MOTOROLA SOLUTIONS

# KODIAK

**Carrier-based Deployment**

# Dispatch User Guide

**Release 13.0**

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Chapter 1

# Introduction and Key Features

The Dispatch application is a carrier-independent, web-based application that makes it easy to communicate and dispatch via text message with mobile workforces and fleets from anywhere.
The Dispatch application provides PTT calling, location of fleet members, secure text and multimedia messaging, video streaming, user monitoring, remote supervision, management of emergencies and alerts, locations history, geofencing, creation and management of area-based talkgroups, and user presence indications through an intuitive user interface.

The Dispatch application provides the following functions depending on the features configured in the server:

- Push-to-Talk Call on page 101
- Maps Services on page 157
- Integrated Secured Messaging on page 126
- Operational Status Messaging (OSM) on page 141
- Simultaneous Session (Optional) on page 151
- Affiliation (Optional) on page 186
- Affiliation Monitoring (Optional) on page 187
- Remote Group Affiliation (Optional) on page 188
- User Monitoring (Optional) on page 199
- Emergency (Optional) on page 194
- Alerts on page 138
- Location History on page 177
- Geofence on page 179
- Area-Based Talkgroup on page 84

A dispatcher with a Mission Critical feature set can affiliate a member to a talkgroup and enable simultaneous audio sessions for monitored talkgroups. With the Mission Critical feature set, the dispatcher can also grant access to multiple user roles and profiles that have been pre-configured in the Central Admin Tool.
The dispatcher can log in from wherever Internet connectivity is available. The dispatcher can manage the activities for a set of mobile PTT users (also called fleet members) working in the field. The Dispatch application allows 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 responses.

## What's New in Release?

Release 13.0 contains the following new or updated content:

- Updated Upgrading the Dispatch Plug-In on page 41
- Increased Dispatcher Client Location History value in:
  - Location History on page 177
  - Tracking the Path of a Fleet Member on the Map on page 177
- Added the Priority Callback feature in Priority Callback on page 145

- Added the Custom Base Map feature in Adding Custom Base Maps on page 175
- Added the Lone Worker feature in:
  - Add-On Features (Added to Each Selected Feature Set) on page 29
  - Lone Worker (Optional) on page 204
  - Lone Worker Process on page 204
  - Enabling Lone Worker Mode on page 205
- Added the Person Down feature in:
  - Add-On Features (Added to Each Selected Feature Set) on page 29
  - Person Down (Optional) on page 206
  - Person Down Process on page 206
  - Enabling Person Down on page 207
- Updated plug-in and extension sections:
  - Installing the Dispatch Plug-In on page 37
  - Uninstalling Dispatch Extension on page 41
  - Upgrading Dispatch Plug-in Extension on page 43
  - Sign in and Plugin Issue on page 241
- Updated Notification Message on Connection on page 92
- Updated the search format in Finding an Address on page 167
- Inclusive language updates:
  - Upgrading the Dispatch Plug-In on page 41
  - Navigating Dispatch on page 45
  - Manual Dial Tab on page 83
  - Backing Up Call Recordings on page 124
  - Integrated Secured Messaging on page 126
  - Initiating a Discreet Listen on page 201
  - Changing Password from the Account Settings on page 226
- Updated Creating Area-Based Talkgroup on page 85
- Added Data Privacy guidelines in:
  - Sending a Document on page 130
  - Sending an Image on page 131
  - Sending a Video on page 132
  - Sending a Prerecorded Audio File from Your Local PC on page 133

# Key Features

The following are the descriptions of the key features of 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 Central Admin Tool (CAT) administrator manages the contacts and talkgroups for a Dispatch user. The dispatcher can assign most frequently used contacts and

talkgroups to their **Favorites** and can create their own talkgroups (My Talkgroups) from the **Contacts and Talkgroups** tab.
For more information, refer to Contacts and Talkgroups on page 67

**PTT Calling**
Allows the dispatcher to start or end a Push-to-Talk (PTT) call and record a conversation. Dispatch shows call activities along with the caller identity during the call. The dispatcher can export and review the details of call recordings on their local PC. Dispatch supports two-way communication and manual commencement for the PTT call.
For more information, refer to Push-to-Talk Call on page 101

**Instant Personal Alert**
Allows the dispatcher to send and receive an alert to and from a fleet member as a request to call back. Dispatch 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 'Busy (Do Not Disturb - DND)'. The dispatcher can only send an IPA to a single contact; Dispatch does not support sending an IPA to a group.
For more information, refer to Instant Personal Alert (IPA) on page 138 section.

**Locate**
Allows the dispatcher to locate the fleet members on the map. The dispatcher can locate multiple contacts or an individual talkgroup at a time.
For more information, refer to Maps Services on page 157 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 126 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 101 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. The dispatcher can join an active call. When the call ends, the dispatcher can join 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 153 section.

**Map**
Allows the dispatcher to view the location of fleet members and the option to make PTT calls, send messages or alerts to the fleet members, directly from the map.
For more information, refer to Maps Services on page 157 section.

**Geofence**
Allows the dispatcher to assign a geographic boundary to a talkgroup on the map. When a geofence is set for a talkgroup, the dispatcher receives a notification whenever a fleet member enters or leaves the area.
For more information, refer to Geofence on page 179 section.

**Location History**
Allows the dispatcher to track the path that 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 177 section.

**Presence**

Allows the dispatcher to see the availability of a fleet member. The fleet members who have the dispatcher as a contact can also 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 211 section.

**Avatar**

Allows the dispatcher to change the profile picture of a contact from the list of avatars available in Dispatch. By default, all contacts have an assigned avatar.
For more information, refer to Avatars on page 65 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, Voice Message Fall Back automatically records the call as a voice message. Unavailable states include Do Not Disturb (DND), offline, busy, or temporarily unavailable.

**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 a fleet member sends.
For more information, refer to Alerts on page 138 section.

**Logs**

Provides information about recent activity 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 213 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 Changing Map Settings on page 231 section.

**Location Settings**

Allows the dispatcher to select the duration of the contact or talkgroup 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 expiry period of a member on the map. For more information, refer to Maps Services on page 157 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**

Allows the dispatcher to select one or more fleet members and access to 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 within a geofence. Geofence Settings also allows the dispatcher to set the distance and period in which the fence is applicable for the members.
For more information, refer to Settings on page 222 section.

**Area-Based Talkgroup**

Allows the dispatcher to create a talkgroup with fleet members on the map. The dispatcher can call or send messages (text, image, video, document, and location) to the area-based talkgroups. For more information, refer to Area-Based Talkgroup on page 84 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 can then use ambient listening and discreet listening to collect information pertaining to that member.

**Ambient Listening**

Allows the dispatcher to activate the device Mic remotely and allows the dispatcher to listen to the surroundings of the member without knowing the member. The dispatcher then takes necessary actions such as remote emergency and enable or disable the device. For more information, refer to Initiating an Ambient Listen on page 200 section.

**Discreet Listening**

Allows the designated dispatcher to listen to any PTT calls to and from the selected member without the user's knowledge. For more information, refer to Initiating a Discreet Listen on page 201 section.

**Disable or Enable User**

Allows a designated dispatcher to remotely disable a specific device. The disabled device 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 203 section.

**User Check**

When the dispatcher selects user check, they can view information like the location of the member, presence status, battery status, emergency state, and signal strength of Wi-Fi or LTE on the member device. For more information, refer to Activating a User Check on page 199 section.

**Emergency Call**

Allows the dispatcher to initiate an emergency call 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 194 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) on page 141 section.

**Simultaneous Session**

Allows the dispatcher to monitor up to 20 talkgroups simultaneously with a 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. A dispatch user can move each streamed video window to a different screen. A dispatch user can receive multiple videos in 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. A dispatch user can enable 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 151 section.

**Affiliation**

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 through 3 or No Priority). For more information, refer to Affiliation (Optional) on page 186 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 187 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 188 section.

**Backup and Export**

Allows the dispatcher to create s backup of call recordings and secured messages including the attachments along with its details. For more information, refer to Dispatch Back Up on page 220 section.

**Online Problem Reporting**

Allows the dispatcher to report issues or problems directly from the Dispatch application including the option to attach images and supporting videos. Attached files can be optionally zipped and uploaded to a specific server location for further investigation by the support team.
Supported file types:

- `.JPEG`
- `.PNG`
- `.MP4`

Maximum attachment file size: 5 MB

After reporting a problem, the dispatcher gets a notification.

**NOTE:** Online problem reporting fails when the file size exceeds 5 MB.

## 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

Includes Collaboration 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

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
- Patching

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

- Video Services, see Video Streaming (Optional) on page 189.
- Lone Worker (not available for Collaboration), see Lone Worker (Optional) on page 204.
- Person Down (not available for Collaboration), see Person Down (Optional) on page 206.

Chapter 2

# Get Started

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

See the following sections to get started:


- Prerequisites on page 30
- Signing In on page 32
- Accepting Cookies on page 33
- End User License Agreement on page 34
- Take a Tour on page 34
- Desktop Notifications on page 34
- Logging Out on page 34
- Password Management on page 35
- Blocked Account on page 35
- Signing into More Than One Session on page 33


## Prerequisites

The Dispatch application does not require administrator privileges to log in.

The app requires the following prerequisites:


- Hardware and Network Requirements on page 30
- Software Requirements on page 31
- Browser Requirements on page 31
- Website Display Requirements on page 31
- Network Requirements and Settings on page 31


## Hardware and Network Requirements

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

- 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 app does not support touch events on touchscreen devices.

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

# Software Requirements

Following are the software requirements for the Dispatch application:

- Windows 10, 11, 11 Pro or 11 Enterprise 64-bit version

# Browser Requirements

**NOTE:** Ensure to update the browser with the latest stable version.

The supported browsers for the Dispatch application:

- Google Chrome 104 or higher
- Microsoft Edge 105 or higher (Chromium-based).
  Enable the extensions from other stores.
- Mozilla Firefox 76 or higher
- Apple Safari 14 or higher

Microsoft Visual C++ Runtime should be installed. If not installed, please contact your organization's IT team for assistance

**NOTE:** If you try to access the app in an unsupported OS browser, the app cannot load and you cannot operate the application

# Website Display Requirements

To view the Dispatch application, you must configure the website settings.

**Enabling pop-ups**

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

**Reset Zooming**

To view the Dispatch application 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.

# Network Requirements and Settings

To avoid the network failure-related issues while using the Dispatch application, 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 web app. To establish a connection with the PTT server, the app does not support authenticated HTTP/SOCKS proxies. The communication path between the web app 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.

## Enabling the File Download Option

You can enable the file download configuration to ensure that the downloads are easily accessible to you on your local PC. Check and enable the download path in your browsers.

**Procedure:**

1. Depending on the browser, perform one of the following:

| If… | Then… |
|---|---|
| If you use Google Chrome, | perform the following:<br>**a.** Navigate to **More** → **Settings** → **Advance** → **Downloads**.<br>**b.** Click **Change** and select where you like to save the files. |
| If you use Microsoft Edge, | perform the following:<br>**a.** Navigate to **More** → **Settings** → **Downloads**.<br>**b.** Click **Change** and select where you like to save the files. |
| If you use Mozilla Firefox, | perform the following:<br>**a.** Navigate to **Open Application Menu** → **Settings** → **Downloads**.<br>**b.** Click **Browse** and select where you like to save the files. |

2. Click **Select Folder**.

# Signing In

**NOTE:** First-time login requires account activation. The application provides multifactor authentication (MFA). If the administrator enables the MFA, once the user logs in with valid credentials the second-level authentication occurs. The user must enter the one-time password (OTP) from the Authenticator App.

**Prerequisites:** Ensure that you install the MFA mobile application. Motorola Solutions has certified the use of the Google Authenticator. The application can be downloaded from the application store on a mobile device.

**Procedure:**

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

   When you click the link, a cookie page displays.

2. Select your privacy-related preferences. Create a password that meets the minimum requirements of the password policy set for the Dispatch application.

   The password must meet the minimum requirements of the password policy of the application as follows:

   - At least 16 characters
   - One lower case letter [a to z]
   - One upper case letter [A to Z]

- One number between [0 to 9]
- One of these special characters: @#$%^&+=

**NOTE:** These system-wide settings may change based on your service provider configuration.

**NOTE:** An error message displays if the entered password does not match the minimum requirements of the password policy.

3. Click **Continue**.

   The following message displays:
   `Password changed successfully.`

4. **NOTE:** If the administrator enables the MFA, the **Mobile Authentication Setup** window displays.

   Perform the following actions:

   a. Perform one of the following actions:
      - Open the mobile application and scan the QR code.
      - Enter the provided key manually.

   b. Click **Next**.

   c. Enter the OTP provided by the application and click **Submit**.

      **NOTE:** The OTP can expire within a set time period. Updated code is available after the expiration.

**Postrequisites:**
If the administrator enables the MFA, each log-in requires two-factor authentication. To access the Dispatch application, after entering credentials enter the OTP from the app.

For more information about the plug-in, refer to Dispatch Plug-in on page 37.

For more details on password management, see Password Management on page 35.

# Signing into More Than One Session

**When and where to use:**
When you try to access the Dispatch application with an active session in progress, the following dialog box displays:

```
You are already signed in from a different computer. Proceeding here sign out
all other instances. Would you like to proceed?
```

**Procedure:**

1. Click **Proceed** to log out of the existing active session.
2. Sign in to a new session.

# Accepting Cookies

Whenever you log in to the Dispatch application, a pop-up block displays to choose your browser preferences. When you log in to the app 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 app.

**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 the application.

# End User License Agreement

When you log in to the Dispatch application, a **End User License Agreement** (EULA) window displays. Review the terms of the license agreement. If the app supports any other language, you can choose a language from the **Language** drop-down in the EULA window. To continue, you must agree to the terms of the license agreement.

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

# 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 application. Clicking **View Tour** takes you to the basic operation of the app. 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 app to display the **Take a Tour** page, whenever you log in, 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 app.

# Desktop Notifications

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

If you select **Allow** or **Block**, the desktop notifications are either shown or blocked respectively, when your app 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 app. A sample screen shows the incoming call. Similar notifications are shown for incoming messages, alerts, and alert reminders.

# Logging Out

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

**Procedure:**

From the **Profile** icon in the upper right-hand corner, click **Sign Out**.

**NOTE:** If you are logged in to the app and your user ID has been changed from the Central Admin Tool (CAT), the app force logs out. The following message displays:
`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. See Signing In on page 32 for more information.

# Password Management

Password management allows you to change or reset the password of your application account. For more details on password requirements, see Signing In on page 32 section.

**NOTE:** These system-wide settings may change based on your service provider configuration.

The system default configuration is set as follows:

1. Password expires every 90 days.
2. Password history cannot be the same as any of the last five passwords used.
3. Password cannot be same as your username.

## Changing a Password

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

**Procedure:**

1. Click the **Settings** icon in the upper-right corner of the header and click **Settings**.
2. Click the **Account** tab.
3. Enter the **Current password**.
4. Enter the **New password**.
5. Re-enter the new password.
6. Perform one of the following:
   - Click **Apply** to change the password.
   - Click **Cancel** to cancel the action.

## Resetting a Forgotten Password

If you have forgotten your Dispatch account login password, your corporate administrator 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 app sign in page.

**Procedure:**

1. From the **Sign in** page of the app, click **Forgot Password.**
2. Enter the email ID associated with your account in the dialog box and click **Submit**.
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. Log in to the Dispatch app with the new password.

# Blocked Account

When you attempt to log in to the Dispatch with an incorrect password more than the number of allowed attempts, your account can be blocked temporarily or permanently based on configuration settings by your

Service Provider. In case of account lockout, you can unblock your account by resetting your password, see Resetting a Forgotten Password on page 35 or contact your administrator.

Chapter 3

# Dispatch Plug-in

A dispatch plug-in is an add-on required to access the Dispatch application. The dispatch plug-in also enables you to receive updates within the application.

See the following sections on plug-in available actions:


- Installing the Dispatch Plug-In on page 37
- Uninstalling the Dispatch Plug-in on page 40
- Upgrading the Dispatch Plug-In on page 41


## Installing the Dispatch Plug-In

Install the Dispatch plug-in on your Windows PC to use the Dispatch application. Ensure multiple dispatcher plug-ins are not installed on your PC. When you sign in to the Dispatch application, a plug-in installation request displays. If you do not install a plug-in, the Dispatch app does not work.

**Prerequisites:** Ensure that:

- you do not use the browser Incognito mode when accessing the Dispatch application for the first time.
- the **Block** pop-up option is not enabled in browser settings.

**Procedure:**

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

   The app asks you to install the dispatch plug-in and add it to the browser. An **Add Extension** pop-up block displays.

2. Perform one of the following actions:
   - Click **Add Extension** to add the dispatch plug-in extension to your browser.
     Clicking on **Add Extension** opens a new tab that adds the dispatch plug-in extension to the browser. At the same time, the dispatch plug-in file download starts.
   - If you do not want to add the extension, click **Cancel**.
     Clicking **Cancel** displays the following error message:

     ```
     Extension to web browser and plugin are required to run the application.
     You must add the extension, install the plugin, close the browser tab
     and sign in again in a new tab.
     ```

3. Choose one of the following:

| If… | Then… |
|---|---|
| If you install the plug-in on the Chrome, | Click **Add to Chrome**.<br>An **Add Dispatch Plug-in** pop-up block opens. |

| If… | Then… |
|---|---|
| If you install the plug-in on the Firefox, | Perform the following:<br>**a.** Click **Add Extension**.<br>**b.** Select the **Allow this extension to run in Private Windows** check box and click **Okay**.<br>**c.** In the top-right corner of your browser, click **Extensions** and click **WebDispatcher Extension**.<br>**d.** From the drop-down list, select **Manage Extension**.<br>**e.** Select **Permissions** tab and enable **Access your data for all websites** option. |
| If you install the plug-in on the Edge, | Click **Add Extension**.<br>An **Add Dispatch Plug-in** pop-up block opens. |

# Checking the Extension Settings for Plug-in

**Procedure:**

1. In your browser, click the **Extensions** icon.
2. Select the **Manage Extensions** option.
3. In the **Manage Extension** window, check the status of the `Dispatch Plug-in`.
4. If the **Extension** status is disabled, then change the status to enable.
5. If the **Extension** is not installed on the PC, run the installer file once downloaded or saved to the local PC.
6. Click the **Finish** button.

# Dispatch Extension Configuration for No-Internet Connectivity Setup

From the release 12.3, support is provided to configure the dispatch extension for no-internet connectivity setups. This is applicable for those users who operate in an environment with a private network such as LAN, need standard Dispatch features but there is no access to the web store to add the Dispatcher extension.

Depending on the browser you use, follow one the processes:

- For Microsoft Edge or Google Chrome, see Configuring Dispatch Extension for No-Internet Connectivity Setup for Google Chrome and Microsoft Edge on page 38.
- For Mozilla Firefox, see Configuring Dispatch Extension for No-Internet Connectivity Setup for Mozilla Firefox on page 39.

## Configuring Dispatch Extension for No-Internet Connectivity Setup for Google Chrome and Microsoft Edge

**Prerequisites:** Ensure that:

- the administrator hosts the updated extension by using a customer webstore account for the Deployment without the Internet connectivity.
- the Plug-in extension is added to the browser by providing Extension ID in the following format:

`https://<browser>/webstore/detail/<Extension-ID>`

where:

***<browser>*** is the browser path.

Enter `chrome.google.com` or `microsoftedge.microsoft.com`

The extension is added in the following path:

```
C:\Users\admin\AppData\Local\<browser>\User Data\Default\Extensions
```

**NOTE:** Use the admin credentials on PC or else `User Data\Default\` may not be accessible or visible.

- the folder is copied. You need a copied folder for the offline upload.

**Procedure:**

1. Log into the Dispatch and accept the EULA.
2. In the **`Download Extension to Web Browser`** pop-up, click **Download Extension**.

   Both extension and plug-in installer files get downloaded.

3. The Dispatcher app displays the **`Steps to Install the Extension`** window. To install the extension perform the following actions:
   a. Unzip the extension `.zip` file and select a preferred path.
   b. To enable the **Developer Mode** option in the browser **Extensions** tab navigate to: **Extension icon** → **Manage Extensions** → **Developer Mode**.
   c. In the **Developer Mode** tab, click **Load Unpacked** and select the path of the unzipped extension.
   d. In the **`Steps to Install the Extension`** pop-up window, click **OK**.

   The pop-up also contains a link for a detailed video description of the installation steps.

   **NOTE:** Extension to the web browser and the plug-in are required to run the application. You must add the extension, install the plug-in, close the browser and sing in again in the new browser tab.

4. Click **OK**

   The extension is added to the browser. Clicking **OK** in the **`Steps to Install the Extension`** pop-up window results in logging out. Log in again with the given credentials.

## Configuring Dispatch Extension for No-Internet Connectivity Setup for Mozilla Firefox

**Prerequisites:** Ensure that:

- the administrator hosts the updated extension by using a customer webstore account for the Deployment without the Internet connectivity.
  If the customer specific Firefox Add-on store account is not required, the Design Firefox Extension `.xpi` file can be used.
- the Setup specific Firefox Extension is added to the Firefox browser where Internet or Public Network Connectivity is available by doing WD Login and Firefox Add-on addition.
  The extension folder with the `.xpi` file is added in one of the following paths:

  For the PC:

  `C:\Users\<UserID/Core-ID>\AppData\Roaming\Mozilla\Firefox\Profiles\Profile-ID\extensions`

  For other devices:

`C:\Users\admin\AppData\Roaming\Mozilla\Firefox\Profiles\1hzefjy6.default-release\extensions`

**NOTE:** Use the admin credentials on PC or else `User Data\Default\` may not be accessible or visible.

- the folder is copied. You need a copied folder for the offline upload.

**Procedure:**

1. Log into the Dispatch and accept the EULA.
2. In the **`Download Extension to Web Browser`** pop-up, click **Download Extension**.

   Both extension and plug-in installer files get downloaded.
3. The Dispatcher app displays the **`Steps to Install the Extension`** window. To install the extension perform the following actions:
   a. Unzip the extension `.zip` file and select a preferred path.
   b. In the Firefox browser perform one of the following:
      - Open the **Add-ons Manager**.
      - Press the following shortcut keys: ALT + T [A].
   c. In the top right corner, click the **Tools for All Add-ons** gear icon and click **Install Add-on From File**.
   d. Browse to the add-on `.xpi` file copied to the preferred path and perform one of the following actions:
      - Double click the add-on.
      - Click **Open**.
   e. Click **Add** and in the top right corner select the **`Allow this extension to run in Private Windows`** checkbox.

   The pop-up also contains a link for a detailed video description of the installation steps.

   **NOTE:** Extension to the web browser and the plug-in are required to run the application. You must add the extension, install the plug-in, close the browser and sing in again in the new browser tab.
4. Click **OK**

   The extension is added to the browser. Clicking **OK** in the **`Steps to Install the Extension`** pop-up window results in logging out. Log in again with the given credentials.

# Uninstalling the Dispatch Plug-in

**Procedure:**

1. From the **Control Panel** on your local PC, navigate to: **Start** → **Control Panel** → **Programs** → **Uninstall a program**
2. Select the Dispatch plug-in and click **Uninstall**.

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

# Uninstalling Dispatch Extension

**Procedure:**

1. In the top-right corner of your browser, click **Extensions**.
2. Depending on the browser, perform one of the following:

| If… | Then… |
|---|---|
| If using Chrome, | Perform the following<br>**a.** Click **More options** next to the Dispatch extension.<br>**b.** From the drop-down list, select **Remove from Chrome** and confirm the choice by clicking **Remove** on the pop-up message. |
| If using Firefox, | Perform the following:<br>**a.** Click **WebDispatcher Extension** settings icon next to the Dispatch extension.<br>**b.** From the drop-down list, select **Remove Extension** and confirm the choice by clicking **Remove** on the pop-up message. |
| If using Edge, | Perform the following:<br>**a.** Click **More actions** next to the Dispatch extension.<br>**b.** From the drop-down list, select **Remove from Microsoft Edge** and confirm the choice by clicking **Remove** on the pop-up message. |

# Upgrading the Dispatch Plug-In

If a scheduled upgrade is available and the dispatcher uses an outdated version of the Plug-in, dispatchers can continue to use the Web Dispatch application. You do not need to log out to complete the upgrade process.
You can postpone the Plugin Upgrade if you want to continue using the previous version of the Plugin.

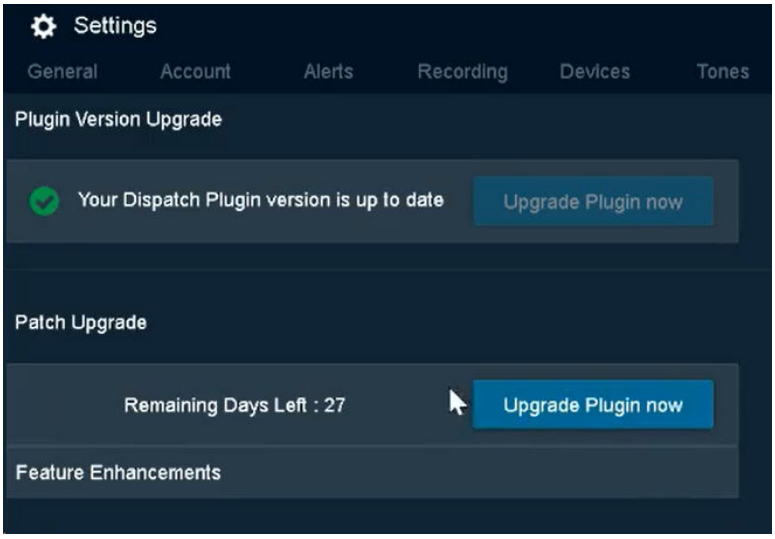
**Procedure:**

1. Click the toast message notification: `Latest Plug-in Update is available.`

   You are redirected to **Upgrade** tab in the **Settings**
   The followong choices are available:
   **Plugin Version Upgrade**
   Plugin upgrades and the Dispatch app version upgrade.

   **Patch Upgrade**
   Patches which upgrade the Plugin. The Dispatch version remains constant. These upgrades are pushed to address any minor defects or introduce minor feature enhancements.

**Figure 1: Upgrade Plugin Options**




2. Click **Upgrade Plugin Now** under the corresponding upgrade section.
3. Click **Continue**.

   A popup appears with the following message:
   `Plug-in will be upgraded to the latest version. Clicking on Continue will redirect you to the latest app for further installation process. Please note that you will not be able to use the current version of the app once the Upgrade process has been initiated. You can choose to Postpone the Upgrade for next` ***`<number of days>`*** `after which the Force Upgrade will be initiated in order to continue using the app. Do you want to continue?`

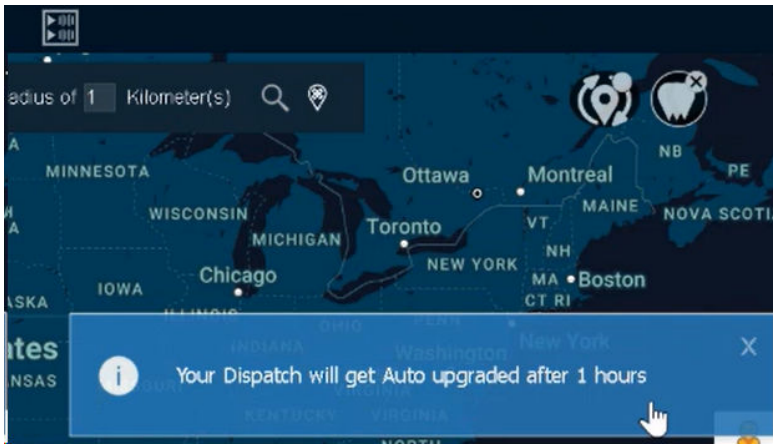
   Where ***`<number of days>`*** is a postpone interval configured by Administrator.

4. Click one of the following:
   - **Continue** to start the Dispatch plug-in upgrade process. A pop-up block appears to indicate that the plug-in is downloaded.

- **Postpone** to postpone the upgrade. The upgrade will be postponed for ***<number of days>*** and you can continue using the app.

**NOTE:** Once the postpone duration ends, the Forced Upgrade happens. In this case you must upgrade the Plugin or else you are logged out. A toast message is shown before the scheduled Forced Upgrade.

**Figure 2: Forced Upgrade Notification**




5. Run the installer file once downloaded and saved.
6. Wait for the installation to finish and on the pop-up window click **OK**.

   You are redirected to the latest version of the Dispatch app

**Postrequisites:** Wait for Dispatch to load the latest post upgrade. You do not need to logout and login again.

# Upgrading Dispatch Plug-in Extension

If there is any change in ExtensionID due to extension upgrade, then during the Webdispatch login after providing the username and password, the following pop-up displays: `Upgrade Extension to web browser`

**Procedure:**

1. Perform one of the following actions:
   - Click **Upgrade Extension**
     Two new tabs open.
     First tab has the option to remove the existing extension that is installed.
     Second tab gives the user the option to install the updated extension

     **NOTE:** You must remove the previous extension before adding the updated extension.
   - Click **Cancel**.
     You are redirected to the **Login** page.
2. Click **Add Extension**.

   **NOTE:** Ensure that:
   - You do not use Chrome **Incognito mode** when accessing the Dispatch application for the first time.
   - The **Block** pop-up option is not enabled in browser settings

3. In the WebDispatch pop-up window, click **OK** button.

   You are navigated back to the **Login** page. Log into the Dispatch using the updated extension.

Chapter 4

# Navigating Dispatch

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

See the following sections on the Dispatch navigation:


- Navigation Areas on page 46
- Docking and Undocking a Tab on page 47
- Icons on page 48
- Avatars on page 65
- Tones on page 66


**Figure 3: Dispatch Layout - Without Simultaneous Session**

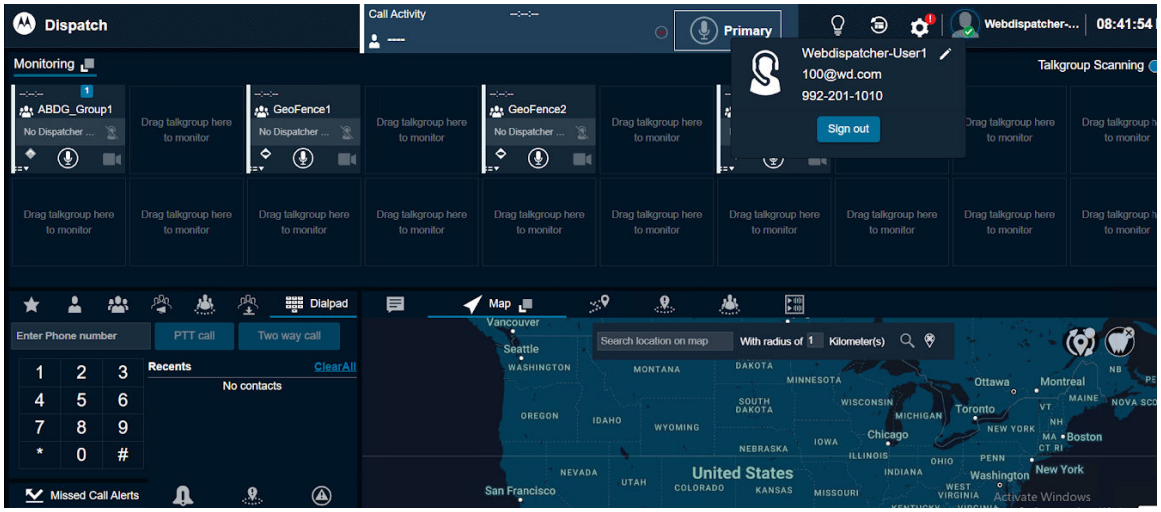
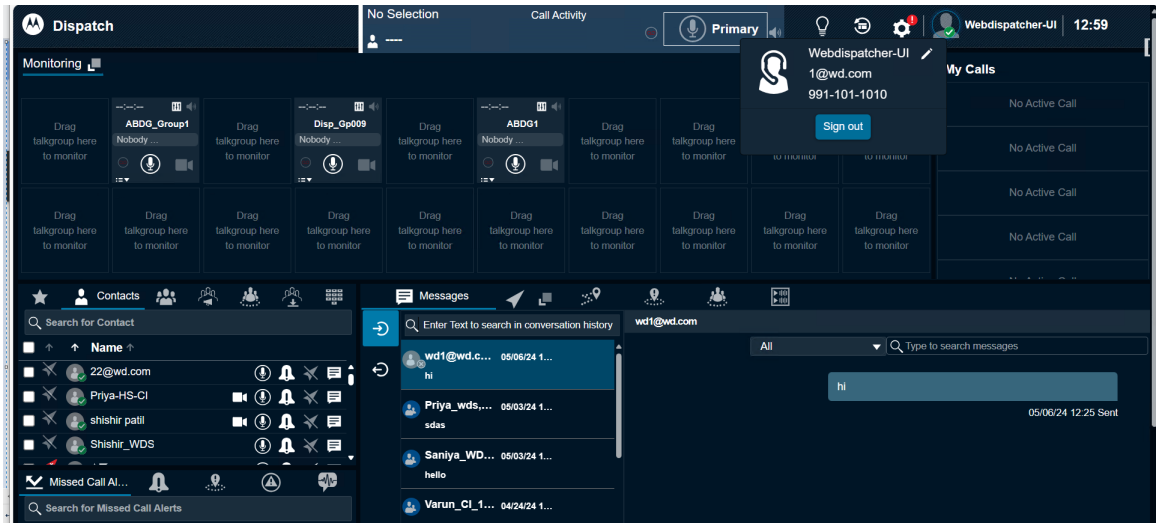



**Figure 4: Dispatch Layout - with Simultaneous Session**



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.

# Navigation Areas

Dispatch consists of the following major navigation areas:

## Header Area

The header area contains the following elements:

**MSI Logo**

**Call Activity**

When you select a contact or talkgroup, the **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 101

**Dark Mode vs. Light Mode**

Allows you to change the mode of the Dispatch.

**NOTE:** If you have done any customization in the Dispatch, then you can not switch between dark and light mode. Customization is made available only in dark mode.

**Resetting the Layout**

If you have undocked the windows on Dispatch, you can easily reset the layout to its default factory display. Refer to: Resetting the Layout on page 48.

**Settings**

Displays the following available actions:

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

**Your Privacy Choices** allows you to view the privacy-related choices.

**Report a Problem** allows you to report issues or problems directly from the Dispatch.

**Help** provides you the link to the Push-to-Talk product.

**Profile**

New window Displays the following user information:

Username

Email address

Phone number

To sign out you can click **Sign Out**.

## Monitoring

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. Refer to Monitoring Talkgroups on page 148

## Contacts and Talkgroups

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 67

## Alerts

Alerts can be a request from a fleet member for a call or a notification that you missed. Refer to Alerts on page 138.

### 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 126.

### Maps

Depending on the server configuration, Dispatch uses the Google or ESRI map service to display the location of fleet members on the map. Refer to Maps Services on page 157.

### 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 177.

### 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 179.

### 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-Based Talkgroup on page 84.

### Logs

Logs provides information about recent activity of the dispatcher on Dispatch including alerts, PTT calls, audit logs, location reports, Geofence logs, video logs, and audio recordings of recorded calls. Refer to Logs on page 213.

### 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 101.

# 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 even drag it onto another display monitor.

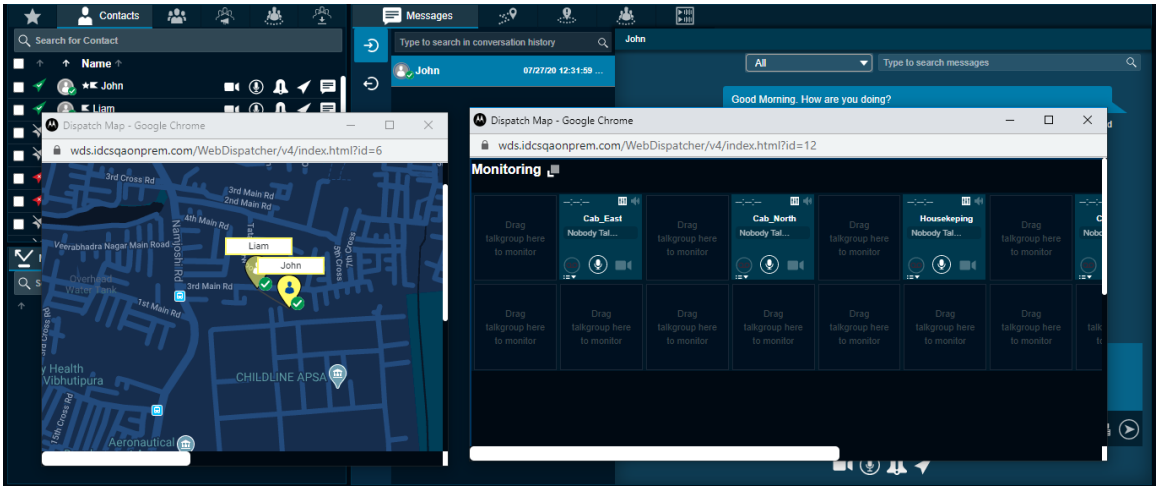
**NOTE:** You can only unlock the **Map** and **Monitoring** along with **My Calls** windows.

**Procedure:**

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

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

**Figure 5: Undocked Windows**




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

   **NOTE:** Ensure that you disable or turn off the pop-up blocker on the browser to undock the tabs. Do not duplicate the undocked window. Duplicating the tab creates a blank page.

   To dock all the windows back to their default position, refer to Resetting the Layout on page 48

# Resetting the Layout

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

**Procedure:**

1. Click the **Reset Layout** icon on the right side of the Dispatch.

   A following message displays:
   `Do you want to revert back to the default layout?`

2. Perform one of the following actions:
   - Click **Yes** to reset to the default layout.
   - Click **No** to leave the layout unchanged.

# Icons

The following table lists the Dispatch application common icons.

**Table 1: Dispatch Icons**

| Icon | Title | Description |
|---|---|---|
| | Presence Available | Displays when presence status of the fleet member is available. |

| Icon | Title | Description |
|---|---|---|
| | Do Not Disturb | Displays when presence status of the fleet member is do not disturb. |
| | Offline | Displays when presence status of the fleet member is offline. |
| | Location Available | Displays when location of the fleet member is available. |
| | Location Unavailable | Displays when location of the fleet member is not available. |
| | Location Expired | Displays when location of the fleet member is expired. |
| | Instant Personal Alert | Click to send an instant personal to a contact. |
| | Favorites | Click to add a contact or talkgroup to the Favorites tab. |
| | Message | Click to send a message to a contact or talkgroup. |
| | Message Not Allowed | Displays when messaging to a contact or talkgroup is not allowed. |
| | Locate | Click to locate a fleet member. |
| | Locate Not Allowed | Displays when locating the fleet member is not allowed. |
| | Call | Click to make a PTT call. |
| | Geofence | Displays when geofence is assigned to a talkgroup. |
| | Broadcast Group | Displays when the group type as broadcast. |

| Icon | Title | Description |
|---|---|---|
| | Talkgroup | Displays the talkgroup. |
| | My Talkgroup | Displays for the talkgroups that you create in the Dispatch. |
| | Create My Talkgroup or Add to existing My Talkgroup | Click to create a My Talkgroup or add members to My Talkgroup. |
| | Edit My Talkgroup | Click to rename or remove members from the My Talkgroup. |
| | Delete My Talkgroup | Click to delete a My Talkgroup. |
| | One-to-one Call | Displays when an alert type is one-to-one. |
| | Talkgroup Call | Displays when an alert type is talkgroup. |
| | Broadcast Group Call | Displays when an alert type is broadcast group. |
| | Quick Group Call | Displays when an alert type is quick group. |
| | PTT Button Acquired | Displays for Push-to-Talk Floor Control button when you take the floor. |
| | PTT Button Unavailable | Displays for Push-to-Talk Floor Control button when a fleet member takes the floor. |
| | PTT Button Idle | Displays for Push-to-Talk Floor Control button when the floor is idle. |
| | Voice Message Fall Back | The PTT icon turns to voice message fall back when the fleet member is presence status is not available. |
| | Record Manually | Click and hold to record the call manually. |

| Icon | Title | Description |
|---|---|---|
| | Record Disabled | Displays when the call recordings are disabled. |
| | Record Always | Displays when all the calls are recorded automatically. |
| | Stop | Click to Stop the Call Recording. |
| | End Call | Click to End a PTT Call. |
| | End Call Disabled | Displays when there is no ongoing call. |
| | Dispatcher in Call | Displays when a dispatcher is on call in the Call Activity window. |
| | Missed Call | Displays when you receive a missed call. |
| | Status Alert | Displays when you receive a status alert. |
| | Geofence Alert | Displays when a member crosses the assigned fence. |
| | PTT Call Alert | Displays when the alert is of PTT call type. |
| | Missed Video Call Alert | Displays when you receive a missed video call. |
| | Alert Unattended | Displays when the alert is Unattended. |
| | Alert Parked | Displays when the alert is Parked. |
| | Alert Completed | Displays when the alert is Complete. |

| Icon | Title | Description |
|---|---|---|
| | Alert Attended | Displays when the alert is Attended. |
| | Alert Expired | Displays when the alert is Expired. |
| | Alert Expiring | Displays when the alert is Expiring. |
| | Remove Monitored Talkgroup | Click to remove talkgroup from Monitoring window. |
| | Talkgroup Scanning Normal | Select from the drop-down to make the talkgroup scanning to normal. |
| | Talkgroup Scanning Monitor Only | Select from the drop-down to make the talkgroup scanning to monitor only. |
| | Talkgroup Scanning No Priority | Select from the drop-down to make the talkgroup scanning to no priority. |
| | Talkgroup Scanning Turned On | Displays when that Talkgroup Scanning is turned on for a monitored group. |
| | Talkgroup Scanning Paused | Displays when that Talkgroup Scanning is paused for a monitored group. |
| | On Call List Processing | Displays when you click the dispatchers on call list icon in the monitored talkgroup. |
| | Dispatcher On Call List Fetch Error | Displays when there is an error in fetching the monitoring call details. |
| | No Dispatcher On Call | Displays when no dispatcher is on the monitoring call. |
| | Other Dispatcher On Call | Displays when the other dispatcher on call on the monitoring call. |
| | Self Dispatcher | Displays when the self-dispatcher is on call on the monitoring call. |

| Icon | Title | Description |
|---|---|---|
| | Refresh Dispatcher List | Click to refresh dispatcher list on the monitoring call. |
| | Talkgroup Scanning Off | Swipe the slider to enable the talkgroup scanning. |
| | Talkgroup Scanning On | Swipe the slider to disable the talkgroup scanning. |
| | Presence Online | Displays when your presence status is Online. |
| | Presence Do Not Disturb | Displays when your presence status is “Do Not Disturb”. Click the profile icon on the Dispatch header and select the status. |
| | Reset Layout | Click this icon on the Dispatch header to dock the undocked tabs. |
| | Filter | Click to filter on any type of Log file in the Alerts tab. |
| | Search | Click to search in the Dispatch. |
| | Reset Filter | Click to reset filter in the Logs tab. |
| | Export | Click to export recorded call in the Call Logs tab. |
| | Backup Pending | Displays when the Dispatch backups are pending depending on the server configurations. |
| | Export | Click to Export the location report in the Location Reports tab. |
| | Outgoing | Displays for the outgoing log in the Logs tab. |
| | Incoming | Displays for the incoming log in the Logs tab. |
| | One-to-one Missed Call Alert | Displays when you receive a missed one-to-one call in the Alerts tab. |

| Icon | Title | Description |
|---|---|---|
| | Talkgroup Missed Call Alert | Displays when you receive a missed talkgroup call in the Alerts tab. |
| | Quick Group Missed Call Alert | Displays when you receive a missed quick group call in the Alerts tab. |
| | Broadcast Group Missed Call Alert | Displays when you receive a missed broadcast group call in the Alerts tab. |
| | My Talkgroup Missed Call Alert | Displays when you receive a missed my talkgroup call in the Alerts tab. |
| | One-to-one Video Missed Call Alert | Displayed when you receive a missed one-to-one video call in the Alerts tab. |
| | Talkgroup Video Missed Call Alert | Displayed when you receive a missed talkgroup video call alert in the Alerts tab. |
| | Operations | Displays the Operation Logs in the Audit logs tab. |
| | Administration Logs | Displays the Administration Logs in the Audit Logs tab. |
| | Network Logs | Displays the Network Logs in the Audit Logs tab. |
| | Previous Page | Click to go to Previous Page in the Logs and Alerts tab. |
| | Next Page | Click to go to Next page in the Logs and Alerts tab. |
| | Calender | Click to view the calendar in the Logs and Alerts tab. |
| | Forward Message | Click to Forward Message in the Message tab. |
| | Share Location | Click to share a location in the Message tab. |

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

| Icon | Title | Description |
|---|---|---|
| | Quick Text | Click to view Quick Text. |
| | Voice Recording Stopped . | Displays that the voice recording stopped. |
| | Urgent Message icon. | Displays the urgent message. |
| | View Details | Click to view details (Messages). |
| | Clear All Fleet Members | Click to clear all located fleet members on the Map. |
| | Clear Searched Location | Click to clear searched location in Display Find Location. |
| | Stop Location Refresh | Click to stop location refresh for selected fleet members. |
| | Zoom In | Click to Zoom in on the map screen. |
| | Zoom Out | Click to Zoom out on the map screen. |
| | Map Loading | Displays when map is loading. |
| | Contact Map Marker | 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 | Click to expand the Map Selection List. |
| | Collapse | Click to collapse Map Selection List. |
| | Find Location | Click to find a location. |

| Icon | Title | Description |
|---|---|---|
| | Push Pin | This push-pin icon appears when you use the Find Location feature. |
| | GPS Not Updated | Appears when you select the fleet member whose GPS location is not updated within the specified time. |
| | Map Reset | Appears on the Selection List Window. |
| | Map Center | Click to center the map. |
| | Map Location Refresh Retrieval Status | Displays when you request for On-demand location for a fleet member. |
| | Map Location Refresh Success Status | Displays when you request for On-demand location for a fleet member. |
| | Start periodic Location Refresh Status | Click to start the periodic location refresh. |
| | One-time Location Refresh | Click to start one-time location refresh for a member. |
| | Stop Location Refresh for All the Fleet Members | Click to stop location refresh for the all the members located on the map. |
| | Stop Location Refresh for Selected Fleet Member | Click to stop location refresh for the selected members on the map. |
| | Overlapping Marker Cluster | Displays when multiple fleet members located in the same location. |
| | Location Marker | Displays member location. |
| | Location History Start Point | Displayed starting point where the fleet member starts moving. |
| | Location History End Point | Displayed end point of the fleet member where they stopped moving. |

| Icon | Title | Description |
|---|---|---|
| | Play Location History | Click to play the location history. |
| | Pause Location History | Click to pause the location history. |
| | Stop Location History | Click to stop the location history. |
| | Track Location History | Click to track the location history on Map. |
| | Collapse Location History Search Slider | Click to view the location history search slider. |
| | Expand Location History Search Slider | Click to hide the location history search slider. |
| | Draw Circle | Click to draw circle in Geofence. |
| | Confirm Location | Click to confirm location in Geofence. |
| | | Drag Map icon. Select to drag the map in Geofence. |
| | Inside Fence | Displayed when member moved inside the fence. |
| | Out of Fence | Displayed when member moved out of fence. |
| | Eye Marker | Click to view fence details. |
| | Fit Map Center | Select to fit the map to center. |
| | Enabled Feature | Displays feature that is enabled for the Dispatch. |
| | Disabled Feature | Displays feature that is disabled for the Dispatch. |

| Icon | Title | Description |
|---|---|---|
| | Success | Displayed when any action that is completed successfully. |
| | Failure | Displayed when any action that is failed. |
| | Warning | Displayed when you receive warning message. |
| | Word Thumbnail | Displayed when you receive or send a word file in the Messages. |
| | PPT Thumbnail | Displayed when you send or receive a PPT file in the Messages. |
| | Excel Thumbnail | Displayed when you send or receive a .CSV file in the Messages. |
| | PDF Thumbnail | Displayed when you send or receive a PDF file in the Messages. |
| | Listening | Displays Listening icon. |
| | Area-Based Talkgroup | Click to create an area-based talkgroup. |
| | Discreet Listening | Displayed for a Discreet Listening. |
| | Ambient Listening | Displayed for an Ambient Listening. |
| | Emergency | Displayed for an Emergency alert in Alerts tab. |
| | User Check | Displayed for an User Check. |
| | Initiate Emergency | Click to initiate emergency in User Check window. |

| Icon | Title | Description |
|---|---|---|
| | Refresh | Click to refresh user details in User Check window. |
| | View More | Click to view more details of the user in User Check window. |
| | No Dispatcher in Call | Displayed when no dispatcher joined in that monitored talkgroup call. |
| | Dispatcher In Call | Displayed when the dispatcher joined in that monitored talkgroup call. |
| | No Dispatcher in the Emergency Call | Displayed when no dispatcher joined in the emergency call. |
| | Another Dispatcher in the Emergency Call | Displayed when another dispatcher joined in the emergency call. |
| | Self Dispatcher in the Emergency Call | Displayed when that you have joined in the emergency call. |
| | Emergency Map Cluster | Displays multiple located members are in an emergency on the Map. |
| | Member in Emergency | Displays when the located member on the map is in an emergency. |
| | Valid Emergency | Click to confirm that the initiated emergency is valid. |
| | False Emergency | Click to confirm thy the initiated emergency in invalid or false. |
| | Contact Default Avatar | Displayed for the Contact default avatar. |
| | Talkgroup Default Avatar | Displayed for Talkgroup default avatar. |
| | Ambient Listening Missed Call Alert | Displayed when you receive an Ambient Listening Missed Call. |

| Icon | Title | Description |
|---|---|---|
| | Ambient Listening In-progress | Displayed for On-going ambient listening PTT button. |
| | Refresh Disabled | Displayed when refreshing user details not available in the User Check window. |
| | Phone Number | Displayed for phone number of the device in the User Check window. |
| | Member Location | Displayed for address of the member in the User Check window. |
| | Enable User | Select to enable the user. |
| | Disable User | Select to disable the user. |
| | Full Battery | Displays device battery is full. |
| | Moderate Battery | Displays device battery is moderate. |
| | Low Battery | Displays device battery is low. |
| | Very Low Battery | Displays device battery is very low. |
| | Drained Battery | Displays device battery is drained. |
| | Charging Battery | Displays device battery is charging. |
| | Exelent Signal | Displays Excellent LTE Signal. |
| | Very Good LTE Signal | Displays Very good LTE Signal. |

| Icon | Title | Description |
|---|---|---|
| | Good LTE Signal | Displays Good LTE Signal. |
| | Bad LTE Signal | Displays Bad LTE Signal. |
| | No LTE Signal | Displays No LTE Signal. |
| | Excellent Wi-Fi Signal | Displays Excellent Wi-Fi signal. |
| | Very Good Wi-Fi Signal | Displays Very good Wi-Fi signal. |
| | Good Wi-Fi Signal | Displays Good Wi-Fi signal. |
| | Bad Wi-Fi Signal | Displays Bad Wi-Fi signal. |
| | No Wi-Fi Signal | Displays No Wi-Fi signal. |
| | Supervisor | Displays when the member is a supervisor in the area-based talkgroup. |
| | Remove Supervisor | Click to remove a supervisor in the area-based talk-group. |
| | Area-Based Talkgroup Missed Call | Displays when you receive a missed call from an area-based talkgroup. |
| | Contact in Emergency Missed Call | Displays when you receive a missed call from a contact in emergency. |
| | Talkgroup in Emergency Missed Call | Displays when you receive a missed call from a talk-group in emergency. |
| | Area-Based Talkgroup Owner | Displays for area-based talkgroup owner icon. |

| Icon | Title | Description |
|---|---|---|
| | Static Member | Displays for static member in the area-based talkgroup. |
| | Dynamic Member | Displays for dynamic member in the area-based talkgroup. |
| | Delete Member | Click to delete member from the area-based talkgroup. |
| | Area-Based Talkgroup Warning | Displays for warning icon under area-based talkgroup for unsaved data. |
| | Add Member | Click to add members in the area-based talkgroup slider. |
| | Edit | Click to edit in the area-based talkgroup slider. |
| | Fleet Member in Talkgroup Area | Displays for fleet member icon in area-based talkgroup slider. |
| | Add to Favorites | Click to add to Favorite. |
| | Favorite | Displays the favorite member. |
| | Video Thumbnail | Displays when you send or reeve a video file in Messages. |
| | Exit Discreet Listening | Click to exit from the on-going discreet listening session. |
| | Dockout | Click to dockout a tab. |
| | Stream Video | Click to stream a video. |
| | Muted | Displays when video session is muted. |

| Icon | Title | Description |
|---|---|---|
| | Unmounted | Displays when video session is unmunted. |
| | Expand Logs | Click to expand a log details. |
| | Quick Text | Click to view the quick text in My Calls window. |
| | Scanned Member | Displays for members scanned to the talkgroup. |
| | Affiliated Member | Displays for members affiliated to the talkgroup. |
| | View Talkgroup Affiliation | Click to view the affiliation in the Monitoring window. |
| | Large Talkgroup | Displays the large talkgroup. |
| | Large Talkgroup Alert | Displays large talkgroup alert in Alerts tab. |
| | End Ambient Listen | Click to end an ambient listen. |
| | Data Report | Displays for Data Reports tab. |
| | Affiliation | Click to view the affiliation of a member. |
| | Audio Control | Click to control the audio volume. |
| | Selected Member | Displays for members selected in a talkgroup. |
| | De-affiliation | Click to de-affiliated member from the talkgroup. |

# 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 65

**Table 2: Available Avatar Icons**

| Avatars | | | | |
|---|---|---|---|---|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

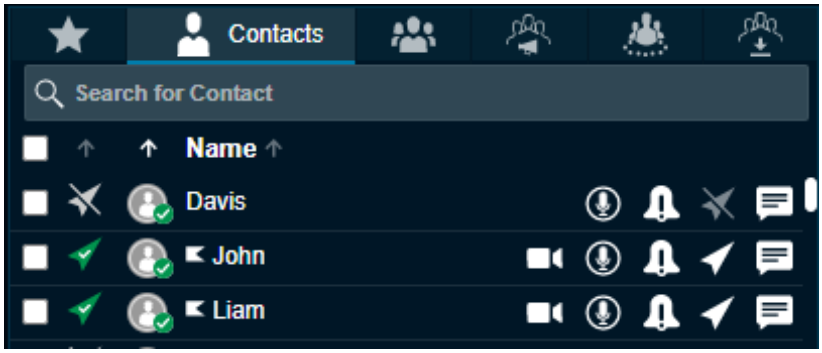
# Changing Avatar of a Contact

To enhance the view of your contact list, you can add an “avatar” (a predefined graphical image) to various contacts. By default, avatars are shown for contacts and talkgroups. 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 Central Admin Tool.

**Procedure:**

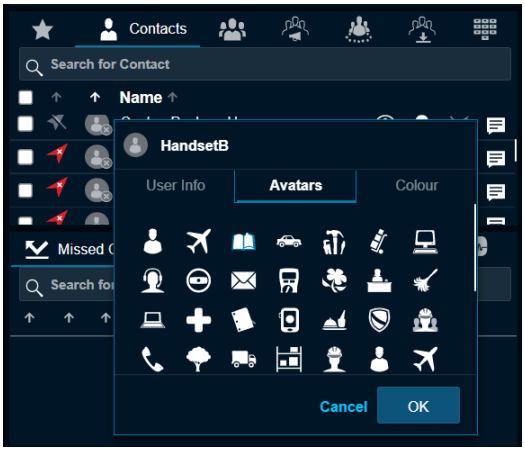
1. Select the **Contact** tab from the **Contacts and Talkgroups** window.

   **Figure 6: Contacts and Talkgroups window**



2. Double-click the **Profile** icon of the contact whose avatar you want to change.
3. Click the **Profile** icon. To cancel the action, click the **Close** icon.

   **Figure 7: 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.

# Tones

Tones are played when you receive or make calls, IPAs, emergency and status alerts, or messages. These tones indicate various conditions in the Dispatch application.

**NOTE:** See Tones Settings on page 228 in the Settings on page 222 chapter for more information.

Chapter 5

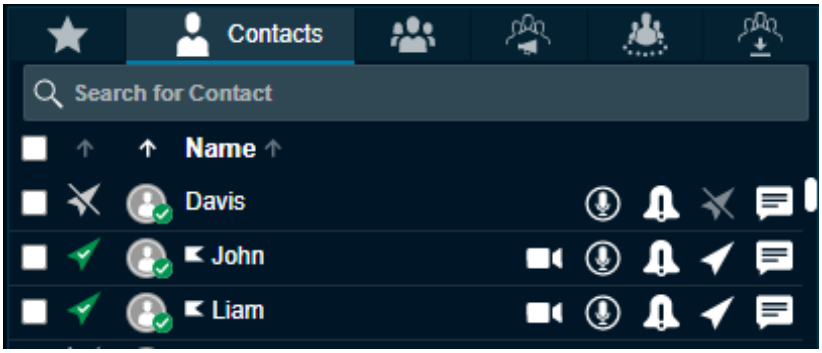
# Contacts and Talkgroups

Dispatch provides communication and location for contacts (also known as fleet members). The Central Admin Tool (CAT) manages the contacts and talkgroups for 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 a geofence to a talkgroup, and locate fleet members on the map, do user checks. Perform ambient and discreet listening, disable users, initiate emergencies. The corporate admin creates the talkgroups through CAT.

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

**Figure 8: 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 101
- **Instant Personal Alert** - Use this icon to send an alert. Refer to Alerts on page 138
- **Locate** - Use this icon to locate fleet members. Refer to Maps Services on page 157
- **Message** - Use this icon to send messages. Refer to Integrated Secured Messaging on page 126

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-based talkgroup name, or my talkgroup name in the **Search** field. The list is filtered to show matching entries.

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

- Favorites Tab on page 68
- Contacts Tab on page 71
- Talkgroups Tab on page 73
- **Data Group**
- Broadcast Groups Tab on page 75
- My Talkgroups Tab on page 76
- Area-Based Talkgroup on page 84
- Manual Dial Tab on page 83

# Favorites Tab

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

See the following sections on available actions:


- Adding Contacts to the Favorites on page 68
- Removing Contacts from the Favorites on page 69
- Adding a Talkgroup to the Favorites on page 69
- Removing a Talkgroup from the Favorites on page 71


# Adding Contacts to the Favorites

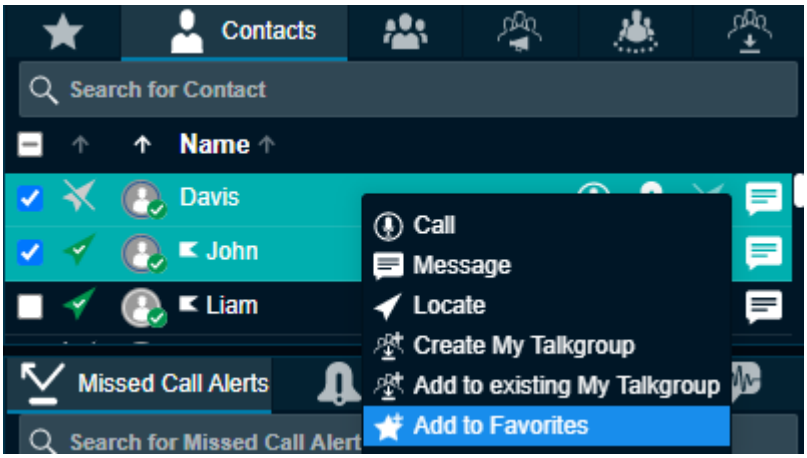
Adding the contacts to Favorites allows you to access frequently used contacts.

**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 9: Add Contact to Favorites**




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

   **Figure 10: Contact Added to Favorites**

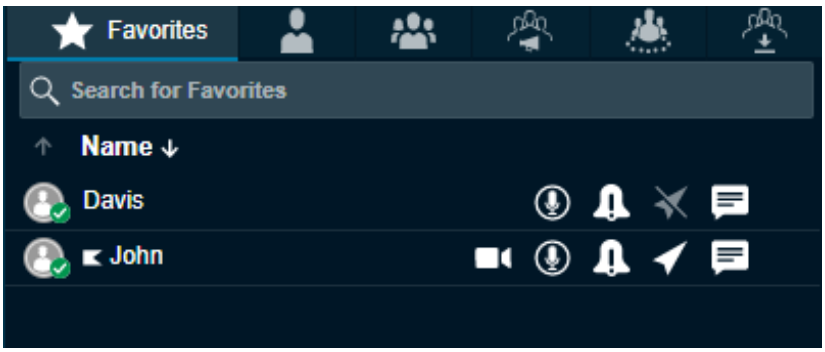
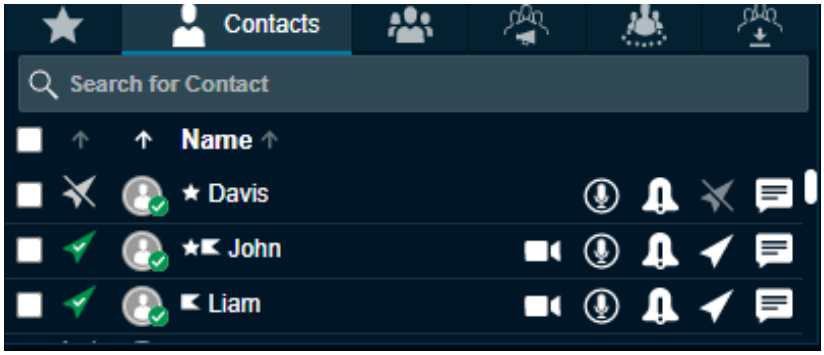


**Figure 11: Favorite Icon in the Contacts Tab**



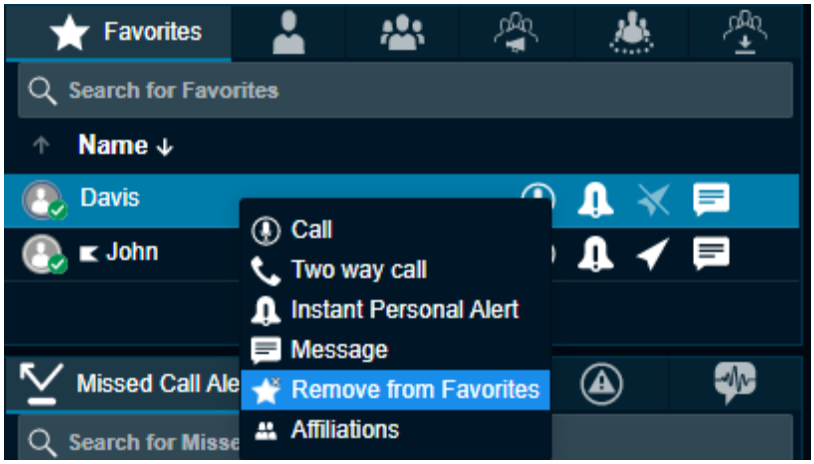

# Removing Contacts from the Favorites

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 12: Remove Contact from Favorites**

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

3. Perform one of the following actions:
   - Click **Yes** to remove the contact from favorites.
   - Click **No** to cancel the action.

# Adding a Talkgroup to the Favorites

If you are using a talkgroup very frequently, add this 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.

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

**Figure 13: Add Talkgroup to Favorites**

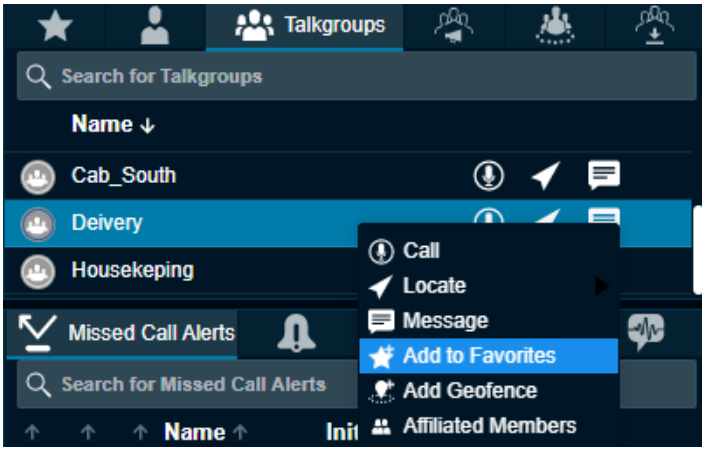



**Figure 14: Talkgroup Added to Favorites**

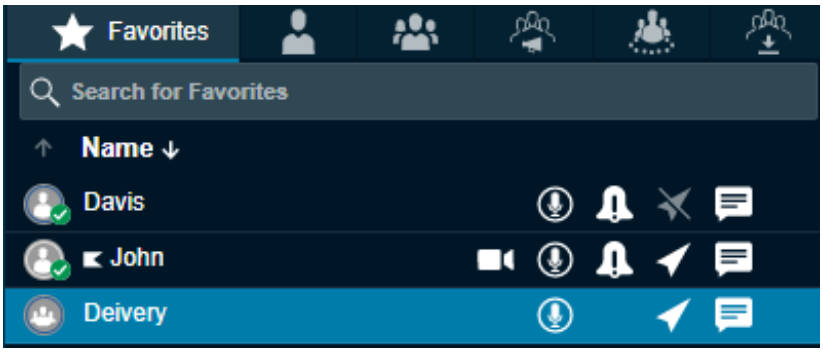
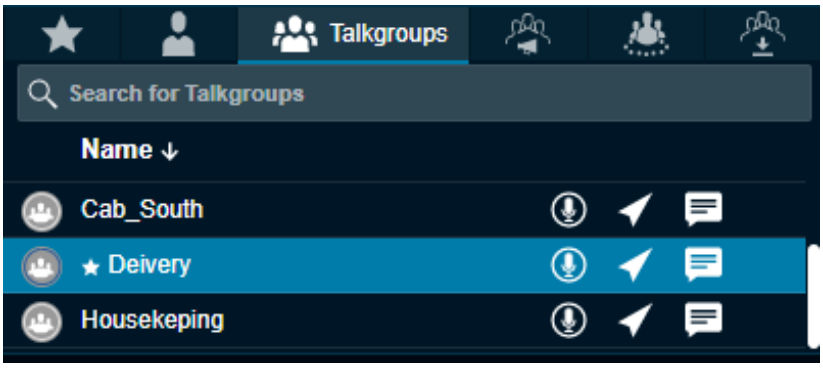



**Figure 15: Favorite Icon in the Talkgroup tab**



# 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:**

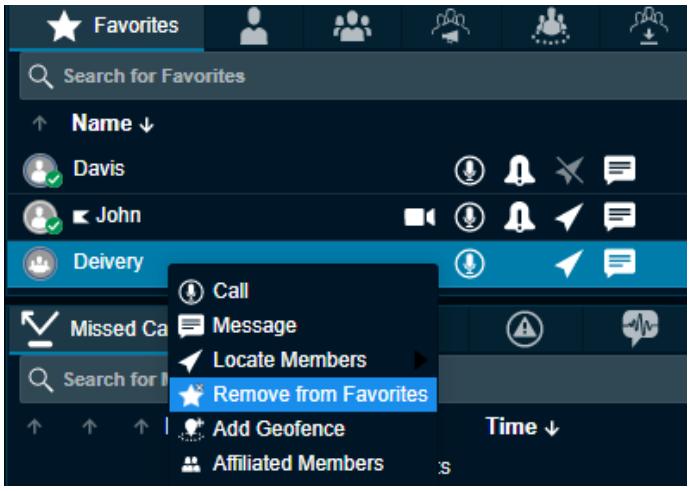
1. From the **Favorites** tab, select the talkgroup that you want to remove.
2. Right-click on the talkgroup and select the **Remove from Favorites** icon.

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

3. Perform one of the following actions:
   - Click **Yes** to remove.
   - Click **No** to cancel the action.

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

**Figure 16: Remove Talkgroup from Favorites**



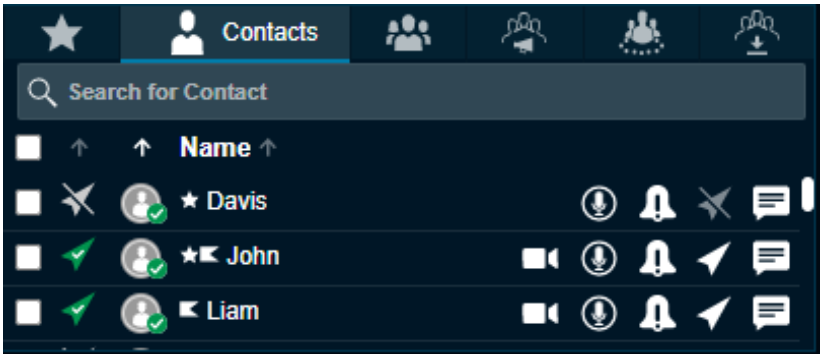

**NOTE:** The number of contacts, talkgroups, broadcast groups, area talkgroup, and my talkgroups allowed to be added in the **Favorites** tab depending on the server configuration.

# Contacts Tab

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

Select the **Contacts** tab as shown:

**Figure 17: Contacts Tab window**




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

- **Call** icon to call
- **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)

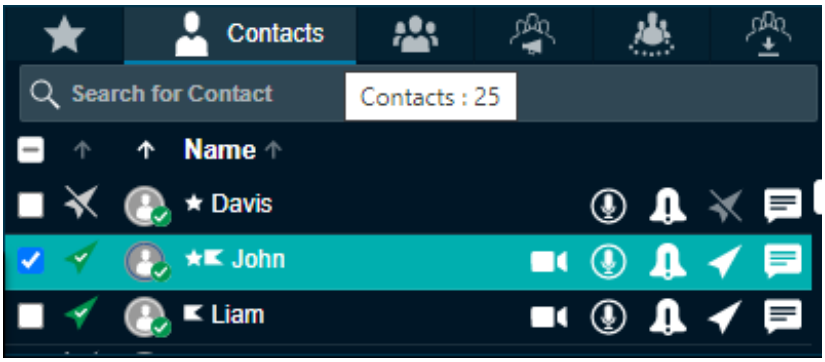
**NOTE:** Sending Instant Personal Alerts (IPA) to more than one fleet member at a time is not allowed.

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 18: 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

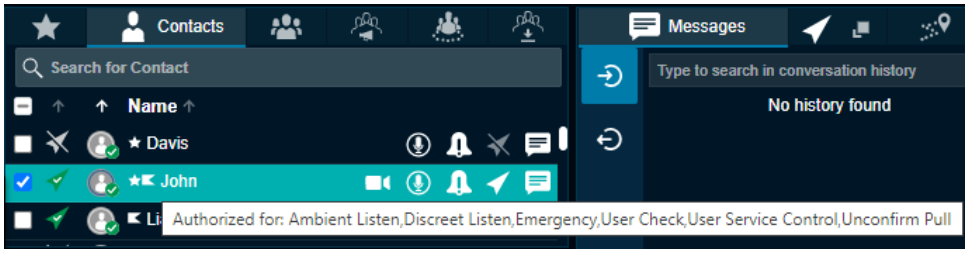
Hovering the mouse cursor over the presence status of a fleet member displays one of the following values depending on the presence availability of the fleet member.

- 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 19: Fleet Member Authorization**

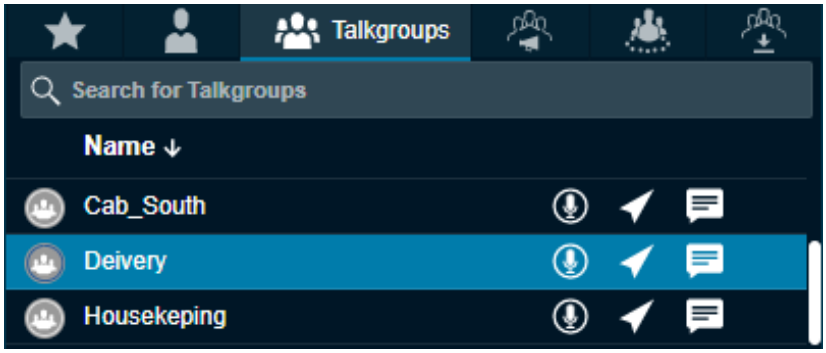



# Talkgroups Tab

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

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

**Figure 20: 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.

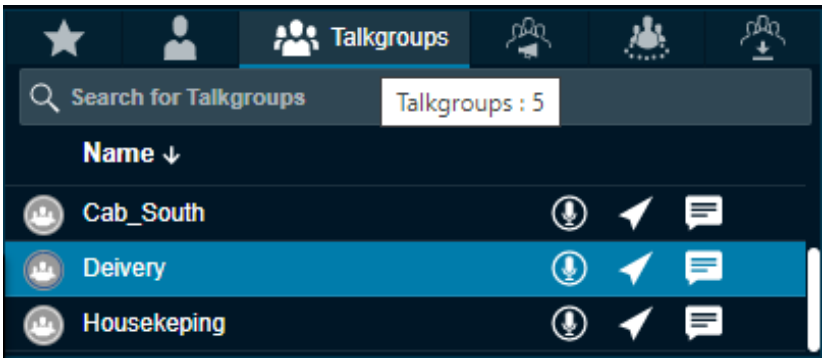
Click one of the following options from the **Talkgroups** tab:

- **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. For more information, see Talkgroup Affiliation on page 74.

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 21: 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.

## Large Talkgroups

Dispatchers can be assigned a Large Talkgroup of up to 3000 members by the CAT Administrator. All standard Dispatch operations like Calls, Alerts, Messaging, Location services are applicable for such Talkgroups. The limitations are as follows:

- Only 250 members can be located at a time
- The member list for talkgroups displays 250 members

## MCX Group

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

## Talkgroup Affiliation

When user that affiliate to a talkgroup receive communication only on that group and not other regular talkgroups. Communication includes PTT calls, Integrated Secure Messages, and live streaming video sessions. Video call automatic late join is not supported for newly affiliating group members.

**NOTE:** Broadcast talkgroups do not support affiliation queries (all members are implicitly affiliated).

## Notifications

Notifications, such as Integrated Secure Messaging, Emergency, Operational Status Messaging, Missed Call Alerts, Geofence Alerts, and more, are shown only for affiliated talkgroups and scanned talkgroups. Notifications are not shown for non-affiliated talkgroups.
Emergency Call and alert is received for the scanned talkgroup (scanning is enabled) and selected talkgroup or camped talkgroup. No emergency alerts and calls for non-affiliated talkgroups.

The following table shows feature interaction for PTT users with talkgroup affiliation.

**Table 3: Services on Affiliated Talkgroup**

| Event | PTT Call [1] | Emergency Alert | Emergency Call | Messaging & OSM | Video Call |
|---|---|---|---|---|---|
| Selected Group | Calls received. MCA received if user is busy. | Emergency alert received. | Emergency call received. | All messages received. | Calls received. [2] MCA received if user is busy. |
| Non Selected Scanning Group | Calls received on all scanned groups based on priority. No MCA received if user is busy. | Emergency alert received. | Emergency call not received. | All messages received. | No calls received. No MCA received. |
| Other Groups | Calls not received. No MCA received. | No Emergency alert received. | Emergency call not received. | No messages received. | No calls received. No MCA received. |

[1] Group affiliation occurs when you select a talkgroup.

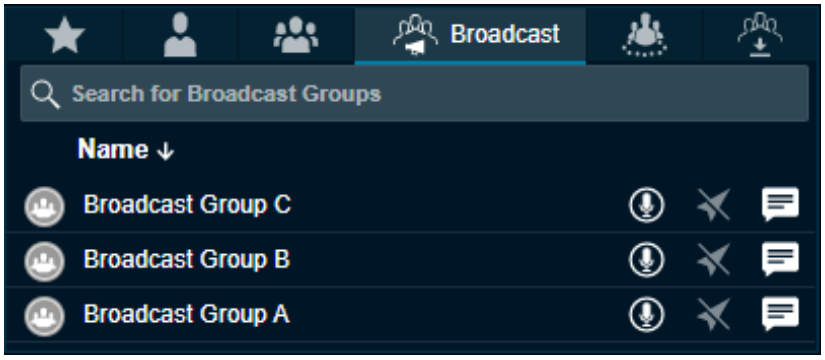
[2] Max affiliation limit for video calls apply.

# 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 22: Broadcast Groups Tab**



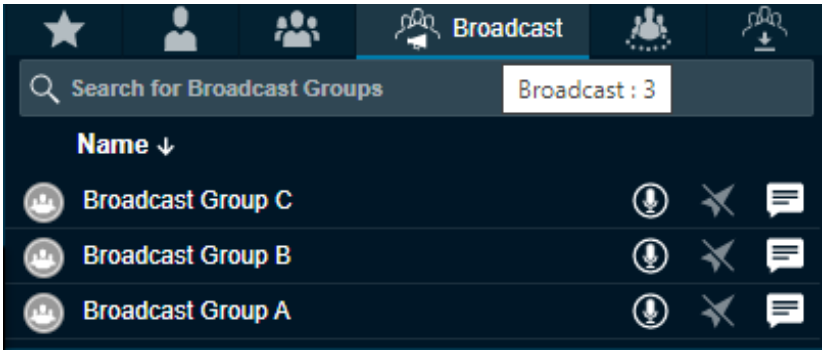

To place a broadcast group call, click the **Call** icon.

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.

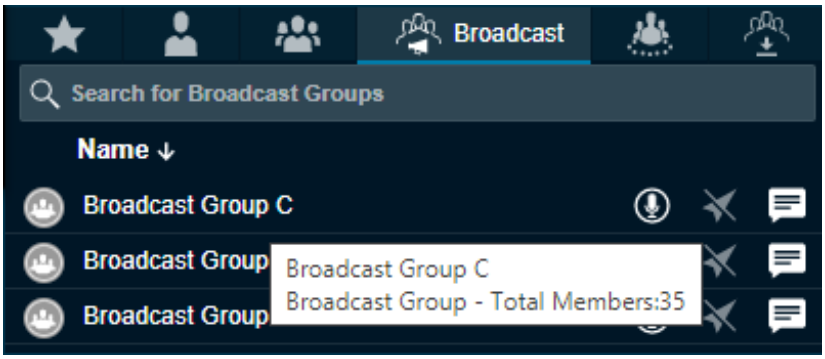
To search for a broadcast group, enter the broadcast group name in the **Search** field. The result is a list of broadcast groups with the search string matched partially or completely in the name.

**Figure 23: 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 24: Total Broadcast Group Members**




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

# My Talkgroups Tab

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.

# Creating My Talkgroups

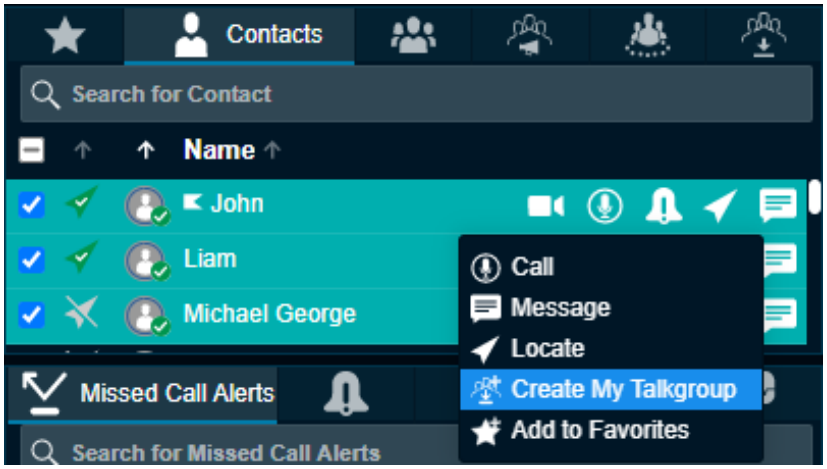
My Talkgroups are associated to your local Dispatch and connote be managed from the Central Admin Tool.

**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, the following message displays: `LMR subscriber or Radio subscribers are not allowed to be members of My Talkgroup.`

**Figure 25: Creating My Talkgroups**

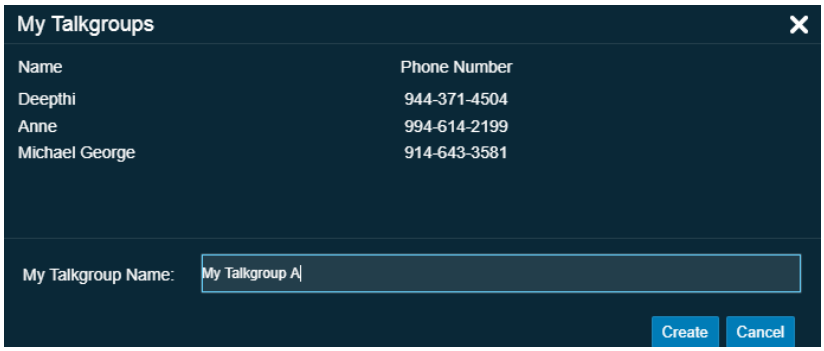



2. Right-click and select **Create My Talkgroup**.

   A **My Talkgroup** Window appears.

3. Enter the name of My Talkgroup in the **Name** field. Perform one of the following:

   **Figure 26: Create My Talkgroups Window**




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

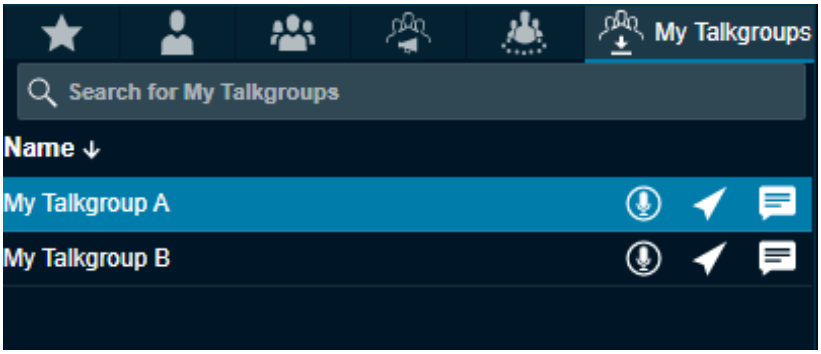
   A confirmation message displays:
   `My Talkgroup` ***`<Talkgroup name>`*** `has been successfully created.`

# Renaming a My Talkgroup

**Procedure:**

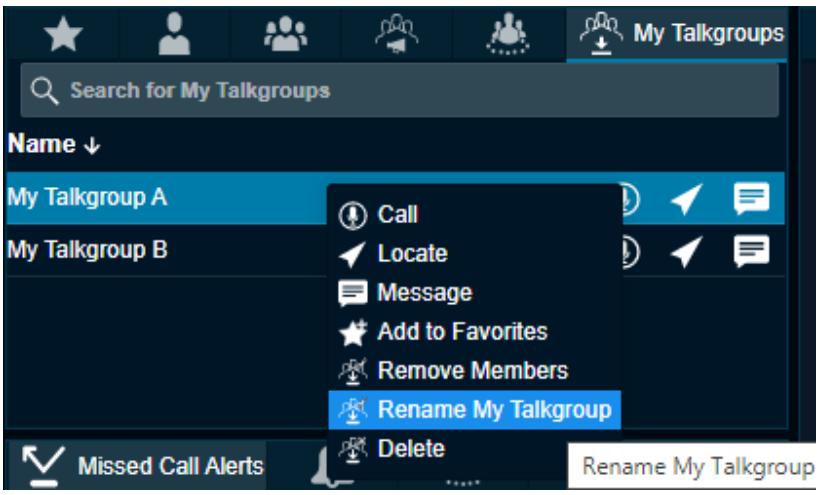
1. To view your talkgroups, select the **My Talkgroup** tab.
2. Click the talkgroup you want to rename.

**Figure 27: My Talkgroup Tab window**



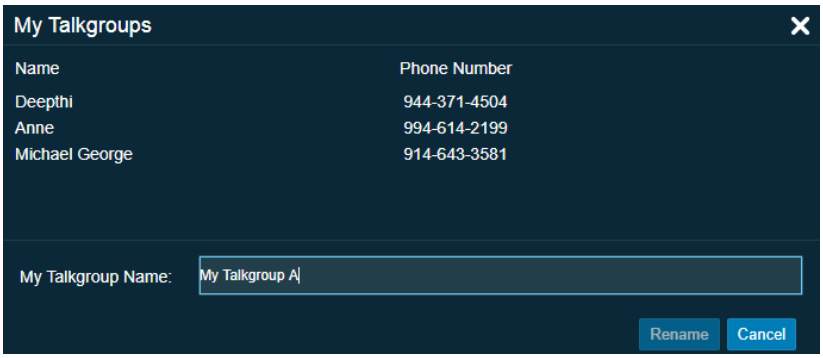

3. Right-click and select **Rename My Talkgroup** to change the talkgroup name:

**Figure 28: 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 29: My Talkgroup- Rename**




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

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

A talkgroup rename confirmation message displays:

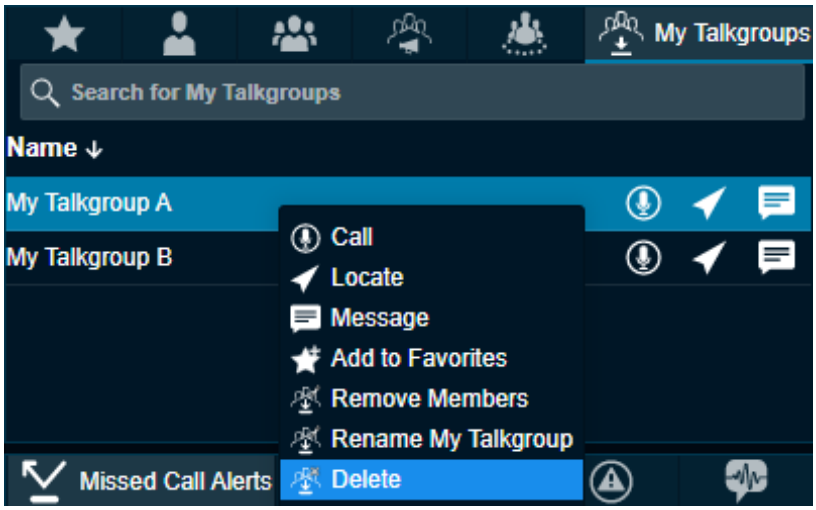
`My Talkgroup has been successfully renamed from` ***<Previous My Talkgroup Name>*** `to` ***<Updated My Talkgroup Name>.***

# Deleting a My Talkgroup

**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 30: Delete My Talkgroup**

   **NOTE:** If you are on an active call with the contact or talkgroup and there is a delete request from the Central Admin Tool, then Dispatch waits for the call to be ended. 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 Central Admin Tool to an active call session.

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

   A confirmation pop-up message displays:
   `Are you sure you want to delete "My Talkgroup" Name?`

4. Perform one of the following actions:
   - Click **Yes** to delete the talkgroup.
   - Click **No** to cancel the process.

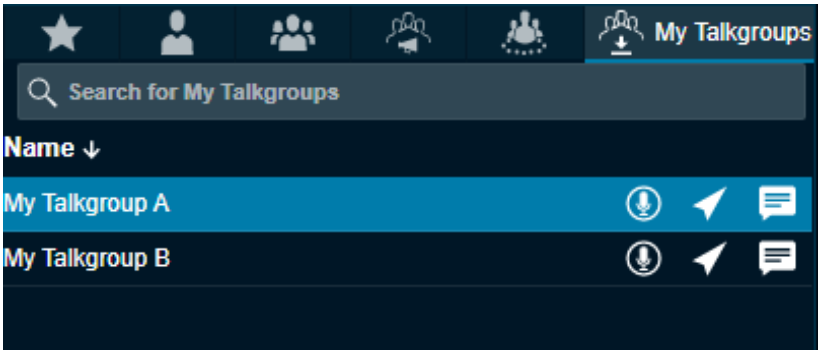
# Removing Fleet Members from a My Talkgroup

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

**Procedure:**

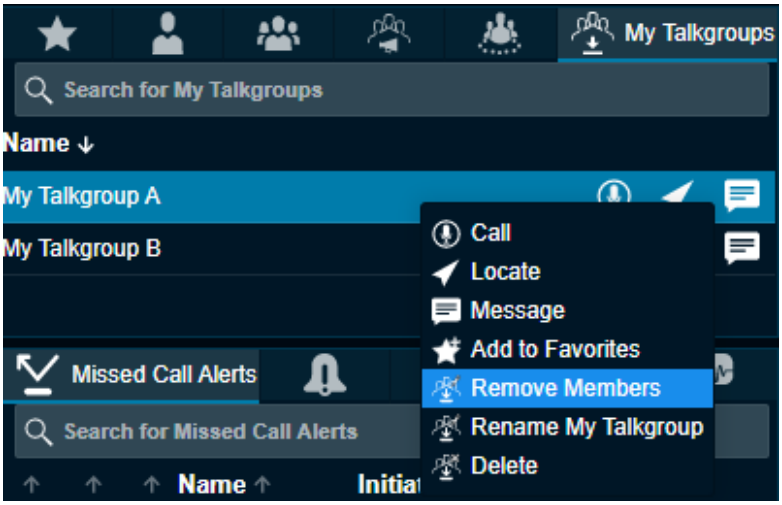
1. To view your my talkgroups, select the **My Talkgroups** tab.

**Figure 31: My Talkgroup Tab Window**



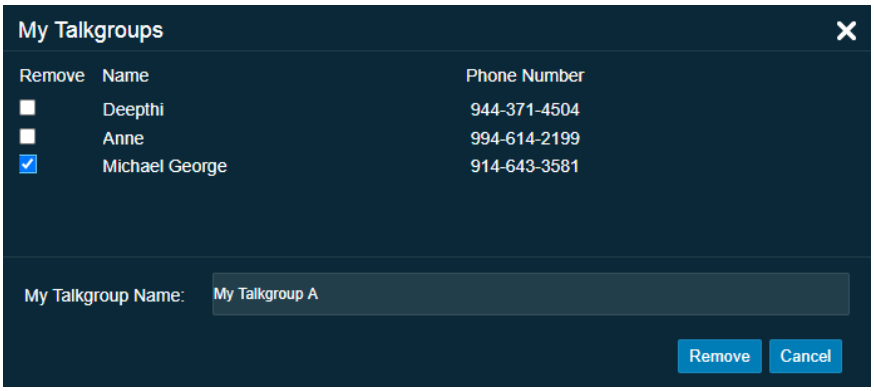

2. Click the talkgroup to select.
3. Right-click and select **Remove Members**.

**Figure 32: Remove My Talkgroup Members**




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

**Figure 33: 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.

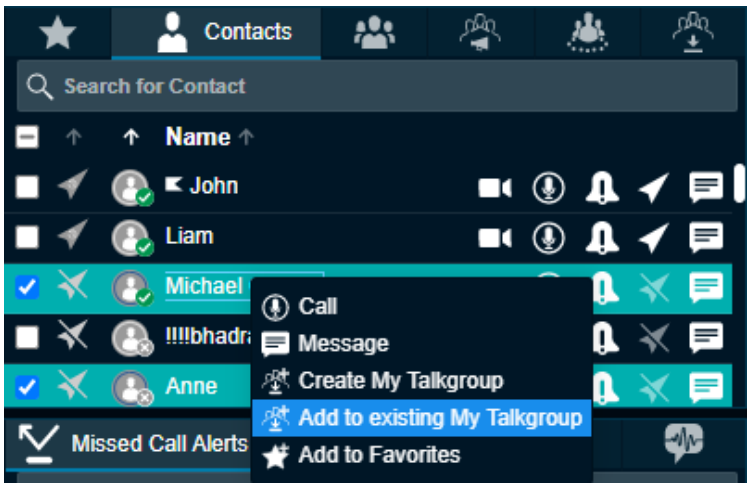
# Adding Members to an Existing My Talkgroup

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

**Procedure:**

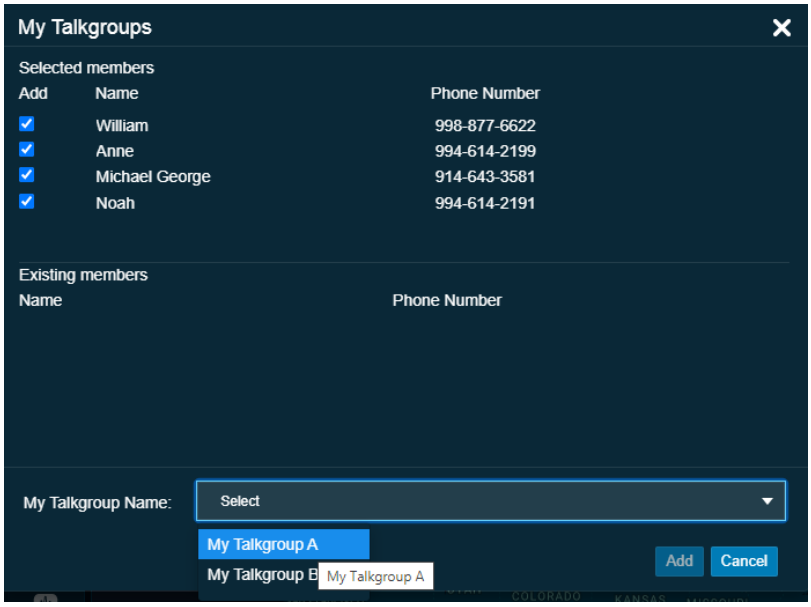
1. From the **Contacts** tab, select the checkboxes and right-click on the contacts you want to add.

   **Figure 34: 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 35: 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) added to it. Interop User, Patch User, and Interop talkgroups cannot be added as a member of My Talkgroup.

# Actions Available in a My Talkgroup

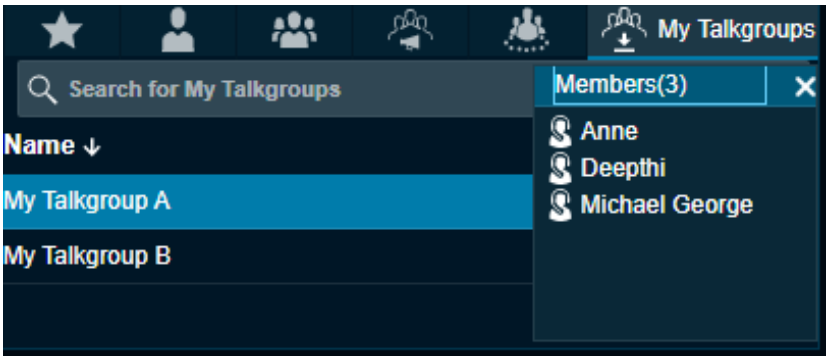
You can call, send a message, or locate My Talkgroups members.

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:**

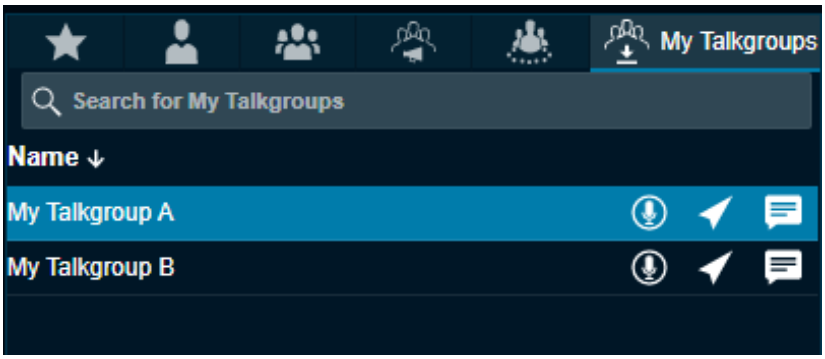
1. To view the talkgroups, select the **My Talkgroups** tab.
2. To display all the members of the talkgroup, double-click the talkgroup. To close the members list, do one of the followings:
   - Click the **Close** icon.
   - Press the **ESC** key on your keyboard.

   **Figure 36: View Members of the My Talkgroup**




3. To select the talkgroup, click the talkgroup.

   **Figure 37: 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.

# Manual Dial Tab

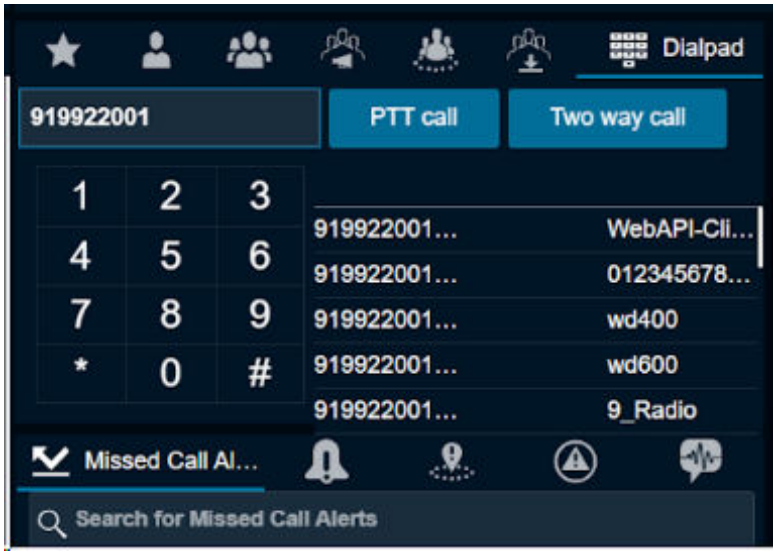
Dispatchers can initiate PTT or Two way calls using **Manual Dial** feature in the Web Dispatch. A virtual dialpad is provided to Dispatchers to manually dial any contact number. The feature is only available for the Dispatcher if it has been enabled by the Administrator.

## Dial Pad Overview

You can use the virtual keyboard to dial the number.

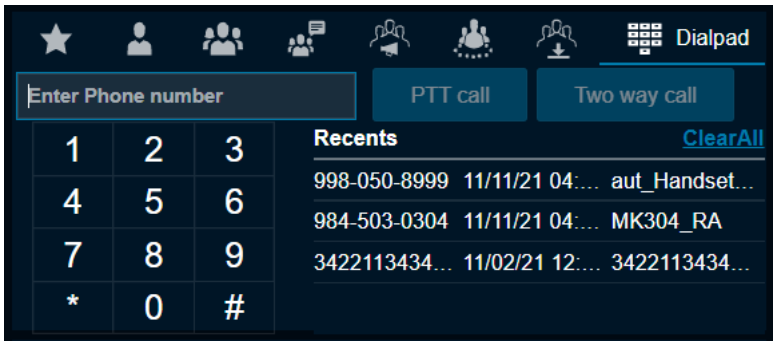
You can search for contacts by entering the phone number of the fleet member in the input box and the matching results display in the right section.

**Figure 38: Dial Pad Contact Search**




If the dialed number is not in the contact list, then recently dialed numbers are shown in the **Recents** section with the phone number as the member name. If full Two way feature is enabled for the Dispatcher then **Two way call** option displays on the Dialpad.

**Figure 39: Dial Pad Non-Contact Search**




**NOTE:** When dialing, enter the country code and then the phone number (Country Code + Phone Number).

Depending on your dialpad configuration, you can click **PTT Call** or **Two-way Call** to initiate the call.

When dialed, the call will be initiated from **My Calls** window for Simultaneous session Dispatch or the Primary Call Window if its single session Dispatch.

You can redial the number from the **Recents** section.

To clear the recent history, click **Clear All**.

### Dial Pad Configuration

You can configure the following parameters from the system level:

- Minimum length for Dialpad search
  The default value is **5**
- Maximum length for Dialpad search
  The default value is **14**
- Maximum number of contact history
  The default and maximum value is **10**

# Area-Based Talkgroup

Area-based 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-based 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 9.0 clients, which have area-based talkgroup features enabled. You can create a boundary and select the fleet members from the area-based talkgroup slider to create an area-based talkgroup. Whenever fleet members enter or leave the defined talkgroup area, they either become part of the area-based talkgroup or removed from the area-based talkgroup respectively.

The list of area-based groups that you create and manage displays in the **Area-Based Talkgroup** tab under the **Contacts and Talkgroups** tab.

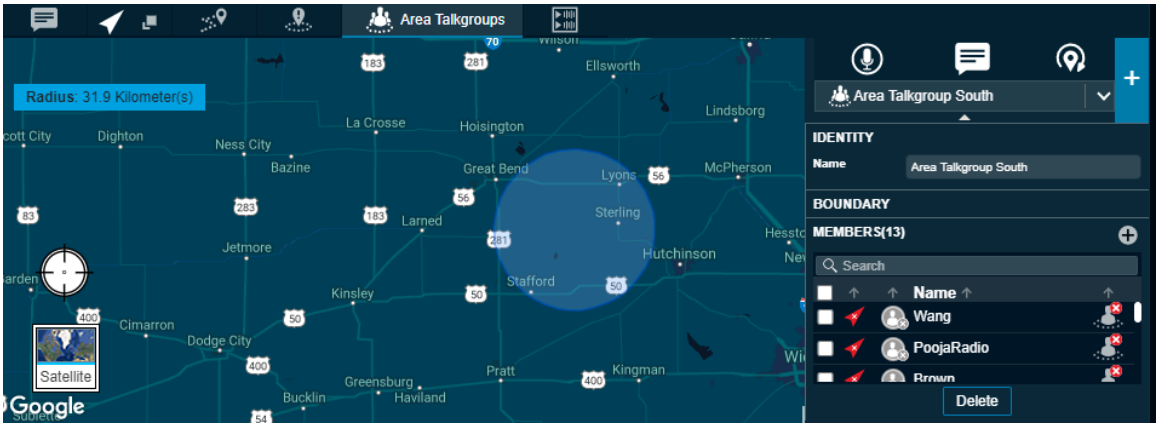
The list of area-based talkgroups that you do not create and manage, but you are one of the members of that area-based talkgroup show under the **Area-Based Talkgroup** tab in the **Contacts and Talkgroups** tab.

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

Area-based talkgroup are configured system-wide by default. The maximum number of area-based talkgroup allowed per group owner is 1-50 (default=10).

**NOTE:** The name of the area-based talkgroup provided by you should be unique across the system.

**Figure 40: Area-Based Talkgroup Tab**




The area-based talkgroup slider shows the following details.

**Identity**
Displays the name of the area-based 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-based talkgroup.

**NOTE:** The central admin does not manage area-based talkgroup.

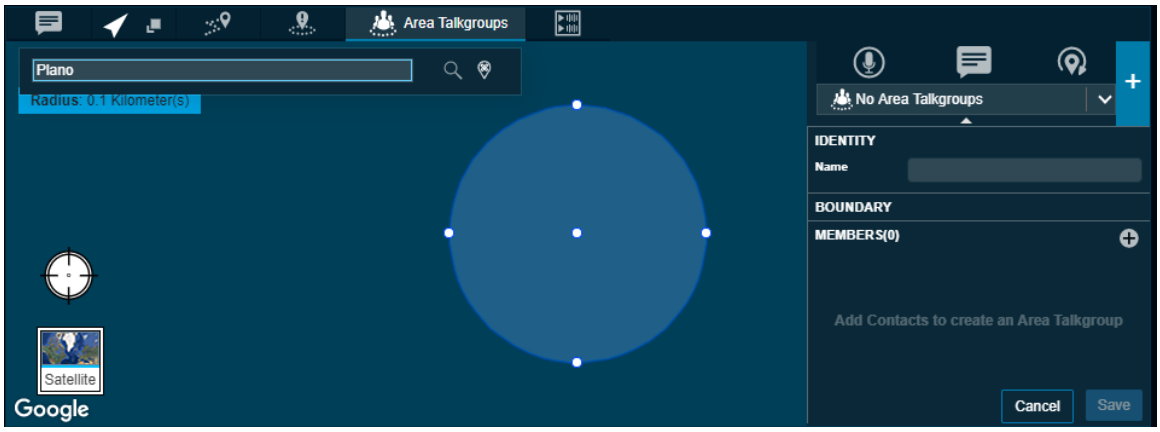
# Creating Area-Based Talkgroup

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

**Procedure:**

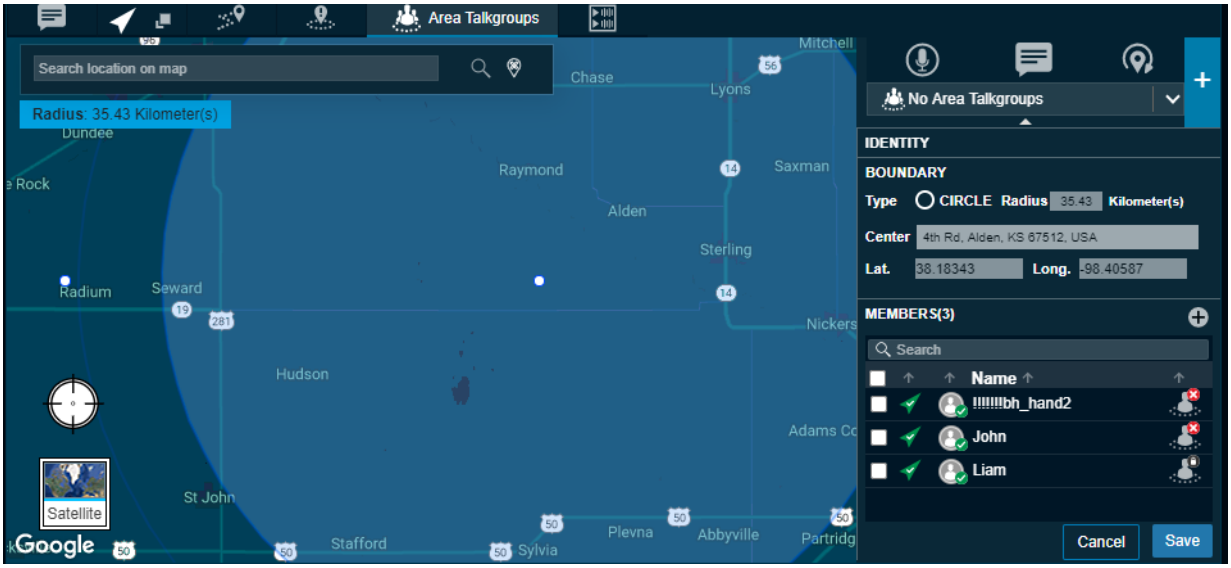
1. Select the **Area-Based Talkgroup** tab and click the **Create Area Talkgroup** icon.
2. A circle with a predefined radius displays on the map.

   **Figure 41: Search Location – Create Area-Based Talkgroup**




3. You can search the location for the area-based 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-based talkgroup, if needed.

**Figure 42: Change Radius – Area-Based Talkgroup**




5. Enter the area-based talkgroup name in the **Identity** field.
6. Click the **Add Members** icon from the area-based talkgroup slider.

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

7. Perform one of the following actions:
   - Select the check boxes next to the contacts and click **OK** to continue.
   - Click **Cancel** to cancel the action.

   If you click **Cancel** the following message displays:
   `Modification made to the Talkgroup Name has not been saved. Do you want to abandon this modification without saving it?`

8. 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-based talkgroup. The area-based talkgroup shows under the area-based talkgroup list and in the **Area-Based 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-based talkgroup anytime when creating or editing.

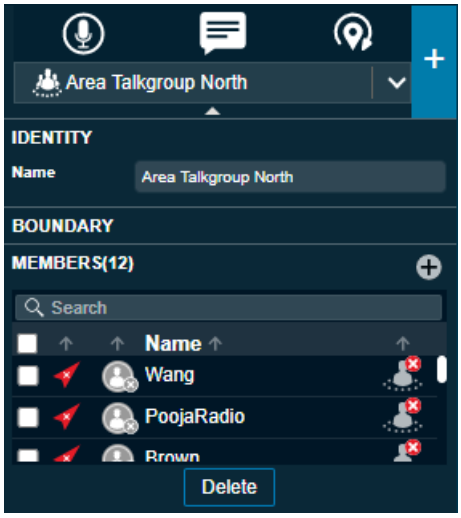
   **NOTE:** If the Affiliation feature is enabled, then the **Messaging** icon is enabled only when you move the Area-Based Talkgroup to the Monitoring Panel. To enable the Affiliation feature for an Area-Based Talkgroup, see Adding Members to Area-Based Talkgroup on page 86.

# Adding Members to Area-Based Talkgroup

**Procedure:**

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

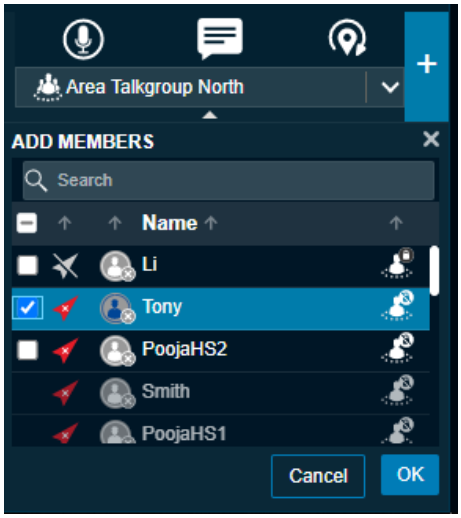
**Figure 43: Area-Based Talkgroup Slider**




2. Click the **Add Members** icon.

   An **Add Members** window displays.

   **Figure 44: Add Members – Area-Based Talkgroup Slider**




3. Select the members.
   - Click **OK** to add.
   - Click **Cancel** to cancel the action.

   A save screen displays.

4. Perform one of the following:
   - Click **Save** to add the members to the area-based talkgroup.
   - Click **Cancel** to cancel the action.

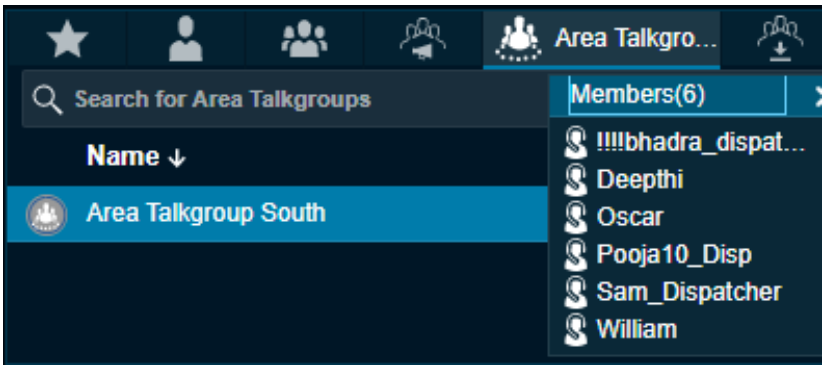
# Actions on an Area-Based Talkgroup

You can call, send a message, or locate area-based talkgroup members. To sort area-based 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 **Area-Based Talkgroups** tab in the **Contacts and Talkgroups** window.
2. To display all the members of the area-based talkgroup, double-click the talkgroup.

   **Figure 45: View Members of the Area-Based Talkgroup**

3. Click the **Close** icon or press the **Esc** key on your keyboard to close the **Members** list.
4. To select the area-based talkgroup, click the talkgroup:

   From the **Area-Based Talkgroup** tab, select the area-based 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-based talkgroup members, click the **Locate** icon.

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

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

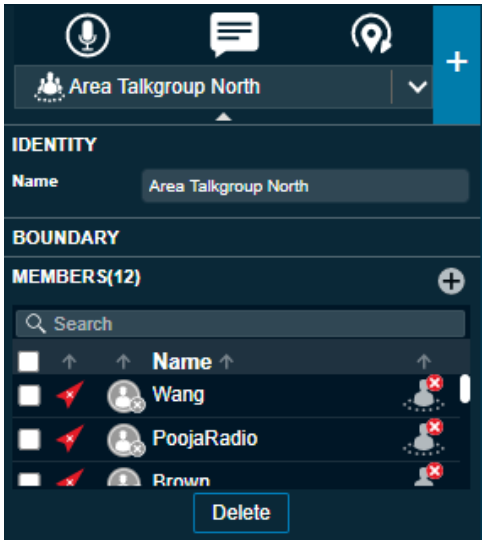
# Deleting an Area-Based Talkgroup

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

**Procedure:**

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

**Figure 46: Area-Based Talkgroup Slider**




2. Click the **Delete** button.

   The following message displays:
   `Deleting this Area Talkgroup will remove the talkgroup from one or more dispatchers and from all members in the talkgroup`

3. Perform one of the following actions:
   - Click **Delete** to delete the area-based talkgroup.
   - Click **Cancel** to cancel the action.

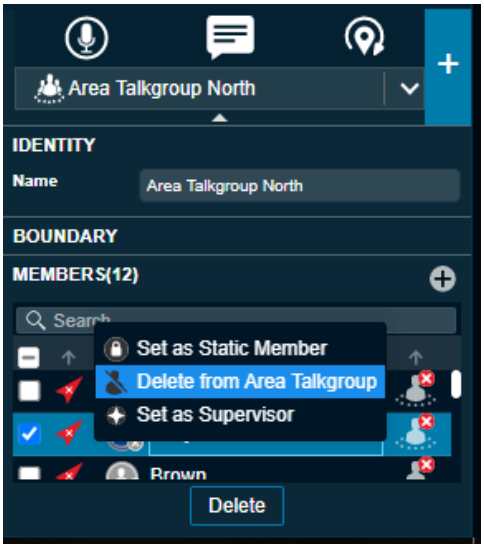
# Deleting Members of Area-Based Talkgroup

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

**Procedure:**

1. From the **Area-Based Talkgroup Slider**, select the area-based talkgroup.
2. On the members list, select the members you want to delete.

**Figure 47: Delete Member from Area-Based Talkgroup**




3. Right-click and select **Delete from Area-Based Talkgroup**.
4. Click one of the following:
   - Click **Save** to confirm.
   - Click **Cancel** to cancel the action.

# Actions on Area-Based Talkgroup Members

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

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

**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 then they are always a part of the area-based talkgroup and a **Static** icon shows on the area talkgroup member.

   **Set as Dynamic Member**
   When you set the member as dynamic then their availability in the area-based talkgroup depends on their movement and a **Dynamic** icon shows on the area-based talkgroup member.

   **Delete from Area Talkgroup**
   Select the member from the list. Click **Delete** and confirm to delete the member from the area-based talkgroup.

**Set as Supervisor**

When you select the member as supervisor then they have supervisory rights in the area-based 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.

Chapter 6

# Push-to-Talk Accessories

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)

## Notification Message on Connection

A notification message shows on an accessory connection or removal.

**NOTE:** Before disconnecting any accessory (Speaker/Mic) from the laptop/PC, you should end any ongoing voice or video call on the web dispatch application.

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.

## 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 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 Laptop | Speaker with 1/8” jack | No Notification | No Notification |
| | External Microphone 1/8” jack | No Notification | No Notification |

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

# 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 |

# Using a Desktop Microphone with PTT Button

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

**Procedure:**

1. Select the contacts or talkgroups or broadcast groups from the **Contacts and Talkgroups** window.
2. Click the **PTT** call button in 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.

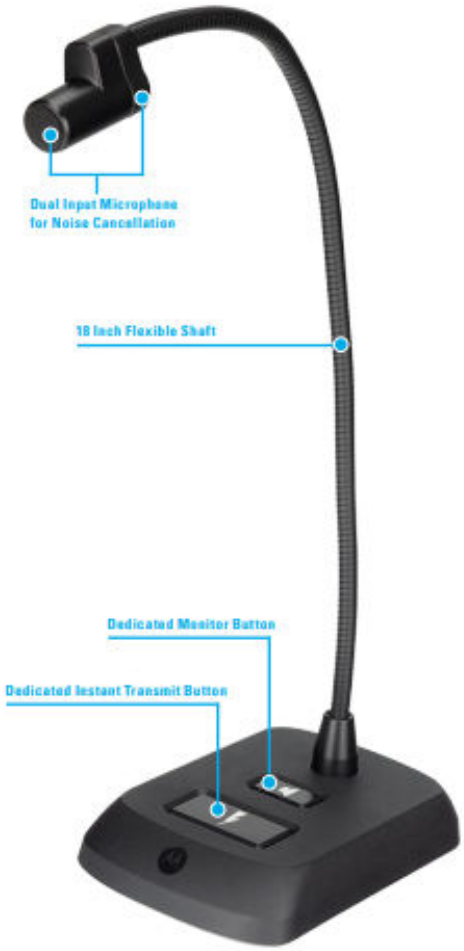
**Result:**

**Figure 48: 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 49: Slim Microphone/Speaker Station**

**Figure 50: USB Desktop Microphone**



# 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 51: Plantronics Headset for Dispatch**

   **Figure 52: Plantronics Adapters for PTT Headset Used in Dispatch**

**Figure 53: Buddy Desktop Headset Mic IST 10722 for Dispatch**

**Figure 54: COTS USB Headset Base with PTT**

# Using a Wide-base Table Microphone

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.

**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 55: 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.

# Using a Foot switch

Dispatch supports a Foot Pedal for the PTT floor control.

**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 56: Plantronics USB PTT Foot switch for Dispatch**

   **Figure 57: Foot Pedal FTT-300 USB**

**Figure 58: 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 59: 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 242

# Connection of Voice Output to Multiple Speakers

You can use the USB Desktop speakers to listen to the voice outputs in a simultaneous call. 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 60: Desktop USB Speaker**

**Figure 61: Seven Port USB 3.0 Hub**

Chapter 7

# 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.

See the following section on available PTT actions:


- Call Ready State (Without Simultaneous Session) on page 101
- Call Ready State (with Simultaneous Session) on page 101
- Call Types on page 102
- PTT Call Commencement on page 115
- Actions on Received Calls (Without Simultaneous Session) on page 116
- Actions on Received Calls (With Simultaneous Session) on page 116
- Sending a Voice Message Fall Back on page 117
- Rejoin a Talkgroup Call on page 118
- PTT Call Volume Control on page 119


## Call Ready State (Without Simultaneous Session)

If you select a contact or talkgroup from any of the following windows:

- **Contacts and Talkgroups**
- **Map information**
- **Map Selection List**
- **Alerts**
- **Monitoring**
- **Messages**
- **Geofence Logs**
- **Call logs**
- **Alert Logs**

Click the **Call** button, then the **Call Activity** Window displays the contact and changes to a `Call Ready` state.

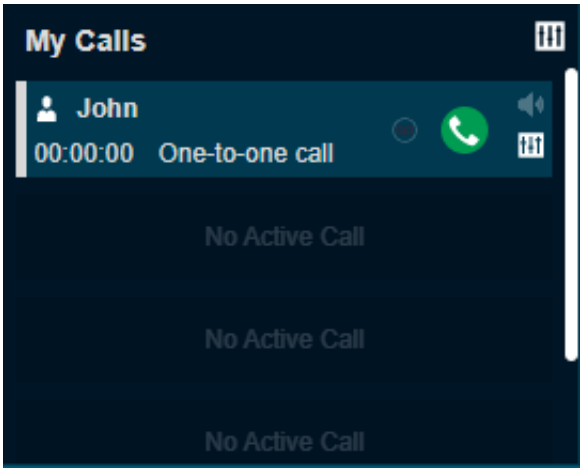
When a call ends, the **Call Activity** Window switches back to a `Call Ready` state for the last dialed or received call for easy redialing until you select some fleet member for the call.

## Call Ready State (with Simultaneous Session)

If the Simultaneous Session is enabled for Dispatch and you can select multiple contacts or talkgroups from the **My Calls**, and **Monitoring** Window and select **Add to selection**, the **Call Activity** Window displays the selected contacts and talkgroups to transmit voice for the selected contacts and talkgroups. When a call ends, the last dialed call shows until you select other contacts and talkgroups. If you call an individual contact or talkgroup from any other window, the **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 62: My Call Activity Screen**




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

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

**Figure 63: Call Activity Window-Multiple Calls**

# Call Types

The Dispatch application allows PTT and two-way 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.

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

If 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 151

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

- Placing a One-to-One (1-1) Call on page 103
- Placing a Talkgroup Call on page 104
- Placing a Quick Group Call on page 106
- Placing a Broadcast Call on page 108
- Placing an Area-Based Talkgroup Call on page 109

- Placing a Call from the Alerts Window on page 111
- Placing a Call from the Map on page 111
- Placing a Call from the Selection List window on the Map on page 112
- Placing a Call from the Call Logs on page 112
- Placing a Call from the Alert Logs on page 113
- Placing a Call from the Geofence Logs on page 114
- Placing a Call from the Message on page 115

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

A one-to-one PTT call allows you to make one way or two-way call to a member. You can also make a private call by selecting a list of users, the user first to answer will be contacted and all others from the list will be disconnected. This is available when the system is enabled for manual call commencement.

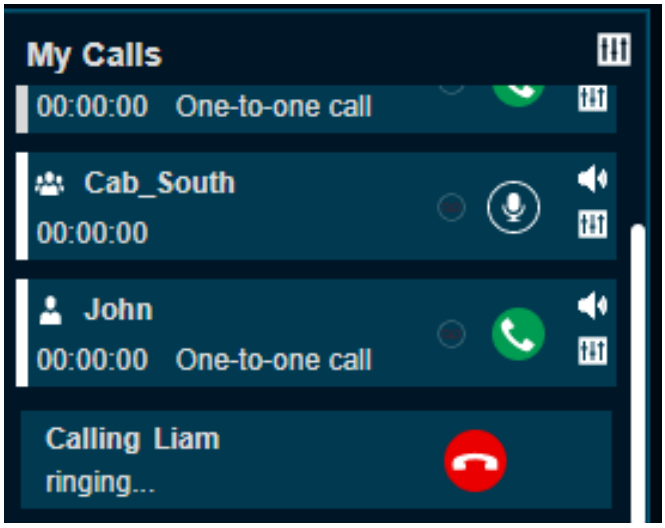
**Procedure:**

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 64: One-to-one Call- Call Ready Screen Without Simultaneous Session**

   **Figure 65: One-to-one Call- Call Ready Screen with Simultaneous Session**

   If Simultaneous Session is enabled for the dispatcher, then you can see the contact in the **My Calls** Window with call ringing to the member. Once the member receives the call, the call starts for the voice transmission. If the Simultaneous Session is disabled for the dispatcher, then you can see the contact in the **Call Activity** Window.
3. Click and hold the **Call** icon to talk and listen.
4. For two-way call, click the call**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 **Call Activity** Window.

   **Figure 66: One-to-one Call Active window Without Simultaneous Session**

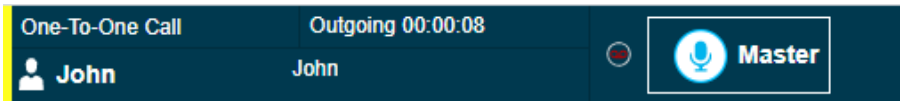
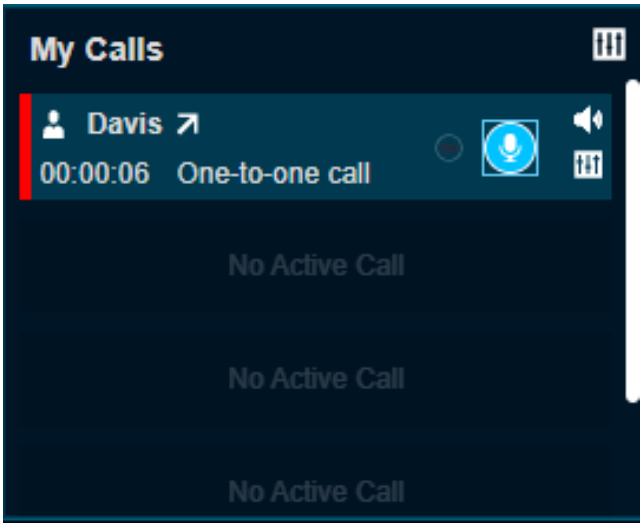



   **Figure 67: One-to-one Call Active window with Simultaneous Session**



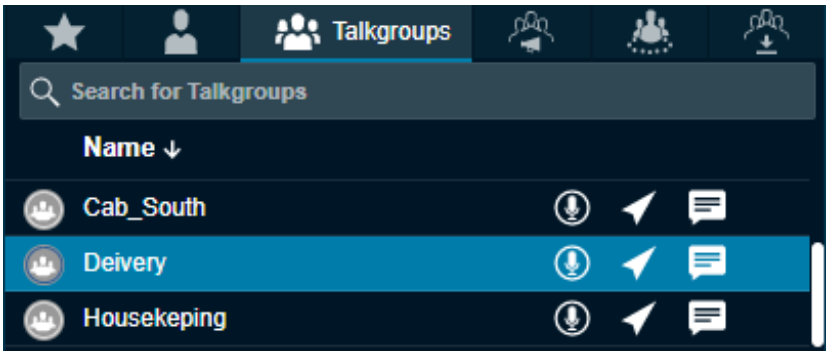

# Placing a Talkgroup Call

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 68: Talkgroups Tab**




2. Do one of the following:
   - For non simultaneous session Dispatch, the talkgroup shows in the **Call Activity** window. Click and hold the **Call** icon in the **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 69: Talkgroup Call- Simultaneous Session Call Ready screen**

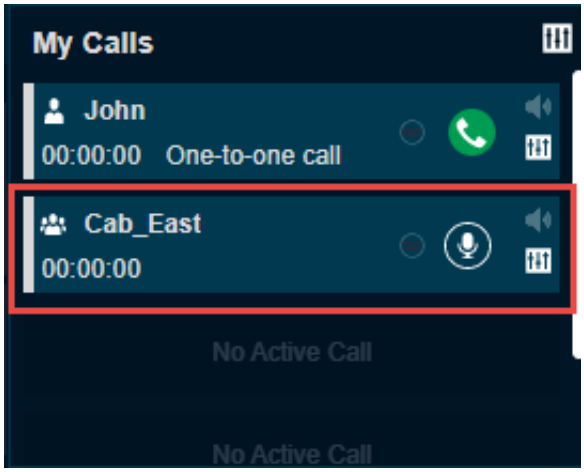
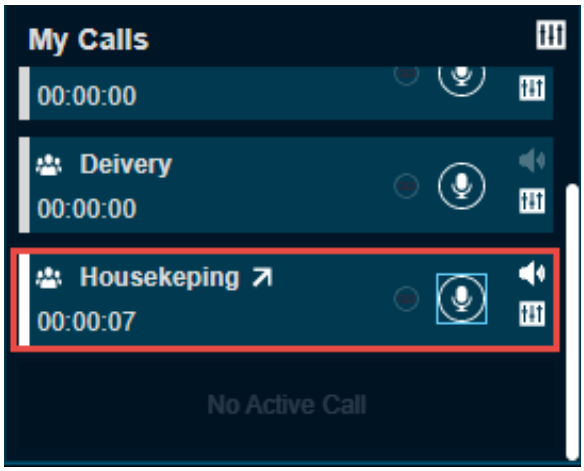



**Figure 70: Talkgroup Call- Non Simultaneous Session Call Ready**

**Figure 71: Talkgroup Call Active Window- Non Simultaneous Session**

**Figure 72: 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 **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 **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.

# 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:**

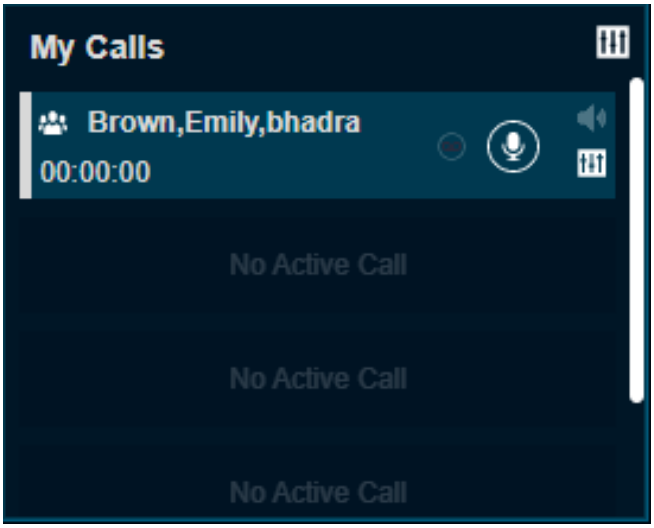
1. Click the **Contacts** tab of the **Contacts and Talkgroups** Window and select the check boxes next to the name of the fleet member.
2. To place a Quick Group call, right-click and click the **Call** icon.

   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 **Call Activity** Window.
3. Click the **Call** icon in the **My Calls** or **Call Activity** Window.

**Result:**

**Figure 73: Quick Group Call - Call Ready Screen without Simultaneous Session**

**Figure 74: 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 **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 75: Quick Group Call Active windowwithout Simultaneous Session**

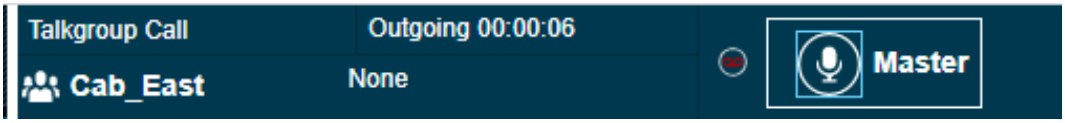
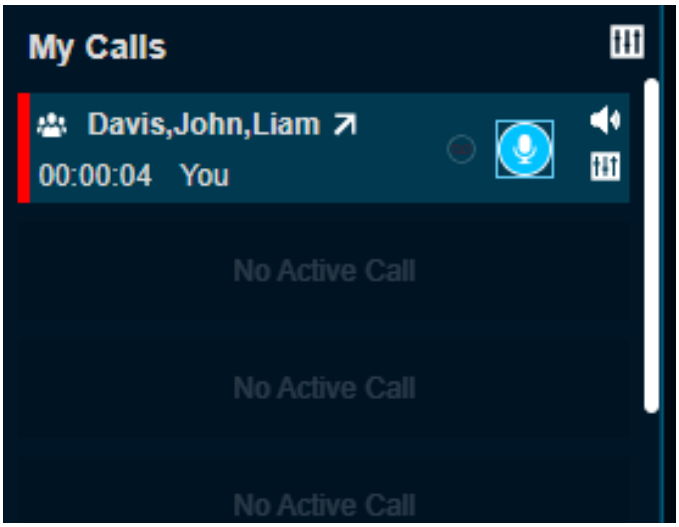



**Figure 76: Quick Group Call Active Window with Simultaneous Session**




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

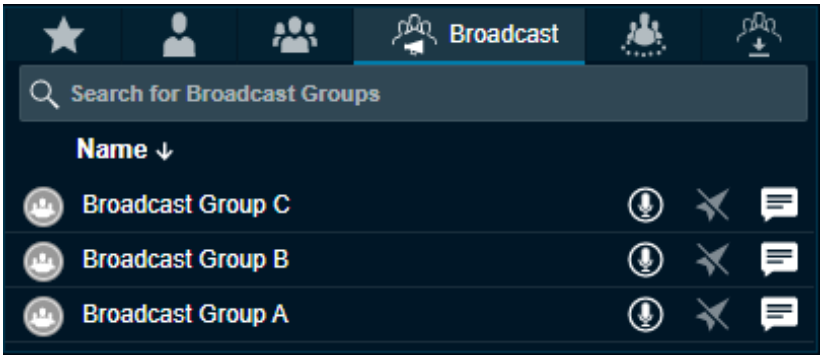
# Placing a Broadcast Call

Broadcast group calls are one-way calls and you can use for specific announcements to all 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 77: Broadcast Groups Tab**

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

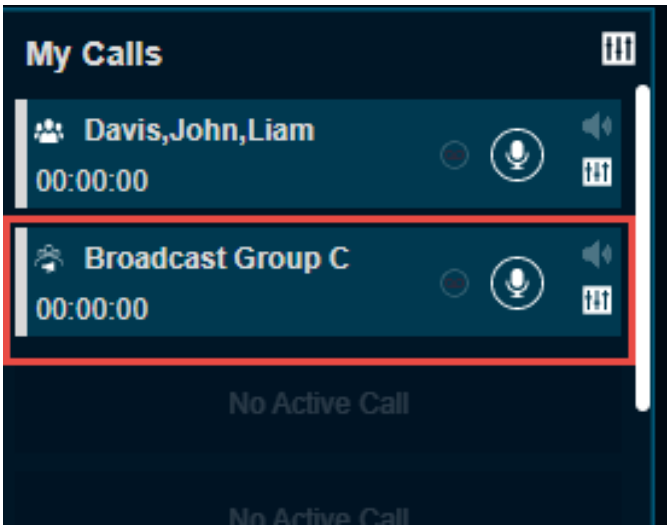
   The following message appears:
   `Do you want to make a Broadcast call?`

2. Click **Yes**.

   **Figure 78: Broadcast Call- Call Ready Screen Without Simultaneous Session**

   **Figure 79: 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.

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

# Placing an Area-Based Talkgroup Call

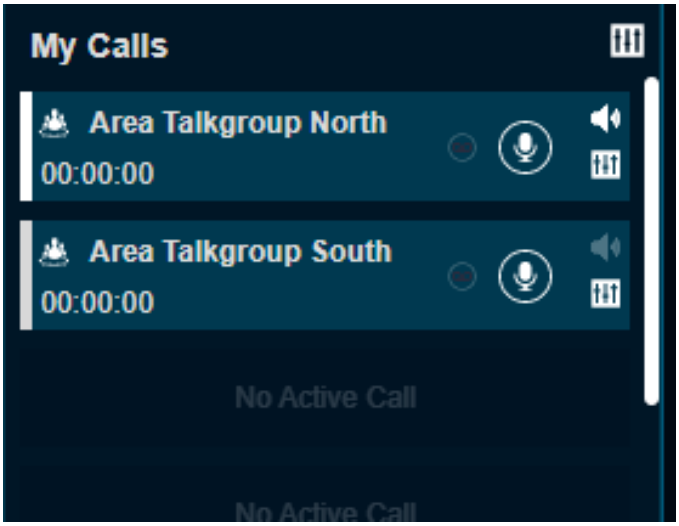
The area-based talkgroups are local to your Dispatch that you create from the Map. The members that are part of the area receive the call.

**Procedure:**

1. Select the area-based talkgroup from any of the following windows:
   - **Area-Based Talkgroups**
   - **Favorites** tab in **Contacts and Talkgroups** window
   - **Area-Based Talkgroups Slider**
   - **Call Logs**
2. Click the **Call** icon.

   **Figure 80: Area-Based Talkgroup Call - Call Ready Screen without Simultaneous Session**

**Figure 81: Area-Based Talkgroup Call - Call Ready Screen with Simultaneous Session**




The following information displays:

- The direction of the call displays on the top in the **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 if you are talking (red).
- The name of the area-based group shows on the bottom left.
- The name of the person speaking shows next to the name of the area-based talkgroup.

3. Click and hold the **PTT** button in the **Call Activity** window to initiate an area-based talkgroup call for the Dispatch without Simultaneous Session.
4. Click and hold the **PTT** button in the **My Calls** window to initiate an area-based 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.

# Placing a Call from the Alerts Window

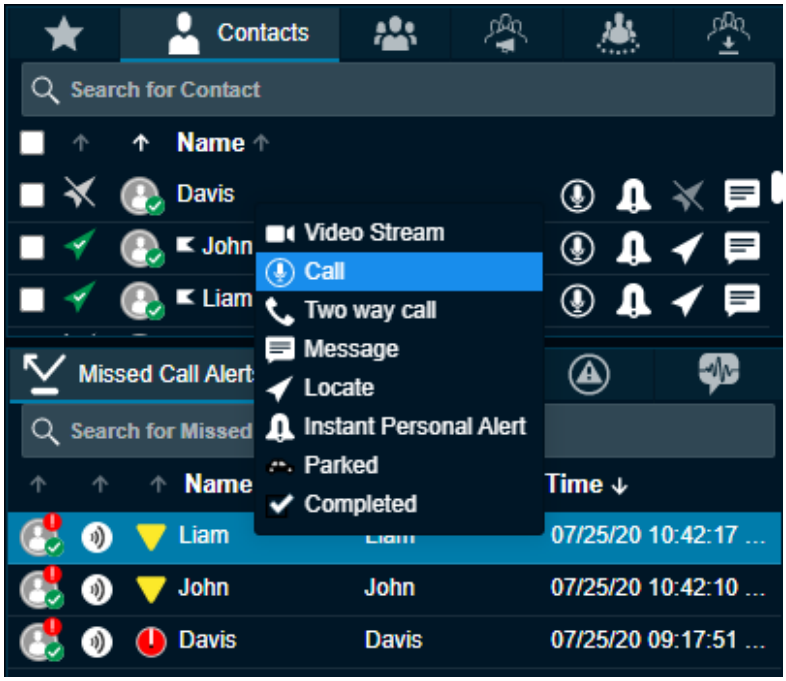
When you receive an alert from a fleet member or talkgroup, you can respond to the alert from the **Alerts** window.

**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 **Call Activity** Window. If you select **Call to Initiator** then the call goes to the member who initiated the call in that talkgroup.

   **Figure 82: Make Call from Alerts Window**




# Placing a Call from the Map

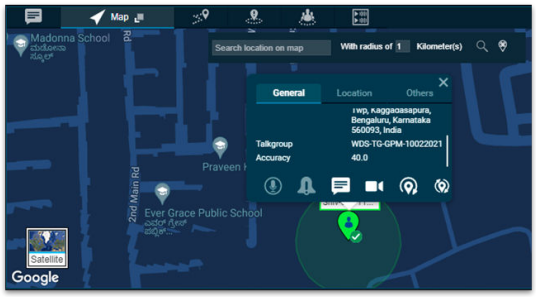
When fleet members are located, you can call directly call a member from the Map.

**Procedure:**

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

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

**Figure 83: 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 163

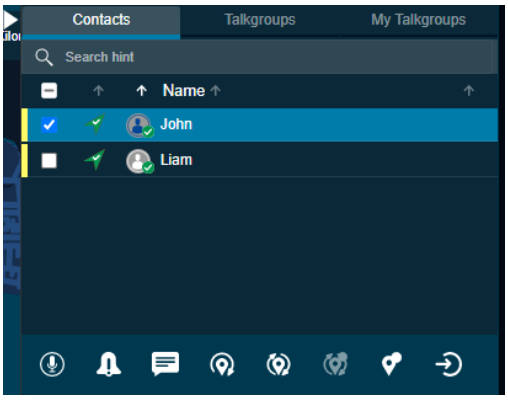
# Placing a Call from the Selection List window on the Map

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. Click the **Call** icon.

   **Figure 84: Selection List Window**




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

# Placing a Call from the Call Logs

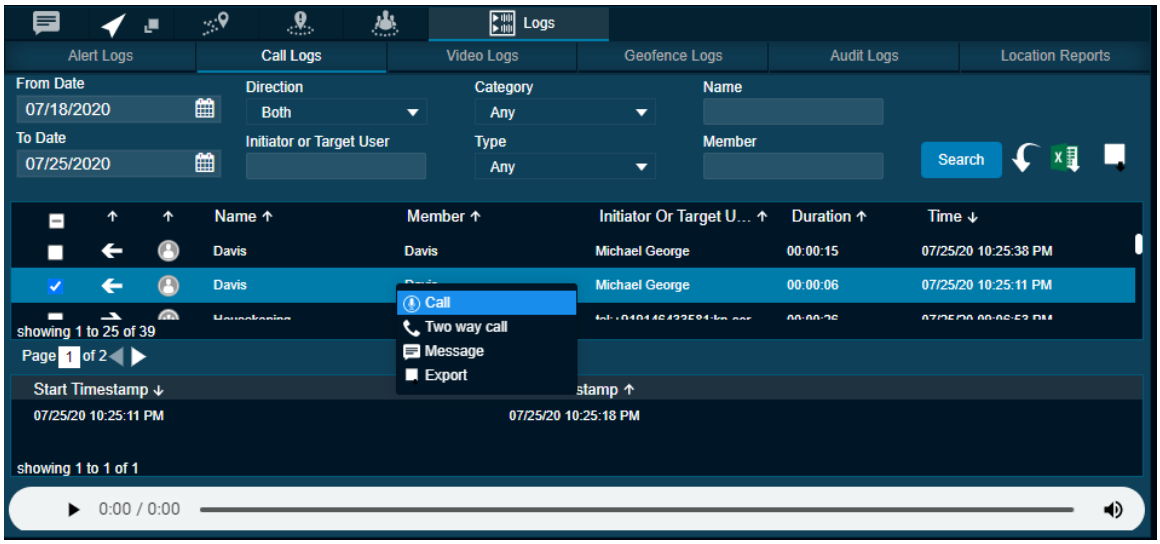
When a call ends, it creates an entry in the **Call Logs** Window. You can select this log to call to that member.

**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. 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 85: 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.

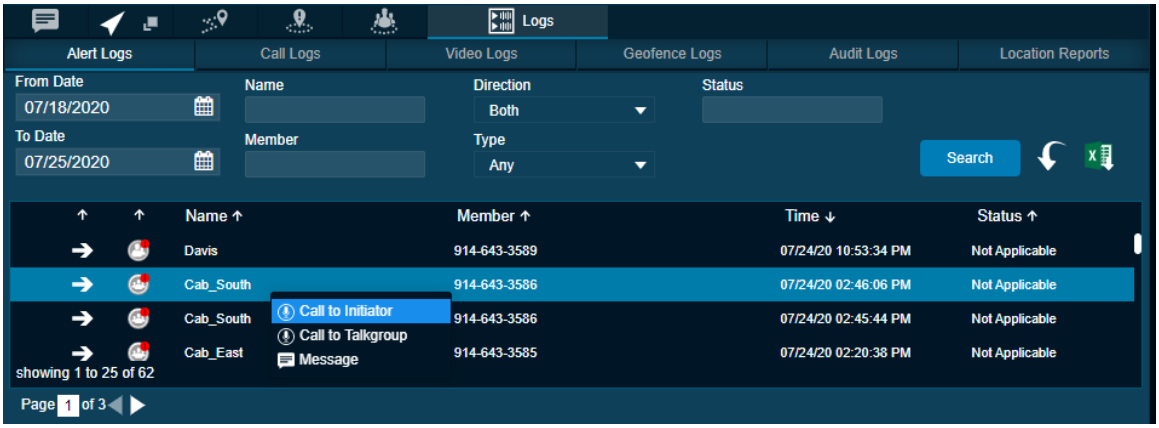
# Placing a Call from the Alert Logs

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 to 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. Click the **Call** icon.

**Figure 86: 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.

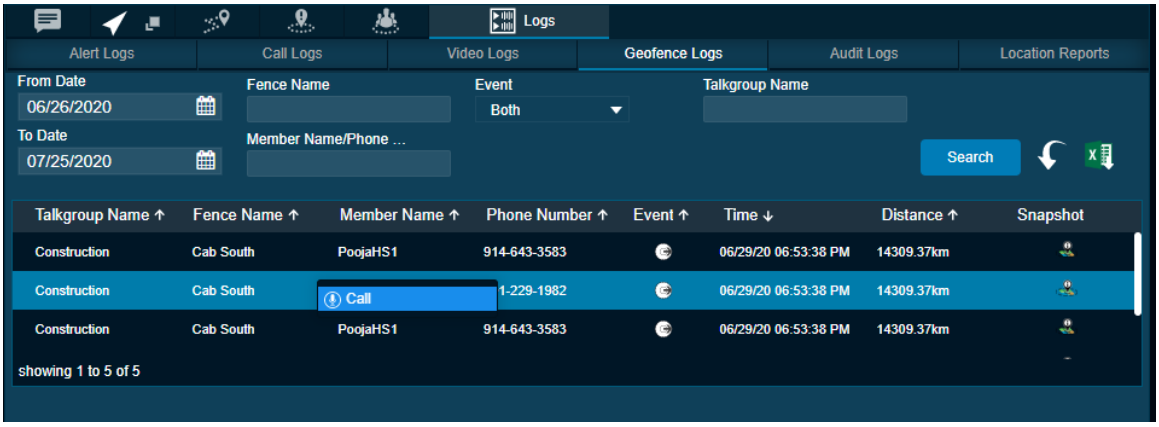
# Placing a Call from the Geofence Logs

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. Click the **Call** icon.

**Figure 87: Make Call from Geofence Logs History**



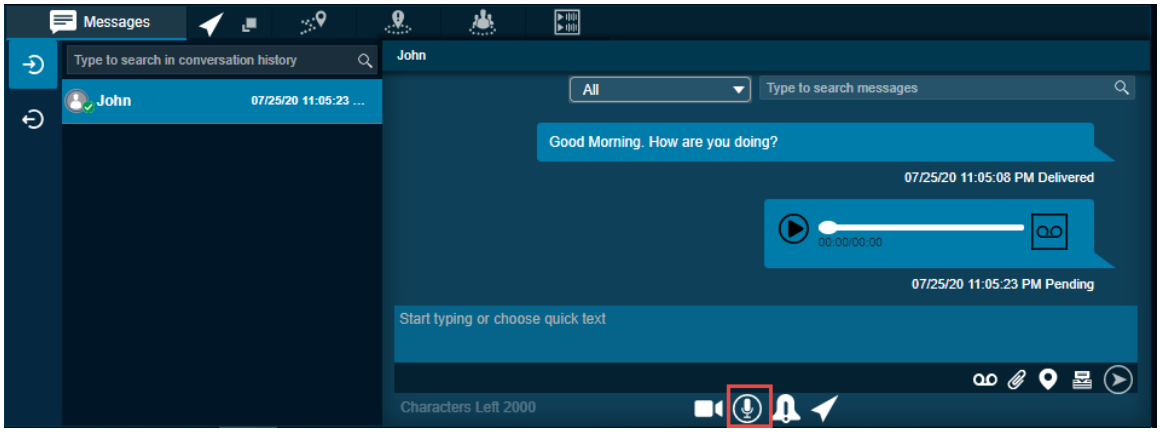
# Placing a Call from the Message

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. Click the **Call** icon.

**Figure 88: 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 Settings on page 228

# PTT Call Commencement

User call commencement modes can be configured at system-level as: Auto commencement mode or Manual commencement mode.

**Auto commencement mode**
1-1 private calls across Broadband PTT users automatically are set to “With floor control,” and calls are PTT established.

**Manual call commencement mode**
All incoming private PTT calls are not answered automatically. The PTT user is required to manually answer (accept) the incoming call in order to establish the PTT call.

# Actions on Received Calls (Without Simultaneous Session)

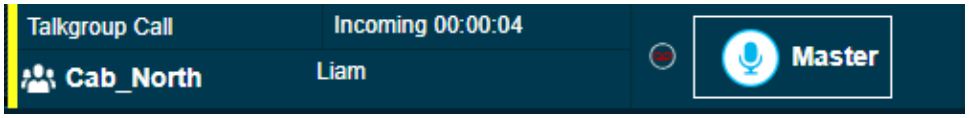
You can receive an incoming call from fleet members of any talkgroup, contact, or anyone who dials your number. Any fleet member can directly contact you using a one-to-one call. Dispatch receives calls only when you are idle (meaning that you are not currently participating in a call).

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

**NOTE:** If you are using the Chrome browser and you receive a PTT call and you are not in the active **Dispatch** tab or if 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 89: Incoming one-to-one Call Active window**

**Figure 90: Incoming Talkgroup Call Active window**




A **Dispatcher** icon displays next to the talker when another participant of the call is a dispatcher. If the affiliation feature is enabled for 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.

# Actions on Received Calls (With Simultaneous Session)

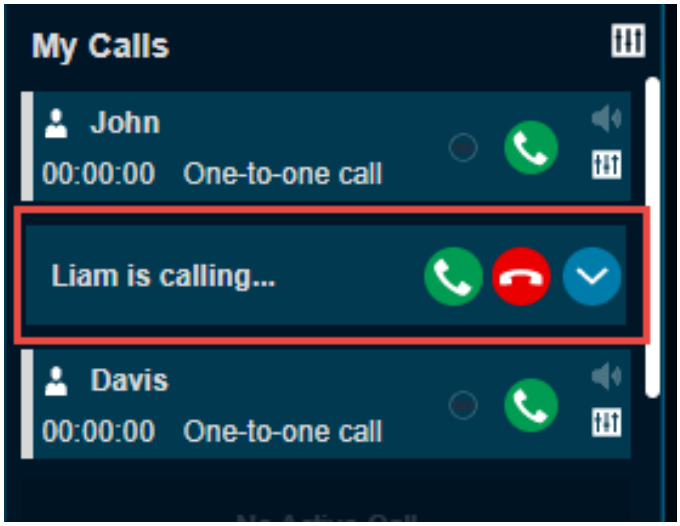
You can receive an incoming call from fleet members of any talkgroup, contact, or anyone who dials your number. Any fleet member can directly contact you using a one-to-one call.

If the affiliation feature is enabled for 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 the Chrome browser and you receive a PTT call and you are not in the active **Dispatch** tab or if Dispatch is minimized, then you can listen to the PTT call but when you navigate to Dispatch active tab, the call timer in the call activity window starts from zero.

**Figure 91: Incoming One-to-one Call Active window**




# Sending a Voice Message Fall Back

If a PTT call to a selected 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.

**Procedure:**

1. Select the fleet member or talkgroup where all the fleet members are in Do Not Disturb or Offline from any of these windows: **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 **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 92: Voice Message Fall Back without Simultaneous Session**

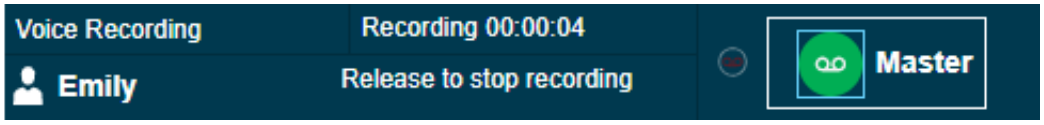
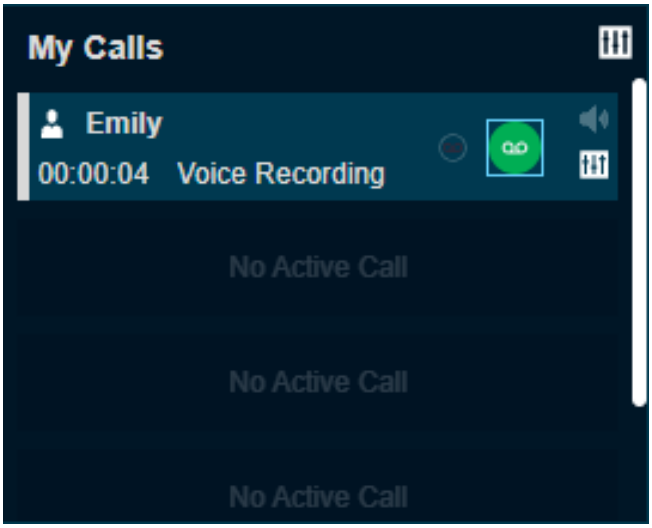


**Figure 93: Voice Message Fall Back with Simultaneous Session**




# Rejoin a Talkgroup Call

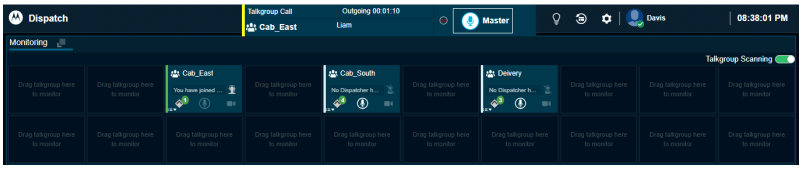
If you drop from a talkgroup call, for example, selecting the **End Call**, you can rejoin the call by initiating a call to that talkgroup. You can call the talkgroup from any window that displays the talkgroup. If Simultaneous Session is enabled for the Dispatch, then you can also rejoin ongoing multiple calls from the **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 **Call Activity** Window or **Contacts and Talkgroups** by clicking the in-line **Call** button for the talkgroup.

**Figure 94: Monitored Talkgroup Call**

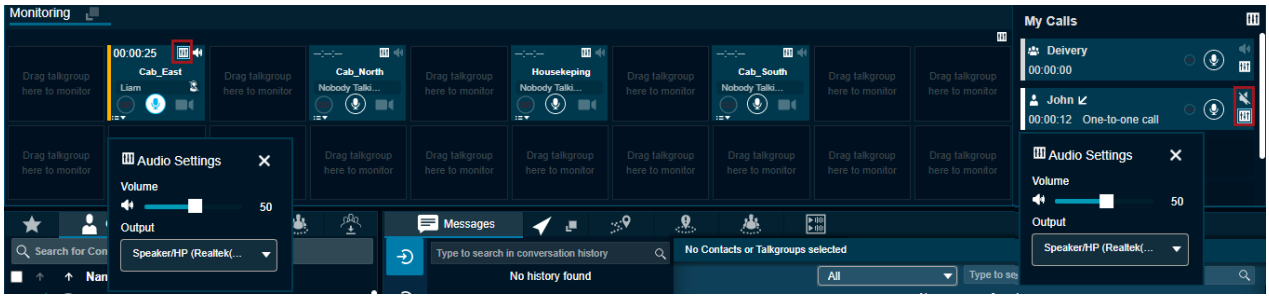



**NOTE:** You can rejoin the ongoing call from any of the windows where the call icon is shown for that talkgroup.

# 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 95: 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 8

# Call Recording

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

See the following section on available call recording actions:


- Recording Calls Always on page 120
- Recording Calls Manually on page 120
- No Recording on page 121
- Playing Back the Recorded Calls on page 121
- Export Recorded Calls on page 122
- Backing Up Call Recordings on page 124

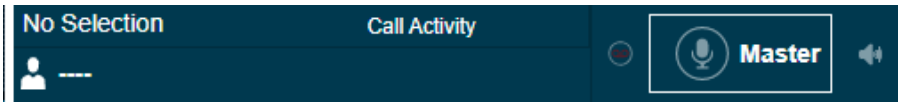

## Recording Calls Always

Record Always allows you to record each call you join. All the calls 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 **Call Activity** Window indicates the recording status.

   **Figure 96: 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 227

## Recording Calls Manually

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

**Procedure:**

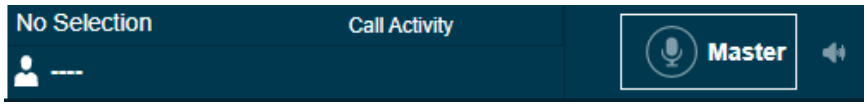
1. To start recording the call, click the **Record** icon.
2. Click the **Stop Recording** icon to stop recording. A record entry is made in the call logs.

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

# No Recording

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

**Figure 97: No Recording**




# Playing Back the Recorded Calls

The recorded calls are stored under **Call Logs**. You can also playback the last monitored talkgroup call from the monitoring panel. See the Call Logs on page 214 section more information.

**Procedure:**

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

   **Figure 98: Play Back the Recorded File**

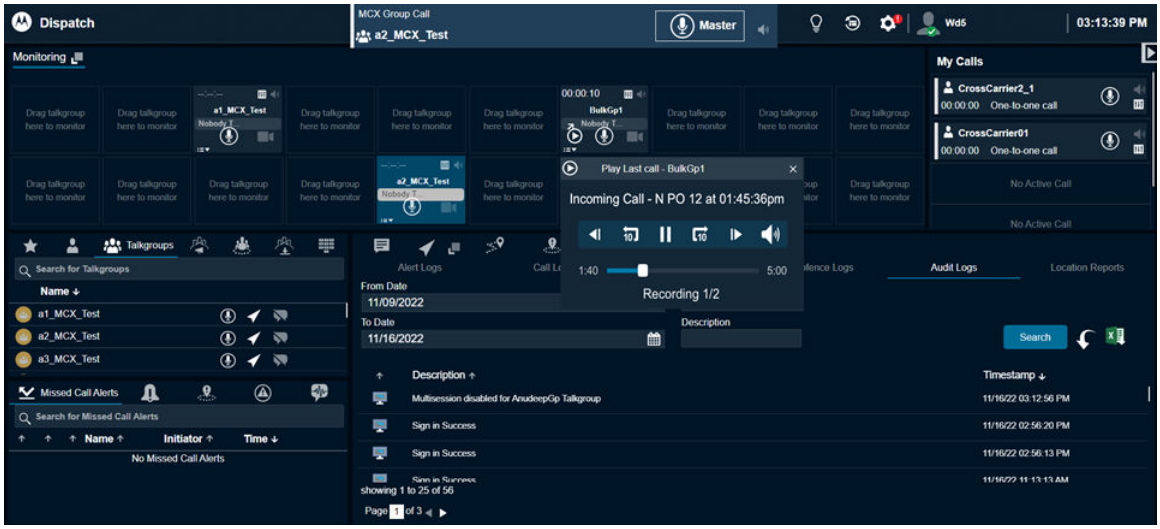
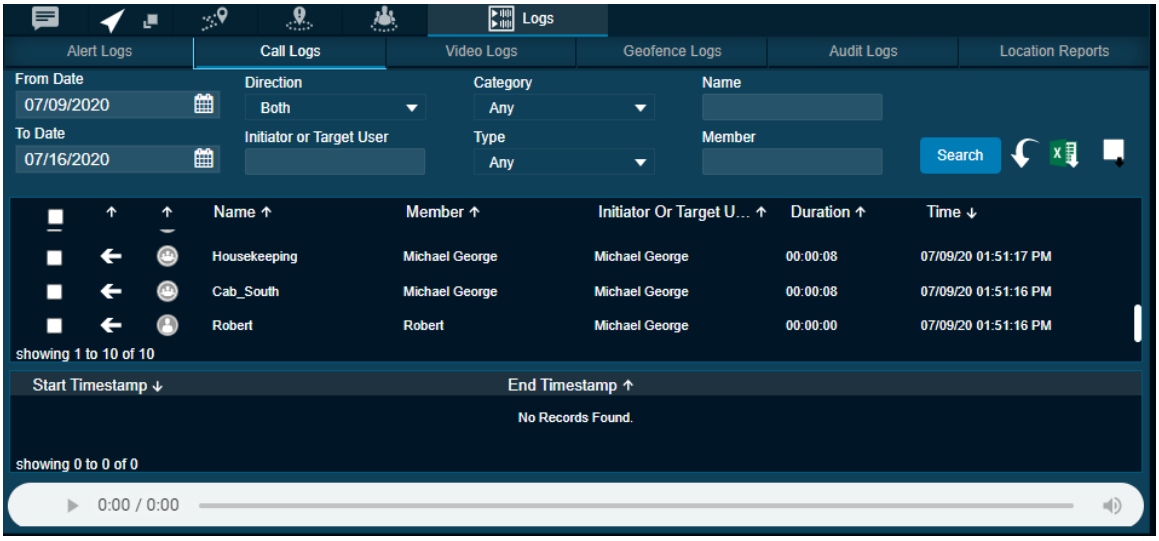


**Figure 99: Call Logs**




# 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.

# Exporting the Recorded Call Conversation

Depending on the type of recording, follow one of the sections:

- Single Call Recording
- Multiple Call Recording

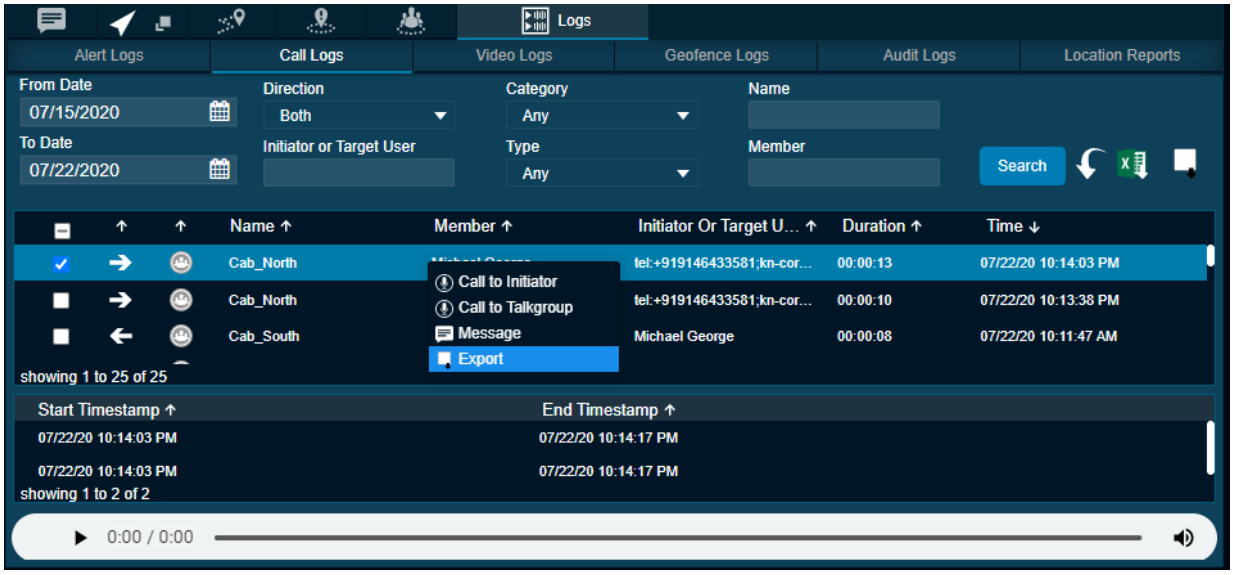
**Procedure:**

***Single Call Recording***

To export a single call recording, follow these steps:

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

**Figure 100: Export Single Recorded File**



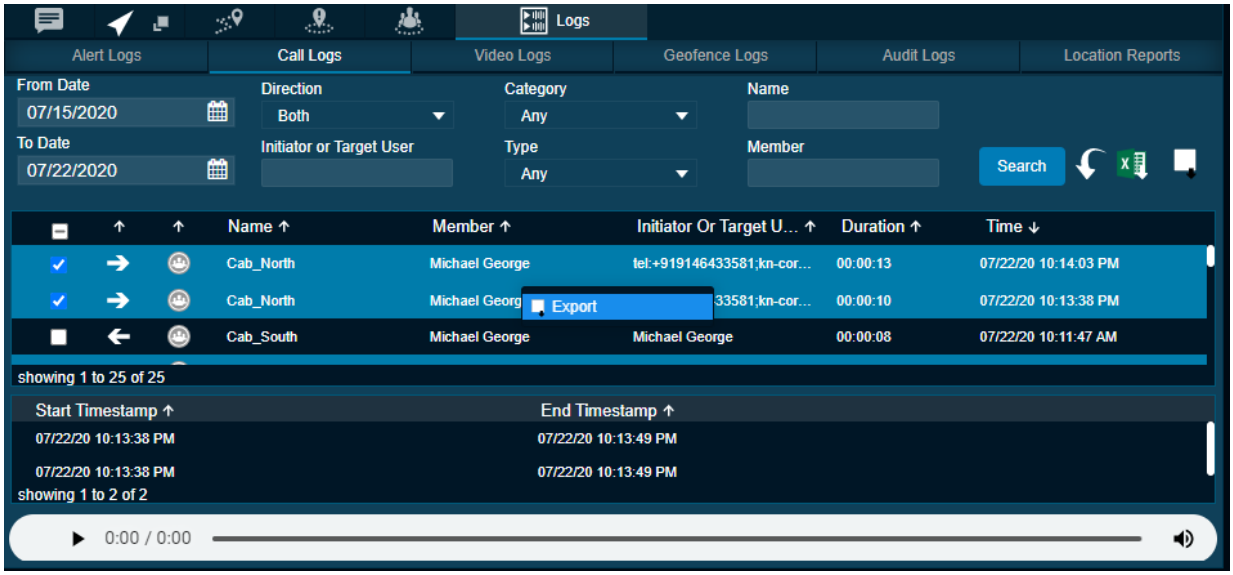

3. To export the recorded file to a location you specified, click the **Export** icon.

***Multiple Call Recordings***

To export a multiple call recording, follow these steps:

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

**Figure 101: Export Multiple Recorded File**




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

**NOTE:** The files store with an MP3 extension.

# 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 at all initiated the backup of the call recording, then the following confirmation message displays:

   `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?`

   - To back up call recordings, click **Yes**.
   - To cancel the action, click **No**.

2. If the backup is due and the dispatcher has not backed up, then the following confirmation message displays:

   `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?`

   - To initiate 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. The following confirmation message displays:

   `You have initiated a backup. Are you sure the file is successfully downloaded to your browser download?`

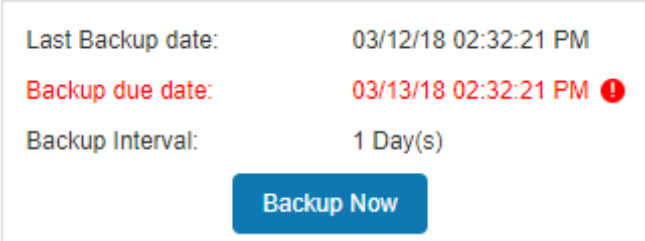
   **NOTE:** The backup interval and periodic reminder notification for backup depends on the server configuration.
   The system removes recordings that exceed the specified period of time. Additionally, it displays a reminder through a periodic toast message until a successful backup is initiated.

   - 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 initiate 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.

**Result:**
The backup file is downloaded to the download folder configured on the web browser. For more details, refer to General Settings on page 224 in Settings on page 222

**Figure 102: Backup Now - Settings**




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

Chapter 9

# Integrated Secured Messaging

3GPP MCData compliant Integrated Secured Messaging allows you to send and receive secure text messages, multimedia content, and location information to and from other fleet members contacts. You can select a contact or talkgroup from any of these windows: **Contacts and Talkgroups**, **Map Info**, **Map Selection List**, **Alerts**, **Monitoring**, **Call Logs**, and **Alert Logs** to send a message.

One-to-one messages provide the sender with confirmation that the content was delivered. Multimedia content can include images, videos, audio messages, location, and documents. The content can be browsed from the PC and sent as an attachment. You can send a prerecorded voice message (audio clip) from the local PC or record-and-send (within Dispatch). When you send a voice message, you can record, preview, rerecord, erase, and send the voice message.

Location messages allow you or a fleet member 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 the Google Maps or ESRI Online Map 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 to another 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.

## Users with Talkgroup Affiliation

Users with group affiliation receive secure text messages from a group only while affiliated to the group. Delivery of messages while offline does not apply for talkgroup messages for those users. See **Talkgroup Affiliation** section in Talkgroups Tab on page 73 for more details.

**NOTE:** The notification time for messages to be delivered may vary depending on the service provider. The time a multimedia message is available for download is set by the service provider.

Multimedia content can include text, images, videos, voice, and files. Location messages allow you to send and receive location information.

**NOTE:** User can send messages to other users if you have the feature enabled. However, your administrator may disable your ability to send and receive text, text and multimedia, or location messages.
The network operator may not allow a user to save any incoming message attachments to the local device memory; therefore, the **SAVE** button would not be visible.

When you send messages, you see the status of the message. The message status shows one of the following:

**Pending**
Indicates that the message is waiting to be sent. Any messages that are created while the network connection is not available are preserved until the network connection is restored and then sent.

**Sent**
Indicates that the message was sent from your device.

**Delivered**
For 1:1 messages only, indicates that the message was delivered to the recipient. This status does not mean that the user downloaded any multimedia, however 3GPP MCData messaging marks messages as delivered when multimedia attachment is downloaded.

**Failed**
Indicates that the message could not be sent. This failure can happen if the recipient is not allowed to receive messages or if there was a problem sending the message from your device.

**NOTE:** There is no delivery status for talkgroup messages.

See the following sections on messaging:

- Supported Formats for the Multimedia on page 127
- Contact and Group Messaging on page 128
- Quick Group Messaging on page 134
- Broadcast Group Messaging on page 134
- Search a Message on page 135
- Quick Text on page 135
- Deleting a Conversation History on page 135
- Delete or Forward Single or Multiple Messages on page 129
- View and Download Received Files on page 136
- View Shared Geo Location by the Fleet Member on page 136
- Export Messages on page 136

# 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 |
| Video | MPEG-4* |
| Audio | AAC |
| | MP3 |
| Document | PDF<br>DOC, DOCX<br>XLS, XLSX |

| Multimedia Type | Supported Format |
|---|---|
| | PPT, PPTX |

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

You can view the metadata or details of the multimedia file by hovering the mouse on the file or location. A Details icon is shown when you open the 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 of the Multimedia Files**

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

# Contact and Group Messaging

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

Once you have identified the contact or group you want to message, you can send the following types of messages:

- Text messages (Sending a Text Message on page 129)
- Documents (Sending a Document on page 130)
- Images (Sending an Image on page 131)
- Videos (Sending a Video on page 132)
- Audio messages (Sending an Audio on page 132)
- Location (Sharing Location on page 133)

**NOTE:** The multimedia content can be browsed and sent from your local PC as an attachment. You can also remove these attachments from the Dispatch Unified Messaging application.

You can also create an Adhoc group in order to quickly form a group of fleet members and contacts by clicking **Create New Adhoc Group** icon.

A notification displays whenever you receive a message. You can delete or forward the message to another fleet member.

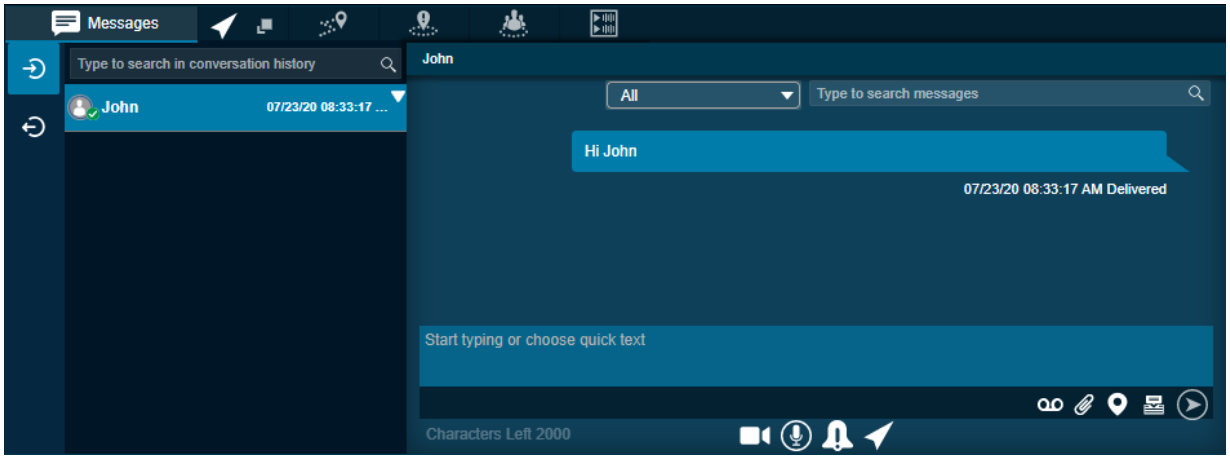
# Sending a Text Message

**Procedure:**

1. To select the contact or talkgroup perform one of the following actions:
   - From the **Contacts and Talkgroups** or **Map Selection List** window click the **Contact** or **Talkgroup** tab.
   - From the **Alerts**, **Call Logs**, or the **Alert Logs** window right-click the contact or talkgroup you want to send a message to.
   - On the map click the **Map Marker** of the contact or talkgroup 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 103: Send Text Message to Contact**




# 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.

## Deleting Messages

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.

**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.

   If you click **Delete** the following message displays:
   `Do you want to delete selected message?`

5. Perform one of the following actions:
   - To delete the message or file, click **Yes**.
   - To cancel the action, click **No**.

## Forwarding Messages

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

**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 or talkgroup. If you select more than 10 messages, an error message displays:
   `You can select maximum 10 messages to forward. You selected 12 messages. Please deselect some messages and forward.`

5. Click the **Forward** icon. A **Forward Message To** contacts and talkgroups window opens.
6. Select the contact or talkgroup and click **Forward**.

# Sending a Document

**Procedure:**

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

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

**NOTE:** The attachment's file name must not contain personal Identifiable Information (PII).

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

## Discarding the Attached Document

**Procedure:**

1. Click the **Delete** icon next to the attached file.

   The following message displays:
   `Do you want to clear the selected attachments?`

2. Perform one of the following actions:
   - Click **Yes** to delete.
   - Click **No** to cancel the action.

# Sending an Image

**Procedure:**

1. Do one of the following to select the contact or talkgroup:
   - Click the **Contact** or **Talkgroup** tab from the **Contacts and Talkgroups** or the **Map Selection List** window and select the contact.
   - Right-click the contact or talkgroup in the **Alerts**, **Call Logs**, and **Alert Logs** window.
   - Click the **Map Marker** of the contact or 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 image and click **Open**.
   - Cut an image or part of an image and paste.
   - Click **Cancel** to cancel the action.

   **NOTE:** The attachment's file name must not contain personal Identifiable Information (PII).

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

## Discarding the Attached Photo

**Procedure:**

1. Click the **Delete** icon next to the attached file.

   The following message displays:
   `Do you want to clear the selected attachments?`

2. Perform one of the following actions:
   - Click **Yes** to delete.

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

# Sending a Video

**Procedure:**

1. Do one of the following to select the contact or talkgroup:
   - Click the **Contact** or **Talkgroup** tab from the **Contacts and Talkgroups** or the **Map Selection List** window and select the contact.
   - Right-click the contact or talkgroup in the **Alerts**, **Call Logs**, and **Alert Logs** window.
   - Click the **Map Marker** of the contact or 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 file and click **Open**.
   - Click **Cancel** to cancel the action.

   **NOTE:** The attachment's file name must not contain personal Identifiable Information (PII).
5. Click the **Send** icon to send the video file.

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

# Discarding the Attached Video

**Procedure:**

1. Click the **Delete** icon next to the attached file.

   The following message displays:
   `Do you want to clear the selected attachments?`
2. Perform one of the following actions:
   - Click **Yes** to delete.
   - Click **No** to cancel the action.

# Sending an Audio

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

**Procedure:**

1. Do one of the following to select the contact or talkgroup:
   - Click the **Contact** or **Talkgroup** tab from the **Contacts and Talkgroups** or the **Map Selection List** window and select the contact.
   - Right-click the contact or talkgroup in the **Alerts**, **Call Logs**, and **Alert Logs** window.
   - Click the **Map Marker** of the contact or 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.
   - Click the **Cancel** icon to cancel the recording.
5. Click the **Send** icon to send the recorded audio.

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

## Sending a Prerecorded Audio File from Your Local PC

**Procedure:**

1. Do one of the following to select the contact or talkgroup:
   - Click the **Contact** or **Talkgroup** tab from the **Contacts and Talkgroups** or the **Map Selection List** window and select the contact.
   - Right-click the contact or talkgroup in the **Alerts**, **Call Logs**, and **Alert Logs** window.
   - Click the **Map Marker** of the contact or 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 Audio** icon. A file selection window opens.
   - Select the audio file and click **Open**.
   - Click **Cancel** to cancel the action.

   **NOTE:** The attachment's file name must not contain personal Identifiable Information (PII).
5. Click the **Send** icon to send the audio file.

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

## Discarding the Attached Audio

**Procedure:**

1. Click the **Delete** icon next to the attached file.

   The following message displays:
   `Do you want to clear the selected attachments?`
2. Perform one of the following actions:
   - Click **Yes** to delete.
   - Click **No** to cancel the action.

# Sharing Location

**When and where to use:** Location messages allow you or a fleet member 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.

**Procedure:**

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

# Quick Group Messaging

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

Once you have identified the quick group you want to message, you can send the following types of messages:

- Text messages (Sending a Text Message on page 129)
- Documents (Sending a Document on page 130)
- Images (Sending an Image on page 131)
- Videos (Sending a Video on page 132)
- Audio messages (Sending an Audio on page 132)
- Location (Sharing Location on page 133)

**NOTE:** The multimedia content can be browsed and sent from your local PC as an attachment. You can also remove these attachments from the Dispatch Unified Messaging application.

# 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 an affiliated or unaffiliated members, the message shows in the respective subtab under the **Message** tab. If the affiliation feature is disabled for Dispatch then no subtab shows under the **Message** tab.

## Sending a Text Message to a Broadcast Group

**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 the **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.

# 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.

# 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.

## Modifying a Quick Text

You can modify the message by clicking **Edit** icon next to the message.

To save the changes click **Save**.

**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.

# Deleting a Conversation History

You can delete the conversation history of a contact, My Talkgroup, broadcast group, and quick group.

**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.

   The following message displays:
   `Do you want to delete the entire conversation of "Name"`

4. Perform one of the following actions:
   - Click **Yes** to delete.
   - Click **No** to cancel the action.

# View and Download Received Files

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 as desired. For download icons, refer to Icons on page 48. If you are signed out from Dispatch and you receive a multimedia file, then download to view the file.

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

## Downloading Received Files

**Procedure:**

1. Sign in to 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.

# 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 shows in the conversation window.

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.

**NOTE: Parked** option is available for all types of messages whether it's a location, text message, multimedia file etc. Dispatcher can change status from **Completed** to **Parked**.

# Export Messages

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

## Exporting Conversation History

**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.

   The following confirmation message displays:
   `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?`

4. If needed, clear the check box **Include media files in archive** to exclude the attachments to get downloaded and perform one of the following:

- To export the conversations, click **Continue**.
- To cancel the action , click **Cancel**.

# Exporting an Individual Message

**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 10

# Alerts

Alerts can be a request from a fleet member for a call or a notification that you missed an incoming PTT call or a geofence alertor status alert. Alerts display in the **Alerts** window. 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.

See the following sections on different types of alerts:

- Instant Personal Alert (IPA) on page 138.
- Missed Call Alerts on page 139.
- Emergency Alerts on page 141.
- Operational Status Messaging (OSM) on page 141.
- Geofence Alerts on page 147.

## Instant Personal Alert (IPA)

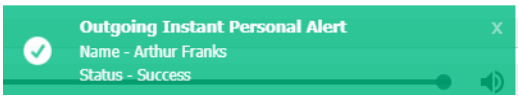
An Instant Personal Alert (IPA) is a way for a fleet member to ask for a call-back from you or vice versa. An IPA is especially useful if the fleet member you want to call has a presence status of Do Not Disturb.

### Sending an Alert

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 displays “Success.”

**Figure 104: 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 111

**Figure 105: Dispatcher Alerts window**

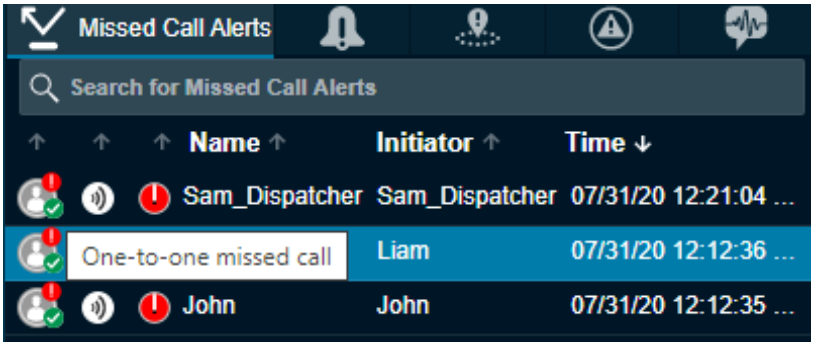
# Missed Call Alerts

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 106: One-to-one Missed Call Alert on Alerts**




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

**Talkgroup Missed Call Alert**

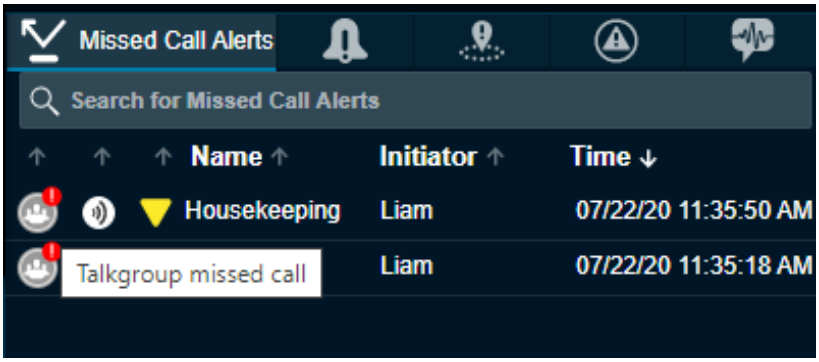
Whenever a talkgroup call completes with you as a member of the talkgroup (except when you are camped on one), without you actively participating in that talkgroup call, a missed call alert is provided in the **Alerts** window. An icon ahead of the name of the talkgroup indicates the missed call.

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 the missed talkgroup call:

**Figure 107: Talkgroup Missed Call Alerts on Alerts Window**

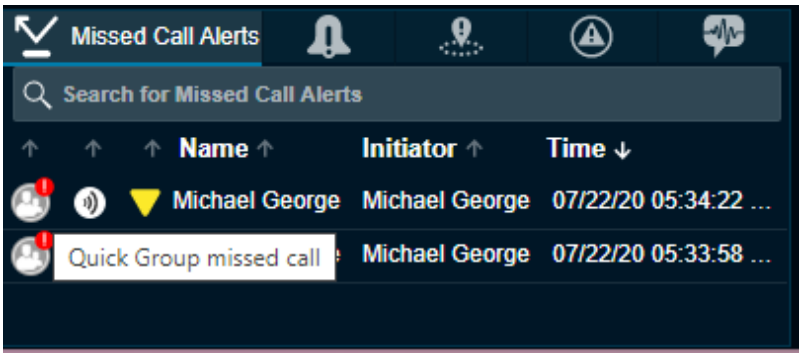



### Quick Group Missed Call Alert

Whenever an incoming Quick Talkgroup Call ends with you as a member of that quick talkgroup without you actively participating in it, 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.

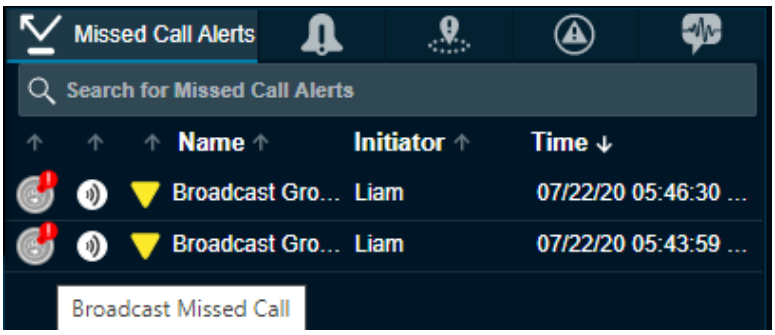
The screen below shows an example of a missed Quick Talkgroup Call, where the row with name “Michael George” is a missed Quick Talkgroup Call.

**Figure 108: Quick Group Missed Call Alerts on Alerts Window**




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

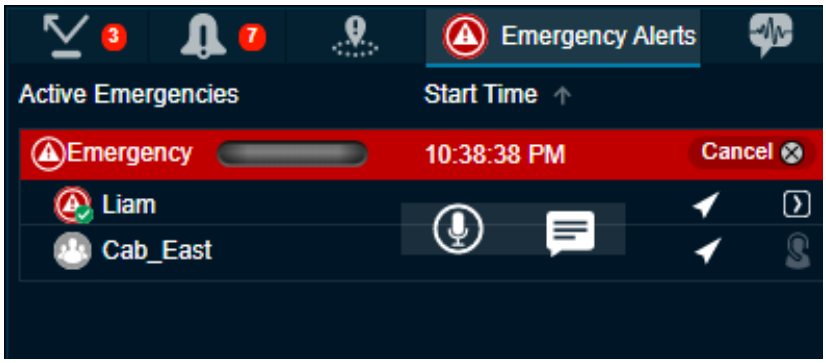
## Broadcast Group Missed Call Alerts on Alerts Window



# 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 194

**Figure 109: Emergency Alert**

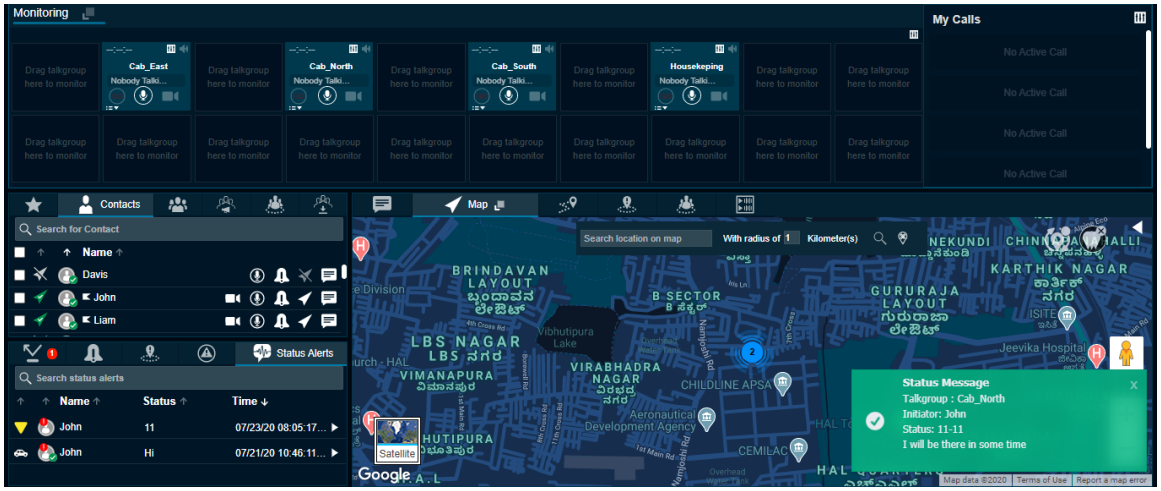



# Operational Status Messaging (OSM)

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

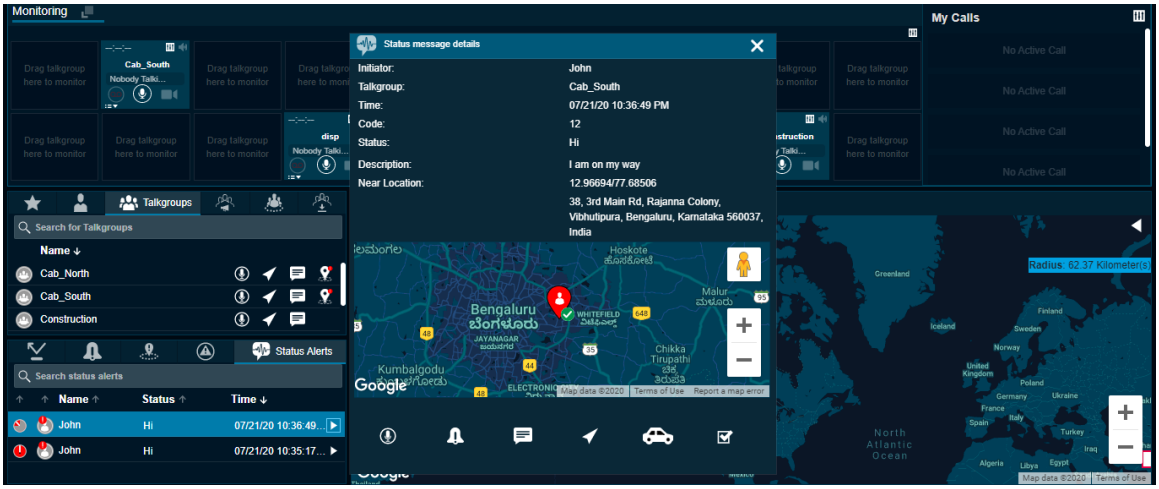
The fleet member manually sends their quick status from the list of preconfigured messages stored in their device. Status alert shows in the **Status Alert** tab along with the toast message whenever you receive a status alert from fleet members.

**Figure 110: 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 111: Status Alerts Details**

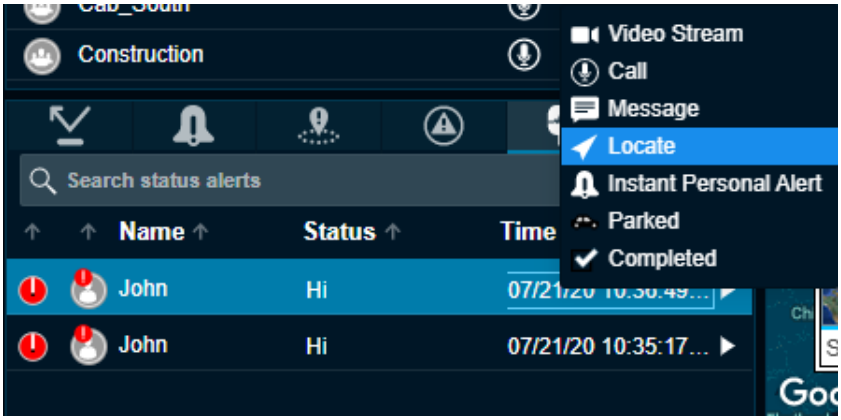



You can call, send IPA, message, locate, and move the status of the status message to parked or completed state from the status alerts details window.

### 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 112: Actions on Alerts window**




**Locate**

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

**Call**

Helps you to call the fleet member or talkgroup after you receive 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.

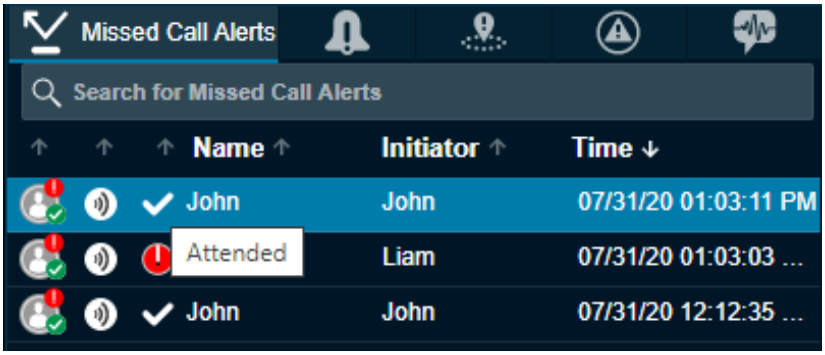
**Completed**

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.

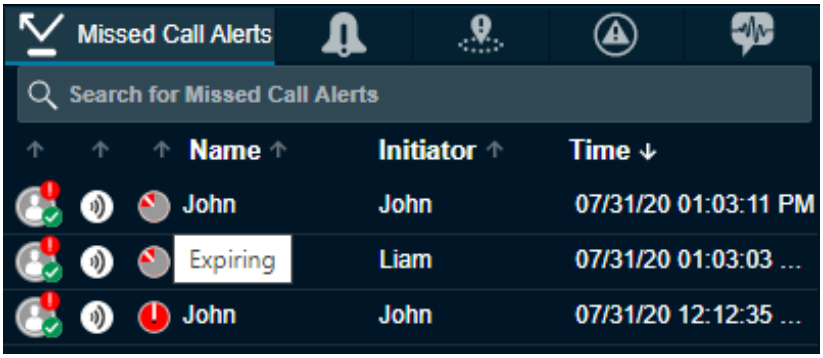
When you respond to an alert with an Instant Personal Alert (IPA) or call, the status of alert becomes “Attended” as shown here:

**Figure 113: Attended Status Alerts Window**



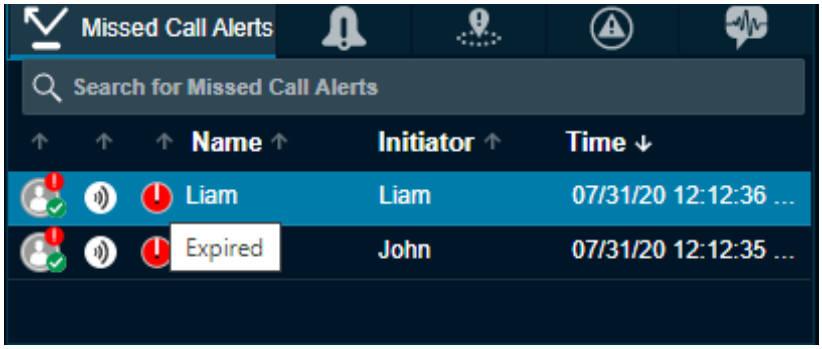

When you do not respond to the alert, a toast message reminds you to take the necessary action. The status of the alert shows “Expiring” as here:

**Figure 114: Expiring Status Alert Window**




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

**Figure 115: 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.

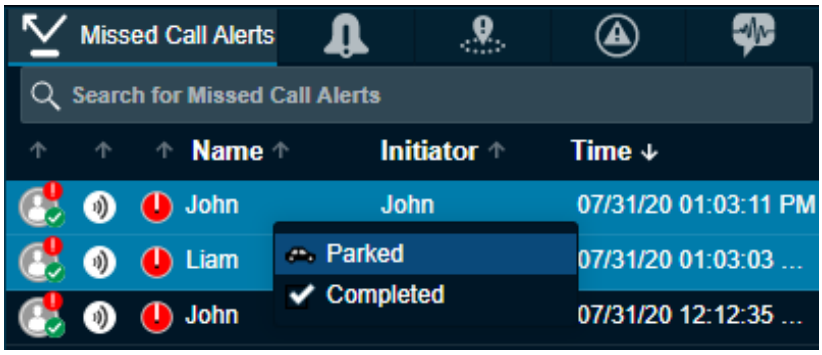
**Completed**
After you finish responding to an alert you can complete the alert. This action moves the alert to the alert logs.

**NOTE:** From each of the alerts tab, except Parked, alerts are moved to the logs as per the 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 Settings on page 228 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 116: Multiple Selection Alerts Window**



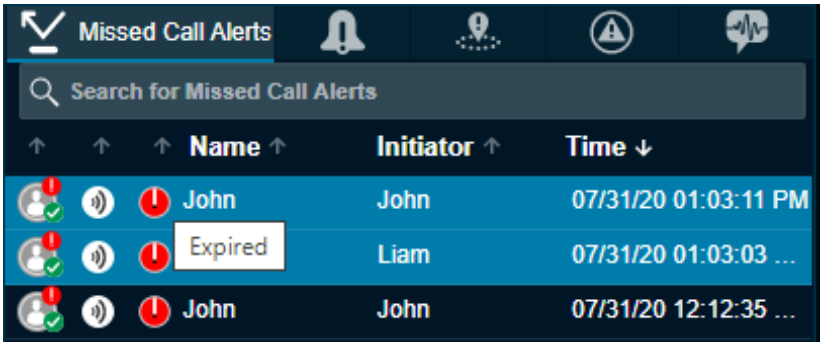
**Parked**

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

**Completed**

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

**Figure 117: 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.

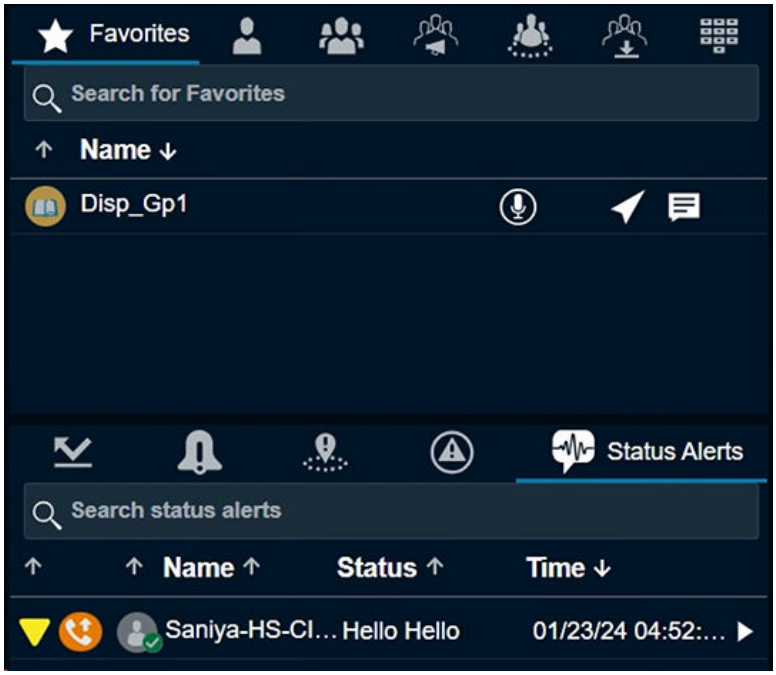
# Priority Callback

Priority Callback is a special type of Operational Status Messaging (OSM) alert, which can be sent by a handset client to the dispatcher to request a callback to the PTT client user.

Priority Callback can only be triggered by the handset client if the user is on the selected talkgroup with the feature configured. If the user selects a Priority Callback OSM message configured by the Administrator, a Priority Callback alert is sent to all the affiliated dispatchers on the talkgroup.

In **Status Alerts** tab, the alert is indicated by a unique icon unlike normal OSM alerts.

**Figure 118: Priority Callback OSM Alert Icon**




When the dispatcher receives a Priority Callback alert a toast message displays. If there are multiple dispatchers affiliated to the talkgroup with the OSM request, all dispatchers receive the following toast message:

`Priority Callback.`***`<Request Initiator>`*** `has sent a Priority Callback request.`

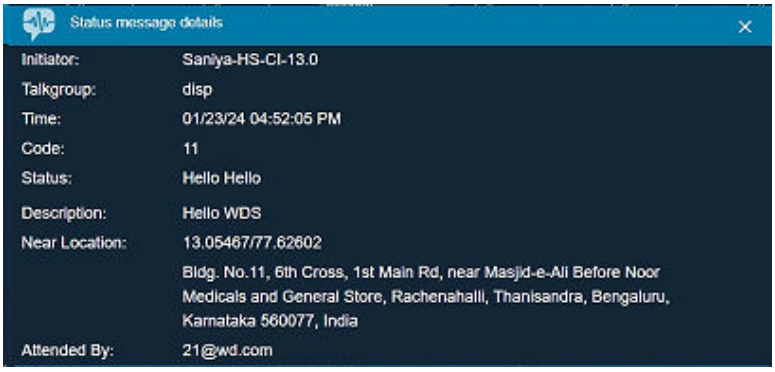
If any of the dispatchers right-clicks the OSM alert, it is considered as an Acknowledgment. The following notification is sent to all dispatchers:

`Priority Callback Request Acknowledgement. Priority Callback request by` ***`<Request Initiator>`*** `has been acknowledged by` ***`<Dispatcher>`***`.`

Dispatchers can also acknowledge the OSM alert by clicking on the call button for that particular contact from tabs such as **Contacts**, **Favorites**, **Manual Dial**, **Messaging**, **Map** and more. Once the acknowledgement is sent the dispatcher can click the **Call** icon to initiate a One-to-One (1-1) call with the PTT contact requested the Priority Callback. By right-clicking on the OSM alert the dispatcher can also see the status message details such as:

- Initiator
- Talkgroup
- Time
- Code
- Status
- Description
- Near Location
- Attended By

**Figure 119: Status Message Details Window**



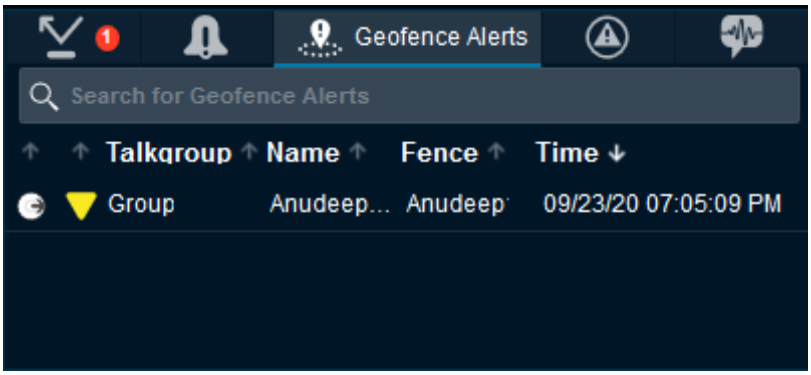

Once the dispatcher has acknowledged the OSM alert and attempts to call the PTT contact, a One to One call to the PTT contact is initiated.

**NOTE:** Only one dispatcher is allowed to acknowledge the Priority Callback request at once. If a dispatcher tries to acknowledge an alert when it has been attended by another dispatcher, the dispatcher will receive the following error message:
`Priority Callback Request Acknowledgement. Failed to acknowledge Priority Callback Request by` ***<Dispatcher>***.

# Geofence Alerts

When any fleet member crosses the geofence 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 120: Geofence Alert**




For additional information on geofencing, see Geofence on page 179.

Chapter 11

# Monitoring Talkgroups

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 talkgroups is helpful when you want to be aware of the call activity on specific talkgroups but do not want to participate immediately. Talkgroups mentioned in the following sections include both talkgroups and area-based talkgroups.

Once the call in a monitored talkgroup ends, the identity of 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 Dispatch, then you can monitor up to 20 talkgroups simultaneously and can listen to all the ongoing monitoring calls at a time. For more information, refer to Simultaneous Session (Optional) on page 151.

**NOTE:** Broadcast groups cannot be monitored.

## Available Actions on a Monitored Talkgroup

See the following steps on monitored talkgroup available actions:

- Adding a Talkgroup to a Monitored Talkgroup Activity.
- Removing a Talkgroup from the Monitored Talkgroup Activity Window.
- Replacing a Talkgroup from the Monitored Talkgroup Activity Window.

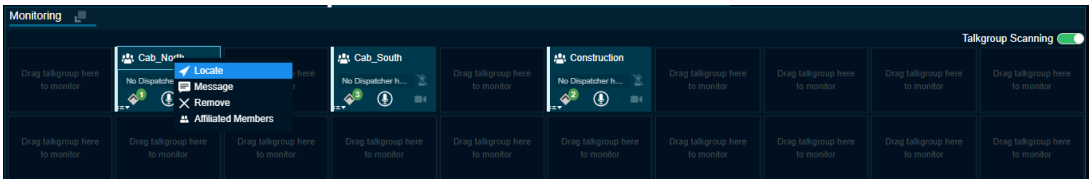
**Procedure:**

***Adding a Talkgroup to a Monitored Talkgroup Activity***

1. Click the **Talkgroups**or **Area-Based 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-Based Talkgroup** of the **Contacts and Talkgroups** window to the **Monitoring** window.

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

   **Figure 121: Monitoring Window**

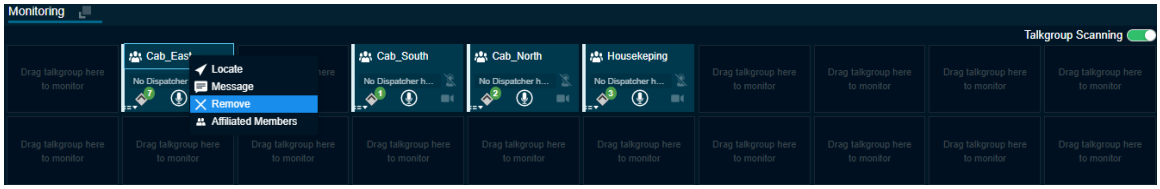



   When the talkgroup is successfully added, the icons for call, message, location, talkgroup Priority, dispatcher information (if any dispatcher is in call), affiliated members, and remove talkgroup are enabled and the name of the monitored talkgroup is shown.

***Removing a Talkgroup from the Monitored Talkgroup Activity Window***

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

**Figure 122: 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.

***Replacing a Talkgroup from the Monitored Talkgroup Activity Window***

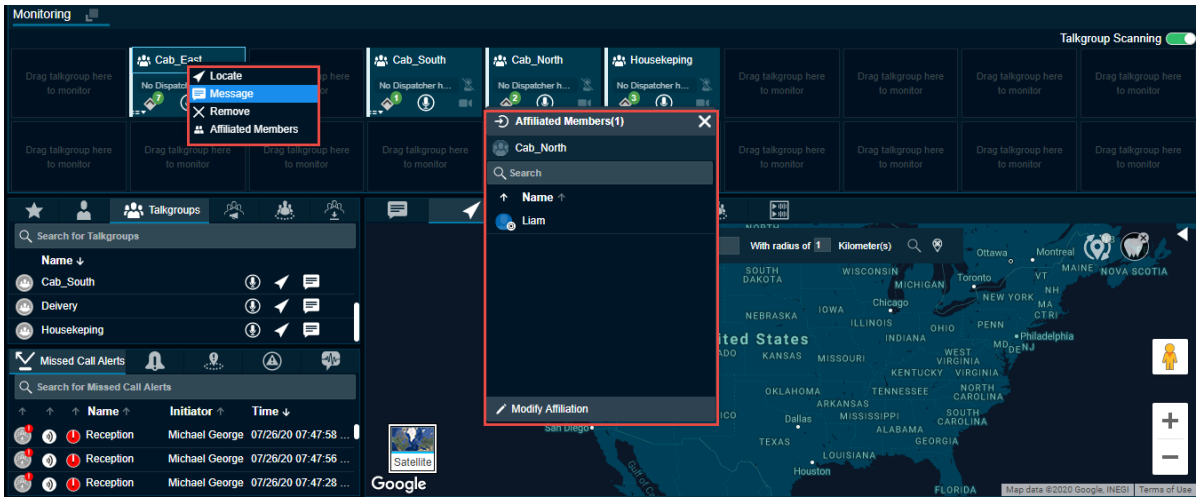
5. Drag and drop a new Talkgroup from the **Talkgroups**or **Area-Based Talkgroup** tab onto the existing **Monitored** window. A confirmation message appears `Do you want to replace the existing monitoring talkgroup?`:
   - Click **Yes** to replace the existing monitored talkgroup with the new talkgroup.
   - Click **NO** to cancel.

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

# Actions on a Created Monitored Talkgroup

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

**Figure 123: Actions on a Monitored Talkgroup**




### If no Dispatcher has joined Active Talkgroup

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

### If another Dispatcher joins the Active Talkgroup

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

### Joining an Active Talkgroup

If the call is already started, you can join the call by clicking the icon. The solid bar on the left of the monitored talkgroup area turns from yellow to red. The dispatcher information icon enables you to show you the total number of dispatchers in that talkgroup, the dispatchers on call and the last refreshed time. During the call, use the **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 dispatchers 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 **Alert**, **Contacts and Talkgroups**, **Monitoring**, **Alert Logs**, or from the **Call Logs** window. You can join the call silently and then take the floor.

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

Chapter 12

# Simultaneous Session (Optional)

**NOTE:** Video live streams are not recorded in Dispatch, even if the voice recording feature is enabled for PTT calls.

The Simultaneous Sessions is an optional feature for the Dispatch. The Simultaneous Sessions allows a dispatcher to monitor up to 20 talkgroups simultaneously, if the affiliation feature is disabled. A separate audio and video controls is provided for each monitored talkgroup with independent transmit and receive permissions. Also, up to five more dynamic sessions are available to allow for incoming and outgoing private, broadcast, quick group, ambient listening, discreet listening, and any calls that are not part of the **Monitoring** window. You can select multiple talkgroups from the **Monitoring** window and or fleet members from the **My Calls** window and transmit voice by using 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, then 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 124: 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 global audio settings to control the volume and microphone for the all the talkgroups and contacts in the **Monitoring** and **My Calls** window. Changing the volume and input microphone in the global 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, then configure the microphone and speaker in selected under the **Monitoring**

and/or **My Calls Audio Settings**. For unselected talkgroups and contacts configure the **Default** microphone and speaker.

# Initiating Multi-session Calls

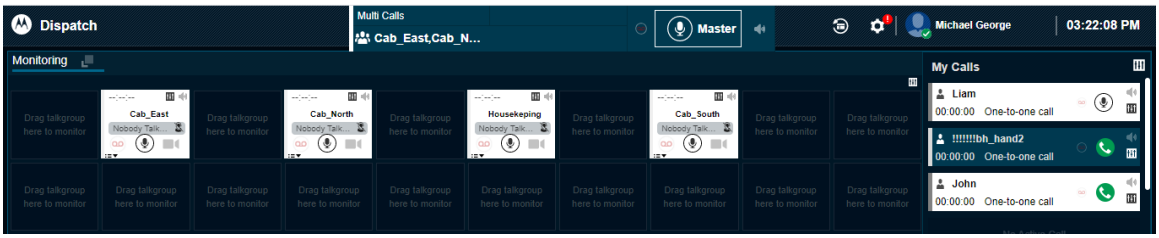
You can initiate multi-session calls for the contacts, talkgroups, or both at a time from Dispatch.

**Prerequisites:** To manage multiple calls at the same time, ensure that the contacts and/or talkgroups are in the **My Calls** and/or **Monitoring** Window.

**Procedure:**

1. Right-click the contact and/or talkgroup name and select **Add to selection**. You can also use the `CTRL`+Left click to select the contacts and/or talkgroups.

   **Figure 125: Select Talkgroups and Contacts- Multiple Calls**




2. The **Call Activity** Window displays all the contacts and/or talkgroups that you select.
3. To make a PTT call and transmit voice, click the **Call** icon in the **Call Activity** Window.

**Result:** The following information displays in the **Call Activity** Window:

- The **Push to Talk** button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white), you are talking (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 **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 **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 to control the call volume. You can also choose the voice output of the calls to a different speaker from the **Audio Control** icon.
- A **Speaker** icon for each call to mute the voice output in the **Call Activity**, **Monitoring**, and **My Calls** Window.
- To deselect the talkgroups or contact, right-click the name and select **Remove Selection**.

Chapter 13

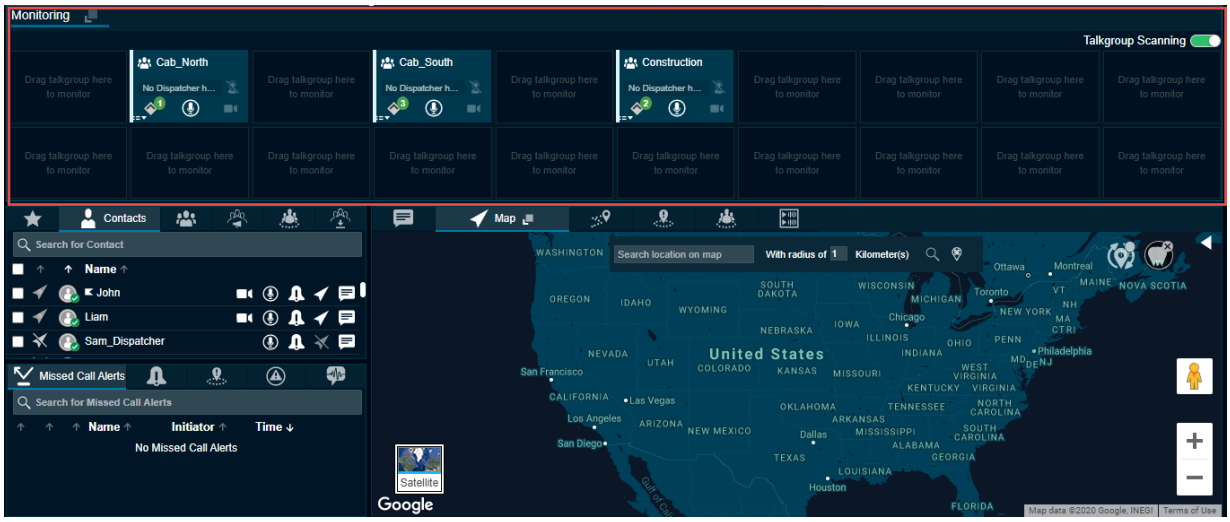
# Talkgroup Scanning (Without Simultaneous Session)

The Talkgroup Scanning feature allows you to scan through a list of talkgroups and area-based 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-based 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 151.

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

**Figure 126: Talkgroup Scanning-Monitoring window**




See the following sections on available talkgroup scanning actions:

- Setting the Talkgroup Priority on page 153
- Enabling Talkgroup Scanning for a Talkgroup on page 154
- Turning Off Talkgroup Scanning for a Talkgroup on page 154
- Viewing Dispatchers on the Monitored Talkgroup on page 155

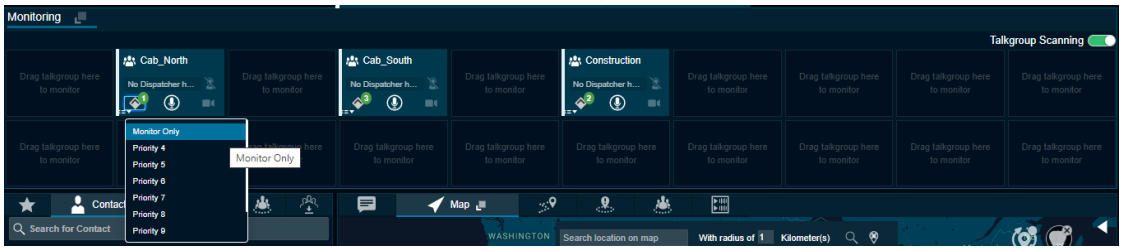
## Setting the Talkgroup Priority

**Procedure:**

Once you have added at least one talkgroup in a **Monitoring** Window and selected the priority level, you can do one of the following:

- Slide the **Talkgroup Scanning Slider** icon to set the Talkgroup Scanning priority for that talkgroup.
- Select priority 1-10 (depending on the configuration) for the talkgroup.
- Select the **Normal Priority** option.

**Figure 127: Set Talkgroup Priority Icon**




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.

**Result:** 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.

# Enabling Talkgroup Scanning for a Talkgroup

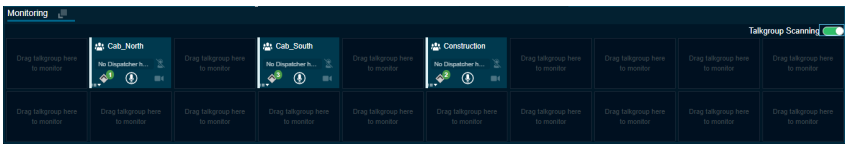
**Procedure:**

1. 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.

2. In one of the two cases, the call does not overtake an on-going call:
   - Talkgroup scanning is off.
   - Monitored talkgroup priority status is **Monitored Only**.

   **Figure 128: Turn On Talkgroup Scanning**



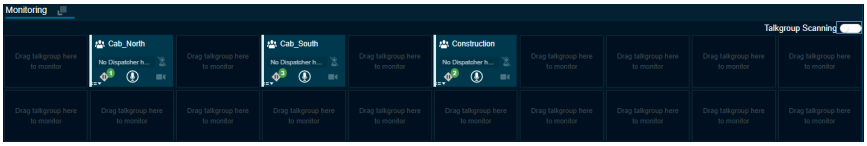

# Turning Off Talkgroup Scanning for a Talkgroup

**Procedure:**

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 129: Turn Off Talkgroup Scanning**




# Viewing Dispatchers on the Monitored Talkgroup

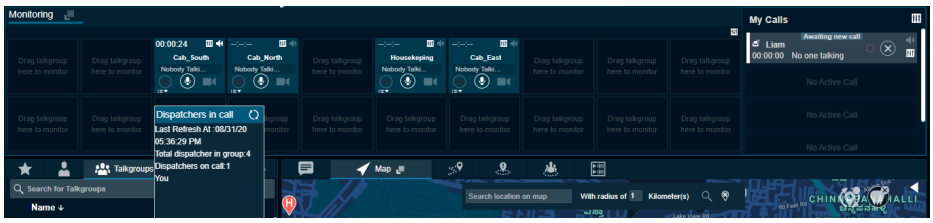
If any dispatcher has joined the call (other than you), a dispatcher icon is shown which indicates another dispatcher of the monitored talkgroup has joined the call.

**NOTE:** Your System Administrator can assign multiple dispatchers in a talkgroup.

**Procedure:**

1. To view the number of the dispatchers and the dispatchers in the call, click the **Dispatcher Information** icon.

   **Figure 130: Dispatcher List Tray**

   The dispatcher list tray displays. The total number of dispatchers in the talkgroup, the dispatchers on call and the dispatcher name display.

2. The Dispatcher icon is enabled when the first dispatcher joins the call and disabled again when the last dispatcher leaves the call, or no dispatcher is on the call. The details in the tray also show the last refreshed date and time. To refresh the dispatcher list, click the **Refresh** button on the tray.

Chapter 14

# Supervisory Override

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

**NOTE:** There may be a delay of 0 to 10 seconds before you get to 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 15

# Maps Services

Depending on the server configuration, Dispatch uses Google or ESRI 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 Microsoft Edge.

**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 Dispatch for the first time, no contacts are on the map. Locate contacts using the steps in Locate Fleet Members on page 157. The next time you sign in, you can see the last located contacts on the map before exiting or signing out.

See the following sections on maps services:

- Clearing Located Fleet Members off the Map on page 161.
- Map Information Window on page 161.
- Selecting Multiple Fleet Members from the Map on page 163.
- On Demand Location Update on page 164.
- Periodic Location Update on page 166.
- Finding an Address on page 167.
- Centering the Map on page 168.
- Zoom In and Out on a Map on page 169.
- Display Views of the Map on page 169.
- Overlapped Map Markers on page 174.

## Locate Fleet Members

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

See the procedures on different type of the fleet members:

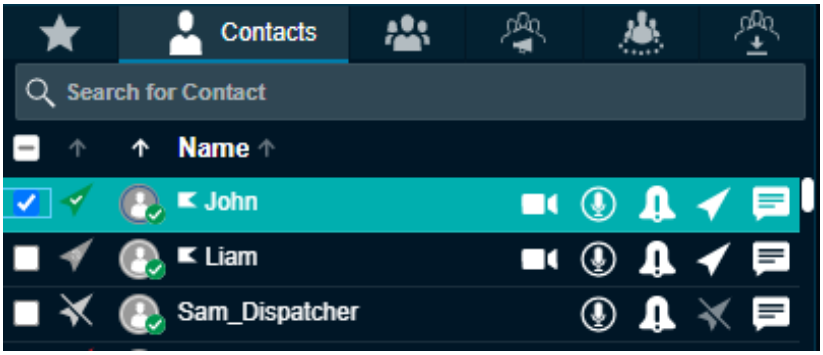
- Locating Single Fleet Member on page 157.
- Locating Multiple Fleet Members on page 158.
- Locating Talkgroup Members on page 159.

## Locating Single Fleet Member

**Procedure:**

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

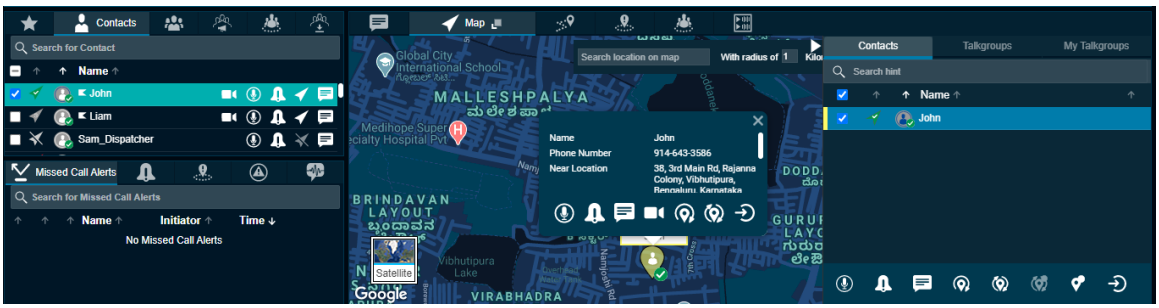
**Figure 131: Single Contact Selected**




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 Changing Map Settings on page 231

**Figure 132: Locating Fleet Member**

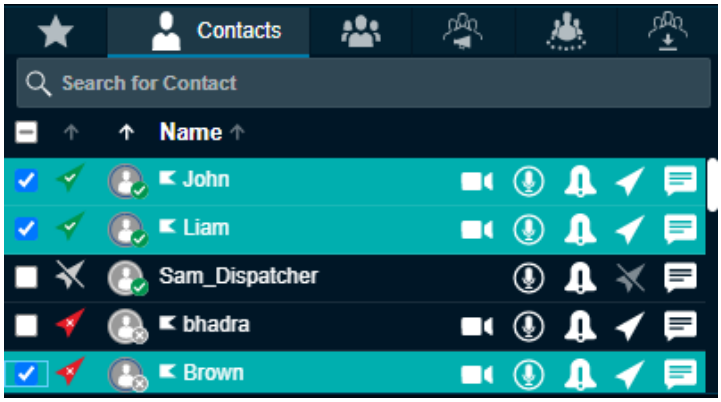



# Locating Multiple Fleet Members

**Procedure:**

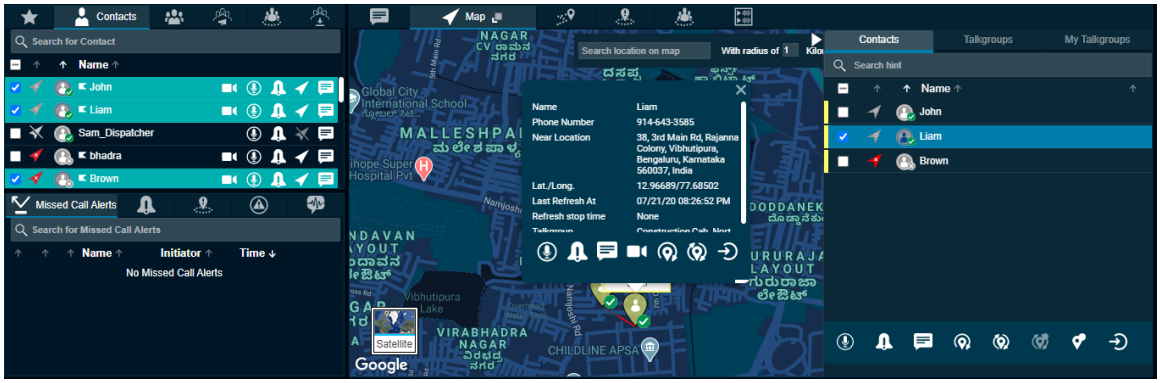
1. Click the **Contacts** tab on the **Contacts and Talkgroups** window.
2. Select the checkboxes next to fleet members you want to locate.

**Figure 133: Multiple Contacts Selected**




3. To locate the members on the map, right-click, and select the **Locate** icon. When the fleet members are on the map, Dispatch displays a marker for each fleet member.
4. To view information for a fleet member, click the **Location Marker**.

**Figure 134: Locating Multiple Fleet Members**




**NOTE:** You can also locate fleet members from Alerts. Refer to Alerts on page 138

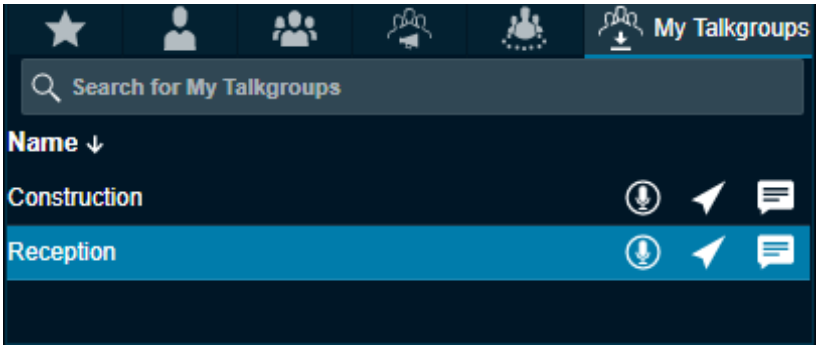
# Locating Talkgroup Members

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:**

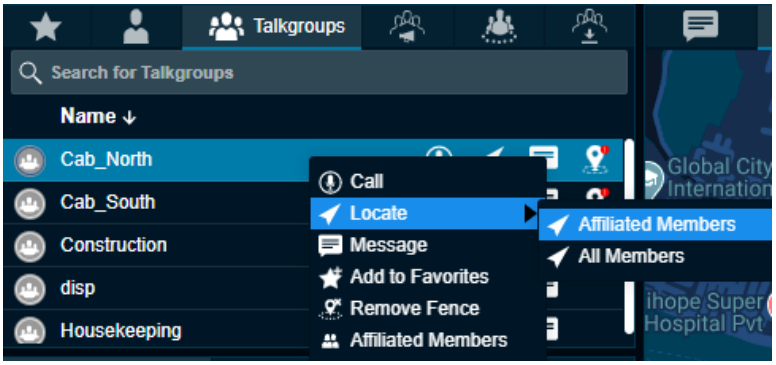
1. Click the **Talkgroups** or **Area Talkgroup** tab in the **Contacts and Talkgroups** window.
2. Choose the talkgroup you want to locate in the list and click the talkgroup name.

**Figure 135: 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**.

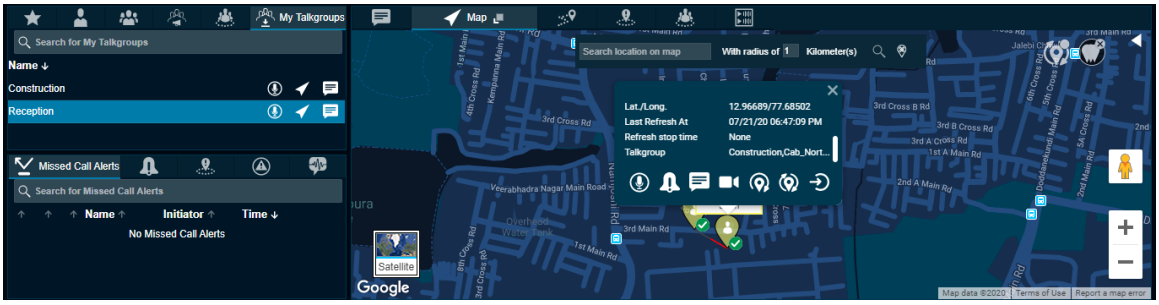
**Figure 136: Locating Affiliated Members of the Talkgroup**




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 137: Locating My Talkgroup Members**



# Clearing Located Fleet Members off the Map

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

**Procedure:**

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

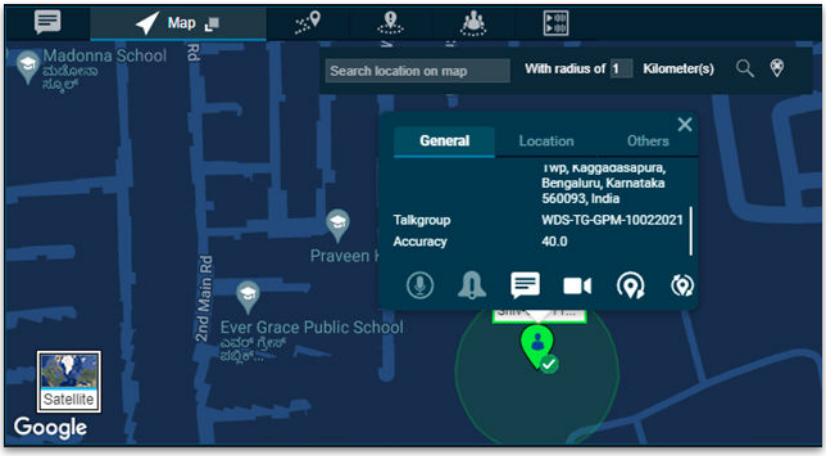
- To clear all the located fleet members off the map, click the **Clear All Located Member** icon provided at the top-right corner of the map.
- To clear the selected fleet members on the map, select the fleet members by checking the checkboxes on the **Map Selection List** Window and click the **Clear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

# Map Information Window

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

**Figure 138: Map Information Window**




You can click the **Marker** icon in the **Geofence** and **Area-Based Talkgroup** window to view the information window.

From the contacts list, select the location icon. A contact appears on the map along with the contact's name and the radius of a geographic circle with the contact at the center. Select the blue pin, and a table appears with the contact's metadata.

The **Map Information** window shows the name, phone number, refresh intervals, refresh duration, a complete address of the nearest location of the member, latitude, longitude of that location, refresh stop time, talkgroups, and the time of the last location update.

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

**Table 9: Map Information Window**

| Tab | Field | Description |
|---|---|---|
| **General** | Name | Displays the name of the device. |
| | Phone Number | Displays the phone number (PTT ID) of the device. |

| Tab | Field | Description |
|---|---|---|
| | Near Location | Displays the nearest location of the device, including street address, city, state, and country. This information is a best guess based on the reported location and can be affected by the accuracy of the location fix. |
| | Talkgroup | Displays the talkgroup associated with the device. |
| | Accuracy | Displays the reported accuracy of the device location with a circle on the map. The accuracy provides a guide that the user's actual location can be anywhere within the accuracy circle. Accuracy is measured by the location circle radius in meters. The smaller the radius, the more accurate is the location of the user. The location radius is derived from the location metadata of the client device. |
| **Location** | Lat. | Displays the latitude of the location. |
| | Long. | Displays the longitude of the location. |
| | GPS Time | Displays the GPS time of the last reported location. |
| | Report Reason | Displays why the location is being reported, such as Geo-fence update, Emergency, or On-Demand Location. |
| | Altitude | Displays the altitude of the device from the last reported location. |
| | Vertical Accuracy | Displays the Vertical Accuracy of the device from the last reported location. Similar to location accuracy, vertical accuracy indicates a range within which the user was expected to be at the time of the report. |
| | Emergency | Displays true or false based on the Emergency status of the user. |
| | Distance from the last fixed | Displays the distance from the last fixed location of the device from the last reported location. |
| | Distance Horizontal | Displays the horizontal distance of the device from the last reported location. |
| | Last Refresh At | Displays the last time the location of the device was refreshed. |
| | Refresh stop time | Displays the time when periodic location refresh will expire. |
| **Others** | Device Type | Displays the device type. |
| | Satellite Number | Displays the satellite number if available. |
| | Satellites Visible | Displays if the satellite is visible if available. |
| | Velocity/Speed Horizon | Displays the velocity or speed horizon if available. |
| | Satellites Acquired/Track | Displays the satellite acquired or tracks if available. |
| | Velocity based on Delta | Displays the satellite velocity based on delta if available. |
| | Satellite in Position Fix | Displays the satellite fixed position if available. |
| | Confidence Percentage | Displays the confidence percentage if available. |
| | Carrier-to-noise density | Displays the carrier to noise density if available. |
| | Dilution of precision | Displays the dilution of precision if available. |

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

**Table 10: Available Actions on the Map Information Window**

| Title | Description |
|---|---|
| **Call** | Click to call the selected fleet member. |
| **IPA** | Click to send an Instant Personal Alert to selected fleet members. |
| **Message** | Click to send a message to the selected fleet member. |
| **Periodic Location Refresh** | Click to refresh the current location information of the fleet member periodically.<br>The location refresh period depends on the settings you specify in Location Settings on page 236 |
| **One Time Location Refresh** | Click to fetch the actual location information of the selected fleet members.<br>A message appears stating that an on-demand location request has been sent to the server. |
| **Close** | Click to close the **Map Information** window. |

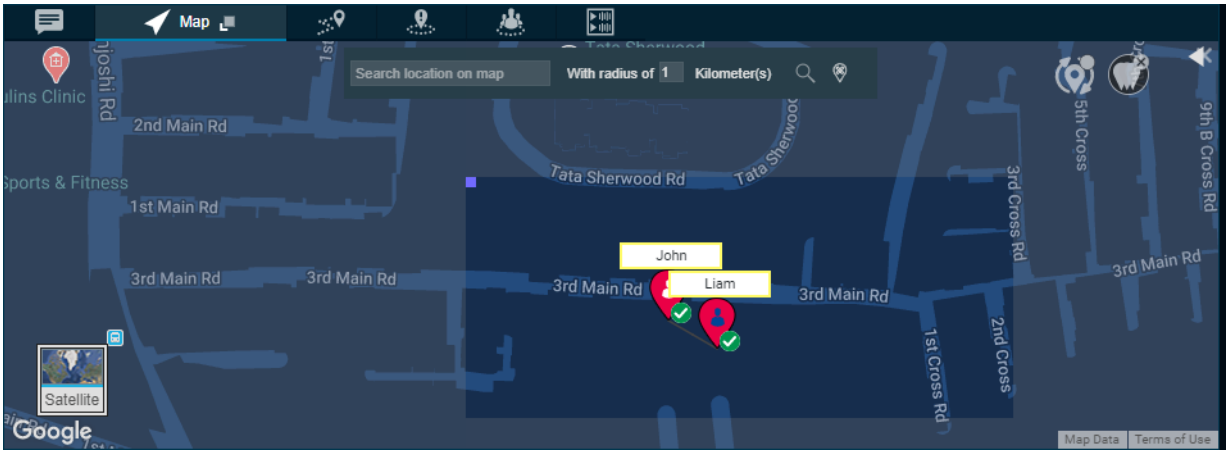
# Selecting Multiple Fleet Members from the Map

**When and where to use:**

**Procedure:**

Press the `Shift` Key and while holding the left or right mouse button, drag the mouse over the marker icons. Use the **Expand** and **Collapse** to pen and hide the **Map Selection List** window.

**Figure 139: Fleet Members Selection Drag Option window**




The **Map Selection List** Window appears to display the fleet members that you select.
**Map Selection List** Window displays three tabs:

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

**Postrequisites:**
You can perform the following activities in the **Map Selection List** tabs:

**Table 11: Available Map Selection List Actions**

| Title | Description |
|---|---|
| **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.<br>**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.

# 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.

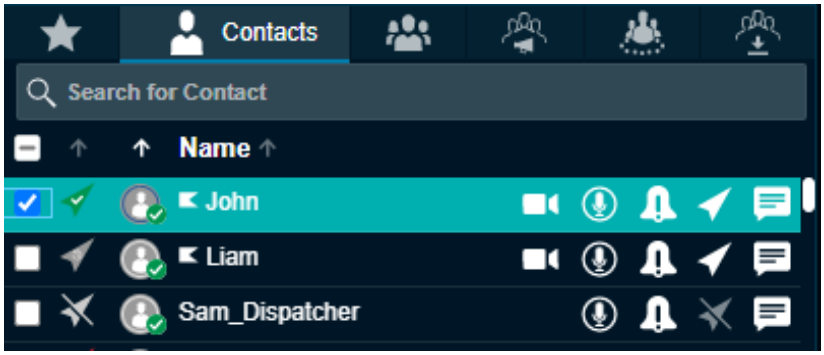
## Performing a One Time Location Update of a Fleet Member

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.

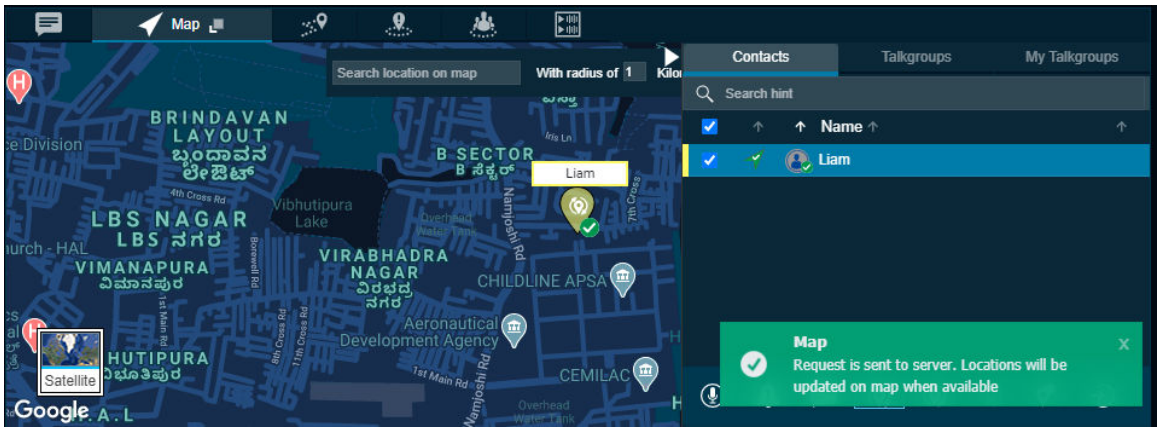
**Figure 140: Single Contact selected**




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.

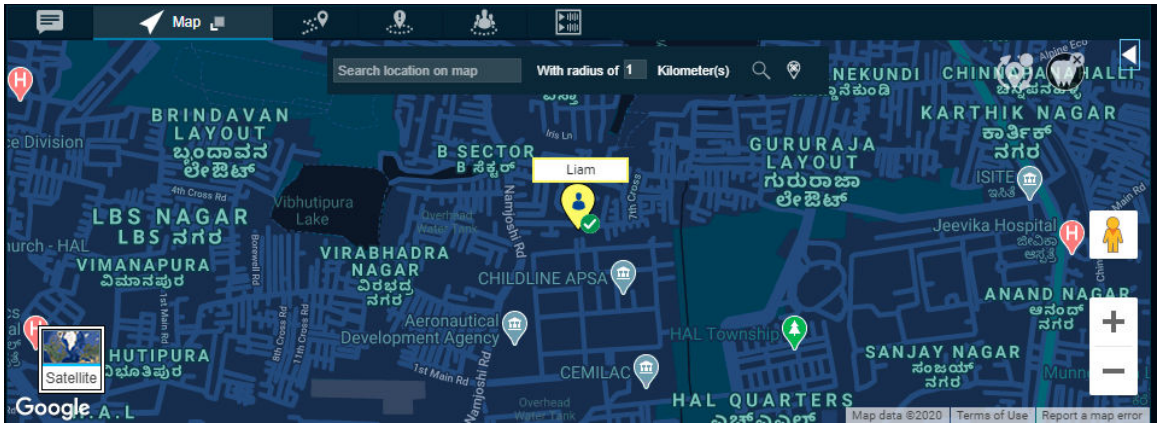
**Result:** A message appears stating that an on-demand location request has been sent to the server.
The following screenshot shows an example of an one tie on-demand location request sent to the server.

**Figure 141: 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 142: On-demand Location Response**



# Periodic Location Update

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

The On-demand location settings enable you to set the frequency, time period, distance cadence, and throttle time for distance updates of a contact and talkgroup. For example, you can set a contact or 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 updates would be too 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.

# 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:**

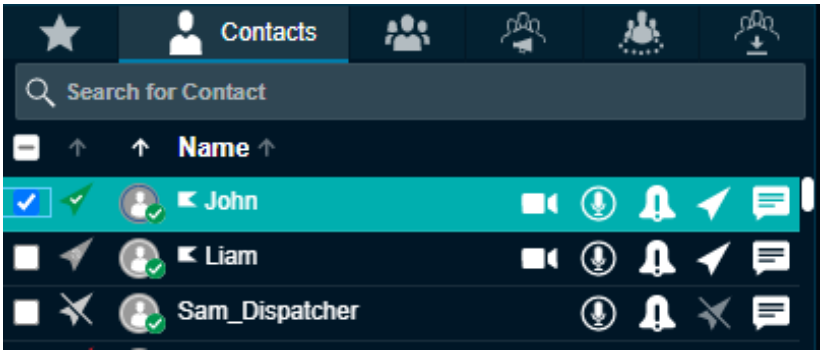
**NOTE:** Ensure that you verify the interval, duration, cadence, and throttle time values set at the on-demand location settings section from the **Location** setting that appears under the **Settings** tab.

To start a periodic location update for a fleet member, follow these steps:

**Procedure:**

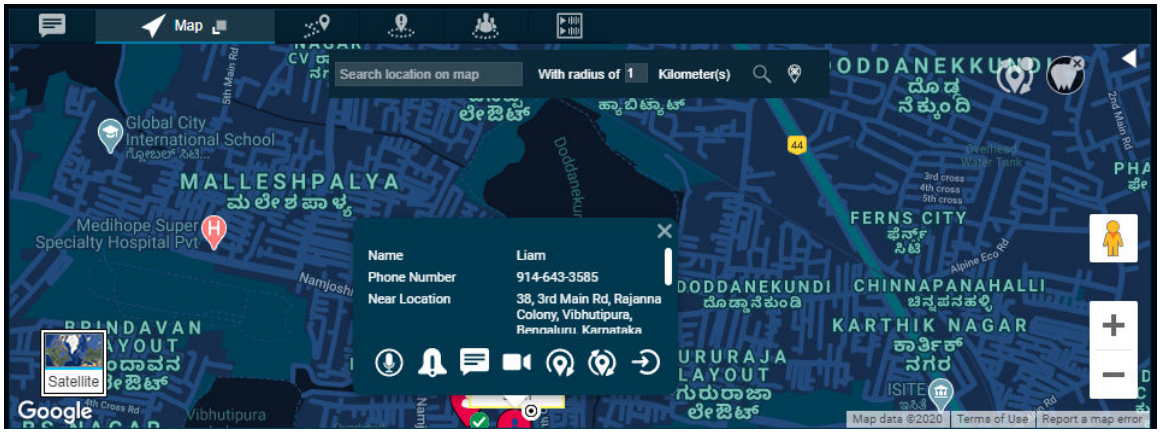
1. Click the **Contacts** tab from the **Contacts and Talkgroups** window.
2. Select a contact by clicking the checkbox next to the name of the fleet member.

   **Figure 143: 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 144: Map Information window of a fleet member for location update**

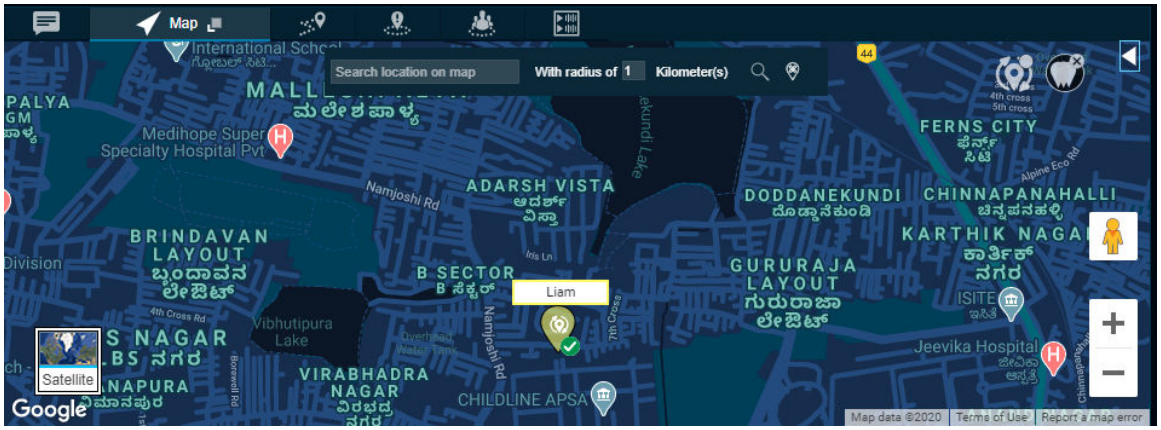



5. To initiate a periodic location refresh for the selected fleet member, click the icon on the **Map Selection List**or **Map Information** window.

   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**.

**Result:** 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 successful, the location updates accordingly.

**Figure 145: Periodic On Demand Location request**

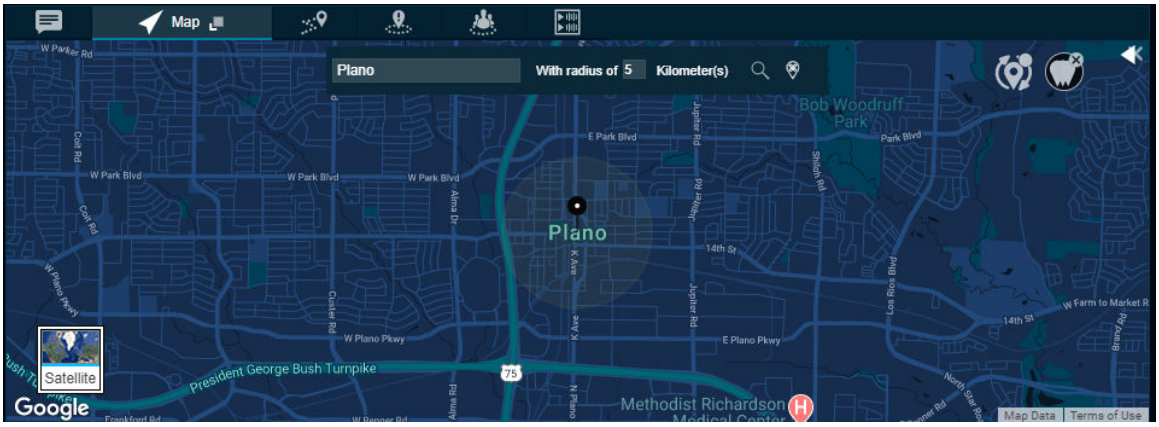



# Finding an Address

Mouse over 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 146: Find Location window**




**Procedure:**

1. Perform one of the following:
   - Enter an address in the **Location Address** field.
   - Enter the coordinates of the address in the **Location Address** field.

     **NOTE:** Search for a location using latitude and longitude must be in decimal degree format. Example: 41.40338, 2.17403
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.

# 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.**

**Result:**

**Figure 147: 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 the map 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.

# Zoom In and Out on a Map

The map view on the 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.

# Display Views of the Map

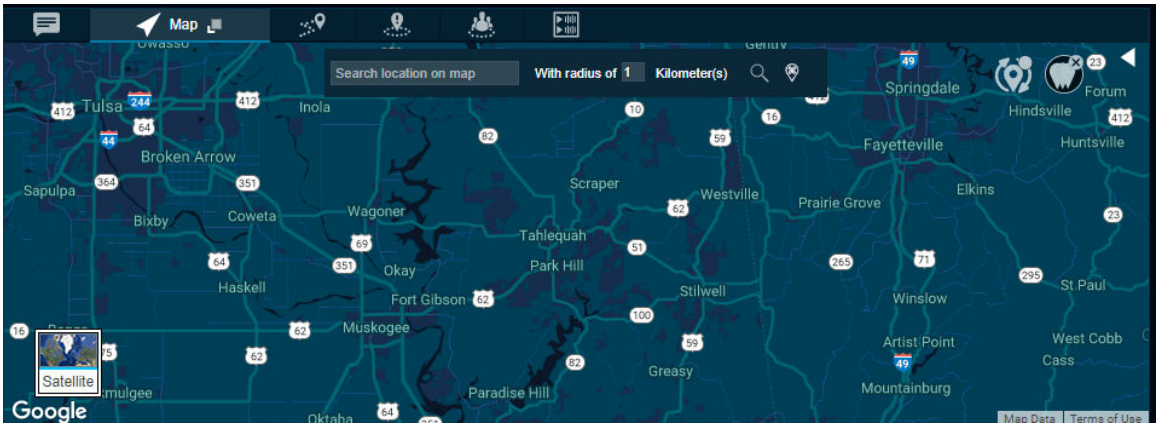
The map displays in the following views:

- Map View on page 169
- Satellite View on page 170
- Terrain View on page 170
- Traffic View on page 171
- Forty-five Degree View on page 172
- Street View on page 172
- Hybrid View on page 173
- Set Default Location on page 173

## Map View

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

**Figure 148: Map Mode**

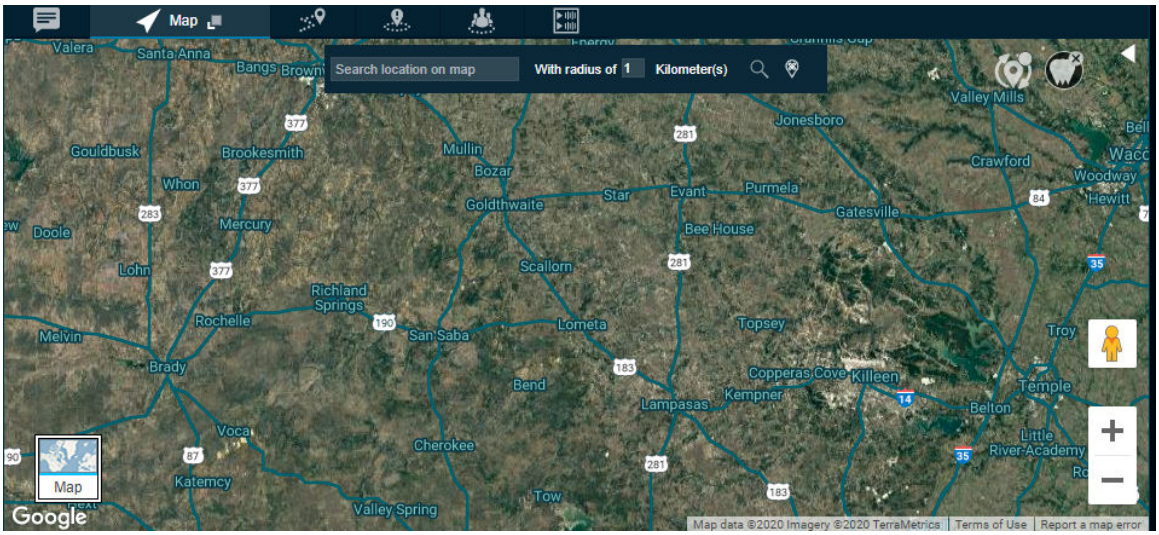



To change the Map mode, click the icon.

## Satellite View

The satellite view mode displays a map in satellite image view. A typical satellite view screen is shown below.

**Figure 149: Satellite Mode**

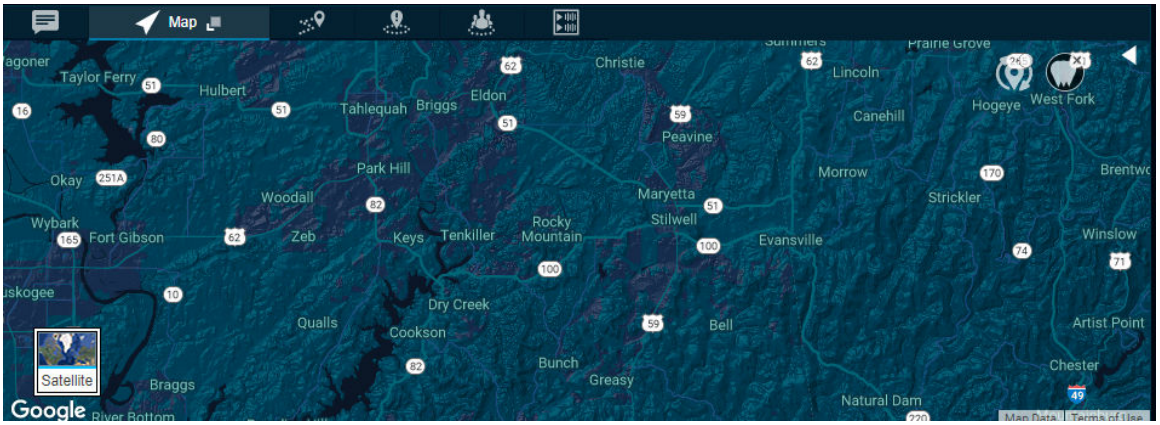



To switch to Satellite view, click the icon.

## Terrain View

The terrain view allows you to see the elevation of geographic features such as mountains and canyons. Mouse on the map menu to select Terrain view to display a Terrain View Map window as shown here:

**Figure 150: 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 151: Traffic View Map window**

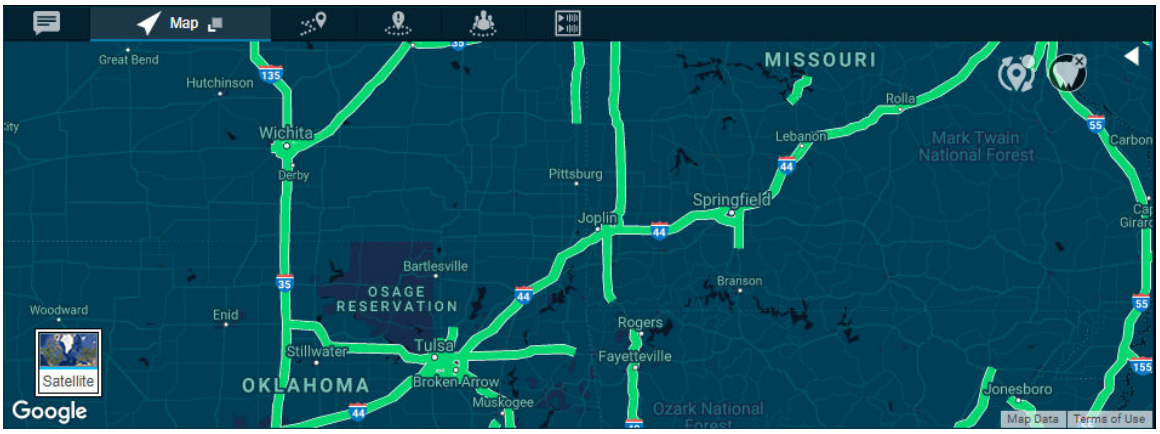



**Figure 152: Traffic Color Code**

This color code signifies the traffic density at a selected location as shown in the table below:

**Table 12: 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 on the map menu to select the Traffic view as shown here.

## Forty-five Degree View

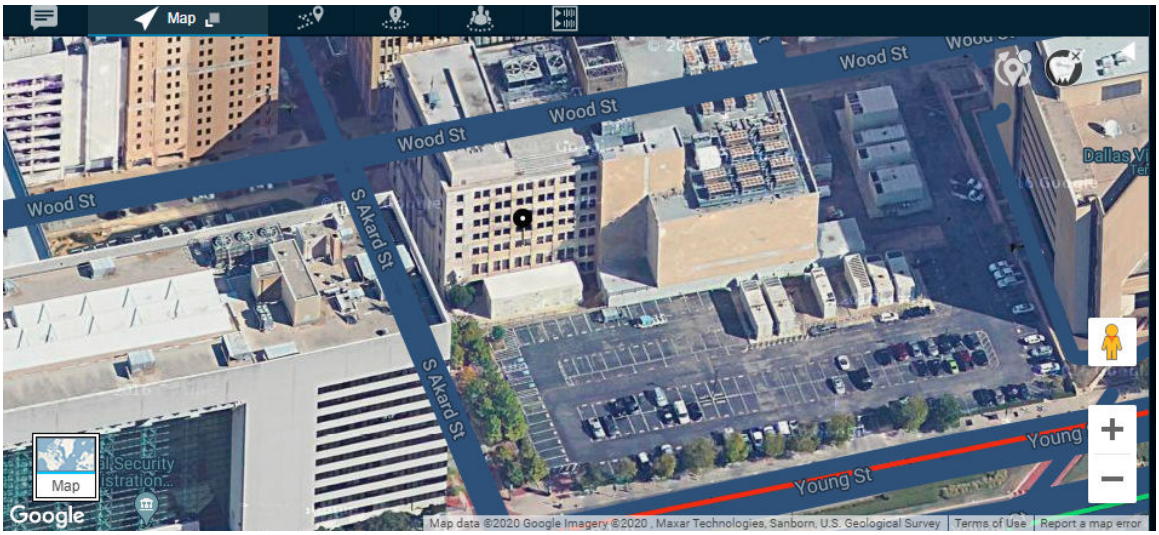
The Google Maps API supports special 45° imagery for certain locations. This high-resolution imagery provides perspective views towards each of the cardinal directions (North, South, East, and West). These images are available at higher zoom levels for supported map types.

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.

**NOTE:** ESRI maps do not support forty-five degree feature.

**Figure 153: Forty-five Degree Map-Location**




## Street View

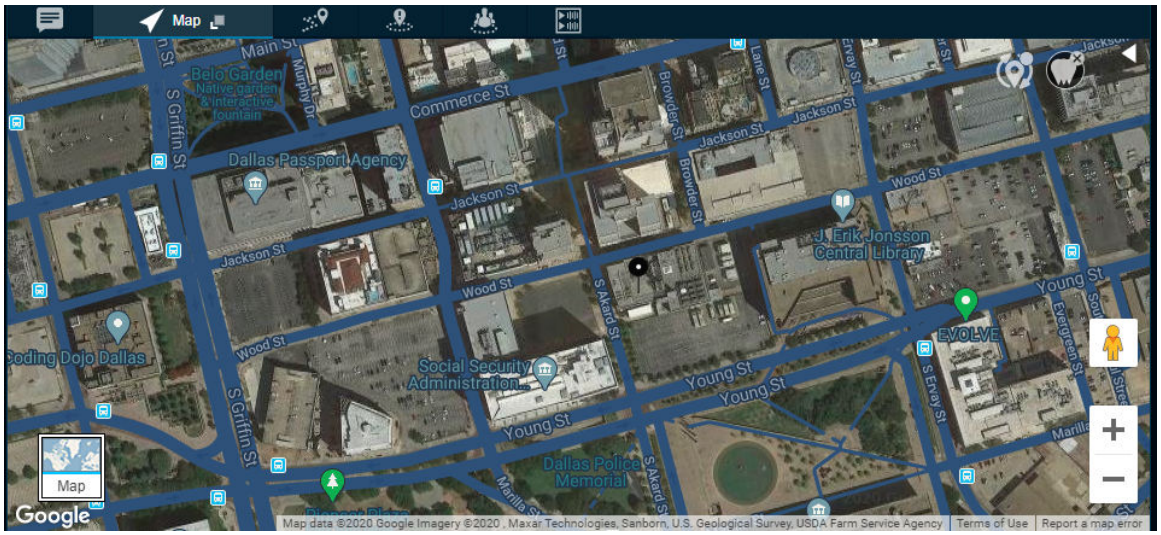
The Street View icon turns to an orange color in supported cities. To view the Street View mode, click and hold the icon and drop it to the desired location.

**Figure 154: 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 on the map menu to select Hybrid view, as shown here:

**Figure 155: Hybrid View Map window**

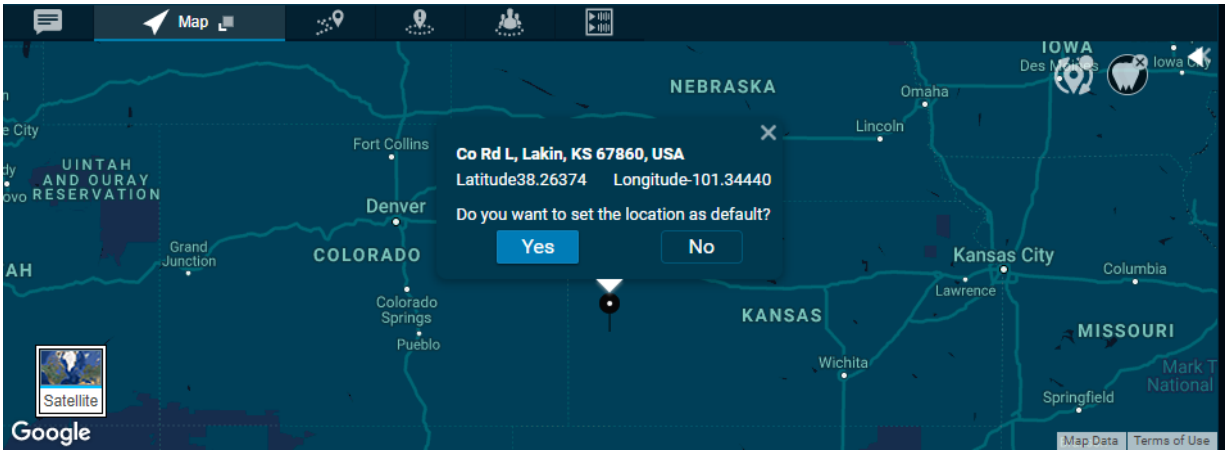



**NOTE:** The Hybrid view is disabled in map mode.

## 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 156: Set Default Location**




# 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 157: Collapsed- Overlapped Map Markers**

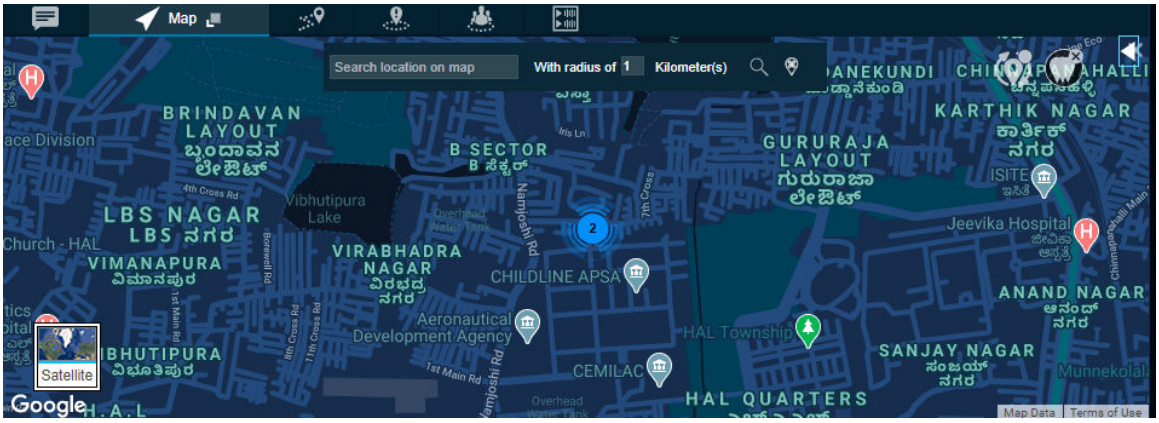
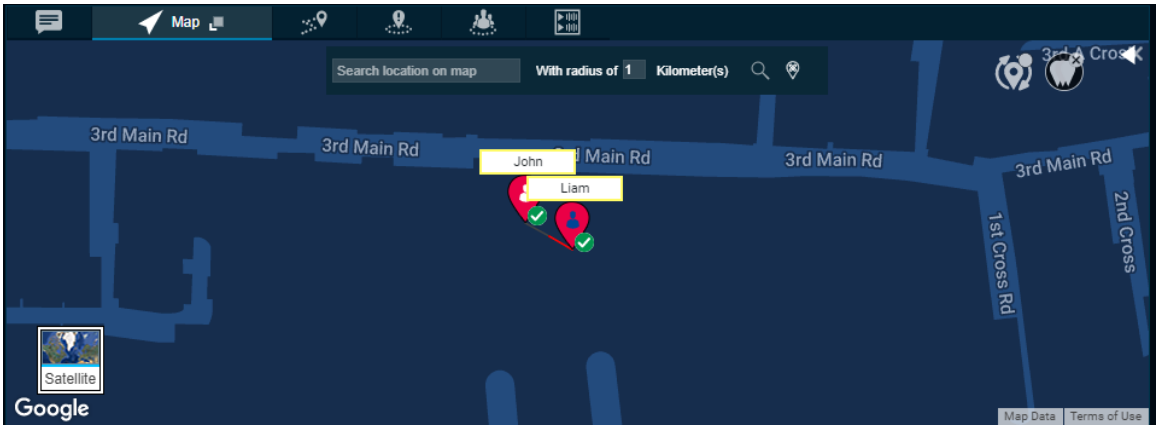


**Figure 158: Expanded Map Area**




# Adding Custom Base Maps

The Web Dispatcher App supports the ability to load custom Base Maps that may be required by an agency for specific Dispatch operations. The Custom Base Maps feature is currently only available for ESRI online or offline map service.

Custom Base maps are specific to an agency so a User belonging to a particular agency can only access those base maps that are accessible for that agency. If the custom base maps feature is enabled for an agency, then a user belonging to that agency will be able to see the base maps available.

Users can perform all Map-related operations on a custom base map such as Search, Set default location, Locate, ODL, Geofence, Area Based Talkgroups etc.

**NOTE:** The number of base maps shown in the Map selection panel depend on the configuration by your Administrator.
Clustering and Spiderification will not work in ESRI Map services.

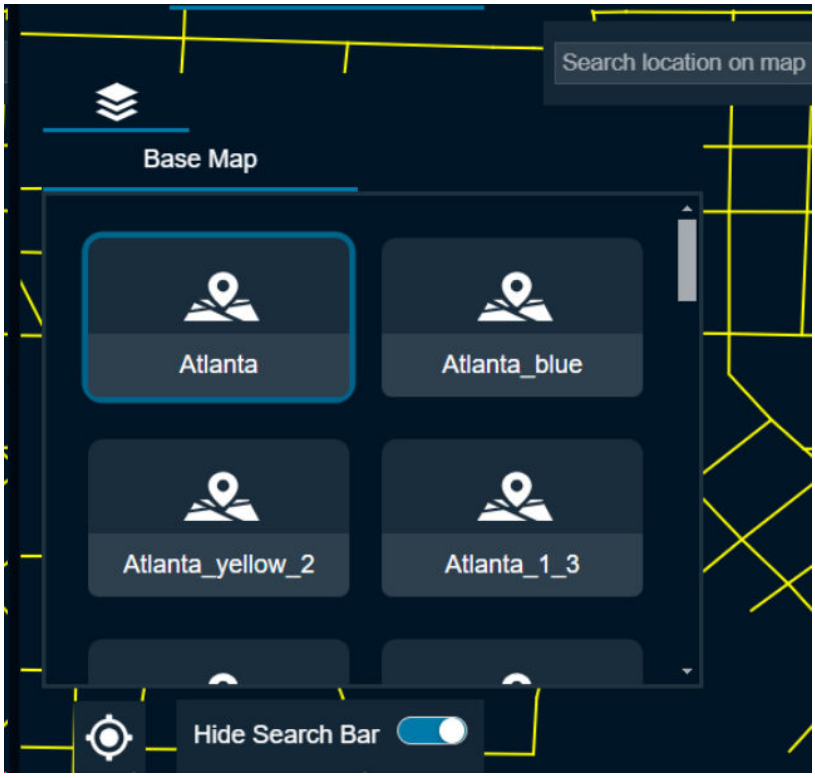
**Procedure:**

1. Nawigate to the **Map** tab.
2. Click on the **Base Map** icon.

   The icon expands to show a list of base maps.
3. Select one of the base maps.

   The map is updated

**Figure 159: Custom Base Maps**



Chapter 16

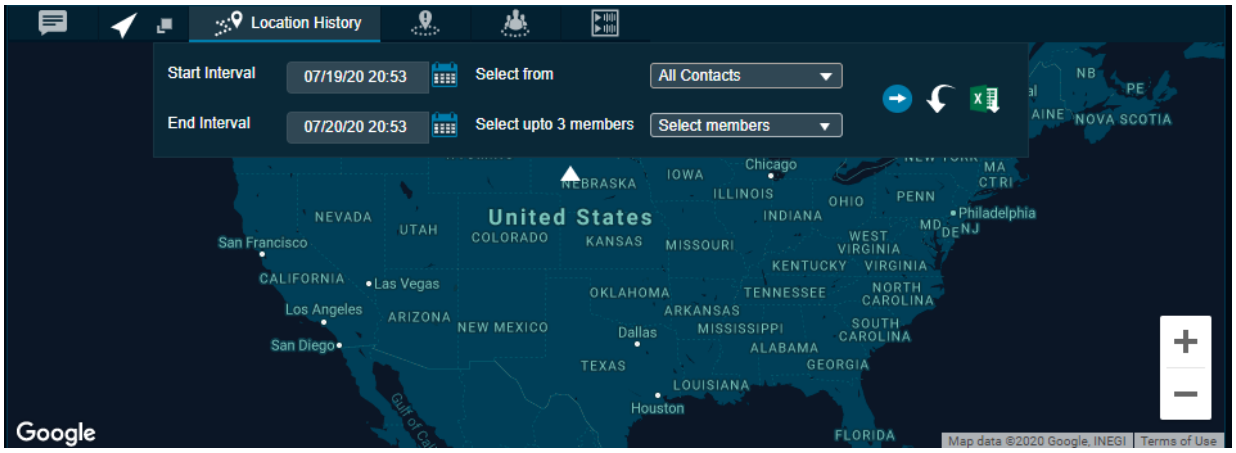
# Location History

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.

You can track the location history of a maximum of three fleet members for a maximum duration of 90 days. The search duration may vary based on the values configured by your service provider.

If the fleet member takes 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.

**Figure 160: Location History Tab**

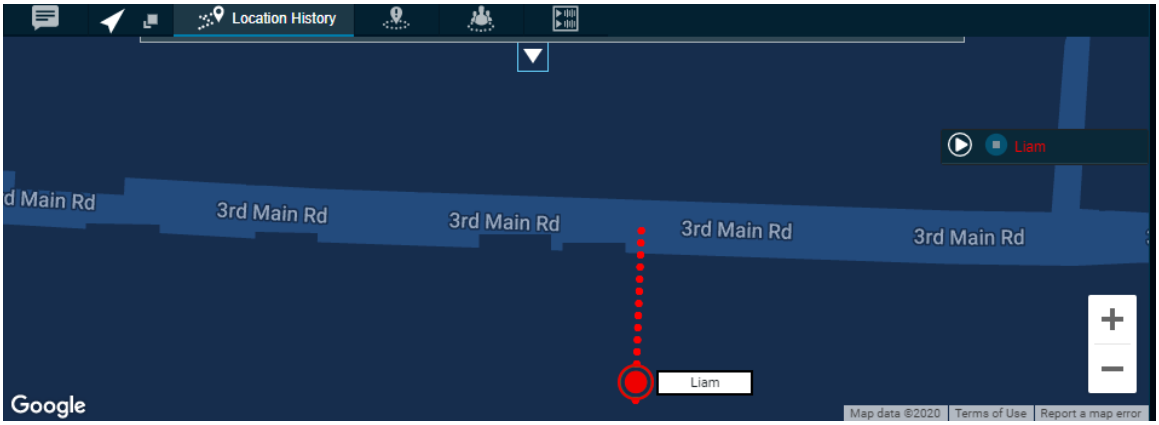



# Tracking the Path of a Fleet Member on the Map

**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 161: 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.

**Result:**
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.
- To stop plotting click on the '**X** button at the top-right corner of the **Map** window

If the search duration is long it can take longer for the application to plot the route. In this case you are given an option to plot one of the following:

- **Traversed Path**
- **Shortest Route**
- **Export to CSV**

It is recommended to plot shortest route or export location report.

Chapter 17

# Geofence

In addition to location services, you can define a virtual boundary, popularly known as a Geofence, to monitor location activity for all talkgroup members. A Geofence is circular in shape, and is set using a distance from the fence center. Geofence is a static fence type. A static geofence has a fixed location on the map as the fence center. Once you define and enable the geofence, you can see it overlaid on the map with the talkgroup member's location. When any talkgroup member crosses the fence, then Dispatch sends a fence cross notification to that talkgroup member as well as you for the location activity. When you select any talkgroup from the **Contacts and Talkgroups** Window and select the 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.

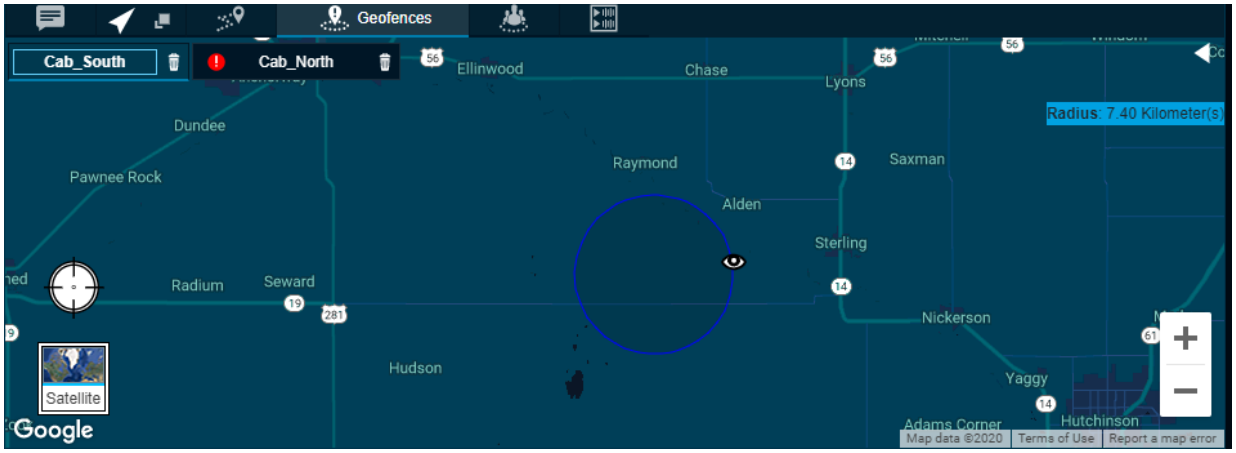
**NOTE:** To create a geofence for an MCX group, the group must be monitored in the **Monitoring** window.

**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 Settings on page 236. 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 162: Geofence Tab**




See the following available actions on geofence:

- Creating Geofence for a Talkgroup on page 180.
- Adding Fence Coordinates to the Favorites on page 182.
- Removing Fence Coordinates from the Favorites on page 183.
- Editing Fence on page 184.
- Deleting Fence on page 184.
- Geofence Event View on page 185.

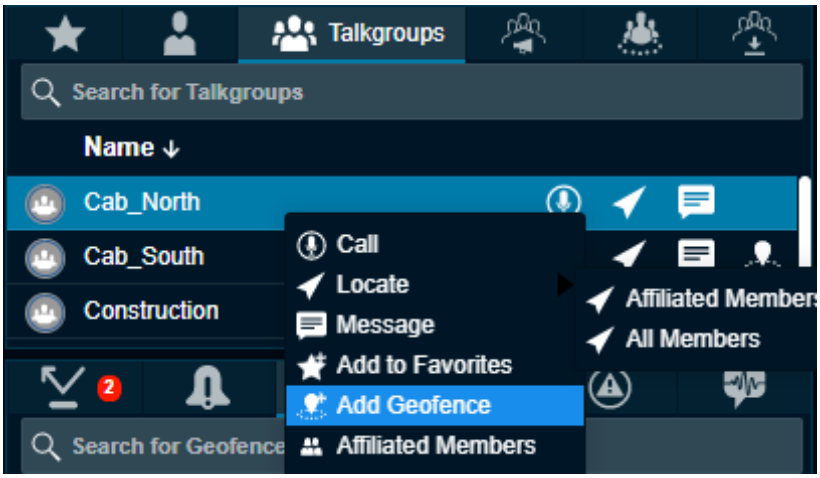
# Creating Geofence for a Talkgroup

**When and where to use:** You can alert a talkgroup in the field by creating a Geofence.

**Procedure:**

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

   **Figure 163: Create Geofence-Contacts and Talkgroups window**



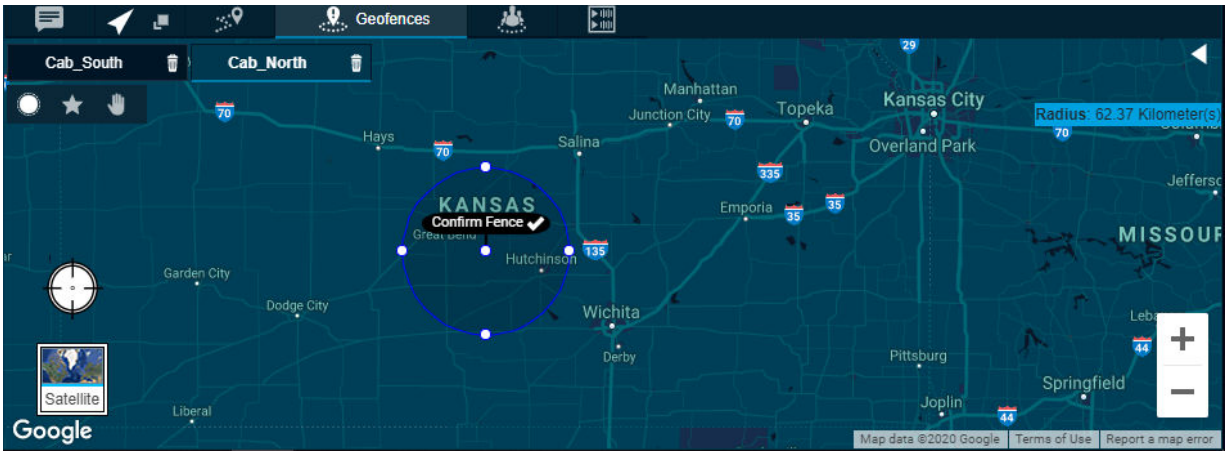

3. Search for the location in the location search bar.
4. Select the circular shape in the upper left corner to create a Geofence in the selected location.

   **TIP:** You can 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.

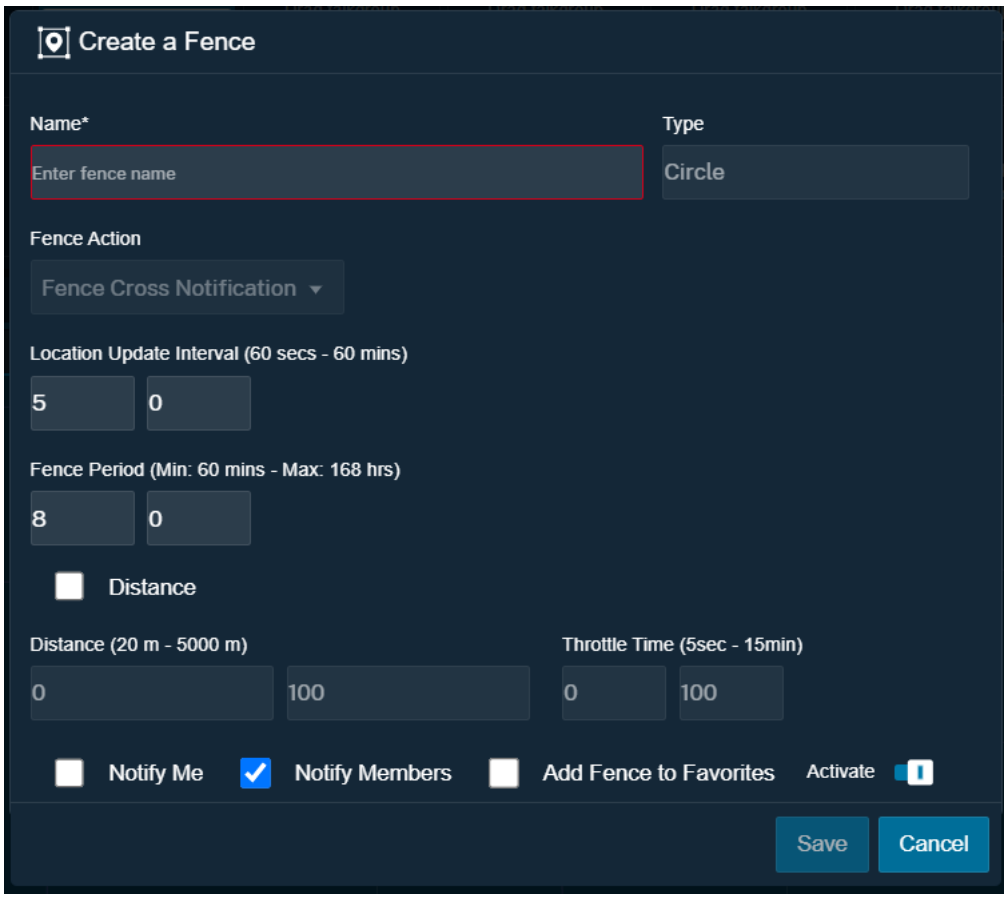
   **Figure 164: Confirm Fence- Geofence**




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

   **NOTE:** A dispatcher can configure only 1 Fence for each talkgroup.

**Figure 165: Create a fence Dialog Box**




7. Configure the following details of the Geofence:
   - **Name**- Enter the name of the fence.
   - **Type**- Shows the type or shape of the fence you previously selected.
   - **Fence Action**- Select either Fence Cross Notification or Play a Tone
   - **Fence Cross Notification** will alert the user when the enter the Geofence.
   - **Play a Tone** will prompt you to select a tone type from three options:
     - Blast
     - Emergency
     - Evacuation

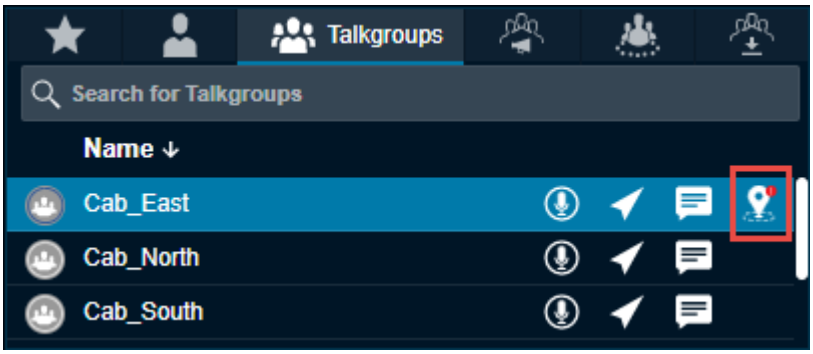
     **NOTE:** See Key Features on page 24 for more information on tones.
   - **Location Update Interval**- If required, modify the frequency of location reporting of the fleet member assigned to the fence.
   - **Fence Period**- If required, modify the duration of the fence for the talkgroup.
   - **Distance**- Allows you to configure the distance cadence and throttle time of the fence for the talkgroup. Select the check box to enable the fields editable. 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 future use.

  **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 the both. For more information, refer to Notifications Settings on page 230
- **Play Tone for Me**- Select the checkbox if you want to hear the tone that will be sent to the users.
- Click **Save** to create the fence.
- Click **Cancel** to cancel the action.

A **Geofence** icon displays on that talkgroup row in the **Contacts and Talkgroups** Window.

**Figure 166: Geofence Icon in Contacts and talkgroups window**




**NOTE:** 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.

# 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:**
Next time when you need 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. Fence added to the favorites shows. Select the fence and create.

# Removing Fence Coordinates from the Favorites

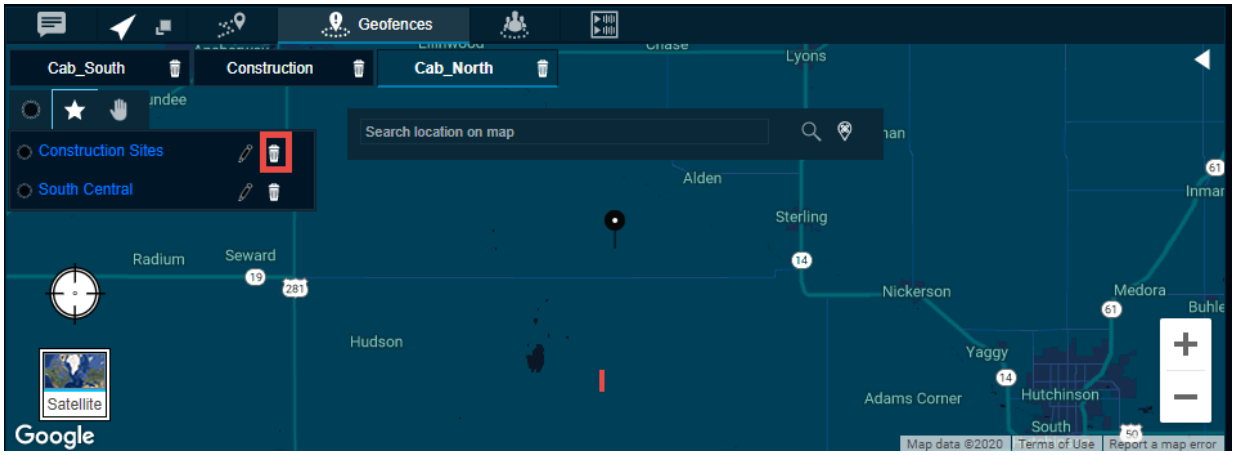
**When and where to use:** To remove the fence coordinates from the favorites, follow these steps:

**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.

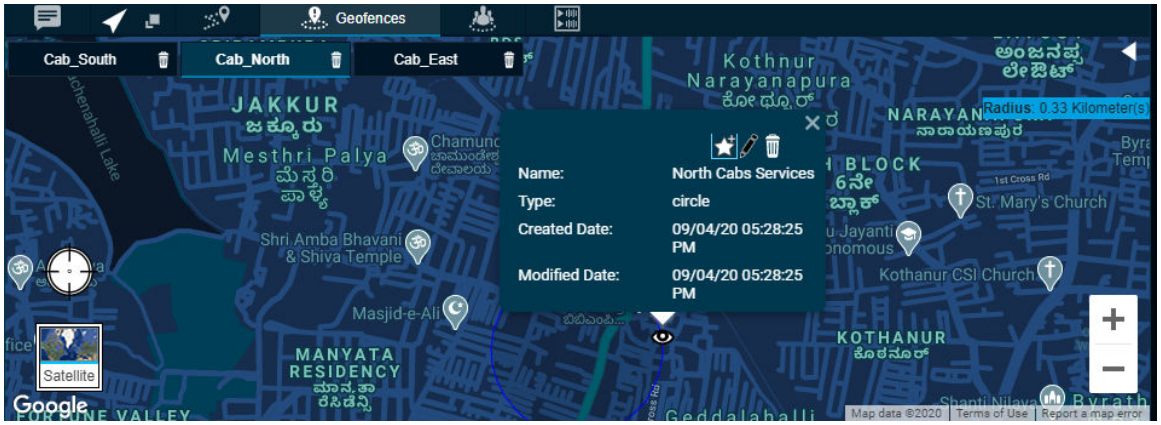
**Result:**

**Figure 167: Remove Fence from the Favorites**




Clicking the **Eye** icon on the map displays the member fence information window.

**Figure 168: 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.

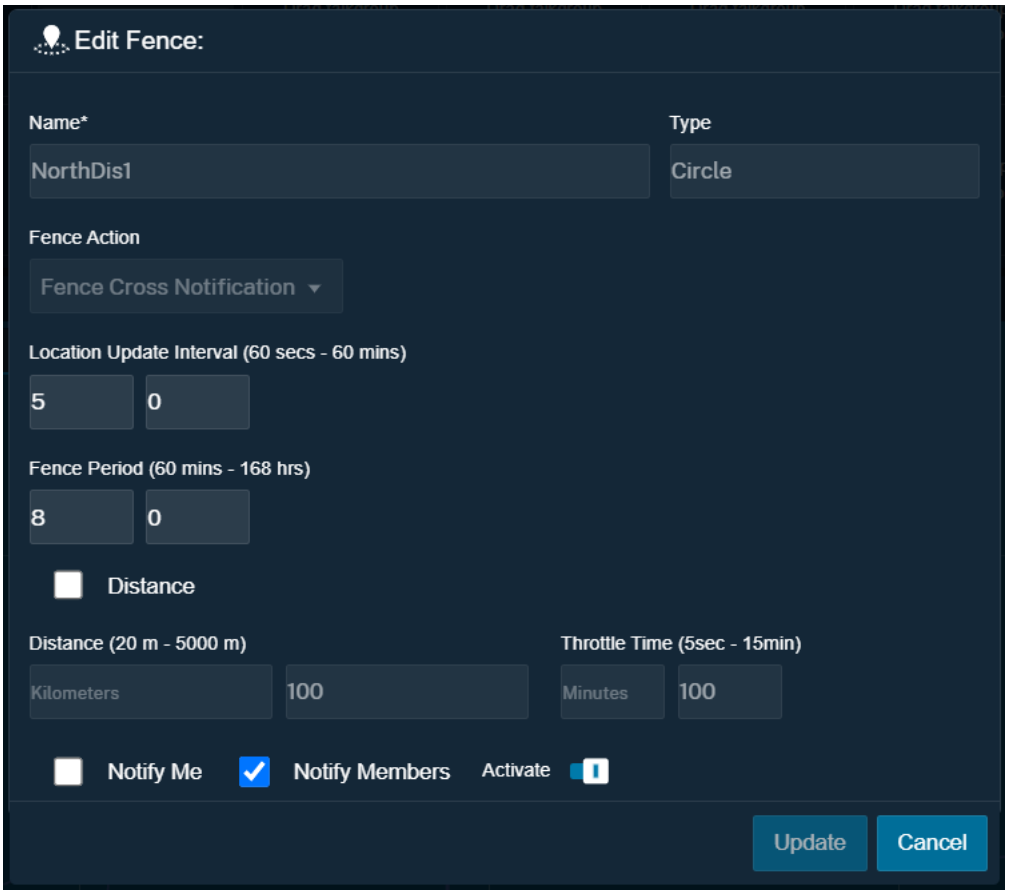
# Editing Fence

You can edit the name of the fence by clicking the **Favorites** icon in the **Geofence** tab.

**Procedure:**

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

   **Figure 169: 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.

# Deleting Fence

You can delete a fence that you have previously created.

**Procedure:**

1. Click one of the following:
   - **Delete** icon on the fence information window.
   - **Close** icon next to talkgroup name in the **Geofence** tab.

   The following message displays:

```
Are you sure you want to delete?
```

2. Perform one of the following:
   - Click **Yes** to delete.
   - Click **No** to cancel the action.

   The following message displays:
   `Fence has expired. Click on Manage Fence to renew or delete the fence.`

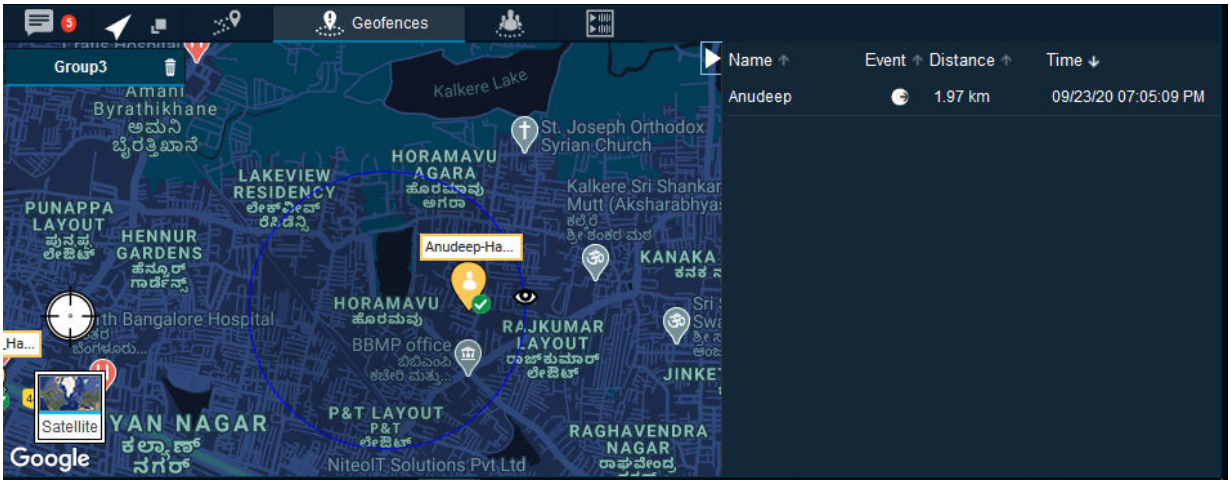
# Geofence Event View

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 170: Geofence Event window**



Chapter 18

# Affiliation (Optional)

If the Affiliation feature is enabled for 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.

See the following procedures for available affiliation actions:

- Affiliating a Contact to a Talkgroup on page 186.
- De-Affiliating a Contact from a Talkgroup on page 187.

For information on the affiliation monitoring feature, see Affiliation Monitoring (Optional) on page 187.

For information on the remote group affiliation, see Remote Group Affiliation (Optional) on page 188.

## Affiliating a Contact to a Talkgroup

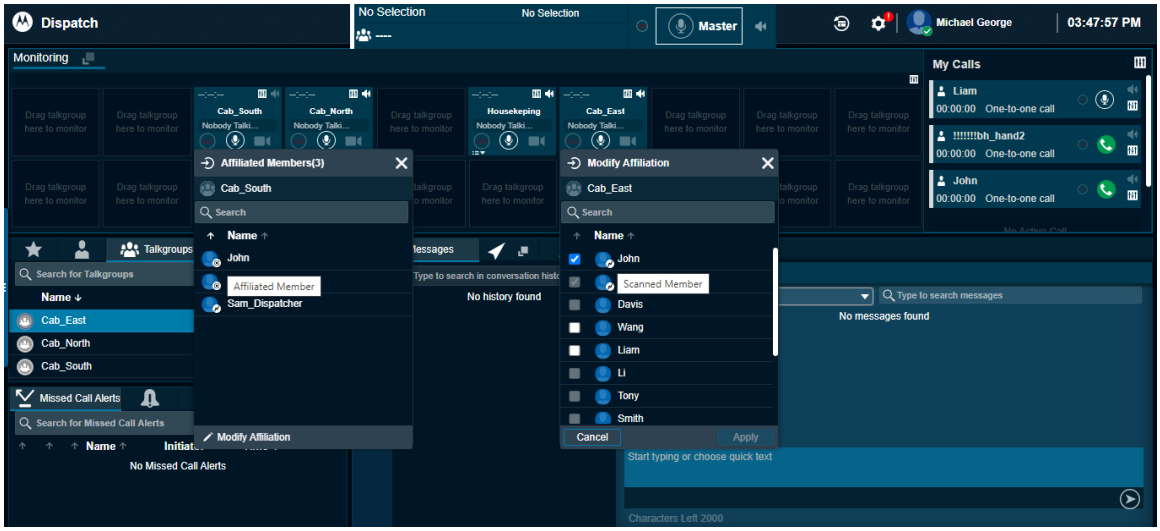
If the member is scanned or affiliated to a talkgroup you can change the affiliated talkgroup of the fleet member to another talkgroup.

**Procedure:**

1. To view the members available for affiliation in the talkgroup, do one of the following:
   - From the **Talkgroups** tab, right-click and select **Affiliated Members**.
   - From the **Monitoring** window, click the **View Affiliated Members** icon.

   An **Affiliated Members** window displays and shows all the affiliated and scanned members on the talkgroup.
2. Click the **Modify Affiliation** icon at the bottom.

**Figure 171: Modify Affiliation**




The window shows all the affiliated, scanned, and unaffiliated members of the talkgroup.

3. Select the check box next to the name of the member whom you want to affiliate to the talkgroup.
4. Click **Apply**.

**Result:** The **Affiliated Members** window shows the member that you affiliate with a confirmation toast message.

# De-Affiliating a Contact from a Talkgroup

**Procedure:**

1. To view the members available for affiliation on the talkgroup, perform 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.
6. Click **Apply**. A de-affiliation toast confirmation message displays.

# Affiliation Monitoring (Optional)

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

With the Affiliation Monitoring, you can request to show the affiliated member list for a talkgroup or affiliated talkgroup list for a contact. When you do affiliation monitoring for a talkgroup, a Scanned and Selected icon shows on the profile of the member to identify the scanned and selected member of the talkgroup. A member in an emergency icon shows if the selected member of the talkgroup is in an emergency. You can view which talkgroups a particular fleet member is affiliated to. You are authorized only for affiliation monitoring to your contacts and talkgroups. You receive a notification on any change in the affiliation of members to an affiliation

monitored talkgroup. Mission Critical users, which are provisioned with the Affiliation feature can affiliate to all services. The services or events include Call, Messaging, Operational Status Messaging, Location, and Video. The user with the affiliation features can be affiliated to the CAT assigned and Area-Based talkgroups.

# Viewing Affiliated Talkgroups or Members in a Talkgroup

If the Affiliation feature is enabled for 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.

   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.

4. 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.

# Remote Group Affiliation (Optional)

The Remote Talkgroup Select allows you to affiliate a member of a talkgroup from Dispatch (user with affiliation feature enabled). Dispatch with remote group affiliation feature is authorized to do remote group affiliation for all Dispatch contacts with affiliation feature and to the talkgroups.

Dispatch shows a notification when you change the affiliation of talkgroups for a member. If a contact is temporarily not reachable, offline, or in an emergency state, then you receive a failure notification. Upon changing the selected talkgroup of a contact, the contact starts receiving audio from the selected talkgroup whenever there is an active communication ongoing in the talkgroup. If the contact is in an active PTT call on any selected talkgroup, then the PTT call ends for the contact, and the contact is forced to go to the selected talkgroup that you select.

**NOTE:** Dispatch cannot display the name of the talkgroup for an affiliated talkgroup of its contacts if Dispatch is not a member of the talkgroup.
You cannot do remote group affiliation for broadcast, My talkgroup, and area-based talkgroup.

Chapter 19

# Video Streaming (Optional)

Video streaming allows you to receive video streams from fleet members who have devices capable of video streaming. 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 dispatcher 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, then 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, which starts on the handset device of the recipient automatically without acceptance from the recipient.

Once video streaming starts, the video is viewed in a separate floating window on your Dispatch browser tab. You can drag the block anywhere within the Dispatch browser tab as desired.

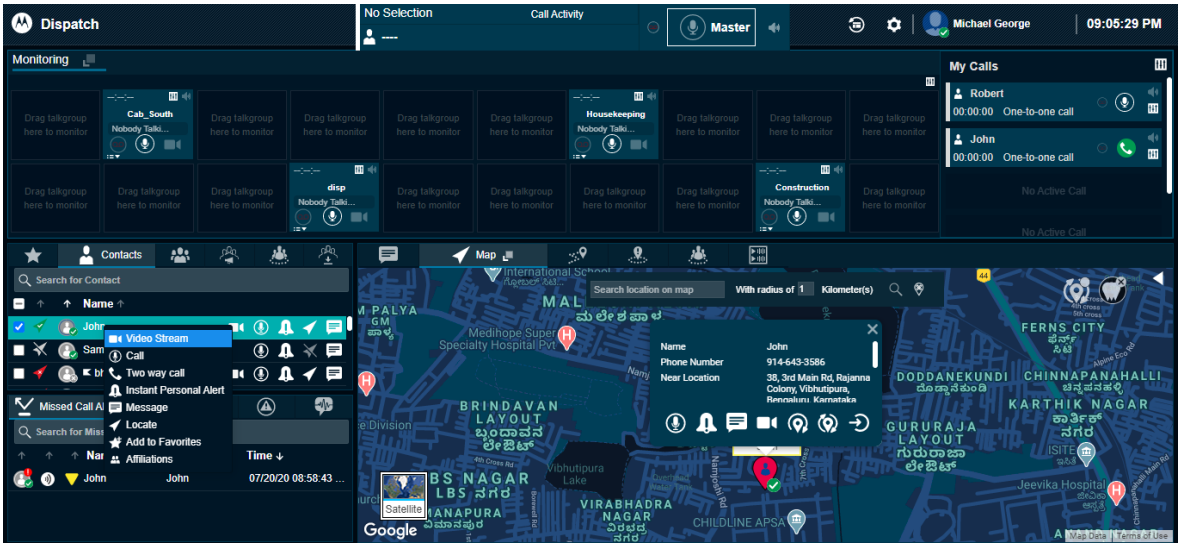
**NOTE:** Dispatch does not support the video streaming features in Microsoft Edge. Video streaming works only when you sign in to Dispatch in Chrome or Firefox browser.

## Initiating a Video Stream (Video Stream Pull)

**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 172: Initiate Video Streaming**



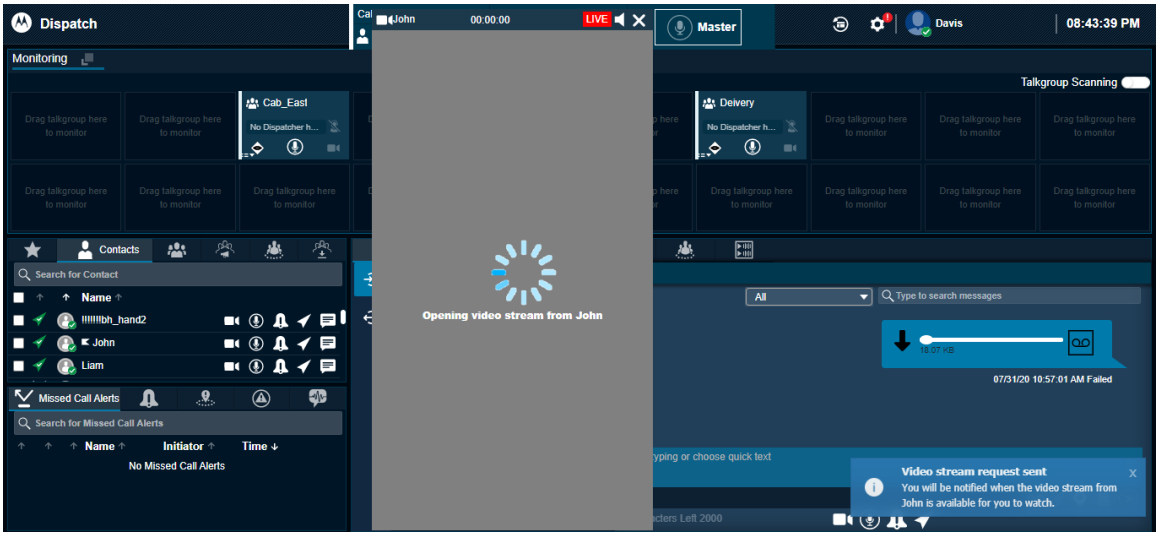

The following message displays:
`Live Stream Video may be pulled from the remote device by Request, which allows the user to voluntarily send a video stream, or on Demand, which pulls video involuntarily.`

2. Perform one of the following:
   - 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.

   A toast notification of the request displays:

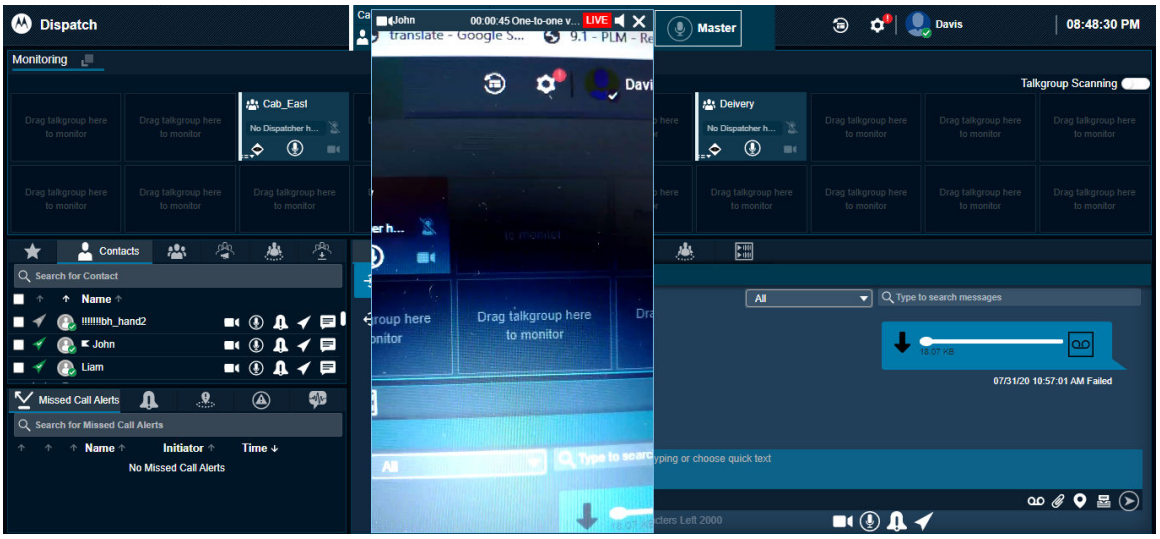
**Figure 173: Video Stream Request Toast Notification**



Once the fleet member accepts the video pull request, a video streaming block pops-up, and the video stream starts.

**Result:**
Once the video streaming starts, you can drag the block anywhere on the Dispatch browser.

**Figure 174: 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.

# 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 toast message (in case of one-to-one or talkgroup). Depending on the settings, you can answer the call in two ways:

- **Polite Answer**
  You can choose either to accept or reject the received video session request.
- **Auto Answer**
  The incoming video session request is automatically accepted and played. No selection is available for you to choose.

# Initiating a Talkgroup (When Not Monitored) or One-to-one Video Call

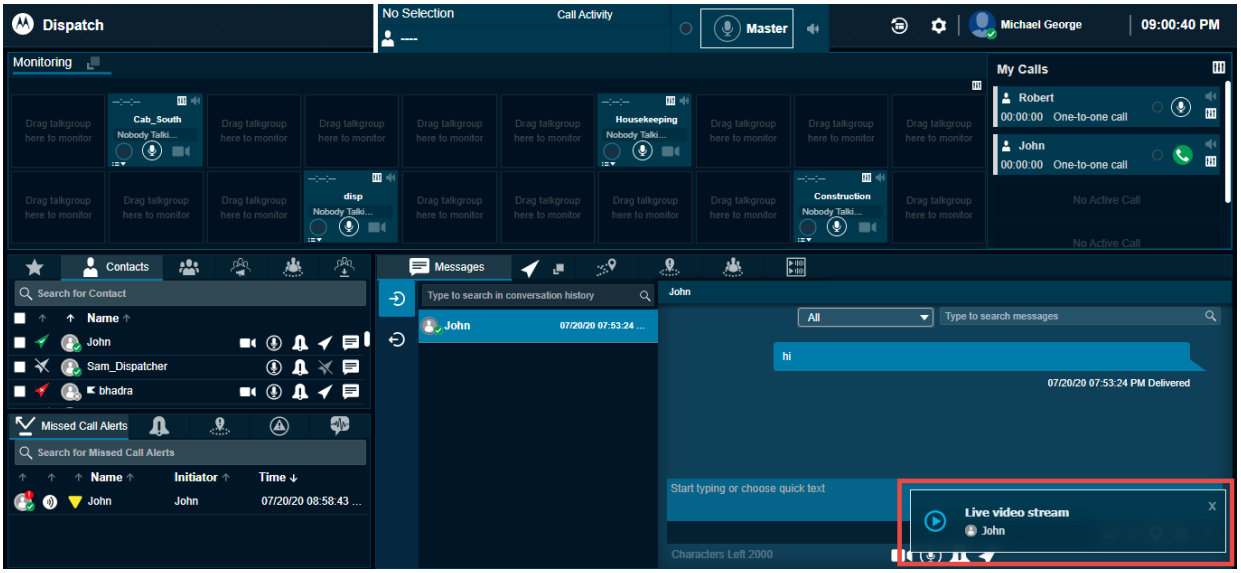
When a fleet member in a talkgroup initiate a video stream, a notification alert is shown in the Dispatch.

**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 toast notification displays.

**Figure 175: Received Video Call Streaming Request**




2. Click the streaming request toast notification. A video streaming block pops-up and the video stream starts with a toast notification indicating that the stream started successfully. To reject the request, click the **Close** icon. A missed video call alert shows in the **Alert** tab.

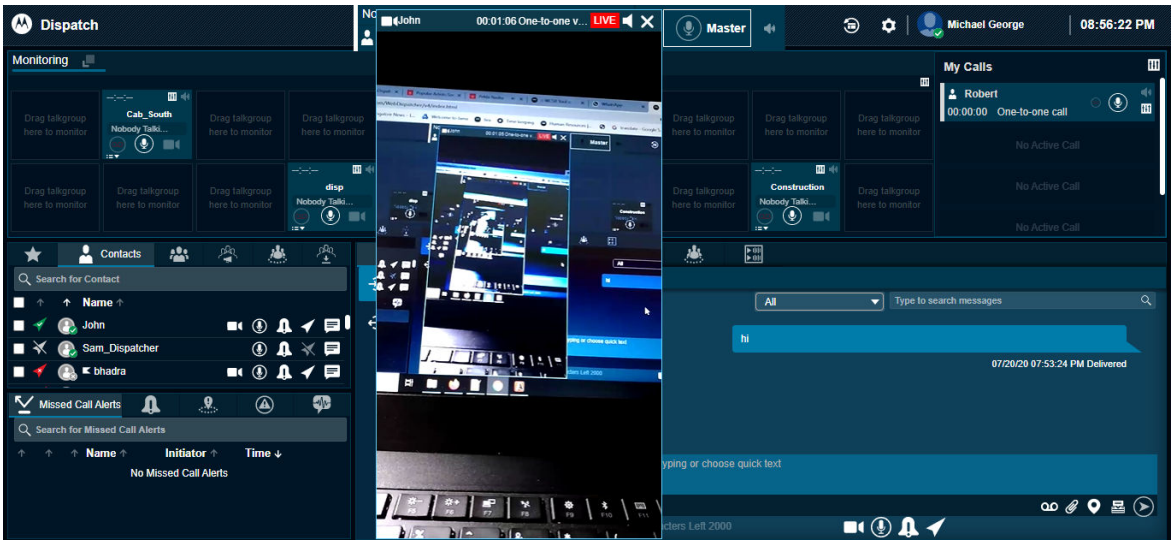
# Initiating a Talkgroup Video Call (When Being Monitored)

When a fleet member in a talkgroup that is being monitored, initiate a video stream, a notification alert is shown in 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 toast notification.

   **Figure 176: Received Talkgroup Video Call-Monitored Talkgroup**




2. To join the call, click the **Video Stream** icon on the scanned talkgroup block or **Toast notification**.

3. A video streaming block pops-up and the video stream starts with a toast notification indicating that the stream started successfully.
4. To reject the streaming request, click the **Close** icon on the toast notification. A missed video call alert shows under the **Alert** tab.

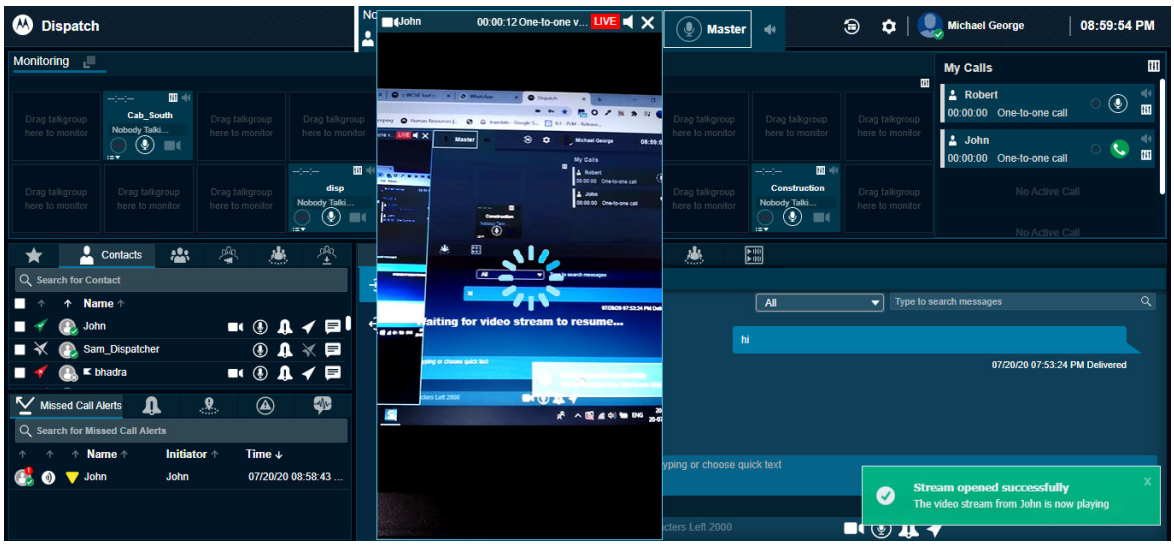
   **NOTE:** If the talkgroup on which the video stream is placed is kept for monitoring under the **Monitoring** window, then the call displays here along with the incoming toast notification. You can join the call later by clicking the **Video Stream** icon even after clicking **Ignore** until that call ends.

   Once the video streaming starts, you can drag the block anywhere on the Dispatch browser. You can mute and unmute the audio by clicking the **Speaker** icon in the video streaming block.

   Clicking the **Close** icon in the streaming request toast notification ends the incoming streaming request and a missed video call alert shows under **Alerts** tab.

   If the fleet member who has initiated the video call pauses the stream, then a pop-up block displays.

   **Figure 177: Video Streaming Paused**




   The fleet member can resume the streaming anytime and continue the video call.

   **NOTE:** If you are already in an ongoing video stream and you receive a video stream request, then Dispatch rejects the new request. The new video stream request shows in the **Missed Call Alerts** tab under the **Alerts** window.

Chapter 20

# Emergency (Optional)

Emergency feature 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 in nature are always the highest priority then any other PTT call and preempt any ongoing call except another ongoing emergency call. You can select the fleet member (target user) and initiate an emergency directly or can do 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, then an emergency alert shows under the **Emergency Alerts** tab. Depending on the Central 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 barges in, and you join that emergency call. If you are already on an emergency call and you receive a new emergency call, then the new emergency call shows under the **Emergency Alert** tab. You can end the ongoing emergency leg of the call for itself and join another emergency call. You can cancel the emergency for the fleet member. 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. 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.

See the procedures on available **Emergency** feature actions:

- Initiating an Emergency on page 194.
- Actions on Received Emergency on page 196.
- Canceling an Emergency on page 197.

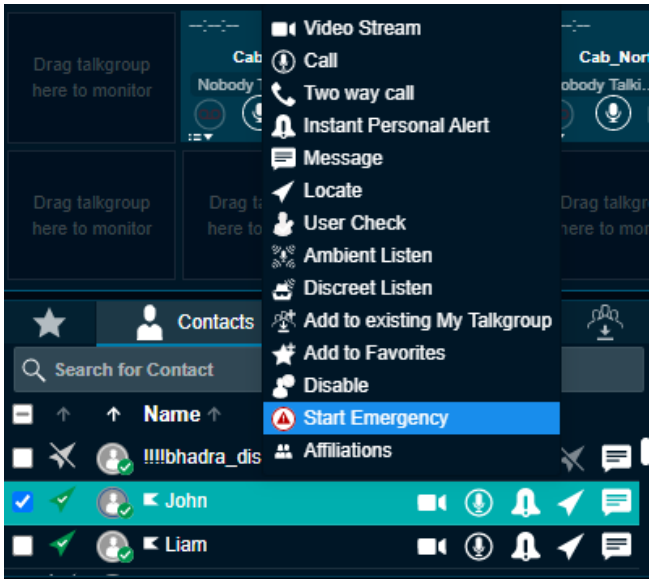
## Initiating an Emergency

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) to whom you want to initiate the emergency.

**Figure 178: 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.

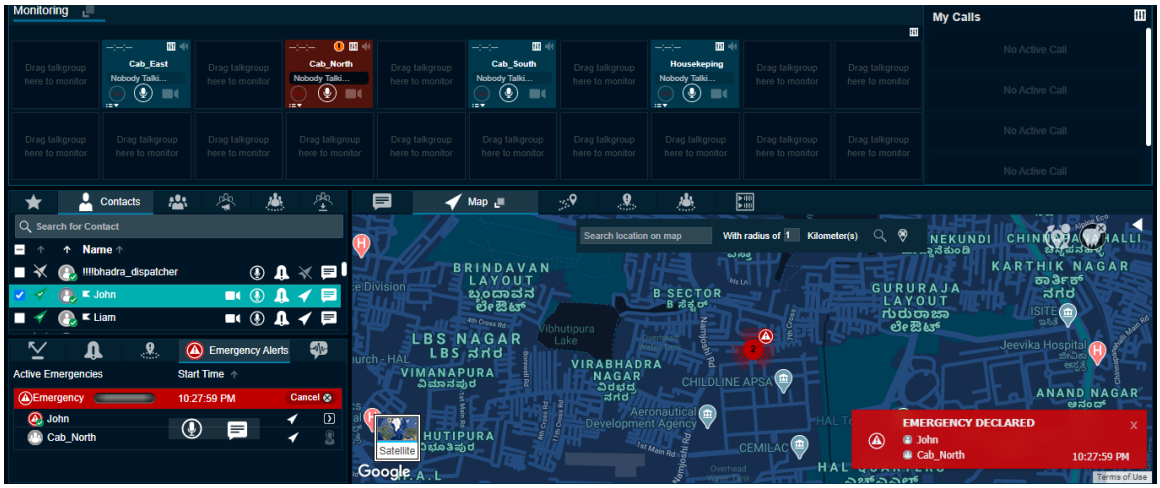
2. Right-click and select **Start Emergency**.

   The following confirmation message displays:
   `You are starting an Emergency condition for` ***`<Member name>`***`. Do you want to continue?`

3. Perform one of the following actions:
   - Click **Start Emergency** to start the emergency.
   - Click **Cancel** to cancel the emergency initiation.

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

**Figure 179: Toast Message- Start Emergency**

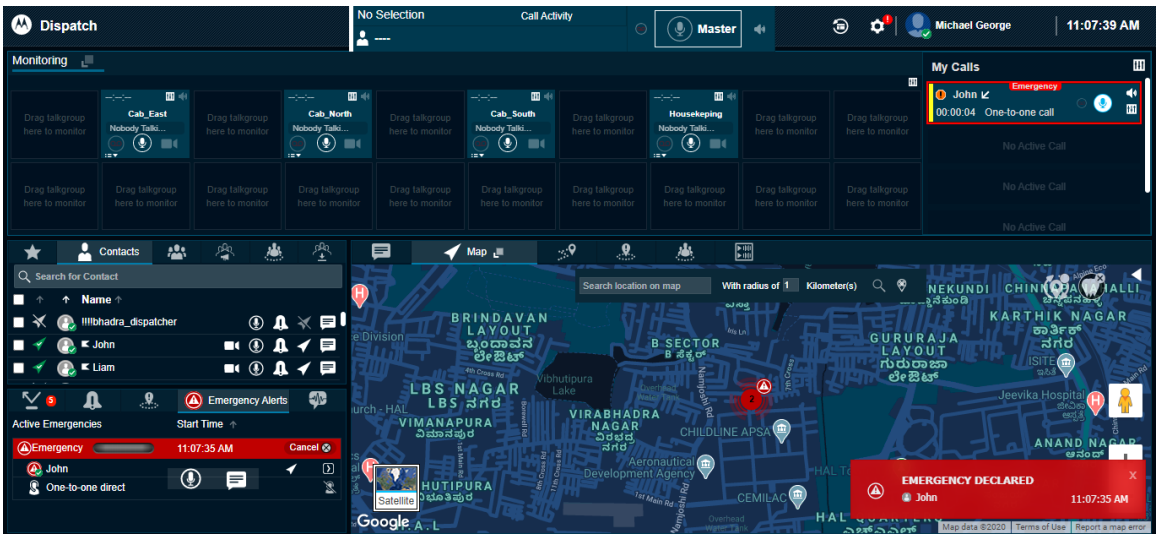



**Result:**

If the emergency destination is set to a talkgroup that is placed on the **Monitoring** Window, then the monitored talkgroup shows the emergency. You do not receive the emergency to the destinations for unaffiliated talkgroups.

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

**Figure 180: Automatic Emergency Initiation**




# Actions on Received Emergency

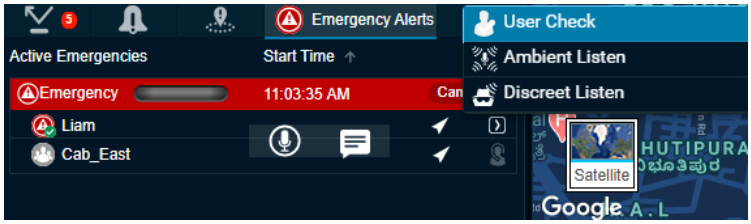
If an emergency is initiated and you are part of that emergency destination, then you receive an alert and that shows in the **Emergency Alert** tab under the **Alerts** Window, talkgroup on the **Monitoring** Window, and **My Calls** Window for a one-to-one emergency destination. If the emergency destination 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 **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 181: Initiate User Monitoring-Emergency Alerts**




# 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 182: Cancel Emergency-Emergency Alert window**

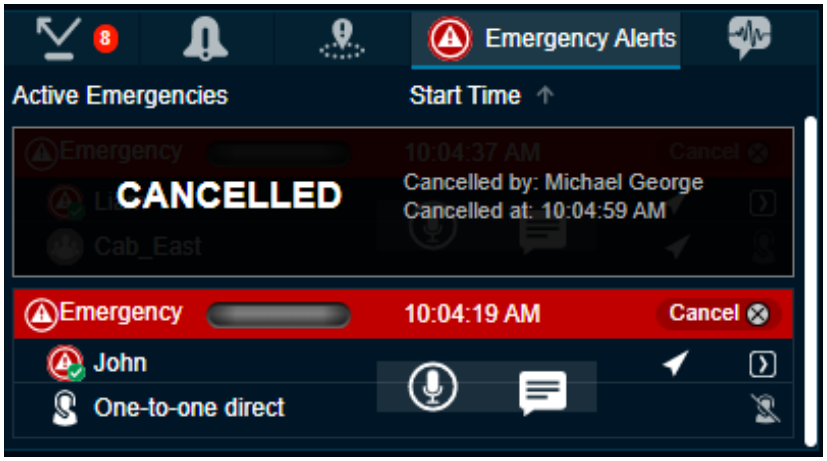



   **Figure 183: Cancel Emergency-User Check window**

   The following confirmation message displays:

```
You are cancelling this Emergency
To complete cancelling this emergency, choose a classification for the
event from the options below.
```

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

Chapter 21

# 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.

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 mic of the fleet member remotely to listen to the surroundings without knowing them and take necessary actions like remote emergency and enable or disable 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 device ends then, 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 to do the Ambient Listen from the **User Check** window or can do the ambient listen as mentioned.
- **Discreet Listen** - Discreet listening allows you to listen to any call to and from the member that you select without knowing them. You can listen to the conversations on 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 to do the Discreet Listen or can do the discreet listen as mentioned. The Discreet Listening start shows in the **My Calls or Call Activity** Window for the Dispatch with or without Simultaneous Session respectively. If target user enters or participates in to an emergency call on a talkgroup, then authorized user can also do discreet listen 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.

## 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.
2. Right-click and select **User Check**. A **User Check** information window displays.

   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. Additionally, you can click the **More** icon in the **User Check** Window and select Ambient Listen or Discreet Listen for that fleet member. A cancel emergency indication is shown if an emergency has been initiated for the selected user.

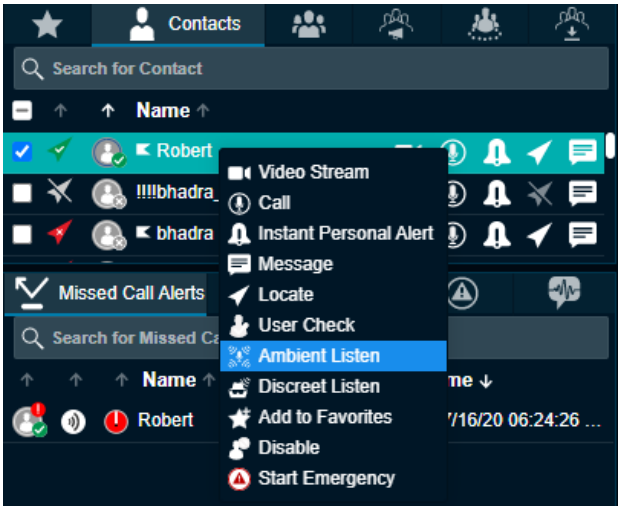
# Initiating an Ambient Listen

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.

   **Figure 184: Ambient Listen**

2. Right-click and select **Ambient Listen**.

   The following message dispays:
   `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.`

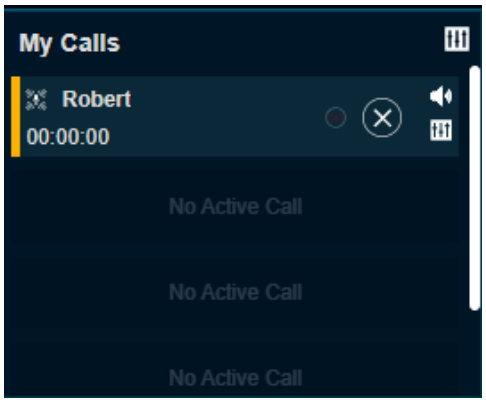
3. Perform one of the following actions:

   - Click **Continue** to start the Ambient listen.

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

**NOTE:** If the contact is in an ongoing call, then you cannot do an ambient listen for the contact until the ongoing call ends.

**Figure 185: Ambient Listen- My Calls window**




**NOTE:** If Simultaneous Session is enabled for Dispatch, then you cannot do ambient listening and one-to-one call for the same contact at a time.

4. To stop the ambient listen, click the **Stop Ambient Listen** icon in the **My Calls** window.

# Initiating a Discreet Listen

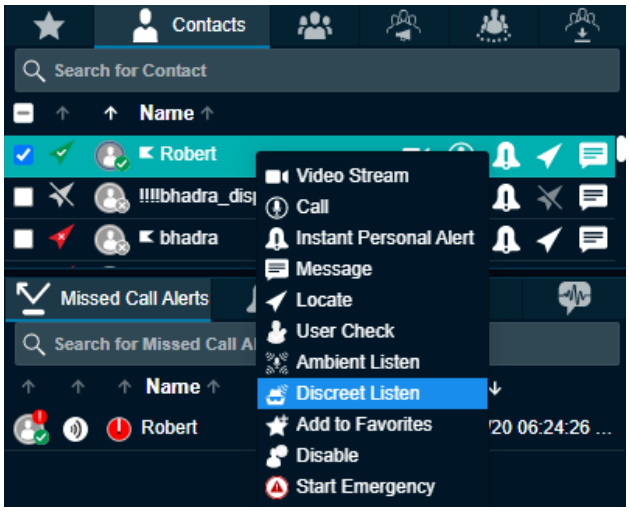
You can initiate discreet listen on the fleet member device, which opens the device mic and allows you to listen to the conversations.

**NOTE:** Broadcast calls and full two way calls are not supported for Discreet Listening.

**Procedure:**

1. From the **Contacts and Talkgroups** Window, select the fleet member.

**Figure 186: Discreet Listen**



2. Right-click and select **Discreet Listen**.

   **NOTE:** If Simultaneous Session is enabled for Dispatch, then you cannot do discreet listening and one-to-one call for the same contact at a time.

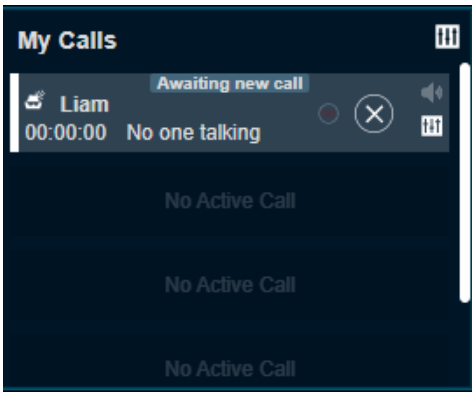
   A Begin Discreet Listening confirmation message displays:
   `A Discreet Listening session taps the selected user's device allowing you to listen to all active private (one-to-one) and talkgroup PTT call You will not hear any other PTT calls during an active Discreet Listening session.`

3. The PTT icon in the **My Calls** or **Primary 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 **Call Activity** window.

   **NOTE:** When you exit the ongoing discreet listening 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.

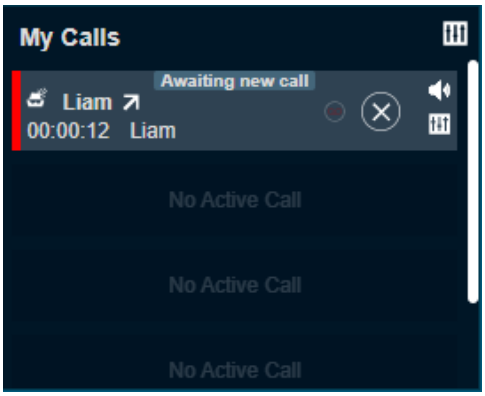
5. To end the discreet listen, click the **End Discreet Listening** icon in the **My Calls** or **Call Activity** for window.

   **Figure 187: Discreet Listen- Call Activity Window**




   If there is any call on the device of the fleet member, then the call timer in the call activity window starts and conversations are recorded and stored in the **Call Logs** under the **Logs** tab.

   **Figure 188: Ongoing call- Discreet Listen**



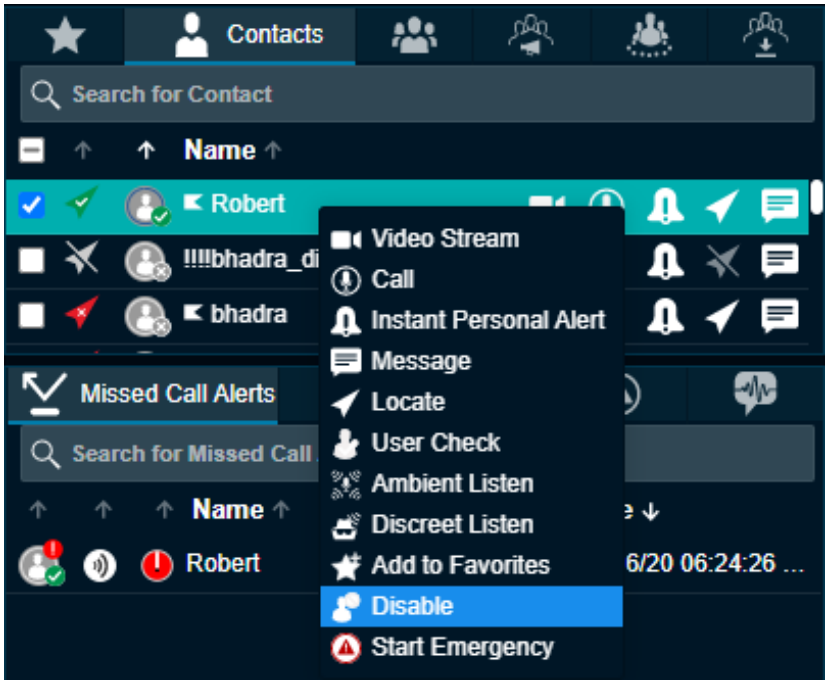
# Disabling or Enabling a Fleet Member Remotely

Disabling the fleet member from 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 189: Disable Fleet member Device**

2. Right-click and select **Disable**.

   The following message displays:
   `Disabling a PTT user prevents the user from receiving and transmitting calls, and sending or receiving multimedia messages.`

3. Perform one of the following:
   - Click **Continue** to Disable.
   - Click **Cancel** to cancel the action.

Chapter 22

# Lone Worker (Optional)

The feature is not available for Collaboration package users. The feature is available for Feature Phones and smartphones with Android OS only.

The Lone Worker feature allows PTT Users who are working alone in a hazardous environment to confirm their safety to Supervisors or Dispatchers. Automated check-ins from Dispatchers or authorized users need to be responded to by PTT Users. Failing to respond to check in from Dispatcher or Supervisor within a predetermined time period will trigger an Emergency Alert. The Emergency alert is indicated on Web Dispatch by a unique Lone Worker icon in the Alert list, My Calls, or Primary call window.

This feature is only available if it has been enabled by the Administrator.

## Lone Worker Process

Lone Worker mode can be enabled for a PTT contact at any moment by the dispatcher or by the user. To enable the Lone Worker for the user remotely see Enabling Lone Worker Mode on page 205. If the mode is enabled by the user, the following notification appears:

***<User Name>*** `has initiated Lone Worker mode.`

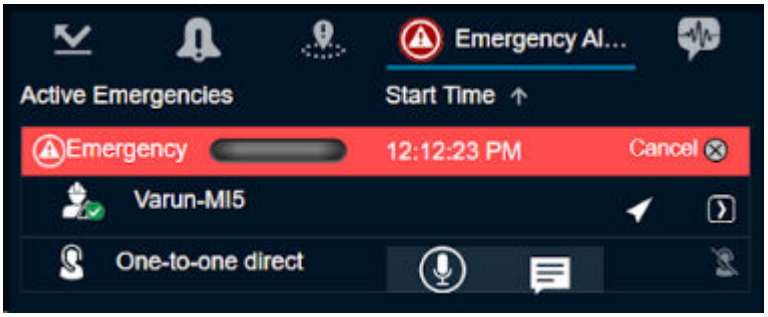
When the Lone Worker mode is enabled for the user, they get automated check-ins. The dispatcher can track the user in the **Status Alerts** tab.

In case of inactivity or failure to check-in by the user, the Lone Worker alert is triggered. A toast message notification is displayed to the Dispatcher and an Emergency alert is triggered on the Web Dispatcher App. The following notification is displayed:

`Lone Worker Emergency Declared`

The notification includes the name of the user and the time of emergency. Dispatcher can see the Emergency alert under the **Emergency Alert** tab, **Active Emergencies** list with a Lone Worker icon.

**Figure 190: Lone Worker Emergency**




For more information on emergency actions, see Actions on Received Emergency on page 196.

**NOTE:** If the Web Dispatcher App is restarted or the page is refreshed, the Lone Worker icon is not shown on the UI in the **Emergency Alert** tab.

For information on canceling emergencies, see Canceling an Emergency on page 197.

**NOTE:** In Alert logs and Call logs, Lone Worker alerts are considered as nonspecified emergency alerts.

The Lone Worker mode can be disabled at any moment by the dispatcher or by the user.

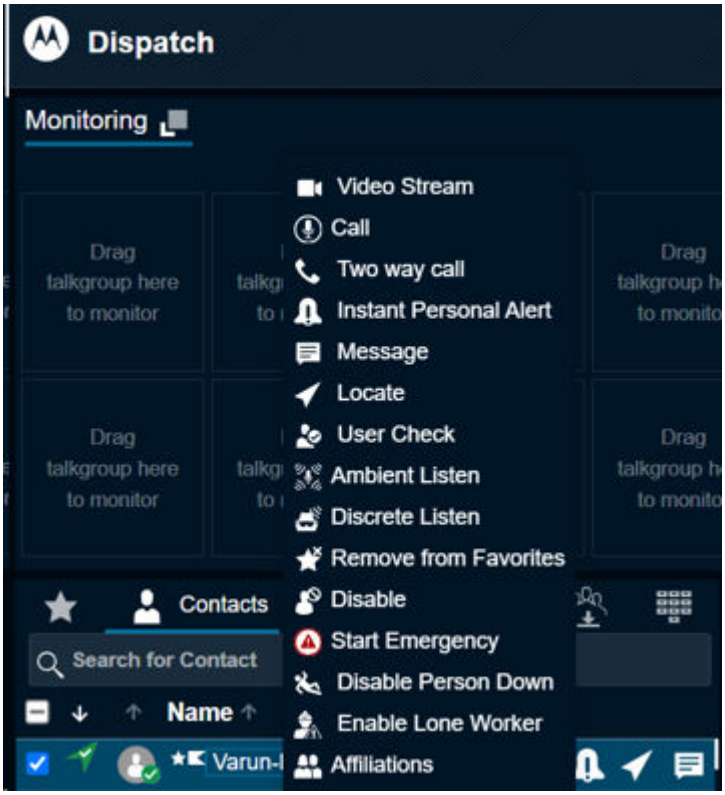
# Enabling Lone Worker Mode

**Procedure:**

1. Navigate to the **Contacts** tab.
2. Find the contact and right-click the name.

   The action list is displayed.

   **Figure 191: Contact Action List**




3. Click **Enable Lone Worker**.

   The following notification is shown:
   `Lone Worker mode has been initiated for` ***`<User Name>`***`.`

   You can track the user in the **Status Alerts** tab.

**Postrequisites:** To disable the Lone Worker mode, navigate to the user, right-click the name and from the action list select **Disable Lone Worker**.

Chapter 23

# Person Down (Optional)

The feature is not available for Collaboration package users. The feature is available for Feature Phones and smartphones with Android OS only.

When the Person Down feature is enabled, the device accelerometer and/or gyrometer detects a lack of movement, a random fall, and consequently a horizontal position. If the sensors detect either of these states coupled with inactivity, then a prealarm timer gets triggered which needs to be canceled by the User by pressing the PTT button. Failing to do so triggers an emergency alert to authorized dispatchers or individuals. The Emergency alert is indicated on Web Dispatch by a unique Person Down icon in the Alert list, My Calls, or Primary Call window.

Person Down mode can be triggered for a target PTT contact at any moment by the dispatcher, supervisor, or by the user. Similarly if the person down mode is enabled for a PTT contact, it can be disabled by the dispatcher, supervisor, or by the user.

This feature is only available if it has been enabled by the Administrator.

## Person Down Process

Person Down mode can be enabled for a PTT contact at any moment by the dispatcher or by the user. To enable the Person Down for the user remotely see Enabling Person Down on page 207. If the mode is enabled by the user, the following notification appears:

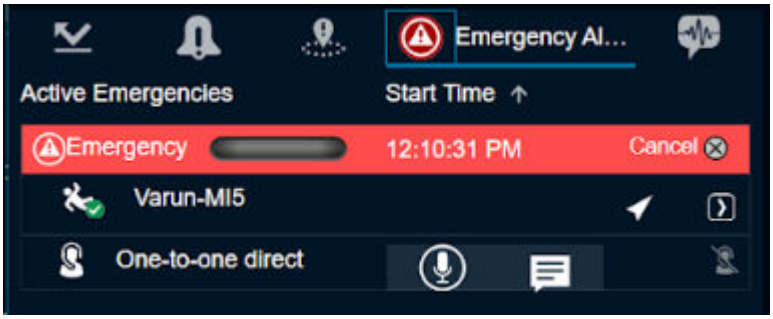
`Person Down mode detected for` ***`<User Name>`***`.`

If the lack of movement, a random fall, or consequently a horizontal position, is detected, the prealarm timer gets triggered. If the user does not interact with the app the alert is triggered. A toast message notification is displayed to the Dispatcher and an Emergency alert is triggered on the Web Dispatcher App. The following notification is displayed:

`Person Down Emergency Declared`

The notification includes the name of the user and the time of emergency. Dispatcher can see the Emergency alert under the **Emergency Alert** tab, **Active Emergencies** list with a **Person Down** icon.

**Figure 192: Person DownEmergency**




For more information on emergency actions, see Actions on Received Emergency on page 196.

**NOTE:** If the Web Dispatcher App is restarted or the page is refreshed, the Person Down icon is not shown on the UI in the **Emergency Alert** tab.

For information on canceling emergencies, see Canceling an Emergency on page 197.

**NOTE:** In Alert logs and Call logs, Person Down alerts are considered as nonspecified emergency alerts.

The Person Down mode can be disabled at any moment by the dispatcher or by the user.

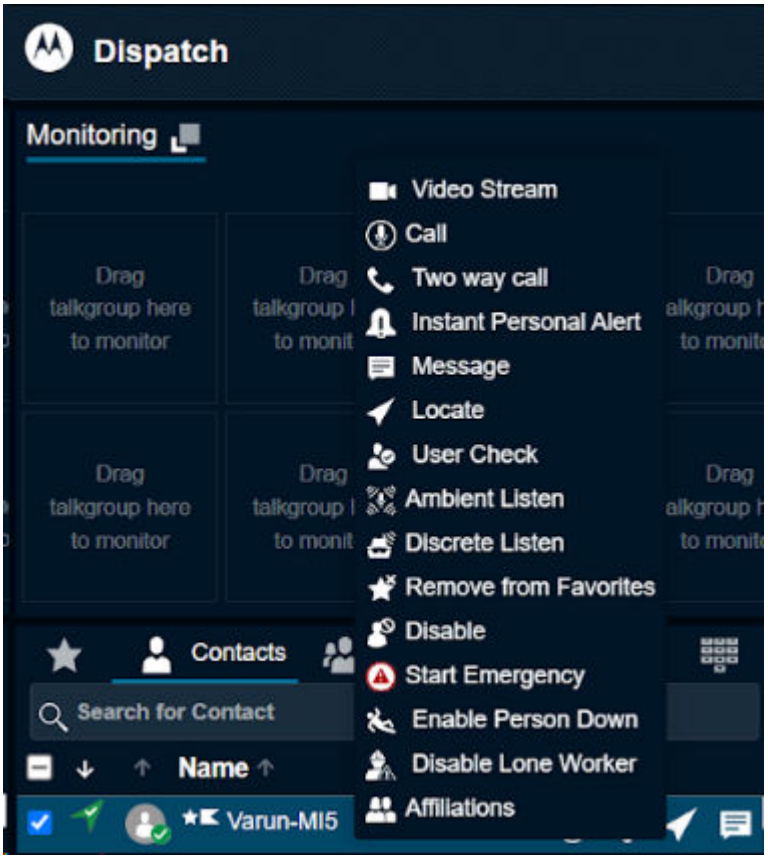
# Enabling Person Down

**Procedure:**

1. Navigate to the **Contacts** tab.
2. Find the contact and right-click the name.

   The action list is displayed.

   **Figure 193: Contact Action List**




3. Click **Enable Person Down**.

   The following notification is shown:
   `Monitoring of Person Down alert has been initiated for` ***`<User Name>`***`.`

**Postrequisites:** To disable the Person Down mode, navigate to the user, right-click the name and from the action list select **Disable Person Down**.

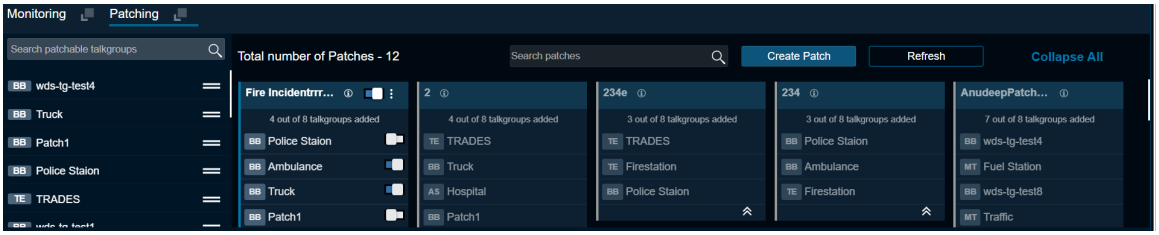
Chapter 24

# Patching (Optional)

The Patching feature creates a configurable number (up to 100) of patches for the patchable talkgroups.

**NOTE:** Patching is available for Mission Critical feature set.

**Figure 194: Patching Tab**



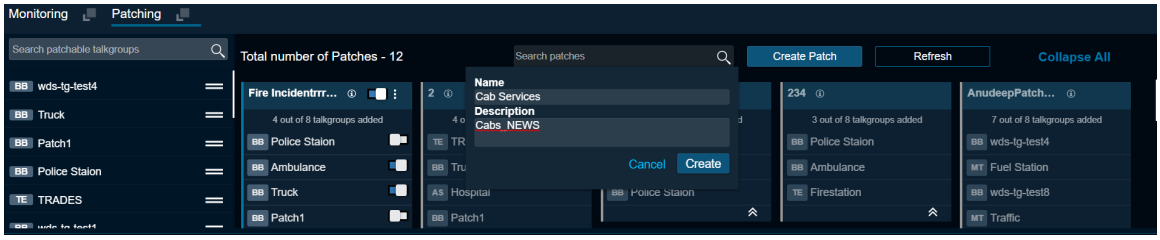

# Creating a Patch

From the list 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.

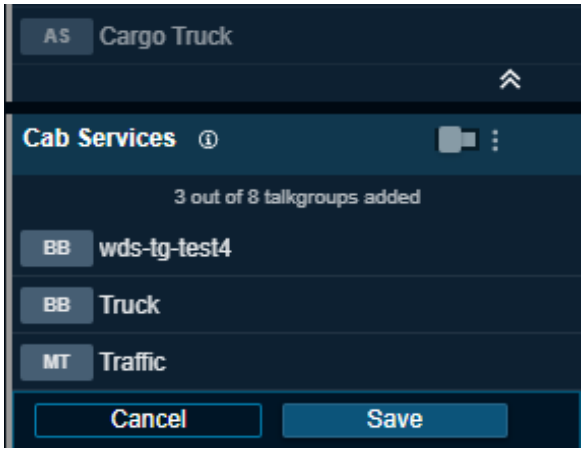
   **Figure 195: Patch Creation window**

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 196: Creating a Patch**




4. Once finished, click **Save**.

# Performing Available Actions on a Patch

You can enable or disable the patch, edit the patch details, remove a talkgroup from the patch, and delete the patch that you have created. You cannot modify the patch that you are not the owner of. Use the **Slider** icon on the patch and talkgroup level on the patch to enable and disable the patch and talkgroup respectively. If you enable a patch in which a talkgroup is common with another patch, then the talkgroup in another patch is disabled automatically.

**NOTE:** There can be a delay in refresh in patching list if a patch is deleted or added in Dispatch.

**Procedure:**

1. From the **Patching** tab, click the three dots on the patch that you want to edit.

   A drop-down displays the following available actions:

   - **Remove Talkgroup**
   - **Edit Details**
   - **Delete**

2. 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**.
3. To modify the patch name and description, do the following:
   a. Click **Edit Details**.
   b. Modify the patch details.
   c. Click **Save**.
4. To delete the patch from the Dispatch, click **Delete**.

Chapter 25

# LMR and Data Group Text Messaging

The ASTRO APX Radio, DIMETRA Radio users, and APX Next users are created in Central Admin Tool and, when assigned, it 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 LMR Radio users and or WAVE PTX users. The Datagroup tab shows under the Contacts and Talkgroups tab for the Dispatch when Datagroup type users are assigned to the dispatcher.

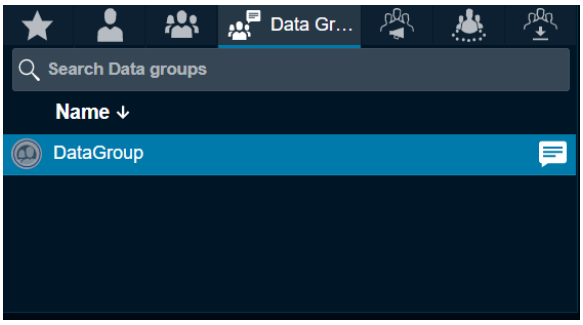
## Sending Message to an LMR Radios and Data Groups

You can send PTX or PTX with attachments to the Data Groups. You can only send PTX messages to LMR Radios. Any PTX attachments sent to the Data Group having LMR Radios and WAVE PTX users will be filtered and sent only to WAVE PTX users.

**Procedure:**

1. From the **Contacts and Talkgroups** tab, select the **Data Groups** tab. The lists of assigned data groups show.

   **Figure 197: 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 26

# Real-Time Presence

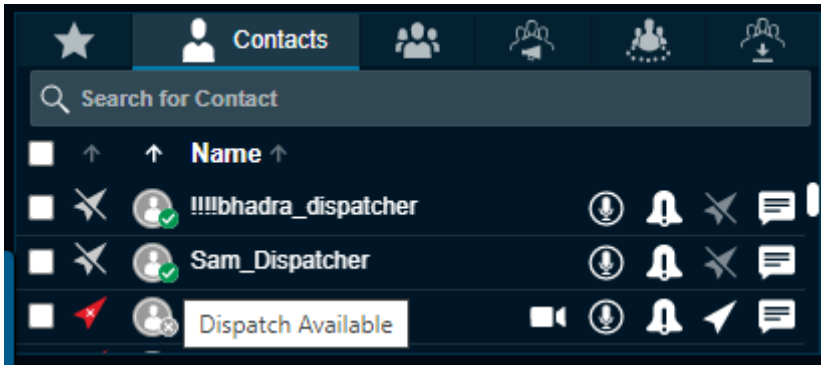
The Real-Time Presence allows you to quickly know whether a fleet member is available (Online), busy (Do Not Disturb), or unavailable (Offline). Only fleet members with presence set to Online receive PTT calls. The presence indicator displays next to the name of each of your contacts.

Likewise, you can change your availability on Dispatch to Do Not Disturb and Online.

## 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 198: Contact Presence**




**Online**

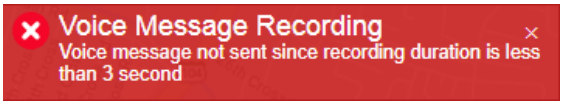
The Contact is logged in to the PTT application and ready to receive PTT calls and Instant Personal Alerts. It is shown with the green presence icon.

**Do Not Disturb (DND)**

The 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 199: Voice Message Fall Back Error Message**




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

**Offline**

The 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 are not present 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 your mouse hover on the icon next to the name of the contact name.

# Self-Presence

Your own presence is indicated on Dispatch.

**Figure 200: Self-Presence**

**Online**

You are signed in to 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 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:

```
Outgoing Instant Personal Alert
Name -
You are in Do Not Disturb state. Please change your presence status and try
again.
```

If your presence is set to Do Not Disturb, then you do not receive one-to-one calls since the client cannot call to you. However, you can still receive IPAs and missed call alerts. You can make outgoing calls, rejoin calls, send, and receive secured messages while your presence is set to DND, but you cannot send IPAs.

Chapter 27

# Logs

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

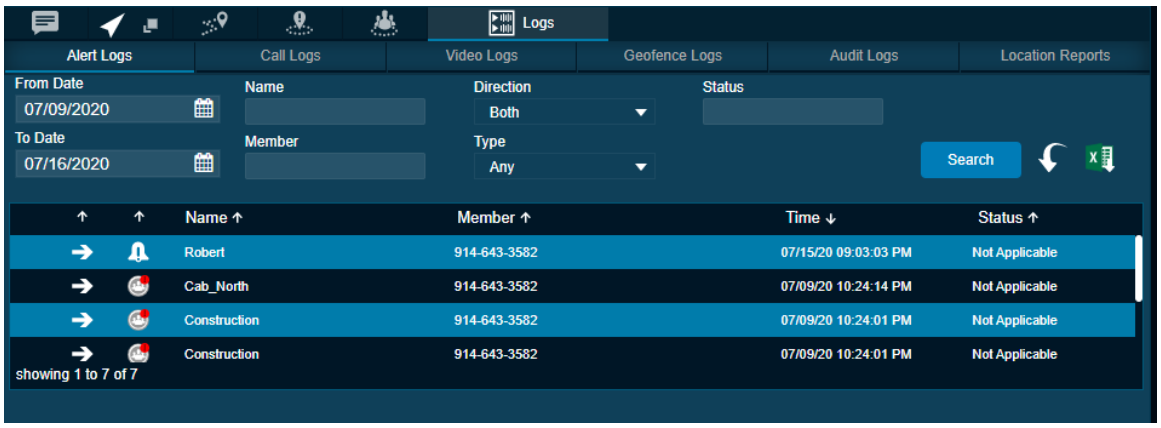
See the following sections on different types of logs:


- Alert Logs on page 213
- Call Logs on page 214
- Video Logs on page 216
- Geofence Logs on page 217
- Audit Logs on page 218
- Generating a Location Report on page 219


## 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 201: 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-based 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:

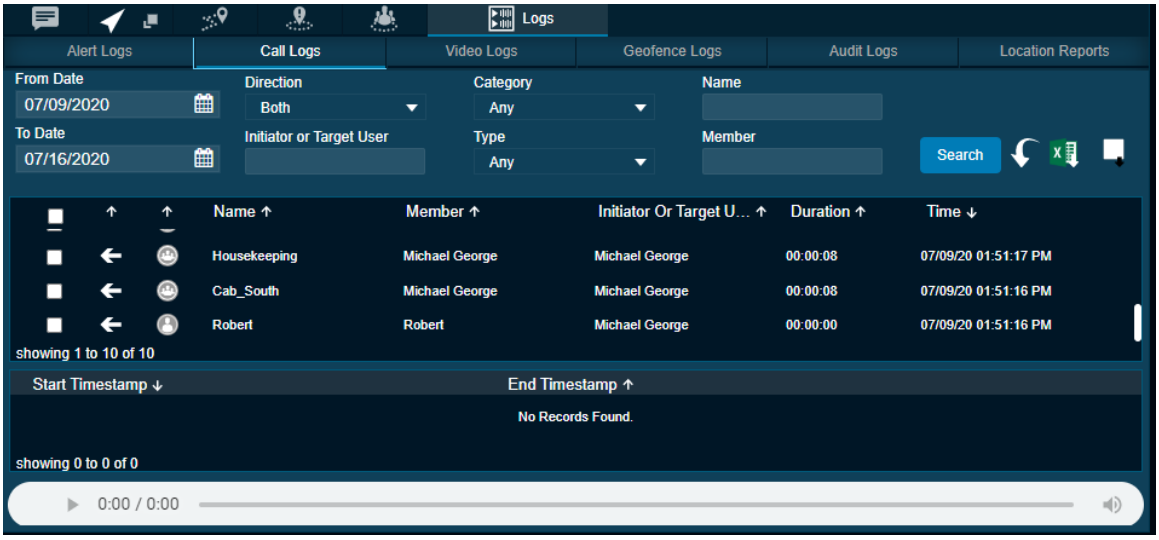
- **Search** icon to find the log information after applying your filters.
- **Reset** icon to filter and re-enter the search information again.
- **Export** icon to export the alert logs to a .CSV file format.

**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.

# Call Logs

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

**Figure 202: Call Logs**




You can filter the Call logs using the following fields:

- **From Date**
  Allows filtering from a specific date.
- **To Date**
  Allows filtering to a specific date. You can filter on a maximum of 30 days of data. To view entries in the call logs the user sets up the filter and click the **Search** icon.
- **Direction**
  Filter by Outgoing or incoming call.

- **Initiator or Target User**
  Filter by the initiator of the call or target user for whom the emergency has been initiated.
- **Category**
  Allows filtering by ambient listening, discreet listening, emergency call,, two-way call, or normal call.
- **Type**
  Filter by One-to-one call, quick group call, talkgroup call, broadcast call, or my talkgroup call, area-based talkgroup call, or listening.
- **Name**
  Filter by name of the talkgroup.
- **Member**
  Filter by phone number or name of the initiator of the call.

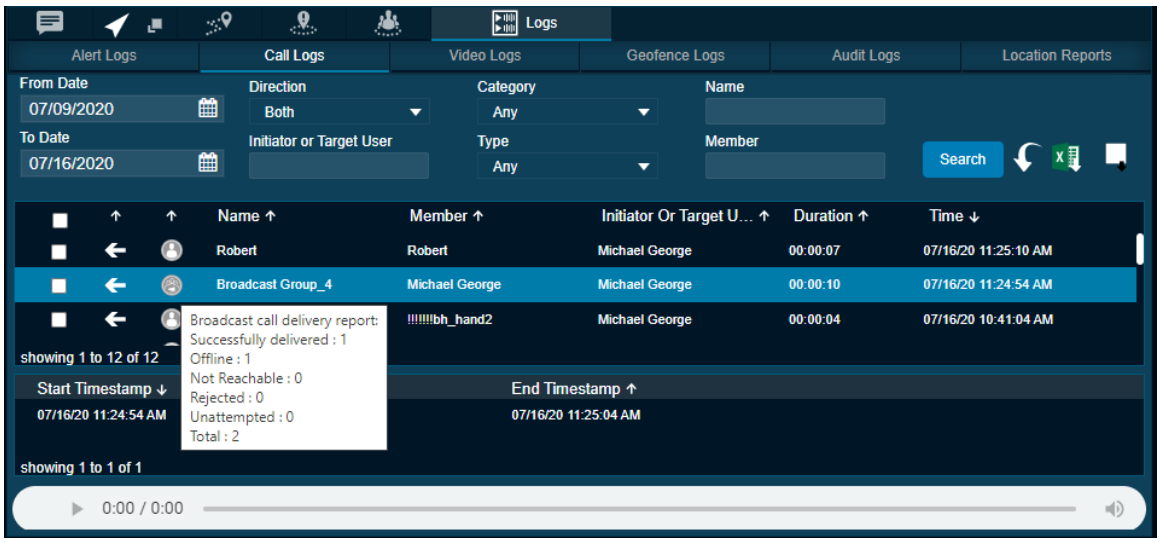
Click one of the following icons:

- **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 a .CSV file format.
- **Export All** icon to export all the call recordings.

Refer to Playing Back the Recorded Calls on page 121 for details on how to play a recorded call.

50 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 203: Broadcast Call Delivery Report**

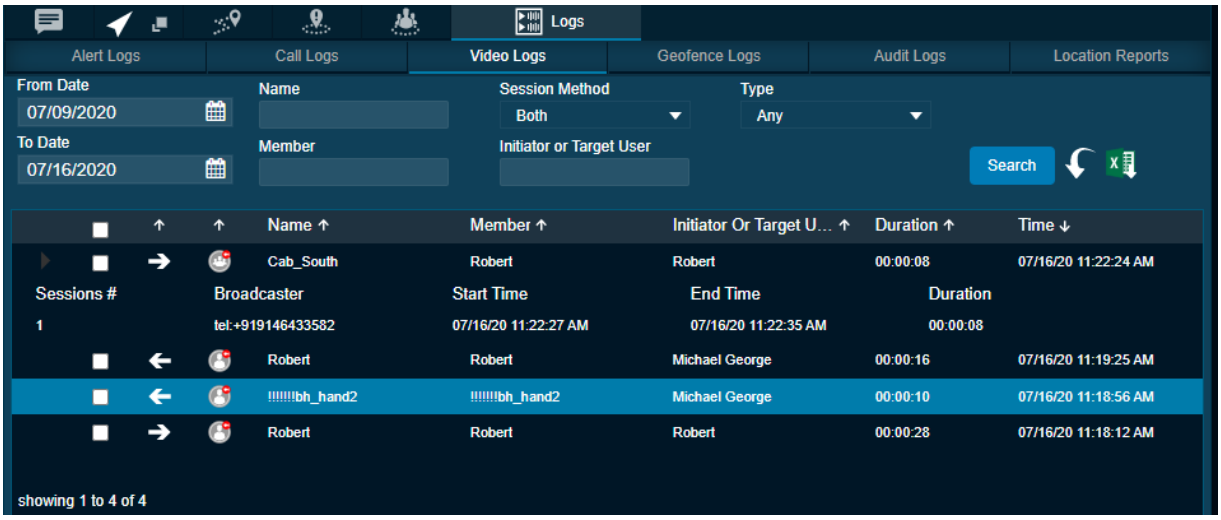



**NOTE:** Call logs are local to your Dispatch only. The Next and Previous buttons are highlighted only when there are more than 50 entries in the **Call Logs** Window. The Dispatch automatically refreshes the call logs to include recent activities whenever there is an activity update.

# 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 204: 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 has been initiated.
- **Type**
  Filter by one-to-one call or talkgroup call.

To view entries in logs, the user sets up 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:

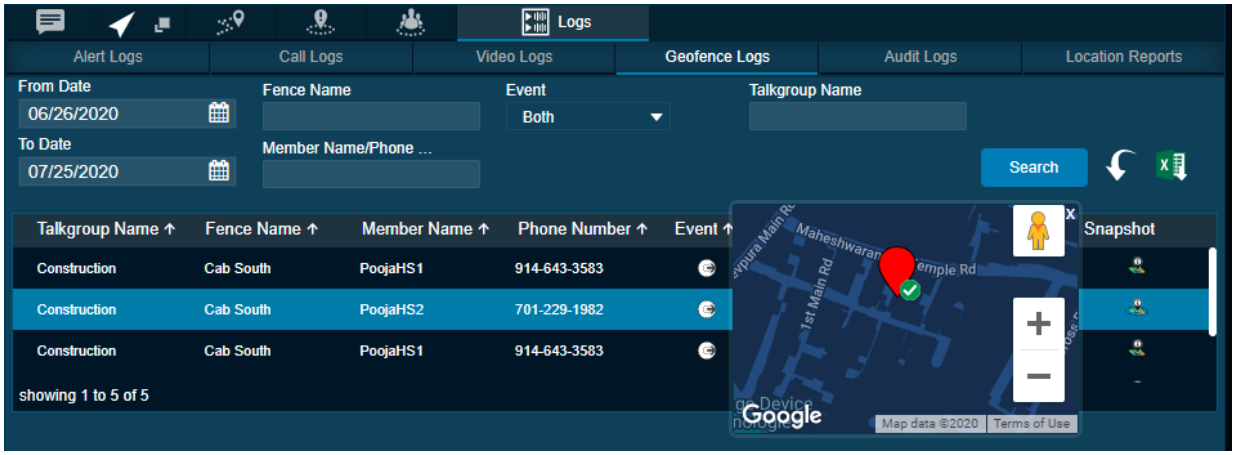
- **Search** icon to find the log information after applying your filters.
- **Reset** the filter to re-enter the search information again.
- **Export** icon to export the alert logs to a .CSV file format.
- **Export All** icon to export all the call recordings.

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.

# 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 205: 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 click the **Search** icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:

- **Search** to find the log information after applying your filters.
- **Reset** to re-enter the filters and search information again.
- **Export** to export the geofence logs to a .CSV file format.

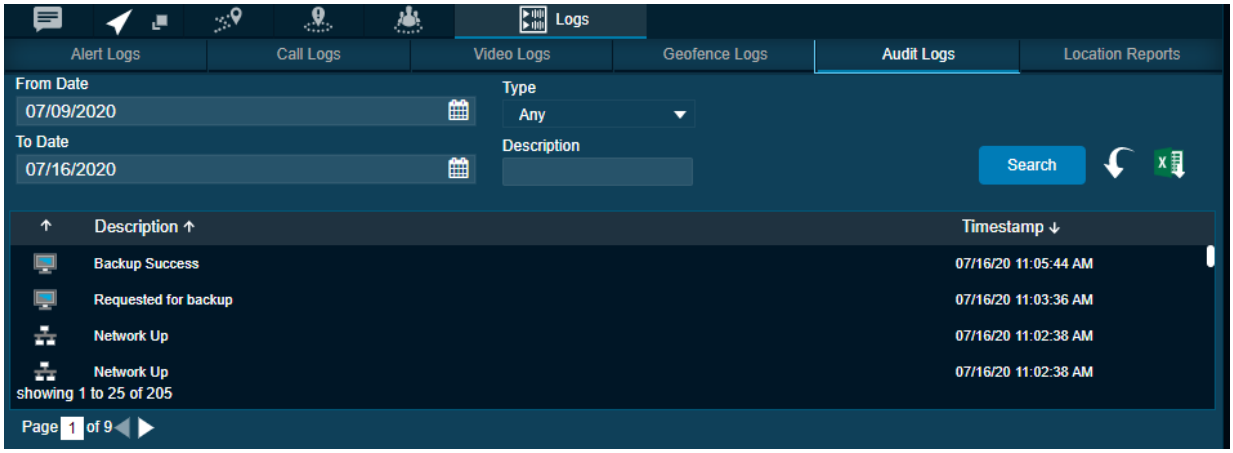
  **NOTE:** The snapshot (path traversed by the fleet member) data does not export when you export the logs.

# Audit Logs

Audit logs contain various administration, operation, and network events that have occurres on Dispatch.

- **Administration Log**
  The administration logs contains the triggers or events received from the Central 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, and sign in success, details of the emergency declaration and failure.

**Figure 206: 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 filters 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 a .CSV file format.

**NOTE:** The Next and Previous buttons are highlighted only when there are more than 50 entries in the **Audit Logs** Window. Dispatch automatically refreshes the audit logs to include the recent activities whenever there is an activity update.

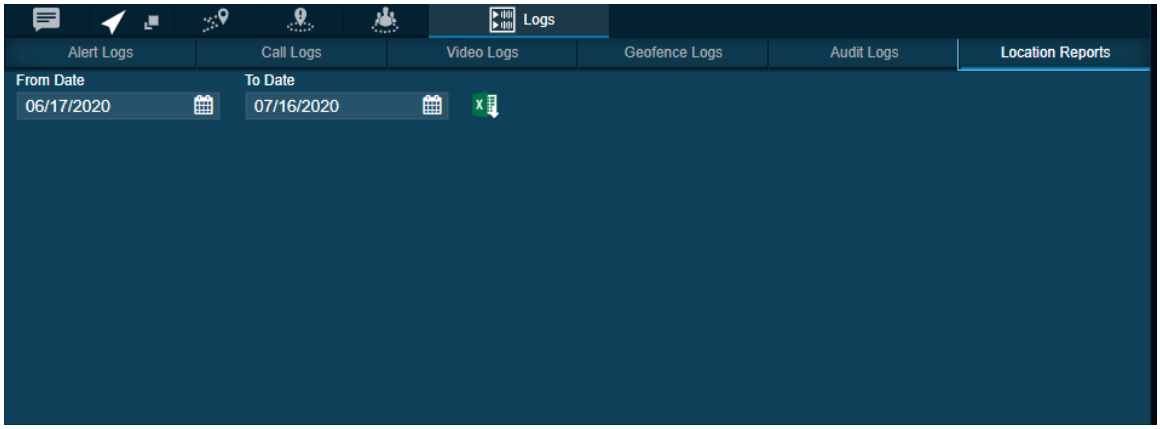
# Generating a Location Report

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 207: Location Report**




3. To generate the location information report, click the **Excel** icon.

   **NOTE:**
   You can generate the location report for a maximum 30 days.

   The **Location Reports** tab is visible only when the Location History feature is enabled for you.

**Result:**
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

Chapter 28

# 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.

## Backing Up Dispatch Records

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.

**Procedure:**

1. If there are any call recordings and messages that you have not backed up, then the following message displays every time you sing in:

   ```
   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?
   ```

   - Click **Yes** to initiate backup.
   - Click **No** to cancel the action.

2. If the backup is due and you have not backed up, then the following message displays on the sign in:

   ```
   You have last backed up your Messages and call recordings on 07/16/21
   11:05:30 AM.
   Messages and call recordings older than 30 days will be deleted.
   Do you want to back up now?
   ```

   - Click **Yes** to initiate backup.
   - Click **No** to cancel the backup action.

3. Clicking **Yes** starts the backup and the backup file downloads to the browser downloads. The following confirmation message displays:

   ```
   You have initiated a backup.
   Are you sure the file is successfully downloaded to your browser downloads?
   ```

   - Click **Yes** to confirm that the download is successful.
   - Clicking **No** confirms that the backup is unsuccessful.
   - Click **Ask me later** 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 toast message displays until you initiate a successful backup.

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

**Result:**
In the header, a warning icon displays next to the Settings, if you have not backed up all 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 back 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 208: 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<br>Offline: 0<br>Rejected: 0<br>Successful Delivery: 1<br>Total: 3<br>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 Settings on page 224 in the Settings on page 222 section of this document.

**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 29

# Settings

Dispatch provides several Settings that you can configure. Click the **Settings** icon in the header of the Dispatch to see the following options.

**Settings**

Displays the **Settings** window. You can select the individual tabs to view or modify the appropriate setting options, which are described below. See the following sections on different types of settings:

- General Settings on page 224
- Changing Password from the Account Settings on page 226
- Alert Settings on page 226
- Recording Settings on page 227
- Devices Settings on page 228
- Tones Settings on page 228
- Notifications Settings on page 230
- Changing Map Settings on page 231
- Location Settings on page 236

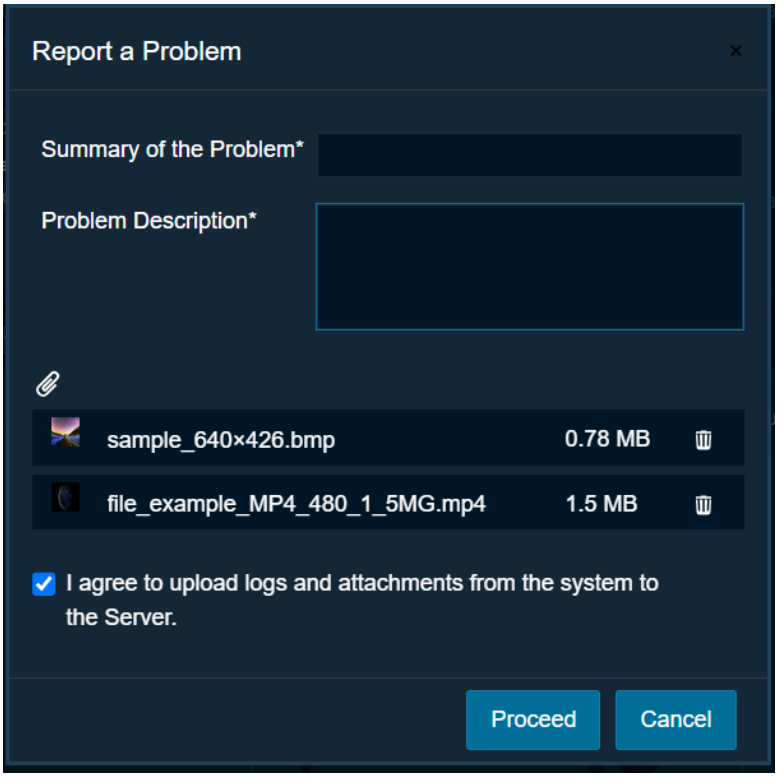
**Your Privacy Choices**

Navigates to the Privacy Statement. Allows you to view the privacy-related choices.

**Report a Problem**

Displays the **Report a Problem** window. Allows you to report issues or problems directly from the Dispatch console.

**Figure 209: Problem Reporting Feature**




User can fill out the following information:

- In the **Summary of the Problem** text field type the summary,
- In the **Problem Description** text field type a brief description of the problem.

User also can attach images, supporting videos or any related files.

Supported File types:

- `.JPEG`
- `.PNG`
- `.MP4`

Maximum attachment file size: 5 MB

User must allow the upload of logs and attachments from the system to the Server.
The issue is then submitted to the support team for review and resolution. Logs can be optionally zipped and uploaded to a specific server location for further investigation by the support team. Whenever user reports a problem, an Audit log is generated. Email will be triggered to Agency Administrator when the user reports a problem.

User gets a **Success** message when a problem is reported.

**NOTE:** Online problem reporting can fail if the file size exceeds 5 MB.

**Help**

Navigates you to the **Take a Tour** page, where you can find all necessary information related to the application. For details, see Take a Tour on page 34. Ensure that you enable the browser pop-ups to access the help link.

# General Settings

**General Settings** section allows you to configure the settings options.

## Language

Allows you to select the supported language for Dispatch. Sign out and sign in to Dispatch once you change the language for the new language to take effect. Default language is English.

## Date Format

Using this setting, you can change how the date displays on Dispatch. Supported date formats are as follows:

mm/dd/yy
dd/mm/yy

## Time Format

Using this setting, you can change how the time displays on Dispatch. Supported time formats are as follows:

hh:mm
hh:mm:ss
hh:mm:ss tt

## Contact Sorting

Allows you to choose the sorting of the contacts in the **Contacts and Talkgroups** window. You can select to sort the contacts by Alphabetically or Availability of the Fleet members.

## Idle Session Timer

Allows you to change the timer for an idle session by Day, Hours, and Minutes (Min: 2 Hour(s)) - (Max: 30 Day(s)). A confirmation popup message displays a few minutes (configurable) before the idle timeout refreshes. If there is no action, then you are logged out.

The Idle Session timeout is configurable system-wide as a default. However, you can configure it as needed through the Dispatch settings.

**NOTE:** You can still logout before the idle timeout if the session timeout configured on the system is lesser than the idle timeout.

## 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 initiate 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 initiated successfully before the due date.

**Figure 210: Backup Information**

## Supported Features Information

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 Red. See the following table for more details.

**Figure 211: Supported Features Information**

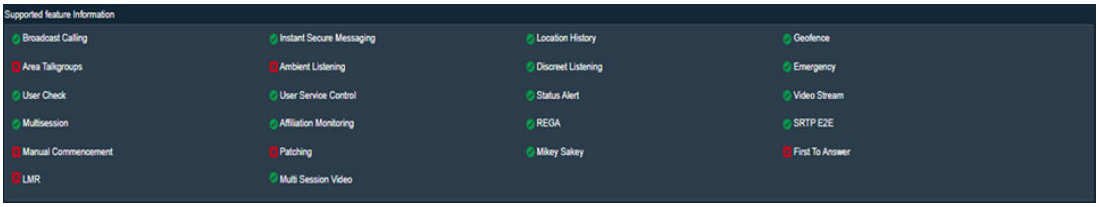



**Table 13: Supported Features**

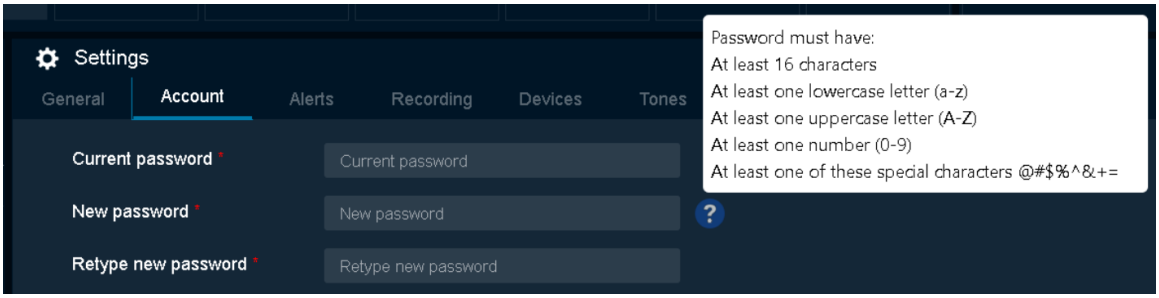
| Feature Name | Description |
|---|---|
| Affiliation Monitoring | See Affiliation Monitoring (Optional) on page 187 section for more details. |
| Ambient Listening | See User Monitoring (Optional) on page 199 section for more details. |
| Area-Based Talkgroups | See Area-Based Talkgroup on page 84 section for more details. |
| Broadcast Calling | See Broadcast Groups Tab on page 75 section for more details. |
| Discreet Listening | See User Monitoring (Optional) on page 199 section for more details. |
| Emergency | See Emergency (Optional) on page 194 section for more details. |
| First To Answer | See Placing a One-to-One (1-1) Call on page 103 section for more details. |
| Geofence | See Geofence on page 179 section for more details. |
| Integrated Secure Messaging | See Integrated Secured Messaging on page 126 section for more details. |
| Location History | See Location History on page 177 section for more details. |
| Manual Commencement | See PTT Call Commencement on page 115 section for more details. |
| Multisession | See Simultaneous Session (Optional) on page 151 section for more details. |
| Multisession Video | See Simultaneous Session (Optional) on page 151 section for more details. |
| Patching | See Patching (Optional) on page 208 section for more details. |
| REGA | See Remote Group Affiliation (Optional) on page 188 section for more details. |
| SRTP E2E | Provides an indication that this feature is enabled. |
| Status Alert | See Operational Status Messaging (OSM) on page 141 section for more details. |
| User Check | See User Monitoring (Optional) on page 199 section for more details. |
| User Service Control | See Disabling or Enabling a Fleet Member Remotely on page 203 section for more details. |
| Video Stream | See Video Streaming (Optional) on page 189 section for more details. |

# Changing Password from the Account Settings

Allows you to change the password for the sign in to Dispatch.

**When and where to use:**

**Figure 212: Account Settings**




**Procedure:**

1. From the **Setting** tab, select the **Account** tab.
2. In the **Current password**, enter the previous password.
3. In the **New password**, enter the new password.
4. In the **Enter new password**, re-enter the new password and click the **Apply** button.

# Alert Settings

Specifies how long alerts can stay on the **Alerts** Window. After that time, alerts move to Logs. You can keep the alerts in the alert window from 12 to 24 hours before they move to the 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

# Generic Alerts

The following are the configurable settings, for alert reminders for unattended Instant Personal Alerts (IPAs), or missed calls or geofence alerts:

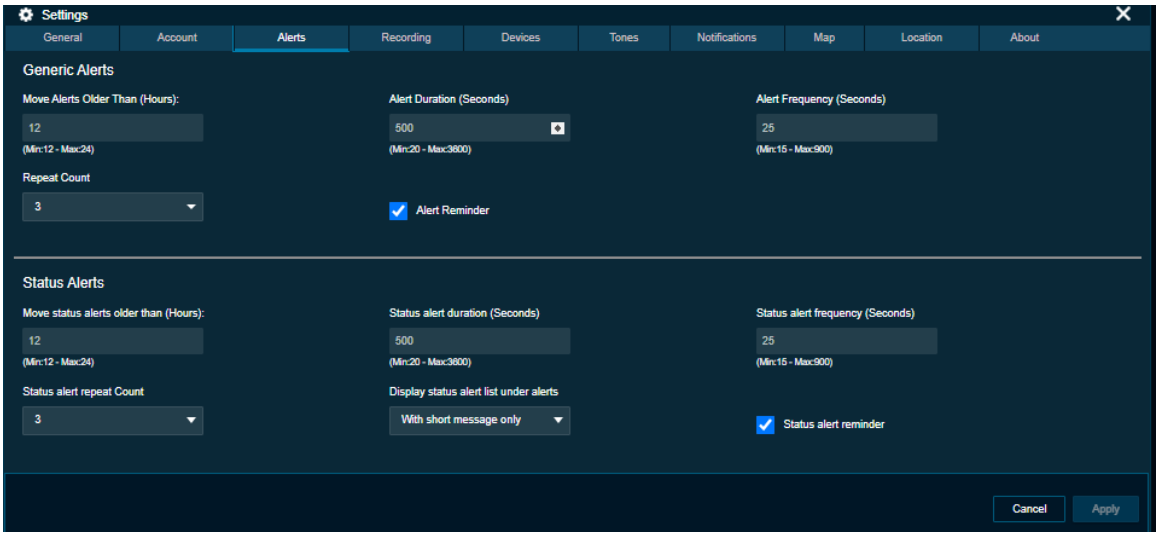
- **Alert Duration**
  This setting allows you to set the period (Minimum: 20 sec, Maximum: 3600 sec, Default: 500 sec) after which alerts are marked as an expired unattended alert.
- **Alert Frequency**
  This setting allows you to set the frequency (Minimum: 15 sec, Maximum: 900 sec, Default: 25 sec) at which the periodic tones play and Dispatch displays a toast message.
- **Move Alerts Older Than**
  This setting allows you to set the period (Minimum: 12 hr, Maximum: 24 hr, Default: 12 hr.) after which the alerts move to alert logs.
- **Repeat Count**
  This setting allows you to set the number of times (Minimum: 1 Maximum: Unlimited, Default: 3) the periodic tone plays and displays a toast message.

# Status Alerts

The following are the settings, which you can configure for the alert reminder for the unattended status alerts:

- **Move Status Alerts Older Than**
  This setting allows you to set the period (Minimum: 12 hr, Maximum: 24 hr, Default: 12 hr.) after which the alerts are moved to alert logs.
- **Status Alert Duration**
  This setting allows you to set the expiry period (Minimum: 20 sec, Maximum: 3600 sec, Default: 500 sec) after which it is marked as an expired unattended alert.
- **Status Alert Frequency**
  This setting allows you to set the frequency (Minimum: 15 sec, Maximum: 900 sec, Default: 25 sec) at which the periodic tone plays and displays a toast message.
- **Status Alert Repeat Count**
  This setting allows you to set the number of times (Minimum: 1 Maximum: Unlimited, Default: 3) the periodic tone plays and displays a toast message.
- **Display status alert list under alerts**
  This setting allows you to set the details which you want to see for each status 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 213: Alert Settings**




# Recording Settings

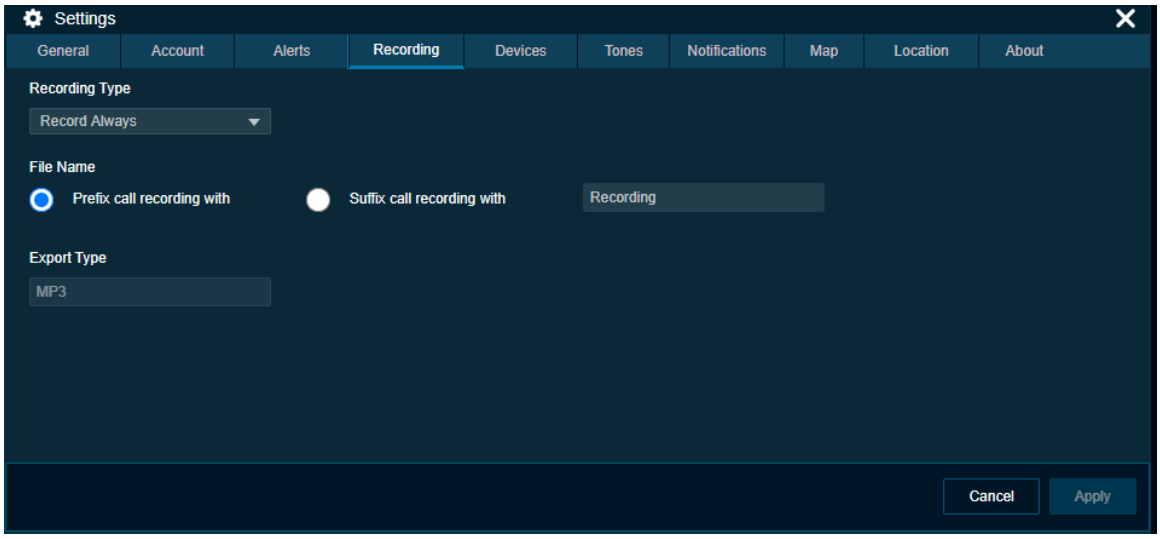
Allows you to choose your recording settings using the following options.

- **Recording Type**
  Using this setting, you can change the call recording to either Record Manually, Record Always, or No Recording, if configured by your administrator. If you select **No Recording**, then Dispatch does not show any recording icon and no calls are recorded. For more information, refer to the Recording Calls Manually on page 120, Recording Calls Always on page 120 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.

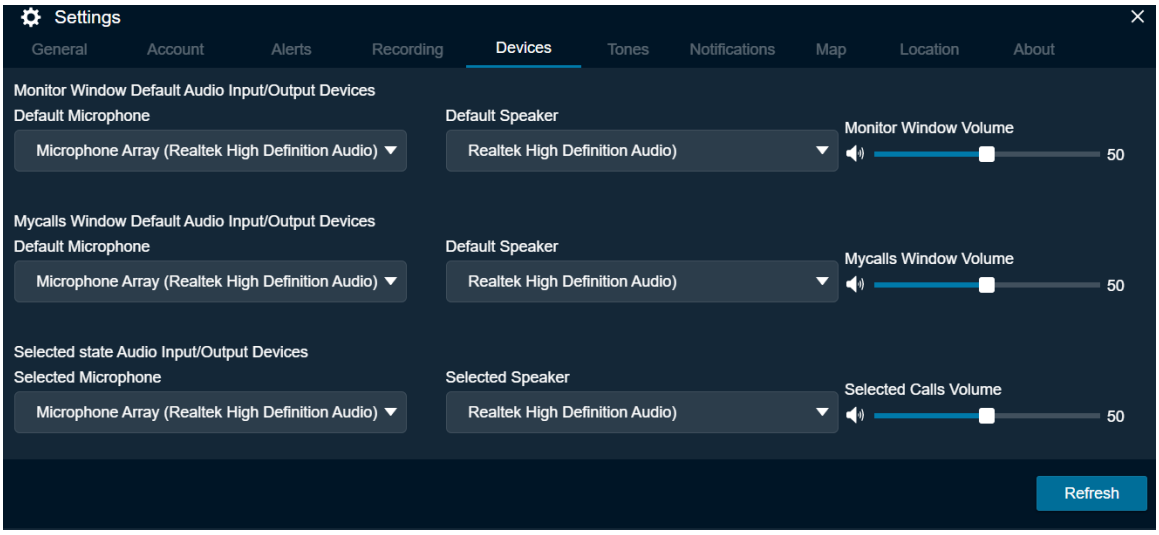
**Figure 214: Recording Settings**




# 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 93

**Figure 215: Device Settings**




# Tones Settings

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 and can listen to the tones by clicking the **Play** icon next to the tone types. The following tone choices are available.

**Area-Based Talkgroup Alert**
Allows you to create a talkgroup with fleet members on the map, call, and send messages (text, image, video, document, and location) to the area-based talkgroups.

**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.

**Blast Tone**
The tone is played to indicate when a user needs to be notified to evacuate any mining site or any area-based that is within a geofence. This tone has the lowest priority level and can be escalated to Emergency and Evacuation Tones

**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**
Allows you to select the tone you want to hear for an emergency alert. You can also choose not to play any tone for the emergency alerts.

**Emergency Tone**
The tone is played to indicate when a user needs to be notified to immediately evacuate any mining site or any area that is within a geofence. This tone has a higher priority level than Blast Tone and can be escalated to Evacuation Tone.

**Evacuation Tone**
The tone is played to indicate when a user has to evacuate immediately a mining site or any area that is within a geofence. This tone has the highest priority level and can be de-escalated to Emergency or Blast Tone

**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 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.

**Incoming Video Alert**
Allows you to select a tone you want to hear for an Incoming Video. You can also choose not to play any tone for the incoming video alerts.

**Instant Personal Alert Tone**
Allows you to select the tone you want to hear for an Incoming 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.

**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 messages.

**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, tones are set to disabled. With the setting disabled, you do not receive audible tones for IPAs or missed call alerts and alerts are shown only in the **Alerts** window.

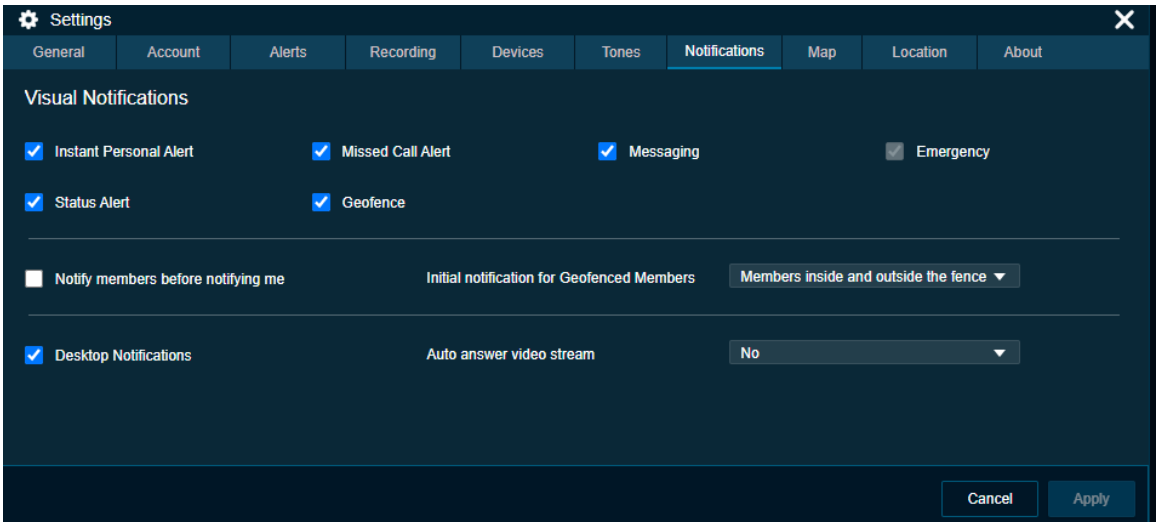
# Notifications Settings

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 toast message shows for messaging, Geofence, IPA, emergency, status alert, and Missed calls. You can clear or select the check boxes to disable or enable the visual toast message.

- **Initial Notifications for Geofence Members**
  - Allows you to select whether the notifications are sent to fleet 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 (Optional)**
  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 216: Notification Settings**



# Changing Map Settings

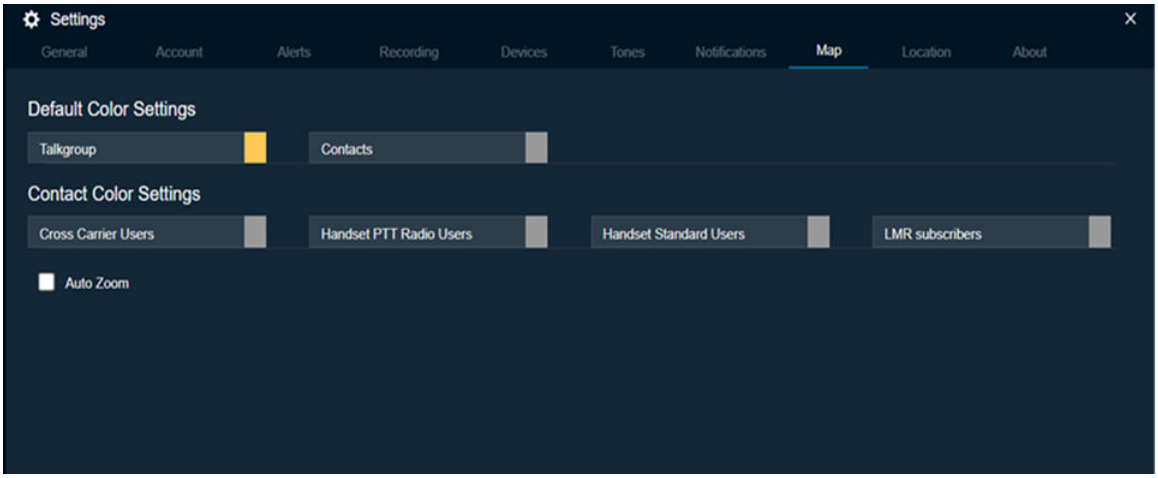
This setting allows you to choose a color for contacts and talkgroups that display on the map. You can choose a color for a contact, a talkgroup. The chosen color push pin for the selected contact or talkgroup displays on the map when you locate a specific contact or talkgroup on the map.

**NOTE:** In ESRI Maps Location History path is not supported.

**Procedure:**

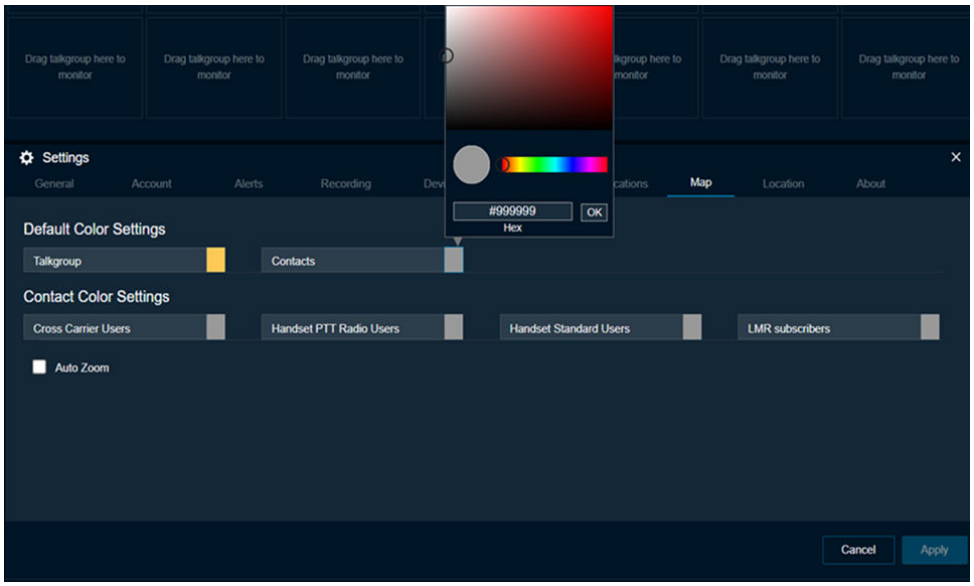
1. Click the **Map** tab option in **Settings**.

   **Figure 217: Map Settings**




2. Click the **Default Contacts Color row**, and then click the color, which displays the color palette.

   **Figure 218: Map Color Settings for Contact**

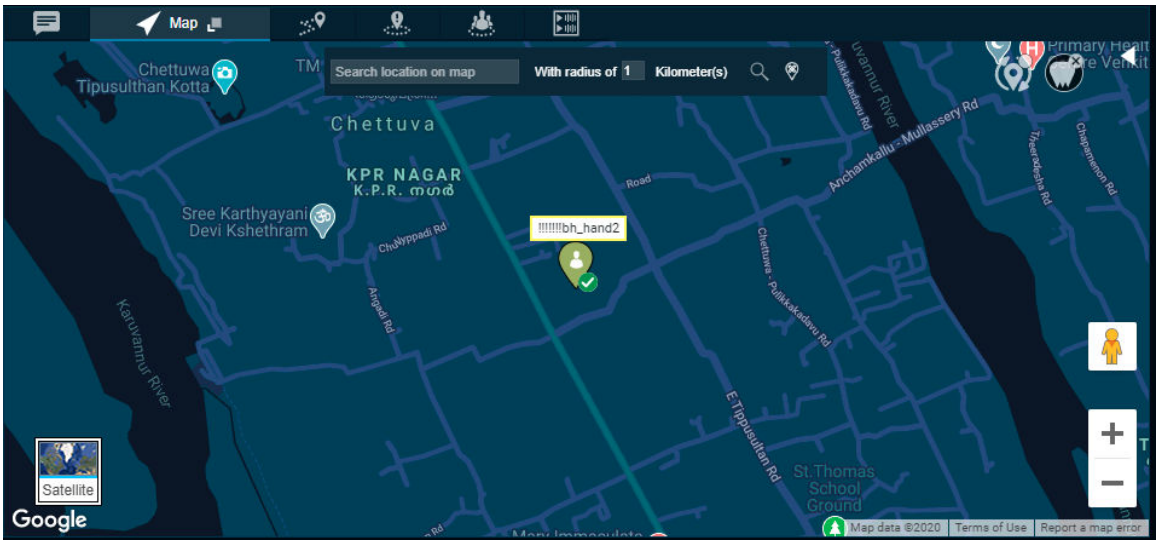



3. Select the new color you wish to assign to a contact.
4. To save the changes, click the **Apply** button at the bottom of the screen.

5. In the following screenshot, the location of the selected contact is shown with the push pin on the map.

   **NOTE:** All the contacts push pins are shown in the same color on the map. If a contact is also a talkgroup member, the push pin displays using the talkgroup color.

   **Figure 219: Selected Color Push Pin on Map for Contact**



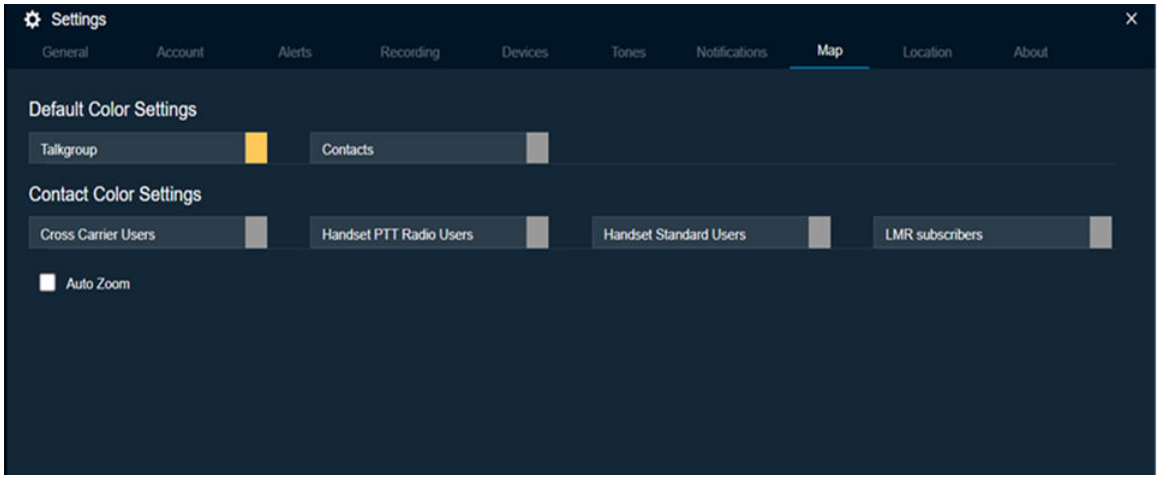

# Assigning a Color to a Contact

Assigning a color to a contact allows you to view a specific contact on the map for the ease of identification.

**Procedure:**

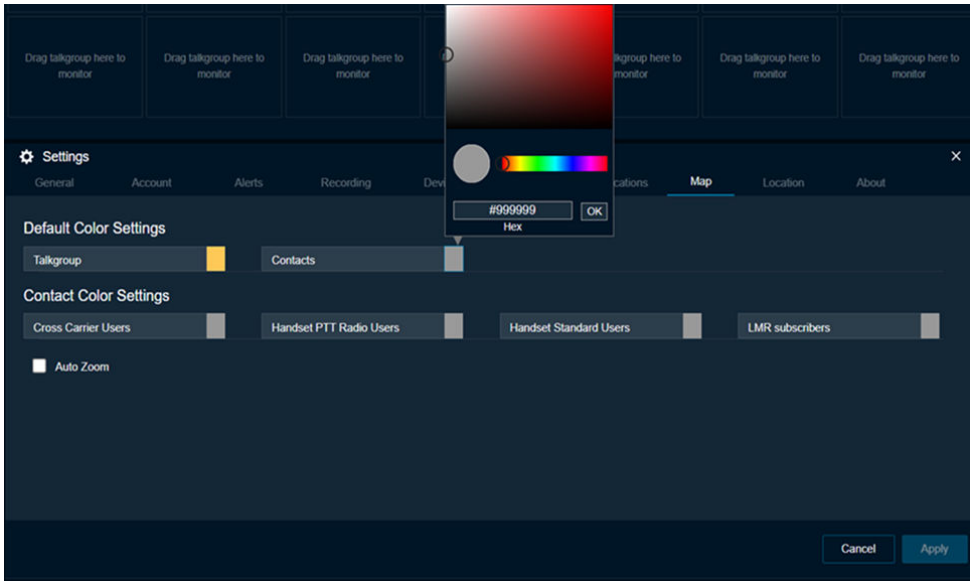
1. Click the **Map** tab option in **Settings**.

   **Figure 220: Map Settings**




2. Click the **Default Contacts Color row**, and then click the color, which displays the color palette.

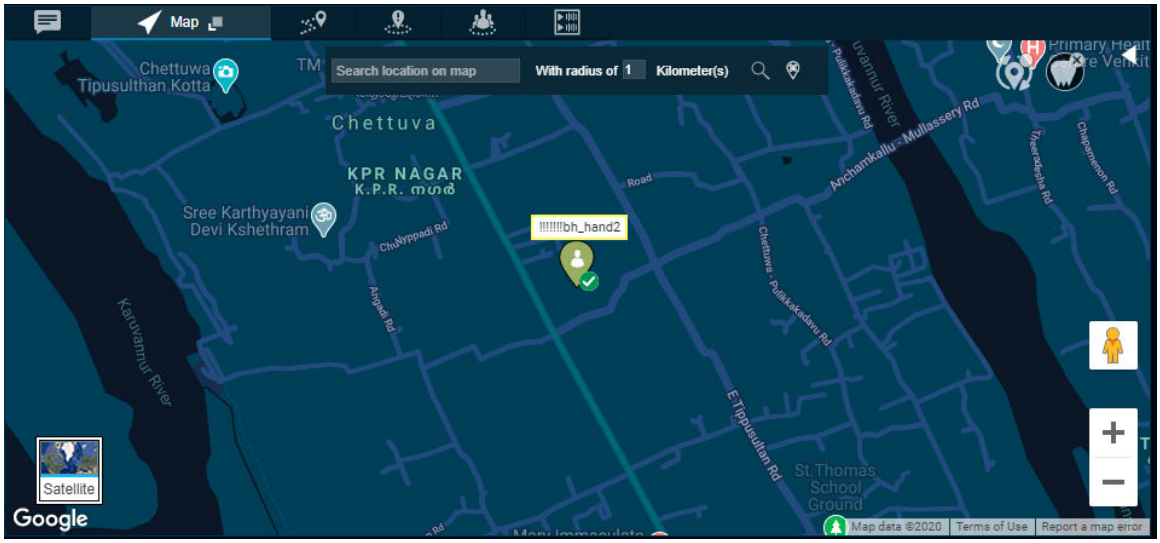
**Figure 221: Map Color Settings for Contact**




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 contacts push pins are shown in the same color on the map. If a contact is also a talkgroup member, the push pin displays using the talkgroup color.

**Figure 222: Selected Color Push Pin on Map for Contact**



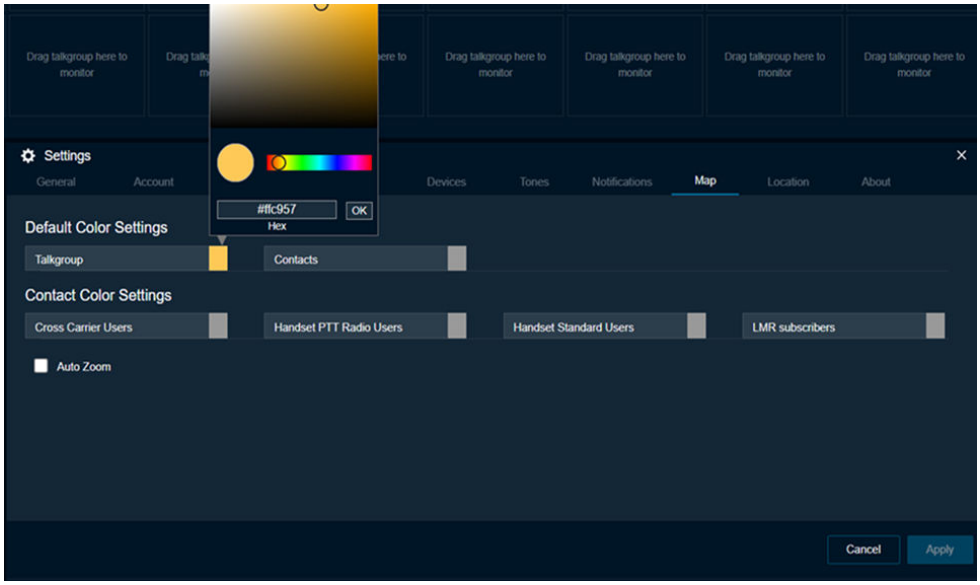

# Setting the Default Color for a Talkgroup

This setting allows you to select a default color for a talkgroup when no color is previously chosen for the talkgroup.

**Procedure:**

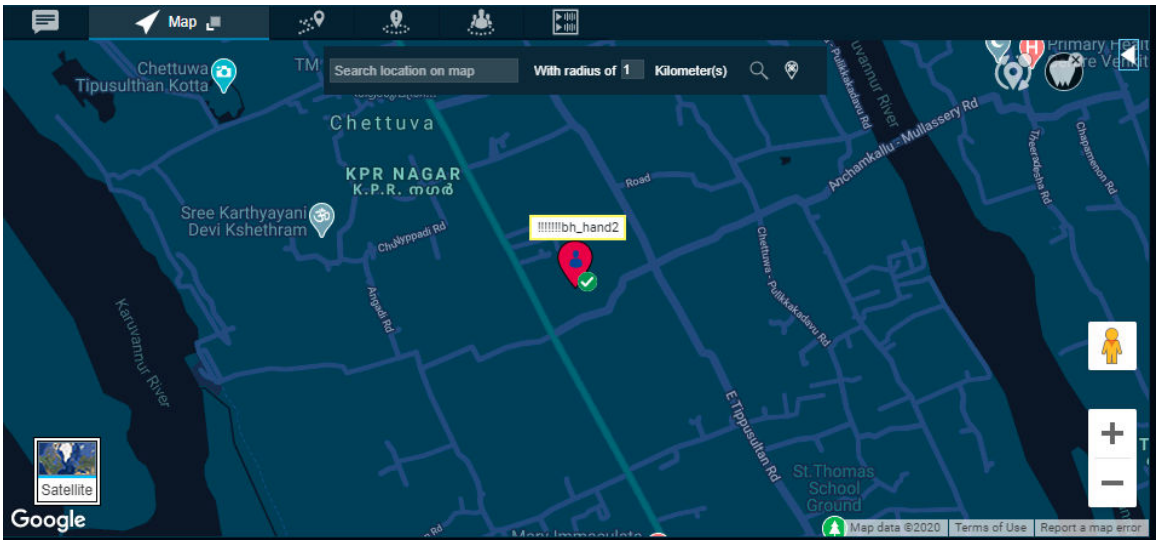
1. Click the **Map** tab in the **Settings**.

**Figure 223: 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 224: Selected Color Push Pin on Map for Talkgroup**



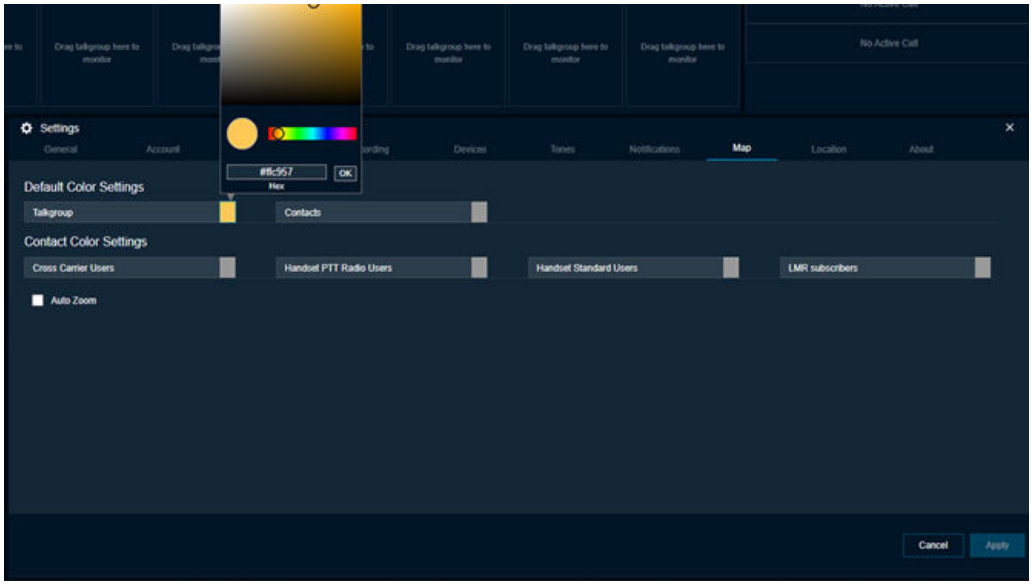

# Setting a Color for a Talkgroup

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 225: 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.

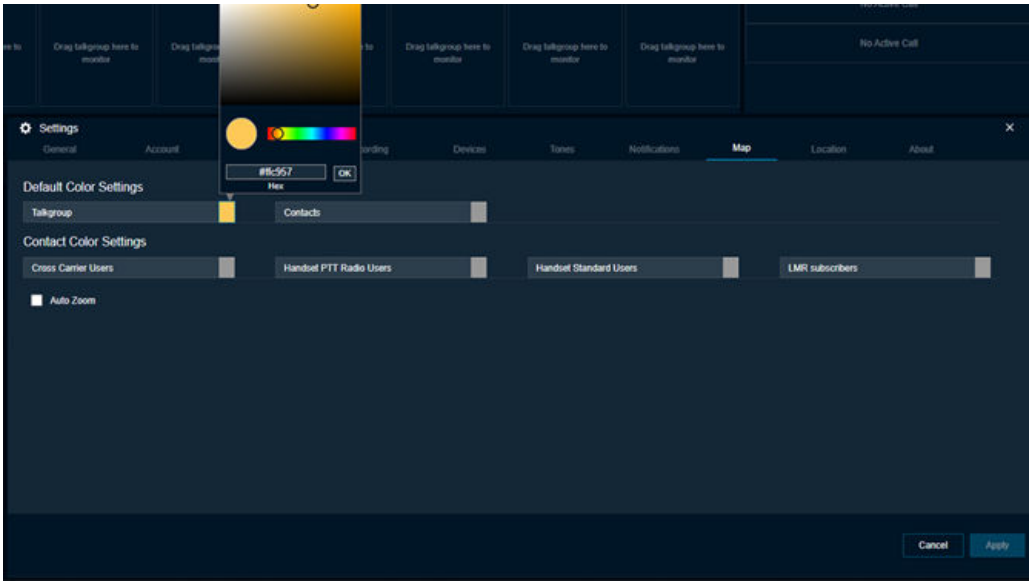
# Setting a Color to a Default Contact and Talkgroup Color for a Talkgroup

This setting allows you to change the color back to the 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 226: 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.

# Auto Zoom

If Auto Zoom is enabled, map zooms in and out and moves to the map center by itself automatically to ensure that it displays all the located fleet members on the map.

If Auto Zoom is disabled then whenever the location of a new user is published, only map zooms in into the location marker of the PTT user. If there are multiple users located on the map, then the dispatcher has to scroll the map manually to find other users, when they go out of map coverage area or relocated, to bring them into map view.

# Location Settings

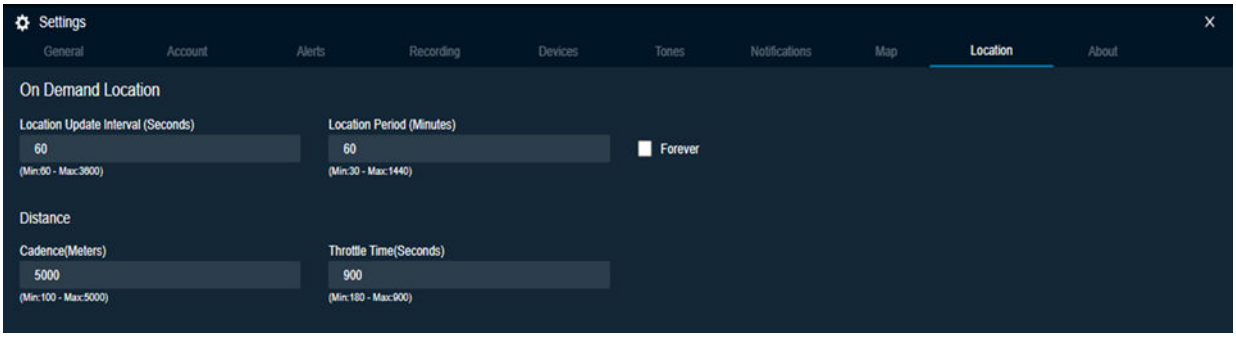
The Location settings are configured by your administrator. Based on the configured settings, the range listed in your display may vary. The Location settings provides access to the following:

- On-Demand Location on page 236
- Geofence on page 238
- Map Center on page 239

# 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. Your administrator configures the Location settings. The range listed in your display may vary based on the configured settings. For example, if the location update interval is set to 60 seconds while the location period (duration) is set to 120 minutes, the location is refreshed every 60 seconds for the next 120 minutes. In this case, the location reporting interval of the fleet members will fall back to the system-configured default.

**Figure 227: Location Settings - On-Demand Location**




## Location Update Interval

This setting allows you to set the location update interval of the fleet member based on the following parameters:

- Minimum – 5 seconds
- Maximum – 3600 seconds
- Default – 60 seconds

## Location Period

This setting allows you to set the duration of the location update of the fleet member based on the following parameters:

- Minimum – 30 minutes
- Maximum – 1440 minutes
- Default – 30 minutes

## Forever

When enabled by administrator this setting allows you to set the location period to forever. The forever parameter can be configured at the system level.

## Distance

This setting allows you to report a location based on the distance traversed by the user:

- Minimum – 5 seconds
- Maximum – 3600 seconds
- Default – 60 seconds

## Cadence

This setting allows you to set the distance interval at which the periodic location update is published based on the following parameters:

- Minimum – 10 meters
- Maximum – 5000 meters
- Default – 100 meters

### Throttle Time

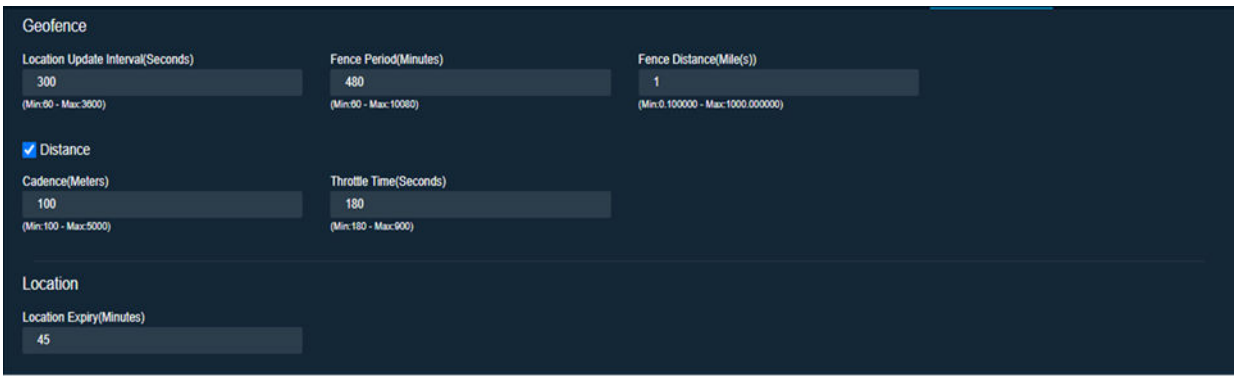
This setting allows you to set the location publish interval of the fleet member after the last published location due to change in distance (depending on the location update interval) irrespective of the traveling speed based on the following parameters:

- Minimum – 5 seconds
- Maximum – 900 seconds
- Default – 60 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.

**Figure 228: Location Settings - Geofence**




### Location Update Interval

This setting allows you to specify the interval of the notification sent to you when the member is out of the fence based on the following parameters:

- Minimum – 60 seconds
- Maximum – 3600 seconds
- Default – 300 seconds

### Fence Period

This setting allows you to specify the duration for which the fence is applicable for a Geofence enabled talkgroup, after which the fence must be re-enabled for the talkgroup based on the following parameters:

- Minimum – 60 minutes
- Maximum – 10,080 minutes (1 week)
- Default – 480 minutes (8 hours)

### Fence Distance

This setting allows you to specify the distance of the fence (in radius) from a selected location on the map for an enabled fence based on the following parameters:

- Minimum – 0.1 mile
- Maximum – 1000 miles

- Default – 1 mile

**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 based on the following parameters:

- Minimum – 100 meters
- Maximum – 5000 meters
- Default – 100 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 based on the following parameters:

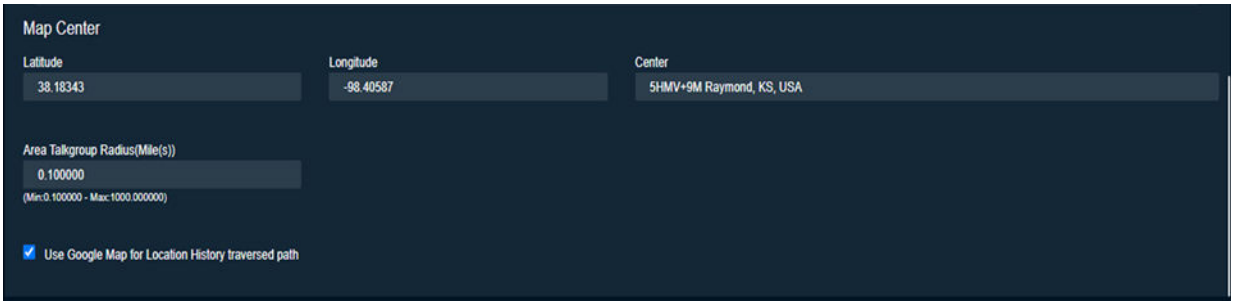
- Minimum – 180 seconds
- Maximum – 900 seconds
- Default – 180 seconds

## Map Center

This setting displays the address, latitude, and longitude of the center on the map, which is configured in the settings under the Map tab. These settings are view-only and cannot be changed. Only the area-based talkgroup radius settings can be changed.

**NOTE:** If you do not set the On-Demand Location on page 236 settings for your fleet members (a maximum of 100 fleet members can have on-demand location settings), the location information of your fleet member updates according to the GPS settings.
Battery Optimized iPhone clients do not report location using on-demand location settings. Battery Optimized iPhone clients only report location every 7 - 10 minutes regardless of the on-demand location settings.

**Figure 229: Location Settings - Map Center**




### Latitude

This setting displays the address, latitude, and longitude of the center on the map, which is configured in the settings under the Map tab. This settings is view-only and cannot be changed.

### Longitude

This setting displays the address, latitude, and longitude of the center on the map, which is configured in the settings under the Map tab. This settings is view-only and cannot be changed.

### Center

This setting displays the address, latitude, and longitude of the center on the map, which is configured in the settings under the Map tab. This settings is view-only and cannot be changed.

### Area-Based Talkgroup Radius

This setting allows you to set the default radius around the area talkgroup based on the following parameters. When you set the radius, the same is shown under the area-based talkgroup slider at the time of area-based talkgroup creation:

- Minimum – 0.1 kilometers
- Maximum – 1000 kilometers
- Default – 0.1 kilometers

### 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 for the fleet member shows as a straight line.

# 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 30

# Troubleshooting

This section describes common issues that have been identified and their corrective action.

## Sign in and Plugin Issue

### The 'Agree' button in the EULA window is disabled.

After reading the EULA, scroll down to the bottom of the EULA page and select the checkbox to enable the **Agree** button.

### Existence of Duplicate Dispatch Plug-ins, Extensions

1. In the **Windows Settings**, enter `Add or Remove programs`
2. From the **Apps & features** text field, enter `dispatch` to search your PC for any dispatch plug-ins.
3. Select each plug-in and uninstall it.
4. Wait for your PC to uninstall the plug-ins.
5. From **Windows File Explorer**, navigate to: **This PC** → **Local Disk** → **Users** → ***<system username>*** → **AppData** → **Local** and locate the `DispatcherPlugin` folder and delete if the folder exists.
6. To uninstall the browser extension, see Uninstalling Dispatch Extension on page 41.
7. After uninstalling previous versions of the plug-in and the browser extension, install the updated version. See Installing the Dispatch Plug-In on page 37.

### Opening the Dispatch link shows a website security error message `Not secure` in the address bar of the Chrome browser.

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

The resource server might not be having a plug-in load. Contact your administrator.

### When accessing Dispatch in an incognito window or private window, an `Add extension` pop-up displays, although the extension is added to the browser.

An Incognito window or Private window is not supported for the Dispatch login.

### Cannot see the Sign-in page though the Internet is working fine, and the Dispatch link is correct.

Ensure that the PostScript is enabled in the browser settings.

To check the Java Script settings, do the following:

- If you are using Chrome browser, click the **Chrome menu** → **Settings** → **Advance** → **Content Settings** → **Java Scrip**

- If the JavaScript is blocked, select **Allow**.

### After signing in to Dispatch, the browser does not allow the Plug-in to download automatically.

Ensure that the automatic download option is enabled in your browser to allow the Plug-in to download. In the Chrome browser, if the automatic download option is disabled, the browser asks you to either **Save** or **Cancel** the download.

To check the download settings, do the following:

- If you are using Chrome browser, click **Chrome menu** → **Settings** → **Advance** → **Content Settings** → **Automatic downloads**
- If the Automatic download is disabled, choose **Enable**.

### Unable to uninstall the Dispatch Plug-in. The Dispatch Plug-in pop-up stays on the screen but nothing happens.

Sign out and close the Dispatch browser tab and retry uninstalling the Dispatch Plug-in.

### After logging in to the app with an incorrect password more than the number of allowed attempts the account is blocked.

When you attempt to log in to the Dispatch with an incorrect password more than the number of allowed attempts, your account can be blocked temporarily or permanently based on configuration settings by your Service Provider. In case of account lockout unblock your account by resetting your password, see Resetting a Forgotten Password on page 35 or contact your administrator.

# User Interface Issues

### Unable to click the Apply button on the Settings page.

There are no changes made to apply.

### Cannot see any contacts or talkgroups in the Contacts and Talkgroups window.

Allow some time to sync with the server. If the issue still exists, contact your administrator.

### Can see the Geofence, Location History, and other features in my Dispatch although these features are disabled in the Central Admin Tool or server.

Sign out and sign in to Dispatch for the changes to take effect, for the features that are disabled in the Central Admin Tool or server.

### When refreshing or reloading Dispatch in the Chrome browser, the undocked window turns to a blank page, although the undocked window docked to Dispatch.

There is a limitation when you refresh or reload an undocked window of Dispatch in the Chrome browser. Close the blank page once docked.

### Not getting any toast messages or not being able to listen to tones when minimizng Dispatch or opening in another browser tab.

Dispatch does not show toast messages if you are not in the active browser tab or if you minimize the Dispatch browser. 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, Dispatch does not play the tones. This issue mostly happens in the Chrome browser.

Chapter 31

# Glossary

## Call Types

**Private Call (One-to-one Call)**
A private call (also known as a one-to-one call) is a call between you and one other person.

**Talkgroup Call**
A talkgroup call is a call to a talkgroup with a group of members.

**Quick Group Call (Quick Call)**
A Quick Group call is a talkgroup call that is created on-the-fly by selecting call members from your contact list.

**Broadcast Call**
A Broadcast Call is a call that allows a designated broadcaster to make high-priority calls typically used for making important announcements.

**Scanned Talkgroup Call**
On the monitored talkgroup window, when the talkgroup is scanned, the call that comes in for that talkgroup can be heard immediately, depending on the set priority for the talkgroup.

**Monitored Talkgroup Call**
Dispatch allows you to monitor up to 20 talkgroups. When monitoring, 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.

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

**Secured Message**
You can send and receive text, location, and multimedia messages with the contacts and talkgroups from the Message window. Multimedia files include documents, pictures, audio, and video. You can also share and receive the location to and from the fleet members.

**Dispatcher Identity**
Your display name is shown to others during a PTT call and is shown in their PTT call history.

## Floor Control

While in a PTT call, 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.

**Talkgroup**
A talkgroup is a type of PTT contact that connects you to multiple people at once.

**Quick Group**
Quick Group allows you to make a PTT call to up to 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.

**Affiliation**
Affiliation allows the dispatcher who is logged in and registers interest for communication events (voice, data, location, and so on) on a given talkgroup. Also the dispatcher can change the selected talkgroup of any Dispatch contact. The dispatcher can monitor the current affiliation of the member.

**Affiliation Monitoring**
Affiliation Monitoring allows the dispatcher to view the affiliated members list dynamically on a talkgroup that is which talkgroups a particular subscriber is affiliated to. Remote Group Affiliation (REGA) allows dispatchers to change the selected talkgroup of any of the Dispatch contacts and join the conversations of that talkgroup.

**Simultaneous Session Call**
The Dispatch allows you to monitor up to 20 talkgroups simultaneously. When monitoring, if a call is active, you can listen to all the calls activity on monitored talkgroups and optionally join the talkgroup call. Monitoring calls is helpful when you want to be aware of the call activity on specific talkgroups but do not necessarily want to participate immediately.

**Area-Based Talkgroup**
Area-Based 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-based talkgroups.

**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 receives a notification.

**Location History**
Location History allows you to track and display the paths, which the 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.

## 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.

**User Monitoring**
User monitoring is a feature that allows the dispatcher to monitor the current situation of a fleet member who is not responding. Based on the information received, the dispatcher can activate ambient listening, discreet listening or remotely disable the device of the fleet member.

**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. Emergency calls are always the top priority and preempt any ongoing call except another ongoing emergency call.

**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 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.

**Operational Status Messaging (OSM)**

Status messages allow you 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.