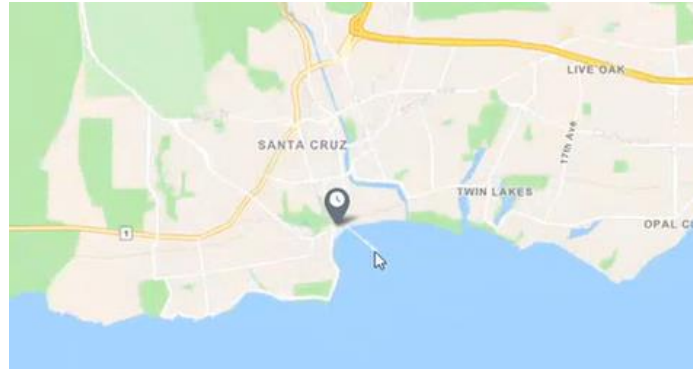# RapidDeploy RadiusPlus Version 5.6 Update

RapidDeploy RadiusPlus version 5.6 updates will provide vital supplemental information for telecommunicators to utilize. The update now allows telecommunicators to see a caller's location on the map before a 9-1-1 call is received at the PSAP; it will also display if the call has been answered by another NCT9-1-1 agency. This information will give telecommunicators immediate awareness that an incident is occurring within each agency's jurisdiction. This is achieved by receiving the caller's signal from their phone, which arrives before the voice call rings into the agency. This update will also provide the telecommunicator with Apple or Google device additional data, which may include Medical ID, emergency contacts, language preference, and emergency response areas.
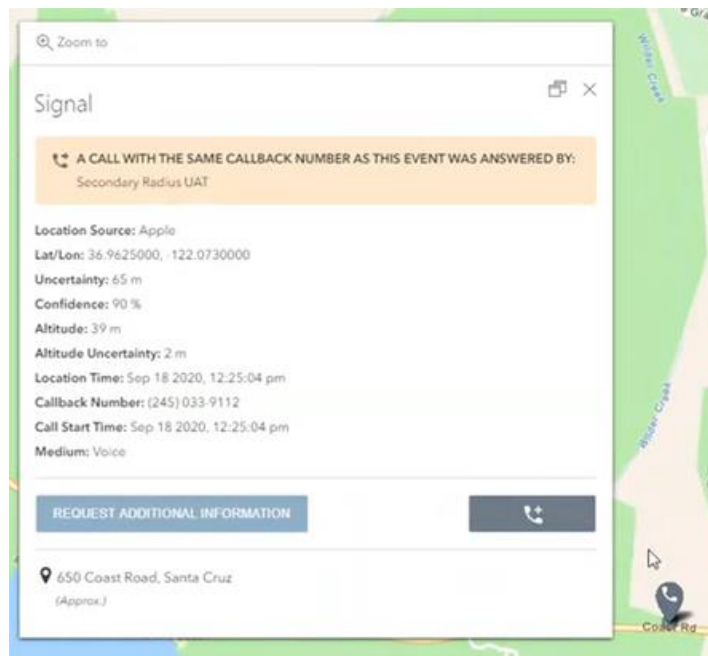
New Supplemental Information added to the Map

- See a caller's location plot on the map before a 9-1-1 call is received by the PSAP
- Map plot notification of a misrouted call within jurisdiction
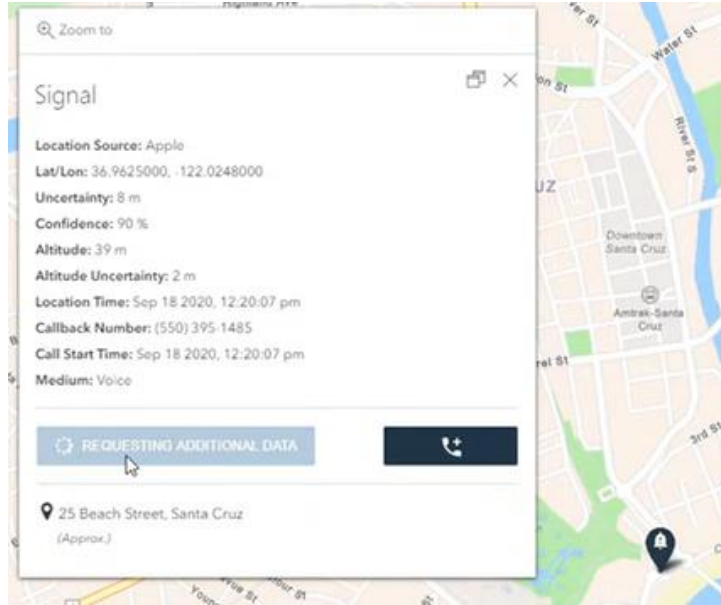- Receive relevant supplemental data from Apple and Google in real-time

A gray pin plots to show a signal has been received before the 9-1-1 call rings into a PSAP to be answered.

After the signal pin plots on the map, it will change to a darker gray pin once the signal data is available to view. It will provide all the same information as a normal 9-1-1 call and will also display if the call has been answered by another agency.

Telecommunicators can now access data available from Apple and Google Device in real-time by clicking the Request Additional Information Icon.

The following are examples of real-time data that could be available from devices.