# Manually Alerting your Users

In the event of hardware or connection failures, it is still possible to notify your members via Who's Responding. Please refer to the following list of alternative alerting methods:

**Send Alert Feature:**
The Send Alert feature* (from within the app), allows you to manually alert your members with a custom message. You must select who you'd like to receive the message from the *Dispatch Groups* section.
*Please note that this is a permission-based feature. You will need to assign the Dispatcher permission to each user's account from the Manage Users section of the app or web-based control panel.

**Email Alerting**:
Each department has a designated email address that is assigned when the account is created. Email Alerting is a restricted feature, and to authorize the alerts, we require you to provide us with the email address that the alerts will originate from. If you do not have the e-mail addresses to send to, please contact us and we will provide it.
*Please note that we can accept information from your CAD provider using this method. An additional benefit to setting up this feature with your CAD provider is that if provided within their message, the addresses of your calls will automatically plot within the app.

**TV View Dispatching:**
Please access your v2.wrapp.tv website. You will need to provide your pin to access your department's specific account. Please click anywhere on the gray bar on the right hand side of the screen. You will then be prompted to create a message and select the recipients. Refer to the following document for further information on this feature.

**Support**
If you have any questions, or require further support, please reach out to us!
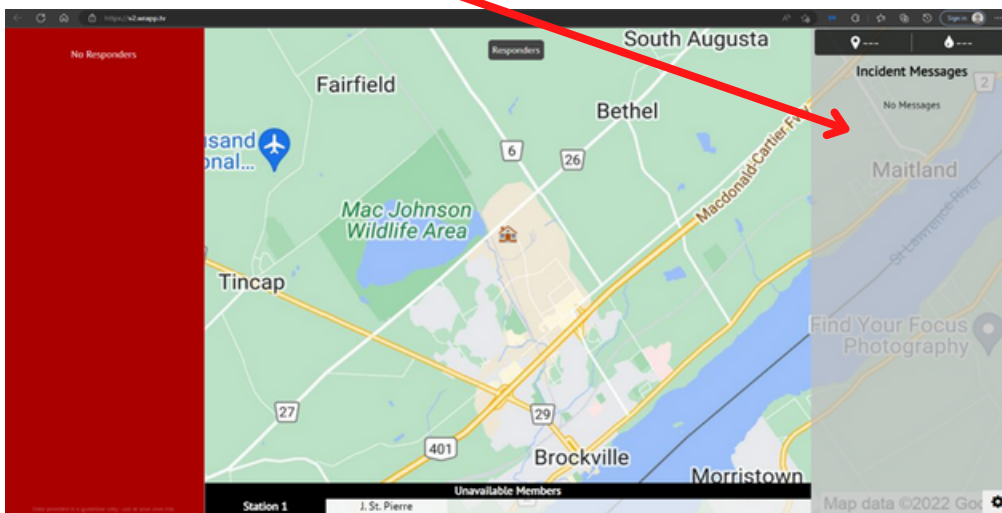
**Phone**: 1-855-358-3684
**Email**: support@fluentims.com

# Dispatching from TV View

Please access your TV View by entering v2.wrapp.tv into your web browser. You will need to provide your unique pin when prompted.
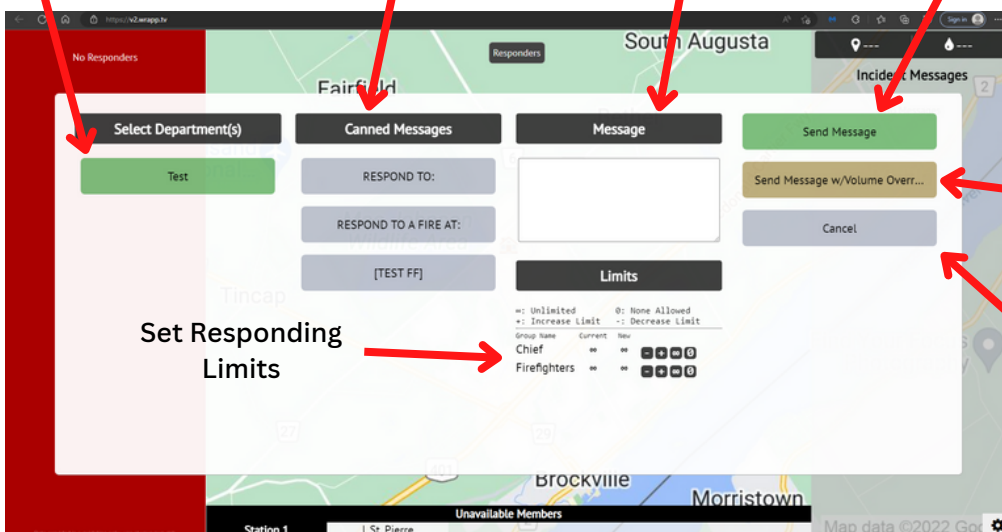
Click anywhere in the grey panel



Select which departments to send alerts to

Access any pre-saved messages

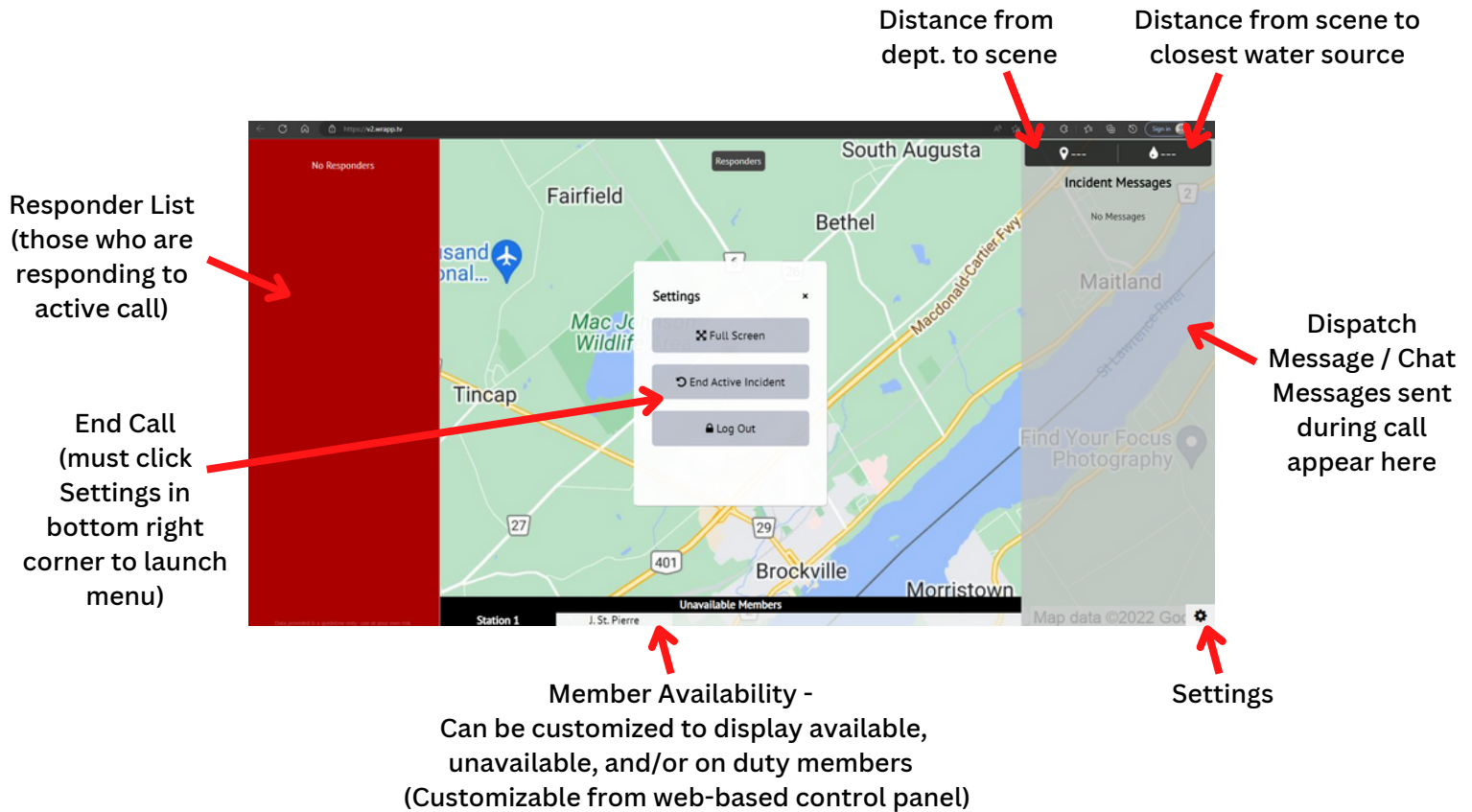Formulate custom messages here

Send Message



Set Responding Limits

Send Message that will override device volume

Cancel Message

Distance from dept. to scene

Distance from scene to closest water source

Responder List (those who are responding to active call)

End Call (must click Settings in bottom right corner to launch menu)

Dispatch Message / Chat Messages sent during call appear here

Member Availability - Can be customized to display available, unavailable, and/or on duty members (Customizable from web-based control panel)

Settings

## Formatting for Mapping and Navigation Features

If your department has a certain format they use for providing the incident address, please provide an example to us. We will create a custom filter for this format, and your mapping and navigation features will be automatically activated.

It is crucial that the information is sent to us in a consistent format each time to ensure the appropriate information is extracted from the message.

If you do not have a format in use, our general format is: Structure Fire – Fully involved (123 Main Street, Brockville Ontario, K6V 5V7). In this example, the round brackets are signifying the address our system needs to extract.

Please indicate to Who's Responding if you will be utilizing your own format, or wish to utilize the round bracket formula. Both options require configuration on our end.

## Support

If you have any questions, or require further support, please reach out to us!

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**Email**: support@fluentims.com