KODIAK
Release 10.0.2

Dispatch User Guide

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As defined by the WEEE directive, this cross-out trash bin label means that customers and end-users in EU countries should not dispose of electronic and electrical equipment or accessories in household waste.

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Contact Us

The Solutions Support Center (SSC) is the primary contact for technical support included in your organization's service agreement with Motorola Solutions.

Service agreement customers should be sure to call the SSC in all situations listed under Customer Responsibilities in their agreement, such as:

• Before reloading software

• To confirm troubleshooting results and analysis before taking action

Your organization received support phone numbers and other contact information appropriate for your geographic region and service agreement. Use that contact information for the most efficient response. However, if needed, you can also find general support contact information on the Motorola Solutions website, by following these steps:

1 Enter motorolasolutions.com in your browser.

2 Ensure that your organization's country or region is displayed on the page. Clicking or tapping the name of the region provides a way to change it.

3 Select "Support" on the motorolasolutions.com page.

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Send questions and comments regarding user documentation to documentation@motorolasolutions.com.

Provide the following information when reporting a documentation error:

• The document title and part number

• The page number or title of the section with the error

• A description of the error

Motorola Solutions offers various courses designed to assist in learning about the system. For information, go to https://learning.motorolasolutions.com to view the current course offerings and technology paths.

Document History

Version	Description	Date
MN007062A01-D	• Updates in Video Streaming, Geofence and, Using the map sections • Added Patching, MCX talkgroup, Data Group features	March 2021

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Chapter 1

Introduction and Key Features

The Dispatch is a feature-rich browser-based application that enables organizations to manage daily dispatch operations effectively.

Dispatch allows PTT calling, locating fleet members, secure text and multimedia messaging, video streaming, status alerts, Simultaneous Sessions, Affiliation Monitoring, Remote Group Affiliation (REGA), user monitoring, managing alerts, view location history, manage geofence, manage area talkgroup,activate remote supervision, manage emergency, and indicates presence through an intuitive user interface. A dispatcher with Mission Critical package can affiliate a member to talkgroup and do simultaneous audio sessions on the monitored talkgroups. With the Mission Critical package, the dispatcher can also have access to multiple user roles and profiles assigned from the Central Admin Tool. The dispatcher can sign in from wherever the Internet connectivity is available and manage the activities for a set of mobile PTT users (also called fleet members) working in the field. Dispatch enables an organization to effectively manage the day-to-day dispatch operations and rapidly respond to incidents, emergency situations, customer requests, facility events, and other situations that require quick actions.

1.1
What's New in Release 10.0.2?

The following features are new in this release:

- Support for Patching to create configurable number of patches for interoperability across any talkgroups. Refer to Patching (Optional) on page 225
- Support for APX (ASTRO users) and APX Next or RadioNext for messaging. Refer to APX and Data Group on page 228
- Support for Locating LMR Users. Refer to Locating Fleet Members on page 179
- Support for MCX (very large) talkgroups. Refer to Contacts and Talkgroups on page 72 and Geofence on page 271
- 'Forever' check box on the Duration field in the On Demand Location to enable the no expiration of the On Demand Location rsequest. Refer to Location on page 263
- "No Recording" option under the Settings to disable the recording of the PTT calls. Refer to No Recording on page 151
- Distance Cadence and Throttle Time in Geofence. Refer to Location on page 263
- Support of additional speaker and microphone PTT accessories. Refer to Accessory Specifications on page 232
- Change in PTT Accessory part numbers. Refer to Accessory Specifications on page 232
- Support of ESRI On Prem as a map service. Refer to Using the Map on page 179

1.2
Key Features

The following are brief descriptions of the key features of Dispatch:

Contacts and Talkgroups

Contacts are also referred as fleet members. The dispatcher can establish a one-to-one call or send and receive Instant Personal Alert (IPA) to or from a contact. A dispatch talkgroup allows one-

to-many calls from the dispatcher to fleet members. Central Admin Tool (CAT) administrator manages the Contacts and talkgroups for a Dispatch. The dispatcher can assign most frequently used contacts and talkgroups to Favorites and can create My Talkgroup from Contacts and Talkgroups tab.

For more details, refer to Contacts and Talkgroups on page 72 Section.

PTT Calling

Enables dispatcher to start or end a Push-to-Talk (PTT) call, record a conversation, and see the talker identity. The Dispatch shows call activities during the call. The dispatcher can export and take backup of the details of call recordings in local PC. Dispatch supports two-way communication and manual commencement for the PTT call.

For more details, refer to PTT Calls on page 91 Section.

Instant Personal Alert

Allows dispatcher to send and receive an alert to and from a fleet member as a request to call back. Dispatcher can send and receive an IPA, when the dispatcher is in the Available state. Dispatcher can send an IPA only to a fleet member whose presence status is "Available" or "Busy (DND)". Dispatcher can send an IPA only to a single contact and does not allow sending to a group.

For more details, refer to Instant Personal Alert (IPA) on page 156 Section.

Locate

Allows dispatcher to locate the fleet members on the map. The dispatcher can locate multiple contacts or individual talkgroup at a time.

For more details, refer to Using the Map on page 179 Section.

Integrated Secured Messaging

Allows dispatcher to text, share multimedia content (Audio, file, image, and video) of supported formats and of specified sizes, and share location as an attachment to contacts and talkgroups.

For more details, refer to Integrated Secured Messaging on page 114 Section.

Broadcast Calling

Allows a designated broadcaster to make high-priority one-way calls typically used for making important announcements.

For more details, refer to PTT Calls on page 91 Section.

Monitored Talkgroups

Allows dispatcher to monitor up to 20 active talkgroups, join an existing active talkgroup call or initiate a new talkgroup call, can locate and send message to all talkgroup members and view the information of all the dispatchers in the talkgroup. If Simultaneous Session is enabled for the Dispatch then you can listen to all the calls of the talkgroups at a same time on the Monitoring window.

For more details, refer to Monitoring Talkgroups on page 165 Section.

Talkgroup Scanning

Allows communicating with a talkgroup that dispatcher monitors. Whenever a call is active on a talkgroup within the scan list, the dispatcher automatically joins and can take the floor, if desired. When the current call ends, the dispatcher joins the next active call in progress from the scan list. Talkgroup Scanning is available only to the Dispatch without Simultaneous Session.

For more details, refer to Talkgroup Scanning (without Simultaneous Session) on page 169 Section.

Map

Provides visual location information of the fleet members in the field and provides an option to allow dispatcher to make PTT calls or send message or send alerts to those fleet members, directly from the map.

For more details, refer to Using the Map on page 179Section.

Geofence

Allows dispatcher to assign an imaginary boundary to talkgroup on the map. When a fence is set for a talkgroup, the dispatcher and fleet member receives notification, whenever that fleet member crosses the fence.

For more details, refer to Geofence on page 200 Section.

Location History

Allows dispatcher to track the path which fleet member has traversed on the map in a specified duration. The dispatcher can select the fleet member and the duration to track their path.
For more details, refer to Location History on page 197 Section.

Presence

Availabilities for fleet members display on the Dispatch as presence. In addition, the fleet members who have the dispatcher as a contact can see the presence of the dispatcher. Presence status includes "Online", "Do Not Disturb", and "Offline".
For more details, refer to Real-Time Presence on page 229 Section.

Avatar

Allows dispatcher to change the profile picture of a contact from the list of avatars available in the Dispatch. By default, all contacts have an avatar assigned.
For more details, refer to Avatars and Tones on page 70 Section.

Voice Message Fall Back

Allows automatically record and deliver as a voice message, when the dispatcher attempts to make a PTT call and the call initiation fails because of all members in DND state or offline or busy or temporarily unreachable.

Alerts

Allows dispatcher to view and act on Instant Personal Alerts (also known as IPA or call-me alerts), Missed call alerts, status alerts, and Geofence alerts that fleet member sends.
For more details, refer to Alerts on page 156 Section.

Logs

Provides information about dispatcher recent activity on the Dispatch including alerts, PTT calls, audit logs, location reports, geofence logs, video logs, and audio recordings of recorded calls.
For more details, refer to Logs on page 241 Section.

Map Settings

Allows dispatcher to assign colors for the Contacts, Talkgroups, and Common members between talkgroups for easy recognition of the located member on the map.
For more details, refer to Map Settings on page 258 Section.

Location Settings

Allows dispatcher to select the durations of the contacts or talkgroups location, on demand, geofence, and location history. It also allows the dispatcher to set the distance of fence for tracking the member.

Location

Allows dispatcher to select the expiry period of a member on the map.

On-demand Location Update Interval Settings

Provides the location information of fleet members listed under contacts on the dispatcher demand at variable intervals. On-demand location offers the following types of location information retrieval for fleet members:

On-demand Location Period Settings

Enables dispatcher to select one or more fleet members and access their current location information.

Geofence Settings

Allows dispatcher to set the frequency at which the update notification is shown when the members are tagged with geofence. It also allows the dispatcher to set the distance and period to which fence is applicable for the members.
For more details, refer to Settings on page 252 Section.

Area Talkgroup

Allows a dispatcher to create a talkgroup with fleet members on the map. The dispatcher can call, send message (text, image, video, document, and location) to the area talkgroups. For more details, refer to Area Talkgroup on page 211 Section.

User Monitoring

Allows a designated dispatcher to monitor the current situation of a member who is not responding to dispatcher calls, IPAs, and messages. The dispatcher then can ambient listen and discreet listen to collect information of that member.

Ambient Listening

Allows dispatcher to activate the device Mic remotely and allows the dispatcher to listen to the surroundings of the member without knowing them and then take necessary actions like remote emergency and enable or disable the device. For more details, refer to Ambient Listen on page 219 Section.

Discreet Listening

Allows the designated dispatcher to listen to any call to and from the selected member without knowing them. For more details, refer to Discreet Listen on page 221 Section.

Disable or Enable User

Allows a designated dispatcher to remotely disable a specific device of a member. The disabled device of the member is no longer have access to PTT and other services until enabled. For more details, refer to Remote Disable or Enable Fleet Member on page 223 Section.

User Check

When the dispatcher selects user check, they can view information like the location of the member, presence status, battery status, emergency state, and signal strength of Wi-Fi or LTE on their device. For more details, refer to User Check on page 218 Section.

Emergency Call

Allows dispatcher to initiate on behalf of the fleet member and participate in the call if there is any life-threatening situation. The emergency calls in nature are always the top priority and preempt any ongoing call except another ongoing emergency call. For more details, refer to Emergency on page 109 Section.

Video Streaming

Allows dispatcher to initiate video streaming on the device of the fleet member. Dispatcher can request (confirmed pull) or demand (unconfirmed pull) fleet member for video streaming. If fleet members initiate the video stream, a dispatch shows a toast message to accept or reject the video stream. For more details, refer to Video Streaming on page 206 section.

Status Alerts

Allow dispatcher to receive status message from the fleet member and to know their quick status such as on-duty, on-route, busy, at-incident, off-duty. For more details, refer to Status Alerts on page 149 Section.

Simultaneous Session

Allows the dispatcher to monitor up to 20 talkgroups simultaneously with a separate audio stream for each monitored talkgroup with independent transmit and receive permissions. Also, up to five more dynamic sessions are available to allow for incoming and outgoing private, broadcast, quick group, ambient listening, discreet listening, and any calls that are not part of the Monitoring window. The simultaneous session allows dispatcher to mute, un-mute, and control the volume for each monitored talkgroup independently.

Affiliation

Affiliate to set of communication events to a given talkgroup by adding the talkgroup to the Monitoring window. If Affiliation is disabled, then you can Affiliate to a set of communication events by adding talkgroups to Monitoring window and assigning priority (Priority 1 to 3 or No Priority).

Affiliation Monitoring

The Affiliation Monitoring allows you to view the affiliated member list dynamically on a talkgroup or affiliated talkgroup for a contact.

Remote Group Affiliation

Remote Group Affiliation (REGA) allows the dispatcher to change the selected talkgroup of any of the Dispatch contact and join the conversations of that talkgroup.

Backup and Export

Allows dispatcher to take the backup of call recordings and secured messaged including the attachments along with its details. For more details, refer to Backup on page 272 Section.

Chapter 2

Hardware and Software Prerequisites

This chapter provides minimum hardware and software requirements for the Dispatch.

The Dispatch does not require administrator privileges for sign-in or usage.

2.1
Hardware and Network Requirements

Following are the minimum hardware and operating system that is required for the Dispatch.

- Processor: 2.1 GHz (minimum) Intel Core i5 or above
- RAM (Recommended): 8 GB (minimum)
- A standard sound card supporting a headset and speaker
- A single to multiple external output USB port to connect multiple speaker to a computer
- 8+ Mbps Data Connectivity

> **NOTICE:**
> Dispatch does not support touch events on touchscreen devices.
>
> If streaming video or simultaneous session feature is enabled for the Dispatch, then a minimum of 8+ Mbps data connectivity is required.

2.2
Software Requirements

Following are the software requirements for Dispatch:

- Windows 8.1/10 Pro or Enterprise 32-bit version
- Windows 8.1/10 Pro or Enterprise 64-bit version

2.3
Browser Requirements

Following are the supported browsers for the Dispatch:

- Chrome 45 or higher

- Firefox 76

> **NOTICE:**
>
> - Internet Explorer (IE) 11 is not a recommended browser for the Dispatch application. The older features may still continue to work.
>
> - Dispatch does not support Video Streaming feature in Internet Explorer (IE).
>
> - For Internet Explorer (IE), the compatibility view is not supported.
>
> - "InPrivate browsing" and "Enhance Protected Mode" is not supported on Internet Explorer (IE).
>
> - If any of the previously mentioned browsers do not support the Plug-in (NPAPI) and Extension in the future, then the Dispatch can not work.
>
> - An error message displays if dispatcher tries to access the Dispatch on the browsers other than the previously mentioned.
>
> - If you try to access the Dispatch on the OS other than previously mentioned OS, then the Dispatch may not load, and he dispatcher cannot operate the Dispatch.

2.4
Ensuring Correct Display of the Website

To view the Dispatch application correctly, make sure that you configure the website setting as explained here.

Enabling pop-ups

Some of the Dispatch related links open in the new browser window. Make sure that you enable browser pop-ups to access those links.

Reset Zooming

To display the Dispatch properly, make sure that the browser you are using has a zoom setting of 100%. To reset the zoom to 100%, press CTRL+0 (zero) on your keyboard.

2.5
Network Requirements and Settings

The minimum network requirement needed is 8+ Mbps Data Connectivity. To avoid the network failure-related issues while using Dispatch, open the firewall settings for the following IP categories in Port 80, 8080 and 443 for outbound traffic.

- The range of sub-netted IP address belongs to Production Server set up
- The range of sub-netted IP address belongs to Production Geo set up
- The range of sub-netted IP address belongs to load balance server of the Production Server set up

- The range of sub-netted IP address belongs to load balance server of the Production Geo set up.

> **NOTICE:** The ports 443 and 80 must be open to both install plug in and launch the Dispatch. To establish a connection with the PTT server, the dispatch does not support authenticated HTTP/SOCKS proxies. The communication path between Dispatch and the PTT server uses a TLS connection.
> Firewall and Proxy should be set up correctly for server IPs and port 443, 8080. If you have not verified your firewall or proxy settings, you may end up with an Unsuccessful sign in or Activation Failure error or network down error. File download must be enabled in Internet Explorer.

2.5.1
Enabling File download option

When and where to use: To check or enable the File download option, do one of the following steps:

Procedure:

1 For Chrome browser, click **More** → **Settings** → **Advance.**→ **Downloads** . Click **Change** and select where you like to save the files.

2 For Internet Explorer, click **Tools** → **Internet Options** → **Security.**. Click **Custom level**.

3 Click **Custom level**.

4 On the Settings work area, scroll down to Downloads and ensure that the File download option is enabled as shown.

5 For Firefox, click **Library** → **Options** → **Downloads.**

   - Click the **Browse** button to change the downloads location.

   - Select the **Always ask you where to save files** check box to allow you to choose the download location for each download.

Chapter 3

Getting Started

When the corporate administrator creates a dispatch account with a user ID (email ID) for you, you receive an email in your registered email ID to choose a password and continue to sign in. Dispatch does not require administrator privileges for installation or usage.

3.1
Signing in to Dispatch

To get access to the Dispatch, click the link received in the registered email ID.
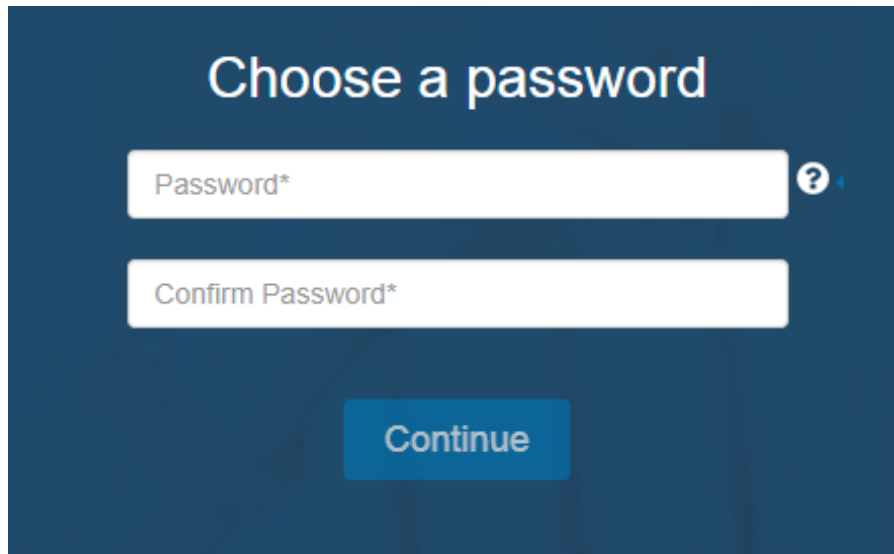
Figure 1: Sign in Mail
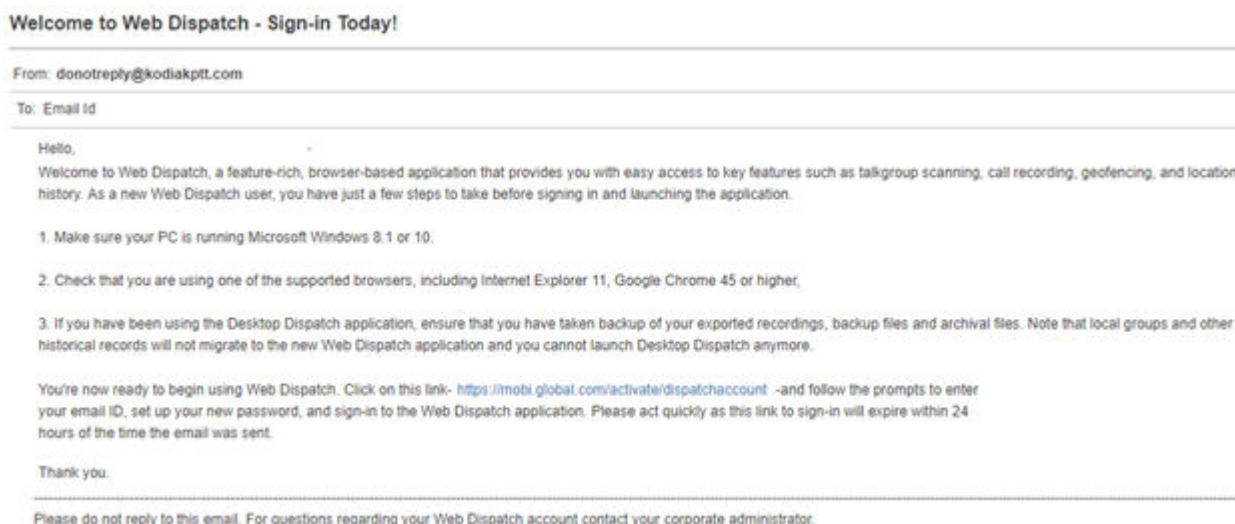
When you click the link, a cookie page displays. Select your preferences. A choose password page to choose the password displays. The password must meet the minimum requirements of password policy of Dispatch. If the passwords chosen do not match the password specification, then an error displays. The password must meet the following minimum requirements:
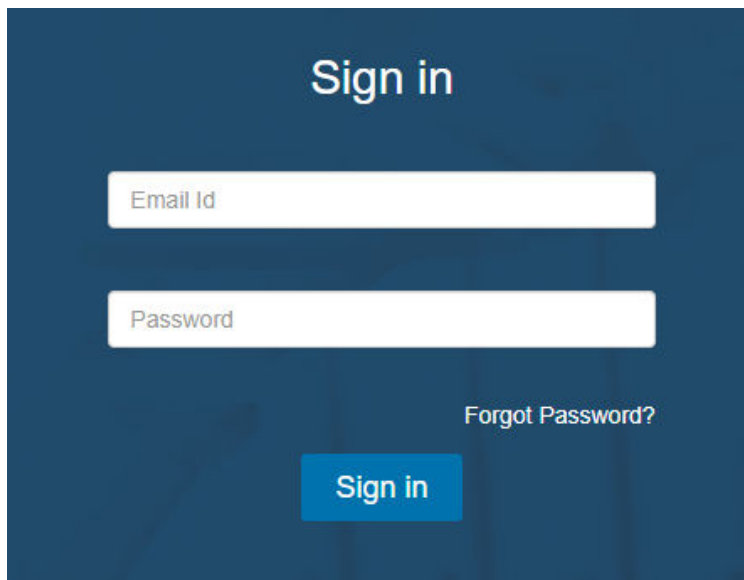
1 Six characters

2 One lower case letter between a to z

3 One upper case letter between A to Z

4 One number between 0 to 9

5 One of these special characters @#$%^&+=

Figure 2: Choose Password

Once you choose the password, click **Continue**.

Figure 3: Sign In Page

Enter the sign-in credentials and follow the steps to install the Dispatch Plug-in. For more information, refer to section of this document.

3.2
Cookies

Whenever you sign in to the Dispatch, a pop-up block displays to choose your browser preferences. When you sign in to Dispatch in a browser, that uses cookies; it remembers your registered sign-in password details and language preferences. It is mandatory to accept the cookies to use Dispatch.

When and where to use: To choose your browser preferences, follow these steps:

Procedure:

From the cookies page

- Click **OK** to remember the browsing cookies.

- Click **"What are cookies?"** to know about the cookies used by KODIAK

3.3
End User License Agreement

When you sign in to the Dispatch, an End User License Agreement (EULA) window displays. Review the terms of the license agreement. If the Dispatch supports any other language, you can change from the Language drop-down in the EULA window. To continue use of the Dispatch, agree on the terms of the license agreement.

While you are signed in to the Dispatch and if there is any change in the EULA, the EULA window pops-up.

3.4
Take a Tour

Take a tour shows the basic features and demo of the application. A Take a Tour page displays when you sign in to the Dispatch. Clicking **View Tour** takes you to the basic operation of the Dispatch. Use the Next icon to view the demo and their introductions. You can click the **Close** icon to cancel the Take a Tour view.

If you do not want Dispatch to display the Take a Tour page, whenever you sign in, then select the check box "Don't show again" and click the **Close** icon.

NOTICE: Take a Tour is optional and shows only if enabled for the Dispatch.

3.5
Desktop Notifications

Desktop notifications notify you for any alerts that you receive from the fleet members. A "Show notification" pop-up displays as shown when you sign in to the Dispatch for the first time.

Figure 4: Desktop Notification
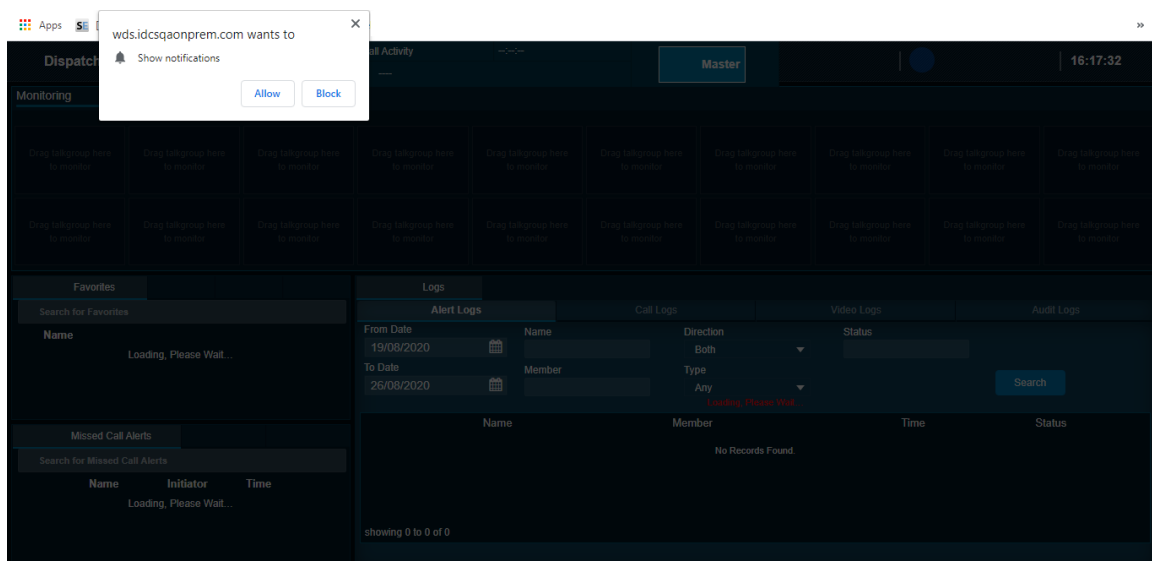
If you choose Allow or Block, the desktop notifications are either shown or blocked respectively, when your Dispatch browser is in minimized mode or not on the active tab. You can also choose to stop the

desktop notification from the Settings on page 252 in the Dispatch. A sample screen shows the incoming call. Similar notifications are shown for incoming messages, alerts, and alert reminders.

Figure 5: Desktop Notification- Incoming Call Alert

3.6
Signing out from Dispatch

To sign out from the Dispatch, click the **Sign Out** button by clicking **Dispatcher** profile on the top right-hand corner of the Dispatch header.

Figure 6: Sign out
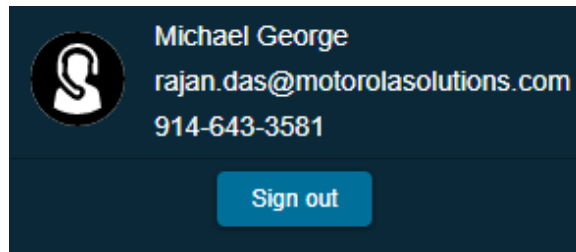
> **NOTICE:** If during an ongoing call you try to sign out from the Dispatch, a confirmation message stating, `Call is in progress. Confirm Sign out` displays.

At the time you are signed in to the Dispatch and if your user ID has been changed from the Central Admin Tool then, Dispatch signs out forcefully. A message displays as "`Your user ID has been changed and hence forcefully logged out. Verify your account and sign in with the new User ID`". You receive an email in your newly registered email ID with a link to verify the account. Refer to the Signing in to Dispatch on page 35 section of this document and follow the procedure.

3.7
Password Management

The password management allows you to change or reset the sign-in password of your Dispatch.
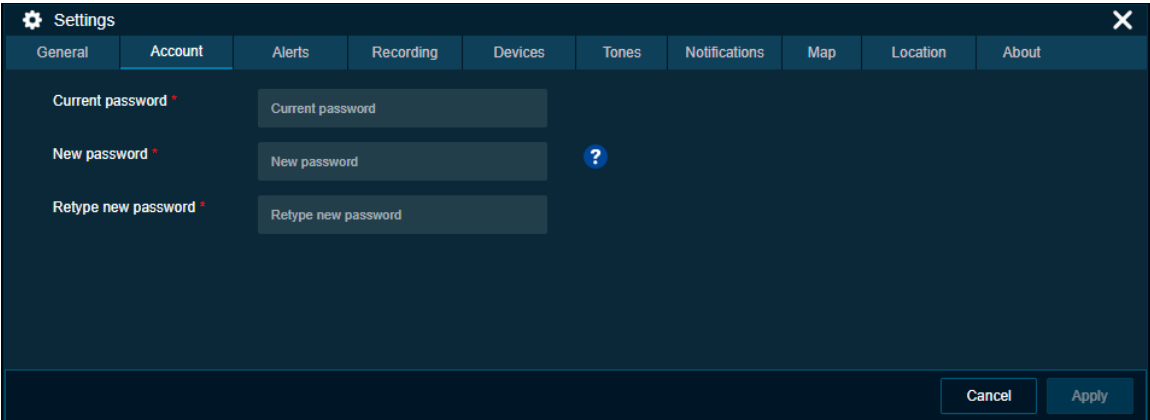
3.7.1
Change Password

You can change the password anytime while you are signed in to Dispatch from the Account Settings. To change the password from the Settings, follow these steps:

Procedure:

1 Click the **Setting** icon in the header. A Setting window opens below the Monitored Group Activity window.

2 Click the **Account** tab.

3 Enter the current password.

4 Enter the new and retype the password in the box.

Figure 7: Change password

- Click **Apply** to change the password
  .

- Click **Cancel** to cancel the action.
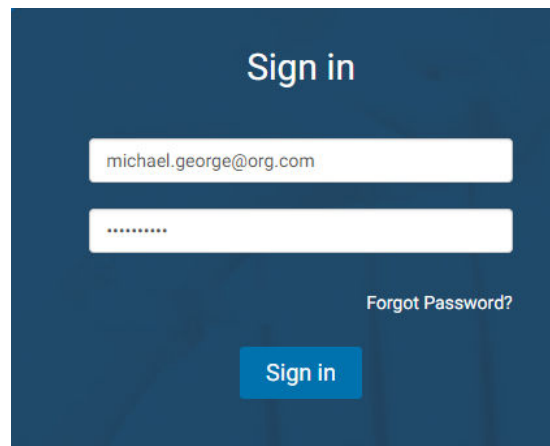
3.7.2
Forgot Password

If you have forgotten your password, then you can reset it by clicking the "Forgot Password" link on the sign-in page of the Dispatch. To reset the password, follow these steps:

Procedure:
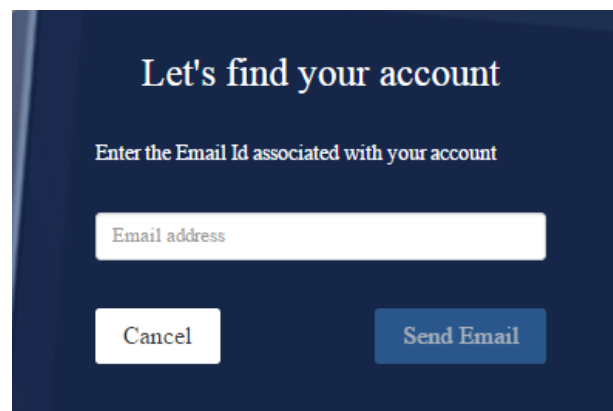
1 From the sign-in page of Dispatch, click **Forgot Password.**

Figure 8: Forgot password
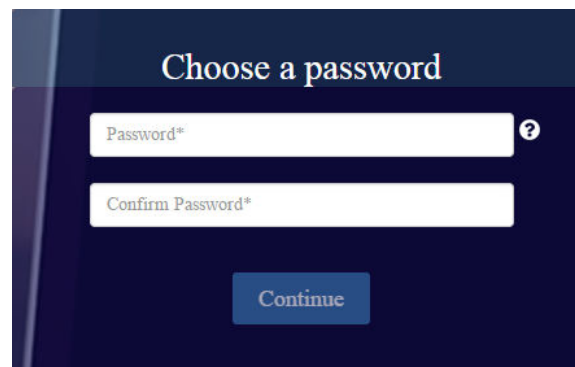
2 Enter the email ID associated with your account in the dialog box.

Figure 9: Enter Registered Email ID- Forgot Password

3 Enter the registered email ID and click **Send Email**.

4 If you did not receive the mail, click **Send it again**.

5 Click the link received in your email ID.

6 To reset the password, enter the new password.

Figure 10: New Password Window- Forgot Password

7 Sign in to Dispatch with the new password.

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3.7.3
Reset Password

If you have forgotten your dispatch account sign-in password, then the corporate admin can reset. A reset password link is sent to your registered email ID. To reset the password, click the link and follow the steps.

3.8
Blocked Account

If you attempt to sign in to Dispatch with wrong passwords more than three times then your account can be blocked temporarily.

Figure 11: Account Blocked- Multiple Password Attempt Fail
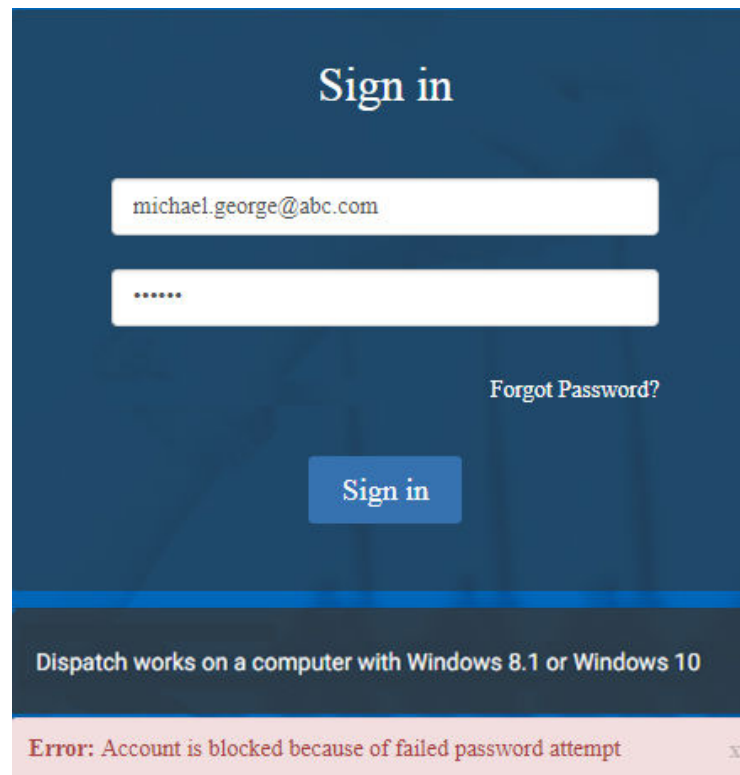
To unblock the account, click , or contact your administrator.

3.9
Dispatcher Signing in More than One Session

When you try to access the Dispatch with an already active sign-in session, then a dialog box displays with a text "`You are already signed in from a different computer. Proceeding here sign out all other instances. Would you like to proceed?`". Click **Proceed** to sign out the existing active session and sign in to new session. If you do not want to continue, click **Cancel**.

Chapter 4

Dispatch Plug-in

A Dispatch Plug-in is required to sign in and access the Dispatch.

4.1
Install Dispatch Plug-in

Install Dispatch Plug-in on your windows PC to use the Dispatch.
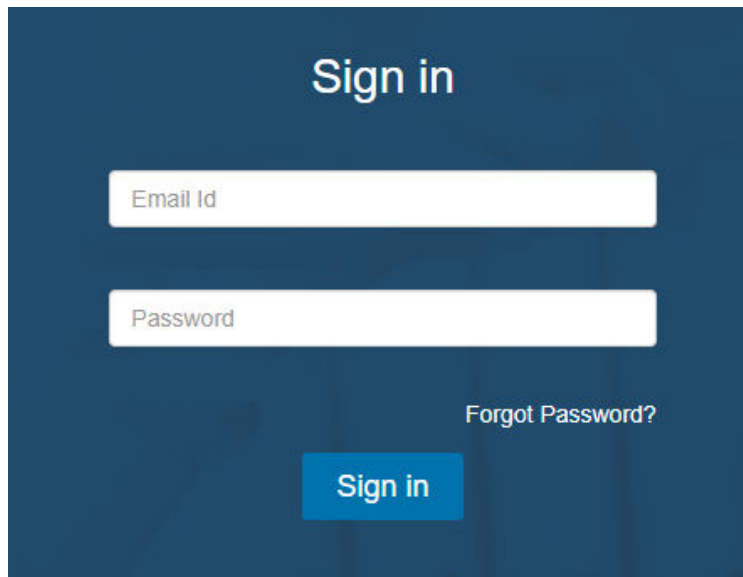
4.1.1
Installing Dispatch Plug-in

When and where to use: To Install Dispatch Plug-in, follow these steps:

Procedure:

    1   Enter the sign-in credentials and click **Sign in**.

    Figure 12: Dispatch Sign In Page

On sign-in, dispatch asks you to install Dispatcher Plug-in and add Dispatcher Plug-in extension to the browser.

In your Chrome browser, follow these steps:

An Add Chrome Extension pop-up block displays.

Figure 13: Add Chrome Extension

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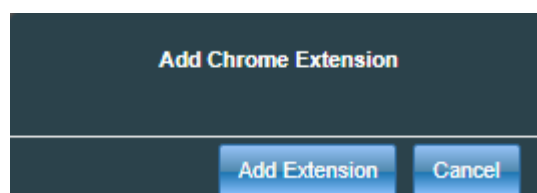
2 Click **Add Extension** to add the Dispatcher Plug-in extension to your chrome browser.
If you do not want to add the extension, click **Cancel** to cancel.

3 Clicking **Cancel** shows an error message Chrome extension is required to rune application.
```
Please install and add extension. Plug-in is downloaded to your system.
Please install plug-in. You have to close the browser and reopen to
sign in.
```

4 Clicking on **Add Extension** opens a new tab that adds the Dispatcher Plug-in extension to the chrome browser. At the same time, the Dispatcher Plug-in file download starts.

Figure 14: Add Extension to Chrome

5 Click **Add to Chrome**. An "Add Dispatcher Plug-in" pop-up block opens.

6 Click **Add extension**.

Figure 15: Add Extension Pop-up Block
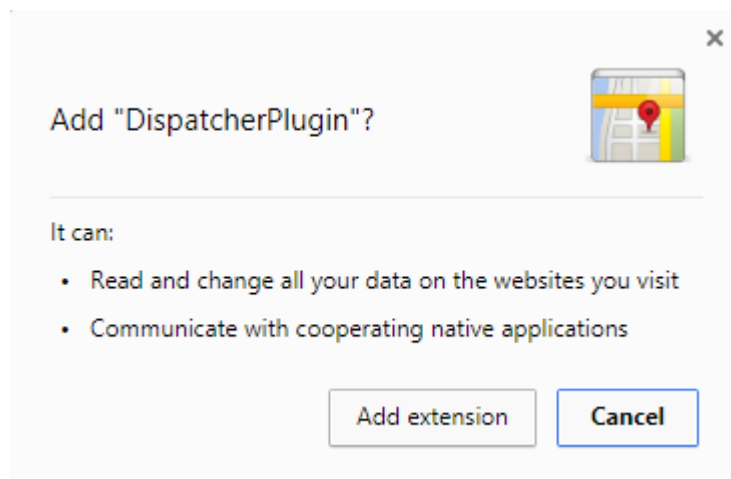
7 A success message displays.

Example:

Figure 16: Extension Added to the Chrome
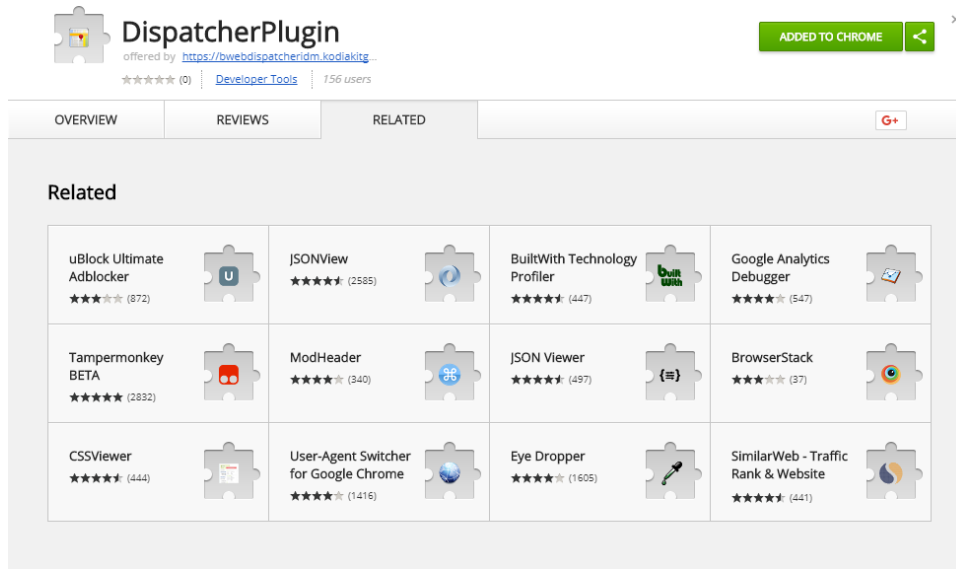
Extension Added to Chrome

> **NOTICE:** Make sure that you do not use the browser in "Incognito mode" of the chrome when accessing the Dispatch for the first time.

4.1.2
Using Internet Explorer (IE) to sign in to Dispatch

When and where to use: If you are using Internet Explorer (IE) to sign in to Dispatch, follow these steps:

Figure 17: Add Plug-in pop-up block- IE
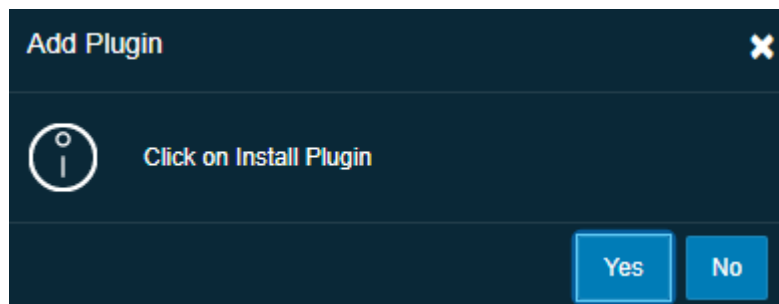
Procedure:

1 An Add Plug-in pop-up block displays.

2 Click **Yes** to install the Plug-in.
If you do not want to install the plug-in, click **No**.

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3 A confirmation message with a pop-up block displays asking you to run or save the installer file into your windows PC. Run the installer file once downloaded and saved.

> ✎ **NOTICE:** Make sure that the Internet Explorer add on for the "KODIAK Dispatch Plug-in" is enabled.
>
> Make sure that Java Script is enabled in the Internet Explorer.

4.1.3
Checking the add-on settings for Plug-in

When and where to use: To check the add-on settings, do the following:

Procedure:

1 In the Internet Explorer, click the **Settings** icon.

2 Select the **Manage add on** options.

3 In the Manage Add on window, check the status of the "Dispatch Plug-in."

If the Plug-in status is disabled, right-click and change the status to enable.

Run the installer file once downloaded or saved to the local PC.

Figure 18: Dispatch Plug-in Setup
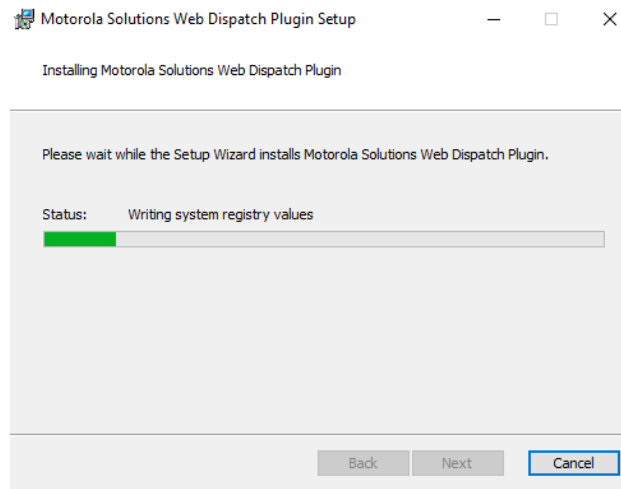
Figure 19: Dispatch Plug-in Installer
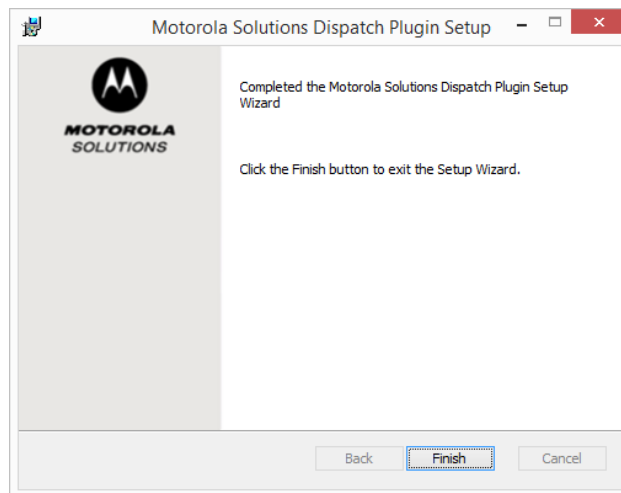
4 Click the **Finish**.

4.2
Uninstall Dispatch Plug-in

You can uninstall the Dispatch plug-in from your PC.

To uninstall the Dispatch Plug-in, follow these procedures:

From the Control Panel

If you are using Windows 8.0/8.1:

Click **Control Panel→ Programs→ Programs and Features**.

If you are using Windows 10:

Click **Start→ Control Panel→ Programs→ Uninstall a program**.

Select Dispatch Plug-in and click **Uninstall**.

Figure 20: Uninstall Dispatch Plug-in
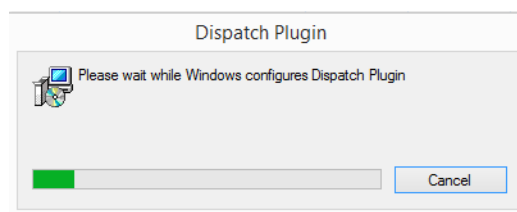
NOTICE: The Dispatch Plug-in is mandatory for the Dispatch to operate.

4.3
Upgrading Dispatch Plug-in

When an updated version of Dispatch Plug-in is available, a pop-up block appears on your monitor screen informing you that an upgrade is available as shown.

When and where to use: To upgrade the Dispatch plug-in, follow these steps:

Figure 21: Dispatch Plug-in Upgrade Notification
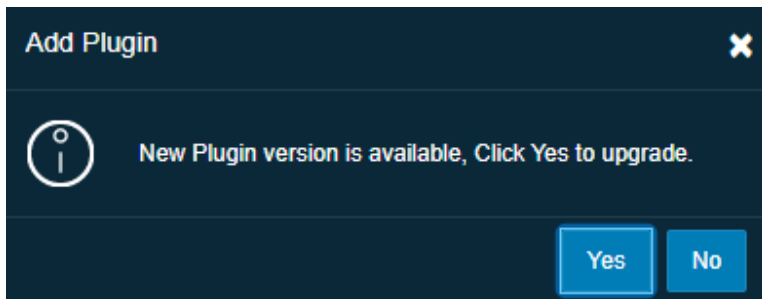
Procedure:

1   Click **Yes** to start the Dispatch Plug-in upgrade process. A pop-up block appears to indicate that Plug-in is downloaded. Click **OK.**

   Figure 22: Dispatch Plug-in upgrade Confirmation
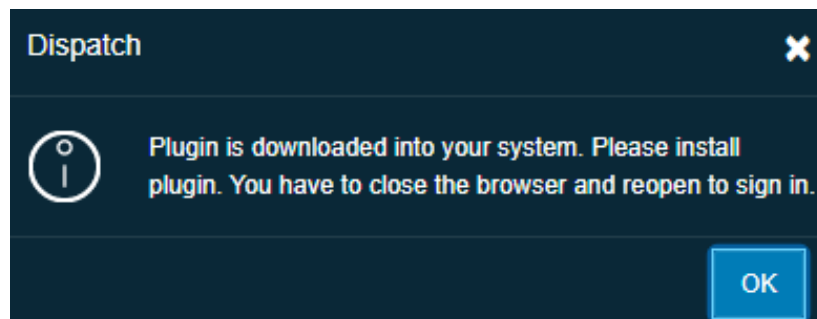
2   Clicking **No** shows an error message "`Latest Plug-in is required to run application. Install Plug-in`" and you cannot sign in until the latest dispatch Plug-in is installed.

   📝   **NOTICE:** Close the Dispatch sign in browser tab before you run the Dispatch Plug-in installer file.

3   Run the installer file once downloaded and saved.

   Figure 23: Dispatch Plug-in Setup
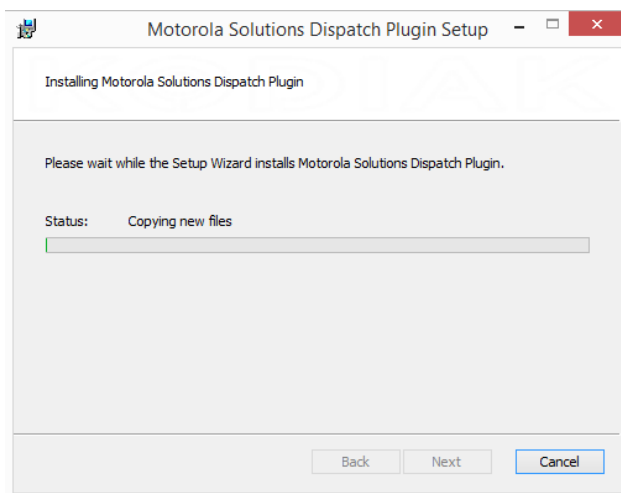
4   Click the **Finish**.

Figure 24: Dispatch Upgrade Plug-in Installer
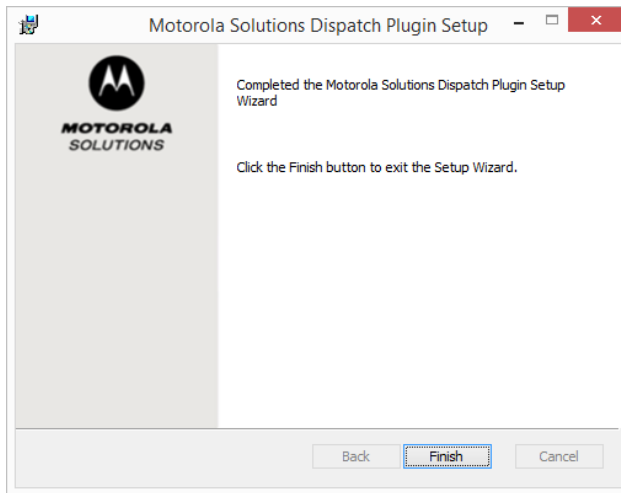
5 Sign in to the Dispatch with your credentials.

Chapter 5

Navigating the Dispatch

This section helps you get familiar with how to navigate the Dispatch.

5.1
Navigation Areas

The Dispatch consists of the following major navigation areas (also called windows):

- Alerts

- Area Talkgroups

- Contacts and Talkgroups

- Geofence

- Location History

- Logs

    - Alert logs

    - Activity Logs

    - Call logs

    - Geofence Logs

    - Location Reports

    - Video Logs

- Maps

- Master Call Activity

- Messages

- Monitoring

- My Calls (with Simultaneous Session feature)

- Settings

    - About

    - Account

    - Alerts

    - Devices

    - General

    - Map
    Default Color Settings

    Manage Talkgroup Color Settings

    Auto Zoom

    - Location
    Geofence

    On-demand Location Settings

    Location Expiry

Map Center

Area Talkgroup Radius

Use Google Map for Location History traversed path

- Notifications

- Recordings

- Tones

The following screen shot points to each of the major areas on Dispatch:

Figure 25: Dispatch Layout- without Simultaneous Session
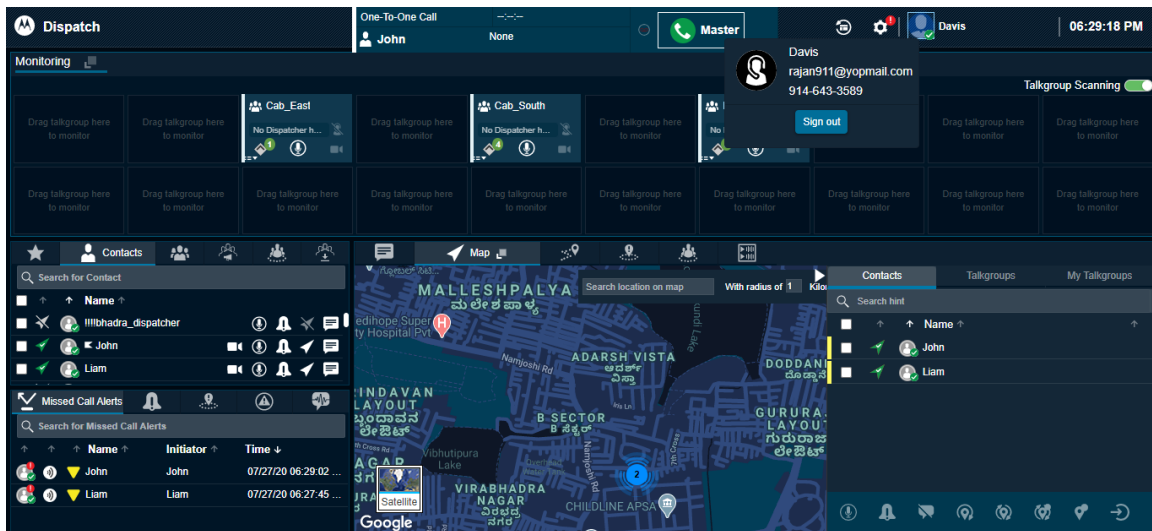
Figure 26: Dispatch Layout- with Simultaneous Session
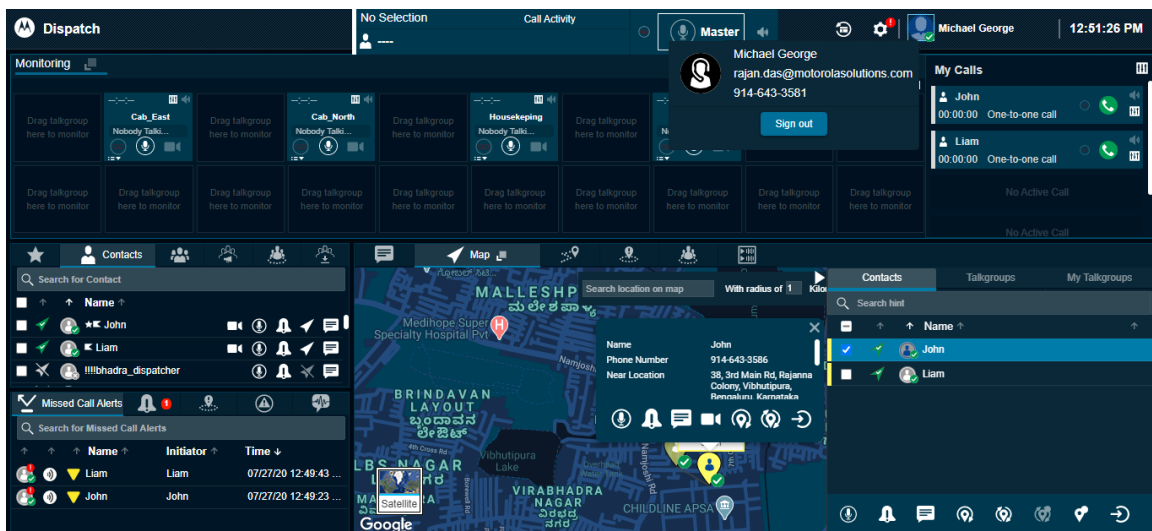
5.2
Docking/Undocking

You can dock or undock the Dispatch window. When you dock a window, it is part of a larger window. You can move an undocked window around the screen or even drag onto another display monitor.

The following figure shows that all windows docked.

Figure 27: Docked window
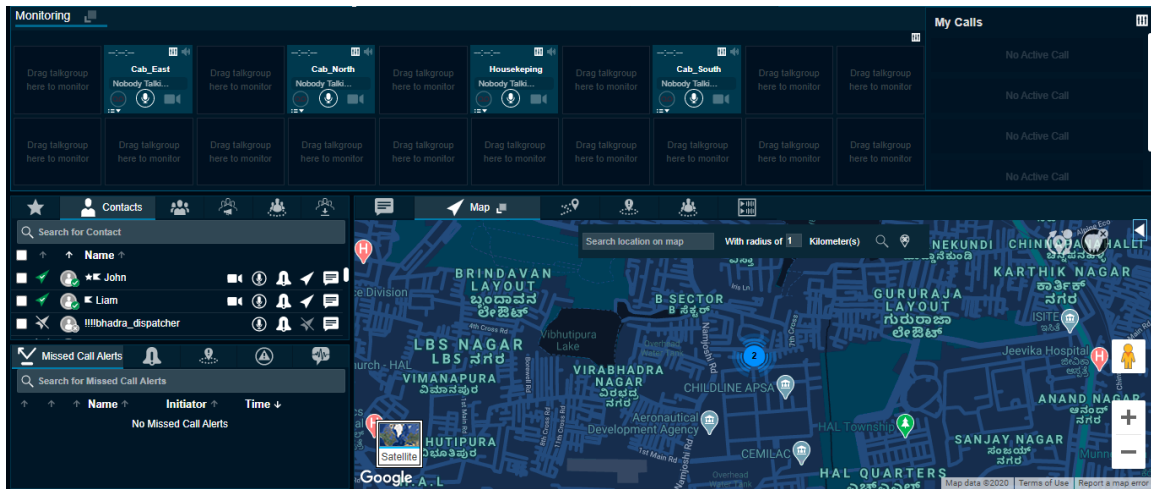
To undock click the dock-out icon in the title bar of the window you want to undock. In the figure below, two windows are shown undocked: Monitoring along with My Calls and Map. You can move the undock window, minimize, and maximize. Click **Close** button to dock back to the main window.

> **NOTICE:** Make sure that you disable or turn off the pop-up blocker on the browser to undock the windows.

You can only undock Map and Monitoring along with My Calls Windows.

Do not duplicate the undocked window. Duplicating the tab creates a blank page.

Figure 28: Undocked windows
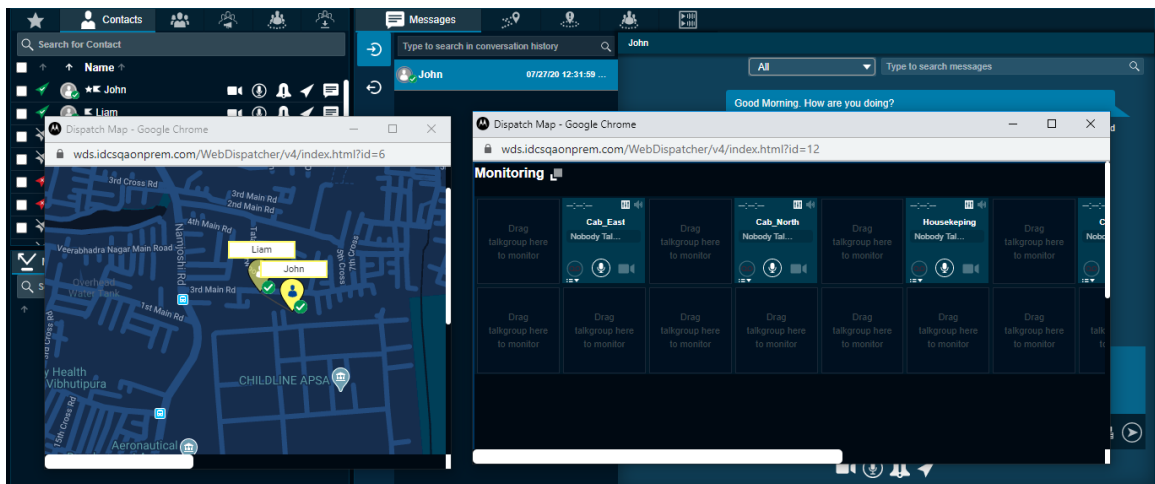
To dock a window back to its original position, click the **Close** icon of the window. To dock all the windows back to their default position, reset the layout as explained in the next section.

5.3
Resetting the Layout

If you have undocked the windows on the Dispatch, you can easily reset the layout to its default factory display by following the steps.

The following image shows the location of the reset layout option:

Figure 29: Reset layout option

When and where to use: To reset the layout, follow these steps:

Procedure:

Click the **Reset Layout** icon on the right side of the Dispatch (as shown in the image). A confirmation message `Do you want to revert back to the default layout?` appears.

- Click **Yes** to reset to default layout
  .
- Click **No** to leave the layout unchanged.

5.4
Help

The help option of Dispatch in the header provides you the links to the various documents such as user guide. When you click the help option, a new web page opens where you can find all the documents related to the carrier. Enabled the browser pop-ups to access the help link.

5.5
Scrolling

If you are viewing a list that has more entries to display on the screen at one time, you can drag the scroll bar up or down to view the entire list.

5.6
Icons

The following table lists the Dispatch application common icons.

Table 1: Dispatch Icons

Icon	Description
	Presence status of the fleet member is "Available"
	Presence status of the fleet member is "Do Not Disturb"
	Presence status of the fleet member is "Offline"
	Location of the fleet member is available

Icon	Description
	Location of the fleet member is not available
	Location of the fleet member is expired
	Instant Personal Alert Tab
	Favorites Tab
	Message Tab
	Message Not Allowed
	Locate
	Location Not Allowed
	Make a Call
	Geofence Tab
	Broadcast Group
	Talkgroup
	My Talkgroup
	Create My Talkgroup or Add to existing My Talkgroup

Icon	Description
	Rename My Talkgroup or Remove Member from My Talkgroup
	Delete My Talkgroup
	One-to-One call
	Talkgroup call
	Broadcast Group call
	Quick Group call
	Push to Talk Floor Control Button when you take the floor
	Push to Talk Floor Control Button when the a fleet member tkes the floor
	Push to Talk Floor Control Button when the floor is idle
	Push to Talk Button when Voice Message Fall Back occurs
	Record Manually
	Record Disabled
	Record Always
	Stop Call Recording

Icon	Description
	End Call
	End Call Disabled
	Dispatcher on Call in Call Activity window
	Missed Call Alerts tab
	Status Alert tab
	Geofence alert
	PTT Call Alert
	Video Call Alert
	Alert is "Unattended"
	Alert is "Parked"
	Alert is "Completed"
	Alert is "Attended"
	Alert "Expired"
	Alert "Expiring"

Icon	Description
	Remove talkgroup from Monitored Talkgroup Category
	Indicates that Talkgroup Scanning is set to normal for a talkgroup.
	Indicates that Talkgroup Scanning is set to monitor only for a talkgroup.
	Indicates that Talkgroup Scanning is set to no priority a talkgroup.
	Indicates that Talkgroup Scanning is turned on for a monitored group. The scanning priority you set for a group displays next to this icon.
	Indicates that Talkgroup Scanning is paused for a monitored group.
	On Call List Processing
	Dispatcher on Call list fetch error
	No Dispatcher on call
	Other Dispatcher on call
	Self-dispatcher on call
	Refresh Dispatcher List
	Talkgroup Scanning off
	Talkgroup Scanning on
	Your presence status is "Online"

Icon	Description
	Your presence status is "Do Not Disturb"
	Reset Layout
	Allows you to filter on any type of Log file
	Search (Logs)
	Reset Filter (Logs)
	Export Recorded Call
	Backup Pending
	Export
	Outgoing (Call logs)
	Incoming (call logs)
	One-to-one Missed Call Alert
	Talkgroup Missed Call Alert
	Quick Group Missed Call Alert
	Broadcast Group Missed Call Alert

Icon	Description
	My talkgroup Missed Call Alert
	One-to-one Video Missed Call Alert
	Talkgroup Video Missed Call Alert
	One-to-one Missed Video Call Alert
	Talkgroup Missed Video Call Alert
	Operation Logs
	Administration Logs
	Network Logs
	Previous Page
	Next page
	Calendar
	Forward Message
	Location Share
	Attach Files

Icon	Description
	Attach Picture
	Attach Audio
	Attach Video
	Record Audio
	Attach Document
	Location Confirmed Attachment
	Download Attachment
	Download Audio
	Pause Audio
	Play
	Download Image
	Close Full View
	Play recorded voice in Messages
	Confirm Location (Message)

Icon	Description
	Quick Text
	Voice Recording Stopped
	Urgent Message
	Details (Message)
	Clear all located fleet members from Map
	Clear searched location in Display Find Location
	Stop location refresh for selected fleet members
	Zoom in on the map screen
	Zoom out on the map screen
	Map loading
	A black border with the avatar appears on a map marker when a contact is selected from the selection list or by pressing SHIFT + mouse drag on your keyboard.
	Selection list expand button
	Selection list collapse button
	Find Location

Icon	Description
	This push-pin icon appears when you use the Find Location feature
	Appears when you select the fleet member whose GPS location is not updated within the specified time
	Close button on Map window
	Map Reset icon that appears on the Selection List window
	Map Center
	Map location refresh retrieval status
	Map Location Refresh Success Status
	Periodic location refresh status icon in the Selection List window
	Periodic location refresh in the info window
	One-time location refresh
	Stop location refresh for all the fleet members
	Stop location refresh for selected fleet member
	Overlapping Marker Cluster Icon
	Location Marker
	Location History Start Point

Icon	Description
	Location History End Point
	Location History Play
	Location History Pause
	Location History Stop
	Location History Track on Map
	Collapse Location History Search Slider
	Expand Location History Search Slider
	Draw Circle (Geofence)
	Confirm Location (Geofence)
	Drag Map (Geofence)
	Geofence Logs Inside Fence
	Geofence Logs Out of Fence
	Eye Marker
	Close Favorites (Geofence)
	Fit Map Center

Icon	Description
	Feature Enabled
	Features Disabled
	Success
	Failure
	Warning
	Word thumbnail in Messages
	PPT thumbnail in Messages
	Excel thumbnail in Messages
	PDF thumbnail in Messages
	Listening
	Area Talkgroup icon
	Discreet Listening icon under category drop-down under Call Logs tab
	Ambient Listening icon under category drop-down under Call Logs tab
	Emergency icon in Alerts tab

Icon	Description
	User Check icon
	Emergency initiate in User Check
	Refresh in User check
	More icon in User Check window
	No dispatcher joined in that monitored talkgroup call
	Dispatcher joined in that monitored talkgroup call
	Emergency call no dispatcher joined
	Emergency call another dispatcher joined
	Emergency call self-dispatcher joined
	Emergency cluster
	Emergency map marker
	Valid Emergency
	False Emergency
	Contact default avatar

Icon	Description
	Talkgroup default avatar
	Emergency icon in Alerts window
	Discreet Listening PTT button
	Ambient Listening Missed Call Alert
	Ambient listening PTT button
	Refresh disabled
	Phone number in User check
	Location in User check
	User enabled
	User disabled
	Battery full
	Battery moderate
	Battery low
	Battery very low

Icon	Description
	Battery drained
	Battery charging
	Excellent LTE Signal
	Very good LTE Signal
	Good LTE Signal
	Bad LTE Signal
	No LTE Signal
	Excellent Wi-Fi signal
	Very good Wi-Fi signal
	Good Wi-Fi signal
	Bad Wi-Fi signal
	No Wi-Fi signal
	Supervisor icon in Area talkgroup
	Remove Supervisor icon in Area talkgroup

Icon	Description
	Area Talkgroup Missed Call Alert
	Contact Emergency Missed Call Alert
	Talkgroup Emergency Missed Call Alert
	Talkgroup owner icon
	Static member in the Area Talkgroup
	Dynamic member in the Area Talkgroup
	Delete member from Area Talkgroup
	Warning icon under Area talkgroup for unsaved data
	Add members in Area Talkgroup slider
	Edit icon in Area Talkgroup slider
	Fleet member icon in area talkgroup slider
	Area Talkgroup icon in Fleet Management window
	Add to Favorite
	Favorite icon
	Video thumbnail icon in Messages

Icon	Description
	Confirm Location icon in Messages
	Slider icon in the Call Activity window
	Exit Discreet Listening Session
	Docking out icon
	Video Streaming icon
	Video Session Mute icon
	Video Session icon
	Expand Log Details
	Quick text icon in My Calls window
	Member scanned icon to the talkgroup
	Member affiliated icon to the talkgroup
	Monitoring window Streaming Video icon
	Monitoring window view Affiliation icon
	End Call in Manual Commencement

Icon	Description
	Call in Manual Commencement
	Large talkgroup
	Large Talkgroup Alert
	End Ambient Listen
	Data Reports tab
	View Monitored Talkgroup Affiliation
	View Affiliation
	Control Audio Volume
	Member Selected in a talkgroup
	Member Scanned in the talkgroup
	Affiliate member to the talkgroup
	De-affiliated member from the talkgroup

Icon	Description
	Speaker muted
	Speaker un-muted

5.7
Avatars and Tones

This section provides the complete list of avatars available.

Table 2: Avatars

Icons	Icons	Icons	Icons	Icons

To change a contact avatar, refer to section of this document.

To indicate various conditions, Dispatch plays the following tones:

Table 3: Dispatch Tones

Tone	Description
Floor Acquired	Played after you press the PTT button to indicate that you can speak.
Floor Busy	Played when you press the PTT button and unable to take the floor.

Tone	Description
Floor Released	Played to listeners of the call indicating that the talker has released the floor.
Incoming Call	Played once at the beginning of the call to alert you about an incoming PTT call.
Instant Personal Alert	Played each time you receive an Instant Personal Alert. This tone is a user- selectable Alert tone.
Call Suspension/ Call Reconnecting	Played while the server momentarily drops an incomplete call due to an error. Also, the same tone is played while the call is reconnected within a pre-defined time.
Missed Call Alert	Played when you get an incoming talkgroup call. This tone is a user-selectable Alert tone. Missed Call Alert tone is not played when you are busy on another call, or you have set the state as DND.
Geofence Alert	Played when the fleet member leaves or enters the fence defined by you.
Message Alert	This tone is played when there in an incoming message.
Emergency Alert	Played when you receive an emergency alert.
Status Alert	Played when you receive a status alert.
Attention	This tone is played when Error notification or when you must pay attention to the task bar notification pop-up indicating an operation status. For example, Sending an IPA to an offline fleet member has failed.

Chapter 6

Contacts and Talkgroups

The Dispatch provides communication and location for contacts (also known as fleet members). The Central Admin Tool (CAT) manages the contacts and talkgroups. Once corporate admin configures contacts, the contacts and talkgroups are shown on the Contacts and Talkgroups window.

Dispatch displays the corporate global directory contacts within your corporation in addition to the contacts that central admin assigns to you. The corporate contacts display the name and phone number of the contact. The corporate contacts do not show the presence status. You can communicate with individuals or talkgroups, send messages, multimedia files, alerts (IPA) to individuals only, the path traversed by the fleet members, assign fence to talkgroup only, locate fleet members on a map, do user check, disable user, initiate emergency, and do ambient and discreet listening. The Central Admin creates the talkgroups through CAT.

The following figure shows the Contacts and Talkgroups window:

Figure 30: Contacts and Talkgroups window
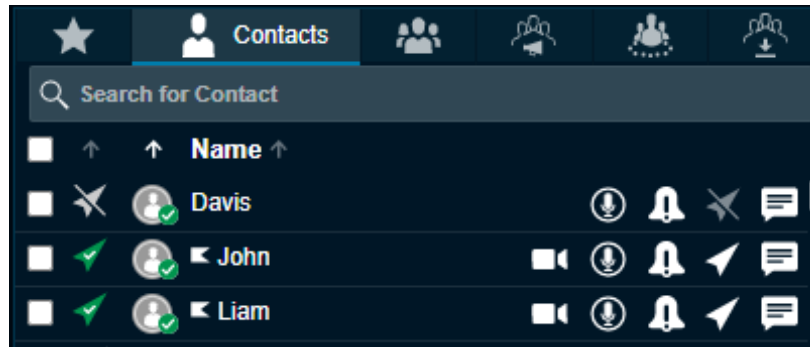
This window has the following buttons. Hovering your mouse cursor over the buttons displays the button text.

- Call

- Instant Personal Alert

- Locate

- Message

- Open Video Stream

> **NOTICE:** If contacts or talkgroups do not have the respective features enabled, then the action icons are disabled against the recipient (contact or talkgroup).

This window has the following seven tabs:

- Favorites

- Contacts

- Talkgroups

- Data Group

- Broadcast Groups

- Area Talkgroups

- My Talkgroups

MCX Group

The MCX Groups are the very large talkgroups where up to 3000 member can be affiliated at a time. MCX groups are created in Central Admin Tool and when assigned to the Dispatch, you can view the groups in the **Talkgroups** tab. Double clicking the talkgroup displays only affiliated members in the talkgroup. When you locate an MCX group, only affiliated members are located on the map. You cannot track the location history of MCX groups.

6.1
Searching

You can search for contacts and talkgroups using the search bar on the Contacts and Talkgroups window. The search result shows the contacts that your corporate admin assign and corporate global directory contacts within your corporation. To search, select a tab and enter the name of the fleet member, phone number fleet member, talkgroup name, broadcast group name, area talkgroup name, or my talkgroup name in the Search field. The list is filtered to show matching entries.

Figure 31: Search bar
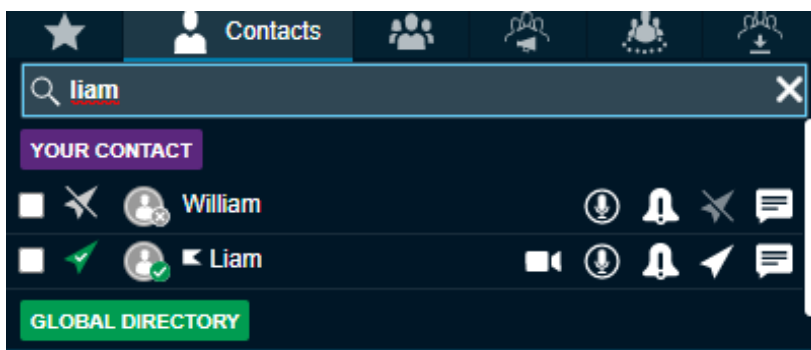
6.2
Favorites Tab

The Favorite tab shows a list of all your favorite PTT contacts and their current presence status. You can add the contacts or talkgroups that you contact most frequently in the Favorites tab. Favorites can help you to access those contacts and talkgroups quicker than that of search in individual tabs.

6.2.1
Adding Contacts to the Favorites

When and where to use: To add contacts to Favorites, follow these steps:

Procedure:

1 From the Contacts tab, select the check boxes next to the contacts, which you want to add to the Favorites.

2 Right-click the contact and select the **Add to Favorites** icon.

Figure 32: Add Contact to Favorites
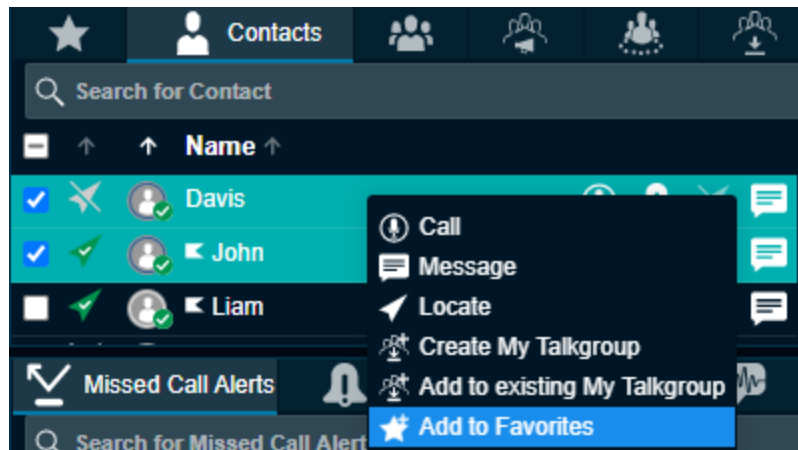
3 The contact is added to your Favorites tab. A **Favorite** icon is assigned to the contact.

Figure 33: Contact Added to Favorites
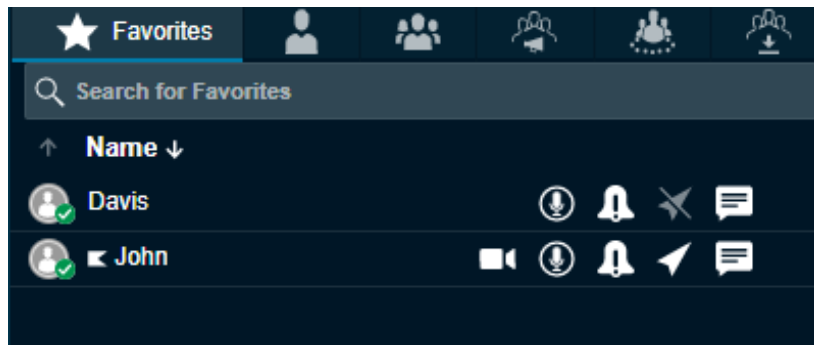
Figure 34: Favorite Icon in the Contacts tab
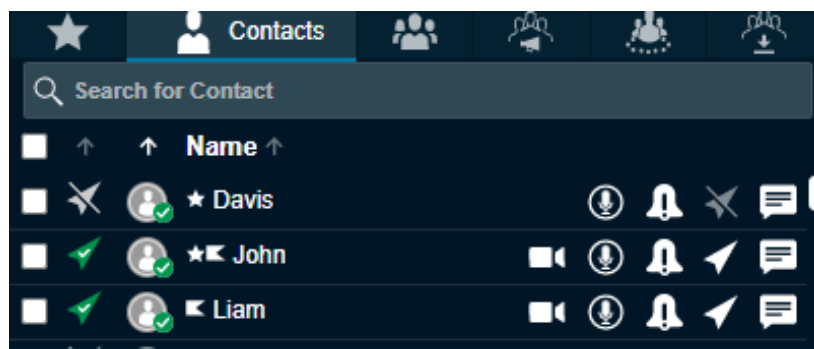
6.2.2
Removing Contacts from the Favorites

To remove a contact from the Favorites List, follow these steps:

Procedure:

1 From the Favorites or Contacts tab, select the contact, which needs be removed from favorite.

2 Right-click on the contact and select the **Remove from Favorites** icon.

Figure 35: Remove Contact from Favorites
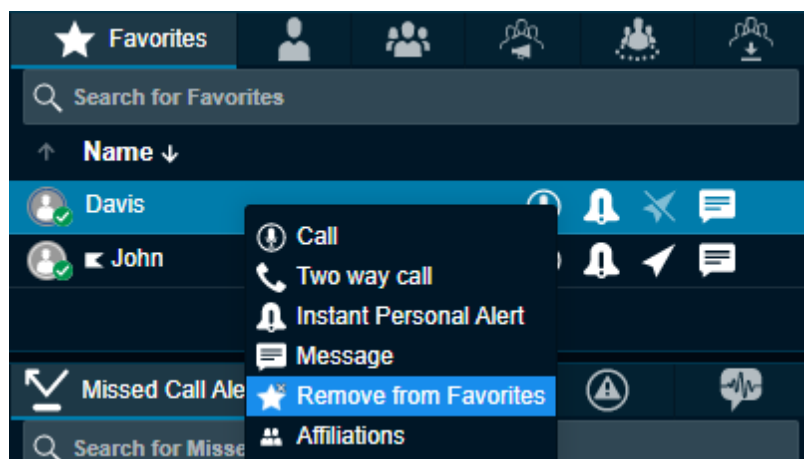
3 A confirmation message `Do you want to remove from favorites?` displays.

   • Click **Yes** to remove.

   • Click **No** to cancel the action.

6.2.3
Adding a Talkgroup to the Favorites

To add a talkgroup, broadcast group, my talkgroup, or area talkgroup to Favorites, follow the steps:

Procedure:

1 From the respective tab, select any talkgroup, which you want to add to the Favorites.

2 Right-click the talkgroup and select the **Add to Favorites** icon.

3 The talkgroup is added to your Favorites tab. A **Favorites** icon is assigned to the talkgroup.

The following screens shown for the Talkgroup tab. Do the same for the Broadcast Group, My Talkgroup, or Area Talkgroup.

Figure 36: Add Talkgroup to Favorites
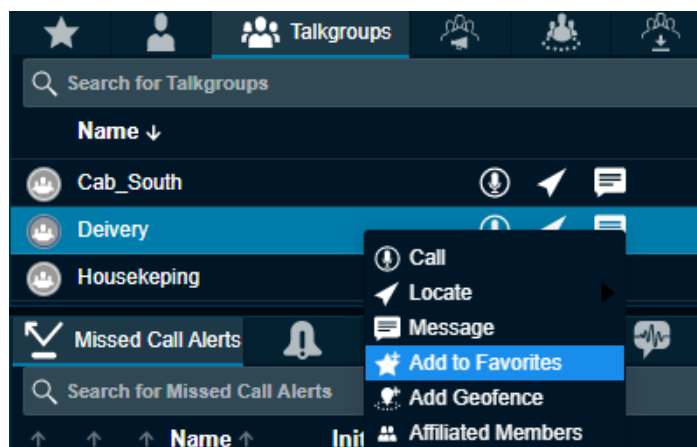
Figure 37: Talkgroup Added to Favorites
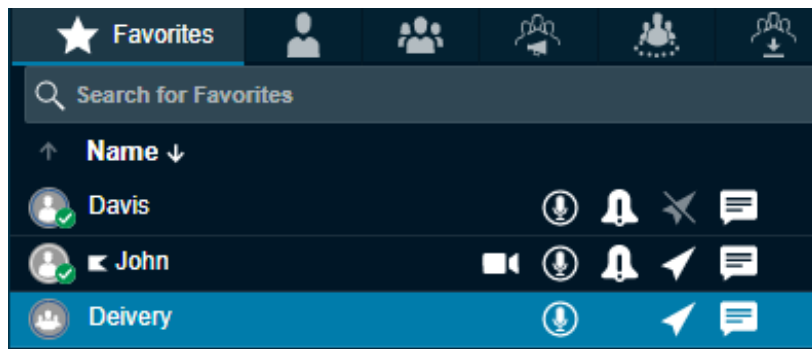
Figure 38: Favorite Icon in the Talkgroup tab
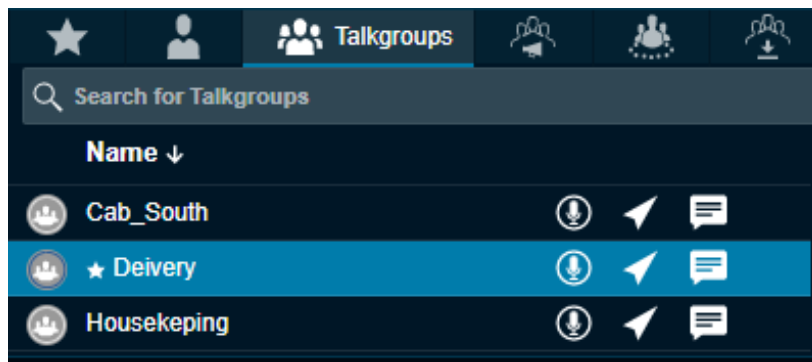
6.2.4
Removing a Talkgroup from the Favorites

To remove a talkgroup, broadcast group, my talkgroup, or area talkgroup from the Favorites, follow these steps:

Procedure:

1 From the Favorites or respective tab, select the talkgroup, which needs be removed from Favorites.

2 Right-click on the talkgroup and select the **Remove from Favorites** icon.

3 A confirmation message `Do you want to remove from favorites?` displays.

   • Click **Yes** to remove.

   •

   Click **No** to cancel the action.

The figures shown are for the Talkgroup tab. Do the same for the Broadcast Group, My Talkgroup, or Area Talkgroup.

Figure 39: Remove Talkgroup from Favorites
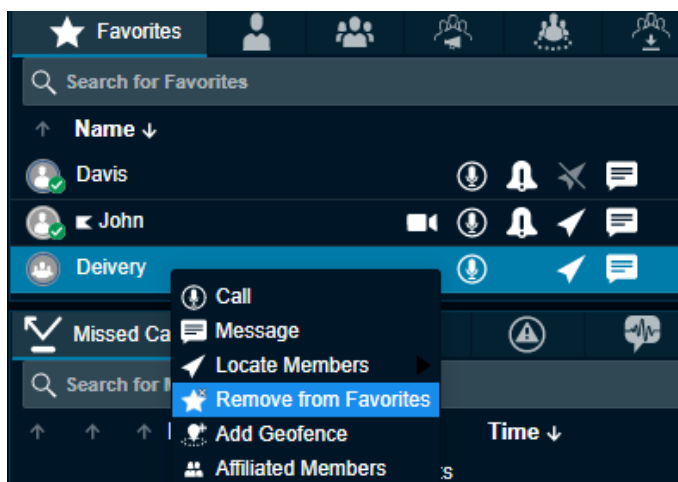
> **NOTICE:** The number of contacts, talkgroups, broadcast groups, area talkgroup, and my talkgroups allowed to be added in the Favorites tab depends on the server configuration.

6.3
Contacts Tab

From the Contacts tab, you can select a contact for calling, send an Instant Personal Alert, send a message, and locate a fleet member.

Select the **Contacts** Tab as shown:

Figure 40: Contacts Tab Window
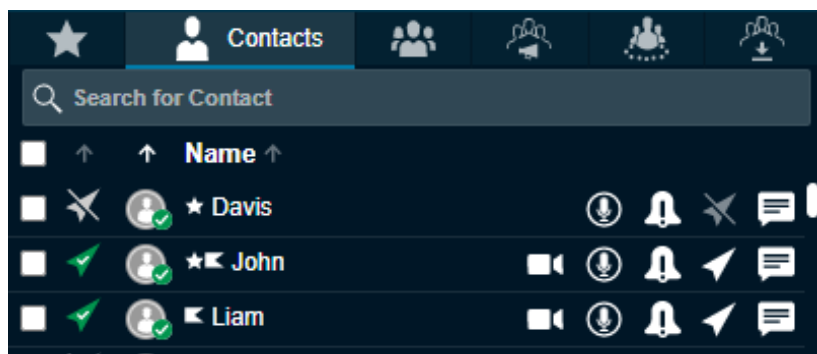
Click one of the following options from the Contacts tab:

- **Call** icon to call
- **Open Video Stream** icon to initiate video stream
- **IPA** icon to send an IPA
- **Locate** icon to locate the fleet member on the map
- **Message** icon to send a message (text, multimedia, and location)

> **NOTICE:** Sending Instant Personal Alerts (IPA) to more than one fleet member is not allowed.

You can also select multiple individual fleet members to perform a Quick Group call, send a Message, and Locate multiple fleet members at once. You can select all the fleet members by clicking the check box in the header row.

You can sort by name, GPS status, or presence status by clicking the column header. By default, the contacts are sorted by name in ascending order.

To search for a fleet member, enter a name or phone number in the Search field. The result is a list of fleet members with the search string matched partially or completely in the name or number.

Figure 41: Total Contacts Assigned
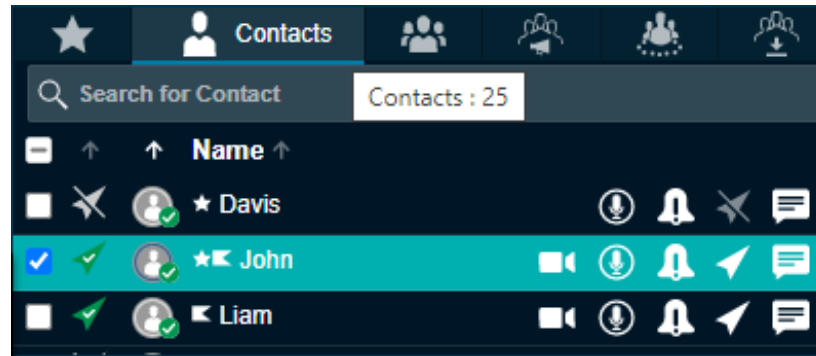
Hovering the mouse cursor over the GPS status of a fleet member displays one of the following values depending on the location availability of the fleet member.

1 Location Available

2 Location Unavailable

3 Location Expired

4 Not Locatable

Hovering the mouse cursor over the presence status of a fleet member displays one of the following values depending on the presence availability of the fleet member.

1 Available

2 Offline

3 Do Not Disturb

Hovering the mouse cursor over a name of the fleet member displays the phone number fleet member.

An Authorization flag ◄ icon next to the contact shows the authorization of the fleet member. Hovering the mouse cursor over the authorization flag icon shows the allowed authorizations.

Figure 42: Fleet Member Authorization
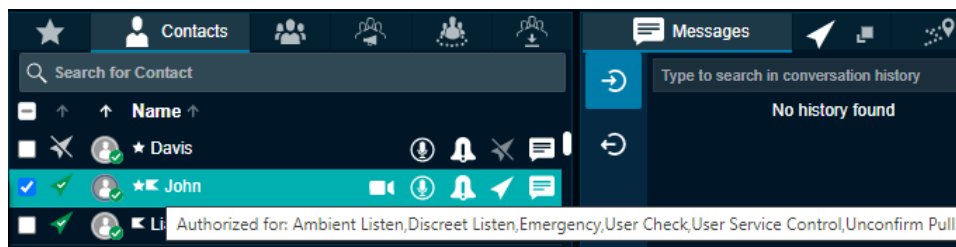
As per the authorization, right-click on the contact and select one of the following:

1 Ambient Listen

2 Discreet Listen

3 Emergency

4 User Check

5 User Service Control (Disable)

6 Unconfirmed Pull

6.4

Talkgroups Tab

You can call, locate, message, add geofence, delete geofence, and view the affiliated members from
the Talkgroups tab by the following steps.

To display the Talkgroups tab window select the **Talkgroups** tab.

Figure 43: Talkgroups Tab Window
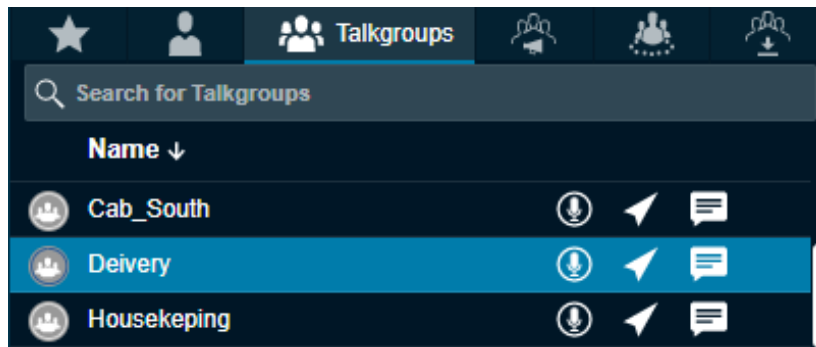
Click the talkgroup to select. To open the Member pane, double-click the talkgroup. The Member pane
displays the members of the talkgroup.

To close the Member pane slider, press the **ESC** key or click the **Close** icon.

Click one of the following options from the Talkgroups tab:

- **Call** icon to place a talkgroup call

- **Locate** icon to locate the talkgroup members on the map

- **Message** icon to send a message (text, multimedia, and location) to the talkgroup members

Right-click the talkgroup and select **Add Geofence** to define and enable the geofence to the talkgroup.
A geofence icon is shown in the assigned row of the talkgroup.

Right-click the talkgroup and select **Affiliated Members** to view the members currently affiliated to the
talkgroup.

Right-click the talkgroup and mouse hover the **Locate** and select either **Affiliated Members** or **All
Members** to locate the members.

To sort the talkgroups or members alphabetically or in reverse alphabetical order, click the column
header. By default, the talkgroups or members are sorted by name in ascending order.

To search for a talkgroup, enter the talkgroup name in the Search field. The list of matching talkgroup
names display. The result is a list of talkgroups with the search string matched partially or completely in
the name.

Figure 44: Total Talkgroup Assigned
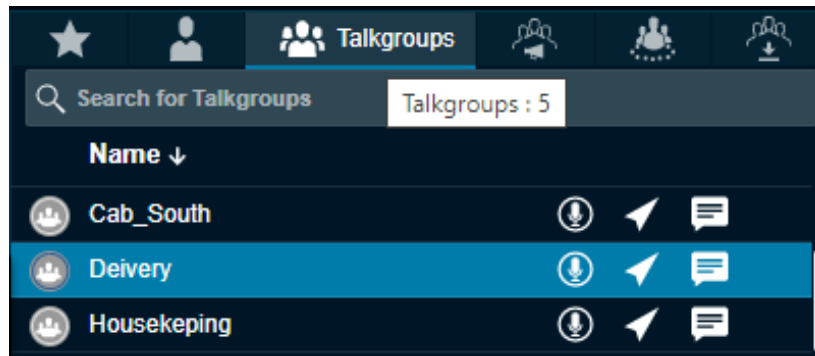
Hovering the mouse cursor over the name of the talkgroup member displays the full name of the talkgroup.

NOTICE: Sending an IPA to a talkgroup is not allowed.

6.5
Broadcast Groups Tab

The Broadcast call feature allows you to make high-priority calls typically used for making important announcements. The Corporate Admin assigns Broadcast groups. Broadcast calls are one-way calls from the broadcaster to broadcast group members. You can make broadcast calls to members of your broadcast groups using the Broadcast Groups tab. To do these PTT operations, follow these steps.

To display the broadcast groups, select the **Broadcast Groups** tab.

Figure 45: Broadcast Groups Tab
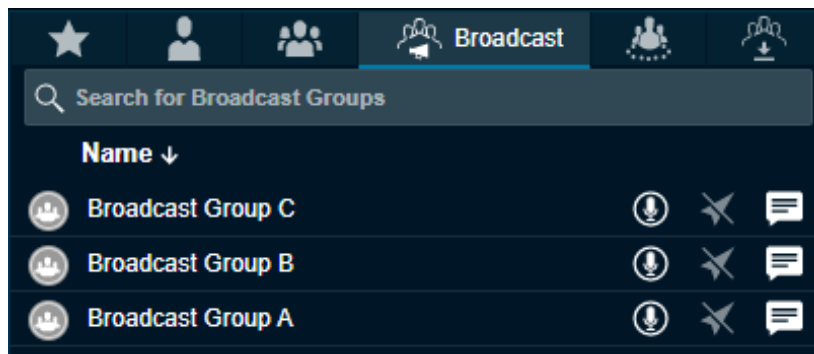
Click one of the following:

• To place a broadcast group call, Click the **Call** icon

• To send a broadcast group message, click the **Message** icon

To sort the broadcast group alphabetically or in reverse alphabetical order, click the column title. By default, the broadcast groups are sorted by name in ascending order.

To search for a broadcast group, enter the broadcast group name in the Search field. The result is a list of broadcast group with the search string matched partially or completely in the name.

Figure 46: Total Broadcast Groups Assigned
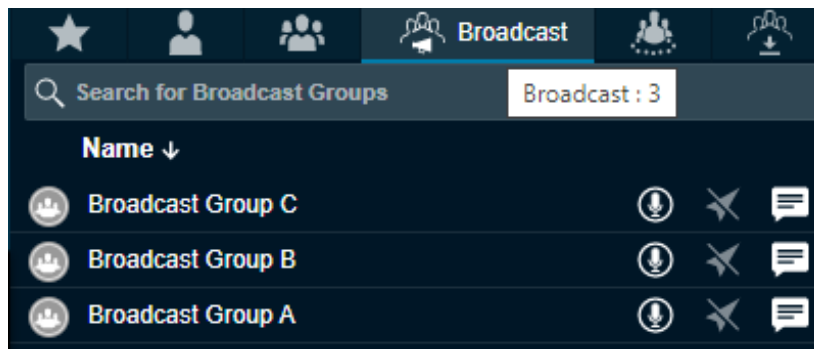
Broadcast group members do not display on the user interface. However, you can view the total number of members in the broadcast group by hovering the mouse cursor over the broadcast group name.

Figure 47: Total Broadcast Group Members
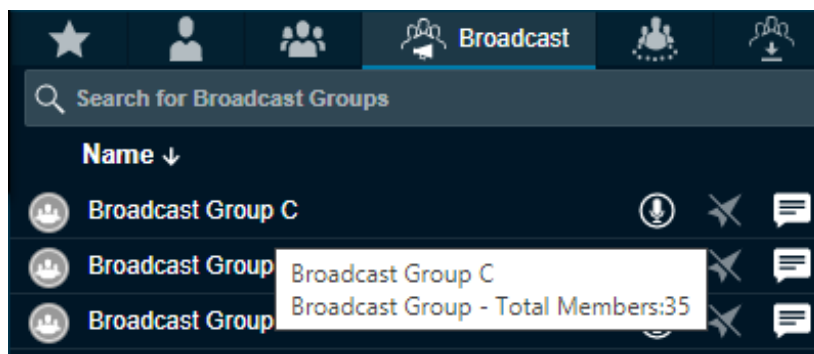
> **NOTICE:** If you are on an active call with the contact or talkgroup and there is a delete request from the CAT, then Dispatch waits for the call to be ended. The contact or talkgroup are deleted after completion of call with the deleted contact or talkgroup. There is no impact of deletion of contact or talkgroup from the CAT to the active call session.

6.6
My Talkgroups Tab

In My Talkgroups tab, you can manage and communicate with your my talkgroups. My talkgroups are talkgroups that you can create and manage yourself and they are for easy access.

> **NOTICE:** Corporate admin does not manage My Talkgroups.

6.6.1
Creating My Talkgroups

To create my talkgroup, follow these steps:

Procedure:

1 Select the fleet members from the Contacts tab and right-click to select **Create My Talkgroup**.

> **NOTICE:** You cannot create LMR subscribers or Radio subscribers as members of My Talkgroup. If you select LMR subscribers or Radio subscribers then a message `LMR subscriber(s) or Radio subscriber(s) are not allowed to be members of My Talkgroup.` displays.

Figure 48: Creating My Talkgroups
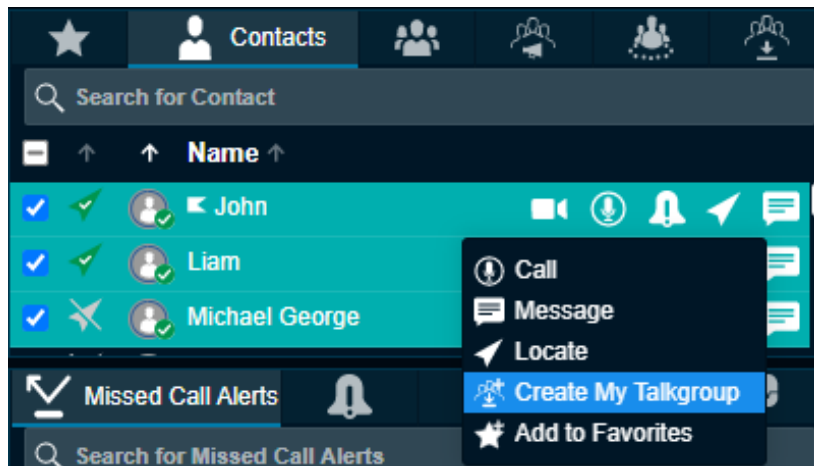
2 A My Talkgroup Window appears. Enter the name of my talkgroup in the Name field.

Figure 49: Create My Talkgroups Window
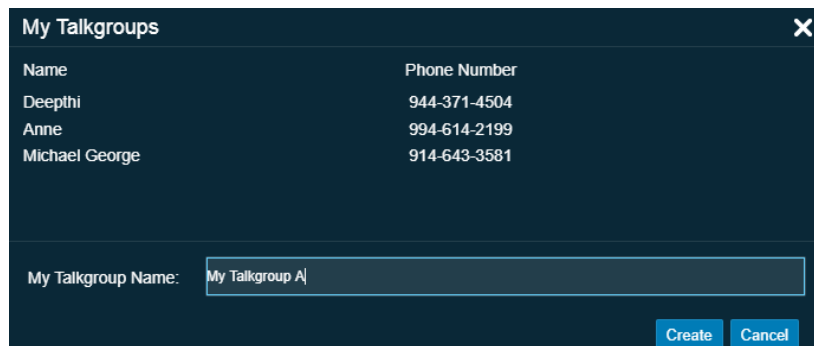
• Click **Create** to save the new My Talkgroup.

• Click **Cancel** to cancel the action.

3 A confirmation message `My Talkgroup "Talkgroup name" has been successfully created.` displays.

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6.6.2
Calling, Sending Message, or Locating Members of a My Talkgroup

To call, send a message, or locate my talkgroup, follow these steps:

Procedure:

1 To view the talkgroups, select the My Talkgroups tab.

2 To display all the members of the talkgroup, double-click the talkgroup. To close the members list, do one of the followings:

- Click the **Close** icon.

- Press the **ESC** key on your keyboard.

Figure 50: View Members of the My Talkgroup
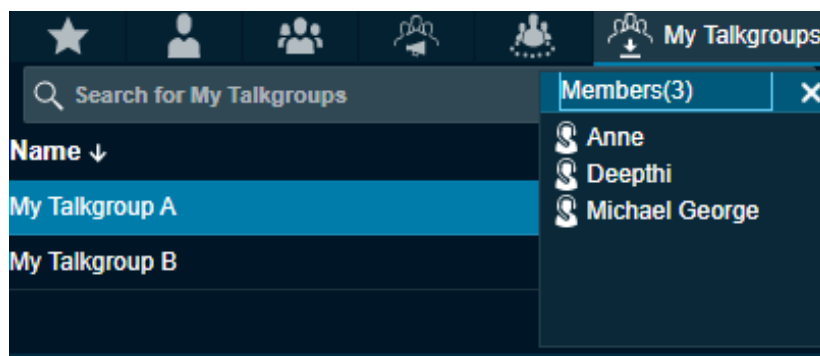
3 To select the talkgroup, click the talkgroup.

Figure 51: Selecting a Talkgroup from My Talkgroup
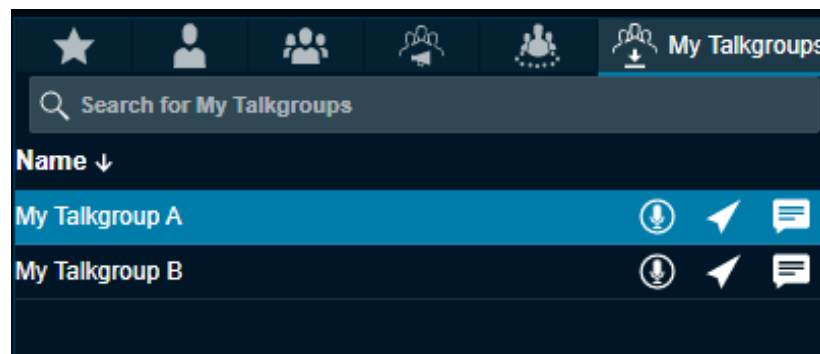
4 Do one of the following in the My Talkgroups tab:

- To call
  click the **Call** icon.

- To locate the My Talkgroup members on the map
  click the **Locate** icon.

- To send a message to My Talkgroup Members click the **Message** icon.

To sort my talkgroups or members alphabetically or in reverse alphabetical order, click the column headers. By default, the talkgroups are sorted by name in ascending order.

6.6.3

Removing Fleet Members from a My Talkgroup

To remove a fleet member from a My Talkgroup, follow these steps:

Procedure:

1 To view your My Talkgroups, select the **My Talkgroups** tab.

Figure 52: My Talkgroup Tab Window
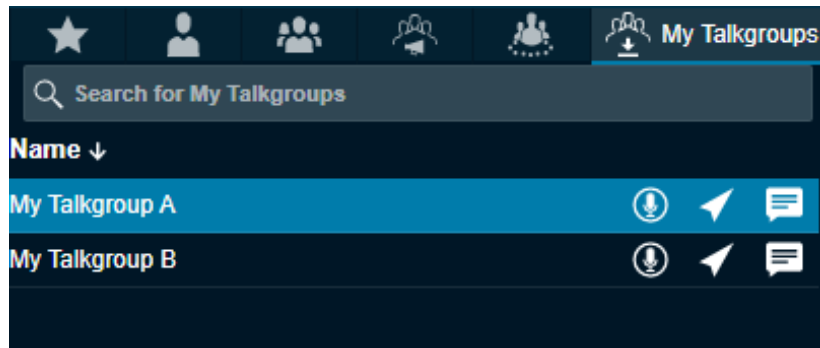
2 Click the talkgroup to select.

3 Right-click and select **Remove Members** to modify the talkgroup as shown.

Figure 53: Remove My Talkgroup Members
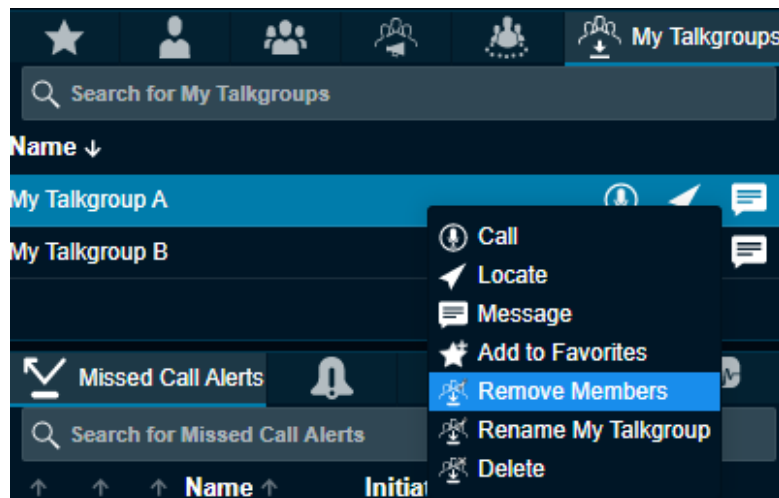
4 Check the check boxes next to the fleet members you want to remove from the My Talkgroup.

Figure 54: Selecting Members to Remove
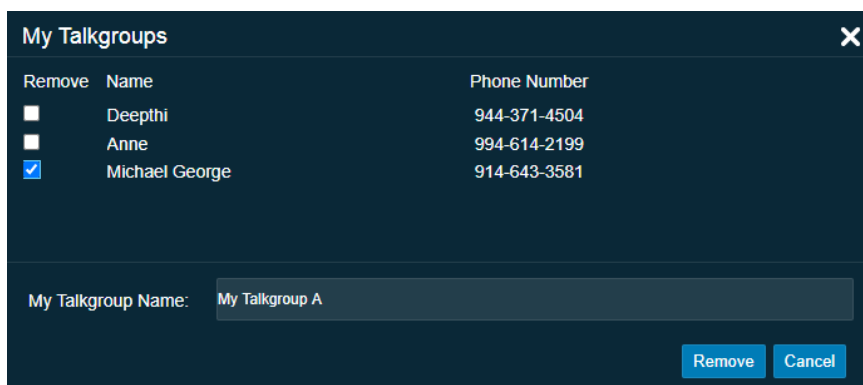
- Click **Remove** to remove the fleet members.
- Click **Cancel** if you do not intend to save the changes made to your My Talkgroup.

5 Click **OK** to complete the removal process.

6.6.4
Renaming a My Talkgroup

To rename a My Talkgroup, follow these steps:

Procedure:

1 To view your talkgroups, select the **My Talkgroup** tab.

2 To select talkgroup, click the talkgroup.

Figure 55: My Talkgroup Tab Window
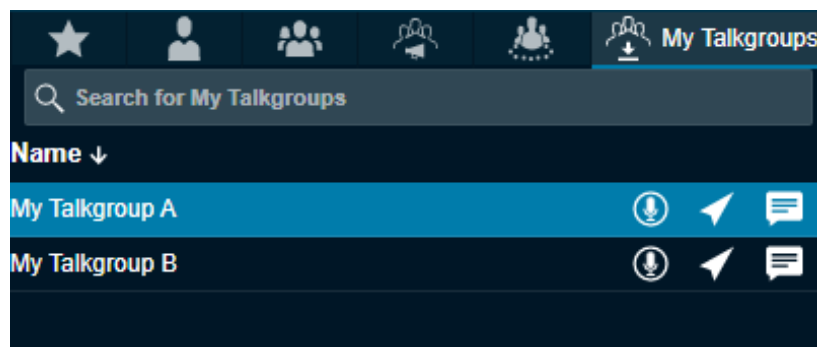
3 Right-click and select **Rename My Talkgroup** to change my talkgroup name:

Figure 56: Rename My Talkgroup
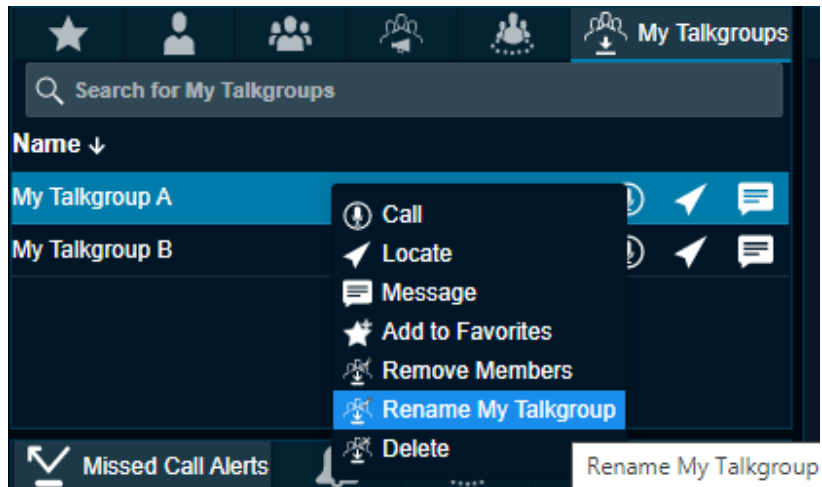
4 Enter a new name for the selected My Talkgroup.

5 Click **Rename**.
If you do not want to save the changes made to the My Talkgroup, click **Cancel**.

Figure 57: My Talkgroup- Rename
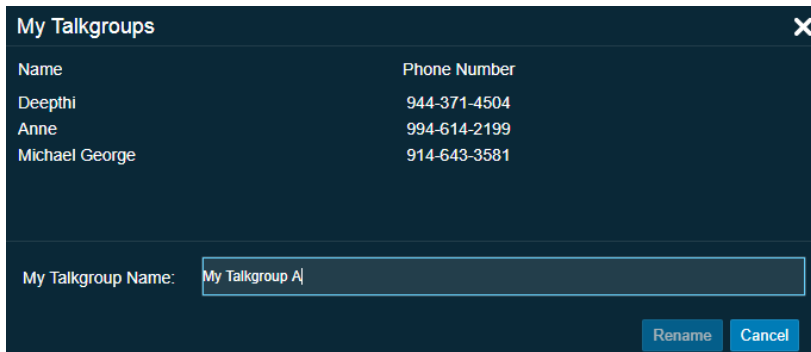
6 Click **OK** to complete the renaming process.

7 A talkgroup rename confirmation message `My Talkgroup has been successfully renamed from My Talkgroup A to My Talkgroup C` displays.

> ✎ **NOTICE:** Renaming of contact or talkgroup do not have any impact on the active call session. The contact or talkgroup is renamed after completion of call with the renamed contact or talkgroup.

6.6.5
Adding Members to an Existing My Talkgroup

To add members to an existing My Talkgroup, follow these steps:

Procedure:

1 From the Contacts tab, select the check boxes and right-click on the contacts you want to add.

Figure 58: Adding Member to My Talkgroup
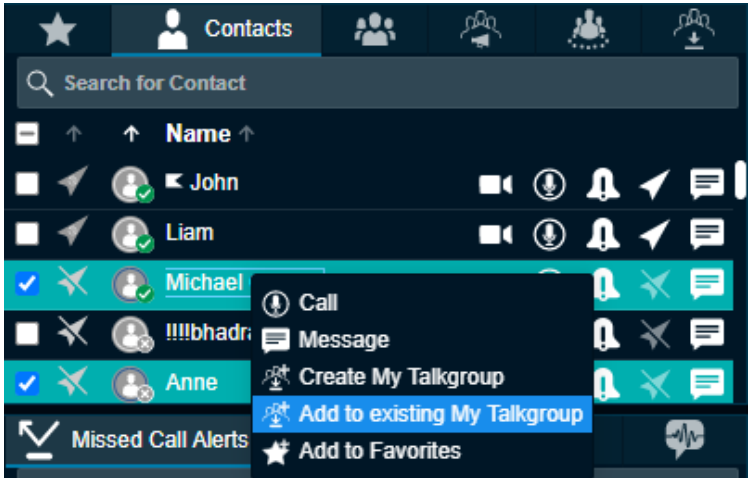
2 Select the **Add to existing My Talkgroup** option. The My Talkgroups window displays.

3 Select the check boxes next to name of the contacts and select the name of the talkgroup to which the member to be added using the drop-down list.

Figure 59: Adding Member to My Talkgroup Window
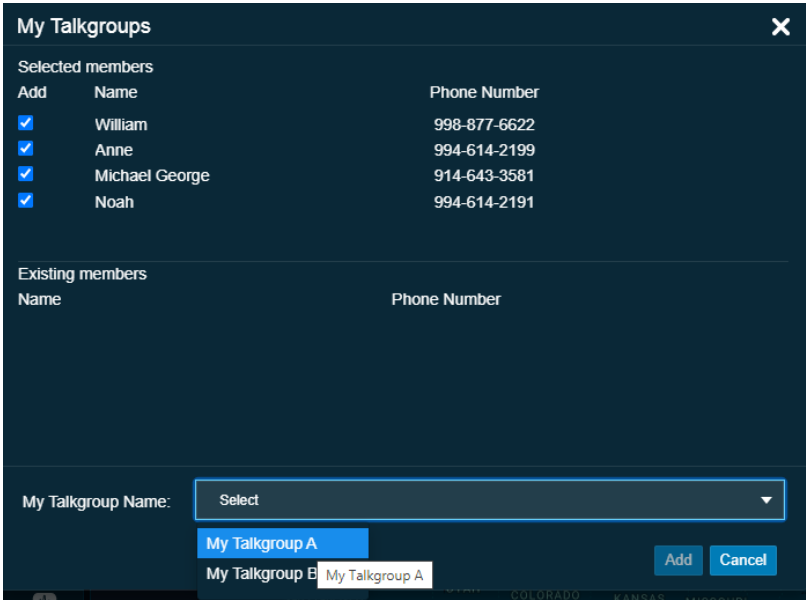
4 Click **Add** to save your changes.

5 Click **OK** to complete the add process.

NOTICE: For any dispatcher, my talkgroup can have a maximum of ten members (as per the server configuration) added to it. Interop User, Patch User, and Interop talkgroups cannot be added as a member of my talkgroup.

6.6.6
Deleting a My Talkgroup

To delete a My Talkgroup, follow these steps:

Procedure:

    1 To view your talkgroups, select the **My Talkgroup** tab.

    2 To select the talkgroup, click the talkgroup. To view the members of my talkgroup, double-click the talkgroup.

        Figure 60: Delete My Talkgroup
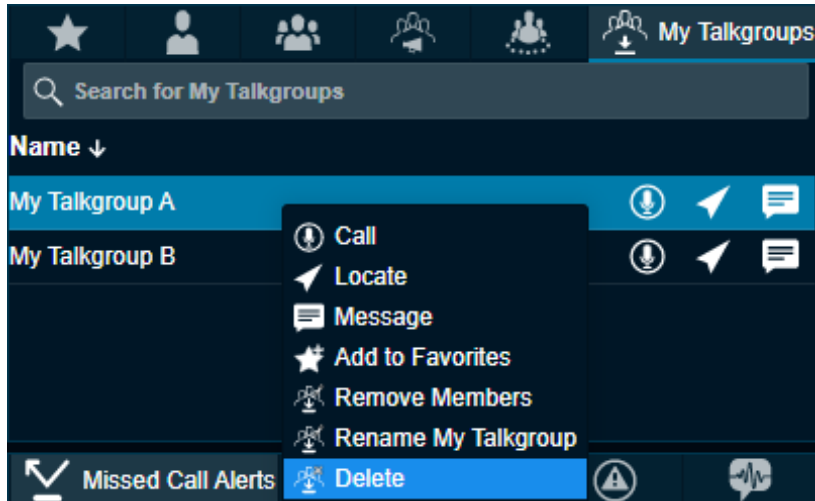
> **NOTICE:** If you are on an active call with the contact or talkgroup and there is a delete request from the CAT, then Dispatch waits for the call to be ended. The contact or talkgroup is deleted after completion of call with the deleted contact or talkgroup. There is no impact of deletion of contact or talkgroup from the Central Admin Tool to the active call session.

    3 To remove my talkgroup, right-click the talkgroup and select **Delete**.

    4 A confirmation pop-up message `Are you sure you want to delete My Talkgroup Name?` displays to confirm the removal of the selected My Talkgroup.

       • Click **Yes** to complete the delete process.

       • Click **No** to cancel the process.

6.7
Area Talkgroups

For details, please refer to the section of this document.

6.8
Change Avatar of a Contact

To enhance the view of your contact list you can add an "avatar" (a pre-defined graphical image) to contacts. By default, avatars are shown for contacts and talkgroups. Dispatch allows you to change the avatar of a contact from a list of pre-defined avatars. However, you cannot change an avatar of a talkgroup. If required, the avatars can be changed from the Central Admin Tool (CAT).

When and where to use: To change the avatar of a contact, follow these steps:

Procedure:

1 Select the **Contact** tab from the Contacts and Talkgroups window.

Figure 61: Contacts and Talkgroups Window
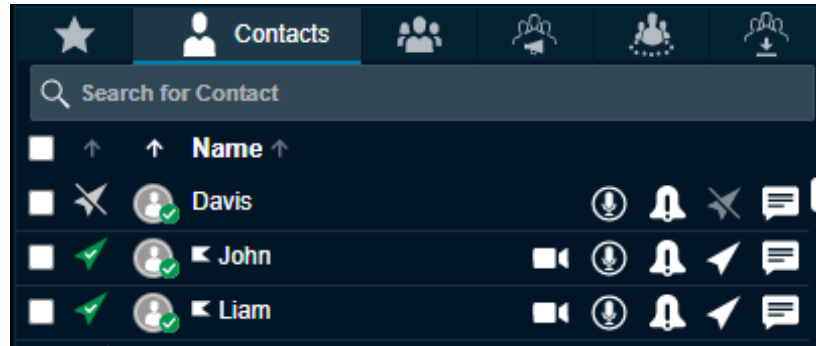
2 Double-click the profile icon of the contact whose avatar you want to change.

Figure 62: Change Avatar- Contact

3 Click the **Profile** icon.
To cancel the action, click the **Close** icon.

Figure 63: Select and Apply New Avatar to Contact
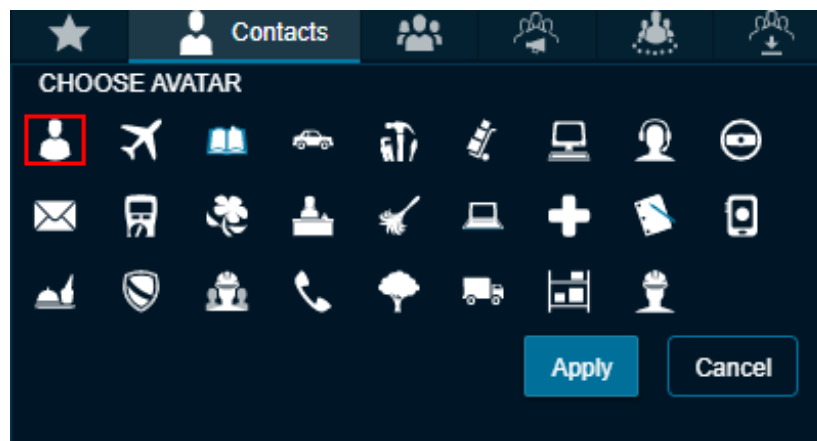
4 Select the avatar from the list.

5   To change the avatar of a contact, click **Apply**.
       To cancel the action, click **Cancel**.

> **NOTICE:** All contacts have a default avatar until you assign a different avatar.

Chapter 7

PTT Calls

You can start or end a Push-to-talk (PTT) call, record a conversation, and see the talker identity.

7.1
Call Ready State (without Simultaneous Session)

If Simultaneous Session is disabled for the Dispatch and you select a contact or talkgroup from any of the windows such as Contacts and Talkgroups, My Calls, Map information, Map Selection List, Alerts, Monitoring, Messages, Geofence Logs, Call logs, or Alert Logs and click the **Call** button, then the Master Call Activity window displays the contact and changes to a "Call Ready" state. When a call ends, the 'Master Call Activity' window switches back to a 'Call Ready' state for the last dialed or received call for easy redialing until you select some fleet member for the call.

Figure 64: Call Activity Screen

7.2
Call Ready State (with Simultaneous Session)

If Simultaneous Session is enabled for the Dispatch and you select multiple contacts or talkgroups from the My Calls, and Monitoring window and select **Add to selection**, then the Master Call window displays the selected contacts and talkgroups to transmit voice for the selected contacts and talkgroups. When a call ends, the last dialed call shows until you select other contacts and talkgroups. If you call individual contact or talkgroup from any other window, the Master Call window clears the contacts and talkgroups. To select multiple contacts and talkgroups, press CTRL and click the name of the contacts and talkgroups on the Monitoring and My Calls window. You can also right-click the talkgroups and contacts in the Monitoring and My Calls window and select **Add to selection**. You can also click the **PTT** icon of an individual talkgroup and contact to call.

Figure 65: Call Activity Screen
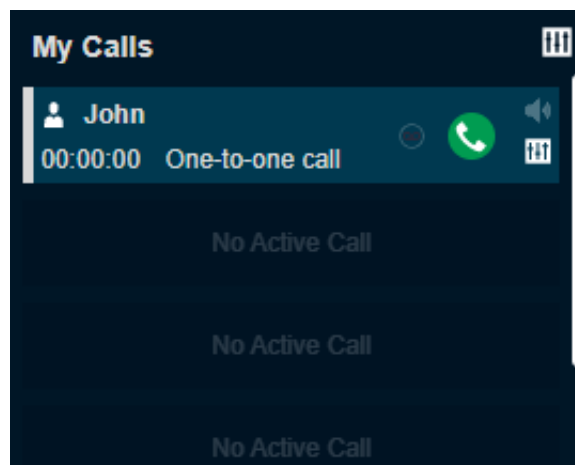
For multiple calls in Simultaneous Session, the contacts and talkgroups selections show on the Master Call window as shown in the following screen.

Figure 66: Call Activity Window- Multiple Calls
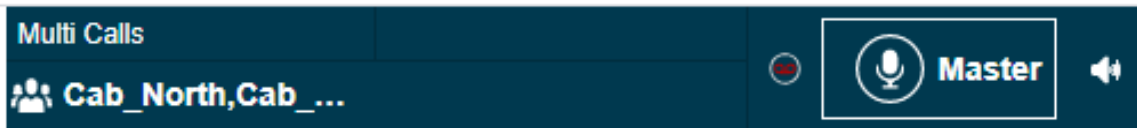
7.3
Making Calls

The Dispatch application allows PTT and two-way call to fleet members and respond to the calls received from the fleet members. If the Mission Critical feature is enabled for the dispatcher, then the Dispatch supports Simultaneous Session for the PTT call.

The two-way communication is a call where both ends of a call can speak and be heard by the other party simultaneously. If the two-way communication is enabled for the Dispatch then you can make both two-way and PTT calls. If the two-way call is disabled for the Dispatch then you can make only PTT call. You cannot select and add a two-way call to Master Call Activity window. In manual commencement, you must wait for the fleet member to accept the PTT call. The fleet member can choose to reject the call that you make. A different PTT icon is shown if the manual commencement is supported.

If the dispatch has enabled with Simultaneous Session, then you can select multiple fleet members and talkgroups for the PTT call. You can also configure the outputs to the different speakers and can control the volume of each speakers individually. For functions and operations, refer to Simultaneous Session on page 172

7.3.1
Placing a Talkgroup Call

When and where to use: To place a PTT talkgroup call, follow these steps:

Procedure:

1 Select the Talkgroup from any of the windows that is, Contacts and Talkgroups, Map Information, Map Selection list, Alerts, Messages, Geofence logs, Call logs, or Alert Logs.

   Figure 67: Talkgroups Tab Window
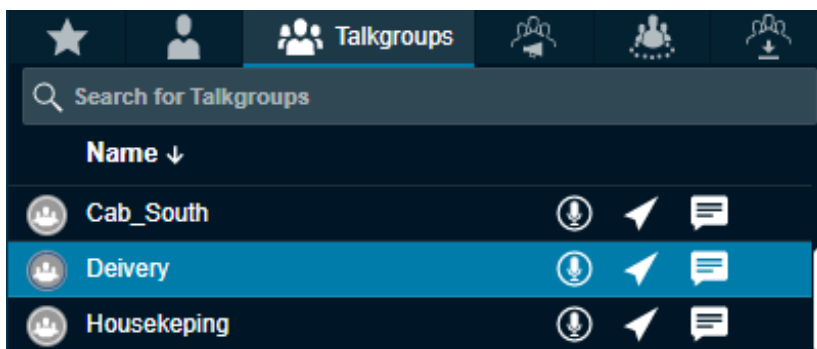
2 Do one of the following:

   • For non simultaneous session Dispatch, the talkgroup shows in the Master Call Activity window. Click and hold the **Call** icon in the Master Call Activity window to transmit voice.

- For simultaneous session Dispatch, the talkgroup shows in the My Calls window. Click the **Call** icon in the My Calls window to transmit voice. The My Calls window does not show the talkgroup placed on the Monitoring window.

Figure 68: Talkgroup Call- Simultaneous Session Call Ready screen
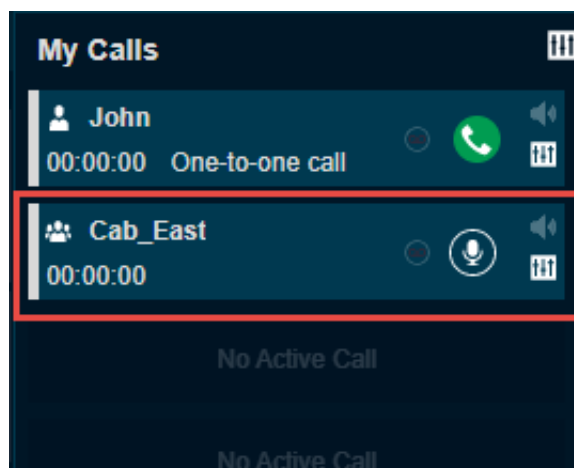
Figure 69: Talkgroup Call- Non Simultaneous Session Call Ready screen

Figure 70: Talkgroup Call Active Window- Non Simultaneous Session
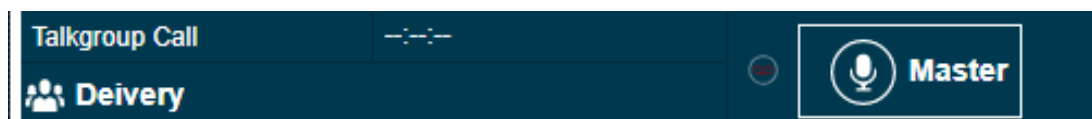
Figure 71: Talkgroup Call Active Window- Simultaneous Session
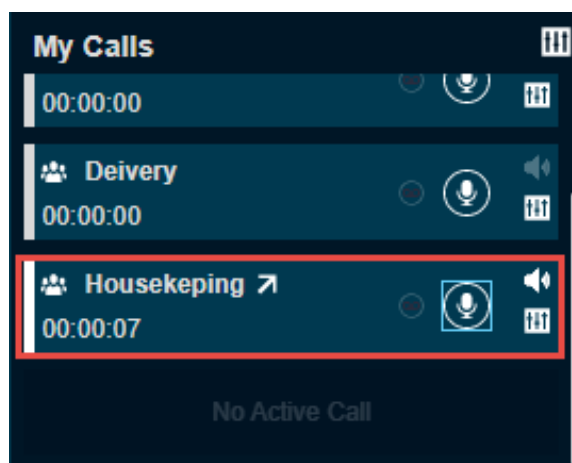
NOTICE: A dispatcher icon displays next to the name of the talker shows when another participant of the call is a dispatcher.

The following information displays:

- The direction of the call displays on the top in the Master Call Activity window for Dispatcher without Simultaneous Session.

- The direction of the call displays next to the name of the talkgroup in My Calls window for Dispatcher with Simultaneous Session.

- The Push to Talk button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white), you are talking (red), or someone else is talking (only border and PTT icon orange).

- The name of the talkgroup shows on the bottom left.

- The name of the person speaking shows next to the name of the talkgroup.

- Direction (Incoming or Outgoing) of the call shows next to the name of the talkgroup.

- The Record button can be used to record the call.

- The Speaker icon allows you to mute and un-mute the call.

- The Audio Settings icon to control the volume of the call.

3 To talk, click and hold the on-screen PTT button. The PTT button turns complete blue. When you finish talking, release the on-screen PTT button again to allow other fleet members to speak.

4 When a fleet member takes the floor, the on-screen PTT button turns border and PTT icon blue. The name of the talker displays above the call icon in the Call Activity window.

5 To drop yourself from the call, right-click and select **End Call**. The call continues without you. If no one takes the floor, then the call automatically ends.

7.3.2
Placing a Quick Group Call

A Quick Group call is a quick call consisting of selected fleet members. Quick Group calls are special purpose talkgroups that are used once. If you use a talkgroup often, you should have the admin create the talkgroup for you or you may create your own my talkgroup.

When and where to use: To call a Quick Group, follow these steps:

Procedure:

1 Click the **Contacts** tab of the Contacts and Talkgroups window and select the check boxes next to the name of the fleet member.

2 To place a Quick Group call, right-click and click the **Call** icon.

3 For the Dispatch with Simultaneous Session, you can see the quick group in the My Calls window. For the Dispatch without Simultaneous Session, you can see the quick group in the Master Call Activity window.

4 Click the **Call** icon in the My Calls or Master Call Activity window.

Figure 72: Quick Group Call- Call Ready screen without Simultaneous Session

Figure 73: Quick Group Call- Call Ready screen with Simultaneous Session
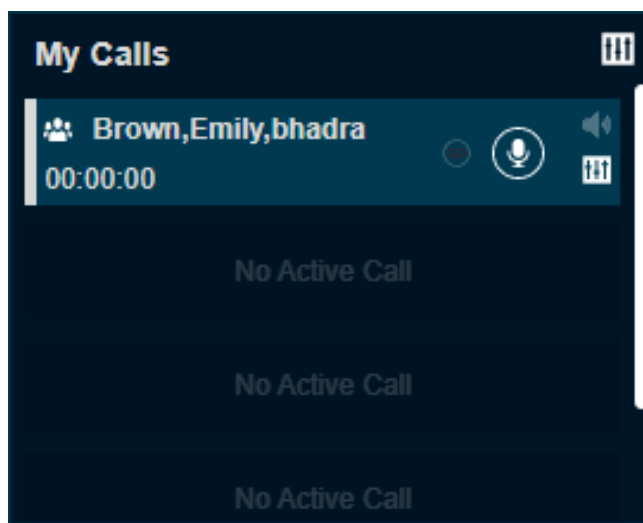
A call starts and the same information as for a talkgroup call is shown in the My Calls window. On the side of the PTT icon, the talkgroup name area shows some of the members in the call. On mouse hover on the members show all the contacts in the Quick Group call.

Figure 74: Quick Group Call Active Window- without Simultaneous Session
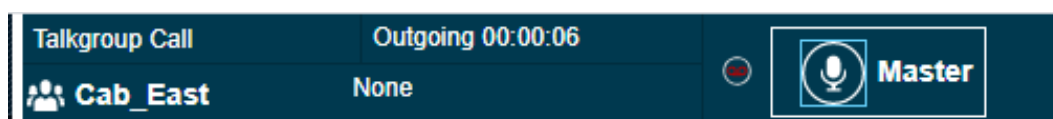
Figure 75: Quick Group Call Active Window- with Simultaneous Session
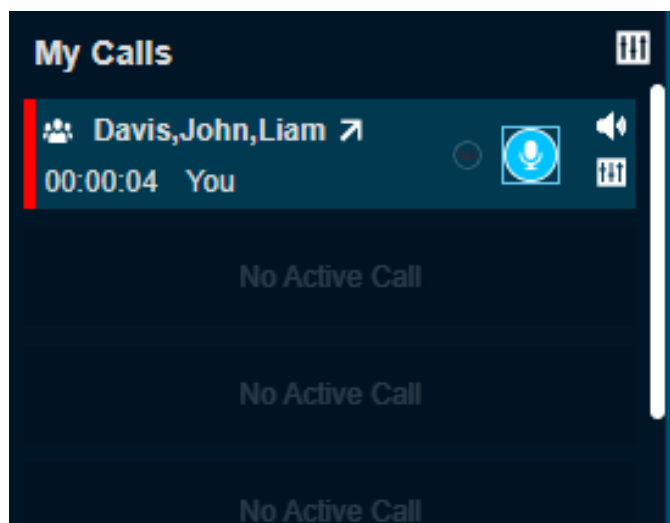
NOTICE: A dispatcher icon displays below the names when another participant of the call is a dispatcher.

7.3.3
Placing a Broadcast Call

To call a Broadcast Group, follow these steps:

Procedure:

1 Click the **Broadcast Group** tab and select the Broadcast Group from the Contacts and Talkgroups, Favorites, or Call Logs window.

Figure 76: Broadcast Groups Tab
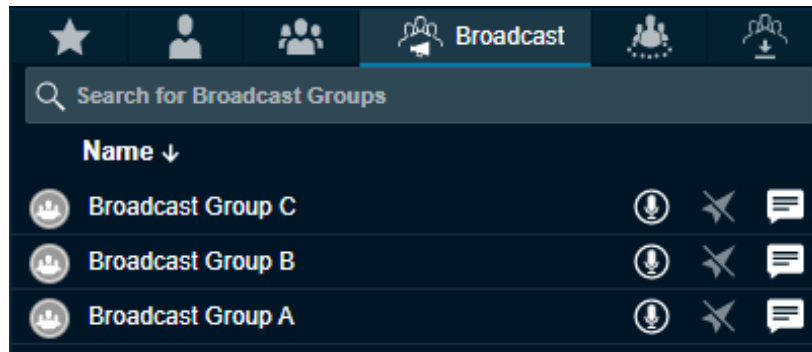
- Click the **Call** icon to place a Broadcast Group call.

- Right-click the log and click the **Call** icon.

2 A confirmation message `Do you want to make a Broadcast call?` appears asking you if you want to make a broadcast call.

3 Click **Yes** in the dialog box that appears asking you if you want to make a broadcast call.

Figure 77: Broadcast Call- Call Ready Screen without Simultaneous Session
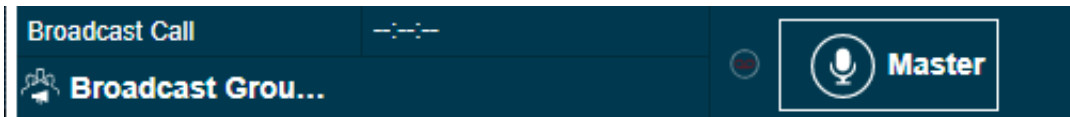
Figure 78: Broadcast Call- Call Ready Screen with Simultaneous Session
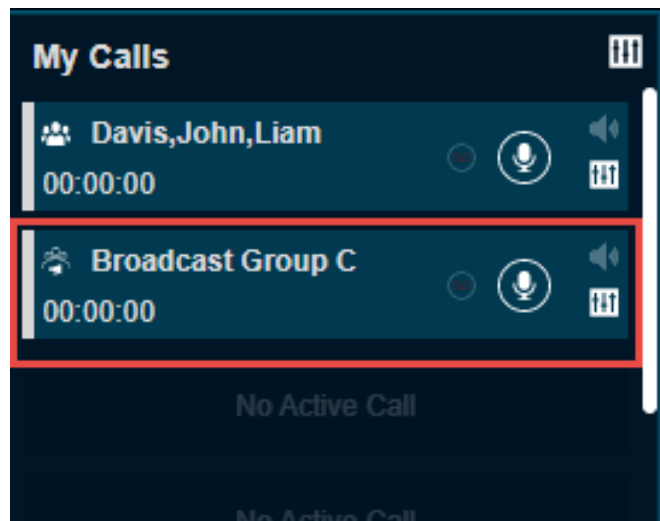
4 For the Dispatch with Simultaneous Session, you can see the broadcast group in the My Calls window. For the Dispatch without Simultaneous Session, you can see the broadcast group in the Master Call Activity window.

Figure 79: Broadcast Call- Active Window without Simultaneous Session
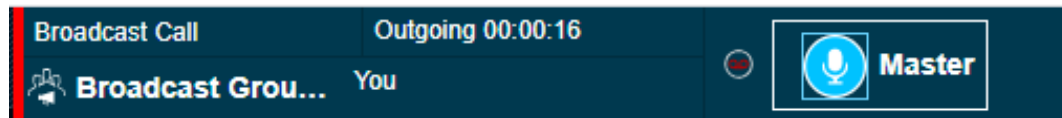
Figure 80: Broadcast Call- Active Window with Simultaneous Session
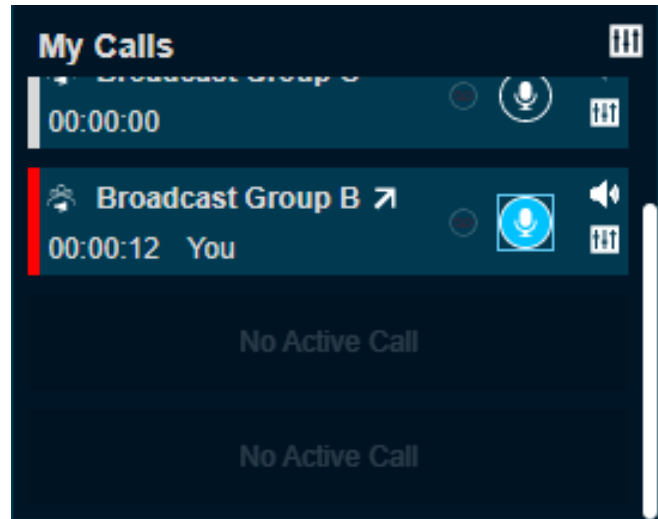
5 For the Dispatch with Simultaneous Session, use the My Calls window to initiate broadcast group call by clicking and holding the **PTT** button. For the Dispatch without Simultaneous Session, use the Master Call Activity window to initiate broadcast group call by clicking and holding the **PTT** button.

The following information displays:

• The Push to Talk button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white), you are talking (red).

• The name of the person speaking shows next to the Name of the broadcast group.

• The Name of the broadcast group shows on the bottom left.

• The Record button can be used to record the call.

• The Speaker icon allows you to mute and un-mute the call.

• The Audio Settings icon to control the volume and voice output of the call.

7.3.4
Placing an Area Talkgroup Call

When and where to use: To call an area talkgroup, follow these steps:

Procedure:

1 Select the area talkgroup from any of the windows that is, Area Talkgroups, Favorites tab in Contacts, Talkgroups window, Area Talkgroups slider, or Call Logs.

2 Click the **Call** icon.

Figure 81: Area Talkgroup Call- Call Ready Screen without Simultaneous Session

Figure 82: Area Talkgroup Call- Call Ready Screen with Simultaneous Session
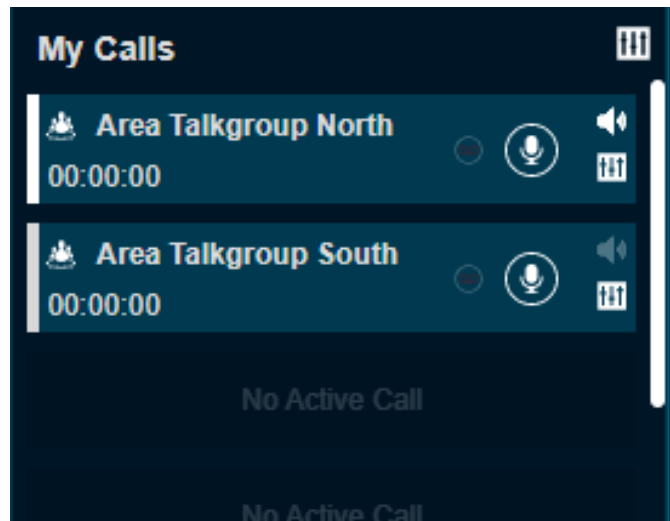
3 For the Dispatch with Simultaneous Session, you can see the area talkgroup in the My Calls window. My Calls does not show the area talkgroup if placed on the Monitored window. For the Dispatch without Simultaneous Session, you can see the area talkgroup in the Master Call Activity window.

4 For the Dispatch with Simultaneous Session, use the My Calls window to initiate area talkgroup call by clicking and holding the **PTT** button. For the Dispatch without Simultaneous Session, use the Master Call Activity window to initiate area talkgroup call by clicking and holding the **PTT** button.

Figure 83: Area Talkgroup Call Active Window
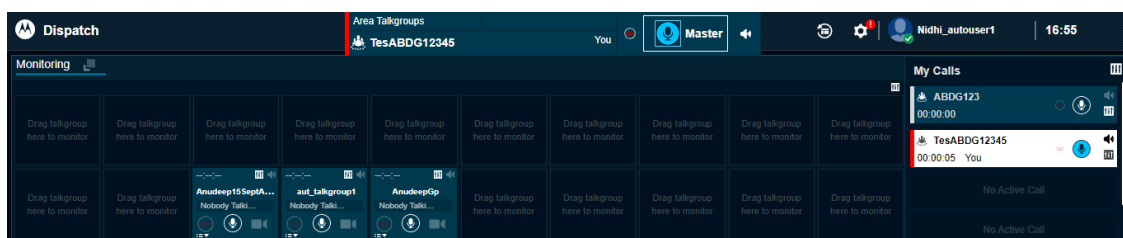
The following information displays:

- The direction of the call displays on the top in the Master Call Activity window for Dispatcher without Simultaneous Session.

- The direction of the call displays next to the name of the talkgroup in My Calls window for Dispatcher with Simultaneous Session.

- The Push to Talk button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white), you are talking (red).

- The Name of the area group shows on the bottom left.

- The name of the person speaking shows next to the Name of the area talkgroup.

- The Record button can be used to record the call.

- The Speaker icon allows you to mute and un-mute the call.

- The Audio Settings icon to control the volume and voice output of the call.

- To end the call, right-click and select **End Call**.

5 To talk, click and hold the on-screen PTT button. The PTT button turns complete blue. When you finish talking, release the on-screen PTT button again to allow other fleet members to speak.

6 When a fleet member takes the floor, the on-screen PTT button turns border and PTT icon blue.

7 To drop yourself from the call, right-click and select **End Call**. The call continues without you. If no one takes the floor, the call automatically ends.

7.3.5
Placing a One-to-one (1-1) Call

When and where to use: To call an individual fleet member, follow these steps:

Procedure:

1 Select the fleet member from any of the windows that is, Contacts and Talkgroups, Map Information, Map Selection list, Alerts, Message, Call logs, or Alert Logs.

2 To call one-to-one, click the **Call** icon.

Figure 84: One-to-one Call- Call Ready Screen without Simultaneous Session
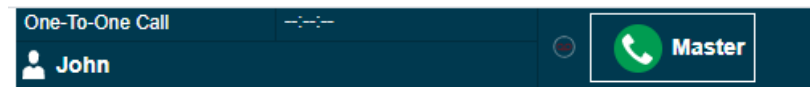
Figure 85: One-to-one Call- Call Ready Screen with Simultaneous Session
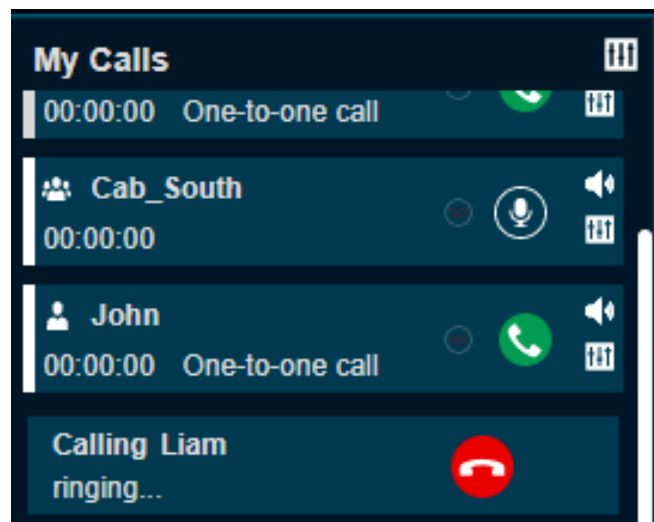
3 If Simultaneous Session is enabled for the Dispatcher then you can see the contact in the My Calls window with call ringing to the member. Once the member receives the call, the call starts for the voice transmission.

4 If Simultaneous Session is disabled for the Dispatcher then you can see the contact in the Master Call Activity window. Click and hold the **Call** icon to talk and listen.

5 For two-way call, click the call the **Call** icon. Once the member receives the call, the call starts for the voice transmission.

6 The Name of the member called in one-to-one call is shown on the top left on the My Calls and bottom left on the Master Call Activity window.

Figure 86: One-to-one Call Active Window without Simultaneous Session
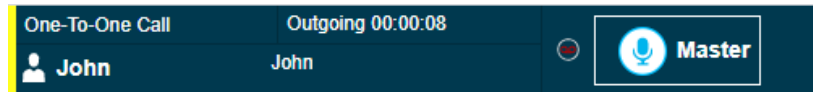
Figure 87: One-to-one Call Active Window with Simultaneous Session
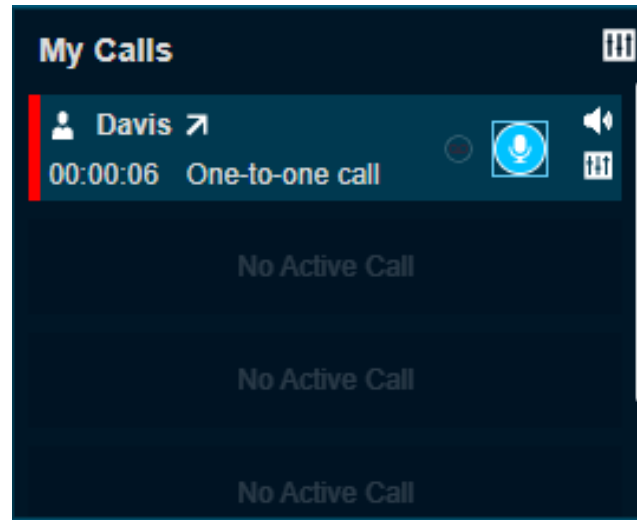
7.3.6
Placing a Call from the Alerts Window

When and where to use: To place call from the Alerts window, follow these steps:

Procedure:

1 Select and right-click on the alert in the Alerts window.

2 Do one of the following:

- For one-to-one missed call alert, click the **Call** icon.

- For one-to-one missed call alert, click the **Two way call** to make two way call to the member.

- For talkgroup missed call alert, click **Call to Initiator** or **Call to Talkgroup**.

The call shows in the My Calls window. If you select **Call to Initiator** then the call goes to the member who initiated the call in that talkgroup.

Figure 88: Make Call from Alerts Window
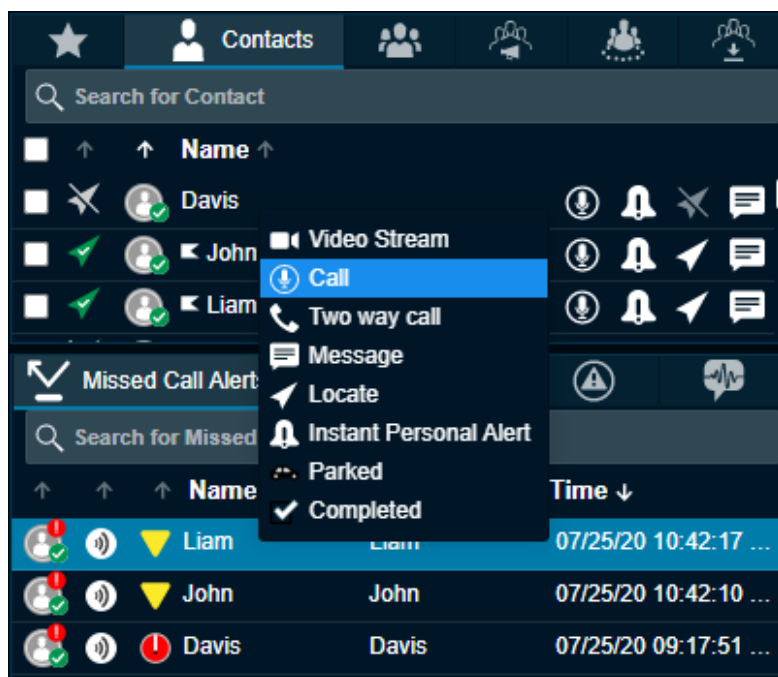
7.3.7
Placing a Call from the Map

When and where to use: To call from the Info window on a map, follow these steps:

Procedure:

1   Click the **Marker** icon for the fleet member on the map to display the info window.

2   To call, click the **Call** icon.

The call shows on the Master Call Activity or My Calls window for the Dispatch without or with Simultaneous Session respectively.

Figure 89: Info Window

Name	John
Phone Number	914-643-3586
Near Location	38, 3rd Main Rd, Rajanna Colony, Vibhutipura, Bengaluru, Karnataka
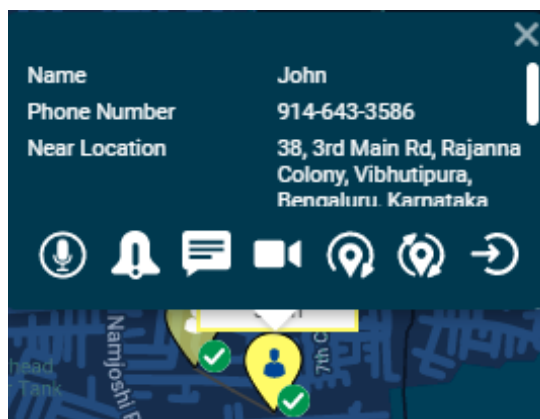
✏️ **NOTICE:** Refer to Selecting Multiple Fleet Members on a Map on page 183 for information on how to display a Selection List window.

7.3.8

Placing a Call from the Selection List window on the map

When and where to use: To call from the Selection List window on the Map, follow these steps:

Procedure:

    1 From the Selection List window,

        • Select the check boxes for the individual fleet members.

        • Click the talkgroup or my talkgroup in the Selection List window.

    2 To call, click the **Call** icon.

      Figure 90: Selection List Window
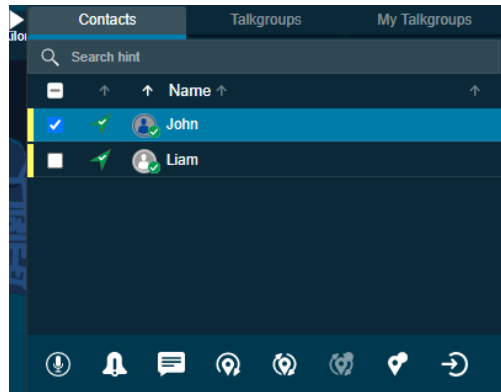
The call shows on the Master Call Activity or My Calls window for the Dispatch without or with Simultaneous Session respectively.

7.3.9

Placing a Call from Call Logs

When and where to use: To place call from the Call Logs window, follow these steps:

Procedure:

    1 Select **Logs** and then select **Call Logs**

    2 Select the check box and right-click on a conversation row from the Call Logs history.

    3 To call, click the **Call** icon.

    4 For the talkgroup missed call alert, do one of the following:

        • Click the **Call to Initiator** to call to the initiator of the call.

        • Click **Call to Talkgroup** to call to the talkgroup.

      1 For a One-to-one call, the call returns to the originating fleet member.

      2 For a Call to Initiator in Talkgroup call, the call returns to the initiator of the talkgroup.

      3 For a Call to Talkgroup in the Talkgroup call, the call returns to the members of the talkgroup.

      4 For a Quick Group call, the call returns to all the fleet members of the Quick Group call.

      5 For a Broadcast Group call, the call is returns to the talkgroup if you are the broadcaster for the talkgroup.

      6 For a Broadcast Group where you are a member and not a broadcaster, initiating the call to the talkgroup results in an error.

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Figure 91: Make Call from Call Logs History
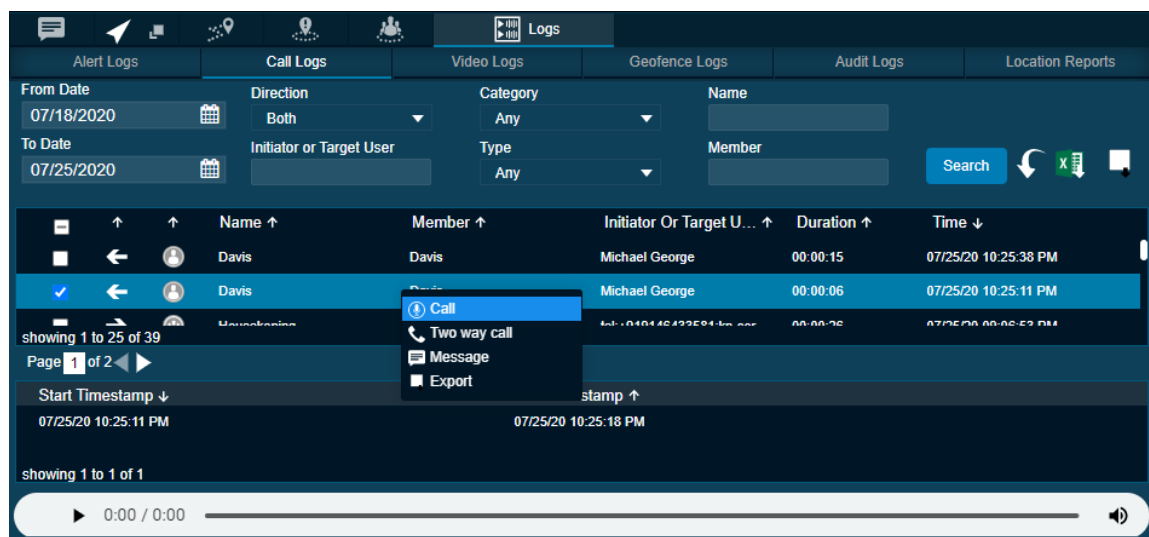
7.3.10
Placing a Call from Alert Logs

When and where to use: To call from the Alert Logs Window, follow these steps:

Procedure:

1 Select **Logs** and then select **Alert Logs**.

2 Select and right-click on an alert from Alert Logs history.

3 To call, click the **Call** icon.

    1 For a One-to-one Missed Call alert, the call returns to the originating fleet member.

    2 For a Call to Initiator in Talkgroup call, the call returns to the initiator of the talkgroup.

    3 For a Call to Talkgroup in the Talkgroup call, the call returns to the members of the talkgroup.

    4 For a Missed Quick Group Call alert, the call returns to the originator.

    5 For a Missed Broadcast Group Call alert, the call returns to the members of the talkgroup if you are a broadcaster.

Figure 92: Make Call from Alert Logs History
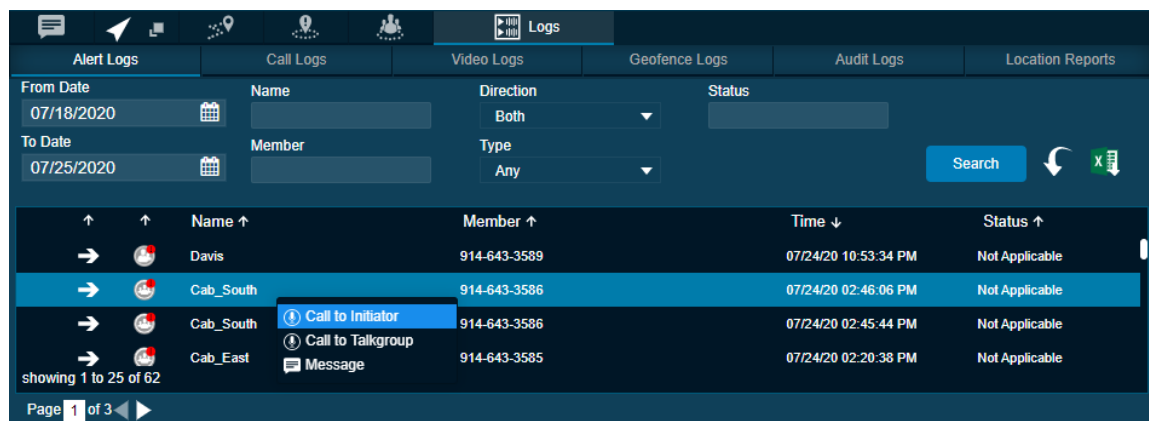
7.3.11
Placing a Call from Geofence Logs

When and where to use: To call from the Geofence Logs Window, follow these steps:

Procedure:

1   Select **Logs** and then select **Geofence Logs**.

2   Select and right-click on an alert from Geofence Logs history.

3   To call, click the **Call** icon.

Figure 93: Make Call from Geofence Logs History
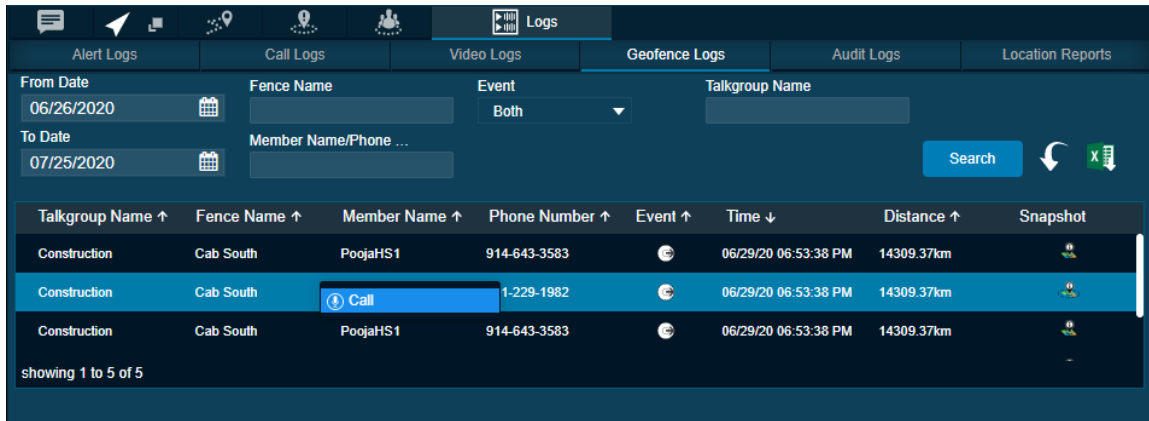
7.3.12
Placing a Call from Message

When and where to use: To place call from the Message window, follow these steps:

Procedure:

1   Select the **Messages** tab and then select the message.

2   To call, click the **Call** icon.

Figure 94: Make Call from Message Tab
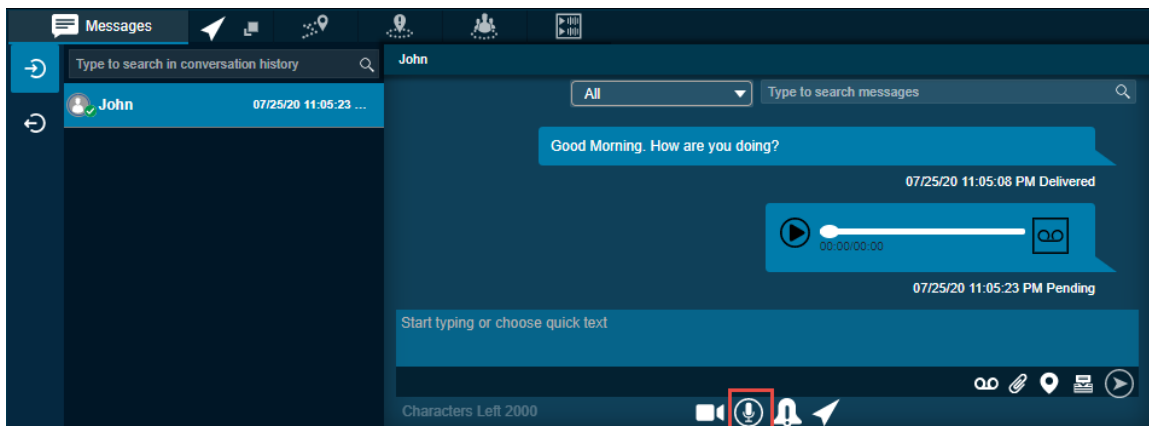
NOTICE: The tones can be enabled or disabled to set the call tones accordingly. For more information on how to add call tones refer to the Tones on page 256 section in this document.

7.4
Receiving Calls (without Simultaneous Session)

You can receive an incoming call from fleet members of any talkgroup, contact, or anyone who dials your number. Any fleet member can directly contact you using a one-to-one call. The Dispatch receives call only when you are idle (meaning that you are not currently participating on a call).

Depending on the configuration, the calls received can be Auto or Manual Commencement. In the Auto call receive mode, the received call barges in automatically and you start the voice transmission with the fleet member. If the call configuration is set to Manual Commencement mode then accept the incoming call to transmit the voice. If you do not want to receive the call, then you can select **Reject** or can select the **Quick Text** icon in the incoming call to send a quick text to the member. If you are on a one-to-one call and a monitored talkgroup call starts, then the call details show on the Master Call Activity window and the monitored talkgroup call not barges in. If the talkgroup is placed on the Monitoring window then the call shows on the respective monitored talkgroup.

For Dispatch with Simultaneous Session disabled, the one-to-one and talkgroup calls are shown in the Master Call Activity window.

NOTICE: If you are using chrome browser and you receive a PTT call and you are not in the active Dispatch tab or if the Dispatch is minimized, then you can listen to the PTT call but when you navigate to the dispatch active tab, the call timer in the call activity window starts from zero.

Figure 95: Incoming one-to-one Call Active Window

Figure 96: Incoming Talkgroup Call Active Window
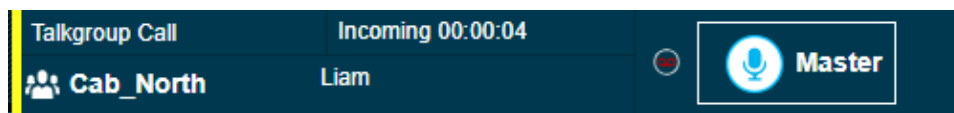
A **Dispatcher** icon displays next to the talker when another participant of the call is a dispatcher. If the affiliation feature is enabled for the Dispatch then you do not receive any talkgroup missed calls for the talkgroup calls that are not on the Monitoring window. If you are already in a one-to-one call and you receive another one-to-one call, then the incoming call is shown as a missed call.

7.5
Receiving Calls (With Simultaneous Session)

You can receive an incoming call from fleet members of any talkgroup, contact, or anyone who dials your number. Any fleet member can directly contact you using a one-to-one call.

Depending on the configuration, the calls received can be Auto or Manual Commencement. In an Auto call receive mode, the received call barges in automatically and you start the voice transmission with the fleet member. If the call configuration is set to Manual Commencement mode then accept the incoming call for the voice transmission. If you do not want to receive the call, then you can select **Reject** or can select the **Quick Text** icon in the incoming call to send a quick text to the member. If Simultaneous Session in enabled, then you receive multiple calls and can listen to all the calls at a time. You can choose to change the output to a different speaker and can also mute the volume of an ongoing call. If the talkgroup is placed on the Monitoring window then the call shows on the respective monitored talkgroup.

If the affiliation feature is enabled for the Dispatch then you do not receive any talkgroup missed calls for the talkgroup calls that are not on the Monitoring window. If you are already in a one-to-one call and you receive another one-to-one call, then the incoming call is shown as a missed call.

The following screen shows an indication of incoming multiple call (Simultaneous Session).

> **NOTICE:** If you are using chrome browser and you receive a PTT call and you are not in the active Dispatch tab or if the Dispatch is minimized, then you can listen to the PTT call but when you navigate to the dispatch active tab, the call timer in the call activity window starts from zero.

Figure 97: Incoming One-to-one Call Active window
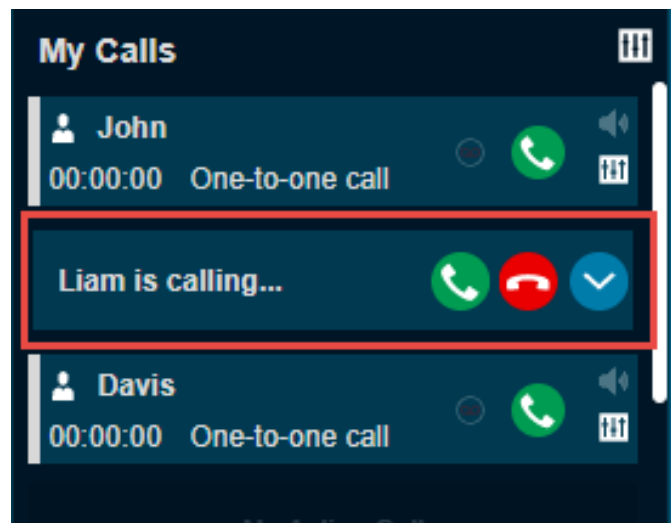
Figure 98: Incoming Multiple Call Active Window
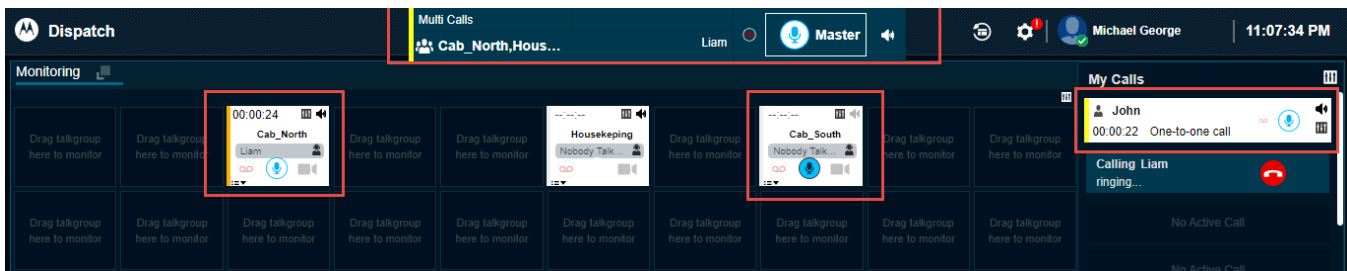
7.6
Voice Message Fall Back

If the call to called fleet member does not delivers (for example, Do Not Disturb, Offline, Busy, and Temporarily Unavailable) then the PTT Voice Message fallback converts PTT call into a voice message. There is a minimum length of recording that is needed for a valid voice message fall back. Therefore, when your voice message fall back occurs, and the recording is less than minimum time, then the voice message is discarded.

When and where to use: To initiate voice message fall back recording, follow these steps:

Procedure:

1 Select the fleet member or talkgroup where all the fleet members are in Do Not Disturb or Offline from any of the windows that is, Contacts and Talkgroups, Map Information, Map Selection, Alerts, Message, Call logs, or Alert Logs.

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2 Click the **Call** icon. The call button in the My Calls or Master Call Activity window, for the

Dispatch with or without Simultaneous Session respectively, turns to [icon].

3 Click and hold the PTT record button for more than the minimum length of recording.

4 The recorded voice is delivered to the fleet members as a voice message.

5 The voice message is shown in the Message tab.

Figure 99: Voice Message Fall Back without Simultaneous Session
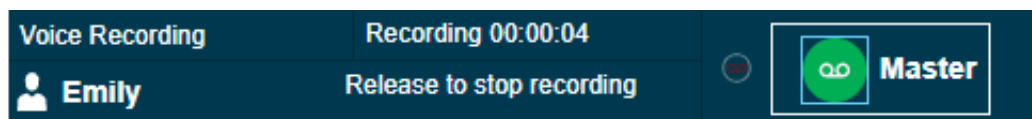
Figure 100: Voice Message Fall Back with Simultaneous Session
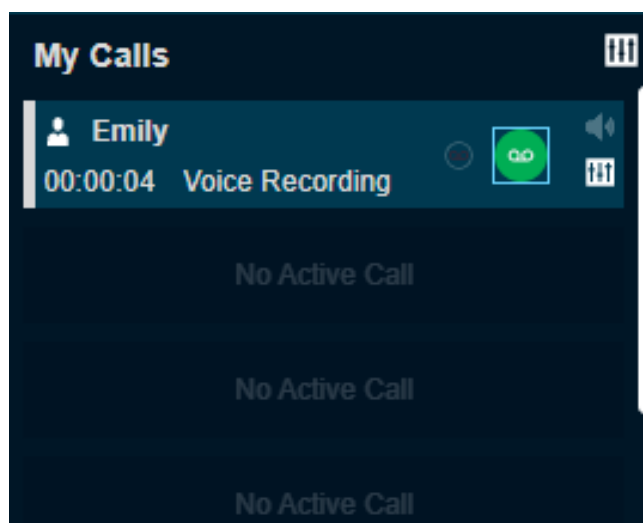
7.7
Rejoining a Talkgroup Call

If you drop from a talkgroup call, for example, selecting the End Call, you can re-join the call by initiating a call to that talkgroup. You can call the talkgroup from the master call activity, alert, alert logs, call logs, messages, map info window, map selection list, monitoring, or from My Talkgroups tab. If Simultaneous Session is enabled for the Dispatch then you can also rejoin an ongoing multiple call from the Master Call Activity window. You cannot rejoin a broadcast group or a quick group call that you drop.

> **NOTICE:** If the call ends before you try to re-join, you start a new call to that talkgroup.

Joining a Monitored Talkgroup Call

For the Dispatch with Simultaneous Session disabled, if you want to join an active monitored talkgroup, click the **Call** button for a monitored talkgroup and you can join the call. You can also join the call from the Master Call Activity window or Contacts and Talkgroups by clicking in-line call button against the talkgroup.

Figure 101: Monitored Talkgroup Call
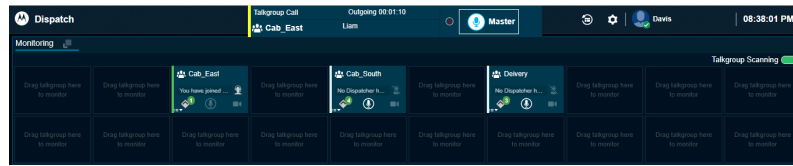
📝 **NOTICE:** You can rejoin the ongoing call from any of the windows where the call icon is shown for that talkgroup.

7.8

Setting the PTT Call Volume

Call volume can be controlled during a PTT call by increasing or decreasing the volume of your Laptop/PC and individual level at each of the one-to-one or talkgroup call in the Monitoring and My Calls window.

Figure 102: Call Volume
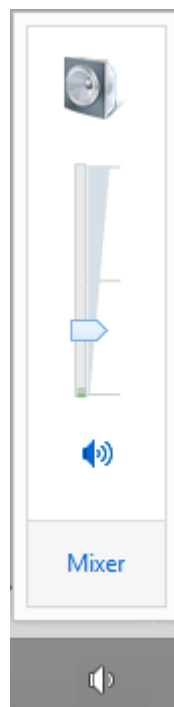
Figure 103: In Call Audio Controls
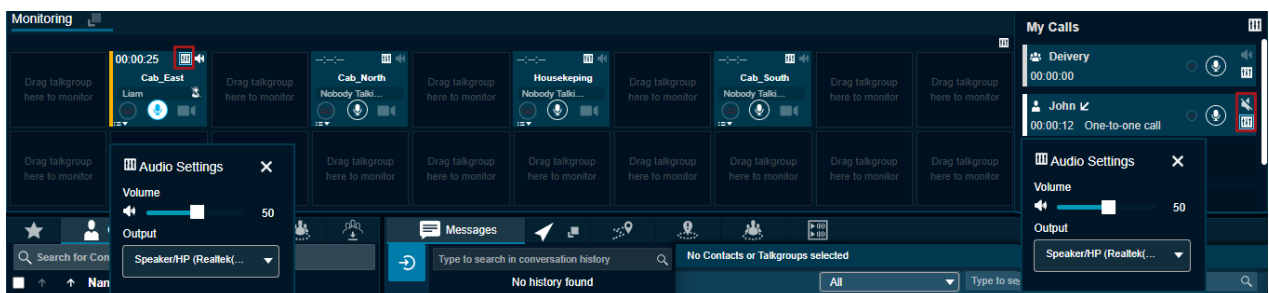
Chapter 8

Emergency

You can initiate an emergency on behalf of the fleet member and participate in case of any life-threatening situation. Emergency calls in nature are always the highest priority than any other PTT call and preempt any ongoing call except another ongoing emergency call. You can select the fleet member (target user) and initiate an emergency directly or can do user check before initiating emergency from the user check window.

If an emergency state is declared and you are a participant of the emergency destinations, then an emergency alert shows under the Emergency Alerts tab. Depending on the CAT configuration, you receive an alert and an emergency call. You can see other dispatch participants in the emergency call. If you are on another ongoing PTT, broadcast or scanned talkgroup call, and an emergency call starts then the emergency call barges in, and you join that emergency call. If you are already on an emergency call and you receive a new emergency call, then the new emergency call shows under the Emergency Alert tab. You can end the ongoing emergency leg of the call for itself and join another emergency call. You can cancel the emergency for the fleet member. You must select the reason for the emergency cancellation by marking if the emergency declared is False or Valid.

Dispatch supports multiple fleet members getting in to the emergency in the same talkgroup. When fleet member initiates emergency to a talkgroup that is already in an emergency, an alerts is received in the Emergency Alerts window. Talkgroup stays in emergency until the last member on talkgroup in the emergency state cancels the emergency. If needed, dispatcher can also cancel the emergency for individual member in the talkgroup.

8.1
Initiate an Emergency

When and where to use: To initiate an emergency for a fleet member, follow these steps:

Procedure:

  1 From the Contacts and Talkgroup tab, select the fleet member (whom you are authorized) to whom you want to initiate the emergency.

Figure 104: Start Emergency- Contacts and Talkgroups Window
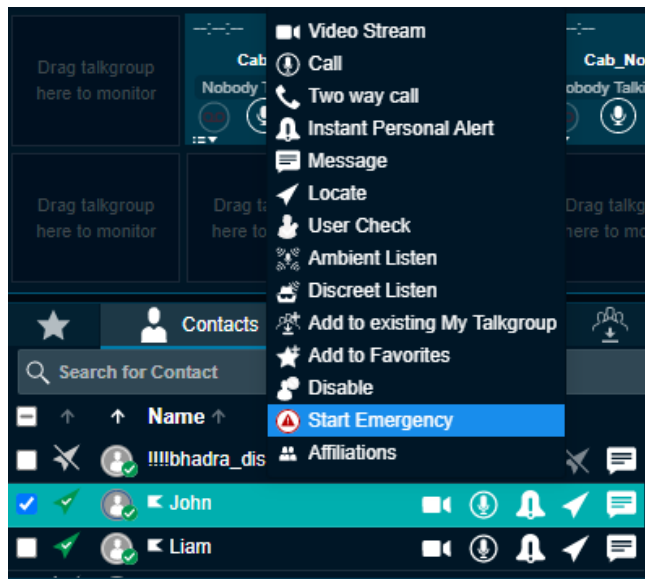
> **NOTICE:** Make sure that the presence status of the fleet member is "Available" or "DND" to which emergency is being initiated.

2 Right-click and select **Start Emergency**.

3 A "START EMERGENCY" confirmation window displays.

Figure 105: Start Emergency Confirmation Window
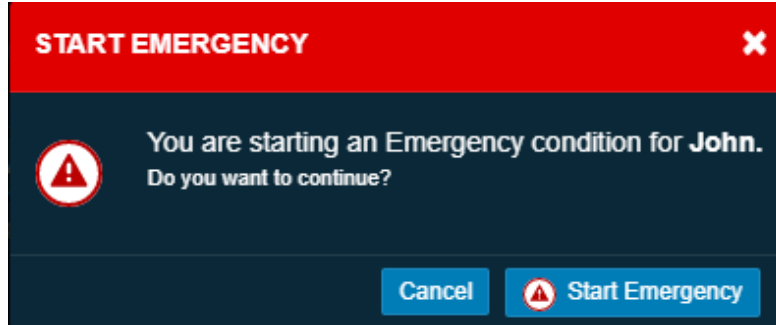
- Click **Start Emergency** to start the emergency.
- Click **Cancel** to cancel the emergency initiation.

4 A toast message is received, and an emergency alert is sent to the emergency destinations of the fleet member.

Figure 106: Toast Message- Start Emergency
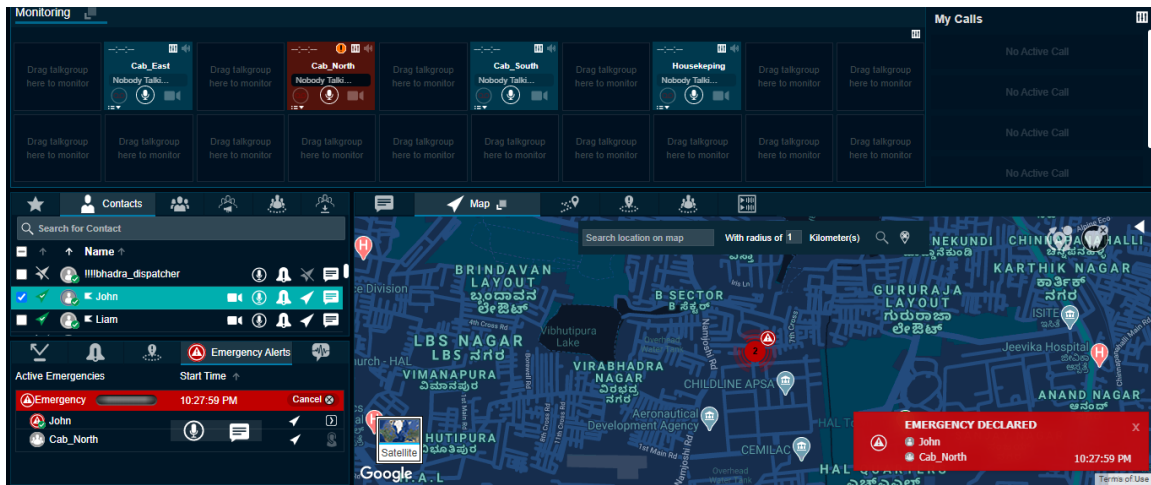
If the emergency destination set to a talkgroup that is placed on the Monitoring window, then the monitored talkgroup shows the emergency. You do not receive the emergency to the destinations for unaffiliated talkgroups.

If the fleet member is configured for automatic emergency initiation, then you receive an emergency call along with the emergency alert. To join the emergency, click the **Call** icon in the Monitoring or Master Call Activity window for the Dispatch with or without Simultaneous Session respectively.

Figure 107: Automatic Emergency Initiation
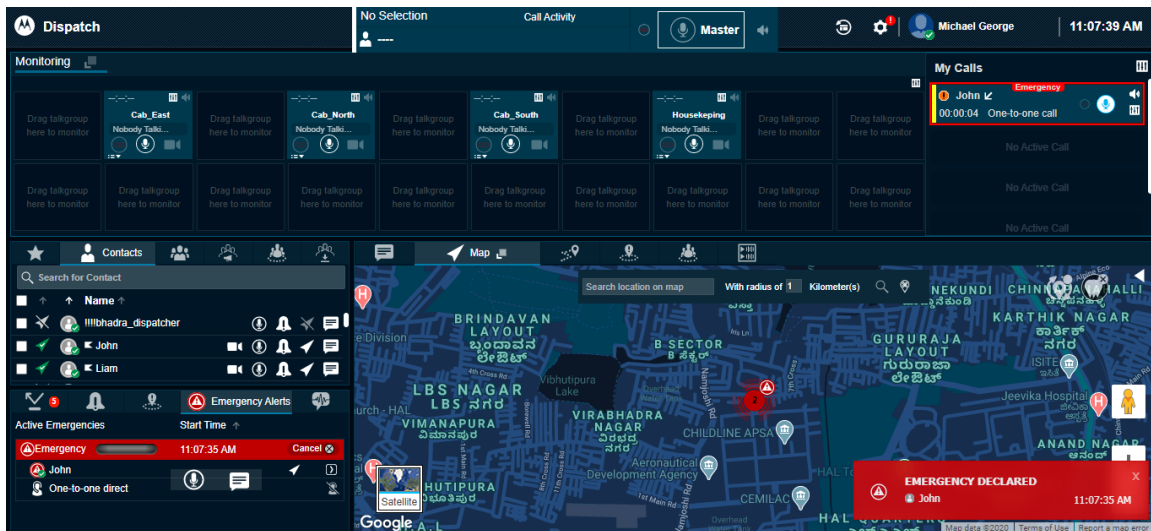
8.2
Received Emergency

If an emergency is initiated and you are part of that emergency destination, then you receive an alert and that shows in the Emergency Alert tab under the Alerts window, talkgroup on the Monitoring window and My Calls window for one-to-one emergency destination. If the emergency destination is set to a talkgroup that is placed on the Monitoring window then the emergency shows on the destination talkgroup. Dispatch does not show the emergency destinations for the talkgroups not on the Monitoring window. You can do the following from the received emergency alert.

When and where to use: On the alert, click one of the following:

Figure 108: Emergency Alert tab
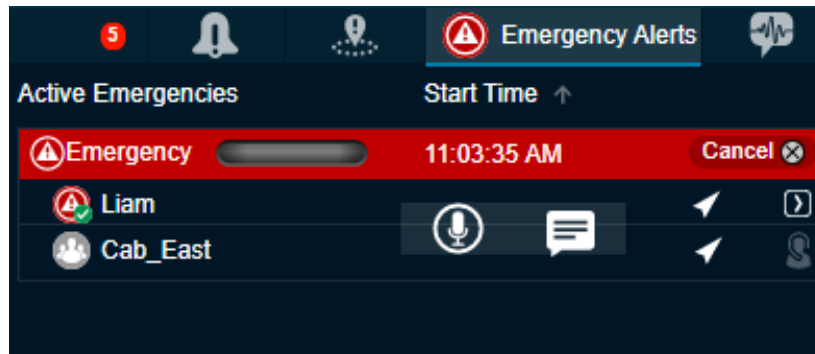
- **Call** icon to call. The call is placed to the configured destination.

- **Locate** icon to locate the fleet member or the talkgroup member (if the destination is set to talkgroup) on the map
.

- **Message** icon to send a message (text, multimedia and location). The message is sent the configured destination.

- **More** icon and initiate user check, ambient listening and discreet listening.

A **No Dispatcher Joined Emergency** icon on the emergency alert indicates that no dispatcher has joined the emergency. If another dispatcher has joined that emergency then the indicator turns to **Other Dispatcher Joined Emergency**. If you have joined the emergency, then the indicator turns to **Dispatcher Joined Emergency**. A no dispatcher in call **No Dispatcher in Call** or **Dispatcher on Call** icon on the alert shows that the dispatcher joined the emergency. You can click the **Dispatcher Member List** icon to view the dispatchers joined the emergency.

Figure 109: Initiate User Monitoring- Emergency Alerts
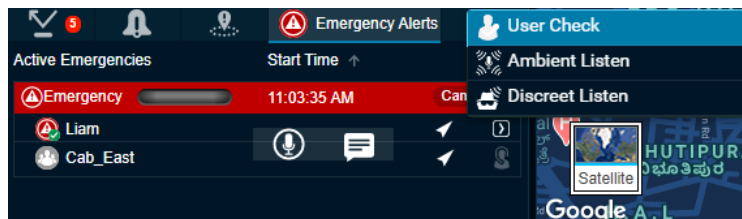
8.3
Emergency Cancellation

You can cancel the emergency for the fleet member and can mark whether the emergency declared is False or Valid.

When and where to use: To cancel the emergency and confirm, follow these steps:

Procedure:

1 From the Emergency Alert or User Check window, click **Cancel**.

Figure 110: Cancel Emergency- Emergency Alert Window
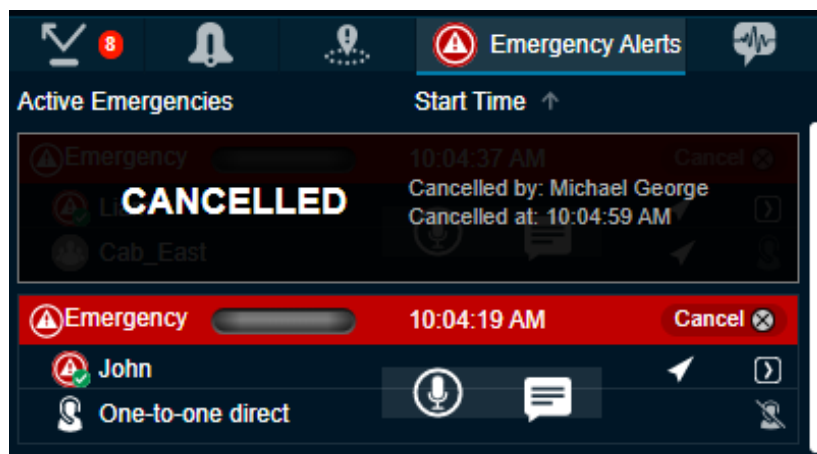
Figure 111: Cancel Emergency- User Check Window
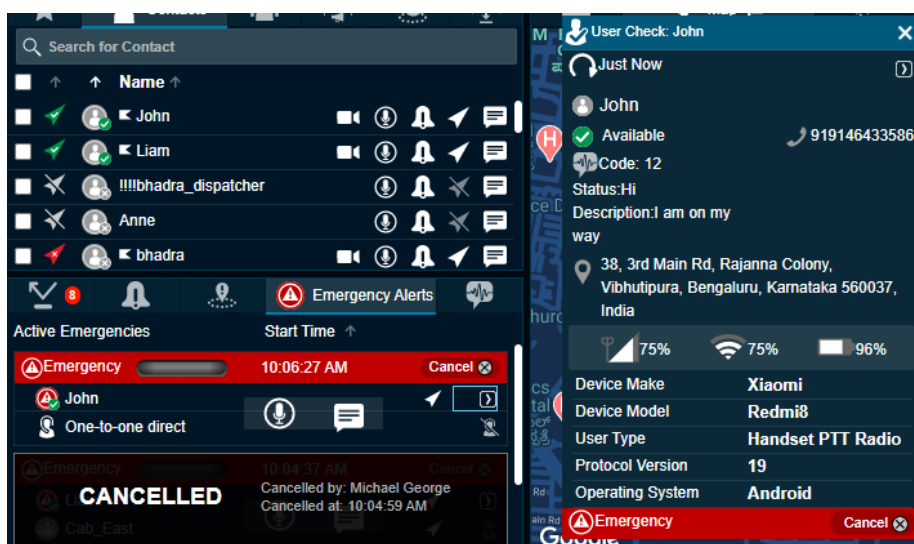
2 A confirm emergency confirmation box displays.

Figure 112: Confirm Emergency Confirmation Box
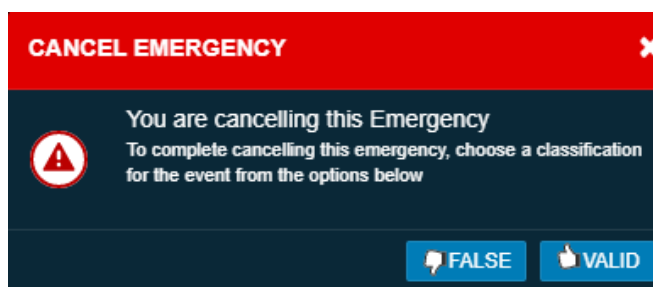
3 Confirm the emergency by selecting **False** or **Valid**.

Chapter 9

Integrated Secured Messaging

Secured Messaging allows you to send and receive secure text messages, multimedia content, and location information to and from other fleet members. You can select a contact or talkgroup from any of the window such as Contacts and Talkgroups, Map info, Map Selection List, Alerts, Monitoring, Call, and Alert Logs to send a message. One-to-one messages provide the sender with confirmation that the content was delivered. Multimedia content can include image, video, audio, and document. The image, audio, document and video can be browsed from the PC and sent as an attachment. You can send a voice message from a prerecorded (audio clip) from the local PC or record-and-send (within Dispatch). When you decide to send a voice message, you can record, preview, rerecord, erase, and send the voice message. Location messages allow you or fleet member to send and receive location information. You can select the location pin icon to share location or search for any address or any point of interest on Google Maps and share it with the fleet members. Also, you can view the received location of the fleet member. A notification displays whenever you receive a message. You can delete or forward the message (text, location or multimedia) to the other fleet member. The number of unattended messages is shown with a badge on the message icon next to the contact or talkgroup in the Contacts and Talkgroups window, header of the Message tab and on each conversation history. You can search for the messages by date, name, or part of conversation text in the search area of the message. You can browse or drag and drop any multimedia file from the local drive into the message window of a contact or talkgroup. You can preview and add additional text with the attachment before sending it to the fleet members. If affiliation feature is enabled, then two sub-tabs show under the Message tab. Depending on whether the message that you send or receive to or from the Affiliated or Unaffiliated member, the message shows in the respective Affiliated or Unaffiliated sub-tab. You can mouse hover the sub-tab icons to view the Affiliated or Unaffiliated type sub-tab. The dispatch does not show any notification if the message is received from an unaffiliated talkgroup. The procedures explained in the following sections are applicable to both Affiliated and Unaffiliated members.

9.1
Supported Formats for the Multimedia

The following table lists the supported multimedia file formats:

Table 4: Supported Multimedia Formats

Multimedia Type	Supported Format
Image	JPEG
	PNG
	GIF 87a
	GIF 89a
	Animated GIF 89a
Video	MPEG-4*
Audio	AAC
	MP3
Document	PDF
	DOC, DOCX

Multimedia Type	Supported Format
	XLS, XLSX
	PPT, PPTX

NOTICE: The maximum character limit for text message is based on the server configuration (Default- 300). Dispatch does not allow sending an attachment if there is an ongoing video stream.

9.2
Sending Message to a Contact

Depending on whether you are sending message to the affiliated or unaffiliated member, the message shows in the respective sub-tab under the Message tab. If the affiliation feature is disabled for the Dispatch then no sub-tab is show under the Message tab.

When and where to use: To send a text message to a contact, follow these steps:

Procedure:

1. Do one of the following to select the contact:
   - Click the **Contact** tab from the Contacts and Talkgroup or Map Selection List window
   - Right-click the contact in Alerts, Call Logs, and Alert Logs window.
   - Click the **Map Marker** of the contact on the map to view the Map Info window.
2. Click the **Message** icon. A Message tab shows below the monitoring window.
3. Type the message in the text area and click the **Send** icon.
   Figure 113: Send Text Message to Contact
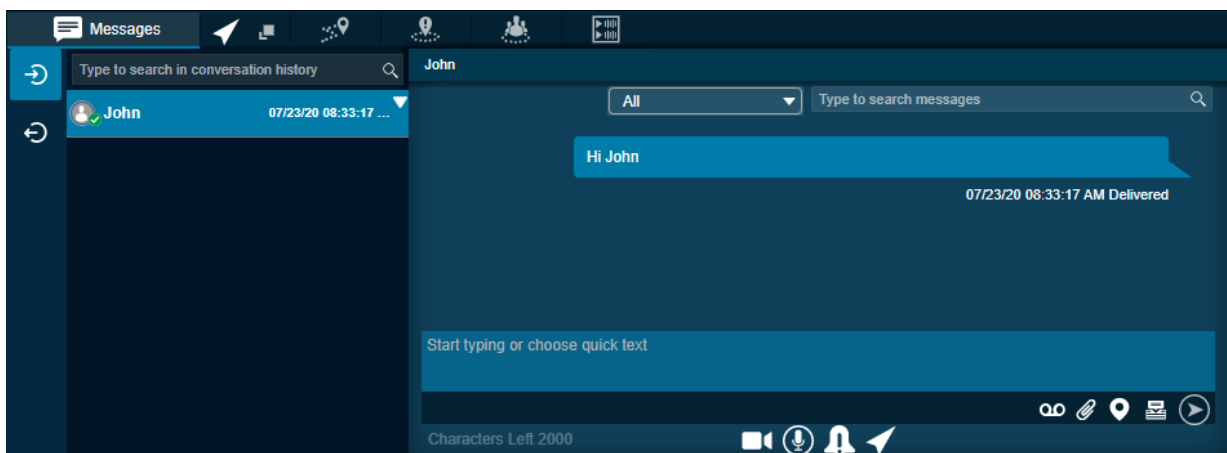
9.2.1
Sending document to a contact

When and where to use: To send document to a contact, follow these steps:

Procedure:

1. Do one of the following to select the contact:
   - Click the **Contact** tab from the Contacts and Talkgroups or Map Selection List window and select the Contact.

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- • Right-click the contact in Alerts, Call Logs, and Alert Logs window.
- • Click the **Map Marker** of the contact on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the monitoring window.

3 Click the **Attach Files** icon.

4 Select the **Attach Document** icon. A file selection window opens.

Figure 114: File Selection Window- Document
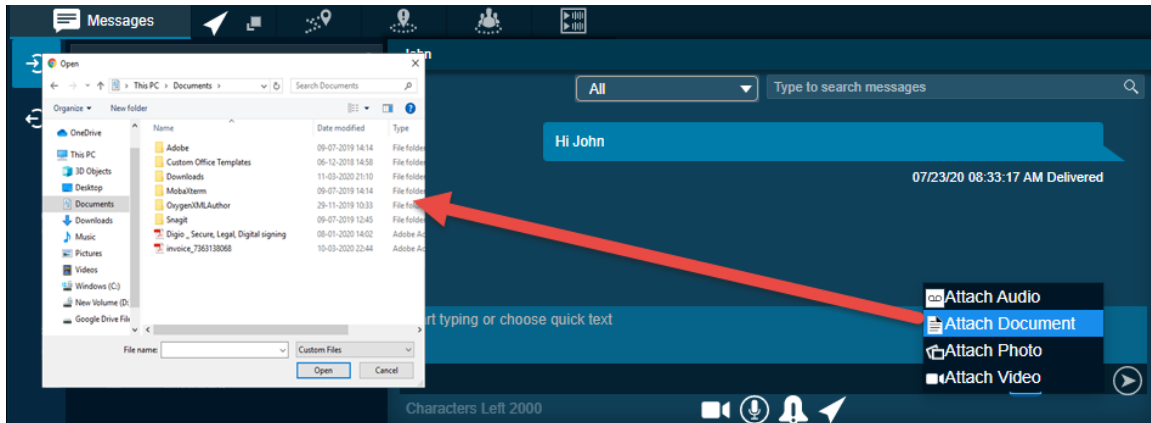
- • Select the file and click **Open**.
- • Click **Cancel** to cancel the action.

5 Click the **Send** icon to send the file.

Figure 115: Send Document to Contact
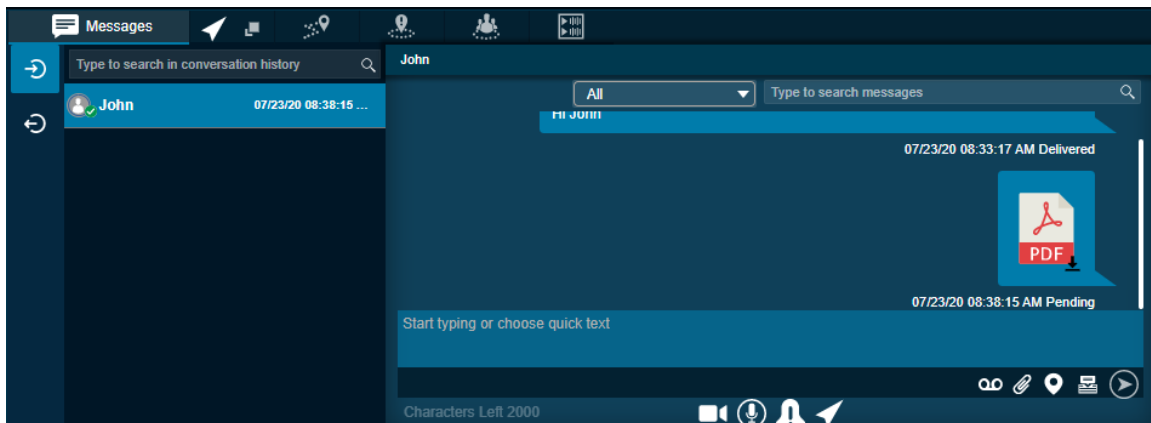
> **NOTICE:** You can also add text with the document attachment.

9.2.2
Discarding the attached document

When and where to use: To discard the attached document, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.

- Click **No** to cancel the action.

9.2.3
Sending a photo to a contact

When and where to use: To send a photo to a contact, follow these steps:

Procedure:

1 Do one of the following to select the contact:

- Click the **Contact** tab from the Contacts and Talkgroups or Map Selection List window.

- Right-click the contact in Alerts, Call Logs, and Alert Logs window.

- Click the **Map Marker** of the contact on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the monitoring window.

3 Click the **Attach Files** icon.

4 Select the **Attach Photo** icon. A file selection window opens.

Figure 116: File Selection Window- Photo
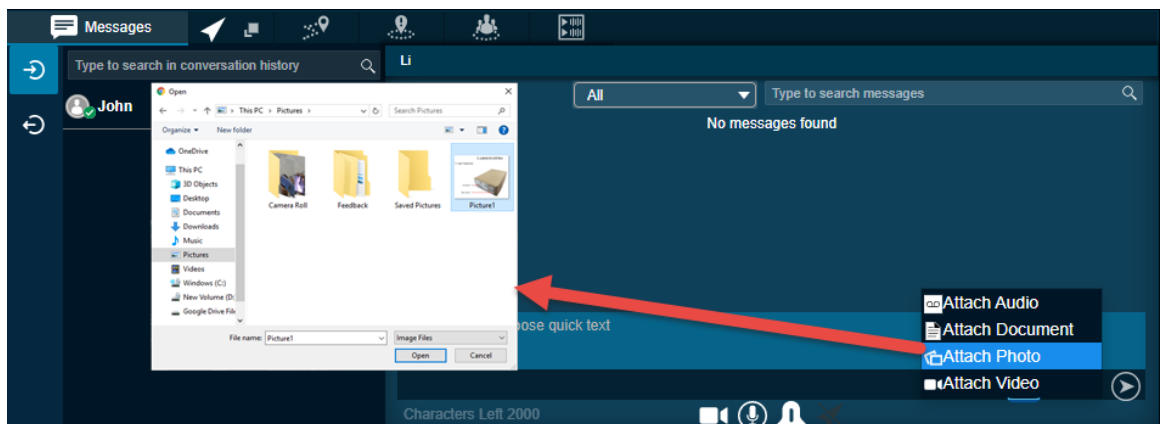
- Select the photo and click **Open**.

- Cut an image or part of an image and paste.

- Click **Cancel** to cancel the action.

5 Click the **Send** icon to send the photo.

Figure 117: Send Photo to a Contact
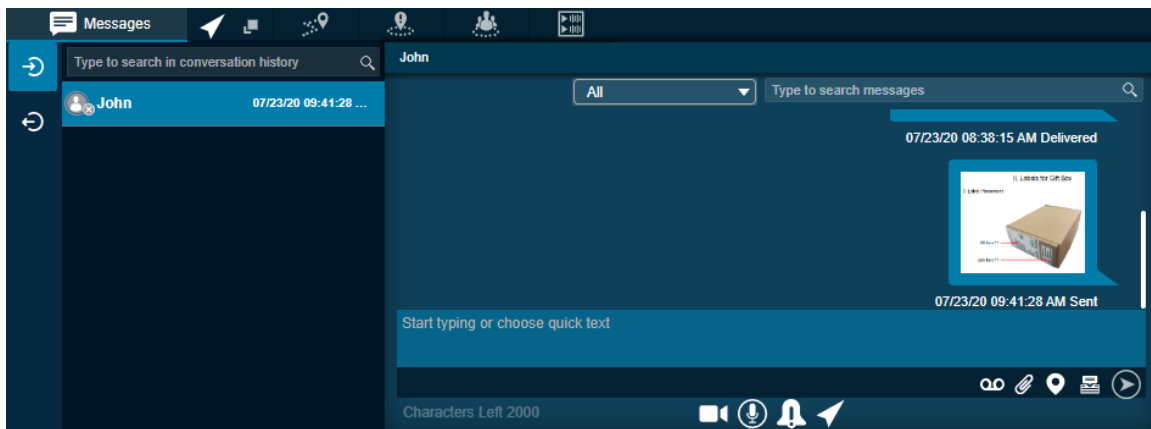
9.2.4
Discarding the attached photo

When and where to use: To discard the attached photo, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.
- Click **No** to cancel the action.

9.2.5
Sending video to a contact

When and where to use: To send video to a contact, follow these steps:

Procedure:

1 Do one of the following to select the contact:
   - Click the **Contact** tab from the Contacts and Talkgroups or Map Selection List window.
   - Right-click the contact in Alerts, Call Logs, and Alert Logs window.
   - Click the **Map Marker** of the contact on the map to view the Map Info window.
2 Click the **Message** icon. A Message tab opens below the monitoring window.
3 Click the **Attach Files** icon.
4 Select the **Attach Video** icon. A file selection window opens.

Figure 118: File Selection Window- Video
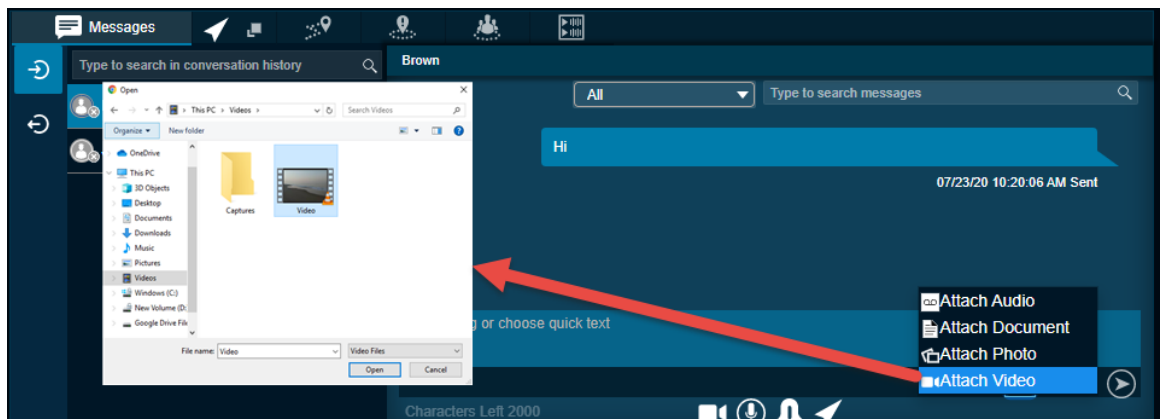
- Select the video file and click **Open**.
- Click **Cancel** to cancel the action.

5 Click the **Send** icon to send the video file.

Figure 119: Send Video to Contact
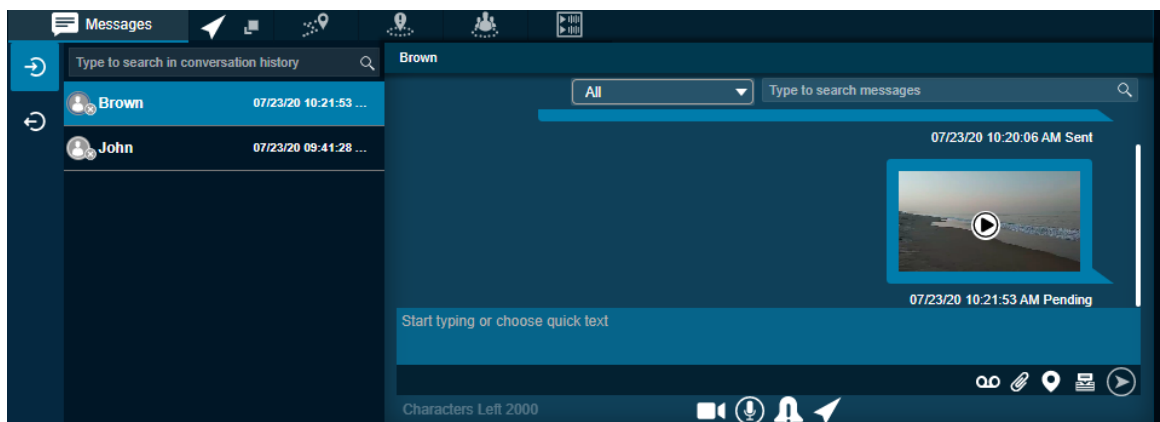
> **NOTICE:** You can also add text with the video attachment.

9.2.6
Discarding the attached video

When and where to use: To discard the attached video, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.
- Click **No** to cancel the action.

9.2.7

Sending audio to a contact

You can send audio message either by recording from the Dispatch application or pre-recorded audio file from your local PC.

When and where to use: To record and send an audio message from the Dispatch application, follow these steps:

Procedure:

1 Do one of the following to select the contact:

- Click the **Contact** tab from the Contacts and Talkgroups or Map Selection List window.

- Right-click the contact in Alerts, Call Logs, and Alert Logs window.

- Click the **Map Marker** of the contact on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the monitoring window.

3 Click the **Recording** icon.

Figure 120: Record Voice message and Send
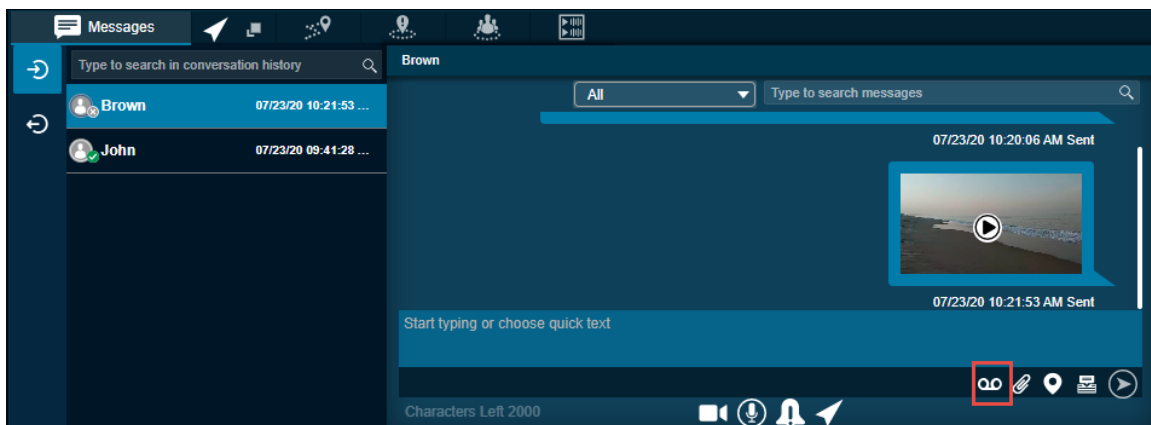
4 Record the audio from your device.

- Click the **Stop** icon to stop the recording.

- Click the **Cancel** icon to cancel the recording.

5 Click the **Send** icon to send the recorded audio.

Figure 121: Send Recorded Voice Message
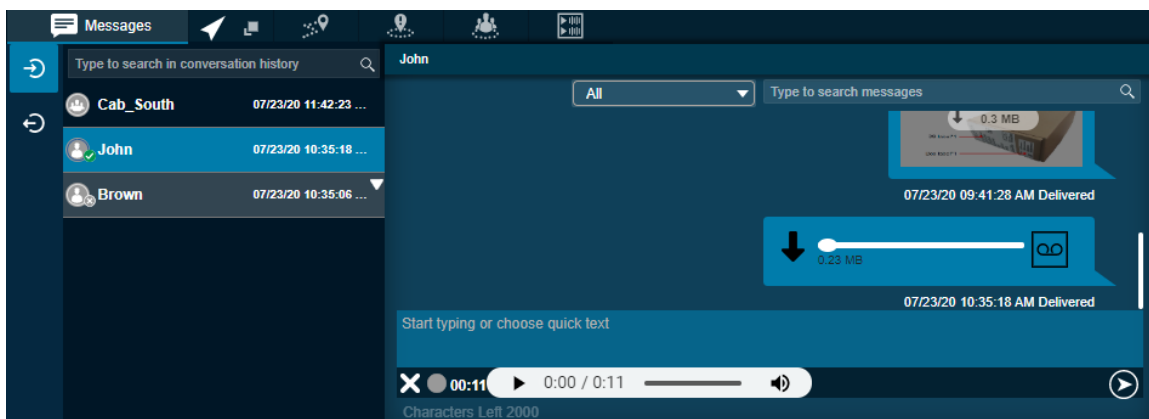
You can preview the recorded audio by clicking the **Play** icon before sending to the contact.

9.2.8
Sending a pre-recorded audio file from your local PC

When and where to use: To send a pre-recorded audio file from your local PC, follow these steps:

Procedure:

1 Do one of the following to select the contact:
   - Click the **Contact** tab from the Contacts and Talkgroups or Map Selection List window.
   - Right-click the contact in Alerts, Call Logs, and Alert Logs window.
   - Click the **Map Marker** of the contact on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the monitoring window.

3 Click the **Attach Files** icon.

4 Select the **Attach Audio** icon. A file selection window opens.

   Figure 122: File Selection Window- Audio
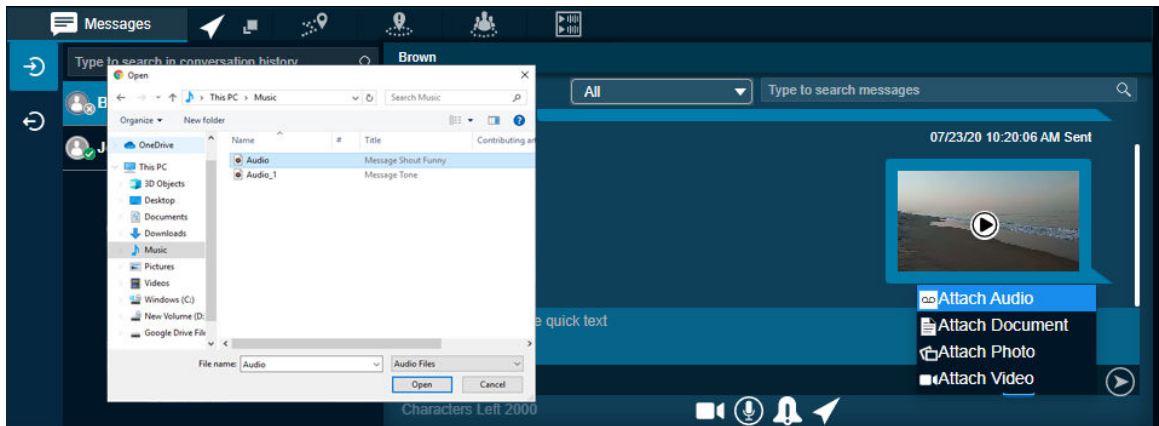
   - Select the audio file and click **Open**.
   - Click **Cancel** to cancel the action.

5 Click the **Send** icon to send the audio file.

Figure 123: Send Audio to Contact
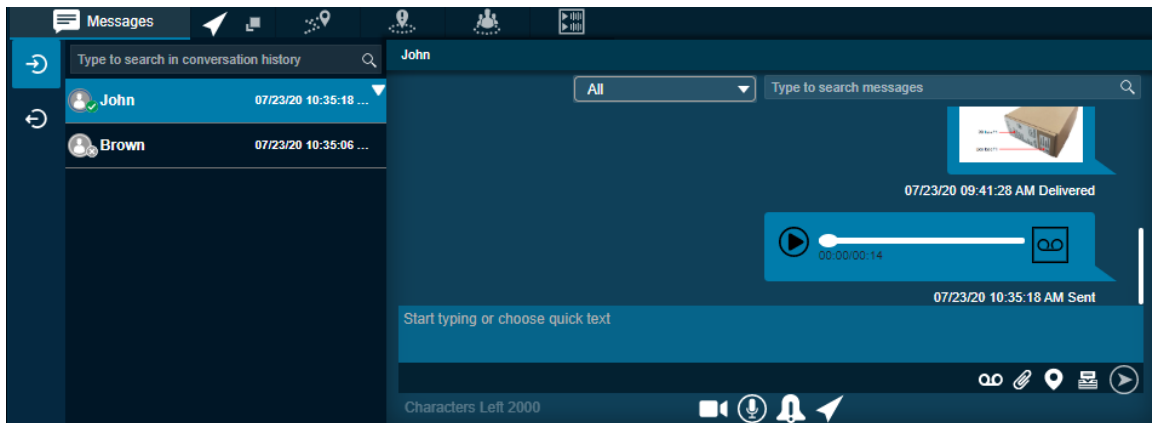
NOTICE: You can also add text with the audio attachment.

9.2.9
Discarding the attached audio

When and where to use: To discard the attached audio, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.
- Click **No** to cancel the action.

9.2.10
Sharing Location to a contact

When and where to use: To share location to a contact, follow these steps:

Procedure:

1 Do one of the following to select the contact:

- Click the **Contacts** tab from the Contacts and Talkgroups or Map Selection List window
- Right-click the contact in Alerts, Call Logs, and Alert Logs window.
- Click the **Map Marker** of the contact on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the monitoring window.

Figure 124: Share Location- Message
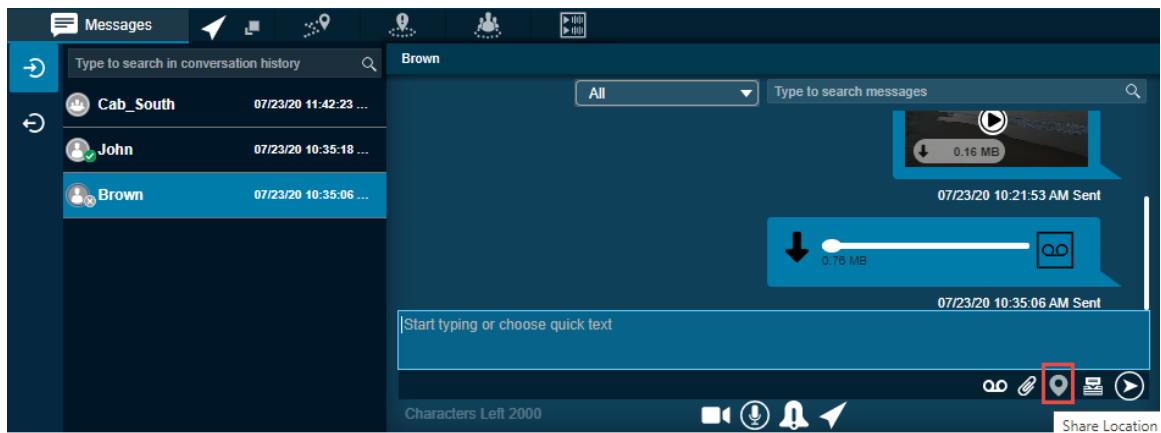
3 Click the **Share Location** icon. A map with location pin opens.

Figure 125: Choose Location Window
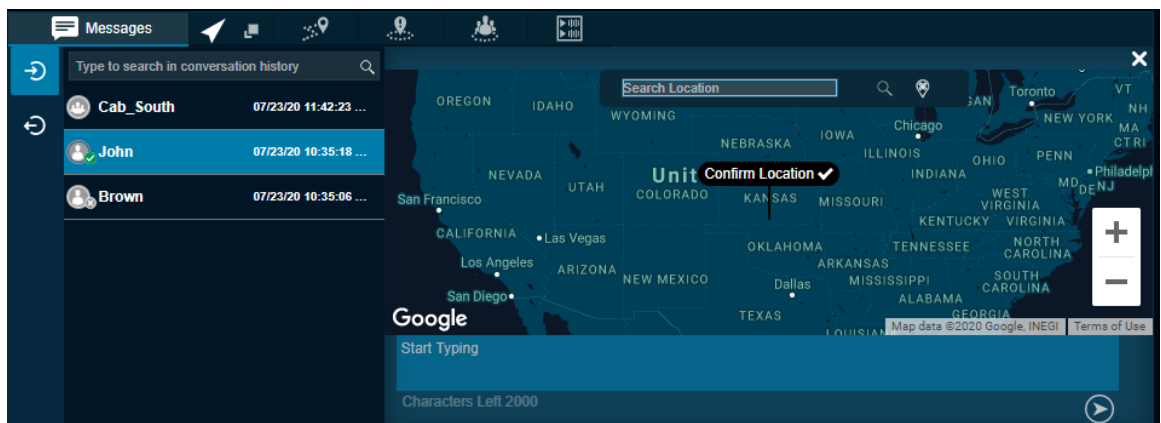
4 Choose a location you want to share by moving the map and dropping the location pin. You can also search for the location address to drop the location pin.

5 Click the **Confirm Location** icon.

- Click the **Send** icon to share the location to the contact.
- Click **Cancel** to cancel the action.

Figure 126: Share Location to Contact
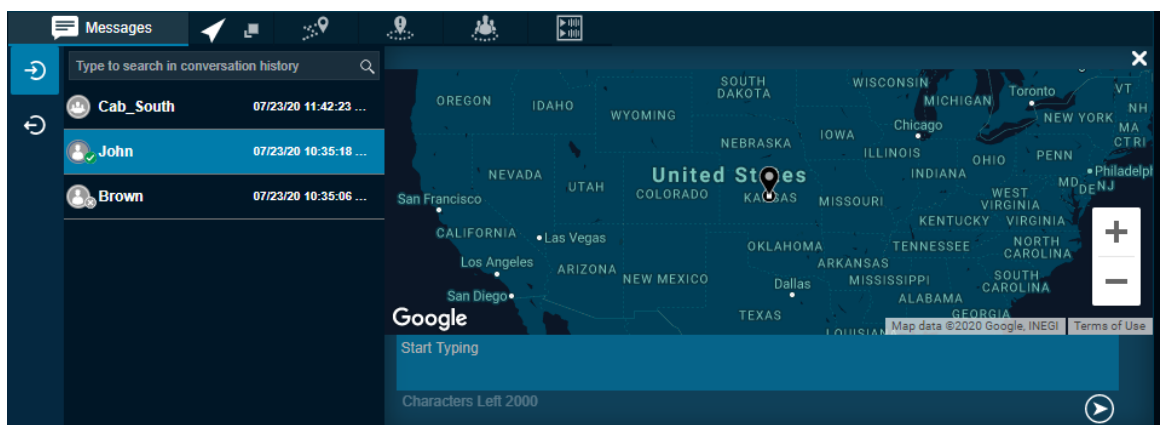
9.3

Sending Message to Quick Group

Depending on whether you are sending message to the affiliated or unaffiliated member, the message shows in the respective sub-tab under the Message tab. If the affiliation feature is disabled for the Dispatch then no sub-tab is show under the Message tab.

9.3.1

Sending text message to a quick group

When and where to use: To send text message to a quick group, follow these steps:

Procedure:

1 Click the **Contact**tab from the Contacts and Talkgroups.

2 Select the check boxes next to the contacts.

3 Right-click and select **Message**. A Message tab opens below the Monitoring window.

4 Enter the text in the text area and click the **Send** icon.

Figure 127: Send Text Message to Quick Group
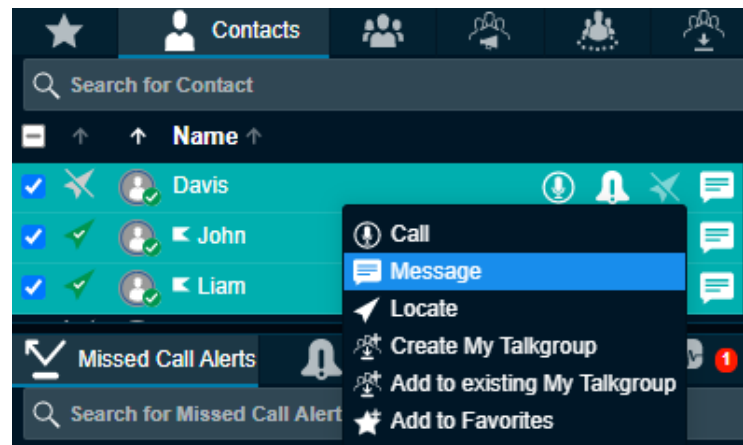
9.3.2

Sending file to a quick group

When and where to use: To send file to a quick group, follow these steps:

Procedure:

1 Click the **Contact** tab from the Contacts and Talkgroups.

2 Select the check boxes next to the contacts.

3 Right-click and select **Message**. A Message tab opens below the Monitoring window.

4 Click the **Attach Files** icon.

5 Select the **Attach Document** icon. A file selection window opens.

Figure 128: File Selection Window- Document- Quick Group
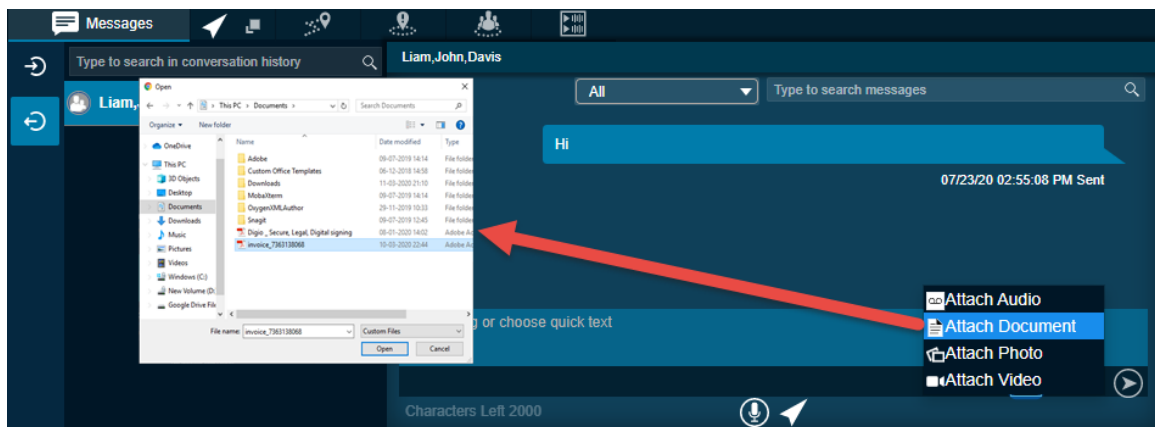
- Select the file and click **Open**.
- To cancel the action, click **Cancel**.

6 To send the file, click the **Send** icon.

Figure 129: Send Document to Quick Group
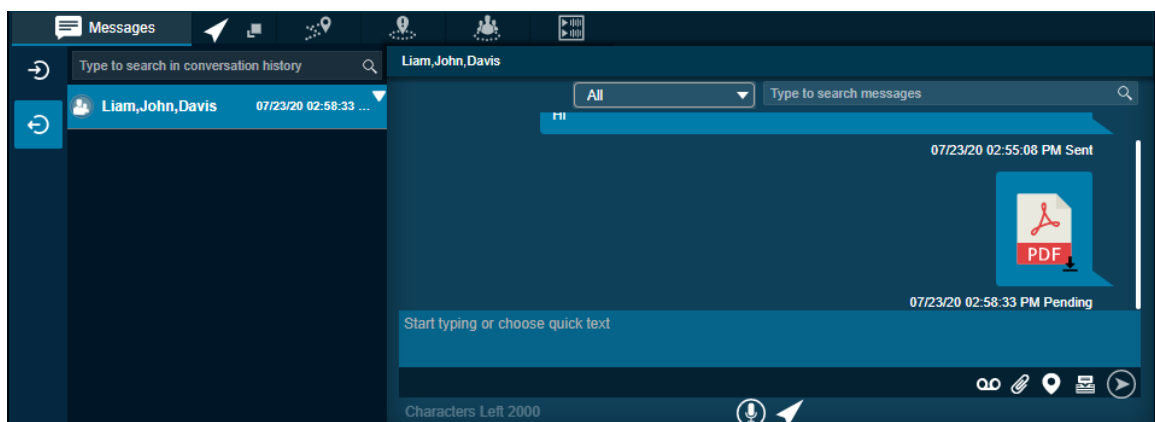
> **NOTICE:** You can also add text with the document attachment.

9.3.3
Discarding the attached document

When and where to use: To discard the attached document, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.
- Click **No** to cancel the action.

9.3.4
Sending a photo to a quick group

When and where to use: To send a photo to a quick group, follow these steps:

Procedure:

1 Click the **Contact**tab from the Contacts and Talkgroups.

2 Select the check boxes next to the contacts.

3 Right-click and select **Message**. A Message tab opens below the Monitoring window.

4 Click the **Attach Files** icon.

5 Select the **Attach Photo** icon. A file selection window opens.

Figure 130: File Selection Window- Photo- Quick Group
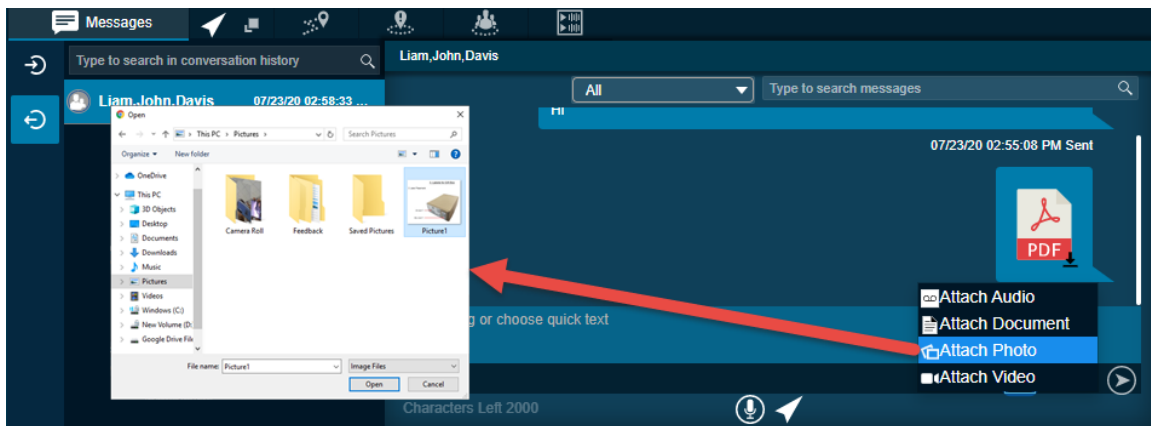
- Select the picture and click **Open**.

- Cut an image or part of an image and paste.

- To cancel the action
  , click **Cancel**.

6 To send the photo, click the **Send** icon.

Figure 131: Send Photo to Quick Group
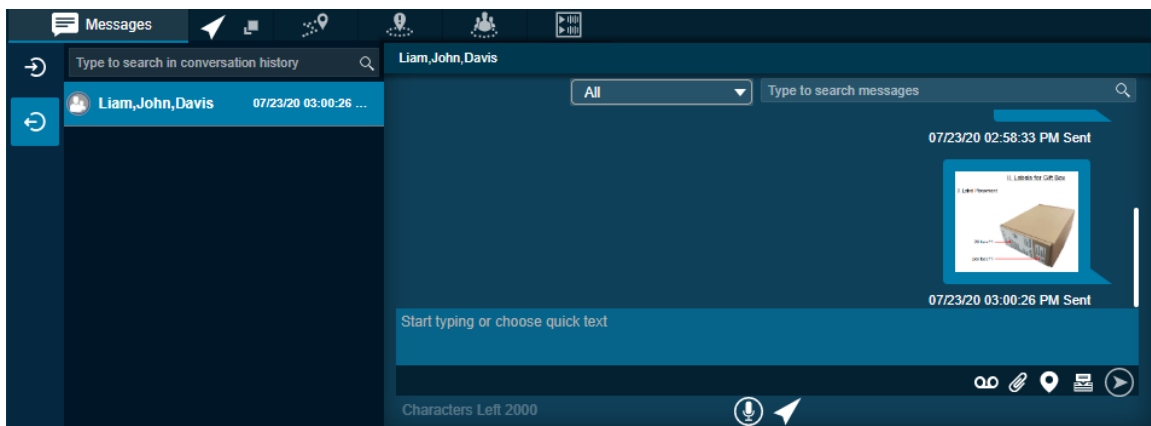
> **NOTICE:** You can also add text with the photo attachment.

9.3.5
Discarding the attached photo

When and where to use: To discard the attached photo, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

Figure 132: Delete Confirmation Window
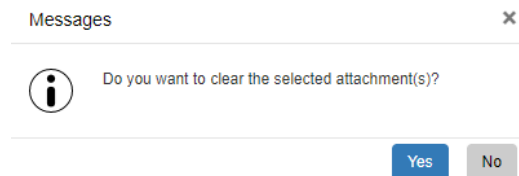
- Click **Yes** to delete.
- Click **No** to cancel the action.

9.3.6
Sending video to a quick group

When and where to use: To send video to a quick group, follow these steps:

Procedure:

1. Click the **Contact**tab from the Contacts and Talkgroups.
2. Select the check boxes next to the contacts.
3. Right-click and select **Message**. A Message tab opens below the Monitoring window.
4. Click the **Attach Files** icon.
5. Select the **Attach Video** icon. A file selection window opens.

   Figure 133: File Selection Window- Video- Quick Group
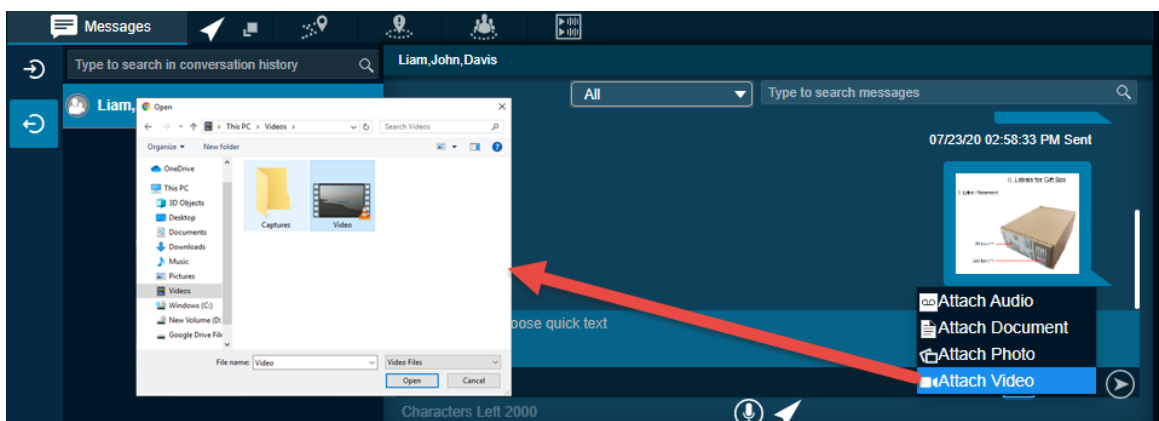
   - Select the video and click **Open**.
   - To cancel the action
     click **Cancel** icon.
6. To send the recorded video file, click the **Send** icon.

Figure 134: Send Video to Quick Group
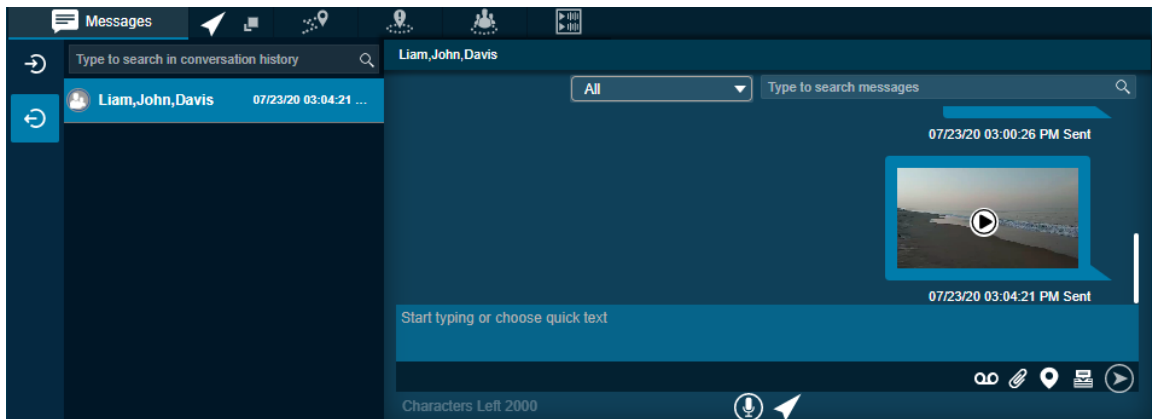
NOTICE: You can also add text with the video attachment.

9.3.7
Discarding the attached video

When and where to use: To discard the attached video, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.
- Click **No** to cancel the action.

9.3.8
Sending audio to a Quick Group

You can send audio message either by recording from the Dispatch application or pre-recorded audio file from your local PC.

When and where to use: To record and send an audio message from the Dispatch application, follow these steps:

Procedure:
1 Click the **Contact** tab from the Contacts and Talkgroups.
2 Select the check boxes next to the contacts.
3 Right-click and select **Message**. A Message tab opens below the Monitoring window.
4 Click the **Recording** icon.

Figure 135: Record Voice message- Quick Group
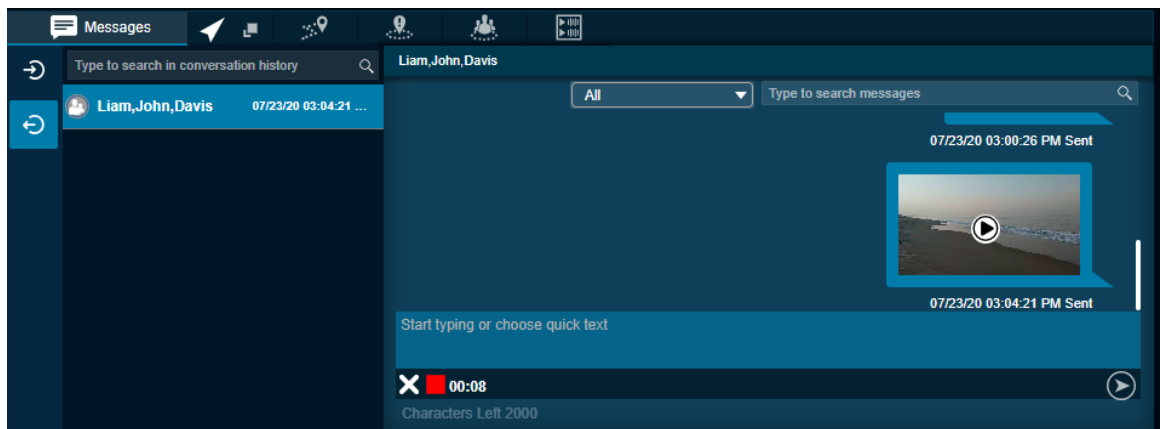
5   Record the audio from your device.

   • Click the **Stop** icon to stop the recording.

   • Click the **Cancel** icon to cancel the recording.

6   Click the **Send** icon to send the recorded audio.

Figure 136: Send Recorded Voice Message- Quick Group
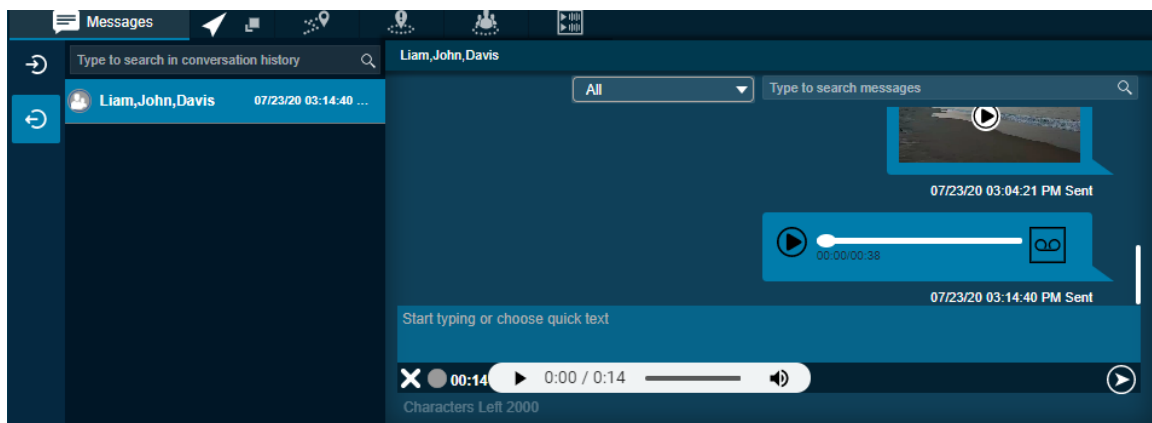
You can preview the recorded audio by clicking the **Play** icon before sending to the quick group.

9.3.9
Sending a pre-recorded audio file from your local PC

When and where to use: To send a pre-recorded audio file from your local PC, follow these steps:

Procedure:

1   Click the **Contact** tab from the Contacts and Talkgroups.

2   Select the check boxes next to the contacts.

3   Right-click and select **Message**. A Message tab opens below the Monitoring window.

4   Click the **Attach Files** icon.

5   Click the **Attach Audio** icon. A file selection window opens.

Figure 137: File Selection Window- Audio- Quick Group
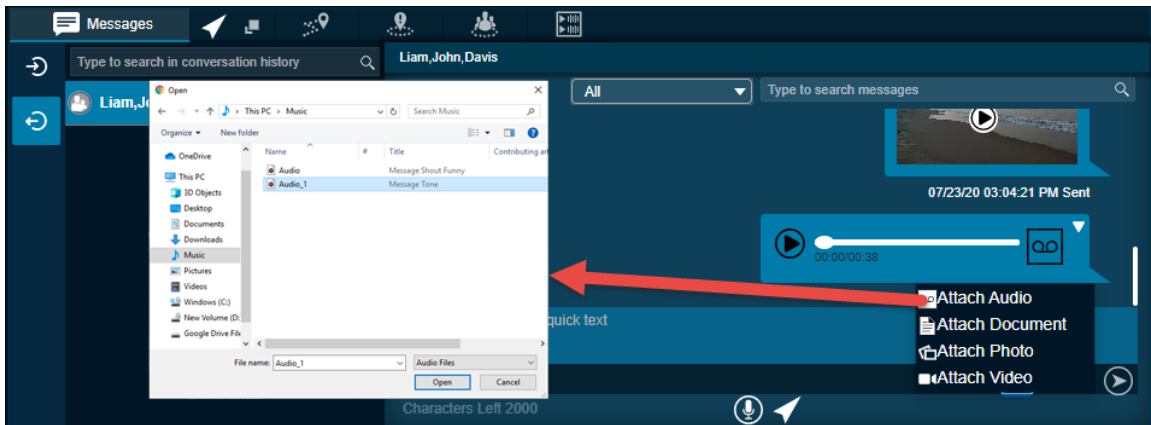
- Select the audio file and click **Open**.

- Click **Cancel** to cancel the action.

6 Click the **Send** icon to send the audio file.

Figure 138: Send Audio to Quick Group
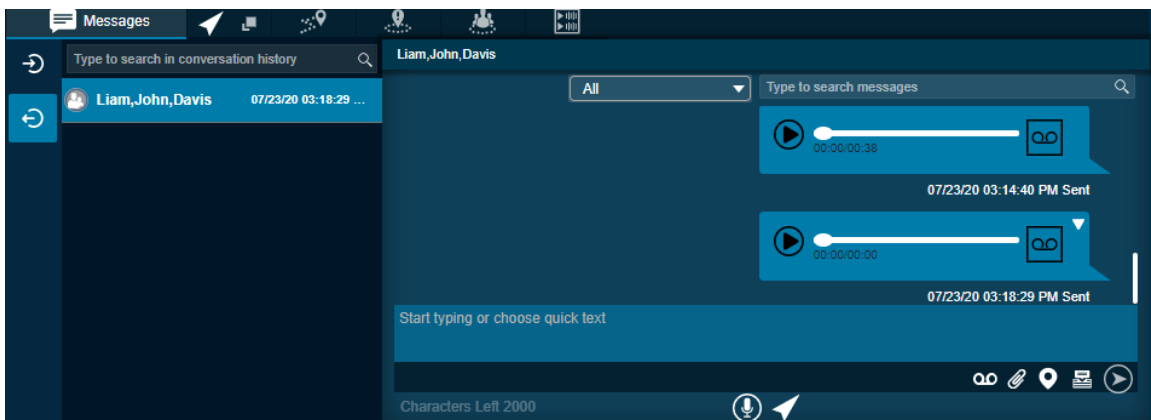
> **NOTICE:** You can also add text with the audio attachment.

9.3.10
Discarding the attached audio

When and where to use: To discard the attached audio, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.

- Click **No** to cancel the action.

9.3.11
Sharing Location to a quick group

When and where to use: To Share Location to a quick group, follow these steps:

Procedure:

1 Click the **Contact** tab from the Contacts and Talkgroups.

2 Select the check boxes next to the contacts.

3 Right-click and select **Message**. A Message tab opens below the Monitoring window.

Figure 139: Share Location- Quick Group Message
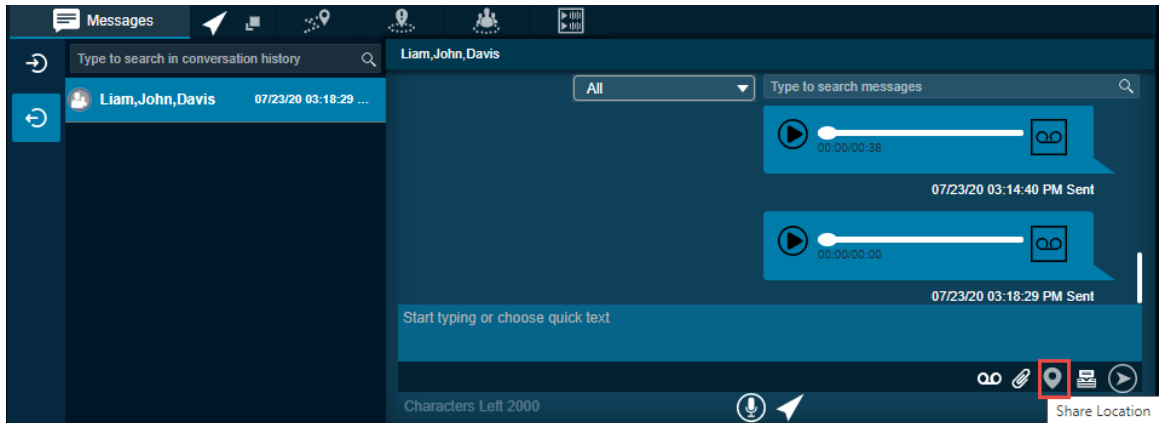
4 Click the **Location Sharing** icon. A map with location pin opens.

Figure 140: Choose Location Window- Quick Group
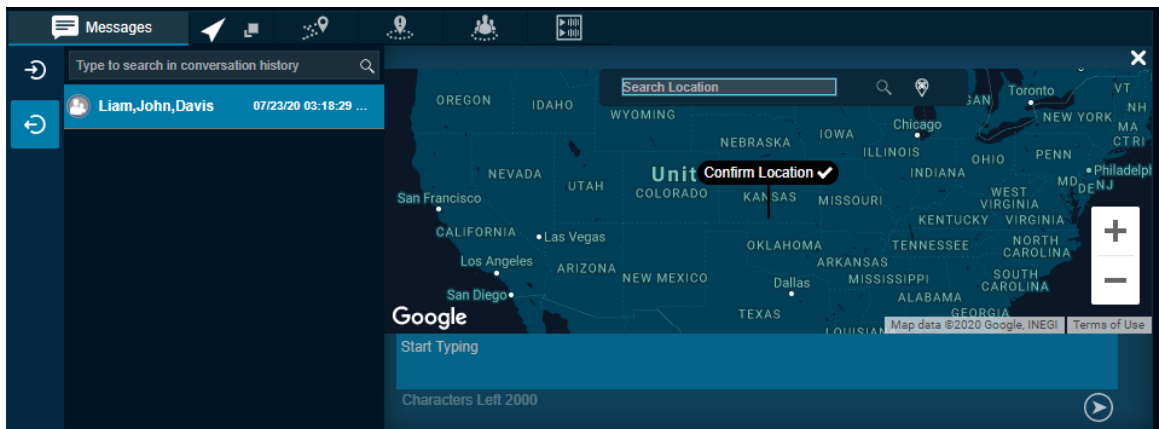
5 Choose a location you want to share by moving the map and dropping the location pin. You can also search for the location address to drop the location pin.

6 Click the **Confirm Location** icon.

- Click the **Send** icon to share the location to quick group.

- To cancel the action
, click the **Close** icon.

Figure 141: Share Location to Quick Group
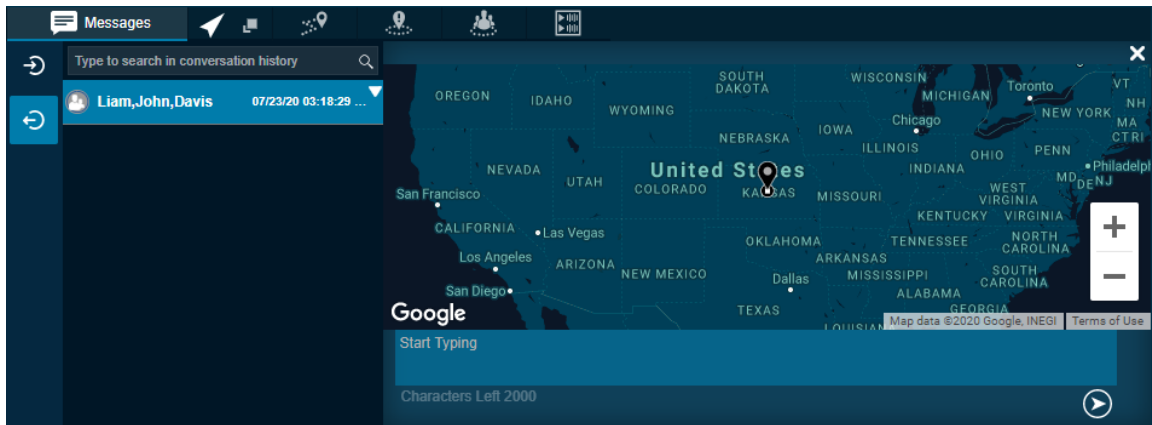
9.4
Sending Message to Talkgroup

Depending on whether you are sending message to the affiliated or unaffiliated member, the message shows in the respective sub-tab under the Message tab. If the affiliation feature is disabled for the Dispatch then no sub-tab is show under the Message tab.

9.4.1
Sending text message to a talkgroup, follow these steps:

When and where to use: To send text message to a talkgroup, follow these steps:

Procedure:

1   Do one of the following to select the talkgroup:

   • Click the **Talkgroup** tab from the Contacts and Talkgroups or Map Selection List window.

   • Right-click the talkgroup in Alerts, Monitoring, Call, and Alert Logs window.

   • Click the **Map Marker** of the talkgroup on the map to view the Map Info window.

2   Click the **Message** icon. A Message tab opens below the Monitoring window.

   If the talkgroup is on the Monitoring window, then the massage shows in the Affiliated sub-tab under the Message tab.

3   Enter the text in the text area and click the **Send** icon.

Figure 142: Send Text Message to Talkgroup
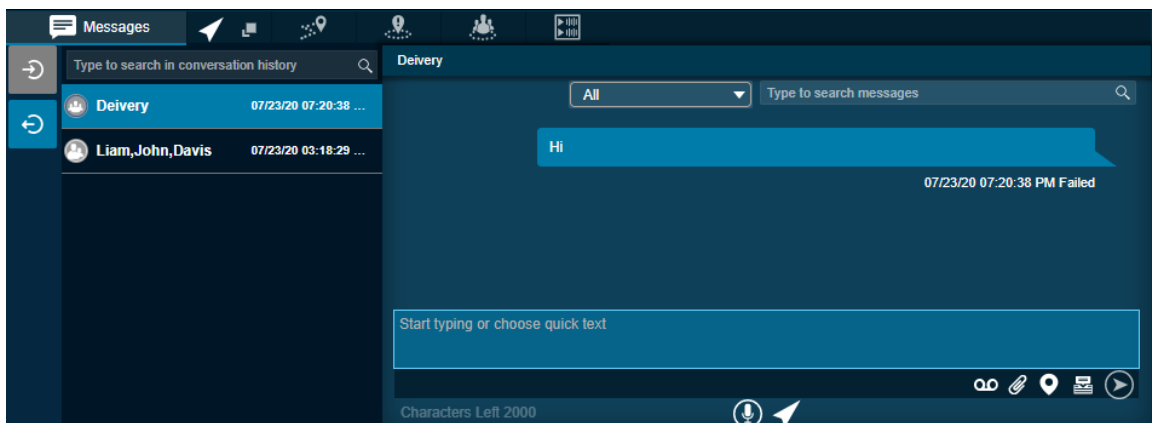
9.4.2
Sending file to a talkgroup

When and where to use: To send file to a talkgroup, follow these steps:

Procedure:

1 Do one of the following to select the talkgroup:

  • Click the **Talkgroup** tab from the Contacts and Talkgroup or Map Selection List window.

  • Right-click the contact in Alerts, Monitoring, Call, and Alert Logs window.

  • Click the **Map Marker** of the talkgroup on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the Monitoring window.

3 Click the **Attach Files** icon.

4 Select the **Attach Document** icon. A file selection window opens.

Figure 143: File Selection Window- Document- Talkgroup
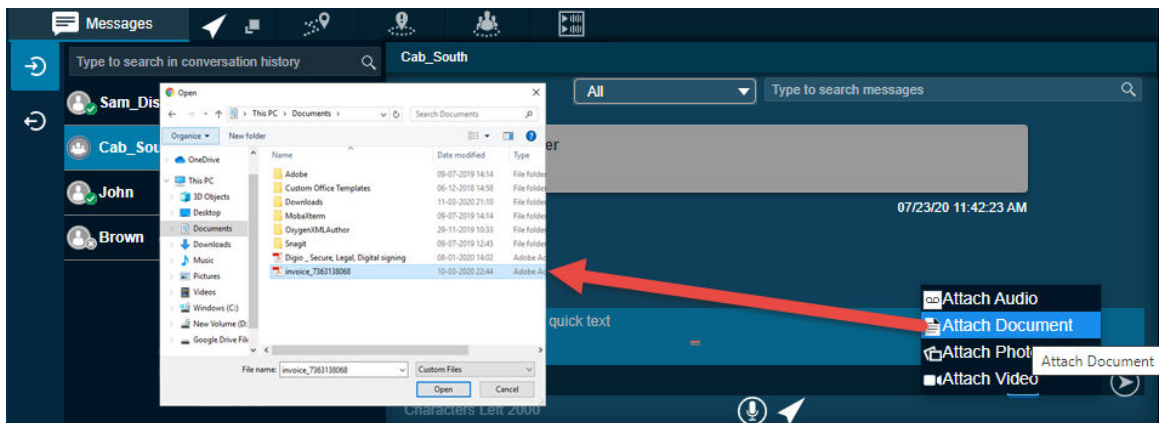
  • Select the file and click **Open**.

  • To cancel the action
    , click **Cancel**.

5 To send the file, click the **Send** icon.

Figure 144: Send Document to Talkgroup
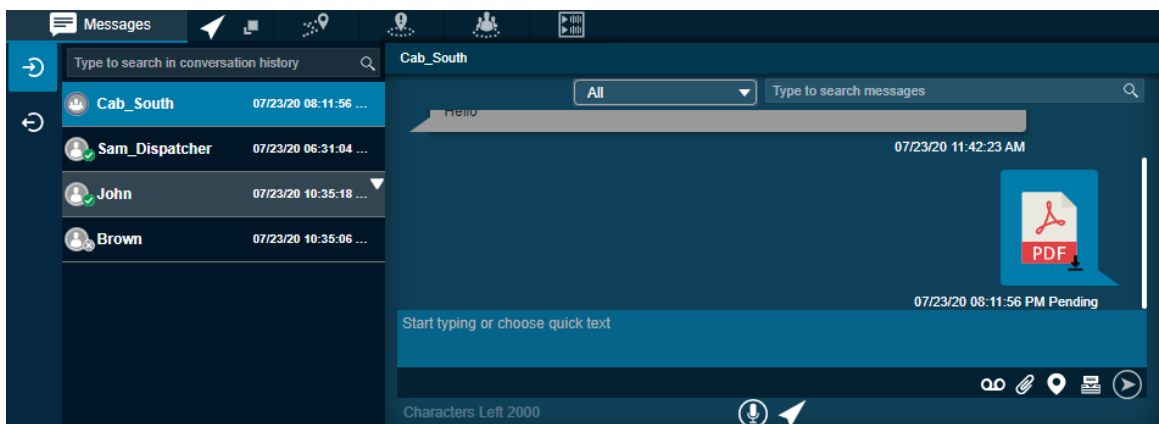
> NOTICE: You can also add text with the document attachment.

9.4.3
Discarding the attached document

When and where to use: To discard the attached document, follow these steps:

Procedure:

> Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.
>
> - Click **Yes** to delete.
> - Click **No** to cancel the action.

9.4.4
Sending photo to a talkgroup

When and where to use: To send photo to a talkgroup, follow these steps:

Procedure:

1 Do one of the following to select the talkgroup:
   - Click the **Talkgroup** tab from the Contacts and Talkgroup or Map Selection List window.
   - Right-click the contact in Alerts, Monitoring, Call, and Alert Logs window.
   - Click the **Map Marker** of the talkgroup on the map to view the Map Info window.
2 Click the **Message** icon. A Message tab opens below the Monitoring window.
3 Click the **Attach Files** icon.
4 Select the **Attach Photo** icon. A file selection window opens.

   Figure 145: File Selection Window- Photo- Talkgroup
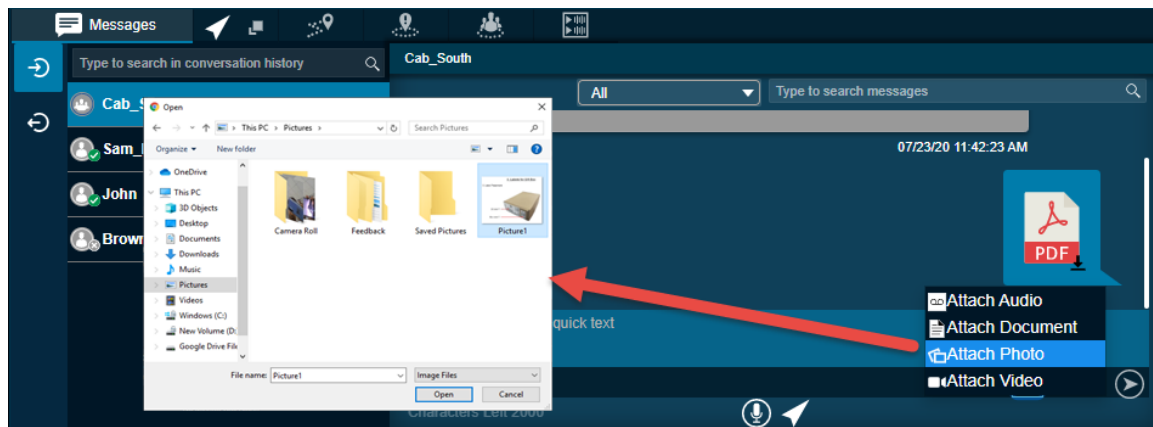
   - Select the picture and click **Open**.
   - Cut an image or part of an image and paste.
   - To cancel the action
     , click **Cancel**.
5 To send the photo, click the **Send** icon.

Figure 146: Send Photo to Talkgroup

NOTICE: You can also add text with the photo attachment.

9.4.5
Discarding the attached photo

When and where to use: To discard the attached photo, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.

- Click **No** to cancel the action.

9.4.6
Sending video to a talkgroup

When and where to use: To send video to a talkgroup, follow these steps:

Procedure:

1 Do one of the following to select the talkgroup:

- Click the **Talkgroup** tab from the Contacts and Talkgroup or Map Selection List window.

- Right-click the contact in Alerts, Monitoring, Call, and Alert Logs window.

- Click the **Map Marker** of the talkgroup on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the Monitoring window.

3 Click the **Attach Files** icon.

4 Select the **Attach Video** icon. A file selection window opens.

Figure 147: File Selection Window- Video- Talkgroup
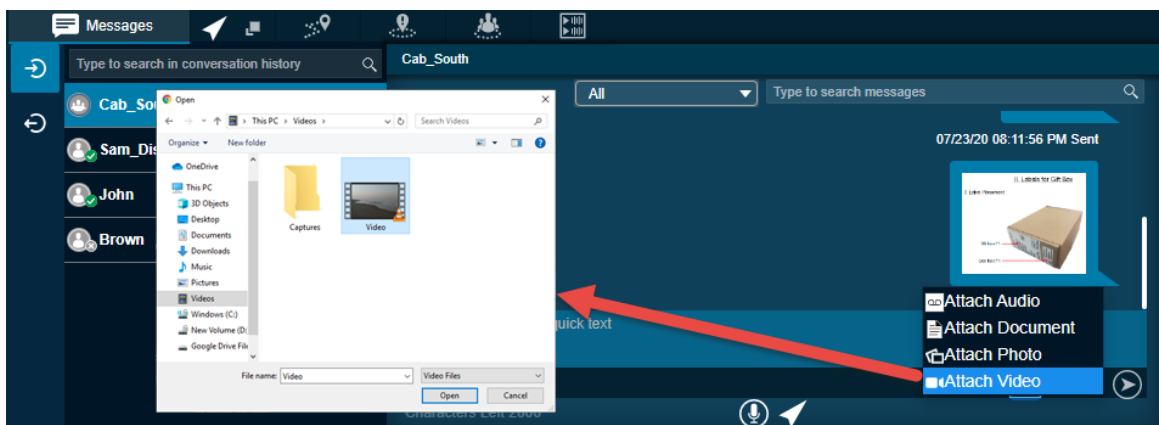
- Select the video and click **Open**.

- To cancel the action
, click **Cancel** icon.

5 To send the recorded video file, click the **Send** icon.

Figure 148: Send Video to Talkgroup
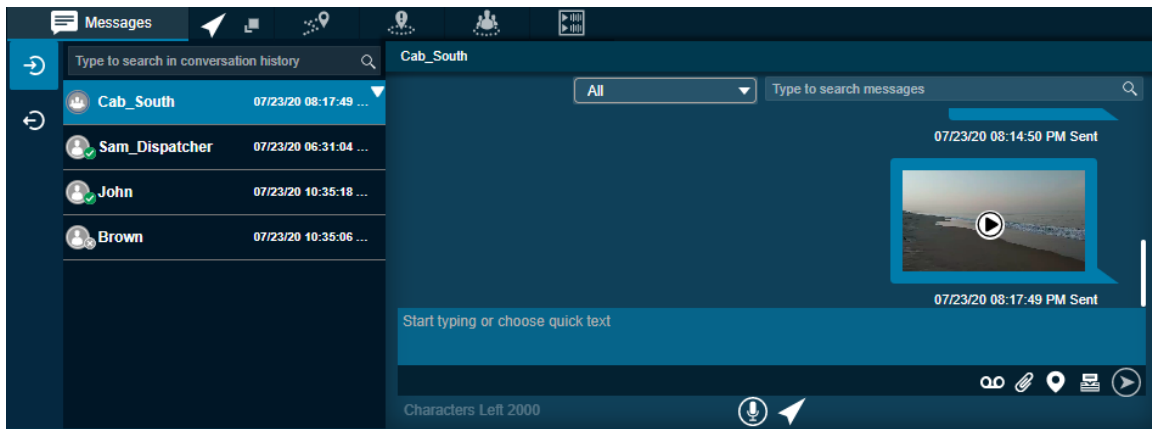
> **NOTICE:** You can also add text with the video attachment.

9.4.7
Discarding the attached video

When and where to use: To discard the attached video, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.
- Click **No** to cancel the action.

9.4.8
Sending audio to a talkgroup

You can send audio message either by recording from the Dispatch application or pre-recorded audio file from your local PC.

When and where to use: To record and send an audio message from the Dispatch application, follow these steps:

Procedure:

1 Do one of the following to select the talkgroup:
- Click the **Talkgroup** tab from the Contacts and Talkgroup or Map Selection List window.
- Right-click the contact in Alerts, Monitoring, Call, and Alert Logs window.
- Clicking the **Map Marker** of the talkgroup on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the Monitoring window.

3 Click the **Recording** icon.

Figure 149: Record Voice message- Talkgroup
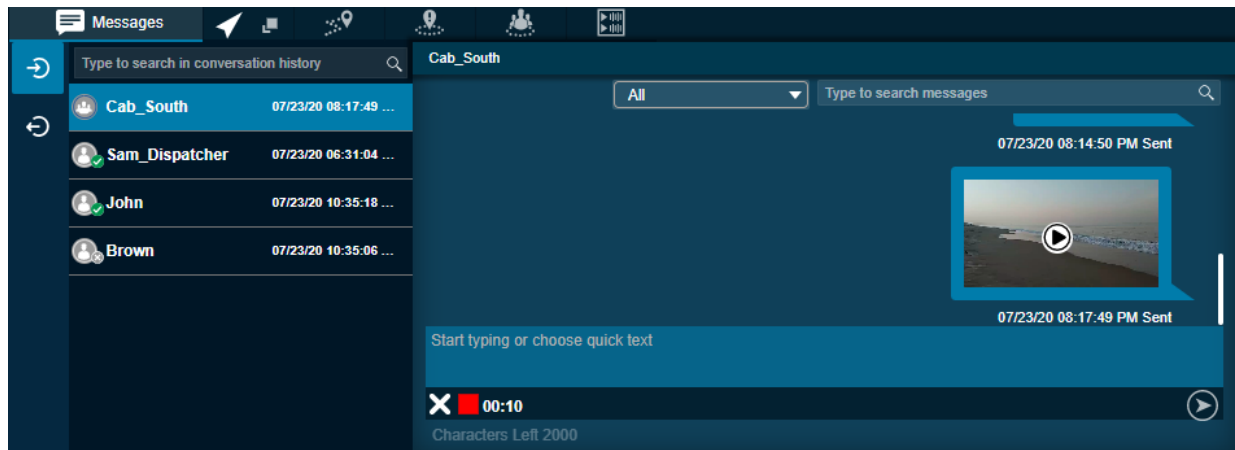
4 Record the audio from your device.

- Click the **Stop** icon to stop the recording.

- To cancel the recording
  , click the **Cancel** icon.

5 To send the recorded audio, click the **Send** icon.

Figure 150: Send Recorded Voice Message- Talkgroup
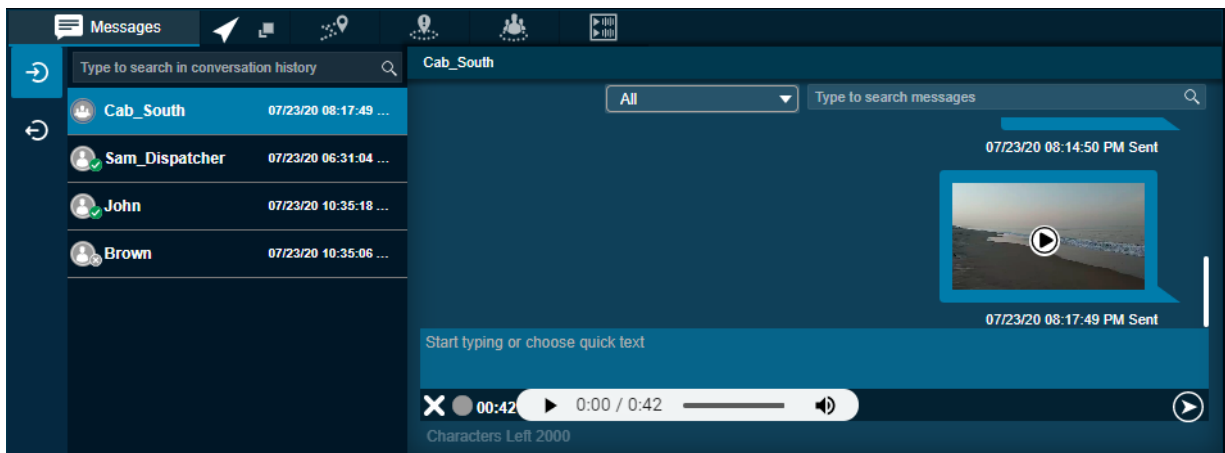
You can preview the recorded audio by clicking the **Play** icon before sending to the talkgroup.

9.4.9
Sending a pre-recorded audio file from your local PC

When and where to use: To send a pre-recorded audio file from your local PC, follow these steps:

Procedure:

1 Do one of the following to select the talkgroup:

- Click the **Talkgroup** tab from the Contacts and Talkgroup or Map Selection List window

- Right-click the contact in Alerts, Monitoring, Call, and Alert Logs window.

- Click the **Map Marker** of the talkgroup on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the Monitoring window.

3 Click the **Attach Files** icon.

4 Click the **Attach Audio** icon. A file selection window opens.

Figure 151: File Selection Window- Audio- Talkgroup
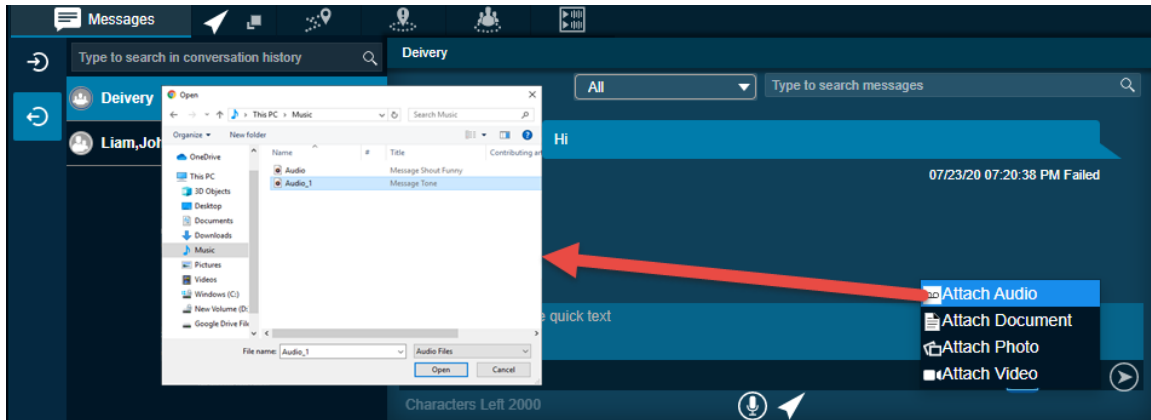
- Select the audio file and click **Open**.

- To cancel the action, click **Cancel**.

5 To send the audio file, click the **Send** icon.

Figure 152: Send Audio to Talkgroup
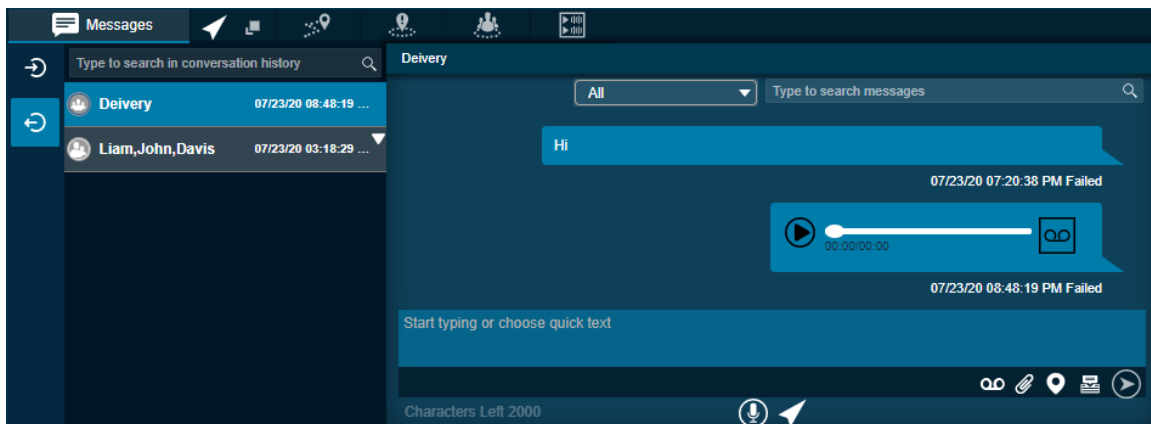
NOTICE: You can also add text with the audio attachment.

9.4.10
Discarding the attached audio

When and where to use: To discard the attached audio, follow these steps:

Procedure:

Click the **Delete** icon next to the attached file. A confirmation message `Do you want to clear the selected attachments?` displays.

- Click **Yes** to delete.

- Click **No** to cancel the action.

9.4.11
Sharing Location to a talkgroup

When and where to use: To Share Location to a talkgroup, follow these steps:

Procedure:

1 Do one of the following to select the talkgroup:

   • Click the Talkgroup tab from the Contacts and Talkgroup or Map Selection List window.

   • Right-click the contact in Alerts, Monitoring, Call, and Alert Logs window.

   • Click the **Map marker** of the talkgroup on the map to view the Map Info window.

2 Click the **Message** icon. A Message tab opens below the monitoring window.

Figure 153: Share Location- Talkgroup Message
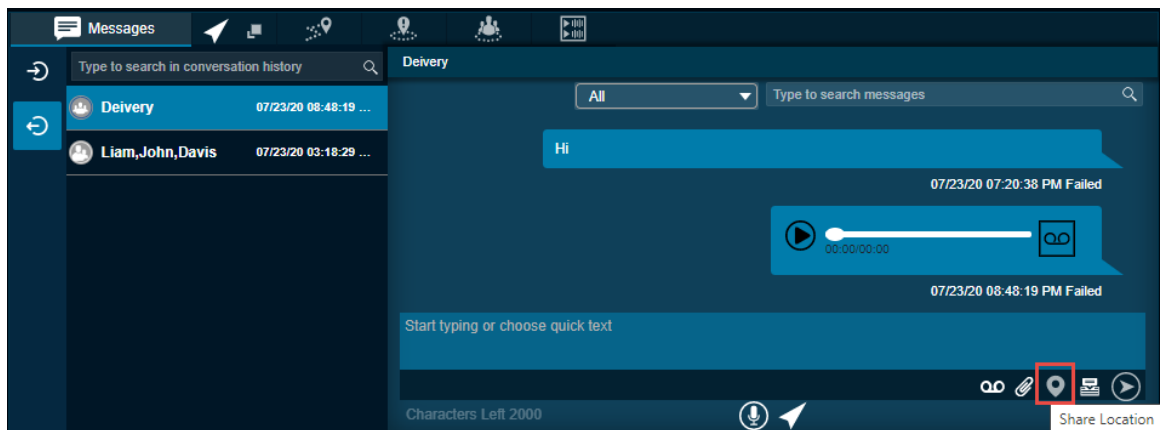
3 Click the **Location Sharing** icon. A map with location pin opens.

Figure 154: Choose Location Window- Talkgroup
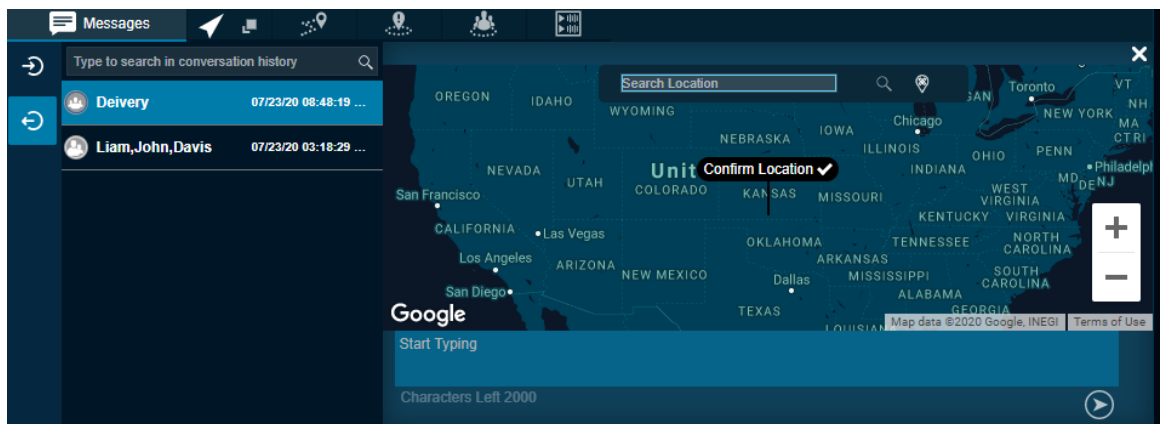
4 Choose a location you want to share by moving the map and dropping the location pin. You can also search for the location address to drop the location pin.

5 Click the **Confirm Location** icon.

   • To share the location to talkgroup, click the **Send** icon.

   • To cancel the action, click the **Close** icon.

Figure 155: Share Location to Talkgroup
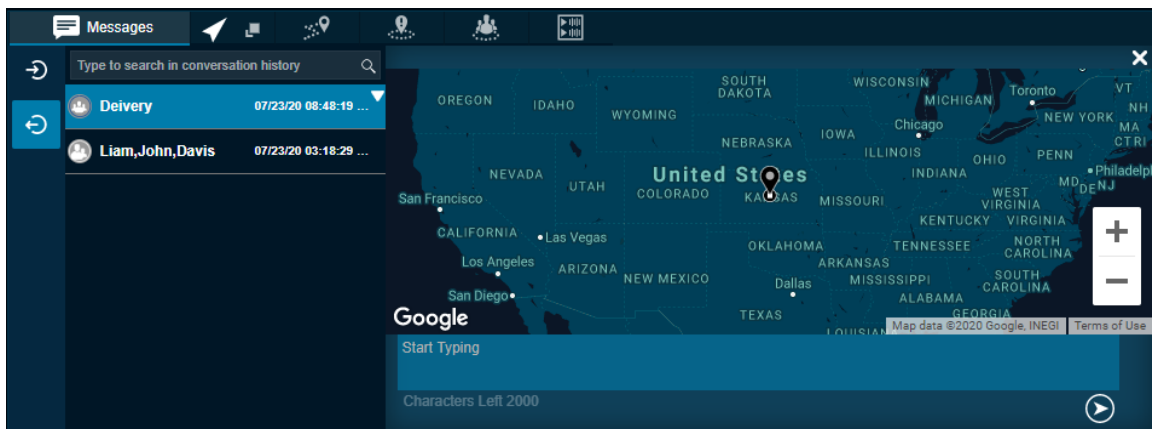
9.5
Sending Message to Broadcast Group

Depending on whether you are sending message to the affiliated or unaffiliated member, the message shows in the respective sub-tab under the Message tab. If the affiliation feature is disabled for the Dispatch then no sub-tab is show under the Message tab.

9.5.1
Sending text message to a broadcast group

When and where to use: To send text message to a broadcast group, follow these steps:

Procedure:

1 Do one of the following to select the broadcast group:

   •   Click the **Broadcast Group** tab from the Contacts and Talkgroups window.

   •   Right-click the contact in Alerts, Call, and Alert Logs window.

2 To send a text message, click the **Message** icon. A confirmation message `Do you want to send a Broadcast group message?` displays.

   •   Click **Yes** to continue sending message.

   •   To cancel the action, click **No**.

3 A Message tab opens below the Monitoring window.

4 Type the message in the text area and click the **Send** icon.

Figure 156: Send Text Message to Broadcast Group
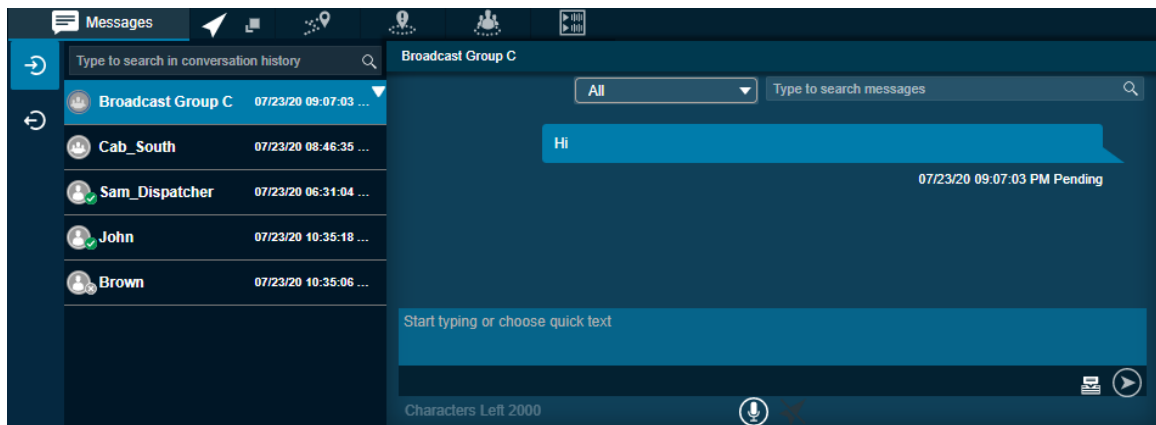
9.6
Search Message

You can search for messages using the search bar on the conversation history and in the individual messages window. To search, enter the few characters of the message content, name of the fleet member, phone number of the fleet member, talkgroup name, broadcast group name, or my talkgroup name in the Search field. The list is filtered to show matching entries.

Figure 157: Search Message- Individual and Conversation
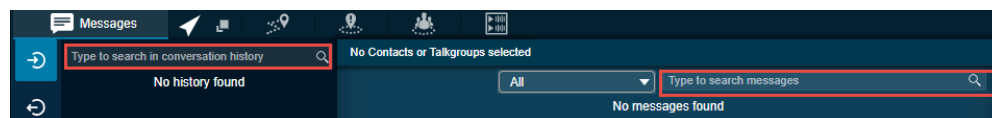
9.7
Quick Text

Instead of typing "Good morning team" every time, add to "Add new text" of the Quick Text box and press Enter. The next time you need that message, insert your "Quick Text" into the message and click the **Send** icon. You can also modify or delete the message. To delete the quick text, click the **Delete** icon next to the message. Quick text helps you to customize frequently used text messages that can be sent quickly to a contact or a talkgroup.

When and where to use: To modify the quick text message, follow these steps:

Procedure:

1   Click the **Edit** icon next to the message.

2 Modify the message and click the **Save** icon.

> **NOTICE:** The Maximum character limit for the quick test is based on the server configuration (Default- 72). When you enter the text, you can see the available characters left on the right of the "Add new text" box.

Figure 158: Quick Text
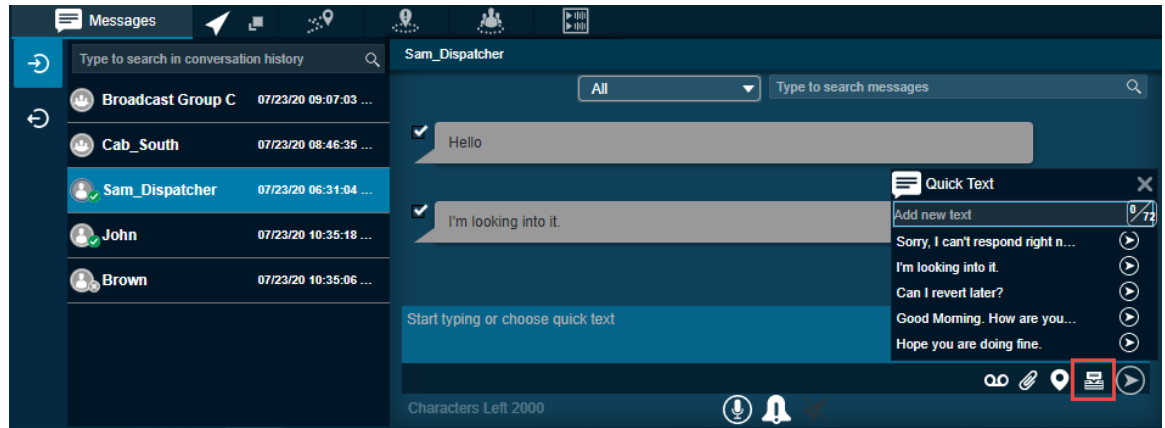
9.8
Delete Conversation History

You can delete the conversation history of a contact, my talkgroup, broadcast group, and quick group.

When and where to use: To delete a conversation history, follow these steps:

Procedure:

1 On the message list section, mouse hover on the message. A Click for More Option icon displays.

2 Click the **Click for More Option** icon.

Figure 159: Delete Conversation History
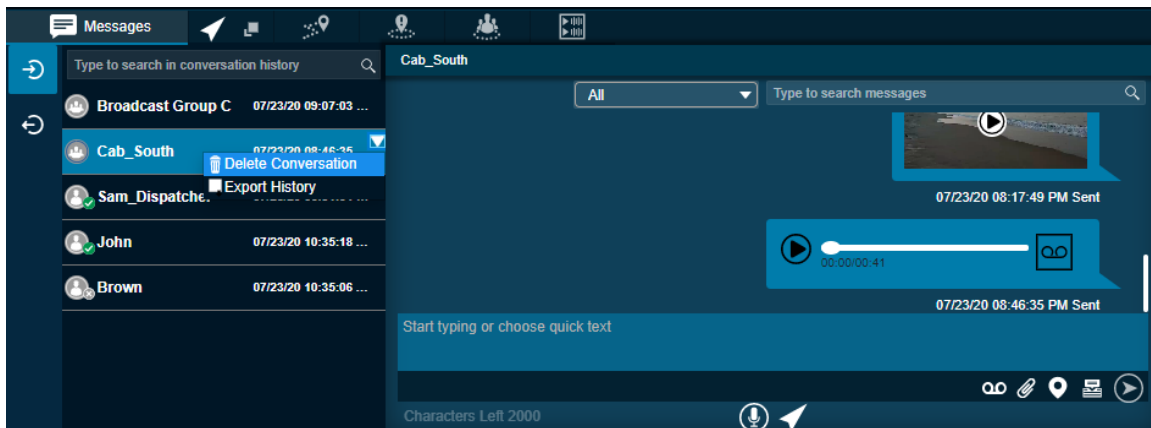
3 Click the **Delete Conversation** icon.

4 A confirmation message `Do you want to delete the entire conversation of "Name""` displays.

• To delete the message, click **Yes**.

• To cancel the action
, click **No**.

9.9
Delete or Forward Single or Multiple Messages

You can delete a message or forward a message to any of your fleet member or to talkgroup.

9.9.1
Deleting a message

You can select single or multiple messages (text, location, or multimedia) within a conversation and delete. To delete a single multimedia file, open the multimedia file and select the **Delete** icon. You can also delete the message as per the mentioned procedure.

When and where to use: To delete the message, follow these steps:

Procedure:

1 Mouse hover on the message. A Click for More Option icon displays.

2 Click the **Click for More Option** icon.

3 From the drop-down, click the **Delete Message** icon.

4 Select the messages or files that you want to delete.

Figure 160: Delete Single Text or Multimedia File
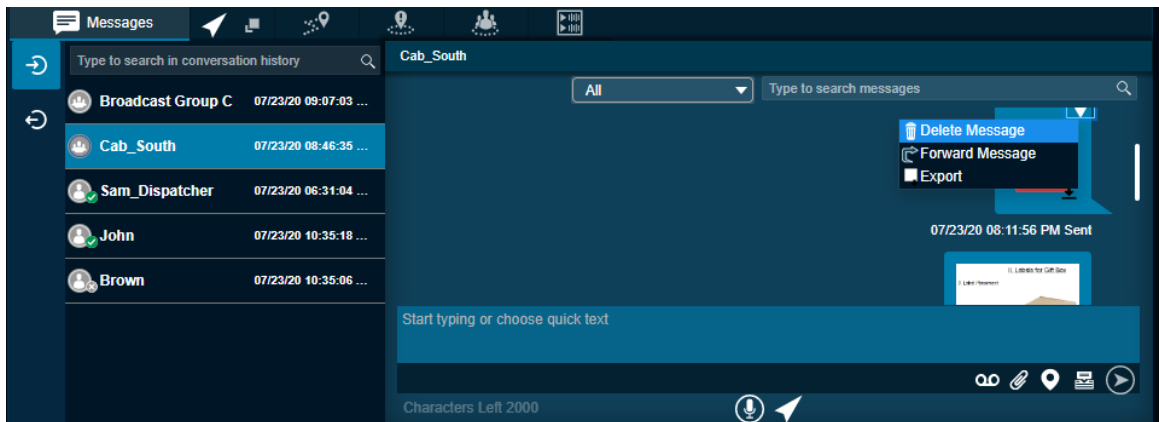
- Click the **Delete** icon.
- To cancel the action
  , click **Close** icon.

Figure 161: Delete Messages
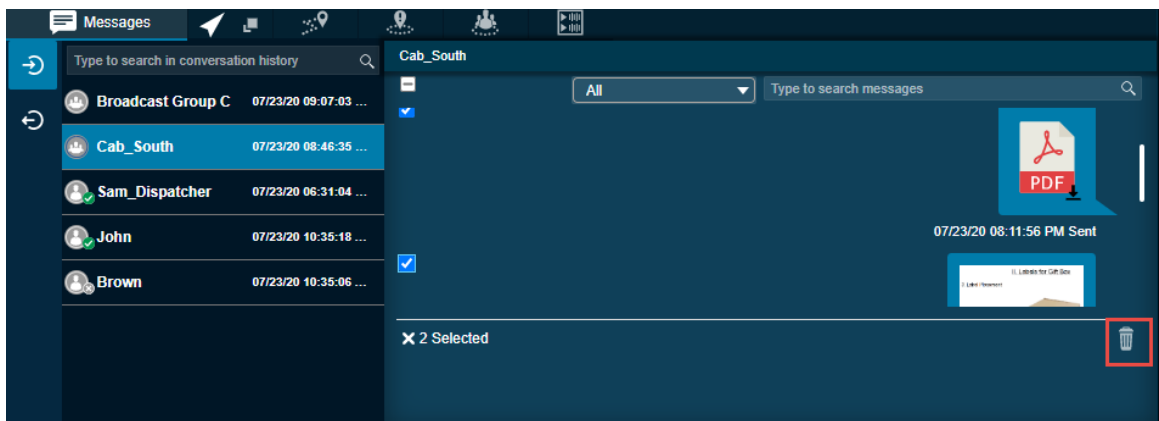
5 A confirmation message `Do you want to delete selected message?` displays.

- To delete the message or file, click **Yes**.

- To cancel the action, click **No**.

9.9.2
Forwarding a message

To forward an individual multimedia file that is, location, photo, video, audio and document, open and select the **Forward** icon. You can also forward the message as per the mentioned procedure.

When and where to use: To forward the message to a fleet member, follow these steps:

Procedure:

1 Mouse hover on the message. A Click for More Option icon displays.

2 Click the **Click for More Option** icon.

3 From the available options, click the **Forward Message** icon.

Figure 162: Forward Single Text or Multimedia File
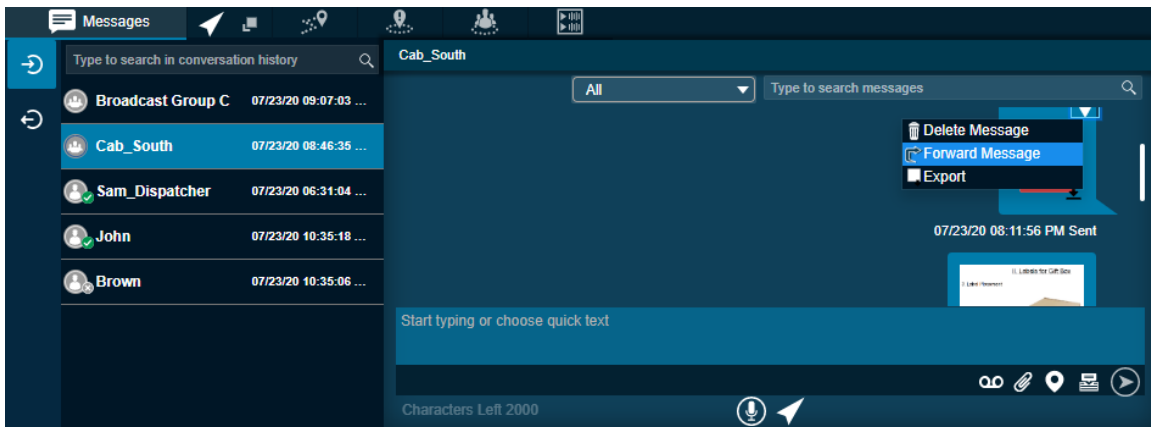
4 Select the check boxes to next to the messages or files.

Figure 163: Forward Message Selections Window
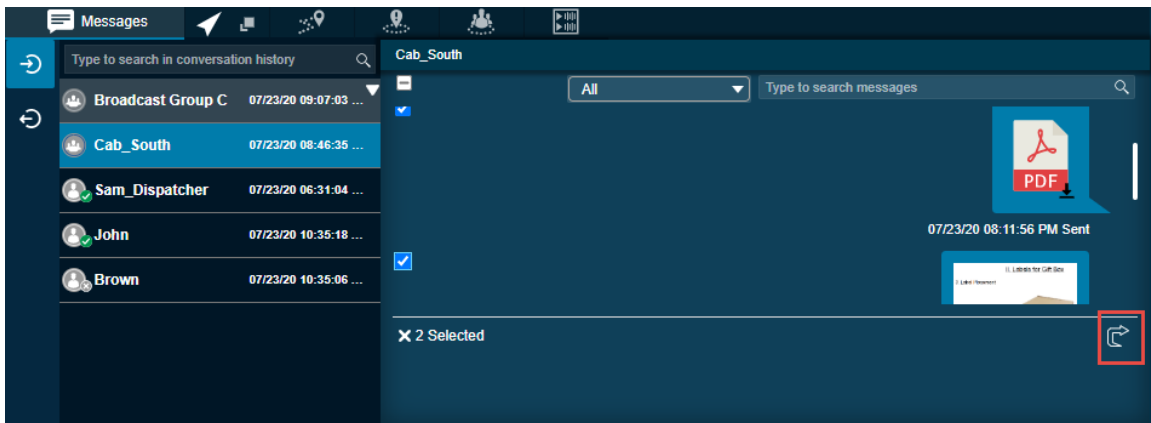
NOTICE: You can select up to ten messages to forward to the Contacts and Talkgroup. If you select more than ten messages, an error message `You can select maximum 1o messages to forward. You selected 12 messages. Please deselect some messages and forward.` appears.

5 Click the **Forward** icon. A Forward Message to contacts and talkgroups window opens.

Figure 164: Forward Message to Contacts and Talkgroup Window
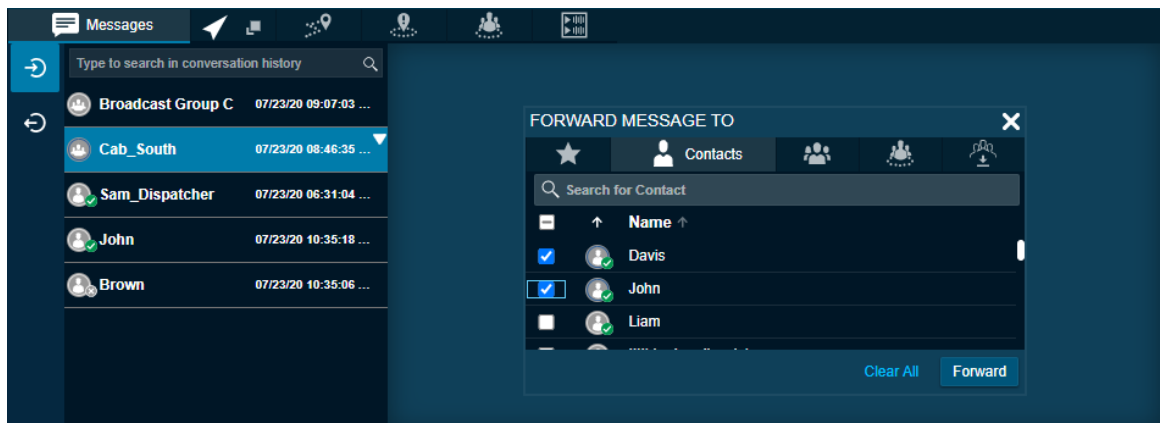
6 Select the contact or talkgroup and click **Forward**.

9.10
View and Download Received file

Download the file to view the attachment. The file downloads under the download folder configured for your browser. You can open the file and click the **Download** icon to download the file. You can use the Zoom In, Zoom Out and Reset button to view an image as per your comfort. For download icons, refer to Icons on page 52 section of this document. If you are signed out from the Dispatch and you receive a multimedia file, then download to view the file.

When you receive a multimedia message, you can view and download the file to your local PC. The attachment is downloaded automatically only if you are signed in.

> **NOTICE:** Dispatch does not show notifications for the messages received from the unaffiliated talkgroups.

When and where to use: To download a received file, follow these steps:

Procedure:

1 Sign in to Dispatch. Click the **Message** tab.

2 Click the **Download** icon on the file as shown in the figure.

Figure 165: View and Download Received File
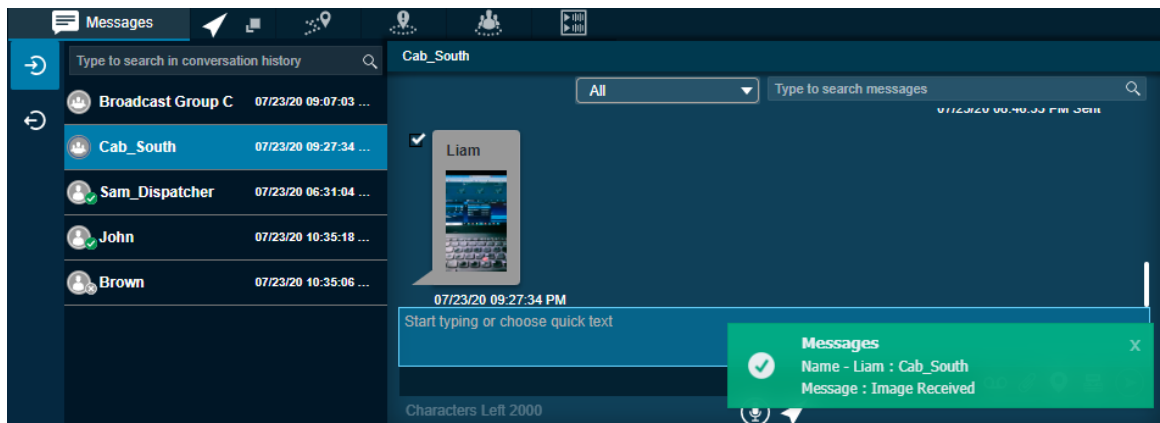
9.11
View Shared Geo Location by the Fleet Member

Fleet members can share a location. To view the shared location of the fleet member, click the received location. The shared location of the member shows in Message tab.

Figure 166: View Shared Geo Location of the Fleet Member
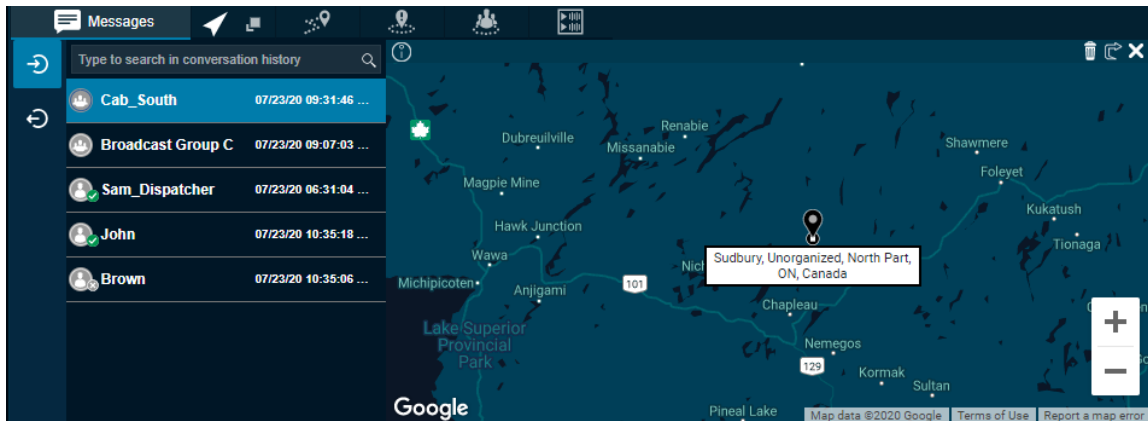
When you view a received message, the status of that message is shown with a **Completed** icon. You can change any message to Parked status. To change the status of the message, click the **Status** icon on the message and change the status.

9.12
Metadata of the Multimedia Files or Location

When you receive a multimedia message (document), you can view the metadata or details of the file by hovering the mouse on the received document. A Details icon is shown when you open the received audio, video, or location message. Click the **Details** icon to view the information of the file in addition to the File Name, Sender, Send date, and time:

Table 5: Metadata

Multimedia Type	Details Shown
Image	Size
	Resolution
	Format
Video	Size
	Resolution
	Format
Audio	Size
	Format
Document	Size
	Format
Location	Latitude
	Longitude
	Approximate address

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9.13
Export

The export operation allows you to export conversation or individual messages with or without attachments in each conversation. You can choose to exclude the media files at the time of exporting conversations. The exported file is in ZIP format and downloads under the download folder configured on the web browser. You can export single or multiple messages at a time. You can filter data available in the exported CSV or Excel sheet.

9.13.1
Exporting conversation history

When and where to use: To export conversation history, follow these steps:

Procedure:

1 From the Message tab, Mouse hover on the conversation. A Click for More Option icon shows.

2 Click the **Click for More Option** icon on the conversation.

3 Select **Export History** from the drop-down.

Figure 167: Export Conversation History
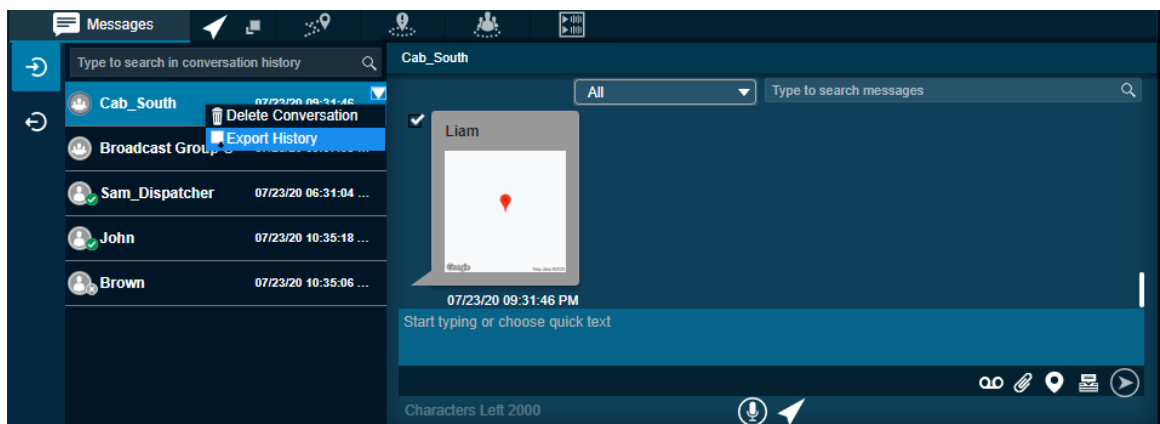
4 A confirmation pop-up displays.

5 If needed, clear the check box "Include media files in archive" to exclude the attachments to get downloaded.

Figure 168: Export Message History Confirmation Pop up
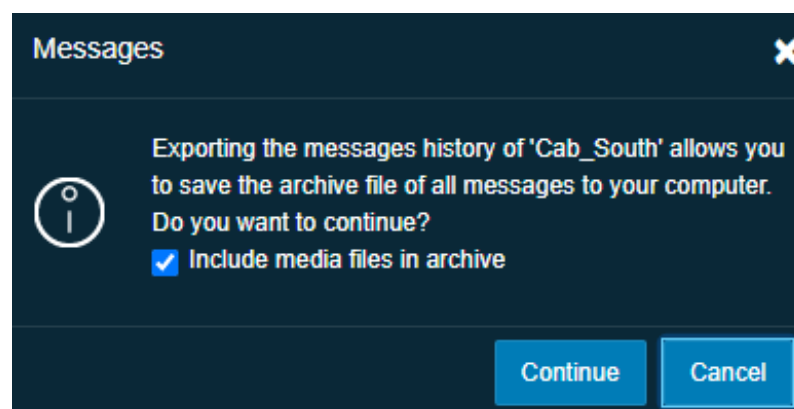
• To export the conversations, click **Continue**.

- To cancel the action
  , click **Cancel**.

9.13.2
Exporting individual message

When and where to use: To export individual message, follow these steps:

Procedure:

1 Select a conversation from the Message tab.

2 Mouse hover on the conversation. A Click for More Option icon shows.

3 Click the **Click for More Option** icon on that message.

4 Select **Export** from the drop-down. Check boxes are shown to select the messages.

Figure 169: Export Individual Message
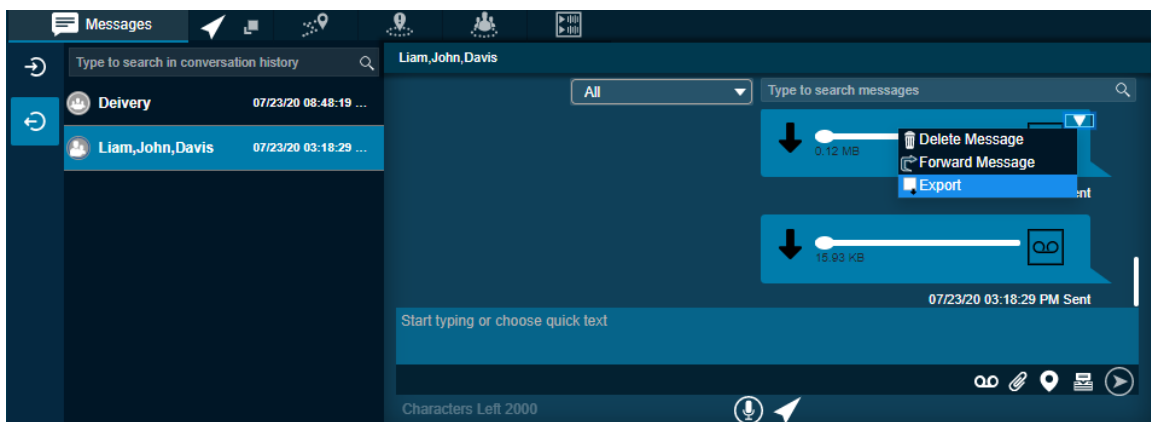
5 Select the messages by checking the check boxes and click the **Export** icon.

Figure 170: Select Individual Message for Export
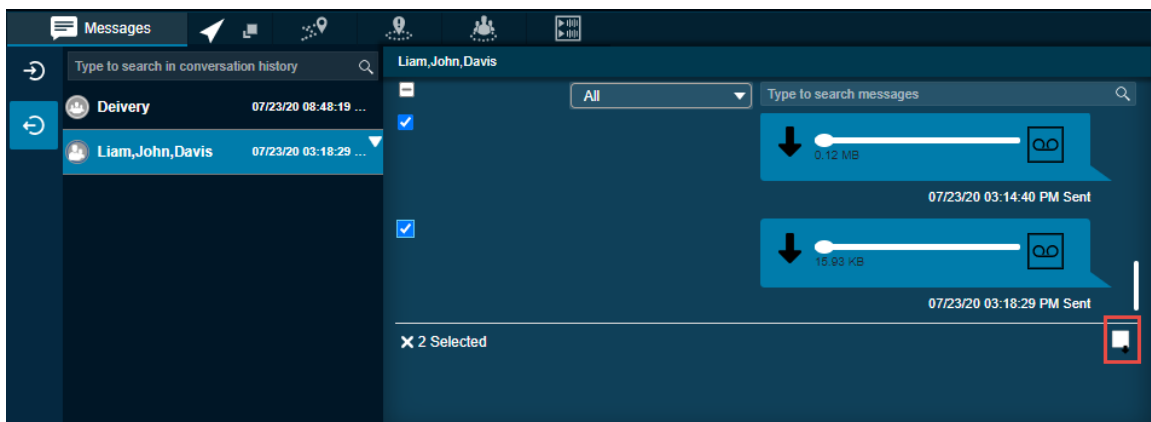
6 A confirmation pop-up displays `Exporting the selected messages allows you to save an archive file of all messages to your computer. Do you want to continue?`

- To export the messages, click **Continue**.

- To cancel the action, click **Cancel**.

Chapter 10

Status Alerts

Fleet member can send status alerts while application is in foreground or background using programmable keys on their device (if the manufacturer has provided) or from the PTT application. Whenever you receive a status alert, it is shown in Status Alerts tab under the Alerts tab along with the toast message. You can click the toast message to view the alert details. If the message is long, scroll down the status alerts window to view the complete content. Status alerts allow you to receive status message from the fleet member and to know their quick status such as on-duty, on-route, busy, at-incident, off-duty. You can take appropriate actions on the status alerts as needed such as PTT call and send message.

Figure 171: Status Alert
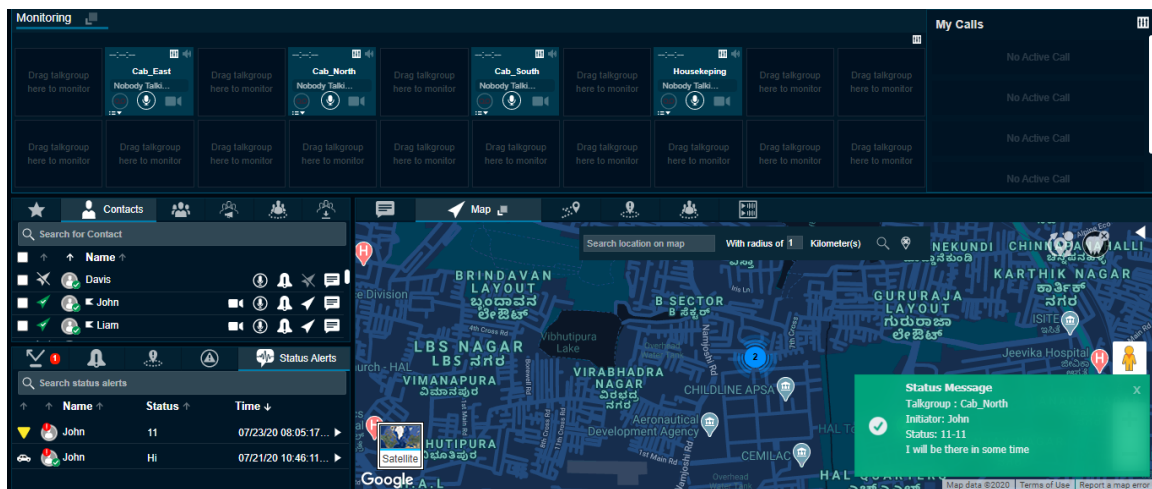
You can also view the status message from the User check window. For more information, refer to section of this document.

To configure the settings related to the status alert, refer to the section of this document.

Chapter 11

Recording Calls

The recording feature is optional for the Dispatch. The recording feature allows you to record PTT calls, and Emergency calls, Ambient Listening, and Discreet Listening. If the recording feature is enabled then the following recording options are available to you in the Dispatch.

11.1
Record Always

Record Always allows you to record each call you join. All the calls you are a participant is recorded until you switch back to Record Manually from the Settings tab. In Record Always mode, the following behavior is observed for a call:

Procedure:

   1 The Record icon on the Call Activity window indicates the recording status.

      Figure 172: Record Always
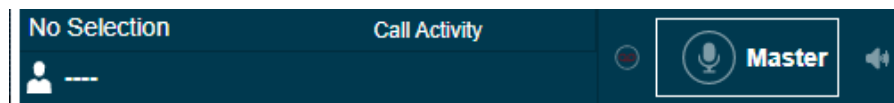
   2 When the call ends, the call recording creates and automatically stores in the call history. When next call starts, the call automatically records and stores as a new entry.

      NOTICE: The only calls recorded are where you are a participant of the call.

      For details on the Record Always setting, see the Recording Settings on page 255 section of this document.

11.2
Record Manually

Manual recording allows recording the whole or part of the call by using the start and stop record button whenever you want to record. Every time you stop the recording, a new log record created. Perform the following steps to manually record a call manually:

Procedure:

   1 To start recording the call, click the **Record** icon.

      Figure 173: Manual Record button
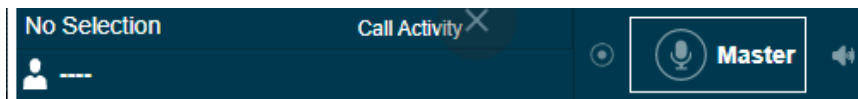
   2 Click the **Stop Recording** icon to stop recording. A record entry is made in the call logs.

      NOTICE: During a call, if the recording setting is changed, it is applicable from the start of the next call.

11.3
No Recording

If No Recording is selected on the Dispatch Settings, then the Dispatch does not record any call. No record icon is shown in the Master Call and My Calls window. The following screen shows example of the No Recording in the Master Call window.

Figure 174: No Recording
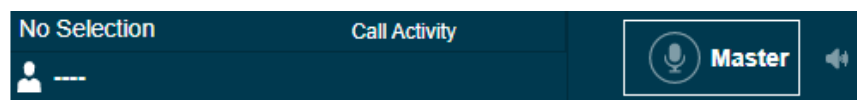
11.4
Playing Back the recorded calls

The recorded calls are stored under Call Logs.

When and where to use: To view recorded calls, follow these steps:

Procedure:

1 Click **Logs→ Call Logs.**

   • Select a recording from the Call Logs section and click the **Play** button.

   • Double-click the recorded file from the Call Logs section or on the recorded files (displays below the Call Logs section).

2 While a recorded file is being played and if you click another recorded file, the player stops playing the file.

3 In the case of a manually recorded file, there may be multiple recording files under a single log file. Selecting a manually recorded log file from Call Logs highlights the first recorded file. If you click the **Play** button, the player starts playing from the first recorded file unless you double-click or select any other recorded file to play.

4 You can view the start time and end time of the file being played beside the player controls.

5 To rewind or forward a recording while it is being played, hold the track slider, and drag it backward or forward.

Figure 175: Play Back the Recorded File

11.5
Exporting the Recorded Call Conversation

You can export the recorded call conversations to the download folder configured on the web browser. You can export single or multiple call records at a time. The exported file, which is in ZIP file format, contains the details of calls in HTML format and a link to the call recording file which is in MP3 format. You can click the**Export with call recording** icon in the filter area to export all the call recordings.

When and where to use: To export a single call recording, follow these steps:

Procedure:

1   Click **Logs→ Call Logs.**

2   Select a recording from the Call Logs section and right-click on the log.

   Figure 176: Export Single Recorded File

3   To export the recorded file to a location you specified, click the **Export** icon.

11.5.1
Exporting multiple call recordings

When and where to use: To export multiple call recordings, follow these steps:

Procedure:

1   Click **Logs→ Call Logs.**

2   Set the filters, if needed, and click the **Search** icon. The details of the filtered call recordings are shown.

3   Select the check boxes next to the call recordings for which you want to export the details.

   Figure 177: Export Multiple Recorded File
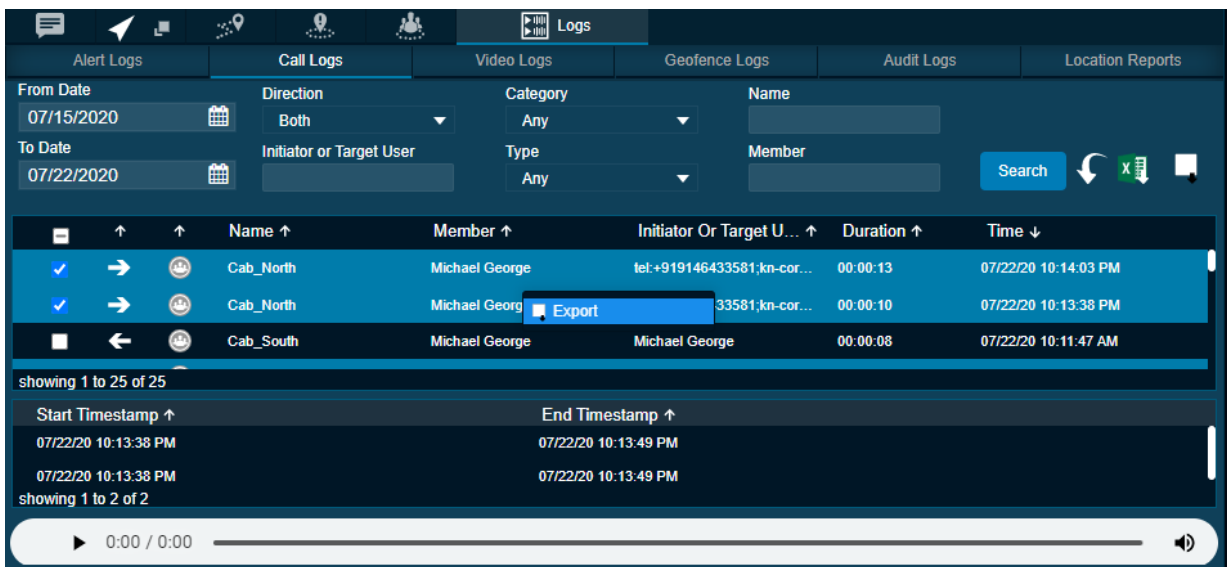
4   Right-click and select **Export** to export the call recordings.

    NOTICE: The files store with an MP3 extension.

11.6
Backup- Call Recordings

The backup action ensures that the call details along with the call recordings are saved for the future reference. The dispatcher can choose to take necessary action whenever a backup pending message is displayed. In the following conditions, a backup confirmation message displays:

Procedure:

1 If there are any call recordings and the dispatcher has not at all taken the backup of the call recording, then a pop-up message `You have not backed up your Messages and Call Recordings. Messages and Call Recordings older than 30 days will be deleted. Do you want to back up now?` displays every time the dispatcher signs in.

- To take backup, click **Yes**.

- To cancel the action, click **No**.

2 If the backup is due and the dispatcher has not backed up, then a pop-up message displays on the sign in.

Figure 178: Back up notification
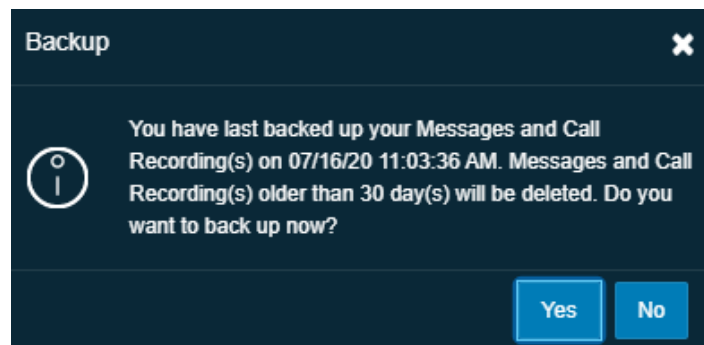
- To take backup, click **Yes**.

- To cancel the backup action, click **No**.

3

Clicking **Yes** starts the backup and the backup file downloads to the browser downloads. A confirmation message `You have initiated a backup. Are you sure the file is successfully downloaded to your browser download?` displays to make sure that the backup file is downloaded to the download folder.

> **NOTICE:** The backup interval and periodic reminder notification for backup depends on the server configuration. The recordings older than the configured period are deleted and a reminder through a periodic toast message displays until the successful backup is taken.

- Click **Yes** to confirm that the download is successful.

- Clicking **No** confirms backup is unsuccessful.

- Clicking **Ask me later** pops-up the confirmation message until you that confirm the download completes.

In the header, a warning ⚠ icon displays next to the Settings if call records are not backed up. The last backup date, backup due date, and the configured backup interval are shown under the Settings>General. The dispatcher can take the backup anytime from the Settings and the backup file will contain the details after the last backed up date. The backup file, which is in ZIP

file format, contains the details of calls in HTML format and a link to the call recording file which is in MP3 format.

Figure 179: Back up HTML file

Dispatch (Name: Jack; email: jack.guna@motorolasolutions.com; MDN: 919916142494)

Exported recordings at 03/26/18 12:14:57 PM (UTC + 05:30)
Number of records: 14

Name	Time	Direction	Phone Number	Duration	Type	Delivery Report	Audio File
Cab_East	03/26/18 10:12:18 AM	Outgoing	912222201522 912222220608 918050533081 919066000450 919902844299 919880066322 917090546777	00:00:32	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_10-12-18_0.mp3
Cab_East	03/26/18 10:12:56 AM	Outgoing	912222201522 912222220608 918050533081 919066000450 919902844299 919880066322 917090546777	00:00:03	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_10-12-56_0.mp3
Michael George	03/26/18 10:14:44 AM	Incoming	917090546777	00:00:00	One-to-one call	Not Available	Recording_Export_919916142494_03-26-18_10-14-44_0.mp3
Michael George	03/26/18 10:14:44 AM	Incoming	917090546777	0	One-to-one call	Not Available	Recording_Export_919916142494_03-26-18_10-14-44_0.mp3
Cab_South	03/26/18 10:20:56 AM	Outgoing	912222201522 919591605500 919902844299 912222201462 919880066322 917090546777	00:00:04	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_10-20-56_0.mp3
Robert_Handset	03/26/18 10:31:22 AM	Outgoing	912525001002	00:00:07	One-to-one call	Not Available	Recording_Export_919916142494_03-26-18_10-31-22_0.mp3
Cab_South	03/26/18 12:01:29 PM	Incoming	912222201462 912222201522 917090546777 919591605500 919880066322 919902844299	00:00:37	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-01-29_0.mp3
Fire Control	03/26/18 12:09:46 PM	Outgoing	919916142494	00:00:07	Broadcast call	Missed Call: 2 Offline: 0 Rejected: 0 Successful Delivery: 1 Total: 3 Unavailable: 0	Recording_Export_919916142494_03-26-18_12-09-46_0.mp3
Talkgroup75	03/26/18 12:10:00 PM	Outgoing	919066000339 919066000362 9190000112233	00:00:02	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-10-00_0.mp3
Cab Services	03/26/18 12:10:34 PM	Outgoing	9190000112233 919066000339 919066000362	00:00:07	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-10-34_0.mp3
Cab Services	03/26/18 12:11:49 PM	Outgoing	9190000112233 919066000339 919066000362 919880066322	00:00:06	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-11-49_0.mp3
Cab Services	03/26/18 12:12:02 PM	Outgoing	9190000112233 919066000339 919066000362 919880066322	00:00:07	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-12-02_0.mp3
Cab Services	03/26/18 12:12:18 PM	Outgoing	9190000112233 919066000339 919066000362 919880066322	00:00:07	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-12-18_0.mp3

The backup file is downloaded to the download folder configured on the web browser. For more details, refer to General on page 252 in the Settings on page 252 section of this document.

Figure 180: Backup Now- Settings

Last Backup date:	03/12/18 02:32:21 PM
Backup due date:	03/13/18 02:32:21 PM 🔴
Backup Interval:	1 Day(s)

Backup Now

NOTICE: If there is an ongoing backup of recording and you sign out from the Dispatch, then a cancellation confirmation message appears. Selecting **Continue** sign out the Dispatch and cancels the backup.

Chapter 12

Supervisory Override

Supervisory override allows you to take the floor and speak at any time during a call, even if someone else is speaking. When you take the floor while someone else is speaking, the floor is revoked from the fleet member and given to you. As a dispatcher, you have Supervisory Override capability by default, unlike some other clients where corporate admin may assign the supervisory override to them.

> **NOTICE:** There may be a delay of 0 to 10 seconds before you get the floor and you can hear a floor busy tone during that time. You can use supervisory override rights during any call you are participating in including a one-to-one call.

Chapter 13

Alerts

Alerts can be a request from a fleet member for a call or a notification that you missed an incoming PTT call or Video call or a geofence alert or status alert from a fleet member. Alerts display in the Alerts window. You can respond to an alert with an action (video stream, locate, message, call, or send an IPA). Alerts also have a status (Attended, Unattended, Parked, or Complete). You can sort the alerts by the Name of the Sender, Time, Call Type, Type, or Initiator by clicking the column label. By default, the alerts are sorted by time. The number of unattended alerts are shown with a badge-in the header of the Alerts tabs.

13.1
Instant Personal Alert (IPA)

An Instant Personal Alert (IPA) is a way for a fleet member to ask for a call- back from you or conversely. An IPA is especially useful if the fleet member you want to call has a presence status of Do Not Disturb.

Sending an Alert

Select the fleet member from any of the window. Click the **IPA** icon.

When the IPA is sent, a message appears at the bottom right-hand part of the screen with the status showing "Success".

Figure 181: Successful Outgoing IPA
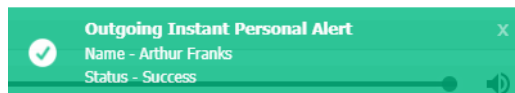
> 🖊 **NOTICE:** IPAs can be sent to only one contact at a time. You cannot send an IPA to a talkgroup.

Receiving an Alert

Whenever you receive an Instant Personal Alert, it shows in the Alerts window with the IPA icon next to the name of the sender. From this window, you can return a call. For more details, see the Placing a Call from the Alerts Window on page 100 section of this document.

Figure 182: Dispatcher Alerts window

13.2

Missed Call Alerts

A missed call alert displays when you do not receive an incoming PTT call.

One-to-one Missed Call Alert

When you miss a one-to-one call, a missed call alert displays in the Alerts window. An icon ahead of the name of the caller indicates missed call:

Figure 183: One-to-one Missed Call Alert on Alerts
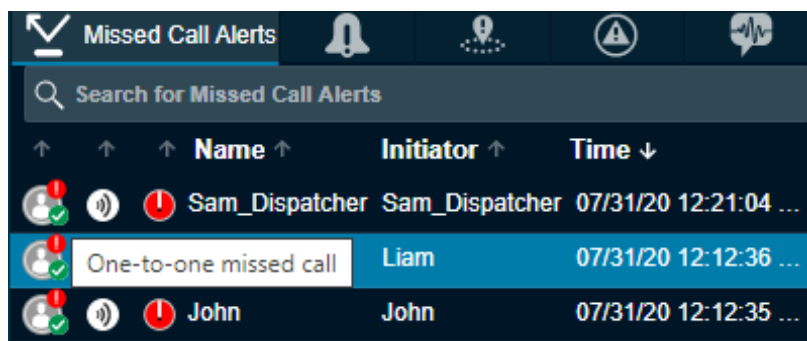
From the missed call alert, you can originate a call.

Talkgroup Missed Call Alert

Whenever a talkgroup call completes with you as a member of the talkgroup (except when you are camped on one), without you actively participating in that talkgroup call, a missed call alert is provided in the Alerts window. An icon ahead of the name of the talkgroup indicates the missed call.

From the missed call alert, you can originate a call to the talkgroup or the initiator of the call in that talkgroup.

> **NOTICE:** You do not receive any talkgroup missed call when monitor talkgroup status is Monitor Only or Talkgroup Group Scanning mode is off.

The following screen shows an example of a missed talkgroup call where a row with name Cab_North is missed talkgroup call:

Figure 184: Talkgroup Missed Call Alerts on Alerts Window
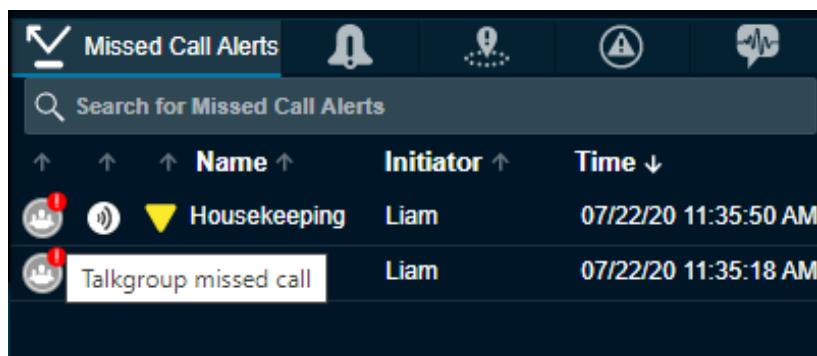
Quick Group Missed Call Alert

Whenever an incoming Quick Talkgroup Call ends with you as a member of that quick talkgroup without you actively participating in that quick talkgroup, a missed call alert is provided in the Alerts window. An icon ahead of the name of the talkgroup indicates the missed call. The name of the originator is shown in the name column.

The screen here shows an example of a missed Quick Talkgroup Call, where a row with name "Michael George" is a missed Quick Talkgroup Call.

Figure 185: Quick Group Missed Call Alerts on Alerts Window
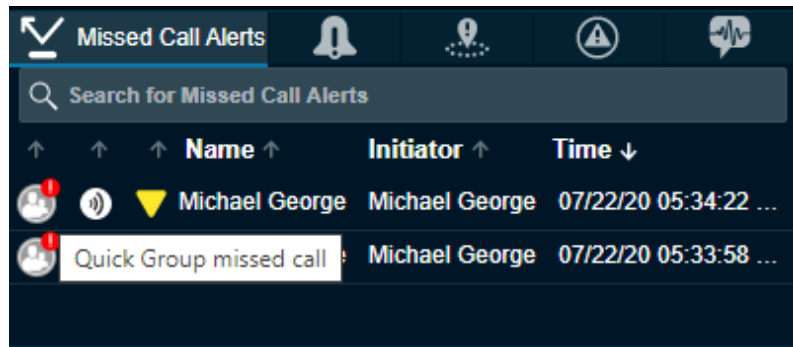
> **NOTICE:** Quick Talkgroup Calls are always missed whether you are busy on another call or not.

Broadcast Group Missed Call Alert

Whenever you are in a one-to-one call that you initiated and another Broadcast Group call is received, a broadcast group missed call alert is provided in the Alerts window. An icon ahead of the name of the talkgroup indicates the missed call. The broadcast group name is shown in the name column.

Figure 186: Broadcast Group Missed Call Alerts on Alerts Window
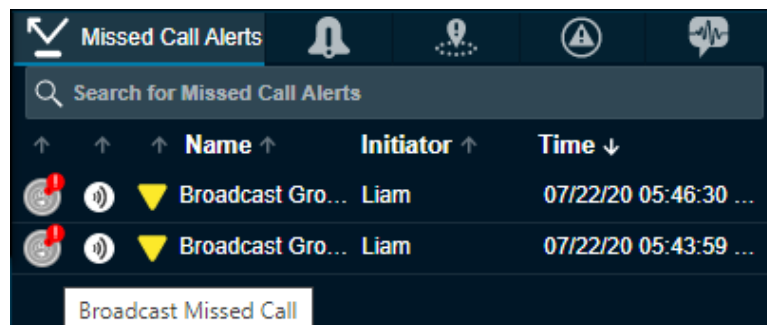
Missed Incoming Video Call Alert

Whenever you receive a video stream request and you choose to close the toast notification or you are already in another video stream, then a missed video call alert show in the Alerts window. An icon ahead of the name indicates the missed call.

Figure 187: Video Missed Call Alerts on Alerts Window
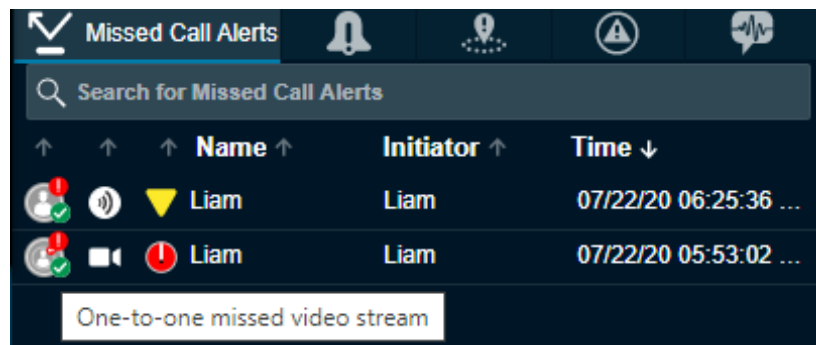
13.3
Emergency Alerts

The emergency alert notifies you that an emergency has been declared for the fleet member. An emergency alert shows in the Emergency Alert tab whenever the fleet member or the dispatcher activates the emergency. For actions on the Emergency alert, refer to the section of this document.

Figure 188: Emergency Alert
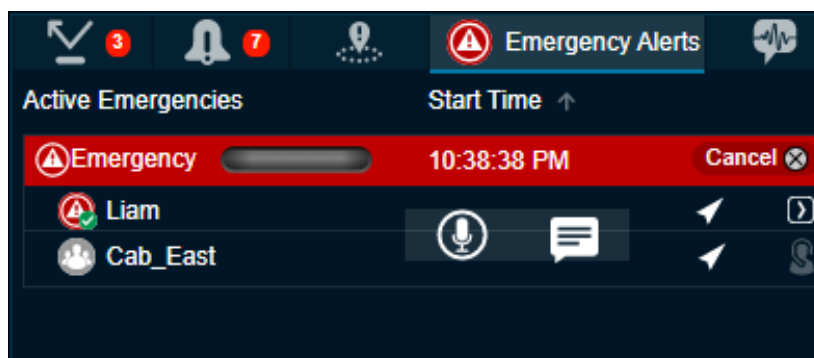
13.4
Status Alerts

The status alert notifies you the status of their fleet members such as on-duty, on-route, busy, at-incident, off-duty, and can contain a short message of the status.

The fleet member manually sends their quick status from the list of pre-configured messages stored in their device. Status alert shows in the Status Alert tab along with the toast message whenever you receive a status alert from fleet member.

Figure 189: Status Alerts
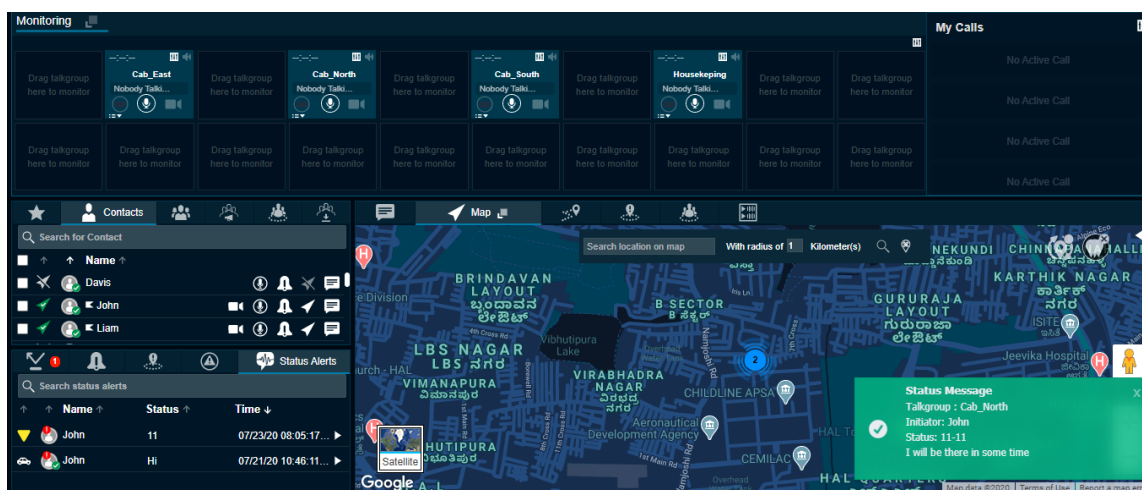
Mouse hover on the status column shows the information of the status. You can also click the **More** icon associated to the status alert to view status message details. The screen here shows the details that display when you click the **More** icon.

Figure 190: Status Alerts Details
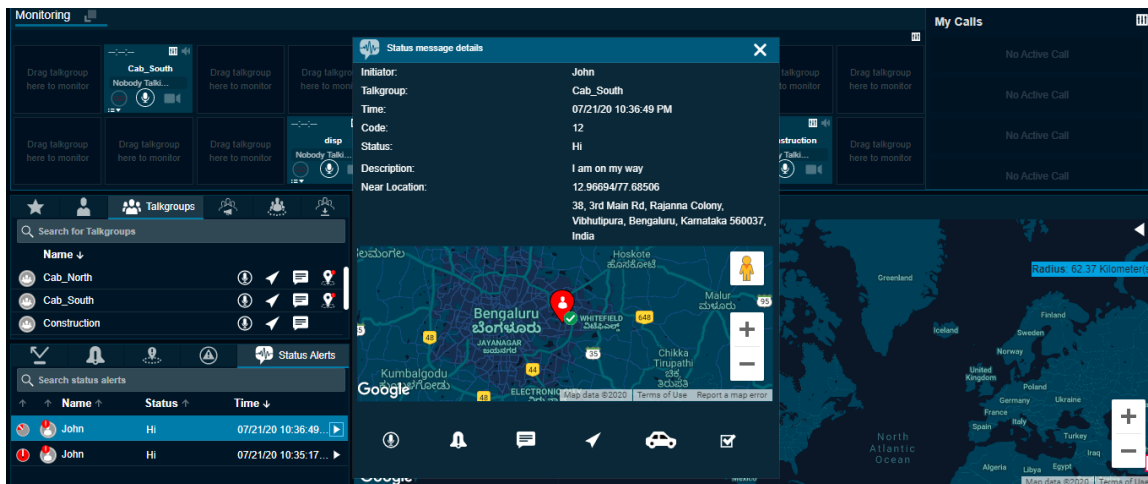
You can call, send IPA, message, locate, and move the status of the status message to parked or completed state from the status alerts details window.

Actions for an Individually Selected Alert

For each of the alerts in the Alerts window, you can locate, message, call, or send an Instant Personal Alert.

Figure 191: Actions on Alerts Window
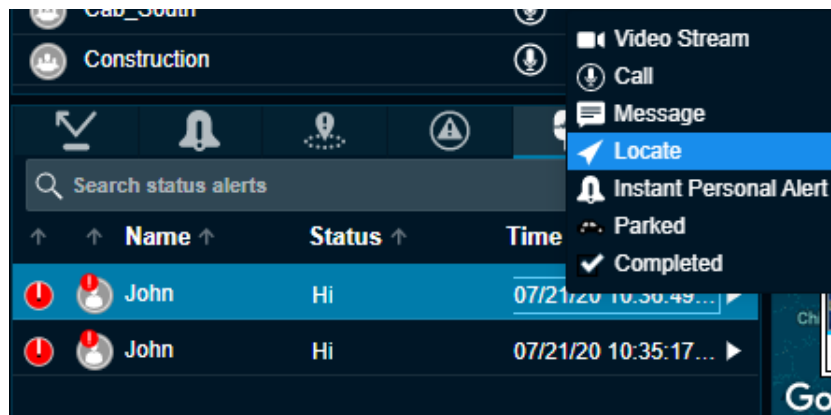
Video Stream
Helps you to stream video of the fleet members. To stream video from the alerts tab:
Select the alert, right-click, and click **Video Stream**. The video stream request sent to the member sent the status message.

Two way call
Helps you to make two way call to the member. To make a two-way call from the alerts tab:
Select the alert, right-click and click **Two way call**. The call is sent to the member.

Locate
Helps you to locate the fleet members on the map. To locate from the alerts tab:
Select the alert, right-click, and click **Locate**. For a One-To-One missed call alert, the fleet member is located. For a Quick Talkgroup missed call alert, the originator is located and for a Talkgroup missed call alert, all the members of the talkgroup are located.

Call
Helps you to call to the fleet member or talkgroup after you receive IPA. To call from the alerts tab:
Select the alert, right-click, and click **Call**.

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Instant Personal Alert

Helps you send an IPA to the fleet member. An acknowledgment displays on the Dispatch. To send an IPA from the alerts tab:
Select the alert, right-click, and click **IPA**.

Message

Helps you send a message to the fleet members. To send a message from the alerts tab:
Select the alert, right-click, and click **Message**.

Parked

Helps you to specifically assign the alert to parked status. If you are busy with some other activity and want to flag the alert for later, you would typically do this action.

Completed

If you have finished responding to an alert, this action helps you to complete the alert. This action moves the alert to the alert logs.

NOTICE: You cannot send an Instant Personal Alert to talkgroup missed call alerts. Also, you cannot locate the Broadcast group.

When you respond to an alert with an Instant Personal Alert (IPA) or call, the status of alert becomes "Attended" as shown here:

Figure 192: Attended Status Alerts Window

When you do not respond to the alert, a toast message reminds you to take the necessary action. The status of the alert shows "Expiring" as here:

Figure 193: Expiring Status Alert Window

When you do not act on the alert before the expiry of configured alert reminder, the status of the alert becomes "Expired" as shown here:

Figure 194: Expired Status Alert Window
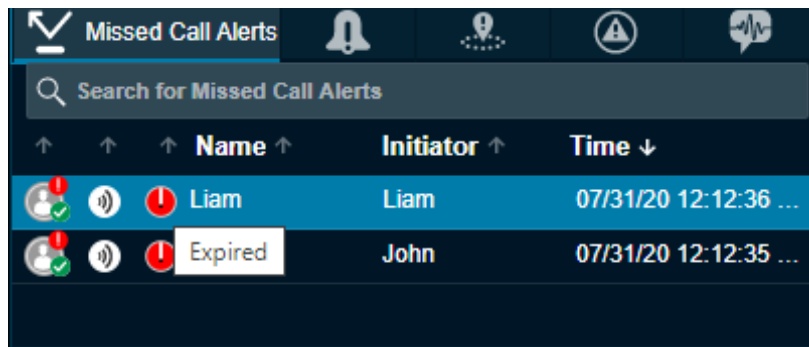
> ✎ **NOTICE:** The status of an alert does not change when you use the locate operation.

To move an alert to the alert logs history, select the **Completed** icon.

Each alert in the Alerts window has an action status associated with it. The action status helps you determine which alerts have been acted upon and which ones are pending a response. The following icon indicates the status of an alert. To change the status of the alert, select the alert, right-click, and select the status.

Unattended
Indicates you have a pending (unattended) alert.

Attended
Appears when you call or send an IPA in response to the alert.

Parked
Appears when you specifically assign a parked status. If you are busy with some other activity and want to flag the alert for later, you would typically do this action.

Completed
After you finish responding to an alert, you can complete the alert. This action moves the alert to the alert logs.

> ✎ **NOTICE:** From each of the alerts tab, except Parked, alerts are moved to the logs as per the duration set by the dispatcher in Alerts section of the Settings tab. You can choose the tones or disable the tones for all alerts under the Tones and Notifications header on the Settings page. For more information, refer to the Tones on page 256 section in this document.

Actions for Multiple Selected Alerts

You can also respond to multiple alerts from the Alerts window. To select multiple alerts, press either the Shift key or the CTRL key on your keyboard and click the alerts you want to select. When selecting multiple alerts, you can right-click to choose the action status of Parked or Completed.

Figure 195: Multiple Selection Alerts Window
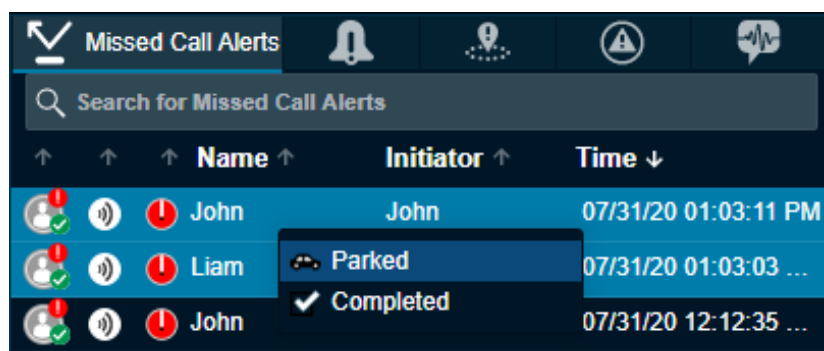
Parked

Appears when you specifically assign a parked status. If you are busy with some other activity and want to flag the alert for later, you would typically do this action. When you respond to multiple alerts with a Parked status, the status of the alert becomes "Parked" as shown here.

Completed

After you finish responding to an alert, you can complete the alert by selecting the Completed option. This action moves the alert to the alert logs.

Figure 196: Multiple Selection Status Window
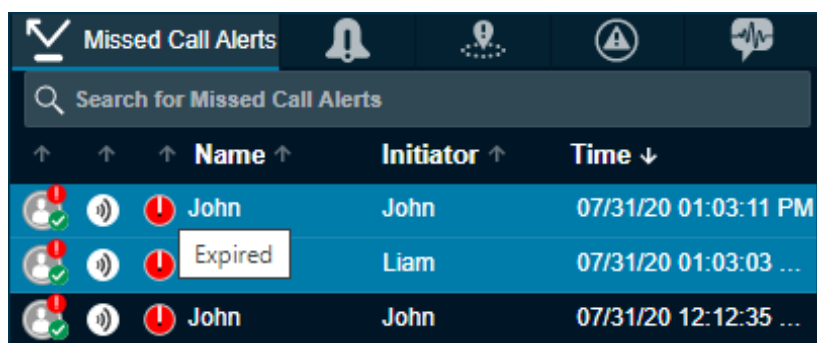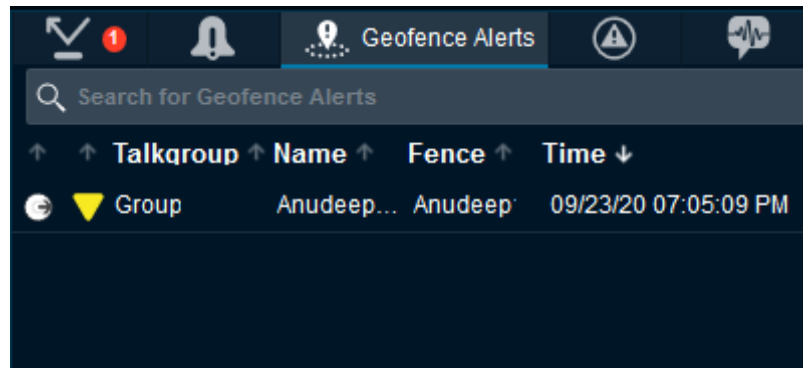
The initiator column in the Missed call Alerts shows the name or phone number of the member who initiated the call.

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Chapter 13: Alerts

13.5
Geofence Alerts

When any fleet member crosses the fence that you define, an alert is shown in the Geofence Alert tab. A geofence alert shows next to the name of the fleet member name with an icon showing out of fence or inside the fence.

Figure 197: Geofence Alert

Chapter 14

Monitoring Talkgroups

The Dispatch allows you to monitor up to 20 talkgroups. If the talkgroup call is active when monitoring, you can see call activity on monitored talkgroups and optionally join a talkgroup call. Monitoring talkgroup is helpful when you want to be aware of the call activity on specific talkgroups but do not want to participate immediately. Talkgroup mentioned in the following sections include both talkgroups and area talkgroups.

> **NOTICE:** If Simultaneous Session is enabled on the Dispatch then you can monitor up to 20 talkgroups simultaneously and can listen to all the ongoing monitoring calls at a time. For more information, refer to Simultaneous Session on page 172.

> **NOTICE:** Broadcast groups cannot be monitored.

14.1
Adding a Talkgroup to a Monitored Talkgroup Activity

To add a talkgroup, follow these steps:

Procedure:

1 Click the **Talkgroups** or Area Talkgroup tab in the Contacts and Talkgroups window.

2 Choose the talkgroup you want to monitor and click the talkgroup name.

3 Drag and drop the talkgroup from the Talkgroups or Area Talkgroup tab of the Contacts and Talkgroups window to the Monitoring window.

The following figure shows an example of the Monitoring window:

Figure 198: Monitoring Window
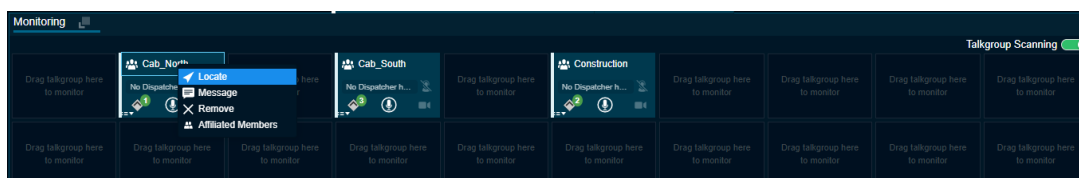
When the talkgroup is successfully added, the icons for call, message, location, talkgroup Priority, dispatcher information (if any dispatcher is in call), affiliated members, and remove talkgroup are enabled and the name of the monitored talkgroup is shown.

14.2
Removing a Talkgroup from the Monitored Talkgroup Activity Window

You can remove or replace a talkgroup from a Monitoring window.

When and where to use: To remove monitored talkgroup, follow these steps:

Procedure:

1 Right-click on the talkgroup and select **Remove**.

Figure 199: Remove Talkgroup from the Monitoring window
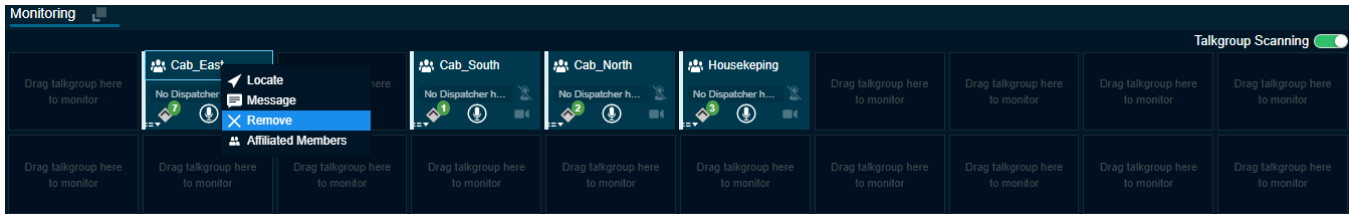
> **NOTICE:** You can remove a talkgroup from a monitored list only if there is no call-in progress for that talkgroup. A scanned talkgroup cannot be removed.

14.3
Replacing a Talkgroup from the Monitored Talkgroup Activity Window

You can remove or replace a talkgroup from a monitored talkgroup window.

When and where to use: To replace an existing monitored talkgroup with a new talkgroup, follow these steps:

Procedure:

1 Drag and drop a new Talkgroup from Talkgroups or Area Talkgroup tab onto the existing Monitored Talkgroup window. A confirmation message appears `Do you want to replace the existing monitoring talkgroup?`:

   • Click **Yes** to replace the existing monitored talkgroup with the new talkgroup.

   • Click **NO** to cancel.

   > **NOTICE:** Irrespective of whether scanning mode is on or off, scanned talkgroups cannot be replaced. You can replace a monitored talkgroup if there is no call-in progress for that talkgroup.

14.4
Actions on a Monitored Talkgroup

The following actions are available in the Monitoring window.

Figure 200: Actions on a Monitored Talkgroup
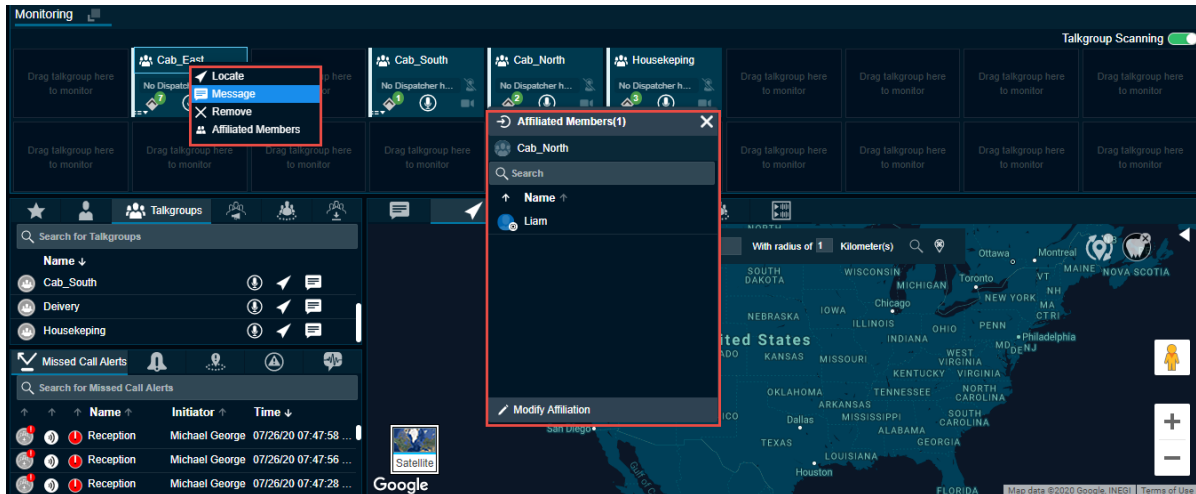
If no Dispatcher has joined Active Talkgroup

When an incoming call starts in a monitored talkgroup, a yellow solid bar on the left of the monitored talkgroup area shows to indicate that an incoming call has started. A No Dispatcher in the Call ⚇ icon indicates that you or another dispatcher has not yet joined the call. Right-click on the name of the talkgroup allows you to locate, send a message, remove talkgroup from the monitoring window, or Affiliated Members to view the members affiliated to the talkgroup. The name of the talker shows next to the Dispatcher icon.

If another Dispatcher joins the Active Talkgroup

If call is already started and a dispatcher, other than you, joins the active call, then the Dispatcher ⚇ icons is enabled to indicate that another dispatcher joined the call. Right-click on the talkgroup allows you to locate or send a message. The dispatcher information icon enables, which shows you the total dispatchers in that talkgroup, the dispatchers on call and last refreshed time.

Joining an Active Talkgroup

If the call is already started, you can join the call by clicking the ⚇ icon. The solid bar on the left of the monitored talkgroup area turns from yellow to red. The dispatcher information ⚇ icon enables to show you the total dispatchers in that talkgroup, the dispatchers on call and last refreshed time. During the call, use the Call Activity window or Monitored Talkgroup Window icons. Right-click on the talkgroup allows you to do one of the following:

- **End Call**
  Select to end the ongoing call.

- **Add to Selection**
  Select to add the talkgroup for a simultaneous session call.

- **Locate**
  Select to locate the talkgroup members.

- **Message**
  Select to send message to the talkgroup.

- **Audio Settings**

Select to control the audio output setting for the talkgroup. You can configure the output to a specific speaker or an accessory and can control the voice output volume.

- **Show dispatcher status**
Select to view the dispatcher joined in the ongoing monitored talkgroup call.

- **Remove**
Select to remove the talkgroup from the Monitoring window.

- **Affiliated Members**
Select to view the members currently affiliated to the monitored talkgroup.

Placing a Call to a Non-active Talkgroup

You can call to a Monitored Talkgroup not currently on a call by clicking the **Call** icon. The solid bar on the left of the monitored talkgroup changes to

Silent Rejoin

If pre-arranged talkgroup call is already in progress, then the floor is not be given to you automatically from "Alert Window", "Contacts and Talkgroups", "Monitored talkgroups" "Alert Logs" or from the "Call logs". You can join the call silently and then take the floor.

Video Streaming

You can join the video streaming request received in a Monitored Talkgroup that is not in an ongoing video session. The white background color of the video streaming turns green when you receive a video stream request. Clicking the **Video stream** icon opens the video streaming block. If you leave or close the video streaming block, then the background color turns blinking red. To rejoin the ongoing video streaming, click the **Video Stream** icon again.

Affiliated Members

You can view the members currently affiliated to the monitored talkgroup. Click the **View Affiliated Members** icon in the bottom of the monitored talkgroup. An Affiliated Members window shows with the list of members scanned and affiliated to the talkgroup. You can change the affiliation of members to the talkgroup by clicking the **Modify Affiliation** icon in the Affiliated Members window.

> **NOTICE:** If you re-login or due to network fluctuations there may not be an indication of ongoing call.

Chapter 15

Talkgroup Scanning (without Simultaneous Session)

The Talkgroup Scanning feature allows you to scan through a list of talkgroups and area talkgroups for calls.

If the two-way call in enabled on the Dispatch then you can make both PTT and two-way calls. In PTT call mode, the calls that you originate are not pre-empted. The calls that you do not originate are pre-empted only after the floor is released. The higher-priority talkgroup calls take precedence over lower-priority talkgroup calls. The talkgroups that are not in the scan lists do not barge in. A missed call alert is received for every unanswered call including the one with the lower-priority scan call. If Affiliation feature is enabled on the Dispatch then you do not receive talkgroup missed call alerts form the unaffiliated talkgroups. Talkgroup mentioned in the following sections include both talkgroups and area talkgroups.

> **NOTICE:** If the Simultaneous Session is enabled on the Dispatch then you cannot see the Talkgroup Scanning option. For more information, refer to .

The following screen shows the Monitoring window.

Figure 201: Talkgroup Scanning- Monitoring Window
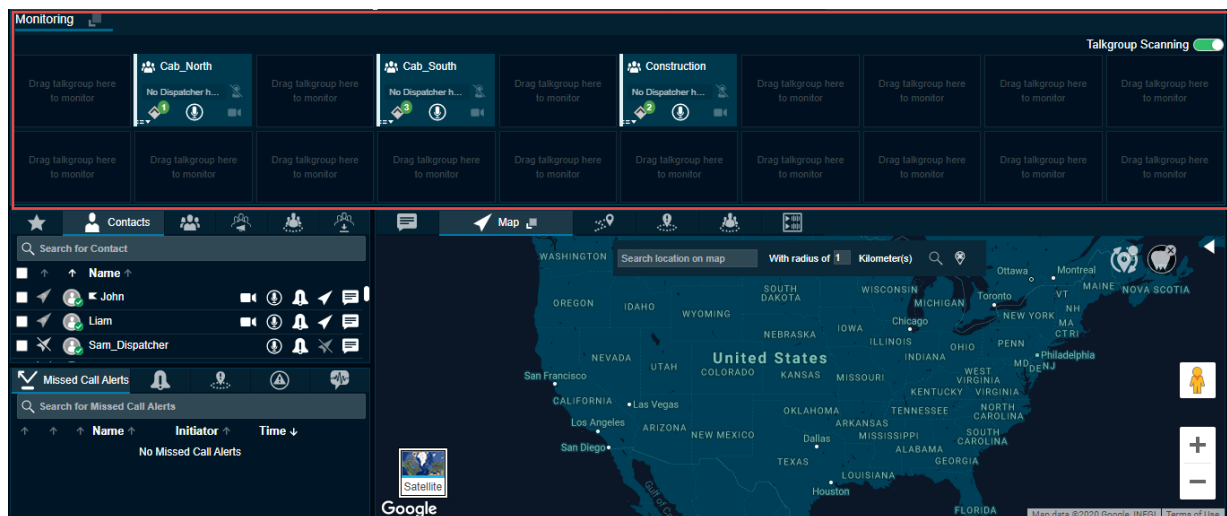
15.1
Setting the Talkgroup Priority

Once you have added at least one talkgroup in a Monitoring window and selected the priority level, slide the **Talkgroup Scanning Slider** icon to set the Talkgroup Scanning priority for that talkgroup. If you do not want to assign a scanning priority to the talkgroup, then you can select priority 1-10 (depend on the configuration) for the talkgroup or you can select the "Normal Priority" option. When you select a talkgroup priority, the Set Talkgroup Priority icon changes to indicate that Talkgroup Scanning is enabled for that talkgroup and it shows the scanning priority that you selected to the right of the icon.

Figure 202: Set Talkgroup Priority Icon
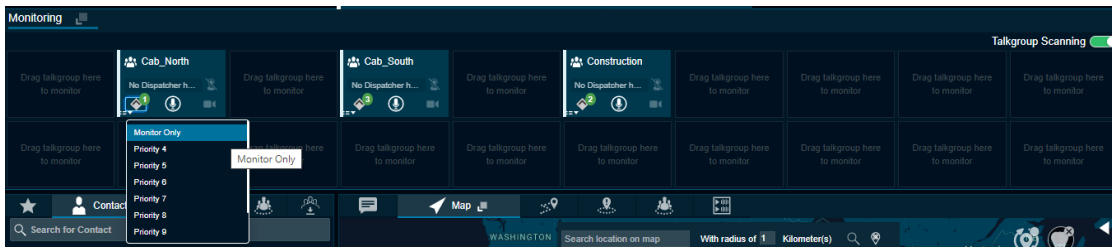
NOTICE: You can add or remove the talkgroups from a scan list or change the priority on the talk talkgroups in the scan list while on a call. Any changes you make during the call is applied once the call ends.

15.2

Enabling Talkgroup Scanning for a Talkgroup

Once you have selected the priority level for your talkgroups, click the **Talkgroup Scanning Slider** icon to turn on Talkgroup Scanning for your monitored talkgroups. The Talkgroup Scanning icon changes to indicate that Talkgroup Scanning is enabled for that talkgroup and the Talkgroup Scanning Priority icon in the Monitoring window changes to show the scanning priority that you selected for that talkgroup. When the scanned talkgroup activity starts while Talkgroup Scanning is turned on, the call is heard immediately as per the priority.

When and where to use: In one of the two cases, the call does not barge in:

Procedure:

1 Talkgroup scanning is off.

2 Monitored talkgroup priority status is "Monitored Only".

> **Figure 203: Turn on Talkgroup Scanning**
>
>
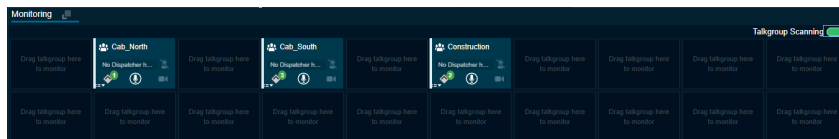
15.3

Turning off Talkgroup Scanning for a Talkgroup

Click the **Talkgroup Scanning Slider** icon to turn off Talkgroup Scanning. When you select this option to turn off Talkgroup Scanning for the talkgroup, you still see the activity indicator for the talkgroup but do not automatically hear the call. That means the talkgroup is being monitored but not scanned.

Figure 204: Turn off Talkgroup Scanning
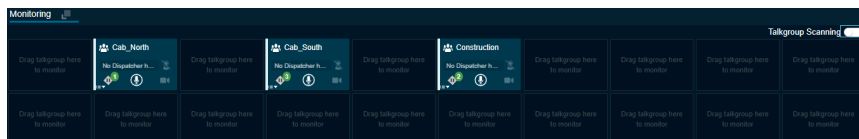
15.4

View Dispatchers on the Monitored Talkgroup

If any dispatcher has joined the call (other than you), a dispatcher icon is shown which indicates some other dispatcher of the monitored talkgroup has joined the call. To view the number of dispatchers and

the dispatchers in the call you click the **Dispatcher Information** icon. On clicking the dispatcher information icon, a list tray displays. The dispatcher list tray shows the total number of dispatchers in the talkgroup, dispatchers on call and dispatcher name. Dispatcher icon is enabled when the first dispatcher joins the call and disabled again when the last dispatcher left the call, or no dispatcher is on the call. The details in the tray also show the last refreshed date and time. To refresh the dispatcher list, click the **Refresh** button on the tray. A corporate admin can assign multiple dispatchers in a talkgroup.

Figure 205: Dispatcher List Tray
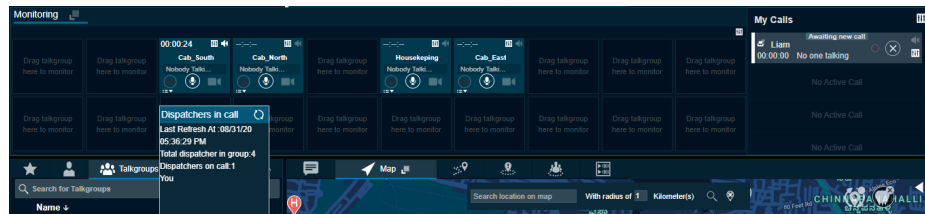
Chapter 16

Simultaneous Session

The Simultaneous Sessions is an optional feature for the Dispatch. The Simultaneous Sessions allows a dispatcher to monitor up to 20 talkgroups simultaneously. A separate audio control is provided for each monitored talkgroup with independent transmit and receive permissions. Also, up to five more dynamic sessions are available to allow for incoming and outgoing private, broadcast, quick group, ambient listening, discreet listening, and any calls that are not part of the Monitoring window. You can select multiple talkgroups from the Monitoring window and/or fleet members from the My Calls window and transmit voice by using **Call** icon. The voice is transmitted to all the selected talkgroups and/or fleet members. You cannot monitor My Talkgroup and Broadcast calls. If all dynamic sessions on My Call are busy, then you cannot call or receive a new call until all the calls in the My Calls ends. Call in progress indication, along with talker identification, is shown for each simultaneous session.

Figure 206: Simultaneous Session- Audio and Mic Controls
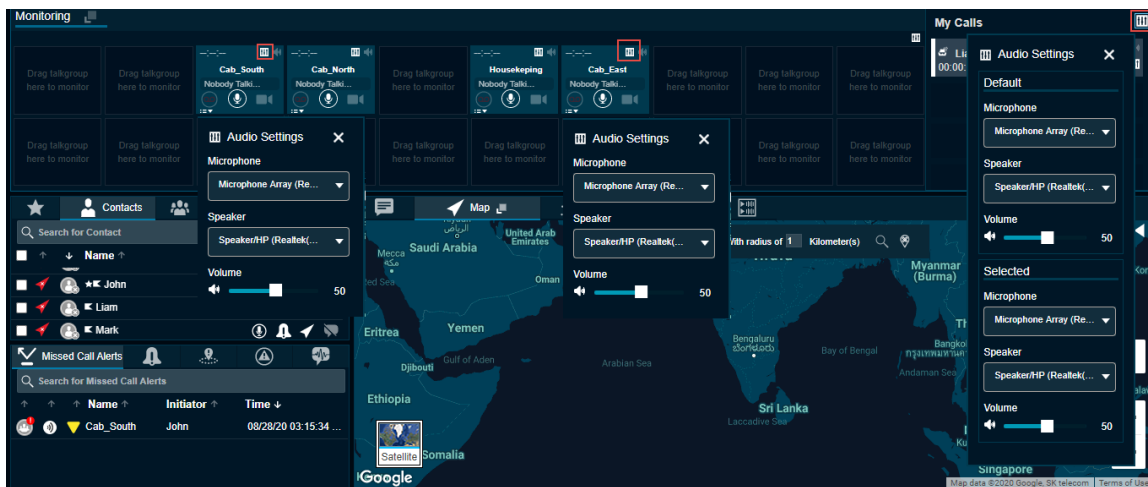
The simultaneous session allows dispatcher to choose the input microphone, mute, un-mute, and control the volume for each monitored talkgroup and contact independently. You can also choose the master audio settings to control the volume and microphone for the all the talkgroups and contacts in the Monitoring and My Calls window. Changing the volume and input microphone in the master audio settings effects on all the talkgroups and contacts. If you want to use a specific microphone and speaker for all the selected talkgroups and/or contacts then configure the microphone and speaker in Selected under the Monitoring and/or My Calls Master Audio Settings. For unselected talkgroups and contacts configure the Default microphone and speaker.

16.1
Multi-session Calls

You can initiate multi-session calls for the contacts, talkgroups, or both at a time from the Dispatch.

When and where to use: To call multiple contacts and talkgroup at the same time, follow these steps:

Procedure:

   1 To manage multiple calls at the same time, make sure that the contacts and/or talkgroups are in the My Calls and/or Monitoring window.

2 Right-click the contact and/or talkgroup name and select **Add to selection**. You can also use the CTRL button+Left click to select the contacts and/or talkgroups.

Figure 207: Select Talkgroups and Contacts- Multiple Calls
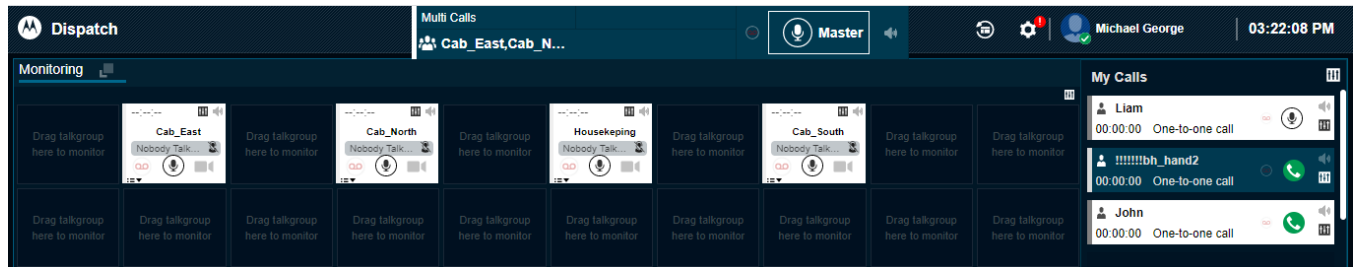
3 The Master Call window displays all the contacts and/or talkgroups that you select.

4 To make a PTT call and transmit voice, click the **PTT** icon in the Master Call window.

The following information displays in Master Calls window:

- The Push to Talk button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white), you are talking (PTT icon black), or someone else is talking (only border and PTT icon blue).

- The yellow solid bar on the left turns yellow in the respective talker window and Master Call window. When you take the floor, the solid bar on the left turns red on the respective called monitored talkgroup and My Calls window and Master Call window.

- The name of the selected contacts and/or talkgroups shows on the bottom left.

- The name of the person speaking shows next to the name of the talkgroup.

- The Record button can be used to record the call.

- An Audio Control icon in each talkgroup and one-to-one call in the Monitoring and My Calls window to control the call volume. You can also choose the voice output of the calls to a different speaker from the Audio Control icon.

- A Speaker icon for each call to mute the voice output in the Master Call, Monitoring, and My Calls window.

- To deselect the talkgroups or contact, right-click the name and select **Remove Selection**.

Chapter 17

Affiliation

If Affiliation feature is enabled for the Dispatch, then you can Affiliate to set of communication events to a given talkgroup by adding the talkgroup to the Monitoring window. If Affiliation is disabled, then you can Affiliate to a set of communication events by adding talkgroups to Monitoring window and assigning priority (Priority 1 to 3 or No Priority). There is no change in the interaction behavior for members, where affiliation feature is disabled.

> **NOTICE:** For non-simultaneous session, if you select the talkgroup to **Monitor Only** then the talkgroup is not an affiliated talkgroup.

> **NOTICE:** Broadcast groups do not support affiliation feature. The maximum number of talkgroups that can be monitored for affiliation is configurable: (0 to 100; default is 25). The number of monitored talkgroups are less than or equal to the configured number of affiliation monitoring talkgroups.

17.1
Affiliate Contact to a Talkgroup

If the member is scanned or affiliated to a talkgroup then you can change the affiliated talkgroup of the fleet member to another talkgroup.

When and where to use: To change the affiliated talkgroup of a fleet member, follow these steps:

Procedure:

1 To view the members available for affiliation in the talkgroup, do one of the following:

Figure 208: View Talkgroup Affiliation
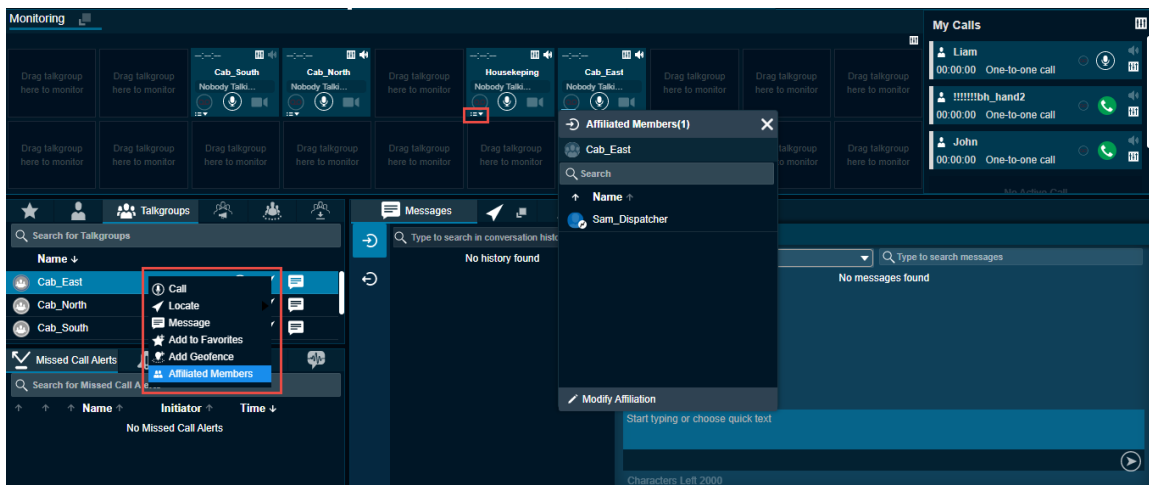
- From the Talkgroups tab, right-click, and select **Affiliated Members**.
- From the Monitoring window, click the **View Affiliated Members** icon.

2 An Affiliated Members window displays and shows all the affiliated and scanned members on the talkgroup.

3 Click the **Modify Affiliation** icon at the bottom.

Figure 209: Modify Affiliation
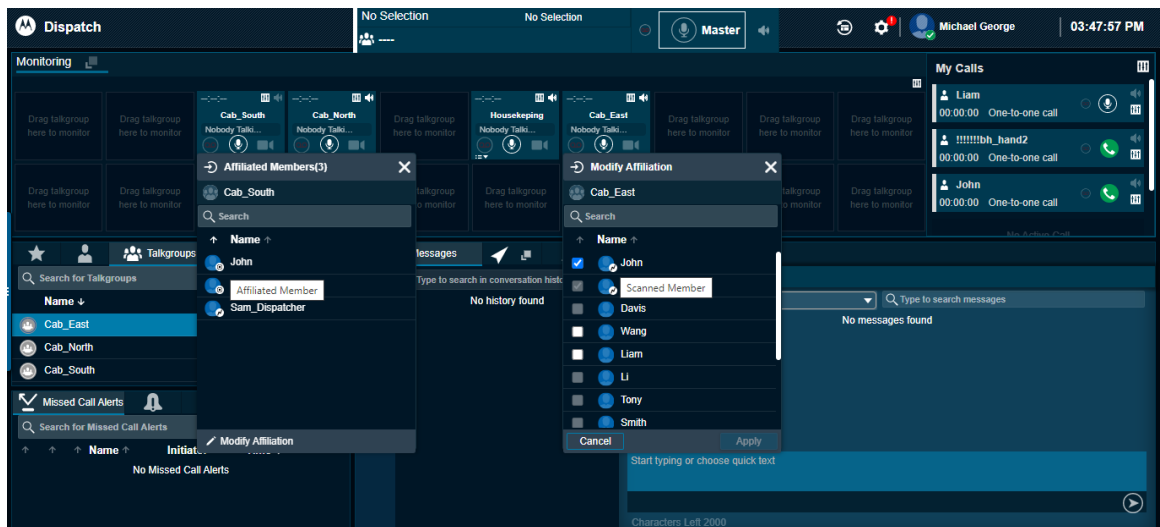
4 The window shows all the affiliated, scanned, and unaffiliated members of the talkgroup.

5 Select the check box next to the name of the member whom you want to affiliate to the talkgroup.

6 Click **Apply**.

The Affiliated Members window shows the member that you affiliate with a confirmation toast message.

Postrequisites: Click the **Close** icon.

17.2
De-affiliate a Member from a Talkgroup

You can de-affiliate members that are currently affiliated in a talkgroup.

When and where to use: To de-affiliate members in a talkgroup, follow these steps:

Procedure:

1 To view the members available for affiliation on the talkgroup, do one of the following:

- From the Talkgroups tab, right-click and select **Affiliated Members**.

- From the Monitoring window, click the **View Affiliated Members** icon.

2 An Affiliated Members window displays and shows all the affiliated and scanned members on the talkgroup.

3 Click the **Modify Affiliation** icon.

4 The window shows all the affiliated, scanned, and unaffiliated members of the talkgroup.

5 Clear the check box next to the name of the member whom you want de-affiliate.

Figure 210: De affiliate a Contact from a Talkgroup
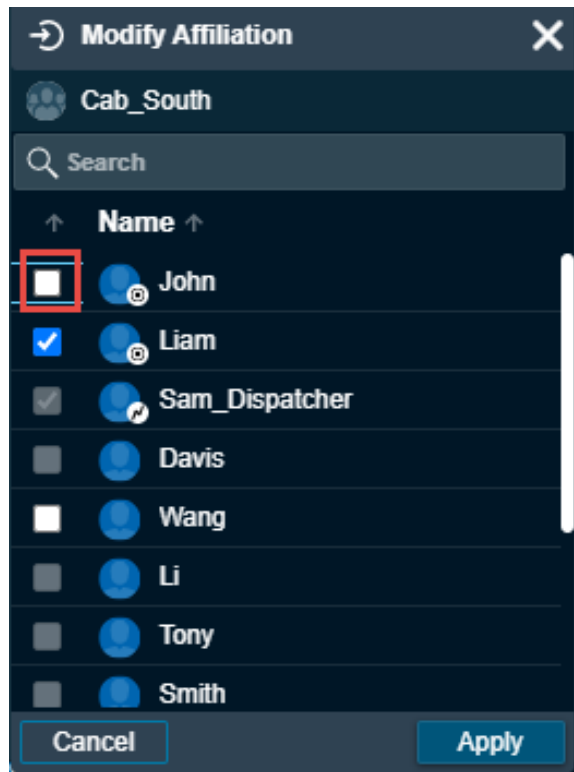
6 Click **Apply**. A de-affiliation toast confirmation message displays

Chapter 18

Affiliation Monitoring

The Affiliation Monitoring allows you to view the affiliated member list dynamically on a talkgroup or affiliated talkgroup for a contact.

With the Affiliation Monitoring, you can request to show the affiliated member list for a talkgroup or affiliated talkgroup list for a contact. When you do affiliation monitoring for a talkgroup, a Scanned and Selected icon shows on the profile of the member to identify the scanned and selected member of the talkgroup. A Member in an Emergency icon shows if the selected member of the talkgroup is in an emergency. You can view which talkgroups a particular fleet member is affiliated to. You are authorized only for affiliation monitoring to your contacts and talkgroups. You receive a notification on any change in the affiliation of members to an affiliation monitored talkgroup. Mission Critical users, which are provisioned with the Affiliation feature can affiliate to all services. The services or events include Call, Messaging, Operational Status Messaging, Location, and Video. The user with the affiliation features can be affiliated to the CAT assigned and Area Based talkgroups.

18.1
View Affiliated Talkgroups or Affiliated Members in a Talkgroup

If the Affiliation feature is enabled for the Dispatch then you can view the affiliated talkgroups or the members affiliated in a talkgroup.

When and where to use: To view the affiliated talkgroups or the members affiliated in the talkgroup, follow these steps:

Procedure:

1 From the Contacts and talkgroup tab, select the talkgroup.

2 Right-click the talkgroup and select **Affiliated Members**.

   Figure 211:

3 If the talkgroup is on the Monitoring window then click the **Affiliated Member List** icon in that talkgroup.

4 An Affiliated Members window displays with the members count with the affiliated members list.

   If the member is scanned in the talkgroup then a Scanned icon shows in the profile of the member. If the member is affiliated to the talkgroup then a Selected icon shows in the profile of the member.

   If you have located the talkgroups on the map then you can view the affiliated, unaffiliated or all the located members on the map form the Map Selection list window. In the Talkgroups tab under the Map Selection window, select either All, Affiliated or Non-Affiliated fro the drop-down to show the respective fleet members on the map.

Chapter 19

Remote Group Affiliation

The Remote Talkgroup Select allows you to affiliate a member of a talkgroup from the Dispatch (user with affiliation feature enabled). Dispatch with remote group affiliation feature is authorized to do remote group affiliation for all Dispatch contacts with affiliation feature and to the talkgroups.

Dispatch shows a notification when you change the affiliation of talkgroups for a member. If a contact is temporarily not reachable, offline, or in an emergency state, then you receive a failure notification. Upon changing the selected talkgroup of a contact, the contact starts receiving audio from the selected talkgroup whenever there is an active communication ongoing in the talkgroup. If the contact is in an active PTT call on any selected talkgroup, then the PTT call ends for the contact, and the contact is forced to go to the selected talkgroup that you select.

NOTICE: Dispatch cannot display the name of the talkgroup for an affiliated talkgroup of its contacts if the Dispatch is not a member of the talkgroup.

NOTICE: You cannot do remote group affiliation for Broadcast, My Talkgroup, and Area Talkgroup.

NOTICE: Dispatch cannot display the name of the talkgroup for an affiliated talkgroup of its contacts if the Dispatch is not a member of the talkgroup.

Chapter 20

Using the Map

Depending on the server configuration, the Dispatch uses the Google or ESRI online and On Prem map service to display the location of fleet members on the map. Dispatch supports locating LMR (ASTRO and DIMETRA only) users. ASTRO and DIMETRA users are added as contacts and show in the contact list under the Contacts tab.

> **NOTICE:** ESRI map is not supported in Internet Explorer.

> **NOTICE:** To get the location information for a fleet member, the Location feature must be enabled on the device of the fleet member. Also, the fleet member must be listed in the contact list.

When signing in to the Dispatch for the first time, no contacts is on the map. Locate contacts using the steps in the Locating Fleet Members on page 179 section of this document. The next time you sign in, you can see the last located contacts on the map before exiting or signing out.

20.1
Locating Fleet Members

You can locate talkgroup members, single, or multiple fleet members on the map.

20.1.1
Locating a Single Fleet Member

When and where to use: To locate a single fleet member, follow these steps:

Procedure:

1 Click the **Contacts** tab on the Contacts and Talkgroups window.

Figure 212: Single Contact Selected
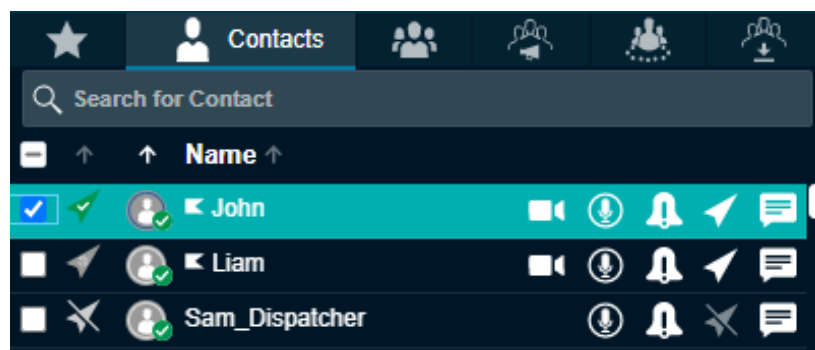
2 Click the **Locate** icon of the contact to locate the selected fleet member on the map. When the fleet member is on the map, a marker displays at the location of the fleet member.

3 To view information for the fleet member, click the **Marker**.

> 📝 **NOTICE:** If location information is expired for the fleet member, then the fleet member displays on the map with the ⌖ icon. Location information is not available for External contacts display with the ✕ icon. The color of the push pin indicated on the map depends on the color you set in the Map Settings section of the Setting tab. For more details, refer the Map Settings on page 258 section of this document.

The following screen shot shows an example of fleet member "Andrew" location:

Figure 213: Locating Fleet Member
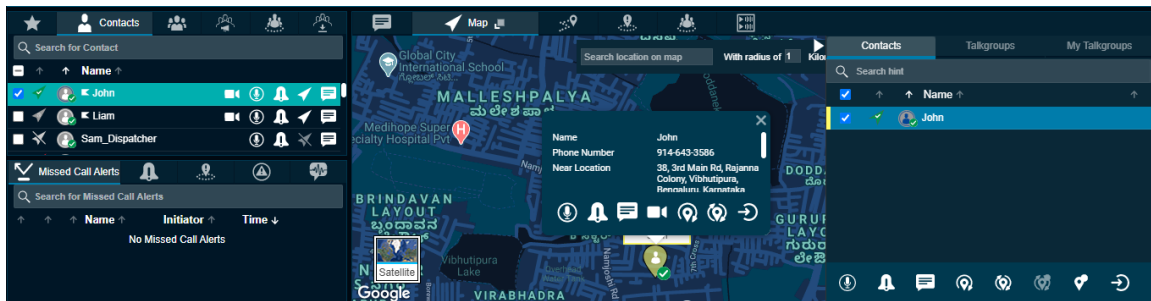
20.1.2
Locating Multiple Fleet Members

Procedure:

1 Click the **Contacts** tab on the Contacts and Talkgroups window.

2 Select the check boxes next to fleet members you want to locate.

Figure 214: Multiple Contacts Selected
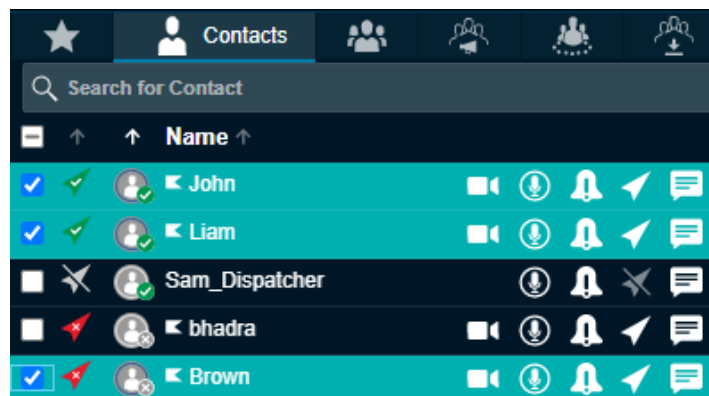
3 To locate the members on the map, right-click, and select the **Locate** icon. When the fleet members are on the map Dispatch displays a marker for each fleet member.

4 To view information for a fleet member, click the **Location Marker**.

5 In the following screen shot, multiple fleet members have been located and are shown on the map.

Figure 215: Locating Multiple Fleet Members
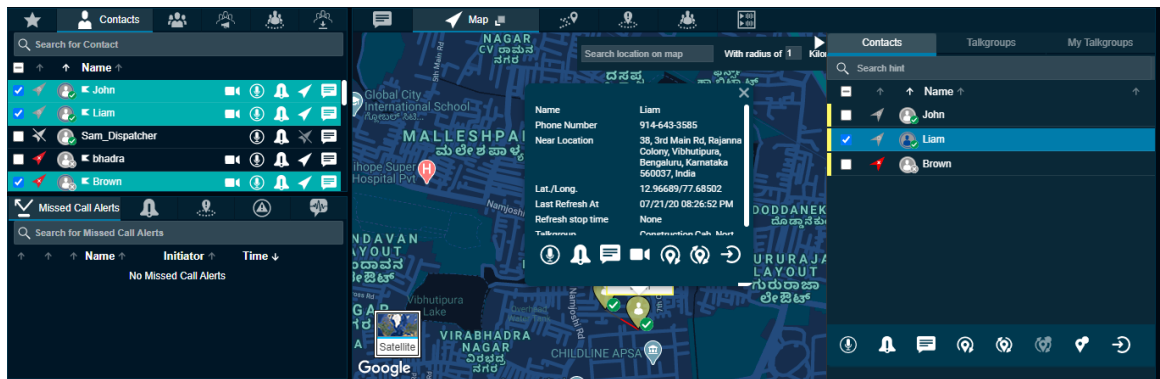
> 📝 **NOTICE:** You can also locate fleet members from alerts. Refer to the Alerts on page 156 sections of this document for details.

20.1.3
Locating Talkgroup Members

You can locate all the members of a talkgroup in one location. If affiliation feature is enabled for the dispatcher then you can locate all members of the talkgroup or only affiliated members of the talkgroup.

Procedure:

1 Click the **Talkgroups** or **Area Talkgroup** tab in the Contacts and Talkgroups window.

2 Choose the talkgroup you want to locate in the list and click the talkgroup name.

Figure 216: Selected My Talkgroup
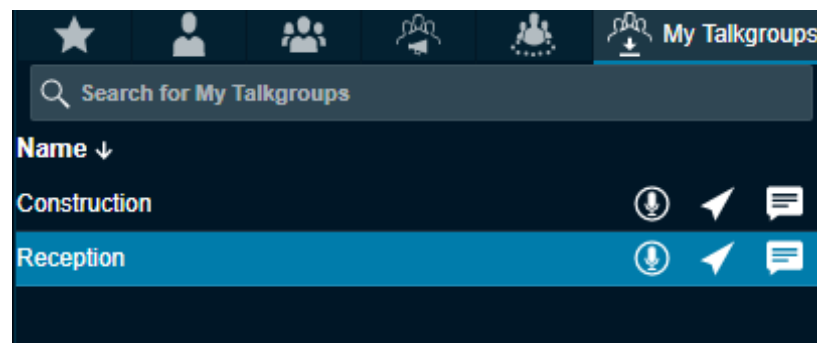
3 To locate the talkgroup members on the map, click the **Locate** icon. For each located member, a marker displays on the map.

4 You can also choose to locate all members or only the affiliated members of the talkgroup. To locate, do one of the following:

- Right-click the talkgroup, mouse hover the **Locate** and select **Affiliate Members**.

- Right-click the talkgroup, mouse hover the **Locate** and select **All Members**.

Figure 217: Locating Affiliated members of the Talkgroup
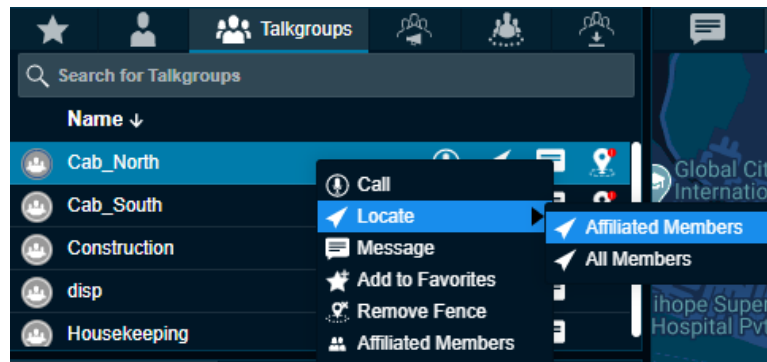
5 To view information about the talkgroup member, click the **Marker**.

In the following screen, all the members of the talkgroup "Reception" are on the map.

Figure 218: Locating My Talkgroup Members
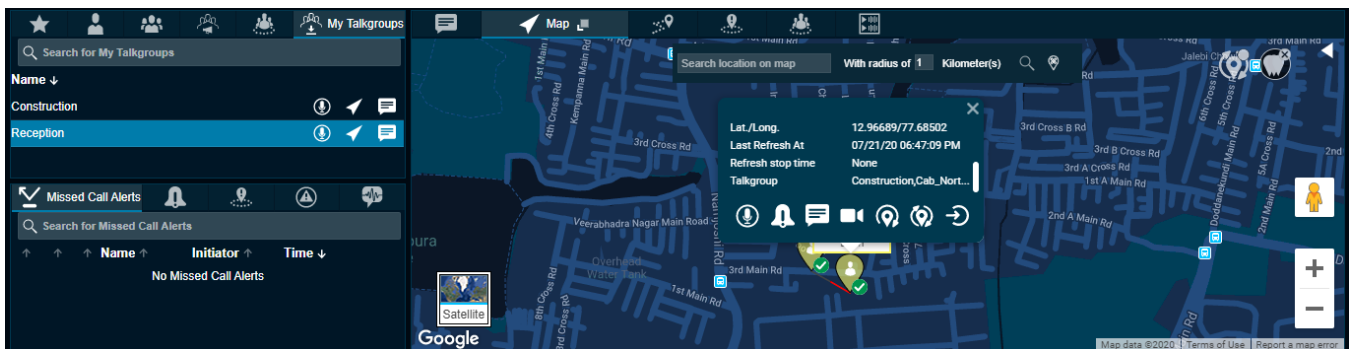
20.2
Clear Located Fleet Members off the Map

To clear all the located fleet members off the map, click the **Clear All Located Member** icon provided at the top right corner of the map. To selectively clear the fleet members on the map, use the Map Selection list window. To clear the selected fleet members on the map, select the fleet members by checking the check boxes on the Map selection list window and click the **Clear Selection on Map** icon.

> NOTICE: Performing either of the clear map actions stop the periodic location updates for the fleet members you clear from the map.

20.3
Fleet Member Information Window

When you click the **Marker**icon on the map, the fleet member information window displays.

Figure 219: Map Information Window
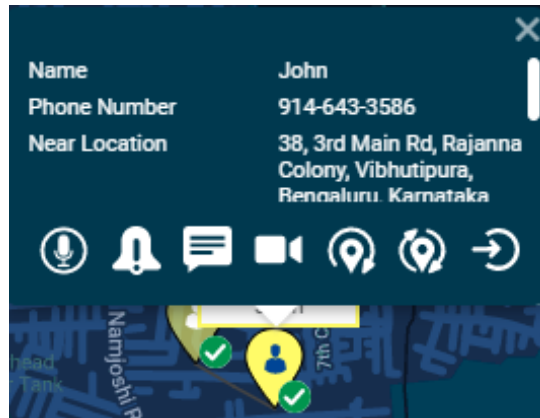
The Map Information window shows the name, phone number, refresh intervals, refresh duration, a complete address of the nearest location of the member, latitude, longitude of that place, refresh stop time, talkgroups, and the time of the last location update. You can click the **Marker** icon in the Geofence and Area Talkgroup window to view the information window.

Observe the time stamp when the location update was last initiated for the selected fleet member.

The following actions are available on the map information window:

- To call the selected fleet member, click the **Call** icon.

- To send an Instant Personal Alert to selected fleet member, click the **IPA** icon.

- To send a message to selected fleet member, click the **Message** icon.

- To initiate video stream to the selected fleet member, click the **Video Stream** icon.

- To refresh the current location information of the fleet member periodically, click the **Periodic Location Refresh** icon. The location refresh period depends on the settings you specify in the section of this document.

- To fetch the actual location information of the selected fleet members, click **One Time Location Refresh** icon. A message appears stating that an on-demand location request has been sent to the server.

- To close the information window, click the **Close** icon.

20.4
Selecting Multiple Fleet Members on a Map

You can select multiple fleet members on the map:

Press the Shift Key and holding the left or right mouse button, drag the mouse over the marker icons. The Map Selection List window appears displaying the fleet members that you select.

Figure 220: Fleet Members Selection Drag Option Window
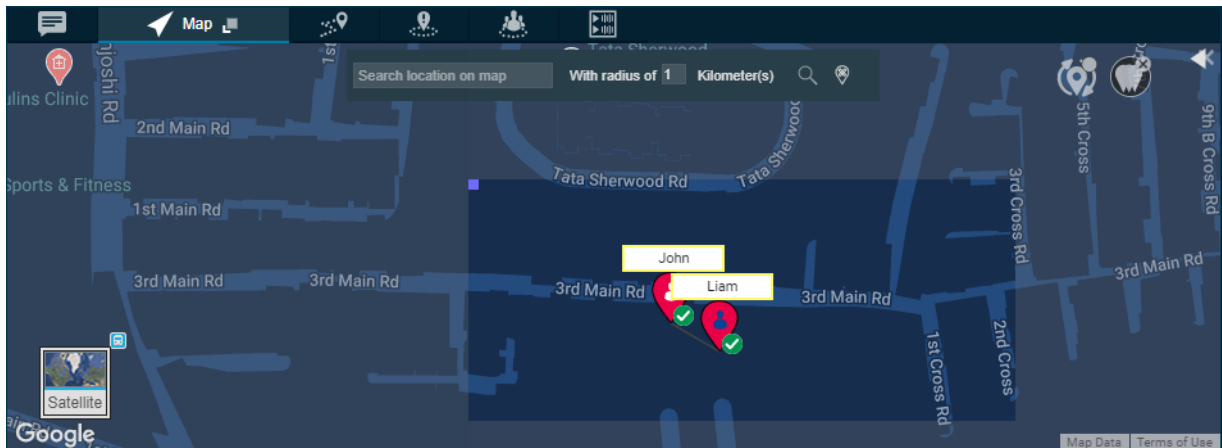
Figure 221: Map Selection List Window
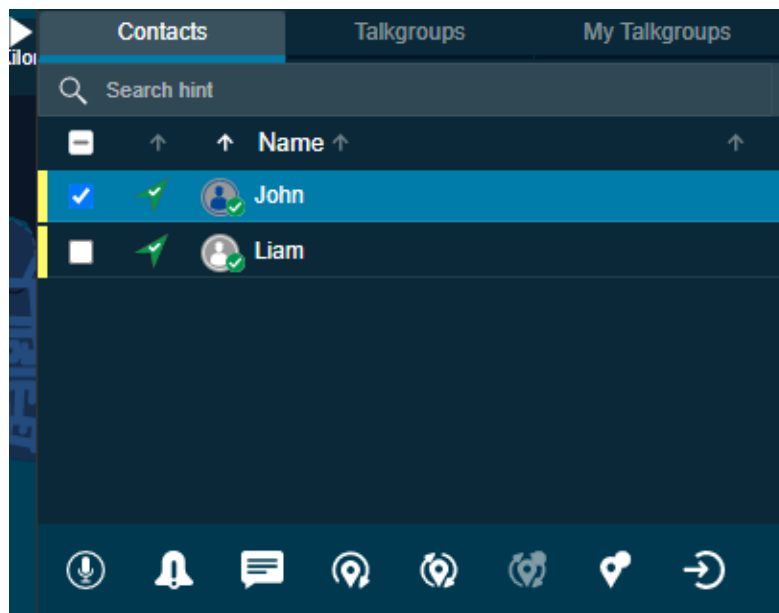
The figure shows the Map Selection List window that has three tabs:

• Contacts

• Talkgroups

• My Talkgroups

You can perform the following activities in these three tabs:

To expand the selection list, click the **Expand** icon.

To collapse the selection list, click the **Collapse** icon.

Search

To search for fleet members, enter a name in the "Filter by Name" field.

Sort

To sort the fleet members by their presence status, location status, and name, click the top of the header column of each field.

Call

To call the selected Contacts or Talkgroups or My Talkgroups, click the **Call** icon.

IPA

To send an IPA to a contact, click the **IPA** icon.

> **NOTICE:** You can send an Instant Personal Alert to only one fleet member at a time.

One Time (manual) Location Refresh

To refresh the location information of the selected contact, click the **Map One Time Location Refresh** icon.

Start Periodic Location Refresh

To start the periodic location refresh of the selected contact, click the **Start Periodic Location Refresh**. You can modify the periodic location update details from the Map Selection List window.

Stop Periodic Location Refresh

To stop the periodic location refresh for the selected contact, click the **Stop Periodic Location Refresh**.

Message

To send a message to the selected Contacts or Talkgroups or My Talkgroups, click the **Message** icon.

Map Reset

To remove the selected contact from the map selection list and the map, click the **Map Reset** icon from the Map Selection List.

Map Clear

To remove all the fleet members on the map and from the map selection list, click the **Map Clear** icon available on the map.

Modify Affiliation

To change the affiliation of fleet members in a talkgroup, select the talkgroup and click the **Modify Affiliation** icon from the Map Selection List.

You can also select multiple members on the map using the shift key and mouse click action. This kind of selection overrides previously selected members from the Map Selection List window.

20.5
On Demand Location Update

To request the most up to date location of a fleet member, it is necessary that the fleet member is on the map first.

20.5.1
Performing a One Time Location Update of a Fleet Member

When and where to use: To perform one time location update of a fleet member, follow these steps:

Procedure:

1. Click the **Contacts** tab from the Contacts and Talkgroups, Map Selection List, or Map Information window.

2. Select a contact by clicking the check box next to the name of the fleet member from Contacts and Talkgroups or Map Selection List.

Figure 222: Single Contact selected
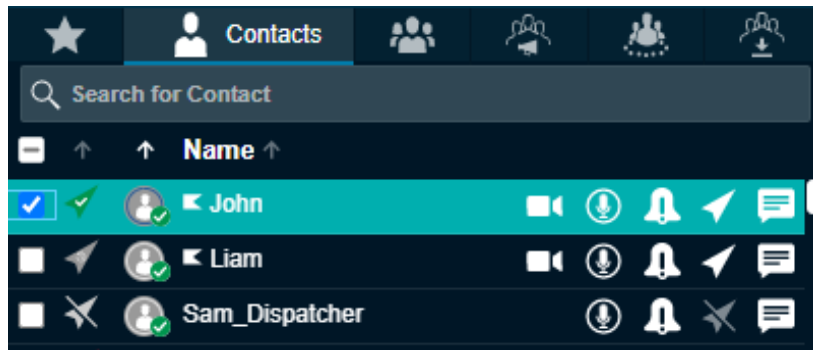
3 Click the **Locate** icon to locate the selected fleet member on the map. When the fleet member is on the map, a Marker displays at the current location of the fleet member.

4 From the map selection list window, select the check box next to the fleet members name and click the button on the bottom of the map selection list window to fetch the actual location information of the selected fleet members.

A message appears stating that an on-demand location request has been sent to the server.
The following screen shot shows an example of an on-demand location request sent to the server.

Figure 223: On-demand Location Request
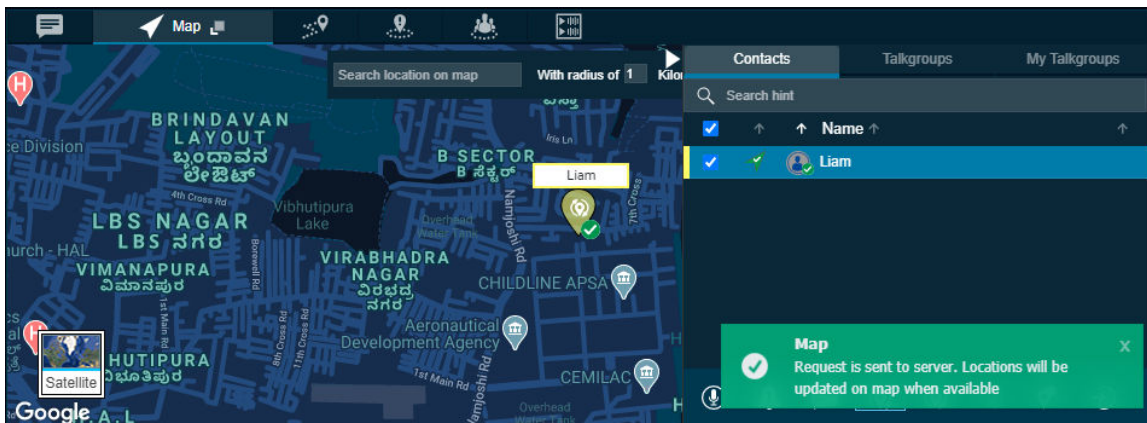
When the location is available from the server, the marker pin updates to show the current location of the fleet member as shown in the following screen.

Figure 224: On-demand Location Response
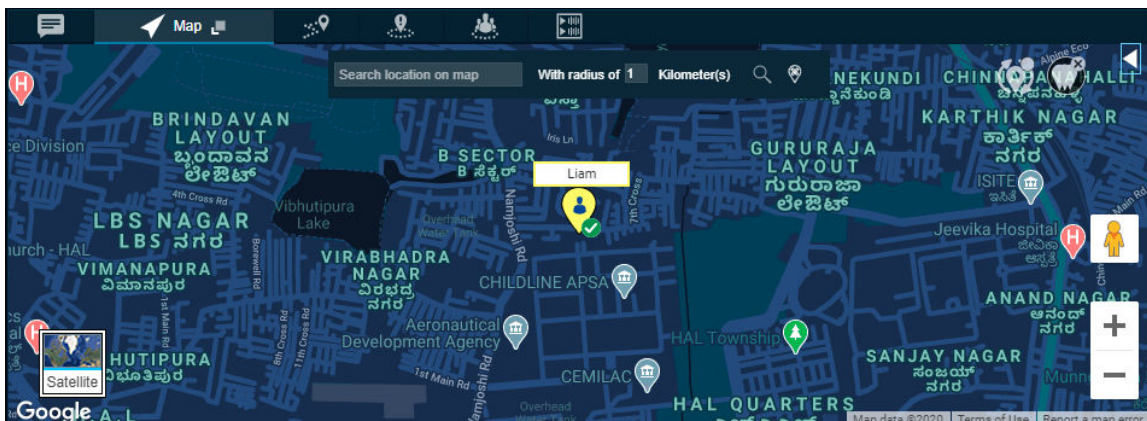
20.6

Periodic Location Update

Periodic location update provides the location information of fleet members listed under contacts on your demand at a set intervals and distances. The On-demand location settings enable you to set the frequency, time period, distance cadence, and throttle time for distance updates of a contact and talkgroup. For example, you can set a specific location of the contact and talkgroup to update every five minutes for 2 hours or when the members move a distance more than 100 meters. The throttle time setting is used when the fleet member is moving fast and the location publish is frequent, which can discharge the handset battery of the fleet member. For example, if you set the throttle time to 60 seconds, then the fleet member waits for 60 seconds to publish the latest location due to change in distance after the last published location (depend on the location update interval setting) irrespective of the fleet member is moving fast or slow.

> **NOTICE:** Reducing the location reporting interval to a lower value impacts the data consumption and battery usage on the device.

20.6.1

Starting a Periodic Location Update of a Fleet Member

When and where to use: To start a periodic location update for a fleet member, follow these steps:

> **NOTICE:** Make sure that you verify the interval, duration, cadence, and throttle time values set at the on demand location settings section from the Location Setting that appears under the Settings tab.

Procedure:

1 Click the **Contacts** tab from the Contacts and Talkgroups window.

2 Select a contact by clicking the check box next to the name of the fleet member.

Figure 225: Single Contact Selected
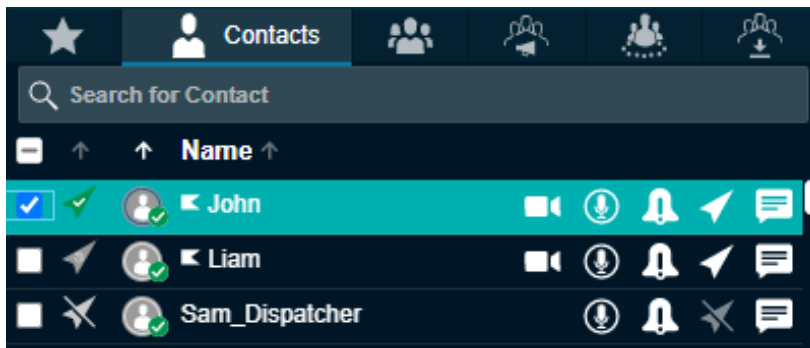
3 To locate the selected fleet member on the map, click the **Locate** icon. When the fleet member is located on the map, a Marker displays at the current location of the fleet member. At the same time the Map Selection window opens to show the located fleet member.

4 To display an information window, click the **Location Marker** of the fleet member.

Figure 226: Map Information window of a fleet member for location update
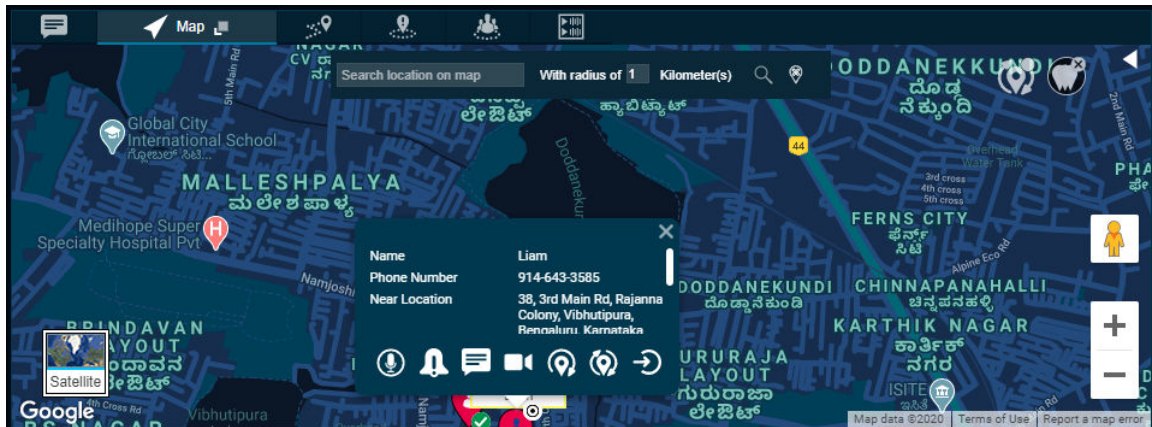
5   To initiate a periodic location refresh for the selected fleet member, click the ⊙ icon on the map information or selection window.

You can edit the on-demand location values from the Map Selection window for the fleet member. When you click the **On-demand Location** icon in the Map Selection window, an on-demand values setting displays. By default the Time check box is selected. You can edit the interval values for on-demand location update. To edit the distance values, select the **Distance** check box. Edit the distance values to update the on-demand location settings. Once edited, click **Apply**.

A periodic on demand location refresh request is sent to the server and the icon on information window changes to the ⊙ icon.

The following screen shot shows an example of retrieving a fleet member's location from the server. The marker is placed in the new location. If the response is a success, then the location update accordingly.

Figure 227: Periodic On Demand Location request
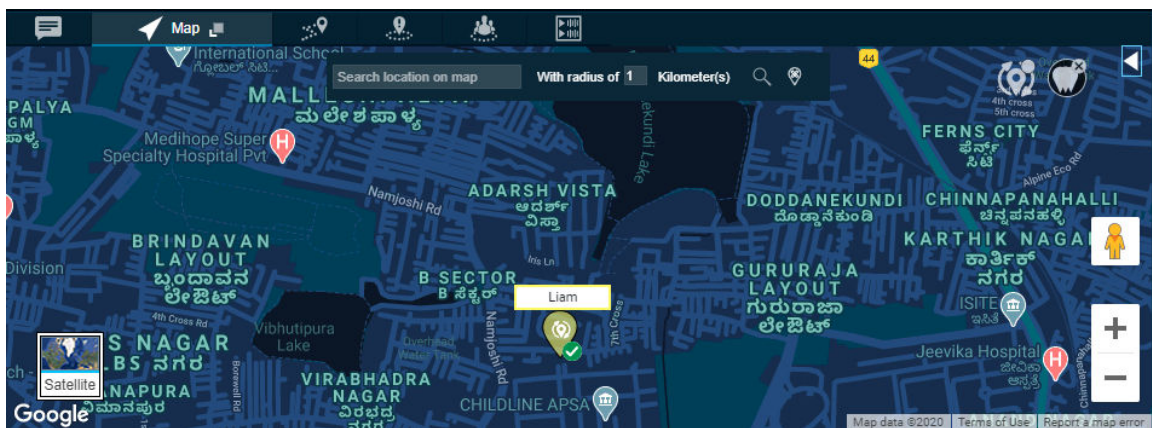
20.7
Finding an Address

Mouse over on the map icon at the lower left-hand area of the screen and select **Display Find Location** to display a Display Find Location window. To hide or display the find location window, mouse over on the map menu and select the **Display Find Location** option.

When and where to use: To find the location on the map, follow these steps:

Figure 228: Find Location Window
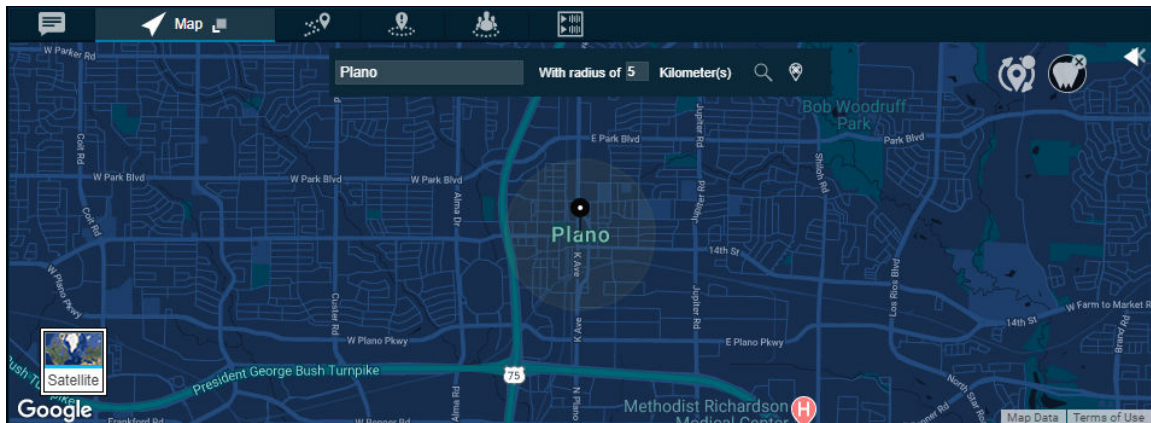
Procedure:

1 Enter an address in the Location Address field.

2 Enter the Radius.

3 To find the location of the given address, click the **Search** icon. There is a circle around the found address and a **Push Pin** icon at the center of the circle indicating the address located. If you move your mouse cursor over the push pin icon, the map also displays the searched address.

4 Click the **Clear** icon to remove the find push-pin icon from the map.

> **NOTICE:** The right-click option is not available for Map Center and Zoom In/Out on a circle denoting a range of the found location.

20.8
Centering the Map

You can bring a specific location to the center of the map. This feature works only when the Auto Track feature is disabled. You can also set the center of the map manually.

When and where to use: To set the center of the map, follow these steps:

Procedure:

1 Right-click on the map.

2 Select the **Center the Map.**

Figure 229: Map Center
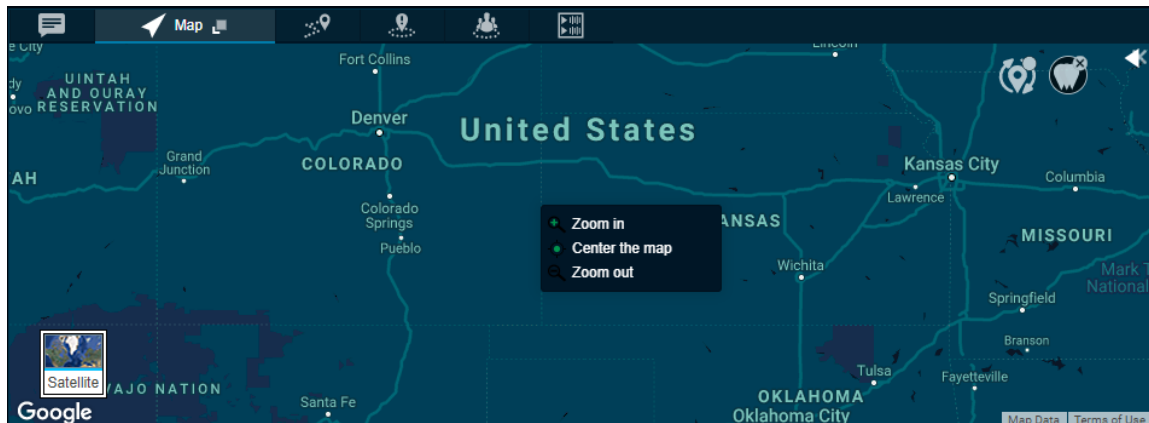
To bring any location of the Map to the center of the Map window, right-click on the location you want to center the map to and select the **Map Center** icon that appears. Click the **Map Center** icon and the selected location becomes the center of the map window.

> **NOTICE:** When using the Display Find Location option available on the map to search for a specific location, there is a circle denoting an area surrounding the found location. The right-click option for centering the map and zooming in or out does not work inside that circle.

20.9

Zooming in and out on a Map

The map view on Dispatch screen can be maximized (zoom-in) or minimized (zoom-out). This feature works only when the Auto Track feature is disabled.

To find the Zoom-in/Zoom-out options along with the Map Center icon, right-click again on the same location.

- Selecting the Zoom-in option increases the map zoom view by two steps only.

- Selecting the Zoom-out option decreases the map zoom view by two steps only.

Select the Zoom-in or Zoom-out options as required to maximize/minimize the view of a particular location on the map window.

20.10

Changing Views of the Map

The map displays in the following views.

Map View

Map view mode displays the road map view. Map view is the default map type.

Figure 230: Map Mode
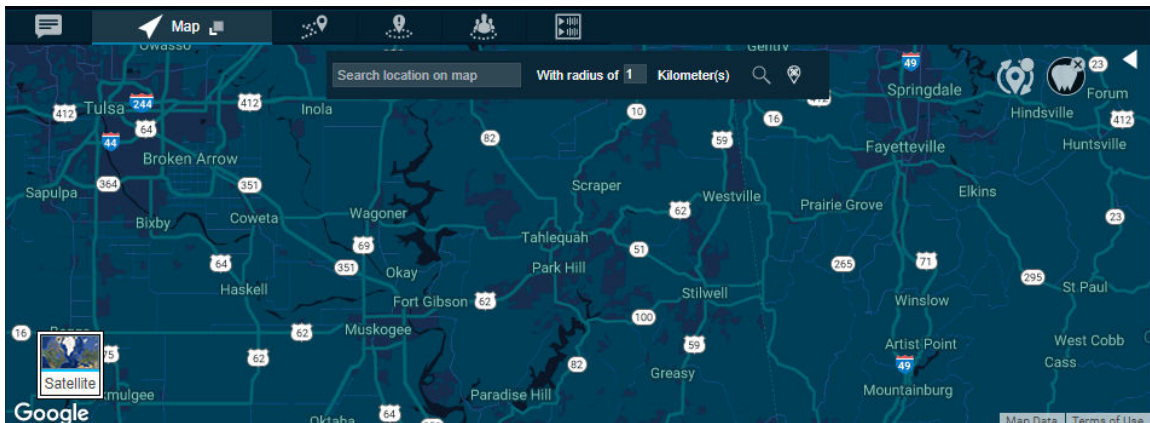
To change the Map mode, click the [Map] icon.

Satellite view

The satellite view mode displays the map in satellite image view. The typical satellite views screen shown here.

Figure 231: Satellite Mode
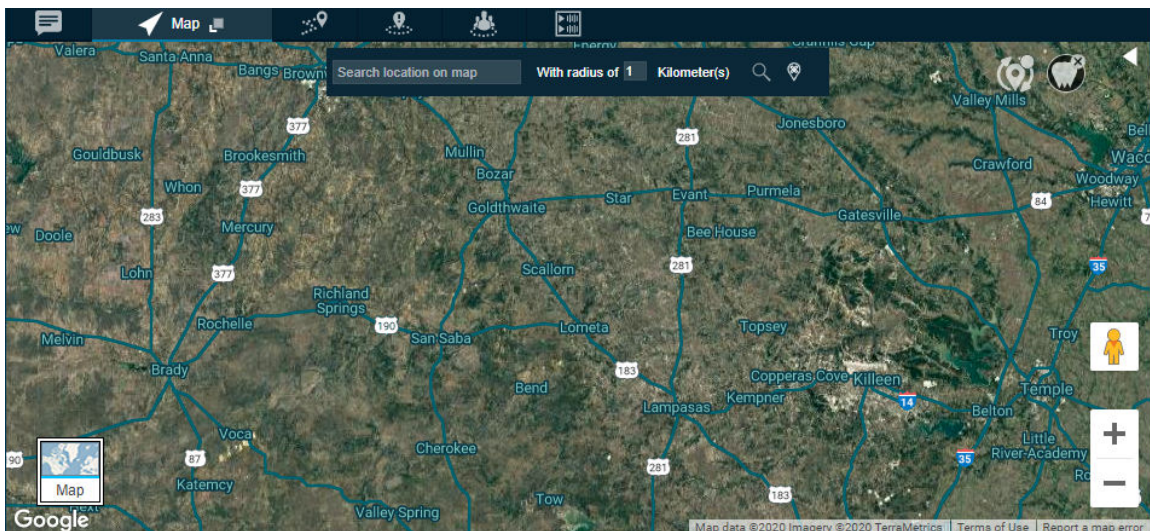
To switch to Satellite view, click the [Satellite] icon.

Terrain View

The terrain view allows you to see the elevation of geographic features such as mountains and canyons. Mouse over on the map menu to select Terrain view to display a Terrain View Map window as shown here:

Figure 232: Terrain View Map Window
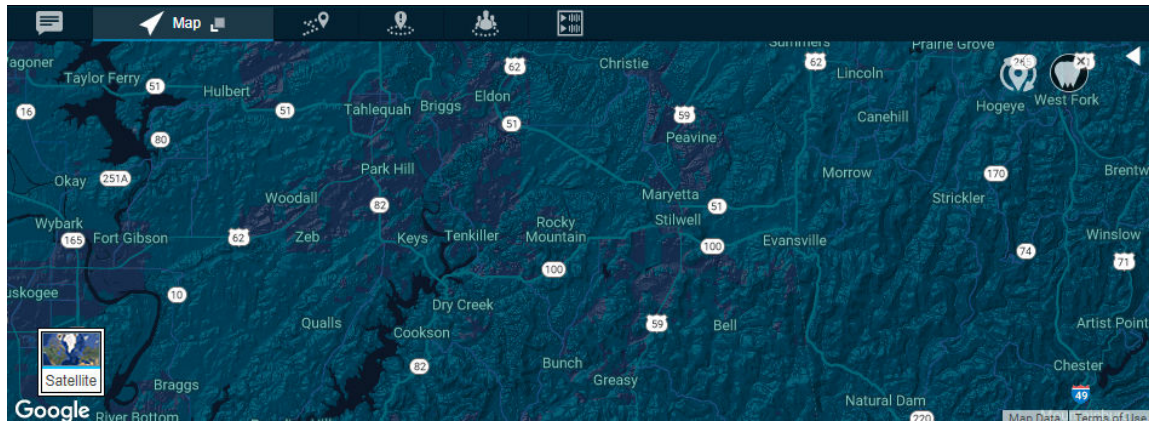
> **NOTICE:** If Terrain view is enabled and a switch is made to Satellite mode, then the Terrain view changes to hybrid view in Satellite mode.

Traffic View

In traffic view, an indicator glows green, yellow, or red based on the current traffic along with the region of the fleet member on the map as shown here:

Figure 233: Traffic View Map Window
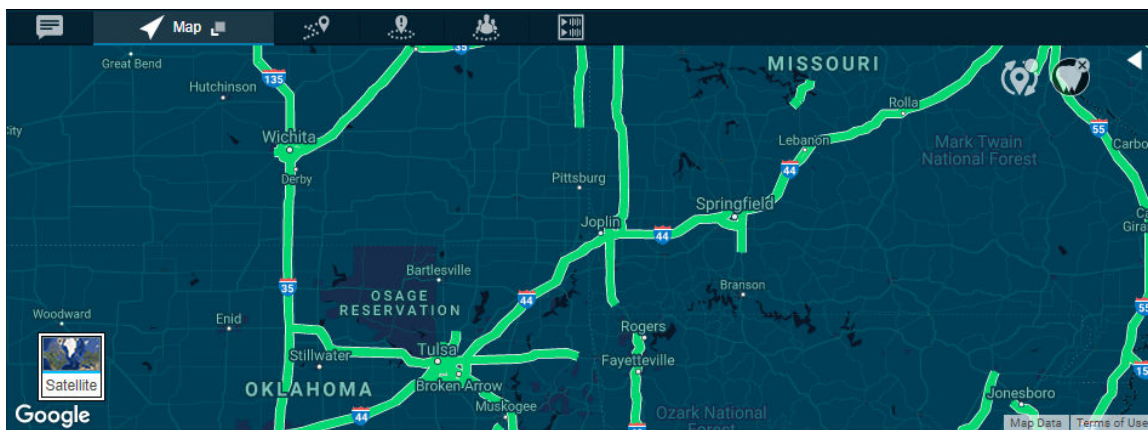
Figure 234: Traffic Color Code

This color code signifies the traffic density at selected location as explained here:

Table 6: Traffic Color Code

Color code	Description
	Extremely slow or stopped traffic.
	Traffic is moving at less than 25 miles per hour.
	Traffic is moving faster, from 25 miles to 50 miles per hour.

Color code	Description
	Traffic is moving along at 50 miles per hour or more.

Mouse over on the map menu to select the Traffic view as shown here.

45 Degree View

The Google Maps API supports special 45° imagery for certain locations. This high-resolution imagery provides perspective views towards each of the cardinal directions (North, South, East, and West). These images are available at higher zoom levels for supported map types.

The existing SATELLITE and HYBRID map types support 45° perspective imagery at high zoom levels (where available). If you zoom into a location for which such imagery exists, this map types automatically alter their views.

Google adds 45° Imagery for new cities on an ongoing basis. The supported cities are available at "45° imagery on Google Maps." Upon selecting one of these cities as a location, the 45-degree view is enabled automatically at a higher zoom level.

Figure 235: 45 Degree Map-location
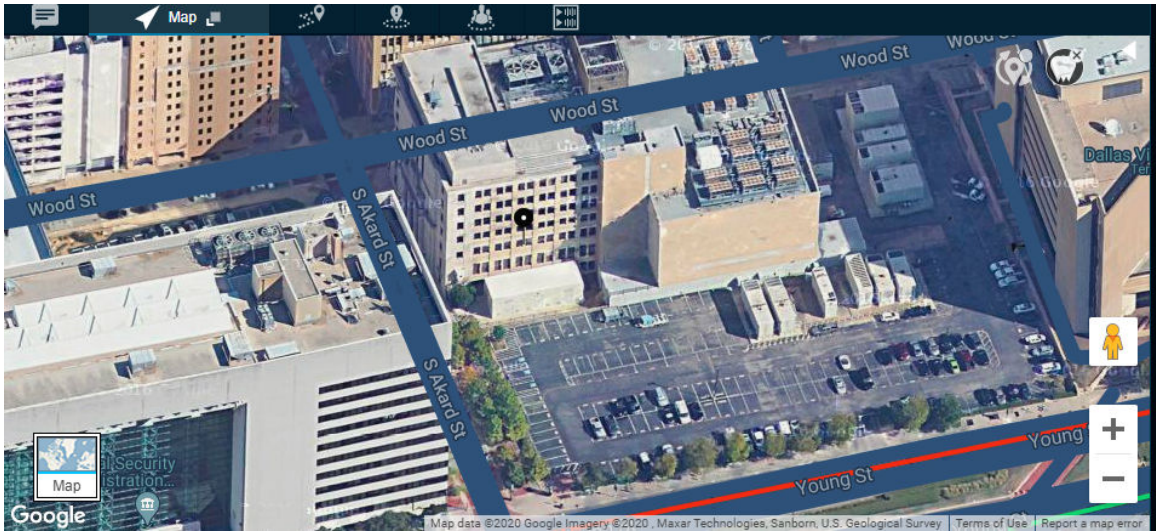
Street View

The Street View icon turns to an orange color in supported cities. To view the Street View mode, click

and hold the icon and drop it to the desired location.

Figure 236: Street View Map Window

Hybrid View

The hybrid view combines the satellite and map views. When the hybrid view is enabled, the street names are overlaid on a satellite view. The hybrid view is enabled by default in the satellite mode. To enable/disable this view, switch to Satellite mode and then mouse over on the map menu to select Hybrid view, as shown here:

Figure 237: Hybrid View Map Window
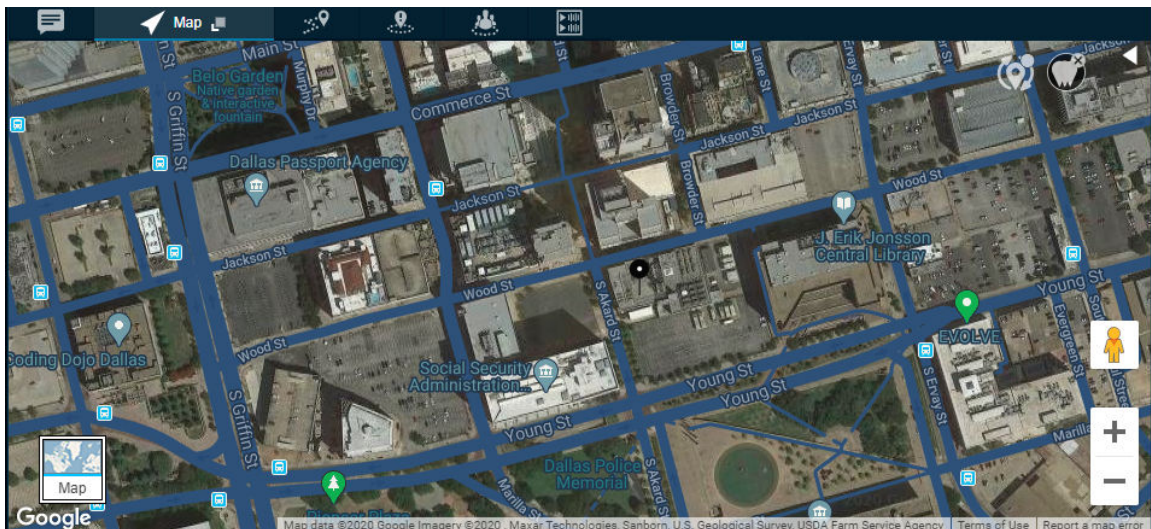
NOTICE: The Hybrid view is disabled in map mode.

Set Default Location

Set default location in the map allows you to define a specific location which is shown when you sign in to Dispatch for the first time. You can also modify your default location any time from the map tab. To modify the default location, select the **Set default location** from the map icon. Search the desired location from the search or move the map to drop the location pin. Click **Yes** to set the default location or **No** to cancel the action.

Figure 238: Set Default Location
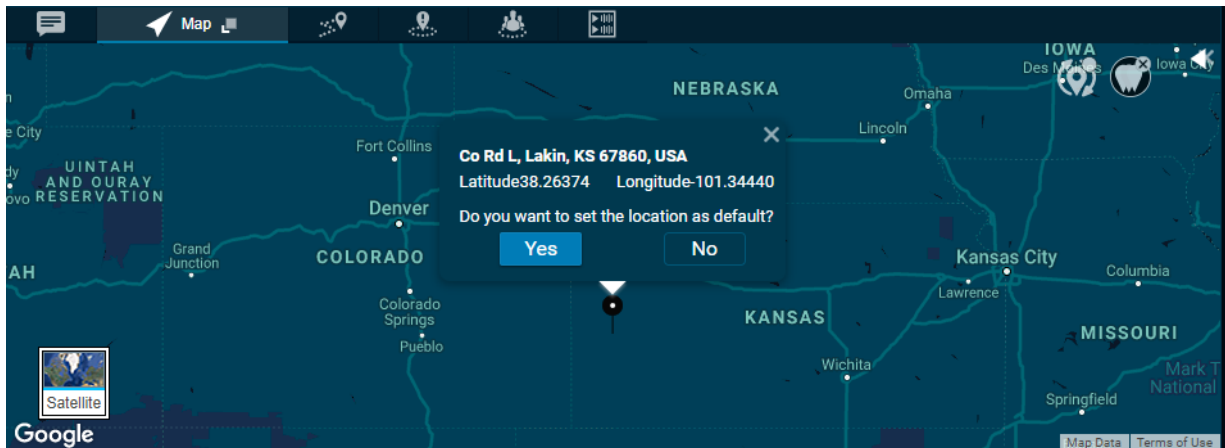
20.11
Overlapped Map Markers

When two or more map markers are overlapped on the map, the Overlapping Marker Map Cluster icon displays for that location. Clicking **Overlapping Marker Map** icon expands the area where all the markers are overlapped which in turn clearly shows all the locations of the marker. Following figures show the collapsed and expanded view of the spiderify.

NOTICE: Overlapping of map marker is not supported in ESRI map.

Figure 239: Collapsed- Spiderify
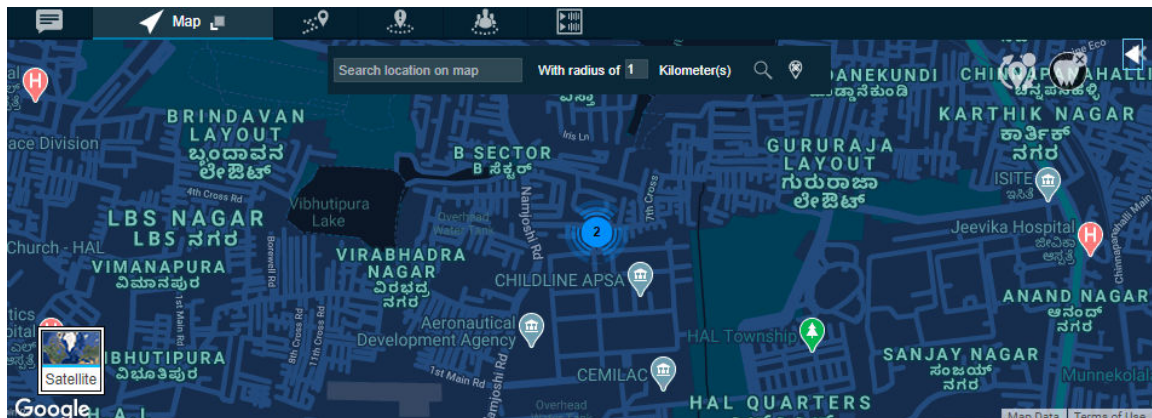
Figure 240: Expanded- Spiderify
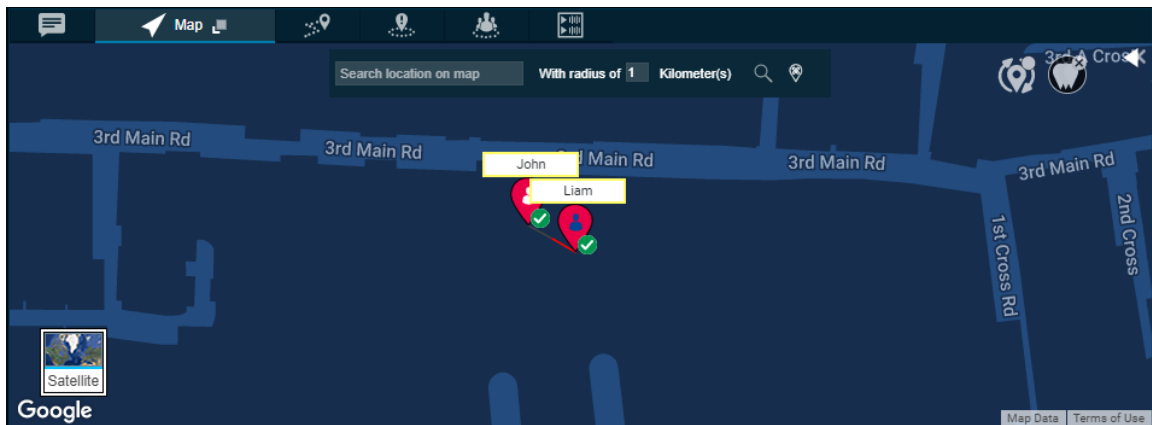
Chapter 21

Location History

Location History feature helps you to track the path which your fleet member has traversed on the map for a specific duration. You can select the fleet member and the duration for which you want to track the path. The path traversed is shown on the map with Start and End icon for each of the selected fleet member with a color associated with the selected member.

If the fleet member chooses to take route other than the route found by the map service provider, then the path traversed is shown as dotted line. For example, If the fleet member travels from Houston to Dallas by road and Dallas to Chicago by air then the path traversed on the map is shown as roadways from Houston to Dallas and dotted line from Dallas to Chicago. This condition is only applicable if you choose the method of display location history as Google maps in the Location Settings.

Figure 241: Location History Tab
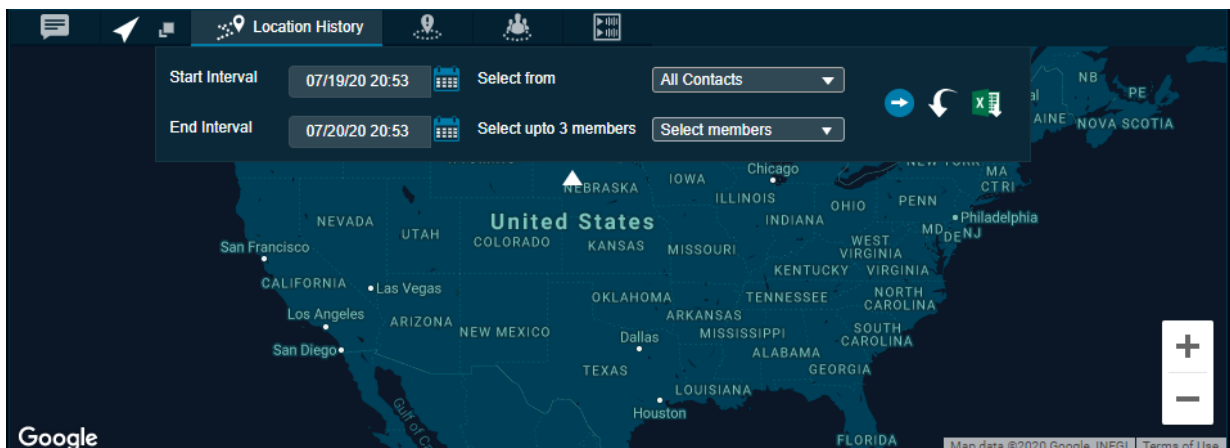
21.1
Tracking the path of a fleet member on the map

When and where to use: To track the path of a fleet member on the map, follow these steps:

Procedure:

1 Click the **Location History** tab.

2 Select the Contact or Talkgroup in the Select From drop-down.

3 Select the name of the contact or talkgroup from the Select up to three members drop-down.

4 Select the duration for which you want to track the path of the member from the Start Interval and End Interval option.

5 Click the **Go** icon to track the path traveled by the fleet member.

- Click the **Collapse** icon to hide the search slider.

- Click the **Expand** icon to view the search slider.

Figure 242: Track Location History
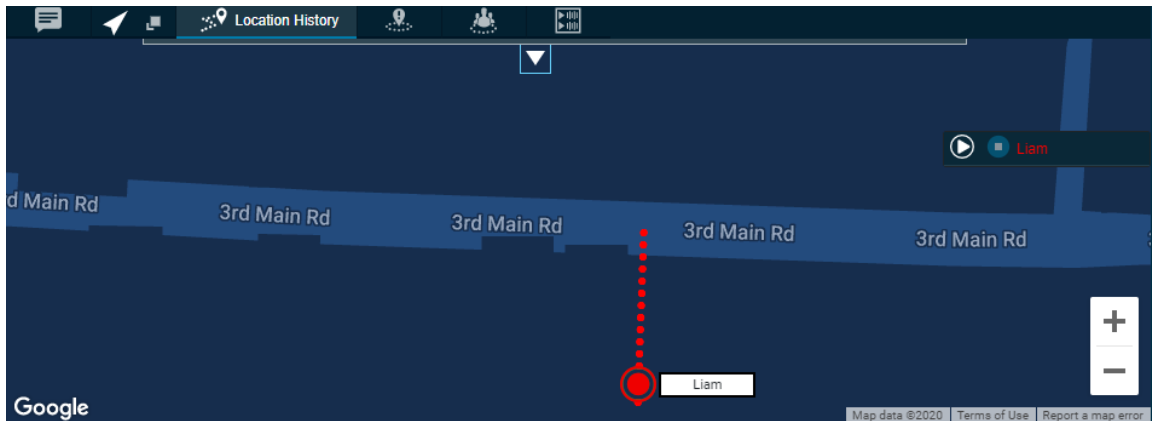
> **NOTICE:** The location history of maximum three fleet members can be shown at a time on the map. You can track the location history of a fleet member for maximum duration of 24 hours.
>
> At a given time, you can play location history of only one fleet member.

On the Location History tab, you can perform the following activities:

- To reset the selection on Location History, click the **Reset** icon.

- To export the path traversed by the fleet member in CSV format, click the **Export** icon.

You can also play the path traversed of the fleet member by clicking **Play** icon next to the fleet member on the storyboard. You can pause and play the traversed path by clicking the **Pause** and **Play** icon. You can also replay from any location points highlighted on the traversed path by double-clicking the highlighted **Location point**.

Figure 243: Playing Location History
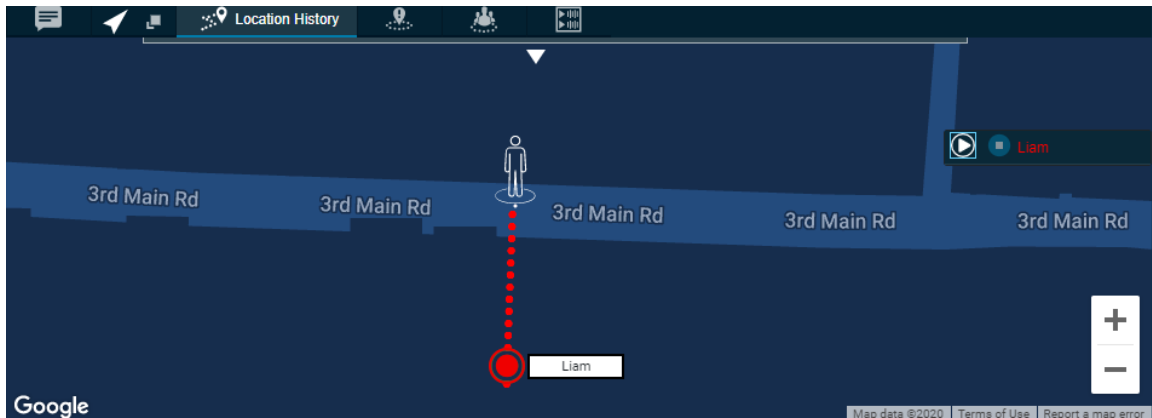
Mouse hover on the highlighted Location Point shows Name, Phone Number, Near Location (Get Location), Arrival Time, Departure Time, and Duration spent at this location of the Fleet Member.

Figure 244: Mouse Hover on Location History of Fleet Member
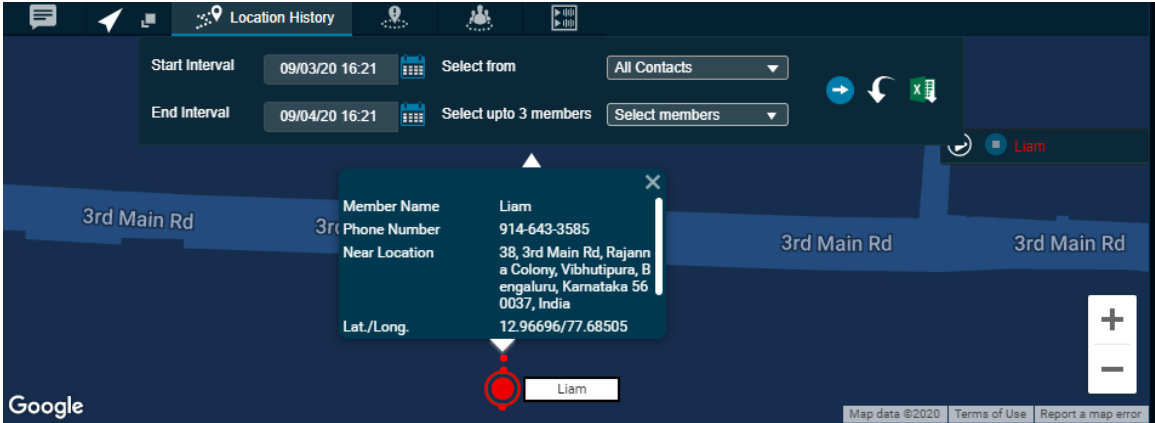
Chapter 22

Geofence

In addition to location service, you can define a virtual boundary, popularly known as Geofence, to monitor location activity for all talkgroup members. Geofence is circular in shape, which is set using a distance from the fence center. Geofence is of static fence type. The static type of a fence is a fence with any static location on the map as fence center. Once you define and enable the fence, you can see the fence overlaid on the map with the talkgroup member's location. When any talkgroup member crosses the fence, then Dispatch sends a fence cross notification to that talkgroup member as well as you for the location activity. When you select any talkgroup from the **Contacts and Talkgroups** window and select geofence option, a fence enables for that talkgroup. When you create a geofence for an MCX group, only the affiliated members are notified for the fence.

> **NOTICE:** To create a geofence for MCX group, the group must be monitored in the Monitoring window.

> **NOTICE:** You must remove the MCX group from the Monitoring window before deleting the fence.

The fence period, fence distance, and location update interval depend on the values set in the map settings. For more information, refer to Location on page 263 section of this document. You can define the fence period, location update interval, notify me, and notify members from the **Create Fence** window while creating the fence for the talkgroup.

You can enter the address in the 'Location Address' search box for the fence location around which the fence needs to be applied.

Figure 245: Geofence Tab
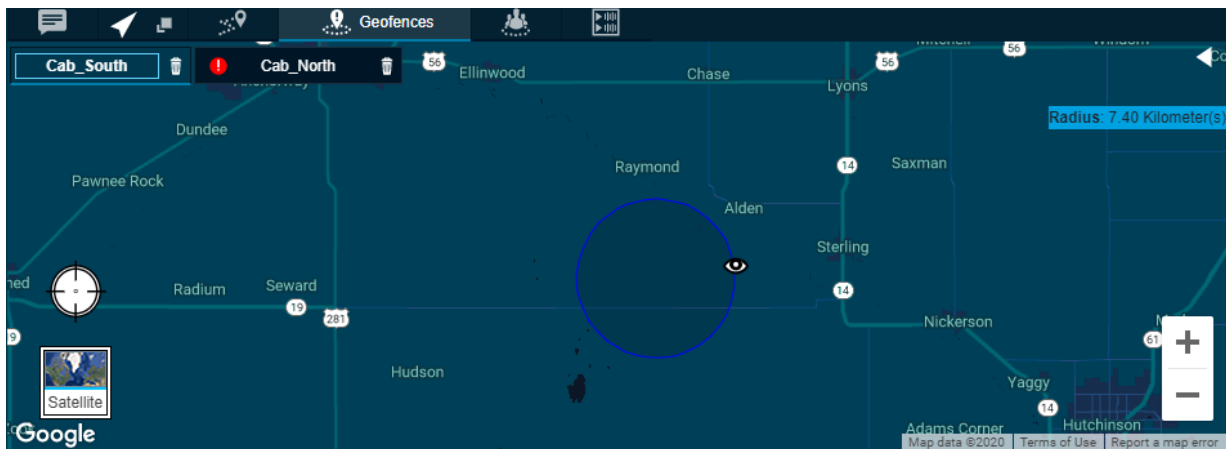
22.1
Creating Geofence for a Talkgroup

When and where to use: To create geofence for a talkgroup, follow these steps:

Procedure:

1 Select the talkgroup from the Talkgroups or Favorites tab.

2 Right-click on the talkgroup and click the **Add Geofence** icon. A Geofence tab opens below the monitored talkgroup activity window.

Figure 246: Create Geofence- Contacts and Talkgroups Window
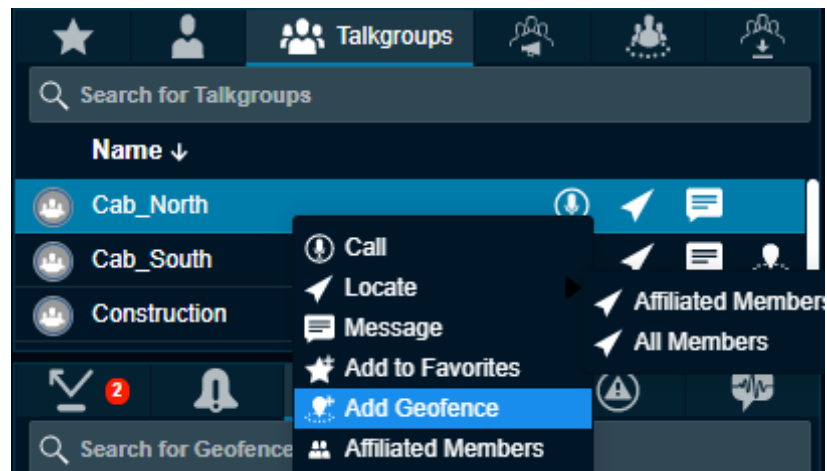
3 Move the map or search for the location from the location address and locate the location pin.

4 Select the circular shape from the fence shape
. You can also select the fence coordinates saved in the favorites.

5 If required, drag the circle to re-size the fence.
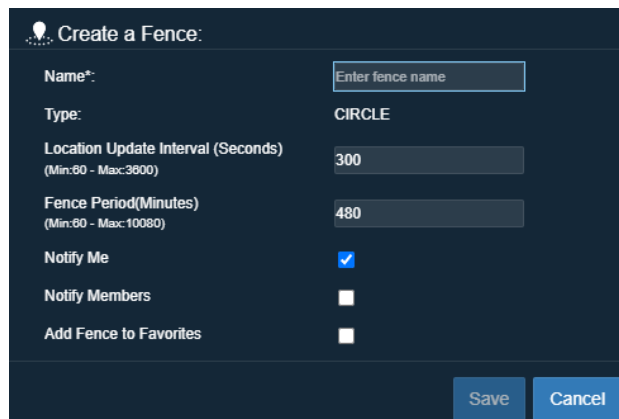
> **NOTICE:** Dragging is not supported in ESRI map. Dispatcher must enter the radius to re-size the fence circle.

Figure 247: Confirm Fence- Geofence
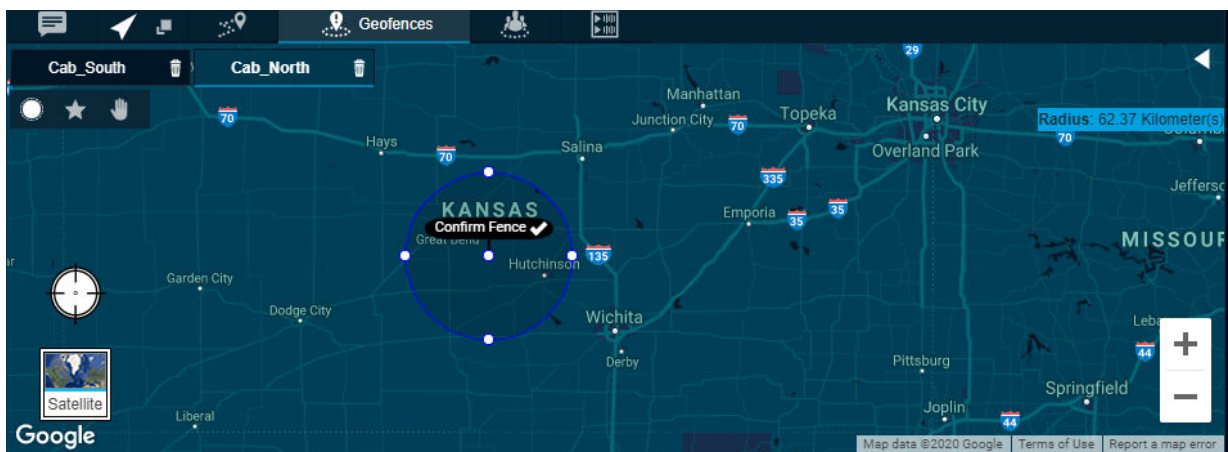
6 Click the **Confirm Fence** icon. A Create a Fence dialog box opens.

Figure 248: Create a fence Dialog Box

7 Configure the details

- **Name**- Enter the name of the fence.

- **Location Update Interval**- If required, modify the location update interval for the fence.

- **Fence Period**- If required, modify the duration of the fence for the talkgroup.

- **Notify Me**- Clear the check box, if you do not want to receive the cross-fence notification.

- **Notify Members**- Clear the check box, if you do not want the fleet members to receive the cross-fence notification.

- **Add Fence to Favorites**- Select the check box if you want to add the fence to the Favorites for frequent usage.

> **NOTICE:** The setting in the Notifications settings defines whether the fence cross notification is to be sent to member inside the fence, outside the fence or to the both. For more information, refer to Notifications section of this document.

- Click **Save** to create the fence.

- Click **Cancel** to cancel the action.

8 A **Geofence** icon displays on that talkgroup row in the Contacts and Talkgroups window.

Figure 249: Geofence icon in Contacts and talkgroups Window
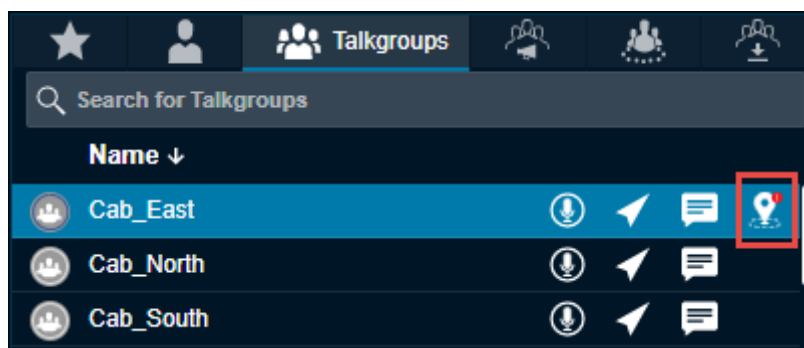
An error message "Talkgroup Name" has expired. Click manage fence to renew or delete the Fence?" displays if the fence to the talkgroup is expired.

> **NOTICE:** When you create a fence in ESRI online maps, you cannot drag the fence to change the radius.You must enter the radius values manually.

22.2
Add Fence coordinates to the Favorites

You can save the fence coordinates by adding the fence to the Favorites for frequent usage. You can add the fence coordinates to Favorites from Create a fence or Fence information window. To add the fence to the Favorites, do the following:

• Click the **Eye** icon on the fence and select the **Favorite** icon from the fence information window.

• In the Create a fence window, select the check box next to the Add Fence to Favorites.

Next time if you want to define the same fence coordinates for any talkgroup, and then you can choose the coordinates saved in the fence Favorites.

To define the same fence, right-click on the talkgroup in the Contacts and Talkgroups window and select the **Favorite** icon in the geofence window. Fence added to the Favorites shows. Select the fence and create the fence.

22.3
Removing Fence coordinates from the Favorites

When and where to use: To remove the fence coordinates from the favorites, follow these steps:

Procedure:

1 Right-click one of the talkgroups from the Contacts and Talkgroups window and select **Add geofence**.

2 A block is shown in the Geofence tab.

3 Select the **Favorites** icon. The fence coordinates added to the Favorites is shown.

4 Click the **Delete** icon next to the fence name.

Figure 250: Remove Fence from the Favorites
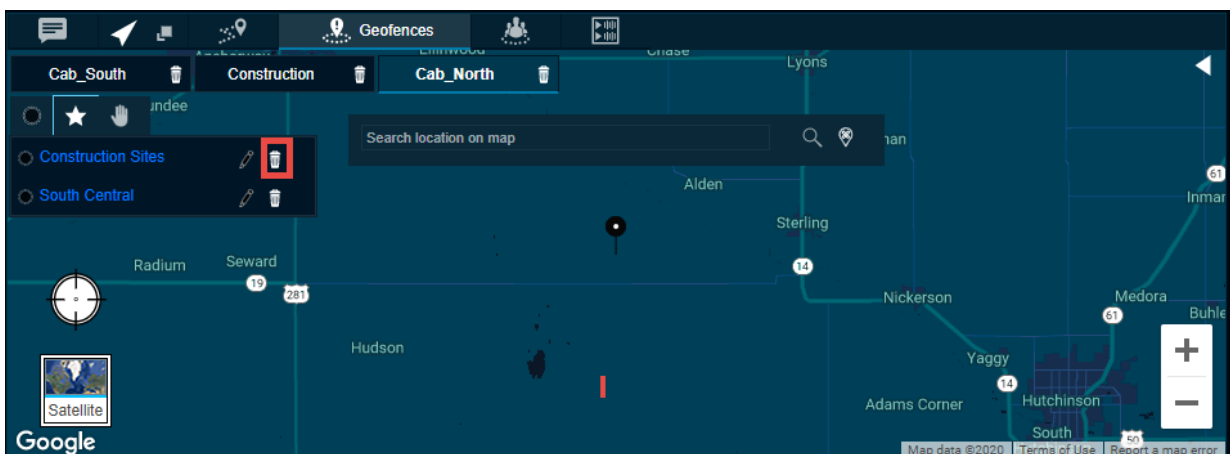
Clicking the **Eye** icon on the map displays the member fence information window.

Figure 251: Fence Information Window
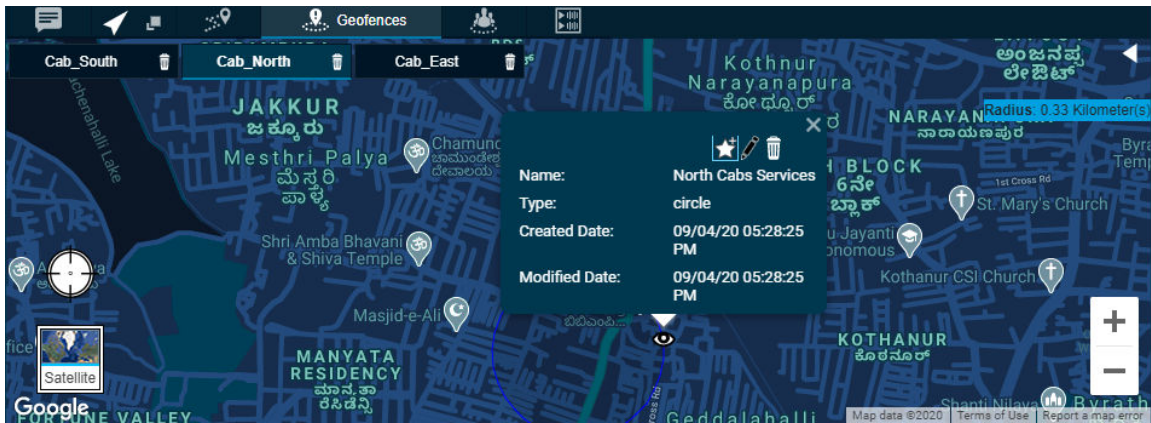
The information window shows type of fence, name, created date, and modified date.

You can delete, modify, or add the fence created to the Favorites from the information window.

22.4
Editing fence

You can edit the name of the fence by clicking the **Favorites** icon in the Geofence tab.

When and where to use: To edit all other parameters, follow these steps:

Procedure:

1 Click the **Eye** icon on the fence. An information window opens.

Figure 252: Edit Fence Information

2 On the information window, click the **Edit** icon.

3 An Edit Fence window displays. Modify the details.

- Click **Update** to save the changes.

- Click **Cancel** to cancel the action.

22.5
Deleting fence

You can delete a fence which you had created.

When and where to use: To delete a fence, follow these steps:

Procedure:

1 Click one of the following:

   • **Delete** icon on the fence information window.

   • **Close** icon next to talkgroup name in the Geofence tab.

2 A delete confirmation message `Are you sure you want to delete?` displays.

   • Click **Yes** to delete.

   • Click **No** to cancel the action.

Figure 253: Fence Expired Error Message
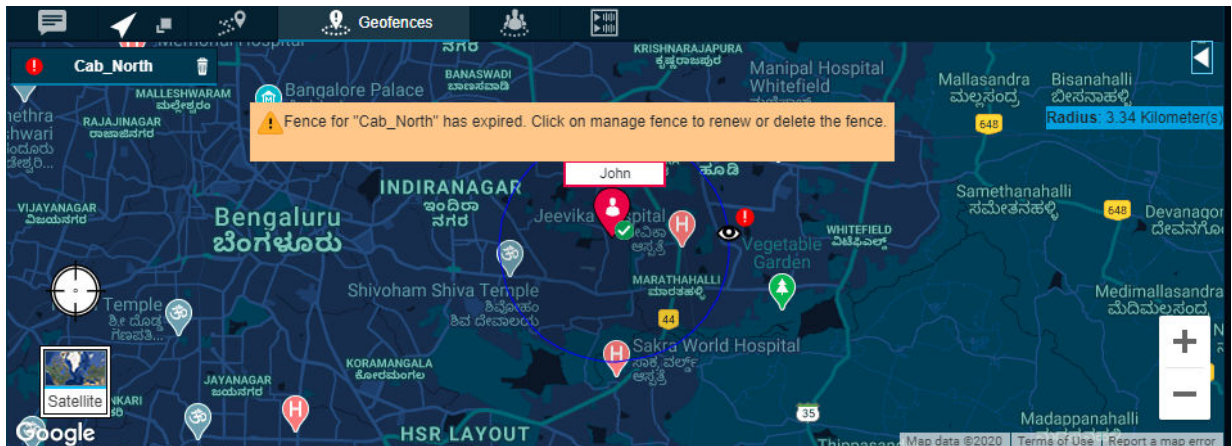
22.6
Geofence Event View

The Geofence event view for a talkgroup provides information of the fleet member activities associated with the fence. You can sort by Name, Event, Distance from the fence and time by clicking the column header.

The geofence event view window provides the following information:

• **Name**- Displays the name of the fleet member.

• **Event**- Inside or Outside the fence.

• **Distance**- The distance of the fleet member from the associated fence.

• **Time**- The date and time of the event occurred.

Figure 254: Geofence Event Window

Chapter 23

Video Streaming

Video streaming allows you to initiate or receive video stream to or from the fleet members who can do of video streaming. The Dispatch supports two types of video streaming: Video Push and Video Pull.

- **Video Push**
  The video stream is received from the contact or fleet member and dispatch has an option to manually accept or auto accept the incoming video based on dispatch settings. The video stream can be received on contact or talkgroup.

- **Video Pull**
  If you are an authorized user to a contact then you can remotely request a streaming video to a contact. The video pull request can be of two types:

  - **Confirmed Video Pull (Request)**
    The video stream starts only after the confirmation of the recipient or contact.

  - **Unconfirmed Video Pull (Demand)**
    The video stream which starts on the handset device of the recipient automatically without acceptance from recipient explicitly.

Once video streaming starts, the video is viewed in a separate floating window on your Dispatch browser tab. You can drag the block anywhere within the Dispatch browser tab as per your comfort.

> **NOTICE:** Dispatch does not support video streaming feature in Internet Explorer (IE). Video streaming works only when you sign in to the Dispatch in Chrome browser.

23.1
Initiate Video Call (Video Stream Pull)

When and where to use: To request a video session to a fleet member, follow these steps:

Procedure:

   1 Click the stream video icon from one of the following sections:

   - Click the **Stream Video** icon next to the contact from the Contacts and Talkgroups or Info window of a contact on the Map.

   - Select and right-click on the contact or alert from the Contacts and Talkgroups or Alerts window respectively and select **Open Video Stream**.

   - From the Message tab, click the **Stream Video** icon on the fleet member message block.

   -

Figure 255: Initiate Video Streaming
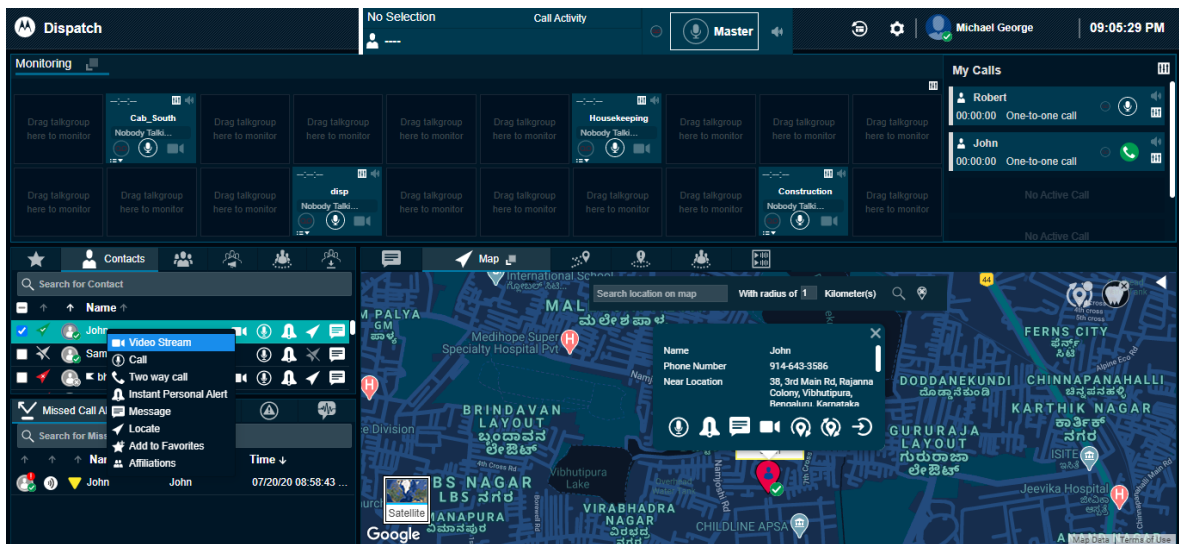
2 A video streaming initiate confirmation message `Live Stream Video may be pulled from the remote device by Request, which allows the user to voluntarily send a video stream, or on Demand, which pulls video involuntarily.` displays.

- To start the video stream, click **Demand**. A video streaming block pops-up and video stream starts.
- To send a request to stream the video, click **Request**.
- To cancel the action, click **Cancel**.

    NOTICE: The Demand button is disabled if you are not authorized for the automatic or unconfirmed video pull.

3 A toast notification of the request shows.

Figure 256: Video Stream Request Toast Notification
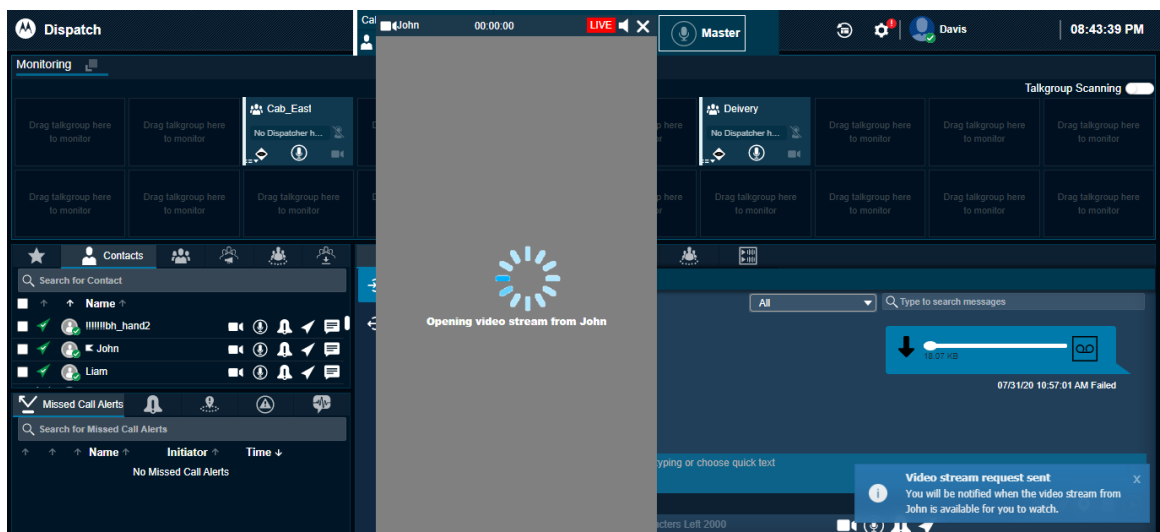
4 Once the fleet member accepts the video pull request, a video streaming block pops-up, and video stream starts.

Once the video streaming starts, you can drag the block anywhere on the Dispatch browser.

Figure 257: Video Streaming
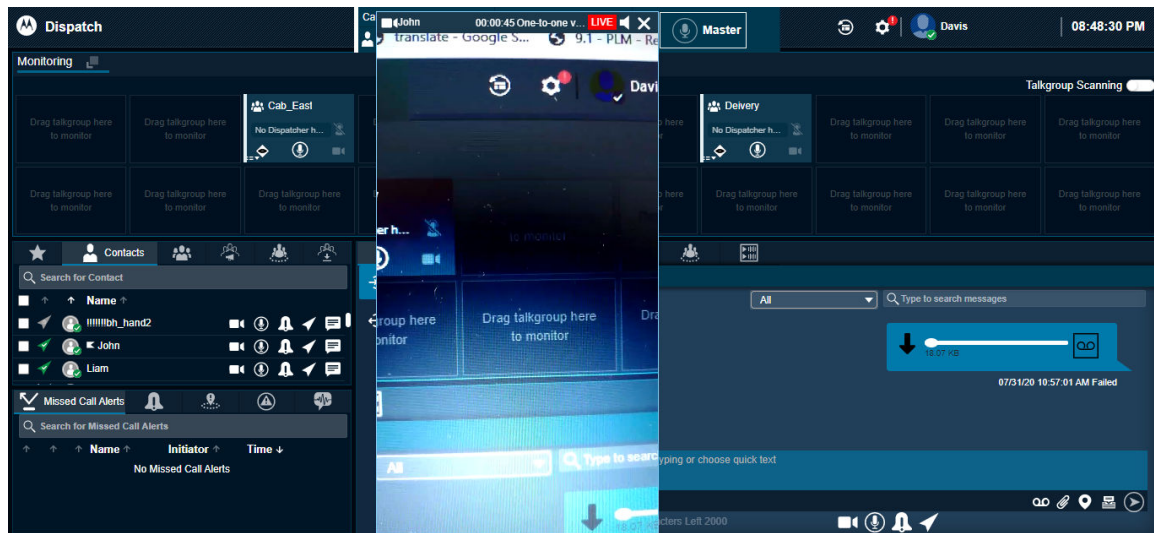
To end the video stream, click the **Close** icon in the video streaming block. You can mute and un-mute the audio by clicking the **Speaker** icon in the video streaming block.

23.2
Received Video Call (Video Stream Push)

When you receive an incoming video call (one-to-one or talkgroup call by a member), the call shows either in Monitoring window (if the talkgroup is being monitored) or with a toast message (in case of one-to-one or talkgroup). Depending on the settings, you can answer the call in two ways:

- **Polite Answer**
  You can choose either to accept or reject the received video session request.

- **Auto Answer**
  The incoming video session request is automatically accepted and played. No selection is available for you to choose.

23.2.1
Talkgroup (when not monitored) or One-to-one video call

When and where to use: To join the received video call, follow these steps:

Procedure:

1 When you receive a talkgroup (when not monitored) or one-to-on video call, a streaming request toast notification displays.

Figure 258: Received Video Call Streaming Request
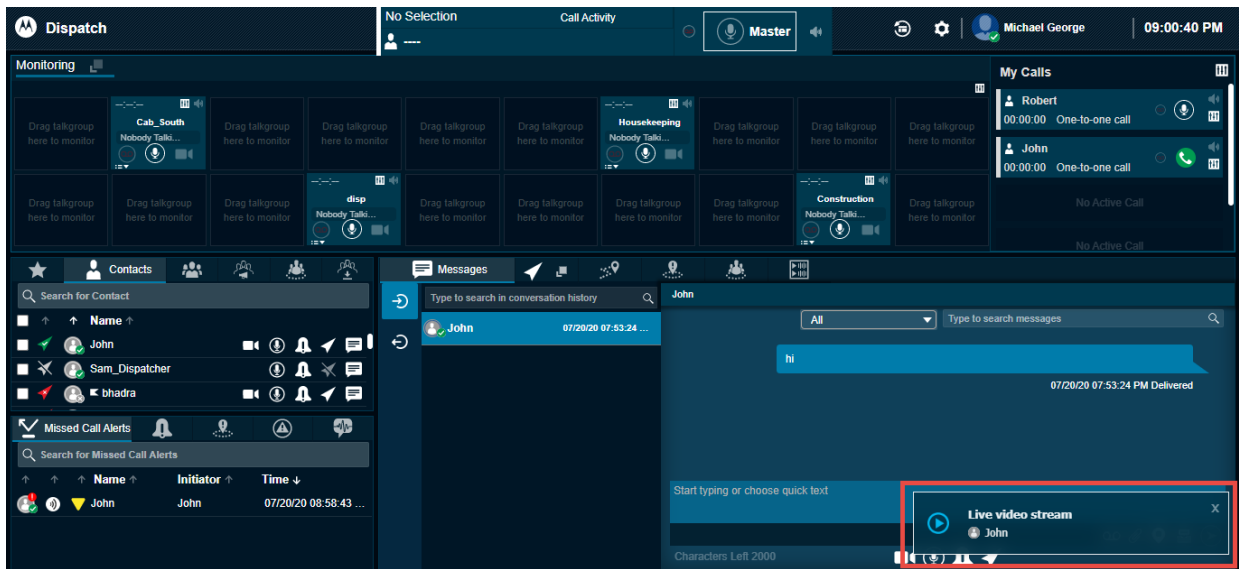
2   Click on the streaming request toast notification. A video streaming block pops-up and video stream starts with a toast notification indicating that the stream started successfully.
To reject the request, click the **Close** icon. A missed video call alert shows under the Alert tab.

23.2.2
Talkgroup video call (when being Monitored)

When and where to use: To a received talkgroup video call when the talkgroup is under the Monitoring window, follow these steps:

Procedure:

1   When you receive a talkgroup video call, an indication of the call shows on that monitored talkgroup along with the streaming request toast notification.

Figure 259: Received Talkgroup Video Call- Monitored Talkgroup
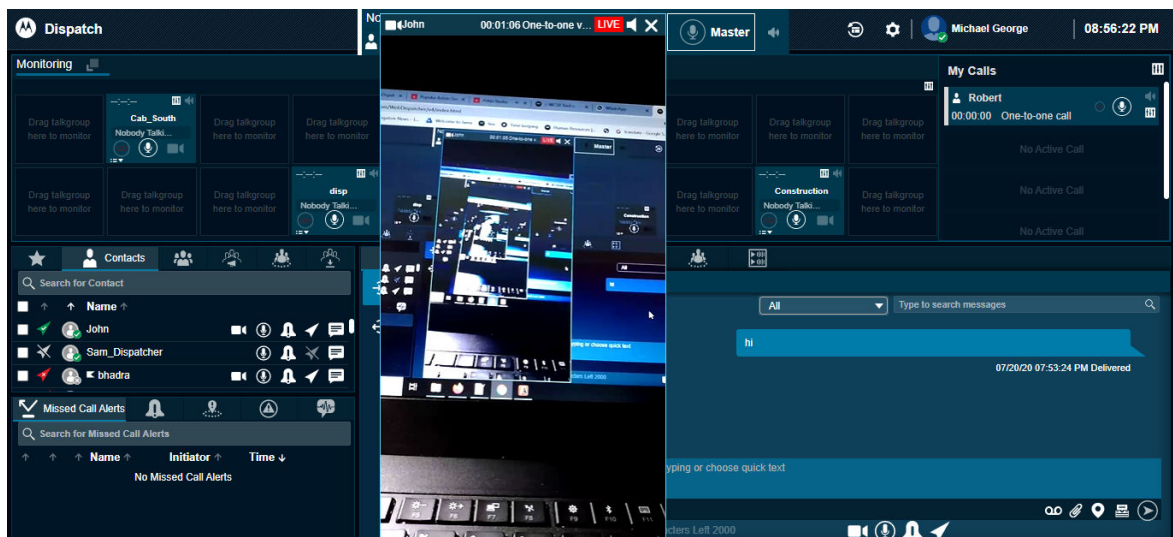
2   To join the call, click the **Video Stream** icon on the scanned talkgroup block or **Toast notification**.

3 A video streaming block pops-up and video stream starts with a toast notification indicating that the stream started successfully.

4 To reject the streaming request, click the **Close** icon on the toast notification. A missed video call alert shows under the Alert tab.

> **NOTICE:** If the talkgroup on which the video stream is placed is kept for monitoring under the Monitoring window, then the call lands here simultaneously along with the incoming toast notification. You can join the call later by clicking the **Video Stream** icon even after clicking **Ignore** until that call ends.

Once the video streaming starts, you can drag the block anywhere on the Dispatch browser. You can mute and un-mute the audio by clicking the **Speaker** icon in the video streaming block.

Clicking the **Close** icon in the streaming request toast notification ends the incoming streaming request and a missed video call alert shows under Alerts tab.

If fleet member who has initiated the video call pauses the stream then a pop-up block displays.

Figure 260: Video Streaming Paused
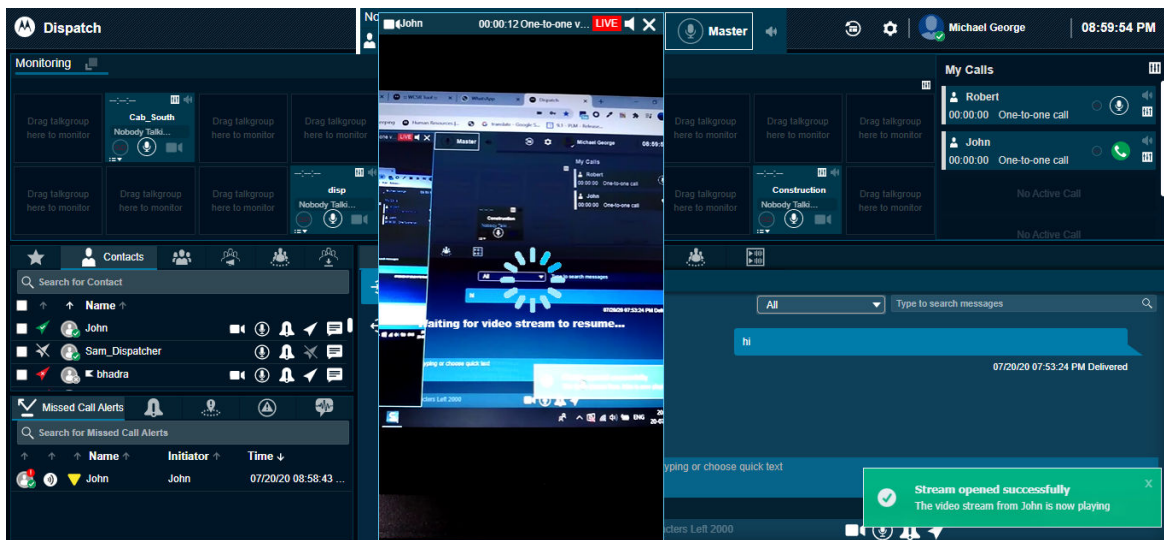
The fleet member can resume the streaming anytime and continue the video call streaming back again.

> **NOTICE:** If you are already in an ongoing video stream and you receive a video stream request, then the Dispatch rejects the new request. The new video stream request shows in the Missed Call Alerts tab under the Alerts window.

Chapter 24

Area Talkgroup

You can create talkgroups by selecting the 9.0 clients, which have area talkgroup feature enabled. The area talkgroup capable members show in the area talkgroup slider under the Area Talkgroups tab. You can create a boundary and select the fleet members from the area talkgroup slider to create an area talkgroup. Whenever fleet members enter or leave the defined talkgroup area, they either become part of the area talkgroup or removed from the area talkgroup respectively. Area talkgroups are the talkgroups that you create based on the geographical area and the dynamic members. A dynamic member is a member whose active membership in the talkgroup depends on the location of the member inside or outside the area talkgroup. You can designate certain members to be static. The static member is always been an active member of the talkgroup regardless of their location.

The list of area talkgroups that you create and manage show under

• Area Talkgroup tab under Contacts and Talkgroups tab

• Area Talkgroup slider

The list of area talkgroups that you do not create and manage, but you are one of the members of that area talkgroup show under

• Area Talkgroup tab under the Contacts and Talkgroups tab.

You can add or remove the fleet members and delete the area talkgroup anytime from the Dispatch. If you are not an owner of the area talkgroup then you cannot locate the area talkgroup members. You can start a PTT call, send message, and monitor the area talkgroups.

Area Talkgroups are configured system-wide by default. The maximum number of area talkgroups allowed per group owner is 1-50 (default=10).

NOTICE: The name of the area talkgroup provided by you should be unique across the system.

Figure 261: Area Talkgroup Tab
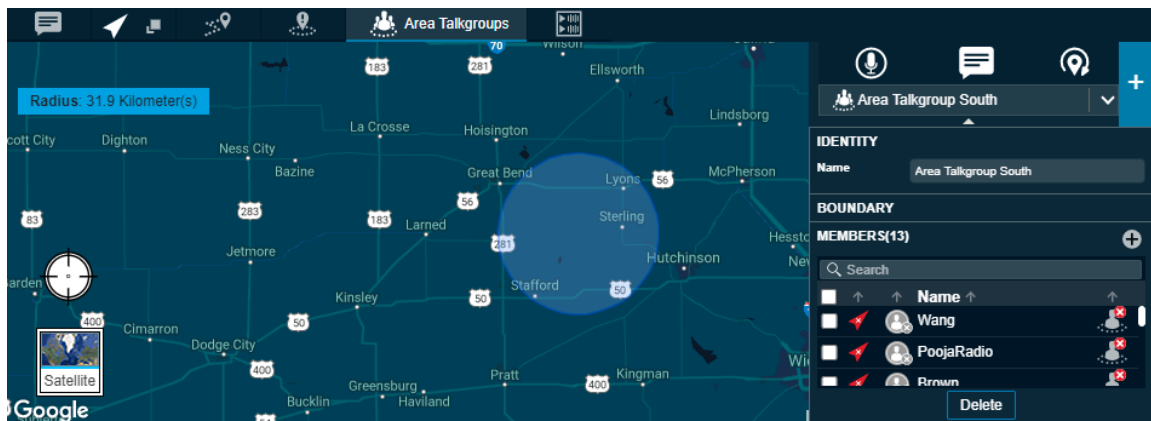
The area talkgroup slider shows the following details.

• Identity- Displays the name of the area talkgroup.

• Boundary- Displays the type of boundary, radius in kilometers, center of the map, latitude, and longitude. You cannot edit the boundary once save.

- Members- Displays the members in the area talkgroup.

> **NOTICE:** The central admin does not manage area talkgroups.

24.1
Creating Area Talkgroup

The dispatcher can create a talkgroup with fleet members on the map.

When and where to use: To create an Area Talkgroup, follow these steps:

Procedure:

1 Select the **Area Talkgroup** tab and click the **Create Area Talkgroup** icon.

2 A circle with a pre-defined radius displays on the map.

Figure 262: Search Location- Create Area Talkgroup
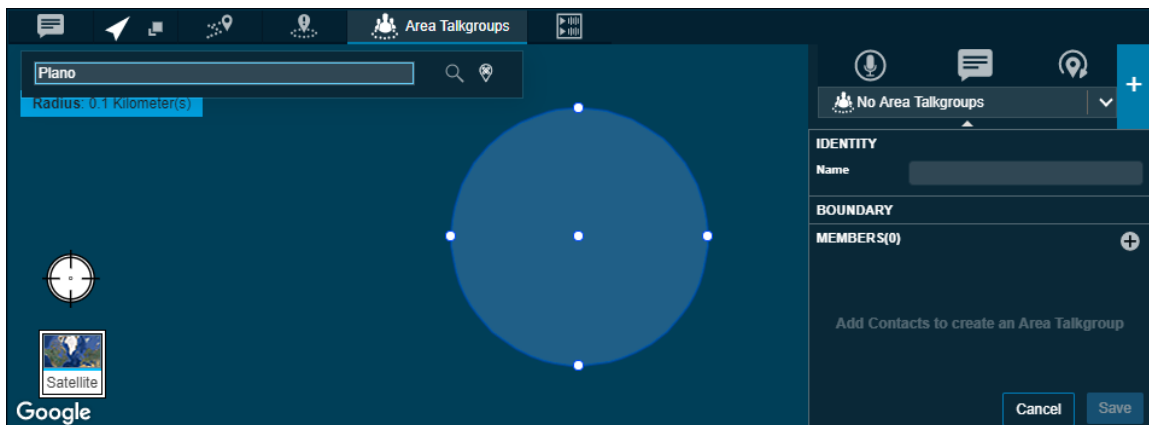
3 You can search the location for the area talkgroup by entering the location in the search box or move the map to select the location.

4 Drag the circle to change the radius of the area talkgroup, if needed.

Figure 263: Change Radius- Area Talkgroup
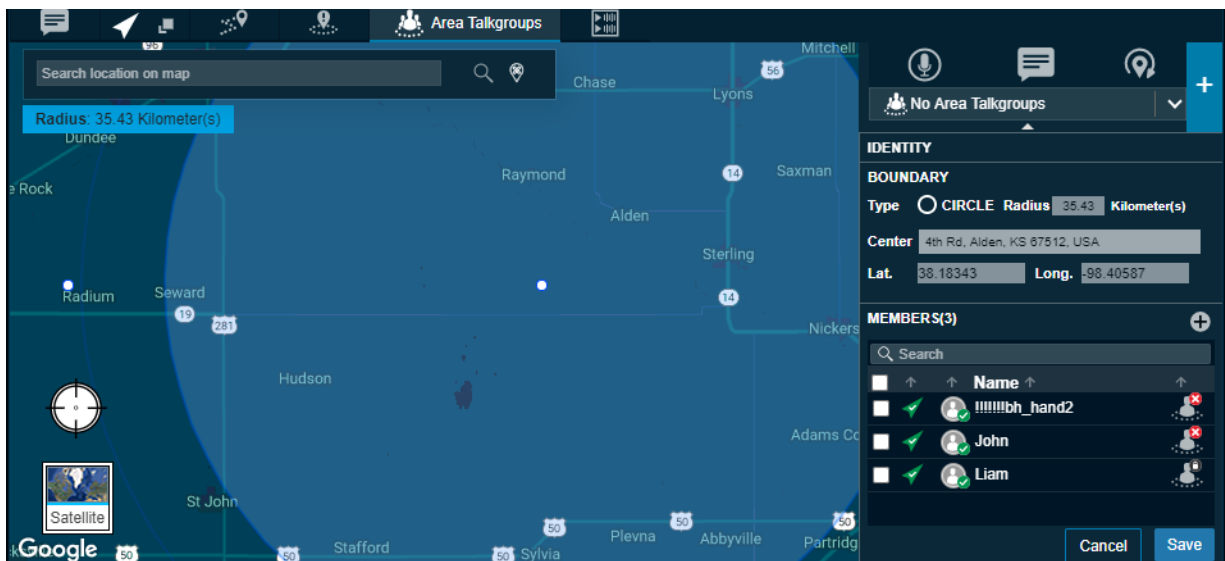
5 Enter the area talkgroup name in the Identity field.

6 Click the **Add Members** icon from the area talkgroup slider.

Figure 264: Enter Details and Add Members- Area Talkgroup
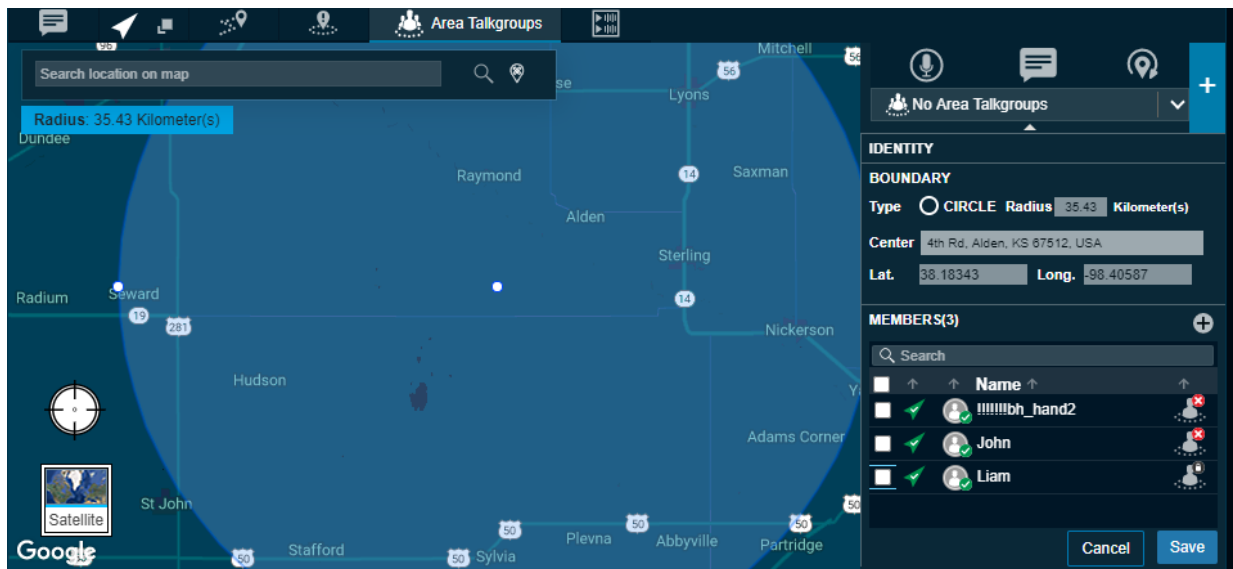
- Select the check boxes next to the contacts and click **OK** to continue.
- Click **Cancel** to cancel the action.

> **NOTICE:** Select at least one dynamic member to create an Area Talkgroup.

7 If you click **Cancel**, a Modification Not Saved confirmation message `Modification made to the Talkgroup Name have not been saved. Do you want to abandon this modifications without saving them?` displays.

- Click one of the following:
- **Yes** to confirm the cancel.
- **No** to continue the modifications.

8 You can select the contacts, right-click, and choose to delete the contacts before saving.

- Click **Save** to create the area talkgroup. The area talkgroup shows under the area talkgroup list and in the Area Talkgroup under the Contacts and Talkgroups tab.
- Click **Cancel** to cancel the create action.

You can select the contact, right-click and choose to assign, remove supervisor role, or delete the member from the area talkgroup anytime when creating or editing.

24.1.1
Calling, Messaging or Locating or Refreshing the location of an Area Talkgroup

You can call, send a message, or locate area talkgroup members. To sort area talkgroups alphabetically or in reverse alphabetical order, click the column headers. By default, the talkgroups are sorted by name in ascending order.

When and where to use: To call, send a message, or locate an Area Talkgroup, follow these steps:

Procedure:

1 To view the talkgroups, select the **Area Talkgroups** tab in Contacts and Talkgroups window.

2 To display all the members of the area talkgroup, double-click the talkgroup.

Figure 265: View Members of the Area Talkgroup
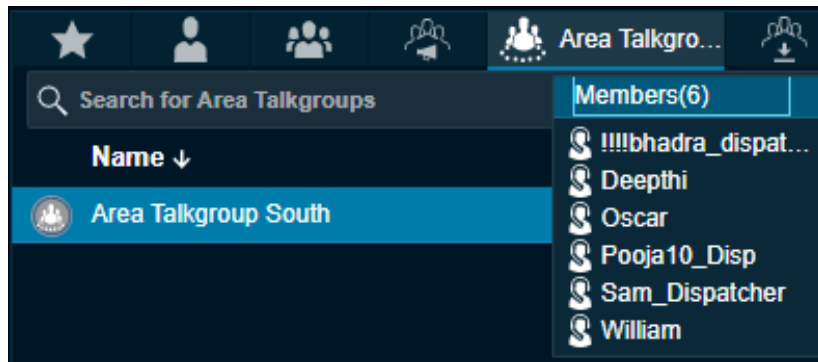
3 Click the **Close** icon or press the **Esc** key on your keyboard to close the Members list.

4 To select the area talkgroup, click the talkgroup:

Figure 266: Selecting a Talkgroup from Area Talkgroup
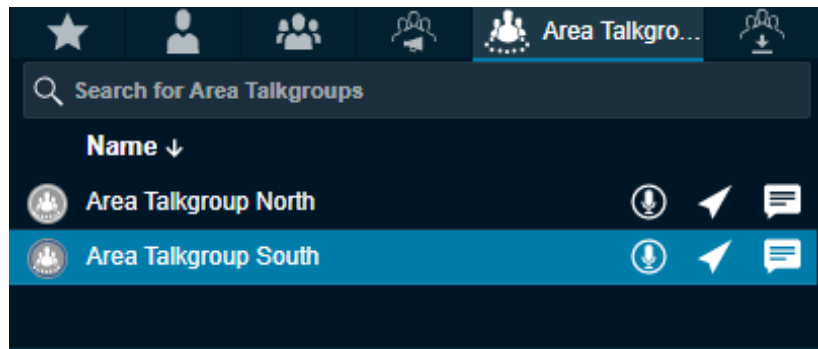
From the Area Talkgroup tab, select the area talkgroup and do the following:

- To call, click the **Call** icon.
- To send a message to area talkgroup members, click the **Message** icon.
- To locate the area talkgroup members, click the **Locate** icon.

From the Area Talkgroup slider, select the area talkgroup from the drop-down and do the following:

- To call, click the **Call** icon.
- To send a message to area talkgroup members, click the **Message** icon.
- To refresh the location of the area talkgroup members, click the **Refresh Location** icon.

24.2

Adding members to Area Talkgroup

You can add members to an area talkgroup.

When and where to use: To add members to the Area Talkgroup, follow these steps:

Procedure:

1 From the Area Talkgroup slider, select the talkgroup from the area talkgroup list.

Figure 267: Area Talkgroup Slider
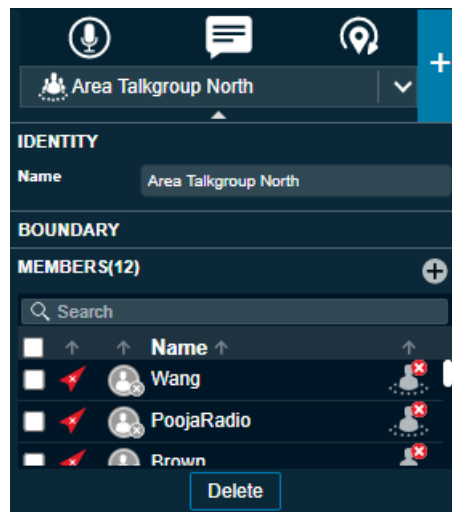
2 Click the **Add Members** icon. An add members window displays.

Figure 268: Add Members- Area Talkgroup Slider
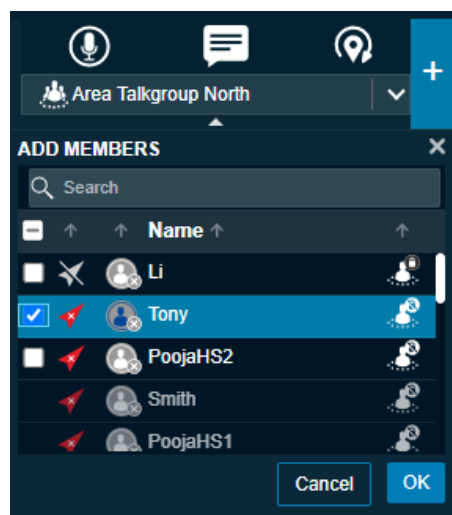
3 Select the members.

- Click **OK** to add.
- Click **Cancel** to cancel the action.

4 A save screen displays.

- Click **Save** to add the members to the area talkgroup.
- Click **Cancel** to cancel the action.

24.3

Deleting Members of Area Talkgroup

When and where to use: To delete members from Area Talkgroup, follow these steps:

Procedure:

1 From the Area Talkgroup slider, select the area talkgroup.

2 On the members list, select the members you want to delete.

Figure 269: Delete member from Area Talkgroup
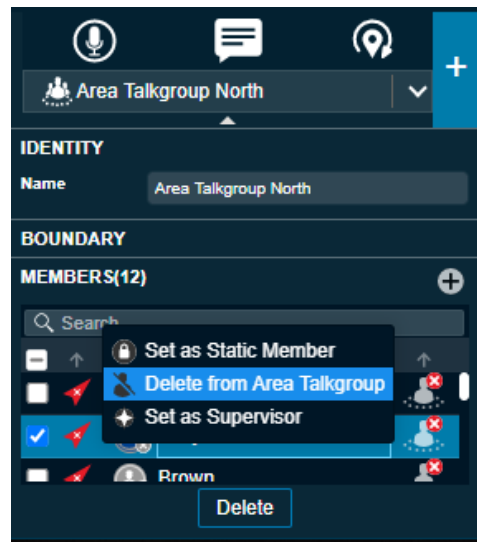
3 Right click and select **Delete from Area Talkgroup**.

- Click **Save** to confirm.
- Click **Cancel** to cancel the action.

24.3.1
Deleting Area Talkgroups

When and where to use: To delete Area Talkgroups, follow these steps:

Procedure:

1 From the Area Talkgroup slider, select the area talkgroup.

Figure 270: Area Talkgroup Slider
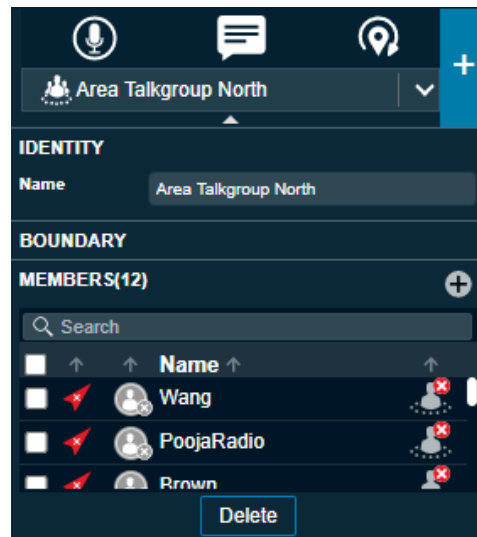
2 Click the **Delete** button. A Delete Confirmation message `Deleting this Area Talkgroup will remove the talkgroup from the dispatcher(s) and from all members in the talkgroup` displays.

- Click **Delete** to delete the area talkgroup.

- Click **Cancel** to cancel the action.

Actions on Area Talkgroup Members

You can assign or remove supervisor role permission of members, decide which members to be static or dynamic, and can remove member from the area talkgroup by right-clicking on the selected members from the area talkgroup slider window.

To do so, select the members, right-click, and choose one of the following:

- **Set as Static Member**
  When you set the member as static then they are always a part of the area talkgroup and a **Static** icon show on the area talkgroup member .

- **Set as Dynamic Member**
  When you set the member as dynamic then their availability in the area talkgroup depends on their movement and a **Dynamic** icon show on the area talkgroup member .

- **Delete from Area Talkgroup**
  Choose the member from the list. Click **Delete** and confirm to delete the member from the area talkgroup.

- **Set as Supervisor**
  When you select the member as supervisor then they have supervisory rights in the area talkgroup and a **Supervisor** icon show on the type of the member .

- **Remove Supervisor Role**
  Select to remove the supervisory role of the member. A **Supervisor Disabled** icon show on the type of the member .

Dynamic Active and Inactive Area Talkgroup member

The Members with the Dynamic Active icon in the Area Talkgroup slider shows that they are inside the talkgroup area. A Dynamic Inactive icon in the Area Talkgroup slider shows that they are outside the talkgroup area.

Chapter 25

User Monitoring

User monitoring allows you to collect information related to the fleet member who is not responding to the calls, IPAs, or messages. After evaluating and accessing, you can view the actual reasons and can take necessary actions.

25.1
User Check

User check allows you to view the details of the fleet member and their device.

When and where to use: To activate the user check for a fleet member, follow these steps:

Procedure:

1 From the Contacts and Talkgroups window, select the fleet member for whom you want to do the user check.

Figure 271: Activate User Check- Contacts and Talkgroups Window
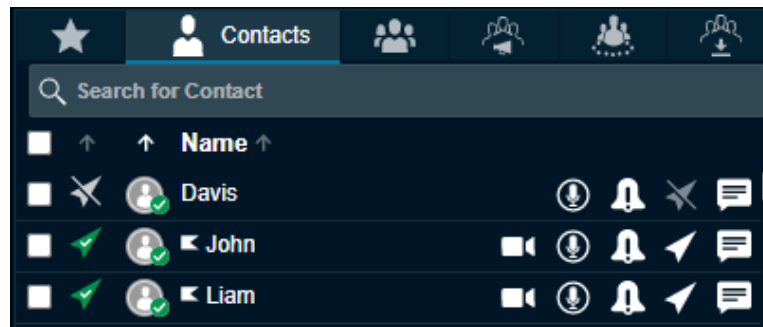
2 Right-click and select **User Check**. A User Check information window displays.

Figure 272: User Check Information window
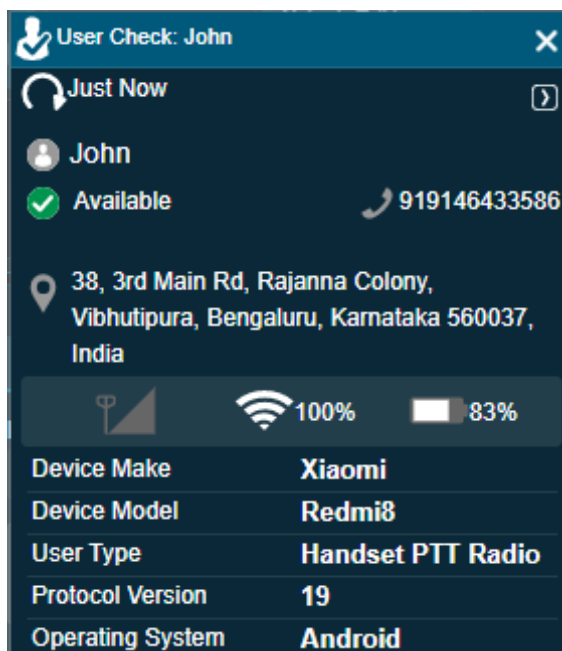
Once you select user check for a fleet member, the following information is shown:

- name of the fleet member

- Presence status

- Phone number

- Status message details

- Location of the fleet member

- Signal strength of Wi-Fi or LTE on the device of the member

- Battery status

- Emergency state

- Last update time

- Device Make and Model

- User Type

- Protocol Version

- Operating System

Click **Refresh** icon to refresh the information that shows in the User Check window. You can click **More** icon in the User Check window and select to do Ambient Listen or Discreet Listen for that fleet member. A cancel emergency indication is shown if an emergency has been initiated for the selected user.

25.2
Ambient Listen

Ambient listening allows you to activate the device mic of the fleet member remotely to listen to the surroundings without knowing them and take necessary actions like remote emergency and enable or disable device of the member. The duration of the ambient listening depends on the server configuration (Minimum: 1 min or 60 secs, Maximum: 1440 min or 86400 sec, Default: 60 min or 3600 secs). The ambient listening is interrupted if you receive an emergency call or the fleet member (target

user) makes or receives a PTT call on their device. Once the emergency or call on the device of the fleet member device ends then, the ambient listening is reconnected automatically until the maximum duration of ambient listening call is expired or you choose to end the call. The ambient listening is recorded and when ends, the recording is created and automatically stored in the call history. You can click the **More** icon in the User Check window and select to do the Ambient Listen from the User Check window or can do the ambient listen as mention.

When and where to use: To do ambient listen to a contact, follow these steps:

Procedure:

1 From the Contacts and Talkgroups window, select the fleet member for whom ambient listen need be done.

Figure 273: Ambient Listen
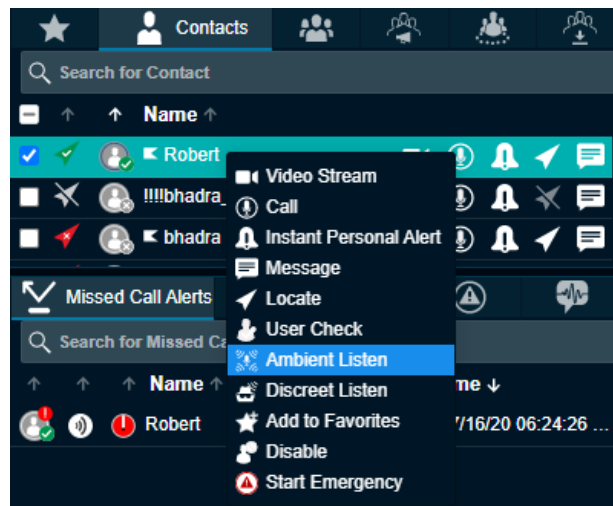
2 Right-click and select **Ambient Listen**. A Begin Ambient Listening confirmation pop-up displays.

> **NOTICE:** If the contact is in an ongoing call then you cannot do an ambient listen for the contact until the ongoing call ends.

Figure 274: Ambient Listening Confirmation Pop-up
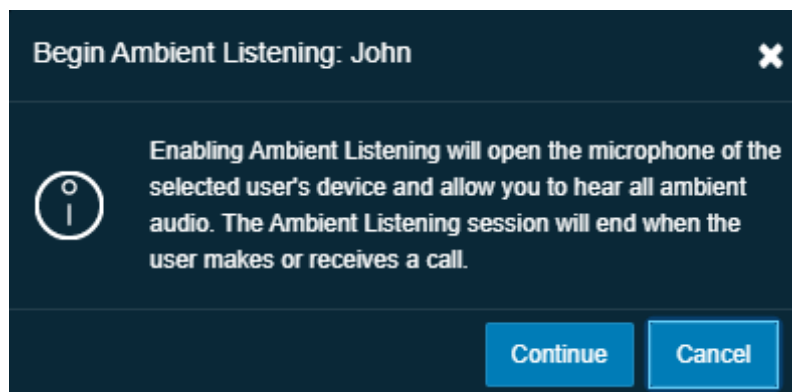
- Click **Continue** to start the Ambient listen.
- Click **Cancel** to cancel the action.

Figure 275: Ambient Listen- My Calls Window
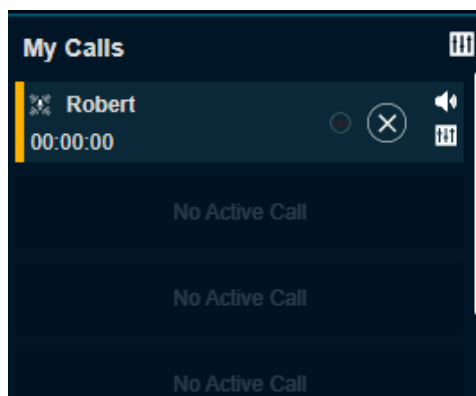
NOTICE: If Simultaneous Session is enabled for the Dispatch then you cannot do ambient listening and one-to-one call for the same contact at a time.

3 To stop the Ambient Listen, click the **Stop Ambient Listen** icon in the My Calls window.

25.3
Discreet Listen

Discreet listening allows you to listen to any call to and from the member that you select without knowing them. You can listen to the conversations on device of the fleet member. The discreet listening records and when ends, the recording is created and automatically stored in the call history under Call Logs. You can click the **More** icon in the User Check window and select to do the Discreet Listen or can do the discreet listen as mention. The Discreet Listening start shows in the My Calls or Master Call Activity window for the Dispatch with or without Simultaneous Session respectively.

When and where to use: To do discreet listen to a contact, follow these steps:

Procedure:

1 From the Contacts and Talkgroups window, select the fleet member for whom discreet listen need be done.

Figure 276: Discreet Listen
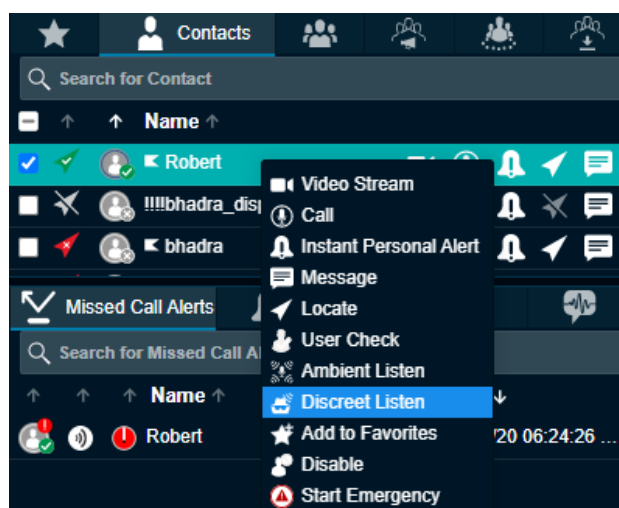
2 Right-click and select **Discreet Listen**. A Begin Discreet Listening confirmation pop-up displays.

> **NOTICE:** If Simultaneous Session is enabled for the Dispatch then you cannot do discreet listening and one-to-one call for the same contact at a time.

Figure 277: Discreet Listen Confirmation Pop-up
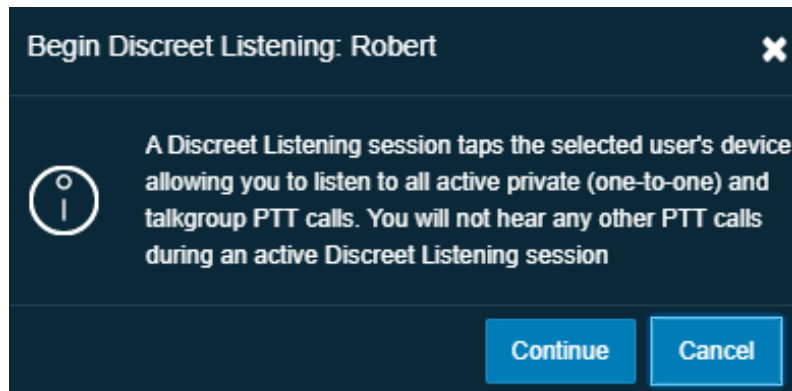

3 The PTT icon in the My Calls or Master Call Activity window changes to Discreet listen.

4 To exit from the ongoing discreet call, click the **End Discreet Listening** icon in the My Calls or Master Call Activity window.

> **NOTICE:** When you exit the ongoing discreet call, the ongoing discreet session in progress does not end. The My Calls window returns to awaiting call of discreet listen, but you cannot rejoin the same call. To rejoin the same call, end the ongoing discreet listening session and start a new session.

5 To end the discreet listen, click the **End Discreet Listening** icon in the My Calls or Master Call Activity for window.

Figure 278: Discreet Listen- Call Activity Window
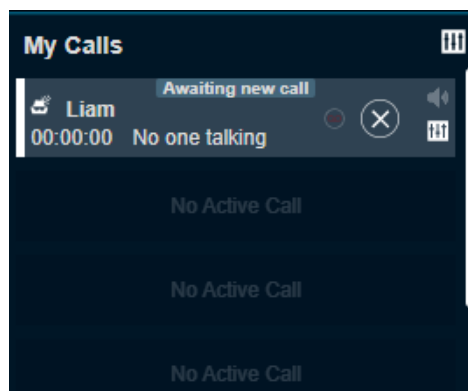
If there is any call on the device of the fleet member, then the call timer in the Call activity window starts and conversations are recorded and stored in the Call Logs under the Logs tab.

Figure 279: Ongoing call- Discreet Listen
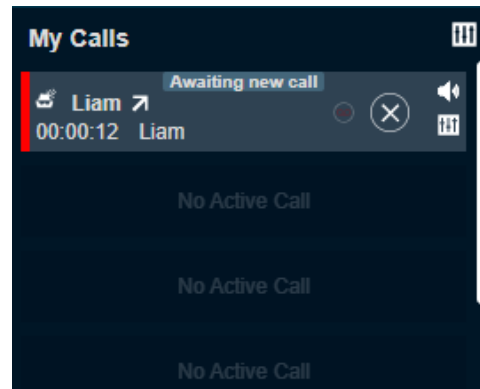
25.4
Remote Disable or Enable Fleet Member

You can disable or enable the device of the fleet member remotely. Once disabled, you cannot make PTT calls and send message to that fleet member. The fleet member shows as disabled in the Dispatch. If needed, you can enable the fleet member later.

When and where to use: To disable the device of the fleet member remotely, follow these steps:

Procedure:

1. From the Contacts and Talkgroups window, select the fleet member whose device need be disabled.

Figure 280: Disable Fleet member Device
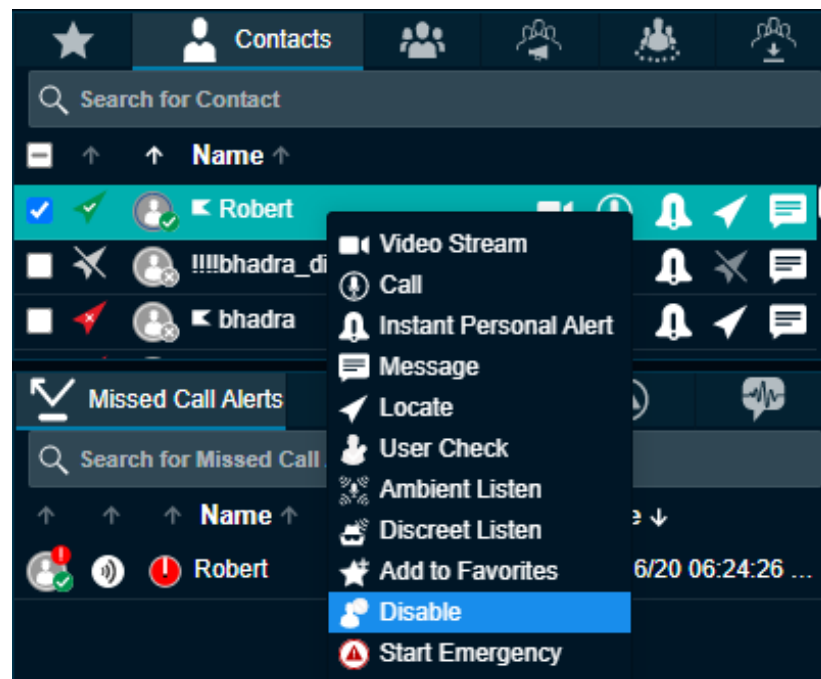
2. Right-click and select **Disable**. A Disable User confirmation pop-up `Disabling a PTT user prevents the user from receiving and transmitting calls, and sending or receiving multimedia messages.` displays.

   - Click **Continue** to Disable.

- Click **Cancel** to cancel the action.

Chapter 26

Patching (Optional)

Dispatcher with Patching feature enabled can create configurable number (up to 100) of patches for the patchable talkgroups.

Patching allows interoperability across any talkgroups of Broadband, ASTRO, Dimetra, MOTOTRBO, and ROIP. The patchable talkgroups are the talkgroups, which is identified by the administrator for a given corporate. Dispatch can view all the Patches created in the corporation. Dispatch can turn the patch on or off dynamically for all the patches that dispatcher owns.

Figure 281: Patching Tab
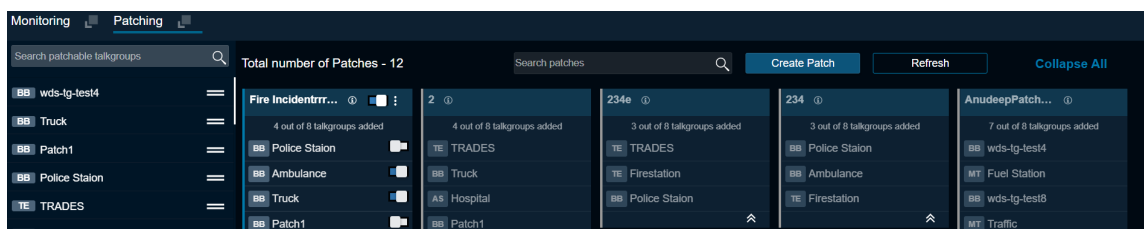
26.1
Creating a Patch

When and where to use: To Create a Patch, follow these steps:

Procedure:

1 From the **Patching** Tab, click **Create Patch**. A patch creation window displays.

   Figure 282: Patch Creation window
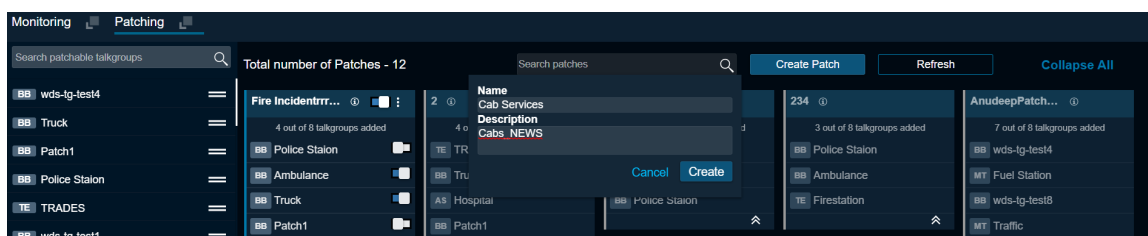
2 Enter the name and description of the patch and click **Create**.

3 From the patchable talkgroup list, drag and drop the talkgroup to the patch window.

   > **NOTICE:** Make sure that you add at least two patchable talkgroups to the **Patch** window.

Figure 283: Creating a Patch
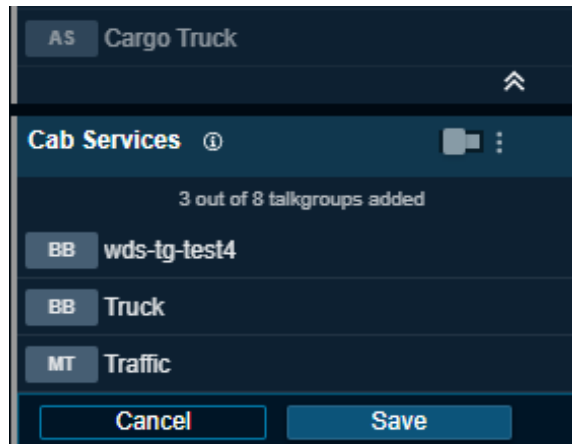
4 Once finished, click **Save**.

26.2
Actions Available on a Patch

You can enable or disable the patch, edit the patch details, remove a talkgroup from the patch, and delete the patch that you have created. You cannot modify the Patch that you are not the owner of. Use the **Slider** icon on the patch and talkgroup level on the patch to enable and disable the patch and talkgroup respectively. If you enable a patch in which a talkgroup is common with another patch, then the talkgroup in another patch is disabled automatically.

NOTICE: There can be a delay in refresh in patching list if a patch is deleted or added in the Dispatch.

When and where to use: Follow these steps to edit, delete the talkgroups, and delete a patch that you have created:

Procedure:

1 From the **Patching** tab, click the three dots on the patch that you want to edit.

2 A drop-down shows.

Figure 284: Actions on a Patch
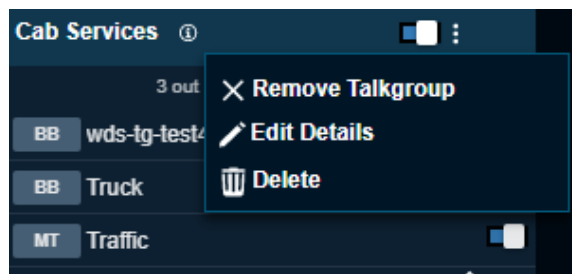
3 To remove the talkgroups from the patch, do the following:

    a click **Remove talkgroup**.

    b Select the check boxes next to the name the talkgroup.

    c Click **Save**.

4 To modify the patch name and description, do the following:

    a click **Edit Details**.

   b Modify the patch details.

   c Click **Save**.

5 To delete the patch from the Dispatch, click **Delete**.

Chapter 27

APX and Data Group

The APX (ASTRO users) and APX Next or RadioNext (Data group) clients created in Central Admin Tool and when assigned, show under the contact list. The Data Group tab shows under the Contacts and Talkgroups tab for the Dispatch when Data Group type users are assigned to the dispatcher.

You can send PTX or PTX with attachments to the Data Group. You can only send PTX messages to APX users.

27.1

Sending Message to an APX and Data Group

The APX (ASTRO users) and APX Next or RadioNext clients are created in Central Admin Tool and when assigned, show under the contact list. The Data Group tab shows under the Contacts and Talkgroups tab for the Dispatch when Data Group type users are assigned.

When and where to use: To send a message to APX or Data Group, follow these steps:

Procedure:

1   From the **Contacts and Talkgroups** tab, select the **Data Groups** tab. The lists of assigned data groups show.

   Figure 285: Data Group Tab
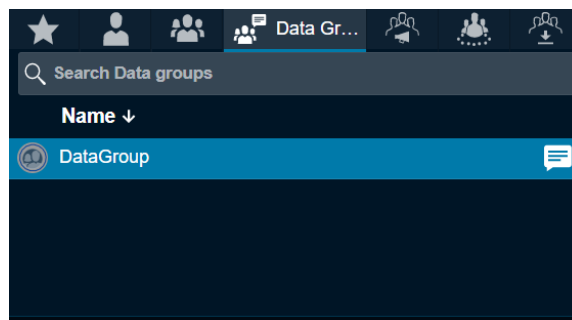
2   Click the **Message** icon. The data group shows in the **Message** tab.

3   Enter your message and click the **Send** icon. You can also send audio recording, attach saved files from your PC, share a location, and quick text.

   > **NOTICE:** You can only send PTX with attachments to the Data Group and PTX message to APX users.

Chapter 28

Real-Time Presence

Real-Time Presence allows you to quickly know whether the fleet member is Online, busy (Do Not Disturb), or offline. Only fleet members with presence set to Online receive PTT calls. The Presence Indicator displays next to the name of each of your contacts.

Likewise, you can change your availability on Dispatch to Do Not Disturb and Online.

28.1
## Presence of the PTT Contact or Fleet Member

You can see the presence of a contact in the contacts list indicated by an icon next to name of the contact. The following screen shot shows an example:

Figure 286: Contact Presence
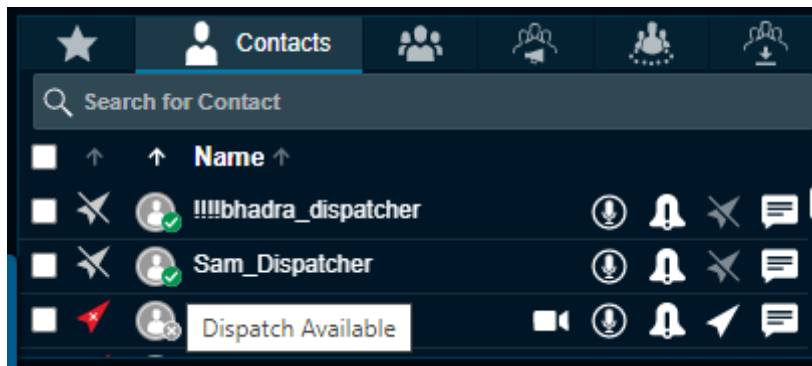
Online
> The PTT contact is logged in to the PTT application and ready to receive PTT calls and Instant Personal Alerts. It is shown with the green presence icon.

Do Not Disturb (DND)
> The PTT contact is logged in to the PTT application but does not want to be disturbed with incoming PTT calls. It is shown with the red presence icon.
> If you try to call a contact with the DND status, a voice message fall back occurs. An error message displays if you hold the PTT button less than the configured duration.

Figure 287: Voice Message Fall Back Error Message

> You can still send an Instant Personal Alert to a DND contact.

Offline
The PTT contact is signed out from the PTT application and cannot receive PTT calls and alerts. It is shown with a gray presence icon.

> **NOTICE:** If the missed calls and messages received from the phone number which is not present in your contact list then the presence status of this phone number is shown as offline.

You can see the client type along with the previously mentioned presence status when you mouse hover on the icon next to name of the contact name.

28.2
Your Presence

Your own presence is indicated on the Dispatch screen as shown.

Figure 288: Self-presence
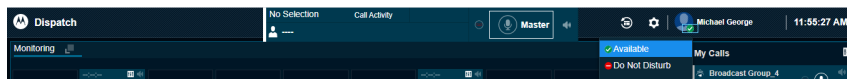
Online
You are signed in to the Dispatch and are ready to receive calls, Instant Personal Alerts (IPA), and Missed Call alerts. It is shown with a green presence icon.

Do Not Disturb (DND)
You are signed in to the Dispatch, but do not want to be disturbed with incoming PTT calls. It is shown with a red presence icon.
You can initiate PTT calls and receive IPAs to and from the fleet members respectively, but you are not allowed to send IPAs to fleet members. If you try to send IPA while in a DND state, you see the following message:

Figure 289: Outgoing IPA Error when in DND State
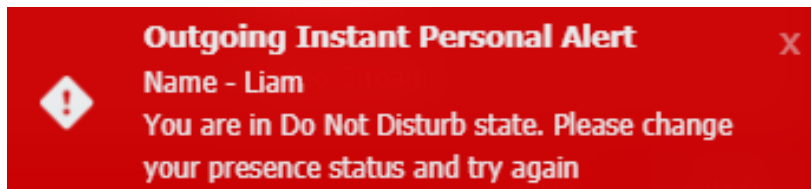
If your presence is set to Do Not Disturb, then you do not receive a one-to-one call since the client cannot call to you. However, you can still receive IPAs and missed call alerts. You can make outgoing calls, rejoin calls, send, and receive secured message while your presence is set to DND, but you cannot send IPAs.

Chapter 29

Using Accessories

The Dispatch supports following audio devices and floor control devices.

1 Input Devices

    a External Microphone (1/8" jack)

    b Headset with PTT (USB)

    c Internal Microphone (supported by system hardware)

2 Output Devices

    a External Speakers (USB, 1/8" jack)

    b Headset with PTT (USB)

    c Internal Speakers (supported by system hardware)

29.1
Notification Message on Connection

The notification message on an accessory connection or removal displays as shown.

Figure 290: Audio Device notifications
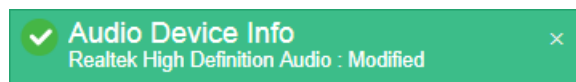
The default device is set based on the order you plug in. You can change the audio input or output device from the Devices section of the Settings tab. If there is a change in device, a notification message appears indicating that the preferred device is not present, and the available device is used as a default device.

NOTICE: If you do not see the notification, enable or disable the accessory setting from your PC— Control Panel—hardware and Sound—Recording tab. Changes made to default audio Input / Output devices during a call take effect after the current call ends.

29.2
Accessory Connection and Disconnection Notifications on a Different Operating System

Table 7: Accessory Connection/Disconnection Notification

Operating System	Accessory device	While Plugged-in	While Not Plugged-in
Windows 8.1 Desktop	Speaker with 1/8" jack	Notification Displays	Notification Displays
	External Microphone 1/8" jack	Notification Displays	Notification Displays
	USB Audio	Notification Displays	Notification Displays
	PTT floor control Device (USB)	Notification Displays	Notification Displays

Operating System	Accessory device	While Plugged-in	While Not Plugged-in
Windows 8.1 Laptop	Speaker with 1/8" jack	No Notification	No Notification
	External Microphone 1/8" jack	No Notification	No Notification
	USB Audio	Notification Displays	Notification Displays
	PTT floor control Device (USB)	Notification Displays	Notification Displays

29.3

Accessory Specifications

Table 8: Accessory Specifications

Item	Part Number	Description
USB Desktop Speaker	B1952	USB Desktop Speaker (Specifically designed for use in mission-critical environments)
USB Footswitch	DDN1396	COTS USB Footswitch
USB Headset Base with PTT	DDN2825	COTS USB Headset Base with PTT
USB GOOSENECK MICROPHONE	B1951	USB Goose neck Microphone (Specifically designed for use in mission-critical environments)
7-Port USB 3.0 Hub- Desktop	DSST7300U3M	Used to add 7 external USB 3.0 ports to a computer from a single USB connection
Headset	EncorePro HW520 (89434-01)	Plantronics EncorePro Headset
PTT Adapter with Headset Jack	SHS2355-11	Plantronics USB Push to Talk to H-series, monaural
Foot pedal/switch	FSSP2646-11	Plantronics USB PTT Footswitch
Foot Pedal USB	FTT-300	USB PTT Footswitch
Desktop Microphone Assembly	IPT-M180	Plantronics Wide base Table Microphone
Desktop Microphone Assembly	IST 10722	Buddy Headset Mic (If configured only as a joystick event device)
Desktop Microphone Assembly	IST 10735	Buddy Desktop Mic (If configured only as a joystick event device)

Item	Part Number	Description
Slim™ Microphone/Speaker Station	None	USB Desktop PTT Microphone/Speaker

NOTICE: The Headset HW251N is part of a family of Corded Headsets. Others include the H41N (Over Ear-Single Ear), H81N (Over Ear-Single Ear), H141N (Over Head or Ear- Single Ear), HW261N (Over Head- Dual Ear), HW291N (Over Head or Ear-Single Ear), HW301N (Over Head- Dual Ear). Any of these headsets work with the above PTT Adapter with Headset Jack.

Additional Cables

The following additional cables are required to connect the speakers to the PC.

Table 9: Cable Specifications

Item	Part Number
Power Supply with DC Cord for connecting speaker	CA03405AA
AC Line Cord for connecting speaker, North America	CA03406AA
AC Line Cord for speaker, Europe	CA03407AA
AC Line Cord for connecting speaker, UK	CA03408AA
AC Line Cord for connecting speaker, Australia	CA03409AA
AC Line Cord for connecting speaker, Brazil	CA03410AA
USB Cable for connecting speaker, Type C to Type C, 4.5M	CA03412AA
USB Cable for connecting speaker, Type A to Type C, 4.5M	CA03413AA
USB Cable for connecting microphone, Type C to Type C	CA03412AA
USB Cable for connecting microphone, Type A to Type C, 4.5M	CA03413AA

29.4

Using a Desktop Microphone with PTT Button

The Dispatch supports a Desktop microphone or Buddy Desktop Mic with PTT button.

**When and where to use:**The following are the steps to make a PTT call while using this device.

Procedure:

1 Select the Contacts or Talkgroups or Broadcast Groups from the Contacts and Talkgroups window.

2 Click the **PTT** call button in the Dispatch.

3 To control the floor, push the PTT button on the accessory. When you connect, these devices display under Settings > Devices in the PTT Floor Control field.

Figure 291: Buddy Desktop Mic IST 10765 PTT Microphone

The Slim™ Microphone/Speaker Station provides an illuminated PTT button that shows the active transmission and an in-built speaker to listen to the voice.

Figure 292: Slim Microphone/Speaker Station

Figure 293: USB Desktop Microphone
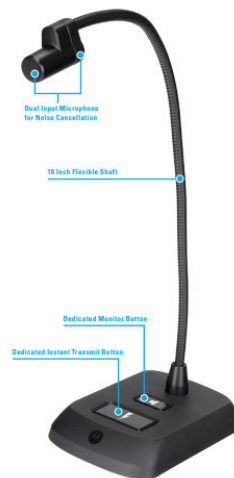
29.5
Using a Headset or USB Desktop Speaker

You can use a Plantronics headset or Buddy Desktop Mic through a Plantronics push to talk adapter plugged into your laptop or desktop to initiate PTT calls, floor control, and audio input or output.

Prerequisites:

> **NOTICE:** To control floor operations and call initiation process, select the "Headset for PTT" in at least one of the audio inputs or audio output preference under Devices tab under settings. If you change any preferences of Audio (Input or Output) during an ongoing call, those preference changes are applicable from the next call.

When and where to use: To initiate a call from a Plantronics PTT headset or Buddy Desktop Mic, follow these steps.

Procedure:

1 Select the Contacts or Talkgroups or Broadcast Groups from the Contacts and Talkgroups window.

2 To initiate a PTT call or for floor control, push the button on the Plantronics PTT Headset or Buddy Desktop Mic accessory or adapter. These devices, when connected are displayed. When you connect, these devices display under Settings > Devices in the PTT Floor Control field.

> **NOTICE:** To call or to control the floor operation from this device, select "Headset with PTT" from either the audio input or audio output drop-down list when connected.

Figure 294: Plantronics Headset for Dispatch

Figure 295: Plantronics Adapters for PTT Headset used in Dispatch

Figure 296: Buddy Desktop Headset Mic IST 10722 for Dispatch

Figure 297: COTS USB Headset Base with PTT

29.6
Using a Wide-base Table Microphone

The Dispatch supports the wide-base table microphone, only as an audio input device for PTT application. You can use the table microphone accessory with other floor control accessories like the PTT headset or Footswitch.

When and where to use: When calling connecting this accessory for audio input purpose, follow these steps:

Procedure:

1 Select the Contacts or Talkgroups or Broadcast Groups from the Contacts and Talkgroup window.

2 Click the **PTT** call button in the Dispatch.

3 Push the PTT switch on other accessories like Foot switch or PTT headset that you connect for floor control to initiate a PTT call to control the floor operation. When you connect, these devices can be viewed under Settings > Devices in the PTT Floor Control field.

The IPT-M180 model microphone connects to the standard microphone input jack on a standard PC sound card and you can configure it as a standard microphone.

Figure 298: IPT-M180Wide base Table Microphone

> **NOTICE:** While connecting an external microphone on your laptop, disable the built-in microphone of the laptop from Control Panel—Hardware and Sound—Sound—Change System Sound—Recording, and enable the external microphone.

29.7
Using a Foot switch

The Dispatch supports Foot Pedal for PTT floor control.

When and where to use: When calling with this accessory connected, follow these steps.

Procedure:

1 Select the Contacts or Talkgroups or Broadcast Groups from the Contacts and Talkgroups window.

2 Click the **PTT** call button in the Dispatch.

3 To initiate a PTT call to floor control operation, push the PTT Foot Pedal on the accessory. When you connect, these devices display under Settings > Devices in the PTT Floor Control field.

Figure 299: Plantronics USB PTT Foot switch for Dispatch
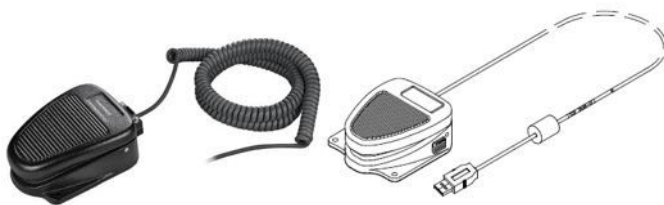
Figure 300: Foot Pedal FTT-300 USB

Figure 301: COTS USB Footswitch

> **NOTICE:** Use the left foot pedal to transmit voice.

The Dispatch dynamically recognizes these devices when you connect or remove from the system hardware. A message displays as shown.

Figure 302: Foot Pedal Device Connected and Removed Information

If you unplug an accessory during a call, the behavior is as described here.

4 Audio Devices: During a call, if you disconnect the preferred or selected devices, then the audio do not transmit until the current call terminates.

5 PTT Devices (Headset with PTT + Foot pedal + table microphone with PTT button): During a call, if you acquire the floor and disconnect the device, then the floor releases. You can acquire the floor later with another PTT accessory or by using a mouse.

> **NOTICE:** If the accessories connected to the Dispatch are idle for some time, the application considers the accessories to be disconnected. To troubleshoot this problem, refer to User Interface Issues on page 267 chapter.

29.8
Connect Voice Output to Multiple Speakers

You can use the USB Desktop speakers to listen to the voice outputs in a simultaneous call. An USB Hub with multiple USB 3.0 port is required to connect the outputs from the desktop. This hub can be self-powered from the USB port, or can works with an AC power supply adapter.

To connect the speakers to the desktop, use the cables or cords specified in the Accessories section.

Figure 303: Desktop USB Speaker

Figure 304: 7 Port USB 3.0 Hub

Chapter 30

Logs

Dispatch provides the logs information about dispatcher recent activity including alerts, PTT calls, geofence logs,, video logs, audit logs, and audio recordings of recorded calls and location information reports.

30.1
Alert Logs

Alert logs provide detailed information about all alerts. To view Alert Logs, click the **Logs** tab and then click the **Alert Logs** sub-tab within it.

Figure 305: Alert Logs

You can filter the alert logs on the following fields.

- **From Date**
  Allows filtering from a specific date.

- **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data.

- **Name**
  Filter by the name of the fleet member.

- **Member**
  Filter by phone number or name of the initiator of the alert.

- **Direction**
  Outgoing or incoming alert.

- **Type**
  Instant Personal Alert, one-to-one missed call, quick group missed call, talkgroup missed call, broadcast missed call, and my talkgroup missed call, area talkgroup missed call, emergency one-to-one alert, emergency talkgroup alert, status alerts, one-to-one missed video stream, and talkgroup missed video stream.

- **Status**
  Status message text to show the matched status text.

You can click the **Expand** icon next to the status alert to view the details of the status alert. The details include status, description of the status message and near location of that member.

To view entries in logs the user sets up the filter and click the **Search** icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:

* **Search** icon to find the log information after applying your filters.

* **Reset** icon to filter and re-enter the search information again.

* **Export** icon to export the alert logs to the excel file format.

> **NOTICE:** Alert logs are local to your Dispatch only. The Next and Previous buttons are highlighted only when there are more than 50 entries in the Alert log window. Dispatch automatically refreshes the logs to include the recent activity whenever there is a new alert.

30.2
Call Logs

Call logs provide call history including recordings. To view the Call Logs, click the **Logs** tab and then click the Call Logs sub-tab within it.

Figure 306: Call Logs

You can filter the Call logs using the following fields:

* **From Date**
  Allows filtering from a specific date.

* **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data. To view entries in the call logs the user sets up the filter and click the **Search** icon.

* **Direction**
  Filter by Outgoing or incoming call.

* **Initiator or Target User**
  Filter by the initiator of the call or target user for whom the emergency has been initiated.

* **Category**
  Allows filtering by ambient listening, discreet listening, emergency call,, two-way call, or normal call.

* **Type**
  Filter by One-to-one call, quick group call, talkgroup call, broadcast call, or my talkgroup call, area talkgroup call, or listening.

* **Name**

Filter by name of the talkgroup.

- **Member**
  Filter by phone number or name of the initiator of the call.

Click one of the following icons:

- **Search** icon to search for the log information.

- **Reset** icon and re-enter the search information again.

-
  Export icon to export the call logs to the excel file format.

- **Export All** icon to export all the call recordings.

Refer to Playing Back the recorded calls on page 151 for details on how to play a recorded call.

You are shown with 50 records at a time. You can use the previous and next buttons to navigate through the pages. The initiator column shows the name or phone number of the member who initiated the call. For broadcast call logs, you can see a detailed delivery report by hovering the mouse on the Broadcast icon.

Figure 307: Broadcast Call Delivery Report

> **NOTICE:** Call logs are local to your Dispatch only. The Next and Previous buttons are highlighted only when there are more than 50 entries in the Call log window. Dispatch automatically refreshes the call logs to include the recent activities whenever there is an activity update.

30.3
Video Logs

Video logs contains incoming (video push) and outgoing (video pull) video call history. To view the Video Logs, click the **Logs** tab and then click the **Video Logs** sub-tab within it.

Figure 308: Video Logs

You can filter the video logs using the following fields:

- **From date**
  Outgoing or incoming video call.

- **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data. To view entries in video logs the user sets up the filter and click the **Search** icon.

- **Name**
  Filter by the name of the member or talkgroup.

- **Member**
  Filter by phone number or initiator name of the call.

- **Session Method**
  Filter by video push or video pull or both.

- **Target User**
  Filter by the initiator of the call or target user for whom the video streaming has been initiated.

- **Type**
  Filter by one-to-one call or talkgroup call.

To view entries in logs the user sets up the filter and click the **Search** icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:

- **Search** icon to find the log information after applying your filters.

- **Reset** the filter to re-enter the search information again.

- **Export** icon to export the alert logs to the excel file format.

- **Export All** icon to export all the call recordings.

Click the **Expand** icon next to the log to view the details of that video call. The details shown are System ID, Email ID and Near Location of the talkgroup member.

30.4
Geofence Logs

Geofence logs provide logs for the fleet members who have crossed the fence that you create. To view the Geofence Logs, click the **Logs**tab and then click the Geofence Logs sub-tab within it. Clicking **Snapshot** icon shows the location of the fleet member concerning to the fence associated with the talkgroup, when the log was created.

Figure 309: Geofence Logs
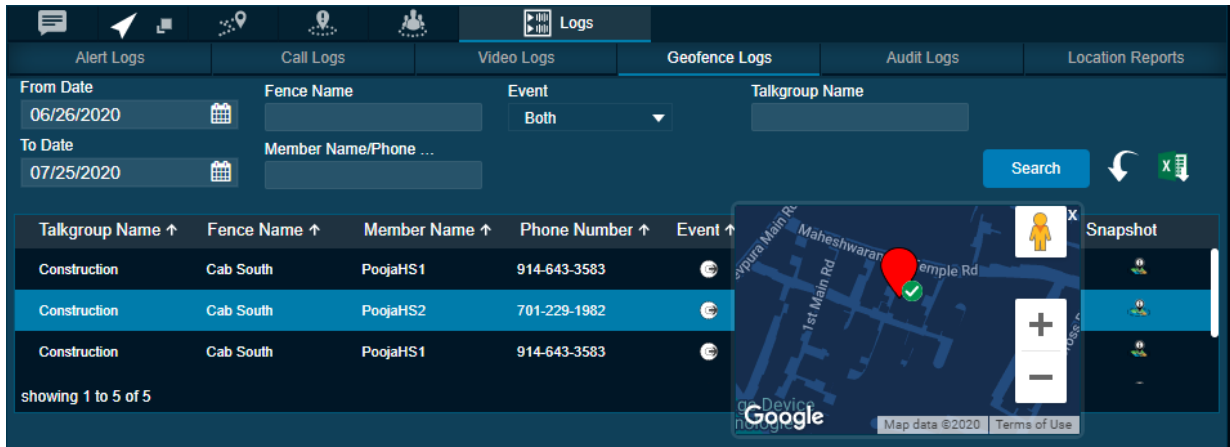
You can filter the Geofence logs on the following fields:

- **From Date**
  Allows filtering from a specific date.

- **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data.

- **Event**
  Filter by Outgoing or Incoming concerning to the fence.

- **Member Name or Phone Number**
  Search by name or phone number of the fleet member.

- **Talkgroup Name**
  Search by name of the talkgroup.

- **Fence Name**
  Search by name of the fence.

To view entries in logs the user sets up the filter and click the **Search** icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:

- **Search** to find the log information after applying your filters.

- **Reset** to re-enter the filters and search information again.

- **Export** to export the geofence logs to the excel file format.

  NOTICE: The snapshot (path traversed by the fleet member) data does not export when you export the logs.

30.5
Audit Logs

Audit logs contains various administration, operation, and network events that have occurs on Dispatch.

- **Administration Log**
  The administration logs mainly contain the triggers or events received from the CAT. Few examples for the administration log events are the addition, deletion, or renaming of contact or talkgroup, addition, or deletion or renaming of a member in a talkgroup.

- **Network Log**
  Network logs contain all network events that occur in your Dispatch. Few examples for the network log events are network down or up, map service down or up.

- **Operation log**
  Operation logs contain the events other than call and alert activity from the user. Few examples for the operation log events are dispatcher presence status change, sign in success, details of the emergency declaration and failure.

Figure 310: Audit Logs
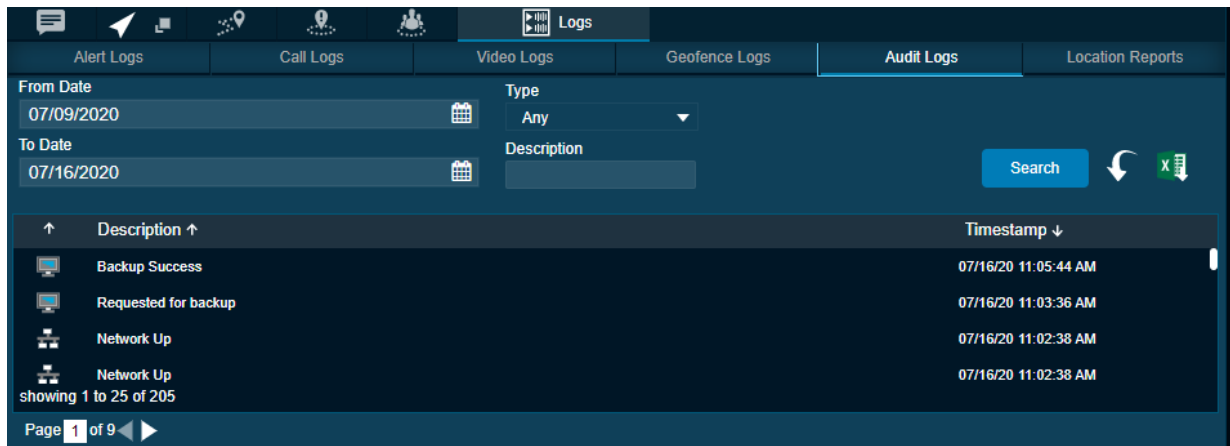
You can filter the audit logs using the following fields:

- **Type**
  Filter by Administration, Operation, or Network.

- **Description**
  Filter by the description of the log.

- **From Date**
  Allows filtering from a specific date.

- **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data. To view entries in the call logs the user sets up the filter and click the **Search** icon.

Click one of the following icons:

- **Search** icon to search for the log information.

- **Reset** icon to re-enter the search information again.

- **Export** icon to export the call logs to the excel file format.

  > **NOTICE:** The Next and Previous buttons are highlighted only when there are more than 50 entries in the Audit log window. Dispatch automatically refreshes the audit logs to include the recent activities whenever there is an activity update.

30.6
Location Report

The Location Information report provides information about the location of the fleet member at a specified time.

When and where to use: To generate the location information report, follow these steps:

Procedure:

1 Select the **Location Report** tab from the Logs tab.

2 Select the duration of the report from the From Date and To Date.

Figure 311: Location Report
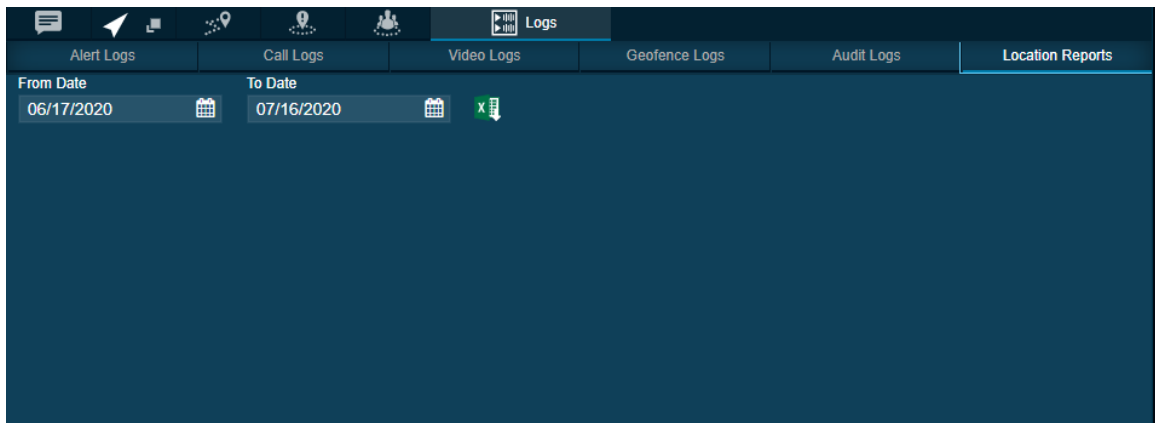
3 To generate the location information report, click the **Excel** icon.

> **NOTICE:** You can generate the location report for a difference of maximum 30 days. The Location Reports tab is visible only when the Location History feature is enabled for you.

The columns in the report provide information about the following:

• Name of the fleet member

• Phone Number of the fleet member

• Presence status of the fleet member (Available or Offline)

• Latitude of the fleet member location

• Longitude of the fleet member location

• Time and Date of the published location

Figure 312: Location Information Report

	A	B	C	D
1	Location Reports			
2	Search Criteria			
3	From Date	27-08-2018 00:00	To Date	25-09-2018 23:59
4				
5	Phone Number	Latitude	Longitude	Time
6	988-777-2229	77.62181944	13.04556944	17-09-2018 15:08
7	988-777-2229	77.62183056	13.04558611	17-09-2018 15:56
8	988-777-2229	77.62183056	13.04558611	17-09-2018 15:56
9	988-777-2229	77.62184444	13.04558611	17-09-2018 15:57
10	988-777-2229	77.62184444	13.04558611	17-09-2018 15:57
11	988-777-2229	77.62184444	13.04558611	17-09-2018 15:57
12	988-777-2229	77.62184444	13.04565833	17-09-2018 15:57
13	988-777-2229	77.62183889	13.04569444	17-09-2018 15:57
14	988-777-2229	77.62183889	13.04569444	17-09-2018 15:57
15	988-777-2229	77.62183333	13.04572222	17-09-2018 15:57
16	988-777-2229	77.62186111	13.04554722	17-09-2018 15:57
17	988-777-2229	77.62186111	13.04553333	17-09-2018 15:58
18	988-777-2229	77.62183889	13.04556944	17-09-2018 15:58
19	988-777-2229	77.62183889	13.04556944	17-09-2018 15:58
20	988-777-2229	77.62182778	13.04558333	17-09-2018 15:58
21	988-777-2229	77.621825	13.04556389	17-09-2018 15:58
22	988-777-2229	77.621825	13.04556389	17-09-2018 15:58
23	988-777-2229	77.621825	13.04556389	17-09-2018 15:58
24	988-777-2229	77.621825	13.04556389	17-09-2018 15:59
25	988-777-2229	77.621875	13.04558056	17-09-2018 16:32
26	988-777-2229	77.62188889	13.04556111	17-09-2018 16:32
27	988-777-2229	77.62189167	13.04555278	17-09-2018 16:32
28	988-777-2229	77.62184722	13.04558889	17-09-2018 16:32

224-450-0017_LocationReport_201

Chapter 31

Backing up

The backup action ensures that the call recordings and messages including attachments and their meta data (details) are saved for the future reference. You can choose to take necessary action whenever a backup pending message displays. In the following conditions, a backup confirmation message displays:

**When and where to use:**To back up call recordings and messages, follow these steps:

Procedure:

1 If there are any call recordings or messages that you have not at all taken the backup, then a pop-up message displays every time you sign in.

Figure 313: Backup notification- Sign-in
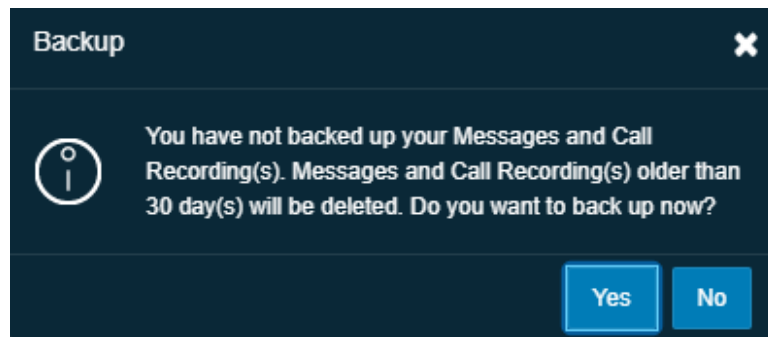
- Click **Yes** to take backup.
- Click **No** to cancel the action.

2 If the backup is due and you have not backed up, then a pop-up message displays on the sign in.

Figure 314: Backup notification
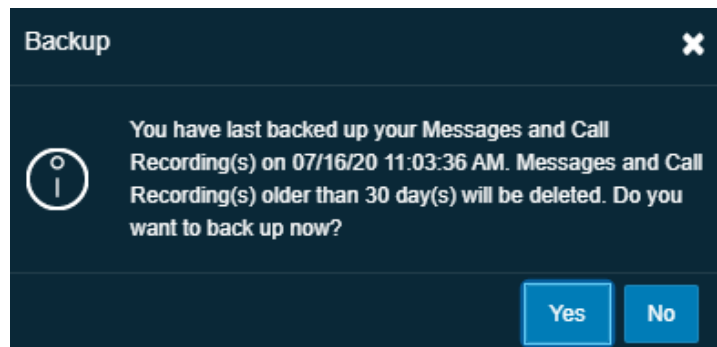
- Click **Yes** to take backup.
- Click **No** to cancel the backup action.

3 Clicking **Yes** starts the backup and the backup file downloads to the browser downloads. A confirmation message displays as shown to make sure that the backup file is downloaded to the download folder.

Figure 315: Backup file download- Confirmation message
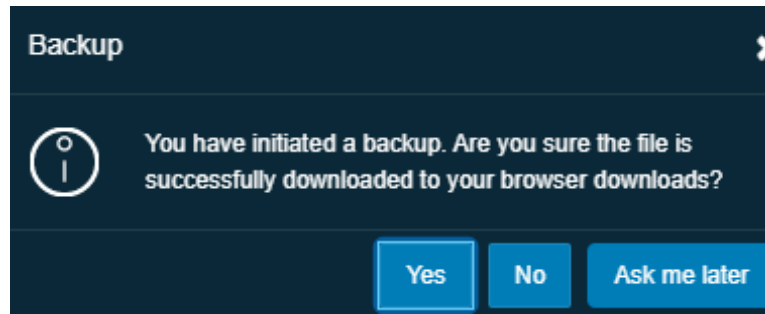
- Click **Yes** to confirm that the download is successful.

- Clicking **No** confirms that the backup is unsuccessful.

- Click **Ask me later** which then pops-up the confirmation message until you confirm that the download completes.

The recordings and messages older than the configured period is deleted and a reminder through a periodic toast message displays until you take the successful backup.

NOTICE: The backup interval and periodic reminder notification for backup depends on the server configuration.

In the header, a warning icon displays next to the Settings, if you do not take the backup of the call records and secured messages. The last backup date, backup due date, and the configured backup interval show under the Settings>General. The dispatcher can take the backup anytime from the Settings. The backup file contains the details after the last backed up date. The backup file, which is in ZIP format, contains the details of calls and secured messages. A link to the file (except text message and location) is available in HTML format.

Figure 316: Backup HTML file

The backup file downloads to the download folder configured on the web browser. For more details, refer to General on page 252 in the Settings on page 252 section of this document.

Figure 317: Backup Now- Settings

| Last Backup date:Not Available | Backup due date:06/14/20 11:58:10 AM ❗ | Backup Interval:5 Day(s) | Backup Now |

NOTICE: If there is an ongoing backup of recording or secured messages and you sign out from the Dispatch, then a cancellation confirmation message appears. Selecting Continue signs out the Dispatch and cancels the backup.

Chapter 32

Settings

Dispatch provides several Settings that you can configure as per your need. Click the **Settings** icon from the Setting in the header of the Dispatch. Select the individual tabs to view or modify the appropriate setting options, which are described below.

Figure 318: Dispatch Global Settings
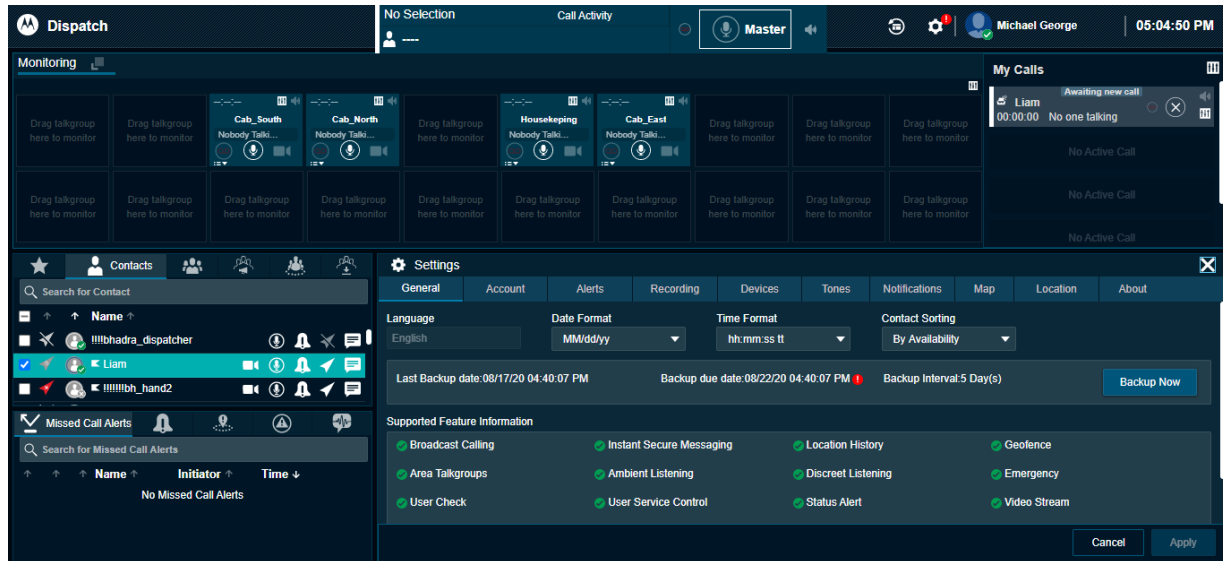
32.1
General

Allows you to configure the following settings options.

- **Language**
  Allows you to select the supported language for the Dispatch. Sign out and sign in to the Dispatch once you change the language for the new language to take effect (Default English).

- **Date Format**
  Using this setting, you can change how the date displays on the Dispatch. Supported Date formats are MM/dd/yy and dd/MM/yy.

- **Time Format**
  Using this setting, you can change how the time displays on the Dispatch. Supported Time formats are HH:mm, HH:mm:ss, and HH:mm:ss tt.

- **Contact Sorting**
  Allows you to choose the sorting of the contacts in the Contacts and Talkgroups window. You can select to sort the contacts by Alphabetically or Availability of the Fleet members.

- **Supported feature info**
  Allows you to see the list of supported features that are enabled/disabled for the Dispatch UI. The enabled features are marked in Green and disabled features are marked with the Gray. A sample screen is shown here.

Figure 319: Supported Features Info
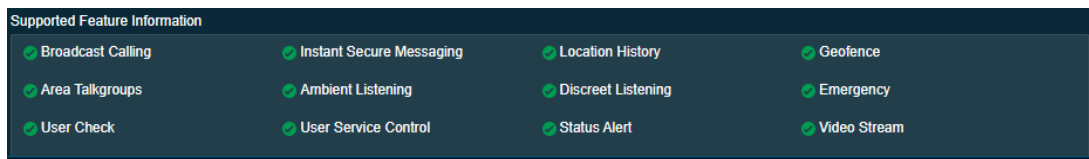
- **Call recording backup**
  Allows you to see the last backup date, backup due date, and backup interval (configured in the server). You can click **Backup Now** button to take the backup of the call records manually at any time. A warning icon is next to the backup due date indicates that the backup is not taken successfully before the due date.

Figure 320: Backup Information
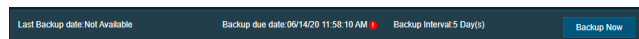
32.2
Account Settings

Allows you to change the password for the sign in the Dispatch.

When and where to use:
To change the sign-in password, follow these steps:

Figure 321: Account Settings
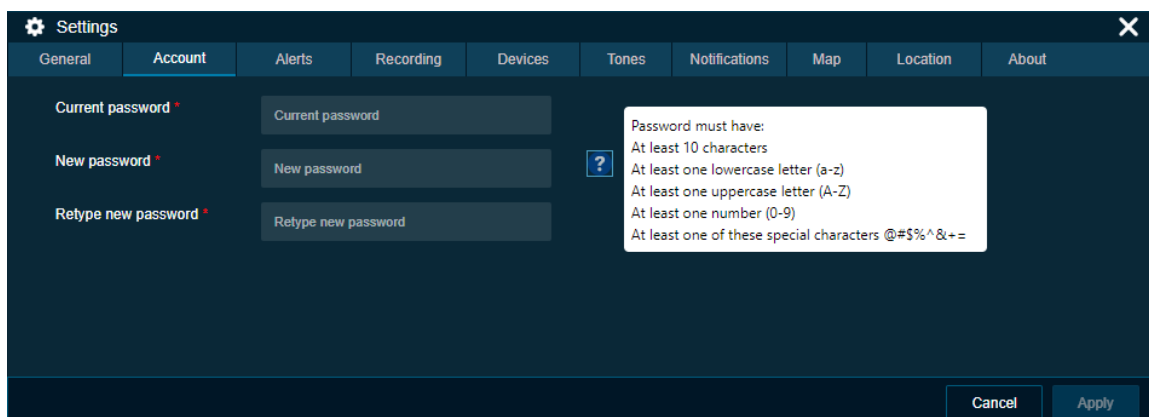
Procedure:

1 Enter the old password.

2 Enter the new password.

3 Re-enter the new password and click the **Apply** button.

32.3
Alert Settings

Specifies how long alerts can stay on the Alerts window. After that time, alerts move to Logs. You can keep the alerts in the alert window from 12 to 24 hours before they move to Logs. You can also choose whether you want to suppress the reminders for Status alerts, Instant Personal Alerts, Missed Call Alerts, and Geofence alert.

Alert Settings is categorized in two sections:

- Generic

• **Status**

32.3.1
Generic Alerts

The following are the settings, which you can configure for the alert reminder for the unattended IPAs, or missed call or geofence alerts:

• **Alert Duration**
This setting allows you to set the expiry period (Minimum: 20 sec, Maximum: 3600 sec, Default: 500 sec) after which it is marked as an expired unattended alert.

• **Alert Frequency**
This setting allows you to set the frequency (Minimum: 15 sec, Maximum: 900 sec, Default: 25 sec) at which periodic tone plays and displays a toast message.

• **Move Alerts Older Than**
This setting allows you to set the period (Minimum: 12 hr, Maximum: 24 hr, Default: 12 hr.) after which the alerts move to alert logs.

• **Repeat Count**
This setting allows you to set the number of times (Minimum: 1 Maximum: Unlimited, Default: 3) the periodic tone plays and displays a toast message.

32.3.2
Status Alerts

The following are the settings, which you can configure for the alert reminder for the unattended status alerts:

• **Move Status Alerts Older Than**
This setting allows you to set the period (Minimum: 12 hr, Maximum: 24 hr., Default: 12 hr.) after which the alerts are moved to alert logs.

• **Status Alert Duration**
This setting allows you to set the expiry period (Minimum: 20 sec, Maximum: 3600 sec, Default: 500 sec) after which it is marked as an expired unattended alert.

• **Status Alert Frequency**
This setting allows you to set the frequency (Minimum: 15 sec, Maximum: 900 sec, Default: 25 sec) at which periodic tone plays and displays a toast message.

• **Status Alert Repeat Count**
This setting allows you to set the number of times (Minimum: 1 Maximum: Unlimited, Default: 3) the periodic tone plays and displays a toast message.

• **Display status alert list under alerts**
This setting allows you to set the details which you want to see for each status alerts. You can select one of the following from the drop-down:

   - With short message only

   - With status code only

   - With status code and short message

Figure 322: Alert Settings

32.4
Recording Settings

Allows you to choose your recording settings using the following options.

- **Recording Type**
  Using this setting, you can change the call recording to either manual, full session or no recording. If you select **No Recording**, then the Dispatch does not show any recording icon and no calls are recorded. For more information, refer to the Record Manually on page 150, Record Always on page 150 and sections of this document.

- **Export Type**
  Using this setting, you can change the recording file type that you save. You can save the recording file type as MP3.

- **File Name**
  Using this setting, you can change where to position the 'Recording' word in the name of the backup file you download. You can select either at the start (Prefix with) or at the end (Suffix with) of the file name. You can change the name of the prefix and suffix word.

Figure 323: Recording Settings

32.5
Devices Settings

Using the device settings, you can select the device used to call and control the PTT floor using the supported accessories. For more information, refer to the Accessory Specifications on page 232 section of this document.

Figure 324: Device Settings
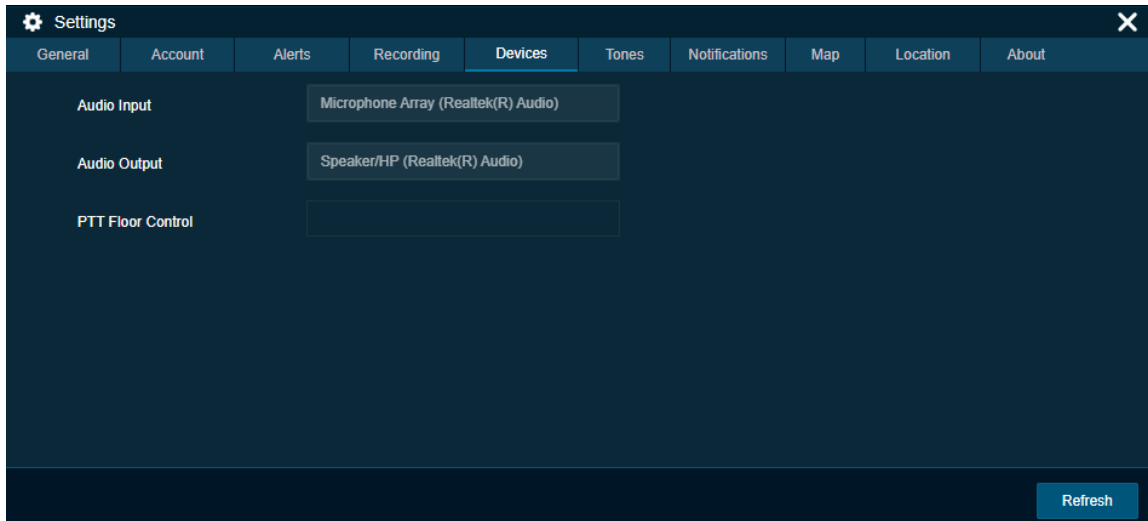
32.6
Tones

This setting allows you to enable or disable call tones and other tones. It also enables you to select a specific tone to be played for Instant Personal Alerts, message, voice message, geofence, and missed calls. You can control the volume of each tone types and can listen to the tones by clicking the **Play** icon next to the tone types. The following tone choices are available.

- **Geofence Alert Tones**
  Allows you to select the tone you want to hear for a geofence alert. You can also choose not to play any tone for the for geofence alerts.

- **Instant Personal Alert Tone**
  Allows you to select the tone you want to hear for an Instant Personal Alert. You can also choose not to play any tone for the instant personal alerts.

- **Missed Call Alert Tone**
  Allows you to select the tone you want to hear for a missed call alert. You can also choose not to play any tone for the missed call alerts.

- **Message Alert**
  Allows you to select the tone you want to hear for a message. You can also choose not to play any tone for message that display from the "Enable other tones".

- **Voice Message Talk Tone**
  Allows you to select the tone you want to hear for a voice message. You can also choose not to play any tone for the voice message talks.

- **Call Ringing Tone**
  Allows you to select the tone you want to hear for a incoming manual commencement call.

- **Call Dialing Tone**
  Allows you to select the tone you want to hear for a dialing in a manual commencement call.

- **Emergency Alert**

  Allows you to select the tone you want to hear for emergency alert. You can also choose not to play any tone for the emergency alerts.

- **Status Alert**

  Allows you to select the tone you want to hear for the status alert. You can also choose not to play any tone for the status alerts.

You can configure whether the tones must be played for a message, geofence, IPA, or missed call alerts when you are in an active call. By default, tone is set to disabled. With the setting disabled, you do not receive audible tones for IPA or missed call alerts and alerts are shown only in the alerts window.

Figure 325: Tones Settings
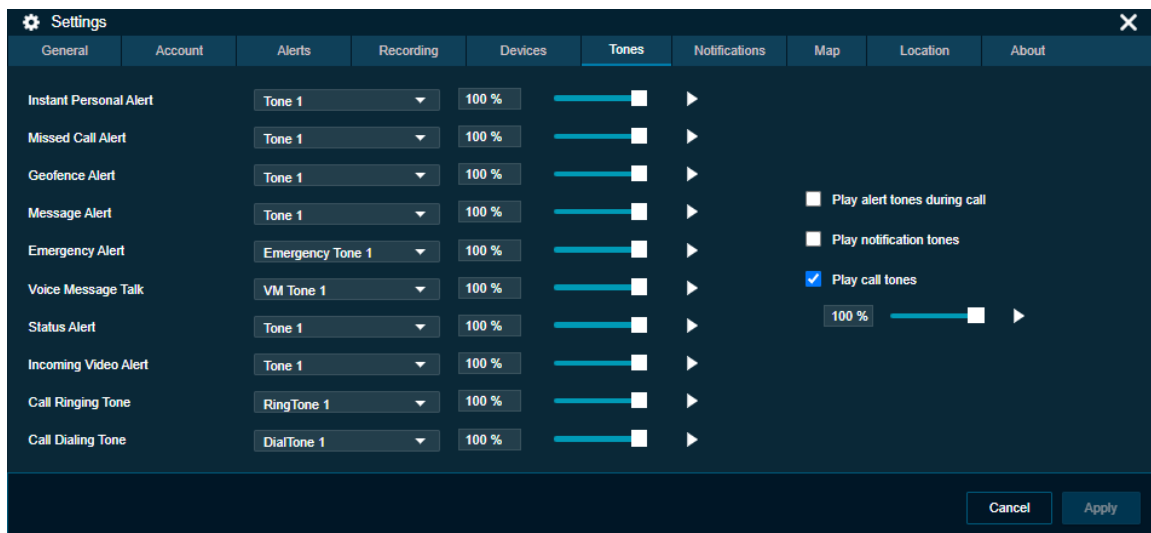
32.7
Notifications

This setting allows you to enable or disable the notifications, which show if there are alerts and incoming messages. By using this option, you can either enable or disable the desktop notifications for all incoming calls, alerts, alerts reminders, and incoming messages if the Dispatch browser is in minimized mode or not on the active tab. You can clear or select the check boxes and apply to disable or enable the desktop notifications.

You can select whether the visual toast message show for messaging, geofence, IPA, emergency, status alert, and Missed call. You can clear or select the check boxes to disable or enable the visual toast message.

- **Initial Notifications for Geofence Members**

  - Allows you to select whether the notifications are sent to fleet member when the geofence is initially enabled for the talkgroup. To enable initial Notifications for Geofence Members, select the check box "Notify members before notifying me" to notify the fleet members before you, when you initially enable the fence for that talkgroup. Depend on the selection from the drop-down, the initial notifications are sent. You can select from the options:

  - Members outside the fence

  - Members inside the fence

  - Member inside and outside the fence.

- **Auto Answer Video Stream**

Allows you to select whether you want the received video stream to be answered automatically or manually. Select **Yes** to auto answer the received video stream.

Figure 326: Notification Settings
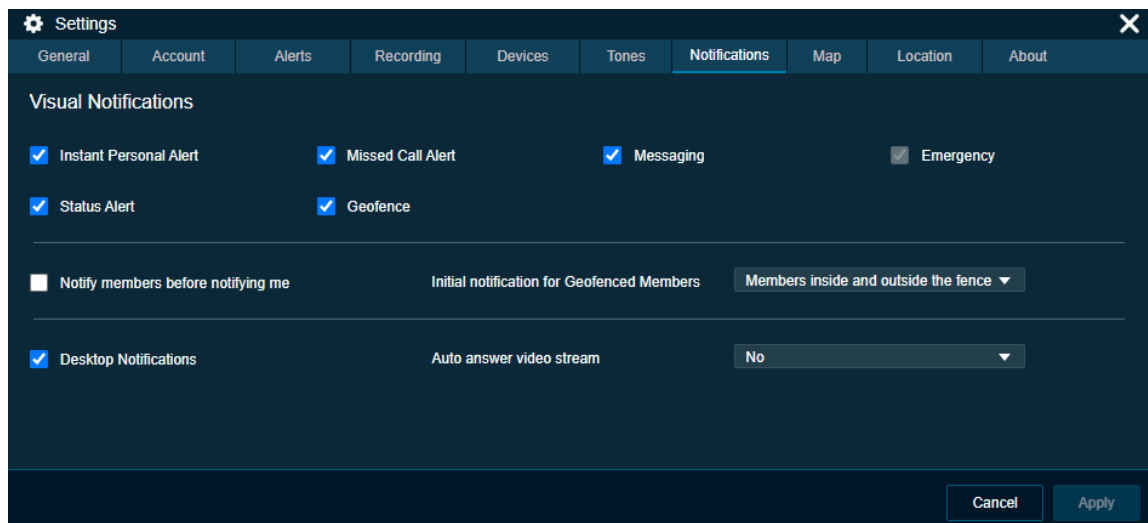
32.8
Map Settings

This setting allows you to choose a color for contacts and talkgroups that display on the map. You can choose a color for a contact, a talkgroup, and members belonging to multiple talkgroups. The chosen color push pin for the selected contact or talkgroup displays on the map when you locate a specific contact or talkgroup on the map.

When and where to use: To set a color, follow these steps:

Procedure:

1 Click the Default Color Setting option in Settings.

   Figure 327: Map Settings
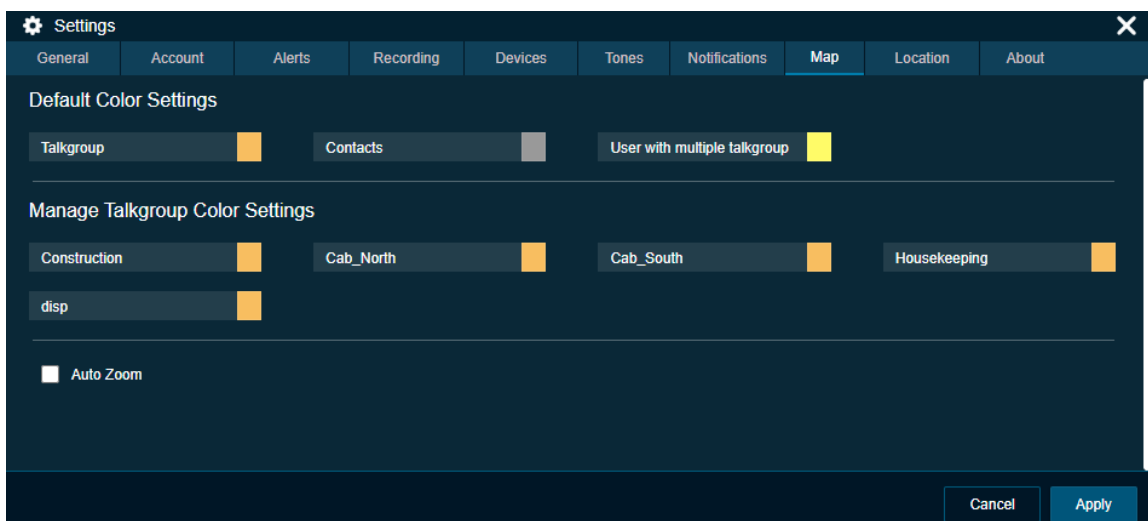
2 Click the Default Contacts Color row, and then click the color, which displays the color palette.

Figure 328: Map Color Settings for Contact
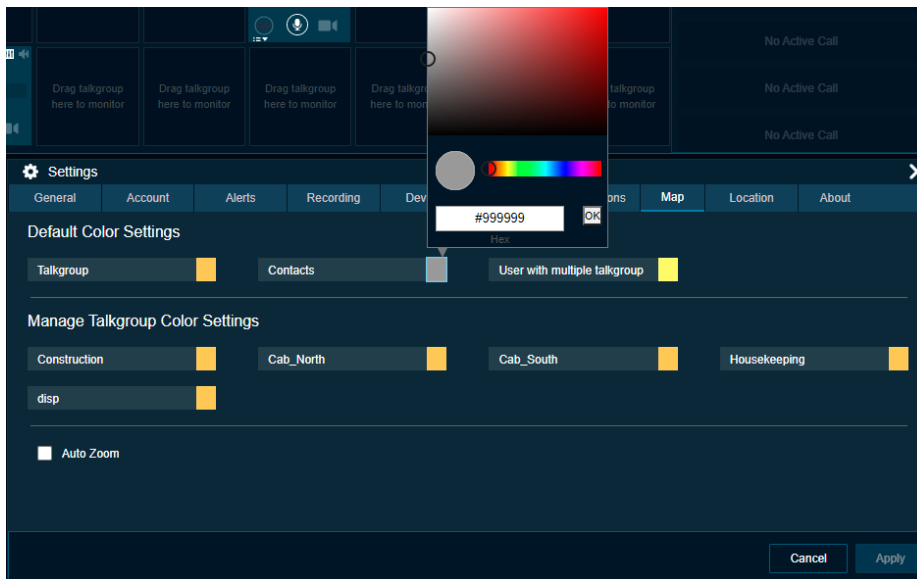
3 Select the new color you wish to assign to a contact.

4 To save the changes, click the **Apply** button at the bottom of the screen.

5 In the following screen shot, the location of the selected contact is shown with the push pin on the map.

> **NOTICE:** All the contacts push pins are shown in the same color on the map. If a contact is also a talkgroup member, the push pin displays using the talkgroup color.

Figure 329: Selected color push pin on map for contact
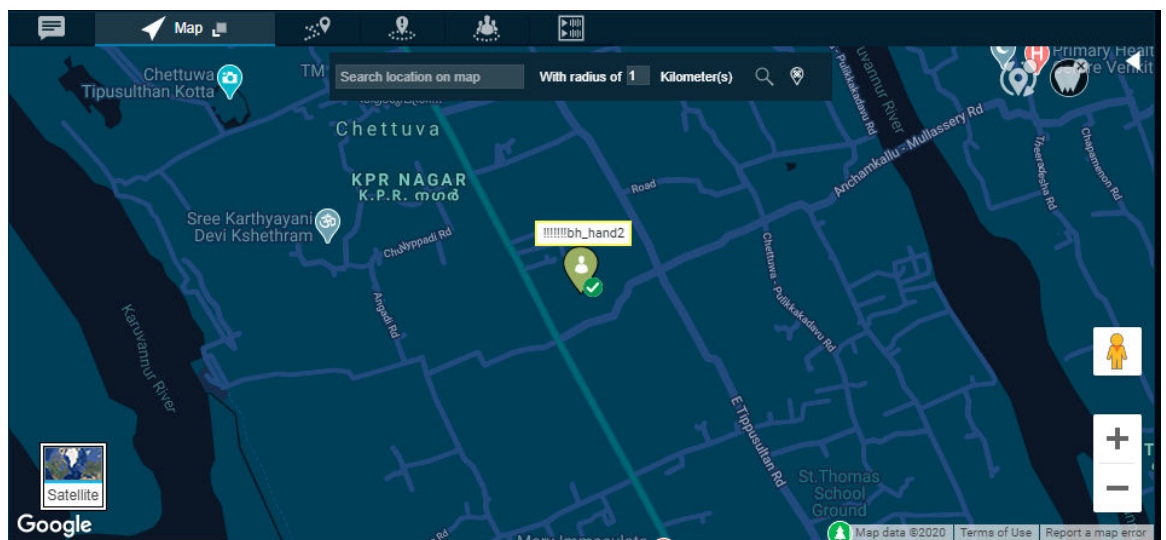
32.8.1
Setting the Default Color for a Talkgroup:

This setting allows you to select a default color for a talkgroup when no color is previously chosen for the talkgroup:

Procedure:

1 Click the **Map Settings**.

Figure 330: Map Color Settings for Talkgroup
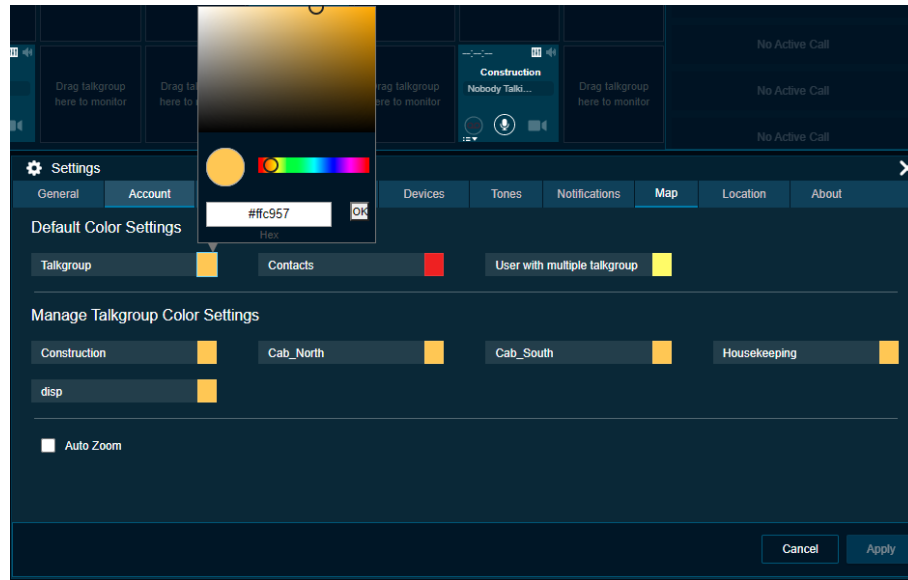
2   Click the Talkgroup Color row, and then click the color, which displays the color palette.

3   Select the color you wish to assign to a talkgroup member.

4   To save the changes, click the **Apply** button at the bottom of the screen.

5   When you locate a talkgroup member, the assigned color push pin appears on the map.

Figure 331: Selected color push pin on map for Talkgroup
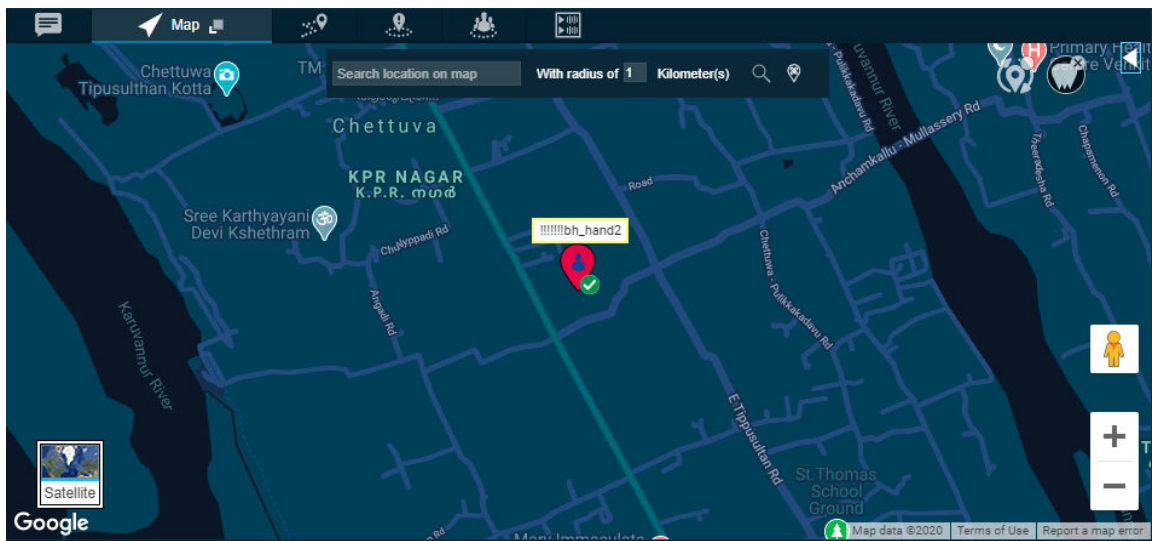
32.8.2

Setting a Color for a Common Member in Multiple Talkgroups

This settings allows you to select a color for the fleet member who is part of more than one talkgroup.

When and where to use: To select a color for the fleet member who is part of more than one talkgroup, follow these steps:

Procedure:

1   Click the **Map Settings.**

2 Click the **Color for user in multiple talkgroups** row. A color selection panel opens.

3 Click the color which displays the color palette.

Figure 332: Map Color Settings for Member Common in Multiple Talkgroup
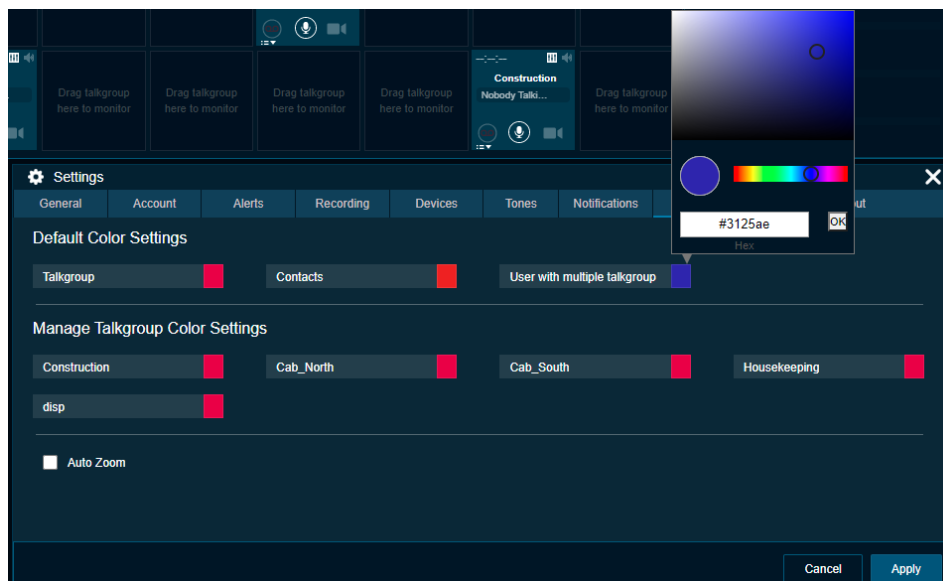
4 Select the new color you wish to assign to a common member.

5 To save the changes, click the **Apply** button at the bottom of the screen.

6 When you locate a talkgroup member, the assigned color push pin appears on the map.

> **NOTICE:** If you attempt to set the same color for both 'Talkgroup' and 'Common Member', you get an error message and Dispatch does not allow you to save the changes.

32.8.3
Setting a Color for a Talkgroup

This setting allows you to select a common color for all the fleet members in one talkgroup.

When and where to use: To select a common color for all the fleet members in one talkgroup, follow these steps:

Procedure:

1 Click the **Map Settings**.

2 Click the Talkgroup list in the Manage Talkgroup Color Settings pane.

3 Click the color, which displays the color palette.

Figure 333: Color Settings for Talkgroup
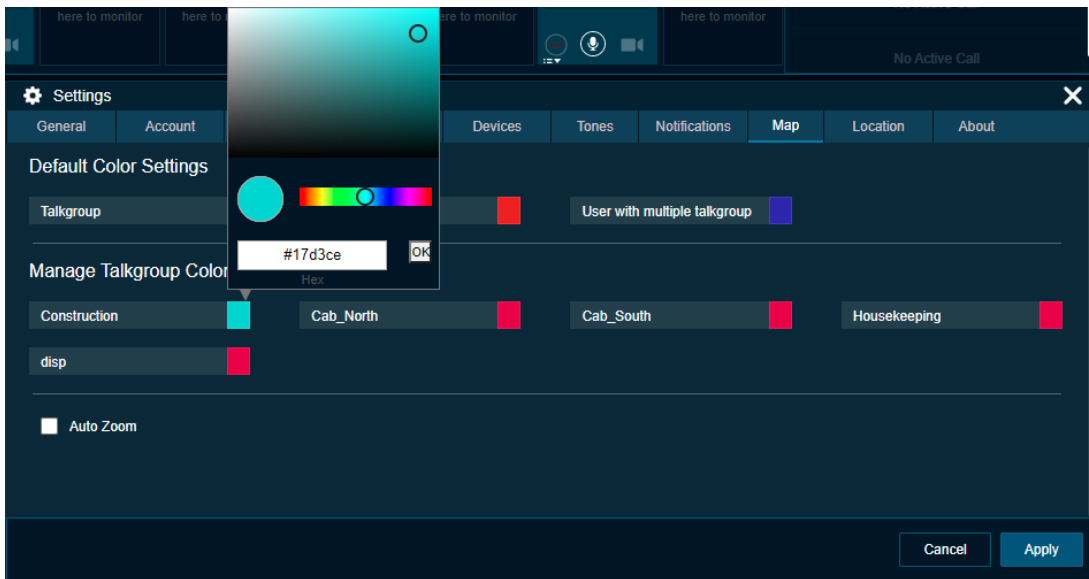
4   Select the new color you wish to assign to a Talkgroup.

5   To save the changes, click the **Apply** button at the bottom of the screen.

6   When you locate a talkgroup member that belongs to this talkgroup, the assigned color push pin appears on the map indicating the fleet members in this talkgroup.

32.8.4

Setting a Color to a Default Contact and Talkgroup Color for a Talkgroup

This setting allows you to change the color back to default contacts color or default talkgroups color for a talkgroup.

When and where to use: To change the color back to default contacts color or default talkgroups color for a talkgroup, follow these steps:

Procedure:

1   Click the **Map Settings.**

2   To view the "Set to Default Talkgroup Color" and "Set to default Contact Color" options, right-click on any Talkgroup in the Talkgroup Color Settings pane as shown in the following screens.

Figure 334: Default Color Settings for Talkgroup
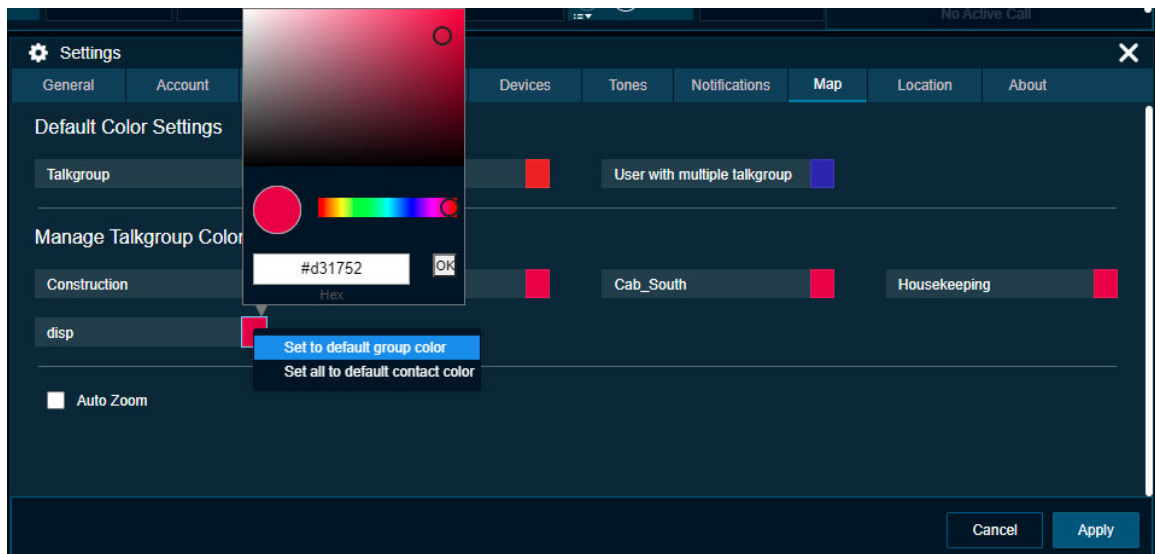
3   Select the option "Set to default Talkgroup color" to change the assigned Talkgroup color to that of Default Talkgroups Color.

4   Select the option "Set all to default contact color" to change the color of all the Talkgroups, default talkgroups color and Default Common Member color to that of the Default Contacts Color.

32.8.5
Auto Zoom

When you enable the Auto Zoom feature, the map zooms in and out and center itself automatically to ensure that it display all the located fleet members on the map. If you disable this feature in the settings, then scroll the map to find them when they go out of the map coverage area or relocate them to bring them into view.

32.9
Location

• **Location Expiry**
Fleet members report their GPS location at a set frequency decided by your carrier, for example, 10 minutes. Your administrator sets the location expiry, for example, 45 minutes. The location publishes every 10 minutes for the fleet member. If the fleet member does not report location within the set expiry period, then the location of the fleet member location is marked as expired. The time frame for the location expiry setting can range from a minimum of 1 minute to a maximum of 3 days, default 45 minutes. You cannot configure the location expiry from the Dispatch Settings.

> **NOTICE:** Reducing the location reporting interval or cadence to a lower value impacts the data consumption and battery usage on the device.

• **On-demand Location**
The Periodic location update feature provides accurate information and whereabouts of a fleet member. You can set the location update interval and the duration of the location update instances using this setting. For example, if the interval is set to 3 minutes while the duration is set to 2 hours, the location is refreshed every 3 minutes for 2 hours.

• **Location Update Interval**
This setting allows you to set the location update interval of the fleet member. Minimum 1 minute, Maximum of 60 minutes, default 15 minutes.

- **Location Period**
  This setting allows you to set the duration of the location update of the fleet member. Minimum 1 minute, Maximum of 1440 minutes, Default 30 minutes.

- **Distance Cadence**
  This settings allows you to set the distance interval at which the periodic location update is published. Minimum 100 meters, Maximum of 5000 meters, Default 200 meters.

- **Throttle Time**
  This settings allows you to set the location publish interval of the fleet member after the last published location due to change in distance (depend on the location update interval) irrespective of the traveling speed. Minimum 60 seconds, Maximum of 900 seconds, Default 180 seconds.

- **Geofence**
  Geofence alert provides notification when there is any movement of the member from the specified boundary on the map as defined by you.
  Location Update Interval
  Allows you to specify the interval of the notification sent to you when the member is out of the fence. Minimum 1 minute, Maximum of 60 minutes, default 15 minutes.

  Fence Period
  Allows you to specify the duration for which the fence is applicable for a geofence enabled talkgroup. After which again enable the fence to the talkgroup. Minimum 60 minutes, Maximum 10080 minutes (one week), Default 480 minutes (8 hours).

  Fence Distance
  Allows you to specify the distance of the fence (in radius) from a selected location on the map for an enabled fence. Minimum 0.1 kilometer, Maximum 1000 kilometers, Default 1 Kilometer.

  > **NOTICE:** The distance units for fence, minimum value, maximum value, and default value for the On-demand location and Geofence settings depends on the server configuration.

  Distance Cadence
  This settings allows you to set the distance interval at which the fence cross notification is published. Minimum 100 meters, Maximum of 5000 meters, Default 200 meters.

  Throttle Time
  This settings allows you to set the geofence notification interval of the fleet member after the last notification due to change in distance from the fence irrespective of the traveling speed. Minimum 60 seconds, Maximum of 900 seconds, Default 180 seconds.

- **Map Center**
  This setting displays you the address, latitude, and longitude of the center on the map which you have saved from the settings under the Map tab. You cannot edit the map center details from the Map Center under the Settings.

  > **NOTICE:** If you do not set the On-demand location settings for your fleet members (a maximum of 100 fleet members can have On-demand settings), the location information of your fleet member updates according to the GPS settings.
  > Battery Optimized iPhone clients do not report location as per On-demand Location settings. Battery Optimized iPhone clients only report location every 7- 10 minutes regardless of the On-demand Location settings.

- **Area Talkgroup**
  This setting allows you to set the default radius around the area talkgroup. When you set the radius, the same is shown under the Area Talkgroup slider at the time of area talkgroup creation. Minimum 0.1 kilometer, Maximum 1000 kilometers, Default 0.1 kilometer.

- **Use Google Map for Location History traversed path**
  This setting allows you to set the method to display the location history of the fleet member. If you clear the check box, then the traversed path fleet member shows as a straight line.

Figure 335: Location Settings
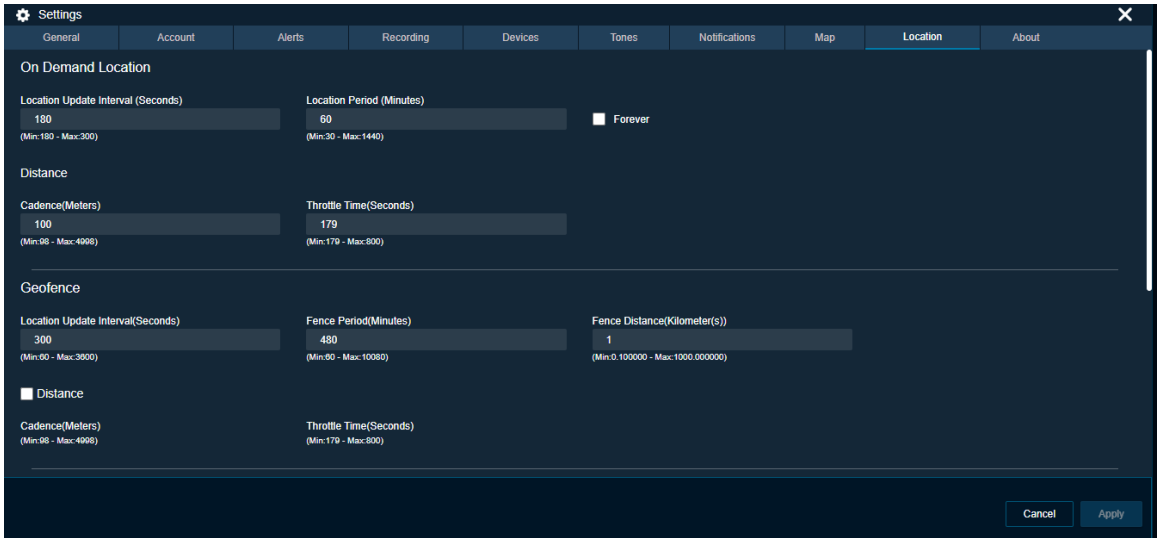
32.10
About

You can find the Dispatch database and map version information by selecting the About option. This window also displays the End User License Agreement for the Dispatch. You can click the End User License Agreement (EULA) link to view the agreement. You can also download the EULA details.

Chapter 33

Troubleshooting

This section describes common issues that have been identified and their corrective action.

33.1
Sign in and Plug-in Issue

The 'Agree' button in the EULA window is disabled.

After reading the EULA, scroll down to bottom of the EULA page and select the check box to enable the 'Agree' button.

Opening the Dispatch link shows a website security error message as mentioned here:

1 "Not secure" in the address bar of the Chrome browser.

2 "There is a problem with this website's security certificate" in the Internet Explorer page.

Contact your IT support for the root certificate, if you see these error messages.

Can open the Dispatch link but cannot install the Plug-in.

The browser you are using to open the Dispatch link may not be compatible with the OS version of your PC or Laptop. For more information, refer to Software Requirements on page 32 of this document.

Internet Explorer is not allowing to open the Dispatch URL. The button is disabled.

Make sure that the security level of the zone in Internet Explorer is appropriate to allow the Dispatch URL.

When accessing Dispatch in incognito mode, an "Add extension" pop-up displays, although the extension is added to the chrome.

Make sure that you enable the check box "Allow in incognito" in the extension. To enable the extension in incognito mode, go to **Menu→ More Tools→ Extensions→ Dispatcher Plug-in**. Select the check box "Allow in incognito". Once enabled, close the browser tab and reopen.

Cannot see the Dispatch Sign in page though Internet is working fine, and the Dispatch link is correct.

Make sure that the Post Script is enabled in the browser settings.

To check the Java Script settings, do the following:

If you are using Internet Explorer, click **Settings→ Internet options→ Security→ Custom level→ Scripting**.

• If Scripting is disabled, select **Enable** and click **OK**.

1 If you are using Chrome browser, click **Chrome menu→ Settings→ Advance→ Content Settings→ Java Script.**

• If the Java Script is blocked, choose **Allow**.

Clicking the Sign In button shows an error message "An add-on for this website failed to run".

Make sure that you enable the "Dispatch Plug-in" in the add-on or extensions.

To check the add-ons settings, follow these steps:

If you are using Internet Explorer, click **Settings→ Manage add-ons→ "Dispatch Plug-in".**

- If disabled, right-click and change the status.

    1   If you are using Chrome, click **Menu→ More Tools→ Extensions**

- If unchecked, check the check box of the Dispatcher Plug-in.

After signing in to Dispatch, the browser does not allow the Plug-in to download automatically.

Make sure that the automatic download option is enabled in your browser to allow the Plug-in download. In the chrome browser, if the automatic download option is disabled, then the browser asks you to either Save or Cancel the download.

To check the download settings, do the following:

If you are using Internet Explorer, click **Settings→ Internet options→ Security→ Custom level→ Download**.

- If the File download is disabled, select **Enable** and click **OK.**

    1   If you are using Chrome browser, click **Chrome menu→ Settings→ Advance→ Content Settings→ Automatic downloads**

- If the Automatic download is disabled, choose **Enable**.

A repetitive Plug-in install message displays when signing in to the Dispatch in IE 11, even though the latest Dispatch Plug-in is installed.

If repetitive plug-in install message displays, follow these steps:

1   Make sure that you enable the "Dispatch Plug-in" in the add-ons. To enable the "Dispatch Plug-in" follow these steps:

2   Click **Settings→ Manage add-ons→ "Dispatch Plug-in**."

- Right-click and change the status to enabled, if disabled.

    1   Make sure that you disable the "Enable Enhance Protected Mode" in the Internet Security Settings. To disable the "Enable Enhance Protected Mode" follow these steps:

Click **Settings→ Internet options→ Advanced→ Security→ Enable Enhance Protected Mode.**

If "Enable Enhance Protected Mode" is enabled, clear the check box and click **OK** to disable.

Unable to un-install the Dispatch Plug-in. The Dispatch Plug-in pop-up stays in the screen but nothing happens.

Sign out and close the Dispatch browser tab and retry un-installing the Dispatch Plug-in.

33.2
User Interface Issues

Unable to click the Apply button in the Settings page.

There are no changes made to apply.

Cannot see any contacts or talkgroups in the Contacts and Talkgroups window.

Allow some time to sync with the server. If the issue still exists, contact your administrator.

Can see the Geofence, Location History, and other features in my Dispatch although these features are disabled in the Central Admin Tool or server.

Sign out and sign in to the Dispatch for the changes to take effect, for the features that are disabled in the Central Admin Tool or server.

Unable to take the floor while a call is in progress and there is a confirmation message because of closing the Dispatch browser tab.

When there is a call-in progress and if you close the Dispatch browser, a confirmation message displays as "Do you want to leave this site?"

Click **Stay** to continue to the Dispatch and take the floor.

When refresh or reload the Dispatch in the chrome browser, the undocked window turns to blank page, although the undocked window docked to the Dispatch.

There is a limitation when you refresh or reload an undocked window of the Dispatch in chrome browser. Close the blank page once docked.

Not getting any toast messages or not able to listen to tones when minimize the Dispatch or open in another browser tab.

Dispatch does not show toast messages if you are not in the active browser tab or if you minimize the Dispatch browser. Make sure that you are in active Dispatch browser tab or you do not minimize the Dispatch browser to see the notifications or listen to the tones. Sometimes, the Dispatch does not play the tones. This issue mostly happens in the chrome browser.

Chapter 34

Glossary

34.1
Call Types

The following types of calls supported by the Dispatch.

Private Call (One-to-one Call)

A private call (also known as a one-to-one call) is a call between you and one other person.

Talkgroup Call

A talkgroup call is a call to a talkgroup with a group of member or people.

Quick Group Call (Quick Call)

A Quick Group call is a talkgroup call that is created on-the-fly by selecting call members from your contact list.

Broadcast Call

A Broadcast Call is a call that allows a designated broadcaster to make high-priority calls typically used for making important announcements.

Scanned Talkgroup Call

On the monitored talkgroup window, when the talkgroup is scanned, the call that comes in for that talkgroup can be heard immediately, depending on the set priority for the talkgroup.

Monitored Talkgroup Call

The Dispatch allows you to monitor up to 20 talkgroups. When monitoring, if a call is active, you can see call activity on monitoring window and optionally join the talkgroup call. Monitoring call is helpful when you want to be aware of the call activity on specific talkgroups but do not necessarily want to participate immediately.

Video Call

Video streaming allows you to initiate or receive video call to or from the fleet member to who can do video streaming. The Dispatch supports two types of video streaming: Video Push and Video Pull.

Instant Personal Alert (IPA)

An Instant Personal Alert (IPA) is a way for a fleet member to ask for a call-back from you. An IPA is especially useful if the fleet member you want to call has a presence status of Do Not Disturb.

34.2
Secured Message

You can send and receive text, location, and multimedia messages with the contacts and talkgroups from the Message window. A multimedia file includes document, picture, audio, and video. You can share and receive the location to and from the fleet member.

34.3
Dispatcher Identity

Your display name is shown to others during a PTT call and is shown in their PTT call history.

34.4
Floor Control

While in a PTT call, both sides of the person can speak at a time. The person speaking is said to "have the floor". The following terms are used throughout this guide:

Floor Acquired
When you take the floor by pressing the PTT button, the on-screen microphone icon turns blue." The blue PTT icon indicates that you have the floor and can speak while you press the PTT button. When you stop talking, release the PTT button.

Idle
While no one is speaking, the floor is "idle" and is available for anyone to take. The screen shows a light white button and shows the message "No one is speaking…" If you want to speak, wait until the floor is idle, then you can press the PTT button to acquire the floor.

34.5
Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once.

34.6
Quick Group

Quick Group allows you to make a PTT call to up to ten people without first creating a talkgroup. Quick group is handy if you want to call a small talkgroup of people quickly that are not already in a talkgroup.

34.7
Affiliation

Affiliation allows the dispatcher who is logged in and registers interest for communication events (voice, data, location, and so on) on a given talkgroup. Also with the dispatcher can change the selected talkgroup of any of Dispatch contact. The dispatcher can monitor the current affiliation of the member.

Affiliation Monitoring allows the dispatcher to view the affiliated members list dynamically on a talkgroup that is which talkgroups a particular subscriber is affiliated to. Remote Group Affiliation (REGA) allows dispatcher to change the selected talkgroup of any of the Dispatch contact and join the conversations of that talkgroup.

34.8
Simultaneous Session Call

The Dispatch allows you to monitor up to 20 talkgroups simultaneously. When monitoring, if a call is active, you can listen to all the calls activity on monitored talkgroups and optionally join the talkgroup call. Monitoring call is helpful when you want to be aware of the call activity on specific talkgroups but do not necessarily want to participate immediately.

34.9
Area Talkgroup

Area Talkgroup allows the dispatcher to create temporary talkgroup with fleet members on the geographical area. Dispatcher can call, send message (text, image, video, document, and location) to the area talkgroups.

34.10
Geofence

Geofence allows you to define and enable a virtual boundary around the talkgroup on the map. If fleet member crosses the fence, you and/or fleet member receive a notification.

34.11
Location History

Location History allows you to track and display the paths, which the member has traversed. You can select the contact or talkgroup from the location history tab and can specify the duration for which you want to see the path on the map. You can play, pause, stop, and view the details of any location of that path any time during the location history play.

34.12
On-demand Location Updates

The following types of updates enable you to receive location updates from fleet members on an as-needed basis.

Periodic Location Updates
Enables you to receive periodic location updates from a fleet member based on your periodic update settings.

One Time Location Updates
Enables you to receive a one-time location update of one or more fleet members.

> **NOTICE:** On-demand location updates are only supported for release 7.7 and higher clients.

34.13
User Monitoring

User monitoring is a feature that allows the dispatcher to monitor the current situation of a fleet member who is not responding. Depend on the information evaluated and accessed, the dispatcher

can activate ambient listening, discreet listening or can remotely disable the device of the fleet member.

34.14
Emergency

If there is any life threatening situation, emergency feature allows the dispatcher to initiate the emergency on behalf of the target user and participate. The emergency calls in nature are always the top priority and preempt any ongoing call except another ongoing emergency call.

34.15
Backup

Backup action allows the dispatcher to take the backup of call recordings and messages including attachments along with their meta data (details) that are saved for the future reference. Dispatcher can choose to take necessary action whenever a backup pending message displays. The backed-up files are saved under the pre-configured folder in local PC.

34.16
Status Alerts

Status alerts allow you to receive status message from the fleet member and to know their quick status such as on-duty, on-route, busy, at-incident, off-duty.