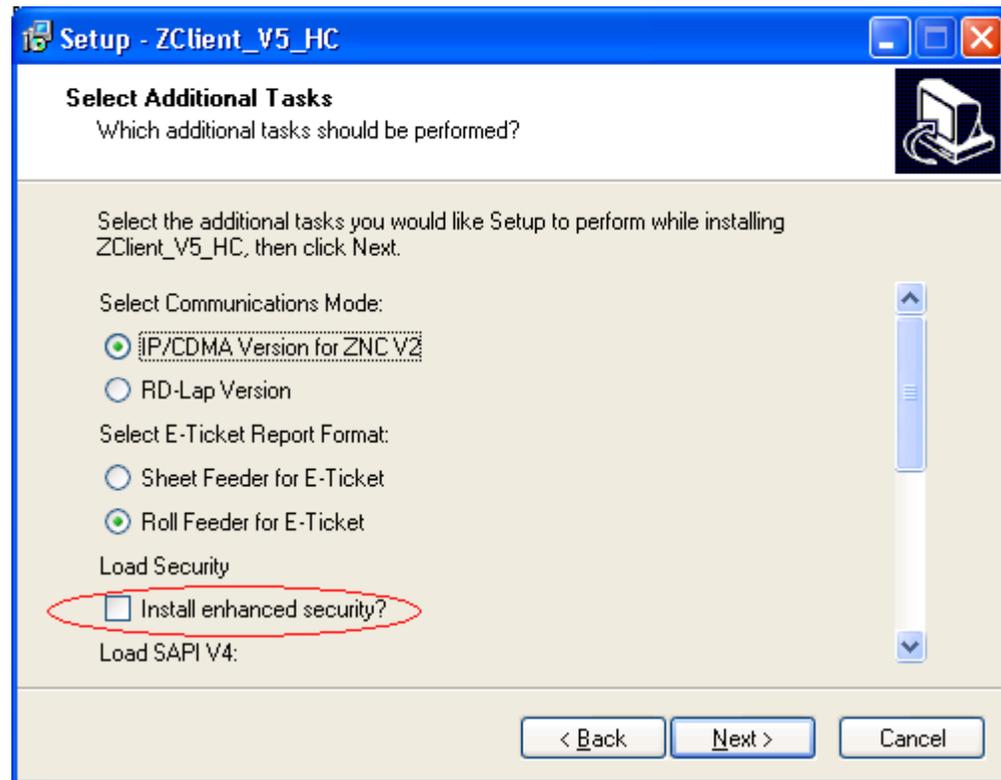


2 Msgs Waiting - END

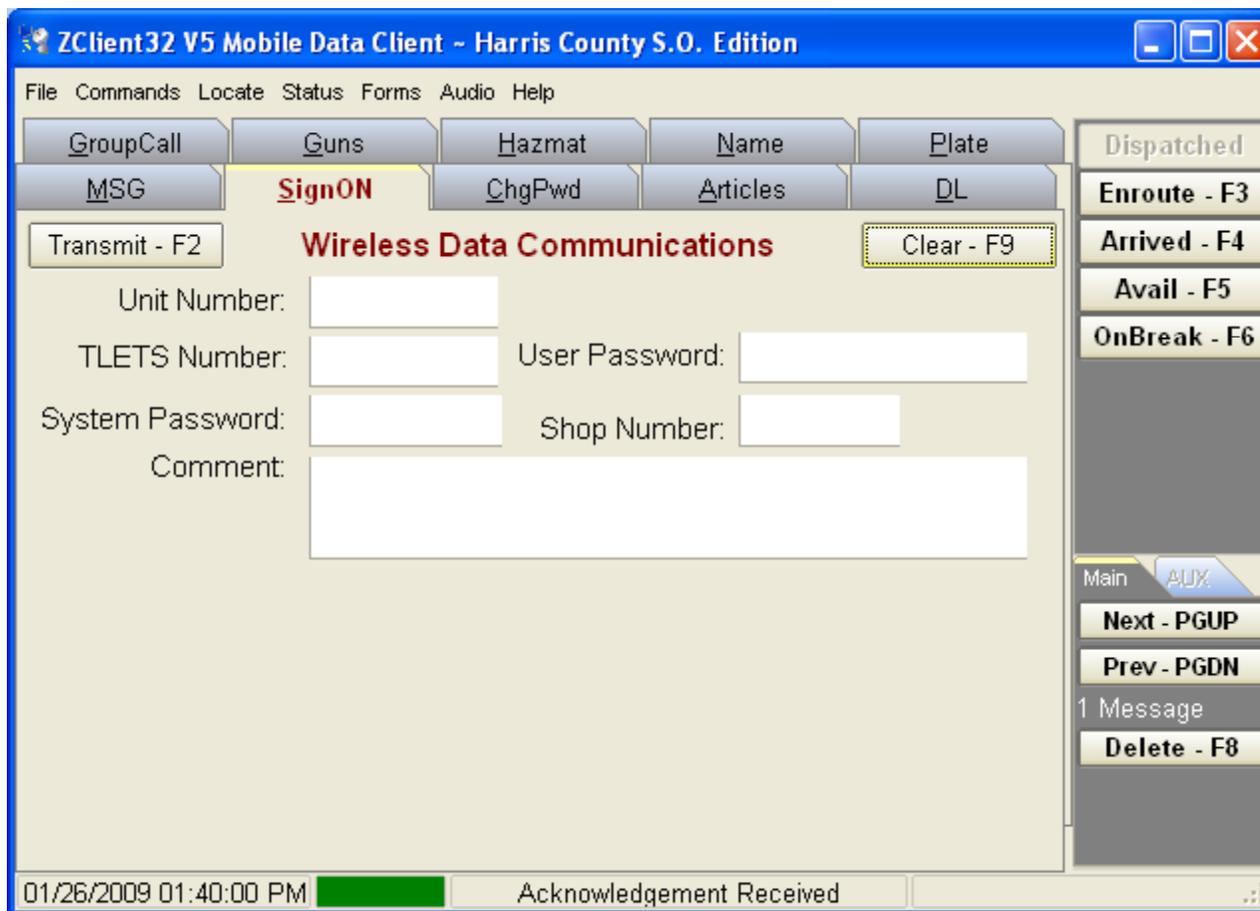
Installing the New Zclient v5 Password Enhanced version

Remember : you must completely remove the old zclient before Installing the New verison.

NOTE:
You must check the
“Install enhanced
Security”



Remember:
 First time users
 Must change your
 Password.



Sign On Screen using enhanced zclient

- Unit Number.....** Combo agency abbr and unit number together ie; DR105
- TLETS Number.....** **TLETS** Assigned user ID number.
- User Password.....** use **12345678 default password** for first time log on
- System Password....** HC;;MDT
- Shop Number.....** Assigned vehicle or equipment number of your MDT or use 1234 for no car

Change Password screen



Remember you must reset your password after logging on Zclient

Local zclient database records

The screenshot displays the ZClient32 V5 Mobile Data Client interface. The title bar reads "ZClient32 V5 Mobile Data Client ~ Harris County Edition". The menu bar includes "File", "Commands", "Locate", "Status", "Forms", "Audio", and "Help". Below the menu bar are several function buttons: "Guns", "Hazmat", "Name", "Plate", "MSG", "SignON", "Articles", "DL", "GroupCall", "Transmit - F2", "Wireless Data Communications", and "Clear - F9".

The main display area shows a message in a monospaced font:

```
*FROM HARRIS COUNTY MESSAGE SWITCH*
7 PREVIOUS REQUEST(S) FOR LICENSE PLATE
VETTE IN STATE TX. THE MOST RECENT
REQUESTS ARE LISTED BELOW
UNIT 86D48 WITH AGENCY Harris County
Central Technology SUBMITTED AN INQUIRY ON
07/07/2005 08:18
UNIT 86D48 WITH AGENCY Harris County
Central Technology SUBMITTED AN INQUIRY ON
07/06/2005 14:29
UNIT AI2229 WITH AGENCY Harris County
Central Technology SUBMITTED AN INQUIRY ON
03/08/2005 11:13
```

At the bottom of the message area, there are two buttons: "Oldest Msg" and "Newest Msg". Below these buttons, a message is displayed with a green bar: "7/21/2005 9:51:03 AM Acknowledgement Received".

On the right side of the interface, there is a "Unit Status" panel with several buttons: "Dispatched", "Enroute - F3", "Arrived - F4", "Avail - F5", "OnBreak - F6", "Main", "AUX", "Next - PGUP", "Prev - PGDN", "23 Messages", and "Delete - F8".

PLATE PREVIOUS REQUEST SCREEN:
ZCLIENT WILL DISPLAY WHO RAN THAT PLATE BEFORE.

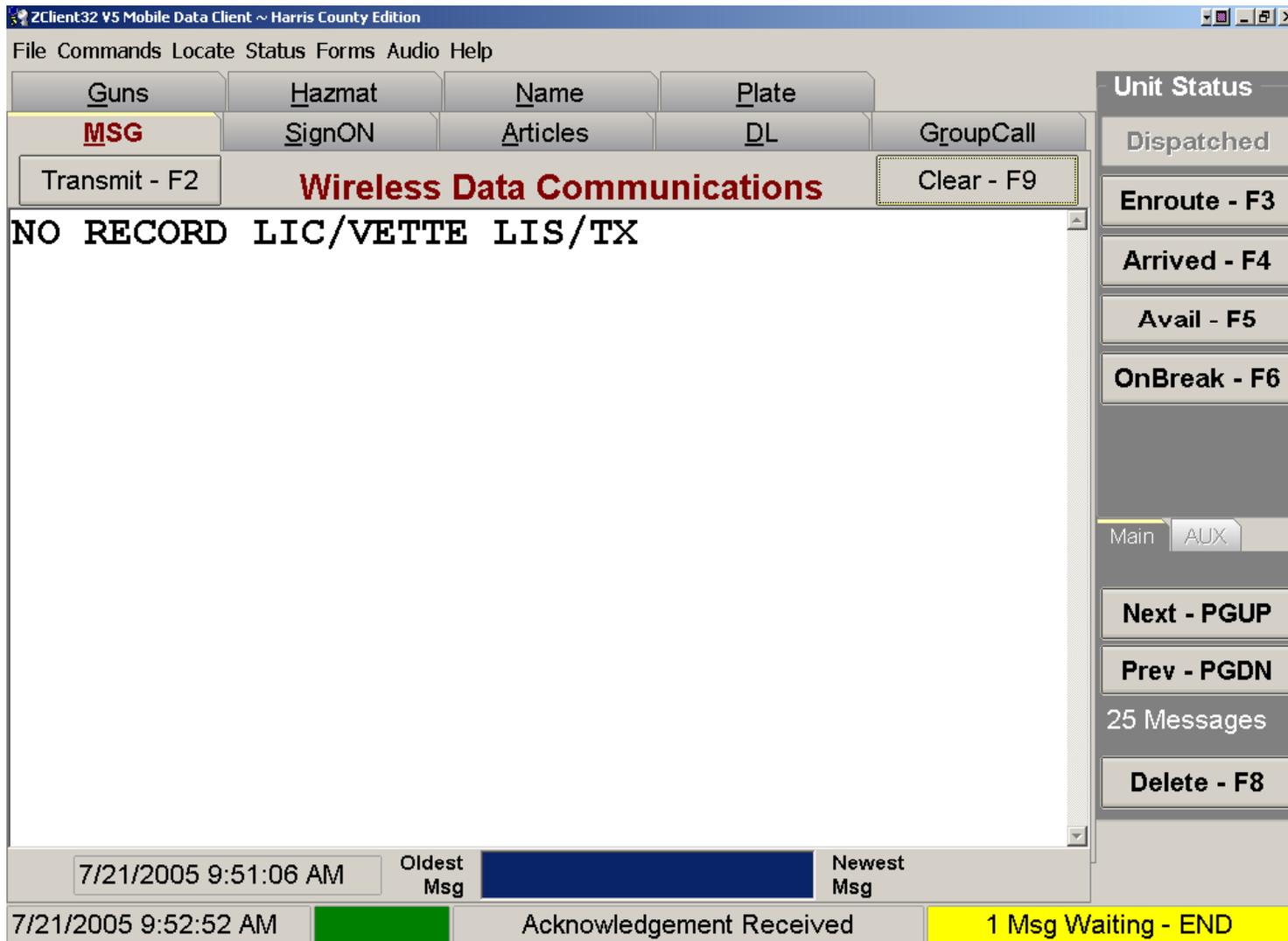


PLATE NCIC WANTED SCREEN:
 ZCLIENT DISPLAY “NO RECORD” OR “WANTED – STOLEN”.

2Client32 V5 Mobile Data Client ~ Harris County Edition

File Commands Locate Status Forms Audio Help

Guns Hazmat Name Plate
MSG SignON Articles DL GroupCall
 Transmit - F2 **Wireless Data Communications** Clear - F9

TX10100X2 NO RECORD LIC/VETTE LIS/TX
 **THIS MESSAGE IS FROM THE TCIC 2000
 SYSTEM. **

Unit Status
 Dispatched
 Enroute - F3
 Arrived - F4
 Avail - F5
 OnBreak - F6

Main AUX

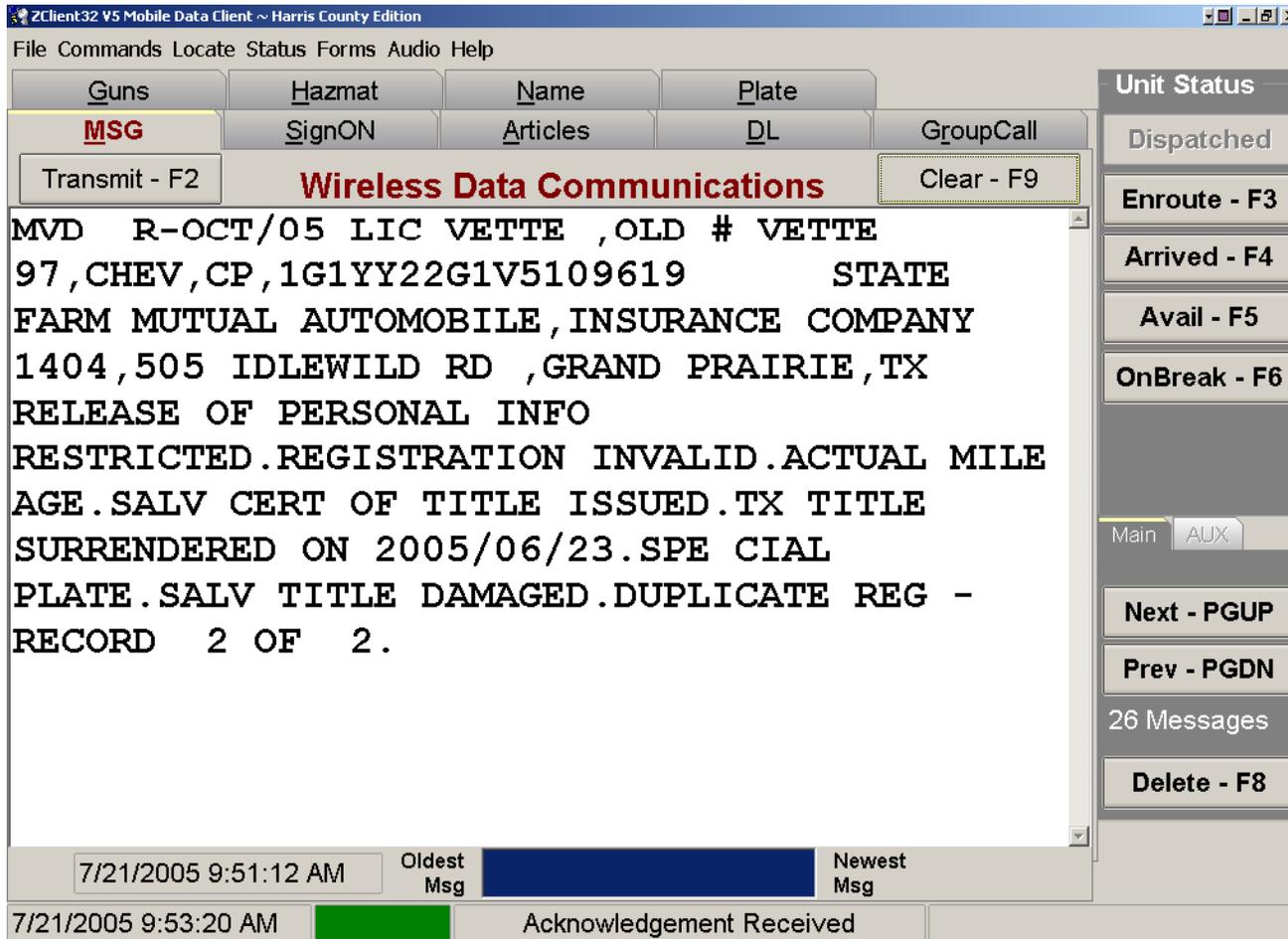
Next - PGUP
 Prev - PGDN
 24 Messages
 Delete - F8

7/21/2005 9:51:03 AM Oldest Msg Newest Msg
 7/21/2005 9:52:07 AM Acknowledgement Received 2 Msgs Waiting - END

PLATE TCIC WANTED SCREEN:

ZCLIENT DISPLAY “NO RECORD” OR “WANTED – STOLEN” FROM TCIC

SCREEN FEATURES OF ZCLIENT

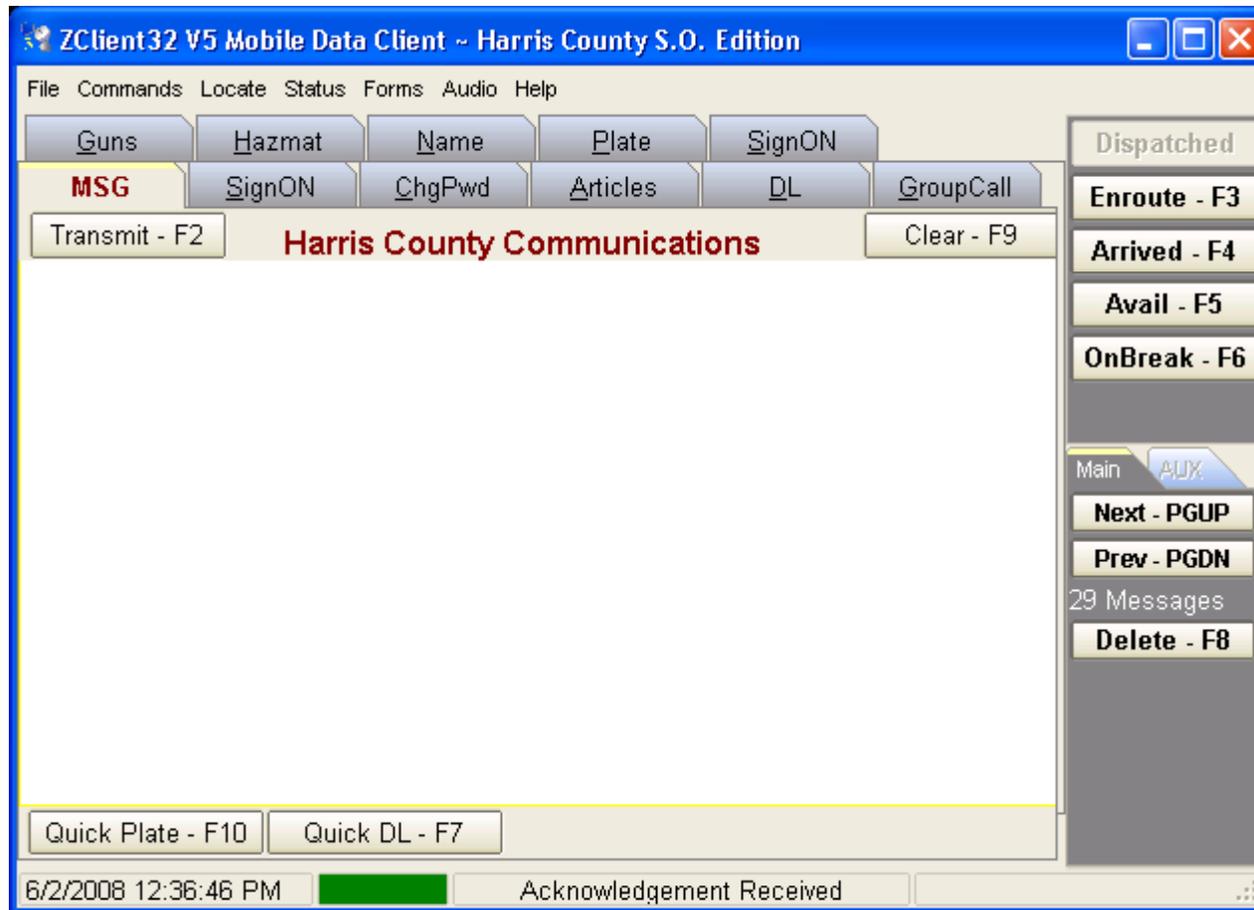


< THESE FEATURES ONLY USED WITH CAD SYSTEMS

< PG-UP / PG/ DN MOVES BETWEEN MESSAGES.

NOTE: THAT THE RETURN INFORMATION IS LARGER THAN THE SCREEN AND THE SCROLL NOW APPEARS ON THE LEFT OF THE SCREEN. USE THE UP/DOWN ARROWS TO SCROLL DOWN THE MESSAGE. YOU MUST PLACE AN "X" IN THE DETAILED RESPONSE FOR COMPLETE INFORMATION

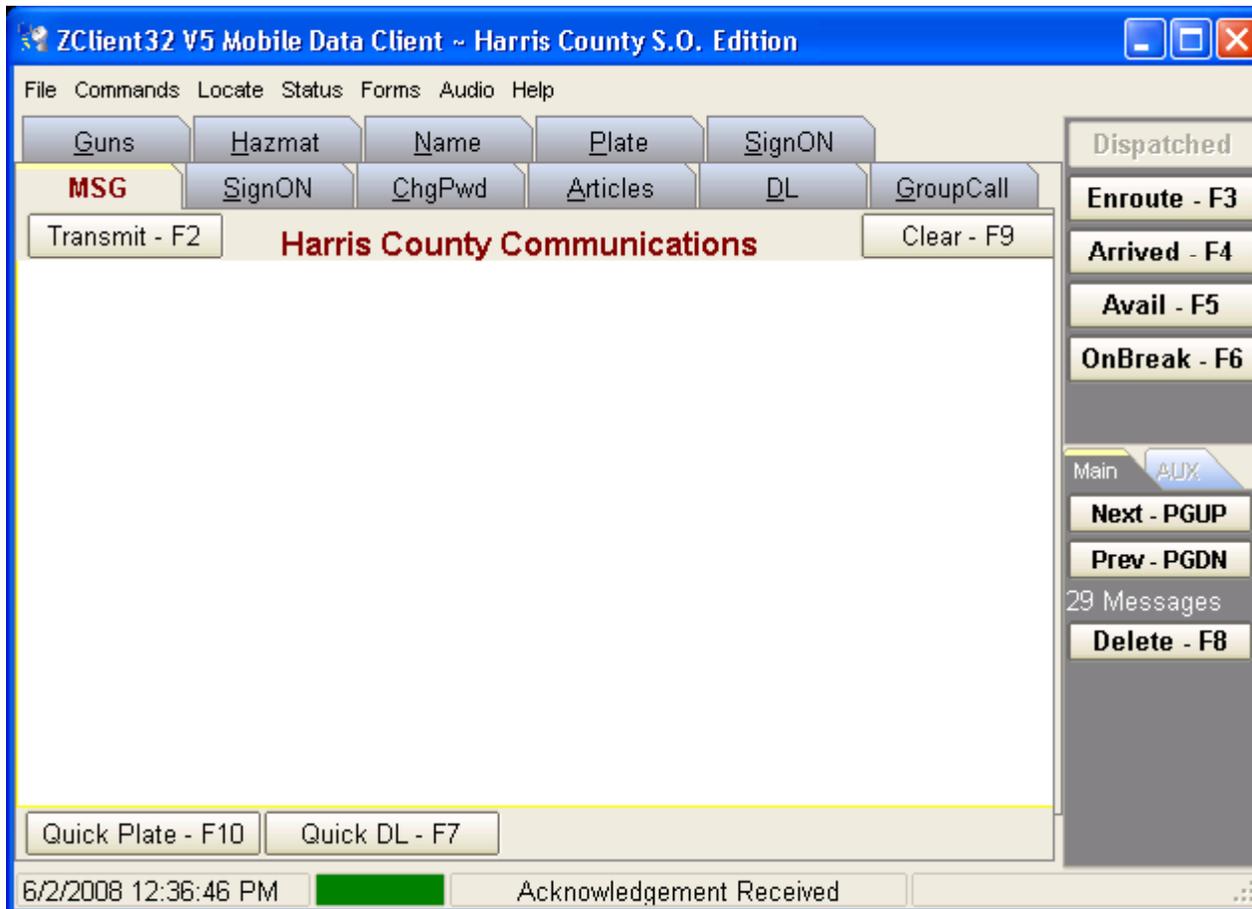
Message screen



NEW QUICK PLATE AND QUICK DL CHECK feature.

This NEW Feature allows you to send a Plate or License number for a Quick check only if the Plate or DL is for Texas. Simply type the Plate or DL in the Message Screen and Press F-10 for plate or F – 7 for DL.

Message single unit screen



Message Screen

Example: @ **81T01** / ← text goes here. This will send a message to **unit 81T01**.
 Identifier-----^ ^-----Unit Number

Name check screen

The screenshot displays the 'Name' form within the 'Wireless Data Communications' application. The interface includes a menu bar with options like 'File', 'Commands', 'Locate', 'Status', 'Forms', 'Audio', and 'Help'. Below the menu, there are several function buttons: 'MSG', 'SignON', 'ChgPwd', 'Articles', 'DL', 'GroupCall', 'Guns', 'Hazmat', 'Name', 'Plate', and 'SignON'. The 'Name' button is currently selected. The main form area contains input fields for 'Last Name', 'First Name', 'Middle Name', 'DOB (MMDDYY)', 'Sex', 'Race', 'Social Security#', 'Driver License#', and 'DL State'. There are also buttons for 'Transmit - F2' and 'Clear - F9'. On the right side, there is a vertical stack of status buttons: 'Dispatched', 'Enroute - F3', 'Arrived - F4', 'Avail - F5', 'OnBreak - F6', 'Next - PGUP', 'Prev - PGDN', and 'Delete - F8'. At the bottom, a status bar shows the date and time '6/2/2008 12:38:53 PM' and the message 'Acknowledgement Received'.

Name Check

The Name Form performs a Person check . You must include Date of Birth, one or more of the identifiers listed. If you fail to include the minimum Identification requirement the System will prompt you with an error message. Name Checks for SETIC, TCIC, NCIC and Concealed Handgun License

DL screen

The screenshot shows the 'ZClient32 V5 Mobile Data Client - Harris County S.O. Edition' window. The main menu includes 'File', 'Commands', 'Locate', 'Status', 'Forms', 'Audio', and 'Help'. A secondary menu contains 'Guns', 'Hazmat', 'Name', 'Plate', 'SignON', 'MSG', 'SignON', 'ChgPwd', 'Articles', 'DL', and 'GroupCall'. The 'DL' option is highlighted in red. Below the menu, there are buttons for 'Transmit - F2', 'Wireless Data Communications', and 'Clear - F9'. The form fields are: 'Driver License#' (text box), 'State:' (text box), 'Last Name:' (text box), 'First Name:' (text box), 'Middle Name:' (text box), 'DOB (MMDDYY)' (text box with slashes), 'Sex:' (checkbox), and 'For Detailed Resp:' (checkbox with 'X' checked). A status bar at the bottom shows the date and time '6/2/2008 12:39:34 PM', a green progress bar, and the text 'Acknowledgement Received'. On the right side, there is a vertical panel with buttons: 'Dispatched', 'Enroute - F3', 'Arrived - F4', 'Avail - F5', 'OnBreak - F6', 'Main' (with 'AUX' sub-tab), 'Next - PGUP', 'Prev - PGDN', '29 Messages', and 'Delete - F8'.

DL Check

'Alt - D' is the two key shortcut to get the DL check form.

This form will check DPS Austin LIDR for license info, SETIC TCIC,NCIC for outstanding Warrants.

Note: The "X" at the bottom of the form. If the "X" is checked a Detailed Response will be received.

Plate screen

ZClient32 V5 Mobile Data Client - Harris County S.O. Edition

File Commands Locate Status Forms Audio Help

MSG SignON ChgPwd Articles DL GroupCall

Guns Hazmat Name **Plate** SignON

Transmit - F2 **Wireless Data Communications** Clear - F9

Vehicle Plate#

Plate Year:

Plate State:

Vehicle Type:

Vehicle Make:

Vehicle VIN#

For Detailed Resp: 'X' for detailed response

6/2/2008 12:39:11 PM Acknowledgement Received

Dispatched

Enroute - F3

Arrived - F4

Avail - F5

OnBreak - F6

Main AUX

Next - PGUP

Prev - PGDN

29 Messages

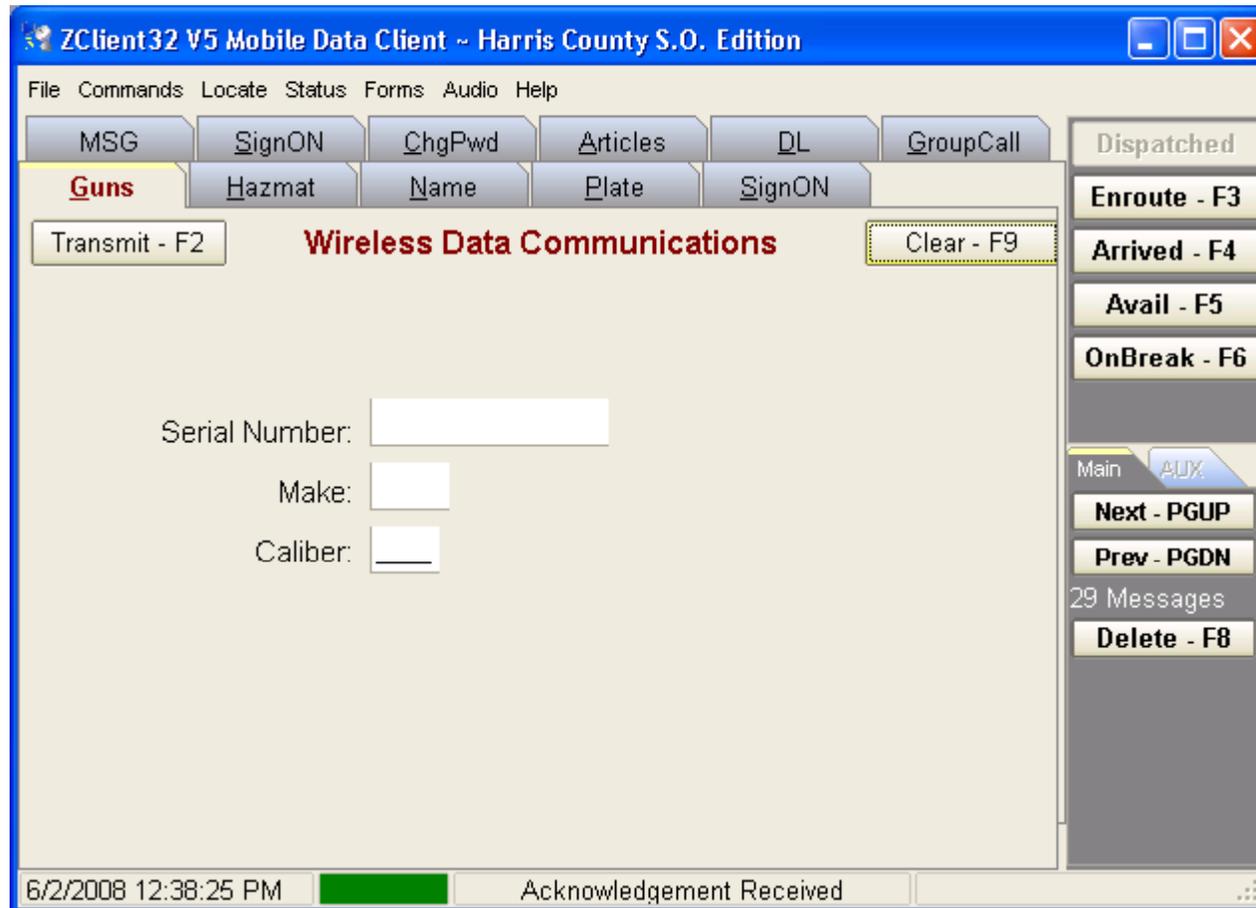
Delete - F8

Plate Check Form (note: zclient assumes Texas plate)

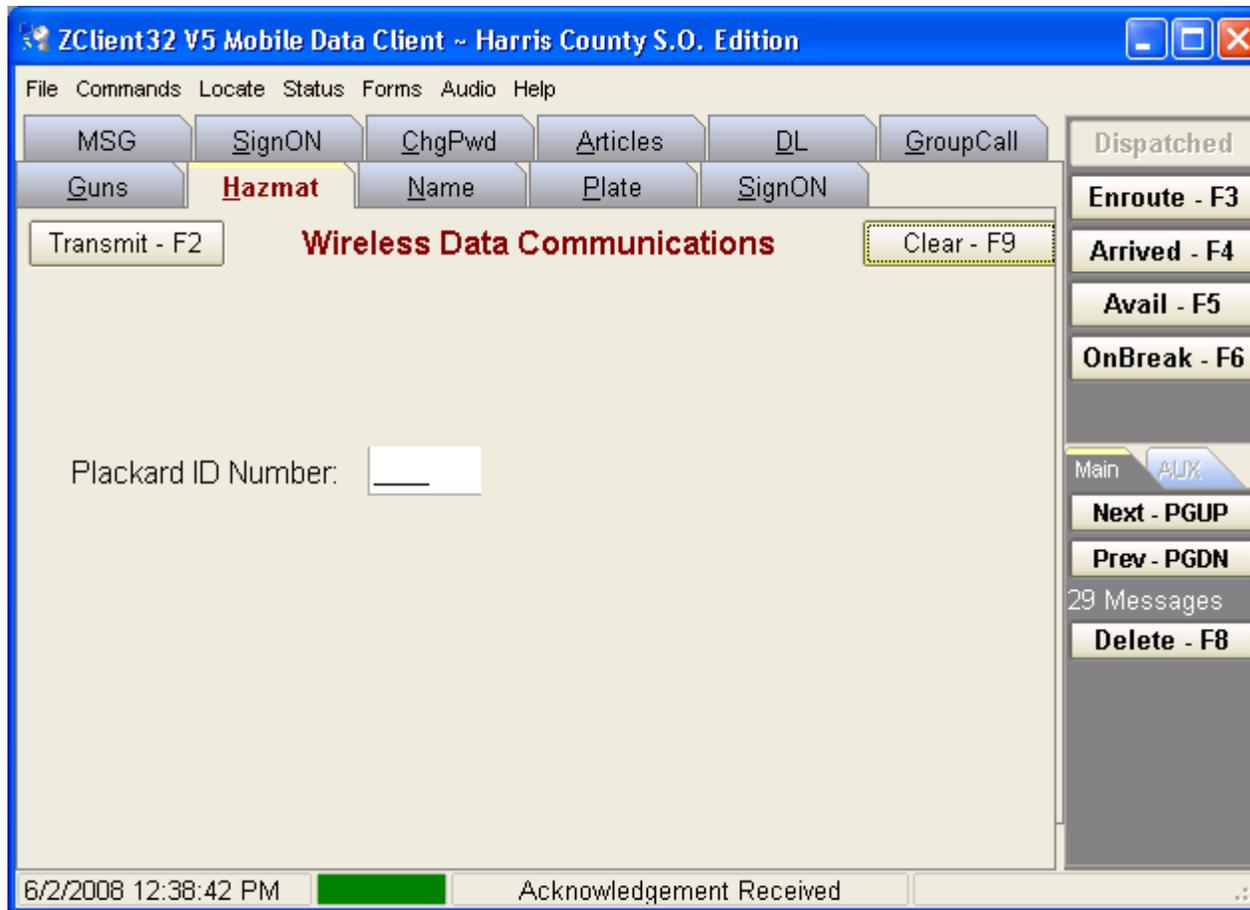
The plate form gives you information about a particular vehicle. Checks State MVD database for Registration Information, and it checks TCIC & NCIC for stolen Info. This Form automatically checks for Texas Registration unless the Two letter State code is entered. If the vehicle is stolen you will be notified.

National Insurance Crime database: place the letters "NA" in the state field to show border crossing Information.

Guns screen



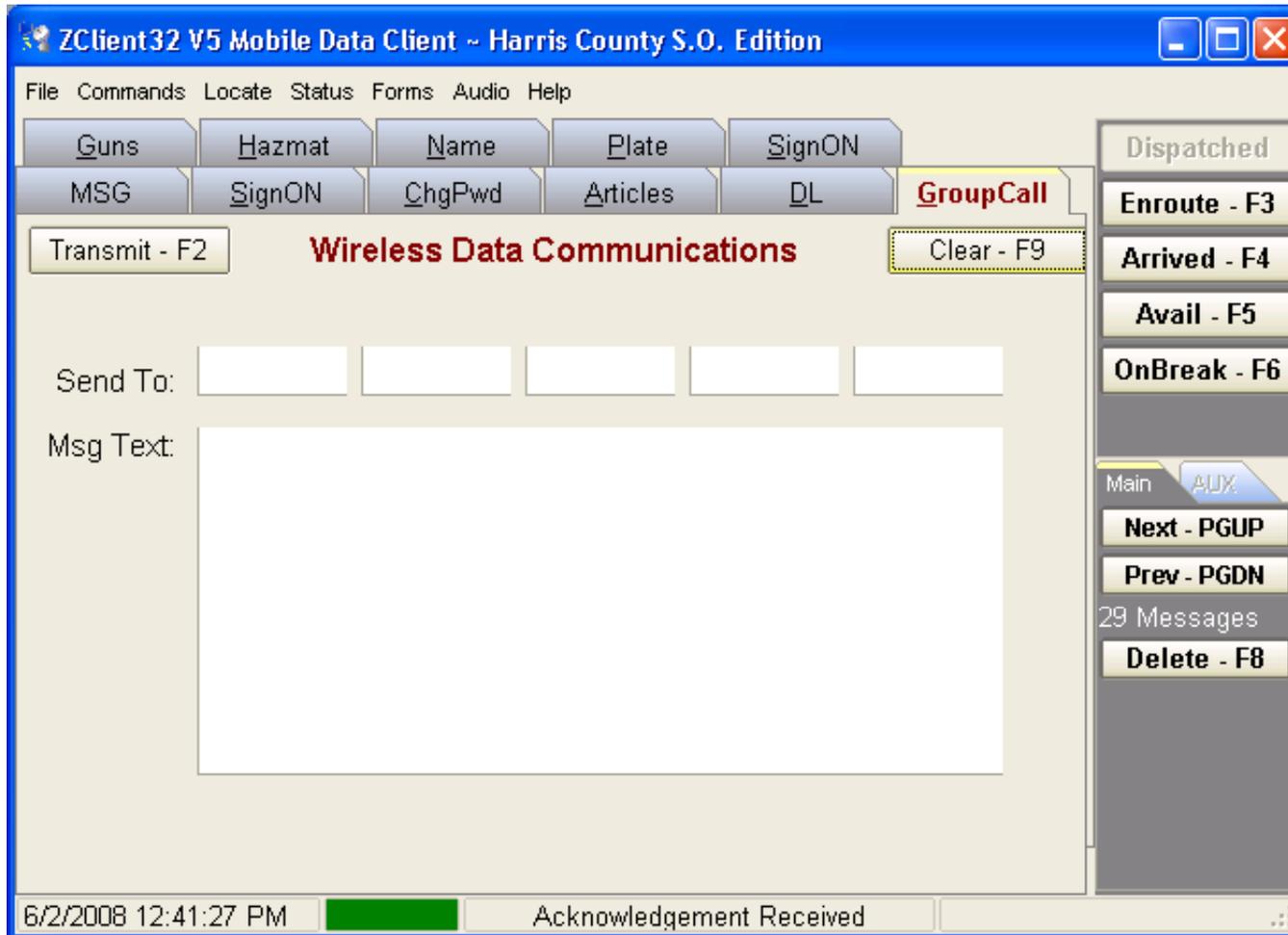
Hazmat screen



HAZMAT SCREEN

Returns information on a Hazard Material by Placard ID Number code.

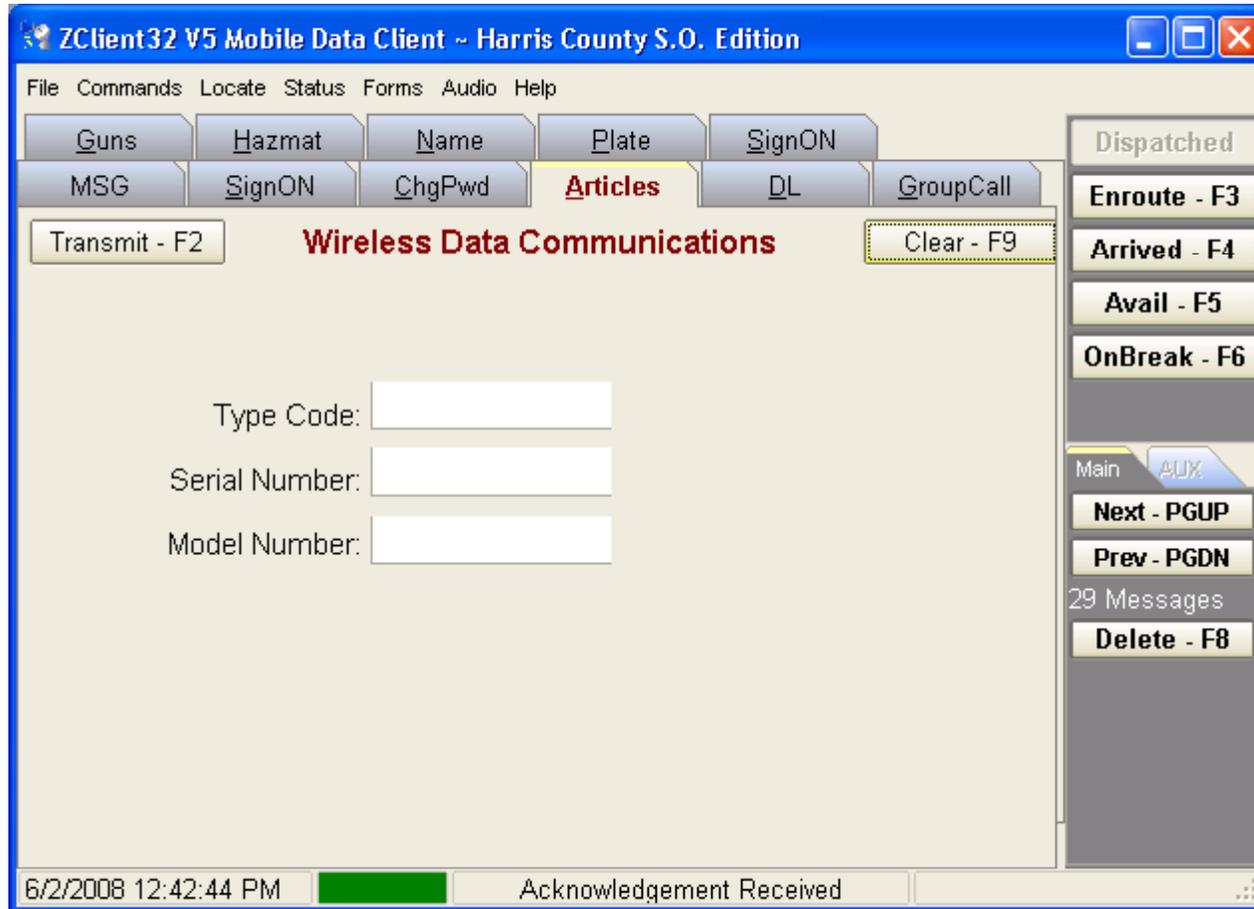
Group Call



Group Call Messages

Screen just like the Standard message screen. This screen will allow you too send a single message to up to Five users.

Articles screen



Article Check Screen

Please use the proper **Type Code**, **Serial numbers**, and **Model Numbers**
The system will only search by exact entries.

Screen Display Options

•Night Display option change screen for night operations

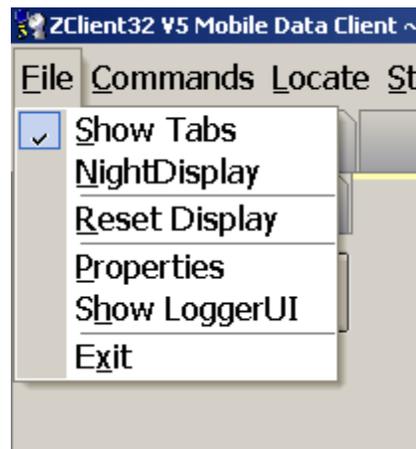
While using the night display option, Windows and all applications will operate in high contrast black mode. Should the user exit ZClient, while in the high contrast black mode, normal screen colors will be restored prior to exiting.

•Daytime color scheme use to change colors

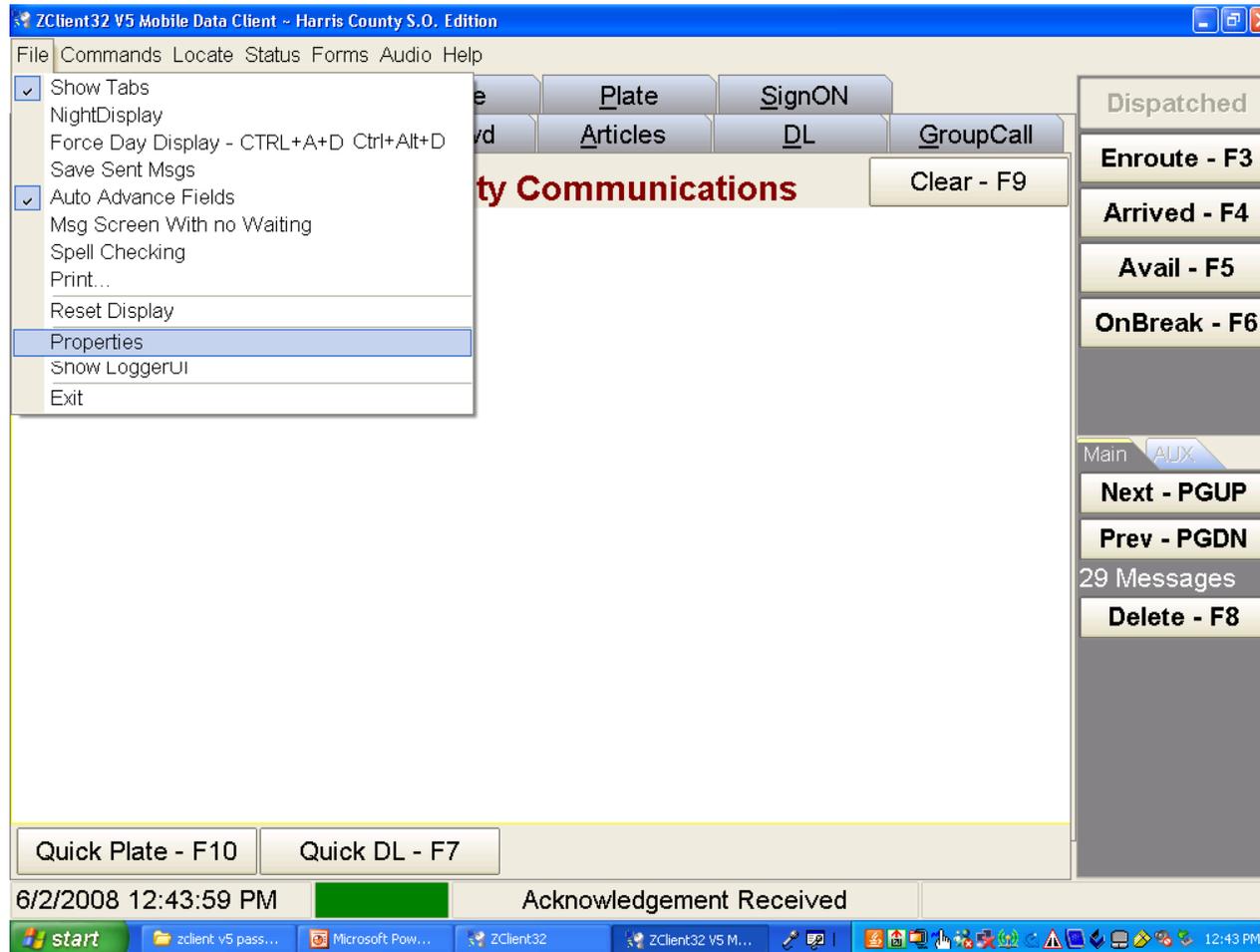
•TypeOver as Default used for data entry

•Visual Msg Prompts on or off

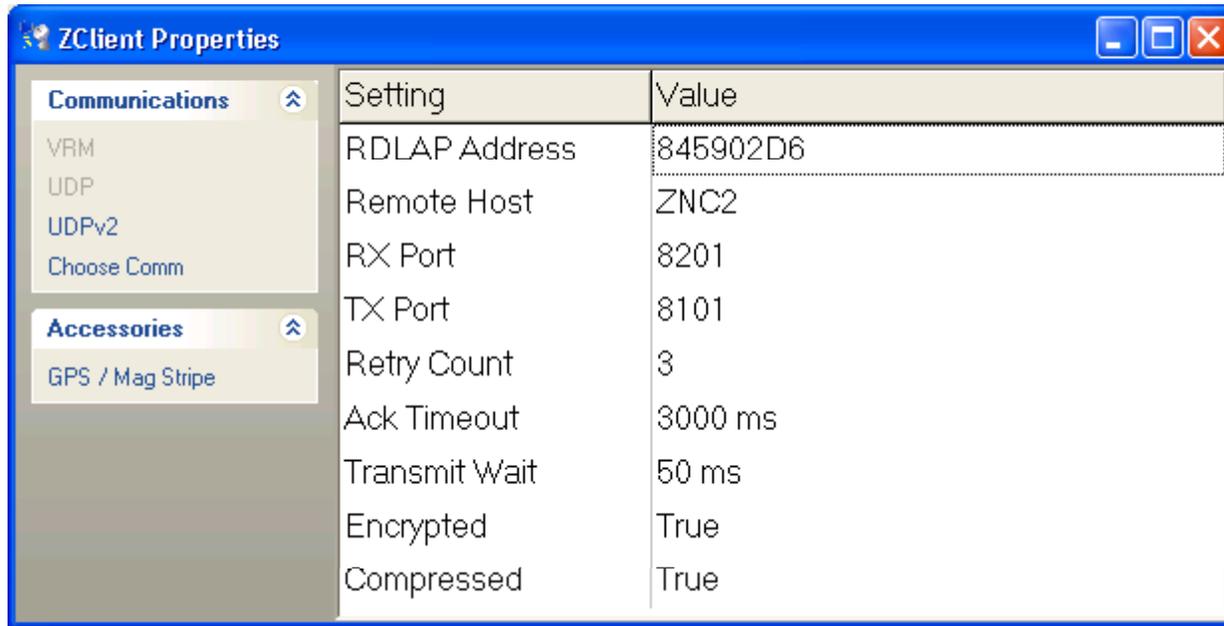
•Reset Display from Night Display



Properties screen



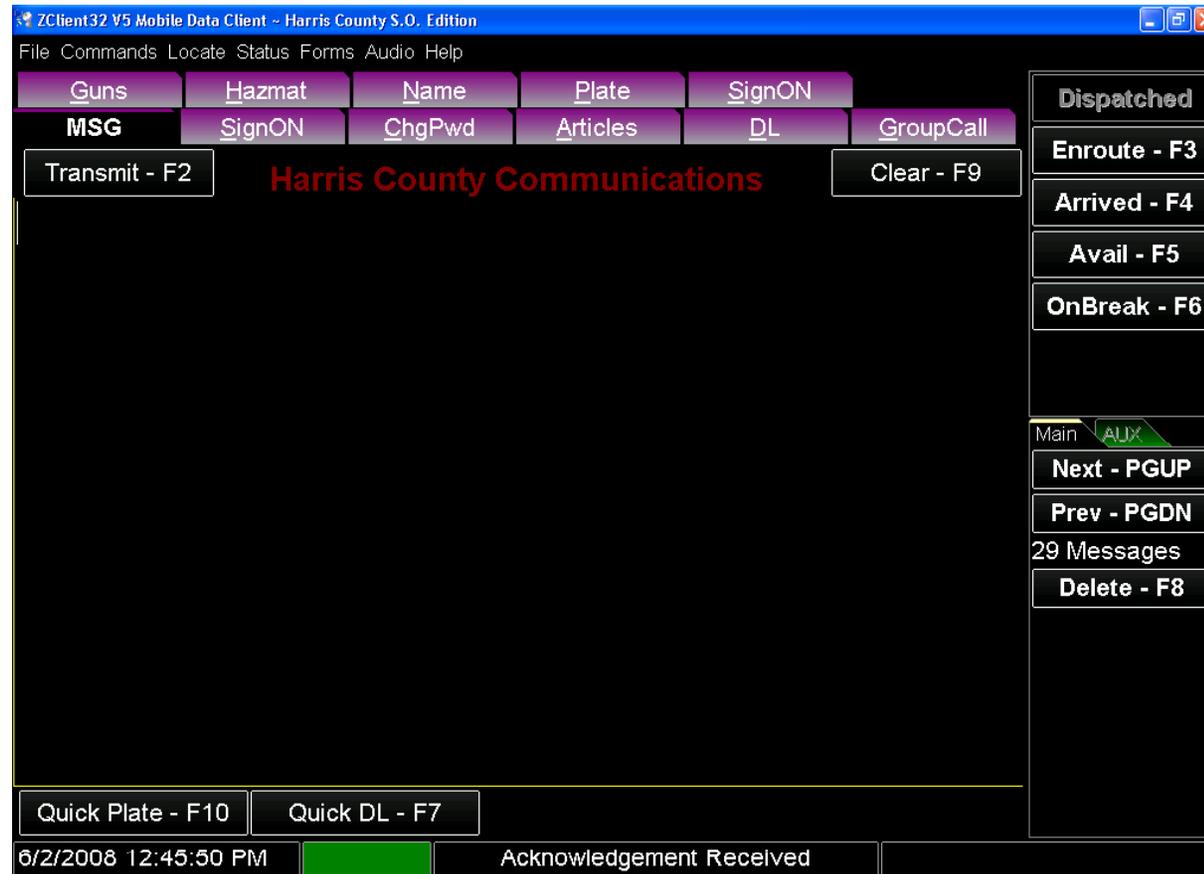
Zclient Properties



Setting	Value
RDLAP Address	845902D6
Remote Host	ZNC2
RX Port	8201
TX Port	8101
Retry Count	3
Ack Timeout	3000 ms
Transmit Wait	50 ms
Encrypted	True
Compressed	True

Aircards always use > UDPv2

Night screen



Important Notice:

Changing the Zclient 32 to night screen will change all the windows frames to the same settings. Remember to change the screen back to day time use before leaving Zclient 32.

Audio Overview

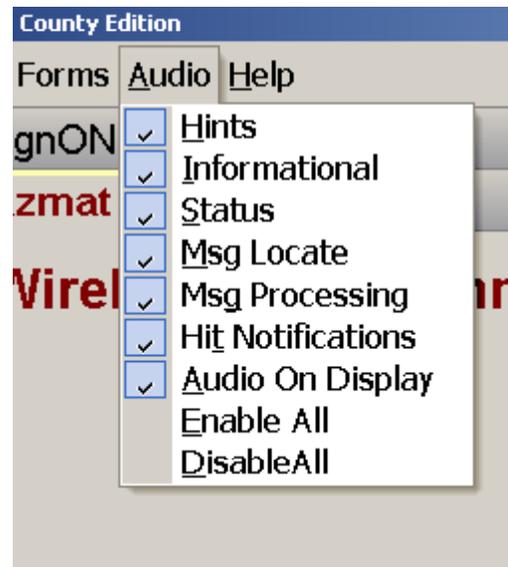
ZClient has the ability to give audio prompts to the user. These prompts give the user additional information about ZClient and special notification of the results of user searches. The user can customize what prompts are given.

Turning Audio On/Off

Audio prompts will only work on systems that have a Windows compatible sound card. When turning on audio prompts, verify that the system supports sound and that the volume is turned on.

Audio is controlled from the "Audio" menu on the main menu. To turn on all audio features choose the **Enable All** option on the audio menu. To turn all audio features off choose the **Disable All** option on the audio menu.

The user can turn on and off select items by choosing them on the audio menu. Those items with a check mark to the left of them are on and those without a check mark are off.



UNIT TO UNIT MESSAGING:

This function allows transmission and reception of messages between any two units on the MDT SYSTEM.

The format for communication with another unit is:

@ followed immediately with the unit you are sending the message to:

Example: @ 81T01 / ← text goes here. This will send a message to unit 81T01.
 Identifier-----^ ^-----Unit Number you wish message

@ = Harris Co identifier

! = HPD identifier

/ = JIMS Terminal (Dispatchers) identifier

Other Messaging Commands Examples

ALL UNITS LOGGED ON ?..... :2
To check YOUR Unit Status.... :1
LIST OF AGENCY CODES..... :A
LIST OF AGENCY UNITS..... :2<AGENCY CODE>



Harris County ITC

REGIONAL RADIO SERVICES DIVISION

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