User Guide Release 9.1

AT&T Business

Web Dispatch Solution

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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, user monitoring, managing alerts, view location history, manage geofence, manage area talkgroup, monitor user, manage emergency and indicates presence through an intuitive user interface. 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.

What's New in this Release?

- Drag and drop or cut and paste attachments in the secured messages.
- Preview and add text with the attachments in the secured messages.
- Export messages with or without attachments under the Message tab.
- Back up of messages (with the attachments) in addition to the previous call recording backup only.

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 an Instant Personal Alert (IPA) to or from a contact. A Dispatch talkgroup allows one-to-many calls from the dispatcher to fleet members. Contacts and talkgroups are managed by the Corporate Administrator Tool (CAT) administrator. The dispatcher can assign most frequently used contacts and talkgroups to Favorites and can create my talkgroup from the "Contacts and Talkgroups" tab.

  For more details, refer to "**Contacts and Talkgroups**" section.

- PTT Calling
  Enables dispatcher to start or end a Push-To-Talk (PTT) call, record a conversation, and see the talker identity. Dispatch shows call activities during the call.

  For more details, refer to "**PTT Calls**" section.

- Instant Personal Alert
  Allows dispatcher to send and receive an alert to and from a fleet member as a request to call back. An IPA can be sent and received if the dispatcher is in the Available state. An IPA can only be sent to a fleet member whose presence status is "Available" or "Busy (DND)." An IPA can be sent only to a single contact, i.e., it cannot be sent to a group.

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

- Integrated Secured Messaging
  Allows dispatcher to text, share multimedia content (i.e., audios, files, images and videos) of supported formats and of specified sizes, and share location as an attachment to contacts and talkgroups.

  For more details, refer to "**Secured Messaging**" 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**" section.

- Monitored Talkgroups
  Allows dispatcher to monitor up to sixteen active talkgroups, join an existing active talkgroup call or initiate a new talkgroup call, locate and send message to all talkgroup members and view the information of all the dispatchers in the talkgroup.

  For more details, refer to "**Monitoring Talkgroups**" section.

- Talkgroup Scanning
  Allows communication with a talkgroup monitored by the dispatcher. Whenever a call is active on a talkgroup within the scan list, the dispatcher automatically joins and will be able to take the floor, if desired. When the current call ends, the dispatcher joins the next active call in progress from the scan list.

  For more details, refer to "**Talkgroup Scanning**" 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**" section.

- Geofence
  Allows dispatcher to assign virtual boundary to talkgroup on the map. When a fence is applied to a talkgroup, the notification is sent to dispatcher and fleet members whenever that fleet member crosses the fence.

  For more details, refer to "**Geofence**" section.

- Location History
  Allows dispatcher to track the path each fleet member has traversed on the map in a specified duration. The dispatcher can select the fleet member and the duration for which path needs to be tracked.

  For more details, refer to "**Location History**" section.

- Presence
  Availability for fleet members is displayed on Dispatch as presence. Also, the Presence of the dispatcher is displayed to fleet members who have dispatcher as a contact. Presence status includes "Online", "Do Not Disturb", and "Offline".

  For more details, refer to "**Real-Time Presence**" section.

- Avatar
  Allows dispatcher to change the profile picture of a contact from the list of avatars available in Dispatch. By default, all contacts will have an avatar assigned.

- Voice Message Fall Back
  Allows automatically record and deliver as a voice message, when 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 take action on Instant Personal Alerts (also known as IPA or call-me alerts), Missed call alerts that fleet members sends.

  For more details, refer to "**Alerts**" section.

- Logs
  Provides information about dispatcher recent activity on the Dispatch including alerts, PTT calls, audit logs, location reports, geofence logs and audio recordings of recorded calls.

  For more details, refer to "**Logs**" section.

- Map Settings
  Allows dispatcher to assign colors for the Contacts/ Talkgroups/Common members between talkgroups for easy recognition of the located member on the map.

  For more details, refer to "**Settings**" section.

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

  – **Location** – Allows dispatcher to select the expiry period of a member's location.

  – **On Demand Location Update Interval Settings** – Provides the location information of fleet members listed under contacts on the dispatcher's 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 notifications will be shown when the members are tagged with geofence. It also allows dispatcher to set the distance and period to which fence is applicable for the members.

  For more details, refer to "**Settings**" section.

- Area Talkgroup
  Allows a dispatcher to create a talkgroup with fleet members located on the map. The dispatcher can call, send message (text, image, document and location) to the area talkgroups.

  For more details, refer to "**Area Talkgroup**" section.

- User Monitoring
  Allows a designated dispatcher to monitor the current situation of a member who is not responding to dispatcher's calls, IPAs and messages. The dispatcher then, can activate user check and discreet listening to collect information of that member.

  – **User Check** – When the user check is selected, the dispatcher can view information like the member's location, presence status, battery status, emergency state and signal strength of Wi-Fi or LTE of the member's device.

  – **Discreet Listening** – Allows the designated dispatcher to listen to any call to and from the selected member without knowing them.

  – **Disable or Enable User** – Allows a designated dispatcher to remotely disable a specific member's device. The disabled device of the member will no longer have access to PTT and other services until enabled.

  For more details, refer to "**User Monitoring**" section.

- Emergency Call
  Allows dispatcher to initiate on behalf of the fleet member and participate in case of 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**" section.

- Backup and Export
  Allows dispatcher to take the backup of call recordings and secured messaged including the attachments along with its details.

Hardware and Software Prerequisites

This chapter provides minimum hardware and software requirements for Dispatch. Dispatch does not require administrator privileges for login or usage.

This section is organized as follows:

- Hardware and Network Requirements
- Software Requirements
- Browser Requirements
- Ensuring Correct Display of the Website
- Network Requirements and Settings

Hardware and Network Requirements

The 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
- 2+ Mbps Data Connectivity

Note: Dispatch does not support touch events on touchscreen devices.

Software Requirements

The 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

Browser Requirements

The following are the minimum browser requirements for Dispatch:

- Internet Explorer (IE) 11
- Chrome 45 or higher

Note: "InPrivate browsing" is not supported on Internet Explorer (IE).

Note: An error message is displayed if you try to access Dispatch on the browsers other than those previously mentioned.

Note: For Internet Explorer (IE), the compatibility view is not supported.

Note: If any of the previously mentioned browsers do not support the Plug-In (NPAPI) and Extension in the future, then Dispatch may not work.

Note: If you try to access Dispatch on an OS other than those previously mentioned, Dispatch may not load and you will not be able to operate Dispatch.

Ensuring Correct Display of the Website

Enabling Pop-ups

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

Reset Zooming

To display 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

Network Requirements and Settings

The minimum network requirement needed is 2+ Mbps Data Connectivity. To avoid network failure-related issues while using Dispatch, open the firewall settings for the IP categories mentioned below in Port 80, 8080 and 443 for outbound traffic.

- The range of subnetted IP address belongs to Production Server setup
- The range of subnetted IP address belongs to Production Geo setup
- The range of subnetted IP address belongs to load balance server of the Production Server setup
- The range of subnetted IP address belongs to load balance server of the Production Geo setup

Note: The ports 443 and 80 must be open to both install plug-in and launch the Dispatch.

Dispatch does not support authenticated HTTP/SOCKS proxies to establish a connection with the PTT server. The communication path between Dispatch and the PTT server uses a TLS connection.

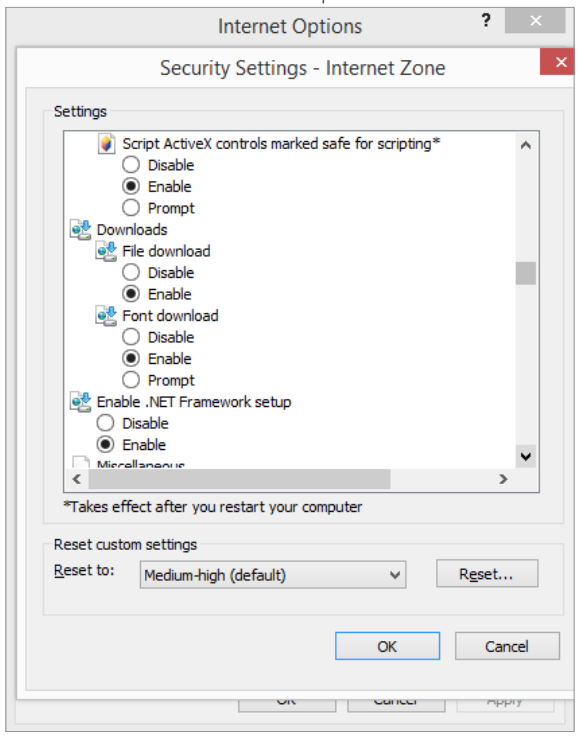
Note: Firewall and Proxy should be set up correctly for server IPs and port 443, 8080. If you have not verified your firewall or proxy settings, you may end up with an Unsuccessful sign in or Activation Failure error or network down error.

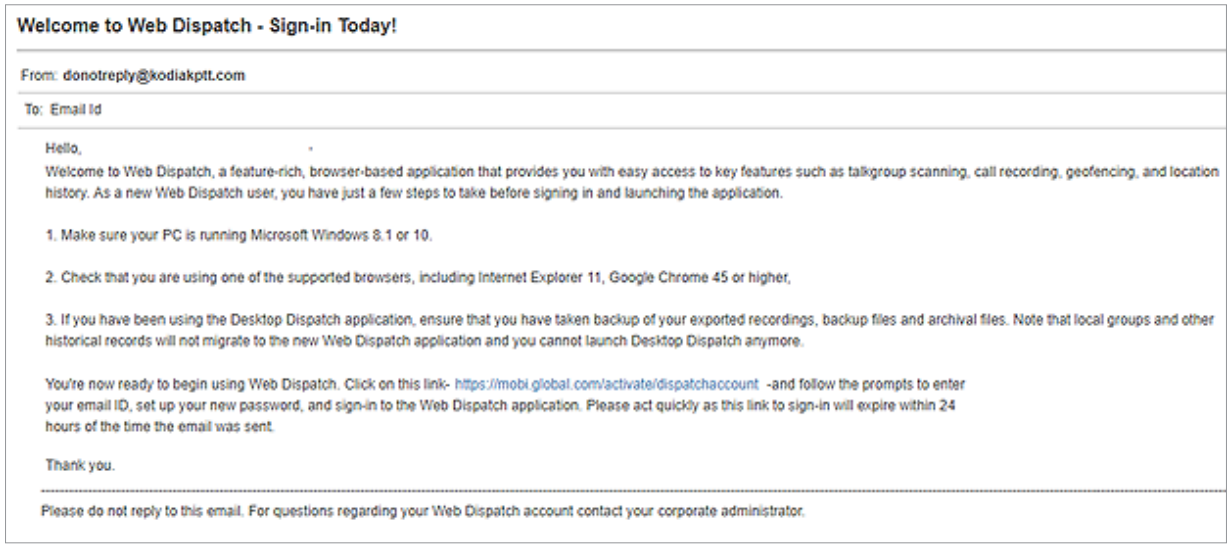
File download must be enabled in Internet Explorer.

To check or enable the File download option, perform the following steps from the Internet Explorer menu:

1. Click Tools > Internet Options > Security.
2. Click Custom level.

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





Welcome to Web Dispatch - Sign-in Today!

From: donotreply@kodiakptt.com

To: Email Id

Hello,

Welcome to Web Dispatch, a feature-rich, browser-based application that provides you with easy access to key features such as talkgroup scanning, call recording, geofencing, and location history. As a new Web Dispatch user, you have just a few steps to take before signing in and launching the application.

1. Make sure your PC is running Microsoft Windows 8.1 or 10.

2. Check that you are using one of the supported browsers, including Internet Explorer 11, Google Chrome 45 or higher.

3. If you have been using the Desktop Dispatch application, ensure that you have taken backup of your exported recordings, backup files and archival files. Note that local groups and other historical records will not migrate to the new Web Dispatch application and you cannot launch Desktop Dispatch anymore.

You're now ready to begin using Web Dispatch. Click on this link- https://mobi.global.com/activate/dispatchaccount -and follow the prompts to enter your email ID, set up your new password, and sign-in to the Web Dispatch application. Please act quickly as this link to sign-in will expire within 24 hours of the time the email was sent.

Thank you.

Please do not reply to this email. For questions regarding your Web Dispatch account contact your corporate administrator.

Getting Started

When the Corporate Administrator creates a Dispatch account with a user ID (email ID) for you, you will 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.

This section is organized as follows:

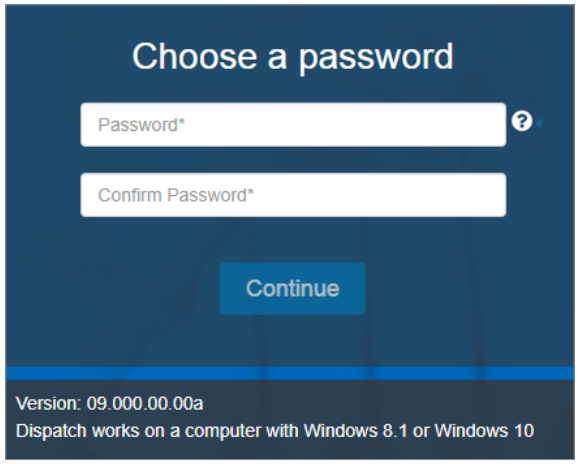
- Signing in to Dispatch
- Cookies
- End User License Agreement
- Take a Tour
- Sign out from Dispatch
- Password Management
- Blocked Account
- Dispatcher Signing in More than One Session

Signing in to Dispatch

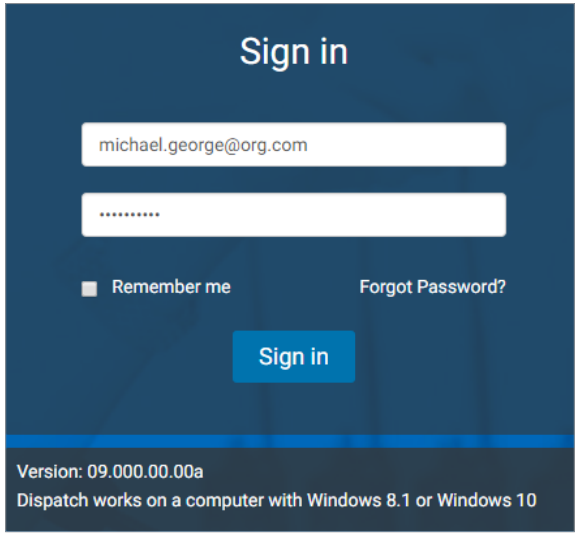
To get access to the Dispatch, you need to click on the link received in the registered email id.

When you click on the link, a cookies page is displayed. Select your preferences. It will ask you to choose the password. The password must meet the minimum requirements of password policy of Dispatch. If the password chosen do not match the password specification, then an error will be displayed. The password must meet the following minimum requirements:

- At least six characters
- At least one lower case letter between a to z
- At least one upper case letter between A to Z
- At least one number between 0 to 9
- At least one of these special characters @#$%^&+=



Once you choose the password, a Dispatch main landing page is displayed.



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

Cookies

Whenever a you sign in to Dispatch, a pop-up block will be displayed to choose your browser preferences. When you sign in to Dispatch using 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.

To choose your browser preferences, do the following:

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

   Or click **What are cookies**? to know about the cookies used by AT&T and its partners.

End User License Agreement

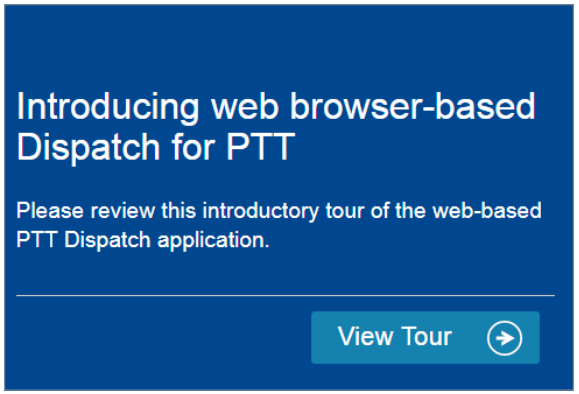
When you sign into Dispatch, an "End User License Agreement" (EULA) window is displayed.

Review the terms of the license agreement. You can change the language of the EULA from the Language drop-down in the "EULA" window, if any other language supported. You need to agree on the terms of the license agreement to continue use of the Dispatch.

While you are signed into Dispatch and if there is any change in the EULA, the "EULA" window pops up. You need to agree on the terms of the license agreement to continue use of Dispatch.

Take a Tour

Take a Tour shows the basic features and demo of the application. A Take a Tour page is displayed when you are signed into Dispatch. Clicking on **View Tour** takes you to the basic operation of 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, select the checkbox "*Don't show again*" and click the **Close** icon.

Sign Out from Dispatch

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

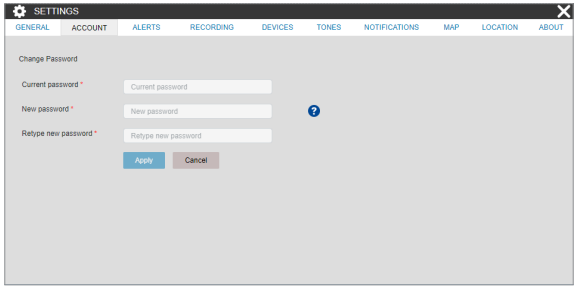
Note: If during an ongoing call, you try to sign out from Dispatch, a Confirmation message stating *"Call is in progress. Confirm Sign out"* displays.

Password Management

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, do the following:

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 Password** and retype **password** in the box.



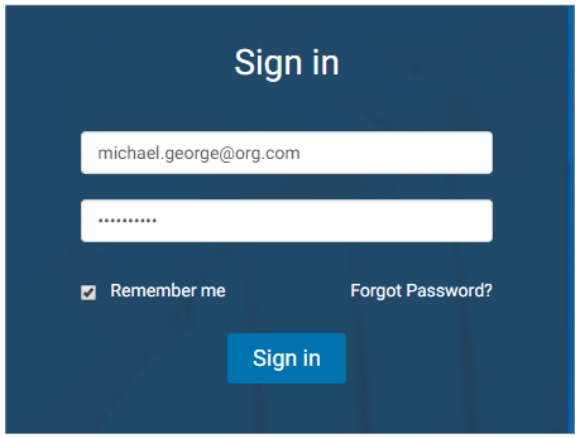
5. Click **Apply** to change the password

   Or click on **Cancel** to cancel the action.

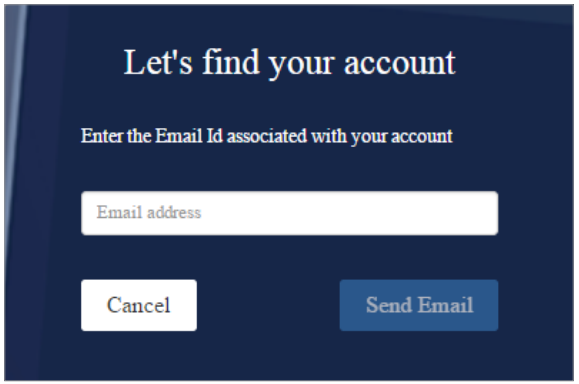
Forgot Password

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

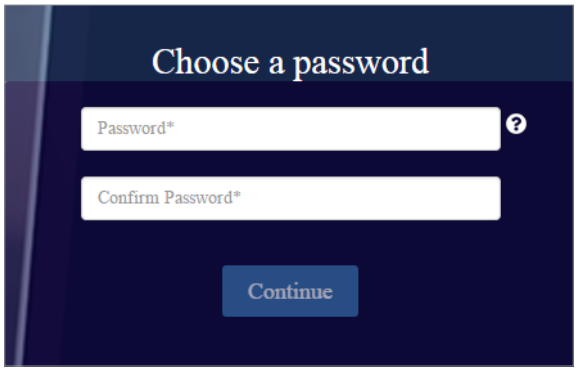
1. From the sign-in page of Dispatch, click **Forgot Password**.



2. A dialog box will be shown to enter the email ID associated with your account.



3. Enter the **registered email ID** and click **Send Email** button.
4. If you did not receive the mail, click **Send it again**.
5. Click the **link** received in your email ID.
6. Enter the **New Password** to reset the password.



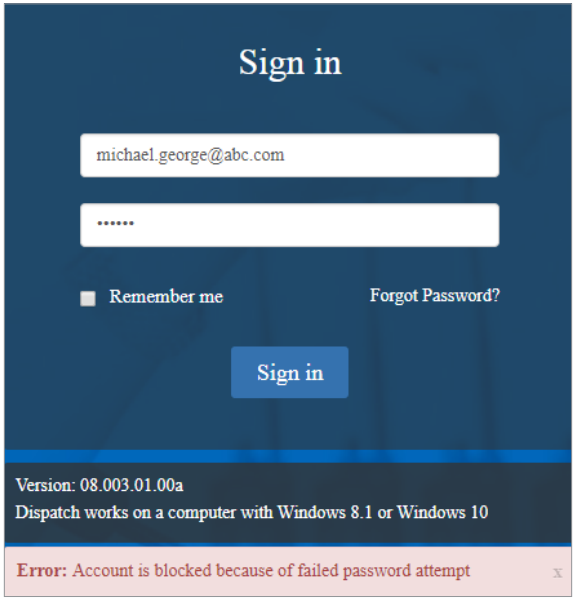
7. Sign in to Dispatch with the new password.

Reset Password

The Corporate Admin can reset your Dispatch account sign-in password if you have forgotten it. A reset password link will be sent to your registered email ID. Click on the **link** and follow the steps to reset the password.

Blocked Account

Your account will be blocked temporarily if you attempt to sign in to Dispatch with multiple incorrect passwords.



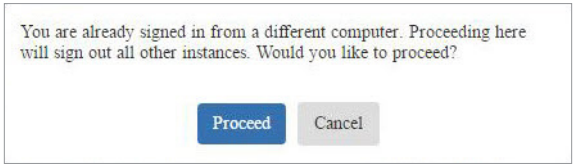
To unblock the account, click the **Forgot Password** link or contact you administrator to reset the password.

Dispatcher Signing in More Than One Session

When you try to access Dispatch during an already active sign-in session, a dialog box is displayed with the text *"You are already signed in from a different computer. Proceeding here will sign out all other instances. Would you like to proceed?"*

1. Click **Proceed** to Sign out of the existing active session and sign in to new session

   Or click **Cancel** to cancel the action.



Installing and Uninstalling Dispatch Plugin

A Dispatch Plugin is required to sign in and access Dispatch. Follow the procedures detailed below to install and uninstall the Dispatcher Plugin on your windows PC.

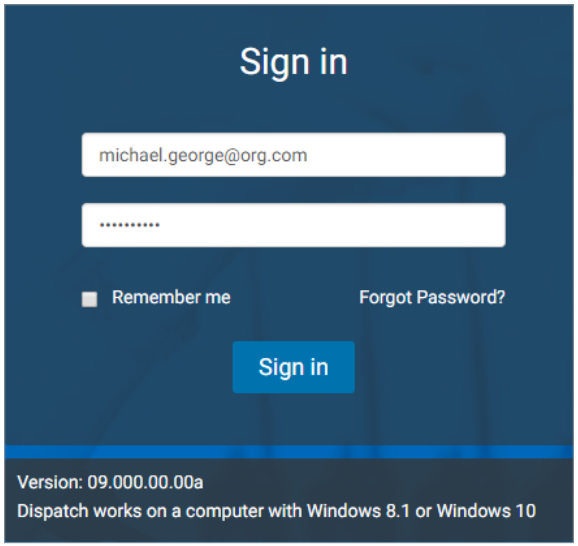
This section is organized as follows:

- Install Dispatch Plugin
- Uninstall Dispatch Plugin
- Upgrade Dispatch Plugin

Install Dispatch Plugin

To Install Dispatch Plugin

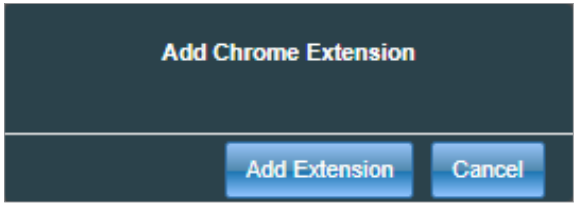
1. Enter the sign in credentials and click the **Sign in** button.



2. On sign in, Dispatch will ask you to install Dispatcher Plugin and add Dispatcher Plugin extension to the browser.

If you are using Chrome browser to sign into Dispatch, do the following:

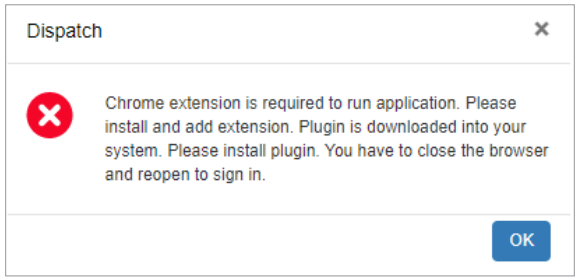
- An Add Chrome Extension pop-up block is displayed.



- Click **Add Extension** button to add the Dispatcher Plugin extension to your chrome browser.

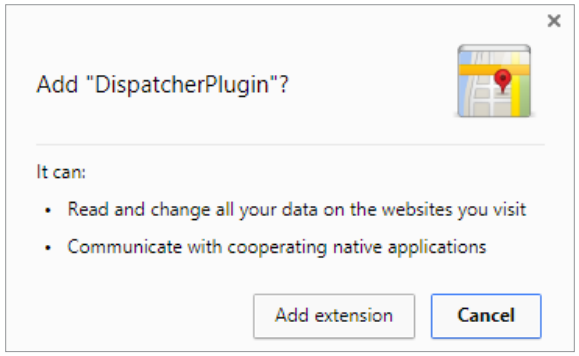
  Or click **Cancel** to cancel the action.

- Clicking on **Cancel** will show an error.

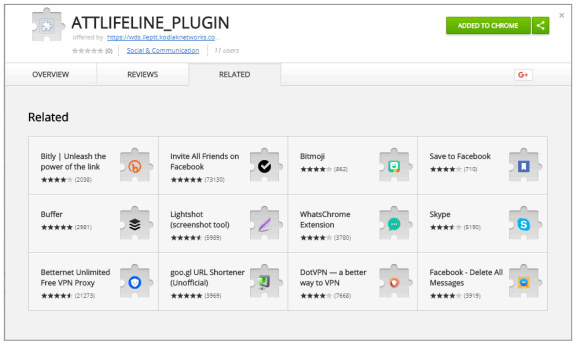


- Clicking on **Yes** will open a new tab to add the Dispatcher Plugin extension to the chrome browser. At the same time the Dispatcher Plugin file download starts.

- Click the **Add to Chrome** button. An Add Dispatcher Plugin pop-up block opens.
- Click the **Add extension** button.



- A Success message is displayed.



Note: Make sure that you do not use the browser in Chrome's Incognito mode, when accessing Dispatch for the first time.

If you are using Internet Explorer (IE) to sign into Dispatch, do the following:

- An Add Plugin pop-up block is displayed.

- Click **Yes** to install the Plugin or click **No** to cancel the process.
- A Confirmation message with a pop-up block is displayed asking you to run or save the installer file into your Windows PC. Run the installer file once downloaded and saved.

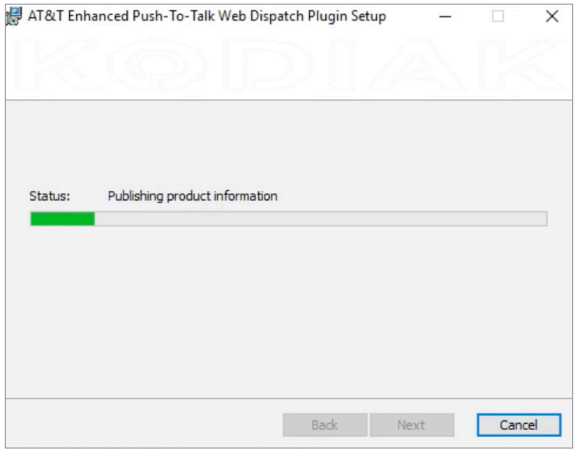
Note: Make sure that the Internet Explorer add-ons for the AT&T Enhanced Push-to-Talk Web Dispatch Plugin is enabled.

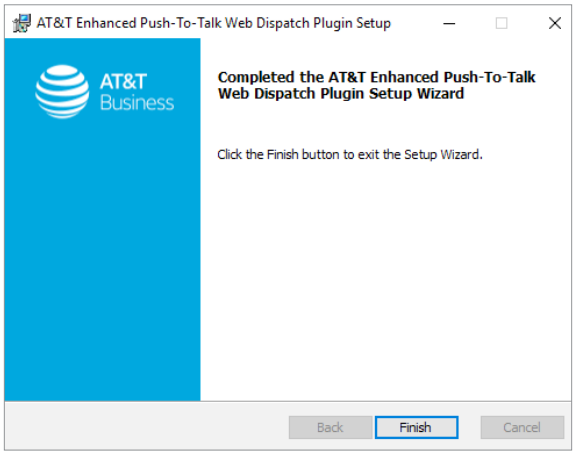
Note: Make sure that JavaScript is enabled in Internet Explorer.

To check the add-ons settings, do the following:

1. In Internet Explorer, click the **Settings** icon.
2. Select the **Manage add-ons** options.
3. In the "Manage Add-ons" window, check the status of the AT&T Enhanced Push-to-Talk Web Dispatch Plugin.

   If the Plugin status is disabled, right-click and change the status to **Enable**.
4. Run the installer file once downloaded or saved to the local PC.





5. Click the **Finish** button.

Uninstall Dispatch Plugin

To Uninstall the Dispatch Plugin

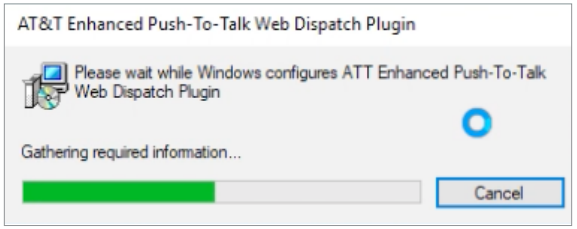
Below are the procedures to uninstall the Dispatch Plug-in. From the Control Panel:

If you are using Windows 8.0/8.1:

- Click **Control Panel** > **Programs** > **Programs and Features**.

If you are using Windows 10:

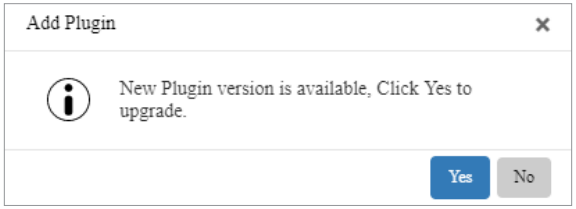
- Click **Start** > **Control Panel** > **Programs** > **Uninstall a program**.
- Select Web Dispatch Plugin and click **Uninstall**.



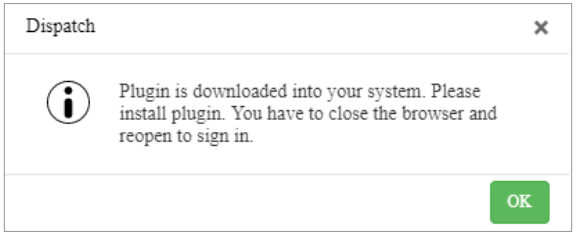
Note: The Dispatch Plug-in is mandatory for the Dispatch to operate.

Upgrade Dispatch Plugin

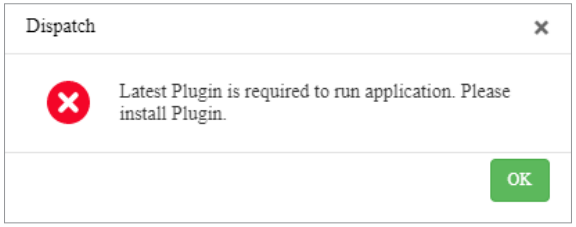
When an updated version of Dispatch Plugin is available, a pop-up block appears on your monitor screen informing you that an upgrade is available.



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

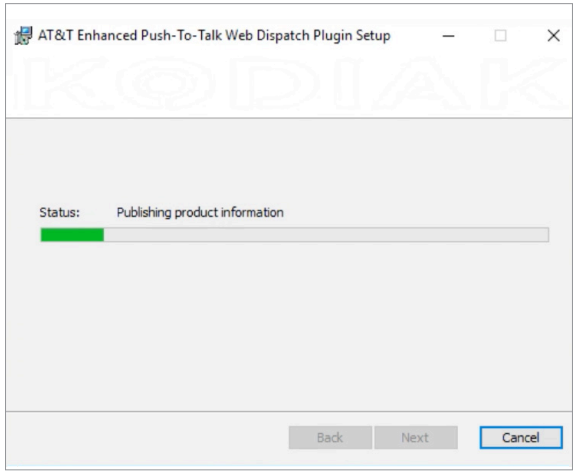


Clicking **No** will show an error message *"Latest Plugin is required to run application. Please install Plugin"* and you will not be able to sign in until the latest Dispatch Plugin is installed.

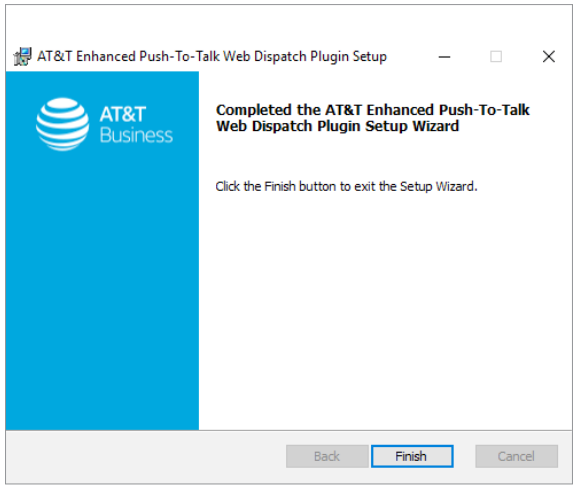


Note: Close the Dispatch sign-in browser tab before you run the Dispatch Plugin installer file.

Run the installer file once downloaded and saved.



Click the **Finish** button.



Sign into Dispatch with your credentials.

Navigating Dispatch

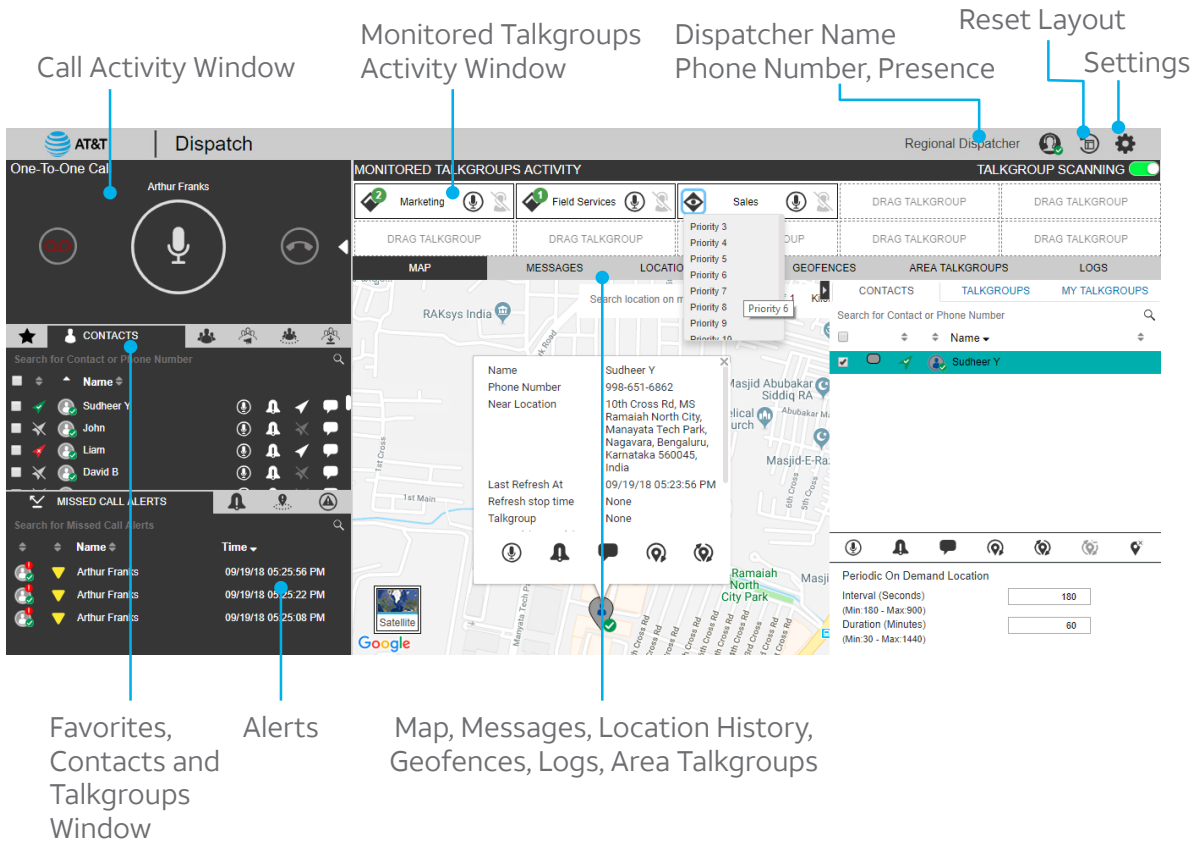
This section will help you get familiar with how to navigate Dispatch and is organized as follows:

- Navigation Areas
- Docking/Undocking
- Resetting the Layout
- Help
- Scrolling
- Icons and Tones
- Avatars

Navigation Areas

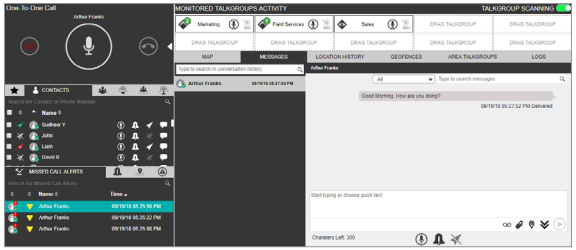
- Alerts
- Area Talkgroups
- Call Activity
- Contacts and Talkgroups
- Geofence
- Location History
- Logs
  - Alert logs
  - Activity Logs
  - Call logs
  - Geofence Logs
  - Location Reports
- Maps
- Messages
- Monitored Talkgroups Activity
- Settings
  - About
  - Account
  - Alerts
  - Devices
- General
- Map
  - Default Color Settings
  - Manage Talkgroup Color Settings
  - Autozoom
- Location
  - Geofence
  - On demand Location Settings
  - Location Expiry
  - Map Center
  - Area Talkgroup Radius
- Notifications
- Recordings
- Tones

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



Docking/Undocking

"Dispatch" window can be docked or undocked. When a window is docked, it is part of a larger window. An undocked window can be moved around the screen or even dragged onto another display monitor.

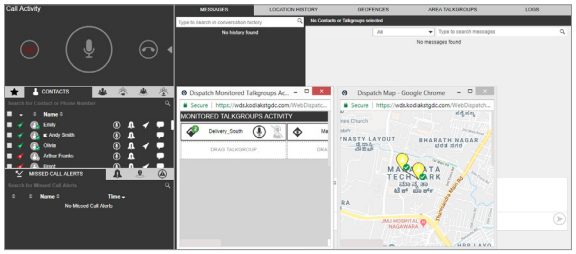


To undock a window, double-click the title bar of the window to be undocked. Undocked windows can be moved, minimized, maximized. Click **close** button to dock back to the main window.

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

Note: You can only undock "Map" and "Monitored Talkgroup Activity" windows.

Note: Do not duplicate the undocked window. Duplicating the tab will create a blank page.



To dock a window back to its original position, click the **close** button of the window. To dock all the windows back to their default position, perform a reset layout operation as explained in the next section.

Resetting the Layout

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

Perform the following steps to reset the layout.

1. Click the **Reset Layout** icon located on the right side of Dispatch. A "Confirmation" window appears.

2. Click **Yes** to reset to default layout or

   No to leave the layout unchanged.

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 will find all the user documents related to the carrier. Ensure that you have enabled the pop-ups to access the help link.

Scrolling

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

Icons and Tones

Icons

The following table lists the common application icons you will see in the Dispatch:

- Fleet member's presence status is "Available"
- Fleet member's presence status is "Do Not Disturb"
- Fleet member's presence status is "Offline"
- Fleet member's location is available
- Fleet member's location is not available
- Fleet member's location is expired
- Instant Personal Alert Tab
- Favorites Tab
- Message Tab
- Geofence Tab
- Make a Call
- Message Not Allowed
- Locate
- Location Not Allowed
- Broadcast Group
- Talkgroup
- My Talkgroup
- Create My Talkgroup or Add to Existing My Talkgroup
- 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 the floor is taken by you
- Push-to-Talk Floor Control Button when the floor is taken by a fleet member
- 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
- End Call
- End Call Disabled
- Dispatcher On Call in Call Activity window
- Missed Call Alert Tab
- Geofence Alert
- PTT Call Alert
- Alert is "Unattended"
- Alert is "Parked"
- Alert is "Completed"
- Alert is "Attended"
- Alert "Expired"
- Alert "Expiring"
- 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 for a Talkgroup
- Indicates that Talkgroup Scanning is turned on for a Monitored Group. The Scanning Priority you set for a group will be displayed next to this icon

Icons

- 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”
- 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
- 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
- My Talkgroup Missed Call Alert
- Operation Logs
- Administration Logs
- Network Logs
- Previous Page
- Next Page
- Calendar
- Forward Message
- Location Share
- Attach Files
- 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)
- 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

Icons

- 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
- 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
- Location Marker
- Location History Start Point
- 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
- 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
- Emergency icon in Alerts tab
- 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

Icons

- Dispatcher joined in that monitored talkgroup call
- Emergency call no dispatcher joined
- Emergency call other dispatcher joined
- Emergency call self dispatcher joined
- Emergency cluster
- Emergency map marker
- Valid Emergency
- False Emergency
- Contact default avatar
- Talkgroup default avatar
- Emergency icon in Alerts window
- Discreet 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
- 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
- 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
- Confirm Location icon in Messages
- Slider icon in the Call Activity window
- Exit Discreet Listening Session
- Docking out icon
- Expand Log Details

Avatars

Avatar Icons

This section provides a complete list of all avatars available.

Airplane

Book

Car

Construction

Worker

Delivery

Desktop PC

Dispatcher

Driver

Envelope

Field Services

Flower

Front Desk

Housekeeping

Laptop

Medical

Notepad

PTT Phone

Room Service

Security

Supervisor

Telephone

Tree

Truck

Warehouse

To change a contact avatar, refer to “**Change a Contact’s Avatar**” section of this document.

Tones

Dispatch plays the following tones to indicate various conditions:

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 are unable to take the floor.

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 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 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.

Attention

This tone is played when Error notification or when you need to pay attention to the task bar notification pop-up indicating an operation status.

e.g. Sending an IPA to an offline fleet member has failed..

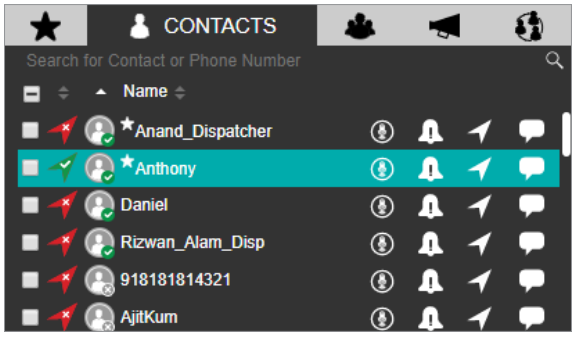
Contacts and Talkgroups

Dispatch provides communication and location for contacts (also known as fleet members). The contacts are managed for the corporation using the Corporate Administration Tool (CAT). Once configured by the Corporate Admin, the contacts and talkgroups are shown on the "Contacts and Talkgroups" window

This section is organized as follows:

- Searching
- Favorites Tab
- Add Contacts to the Favorites
- Remove Contacts from the Favorites
- Add a Talkgroup, Broadcast Group, My Talkgroup or Area Talkgroup to the Favorites
- Remove a Talkgroup, Broadcast Group, My Talkgroup or Area Talkgroup from the Favorites
- Add a Broadcast Group to the Favorites
- Remove a Broadcast Groups from the Favorites
- Add a My Talkgroup to the Favorites
- Remove a My Talkgroups from the Favorites
- Contacts Tab
- Talkgroups Tab
- Broadcast Groups Tab
- My Talkgroups Tab
- Area Talkgroups
- Change a Contact's Avatar

Using Dispatch, 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 discreet listening. The Central Admin will create the talkgroups through CAT.



This window has the following buttons. Hovering your mouse cursor over the buttons displays the button text.

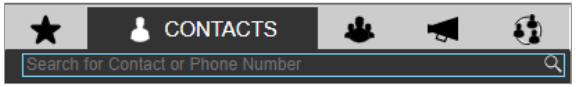
- Call
- Instant Personal Alert
- Locate
- Message

This window has the following six tabs:

- "Favorites"
- "Contacts"
- "Talkgroups"
- "Broadcast Groups"
- "Area Talkgroups"
- "My Talkgroups"

Searching

You can search for contacts and talkgroups using the search bar on the "Contacts and Talkgroups" window. To search, select a tab and enter the fleet member's name, fleet member's phone number, talkgroup name, broadcast group name, area talkgroup name or my talkgroup name in the Search field. The list will be filtered to show matching entries.



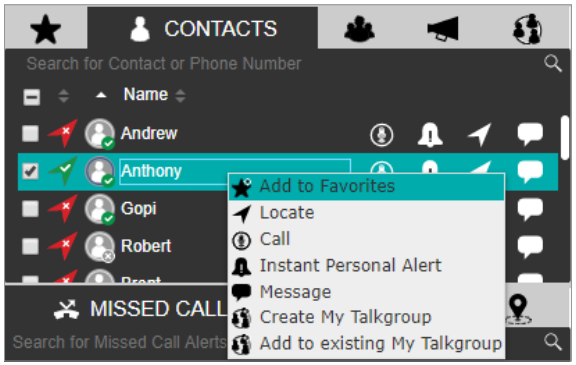
Favorites Tab

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

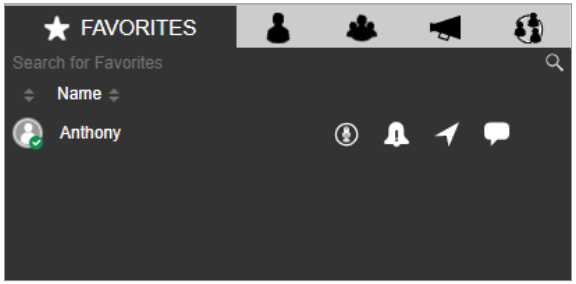
Add Contacts to Favorites

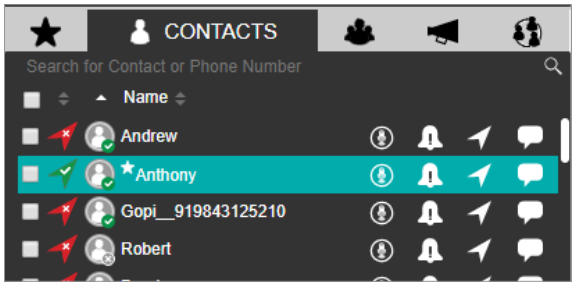
To add contacts to Favorites:

1. From the "Contacts" tab, select the **checkbox(es)** next to the contact(s) which needs to be added to Favorites.
2. Right-click the contact(s) and select the **Add to Favorites** icon.



3. The contact will be added to your "Favorites" tab. A **Favorite** icon is assigned to the contact.

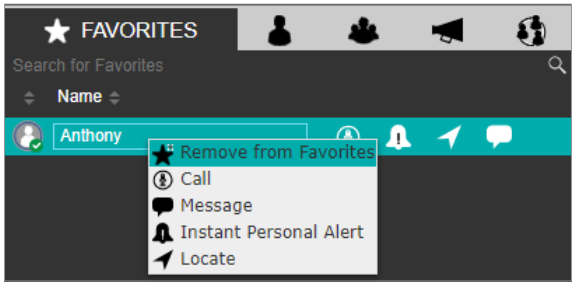




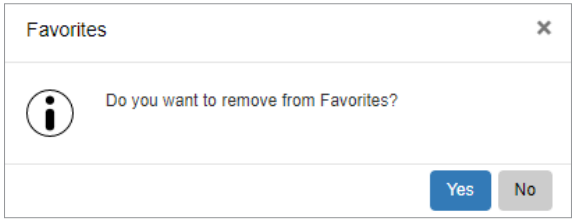
Remove Contacts from Favorites

To remove a contact from the Favorites List:

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.



3. A Confirmation message is displayed.



4. Click **Yes** to remove

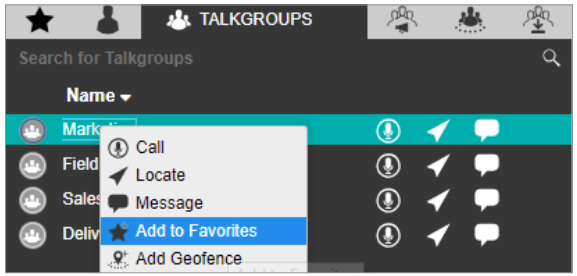
   Or click **No** to cancel the action.

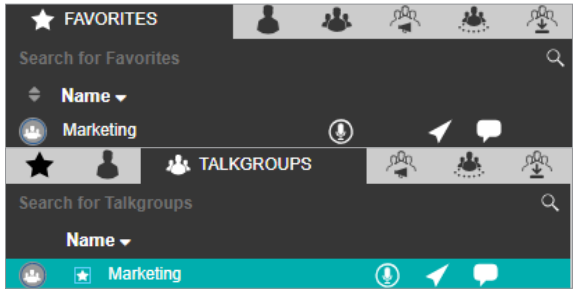
Add a Talkgroup, Broadcast Group, My Talkgroup or Area Talkgroup to Favorites

To add a talkgroup, broadcast group, my talkgroup or area talkgroup to Favorites, do the following:

1. From the respective tab, select any talkgroup which needs to be added to Favorites.
2. Right-click the talkgroup and select the **Add to Favorites** icon.
3. The talkgroup will be added to your "Favorites" tab. A **Favorites** icon is assigned to the talkgroup.

Refer to the figures to add talkgroup to the Favorites. The figures shown are for the Talkgroup tab. Do the same for the Broadcast Group, My Talkgroup or Area Talkgroup.





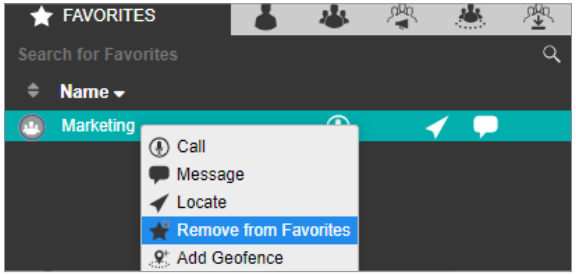
Remove a Talkgroup, Broadcast Group, My Talkgroup or Area Talkgroup from the Favorites

To remove a talkgroup, broadcast group, my talkgroup or area talkgroup from the Favorites, do the following:

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 is displayed.
4. Click **Yes** to remove

   Or click **No** to cancel the action.

Refer to the figure to remove talkgroup from the Favorites. The figure shown is for the Talkgroup tab. Do the same for the Broadcast Group, My Talkgroup or Area Talkgroup.

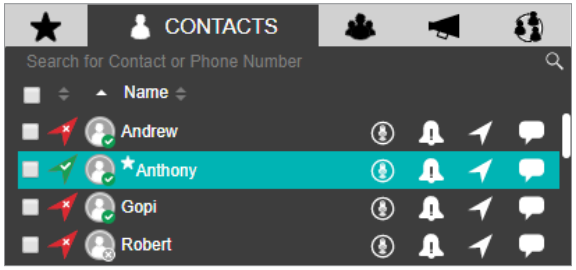


Note: The number of contacts, talkgroups, broadcast groups, area talkgroup and my talkgroups allowed to be added in the Favorites tab depends on the server configuration.

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. To do this, follow these steps:

1. Select the **Contacts** Tab:



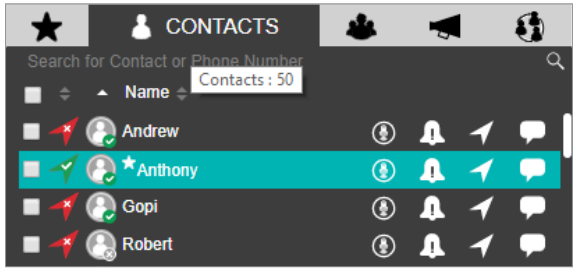
2. On the contact, click on one of the following to make a one-to-one call, send an Instant Personal Alert (IPA), send a message, or locate the fleet member on the map:
   - **Call** icon to place a call or
   - **IPA** icon to send an IPA or
   - **Locate** icon to locate the fleet member on the map or
   - **Message** icon to send a message (text, multimedia and location)

Note: 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 checkbox 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.



Hovering the mouse cursor over the GPS status of a fleet member displays one of the following values depending on the fleet member's location availability:

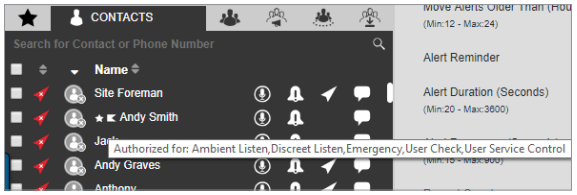
1. Location Available
2. Location Unavailable
3. Location Expired
4. Not Locatable

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

1. Available
2. Offline
3. Do Not Disturb

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

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



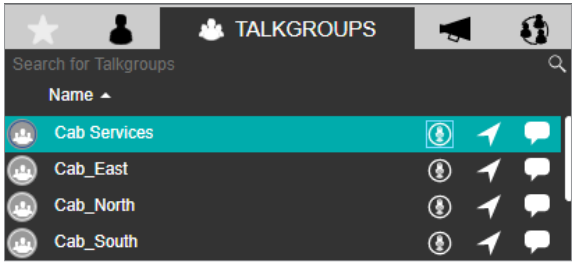
As per the authorization, right-click on the contact and select one of the following:

1. Discreet Listen
2. Emergency
3. User Check
4. User Service Control (Disable)

Talkgroups Tab

You can call, locate, message, add geofence or delete geofence from talkgroup from the "Talkgroups" tab by performing the following steps.

1. Select the "**Talkgroups**" tab to display the "Talkgroups" tab window.



2. Click the **Talkgroup** to select it. Double click the **Talkgroup** to open the Member pane. The Member pane displays the members of the talkgroup. Press **Esc** key or click the **Close** icon to close the Member pane slider. Click one of the following options:

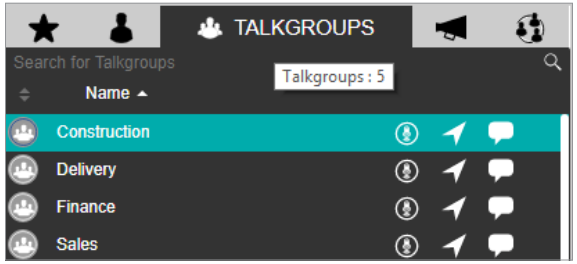
- **Call** icon to place a talkgroup call
- **Locate** icon to locate the talkgroup members on the map
- **Message** icon to send a message (text, multimedia and location) to the talkgroup members

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

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

To sort the talkgroups or members alphabetically or in reverse alphabetical order, click on the **column header**. By default, the talkgroups or members will be 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 will be displayed. The result is a list of talkgroups with the search string matched partially or completely in the name.

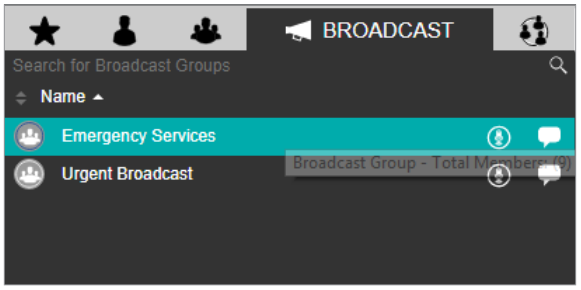


Hovering the mouse cursor over the talkgroup member's name displays the talkgroup's full name.

Broadcast Groups Tab

The Broadcast call feature allows you to make high-priority calls typically used for making important announcements. Broadcast groups are assign by the Corporate Admin. 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 this, follow these steps:

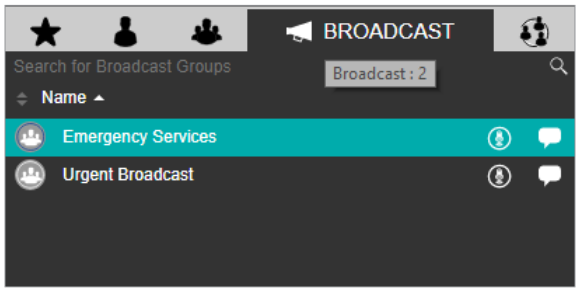
1. Select the "**Broadcast Groups**" tab to display the broadcast groups:



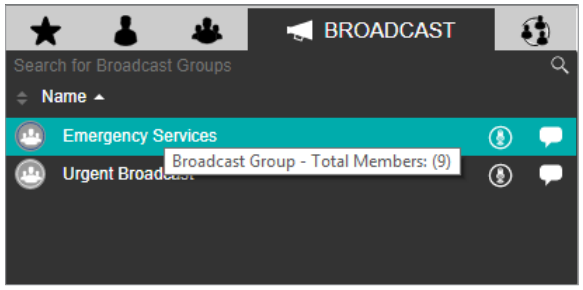
2. Click one of the following:
   - **Call** icon to place a broadcast group call
   - **Message** icon to send a broadcast group message

To sort the broadcast group alphabetically or in reverse alphabetical order, click the **column title**. By default, the broadcast group 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 groups with the search string matched partially or completely in the name.



Broadcast group members are not displayed 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.



Note: If the you are on an active call with the contact or talkgroup and there is a delete request from the CAT, Dispatch will wait for the call to be ended. The contact or talkgroup will be deleted after completion of call with the deleted contact or talkgroup. There will not be any impact of deletion of contact or talkgroup from the CAT to the active call session.

My Talkgroups Tab

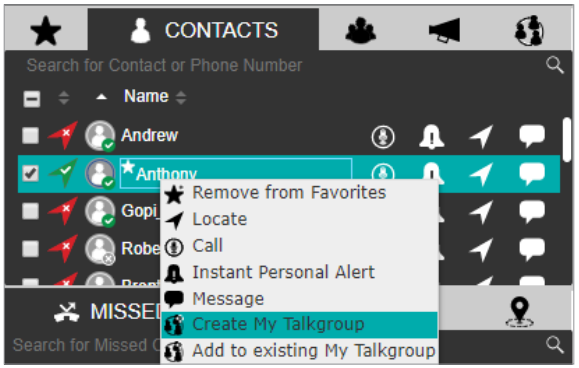
In the "My Talkgroups" tab, you can manage and communicate with your talkgroups. My talkgroups are talkgroups that you can create and manage yourself and they are for easy access.

Note: My Talkgroups are not managed by the Corporate Admin.

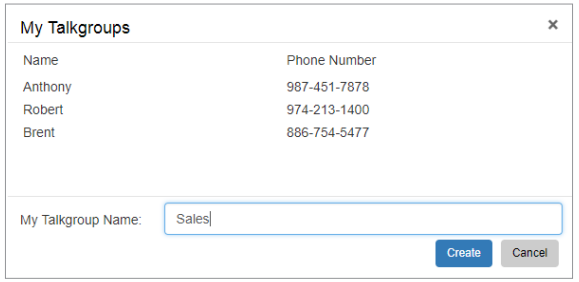
Creating My Talkgroups

To create my talkgroup, follow these steps:

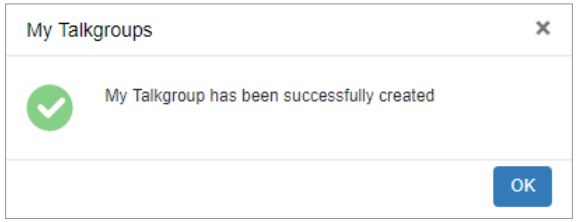
1. Select the **Fleet Members** from the "Contacts" tab and right-click to select **Create My Talkgroup**.



2. A "My Talkgroup" window appears. Enter the name of the **Talkgroup** in the Name field.



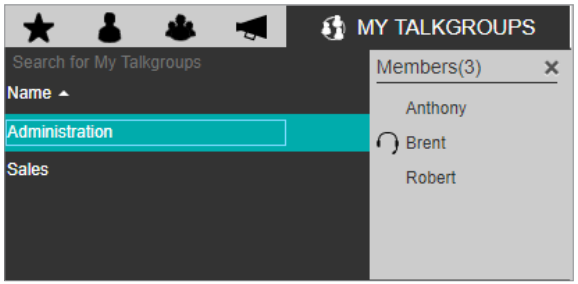
3. Click **Create** to save the new My Talkgroup or click **Cancel to cancel the action.**
4. A Confirmation message is displayed.



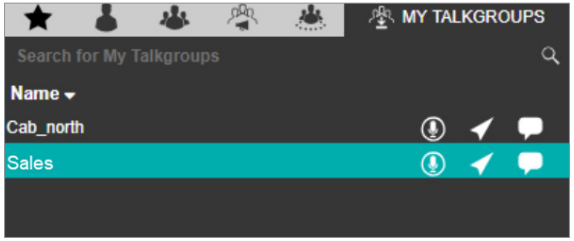
Placing Call or Sending Message or Locating Members of a My Talkgroup:

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

1. Select the "**My Talkgroups**" tab to view the talkgroups.
2. Double-click on the **Talkgroup** to display all the members of the talkgroup.



3. Click the **Close** icon or press the **Esc** key on your keyboard to close the Members list.
4. Click on the **Talkgroup** to select the talkgroup.



5. Click the **Call** icon to place a call or

   Click the **Locate** icon to locate the talkgroup members on the map or

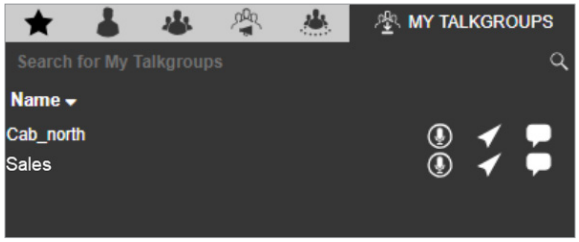
   Click the **Message** icon to send a message to My Talkgroup Members.

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.

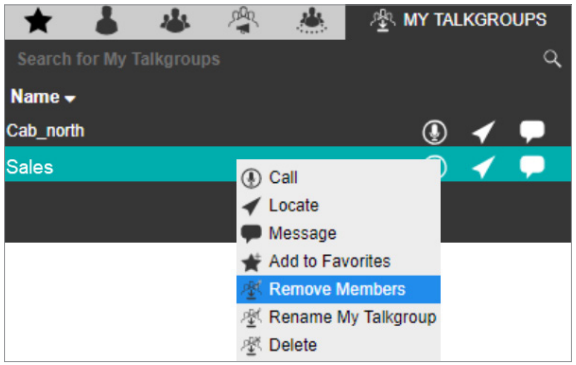
Removing Fleet Members from a My Talkgroup

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

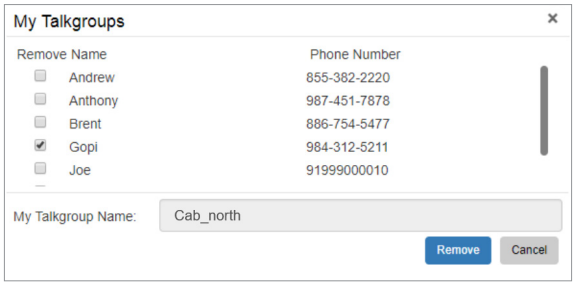
1. Select the "**My Talkgroups**" tab to view your my talkgroups.



2. Click on the **Talkgroup** to select it.
3. Right-click and select **Remove Members** to modify the talkgroup.



4. Check the **checkboxes** next to the fleet members you want to remove from the My Talkgroup.



5. Click the **Remove** button to remove the fleet members or

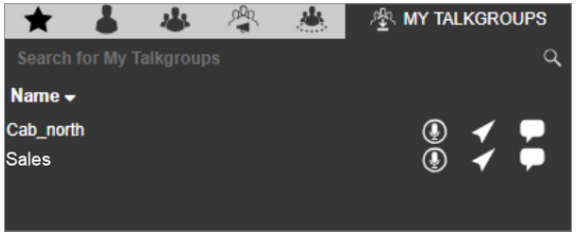
   Click **Cancel** if you do not intend to save the changes made to your My Talkgroup.

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

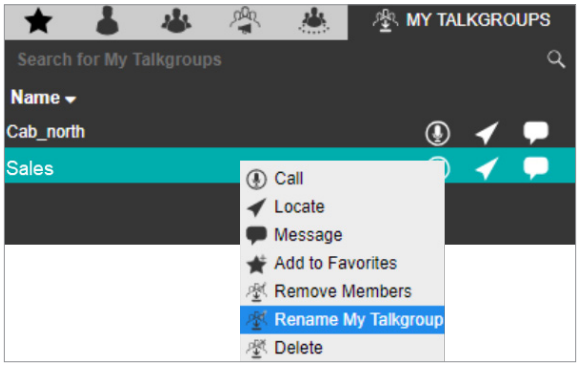
Renaming a My Talkgroup

To rename a My Talkgroup, follow these steps:

1. Select the "**My Talkgroup**" tab to view your my talkgroups.
2. Click on the **Talkgroup** to select it.

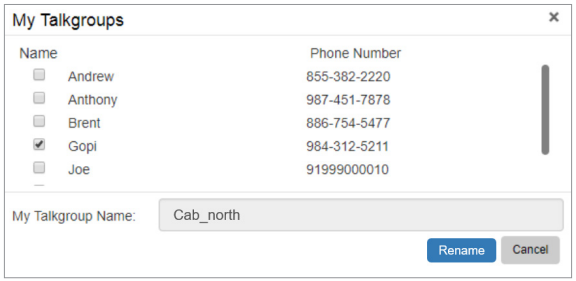


3. Right-click and select the **Rename My Talkgroup** option to change the my talkgroup name.

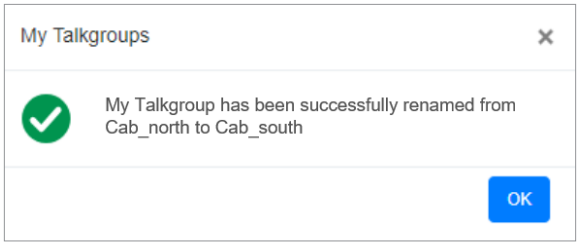


4. Enter a new name for the selected My Talkgroup.
5. Click **Rename** to rename the talkgroup or

   Click **Cancel** if you do not intend to save the changes made to the My Talkgroup.



6. Click **OK** to complete the renaming process.

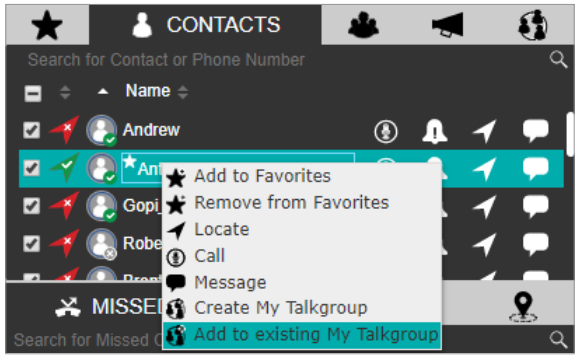


Note: Renaming of contact or talkgroup will not have any impact on the active call session. The contact or talkgroup will be renamed after completion of call with the renamed contact or talkgroup.

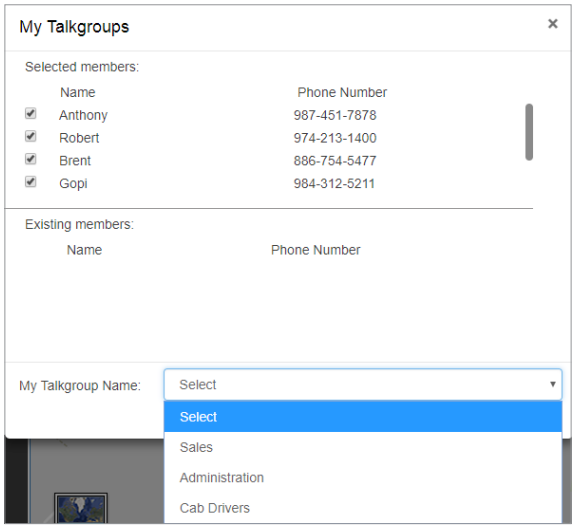
Adding Members to an Existing My Talkgroup:

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

1. From the "Contacts" tab, select the **checkbox(es)** and right-click on the **Contact(s)** you want to add.



2. Select the **Add to existing My Talkgroup** option. The "My Talkgroups" window displays.
3. Check the **checkbox(es)** next to name of the contact(s) and select the name of the talkgroup to which the member needs to be added using the drop-down list.



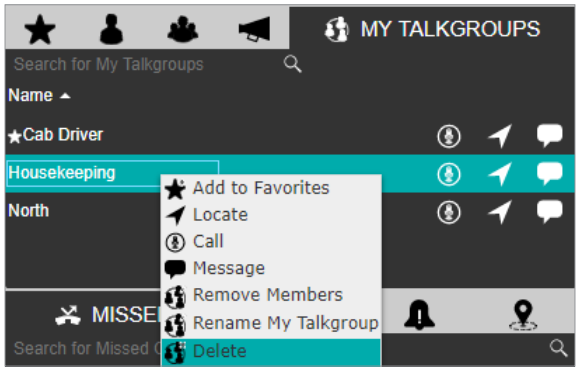
4. Click the **Add** button to save your changes.
5. Click **OK** to complete the add process.

Note: For any dispatcher, my talkgroup can have a maximum of 10 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.

Delete My Talkgroup

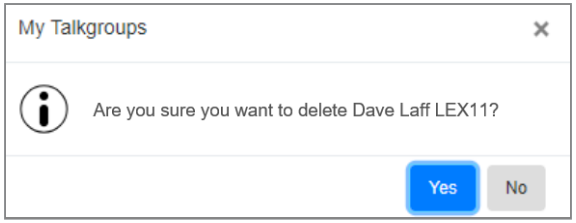
To delete a My Talkgroup, follow these steps:

1. Select the "**My Talkgroup**" tab to view your my talkgroups.
2. Click on the **Talkgroup** to select it. To view the members of my talkgroup, double-click on the **Talkgroup**.
3. Right-click and select **Delete** to remove the my talkgroup.



4. A Confirmation pop-up message displays to confirm the removal of the selected My Talkgroup.
5. Click **Yes** to complete the delete process or

   Click **No** to cancel the process.



Note: If the you are on an active call with the contact or talkgroup and there is a delete request from the CAT, then Dispatch will wait for the call to be ended. The contact or talkgroup will be deleted after completion of call with the deleted contact or talkgroup. There will not be any impact of deletion of contact or talkgroup from the Corporate Administration Tool to the active call session.

Area Talkgroups

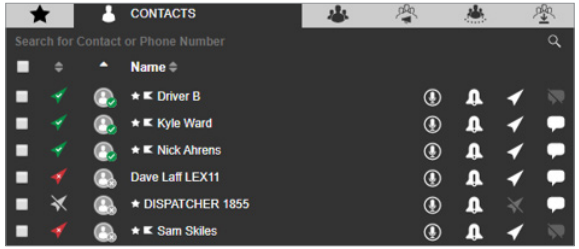
For details, please refer to the "**Area Talkgroup**" section of this document.

Change a Contact's Avatar

To enhance the view of your contact list you can add an Avatar (a pre-defined graphical image) to contacts. By default, avatars will be 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, it can be changed from the Corporate Administration Tool (CAT).

To change avatar of a contact, do the following:

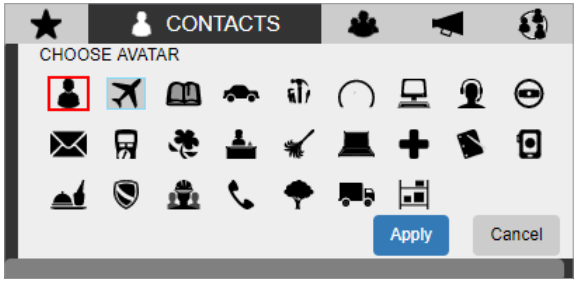
1. Select the "**Contact**" tab from the "Contacts and Talkgroups" window.



2. Double click on the **Profile** of the contact's icon whose avatar is to be changed.

3. Click the **Profile** icon or

   Click the **Close** icon to cancel the action.



4. Select the avatar from the list.
5. Click **Apply** to change contact's avatar or

   Click **Cancel** to cancel the action.

Note: All contacts will have a default avatar until you assign a different avatar.

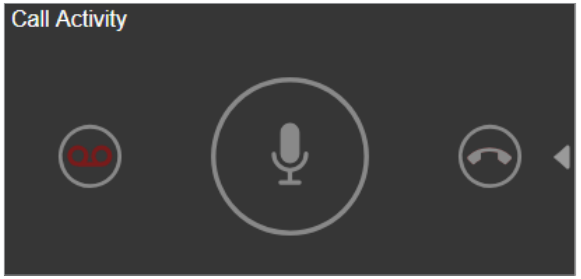
PTT Calls

You can start or end a Push-To-Talk (PTT) call, record a conversation, and see the talker identity. This section is organized as follows:

- Call Ready State
- Making Calls
- Receiving Calls
- Voice Message Fall Back
- Rejoining a Talkgroup Call
- Setting the PTT Call Volume

Call Ready State

When you select a contact or talkgroup from any of the windows such as "Contacts and Talkgroups," "Map Information," "Map Selection List," "Alerts," "Monitored Talkgroup Activity," "Messages," "Geofence Logs," "Call Logs" or "Alert Logs" and click the **Call** button, the "Call Activity" window will change to a Call Ready state. When a call ends, the "Call Activity" window will switch back to a Call Ready state for the last dialed or received call for easy redialing until you select a fleet member on the map.

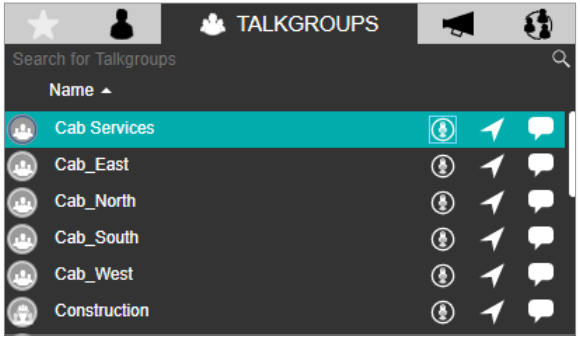


Making Calls

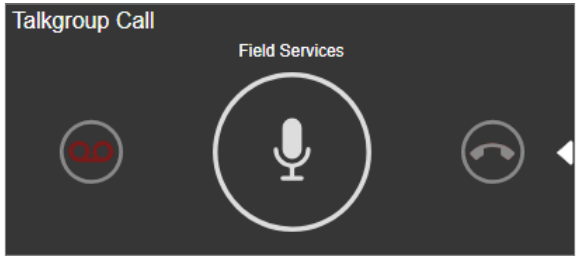
Placing a Talkgroup Call

To place a PTT Talkgroup Call:

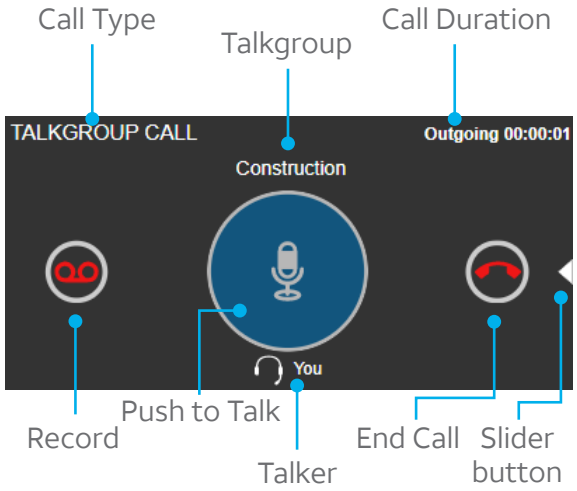
1. Select the **Talkgroup Name** from any of the window i.e., "Contacts and Talkgroups," "Map Information," "Map Selection List," "Alerts," "Monitored Talkgroup Activity," "Messages," "Geofence Logs," "Call Logs" or "Alert Logs."



2. Click the **Call** icon to place a talkgroup call; you will see a call ready screen at the "Call Activity" window.



3. Use the "Call Activity" window to initiate talkgroup call by clicking and holding the **PTT** button. A Call type status appears in the header area of the "Call Activity" window.



Note: A dispatcher icon is displayed below the call icon when another participant of the call is a dispatcher.

The following information is displayed:

- The Call Type is displayed in the header area of the "Call Activity" 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 (blue), or someone else is talking (only border and PTT icon blue).
- The name of the talkgroup is shown above the PTT Icon.
- The name of the person speaking is shown below the PTT icon.
- The Talkgroup Members list will be shown when you click the Slider button on the right side of the "Call Activity" window. The talkgroup member list allows you to see the names of the talkgroup members. The Slider button is disabled when the call is not initiated.

- The Record button can be used to record the call.
  - The End Call button allows you to drop from the current call.

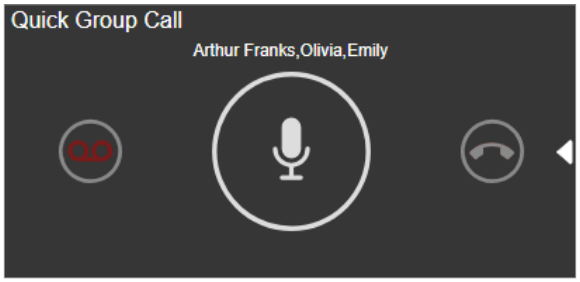
4. To talk, click and hold the on-screen **PTT** button. The PTT button will turn completely blue. When you finish talking, release the on-screen PTT button again to allow other fleet members to speak.
5. When a fleet member takes the floor, the on-screen PTT button will turn both the border and PTT icon blue. The name of the talker is displayed above the call icon in the "Call Activity" window.
6. Click **End Call** to drop yourself from the call. The call will continue without you. The call will automatically end if no one takes the floor.

Placing a Quick Group Call

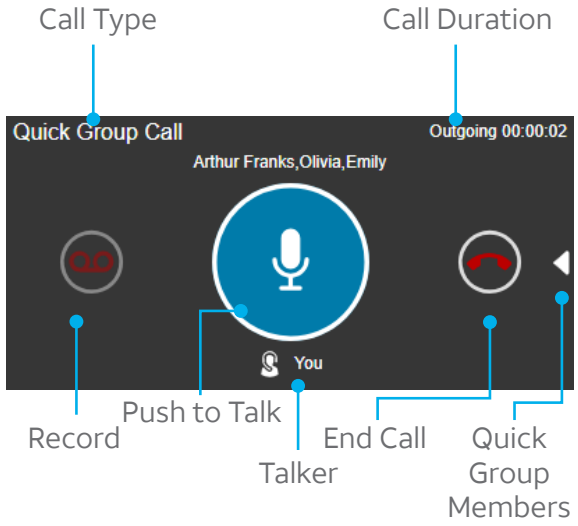
A Quick Group call is a quick call consisting of selected fleet members. Quick Group calls are special purpose talkgroups that are used once. If you use a talkgroup often, you should have the Admin create the talkgroup for you or you may create your own My Talkgroup.

To place Quick Group call:

1. Click the "**Contacts**" tab and select the desired fleet members from the "Contacts" tab of the "Contacts and Talkgroups" window using the checkbox next to the fleet members' names.
2. Right-click and click the **Call** icon to place a Quick Group call. You can see the "Call Ready" screen at the "Call Activity" window.



A call starts and the same information as for a talkgroup call is shown in the "Call Activity" window. On the top of the PTT icon, the talkgroup name area will show some of the members in the call. Hovering mouse on the members will show all the contacts in the Quick Group call. Click the **Slider** button to display the Members list to view the members of the Quick Group.

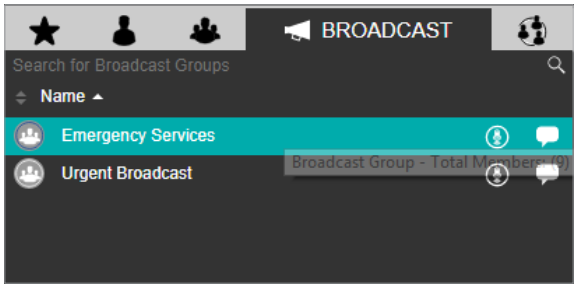


Note: A dispatcher icon is displayed below the call icon when another participant of the call is a dispatcher.

Placing a Broadcast Call

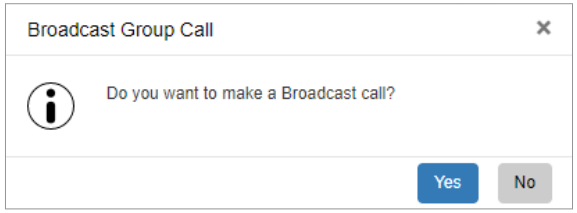
To place a Broadcast Group call:

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

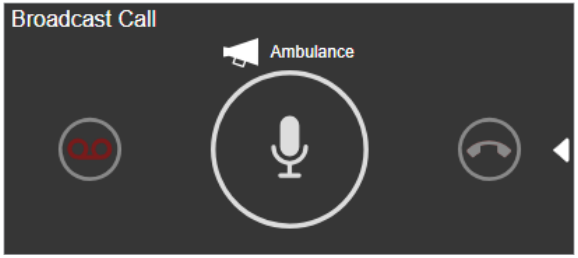


2. Click the **Call** icon to place a Broadcast Group call. A Confirmation message appears asking you if you want to make a broadcast call or

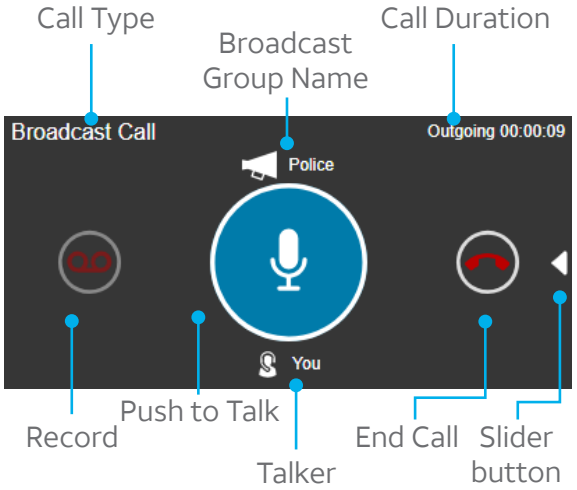
   Right-click on the **log** and click the **Call** icon.



3. Click **Yes** in the dialog box that appears asking you if you want to make a broadcast call. You can see the "Call Ready" screen at the "Call Activity" window with Broadcast call icon on the bottom of the "Call Activity" window.



4. Use the "Call Activity" window to initiate Broadcast group call by clicking and holding the **PTT** button. A call type status appears in the header area of the "Call Activity" window.



The following information is displayed:

- The Call Type is displayed in the header area of the "Call Activity" 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 will be white), you are talking (blue), or someone else is talking (border and PTT icon blue).
- The name of the person speaking is shown below the PTT icon.
- The name of the broadcast group is shown on the top of the PTT icon.
- In the case of broadcast calls, Slider button is disabled and the members are not shown.
- The Record button can be used to record the call.
- The End Call button allows you to drop from the current call.

Placing an Area Talkgroup Call

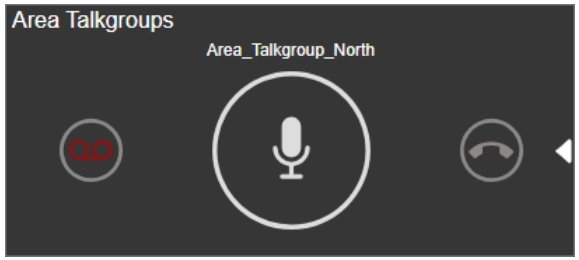
To place a PTT call to an area talkgroup, follow these steps:

1. Select the **Area Talkgroup** from the from the "Area Talkgroups" or "Favorites" tab in "Contacts and Talkgroups" window

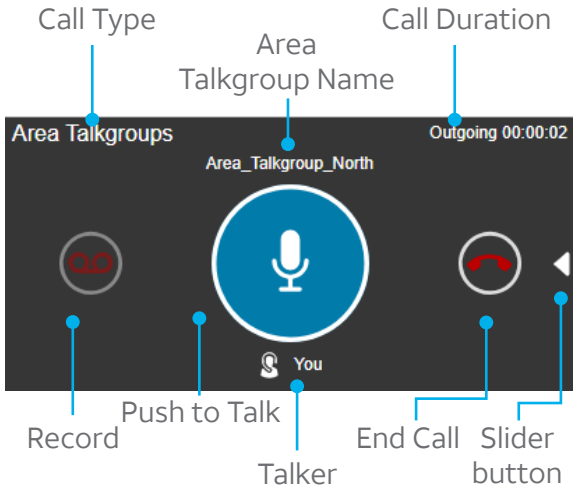
   Or select the **Area Talkgroup** from the Area Talkgroups slider or

   Select the **Area Talkgroup** from "Call Logs" window.

2. Click the **Call** icon to place an area talkgroup call. You can see the Call Ready Screen at the "Call Activity" window.



3. Use the "Call Activity" window to initiate area talkgroup call by clicking and holding the **PTT** button. A Call Type status appears in the header area of the "Call Activity" window.



The following information is displayed:

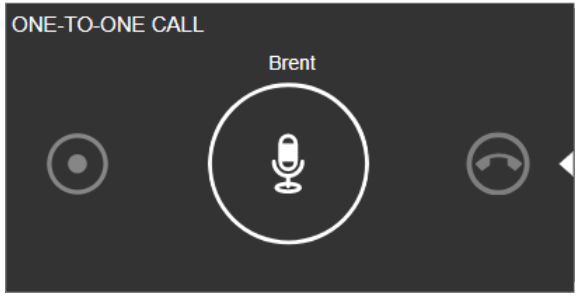
- The Call Type is displayed in the header area of the "Call Activity" window.
- The Push to Talk button allows you to take the floor. The PTT button changes to area talkgroup PTT button.
- The name of the area talkgroup is shown above the PTT icon.
- The name of the person speaking is shown below the PTT icon.
- The Area Talkgroup Members list will be shown when you click the Slider button on the right side of the "Call Activity" window. The area talkgroup member list allows you to see the names of the talkgroup members in the call. The Slider button is disabled when the call is not initiated.
- The Record button can be used to record the call.
- The End Call button allows you to drop from the current call.

4. To talk, click and hold the on-screen **PTT** button. The PTT button will turn complete blue. When you finish talking, release the on-screen PTT button again to allow other fleet members to speak.
5. When a fleet member takes the floor, the on-screen PTT button will turn border and PTT icon blue. The name of the talker is displayed above the call icon in the "Call Activity" window.
6. Click **End Call** to drop yourself from the call. The call will continue without you. The call will automatically end if no one takes the floor.

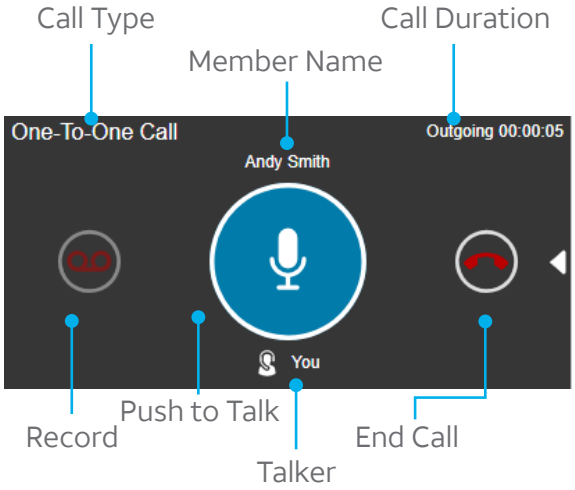
Placing a One-to-One (1-1) Call

To place a PTT call to an individual fleet member, follow these steps:

1. Select the **Fleet Member** from any of these windows i.e., "Contacts and Talkgroups," "Map Information," 'Map Selection List," "Alerts," "Message," 'Call Logs" or "Alert Logs."
2. Click the **Call** icon to place a one-to-one call. You can see the "Call Ready" screen at the "Call Activity" window.



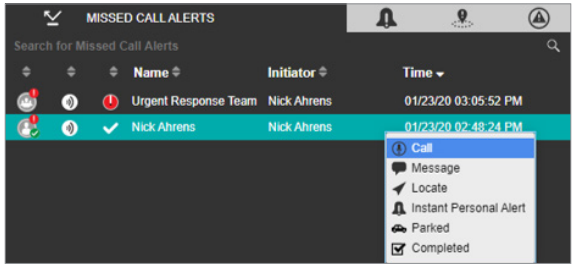
3. A call starts and the same information is shown in the "Call Activity" window as for a talkgroup call. The name of the member called in one-to-one call is shown as above the PTT icon.



Placing a Call from the Alerts Window

To place call from the "Alerts" window:

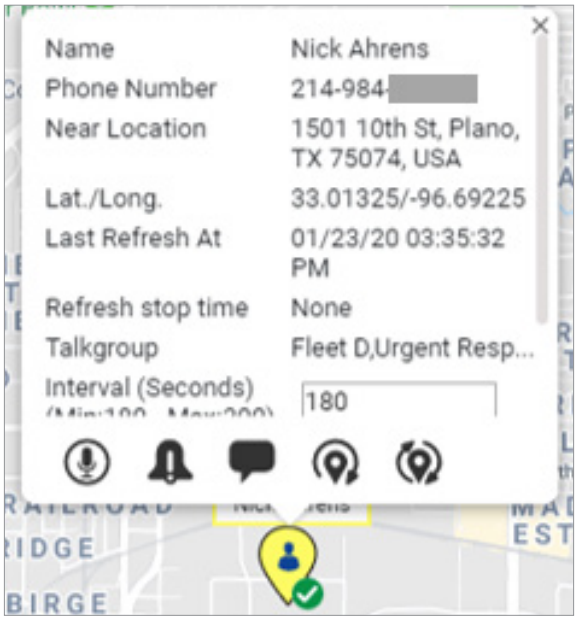
1. Select and right-click on the **alert** in the "Alerts" window.
2. Click the **Call** icon to place a call.



Placing a Call from the Map

To place a call from the "Info" window on a map:

1. Click the **Marker** icon for the fleet member on the map to display the "Info" window.
2. Click the **Call** icon to place a call.



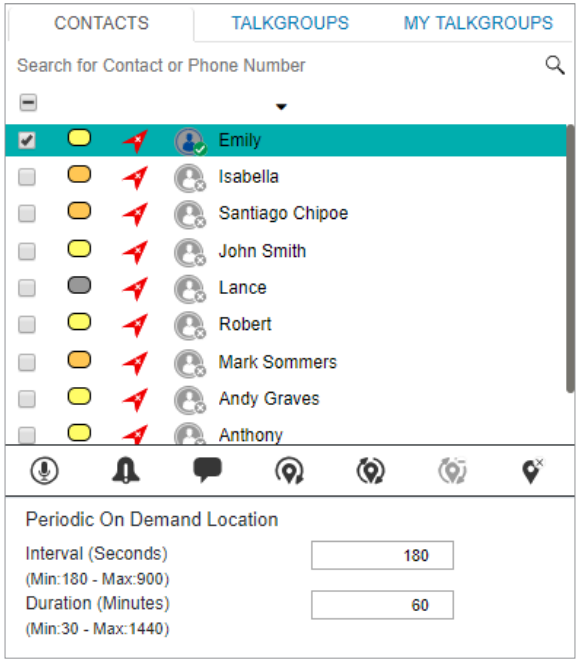
Note: Refer to "**Selecting Multiple Fleet Members on a Map**" for information on how to display a "Selection List" window.

Placing a Call from the "Selection List" Window on the Map

1. Select the **checkbox(es)** for the individual fleet members in the "Selection List" window or

   Click on the talkgroup or my talkgroup in the "Selection List" window.

2. Click the **Call** icon to place a call.

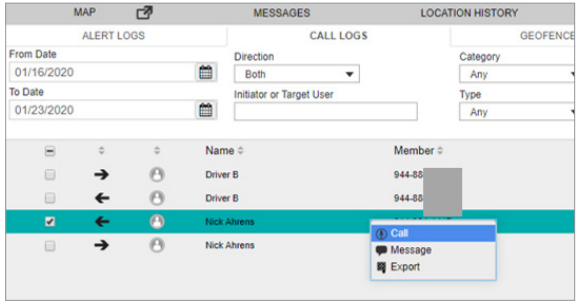


Placing a Call from Call Logs

To place call from the "Call Logs" window:

1. Select **Logs** and then select **Call Logs**.
2. Select and right-click on a conversation row from the **Call Logs** history.
3. Click the **Call** icon to place a call

   - For a One-To-One call, the call is returned to the originating fleet member.
   - For a Talkgroup call, the call is returned to the members of the talkgroup.
   - For a Quick Group call, the call is returned to all the fleet members of the Quick Group call.
   - For a Broadcast Group call, the call is returned to the talkgroup if you are the broadcaster for the talkgroup.
   - For a Broadcast Group where you are a member and not a broadcaster, initiating the call to the talkgroup results in an error.

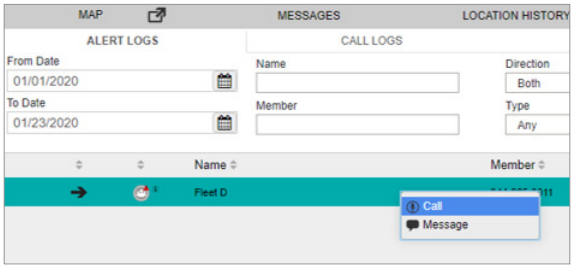


Placing a Call from Alert Logs

To place a call from the "Alert Logs" window:

1. Select **Logs** and then select **Alert Logs**.
2. Select and right-click on an alert from **Alert Logs** history.
3. Click the **Call** icon to place a call.

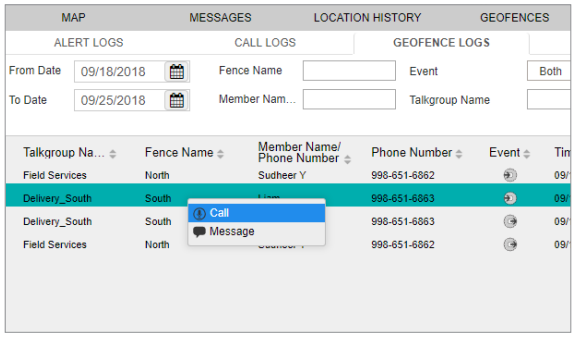
   - For a One-To-One Missed Call alert, the call is returned to the originating fleet member.
   - For a Missed Talkgroup Call alert, the call is returned to the members of the talkgroup.
   - For a Missed Quick Group Call alert, the call is returned to the originator.
   - For a Missed Broadcast Group Call alert, the call is returned to the members of the talkgroup if you are a broadcaster.



Placing a Call from Geofence Logs

To place a call from the "Geofence Logs" window:

1. Select **Logs** and then select **Geofence Logs**.
2. Select and right-click on an **alert** from Geofence Logs history.
3. Click the **Call** icon to place a call.

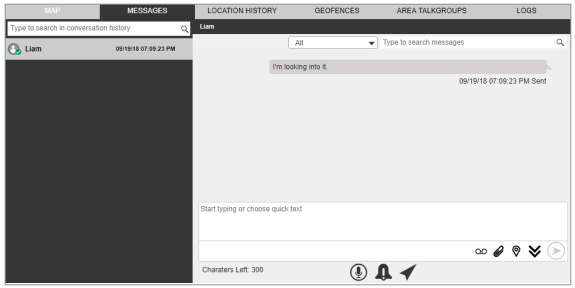


Placing a Call from Message

To place call from the "Message" window:

1. Select the "**Messages**" tab and then select the message.
2. Click the **Call** icon to place a call

Note: The tones can be enabled/disabled to set the call tones accordingly. For more information on how to add call tones refer to the "**Tones**" section in this document.



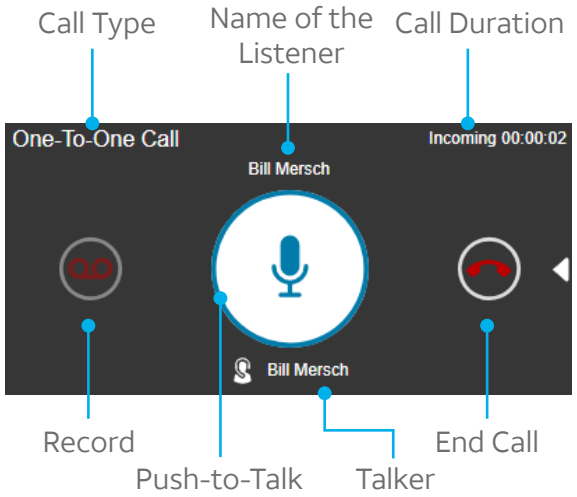
Receiving Calls

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

If you are on a one-to-one call and a monitored talkgroup call starts, the call details are shown on the "Call Activity" window and the monitored talkgroup call will not barge in. The talkgroup name for a one-to-one call will be shown as "None."

Note: If you are using chrome browser and a PTT call is received but 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 will start from zero.

Note: There is no call ready screen displayed for a received one-to-one call. The call will barge in and you will join the call immediately. An incoming quick group or a talkgroup call which is not in Monitored with a priority assigned will not barge in and a missed call alert will be displayed when the incoming quick group call ends.



Note: A dispatcher icon is displayed next to the talker when another participant of the call is a dispatcher. You will automatically join the talkgroup call only if monitored on the talkgroup. If the talkgroup is not monitored and a talkgroup call is initiated, you will receive a talkgroup missed call alert at the end of the talkgroup call.

Voice Message Fallback

PTT Voice Message Fallback allows a PTT call to be converted into a voice message if the call to called fleet member cannot be delivered (e.g., "Do Not Disturb," "Offline," "Busy," and "Temporarily Unavailable"). A minimum length of recording is needed for a valid voice message fall back. Therefore, when your voice message Fallback occurs, and the recording is less than minimum time, the voice message is discarded.

To Initiate Voice Message Fallback Recording

To initiate Voice Message Fallback recording, do the following:

1. Select the **fleet member** or **talkgroup** where all the fleet members are in "Do Not Disturb" or "Offline" from any window i.e., "Contacts and Talkgroups," "Map Information," "Map Selection," "Alerts," "Message," "Call Logs" or "Alert Logs."
2. Click the **Call** icon. The call button in the "Call Activity" window turns green.
3. Click and hold the **PTT** record button for more than the minimum length of recording.
4. The recorded voice will be delivered to the fleet members as a voice message.
5. The voice message will be shown in the "Message" tab.

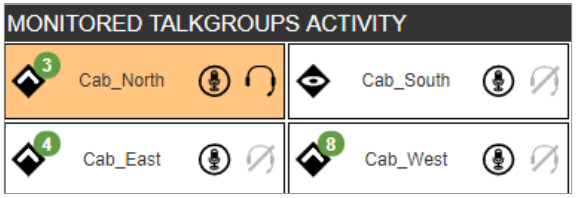
Rejoining a Talkgroup Call

If you drop from a talkgroup call, e.g. using the End Call button, you can re-join the call by initiating a call to that talkgroup. You can call the talkgroup from the "Alert," "Alert Logs," "Call logs," "Messages," "Map Info" window, "Map Selection List," "Monitored Talkgroups," or from the "My Talkgroups" tab. You cannot rejoin a broadcast group or a quick group call that is dropped.

Note: If the call ends before you try to re-join, you will start a new call to that talkgroup.

Joining a Monitored Talkgroup Call

If you want to join an active monitored talkgroup, click the **Call** button for a monitored talkgroup and you will join the call. You can also join the call from the "Contacts" and "Talkgroups" window by clicking in-line call button against the talkgroup.



Note: You can rejoin the ongoing call from any window where the call icon is shown for that talkgroup.

Setting the PTT Call Volume

Call volume can be controlled during a PTT call by increasing or decreasing the volume of your Laptop/PC.

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 perform user check before initiating emergency from the user check window. Depending on the CAT configuration you will receive an alert and an emergency call. If an emergency state is declared and you are a participant of the emergency destinations then an emergency alert will be shown under the Emergency Alerts tab. 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 will barge in and you will join that emergency call. If you are already on an emergency call and a new emergency call is received then this will be shown under the Emergency Alert tab. You can end the ongoing emergency leg of the call for itself and join other emergency call. You can cancel the emergency for the fleet member and must select the reason for the emergency cancellation. You need to mark if the emergency declared is False or Valid emergency.

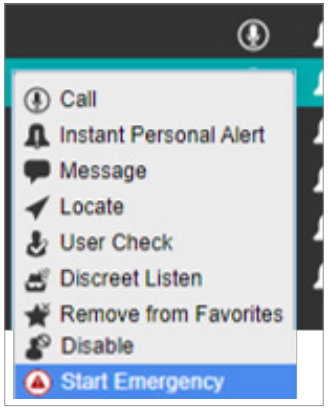
This section is organized as follows:

- Initiate an Emergency
- Received Emergency
- Emergency Cancellation

Initiate an Emergency

To initiate an emergency for a fleet member do the following:

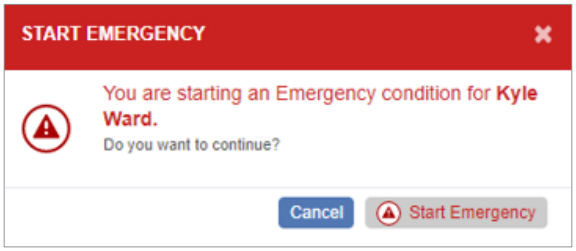
1. From the "Contacts and Talkgroup" tab, select the **Fleet Member** (whom you are authorized) to which the emergency need to be initiated.



Note: 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**.

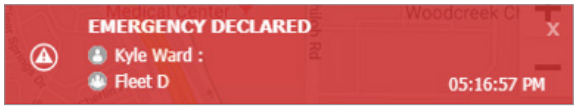
3. A "Start Emergency" confirmation window is displayed.



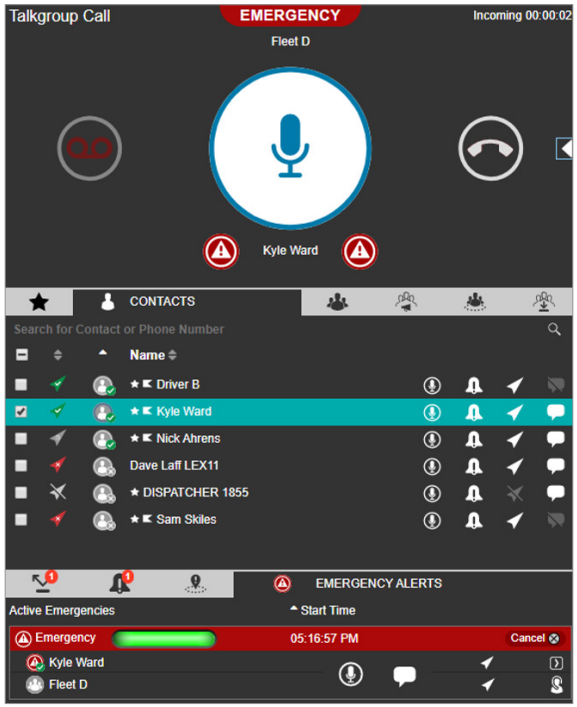
4. Click **Start Emergency** to start the emergency

   Or click **Cancel** to cancel the emergency initiation.

5. A Toast message will be received and an emergency alert will be sent to the emergency destinations of the fleet member.

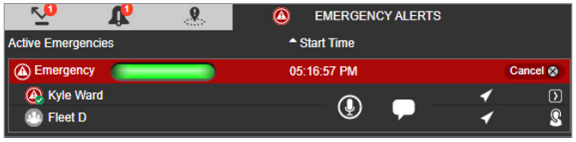


If the fleet member is configured for automatic emergency initiation, then you will receive an emergency call along with the emergency alert. To join the emergency, click the **Call** icon in the "Call Activity" window.



Received Emergency

If an emergency is initiated and you are part of that emergency destinations, then an alert will be received and will be shown in the Emergency Alert tab under the “Alerts” window.



On the alert, click on one of the following:

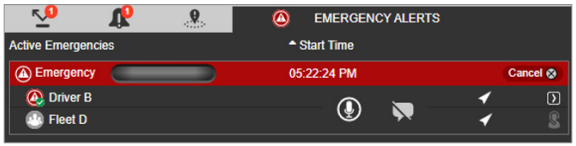
- **Call** icon to place a call. The call will be placed to the configured destination

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

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

- Click the **More** icon and initiate user check.

An 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 yellow. If you have joined the emergency then the indicator turns to green. A No Dispatcher In Call or Dispatcher on Call icon on the alert shows the dispatcher joined the emergency. You can click the **Dispatcher** icon to view the dispatcher(s) joined the emergency.

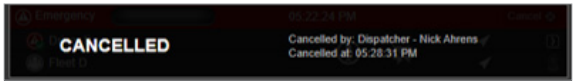


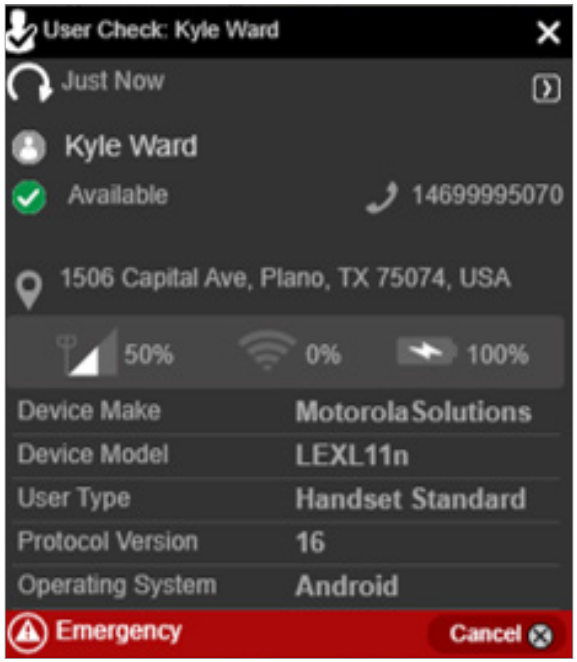
Emergency Cancellation

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

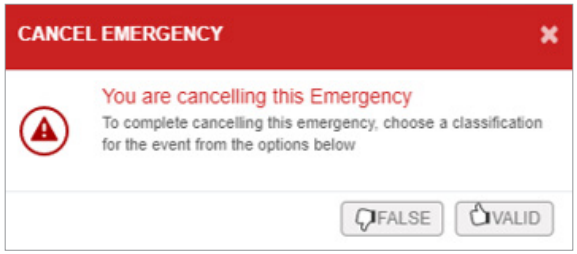
To cancel the emergency and confirm, do the following:

1. From the Emergency alert or “User Check” window, click **Cancel**.





2. A Confirm Emergency confirmation box is displayed.

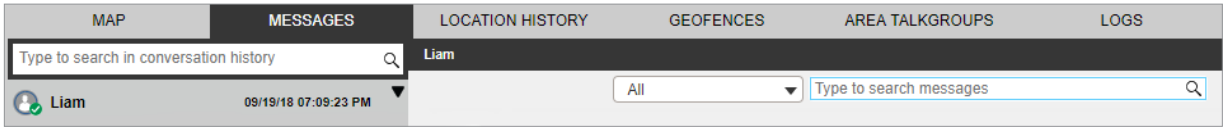


3. Confirm the emergency by selecting **False** or **Valid**.

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 window such as “Contacts and Talkgroups,” “Map info,” “Map Selection List,” “Alerts,” “Monitored Talkgroup Activity,” “Call and Alert Logs” and send a Message. One-to-one messages provide the sender with confirmation that the content was delivered. Multimedia content can include images, videos, audio, and document. The image, audio, document and video can be browsed from the PC and sent as an attachment. A voice message is sent 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 location pin icon to share location or search for any address or any point of interest on Google Maps and share with the fleet member. Also, you can view the received location of the fleet member. A notification will be displayed whenever a message is received. The message (text, location or multimedia) can be deleted or forwarded to the other fleet member. The number of unattended messages will be 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.



This section is organized as follows:

- Supported Formats for the Multimedia
- Sending Message to a Contact
- Sending Message to Quick Group
- Sending Message to Talkgroup
- Sending Message to Broadcast Group
- Search Message
- Quick Text
- Delete Conversation History
- Delete or Forward Single and Multiple Text or Multimedia Message
- Delete text or multimedia message
- Forward text or multimedia message
- View and Download Received file
- View Shared Geo Location by the Fleet Member
- Metadata of the Multimedia Files or Location
- Export

Supported Formats for Multimedia

Supported Formats

The following table lists the formats for the multimedia files that are supported:

Image

- JPEG
- PNG
- GIF 87a
- GIF 89a
- Animated GIF 89a

Video

- MPEG-4

Audio

- AAC
- MP3

Document

- PDF
- DOC, DOCX
- XLS, XLSX
- PPT, PPTX

Note: The maximum character limit for text message is based on the server configuration (Default - 300).

Sending Message to a Contact

To send a Text Message to a contact:

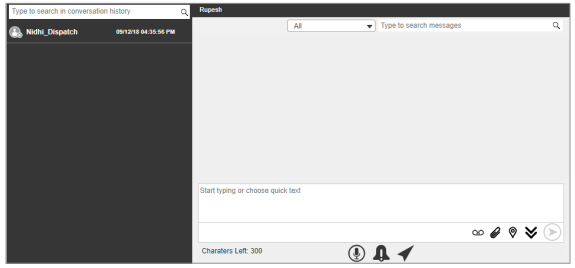
1. Click the "**Contact**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the Contact

   Or right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window

   Or Click the **map marker** of the contact on the map to view the "Map Info" window.

2. Click the **Message** icon. A "Message" tab will be shown below the "Monitored Talkgroup Activity" window.

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



To send Document to a contact:

1. Click the "**Contact**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the Contact

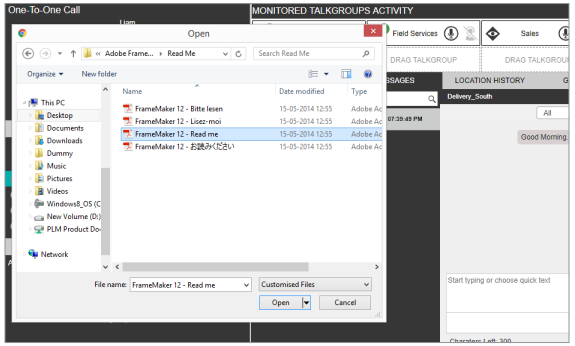
   Or right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window

   Or 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 "Monitored Talkgroup" window.

3. Click the **Attach Files** icon.

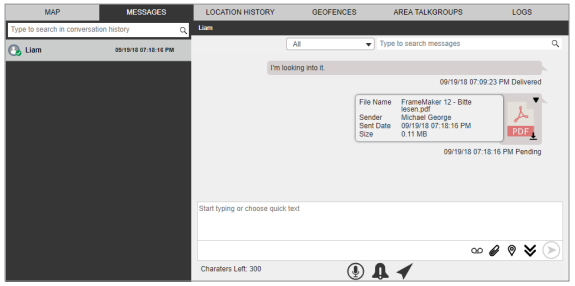
4. Select the **Attach Document** icon. A "File Selection" window opens.



5. Select the file and click **Open**

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

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



To discard the Attached Document, do the following:

1. Click the **Delete** icon next to the attached file. A "Confirmation" window is displayed.

2. Click **Yes** to delete or

   Click **No** to cancel the action.

Note: You can also add text with the document attachment.

To send a Photo to a contact:

1. Click the "**Contact**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the **Contact**

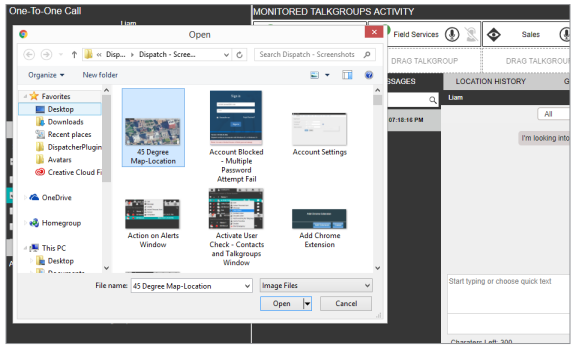
   Or right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window

   Or 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 "Monitored Talkgroup Activity" window.

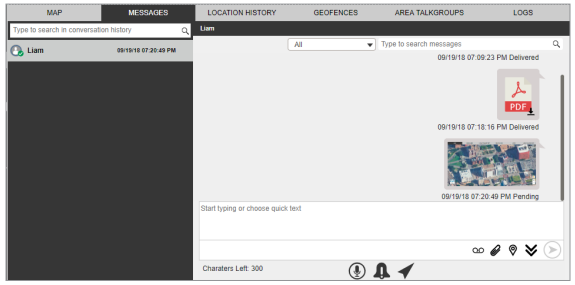
3. Click the **Attach Files** icon.

4. Select the **Attach Photo** icon. A "File Selection" window opens.



5. Select the **photo** and click **Open**, click **Cancel** to cancel the action or cut an image or part of an image and paste.

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



To discard the Attached Photo, do the following:

1. Click the **Delete** icon next to the attached file. A "Confirmation" window is displayed.

2. Click **Yes** to delete

   Or click **No** to cancel the action.

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

To send an Audio File to a contact:

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

To record and send an Audio Message from the Dispatch application, do the following:

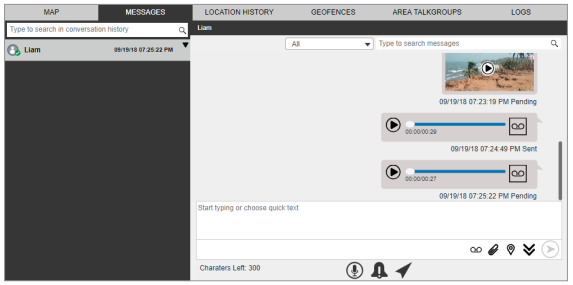
1. Click the "**Contact**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the **Contact**

   Or right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window

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

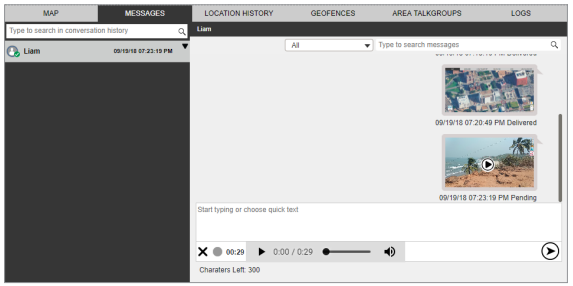
2. Click the **Message** icon. A "Message" tab opens below the "Monitored Talkgroup Activity" window.

3. Click the **Recording** icon.



4. Record the audio from your device.
5. Click the **Stop** icon to stop the recording

   Or click the **Cancel** icon to cancel the recording.
6. Click the **Send** icon to send the recorded audio.



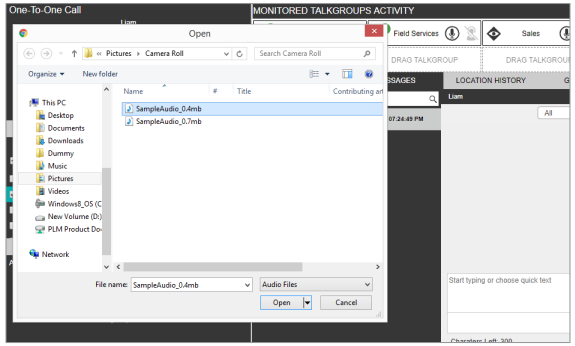
You can preview the recorded audio by clicking the **Play** icon before sending to the contact.

To send a Pre-Recorded Audio File from your local PC, do the following:

1. Click the "**Contact**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the **Contact**

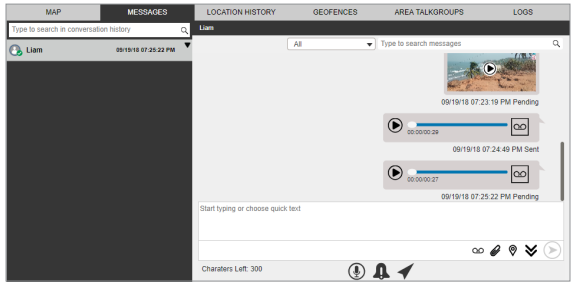
   Or right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window

   Or 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 "Monitored Talkgroup Activity" window.
3. Click the **Attach Files** icon.
4. Select the **Attach Audio** icon. A "File Selection" window opens.



5. Select the audio file and click **Open**

   Or click **Cancel** to cancel the action.
6. Click the **Send** icon to send the audio file.



To discard the Attached Audio File, do the following:

1. Click the **Delete** icon next to the attached file. A "Confirmation" window is displayed.
2. Click **Yes** to delete or click **No** to cancel the action.

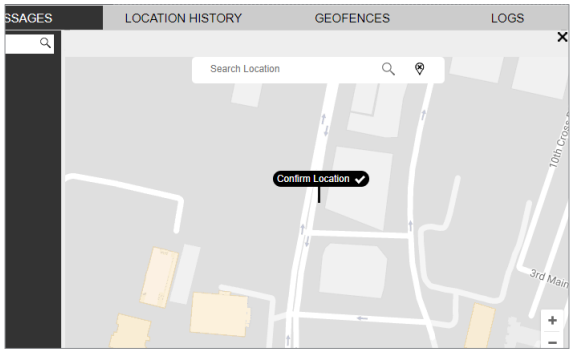
Note: You can also add text with the audio attachment

To Share Location to a contact:

1. Click the "**Contact**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the **Contact**

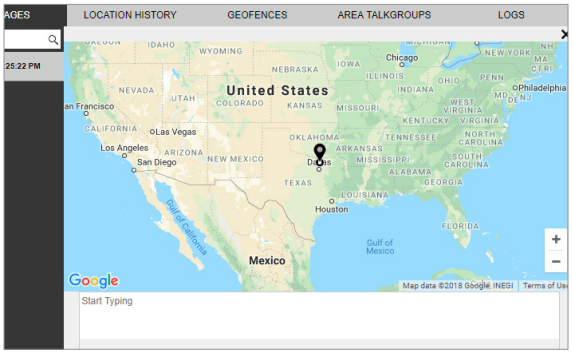
   Or right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window

   Or 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 "Monitored Talkgroup Activity" window.
3. Click the **Share Location** icon. A map with location pin opens.



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.
6. Click the **Send** icon to share the location to the contact

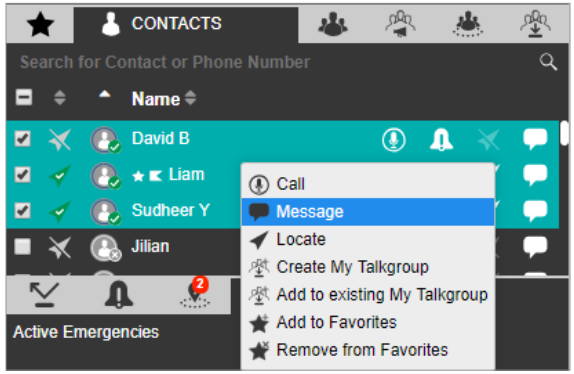
   Or click **Cancel** to cancel the action.



Sending Message to a Quick Group

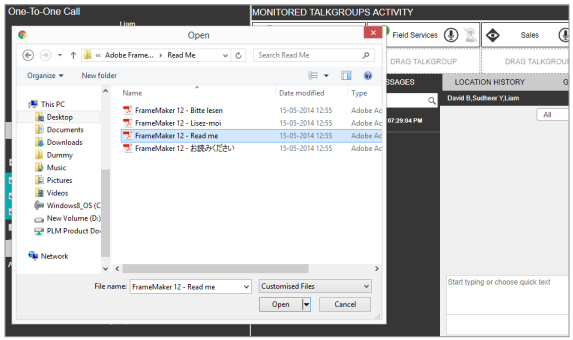
To send a Text Message to a quick group:

1. Click the "**Contact**" tab from the "Contacts and Talkgroups."
2. Select the **checkboxes** next to the contacts.
3. Right click and select **Messages**. A "Message" tab will open below the "Monitored Talkgroup Activity" window.
4. Enter the text in the text area and click the **Send** icon.



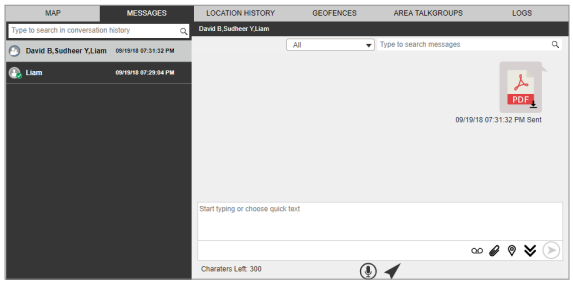
To send a File to a quick group:

1. Click the "**Contact**" tab from the "Contacts and Talkgroups."
2. Select the **checkboxes** next to the contacts.
3. Right click and select **Messages**. A "Message" tab will open below the "Monitored Talkgroup Activity" window.
4. Click the **Attach Files** icon.
5. Select the **Attach Document** icon. A "File Selection" window opens.



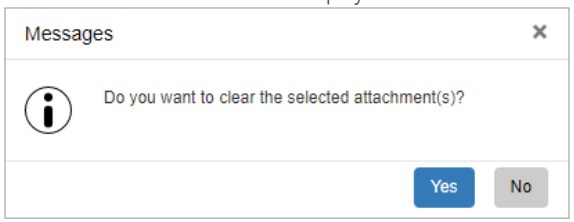
6. Select the file and click **Open**

   Or click **Cancel** to cancel the action.
7. Click the **Send** icon to send the file.



To discard the attached document, do the following:

1. Click the **Delete** icon next to the attached file. A "Confirmation" window is displayed.



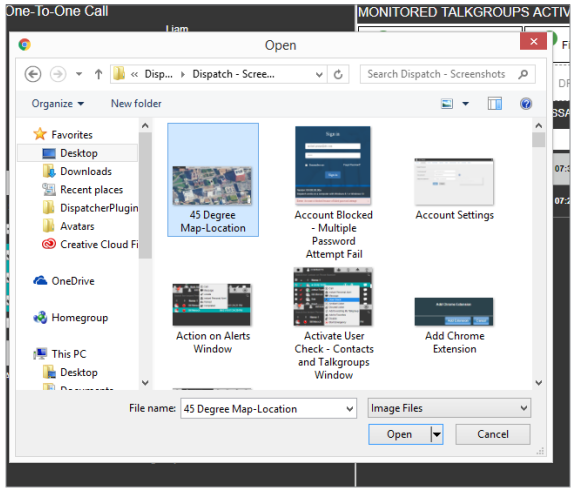
2. Click **Yes** to delete

   Or click **No** to cancel the action.

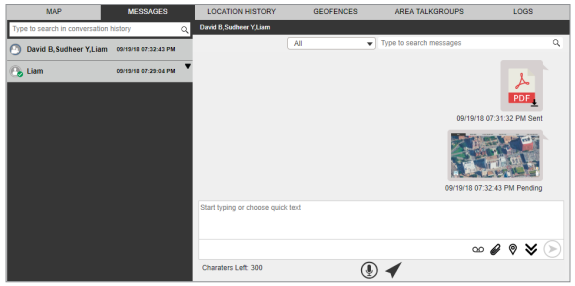
Note: You can also add text with the document attachment.

To send a Photo to a quick group:

1. Click the "**Contact**" tab from "Contacts and Talkgroups."
2. Select the **checkboxes** next to the contacts.
3. Right click and select **Messages**. A "Message" tab will open below the "Monitored Talkgroup Activity" window.
4. Click the **Attach Files** icon.
5. Select the **Attach Photo** icon. A "File Selection" window opens.



6. Select the picture and click **Open**, click **Cancel** to cancel the action or cut an image or part of an image and paste.
7. Click the **Send** icon to send the photo.



To discard the Attached Photo, do the following:

1. Click the **Delete** icon next to the attached file. A "Confirmation" window is displayed.

2. Click **Yes** to delete

   Or click **No** to cancel the action.

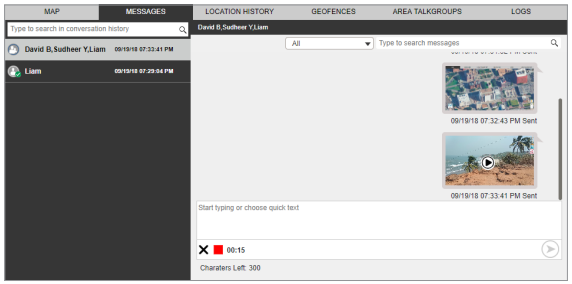
Note: You can also add text with the photo attachment.

To send an Audio File to a quick group:

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

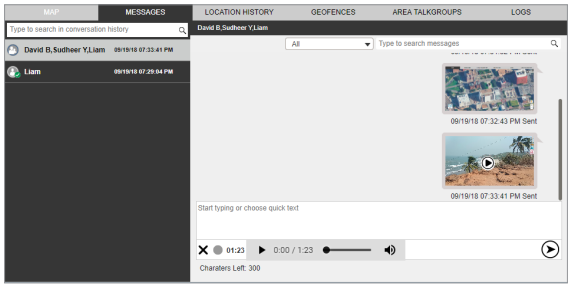
To record and send an audio message from the Dispatch application, do the following:

1. Click the "**Contact**" tab from the "Contacts and Talkgroups."
2. Select the **checkboxes** next to the contacts.
3. Right click and select **Messages**. A "Message" tab will open below the "Monitored Talkgroup Activity" window.
4. Click the **Recording** icon



5. Record the audio from your device.
6. Click the **Stop** icon to stop the recording

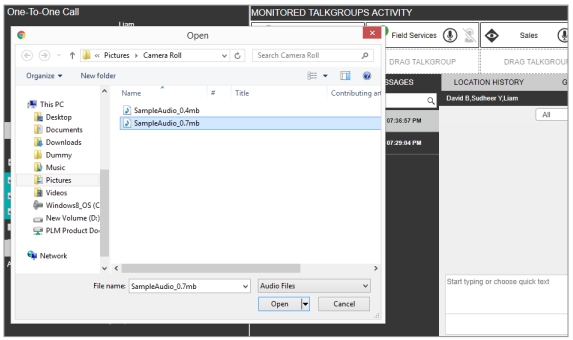
   Or click the **Cancel** icon to cancel the recording.
7. Click the **Send** icon to send the recorded audio.



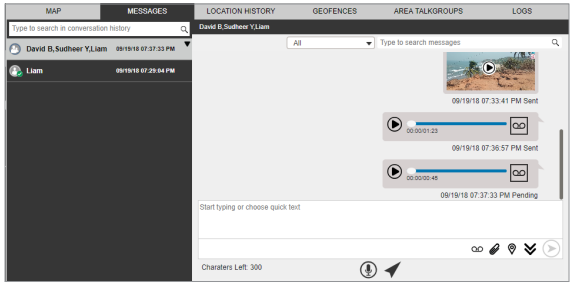
You can preview the recorded audio by clicking the **Play** icon before sending to the quick group.

To send a Pre-Recorded Audio File from your local PC, do the following:

1. Click the "**Contact**" tab from the "Contacts and Talkgroups."
2. Select the **checkboxes** next to the contacts.
3. Right-click and select **Messages**. A "Message" tab will open below the "Monitored Talkgroup Activity" window.
4. Click the **Attach Files** icon.
5. Select the **Attach Audio** icon. A "File Selection" window opens.



6. Select the audio file and click **Open** or click **Cancel** to cancel the action.
7. Click the **Send** icon to send the audio file.



To discard the Attached Audio File , do the following:

1. Click the **Delete** icon next to the attached file. A "Confirmation" window is displayed.

2. Click **Yes** to delete

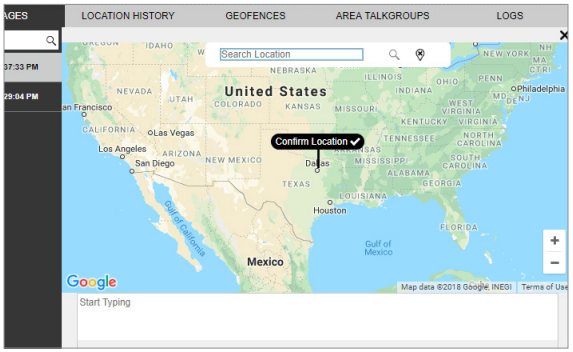
   Or click **No** to cancel the action.

Note: You can also add text with the audio attachment.

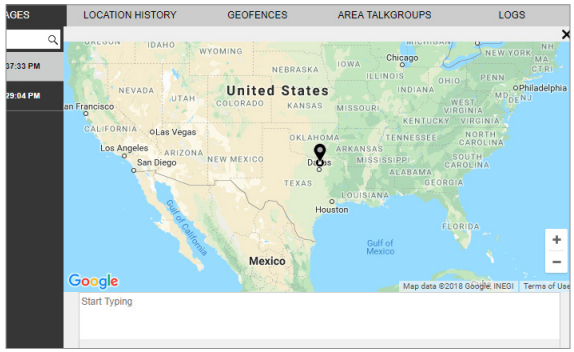
To Share Location to a quick group:

1. Click the "**Contact**" tab from the "Contacts and Talkgroups."
2. Select the **checkboxes** next to the contacts.

3. Right click and select **Messages**. A "Message" tab will open below the "Monitored Talkgroup Activity" window.
4. Click the **Share Location** icon. A map with location pin opens.



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.
7. Click the **Send** icon to share the location to the contact or click the **Close** icon to cancel the action.



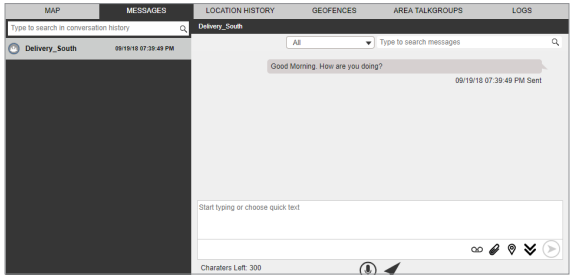
Sending Message to a Talkgroup

To send a Text Message to a talkgroup:

1. Click the "**Talkgroup**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the talkgroup

   Or right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window

   Or click the **map marker** of the talkgroup on the map to view the "Map Info" window.
2. Click the **Message** icon. A "Message" tab will be shown below the "Monitored Talkgroup Activity" window.
3. Type the message in the text area and click the **Send** icon.



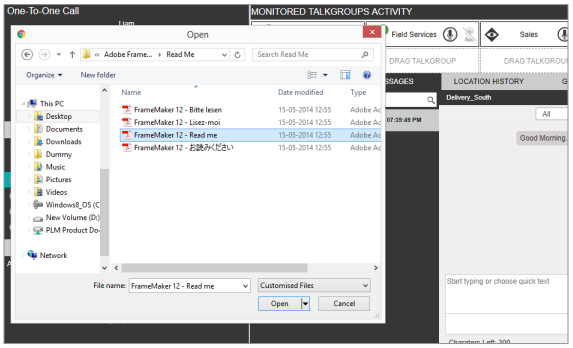
To send a File to a talkgroup:

1. Click the "**Talkgroup**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the talkgroup or

   Right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window.

   Or 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 "Monitored Talkgroup" window.
3. Click the **Attach Files** icon.

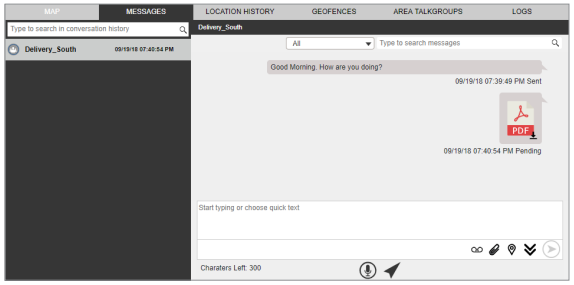
4. Select the **Attach Document** icon. A “File Selection” window opens.



5. Select the file and click **Open**

   Or click **Cancel** to cancel the action.

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



To discard the Attached Document, do the following:

1. Click the **Delete** icon next to the attached file. A “Confirmation” window is displayed.

2. Click **Yes** to delete

   Or click **No** to cancel the action.

Note: You can also add text with the document attachment.

To send a Photo to a talkgroup:

1. Click the “**Talkgroup**” tab from the “Contacts and Talkgroups” or “Map Selection List” window and select the **talkgroup**

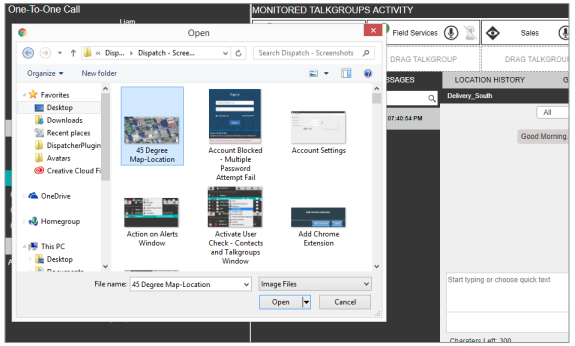
   Or right-click on **contact** in “Alerts,” “Call Logs” and “Alert Logs” window

   Or 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 “Monitored Talkgroup Activity” window.

3. Click the **Attach Files** icon.

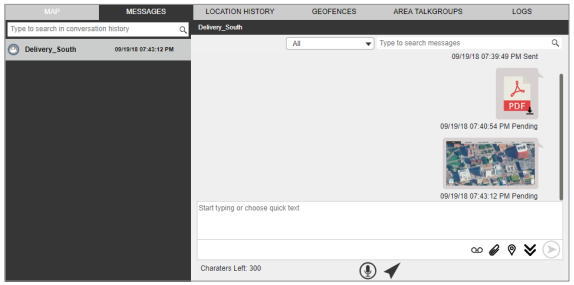
4. Select the **Attach Photo** icon. A “File Selection” window opens.



5. Select the **photo** and click **Open**

   Or click **Cancel** to cancel the action.

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



To discard the Attached Photo, do the following:

1. Click the **Delete** icon next to the attached file. A "Confirmation" window is displayed.

2. Click **Yes** to delete

   Or click **No** to cancel the action.

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

To send a Pre-Recorded Audio File from your local PC, do the following:

1. Click the "**Talkgroup**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the **talkgroup**

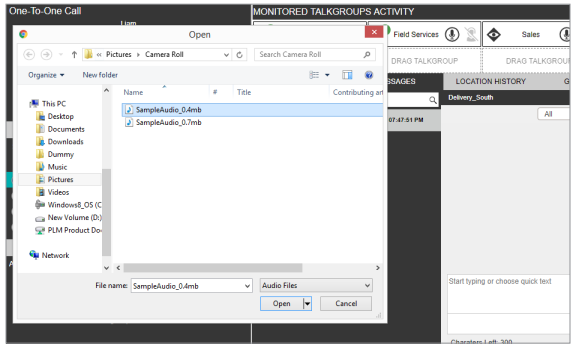
   Or right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window

   Or 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 "Monitored Talkgroup Activity" window.

3. Click the **Attach Files** icon.

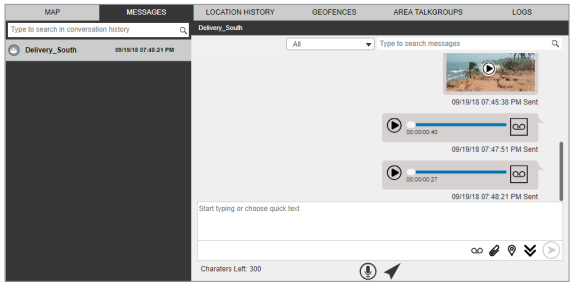
4. Select the **Attach Audio** icon. A "File Selection" window opens.



5. Select the audio file and click **Open**

   Or click **Cancel** to cancel the action.

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



To discard the Attached Audio, do the following:

1. Click the **Delete** icon next to the attached file. A "Confirmation" window is displayed.

2. Click **Yes** to delete

   Or click **No** to cancel the action.

Note: You can also add text with the audio attachment.

To Share Location to a talkgroup:

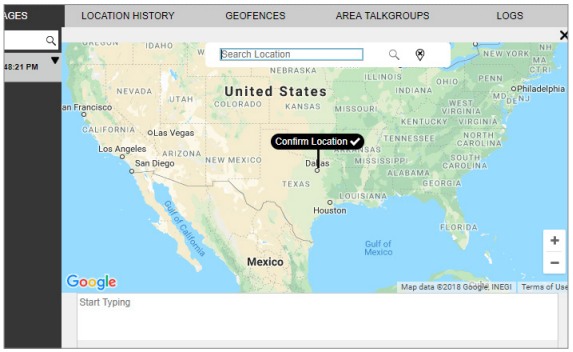
1. Click the "**Talkgroup**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the **talkgroup**

   Or right-click on **contact** in "Alerts," "Call Logs" and "Alert Logs" window

   Or 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 "Monitored Talkgroup Activity" window.

3. Click the **Location Share** icon. A map with location pin opens.

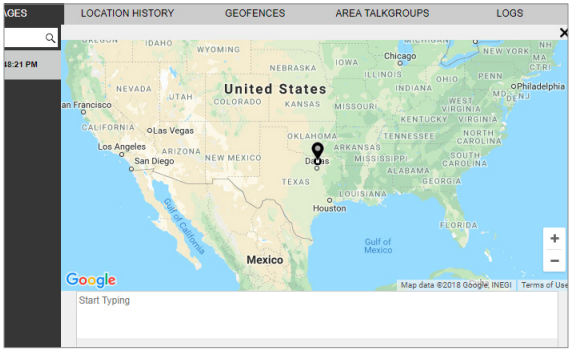


4. Choose a location you want to share by moving the map and dropping the location pin. You can also search for the location address to drop the location pin.

5. Click the **Confirm Location** icon.

6. Click the **Send** icon to share the location to the contact

   Or click **Cancel** to cancel the action.



Sending Message to a Broadcast Group

To send a Text Message to a broadcast group:

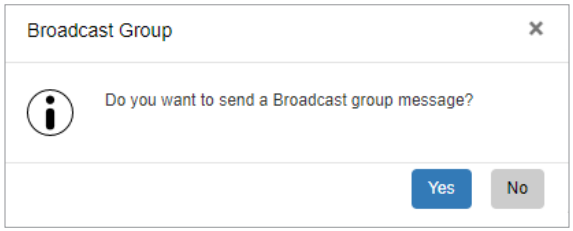
1. Click the "**Broadcast Group**" tab from the "Contacts and Talkgroups" or "Map Selection List" window and select the talkgroup

   Or right-click on **contact** in "Alerts," "Call" and "Alert Logs" window.

2. Click the **Message** icon to send a text message. A "Confirmation" message is displayed.

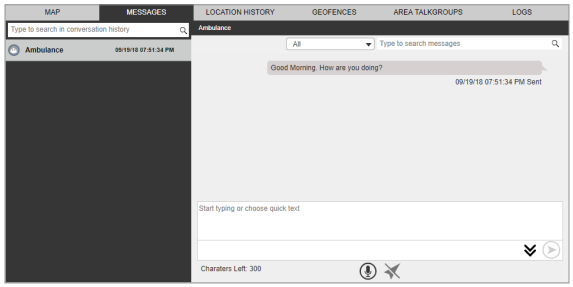
3. Click **Yes** to continue sending message

   Or click **No** to cancel the action.



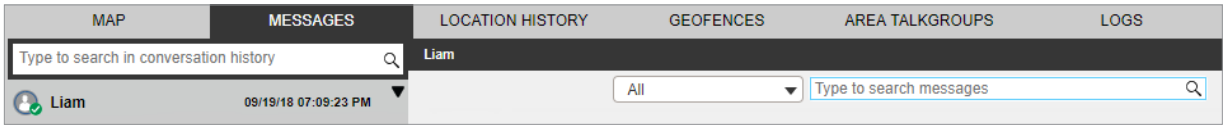
4. A "Message tab" opens below the "Monitored Talkgroup Activity" window.

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



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, fleet member's name, fleet member's phone number, talkgroup name, broadcast group name or my talkgroup name in the Search field. The list will be filtered to show matching entries. You can also filter.



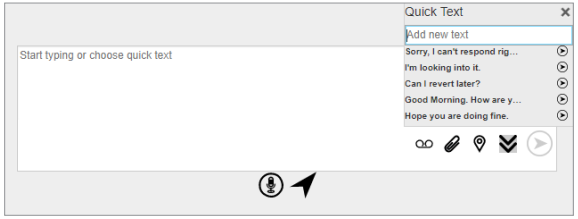
Quick Text

Quick text helps you to customize frequently used text messages that can be sent quickly to a contact or a talkgroup. Instead of typing "*Good morning team*" every time, just add to "dd new text of the Quick Text box and press **Enter**. The next time that message is needed, all you have to do is 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.

To modify the Quick Text Message, do the following:

1. Click the **Edit** icon next to the message.
2. Modify the message and click the **Save** icon.

Note: 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 right of the Add new text box.

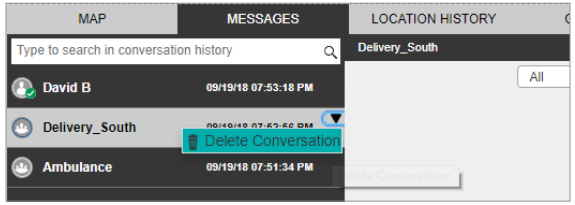


Delete Conversation History

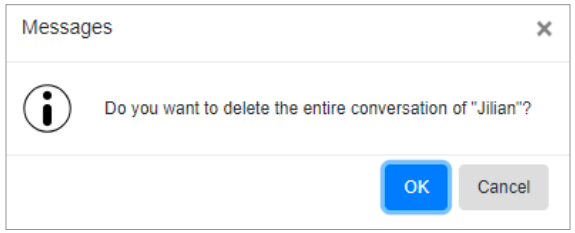
You can delete the conversation history of a contact, my talkgroup, broadcast group and quick group.

To delete a Conversation History, do the following:

1. On the message list section, hover your mouse over the message. A Show More Option icon is displayed.
2. Click the **Show More Option** Icon.



3. Click the **Delete Conversation** icon.
4. A Confirmation dialog box is displayed.



5. Click **Yes** to delete the message or click **No** to cancel the action.

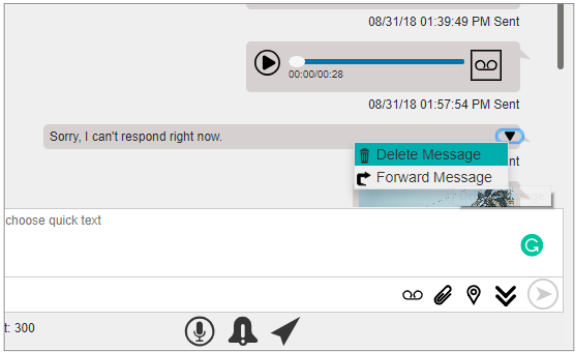
Delete or Forward Single and Multiple Text or Multimedia Message

Delete Text or Multimedia Message

You can select single or multiple messages (text, location or multimedia) within a conversation and delete. Open the multimedia file and select the **Delete** icon to delete a single multimedia file. You can also delete a single multimedia file as follows:

To delete Single or Multiple Text or Multimedia Messages:

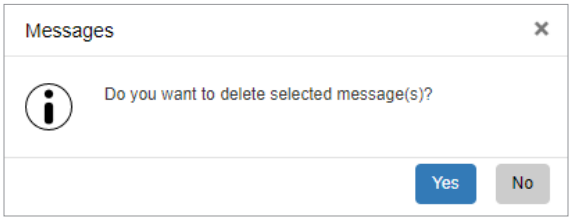
1. Hover over the message. A Show More Option icon is displayed.
2. Click the **Show More Option** icon.
3. From the drop-down, click the **Delete Message** icon.
4. Select the **message(s)** or **file(s)** needing to be deleted.



5. Click the **Delete** icon

   Or click **Close** icon to cancel the action.

6. A Confirmation dialog box is displayed.



7. Click **Yes** to delete the message or file

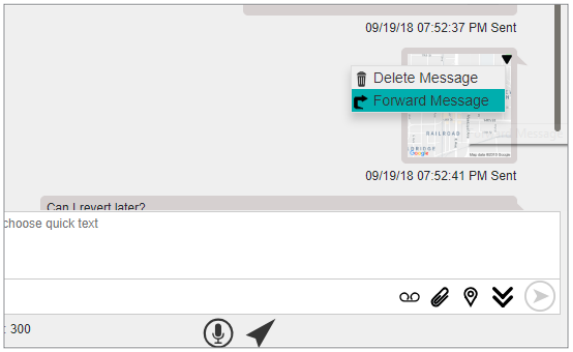
   Or click **No** to cancel the action.

Forward Text or Multimedia Message

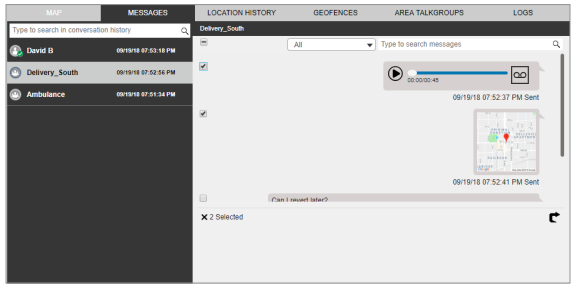
To forward an individual multimedia file i.e., location, photo, video, audio and document, open and select the **Forward** icon. You can also forward single text or multimedia file as follows:

To forward an Individual Text or Multimedia Message to a fleet member:

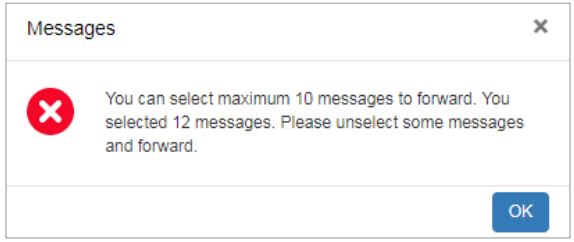
1. Hover over the message. A Show More Option icon is displayed.
2. Click the **Show More Option** icon.
3. From the available options, click the **Forward Message** icon.



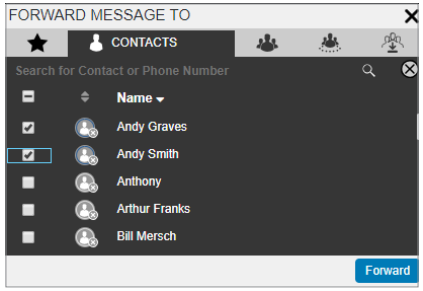
4. Select the **checkboxes** next to the message(s) or file(s).



Note: You can select up to 10 messages to forward to Contacts and Talkgroup. An "Error "window appears if you select more than 10 messages.



5. Click the **Forward** icon. A "Forward Message to Contacts and Talkgroups" window opens.



6. Select the contact or talkgroup and click **Forward** button.

View and Download Received File

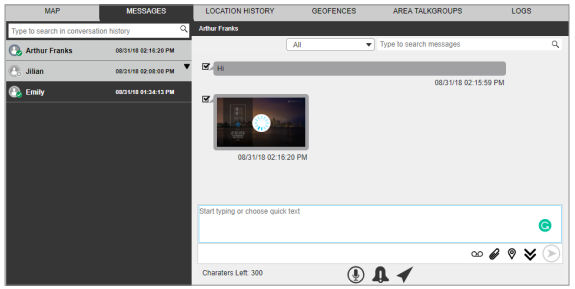
When you receive a multimedia message, you can view and download the file to your local PC. You need to download to view the attachment. The attachment will be downloaded automatically only if you are signed in. The file will be downloaded under the download folder configured for your browser. You can open the file and click on 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 and Tones**" section of this document.

If you are signed out from Dispatch and a multimedia file is received, you need to download to view the file.

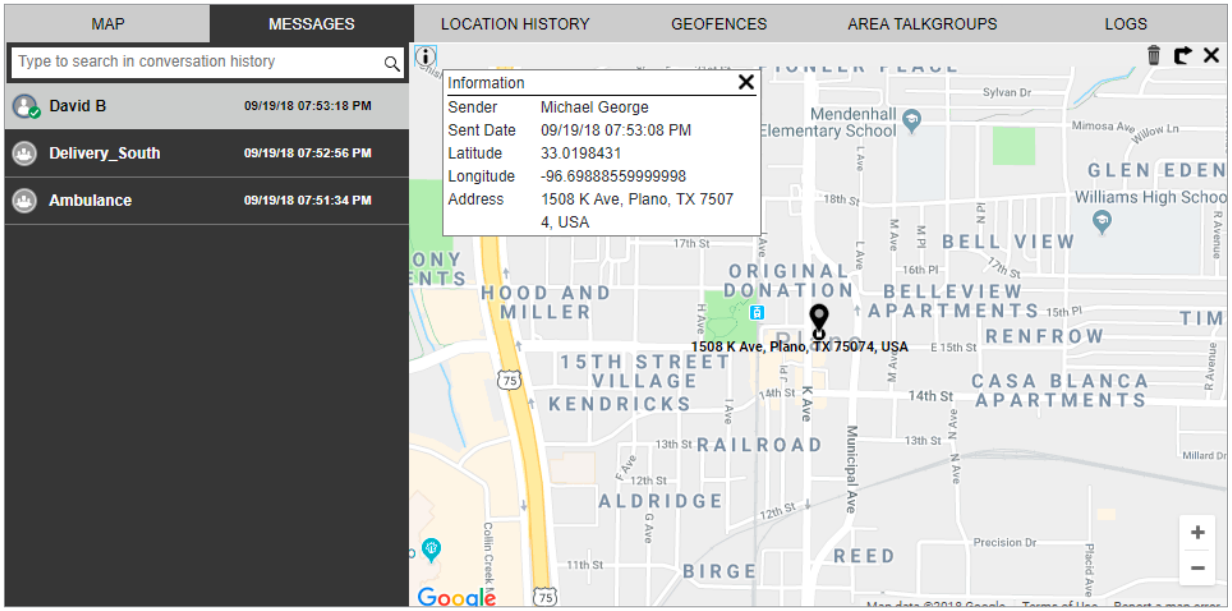
To Download a received file:

1. Sign into Dispatch. Click the "**Message**" tab.
2. Click the **Download** icon on the file.



View Shared Geo Location by the Fleet Member

Fleet members can share a location. To view the fleet member's shared location, you need to click the received location. The shared location of the member will be shown in the "Message" tab.



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.

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 will be shown when you open the received audio, video or location message. Clicking on the **Detail** icon will show the following file information in addition to the File name, Sender, Send date and time:

Metadata Details

Image

- Size
- Resolution
- Format

Video

- Size
- Resolution
- Format

Audio

- Size
- Format

Document

- Size
- Format

Location

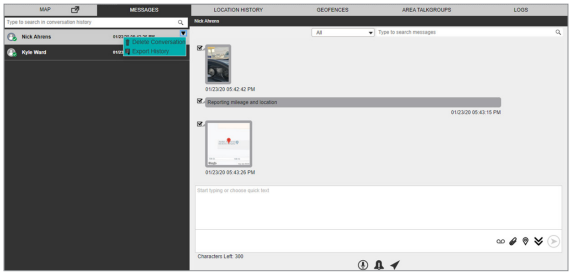
- Latitude
- Longitude
- Approximate address

Export

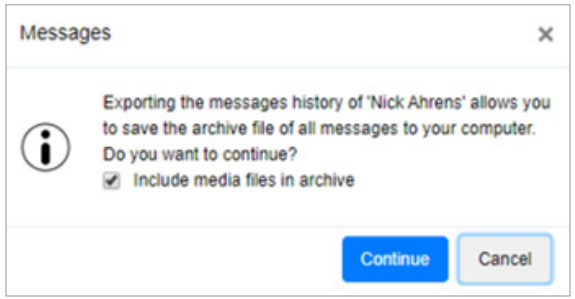
The export operation allows you to export conversation or individual messages with or without attachments in each conversation. You can choose to exclude the media files at the time of exporting conversations. The exported file is in ZIP format and downloads under the download folder configured on the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

To export conversation history, follow these steps:

1. From the "Message" tab, Mouse hover on the conversation. A More icon shows.
2. Click the **More** icon on the conversation.
3. Select **Export History** from the drop down.



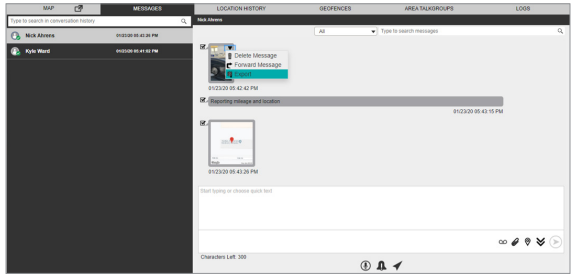
4. A confirmation pop-up displays.
5. If needed, clear the checkbox **Include media files in archive** to exclude the attachments to get downloaded.



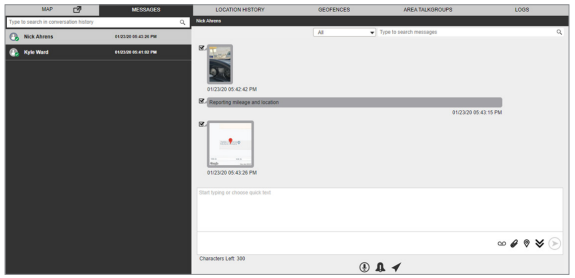
6. Click **Continue** to export the conversations or click **Cancel** to cancel the action.

To export individual message, follow these steps:

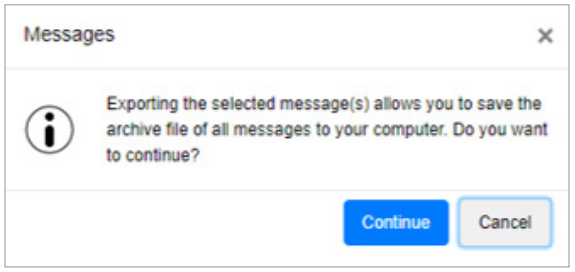
1. Select a conversation from the "Message" tab.
2. Mouse hover on the conversation. A More icon shows.
3. Click the **More** icon on that message and select **Export** from the drop down. Checkboxes are shown to select the messages.



4. Select the messages by checking the checkboxes and click **Export** icon.



5. A confirmation pop-up displays.



6. Click **Continue** to export the messages or click **Cancel** to cancel the action.

Recording Calls

The recording feature allows you to record PTT calls, Emergency calls and Discreet Listening. The following sections describe the recording options that are available to you in Dispatch.

This section is organized as follows:

- Record Always
- Record Manually
- Playing Back Recorded Calls
- Exporting the Recorded Call Conversation
- Backup – Call Recordings

Record Always

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

1. The recording status is indicated by the Record icon on the "Call Activity" window.
2. When the call ends, the call recording is created and automatically stored in the call history. When the next call starts, the call is automatically recorded and stored as a new entry.

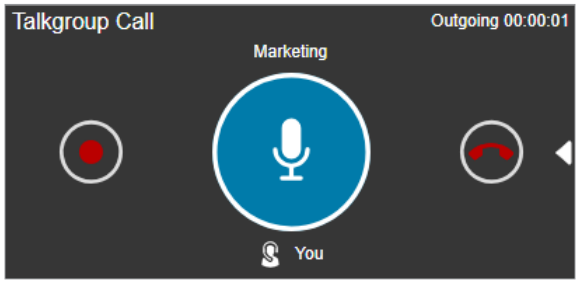
Note: The only calls recorded are those where you are a participant of the call.

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

Record Manually

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

1. Click the **Record** icon to start recording the call.



2. Click the **Stop Recording** icon to stop recording. A record entry is made in the call logs.

Note: During a call, if the recording setting is changed, status will be applicable from the start of the next call.

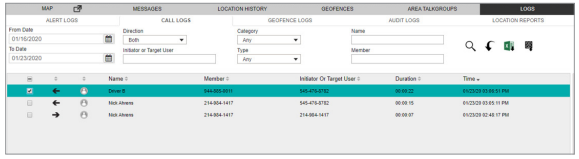
Playing Back Recorded Calls

Recorded calls are stored under Call Logs.

To view Recorded Calls:

1. Click **Logs** > **Call Logs**.
2. Select a **recording** from the Call Logs section and click the **Play** button to play the recorded files

   Or you can also double-click the recorded file from the Call Logs section or on the recorded files (displayed below the Call Logs section).
3. While a recorded file is being played, if you click on another recorded file, the player stops playing the file.
4. 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 will highlight the first recorded file. If the **Play** button is clicked, the player starts playing from the first recorded file unless any other recorded file is double-clicked or selected to play.
5. You will be able to view the start time and end time of the file being played beside the player controls.
6. To rewind or forward a recording while it is being played, hold the track slider and drag it backward or forward.

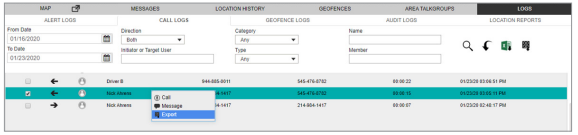


Exporting the Recorded Call Conversation

Your recorded call conversations can be exported 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.

To Export a Single Call Recording:

1. Click **Logs** > **Call Logs**.
2. Select a **recording** from the Call Logs section, and right-click on the **log**.

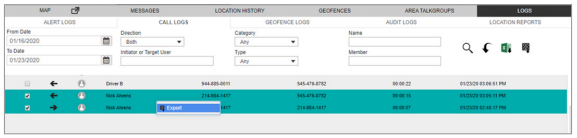


3. Click the **Export** button to export the recorded file to a location you specified above.

Note: The files are stored with MP3 extension. You can export one recording at a time. A maximum of three export processes can be running at one time.

To Export Multiple Call Recordings:

1. Click **Logs** > **Call Logs**.
2. Set the filters, if needed, and click the **Search** icon. The details of the filtered call recordings will be shown.
3. Select the **checkboxes** next to the call recordings for which you want to export the details.

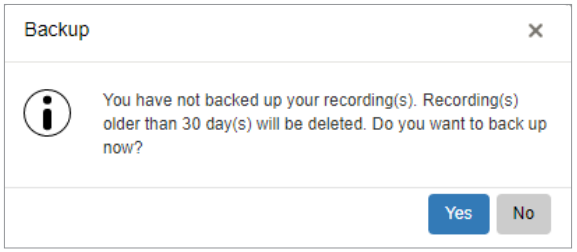


4. Right-click and select **Export** to export the call recordings.

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 is displayed:

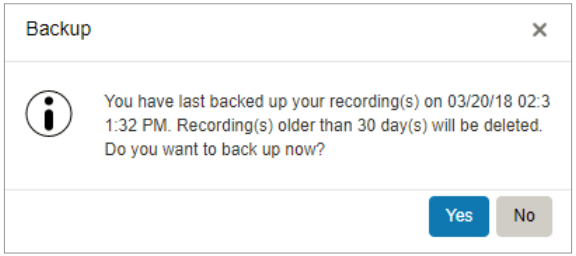
1. If there are any call recordings and the dispatcher has not at all taken the backup of the call recording, then a pop-up message is displayed every time the dispatcher signs in.



- Click **Yes** to take backup

  Or click **No** to cancel the action.

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



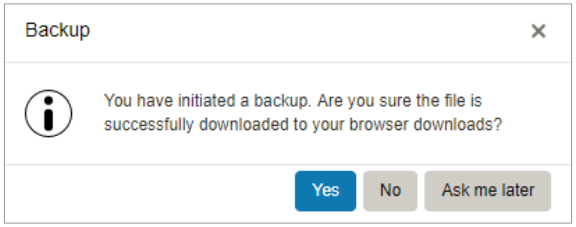
- Click **Yes** to take backup.

  Or click No to cancel the backup action.

Clicking Yes starts the backup and the backup file will be downloaded to the browser downloads. A Confirmation message is displayed to make sure that the backup file is completely downloaded to the download folder.

The recordings older than the configured period will be deleted and a reminder through a periodic toast message will be displayed until the successful backup is taken.

Note: The backup interval and periodic reminder notification for backup depends on the server configuration.



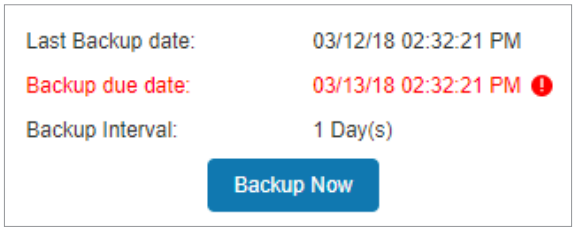
- Click **Yes** to confirm the download is successful

  Or clicking **No** confirms backup is unsuccessful

  Or click **Ask Me Later** which then pops-up the Confirmation message until you confirm the download completes.

In the header, a Warning icon is displayed 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.

The backup file is downloaded to the download folder configured on the web browser. For more details, refer to "**General**" section in the "**Settings**" of this document.



Note: If there is an ongoing backup of recording and you sign out from the Dispatch, then a Cancellation Confirmation message appears. Selecting Continue will sign out the Dispatch and cancels the backup.

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 will be revoked from the fleet member and given to you. As a dispatcher, you have supervisory override capability by default, unlike some other clients who may be assigned supervisory override capability by the Corporate Admin.

Note: There may be a delay of 0 to 10 seconds before you get the floor and you will 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.

Alerts

Alerts can consist of requests from a fleet member for a call, a notification that you missed an incoming PTT call, or a geofence alert from a fleet member. Alerts are displayed in the "Alerts" window. You can respond to an alert with an action (locate, message, call, or send an IPA). Alerts also have a status (Attended, Unattended, Parked, or Complete). Alerts can be sorted by the Sender's Name, Time, Type or Status by clicking on the **column label**. By default, the alerts will be sorted by time. The number of unattended alerts will be shown with a badge in header of the "Alerts" tabs.

This section is organized as follows:

- Instant Personal Alerts (IPA)
- Missed Call Alerts

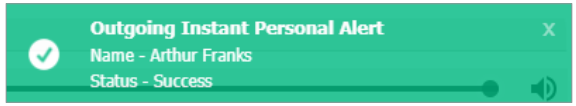
Instant Personal Alerts (IPA)

An Instant Personal Alert (IPA) is a way for a fleet member to ask for a call back from you or vice versa. An IPA is especially useful if the fleet member you want to call has a presence status of "Do Not Disturb."

Sending an Alert

Click the "**Contacts**" tab from the "Contacts and Talkgroups" window and select a **fleet member** using the checkbox next to the member's name.

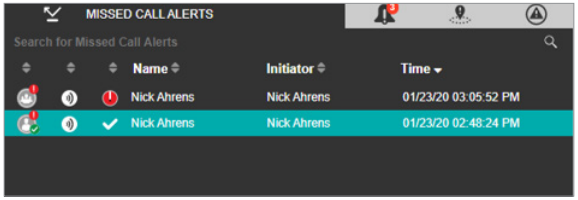
Click the **IPA** icon. When the IPA is sent, a message appears at the bottom right-hand part of the screen with the status showing "Success."



Note: IPAs can be sent to only one contact at a time. You cannot send an IPA to a talkgroup.

Receiving an Alert

Whenever an Instant Personal Alert is received, it will be shown 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**" section of this document.



Missed Call Alerts

One-to-One Missed Call Alert

When you miss a one-to-one call, a missed call alert is displayed in the "Alerts" window. The missed call is indicated by an icon ahead of the caller's name:

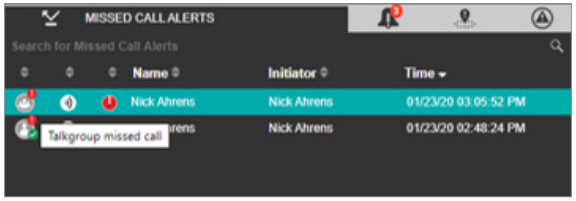
From the missed call alert, you can originate a call.

Talkgroup Missed Call Alert

Whenever a talkgroup call is completed 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. The missed call is indicated by an icon ahead of the talkgroup's name.

Note: Talkgroup calls from talkgroups other than the scan list are always missed whether you are busy on another call or not. You will receive a talkgroup missed call when monitor talkgroup status is "monitor only" or Talkgroup Group Scanning mode is "off."

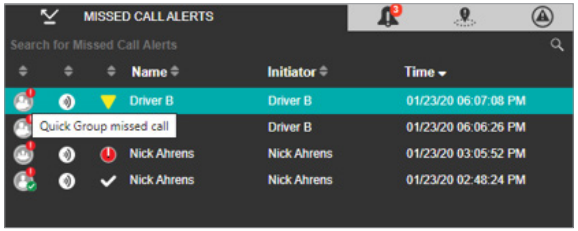
The following screen shows an example of a missed talkgroup call where a row with name **Ambulance_North** is missed talkgroup call:



Note: When you are on a high priority talkgroup call, lower priority calls will be missed.

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. The missed call is indicated by an icon ahead of the talkgroup's name. The originator's name is shown in the name column.



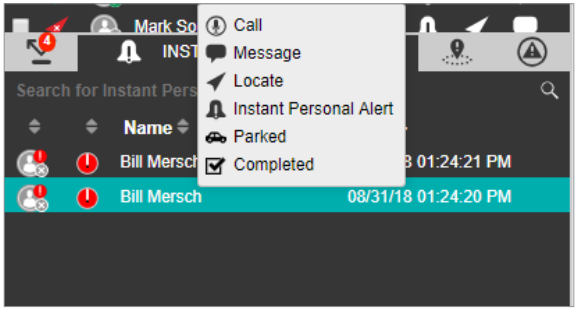
Note: Quick Talkgroup Calls are always missed whether you are busy on another call or not.

Broadcast Group Missed Call Alert

Whenever you are on a one-to-one call initiated by you and another Broadcast Group call is received, a broadcast group missed call alert is provided in the "Alerts" window. The missed call is indicated by an icon ahead of the talkgroup's name. The broadcast group name is shown in the name column.

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.



- **Locate** – Helps you to locate the fleet members on the map.

  To perform this action: 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 place a call to the fleet member or talkgroup after receiving the IPA/alert.

  To perform this action: Select the alert, right-click, and click **Call**.

- Instant Personal Alert – Helps you send an IPA to the fleet member. An acknowledgment is displayed on Dispatch.

  To perform this action: Select the alert, right-click, and click IPA.

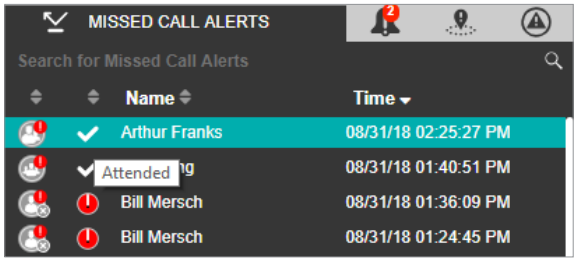
- Message – Helps you send a message to the fleet members.

  To perform this action: Select the alert, right-click, and click Message.

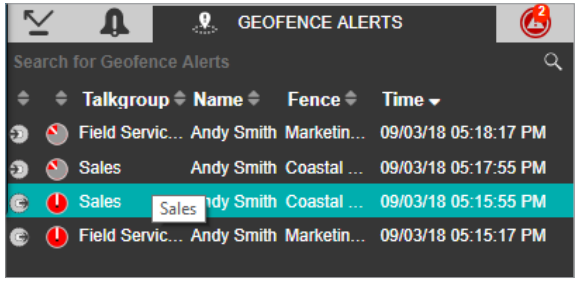
- Parked – Helps you to specifically assign the alert to parked status. You would typically do this if you are busy with some other activity and want to flag the alert for later.
- Completed – Helps you to complete if you have finished responding to an alert. This will move the alert to the alert logs.

Note: You cannot send an Instant Personal Alert to talkgroup missed call alerts. Also, you cannot locate the Broadcast group.

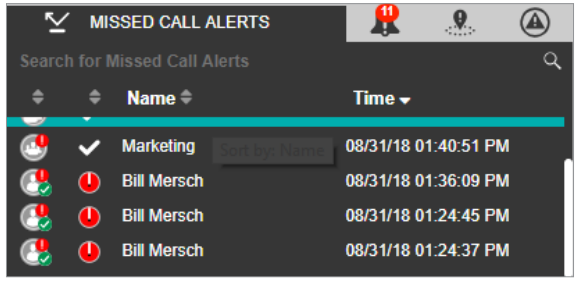
When you respond to an alert with an Instant Personal Alert (IPA) or call, the status of alert becomes "Attended."



When you do not respond to the alert, a toast message is shown to remind you to take the necessary action. The status of the alert will be shown as "Expiring."



When you do not take an action on the alert before the expiry of configured alert reminder, the status of the alert becomes "Expired."



Note: 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.

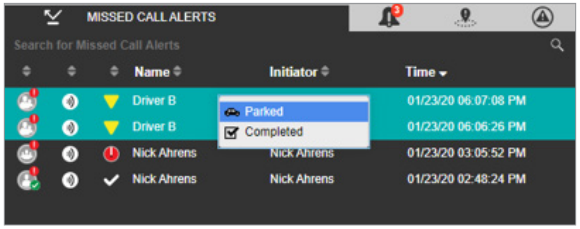
Each alert in the "Alerts" window has an action status associated with it. The action status helps you determine which alerts have been acted upon and which ones are pending a response. The status of an alert is indicated by the following icons. To change the status of the alert, select the alert, right-click, and select the status.

- Unattended – Indicates you have a pending (unattended) alert.
- Attended – Appears when you make a call or send an IPA in response to the alert.
- Parked – Appears when you specifically assign a parked status. You would typically do this if you are busy with some other activity and want to flag the alert for later.
- Completed – After you finish responding to an alert you can complete the alert. This will move the alert to the alert logs.

Note: All the alerts except parked alerts are moved to the alert logs as per the duration set by the user in Alerts section of the "Settings" tab. A Maximum of 50 alerts are shown in the "Alerts" window. Once this limit is reached, the oldest alerts are moved to the logs irrespective of the status of the alert or the duration set by the user in the Alerts section of the "Settings" tab. You can choose the tones or disable the tones for missed call alerts under the Tones and Notifications header on the Settings page. For more information, refer to the "Tones" section in this document.

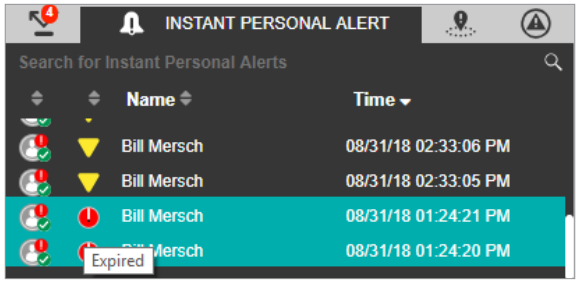
Actions for Multiple Selected Alerts

You can also respond to multiple alerts from the “Alerts” window. To select all the alerts from the “Alerts” window, press CTRL + A key on your keyboard. 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.”



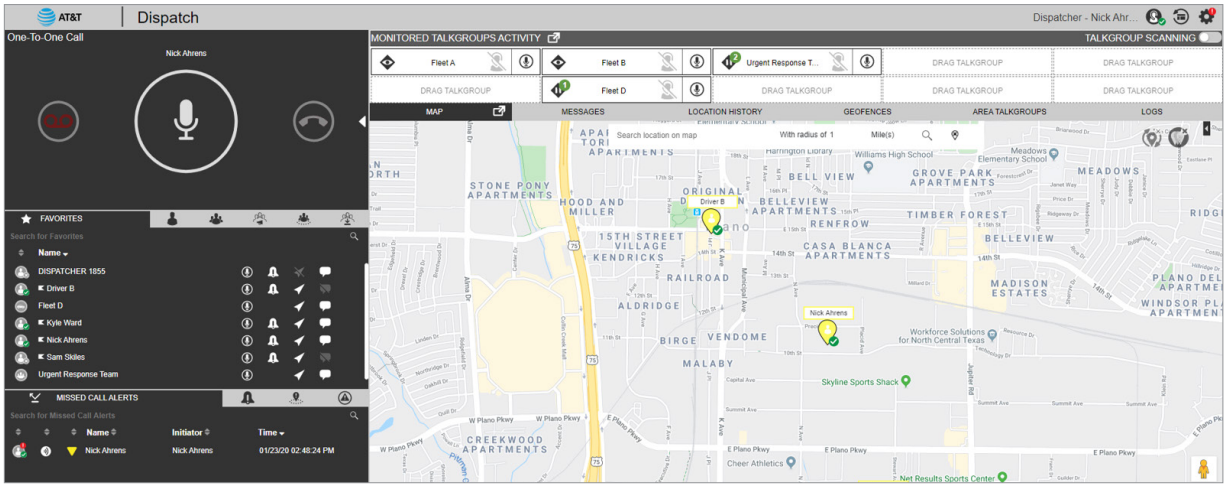
Parked – Appears when you specifically assign a parked status. You would typically do this if you are busy with some other activity and want to flag the alert for later. When you respond to multiple alerts with a “Parked” status, the status of the alert becomes “Parked.”

Completed – After you finish responding to an alert, you can complete the alert by selecting the “Completed” option. This will move the alert to the alert logs.



Talkgroup Scanning

The Talkgroup Scanning feature allow you to scan through a list of talkgroups and area talkgroups for calls. The higher-priority talkgroup calls take precedence over lower-priority talkgroup calls. The calls originated by you are not pre-empted. The calls that are not originated by you are pre-empted only after the floor is released. 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. Talkgroup mentioned in the following sections include both talkgroups and area talkgroups.

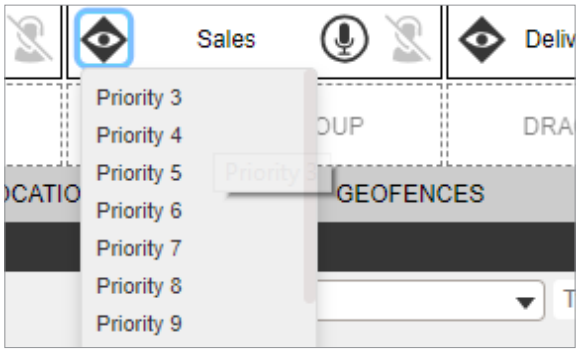


This section is organized as follows:

- Setting the Talkgroup Priority
- Enabling Talkgroup Scanning for a Talkgroup
- Turning off Talkgroup Scanning for a Talkgroup
- View Dispatchers on the Monitored Talkgroup

Setting the Talkgroup Priority

Once you have added at least one talkgroup in a "Monitored Talkgroup" window and selected the priority level, click the **Talkgroup Scanning On** icon to set the Talkgroup Scanning priority for that talkgroup. You can select priority 1-3 (depending on the configuration) for the talkgroup or you can select the "Normal Priority" option if you do not want to assign a scanning priority to the talkgroup. When you select a talkgroup priority, the Set Talkgroup Priority icon will change to indicate that Talkgroup Scanning is enabled for that talkgroup and it will show the scanning priority that you selected to the right of the icon.



Note: You are allowed to 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 will be applied once the call ends.

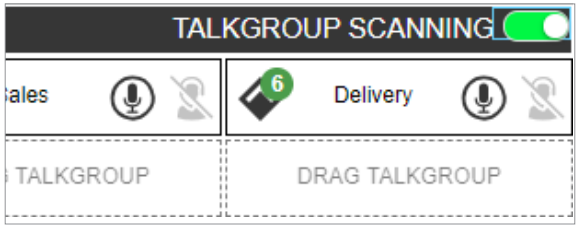
Enabling Talkgroup Scanning for a Talkgroup

Once you have selected the priority level for your talkgroup(s), click the **Talkgroup Scanning** icon to turn on Talkgroup Scanning for your monitored talkgroups. The Talkgroup Scanning icon will change to indicate that Talkgroup Scanning is enabled for that talkgroup and the Talkgroup Scanning Priority icon in the "Monitoring Talkgroups Activity" window will change 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 will be heard immediately as per the priority.

In either of the two cases below the call will not barge in if:

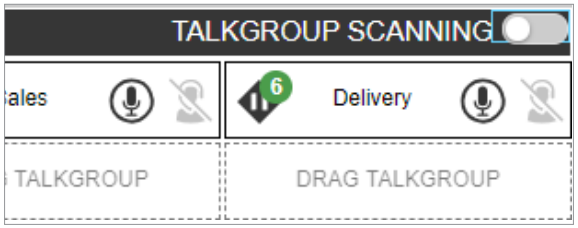
1. Talkgroup scanning is off or

   Monitored talkgroup priority status is "Monitored Only".



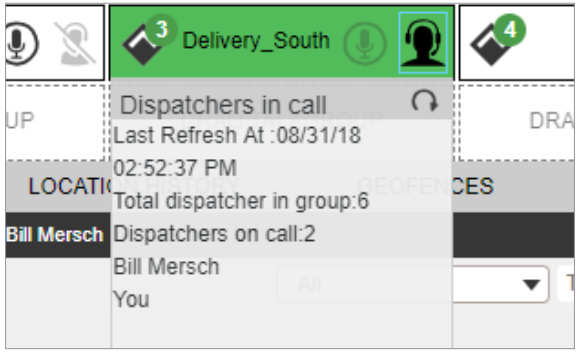
Turning off Talkgroup Scanning for a Talkgroup

Click the **Toggle** icon to turn off Talkgroup Scanning. When you select this option to turn off Talkgroup Scanning for the talkgroup, you will still see the activity indicator for the talkgroup but will not automatically hear the call. That means the talkgroup is being monitored but not scanned.



View Dispatchers on the Monitored Talkgroup

A corporate admin can assign multiple dispatchers in a talkgroup. If any dispatcher has joined the call (other than you), a dispatcher icon will be 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 need to click the **Dispatcher Information** icon. After clicking the dispatcher information icon, a list tray will be displayed. The dispatcher list tray will show 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 leaves the call or no dispatcher is on the call. The details in the tray will also show the last refreshed date and time. To refresh the dispatcher list, click the **Refresh** button on the tray.



Monitoring Talkgroups

Dispatch allows you to monitor up to 20 talkgroups. When monitoring, you will be able to see call activity on monitored talkgroups and optionally join a talkgroup call if it is active. This 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.

Note: Broadcast talkgroups cannot be monitored.

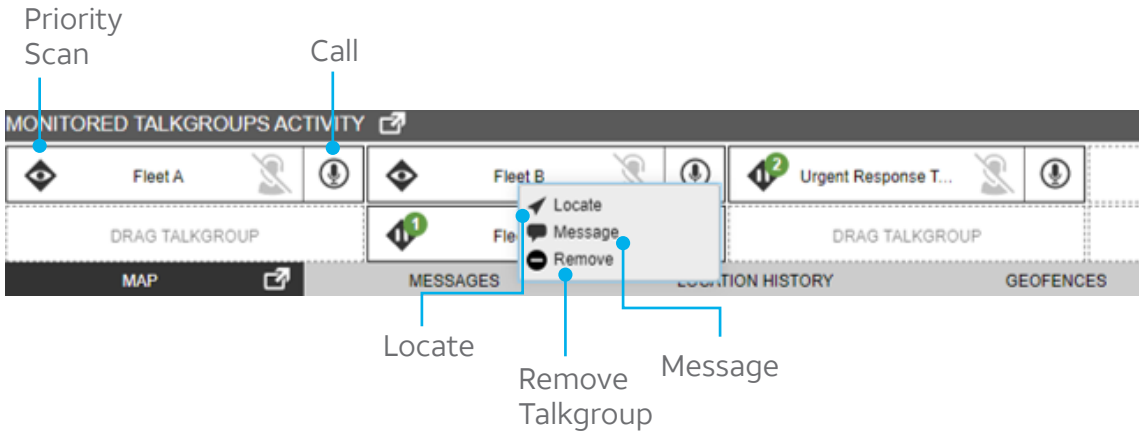
This section is organized as follows:

- Adding a Talkgroup to a Monitored Talkgroup Activity
- Remove a Talkgroup from the Monitored Talkgroup Activity Window
- Actions on a Monitored Talkgroup

Adding a Talkgroup to a Monitored Talkgroup Activity

To add a talkgroup, follow these steps:

1. Click the "**Talkgroups**" or "**Area Talkgroup**" tab in the "Contacts and Talkgroups" window.
2. Find the talkgroup you want to monitor and click on the talkgroup **Name**.
3. Drag and drop the talkgroup from the "Talkgroups" or "Area Talkgroup" tab of the "Contacts and Talkgroups" window to the "Monitored Talkgroups Activity" window. When the talkgroup is successfully added, the icons for call, Message, Location, Talkgroup Priority, Dispatcher Information (if any dispatcher is in call), and Remove Talkgroup are enabled and the name of the monitored talkgroup is shown.



Remove a Talkgroup from the Monitored Talkgroup Activity Window

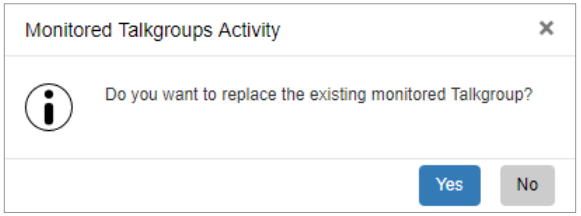
You can remove a talkgroup from a "Monitored Talkgroup" window. To remove, right click on the talkgroup and select **Remove** icon.

Note: 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.

Replacing a Talkgroup from a Monitored List

To replace an existing monitored talkgroup with a new talkgroup:

Drag and drop a new Talkgroup from the "Talkgroups" or "Area Talkgroup" tab onto the existing "Monitored Talkgroup" window. A "Confirmation" window appears.



Click **Yes** to replace the existing monitored talkgroup with the new talkgroup or

Click **No** to cancel.

Note: 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.

Actions on a Monitored Talkgroup

If No Dispatcher has Joined Active Talkgroup

When an incoming call starts in a monitored talkgroup, the monitored talkgroup area background turns from White to blinking Amber to indicate that an incoming call has started. A No Dispatcher in Call icon indicates that you or another dispatcher have not yet joined the call. Right-clicking on the talkgroup will allow you to locate or send a message.

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 icon is enabled to indicate that another dispatcher joined the call. Right-clicking on the talkgroup will allow you to locate or send a message. The dispatcher information icon will be enabled to show you the total dispatchers in that talkgroup, the dispatchers on call and the last refreshed time.

Joining an Active Talkgroup

If the call is already started, you can join the call by clicking the icon. The monitored talkgroup area background turns from Amber to Green. Right-clicking on the talkgroup will allow you to locate and send a message. The dispatcher information icon will be enabled to show you the total dispatchers in that talkgroup, the dispatchers on call and the last refreshed time. During the call, use the "Call Activity" window or "Monitored Talkgroup" window icons.

Placing a Call to a Non-Active Talkgroup

You can place a call to a Monitored Talkgroup not currently on a call by clicking the icon. The White background color turns to Green. During the call, use the "Call Activity" window.

Silent Rejoin

The floor will not be given to you automatically from "Alert" window, "Contacts and Talkgroups", "Monitored Talkgroups" "Alert Logs" or from the "Call Logs" if pre-arranged talkgroup call is already in progress. You will be able to join the call silently and then take the floor.

Note: If you re-login or due to network fluctuations there may not be an indication of ongoing call.

Using the Map

Dispatch uses the Google map service to display the location of fleet members on the map.

Note: In order to get the location information for a fleet member, the Location feature must be enabled on fleet member's phone. Also, the fleet member must be listed in the contact list.

When signing in to Dispatch for the first time, no contacts will be located on the map. You have to locate contacts using the steps in the "**Locating Fleet Members**" section of this document. The next time you sign in, you will see the last located contacts on the map before exiting or signing out.

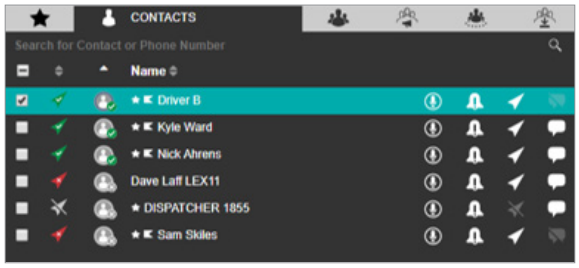
This section is organized as follows:

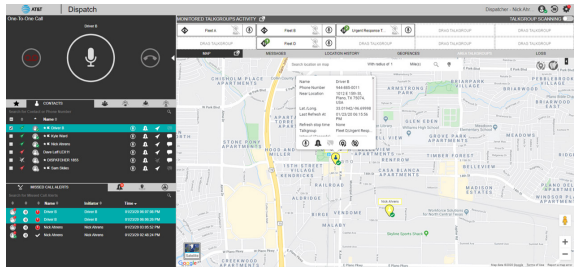
- Locating Fleet Members
- Clear Located Fleet Members Off the Map
- Fleet Member Information Window
- Selecting Multiple Fleet Members on a Map
- On Demand Location Update
- Periodic Location Update
- Finding an Address
- Centering the Map
- Zooming In and Out on a Map
- Changing Views of the Map
- Overlapped Map Markers

Locating Fleet Members

Locating a Single Fleet Member

4. Click the "**Contacts**" tab on the "Contacts and Talkgroups" window.





5. Click the **Locate** icon of the contact to locate the selected fleet member on the map. When the fleet member is located on the map, a marker is displayed at the fleet member's location.

6. Click the **Fleet Member Location** icon to view information for the fleet member.

Note: If location information is expired for the fleet member, the fleet member will be displayed on the map with the icon. The information that location information is not available for external contacts will be displayed 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**" section of this document.

Locating Multiple Fleet Members

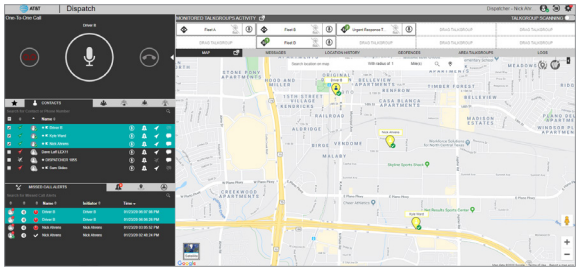
1. Click the "**Contacts**" tab on the "Contacts and Talkgroups" window.

2. Select the **checkbox(es)** next to fleet member(s) you want to locate.

3. Right-click and select the **Locate** icon to locate the members on the map. When the fleet members are located on the map Dispatch displays a marker for each fleet member.

4. Click on a **Fleet Member Location** icon to view information for a fleet member.

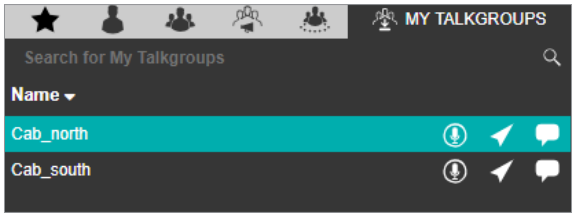
Note: You can also locate fleet members from alerts. Refer to the "**Alerts**" sections of this document for details.



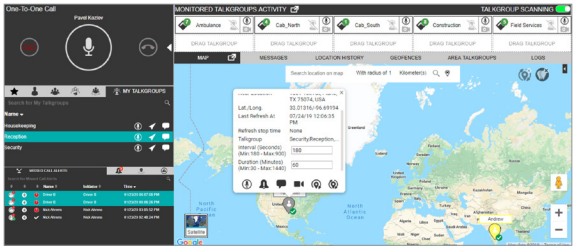
Locating Talkgroup Members

You can locate all the members of a talkgroup in one location:

1. Click the "**Talkgroups**" or "**Area Talkgroups**" tab in the "Contacts and Talkgroups" window.
2. Find the talkgroup you want to locate in the list and click on the **talkgroup name**.



3. Click the **Locate** icon to locate the talkgroup members on the map. For each located member, a marker is displayed on the map.
4. Click the **marker** to view information about the talkgroup member.



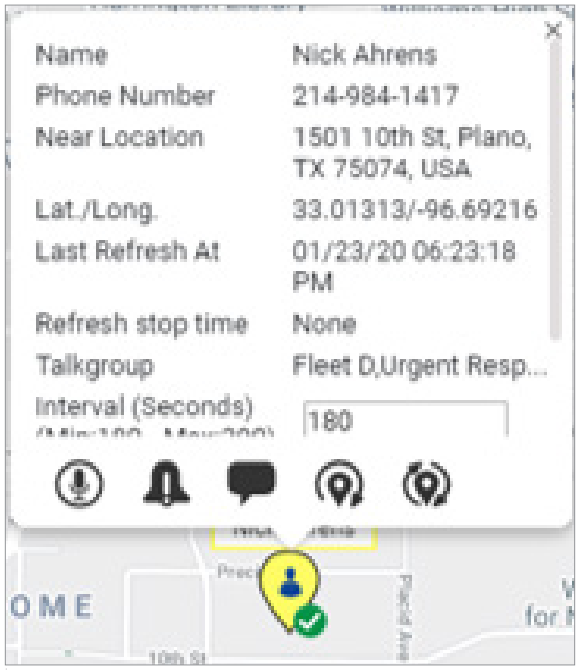
Clear Located Fleet Members Off the Map

To clear all the located fleet members off the map, click the **Clear All** icon provided at the top-right corner of the map. To selectively clear the fleet members located on the map, use the "Selection List" window. Select the **Fleet Members** by checking the checkbox on the "Selection List" window to clear the selected fleet members on the map and click the **Map Reset** icon.

Note: Performing either of the above actions will stop the periodic location updates for the fleet member(s) you clear from the map.

Fleet Member Information Window

When you click the **Fleet Member Location** icon located on the map, the "Fleet Member Information" window is displayed.



The "Information" window shows the fleet member's name, phone number, refresh intervals, refresh duration, a link to get the nearest location of the member, refresh stop time, talkgroups, and the time of the last location update.

You need to observe the time stamp when the location update was last initiated for the selected fleet member.

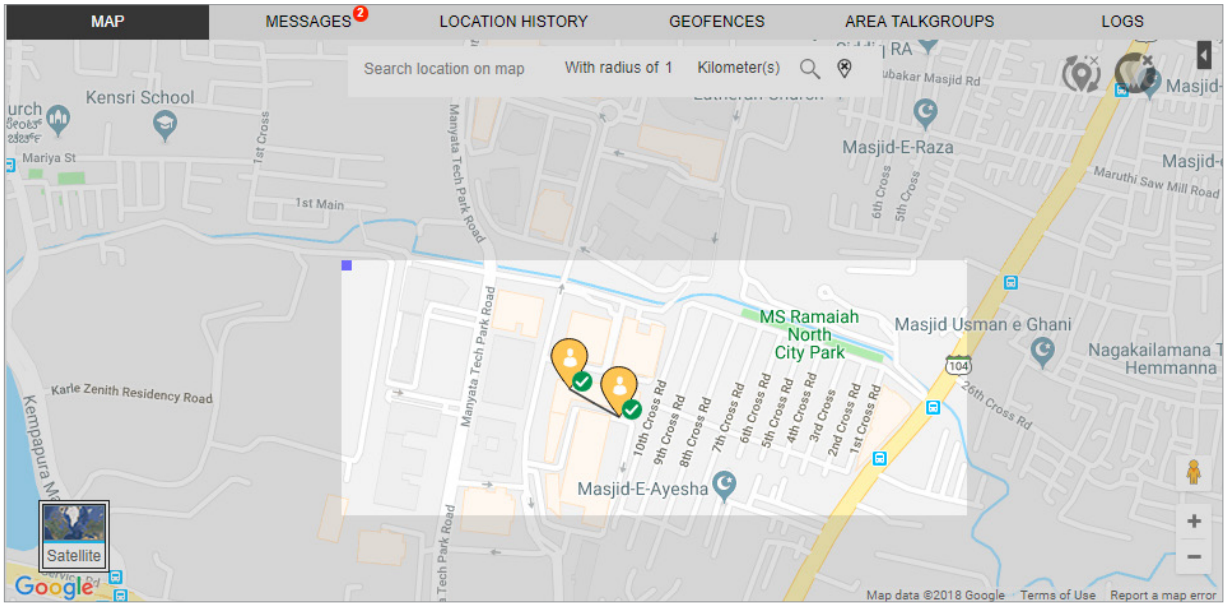
The following actions are available on the "Information" window:

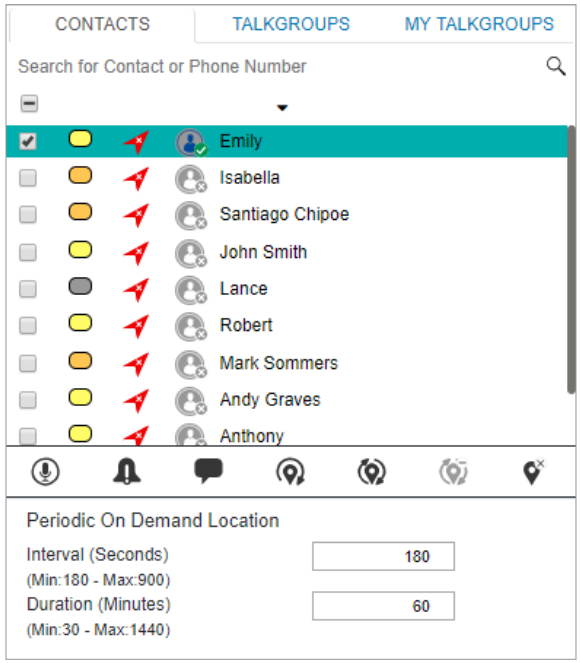
- Click the **Call** icon to call the selected fleet member.
- Click the **IPA** icon to send an Instant Personal Alert to selected fleet member.
- Click the **Message** icon to send a message to selected fleet member.
- Click the **Periodic Location Refresh** icon to refresh the fleet member's current location information periodically based on the settings you specify in the "**On Demand Location**" section of this document.
- Click the **One Time Location Refresh** icon to fetch the actual location information of the selected fleet member(s). A message will appear stating that an on demand location request has been sent to the server.
- Click the **Close** icon to close the "Information" window.

Selecting Multiple Fleet Members on a Map

Selecting Multiple Fleet Members:

Press the **Shift** key and, holding the left or right mouse button, drag the mouse over the marker icons. The "Selection List" window will appear displaying the fleet members you selected.





The "Selection List" window contains three tabs:

- Contacts
- Talkgroups
- My Talkgroups

You can perform the following activities in these three tabs:

- Click the **Selection List Expand** icon to expand the selection list.
- Click the **Selection List Collapse** icon to collapse the selection list.
- **Search** – Enter a name in the "Filter by Name" field to search for fleet members.
- **Sort** – Click the top of the header column of each field to sort by presence status, location status, and name.

- **Call** – Click the **Call** icon to call the selected Contacts or Talkgroups or My Talkgroups.
- **IPA** – Click the **IPA** icon to send an IPA to a contact.
- **One Time (manual) Location Refresh** – Click the **One Time (manual) Location Refresh** icon to refresh the location information of the selected contact.
- **Start Periodic Location Refresh** – Click the to **Start Periodic Location Refresh** of the selected contact.
- **Stop Periodic Location Refresh** – Click the to **Stop Periodic Location Refresh** for the selected contact.
- **Message** – Click the **Message** icon to send a message to the selected Contacts or Talkgroups or My Talkgroups.
- Click the **Map Reset** icon to remove the selected contact from the selection list and the map.
- Click the **Clear All** icon available on the map to remove all the fleet members located on the map and from the "Selection List" window.

You can also select multiple members on the map using the shift key and mouse click action. This kind of selection will override previously selected members from the "Selection list" window.

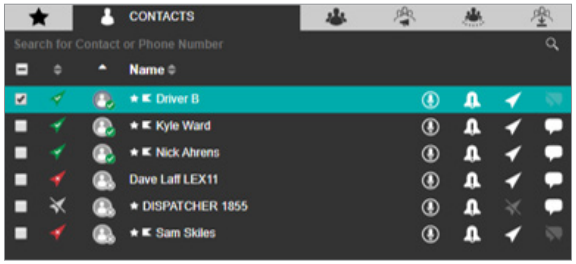
Note: You can send an Instant Personal Alert to only one fleet member at a time.

On-Demand Location Update

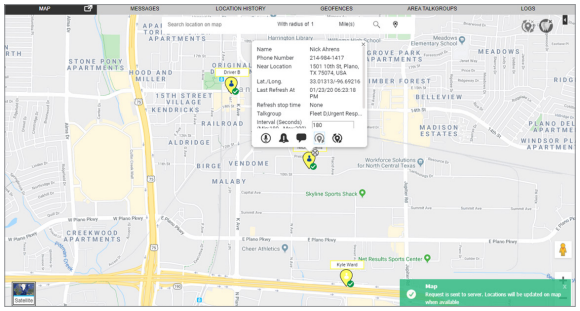
To request the most up-to-date location of a fleet member, the fleet member must first be located on the map.

Performing a One-Time Location Update of a Fleet Member

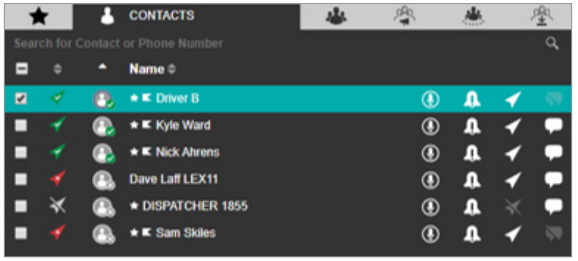
1. Click the "**Contacts**" tab from the "Contacts and Talkgroups," "Map Selection List" or "Map Info" window.
2. Select a contact by clicking the **checkbox** next to the fleet member's name from Contacts and Talkgroups or Map Selection List.



3. Click the **Locate** icon to locate the selected fleet member on the map. When the fleet member is located on the map, a marker is displayed at the fleet member's current location.
4. From the "Selection List" window, click the **checkbox** next to the fleet member(s) name and click the **One Time Location Refresh** button on the bottom of the "Selection List" window to fetch the actual location information of the selected fleet member(s). A message will appear stating that an on demand location request has been sent to the server.



When the location is available from the server, the marker pin will update to show the current location of the fleet member.

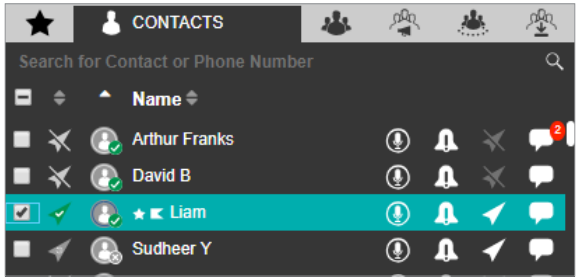


Periodic Location Update

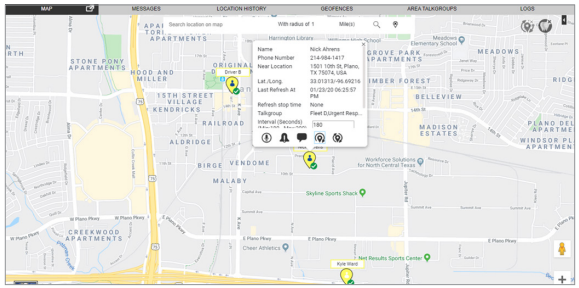
Starting a Periodic Location Update of a Fleet Member

Note: Be sure to verify the interval and duration values set at the on-demand location settings section from the Map Setting that appears under the "Settings" tab.

1. Click the "**Contacts**" tab from the "Contacts and Talkgroups" window.
2. Select a contact by clicking the **checkbox** next to the fleet member's name.

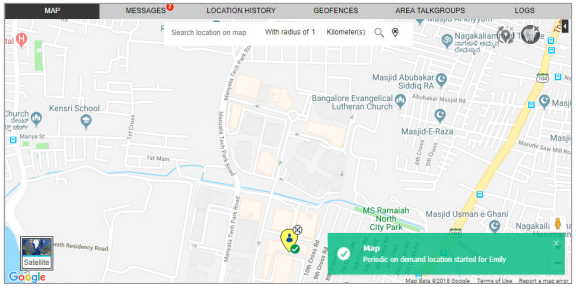


3. Click the **Locate** icon to locate the selected fleet member on the map. When the fleet member is located on the map, a marker is displayed at the fleet member's current location.
4. Click the **location marker** of the fleet member to display an "Information" window.



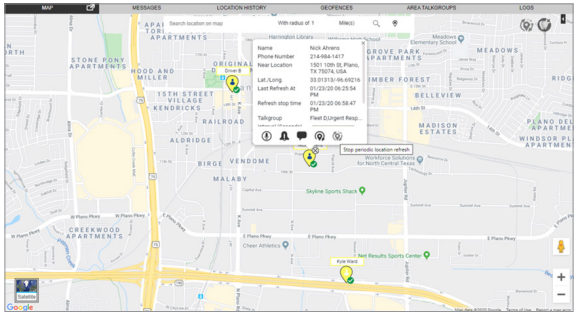
5. On the "Information" window, click the **Periodic Location Refresh** icon to initiate a periodic location refresh for the selected fleet member. A periodic on demand location refresh request will be sent to the server and the icon on "Information" window changes to the **Stop Location Refresh For Selected Fleet Members** icon.

The marker will be placed in the new location. If the response is a success, the location will be updated accordingly.



Stopping the Periodic Location Update of a Fleet Member

1. Click the **Fleet Member** icon of a fleet member receiving a periodic update to display the "Information" window.

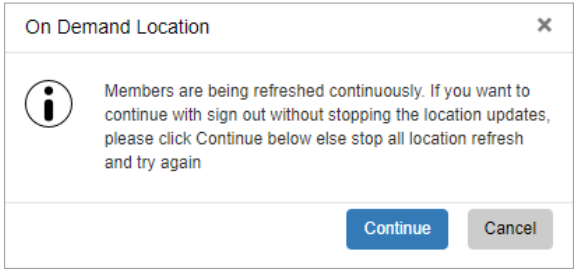


2. Click the **Stop Location Refresh For Selected Fleet Members** icon to stop periodically refreshing the location for the selected fleet member. The selected fleet member marker pin turns back to the marker.

   Or click the **Stop Location Refresh For All Fleet Members** available on the map to stop receiving periodic refreshing of the location of all fleet members. You can also accomplish this function by clicking on the **Clear Map** button on the map or on the **Map Reset** button in the "Selection list" window.

Signing out while On-Demand Location Update is in Progress

If the dispatcher tries signing out while an On-Demand location refresh is in progress, a Confirmation screen is displayed.



If not required, stop the periodic location update, and then sign out of Dispatch.

Clients That Do Not Support Location Reporting

Not all clients are capable of reporting the location. The following is the list of clients which do not support location reporting. Thus, even if such clients are assigned as a contact, the fleet member's location will not be displayed.

- Sonim 1520 – No GPS
- Sonim 5560 – Release 7.1+
- Sonim 5560 IS – Release 7.1+
- Sonim 5560 NC – Release 7.1+

Note: Sonim 5560/IS/NC with server release 7.4 and later clients support location. Only the 7.1+ server release versions do not support location.

- Motorola ES400 – No GPS
- Intermec CS40 – No GPS

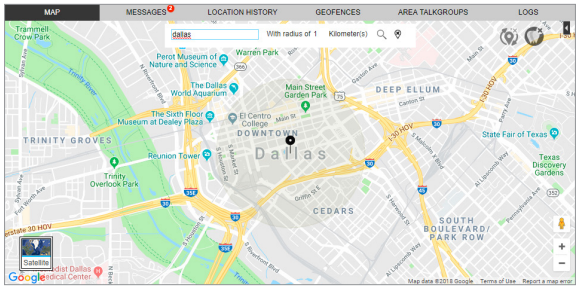
PC Client

Clients prior to release 7.7 do not support periodic and one-time (manual) location updates.

Battery Optimized iPhone clients will not report location as per On-Demand Location settings. They will only report location every 7-10 minutes regardless of the On-Demand Location settings.

Finding an Address

Mouse over on the **Map** icon at the lower left-hand area of the screen and click **Display Find Location**. This will display a "Display Find Location" window.



Note: To hide or display the find "Location" window, mouse over on the map menu and select the **Display Find Location** option.

1. Enter an address in the Location Address field.
2. Enter the radius.
3. Click the **Find Location** icon to find the location of the given address. There will be 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 Search Location** icon to remove the find push-pin icon from the map.

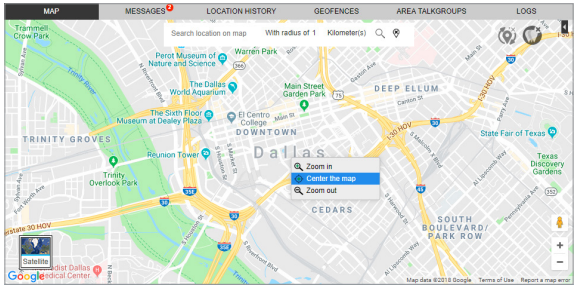
Note: The right-click option is not available for Map Center and Zoom In/Out on a circle denoting a range of the found location.

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. To set the center of the map, do the following:

1. Click the **Map** icon.
2. Select **Set the 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 will become the center of the "Map" window.

Note: 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 of that circle.

Zooming in and Out on a Map

The map view on Dispatch's screen can be maximized (zoom-in) or minimized (zoom-out). This feature works only when the Auto Track feature is disabled.

Right-click again on the same location to find the Zoom-in/Zoom-out options along with the **Map Center** icon.

- Selecting the **Zoom-in** option will increase the map zoom view by two steps only.
- Selecting the **Zoom-out** option will decrease the map zoom view by two steps only.

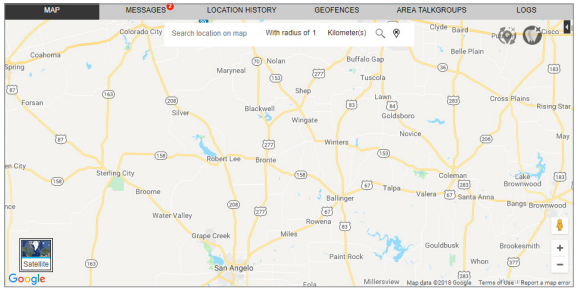
Select the **Zoom-in/Zoom-out** options as required to maximize/minimize the view of a particular location on the "Map" window.

Changing Views of the Map

The map can be displayed in the following views:

Map View

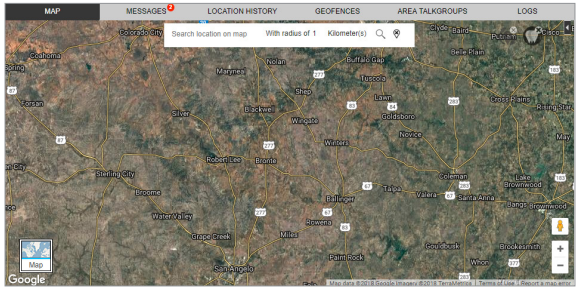
Map view mode displays the road map view. This is the default map type.



To change the Map mode, click the **Map** icon.

Satellite View

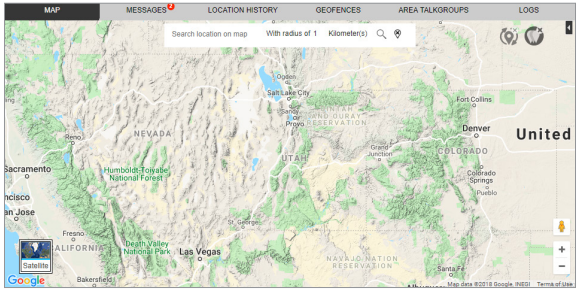
Satellite view mode displays the map in satellite image view. The typical satellite view screen is displayed.



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 the map menu to select **Terrain View** to display a "Terrain View Map" window.



Note: 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

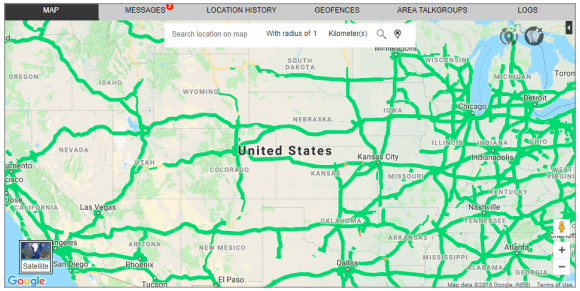
In this view, an indicator glows green, yellow, or red based on the current traffic along with the fleet member's region on the map.

This color code signifies the traffic density at selected location.

Traffic Color Code

- Extremely slow or stopped traffic.
- Traffic is moving at less than 25 miles per hour.
- Traffic is moving faster, from 25 to 50 miles per hour.
- Traffic is moving along at 50 miles per hour or more.

Mouse over on map menu to select the **Traffic View**.

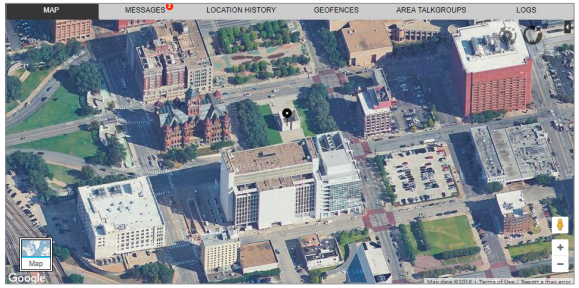


45° View

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, these map types will 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° view gets enabled automatically at a higher zoom level.



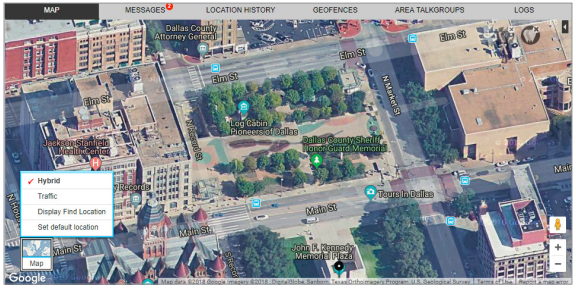
Street View

The Street View icon turns to an orange color in supported cities. To view the Street View mode, follow the steps below:

1. Click and hold the **Street View** icon and drop it to the desired location.

Hybrid View

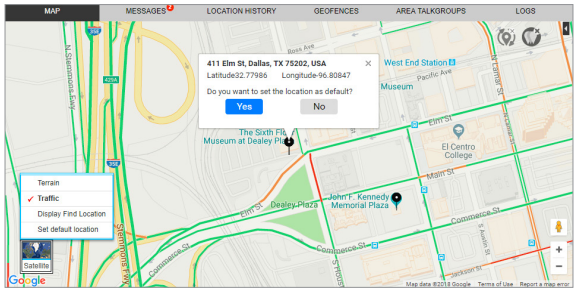
Hybrid view combines the satellite and map views. When hybrid view is enabled, street names are overlaid on a satellite view. Hybrid view is enabled by default in the satellite mode. To enable/disable this view, switch to Satellite mode and then mouse over on the map menu to select **Hybrid View**.



Note: Hybrid view is disabled in map mode.

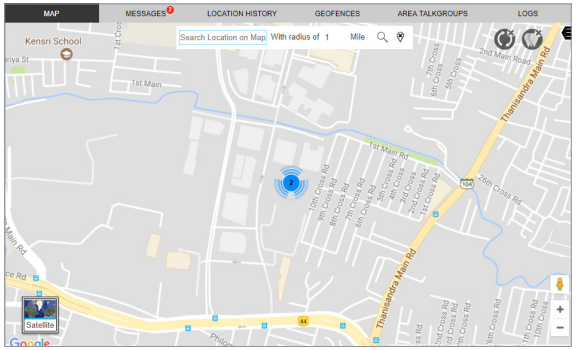
Set Default Location

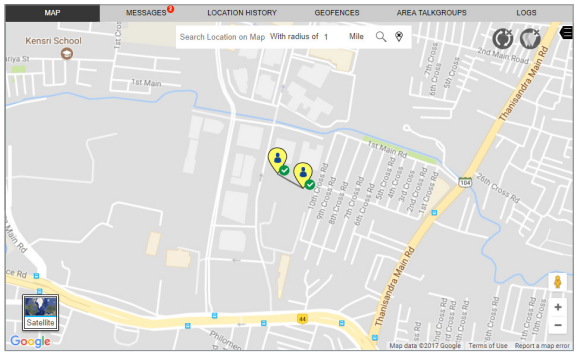
Set default location in the map allows you to define a specific location which is shown when you sign in to Dispatch for the first time. You can also modify your default location any time from the map tab. To modify the default location, select the Set default location from the map icon. Search the desired 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.



Overlapped Map Markers

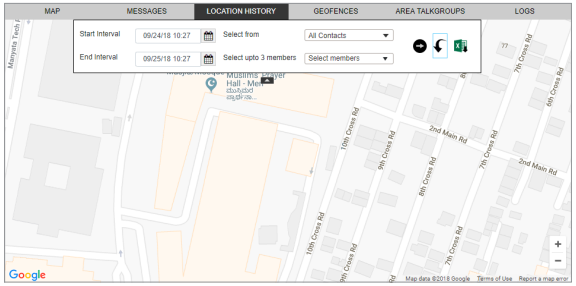
When two or more map markers are overlapped on the map, the Overlapping Marker Map Cluster icon is displayed for that location. Clicking on the **Overlapping Marker Map Cluster** icon will expand the area where all the markers are overlapped which in turn will clearly show all the marker's locations.





Location History

The Location History feature helps you track the path that your fleet member has traversed on the map for a specific duration. You can select the fleet member and the duration for which the path needs to be tracked. The path traversed will be shown on the map with Start and End icons for each of the selected fleet members with a color associated with the selected member.

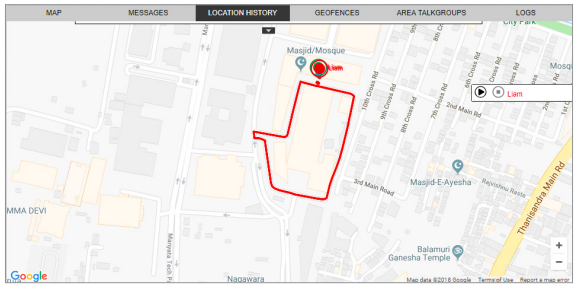


To track the path of a fleet member on the map:

1. Click the "**Location History**" tab.
2. Select the **Contact** or **Talkgroup** in the"Select From" drop-down.
3. Select the **contact's** or **talkgroup's** name from the Select up to 3 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.
6. Click the **Collapse** icon to hide the search slider

   Or click the **Expand** icon to view the search slider.

Note: A maximum of 3 fleet member's location histories can be shown at a time on the map. You can track the location history of a fleet member for a maximum duration of 24 hours.

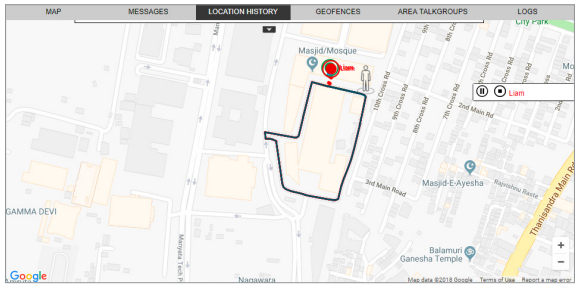


Note: At a given point of time, you can play location history of only one fleet member.

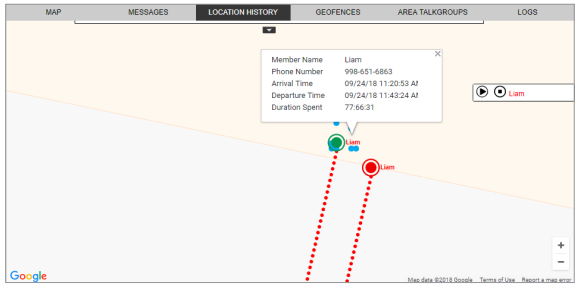
On the "Location History" tab you can perform the following activities:

- Click the **Reset** icon to reset the selection on Location History.
- Click the **Export** icon to export the path traversed by the fleet member in CSV format.

You can also play the path traversed of the fleet member by clicking on **Play** icon next to the fleet member on the storyboard. You can pause and play the traversed path by clicking the **Pause** and **Play** icons. You can also replay from any location points highlighted on the traversed path by double-clicking the highlighted **Location Point**.



Hovering over the highlighted **Location Point** icon of path traversed by the fleet member will show the Fleet Member's Name, Phone Number, Near Location (Get Location), Arrival Time, Departure Time, and Duration spent at this location.

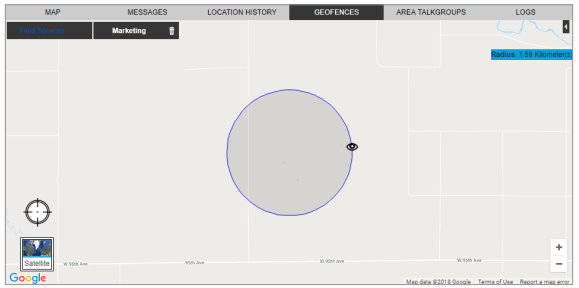


Geofence

In additional to location service, you are also allowed to define a virtual boundary, popularly known as Geofence, to monitor location activity for all talkgroup members. Geofence is circular in shape and 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 the fence is defined and enabled, you will see the fence overlaid on the map with all the talkgroup member's locations. When any talkgroup member crosses the fence, Dispatch sends a fence cross notification to that talkgroup member as well as sending you the location activity. When you select any talkgroup from the "Contacts and Talkgroups" window and select the geofence option, a fence is enabled for that talkgroup.

The fence period, fence distance and location update interval depends on the values set in the map settings. For more information, refer to the "**Location**" section of this document. You can also define the fence period, location update interval, notify yourself 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.



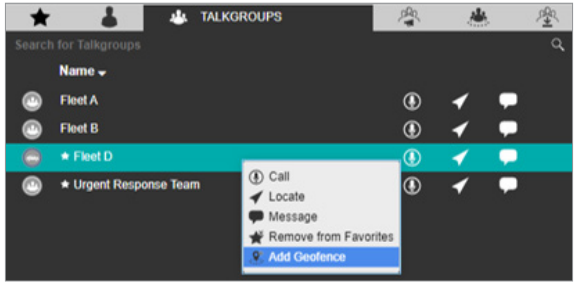
This section is organized as follows:

- Create Geofence for a Talkgroup
- Add Fence Coordinates to the Favorites
- Remove Fence Coordinates From the Favorites
- Edit Fence
- Delete Fence
- Geofence Event View

Create Geofence for a Talkgroup

To create a geofence for a talkgroup, do the following:

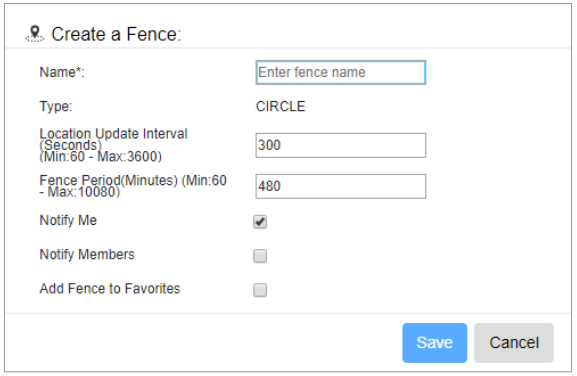
1. Select the **talkgroup** from the "Talkgroups" or "Favorites" tab.
2. Right-click on the **talkgroup** and click the **Add Geofence** icon. A "Geofence" tab opens below the "Monitored Talkgroup Activity" window.



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

   Or select the **fence coordinates** saved in the favorites. If required, drag the circle to resize the fence.
5. If required, drag the circle to resize the fence.

6. Click the **Confirm Fence** icon. A Create a Fence dialog box opens.

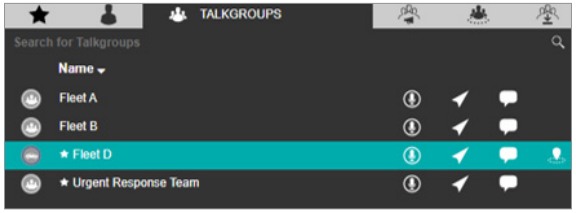


7. Configure the following details:
   - **Name** – Enter the name of the fence.
   - **Location Update Interval** – Modify the location update interval for the fence, if required.
   - **Fence Period** – Modify the duration of the fence for the talkgroup, if required.
   - **Notify Me** – Clear the checkbox, if you do not want to receive the cross fence notification.
   - **Notify Members** – Clear the checkbox, if you do not want the fleet members to receive the cross fence notification.
   - **Add Fence to Favorites** – Select the checkbox if you want to add the fence to Favorites for frequent usage.

Note: The settings in the Notifications settings defines whether the fence cross notification will be sent to member inside the fence, outside the fence or to the both. For more information, refer to the "**Notifications**" section of this document.

8. Click **Save** to create the fence or

   Click **Cancel** to cancel the action.
9. A **Geofence** icon is displayed on that talkgroup row in the "Contacts and Talkgroups" window.



Add Fence Coordinates to Favorites

You can save fence coordinates by adding the fence to Favorites for frequent usage. You can add the fence coordinates to Favorites from the "Create a Fence" or "Fence Information" window. To add the fence to 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 checkbox next to **Add Fence to Favorites**.

If you want to define the same fence coordinates for any talkgroup again, you can choose the coordinates saved in the fence favorites.

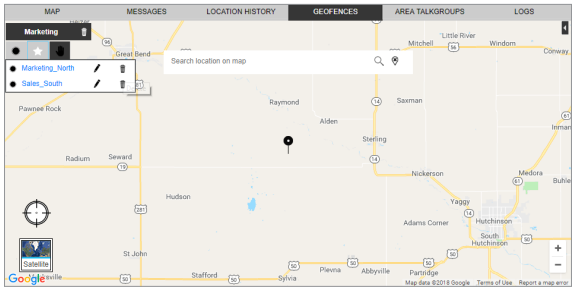
To do this, right-click on the talkgroup in the "Contacts and Talkgroups" window and select the **Favorite** icon in the "Geofence" window. Fences added to the favorites will be shown. Select the fence and create the fence.

Remove Fence Coordinates from Favorites

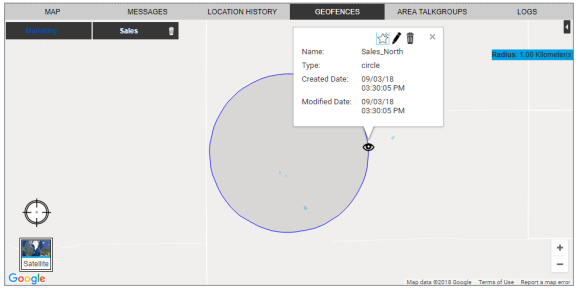
To remove the fence coordinates from Favorites, do the following:

1. Right-click on any **talkgroup** 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 Favorites is shown.

4. Click the **Delete** icon next to the fence name.



Clicking the **Eye** icon located on the map will display the member "Fence Information" window.



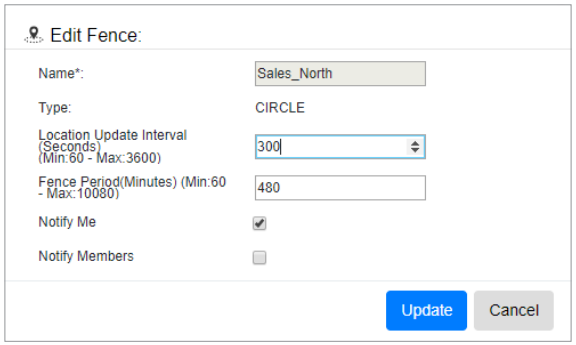
The "Information" window shows type of fence, name, created date and modified date.

You can delete, modify or add the fence created to Favorites from the "Information" window.

Edit Fence

You can edit the name of the fence by clicking the **Favorites** icon in the "Geofence" tab. To edit all other parameters, do the following:

1. Click the **Eye** icon on the fence. An "Information" window opens.



2. On the "Information" window, click the **Edit** icon.
3. An "Edit Fence" window is displayed. Modify the details.
4. Click **Update** to save the changes

   Or click **Cancel** to cancel the action.

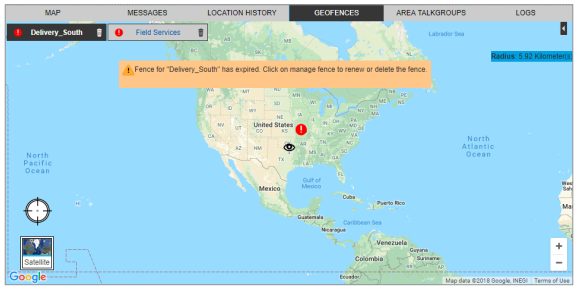
Delete Fence

You can delete the fence either by clicking on the **Delete** icon on the "Fence Information" window or by directly clicking the **Close** icon next to talkgroup name in the "Geofence" tab. A Confirmation message is displayed *"Are you sure you want to delete?"*

- Click **Yes** to delete

  Or click **No** to cancel the action.

Clicking on any of the talkgroup members associated with the Geofence talkgroup will display the Name, Phone Number, Near Location, Status, Distance from Fence, Accuracy and Last refresh.

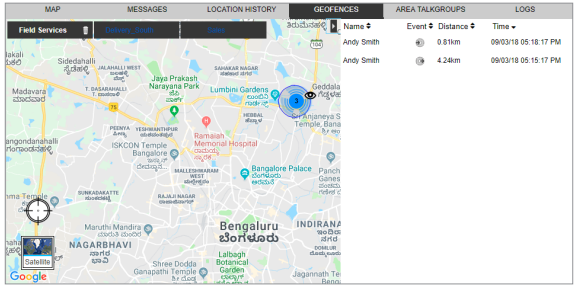


An Error message "*Talkgroup's Name" has expired. Click on manage fence to renew or delete the Fence?*" is displayed if the fence to the talkgroup is expired.

Geofence Event View

The Geofence Event View for a talkgroup provides information of all fleet member activities associated with the fence. 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.



Area Talkgroup

Area talkgroups are the talkgroups that are created by you based on the geographical area and the dynamic members. A dynamic member is a member whose active membership in the talkgroup depends if their location is inside or outside the area talkgroup. You can designate certain members to be static. The static member will always be an active member of the talkgroup regardless of their location.

You can create talkgroups by selecting the 9.0 clients those are part of command or business critical package. The area talkgroup capable members are shown 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 member(s) enter or leave the defined talkgroup area, they either become part of the area talkgroup or removed from the area talkgroup respectively.

The list of area talkgroups which are created and managed by you will be shown under:

- “Area Talkgroup tab” under “Contacts and Talkgroups” tab.
- Area Talkgroup slider.

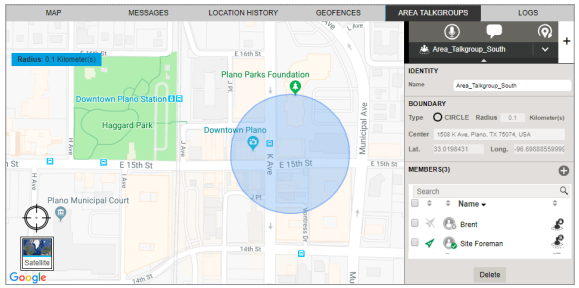
The list of area talkgroups which are not created and managed by you but you are one of the member of that area talkgroup will be shown under:

- “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 will not be able to 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).

Note: The name of the area talkgroup provided by you should be unique across the system.



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 saved.
- **Members** – Displays the members in the area talkgroup.

Note: Area Talkgroups are not managed by the central admin.

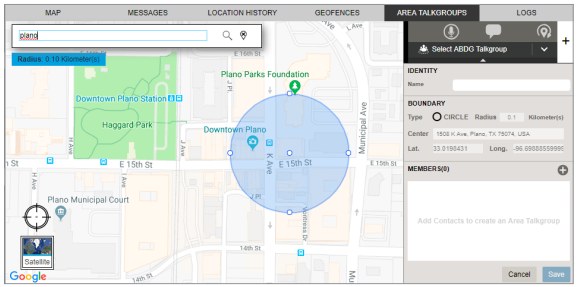
This section is organized as follows:

- Create Area Talkgroup
- Add members to Area Talkgroup
- Delete Member(s) or Area Talkgroup
- Actions on Area Talkgroup Members
- Dynamic Active and Inactive Area Talkgroup member

Create Area Talkgroup

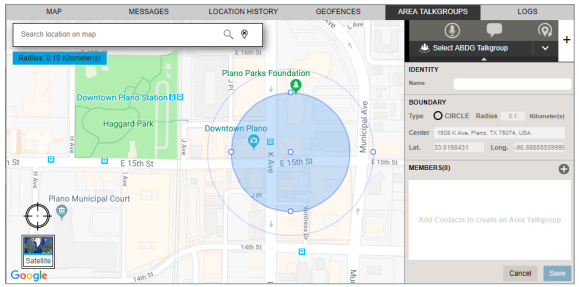
To create an Area Talkgroup, do the following:

1. Select the “Area Talkgroup” tab and click **Create Area Talkgroup** icon.
2. A circle with a pre-defined radius is displayed on the map.



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.

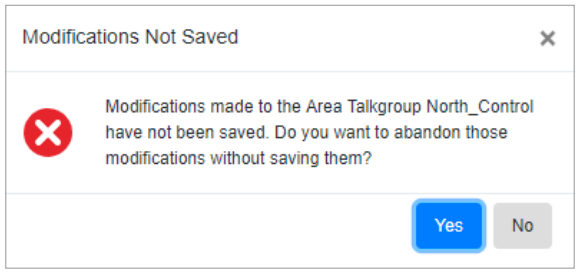


5. Enter the area **Talkgroup Name** in the Identity field.
6. Click the **Add Members** icon from the area talkgroup slider.
7. Select the **checkbox(es)** next to the contacts and click **OK** to continue

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

Note: You should select at least one dynamic member to create an Area Talkgroup.

8. A "*Modification Not Saved*" confirmation message is displayed, if you click **Cancel**.



9. Click **Yes** to confirm the cancel

   Or Click **No** to continue the modifications.
10. You can select the contacts, right click and choose to delete the contacts before saving.
11. Click **Save** to create the area talkgroup. The area talkgroup will be shown under the area talkgroup list and in the "Area Talkgroup" under the "Contacts and Talkgroups" tab

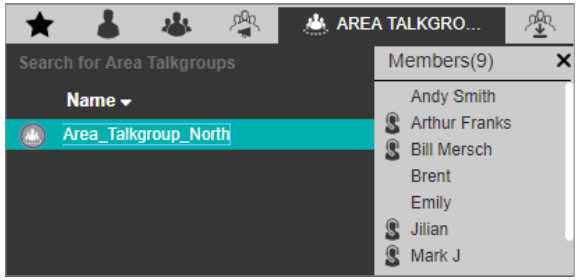
    Or click **Cancel** to cancel the create action.

Note: Before you save, you can choose to assign, remove supervisor role or delete the member from the area talkgroup.

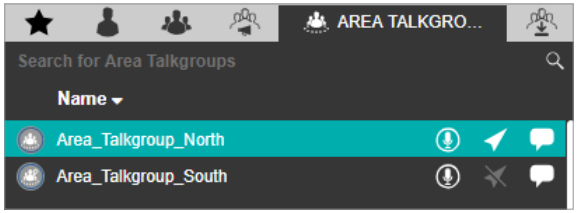
Placing Call, Send Message or Locate or Refresh the location of an Area Talkgroup

To place a call, send a message or locate an Area Talkgroup, follow these steps:

1. Select the "Area Talkgroups" tab in "Contacts and Talkgroups" window to view the talkgroups.
2. Double click on the **Talkgroup** to display all the members of the area talkgroup.



3. Click the **Close** icon or press the **Esc** key on your keyboard to close the Members list.
4. Click on the **Talkgroup** to select the area talkgroup.



- Click the **Call** icon to place a call

  Or click the **Message** icon to send a message to Area Talkgroup Members.

  Or click the **Locate** icon to locate the area talkgroup members.

From Area Talkgroup slider, select the area talkgroup from the drop-down and do the following:

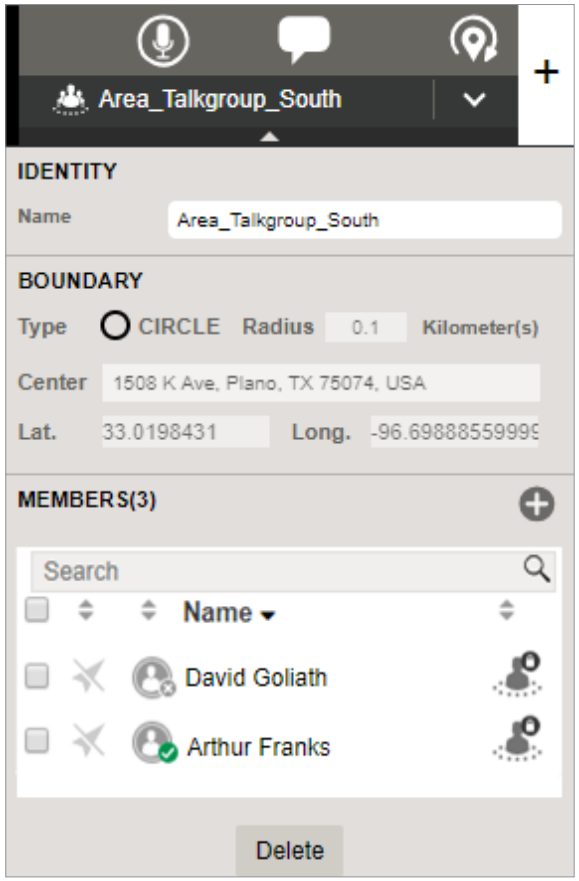
- Click the **Call** icon to place a call
- Or click the **Message** icon to send a message to Area Talkgroup Members.
- Or click the **Refresh Location** icon to refresh the location of the area talkgroup members.

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.

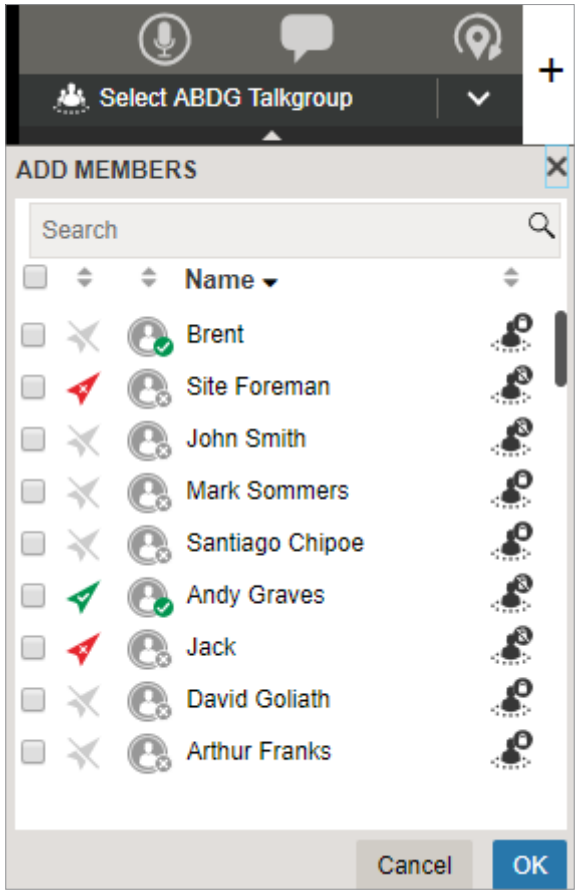
Add Members to Area Talkgroup

To add members to the Area Talkgroup, do the following:

1. From the Area Talkgroup slider, select the **Talkgroup** from the Area Talkgroup list.



2. Click the **Add Members** icon. An "Add Members" window is displayed.



3. Select the member(s).
4. Click **OK** to add.

   Or click **Cancel** to cancel the action.
5. Click **Save** to add the members to the area talkgroup.

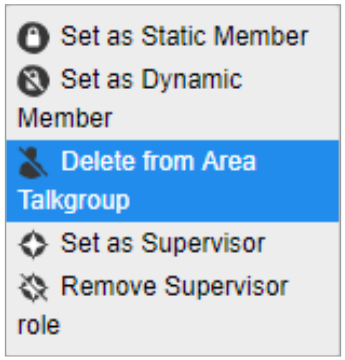
   Or click **Cancel** to cancel the action.

Delete Member(s) or Area Talkgroup

You can delete member(s) from the area talkgroup or an Area Talkgroup from the "Area Talkgroup Slider" window.

To delete member(s) from Area Talkgroup, do the following:

1. From the Area Talkgroup slider, select the area talkgroup.
2. On the members list, select the **Member(s)** to be deleted.

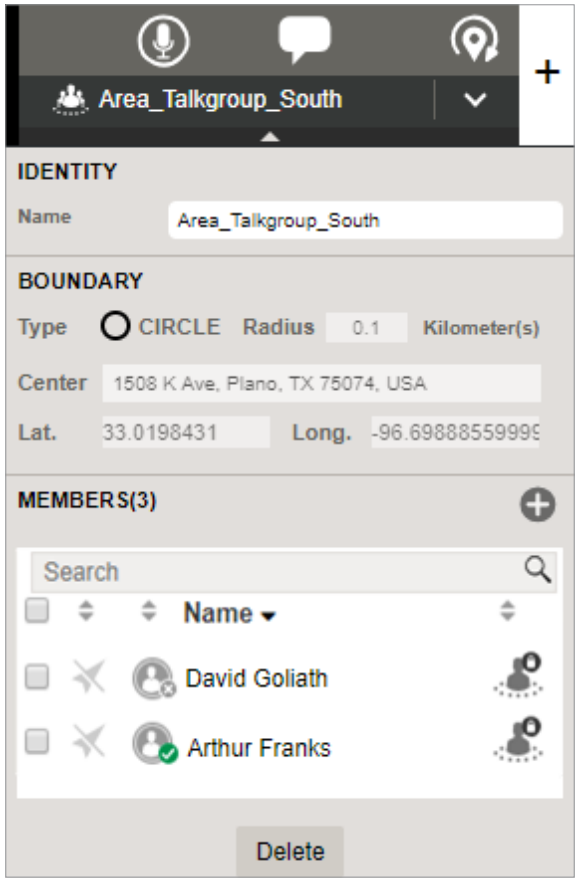


3. Right click and select **Delete** from Area Talkgroup.
4. Click **Save** to confirm.

   Or click **Cancel** to cancel the action.

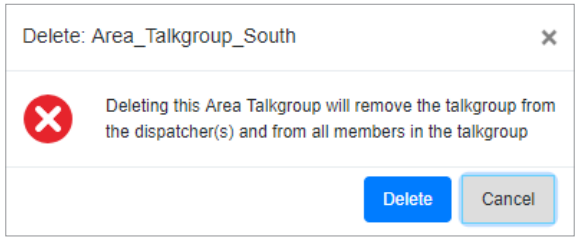
To delete Area Talkgroup(s), do the following:

1. From the Area Talkgroup slider, select the area **Talkgroup**.
2. Click the **Delete** button. A Delete Confirmation box is displayed.



3. Click **Delete** to delete the area talkgroup.

   Or click **Cancel** to cancel the action.



Actions on Area Talkgroup Members

You can assign or remove supervisor role permission of member(s), decide which member(s) to be static or dynamic, and can remove member(s) from the area talkgroup by right clicking on the selected member(s) from the "Area Talkgroup Slider" window.

To do so, select the member(s), right click and choose one of the following:

- **Set as Static Member** – When you set the member as static then they will always be a part of the area talkgroup and a static icon is shown 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 is shown 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 is shown on the member's type.
- **Remove Supervisor Role** – Select to remove the supervisory role of the member. A supervisor disabled icon is shown on the member's type.

Dynamic Active and Inactive Area Talkgroup member

The Members with 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.

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.

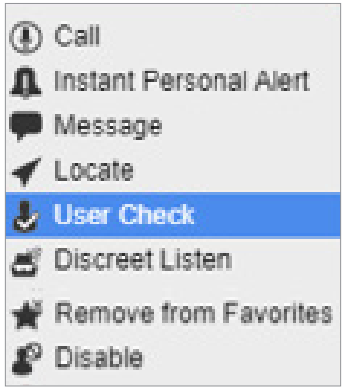
This section is organized as follows:

- User Check
- Discreet Listen
- Remote Disable or Enable Fleet Member

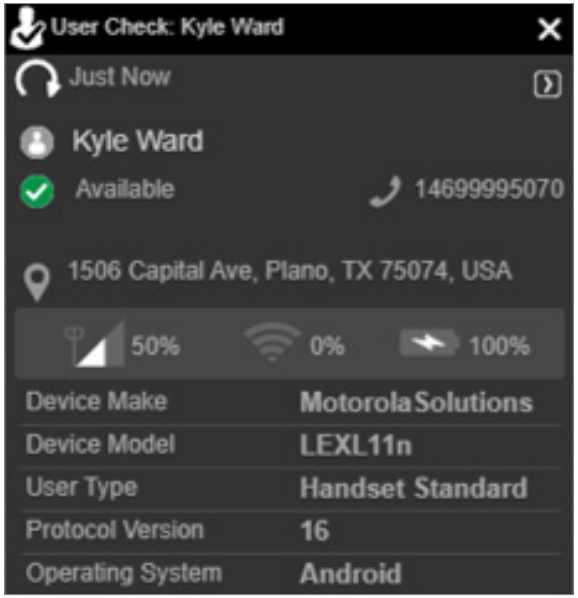
User Check

To activate the user check for a fleet member, do the following:

1. From the "Contacts and Talkgroups" window, select the fleet member for whom user check need to be done.



2. Right-click and select **User Check**. A "User Check" information window is displayed.



Once you select user check for a fleet member, the following information will be shown:

- Fleet member's name
- Presence status
- Phone number
- Fleet member's location
- Signal strength of Wi-Fi or LTE of the member's device
- Battery status
- Emergency state
- Last update time

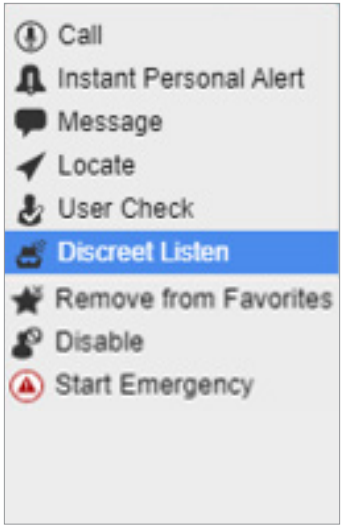
Click **Refresh** icon to refresh the informations shown in the "User Check" window. You can click **More** icon in the "User Check" window and select to perform Discreet Listen for the selected fleet member. A Cancel Emergency indication will be shown if an emergency has been initiated for the selected user.

Discreet Listen

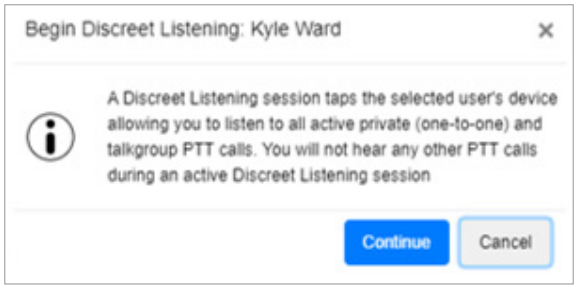
Discreet listening allows you to listen to any call to and from the selected member without knowing them. You can listen to the conversations on the fleet member's device. The discreet listening is recorded and when ends, the recording is created and automatically stored in the call history under Call 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.

To do discreet listen to a contact, follow these steps:

1. From the "Contacts and Talkgroups" window, select the **Fleet Member** for whom discreet listen need be done.

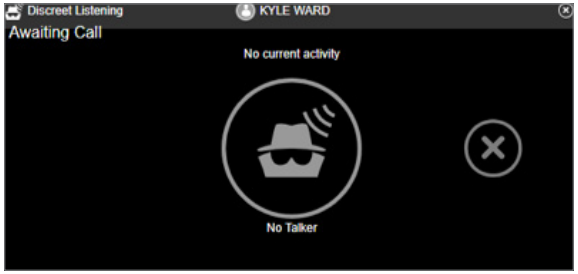


2. Right-click and select **Discreet Listen**. A Begin Discreet Listening confirmation pop-up is displayed.

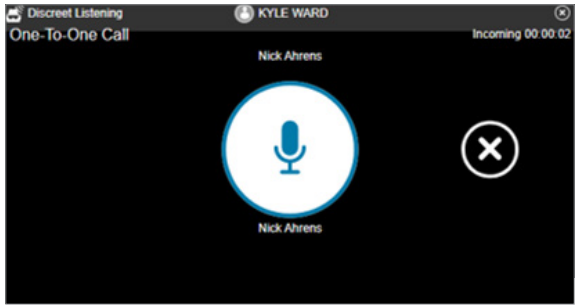


3. The PTT icon in the "Call Activity" window changes to Discreet listen.
4. Click the **Cancel** icon in the "Call Activity" window to end the discreet listen.

Note: Exiting the ongoing discreet call, does not end the ongoing discreet session in progress. The call activity window returns to awaiting call of discreet listen, but you cannot rejoin the same call. To rejoin the same call, you need to end the ongoing discreet listening session and start a new session.



If there is any call on fleet member's device, then the call timer in the "Call Activity" window starts and conversations will be recorded and stored in the Call Logs under the Logs tab. The call timer will not be shown if there is no call or the call ends on the fleet member's device.

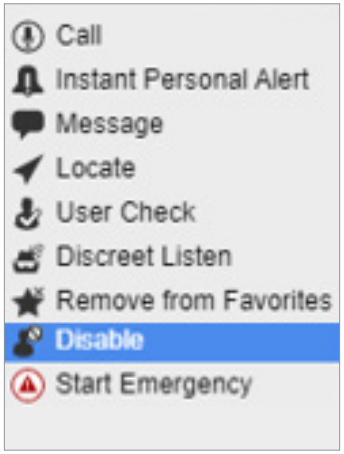


Remote Disable or Enable Fleet Member

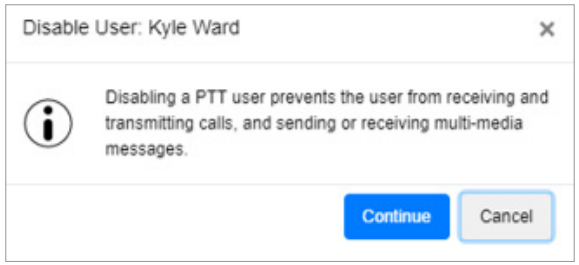
You can disable or enable the device of the fleet member remotely. Once disabled, you will not be able to make PTT calls and send message to that fleet member. The fleet member will be shown as disabled in the Dispatch. You can enable the fleet member later, if needed.

To disable the fleet member's device remotely, do the following:

1. From the "Contacts and Talkgroups" window, select the **Fleet Member** whose device need be disabled.



2. Right-click and select **Disable**. A Disable User confirmation pop-up is displayed.



3. Click **Continue** to Disable

   Or click **Cancel** to cancel the action.

Real-Time Presence

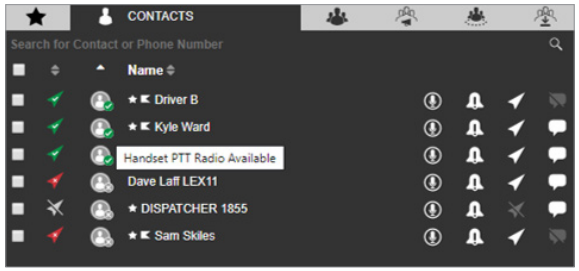
Real-Time Presence allows you to quickly know whether the fleet member is "Online," "Busy" ("Do Not Disturb'), or "Offline." Only fleet members with presence set to "online" receive PTT calls. The Presence Indicator is displayed next to the name of each of your contacts.

Likewise, you can change your availability on Dispatch to "Do Not Disturb" and "Online." This section is organized as follows:

- PTT Contact/Fleet Member's Presence
- Your Presence

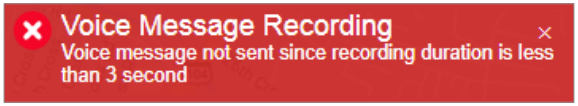
PTT Contact/Fleet Member's Presence

The presence of a contact can be seen in the contacts list indicated by an icon next to the contact's name.



- **"Online"** – The PTT contact is logged into 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 into 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 make a call to a contact with the DND status, a voice message fall back occurs. An error message will be displayed if you hold the PTT button less than the configured duration.



You can still send an Instant Personal Alert to a DND contact.

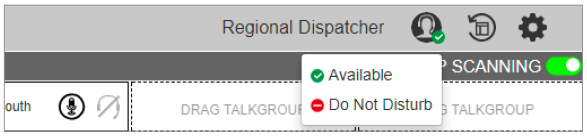
- **"Offline"** – The PTT contact is signed out from the PTT application and will not be able to receive PTT calls and alerts. It is shown with Gray Presence icon.

Note: If the missed calls and messages received from the phone number is not present in your contact list, the presence status of this phone number will be shown as "offline".

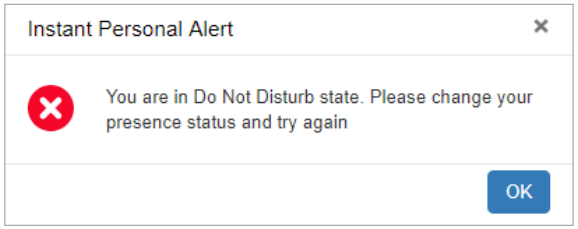
Note: You will be able to see the client type along with the previously mentioned presence status when you hover over the icon next to the contact's name.

Your Presence

Your own presence is indicated on the Dispatch screen.



- "Online" – You are signed into 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 into 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 from fleet members, but you will not be allowed to send IPAs to fleet members. If you try to send an IPA while in a DND state, you will see a message.



If your presence is set to "Do Not Disturb," a one-to-one call will not be received since the client will not be able to make a call to you, however, you will still be able to receive IPAs and missed call alerts. You can make outgoing calls, rejoin calls, send and receive secured messages while your presence is set to DND but you cannot send IPAs.

Using Accessories

Dispatch supports the following audio devices and floor control devices:

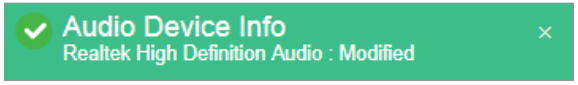
1. Input Devices
   - External Microphone (1/8" jack)
   - Headset with PTT (USB)
   - Internal Microphone (supported by system hardware)
2. Output Devices
   - External Speakers (USB, 1/8" jack)
   - Headset with PTT (USB)
   - Internal Speakers (supported by system hardware)

This section is organized as follows:

- Notification Message on Connection
- Accessory Connection/Disconnection Notifications on a Different Operating System
- Accessory Specifications
- Using a Desktop Microphone with PTT Button
- Using a Headset
- Using a Wide-Base Table Microphone
- Using a Footswitch
- Application Behavior while Disconnecting a Device During a Call

Notification Message on Connection

The Notification message on an accessory connection or removal is displayed.



The default device is set based on the order it is plugged 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 will appear indicating that the preferred device is not present and the available device will be used as a default device.

Note: If you do not see the notification, enable/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.

Accessory Connection/Disconnection Notifications on a Different Operating System

Windows 7/8.1 Desktop

Speaker with 1/8" jack
- While Plugged-In – Notification will be Displayed
- While Not Plugged-In – Notification will be Displayed

External Microphone 1/8" jack
- While Plugged-In – Notification will be Displayed
- While Not Plugged-In – Notification will be Displayed

USB Audio
- While Plugged-In – Notification will be Displayed
- While Not Plugged-In – Notification will be Displayed

PTT Floor Control Device (USB)
- While Plugged-In – Notification will be Displayed
- While Not Plugged-In – Notification will be Displayed

Windows 7/8.1 Laptop

Speaker with 1/8" jack
- While Plugged-In – No Notification
- While Not Plugged-In – No Notification

External Microphone 1/8" jack
- While Plugged-In – No Notification
- While Not Plugged-In – No Notification

USB Audio
- While Plugged-In – Notification will be Displayed
- While Not Plugged-In – Notification will be Displayed

PTT Floor Control Device (USB)
- While Plugged-In – Notification will be Displayed
- While Not Plugged-In – Notification will be Displayed

Accessory Specifications

Headset
- HW251N
- Supra Plus Monaural Wideband NC

PTT Adapter with Headset Jack
- SHS2355-01
- USB Push-to-Talk to H-Series, monaural

Foot Pedal/Switch
- FSSP2646-01
- USB PTT Footswitch

Foot Pedal USB
- FTT-300
- USB PTT Footswitch

Desktop Microphone Assembly
- SSP 2753-01
- USB Desktop PTT Microphone

Desktop Microphone Assembly
- IPT-M180
- Wide-base Table Microphone

Desktop Microphone Assembly
- IST 10722
- Buddy Headset Mic (If configured only as a joystick event device)

Desktop Microphone Assembly
- IST 10765
- Buddy Desktop Mic (If configured only as a joystick event device)

Slim™ Microphone/Speaker Station
- None
- USB Desktop PTT Microphone/Speaker

Note: 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 will work with the above PTT Adapter with Headset Jack.

Using a Desktop Microphone with PTT Button

Dispatch supports a Desktop microphone or Buddy Desktop Mic with PTT button. The following are the steps to make a PTT call while using this device.

1. Select the "Contacts" > "Talkgroups" > "Broadcast Groups" tab.
2. Click the **PTT Call** button in Dispatch.

Push the **PTT** button on the accessory to perform the floor control operation. These devices, when connected, are displayed under Settings > Devices in the PTT Floor Control field.

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.

Using a Headset

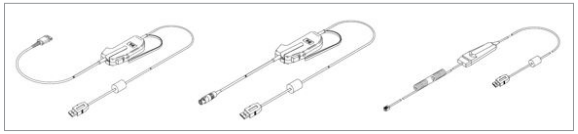
You can use a Plantronics headset or Buddy Desktop Mic through a Plantronics push-to-talk adapter plugged into your laptop/desktop to initiate PTT calls, floor control, and audio input/output.

Note: To control the floor operations and call initiation processes, the **Headset for PTT** needs to be selected in at least one of the audio input or audio output's preferences under the "Devices" tab under Settings.

If any preferences for Audio (I/O) are changed during an ongoing call, they will be applicable during the next call.

When initiating a call from a Plantronics PTT headset or Buddy Desktop Mic, follow these steps:

1. Select the "Contacts" > "Talkgroups" > "Broadcast Groups" tab.
2. Push the button on the Plantronics PTT Headset or Buddy Desktop Mic accessory/adapter to initiate a PTT call or to perform the floor control operation. These devices, when connected, are displayed under the Settings > Devices in the PTT Floor Control field.
3. **Note:** To place a call or to perform floor control operation from this device, select **Headset with PTT** from either the audio input or audio output drop-down list when connected.



Using a Wide-Base Table Microphone

Dispatch supports wide-base table microphones, only as an audio input device for PTT application. This accessory can be used in combination with other floor control accessories like PTT headset or Footswitch. When placing a call connecting this accessory for audio input purposes, follow these steps:

1. Select the "Contacts" > "Talkgroups" > "Broadcast Groups" from the "Contacts/Talkgroup" section on the "Dispatch" window.
2. Click the **PTT Call** button in Dispatch.
3. Push the **PTT** switch on other accessories like Footswitch or PTT headset that are connected for floor control to initiate a PTT call to perform the floor control operation. These devices, when connected, can be viewed under the Settings > Devices in the PTT Floor Control field.

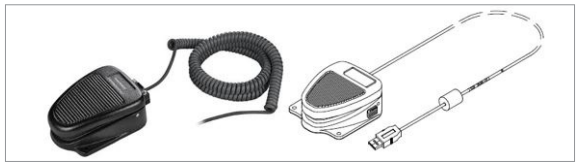
The IPT-M180 model microphone connects to the standard microphone input jack on a standard PC sound card, and can be configured as a standard microphone.

Note: While connecting an external microphone on your laptop, disable the laptop's inbuilt microphone from Control Panel > Hardware and Sound > Sound > Change System Sound > Recording, and enable the external microphone.

Using a Footswitch

Dispatch supports Foot Pedal for PTT floor control. When placing a call with this accessory connected, follow these steps:

1. Select the "Contacts" > "Talkgroups" > "Broadcast Groups" tab.
2. Click the **PTT Call** button in Dispatch.
3. Push the **PTT Foot Pedal** on the accessory to initiate a PTT call to perform the floor control operation. These devices, when connected, are displayed under Settings > Devices in the PTT Floor Control field.



Dispatch dynamically recognizes these devices when connected or removed from the system hardware.

Application Behavior While Disconnecting a Device During a Call

If you unplug an accessory during a call, the behavior is as described below:

1. **Audio Devices** – During a call, if the preferred or selected device(s) are disconnected, the audio is not transmitted until the current call is terminated.
2. **PTT Devices (Headset with PTT + Foot pedal + table microphone with PTT button)** – During a call, if the floor is acquired and the device is disconnected, then the floor is released. The floor can be acquired later with another PTT accessory or by using a mouse.

Note: If the accessories connected to Dispatch are idle for some time, the application considers the accessories to be disconnected. To troubleshoot this problem, refer to the "**Troubleshooting**" chapter.

Logs

Dispatch provides the logs information about dispatcher recent activity including alerts, PTT calls, audit logs, geofence logs and audio recordings of recorded calls and location information reports.

This section is organized as follows:

- Alert Logs
- Call Logs
- Audit Logs
- Geofence Logs
- Location Report

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.

The Alert logs can be filtered on the following fields.

- **Direction** – Outgoing or incoming alert.
- **Type** – Instant Personal Alert, One-To-One Missed Call, Quick Group Missed Call, Talkgroup Missed Call, Broadcast Missed Call, My Talkgroup Missed Call, Area Talkgroup Missed Call, Emergency One-To-One Alert and Emergency Talkgroup Alert.
- **Name** – Filter by the fleet member's name.
- **Member** – Filter by phone number or member's name of the initiator of the alert.
- **From Date** – Allows filtering from a specific date.
- **To Date** – Allows filtering to a specific date. You can filter a maximum of 30 days of data.

To view entries in logs the user needs to set 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 or

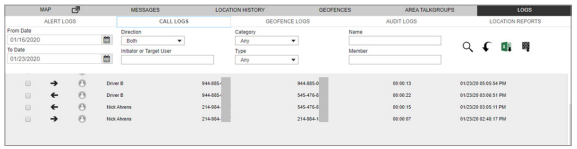
  Reset the filter to re-enter the search information again or

  Export icon to export the alert logs to the excel file format.

Note: 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 will automatically refresh the logs to include the recent activity whenever there is a new alert.

Call Logs

Call logs provide call history including recordings. To view the Call Logs, click the "**Logs**" tab and then click on the "**Call Logs**" sub-tab within it.



Call logs can be filtered using the following fields:

- **Direction** – Outgoing or incoming call.
- **Type** – One-to-One Call, Quick Group Call, Talkgroup Call, Broadcast Call, My Talkgroup Call, Area Talkgroup Call or Listening.
- **Name** – Filter by talkgroup's name.
- **From Date** – Allows filtering from a specific date.
- **To Date** – Allows filtering to a specific date. You can filter a maximum of 30 days of data. To view entries in call logs, the user needs to set up the filter and click the icon.
- **Member** – Filter by phone number or member's name of the initiator of the call.
- **Target User** – Filter by target user for whom the emergency has been initiated.
- **Category** – Allows filtering by discreet listening, emergency call or normal call.

Click one of the following icons:

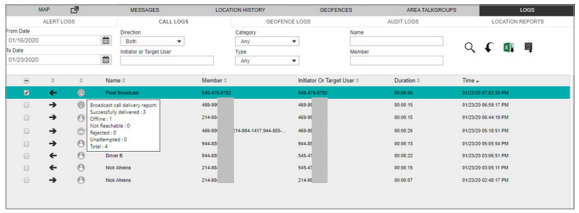
- **Search** icon to search for the log information

  Or **Reset** icon to re-enter the search information again

  Or **Export** icon to export the call logs to the Excel file format.

Please refer to **"Playing Back Recorded Calls"** for details on how to play a recorded call.

You are shown 50 records at a time. You can use the Previous and Next buttons (highlighted in the above image) to navigate through the pages. For broadcast call logs, you can see a detailed delivery report by hovering the mouse over the Broadcast icon.

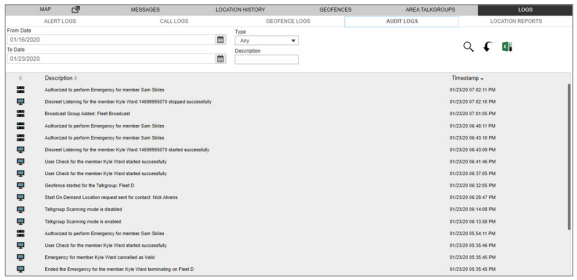


Note: Call logs are local to your Dispatch only. The Next and Previous buttons are highlighted only when there are more than 50 entries in the 'Call Log" window. Dispatch will automatically refresh the call logs to include the recent activities whenever there is an activity update.

Audit Logs

Audit logs contains various administration, operation and network events that have occurred on Dispatch.

- **Administration Log** – The administration logs mainly contain the triggers or events received from the CAT. A few examples for the administration log events include addition, deletion or renaming of contact or talkgroup, addition or deletion or renaming of a member in a talkgroup, etc.
- **Network Log** – Network logs contain all the network events that have occurred. Some examples of network log events are network down or up, map service down or up etc.
- **Operation log** – Operation logs contain the events other than call and alert activity from the user. Some examples of operation log events are dispatcher presence status change, sign-in success and failure, etc.



Audit logs can be filtered using the following fields:

- **Type** – 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 a maximum of 30 days of data. To view entries in call logs the user needs to set up the filter and click the icon.

Click one of the following icons:

- **Search** icon to search for the log information

  Or **Reset** icon to re-enter the search information again

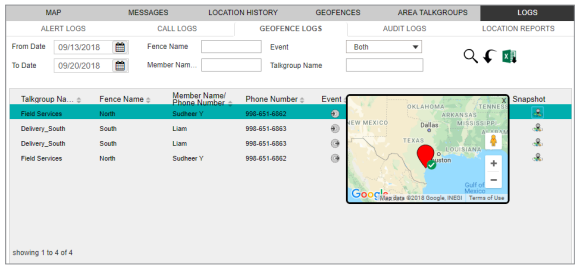
  Or **Export** icon to export the call logs to the Excel file format.

Note: The Next and Previous buttons are highlighted only when there are more than 50 entries in the "Audit "Log" window. Dispatch will automatically refresh the audit logs to include the recent activities whenever there is an activity update.

Geofence Logs

Geofence logs provide logs for the fleet members who have crossed the fence created by you. To view the Geofence Logs, click the "**Logs**" tab and then click on the "**Geofence Logs**" sub-tab within it.

Clicking on the **Snapshot** icon will show the location of the fleet member with respect to the fence associated with the talkgroup, when the log was created.



Geofence logs can be filtered on the following fields:

- **Event** – Filter by Outgoing or Incoming with respect to fence.
- **Member Name** – Search by the name of the fleet member.
- **Talkgroup Name** – Search by the name of the talkgroup.
- **Fence Name** – Search by the name of the fence.
- **From Date** – Allows filtering from a specific date.
- **To Date** – Allows filtering to a specific date. You can filter a maximum of 30 days of data.

To view entries in logs the user needs to set up the filter and click the 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

  Or **Reset** the filter to re-enter the search information again

  Or **Export** icon to export the geofence logs to the Excel file format.

Note: The snapshot (path traversed by the fleet member) data will not be exported when you export the logs.

Location Report

The Location Information Report provides information about the location of the fleet member at a specified time. To generate the location information report do the following:

1. Select the "**Location Report**" tab from the "**Logs**" tab.
2. Select the duration of the report from the From Date and To Date.

3. Click the **Excel** icon to generate the location information report.

Note: You can generate the location report for a difference of maximum 30 days.

The columns in the report provide information about the following:

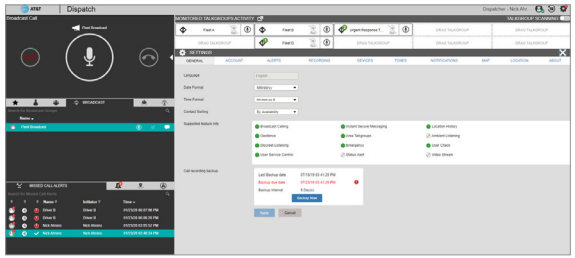
- Name of the fleet member
- Phone Number of the fleet member
- Presence status of the fleet member (Available/ Offline)
- Latitude of the fleet member's location
- Longitude of the fleet member's location
- Time and Date of the published location

	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

Settings

Dispatch provides several settings that you can configure as needed. Click **settings** from the **Setting** icon in the Dispatch header. Select the individual tabs to view or modify the appropriate setting options, which are described below.



This section is organized as follows:

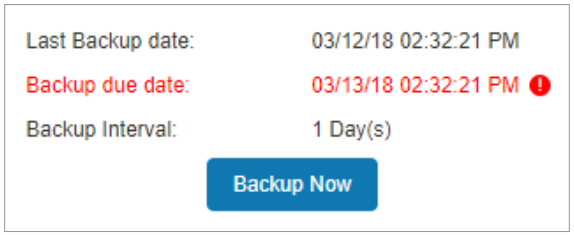
- General
- Account Settings
- Alert Settings
- Recording Settings
- Devices Settings
- Tones
- Notifications
- Map Settings
- Auto Zoom
- Location
- About

General

Allows you to configure the following settings options:

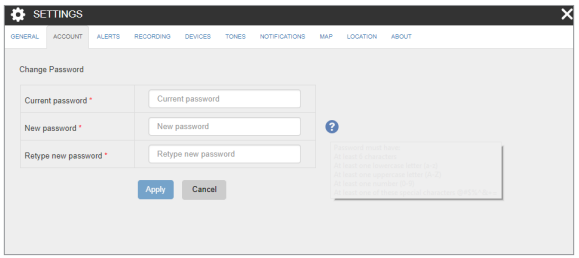
- **Date Format** – Using this setting, you can change how the date is displayed on the Dispatch. Supported Date formats are: MM/dd/yy and dd/MM/yy.
- **Time Format** – Using this setting, you can change how the time is displayed on Dispatch. Supported Time formats are: HH:mm, HH:mm:ss and HH:mm:ss tt.
- **Language** – Allows you to select the supported language for Dispatch. You will need to sign out and sign in to Dispatch once the language has been changed for the new language to take effect (Default: English).
- **Supported Feature Info** – Allows you to see the list of supported features that are enabled/disabled for Dispatch UI. The enabled features are marked in Green and disabled features are marked with in Grey.

- **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.



Account Settings

Allows you to change the password for the sign-in on Dispatch.



To change the sign-in password:

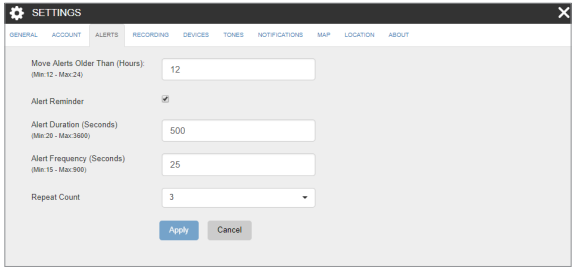
1. Enter the **old password**.
2. Enter the **new password**.
3. Re-enter the **new password** and click the **Apply** button.

Alert Settings

Specifies how long alerts can stay on the “Alerts” window. After that time, alerts are moved to Logs. You can keep the alerts in the “Alert” window from 12 to 24 hours before they are moved. You can also choose whether you want to suppress the reminders for “Instant Personal Alerts,” “Missed Call Alerts,” and/or “Geofence” alert.

The following are the settings you can configure for the alert reminder for the unattended IPAs, missed call or geofence alerts:

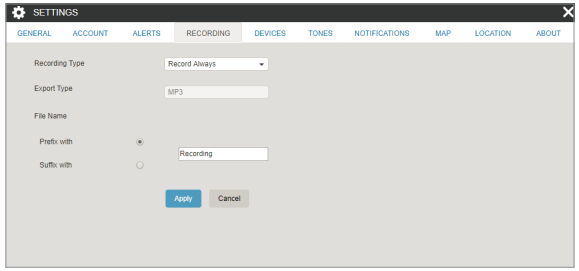
- **Alert Duration** – This setting allows you to set the expiry period (Minimum: 20 sec, Maximum: 3600 sec, Default: 500 sec) after which it will be marked as an expired unattended alert.
- **Alert Frequency** – This setting allows you to set the frequency (Minimum: 15 sec, Maximum: 900 sec, Default: 25 sec) at which periodic tones will be played and display a toast message displayed.
- **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 will be moved to alert logs.
- **Repeat Count** – This setting allows you to set the number of times (Minimum: 1, Maximum: Unlimited, Default: 3) the periodic tone will be played and toast message displayed.



Recording Settings

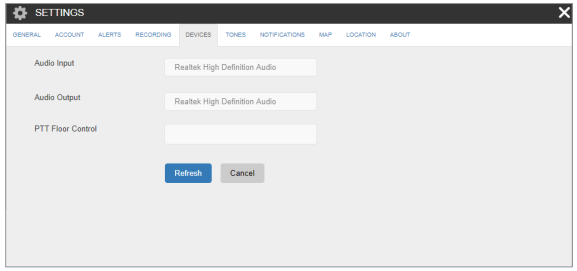
Allows you to choose your recording settings using the following options:

- **Recording Type** – Using this setting, you can change the call recording to either manual or full session. For more information, refer to the “**Record Manually**” and “**Record Always**” sections of this document.
- **Export Type** – Using this setting, you can change the type of recorded file to be saved. You can save the recording file type as MP3.
- **File Name** – Using this setting, you can change the where the ‘Recording’ word will be positioned in the name of the downloaded backup file. 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.



Devices Settings

Using the device setting, you can select the device used to make a call and control the PTT floor using the supported accessories. For more information, refer to the “**Using Accessories**”” section of this document.



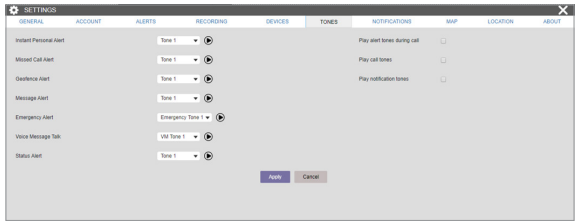
Tones

This setting allows you to enable/disable call tones and other tones. It also enables you to select a specific tone to be played for IPAs, message, voice message, geofence, and missed calls.

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 to have no tone played.
- **Instant Personal Alert Tone** – Allows you to select the tone you want to hear for an IPA. You can also choose to have no tone played.
- **Missed Call Alert Tone** – Allows you to select the tone you want to hear for a missed call alert. You can also choose to have no tone played.

- **Message Alert** – Allows you to select the tone you want to hear for a message. You can also choose to have no tone played for message displayed 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 to have no tone played.
- **Emergency Alert** – Allows you to select the tone you want to hear for emergency alert. You can also choose to have no tone played.



You can configure whether the tones have to be played for a message, geofence, IPA or missed call alerts when you are in an active call. By default, this will be set to disabled. With the setting disabled, you will not receive audible tones for IPA or missed call alerts and alerts will be shown only in the "Alerts" window.

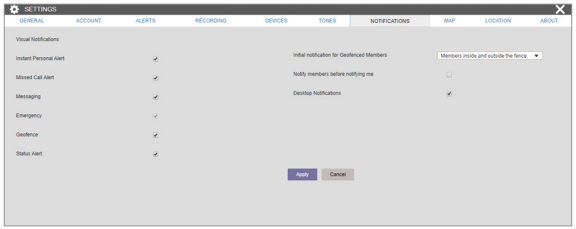
Notifications

This setting allows you to enable/disable the notifications which will be shown in case of alerts.

The following tone choices are available.

You can select whether the visual toast message will be shown for messaging, geofence, IPA, and Missed call. Clear or select the checkbox(es) to disable or enable the visual toast message.

- **Initial Notifications for Geofenced Members** – Allows you to select whether the notifications will be sent to fleet members when the geofence is initially enabled for the talkgroup. To enable this you need to check the checkbox "*Notify members before notifying me*" to notify the fleet members before you, when you initially enabled the fence for that talkgroup. Depend on the selection from the drop-down, the initial notifications will be sent. You can select from the following options:
  - Members outside the fence
  - Members inside the fence
  - Member inside and outside the fence



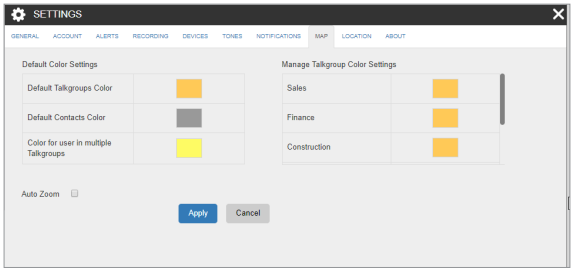
Map Settings

This setting allows you to choose a color for contacts and talkgroups to be displayed on the map. You can choose a color for a contact, a talkgroup, and members belonging to multiple talkgroups.

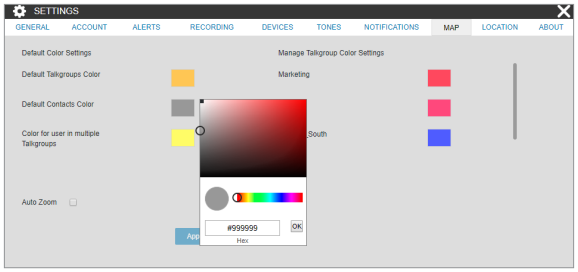
The chosen color push pin for the selected contact or talkgroup will be displayed on the map when you locate a specific contact or talkgroup on the map.

To set a color, follow these steps:

1. Click on the **Default Color Setting** option in Settings.

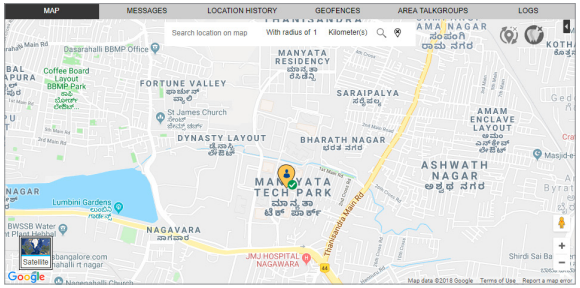


2. Click on the **Default Contacts Color** row, and then click on the **color** which displays the color palette.



3. Select the **new color** you wish to assign to a contact.
4. Click the **Apply** button at the bottom of the screen to save the changes.
5. In the following screen shot, the selected contact's location is shown with the push pin on the map.

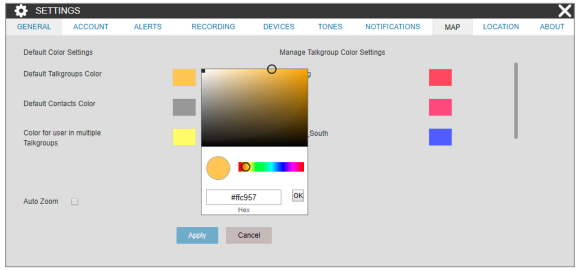
Note: All the contacts push pins are shown in the same color on the map. If a contact is also a talkgroup member, the push pin is displayed using the talkgroup color.



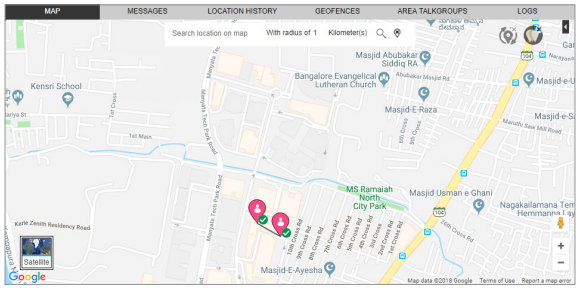
Setting the Default Color for a Talkgroup

This setting allows you to select a default color for a talkgroup when no color is previously chosen for the talkgroup:

1. Click the **Map Settings**. Click on the **Talkgroup Color** row, and then click on the **color** which displays the color palette.



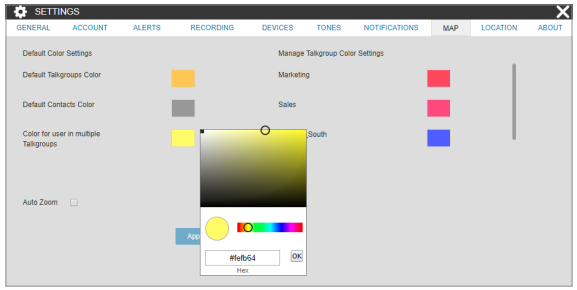
2. Select the **color** you wish to assign to a talkgroup member.
3. Click the **Apply** button at the bottom of the screen to save the changes.
4. When you locate a talkgroup member, the assigned color push pin will appear on the map.



Setting a Color for a Common Member in Multiple Talkgroups

This allows you to select a color for the fleet member who is part of more than one talkgroup.

1. Click the **Map Settings**.
2. Click the **Color for user in multiple talkgroups** row, and then click on the **color** which displays the color palette.



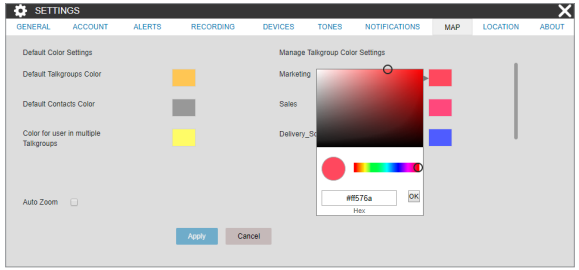
3. Select the **new color** you wish to assign to a common member.
4. Click the **Apply** button at the bottom of the screen to save the changes.
5. When you locate a talkgroup member, the assigned color push pin appears on the map.

Note: If you attempt to set the same color for both Talkgroup and Common Member, you will get an Error message and Dispatch will not allow you to save the changes.

Setting a Color for a Talkgroup

This allows you to select a common color for all the fleet members in one talkgroup.

1. Click the **Map Settings**.
2. Click the **Talkgroup** list in the "Manage Talkgroup Color Settings" window, and then click on the **color** which displays the color palette.

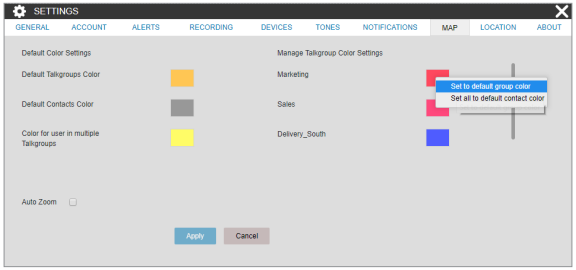


3. Select the **new color** you wish to assign to a Talkgroup.
4. Click the **Apply** button at the bottom of the screen to save the changes.
5. When you locate a talkgroup member that belongs to this talkgroup, the assigned color push pin will appear on the map indicating the fleet members in this talkgroup.

Setting a Color to a Default Contact Color/ Default 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.

1. Click the **Map Settings**.
2. Right-click on any Talkgroup in the "Talkgroup Color Settings" window to view the Set to Default Talkgroup Color and Set to default Contact Color options.



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.

Auto Zoom

When the Auto Zoom feature is enabled, the map zooms in and out and centers itself automatically to ensure that all the located fleet members are displayed on the map. If this feature is disabled in the settings, then you will have to scroll the map to find them when they go out of the map coverage area or relocate them to bring them into view.

Location

GPS location is reported by fleet members at a set frequency decided by your carrier, e.g. 1 minute. If, for some reason, the location is not available to you within that time frame, this setting will help you identify the cases easily. If you do not change this setting, then the GPS location information will be at most 1 minute old. Once there is no location update after this set time, the member's location is marked as expired. The time frame for this setting can range from a minimum of 1 minute to a maximum of 3 days, default 45 minutes.

- **On Demand Location** – The Periodic location update feature provides accurate information and whereabouts of a fleet member. You can set the location update interval as well as 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 will be refreshed every 3 minutes for 2 hours.
- **Location Update Interval** – This setting allows you to set the location update interval of the fleet member.

- **Location Period** – This setting allows you to set the duration of the location update of the fleet member.
- **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.

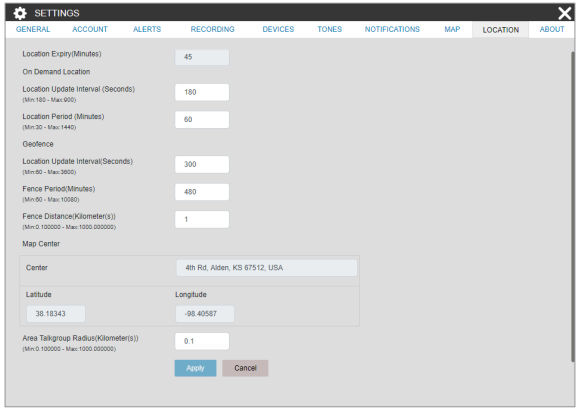
Note: If you do not set the On-Demand location settings for your fleet members (a maximum of 100 fleet members can have On-Demand settings), your fleet members' location information will be updated according to the GPS settings.

Note: Battery Optimized iPhone clients will not report location as per On-Demand Location settings. They will only report location every 7 – 10 minutes regardless of the On-Demand Location settings.

- **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.
  - **Fence Period** – Allows you to specify the duration for which the fence is applicable for a geofence enabled talkgroup. After which, you need to again enable the fence to the talkgroup.
  - **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 kilometers – Maximum: 1000 kilometers, Default: 1 Kilometers).

Note: The minimum, maximum and default values for On-demand location and Geofence settings depends on the server configuration.

- **Area Talkgroup** – This settings allows you to set the default radius around the area talkgroup. When you set the radius the same will be shown under the Area Talkgroup slider at the time of area talkgroup creation.



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.

Troubleshooting

This section describes common issues that have been identified and their corrective action.

Sign-In and Plugin Issue

The Agree button in the EULA window is disabled.

After reading the EULA, scroll down to bottom of the EULA page and check the checkbox to enable the **Agree** button.

When I open the Dispatch link, a website security error message is displayed as mentioned below:

- "Not secure" in the address bar of the Chrome browser or
- "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.

I can open the Dispatch link but can not install the Plugin.

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**" of this document.

Internet Explorer is not allowing me 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.

An "Add extension" pop-up is displayed if I am accessing Dispatch in incognito mode, although the extension is added to Chrome.

Make sure that you enable the checkbox "Allow in incognito" in the extension. To enable the extension in incognito mode go to **Menu** > **More Tools** > **Extensions** > **Dispatcher Plugin.** Check the **checkbox** *"Allow in incognito."* Once enabled, close the "Browser" tab and reopen.

I cannot see the Dispatch Sign-in page though my Internet is working fine and the Dispatch link is correct.

Make sure that the JavaScript is enabled in the browser settings. To check the JavaScript 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**.

- If you are using Chrome browser

  Click **Chrome menu** > **Settings** > **Advance** > **Content Settings** > **JavaScript**.

  – If the JavaScript is blocked, choose **Allow**.

When I click the Sign-In button an error message is displayed: "An add-on for this website failed to run."

Make sure that the "AT&T Enhanced Push-to-Talk Web Dispatch Plugin" is enabled in the add-ons or extensions. To check the add-ons settings, do the following:

- If you are using Internet Explorer

  Click **Settings** > **Manage add-ons** > **AT&T Enhanced Push-to-Talk Web Dispatch Plugin**.

  – Right-click and change the status, if disabled.

- If you are using Chrome

  Click **Menu** > **More Tools** > **Extensions**.

  – Check the checkbox of the Dispatcher Plugin, if unchecked.

After signing in to Dispatch, the browser does not allow the Plugin to download automatically.

Make sure that the automatic download option is enabled in your browser to allow the Plugin download. In Chrome browser, if the automatic download option is disabled, then the browser will ask 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 File Download is disabled, select **Enable** and click **OK**.

- 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 is displayed when I am signing in to the Dispatch in IE 11, even though the latest Dispatch Plug-in is installed.

If repetitive plug-in install message is displayed, do one of the following:

- Make sure that the Dispatch Plug-in is enabled in the add-ons. To enable the Dispatch Plug-in do the following:

  Click **Settings** > **Manage add-ons** > **Dispatch Plug-in**.

  – Right click and change the status to enabled, if disabled.

- Make sure that the Enable Enhance Protected Mode is disabled in the Internet Security Settings. To disable the Enable Enhance Protected Mode do the following:

  Click **Settings** > **Internet Options** > **Advanced** > **Security** > **Enable Enhance Protected Mode**.

  – If Enable Enhance Protected Mode is enabled, uncheck the **checkbox** and click **OK** to disable.

I am unable to uninstall 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.

User Interface Issues

I am unable to click on the Apply button in the Settings page.

There are no changes made to apply.

I can not see any contacts or talkgroups in the "Contacts and Talkgroups" window.

Allow some time to sync with the server. If issue still exists, contact your administrator.

I can still see the Geofence, Location History and other features in Dispatch although these features are disabled in the Corporate Administrator Tool or server.

You must sign out and sign in to Dispatch for the changes to take effect, if any of the feature(s) is/are disabled in the Corporate Administrator Tool or server.

I can not see the Geofence, Location History and other features in my Dispatch although these features are enabled in the Corporate Central Admin Administrator Tool or server.

You must sign out and sign in to the Dispatch for the changes to take effect, if any of the features are enabled in the Corporate Administrator Tool or server.

I am unable to take the floor while a call is in progress if 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 will be displayed as "*Do you want to leave this site?*"

Click **Stay** to continue to the Dispatch and take the floor.

In IE11, when I undocked the map tab and locate a fleet member from the "Contacts and Talkgroups" window, the undocked map window is minimized itself.

This is a limitation when you open Dispatch in IE11 on Windows 7. Try to open the Dispatch in chrome browser if you are using Windows 7.

The undocked window turns to blank page when I refresh or reload in chrome browser, although the undocked window docked to the Dispatch.

This is a limitation when you refresh or reload an undocked window of the Dispatch in chrome browser. Close the blank page once docked.

I am not getting any toast messages or not able to listen to tones when the Dispatch is minimized or open in another browser tab.

Dispatch does not show toast messages if you are not in the "Active Browser" tab or if the Dispatch browser is minimized. Make sure that you are in active Dispatch browser tab or Dispatch browser is not minimized to see the notifications or listen to the tones. In some cases the Dispatch will not play the tones. This is mostly observed in chrome browser.

Glossary

Call Types

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 members/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

Dispatch allows you to monitor up to 20 talkgroups. When monitoring, you will be able to see call activity on monitored talkgroups and optionally join a talkgroup call if it is active. This is helpful when you want to be aware of the call activity on specific talkgroups but do not necessarily want to participate immediately.

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.

Secured Message

You can send and receive text, location and multimedia messages with the contacts and talkgroups from the "Message" window. Multimedia files includes documents, pictures, audio and video. You can share and receive the location to and from the fleet member.

Dispatch Dispatcher Identity

Your display name is shown to others during a PTT call and is shown in their PTT call history.

Floor Control

While in a PTT call, only one 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. This indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.

- **Idle** – While no one is speaking, the floor is "idle" and is available for anyone to take. The screen will show a light white button and will show the message "*No one is speaking...*" If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.
- **Floor Unavailable** – Whenever someone else is speaking, you will see the speaker's name and the on-screen PTT button will turn white.

Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once.

Quick Group

Quick Group allows you to make a PTT call to up to 10 people without first creating a talkgroup. This is handy if you want to call a small talkgroup of people quickly that are not already in a talkgroup.

Area Talkgroup

Area Talkgroup allows the dispatcher to create temporary talkgroup with fleet members located on the geographical area. Dispatcher can call, send message (text, image, video, document and location) to the area talkgroups.

Geofence

Geofence allows you to define and enable a virtual boundary around the talkgroup on the map. A notification will be received by you and/or to the fleet member if fleet member crosses the fence.

Location History

Location History allows you to track and display the paths that the member has traversed. You can select the contact or talkgroup from the location history tab and can specify the duration the path needs to be shown 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.

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.

  Note: On-Demand location updates are only supported for release 7.7 and higher clients.

User Monitoring

User monitoring is a feature that allows 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 discreet listening or can remotely disable the fleet member's device.

Emergency

Emergency is a feature which allows dispatcher to initiate the emergency on behalf of the target user and participate in case of any life threating situation. The emergency calls in nature are always the top priority and preempt any ongoing call except another ongoing emergency call.

Backup

Backup action allows dispatcher to take the backup of call recordings and messages including attachments along with their metadata (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.

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