

Resetting the Dispatch Numbers

Last Modified on 09/19/2025 4:05 pm EDT

Overview

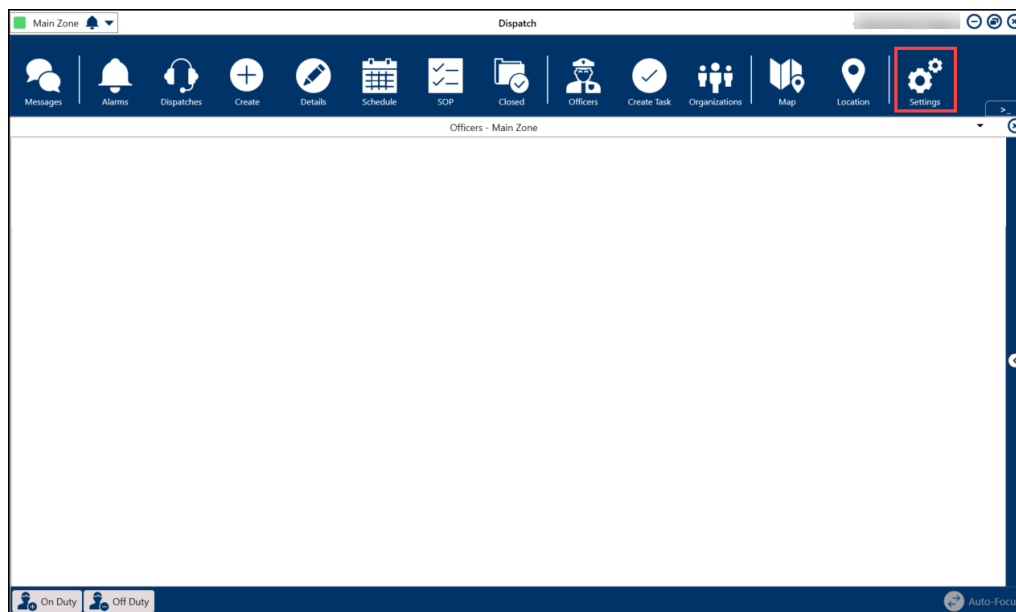
By default, dispatch numbers (the numbers automatically assigned to each dispatch as they're created) are reset daily. Once reset, the dispatch numbering restarts at 1.

Note:

*All times in Dispatch System Setting are stored in **UTC**. When using the **Daily** option to Reset Dispatch Numbers, the displayed time will be adjusted automatically to reflect Daylight Savings.*

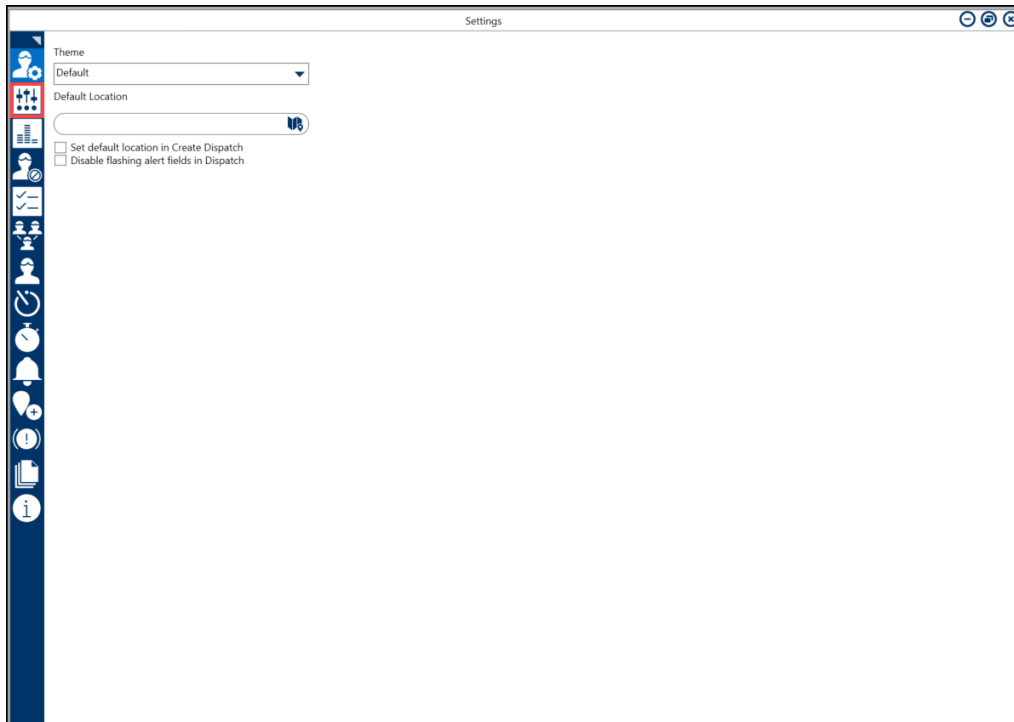
Navigation

1. From the **Home** screen, click the **Settings** icon.



Settings Icon

2. From the **Settings** screen, click the **System Settings** icon.



System Settings Icon

Resetting the Dispatch Numbers

1. From the **System Settings** screen, select a reset option from the **Reset Dispatch Number** dropdown menu.
 - Daily
 - Weekly
 - Monthly
 - Yearly

The screenshot shows the 'Settings' window in the Resolver application. The 'Dispatch Numbers' section is active. The 'Reset Dispatch Number' dropdown is set to 'Daily'. The 'Reset at' dropdown is highlighted with a red box and shows '12:05 PM'. The 'Reset time zone' dropdown is set to '(UTC) Coordinated Universal Time'. Below this, there are sections for 'Visual Alerts' (Officer Status, Organization Status, Dispatch Status, Task Status, Alarm Status), 'Closed Dispatches', 'Officer History', 'Auto-task Options', and 'Location Search Options'.

Reset Dispatch Number Dropdown Menu

- Enter a time the Dispatch numbers will reset in the **Reset at** field, use the **Increase** or **Decrease** arrows to adjust the time, or select a time using the dropdown menu.

This screenshot is identical to the one above, showing the 'Settings' window with the 'Dispatch Numbers' section. The 'Reset at' dropdown is highlighted with a red box and shows '12:05 PM'. The 'Reset time zone' dropdown is set to '(UTC) Coordinated Universal Time'. Below this, there are sections for 'Visual Alerts' (Officer Status, Organization Status, Dispatch Status, Task Status, Alarm Status), 'Closed Dispatches', 'Officer History', 'Auto-task Options', and 'Location Search Options'.

Reset at Field

- Select a time zone from the **Reset Time Zone** dropdown menu.

Settings

Dispatch Numbers

Reset Dispatch Number:

Daily

Reset at:

7:00 AM

Dispatch Number will reset tomorrow at the time specified

Reset time zone:

(UTC) Coordinated Universal Time

Visual Alerts

Officer Status

Available

Theme

Default

Color

☐ Bold

☐ Italic

☐ Underline

☐ Strikethrough

Preview

Organization Status

Cleared

Theme

Default

Color

☐ Bold

☐ Italic

☐ Underline

☐ Strikethrough

Preview

Dispatch Status

Assigned

Theme

Default

Color

☐ Bold

☐ Italic

☐ Underline

☐ Strikethrough

Preview

Task Status

Assigned

Theme

Default

Color

☐ Bold

☐ Italic

☐ Underline

☐ Strikethrough

Preview

Alarm Status

Received

Theme

Default

Color

☐ Bold

☐ Italic

☐ Underline

☐ Strikethrough

Preview

Closed Dispatches

Remove Closed Dispatches older than

30

 day(s)

Closed Dispatches will be removed from the Closed Dispatches panel at 12:00am when specified

Officer History

Remove Officer History records older than

90

 day(s)

Officer History records will be removed at 12:00am when specified

Auto-task Options

☒

 Auto Start and Arrive multiple dispatch tasks

☒

 Auto On Route when Available

Location Search Options

☒

 Enable Global Address Search

Reset Time Zone Dropdown Menu