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 COMPLIES 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.

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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

STATE DATA BASES
MVD - vehicle registration
TCIC - texas wanted & stolen
NLETS - other states MVD/LIDR
LIDR - driver license/ID cards

NCIC
central wanted & stolen
FBI National Crime Information Center

DOT - HAZMAT

HARRIS COUNTY RADIO NETWORK

Justic Information Management System
LOCAL WANTS - WARRANTS

NOCTIC

AUSTIN
DPS-TLETS

Control Terminal Agency

POLICE CARS
MDT UNITS

POLICE DISPATCHERS

South East Texas Criminal Information Center

HARRIS COUNTY
J.I.M.S.
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.
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 feedback 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.
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 logon.
Installing the New Zclient v5 Password Enhanced version

**Remember:** you must completely **remove the old zclient** before installing the New version.

**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
Remember you must reset your password after logging on Zclient.
Local zclient database records

*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

PLATE PREVIOUS REQUEST SCREEN:
ZCLIENT WILL DISPLAY WHO RAN THAT PLATE BEFORE.
PLATE NCIC WANTED SCREEN:
ZCLIENT DISPLAY "NO RECORD" OR "WANTED – STOLEN".
**PLATE TCIC WANTED SCREEN:**
ZCLIENT DISPLAY “NO RECORD” OR “WANTED – STOLEN” FROM TCIC
SCREEN FEATURES OF ZCLIENT

These features only used with CAD systems.

MVD R-OCT/05 LIC VETTE, OLD # VETTE 97, CHEV, CP, L1G1YY22G1V5109619 STATE FARM MUTUAL AUTOMOBILE, INSURANCE COMPANY 1404, 505 IDLEWILD RD, GRAND PRAIRIE, TX RELEASE OF PERSONAL INFO RESTRICTED. REGISTRATION INVALID. ACTUAL MILE AGE. SALV CERT OF TITLE ISSUED. TX TITLE SURRENDERED ON 2005/06/23. SPECIAL PLATE. SALV TITLE DAMAGED. DUPLICATE REG - RECORD 2 OF 2.

< 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.
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 Screen

Example: @ 81T01 / ← text goes here. This will send a message to unit 81T01.

Identifier------^   ^-------------Unit Number
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 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 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 to send a single message to up to Five users.
**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

<table>
<thead>
<tr>
<th>Setting</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>RDI AP Address</td>
<td>845902DA6</td>
</tr>
<tr>
<td>Remote Host</td>
<td>ZNC2</td>
</tr>
<tr>
<td>RX Port</td>
<td>8201</td>
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<td>TX Port</td>
<td>8101</td>
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<td>Retry Count</td>
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<tr>
<td>Ack Timeout</td>
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<tr>
<td>Transmit Wait</td>
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<tr>
<td>Encrypted</td>
<td>True</td>
</tr>
<tr>
<td>Compressed</td>
<td>True</td>
</tr>
</tbody>
</table>

Aircards always use > UDPv2
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

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