

NIXLE

Instructions for Dispatchers

When is it time for nixle?

- Power Outages
- Water Main Breaks
- Road Closures
- Traffic Delays
- Watch Commanders Approval
- Nixle activations and updates

Where can you type the nixle?

The nixle message can only be sent from the APBnet computer. Use Internet Explorer on this PC. Do not clear browser history or erase cookies from this machine. This computer and browser are the only combination that will be authorized to send out nixle messages.

What information?

Be sure to give out only the pertinent information. If there is any question about what information can be released check with your Watch Commander for approval.

Keep messages brief and to the point.

Type of nixle?

Determine message type. Alert should be selected only in the case of an emergency. Alert is also the only way to send out a voice message (Reverse 911). Advisory should be used for road closures and notifications where a text and email message are required. Community notifications are email only and should be used for non emergency situations.

Message Type:

Alert



Advisory



Community



New ALERT nixle message

Watchung Police Department

Overview Message Center Groups Collect Contacts Tipping Reporting

New Message Sent Messages Scheduled Messages Email Template Message Widgets Rebroadcasts

Create New Message Help with this page

Alert ADVISORY Community Need help choosing?

Note Alert Messages should only be used for the most critical and time sensitive information.

Category:

Event:

Severity:

Urgency:

Certainty:

System Test: Check to mark this message as a Test

Message Template (Optional) Select an Alert Message Template

ALERT should only be selected for emergency situations. After selecting ALERT, choose a Category. Fill in Event, Severity, etc.

New ALERT nixle message

System Test: Check to mark this message as a Test

Message Template (Optional): Select an Alert Message Template

Reach Recipients by:

SMS (Text Message)

English

(138 characters max, 138 left)

Translate to:

- Request tips
- Request reply

Email & Web Message (Attach Images)

English

Email & Web Message Subject:

Sample SMS (Text Message)

(138 characters max, 138 left)

Email & Web Message Body:

Rich text editor toolbar with icons for Bold, Italic, Underline, Bulleted List, Numbered List, Link, Unlink, Text Color, Background Color, Source, Undo, Redo, and other standard text editing functions.

Check Request Tips or Request Reply as needed. (Not common)

After selecting type, choose a template. (if no templates match, choose none.) If sending Alert fill in SMS and Email & Web Message boxes.

New ALERT nixle message

Attach Image (size limit 10 MB)

No file chosen

Include Incident location

Include contact information specific to this message

Voice Dialing

IPAWS (Integrated Public Alert & Warning System)

Message recipients:

Public Groups *Check all | Uncheck all*

- Nixle Wire (Main Public Group)
- Nixle Dial (Public Group)
- CERT (Public Group)

Private Groups *Check all | Uncheck all*

- TEST (Private Group)

Geographic Filtering:

Custom Area

Point and Radius

City/Town name or Zip Code

When would you like to send?:

Send Message Now

Schedule for Future Delivery

Select Voice Dialing for ALERT MESSAGES ONLY
Select Message Recipient. Nixle Wire for most messages. Additionally check Nixle Dial for Alerts where reverse 911 is required. **Geographic Filtering should be used with Nixle Dial ONLY.** Send message now or schedule.

Twitter & Facebook

Be sure both boxes are checked.

Publish Also To: Twitter™ [\(settings\)](#) Facebook™ [\(settings\)](#)

Do not check if sending out a CERT message

The screenshot shows a configuration window for a message. At the top, there is a 'Publish Also To' section with two checked checkboxes: 'Twitter™ (settings)' and 'Facebook™ (settings)'. Below this, there are several sections with checkboxes: 'Message recipients' (with 'Public Groups' checked), 'Geographic Filtering' (with 'Point and Radius' and 'City/Town name or Zip Code' unchecked), and 'Web Message Expiration' (with 'Set Message Expiration' checked). A 'Preview Messages' button is at the bottom right. Three blue arrows point from the text 'Be sure both boxes are checked.' to the Twitter and Facebook checkboxes in the 'Publish Also To' section.

New Advisory or Community nixle message

Watchung Police Department

Home My Account Support View Plan Upgrades

Overview Message Center Groups Collect Contacts Tipping Nixle 360

New Message Email Template Sent Messages

Create New Message [Help with this page](#)

Message Type: Alert Advisory Community [Need help choosing?](#)

Message Template (Optional): Select a Message Type first to see list of Templates

Reach Recipients by: SMS (Text Message) Email & Web Message (Attach images) Public Groups

Message recipients: Nixle Wire (Public Group)

New nixle message.
Select message type by clicking circle next to choice.

After selecting type, choose a template. (if no templates match, choose none.)

If sending Advisory fill in SMS box.

Also check email box as well.

If sending Community only check Email & Web box.


Nixle Wire Group is for all messages. Nixle Dial is for Reverse 911 only. CERT is for CERT Members Only (rare)

SMS

When filling out SMS (Advisory) be sure to leave 20 characters left.

Reach Recipients by:

SMS (Text Message)

Email & Web Message  Attach images

(138 characters max, 138 left)

Be sure to check box for Email & Web Message. That box should be checked for all nixle messages.

Email & Web

Keep Email & Web Subject short. Or select "Same as SMS (Text Message)"

Leave more details or specifics in Message Body

Different types of messages will require different information

The image shows a screenshot of a 'Message Template (General)' configuration window. It includes several sections: 'Reach Recipients by' with a checked 'SMS (Text Message)' option; 'Email & Web Message Subject' with a checked 'Email & Web Message (Attach Images)' option and a 'Same as SMS (Text Message)' link; and 'Email & Web Message Body' with a character limit of 138. Below these are three checkboxes: 'Include incident location', 'Include contact information specific to this message', and 'Include contact information specific to this message'. A red circle highlights the last two checkboxes, with an arrow pointing to the text box above. Another arrow points from the text box above to the 'Email & Web Message Subject' field. A third arrow points from the text box above to the 'Email & Web Message Body' field.

Message Template (General)

Select a Message Type first to see list of Templates

Reach Recipients by:

- SMS (Text Message)

Email & Web Message Subject

- Email & Web Message (Attach Images) Same as SMS (Text Message)

Email & Web Message Body: (138 characters max, 138 left)

Note: Supported file types: jpeg, png, gif, jpg
Choose File No file chosen

- Include incident location
- Include contact information specific to this message
- Include contact information specific to this message

Select Recipients

Attach Image (size limit: 10 MB)
Choose File No file chosen

Include incident location

Include contact information specific to this message

Voice Dialing

IPAWS (Integrated Public Alert & Warning System)

Message recipients:

Public Groups Check all | Uncheck all

- Nixle Wire (Main Public Group)
- Nixle Dial (Public Group)
- CERT (Public Group)
- Private Groups Check all | Uncheck all
 - TEST (Private Group)

Geographic Filtering:

Custom Area

Point and Radius

City/Town name or Zip Code

When would you like to send?:

Send Message Now

Schedule for Future Delivery

Do not use (For Nixle Dial Only)

Check Nixle Wire for "All".

Check Nixle Dial for ALERT Messages ONLY (Reverse 911)

Check CERT for CERT team messages only.

Twitter & Facebook

Be sure both boxes are checked.

The screenshot shows a form for sending a CERT message. A blue box highlights the 'Publish Also To' section, which contains two checked checkboxes: 'Twitter™ (settings)' and 'Facebook™ (settings)'. Two black arrows point from the text 'Be sure both boxes are checked.' to these two checkboxes. A blue box highlights the 'Set Message Expiration' section, which includes a checked checkbox, a date field set to '2013-04-11', and a time field set to '01:47 PM'. A blue arrow points from this section to the 'Publish Message' button at the bottom right of the form.

Publish Also To: Twitter™ (settings) Facebook™ (settings)

Set Message Expiration The default expiration time is set to 24 hours after delivery
Date: 2013-04-11
Time: 01:47 PM

Publish Message

Do not check if sending out a CERT message

Preview Message

Attach Image (size limit 10 MB)
Note Supported file types: jpeg, png, gif, jpg
 No file chosen

Include incident location

Include contact information specific to this message

Message recipients

Public Groups Check all | Uncheck all
 Nikie Wfire (Public Group)

Geographic Filtering

Point and Radius

City/Town name or Zip Code

Web Message Expiration:
(Optional)

Set Message
Note The def

Date 2013-04-11

Time 01 : 47 p.m.

Publish Also To:

Twitter™ [\(settings\)](#)

Facebook™ [\(settings\)](#)

[Preview Message](#)

Click "Preview Message"

