



## PRODUCT SHEET

# Octave OnCall field mobility solutions

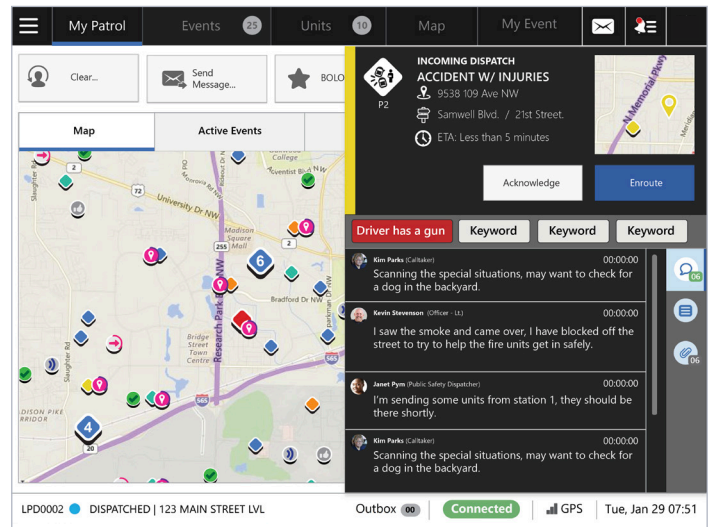


When faced with challenging situations, field responders and patrol officers need clear communication and instant access to critical information to act quickly and help save lives. They also need efficient record capture tools so they can spend less time writing reports in the office and more time building relationships in the community.

Octave OnCall (formerly HxGN OnCall) field mobility solutions enhance safety, performance and productivity by connecting mobile users with dispatch and records management systems (RMS) wherever they are.

By enhancing awareness, communication and coordination, OnCall's easy-to-use, task-focused mobile tools empower field personnel to make better, more informed decisions and complete workflows more quickly. They deliver the data dispatchers and supervisors need to keep teams safe and efficient.

With browser-based clients for in-vehicle devices and mobile apps for hand-held tablets and smartphones, OnCall field mobility solutions offer simplified administration and a user experience (UX) optimized for clear information display and fast, accurate user interaction. A consistent look and feel across tasks and devices helps reduce training time and allows personnel to easily move from response to updating events to gathering information for reporting.



Octave OnCall Dispatch Mobile Unit's task-focused apps enhance awareness, communication and coordination.

## Benefits

### Enhance safety and response

OnCall field mobility solutions improve data flows, communication and coordination so teams can take safe, effective action sooner. Direct connection gives users the broadest and most up-to-date information, allowing all parties to work together with common

understanding. Field personnel can run searches against dispatch operations, records and external data sources, and get real-time intelligence and event updates.

### Increase productivity

OnCall field mobility solutions increase productivity for field personnel, dispatchers and supervisors. The solutions deliver a UX optimized for devices with smaller form factors to provide clear information display and fast, accurate operation. The mobile apps also allow first responders to speed information capture and collect richer detail by leveraging the native capabilities of their hand-held devices, such as barcode scanning, GPS coordinate capture and speech-to-text notetaking.

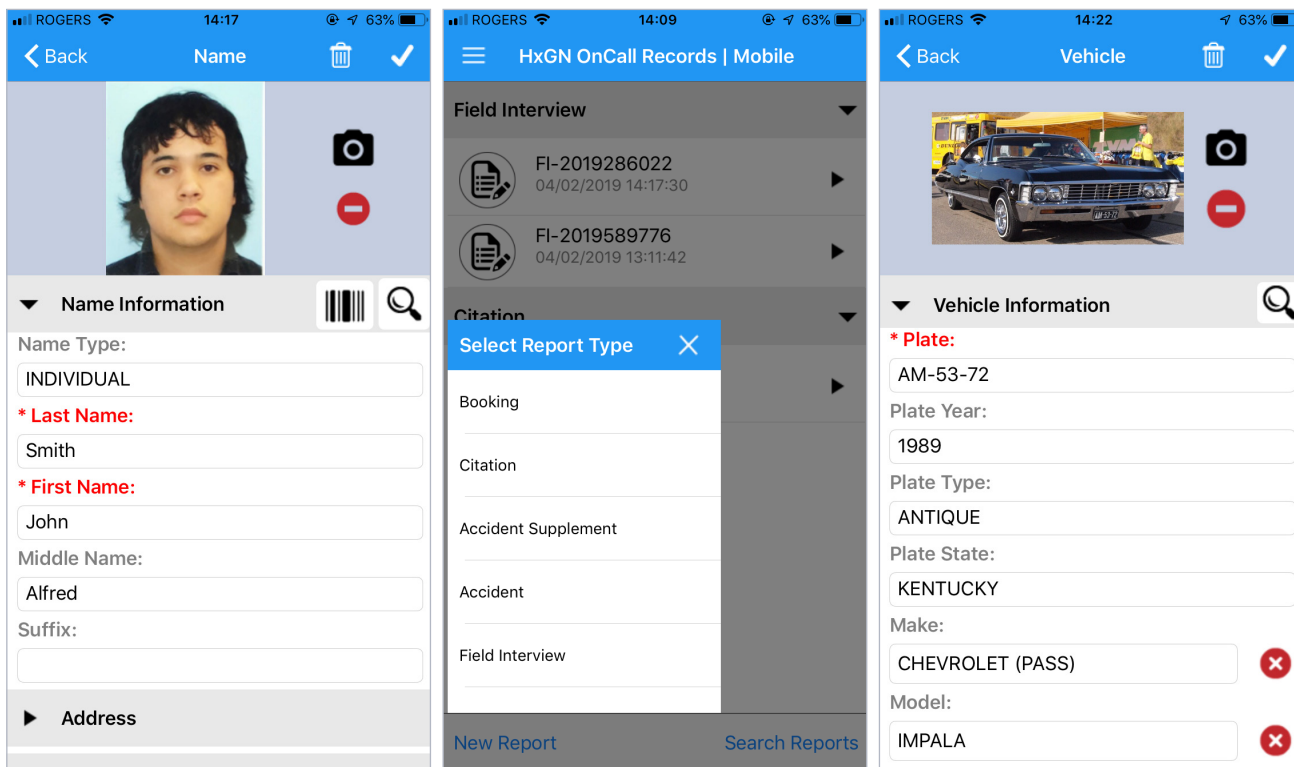
In addition to removing paper-based capture, connected operation allows field users to complete more tasks directly, removing process disconnects and duplicative work and speeding information flow. By enabling first responders to self-serve information requests, these mobile solutions reduce dispatcher workload and increase productivity and PSAP capacity. Supervisors can also monitor operations and optimize resource deployment by leveraging rich operational data from the field with OnCall analytics tools.

### Improve community engagement

OnCall field mobility solutions help improve visibility in the community by allowing officers to work in the field, not the station. By accessing background information via computer-aided dispatch (CAD) and RMS search, OnCall field mobility solutions empower personnel to discuss events and issues from an informed perspective and offer greater reassurance to the public.

### Simplify administration

Centralized deployment and control of OnCall's browser-based clients and mobile apps enable simplified deployment, administration and support. In-vehicle clients share the same administrative capabilities as Octave OnCall Dispatch (formerly HxGN OnCall Dispatch), avoiding duplicate tasks and ensuring steady application of business logic, such as access profiles. The hand-held mobile apps share consistent administration across incident response and patrol tools. OnCall also features configuration-based customization that allows agencies to adapt user interfaces (UIs), forms and workflows more quickly than solutions that require custom coding.



Octave OnCall Mobile helps officers capture descriptive data and issue reports on the scene.

# Features

## In-vehicle workflows

Octave OnCall Dispatch Mobile Unit (formerly HxGN OnCall Dispatch | Mobile Unit) and Octave OnCall Records Mobile Field Reporting (formerly HxGN OnCall Records | Mobile Field Reporting) support in-vehicle workflows for incident response and law enforcement. Both solutions feature optimized screen layouts and operations for smaller form factors with nighttime and high-contrast display and large buttons and menus that are easy to navigate when wearing gloves or while the vehicle is moving.

## Hand-held workflows

Octave OnCall Mobile (including Mobile Responder, Mobile Patrols and Mobile Accident Diagrams) provides streamlined response and law enforcement workflow access to field personnel using hand-held tablets or smartphones. Optimized for smaller form factors, OnCall Mobile ensures information is clear and agencies can operate tools quickly and accurately.

## Mobile response

OnCall Dispatch Mobile Unit is a browser-based client of OnCall Dispatch optimized for in-vehicle use. It enables first responders to follow live operations via event and unit monitors, run searches and queries, receive events and alerts from the control room and self-attach to events. Users can also update status and event information, make updates and cancel tow requests, and message and chat with units, individuals, devices, groups and dispatchers.

OnCall Mobile connects to the same live operational views and messaging, allowing responders operating both in and away from their vehicles to stay on top of event changes and share consistent situational awareness with the control room.

With either solution, chat-style messaging, group notifications and automated alerts also enhance communications. User updates and live feeds from the field, including person-level tracking, ensure control rooms are aware of personnel status and location no matter where they are.

## Field-based reporting

OnCall Records Mobile Field Reporting enables officers to start and complete complex record submissions from laptops. It also delivers fast and complete report entry and validation, combined with the ability to execute workflows and support business rules validation in Octave OnCall Records (formerly HxGN OnCall Records).

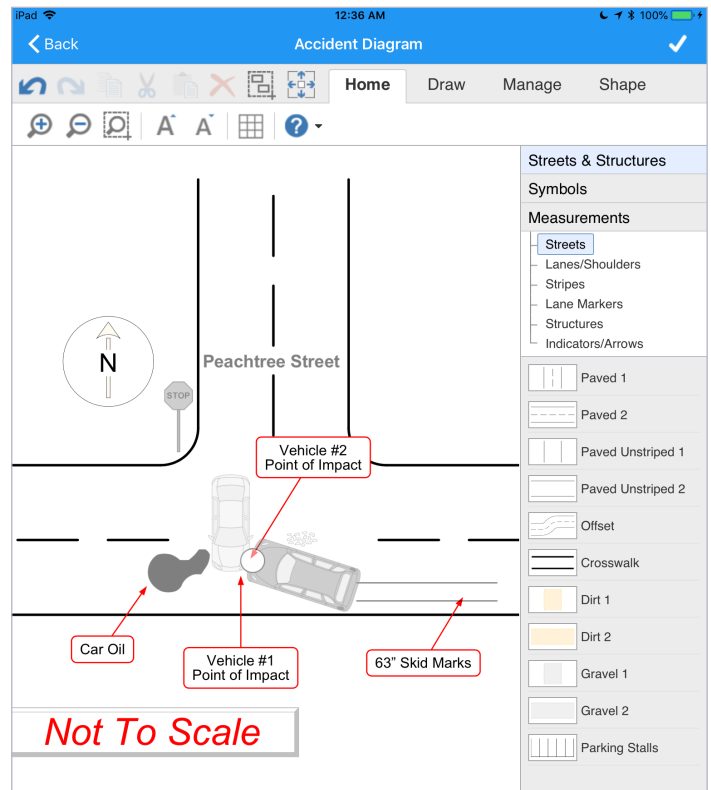
OnCall Records Mobile Field Reporting ensures records are correct during processing. OnCall Mobile apps also enable officers to begin and update data capture outside their vehicles with streamlined tools for personal smartphones.

## Accident Diagrams

After a traffic accident, OnCall Mobile allows officers to gather occupant and vehicle information, environmental conditions and contributing factors for open reports. They can use devices to diagram accidents and add vehicles, fixed objects (e.g., fire hydrants), signposts and other contributing factors (e.g., weather) to maps. Personnel can also collect essential personal information and associated charges during the booking process.

## Disconnected working

In areas with unreliable network coverage, support for connected and disconnected operation means users can continue working with cached information and post updates once back online.



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## External database query

With Octave OnCall Dispatch Informer (formerly HxGN OnCall Dispatch | Informer), mobility users can run searches against external databases, including state

and national information databases, such as the U.S.-based National Crime Information Center (NCIC).

### **Native device capabilities**

Hand-held workflow apps leverage native device capabilities to speed accurate data capture and add depth to records. For example, officers can scan a driver's license barcode to auto-populate personal details or record a narrative field interview and associate it with a person or vehicle. Users can dictate reports and record spoken field interviews to later transcribe and record text against appropriate data fields. Mobility solutions also allow personnel to capture and attach photos to reports and use their devices' GPS sensors to record accurate location information.

### **Person-level tracking**

Person-level tracking can extend to devices not associated with an Octave mobile solution. Using Octave OnCall Dispatch Tracker (formerly HxGN OnCall Dispatch | Tracker), agencies can process GPS streams from other devices for display in the CAD system's map view.

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*Octave OnCall field mobility solutions **increase productivity** for field personnel, dispatchers and supervisors.*

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More information at [octave.com](https://octave.com)

## **About Octave**

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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