Release 11.3
Carrier-based Deployment

Dispatch User Guide

APRIL 2022

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Chapter 1

Introduction and Key Features

Web Dispatch is a carrier-independent, web-based application that makes it easy to dispatch mobile workforces and fleets from anywhere.

Dispatch provides the following functionality depending on the features configured on the server.

- Push-to-Talk Call on page 99
- Maps Services on page 156
- Integrated Secured Messaging on page 121
- Video Streaming (Optional) on page 190
- Operational Status Messaging (OSM) (Optional) on page 139
- Simultaneous Session (Optional) on page 183
- Affiliation (Optional) on page 185
- Affiliation Monitoring (Optional) on page 188
- Remote Group Affiliation (Optional) on page 189
- User Monitoring (Optional) on page 200
- Emergency (Optional) on page 195
- Alerts on page 140
- Location History on page 173
- Geofence on page 176
- Area Talkgroup on page 81

A dispatcher with the Mission Critical feature set can affiliate a member to a talkgroup and do simultaneous audio sessions on the monitored talkgroups. With the Mission Critical feature set, the dispatcher can also have access to multiple user roles and profiles assigned from the Corporate Administration Tool. The dispatcher can log in from wherever Internet connectivity is available and manage the activities for a set of mobile PTT users (also called fleet members) working in the field. Dispatch enables an organization to effectively manage the day-to-day dispatch operations and rapidly respond to incidents, emergency situations, customer requests, facility events, and other situations that require quick actions.

1.1 What's New in Release?

The following features are new in this release:

- Supports right to left language.
- Supports Edge browser.
- Support up to five Simultaneous Video Sessions.
- Supports Automatic location of Target User and the Emergency Destination.
- Supports Telephony Call using Dial Pad.
- Supports Display name instead of Mobile Directory Number.
- Supports dispatch behind proxy and firewall.

1.2
Key Features

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

Contacts and Talkgroups

Contacts are also referred to as fleet members. The dispatcher can establish a one-to-one call or send and receive Instant Personal Alerts (IPA) to or from a contact. A Dispatch talkgroup allows one- to-many calls from the dispatcher to the fleet members. The Corporate Admin Tool (CAT) administrator manages the Contacts and talkgroups for a Dispatch user. The dispatcher can assign most frequently used contacts and talkgroups to **Favorites** and can create its own talkgroups (My Talkgroups) from the **Contacts and Talkgroups** tab.
For more information, refer to Contacts and Talkgroups on page 65

PTT Calling

Allows the dispatcher to start or end a Push-to-Talk (PTT) call and record a conversation. The Dispatch shows call activities along with the talker identity during the call. The dispatcher can export and backup the call recordings in the local PC. The Dispatch supports two-way communication and manual commencement for the PTT call.
For more information, refer to Push-to-Talk Call on page 99

Instant Personal Alert

Allows the dispatcher to send and receive an alert to and from a fleet member as a request to call back. The dispatcher can send and receive an IPA, when the dispatcher status is in the 'Available' state. The dispatcher can send an IPA only to a fleet member whose presence status is 'Available' or 'DND (Do Not Disturb)'. The dispatcher can send an IPA only to a single contact and does not allow sending to a group.
For more information, refer to Instant Personal Alert (IPA) on page 140 section.

Locate

Allows the dispatcher to locate the fleet members on the map. The dispatcher can locate multiple contacts or an individual talkgroup.
For more information, refer to Maps Services on page 156 section.

Integrated Secured Messaging

Allows the dispatcher to text, share multimedia content (Audio, file, image, and video) of supported formats and of specified sizes, and share location as an attachment to contacts and talkgroups.
For more information, refer to Integrated Secured Messaging on page 121 section.

Broadcast Calling

Allows a designated broadcaster to make high-priority one-way calls typically used for making important announcements.
For more information, refer to Push-to-Talk Call on page 99 section.

Monitoring Talkgroups

Allows the dispatcher to monitor active talkgroups (up to 20), join an existing active talkgroup call or initiate a new talkgroup call, locate and send messages to all talkgroup members and view the information of all the dispatchers in the talkgroup. If Simultaneous Session is enabled for the Dispatch, then the dispatchers can listen to all the calls of the talkgroups at a same time on the **Monitoring** window.
For more information, refer to Monitoring Talkgroups on page 148 section.

Talkgroup Scanning

Allows communicating with a talkgroup that the dispatcher monitors. Whenever a call is active on a talkgroup within the scan list, the dispatcher joins and can take the floor, if desired. When the current call ends, the dispatcher joins the next active call-in progress from the scan list. Talkgroup Scanning is available only to the Dispatch without Simultaneous Session.
For more information, refer to Talkgroup Scanning (Without Simultaneous Session) on page 152 section.

Map

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

For more information, refer to Maps Services on page 156 section.

Geofence

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

For more information, refer to Geofence on page 176 section.

Location History

Allows the dispatcher to track the path which a fleet member has traversed on the map in a specified duration. The dispatcher can select the fleet member and the duration to track their path.

For more information, refer to Location History on page 173 section.

Presence

Presence shows the availability of fleet members for PTT communication on the Dispatch application. In addition, the fleet members who have the dispatcher as a contact can see the presence of the dispatcher. Presence status includes 'Online', 'Do Not Disturb', and 'Offline'.

For more information, refer to Real-Time Presence on page 210 section.

Avatar

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

For more information, refer to Avatars on page 61 section.

Voice Message Fall Back

When the dispatcher attempts to make a PTT call and the call initiation fails because all members are not available, Call Fallback allows the call to be automatically recorded and delivered as a voice message. Unavailable states include Do Not Disturb (DND), offline, busy or temporarily unreachable.

Alerts

Allows the dispatcher to view and act on Instant Personal Alerts (also known as IPA or call-me alerts), missed call alerts, status alerts, and geofence alerts that fleet members send.

For more information, refer to Alerts on page 140 section.

Logs

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

For more information, refer to Logs on page 212 section.

Map Settings

Allows the dispatcher to assign colors for the contacts, talkgroups, and common members between talkgroups for easy recognition of the located member on the map.

For more information, refer to Map Settings on page 228 section.

Location Settings

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

Location

Allows the dispatcher to select the expiration period of a member on the map. For more information, refer to Maps Services on page 156 section.

On-demand Location Update Interval Settings

Provides the location information of fleet members listed under contacts on the dispatcher demand at variable intervals.

On-demand Location Period Settings

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

Geofence Settings

Allows the dispatcher to set the frequency at which the update notification is shown when the members are tagged with a geofence. Geofence Settings also allows the dispatcher to set the distance and period to which a fence is applicable for the members.
For more information, refer to Settings on page 222 section.

Area Talkgroup

Allows the dispatcher to create a talkgroup with fleet members on the map. The dispatcher can call and send messages (text, image, video, document, and location) to the area talkgroups.
For more information, refer to Area Talkgroup on page 81 section.

User Monitoring

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

Ambient Listening

Allows the dispatcher to activate the device microphone remotely and allows the dispatcher to listen to the surroundings of the member without alerting the member. The dispatcher then takes necessary actions such as remote emergency or enable or disable the device.
For more information, refer to Initiating an Ambient Listen on page 202 section.

Discreet Listening

Allows the designated dispatcher to listen to any PTT calls to and from the selected member without their knowledge.
For more information, refer to Initiating a Discreet Listen on page 203 section.

Disable or Enable User

Allows a designated dispatcher to remotely disable a specific device of a member. The disabled device of the member no longer has access to the PTT and other services until enabled. For more information, refer to Disabling or Enabling a Fleet Member Remotely on page 205 section.

User Check

When the dispatcher selects user check, they can view information such as the location of the member, presence status, battery status, emergency state, and signal strength of Wi-Fi or LTE on the member device. For more information, refer to Activating a User Check on page 200 section.

Emergency Call

Allows the dispatcher to initiate an emergency alert on behalf of the fleet member and participate in the call if there is any life-threatening situation. Emergency calls are always the top priority and preempt any ongoing call except another ongoing emergency call.
For more information, refer to Emergency (Optional) on page 195 section.

Video Streaming

The dispatcher can be the recipient of a video stream from another fleet member or can request a video stream from a fleet member's device. The dispatcher can request (confirmed pull) or demand (unconfirmed pull) a video stream from the fleet member's device. If fleet members initiate the video stream, the dispatcher receives a message to accept or reject the video stream.
For more information, refer to Video Streaming (Optional) on page 190 section.

Operational Status Messaging (OSM)

Allows the dispatcher to receive status messages from the fleet member and to know their quick status such as on-duty, on-route, busy, at-incident, off-duty. For more information, refer to Operational Status Messaging (OSM) (Optional) on page 139 section.

Simultaneous Session

Allows the dispatcher to monitor up to 20 talkgroups simultaneously with separate audio and video streams for each monitored talkgroup with independent transmit and receive

permissions. Also, up to five more dynamic sessions are available to allow for incoming and outgoing private, broadcast, quick group, ambient listening, discreet listening, and any calls that are not part of the **Monitoring** Window. The simultaneous session allows the dispatcher to mute, unmute, and control the volume for each monitored talkgroup independently.

Dispatch supports up to 5 video streams simultaneously. The Dispatch User can move each streamed video window to a different screen. Dispatch Users can receive multiple videos on each affiliated group if the affiliation feature is enabled. If affiliation is disabled, an indication of an in-progress video session on monitored groups is provided. The Dispatch User can pop out a particular session and expand to full screen. Users can drop and rejoin any of the active streaming video sessions. For more information, refer to Simultaneous Session (Optional) on page 183 section.

Affiliation

The dispatcher can affiliate to a set of communication events to a given talkgroup by adding the talkgroup to the **Monitoring** window. If Affiliation is disabled, then the dispatcher can affiliate to a set of communication events by adding talkgroups to the **Monitoring** window and assigning priority (Priority 1 to 3 or No Priority).
For more information, refer to Affiliation (Optional) on page 185 section.

Affiliation Monitoring

Allows the dispatcher to view the affiliated member list dynamically on a talkgroup or affiliated talkgroup for a contact.
For more information, refer to Affiliation Monitoring (Optional) on page 188 section.

Remote Group Affiliation

Allows the dispatcher to change the selected talkgroup of any of the Dispatch contacts and join the conversations of that talkgroup. For more information, refer to Remote Group Affiliation (Optional) on page 189 section.

Backup and Export

Allows the dispatcher to take the backup of call recordings and secured messages including the attachments along with its details. For more information, refer to Backup on page 243 section.

Collaboration

The Collaboration feature set contains the base set of features and includes the following feature set:

- PTT Calling
- Presence
- Instant Personal Alert (IPA)
- Broadcast Calling
- Messaging - Text, Image, Video file, PDF, Microsoft Office files, Location Sharing
- Voice Messaging
- Standard Talkgroups (up to 250 members)
- Priority Talkgroup Scanning
- Location Services
- Geofence for Supervisor and Dispatcher
- Quick Groups from Maps

Command

The Command feature set provides a set of features to enhance safety. Subscribers can have either Collaboration or Command features, based on their provisioned level of service and includes the following feature set:

- Emergency Calling and Alerting

- Ambient Listening
- Discreet Listening
- Large Talkgroups (up to 3,000 members)
- Area-Based Talkgroups
- Enable or Disable PTT Service
- User Check and Monitoring

MCPTT

The MCPTT feature set provides an advanced set of MCPTT features and capabilities and includes the following feature set:

- Talkgroup Affiliation
- MCX Talkgroups (up to 100,000 members)
- Remote Talkgroup Select
- Operational Status Messaging (OSM)
- Simultaneous PTT Audio Sessions for Dispatch
- Simultaneous PTT Video Sessions for Dispatch

Add-On Features (Added to Each Selected Feature Set)

- Video Services

Chapter 2

Prerequisites

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

The Dispatch requires the following prerequisites:

- Hardware and Network Requirements on page 31
- Software Requirements on page 31
- Browser Requirements on page 31
- Website Display Requirements on page 32
- Network Requirements and Settings on page 32

2.1 Hardware and Network Requirements

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

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

NOTE:
The Dispatch does not support touch events on touchscreen devices.

If streaming video or simultaneous session feature is enabled for the Dispatch, then a minimum of 8+ Mbps data connectivity is required.

2.2 Software Requirements

Following are the software requirements for the Dispatch:

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

NOTE: Dispatch does not support 32-bit version of Windows 8.1/10 Pro or Enterprise.

2.3 Browser Requirements

Following are the supported browsers for the Dispatch:

- Chrome 45 or higher
- Edge 98 or higher
- Firefox 76 or higher

NOTE:

- Internet Explorer (IE) 11 is no longer a supported browser for the Dispatch application.
- The Dispatch does not support the Video Streaming feature in Internet Explorer (IE).
- For Internet Explorer (IE), the compatibility view is not supported.
- “InPrivate browsing” and “Enhance Protected Mode” is not supported on Internet Explorer (IE).
- If any of the previously mentioned browsers do not support the Plugin (NPAPI) and Extension in the future, the Dispatch cannot work.
- An error message displays if the dispatcher tries to access the Dispatch on the browsers other than the previously mentioned.
- If you try to access the Dispatch on an OS other than previously mentioned, the Dispatch cannot load and you cannot operate the Dispatch.

2.4 Website Display Requirements

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

Enabling pop-ups

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

Reset Zooming

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

2.5 Network Requirements and Settings

To avoid the network failure-related issues while using the Dispatch, open the firewall settings for the following IP categories in Port 80, 8080 and 443 for outbound traffic.

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

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

2.5.1

Enabling File Download Option

File download configuration ensures that the downloads are easily accessible to you on your local PC. Check and enable the download path in your browsers.

Procedure:

1. For the Chrome browser, click **More** → **Settings** → **Advance** → **Downloads**. Click **Change** and select where you like to save the files.
2. For Mozilla Firefox, click **Open Application Menu**→ **Settings**→ **Downloads**. Click **Browse** and select where you like to save the files.
3. For Internet Explorer, click **Tools** → **Internet Options** → **Security.** Click **Custom level**.
4. Click **Custom level**.
5. On the settings work area, scroll down to downloads and ensure that the file download option is enabled as follows.

Chapter 3

Getting Started

When the system administrator creates a Dispatch account with a user ID (email ID) for you, you receive an email in your registered email ID to choose a password and continue to log on. Contact your service provider for access to the Dispatch. The Dispatch does not require administrator privileges for installation or usage.

3.1 Signing in to Dispatch

To get access to the Dispatch, click the link received in the registered email ID.

When you click the link, a cookie page displays. Select your preferences. A choose password page will be displayed. The password must meet the minimum requirements of password policy of Dispatch. If the password chosen does not match the password specification, then an error displays. The password must meet the following minimum requirements:

1. Six characters
2. One lower case letter between a to z
3. One upper case letter between A to Z
4. One number between 0 to 9
5. One of these special characters @#$%^&+=

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

Enter the sign-in credentials and follow the steps to install the Dispatch Plug-in. For more information, refer to Install Dispatcher Plug-in on page 39 section of this document.

3.2 Accepting Cookies

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

Procedure:

From the cookies page, perform one of the following:

- Click **OK** to remember the browsing cookies.
- Click **“What are cookies?”** to know about the cookies used by KODIAK

3.3 End User License Agreement

When you log in to the Dispatch, an **End User License Agreement** (EULA) window displays. Review the terms of the license agreement. If the Dispatch supports any other language, you can change from

the **Language** drop-down in the EULA window. To continue use of the Dispatch, agree to the terms of the license agreement.

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

3.4
Take a Tour

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

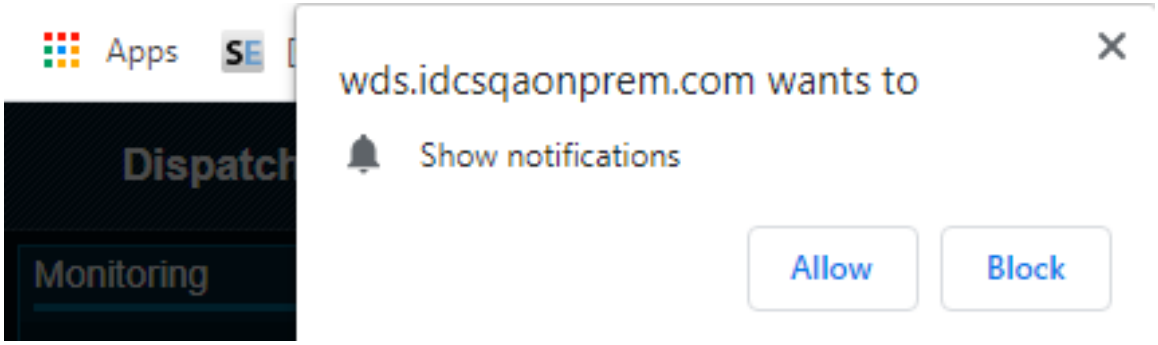
If you do not want the Dispatch to display the **Take a Tour** page, whenever you login, then select the checkbox **Don't show again** and click the **Close** icon.

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

3.5
Desktop Notifications

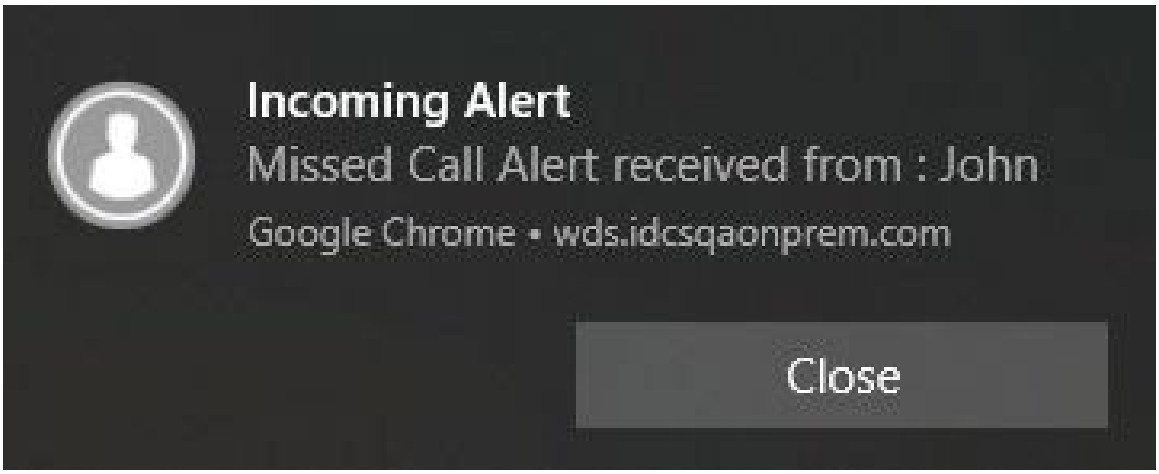
Desktop notifications notify you of any alerts that you receive from the fleet members. A **Show notification** pop-up displays when you login to the Dispatch for the first time.

Figure 1: Desktop Notification



If you choose **Allow** or **Block**, the desktop notifications are either shown or blocked respectively, when your Dispatch browser is in minimized mode or not on the active tab. You can also choose to stop the desktop notification from the Settings on page 222 in the Dispatch. A sample screen shows the incoming call. Similar notifications are shown for incoming messages, alerts, and alert reminders.

Figure 2: Desktop Notification-Incoming Call Alert



3.6
Logging Out from the Dispatch

NOTE: If during an ongoing call you try to log out from the Dispatch, a confirmation message stating `Call is in progress. Confirm Sign out` displays.

Procedure:

1 To log out from the Dispatch, from the **Dispatcher Profile** icon in the upper right-hand corner, click **Sign Out**.

NOTE: At the time you are logged in to the Dispatch and if your user ID has been changed from the Corporate Admin Tool then, the Dispatch logs out forcefully. A message displays as `Your user ID has been changed and hence forcefully logged out. Verify your account and sign in with the new User ID.` You receive an email in your newly registered email ID with a link to verify the account. Refer to Signing in to Dispatch on page 34 and follow the procedure.

3.7
Password Management

The password management allows you to change or reset the login password of your Dispatch.

3.7.1
Changing Login Password

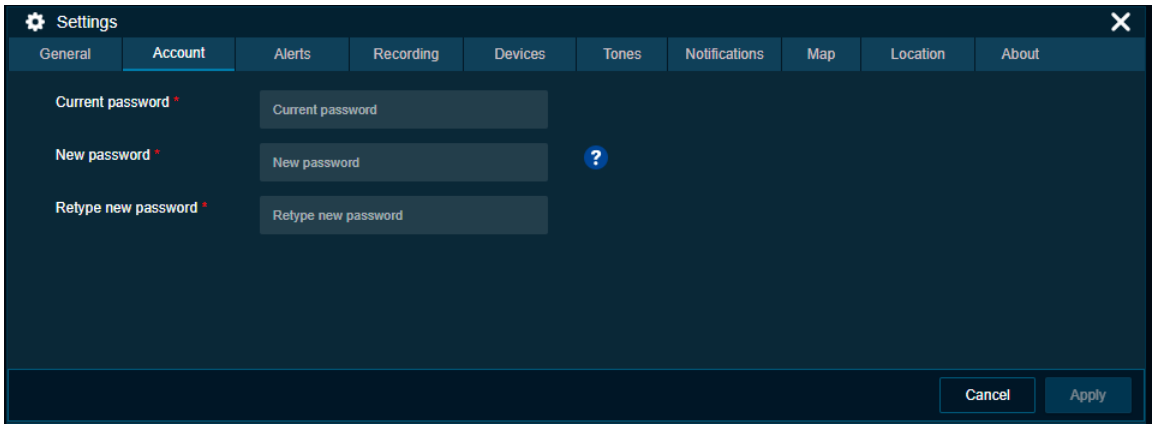
You can change the password anytime while you are logged in to the Dispatch.

Procedure:

1 Click the **Setting** icon in the header. A **Setting** Window opens below the **Monitoring** Window.

2 Click the **Account** tab.

Figure 3: Change Password



3 Enter the current password.

4 Enter and confirm the password in the fields. Perform one of the following:

- Click **Apply** to change the password .
- Click **Cancel** to cancel the action.

3.7.2
Resetting a Forgotten Password

If you have forgotten your Dispatch account log in password your corporate admin can reset it. A reset password link is sent to your registered email. Click the link and follow the steps to reset it. You can also reset the password from the Dispatch sign in page. Use the following procedure to reset the password from the Dispatch.

Procedure:

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

2 Enter the email ID associated with your account in the dialog box and click **Send Email**.

3 If you did not receive the email, click **Send it again**.

4 Click the link received in your email.

5 Enter and confirm the new password.

6 Click **Submit**.

7 Login to the Dispatch with the new password.

3.8
Blocked Account

When you attempt to log in to the Dispatch with wrong passwords more than three times your account can be blocked temporarily.

To unblock the account, refer to Resetting a Forgotten Password on page 37, or contact your administrator.

3.9
Dispatcher Signing into More Than One Session

When you try to access the Dispatch with an already active logged in session a dialog box `You are already signed in from a different computer. Proceeding here sign out`

`all other instances. Would you like to proceed?` displays. Click **Proceed** to log out the existing active session and sign in to a new session. If you do not want to continue, click **Cancel**.

Chapter 4

Dispatch Plugin

A Dispatch plugin is an add-on required to sign in and access the Dispatch. The Dispatch plugin also enables you to receive updates while keeping you within the application.

4.1 Install Dispatcher Plug-in

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

4.1.1 Installing the Dispatch Plugin

When you sign in to the Dispatch, a plugin install request displays. If you do not install a plugin, the Dispatch does not work.

Procedure:

1. On the Dispatch **Sign in** page, enter the login credentials and click **Sign in**.

   On login, the Dispatch asks you to install the dispatcher plugin and add the dispatcher plugin extension to the browser. An **Add Extension** pop-up block displays.

2. Click **Add Extension** to add the dispatcher plugin extension to your browser. If you do not want to add the extension, click **Cancel**.
3. Clicking **Cancel** shows that an error message.
4. Clicking on **Add Extension** opens a new tab that adds the dispatcher plugin extension to the browser. At the same time, the dispatcher plugin file download starts.
5. Click **Add to Chrome** in Chrome or **Add** in Firefox. An **Add Dispatcher Plugin** pop-up block opens.
6. Click **Add extension**.
7. A success message displays.

   NOTE: Ensure that you do not use the browser in “Incognito mode” of the chrome when accessing the Dispatch for the first time.

4.1.2 Checking the Add-On Settings for Plugin

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

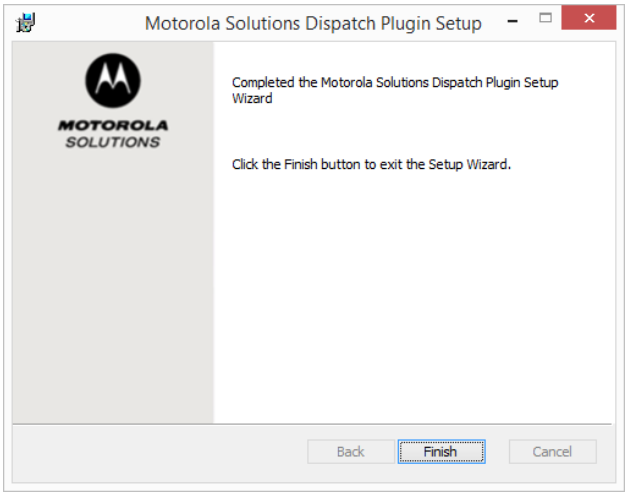
Procedure:

1. In the Internet Explorer, click the **Settings** icon.
2. Select the **Manage add on** options.
3. In the **Manage Add On** window, check the status of the “Dispatch Plugin.”

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

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

Figure 4: Dispatch Plugin Installer



4 Click the **Finish**.

4.2 Uninstalling the Dispatch Plugin

You can uninstall the Dispatch plugin from your PC Control Panel.

When and where to use: To uninstall the Dispatch plugin from the Control Panel, follow these procedures:

Procedure:

1 From the **Control Panel**, do the following:

- 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**.

2 Select the Dispatch plugin and click **Uninstall**.

NOTE: The Dispatch plug in is mandatory for the Dispatch to operate.

4.3 Upgrading the Dispatch Plugin

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

Procedure:

1 An **Add Plugin** block page displays with an upgrade message `New Plugin version is available. Click Yes to upgrade.` displays.

2 Click one of the following:

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

- **No** shows an error message `Latest Plugin is required to run application. Install Plugin.` and you cannot login until the latest Dispatch plugin is installed.

NOTE: Close the Dispatch login browser tab before you run the Dispatch plugin installer file.

3 Run the installer file once downloaded and saved.

4 Click the **Finish**.

5 Log in to the Dispatch with your credentials.

Chapter 5

Navigating the Dispatch

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

5.1 Navigation Areas

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

Alerts
Alerts can be a request from a fleet member for a call or a notification that you missed. Refer to Alerts on page 140

Dynamic, Area-based Talkgroups
Dynamic, area-based talkgroups are the talkgroups that you create based on the geographical area with members added dynamically as they move into the area. Refer to Area Talkgroup on page 81

Contacts and Talkgroups
The Dispatch provides communication and location for contacts (also known as fleet members) and talkgroups in the Contacts and Talkgroups window. Refer to Contacts and Talkgroups on page 65

Geofence
In addition to location service, you can define a virtual boundary, popularly known as Geofence to monitor location activity for all talkgroup members. Refer to Geofence on page 176

Location History
Location History feature helps you to track the path, which your fleet member has traversed on the map for a specific duration. Refer to Location History on page 173

Logs
Logs provides information about recent activity of the dispatcher on the Dispatch including alerts, PTT calls, audit logs, location reports, geofence logs, video logs, and audio recordings of recorded calls. Refer to Logs on page 212

Maps
Depending on the server configuration, the Dispatch uses the Google or ESRI online and On Prem map service to display the location of fleet members on the map. Refer to Maps Services on page 156

Master Call Activity
When you select a contact or talkgroup, the **Master Call Activity** Window displays the selected contacts and talkgroups to transmit voice for the selected contacts and talkgroups. Refer to Push-to-Talk Call on page 99

Messages
Messages allows you to send and receive secure text messages, multimedia contents, and location information to and from fleet members. Refer to Integrated Secured Messaging on page 121

Monitoring
Monitoring talkgroup is helpful when you want to be aware of the call activity on specific talkgroups but do not want to participate immediately. Refer to Monitoring Talkgroups on page 148

My Calls (Dispatch with Simultaneous Session feature)
When you select multiple contacts or talkgroups to call, the call shows on the My Calls window. Refer to Push-to-Talk Call on page 99

Settings

Dispatch provides several settings that you can configure as per your need. Refer to Settings on page 222

The following screenshots shows each of the major areas on the Dispatch:

Figure 5: Dispatch Layout- Without Simultaneous Session

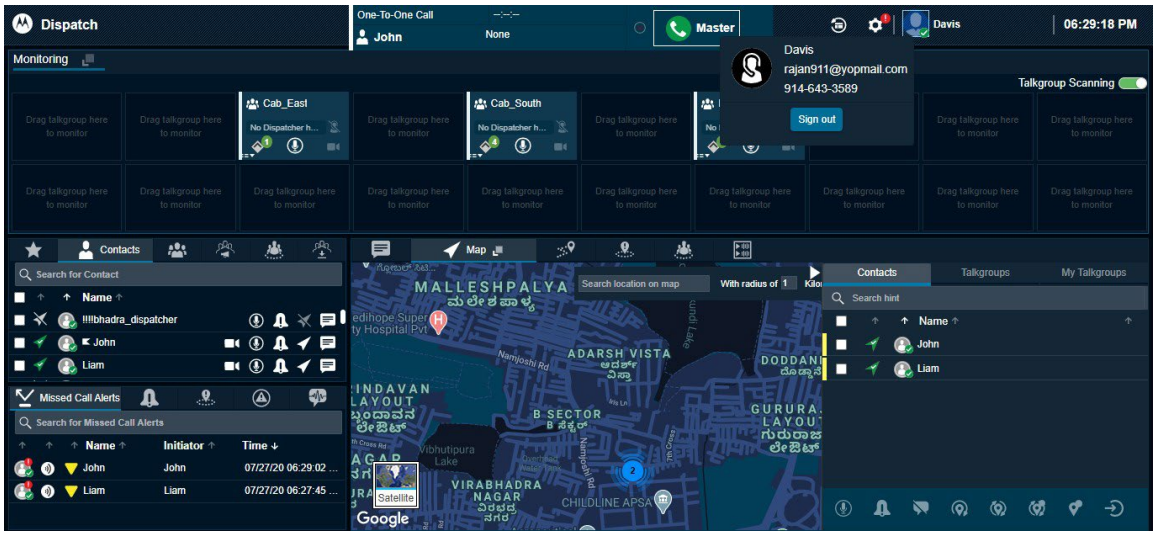
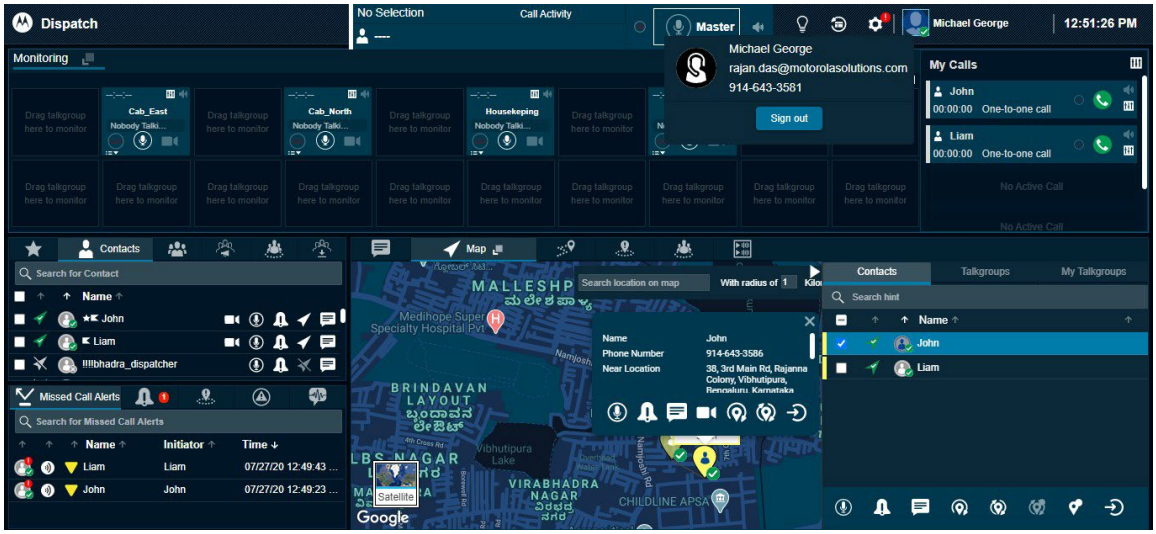


Figure 6: Dispatch Layout- with Simultaneous Session



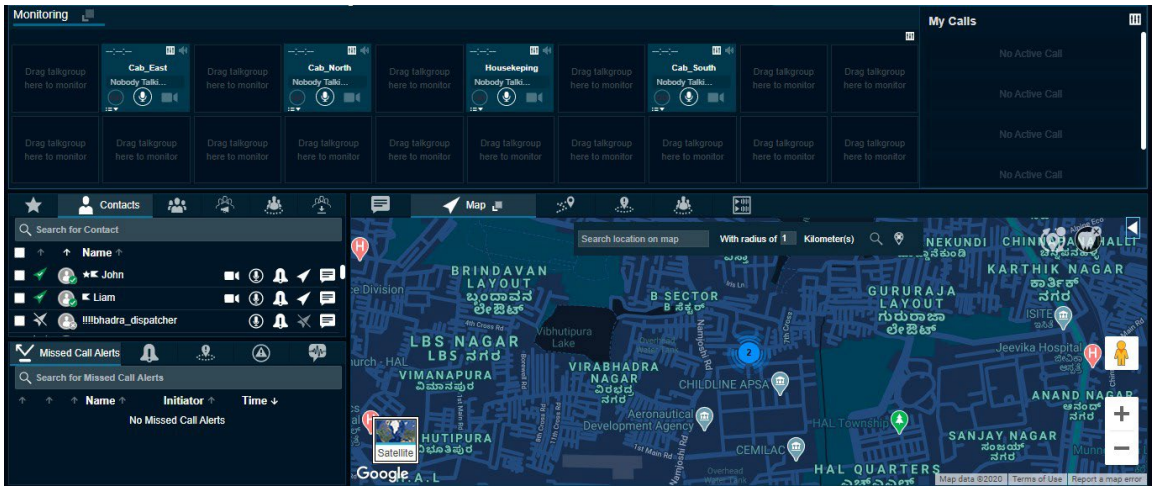
5.2 Docking and Undocking a Tab

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

Procedure:

1 To undock a tab, click the **Dockout** icon in the title bar of the tab that you want to undock.

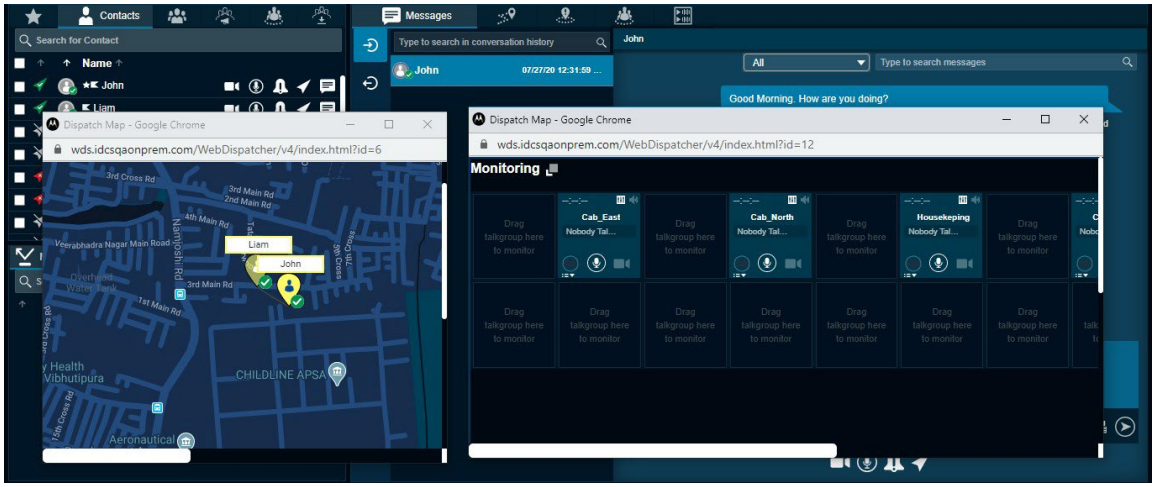
Figure 7: Docked Window



You can move the undock window, minimize, and maximize.

2 Click the **Close** button to dock back to the main window.

Figure 8: Undocked Windows



NOTE: Ensure that you disable or turn off the pop-up blocker on the browser to undock the tabs. You can only unlock the **Map** and **Monitoring** along with **My Calls** windows. Do not duplicate the undocked window. Duplicating the tab creates a blank page.

To dock a window back to its original position, click the **Close** icon of the window. To dock all the windows back to their default position, refer to Resetting the Layout on page 45

5.3 Resetting the Layout

If you have undocked the windows on the Dispatch, you can easily reset the layout to its default factory display. The following image shows the location of the reset layout option:

Figure 9: Reset Layout Option

Procedure:

Click the **Reset Layout** icon on the right side of the Dispatch. A confirmation message `Do you want to revert back to the default layout?` displays. Do one of the following:

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

5.4 Help

The help option in the Dispatch in the header provides you the link to the Push-to-Talk product. When you click the **Help** option, a new web page opens, where you can find all necessary information related to the carrier. Ensure you enable the browser pop-ups to access the help link.

5.5 Scrolling

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

5.6 Icons

The following table lists the Dispatch application common icons.

Table 1: Dispatch Icons

Icon	Description
	Presence Available icon. Displays when presence status of the fleet member is available.
	Do Not Disturb icon. Displays when presence status of the fleet member is do not disturb.
	Offline icon. Displays when presence status of the fleet member is offline.
	Location Available icon. Displays when location of the fleet member is available.

Icon	Description
	Location Unavailable icon. Displays when location of the fleet member is not available.
	Location expired icon. Displays when location of the fleet member is expired.
	Instant Personal Alert icon. Click to send an instant personal to a contact.
	Favorites icon. Click to add a contact or talkgroup to the Favorites tab.
	Message icon. Click to send a message to a contact or talkgroup.
	Message Not Allowed icon. Displays when messaging to a contact or talkgroup is not allowed.
	Locate icon. Click to locate a fleet member.
	Locate Not Allowed icon. Displays when locating the fleet member is not allowed.
	Call icon. Click to make a PTT call.
	Geofence icon. Displays when geofence is assigned to a talkgroup.
	Broadcast Group icon. Displays when the group type as broadcast.
	Talkgroup icon.
	My Talkgroup icon. Displays for the talkgroups that you create in the Dispatch.
	Create My Talkgroup or Add to existing My Talkgroup icon. Click to create a My Talkgroup or add members to My Talkgroup.

Icon	Description
	Rename My Talkgroup or Remove Member from My Talkgroup icon. Click to rename or remove members from the My Talkgroup.
	Delete My Talkgroup icon. Click to delete a My Talkgroup.
	One-to-one call icon. Displays when an alert type is one-to-one.
	Talkgroup Call icon. Displays when an alert type is talkgroup.
	Broadcast Group call icon. Displays when an alert type is broadcast group.
	Quick Group call icon. Displays when an alert type is quick group.
	PTT button acquired icon. Displays for Push-to-Talk Floor Control button when you take the floor.
	PTT button unavailable icon. Displays for Push-to-Talk Floor Control button when a fleet member takes the floor.
	PTT button idle icon. Displays for Push-to-Talk Floor Control button when the floor is idle.
	Voice Message Fall Back icon. The PTT icon turns to voice message fall back when the fleet member is presence status is not available.
	Record Manually icon. Click and hold to record the call manually.
	Record Disabled icon. Displays when the call recordings are disabled.
	Record Always icon. Displays when all the calls are recorded automatically.
	Stop icon. Click to Stop Call Recording.

Icon	Description
	End Call icon. Click to End a PTT Call.
	End Call Disabled icon. Displays when there is no ongoing call.
	Dispatcher in Call icon. Displays when a dispatcher is on call in the Call Activity window.
	Missed Call icon. Displays when you receive a missed call.
	Status Alert icon. Displays when you receive a status alert.
	Geofence Alert icon. Displays when a member crosses the assigned fence.
	PTT Call Alert icon. Displays when the alert is of PTT call type.
	Missed Video Call Alert icon. Displays when you receive a missed video call.
	Alert Unattended icon. Displays when the alert is Unattended.
	Alert Parked icon. Displays when the alert is Parked.
	Alert Completed icon. Displays when the alert is Complete.
	Alert Attended icon. Displays when the alert is Attended.
	Alert Expired icon. Displays when the alert is Expired.
	Alert Expired icon. Displays when the alert is Expiring.

Icon	Description
	Remove Monitored Talkgroup icon. Click to remove talkgroup from Monitoring window.
	Talkgroup Scanning Normal icon. Select from the drop-down to make the talkgroup scanning to normal.
	Talkgroup Scanning Monitor Only icon. Select from the drop-down to make the talkgroup scanning to monitor only.
	Talkgroup Scanning No Priority icon. Select from the drop-down to make the talkgroup scanning to no priority.
	Talkgroup Scanning Turned On icon. Displays when that Talkgroup Scanning is turned on for a monitored group.
	Talkgroup Scanning Paused icon. Displays when that Talkgroup Scanning is paused for a monitored group.
	On Call List Processing icon. Displays when you click the dispatchers on call list icon in the monitored talkgroup.
	Dispatcher On Call List Fetch Error icon. Displays when there is an error in fetching the monitoring call details.
	No Dispatcher On Call icon. Displays when no dispatcher is on the monitoring call.
	Other Dispatcher On Call icon. Displays when the other dispatcher on call on the monitoring call.
	Self Dispatcher icon. Displays when the self-dispatcher is on call on the monitoring call.
	Refresh Dispatcher List icon. Click to refresh dispatcher list on the monitoring call.
	Talkgroup Scanning off icon. Swipe the slider to enable the talkgroup scanning.
	Talkgroup Scanning on icon. Swipe the slider to disable the talkgroup scanning.
	Presence Online icon. Displays when your presence status is Online.

Icon	Description
	Presence Do Not Disturb icon. Displays when your presence status is “Do Not Disturb”. Click the profile icon on the Dispatch header and select the status.
	Reset Layout icon. Click this icon on the Dispatch header to dock the undocked tabs.
	Filter icon. Click to filter on any type of Log file in the Alerts tab.
	Search icon. Click to search in the Dispatch.
	Reset Filter icon. Click to reset filter in the Logs tab.
	Export icon. Click to export recorded call in the Call Logs tab.
	Backup Pending icon. Displays when the Dispatch backups are pending depending on the server configurations.
	Export icon. Click to Export the location report in the Location Reports tab.
	Outgoing icon. Displays for the outgoing log in the Logs tab.
	Incoming icon. Displays for the incoming log in the Logs tab.
	One-to-one Missed Call Alert icon. Displays when you receive a missed one-to-one call in the Alerts tab.
	Talkgroup Missed Call Alert icon. Displays when you receive a missed talkgroup call in the Alerts tab.
	Quick Group Missed Call Alert icon. Displays when you receive a missed quick group call in the Alerts tab.
	Broadcast Group Missed Call Alert icon. Displays when you receive a missed broadcast group call in the Alerts tab.

Icon	Description
	My Talkgroup Missed Call Alert icon. Displays when you receive a missed my talkgroup call in the Alerts tab.
	One-to-one Video Missed Call Alert icon. Displayed when you receive a missed one-to-one video call in the Alerts tab.
	Talkgroup Video Missed Call Alert icon. Displayed when you receive a missed talkgroup video call alert in the Alerts tab.
	Operations icon. Displays the Operation Logs in the Audit logs tab.
	Administration logs icon. Displays the Administration Logs in the Audit Logs tab.
	Network Logs icon. Displays the Network Logs in the Audit Logs tab.
	Previous page icon. Click to go to Previous Page in the Logs and Alerts tab.
	Next Page icon. Click to go to Next page in the Logs and Alerts tab.
	Calender icon. Click to view the calendar in the Logs and Alerts tab.
	Forward Message icon. Click to Forward Message in the Message tab.
	Share Location icon. Click to share a location in the Message tab.
	Attach File icon. Click to attach a file in Message tab.
	Attach Picture icon. Click to attach a picture in the Message tab.
	Attach Audio icon. Click to attach an audio in the Message tab.

Icon	Description
	Attach Video icon. Click to attach a video in the Message tab.
	Attach Audio icon. Click to record an audio in the Message tab.
	Attach Document icon. Click to attach a document in the Message tab.
	Location Confirmed Attachment icon. Click to confirm the location before sharing to the member.
	Download Attachment icon. Click to download an attachment in a message.
	Download Audio icon. Click to download an audio in a message.
	Pause icon. Click to pause a file being played.
	Play icon. Click to play a file.
	Close icon. Click to close a pop-up or window.
	Play Audio icon. Click to play recorded voice in a Message.
	Confirm Location icon. Click to confirm a location (Messages).
	Quick Text icon. Click to view Quick Text.
	Voice Recording Stopped icon.
	Urgent Message icon.

Icon	Description
	View Details icon. Click to view details (Messages).
	Clear All Fleet Members icon. Click to clear all located fleet members on the Map.
	Clear Searched Location icon. Click to clear searched location in Display Find Location.
	Stop Location Refresh icon. Click to stop location refresh for selected fleet members.
	Zoom In icon. Click to Zoom in on the map screen.
	Zoom Out. Click to Zoom out on the map screen.
	Map Loading icon. Displays when map is loading.
	A black border with the avatar appears on a map marker when a contact is selected from the selection list or by pressing SHIFT + mouse drag on your keyboard.
	Expand icon. Click to expand the Map Selection List.
	Collapse icon. Click to collapse Map Selection List.
	Find Location icon. Click to find a location.
	Push Pin icon. 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.
	Map Reset icon. Appears on the Selection List Window.

Icon	Description
	Map Center icon. Click to center the map.
	Map Location Refresh Retrieval Status icon. Displays when you request for On-demand location for a fleet member.
	Map Location Refresh Success Status icon. Displays when you request for On-demand location for a fleet member.
	Start periodic Location Refresh Status icon. Click to start the periodic location refresh.
	One-time Location Refresh icon. Click to start one-time location refresh for a member.
	Stop Location Refresh for All the Fleet Members icon. Click to stop location refresh for the all the members located on the map.
	Stop Location Refresh for Selected Fleet Member icon. Click to stop location refresh for the selected members on the map.
	Overlapping Marker Cluster icon. Displays when multiple fleet members located in the same location.
	Location Marker icon.
	Location History Start Point icon. Displayed starting point where the fleet member starts moving.
	Location History End Point icon. Displayed end point of the fleet member where they stopped moving.
	Play Location History icon. Click to play the location history.
	Pause Location History icon. Click to pause the location history.
	Stop Location History icon. Click to stop the location history.

Icon	Description
	Track Location History icon. Click to track the location history on Map.
	Collapse Location History Search Slider icon. Click to view the location history search slider.
	Expand Location History Search Slider icon. Click to hide the location history search slider.
	Draw Circle icon. Click to draw circle in Geo-fence.
	Confirm Location icon. Click to confirm location in Geofence.
	Drag Map icon. Select to drag the map in Geo-fence.
	Inside Fence icon. Displayed when member moved inside the fence.
	Out of fence icon. Displayed when member moved out of fence.
	Eye Marker icon. Click to view fence details.
	Fit Map Center icon. Select to fit the map to center.
	Enabled Feature icon. Displays feature that is enabled for the Dispatch.
	Disabled feature icon. Displays feature that is disabled for the Dispatch.
	Success icon. Displayed when any action that is completed successfully.
	Failure icon. Displayed when any action that is failed.
	Warning icon. Displayed when you receive warning message.

Icon	Description
	Word Thumbnail icon. Displayed when you receive or send a word file in the Messages.
	PPT Thumbnail icon. Displayed when you send or receive a PPT file in the Messages.
	Excel Thumbnail icon. Displayed when you send or receive an excel file in the Messages.
	PDF Thumbnail icon. Displayed when you send or receive a PDF file in the Messages.
	Listening icon. Displays Listening icon.
	Area Talkgroup icon. Click to create an area talkgroup.
	Discreet Listening icon. Displayed for a Discreet Listening.
	Ambient Listening icon. Displayed for an Ambient Listening.
	Emergency icon. Displayed for an Emergency alert in Alerts tab.
	User Check icon. Displayed for an User Check.
	Initiate Emergency icon. Click to initiate emergency in User Check window.
	Refresh icon. Click to refresh user details in User Check window.
	View More icon. Click to view more details of the user in User Check window.
	No Dispatcher in Call icon. Displayed when no dispatcher joined in that monitored talkgroup call.

Icon	Description
	Dispatcher In Call icon. Displayed when the dispatcher joined in that monitored talkgroup call.
	No Dispatcher in the Emergency Call icon. Displayed when no dispatcher joined in the emergency call.
	Another Dispatcher in the Emergency Call icon. Displayed when another dispatcher joined in the emergency call.
	Self Dispatcher in the Emergency Call icon. Displayed when that you have joined in the emergency call.
	Emergency Map Cluster icon. Displays multiple located members are in an emergency on the Map.
	Member in Emergency icon. Displays when the located member on the map is in an emergency.
	Valid Emergency icon. Click to confirm that the initiated emergency is valid.
	False Emergency icon. Click to confirm thy the initiated emergency in invalid or false.
	Contact default avatar icon. Displayed for Contact default avatar.
	Talkgroup default avatar icon. Displayed for Talkgroup default avatar.
	Ambient Listening Missed Call Alert icon. Displayed when you receive an Ambient Listening Missed Call.
	Ambient Listening In-progress icon. Displayed for On-going ambient listening PTT button.
	Refresh Disabled. Displayed when refreshing user details not available in the User Check window.
	Phone Number icon. Displayed for phone number of the device in the User Check window.

Icon	Description
	Location of the member icon. Displayed for address of the member in the User Check window.
	Enable User icon. Select to enable the user.
	Disable User icon. Select to disable the user.
	Displays device battery is full.
	Displays device battery is moderate.
	Displays device battery is low.
	Displays device battery is very low.
	Displays device battery is drained.
	Displays device battery is charging.
	Displays Excellent LTE Signal.
	Displays Very good LTE Signal.
	Displays Good LTE Signal.
	Displays Bad LTE Signal.
	Displays No LTE Signal.

Icon	Description
	Displays Excellent Wi-Fi signal.
	Displays Very good Wi-Fi signal.
	Displays Good Wi-Fi signal.
	Displays Bad Wi-Fi signal.
	Displays No Wi-Fi signal.
	Supervisor icon. Displays when the member is a supervisor in the area talkgroup.
	Remove Supervisor icon. Click to remove a supervisor in the area talkgroup.
	Area talkgroup Missed Call icon. Displays when you receive a missed call from an area talkgroup.
	Contact in Emergency Missed Call icon. Displays when you receive a missed call from a contact in emergency.
	Talkgroup in Emergency Missed Call icon. Displays when you receive a missed call from a talkgroup in emergency.
	Talkgroup Owner icon. Displays for Talkgroup owner icon.
	Static Member icon. Displays for static member in the area talkgroup.
	Dynamic Member icon. Displays for dynamic member in the area talkgroup.
	Delete Member icon. Click to delete member from the area talkgroup.

Icon	Description
	Area Talkgroup Warning icon. Displays for warning icon under area talkgroup for unsaved data.
	Add Member icon. Click to add members in the area talkgroup slider.
	Edit icon. Click to edit in the area talkgroup slider.
	Displays for fleet member icon in area talkgroup slider.
	Add to Favorites icon. Click to add to Favorite.
	Favorite icon
	Video Thumbnail icon. Displays when you send or reeve a video file in Messages.
	Exit Discreet Listening icon. Click to exit from the on-going discreet listening session.
	Dockout icon. Click to dockout a tab.
	Stream Video icon. Click to stream a video.
	Muted icon. Displays when video session is muted.
	Unmounted icon. Displays when video session is unmunted.
	Expand Logs icon. Click to expand a log details.
	Quick Text icon. Click to view the quick text in My Calls window.
	Scanned Member icon. Displays for members scanned to the talkgroup.

Icon	Description
	Affiliated Member icon. Displays for members affiliated to the talkgroup.
	View talkgroup Affiliation icon. Click to view the affiliation in the Monitoring window.
	Large Talkgroup icon.
	Large Talkgroup Alert icon. Displays for a large talkgroup alert in Alerts tab.
	End Ambient Listen icon. Click to end an ambient listen.
	Data Report icon. Displays for Data Reports tab.
	Affiliation icon. Click to view the affiliation of a member.
	Audio Control icon. Click to control the audio volume.
	Selected Member icon. Displays for members selected in a talkgroup.
	De affiliation icon. Click to de-affiliated member from the talkgroup.

5.7

Avatars

The Avatar is a graphical representation of a contact or talkgroup. The following table lists the available avatars. You cannot change an avatar of a talkgroup. To change a contact avatar, refer to Changing Avatar of a Contact on page 62

Table 2: Avatars

Icons	Icons	Icons	Icons	Icons

Icons	Icons	Icons	Icons	Icons

5.7.1

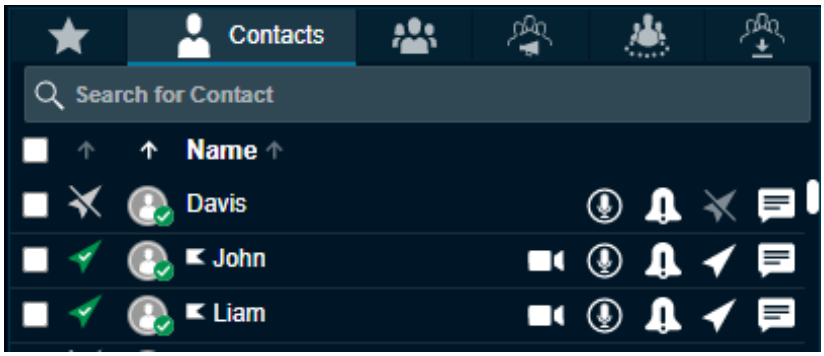
Changing Avatar of a Contact

To enhance the view of your contact list, you can add an “avatar” (a predefined graphical image) to contacts. By default, avatars are shown for contacts and talkgroups. The Dispatch allows you to change the avatar of a contact from a list of predefined avatars. But you cannot change an avatar of a talkgroup. If required, the talkgroup avatars can be changed from the Corporate Admin Tool.

Procedure:

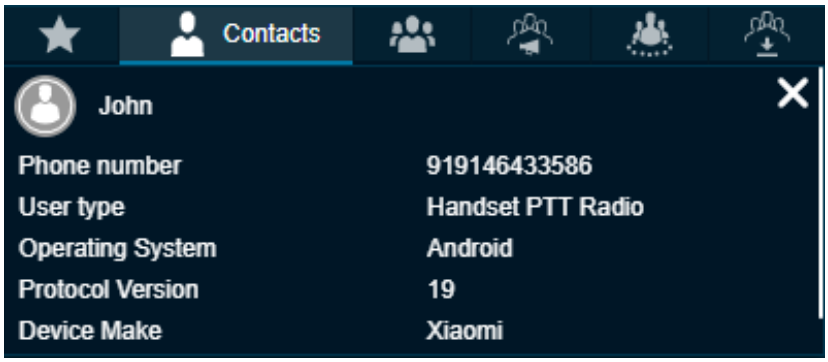
1 Select the **Contact** tab from the **Contacts and Talkgroups** window.

Figure 10: Contacts and Talkgroups window



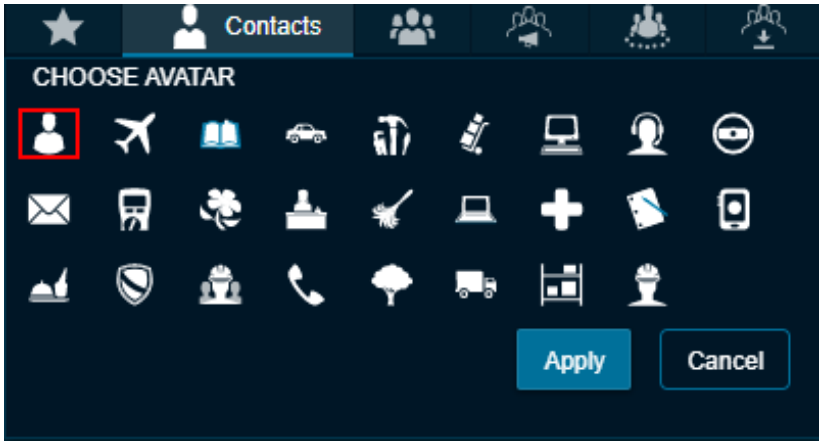
2 Double-click the **Profile** icon of the contact whose avatar you want to change.

Figure 11: Change Avatar- Contact



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

Figure 12: Select and Apply New Avatar to Contact



4 Select the avatar from the list. Do one of the following:

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

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

5.8 Tones

The tones are played when you receive or make calls, IPAs, emergency and status alerts, or messages. The following table indicates various conditions the Dispatch plays tones.

Table 3: Dispatch Tones

Tone	Description
Attention	This tone is played when Error notification or when you must pay attention to the task bar notification pop-up indicating an operation status. For example, Sending an IPA to an offline fleet member has failed.

Tone	Description
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 predefined time.
Emergency Alert	Played when you receive an emergency alert.
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.
Geofence Alert	Played when the fleet member leaves or enters the fence defined by you.
Incoming Call	Played once at the beginning of the call to alert you about an incoming PTT call.
Instant Personal Alert	Played each time you receive an Instant Personal Alert. This tone is a user-selectable Alert tone.
Missed Call Alert	Played when you get an incoming talkgroup call. This tone is a user-selectable Alert tone. Missed Call Alert tone is not played when you are busy on another call, or you have set the state as DND.
Message Alert	This tone is played when there is an incoming message.
Status Alert	Played when you receive a status alert.

Chapter 6

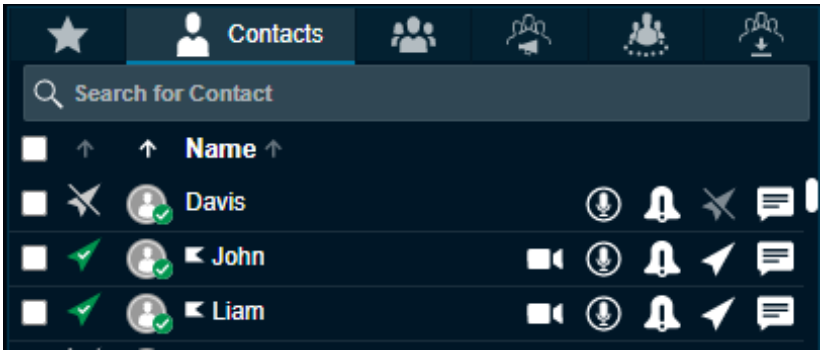
Contacts and Talkgroups

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

You can communicate with individuals or talkgroups, send messages, send multimedia files, send alerts (IPA) to individual members, track the path traversed by the fleet members, assign geo fences to a talkgroup, locate fleet members on the map, do user checks, perform ambient and discreet listening, disable users, and initiate emergencies. The corporate admin creates the talkgroups through CAT.

The following figure shows the **Contacts and Talkgroups** Window:

Figure 13: Contacts and Talkgroups Window



The **Contacts and Talkgroups** Window has the following icons. Hovering your mouse cursor over the icons displays the button text.

- **Call** - Use this icon to make calls. Refer to Push-to-Talk Call on page 99
- **Instant Personal Alert** - Use this icon to send an alert. Refer to Alerts on page 140
- **Locate** - Use this icon to locate fleet members. Refer to Maps Services on page 156
- **Message** - Use this icon to send messages. Refer to Integrated Secured Messaging on page 121
- **Open Video Stream** - Use this icon to request a video stream from the fleet members. Refer to Video Streaming (Optional) on page 190

NOTE: If contacts or talkgroups do not have the respective features enabled, then the action icons are disabled against the contact or talkgroup.

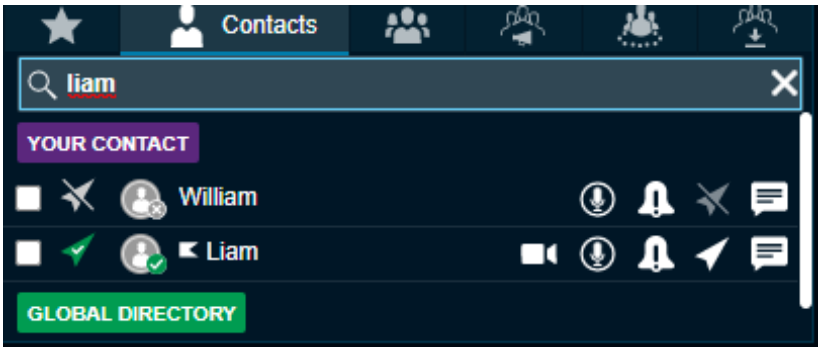
The **Contacts and Talkgroups** Window has the following tabs:

- Favorites Tab on page 66
- Contacts Tab on page 70
- Talkgroups Tab on page 72
- Broadcast Groups Tab on page 73
- Area Talkgroup on page 81
- My Talkgroups Tab on page 74

6.1
Search

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

Figure 14: Search bar



6.2
Favorites Tab

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

6.2.1
Adding Contacts to the Favorites

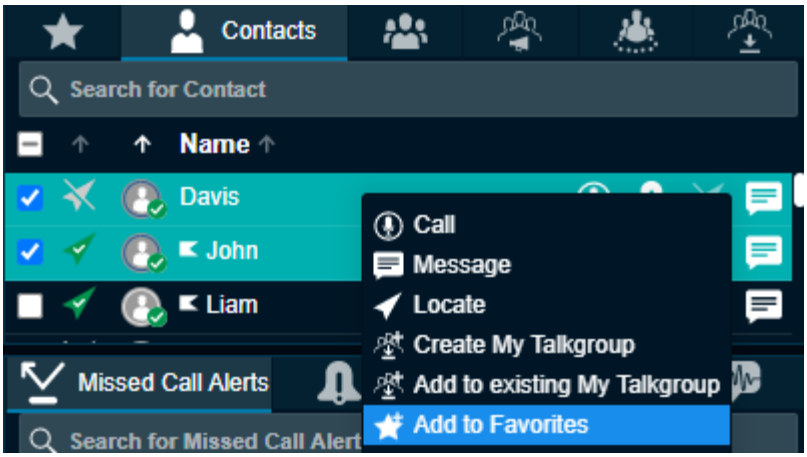
Adding the contacts to Favorites allows you to access frequently used contacts.

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

Procedure:

1. From the **Contacts** tab, select the checkboxes next to the contacts, which you want to add to the **Favorites**.
2. Right-click the contact and select the **Add to Favorites** icon.

Figure 15: Add Contact to Favorites



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

Figure 16: Contact Added to Favorites

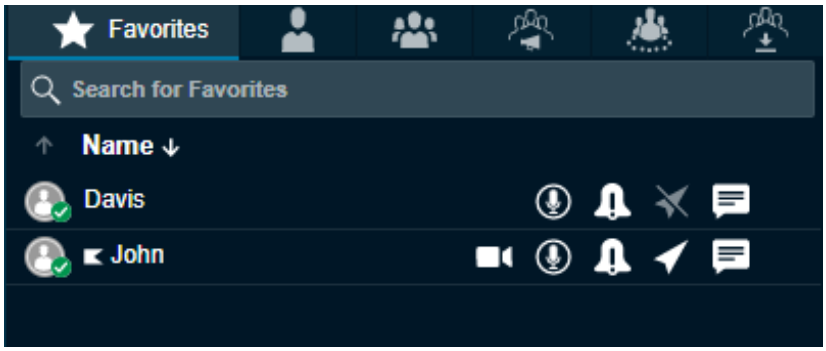
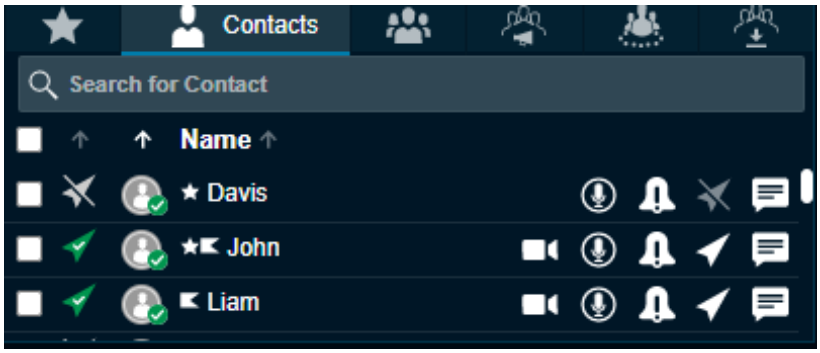


Figure 17: Favorite Icon in the Contacts Tab



6.2.2

Removing Contacts from the Favorites

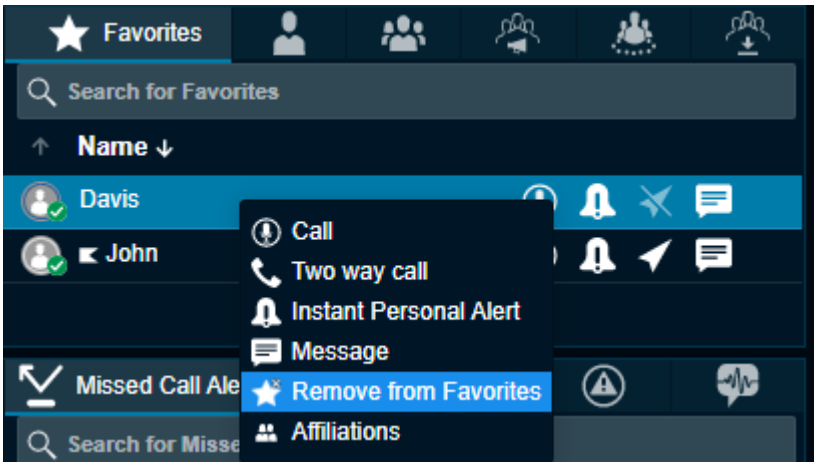
If you do not want a contact to be in your favorites list, you can remove the contact. Removing the contact from the Favorites does not delete the contact.

Procedure:

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

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

Figure 18: Remove Contact from Favorites



3 A confirmation message `Do you want to remove from favorites?` displays. Do one of the following:

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

6.2.3

Adding a Talkgroup to the Favorites

If you are using a talkgroup very frequently, add these talkgroup to the Favorites.

Procedure:

1 From the **Talkgroups** tab, select any talkgroup that you want to add to the **Favorites**.

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

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

The following screen shows the **Talkgroup** tab. Follow the same procedure for the **Broadcast Group**, **My Talkgroup**, or **Area Talkgroup** tab.

Figure 19: Add Talkgroup to Favorites

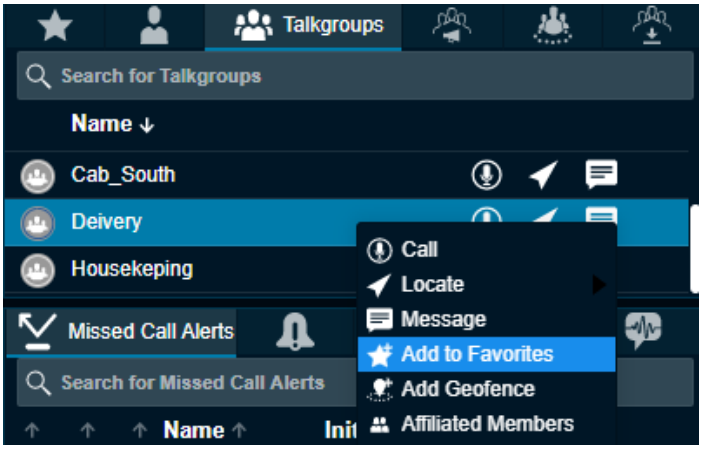


Figure 20: Talkgroup Added to Favorites

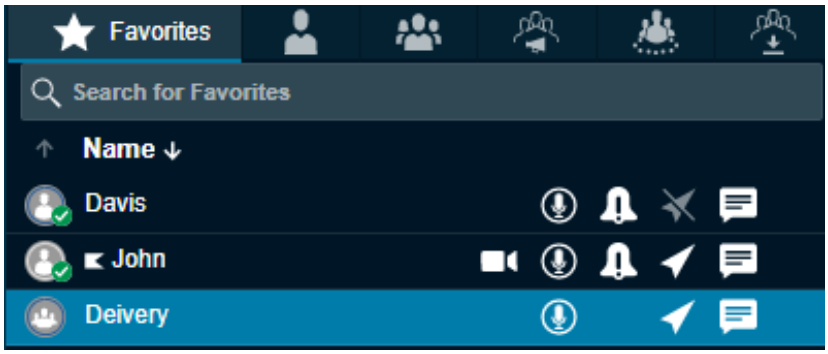
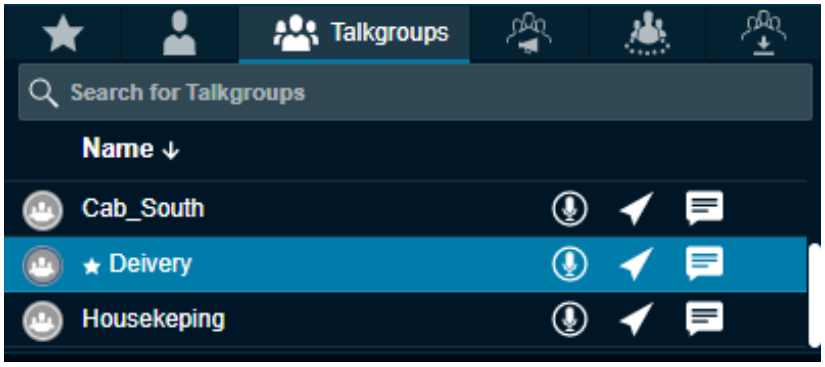


Figure 21: Favorite Icon in the Talkgroup tab



6.2.4

Removing a Talkgroup from the Favorites

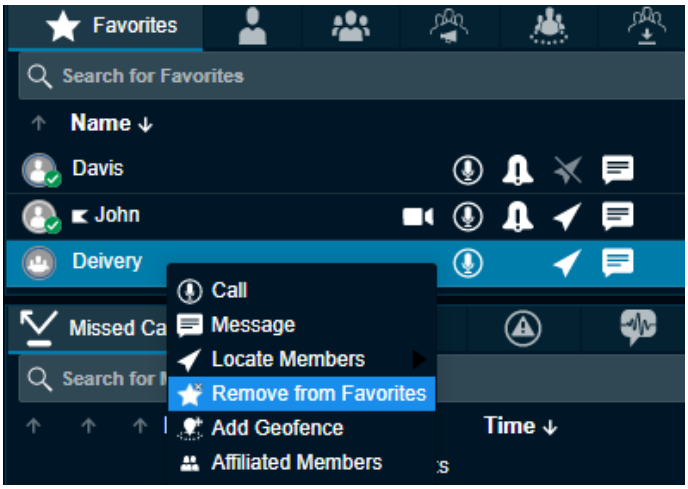
If you do not want a talkgroup to be in your favorites list, you can remove the talkgroup. Removing the talkgroup from the Favorites does not delete a talkgroup.

Procedure:

1. From the **Favorites** tab, select the talkgroup that you want to remove.
2. Right-click on the talkgroup and select the **Remove from Favorites** icon.
3. A confirmation message `Do you want to remove from favorites?` displays. Do one of the following:
   - Click **Yes** to remove.
   - Click **No** to cancel the action.

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

Figure 22: Remove Talkgroup from Favorites



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

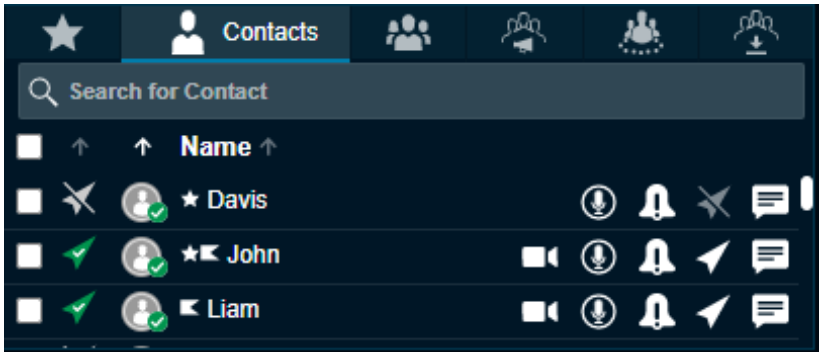
6.3

Contacts Tab

The **Contacts** tab displays the contacts assigned from the Corporate Admin Tool. From the **Contacts** tab, you can select a contact to call, send an alert, send a message, initiate a stream, initiate ambient or discreet listening, and locate a fleet member.

Select the **Contacts** tab as shown:

Figure 23: Contacts Tab window



Click one of the following options from the **Contacts** tab:

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

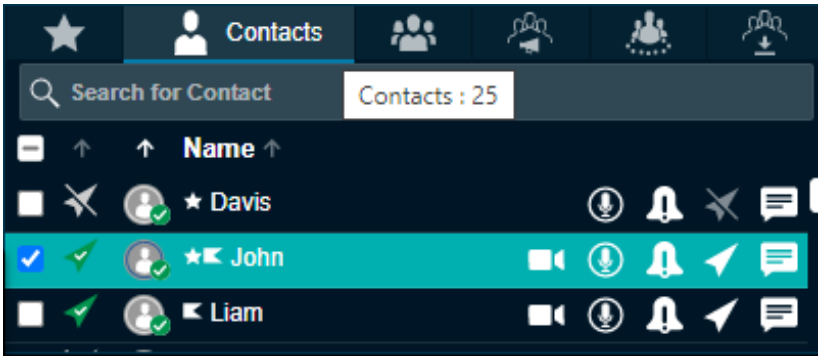
NOTE: Sending Instant Personal Alerts (IPA) to more than one fleet member at a time is not allowed.

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.

Figure 24: Total Contacts Assigned



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

- Location Available
- Location Unavailable
- Location Expired
- Not Locatable

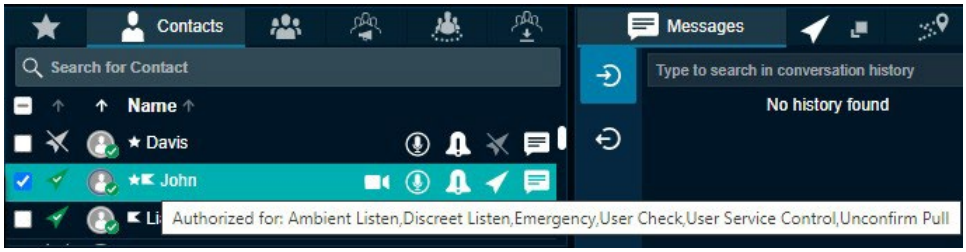
Hovering the mouse cursor over the presence status of a fleet member displays one of the following values depending on the presence availability of the fleet member.

- Available
- Offline
- Do Not Disturb

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

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

Figure 25: Fleet Member Authorization



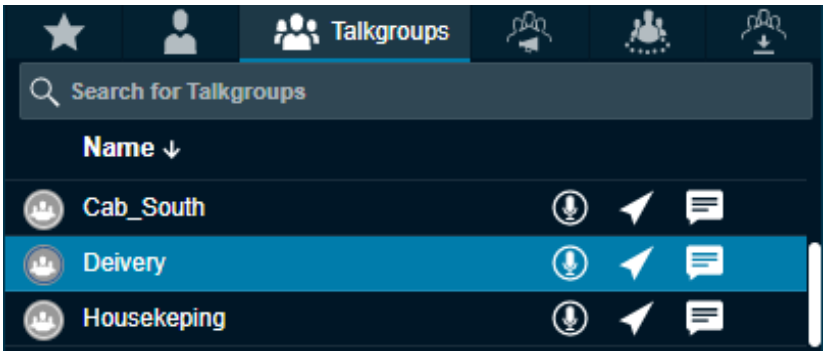
6.4

Talkgroups Tab

Talkgroups tab displays the talkgroups assigned from the Corporate Admin Tool. You can call, locate, message, add geofence, delete geofence, and view the affiliated members from the **Talkgroups** tab.

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

Figure 26: Talkgroups Tab Window



Click the talkgroup to select. To open the **Members Pane**, double-click the talkgroup. The **Members Pane** displays the members of the talkgroup.

To close the **Members Pane** slider, press the **ESC** key or click the **Close** icon.

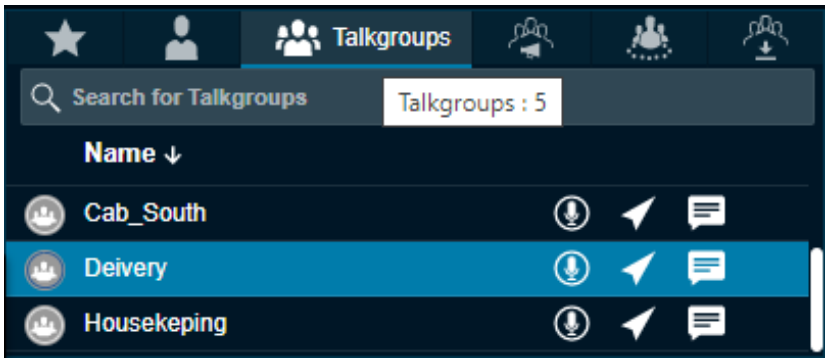
Click one of the following options from the **Talkgroups** tab:

- **Call** icon to place a talkgroup call
- **Locate** icon to locate the talkgroup members on the map. You can also right-click the talkgroup and mouse hover the **Locate** to select either **Affiliated Members** or **All Members**.
- **Message** icon to send a message (text, multimedia, and location) to the talkgroup members
- **Add Geofence** to define and enable the geofence to the talkgroup
- **Affiliated Members** to view the members currently affiliated to the talkgroup

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

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

Figure 27: Total Talkgroup Assigned



Hovering the mouse cursor over the name of the talkgroup member displays the full name of the talkgroup.

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

MCX Group

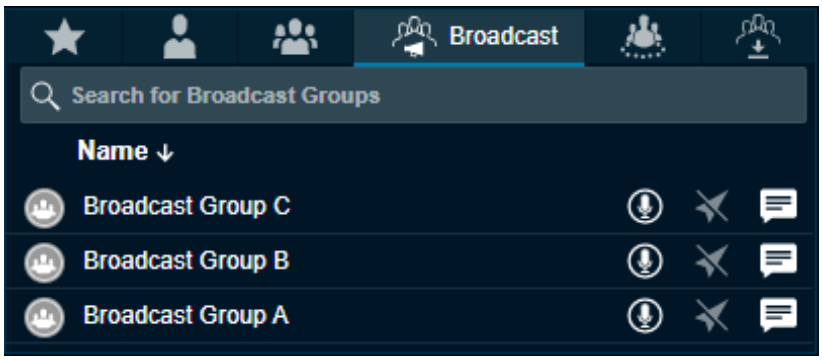
The MCX Groups are large talkgroups where up to 3000 members can be affiliated at a time. The MCX groups are created in the Corporate Admin Tool and when assigned to the Dispatch, you can view the groups in the **Talkgroups** tab. Double-clicking the talkgroup displays only affiliated members in the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

6.5 Broadcast Groups Tab

The broadcast call feature allows you to make high-priority calls typically used for making important announcements. The corporate admin assigns broadcast groups. Broadcast calls are one-way calls from the broadcaster to broadcast group members. You can make broadcast calls to members of your broadcast groups using the **Broadcast Groups** tab.

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

Figure 28: Broadcast Groups Tab



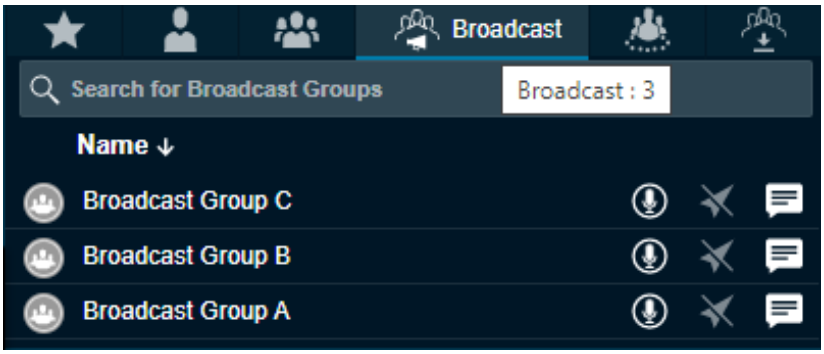
To place a broadcast group call, click the **Call** icon.

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

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

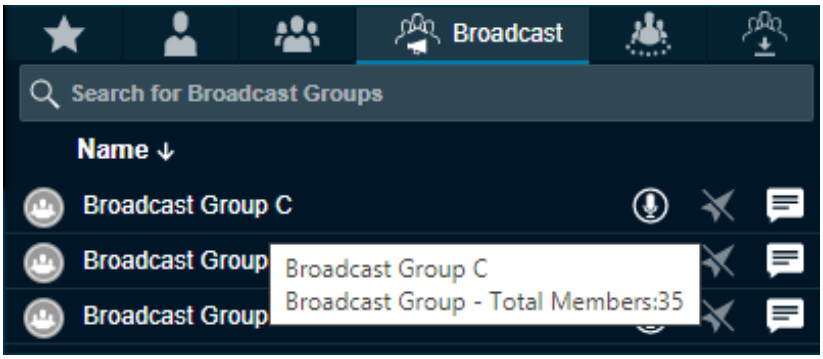
To search for a broadcast group, enter the broadcast group name in the **Search** field. The result is a list of broadcast groups with the search string matched partially or completely in the name.

Figure 29: Total Broadcast Groups Assigned



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

Figure 30: Total Broadcast Group Members



NOTE: If you are on an active call with a contact or talkgroup and there is a delete request from the Corporate Admin Tool, the Dispatch waits for the call to be ended. The contact or talkgroup are deleted after completion of call with the deleted contact or talkgroup. There is no impact of deletion of contact or talkgroup from the Corporate Admin Tool to the active call session.

6.6 Area Talkgroups (Optional)

For details, please refer to the Area Talkgroup on page 81 section of this document.

6.8 My Talkgroups Tab

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

NOTE: Corporate admin does not manage My Talkgroups.

6.8.1

Creating My Talkgroups

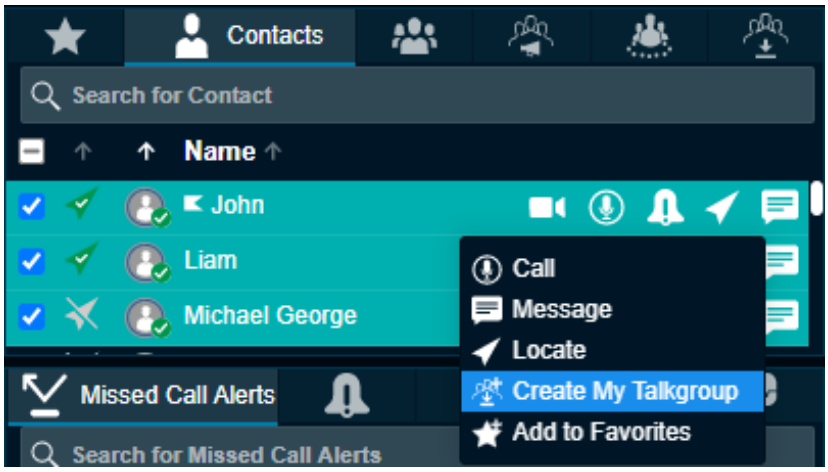
My Talkgroups are associated to your local Dispatch and connote be managed from the Corporate Admin Tool.

Procedure:

1 Select the fleet members from the **Contacts** tab.

NOTE: You cannot include LMR subscribers or Radio subscribers as members of the **My Talkgroup**. If you select LMR subscribers or Radio subscribers, a message `LMR subscriber or Radio subscribers are not allowed to be members of My Talkgroup.` displays.

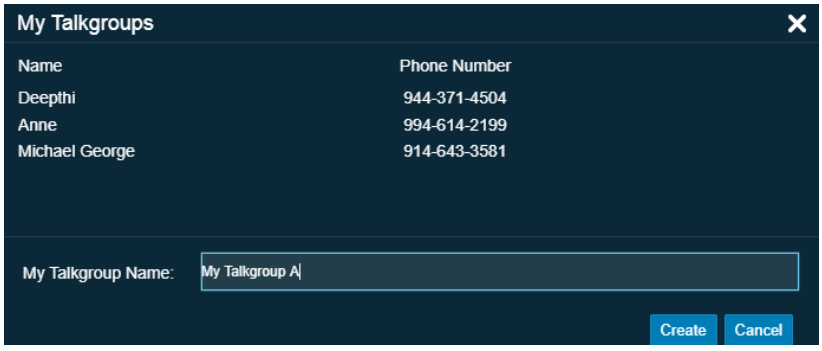
Figure 31: Creating My Talkgroups



2 Right-click and select **Create My Talkgroup**.

3 A **My Talkgroup** Window appears. Enter the name of my talkgroup in the **Name** field. Do one of the following:

Figure 32: Create My Talkgroups Window



- Click **Create** to save the new My Talkgroup.
- Click **Cancel** to cancel the action.

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

6.8.2

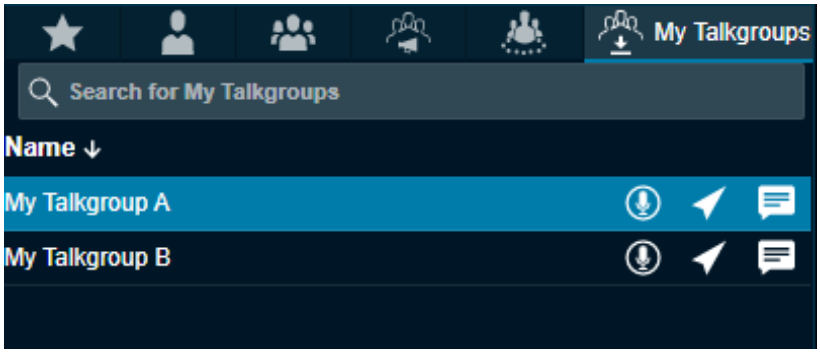
Renaming a My Talkgroup

If you have already created a My Talkgroup then you can rename it in the Dispatch.

Procedure:

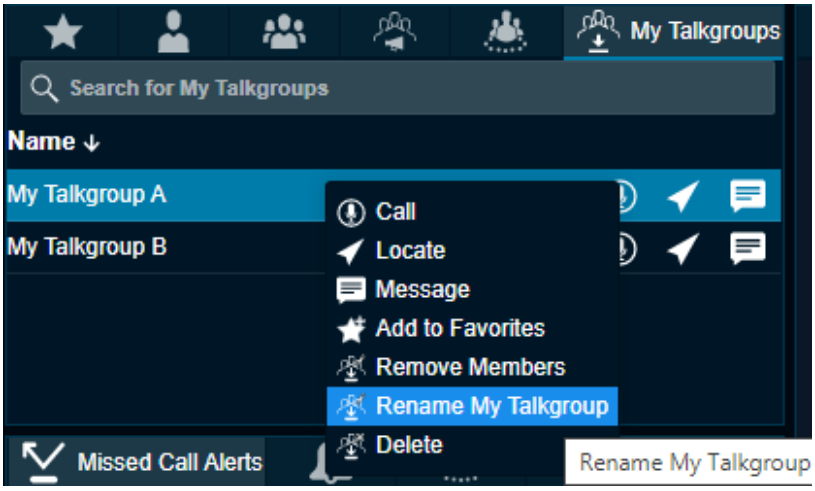
1. To view your talkgroups, select the **My Talkgroup** tab.
2. To select the talkgroup, click the talkgroup.

   Figure 33: My Talkgroup Tab window



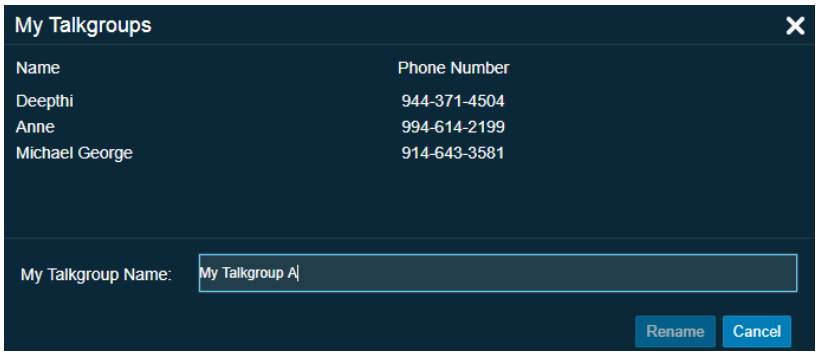
3. Right-click and select **Rename My Talkgroup** to change my talkgroup name:

   Figure 34: Rename My Talkgroup



4. Enter a new name for the selected My Talkgroup.
5. Click **Rename**. If you do not want to save the changes made to my talkgroup, click **Cancel**.

Figure 35: My Talkgroup- Rename



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

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

NOTE: Renaming of contact or talkgroup does not have any impact on the active call session. The contact or talkgroup is renamed after completion of the call with the renamed contact or talkgroup.

6.8.3

Deleting a My Talkgroup

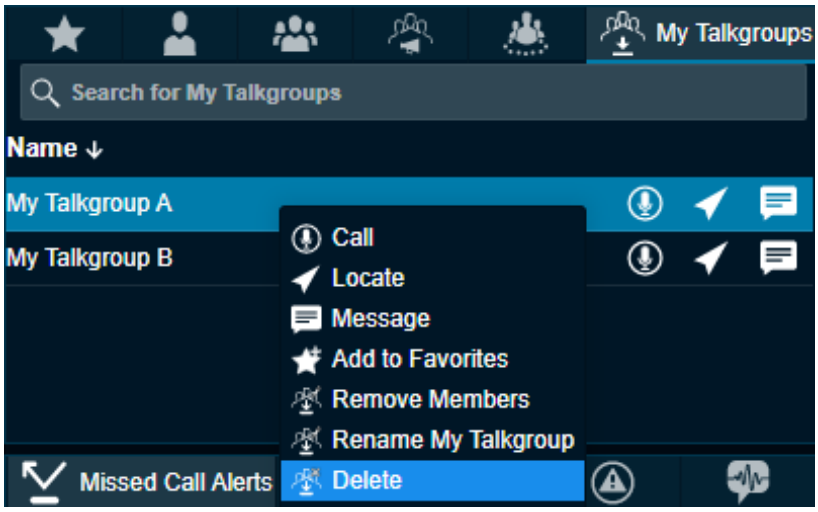
You can delete My Talkgroups from the Dispatch.

Procedure:

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

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

Figure 36: Delete My Talkgroup



NOTE: If you are on an active call with the contact or talkgroup and there is a delete request from the Corporate Admin Tool, the Dispatch waits for the call to end. The contact or talkgroup is deleted after the completion of the call with the deleted contact or talkgroup. There is no impact of deletion of contact or talkgroup from the Corporate Admin Tool to the active call session.

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

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

- Click **Yes** to complete the delete process.
- Click **No** to cancel the process.

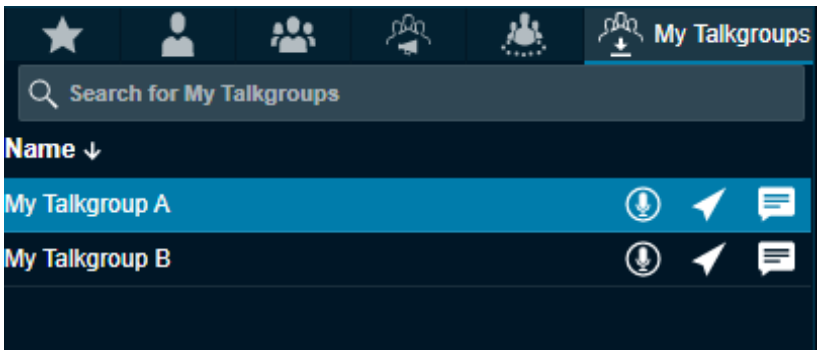
6.8.4
Removing Fleet Members from a My Talkgroup

If you want, you can remove members from the My Talkgroups.

Procedure:

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

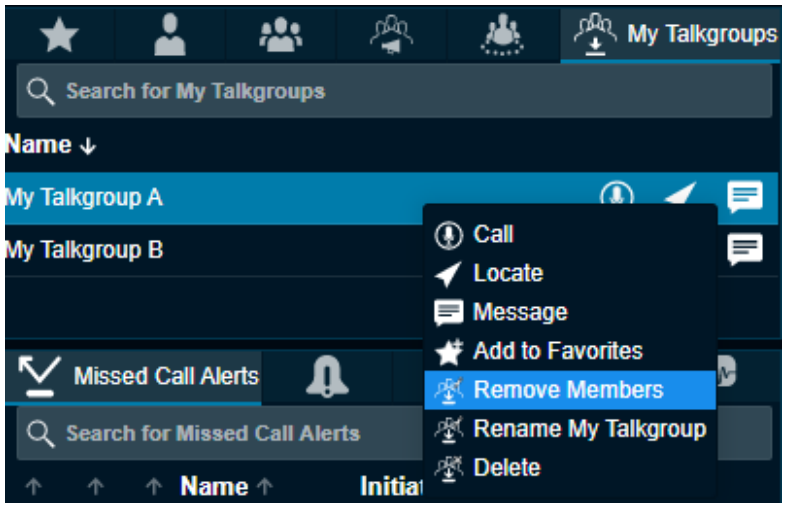
Figure 37: My Talkgroup Tab Window



2 Click the talkgroup to select.

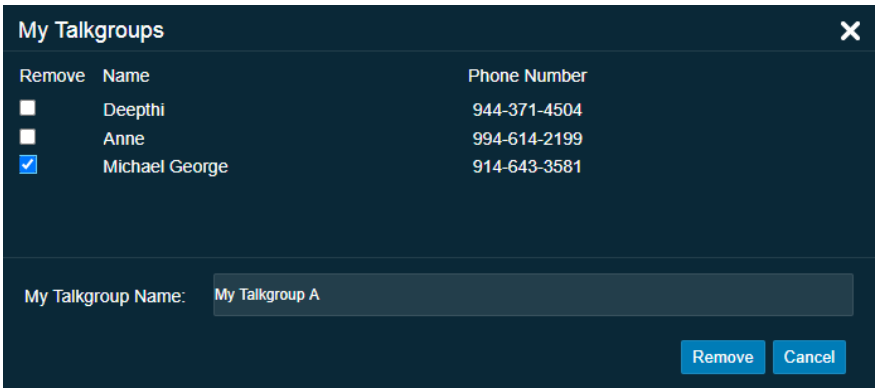
3 Right-click and select **Remove Members**.

Figure 38: Remove My Talkgroup Members



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

Figure 39: Selecting Members to Remove



- Click **Remove** to remove the fleet members.
- Click **Cancel** if you do not intend to save the changes made to your my talkgroup.

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

6.8.5

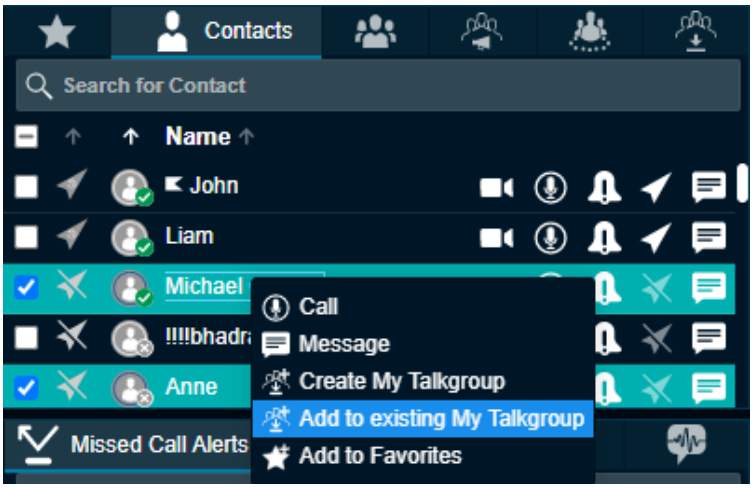
Adding Members to an Existing My Talkgroup

If required, you can add members to an existing My Talkgroups in your Dispatch.

Procedure:

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

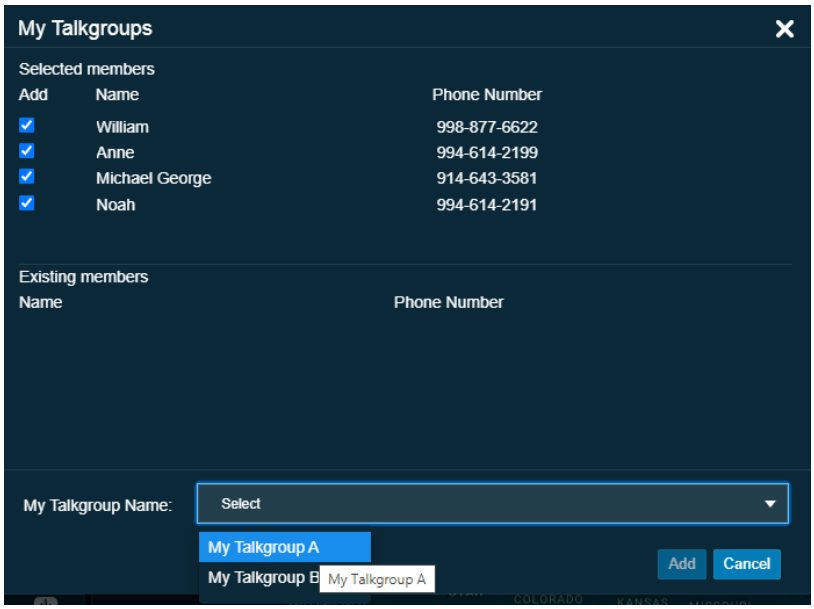
Figure 40: Adding Member to My Talkgroup



2 Select **Add to existing My Talkgroup**. The **My Talkgroups** window displays.

3 Select the checkboxes next to the name of the contacts.

Figure 41: Adding Member to My Talkgroup window



4 From the **My Talkgroup Name** drop-down, select the name of the talkgroup to which the member is to be added.

5 Click **Add** to save your changes.

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

NOTE: For any dispatcher, a My Talkgroup can have a maximum of 10 members (as per the server configuration). Interop User, Patch User, and Interop talkgroups cannot be added as a member of My Talkgroup.

6.8.6
Actions Available in a My Talkgroup

You can call, send a message, or locate My Talkgroups members.

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

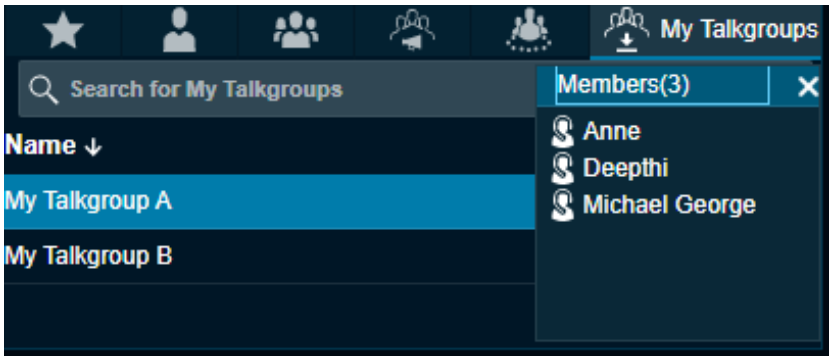
Procedure:

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

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

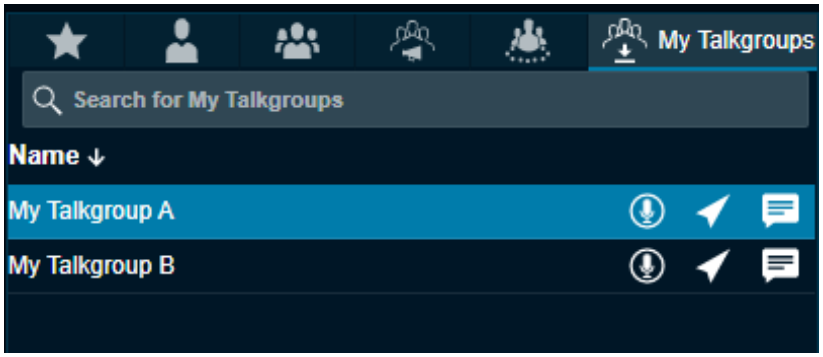
- Click the **Close** icon.
- Press the **ESC** key on your keyboard.

Figure 42: View Members of the My Talkgroup



3 To select the talkgroup, click the talkgroup.

Figure 43: Selecting a Talkgroup from My Talkgroup



4 Do one of the following in the **My Talkgroups** tab:

- To call, click the **Call** icon.
- To locate My Talkgroup members on the map , click the **Locate** icon.
- To send a message to the talkgroup members, click the **Message** icon.

6.7 Area Talkgroup

Area talkgroups are the talkgroups that you create based on the geographical area and the dynamic members. A dynamic member is a member whose active membership in the talkgroup depends on the location of the member inside or outside the area talkgroup.

You can designate certain members to be static. The static member is always an active member of the talkgroup regardless of their location. You can create talkgroups by selecting the clients, which have area talkgroup features enabled. The area talkgroup capable members show in the area talkgroup slider under the **Area Talkgroups** tab. You can create a boundary and select the fleet members from the area talkgroup slider to create an area talkgroup. Whenever fleet members enter or leave the defined talkgroup area, they either become part of the area talkgroup or removed from the area talkgroup respectively.

The list of area talkgroups that you create and manage show under

- **Area Talkgroup** tab under **Contacts and Talkgroups** tab
- **Area Talkgroup Slider**

The list of area talkgroups that you do not create and manage, but you are one of the members of that area talkgroup show under

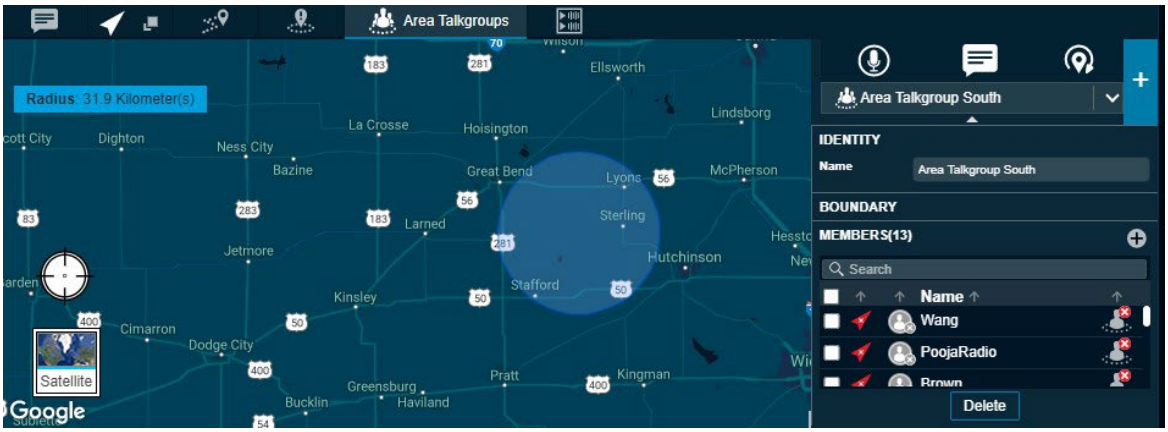
- **Area Talkgroup** tab under the **Contacts and Talkgroups** tab.

You can add or remove the fleet members and delete the area talkgroup anytime from the Dispatch. If you are not an owner of the area talkgroup, then you cannot locate the area talkgroup members. You can start a PTT call, send messages, 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.

Figure 44: Area Talkgroup Tab



The area talkgroup slider shows the following details.

- **Identity** - Displays the name of the area talkgroup.
- **Boundary** - Displays the type of boundary, radius in kilometers, center of the map, latitude, and longitude. You cannot edit the boundary once save.
- **Members** - Displays the members in the area talkgroup.

NOTE: The central admin does not manage area talkgroups.

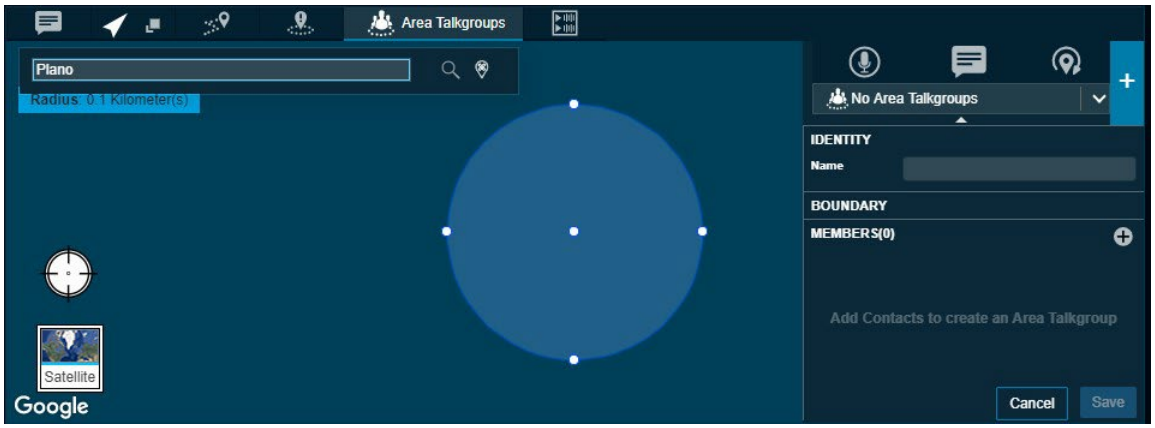
6.7.1
Creating Area Talkgroup

The dispatcher can create a talkgroup with fleet members on the map.

Procedure:

1. Select the **Area Talkgroup** tab and click the **Create Area Talkgroup** icon.
2. A circle with a predefined radius displays on the map.

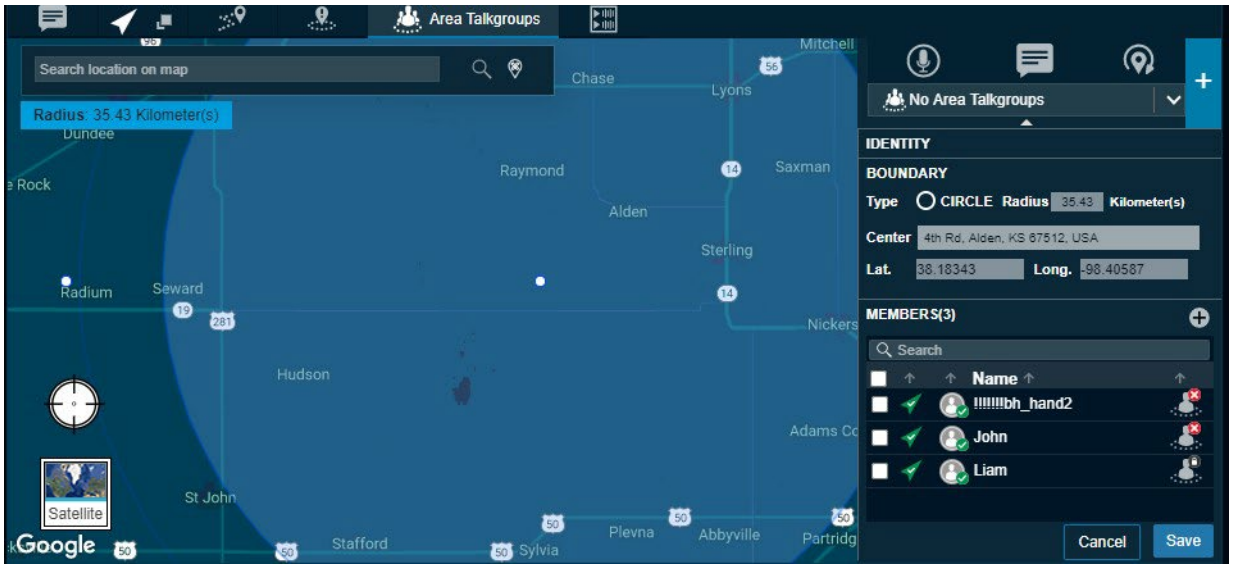
Figure 45: Search Location- Create Area Talkgroup



3 You can search the location for the area talkgroup by entering the location in the search box or move the map to select the location.

4 Drag the circle to change the radius of the area talkgroup, if needed.

Figure 46: Change Radius-Area Talkgroup



5 Enter the area talkgroup name in the **Identity** field.

6 Click the **Add Members** icon from the area talkgroup slider.

NOTE: Select at least one dynamic member to create an area talkgroup.

7 Do one of the following:

- Select the check boxes next to the contacts and click **OK** to continue.
- Click **Cancel** to cancel the action.

8 If you click **Cancel**, a modification not saved confirmation message `Modification made to the Talkgroup Name has not been saved. Do you want to abandon this modification without saving them?` displays. Click one of the following:

- **Yes** to confirm the cancel.
- **No** continue the modifications.

9 You can select the contacts, right-click, and choose to delete the contacts before saving.

- Click **Save** to create the area talkgroup. The area talkgroup shows under the area talkgroup list and in the **Area Talkgroup** under the **Contacts and Talkgroups** tab.
- Click **Cancel** to cancel the create action.

You can select the contact, right-click and choose to assign, remove supervisor role, or delete the member from the area talkgroup anytime when creating or editing.

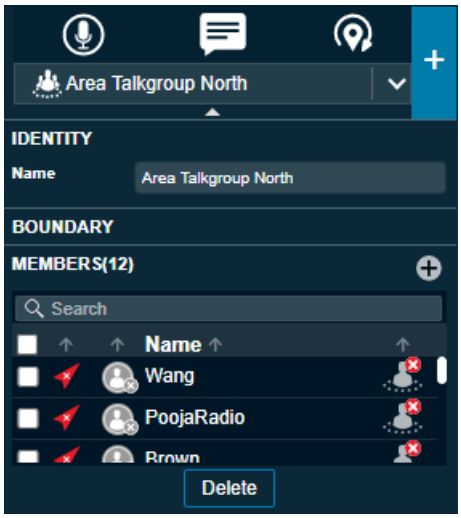
6.7.2
Adding Members to Area Talkgroup

You can add members to an area talkgroup.

Procedure:

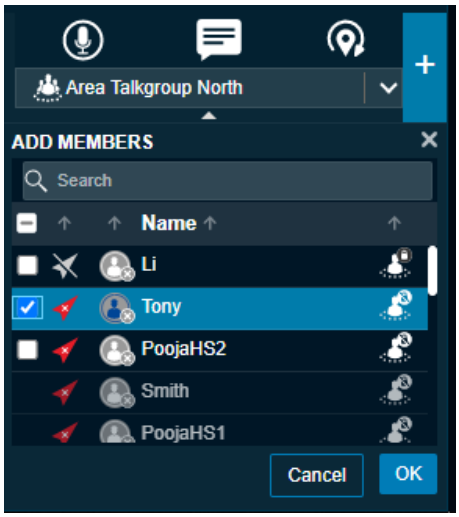
1 From the **Area Talkgroup Slider**, select the talkgroup from the area talkgroup list.

Figure 47: Area Talkgroup Slider



2 Click the **Add Members** icon. An **Add Members** Window displays.

Figure 48: Add Members- Area Talkgroup Slider



3 Select the members.

- Click **OK** to add.

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

4 A save screen displays.

- Click **Save** to add the members to the area talkgroup.
- Click **Cancel** to cancel the action.

6.7.3
Actions on an Area Talkgroup

You can call, send a message, or locate area talkgroup members. To sort area talkgroups alphabetically or in reverse alphabetical order, click the column headers. By default, the talkgroups are sorted by name in ascending order.

6.7.3.1
Calling, Messaging, Locating, or Refreshing the Location of an Area Talkgroup

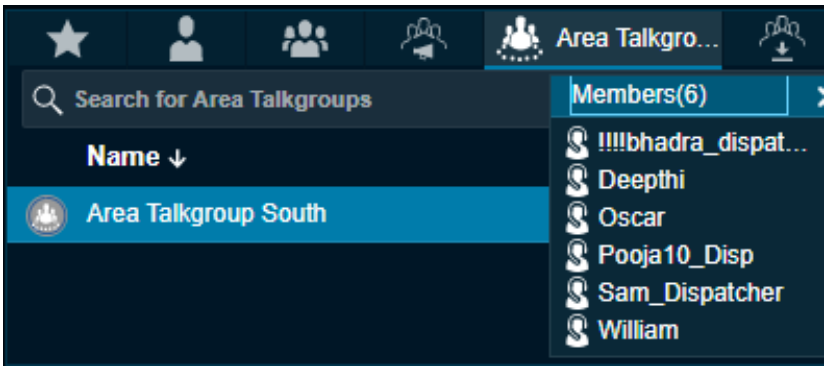
The following procedure explains the steps to perform a call, send a message, or locate an Area Talkgroup members.

Procedure:

1 To view the talkgroups, select the **Area Talkgroups** tab in the **Contacts and Talkgroups** window.

2 To display all the members of the area talkgroup, double-click the talkgroup.

Figure 49: View Members of the Area Talkgroup



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

4 To select the area talkgroup, click the talkgroup:

From the **Area Talkgroup** tab, select the area talkgroup and do the following:

- To call, click the **Call** icon.
- To send a message to area talkgroup members, click the **Message** icon.
- To locate the area talkgroup members, click the **Locate** icon.

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

- To call, click the **Call** icon.
- To send a message to area talkgroup members, click the **Message** icon.
- To refresh the location of the area talkgroup members, click the **Refresh Location** icon.

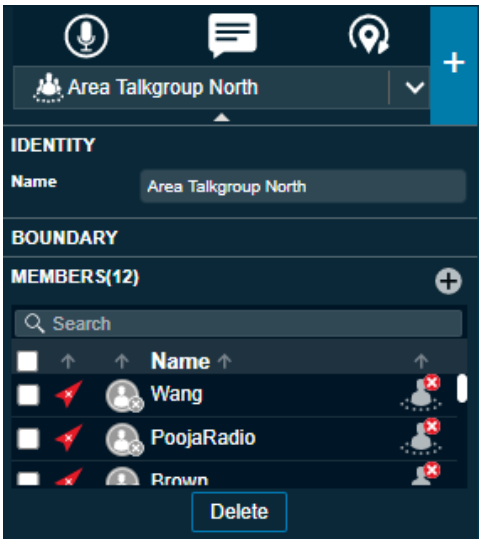
6.7.4
Deleting an Area Talkgroup

If needed, you can delete an area talkgroup. After you delete the area talkgroup, all performed actions clears off from the Dispatch.

Procedure:

1 From the **Area Talkgroup Slider**, select the area talkgroup.

Figure 50: Area Talkgroup Slider



2 Click the **Delete** button. A Delete Confirmation message `Deleting this Area Talkgroup will remove the talkgroup from one or more dispatchers and from all members in the talkgroup` displays.

- Click **Delete** to delete the area talkgroup.
- Click **Cancel** to cancel the action.

6.7.5
Deleting Members of Area Talkgroup

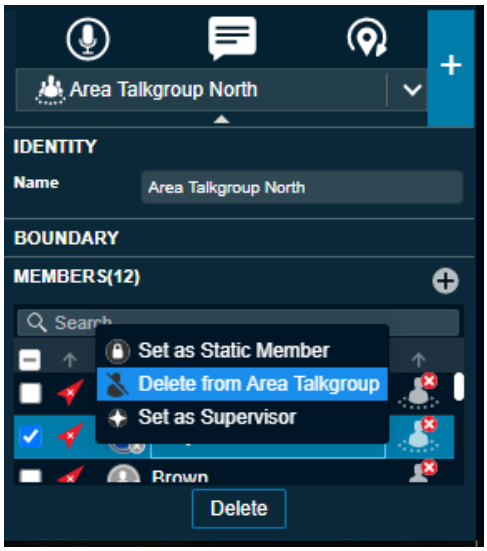
If needed, you can delete or remove members from the area talkgroups.

Procedure:

1 From the **Area Talkgroup Slider**, select the area talkgroup.

2 On the members list, select the members you want to delete.

Figure 51: Delete Member from Area Talkgroup



3 Right-click and select **Delete from Area Talkgroup**. Click one of the following:

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

6.7.6
Actions on Area Talkgroup Members

You can assign or remove the supervisor role permission of members, decide which members are static or dynamic, and remove members from the area talkgroup.

Procedure:

1 Right-click and select one of the following from the drop-down.

- **Set as Static Member** - When you set the member as static they are always a part of the area talkgroup and a Static icon shows on the area talkgroup member.
- **Set as Dynamic Member** - When you set the member as dynamic, their availability in the area talkgroup depends on their movement and a Dynamic icon shows 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 they have supervisory rights in the area talkgroup and a Supervisor icon shows on the type of the member.
- **Remove Supervisor Role** - Select to remove the supervisory role of the member. A Supervisor Disabled icon shows on the type of the member.

2 After you select the action, click one of the following:

- **Save** to apply the changes.
- **Cancel** to cancel the action

6.7.7
Dynamic Active and Inactive Area Talkgroup Member

The members with the Dynamic Active icon in the **Area Talkgroup Slider** shows that they are inside the talkgroup area. A Dynamic Inactive icon in the **Area Talkgroup Slider** shows that they are outside the talkgroup area.

Chapter 7

Push-to-Talk Accessories

The Dispatch supports the following audio devices and floor control devices.

1 Input Devices
   a External Microphone (1/8” jack)
   b Headset with PTT (USB)
   c Internal Microphone (supported by system hardware)
2 Output Devices
   a External Speakers (USB, 1/8” jack)
   b Headset with PTT (USB)
   c Internal Speakers (supported by system hardware)

7.1 Notification Message on Connection

A notification message shows on an accessory connection or removal.

The default device is set based on the order you plug in. You can change the audio input or output device from the **Devices** section of the **Settings** tab. If there is a change in device, a notification message appears indicating that the preferred device is not present, and the available device is used as a default device.

NOTE: If you do not see the notification, enable or disable the accessory setting from your PC— Control Panel—hardware and Sound—Recording tab. Changes made to default audio Input / Output devices during a call take effect after the current call ends.

7.2 Accessory Connection and Disconnection Notifications on a Different Operating System

Table 4: Accessory Connection/Disconnection Notification

Operating System	Accessory device	While Plugged-in	While Not Plugged-in
Windows 8.1 Desktop	Speaker with 1/8” jack	Notification Displays	Notification Displays
	External Microphone 1/8” jack	Notification Displays	Notification Displays
	USB Audio	Notification Displays	Notification Displays
	PTT floor control Device (USB)	Notification Displays	Notification Displays
Windows 8.1 Laptop	Speaker with 1/8” jack	No Notification	No Notification
	External Microphone 1/8” jack	No Notification	No Notification
	USB Audio	Notification Displays	Notification Displays

Operating System	Accessory device	While Plugged-in	While Not Plugged-in
	PTT floor control Device (USB)	Notification Displays	Notification Displays

7.3

Accessory Specifications

Table 5: Accessory Specifications

Item	Part Number	Description
Desktop Microphone Assembly	IPT-M180	Plantronics Wide base Table Microphone
Desktop Microphone Assembly	IST 10722	Buddy Headset Mic (If configured only as a joystick event device)
Desktop Microphone Assembly	IST 10735	Buddy Desktop Mic (If configured only as a joystick event device)
Foot pedal/switch	FSSP2646-11	Plantronics USB PTT Footswitch
Foot Pedal USB	FTT-300	USB PTT Footswitch
Headset	EncorePro HW520 (89434-01)	Plantronics EncorePro Headset
PTT Adapter with Headset Jack	SHS2355-11	Plantronics USB Push to Talk to H-series, monaural
Slim™ Microphone/Speaker Station	None	USB Desktop PTT Microphone/Speaker
USB Desktop Speaker	B1952	USB Desktop Speaker (Specifically designed for use in mission-critical environments)
USB Footswitch	DDN1396	COTS USB Footswitch
USB GOOSENECK MICROPHONE	B1951	USB Gooseneck Microphone (Specifically designed for use in mission-critical environments)
USB Headset Base with PTT	DDN2825	COTS USB Headset Base with PTT
7-Port USB 3.0 Hub- Desktop	DSST7300U3M	Used to add 7 external USB 3.0 ports to a computer from a single USB connection

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 work with the above PTT Adapter with Headset Jack.

Additional Cables

The following additional cables are required to connect the speakers to the PC.

Table 6: Cable Specifications

Item	Part Number
AC Line Cord for connecting speaker, North America	CA03406AA
AC Line Cord for speaker, Europe	CA03407AA
AC Line Cord for connecting speaker, UK	CA03408AA
AC Line Cord for connecting speaker, Australia	CA03409AA
AC Line Cord for connecting speaker, Brazil	CA03410AA
Power Supply with DC Cord for connecting speaker	CA03405AA
USB Cable for connecting speaker, Type C to Type C, 4.5M	CA03412AA
USB Cable for connecting speaker, Type A to Type C, 4.5M	CA03413AA
USB Cable for connecting microphone, Type C to Type C	CA03412AA
USB Cable for connecting microphone, Type A to Type C, 4.5M	CA03413AA

7.4 Using a Desktop Microphone with PTT Button

The Dispatch supports a Desktop microphone or Buddy Desktop Mic with PTT button.

When and where to use: The following are the steps to make a PTT call while using this device.

Procedure:

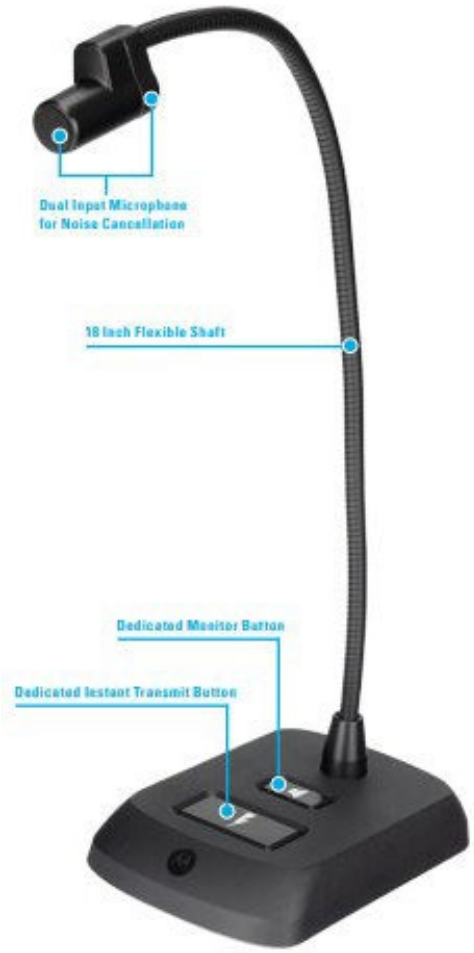
1. Select the contacts or talkgroups or broadcast groups from the **Contacts and Talkgroups** window.
2. Click the **PTT** call button in the Dispatch.
3. To control the floor, push the PTT button on the accessory. When you connect, these devices display under Settings > Devices in the PTT Floor Control field.

Figure 52: Buddy Desktop Mic IST 10765 PTT Microphone

The Slim™ Microphone/Speaker Station provides an illuminated PTT button that shows the active transmission and an in-built speaker to listen to the voice.

Figure 53: Slim Microphone/Speaker Station

Figure 54: USB Desktop Microphone



7.5 Using a Headset or USB Desktop Speaker

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

Prerequisites:

NOTE: To control floor operations and call initiation process, select the **Headset for PTT** in at least one of the audio inputs or audio output preference under **Devices** tab under the **Settings**. If you change any preferences of audio (Input or Output) during an ongoing call, those preference changes are applicable from the next call.

When and where to use: To initiate a call from a Plantronics PTT headset or Buddy Desktop Mic, follow these steps.

Procedure:

1 Select the contacts or talkgroups or broadcast groups from the **Contacts and Talkgroups** window.

2 To initiate a PTT call or for floor control, push the button on the Plantronics PTT Headset or Buddy Desktop Mic accessory or adapter. These devices, when connected are displayed. When you connect, these devices display under Settings > Devices in the PTT Floor Control field.

NOTE: To call or to control the floor operation from this device, select **Headset with PTT** from either the audio input or audio output drop-down list when connected.

Figure 55: Plantronics Headset for Dispatch

Figure 56: Plantronics Adapters for PTT Headset Used in Dispatch

Figure 57: Buddy Desktop Headset Mic IST 10722 for Dispatch

Figure 58: COTS USB Headset Base with PTT

7.6 Using a Wide-base Table Microphone

The Dispatch supports the wide-base table microphone only as an audio input device for PTT application. You can use the table microphone accessory with other floor control accessories like the PTT headset or Footswitch.

When and where to use: When connecting this accessory for audio input purpose, follow these steps:

Procedure:

1. Select the contacts or talkgroups or broadcast groups from the **Contacts and Talkgroups** window.
2. Click the **PTT** call button in the Dispatch.
3. Push the PTT switch on other accessories like Foot switch or PTT headset that you connect for floor control to initiate a PTT call to control the floor operation. When you connect, these devices can be viewed under Settings > Devices in the PTT Floor Control field.

   The IPT-M180 model microphone connects to the standard microphone input jack on a standard PC sound card and you can configure it as a standard microphone.

Figure 59: IPT-M180Wide base Table Microphone

NOTE: While connecting an external microphone on your laptop, disable the built-in microphone of the laptop from Control Panel—Hardware and Sound—Sound—Change System Sound—Recording, and enable the external microphone.

7.7

Using a Foot switch

The Dispatch supports a Foot Pedal for the PTT floor control.

When and where to use: When calling with this accessory connected, follow these steps.

Procedure:

1. Select the contacts or talkgroups or broadcast groups from the **Contacts and Talkgroups** window.
2. Click the **PTT** call button in the Dispatch.
3. To initiate a PTT call to floor control operation, push the PTT Foot Pedal on the accessory. When you connect, these devices display under Settings > Devices in the PTT Floor Control field.

   Figure 60: Plantronics USB PTT Foot switch for Dispatch

Figure 61: Foot Pedal FTT-300 USB

Figure 62: COTS USB Footswitch

NOTE: Use the left foot pedal to transmit voice.

The Dispatch dynamically recognizes these devices when you connect or remove from the system hardware.

Figure 63: Foot Pedal Device Connected and Removed Information

If you unplug an accessory during a call, the behavior is as described here.

- **Audio Devices** - During a call, if you disconnect the preferred or selected devices, the audio does not transmit until the current call terminates.
- **PTT Devices (Headset with PTT + Foot pedal + table microphone with PTT button)** - During a call, if you acquire the floor and disconnect the device, the floor releases. You can acquire the floor later with another PTT accessory or by using a mouse.

NOTE: If the accessories connected to the Dispatch are idle for some time, the application considers the accessories to be disconnected. To troubleshoot this problem, refer to User Interface Issues on page 238

7.8 Connection of Voice Output to Multiple Speakers

You can use the USB Desktop speakers to listen to the voice outputs from simultaneous calls. A USB Hub with multiple USB 3.0 ports is required to connect the outputs from the desktop. This hub can be self-powered from the USB port, or can work with an AC power supply adapter.

To connect the speakers to the desktop, use the cables or cords specified in the Accessories section.

Figure 64: Desktop USB Speaker

Figure 65: Seven Port USB 3.0 Hub

Chapter 8

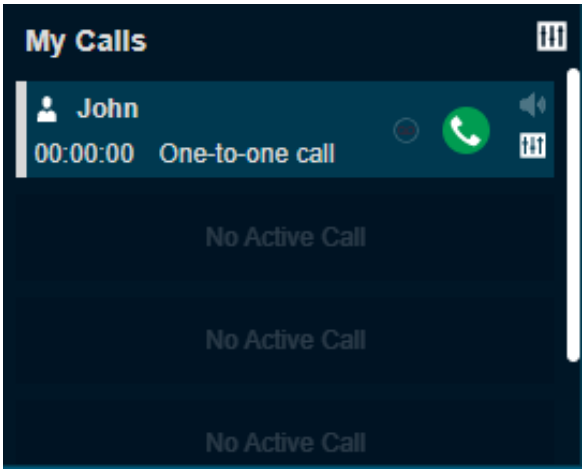
Push-to-Talk Call

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

8.1 Call Ready State (with Simultaneous Session)

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

Figure 66: My Call Activity Screen



For multiple calls in Simultaneous Session, the contacts and talkgroups selections show on the **Master Call Activity** Window as shown in the following screen.

You can choose the input and output device on each ongoing call seperately from the drop-down.

Figure 67: Master Call Activity Window-Multiple Calls

8.2
Call Types

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

If the Dispatch is enabled with Simultaneous Session, you can select multiple fleet members and talkgroups for the PTT call. You can also configure the outputs to the different speakers and can control the volume of each speaker individually. For functions and operations, refer to Simultaneous Session (Optional) on page 183

You can place the following types of calls from the Dispatch:

- Placing a One-to-One (1-1) Call on page 100
- Placing a Talkgroup Call on page 102
- Placing a Quick Group Call on page 104
- Placing a Broadcast Call on page 105
- Placing an Area Talkgroup Call on page 106
- Placing a Call from the Alerts Window on page 108
- Placing a Call from the Map on page 108
- Placing a Call from the Selection List window on the Map on page 109
- Placing a Call from the Call Logs on page 110
- Placing a Call from the Alert Logs on page 111
- Placing a Call from the Geofence Logs on page 111
- Placing a Call from the Message on page 112

8.2.1
Placing a One-to-One (1-1) Call

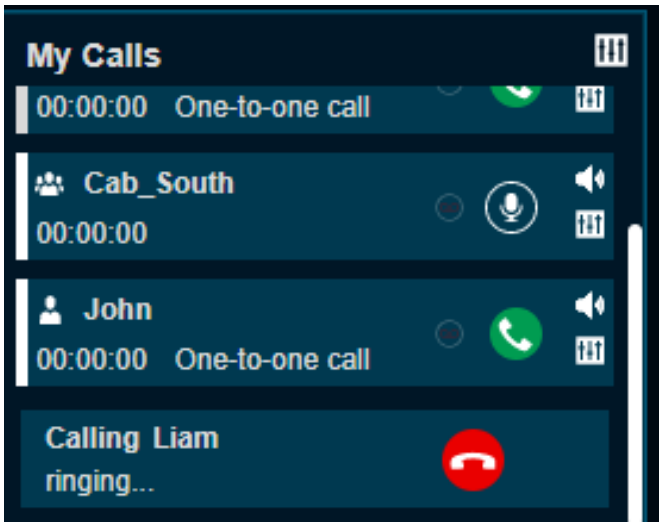
A one-to-one PTT call allows you to make one way call to a member.

Procedure:

1. Select the fleet member from any of the windows such as **Contacts and Talkgroups**, **Map Information**, **Map Selection List**, **Alerts**, **Message**, **Call Logs**, or **Alert Logs**.
2. To call one-to-one, click the **Call** icon.

   Figure 68: One-to-one Call- Call Ready Screen Without Simultaneous Session

Figure 69: One-to-one Call- Call Ready Screen with Simultaneous Session



If Simultaneous Session is enabled for the dispatcher, you can see the contact in the **My Calls** Window with call ringing to the member. Once the member receives the call, the call starts for the voice transmission. If the Simultaneous Session is disabled for the dispatcher, you can see the contact in the **Master Call Activity** Window.

3 Click and hold the **Call** icon to talk and listen.

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

5 The name of the member called in one-to-one call shows on the top left on the **My Calls** and bottom left on the **Master Call Activity** Window.

Figure 70: One-to-one Call Active window Without Simultaneous Session

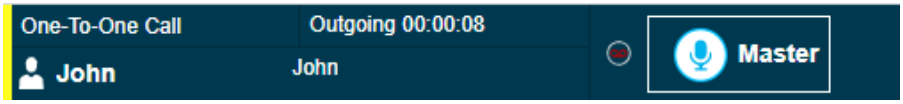
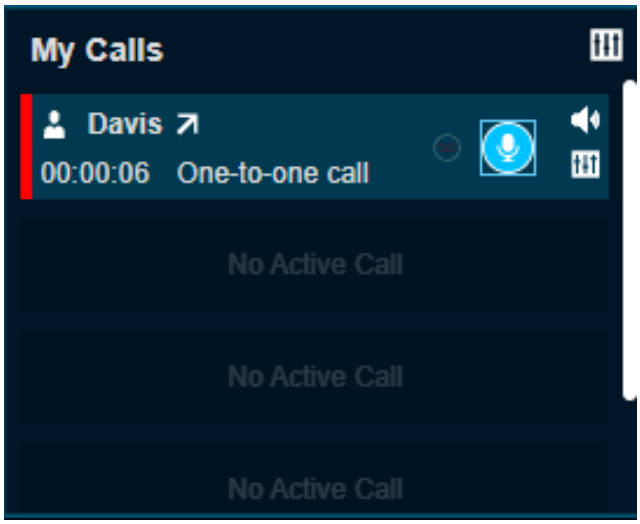


Figure 71: One-to-one Call Active window with Simultaneous Session



8.2.2

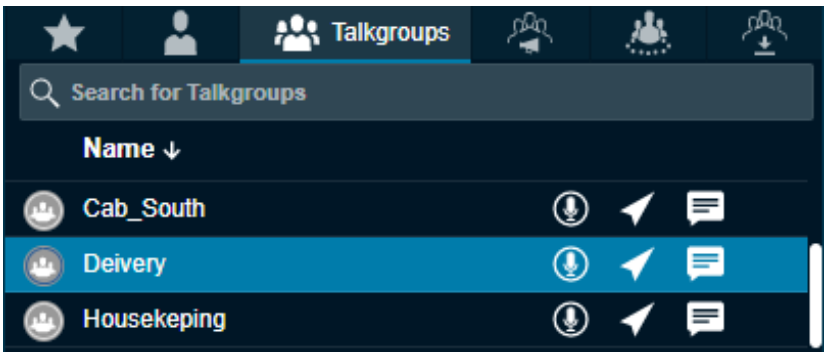
Placing a Talkgroup Call

You can call a talkgroup that shows in your Dispatch application.

Procedure:

1 Select the talkgroup from any of the windows such as **Contacts and Talkgroups**, **Map Information**, **Map Selection List**, **Alerts**, **Messages**, **Geofence Logs**, **Call Logs**, or **Alert Logs**.

Figure 72: Talkgroups Tab



2 Do one of the following:

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

Figure 73: Talkgroup Call- Simultaneous Session Call Ready screen

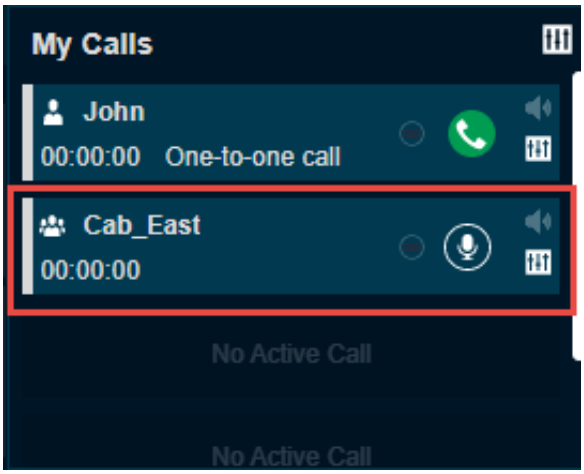
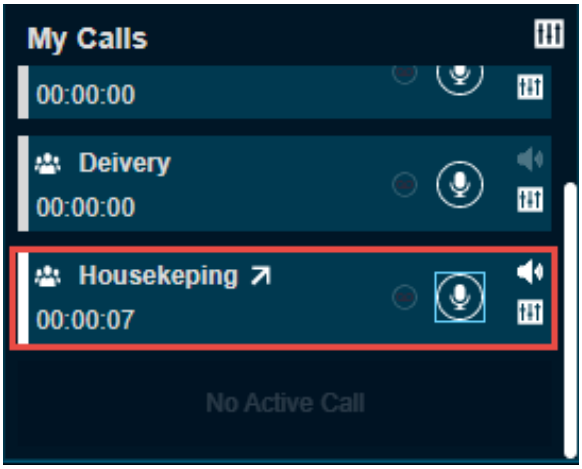


Figure 74: Talkgroup Call- Non-Simultaneous Session Call Ready

Figure 75: Talkgroup Call Active Window- Non-Simultaneous Session

Figure 76: Talkgroup Call Active Window- Simultaneous Session



NOTE: A dispatcher icon displays next to the name of the talker shows when another participant of the call is a dispatcher.

- The direction of the call displays on the top in the **Master Call Activity** window for the dispatcher without Simultaneous Session.
- The direction of the call displays next to the name of the talkgroup in the **My Calls** window for the Dispatcher with Simultaneous Session.
- The PTT button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white), you are talking (red), or someone else is talking (only border and PTT icon orange).
- The name of the talkgroup shows on the bottom left.
- The name of the person speaking shows next to the name of the talkgroup.
- Direction (Incoming or Outgoing) of the call shows next to the name of the talkgroup.

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

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

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

You can also perform the following in the talkgroup call:

- Click the **Record** button to record the call.
- Click the **Speaker** icon to mute and un-mute the call.
- Click the **Audio Settings** icon to control the volume of the call.

8.2.3

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.

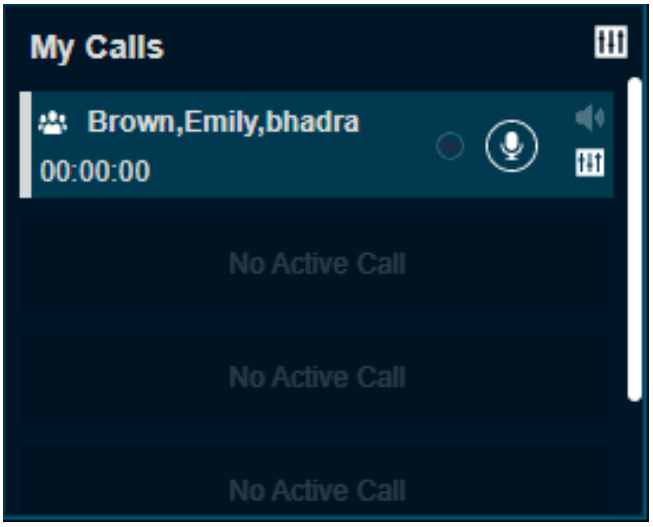
Procedure:

1. Click the **Contacts** tab of the **Contacts and Talkgroups** Window and select the check boxes next to the name of the fleet member.
2. To place a Quick Group call, right-click and click the **Call** icon.

   For the Dispatch with Simultaneous Session, you can see the quick group in the **My Calls** Window. For the Dispatch without Simultaneous Session, you can see the quick group in the **Master Call Activity** Window.
3. Click the **Call** icon in the **My Calls** or **Master Call Activity** Window.

Figure 77: Quick Group Call- Call Ready Screen Without Simultaneous Session

Figure 78: Quick Group Call- Call Ready Screen with Simultaneous Session



A call starts and the same information as for a talkgroup call is shown in the **Master Call Activity** or **My Calls** Window. On the side of the PTT icon, the talkgroup name area shows some of the members in the call. On mouse hover, the members show all the contacts in the Quick Group call.

Figure 79: Quick Group Call Active window- Without Simultaneous Session

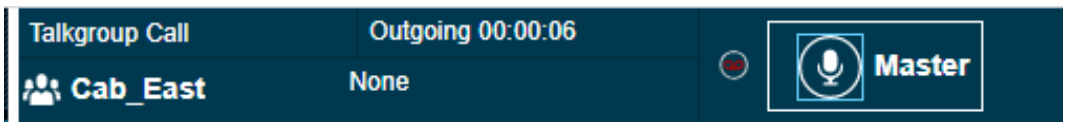
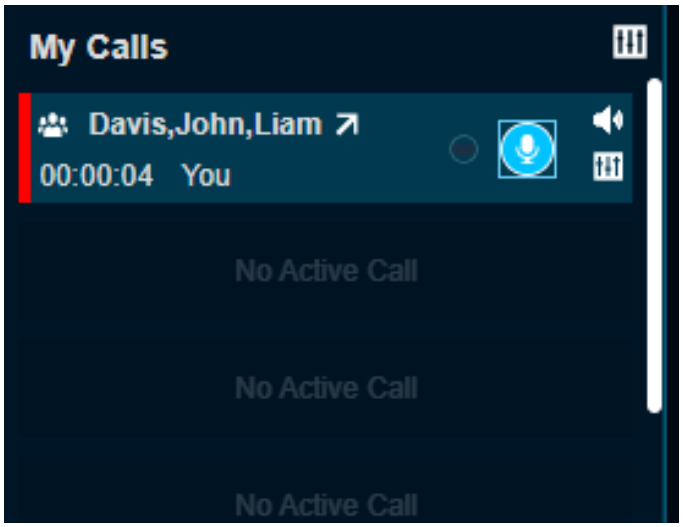


Figure 80: Quick Group Call Active Window- with Simultaneous Session



NOTE: A dispatcher icon displays below the names when another participant of the call is a dispatcher.

8.2.4

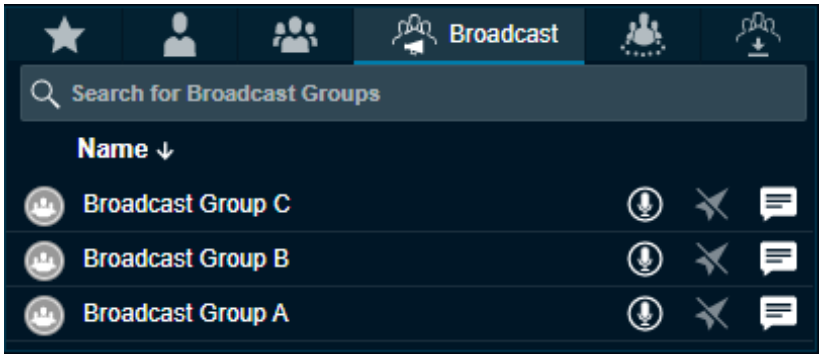
Placing a Broadcast Call

Broadcast group calls are one-way calls and you can use for specifics announcement to all the group members.

Procedure:

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

Figure 81: Broadcast Groups Tab



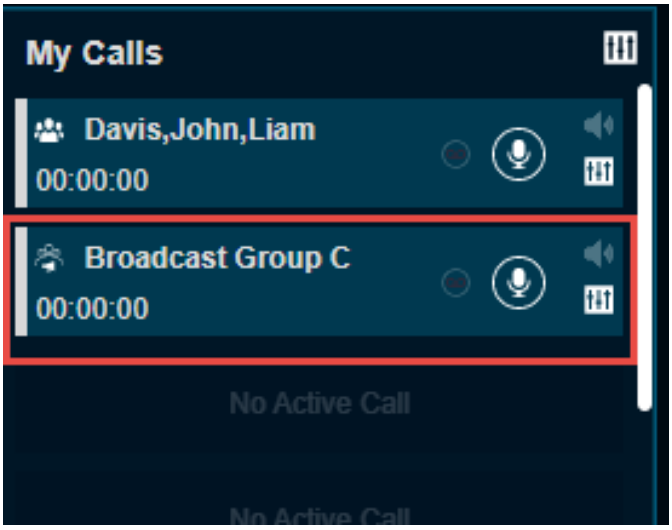
- Click the **Call** icon to place a Broadcast Group call.
- Right-click the log and click the **Call** icon.

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

3 Click **Yes** in the dialog box that appears.

Figure 82: Broadcast Call- Call Ready Screen Without Simultaneous Session

Figure 83: Broadcast Call- Call Ready Screen with Simultaneous Session



The following information displays:

- The Push-to-Talk button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white) or you are talking (red).
- The name of the person speaking shows next to the name of the broadcast group.
- The name of the broadcast group shows on the bottom left.

4 Click and hold the **PTT** button in the **Master Call Activity** Window to initiate a broadcast group for the Dispatch without Simultaneous Session.

5 For the Dispatch with Simultaneous Session, use the **My Calls** Window to initiate broadcast group calls by clicking and holding the **PTT** button.

You can also perform the following in the talkgroup call:

- Click the **Record** button to record the call.
- Click the **Speaker** icon to mute and un-mute the call.
- Click the **Audio Settings** icon to control the volume of the call.

8.2.5
Placing an Area Talkgroup Call

The Area Talkgroups are local to you Dispatch that you create from the Map. The members that are part of the area receives the call.

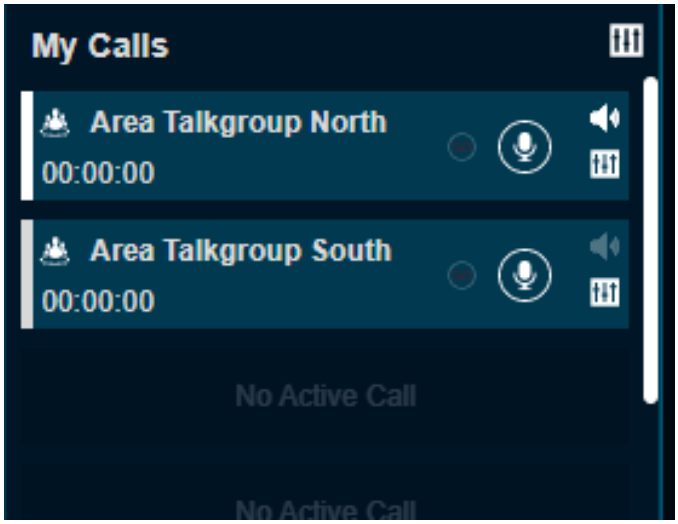
Procedure:

1 Select the area talkgroup from any of the following windows, **Area Talkgroups**, **Favorites** tab in **Contacts and Talkgroups** Window, **Area Talkgroups Slider**, or **Call Logs**.

2 Click the **Call** icon.

Figure 84: Area Talkgroup Call- Call Ready Screen Without Simultaneous Session

Figure 85: Area Talkgroup Call- Call Ready Screen with Simultaneous Session



The following information displays:

- The direction of the call displays on the top in the **Master Call Activity** Window for Dispatcher without Simultaneous Session.
- The direction of the call displays next to the name of the talkgroup in the **My Calls** Window for Dispatcher with Simultaneous Session.
- The Push-to-Talk button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white) or you are talking (red).
- The name of the area group shows on the bottom left.
- The name of the person speaking shows next to the name of the area talkgroup.

3 Click and hold the **PTT** button in the **Master Call Activity** Window to initiate an area talkgroup call for the Dispatch without Simultaneous Session.

4 Click and hold the **PTT** button in the **My Calls** Window to initiate an area talkgroup call for the Dispatch with Simultaneous Session.

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

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

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

You can also perform the following in the talkgroup call:

- Click the **Record** button to record the call.
- Click the **Speaker** icon to mute and un-mute the call.

- Click the **Audio Settings** icon to control the volume of the call.

8.2.6
Placing a Call from the Alerts Window

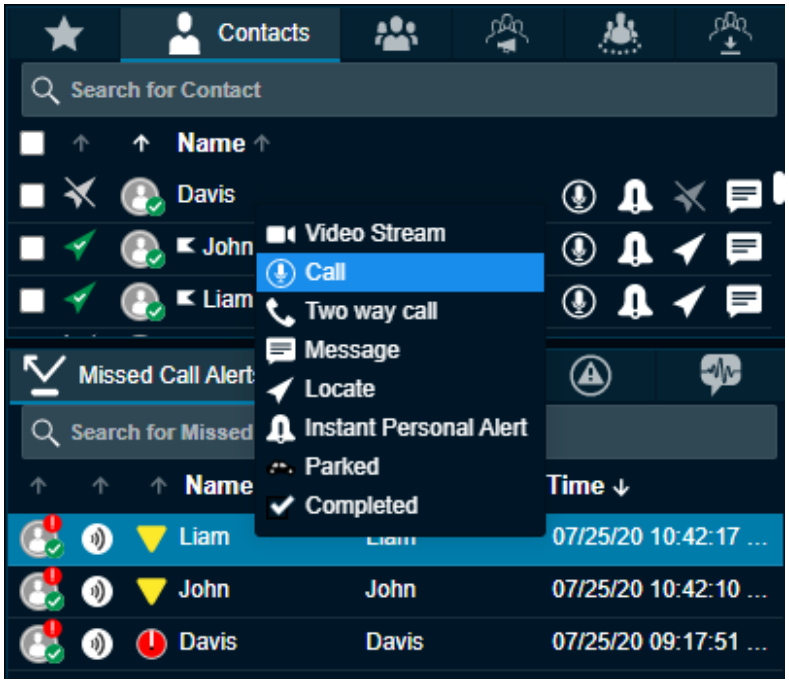
When you receive an alert from a fleet member or talkgroup, you can respond to the alert from the **Alerts** window.

Procedure:

1. Select and right-click on the alert in the **Alerts** Window.
2. Do one of the following:
   - For a one-to-one missed call alert, click the **Call** icon.
   - For a one-to-one missed call alert, click the **Two-way call** to make two-way call to the member.
   - For talkgroup missed call alerts, click **Call to Initiator** or **Call to Talkgroup**.

   The call shows in the **My Calls** or **Master Call Activity** Window. If you select **Call to Initiator** the call goes to the member who initiated the call in that talkgroup.

   Figure 86: Make Call from Alerts Window



8.2.7
Placing a Call from the Map

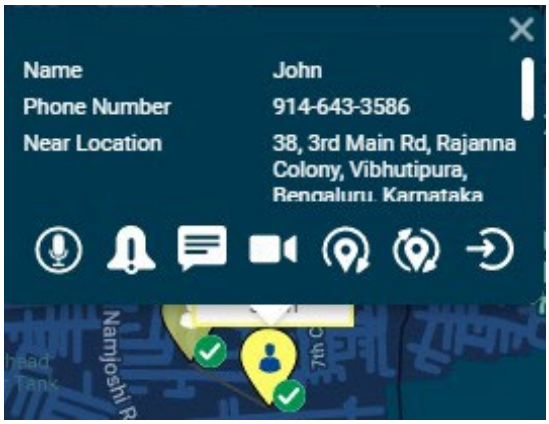
When fleet members are located, you can call directly call a member from the Map.

Procedure:

1. Click the **Marker** icon for the fleet member on the map to display the **Map Info** Window.
2. To call, click the **Call** icon.

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

Figure 87: Map Info Window



NOTE: For information on how to display a **Map Selection List** Window, refer to Selecting Multiple Fleet Members from the Map on page 160

8.2.8

Placing a Call from the Selection List window on the Map

When you select fleet members from the map, the members show in the **Map Selection List** Window. If needed, you can call them from the **Map Selection List** Window.

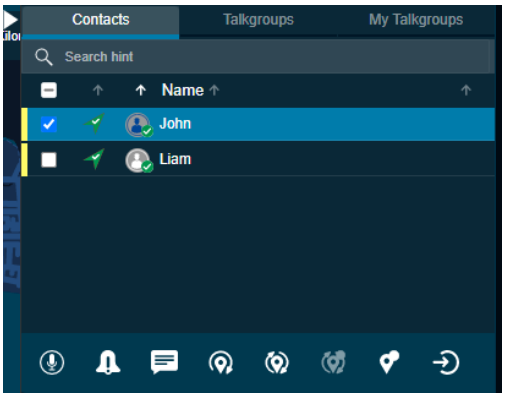
Procedure:

1 From the **Map Selection List** Window,

- Select the checkboxes for the individual fleet members.
- Click the talkgroup or my talkgroup in the **Map Selection List** Window.

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

Figure 88: Selection List Window



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

8.2.9

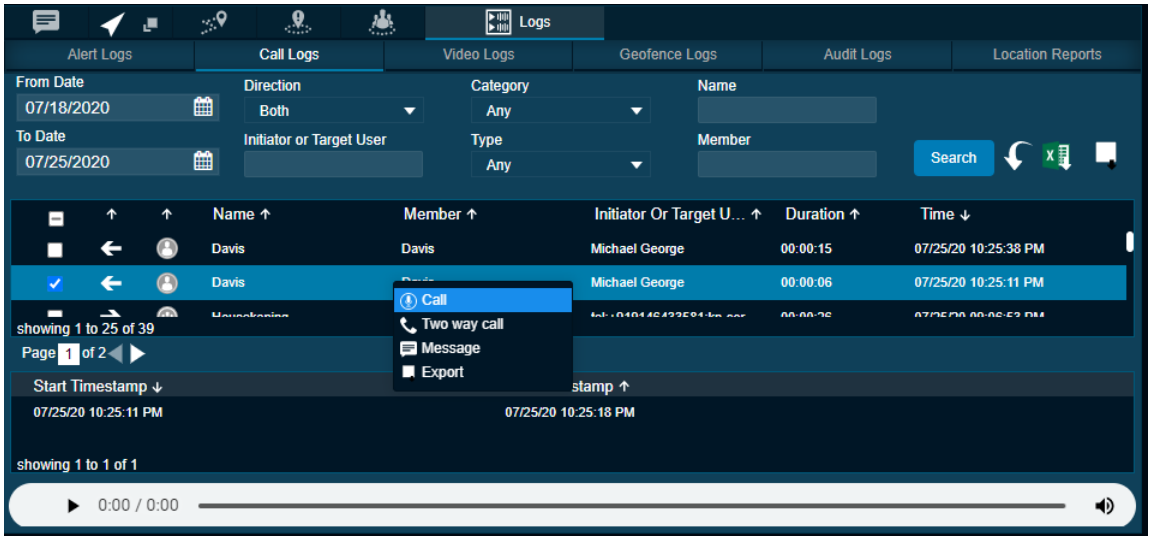
Placing a Call from the Call Logs

When a call ends, it creates an entry in the **Call Logs** Window. You can select this log to call that member.

Procedure:

1. Select the **Call Logs** tab in the **Logs** tab.
2. Select the checkbox in the call list and right-click on a conversation row from the call logs history.
3. To call, click the **Call** icon.
4. For the talkgroup missed call alert, do one of the following:
   - Click **Call to Initiator** to call to the initiator of the call.
   - Click **Call to Talkgroup** to call to the talkgroup.

Figure 89: Make Call from Call Logs History



The following information displays:

- For a One-to-one call, the call returns to the originating fleet member.
- For a Call to Initiator in a Talkgroup call, the call returns to the initiator of the call in the talkgroup.
- For a Call to Talkgroup in a Talkgroup call, the call returns to the members of the talkgroup.
- For a Quick Group call, the call returns to all the fleet members of the Quick Group call.
- For a Broadcast Group call, the call returns 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.

8.2.10

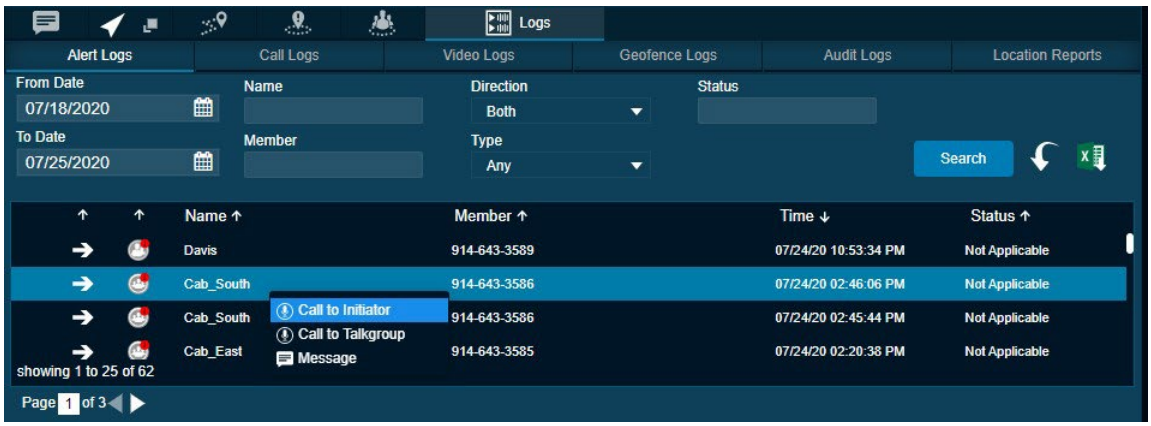
Placing a Call from the Alert Logs

When you receive an alert and if you do not take any action on it, the alerts move in the **Alert Logs** Window. You can select an alert and call the initiator of the alert.

Procedure:

1. Select **Alert Logs** from the **Logs** tab.
2. Select and right-click on an alert from alert logs history.
3. To call, click the **Call** icon.

Figure 90: Make Call from Alert Logs History



The following information displays:

- For a One-to-one Missed Call alert, the call returns to the originating fleet member.
- For a Call to Initiator in Talkgroup call, the call returns to the initiator of the talkgroup.
- For a Call to Talkgroup in the Talkgroup call, the call returns to the members of the talkgroup.
- For a Missed Quick Group Call alert, the call returns to the originator.
- For a Missed Broadcast Group Call alert, the call returns to the members of the talkgroup if you are a broadcaster.

8.2.11

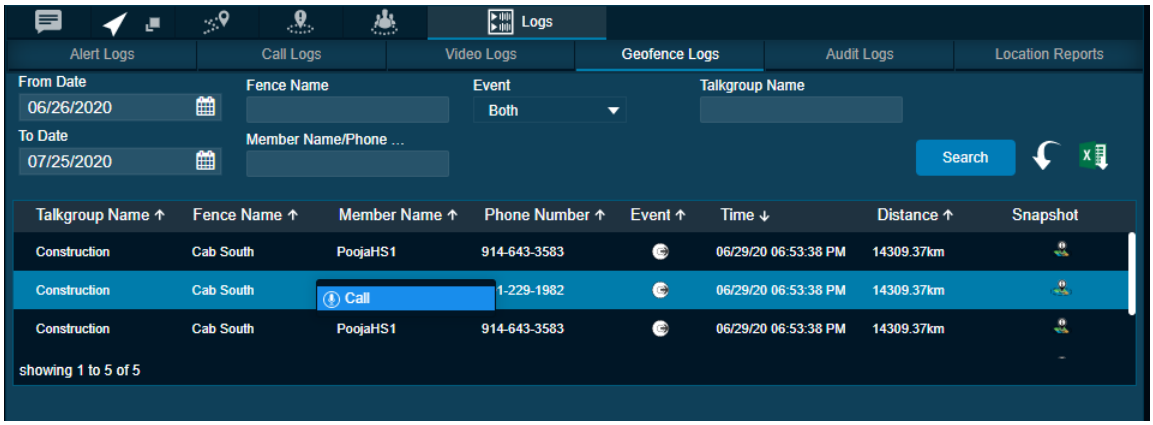
Placing a Call from the Geofence Logs

When you create a fence for a talkgroup and if any member crosses the fence, a log is created in the **Geofence Logs** Window. You can call the member from the geofence log.

Procedure:

1. Select **Geofence Logs** from the **Logs** tab.
2. Select and right-click on an alert from geofence logs history.
3. To call, click the **Call** icon.

Figure 91: Make Call from Geofence Logs History



8.2.12

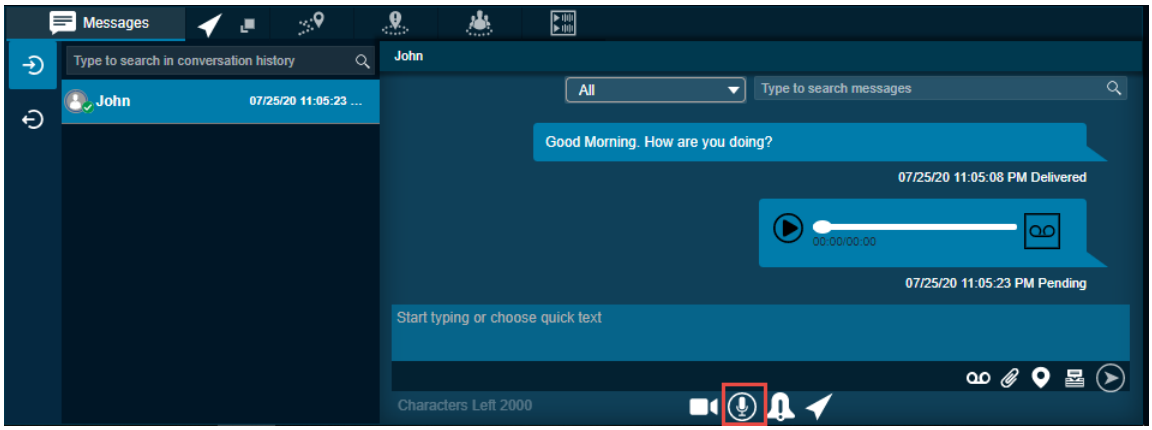
Placing a Call from the Message Tab

When you send or receive a message to member or talkgroup, a list is created in the **Message** Window. You can call the member or talkgroup from the **Message** Window.

Procedure:

1. From the **Messages** tab and select the message.
2. To call, click the **Call** icon.

Figure 92: Make Call from Message Tab



NOTE: The tones can be enabled or disabled to set the call tones accordingly. For more information on how to add call tones, refer to Tones on page 226

8.3

Actions on Received Calls (With Simultaneous Session)

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

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

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

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

Figure 93: Incoming One-to-one Call Active window

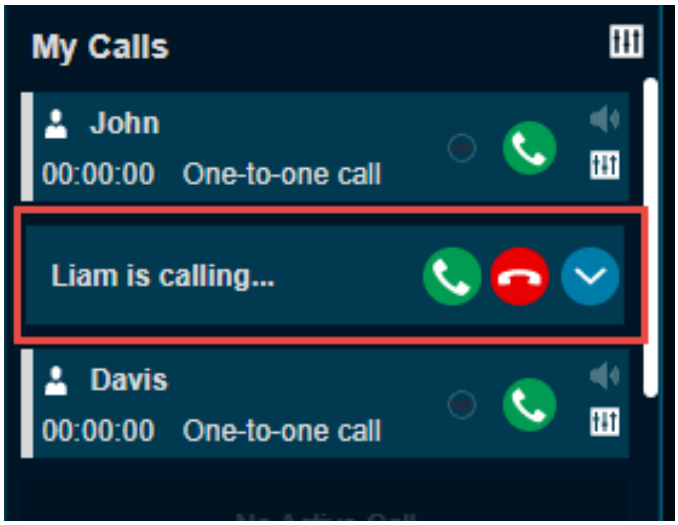
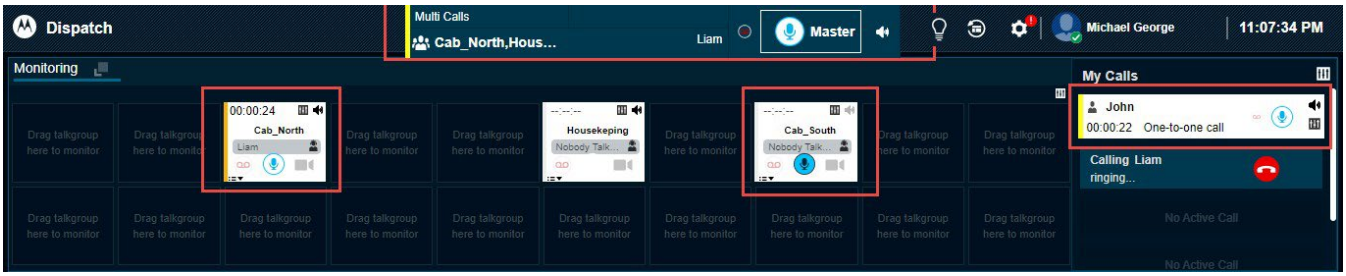


Figure 94: Incoming Multiple Call Active Window



8.4 Sending a Voice Message Fall Back

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

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

Procedure:

1. Select the fleet member or talkgroup where all the fleet members are in Do Not Disturb or Offline from any of the windows such as **Contacts and Talkgroups**, **Map Info**, **Map Selection List**, **Alerts**, **Message**, **Call Logs**, or **Alert Logs**.
2. Click the **Call** icon. The call button in the **My Calls** or **Master Call Activity** Window for the Dispatch with or without Simultaneous Session respectively, turns to **Voice Message Fallback** icon.
3. Click and hold the PTT record button for more than the minimum length of recording.
4. The recorded voice is delivered to the fleet members as a voice message.

5 The voice message is shown in the **Message** tab.

Figure 95: Voice Message Fall Back Without Simultaneous Session

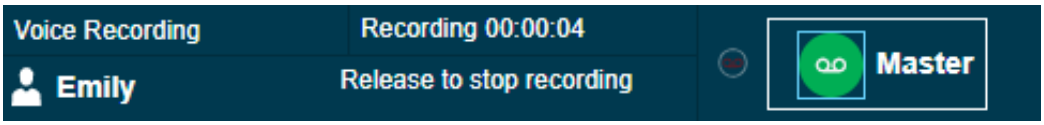
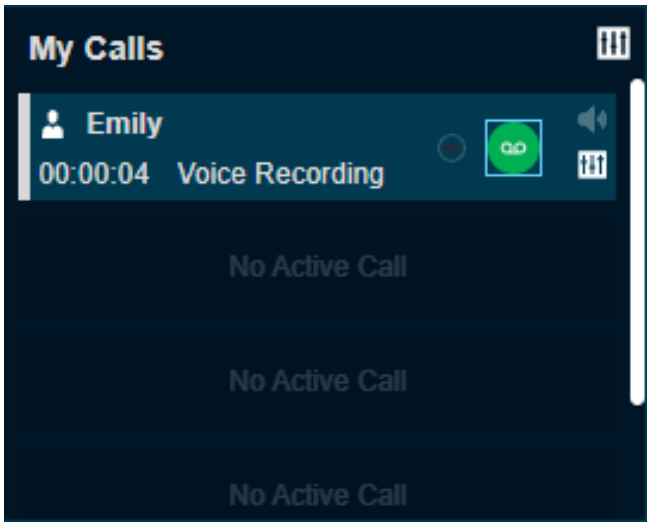


Figure 96: Voice Message Fall Back with Simultaneous Session



8.5

Rejoin a Talkgroup Call

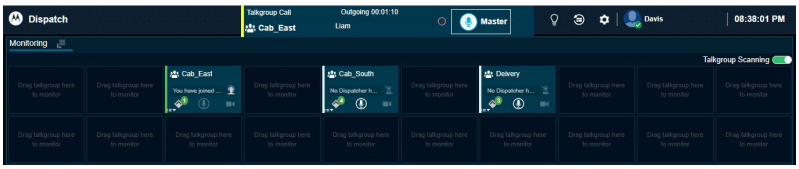
If you drop from a talkgroup call, for example, selecting the **End Call**, you can rejoin the call by initiating a call to that talkgroup. You can call the talkgroup from any window that displays the talkgroup. If Simultaneous Session is enabled for the Dispatch, then you can also rejoin ongoing multiple calls from the **Master Call Activity** Window. You cannot rejoin a broadcast group or a quick group call that you drop.

NOTE: If the call ends before you try to rejoin, you start a new call to that talkgroup.

Joining a Monitored Talkgroup Call

To join an active monitored talkgroup, click the **Call** button for a monitored talkgroup and you can join the call. You can also join the call from the **Master Call Activity** Window or **Contacts and Talkgroups** by clicking the in-line **Call** button for the talkgroup.

Figure 97: Monitored Talkgroup Call



NOTE: You can rejoin the ongoing call from any of the windows where the call icon is shown for that talkgroup.

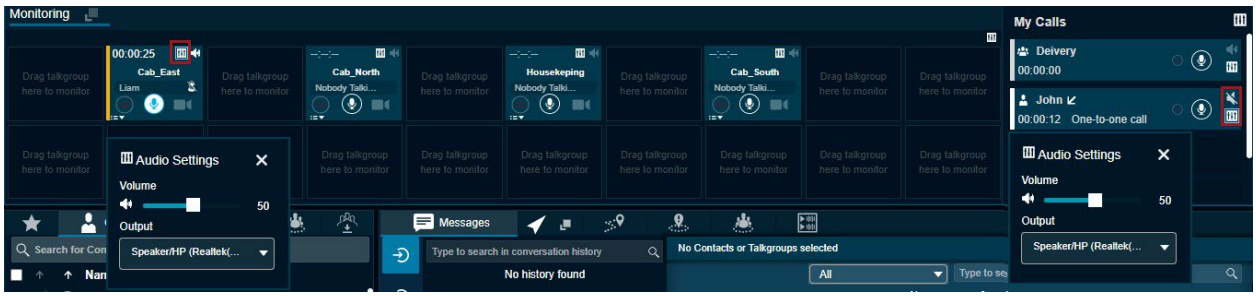
8.6

PTT Call Volume Control

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

Figure 98: Call Volume

Figure 99: In Call Audio Controls



To control the volume at each talkgroup or contact level, click the **Audio Control** icon of the talkgroup or contact in the ongoing one-to-one or talkgroup call and slide the volume button to increase or decrease the audio output.

Chapter 9

Call Recording

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

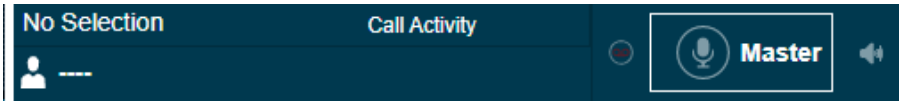
9.1 Recording Calls Always

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

Procedure:

1. The **Record** icon on the **Master Call Activity** Window indicates the recording status.

   Figure 100: Record Always

2. When the call ends, the call recordings are created and automatically stored in the call history. When the next call starts, the call automatically records and stores as a new entry.

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

   For details on the Record Always setting, refer to Recording Settings on page 224

9.2 Recording Calls Manually

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

Procedure:

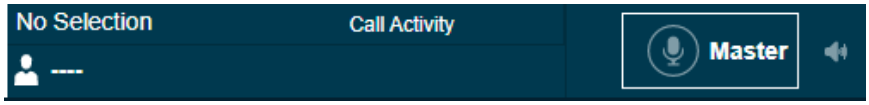
1. To start recording the call, click the **Record** icon.
2. Click the **Stop Recording** icon to stop recording. A record entry is made in the call logs.

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

9.3 No Recording

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

Figure 101: No Recording



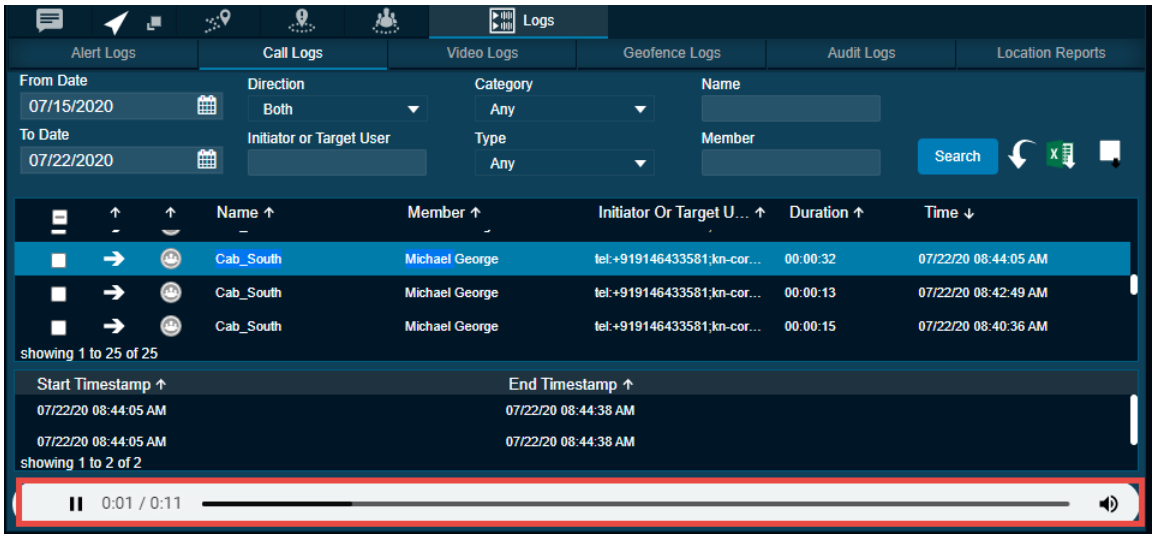
9.4 Playing Back the Recorded Calls

The recorded calls are stored under **Call Logs**.

Procedure:

1. Click **Logs→ Call Logs.**
   - Select a recording from the **Call Logs** section and click the **Play** button.
   - Double-click the recorded file from the **Call Logs** section or on the recorded files (displays below the Call Logs section).
2. While a recorded file is being played, if you click another recorded file, the player stops playing the file.
3. In the case of a manually recorded file, there may be multiple recording files under a single log file. Selecting a manually recorded log file from **Call Logs** highlights the first recorded file. If you click the **Play** button, the player starts playing from the first recorded file unless you double-click or select any other recorded file to play.
4. You can view the start time and end time of the file being played beside the player controls.
5. To rewind or forward a recording while it is being played, hold the track slider, and drag it backward or forward.

Figure 102: Play Back the Recorded File



9.5 Export Recorded Calls

Exporting recorded calls allows you to download and view the call records for reference.

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

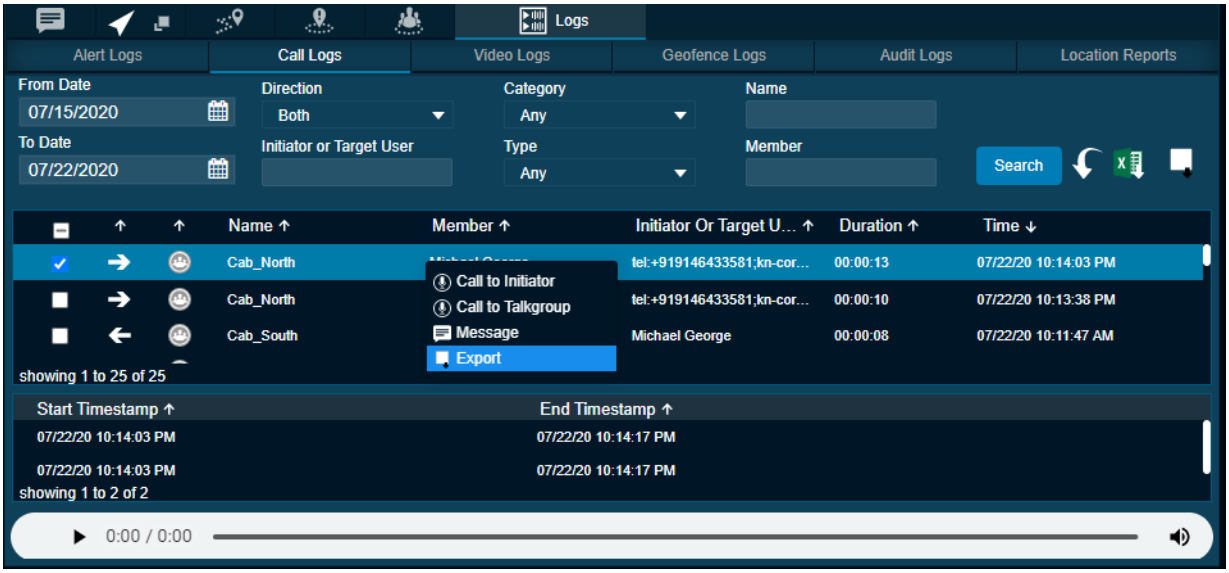
9.5.1 Exporting the Recorded Call Conversation

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

Procedure:

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

   Figure 103: Export Single Recorded File



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

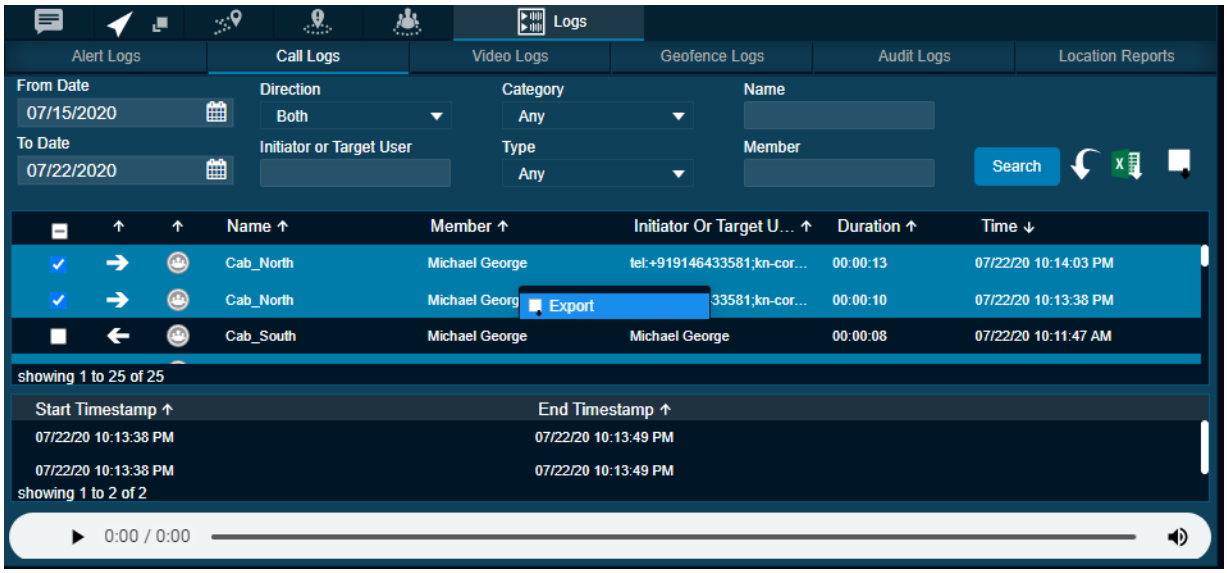
9.5.1.1 Exporting Multiple Call Recordings

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

Procedure:

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

Figure 104: Export Multiple Recorded File



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

NOTE: The files store with an MP3 extension.

9.6 Backing Up Call Recordings

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

Procedure:

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

- To take backup, click **Yes**.
- To cancel the action, click **No**.

2 If the backup is due and the dispatcher has not backed up, then a confirmation `You have last backed up your Messages and Call Recordings on "Date and Time". Messages and Call Recordings older than 30 days will be deleted. Do you want to back up now?` message displays on the sign in.

- To take backup, click **Yes**.
- To cancel the backup action, click **No**.

3 Clicking **Yes** starts the backup and the backup file downloads to the browser downloads folder. A confirmation message `You have initiated a backup. Are you sure the file is successfully downloaded to your browser download?` displays to ensure that the backup file is downloaded to the download folder.

NOTE: The backup interval and periodic reminder notification for backup depends on the server configuration. The recordings older than the configured period are deleted and a reminder, through a periodic message, displays until the successful backup is taken.

- Click **Yes** to confirm that the download is successful.
- Clicking **No** confirms backup is unsuccessful.
- Clicking **Ask me later** pops-up the confirmation message until you confirm the download completes.

In the header, a warning icon displays next to the **Settings** if call records are not backed up. The last backup date, backup due date, and the configured backup interval are shown under the Settings>General. The dispatcher can take the backup anytime from the Settings and the backup file will contain the details after the last backed update. The backup file, which is in ZIP file format, contains the details of calls in HTML format and a link to the call recording file which is in MP3 format.

Figure 105: Back up HTML file

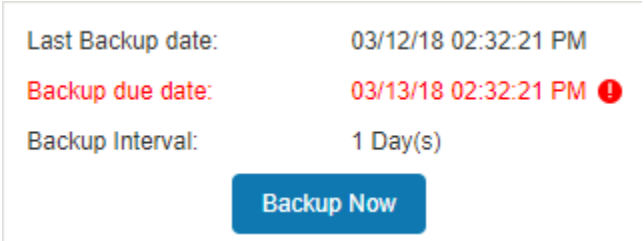
Dispatch (Name: Jack; email: jack.guna@motorolasolutions.com; MDN: 919916142494)

Exported recordings at 03/26/18 12:14:57 PM (UTC + 05:30)
Number of records: 14

Name	Time	Direction	Phone Number	Duration	Type	Delivery Report	Audio File
Cab_East	03/26/18 10:12:18 AM	Outgoing	912222201522 912222220608 918050533081 919066000450 919902844299 919880066322 917090546777	00:00:32	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_10-12-18_0.mp3
Cab_East	03/26/18 10:12:56 AM	Outgoing	912222201522 912222220608 918050533081 919066000450 919902844299 919880066322 917090546777	00:00:03	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_10-12-56_0.mp3
Michael George	03/26/18 10:14:44 AM	Incoming	917090546777	00:00:00	One-to-one call	Not Available	Recording_Export_919916142494_03-26-18_10-14-44_0.mp3
Michael George	03/26/18 10:14:44 AM	Incoming	917090546777	0	One-to-one call	Not Available	Recording_Export_919916142494_03-26-18_10-14-44_0.mp3
Cab_South	03/26/18 10:20:56 AM	Outgoing	912222201522 919591605500 919902844299 912222201462 919880066322 917090546777	00:00:04	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_10-20-56_0.mp3
Robert_Handset	03/26/18 10:31:22 AM	Outgoing	912525001002	00:00:07	One-to-one call	Not Available	Recording_Export_919916142494_03-26-18_10-31-22_0.mp3
Cab_South	03/26/18 12:01:29 PM	Incoming	912222201462 912222201522 917090546777 919591605500 919880066322 919902844299	00:00:37	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-01-29_0.mp3
Fire Control	03/26/18 12:09:46 PM	Outgoing	919916142494	00:00:07	Broadcast call	Missed Call: 2 Offline: 0 Rejected: 0 Successful Delivery: 1 Total: 3 Unavailable: 0	Recording_Export_919916142494_03-26-18_12-09-46_0.mp3
Talkgroup75	03/26/18 12:10:00 PM	Outgoing	919066000339 919066000362 9190000112233	00:00:02	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-10-00_0.mp3
Cab Services	03/26/18 12:10:34 PM	Outgoing	9190000112233 919066000339 919066000362	00:00:07	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-10-34_0.mp3
Cab Services	03/26/18 12:11:49 PM	Outgoing	9190000112233 919066000339 919066000362 919880066322	00:00:06	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-11-49_0.mp3
Cab Services	03/26/18 12:12:02 PM	Outgoing	9190000112233 919066000339 919066000362 919880066322	00:00:07	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-12-02_0.mp3
Cab Services	03/26/18 12:12:18 PM	Outgoing	9190000112233 919066000339 919066000362 919880066322	00:00:07	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-12-18_0.mp3

The backup file is downloaded to the download folder configured on the web browser. For more details, refer to General on page 222 in Settings on page 222

Figure 106: Backup Now - Settings



NOTE: If there is an ongoing backup of recording and you sign out from the Dispatch, then a cancellation confirmation message appears. Selecting **Continue** sign out the Dispatch and cancels the backup.

Chapter 10

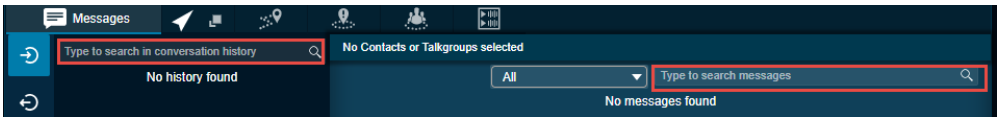
Integrated Secured Messaging

Secured Messaging allows you to send and receive secure text messages, multimedia contents, and location information to and from other fleet members. You can select a contact or talkgroup from any of the windows such as **Contacts and Talkgroups**, **Map Info**, **Map Selection List**, **Alerts**, **Monitoring**, **Call Logs**, and **Alert Logs** to send a message.

If the affiliation feature is enabled, then two subtabs show under the **Message** tab. Depending on whether the message that you send or receive to or from the Affiliated or Unaffiliated member, the message shows in the respective **Affiliated** or **Unaffiliated** subtab. You can mouse hover the subtab icons to view the Affiliated or Unaffiliated type subtab. The Dispatch does not show any notification if the message is received from an unaffiliated talkgroup. The procedures explained in the following sections are applicable to both Affiliated and Unaffiliated members.

One-to-one messages provide the sender with confirmation that the content was delivered. Multimedia content can include images, videos, audio, and documents. The image, audio, document, and video can be browsed from the PC and sent as an attachment. You can send a voice message from a prerecorded (audio clip) from the local PC or record-and-send (within Dispatch). When you decide to send a voice message, you can record, preview, re-record, erase, and send the voice message. Location messages allow you or fleet members to send and receive location information. You can select the location pin icon to share the location or search for any address or any point of interest on Google Maps and share it with the fleet members. Also, you can view the received location of the fleet member. A notification displays whenever you receive a message. You can delete or forward the message (text, location, or multimedia) to the other fleet member. The number of unattended messages is shown with a badge on the message icon next to the contact or talkgroup in the **Contacts and Talkgroups** Window, header of the **Message** tab and on each conversation history. You can search for the messages by date, name, or part of conversation text in the search area of the message. You can browse or drag and drop any multimedia file from the local drive into the message window of a contact or talkgroup. You can preview and add additional text with the attachment before sending it to the fleet members. you can send text messages to ASTRO & Dimetra Radios.

Figure 107: Search- Message



10.1 Supported Formats for the Multimedia

The following table lists the supported multimedia file formats:

Table 7: Supported Multimedia Formats

Multimedia Type	Supported Format
Image	JPEG
	PNG
	GIF 87a
	GIF 89a
	Animated GIF 89a

Multimedia Type	Supported Format
Video	MPEG-4*
Audio	AAC
	MP3
Document	PDF
	DOC, DOCX
	XLS, XLSX
	PPT, PPTX

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

10.2 Contact Messaging

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

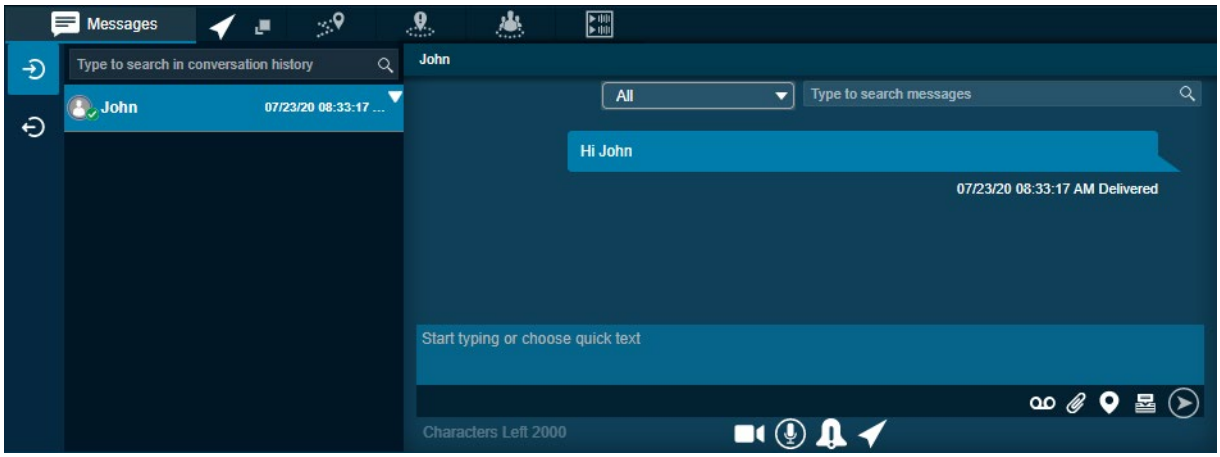
10.2.1 Sending a Text Message to a Contact

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

Procedure:

1. Do one of the following to select the contact:
   - Click the **Contact** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the contact in the **Alerts**, **Call Logs** or **Alert Logs** Window.
   - Click the **Map Marker** of the contact on the map to view the **Map Info** Window.
2. Click the **Message** icon. A **Message** tab shows below the **Monitoring** Window.
3. Type the message in the text area and click the **Send** icon.

Figure 108: Send Text Message to Contact



10.2.2
Sending a Document to a Contact

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

Procedure:

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

10.2.3
Discarding the Attached Document

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

Procedure:

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

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

10.2.4
Sending a Photo to a Contact

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

Procedure:

1. Do one of the following to select the contact:
   - Click the **Contact** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the contact in the **Alerts**, **Call Logs** or **Alert Logs** Window.
   - Click the **Map Marker** of the contact on the map to view the **Map Info** Window.
2. Click the **Message** icon. A **Message** tab opens below the **Monitoring** Window.
3. Click the **Attach Files** icon.
4. Select the **Attach Photo** icon. A file selection window opens.
   - Select the photo and click **Open**.
   - Cut an image or part of an image and paste.
   - Click **Cancel** to cancel the action.
5. Click the **Send** icon to send the photo.

10.2.5
Discarding the Attached Photo

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

Procedure:

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

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

10.2.6
Sending a Video to a Contact

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

Procedure:

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

   NOTE: You can also add text with the video attachment.

10.2.7
Discarding the Attached Video

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

Procedure:

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

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

10.2.8

Sending an Audio Message to a Contact

You can send an audio message either by recording from the Dispatch application or prerecorded audio file from your local PC.

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

Procedure:

1. Do one of the following to select the contact:
   - Click the **Contact** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the contact in the **Alerts**, **Call Logs** or **Alert Logs** Window.
   - Click the **Map Marker** of the contact on the map to view the **Map Info** Window.
2. Click the **Message** icon. A **Message** tab opens below the **Monitoring** Window.
3. Click the **Recording** icon.
4. Record the audio from your device.
   - Click the **Stop** icon to stop the recording.
   - Click the **Cancel** icon to cancel the recording.
5. Click the **Send** icon to send the recorded audio.

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

10.2.9

Sending a Prerecorded Audio File from Your Local PC

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

Procedure:

1. Do one of the following to select the contact:
   - Click the **Contact** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the contact in the **Alerts**, **Call Logs** or **Alert Logs** Window.
   - Click the **Map Marker** of the contact on the map to view the **Map Info** Window.
2. Click the **Message** icon. A **Message** tab opens below the **Monitoring** Window.
3. Click the **Attach Files** icon.
4. Select the **Attach Audio** icon. A file selection window opens.
   - Select the audio file and click **Open**.
   - Click **Cancel** to cancel the action.
5. Click the **Send** icon to send the audio file.

   NOTE: You can also add a text with the audio attachment.

10.2.10
Discarding the Attached Audio

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

Procedure:

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

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

10.2.11
Sharing Location to a Contact

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

Procedure:

1. Do one of the following to select the contact:
   - Click the **Contacts** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the contact in the **Alerts**, **Call Logs** or **Alert Logs** Window.
   - Click the **Map Marker** of the contact on the map to view the **Map Info** Window.
2. Click the **Message** icon. A **Message** tab opens below the **Monitoring** Window.
3. Click the **Share Location** icon. A map with a 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.
   - Click the **Send** icon to share the location to the contact.
   - Click **Cancel** to cancel the action.

10.3
Quick Group Messaging

You can select multiple contacts from the **Contacts and Talkgroups** Window and send a message. Depending on whether you are sending to an affiliated or unaffiliated member, the message shows in the respective subtab under the **Message** tab. If the affiliation feature is disabled for the Dispatch then no subtab is shown under the **Message** tab.

10.3.1
Sending a Text Message to a Quick Group

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

Procedure:

1. Click the **Contact** tab from the **Contacts and Talkgroups**.
2. Select the checkboxes next to the contacts.
3. Right-click and select **Message**. A **Message** tab opens below the **Monitoring** Window.
4. Enter the text in the text area and click the **Send** icon.

10.3.2
Sending a File to a Quick Group

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

Procedure:

1. Click the **Contact** tab from the **Contacts and Talkgroups**.
2. Select the checkboxes next to the contacts.
3. Right-click and select **Message**. A **Message** tab opens below the **Monitoring** Window.
4. Click the **Attach Files** icon.
5. Select the **Attach Document** icon. A file selection window opens.
   - Select the file and click **Open**.
   - To cancel the action, click **Cancel**.
6. To send the file, click the **Send** icon.

   NOTE: You can also add a text with the attached document.

10.3.3
Discarding the Attached Document

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

Procedure:

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

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

10.3.4
Sending a Photo to a Quick Group

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

Procedure:

1. Click the **Contact** tab from the **Contacts and Talkgroups**.
2. Select the checkboxes next to the contacts.
3. Right-click and select **Message**. A **Message** tab opens below the **Monitoring** Window.
4. Click the **Attach Files** icon.
5. Select the **Attach Photo** icon. A file selection window opens.
   - Select the picture and click **Open**.
   - Cut an image or part of an image and paste.
   - To cancel the action, click **Cancel**.
6. To send the photo, click the **Send** icon.

   NOTE: You can also add a text with the attached photo.

10.3.5
Discarding the Attached Photo

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

Procedure:

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

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

10.3.6
Sending a Video to a Quick Group

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

Procedure:

1. Click the **Contact** tab from the **Contacts and Talkgroups**.
2. Select the checkboxes next to the contacts.
3. Right-click and select **Message**. A **Message** tab opens below the **Monitoring** Window.
4. Click the **Attach Files** icon.
5. Select the **Attach Video** icon. A file selection window opens.
   - Select the video and click **Open**.
   - To cancel the action, click the **Cancel** icon.
6. To send the recorded video file, click the **Send** icon.

   NOTE: You can also add a text with the attached video.

10.3.7
Discarding the Attached Video

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

Procedure:

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

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

10.3.8
Sending an Audio Message to a Quick Group

You can send an audio message either by recording from the Dispatch application or prerecorded audio files from your local PC.

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

Procedure:

1. Click the **Contact** tab from the **Contacts and Talkgroups**.
2. Select the checkboxes next to the contacts.
3. Right-click and select **Message**. A **Message** tab opens below the **Monitoring** Window.
4. Click the **Recording** icon.
5. Record the audio from your device.
   - Click the **Stop** icon to stop the recording.
   - Click the **Cancel** icon to cancel the recording.
6. Click the **Send** icon to send the recorded audio.

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

10.3.9
Sending a Prerecorded Audio File from Your Local PC

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

Procedure:

1. Click the **Contact** tab from the **Contacts and Talkgroups**.
2. Select the checkboxes next to the contacts.
3. Right-click and select **Message**. A **Message** tab opens below the **Monitoring** Window.
4. Click the **Attach Files** icon.
5. Click the **Attach Audio** icon. A file selection window opens.
   - Select the audio file and click **Open**.
   - Click **Cancel** to cancel the action.
6. Click the **Send** icon to send the audio file.

   NOTE: You can also add a text with the attached audio.

10.3.10
Discarding the Attached Audio

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

Procedure:

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

- Click **Yes** to delete.

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

10.3.11
Sharing Location to a Quick Group

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

Procedure:

1. Click the **Contact** tab from the **Contacts and Talkgroups**.
2. Select the checkboxes next to the contacts.
3. Right-click and select **Message**. A **Message** tab opens below the **Monitoring** window.
4. Click the **Location Sharing** icon. A map with a 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.
   - Click the **Send** icon to share the location to a quick group.
   - To cancel the action , click the **Close** icon.

10.4
Talkgroup Messaging

You can send a message to a talkgroup that is provisioned to the Dispatch console. Depending on whether you are sending a message to the affiliated or unaffiliated member, the message shows in the respective subtab under the **Message** tab. If the affiliation feature is disabled for the Dispatch, then no subtab shown under the **Message** tab.

10.4.1
Sending a Text Message to a Talkgroup

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

Procedure:

1. Do one of the following to select the talkgroup:
   - Click the **Talkgroup** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the talkgroup in the **Alerts**, **Monitoring**, **Call Logs** or **Alert Logs** Window.
   - Click the **Map Marker** of the talkgroup on the map to view the **Map Info** Window.
2. Click the **Message** icon. A **Message** tab opens below the **Monitoring** Window.

   If the talkgroup is on the **Monitoring** Window, then the massage shows in the **Affiliated** subtab under the **Message** tab.
3. Enter the text in the text area and click the **Send** icon.

10.4.2
Sending a Document to a Talkgroup

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

Procedure:

1. Do one of the following to select the talkgroup:

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

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

3 Click the **Attach Files** icon.

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

- Select the file and click **Open**.
- To cancel the action, click **Cancel**.

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

NOTE: You can also add a text with the attached document.

10.4.3
Discarding the Attached Document

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

Procedure:

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

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

10.4.4
Sending a Photo to a Talkgroup

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

Procedure:

1 Do one of the following to select the talkgroup:

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

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

3 Click the **Attach Files** icon.

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

- Select the picture and click **Open**.
- Cut an image or part of an image and paste.
- To cancel the action, click **Cancel**.

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

NOTE: You can also add a text with the attached photo.

10.4.5
Discarding the Attached Photo

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

Procedure:

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

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

10.4.6
Sending a Video to a Talkgroup

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

Procedure:

1. Do one of the following to select the talkgroup:
   - Click the **Talkgroup** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the contact in the **Alerts**, **Monitoring**, **Call Logs** or **Alert Logs** Window.
   - Click the **Map Marker** of the talkgroup on the map to view the **Map Info** Window.
2. Click the **Message** icon. A **Message** tab opens below the **Monitoring** Window.
3. Click the **Attach Files** icon.
4. Select the **Attach Video** icon. A file selection window opens.
   - Select the video and click **Open**.
   - To cancel the action, click the **Cancel** icon.
5. To send the recorded video file, click the **Send** icon.

   NOTE: You can also add a text with the attached video.

10.4.7
Discarding the Attached Video

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

Procedure:

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

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

10.4.8

Sending Prerecorded Audio to a Talkgroup

You can send an audio message either by recording from the Dispatch application or prerecorded audio file from your local PC.

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

Procedure:

1. Do one of the following to select the talkgroup:
   - Click the **Talkgroup** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the contact in the **Alerts**, **Monitoring**, **Call Logs** or **Alert Logs** Window.
   - Clicking the **Map Marker** of the talkgroup on the map to view the **Map Info** Window.
2. Click the **Message** icon. A **Message** tab opens below the **Monitoring** Window.
3. Click the **Recording** icon.
4. Record the audio from your device.
   - Click the **Stop** icon to stop the recording.
   - To cancel the recording, click the **Cancel** icon.
5. To send the recorded audio, click the **Send** icon.

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

10.4.9

Sending a Prerecorded Audio File from a Local PC

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

Procedure:

1. Do one of the following to select the talkgroup:
   - Click the **Talkgroup** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the contact in the **Alerts**, **Monitoring**, **Call Logs** or **Alert Logs** window.
   - Click the **Map Marker** of the talkgroup on the map to view the **Map Information** window.
2. Click the **Message** icon. A **Message** tab opens below the **Monitoring** window.
3. Click the **Attach Files** icon.
4. Click the **Attach Audio** icon. A file selection window opens.
   - Select the audio file and click **Open**.
   - To cancel the action, click **Cancel**.
5. To send the audio file, click the **Send** icon.

   NOTE: You can also add a text with the attached audio.

10.4.10
Discarding the Attached Audio

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

Procedure:

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

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

10.4.11
Sharing a Location with a Talkgroup

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

Procedure:

1. Do one of the following to select the talkgroup:
   - Click the **Talkgroup** tab from the **Contacts and Talkgroups** or **Map Selection List** Window.
   - Right-click the contact in the **Alerts**, **Monitoring**, **Call Logs** or **Alert Logs** Window.
   - Click the **Map marker** of the talkgroup on the map to view the **Map Info** Window.
2. Click the **Message** icon. A **Message** tab opens below the **Monitoring** Window.
3. Click the **Location Sharing** icon. A map with a 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.
   - To share the location to talkgroup, click the **Send** icon.
   - To cancel the action, click the **Close** icon.

10.5
Broadcast Group Messaging

You can select a broadcast group and send a broadcast message to all the broadcast group members. Depending on whether you are sending a message to the affiliated or unaffiliated members, the message shows in the respective subtab under the **Message** tab. If the affiliation feature is disabled for the Dispatch then no subtab shows under the **Message** tab.

10.5.1
Sending a Text Message to a Broadcast Group

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

Procedure:

1. Do one of the following to select the broadcast group:
   - Click the **Broadcast Group** tab from the **Contacts and Talkgroups** Window.
   - Right-click the contact in the **Alerts**, **Call Logs** or **Alert Logs** Window.
2. To send a text message, click the **Message** icon. A confirmation message `Do you want to send a Broadcast group message?` displays.

- Click **Yes** to continue sending the message.
- To cancel the action, click **No**.

3 A **Message** tab opens below the **Monitoring** Window.

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

10.6
Search a Message

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

10.7
Quick Text

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

10.7.1
Modifying a Quick Text

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

Procedure:

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

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

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

10.8
Deleting a Conversation History

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

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

Procedure:

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

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

3 Click the **Delete Conversation** icon.

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

- To delete the message, click **Yes**.
- To cancel the action, click **No**.

10.9
Delete or Forward Single or Multiple Messages

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

10.9.1
Deleting a Message

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

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

Procedure:

1. Mouse hover on the message. A **Click for More Option** icon displays.
2. Click the **Click for More Option** icon.
3. From the drop-down list, click the **Delete Message** icon.
4. Select the checkboxes next to the messages or files that you want to delete.
   - Click the **Delete** icon.
   - To cancel the action, click the **Close** icon.
5. A confirmation message `Do you want to delete selected message?` displays.
   - To delete the message or file, click **Yes**.
   - To cancel the action, click **No**.

10.9.2
Forwarding a Message

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

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

Procedure:

1. Mouse hover on the message. A **Click for More Option** icon displays.
2. Click the **Click for More Option** icon.
3. From the drop-down list, click the **Forward Message** icon.
4. Select the checkboxes next to the messages or files.

   NOTE: You can select up to 10 messages to forward to the contacts and talkgroup. If you select more than 10 messages, an error message `You can select maximum 10 messages to forward. You selected 12 messages. Please deselect some messages and forward.` displays.
5. Click the **Forward** icon. A **Forward Message To** contacts and talkgroups window opens.
6. Select the contact or talkgroup and click **Forward**.

10.10
View and Download a Received File

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

attachment. The file downloads under the download folder configured for your browser. You can open the file and click the **Download** icon to download the file. Use the Zoom In, Zoom Out, and Reset button to view an image. For download icons, refer to Icons on page 45. If you are signed out from the Dispatch and you receive a multimedia file, then download to view the file.

NOTE: The Dispatch does not show notifications for the messages received from the unaffiliated talkgroups.

10.10.1
Downloading a Received File

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

Procedure:

1. Sign in to the Dispatch. Click the **Message** tab.
2. Click the **Download** icon on the file as shown in the figure.

   The file downloads to your local PC.

10.11
View Shared Geo Location by the Fleet Member

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

When you view a received message, the status of that message is shown with a **Completed** icon. If required, 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.

10.12
Metadata of the Multimedia Files and Location

When you receive a multimedia message, you can view the metadata or details of the file by hovering the mouse on the received file or location. A **Details** icon is shown when you open the received audio, video, or location message. Click the **Details** icon to view the information of the file in addition to the file name, sender, send date, and time.

Table 8: Metadata

Multimedia Type	Details Shown
Image	Size
	Resolution
	Format
Video	Size
	Resolution
	Format
Audio	Size
	Format
Document	Size
	Format

Multimedia Type	Details Shown
Location	Latitude
	Longitude
	Approximate address

10.13
Export Messages

The export operation allows you to export conversations 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 a single or multiple messages at a time. You can filter data available in the exported CSV or Excel sheet.

10.13.1
Exporting Conversation History

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

Procedure:

1. From the **Message** tab, mouse hover on the conversation. A **Click for More Option** icon shows.
2. Click the **Click for More Option** icon on the conversation.
3. Select **Export History** from the drop-down list.
4. A confirmation message `Exporting the message history of "Group Name" allows you to save the archive file of all messages to your computer. Do you want to continue?` displays.
5. If needed, clear the check box **Include media files in archive** to exclude the attachments to get downloaded.
   - To export the conversations, click **Continue**.
   - To cancel the action , click **Cancel**.

10.13.2
Exporting an Individual Message

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

Procedure:

1. Select a conversation from the **Message** tab.
2. Mouse hover on the conversation. A **Click for More Option** icon shows.
3. Click the **Click for More Option** icon on that message.
4. Select **Export** from the drop-down list. Checkboxes are shown to select the messages.
5. Select the messages by checking the checkboxes and click the **Export** icon.
6. A confirmation pop-up displays `Exporting the selected messages allows you to save an archive file of all messages to your computer. Do you want to continue?`
   - To export the messages, click **Continue**.
   - To cancel the action, click **Cancel**.

Chapter 11

Operational Status Messaging (OSM) (Optional)

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

You can also view the status message from the **User check** Window. For more information, refer to Activating a User Check on page 200

To configure the settings related to the status alert, refer to Settings on page 222

Chapter 12

Alerts

Alerts can be a request from a fleet member for a call or a notification that you missed an incoming PTT call, Video call, geofence alert or status alert. Alerts display in the **Alerts** window. You can respond to an alert with an action (video stream, locate, message, call, or send an IPA). Alerts also have a status (Attended, Unattended, Parked, or Complete). You can sort the alerts by the Name of the Sender, Time, Call Type, Type, or Initiator by clicking the column label. By default, the alerts are sorted by time. The number of unattended alerts are shown with a badge-in the header of the **Alerts** tabs.

12.1 Instant Personal Alert (IPA)

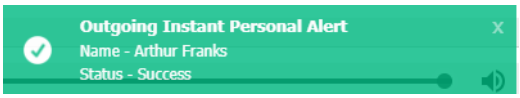
An Instant Personal Alert (IPA) is a way for a fleet member to ask for a call- back from you or for the Dispatcher to request a call back from a fleet member. An IPA is especially useful if the fleet member you want to call has a presence status of Do Not Disturb.

Sending an Alert

Select the fleet member from any of the windows. Click the **IPA** icon.

When the IPA is sent, a message appears at the bottom right-hand part of the screen with the status showing “Success”.

Figure 109: Successful Outgoing IPA



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

Receiving an Alert

Whenever you receive an Instant Personal Alert, it shows in the Alerts window with the IPA icon next to the name of the sender. From this window, you can return a call. For more information, refer Placing a Call from the Alerts Window on page 108

Figure 110: Dispatcher Alerts window

12.2

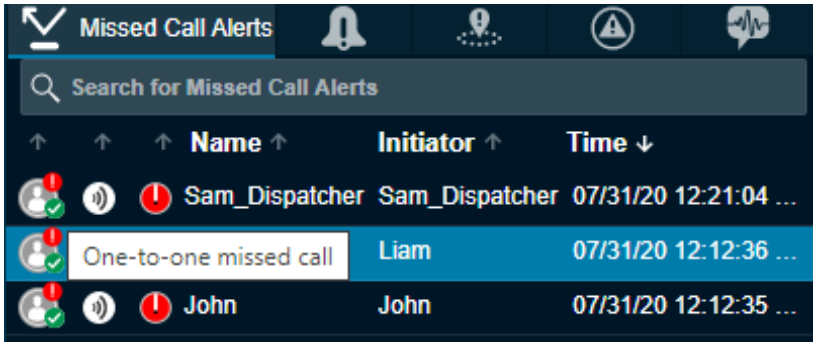
Missed Call Alerts

A missed call alert displays when you do not receive an incoming PTT call.

One-to-one Missed Call Alert

When you miss a one-to-one call, a missed call alert displays in the **Alerts** window. An icon ahead of the name of the caller indicates missed call:

Figure 111: One-to-one Missed Call Alert on Alerts



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

Talkgroup Missed Call Alert

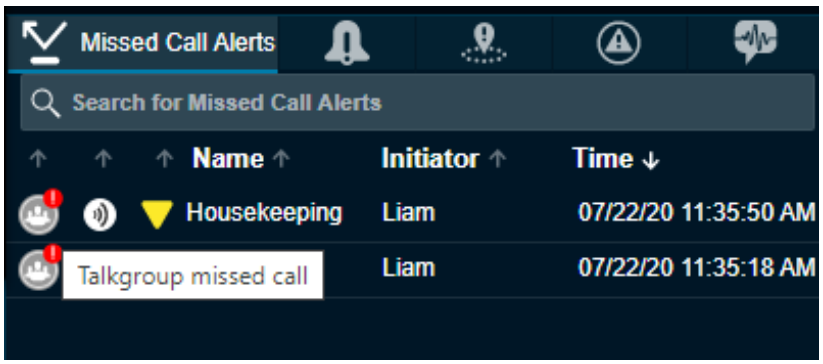
Whenever a talkgroup call completes with you as a member of the talkgroup (except when you are camped on one), without you actively participating in that talkgroup call, a missed call alert is provided in the **Alerts** window. An icon ahead of the name of the talkgroup indicates the missed call.

From the missed call alert, you can originate a call to the talkgroup or the initiator of the call in that talkgroup.

NOTE: You do not receive any talkgroup missed call alerts when monitor talkgroup status is Monitor Only or Talkgroup Group Scanning mode is off.

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

Figure 112: Talkgroup Missed Call Alerts on Alerts Window

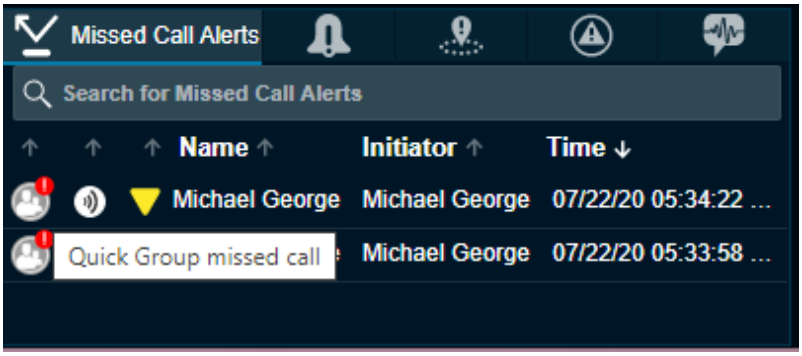


Quick Group Missed Call Alert

Whenever an incoming Quick Talkgroup Call ends with you as a member without you actively participating in that quick talkgroup, a missed call alert is provided in the **Alerts** window. An icon ahead of the name of the talkgroup indicates the missed call. The name of the originator is shown in the name column.

The screen below shows an example of a missed Quick Talkgroup Call, where a row with name “Michael George” is a missed Quick Talkgroup Call.

Figure 113: Quick Group Missed Call Alerts on Alerts Window

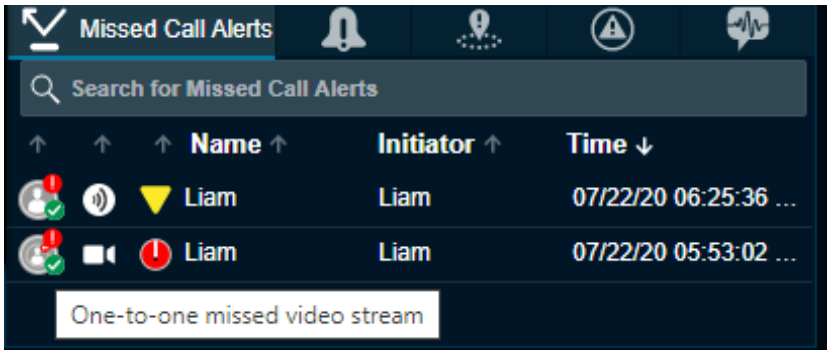


NOTE: Quick Talkgroup Calls are always missed whether you are busy on another call or not.

Missed Incoming Video Call Alert

Whenever you receive a video stream request and you choose to close the notification or you are already in another video stream, then a missed video call alert shows in the **Alerts** window. An icon ahead of the name indicates the missed call.

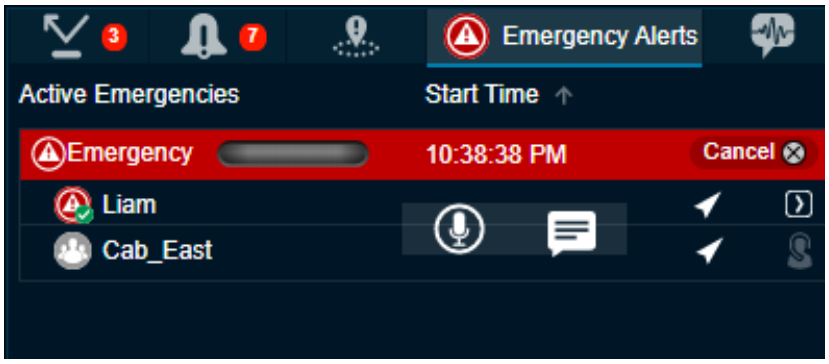
Figure 114: Video Missed Call Alerts on Alerts Window



12.3 Emergency Alerts

The emergency alert notifies you that an emergency has been declared for the fleet member. An emergency alert shows in the **Emergency Alert** tab whenever the fleet member or the dispatcher activates the emergency. For actions on the emergency alert, refer to Emergency (Optional) on page 195

Figure 115: Emergency Alert



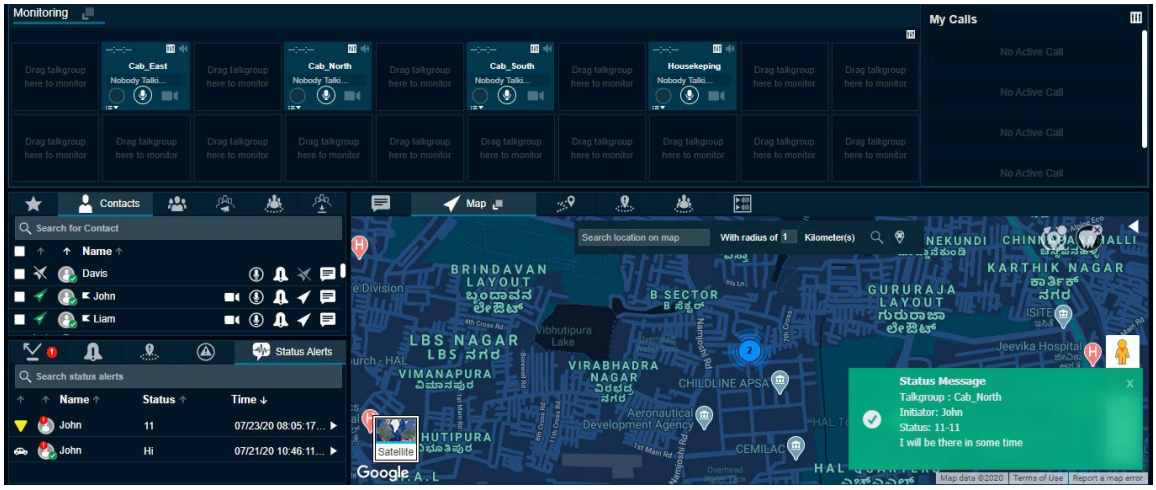
12.4

Operational Status Messaging (OSM)

The status alert notifies you the status of fleet members such as on-duty, on-route, busy, at-incident, off-duty, and can contain a short message of the status.

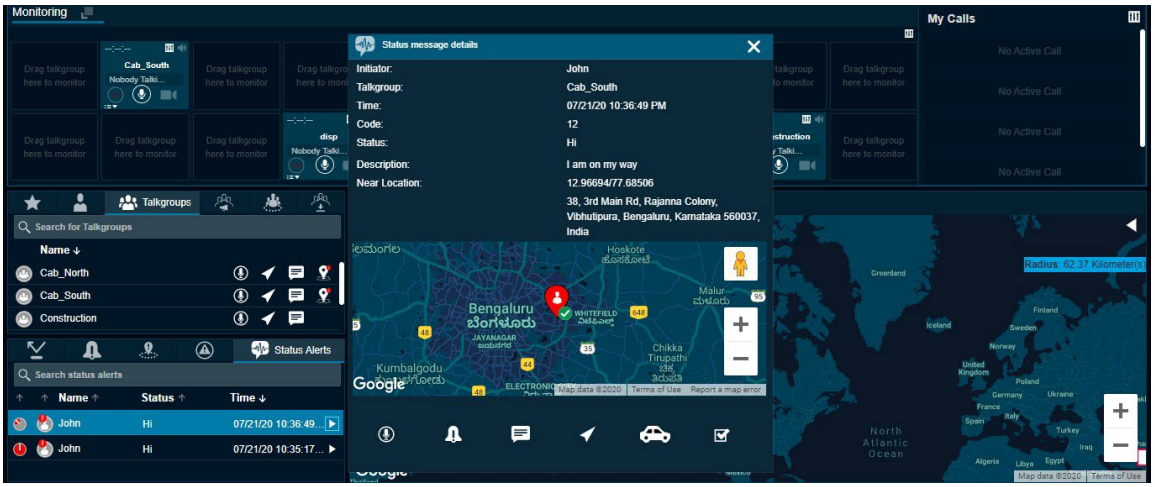
The fleet member manually sends their quick status from the list of preconfigured messages stored in their device. Status alerts show in the **Status Alert** tab along with the message whenever you receive a status alert from fleet members.

Figure 116: Status Alerts



Hovering the mouse on the status column shows the information of the status. You can also click the **More** icon associated with the status alert to view status message details. The screen here shows the details that display when you click the **More** icon.

Figure 117: Status Alerts Details

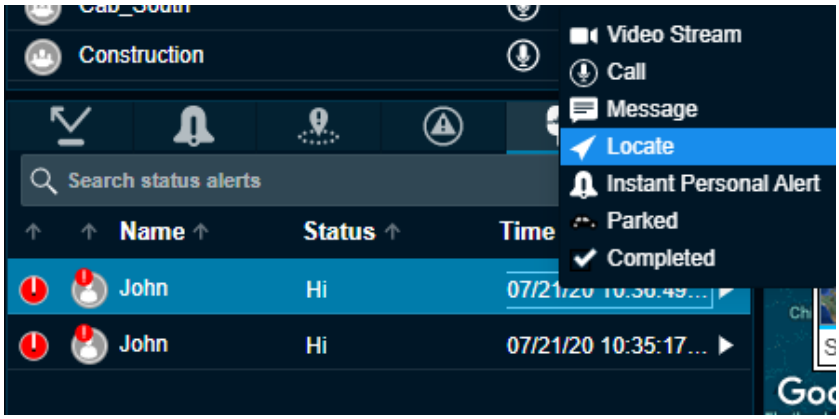


You can call, send IPA, message, locate, and move the status of the status message to parked or completed state from the status alerts details window.

Actions for an Individually Selected Alert

For each of the alerts in the **Alerts** window, you can locate, message, call, or send an Instant Personal Alert.

Figure 118: Actions on Alerts window



Video Stream

Helps you to stream video of the fleet members. To stream video from the **Alerts** tab: Select the alert, right-click, and click **Video Stream**. The video stream request sent to the member sent the status message.

Locate

Helps you to locate the fleet members on the map. To locate from the **Alerts** tab: Select the alert, right-click, and click **Locate**. For a One-To-One missed call alert, the fleet member is located. For a quick talkgroup missed call alert, the originator is located. For a talkgroup missed call alert, all the members of the talkgroup are located.

Call

Helps you to call the fleet member or talkgroup after you receive an IPA. To call from the alerts tab: Select the alert, right-click, and click **Call**.

Instant Personal Alert

Helps you send an IPA to the fleet member. An acknowledgment displays on the Dispatch. To send an IPA from the **Alerts** tab:

Select the alert, right-click, and click **IPA**.

Message

Helps you send a message to the fleet members. To send a message from the **Alerts** tab: Select the alert, right-click, and click **Message**.

Parked

Helps you to specifically assign the alert to parked status. If you are busy with some other activity and want to flag the alert for later, you would typically do this action.

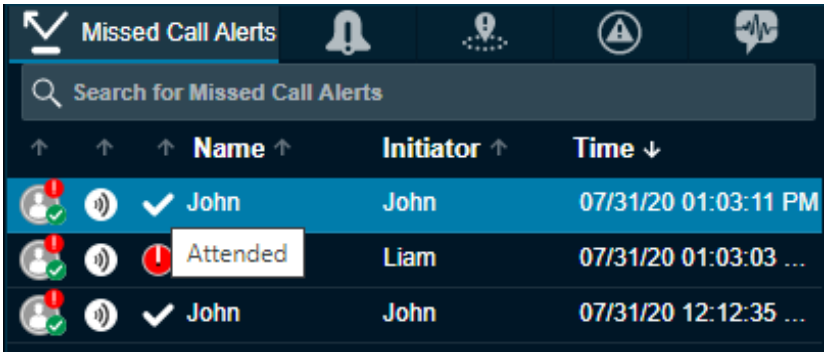
Completed

If you have finished responding to an alert, this action helps you to complete the alert. This action moves the alert to the alert logs.

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

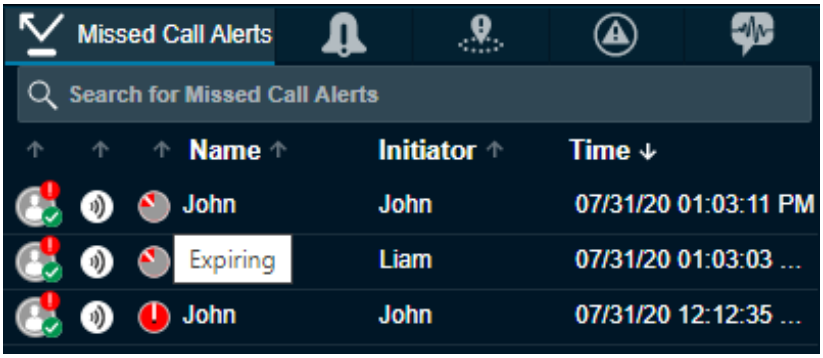
When you respond to an alert with an Instant Personal Alert (IPA) or call, the status of alert becomes “Attended” as shown here:

Figure 119: Attended Status Alerts Window



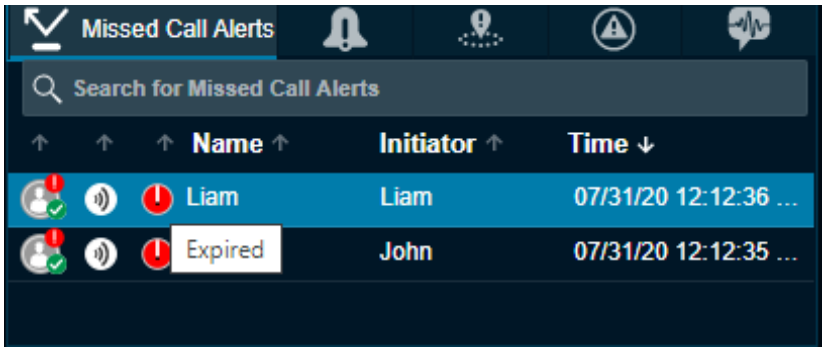
When you do not respond to the alert, a message reminds you to take the necessary action. The status of the alert shows “Expiring” as here:

Figure 120: Expiring Status Alert Window



When you do not act on the alert before the expiration of configured alert reminder, the status of the alert becomes “Expired” as shown here:

Figure 121: Expired Status Alert Window



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 following icon indicates the status of an alert. To change the status of the alert, select the alert, right-click, and select the status.

Unattended
Indicates you have a pending (unattended) alert.

Attended
Appears when you call or send an IPA in response to the alert.

Parked
Appears when you specifically assign a parked status. If you are busy with some other activity and want to flag the alert for later, you would typically do this action.

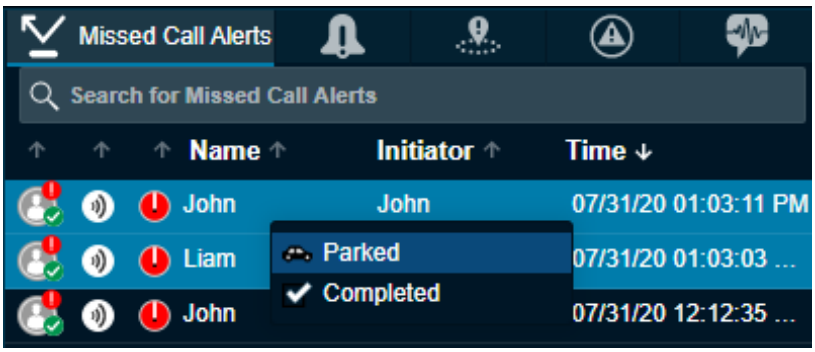
Completed
After you finish responding to an alert you can complete the alert. This action moves the alert to the alert logs.

NOTE: From each of the alerts tabs, except Parked, alerts are moved to the logs for a duration set by the dispatcher in the **Alerts** section of the **Settings** tab. You can choose the tones or disable the tones for all alerts under the **Tones** and **Notifications** header on the **Settings**. For more information, refer to the Tones on page 226 section in this document.

Actions for Multiple Selected Alerts

You can also respond to multiple alerts from the **Alerts** window. To select multiple alerts, press either the Shift key or the CTRL key on your keyboard and click the alerts you want to select. When selecting multiple alerts, you can right-click to choose the action status of **Parked** or **Completed**.

Figure 122: Multiple Selection Alerts Window



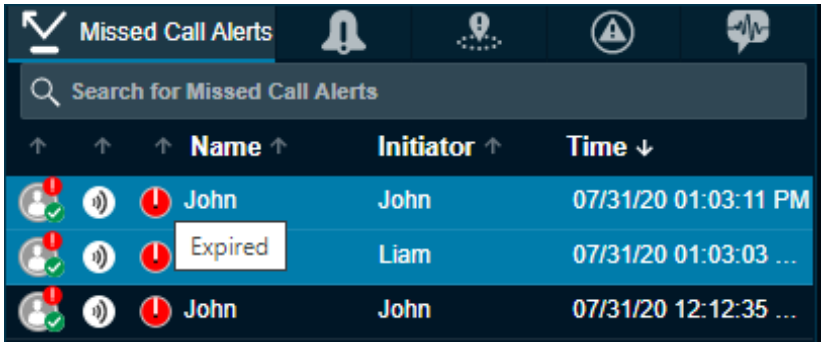
Parked

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

Completed

After you finish responding to an alert, you can complete the alert by selecting the Completed option. This action moves the alert to the alert logs.

Figure 123: Multiple Selection Status Window



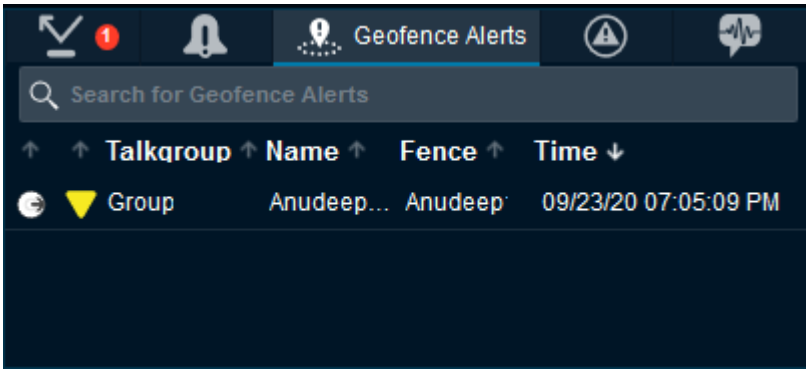
The initiator column in the **Missed call Alerts** shows the name or phone number of the member who initiated the call.

12.5

Geofence Alerts

When any fleet member crosses the fence that you define, an alert is shown in the **Geofence Alert** tab. A geofence alert shows next to the name of the fleet member name with an icon showing out of fence or inside the fence.

Figure 124: Geofence Alert



Chapter 13

Monitoring Talkgroups

The Dispatch allows you to monitor up to 20 talkgroups. If a talkgroup call is active when monitoring, you can see call activity on monitored talkgroups and optionally join a talkgroup call. Monitoring talkgroup is helpful when you want to be aware of the call activity on specific talkgroups but do not want to participate immediately. Talkgroup mentioned in the following sections include both talkgroups and area talkgroups.

Once the call on a monitored talkgroup ends, the identity of the the last caller is shown on that talkgroup. You can choose the input and output device on each monitored talkgroup separately from the drop-down.

NOTE: If Simultaneous Session is enabled on the Dispatch, you can monitor up to 20 talkgroups simultaneously and can listen to all the ongoing monitoring calls at a time. For more information, refer to Simultaneous Session (Optional) on page 183.

NOTE: Broadcast groups cannot be monitored.

13.1 Adding a Talkgroup to a Monitored Talkgroup Activity

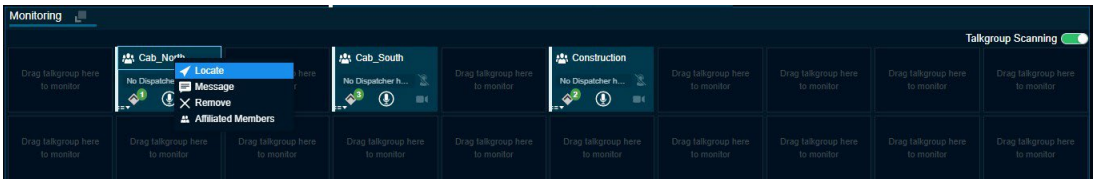
To add a talkgroup, follow these steps:

Procedure:

1. Click the **Talkgroups or Area Talkgroup** tab in the **Contacts and Talkgroups** window.
2. Choose the talkgroup you want to monitor and click the talkgroup name.
3. Drag and drop the talkgroup from the **Talkgroups or Area Talkgroup tab** of the Contacts and Talkgroups window to the **Monitoring** window.

   The following figure shows an example of the **Monitoring** window:

   Figure 125: Monitoring Window



When the talkgroup is successfully added, the icons for call, message, location, talkgroup priority, dispatcher information (if any dispatcher is in call), affiliated members, and remove talkgroup are enabled and the name of the monitored talkgroup is shown.

13.2

Removing a Talkgroup from the Monitored Talkgroup Activity Window

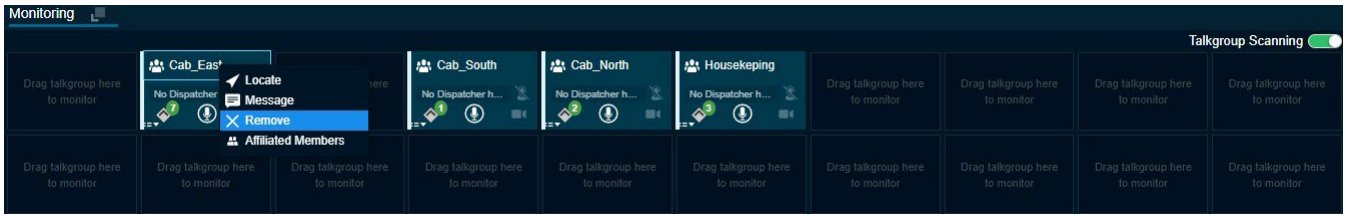
You can remove or replace a talkgroup from a Monitoring window.

When and where to use: To remove a monitored talkgroup, follow these steps:

Procedure:

1 Right-click on the talkgroup and select **Remove**.

Figure 126: Remove Talkgroup from the Monitoring window



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.

13.3

Replacing a Talkgroup from the Monitored Talkgroup Activity Window

You can remove or replace a talkgroup from a monitored talkgroup window.

When and where to use: To replace an existing monitored talkgroup with a new talkgroup, follow these steps:

Procedure:

1 Drag and drop a new Talkgroup from the **Talkgroups or Area Talkgroup** tab onto the existing **Monitored** window. A confirmation message appears `Do you want to replace the existing monitored talkgroup?`:

- Click **Yes** to replace the existing monitored talkgroup with the new talkgroup.
- Click **NO** to cancel.

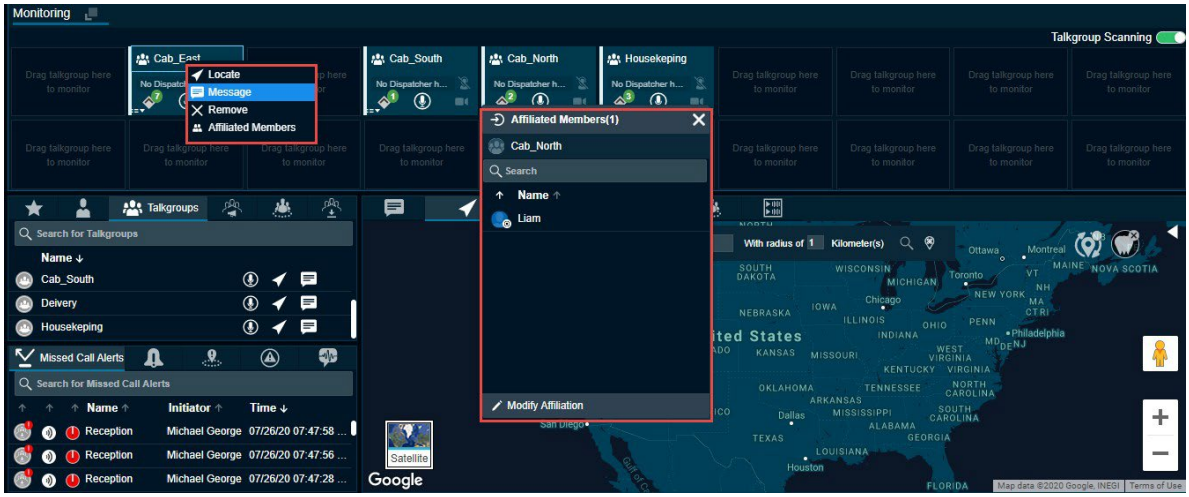
NOTE: Irrespective of whether scanning mode is on or off, scanned talkgroups cannot be replaced. You can replace a monitored talkgroup if there is no call-in progress for that talkgroup.

13.4

Actions on a Monitored Talkgroup

The following actions are available in the **Monitoring** Window.

Figure 127: Actions on a Monitored Talkgroup



If no Dispatcher has joined Active Talkgroup

When an incoming call starts on a monitored talkgroup, a yellow solid bar on the left of the monitored talkgroup area shows to indicate that an incoming call has started. A No Dispatcher in the Call icon indicates that you or another dispatcher has not yet joined the call. Right-clicking on the name of the talkgroup allows you to locate, send a message, remove talkgroup from the **Monitoring** Window, or access Affiliated Members to view the members affiliated to the talkgroup. The name of the talker shows next to the Dispatcher icon.

If another Dispatcher joins the Active Talkgroup

If a call is already started and a dispatcher other than you joins the active calling, he Dispatcher icons are enabled to indicate that another dispatcher joined the call. Right-clicking on the talkgroup allows you to locate or send a message. The dispatcher information icon enables, which shows you the total dispatchers in that talkgroup, the dispatchers on the call and the last refresh time.

Joining an Active Talkgroup

If the call is already started, you can join the call by clicking the icon. The solid bar on the left of the monitored talkgroup area turns from yellow to red. The dispatcher information icon enables you to show the total dispatchers in that talkgroup, the dispatchers on the call and the last refresh time. During the call, use the **Master Call Activity** Window or **Monitoring** Window icons. Right-click on the talkgroup allows you to do one of the following:

- **End Call**
  Select to end the ongoing call.
- **Add to Selection**
  Select to add the talkgroup for a simultaneous session call.
- **Locate**
  Select to locate the talkgroup members.
- **Message**
  Select to send a message to the talkgroup.
- **Audio Settings**

Select to control the audio output setting for the talkgroup. You can configure the output to a specific speaker or an accessory and can control the voice output volume.

- **Show Dispatcher Status**
  Select to view the dispatcher joined in the ongoing monitored talkgroup call.
- **Remove**
  Select to remove the talkgroup from the **Monitoring** Window.
- **Affiliated Members**
  Select to view the members currently affiliated to the monitored talkgroup.

Placing a Call to a Non-active Talkgroup

You can call a monitored talkgroup not currently on a call by clicking the **Call** icon. The solid bar on the left of the monitored talkgroup changes to red

Silent Rejoin

If a prearranged talkgroup call is already in progress, then the floor is not given to you automatically from the **Alert** Window, **Contacts and Talkgroups**, **Monitoring**, **Alert Logs**, or from the **Call Logs**. You can join the call silently and then take the floor.

Video Streaming

You can join the video streaming request received in a monitored talkgroup that is not in an ongoing video session. The white background color of the video streaming turns green when you receive a video stream request. Clicking the **Video stream** icon opens the video streaming block. If you leave or close the video streaming block, then the background color turns blinking red. To rejoin the ongoing video streaming, click the **Video Stream** icon again.

Affiliated Members

You can view the members currently affiliated to the monitored talkgroup. Click the **View Affiliated Members** icon in the bottom of the monitored talkgroup. An Affiliated Members window shows with the list of members scanned and affiliated to the talkgroup. You can change the affiliation of members to the talkgroup by clicking the **Modify Affiliation** icon in the Affiliated Members window.

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

Chapter 14

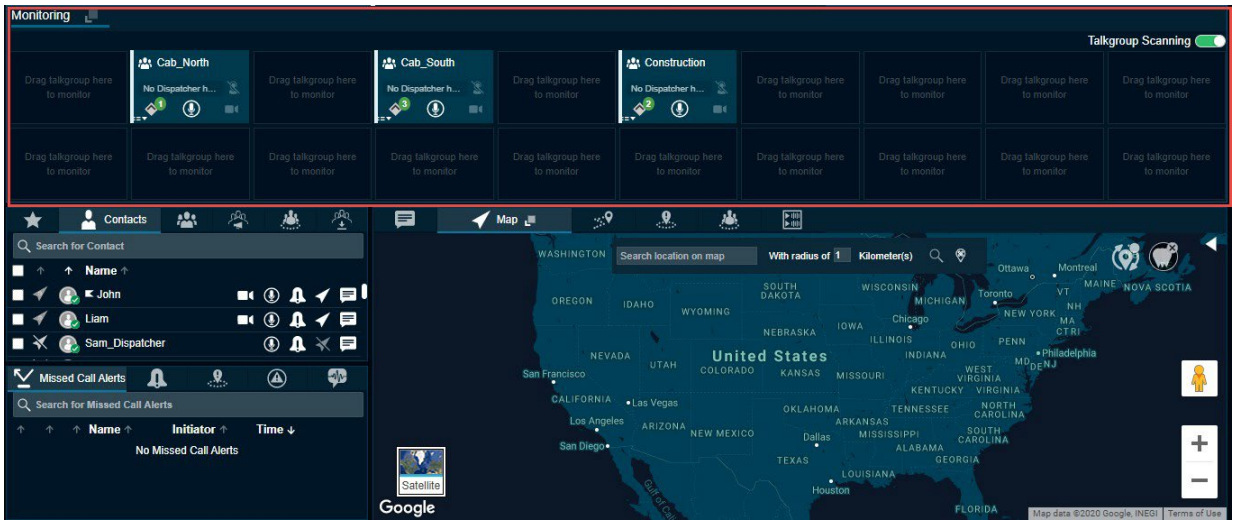
Talkgroup Scanning (Without Simultaneous Session)

The Talkgroup Scanning feature allows you to scan through a list of talkgroups and area talkgroups for calls.
In PTT call mode, the calls that you originate are not preempted. The calls that you do not originate are preempted only after the floor is released. The higher-priority talkgroup calls take precedence over lower-priority talkgroup calls. The talkgroups that are not in the scan lists do not override an on-going call. A missed call alert is received for every unanswered call including the one with the lower-priority scan call. If Affiliation feature is enabled on the Dispatch, then you do not receive talkgroup missed call alerts from the unaffiliated talkgroups. Talkgroups mentioned in the following sections include both talkgroups and area talkgroups.

NOTE: If the Simultaneous Session is enabled on the Dispatch, then you cannot see the Talkgroup Scanning option. For more information, refer to Simultaneous Session (Optional) on page 183.

The following screen shows the **Monitoring** Window.

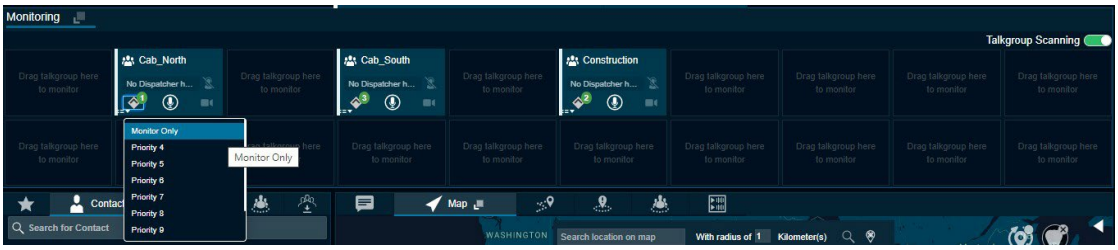
Figure 128: Talkgroup Scanning-Monitoring window



14.1 Setting the Talkgroup Priority

Once you have added at least one talkgroup in a **Monitoring** Window and selected the priority level, slide the **Talkgroup Scanning Slider** icon to set the Talkgroup Scanning priority for that talkgroup.
If you do not want to assign a scanning priority to the talkgroup, then you can select priority 1-10 (depending on the configuration) for the talkgroup or you can select the “Normal Priority” option. When you select a talkgroup priority, the Set Talkgroup Priority icon changes to indicate that Talkgroup Scanning is enabled for that talkgroup and it shows the scanning priority that you selected to the right of the icon.

Figure 129: Set Talkgroup Priority Icon



NOTE: You can add or remove the talkgroups from a scan list or change the priority on the talk talkgroups in the scan list while on a call. Any changes you make during the call are applied once the call ends.

14.2

Enabling Talkgroup Scanning for a Talkgroup

Once you have selected the priority level for your talkgroups, click the **Talkgroup Scanning Slider** icon to turn on Talkgroup Scanning for your monitored talkgroups. The Talkgroup Scanning icon changes to indicate that Talkgroup Scanning is enabled for that talkgroup and the Talkgroup Scanning Priority icon in the **Monitoring** window changes to show the scanning priority that you selected for that talkgroup. When the scanned talkgroup activity starts while Talkgroup Scanning is turned on, the call is heard immediately as per the priority.

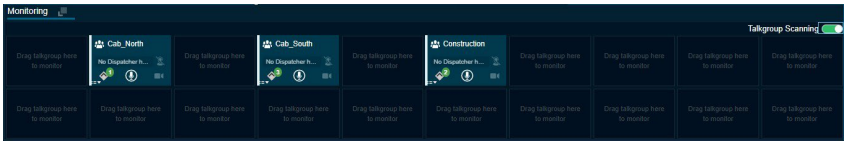
When and where to use: In one of the two cases, the call does not override an on-going call:

Procedure:

1 Talkgroup scanning is off.

2 Monitored talkgroup priority status is “Monitored Only”.

Figure 130: Turn On Talkgroup Scanning

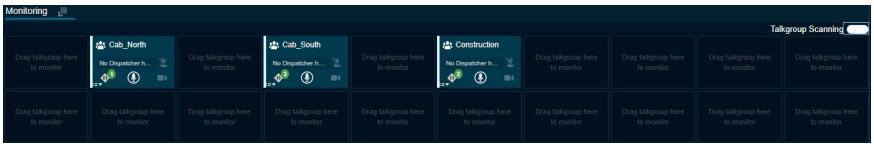


14.3

Turning Off Talkgroup Scanning for a Talkgroup

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

Figure 131: Turn Off Talkgroup Scanning



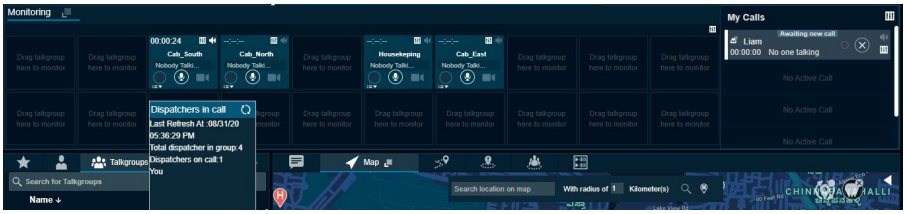
14.4

View Dispatchers on the Monitored Talkgroup

If any dispatcher has joined the call (other than you), a dispatcher icon is shown which indicates another dispatcher of the monitored talkgroup has joined the call. To view the number of the dispatchers

and the dispatchers in the call, click the **Dispatcher Information** icon. Upon clicking the **Dispatcher Information** icon, a list tray displays. The dispatcher list tray shows the total number of dispatchers in the talkgroup, the dispatchers on call and the dispatcher name. The dispatcher icon is enabled when the first dispatcher joins the call and is disabled when the last dispatcher leaves the call, or no dispatcher is on the call. The details in the tray also show the last refreshed date and time. To refresh the dispatcher list, click the **Refresh** button on the tray. Your System Administrator can assign multiple dispatchers in a talkgroup.

Figure 132: Dispatcher List Tray



Chapter 15

Supervisory Override

Supervisory override allows you to take the floor and speak at any time during a call, even if someone else is speaking. When you take the floor while someone else is speaking, the floor is revoked from the fleet member and given to you. As a dispatcher, you have Supervisory Override capability by default, unlike other clients where your System Administrator may assign the supervisory override to them.

NOTE: There may be a delay of 0 to 10 seconds before you get the floor and you can hear a floor busy tone during that time. You can use supervisory override rights during any call you are participating in including a one-to-one call.

Chapter 16

Maps Services

Depending on the server configuration, the Dispatch uses the Google or ESRI online and On Prem map service to display the location of fleet members on the map. Dispatch supports locating LMR (ASTRO and DIMETRA only) users. ASTRO and DIMETRA users are added as contacts and show in the contact list under the **Contacts** tab.

NOTE: ESRI map is not supported in Internet Explorer.

NOTE: To get the location information for a fleet member, the Location feature must be enabled on the device of the fleet member. Also, the fleet member must be listed in the contact list.

When signing in to the Dispatch for the first time, no contacts are on the map. Locate contacts using the steps in Locate Fleet Members on page 156. The next time you sign in, you can see the last located contacts on the map before exiting or signing out.

16.1 Locate Fleet Members

You can locate talkgroup members, single, or multiple fleet members on the map.

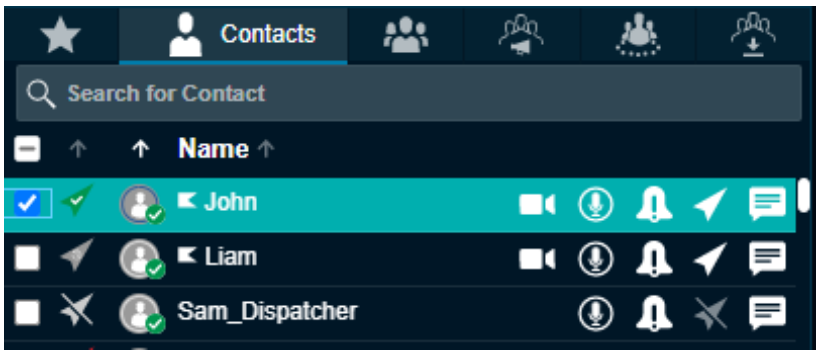
16.1.1 Locating Single Fleet Member

When and where to use: To locate single fleet member, follow these steps:

Procedure:

1. Click the **Contacts** tab on the **Contacts and Talkgroups** Window.

   Figure 133: Single Contact Selected

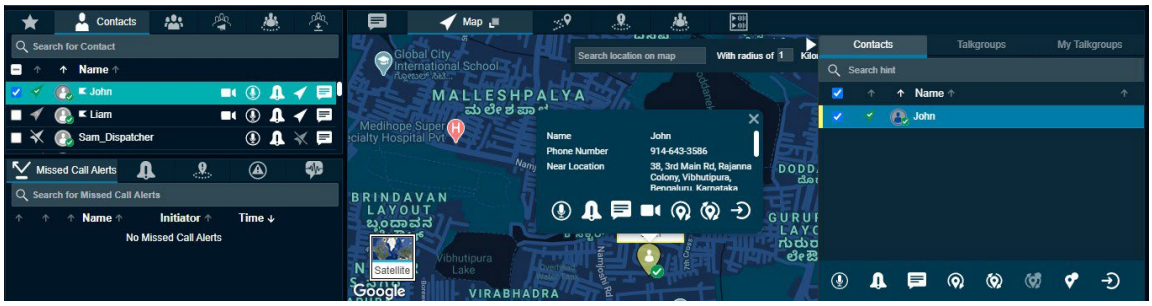


2. Click the **Locate** icon of the contact to locate the selected fleet member on the map. When the fleet member is on the map, a marker displays at the location of the fleet member.
3. To view information for the fleet member, click the **Marker**.

   NOTE: If location information is expired for the fleet member, then the fleet member displays on the map with the Location Expired icon. Location information is not available for External contacts display with the Location Not Available 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 to Map Settings on page 228

The following screenshot shows an example of fleet member location:

Figure 134: Locating Fleet Member



16.1.2

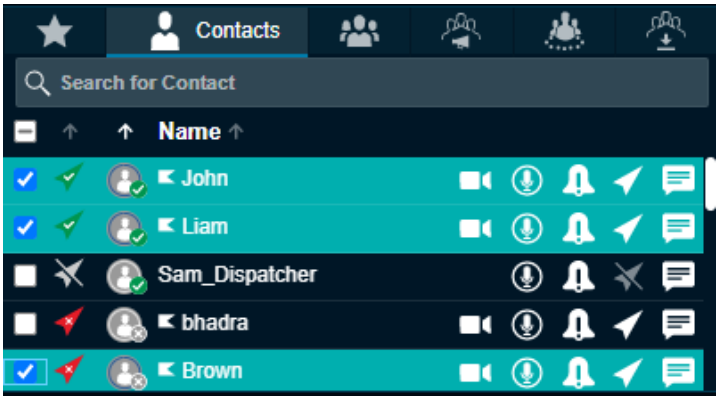
Locating Multiple Fleet Members

You can locate multiple fleet members on the Map at a time.

Procedure:

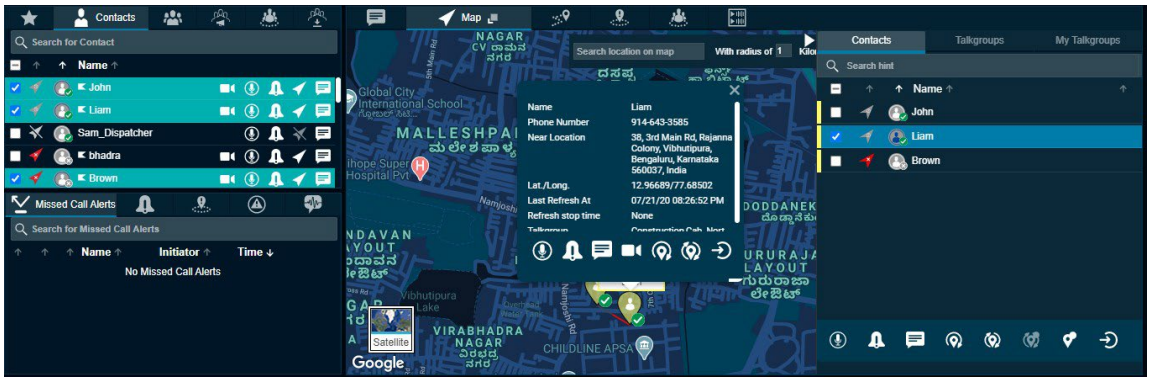
1. Click the **Contacts** tab on the **Contacts and Talkgroups** window.
2. Select the checkboxes next to fleet members you want to locate.

   Figure 135: Multiple Contacts Selected



3. To locate the members on the map, right-click, and select the **Locate** icon. When the fleet members are on the map, the Dispatch displays a marker for each fleet member.
4. To view information for a fleet member, click the **Location Marker**.
5. In the following screenshot multiple fleet members have been located and are shown on the map.

Figure 136: Locating Multiple Fleet Members



NOTE: You can also locate fleet members from alerts. Refer to Alerts on page 140

16.1.3

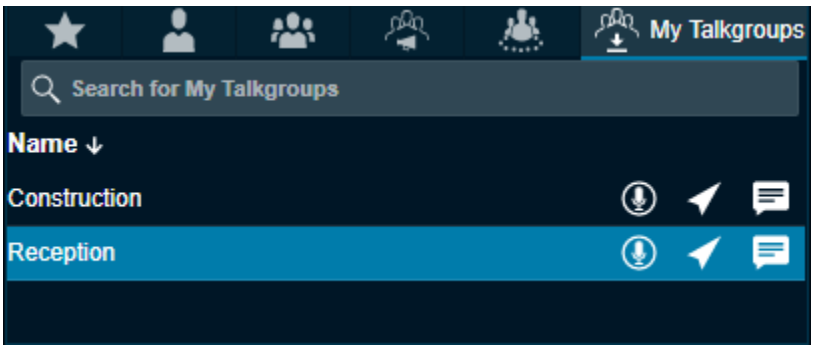
Locating Talkgroup Members

You can locate all the members of a talkgroup in one location. If the affiliation feature is enabled for the dispatcher, then you can locate all the members of the talkgroup or only affiliated members of the talkgroup.

Procedure:

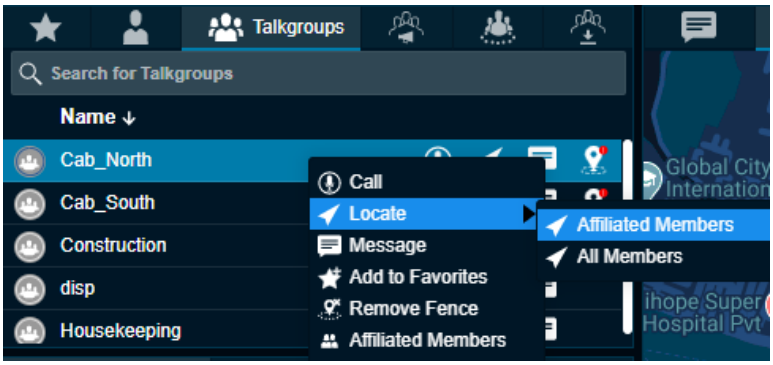
1. Click the **Talkgroups** or **Area Talkgroup** tab in the **Contacts and Talkgroups** Window.
2. Choose the talkgroup you want to locate in the list and click the talkgroup name.

   Figure 137: Selected My Talkgroup



3. To locate the talkgroup members on the map, click the **Locate** icon. For each located member, a marker displays on the map.
4. You can also choose to locate all members or only the affiliated members of the talkgroup. To locate, do one of the following:
   - Right-click the talkgroup, mouse hover the **Locate** and select **Affiliate Members**.
   - Right-click the talkgroup, mouse hover the **Locate** and select **All Members**.

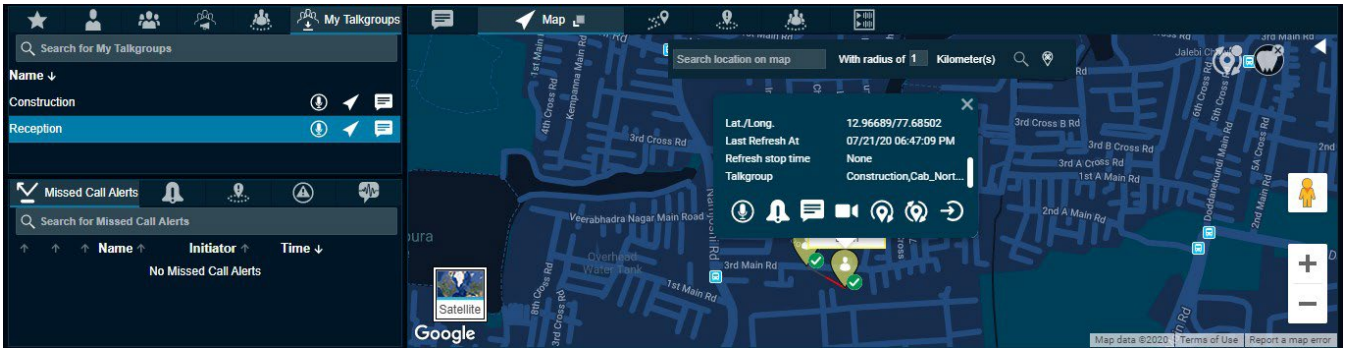
Figure 138: Locating Affiliated Members of the Talkgroup



5 To view information about the talkgroup member, click the **Marker**.

In the following screen, all the members of the talkgroup “Reception” are on the map.

Figure 139: Locating My Talkgroup Members



16.2

Clearing Located Fleet Members off the Map

You can clear the individual or all located fleet members from the map.

Procedure:

1 To clear the located members on the map, do the following:

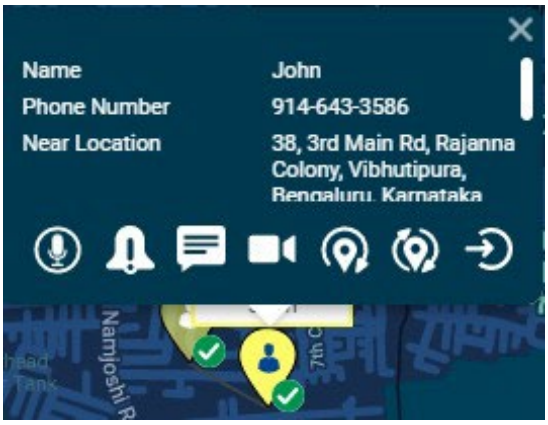
- To clear all the located fleet members off the map, click the **Clear All Located Member** icon provided at the top-right corner of the map.
- To clear the selected fleet members on the map, select the fleet members by checking the checkboxes on the **Map Selection List** Window and click the **Clear Selection on Map** icon.

NOTE: Performing either of the clear map actions stops the periodic location updates for the fleet members you clear from the map.

16.3
Map Information Window

When you click the **Marker** icon on the map, the **Map Information** window displays.

Figure 140: Map Information Window



The **Map Information** window shows the name, phone number, refresh intervals, refresh duration, a complete address of the nearest location of the member, latitude/longitude, refresh stop time, talkgroups, and the time of the last location update. You can click the **Marker** icon in the **Geofence** and **Area Talkgroup** window to view the information window.

Observe the time stamp when the location update was last initiated for the selected fleet member.

The following actions are available on the **Map Information** window:

- To call the selected fleet member, click the **Call** icon.
- To send an Instant Personal Alert to selected fleet members, click the **IPA** icon.
- To send a message to a selected fleet member, click the **Message** icon.
- To initiate a video stream to the selected fleet member, click the **Video Stream** icon.
- To refresh the current location information of the fleet member periodically, click the **Periodic Location Refresh** icon. The location refresh period depends on the settings you specify in Location on page 234
- To fetch the actual location information of the selected fleet members, click the **One Time Location Refresh** icon. A message appears stating that an on-demand location request has been sent to the server.
- To close the information window, click the **Close** icon.

16.4
Selecting Multiple Fleet Members from the Map

If multiple fleet members are located on the map, you can select fleet members from the map.

Press the Shift Key and while holding the left or right mouse button, drag the mouse over the marker icons. The **Map Selection List** Window appears to display the fleet members that you select. Use the **Expand** and **Collapse** to pen and hide the **Map Selection List** window.

Figure 141: Fleet Members Selection Drag Option window

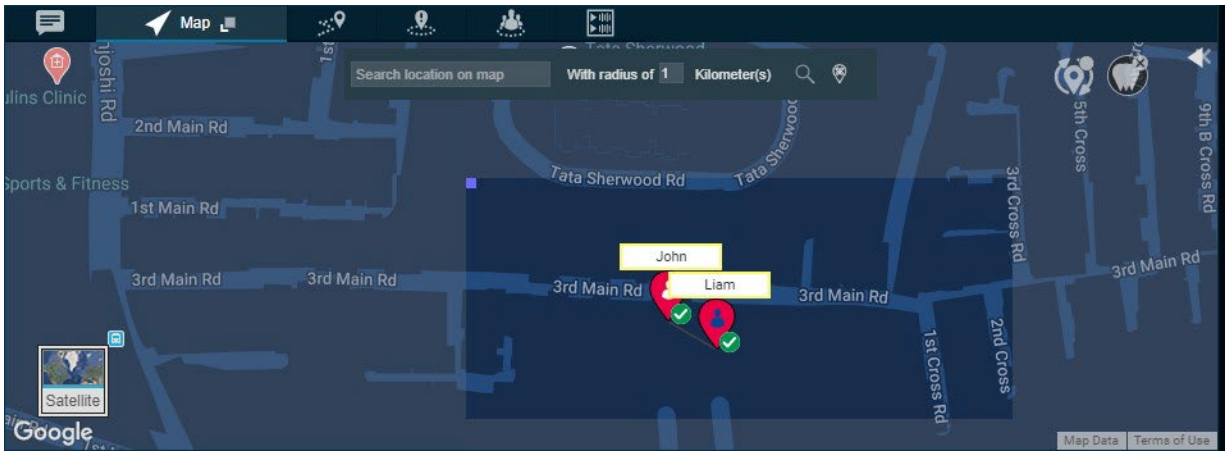
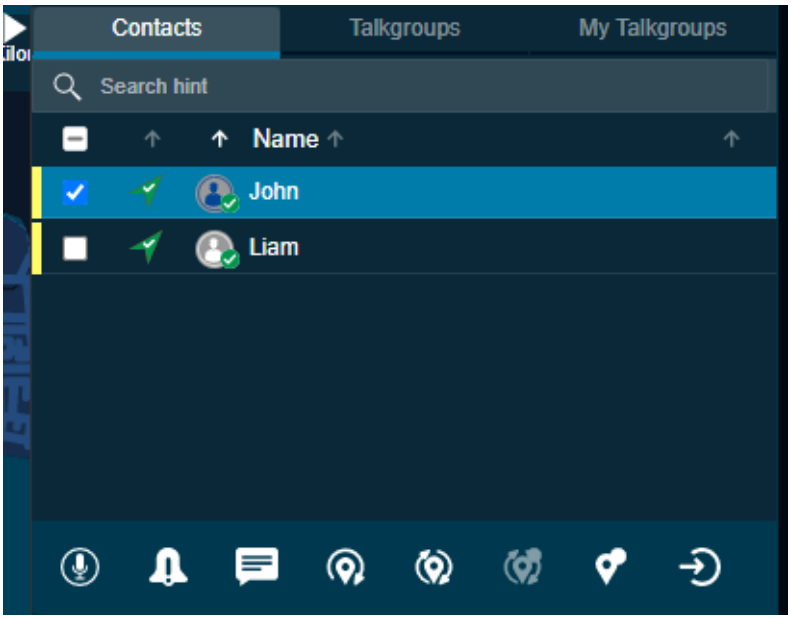


Figure 142: Map Selection List window



The figure shows the **Map Selection List** Window that has three tabs:

- **Contacts**
- **Talkgroups**
- **My Talkgroups**

You can perform the following activities in these three tabs:

- **Search** - To search for fleet members, enter a name in the “Filter by Name” field.
- **Sort** - To sort the fleet members by their presence status, location status, or name, click the top of the header column of each field.
- **Call** - To call the selected Contacts or Talkgroups or My Talkgroups, click the **Call** icon.
- **IPA** - To send an IPA to a contact, click the **IPA** icon.

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

- **One Time (manual) Location Refresh** - To refresh the location information of the selected contact, click the **Map One Time Location Refresh** icon.
- **Start Periodic Location Refresh** - To start the periodic location refresh of the selected contact, click the **Start Periodic Location Refresh**. You can modify the periodic location update details from the Map Selection List window.
- **Stop Periodic Location Refresh** - To stop the periodic location refresh for the selected contact, click the **Stop Periodic Location Refresh**.
- **Message** - To send a message to the selected Contacts or Talkgroups or My Talkgroups, click the **Message** icon.
- **Map Reset** - To remove the selected contact from the map selection list and the map, click the **Map Reset** icon from the **Map Selection List**.
- **Map Clear** - To remove all the fleet members on the map and from the map selection list, click the **Map Clear** icon available on the map.
- **Modify Affiliation** - To change the affiliation of fleet members in a talkgroup, select the talkgroup and click the **Modify Affiliation** icon from the **Map Selection List**.

You can also select multiple members on the map using the shift key and mouse click action. This kind of selection overrides previously selected members from the **Map Selection List** Window.

16.5
On Demand Location Update

To request the most up to date location of a fleet member, it is necessary that the fleet member is on the map first.

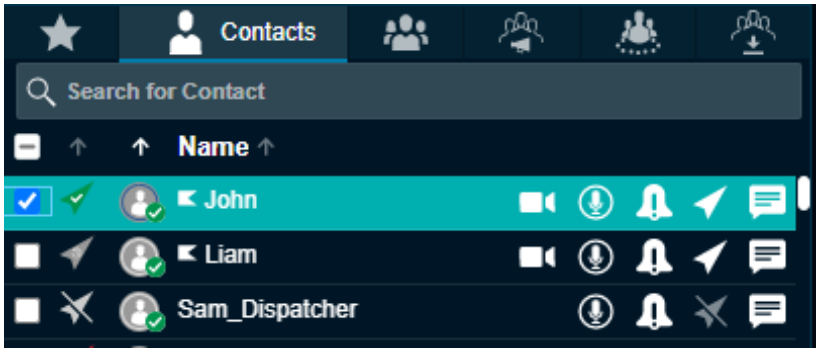
16.5.1
Performing a One Time Location Update of a Fleet Member

A one-time location refresh can be done to refresh the location of the fleet members on the Map.

Procedure:

1. Click the **Contacts** tab from the **Contacts and Talkgroups**, **Map Selection List**, or **Map Information** window.
2. Select a contact by clicking the check box next to the name of the fleet member from the **Contacts and Talkgroups** or **Map Selection List** window.

   Figure 143: Single Contact selected

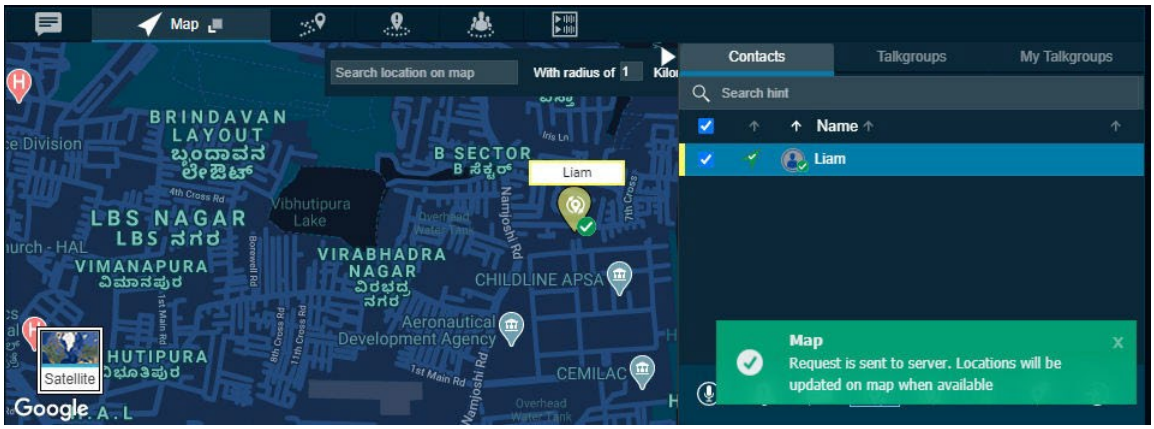


3. Click the **Locate** icon to locate the selected fleet member on the map. When the fleet member is on the map, a marker displays at the current location of the fleet member.

4 From the **Map Selection List** window, select the checkbox next to the fleet members name and click the button on the bottom of the **Map Selection List** window to fetch the actual location information of the selected fleet members.

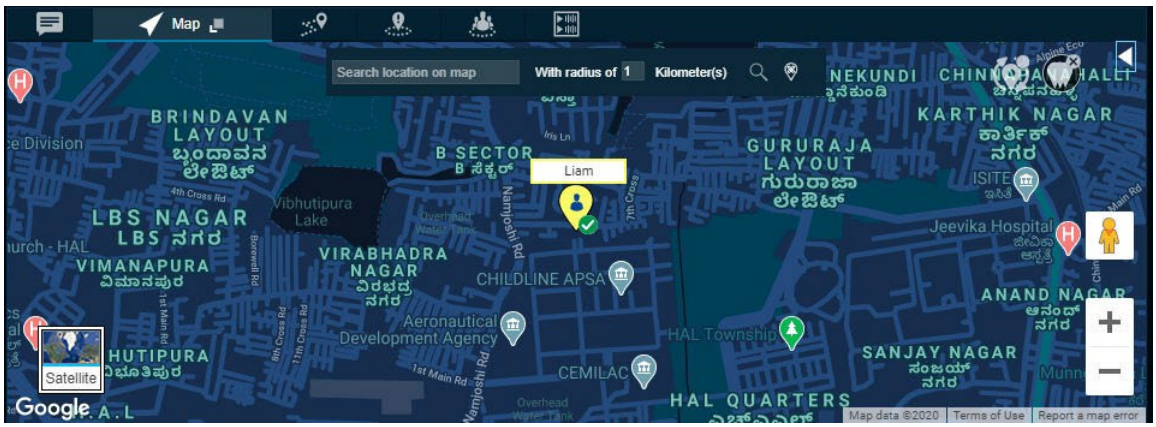
A message appears stating that an on-demand location request has been sent to the server. The following screenshot shows an example of an one tie on-demand location request sent to the server.

Figure 144: On-demand Location Request



When the location is available from the server, the marker pin updates to show the current location of the fleet member as shown in the following screen.

Figure 145: On-demand Location Response



16.6

Periodic Location Update

Periodic location update provides the location information of fleet members listed under contacts on your demand at a set interval and distances.

The On-demand location settings enable you to set the frequency, time period, distance cadence, and throttle time for distance updates of a contact and talkgroup. For example, you can set the location of the contact and talkgroup to update every 5 minutes for 2 hours or when the members move a distance more than 100 meters. The throttle time setting is used when the fleet member is moving fast and the location publish is frequent, which can discharge the handset battery of the fleet member. For example, if you set the throttle time to 60 seconds, then the fleet member waits for 60 seconds to

publish the latest location due to change in distance after the last published location (depending on the location update interval setting) irrespective of whether the fleet member is moving fast or slow.

NOTE: Reducing the location reporting interval to a lower value impacts the data consumption and battery usage on the device.

16.6.1

Starting a Periodic Location Update of a Fleet Member

You can perform a periodic location refresh for the fleet member at a specific interval.

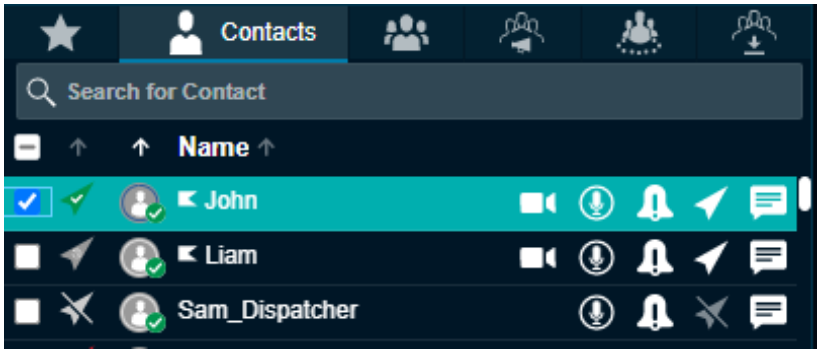
When and where to use: To start a periodic location update for a fleet member, follow these steps:

NOTE: Ensure that you verify the interval, duration, cadence, and throttle time values set at the on-demand location settings section from the **Location** setting that appears under the **Settings** tab.

Procedure:

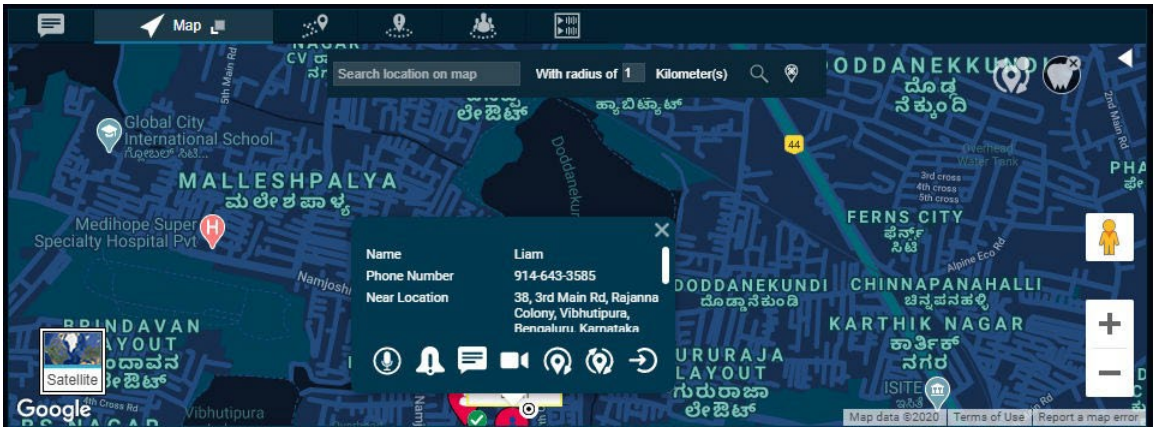
1. Click the **Contacts** tab from the **Contacts and Talkgroups** window.
2. Select a contact by clicking the checkbox next to the name of the fleet member.

   Figure 146: Single Contact Selected



3. To locate the selected fleet member on the map, click the **Locate** icon. When the fleet member is located on the map, a marker displays at the current location of the fleet member. At the same time the **Map Selection List** window opens to show the located fleet member.
4. To display the **Map Information** window, click the **Location Marker** of the fleet member.

   Figure 147: Map Information window of a fleet member for location update

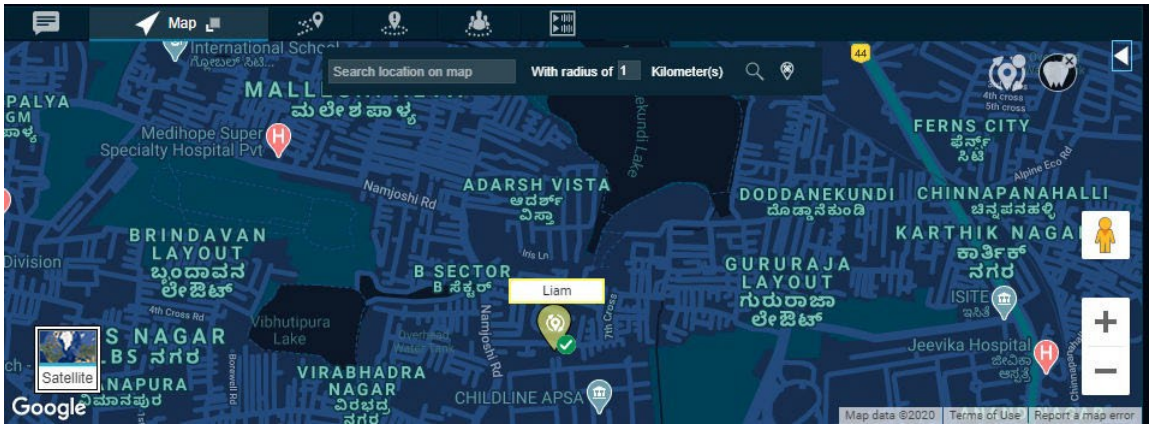


5. To initiate a periodic location refresh for the selected fleet member, click the icon on the **Map Selection List**or **Map Information** window.

You can edit the on-demand location values from the **Map Selection List** window for the fleet member. When you click the **On-demand Location** icon in the **Map Selection List** window, an on-demand values setting displays. By default, the Time check box is selected. You can edit the interval values for on-demand location updates. To edit the distance values, select the **Distance** check box. Edit the distance values to update the on-demand location settings. Once edited, click **Apply**.

A periodic on demand location refresh request is sent to the server and the icon on the information window changes to the icon.
The following screen shot shows an example of retrieving a fleet member's location from the server. The marker is placed in the new location. If the response is a success, then the location updates accordingly.

Figure 148: Periodic On Demand Location request

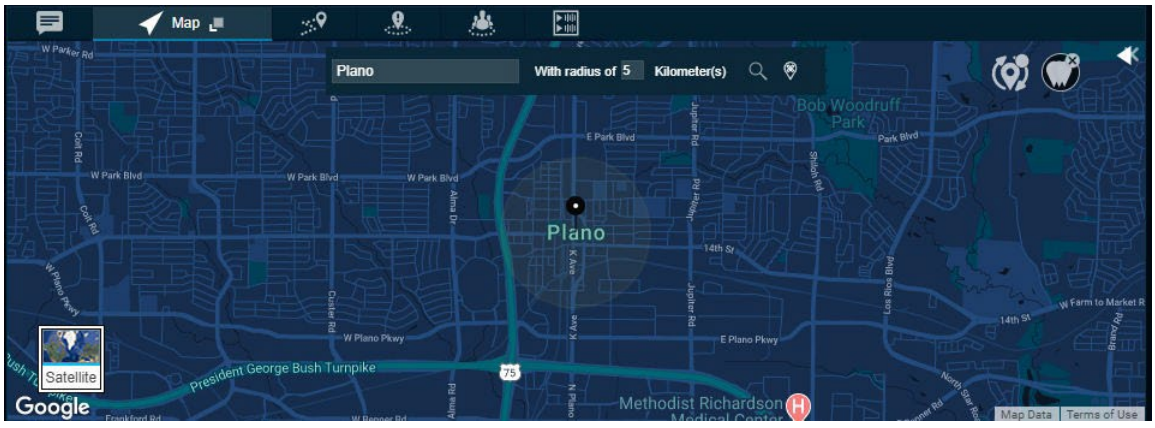


16.7 Finding an Address

Mouse hover on the map icon at the lower left-hand area of the screen and select the **Display Find Location** to display a **Display Find Location** window. To hide or display the **Display Find Location** window, mouse hover on the map menu and select the **Display Find Location** option.

When and where to use: To find the location on the map, follow these steps:

Figure 149: Find Location window



Procedure:

1. Enter an address in the **Location Address** field.
2. Enter the radius.

3 To find the location of the given address, click the **Search** icon. There is a circle around the found address and a **Push Pin** icon at the center of the circle indicating the address located. If you move your mouse cursor over the push pin icon, the map also displays the searched address.

4 Click the **Clear** icon to remove the find push-pin icon from the map.

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

16.8
Centering the Map

You can bring a specific location to the center of the map. This feature works only when the Auto Track feature is disabled. You can also set the center of the map manually.

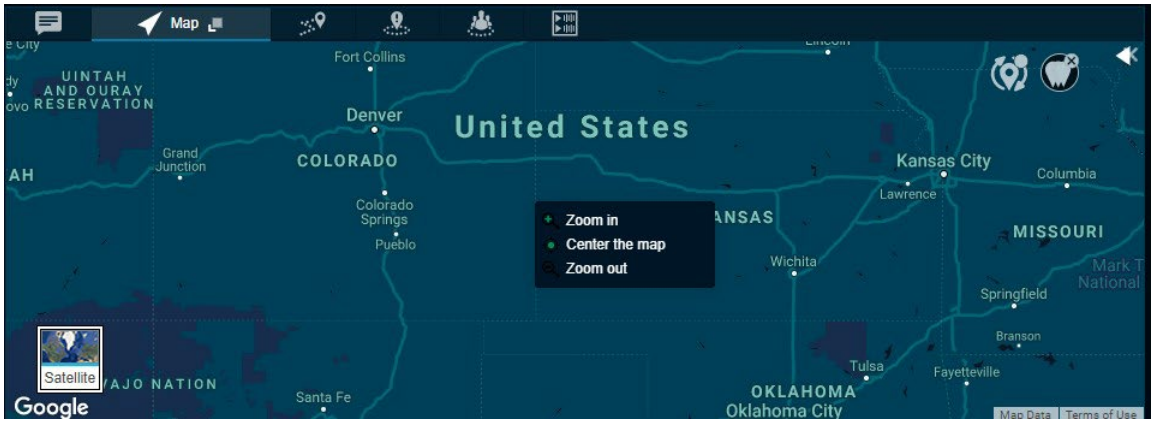
When and where to use: To set the center of the map, follow these steps:

Procedure:

1 Right-click on the map.

2 Select the **Center the Map.**

Figure 150: Map Center



To bring any location of the Map to the center of the **Map** window, right-click on the location you want as the center and select the **Map Center** icon that appears. Click the **Map Center** icon and the selected location becomes 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 that circle.

16.9
Zoom In and Out on a Map

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

To find the Zoom-in/Zoom-out options along with the Map Center icon, right-click again on the same location.

- Selecting the Zoom-in option increases the map zoom view by two steps only.
- Selecting the Zoom-out option decreases the map zoom view by two steps only.

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

16.10

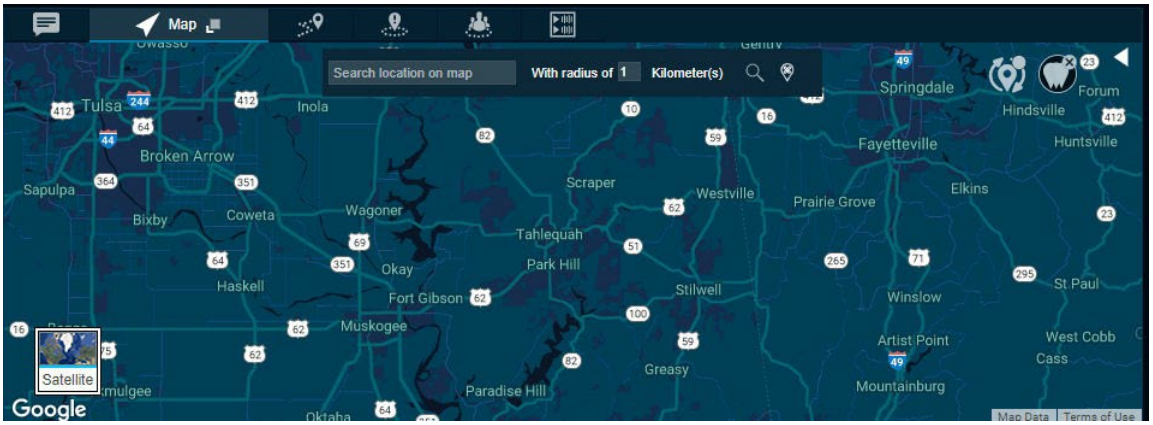
Display Views of the Map

The map displays in the following views.

Map View

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

Figure 151: Map Mode

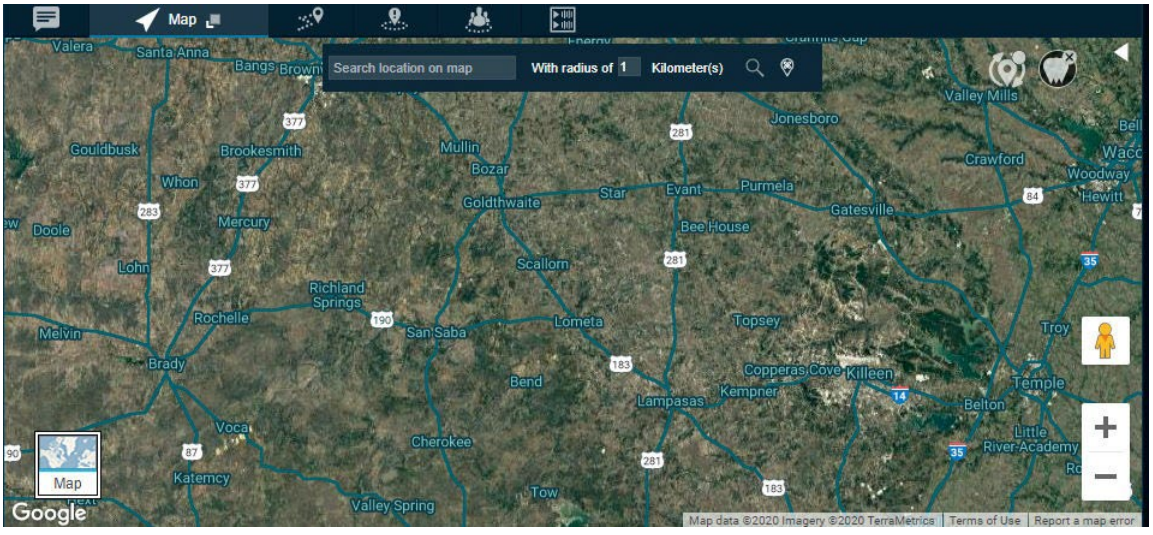


To change the Map mode, click the icon.

Satellite view

The satellite view mode displays the map in satellite image view. The typical satellite views screen is shown here.

Figure 152: Satellite Mode

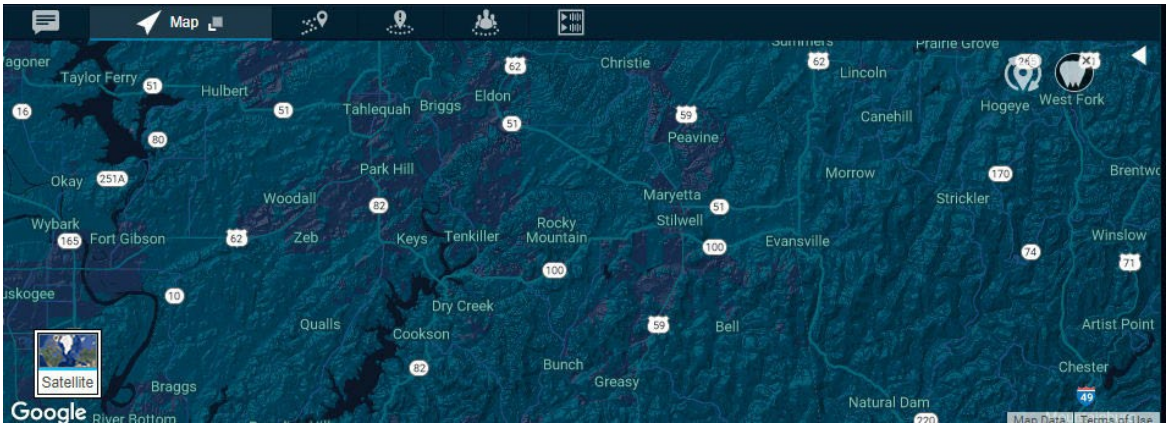


To switch to Satellite view, click the icon.

Terrain View

The terrain view allows you to see the elevation of geographic features such as mountains and canyons. Mouse over on the map menu to select Terrain view to display a Terrain View Map window as shown here:

Figure 153: 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 traffic view, an indicator glows green, yellow, or red based on the current traffic along with the region of the fleet member on the map as shown here:

Figure 154: Traffic View Map window

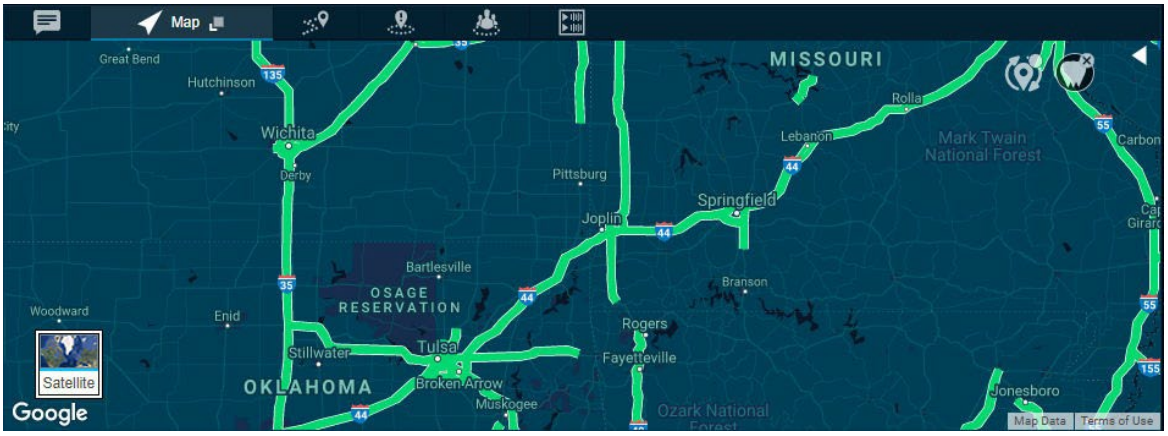


Figure 155: Traffic Color Code

This color code signifies the traffic density at selected location as explained here:

Table 9: Traffic Color Code

Color code	Description
	Extremely slow or stopped traffic.
	Traffic is moving at less than 25 miles per hour.

Color code	Description
	Traffic is moving faster, from 25 miles to 50 miles per hour.
	Traffic is moving along at 50 miles per hour or more.

Mouse over on the map menu to select the Traffic view as shown here.

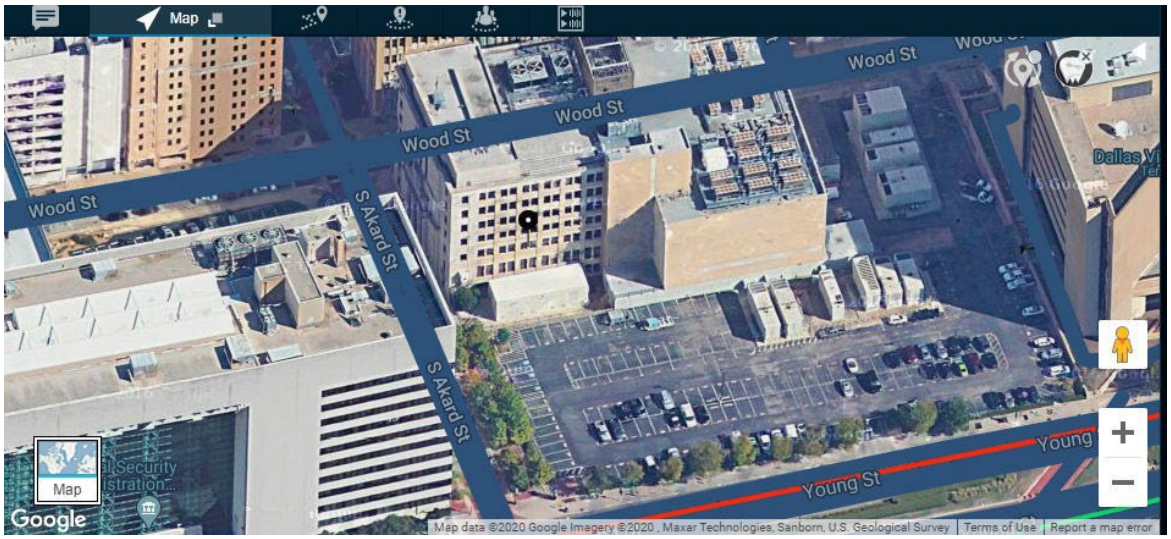
Forty-five Degree View

The Google Maps API supports special 45° imagery for certain locations. This high-resolution imagery provides perspective views towards each of the cardinal directions (North, South, East, and West). These images are available at higher zoom levels for supported map types.

The existing SATELLITE and HYBRID map types support 45° perspective imagery at high zoom levels (where available). If you zoom into a location for which such imagery exists, these map types automatically alter their views.

Google adds 45° Imagery for new cities on an ongoing basis. The supported cities are available at “45° imagery on Google Maps.” Upon selecting one of these cities as a location, the 45-degree view is enabled automatically at a higher zoom level.

Figure 156: Forty-five Degree Map-Location



Street View

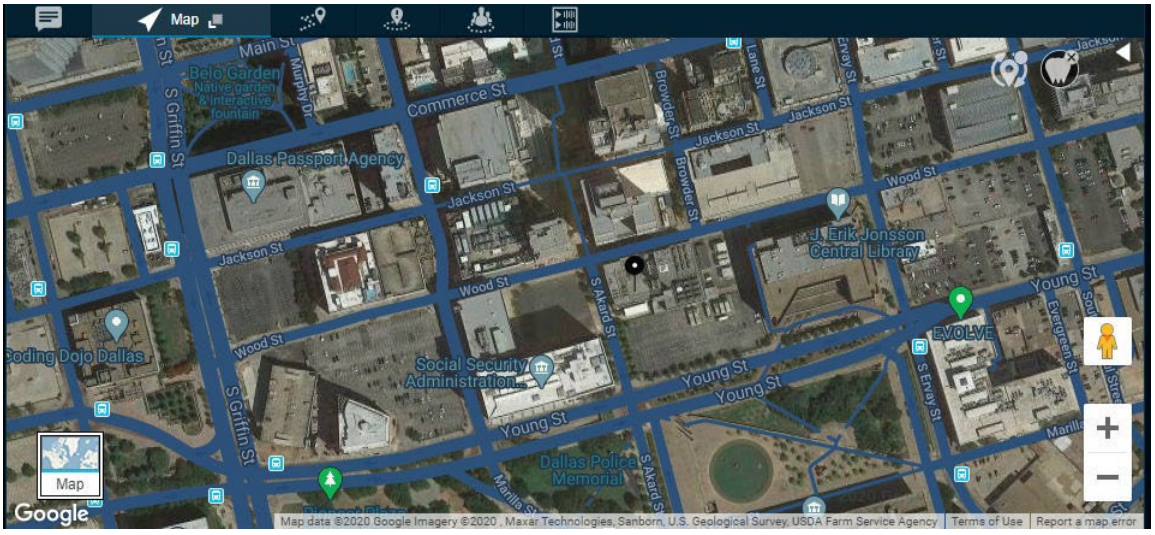
The Street View icon turns to an orange color in supported cities. To view the Street View mode, click and hold the icon and drop it to the desired location.

Figure 157: Street View Map window

Hybrid View

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

Figure 158: Hybrid View Map window

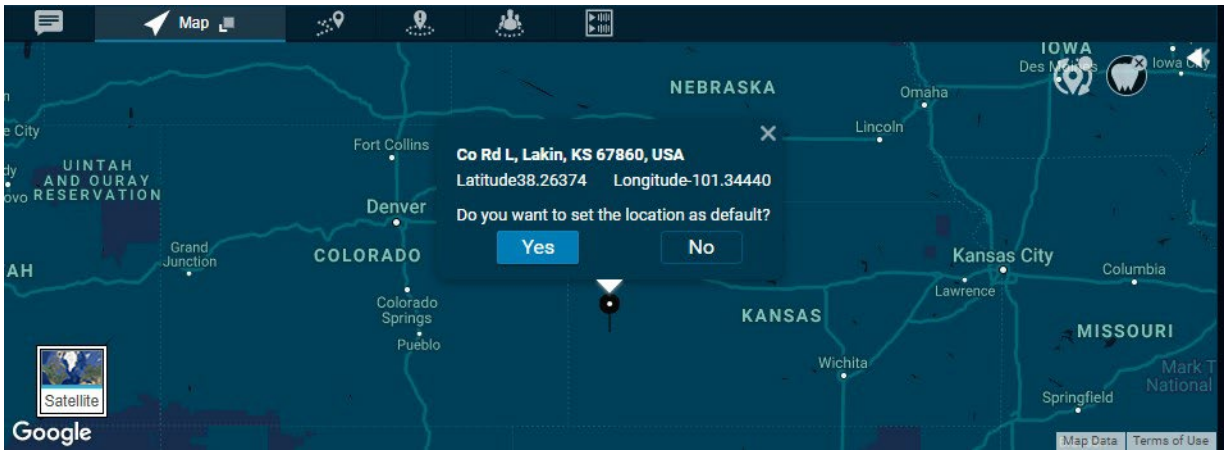


NOTE: The Hybrid view is disabled in map mode.

Set Default Location

Set default location in the map allows you to define a specific location, which is shown when you sign in to Dispatch for the first time. You can also modify your default location anytime from the map tab. To modify the default location, select the **Set default location** from the map icon. Search the desired location from the search or move the map to drop the location pin. Click **Yes** to set the default location or **No** to cancel the action.

Figure 159: Set Default Location



16.11

Overlapped Map Markers

When two or more map markers are overlapped on the map, the Overlapping Marker Map Cluster icon displays for that location. Clicking the **Overlapping Marker Map** icon expands the area where all the markers are overlapped which in turn clearly shows all the locations of the marker. The following figures show the collapsed and expanded view of the area.

NOTE: Overlapping of map markers is not supported in ESRI maps.

Figure 160: Collapsed- Map View

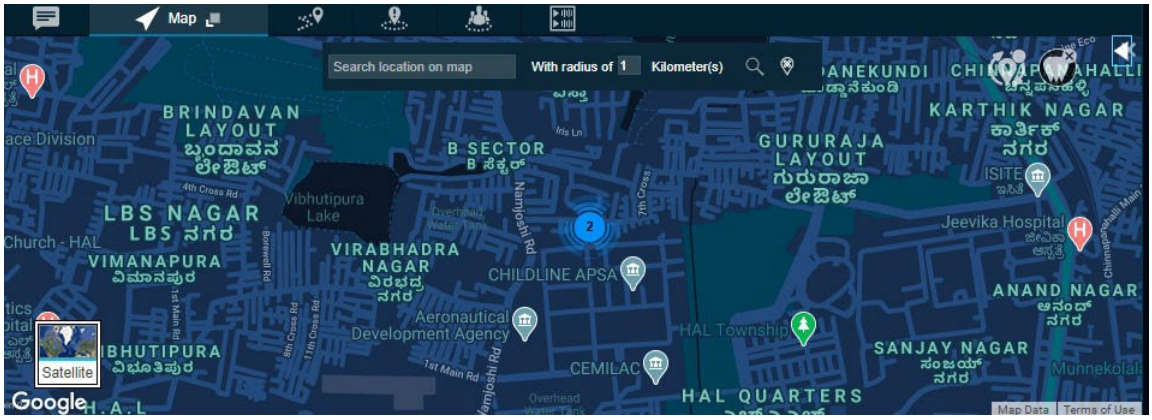
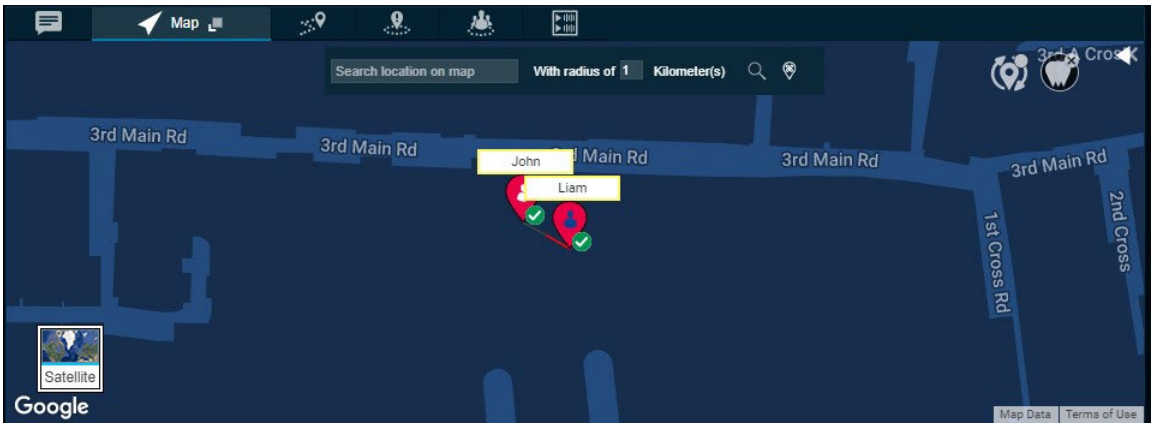


Figure 161: Expanded- Map View



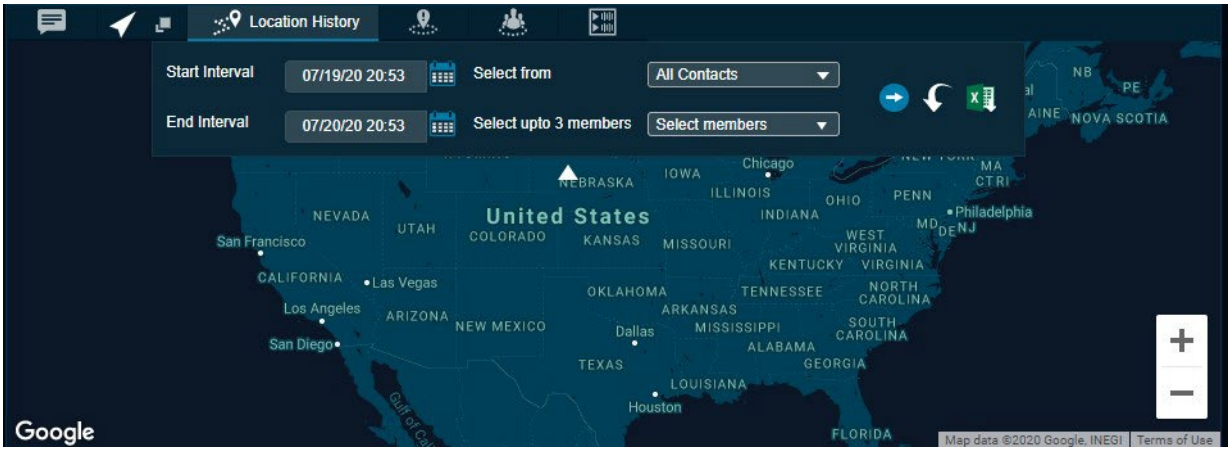
Chapter 17

Location History

The Location History feature helps you track the path, which a fleet member has traversed on the map for a specific duration. You can select the fleet member and the duration for which you want to track the path. The path traversed is shown on the map with Start and End icon for each of the selected fleet members with a color associated with the selected member.

If the fleet member has taken a route other than the route found by the map service provider, then the path traversed is shown as a dotted line. For example, if the fleet member travels from Houston to Dallas by road and Dallas to Chicago by air then the path traversed on the map is shown as roadways from Houston to Dallas and dotted line from Dallas to Chicago. This condition is only applicable if you choose the method of displaying location history as Google maps in the location settings in the Dispatch.

Figure 162: Location History Tab



17.1

Tracking the Path of a Fleet Member on the Map

When and where to use: To track the path of a fleet member on the map, follow these steps:

Procedure:

1. Click the **Location History** tab.
2. Select the contact or talkgroup in the **Select From** drop-down.
3. Select the name of the contact or talkgroup from the **Select up to three members** drop-down.
4. Select the duration for which you want to track the path of the member from the **Start Interval** and **End Interval** option.
5. Click the **Go** icon to track the path traveled by the fleet member.
   - Click the **Collapse** icon to hide the search slider.
   - Click the **Expand** icon to view the search slider.

Figure 163: Track Location History

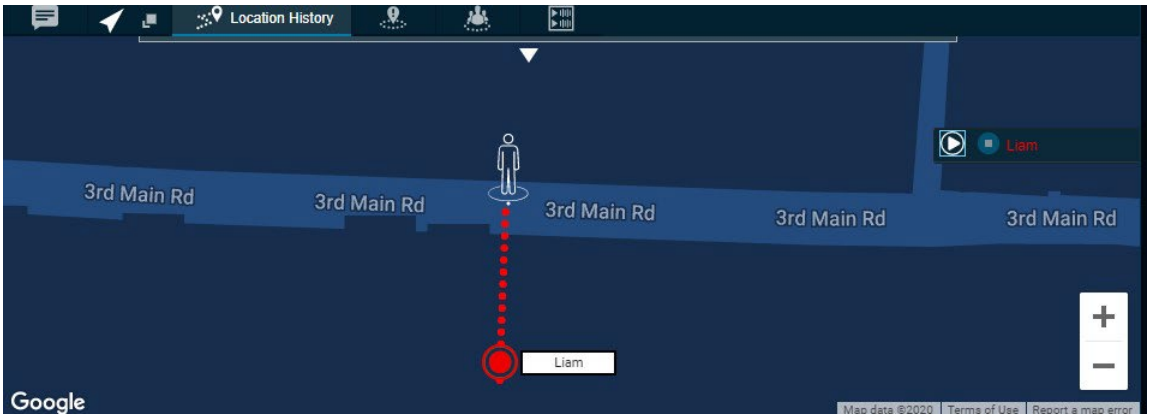
NOTE: The location history of a maximum of three fleet members can be shown at a time on the map. You can track the location history of a fleet member for a maximum duration of 24 hours.
At a given time, you can play the location history of only one fleet member.

On the **Location History** tab, you can perform the following activities:

- To reset the selection on location history, click the **Reset** icon.
- To export the path traversed by the fleet member in CSV format, click the **Export** icon.

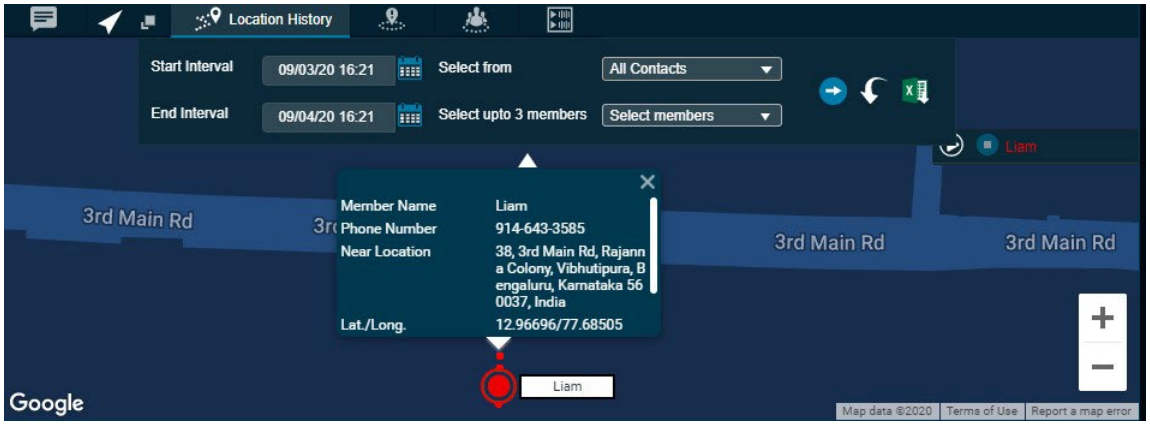
You can also play the path traversed by the fleet member by clicking the **Play** icon next to the fleet member on the storyboard. You can pause and play the traversed path by clicking the **Pause** and **Play** icon. You can also replay from any location points highlighted on the traversed path by double-clicking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

Figure 164: Playing Location History



Mouse hovering on the highlighted location point shows name, phone number, near location (Get Location), arrival time, departure time, and duration spent at this location of the fleet member.

Figure 165: Mouse Hover on Location History of Fleet Member



Chapter 18

Geofence

In addition to location service, you can define a virtual boundary, popularly known as a Geofence, to monitor location activity for all talkgroup members. Geofence is circular in shape and is set using a distance from the fence center. A Geofence is a static fence type. A static fence has a fixed location on the map as the fence center. Once you define and enable the fence, you can see it overlaid on the map with the talkgroup member's location. When any talkgroup member crosses the fence, then the Dispatch sends a fence cross notification to that talkgroup member as well as you for the location activity. When you select any talkgroup from the **Contacts and Talkgroups** Window and select geofence option, a fence is enabled for that talkgroup. When you create a geofence for an MCX group, only the affiliated members are notified for the fence.

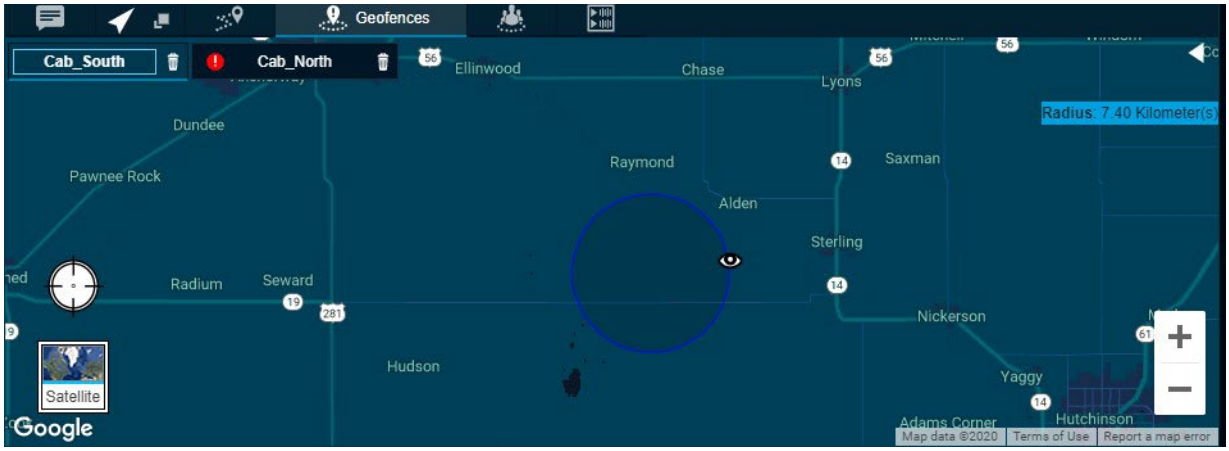
NOTE: To create a geofence for an MCX group, the group must be monitored in the **Monitoring** window.

NOTE: Remove the MCX group from the **Monitoring** window before deleting the fence.

The fence period, fence distance, and location update interval depend on the values set in the map settings. For more information, refer to Location on page 234. You can define the fence period, location update interval, notify me, and notify members from the **Create Fence** Window while creating the fence for the talkgroup.

You can enter the address in the **Location Address** search box for the fence location around which the fence needs to be applied.

Figure 166: Geofence Tab



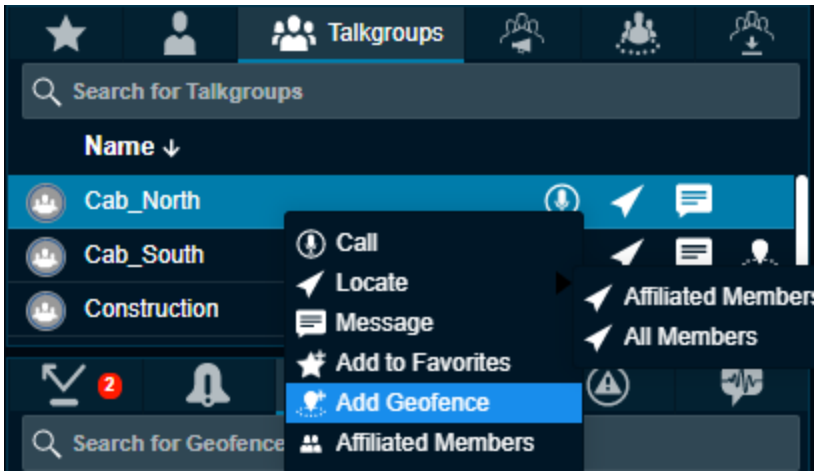
18.1 Creating Geofence for a Talkgroup

When and where to use: To create a geofence for a talkgroup, follow these steps:

Procedure:

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

Figure 167: Create Geofence-Contacts and Talkgroups window



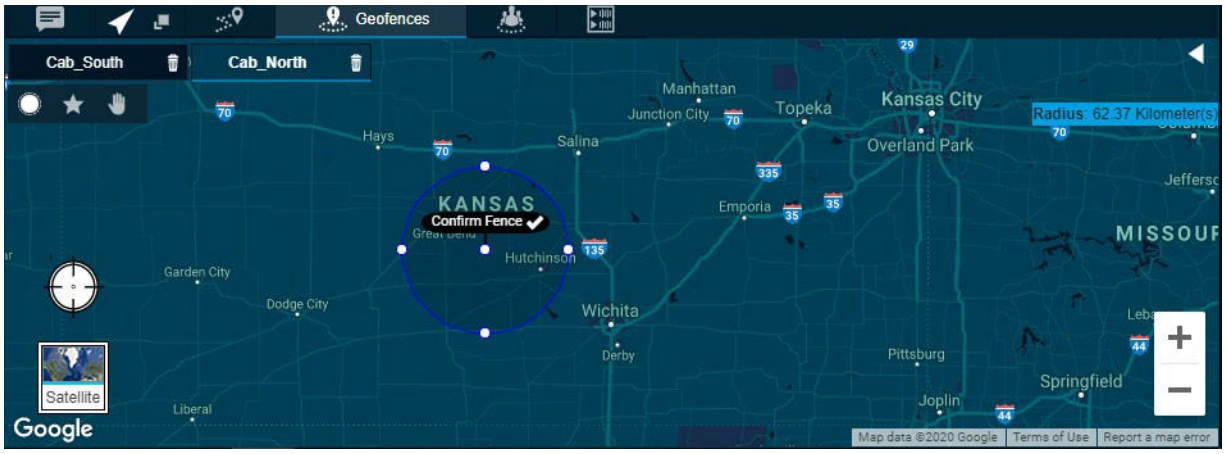
3 Move the map or search for the location from the location address and locate the location pin.

4 Select the circular shape from the fence shape. You can also select the fence coordinates saved in the favorites.

5 If required, drag the circle to resize the fence.

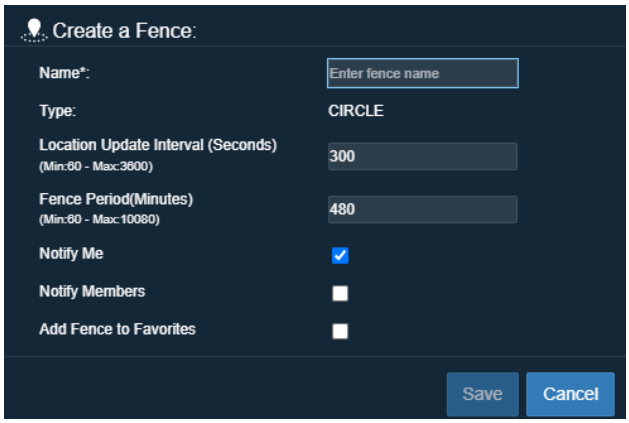
NOTE: Dragging is not supported in ESRI maps. The dispatcher must enter the radius to resize the fence circle.

Figure 168: Confirm Fence- Geofence



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

Figure 169: Create a fence Dialog Box



7 Configure the details

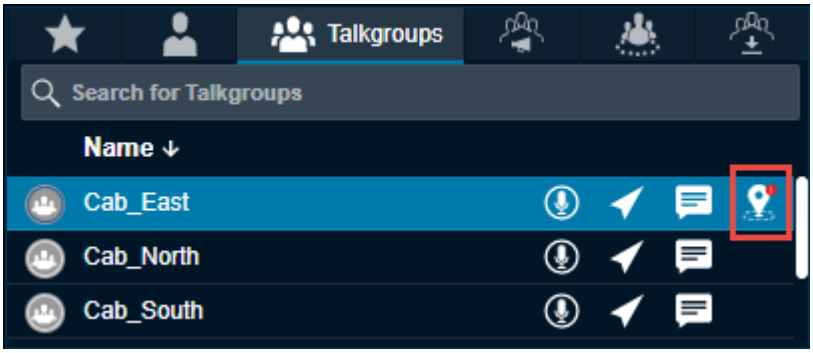
- **Name**- Enter the name of the fence.
- **Type**- Shows the type or shape of the fence you have chosen to create the fence.
- **Location Update Interval**- If required, modify the location update interval for the fence.
- **Fence Period**- If required, modify the duration of the fence for the talkgroup.
- **Distance**- Allows you to configure the distance, cadence and throttle time of the fence for the talkgroup. Select the check box to enable the fields. Minimum and maximum distance for the Cadence is 20 to 5000 meters. For the Throttle Time, the minimum and maximum value is 5 to 900 seconds.
- **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 the Favorites for frequent usage.

  NOTE: The setting in the Notifications settings defines whether the fence cross notification is to be sent to members inside the fence, outside the fence or to both. For more information, refer to Notifications on page 227

- Click **Save** to create the fence.
- Click **Cancel** to cancel the action.

8 A **Geofence** icon displays on that talkgroup row in the **Contacts and Talkgroups** Window.

Figure 170: Geofence Icon in Contacts and talkgroups window



An error message `Talkgroup Name" has expired. Click manage fence to renew or delete the Fence?` displays if the fence to the talkgroup is expired.

NOTE: When you create a fence in ESRI online maps, you cannot drag the fence to change the radius. Enter the radius values manually.

18.2

Adding Fence Coordinates to the Favorites

You can save the fence coordinates by adding the fence to the favorites for frequent usage. You can add the fence coordinates to Favorites from **Create a fence** or **Fence Information** Window.

Procedure:

On the Geofence window, do one of the following:

- Click the **Eye** icon on the fence and select the **Favorite** icon from the **Fence Information** window.
- In the **Create a fence** Window, select the check box next to the **Add Fence** to favorites.

Postrequisites:
When you want to define the same fence coordinates for any talkgroup, you can choose the coordinates saved in the fence favorites.

To define the same fence, right-click on the talkgroup in the **Contacts and Talkgroups** Window and select the **Favorite** icon in the geofence window. Fences which have been added to the Favorited are shown. Select the fence to enable it.

18.3

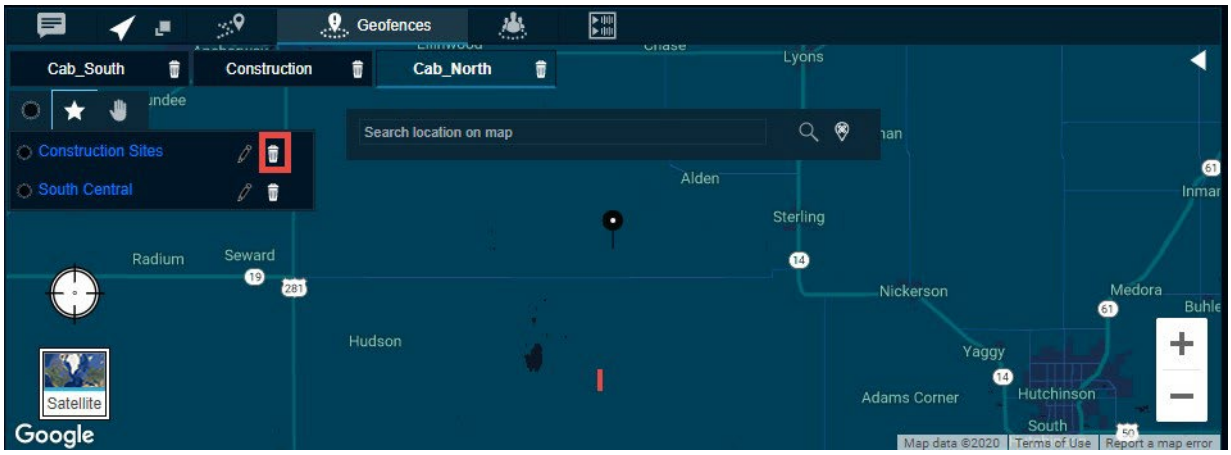
Removing Fence Coordinates from the Favorites

When and where to use: To remove the fence coordinates from the favorites, follow these steps:

Procedure:

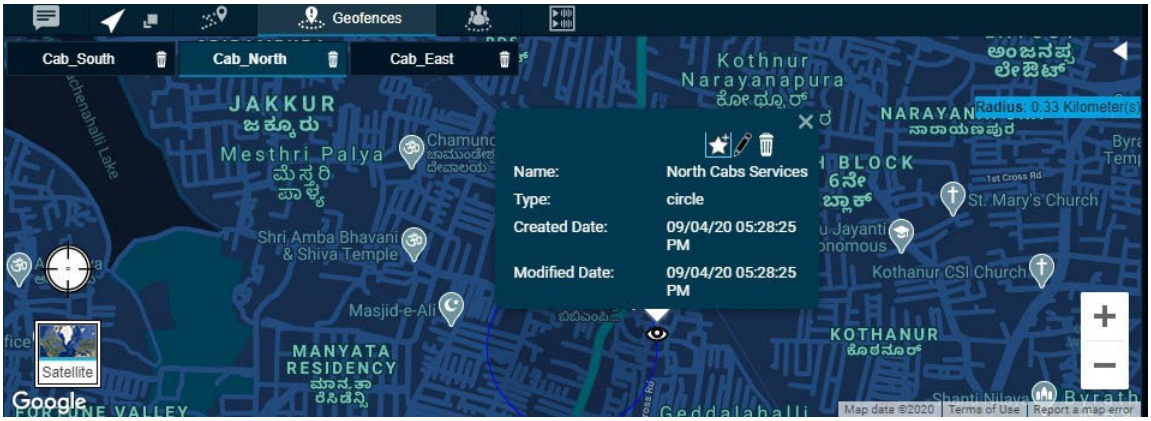
1. Right-click one of the talkgroups from the **Contacts and Talkgroups** window and select **Add geofence**.
2. A block is shown in the **Geofence** tab.
3. Select the **Favorites** icon. The fence coordinates added to the favorites.
4. Click the **Delete** icon next to the fence name.

Figure 171: Remove Fence from the Favorites



Clicking the **Eye** icon on the map displays the member fence information window.

Figure 172: Fence Information window



The information window shows the type of fence, name, created date, and modified date.

You can delete, modify, or add the fence created to the favorites from this information window.

18.4 Editing Fence

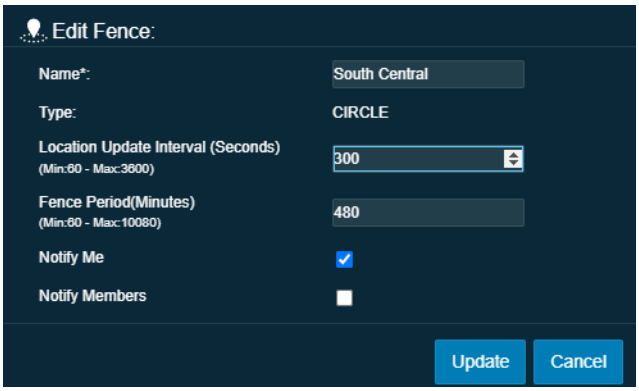
You can edit the name of the fence by clicking the **Favorites** icon in the **Geofence** tab.

When and where to use: To edit all other parameters, follow these steps:

Procedure:

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

Figure 173: Edit Fence Information



2 On the information window, click the **Edit** icon.

3 An **Edit Fence** Window displays. Modify the details.

- Click **Update** to save the changes.
- Click **Cancel** to cancel the action.

18.5 Deleting Fence

You can delete a fence, which you had previously created.

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

Procedure:

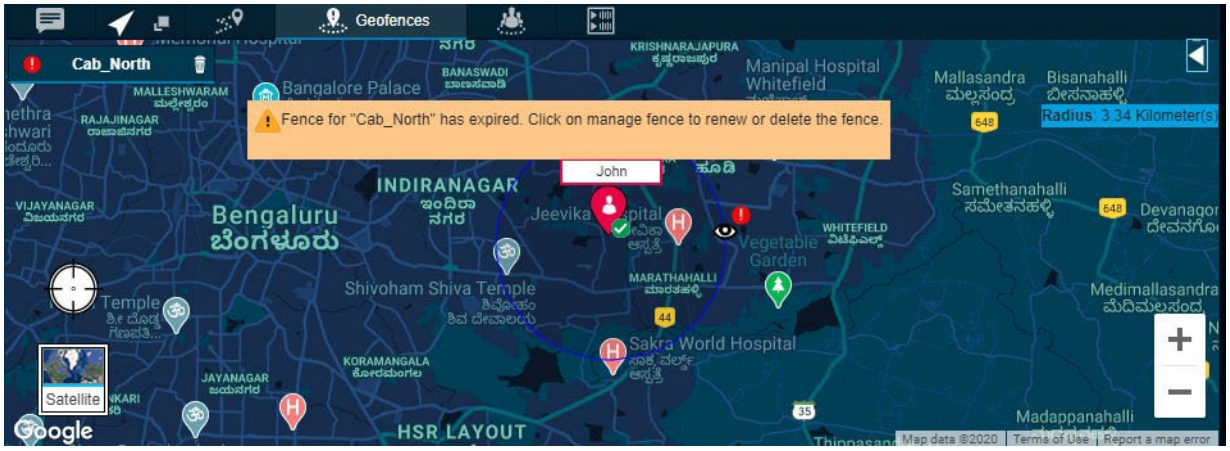
1 Click one of the following:

- **Delete** icon on the fence information window.
- **Close** icon next to talkgroup name in the **Geofence** tab.

2 A delete confirmation message `Are you sure you want to delete?` displays.

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

Figure 174: Fence Expired Error Message



18.6

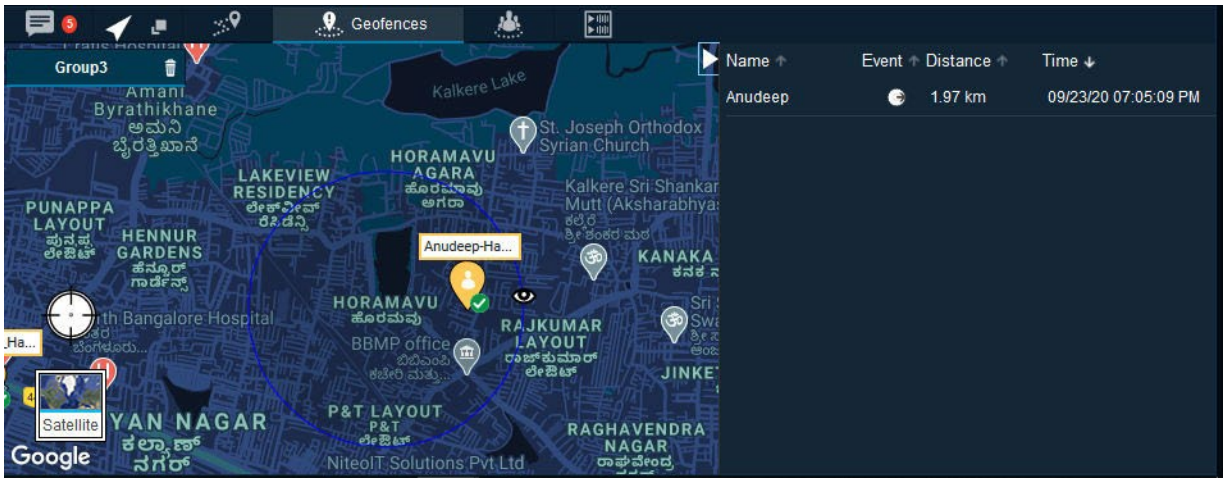
Geofence Event View

The Geofence event view for a talkgroup provides information of the fleet member activities associated with the fence. You can sort by Name, Event, Distance from the fence and time by clicking the column header.

The geofence event view window provides the following information:

- **Name-** Displays the name of the fleet member.
- **Event**- Inside or Outside the fence.
- **Distance**- The distance of the fleet member from the associated fence.
- **Time**- The date and time of the event occurred.

Figure 175: Geofence Event window



Chapter 19

Simultaneous Session (Optional)

Simultaneous Sessions is an optional feature for the Dispatch. Simultaneous Sessions allows a dispatcher to monitor up to 20 talkgroups simultaneously, if the affiliation feature is disabled. Separate audio and video controls are provided for each monitored talkgroup with independent transmit and receive permissions. Up to five additional dynamic sessions are available to allow for incoming and outgoing private, broadcast, quick group, ambient listening, discreet listening, and any calls that are not part of the **Monitoring** window. You can select multiple talkgroups from the **Monitoring** window and or fleet members from the **My Calls** window and transmit voice by using the **Call** icon.
The voice is transmitted to all the selected talkgroups and or fleet members. You cannot monitor My Talkgroup and Broadcast groups. If all dynamic sessions on **My Call** are busy, you cannot call or receive a new call until all the calls in **My Calls** end. Call in progress indication, along with talker identification, is shown for each simultaneous session.

Dispatch supports up to 5 video streams simultaneously. Dispatch User can move each streamed video window to a different screen. Dispatch Users can receive multiple videos on each affiliated group if the affiliation feature is enabled. If affiliation is disabled, an indication of an in-progress video session on monitored groups is provided. Dispatch User can pop out a particular session and expand to full screen. Users can drop and rejoin any of the active streaming video sessions.

Figure 176: Simultaneous Session-Audio and Mic Controls

The simultaneous session allows the dispatcher to choose the input microphone, mute, unmute, and control the volume for each monitored talkgroup and contact independently. You can also choose the master audio settings to control the volume and microphone for all the talkgroups and contacts in the **Monitoring** and **My Calls** window. Changing the volume and input microphone in the master audio settings affects all the talkgroups and contacts. If you want to use a specific microphone and speaker for all the selected talkgroups and/or contacts, configure the microphone and speaker

selected under the **Monitoring** and/or **My Calls Master Audio Settings**. For unselected talkgroups and contacts configure the **Default** microphone and speaker.

19.1

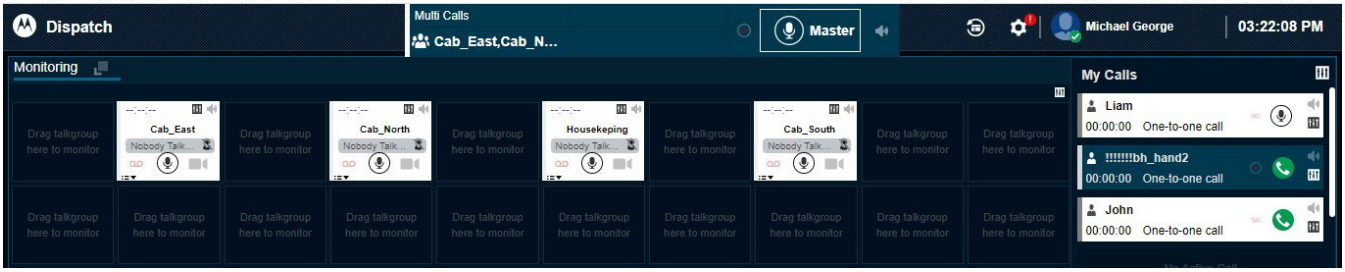
Initiating Multi-session Calls

You can initiate multi-session calls for the contacts, talkgroups, or both at a time from the Dispatch.

Procedure:

1. To manage multiple calls at the same time, ensure that the contacts and/or talkgroups are in the **My Calls** and/or **Monitoring** Window.
2. Right-click the contact and/or talkgroup name and select **Add to selection**. You can also use the CTRL button+Left click to select the contacts and/or talkgroups.

   Figure 177: Select Talkgroups and Contacts- Multiple Calls



3. The **Master Call Activity** Window displays all the contacts and/or talkgroups that you select.
4. To make a PTT call and transmit voice, click the **Call** icon in the **Master Call Activity** Window.

The following information displays in the **Master 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 (PTT icon black), or someone else is talking (only border and PTT icon blue).
- The yellow solid bar on the left turns yellow in the respective talker window and **Master Call Activity** window. When you take the floor, the solid bar on the left turns red on the respective monitored talkgroup call and **My Calls** Window and **Master Call Activity** Window.
- The name of the selected contacts and/or talkgroups shows on the bottom left.
- The name of the person speaking shows next to the name of the talkgroup.
- The **Record** button can be used to record the call.
- An **Audio Control** icon in each talkgroup and one-to-one call in the **Monitoring** and **My Calls** Window is available to control the call volume. You can also choose the voice output of the calls to play from a different speaker from the **Audio Control** icon.
- A **Speaker** icon for each call is available to mute the voice output in the **Master Call Activity**, **Monitoring**, and **My Calls** Window.
- To deselect the talkgroups or contact, right-click the name and select **Remove Selection**.

Chapter 20

Affiliation (Optional)

If the Affiliation feature is enabled for the Dispatch, then you can Affiliate to a set of communication events for a specific talkgroup by adding the talkgroup to the **Monitoring** window. If Affiliation is disabled, then you can Affiliate to a set of communication events by adding talkgroups to the **Monitoring** window and assigning priority (Priority 1 to 3 or No Priority). There is no change in the interaction behavior for members, where the affiliation feature is disabled.

NOTE: For the non-simultaneous sessions, if you select the talkgroup to **Monitor Only** then the talkgroup is not an affiliated talkgroup.

NOTE: Broadcast groups do not support affiliation features. The maximum number of talkgroups that can be monitored for affiliation is configurable: (0 to 100; default is 25). The number of monitored talkgroups are less than or equal to the configured number of affiliation monitoring talkgroups.

20.1

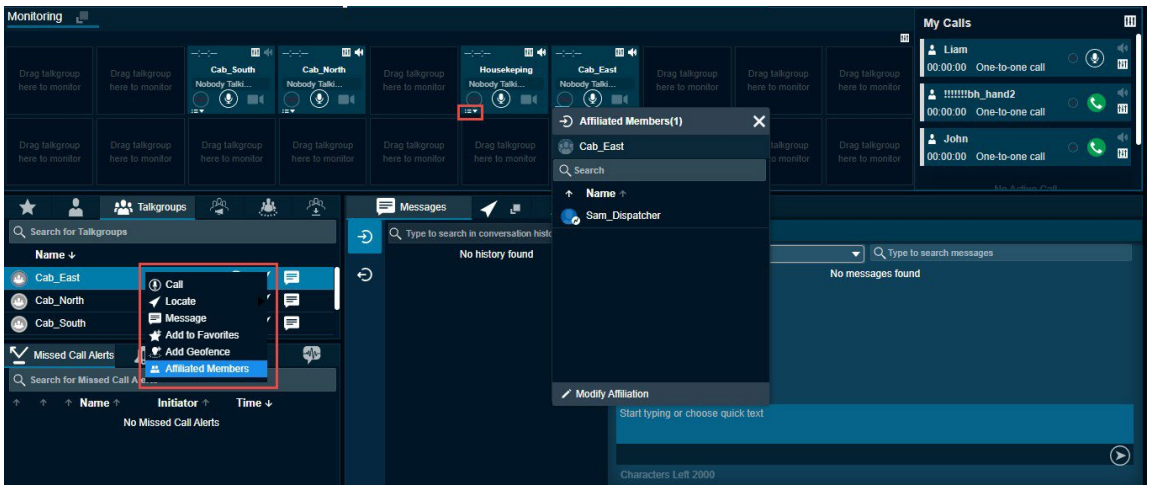
Affiliating a Contact to a Talkgroup

If the member is scanned or affiliated to a talkgroup you can change the affiliated talkgroup of the fleet member to another talkgroup.

Procedure:

1 To view the members available for affiliation in the talkgroup, do one of the following:

Figure 178: View Talkgroup Affiliation

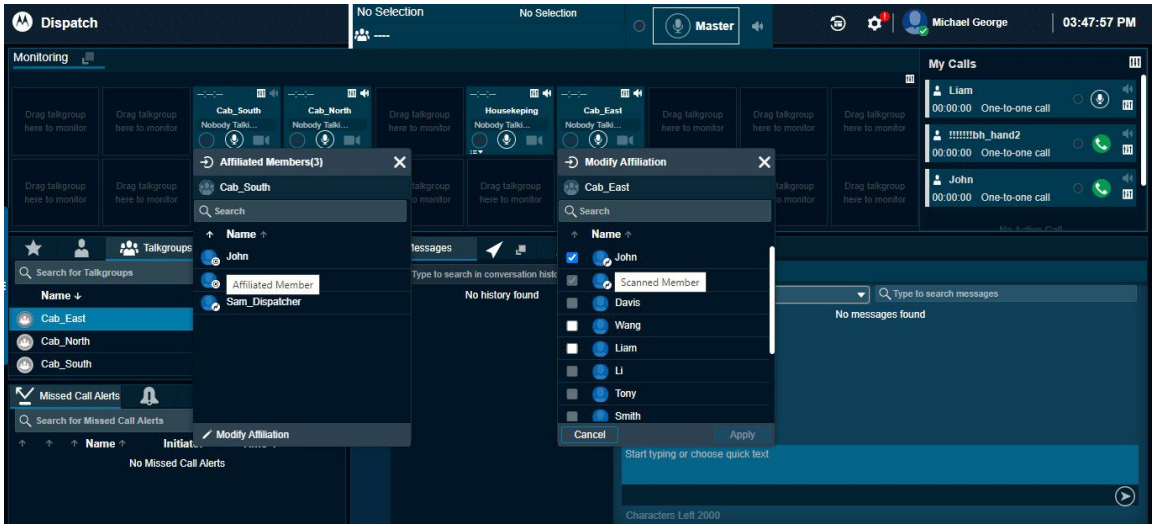


- From the **Talkgroups** tab, right-click and select **Affiliated Members**.
- From the **Monitoring** window, click the **View Affiliated Members** icon.

2 An **Affiliated Members** window displays and shows all the affiliated and scanned members on the talkgroup.

3 Click the **Modify Affiliation** icon at the bottom.

Figure 179: Modify Affiliation



4 The window shows all the affiliated, scanned, and unaffiliated members of the talkgroup.

5 Select the check box next to the name of the member whom you want to affiliate to the talkgroup.

6 Click **Apply**.

The **Affiliated Members** window shows the member that you affiliate with a confirmation message.

Postrequisites: Click the **Close** icon.

20.2 De-Affiliating a Contact from a Talkgroup

You can de-affiliate members that are currently affiliated in a talkgroup.

Procedure:

1 To view the members available for affiliation on the talkgroup, do one of the following:

- From the **Talkgroups** tab, right-click and select **Affiliated Members**.
- From the **Monitoring** window, click the **View Affiliated Members** icon.

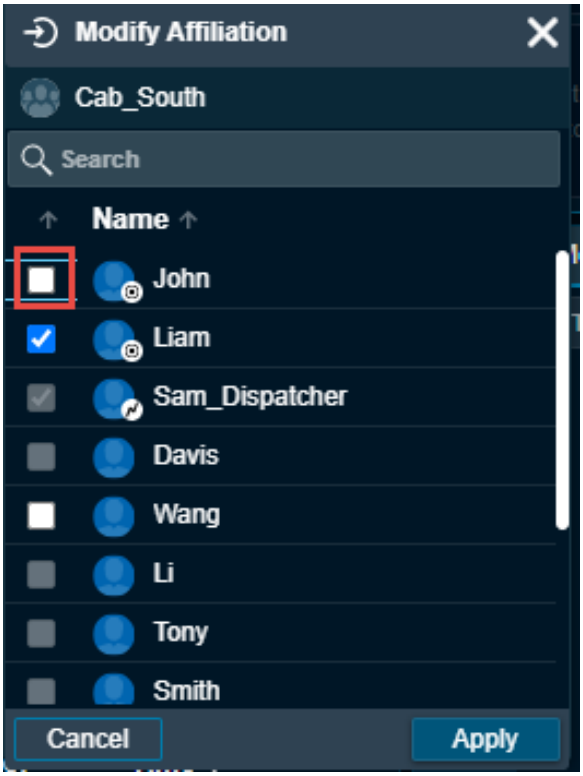
2 An **Affiliated Members** window displays and shows all the affiliated and scanned members on the talkgroup.

3 Click the **Modify Affiliation** icon.

4 The window shows all the affiliated, scanned, and unaffiliated members of the talkgroup.

5 Clear the check box next to the name of the member whom you want to de-affiliate.

Figure 180: De-affiliate a Contact from a Talkgroup



6 Click **Apply**. A de-affiliation confirmation message displays.

Chapter 21

Affiliation Monitoring (Optional)

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

With Affiliation Monitoring, you can request to show the affiliated member list for a talkgroup or affiliated talkgroup list for a contact. When you do affiliation monitoring for a talkgroup, a Scanned and Selected icon shows on the profile of the member to identify the scanned and selected member of the talkgroup. A member in an emergency icon shows if the selected member of the talkgroup is in an emergency. You can view the talkgroups to which a particular fleet member is affiliated. You are authorized only for affiliation monitoring to your contacts and talkgroups. You receive a notification of any change in the affiliation of members to an affiliation monitored talkgroup. Mission Critical users, which are provisioned with the Affiliation feature can affiliate to all services. The services or events include Call, Messaging, Operational Status Messaging, Location, and Video. The user with the affiliation features can be affiliated to the CAT assigned and Area-Based talkgroups.

21.1 Viewing Affiliated Talkgroups or Members in a Talkgroup

If the Affiliation feature is enabled for the Dispatch, then you can view the affiliated talkgroups or the members affiliated in a talkgroup.

Procedure:

1. From the **Contacts and talkgroups** tab, select the talkgroup.
2. Right-click the talkgroup and select **Affiliated Members**.
3. If the talkgroup is on the **Monitoring** Window then click the **Affiliated Member List** icon in that talkgroup.
4. An **Affiliated Members** Window displays with the members count with the affiliated members list.

   If the member is scanned in the talkgroup, then a Scanned icon shows in the profile of the member. If the member is affiliated to the talkgroup then a Selected icon shows in the profile of the member.

   If you have located the talkgroups on the map, then you can view the affiliated, unaffiliated or all the located members on the map from the **Map Selection List** Window. In the **Talkgroups** tab under the **Map Selection List** Window, select either **All**, **Affiliated** or **Non-Affiliated** from the drop-down to show the respective fleet members on the map.

Chapter 22

Remote Group Affiliation (Optional)

Remote Talkgroup Select allows you to affiliate a member of a talkgroup from the Dispatch (user with affiliation feature enabled). Dispatch with remote group affiliation feature is authorized to perform remote group affiliation for all Dispatch contacts with affiliation feature and to the talkgroups.

Dispatch shows a notification when you change the affiliation of talkgroups for a member. If a contact is temporarily not reachable, offline, or in an emergency state, you receive a failure notification. Upon changing the selected talkgroup of a contact, the contact starts receiving audio from the selected talkgroup whenever there is an active communication ongoing in the talkgroup. If the contact is in an active PTT call on any selected talkgroup, then the PTT call ends for the contact, and the contact is forced to go to the talkgroup that you select.

NOTE: Dispatch cannot display the name of the talkgroup for an affiliated talkgroup of its contacts if the Dispatch is not a member of the talkgroup.

NOTE: You cannot perform remote group affiliation for Broadcast, My Talkgroup, and Area Talkgroup.

NOTE: Dispatch cannot display the name of the talkgroup for an affiliated talkgroup of its contacts if the Dispatch is not a member of the talkgroup.

Chapter 23

Video Streaming (Optional)

Video streaming allows you to receive video streams from fleet members capable of video streaming. The Dispatch supports two types of video streaming: Video Push and Video Pull.

NOTE: Video live streams are not recorded in Dispatch, even if the voice recording feature is enabled for PTT calls.

- **Video Push**
  The video stream is received from the contact or fleet member and the Dispatch has an option to manually accept or auto accept the incoming video based on the Dispatch settings. The video stream can be received from a contact or talkgroup.
- **Video Pull**
  If you are an authorized user to a contact, you can remotely request a streaming video from a contact. The video pull request can be of two types:
  - **Confirmed Video Pull (Request)**
    The video stream starts only after the confirmation of the recipient or contact.
  - **Unconfirmed Video Pull (Demand)**
    The video stream starts on the handset device of the recipient automatically without acceptance from the recipient explicitly.

Once video streaming starts, the video is viewed in a separate floating window on your Dispatch browser tab. You can move the video display anywhere within the Dispatch browser tab.

NOTE: Dispatch does not support video streaming features in Internet Explorer (IE). Video streaming works only when you sign in to the Dispatch in Chrome, Firefox, and Edge browsers.

23.1 Initiating a Video Stream (Video Stream Pull)

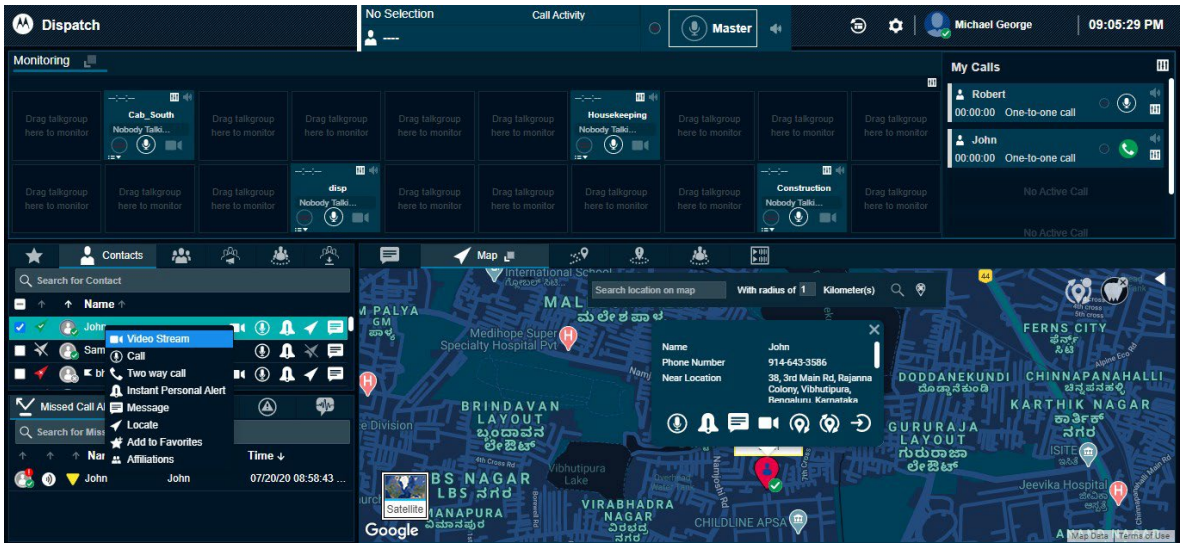
When and where to use: To request a video session from a fleet member, follow these steps:

Procedure:

1 Click the **Stream Video** icon from one of the following sections:

- Click the **Stream Video** icon next to the contact from the **Contacts and Talkgroups** or **Map Information** window of a contact on the Map.
- Select and right-click on the contact or alert from the **Contacts and Talkgroups** or **Alerts** Window respectively and select **Open Video Stream**.
- From the **Message** tab, click the **Stream Video** icon on the fleet member message block.

Figure 181: Initiate Video Streaming



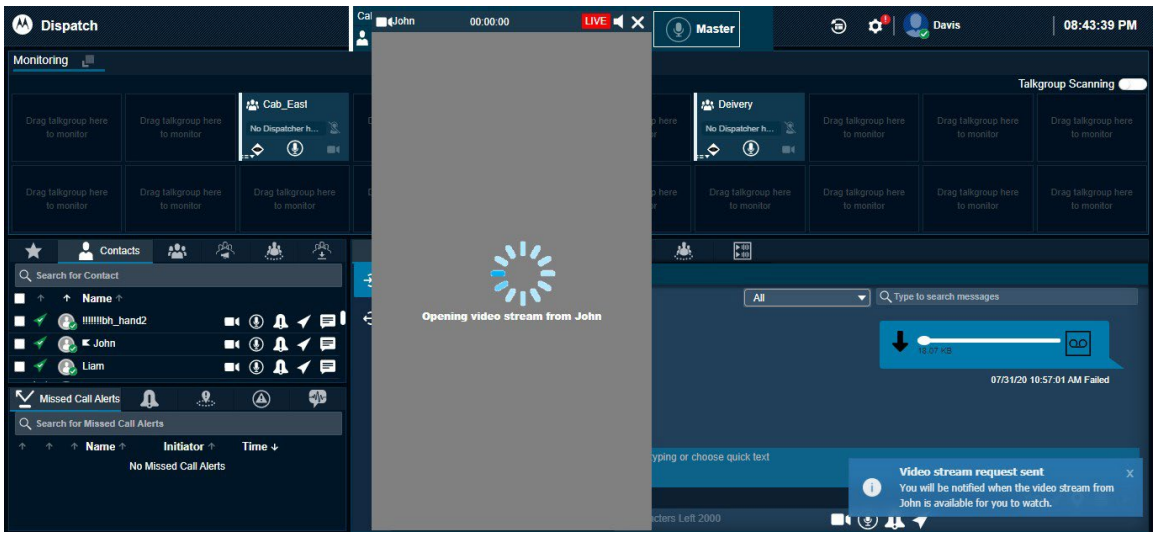
2 A video streaming initiation confirmation message `Live Stream Video may be pulled from the remote device by Request, which allows the user to voluntarily send a video stream, or on Demand, which pulls video involuntarily.` displays.

- To start the video stream, click **Demand**. A video streaming block pops-up and the video stream starts.
- To send a request to stream the video, click **Request**.
- To cancel the action, click **Cancel**.

NOTE: The Demand button is disabled if you are not authorized for the automatic or unconfirmed video pull.

3 A notification of the request shows.

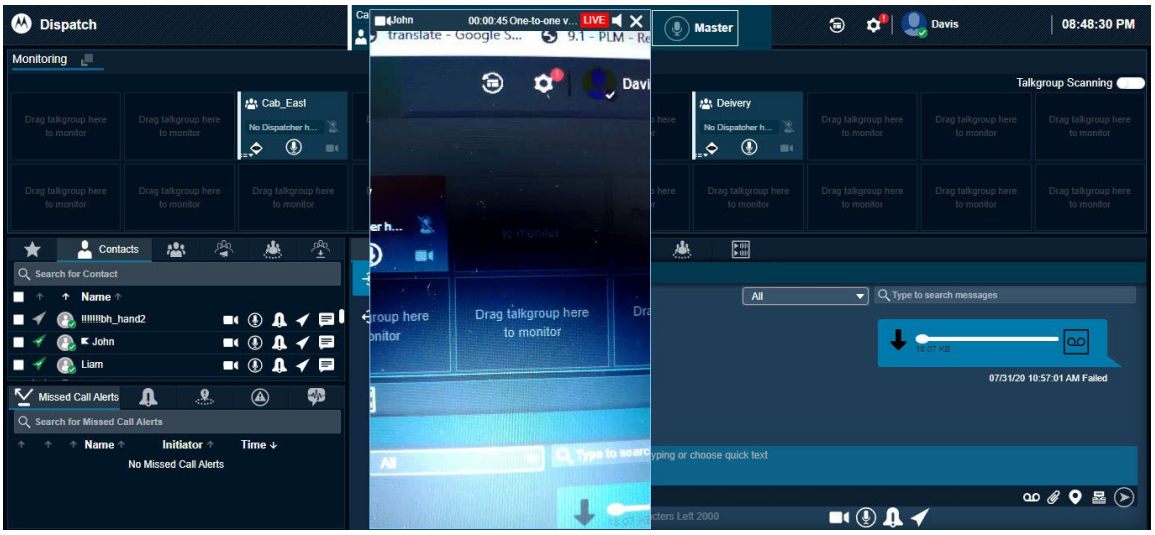
Figure 182: Video Stream Request Notification



4 Once the fleet member accepts the video pull request, a video streaming block pops-up, and the video stream starts.

Once the video streaming starts, you can drag the block anywhere on the Dispatch browser.

Figure 183: Video Streaming



To end the video stream, click the **Close** icon in the video streaming block. You can mute and unmute the audio by clicking the **Speaker** icon in the video streaming block.

23.2 Received Video Call (Video Stream Push)

When you receive an incoming video call (one-to-one or talkgroup call by a member), the call shows either in the **Monitoring** Window (if the talkgroup is being monitored) or with a message (in case of one-to-one or talkgroup). Depending on the settings, you can answer the call in two ways:

- **Polite Answer**
  You can choose to accept or reject the received video session request.
- **Auto Answer**
  The incoming video session request is automatically accepted and played. No selection is available for you to choose.

23.2.1 Initiating a Talkgroup (When Not Monitored) or One-to-one Video Call

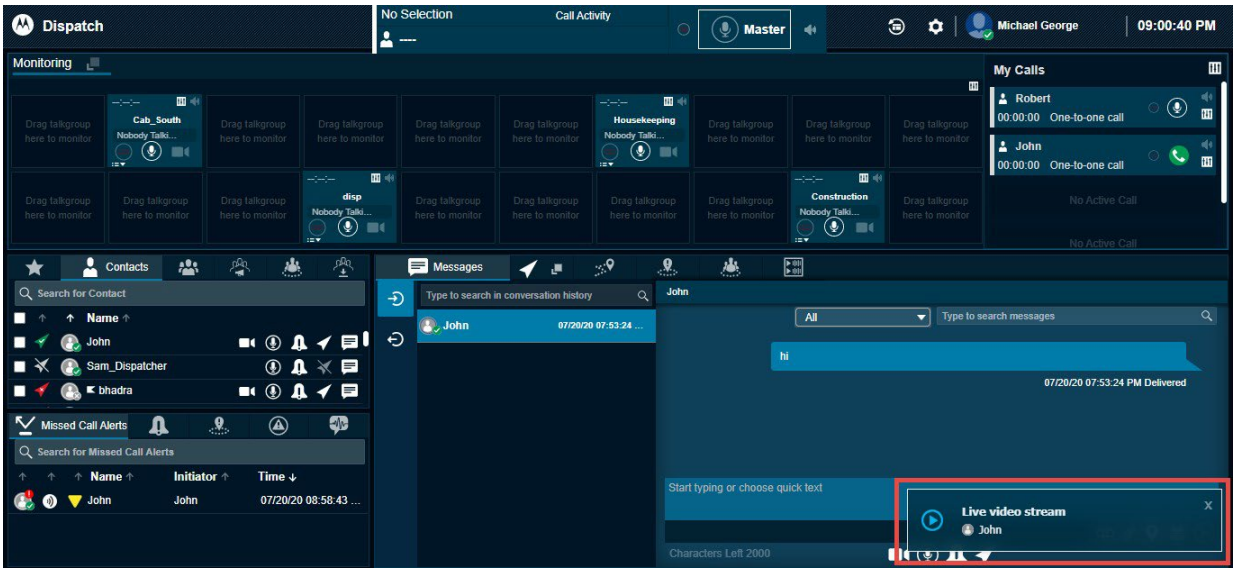
When a fleet member in a talkgroup initiates a video stream, a notification alert is shown in the Dispatch.

When and where to use: To join the received video call, follow these steps:

Procedure:

1 When you receive a talkgroup (when not monitored) or one-to-on video call, a streaming request notification displays.

Figure 184: Received Video Call Streaming Request



2 Click the streaming request notification. A video streaming block pops-up and the video stream starts with a notification indicating that the stream started successfully. To reject the request, click the **Close** icon. A missed video call alert shows in the **Alert** tab.

23.2.2

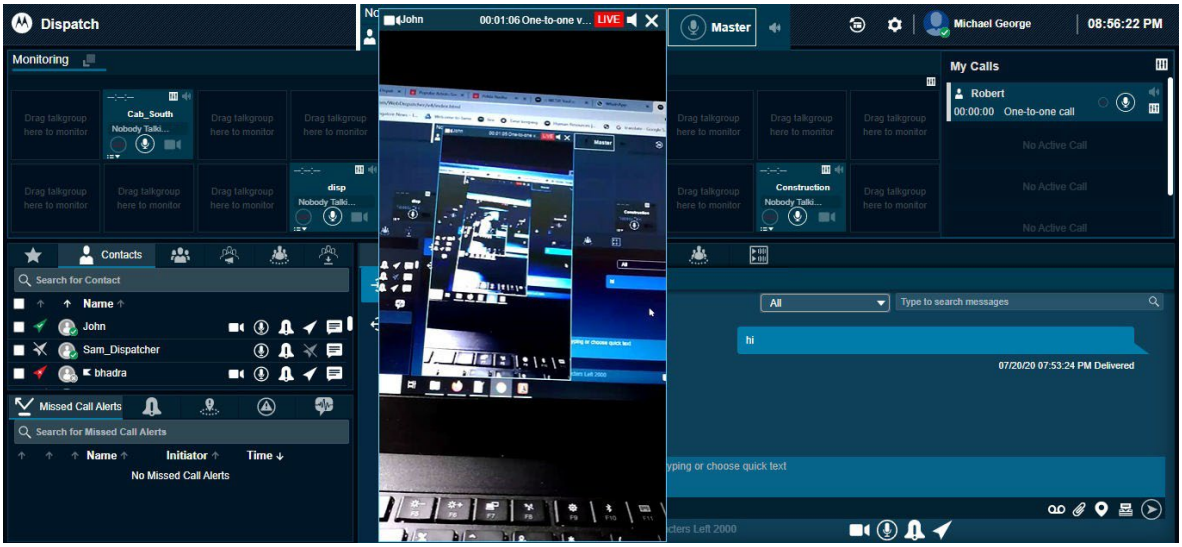
Initiating a Talkgroup Video Call (When Being Monitored)

When a fleet member in a talkgroup that is being monitored initiates a video stream, a notification alert is shown in the Dispatch

Procedure:

1 When you receive a talkgroup video call, an indication of the call shows on that **Monitored** talkgroup along with the streaming request notification.

Figure 185: Received Talkgroup Video Call-Monitored Talkgroup



2 To join the call, click the **Video Stream** icon on the scanned talkgroup block or **notification**.

3 A video streaming block pops-up and the video stream starts with a notification indicating that the stream started successfully.

4 To reject the streaming request, click the **Close** icon on the notification. A missed video call alert shows under the **Alert** tab.

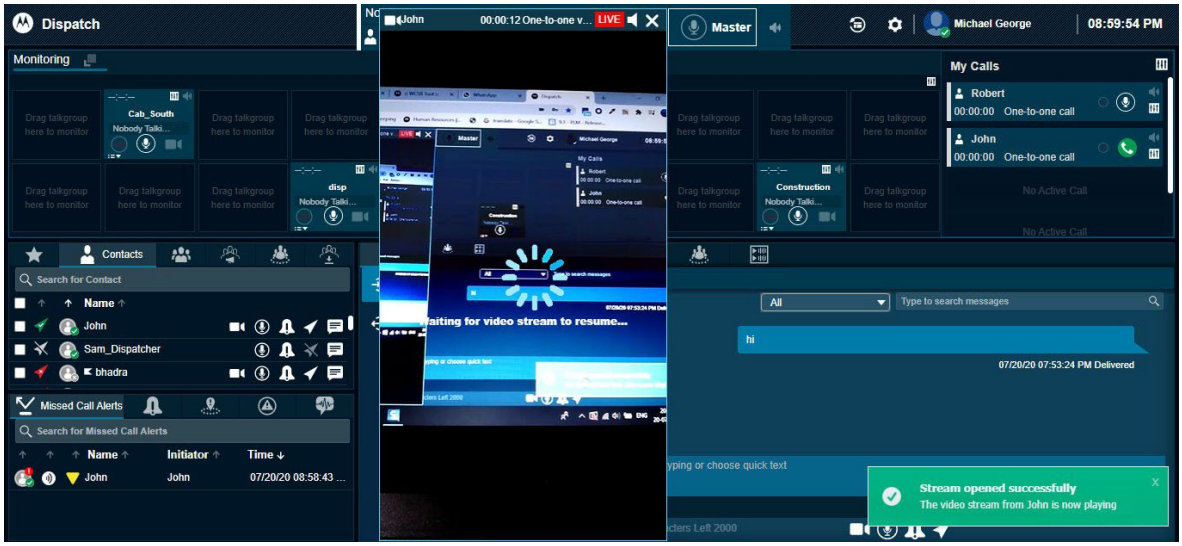
NOTE: If the talkgroup on which the video stream is placed is kept for monitoring under the **Monitoring** window, then the call lands here simultaneously along with the incoming notification. You can join the call later by clicking the **Video Stream** icon even after clicking **Ignore** until that call ends.

Once the video streaming starts, you can move the video anywhere on the Dispatch browser. You can mute and unmute the audio by clicking the **Speaker** icon in the video streaming block.

Clicking the **Close** icon in the streaming request notification ends the incoming streaming request and a missed video call alert shows under **Alerts** tab.

If the fleet member who has initiated the video call pauses the stream, then a pop-up block displays.

Figure 186: Video Streaming Paused



The fleet member can resume the streaming anytime and continue the video call streaming again.

NOTE: If you are already in an ongoing video stream and you receive a video stream request, the Dispatch rejects the new request. The new video stream request shows in the **Missed Call Alerts** tab under the **Alerts** window.

Chapter 24

Emergency (Optional)

Emergency allows you to declare an emergency on behalf of a fleet member and participate in the emergency call to provide needed assistance. You can initiate an emergency on behalf of the fleet member and participate in case of any life-threatening situation. Emergency calls are always the highest priority 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 perform a user check before initiating an emergency from the **User Check** Window.

If an emergency state is declared and you are a participant of the emergency destinations, an emergency alert shows under the **Emergency Alerts** tab. Depending on the Corporate Admin Tool configuration, you receive an alert and an emergency call. You can see the other dispatcher participants in the emergency call. If you are on another ongoing PTT, broadcast, or scanned talkgroup call, and an emergency call starts, the emergency call will pre-empt the current call, and you join that emergency call. If you are already on an emergency call and you receive a new emergency call, the new emergency call shows under the **Emergency Alert** tab. You can end the ongoing emergency call and join another emergency call. You can also cancel the emergency for the fleet member. Select the reason for the emergency cancellation by marking if the emergency declared is False or Valid.

Multiple fleet members on the same talkgroup can be in an emergency state simultaneously. When a fleet member initiates an emergency to a talkgroup that is already in an emergency, an alert is received in the **Emergency Alerts** Window. The Talkgroup stays in an emergency until the last member on talkgroup in the emergency state cancels the emergency. If needed, you can also cancel the emergency for an individual member in the talkgroup.

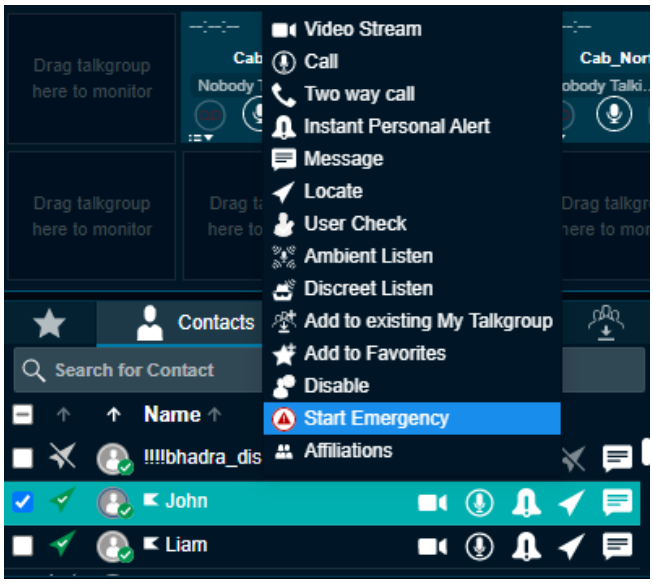
24.1 Initiating an Emergency

You can initiate an emergency on the fleet member device, which sends alerts to all the configured destinations of the fleet member.

Procedure:

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

Figure 187: Start Emergency-Contacts and Talkgroups Window



NOTE: Ensure that the presence status of the fleet member is “Available” or “DND” to which the emergency is being initiated.

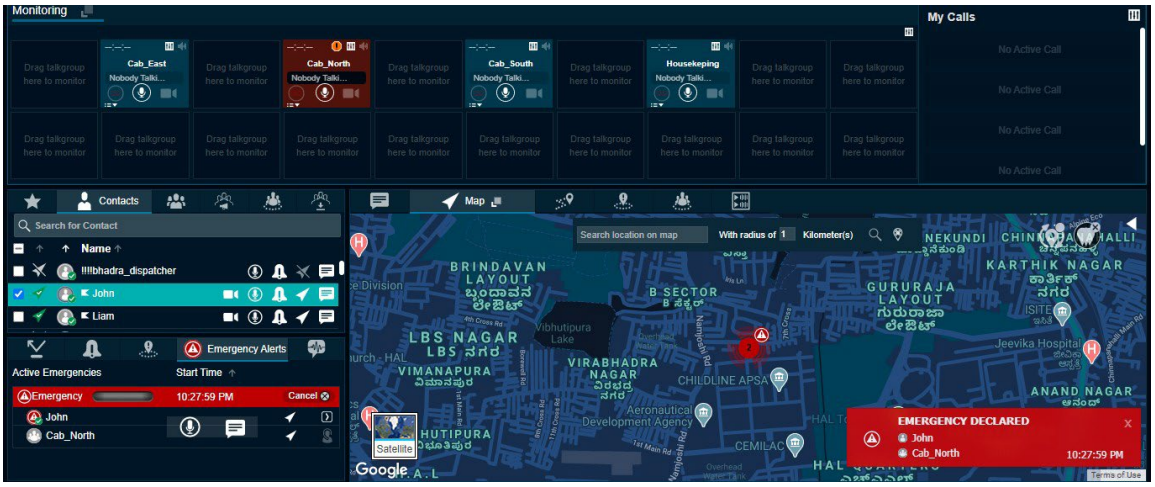
2 Right-click and select **Start Emergency**.

3 A "START EMERGENCY" confirmation message `You are starting an Emergency condition for "Member name. Do you want to continue?` displays.

- Click **Start Emergency** to start the emergency.
- Click **Cancel** to cancel the emergency initiation.

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

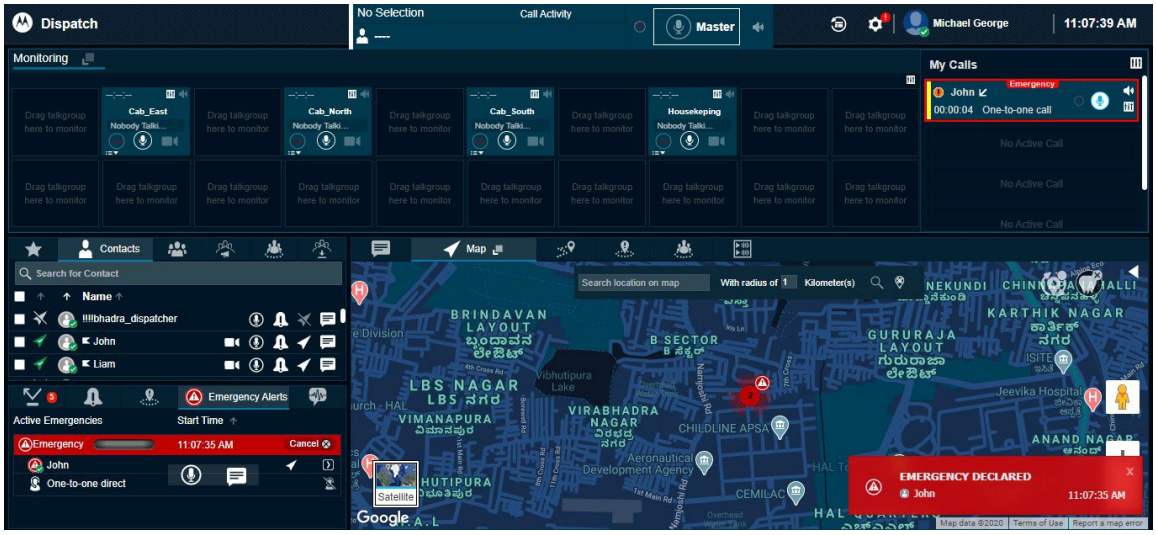
Figure 188: Message- Start Emergency



If the emergency destination is set to a talkgroup that is placed on the **Monitoring** Window, the monitored talkgroup shows the emergency. You do not receive the emergency for unaffiliated talkgroups.

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

Figure 189: Automatic Emergency Initiation



24.2
Actions on Received Emergency

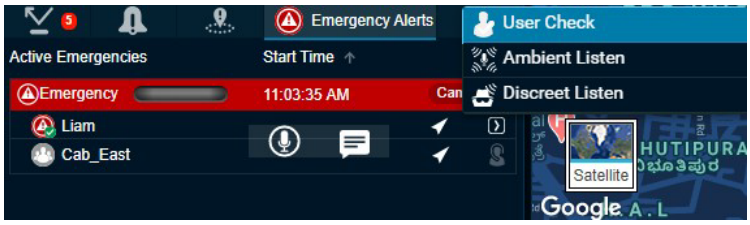
If an emergency is initiated and you are part of that emergency destination, you receive an alert that shows in the **Emergency Alert** tab under the **Alerts** Window, talkgroup on the **Monitoring** Window, and **My Calls** Window for a one-to-one emergency destination. If the emergency destination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

On the alert, click one of the following:

- **Call** icon to call. The call is placed to the configured destination.
- **Locate** icon to locate the fleet member or the talkgroup member (if the destination is set to talkgroup) on the map.
- **Message** icon to send a message (text, multimedia, and location). The message is sent to the configured destination.
- **More** icon and initiate user check, ambient listening, and discreet listening.

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

Figure 190: Initiate User Monitoring-Emergency Alerts



24.3 Canceling an Emergency

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

Procedure:

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

Figure 191: Cancel Emergency-Emergency Alert window

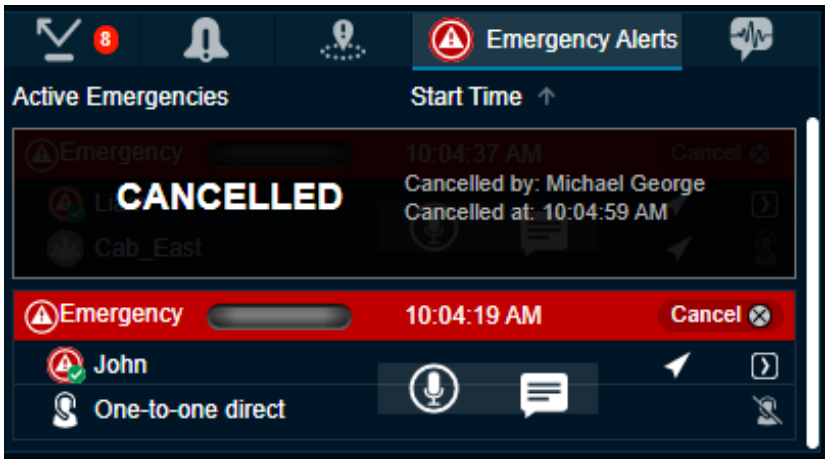
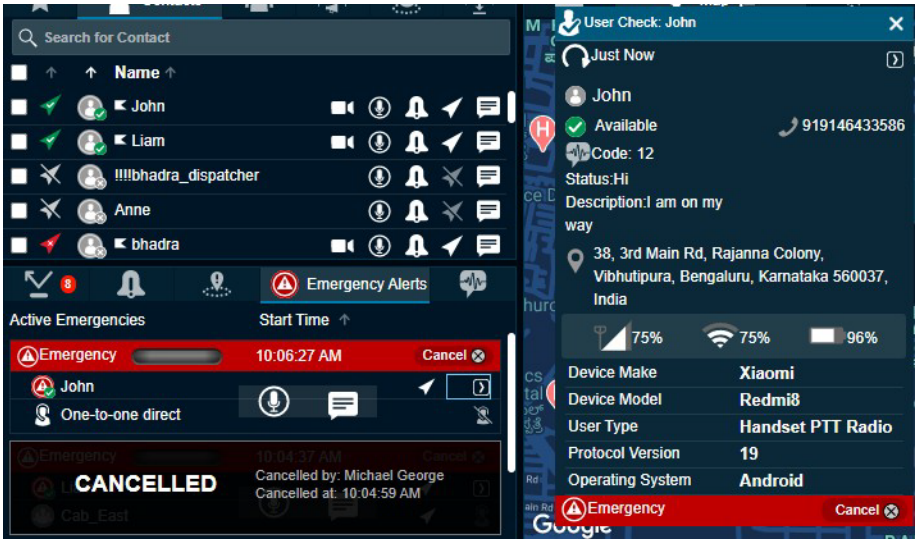
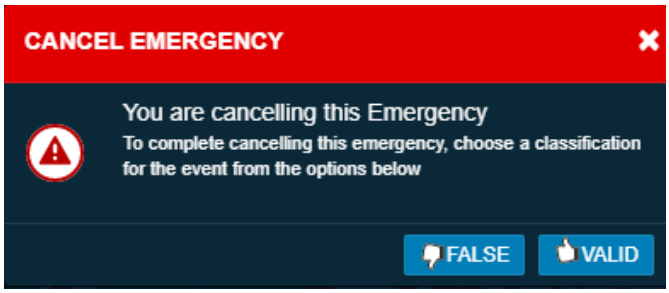


Figure 192: Cancel Emergency-User Check window



2 A confirm emergency confirmation box displays.

Figure 193: Confirm Emergency Confirmation Box



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

Chapter 25

User Monitoring (Optional)

The User monitoring allows you to collect information related to the fleet member who is not responding to calls, IPAs, or messages. After evaluating the provided information, you can take necessary actions.

It is the Customer's responsibility to obtain any necessary User consent and/or waivers when making use of these monitoring capabilities.

User monitoring proves you take the following actions:

- **User Check** - User check allows you to view the details of the fleet member and their device.
- **Ambient Listen** - Ambient Listening allows you to activate the device microphone of the fleet member remotely to listen to the surroundings without the user's knowledge and take necessary actions such as remote emergency and enable or disable the device of the member.
  The duration of the ambient listening depends on the server configuration (Minimum: 1 min or 60 secs, Maximum: 1440 min or 86,400 sec, Default: 60 min or 3600 secs). The ambient listening is interrupted if you receive an emergency call or the fleet member (target user) makes or receives a PTT call on their device. Once the emergency or call on the device of the fleet member ends, the ambient listening is reconnected automatically until the maximum duration of the ambient listening call is expired or you choose to end the call. The ambient listening is recorded and when it ends, the recording is created and automatically stored in the call history. You can click the **More** icon in the **User Check** window and select Ambient Listen from the **User Check** window or initiate ambient listening as previously mentioned.
- **Discreet Listen** - Discreet listening allows you to listen to any call to and from the member that you select without the user's knowledge. You can listen to the conversations on devices of the fleet member. The discreet listening records and when it 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 Discreet Listen or initiate discreet listening as previously mentioned. The Discreet Listening start shows in the **My Calls or Master Call Activity** Window for the Dispatch with or without Simultaneous Session respectively. If the target user enters or participates in an emergency call on a talkgroup, authorized user can also initiate discreet listening and monitor those calls.
- **Disable or Enable the fleet member** - You can disable or enable the device of the fleet member remotely. Once disabled, you cannot make PTT calls and send messages to that fleet member. The fleet member shows as disabled in the Dispatch. If needed, you can enable the fleet member later.

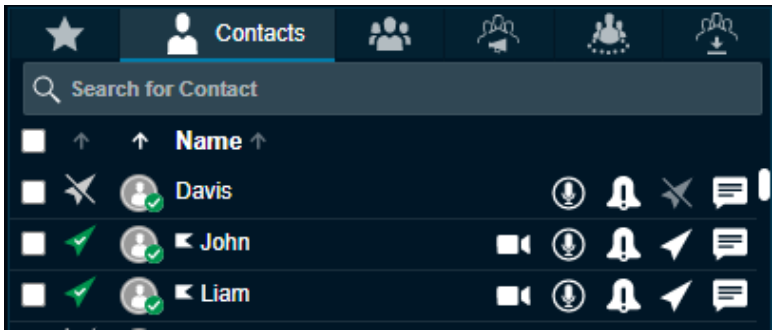
25.1 Activating a User Check

The User check allows you to view the details of the fleet member and their device.

Procedure:

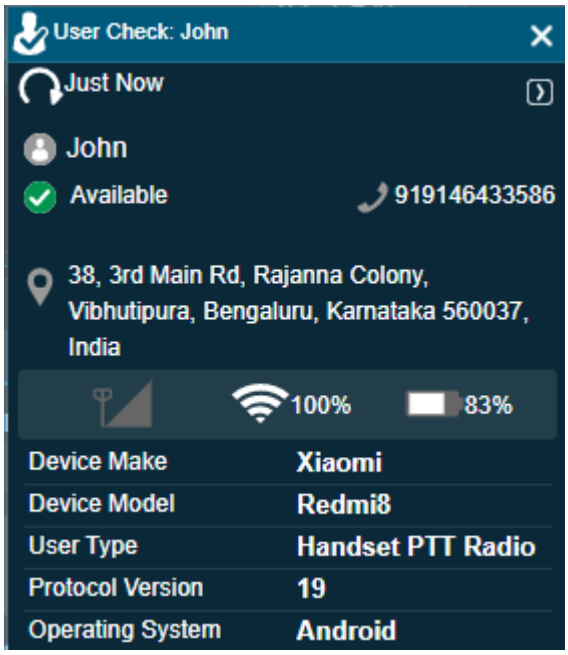
1 From the **Contacts and Talkgroups** Window, select the fleet member for whom you want to do the user check.

Figure 194: Activate User Check-Contacts and Talkgroups window



2 Right-click and select **User Check**. A **User Check** information window displays.

Figure 195: User Check Information Window



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

- Name of the fleet member
- Presence status
- Phone number
- Status message details
- Location of the fleet member
- Signal strength of Wi-Fi or LTE on the device of the member
- Battery status
- Emergency state
- Last update time
- Device Make and Model
- User Type

- Protocol Version
- Operating System

Click the **Refresh** icon to refresh the information that shows in the **User Check** Window. You can click the **More** icon in the **User Check** Window and select to do a User Check for that fleet member. A cancel emergency indication is shown if an emergency has been initiated for the selected user.

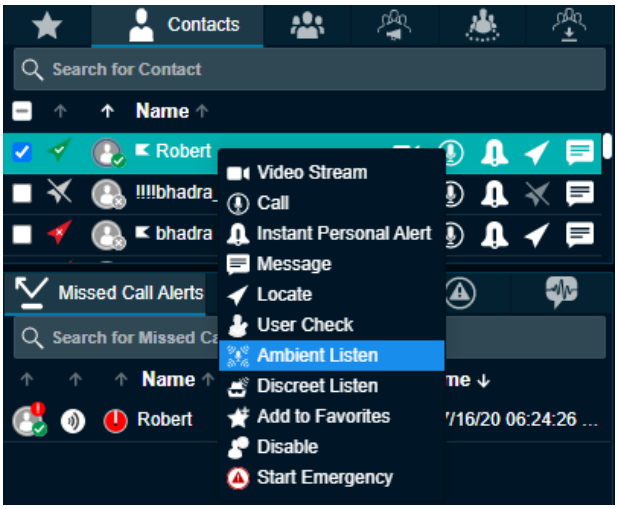
25.2 Initiating an Ambient Listen

You can initiate ambient listen on the fleet member device, which opens the device mic and allows you to listen to the surroundings.

Procedure:

1 From the **Contacts and Talkgroups** window, select the fleet member for whom ambient listening is desired.

Figure 196: Ambient Listen

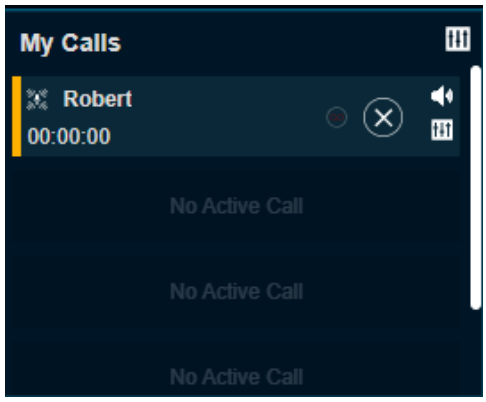


2 Right-click and select **Ambient Listen**. A Begin Ambient Listening confirmation message `Enabling Ambient Listening will open the microphone of the selected user's device and allow you to hear all ambient audio. The Ambient Listening session will end when the user makes or receives a call.` displays.

NOTE: If the contact is in an ongoing call, then you cannot ambient listen to the contact until the ongoing call ends.

- Click **Continue** to start the Ambient listen.
- Click **Cancel** to cancel the action.

Figure 197: Ambient Listen- My Calls window



NOTE: If Simultaneous Session is enabled for the Dispatch, you cannot do ambient listening and one-to-one call for the same contact at a time.

3 To stop the ambient listen, click the **Stop Ambient Listen** icon in the **My Calls** window.

25.3

Initiating a Discreet Listen

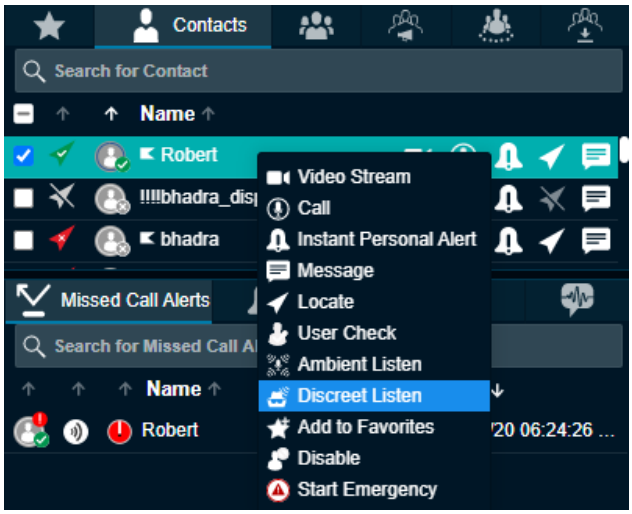
You can initiate discreet listen on the fleet member device, which opens the device mic and allows you to listen to the conversations.

NOTE: Broadcast calls and full duplex calls are not supported for Discreet Listening.

Procedure:

1 From the **Contacts and Talkgroups** Window, select the fleet member for whom discreet listening is desired.

Figure 198: Discreet Listen



2 Right-click and select **Discreet Listen**. A Begin Discreet Listening confirmation message `A Discreet Listening session taps the selected user's device allowing you to listen to all active private (one-to-one) and talkgroup PTT calls You`

will not hear any other PTT calls during an active Discreet Listening session displays.

NOTE: If Simultaneous Session is enabled for the Dispatch, then you cannot do discreet listening and one-to-one call for the same contact at a time.

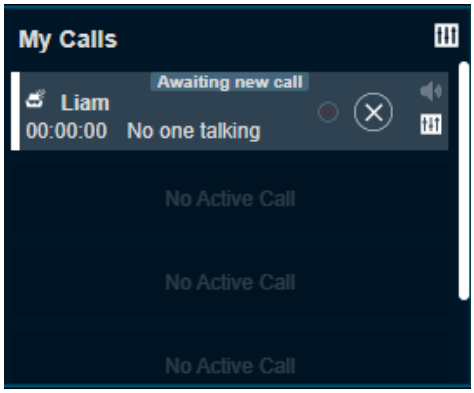
3 The PTT icon in the **My Calls** or **Master Call Activity** window changes to Discreet listen.

4 To exit from the ongoing discreet call, click the **End Discreet Listening** icon in the **My Calls** or **Master Call Activity** window.

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

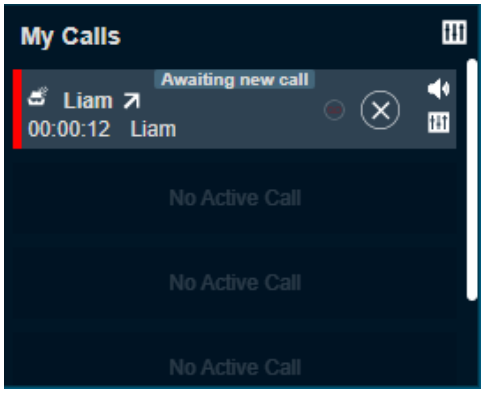
5 To end the discreet listen, click the **End Discreet Listening** icon in the **My Calls** or **Master Call Activity** for window.

Figure 199: Discreet Listen- Call Activity Window



If there is any call on the device of the fleet member, the call timer in the call activity window starts and conversations are recorded and stored in the **Call Logs** under the **Logs** tab.

Figure 200: Ongoing call- Discreet Listen



25.4

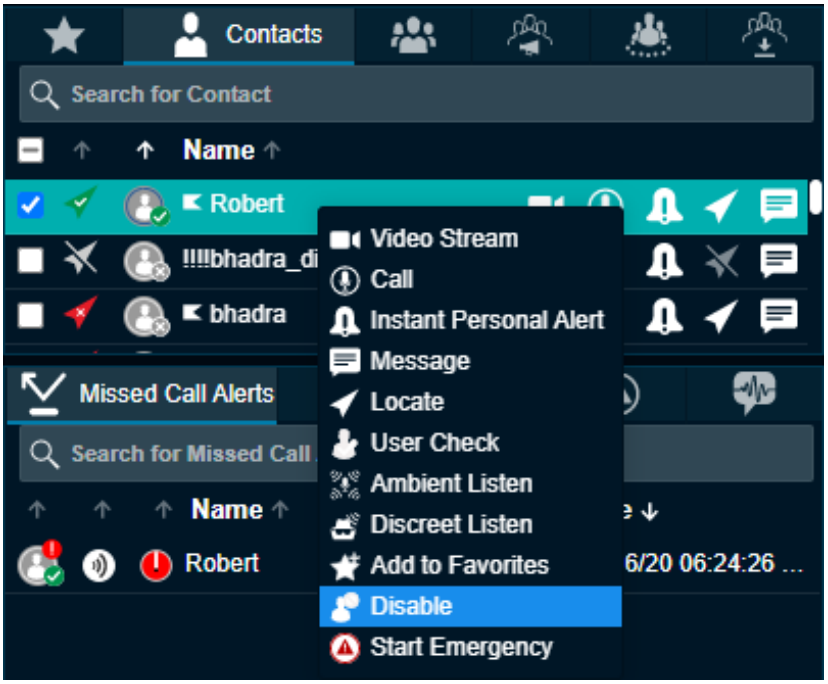
Disabling or Enabling a Fleet Member Remotely

Disabling the fleet member from the Dispatch stops the member from using the PTT services. If needed, you can enable the PTT service for the fleet member using the enabling option.

Procedure:

1 From the **Contacts and Talkgroups** window, select the fleet member whose device needs to be disabled or enabled.

Figure 201: Disable Fleet member Device



2 Right-click and select **Disable**. A Disable User confirmation pop-up `Disabling a PTT user prevents the user from receiving and transmitting calls, and sending or receiving multimedia messages.` displays.

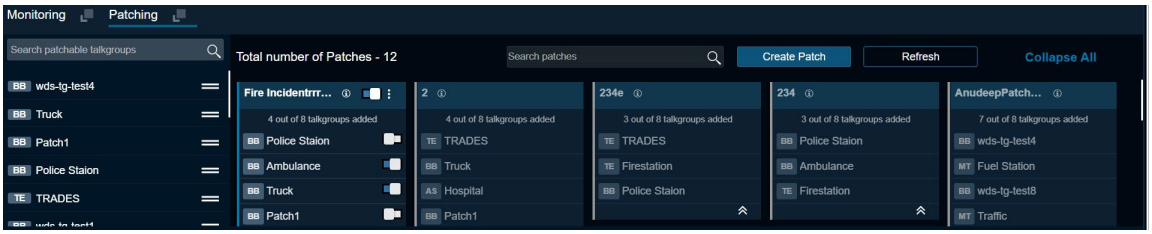
- Click **Continue** to Disable.
- Click **Cancel** to cancel the action.

Chapter 26

Patching

The Dispatcher with Patching feature enabled can create a configurable number (up to 100) of patches for the patchable talkgroups.

Figure 202: Patching Tab



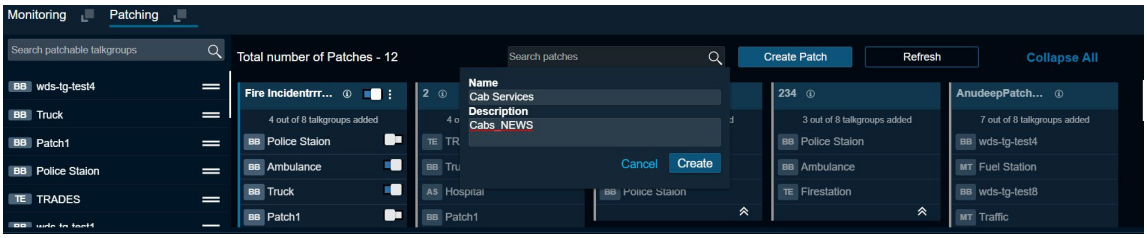
26.1 Creating a Patch

From the list of available talkgroups from the patchable talkgroups you can create a patch.

Procedure:

1 From the **Patching** tab, click **Create Patch**. A patch creation window displays.

Figure 203: Patch Creation window

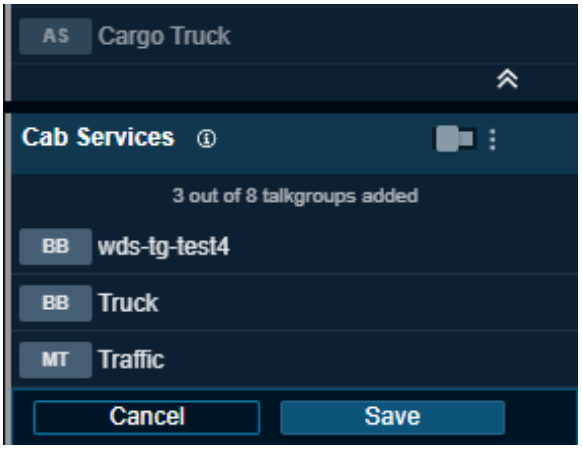


2 Enter the name and description of the patch and click **Create**.

3 From the patchable talkgroup list, drag and drop the talkgroup to the **Patch** window.

NOTE: Ensure that you add at least two patchable talkgroups to the **Patch** window.

Figure 204: Creating a Patch



4 Once finished, click **Save**.

26.2

Actions Available on a Patch

You can enable or disable the patch, edit the patch details, remove a talkgroup from the patch, and delete the patch that you have created. You cannot modify the patch which you did not create. Use the **Slider** icon on the patch and talkgroup level on the patch to enable and disable the patch and talkgroup respectively. If you enable a patch in which a talkgroup is common with another patch, then the talkgroup in another patch is disabled automatically.

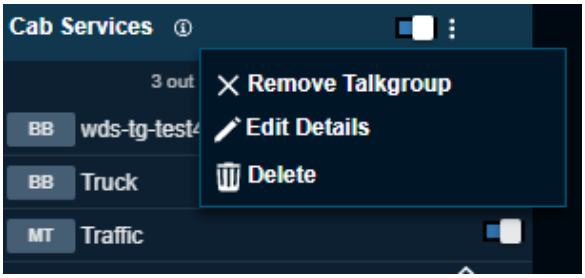
NOTE: There can be a delay in refresh in patching list if a patch is deleted or added in the Dispatch.

Procedure:

1 From the **Patching** tab, click the three dots on the patch that you want to edit.

2 A drop-down shows.

Figure 205: Actions on a Patch



3 To remove the talkgroups from the patch, do the following:

- **a** click **Remove talkgroup**.
- **b** Select the check boxes next to the name the talkgroup.
- **c** Click **Save**.

4 To modify the patch name and description, do the following:

- **a** click **Edit Details**.
- **b** Modify the patch details.
- **c** Click **Save**.

5 To delete the patch from the Dispatch, click **Delete**.

Chapter 27

APX and Data Group

The APX (ASTRO users) and APX Next or RadioNext clients are created in the Corporate Administration Tool and, when assigned, shows under the contact list. A Datagroup is created on the UGW portal or by an external application using the UGW APIs. Typical use cases include the creation of groups for incident management purposes by an external application. These are groups created Adhoc where members can be APX Radio users and or AT&T EPTT users. The Datagroup tab shows under the Contacts and Talkgroups tab for the Dispatch when Datagroup type users are assigned to the dispatcher.

27.1

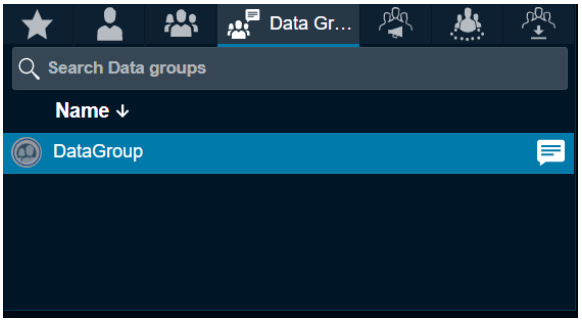
Sending Message to an APX and Data Group

You can send PTX (Push-To-Anything) or PTX with attachments to the Data Group. You can only send PTX messages to APX users.

Procedure:

1 From the **Contacts and Talkgroups** tab, select the **Data Groups** tab. The lists of assigned data groups show.

Figure 206: Data Group Tab



2 Click the **Message** icon. The data group shows in the **Message** tab.

3 Enter your message and click the **Send** icon. You can also send audio recording, attach saved files from your PC, share a location, and quick text.

NOTE: You can only send PTX with attachments to the Data Group and PTX message to APX users.

Chapter 28

Real-Time Presence

The Real-Time Presence allows you to quickly know whether a fleet member is available (Online), busy (Do Not Disturb), or unavailable (Offline). Only fleet members with presence set to Online receive PTT calls. The presence indicator displays next to the name of each of your contacts.

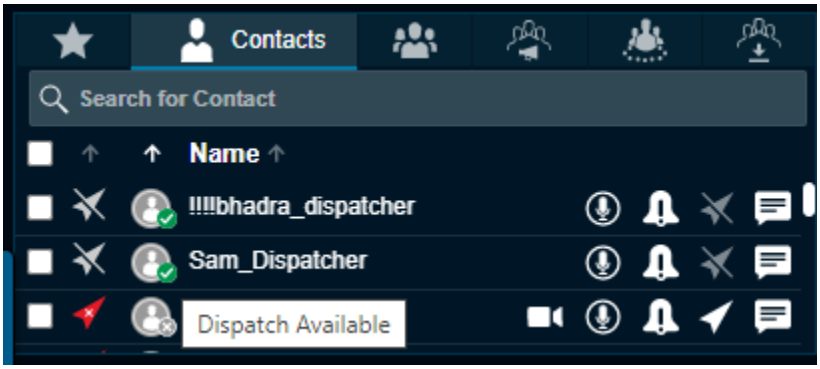
Likewise, you can change your availability on the Dispatch to Do Not Disturb and Online.

28.1

Presence of the PTT Contact or Fleet Member

The presence of a contact is indicated by an icon next to the name of each contact in the Contacts list. The following screenshot shows an example:

Figure 207: Contact Presence



Online

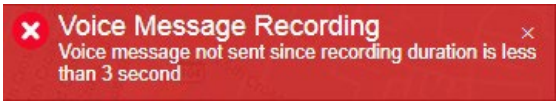
The PTT contact is logged in to the PTT application and ready to receive PTT calls and Instant Personal Alerts. It is shown with the green presence icon.

Do Not Disturb (DND)

The PTT contact is logged in to the PTT application but does not want to be disturbed with incoming PTT calls. It is shown with the red presence icon.

If you try to call a contact with the DND status, a voice message fallback occurs. An error message displays if you hold the PTT button less than the configured duration.

Figure 208: Voice Message Fall Back Error Message



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

Offline

The PTT contact is signed out from the PTT application and cannot receive PTT calls and alerts. It is shown with a gray presence icon.

NOTE: If there are missed calls and messages received from a phone number which is not in your contact list, the presence status of this phone number is shown as offline. You can see the client type along with the previously mentioned presence status when you mouse hover on the icon next to the name of the contact name.

28.2

Your Presence

Your own presence is indicated on the Dispatch.

Figure 209: Self-Presence

Online

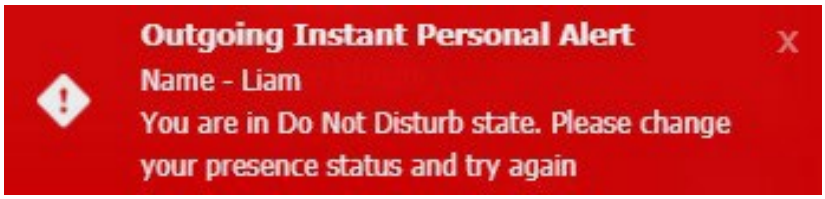
You are signed in to the Dispatch and are ready to receive calls, instant personal alerts, and missed call alerts. It is shown with a green presence icon.

Do Not Disturb (DND)

You are signed in to the Dispatch, but do not want to be disturbed with incoming PTT calls. It is shown with a red presence icon.

You can initiate PTT calls and receive IPAs to and from the fleet members respectively, but you are not allowed to send IPAs to fleet members. If you try to send IPA while in a DND state, you see the following message:

Figure 210: Outgoing IPA Error When in DND State



If your presence is set to Do Not Disturb, then you will not receive one-to-one calls since the client cannot call you. However, you can still 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.

Chapter 29

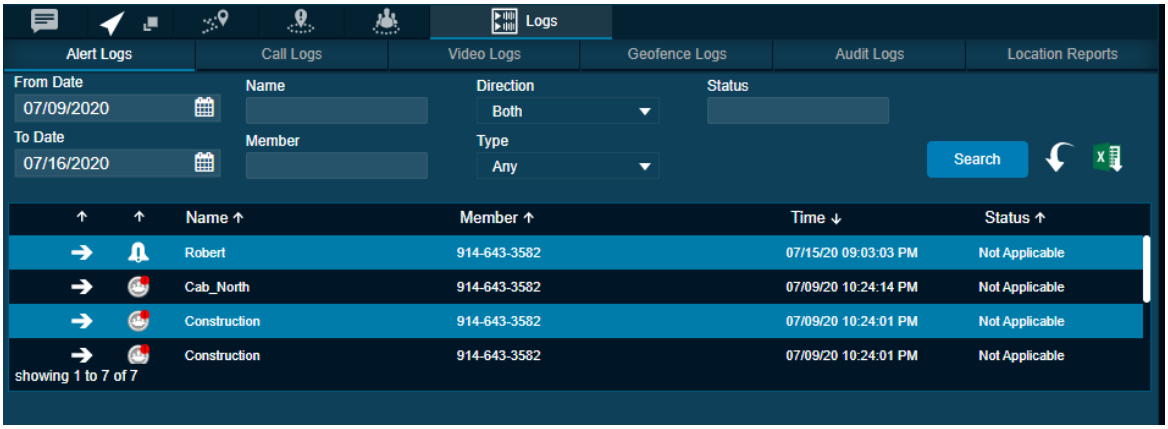
Logs

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

29.1 Alert Logs

Alert logs provide detailed information about all alerts. To view alert logs, click the **Logs** tab and then click the **Alert Logs** sub-tab within it.

Figure 211: Alert Logs



You can filter the alert logs on the following fields.

- **From Date**
  Allows filtering from a specific date.
- **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data.
- **Name**
  Filter by the name of the fleet member.
- **Member**
  Filter by phone number or name of the initiator of the alert.
- **Direction**
  Outgoing or incoming alert.
- **Type**
  Instant Personal Alert, one-to-one missed call, quick group missed call, talkgroup missed call, broadcast missed call, and my talkgroup missed call, area talkgroup missed call, emergency one-to-one alert, emergency talkgroup alert, status alerts, one-to-one missed video stream, and talkgroup missed video stream.
- **Status**
  Status message text to show the matched status text.

You can click the **Expand** icon next to the status alert to view the details of the status alert. The details include status, description of the status message and near location of that member.

To view entries in logs the user defines the filters and clicks the **Search** icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:

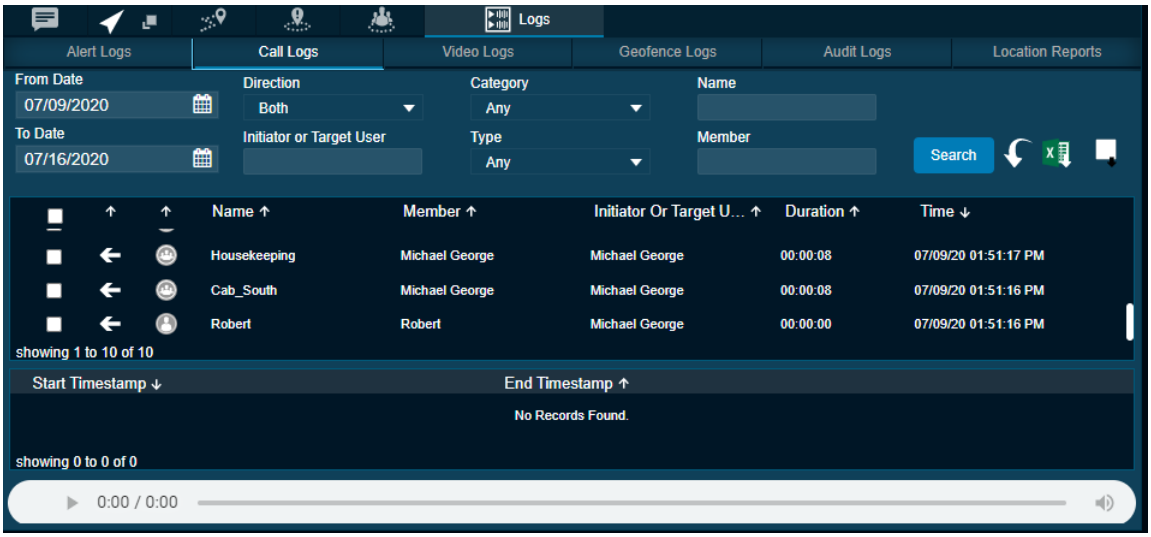
- **Search** icon to find the log information after applying your filters.
- **Reset** icon to filter and re-enter the search information again.
- **Export** icon to export the alert logs to the excel file format.

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 Logs** Window. The Dispatch automatically refreshes the logs to include the recent activity whenever there is a new alert.

29.2 Call Logs

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

Figure 212: Call Logs



You can filter the Call logs using the following fields:

- **From Date**
  Allows filtering from a specific date.
- **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data. To view entries in the call logs the user sets up the filter and clicks the **Search** icon.
- **Direction**
  Filter by Outgoing or incoming call.
- **Initiator or Target User**
  Filter by the initiator of the call or target user for whom the emergency has been initiated.
- **Category**
  Allows filtering by ambient listening, discreet listening, emergency call, or normal call.
- **Type**
  Filter by One-to-one call, quick group call, talkgroup call, broadcast call, or my talkgroup call, area talkgroup call, or listening.

- **Name**
  Filter by name of the talkgroup.
- **Member**
  Filter by phone number or name of the initiator of the call.

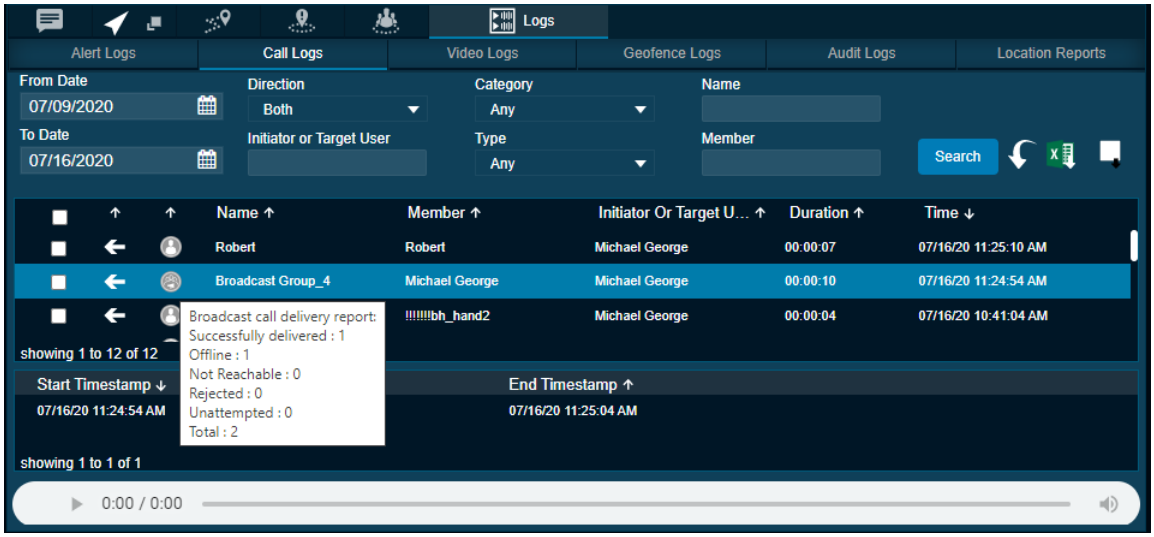
Click one of the following icons:

- **Search** icon to search for the log information.
- **Reset** icon and re-enter the search information again.
- **Export** icon to export the call logs to the excel file format.
- **Export All** icon to export all the call recordings.

Refer to Playing Back the Recorded Calls on page 117 for details on how to play a recorded call.

Fifty call records are shown on a page. You can use the previous and next buttons to navigate through the pages. The initiator column shows the name or phone number of the member who initiated the call. For broadcast call logs, you can see a detailed delivery report by hovering the mouse on the Broadcast icon.

Figure 213: Broadcast Call Delivery Report

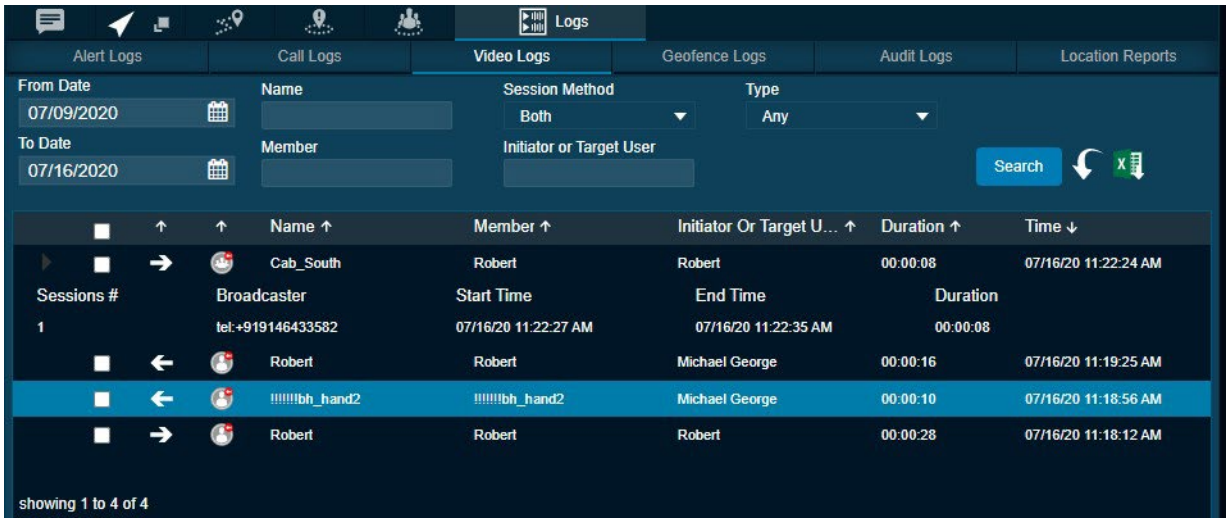


NOTE: Call logs are local to your Dispatch only. The Next and Previous buttons are highlighted only when there are more than 50 entries in the **Call Logs** Window. The Dispatch automatically refreshes the call logs to include the recent activities whenever there is an activity update.

29.
Video Logs

Video logs contain incoming (video push) and outgoing (video pull) video call history. To view the video logs, click the **Logs** tab and then click the **Video Logs** sub-tab within it.

Figure 214: Video Logs



You can filter the video logs using the following fields:

- **From date**
  Outgoing or incoming video call.
- **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data. To view entries in video logs the user sets up the filter and click the **Search** icon.
- **Name**
  Filter by the name of the member or talkgroup.
- **Member**
  Filter by phone number or initiator name of the call.
- **Session Method**
  Filter by video push or video pull or both.
- **Target User**
  Filter by the initiator of the call or target user for whom the video streaming has been initiated.
- **Type**
  Filter by one-to-one call or talkgroup call.

To view entries in logs the user sets up the filter and clicks the **Search** icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:

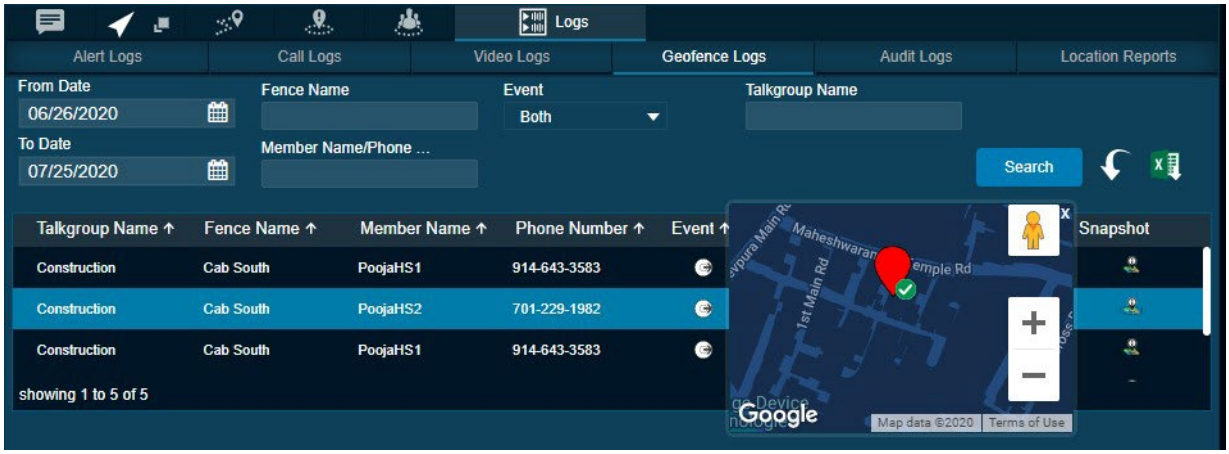
- **Search** icon to find the log information after applying your filters.
- **Reset** the filter to re-enter the search information again.
- **Export** icon to export the alert logs to the excel file format.
- **Export All** icon to export all the call recordings.

Click the **Expand** icon next to the log to view the details of that video call. The details shown are System ID, Email ID and Near Location of the talkgroup member.

29.
Geofence Logs

Geofence logs provide logs for the fleet members who have crossed the fence that you create. To view the geofence logs, click the **Logs** tab and then click the **Geofence Logs** sub-tab within it. Clicking the **Snapshot** icon shows the location of the fleet members related to the fence and associated with the talkgroup when the log was created.

Figure 215: Geofence Logs



You can filter the Geofence logs on the following fields:

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

To view entries in logs the user sets up the filter and clicks the **Search** icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:

- **Search** to find the log information after applying your filters.
- **Reset** to re-enter the filters and search information again.
- **Export** to export the geofence logs to the excel file format.

NOTE: The snapshot (path traversed by the fleet member) data does not export when you export the logs.

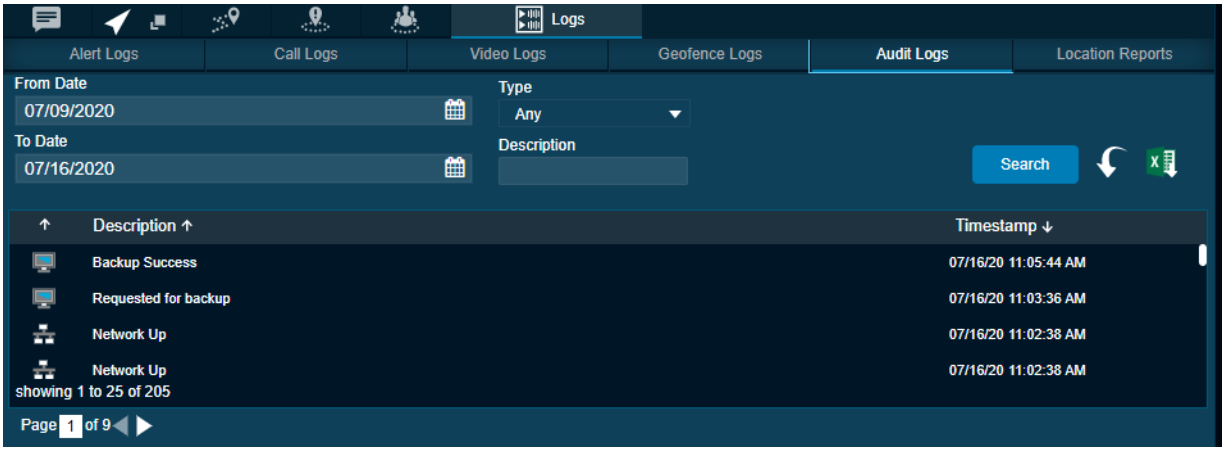
29.5

Audit Logs

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

- **Administration Log**
  The administration logs contain the triggers or events received from the Corporate Admin Tool. A few examples for the administration log events are the addition, deletion, or renaming of contact or talkgroup, addition, or deletion or renaming of a member in a talkgroup.
- **Network Log**
  Network logs contain all network events that occur in your Dispatch. A few examples for the network log events are network down or up, map service down or up.
- **Operation log**
  Operation logs contain the events other than call and alert activity from the user. A few examples for the operation log events are dispatcher presence status change, sign in success, details of the emergency declaration and failure.

Figure 216: Audit Logs



You can filter the audit logs using the following fields:

- **Type**
  Filter by Administration, Operation, or Network.
- **Description**
  Filter by the description of the log.
- **From Date**
  Allows filtering from a specific date.
- **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data. To view entries in the call logs the user sets up the filter and clicks the **Search** icon.

Click one of the following icons:

- **Search** icon to search for the log information.
- **Reset** icon to re-enter the search information again.
- **Export** icon to export the call logs to the excel file format.

NOTE: The Next and Previous buttons are highlighted only when there are more than 50 entries in the **Audit Logs** Window. The Dispatch automatically refreshes the audit logs to include the recent activities whenever there is an activity update.

29.6

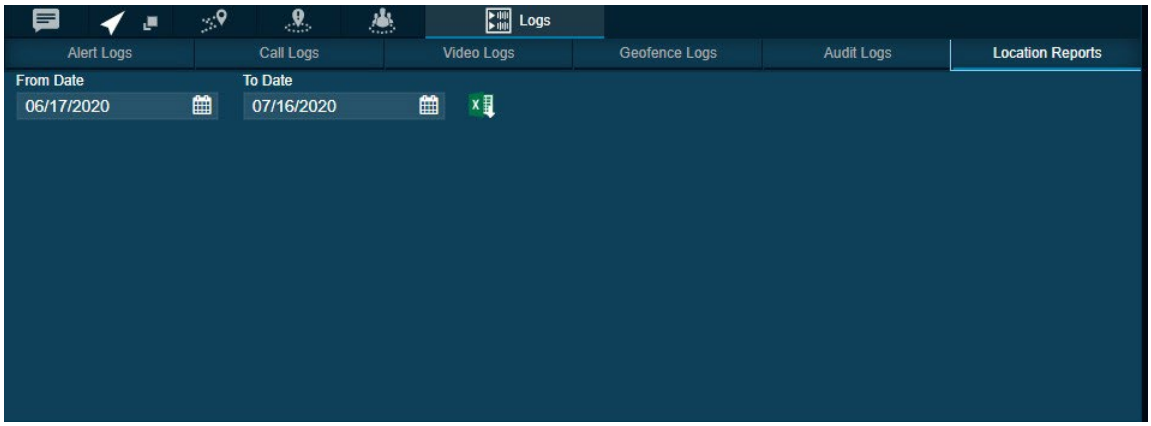
Generating a Location Report

The Location Information report provides information about the location of the fleet member at a specified time.

Procedure:

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

   Figure 217: Location Report



3. To generate the location information report, click the **Excel** icon.

   NOTE:
   You can generate the location report for a duration of maximum 30 days.

   The **Location Reports** tab is visible only when the Location History feature is enabled for you.

The columns in the report provide information about the following:

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

Figure 218: Location Information Report

	A	B	C	D
1	Location Reports			
2	Search Criteria			
3	From Date	27-08-2018 00:00	To Date	25-09-2018 23:59
4				
5	Phone Number	Latitude	Longitude	Time
6	988-777-2229	77.62181944	13.04556944	17-09-2018 15:08
7	988-777-2229	77.62183056	13.04558611	17-09-2018 15:56
8	988-777-2229	77.62183056	13.04558611	17-09-2018 15:56
9	988-777-2229	77.62184444	13.04558611	17-09-2018 15:57
10	988-777-2229	77.62184444	13.04558611	17-09-2018 15:57
11	988-777-2229	77.62184444	13.04558611	17-09-2018 15:57
12	988-777-2229	77.62184444	13.04565833	17-09-2018 15:57
13	988-777-2229	77.62183889	13.04569444	17-09-2018 15:57
14	988-777-2229	77.62183889	13.04569444	17-09-2018 15:57
15	988-777-2229	77.62183333	13.04572222	17-09-2018 15:57
16	988-777-2229	77.62186111	13.04554722	17-09-2018 15:57
17	988-777-2229	77.62186111	13.04553333	17-09-2018 15:58
18	988-777-2229	77.62183889	13.04556944	17-09-2018 15:58
19	988-777-2229	77.62183889	13.04556944	17-09-2018 15:58
20	988-777-2229	77.62182778	13.04558333	17-09-2018 15:58
21	988-777-2229	77.621825	13.04556389	17-09-2018 15:58
22	988-777-2229	77.621825	13.04556389	17-09-2018 15:58
23	988-777-2229	77.621825	13.04556389	17-09-2018 15:58
24	988-777-2229	77.621825	13.04556389	17-09-2018 15:59
25	988-777-2229	77.621875	13.04558056	17-09-2018 16:32
26	988-777-2229	77.62188889	13.04556111	17-09-2018 16:32
27	988-777-2229	77.62189167	13.04555278	17-09-2018 16:32
28	988-777-2229	77.62184722	13.04558889	17-09-2018 16:32

224-450-0017_LocationReport_201

Chapter 30

Dispatch Back Up

The backup action ensures that the call recordings and messages including attachments and their metadata (details) are saved for future reference. You can choose to take necessary action whenever a backup pending message displays.

30.1

Backing Up Dispatch Records

In the following conditions, a backup confirmation message displays:

When and where to use: To back up call recordings and messages, follow these steps:

Procedure:

1. If there are any call recordings and messages that you have not backed up, then a message `You have not backed up your Messages and call recordings. Messages and Call Recordings older than 30 days will be deleted. Do you want to back up now?` displays every time you sign in.
   - Click **Yes** to take backup.
   - Click **No** to cancel the action.
2. If the backup is due and you have not backed up, then a message `You have last backed up your Messages and Call Recordings on 07/16/20 11:03:36 AM Messages and call recordings older than 30 days will be deleted. Do you want to back up now?` displays on the sign in.
   - Click **Yes** to take backup.
   - Click **No** to cancel the backup action.
3. Clicking **Yes** starts the backup and the backup file downloads to the browser downloads. A confirmation message `You have initiated a backup. Are you sure the file is successfully downloaded to your browser downloads?` displays to make sure that the backup file is downloaded to the download folder.
   - Click **Yes** to confirm that the download is successful.
   - Clicking **No** confirms that the backup is unsuccessful.
   - Click **Ask me later, which** than pops-up the confirmation message until you confirm that the download completes.

   The call recordings and messages older than the configured period are deleted and a reminder through a periodic message displays until you take the successful backup.

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

In the header, a warning icon displays next to the Settings, if you do not take the backup of the call recordings and secured messages. The last backup date, backup due date, and the configured backup interval show under the Settings>General. The dispatcher can initiate the backup anytime

from the Settings. The backup file contains the details after the last backed up date. The backup file, which is in ZIP format, contains the details of secured messages. A link to the file (except text message and location) is available in HTML format.

Figure 219: Backup HTML File

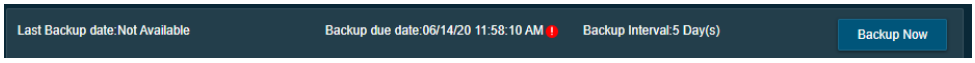
Dispatch (Name: Jack; email: jack.guna@motorolasolutions.com; MDN: 919916142494)

Exported recordings at 03/26/18 12:14:57 PM (UTC + 05:30)
Number of records: 14

Name	Time	Direction	Phone Number	Duration	Type	Delivery Report	Audio File
Cab_East	03/26/18 10:12:18 AM	Outgoing	912222201522 912222220608 918050533081 919066000450 919902844299 919880066322 917090546777	00:00:32	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_10-12-18_0.mp3
Cab_East	03/26/18 10:12:56 AM	Outgoing	912222201522 912222220608 918050533081 919066000450 919902844299 919880066322 917090546777	00:00:03	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_10-12-56_0.mp3
Michael George	03/26/18 10:14:44 AM	Incoming	917090546777	00:00:00	One-to-one call	Not Available	Recording_Export_919916142494_03-26-18_10-14-44_0.mp3
Michael George	03/26/18 10:14:44 AM	Incoming	917090546777	0	One-to-one call	Not Available	Recording_Export_919916142494_03-26-18_10-14-44_0.mp3
Cab_South	03/26/18 10:20:56 AM	Outgoing	912222201522 919591605500 919902844299 912222201462 919880066322 917090546777	00:00:04	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_10-20-56_0.mp3
Robert_Handset	03/26/18 10:31:22 AM	Outgoing	912525001002	00:00:07	One-to-one call	Not Available	Recording_Export_919916142494_03-26-18_10-31-22_0.mp3
Cab_South	03/26/18 12:01:29 PM	Incoming	912222201462 912222201522 917090546777 919591605500 919880066322 919902844299	00:00:37	Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-01-29_0.mp3
Fire Control	03/26/18 12:09:46 PM	Outgoing	919916142494	00:00:07	Broadcast call	Missed Call: 2 Offline: 0 Rejected: 0 Successful Delivery: 1 Total: 3 Unavailable: 0	Recording_Export_919916142494_03-26-18_12-09-46_0.mp3
Talkgroup75	03/26/18 12:10:00 PM	Outgoing	919066000339 919066000362 9190000112233	00:00:02	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-10-00_0.mp3
Cab Services	03/26/18 12:10:34 PM	Outgoing	9190000112233 919066000339 919066000362	00:00:07	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-10-34_0.mp3
Cab Services	03/26/18 12:11:49 PM	Outgoing	9190000112233 919066000339 919066000362 919880066322	00:00:06	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-11-49_0.mp3
Cab Services	03/26/18 12:12:02 PM	Outgoing	9190000112233 919066000339 919066000362 919880066322	00:00:07	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-12-02_0.mp3
Cab Services	03/26/18 12:12:18 PM	Outgoing	9190000112233 919066000339 919066000362 919880066322	00:00:07	My Talkgroup call	Not Available	Recording_Export_919916142494_03-26-18_12-12-18_0.mp3

The backup file downloads to the download folder configured on the web browser. For more details, refer to General on page 222 in the Settings on page 222 section of this document.

Figure 220: Backup Now-Settings



NOTE: If there is an ongoing backup of secured messages and you sign out from the Dispatch, then a cancellation confirmation message appears. Selecting Continue signs out the Dispatch and cancels the backup.

Chapter 31

Settings

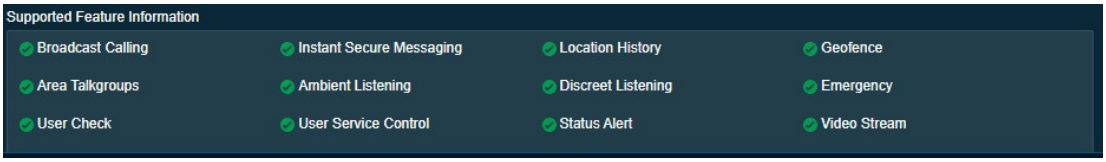
Dispatch provides several Settings that you can configure as desired. Click the **Settings** icon from the header of the Dispatch. Select the individual tabs to view or modify the appropriate setting options, which are described below.

31.1 General

Allows you to configure the following settings options.

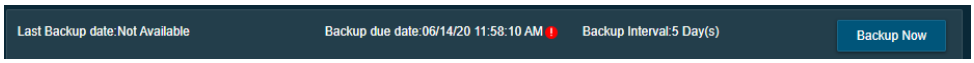
- **Language**
  Allows you to select the supported language for the Dispatch. Sign out and sign in to the Dispatch once you change the language for the new language to take effect (Default English).
- **Date Format**
  Using this setting, you can change how the date displays on the Dispatch. Supported date formats are MM/dd/yy and dd/MM/yy.
- **Time Format**
  Using this setting, you can change how the time displays on the Dispatch. Supported time formats are HH:mm, HH:mm:ss, and HH:mm:ss tt.
- **Contact Sorting**
  Allows you to choose the sorting of the contacts in the **Contacts and Talkgroups** window. You can select to sort the contacts Alphabetically or Availability of the Fleet members.
- **Supported feature info**
  Allows you to see the list of supported features that are enabled/disabled for the Dispatch application. The enabled features are marked in Green and disabled features are marked with the Gray.

  Figure 221: Supported Features Info



- **Call recording backup**
  Allows you to see the last backup date, backup due date, and backup interval (configured in the server). You can click the **Backup Now** button to take the backup of the call records manually at any time. A warning icon next to the backup due date indicates that the backup was not taken successfully before the due date.

  Figure 222: Backup Information



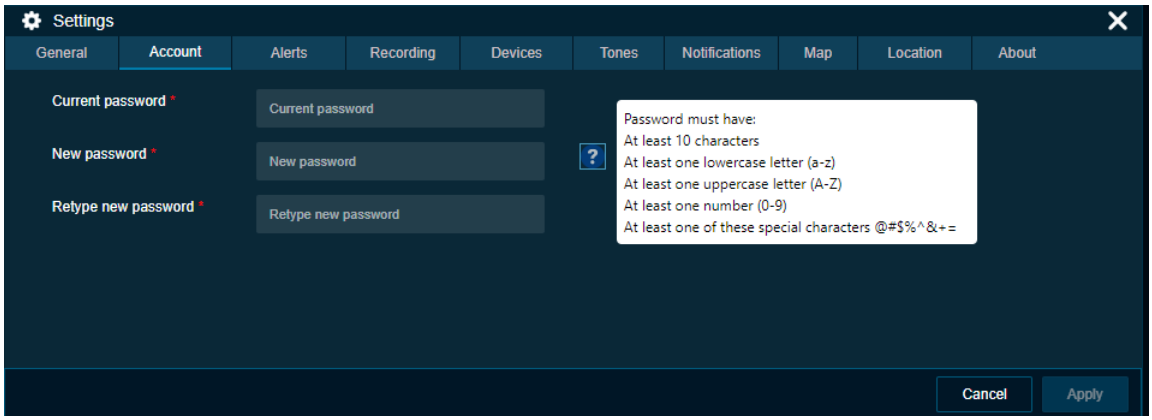
31.2 Changing Password from the Account Settings

Allows you to change the password for the sign in the Dispatch.

When and where to use:

To change the sign-in password, follow these steps:

Figure 223: Account Settings



Procedure:

1. From the **Setting** tab, select the **Account** tab.
2. In the **Current password**, enter the old password.
3. In the **New password**, enter the new password.
4. In the **Retype new password**, re-enter the new password and click the **Apply** button.

31.3 Alert Settings

Specifies how long alerts can stay on the **Alerts** Window. After that time, alerts move to Logs. You can keep the alerts in the alert window from 12 to 24 hours before they move to Logs. You can also choose whether you want to suppress the reminders for Status alerts, Instant Personal Alerts, Missed Call Alerts, and Geofence Alerts.

Alert Settings is categorized in two sections:

- Generic
- Status

31.3.1 Generic Alerts

The following are the configurable settings for alert reminders for unattended Instant Personal Alerts, missed calls or geofence alerts:

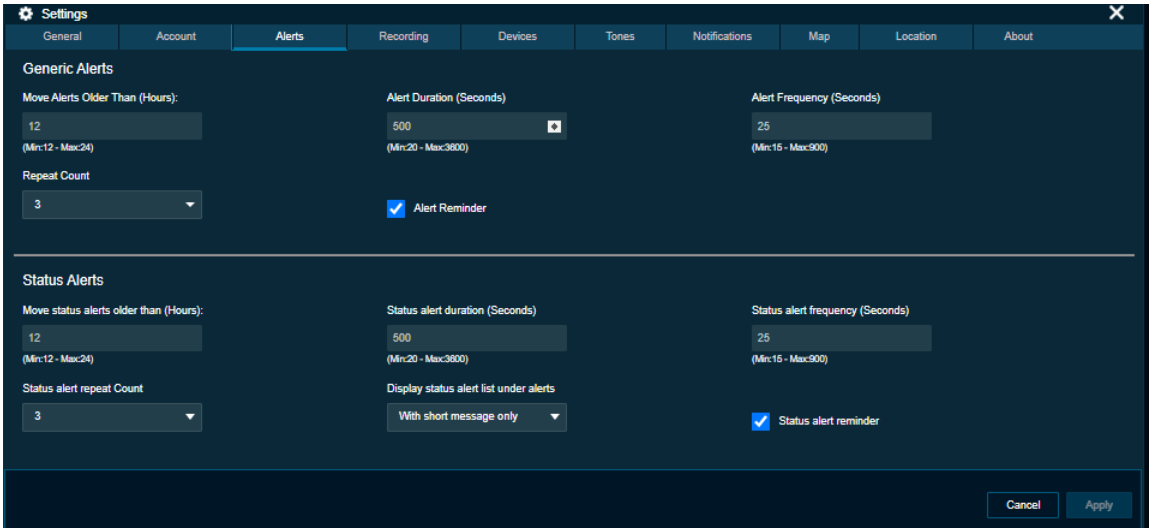
- **Alert Duration**
  This setting allows you to set the period (Minimum: 20 sec, Maximum: 3600 sec, Default: 500 sec) after which alerts are marked as an expired unattended alert.
- **Alert Frequency**
  This setting allows you to set the frequency (Minimum: 15 sec, Maximum: 900 sec, Default: 25 sec) at which the periodic tone plays and displays a message.
- **Move Alerts Older Than**
  This setting allows you to set the period (Minimum: 12 hr, Maximum: 24 hr, Default: 12 hr.) after which the alerts move to alert logs.
- **Repeat Count**
  This setting allows you to set the number of times (Minimum: 1 Maximum: Unlimited, Default: 3) the periodic tone plays and displays a message.

31.3.2
Status Alerts

The following are the configurable settings for the alert reminder for the unattended status alerts:

- **Move Status Alerts Older Than**
  This setting allows you to set the period (Minimum: 12 hr, Maximum: 24 hr, Default: 12 hr.) after which the alerts are moved to alert logs.
- **Status Alert Duration**
  This setting allows you to set the period (Minimum: 20 sec, Maximum: 3600 sec, Default: 500 sec) after which it is marked as an expired unattended alert.
- **Status Alert Frequency**
  This setting allows you to set the frequency (Minimum: 15 sec, Maximum: 900 sec, Default: 25 sec) at which the periodic tone plays and displays a message.
- **Status Alert Repeat Count**
  This setting allows you to set the number of times (Minimum: 1 Maximum: Unlimited, Default: 3) the periodic tone plays and displays a message.
- **Display status alert list under alerts**
  This setting allows you to set the details to see for each status alert. You can select one of the following from the drop-down:
  - With short message only
  - With status code only
  - With status code and short message

Figure 224: Alert Settings



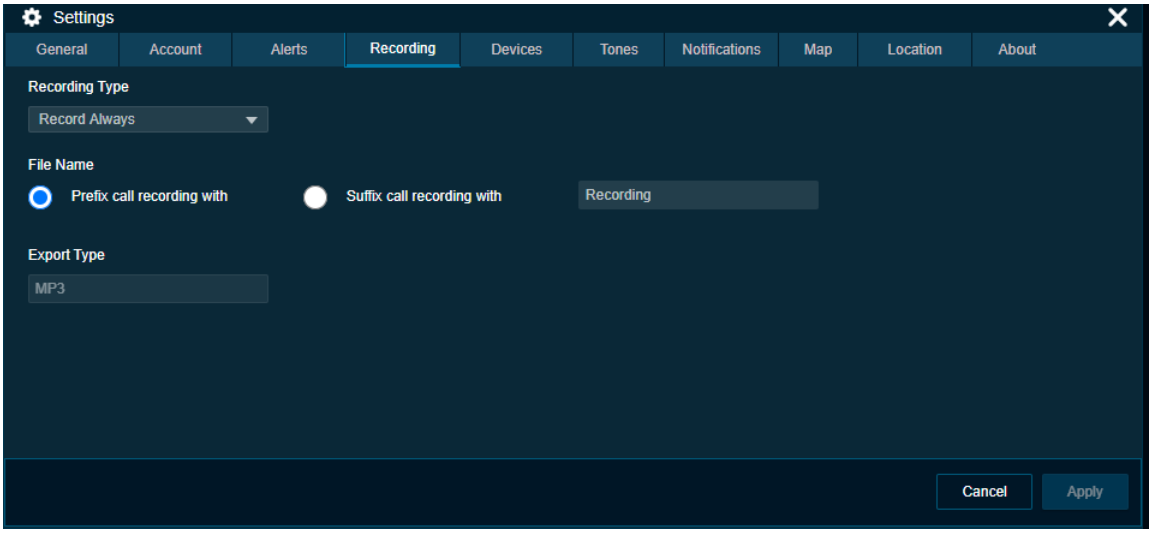
31.4
Recording Settings

Allows you to choose your recording settings using the following options.

- **Recording Type**
  Using this setting, you can change the call recording to either manual, full session, or no recording. If you select **No Recording**, then the Dispatch does not show any recording icon and no calls are recorded. For more information, refer to the Recording Calls Manually on page 116, Recording Calls Always on page 116 sections of this document.

- **Export Type**
  Using this setting, you can change the recording file type. You can save the recording file type as MP3.
- **File Name**
  Using this setting, you can change where to position the ‘Recording’ word in the name of the backup file you download. You can select either at the start (Prefix with) or at the end (Suffix with) of the file name. You can change the name of the prefix and suffix word.

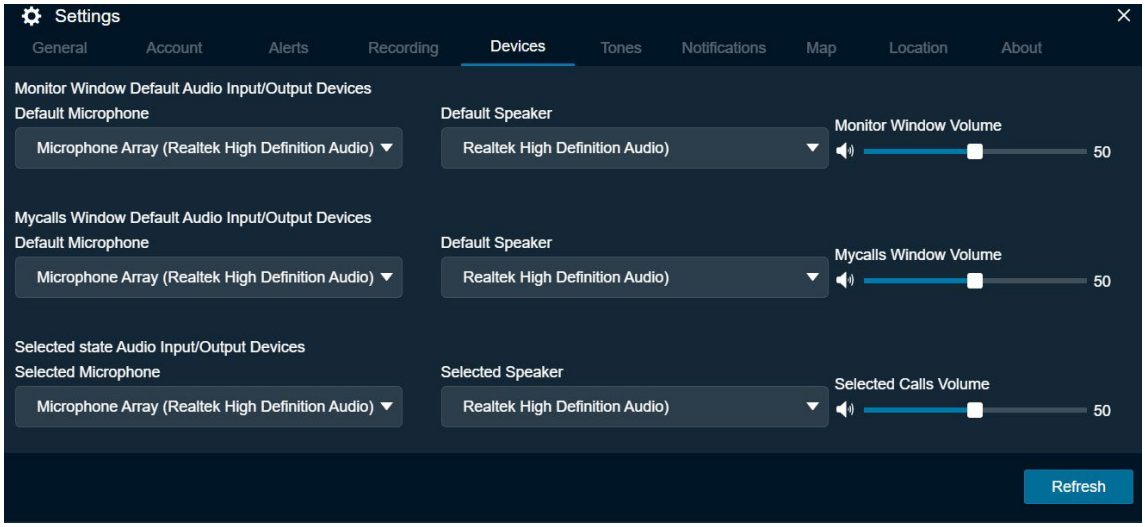
Figure 225: Recording Settings



31.5 Devices Settings

Using the device settings, you can select the device used to call and control the PTT floor using the supported accessories. For more information, refer to Accessory Specifications on page 90

Figure 226: Device Settings



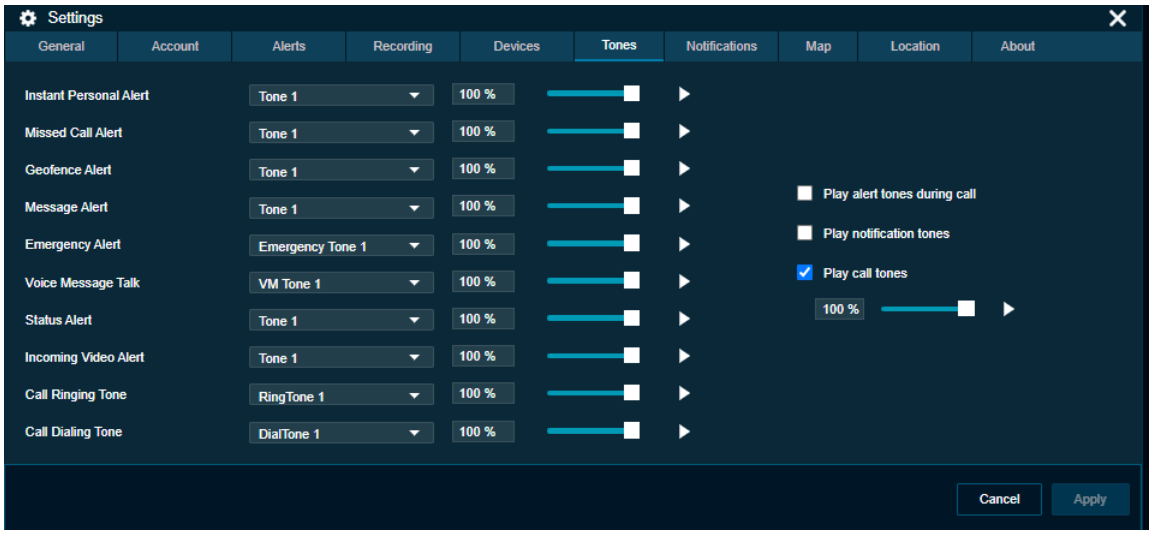
31.6
Tones

This setting allows you to enable or disable call tones and other tones. It also enables you to select a specific tone to be played for instant personal alerts, message, voice message, geofence, and missed calls. You can control the volume of each tone type and can listen to the tones by clicking the **Play** icon next to the tone types. The following tone choices are available.

- **Geofence Alert Tones**
  Allows you to select the tone you want to hear for a geofence alert. You can also choose not to play any tone for the geofence alerts.
- **Instant Personal Alert Tone**
  Allows you to select the tone you want to hear for an Instant Personal Alert. You can also choose not to play any tone for the instant personal alerts.
- **Missed Call Alert Tone**
  Allows you to select the tone you want to hear for a missed call alert. You can also choose not to play any tone for the missed call alerts.
- **Message Alert**
  Allows you to select the tone you want to hear for a message. You can also choose not to play any tone for messages that display from the “Enable other tones”.
- **Voice Message Talk Tone**
  Allows you to select the tone you want to hear for a voice message. You can also choose not to play any tone for the voice message.
- **Call Ringing Tone**
  Allows you to select the tone you want to hear for a incoming manual commencement call.
- **Call Dialing Tone**
  Allows you to select the tone you want to hear for a dialing in a manual commencement call.
- **Emergency Alert**
  Allows you to select the tone you want to hear for emergency alert. You can also choose not to play any tone for the emergency alerts.
- **Status Alert**
  Allows you to select the tone you want to hear for the status alert. You can also choose not to play any tone for the status alerts.

You can configure whether the tones must be played for a message, geofence, IPA, or missed call alert when you are in an active call. By default, the tone is set to disabled. With the setting disabled, you do not receive audible tones for IPA or missed call alerts and alerts are shown only in the **Alerts** window.

Figure 227: Tones Settings



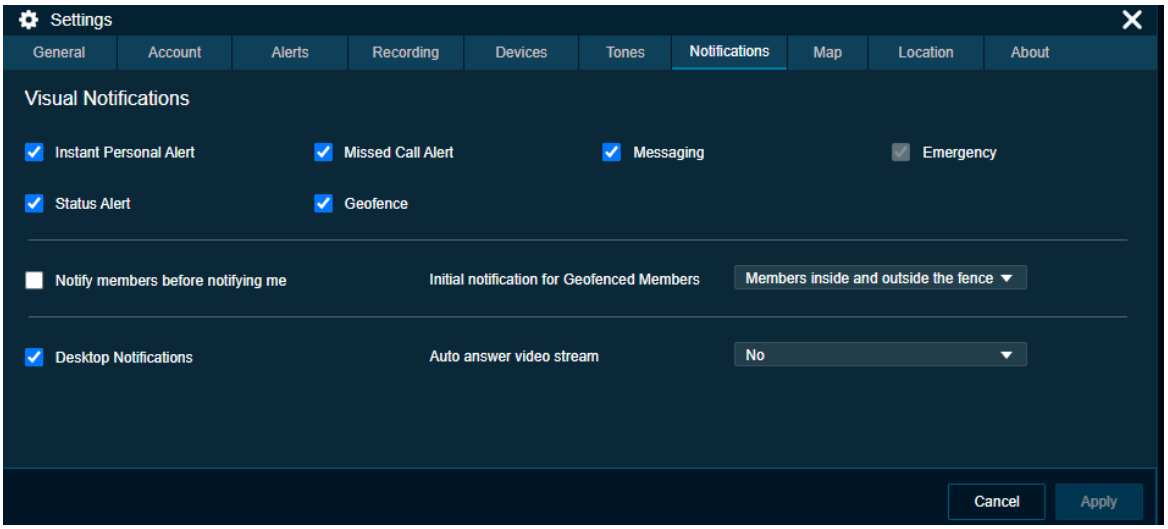
31.7 Notifications

This setting allows you to enable or disable notifications, which show if there are alerts and incoming messages. By using this option, you can either enable or disable the desktop notifications for all incoming calls, alerts, alerts reminders, and incoming messages if the Dispatch browser is in minimized mode or not on the active tab. You can clear or select the check boxes and apply to disable or enable the desktop notifications.

You can select whether the visual message shows for messaging, geofence, IPA, emergency, status alert, and Missed call. You can clear or select the check boxes to disable or enable the visual message.

- **Initial Notifications for Geofence Members**
  - Allows you to select whether the notifications are sent to fleet members when the geofence is initially enabled for the talkgroup. To enable initial notifications for geofence members, select the checkbox **Notify members before notifying me** to notify the fleet members before you, when you initially enable the fence for that talkgroup. Depending on the selection from the drop-down, the initial notifications are sent. You can select from the options:
  - Members outside the fence
  - Members inside the fence
  - Members inside and outside the fence.
- **Auto Answer Video Stream**
  Allows you to select whether you want the received video stream to be answered automatically or manually. Select **Yes** to auto answer the received video stream.

Figure 228: Notification Settings



31.8 Map Settings

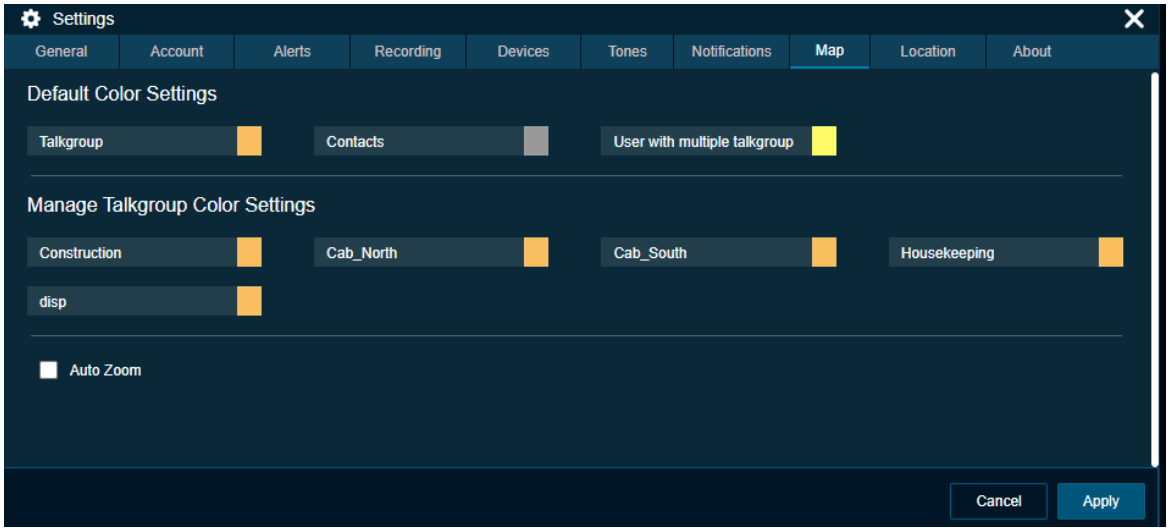
This setting allows you to choose a color for contacts and talkgroups that display on the map. You can choose a color for a contact, a talkgroup, and members belonging to multiple talkgroups. The chosen color push pin for the selected contact or talkgroup displays on the map when you locate a specific contact or talkgroup on the map.

When and where to use: To set a color, follow these steps:

Procedure:

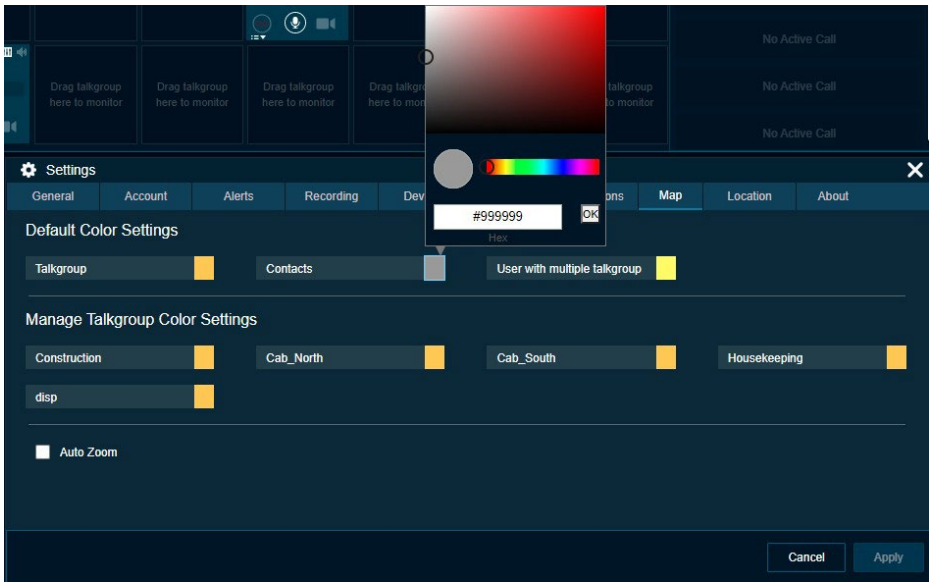
1 Click the **Map** tab option in **Settings**.

Figure 229: Map Settings



2 Click the **Default Contacts Color row**, and then click the color, which displays the color palette.

Figure 230: Map Color Settings for Contact



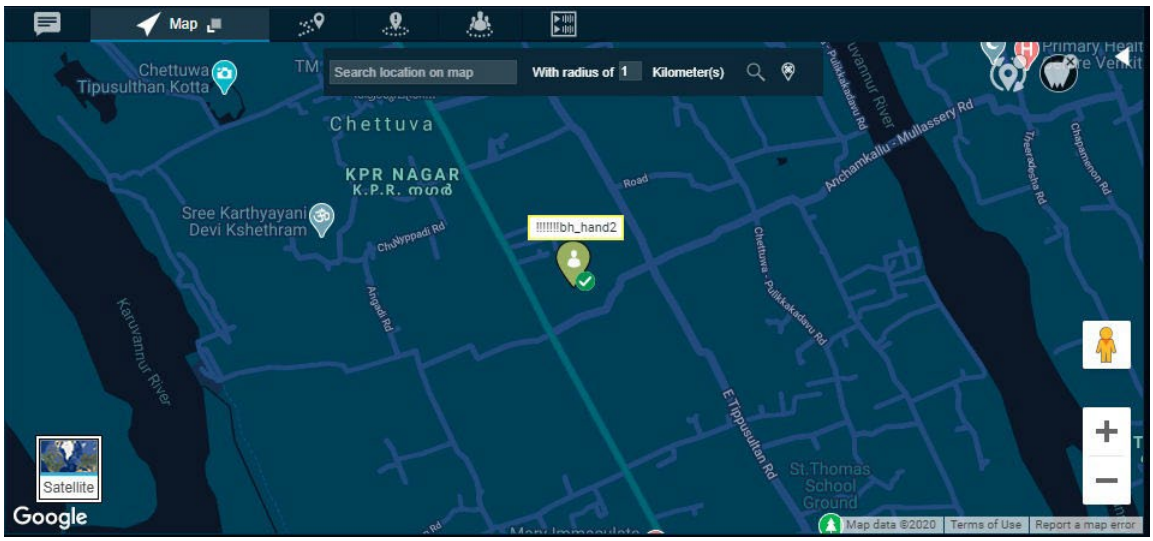
3 Select the new color you wish to assign to a contact.

4 To save the changes, click the **Apply** button at the bottom of the screen.

5 In the following screenshot, the location of the selected contact is shown with the push pin on the map.

NOTE: All the contact push pins are shown in the same color on the map. If a contact is also a talkgroup member, the push pin displays using the talkgroup color.

Figure 231: Selected Color Push Pin on Map for Contact



31.8.1

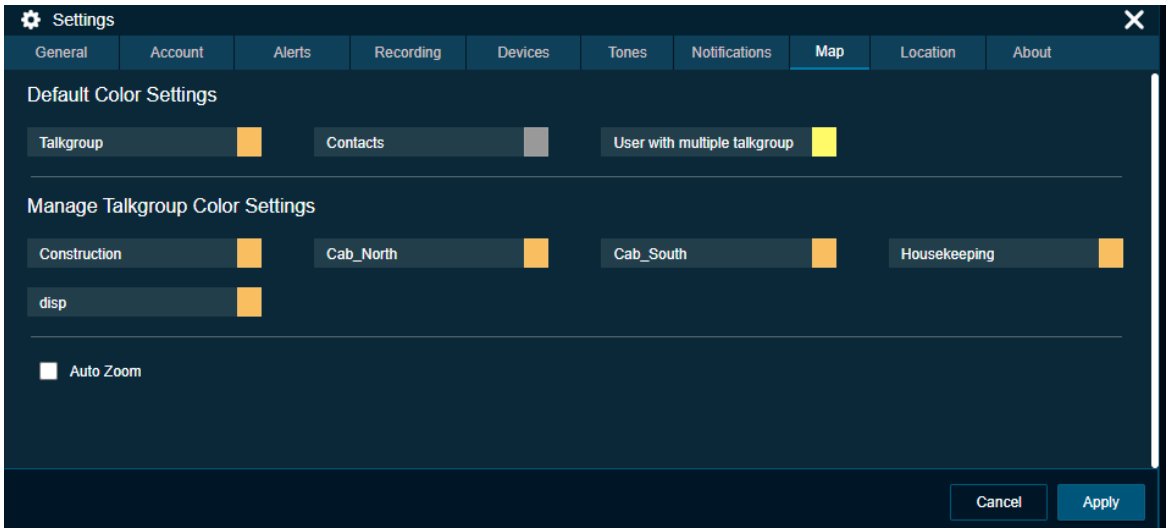
Assigning a Color to a Contact

Assigning a color to a contact allows you to view a specific contact on the map for the ease of identification.

Procedure:

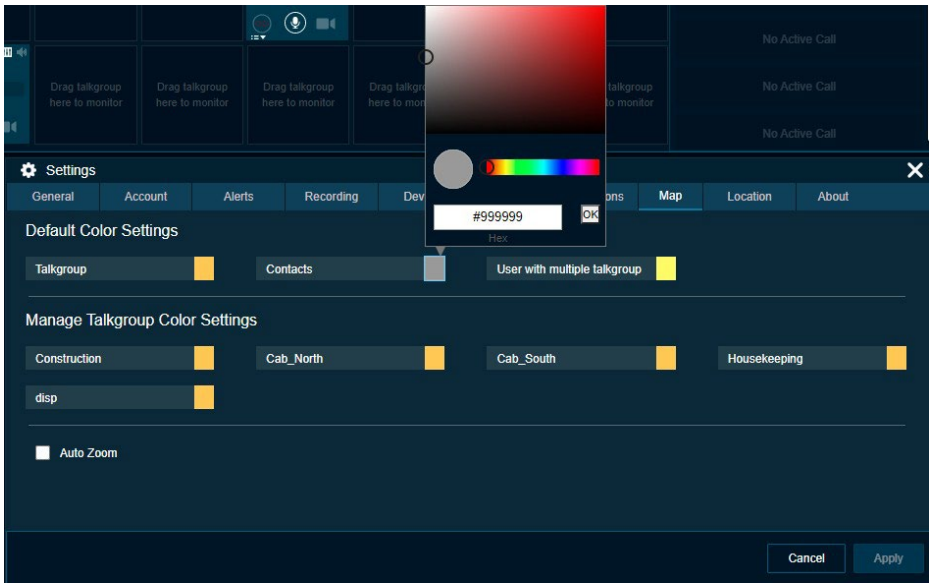
1 Click the **Map** tab option in **Settings**.

Figure 232: Map Settings



2 Click the **Default Contacts Color row**, and then click the color, which displays the color palette.

Figure 233: Map Color Settings for Contact



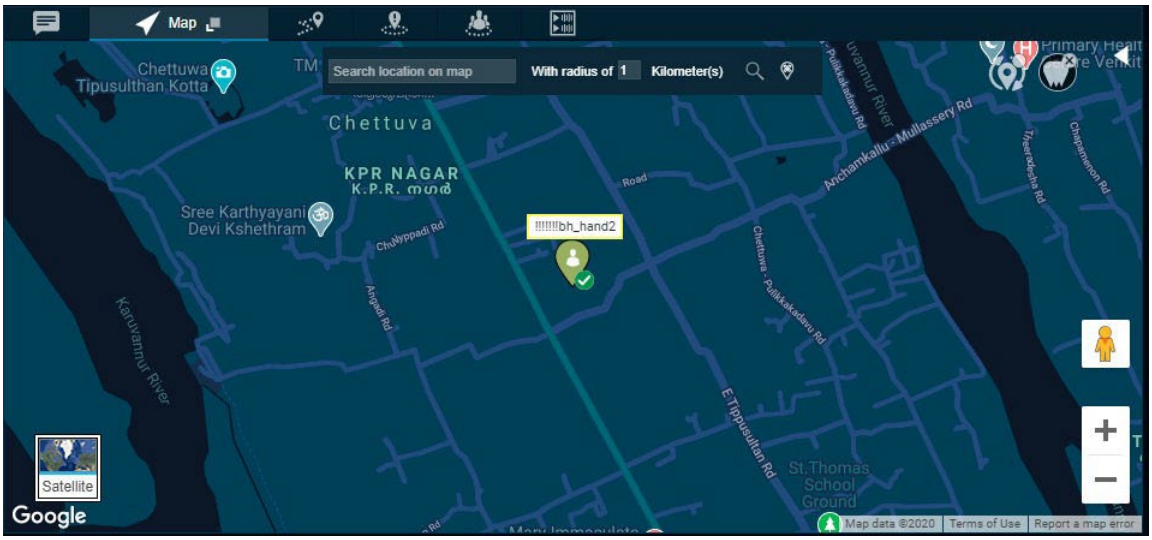
3 Select the new color you wish to assign to a contact.

4 To save the changes, click the **Apply** button at the bottom of the screen.

5 In the following screenshot, the location of the selected contact is shown with the push pin on the map.

NOTE: All the contact push pins are shown in the same color on the map. If a contact is also a talkgroup member, the push pin displays using the talkgroup color.

Figure 234: Selected Color Push Pin on Map for Contact



31.8.2

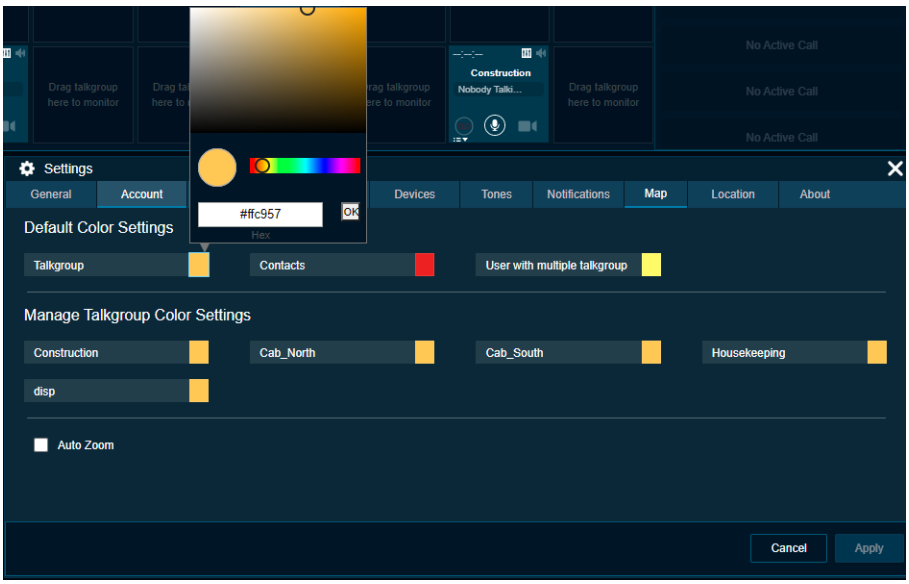
Setting the Default Color for a Talkgroup:

This setting allows you to select a default color for a talkgroup when no color is previously chosen for the talkgroup.

Procedure:

1 Click the **Map** tab in the **Settings**.

Figure 235: Map Color Settings for Talkgroup



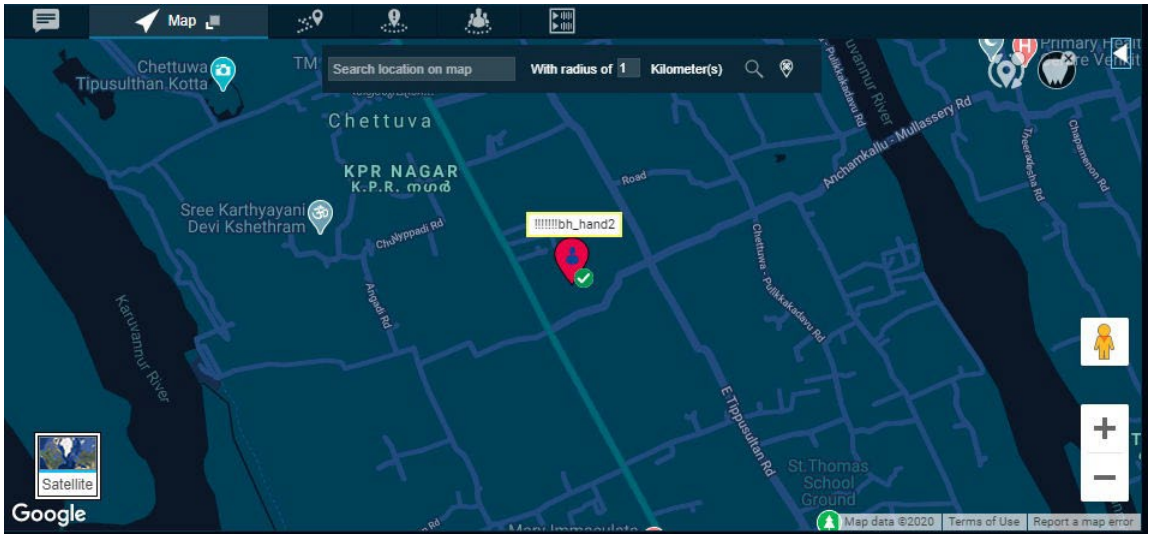
2 Click the **Talkgroup Color row**, and then click the color, which displays the color palette.

3 Select the color you wish to assign to a talkgroup member.

4 To save the changes, click the **Apply** button at the bottom of the screen.

5 When you locate a talkgroup member, the assigned color push pin appears on the map.

Figure 236: Selected Color Push Pin on Map for Talkgroup



31.8.3
Setting a Color for a Common Member in Multiple Talkgroups

This setting allows you to select a color for the fleet member who is part of more than one talkgroup.

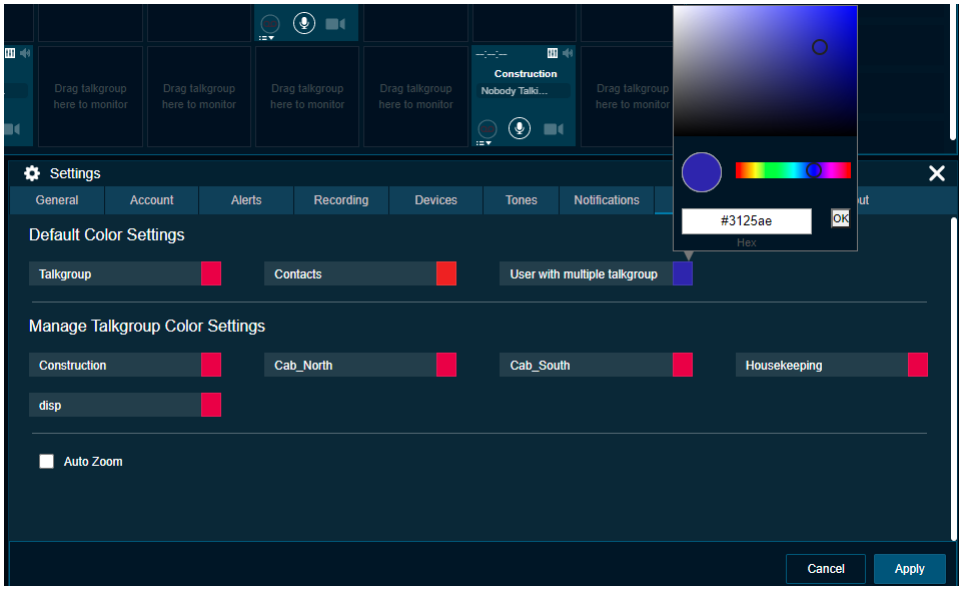
Procedure:

1 Click the **Map** tab in the **Settings**.

2 Click the color in **User in multiple talkgroups** row. A color selection panel opens.

3 Click the color which displays the color palette.

Figure 237: Map Color Settings for Member Common in Multiple Talkgroup



4 Select the new color you wish to assign to a common member.

5 To save the changes, click the **Apply** button at the bottom of the screen.

6 When you locate a talkgroup member, the assigned color push pin appears on the map.

NOTE: If you attempt to set the same color for both 'Talkgroup' and 'Common Member', you get an error message and the Dispatch does not allow you to save the changes.

31.8.4
Setting a Color for a Talkgroup

This setting allows you to select a common color for all the fleet members in one talkgroup.

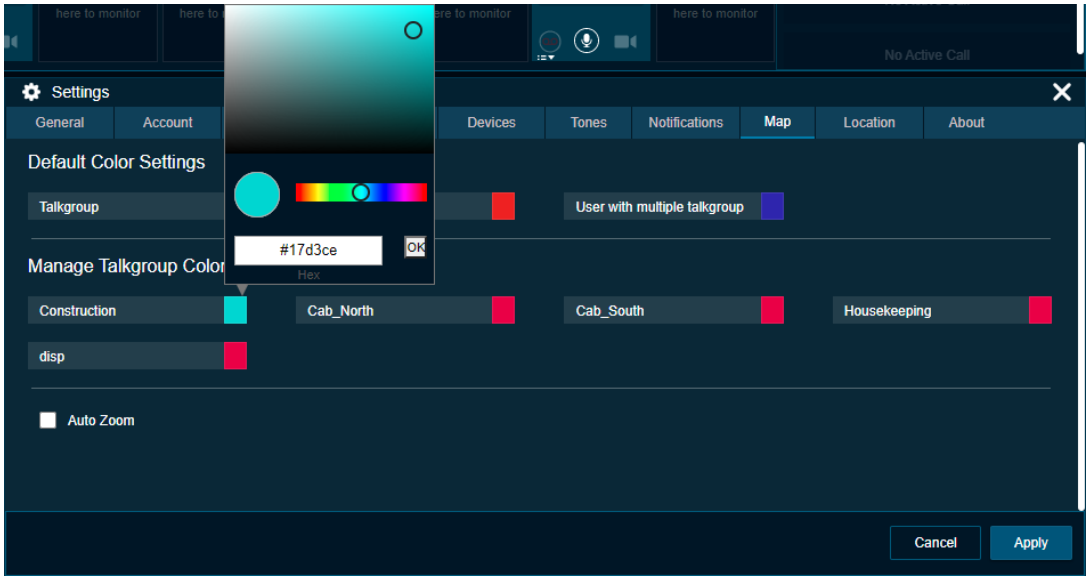
Procedure:

1 Click the **Map Settings**.

2 Click the talkgroup list in the **Manage Talkgroup Color Settings** pane.

3 Click the color, which displays the color palette.

Figure 238: Color Settings for Talkgroup



4 Select the new color you wish to assign to a talkgroup.

5 To save the changes, click the **Apply** button at the bottom of the screen.

When you locate a talkgroup member that belongs to this talkgroup, the assigned color push pin appears on the map indicating the fleet members in this talkgroup.

31.8.5
Setting a Color to a Default Contact and Talkgroup Color for a Talkgroup

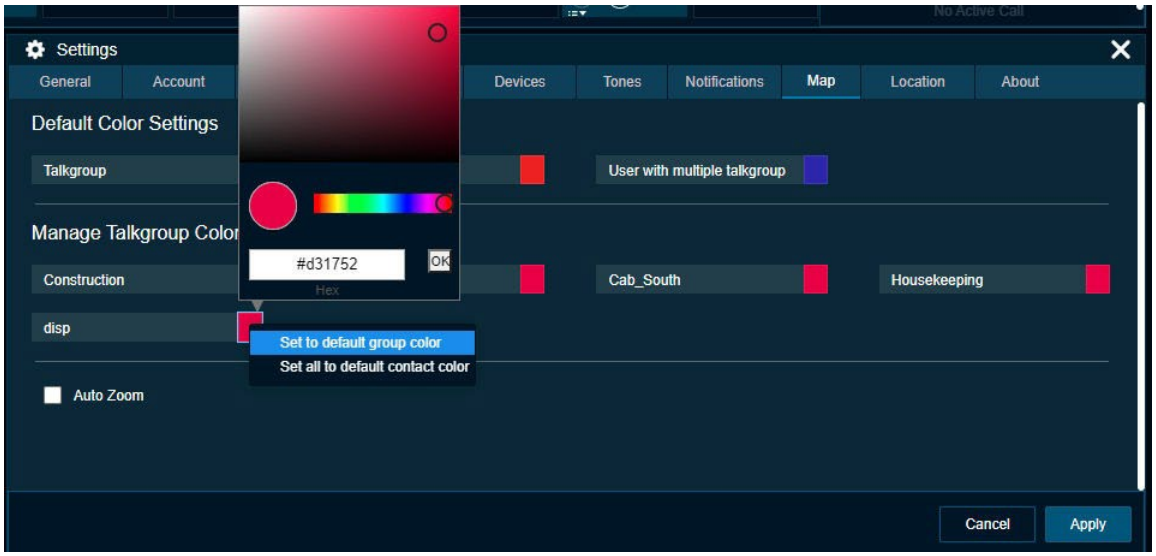
This setting allows you to change the color back to default contacts color or default talkgroups color for a talkgroup.

Procedure:

1 Click the **Map** tab in **Settings**.

2 To view the **Set to Default Talkgroup Color** and **Set to default Contact Color** options, right-click on any talkgroup in the Talkgroup Color Settings pane as shown in the following screens.

Figure 239: Default Color Settings for Talkgroup



3 Select the option **Set to default Talkgroup color** to change the assigned talkgroup color to that of default talkgroups color.

4 Select the option **Set all to default contact color** to change the color of all the talkgroups, default talkgroups color and default common member color to that of the default contacts color.

31.8.6
Auto Zoom

When you enable the Auto Zoom feature, the map zooms in and out and centers itself automatically to ensure that it displays all the located fleet members on the map. If you disable this feature in the settings, scroll the map to find fleet members when they go out of the map coverage area or relocate them to bring them into view.

31.9
Location

- **Location Expiration**
  Fleet members report their GPS location at a set frequency decided by your carrier, for example, 10 minutes. Your administrator sets the location expiration, for example, 45 minutes. The location publishes every 10 minutes for the fleet member. If the fleet member does not report location within the set expiration period, the location of the fleet member location is marked as expired. The time frame for the location expiration setting can range from a minimum of 1 minute to a maximum of 3 days, default 45 minutes. You cannot configure the location expiration from the Dispatch Settings.

  NOTE: Reducing the location reporting interval or cadence to a lower value impacts the data consumption and battery usage on the device.

- **On-demand Location**
  The Periodic location update feature provides accurate location information of a fleet member. You can set the location update interval and the duration of the location updates using this setting. For example, if the interval is set to 3 minutes while the duration is set to 2 hours, the location is refreshed every 3 minutes for 2 hours.

- **Location Update Interval**
  This setting allows you to set the location update interval of the fleet member. Minimum of 1 minute, Maximum of 60 minutes, default of 15 minutes.

- **Location Period**

This setting allows you to set the duration of the location update of the fleet member. Minimum of 1 minute, Maximum of 1440 minutes, Default of 30 minutes.

- **Distance Cadence**
  This setting allows you to set the distance interval at which the periodic location updates are published. Minimum of 100 meters, Maximum of 5000 meters, Default of 200 meters.
- **Throttle Time**
  This setting allows you to set the location publish interval of the fleet member after the last published location due to change in distance (depending on the location update interval) irrespective of the traveling speed. Minimum of 60 seconds, Maximum of 900 seconds, Default of 180 seconds.
- **Geofence**
  Geofence alert provides notification when there is any movement of the member from the specified boundary on the map as defined by you.
  Location Update Interval
  Allows you to specify the interval of the notification sent when the member is out of the fence. Minimum of 1 minute, Maximum of 60 minutes, default of 15 minutes.

  Fence Period
  Allows you to specify the duration for which the fence is applicable for a geofence enabled talkgroup. Minimum of 60 minutes, Maximum of 10,080 minutes (1 week), Default of 480 minutes (8 hours) after which the fence must be re-enabled for 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 of 0.1 kilometer, Maximum of 1000 kilometers, Default of 1 Kilometer.

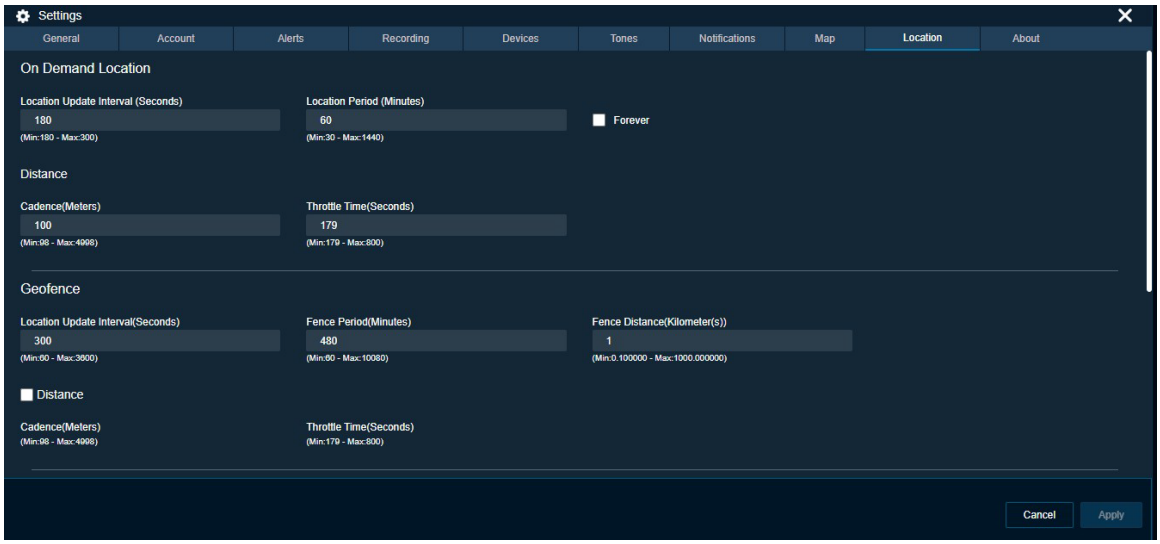
  NOTE: The distance units for fence, minimum value, maximum value, and default value for the On-demand location and Geofence settings depends on the server configuration.

  Distance Cadence
  This setting allows you to set the distance interval at which the fence cross notification is published. Minimum of 100 meters, Maximum of 5000 meters, Default of 200 meters.

  Throttle Time
  This setting allows you to set the geofence notification interval of the fleet member after the last notification due to change in distance from the fence irrespective of the traveling speed. Minimum 60 seconds, Maximum of 900 seconds, Default of 180 seconds.
- **Map Center**
  This setting displays the address, latitude, and longitude of the center on the map, which is configured in 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), the location information of your fleet member updates according to the GPS settings.
  Battery Optimized iPhone clients do not report location as per On-demand Location settings.
  Battery Optimized iPhone clients only report location every 7- 10 minutes regardless of the On-demand Location settings.
- **Area Talkgroup**
  This setting allows you to set the default radius around the area talkgroup. When you set the radius, the same is shown under the Area Talkgroup slider at the time of area talkgroup creation. Minimum of 0.1 kilometer, Maximum of 1000 kilometers, Default of 0.1 kilometer.
- **Use Google Map for Location History traversed path**
  This setting allows you to set the method to display the location history of the fleet member. If you clear the check box, then the traversed path fleet member shows as a straight line.

Figure 240: Location Settings



31.10 About

You can find the Dispatch database and map version information by selecting the **About** option. This window also displays the End User License Agreement for the Dispatch. You can click the End User License Agreement (EULA) link to view the agreement. You can also download the EULA details.

Chapter 32

Troubleshooting

This section describes common issues that have been identified and their corrective action.

32.1
Sign in and Plugin Issue

The ‘Agree’ button in the EULA window is disabled.

After reading the EULA, scroll down to the bottom of the EULA page and select the checkbox to enable the ‘Agree’ button.

Opening the Dispatch link shows a website security error message as mentioned here:

1 “Not secure” in the address bar of the Chrome browser.

2 “There is a problem with this website’s security certificate” in the Internet Explorer page.

Contact your IT support for the root certificate, if you see these error messages.

Can open the Dispatch link but cannot install the Plug-in.

The browser you are using to open the Dispatch link may not be compatible with the OS version of your PC or Laptop. For more information, refer to Software Requirements on page 31

Internet Explorer is not allowing you to open the Dispatch URL. The button is disabled.

Ensure that the security level of the zone in Internet Explorer is appropriate to allow the Dispatch URL.

When accessing Dispatch in incognito mode, an “Add extension” pop-up displays, although the extension is added to Chrome.

Ensure that you enable the check box “Allow in incognito” in the extension. To enable the extension in incognito mode, go to **Menu→ More Tools→ Extensions→ Dispatcher Plugin**. Select the check box “Allow in incognito”. Once enabled, close the browser tab and reopen.

Cannot see the Dispatch Sign in page though the Internet is working fine, and the Dispatch link is correct.

Ensure that the Post Script is enabled in the browser settings.

To check the Java Script settings, do the following:

If you are using Internet Explorer, click **Settings→ Internet options→ Security→ Custom level→ Scripting**.

- If Scripting is disabled, select **Enable** and click **OK**.

1 If you are using Chrome browser, click the **Chrome menu→ Settings→ Advance→ Content Settings→ Java Script.**

- If the Java Script is blocked, choose **Allow**.

Clicking the Sign In button shows an error message “An add-on for this website failed to run”.

Ensure that you enable the “Dispatch Plugin” in the add-on or extensions.

To check the add-ons settings, follow these steps:

If you are using Internet Explorer, click **Settings→ Manage add-ons→ “Dispatch Plugin”.**

- If disabled, right-click and change the status.

1 If you are using Chrome, click **Menu→ More Tools→ Extensions**

- If unchecked, check the check box of the Dispatcher Plugin.

After signing in to Dispatch, the browser does not allow the Plugin to download automatically.

Ensure that the automatic download option is enabled in your browser to allow the Plugin download. In the Chrome browser, if the automatic download option is disabled, then the browser asks you to either Save or Cancel the download.

To check the download settings, do the following:

If you are using Internet Explorer, click **Settings→ Internet options→ Security→ Custom level→ Download**.

- If the File download is disabled, select **Enable** and click **OK.**

1 If you are using Chrome browser, click **Chrome menu→ Settings→ Advance→ Content Settings→ Automatic downloads**

- If the Automatic download is disabled, choose **Enable**.

A repetitive Plugin install message displays when signing in to the Dispatch in IE 11, even though the latest Dispatch Plugin is installed.

If a repetitive plugin install message displays, follow these steps:

1 Ensure that you enable the “Dispatch Plugin” in the add-ons. To enable the “Dispatch Plugin” follow these steps:

2 Click **Settings→ Manage add-ons→ “Dispatch Plugin**.”

- Right-click and change the status to enabled, if disabled.

1 Ensure that you disable the “Enable Enhance Protected Mode” in the Internet Security Settings. To disable the “Enable Enhance Protected Mode” follow these steps:

Click **Settings→ Internet options→ Advanced→ Security→ Enable Enhance Protected Mode.**

If “Enable Enhance Protected Mode” is enabled, clear the check box and click **OK** to disable.

Unable to uninstall the Dispatch Plugin. The Dispatch Plugin pop-up stays on the screen but nothing happens.

Sign out and close the Dispatch browser tab and retry uninstalling the Dispatch Plugin.

32.2 User Interface Issues

Unable to click the Apply button in the Settings page.

There are no changes made to apply.

Cannot see any contacts or talkgroups in the Contacts and Talkgroups window.

Allow some time to sync with the server. If the issue still exists, contact your administrator.

Can see the Geofence, Location History, and other features in my Dispatch although these features are disabled in the Corporate Admin Tool or server.

Sign out and sign in to the Dispatch for the changes to take effect, for the features that are disabled in the Corporate Admin Tool or server.

Unable to take the floor while a call is in progress and there is a confirmation message because of closing the Dispatch browser tab.

When there is a call-in progress and if you close the Dispatch browser, a confirmation message displays as “Do you want to leave this site?”

Click **Stay** to continue to the Dispatch and take the floor.

When refreshing or reloading the Dispatch in the chrome browser, the undocked window turns to a blank page, although the undocked window docked to the Dispatch.

There is a limitation when you refresh or reload an undocked window of the Dispatch in Chrome browser. Close the blank page once docked.

Not getting any messages or not being able to listen to tones when minimizng the Dispatch or opening in another browser tab.

Dispatch does not show messages if you are not in the active browser tab or if you minimize the Dispatch browser. Ensure that you are in the active Dispatch browser tab or you do not minimize the Dispatch browser to see the notifications or listen to the tones. Sometimes, the Dispatch does not play the tones. This issue mostly happens in the Chrome browser.

Chapter 33

Glossary

33.1 Call Types

The following types of calls supported by the Dispatch.

Private Call (One-to-one Call)

A private call (also known as a one-to-one call) is a call between you and one other person.

Talkgroup Call

A talkgroup call is a call to a talkgroup with a group of members.

Quick Group Call (Quick Call)

A Quick Group call is a talkgroup call that is created on-the-fly by selecting call members from your contact list.

Broadcast Call

A Broadcast Call is a call that allows a designated broadcaster to make high-priority calls typically used for making important announcements.

Scanned Talkgroup Call

On the monitored talkgroup window, when the talkgroup is scanned, the call that comes in for that talkgroup can be heard immediately, depending on the set priority for the talkgroup.

Monitored Talkgroup Call

The Dispatch allows you to monitor up to 20 talkgroups. When monitoring, if a call is active, you can see call activity on the **Monitoring** window and optionally join the talkgroup call. Monitoring calls is helpful when you want to be aware of the call activity on specific talkgroups but do not necessarily want to participate immediately.

Video Call

Video streaming allows you to initiate or receive video calls to or from the fleet member to who can do video streaming. The Dispatch supports two types of video streaming: Video Push and Video Pull.

Instant Personal Alert (IPA)

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

33.2
Secured Message

You can send and receive text, location, and multimedia messages with the contacts and talkgroups from the Message window. A multimedia file includes document, picture, audio, and video. You can share and receive the location to and from the fleet member.

33.3
Dispatcher Identity

Your display name is shown to others during a PTT call and is shown in their PTT call history.

33.4
Floor Control

While in a PTT call the person speaking is said to “have the floor”. The following terms are used throughout this guide:

Floor Acquired
When you take the floor by pressing the PTT button, the on-screen microphone icon turns blue.” The blue PTT icon indicates that you have the floor and can speak while you press the PTT button. When you stop talking, release the PTT button.

Idle
While no one is speaking, the floor is “idle” and is available for anyone to take. The screen shows a light white button and shows the message “No one is speaking…” If you want to speak, wait until the floor is idle, then you can press the PTT button to acquire the floor.

33.5
Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once.

33.6
Quick Group

Quick Group allows you to make a PTT call to up to ten people without first creating a talkgroup. Quick group is handy if you want to call a small talkgroup of people quickly that are not already in a talkgroup.

33.7
Affiliation

Affiliation allows the dispatcher who is logged in to register interest for communication events (voice, data, location, and so on) on a given talkgroup. Also the dispatcher can change the selected talkgroup of any Dispatch contact. The dispatcher can monitor the current affiliation of the member.

Affiliation Monitoring allows the dispatcher to view the affiliated members list dynamically on a talkgroup (to which talkgroups a particular subscriber is affiliated). Remote Group Affiliation (REGA) allows dispatchers to change the selected talkgroup of any Dispatch contacts and join the conversations of that talkgroup.

33.8
Simultaneous Session Call

The Dispatch allows you to monitor up to 20 talkgroups simultaneously. When monitoring, if a call is active, you can listen to all the call activity on monitored talkgroups and optionally join the talkgroup

call. Monitoring calls is helpful when you want to be aware of the call activity on specific talkgroups but do not necessarily want to participate immediately.

33.9 Area Talkgroup

Area Talkgroup allows the dispatcher to create a temporary talkgroup with fleet members within a geographical area. The dispatcher can call, or send messages (text, image, video, document, and location) to the area talkgroups.

33.10 Geofence

Geofence allows you to define and enable a virtual boundary around the talkgroup on the map. If a fleet member crosses the fence, you and/or the fleet member receive a notification.

33.11 Location History

Location History allows you to track and display the paths, which a member has traversed. You can select a contact or talkgroup from the location history tab and can specify the duration for which you want to see the path on the map. You can play, pause, stop, and view the details of any location of that path any time during the location history play.

33.12 On-demand Location Updates

The following types of updates enable you to receive location updates from fleet members on an as-needed basis.

Periodic Location Updates
Enables you to receive periodic location updates from a fleet member based on your periodic update settings.

One Time Location Updates
Enables you to receive a one-time location update of one or more fleet members.

NOTE: On-demand location updates are only supported for release 7.7 and higher clients.

33.13 User Monitoring

User monitoring is a feature that allows the dispatcher to monitor the current situation of a fleet member who is not responding. Depending on the information received, the dispatcher can activate ambient listening, discreet listening or can remotely disable the device of the fleet member.

33.14
Emergency

If there is any life-threatening situation, the emergency feature allows the dispatcher to initiate the emergency on behalf of the target user and participate in the call. The emergency calls are always the top priority and preempt any ongoing call except another ongoing emergency call.

33.15
Backup

Backup allows the dispatcher to initiate backups of call recordings and messages including attachments along with their meta data (details) to be saved for the future reference. Dispatchers can choose to take necessary action whenever a backup pending message displays. The backed-up files are saved under the pre-configured folder in the local PC.

33.16
Operational Status Messaging (OSM)

Status messages allow you to receive fleet member quick status such as on-duty, on-route, busy, at-incident, off-duty.