WAVE Dispatch User Guide

Release 9.1

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1. Introduction and Key Features

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

Dispatch allows PTT calling, locating fleet members, secure messaging, video streaming, status alerts, user monitoring and, managing alerts, geofence, area talkgroup, view location history, manage emergency and indicates presence through an intuitive user interface. The dispatcher can sign in from wherever the Internet connectivity is available and manage the activities for a set of mobile PTT users (also called fleet members) working in the field. Dispatch enables an organization to effectively manage the day-to-day dispatch operations and rapidly respond to incidents, emergency situations, customer requests, facility events, and other situations that require quick actions.

1.1. What's New in this Release?

The following features are new in this release:

• Video stream to initiate and receive video calls to and from the fleet members.

• Drag and drop or cut and paste attachments in the secured messages.

• Preview and add text with the attachments in the secured messages.

• Export messages with or without attachments under the Message tab.

• Back up of messages (with the attachments) in addition to the previous call recording backup only.

• Receive status alert from fleet member and take appropriate actions.

• Enhanced Ambient Listening capabilities (maximum call duration and call reconnect).

1.2. Key Features

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

Contacts and Talkgroups – Contacts are also referred as fleet members. The dispatcher can establish a one-to-one call or send and receive Instant Personal Alert (IPA) to or from a contact. A dispatch talkgroup allows one-to-many calls from the dispatcher to fleet members. Central Admin Tool (CAT) administrator manages the Contacts and talkgroups for a Dispatch. The dispatcher can assign most frequently used contacts and talkgroups to Favorites and can create My Talkgroup from Contacts and Talkgroups tab.

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

PTT Calling – Enables dispatcher to start or end a Push-To-Talk (PTT) call, record a conversation, and see the talker identity. The Dispatch shows call activities during the call. The dispatcher can export and take backup of the details of call recordings in local PC.

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

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

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

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

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

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

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

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

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

Talkgroup Scanning – Allows communicating with a talkgroup that dispatcher monitors. Whenever a call is active on a talkgroup within the scan list, the dispatcher automatically joins and can take the floor, if desired. When the current call ends, the dispatcher joins the next active call in progress from the scan list.

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

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

For more details, refer to "Using the Map" section.

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

For more details, refer to "Geofence" section.

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

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

Presence – Availability for fleet members display on the Dispatch as presence. In addition, the fleet members who have dispatcher as a contact can see the presence of the dispatcher. Presence status includes "Online", "Do Not Disturb", and "Offline".

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

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

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

Alerts – Allows dispatcher to view and take action on Instant Personal Alerts (also known as IPA or call-me alerts), Missed call alerts, status alerts and Geofence alerts that fleet members sends.

For more details, refer to "Alerts" section.

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

For more details, refer to "Logs" section.

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

For more details, refer to "Settings" section.

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

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

On Demand Location Update Interval Settings – Provides the location information of fleet members listed under contacts on the dispatcher's demand at variable intervals. On Demand location offers the following types of location information retrieval for fleet members:

On Demand Location Period Settings – Enables dispatcher to select one or more fleet members and access their current location information.

Geofence Settings – Allows dispatcher to set the frequency at which the update notifications is shown when the members are tagged with geofence. It also allows dispatcher to set the distance and period to which fence is applicable for the members.

For more details, refer to "Settings" section.

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

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

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

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

Ambient Listening - Allows dispatcher to activate the member's device Mic remotely and allows dispatcher to listen to the member's surroundings without knowing them and then take necessary actions like remote emergency and enable or disable the member's device.

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

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

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

Emergency Call - Allows dispatcher to initiate on behalf of the fleet member and participate in case of any life-threatening situation. The emergency calls in nature are always the top priority and preempt any ongoing call except another ongoing emergency call.

For more details, refer to "Emergency" section.

Video Streaming - Allows dispatcher to initiate video streaming on fleet member's device. Dispatcher can request (confirmed pull) or demand (unconfirmed pull) fleet member for video streaming. If fleet member initiate the video stream, a dispatch shows a toast message to accept or reject the video stream.

For more details, refer to "Video Streaming" section.

Status Alerts - Status alerts allow you to receive status message from the fleet member and to know their quick status such as on-duty, on-route, busy, at-incident, off-duty etc.

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

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

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

2. Hardware and Software Prerequisites

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

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

This section is organized as follows:

• Hardware and Network Requirements

• Software Requirements

• Browser Requirements

• Ensuring Correct Display of the Website

• Network Requirements and Settings

2.1. Hardware and Network Requirements

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

• Processor: 2.1 GHz (minimum) Intel Core i5 or above

• RAM (Recommended): 8 GB (minimum)

• A standard sound card supporting a headset and speaker

• 2+ Mbps Data Connectivity

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

2.2. Software Requirements

Following are the software requirements for Dispatch:

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

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

2.3. Browser Requirements

Following are the supported browsers for the Dispatch:Internet Explorer (IE) 11

• Chrome 45 or higher

Note: **"InPrivate browsing" and "Enable Enhance Protected Mode" is not supported on Internet Explorer (IE).**

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

An error message displays if you try to access the Dispatch on the browsers other than the previously mentioned.

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

If you try to access the Dispatch on the OS other than previously mentioned OS, then the Dispatch may not load and you cannot operate Dispatch.

Note: **Dispatch does not support Video Streaming feature in Internet Explorer (IE).**

2.4. Ensuring Correct Display of the Website

Enabling Pop-ups

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

Reset Zooming

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

2.5. Network Requirements and Settings

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

- The range of subnetted IP address belongs to Production Server setup

- The range of subnetted IP address belongs to Production Geo setup

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

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

Note: **The ports 443 and 80 must be open to both install plug-in and launch the Dispatch.Dispatch does not support authenticated HTTP/SOCKS proxies to establish a connection with the PTT server. The communication path between Dispatch and the PTT server uses a TLS connection.**

Note: **Firewall and Proxy should be set up correctly for server IPs and port 443, 8080. If you have not verified your firewall or proxy settings, you may end up with an**

Unsuccessful sign in or Activation Failure error or network down error. File download must be enabled in Internet Explorer.

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

1. Click **Tools > Internet Options > Security.**

2. Click **Custom level**.

On the Settings work area, scroll down to Downloads and ensure that the File download option is enabled as shown below.
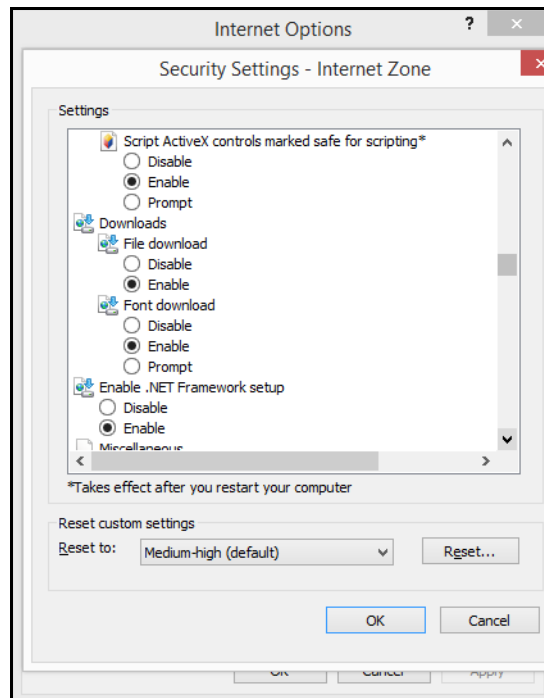
Internet Explorer File Download Enabled Option

3. Getting Started

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

This section is organized as follows:

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

3.1. Signing in to Dispatch
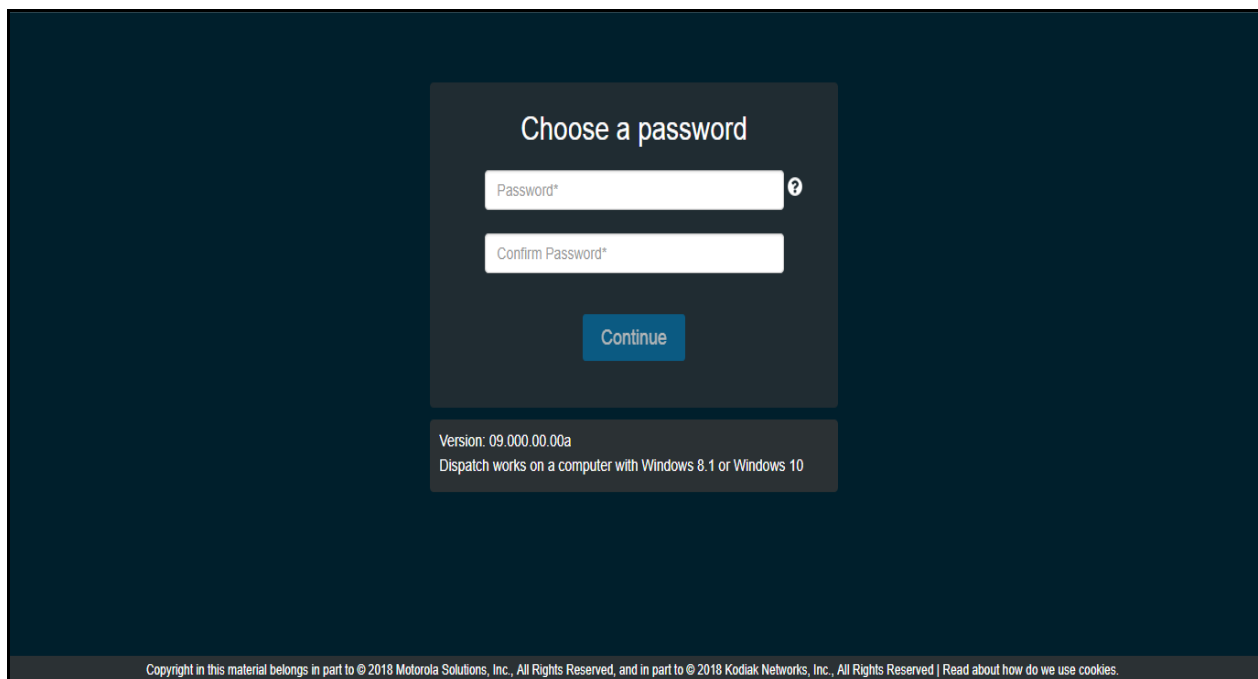
To get access to the Dispatch, you need to click on the link received in the registered email id as shown in the below figure.
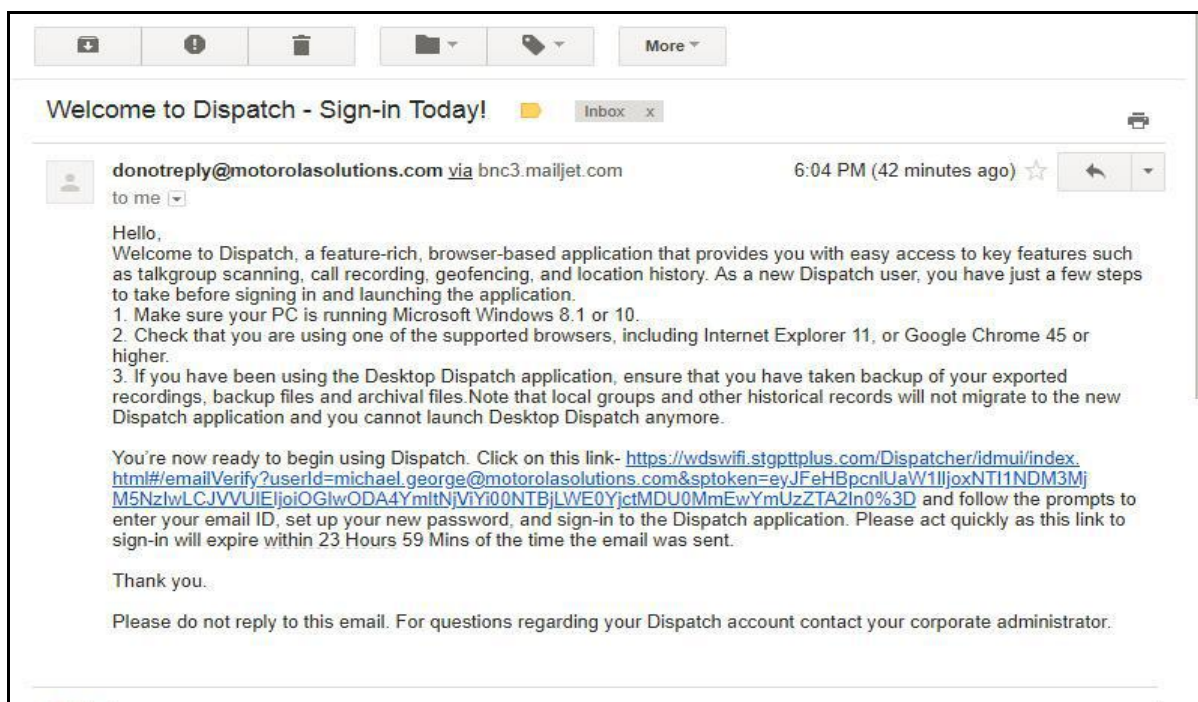
Sign in Mail
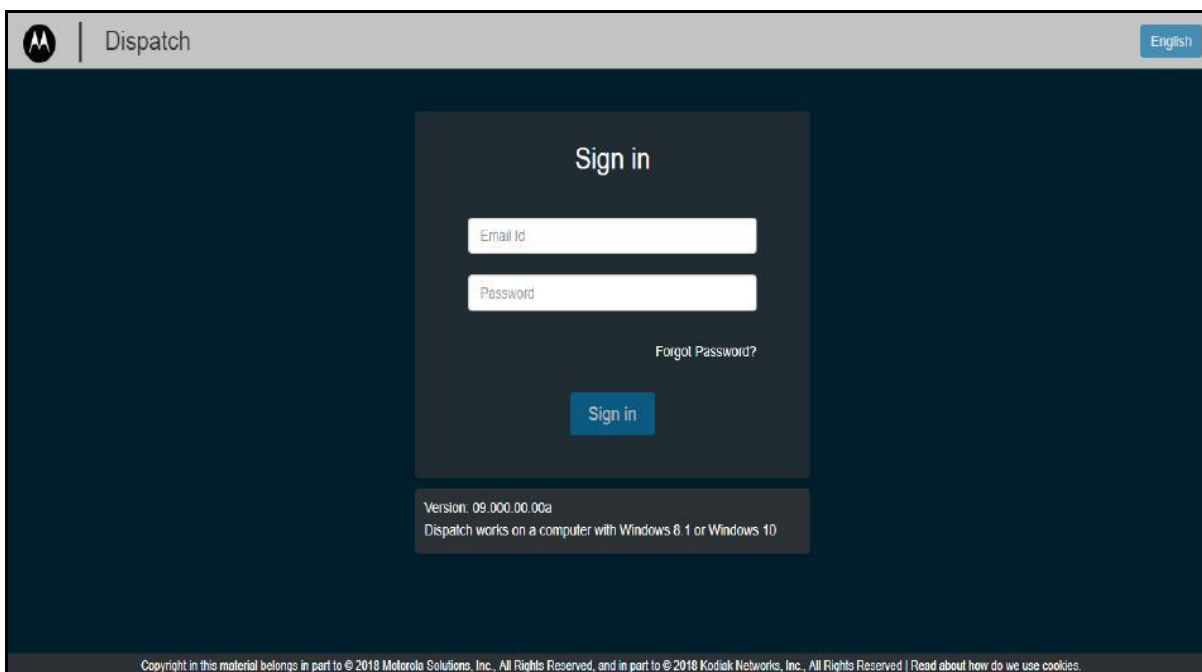
When you click on the link, a cookies page displays. Select your preferences. A choose password page displays to choose the password. The password must meet the minimum requirements of password policy of Dispatch. If the password chosen do not match the password specification, then an error displays. The password must meet the following minimum requirements:

1. At least six characters

2. At least one lower case letter between a to z

3. At least one upper case letter between A to Z

4. At least one number between 0 to 9

5. At least one of these special characters @#$%^&+=

Choose Password

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

Sign In Page

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

3.2. Cookies

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

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

Click **"What are cookies?"** to know about the cookies used by Motorola.

3.3. End User License Agreement

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

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

3.4. Take a Tour

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

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

3.5. Desktop Notifications

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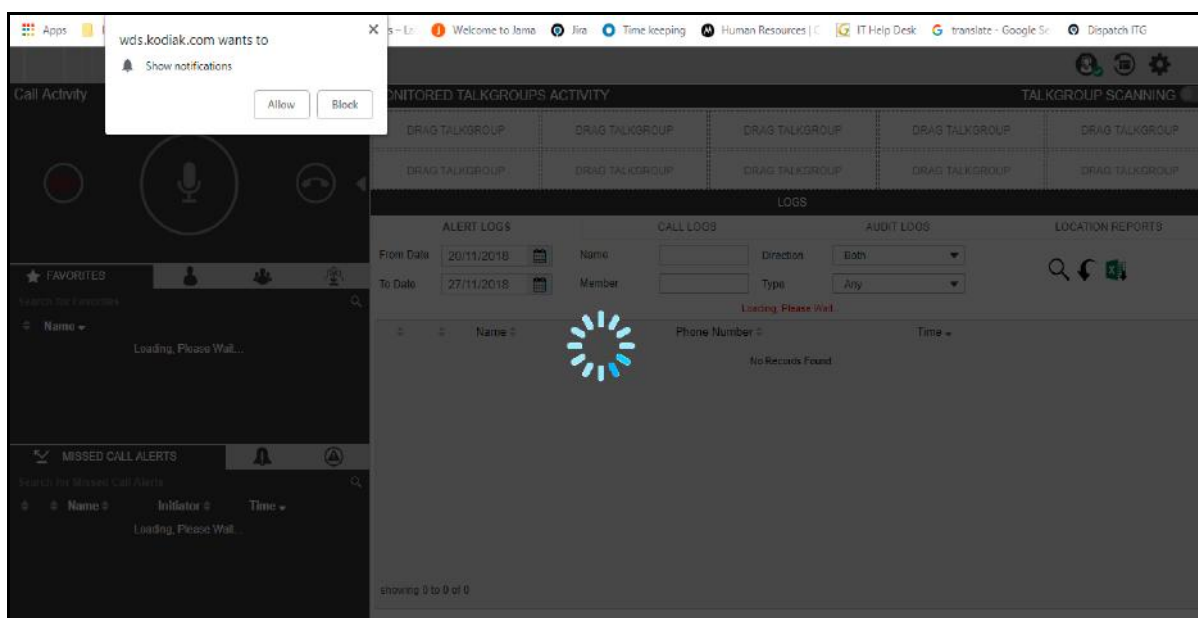
Desktop Notification

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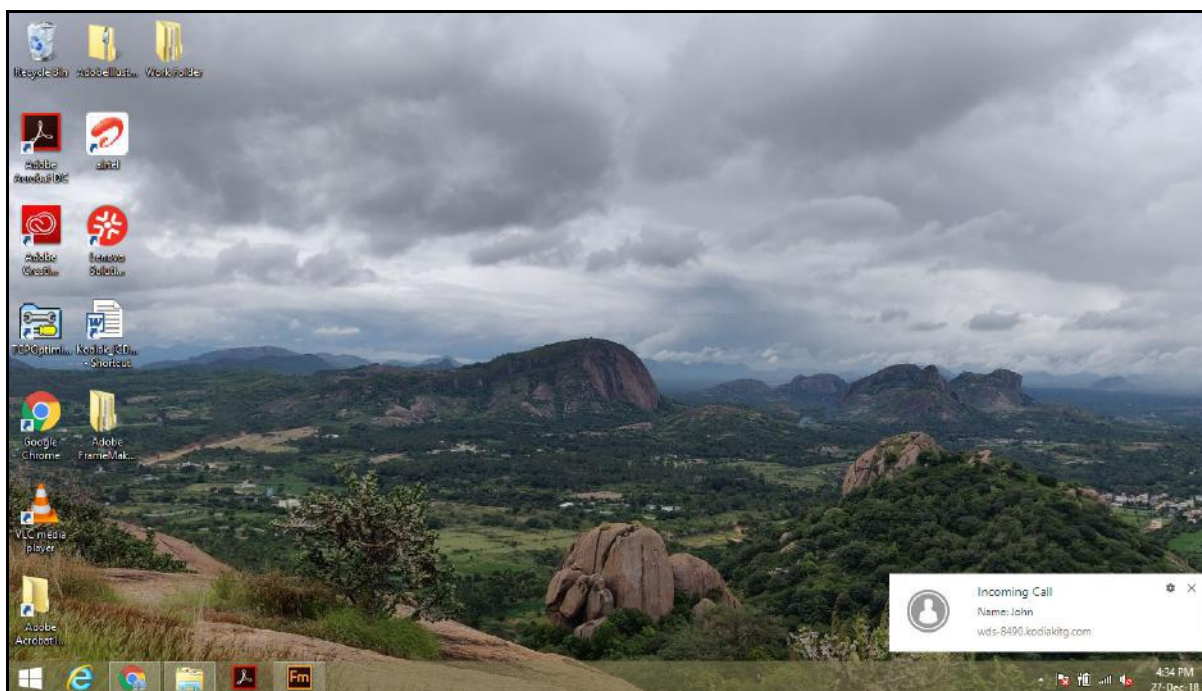
Desktop Notification - Incoming Call Alert

3.6. Sign out from Dispatch

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

Sign out

Note: If during an ongoing call, you try to sign out from the Dispatch, a confirmation message stating, "Call is in progress. Confirm Sign out" displays.
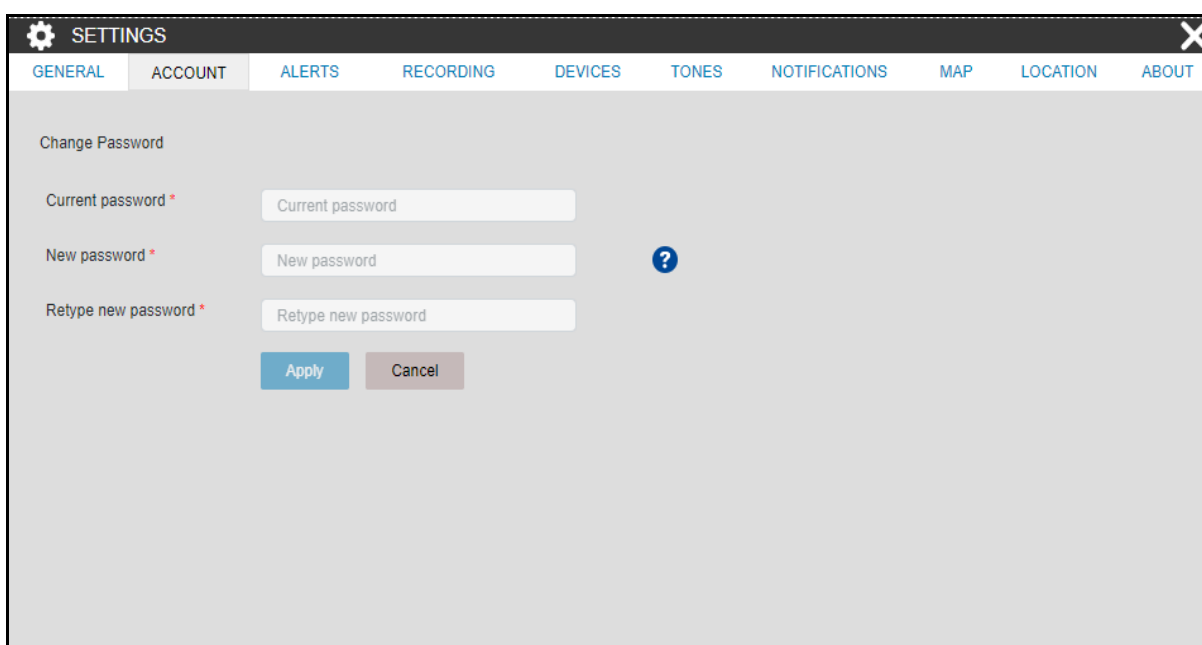
At the time you are signed in to the Dispatch and if your user id has been changed from the Central Admin Tool then, Dispatch signs out forcefully. A message displays as "*Your user id has been changed and hence forcefully logged out. Please verify your account and sign in with the new User ID.*". You receive an email in your newly registered email id with a link to verify the account. Please refer to the "Signing in to Dispatch" section of this document and follow the procedure.

3.7. Password Management

3.7.1. Change Password

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

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

2. Click the **Account** tab.

3. Enter the current password.

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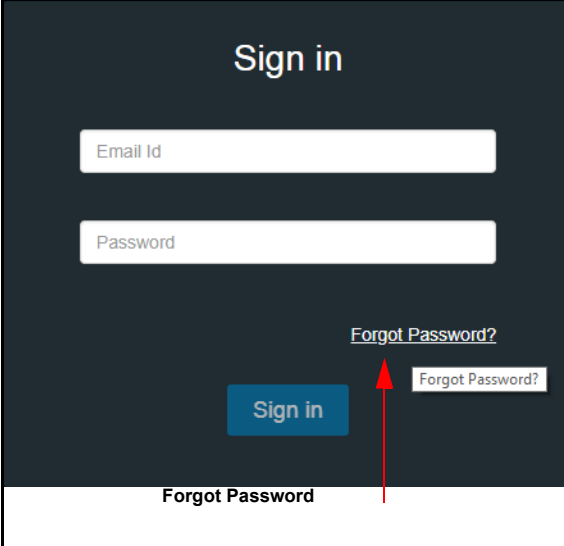
Change password

5. Click **Apply** to change the password
    Or
    Click on **Cancel** to cancel the action.

3.7.2. Forgot Password

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

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

Forgot password

2. Enter the email id associated with your account in the dialog box.

Enter Registered Email Id - Forgot Password

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

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

5. Click the link received in your email id.

6. Enter the new password to reset the password.

New Password Window - Forgot Password
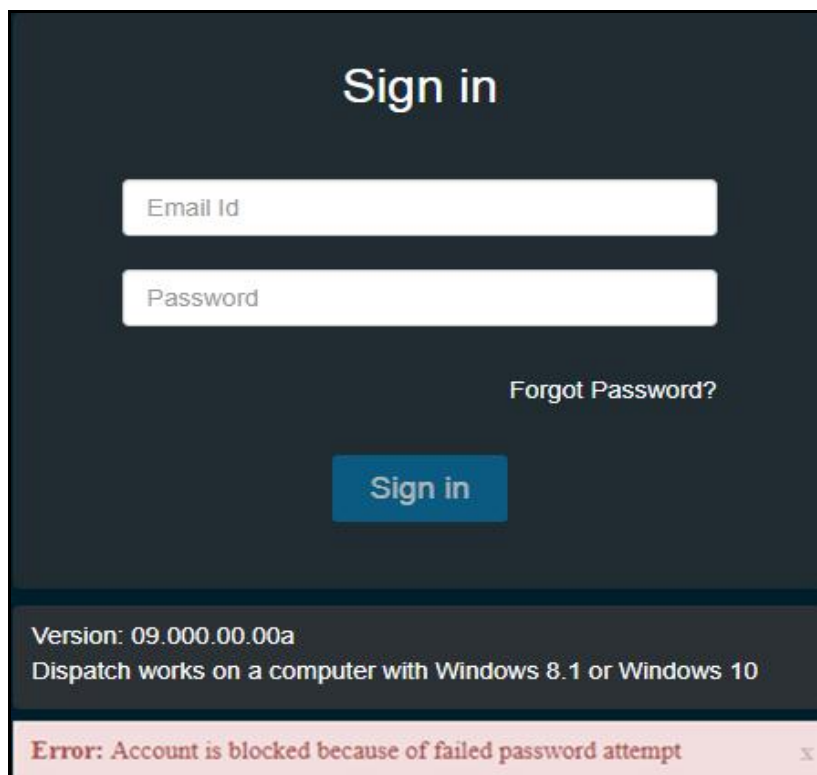
7. Sign in to Dispatch with the new password.

3.7.3. Reset Password

The corporate admin can reset your Dispatch account sign in password if you have forgotten. A reset password link is sent to your registered email id. Click the link and follow the steps to reset the password.

3.8. Blocked Account

Your account can be blocked temporarily, if you attempt to sign in to Dispatch with wrong passwords more than three times.

Account Blocked - Multiple Password Attempt Fail

To unblock the account, click the "Forgot Password" or contact your administrator to reset the password.

3.9. Dispatcher Signing in More than One Session

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

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

   Or

   Click **Cancel** to cancel the action.

Sign in More Than One Session Pop-up

4. Installing and Uninstalling Dispatch Plug-in

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

This section is organized as follows:

• Install Dispatch Plug-in

• Uninstall Dispatch Plug-in

• Upgrade Dispatch Plug-in

4.1. Install Dispatch Plug-in

To Install Dispatch Plug-in, follow these steps:

1. Enter the sign in credentials and click the **Sign in**.
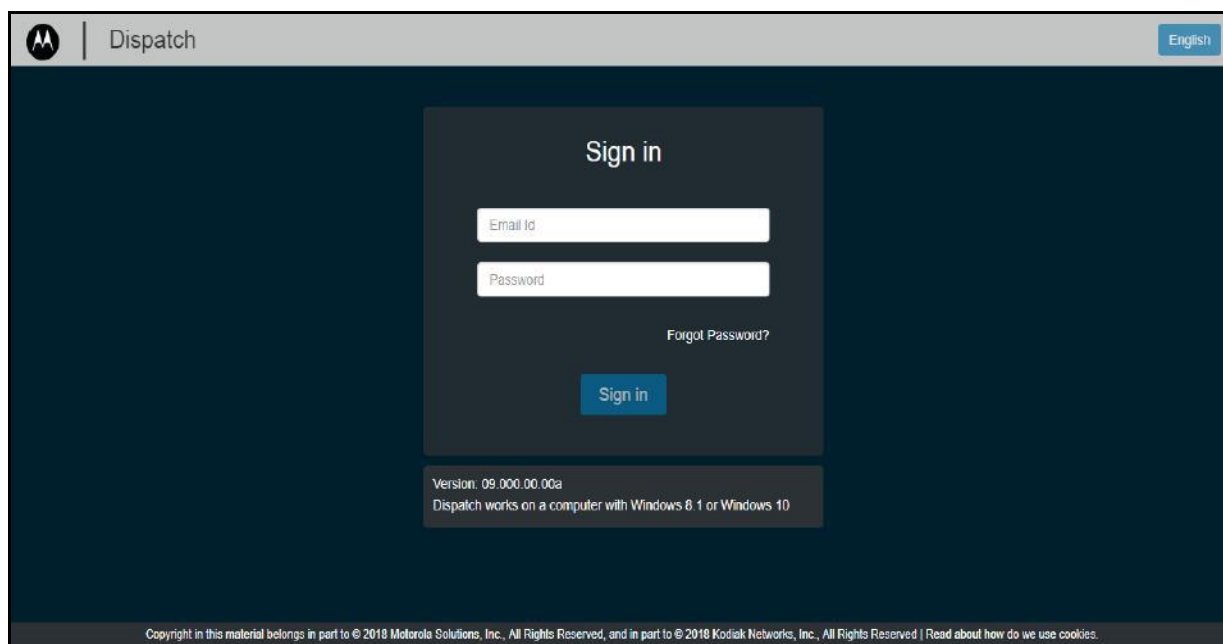
Dispatch Sign in Page

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

In your Chrome browser, follow these steps:

An Add Chrome Extension pop-up block displays as shown below.
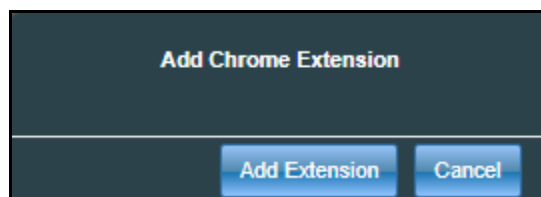
Add Chrome Extension

2. Click **Add Extension** to add the Dispatcher Plug-in extension to your chrome browser.
   Or
   Click **Cancel** to cancel the action.

3. Clicking on **Cancel** shows an error as shown below.
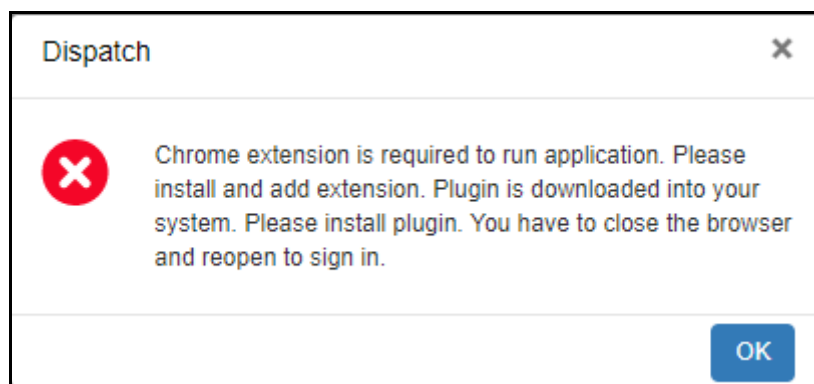
Add Extension Error

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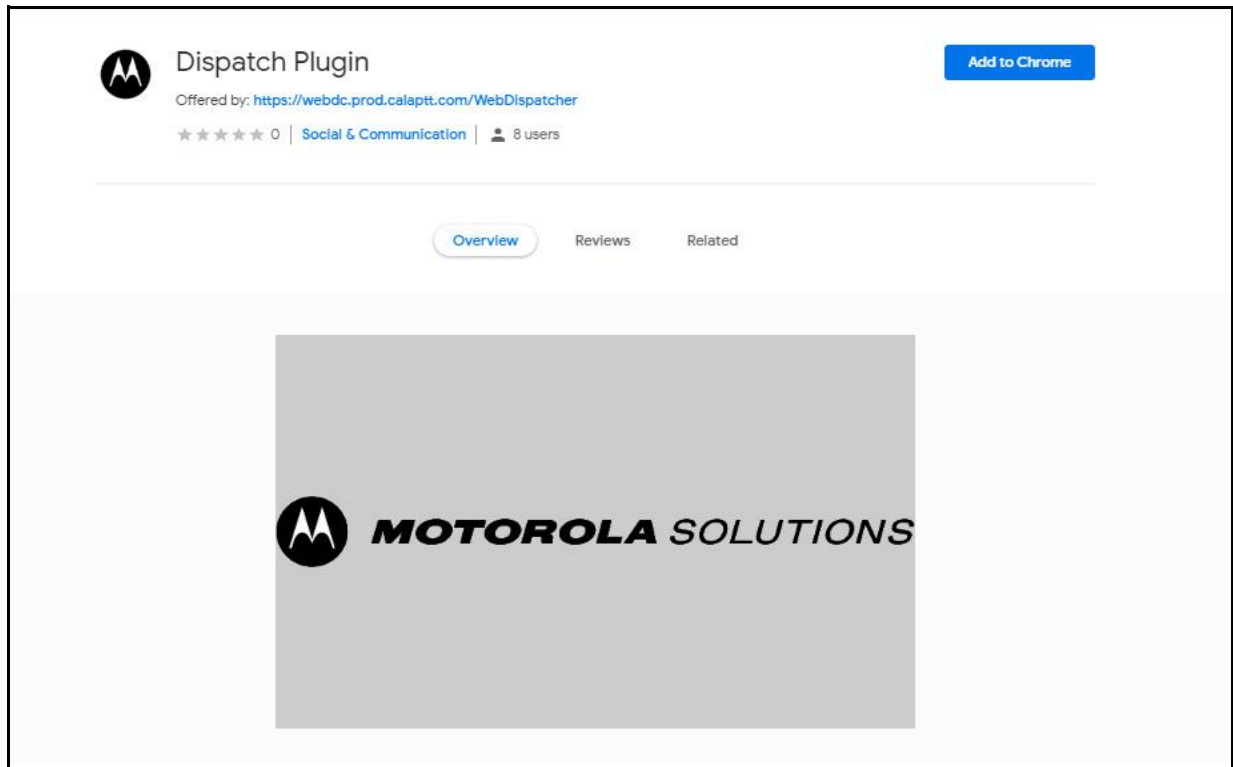
Add Extension to Chrome

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

6.   Click **Add extension**.
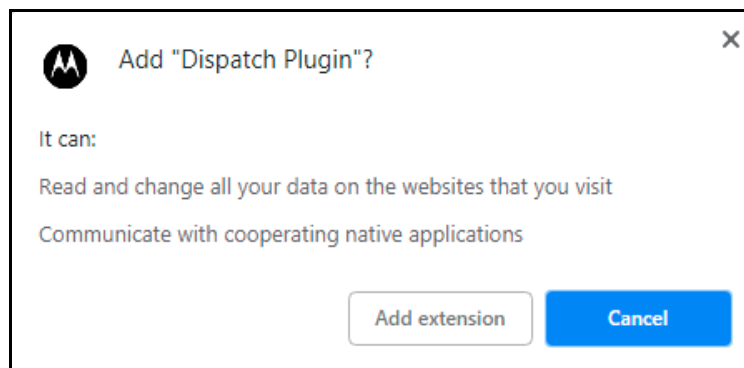
Add Extension Pop-up Block

7.   A success message displays.
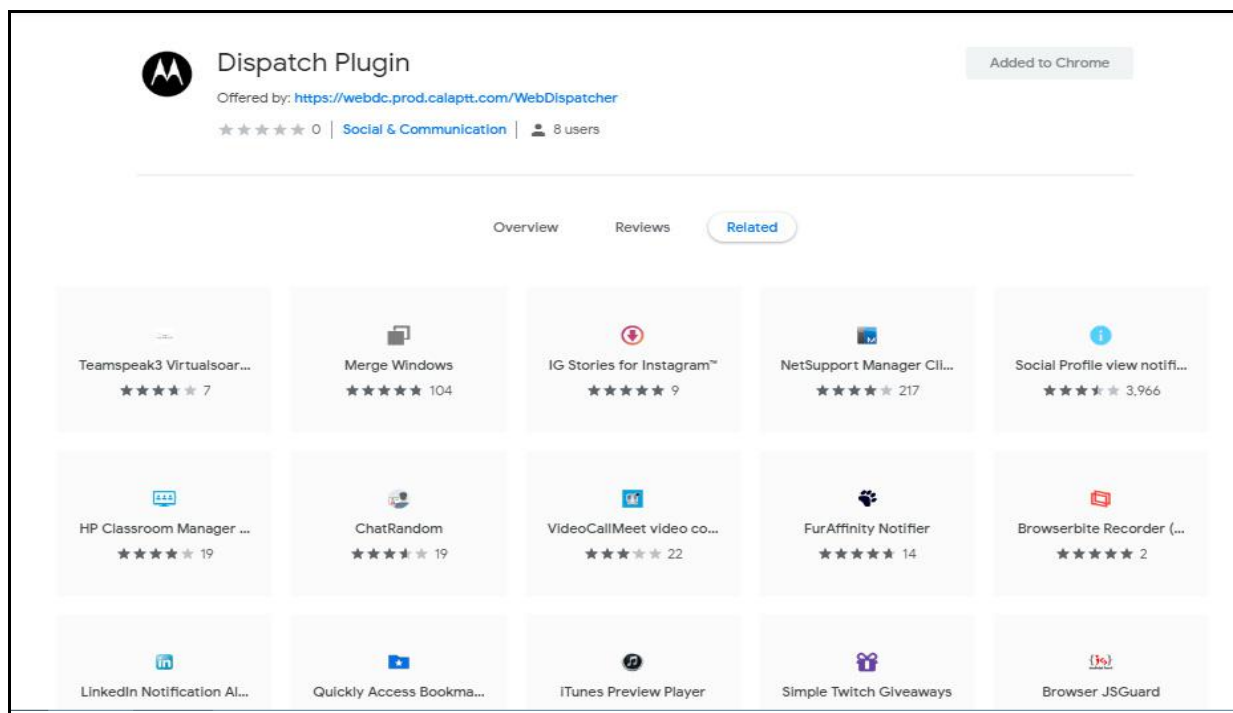
Extension Added to Chrome

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

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

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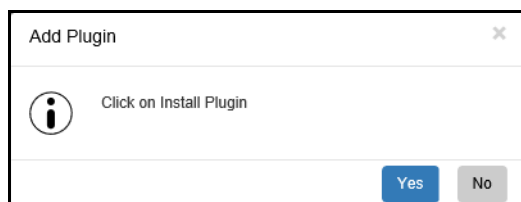
Add Plug-in pop-up block - IE

1.   Click **Yes** to install the Plug-in.
     Or
     Click **No** to cancel the process.

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

Note: **Make sure that the Internet Explorer add-ons for the "Dispatch Plug-in" is enabled.**

Make sure that Java Script is enabled in the Internet Explorer.

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

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

2. Select the **Manage add-ons** options.

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

If the Plug-in status is disabled, right click and change the status to enable.Run the installer file once downloaded or saved to the local PC.
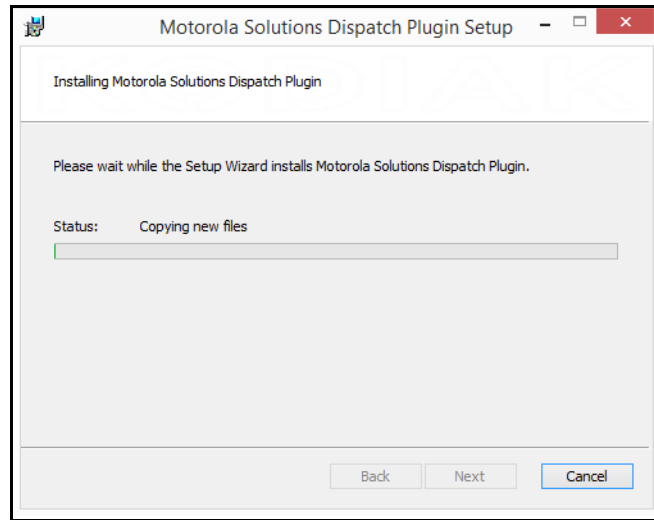
Dispatch Plug-in Setup
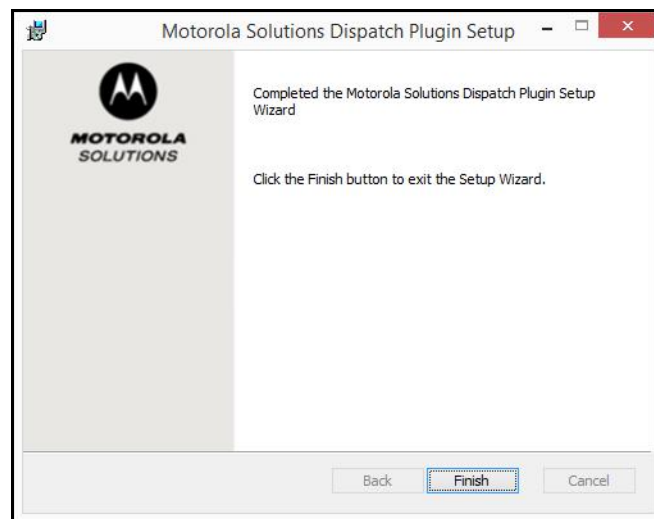
Dispatch Plug-in Installer

4. Click the **Finish**.

4.2. Uninstall Dispatch Plug-in

To Uninstall the Dispatch Plug-in

Below is the procedure to uninstall the Dispatch Plug-in:

From the Control Panel

If you are using Windows 8.0/8.1:
Click **Control Panel> Programs> Programs and Features**.

If you are using Windows 10:
Click **Start> Control Panel> Programs> Uninstall a program**.

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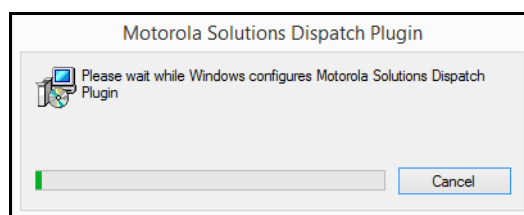
Uninstall Dispatch Plug-in

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

4.3. Upgrade Dispatch Plug-in

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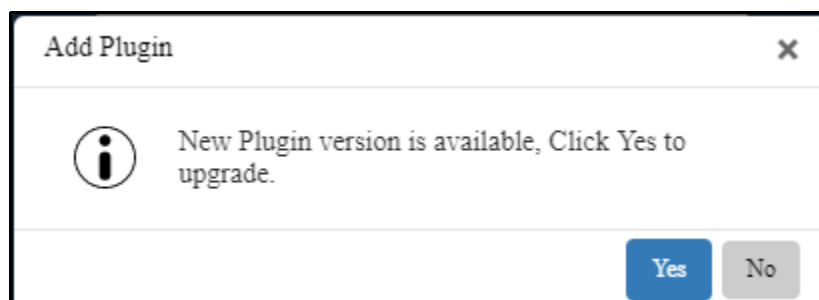
Dispatch Plug-in Upgrade Notification

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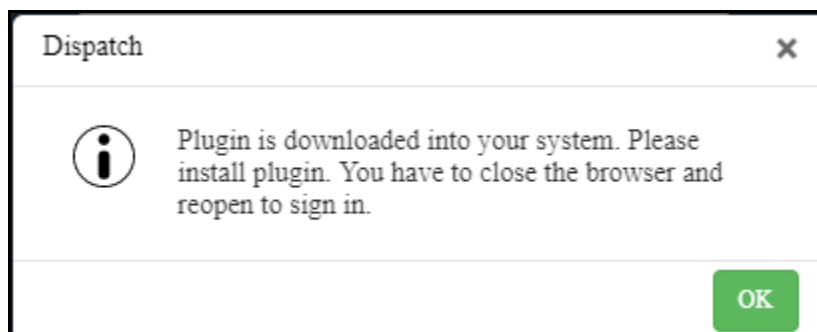
Dispatch Plug-in upgrade Confirmation

2. Clicking **No** shows an error message *"Latest Plug-in is required to run application. Please install Plug-in"* and you cannot sign in until the latest dispatch Plug-in is installed.
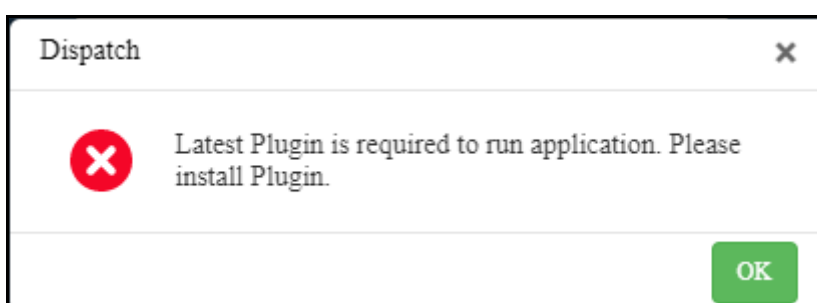
Dispatch Plug-in Upgrade Error Dialog Box

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

3. Run the installer file once downloaded and saved.
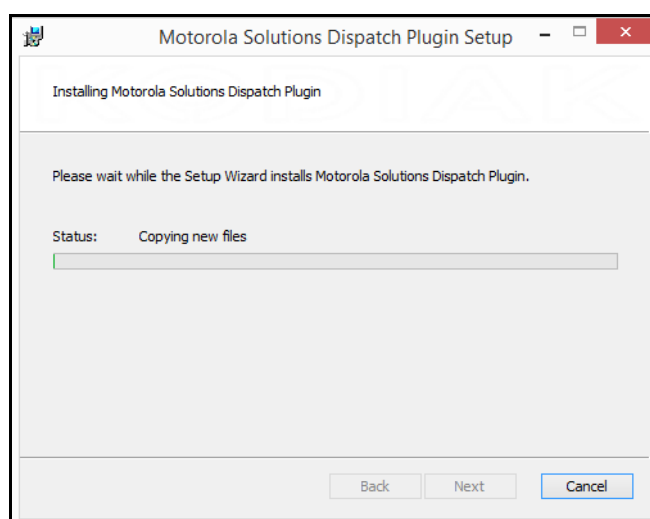
Dispatch Plug-in Setup

4. Click the **Finish**.
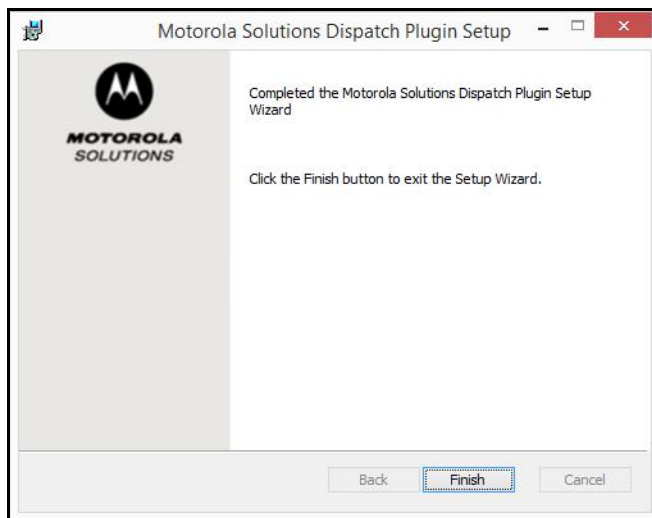
Dispatch Upgrade Plug-in Installer

5. Sign in to the Dispatch with your credentials.

5. Navigating the Dispatch

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

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

5.1. Navigation Areas

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

- Alerts
- Area Talkgroups
- Call Activity
- Contacts and Talkgroups
- Geofence
- Location History
- Logs
    - Alert logs
    - Activity Logs
    - Call logs
    - Geofence Logs
    - Location Reports
    - Video Logs
- Maps
- Messages
- Monitored Talkgroups Activity
- Settings
    - About
    - Account
    - Alerts

- Devices

- General

- Map

    Default Color Settings

    Manage Talkgroup Color Settings

    Auto Zoom

- Location

    Geofence

    On demand Location Settings

    Location Expiry

    Map Center

    Area Talkgroup Radius

    Use Google Map for Location History traversed path

- Notifications

- Recordings

- Tones

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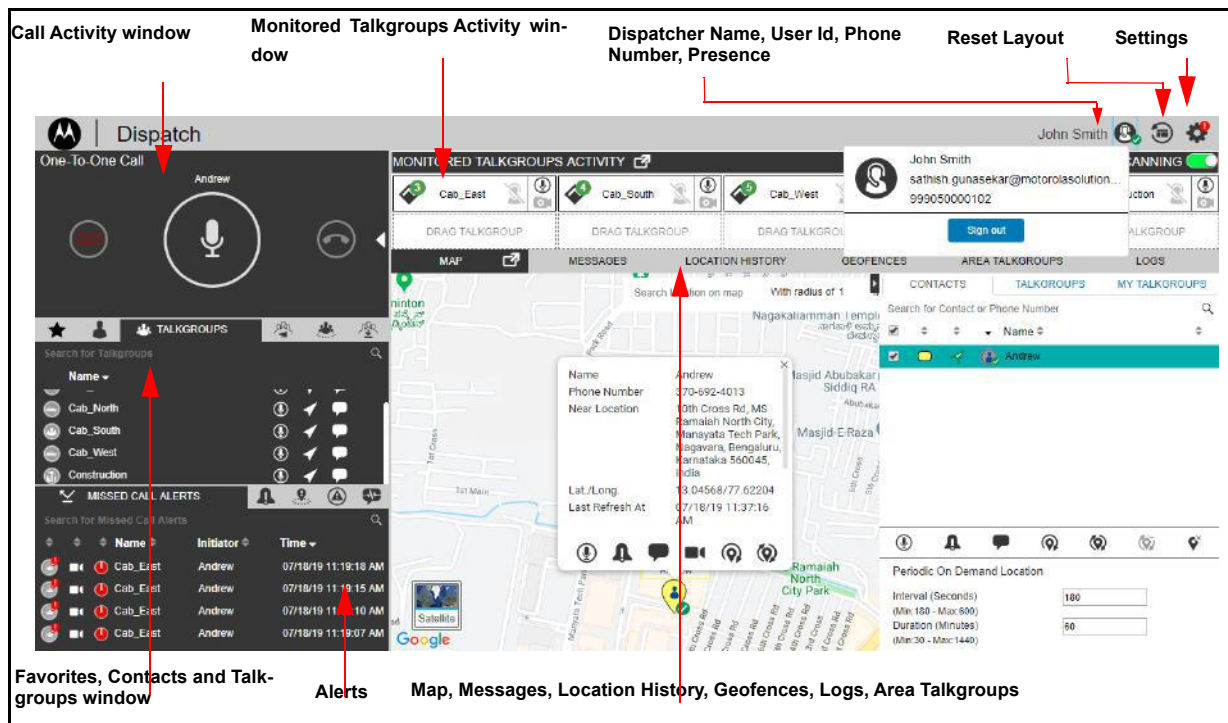
Dispatch Layout

5.2. Docking/Undocking

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

The following figure shows all windows docked:
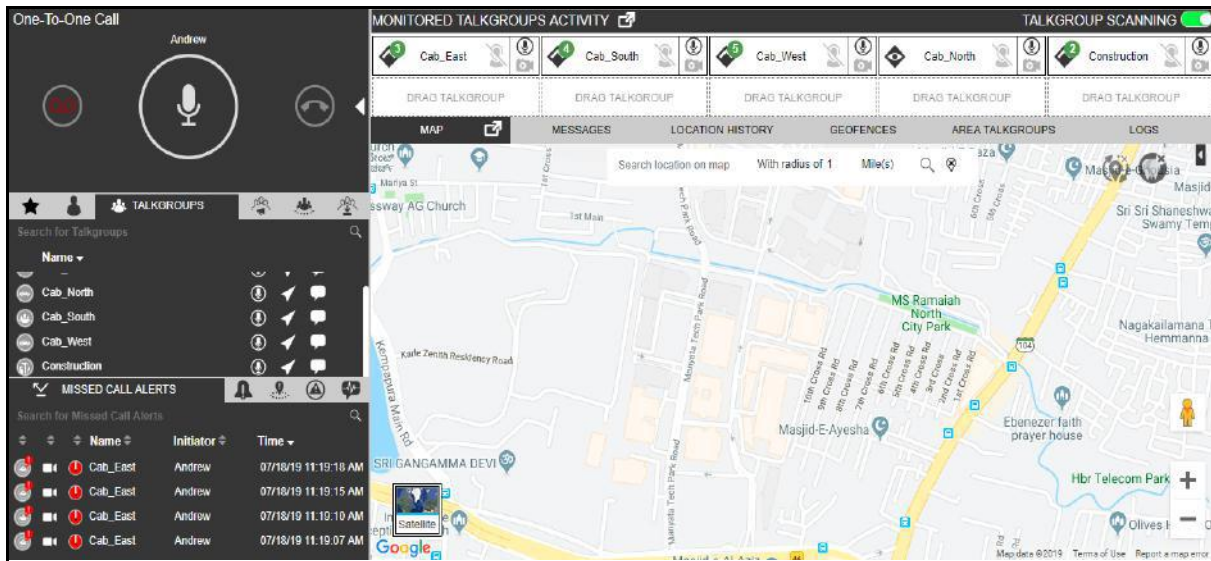
Docked window

To undock click the dock-out icon in the title bar of the window you want to undock. In the figure below, two windows are shown undocked: Monitored Talkgroups Activity and Map. You can move undock window, minimize and maximize. Click close button to dock back to the main window.

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

You can only undock Map and Monitored Talkgroups Activity Windows.

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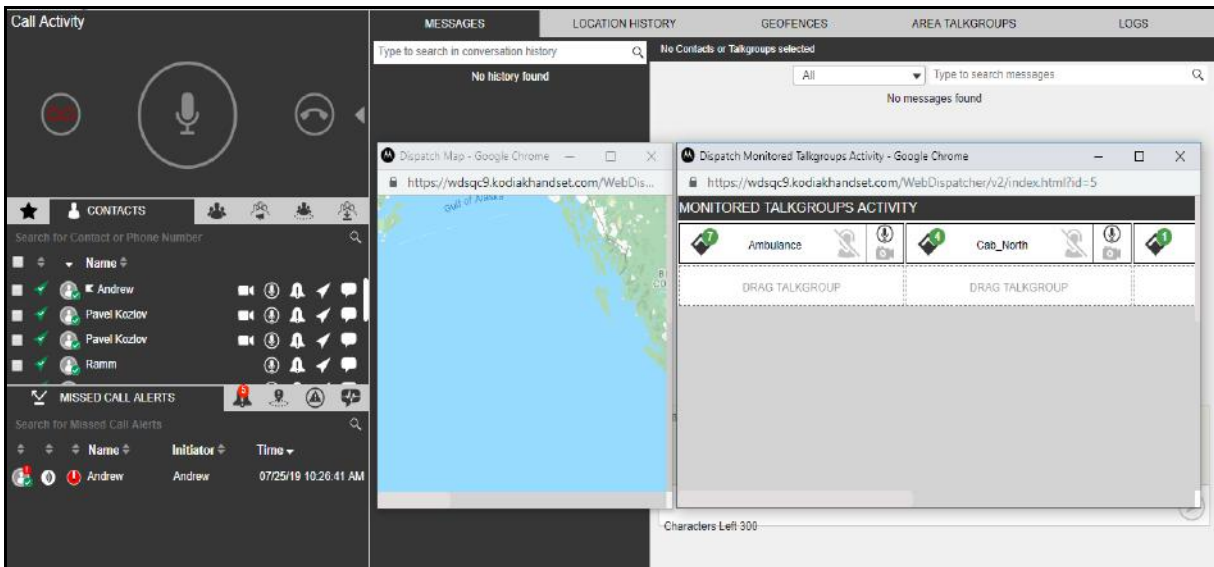
Undocked windows

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

5.3. Resetting the Layout

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

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

Reset layout option

Perform the following steps to reset the layout.

1. Click the **Reset Layout** icon located on the right side of the Dispatch (as shown in the image above). A confirmation window appears as shown below.
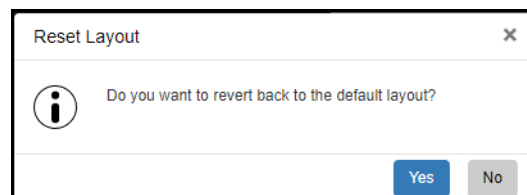
Reset Layout Confirmation Window

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

5.4. Help

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

5.5. Scrolling

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

5.6. Icons and Tones

The following table lists the Dispatch application common icons.

Table 5.1 - Dispatch Icons

Icon	Description
	Fleet member's presence status is "Available"
	Fleet member's presence status is "Do Not Disturb"
	Fleet member's presence status is "Offline"
	Fleet member's location is available
	Fleet member's location is not available
	Fleet member's location is expired
	Instant Personal Alert Tab
	Favorites Tab
	Message Tab

Table 5.1 - Dispatch Icons

Icon	Description
	Message Not Allowed
	Locate
	Location Not Allowed
	Make a Call
	Geofence Tab
	Broadcast Group
	Talkgroup
	My Talkgroup
	Create My Talkgroup or Add to existing My Talkgroup
	Rename My Talkgroup or Remove Member from My Talkgroup
	Delete My Talkgroup
	One-to-One call
	Talkgroup call
	Broadcast Group call
	Quick Group call

Table 5.1 - Dispatch Icons

Icon	Description
	Push to Talk Floor Control Button when the floor is taken by you
	Push to Talk Floor Control Button when the floor is taken by a fleet member
	Push to Talk Floor Control Button when the floor is idle
	Push to Talk Button when Voice Message Fall Back occurs
	Record Manually
	Record Disabled
	Record Always
	Stop Call Recording
	End Call
	End Call Disabled
	Dispatcher on Call in Call Activity window
	Missed Call Alerts tab
	Status Alert tab
	Geofence alert
	PTT Call Alert

Table 5.1 - Dispatch Icons

Icon	Description
	Video Call Alert
	Alert is "Unattended"
	Alert is "Parked"
	Alert is "Completed"
	Alert is "Attended"
	Alert "Expired"
	Alert "Expiring"
	Remove talkgroup from Monitored Talkgroup Category
	Indicates that Talkgroup Scanning is set to normal for a talkgroup.
	Indicates that Talkgroup Scanning is set to monitor only for a talkgroup.
	Indicates that Talkgroup Scanning is set to no priority a talkgroup.
	Indicates that Talkgroup Scanning is turned on for a monitored group. The scanning priority you set for a group displays next to this icon.
	Indicates that Talkgroup Scanning is paused for a monitored group.
	On Call List Processing
	Dispatcher on Call list fetch error

Table 5.1 - Dispatch Icons

Icon	Description
	No Dispatcher on call
	Other Dispatcher on call
	Self-Dispatcher on call
	Refresh Dispatcher List
	Talkgroup Scanning off
	Talkgroup Scanning on
	Your presence status is "Online"
	Your presence status is "Do Not Disturb"
	Reset Layout
	Allows you to filter on any type of Log file
	Search (Logs)
	Reset Filter (Logs)
	Export Recorded Call
	Backup Pending
	Export
	Outgoing (Call logs)

Table 5.1 - Dispatch Icons

Icon	Description
➡	Incoming (call logs)
	One-to-one Missed Call Alert
	Talkgroup Missed Call Alert
	Quick Group Missed Call Alert
	Broadcast Group Missed Call Alert
	My talkgroup Missed Call Alert
	One-to-one Video Missed Call Alert
	Talkgroup Video Missed Call Alert
	One-to-one Missed Video Call Alert
	Talkgroup Missed Video Call Alert
	Operation Logs
	Administration Logs
	Network Logs
◀	Previous Page
▶	Next page

Table 5.1 - Dispatch Icons

Icon	Description
📅	Calendar
➡️	Forward Message
📍	Location Share
📎	Attach Files
🖼️	Attach Picture
🎞️	Attach Audio
🎥	Attach Video
🎞️	Record Audio
📄	Attach Document
📍	Location Confirmed Attachment
⬇️	Download Attachment
⬇️	Download Audio
⏸️	Pause Audio
▶️	Play
⬇️	Download Image

Table 5.1 - Dispatch Icons

Icon	Description
✕	Close Full View
▶	Play recorded voice in Messages
✓	Confirm Location (Message)
⌄⌄	Quick Text
●	Voice Recording Stopped
❗	Urgent Message
ⓘ	Details (Message)
(icon)	Clear all located fleet members from Map
(icon)	Clear searched location in Display Find Location
(icon)	Stop location refresh for selected fleet members
🔍+	Zoom in on the map screen
🔍−	Zoom out on the map screen
(icon)	Map loading
(icon)	A black border with the avatar appears on a map marker when a contact is selected from the selection list or by pressing SHIFT + mouse drag on your keyboard.
◀	Selection list expand button

Table 5.1 - Dispatch Icons

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

Table 5.1 - Dispatch Icons

Icon	Description
●	Location Marker
◉	Location History Start Point
◉	Location History End Point
▶	Location History Play
⏸	Location History Pause
⏹	Location History Stop
➡	Location History Track on Map
▲	Collapse Location History Search Slider
▼	Expand Location History Search Slider
●	Draw Circle (Geofence)
✔	Confirm Location (Geofence)
✋	Drag Map (Geofence)
➡	Geofence Logs Inside Fence
➡	Geofence Logs Out of Fence
👁	Eye Marker

Table 5.1 - Dispatch Icons

Icon	Description
✗	Close Favorites (Geofence)
⊕	Fit Map Center
🟢	Feature Enabled
⊘	Features Disabled
✓	Success
✗	Failure
⚠	Warning
📄	Word thumbnail in Messages
📊	PPT thumbnail in Messages
📗	Excel thumbnail in Messages
PDF	PDF thumbnail in Messages
📞	Listening
👥	Area Talkgroup icon
🕶	Discreet Listening icon under category drop-down under Call Logs tab
🎙	Ambient Listening icon under category drop-down under Call Logs tab

Table 5.1 - Dispatch Icons

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

Table 5.1 - Dispatch Icons

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

Table 5.1 - Dispatch Icons

Icon	Description
	Battery charging
	Excellent LTE Signal
	Very good LTE Signal
	Good LTE Signal
	Bad LTE Signal
	No LTE Signal
	Excellent Wi-Fi signal
	Very good Wi-Fi signal
	Good Wi-Fi signal
	Bad Wi-Fi signal
	No Wi-Fi signal
	Supervisor icon in Area talkgroup
	Remove Supervisor icon in Area talkgroup
	Area Talkgroup Missed Call Alert
	Contact Emergency Missed Call Alert

Table 5.1 - Dispatch Icons

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

Table 5.1 - Dispatch Icons

Icon	Description
	Exit Discreet Listening Session
	Docking out icon
	Video Streaming icon
	Video Session Mute icon
	Video Session Unmuted icon
	Expand Log Details

5.7. Avatars

This section provides the complete list of avatars available.

Table 5.2 - Avatars

Icons	Icons	Icons	Icons	Icons

To change a contact avatar, refer to "Change a Contact's Avatar" section of this document.

Dispatch plays the following tones to indicate various conditions:

Table 5.3 - Dispatch Tones

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

6. Contacts and Talkgroups

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

This section is organized as follows:

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

Using the Dispatch, you can communicate with individuals or talkgroups, send messages, multimedia files, alerts (IPA) to individuals only, the path traversed by the fleet members, assign fence to talkgroup only, locate fleet members on a map, do user check, disable user, initiate emergency, and do ambient and discreet listening. The Central Admin creates the talkgroups through CAT.

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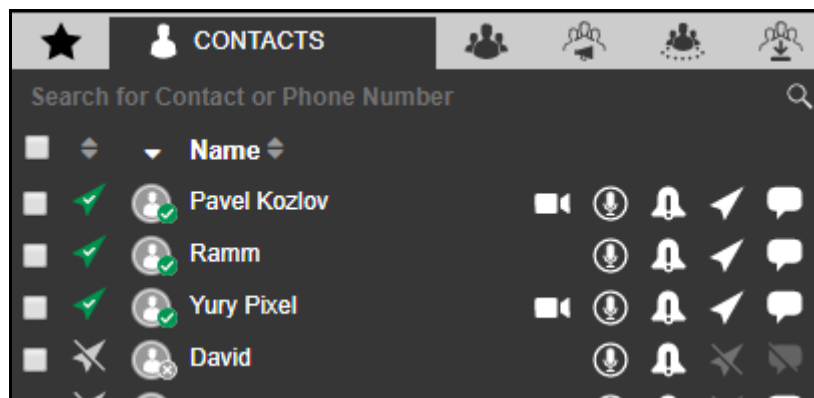
Contacts and Talkgroups Window

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

- Call

- Open Video Stream

- Instant Personal Alert

- Locate

- Message

Note: **The action icons are disabled against the recipient (contact or talkgroup) if they do not have the respective features enabled.**

This window has the following six tabs:

- Favorites

- Contacts

- Talkgroups

- Broadcast Groups

- Area Talkgroups

- My Talkgroups

6.1. Searching

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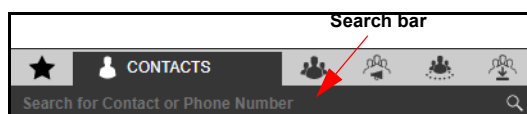
Search bar

6.2. Favorites Tab

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

6.2.1. Add Contacts to the Favorites

To add contacts to Favorites, follow these steps:

1. From the Contacts tab, select the check boxes next to the contacts, which needs to be added to the Favorites.

---

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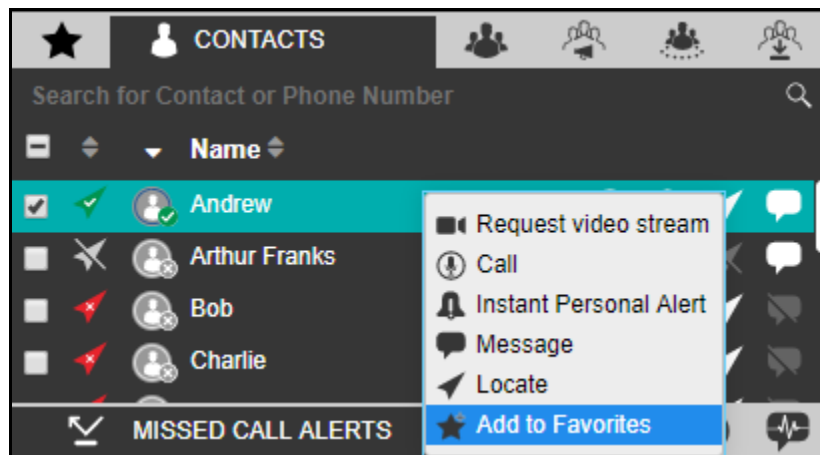
Add Contact to Favorites

3. The contact is added to your Favorites tab. A **Favorite** ☆ icon is assigned to the contact.
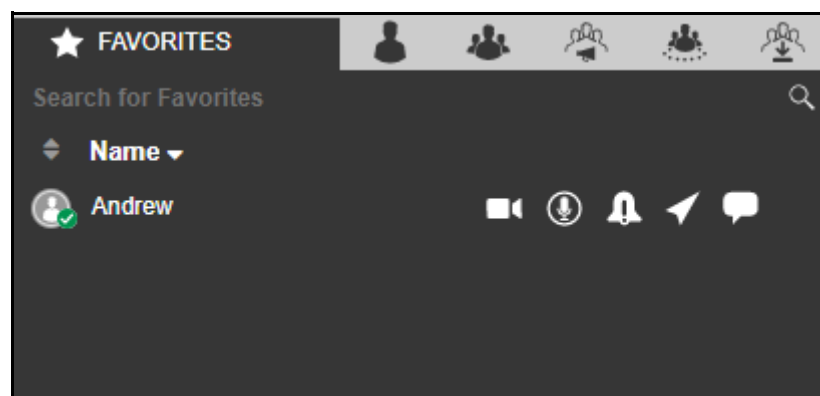
Contact Added to Favorites
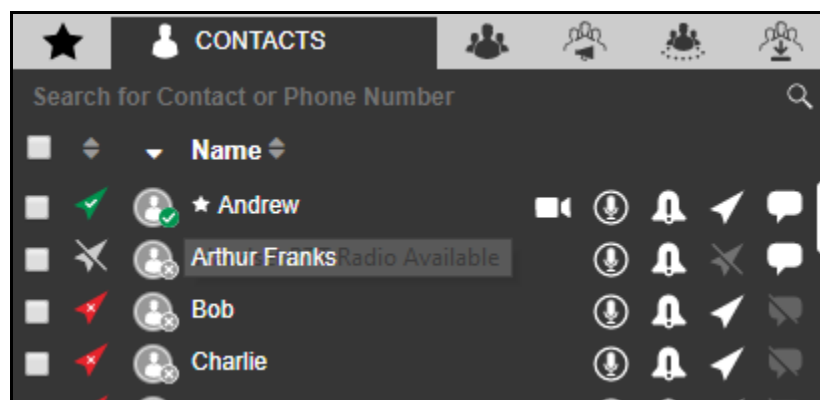
Favorite Icon in the Contacts tab

6.2.2. Remove Contacts from the Favorites

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

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

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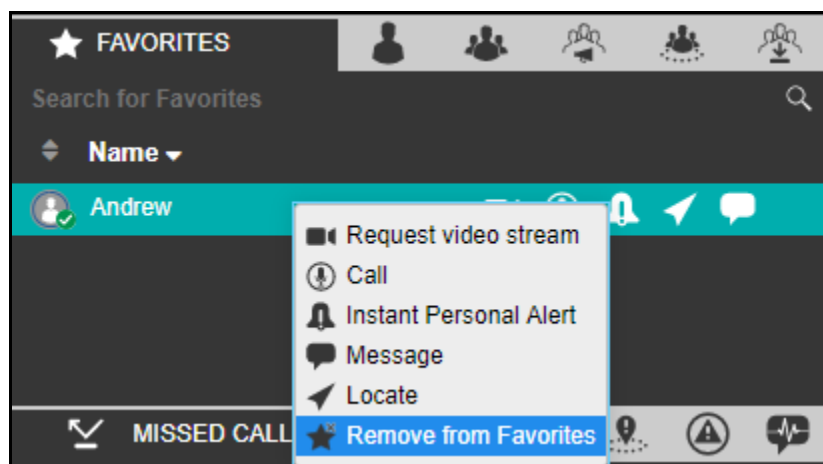
Remove Contact from Favorites

3. A confirmation message displays.
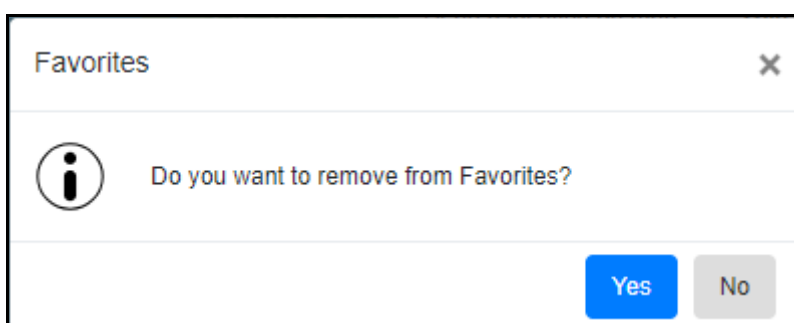
Remove from favorites - Confirmation Dialog box

4. Click **Yes** to remove.
   Or
   Click **No** to cancel the action.

6.2.3. Add a Talkgroup, Broadcast Group, My Talkgroup or Area Talkgroup to the Favorites

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

1. From the respective tab, select any talkgroup, which needs to be added 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.

Refer to the below figures to add talkgroup to the Favorites. The figures shown are for the Talkgroup tab. Do the same for the Broadcast Group, My Talkgroup, or Area Talkgroup.
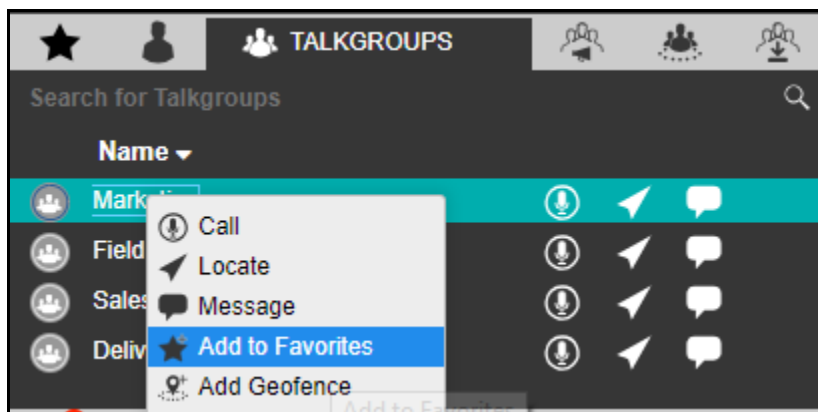
Add Talkgroup to Favorites
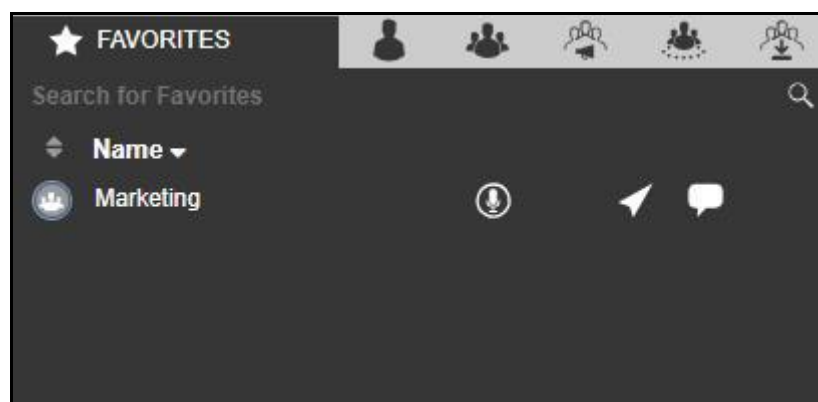
Talkgroup Added to Favorites
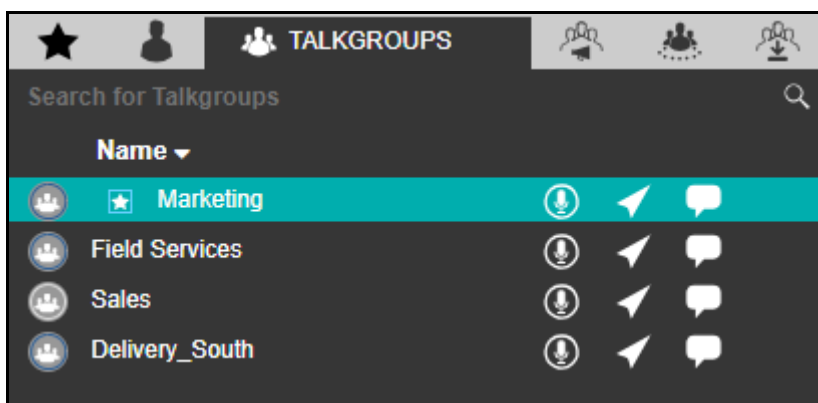
Favorite Icon in the Talkgroup tab

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

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

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

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

3. A confirmation message displays.

4. Click **Yes** to remove.
   Or
   Click **No** to cancel the action.

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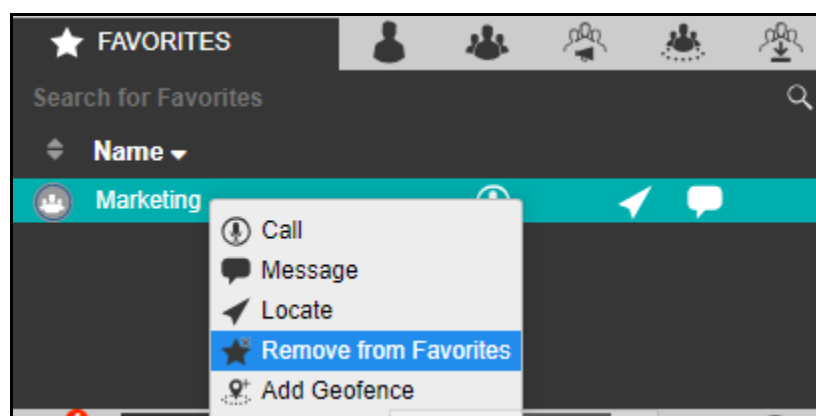
Remove Talkgroup from Favorites

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

6.3. Contacts Tab

From the Contacts tab, you can select a contact for calling, send an Instant Personal Alert, send a message, and locate a fleet member. To do this, follow these steps.

1. Select the **Contacts** Tab as shown below:
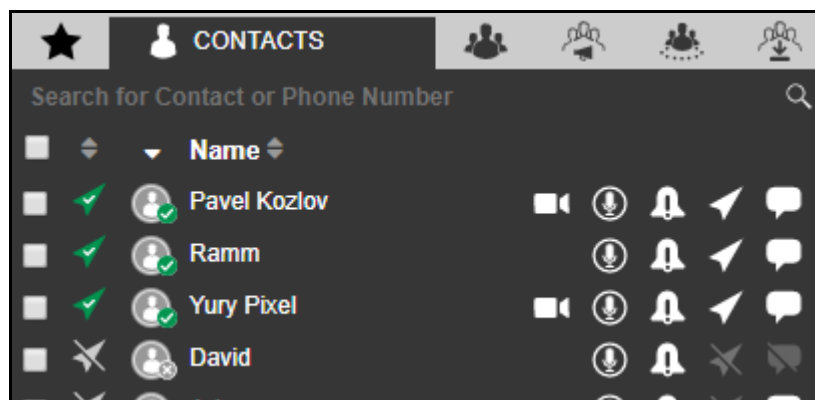
Contacts Tab Window

2. On the contact, click on one of the following to make a one to one call, send an Instant Personal Alert (IPA), open video stream, send a message or locate the fleet member on the map**:**

- **Call** icon to place a call

  Or

- **Open Video Stream** icon to initiate video stream

  Or

- **IPA** icon to send an IPA

  Or

- **Locate** icon to locate the fleet member on the map

  Or

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

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

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

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

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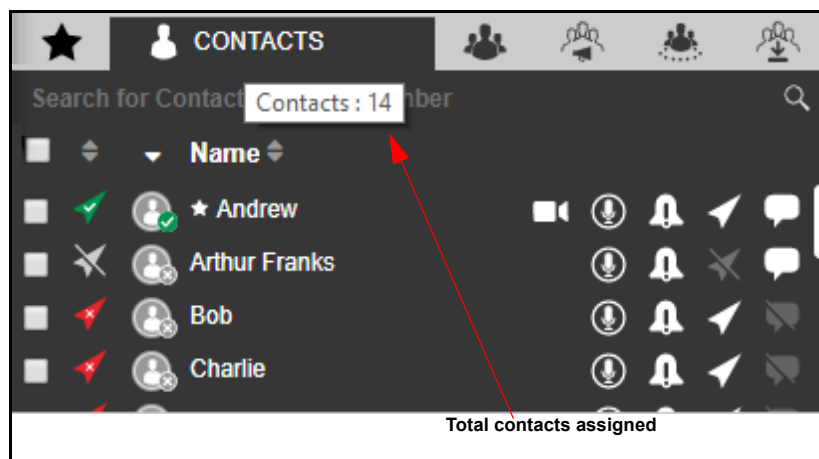
Total Contacts Assigned

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

1. Location Available

2. Location Unavailable

3. Location Expired

4. Not Locatable

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

1. Available

2. Offline

3. Do Not Disturb

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

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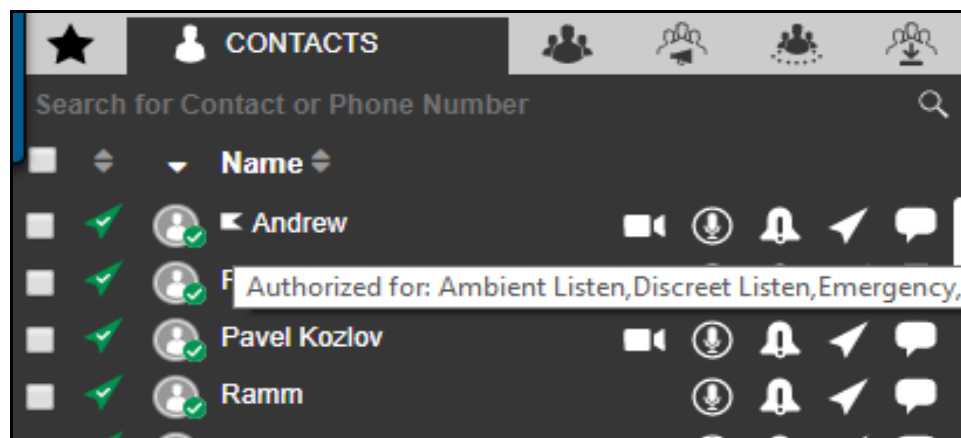
Fleet Member Authorization

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

1. Ambient Listen

2. Discreet Listen

3. Emergency

4. User Check

5. User Service Control (Disable)

6. Open Video Stream

6.4. Talkgroups Tab

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

1. Select the **Talkgroups** tab to display the Talkgroups tab window as shown below.
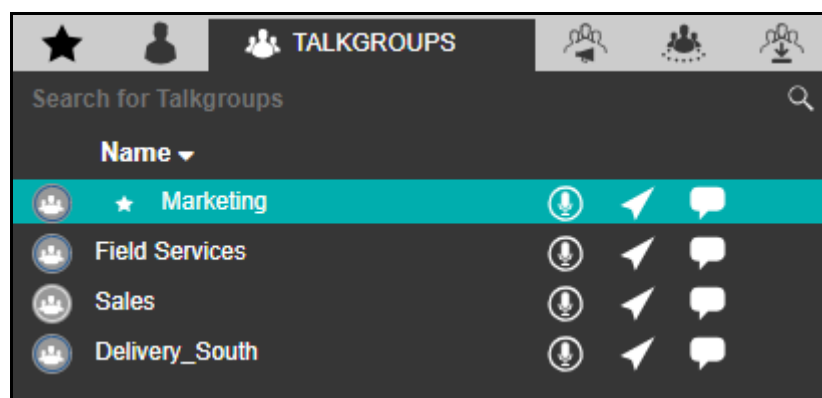
Talkgroups Tab Window

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

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

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

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

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

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

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

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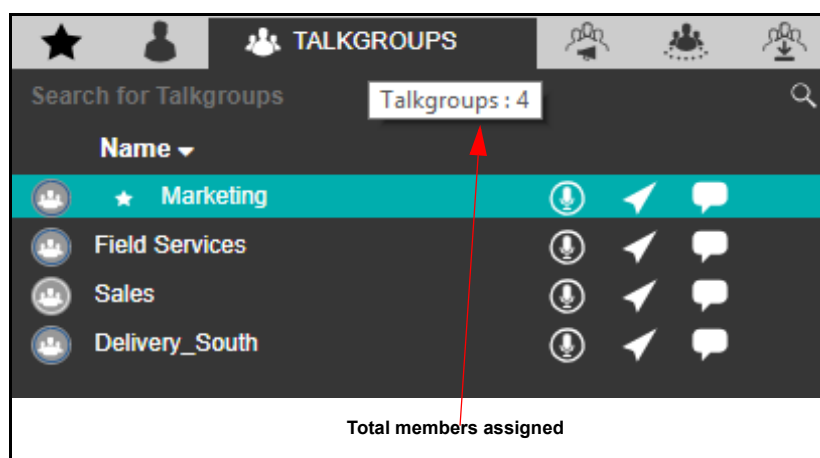
Total Talkgroup Assigned

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

6.5. Broadcast Groups Tab

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

1. Select the **Broadcast Groups** tab to display the broadcast groups as shown below.
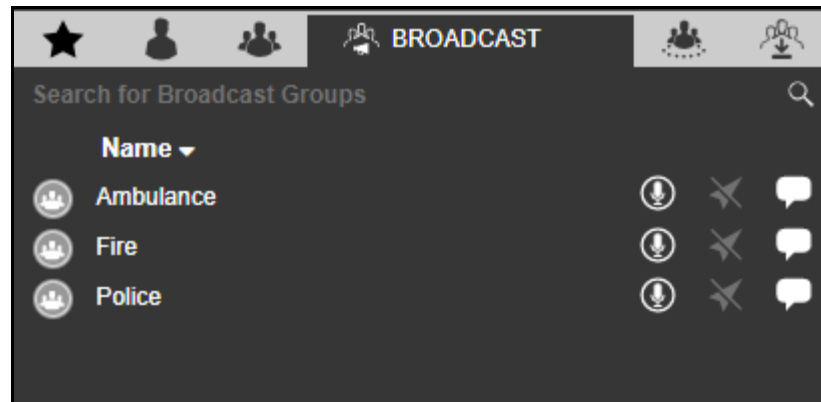
Broadcast Groups Tab

2. Click one of the following:

   - Click the **Call** [icon] icon to place a broadcast group call

   - Click the **Message** [icon] icon to send a broadcast group message

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

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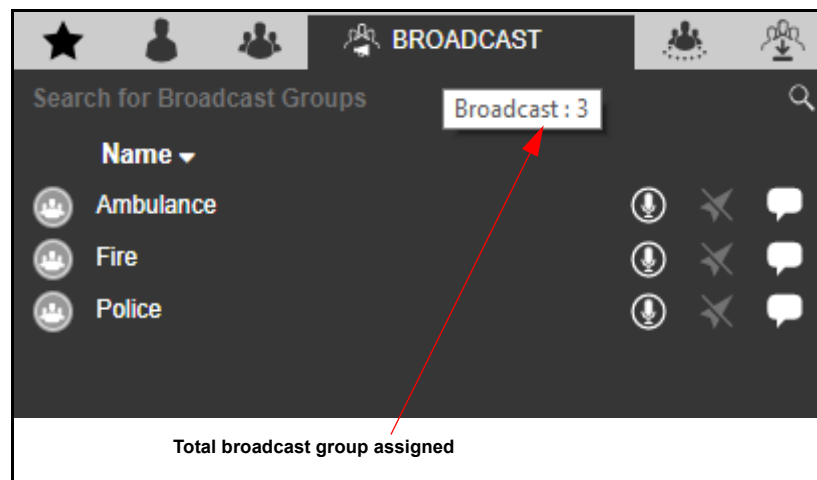
Total Broadcast Groups Assigned

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.
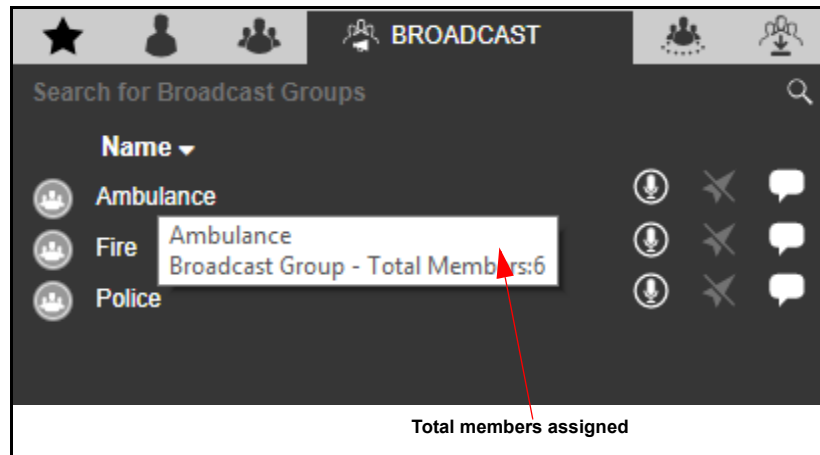
Total Broadcast Group Members

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

6.6. My Talkgroups Tab

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

Note: **My Talkgroups are not managed by the corporate admin.**

Creating My Talkgroups
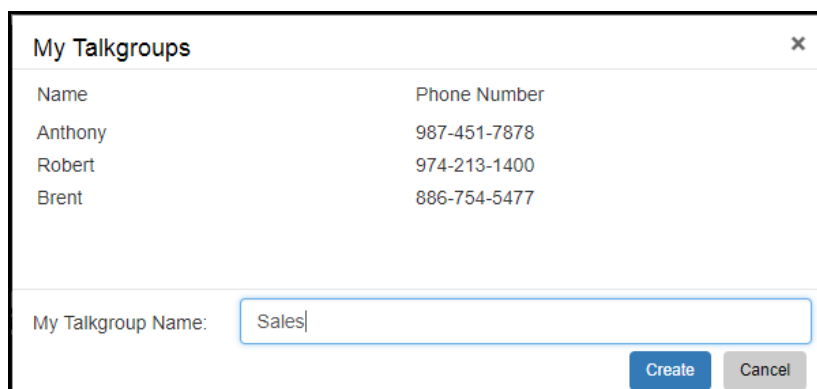
To create my talkgroup, follow these steps:

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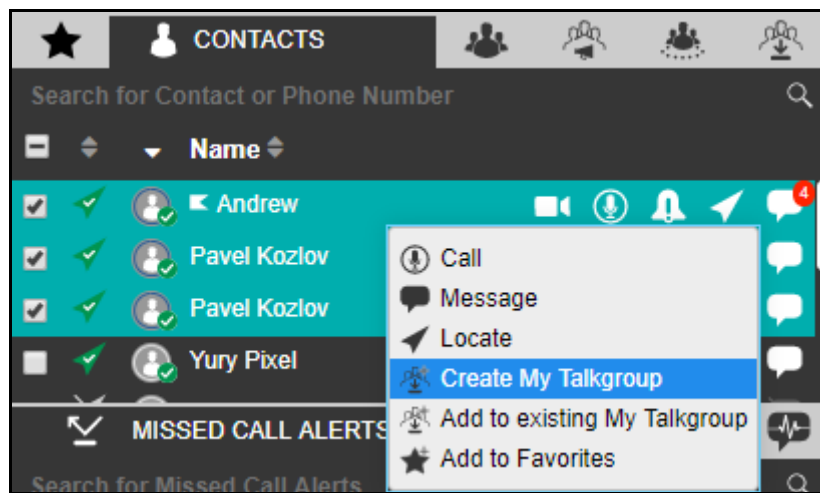
Creating My Talkgroups

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2. A My Talkgroup Window appears as shown below. Enter the name of my talkgroup in the Name field.

Create My Talkgroups Window

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

4. A confirmation message displays as shown below.
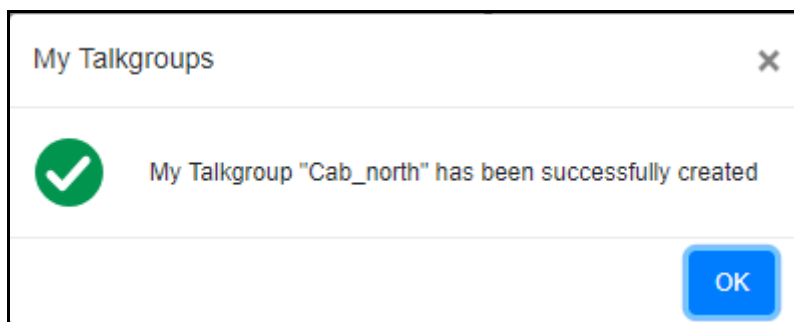
My Talkgroup Created - Confirmation Dialog Box

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

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

1. Select the My Talkgroups tab to view the talkgroups.

2. Double click on the talkgroup to display all the members of the talkgroup.
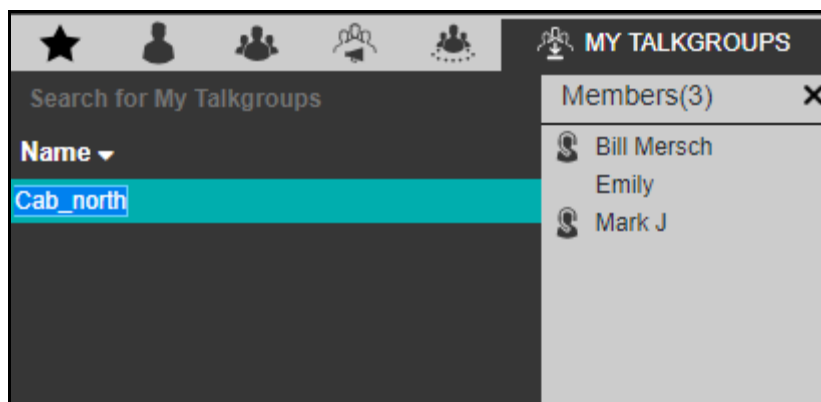
View Members of the My Talkgroup

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

4. Click on the talkgroup to select the talkgroup as shown below:
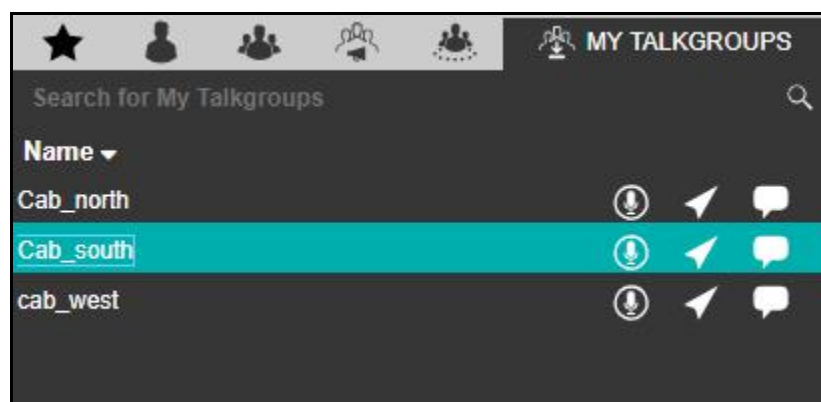
Selecting a Talkgroup from My Talkgroup

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

   Or

   Click the **Locate** ◹ icon to locate the talkgroup members on the map
   Or

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

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

Removing Fleet Members from a My Talkgroup

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

1. Select the **My Talkgroups** tab to view your my talkgroups.
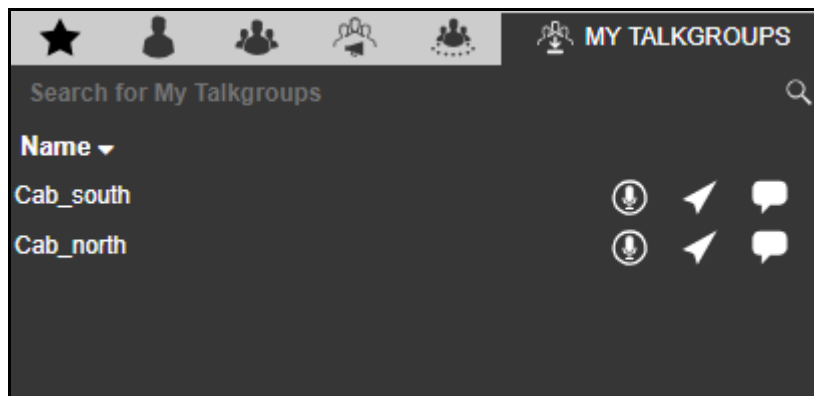
My Talkgroup Tab Window

2. Click on the talkgroup to select it.

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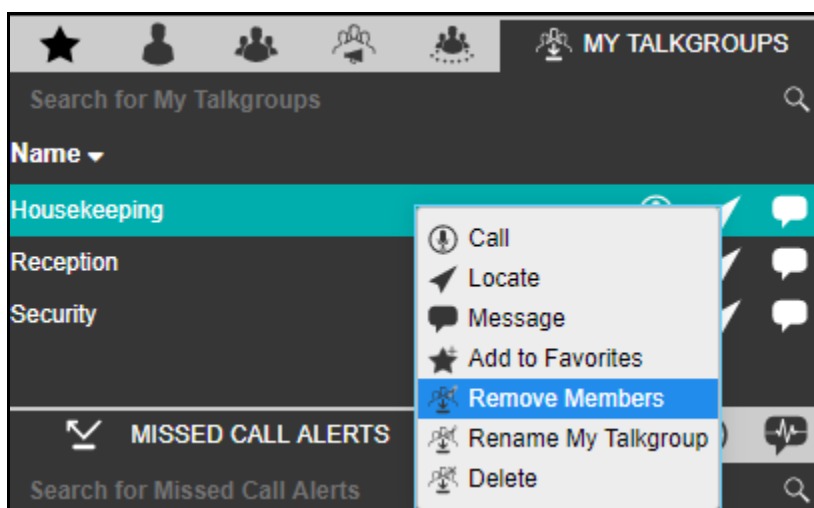
Remove My Talkgroup Members

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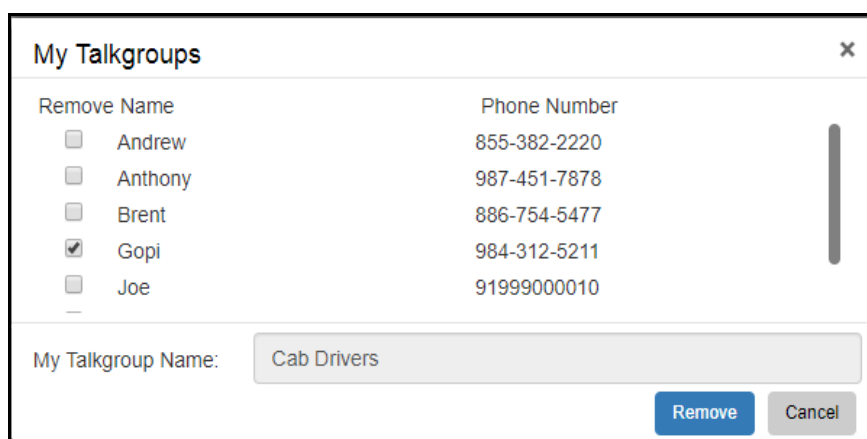
Selecting Members to Remove

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

    Or

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

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

Renaming a My Talkgroup

To rename a My Talkgroup, follow these steps:

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

2. Click on the talkgroup to select it.
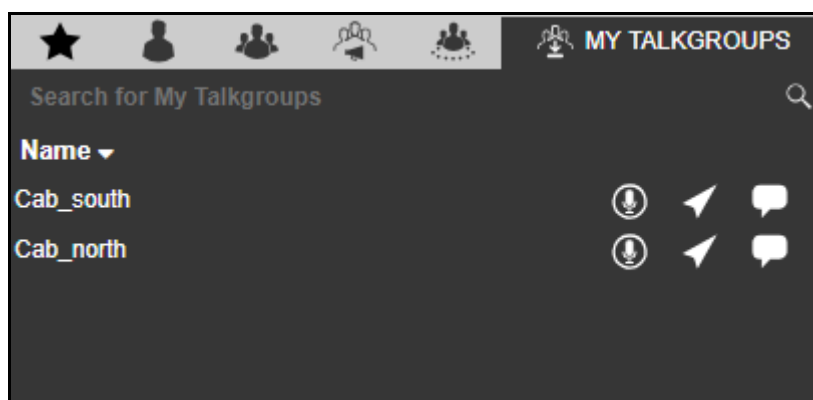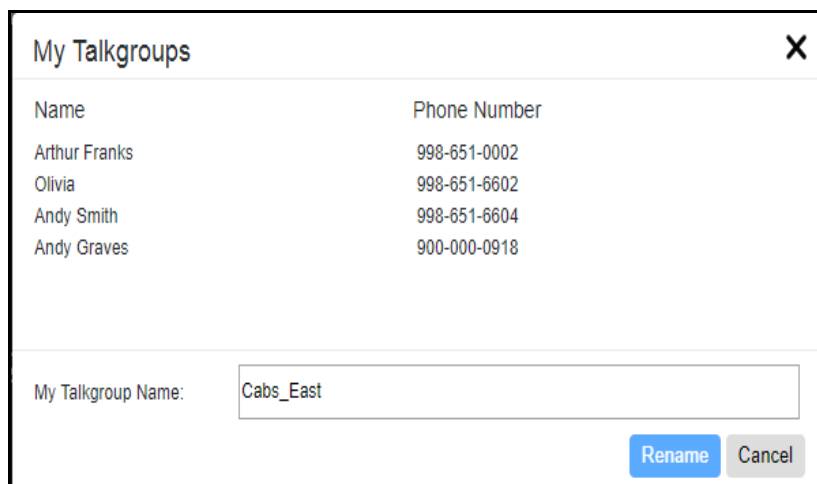
My Talkgroup Tab Window

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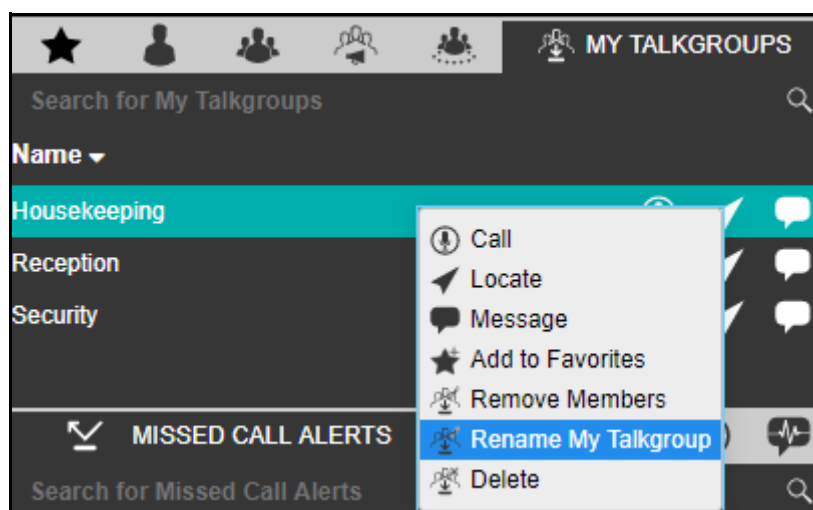
Rename My Talkgroup

4. Enter a new name for the selected My Talkgroup.

5. Click **Rename** to rename the talkgroup.

    Or

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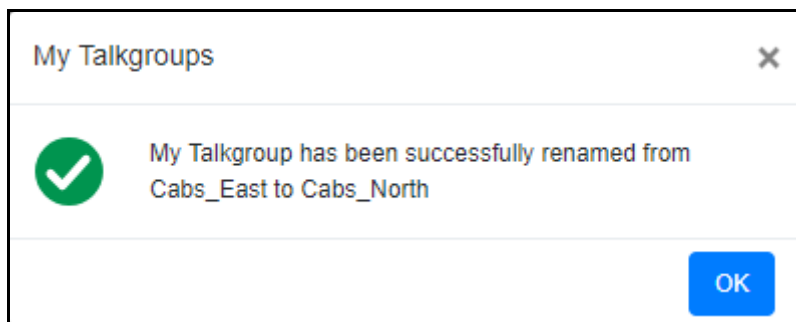
My Talkgroup - Rename

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

My Talkgroup Renamed - Confirmation Dialog Box

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

Adding Members to an Existing My Talkgroup

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

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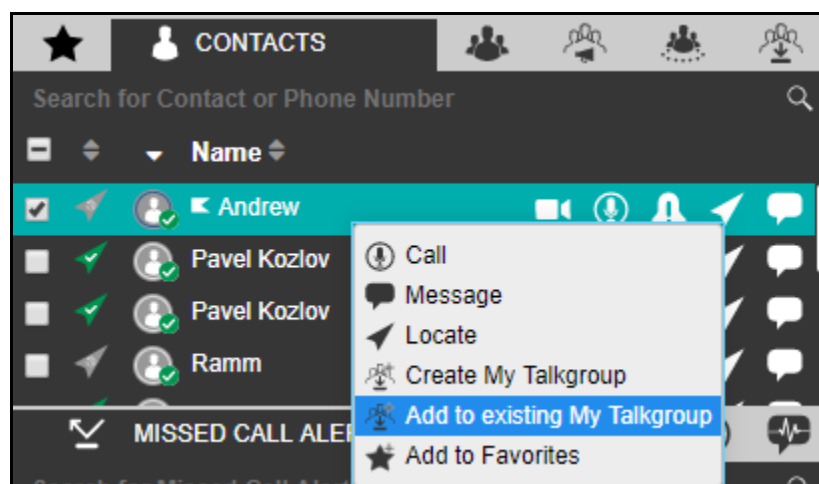
Adding Member to My Talkgroup

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

3. Check the check boxes next to name of the contacts and select the name of the talkgroup to which the member needs to be added using the drop-down list.
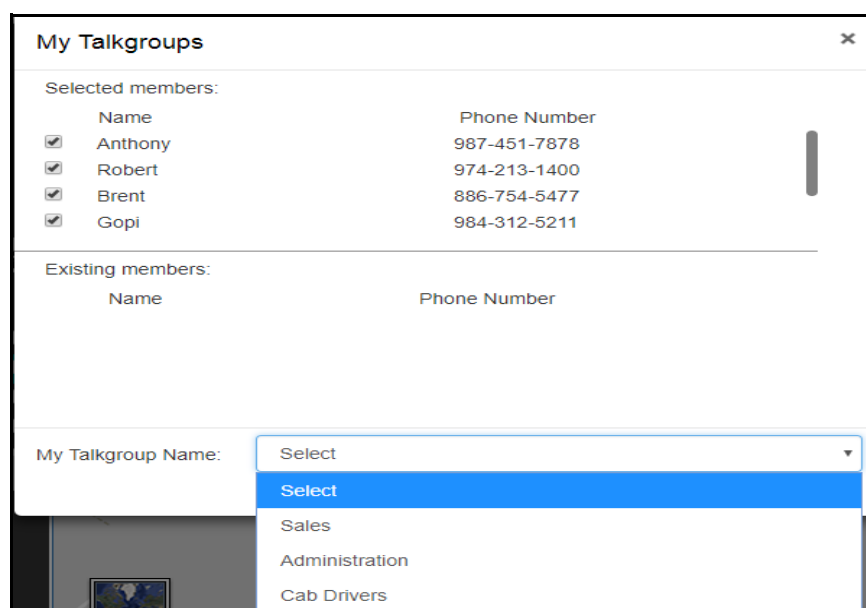
Adding Member to My Talkgroup Window

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

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

> **Note:** **For any dispatcher, my talkgroup can have a maximum of 10 members (as per the server configuration) added to it. Interop User, Patch User, and Interop talkgroups cannot be added as a member of my talkgroup.**

Deleting a My Talkgroup

To delete a My Talkgroup, follow these steps:

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

2. Click on the talkgroup to select it. To view the members of my talkgroup, double click on the talkgroup.

3. Right-click and select **Delete** to remove the my talkgroup as shown below:
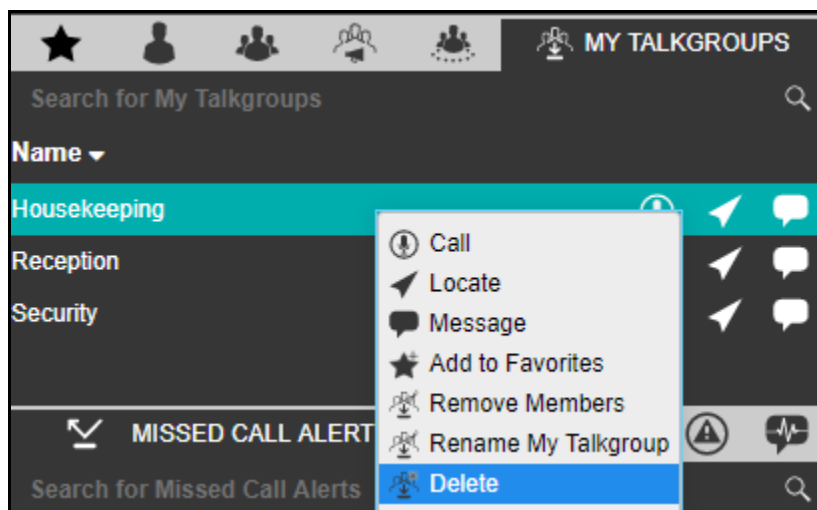
Delete My Talkgroup

4. A confirmation pop-up message displays to confirm the removal of the selected My Talkgroup.

5. Click **Yes** to complete the delete process
   Or
   Click **No** to cancel the process.
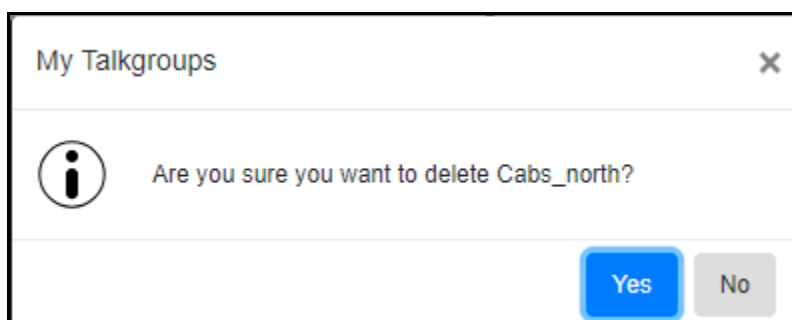
Delete My Talkgroup - Confirmation Dialog Box

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

6.7. Area Talkgroups

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

6.8. Change a Contact's Avatar

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

To change avatar of a contact, follow these steps:

1. Select the **Contact** tab from the Contacts and Talkgroups window as shown below.
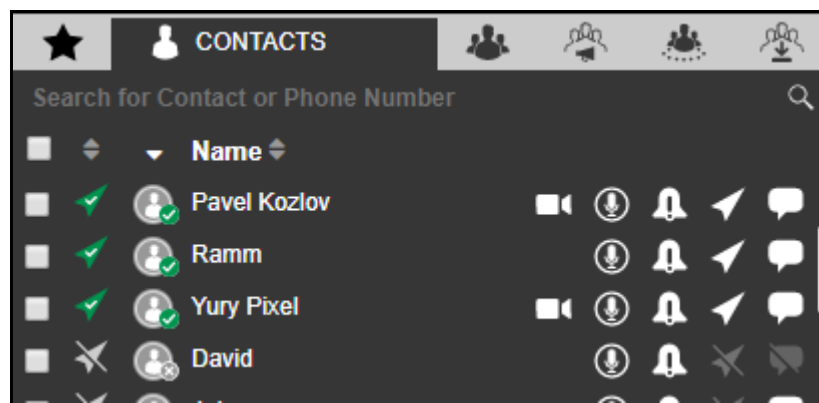
Contacts and Talkgroups Window

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

Change Avatar - Contact

3. Click the **Profile** 🔘 icon.

    Or

    Click the **Close** ✖ icon to cancel the action.
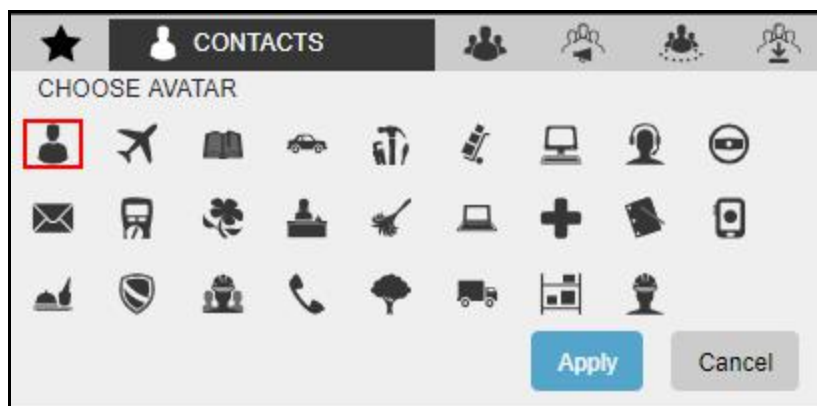
Select and Apply New Avatar to Contact

4. Select the avatar from the list.

5. Click **Apply** to change contact's avatar.
    Or
    Click **Cancel** to cancel the action.

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

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7. PTT Calls

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

This section is organized as follows:

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

7.1. Call Ready State

When you select a contact or talkgroup from any of the windows such as Contacts and Talkgroups, Map information, Map Selection List, Alerts, Monitored Talkgroup Activity, Messages, Geofence Logs, Call logs or Alert Logs and click the **Call** 🎤 button, the Call Activity window 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 on the map.
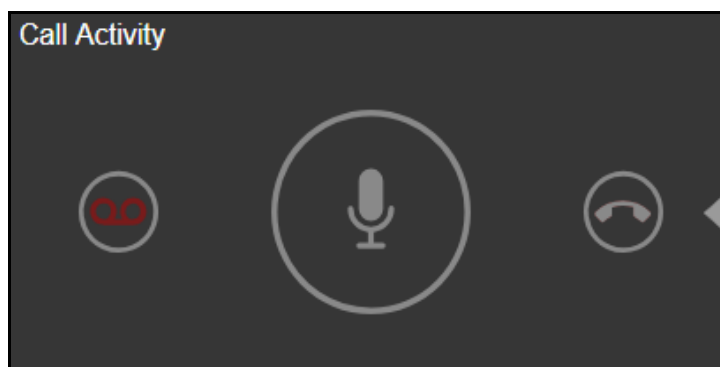
Call Activity Screen

7.2. Making Calls

Placing a Talkgroup Call

To place a PTT talkgroup call, follow the steps:

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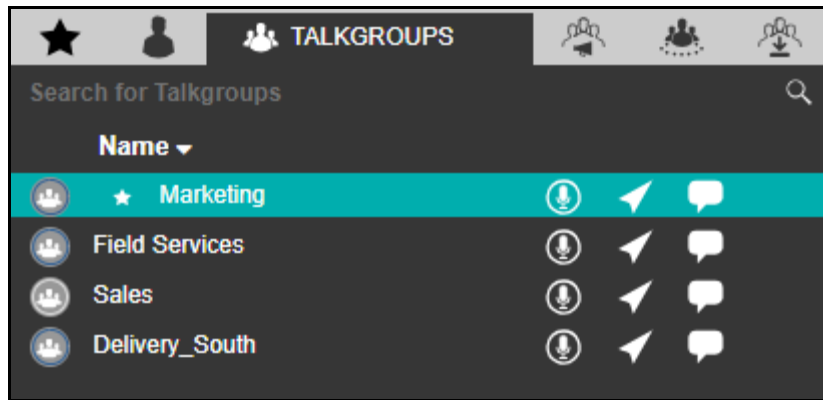
Talkgroups Tab Window

2. Click the **Call** ⊕ icon to place a talkgroup call. You can see a Call Ready screen at the Call activity window as shown below.
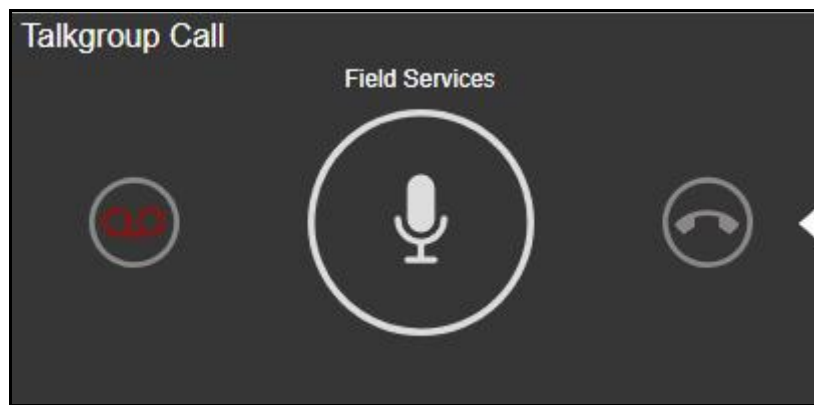
Talkgroup Call - Call Ready screen

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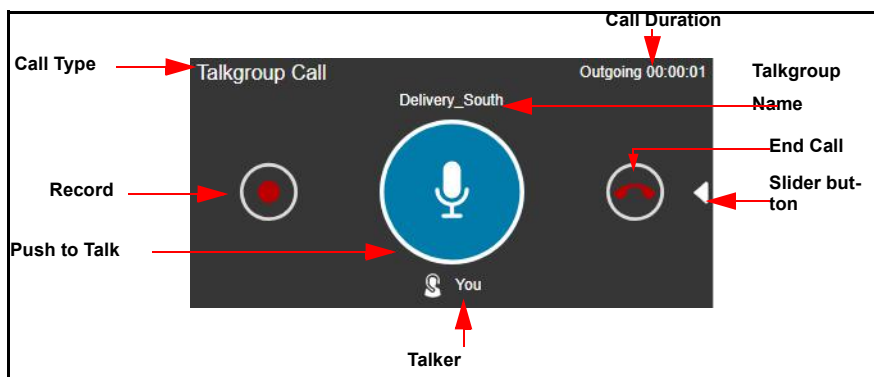
Talkgroup Call Active Window

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

The following information displays:

- The Call Type displays in the header area of the call activity window.

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

- The name of the talkgroup shows above the PTT Icon.

- The name of the person speaking shows below the PTT icon.

- The Talkgroup Members list shows when you click the **Slider** icon on the right side of the call activity window. The talkgroup member list allows you to see the names of the talkgroup members. The Slider icon is disabled when the call is not initiated.

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

    - The End Call button allows you to drop from the current call.

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

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

6. Click **End Call** to drop yourself from the call. The call continues without you. The call automatically ends if no one takes the floor.

Placing a Quick Group Call

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

To place Quick Group call, follow these steps:

1. Click the **Contacts** tab and select the desired fleet members from the Contacts tab of the Contacts and Talkgroups window using the check box next to the fleet members' names.

2. Right-click and click the **Call** icon to place a Quick Group call. You can see the Call Ready screen at the Call activity window as shown below.

Quick Group Call - Call Ready screen

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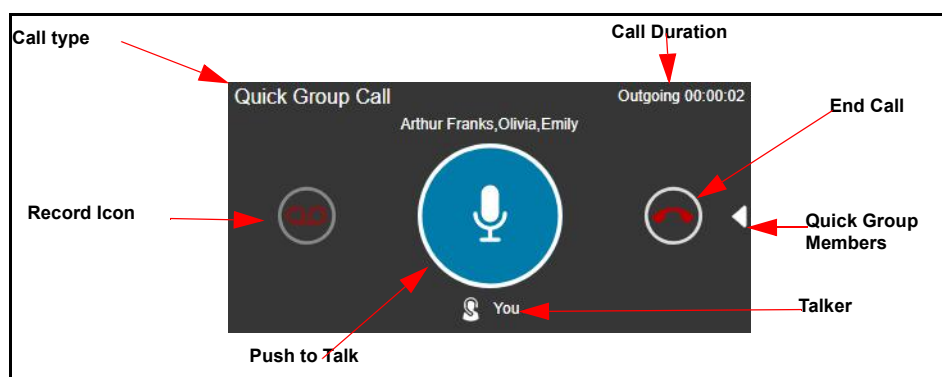
Quick Group Call Active Window

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

Placing a Broadcast Call

To place a Broadcast Group call, follow these steps:

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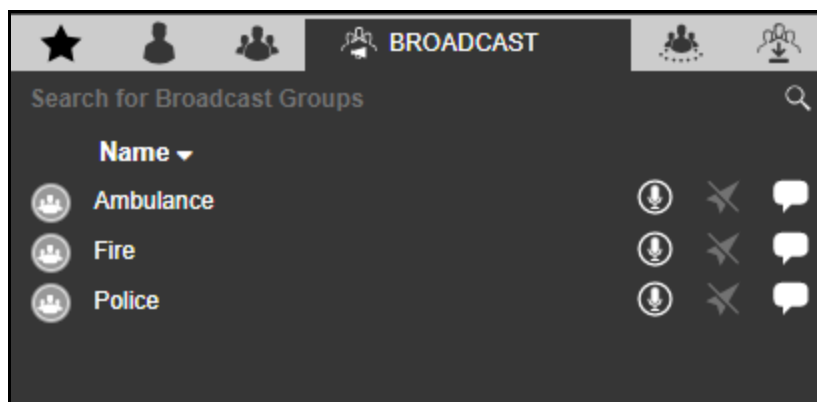
Broadcast Groups Tab

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

    Right-click on the log and click the **Call** 🎙 icon.
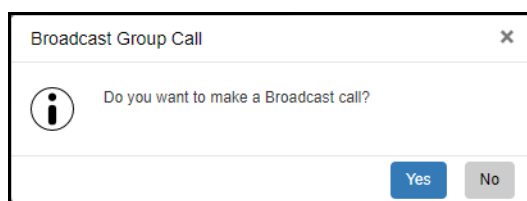
Broadcast Call Dialog

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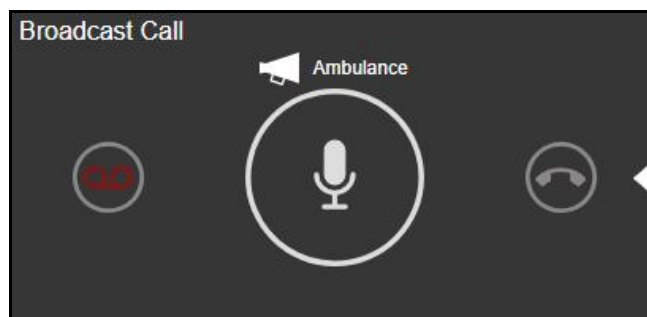
Broadcast Call - Call Ready Screen

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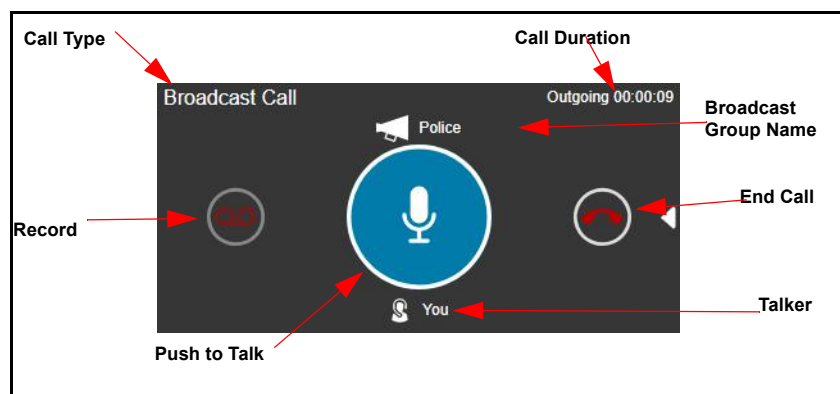
Broadcast Call - Active Window

The following information displays:

- The Call Type displays in the header area of the call activity window.

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

- The name of the person speaking shows below the PTT icon.

- The Name of the broadcast group shows on the top of the PTT icon.

- In the case of broadcast calls, Slider ◄ button is disabled, and the members are not shown.

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

- The End Call ⌢ button allows you to drop from the current call.

Placing an Area Talkgroup Call

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

1. Select the Area Talkgroup from the from the Area Talkgroups or Favorites tab in Contacts and Talkgroups window.
   Or
   Select the Area Talkgroup from the Area Talkgroups slider.
   Or
   Select the Area Talkgroup from Call Logs window.

2. Click the **Call** 🎤 icon to place an area talkgroup call. You can see the Call Ready Screen at the Call activity window as shown below.
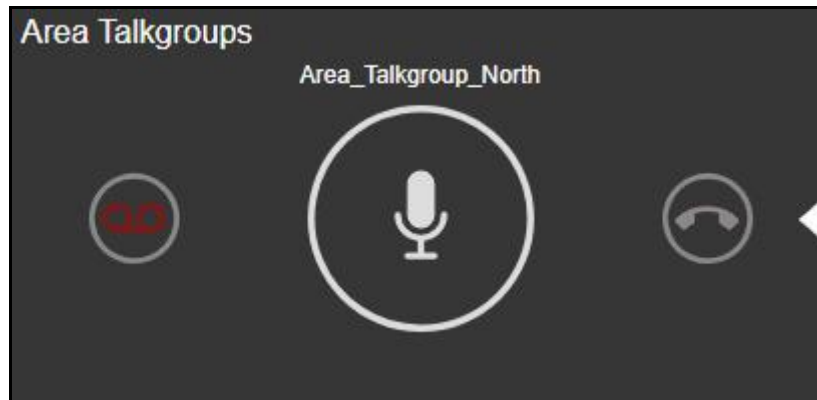
Area Talkgroup Call- Call Ready Screen

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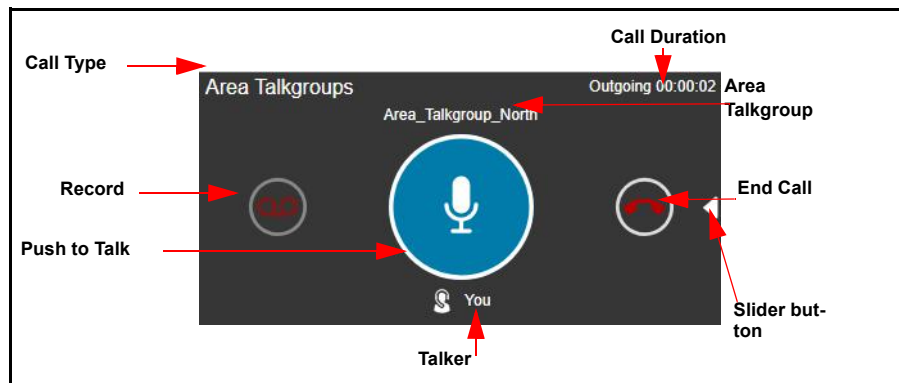
Area Talkgroup Call Active Window

The following information displays:

*   The Call Type displays in the header area of the call activity window.

*   The Push to Talk button allows you to take the floor. The PTT button changes to area talkgroup PTT button.

*   The name of the area talkgroup shows above the PTT icon.

*   The name of the person speaking shows below the PTT icon.

*   The Area Talkgroup Members list shows when you click the **Slider** button on the right side of the call activity window. The area talkgroup member list allows you to see the names of the talkgroup members in the call. The Slider button is disabled when the call is not initiated.

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

*   The End Call button allows you to drop from the current call.

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

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

    . The name of the talker displays above the call icon in the Call Activity window.

6. Click **End Call** to drop yourself from the call. The call continues without you. The call automatically ends if no one takes the floor.

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

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

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

2. Click the **Call** icon to place a one-to-one call. You can see the Call Ready screen at the Call activity window as shown below.

One-One Call - Call Ready Screen

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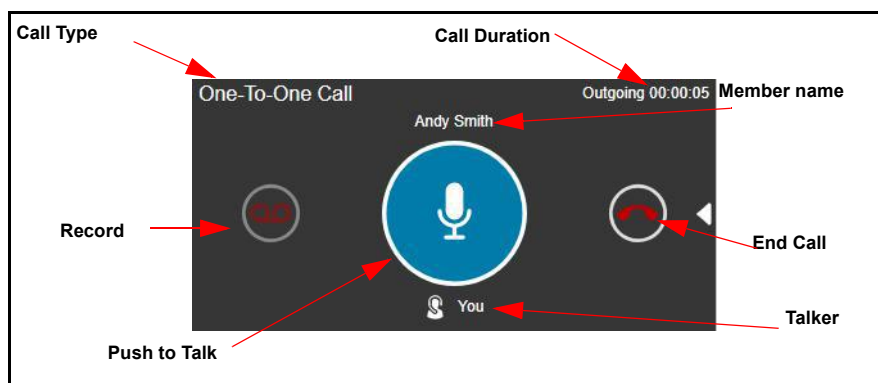
One-to-One Call Active Window

Placing a Call from the Alerts Window

To place call from the Alerts window, follow these steps:

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

2. Click the **Call** 🎤 icon to place a call.
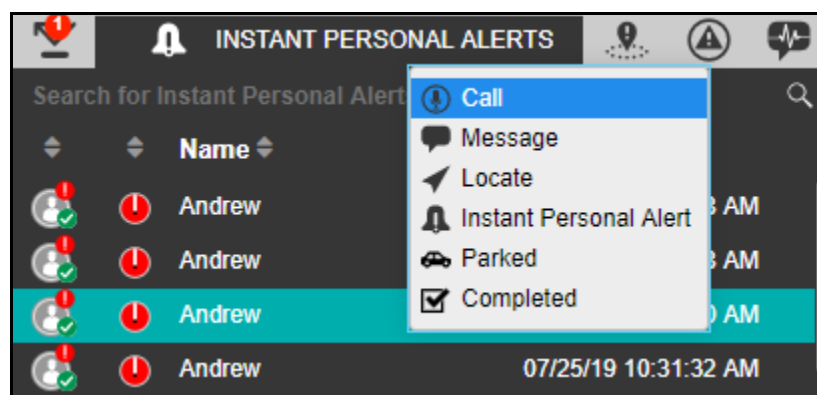
Make Call from Alerts Window

Placing a Call from the Map

To place a call from the Info window on a map, follow these steps:

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

2. Click the **Call** 🎤 icon to place a call.
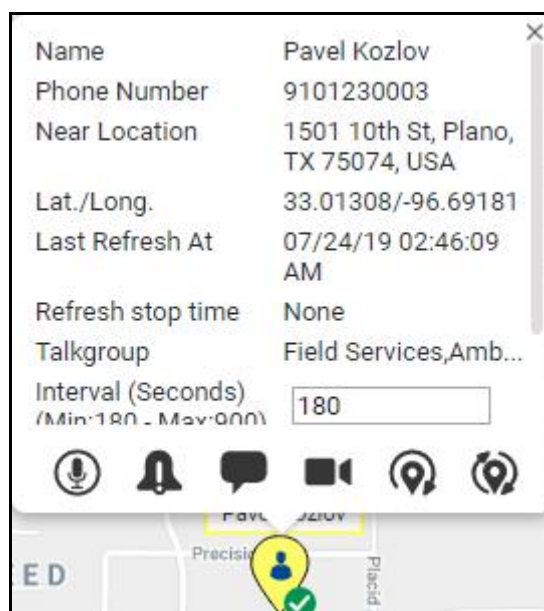
Info Window

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

Placing a Call from the Selection List window on the map

To place a call from the Selection List window on the Map, follow these steps:

1. Select the check boxes for the individual fleet members in the Selection List window.
    Or
    Click on the talkgroup or my talkgroup in the Selection List window.

2. Click the **Call** 🎤 icon to place a call.
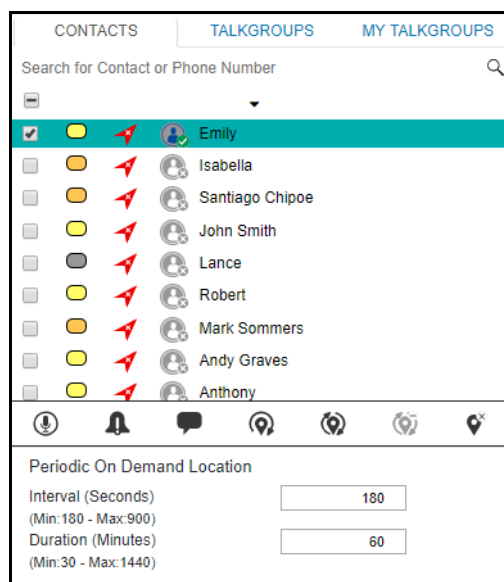
Selection List Window

Placing a Call from Call Logs

To place call from the Call Logs window, follow these steps:

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

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

3. Click the **Call** 🎤 icon to place a call

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

    b. For a Talkgroup call, the call returns to the members of the talkgroup.

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

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

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

Make Call from Call Logs History

Placing a Call from Alert Logs

To place a call from the Alert Logs Window, follow these steps:

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

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

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

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

    b. For a Missed Talkgroup Call alert, the call returns to the members of the talkgroup.

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

    d. For a Missed Broadcast Group Call alert, the call returns to the members of the talkgroup if you are a broadcaster.
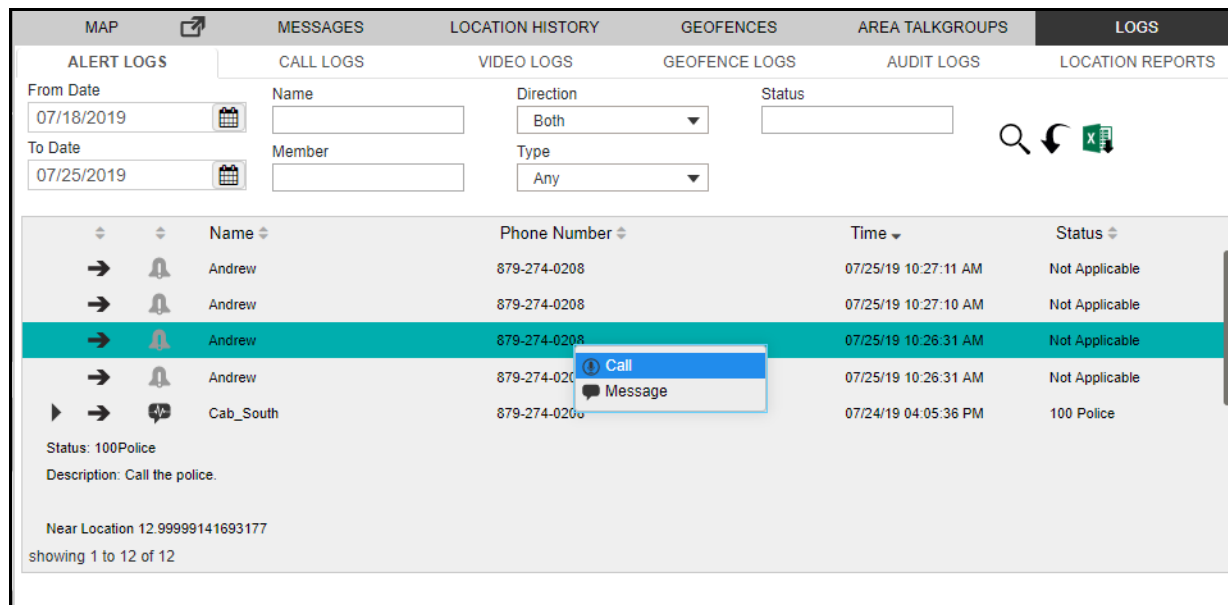
Make Call from Alert Logs History

Placing a Call from Geofence Logs

To place a call from the Geofence Logs Window, follow these steps:

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

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

3. Click the **Call** ⊕ icon to place a call.
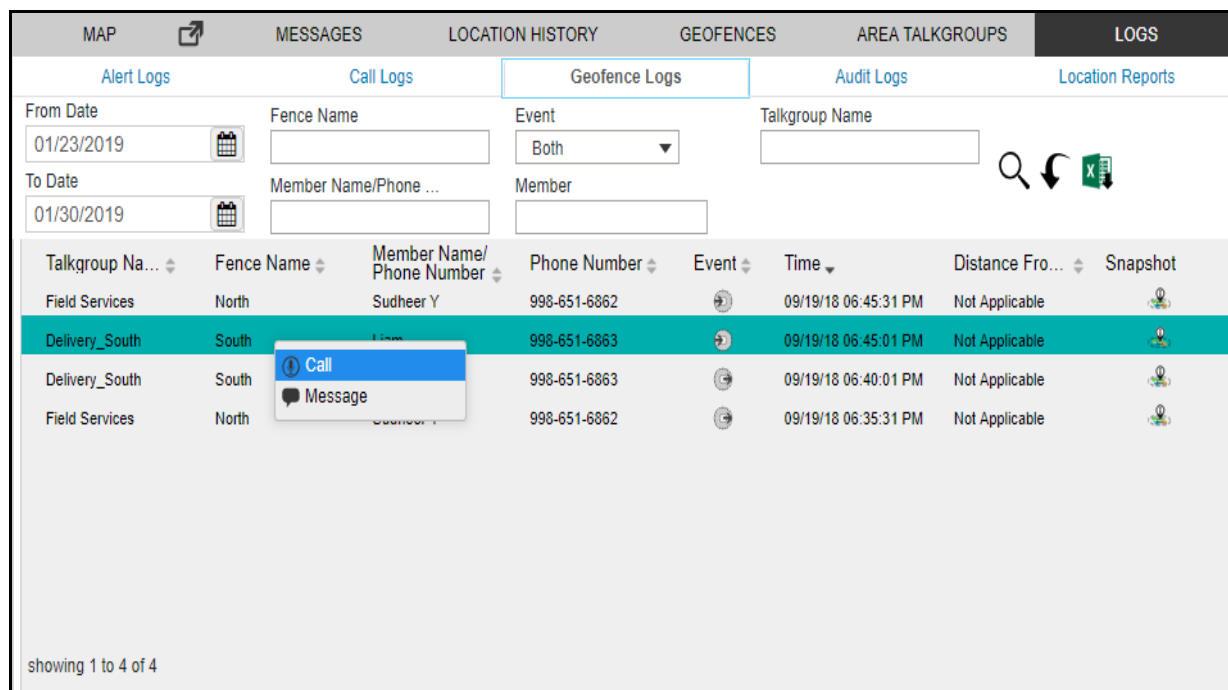
Make Call from Geofence Logs History

Placing a Call from Message

To place call from the Message window, follow these steps:

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

2. Click the **Call** 🎤 icon to place a call.
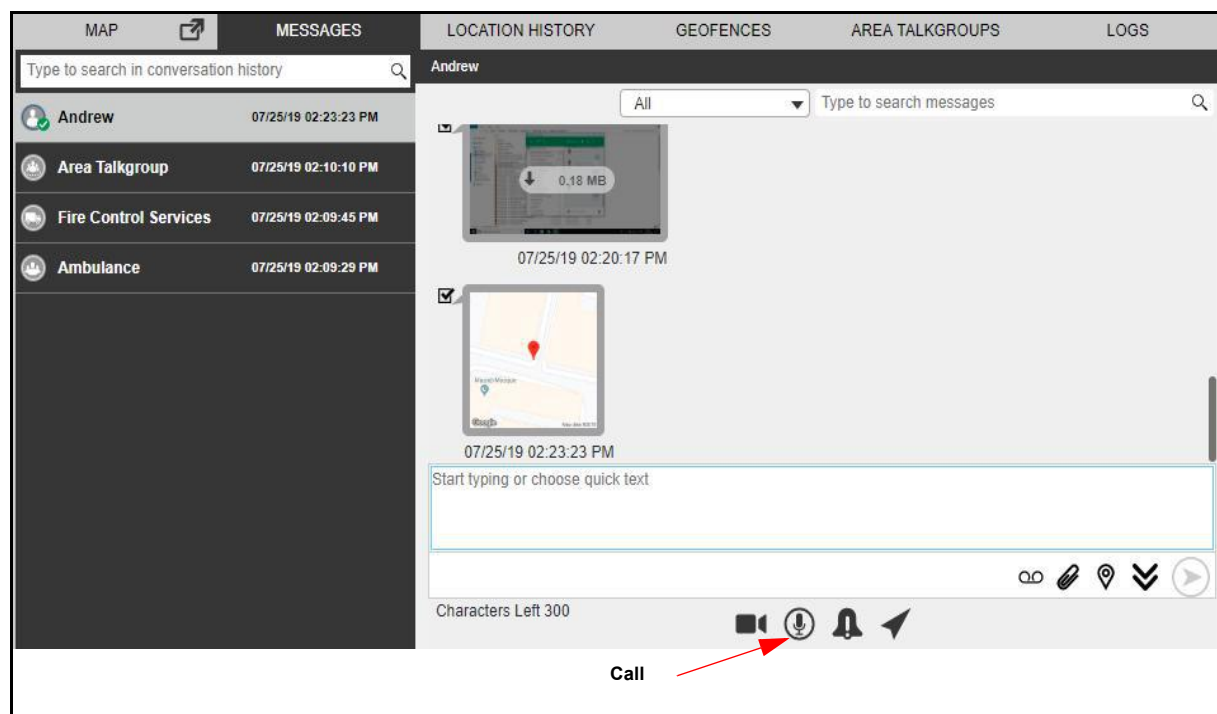
Make Call from Message Tab

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

7.3. Receiving Calls

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

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

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

Note: **The Dispatch does not display call ready screen for a received one-to-one call. The call barges in and you join the call immediately. An incoming quick group or a talkgroup call that is not in Monitored with a priority assigned do not barge in and a missed call alert displays when the incoming quick group call ends.**
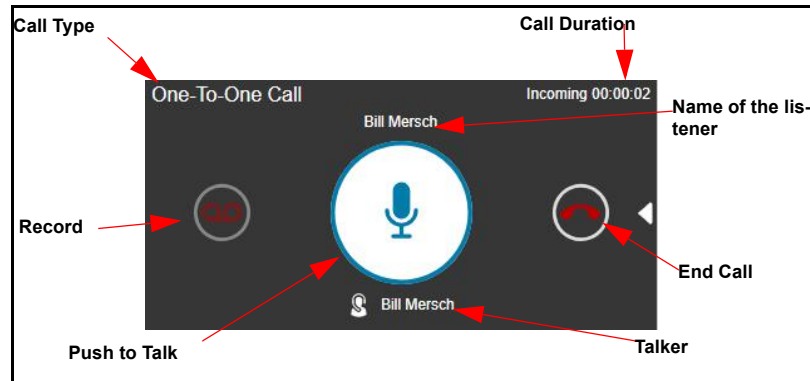
Incoming Call Active Window

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

7.4. Voice Message Fall Back

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

To initiate Voice message fall back recording

 To initiate voice message fall back recording, follow these steps:

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

2. Click the **Call** 🔘 icon. The call button in the Call Activity window turns to 🟢 .

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.
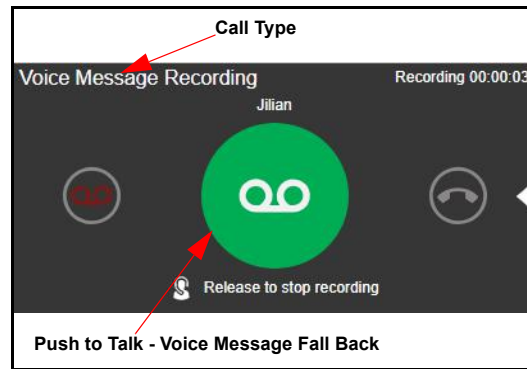
Voice Message Fall Back

7.5. Rejoining a Talkgroup Call

If you drop from a talkgroup call, e.g. using the End Call button, you can re-join the call by initiating a call to that talkgroup. You can call the talkgroup from the alert, alert logs, call logs, messages, map info window, map selection list, monitored talkgroups, or from my talkgroups tab. You cannot rejoin a broadcast group or a quick group call that you drop.

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

Joining a Monitored Talkgroup Call

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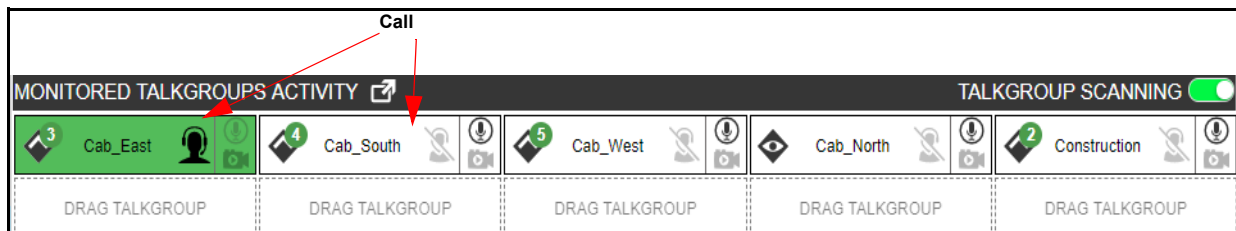
Monitored Talkgroup Call

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

7.6. Setting the PTT Call Volume

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

Call Volume

8. Emergency

You can initiate an emergency on behalf of the fleet member and participate in case of any life-threatening situation. Emergency calls in nature are always the highest priority than any other PTT call and preempt any ongoing call except another ongoing emergency call. You can select the fleet member (target user) and initiate an emergency directly or can perform user check before initiating emergency from the user check window. Depending on the CAT configuration, you receive an alert and an emergency call. If an emergency state is declared and you are a participant of the emergency destinations, then an emergency alert shows under the Emergency Alerts tab. You can see other dispatch participants in the emergency call. If you are on another ongoing PTT, broadcast or scanned talkgroup call, and an emergency call starts then the emergency call barges in, and you join that emergency call. If you are already on an emergency call and you receive a new emergency call, then the new emergency call shows under the Emergency Alert tab. You can end the ongoing emergency leg of the call for itself and join another emergency call. You can cancel the emergency for the fleet member. You must select the reason for the emergency cancellation by marking if the emergency declared is False or Valid.

This section is organized as follows:

• Initiate an Emergency
• Received Emergency
• Emergency Cancellation

8.1. Initiate an Emergency

To initiate an emergency for a fleet member, follow these steps:

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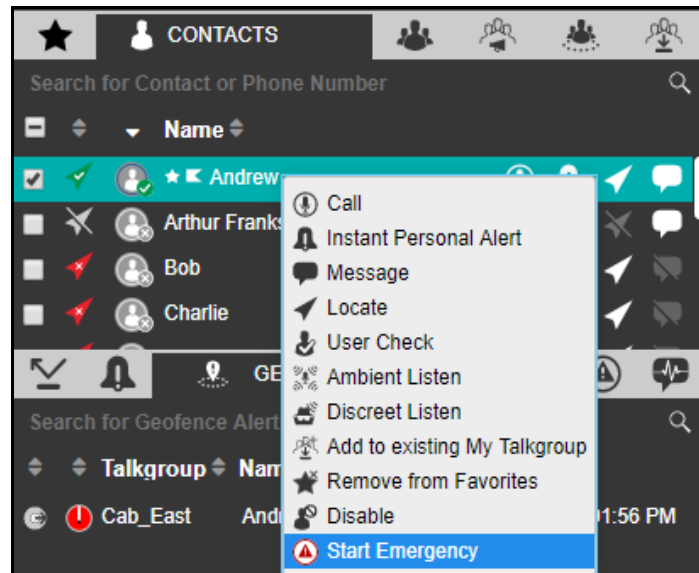
Start Emergency - Contacts and Talkgroups Window

> **Note:** **Make sure that the presence status of the fleet member is "Available" or "DND" to which emergency is being initiated.**

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

3. A START EMERGENCY confirmation window displays.
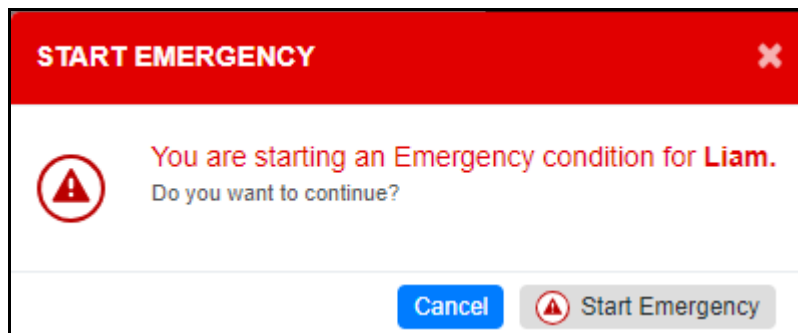
Start Emergency Confirmation Window

4. Click **Start Emergency** to start the emergency.
   Or
   Click **Cancel** to cancel the emergency initiation.

5. A toast message is received and an emergency alert is sent to the emergency destinations of the fleet member.
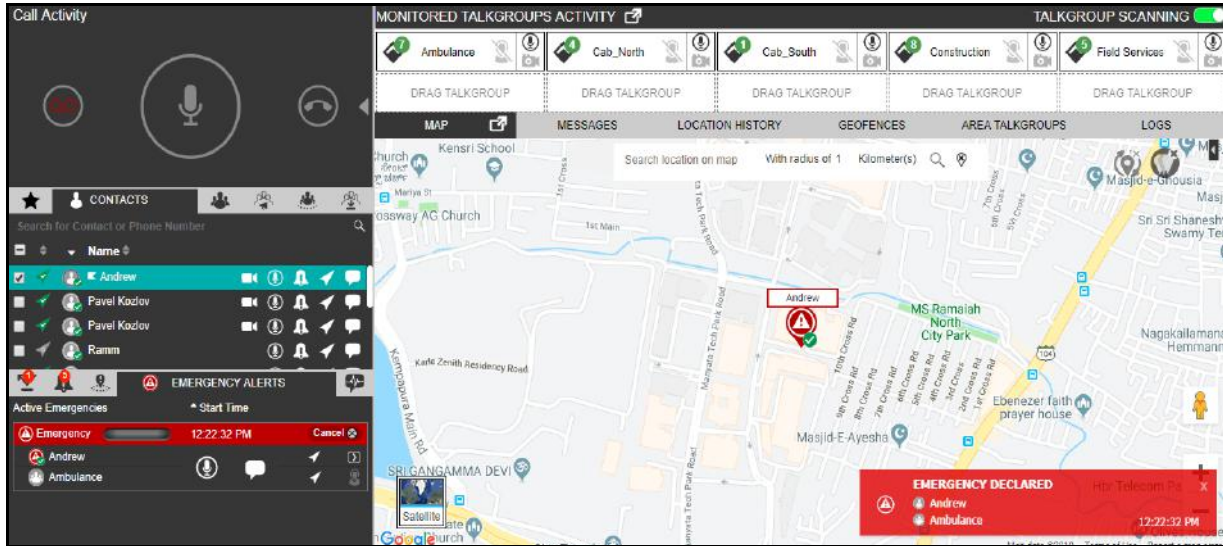
Toast Message - Start Emergency

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 call activity window.
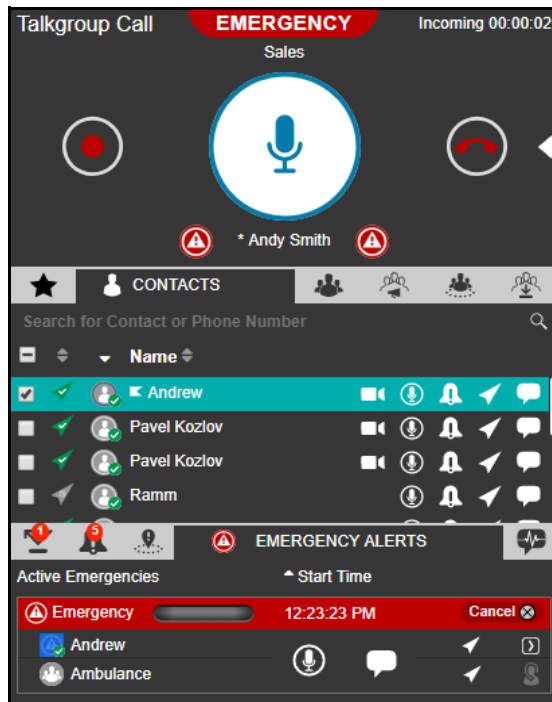
Automatic Emergency Initiation

8.2. Received Emergency

If an emergency is initiated and you are part of that emergency destination, then you receive an alert and that shows in the Emergency Alert tab under the Alerts window. You can do the following from the received emergency alert:
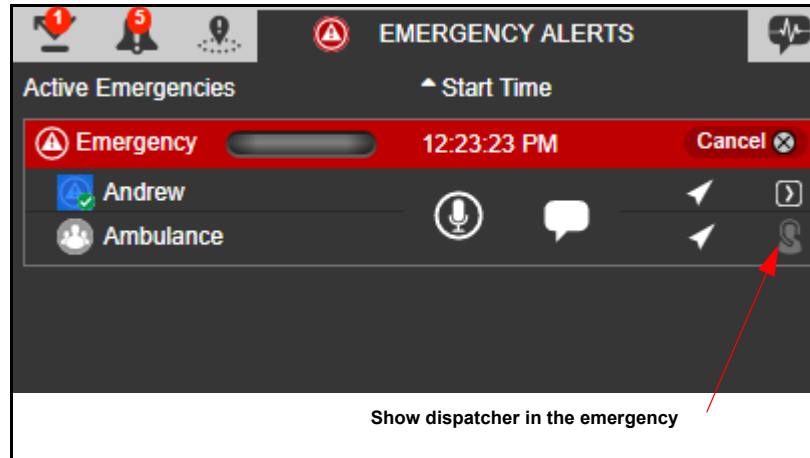
Emergency Alert tab

6. On the alert, click on one of the following**:**

- **Call** icon to place a call. The call is placed to the configured destination.
  Or

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

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

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

An icon on the emergency alert indicates that no dispatcher has joined the emergency. If another dispatcher has joined that emergency then the indicator turns to . If you have joined the emergency, then the indicator turns to . A no dispatcher in call or dispatcher on call icon on the alert shows the dispatcher joined the emergency. You can click the icon to view the dispatcher(s) joined the emergency.
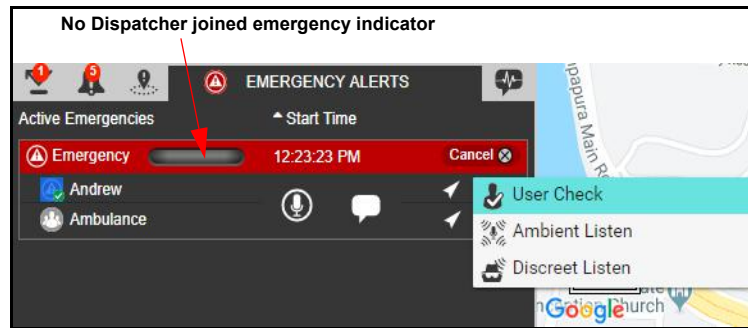
Initiate User Monitoring - Emergency Alerts

8.3. Emergency Cancellation

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

To cancel the emergency and confirm, follow these steps:

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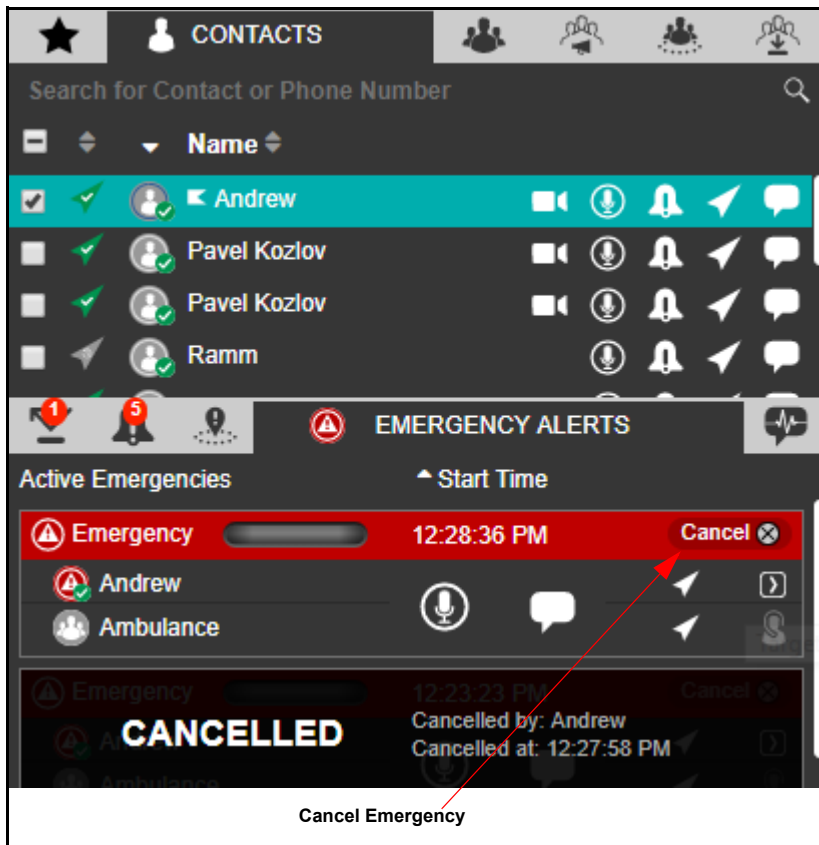
Cancel Emergency - Emergency Alert Window
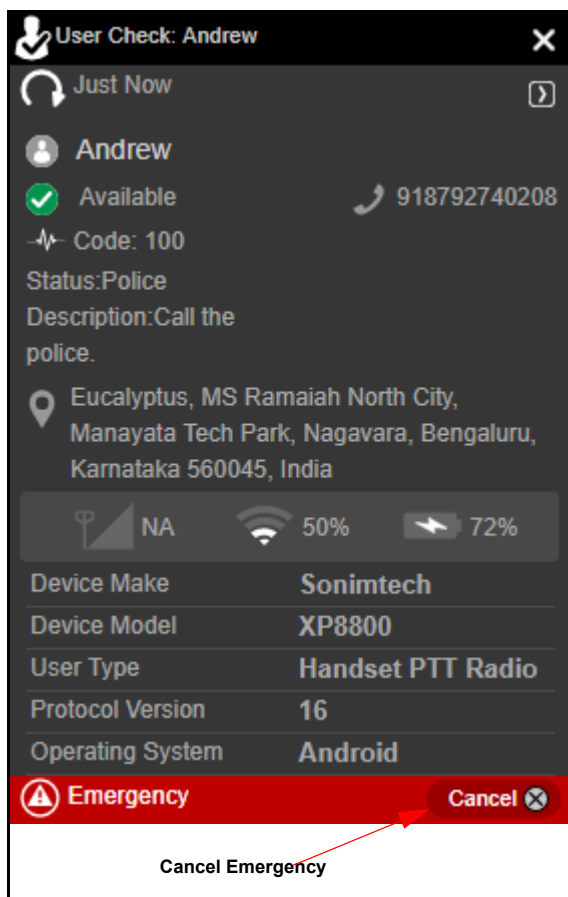
Cancel Emergency - User Check Window

2. A confirm emergency confirmation box displays.
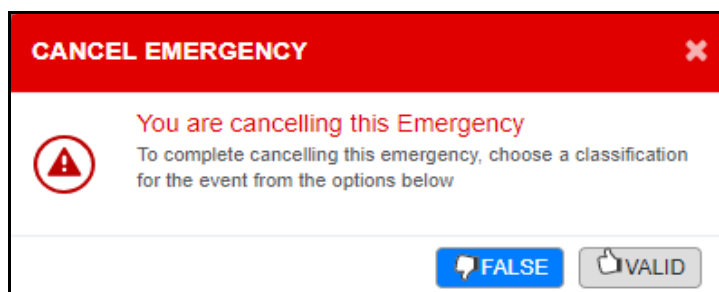
Confirm Emergency Confirmation Box

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

9. Integrated Secured Messaging

Secured Messaging allows you to send and receive secure text messages, multimedia content, and location information to and from other fleet members. You can select a contact or talkgroup from any of the window such as Contacts and Talkgroups, Map info, Map Selection List, Alerts, Monitored Talkgroup Activity, Call and Alert Logs and send a message. One-to-one messages provide the sender with confirmation that the content was delivered. Multimedia content can include images, videos, audio, and document. The image, audio, document and video can be browsed from the PC and sent as an attachment. You can send a voice message from a prerecorded (audio clip) from the local PC or record-and-send (within Dispatch). When you decide to send a voice message, you can record, preview, rerecord, erase, and send the voice message. Location messages allow you or fleet member to send and receive location information. You can select the location pin icon to share location or search for any address or any point of interest on Google Maps and share it with the fleet members. Also, you can view the received location of the fleet member. A notification displays whenever you receive a message. You can delete or forward the message (text, location or multimedia) to the other fleet member. The number of unattended messages is shown with a badge on the message icon next to the contact or talkgroup in the Contacts and Talkgroups window, header of theMessage 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.
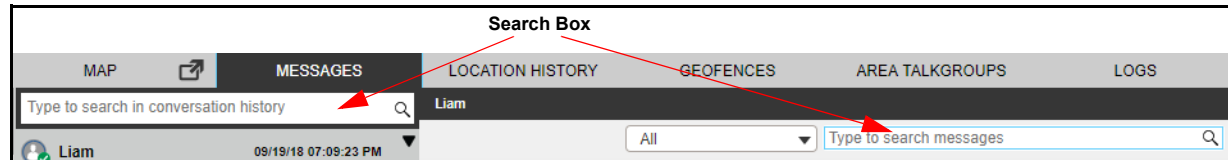
Search - Message

This section is organized as follows:

- Supported Formats for the Multimedia
- Sending Message to a Contact
- Sending Message to Quick Group
- Sending Message to Talkgroup
- Sending Message to Broadcast Group
- Search Message
- Quick Text
- Delete Conversation History
- Delete or Forward Single and Multiple Text or Multimedia Message
- Delete text or multimedia message
- Forward text or multimedia message
- View and Download Received file

- View Shared Geo Location by the Fleet Member

- Metadata of the Multimedia Files or Location

- Export

9.1. Supported Formats for the Multimedia

The following table lists the supported multimedia file formats:

Table 9.1 - Supported Multimedia Formats

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

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

Note: Dispatch does not allow sending an attachment if there is an ongoing video stream.

9.2. Sending Message to a Contact

To send a text message to a contact, follow these steps:

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

2. Click the **Message** ⬜ icon. A Message tab shows below the monitored talkgroup activity window.

3. Type the message in the text area and click the **Send** ⊙ icon.
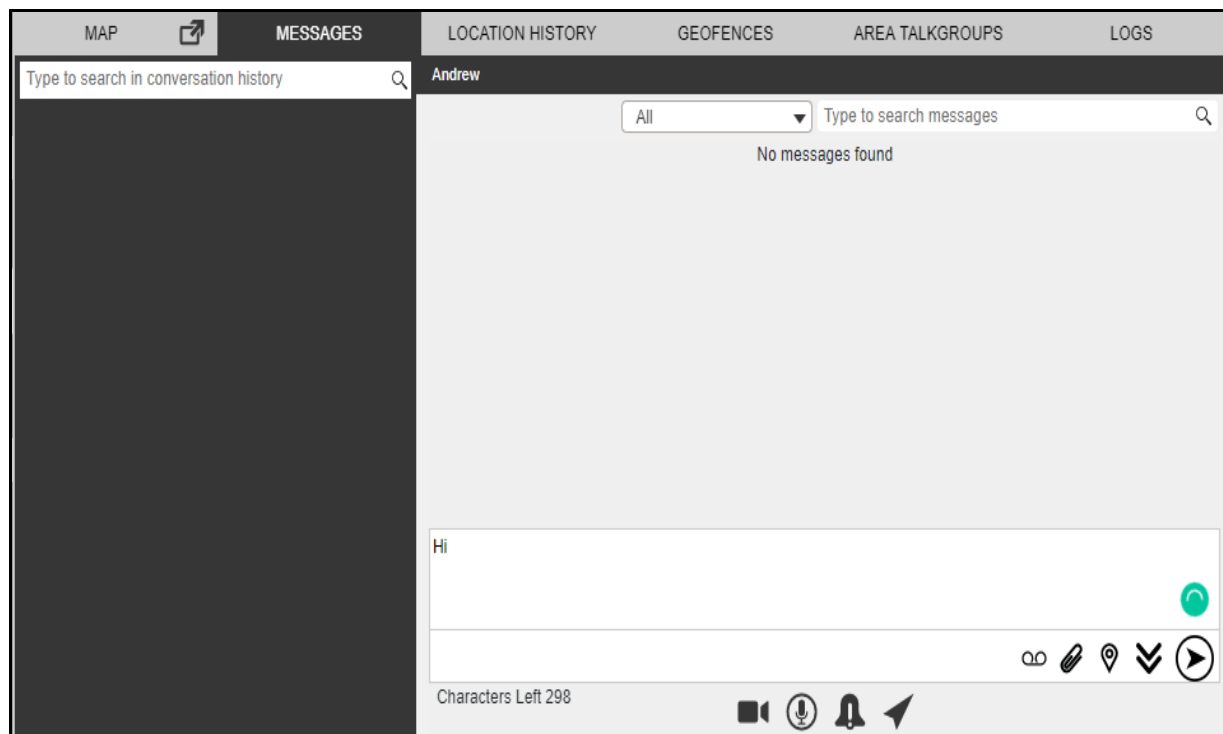
Send Text Message to Contact

To send document to a contact, follow these steps:

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

2. Click the **Message** ⬜ icon. A Message tab opens below the monitored talkgroup window.

3. Click the **Attach Files** 📎 icon.

4. Select the **Attach Document** 📄 icon. A file selection window opens.
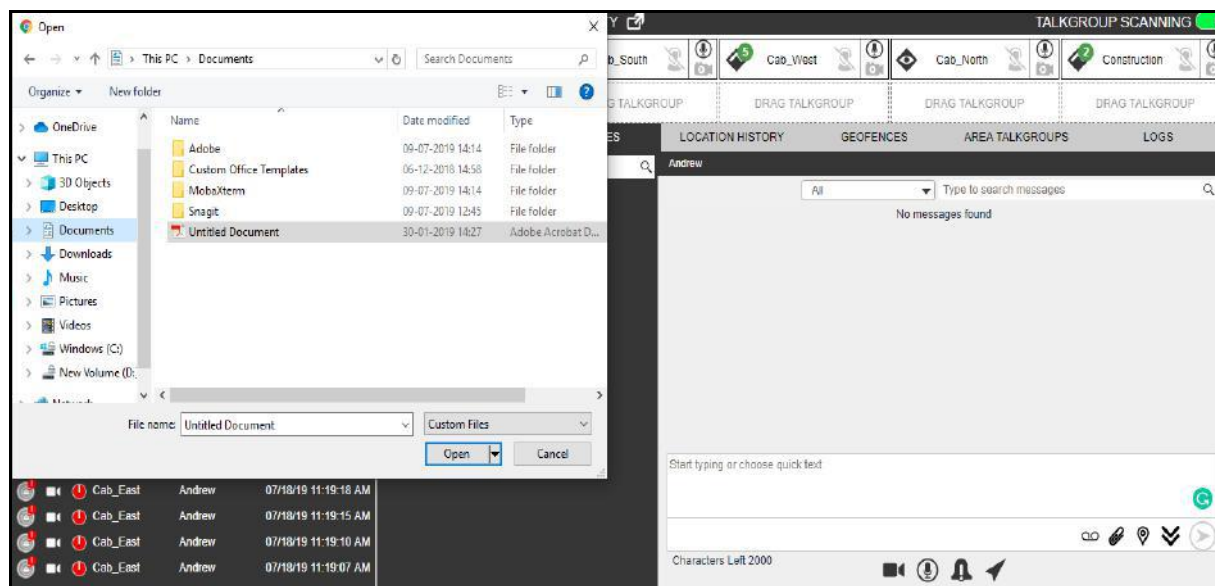
File Selection Window - Document

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

    Or

    Click **Cancel** to cancel the action.

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

Send Document to Contact

To discard the attached document, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.

Delete Confirmation Window

2. Click **Yes** to delete.

    Or

    Click **No** to cancel the action.

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

To send photo to a contact, follow these steps:

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

    Or

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

    Or

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

2. Click the **Message** icon. A Message tab opens below the monitored talkgroup activity window.

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

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

File Selection Window - Photo

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

   Or

   Click **Cancel** to cancel the action.

   Or

   Cut an image or part of an image and paste.

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

Send Photo to Contact

To discard the attached photo, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.

Delete Confirmation Window

2. Click **Yes** to delete.

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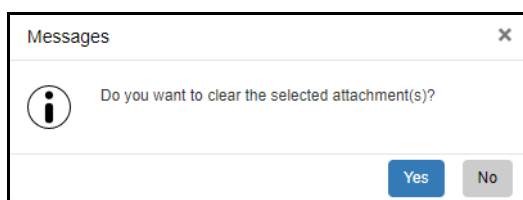
    Click **No** to cancel the action.

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

To send video to a contact, follow these steps:

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

    Or

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

    Or

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

2. Click the **Message** 🖼 icon. A Message tab opens below the monitored talkgroup activity window.

3. Click the **Attach Files** 📎 icon.

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

File Selection Window - Video

5. Select the video file and click **Open**.
   Or
   Click **Cancel** to cancel the action.

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

Send Video to Contact

To discard the attached video, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.

Delete Confirmation Window

2. Click **Yes** to delete.

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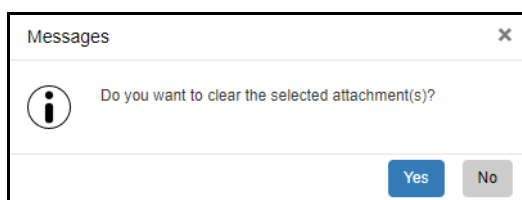
    Click **No** to cancel the action.

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

Send audio to a contact

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

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

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

    Or

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

    Or

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

2. Click the **Message** 💬 icon. A Message tab opens below the monitored talkgroup activity window.

3. Click the **Recording** ⚬⚬ icon.
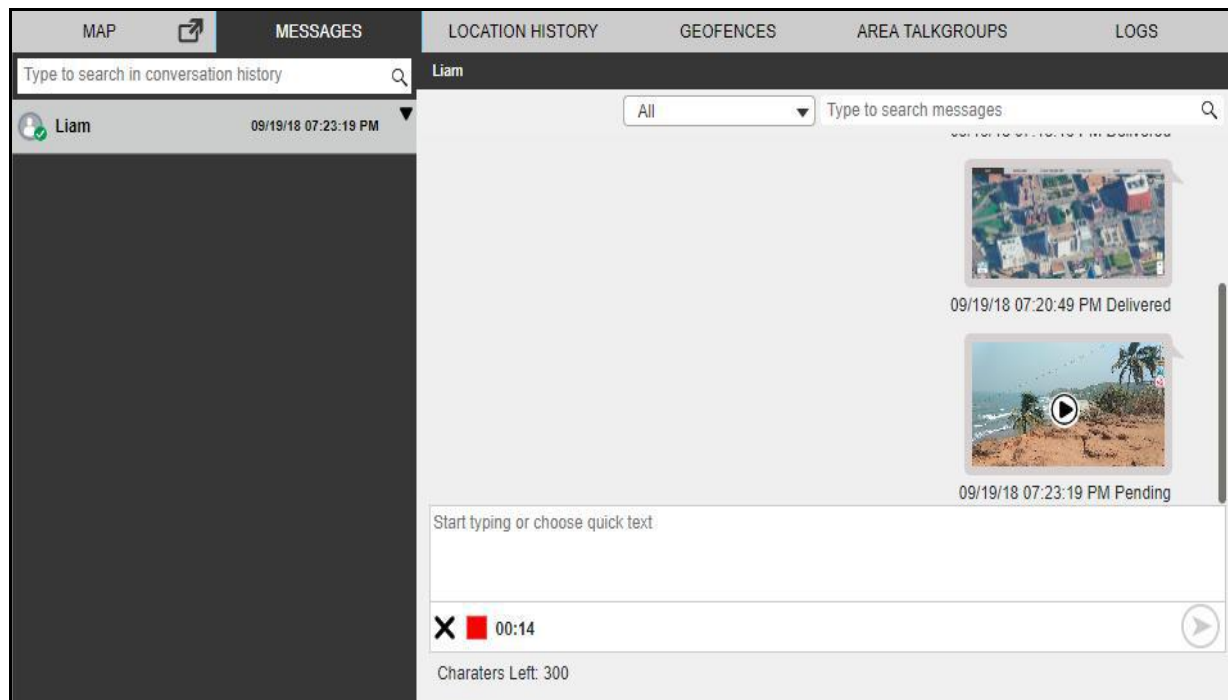
Record Voice message and Send

4.　Record the audio from your device.

5.　Click the **Stop** ■ icon to stop the recording.
　　Or

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

6.　Click the **Send** ⊕ icon to send the recorded audio.
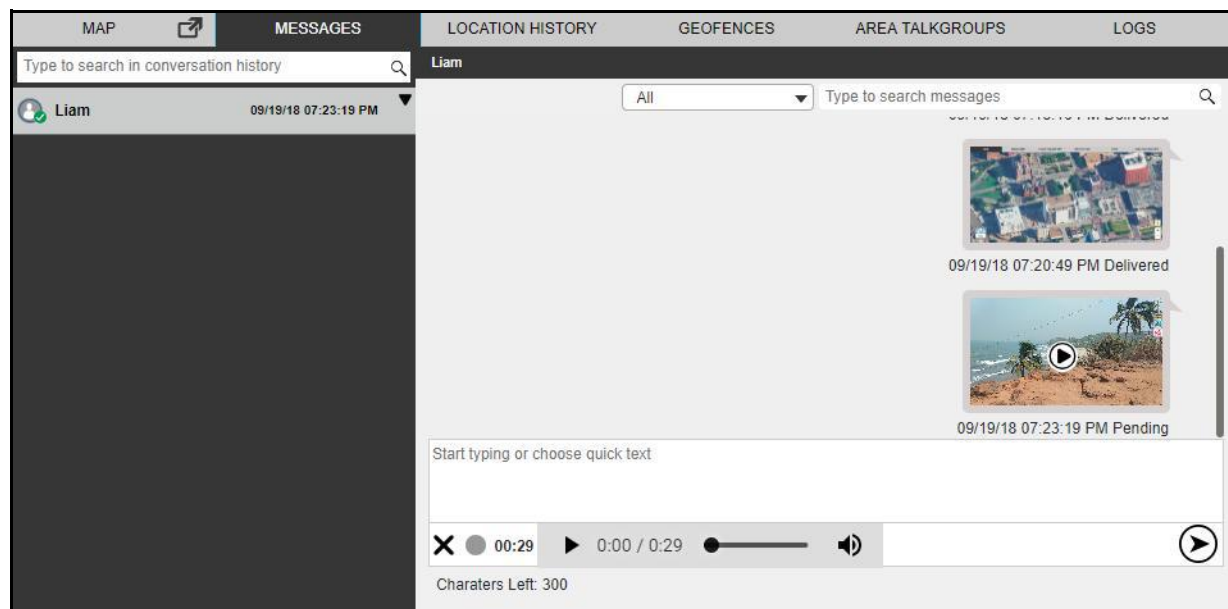
Send Recorded Voice Message

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

To send a pre-recorded audio file from your local PC, follow these steps:

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

2. Click the **Message** 🗨 icon. A Message tab opens below the monitored talkgroup activity window.

3. Click the **Attach Files** 📎 icon.

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

File Selection Window - Audio

5. Select the audio file and click **Open**.
    Or
    Click **Cancel** to cancel the action.

6. Click the **Send** ▶ icon to send the audio file.
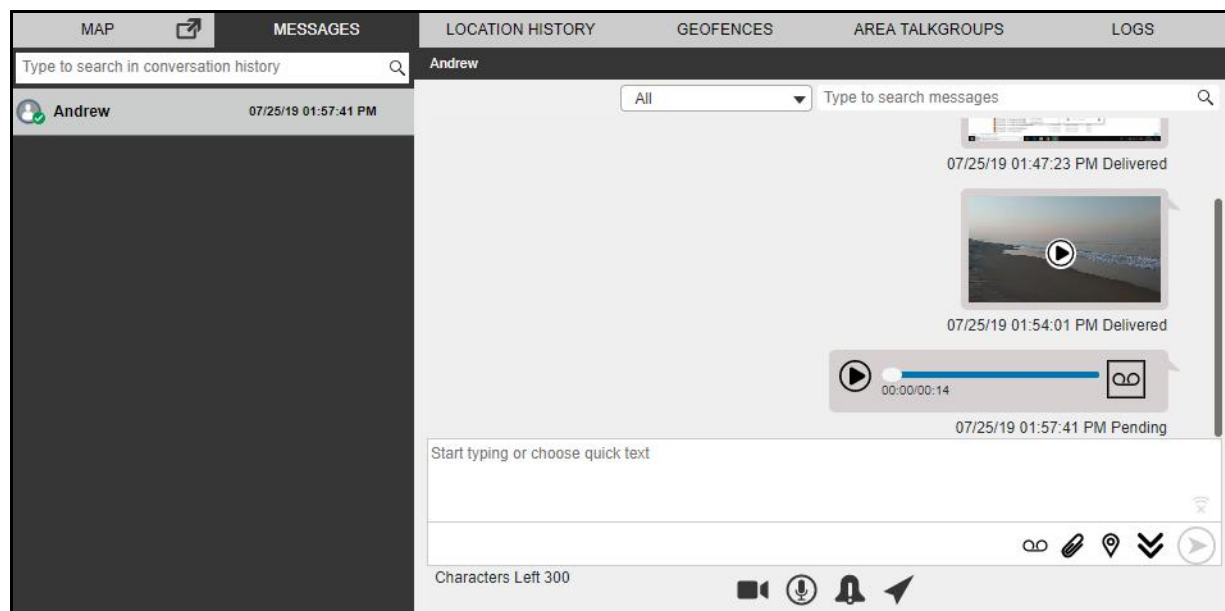
Send Audio to Contact

To discard the attached audio, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.

Delete Confirmation Window

2. Click **Yes** to delete.
    Or
    Click **No** to cancel the action.

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

To Share Location to a contact, follow these steps:

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

2. Click the **Message** 🖵 icon. A Message tab opens below the monitored talkgroup activity window.

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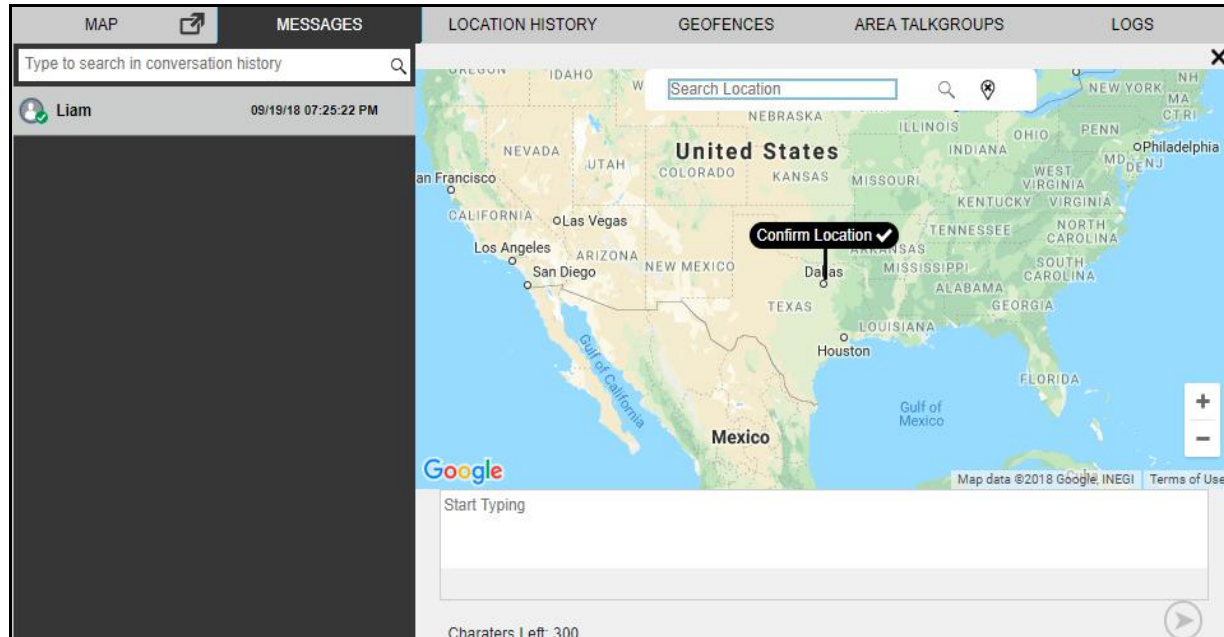
Choose Location Window

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

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

6. Click the **Send** ⊘ icon to share the location to the contact.
    Or
    Click **Cancel** to cancel the action.
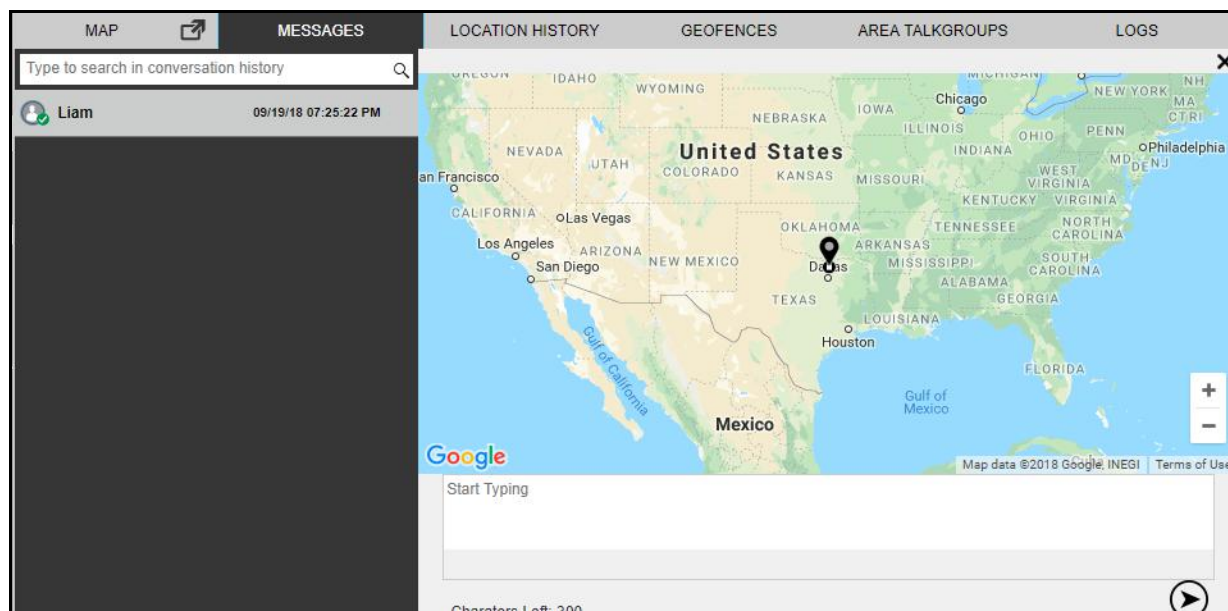
Share Location to Contact

9.3. Sending Message to Quick Group

To send text message to a quick group, follow these steps:

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

2. Select the check boxes next to the contacts.

3. Right click and select **Message**. A Message tab opens below the monitored talkgroup activity window.

4. Enter the text in the text area and click the **Send** ⊗ icon.
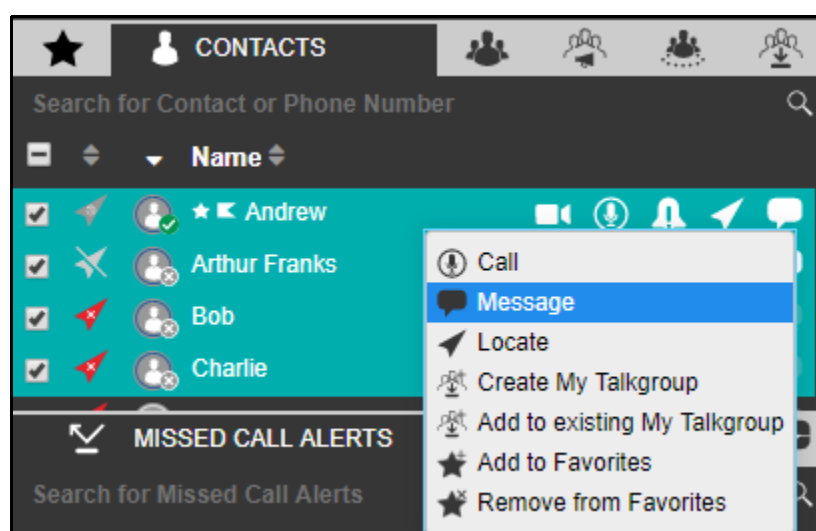
Send Text Message to Quick Group

To send file to a quick group, follow these steps:

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

2. Select the check boxes next to the contacts.

3. Right click and select **Message**. A Message tab opens below the monitored talkgroup activity window.

4. Click the **Attach Files** 📎 icon.

5. Select the **Attach Document** 🗎 icon. A file selection window opens.
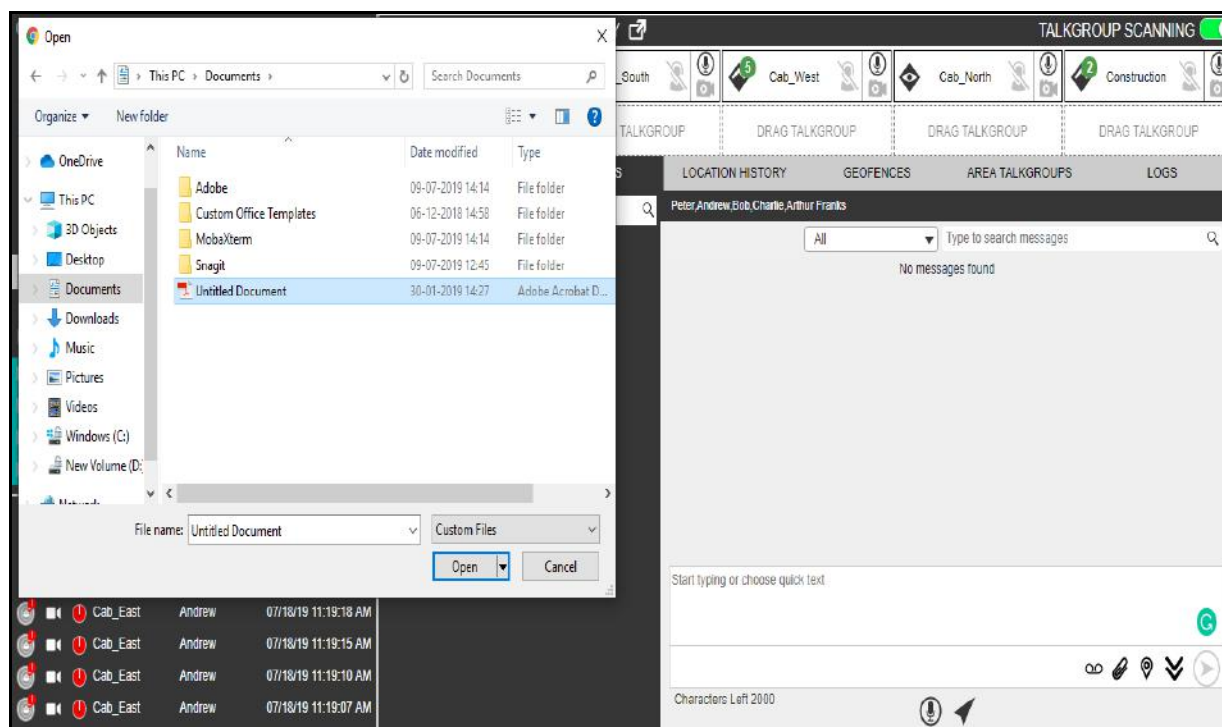
File Selection Window - Document - Quick Group

6. Select the file and click **Open**.
   Or
   Click **Cancel** to cancel the action.

7. Click the **Send** ⊘ icon to send the file.
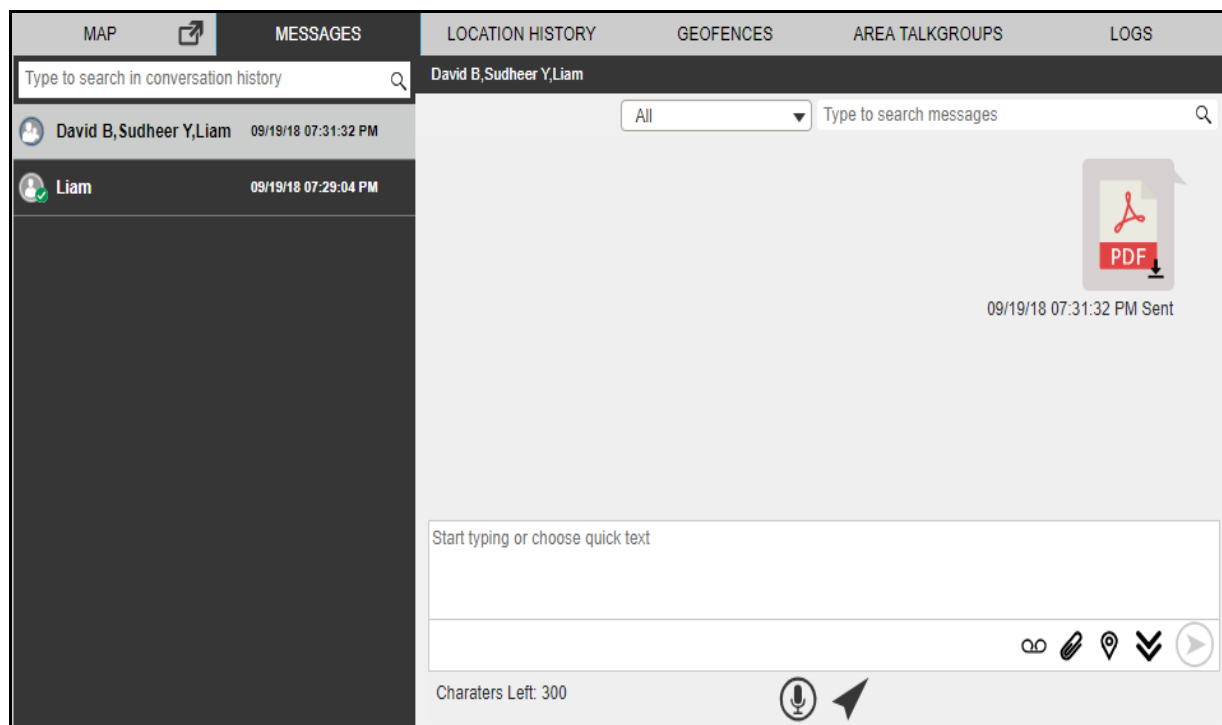
Send Document to Quick Group

To discard the attached document, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.
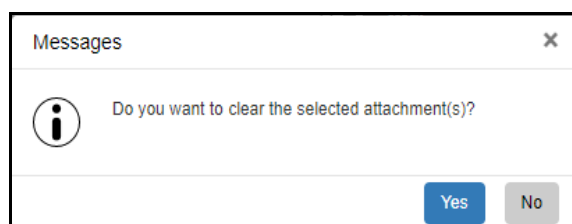
Delete Confirmation Window

2. Click **Yes** to delete.
   Or
   Click **No** to cancel the action.

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

To send photo to a quick group, follow these steps:

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

2. Select the check boxes next to the contacts.

3. Right click and select **Message**. A Message tab opens below the monitored talkgroup activity window.

---

4. Click the **Attach Files** 📎 icon.

5. Select the **Attach Photo** 🖵 icon. A file selection window opens.
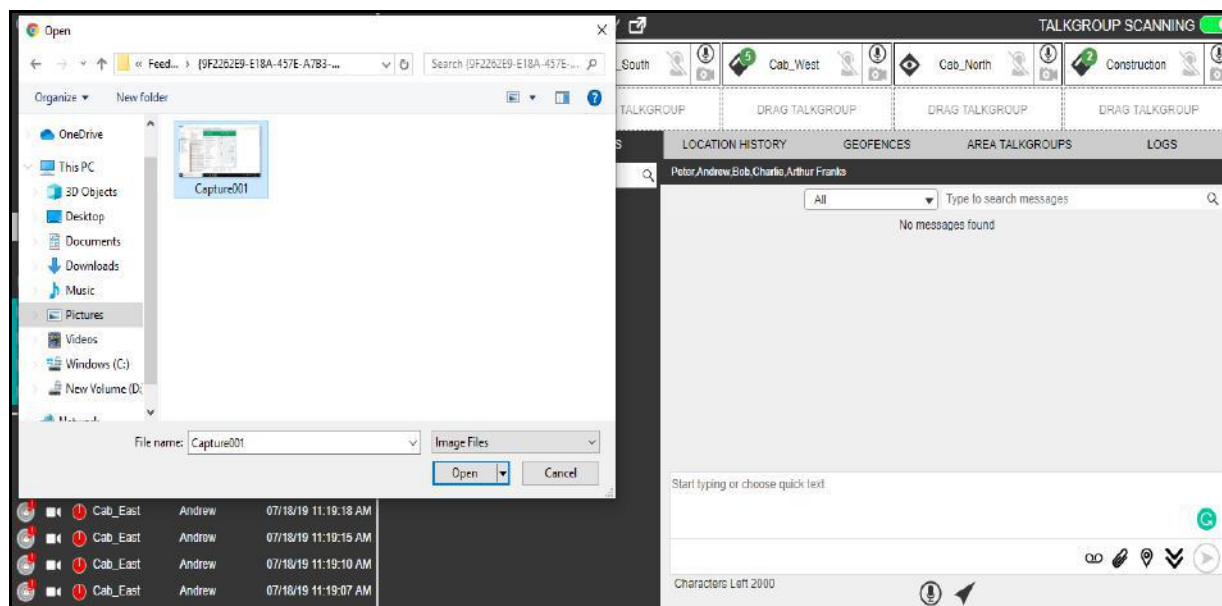
File Selection Window - Photo - Quick Group

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

    Or

    Click **Cancel** to cancel the action.

    Or

    Cut an image or part of an image and paste.

7. Click the **Send** ⊙ icon to send the photo.
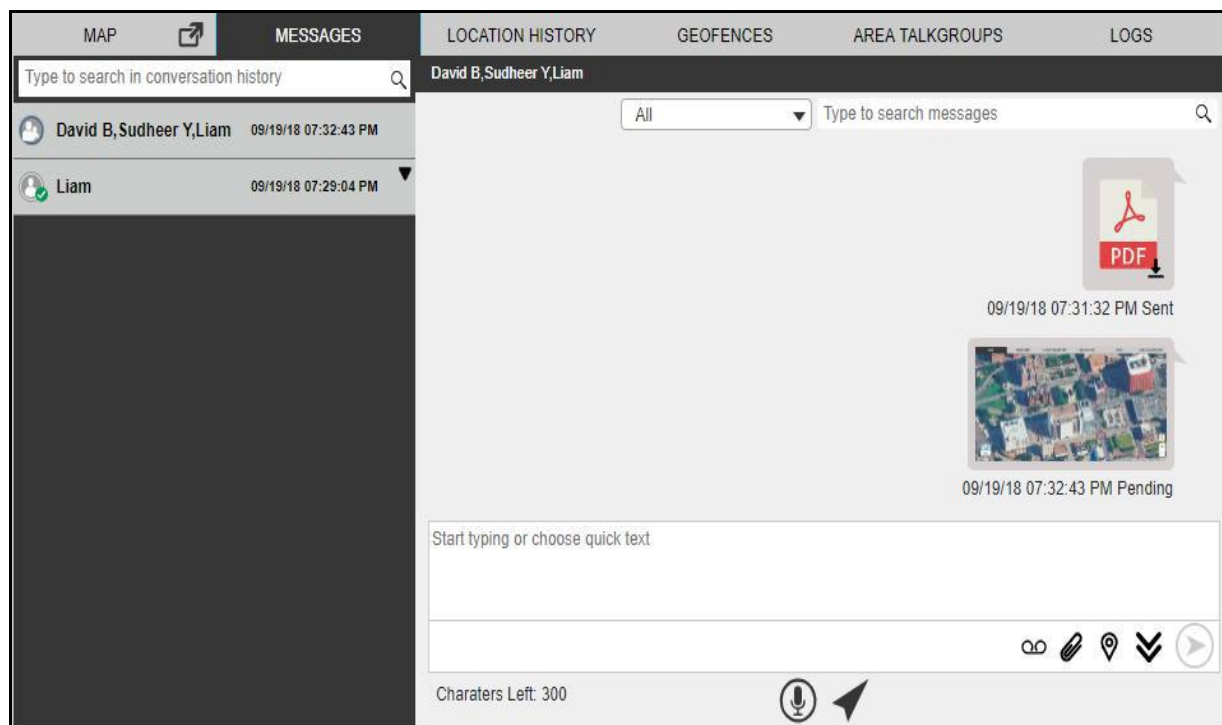
Send Photo to Quick Group

To discard the attached photo, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.
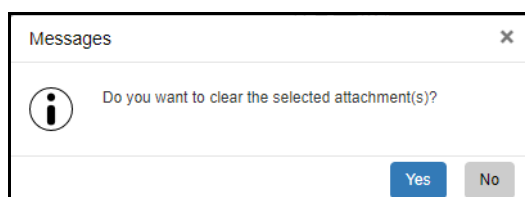
Delete Confirmation Window

2. Click **Yes** to delete.
   Or
   Click **No** to cancel the action.

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

To send video to a quick group, follow these steps:

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

2. Select the check boxes next to the contacts.

3. Right click and select **Message**. A Message tab opens below the monitored talkgroup activity window.

4. Click the **Attach Files** 📎 icon.

5. Select the **Attach Video** ⬜️ icon. A file selection window opens.
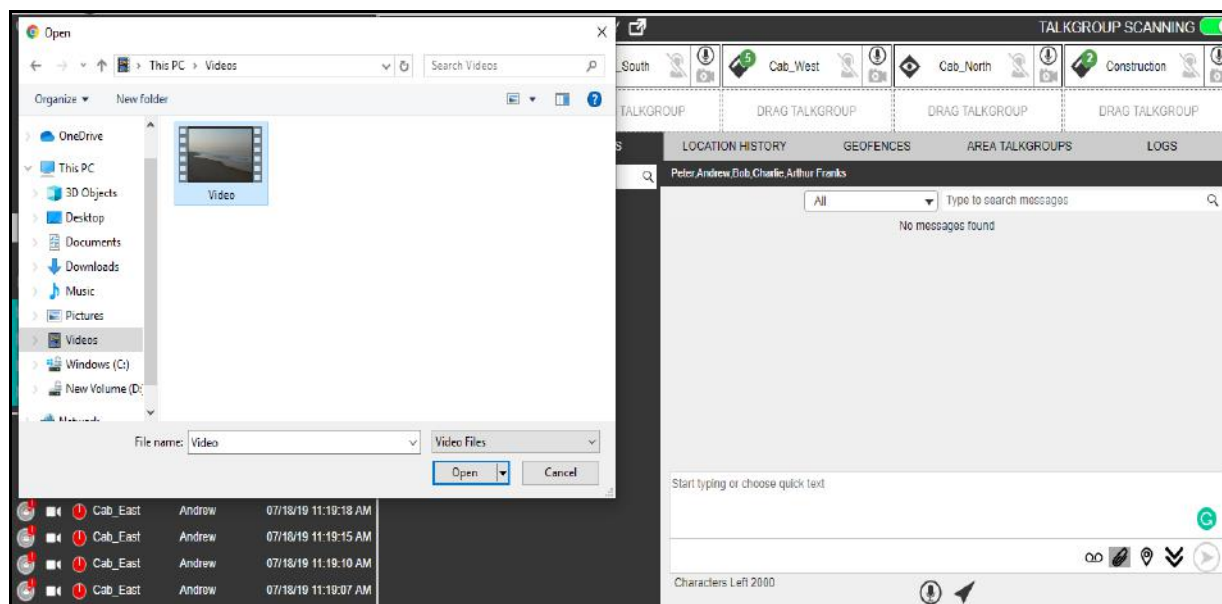
File Selection Window - Video - Quick Group

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

   Or

   Click **Cancel** ✖ icon to cancel the action.

7. Click the **Send** ⊙ icon to send the recorded video file.
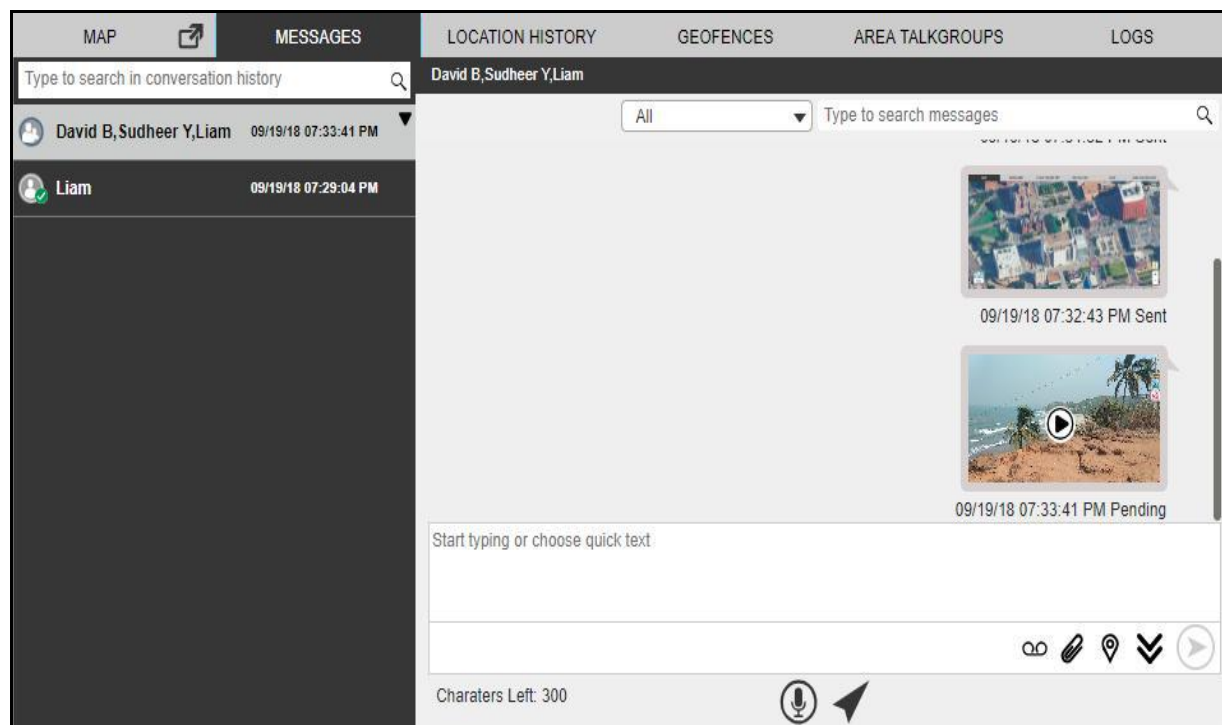
Send Video to Quick Group

To discard the attached video, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.
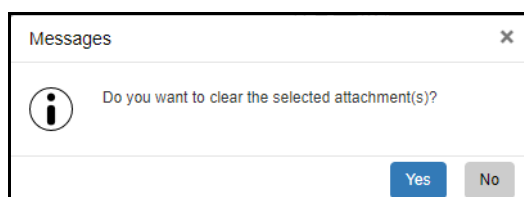
Delete Confirmation Window

2. Click **Yes** to delete.
   Or
   Click **No** to cancel the action.

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

To send audio to a Quick Group

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

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

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

2. Select the check boxes next to the contacts.

3. Right click and select **Message**. A Message tab opens below the monitored talkgroup activity window.

4. Click the **Recording** ⚬⚬ icon.
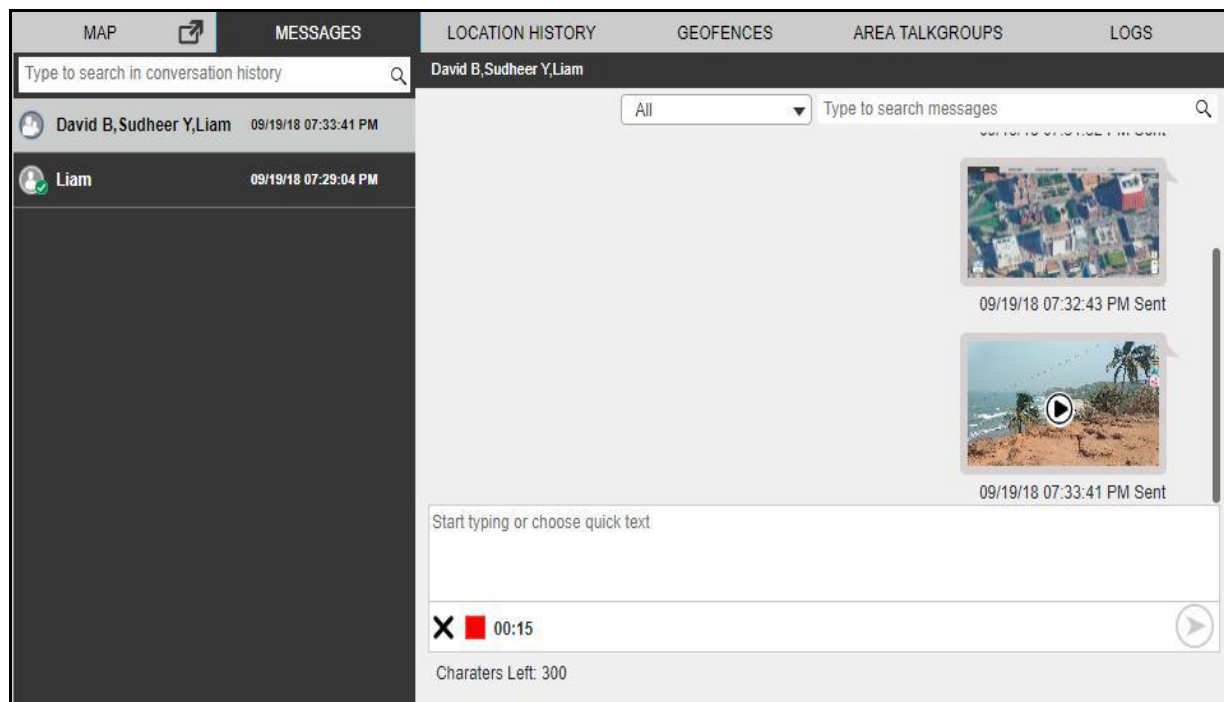
Record Voice message - Quick Group

5. Record the audio from your device.

6. Click the **Stop** 🟥 icon to stop the recording.
    Or

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

7. Click the **Send** ⊛ icon to send the recorded audio.
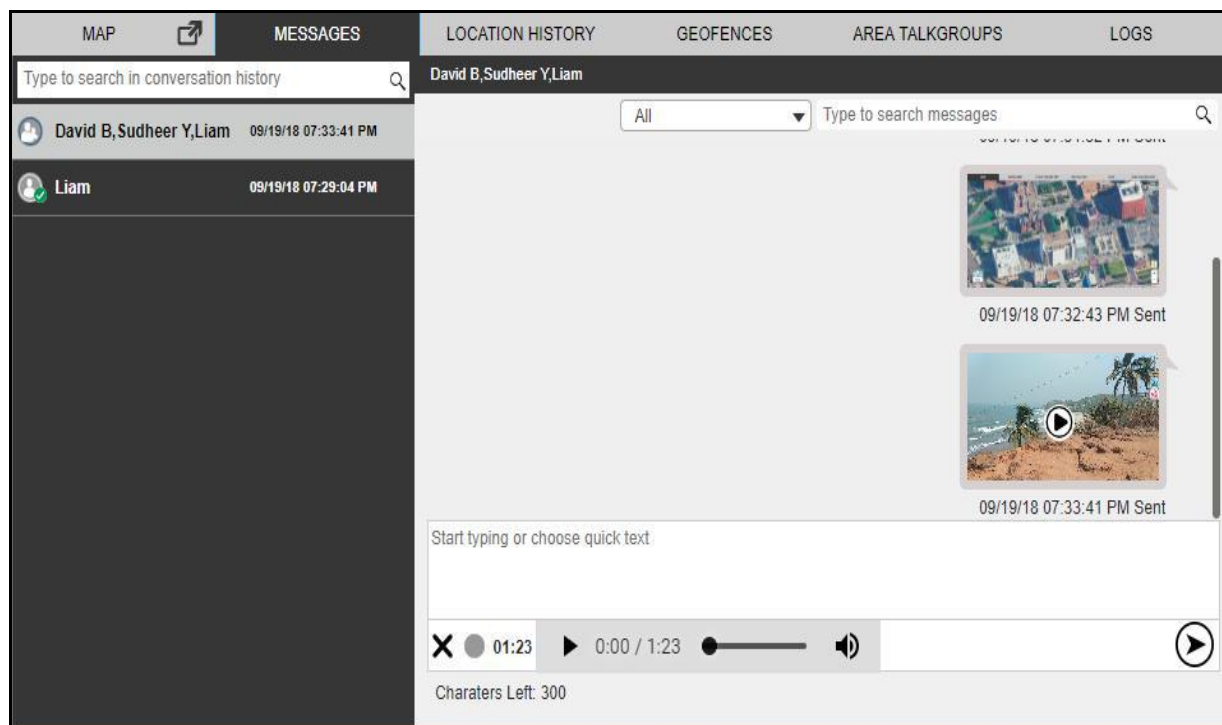
Send Recorded Voice Message - Quick Group

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

To send a pre-recorded audio file from your local PC, follow these steps:

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

2. Select the check boxes next to the contacts.

3. Right click and select **Message**. A Message tab opens below the monitored talkgroup activity window.

4. Click the **Attach Files** 📎 icon.

5. Click the **Attach Audio** 📟 icon. A file selection window opens.
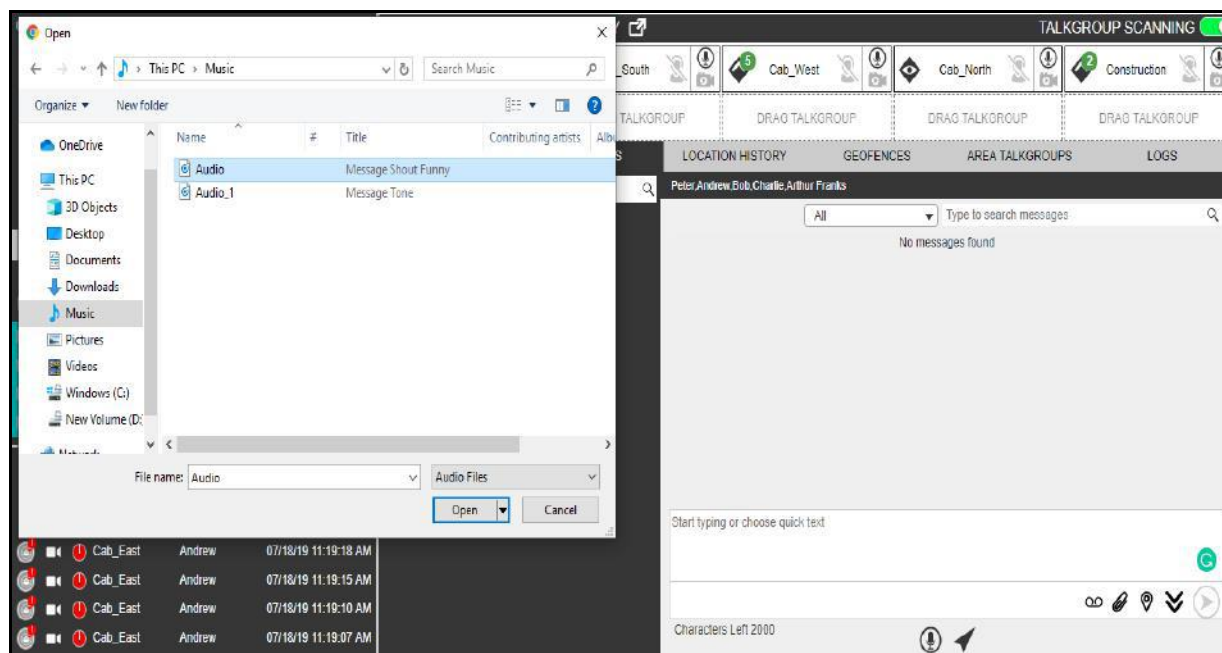
File Selection Window - Audio - Quick Group

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

    Or

    Click **Cancel** to cancel the action.

7. Click the **Send** ⊘ icon to send the audio file.
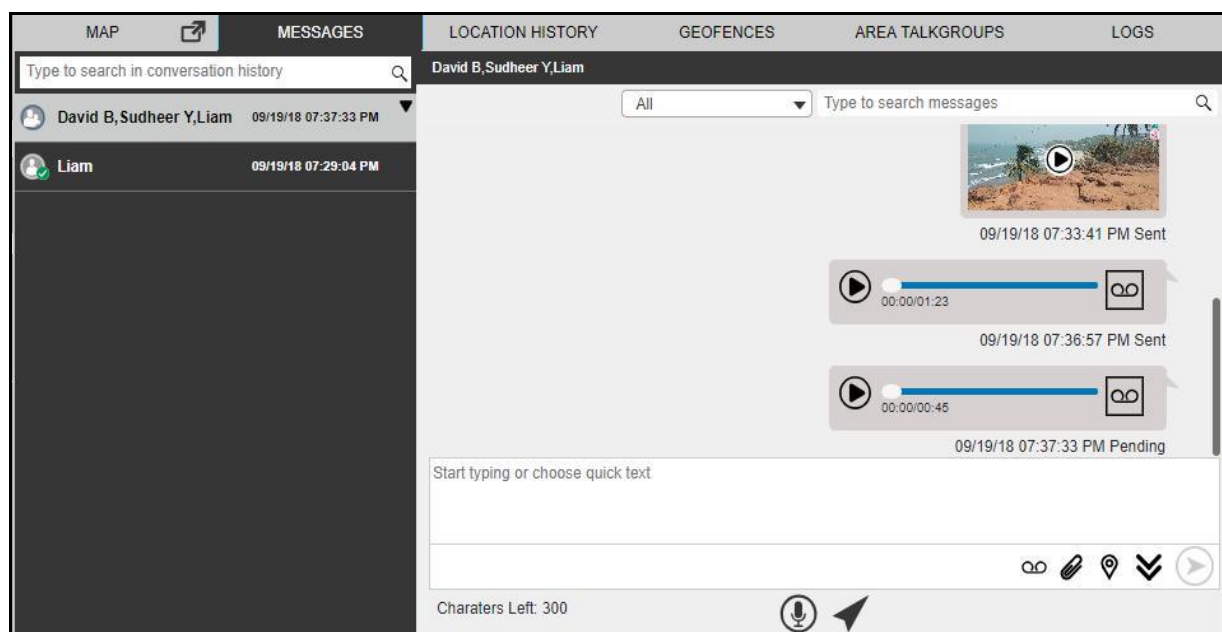
Send Audio to Quick Group

To discard the attached audio, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.

Delete Confirmation Window

2. Click **Yes** to delete.

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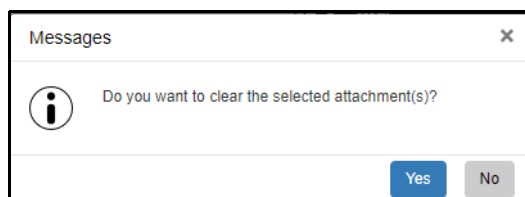
    Click **No** to cancel the action.

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

To Share Location to a quick group, follow these steps:

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

2. Select the check boxes next to the contacts.

3. Right click and select **Message**. A Message tab opens below the monitored talkgroup activity window.

4. Click the **Location Sharing** ⦿ icon. A map with location pin opens.
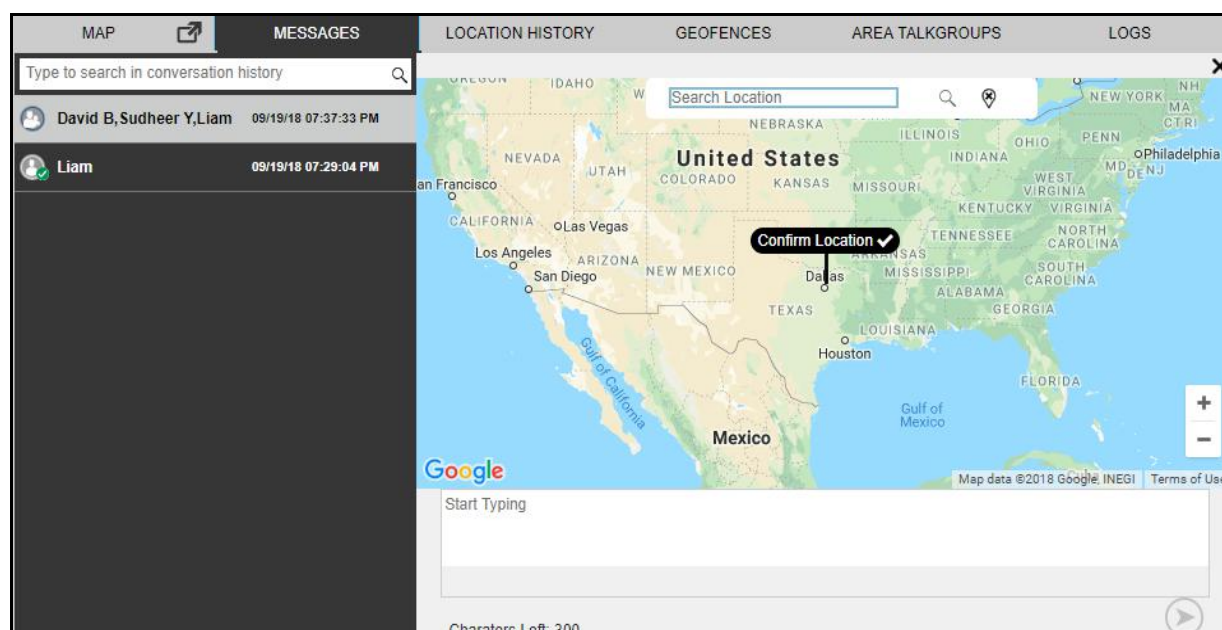
Choose Location Window - Quick Group

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

6. Click the **Confirm Location** ✓ icon.

7. Click the **Send** ⊙ icon to share the location to quick group.

   Or

   Click the **Close** ✕ icon to cancel the action.
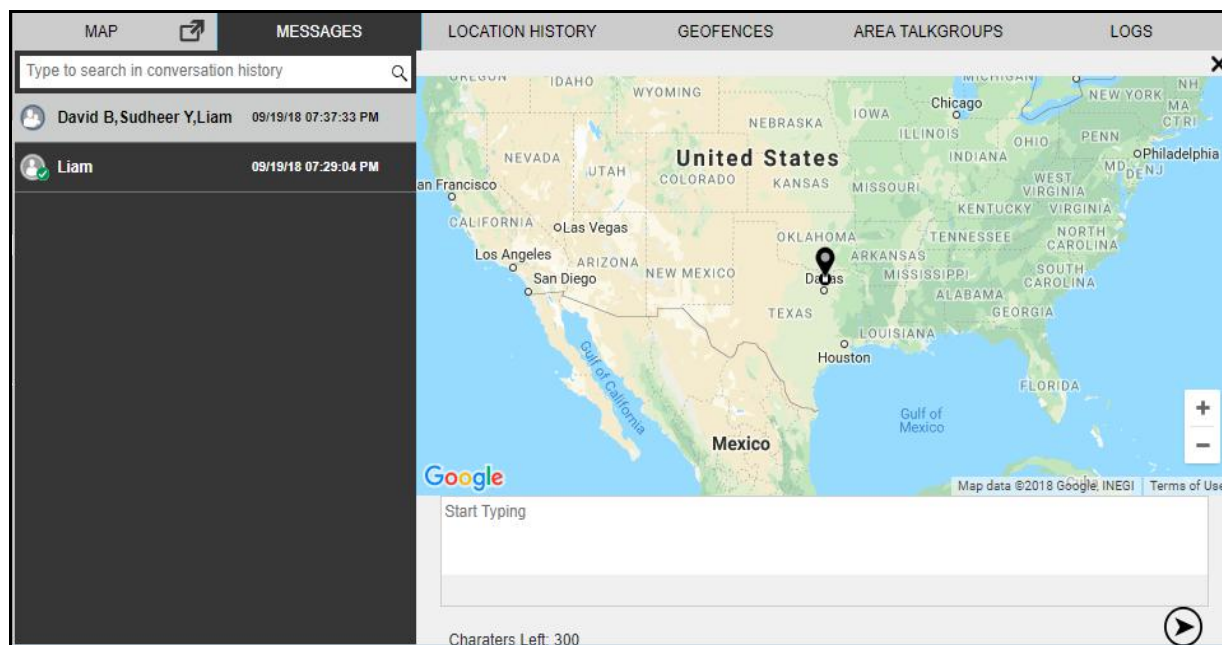
Share Location to Quick Group

9.4. Sending Message to Talkgroup

To send text message to a talkgroup, follow these steps:

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

2. Click the **Message** ⬜ icon. A Message tab opens below the monitored talkgroup activity window.

3. Enter the text in the text area and click the **Send** ⊙ icon.
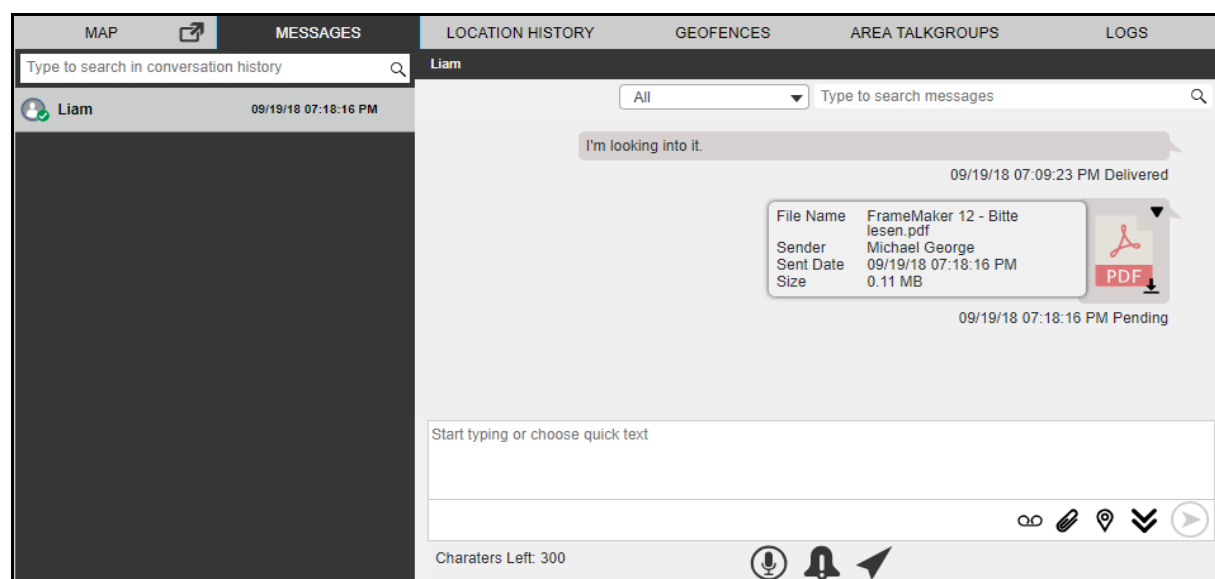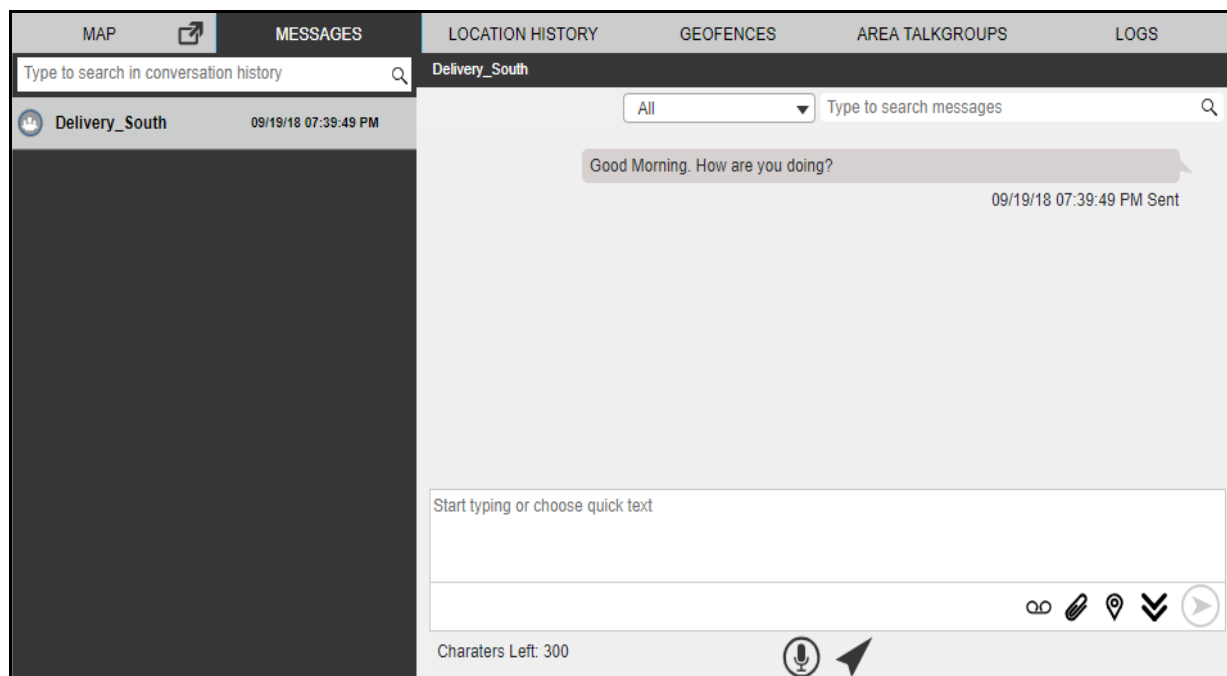
Send Text Message to Talkgroup

To send file to a talkgroup, follow these steps:

1. Click the **Talkgroup** tab from the Contacts and Talkgroup or Map Selection List window and select the talkgroup.
    Or
    Right-click on contact in Alerts, Monitored Talkgroup Activity, Call, and Alert Logs window.
    Or
    Click the **Map Marker** of the talkgroup on the map to view the Map Info window.

2. Click the **Message** icon. A Message tab opens below the monitored talkgroup activity window.

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

4. Select the **Attach Document** icon. A file selection window opens.
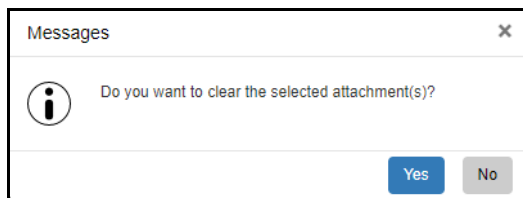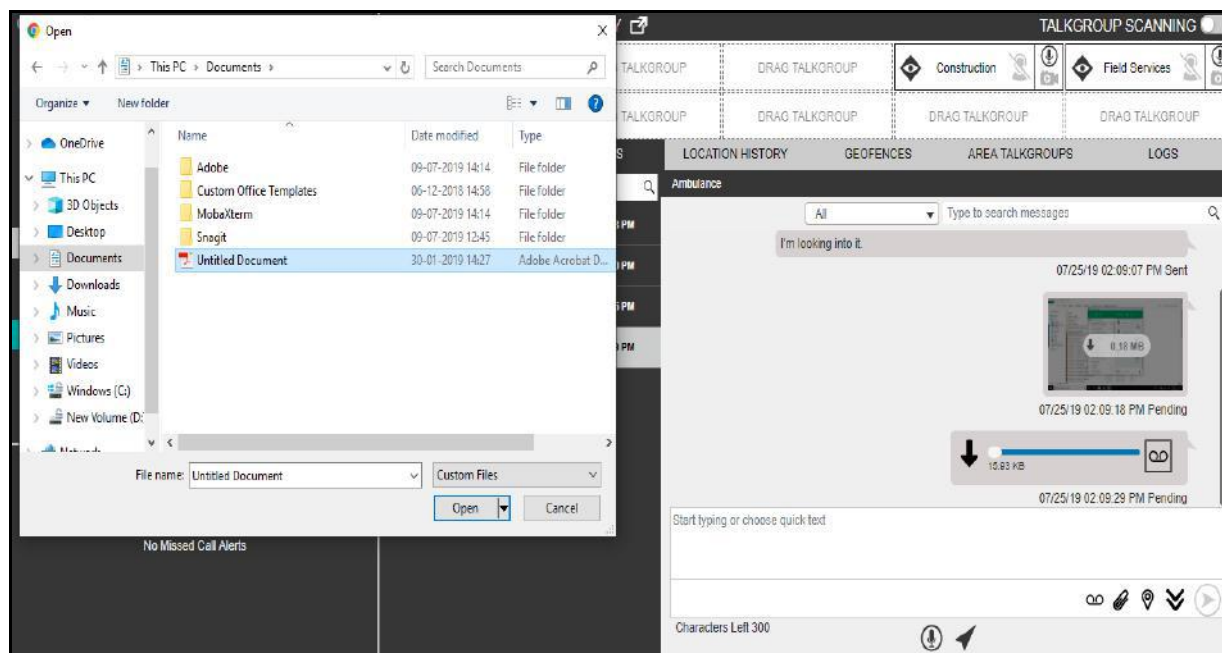
File Selection Window - Document - Talkgroup

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

    Or

    Click **Cancel** to cancel the action.

6. Click the **Send** ⊘ icon to send the file.
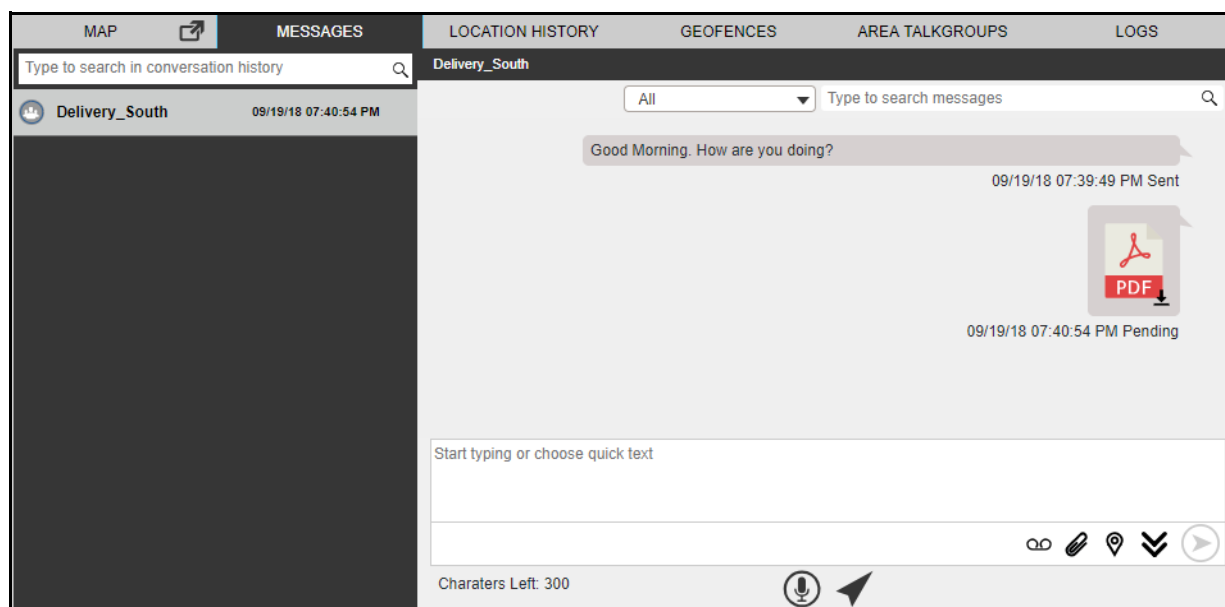
Send Document to Talkgroup

To discard the attached document, follow these steps:

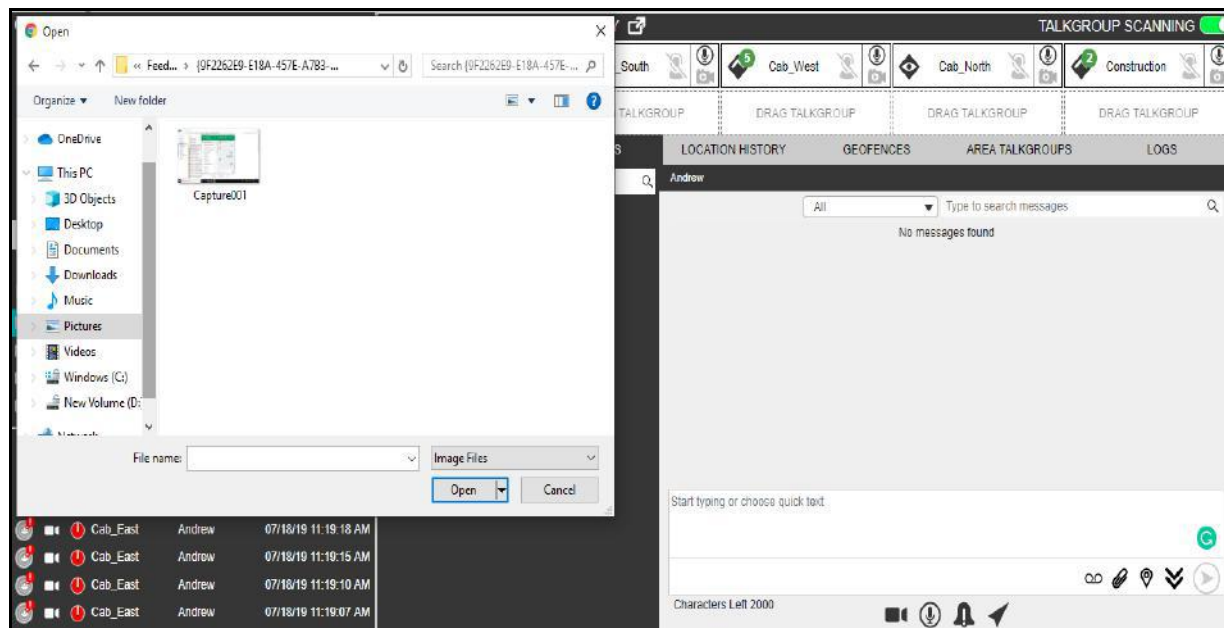1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.

Delete Confirmation Window

2. Click **Yes** to delete.

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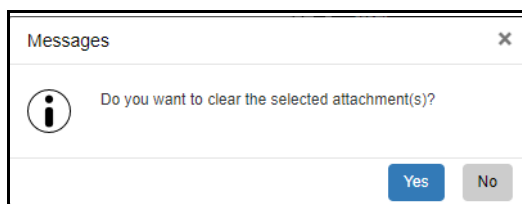
   Click **No** to cancel the action.

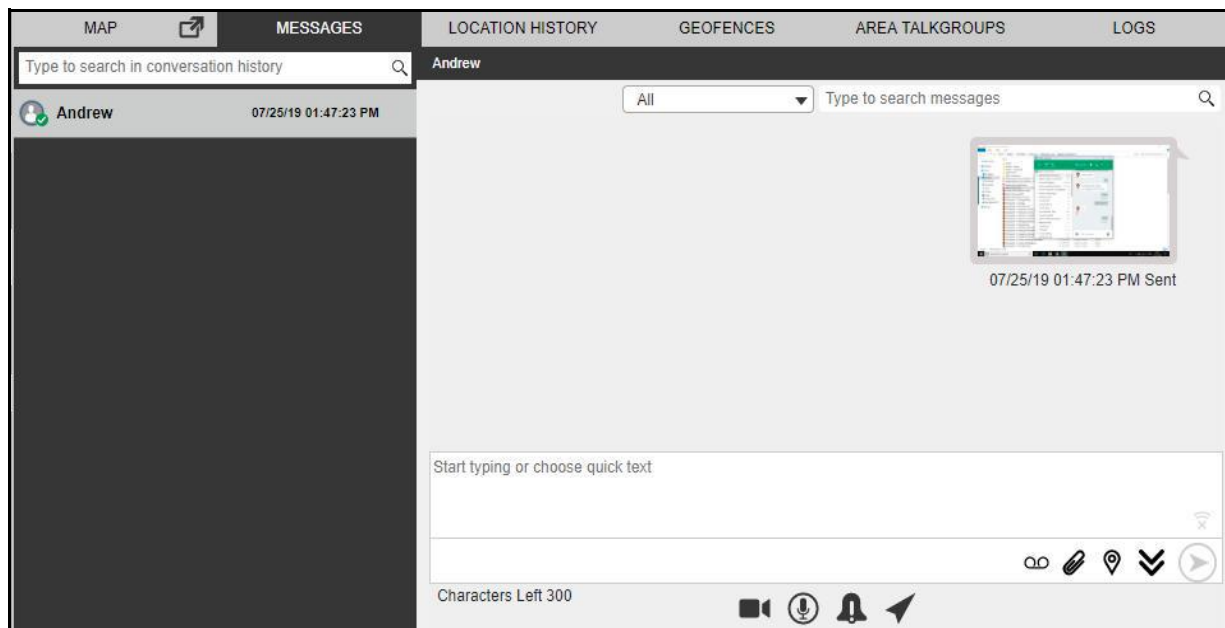
Note: You can also add text with the document attachment.

To send photo to a talkgroup, follow these steps:

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

   Or

   Right-click on contact in Alerts, Monitored Talkgroup Activity, Call, and Alert Logs window.

   Or

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

2. Click the **Message** 🗨 icon. A Message tab opens below the monitored talkgroup activity window.

3. Click the **Attach Files** 📎 icon.

4. Select the **Attach Photo** 🗗 icon. A file selection window opens.
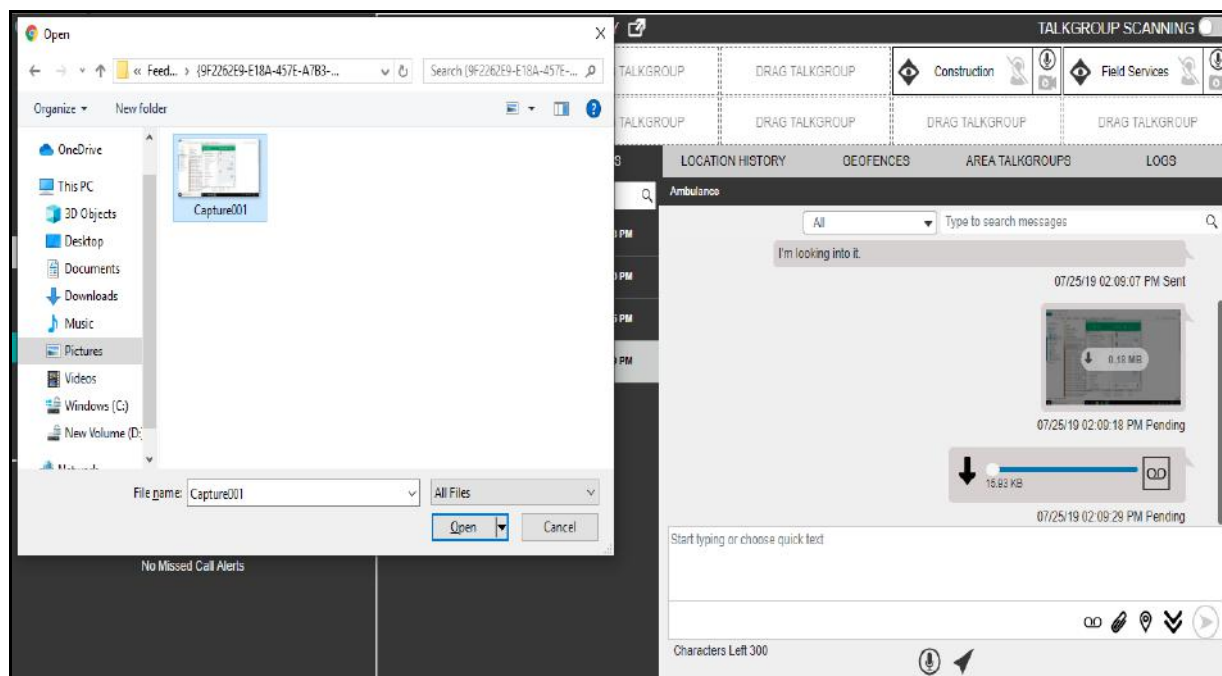
**File Selection Window - Photo - Talkgroup**

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

    Or

    Click **Cancel** to cancel the action.

    Or

    Cut an image or part of an image and paste.

6. Click the **Send** ⊕ icon to send the photo.
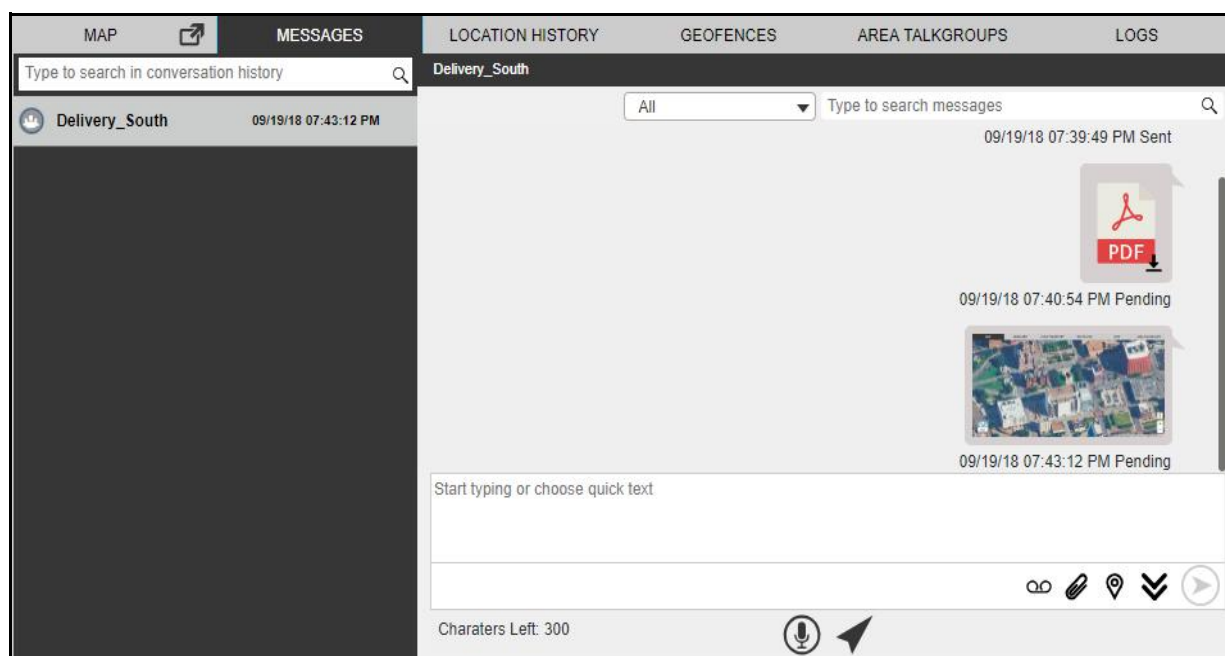
Send Photo to Talkgroup

To discard the attached photo, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.
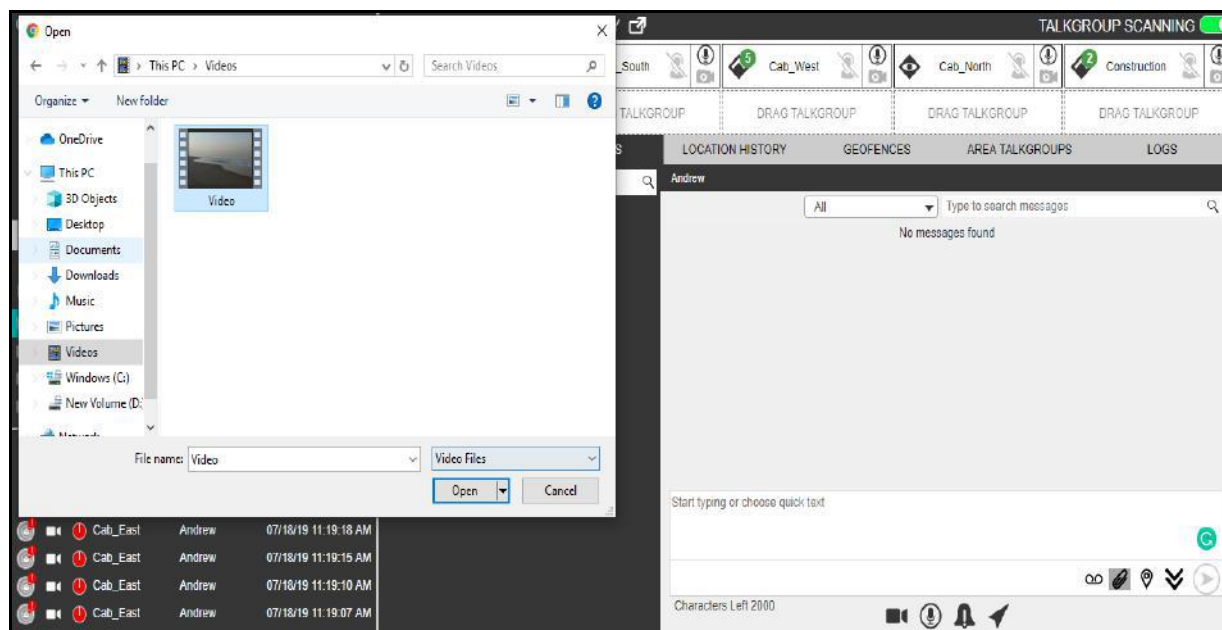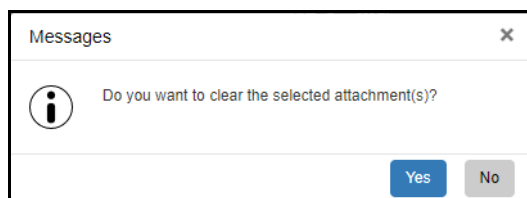

Delete Confirmation Window

2. Click **Yes** to delete.
    Or
    Click **No** to cancel the action.

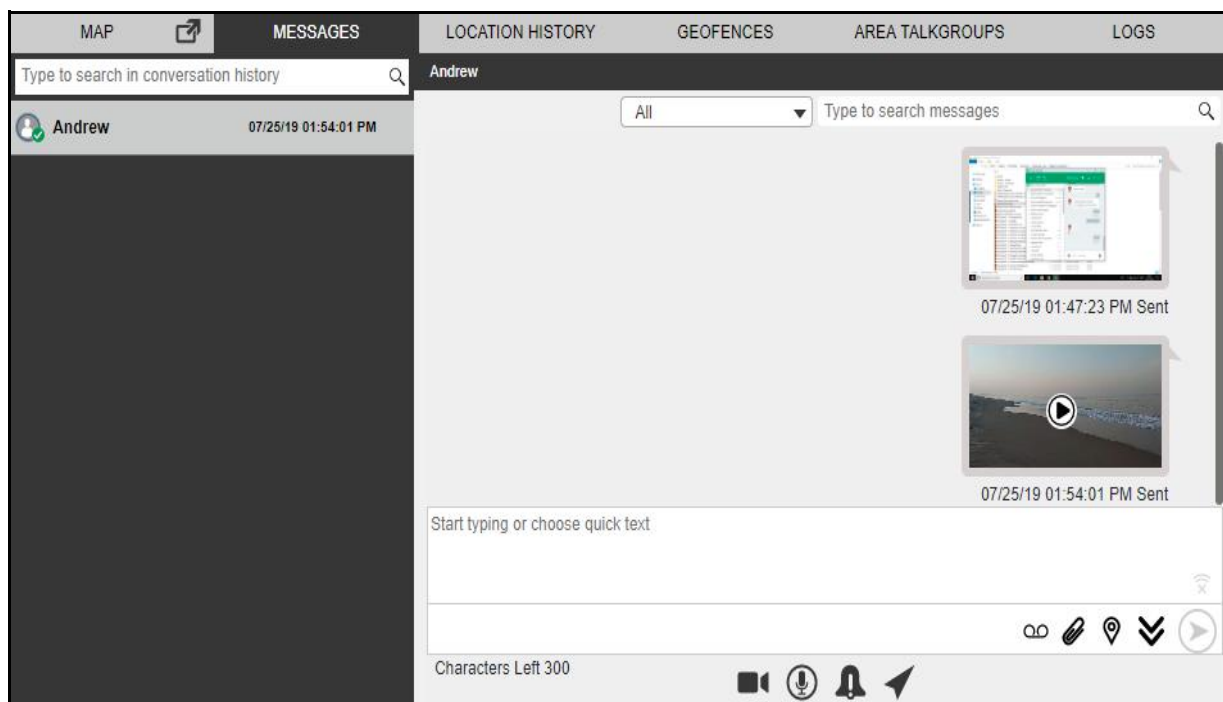**Note:** **You can also add text with the photo attachment.**

To send video to a talkgroup, follow these steps:

1. Click the **Talkgroup** tab from the Contacts and Talkgroup or Map Selection List window and select the talkgroup.
    Or
    Right-click on contact in Alerts, Monitored Talkgroup Activity, Call, and Alert Logs window.
    Or
    Click the **Map Marker** of the talkgroup on the map to view the Map Info window.

2. Click the **Message** 🗨 icon. A Message tab opens below the monitored talkgroup activity window.

3. Click the **Attach Files** 📎 icon.

4. Select the **Attach Video** 📹 icon. A file selection window opens.
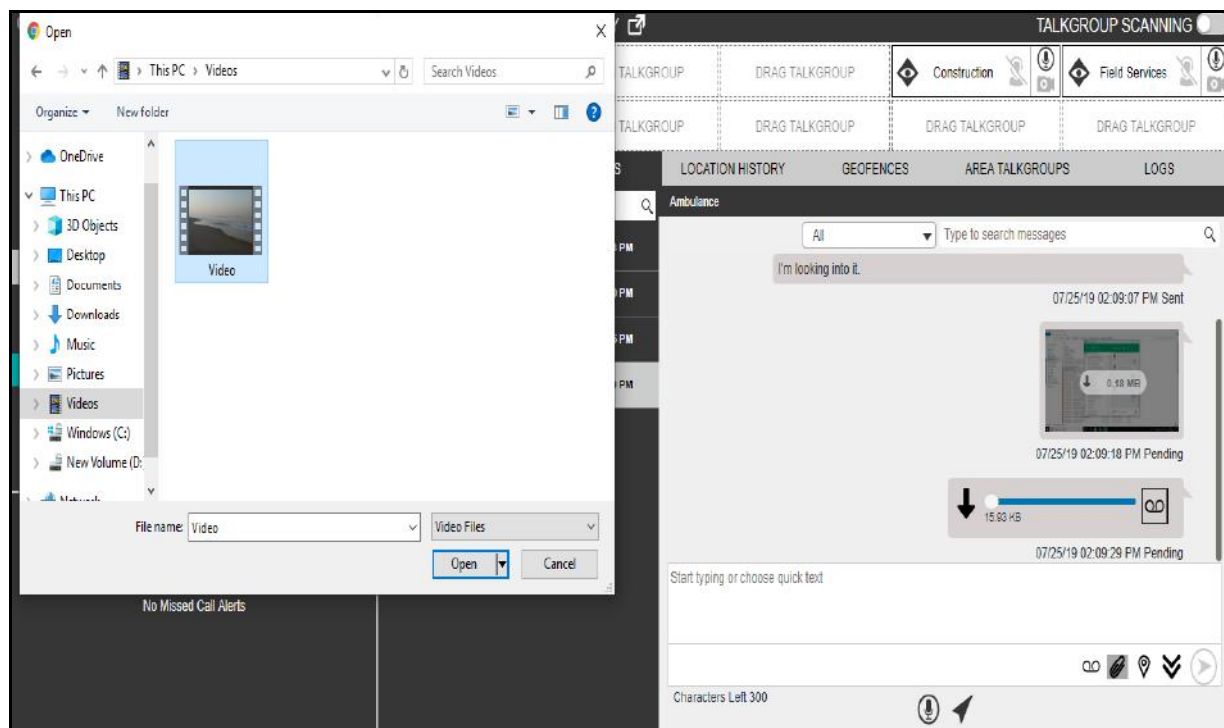
File Selection Window - Video - Talkgroup

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

    Or

    Click **Cancel** ✕ icon to cancel the action.

6. Click the **Send** ⊘ icon to send the recorded video file.
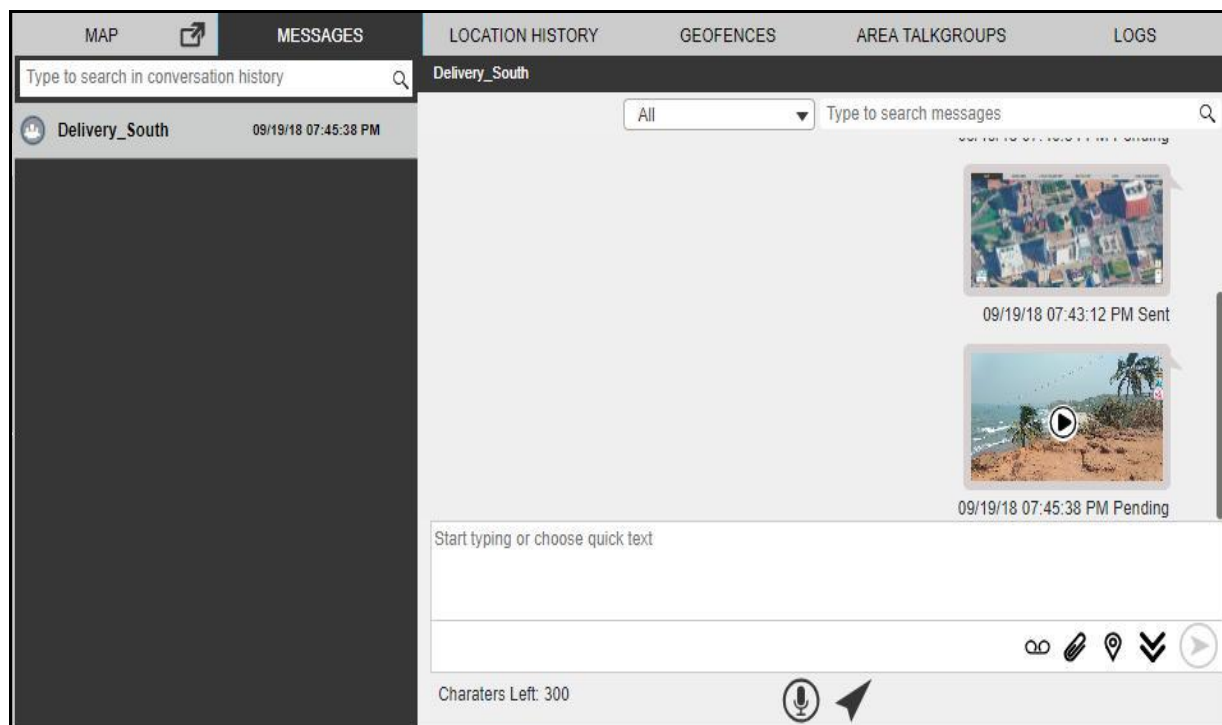
Send Video to Talkgroup

To discard the attached video, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.
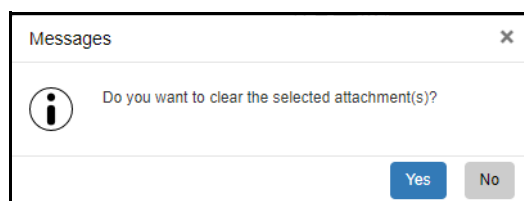

Delete Confirmation Window

2. Click **Yes** to delete.
   Or
   Click **No** to cancel the action.

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

To send audio to a talkgroup

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

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

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

Or

Right-click on contact in Alerts, Monitored Talkgroup Activity, Call, and Alert Logs window.

Or

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

2. Click the **Message** ☐ icon. A Message tab opens below the monitored talkgroup activity window.

3. Click the **Recording** ∞ icon.
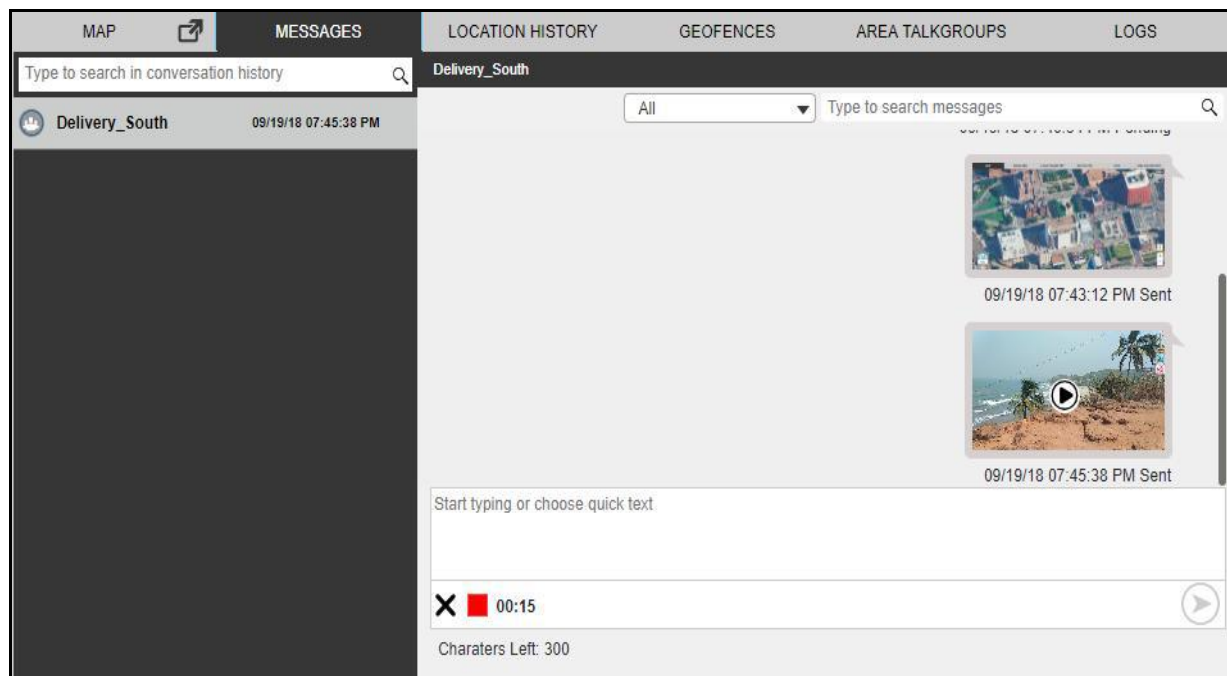
Record Voice message - Talkgroup

4. Record the audio from your device.

5. Click the **Stop** ■ icon to stop the recording.

Or

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

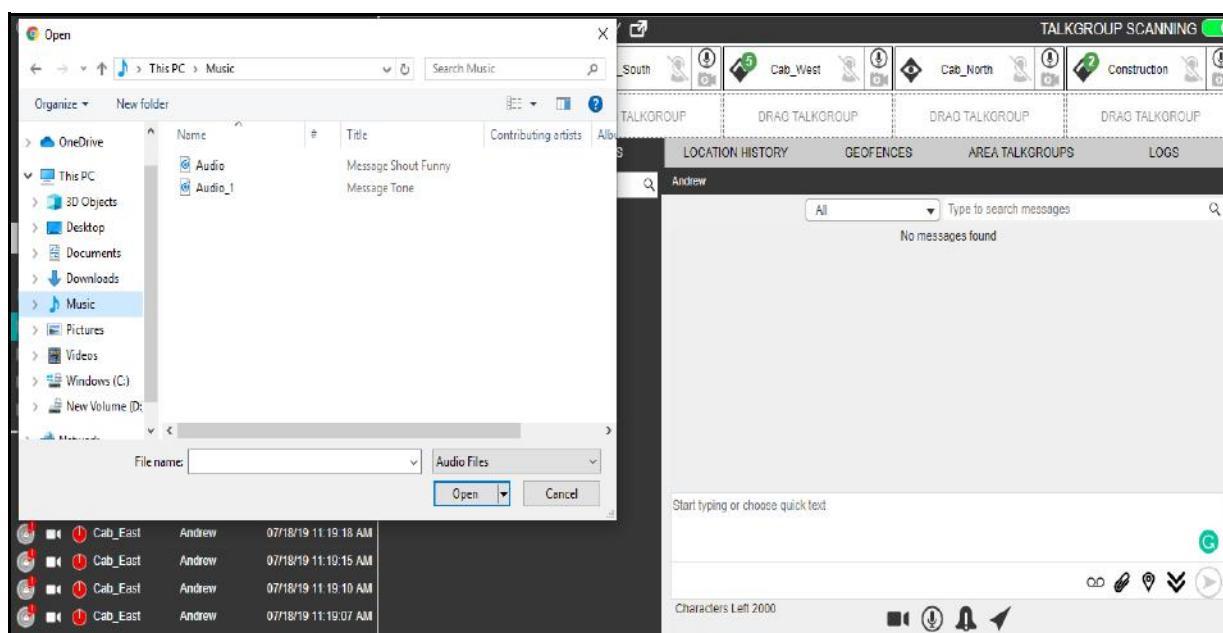6. Click the **Send** ⊘ icon to send the recorded audio.
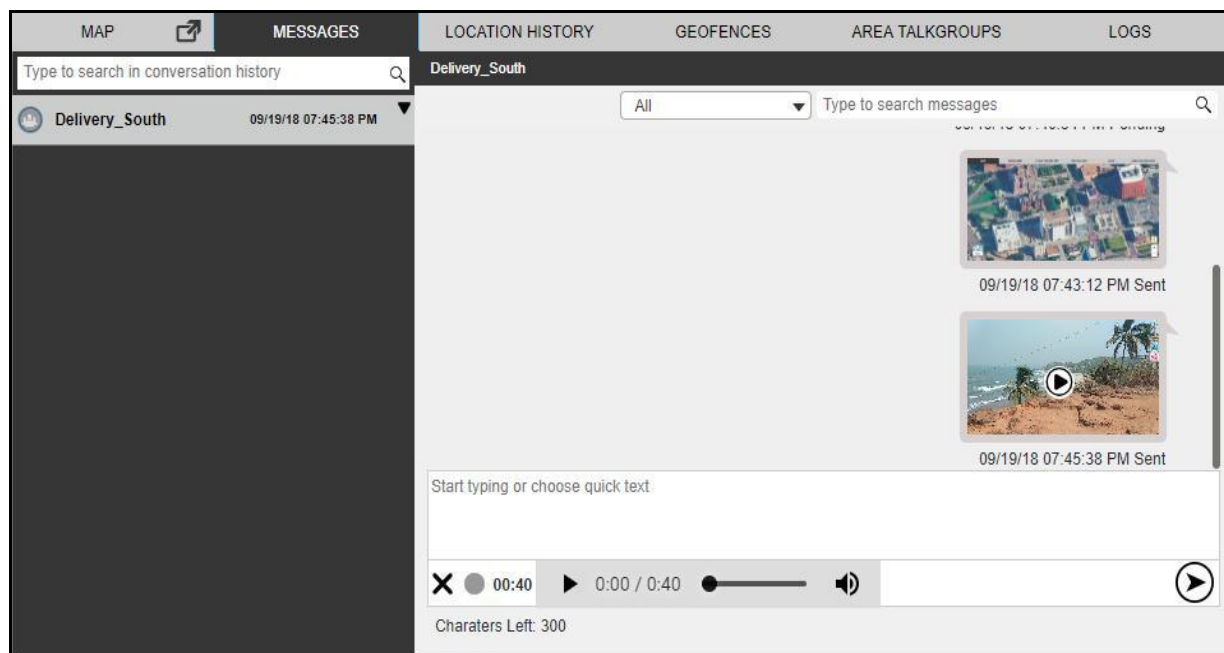
Send Recorded Voice Message - Talkgroup

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

To send a pre-recorded audio file from your local PC, follow these steps:

1. Click the **Talkgroup** tab from the Contacts and Talkgroup or Map Selection List window and select the talkgroup.
   Or
   Right-click on contact in Alerts, Monitored Talkgroup Activity, Call, and Alert Logs window.
   Or
   Click the **Map Marker** of the talkgroup on the map to view the Map Info window.

2. Click the **Message** 🖳 icon. A Message tab opens below the monitored talkgroup activity window.

3. Click the **Attach Files** 📎 icon.

4. Click the **Attach Audio** 📼 icon. A file selection window opens.
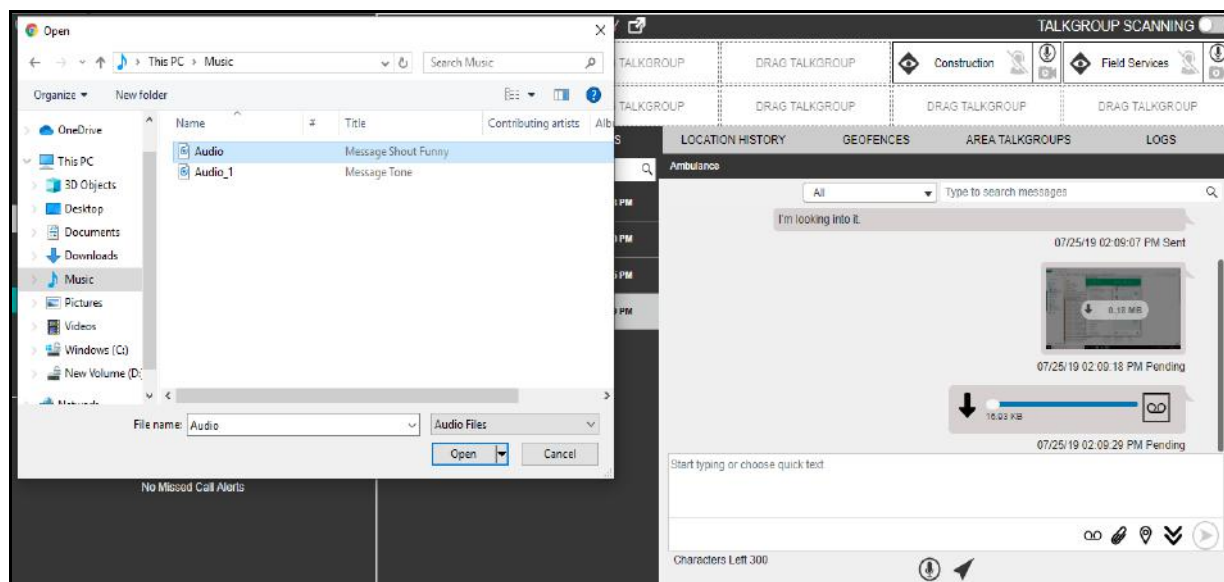
File Selection Window - Audio - Talkgroup

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

   Or

   Click **Cancel** to cancel the action.

6. Click the **Send** ⊙ icon to send the audio file.
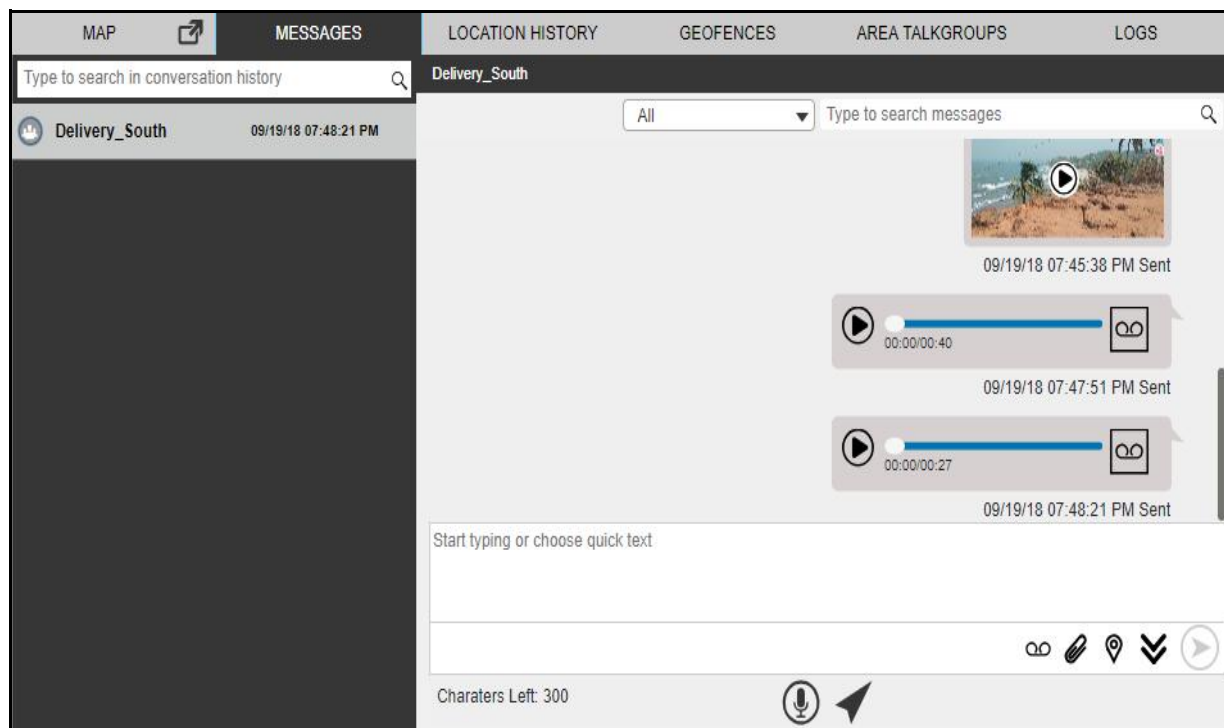
Send Audio to Talkgroup

To discard the attached audio, follow these steps:

1. Click the **Delete** 🗑 icon next to the attached file. A confirmation window displays.
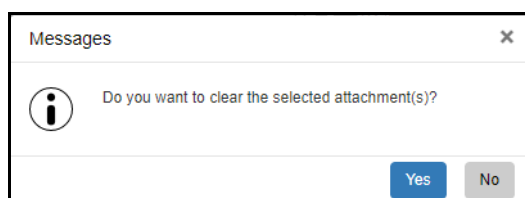
Delete Confirmation Window

2. Click **Yes** to delete.
   Or
   Click **No** to cancel the action.
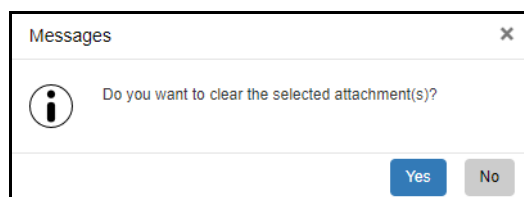

Note: **You can also add text with the audio attachment.**

To Share Location to a talkgroup, follow these steps:

1. Click the **Talkgroup** tab from the Contacts and Talkgroup or Map Selection List window and select the talkgroup.
   Or
   Right-click on contact in Alerts, Monitored Talkgroup Activity, Call, and Alert Logs window.
   Or
   Click the **Map Marker** of the talkgroup on the map to view the Map Info window.

2. Click the **Message** 💬 icon. A Message tab opens below the monitored talkgroup activity window.

3. Click the **Location Sharing** 📍 icon. A map with location pin opens.
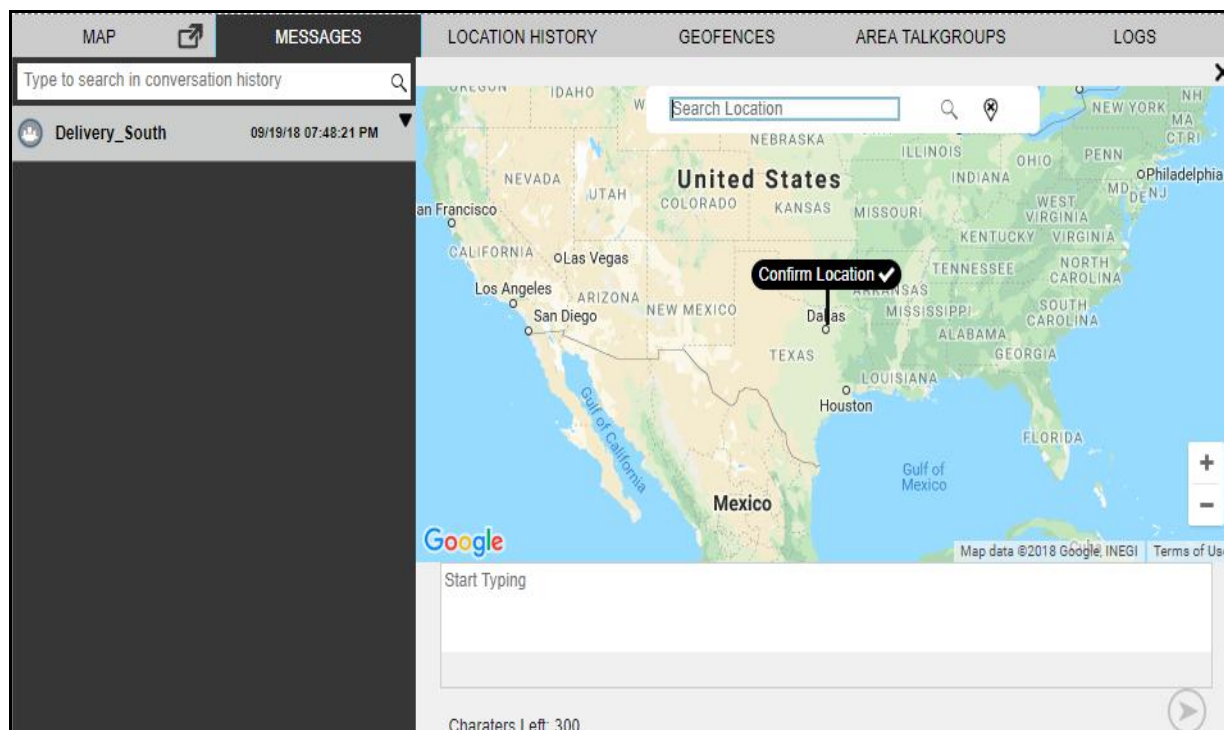
Choose Location Window - Talkgroup

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

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

6. Click the **Send** icon to share the location to talkgroup.
   Or

   Click the **Close** ✕ icon to cancel the action.
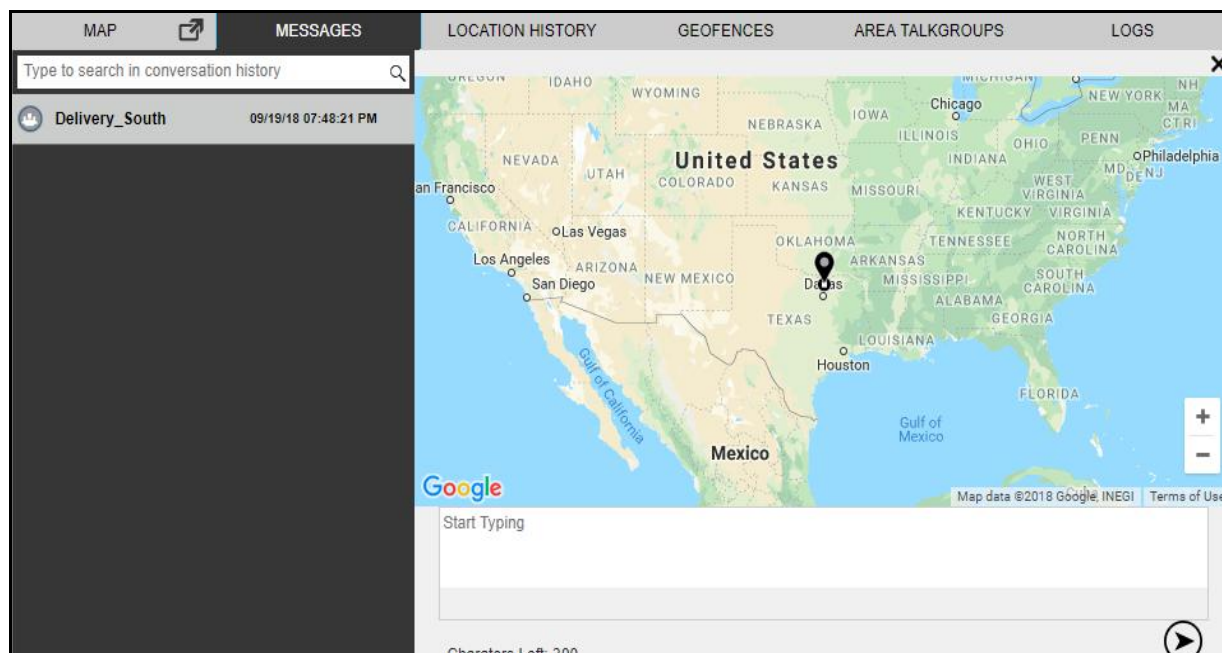
Share Location to Talkgroup

9.5. Sending Message to Broadcast Group

To send text message to a broadcast group, follow these steps:

1. Click the **Broadcast Group** tab and select the broadcast group from the Contacts and Talkgroups window.

   Or

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

2. Click the **Message** 🖂 icon to send a text message. A confirmation message displays.

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

   Or

   Click **No** to cancel the action.
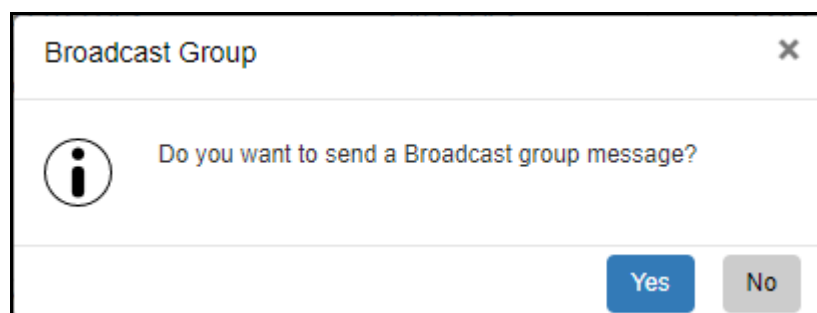
Sending Broadcast Message Confirmation Window

4. A Message tab opens below the monitored talkgroup activity window.

5. Type the message in the text area and click the **Send** ⊳ icon.
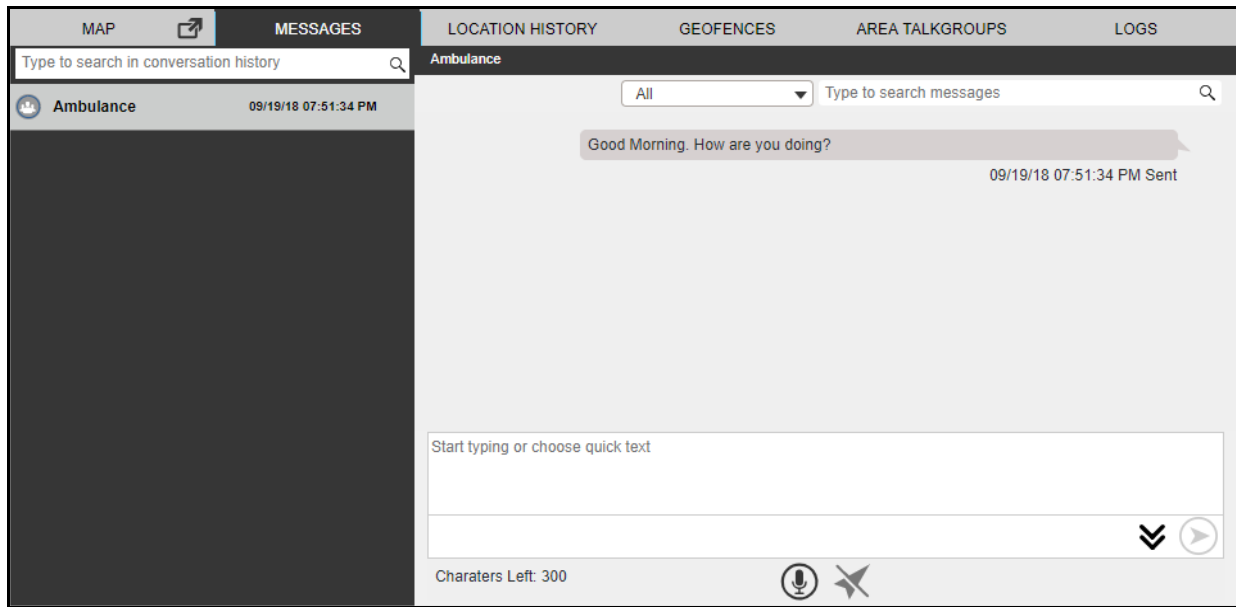
Send Text Message to Broadcast Group

9.6. Search Message

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

Search Message - Individual and Conversation

9.7. Quick Text

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

To modify the quick text message, follow these steps:

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

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

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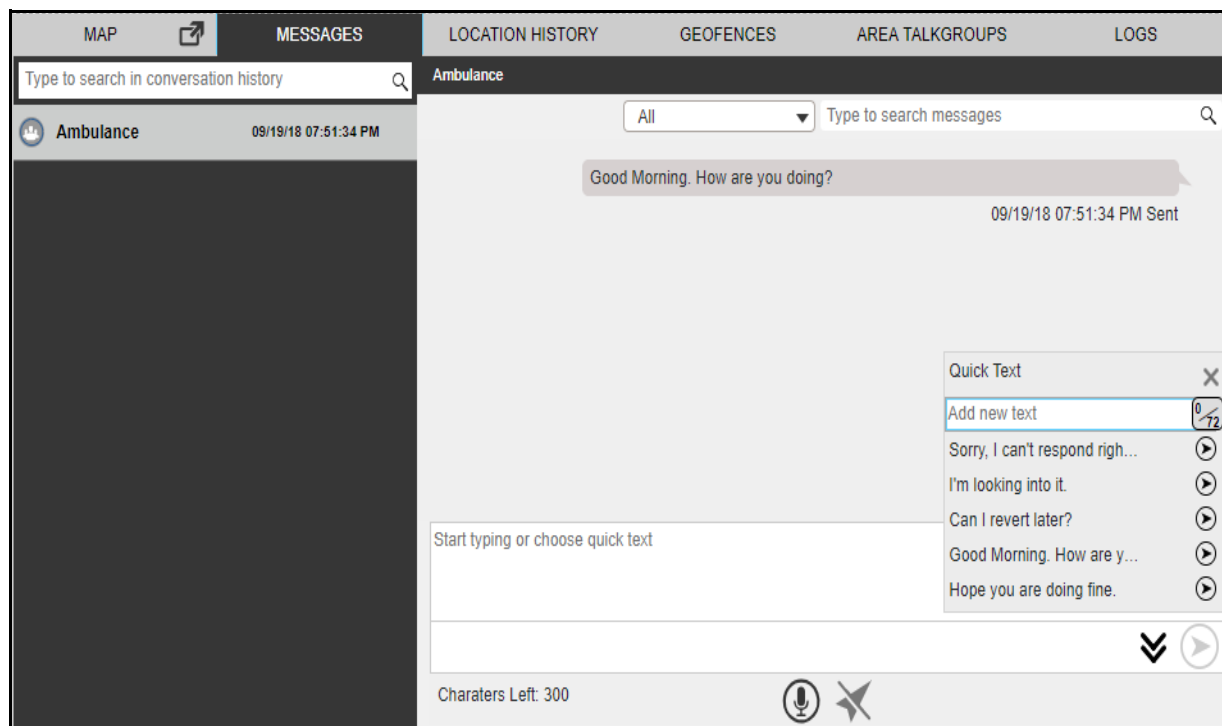
Quick Text

9.8. Delete Conversation History

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

To delete a conversation history, follow these steps:

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

2. Click the **Show More Option** ▼ Icon.
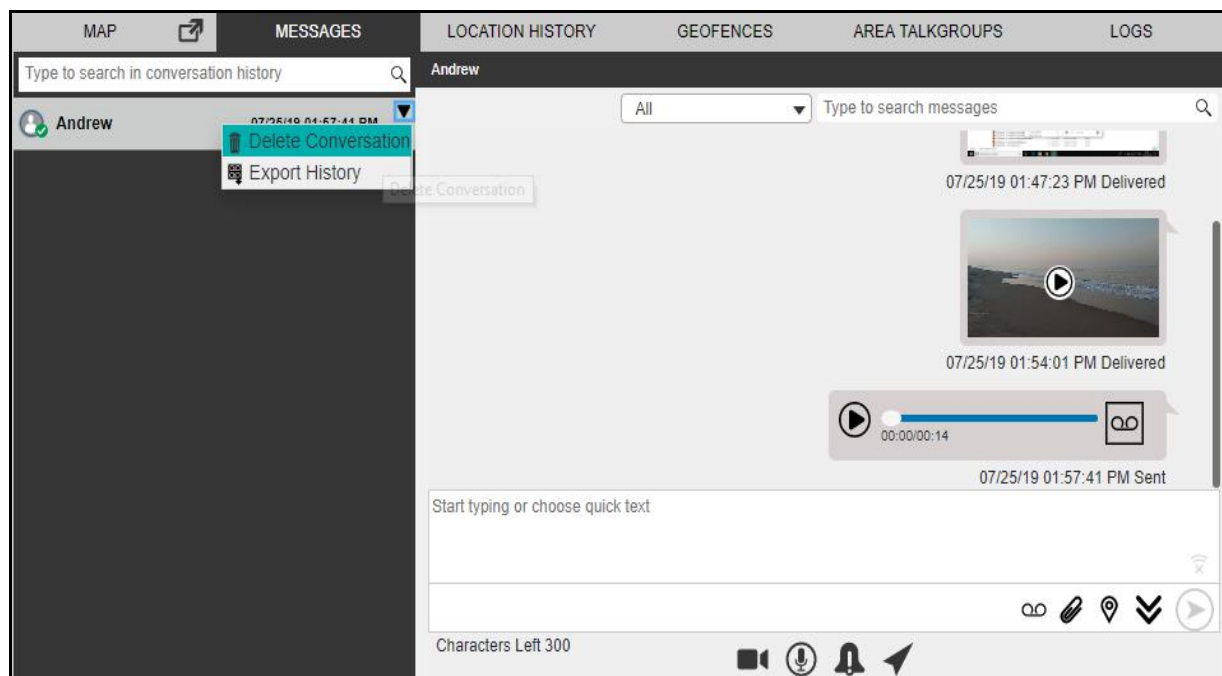
Delete Conversation History

3. Click the **Delete Conversation** 🗑 icon.

4. A confirmation dialog box displays as shown below.
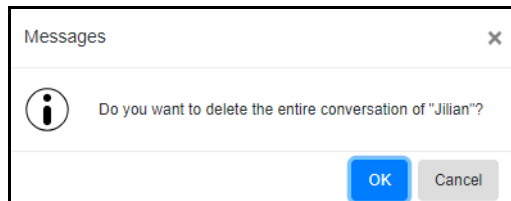
Delete Conversation Confirmation Dialog Box

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

9.9. Delete or Forward Single and Multiple Text or Multimedia Message

9.9.1. Delete text or multimedia message

You can select single or multiple messages (text, location or multimedia) within a conversation and

delete. Open the multimedia file and select the **Delete** 🗑 icon to delete a single multimedia file. You
can also delete single multimedia file as per below mentioned procedure.

To delete single or multiple text or multimedia messages, follow these steps:

1. Mouse hover on the message. A **Show More Option** ▼ icon displays.

2. Click the **Show More Option** ▼ icon.

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

4. Select the messages or files need to be deleted.
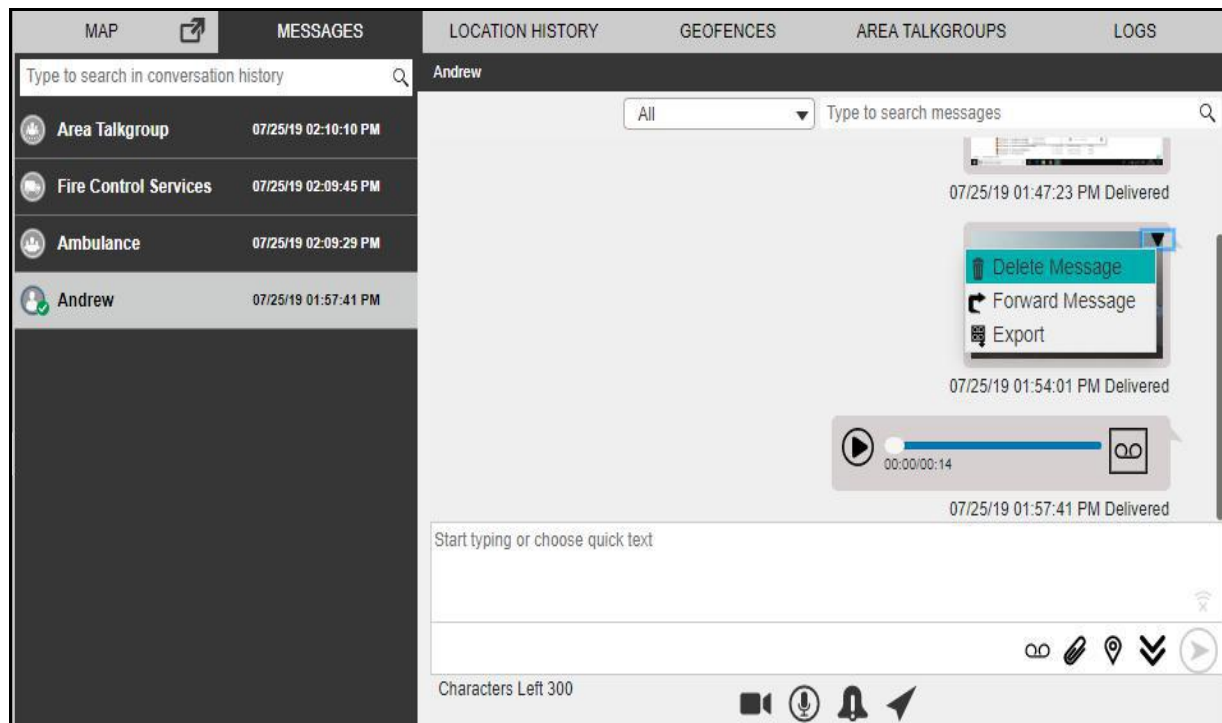
Delete Single Text or Multimedia File

5. Click the **Delete** 🗑 icon.
   Or

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

6. A confirmation dialog box displays as shown below.
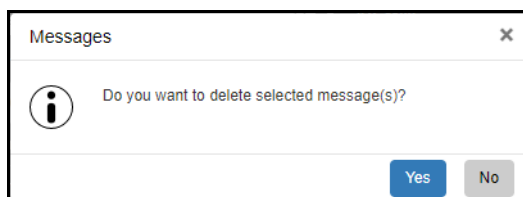
Delete Single Text or Multimedia File Confirmation Dialog Box

7. Click **Yes** to delete the message or file.
   Or
   Click **No** to cancel the action.

9.9.2. Forward text or multimedia message

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

To forward an individual text or multimedia message to a fleet member, follow these steps:

1. Mouse hover on the message. A **Show More Option** ▼ icon displays.

2. Click the **Show More Option** ▼ icon.

3. From the available options, click the **Forward Message** ↱ icon.
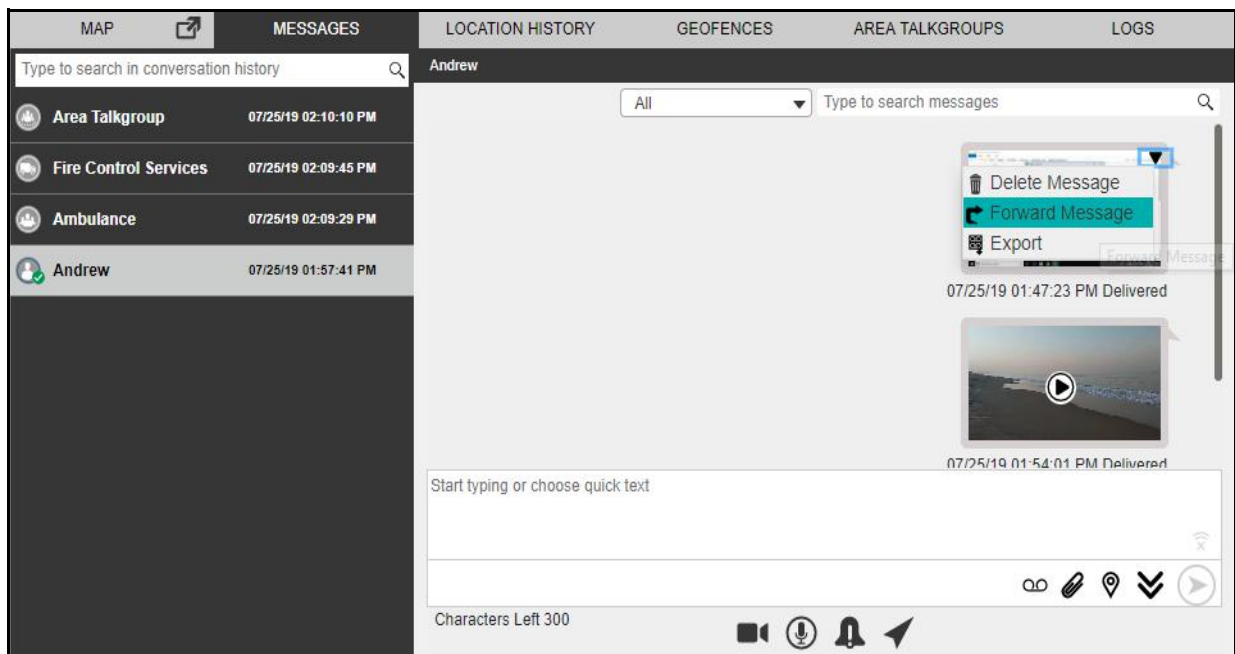
Forward Single Text or Multimedia File

4. Select the check boxes to next to the messages or files.
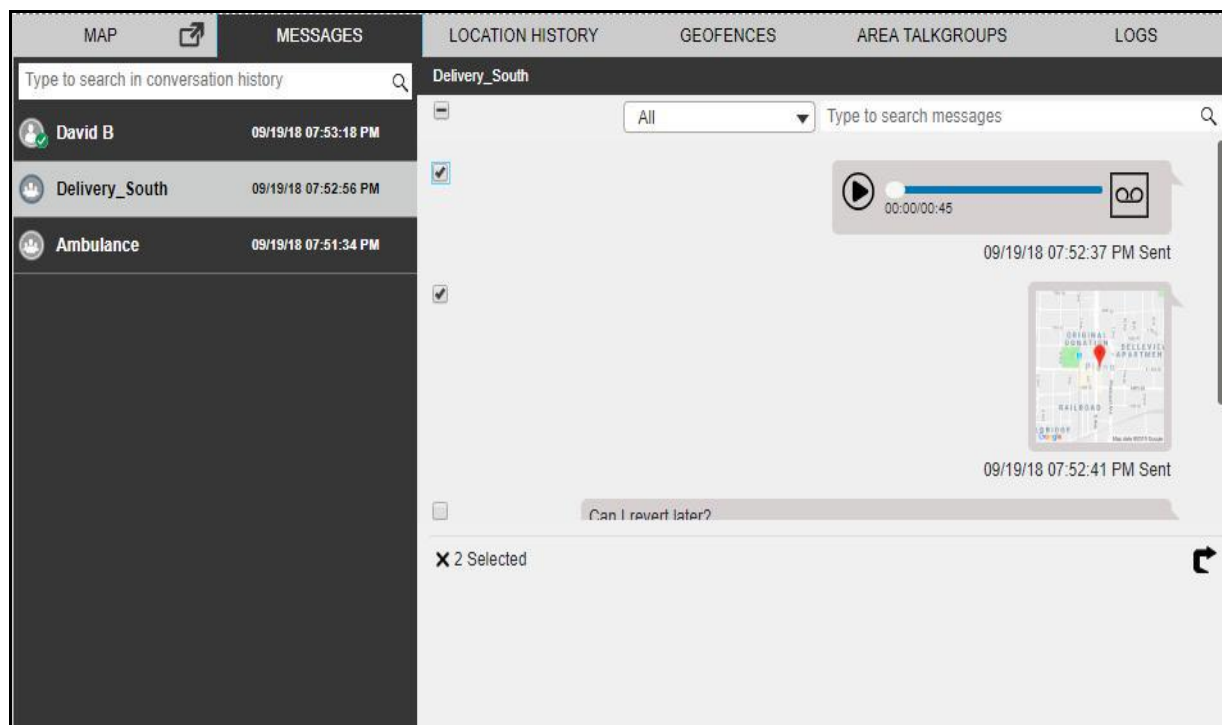
Forward Message Selections Window

Note: **You can select up to 10 messages to forward to the Contacts and Talkgroup. An error window appears if you select more than 10 messages as shown below.**
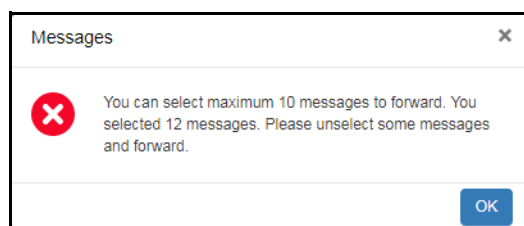
Forward Message Limitation Error Window

5. Click the **Forward** ⤴ icon. A Forward Message to contacts and talkgroups window opens.
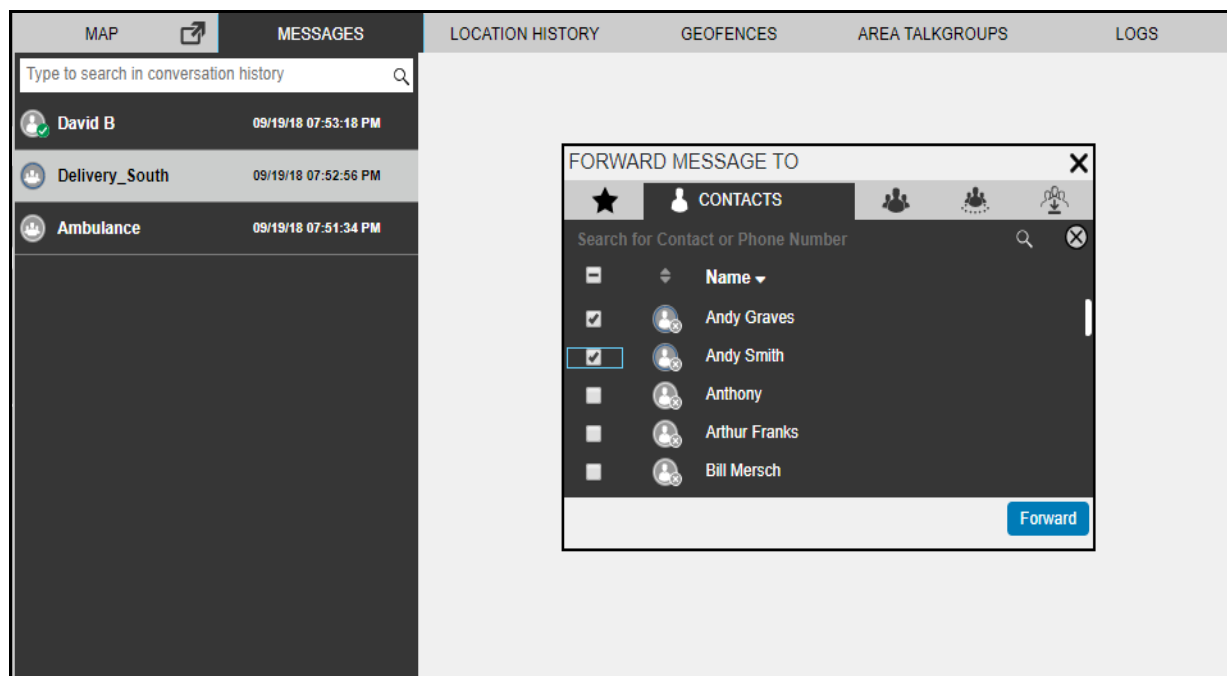
Forward Message to Contacts and Talkgroup Window

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

9.10. View and Download Received file

When you receive a multimedia message, you can view and download the file to your local PC. You need to download to view the attachment. The attachment is downloaded automatically only if you are signed in. The file downloads under the download folder configured for your browser. You can open the file and click on the download icon to download the file. You can use the Zoom In, Zoom Out and Reset button to view an image as per your comfort. For download icons, refer to "Icons and Tones" section of this document.

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

To download a received file, follow these steps:

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

2.   Click the **Download** icon on the file as shown in the below figure.
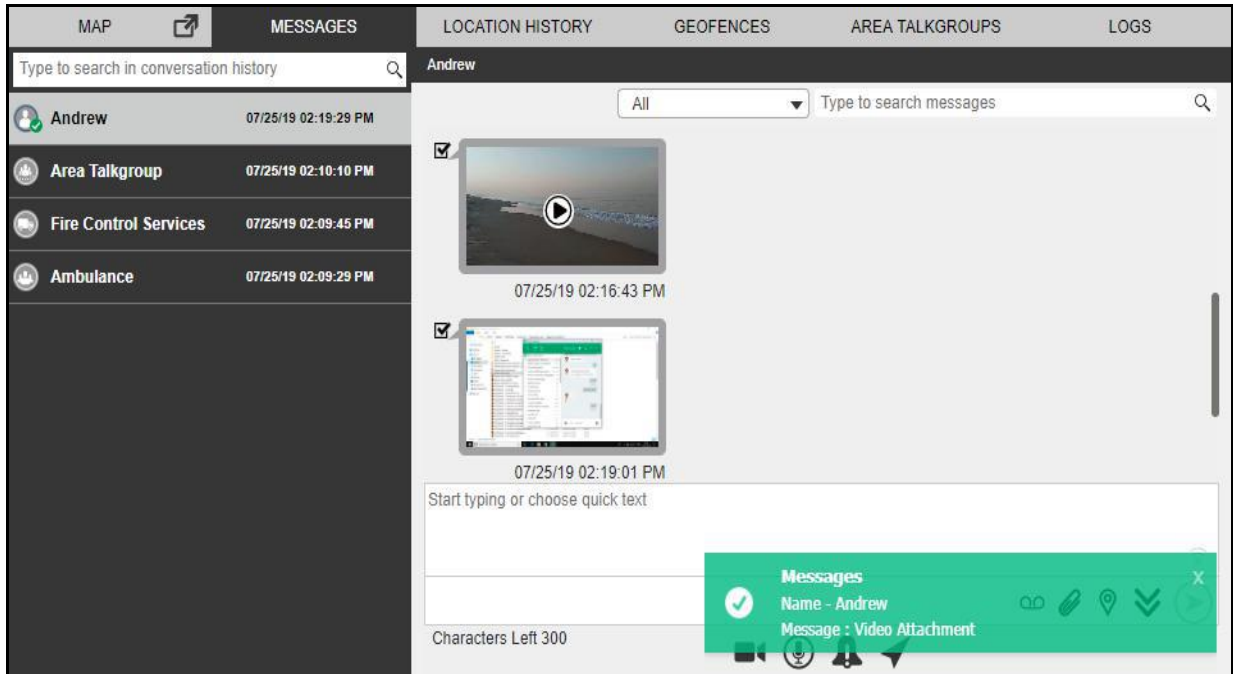
View and Download Received File

9.11. View Shared Geo Location by the Fleet Member

Fleet members can share a location. To view the fleet member's shared location, you need to click the received location. The shared location of the member shows in Message tab.
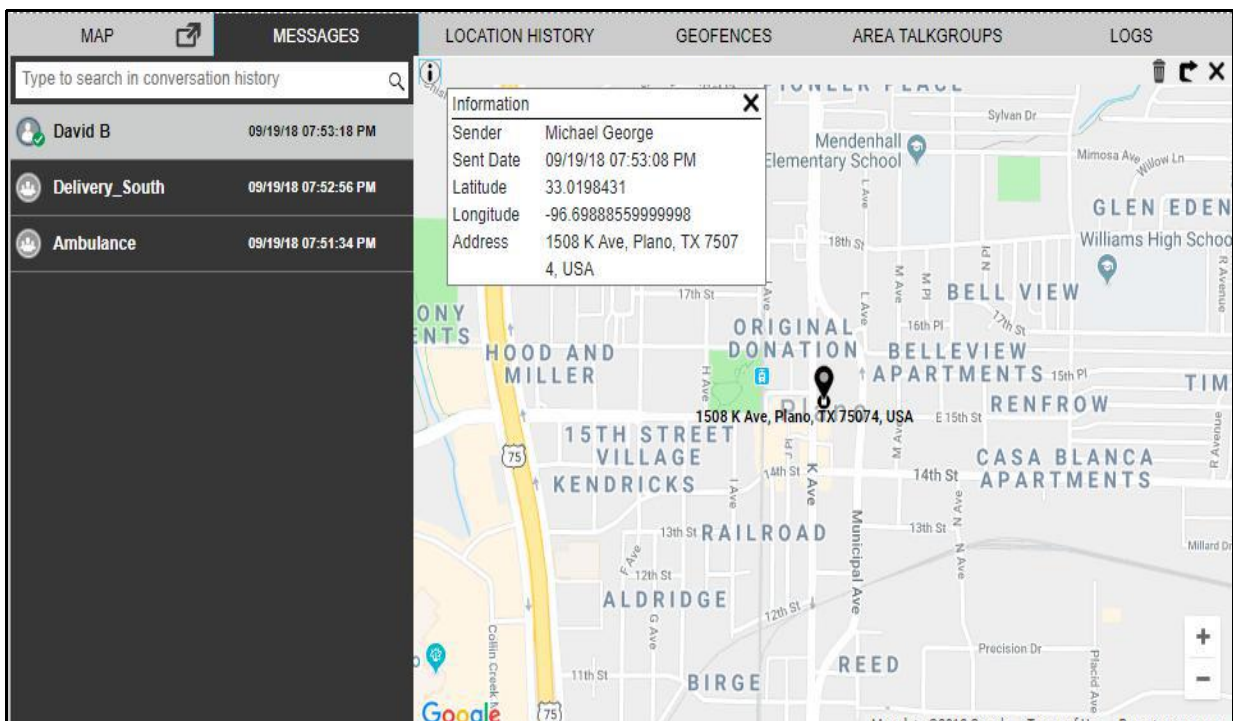
View Fleet Member's Shared Geo Location

When you view a received message, the status of that message is shown with a **Completed** ☑ icon. You can change any message to Parked Status. To change the status of the message, click the **Status** icon on the message and change the status.

9.12. Metadata of the Multimedia Files or Location

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

Table 9.2 - Metadata

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

9.13. Export

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

To export conversation history, follow these steps:

1. From the Message tab, Mouse hover on the conversation. A **More** ▼ icon shows.

2. Click the **More** ▼ icon on the conversation.

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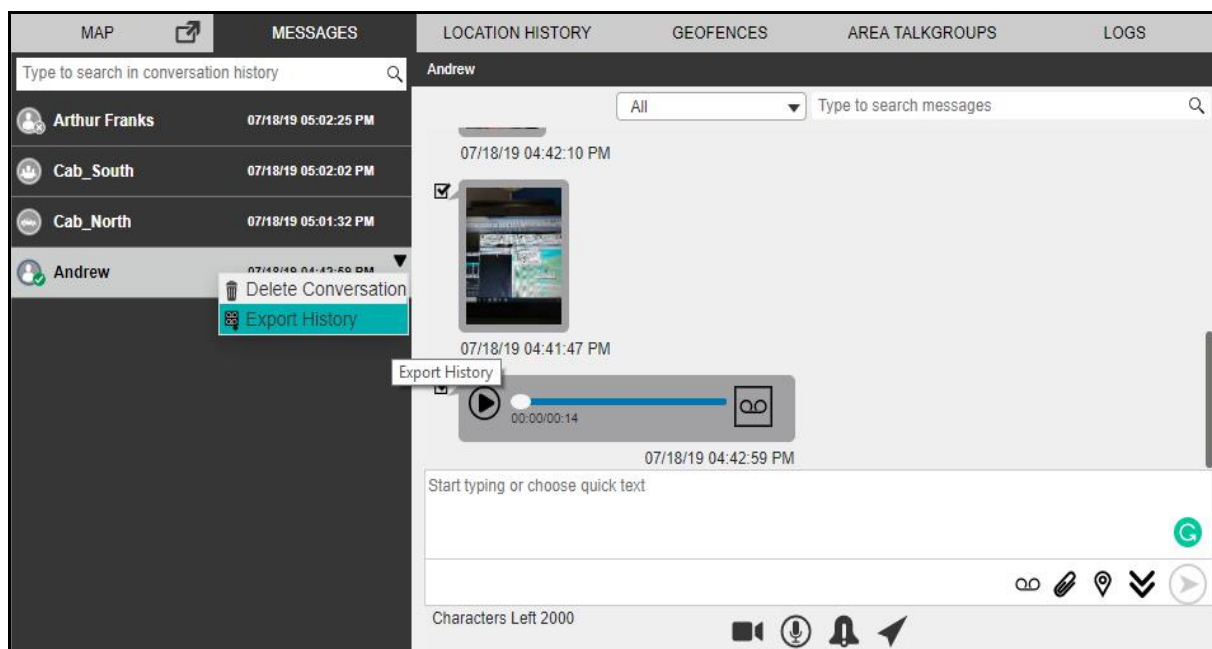
Export Conversation History

4. A confirmation pop-up displays.

5. If needed, clear the check box "Include media files in archive" to exclude the attachments to get downloaded.
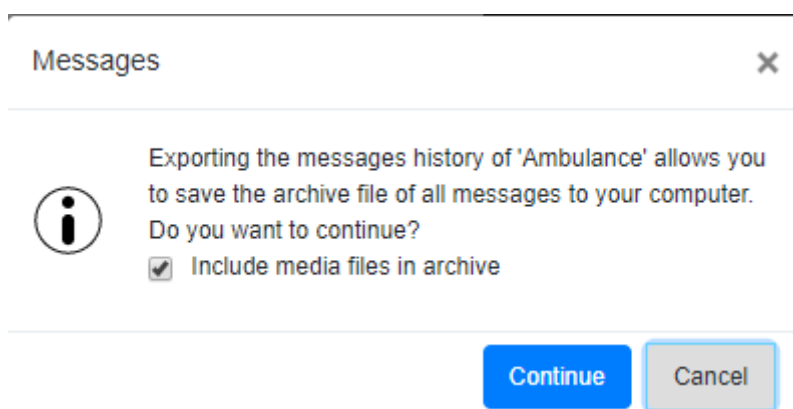
Export Message History Confirmation Pop-up

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

To export individual message, follow these steps:

1. Select a conversation from the Message tab.

2. Mouse hover on the conversation. A **More** ▼ icon shows.

3. Click the **More** ▼ icon on that message and select **Export** from the drop down. Check boxes are shown to select the messages.
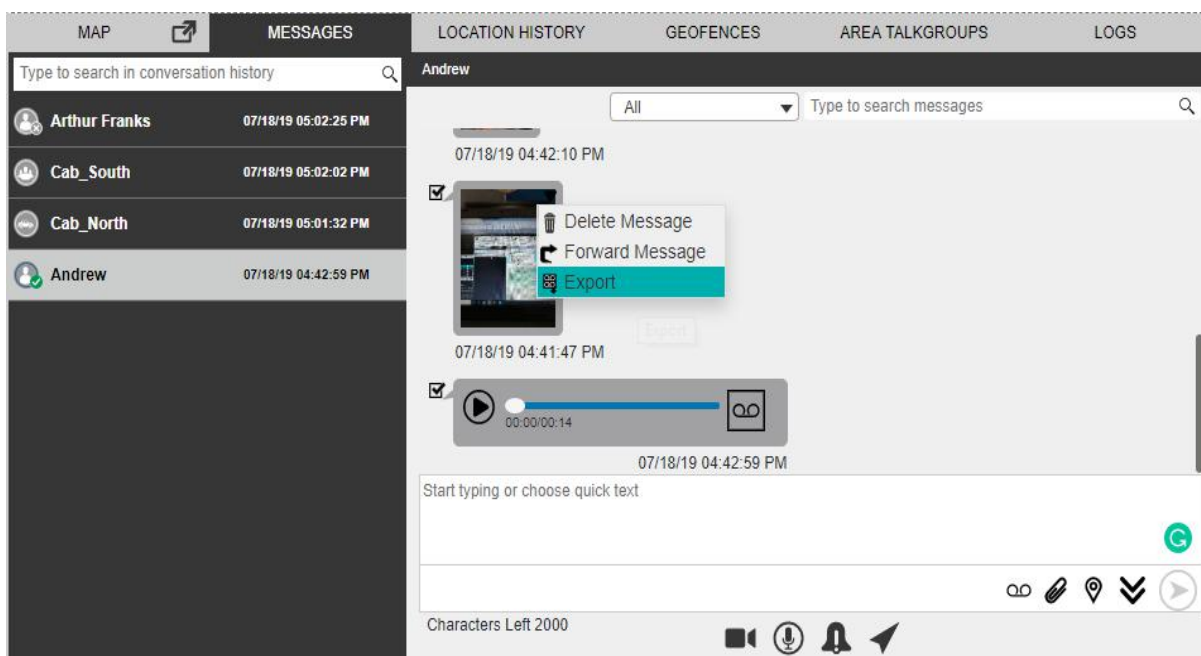
Export Individual Message

4. Select the messages by checking the check boxes and click **Export** 🔡 icon.
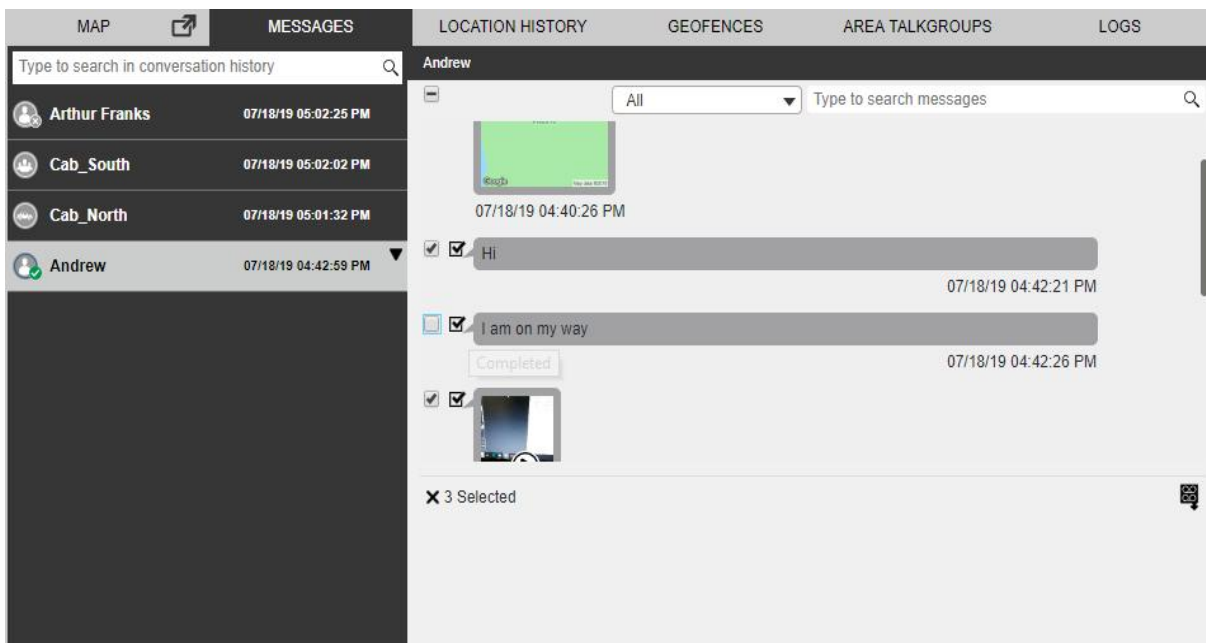
Select Individual Message for Export

5. A confirmation pop-up displays.
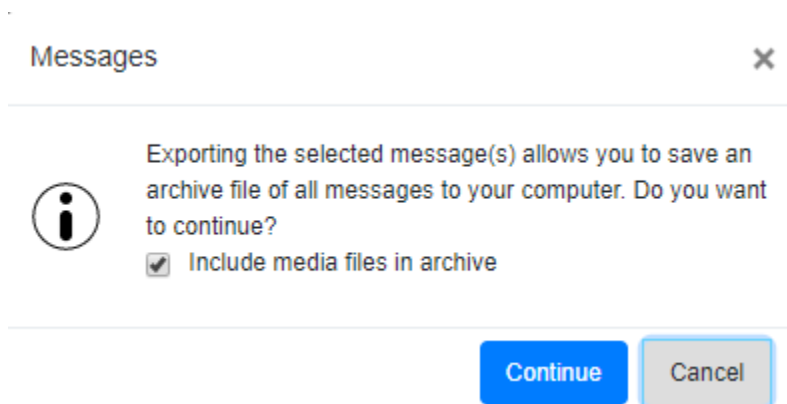
Export Individual Message Confirmation Pop-up

6. Click **Continue** to export the messages.

Or

Click **Cancel** to cancel the action.

10. Status Alerts

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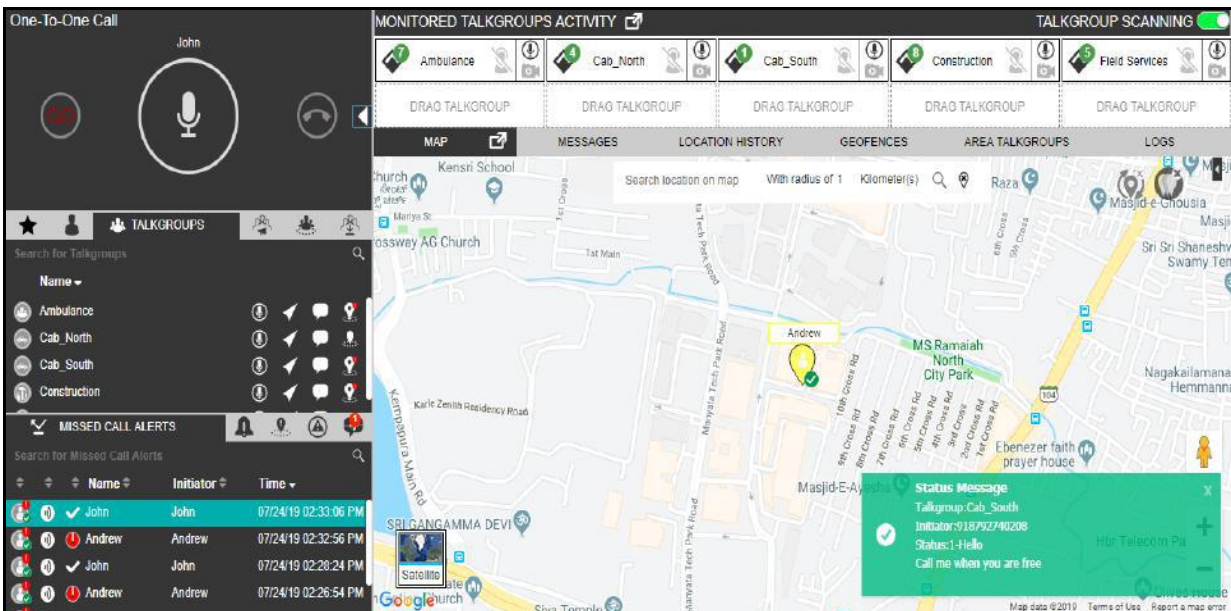
Status Alert

You can also view the status message from the User check window. For more information, refer to "User Check" section of this document.

Please refer to the "Settings" section of this document to configure the settings related to the status alert.

11. Recording Calls

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

This section is organized as follows:

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

11.1. Record Always

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

1. The recording status is indicated by the Record ⚙ icon on the Call Activity window.

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

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

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

11.2. Record Manually

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

1. Click the **Record** ● icon to start recording the call.
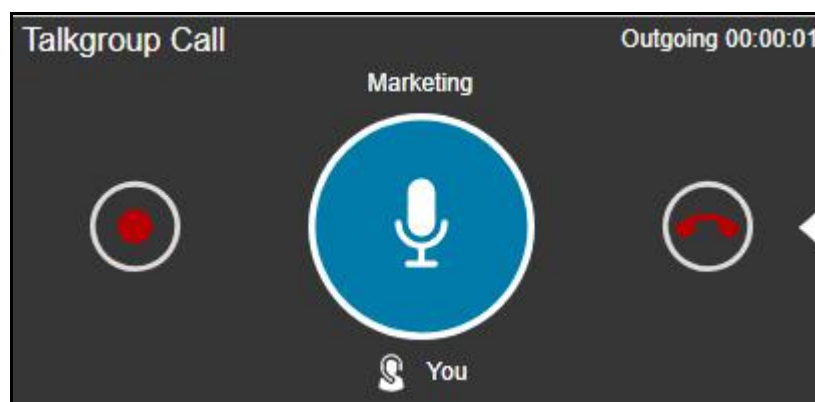
Manual Record button

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.**

11.3. Playing Back Recorded Calls

Recorded calls are stored under Call Logs.

To View Recorded Calls, follow these steps:

1.   Click **Logs> Call Logs.**

2.   Select a recording from the Call Logs section and click the **Play** button to play the recorded files. Or
     You can also double-click the recorded file from the Call Logs section or on the recorded files (display below the Call Logs section).

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

4.   In the case of a manually recorded file, there may be multiple recording files under a single log file. Selecting a manually recorded log file from Call Logs 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.

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

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

Play Back the Recorded File

11.4. Exporting the Recorded Call Conversation

You can export the recorded call conversations to the download folder configured on the web browser. You can export single or multiple call records at a time. The exported file, which is in ZIP file format, contains the details of calls in HTML format and a link to the call recording file which is in

MP3 format. You can click the **Export with call recording** [icon] icon in the filter area to export all the call recordings.

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.

Export Single Recorded File

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

To Export Multiple Call Recordings, follow these steps:

1. Click **Logs> Call Logs.**

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

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

Export Multiple Recorded File

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

Note: **The files store with a MP3 extension.**

12. Supervisory Override

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

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

---

13. Alerts

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

This section is organized as follows:

• Instant Personal Alerts (IPA)
• Missed Call Alerts
• Geofence Alerts
• Emergency Alerts
• Status Alerts

13.1. Instant Personal Alerts (IPA)

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

Sending an Alert

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

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

✓ **Outgoing Instant Personal Alert**
Name - Arthur Franks
Status - Success

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 details, see the "Placing a Call from the Alerts Window" section of this document.
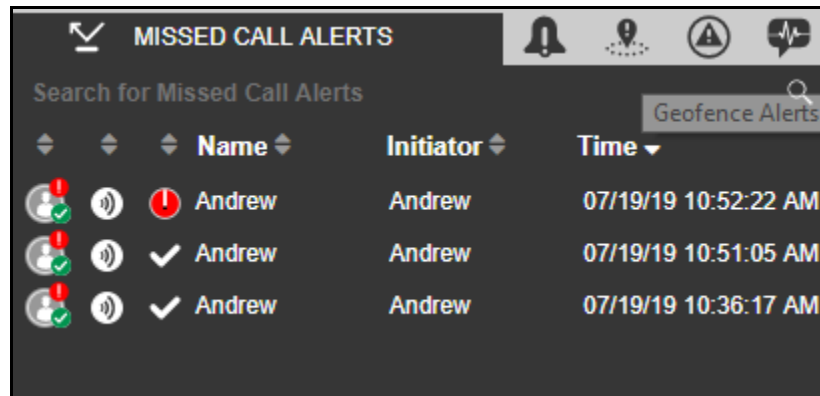
Dispatcher Alerts window

13.2. Missed Call Alerts

One-to-One Missed Call Alert

When you miss a one-to-one call, a missed call alert displays in the Alerts window. The missed call is indicated by an icon ahead of the caller's name:
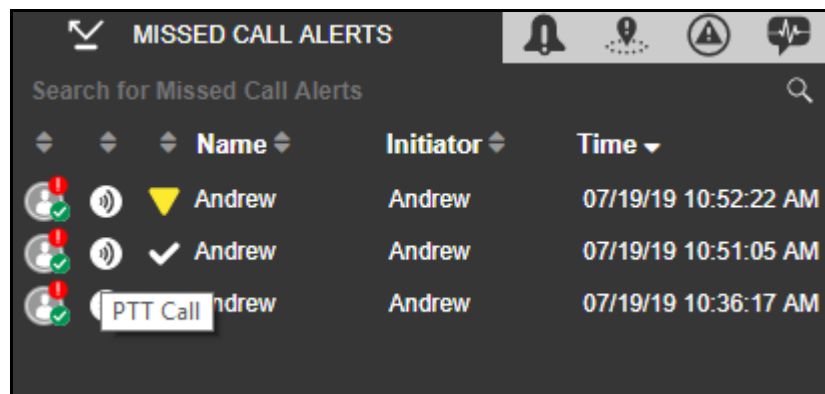
One-to-One Missed Call Alert on Alerts

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

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

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

Talkgroup Missed Call Alerts on Alerts Window

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

Quick Group Missed Call Alert

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

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

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 Alert

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

Missed Incoming Video Call Alert

Whenever you receive a video stream request and you choose to close the toast notification or you are already in another video stream, then a missed video call alerts is provided in the Alerts window.

The missed call is indicated by an icon ahead of the name.
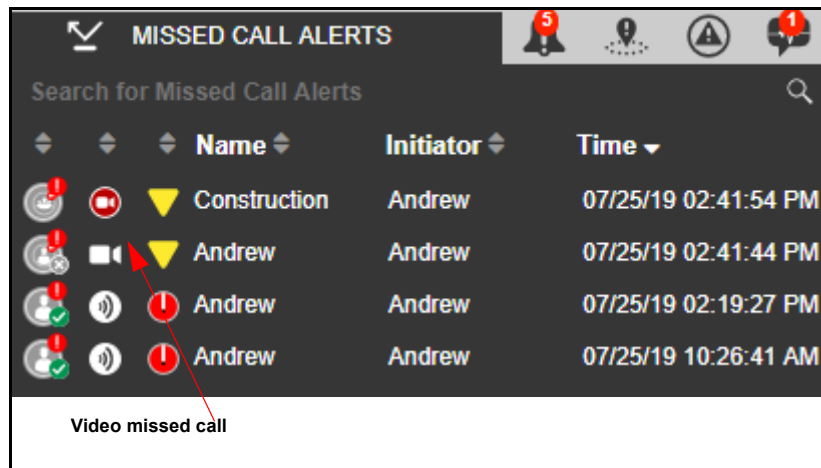
Video Missed Call Alerts on Alerts Window

13.3. Geofence Alerts

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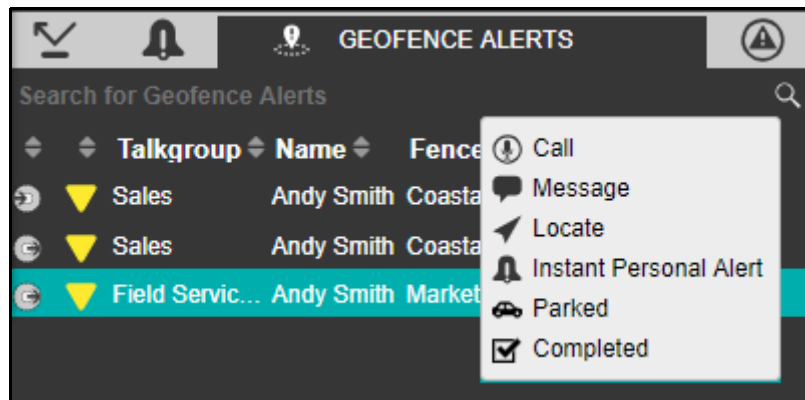
Geofence Alert

13.4. 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 an emergency whenever the fleet member or the dispatcher activates the emergency. For actions on the Emergency alert, refer to the "Emergency" section of this document.
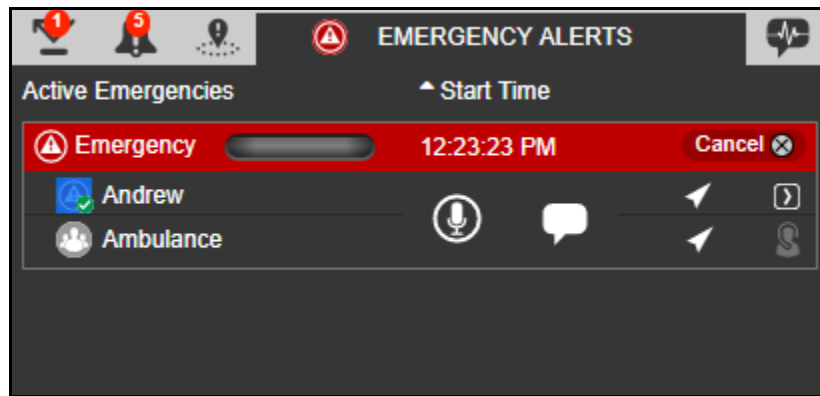
Emergency Alert

13.5. Status Alerts

The status alert notifies you the status of their fleet members such as on-duty, on-route, busy, at-incident, off-duty etc., and can contain a short message of the status. The fleet member manually sends their quick status from the list of pre-configured messages stored in their device. Status alert shows in the Status Alert tab along with the toast message whenever you receive a status alert from fleet member.
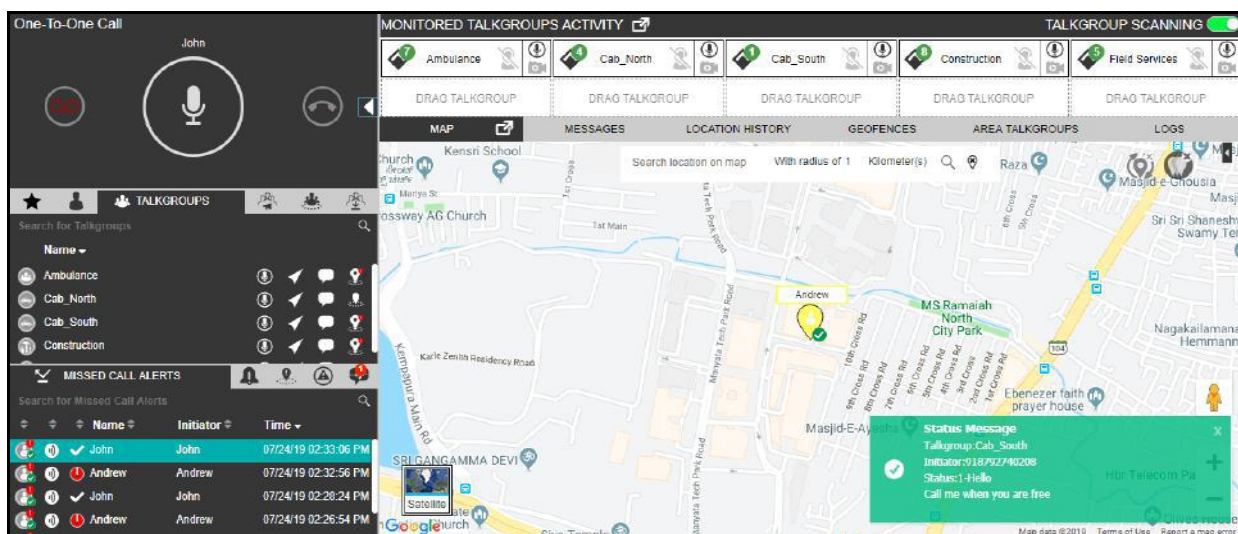
Status Alerts

Mouse hover on the status column shows the information of the status. You can also click the **More** icon associated to the status alert to view status message details. The below screen shows the details that display when you click the **More** icon.
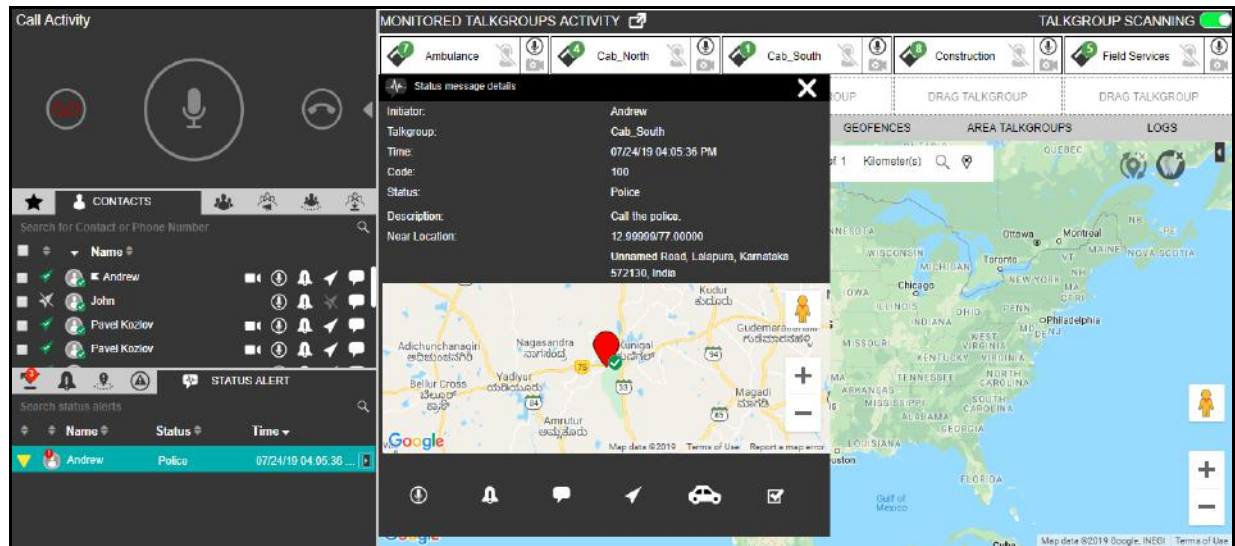
Status Alerts Details

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.
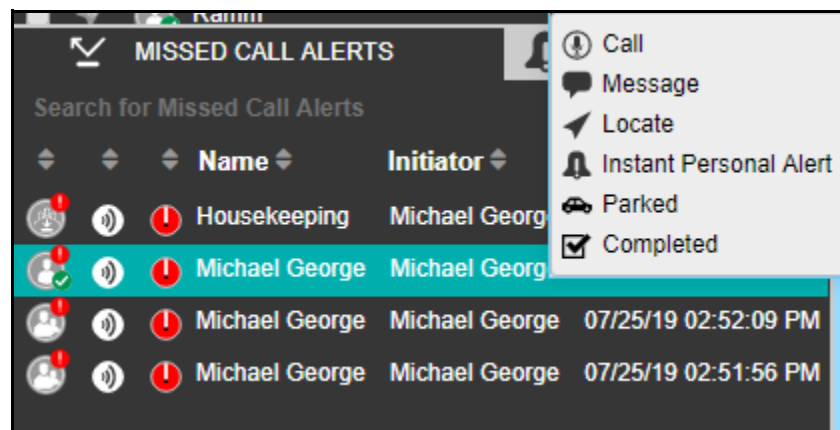
Actions on Alerts Window

Locate ◀ – Helps you to locate the fleet members on the map. To perform this action:

Select the alert, right-click, and click **Locate**. For a One-To-One missed call alert, the fleet member is located. For a Quick Talkgroup missed call alert, the originator is located and for a Talkgroup missed call alert, all the members of the talkgroup are located.

Call ⬇ – Helps you to place a call to the fleet member or talkgroup after you receive IPA or alert. To perform this action:

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

Instant Personal Alert 🔔 – Helps you send an IPA to the fleet member. An acknowledgment displays on the Dispatch. To perform this action:

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

Message 💬 – Helps you send a message to the fleet members. To perform this action:

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

Parked 🚗 – Helps you to specifically assign the alert to parked status. You would typically do this if you are busy with some other activity and want to flag the alert for later.

Completed ☑ – Helps you to complete if you have finished responding to an alert. This 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 below:
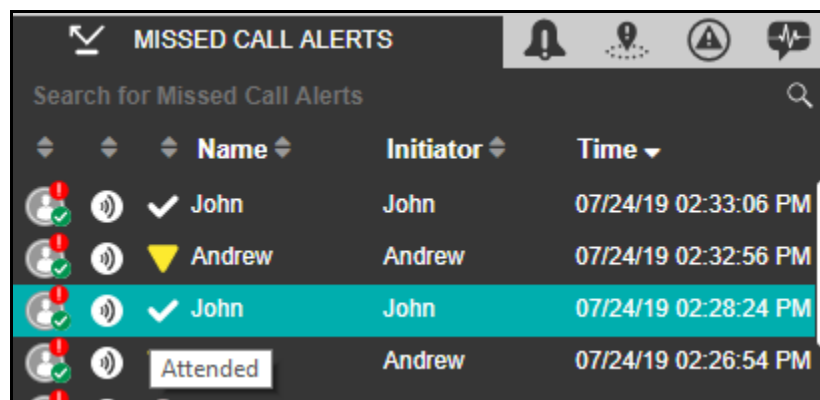
Attended Status Alerts Window

When you do not respond to the alert, a toast message shows to remind to take the necessary action. The status of the alert shows "Expiring" as below:
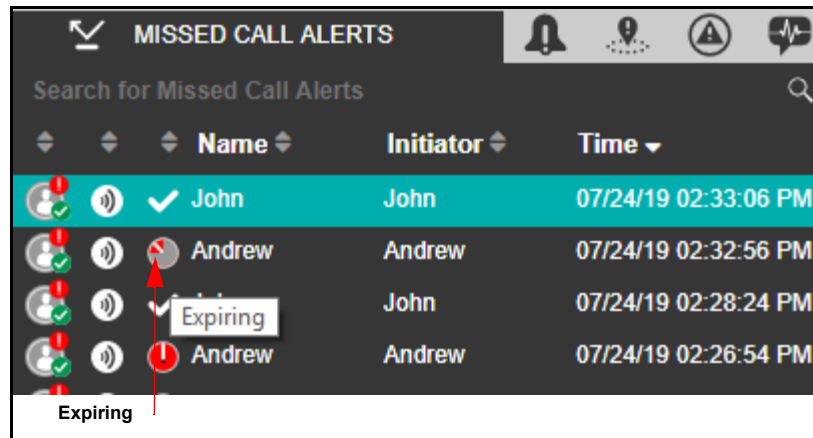
Expiring Status Alert Window

When you do not take an action on the alert before the expiry of configured alert reminder, the status of the alert becomes "Expired" as shown below:
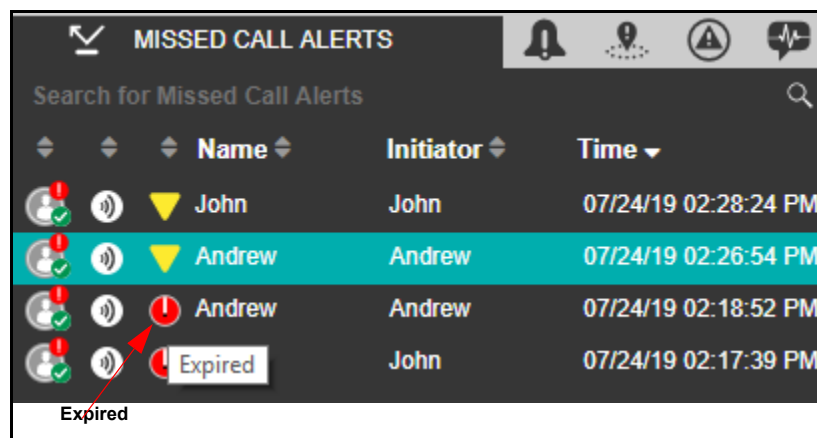
Expired Status Alert Window

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 indicate 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 make a call or send an IPA in response to the alert.

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

Completed ☑ – After you finish responding to an alert, you can complete the alert. This 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 Alerts section of the Settings tab. You can choose the tones or disable the tones for all alerts under the Tones and Notifications header on the Settings page. For more information, refer to the** "Tones" **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**.
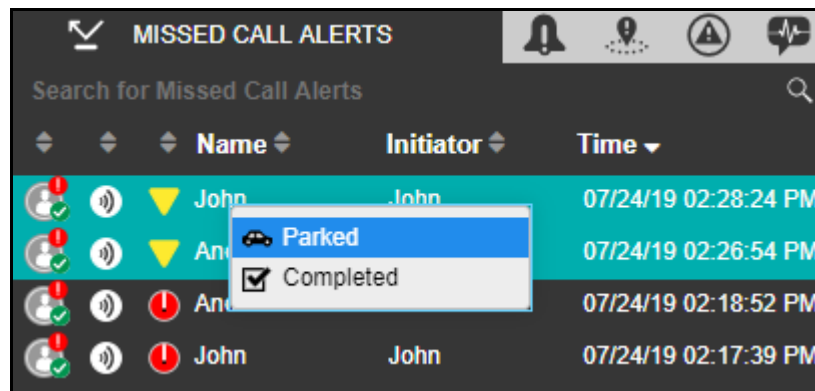
Multiple Selection Alerts Window

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

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

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

14. Talkgroup Scanning

The Talkgroup Scanning feature allows you to scan through a list of talkgroups and area talkgroups for calls. The higher-priority talkgroup calls take precedence over lower-priority talkgroup calls. The calls that you originate are not pre-empted. The calls that you do not originate are pre-empted only after the floor is released. The talkgroups that are not in the scan lists do not barge in. A missed call alert is received for every unanswered call including the one with the lower-priority scan call. Talkgroup mentioned in the following sections include both talkgroups and area talkgroups.

The following screen shows the Monitored Talkgroups Activity window.
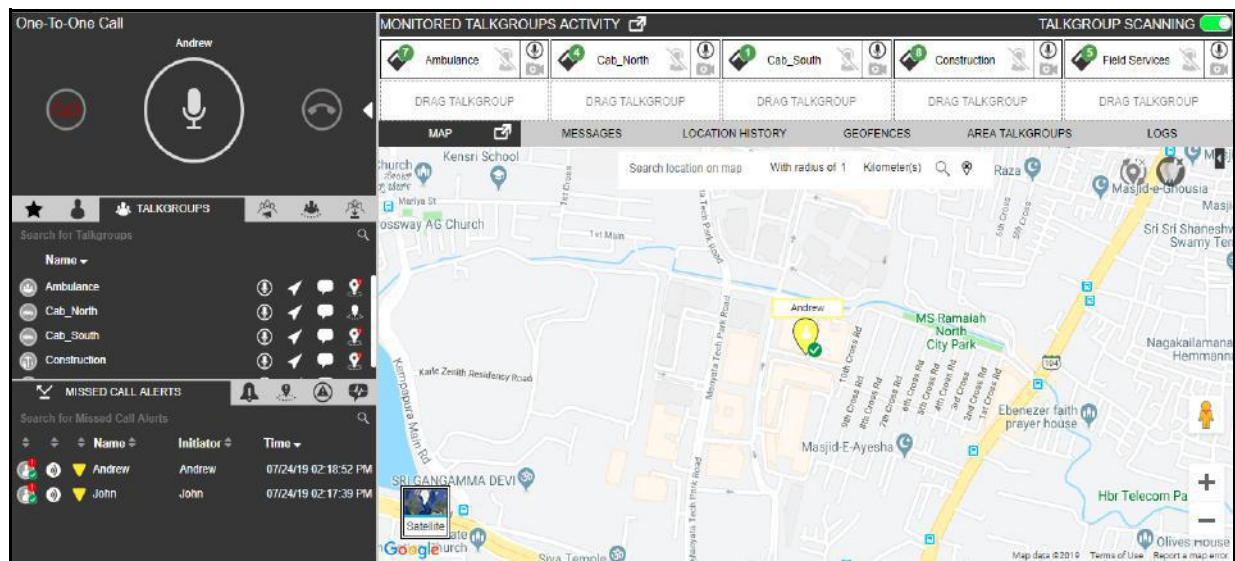
Talkgroup Scanning - Monitored Talkgroups Activity Window

This section is organized as follows:

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

14.1. Setting the Talkgroup Priority

Once you have added at least one talkgroup in a monitored talkgroup window and selected the priority level, click the icon ⬤━ to set the Talkgroup Scanning priority for that talkgroup. You can select priority 1-3 (depend on the configuration) for the talkgroup or you can select the "Normal Priority" option if you do not want to assign a scanning priority to the talkgroup. When you select a

talkgroup priority, the Set Talkgroup Priority icon changes to ◆ 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.
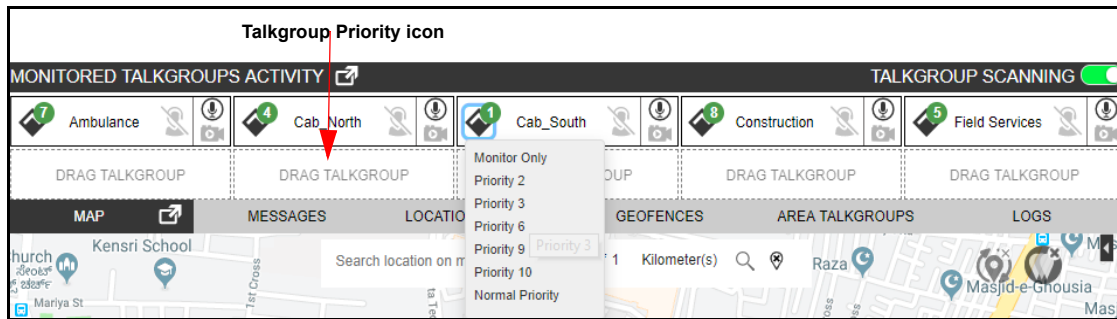
Set Talkgroup Priority Icon

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

14.2. Enabling Talkgroup Scanning for a Talkgroup

Once you have selected the priority level for your talkgroups, click the **Talkgroup Scanning** icon to turn on Talkgroup Scanning for your monitored talkgroups. The Talkgroup Scanning icon changes to to indicate that Talkgroup Scanning is enabled for that talkgroup and the Talkgroup Scanning Priority icon in the Monitored Talkgroups Activity 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.

In one of the two cases, the call does not barge in:

1. Talkgroup scanning is off.

2. Monitored talkgroup priority status is "Monitored Only".
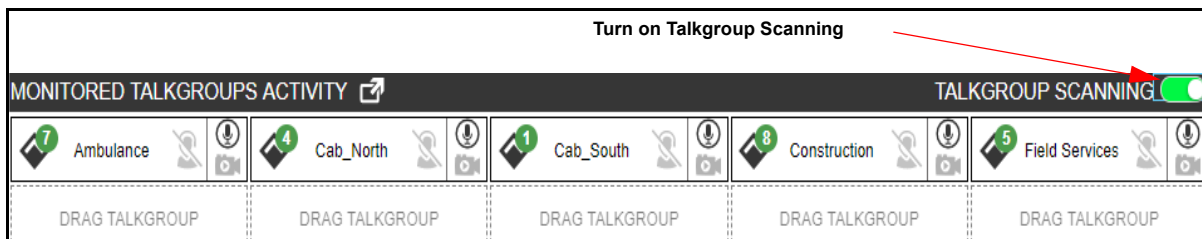
Turn on Talkgroup Scanning

14.3. Turning off Talkgroup Scanning for a Talkgroup

Click the **Talkgroup Scanning** 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.
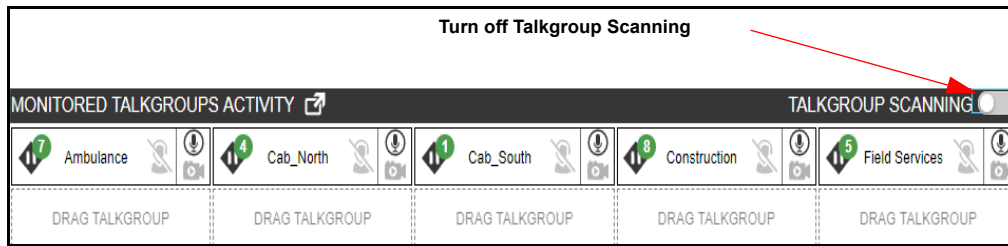
Turn off Talkgroup Scanning

14.4. View Dispatchers on the Monitored Talkgroup

A corporate admin can assign multiple dispatchers in a talkgroup. If any dispatcher has joined the call (other than you), a dispatcher 🖐 icon is shown which indicates some other dispatcher of the monitored talkgroup has joined the call. To view the number of dispatchers and the dispatchers in the call you need to click the **Dispatcher Information** 🖐 icon. On clicking dispatcher information icon, a list tray displays. The dispatcher list tray shows the total number of dispatchers in the talkgroup, dispatchers on call and dispatcher name. Dispatcher icon is enabled when the first dispatcher joins the call and disabled again when the last dispatcher left the call, or no dispatcher is on the call. The details in the tray also show the last refreshed date and time. To refresh the dispatcher list, click the **Refresh** 🎧 button on the tray.
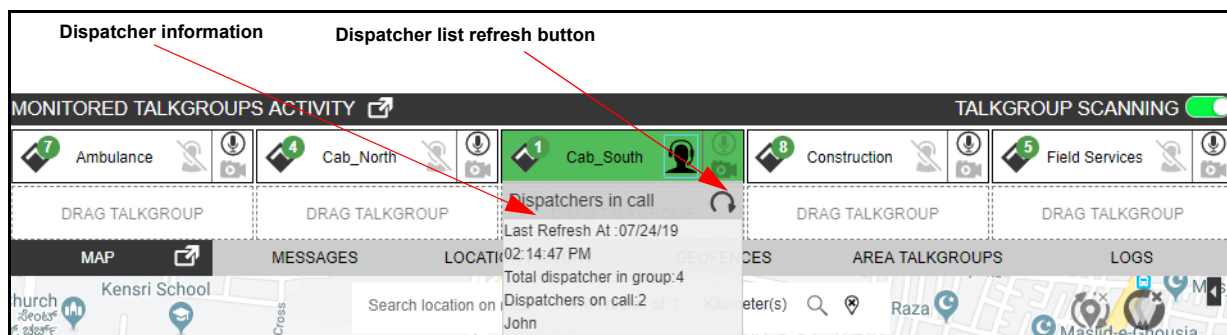
Dispatcher List Tray

15. Monitoring Talkgroups

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

Note: Broadcast talkgroups cannot be monitored.

This section is organized as follows:

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

15.1. Adding a Talkgroup to a Monitored Talkgroup Activity

To add a talkgroup, follow these steps:

1. Click the **Talkgroups** or **Area Talkgroup** tab in the Contacts and Talkgroups window.

2. Find the talkgroup you want to monitor and click on the talkgroup name.

3. Drag and drop the talkgroup from the Talkgroups or Area Talkgroup tab of the Contacts and Talkgroups window to the Monitored Talkgroups Activity window. When the talkgroup is successfully added, the icons for call, message, location, talkgroup Priority, dispatcher information (if any dispatcher is in call) and remove talkgroup are enabled and the name of the monitored talkgroup is shown.

The following figure shows an example of the Monitored Talkgroups Activity window:
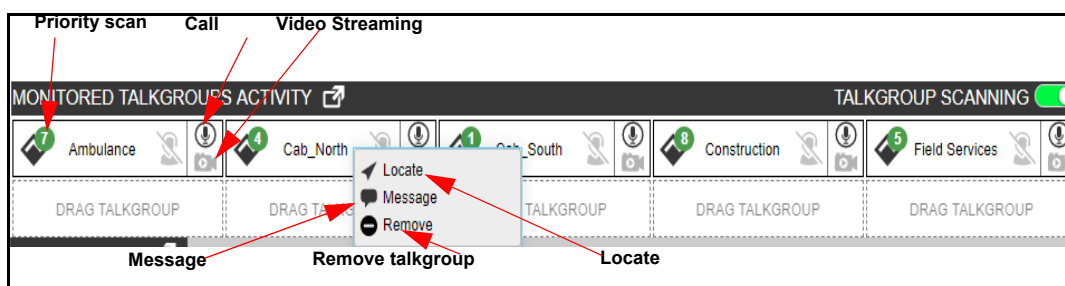
Monitored Talkgroups Activity Window

15.2. Remove a Talkgroup from the Monitored Talkgroup Activity Window

You can remove a talkgroup from a monitored talkgroup window. To remove, right click on the talkgroup and select **Remove** ⊖ icon**.**

Note: **You can remove a talkgroup from a monitored list only if there is no call-in progress for that talkgroup. A scanned talkgroup cannot be removed.**

Replacing a Talkgroup from a Monitored List

To replace an existing monitored talkgroup with a new talkgroup, follow these steps:

1.   Drag and drop a new Talkgroup from Talkgroups or Area Talkgroup tab onto the existing Monitored Talkgroup window. A confirmation window appears as shown below:
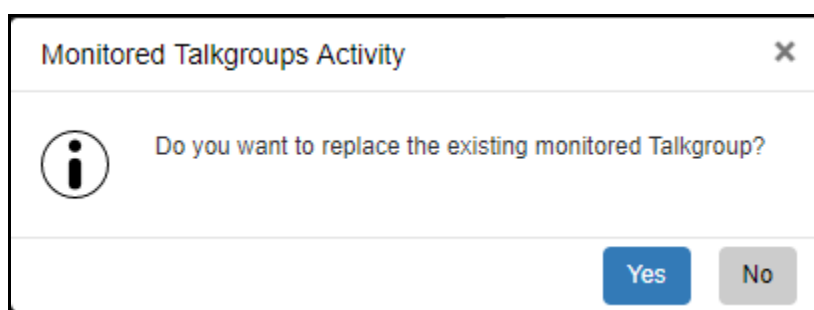
Monitored talkgroup replacement confirmation

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

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

15.3. Actions on a Monitored Talkgroup

If no Dispatcher has joined Active Talkgroup

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

If another Dispatcher joins the Active Talkgroup

If call is already started and a dispatcher, other than you, joins the active call, then the Dispatcher

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

Joining an Active Talkgroup

If the call is already started, you can join the call by clicking the icon. The monitored talkgroup area background turns from Amber to Green. Right-click on the talkgroup allows you to locate and

send a message. The dispatcher information icon enables to show you the total dispatchers in that talkgroup, the dispatchers on call and last refreshed time. During the call, use the **Call Activity window** or **Monitored Talkgroup Window** icons**.**

Placing a Call to a Non-Active Talkgroup

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

Silent rejoin

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

Video Streaming

You can join video streaming request that you receive in a Monitored Talkgroup that is not in an ongoing video session. The white background color of the video streaming turns green when you

receive a video stream request. Clicking the **Video stream** icon opens the video streaming block. The background color turns blinking red if you leave or close the video streaming block. You

can click the **Video Streaming** icon again to rejoin the ongoing video streaming.

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

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16. Using the Map

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

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

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

This section is organized as follows:

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

16.1. Locating Fleet Members

Locating a Single Fleet Member

1. Click the **Contacts** tab on the Contacts and Talkgroups window.
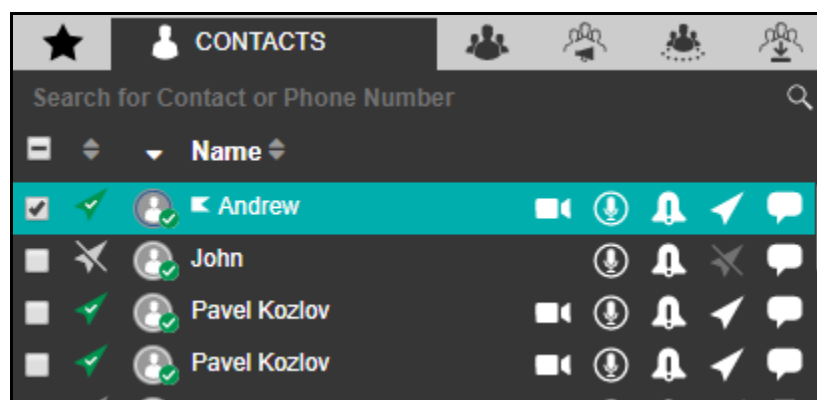
Single Contact Selected

2.   Click the ◹ icon of the contact to locate the selected fleet member on the map. When the fleet member is located on the map, a marker ⬙ displays at the fleet member's location.

3.   Click the **Marker** ⬙ to view information for the fleet member.

Note: If location information is expired for the fleet member, then the fleet member displays on the map with the ◹ icon. Location information is not available for External contacts display with the ✕ icon. The color of the push pin indicated on the map depends on the color you set in the Map Settings section of the Setting tab. For more details, refer the "Map Settings" **section of this document.**

The following screen shot shows an example of fleet member "Andrew" location:
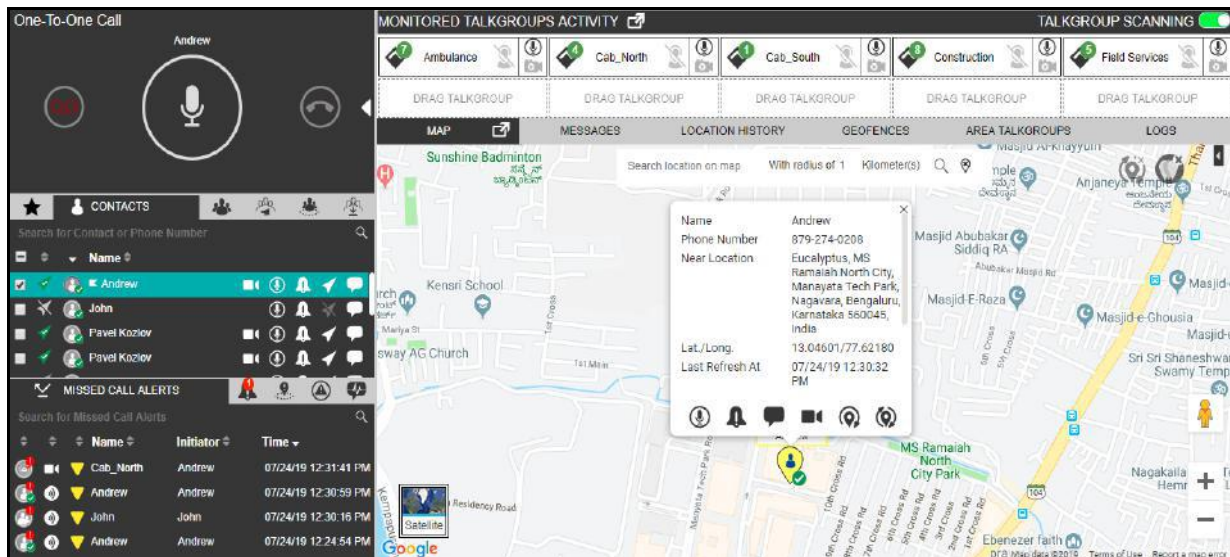
Locating Fleet Member

Locating Multiple Fleet Members

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

2.   Select the check boxes next to fleet members you want to locate.
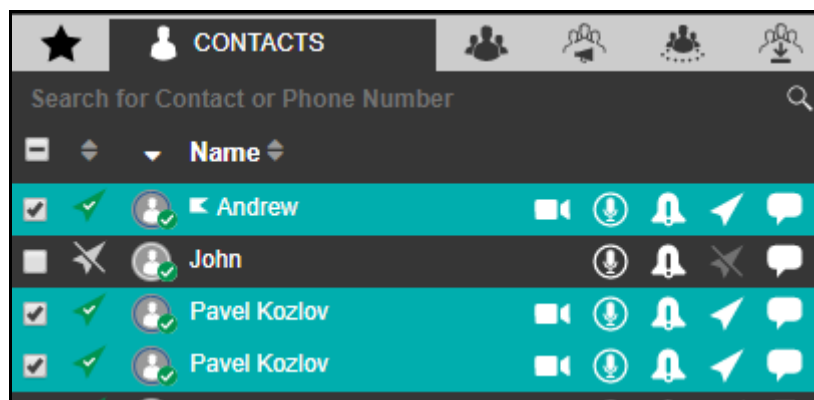
Multiple Contacts Selected

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

4. Click on a **Location Marker** ♀ to view information for a fleet member.

5. In the following screenshot, multiple fleet members have been located and is shown on the map.
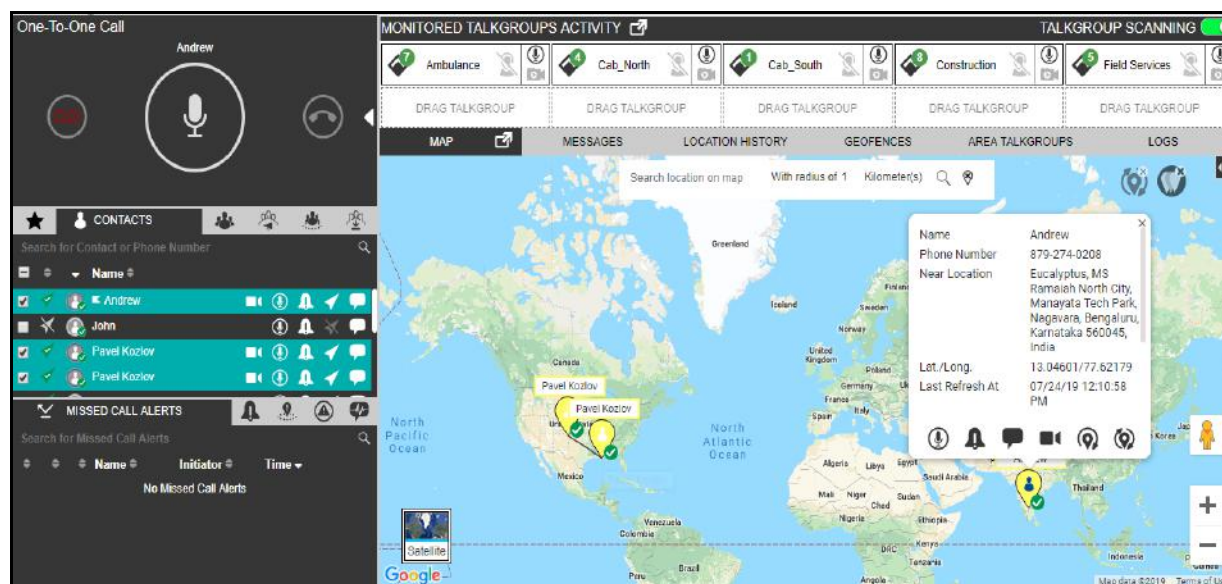
Locating Multiple Fleet Members

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

Locating Talkgroup Members

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

1. Click the **Talkgroups** or **Area Talkgroups** tab in the Contacts and Talkgroups window.

2. Find the talkgroup you want to locate in the list and click on the talkgroup name.
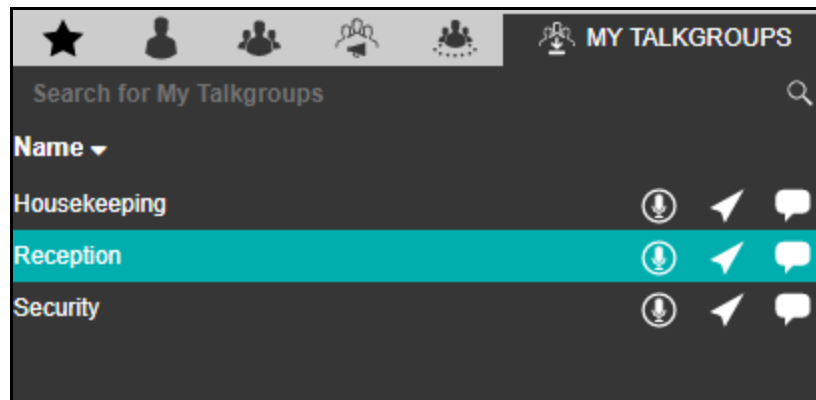
Selected My Talkgroup

3. Click the **Locate** ◥ icon to locate the talkgroup members on the map. For each located member, a marker ♀ displays on the map.

4. Click the **Marker** ♀ to view information about the talkgroup member.

In the following screenshot, all the members of the talkgroup "Reception" are located on the map.
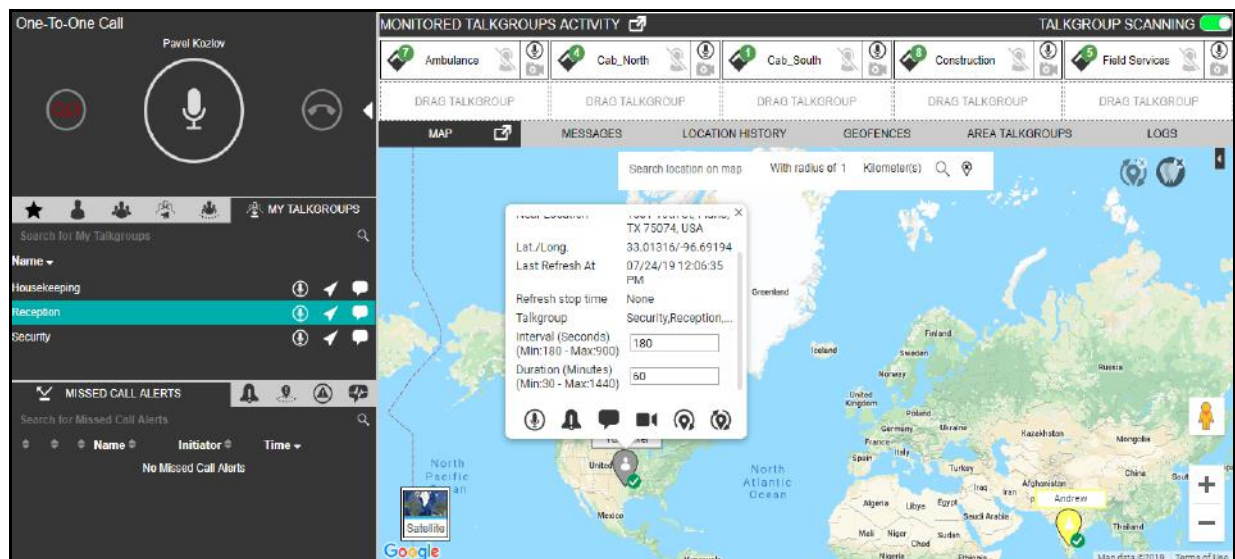
Locating My Talkgroup Members

16.2. Clear Located Fleet Members off the Map

To clear all the located fleet members off the map, click the **Clear Map** 🌐 icon provided at the top right corner of the map. To selectively clear the fleet members located on the map, use the selection list window. Select the fleet members by checking the check box on the selection list window to clear the selected fleet members on the map and click the **Clear Map Selection** ♀ˣ icon.

Note: Performing either of the above actions stop the periodic location updates for the fleet members you clear from the map.

16.3. Fleet Member Information Window

When you click the **Marker** ⓥ icon located on the map, the fleet member information window displays as shown below.
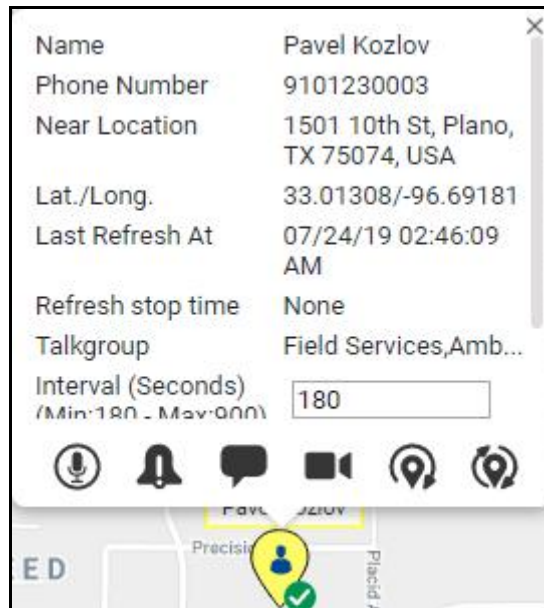
Info Window

The information window shows the fleet member's name, phone number, refresh intervals, refresh duration, a complete address of the nearest location of the member, latitude, and longitude of that place, refresh stop time, talkgroups, and the time of the last location update. You can click the

Marker ⓥ icon in the Geofence and Area Talkgroup window to view the information window.

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

The following actions are available on the information window:

• Click the **Call** ⓤ icon to call the selected fleet member.

• Click the **IPA** 🔔 icon to send an Instant Personal Alert to selected fleet member.

• Click the **Message** 💬 icon to send a message to selected fleet member.

• Click the **Video Stream** 🎥 icon to initiate video stream to the selected fleet member.

• Click the **Periodic Location Refresh** ⓥ icon to refresh the fleet member's current location information periodically based on the settings you specify in the "On Demand Location" section of this document.

- Click **One Time Location Refresh** [icon] icon to fetch the actual location information of the selected fleet members. A message appears stating that an on demand location request has been sent to the server.

- Click the **Close** [icon] icon to close the information window.

16.4. Selecting Multiple Fleet Members on a Map

Selecting Multiple Fleet Members:

Press the **Shift** Key and holding the left or right mouse button, drag the mouse over the marker icons as shown below. The Selection List window appears displaying the fleet members that you select.
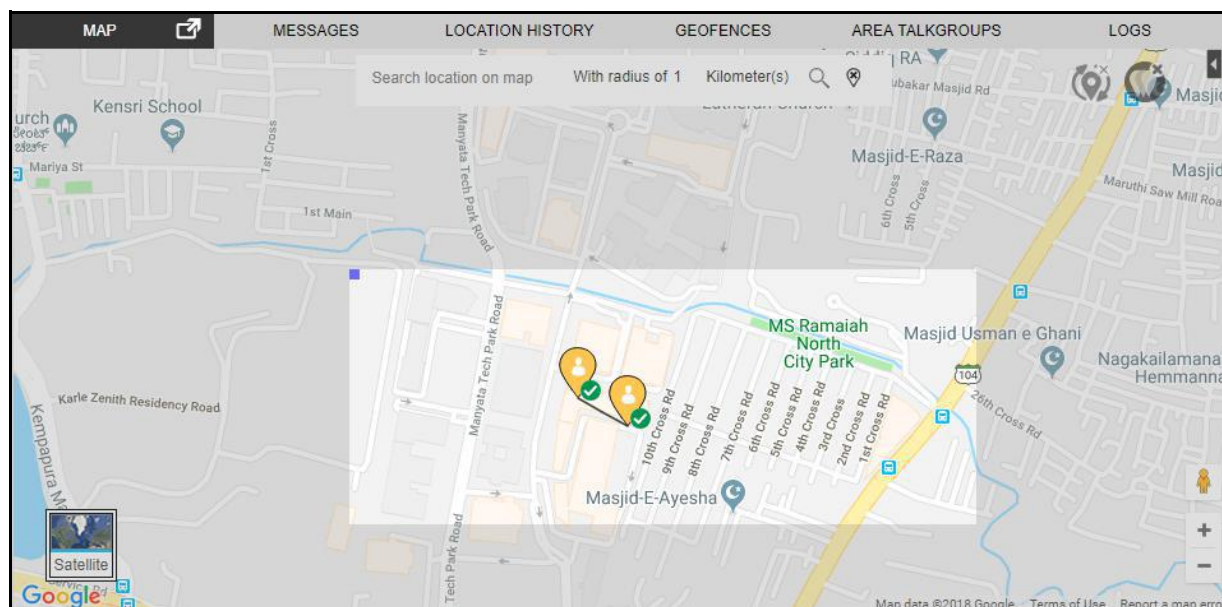
Fleet Members Selection Drag Option Window
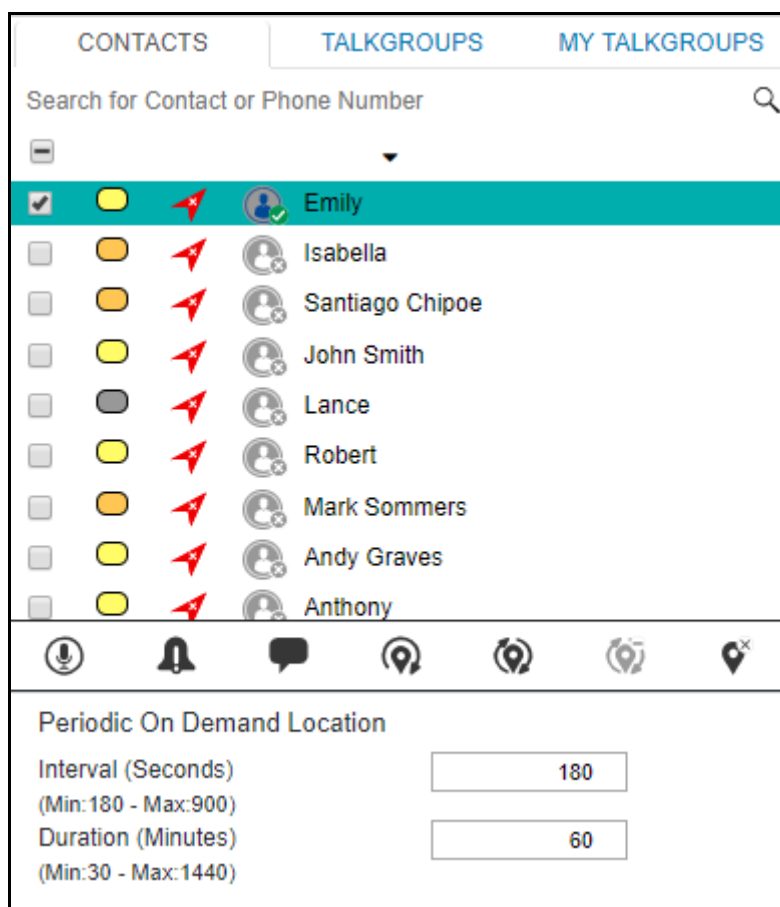
Selection List Window

The above picture shows the **Selection List** window, it has three tabs

- Contacts

- Talkgroups

- My Talkgroups

You can perform the following activities in these three tabs:

Click the ◀ icon to expand the selection list.

Click the ▶ icon to collapse the selection list.

Search – Enter a name in the "Filter by Name" field to search for fleet members.

Sort – Click the top of the header column of each field to sort by presence status, location status, and name.

Call – Click the 🎤 icon to call the selected Contacts or Talkgroups or My Talkgroups.

IPA – Click the 🔔 icon to send an IPA to a contact.

One Time (manual) Location Refresh – Click the 📍 icon to refresh the location information of the selected contact.

Start Periodic Location Refresh – Click the 🔄 to start periodic location refresh of the selected contact.

Stop Periodic Location Refresh – Click the 🔄 to stop periodic location refresh for the selected contact.

Message – Click the 💬 icon to send a message to the selected Contacts or Talkgroups or My Talkgroups.

Click the 📍 icon to remove the selected contact from the selection list and the map.

Click the 🌐 icon available on the map to remove all the fleet members located on the map and from the 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 selection list window.

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

16.5. On Demand Location Update

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

Performing a One Time Location Update of a Fleet Member

1. Click the **Contacts** tab from the Contacts and Talkgroups, Map Selection List or Map Info window.

2. Select a contact by clicking the check box next to the fleet member's name from Contacts and Talkgroups or Map Selection List.
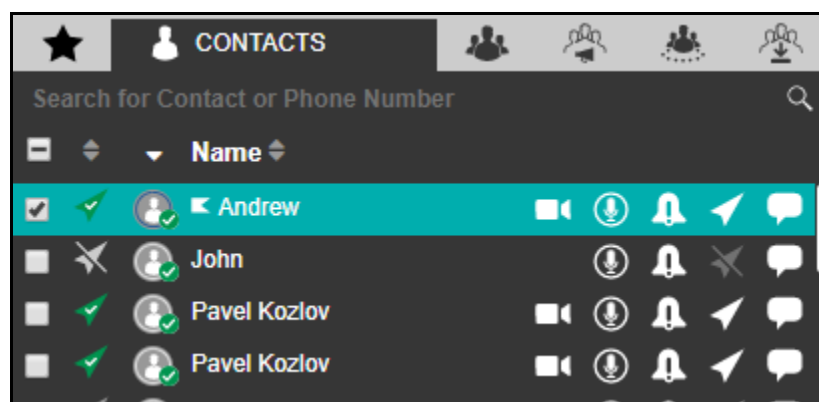
Single Contact selected

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3. Click the **Locate** icon to locate the selected fleet member on the map. When the fleet member is located on the map, a **Marker** displays at the fleet member's current location.

4. From the selection list window, select the check box next to the fleet members name and click the button on the bottom of the selection list window to fetch the actual location information of the selected fleet members. A message appears stating that an on demand location request has been sent to the server.

The following screen shot shows an example of an on demand location request sent to the server.
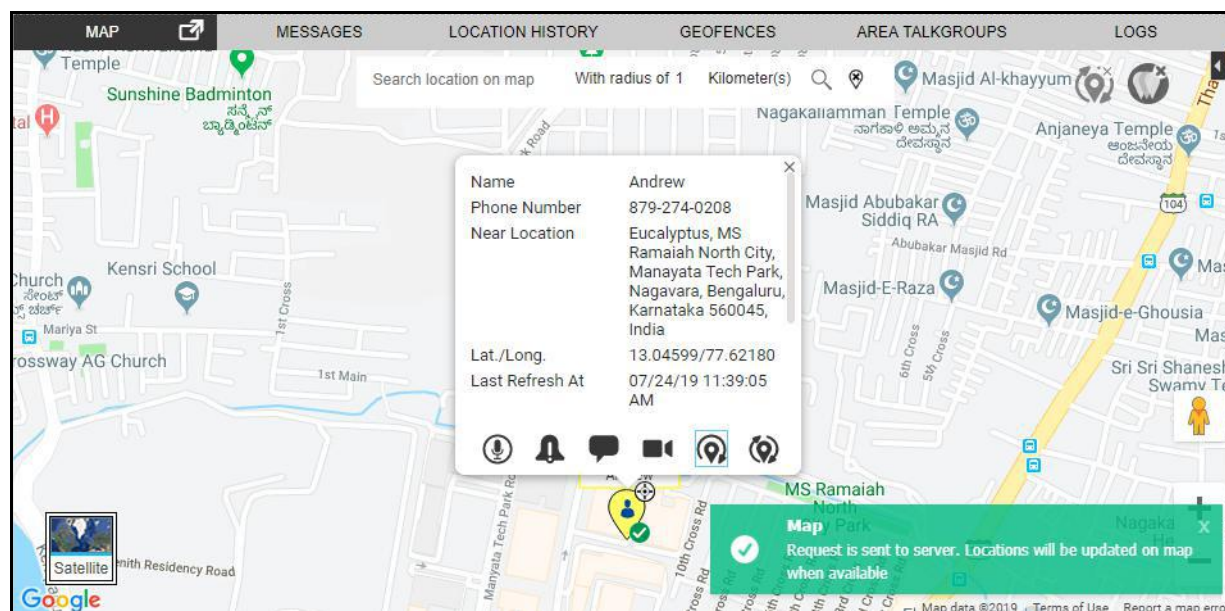
On Demand Location Request

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.
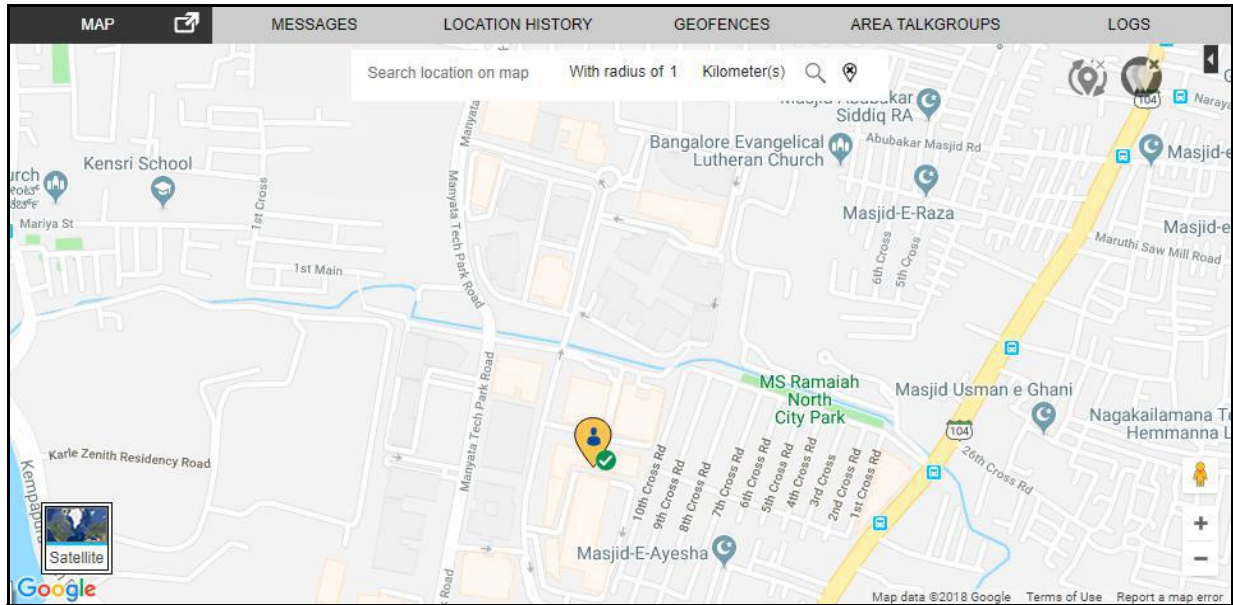
On Demand Location Response

16.6. Periodic Location Update

Starting a Periodic Location Update of a Fleet Member

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

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

2. Select a contact by clicking the check box next to the fleet member's name.
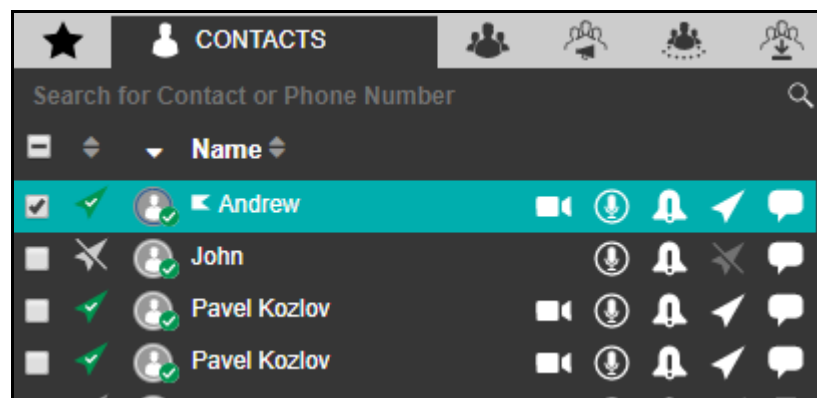
Single Contact Selected

3. Click the **Locate** icon to locate the selected fleet member on the map. When the fleet member is located on the map, a **Marker** displays at the fleet member's current location.

4. Click the **Location Marker** of the fleet member to display an information window.
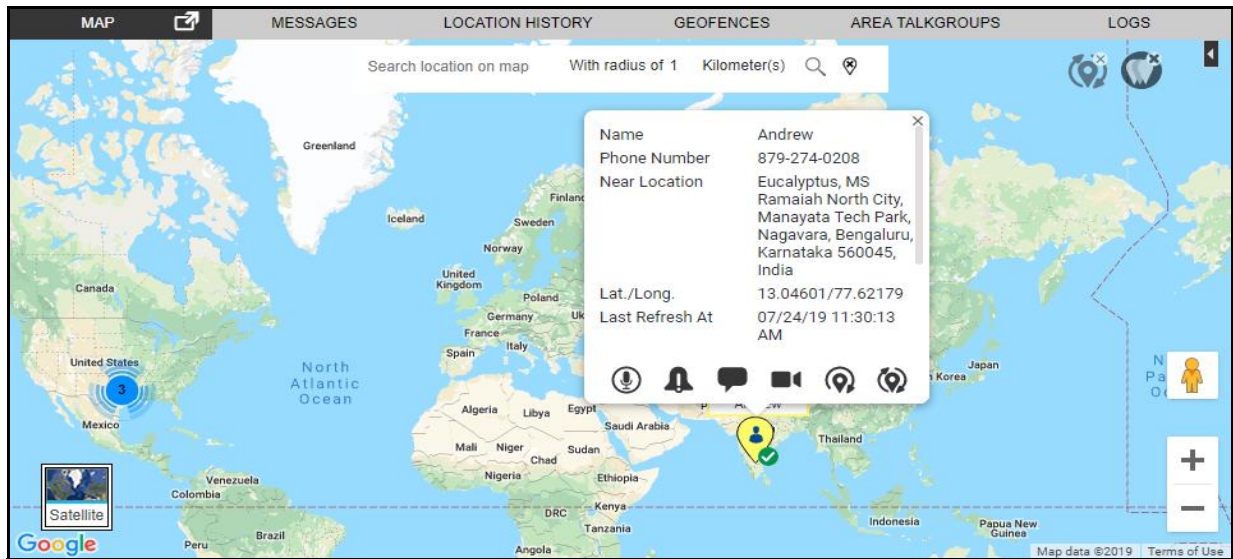
Info window of a fleet member for location update

5. On the information window, click the ⊙ icon to initiate a periodic location refresh for the selected fleet member. A periodic on demand location refresh request is sent to the server and

    the icon on information window changes to the ⊙ icon.

The following screen shot shows an example of retrieving a fleet member's location from the server.
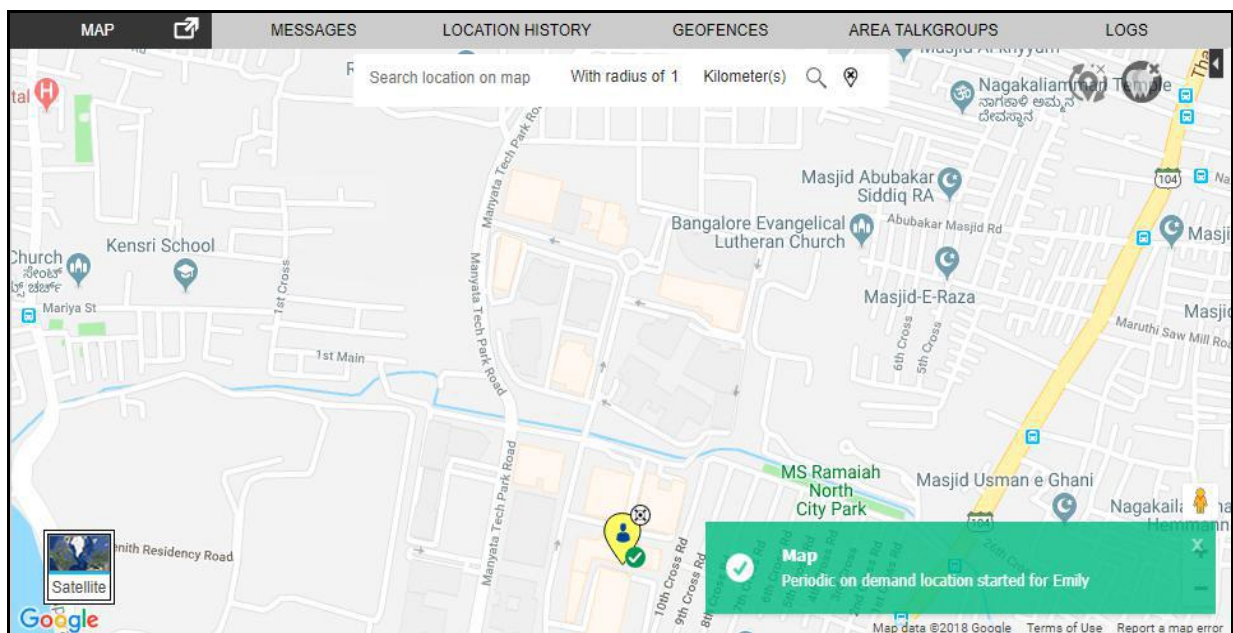
Periodic On Demand Location request

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

Stopping the Periodic Location Update of a Fleet Member

1. Click the **Marker** of a fleet member receiving a periodic update as shown in the following screen to display the information window.
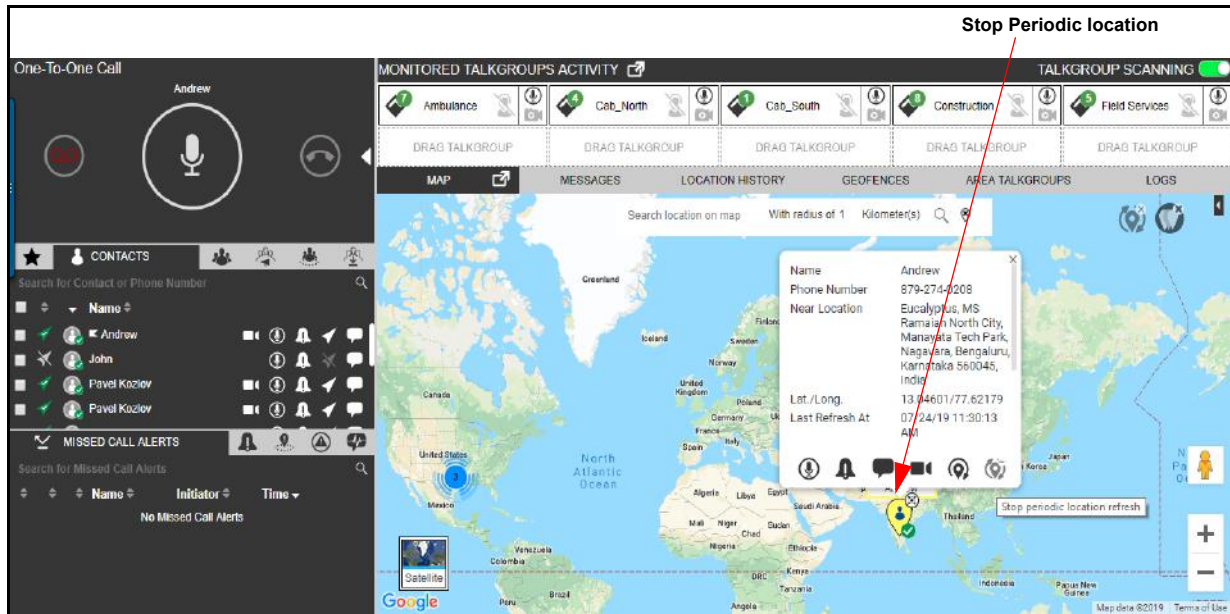
Stop Periodic On Demand Location Request

2. Click the ⊚ icon to stop periodically refreshing the location for the selected fleet member. The selected fleet member marker pin turns back to the ⦿ marker.

Or

Click the ⊚ icon available on the map to stop receiving periodic refreshing of the location of all fleet members. You can also accomplish this function by clicking on the **Clear Map** 🌐 button on the map or on the ⦿ button in the selection list window.

Signing out while On-demand Location Update in Progress

If the Dispatcher tries to signi out while an On-Demand location refresh is in progress, a confirmation screen displays as shown below.
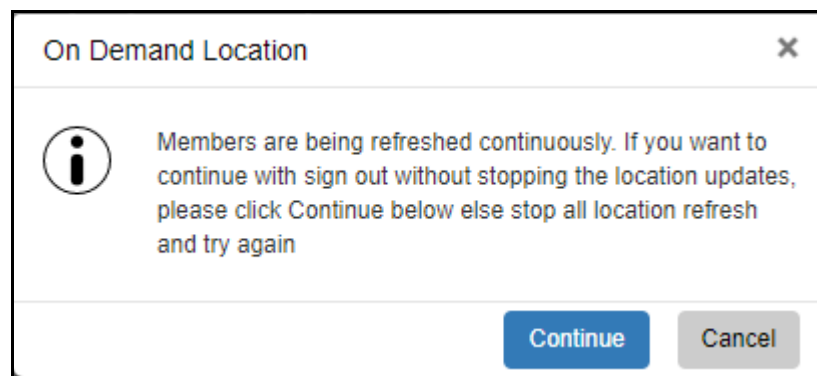
Sign Out during On Demand location request

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

Clients that Do Not Support Location Reporting

Not all the clients can report the location. Following is the list of clients, which do not support location reporting. Thus, even if such clients are assigned as a contact, the fleet member's location is does not display.

- Sonim 1520 – No GPS

- Sonim 5560 – Release 7.1+

- Sonim 5560 IS – Release 7.1+

- Sonim 5560 NC – Release 7.1+

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

- Motorola ES400 – No GPS

- Intermec CS40 – No GPS

PC Client

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

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

16.7. Finding an Address

Mouse over on the map icon at the lower left-hand area of the screen and click **Display Find Location**. This displays a Display Find Location window as shown below.
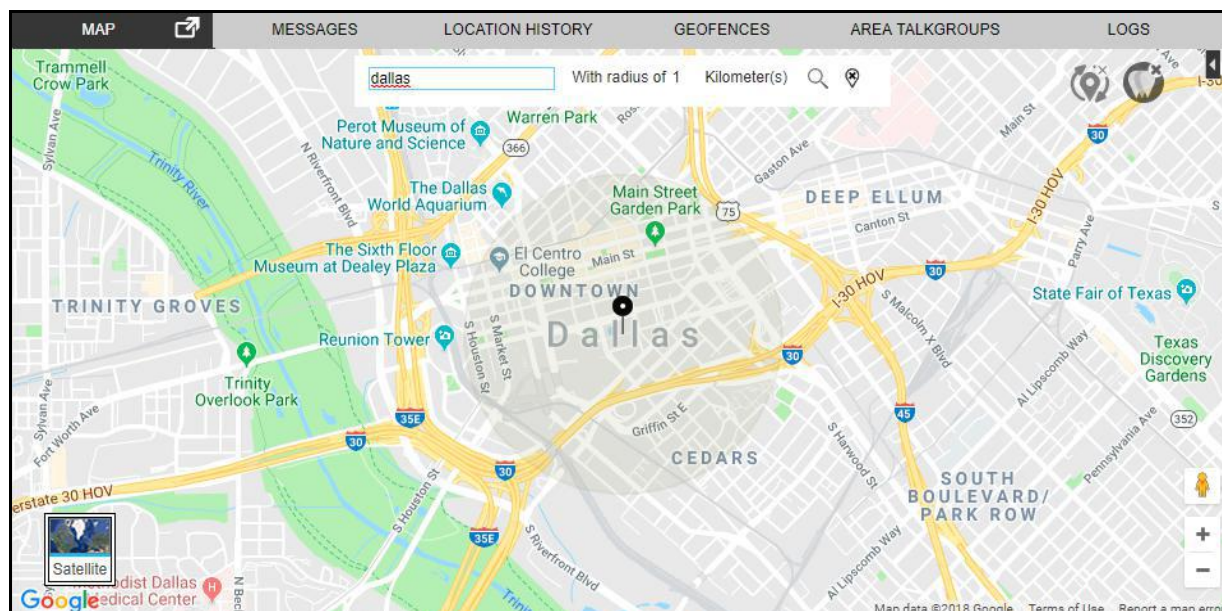
Find Location Window

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

1. Enter an address in the Location Address field.

2. Enter the Radius.

3. Click the icon $\mathcal{Q}$ to find the location of the given address. There is a circle around the found address and a push-pin P 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 icon to $\otimes$ remove the find push-pin icon from the map.

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

16.8. Centering the Map

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

You can also set the center of the map manually. To set the center of the map, follow these steps:

1. Click the [Map] icon.

2. Select the **Set the Map Center.**
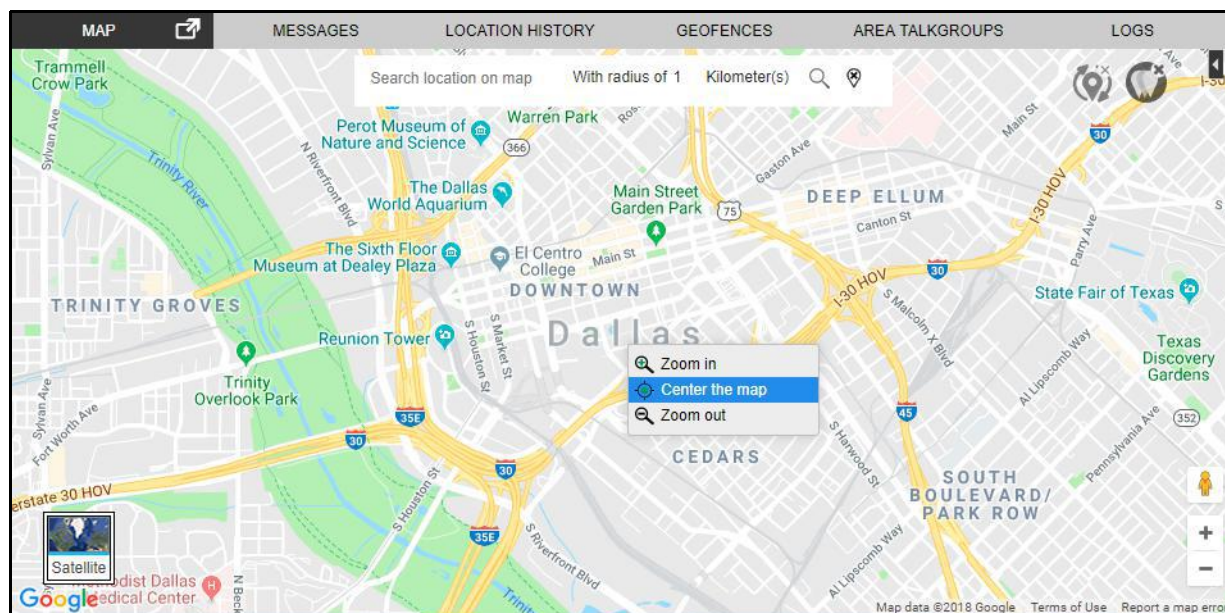
Map Center

To bring any location of the Map to the center of the Map window:

Right-click on the location you want to center the map to and select the **Map Center** ⊕ icon that appears.

Click the **Map Center** ⊕ icon and the selected location becomes the center of the map window.

Note: **When using the Display Find Location option available on the map to search for a specific location, there is a circle denoting an area surrounding the found location. The right-click option for centering the map and zooming in or out does not work inside of that circle.**

16.9. Zooming in and out on a Map

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

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

- Selecting the Zoom-in option 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/Zoom-out options as required to maximize/minimize the view of a particular location on the map window.

16.10. Changing Views of the Map

The map displays in the following views.

Map View

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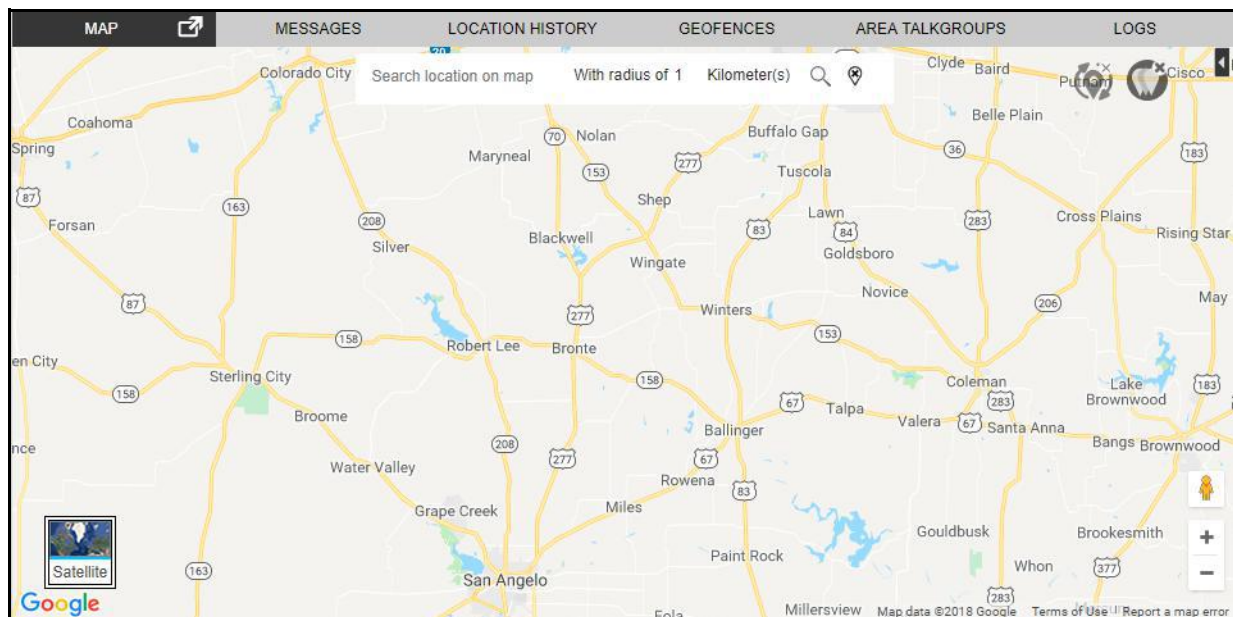
Map Mode

To change the Map mode, click the icon.

Satellite view

Satellite view mode displays the map in satellite image view. The typical satellite view screen displays as shown below.
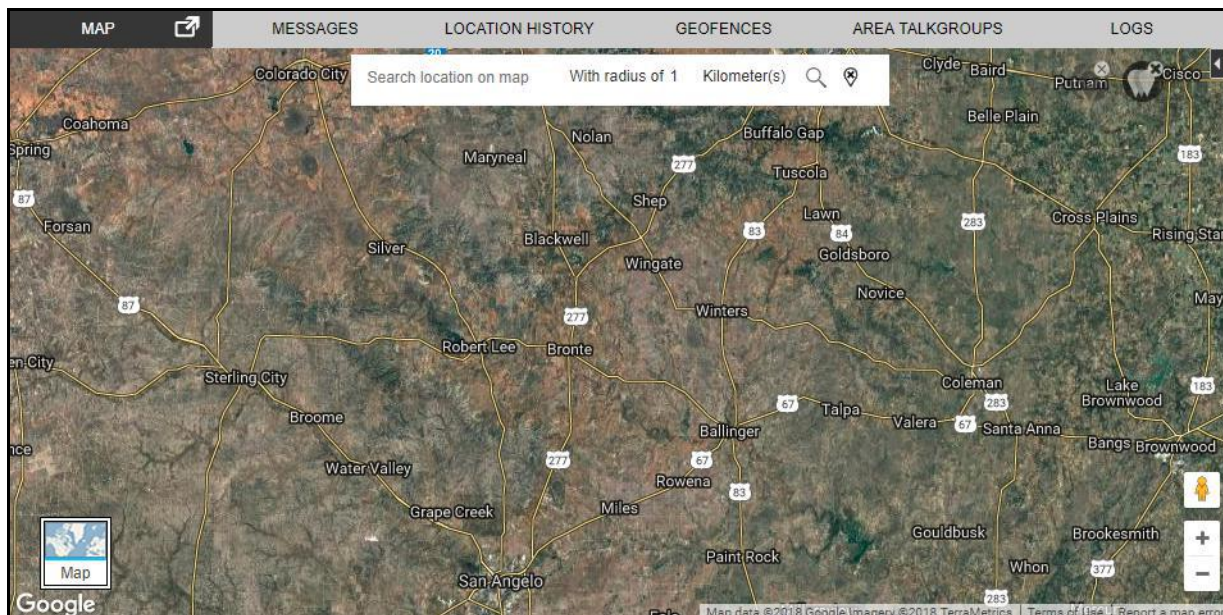
Satellite Mode

To switch to Satellite view, click the ![Satellite] icon.

Terrain View

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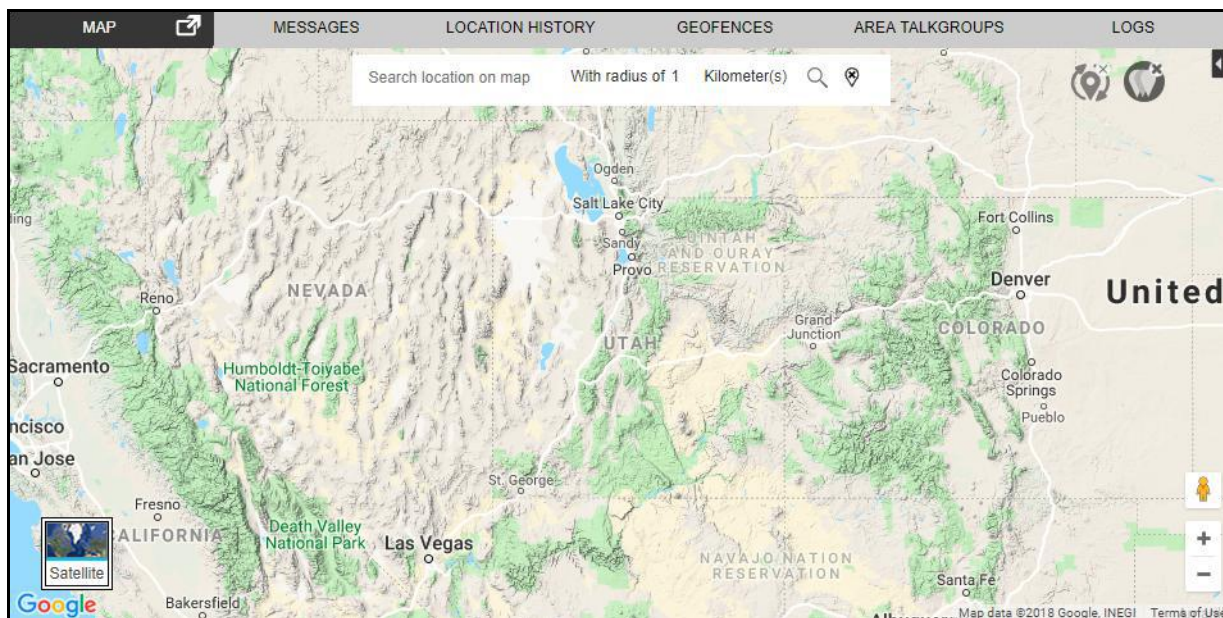
Terrain View Map Window

Note: **If Terrain view is enabled and a switch is made to Satellite mode, then the Terrain view changes to hybrid view in Satellite mode.**

Traffic View

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

Traffic Color Code

This color code signifies the traffic density at selected location as explained below:

Table 16.1 - Traffic Color Code

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

Mouse over on the map menu to select the Traffic view as shown below.

Traffic View Map Window

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45 Degree View

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

The existing SATELLITE and HYBRID map types support 45° perspective imagery at high zoom levels (where available). If you zoom into a location for which such imagery exists, these map types automatically alters 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.
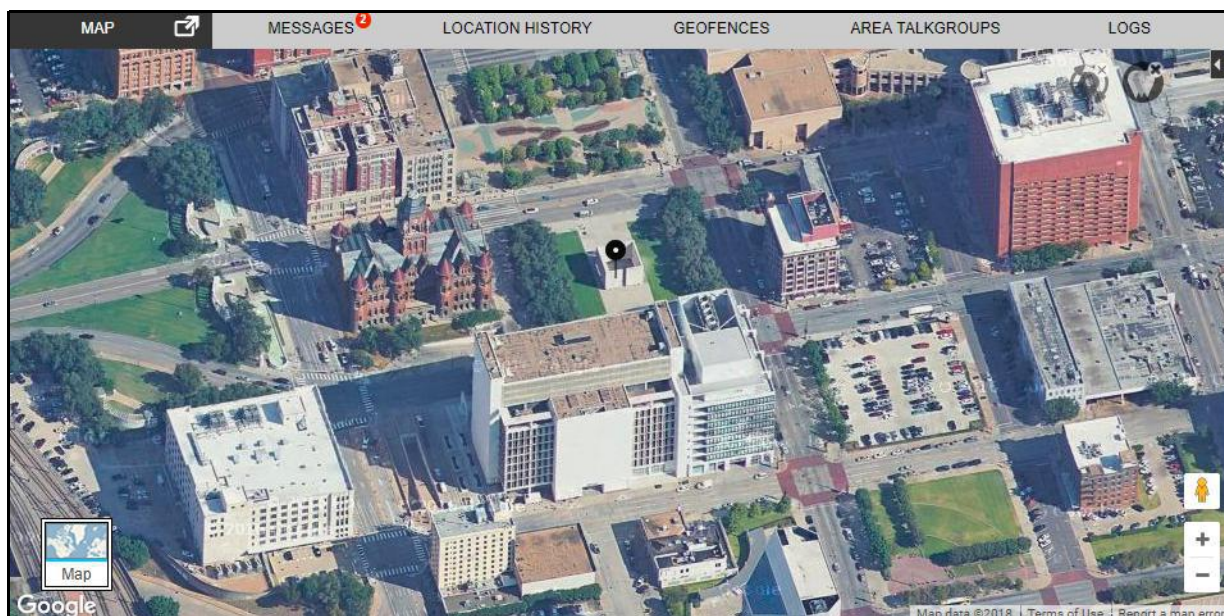
45 Degree Map-Location

Street View

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

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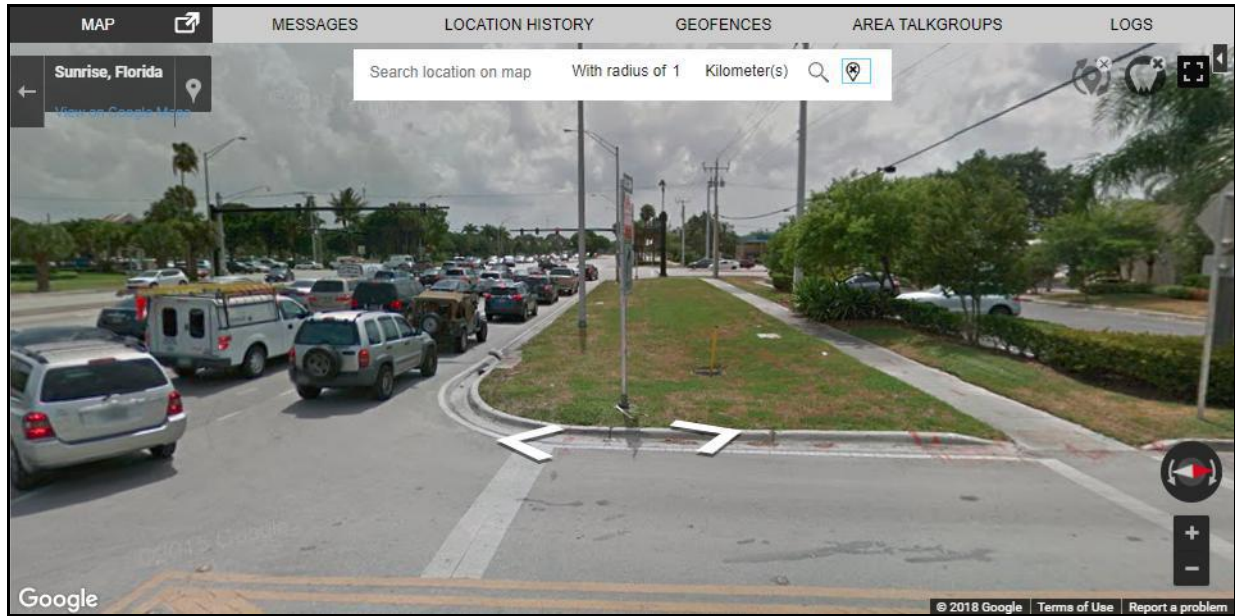
Street View Map Window

Hybrid View

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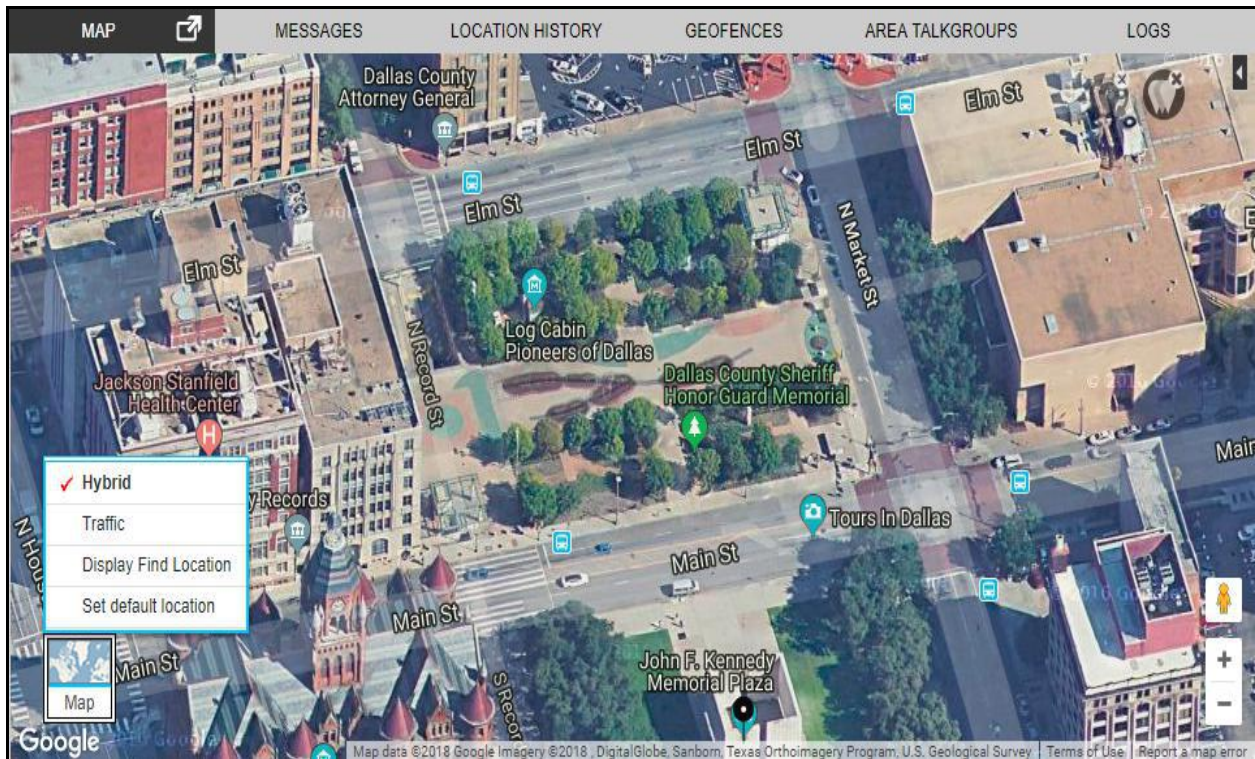
Hybrid View Map Window

Set Default Location

Set default location in the map allows you to define a specific location which is shown when you sign in to Dispatch for the first time. You can also modify your default location any time from the map tab. To modify the default location, select the **Set default location** from the map icon. Search the desired location from the search or move the map to drop the location pin. Click **Yes** to set the default location or **No** to cancel the action.
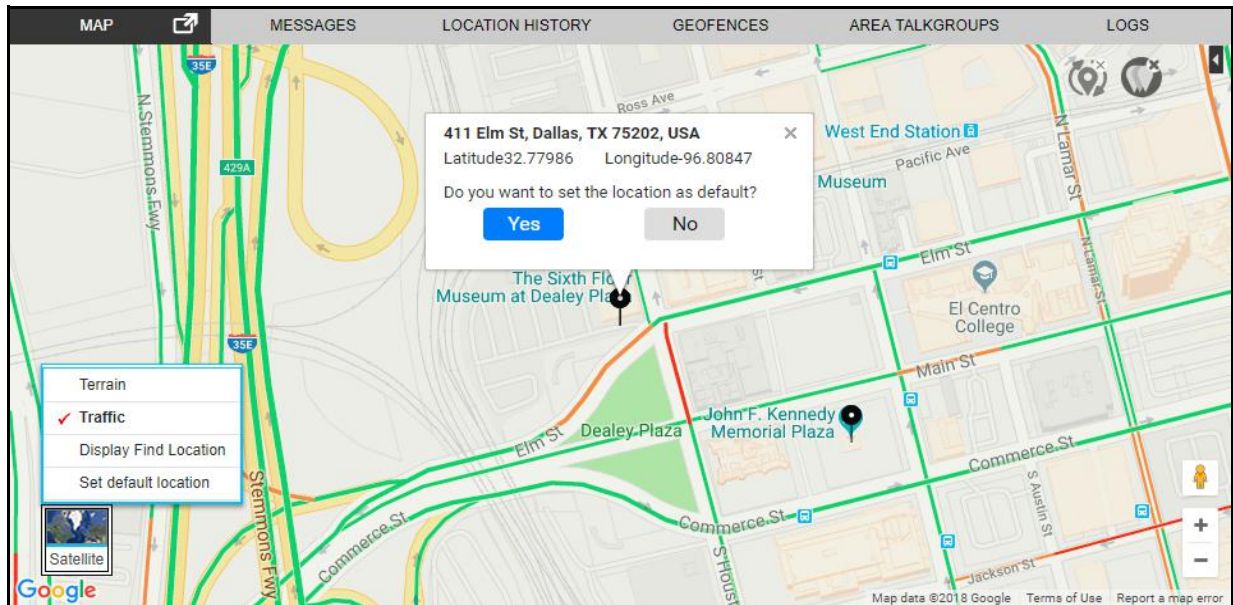
Set Default Location

16.11. Overlapped Map Markers

When two or more map markers are overlapped on the map, the **Overlapping Marker Map Cluster** icon displays for that location. Clicking on **Overlapping Marker Map Cluster** icon expands the area where all the markers are overlapped which in turn clearly shows all the marker's locations. Below are the figures which shows the collapsed and expanded view of the spiderify.
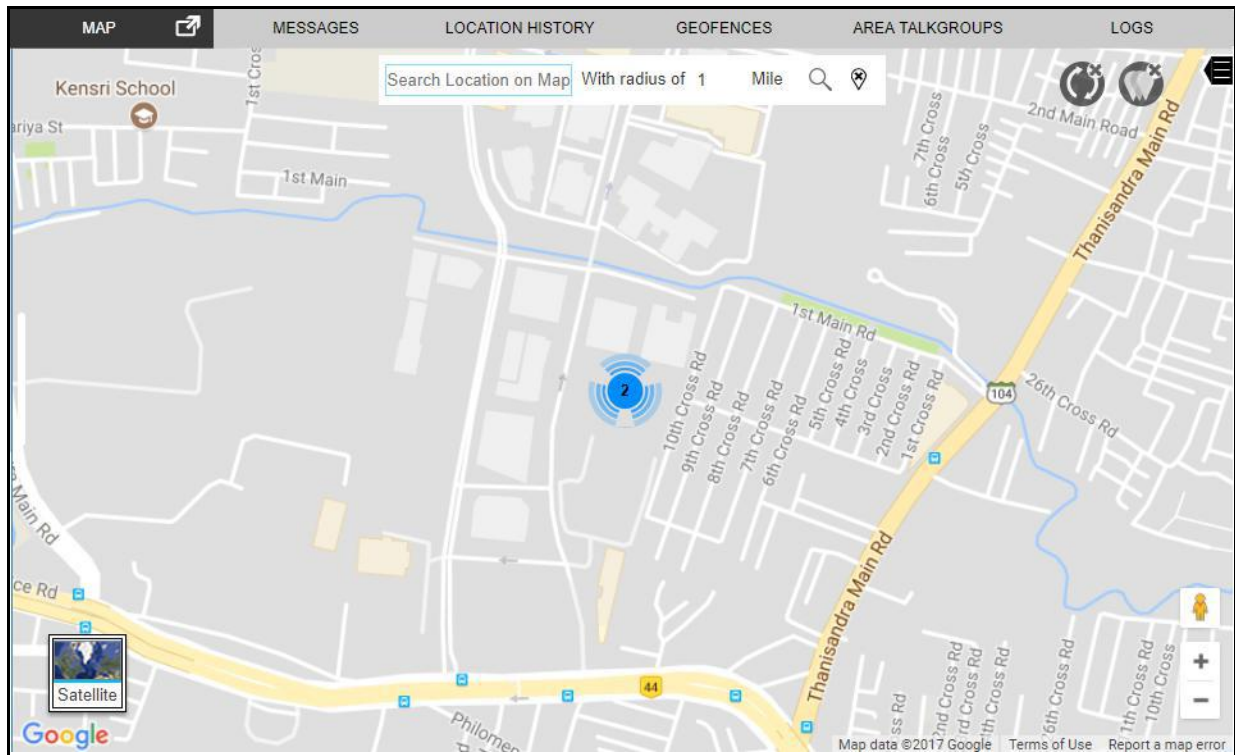
Collapsed - Spiderify
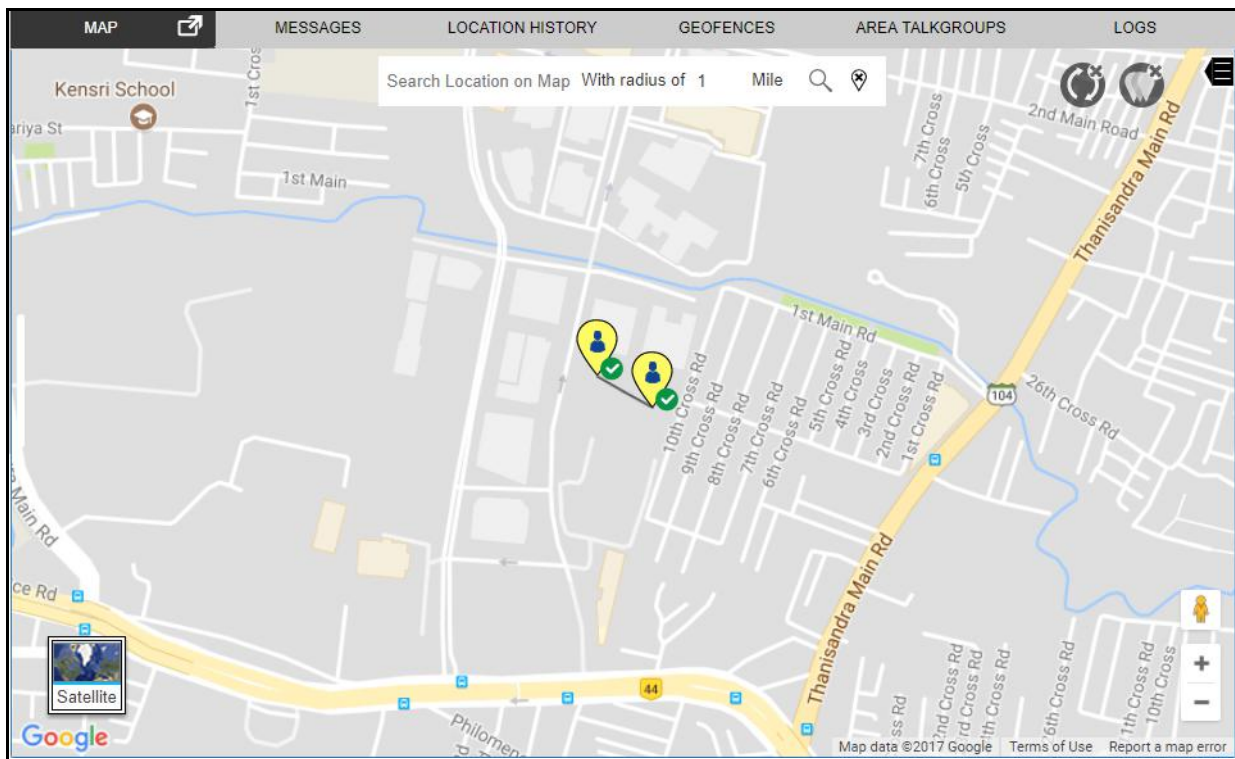
Expanded - Spiderify

17. Location History

Location History feature helps you to track the path which your fleet member has traversed on the map for a specific duration. You can select the fleet member and the duration for which path need to be tracked. The path traversed is shown on the map with Start ⊙ and End ⦿ icon for each of the selected fleet member with a color associated with the selected member.

The path traversed is shown as dotted line if the fleet member chooses to take route other than the route found by the map service provider. Example: If the fleet member travels from Huston to Dallas by road and Dallas to Chicago by air then the path traversed on the map is shown as roadways from Huston to Dallas and dotted line from Dallas to Chicago. This is only applicable if you choose the method of display location history as Google maps in the Location Settings.
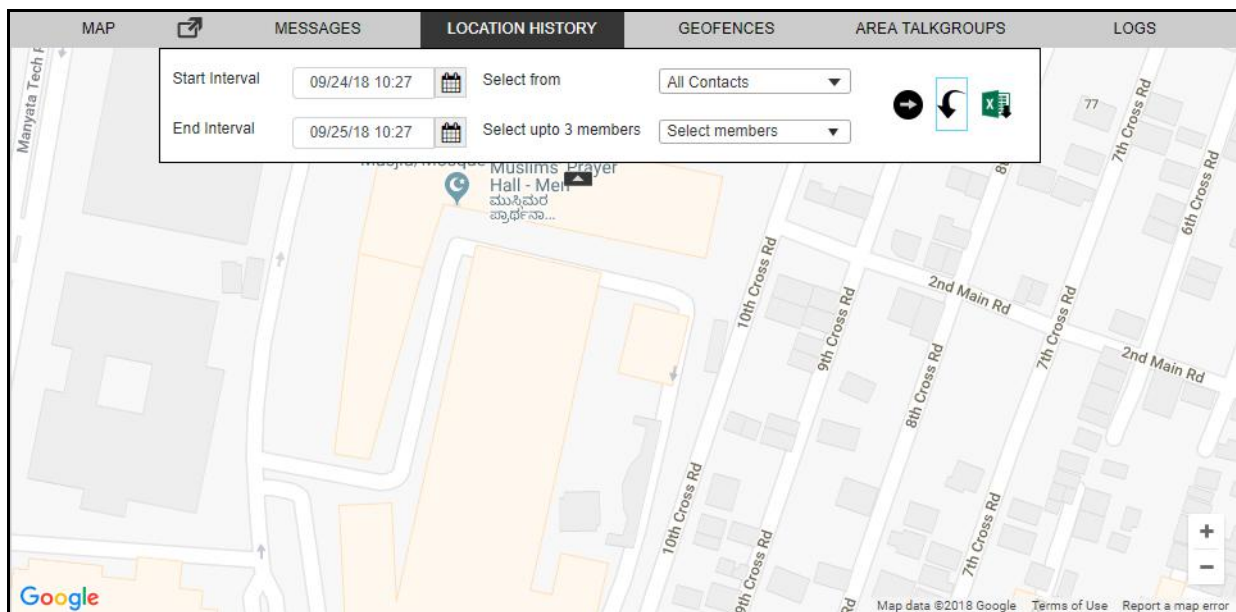
Location History Tab

To track the path of a fleet member on the map

1. Click the **Location History** tab.

2. Select the Contact or Talkgroup in the Select From drop-down.

3. Select the contact's or talkgroup's name from the Select up to 3 members drop-down.

4. Select the duration for which you want to track the path of the member from the Start Interval and End Interval option.

5. Click the **Go** ➡ icon to track the path traveled by the fleet member.

6. Click the **Collapse** 🔺 icon to hide the search slider.
   Or

   Click the **Expand** 🔻 icon to view the search slider.

> **Note:**   A maximum of three fleet member's location history can be shown at a time on the map. You can track the location history of a fleet member for maximum duration of 24 hours.
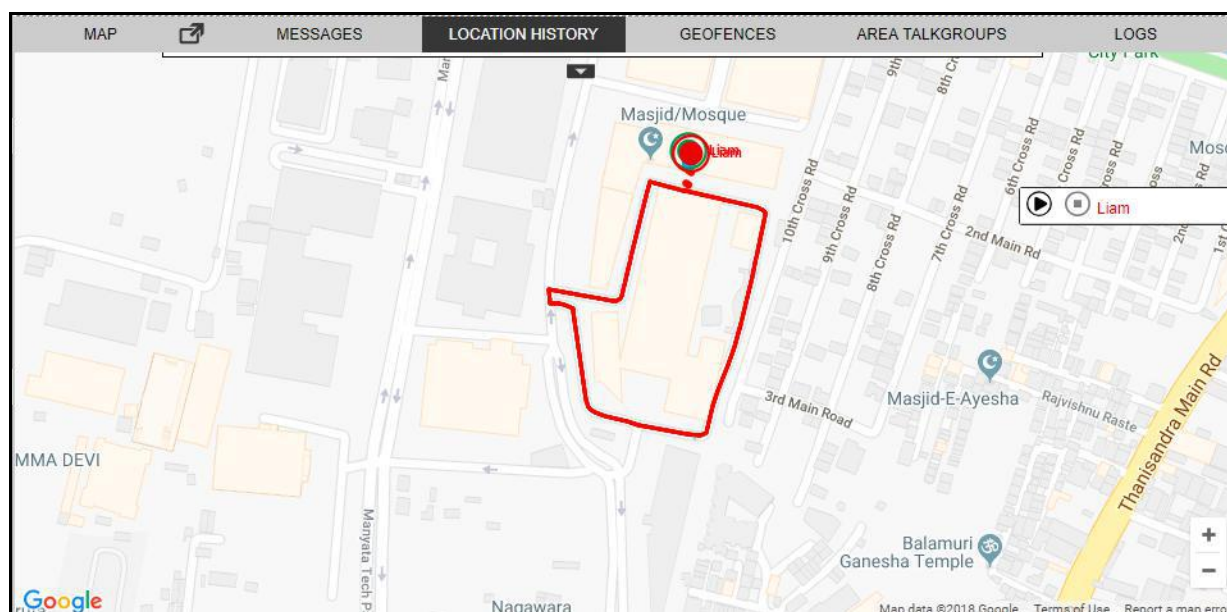
Track Location History

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

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

• Click the **Reset** ⤵ icon to reset the selection on Location History.

• Click the **Export** ⬇ icon to export the path traversed by the fleet member in CSV format.

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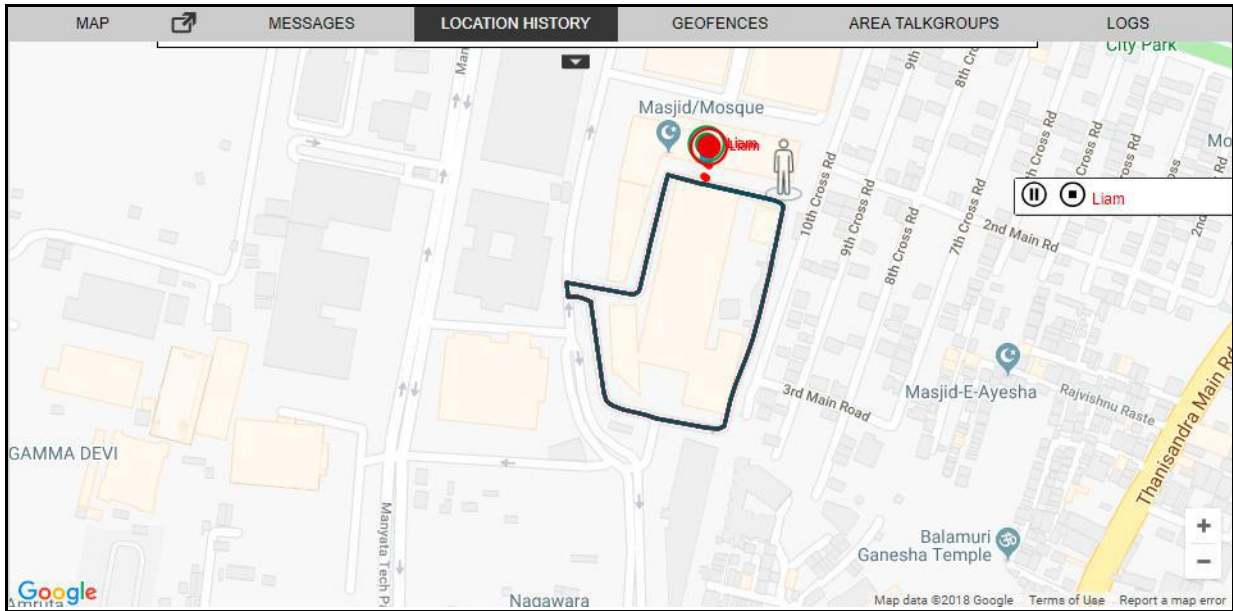
Playing Location History

Mouse hover on the highlighted **Location Point** 🔵 of path traversed by the fleet member shows the Fleet Member's Name, Phone Number, Near Location (Get Location), Arrival Time, Departure Time, and Duration spent at this location.
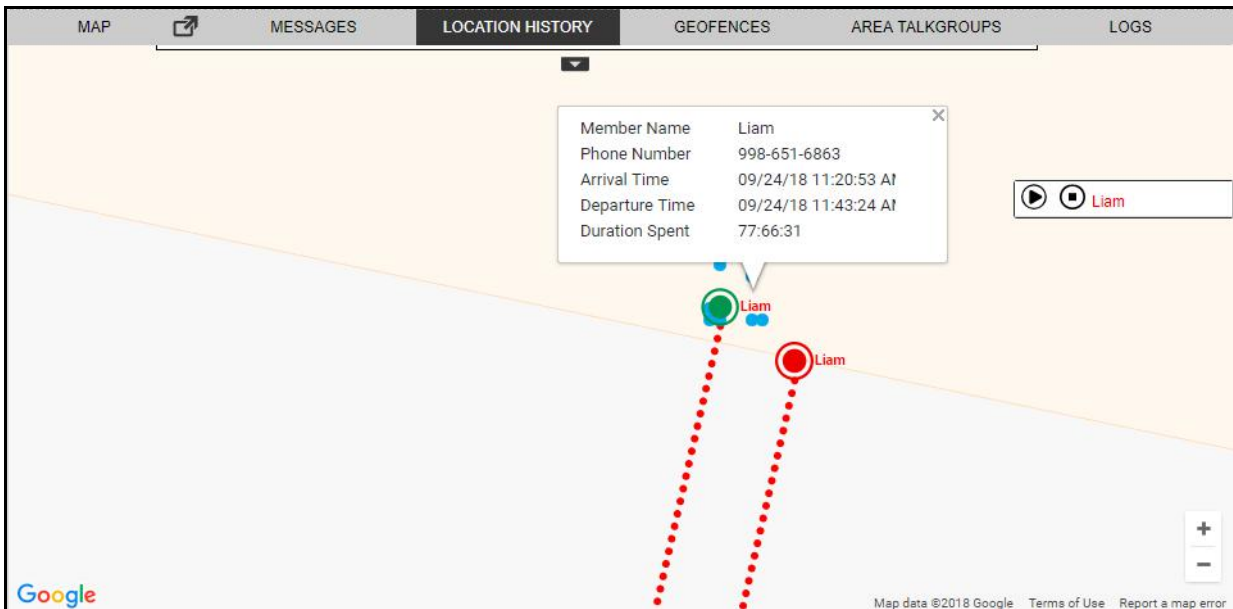
Mouse Hover on Location History of Fleet Member

18. Geofence

In additional to location service, you are also allowed to define a virtual boundary, popularly known as Geofence, to monitor location activity for all talkgroup members. Geofence is circular in shape, which is set using a distance from the fence center. Geofence is of static fence type. The static type of a fence is a fence with any static location on the map as fence center. Once you define and enble the fence, you can see the fence overlaid on the map with the talkgroup member's location. When any talkgroup member crosses the fence, then Dispatch sends a fence cross notification to that talkgroup member as well as you for the location activity. When you select any talkgroup from the contacts and talkgroups window and select geofence option, a fence enables for that talkgroup.

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

This section is organized as follows:

• Create Geofence for a Talkgroup
• Add Fence coordinates to the Favorites
• Remove Fence coordinates from the Favorites
• Edit fence
• Delete fence
• Geofence Event View
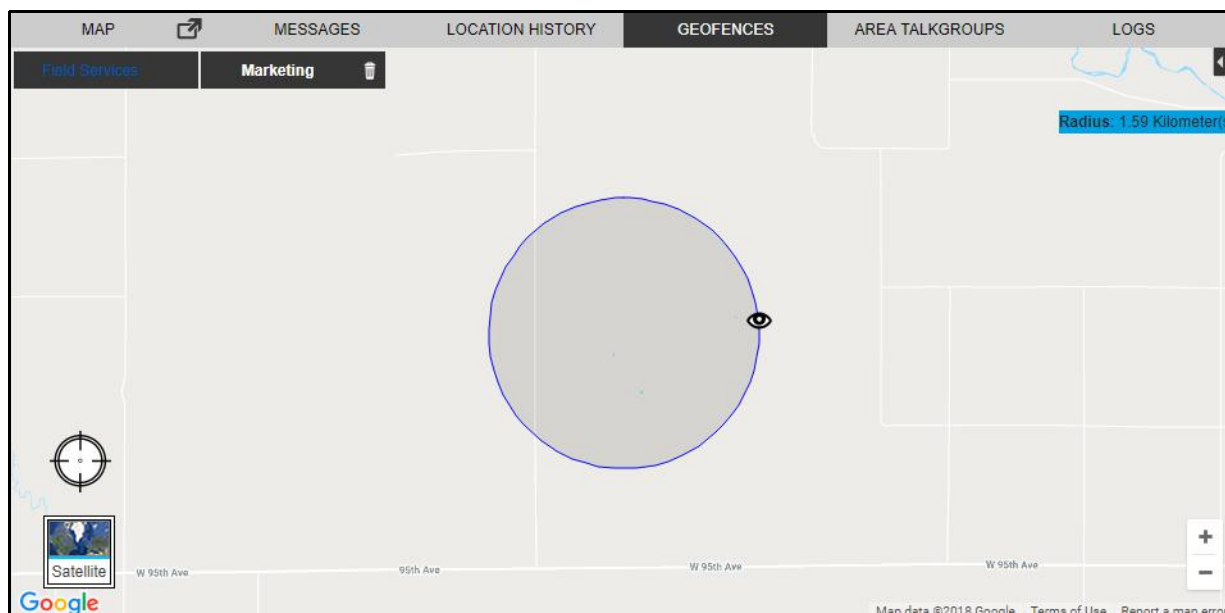
Geofence Tab

18.1. Create Geofence for a Talkgroup

To create geofence for a talkgroup, follow these steps:

1. Select the talkgroup from the Talkgroups or Favorites tab.

2. Right-click on the talkgroup and click the **Add Geofence** icon. A Geofence tab opens below the monitored talkgroup activity window.
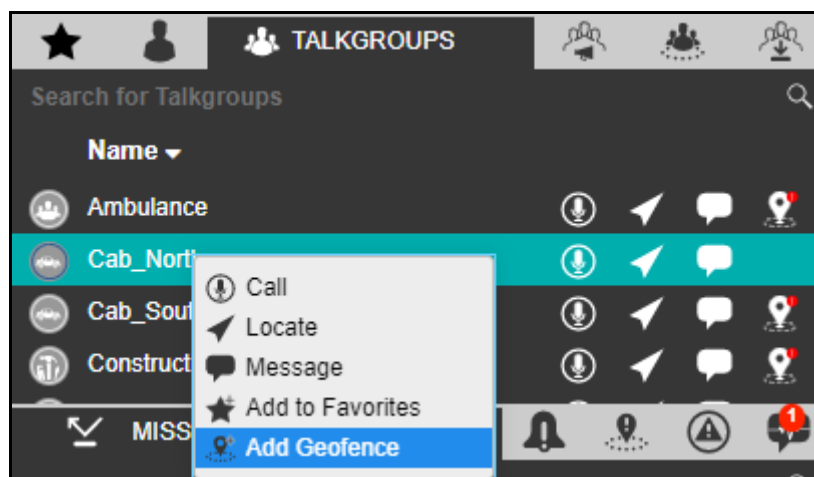
Create Geofence - Contacts and Talkgroups Window

3. Move the map or search for the location from the location address and locate the location pin.

4. Select the circular shape from the fence shape
    Or
    Select the fence coordinates saved in the favorites.

5. If required, drag the circle to resize the fence.
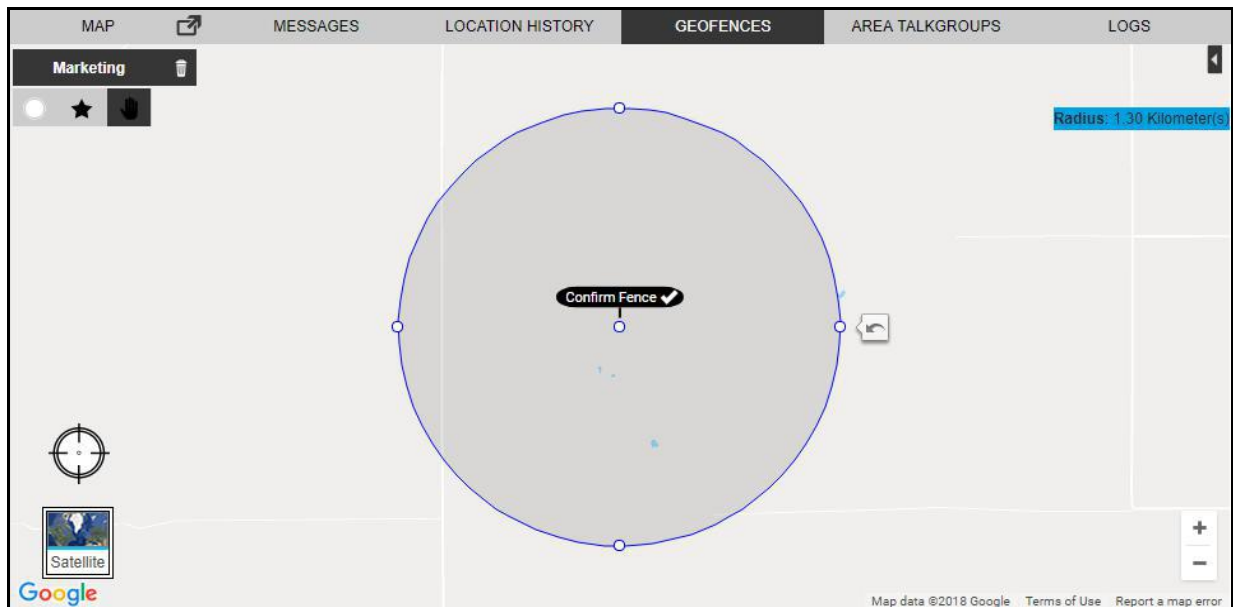
Confirm Fence - Geofence

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

Create a fence Dialog Box

7. Configure the below details

  • **Name** - Enter the name of the fence.

  • **Location Update Interval** - Modify the location update interval for the fence, if required.

  • **Fence Period** - Modify the duration of the fence for the talkgroup, if required.

  • **Notify Me** - Clear the check box, if you do not want to receive the cross-fence notification.

  • **Notify Members** - Clear the check box, if you do not want the fleet members to receive the cross-fence notification.

  • **Add Fence to Favorites** - Select the check box if you want to add the fence to the Favorites for frequent usage.

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

---

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

   Or

   Click **Cancel** to cancel the action.

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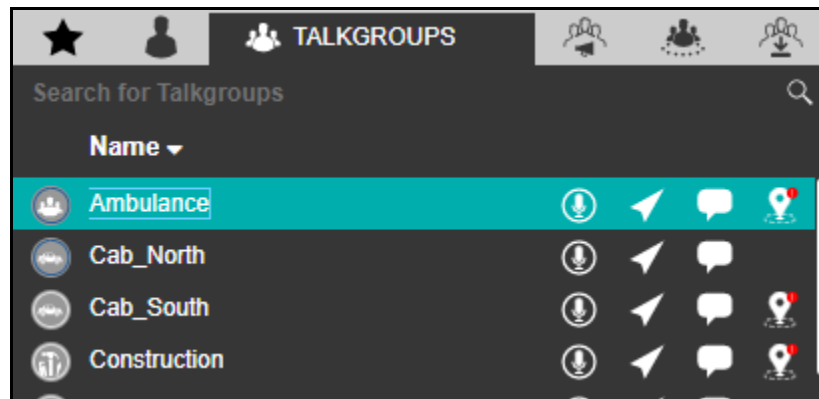
Geofence icon in Contacts and talkgroups Window

18.2. Add Fence coordinates to the Favorites

You can save the fence coordinates by adding the fence to the Favorites for frequent usage. You can add the fence coordinates to Favorites from Create a fence or Fence information window. To add the fence to the Favorites, do the following:

- Click the **Eye** 👁 icon on the fence and select the **Favorite** ★ icon from the fence information window.

- In the Create a fence window, select the check box next to the Add Fence to Favorites.

Next time if you want to define the same fence coordinates for any talkgroup, and then you can choose the coordinates saved in the fence Favorites.

To do this, right-click on the talkgroup in the Contacts and Talkgroups window and select the

Favorite ★ icon in the geofence window. Fence added to the Favorites shows. Select the fence and create the fence.

18.3. Remove Fence coordinates from the Favorites

 To remove the fence coordinates from the favorites, follow these steps:

1. Right click on any of the talkgroup from the Contacts and Talkgroups window and select **Add geofence**.

---

2.   A block is shown in the Geofence tab.

3.   Select the **Favorites** ★ icon. The fence coordinates added to the Favorites is shown.

4.   Click the **Delete** 🗑 icon next to the fence name.
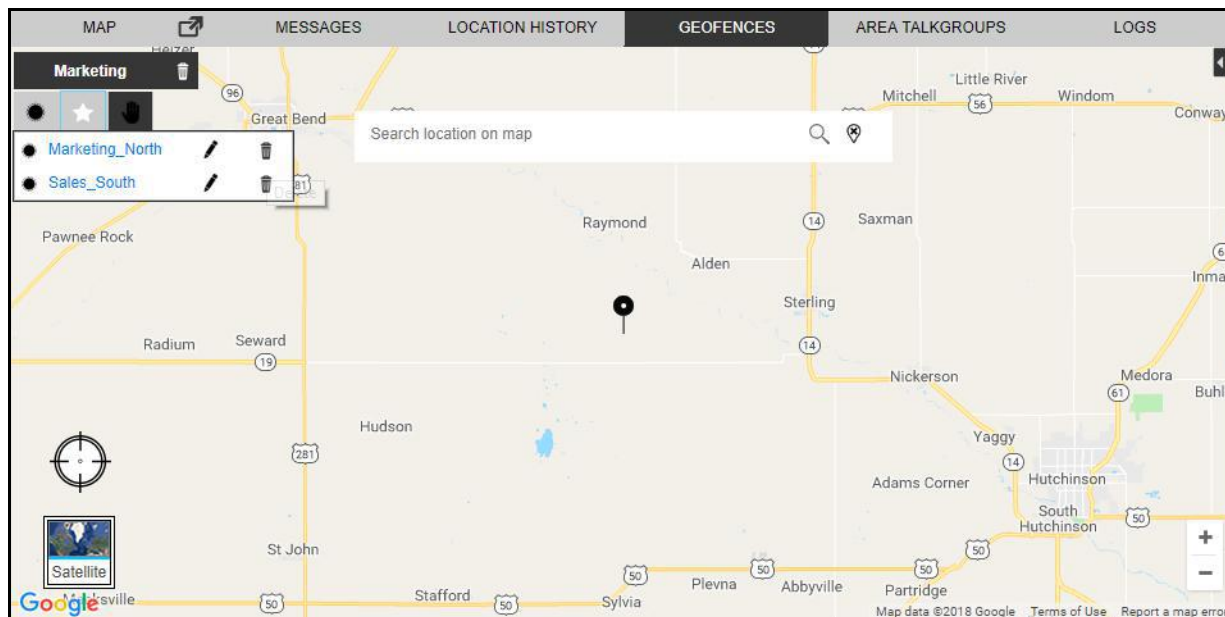
Remove Fence from the Favorites

Clicking the **Eye** 👁 icon located on the map displays the member fence information window as shown below.
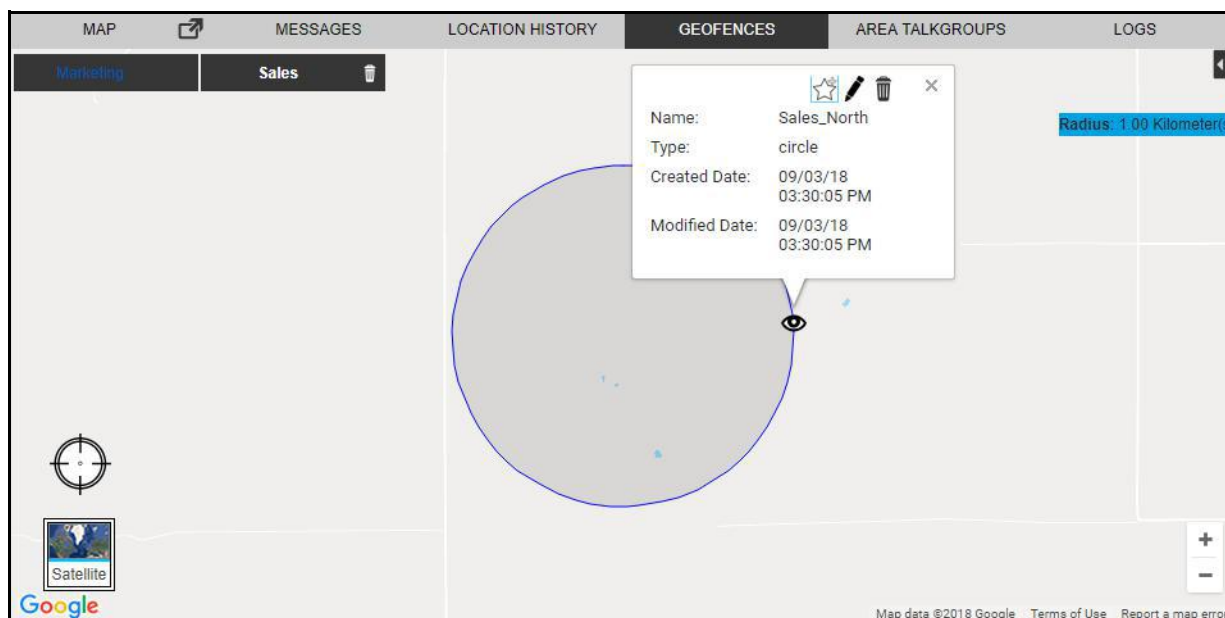
Fence Information Window
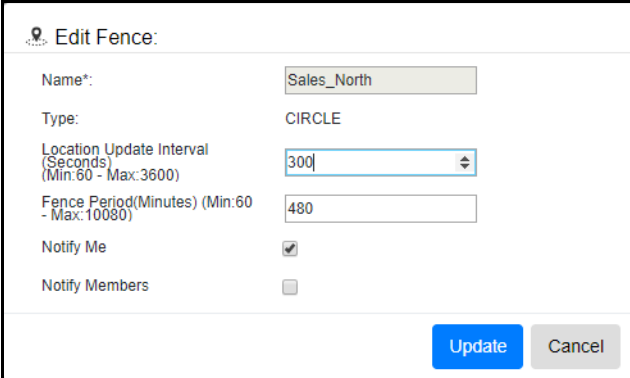
The information window shows type of fence, name, created date, and modified date.

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

18.4. Edit fence

You can edit the name of the fence from by clicking the **Favorites** icon in the Geofence tab. To edit all other parameters, follow these steps:

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

Edit Fence Information

2. On the information window, click the **Edit** ✏ icon.

3. An **Edit Fence** window displays. Modify the details.

4. Click **Update** to save the changes.
    Or
    Click **Cancel** to cancel the action.

18.5. Delete fence

You can delete the fence either by clicking on the **Delete** 🗑 icon on the fence information window or you can directly click the **Close** ✖ icon next to talkgroup name in the Geofence tab. A confirmation message displays *"Are you sure you want to delete?"*

1. Click **Yes** to delete.
    Or
    Click **No** to cancel the action.

Clicking on any of the talkgroup members associated with the geofence talkgroup displays the Name, Phone Number, Near Location, Status, Distance from Fence, Accuracy and Last refresh at.
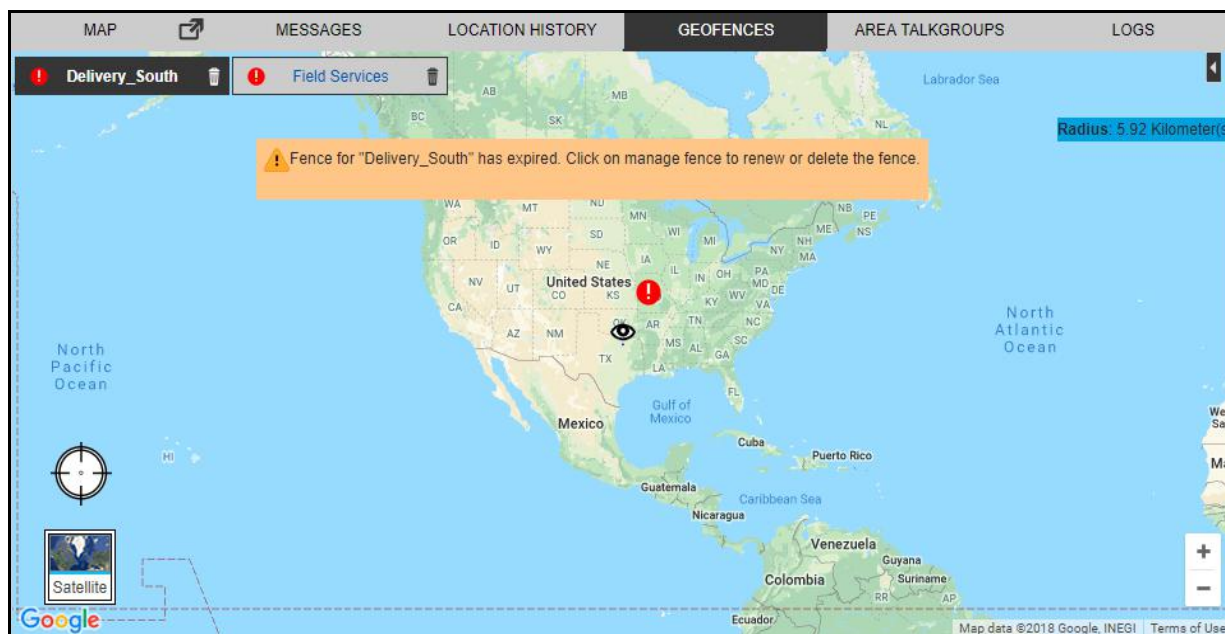
Fence Expired Error Message

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

18.6. Geofence Event View

The Geofence event view for a talkgroup provides information of the fleet member activities associated with the fence. You can sort by Name, Event, Distance from the fence and time by clicking the column header.

The geofence event view window provides the following information:

- **Name** - Displays the name of the fleet member.

- **Event** - Inside or Outside the fence.

- **Distance** - The distance of the fleet member from the associated fence.

- **Time** - The date and time of the event occurred.

Geofence Event Window

19. Video Streaming

Video streaming allows you to initiate or receive video stream to or from the fleet member who are capable of video streaming. The Dispatch supports two types of video streaming: Video Push and Video Pull.

• **Video Push** - The video stream that you receive from the fleet member is called as Video Push. The video stream can be initiated as one-to-one or a talkgroup.

• **Video Pull** - The video stream in which you are authorized to initiate to a fleet member is called as Video Pull. The video pull can be of two types:

  • **Confirmed Video Pull** - The video stream starts only after the recipient's confirmation for whom you are authorized is a confirmed video pull.

  • **Unconfirmed Video Pull** - The video stream starts on recipient's device automatically without their acceptance for whom you are authorized is a unconfirmed video pull.

Once video streaming starts, the video is shown with a separate block in your Dispatch browser tab. You can drag the block anywhere within the Dispatch browser tab as per your comfort.

Note: **Dispatch does not support video streaming feature in Internet Explorer (IE). Video streaming works only when you sign in to the Dispatch in Chrome browser.**

This section is organized as follows:

• Initiate Video Call (Video Stream Pull)
• Received Video Call (Video Stream Push)

19.1. Initiate Video Call (Video Stream Pull)

To request a video session to a fleet member, follow these steps:

1. Click the **Stream Video** ■◀ icon next to the contact from the Contacts and Talkgroups or Info window of a contact located on the Map.
   Or
   Select and Right click on the contact or alert from the Contacts and Talkgroups or Alerts window respectively and select **Open Video Stream**.
   Or

   From the Message tab, click the **Stream Video** ■◀ icon on the fleet member message block.
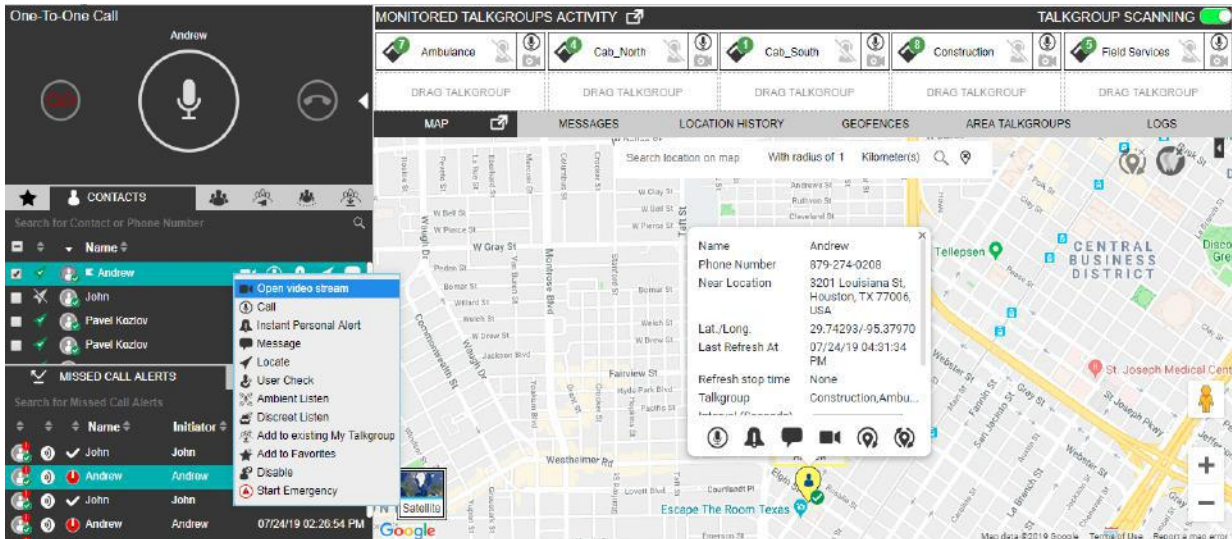
Initiate Video Streaming

2. A video streaming initiate confirmation message displays.
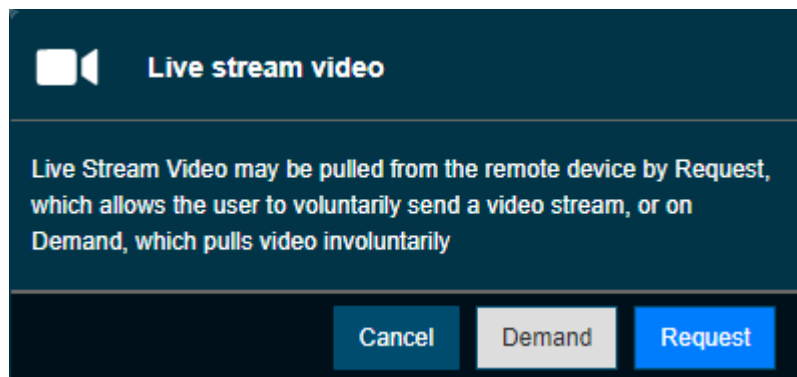
Video Stream Confirmation Message

3. Click **Demand** to start the video stream. A video streaming block pops-up and video stream starts.

    Or

    Click **Request** to send a request to stream the video.

    Or

    Click **Cancel** to cancel the action.

Note: **The Demand button is disabled if you are not authorized for the automatic or unconfirmed video pull.**

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4. A toast notification of the request shows.
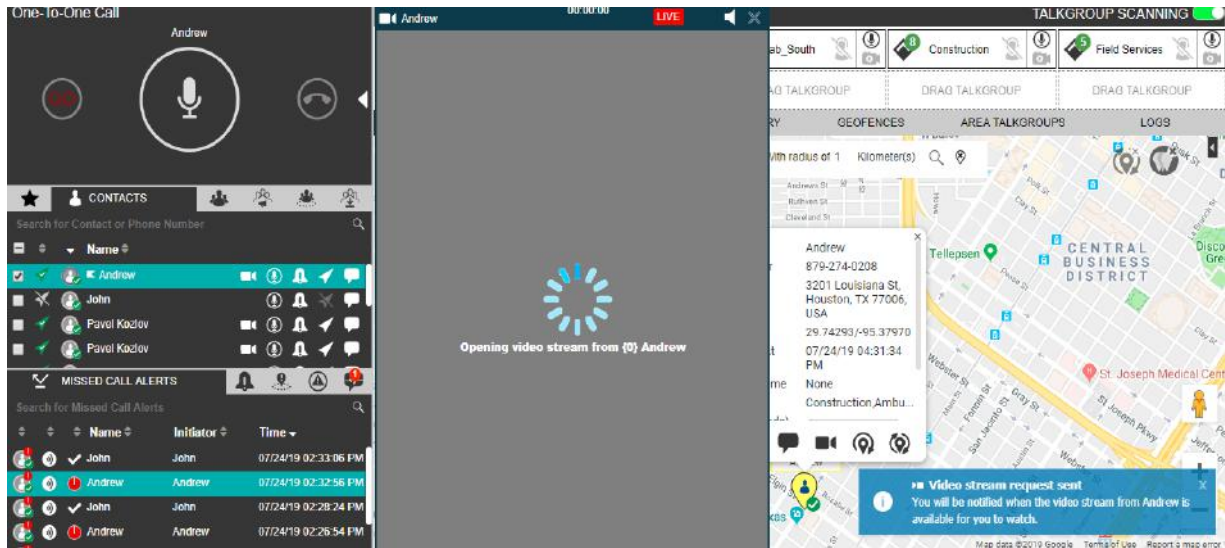
Video Stream Request Toast Notification

5. Once the video pull request is accepted by the fleet member, a video streaming block pops-up and video stream starts.

Once the video streaming starts, you can drag the block anywhere on the Dispatch browser.
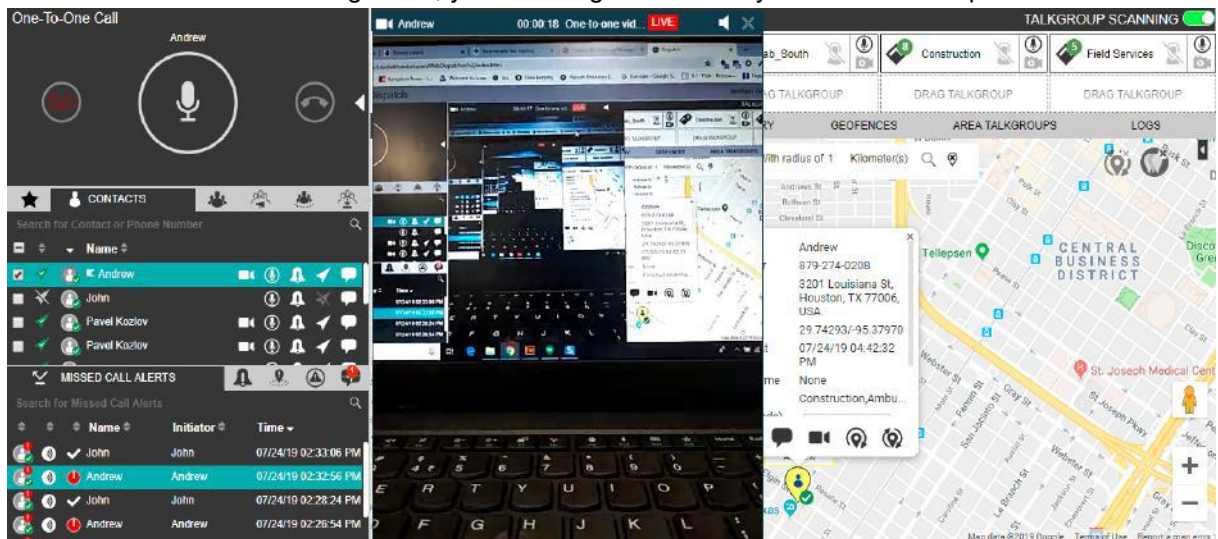
Video Streaming

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.

19.2. Received Video Call (Video Stream Push)

When you receive an incoming video call (one-to-one or talkgroup call by a member), the call shows either in Monitored talkgroup Activity window (if talkgroup is scanned) 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.

Talkgroup (when not scanned) or One-to-one video call

To join the received video call, follow these steps:

1. When you receive a talkgroup (when not scanned) or one-to-on video call, a streaming request toast notification displays as shown below.
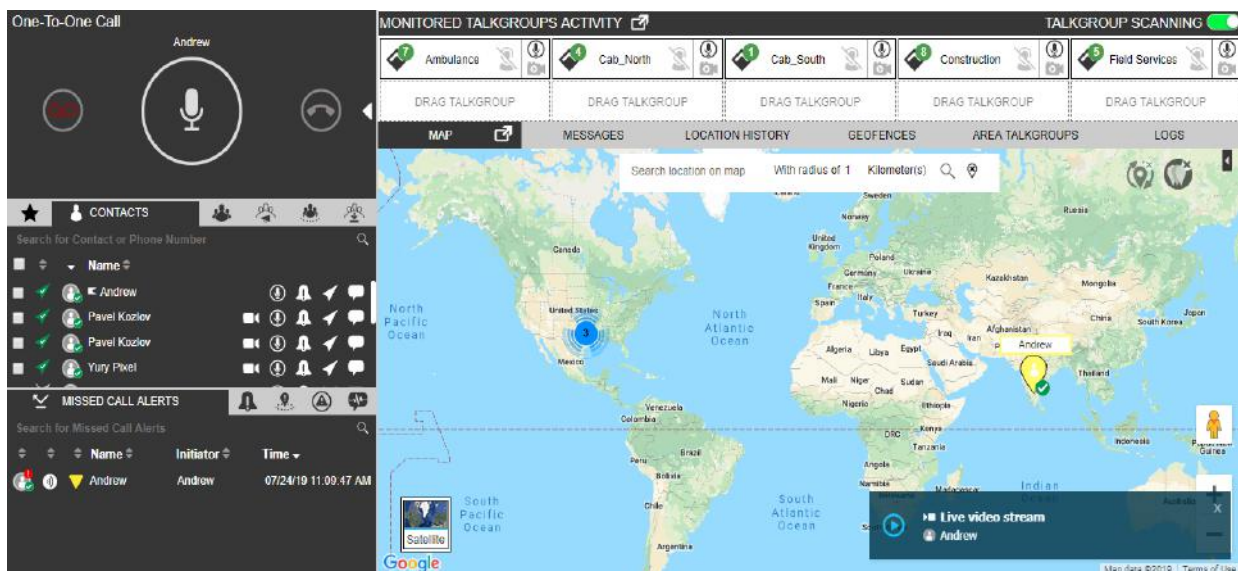
Received Video Call Streaming Request

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

Talkgroup video call (when scanned in Monitored Talkgroup tab)

To a received talkgroup video call when scanned under the Monitored Talkgroup tab, follow these steps:

1. When you receive a talkgroup video call, an indication of the call shows on that scanned talkgroup along with the streaming request toast notification.
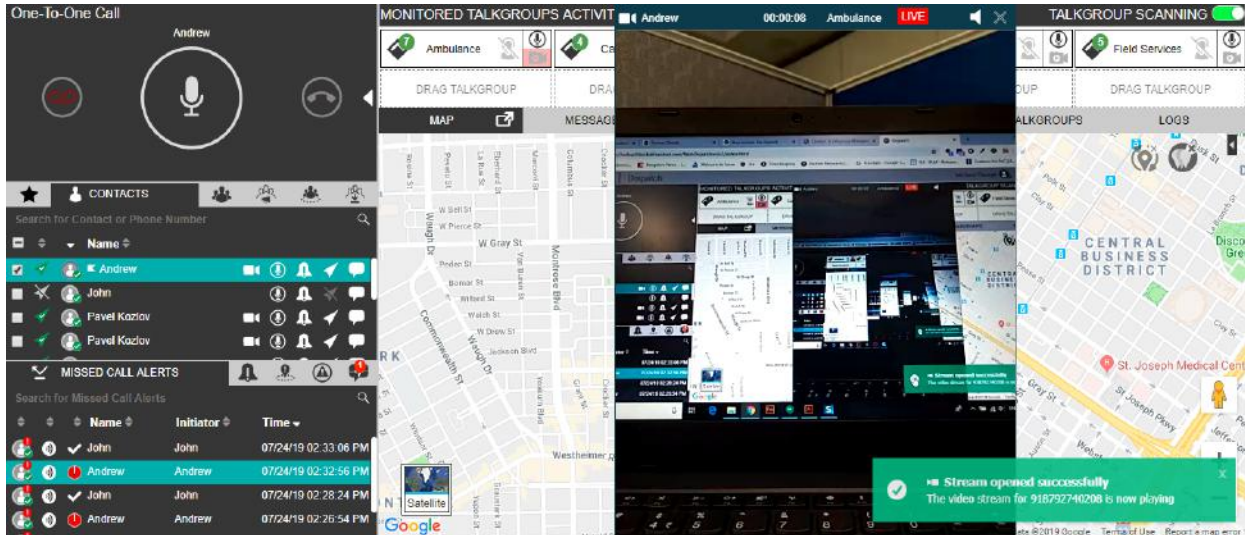
Received Talkgroup Video Call - Monitored Talkgroup

2. Click the **Video Stream** ◼◀ icon on the scanned talkgroup block to join the call.

   Or

   Click the **Toast notification** to join the call.

3. A video streaming block pops-up and video stream starts with a toast notification indicating that the stream started successfully.

4. To reject the streaming request, click the **Close** icon on the toast notification. A missed video call alert shows under the Alert tab.

Note: **If the talkgroup on which the video stream is placed is kept for monitoring under the Monitored Talkgroups Activity window, then the call lands here simultaneously along with the incoming toast notification and 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 fleet member who has initiated the video call pauses the stream then a pop-up block displays as shown below.
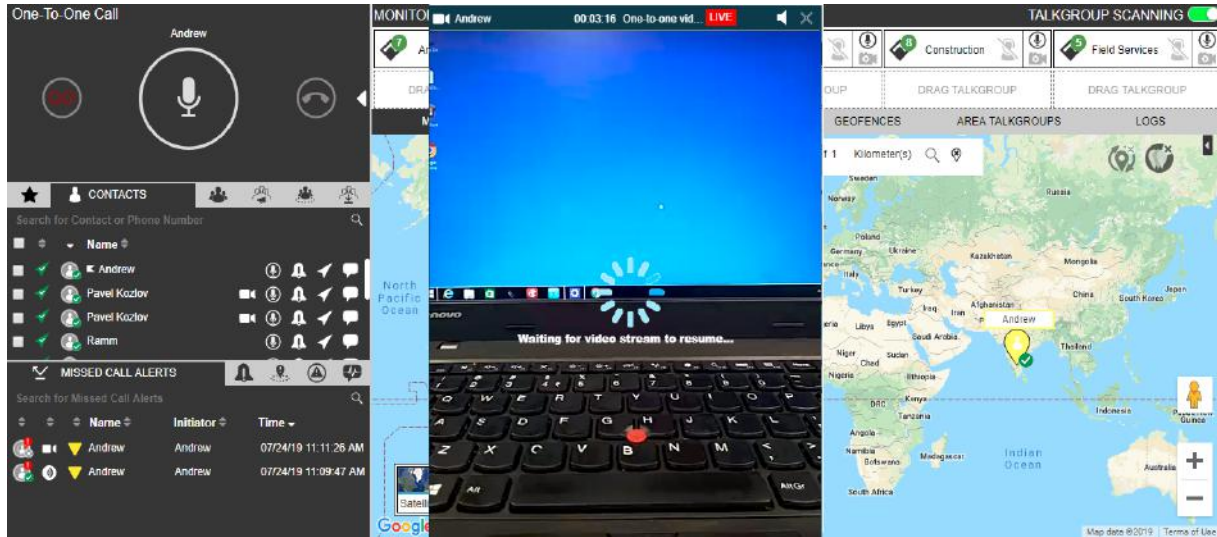
Video Streaming Paused

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

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

20. Area Talkgroup

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

You can create talkgroups by selecting the 9.0 clients those are part of command or business critical package. The area talkgroup capable members show in the area talkgroup slider under the Area Talkgroups tab. You can create a boundary and select the fleet members from the area talkgroup slider to create an area talkgroup. Whenever fleet member(s) enter or leave the defined talkgroup area, they either become part of the area talkgroup or removed from the area talkgroup respectively.

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

• Area Talkgroup tab under Contacts and Talkgroups tab

• Area Talkgroup slider.

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

• Area Talkgroup tab under the Contacts and Talkgroups tab.

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

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

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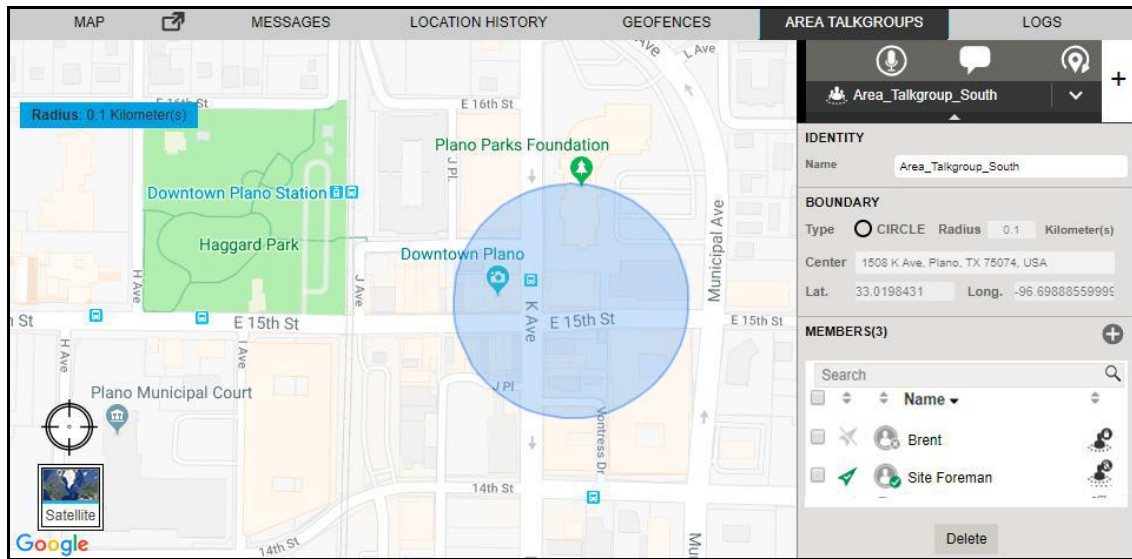
Area Talkgroup Tab

The area talkgroup slider shows the following details.

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

- **Boundary** - Displays the type of boundary, radius in kilometers, center of the map, latitude and longitude. You cannot edit the boundary once save.

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

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

This section is organized as follows:

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

20.1. Create Area Talkgroup

To create an Area Talkgroup, follow these steps:

1. Select the **Area Talkgroup** tab and click the **Create Area Talkgroup** ✚ icon.

2. A circle with a pre-defined radius displays on the map.
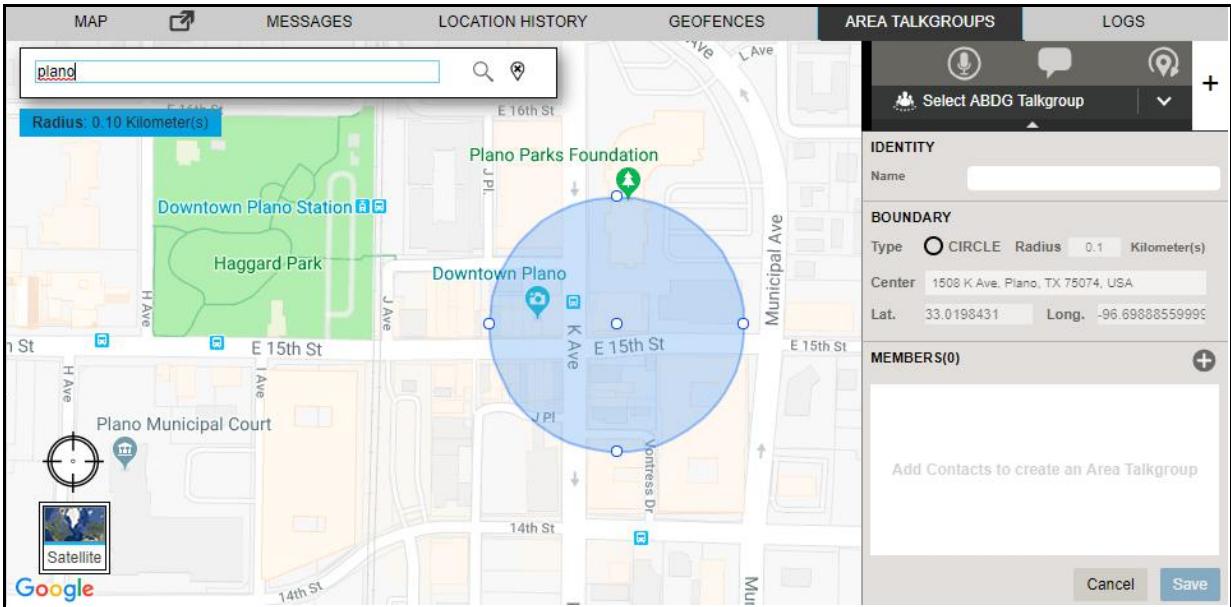
Search Location - Create Area Talkgroup

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

4. Drag the circle to change the radius of the area talkgroup, if needed.
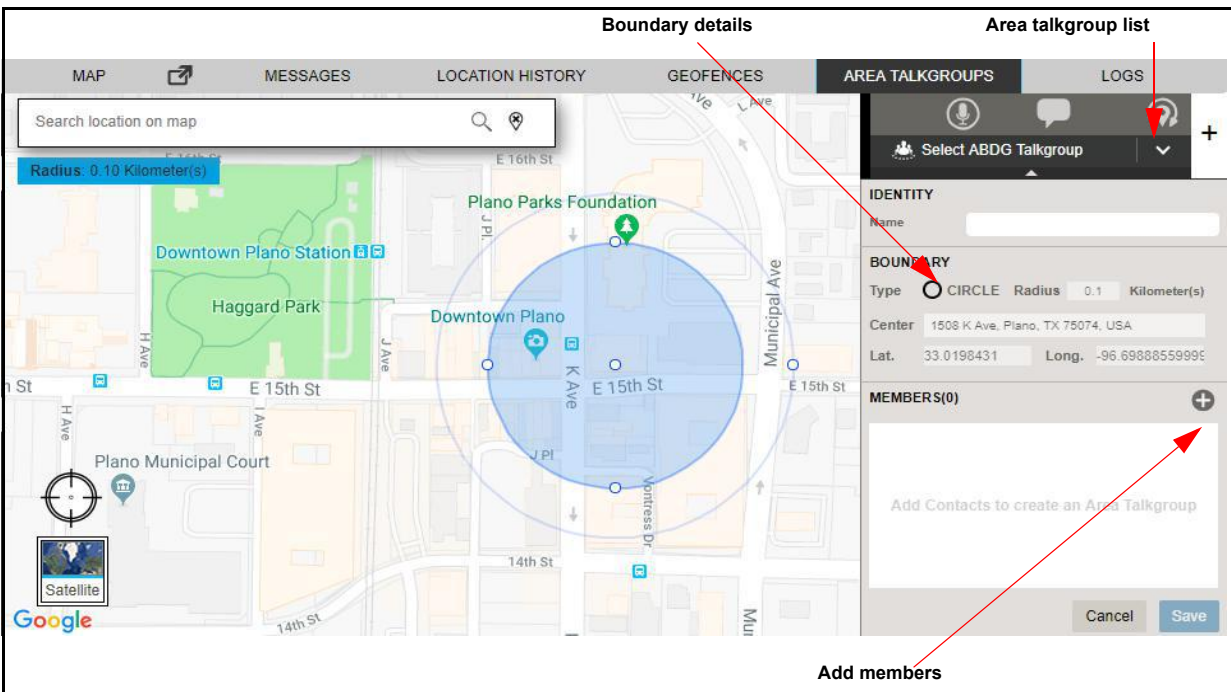
Change Radius - Area Talkgroup

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

6. Click the **Add Members** ➕ icon from the area talkgroup slider.
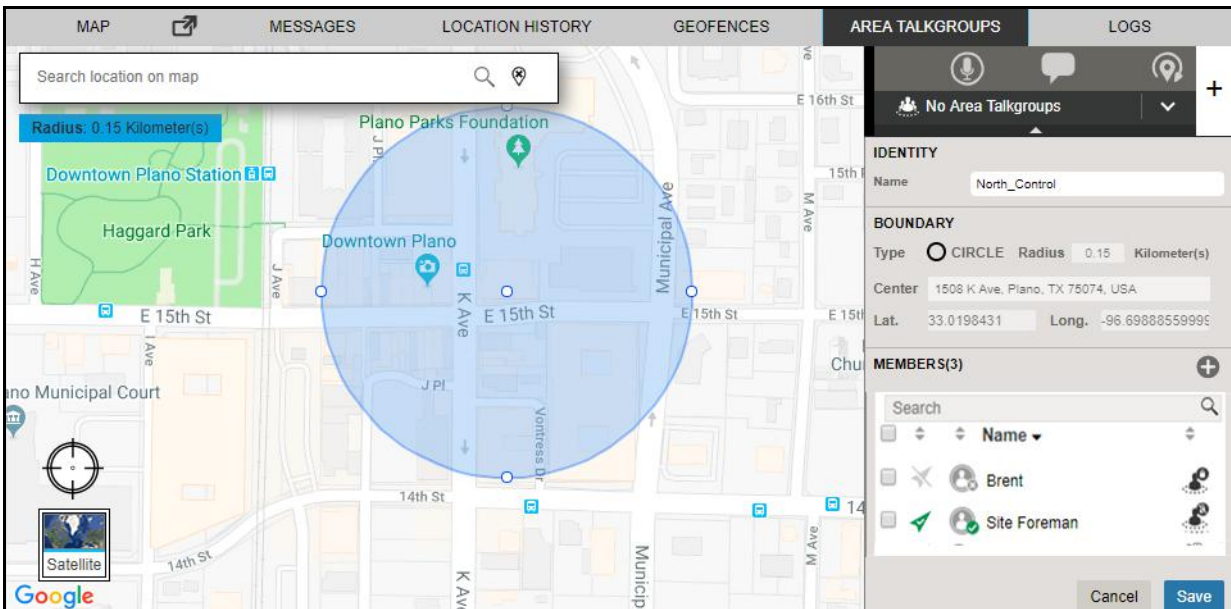
Enter Details and Add Members - Area Talkgroup

7. Select the check box(es) next to the contacts and click **OK** to continue.

   Or

   Click **Cancel** to cancel the action.

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

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8. If you click **Cancel**, a Modification Not Saved confirmation message displays.
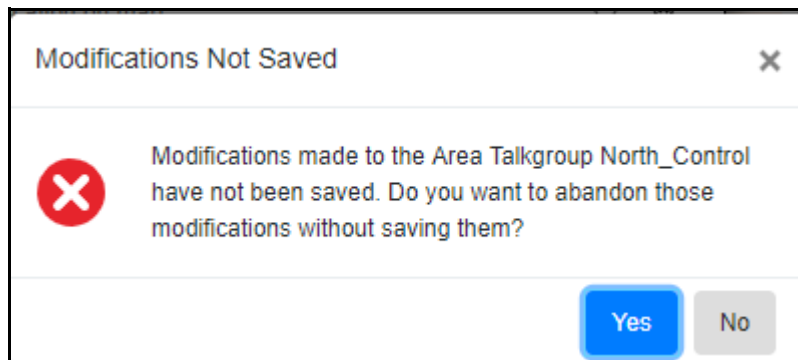
Modifications Not Saves Confirmation Pop-up

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

   Or

   Click **No** to continue the modifications.

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

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

    Or

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

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

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

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

1. Select the **Area Talkgroups** tab in Contacts and Talkgroups window to view the talkgroups.

2. Double click on the talkgroup to display all the members of the area talkgroup.
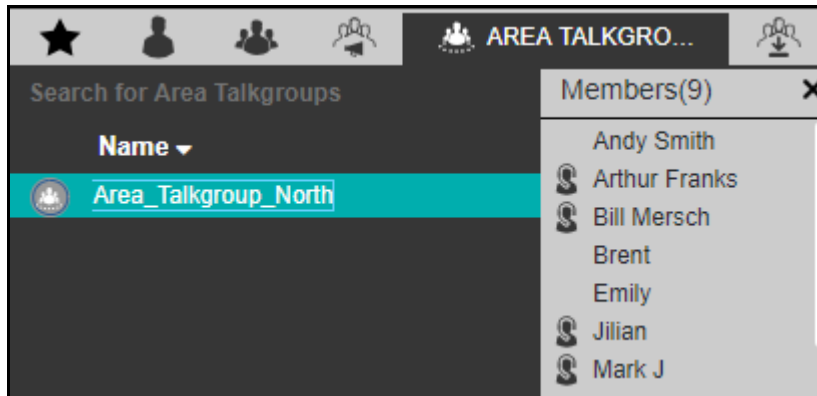
View Members of the Area Talkgroup

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

4. Click the talkgroup to select the area talkgroup as shown below:
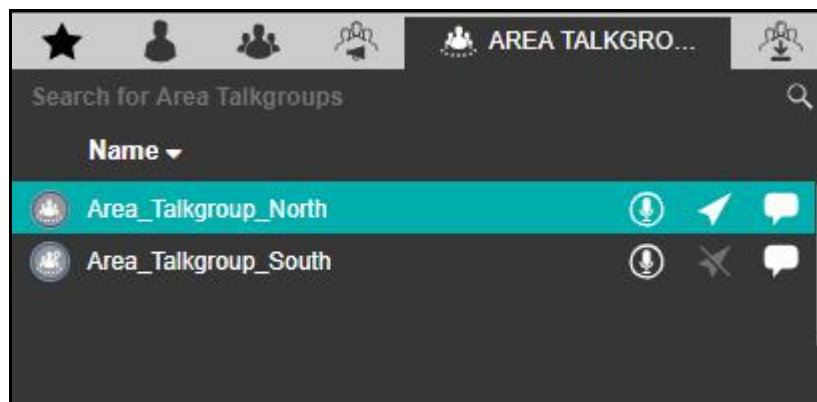
Selecting a Talkgroup from Area Talkgroup

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

       Or

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

       Or

       Click the **Locate** 📩 icon to locate the area talkgroup members.

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

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

    Or

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

    Click the **Refresh Location** 📍 icon to refresh the location of the area talkgroup members.

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

20.2. Add members to Area Talkgroup

To add members to the Area Talkgroup, follow these steps:

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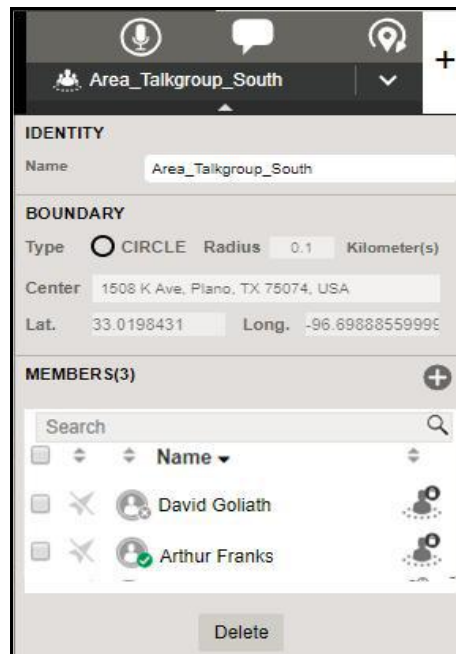
Area Talkgroup Slider

2. Click the **Add Members** ➕ icon. An add members window displays.
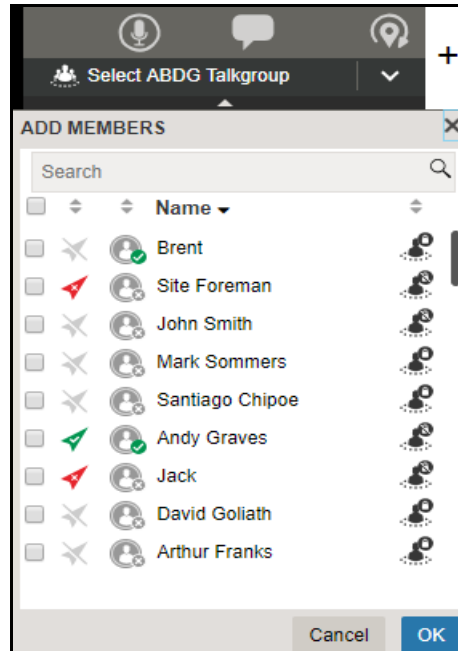
Add Members - Area Talkgroup Slider

3. Select the member(s).

4. Click **OK** to add.

   Or

   Click **Cancel** to cancel the action.

5. Click **Save** to add the members to the area talkgroup.

   Or

   Click **Cancel** to cancel the action.

20.3. Delete Member(s) or Area Talkgroup

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

To delete member(s) from Area Talkgroup, follow these steps:

1. From the Area Talkgroup slider, select the area talkgroup.

2. On the members list, select the member(s) you want to delete.
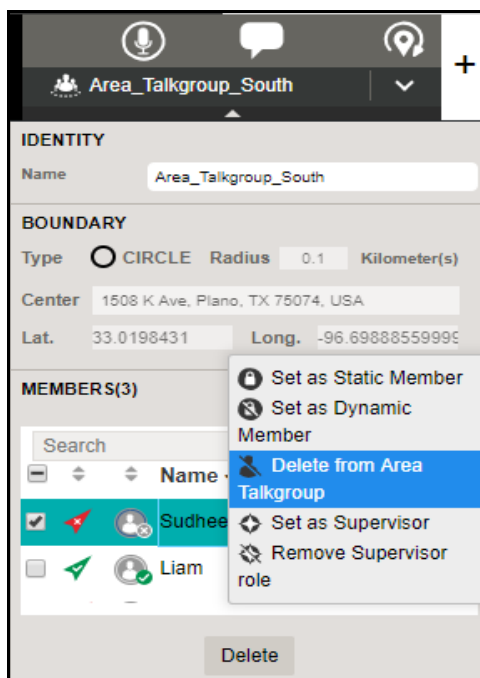
Delete member from Area Talkgroup

3. Right click and select **Delete from Area Talkgroup**.

4. Click **Save** to confirm.
   Or
   Click **Cancel** to cancel the action.

To delete Area Talkgroup(s), follow these steps:

1. From the Area Talkgroup slider, select the area talkgroup.

2. Click the **Delete** button. A Delete Confirmation box displays.
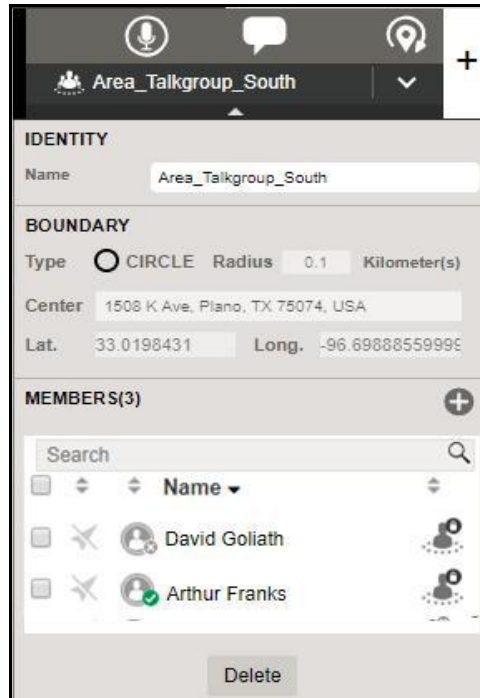
Area Talkgroup Slider

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

Or

Click **Cancel** to cancel the action.
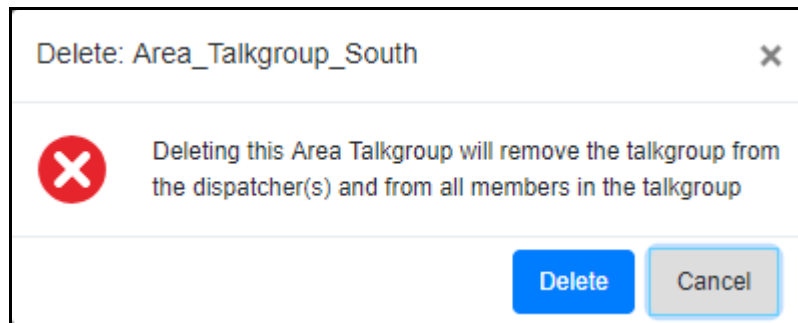
Delete Area Talkgroup Confirmation Box

20.4. Actions on Area Talkgroup Members

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

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

• **Set as Static Member** - When you set the member as static then they are always be a part of the area talkgroup and a static 🔓 icon shows on the area talkgroup member 👥.

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

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

- **Set as Supervisor** - When you select the member as supervisor then they have supervisory rights in the area talkgroup and a supervisor ◇ icon shows on the member's type.

- **Remove Supervisor Role** - Select to remove the supervisory role of the member. A supervisor disabled icon shows on the member's type.

20.5. Dynamic Active and Inactive Area Talkgroup member

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

21. User Monitoring

User monitoring allows you to collect information related to the fleet member who is not responding to the calls, IPAs, or messages. After evaluating and accessing, you can view the actual reasons and can take necessary actions.

This section is organized as follows:

• User Check

• Ambient Listen

• Discreet Listen

• Remote Disable or Enable Fleet Member

21.1. User Check

To activate the user check for a fleet member, follow these steps:

1. From the Contacts and Talkgroups window, select the fleet member for whom user check need to be done.
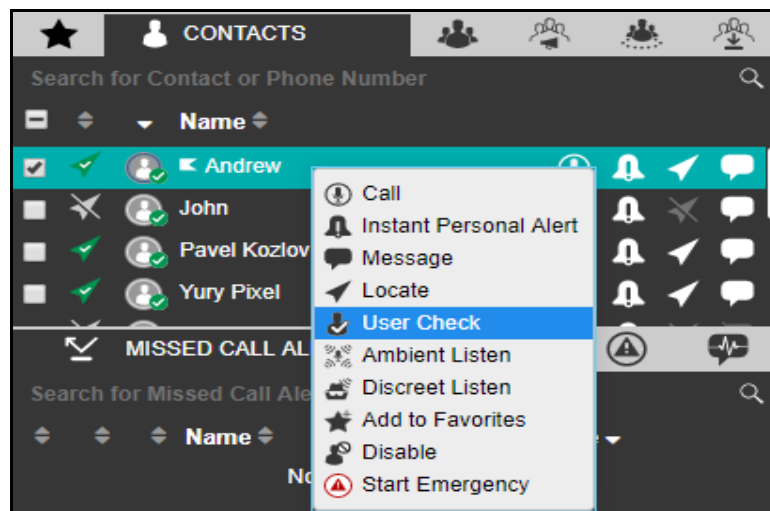
Activate User Check - Contacts and Talkgroups Window

2. Right-click and select **User Check**. A User Check information window displays as shown below.
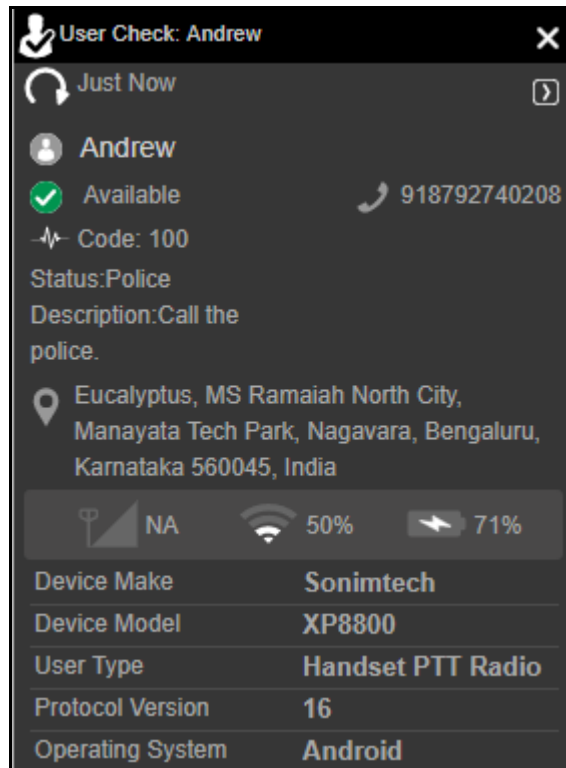
User Check Information window

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

- Fleet member's name

- Presence status

- Phone number

- Status message details

- Fleet member's location

- Signal strength of Wi-Fi or LTE of the member's device

- Battery status

- Emergency state

- Last update time

- Device Make and Model

- User Type

- Protocol Version

- Operating System

Click **Refresh** icon to refresh the information that shows in the User Check window. You can

click **More** icon in the User Check window and select to perform 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.

21.1.1. Ambient Listen

Ambient listening allows you to activate the fleet member's device Mic remotely to listen to the surroundings without knowing them and take necessary actions like remote emergency and enable or disable the member's device. The ambient listening is recorded and when ends, the recording is created and automatically stored in the call history. You can click the **More** ⟩ icon in the User Check window and select to do the **Ambient Listen** from the User Check window or can do the ambient listen as mention below.

The duration of the ambient listening depends on the server configuration (Minimum: 1 min or 60 secs, Maximum: 1440 min or 86400 sec, Default: 60 min or 3600 secs).

The ambient listening is interrupted if you receive an emergency call or the fleet member (target user) makes or receives a PTT call on their device. Once the emergency or call on the fleet member's device ends then, the ambient listening is reconnected automatically until the maximum duration of ambient listening call is expired or you choose to end the call.

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

1. From the Contacts and Talkgroups window, select the fleet member for whom ambient listen need be done.
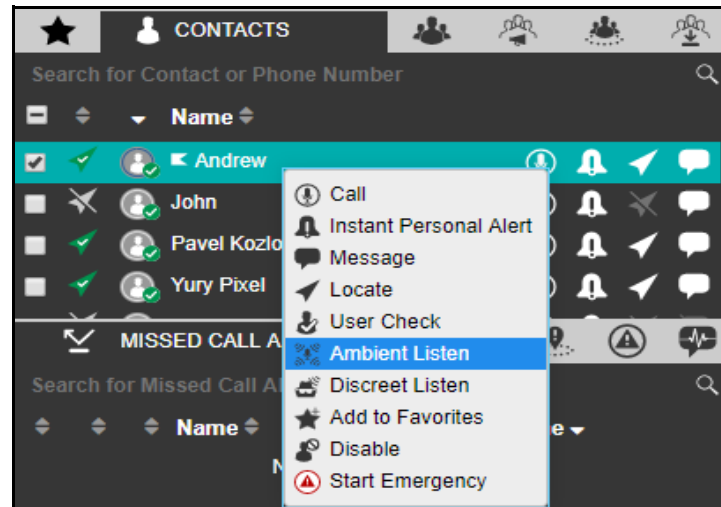
Ambient Listen

2. Right-click and select **Ambient Listen**. A Begin Ambient Listening confirmation pop-up displays.
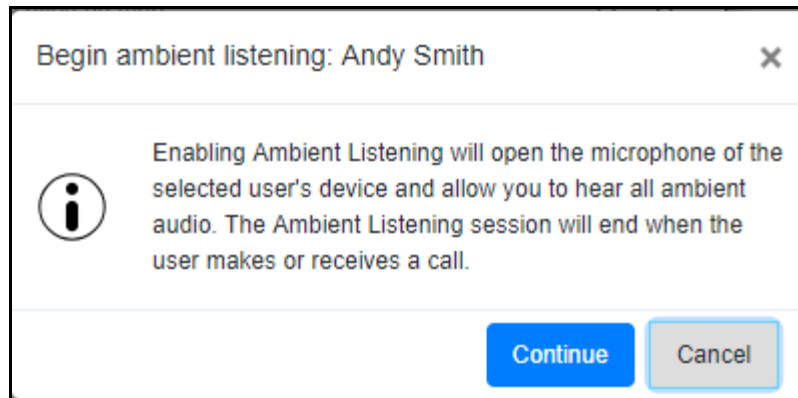
Ambient Listening Confirmation Pop-up

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

   Or

   Click **Cancel** to cancel the action.

Ambient Listen - Call Activity Window

> **Note:** **The ambient listening only activates if the fleet member is not participating in any PTT call.**

---

4. Click the **End** 📞 icon in the Call Activity window to stop the Ambient Listen.

21.1.2. 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 the fleet member's device. The discreet listening records and when ends, the recording is created and automatically stored in the call history under Call Logs. You can click the **More** ⏵ icon in the User Check window and select to do the **Discreet Listen** or can do the discreet listen as mention below.

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

1. From the Contacts and Talkgroups window, select the fleet member for whom discreet listen need be done.
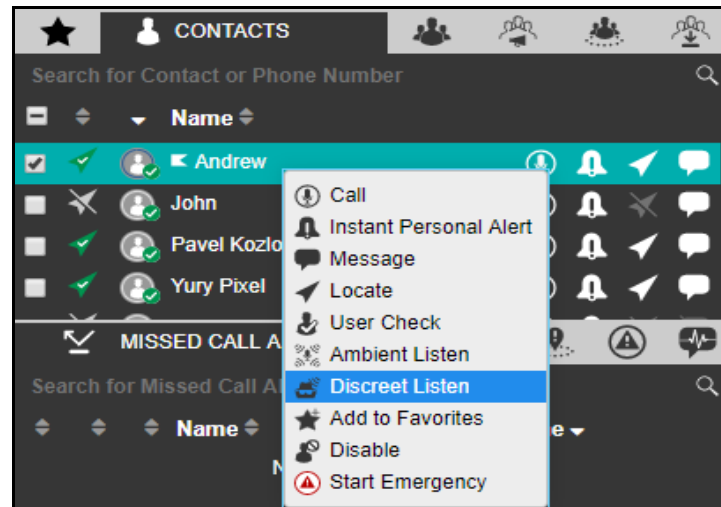
Discreet Listen

2. Right-click and select **Discreet Listen**. A Begin Discreet Listening confirmation pop-up displays.
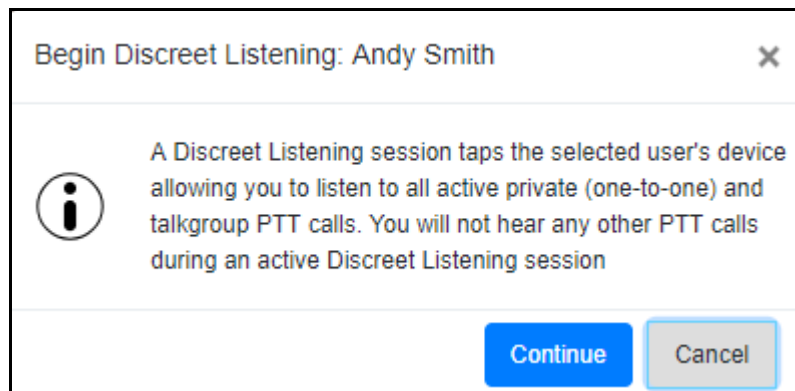
Discreet Listen Confirmation Pop-up

3. The PTT icon in the Call Activity window changes to Discreet listen 📭.

4. Click the **Exit** ⊗ icon in the Call Activity window to exit from the ongoing discreet call.

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

---

5. Click the **Cancel** ⊗ icon in the Call Activity window to end the discreet listen.
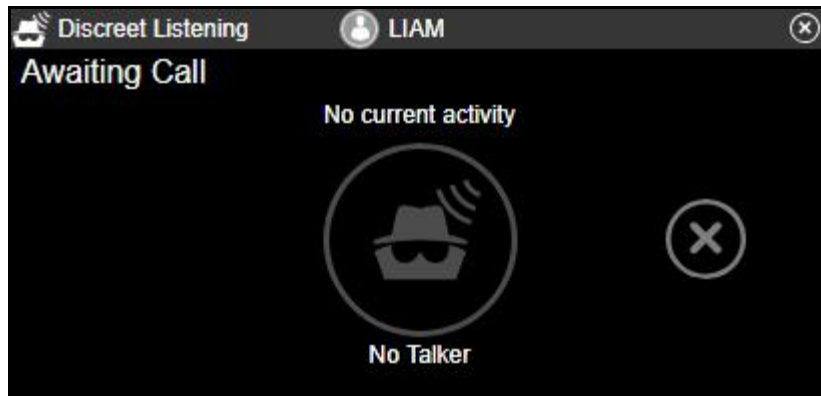
Discreet Listen - Call Activity Window

If there is any call on fleet member's device, then the call timer in the Call activity window starts and conversations are recorded and stored in the Call Logs under the Logs tab. The call timer is not shown if there is no call or the call ends on the fleet member's device.
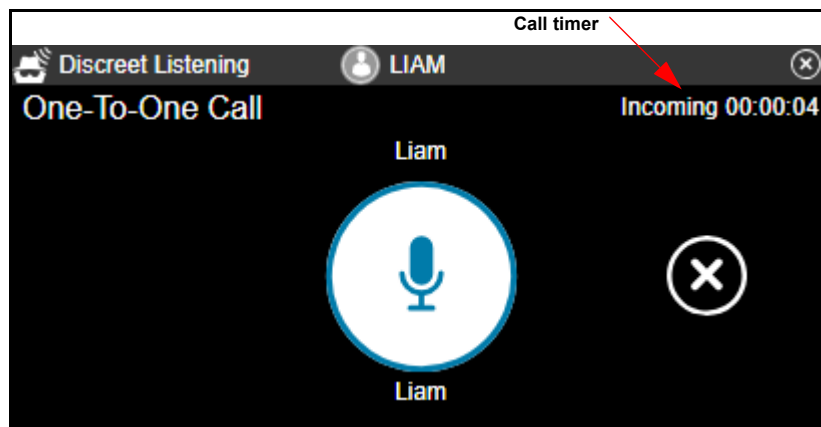
Ongoing call - Discreet Listen

21.1.3. Remote Disable or Enable Fleet Member

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

To disable the fleet member's device remotely, follow these steps:

1. From the Contacts and Talkgroups window, select the fleet member whose device need be disabled.
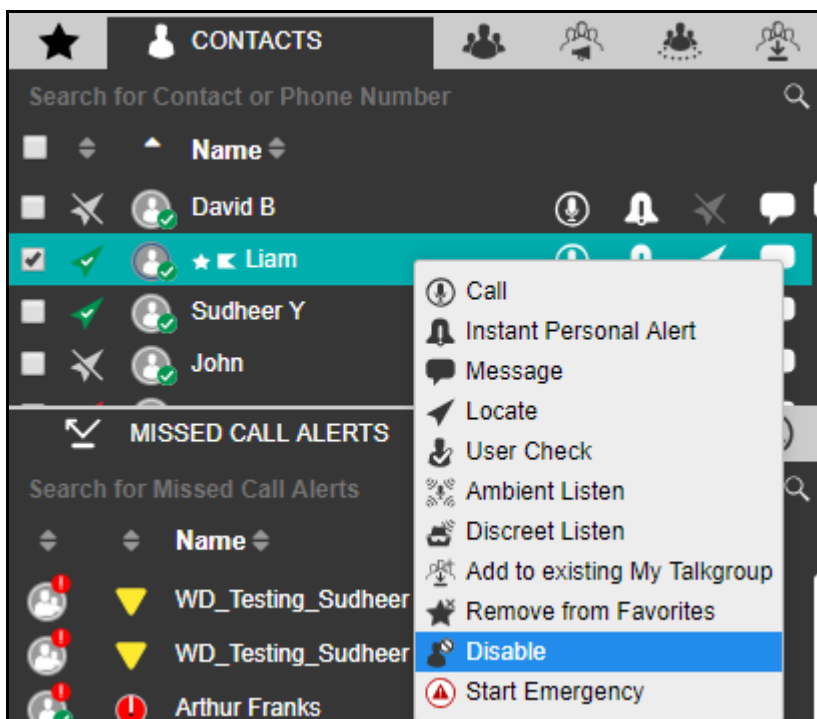
Disable Fleet member's Device

2.   Right-click and select **Disable**. A Disable User confirmation pop-up displays.
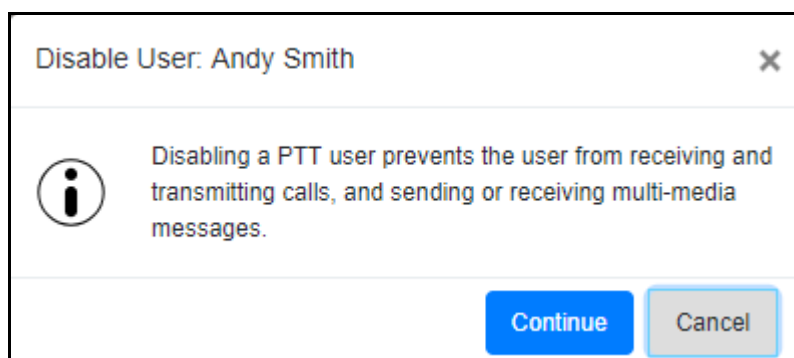
Disable Fleet Member's Device Confirmation Pop-up

3.   Click **Continue** to Disable.

Or

Click **Cancel** to cancel the action.

22. Real-Time Presence

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

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

This section is organized as follows:

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

22.1. PTT Contact/Fleet Member's Presence

You can see the presence of a contact in the contacts list indicated by an icon next to the contact's name. The following screen shot shows an example:
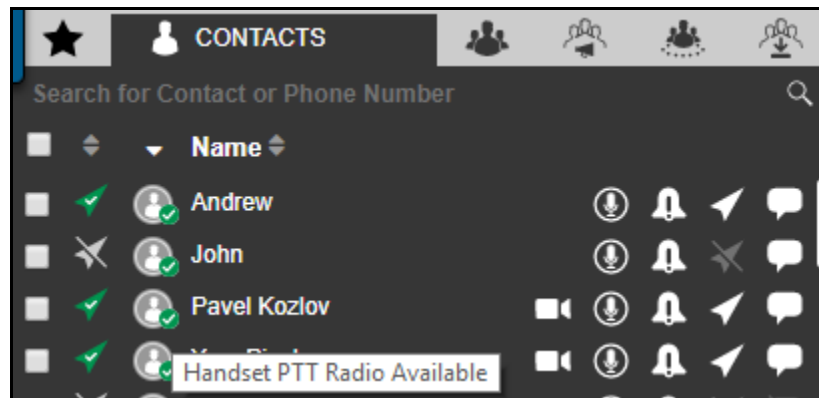
Contact's Presence

Online: The PTT contact is logged into the PTT application and ready to receive PTT calls and Instant Personal Alerts. It is shown with the green presence ✅ icon.

Do Not Disturb (DND): The PTT contact is logged into the PTT application but does not want to be disturbed with incoming PTT calls. It is shown with the red presence ⛔ icon.

If you try to make a call to a contact with the DND status, a voice message fall back occurs. An error message displays if you hold the PTT button less than the configured duration.

Voice Message Fall Back Error Message

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

Offline: The PTT contact is signed out from the PTT application and cannot receive PTT calls and alerts. It is shown with gray presence ❌ icon.

Note: **If the missed calls and messages received from the phone number which is not present in your contact list then the presence status of this phone number is shown as offline.**

You can see the client type along with the previously mentioned presence status when you mouse hover on the icon next to the contact's name.

22.2. Your Presence

Your own presence is indicated on the Dispatch screen as shown below.

Self-Presence

Online: You are signed in to the Dispatch and are ready to receive calls, Instant Personal Alerts (IPA) and Missed Call alerts. It is shown with green presence icon.

Do Not Disturb (DND): You are signed in to the Dispatch, but do not want to be disturbed with incoming PTT calls. It is shown with red presence icon.

You can initiate PTT calls and receive IPAs from fleet members, but you are allowed to send IPAs to fleet members. If you try to send IPA while in a DND state, you see the following message:
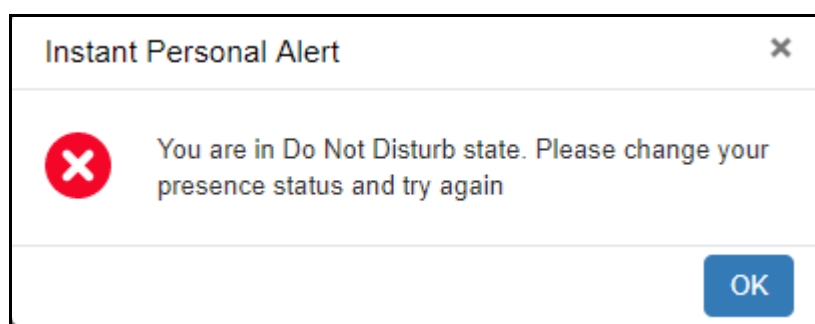
Outgoing IPA Error when in DND State

If your presence is set to Do Not Disturb, then you do not receive a one-to-one call since the client cannot make a call to you. However, you can still receive IPAs and missed call alerts. You can make outgoing calls, rejoin calls, send and receive secured message while your presence is set to DND, but you cannot send IPAs.

23. Using Accessories

The Dispatch supports following audio devices and floor control devices.

1. Input Devices

   a. External Microphone (1/8" jack)

   b. Headset with PTT (USB)

   c. Internal Microphone (supported by system hardware)

4. Output Devices

   a. External Speakers (USB, 1/8" jack)

   b. Headset with PTT (USB)

   c. Internal Speakers (supported by system hardware)

This section is organized as follows:

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

23.1. Notification Message on Connection

The notification message on an accessory connection or removal displays as shown below.
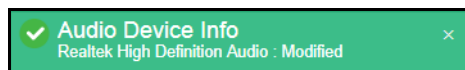
Audio Device notifications

The default device is set based on the order you it 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.**

23.2. Accessory Connection/Disconnection Notifications on a

Different Operating System

Table 23.1 - Accessory Connection/Disconnection Notification

Operating System	Accessory device	While Plugged-In	While Not Plugged-In
Windows 7/ 8.1 Desktop	Speaker with 1/8" jack	Notification Displays	Notification Displays
	External Microphone 1/8" jack	Notification Displays	Notification Displays
	USB Audio	Notification Displays	Notification Displays
	PTT floor control Device (USB)	Notification Displays	Notification Displays
Windows 7/ 8.1 Laptop	Speaker with 1/8" jack	No Notification	No Notification
	External Microphone 1/8" jack	No Notification	No Notification
	USB Audio	Notification Displays	Notification Displays
	PTT floor control Device (USB)	Notification Displays	Notification Displays

23.3. Accessory Specifications

Table 23.2 - Accessory Specification

Item	Part Number	Description
Headset	HW251N	Supra Plus Monaural Wide-band NC
PTT Adapter with Headset Jack	SHS2355-01	USB Push to Talk to H-Series, monaural
Foot pedal/switch	FSSP2646-01	USB PTT Footswitch
Foot Pedal USB	FTT-300	USB PTT Footswitch
Desktop Microphone Assembly	SSP 2753-01	USB Desktop PTT Microphone
Desktop Microphone Assembly	IPT-M180	Wide base Table Microphone
Desktop Microphone Assembly	IST 10722	Buddy Headset Mic (If you configure only as a joystick event device)

Table 23.2 - Accessory Specification

Item	Part Number	Description
Desktop Microphone Assembly	IST 10765	Buddy Desktop Mic (If you configure only as a joystick event device)
Slim™ Microphone/Speaker Station	None	USB Desktop PTT Microphone/ Speaker

Note: **The Headset HW251N is part of a family of Corded Headsets. Others include the H41N (Over Ear-Single Ear), H81N (Over Ear-Single Ear), H141N (Over Head or Ear- Single Ear), HW261N (Over Head- Dual Ear), HW291N (Over Head or Ear- Single Ear), HW301N (Over Head- Dual Ear). Any of these headsets work with the above PTT Adapter with Headset Jack.**

23.4. Using a Desktop Microphone with PTT Button

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

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 button on the accessory to perform the floor control operation. When you connect, these devices display under Settings > Devices in the PTT Floor Control field.

Plantronics SSP 2753-01 Desktop PTT Microphone

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.

Slim Microphone/Speaker Station

23.5. Using a Headset

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.

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

If you change any preferences of Audio (Input or Output) during an ongoing call, those are applicable from the next call.

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

1. Select the **Contacts** or **Talkgroups** or **Broadcast Groups** from the Contacts and Talkgroups window.

2. Push the button on the Plantronics PTT Headset or Buddy Desktop Mic accessory or adapter to initiate a PTT call or to perform the floor control operation. When you connect, these devices display under Settings > Devices in the PTT Floor Control field.

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

Plantronics Headset for Dispatch
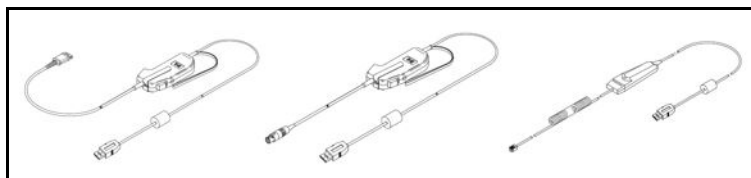
Plantronics Adapters for PTT Headset used in Dispatch

Buddy Desktop Headset Mic IST 10722 for Dispatch

23.6. Using a Wide-Base Table Microphone

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

1. Select the **Contacts** or **Talkgroups** or **Broadcast Groups** from the Contacts and Talkgroup window.

2. Click the **PTT** call button in the Dispatch.

3. Push the PTT switch on other accessories like Footswitch or PTT headset that you connect for floor control to initiate a PTT call to perform the floor control 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.

IPT-M180Wide base Table Microphone

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

23.7. Using a Footswitch

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

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 Foot Pedal on the accessory to initiate a PTT call to perform the floor control operation. When you connect, these devices display under Settings > Devices in the PTT Floor Control field.
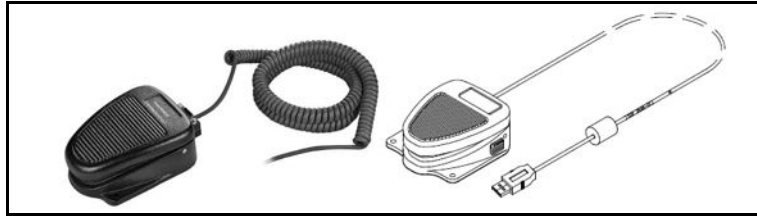
Plantronics USB PTT Footswitch for Dispatch

Foot Pedal FTT-300 USB

The Dispatch dynamically recognizes these devices when you connect or remove from the system hardware. A message displays as shown below.

Foot Pedal Device Connected and Removed Information

23.8. Application Behavior while Disconnecting a Device during a Call

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

1. **Audio Devices:** During a call, if you disconnect the preferred or selected devices, then the audio do not transmit until the current call terminates.

2. **PTT Devices (Headset with PTT + Foot pedal + table microphone with PTT button**): During a call, if you acquire the floor and disconnect the device, then the floor releases. You can acquire the floor later with another PTT accessory or by using a mouse.

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** "Troubleshooting" **chapter.**

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24. Logs

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

This section is organized as follows:

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

24.1. Alert Logs

Alert logs provide detailed information about all alerts. To view Alert Logs, click the **Logs** tab and then click the **Alert Logs** sub-tab within it.

Alert Logs

You can filter the alert logs on the following fields.

- **Direction**: Outgoing or incoming alert.

- **Type**: Instant Personal Alert, one-to-one missed call, quick group missed call, talkgroup missed call, broadcast missed call, my talkgroup missed call, area talkgroup missed call, emergency one-to-one alert, emergency talkgroup alert, status alerts, one-to-one missed video stream, and talkgroup missed video stream.

- **Name**: Filter by the fleet member's name.

- **Member**: Filter by phone number or member's name of the initiator of the alert.

- **From Date**: Allows filtering from a specific date.

- **To Date**: Allows filtering to a specific date. You can filter on a maximum of 30 days of data.

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 needs to set up the filter and click the ⊙ icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:

- **Search** ⊙ icon to find the log information after applying your filters.
  Or
  Reset ↶ the filter to re-enter the search information again.
  Or
  Export ⊞ icon to export the alert logs to the excel file format.

Note: **Alert logs are local to your Dispatch only. The Next and Previous buttons are highlighted only when there are more than 50 entries in the Alert log window. Dispatch automatically refreshes the logs to include the recent activity whenever there is a new alert.**

24.2. Call Logs

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

Call Logs

You can filter the sall logs using the following fields:

- **Direction**: Outgoing or incoming call.

- **Type**: One-to-one call, quick group call, talkgroup call, broadcast call, my talkgroup call, area talkgroup call, or listening.

- **Name**: Filter by talkgroup's name.

- **From Date**: Allows filtering from a specific date.

- **To Date**: Allows filtering to a specific date. You can filter on a maximum of 30 days of data. To view entries in call logs the user needs to set up the filter and click the $\mathcal{Q}$ icon.

- **Member**: Filter by phone number or member's name of the initiator of the call.

- **Initiator or Target User**: Filter by the initiator of the call or target user for whom the emergency has been initiated.

- **Category**: Allows filtering by ambient listening, discreet listening, emergency call, or normal call.

Click one of the following icons:

- **Search** $\mathcal{Q}$ icon to search for the log information.
  Or
  Reset 🔄 icon to re-enter the search information again.
  Or
  Export 📊 icon to export the call logs to the excel file format.
  Or
  Export All 📋 icon to export all the call recordings.

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

You are shown with 50 records at a time. You can use the previous and next buttons (highlighted in the above image) 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.

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 log window. Dispatch automatically refreshes the call logs to include the recent activities whenever there is an activity update.**

24.3. Video Logs

Video logs contains incoming (video push) and outgoing (video pull) video call history. To view the Video Logs, click the **Logs** tab and then click on the **Video Logs** sub-tab within it.

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 needs to set up the filter and click the $\mathcal{Q}$ icon.

- **Name**: Filter by fleet member's or talkgroup's name.

- **Member**: Filter by phone number or member's name of the initiator of the call.

- **Session Method**: Filter by video push or video pull or both.

- **Target User**: Filter by the initiator of the call or target user for whom the video streaming has been initiated.

- **Type**: Filter by one-to-one call, talkgroup call, or listening.

To view entries in logs the user needs to set up the filter and click the $\mathcal{Q}$ icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:

- **Search** $\mathcal{Q}$ icon to find the log information after applying your filters.
  Or
  Reset ↻ the filter to re-enter the search information again.
  Or
  Export 📊 icon to export the alert logs to the excel file format.
  Or
  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.

24.4. Audit Logs

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

- **Administration Log**: The administration logs mainly contain the triggers or events received from the CAT. Few examples for the administration log events are the addition, deletion or renaming of contact or talkgroup, addition or deletion or renaming of a member in a talkgroup etc.

- **Network Log**: Network logs contains all network events that occurs in your Dispatch. Few examples for the network log events are network down or up, map service down or up etc.

- **Operation log**: Operation logs contain the events other than call and alert activity from the user. Few examples for the operation log events are dispatcher presence status change, sign in success, details of the emergency declaration and failure etc.

Audit Logs

You can filter the audit logs using the following fields:

- **Type**: Administration, Operation, or Network.

- **Description**: Filter by the description of the log.

- **From Date**: Allows filtering from a specific date.

- **To Date**: Allows filtering to a specific date. You can filter on a maximum of 30 days of data. To view entries in call logs the user needs to set up the filter and click the ⌕ icon.

Click one of the following icons:
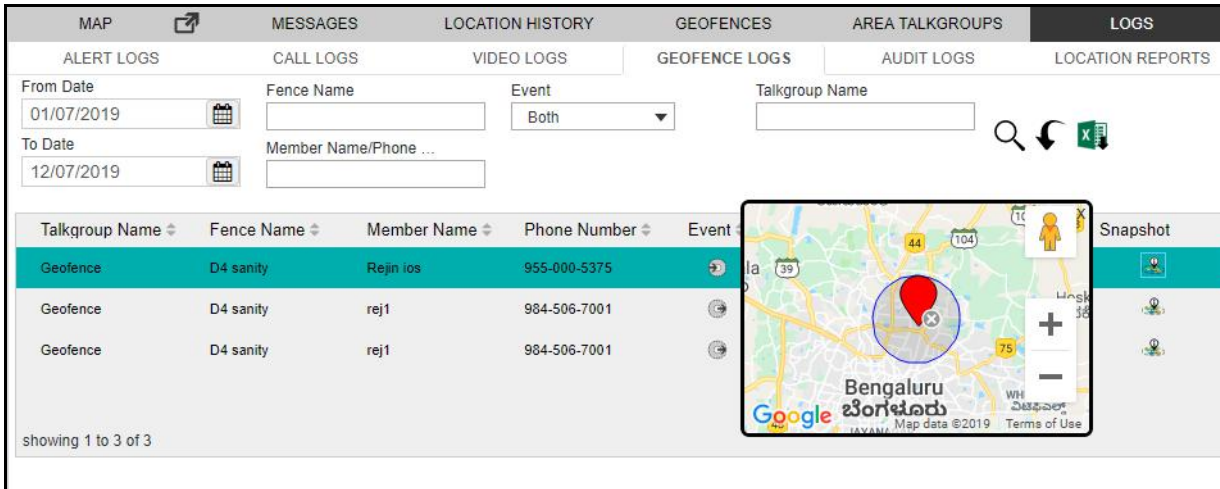
- **Search** ⌕ icon to search for the log information.
  Or
  Reset ↩ icon to re-enter the search information again.
  Or
  Export ⬇ icon to export the call logs to the excel file format.

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

24.5. 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 on **Snapshot** 🗺 icon shows the location of the fleet member with respect to the fence associated with the talkgroup, when the log was created.

Geofence Logs

You can filter the Geofence logs on the following fields.

• **Event**: Filter by Outgoing or Incoming with respect to fence.

• **Member Name**: Search by the name of the fleet member.

• **Talkgroup Name**: Search by the name of the talkgroup.

• **Fence Name**: Search by the name of the fence.

• **From Date:** Allows filtering from a specific date.

• **To Date**: Allows filtering to a specific date. You can filter on a maximum of 30 days of data.

To view entries in logs the user needs to set up the filter and click the ⌕ icon. You can use the previous and next buttons to navigate through the pages.

Click one of the following icons:
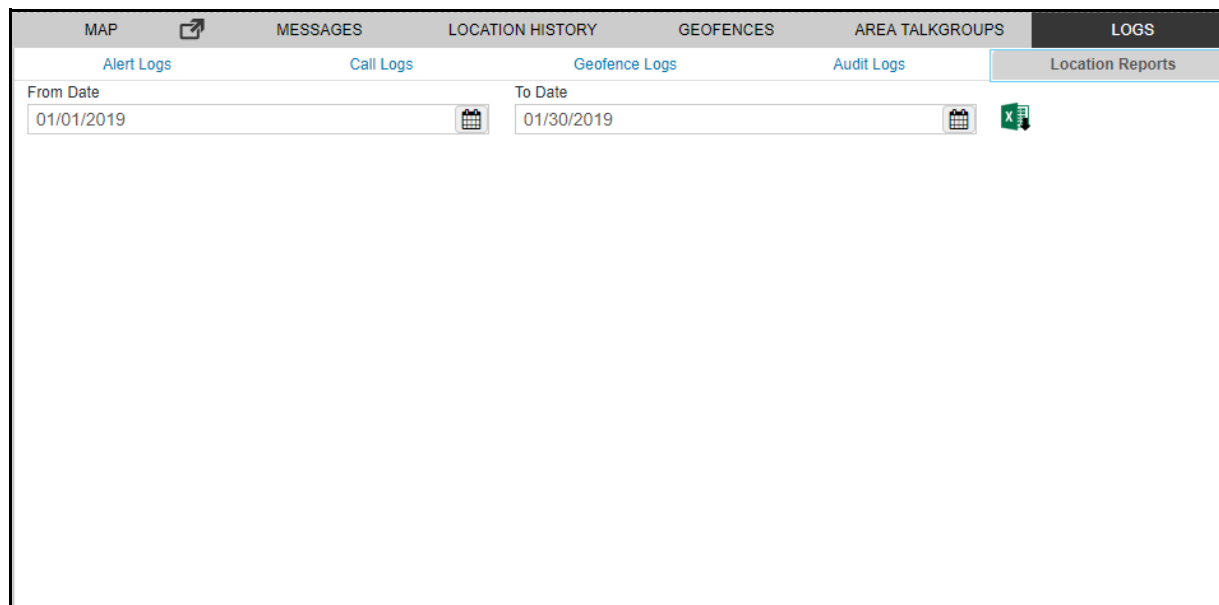
• **Search** ⌕ icon to find the log information after applying your filters.
Or
Reset ↻ the filter to re-enter the search information again.
Or
Export 📊 icon to export the geofence logs to the excel file format.

Note: **The snapshot (path traversed by the fleet member) data does not exports when you export the logs.**

24.6. Location Report

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

1. Select the **Location Report** tab from the Logs tab.

2. Select the duration of the report from the From Date and To Date.

Location Report

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

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

Note: **The Location Reports tab is visible only when the Location History feature is enabled for the you.**

The columns in the report provide information about the following:

- Name of the fleet member

- Phone Number of the fleet member

- Presence status of the fleet member (Available or Offline)

- Latitude of the fleet member's location

- Longitude of the fleet member's location

- Time and Date of the published location

	A	B	C	D
1	Location Reports			
2	Search Criteria			
3	From Date	27-08-2018 00:00	To Date	25-09-2018 23:59
4				
5	Phone Number	Latitude	Longitude	Time
6	988-777-2229	77.62181944	13.04556944	17-09-2018 15:08
7	988-777-2229	77.62183056	13.04558611	17-09-2018 15:56
8	988-777-2229	77.62183056	13.04558611	17-09-2018 15:56
9	988-777-2229	77.62184444	13.04558611	17-09-2018 15:57
10	988-777-2229	77.62184444	13.04558611	17-09-2018 15:57
11	988-777-2229	77.62184444	13.04558611	17-09-2018 15:57
12	988-777-2229	77.62184444	13.04565833	17-09-2018 15:57
13	988-777-2229	77.62183889	13.04569444	17-09-2018 15:57
14	988-777-2229	77.62183889	13.04569444	17-09-2018 15:57
15	988-777-2229	77.62183333	13.04572222	17-09-2018 15:57
16	988-777-2229	77.62186111	13.04554722	17-09-2018 15:57
17	988-777-2229	77.62186111	13.04553333	17-09-2018 15:58
18	988-777-2229	77.62183889	13.04556944	17-09-2018 15:58
19	988-777-2229	77.62183889	13.04556944	17-09-2018 15:58
20	988-777-2229	77.62182778	13.04558333	17-09-2018 15:58
21	988-777-2229	77.621825	13.04556389	17-09-2018 15:58
22	988-777-2229	77.621825	13.04556389	17-09-2018 15:58
23	988-777-2229	77.621825	13.04556389	17-09-2018 15:58
24	988-777-2229	77.621825	13.04556389	17-09-2018 15:59
25	988-777-2229	77.621875	13.04558056	17-09-2018 16:32
26	988-777-2229	77.62188889	13.04556111	17-09-2018 16:32
27	988-777-2229	77.62189167	13.04555278	17-09-2018 16:32
28	988-777-2229	77.62184722	13.04558889	17-09-2018 16:32

224-450-0017_LocationReport_201　　　⊕

Location Information Report

25. Backing up

The backup action ensures that the call recordings and messages including attachments and their metadata (details) are saved for the future reference. You can choose to take necessary action whenever a backup pending message displays. In the following conditions, a backup confirmation message displays:

1. If there are any call recordings or messages that you have not at all taken the backup, then a pop-up message displays every time you sign in.
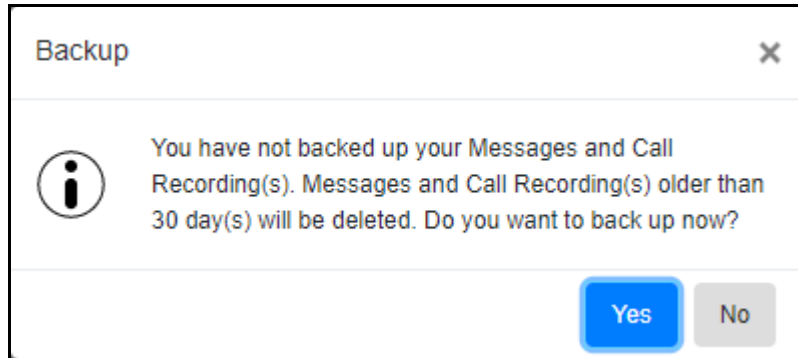
Backup notification - Sign in

    a.   Click **Yes** to take backup.

           Or

           Click **No** to cancel the action.

2. If the backup is due and you have not backed up, then a pop-up message displays on the sign in.
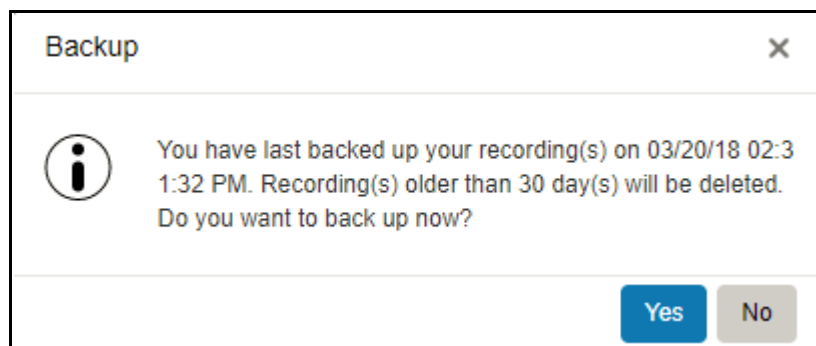
Backup notification

    a.   Click **Yes** to take backup.

           Or

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

Clicking **Yes** starts the backup and the backup file downloads to the browser downloads. A confirmation message displays as shown below to make sure that the backup file is completely downloaded to the download folder.

The recordings and messages older than the configured period is deleted and a reminder through a periodic toast message displays until you take the successful backup.

Note: **The backup interval and periodic reminder notification for backup depends on the server configuration.**
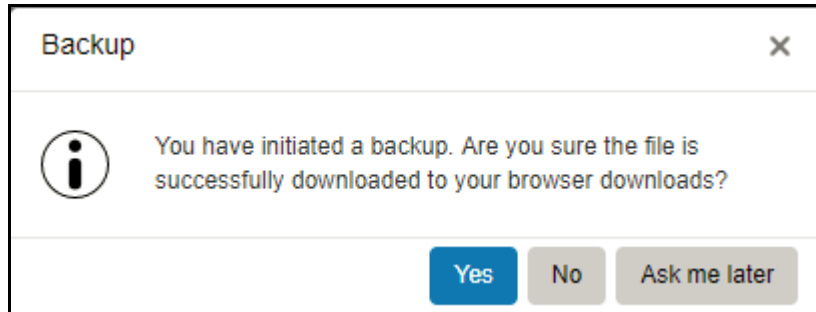
Backup file download - Confirmation message

    a.   Click **Yes** to confirm the download is successful.

        Or

        Clicking **No** confirms backup is unsuccessful.

        Or

        Click **Ask me later** which then pops-up the confirmation message until you confirm the download completes.

In the header, a warning icon displays next to the Settings, if you do not take the backup of the call records and secured messages. The last backup date, backup due date, and the configured backup interval show under the Settings>General. The dispatcher can take the backup anytime from the Settings. The backup file contains the details after the last backed up date. The backup file, which is in ZIP format, contains the details of calls and secured messages. A link to the file (except text message and location) is available in HTML format.

Backup HTML file

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

Backup Now - Settings

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

26. Settings

Dispatch provides several Settings that you can configure as per your need. Click the **Settings** from the Setting ⚙ icon in the header of the Dispatch. Select the individual tabs to view or modify the appropriate setting options, which are described below.
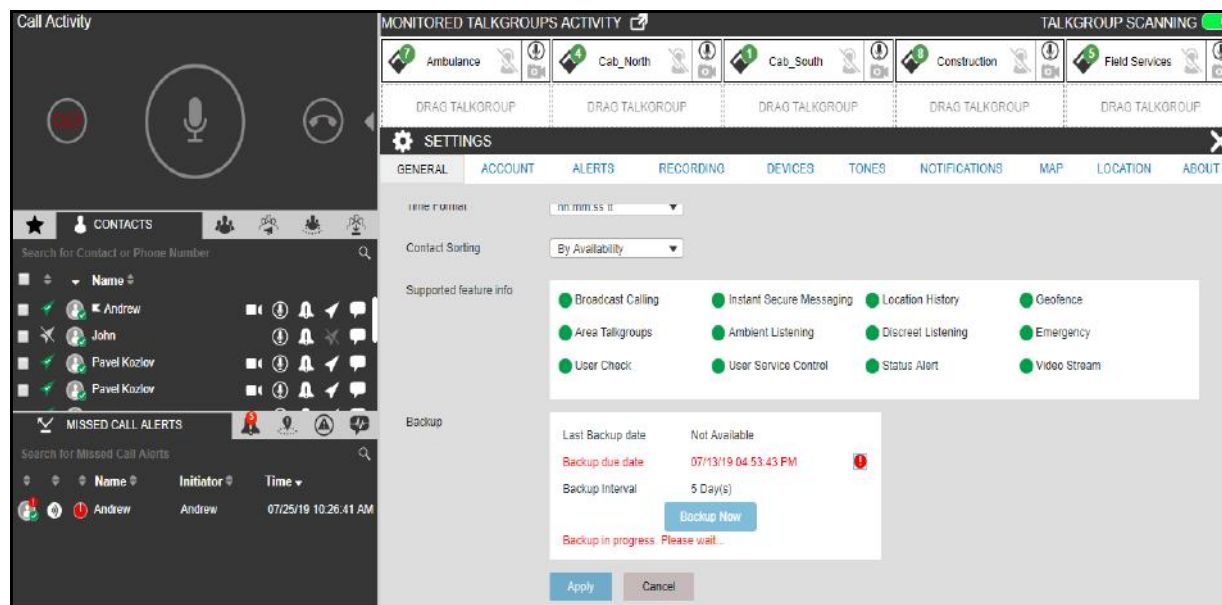
Dispatch Global Settings

This section is organized as follows:

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

26.1. General

Allows you to configure the following settings options.

Date Format: Using this setting, you can change how the date displays on the Dispatch. Supported Date formats are: MM/dd/yy and dd/MM/yy.

Time Format: Using this setting, you can change how the time displays on the Dispatch. Supported Time formats are: HH:mm, HH:mm:ss and HH:mm:ss tt.

Language: Allows you to select the supported language for the Dispatch. You need to sign out and sign in to the Dispatch once you change the language for the new language to take effect (Default: English).

Contact Sorting: Allows you to choose the sorting of the contacts in the Contacts and Talkgroups window. You can select to sort the contacts by Alphabetically or Availability of the Fleet members.

Supported feature info: Allow you to see the list of supported features that are enabled/disabled for the Dispatch UI. The enabled features are marked in Green ● and disabled features are marked with the Grey ⊘. A sample screen is shown below.
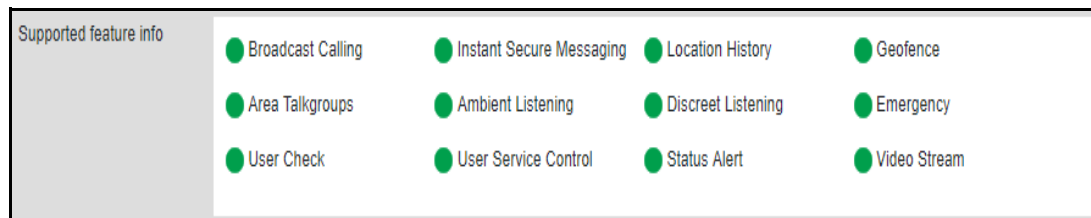
Supported Features Info
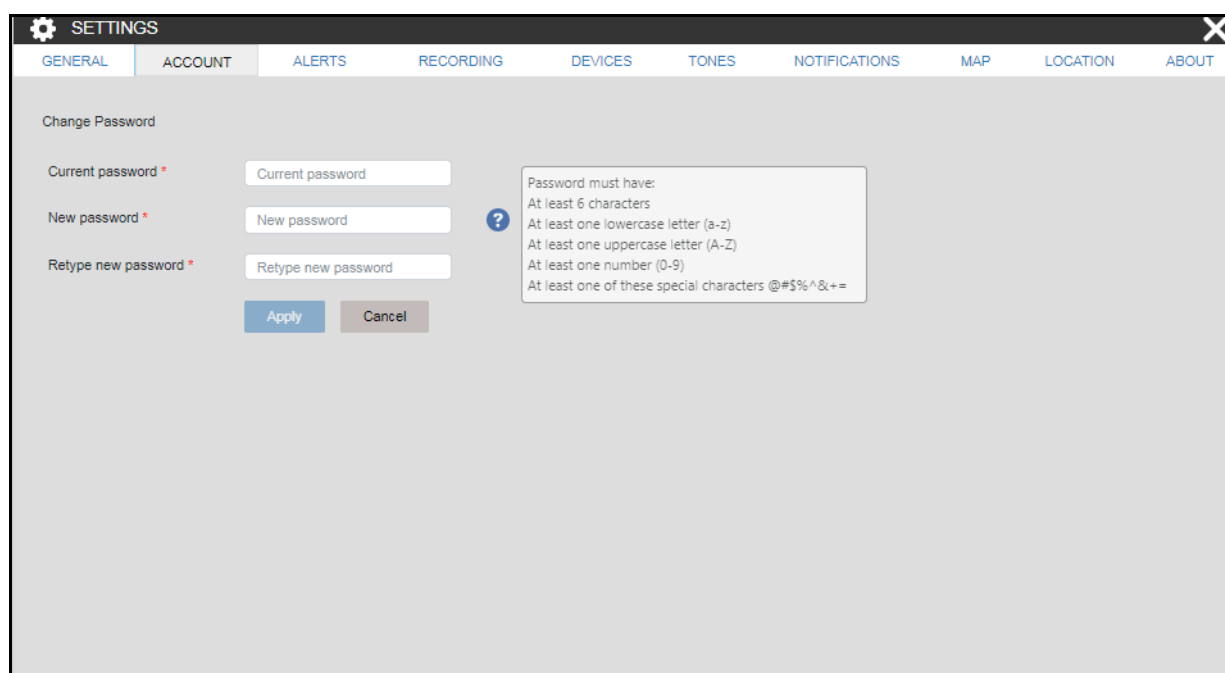
Call recording backup: Allows you to see the last backup date, backup due date and backup interval (configured in the server). You can click **Backup Now** button to take the backup of the call records manually at any time. A warning icon is next to the backup due date indicates that the backup is not taken successfully before the due date.
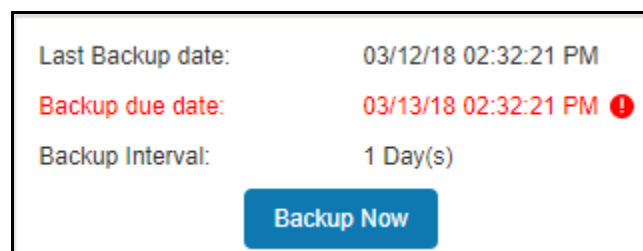
Backup Information

26.2. Account Settings

Allows you to change the password for the sign in the Dispatch.

Account Settings

To change the sign in password

1. Enter the old password.

2. Enter the new password.

3. Re-enter the new password and click the **Apply** button.

26.3. Alert Settings

Specifies how long alerts can stay on the Alerts window. After that time, alerts move to Logs. You can keep the alerts in the alert window from 12 to 24 hours before they move to Logs. You can also choose whether you want to suppress the reminders for Status alerts, Instant Personal Alerts, Missed Call Alerts, and/or Geofence alert.

Alert Settings is categorized in two sections:

- Generic

- Status.

26.3.1. Generic Alerts

The following are the settings, which you can configure for the alert reminder for the unattended IPAs, missed call or geofence alerts:

Alert Duration – This setting allows you to set the expiry period (Minimum: 20 sec, Maximum: 3600 sec, Default: 500 sec) after which it is marked as an expired unattended alert.

Alert Frequency – This setting allows you to set the frequency (Minimum: 15 sec, Maximum: 900 sec, Default: 25 sec) at which periodic tone plays and displays a toast message.

Move Alerts Older Than – This setting allows you to set the period (Minimum: 12 hr, Maximum: 24 hr., Default: 12 hr.) after which the alerts move to alert logs.

Repeat Count – This setting allows you to set the number of times (Minimum: 1 Maximum: Unlimited, Default: 3) the periodic tone plays and displays a toast message.

26.3.2. Status Alerts

The following are the settings, which you can configure for the alert reminder for the unattended status alerts:

Move Status Alerts Older Than – This setting allows you to set the period (Minimum: 12 hr, Maximum: 24 hr., Default: 12 hr.) after which the alerts are moved to alert logs.

Status Alert Duration – This setting allows you to set the expiry period (Minimum: 20 sec, Maximum: 3600 sec, Default: 500 sec) after which it is marked as an expired unattended alert.

Status Alert Frequency – This setting allows you to set the frequency (Minimum: 15 sec, Maximum: 900 sec, Default: 25 sec) at which periodic tone plays and displays a toast message.

Status Alert Repeat Count – This setting allows you to set the number of times (Minimum: 1 Maximum: Unlimited, Default: 3) the periodic tone plays and displays a toast message.

Display status alert list under alerts – This setting allows you to set the details which you want to see for each status alerts. You can select one of the following from the drop-down:

• With short message only

• With status code only

• With status code and short message

Alert Settings

26.4. Recording Settings

Allows you to choose your recording settings using the following options.

- **Recording Type:** Using this setting, you can change the call recording to either manual or full session. For more information, refer to the "Record Manually" and "Record Always" sections of this document.

- **Export Type:** Using this setting, you can change the recording file type that you save.. You can save the recording file type as MP3.

- **File Name:** Using this setting, you can change where to position the 'Recording' word in the name of the backup file you download. You can select either at the start (Prefix with) or at the end (Suffix with) of the file name. You can change the name of the prefix and suffix word.
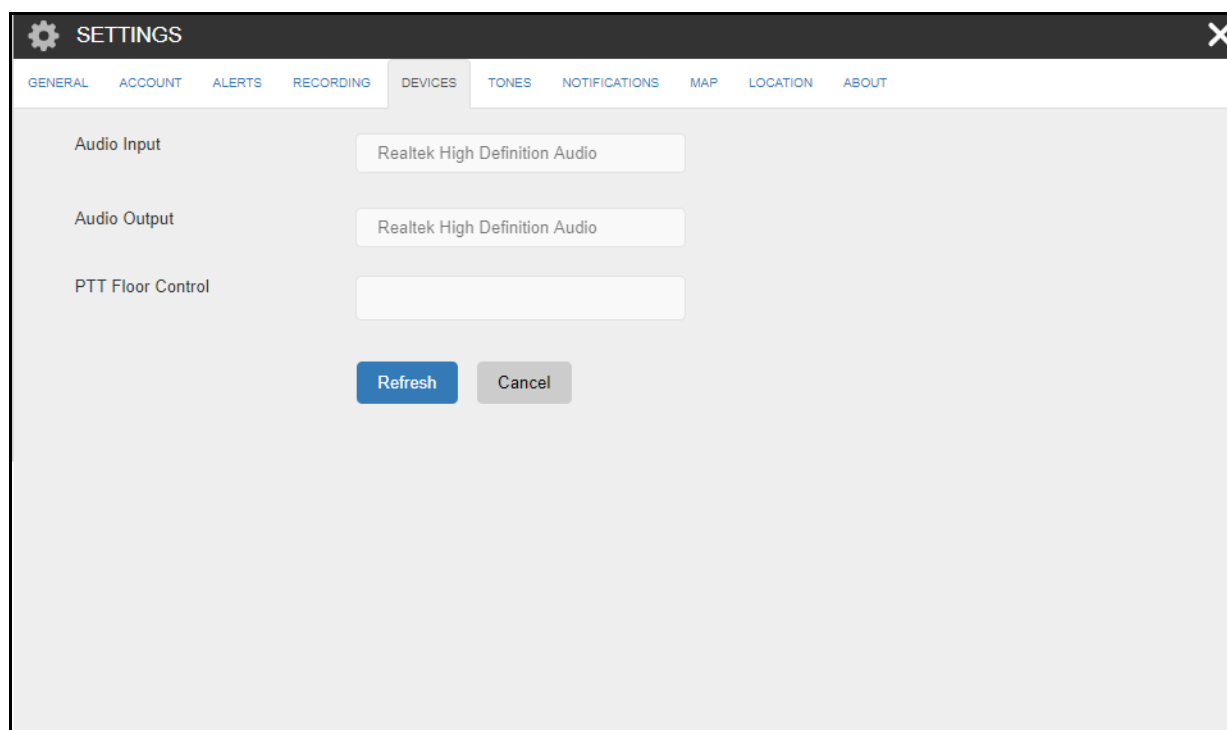
Recording Settings

26.5. Devices Settings

Using the device settings, you can select the device used to make a call and control the PTT floor using the supported accessories. For more information, refer to the "Using Accessories"" section of this document.

Device Settings

26.6. Tones

This setting allows you to enable or disable call tones and other tones. It also enables you to select a specific tone to be played for Instant Personal Alerts, message, voice message, geofence, and missed calls. The following tone choices are available.

- **Geofence Alert Tones:** Allows you to select the tone you want to hear for a geofence alert. You can also choose not to play any tone for the for geofence alerts.

- **Instant Personal Alert Tone**: Allows you to select the tone you want to hear for an Instant Personal Alert. You can also choose not to play any tone for the instant personal alerts.

- **Missed Call Alert Tone**: Allows you to select the tone you want to hear for a missed call alert. You can also choose not to play any tone for the missed call alerts.

- **Message Alert:** Allows you to select the tone you want to hear for a message. You can also choose not to play any tone for message that displays from the "Enable other tones".

- **Voice Message Talk Tone:** Allows you to select the tone you want to hear for a voice message. You can also choose not to play any tone for the voice message talks.

- **Emergency Alert:** Allows you to select the tone you want to hear for emergency alert. You can also choose not to play any tone for the emergency alerts.

- **Status Alert:** Allows you to select the tone you want to hear for the status alert. You can also choose not to play any tone for the status alerts.
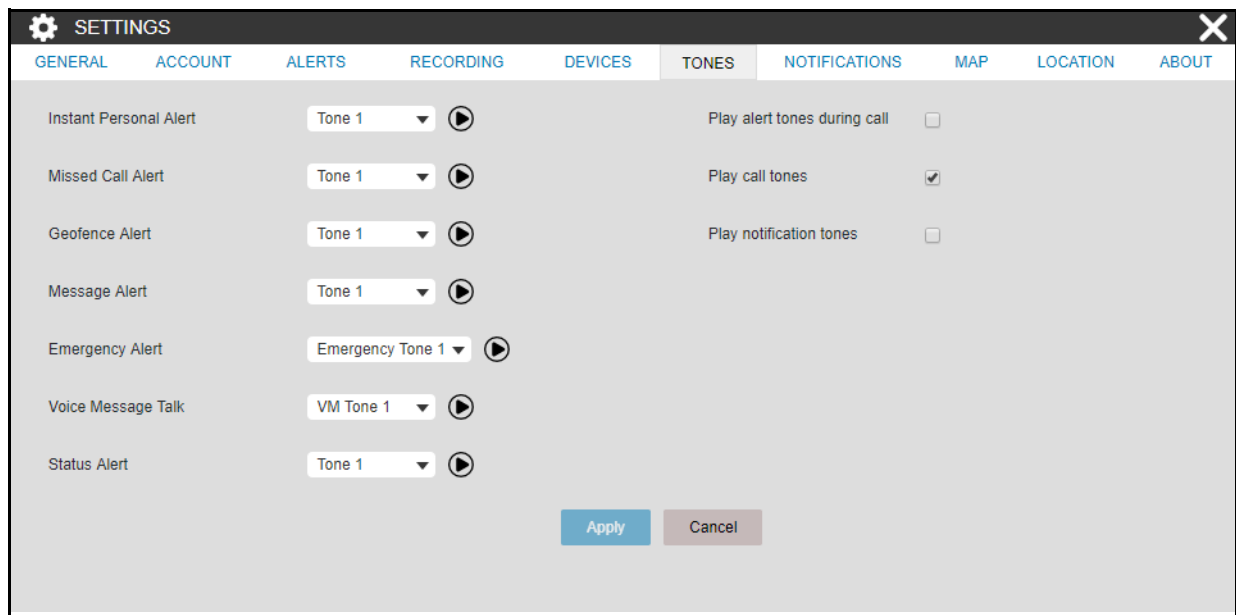
Tones Settings

You can configure whether the tones must be played for a message, geofence, IPA or missed call alerts when you are in an active call. By default, this is set to disabled. With the setting disabled, you do not receive audible tones for IPA or missed call alerts and alerts are shown only in the alerts window.

26.7. Notifications

This setting allows you to enable or disable the notifications, which show in case of alerts and incoming messages. By using this option, you can either enable or disable the desktop notifications for all incoming calls, alerts, alerts reminders, and incoming messages if the Dispatch browser is in minimized mode or not on the active tab. You can clear or select the check boxes and apply to disable or enable the desktop notifications.

You can select whether the visual toast message show for messaging, geofence, IPA, emergency, status alert, and Missed call. You can clear or select the check boxes to disable or enable the visual toast message.

- **Initial Notifications for Geofence Members**: Allows you to select whether the notifications are sent to fleet member when the geofence is initially enabled for the talkgroup. To enable this, you need to select the check box *"Notify members before notifying me"* to notify the fleet members before you, when you initially enable the fence for that talkgroup. Depend on the selection from the drop-down, the initial notifications are sent. You can select from the below options:

— Members outside the fence

— Members inside the fence

— Member inside and outside the fence.

Notification Settings

26.8. Map Settings

This setting allows you to choose a color for contacts and talkgroups that display on the map. You can choose a color for a contact, a talkgroup, and members belonging to multiple talkgroups.

The chosen color push pin for the selected contact or talkgroup displays on the map when you locate a specific contact or talkgroup on the map. To set a color, follow these steps:

1. Click on the **Default Color Setting** option in Settings.
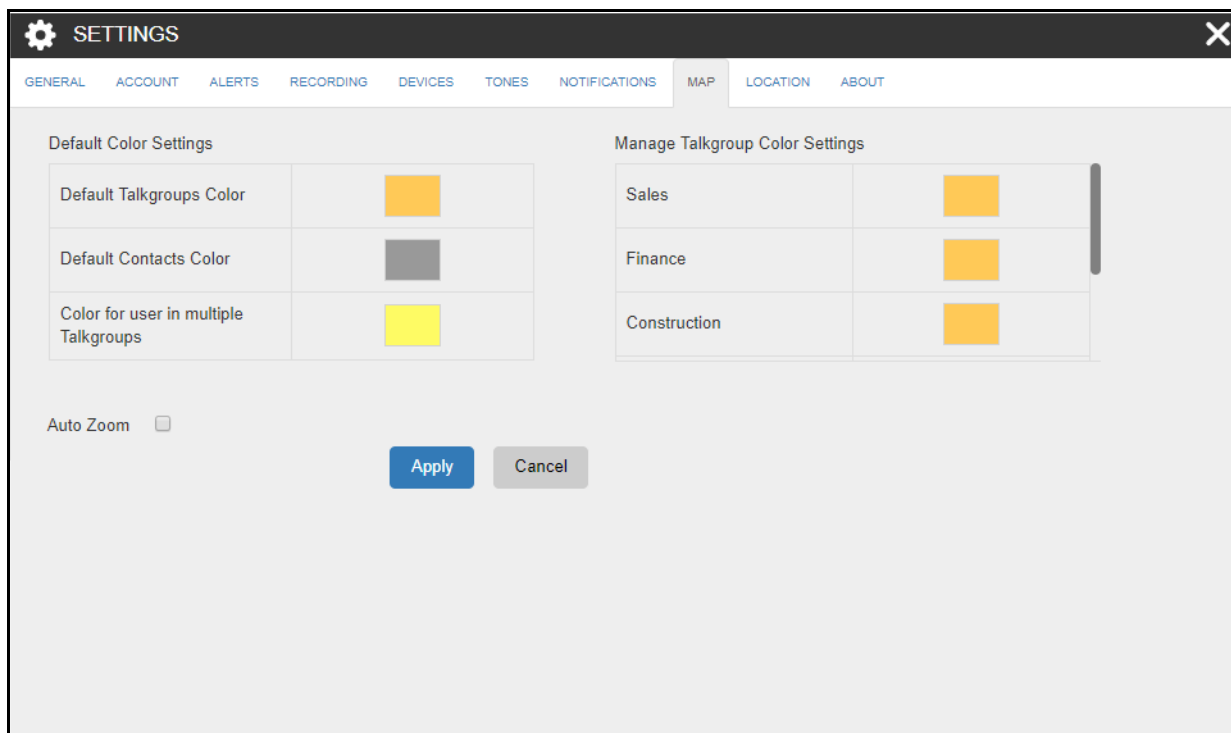
Map Settings

2. Click on the **Default Contacts Color** row, and then click on the color, which displays the color palette.
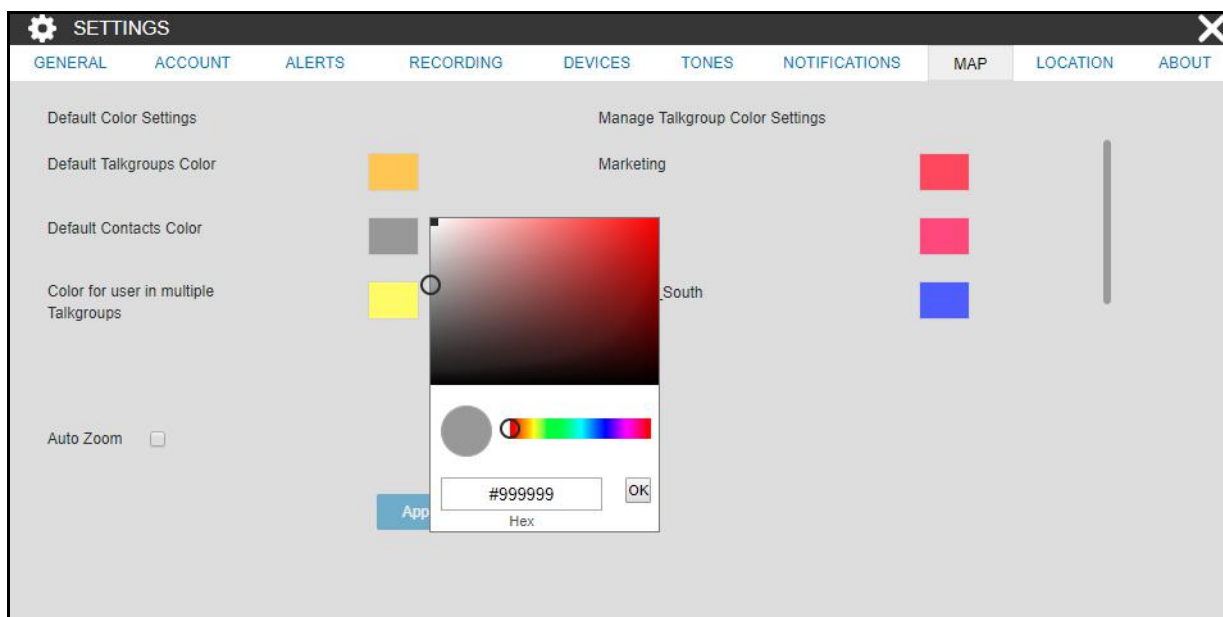
Map Color Settings for Contact

3.   Select the new color you wish to assign to a contact.

4.   Click the **Apply** button at the bottom of the screen to save the changes.

5.   In the following screenshot, the selected contact's location is shown with the ⚲ push pin on the map.

Note: **All the contacts push pins are shown in the same color on the map. If a contact is also a talkgroup member, the push pin displays using the talkgroup color.**
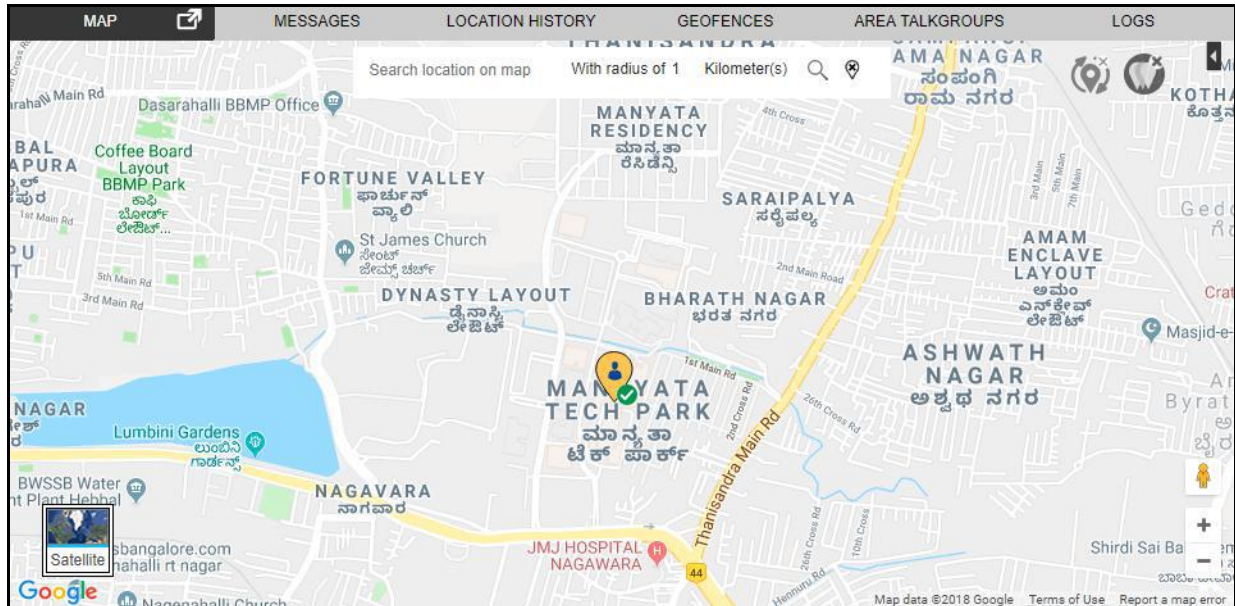
Selected color push pin on map for contact

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:

1.   Click the **Map Settings**. Click on the Talkgroup Color row, and then click on the color, which displays the color palette.
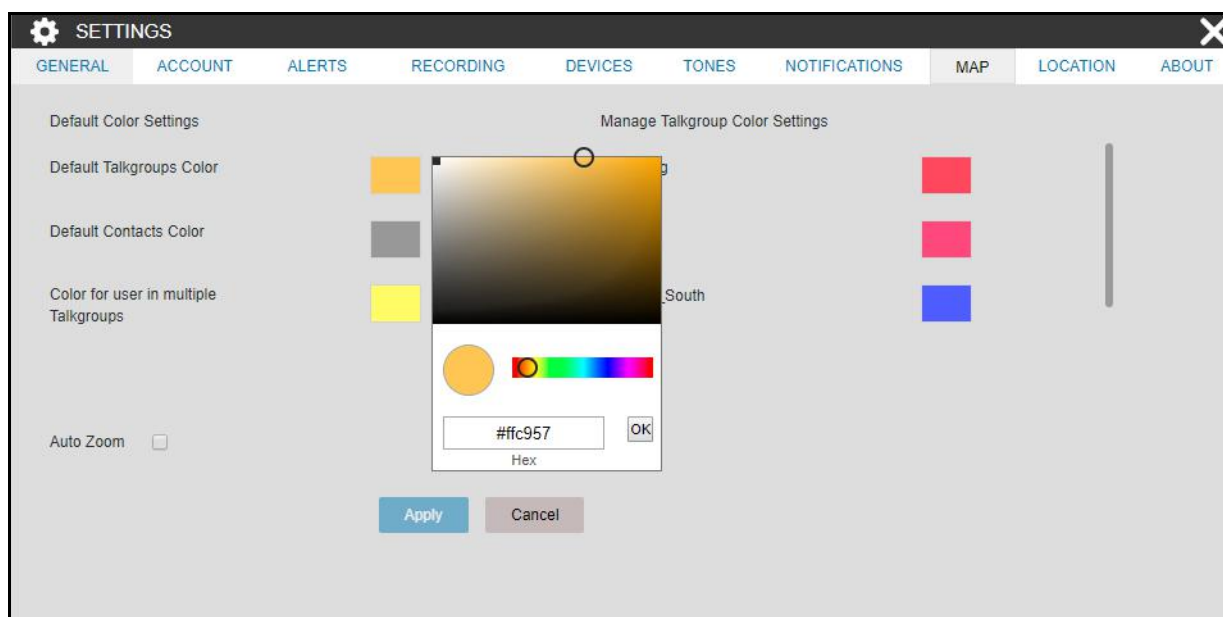
Map Color Settings for Talkgroup

2. Select the color you wish to assign to a talkgroup member.

3. Click the **Apply** button at the bottom of the screen to save the changes.

4. When you locate a talkgroup member, the assigned color push pin appears on the map.
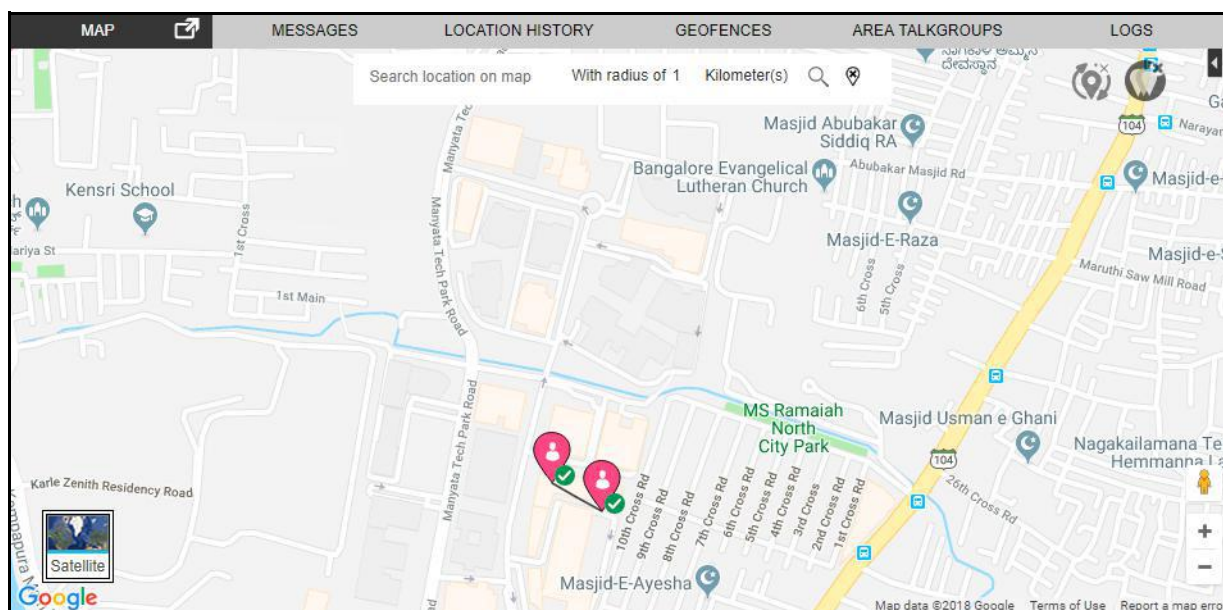
Selected color push pin on map for Talkgroup

Setting a Color for a Common Member in Multiple Talkgroups:

This allows you to select a color for the fleet member who is part of more than one talkgroup.

1. Click the **Map Settings.**

2. Click the **Color for user in multiple talkgroups** row, and then click on the color which displays the color palette.
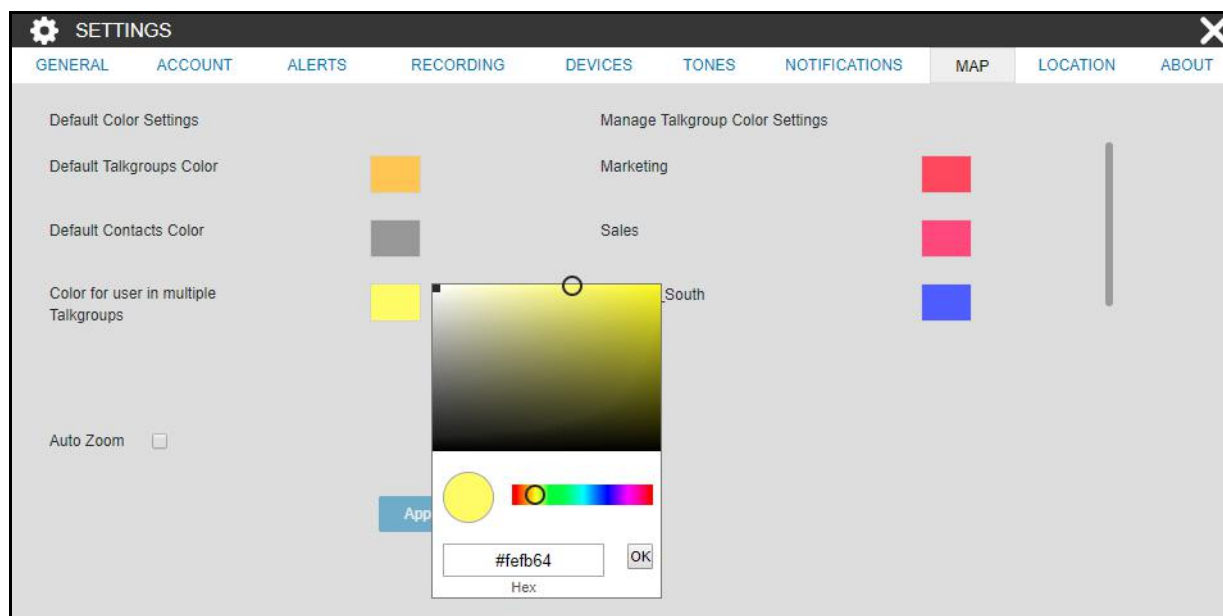
Map Color Settings for User in Multiple Talkgroup Member

3. Select the new color you wish to assign to a common member.

4. Click the **Apply** button at the bottom of the screen to save the changes.

5. When you locate a talkgroup member, the assigned color push pin appears on the map.

Note: **If you attempt to set the same color for both 'Talkgroup' and 'Common Member', you get an error message and Dispatch does not allow you to save the changes.**

Setting a Color for a Talkgroup:

This allows you to select a common color for all the fleet members in one talkgroup.

1. Click the **Map Settings**.

2. Click the Talkgroup list in the Manage Talkgroup Color Settings pane, and then click on the which displays the color palette.
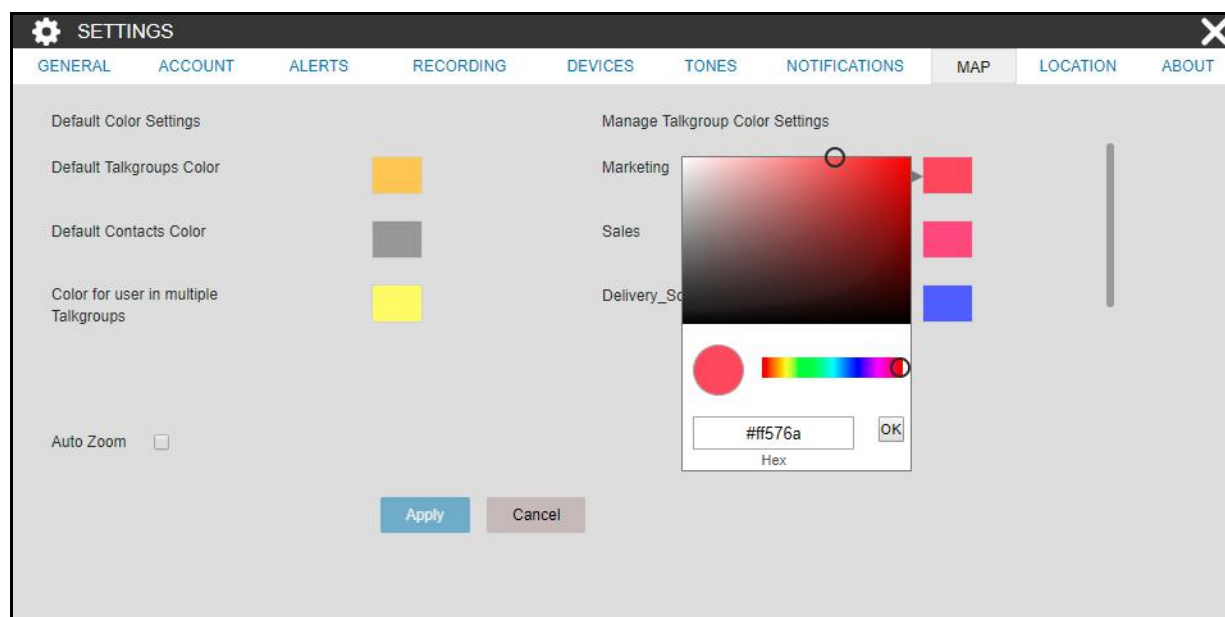
Color Settings for Talkgroup

3. Select the new color you wish to assign to a Talkgroup.

4. Click the **Apply** button at the bottom of the screen to save the changes.

5. When you locate a talkgroup member that belongs to this talkgroup, the assigned color push pin appears on the map indicating the fleet members in this talkgroup.

Setting a Color to a Default Contact Color/Default Talkgroup Color for a Talkgroup:

This setting allows you to change the color back to default contacts color or default talkgroups color for a talkgroup.

1. Click the **Map Settings.**

2. Right-click on any Talkgroup in the Talkgroup Color Settings pane to view the "Set to Default Talkgroup Color" and "Set to default Contact Color" options as shown in the following screens.
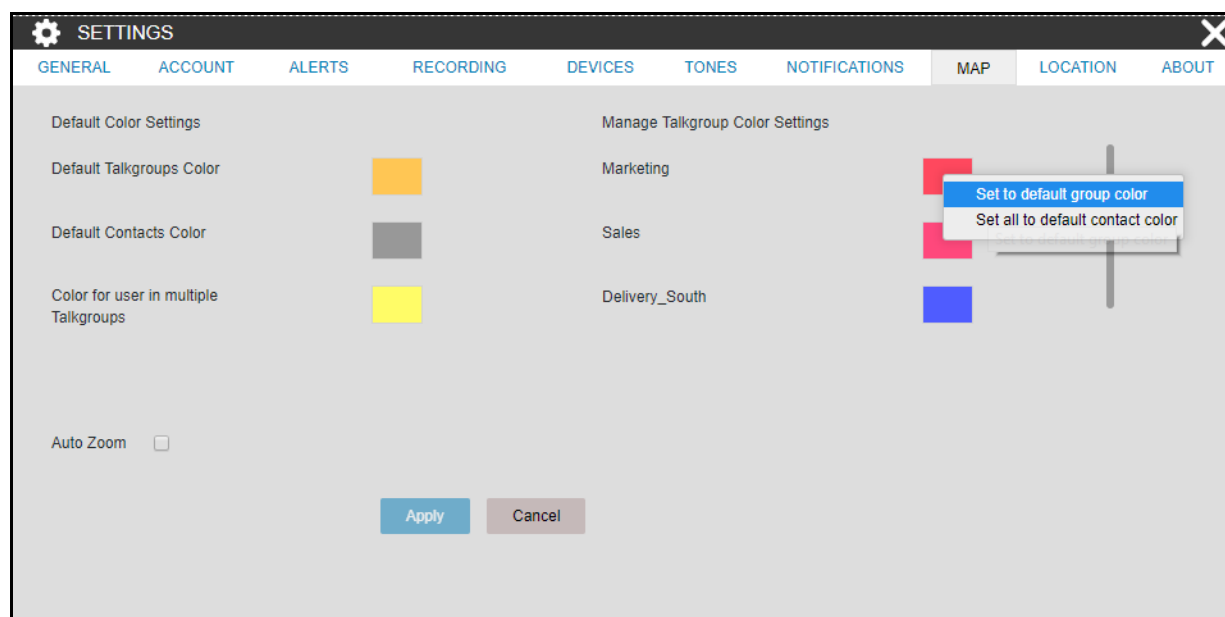
Default Color Settings for Talkgroup

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.

26.8.1. Auto Zoom

When you enable the Auto Zoom feature, the map zooms in and out and center itself automatically to ensure that it display all the located fleet members on the map. If you disable this feature in the settings, then you have to scroll the map to find them when they go out of the map coverage area or relocate them to bring them into view.

26.9. Location

Location Expiry

Fleet members reports their GPS location at a set frequency decided by your carrier, e.g. 10 minutes. Your administrator sets the location expiry, e.g. 45 minutes. The location publishes every 10 minutes for the fleet member. If the fleet member does not reports location within the set expiry period, then the fleet member's location is marked as expired. The time frame for the location expiry setting can range from a minimum of 1 minute to a maximum of 3 days, default 45 minutes. You cannot configure the location expiry from the Dispatch Settings.

On Demand Location

The Periodic location update feature provides accurate information and whereabouts of a fleet member. You can set the location update interval as well as the duration of the location update

instances using this setting. For example, if the interval is set to 3 minutes while the duration is set to 2 hours, the location is refreshed every 3 minutes for 2 hours.

Location Update Interval: This setting allows you to set the location update interval of the fleet member. Minimum 1 minute to maximum of 60 minutes, default 60 minutes.

Location Period: This setting allows you to set the duration of the location update of the fleet member. Minimum 1 minute to maximum of1440 minutes, default 30 minutes.

Map Center: This setting displays you the address, latitude, and longitude of the center on the map which you have saved from the settings under the Map tab. You cannot edit the map center details from the Map Center under the Settings.

Note: **If you do not set the On Demand location settings for your fleet members (a maximum of 100 fleet members can have On Demand settings), the location information of you fleet member updates according to the GPS settings.**

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

Geofence: Geofence alert provides notification when there is any movement of the member from the specified boundary on the map as defined by you.

Location Update Interval: Allows you to specify the interval of the notification sent to you when the member is out of the fence.

Fence Period: Allows you to specify the duration for which the fence is applicable for a geofence enabled talkgroup. After which, you need to again enable the fence to the talkgroup.

Fence Distance: Allows you to specify the distance of the fence (in radius) from a selected location on the map for an enabled fence (Minimum: 0.1 kilometers - Maximum: 1000 kilometers, Default: 1 Kilometers).

Note: **The distance units for fence, minimum value, maximum value and default value for the On demand location and Geofence settings depends on the server configuration.**

Area Talkgroup: This setting allows you to set the default radius around the area talkgroup. When you set the radius, the same is shown under the Area Talkgroup slider at the time of area talkgroup creation.

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 fleet member's traversed path shows as a straight line.

Location Settings

26.10. About

You can find the Dispatch database and map version information by selecting the About option. This window also displays the End User License Agreement for the Dispatch. You can click the End User License Agreement (EULA) link to view the agreement. You can also download the EULA details.

27. Troubleshooting

This section describes common issues that have been identified and their corrective action.

27.1. Sign in and Plug-in Issue

1.0 The 'Agree' button in the EULA window is disabled.

After reading the EULA, scroll down to bottom of the EULA page and select the checkbox to enable the **'Agree'** button.

1.1 When I open the Dispatch link, a website security error message displays as mentioned below:

1.   **"Not secure"** in the address bar of the Chrome browser**.**

2.   **"There is a problem with this website's security certificate"** in the Internet Explorer page.

Contact your IT support for the root certificate, if you see these error messages.

2.1 I 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" of this document.

3.0 Internet Explorer is not allowing to open the Dispatch URL. The button is disabled.

Make sure that the security level of the zone in Internet Explorer is appropriate to allow the Dispatch URL.

4.0 An "Add extension" pop-up displays if I am accessing Dispatch in incognito mode, although the extension is added to the chrome.

Make sure that you enable the check box "Allow in incognito" in the extension. To enable the extension in incognito mode, go to **Menu> More Tools> Extensions> Dispatcher Plug-in**. Select the check box "**Allow in incognito**". Once enabled, close the browser tab and reopen.

5.0 I cannot see the Dispatch Sign in page though my Internet is working fine, and the Dispatch link is correct.

Make sure that the PostScript is enabled in the browser settings.

To check the Java Script settings, do the following:

      If you are using Internet Explorer

   Click **Settings> Internet options> Security> Custom level> Scripting**.

— If Scripting is disabled, select **Enable** and click **OK**.

      If you are using Chrome browser

   Click **Chrome menu> Settings> Advance> Content Settings> Java Script.**

— If the Java Script is blocked, choose **Allow**.

6.0 When I click the Sign In button then an error message displays "An add-on for this website failed to run".

Make sure you enable the "Dispatch Plug-in" in the add-ons or extensions.

To check the add-ons settings, follow these steps:

If you are using Internet Explorer

Click **Settings> Manage add-ons> "Dispatch Plug-in".**

— Right click and change the status, if disabled.

If you are using Chrome

Click **Menu> More Tools> Extensions.**

— Check the check box of the Dispatcher Plug-in, if unchecked.

7.0 After signing in to Dispatch, the browser does not allow the Plug-in to download automatically.

Make sure that the automatic download option is enabled in your browser to allow the Plug-in download. In chrome browser, if the automatic download option is disabled, then the browser asks you to either **Save** or **Cancel** the download.

To check the download settings, do the following:

If you are using Internet Explorer

Click **Settings> Internet options> Security> Custom level> Download**.

— If File download is disabled, select **Enable** and click **OK.**

If you are using Chrome browser

Click **Chrome menu> Settings> Advance> Content Settings> Automatic downloads.**

— If the Automatic download is disabled, choose **Enable**.

8.0 A repetitive Plug-in install message displays when I am signing in to the Dispatch in IE 11, even though the latest Dispatch Plug-in is installed.

If repetitive plug-in install message displays, follow these steps:

Make sure you enable the "Dispatch Plug-in" in the add-ons. To enable the "Dispatch Plug-in" follow these steps:

Click **Settings> Manage add-ons> "Dispatch Plug-in**."

— Right click and change the status to enabled, if disabled.

Make sure you disable the "Enable Enhance Protected Mode" in the Internet Security Settings. To disable the "Enable Enhance Protected Mode" follow these steps:

Click **Settings> Internet options> Advanced> Security> Enable Enhance Protected Mode.**

If "Enable Enhance Protected Mode" is enabled, clear the check box and click **OK** to disable.

9.0I am unable to un-install the Dispatch Plug-in. The Dispatch Plug-in pop-up stays in the screen but nothing happens.

Sign out and close the Dispatch browser tab and retry un-installing the Dispatch Plug-in.

27.2. User Interface Issues

10.0 I am unable to click on the Apply button in the Settings page.

There are no changes made to apply.

11.0 I cannot see any contacts or talkgroups in the Contacts and Talkgroups window.

Allow some time to sync with the server. If issue still exists, contact your administrator.

12.0 I can still see the Geofence, Location History and other features in my Dispatch although these features are disabled in the Central Admin Tool or server.

You must sign out and sign in to the Dispatch for the changes to take effect, if any of the features are disabled in the Central Admin Tool or server.

13.0 I cannot see the Geofence, Location History and other features in my Dispatch although these features are enabled in the Central Admin Tool or server.

You must sign out and sign in to the Dispatch for the changes to take effect, if any of the features are enabled in the Central Admin Tool or server.

14.0 I am unable to take the floor while a call is in progress if there is a confirmation message because of closing the Dispatch browser tab.

When there is a call-in progress and if you close the Dispatch browser, a confirmation message displays as "Do you want to leave this site?"

Click **Stay** to continue to the Dispatch and take the floor.

15.0 When I refresh or reload in chrome browser the undocked window turns to blank page , although the undocked window docked to the Dispatch.

This is a limitation when you refresh or reload an undocked window of the Dispatch in chrome browser. Close the blank page once docked.

16.0 I am not getting any toast messages or not able to listen to tones when the I minimize the Dispatch or open in another browser tab.

Dispatch does not show toast messages if you are not in the active browser tab or if the you minimize the Dispatch browser. Make sure that you are in active Dispatch browser tab or you do not minimize the Dispatch browser to see the notifications or listen to the tones. In some cases, the Dispatch does not play the tones. This is mostly happens in chrome browser.

28. Glossary

28.1. 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 member or people.

Quick Group Call (Quick Call)

A Quick Group call is a talkgroup call that is created on-the-fly by selecting call members from your contact list.

Broadcast Call

A Broadcast Call is a call that allows a designated broadcaster to make high-priority calls typically used for making important announcements.

Scanned Talkgroup Call

On the monitored talkgroup window, when the talkgroup is scanned, the call that comes in for that talkgroup can be heard immediately, depending on the set priority for the talkgroup.

Monitored Talkgroup Call

The Dispatch allows you to monitor up to 20 talkgroups. When monitoring, you can see call activity on monitored talkgroups and optionally join a talkgroup call if it is active. This is helpful when you want to be aware of the call activity on specific talkgroups but do not necessarily want to participate immediately.

Video Call

Video streaming allows you to initiate or receive video call to or from the fleet member to who are capable of video streaming. The Dispatch supports two types of video streaming: Video Push and Video Pull.

Instant Personal Alert (IPA)

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

28.2. Secured Message

You can send and receive text, location, and multimedia messages with the contacts and talkgroups from the Message window. A multimedia file includes document, picture, audio, and video. You can share and receive the location to and from the fleet member.

28.3. Dispatch Dispatcher Identity

Your display name is shown to others during a PTT call and is shown in their PTT call history.

28.4. Floor Control

While in a PTT call, only one person can speak at a time. The person speaking is said to "have the floor". The following terms are used throughout this guide:

Floor Acquired: When you take the floor by pressing the PTT button, the on screen microphone icon turns blue." This indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.

Idle: While no one is speaking, the floor is "idle" and is available for anyone to take. The screen shows a light white button and shows the message "No one is speaking…" If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.

Floor Unavailable: Whenever someone else is speaking, you can see the speaker's name and the on-screen PTT button turns white.

28.5. Talkgroup

A talkgroup is a type of PTT contact that connects you to multiple people at once.

28.6. Quick Group

Quick Group allows you to make a PTT call to up to 10 people without first creating a talkgroup. This is handy if you want to call a small talkgroup of people quickly that are not already in a talkgroup.

28.7. Area Talkgroup

Area Talkgroup allows the dispatcher to create temporary talkgroup with fleet members located on the geographical area. Dispatcher can call, send message (text, image, video, document and location) to the area talkgroups.

28.8. Geofence

Geofence allows you to define and enable a virtual boundary around the talkgroup on the map. You and/or fleet member receive a notification if fleet member crosses the fence.

28.9. Location History

Location History allows you to track and display the paths, which the member has traversed. You can select the contact or talkgroup from the location history tab and can specify the duration for which the path needs to be shown on the map. You can play, pause, stop, and view the details of any location of that path any time during the location history play.

28.10. On Demand Location Updates

The following types of updates enable you to receive location updates from fleet members on an as-needed basis.

Periodic Location Updates: Enables you to receive periodic location updates from a fleet member based on your periodic update settings.

One Time Location Updates: Enables you to receive a one-time location update of one or more fleet members.

Note: **On Demand location updates are only supported for release 7.7 and higher clients.**

28.11. User Monitoring

User monitoring is a feature that allows dispatcher to monitor the current situation of a fleet member who is not responding. Depend on the information evaluated and accessed, the dispatcher can activate ambient listening, discreet listening or can remotely disable the fleet member's device.

28.12. Emergency

Emergency is a feature, which allows dispatcher to initiate the emergency on behalf of the target user and participate in case of any life-threating situation. The emergency calls in nature are always the top priority and preempt any ongoing call except another ongoing emergency call.

28.13. Backup

Backup action allows dispatcher to take the backup of call recordings and messages including attachments along with their metadata (details) that are saved for the future reference. Dispatcher can choose to take necessary action whenever a backup pending message displays. The backed up files are saved under the pre-configured folder in local PC.

28.14. Status Alerts

Status alerts allow you to receive status message from the fleet member and to know their quick status such as on-duty, on-route, busy, at-incident, off-duty etc.