KODIAK

User Guide

Dispatch Console 3.0

September 2016

Table of Content

Document Version: 1.1

1. Introduction and Key Features

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

It provides enhanced PTT calling, location, alerts, and indicates presence through an intuitive user interface. The Dispatch Console allows a dispatcher to operate from a centralized corporate facility and manage the activities for a set of mobile enhanced PTT users (also called fleet members) working in the field. This enables an organization to effectively manage the day to day dispatch operations and rapidly respond to incidents, urgent situations, customer requests, facility events, and other situations that require quick actions.

1.1. What's New in this Release?

- **Support of multiple dispatchers for a dispatcher group**

  Multiple dispatchers can be assigned to a dispatch group which was restricted to one in the earlier versions of the Dispatch Console. It is possible for you to see if any other dispatcher has joined the call if the group is monitored.

- **"Clear All Selection" button**

  A new "Clear All Selection" button is introduced to clear all the selections across various tabs in "Contacts and Groups" on a single click.

- **Auto refresh of logs**

  An enhancement to automatically refresh the Alert log, Call log and Activity log without dispatcher clicking refresh button manually is added.

- **Quick synchronization of updates with Corporate Administration Tool (CAT)**

  All the changes done through the CAT are synchronized to Dispatch Console without any strikeout on the Dispatch Console. The dispatcher will be notified through a visual toast message whenever a contact or group is deleted in CAT.

- **Activity Logs**

  A new log tab "Activity Logs" is added to view all the operational, network and administration events occurred in the Dispatch Console.

- **Help Icon**

  A new help icon is added, which on clicking will redirect the dispatcher to the web page where Dispatch Console guides can be accessed.

- **Play tones when the dispatcher is in a call**

  A new setting to play tone is added to "Tones and Notifications". If enabled, an audible notification tone is played for the incoming call or Instant Personal Alert (IPA), when the dispatcher is on another call.

- **Notifications when application is running in the background**

  A new setting for visual notification is added to "Tones and Notifications". If enabled, a visual notification is displayed to notify the dispatcher when the application is running in the background (minimized).

- **Silent rejoin**

  When dispatcher initiates a call to an already in session pre-arranged group from any of the following ways, the floor will not be given to the dispatcher automatically:

  - From monitoring groups

  - From call logs

  - By initiating a call to a missed group call

  - By initiating a call by selecting the same group from "Contacts and Groups".

  If the floor is not available (i.e, some other participant has a floor), the dispatcher can join the call and start hearing the voice.

  If the floor is available, the dispatcher can join the call silently without taking the floor.

- **Client upgrade notification**

  Dispatch Console in earlier releases, provides a pop-up message whenever an updated version of Dispatch Console is available. In the current release of Dispatch, it is possible to block the user from logging in until either a newer version of dispatch is upgraded or the OS version is upgraded. This is an optional feature which needs Life Cycle management Server (LCMS) deployed which will manage the life cycle of Dispatch Console and other PTT Clients.

- **Alert reminder**

  A new reminder setting under "Alerts" are added to allow the alert tones for IPA to repeat once, repeat the configured number of times or continuously when the alert state is unattended. The dispatch Console will stop the repeat tone as per the repeat configuration after which the alert will be shown as unattended.

- **View Archival Utility**

  A separate Archival Utility Tool has been provided with this version to help the user to view the archived or backup data from the previous version of Dispatch Console. The dispatcher can browse or enter the correct path of the archive or backup file to view the logs and play the recorded calls.

1.2. Key Features:

The following is a brief description of key features of the Dispatch Console application:

Contacts and Groups – Contacts are also referred as fleet members. You can establish a one-to-one call or send and receive Instant Personal Alert (IPA) to or from a contact. A dispatch group allows one-to-many calls from you to fleet members. Contacts and Groups are managed by the Corporate Administrator Tool (CAT) administrator.

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

Monitored Groups– Allows you to monitor up to sixteen active groups, join an existing active group call or initiate a new group call, can locate all group members and also view the information of all the dispatchers in the group.

Alerts– Allows you to view Instant Personal Alerts (also known as IPA or call-me alerts) and missed call alerts sent to the dispatcher by the fleet members and take action.

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

Talkgroup Scanning – Allows you to scan through a list of corporate groups for calls. The higher-priority group calls take precedence over lower-priority group calls.

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

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

Logs– Provides information about your recent activity on the Dispatch Console including alerts, PTT calls, activity logs and audio recordings of recorded calls.

Panel Undocking– Allows you to separate a section of the Dispatch Console for larger viewing or displaying on a different display monitor.

Map Setting– Allows you to assign colors for the Contacts/Groups/Common members between groups for easy recognition of the located member on the map.

On Demand Location: 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:

One-time update: Enables you to select one or more fleet members and access their current location information.

Periodic location update: Enables you to periodically refresh the location of a fleet member based on your "On Demand Location Update"*.*

2. Getting Started

When you sign up for Dispatch Console, you will receive an email message that contains a link that will allow you to download the Dispatch Console application. For more details on installation, refer to the "*Dispatch Console Installation Guide."*

2.1. Operating Dispatch Console in Multiple Windows User Accounts

Dispatch Console does not require administrator privileges for installation or usage of the individual user. Multiple users using a single system can have their own instance of the Dispatch Console running on each user account, however, Dispatch Console must be installed for each user account and each user account must have its own assigned phone number.

To use Dispatch Console in other user accounts, the current user needs to exit from the Dispatch Console being used, then log off of their Windows account. The new user must log into the desired user account and launch Dispatch Console.

Note: **Windows users with administrative privileges can either have their own copy of Dispatch Console which will not be shared with other users of the same machine or system wide which will be shared with other users of the same machine.**

2.2. Launching Dispatch Console

Select Dispatch Console from the Windows Start Menu.

For Windows 7, you can find the application under *Start > All Programs > Dispatch Console > Dispatch Console*.

For Windows 8 or 10, you can launch Dispatch Console from the *Start> Apps>Dispatch Console* menu.
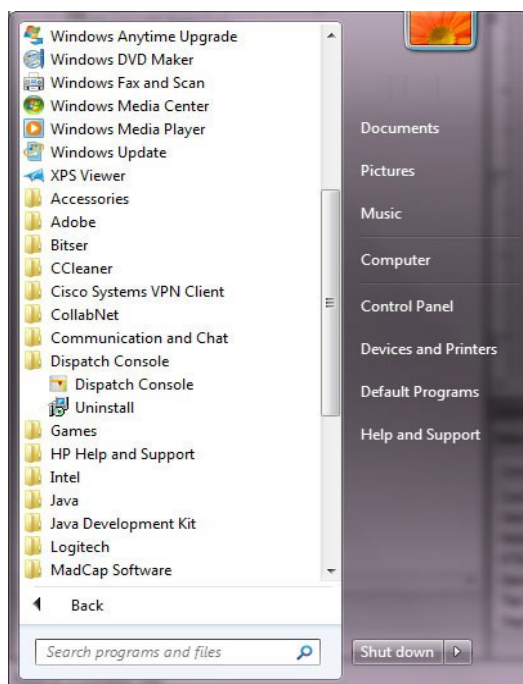
Image 2.1 - Start Menu – All Programs

Or

Double-click the desktop shortcut icon on the desktop.
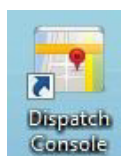
Image 2.2 - Desktop Shortcut Icon

A splash screen is displayed indicating the Dispatch Console name, version, and its launching progress.

Image 2.3 - Splash screen

2.3. Application Behavior while Dispatch Console is Minimized or in the Background

During a PTT call, if you navigate away to another application or minimize the window, you will continue to hear the PTT call, IPA tones, or missed group call alert tones. In order to take the floor and speak on the call, you must navigate back to Dispatch Console to use the PTT button or you can use selected accessories to take the floor.

While the application is minimized or running in the background, the location updates are received by the application. That means when you maximize the application, the located fleet member's location is up to date.

2.4. Logout from Dispatch Console

To dismiss the Dispatch Console window, click either the Logout button or the "x" on the top right-hand corner of the Dispatch Console home page. The Logout button will close the application window and log you out from the application.

Image 2.4 - Logout

Note: **If during an ongoing call, you try to logout from the Dispatch Console, a confirmation message stating "Call is in progress. Confirm Logout" displays.**

Once you are logged out, no calls or location updates can be received by Dispatch Console, however, you can still access the Dispatch Console from the system tray for re-launch, manual backup, sending debug logs, upgrade, and to exit completely from the Dispatch Console.

2.5. Re-launch in Dispatch Console

If you have logged out from Dispatch Console, the application will still continue to run in the background. If you want to launch the application again, choose the Re-launch option. To re-launch Dispatch Console, go to the Windows system tray at the bottom of the screen and find the Dispatch Console icon (typically on the right-hand side of the Windows task bar). Right-click on the Dispatch Console icon and select "Re-launch".
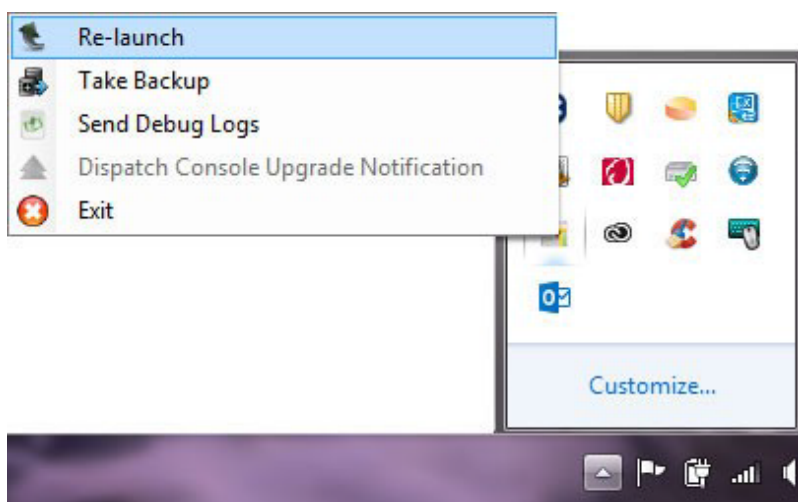
Image 2.5 - Re-launch Option

Or

Double-click the Dispatch Console shortcut icon on the desktop to re-launch Dispatch Console.

2.6. Take Backup

Selecting the Take Backup option enables you to take a manual backup of the Dispatch Console data as well as the activation. Refer to "Backing Up and Restoring the Dispatch Console" for detailed backup and restore procedures.
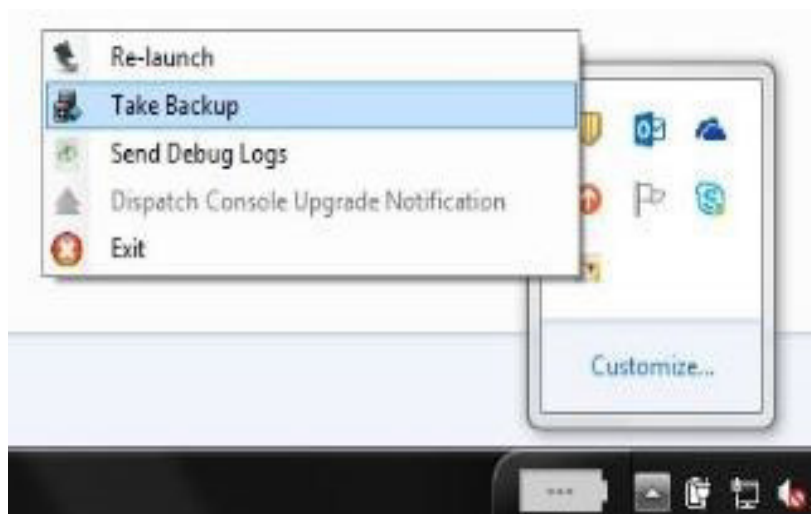
Image 2.6 - Take Backup Option

2.7. Send Debug Logs

Selecting the Send Debug Logs option sends debug logs to the cloud if the cloud is set up by your provider, otherwise the logs will be saved to the following location on your hard drive:

<Backup Path>\DispatcherFullBackup\Debug Logs

For more information on debug log settings, refer to "Application Settings".
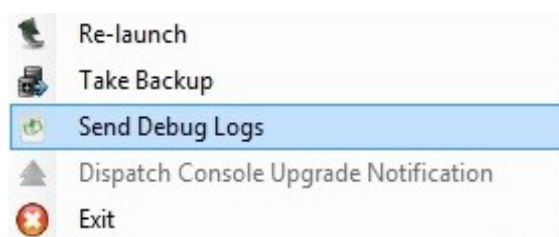
Image 2.7 - Send Debug Logs Option

2.8. Upgrading Dispatch Console

A pop-up notification comes when there is updated version of the Dispatch Console is available. The user will get a notification to upgrade the Dispatch Console.

When an updated version of Dispatch Console is available, a pop-up appears on your monitor screen (at the task bar) informing you that an upgrade is available as shown below.

Image 2.8 - Upgrade Confirmation Pop-up

Note: **Once upgraded, it is not recommended to roll back Dispatch Console to an older release. Doing so may cause incompatibility and erroneous behavior with features included in the upgrade, e.g, Broadcast Groups.**

You can click the **Settings** icon in the upper right-hand area of the pop-up message to display the Notification settings screen and can set the frequency to display the icon and the notification accordingly.

You can also click the **Close** icon if you do not intend to upgrade Dispatch Console when the notification is displayed. You can begin the upgrade process of Dispatch Console by following the step below when you are ready to upgrade.

Right-click the *Dispatch Console Launcher* on the task bar and select *Dispatch Console Upgrade Notification*" as shown below if you are ready to upgrade Dispatch Console.
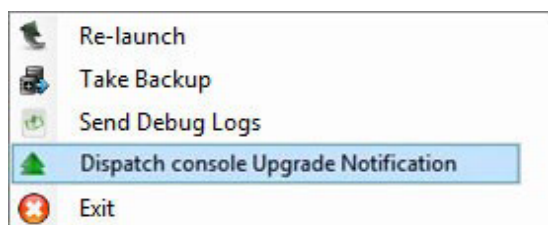
Image 2.9 - Upgrade Notification

Note: **After selecting the Dispatch Console Upgrade Notification" option, Dispatch Console will log out and exit automatically, then the upgrade process continues.**

If client upgrade notification through LCMS is enabled and an updated version of Dispatch Console is available, then the dispatcher will be shown with the confirmation message during the login process. For more information on LCMS upgrade feature, refer to the "Client upgrade notification".

For more information on upgrade, refer to the *Dispatch Console Installation Guide*".

2.9. Exit from Dispatch Console

To completely exit from Dispatch Console, go to the Windows system tray at the bottom of the screen and find the Dispatch Console icon (typically on the right-hand side of the Windows task bar). Right-click on the Dispatch Console icon and select "**Exit**".
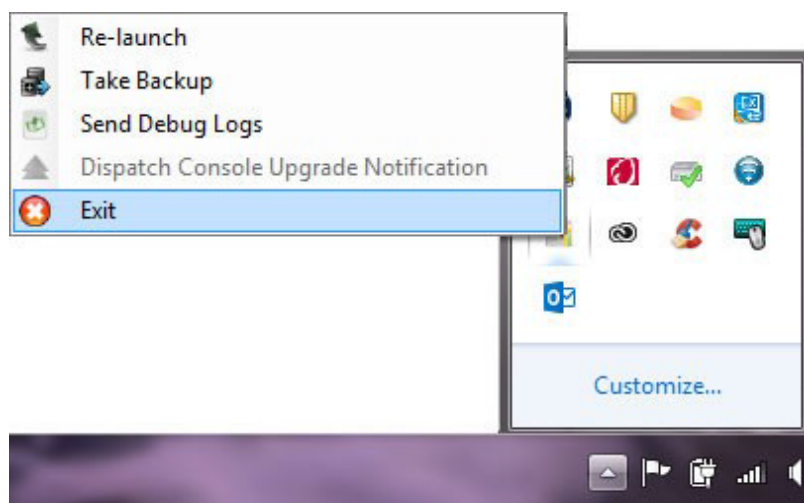
Image 2.10 - Exit Option

3. Navigating the Dispatch Console Application

3.1. Navigation Areas

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

- Contacts and Groups
- Call Activity
- Alerts
- Monitored Groups Activity
- Map
- Logs
    - Call logs
    - Alert logs
    - Activity logs
- Settings
    - Generic
    - Map
        - Map Color Settings
        - On demand Location Settings

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

Call Activity   Monitored groups   Dispatcher Name   Phone Number   Presence   Map Service   Reset Layout   Help   Logout

Contacts and groups   Alerts   Settings, Logs and Map

Image 3.1 - Dispatch Console

3.2. Docking/Undocking

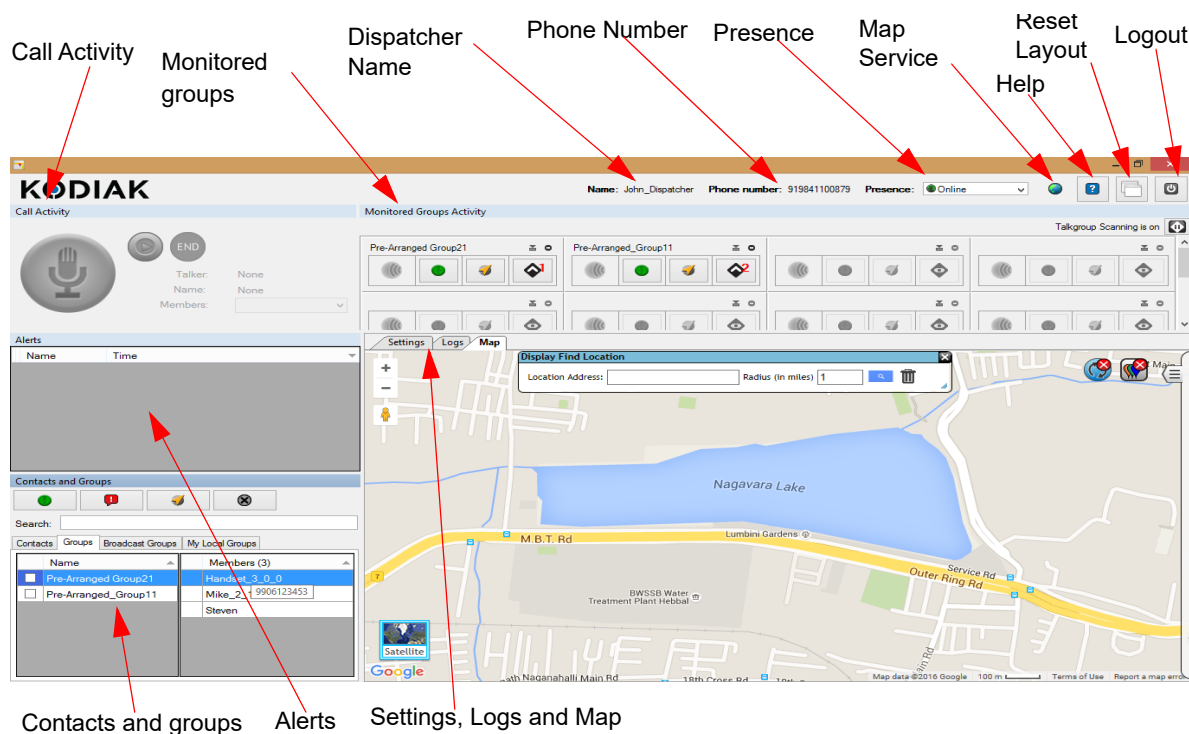Dispatch Console windows can be docked or undocked. When a window is docked, it is part of a larger window. An undocked window can be moved around the screen or even dragged onto another display monitor.

The following figure shows all windows docked:
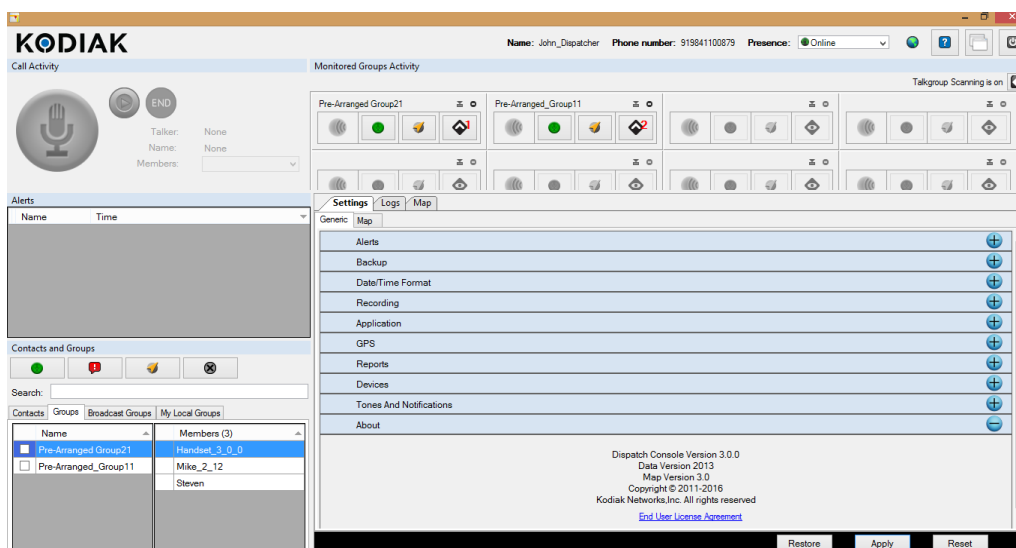
Image 3.2 - Docked window

To undock a window, drag and drop or double-click the title bar of the window to be undocked.

In the figure below, two windows are shown undocked: *Contacts and Groups* and *Alerts*.

Undocked windows can be moved, minimized, or maximized but cannot be closed.
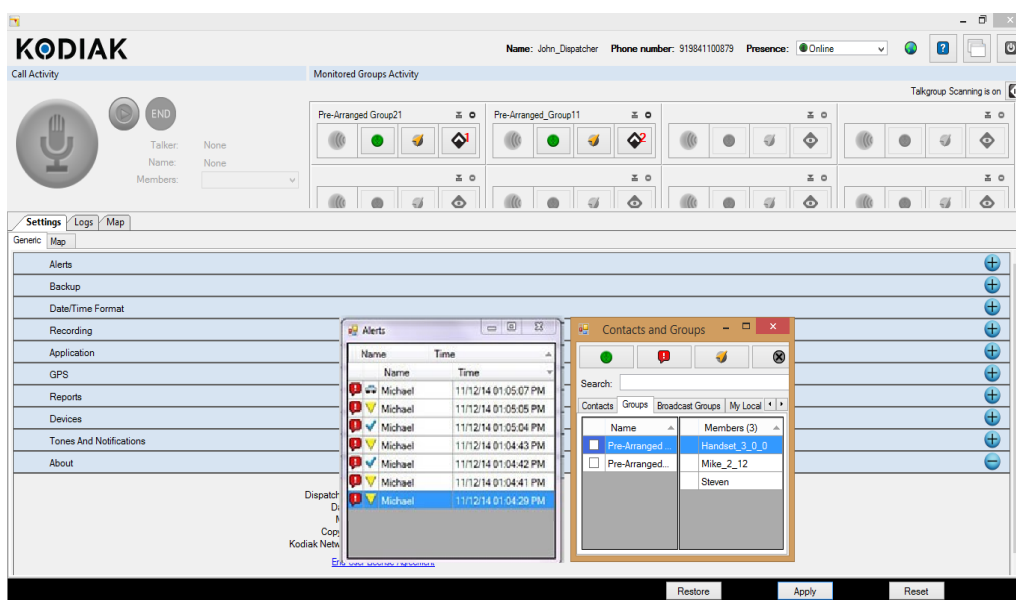

Image 3.3 - Undocked windows

To dock a window back to its original position, double-click the title bar of the window.

To dock all the windows back to their default position, perform a reset layout operation as explained in the next section.

3.3. Resetting the Layout

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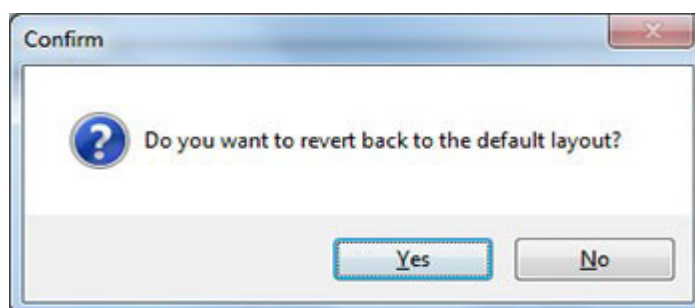
The following image shows the location of the reset layout option:

Image 3.4 - Reset layout option

Perform the following steps to reset the layout.

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

Image 3.5 - Reset Layout Confirmation Window

2. Click one of the following options:

   Yes to reset to default layout

   Or

   No to leave the layout unchanged.

3.4. Help

The help icon provides you the links to the various documents such as user guide. When you click the help icon, a new web page opens where you will find all the user documents related to the carrier. Ensure that you have enabled the pop-ups to access the help link.

3.5. Scrolling

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

3.6. Icons and Tones

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

Icon	Description
	Fleet member's presence status is "Online"
	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
	Incoming Call / Alert
	Outgoing Call / Alert

Table 3.1 - Dispatch Console Icons

Icon	Description
	One-to-One Missed Call Alert
	Group/Quick Group Missed Call Alert
	One-to-One Call
	Quick Group Call
	Group Call
	Locate the fleet members on the map
	Make a call
	Alert is "Unattended"
	Alert is "Parked"
	Alert is "Completed"

Table 3.1 - Dispatch Console Icons

Icon	Description
	Alert is "Attended"
	Monitored Group window's remove button
	Indication that a Monitored group call is not active
	Indication that a Dispatcher has joined the group call
	Indication that a Dispatcher is not part of the group call
END	End call
	Your presence status is "Online"
	Your presence status is "Do Not Disturb"
	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.

Table 3.1 - Dispatch Console Icons

Icon	Description
	A black circle with white border appears on a map marker when a contact is selected from the selection list or by pressing SHIFT + mouse drag on your keyboard.
	Selection list expand button
	Selection list collapse button
	Find Location
	Clear Find Location
	Clear all located fleet members from Map
	Export the alert logs or call logs in CSV file format.
	Calendar
	Find Logs
	Reset Logs
	Stop Call Recording
	Full Session Recording
	Start Call Recording
	Device Refresh
	Dispatch Console (shown in the system tray)

Table 3.1 - Dispatch Console Icons

Icon	Description
	Re-launch
	Exit
	Logout
	Google Map service is available
	Google Map service is unavailable
	Send Debug Logs
	Reset Layout
	Push to Talk Button when the floor is taken by you
	Push to Talk Button when the floor is taken by a fleet member
	Push to Talk Button when the floor is idle
	Change logs page to Next
	Change logs page to Previous
	Play icon on the Call Log screen
	Pause icon on the Call Log screen
	Stop icon on Call Log screen
	Muted icon on Call Log screen
	Un-muted icon on Call Log screen
	Call button on the Map

Table 3.1 - Dispatch Console Icons

Icon	Description
	IPA button on the Map
	Expand button on the Settings window
	Collapse button on the Settings window
	Allows you to filter on any type of Log file
	New Local Group and Add members to Existing Local Group
	Delete Local Group
	Close button on Map window
	Map Reset icon that appears on the Selection List window
	Export recorded file
	Map Center
	Map location refresh error status
	Map location refresh retrieval status
	Map Location Refresh Success Status
	Periodic location refresh status icon in the Selection List window
	Periodic location refresh
	One time location refresh
	Stop location refresh for all the fleet members
	Stop location refresh for selected fleet members
	Zoom in on the map screen
	Zoom out on the map screen
	Map loading

Table 3.1 - Dispatch Console Icons

Icon	Description
	Rename Local Group
	Remove Local Group Members
	Tone play button
	Tone play button clicked
	Tone play hover
	Tone play disable
	Error in entered value for a setting
	Feature enabled
	Feature disabled
	Upgrade Dispatch Console software
	Indicates that Talkgroup Scanning is set to monitor only for a group.
	Indicates that Talkgroup Scanning is turned on for a monitored group. The scanning priority you set for a group will be displayed next to this icon.
	Indicates that Talkgroup Scanning is paused for a monitored group.
	Talkgroup Scanning is off.
	Talkgroup Scanning is on.
	Take Backup
	Send Debug Logs
	Processing
	Success
	Error

Table 3.1 - Dispatch Console Icons

Icon	Description
	Warning
	Close
	Broadcast Call
	Broadcast Call Type
	Broadcast Missed call
	Operations event icon
	Network event icon
	Administration event icon
	Refresh dispatcher list
	Dispatcher information of a group
	Dispatcher On Call
	Help
	Alert "Expired"
	Alert "Expiring"
	Clear All selection
	Dispatcher On Call list fetch error
	Dispatcher On Call list processing

Table 3.1 - Dispatch Console Icons

Dispatch Console plays the following tones to indicate various conditions:

Tone	Description
Activation Success	Played after a successful activation process during first-time log-in
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 you are unable to take the floor.
Floor Released	Played to listeners of the call indicating that the talker has released the floor.
Incoming Call	Played once at the beginning of the call to alert you about an incoming PTT call.
Instant Personal Alert	Played each time you receive an Instant Personal Alert. This is a user- selectable Alert tone
Call Suspension/ Call Reconnecting	Played while an incomplete call is momentarily dropped by the server due to some 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 group 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.
Attention	Played when you need to pay attention to the taskbar notification pop-up indicating an operation status. E.g. When a USB device (accessory) is successfully connected to a laptop/desktop computer.
Error	Played during Error notification pop-up. E.g. Sending an IPA to an offline fleet member has failed.

Table 3.2 - Dispatch Console Tones

4. Contacts and Groups

The Dispatch Console provides communication and location for corporate contacts (also known as fleet members). The contacts are managed for the corporation using the Corporate Administration Tool (CAT). Once configured by the corporate administrator, the contacts and groups are shown on the **Contacts and Groups** window as shown below.

Using the Dispatch Console, you can communicate with individuals or groups, send alerts (IPA) to individuals only, and locate fleet members on a map. Generally, the corporate administrator will create groups for you, but you can also create your own local groups from the contacts assigned to you.

The following figure shows the Contacts and Groups window:
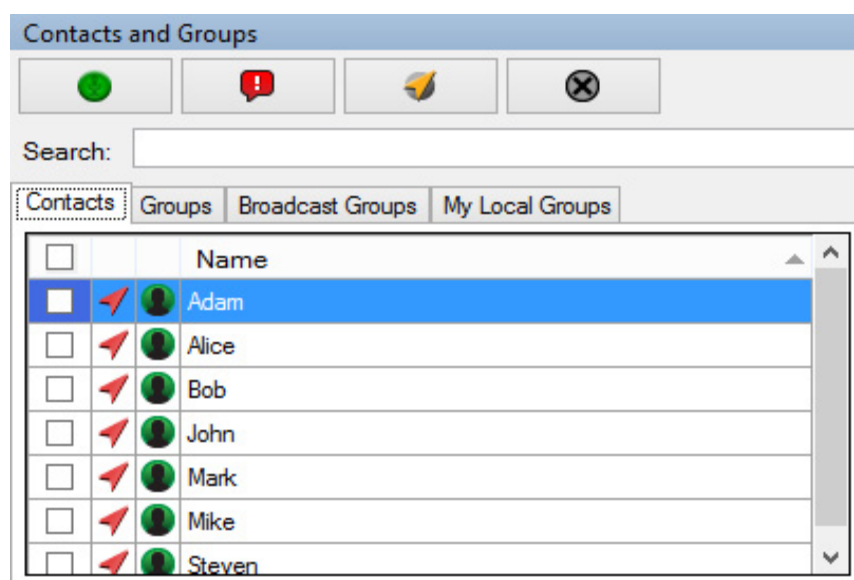
Image 4.1 - Contacts and Groups Window

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

- Call

- Instant Personal Alert

- Locate

- Clear All Selection

A clear all ⊗ button has been introduced to clear all the selections across the tabs of Contacts and Groups window.

This window has the following four tabs:

- Contacts

- Groups

- Broadcast Groups

- My Local Groups

The following sections describe the functions of these buttons and tabs as well as the search function.

Note: **Whenever there is a delete request from CAT, the contact or group will not be strike out and it will be deleted immediately from Dispatch Console. If the dispatcher is on an active call with the contact or group and there is a delete request from the CAT, then Dispatch Console will wait for the call to be ended. The contact or group will be deleted after completion of call with the deleted contact or group. There will not be any impact of deletion of contact or group from the CAT to the active call session.**

4.1. Searching

You can search for contacts and groups using the search bar on the **Contacts and Groups** window. To search, select a tab and enter the fleet member's name or group's name in the **Search** field. The list will be filtered to show matching entries.
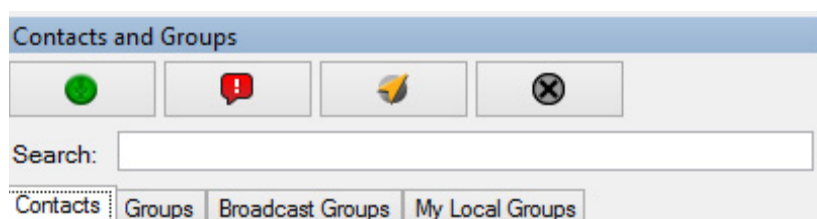
Image 4.2 - Search bar

4.2. Contacts Tab

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

1.   Select the **Contacts** Tab as shown below:
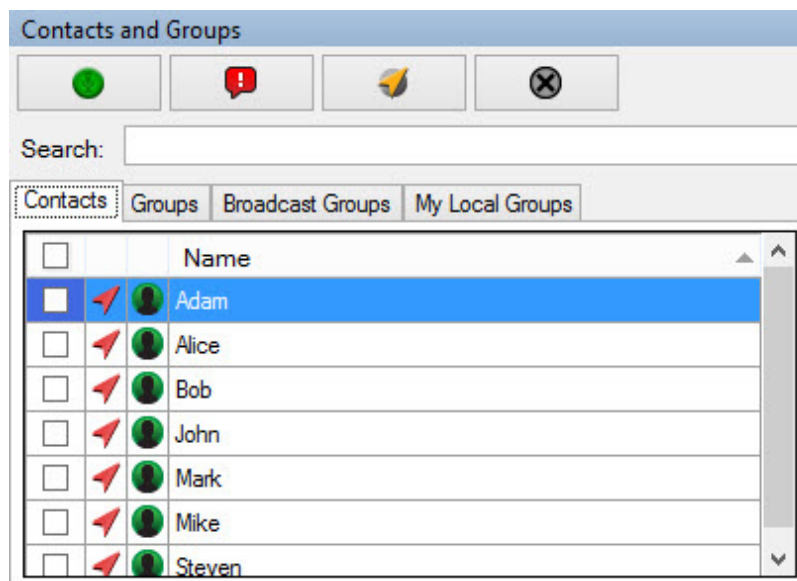
Image 4.3 - Contacts Tab Window

2. Select the checkbox for an individual fleet member to make a one to one call, send an Instant Personal Alert (IPA) or to locate the fleet member on the map.

3. Click on one of the following**:**

    - Call ● icon to place a call Or

    - IPA ● icon to send an IPA Or

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

Note: Sending Instant Personal Alerts (IPA) to more than one fleet member is not allowed. If you attempt to send an IPA to more than one fleet member, you will receive an error stating, "Sending an Instant Personal Alert to more than one contact is not allowed".

You can also select multiple individual fleet members to perform a **Quick Group call** or **Locate** all fleet members at once. You can select all the fleet members by clicking the checkbox in the header row.

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

To search for a fleet member, enter a name in the Search field. The result is a list of fleet members with the search string anywhere in the name.

You can view the total contacts assigned to you by hovering your mouse cursor over the Contacts tab.
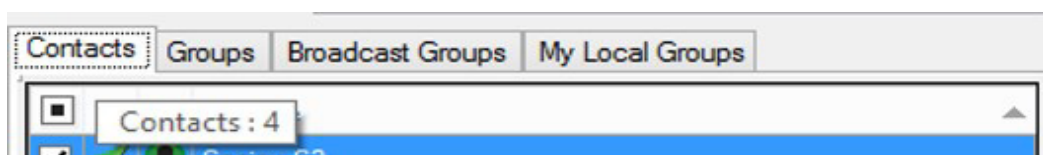
Image 4.4 - Total Contacts Assigned

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

1. Location Available

2. Location Unavailable

3. Location Expired

Hovering the mouse cursor over the presence status of a fleet member displays the client type along with one of the following values depending upon the fleet member's presence availability.

1. Online

2. Offline

3. Do Not Disturb

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

4.3. Groups Tab

You can call or locate group members from the Groups tab by performing the following steps.

1. Select the **Groups** tab to display the Groups tab window as shown below.
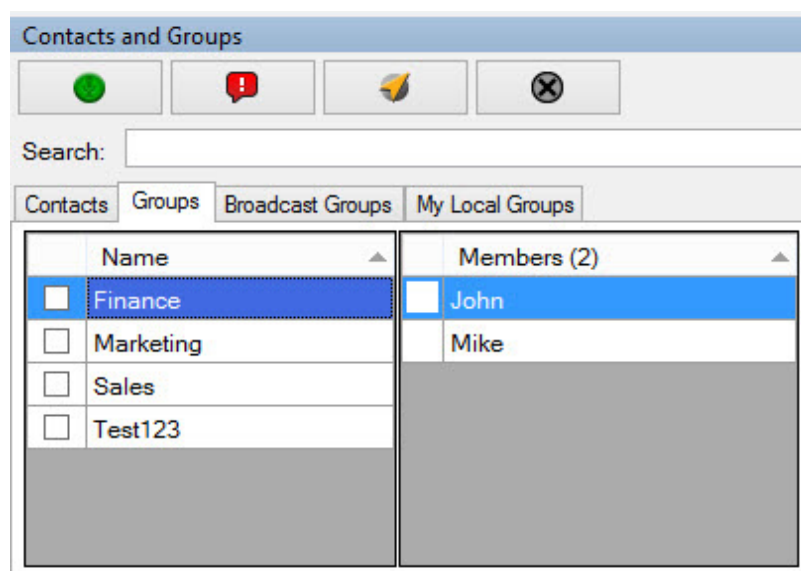
Image 4.5 - Groups Tab Window

2.   Select the checkbox for a group to select it. When a group is selected, the members of the group are displayed in the right Members pane.

Note: A dispatcher icon will be shown in the cell before the member name if the group member is a dispatcher. A mouse hover the cell before the group number field displays the client type if available.

---

3.   Click one of the following options**:**

- Call 🎤 icon to place a group call

- Locate 🛠 icon to locate the group members on the map.

Note: You cannot select more than one group at a time. Sending an IPA to a group is not allowed. If you attempt to send an IPA to a group, you will receive an error stating, "Instant Personal Alert is not available for groups".

To sort the groups or members alphabetically or in reverse alphabetical order, click on the column header. By default, the groups or members will be sorted by name in an ascending order.

To search for a group, enter the group name in the **Search** field. The list of matching group names will be displayed. The result is a list of groups with the search string anywhere in the name.

You can view the total groups assigned to you by hovering your mouse cursor over the Groups tab. The total number of members in the group are shown in parenthesis in the Members header as shown below.
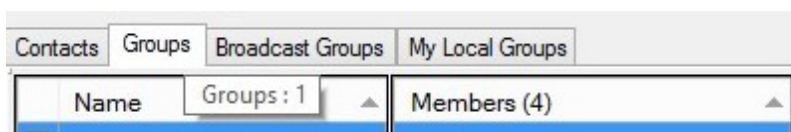
Image 4.6 - Total Group Members

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

4.4. Broadcast Groups Tab

The Broadcast call feature allows you to make high-priority calls typically used for making important announcements. 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 the steps below.

1.   Select the Broadcast Groups tab to display the broadcast groups as shown below.
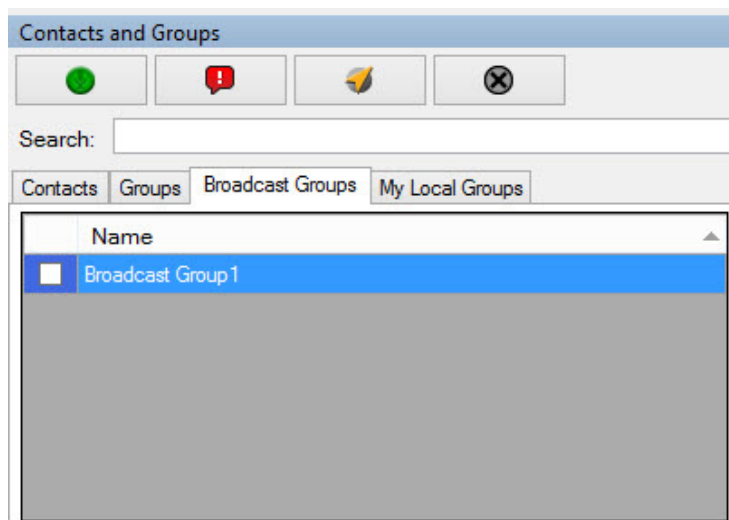
Image 4.7 - Broadcast Groups Tab

2. Select the checkbox for a broadcast group to select it.

3. Click the Call 🎤 icon to place a broadcast group call.

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

To search for a group, enter the group name in the Search field. The result is a list of groups with the search string anywhere in the name.

You can view the total broadcast groups assigned to you by hovering your mouse cursor over the Broadcast Groups tab.
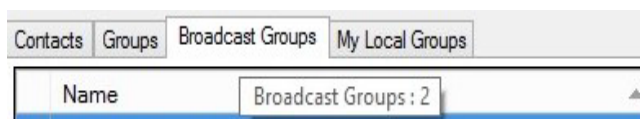
Image 4.8 - Total Broadcast Groups Assigned

Broadcast group members are not displayed on the console, however, you can view the total number of members in the broadcast group by hovering the mouse cursor over the broadcast group name.
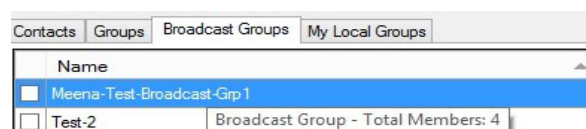
Image 4.9 - Total Broadcast Group Members

Note: **Broadcast group members cannot be located. If you attempt to locate a broadcast group member, you will receive an error stating, "Broadcast groups cannot be located." Sending an IPA to a broadcast group is not allowed. If you attempt to send an error to a broadcast group, you will receive an error stating, "Instant Personal Alert is not available for groups".**

You cannot select more than one broadcast group at a time.

4.5. My Local Groups Tab

With local groups, you can manage and communicate with your own personal groups. Local groups are groups that you can create and manage yourself, and they can be stored locally for easy access.

Note: **Local groups are not managed by the corporate administrator nor stored on the server. They are locally stored on your desktop and may be lost in the event of uninstallation.**

Creating Local Groups:

To create a local group, follow these steps:

1. Select the fleet members from the *Contacts tab* and right-click to select *New Local Group*.
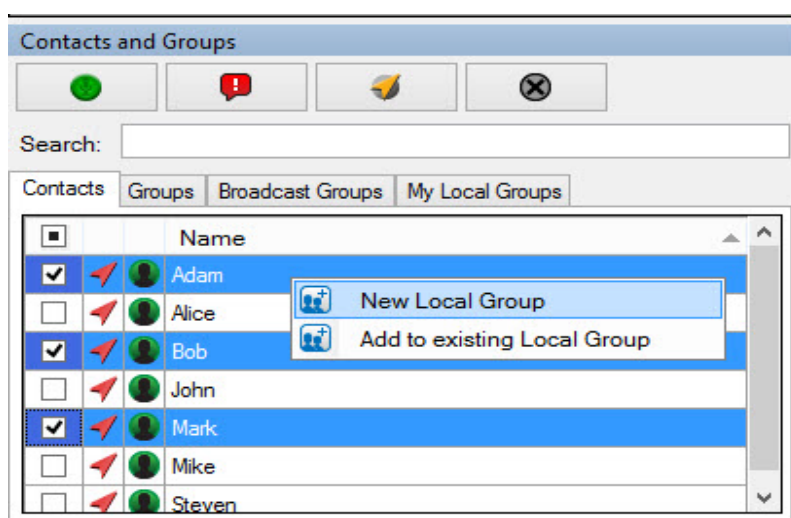
Image 4.10 - Creating My Local Group

2. A *Create Local Group* Window appears as shown below. Enter the name of the local group in the **Name** field.
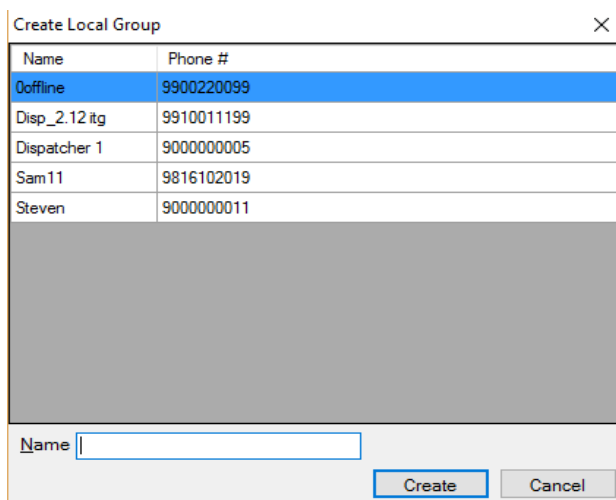
Image 4.11 - Create Local Group Window

Note: **For any dispatcher, you can create a maximum 30 local groups. A Maximum of 10 fleet members are allowed for local group.**

Click *Create* to save the new local group

Or

Cancel to abort.

Placing Call to a Local Group or Locating Members:

To place call to a local group, follow these steps:

1. Select the **My Local Groups** tab to view the local groups.

2. Select the checkbox to display all the members of the group. A **My Local Group** window appears as shown below:
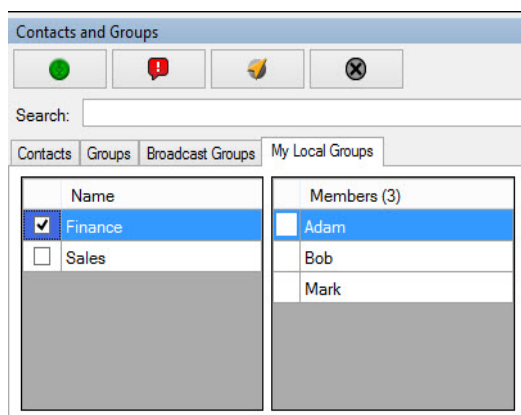
Image 4.12 - Viewing My Local Group Window

Note: **A dispatcher icon will be shown in the cell before the member name if the group member is a dispatcher. Mouse hover on the cell before the group member field displays the client type if available.**

---

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

   Or

   Click the *Locate* 🔸 icon to locate the Group members on the map.

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

Note: **Sending an Instant Personal Alert (IPA) to a local group is not allowed. If you attempt to send an IPA to a local group, you will get the following error stating, "Instant Personal Alert is not available for groups".**

Removing Fleet Members from a Local Group:

To remove a fleet member from a Local Group, follow these steps:

1. Select the *My Local Groups* tab to view your local groups.
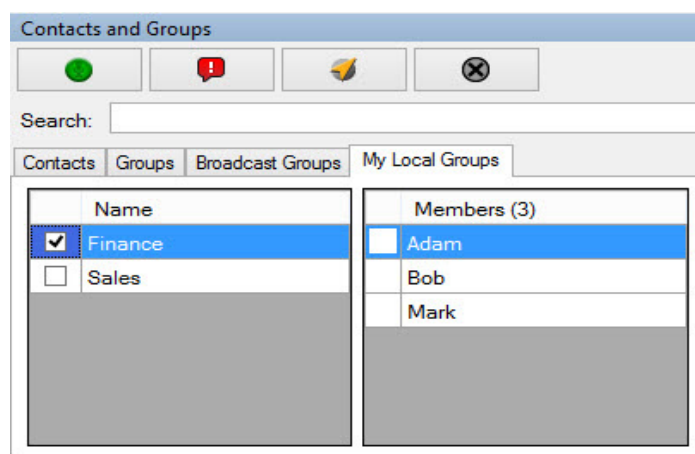
Image 4.13 - My Local Groups Tab

2. Select the checkbox for a local group to select it. When the group is selected, the members of the group are displayed.

3. Right-click and select **Remove Local Group members** to modify the group as shown.
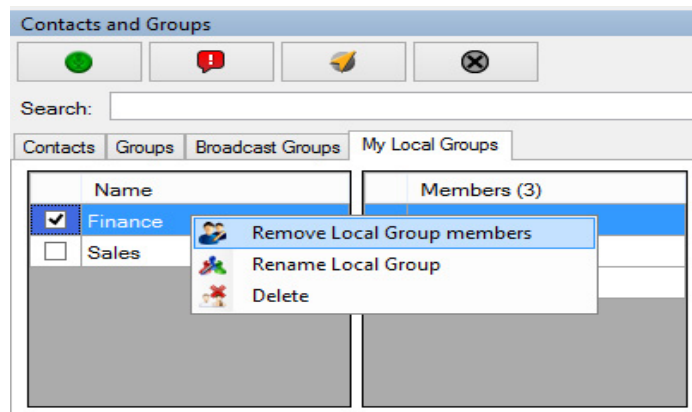
Image 4.14 - Remove Local Group members

4. Check the checkboxes next to the fleet members you want to remove from the My Local Group window.
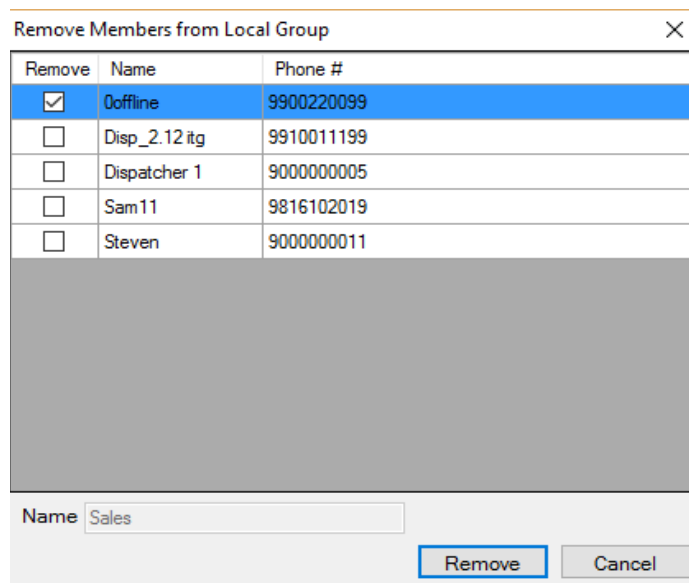
Image 4.15 - Selecting members to remove

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

   Or

   Click **Cancel** if you do not intend to save the changes made to your Local Group.

6. Click **OK** to complete the removal process.
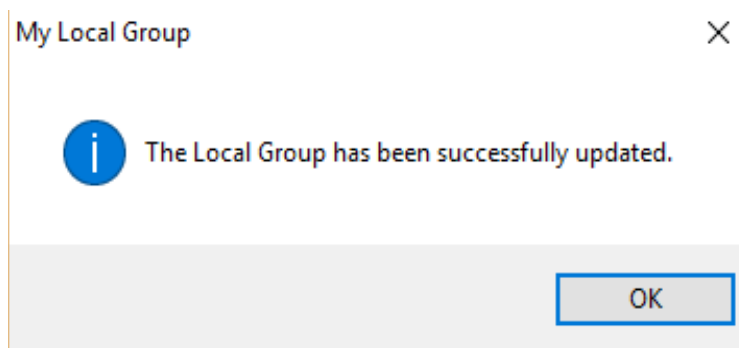
Image 4.16 - Local group updated

Renaming a Local Group:

To rename a Local Group, follow these steps:

1. Select the *My Local Group* tab to view your local groups.

2. Select the checkbox next to a local group to select it. When the group is selected, the members of the group are displayed.
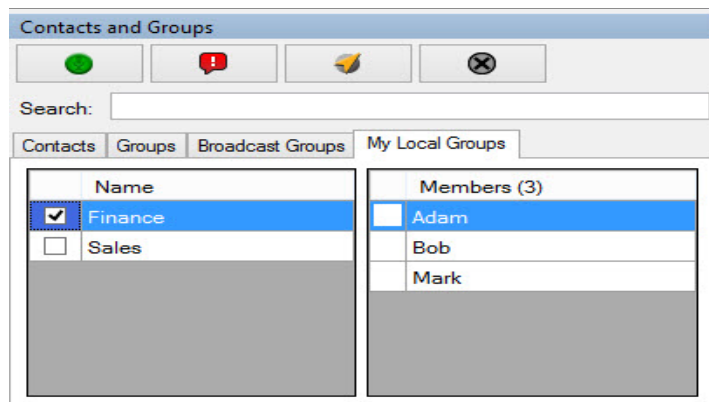
Image 4.17 - My Local Group Window

3. Right-click and select the **Rename Local Group** option to change the local group name as shown below:
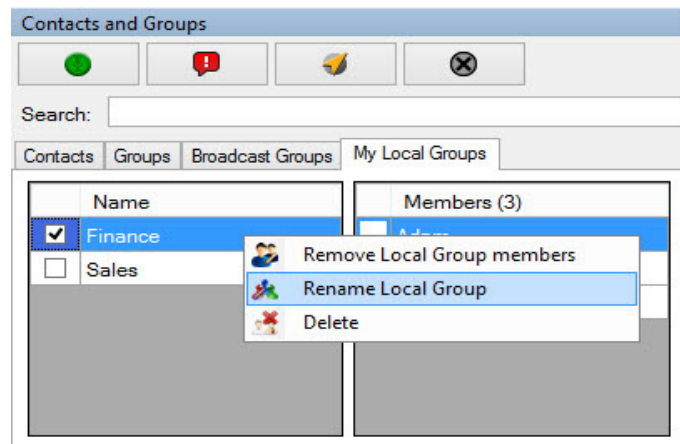
Image 4.18 - Rename Local Group

4. Enter a new name for the selected Local Group.

5. Click the **Rename** button to rename the local group.

   Or

   Click *Cancel* if you do not intend to save the changes made to the Local Group.
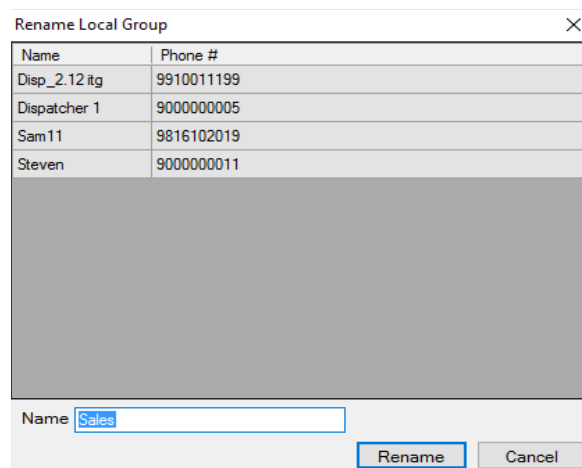
Image 4.19 - Rename a Local Group

6. Click *OK* to complete the renaming process.
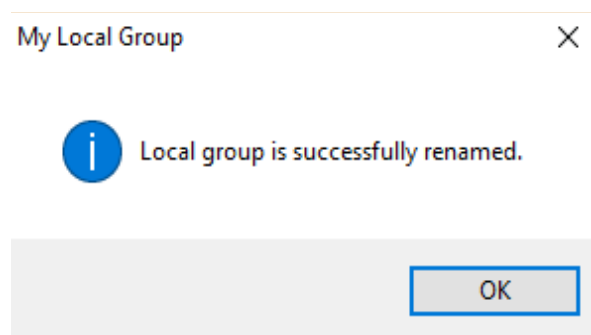
Image 4.20 - Local Group Updated

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

Adding Members to an Existing Local Group:

To add members to an existing Local Group, follow these steps:

1. Select members from the Contacts tab and right-click on the contact you want to add.
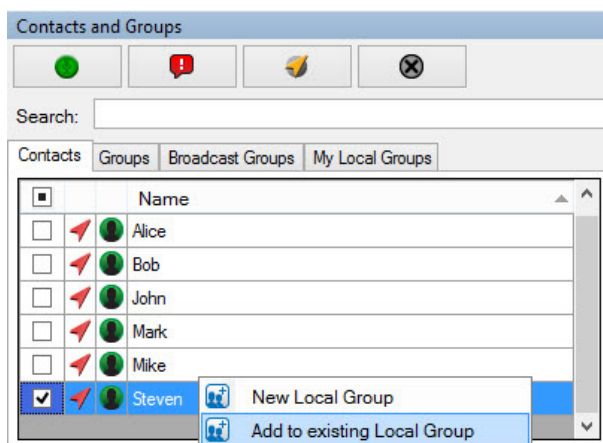
Image 4.21 - Adding Member to Local Group

2. Select the *Add to Existing Local Group* option. The *My Local Groups* window displays.

3. Select the name of the Local Group to which the member needs to be added using the drop-down list.
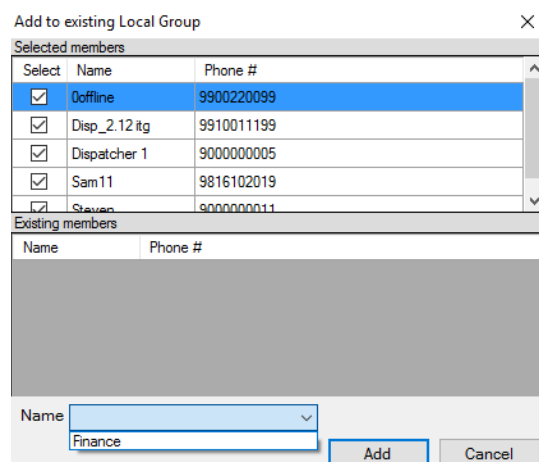
Image 4.22 - Adding member to existing Local Group window

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

5. Click **OK** to complete the add process.
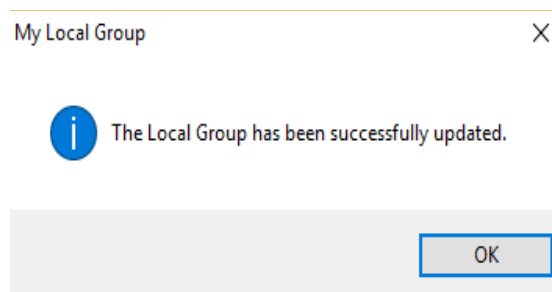
Image 4.23 - Local group updated

6. Click Cancel button to abort.

Note: **For any dispatcher, a local group can have maximum of 10 fleet member. LMR subscriber and LMR groups cannot be added as a member of a local group.**

Deleting a Local Group:

To delete a Local Group, follow these steps:

1. Select the **My Local Group** tab to view your local groups.

2. Select the checkbox for a local group to select it. When the group is selected, the members of the group are displayed.

3. Right-click and select **Delete** to remove the group as shown below:
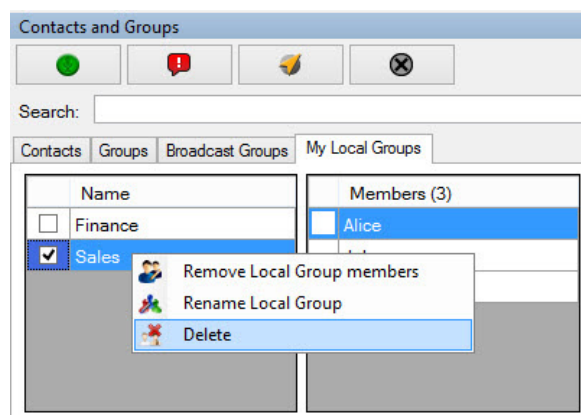
Image 4.24 - Deleting My Local Group

4. A confirmation pop-up message displays to confirm the removal of the selected Local Group.

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

   Or

   Click **No** to cancel the process.
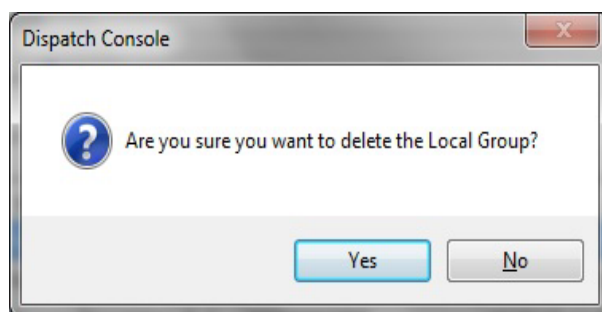
Image 4.25 - Deleting My Local Group Confirm message

4.6. Mixed Selections across Tabs

The actions of making a call and sending an IPA, are not allowed when you have contact and group selections across the tabs. If you attempt to make selections across multiple tabs, you will receive the following error Sending Instant Personal Alerts to more than one contact is not allowed.
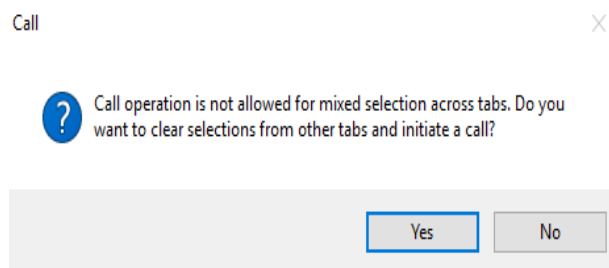
Image 4.26 - Un-select Other Tabs

Click Yes to unselect selections from other tabs.

OR

Click **No** to dismiss the message and manually unselect the mixed selections.

5. PTT Calls

5.1. Call Ready State

When you select a contact or group from any window like Contacts and Groups, Map info, Map Selection List, Alerts, Call and Alert Logs and click the call 🟢 button, the Call Activity Window will change to a "*Call Ready*" state. When any call ends, the 'Call Activity' window will switch back to a *'Call Ready'* state for the last dialed or received call for easy redialing.

Image 5.1 - Call Ready screen

5.2. Making Calls

Placing a Group Call

To place a PTT group call:

1. Click the *Groups* tab and select the **Group Name** from the ***Contacts and Groups*** *window*. To select the group, click the checkbox next to the group name.
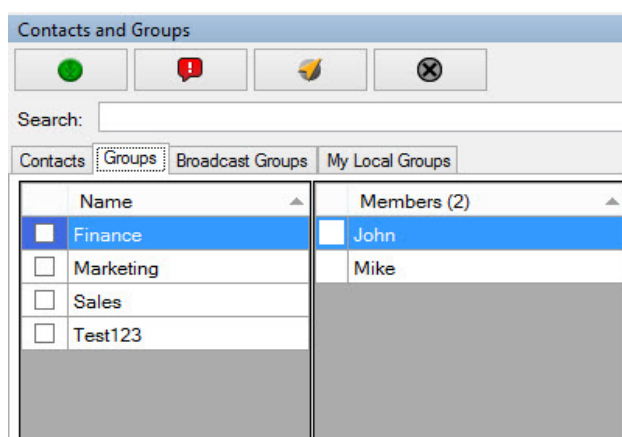
Image 5.2 - Contacts and Groups - Groups Tab

2. Click the 🟢 icon to place a group call, you will see a *Call Ready* screen at the Call activity window as shown below.
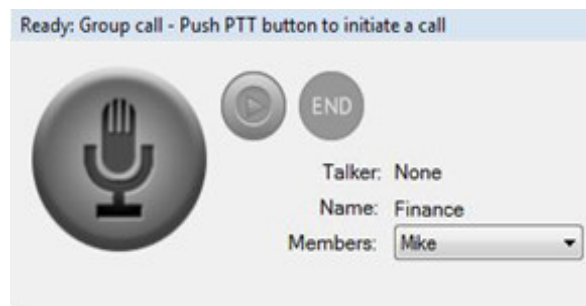
Image 5.3 - Group Call - Call Ready screen

3.   Use the *Call Activity Window* to initiate group call by clicking and holding the PTT button. A Call type status appears in the header area of the *Call Activity* window.
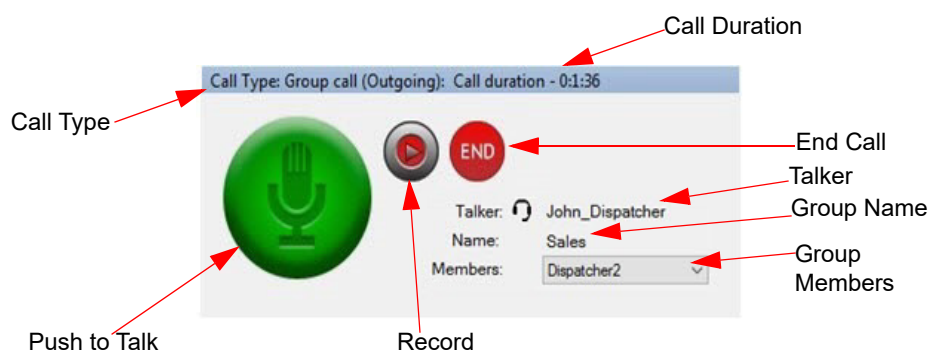
Image 5.4 - Group Call Active Window

Note: **A dispatcher icon** ⌒ **is displayed next to the talker if the talker is a dispatcher.**

The following information is displayed:

•   The **Call Type** is displayed in the header area.

•   The **Push to Talk** button allows you to take the floor. The color of the button indicates whether the floor is free (gray), you are talking (green), or someone else is talking (red).

•   The **Talker** field shows the name of the person speaking.

•   The **Group Name** field shows the name of the group.

•   The **Group Members** list allows you to see the names of the group members in a drop- down list.

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

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

4.   To talk, click and hold the on-screen PTT button. The PTT button will turn green 🎤. When you finish talking, release the on-screen PTT button again to allow other fleet members to speak.

5. When a fleet member takes the floor, the on-screen PTT button will turn red ● and the name of the talker is displayed in the **Talker** field.

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

Placing a Quick Group Call

A Quick Group call is an ad-hoc call consisting of selected fleet members. Quick Group calls are generally special purpose groups that are used once. If you use a group often, you should have the corporate administrator create the group for you or create a My Local Group.

To place Quick Group call:

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

2. Click the 🎤 icon to place a Quick Group call. You can see the *Call Ready* screen at the Call activity window as shown below.
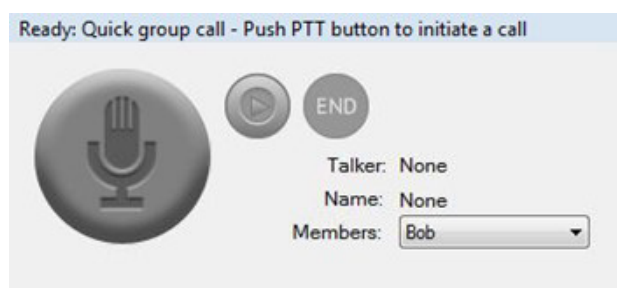
Image 5.5 - Quick Group Call - Call Ready screen

3. A call starts and the same information as for a Group call is shown in the *Call Activity* window. The group name for a Quick Group call is shown as "None". The Members list shows the members of the Quick Group.
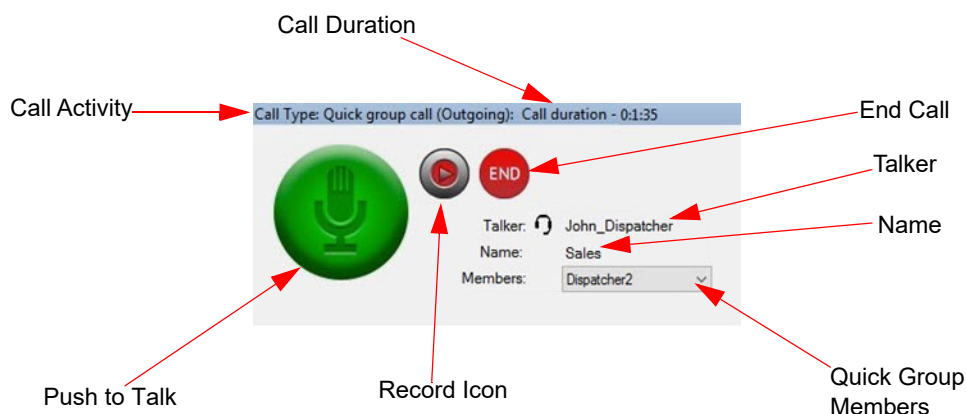
Image 5.6 - Quick Group Call Active Window

Note: A dispatcher icon 🎧 is displayed next to the talker if the talker is a dispatcher.

Placing a Broadcast Call

To place a Broadcast Group call:

1. Click the Broadcast Groups tab and select the Broadcast Group name from the Contacts and Groups window. To select the group, click the checkbox next to the group name.
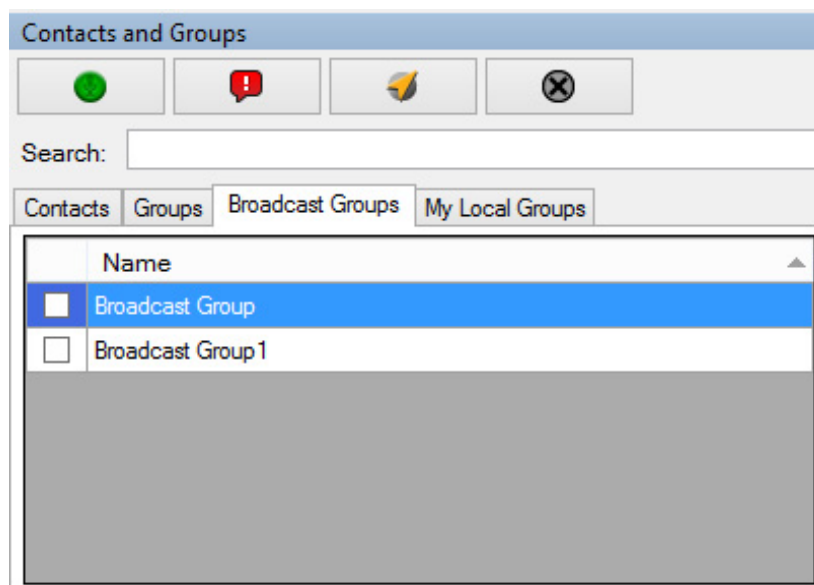
Image 5.7 - Broadcast Groups Tab - Contacts and Groups

2. Click the 🟢 icon to place a Broadcast Group call. A confirmation message appears asking you if you want to make a broadcast call.
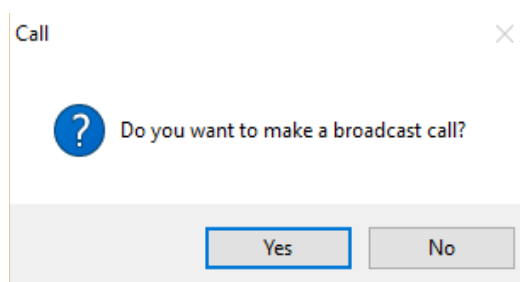
Image 5.8 - Broadcast Call Dialog

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 screen as shown below.
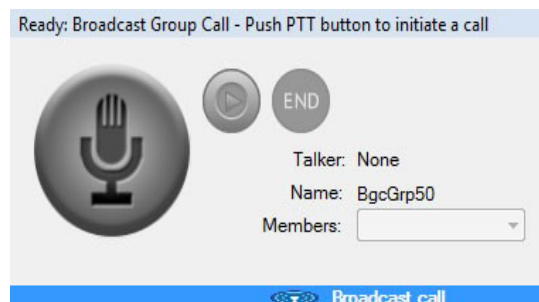
Image 5.9 - Broadcast Call - Call Ready Screen

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.
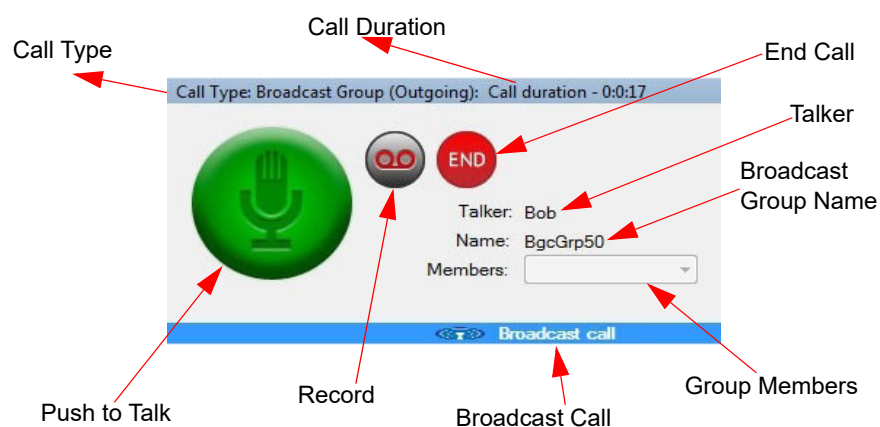
Image 5.10 - Broadcast Call - Active Window

The following information is displayed:

- The Call Type is displayed in the header area.

- The Push to Talk button allows you to take the floor. The color of the button indicates whether the floor is free (gray), you are talking (green), or someone else is talking (red).

- The Talker field shows the name of the person speaking.

- The Name field shows the name of the broadcast group.

- The Members drop-down list is disabled. In the case of broadcast calls, the members are not shown.

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

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

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

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

1. Click the **Contacts** tab and find the fleet member from the *Contacts* tab of the *Contacts and Groups* window.

2. Select the checkbox next to the name of the fleet member.

3. Click the ⬤ icon to place a one-to-one call. You can see the *Call Ready* screen at the Call activity window as shown below.
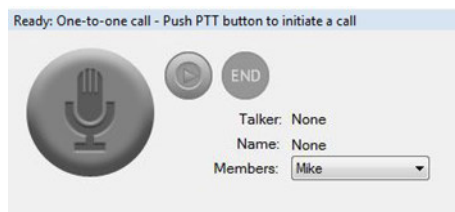
Image 5.11 - One-One Call - Call Ready screen

4. A call starts and the same information is shown in the *Call Activity* window as for a group call. The Name for a one-to-one call is shown as "None".

Call Activity   Call Duration

End Call

Talker

Name

Quick Group Members

Push to Talk   Record
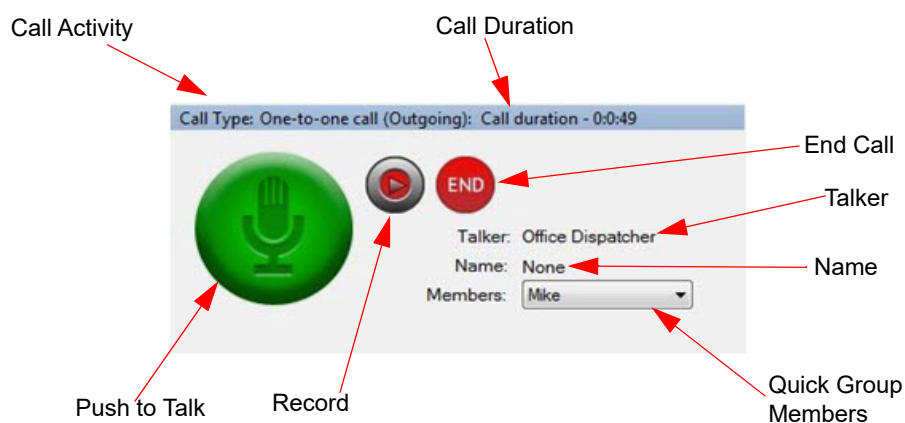
Image 5.12 - One-to-One Call Active Window

Placing a Call from the Alerts Window

To place call from the Alerts window:

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

2. Click the ⬤ icon to place a call. The call is returned to the IPA originator.
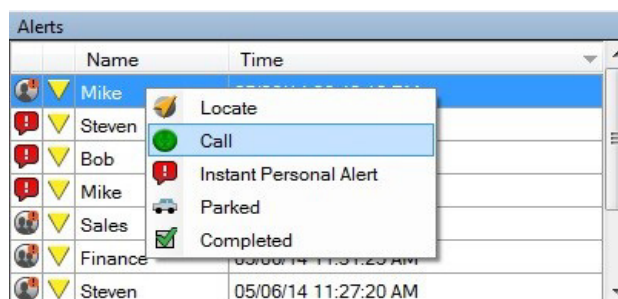
Image 5.13 - Make Call from Alerts Window

Placing a Call from the Map

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

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

2. Click the ⬤ icon to place a call.
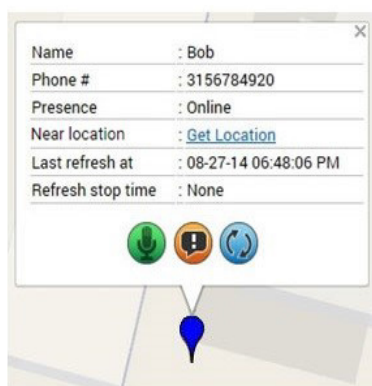
Image 5.14 - Info Window

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:

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

2. Click the ⬤ icon to place a call.
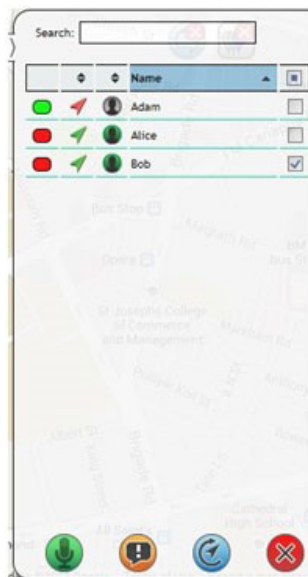
Image 5.15 - Selection List Window

Placing a Call from Call Logs

To view entries in alert logs the user needs to set up the filter and click the 🔻 icon.

To place call from the ***Call Logs*** window:

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

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

3. Click the 🟢 icon to place a call

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

   b. For a Group call, the call is returned to the members of the group.

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

   d. For a Broadcast Group call, the call is returned to the group if you are the broadcaster for the group.

   e. For a Broadcast Group where you are a member and not a broadcaster, initiating the call to the group results in an error.
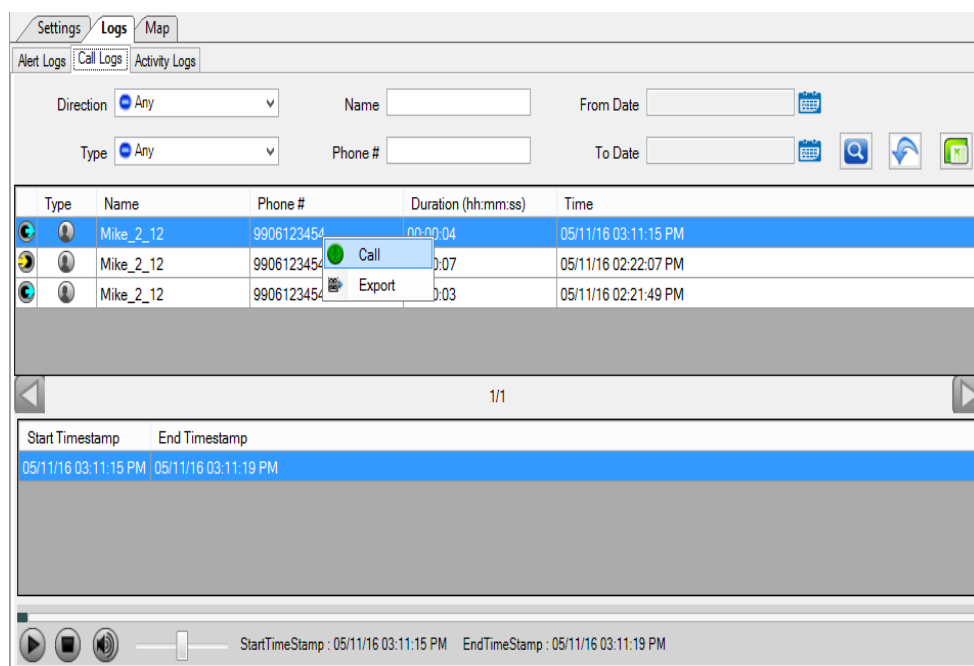
Image 5.16 - Make call from Call Logs History

Placing a Call from Alert Logs

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

To place a call from the *Alert Logs* Window:

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

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

3. Click the icon to place a call.

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

   b. For a Missed Group Call alert, the call is returned to the members of the group.

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

   d. For a Missed Broadcast Group Call alert, the call is returned to the members of the group if you are a broadcaster.
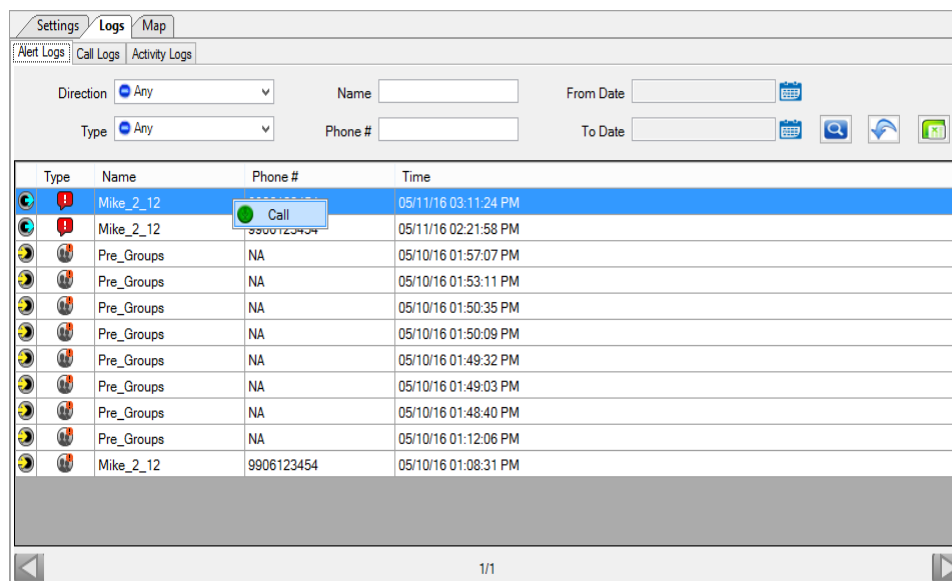
Image 5.17 - Make Call from Alert Logs History

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 and Notifications" **section in this document.**

5.3. 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 call is only received by the Dispatch Console when you are idle (meaning that you are not currently participating on a call). The group name for a one-to- one call will be shown as "None".

If you are on a one-to-one call and a camped group call is received, the incoming call is shown in monitoring window and the camped group call will not barge in.

Note: **There is no call ready screen displayed for a received one-to-one call. The call will barge in and you will join the call immediately. An incoming ad-hoc group call will not barge in and a missed quick group call alert will be displayed when the incoming ad-hoc group call ends.**
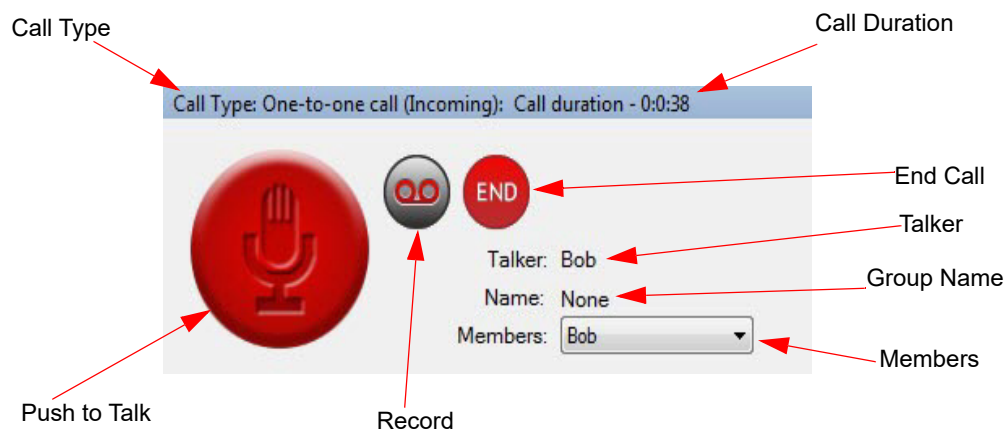
Image 5.18 - Incoming Call Active Window

Note: **A dispatcher icon** 🎧 **is displayed next to the talker if the talker is a dispatcher. You will automatically join the group call only if camped on the group. If the group is not camped and a group call is initiated, you will receive a group missed call alert at the end of the group call.**

5.4. Rejoining a Group Call

If you drop from a group call, e.g. using the End Call button, you can re-join the call by initiating a call to that group. You can call the group from the alert, alert logs, call logs, monitored groups, or from the Groups tab. You cannot rejoin a broadcast group or a quick group call that is dropped.

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

Joining a Monitored Group Call

If you want to join an active monitored group, simply click the call button for a monitored group and you will join the call. You can also join the call from the Contacts and Groups window by selecting the specified group and clicking the call button.
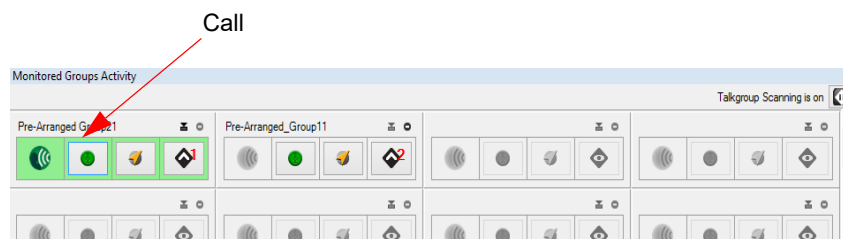
Image 5.19 - Monitored Group Call

Note: **You can rejoin the call in a similar way from the Call Logs and Groups tab.**

5.5. Setting the PTT Call Volume

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

Image 5.20 - Call Volume

6. Recording Calls

The recording feature allows you to record PTT calls. The following sections describe the recording options that are available to you in the Dispatch Console.

6.1. Full Session Recording

Full Session recording allows you to record each call you join. All the calls you are a participant in will be recorded until you switch back to Manual Recording from the **Settings** tab. In Full Session recording mode, the following behavior is observed for a call:

1. The **recording** status is indicated by the record icon 🔴 on the *Call Activity* window.

2. When the call ends, the call recording is created and automatically stored in the call history. When next call starts, the call is automatically recorded and stored as a new entry.

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

For details on the Full Session recording setting, see the "Recording Settings" section of this document.

6.2. Manual Recording

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

1. Click the Record icon 🔴 to start recording the call.
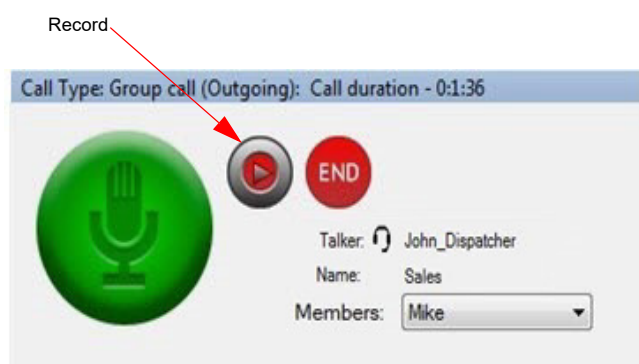
Image 6.1 - Manual Record button

2. Click the record icon 🔴 again to stop recording. A recording entry is made in the call logs.

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

6.3. Playing Back Recorded Calls

Recorded calls are stored under **Call Logs**.

To View Recorded Calls:

1. Click **Logs>Call Logs.** Refresh to view the latest information.

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

    Or

    You can also double-click the recorded file from the Call Logs section or on the recorded files (displayed below the Call Logs section).

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

4. In the case of a manually recorded file, there may be multiple recording files under a single log file. Selecting a manually recorded log file from Call Logs will highlight the first recorded file. If the Play button is clicked, the player starts playing from the first recorded file unless any other recorded file is double-clicked or selected to play.

5. You will be able to view the start time and end time of the file being played beside the player controls.

6. To rewind or forward a recording while it is being played, hold the track slider and drag it backward or forward.
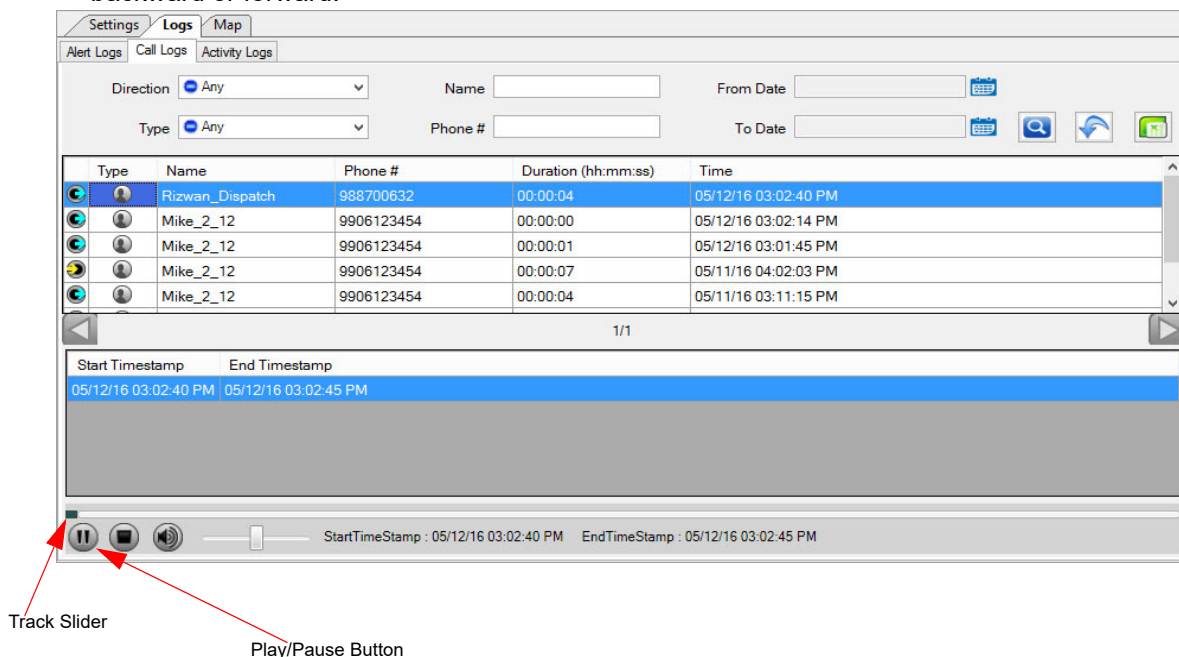
Image 6.2 - Play back the recorded file

6.4. Exporting the Recorded Call Conversation

The Recorded conversation in the Dispatch Console can be moved to a user-specified destination for backup purposes.

To Export Recorded Calls

1. Click **Logs>Call Logs.** Refresh to view the latest information.

2. Select a recording from the Call Logs section, and right-click on the log.
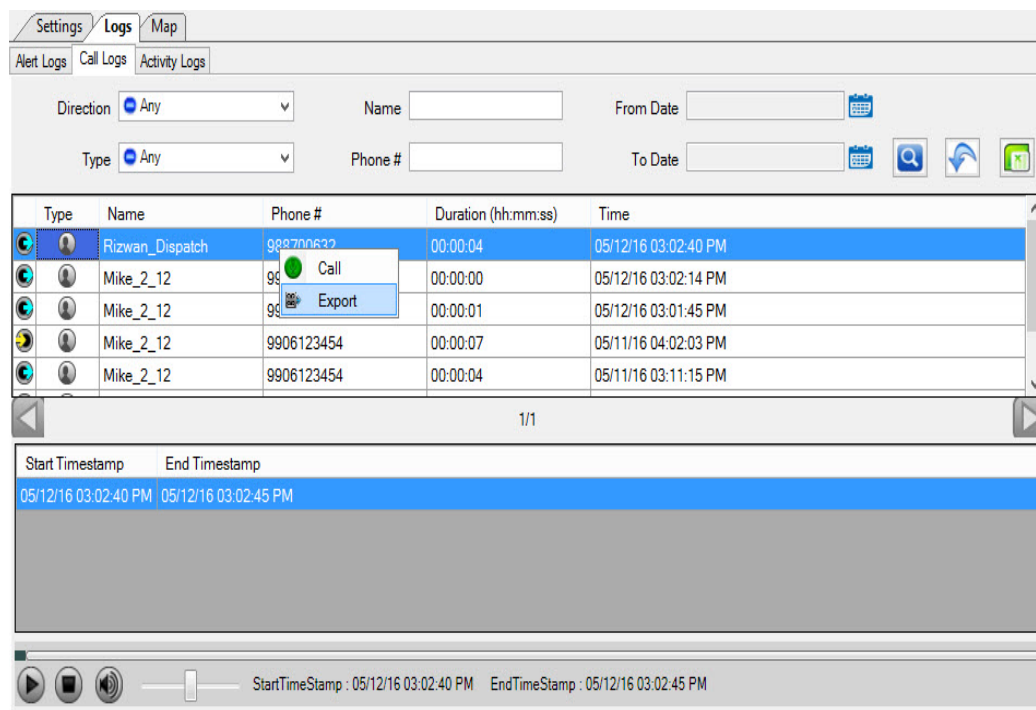
Image 6.3 - Export recorded file

3. Select Export. An Export Record pop-up window appears.
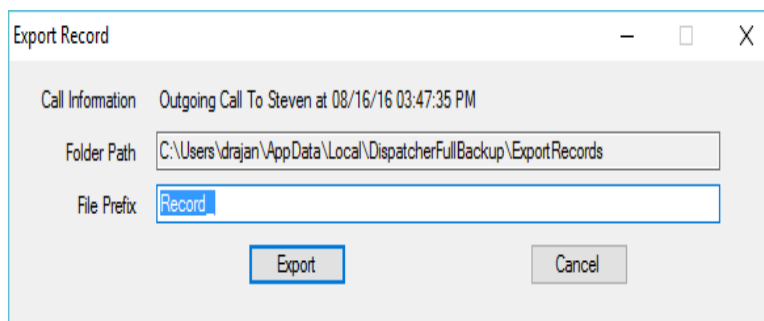
Image 6.4 - Name the recorded file

4. Give the file a prefix name.

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

Note: **Users can update the path for storing the recorded files from the Recording section on the Generic settings tab. The files exported are stored in the folder path given while performing the export process. The files are stored with .AMR or .WAV extension. You can export one recording at a time. A maximum of three export processes can be running at one time.**

7. Supervisory Override

Supervisory override allows you to take the floor and speak at any time during a call, even if someone else is speaking. When you take the floor while someone else is speaking, the floor will be revoked from the fleet member and given to you. As a Dispatcher, you have Supervisory Override capability by default, unlike some other clients who may be assigned supervisory override capability by the Corporate Administrator.

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

8. Alerts

Alerts can be a request from a fleet member for a call or a notification that you missed an incoming PTT call. Alerts are displayed in the *Alerts* window. You can respond to an alert with an action (locate, call, or send an IPA). Alerts also have a status (Attended, Unattended, Parked, or Complete). Alerts can be sorted by the Sender's Name, Time, Type or Status by clicking on the column label. By default, the alerts will be sorted by time. This section describes alerts.

8.1. 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 Groups** window and select a fleet member using the checkbox next to the member's name.

Click the IPA 🔴 icon. When the IPA is sent, a message appears at the bottom right-hand part of the screen with the status showing "Success" as shown below.
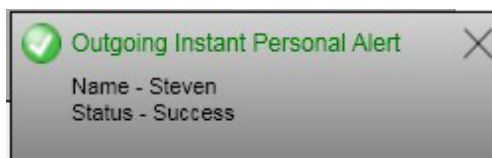
Image 8.1 - Successful Outgoing IPA
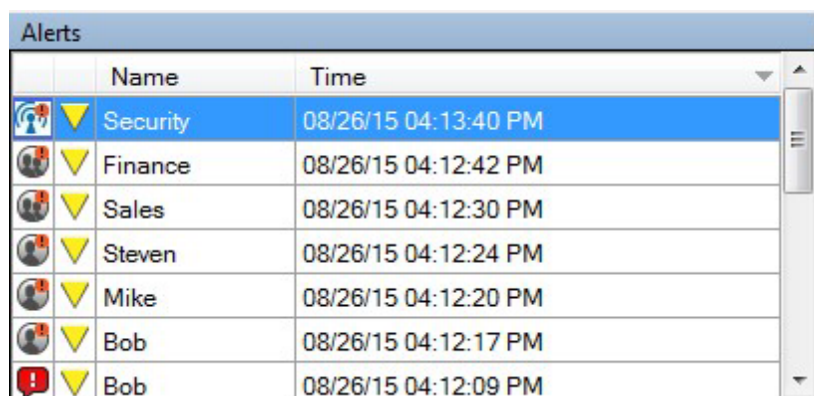
Note: IPAs can be sent to only one contact at a time. You cannot send an IPA to a group.

Receiving an Alert

Whenever an Instant Personal Alert is received, it will be shown in the **Alerts** window with the IPA icon 🔴 next to the name of the sender. From this window, you can return a call. For more details, see the "Placing a Call from the Alerts Window" section of this document.
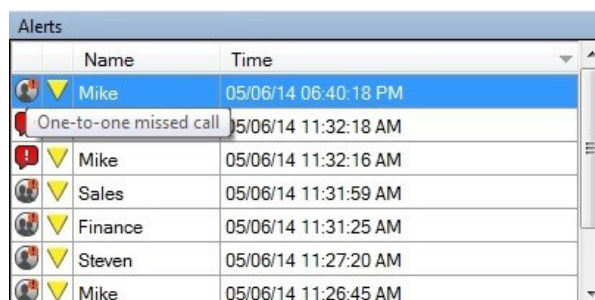
Image 8.2 - Dispatcher Alerts window

8.2. Missed Call Alerts

One-to-One Missed Call Alert

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

Image 8.3 - One-to-One Missed Call Alert on Alerts

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

Group Missed Call Alert
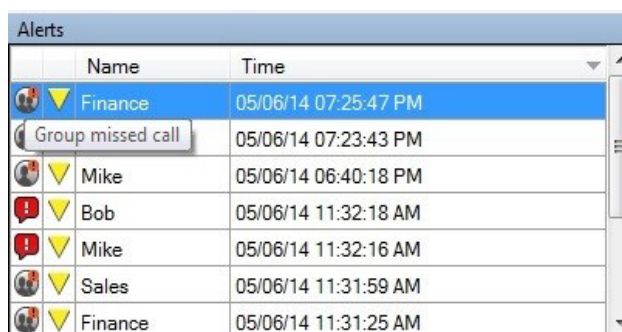
Whenever a group call is completed with you as a member of the group (except when you are camped on one), without you actively participating in that group call, a missed call alert is provided in the **Alerts** window.

Note: **Group calls from groups other than the scan list are always missed whether you are busy on another call or not. The dispatcher will receive a group missed call when monitor group status is monitor only or Talkgroup Group Scanning mode is off.**

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

Image 8.4 - Group & Quick Group Missed Call Alerts on Alerts Window

---

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

Quick Group Missed Call Alert

Whenever an incoming Quick Group Call ends with you as a member of that quick group without you actively participating in that quick group, a missed call alert is provided in the **Alerts** window. The originator's name is shown in the name column.

The screen above shows an example of a missed Quick Group Call, where a row with name

Finance is a missed Quick Group Call.

Note: Quick group calls are always missed whether you are busy on another call or not.
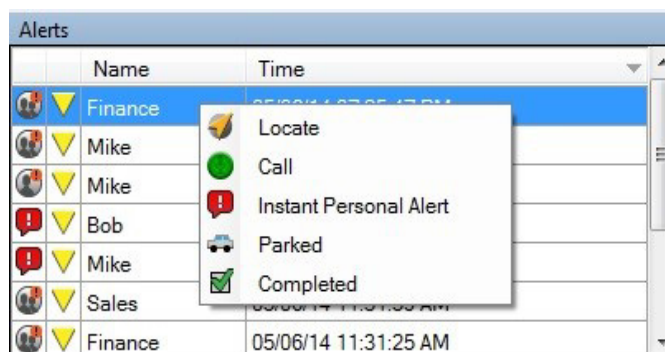
Broadcast Group Missed Call Alert

Whenever you are in a one-to-one call initiated by you and another Broadcast Group call is received, a broadcast group missed call alert is provided in the Alerts window. The broadcast group name is shown in the name column.

Actions for an Individually Selected Alert

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

Image 8.5 - Action 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 Group missed call alert, the originator is located and for a Group missed call alert, all the members of the group are located.

Call 🟢 - Helps you to place a call to the fleet member or group after receiving the IPA/alert. To perform this action:

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

Instant Personal Alert 🟥 – Helps you send an IPA to the fleet member. An acknowledgment is displayed on the Dispatch Console. To perform this action:
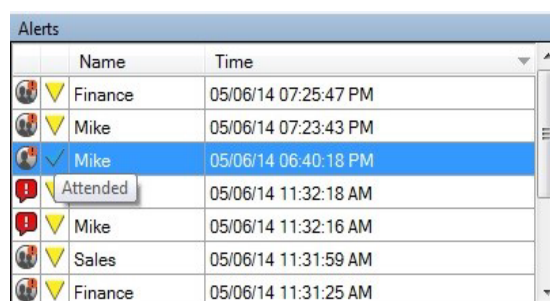
Select the alert, right-click, and click IPA.

Note: **You cannot send an Instant Personal Alert to group missed call alerts. Also, you cannot locate the Broadcast group.**
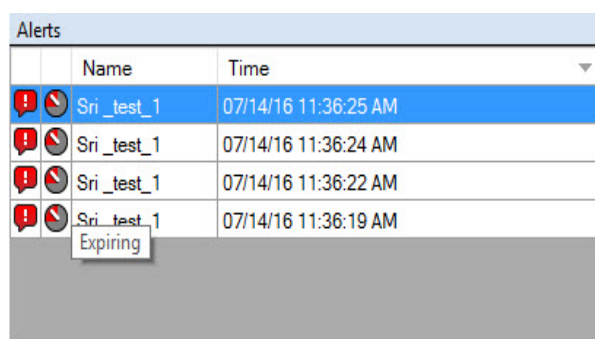
When you respond to an alert with an Instant Personal Alert (IPA) or call, the status of alert becomes "**Attended**" as shown below:

Image 8.6 - Attended Status Alerts Window
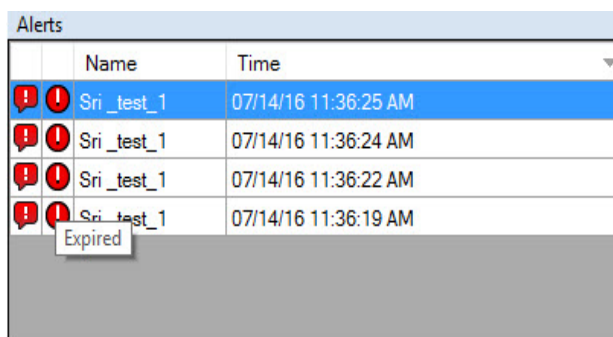
When you do not respond to the alert, a toast message is shown to remind to take the necessary action. The status of the alert will be shown as "**Expiring**" as below:

Image 8.7 - 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:

Image 8.8 - Expired Status Alert Window

Note: **The status of an alert does not change when you use the locate feature.**

To move an alert to the alert logs history, select the Completed Task ✅ icon.

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

Unattended 🔻 – Indicates you have a pending (unattended) alert.

Attended ✔ – Appears when you make a call or send an IPA in response to the alert.

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

Completed ✅ – After you finish responding to an alert you can complete the alert. This will move the alert to the alert logs.

Note: **All the alerts except parked alerts are moved to the alert logs as per the duration set by the user in Alerts section of the Settings tab. A Maximum of 5000 alerts are shown in the Alerts window. Once this limit is reached, the oldest alerts are moved to the logs irrespective of the status of the alert or the duration set by the user in the Alerts section of the Settings tab. You can choose the tones or disable the tones for missed call alerts under the Tones and Notifications header on the Settings page. For more information, refer to the** "Tones and Notifications" **section in this document.**

Actions for Multiple Selected Alerts

You can also respond to multiple alerts from the **Alerts** window. To select all the alerts from the **Alerts** window, press Ctrl+A key on your keyboard. To select multiple alerts press either the Shift key or the CTRL key on your keyboard and click the alerts you want to select. When selecting multiple alerts, you can right-click to choose the action status of **Parked** or **Completed**.
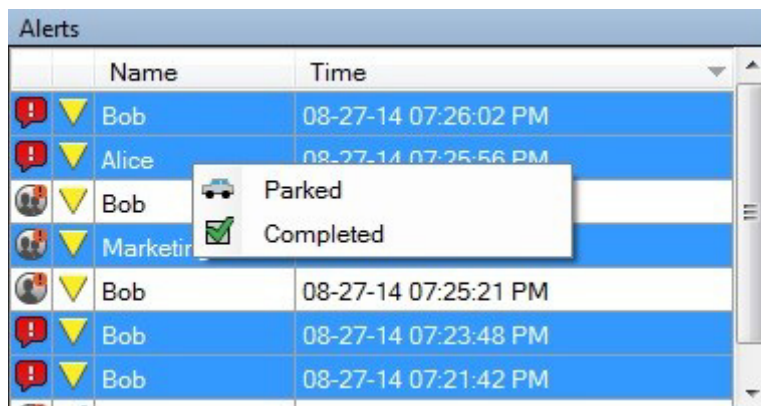
Image 8.9 - Multiple Selection Alerts Window

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 will move the alert to the alert logs.
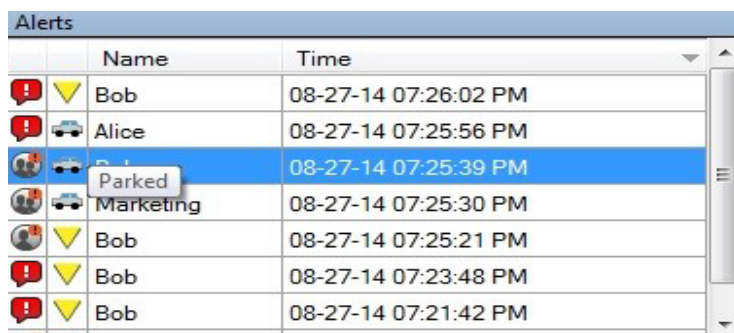
Image 8.10 - Multiple Selection Status Window

9. Monitoring Groups

The Dispatch Console allows you to monitor up to sixteen groups. When monitoring, you will be able to see call activity on monitored groups and optionally join a group call if it is active. This is helpful when you want to be aware of the call activity on specific groups but do not want to participate immediately.

Note: **Local and Broadcast groups cannot be monitored.**

9.1. Adding a Group to a Monitored List

To add a group to a monitored group list, follow these steps:

1. Click the **Groups** tab in the **Contacts and Groups** window.

2. Find the group you want to monitor and select the group by clicking the checkbox next to the name or by highlighting the group.

3. Drag and drop the group from the **Groups** tab of the **Contacts and Groups** window to the **Monitored Groups Activity window**. When the group is successfully added, the icons for call, location, talkgroup Priority, show dispatcher, and remove group are enabled and the name of the monitored group is shown.

The following figure shows an example of the Monitored Groups Activity window:
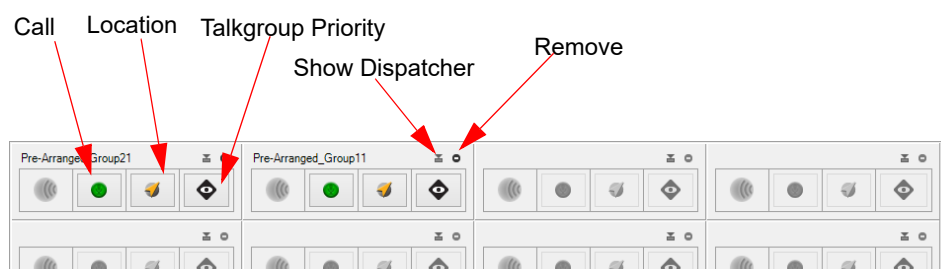
Image 9.1 - Monitored Groups Activity Window

9.2. Removing a Group from the Monitored List

Click the remove ⊖ icon to remove the monitored group from the *Monitored Groups Activity* Window.

Note: **You can remove a group from monitored list only if there is no call in progress for that group. A scanned group cannot be removed. The maximum number of the dispatcher in a pre-arranged group can be 25.**

9.3. Replacing a Group from a Monitored List

To replace an existing monitored group with a new monitored group:

Drag and Drop a new group from **Groups** tab onto the existing **Monitored Group**. A confirmation window appears as shown below:
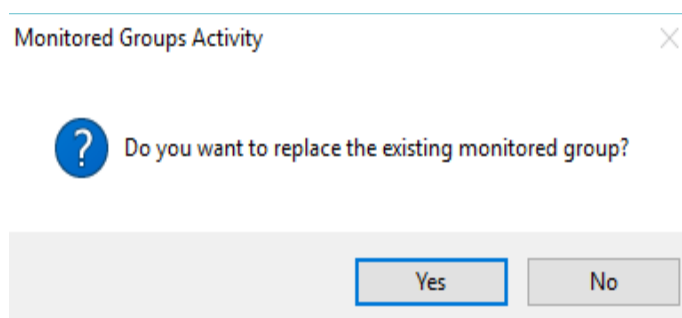
Image 9.2 - Monitored group replacement confirmation

Click **Yes** to replace the existing group with the new monitored group

Or

Click **NO** to cancel.

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

9.4. Actions on a Monitored Group

Once the group is monitored, the call status indicator provides feedback on group call activity.

When a group call starts the call status indicator turns green and starts blinking. Also, the monitored group area background turns gray indicating that you have not yet joined the call.

Once you join the call, the background of the monitored group area turns green and the blinking of the status indicator stops.
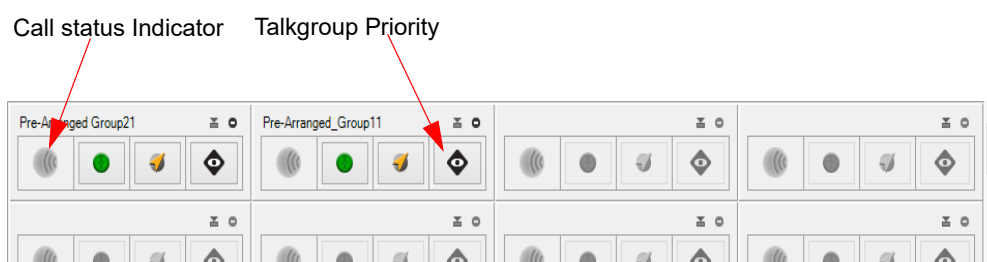
Image 9.3 - Monitored Group Window Icons

Joining an Active Group

If the call is already started, you can join the call by clicking the 🎤 icon. The call status indicator turns Green 🟢 and you will begin to hear the conversation. During the call, use the **Call Activity** window.

Placing a Call to a Non-Active Group

You can place a call to a Monitored Group not currently on a call by clicking the 🎤 icon. The call status indicator turns Green 🟢. During the call, use the **Call Activity** window.

Locating Group Members from Monitored Groups

You can locate all the members of the monitored group on the map by clicking the ⚡ icon.

Silent rejoin

The floor will not be given to you automatically from "Alert Window", "Contacts and Groups", "Monitored groups" or from the "Call logs", if pre-arranged group call is already in progress. You will be able to join the call silently and then take the floor.

> **Note:**   **If you re-login or due to network fluctuations there may not be an indication of ongoing call in monitoring group. In such case, you will not be able to silently join the call.**

9.4.1. View Dispatchers on the Monitored Group

A corporate administrator can assign multiple dispatchers in a group. Whenever a call is received in a monitored group, show dispatcher button is enabled. If any dispatcher has joined the call, a blinking call icon is changed to 🟢 which indicates some other dispatcher of the monitored group has joined the call. To view the number of dispatchers and the dispatchers in the call you need to click the Show dispatcher 🔧 icon. On clicking show dispatcher icon, a list tray will be displayed. The dispatcher list tray will show the total number of dispatchers in the group, dispatchers on call, dispatcher name. Dispatcher icon stops blinking when the first dispatcher joins the call and starts blinking again when the last dispatcher left the call or no dispatcher is on the call. The details in the tray will also show the last refreshed date and time. To refresh the dispatcher list, click the refresh button 🔄 on the tray.
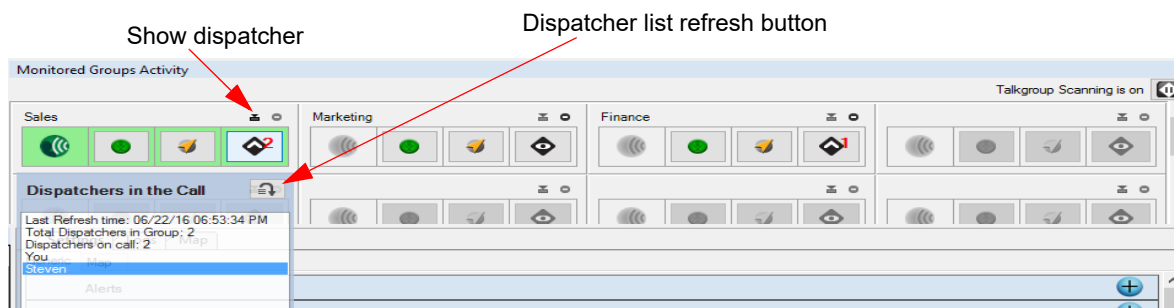
Image 9.4 - Dispatcher List Tray

---

10. Talkgroup Scanning

The Talkgroup Scanning feature replaces the previously supported **Camping** feature. The Talkgroup Scanning feature allows a dispatcher to scan through a list of groups for calls.

The higher-priority group calls take precedence over lower-priority group calls. The calls originated by you are not pre-empted. The calls that are not originated by you are pre-empted only after the floor is released. The groups that are not in the scan lists do not barge in. A missed call alert is received for every unanswered call including the ones with the lower-priority scan calls. A maximum of eight groups can be scanned at one time.

When the maximum number of allowed Talkgroups in a scan list is reached, the following error message will be displayed:

"You can have 8 groups for Talkgroup scanning. You already have selected 8 groups for scanning. Please change one of these 8 groups to "Monitor Only" and try again".

The following screen shows the *Monitored Groups Activity* window.
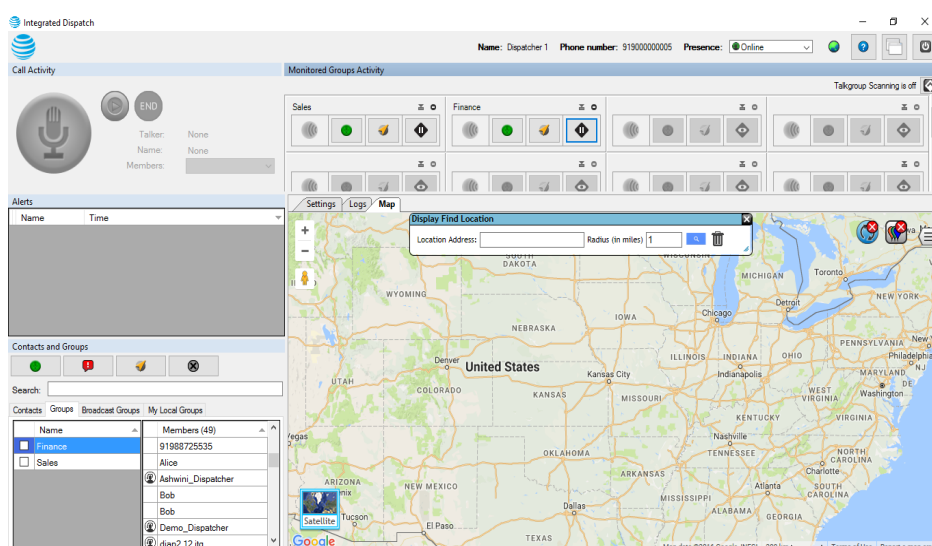
Image 10.1 - Talkgroup Scanning - Monitored Groups Activity Window

10.1. Setting the Talkgroup Priority

Once you have added at least one group in a monitored group list, click the icon ⬥ to set the Talkgroup Scanning priority for that group. You can select priority 1-3 for the talkgroup or you can select the "No Priority" option if you do not want to assign a scanning priority to the group. When you select a talkgroup priority, the Set Talkgroup Priority icon will change to ⬥ to indicate that Talkgroup Scanning is enabled for that group and it will show the scanning priority that you selected to the right of the icon.
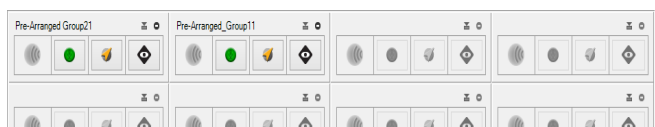
Image 10.2 - Set Talkgroup Priority Icon

Note: **You are allowed to add or remove the groups from a scan list or change the priority on the talk groups in the scan list while on a call. Any changes you make during the call will be applied once the call ends.**

10.2. Enabling Talkgroup Scanning for a Group

Once you have selected the priority level for your talkgroup(s), click the Talkgroup Scanning [icon] icon to turn on Talkgroup Scanning for your monitored groups. The Talkgroup Scanning icon will change to [icon] to indicate that Talkgroup Scanning is enabled for that group and the Talkgroup Scanning Priority icon in the Monitored Groups Activity window will change to show the scanning priority that you selected for that group. When the scanned group activity starts while Talkgroup Scanning is turned on, the call will be heard immediately as per the priority.

In one of the two cases the call will not barge in:

1. Talkgroup scanning is off

   Or

2. Monitored group priority status is "Monitored Only".

Turn on Talkgroup Scanning
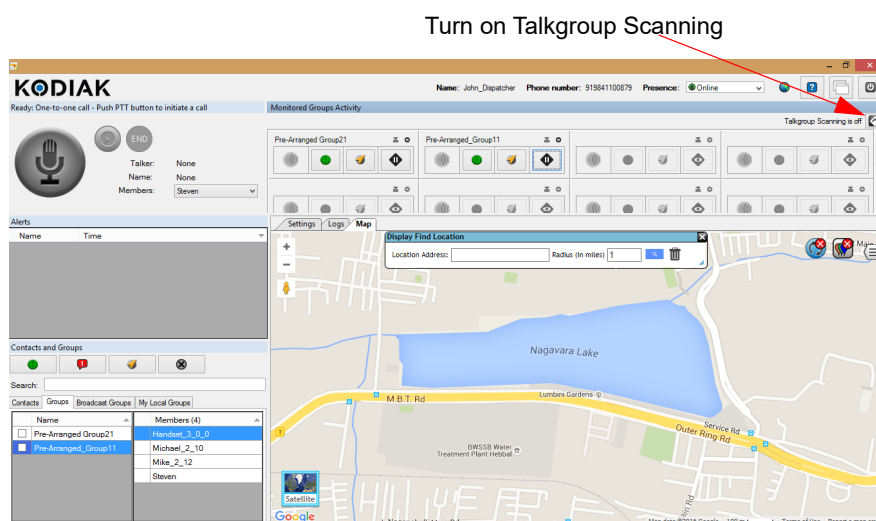
Image 10.3 - Turn on Talkgroup Scanning

10.3. Turning off Talkgroup Scanning for a Group

Click the icon to turn off Talkgroup Scanning. When you select this option to turn off Talkgroup Scanning for the group, you will still see the activity indicator for the group but will not automatically hear the call. That means the group is being monitored but not scanned.
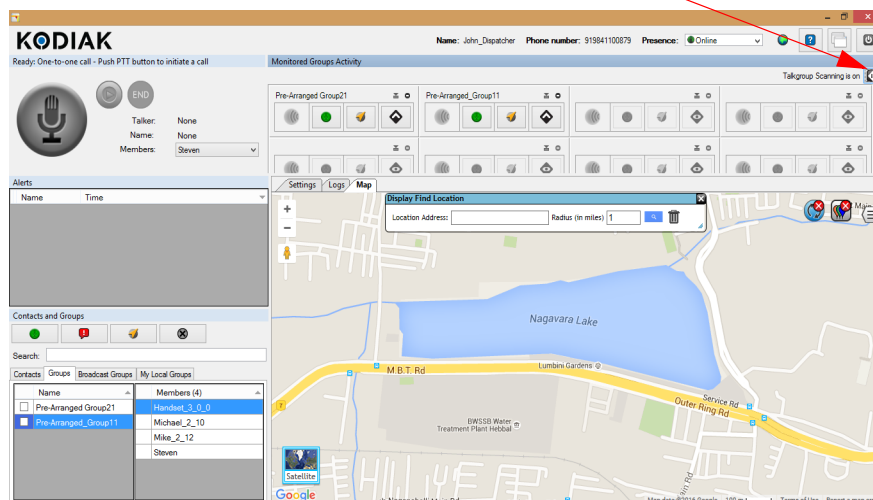
Image 10.4 - Turn off Talkgroup Scanning

11. Using the Map

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

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

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

11.1. Google Map Service Availability

The map service availability status is shown by an icon in the header area as shown below. This will change to a different map service unavailable icon when the Google map service is not available (you will not be able to locate the fleet member if the icon shows map service unavailable).
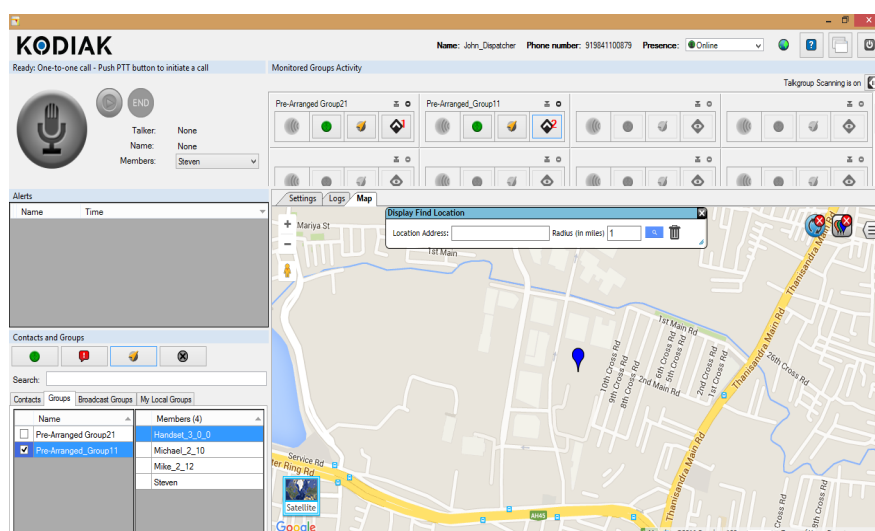
Image 11.1 - Google Map Service is working

11.2. Locating Fleet Members

Locating a Single Fleet Member

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

2. Select a contact by clicking the checkbox next of the fleet member's name.
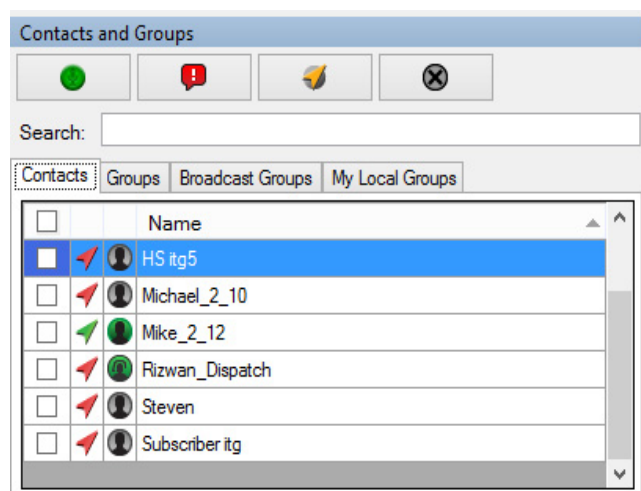
Image 11.2 - Single Contact Selected

3. Click the ![icon] icon to locate the selected fleet member on the map. When the fleet member is located on the map, a marker ![marker] is displayed at the fleet member's location.

4. Click the marker ![marker] to view information for the fleet member.

Note: **If location information is expired for the fleet member, then the fleet member will be displayed on the map with the ![icon] icon. Location information is not available for External contacts and will be displayed with the ![icon] icon. If you have added an external contact prior to the 2.7.2 release, you may see the icon as ![icon] depending on whether you have received the location information from the external contact prior to release 2.7.2 or not. The color of the push pin indicated on the map depends on the color you set in the Map Color Settings section of the Map tab. For more details, refer the "Map"" section of this document.**

The following screen shot shows an example of fleet member Johnson location:
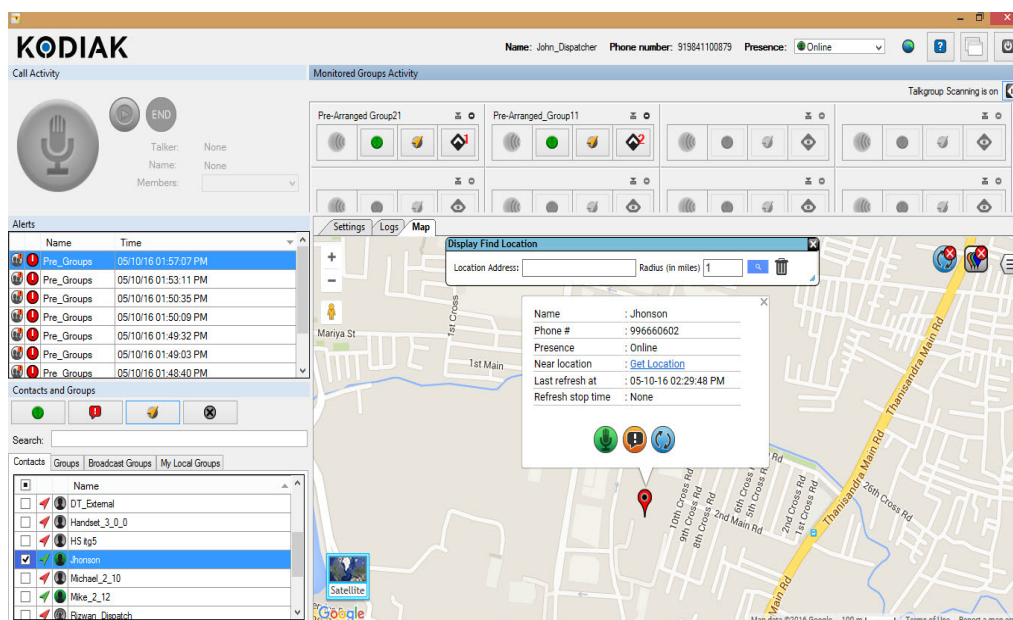
Image 11.3 - Locating Fleet Member

Locating Multiple Fleet Members

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

2. Click the checkbox next of the fleet member(s) you want to locate.
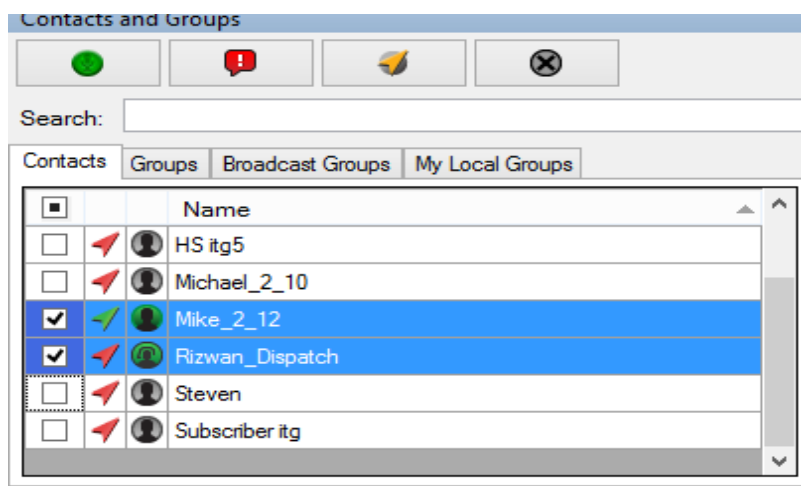
Image 11.4 - Multiple contacts selected

3. Click the 🔸 icon to locate the members on the map. When the fleet members are located on the map Dispatch Console displays a marker 📍 for each fleet member.

4. Click on a location marker to view information for 📍 a fleet member.

5. In the following screen shot, Mike has been located and is shown on the map.
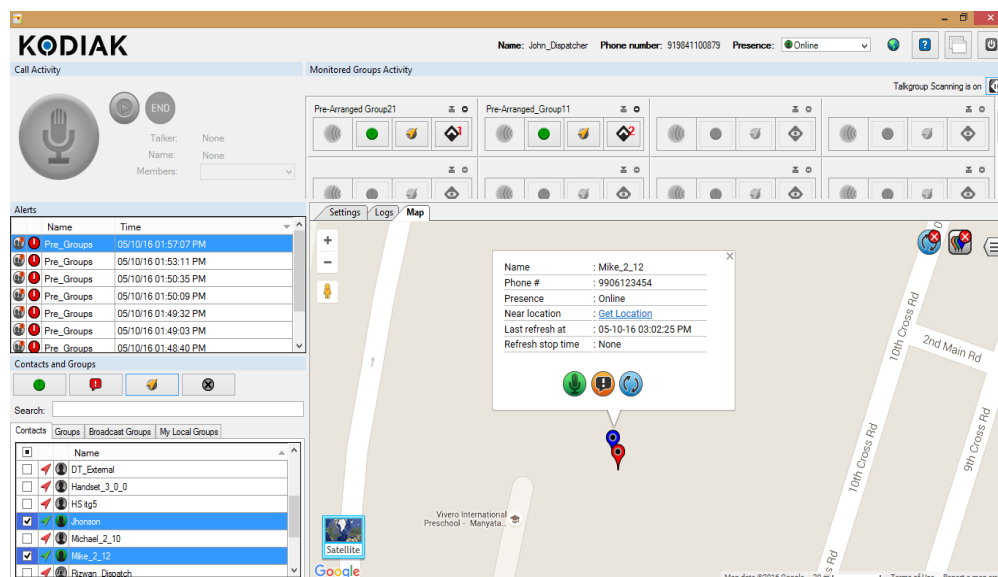
Image 11.5 - Locating Multiple Fleet Members

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

Locating Group Members

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

1.   Click the **Groups** tab in the *Contacts and Groups* window.

2.   Find the group you want to locate in the list and click the checkbox next of the group name.
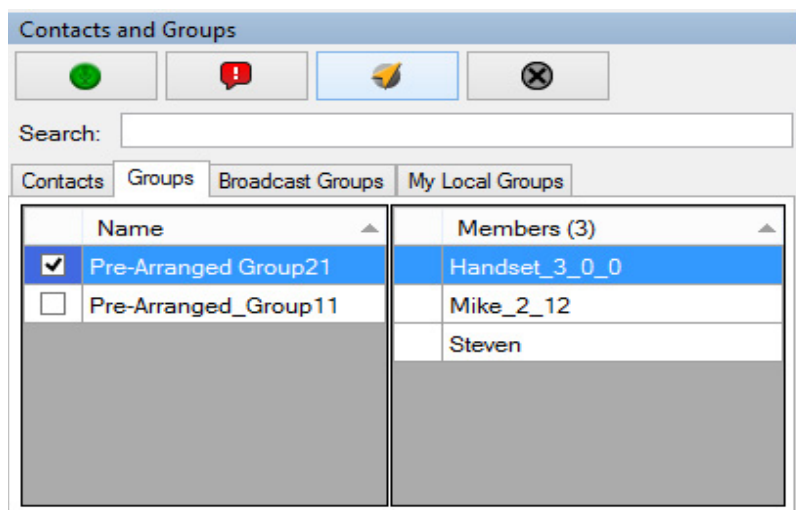
Image 11.6 - Selected Group

3. Click the 🔸 icon to locate the group members on the map. For each located member, a marker 📍 is displayed on the map.

4. Click the marker 📍 to view information about the group member.

In the following screen shot, all the members of the group "**Finance**" are located on the map.
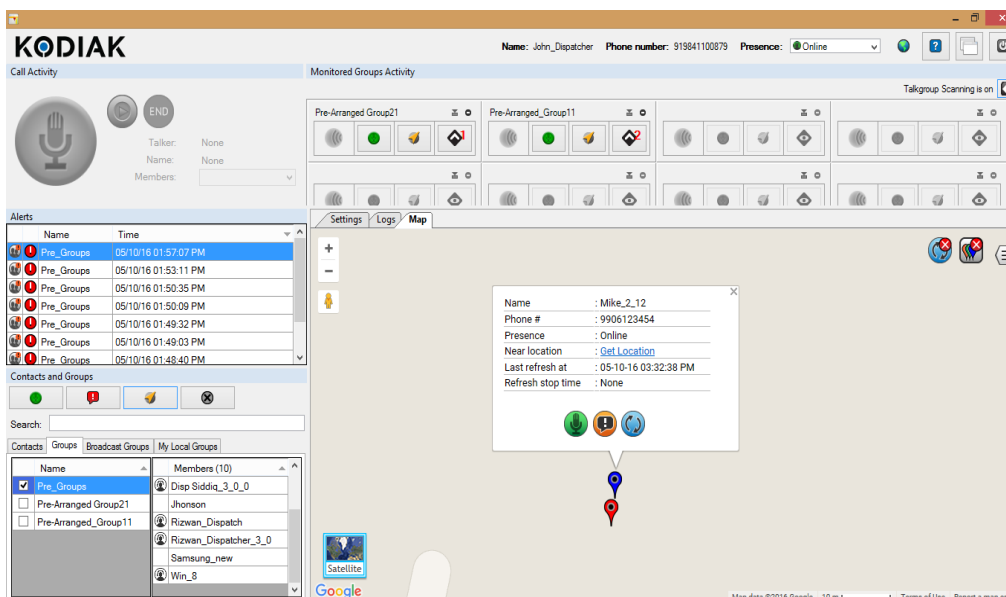
Image 11.7 - Locating Group Members

Locating Members of a Local Group

1. Click the **My Local Groups** tab in the *Contacts and Groups* window.

2. Find a group in the list and click the checkbox **ahead** of the group name.
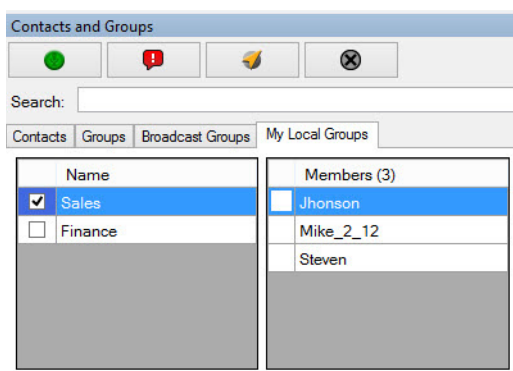
Image 11.8 - Selected Local Group

3. Click the 🔸 icon to locate all the members on the map. When the fleet members are located on the map, a marker 📍 is displayed.

4. The ● marker will be displayed for an individual fleet member if a location update is available for the selected fleet member.

5. Click the marker ● to view information of the fleet member.

In the following screenshot, the local group **"Finance"** is located on the map.

Note: **In order to locate a group member, the member must first be listed in the contacts list.**
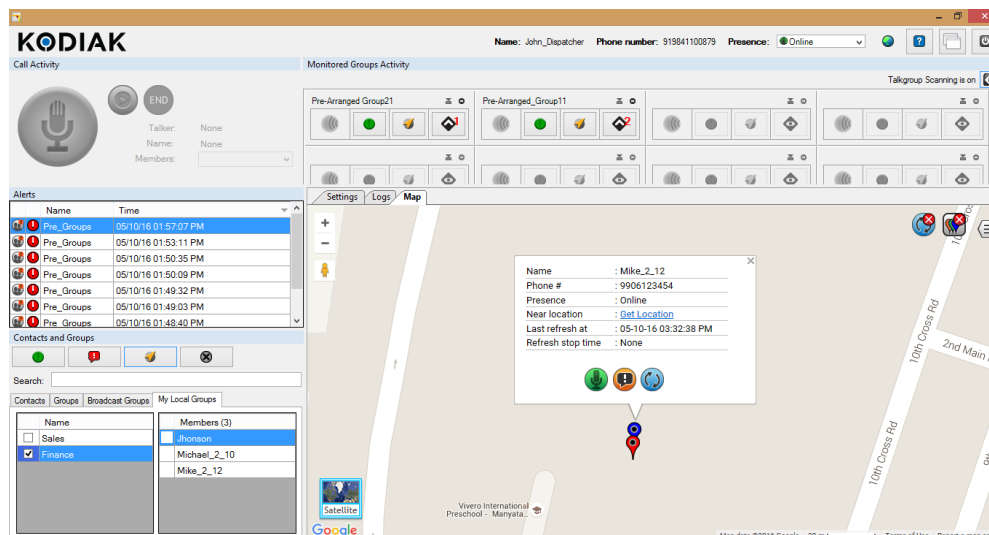
Image 11.9 - Locating Local Group Members

11.3. Clear Located Fleet Members off the Map

To clear all the located fleet members off the map, click the 🔵 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 ❌ icon.

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

11.4. Fleet Member Information Window

When you click the marker icon ● located on the map, the fleet member information window is displayed as shown below.
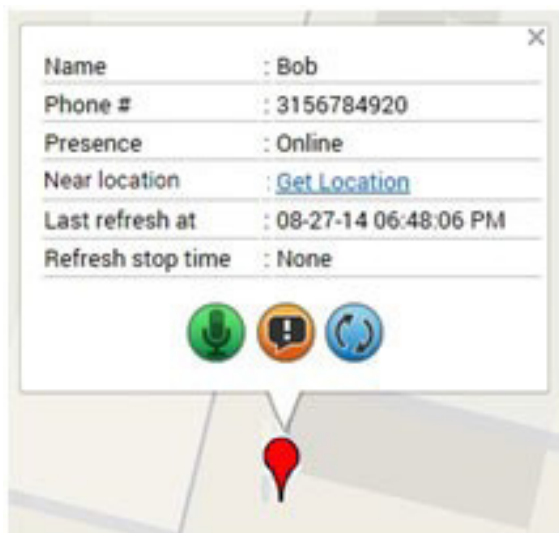
Image 11.10 - Info Window

The information window shows the fleet member's name, phone number, presence status, a link to get the nearest location of the member, and the time of the last location update.
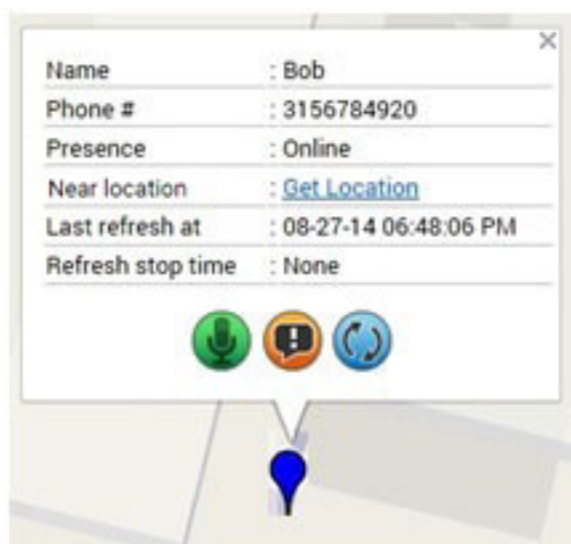
Image 11.11 - Get Location Window

When you click the **Get Location** link provided in front of the **Nearest Location** on the information window Dispatch Console will provide you the address of the nearest location based on the last received location update for that fleet member. 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 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 Settings" section of this document.

- Click the Close ⨯ icon to close the information window.

11.5. 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 will appear displaying the fleet members you selected.
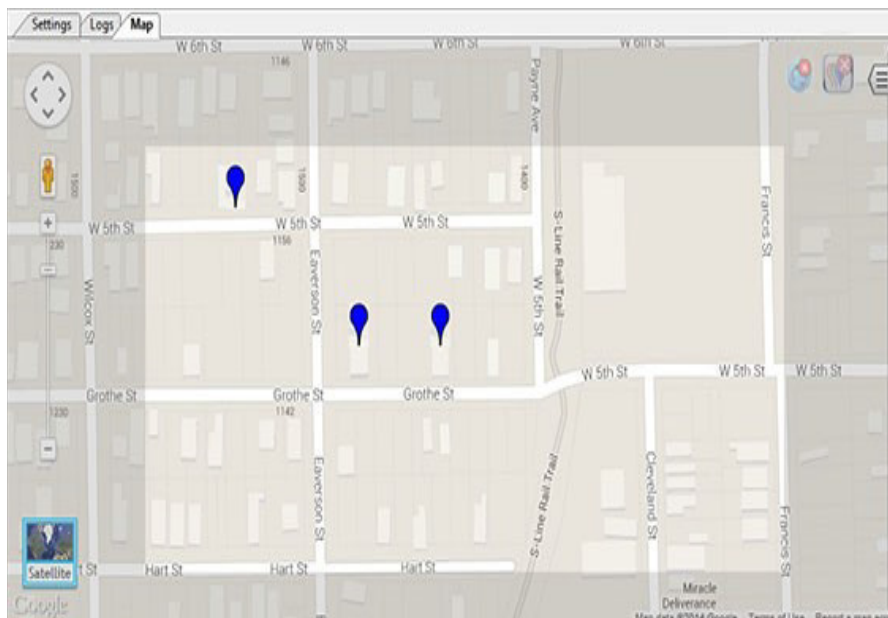
Image 11.12 - Fleet Members Selection Drag Option Window
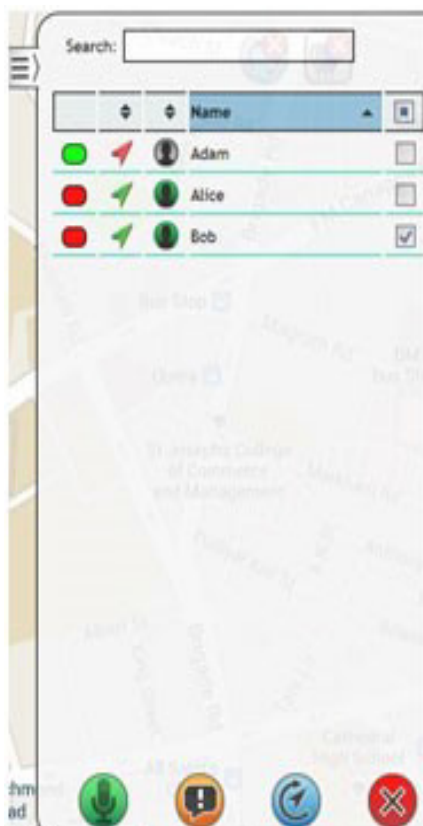
Image 11.13 - Selection List Window

On the *Selection List* window you can perform the following activities:

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.

Selection – Check or uncheck the checkboxes to select specific fleet members on the map to perform one of the following actions.

Call – Click the 🎤 icon to call the selected fleet member.

IPA – Click the ❗ icon to send an IPA to a fleet member.

One Time (manual) Location Refresh – Click the 🕐 icon to refresh the location information of the selected fleet members.

Click the ✖ icon to delete the selected contact from the selection list and the map.

Click the ![icon] 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 will override previously selected members from the selection list window.

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

11.6. 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.

Note: On Demand location updates are only supported for release 7.7 and higher clients.

Performing a One Time Location Update of a Fleet Member

1.   Click the **Contacts** tab from the *Contacts and Groups* window.

2.   Select a contact by clicking the checkbox ahead of the fleet member's name.
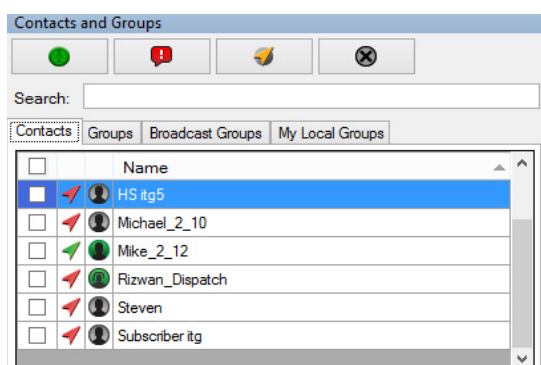
Image 11.14 - Single Contact selected

3.   Click the ![icon] icon to locate the selected fleet member on the map. When the fleet member is located on the map, a marker ![marker] is displayed at the fleet member's current location.

4.   From the selection list window, check the box in front of fleet member(s) name and click the button on the bottom of the selection list window to fetch the actual location information ![icon] of the selected fleet member(s). A message will appear 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.
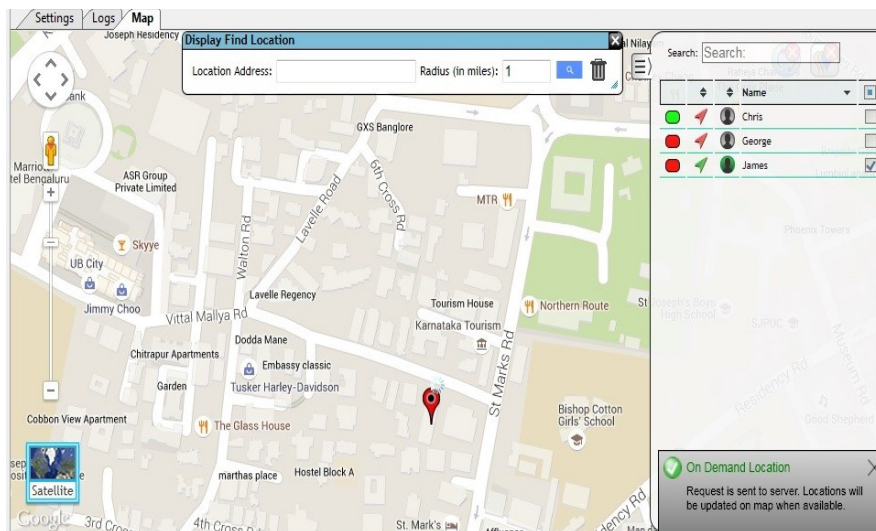
Image 11.15 - On Demand Location Request

When the location is available from the server, the marker pin will update to show the current location of the fleet member as shown in the following screen.
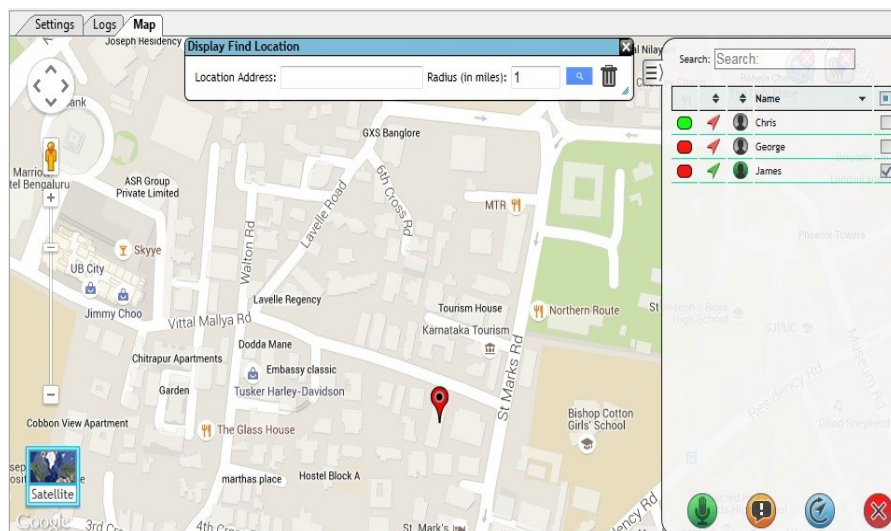
Image 11.16 - On Demand Location Response

If the response is a failure, you will find the ⊕ marker, marked on the marker pin on the map, as shown in the following screen.
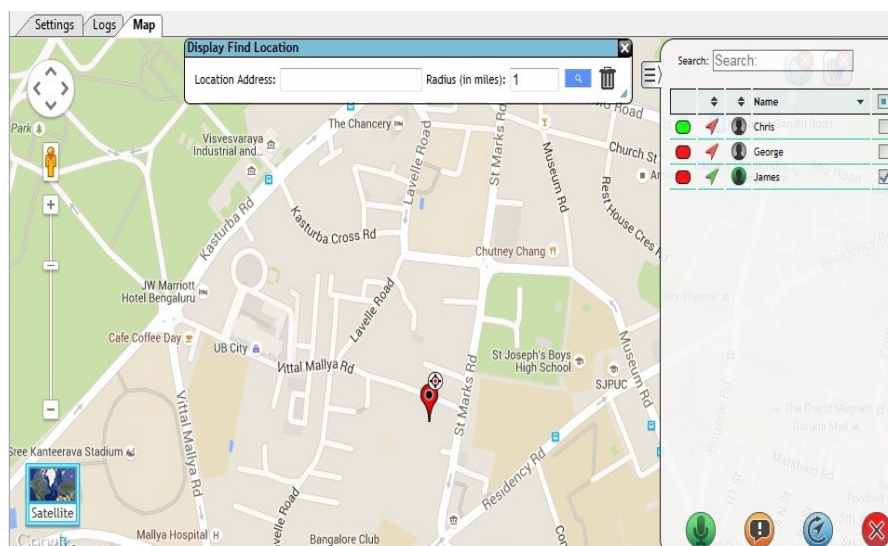
Image 11.17 - One Time/Manual Location Failure

While the on demand location response is pending from the server, if you click the 🕐 icon a second time selecting the same fleet member, you will receive the following message.
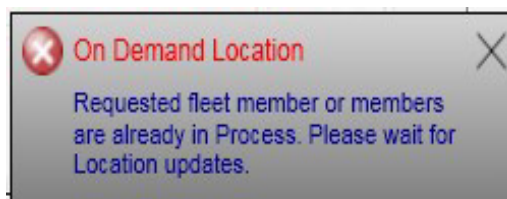
Image 11.18 - On Demand Location re-request

11.7. Periodic Location Update

Starting a Periodic Location Update of a Fleet Member

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

1. Click the **Contacts** tab from the *Contacts and Groups* window.

2. Select a contact by clicking the checkbox ahead of the fleet member's name.
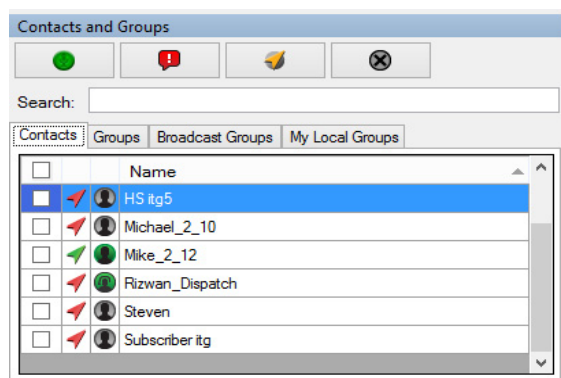
Image 11.19 - Single Contact Selected

3. Click the ✈ icon to locate the selected fleet member on the map. When the fleet member is located on the map, a marker 🔴 is displayed at the fleet member's current location.

4. Click the location marker of the fleet member to display an information window.
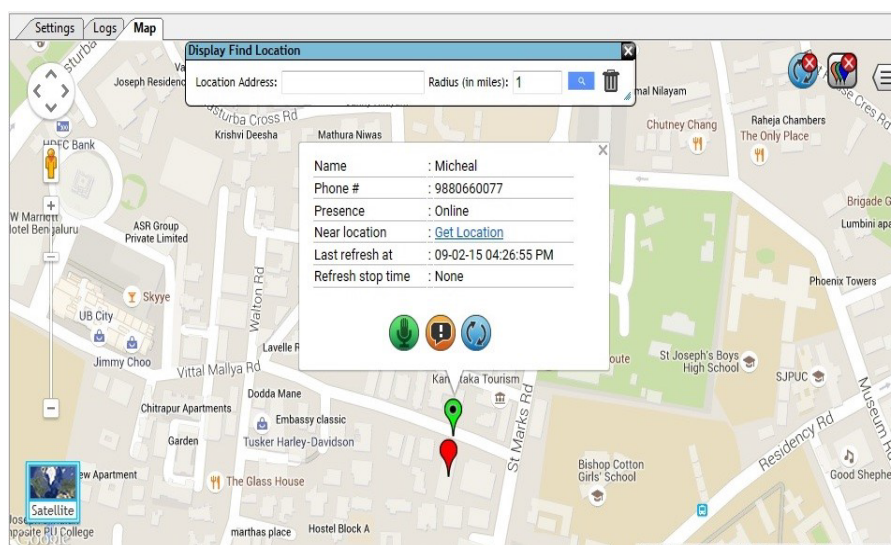
Image 11.20 - Info window of a fleet member for location update

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 will be 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.
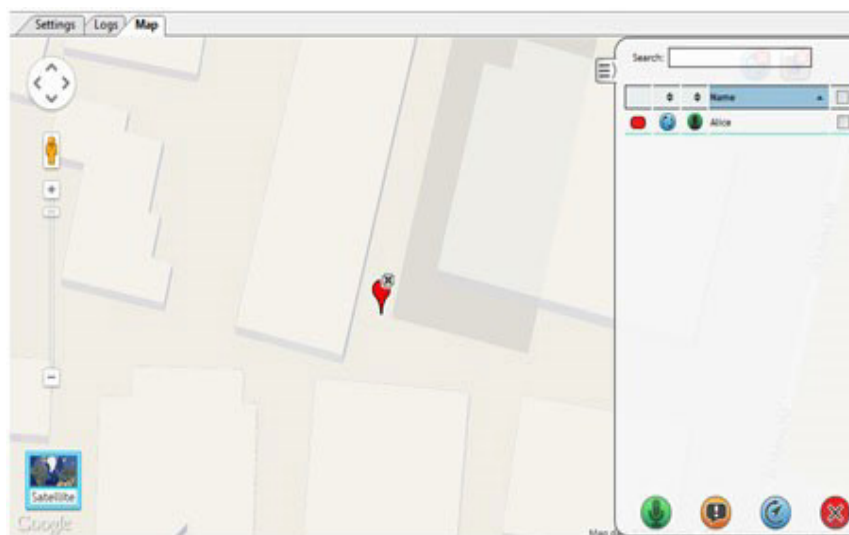
Image 11.21 - Periodic On Demand Location request

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

6. If there is no response from the server within the set interval or if the response is a failure you will see an ⊕ icon, marked on the available marker pin on the map as shown in the following screen.
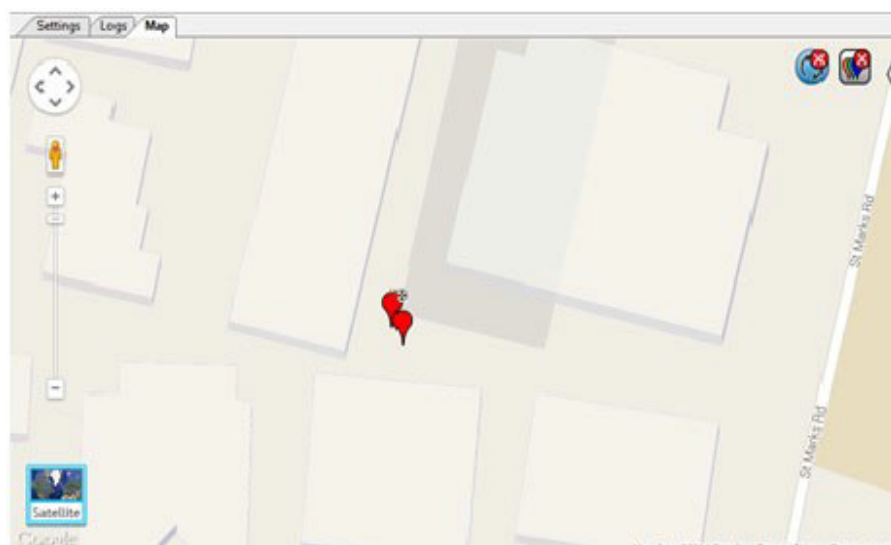
Image 11.22 - Periodic On Demand Location failure

Stopping the Periodic Location Update of a Fleet Member

7. Click the marker of a fleet member receiving a periodic update as shown in the following screen to display the information window.
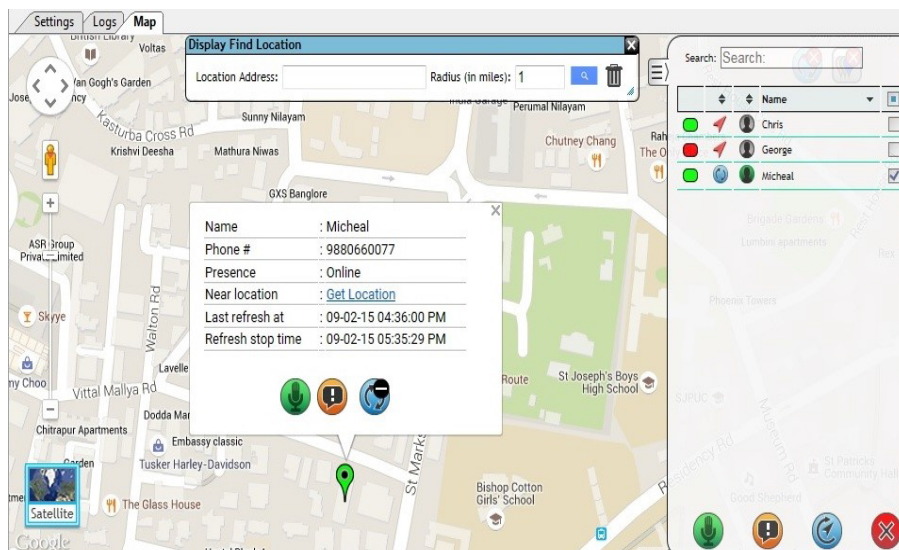
Image 11.23 - Stop Periodic On Demand Location Request

8. 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.

Logging out while On-demand Location Update in Progress

If the Dispatcher tries logging out while an On-Demand location refresh is in progress, a confirmation screen is displayed as shown below.
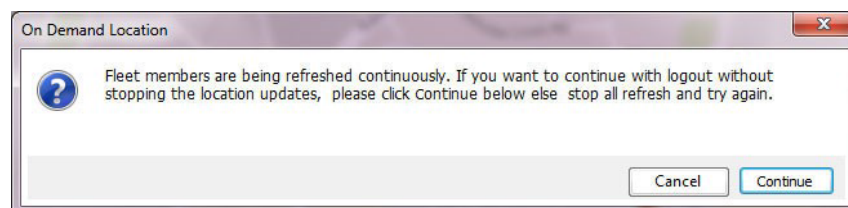
Image 11.24 - Logout during On Demand location request

If not required, stop the periodic location update, and then log out of the Dispatch Console application.

If Dispatcher tries to exit by selecting *Exit* option from the system tray, the same error screen as above is displayed. If no action is taken within 5 seconds, the Dispatch Console will automatically select *Yes* by default and will exit the application.

Limitation of On Demand Location Update

The On Demand location update feature can refresh the location update for multiple fleet members at a given instance but the number of fleet members for refresh (both manual and periodic) is limited by the server. If the Dispatcher tries to refresh the location update of more fleet members than the configured value, the following error message will appear on One time location request.
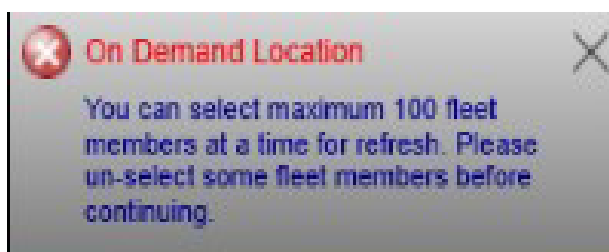
Image 11.25 - Limitation of On Demand Location Update

Clients that Do Not Support Location Reporting

Not all the clients are capable of reporting 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 will not be displayed.

Sonim 1520 – No GPS

Sonim 5560 – Release 7.1+

Sonim 5560 IS – Release 7.1+

Sonim 5560 NC – Release 7.1+

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

Motorola ES400 – No GPS

Intermec CS40 – No GPS

PC Client

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

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

11.8. Finding an Address

Mouse over on the map icon at the lower left-hand area of the screen and click Display Find Location. This will display a **Display Find Location** window as shown below.
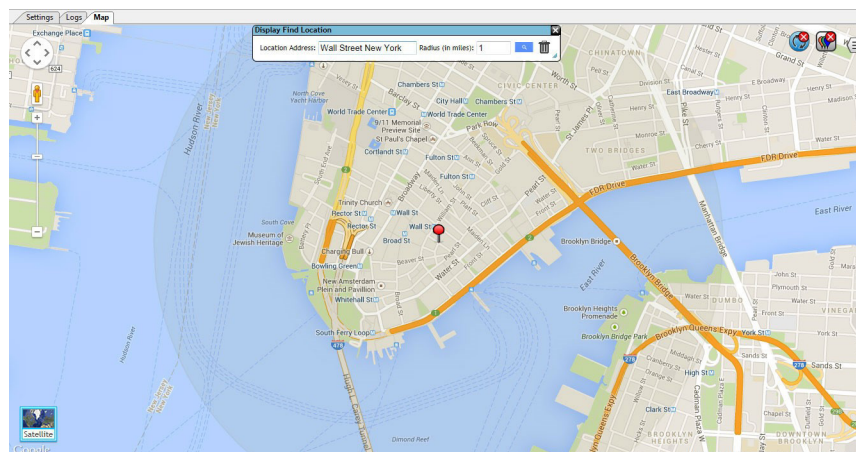
Image 11.26 - Find Location Window

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 (in miles and kilometers).

3. Click the icon 🔍 to find the location of the given address. There will be a circle around the found address and a push-pin icon at 📍 the center of the circle indicating the address located. If you move your mouse cursor over the push pin icon, the map also displays the searched address.

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

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

11.9. Auto Tracking a Fleet Member

The Auto Tracking feature is available in the **Edit Map Settings** window. When enabled, the map zooms in and out and centers itself automatically to make sure that all the located fleet members are displayed on the map.

If this feature is disabled in the **Edit Map Settings** window, you will have to scroll the map to find them when they go out of the map coverage area or relocate them to bring them into view.
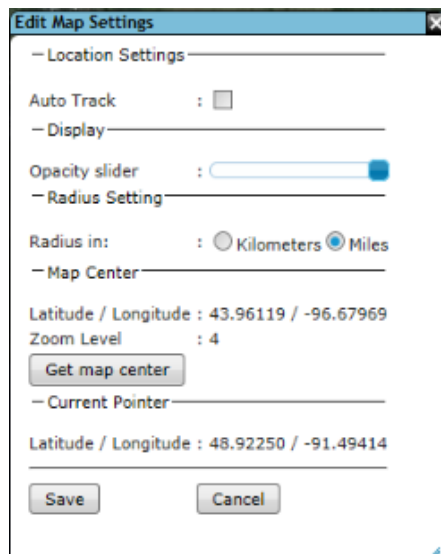
Image 11.27 - Auto Tracking

Note: **The Auto Track feature is disabled by default and needs to be enabled, if required from the Edit Map Settings window.**

11.10. Centering the Map

Note: **You can bring a specific location to the center of the map. This feature works only when the Auto Track feature is disabled.**
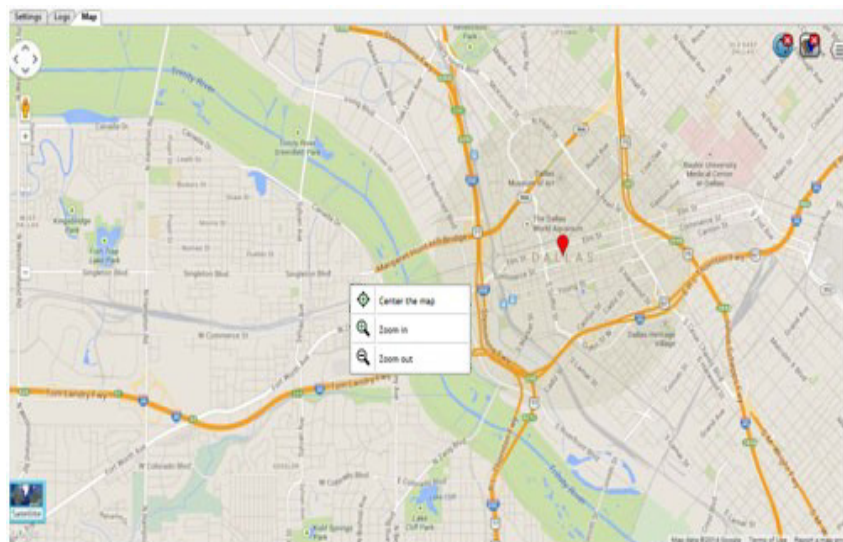
Image 11.28 - Map Center

To bring any location of the Map to the center of the Map window:

Right-click on the location you want to center the map to and select the Map Center icon ⊙ that appears.

Click the Map Center icon ⊙ and the selected location will become the center of the map window.

Note: **When using the Display Find Location option available on the map to search for a specific location, there is a circle denoting an area surrounding the found location. The right-click option for centering the map and zooming in or out does not work inside of that circle.**

11.11. Zooming in and out on a Map

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

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

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

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

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

11.12. Changing Views of the Map

The map can be displayed in the following views.

Map View

Map view mode displays the road map view. This is the default map type
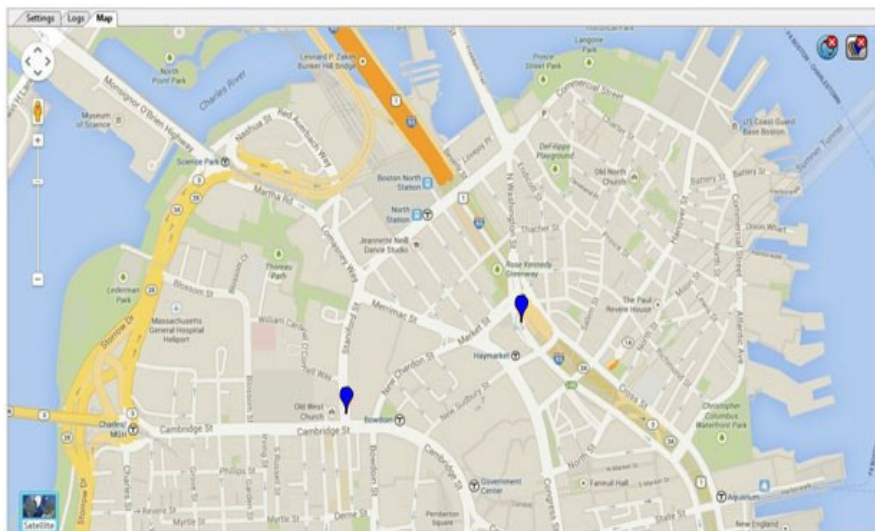
Image 11.29 - Map Mode

To change the Map mode, click the [icon] icon.

Satellite view

Satellite view mode displays the map in satellite image view. The typical satellite view screen is displayed as shown below.
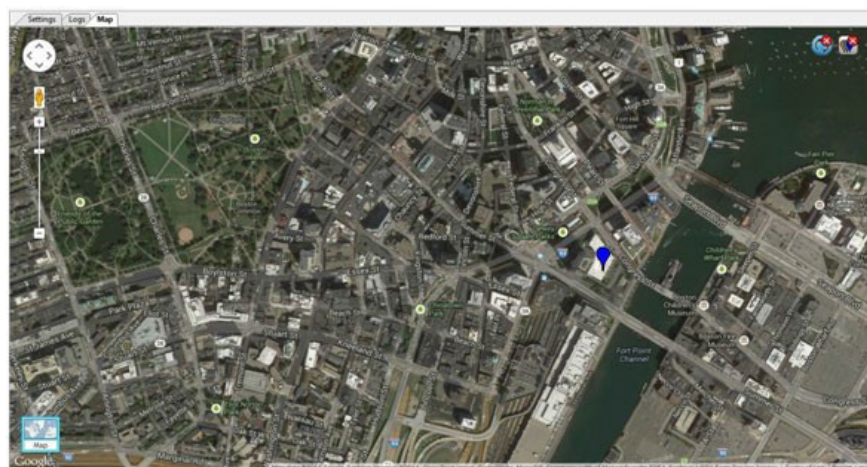
Image 11.30 - Satellite Mode

To switch to Satellite view, click the [icon] 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:
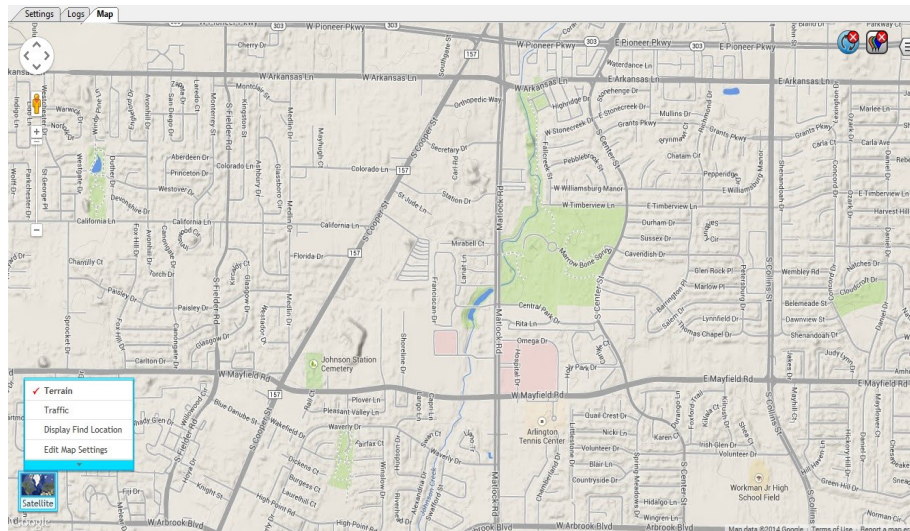
Color code	Description
	Traffic is moving along at 50 miles per hour or more

Table 11.1 - Traffic Color Code (Continued)

Mouse over on the map menu to select the Traffic view as shown below.
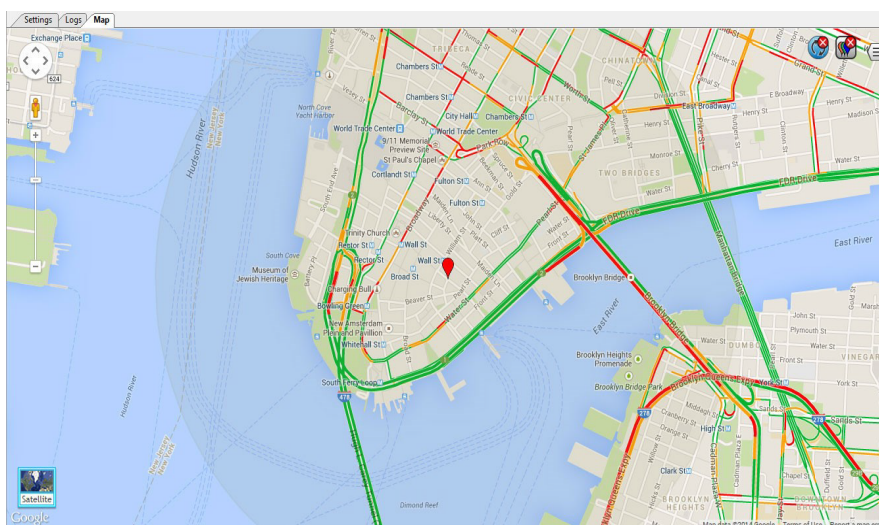
Image 11.33 - Traffic View Map Window

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, West). These images are available at higher zoom levels for supported map types.

The existing SATELLITE and HYBRID map types support 45° perspective imagery at high zoom levels (where available). If you zoom into a location for which such imagery exists, these map types will automatically alter their views.

Google adds 45° Imagery for new cities on an ongoing basis. The supported cities are available at 45° imagery on Google Maps. Upon selecting one of these cities as a location, the 45-degree view gets enabled automatically at a higher zoom level.
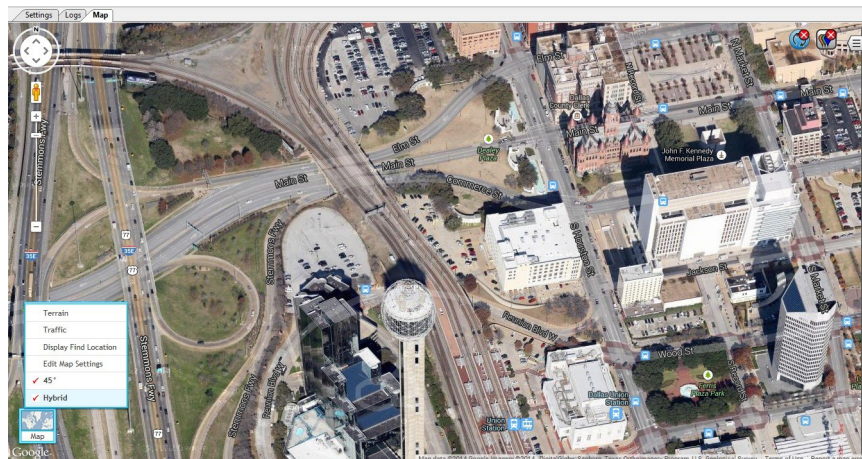
Image 11.34 - 45 Degree Map-Location

Street View

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

Click and hold the [icon] icon and drop it to the desired location

Image 11.35 - Street View Map Window

To close this view, click the [X] icon available at the top right corner of the map.

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:
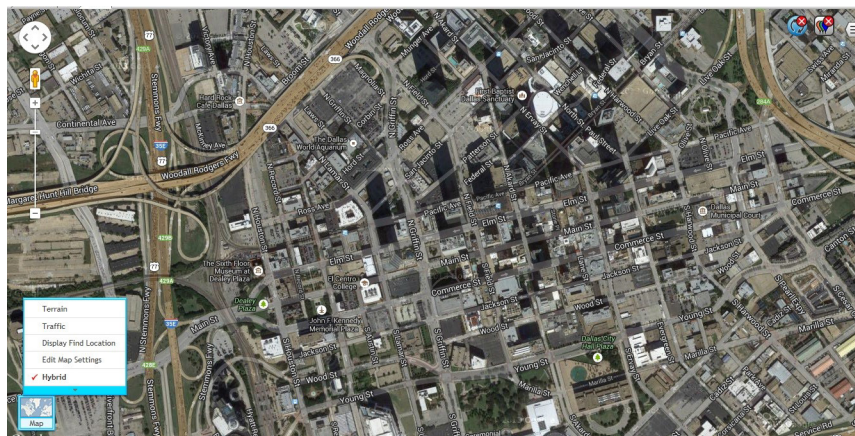
Image 11.36 - Hybrid View Map Window

Note: The Hybrid view is disabled in map mode.

11.13. Editing Map Settings

Mouse over on the map menu to select the Edit Map Settings window. The Edit Map Settings window displays.
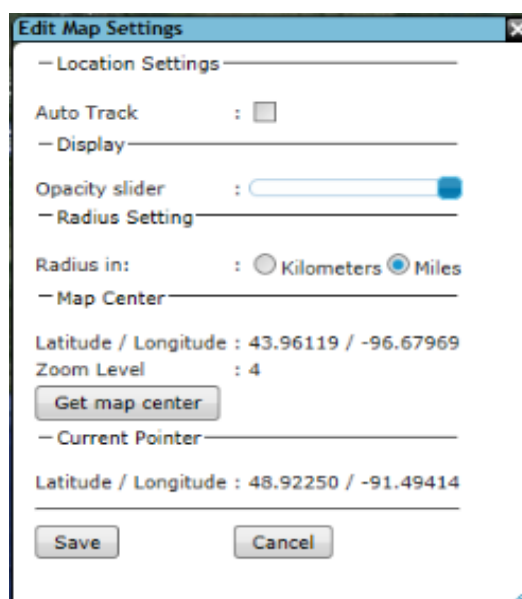
Image 11.37 - Edit Map Settings Window

The following settings can be changed from this window.

Auto Track -- When this feature is enabled, the map will adjust to bring all the fleet members into the view area.

Opacity Slider – Select this slider to change the transparency for the *Edit Map Setting* window and *Find Location* window while reading or viewing. Move the slider to the left for maximum transparency and to the right to have minimum transparency.

Radius in – Select one of the option to see the location of the fleet member in kilometers or in miles.

The following settings can only be viewed from this screen.

Latitude and Longitude – Displays the current latitude and longitude information of the map center. This also displays the zoom level information. These settings show zoom level values from 2 levels to 20 levels.

Current Pointer – Displays the latitude and longitude of the current location where your mouse is pointed on the map.

Click one of the following options:

- **Save** to change the settings

  Or

- **Cancel** to discard the changes

  Or

- **Close** to close the Default Settings window. The setting changes are discarded if you do not save them.

12. 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 the calls. The **Presence** Indicator is displayed next to the name of each of your contacts.

Likewise, you can change your availability on Dispatch Console.

12.1. PTT Contact/Fleet Member's Presence

The presence of a contact can be seen in the contacts list indicated by an icon next to the contact's name. The following screen shot shows an example:
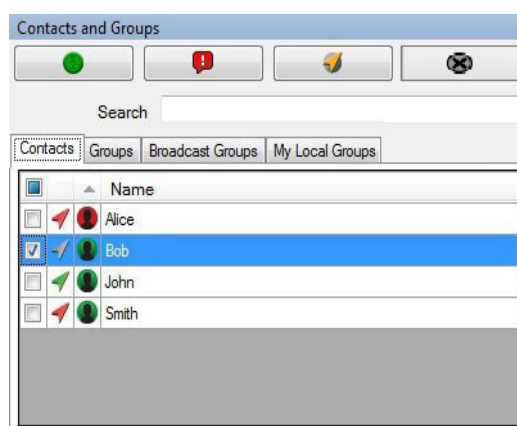
Image 12.1 - Contact's Presence

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, you will see the following message:

Image 12.2 - Outgoing call error

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

Offline: The PTT contact is logged out from the PTT application and will not be able to receive PTT calls and alerts. It is shown with gray presence icon.

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

12.2. Your Presence

Your own presence is indicated on the Dispatch Console screen as shown below.

Image 12.3 - Self Presence

Online: You are logged into the Dispatch Console 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 logged into the Dispatch Console, 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 will not be allowed to send IPAs to fleet members. If you try to send IPA while in a DND state, you will see the following message:
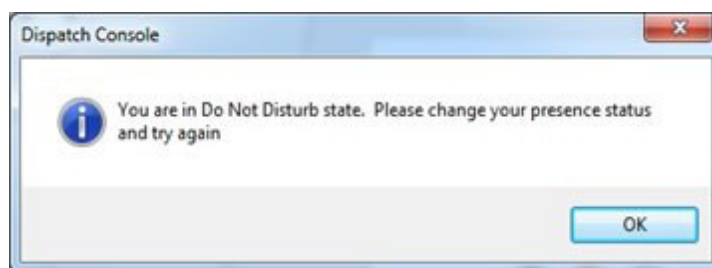
Image 12.4 - Outgoing IPA Error when in DND State

If your presence is set to the Do Not Disturb state and you receive a camped group call, the entire camped group section turns gray and starts to blink. You can join this camped group call by clicking the 🎤 icon despite being in the Do Not Disturb state (tone will not play). If your presence is set to Do Not Disturb, then a one-to-one call will not be received since the client will not be able to make a call to you, however, you will still be able to receive IPAs and missed call alerts. You can make outgoing calls or rejoin calls while your presence is set to DND but you cannot send IPAs.

Offline: Shown to fleet members when you are logged out from the Dispatch Console and will not be able to receive Instant Personal Alerts (IPA) and Missed call alerts.

13. Using Accessories

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

1. Input Devices

    a. External Microphone (1/8" jack)

    b. Headset with PTT (USB)

    c. Internal Microphone (supported by system hardware)

2. Output Devices

    a. External Speakers (USB, 1/8" jack)

    b. Headset with PTT (USB)

    c. Internal Speakers (supported by system hardware)

13.1. Notification Message on Connection

The notification message on an accessory connection or removal is displayed as shown below.

Image 13.1 - Audio Device notifications

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

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

13.2. Accessory Connection/Disconnection Notifications on a Different Operating System

Operating System	Accessory device	While Plugged-In	While Not Plugged-In
Windows 7/ 8.1 Desktop	Speaker with 1/8" jack	Notification will be Displayed	Notification will be Displayed
	External Microphone 1/8" jack	Notification will be Displayed	Notification will be Displayed
	USB Audio	Notification will be Displayed	Notification will be Displayed
	PTT floor control Device (USB)	Notification will be Displayed	Notification will be Displayed
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 will be Displayed	Notification will be Displayed
	PTT floor control Device (USB)	Notification will be Displayed	Notification will be Displayed

Table 13.1 - Accessory Connection/Disconnection Notification

13.3. Accessory Specifications

Item	Part Number	Description
Headset	HW251N	Supra Plus Monaural Wideband NC
PTT Adapter with Headset Jack	SHS2355-01	USB Push to Talk to H-Series, monaural
Foot pedal/switch - FSSP2646-01	FSSP2646-01	USB PTT Footswitch
Desktop Microphone Assembly	SSP 2753-01	USB Desktop PTT Microphone
Desktop Microphone Assembly	IPT-M180	Wide base Table Microphone

Table 13.2 - Accessory Specification

Item	Part Number	Description
Desktop Microphone Assembly	IST 10722	Buddy Headset Mic (If configured only as a joystick event device)
Desktop Microphone Assembly	IST 10765	Buddy Desktop Mic (If configured only as a joystick event device)

Table 13.2 - Accessory Specification

Note: **The Headset HW251N is part of a family of Corded Headsets. Others include the H41N (Over Ear-Single Ear), H81N (Over Ear-Single Ear), H141N (Over Head or Ear- Single Ear), HW261N (Over Head- Dual Ear), HW291N (Over Head or Ear- Single Ear), HW301N (Over Head- Dual Ear). Any of these headsets will work with the above PTT Adapter with Headset Jack.**

13.4. Using a Desktop Microphone with PTT Button

The Dispatch Console 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/Groups/Broadcast Groups/Local Groups** tab.

2. Click the PTT call button in the Dispatch Console.

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

Image 13.2 - Plantronics SSP 2753-01 Desktop PTT Microphone

Image 13.3 - Buddy Desktop Mic IST 10765 PTT Microphone

13.5. Using a Headset

You can use a Plantronics headset or Buddy Desktop Mic through a Plantronics push to talk adapter plugged into your laptop/desktop to initiate PTT calls, floor control, and audio input/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 any preferences of Audio (I/O) are changed during an ongoing call, those will be applicable from the next call.

When initiating a call from a Plantronics PTT headset or Buddy Desktop Mic, follow the steps below.

1. Select the **Contacts/Groups/Broadcast Groups/Local Groups** tab.

2. Push the button on the Plantronics PTT Headset or Buddy Desktop Mic accessory/adapter to initiate a PTT call or to perform the floor control operation. These devices, when connected are displayed under **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.**

Image 13.4 - Plantronics Headset for Dispatch Console
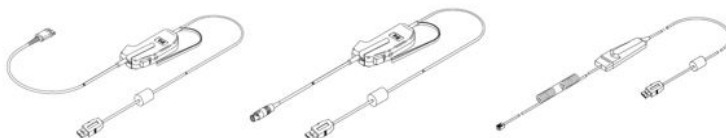
Image 13.5 - Plantronics Adapters for PTT Headset used in Dispatch Console

Image 13.6 - Buddy Desktop Headset Mic IST 10722 for Dispatch Console

13.6. Using a Wide-Base Table Microphone

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

1. Select the **Contacts/Groups/Broadcast Groups/Local Groups** from the Contacts/Group/Local Group section on the Dispatch Console window.

2. Click the PTT call button in the Dispatch Console.

3. Push the PTT switch on other accessories like Footswitch or PTT headset that are connected for floor control to initiate a PTT call to perform the floor control operation. These devices, when connected can be viewed under **Settings > Devices** in the **PTT Floor Control** field.

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

Image 13.7 - 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.**

13.7. Using a Footswitch

The Dispatch Console supports Foot Pedal for PTT floor control. When placing a call with this accessory connected, follow the steps below.

1. Select the **Contacts/Groups/Broadcast Groups/Local Groups** tab.

2. Click the PTT call button in Dispatch Console.

3. Push the PTT Foot Pedal on the accessory to initiate a PTT call to perform the floor control operation. These devices, when connected are displayed under **Settings > Devices** in the **PTT Floor Control** field.
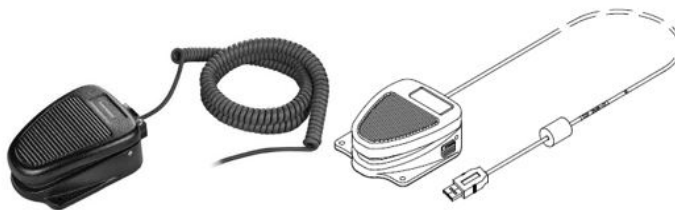
Image 13.8 - Plantronics USB PTT Footswitch for Dispatch Console

The Dispatch Console dynamically recognizes these devices when connected or removed from the system hardware. A message is displayed as shown below.
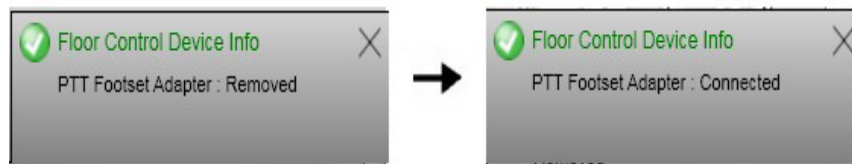
Image 13.9 - Foot Pedal Device Connected/Removed Information

13.8. 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 the preferred or selected device(s) are disconnected, then the audio is not transmitted until the current call is terminated.

2. **PTT Devices (Headset with PTT + Foot pedal + table microphone with PTT button**): During a call, if the floor is acquired and the device is disconnected, then the floor is released. The floor can be acquired later with another PTT accessory or by using a mouse**.**

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

---

14. 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.
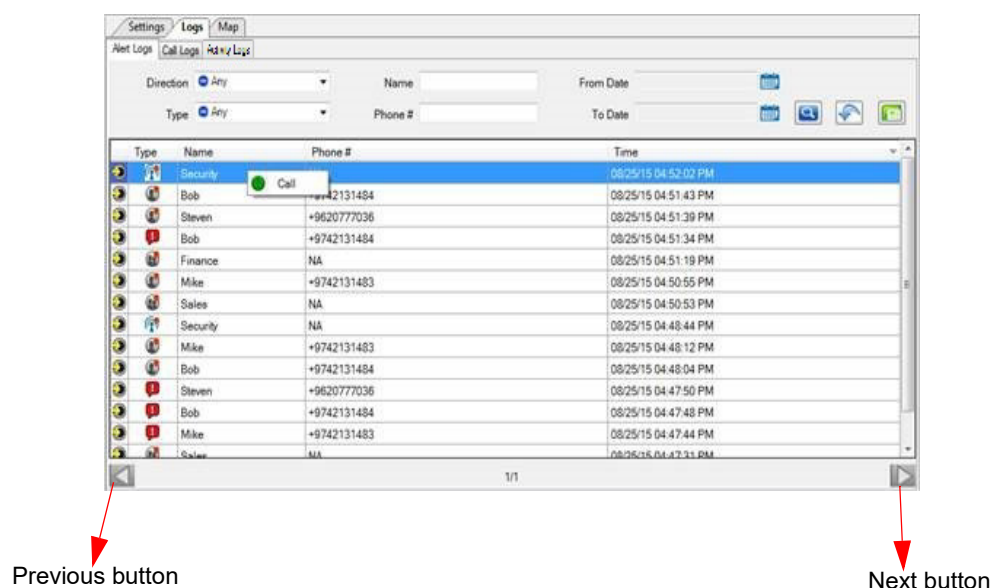
Image 14.1 - Alert Logs

Note: **Alert logs will be archived based on the settings you specify in the Backup section of the Settings tab.**

The Alert logs can be filtered on the following fields.

- **Direction**: Outgoing or incoming alert.

- **Type**: IPAs, one-to-one missed call, quick group missed call or group missed call or broadcast group missed call alert.

- **Name**: Filter by the fleet member's name.

- **Phone Number**: Filter by phone number

- **From Date**: Allows filtering from a specific date.

- **To Date**: Allows filtering to a specific date. You can filter on a maximum of seven days of data.

To view entries in logs the user needs to set up the filter and click the 🪝 icon. You are shown with 50 records at a time/page. You can use the previous and next buttons (as shown in the image above) 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 or call logs to the CSV file format.

Note: **Alert logs are local to your Dispatch Console only. The Next and Previous buttons are highlighted only when there are more than 50 entries in the Alert log window. Dispatch Console will automatically refresh the logs to include the recent activity whenever there is a new alert.**

---

15. 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.

Previous button   Next button
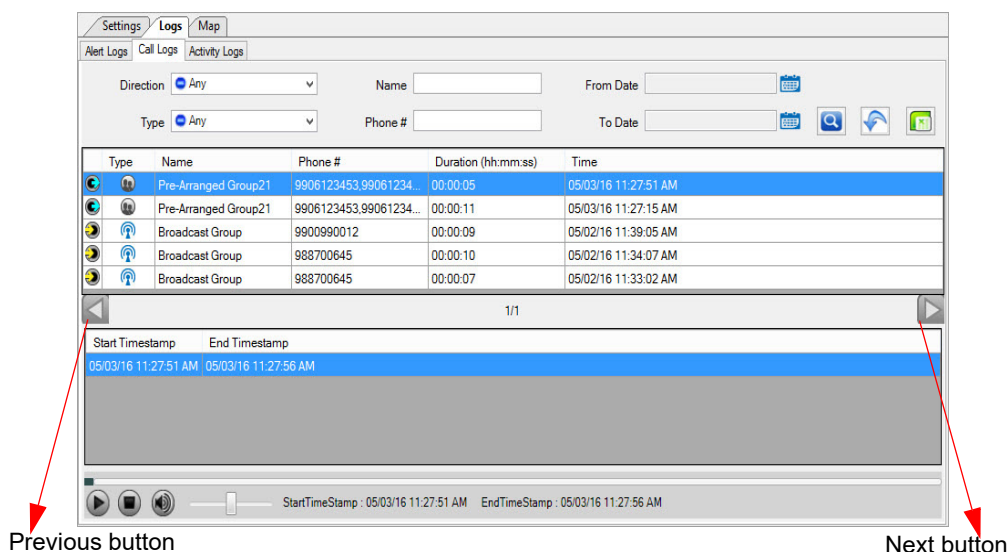
Image 15.1 - Call Logs

> **Note:** **Call logs will be archived based on the settings you specify in the Backup section of the Settings tab.**

The Call logs can be filtered using the following fields:

- **Direction**: Outgoing or incoming call.

- **Type**: One-to-one call, group call, broadcast call, or quick group call.

- **Name**: Filter by fleet member's name.

- **Phone Number**: Filter by the fleet member's phone number.

- **From Date**: Allows filtering from a specific date.

- **To Date**: Allows filtering to a specific date. You can filter on a maximum of seven 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 alert logs or call logs to the CSV file format.

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 (as shown in the above image) to navigate through the pages. For broadcast call logs, you can see a detailed delivery report by hovering the mouse on the Broadcast icon.
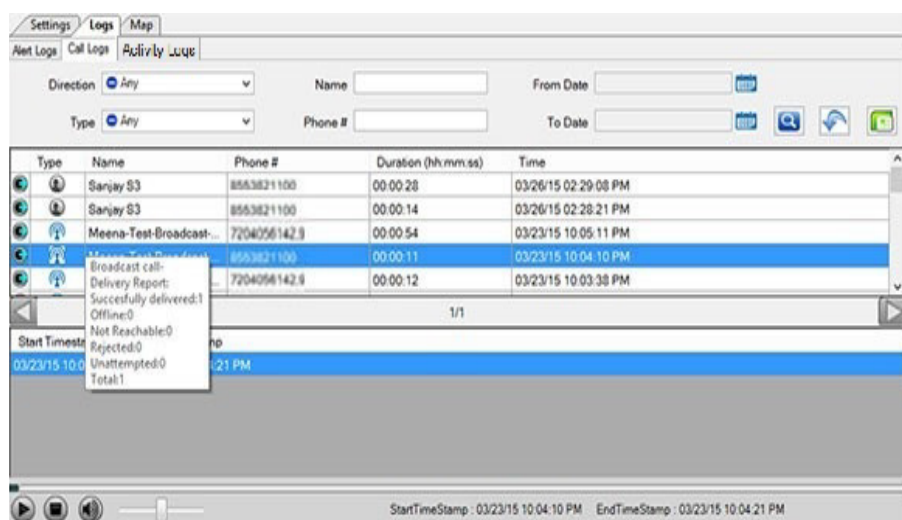
Image 15.2 - Broadcast Call Delivery Report

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

16. Activity Log

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

- **Administration Log**: The administration logs mainly contain the triggers or events received from the CAT. Few examples for the administration log events are addition, deletion or renaming of contact or group, addition or deletion or renaming of a member in a group etc.

- **Operation log**: Operation logs contains the events other than call and alert activity from the user. Few examples for the operation log events are login and logout success or failure, dispatcher presence status change and log upload failure or success etc.

- **Network Log**: Network logs contains all the network event occurred. Few examples for the network log events are network down or up, map service down or up etc.

Activity Logs

Image 16.1 - Activity Logs

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

17. Backing Up and Restoring the Dispatch Console

This section provides the backup and restoration procedures for the Dispatch Console data. In the event of a system crash or if you want to move the Dispatcher to a different system, a back-up of the application can be restored from the backup folder available on the system.

There are two ways to perform backups on Dispatch Console: automatic and manual. Automatic backups are performed using the settings you specify on the **Backup** settings section of the **Settings** page. For more information on setting automatic backup preferences, refer to the "Backup Settings" section of this guide.

To perform a manual backup of Dispatch Console:

1. Go to the Windows System Tray at the bottom of the screen and find the Dispatch Console icon (typically on the right-hand side of the Windows task bar). The application launcher must be running to see the icon in the system tray.

2. Right-click on the Dispatch Console icon and select the **Take Backup** option. A dialog box appears asking you if you want to take a backup now.
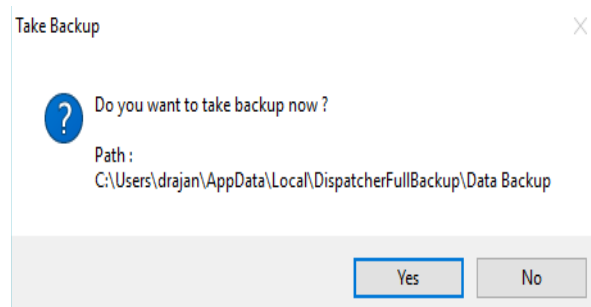
Image 17.1 - Take Backup Dialog

Click **Yes** to complete the manual backup process.

Or

Click **No** to cancel.

17.1. Restoring the Dispatch Console from a Backup File

Dispatch Console is capable of performing a backup. The backup is collected according to the values set in the **Backup** setting, which is available under the Global sub-tab that appears under the **Settings** tab.

Please refer to "Backup Settings" for details on the values you can set for Backup intervals to collect database backup data.

Go to the Windows System Tray at the bottom of the screen and find the Dispatch Console icon (typically on the right-hand side of the Windows task bar). The app launcher must be running to see the icon in the system tray.

Right-click on the Dispatch Console icon and select the **Take Backup** option. A dialog box appears asking you if you want to take a backup now.

Restoring the Backup File:

Following are the steps required to successfully restore Dispatch Console data from a backup file.

1. Exit the Dispatch Console after successfully installing it without activating the Dispatch Console on the new system.

2. Copy the "DispatcherFullBackup" folder from the previous system to the new system.

Note: **It is advised to take a day-to-day back up of the Dispatch Console. The DispatcherFullBackup folder is available on your system hard drive partition.**

---

3. On the new system, go to the following path: "C:\Users\<user name>\AppData\Local\Dispatch Console\Tools" or "C:\Program Files (x86)\Dispatch Console\Tools" based on user or system level installation. Double-click on the "RestoreDispatcher.exe" file.

Note: **For older releases, go to the following restore path: "<Backup Path>\Dispatch Console\Tools\" and double-click on the "Restore Dispatcher.exe" file.**
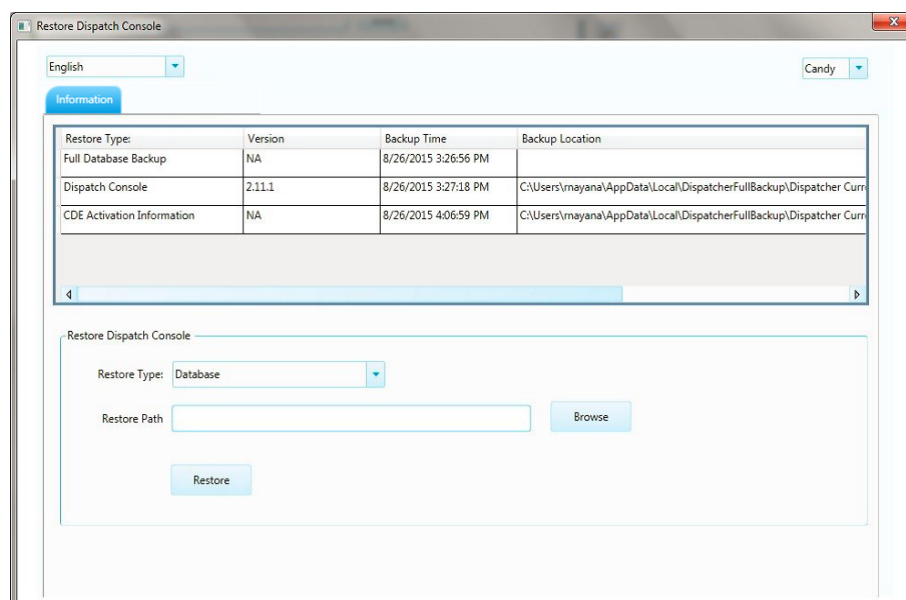
Image 17.2 - Restore Dispatch Console - Restore Type

4. An Information tab is displayed on the screen to begin the restoration of the backup of Dispatch Console.

5. Select Database from the Restore Type drop-down list. Then Click **Browse** to select the " DispatchConsole_Database_Backup.backup" file, and click **Open**.
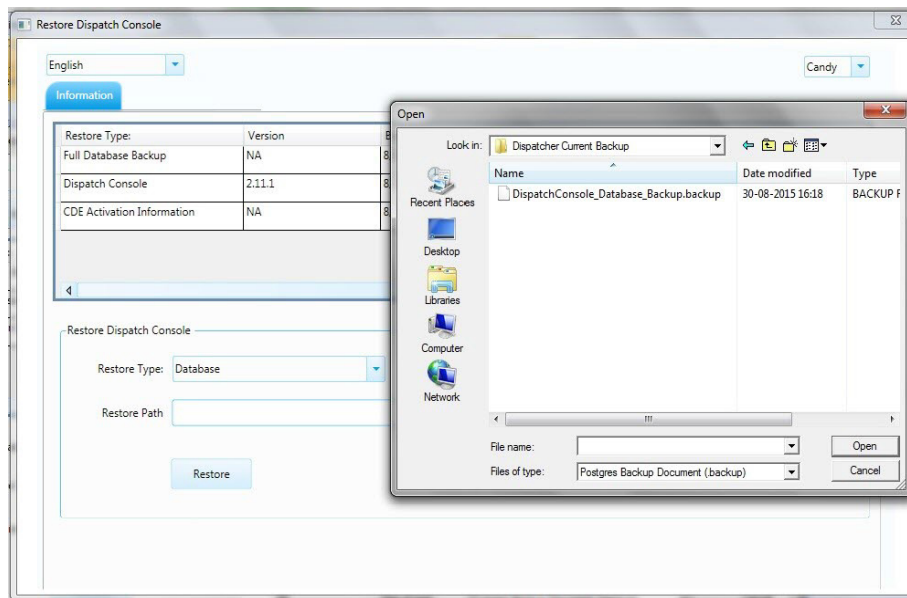
Image 17.3 - Dispatch Console Database Restore - Select Backup File

6. Click the Restore button. Upon successful restoration of the Dispatch Console database, the following success message will be displayed.
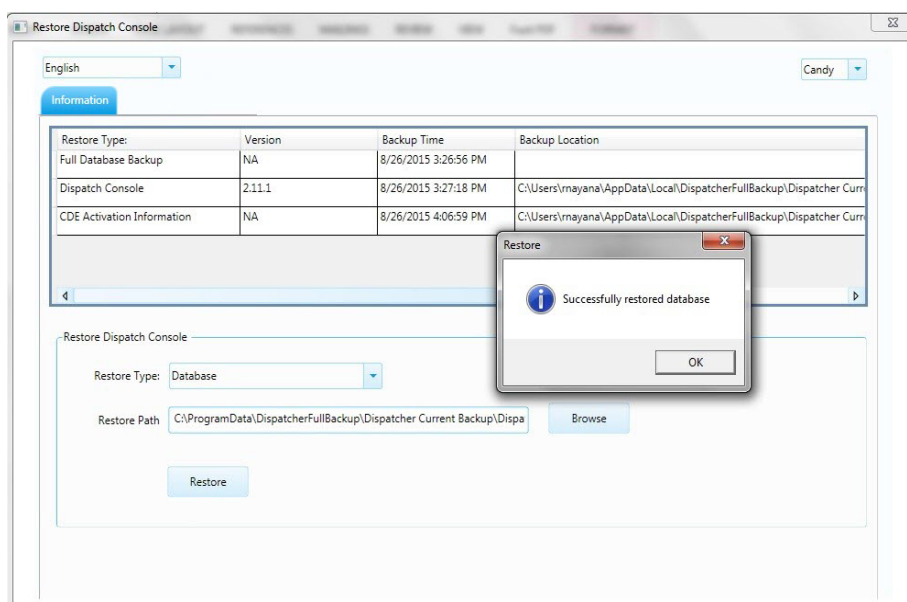
Image 17.4 - Dispatch Console Database Backup Successful

7. Click the **OK** button, and continue restoring the Activation Key for Dispatch Console.

Note: **You should not restore the activation key from one system with Dispatch Console version 3.0 or higher to another system with Dispatch Console version 3.0 or higher. A new activation key should be entered to activate the Dispatch Console on the new system. The step 7 is applicable only if you restore backed up activation file from Dispatch Console version 2.12 or below to Dispatch Console version 3.0.**

- Select the Activation Key from the Restore Type drop-down list, then click the **Browse** button and select the.xml files as mentioned below and shown in the following screenshot, and click **Open**.

- To upgrade from existing Installation:

  - kn_up_custom.xml, kn_up_config_7_4.xml and kn_up_user.xml

- For fresh installation:

  - kn_up_custom.xml, kn_up_config_sec_key.xml and CDE Database kodiakP2T
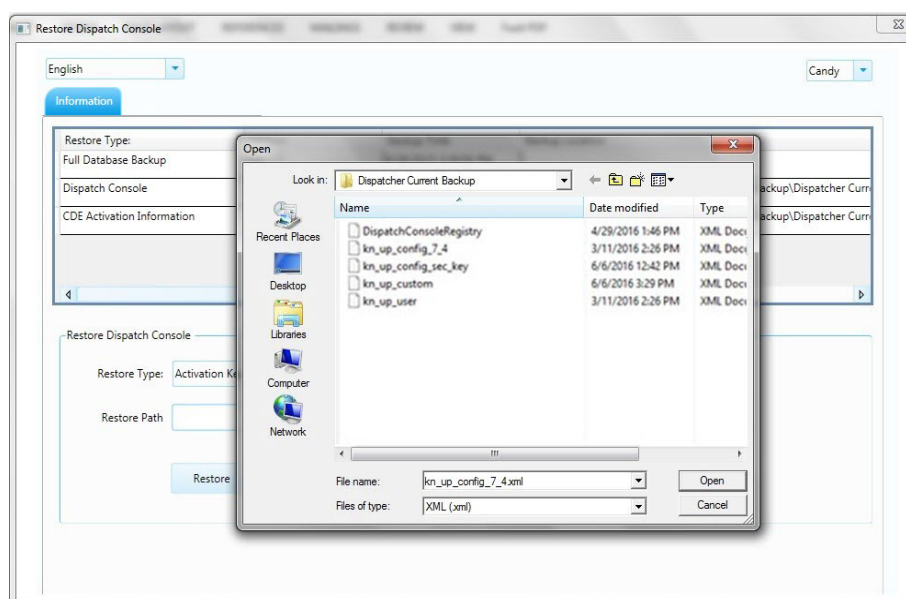
Image 17.5 - Dispatch Console Restore - Select Activation key

8. Click the **Restore** button. If the Activation Key is successfully restored, the following success message will be displayed.
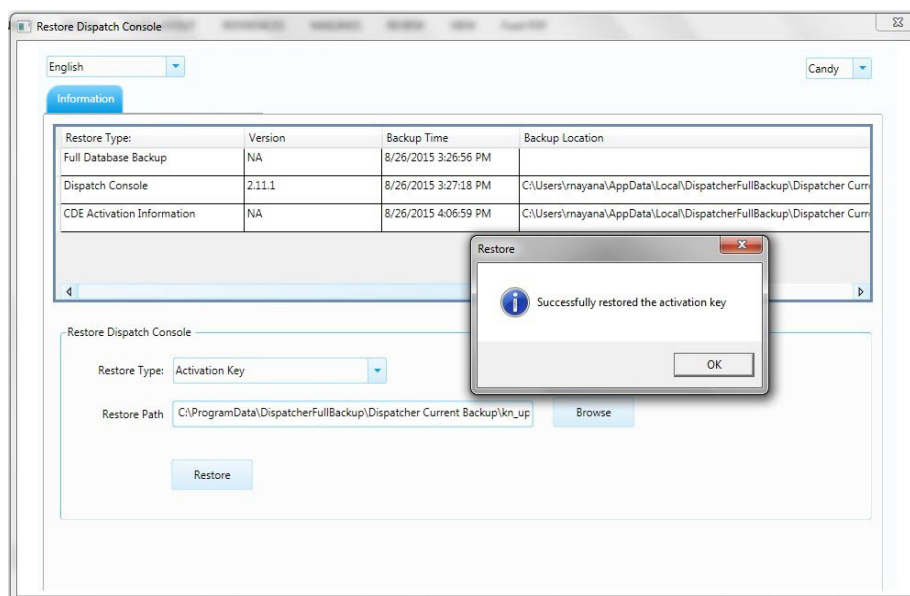
Image 17.6 - Dispatch Console Activation key restore successful

9. Click the **OK** button, then close the Dispatcher Restore window.

10. Since the Activation Key is successfully restored for the Dispatcher, there is no need to re-enter a new activation key after restoring. However, if you try to restore the activation from one system to another, it will not allow for the activation.

11. Launch the Dispatch Console.

Note: **After successful restore of backup file you have to make sure that backup, archival and record export path is accessible with sufficient permissions. If any of the users do not have enough permissions, then make sure a new path under settings tab is updated so that it is accessible to all the users to take backup in the future.The recommended path for Single User Installation is "C:\Users\[UserName]\Appdata\Local". The recommended path for All-User Installation is "C:\ProgramData".**

---

18. Archival Utility Tool

The Archival Utility Tool allows the user to view archived or backup data from all previous dispatch versions stored on the PC. In the latest Dispatch Console, the files will be archived automatically to the archive folder in backup path and will contain the data for each calendar month.

To open the Archival Utility Tool, follow the path as mentioned below:

For user level installation

Follow the path →C:\Users\drajan\AppData\Local\Dispatch Console\Tools\ArchivalViewer.exe.

Double click on "ArchivalViewer" executable file. You will see the Archival Utility Tool.

For the system level installation

Follow the path → C:\Program Files (x86)\Dispatch Console\Tools\ArchivalViewer.exe.

Double click on "ArchivalViewer" executable file. You will see the Archival Utility Tool.

18.1. Key Features:

The following is a brief description of the key features the Archival Utility Tool:

Backup or Archival File Path – Allows you to browse from the path where the archived data or backup data has been saved.

You can view all the logs archived in the archive folder. The logs will be displayed in the respective tab of the Alert Logs, Call Logs and the Activity Logs.

- **Alert Logs** - Allows you to view Instant Personal Alerts (also known as IPA or call-me alerts) and missed call alerts sent to the dispatcher by the fleet members and take action or vise versa.

- **Call Logs** - Call logs provide you to view the call history including recordings. You can export the call logs to the CSV file format. You can play the recorded calls or export the recorded call to a local folder in .AMR or .WAV format.

- **Activity Logs** – Allows you to view all the operational, administration and network events occurred on the Dispatch Console.

Language - User can change the language for the application, if any other language is supported.
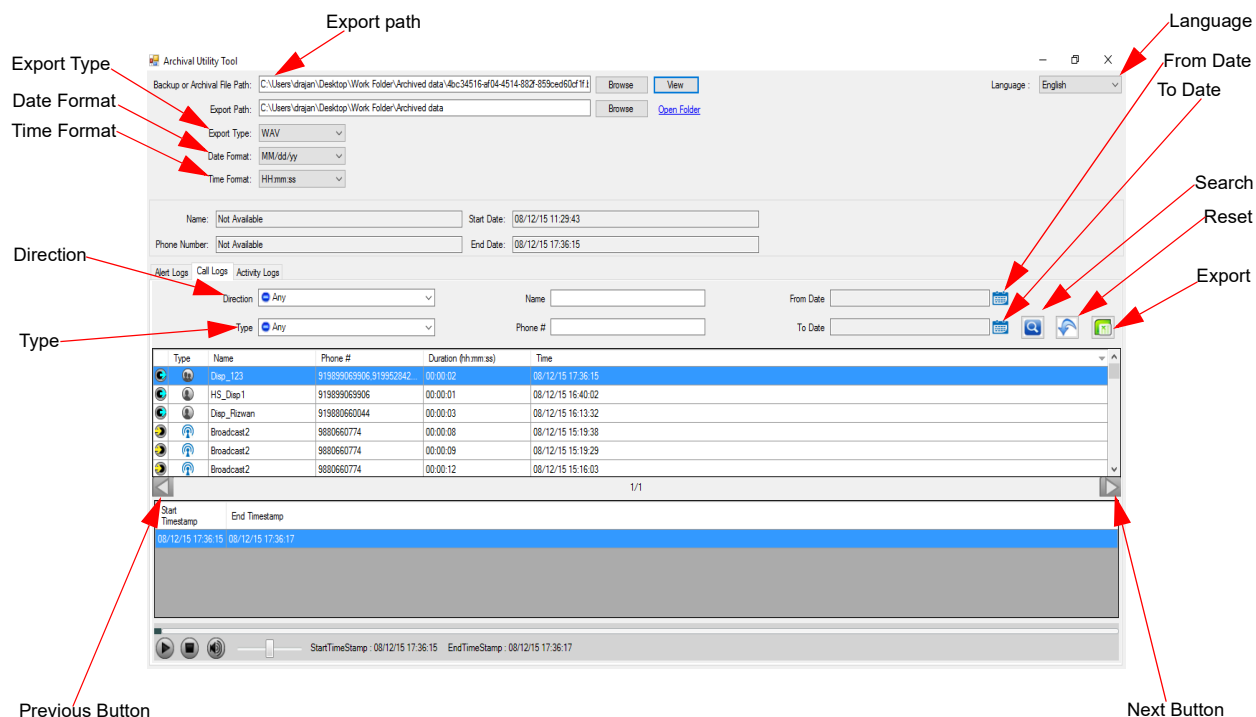
Image 18.1 - Activity Utility Tool

Export Path: Allows you to provide a path for exporting the recorded logs.

Export Type: Allows you to select the export format of the recorded call. You can export in .WAV or .AMR format.

The logs can be filtered on the following fields:

Date Format: Allows you to show the order of logs either in MM/dd/yy or dd/MM/yy format.

Time Format: Allows you to show the order of logs in HH:mm:ss, HH:mm or hh:mm:ss:tt format.

Direction: Allows you to search by outgoing or incoming alert or call.

Description: Allows you to search the logs by keyword of the event.

Type: Allows you to filter the search by IPAs, one-to-one missed call, quick group missed call, group missed call alert or broadcast group missed call, operational, administration and network event.

Name: Alert and Call logs can be filtered by the fleet member's name.

Phone Number: Alert and Call logs can be filtered by phone number.

From Date: Allows filtering from a specific date.

To Date: Allows filtering to a specific date. You can filter on a maximum of seven days of data.

User can click the following icons in the above tabs:

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 or call logs and activity logs to the CSV file format.

To view entries in logs the user needs to set up the filter and click the icon. You are shown 50 records at a time/page. You can use the previous and next buttons (highlighted in the image above) to navigate through the pages.

18.2. View Logs

You can view all the archived as well as back up data with this option. The logs will be displayed in the respective tabs of the Alert Logs, Call Logs and the Activity Logs.

The following are the steps required to view the archived or backup data:

1. Click **Browse** to select the appropriate file from the archival folder and click **Open**.
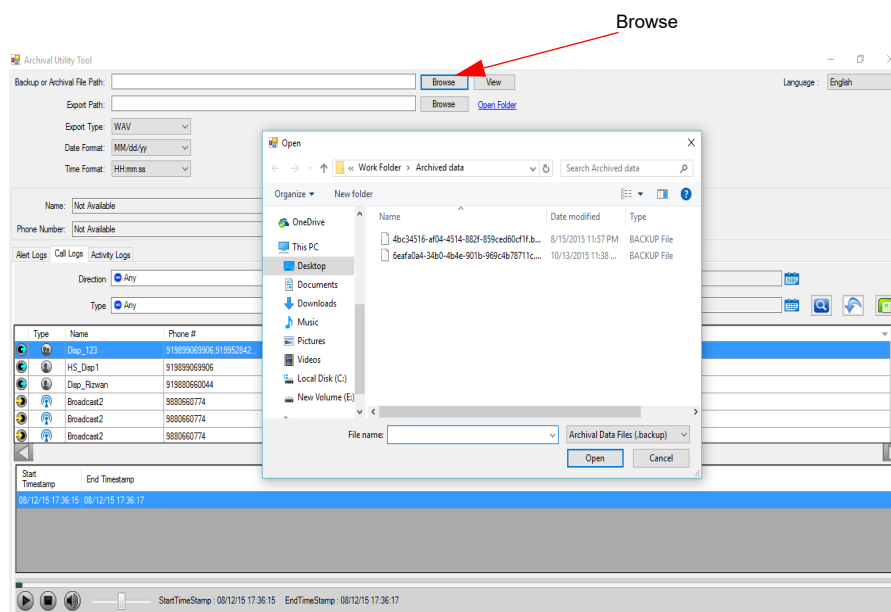
Image 18.2 - View logs

2. Click the **View** button.
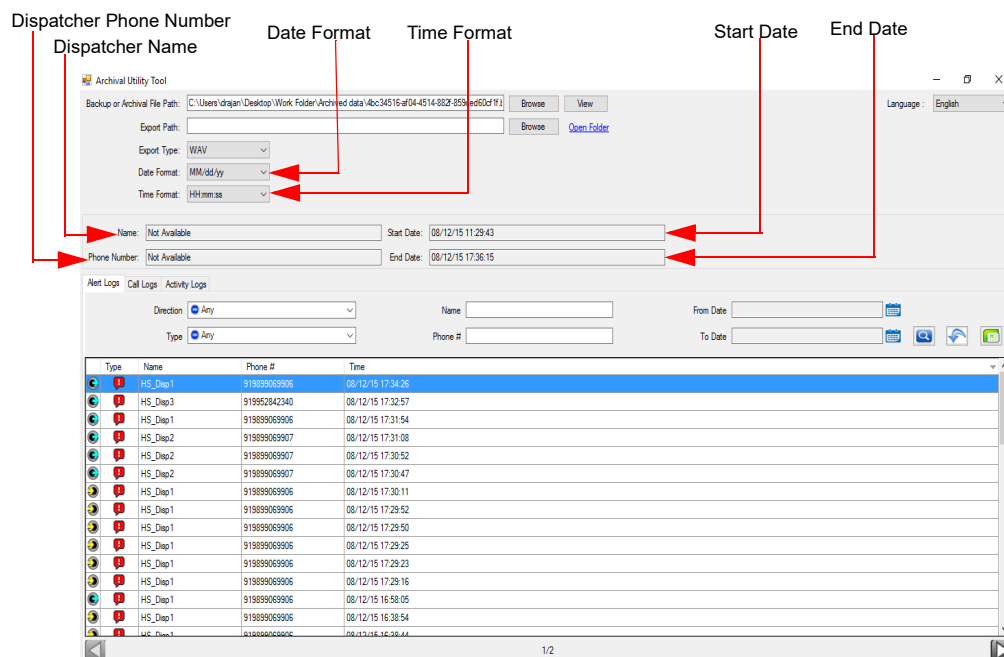
Image 18.3 - Logs

Dispatcher name and phone number will be shown in the **Name** and **Phone Number** section respectively. The **Start Date** and **End Date** shows the first and last date of the retrieved logs.

You can select how the date and time format will be displayed in the logs from the **Date Format** and **Time Format**.

– Supported Date formats are: MM/dd/yy and dd/MM/yy

– Supported Time formats are: HH:mm, HH:mm:ss and HH:mm:ss tt

You can view the events which have occurred on the stored dispatch archived as well as backup data on the **Activity Logs** sub-tab. This sub-tab will show the administration, operation and network events.

You can search the data by description, type, from date and to date. You can reset the filter and export the data into CVS file format.
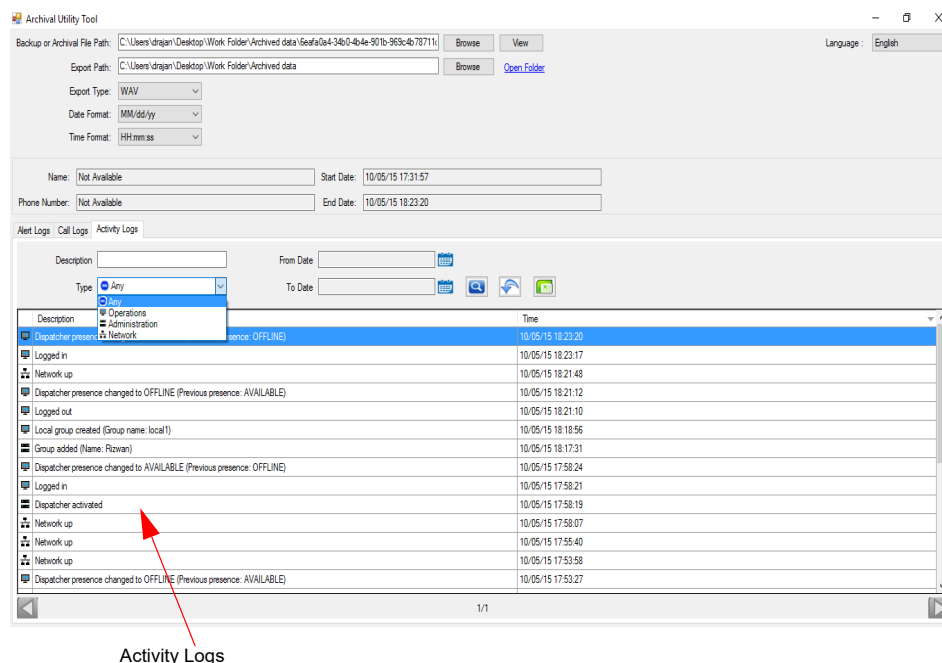
Activity Logs

Image 18.4 - Activity Log

18.3. Exporting the Recorded Calls from the Call Logs

You can export the recorded calls from the archived file to a specified location in the required format (.AMR or .WAV format). You will not be allowed to make a call from the call logs viewed from this utility.

The following are the steps required to export a recorded call:

1. Click the **Browse** button to specify the export location in the PC.

2. Choose the recording export type format from the **Export Type** option.

3. Choose the date format from the **Date Format** option.

4. Choose the time format from the **Time Format** option.
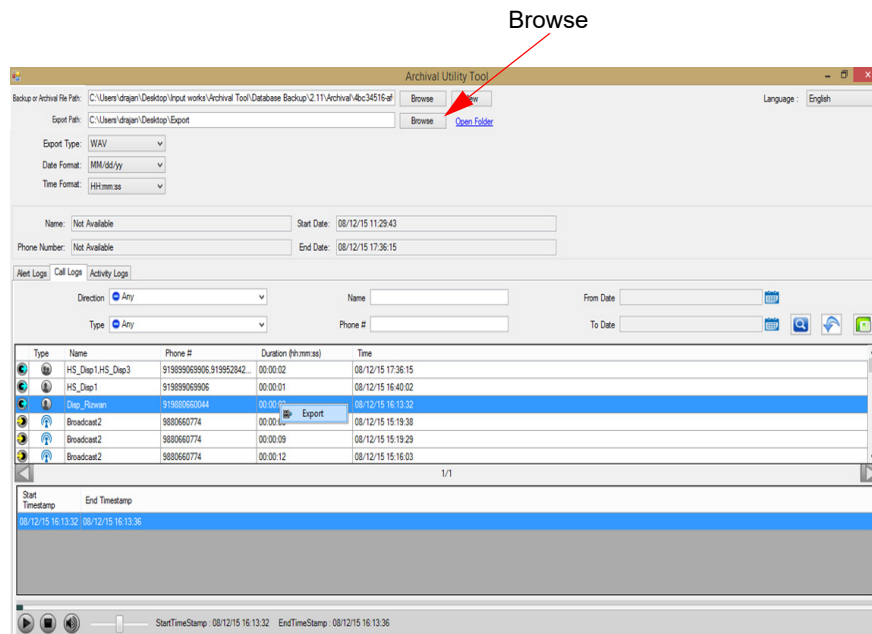
Browse

Image 18.5 - Browse file

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

6.   Select **Export**. An Export Record pop-up window appears.
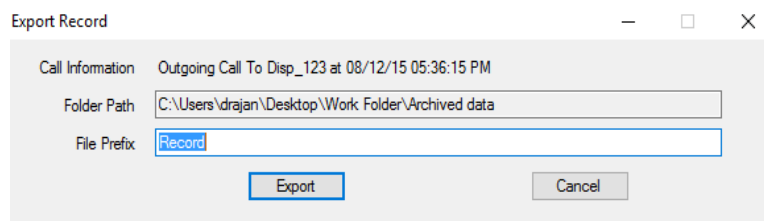
Image 18.6 - Export Record Pop-up window

7.   You can change the file prefix name.

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

      Or

      Click **Cancel** to cancel the export of recording.

9.   A pop up message appears as shown below.
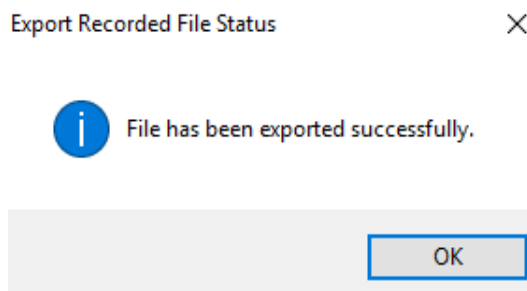
Image 18.7 - Export Record Successful

Note: **You can update the path for storing the recorded files from the Export Path section. The files exported are stored in the folder path given while performing the export operation. You can export one recording at a time. A maximum of three export operation can be run at a time.**

Open Folder – Allows you to open the folder where the recorded files are exported.
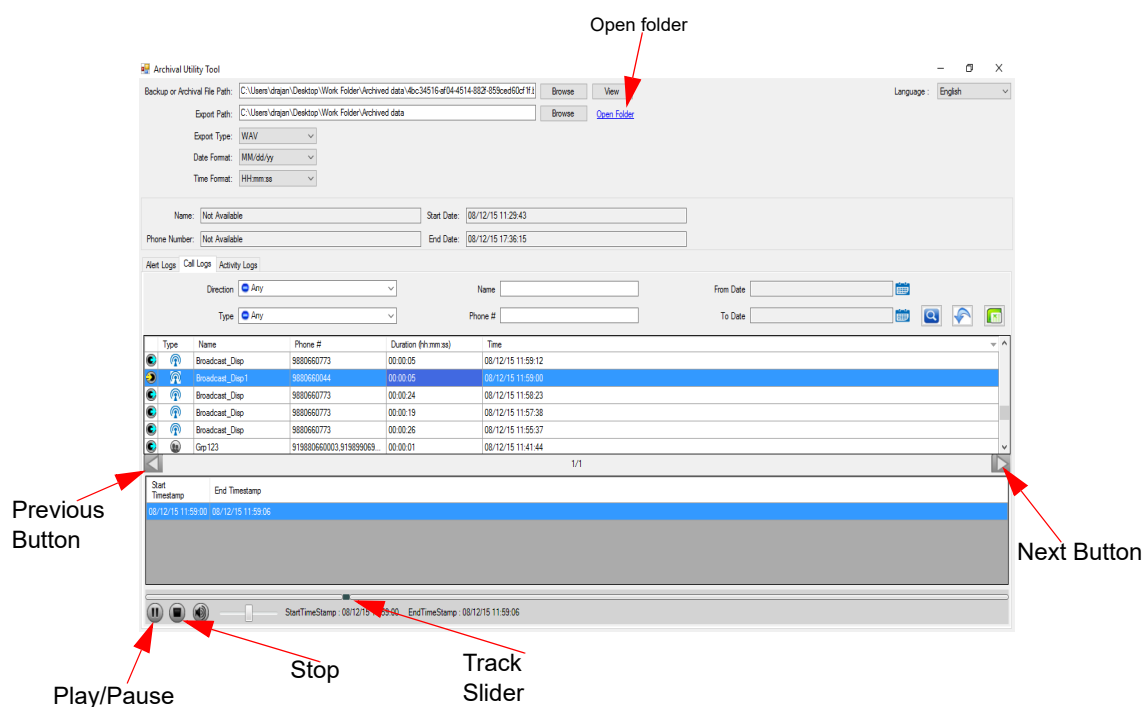
Image 18.8 - Play Recorded File

You can play the recorded calls from the Call Logs. To listen to the recorded calls

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

    Or

    You can also play the recorded calls by double-clicking the recorded file in the Call Logs.

---

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

3. In the case of a manually recorded file, there may be multiple recording files under a single log file. Selecting a manually recorded log file from Call Logs will highlight the first recorded file. If the Play button is clicked, the player starts playing from the first recorded file unless any other recorded file is double-clicked or selected to play.

4. You will be able to view the start time and end time of the file being played beside the player controls.

19. Settings

Dispatch Console provides a number of settings that you can configure per your need. Click the **Settings** tab on the Dispatch Console. Select the individual expand ⊕ icon to view or modify the appropriate setting options, which are described below.

19.1. Generic Settings

The Generic tab enables you to access the different settings for Dispatch Console. Each of the settings options are described below.
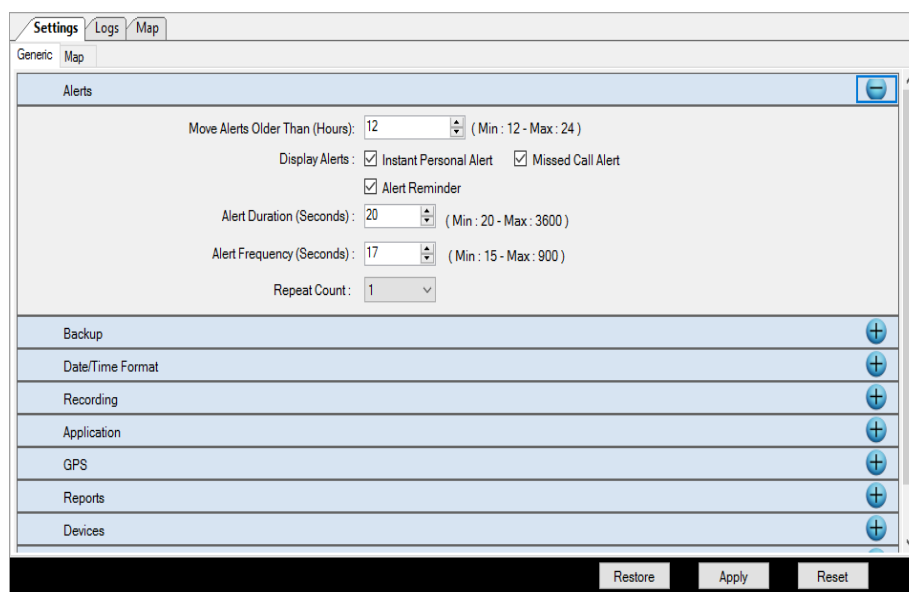
Image 19.1 - Dispatch Console Global Settings

19.1.1. Alerts Setting

Specifies how long alerts can stay on the Alerts window. After that time, alerts are moved to Logs. You can keep the alerts in the alert window from 12 to 24 hours before they are moved. You can also choose whether you want to suppress Instant Personal Alerts and/or Missed Call Alerts.

You can configure the alert reminder for the unattended IPAs or missed call alerts on the following:

Alert Duration – This setting allows you to set the expiry period (Minimum: 20 secs Maximum: 3600 secs, Default: 20 secs) after which it will be marked as an expired unattended alert.

Alert Frequency – This setting allows you to set the frequency (Minimum: 15 secs Maximum: 900 secs, Default: 20 secs) at which periodic tones to be played and display a toast message.

Repeat Count – This setting allows you to set the number of times (Minimum: 1 Maximum: Unlimited, Default: 1) the periodic tone to be played and display a toast message.

19.1.2. Backup Settings

Backup Settings allows you set up the following:

1. **Backup Interval -** Determines how often backup is performed. You can back up from one day to seven days. If you do not change the factory setting then data will be backed up once a day.

2. **Backup Start Time-** Determines at what time of the day the Backup process starts (Minimum: 00:00 hours Maximum: 23:00 hours). If you do not change the factory settings, then data will be backed up at midnight on the designated backup day.

3. **Backup Path -** Sets the path on your PC where you want to save the Backup data.

Note: **If the set Backup path is changed to a new location, the saved files at the old backup location are automatically copied to the newly set location after 30 minutes.**

---

4. **Backup Target Space -** Specifies the maximum amount of space the application can use to save Backup data. At a minimum, you need 5GB of space. If you do not change the factory settings, then 5GB of space will be used.

5. **Open Folder –** Allows you to open the folder where the Backup files are stored.

The archival interval is one calender month and data is archived after every calendar month.

19.1.3. Date/Time Format Settings

Using this setting, you can change how the date and time are displayed on the Dispatch Console. Supported Date formats are: MM/dd/yy and dd/MM/yy

Supported Time formats are: HH:mm, HH:mm:ss and HH:mm:ss tt

19.1.4. 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 "Manual Recording" and "Full Session Recording" sections of this document.

- **Export Type**: Determines the voice recording format suitable for exporting.

- **Export Path**: Sets the path on your PC where the recorded file can be exported.

- **Open Folder:** Allows you to open the folder where the recording files are stored.

19.1.5. Application Settings

Application settings allow you to perform the following tasks:

- Show or suppress exception dialogs

- Set up needed diagnostics options for application log backup

- Change the language for the application, if another language is supported.

The diagnostic options consist of Log Backup mode and Log Level. These application logs are helpful for bug fixes and product improvements. Enabling log backup reduces the burden on the user to attach logs if any error is detected since these are uploaded to a centralized location based on the settings.

- **Log Backup Mode**: Allows you to select the type of log backups you want to take.

    - **Manual** – With this configuration, logs will get saved only if you manually save the logs. An option to send debug logs is shown when you right-click on the system tray icon.

    - **Error and Manual** – Logs will be either saved to the cloud when there is an error or you can manually save the logs.

- **Log Level –** Allows you to select the level of information you want to save to logs. You can select Error, Debug or Info Level. Debug logs are detailed logs whereas info logs are minimal logs needed for debugging any application issues.

Note: **The application logs are saved to the remote logging server or cloud automatically only if there is an account setup by your service provider.**

- **Language** – Allows you to select the supported language for the Dispatch Console application. You will need to re-launch Dispatch Console once the language has been changed in order for the new language to take effect.

Click the Supported Feature Info link to show the list of features that are enabled/disabled for the Dispatch Console UI. The enabled features are marked in Green 🟢 and disabled features are marked with the Red ✖ A sample screen is shown below.
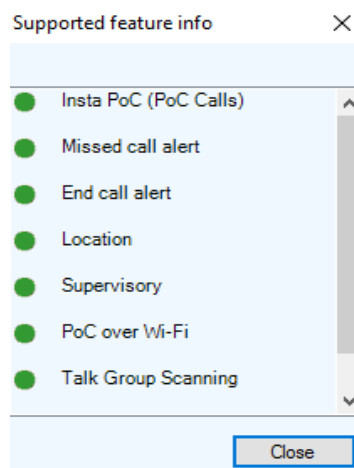
Image 19.2 - Supported Feature Info

19.1.6. GPS Expiry Settings

GPS location is reported by fleet members at a set frequency decided by your carrier, e.g. 15 minutes. If for some reason, the location is not available to you within that time frame, this setting will

help you identify the cases easily. If you do not change this setting, then the GPS location information will be at most 15 minutes old. Once there is no location update after this set time, the member's location is marked as expired. The time frame for this setting can range from a minimum of 15 minutes to a maximum of 120 minutes.

19.1.7. Report Settings

This setting allows you to set up the following:

- **Scheduled Report Type**: Determines the type of report that is to be prepared, e.g. Alert, Call, Audit, Location or All the above reports.

- **Report Interval**: Reports can be generated and stored every day, every alternate day or three days depending on the requirement.

- **Report format**: The reports can be prepared in MS excel format.

- **Reporting Time of the Day**: The reporting can be chosen to be prepared within 24 hours during a specific time of the day.

- **Report Path:** The generated report is stored in a pre-specified path for future access to the reports. You can generate reports in Excel format for specific instances like some of the following examples:

  Alerts: The report about Instant Personal Alerts provides information about the activity related to Alerts in Dispatch Console. The columns in the report provide information about the following:

    - The type of Alert (Instant Personal Alert/One-to-One Missed Call Alert)

    - Direction of Alert (Incoming/Outgoing)

    - Name of the person (To whom the Alert was sent/ from whom the Alert has been received)

    - Phone Number of the Alert (Sent/Received)

    - Status of the Alert (Attended/Unattended/Parked)

    - Time of the Alert sent/received

Image 19.3 - Alert Information Report

- **Calls**: The Call Information report provides information about the activity related to Calls in Dispatch Console. The columns in the report provide information about:

  • The type of Call (One-to-One Call/Group Call)

  • Direction of Call (Incoming/Outgoing)

  • Name of the person (Calling/Called)

  • Phone Number of calling/called fleet member/group

  • Duration of call in minutes

  • Time and Date of Call

Image 19.4 - Call Information Report

- **Locations**: The Location Information report provides information about the location of the fleet member at a specified time. The columns in the report provide information about the following:

  - Name of the fleet member

  - Phone Number of the fleet member

  - Presence status of the fleet member (Available/Offline)

  - Latitude of the fleet member's location

  - Longitude of the fleet member's location

  - Time and Date of the Call

Image 19.5 - Location Information Report

- **Audit**: The Audit Information report provides information about the complete back end activity of Dispatch Console. The columns in the report provide information about the following:

  - Action Type

  - Description of the action

  - Time and Date of audit

  - User machine identity on which Dispatch Console is run

Image 19.6 - Audit Information Report

19.1.8. Device Settings

Using the device settings, you can select the device used to make a call, send an IPA, or control the PTT floor using the supported accessories. For more information, refer to the "Using Accessories" section of this document.

19.1.9. Tones and Notifications

This setting allows you to enable/disable call tones, other tones and whether the tone has to be played when you are in a call. It allows you to select a specific tone to be played for Instant Personal Alerts and missed calls. It also allows you to enable/disable visual notification. The following settings are available.

Call Tones: Enable/Disable tones related to the call feature of Dispatch Console.

E.g. Floor Acquired, Floor Busy, Floor Available, Call Suspension/Call Reconnecting, and Incoming Call tones

Other Tones: Enable/Disable other tones.

E.g. Attention and Error.

Instant Personal Alert Tone: Allows you to select the tone you want to hear for an Instant Personal Alert. You can also choose to have no tone played.

Missed Call Alert Tone: Allows you to select the tone you want to hear for a missed call alert. You can also choose to have no tone played.

Play alert tones during call: Allows you to enable/disable playing Instant Personal Alert Tone and Missed Call Alert Tone if you are in a call.

Visual notifications: Allows you to enable/disable the visual alert pop-up notifications.

Note: Based on the **"Tones and Notifications"** settings **dispatch will play tones and pop-up visual notification indicating you have a missed call or IPA even though dispatch console is running in the background or system tray (minimized mode).**

19.1.10. About

You can find the Dispatch Console database and map version information by selecting the **About** option. This window also displays the End User License Agreement for the Dispatch Console. You can click the *Save* button to save the End User License Agreement (EULA).
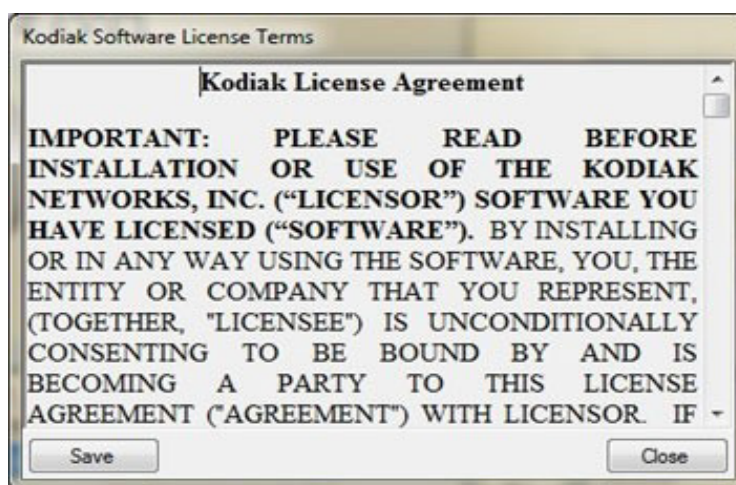
Image 19.7 - End User License Agreement

19.2. Map

The Map tab is available under the **Settings** tab. It allows you to assign customized colors for contacts and groups to be displayed on the map. You can choose a color for a contact, a group, and members belonging to multiple groups. If you wish, you can restore the colors back to the default factory settings using the **Map Color Settings** list.

The chosen color push pin for the selected contact or group will be displayed on the map when you locate a specific contact or group on the map.

The **On Demand Location** Settings list also appears under the Map tab. It provides an option to set the interval of location updates and the duration of updates for fleet members. For example, if the interval is set to 3 minutes while the duration is set to 2 hours, the location will be refreshed every 3 minutes for 2 hours.

Note: If you do not set the On Demand location settings for your fleet members (a maximum of 100 fleet members can have On Demand settings), your fleet members' location

---

information will be updated according to the GPS settings you specify as described in the "GPS Expiry Settings" **section of this document.**

19.2.1. Map Color Settings

This setting allows you to choose a color that will be used when **a contact** is located on the map. To set a color, follow the steps below:

1. Click on the **Settings** tab, and then click the **Map** sub-tab. A Map Color Settings window displays.
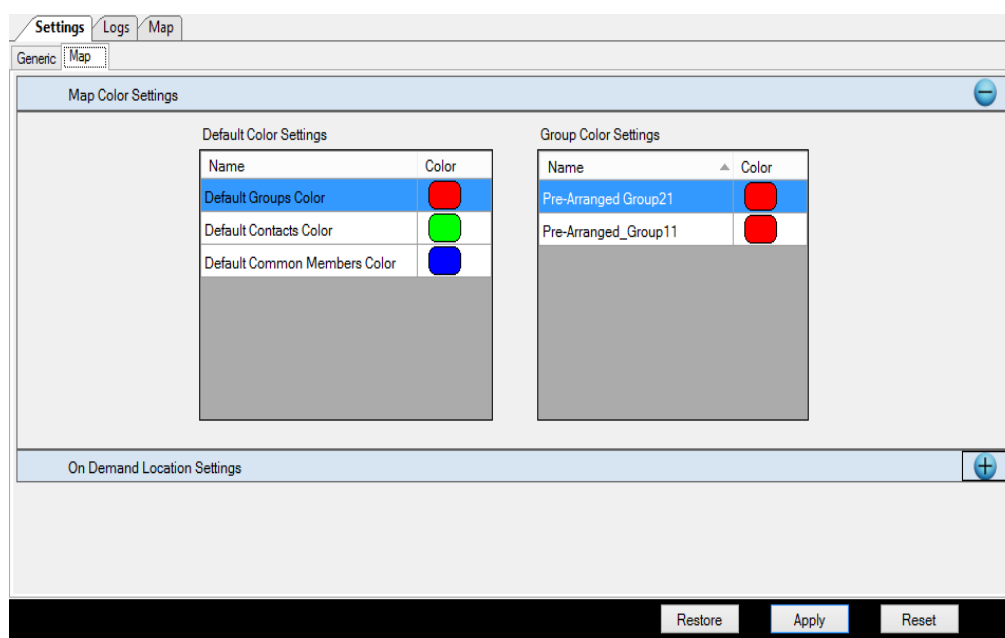
Image 19.8 - Map Color Settings window

2. Click on the Default Contacts Color row, and then click the drop-down arrow which displays the color palette.
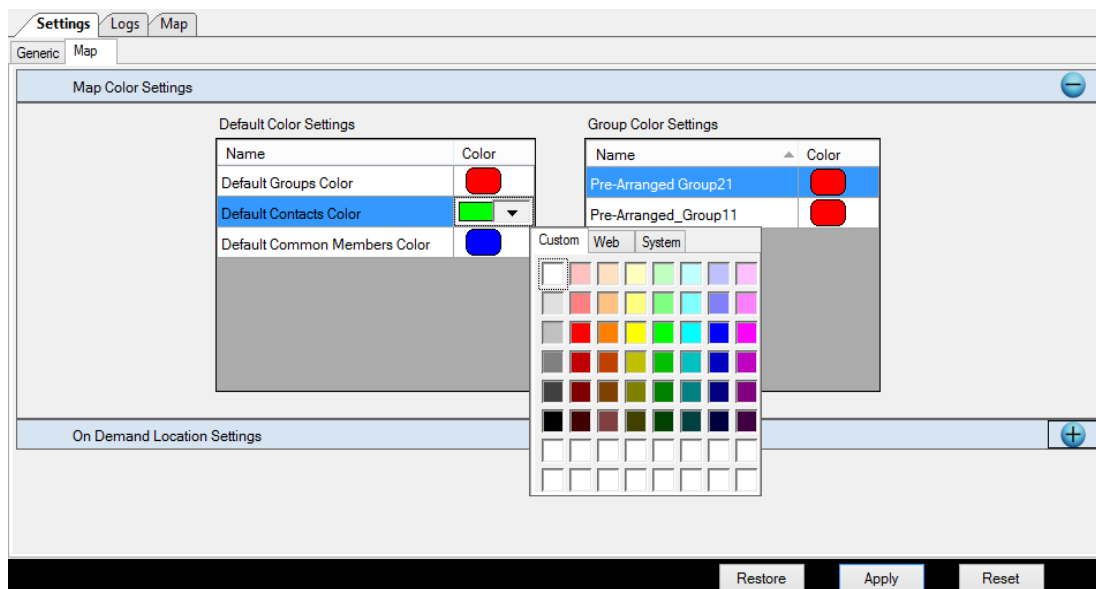
Image 19.9 - Map Color Settings for Contact

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 screen shot, the selected contact's location is shown with the 🔻 push pin on the map.

Note: **All the contacts push pins are shown in the same color on the map. If a contact is also a group member, the push pin is displayed using the group color.**
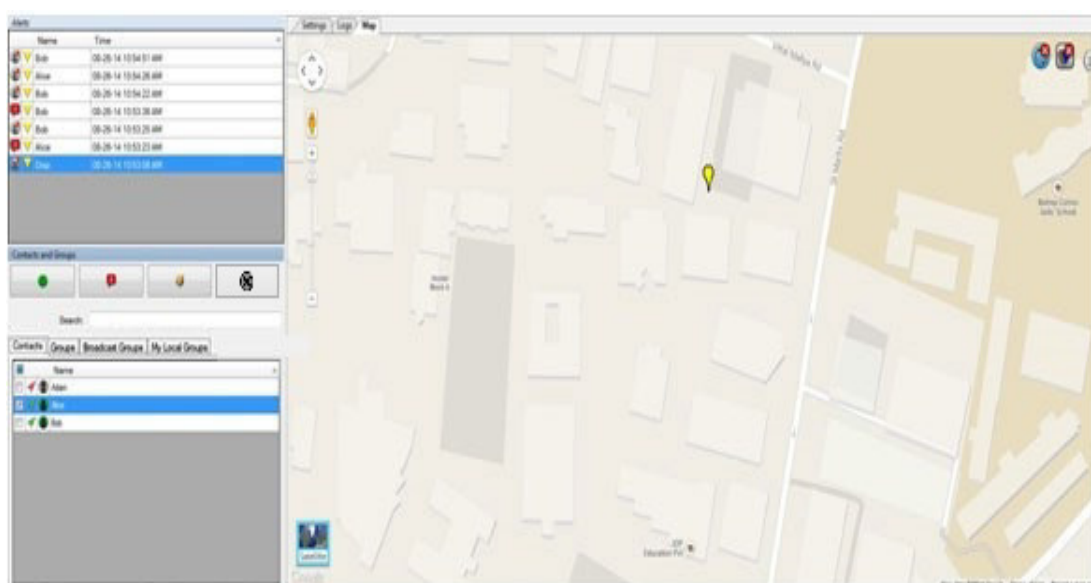
Image 19.10 - Selected color push pin on map for contact

Setting the Default Color for a Group:

This setting allows you to select a default color for a group when no color is previously chosen for the group:

1. Click the **Settings** tab, and then click the **Map** sub-tab. A Map Color Settings window displays.

2. Click on the *Default Group Color* row, and then click the drop-down arrow which displays the color palette.
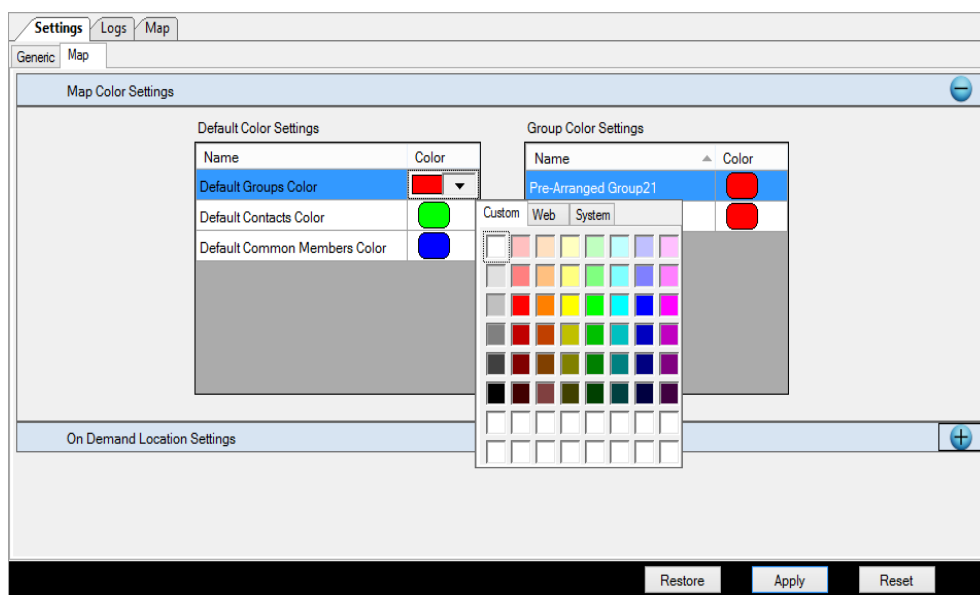
Image 19.11 - Map Color Settings for Group

3. Select the color you wish to assign to a group member.

4. Click the **Apply** button at the bottom of the screen to save the changes.

5. When you locate a group member, the assigned color push pin will appear on the map.
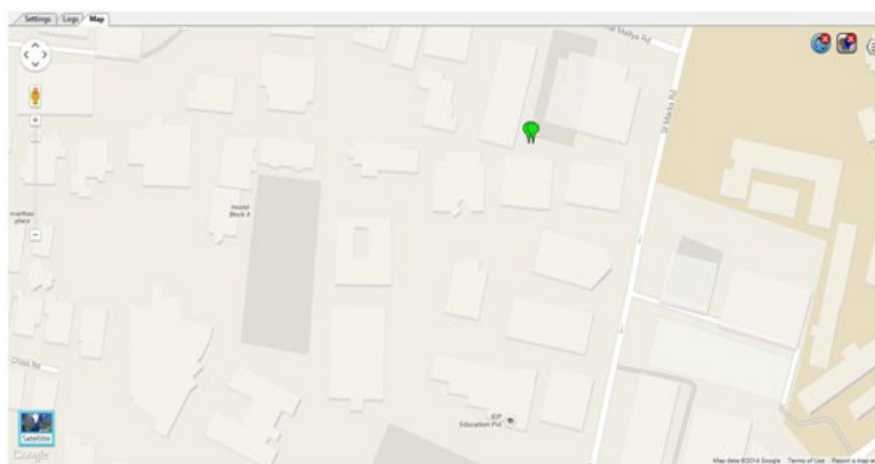
Image 19.12 - Selected color push pin on map for Group

Setting a Color for a Common Member in Multiple Groups:

This allows you to select a color for the fleet member who is part of more than one group.

1. Click the **Settings** tab, and then click the **Map** sub-tab. A Map Color Settings window displays.

2. Click the *Default Common Member Color* row, and then click the drop-down arrow which displays the color palette.
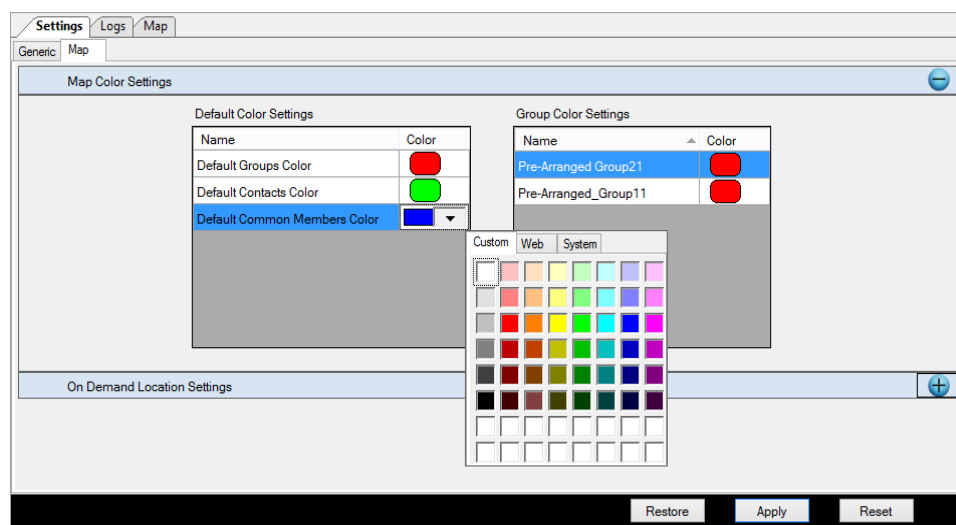
Image 19.13 - Map Color Settings for common member

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 group member, the assigned color push pin appears on the map.

Note: If you attempt to set the same color for both 'Group' and 'Common Member', you will get an error message and Dispatch Console will not allow you to save the changes.

Setting a Color for a Group:

This allows you to select a common color for all the fleet members in one group.

1. Click the **Settings** tab, and then click the **Map** sub-tab. A Map Color Settings window displays.

2. Click the Group list in the **Group Color Settings** pane, and then click the drop-down arrow which displays the color palette.
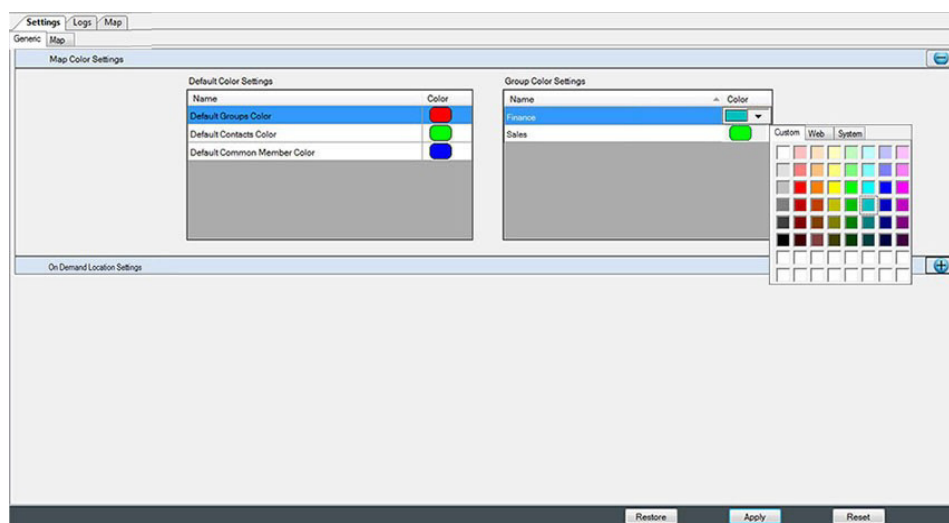
Image 19.14 - Color Settings for Group

3. Select the new color you wish to assign to a Group.

4. Click the **Apply** button at the bottom of the screen to save the changes.

5. When you locate a group member that belongs to this group, the assigned color push pin will appear on the map indicating the fleet members in this group.

Setting a Color to a Default Contact Color/Default Group Color for a Group:

This setting allows you to change the color back to default contacts color or default groups color for a group.

1. Click the **Settings** tab, and then click the **Map** sub-tab. A Map Color Settings window displays.

2. Right-click on any Group in the **Group Color Settings** pane to view the "Set to Default Group Color" and "Set to default Contact Color" options as shown in the following screens.
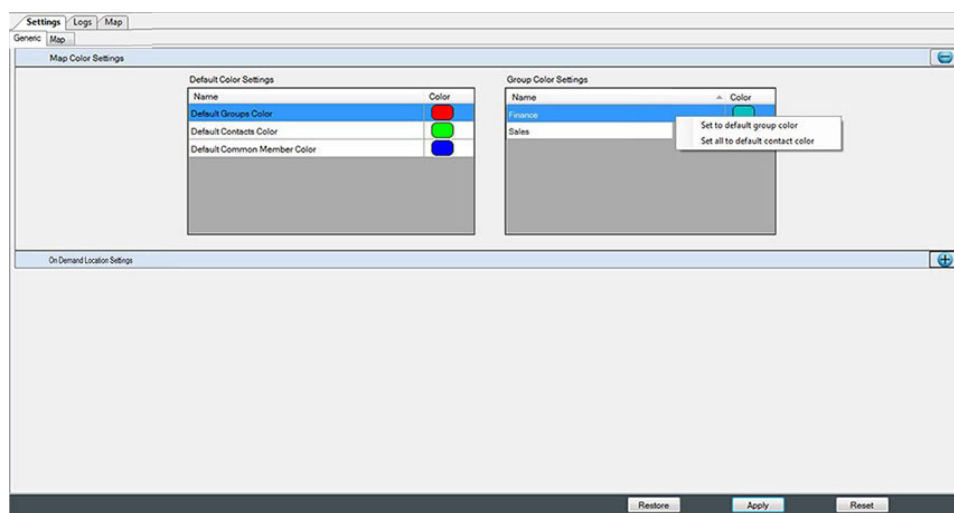
Image 19.15 - Default Color Settings for Group

3. Select the option "***Set to default group color***" to change the assigned group color to that of Default Groups Color.

4. Select the option "***Set all to default contact color***" to change the color of all the groups, default groups color and Default Common Member color to that of the Default Contacts Color.

Note: **The setting color for the Local Groups option is not available. The default color set for contacts is displayed for the contacts grouped under Local Group.**

19.2.2. On Demand Location Settings

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.

Periodic location update: The update from the fleet member's handset client is received at a periodic interval that is set by the Dispatcher using the following settings.

The interval supported is between 3 minutes to 15 minutes (Default Value - 5 minutes).

The duration supported is between 30 minutes to 24 hours (Default Value -1 hour).

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

---

20. Client upgrade notification

The Client upgrade notification or Life Cycle Management (LCMS) feature allows life cycle management for Dispatch Console and other clients. The LCMS feature provides enhanced notification to you when a newer version of the Dispatch Console is available for the upgrade. It will also notify you if the Dispatch Console will no longer support a particular OS version. These notifications can either block you completely by exiting from the PTT service or can allow you to continue with the PTT service for a specified period depending on the LCMS configuration.

The below types of client upgrade notification will be shown:

1. Dispatch Console Support Ending Notification

2. Dispatch Console Deny Notification

3. Operation System Ending Notification

4. Operating System Deny Notification

20.1. Dispatch Console Support Ending Notification

This pop-up notification comes when the support of current Dispatch Console version is ending soon. A pop-up notification will be displayed with a text showing the end date of the current dispatch version, after which, the Dispatch Console will automatically log out. You will not be able to use PTT service until the Dispatch Console is upgraded to the newer available version.
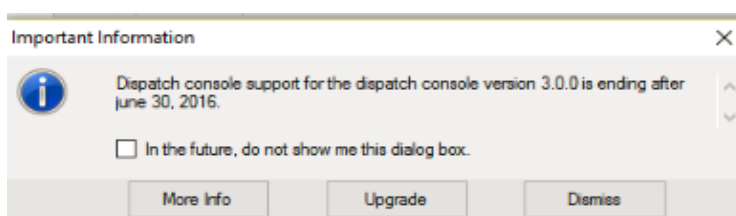
Image 20.1 - Dispatch Console Support Ending Notification

Click the **More Info** to view the more information related to Dispatch Console support ending notification

Or

Upgrade to log out and exit Dispatch Console and continue with the upgrade process

Or

Dismiss to cancel the notification and continue with the PTT service.

Note: **If you click the Dismiss button without checking the checkbox, the notification will be dismissed for now. This notification will still be redisplayed every day or after every login, depending on the configuration.**

When user dismiss the upgrade notification and continue login to the Dispatch Console, a message is displayed in the Setting tab to notify the last supported date for current Dispatch Console.
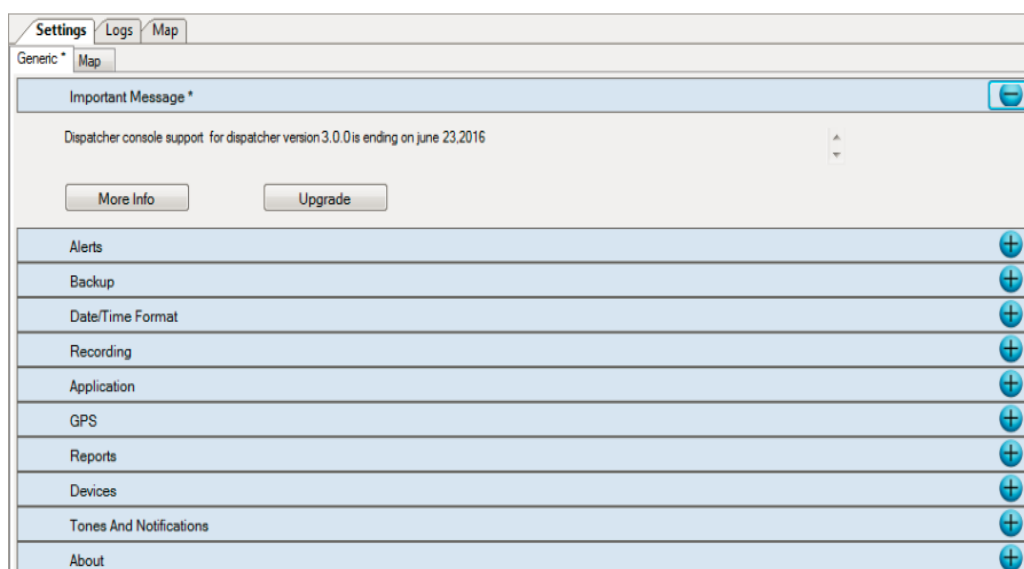
Image 20.2 - Upgrade notification important message

Click the **More Info** to view the more information related to Dispatch Console upgrade notification

Or

Upgrade to log out and exit Dispatch Console and continue with the upgrade process.

20.2. Dispatch Console Deny Notification

This notification comes when the current dispatch console version is no longer supported. You need to upgrade the existing Dispatch Console version to newer available version to continue use of the PTT service.
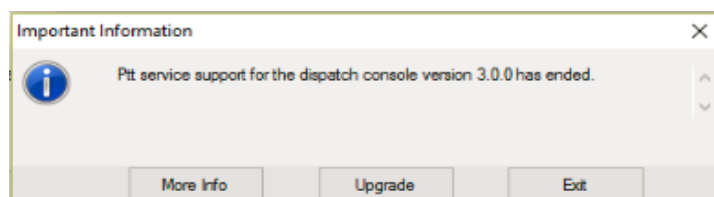
Image 20.3 - Dispatch Console Deny Notification

Click the **More Info** to view the more information related to Dispatch Console deny notification

Or

Upgrade to log out and exit Dispatch Console and continue with the upgrade process

Or

Exit to logout and exit the Dispatch Console.

20.3. Operation System Ending Notification

This notification comes when the system OS version support to the current Dispatch Console version is ending soon. A pop-up notification will be displayed with a text showing the end date of the Dispatch Console support for the particular version of the system OS, after which, the Dispatch Console will automatically log out. You will not be able to use PTT service until the system OS is upgraded to the required OS version.
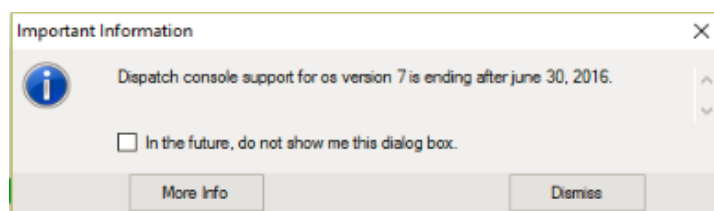
Image 20.4 - Operation System Ending Notification

Click the **More Info** to view the more information related to operating system ending notification

Or

Dismiss to cancel the notification and continue with the PTT service.

Note: **If you click the Dismiss button without checking the checkbox, the notification will be dismissed just for now. This notification will still be redisplayed every day or after every login, depending on the configuration.**

20.4. Operating System Deny Notification

This pop-up notification comes when the current Dispatch Console version no longer support the system OS version. You will not be able to use the PPT service until the system OS is upgraded to the required version.
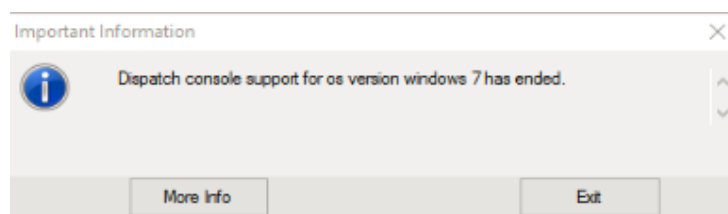
Image 20.5 - Operating System Deny Notification

Click the **More Info** to view the more information related to operating system deny notification

Or

Exit to logout and exit the Dispatch Console.

Note: LCMS feature is only applicable to Dispatch Console version 3.0.

21. Troubleshooting

21.1. Dispatch Console App Launcher Issues

The following table describes the possible error messages that may be displayed during the launching of Dispatch Console. It also provides details to fix the issue.

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-2001	Backup failed	This error is displayed when taking a data backup of Dispatch Console fails.	Database might not be accessible.	a) If the database is not accessible, Dispatch Console will try to recover automatically. Wait for Dispatch Console to recover automatically. b) Wait for Dispatch Console to try to take the backup again (This is done after 30 minutes). If the problem is not resolved and the same issue is observed, contact support.
DISP-2002	Target storage space is full. Cannot complete backup.	This error is displayed when the backup space specified during installation is used up.	Not enough free space needed to take backup.	a) Create free space by deleting old files (Do not delete data from the Dispatch Console installation folder or Dispatcher folder) b) Increase the allocated backup space in the Dispatch Console settings.

Table 1: App Launcher Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-2003	An error occurred while reading the configuration file. Dispatch Console will exit.	Dispatch Console fails to read the map version or database schema version from the database. Dispatch Console is unable to set the map URL in the DispatcherUI.exe. config file.	a) The DispatcherUI.exe. config file might not be accessible b) The DispatcherUI.exe. config file might be corrupted.	a) Check if the DispatcherUI.exe.config is accessible (This file can be found in the installation folder). c) If the error is displayed again, then re-install Dispatch Console.
DISP-2004	Database version does not match with current Dispatch Console version.	This error is displayed if there is any mismatch in the versions of the database and Dispatch Console.	Database/ Dispatch Console h might be of a lower version. Database/ Dispatch Console h might not be upgraded.	a) Re-install Dispatch Console b) If the problem continues, contact support.
DISP-2005	Failed to Download Config File	This error is displayed when the configuration file is not downloaded.	Server is not reachable. Internet connectivity may be down	a) Check if you are able to connect to the Internet. b) If the corporate firewall has blocked the required URLs, then you will not be able to download the configuration file (Please find the port number and URLs in the Installation guide that should be allowed from the firewall). c) Try to launch Dispatch Console again. d) If the problem continues, contact support.

Table 1: App Launcher Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-2006	Failed to upload to the cloud due to technical issues	This error is displayed when the upload operation of log files to the cloud has failed due to technical issues.	Internet connectivity may be down.	Check your Internet connectivity and try browsing to any website.
			Cloud services may be down.	a) Cloud services may be down temporarily. Try uploading debug logs after some time. b) If the problem continues, contact support.
DISP-2007	Failed to upload to the cloud. Contact your system administrator for valid keys.	This error is displayed when the upload operation of log files to the cloud has failed due to invalid authentication.	Configuration provided for uploading logs might not be correct.	Contact support.
DISP-2008	Failed to upload to the cloud. Correct your system time to your standard time zone as there should not be a difference over 15 minutes.	This error is displayed when the upload operation of log files to the cloud has failed.	This may be due to a mismatch in the time between Dispatch Console and its server. The offset error in the time should not be more than 15 minutes.	a) Update the system date and time to be accurate. b) Synchronize your computer clock with an Internet time server. c) If the problem continues, contact support.
DISP-2009	Unable to connect to the database. Contact your system administrator.	This error is displayed when Dispatch Console is not able to connect to the database.	Dispatch Console is unable to connect the Database	a) Wait for Dispatch Console to recover automatically. b) If the problem persists, contact support.

Table 1: App Launcher Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-2010	Could not start the Postgres database. Contact your system administrator.	This error is displayed when Dispatch Console is not able to connect to the Database while starting or re-launching.	Dispatch Console is unable to connect to the database	a) Wait for Dispatch Console to recover automatically. b) If the problem persists, contact support.
DISP-2012	Dispatch Console web-card uri key does not exist.	This error is displayed when the Dispatcher map path is not configured.	The DispatcherUI.exe.config file might be corrupted.	Re-install Dispatch Console.
DISP-2014	Dispatch Console has encountered a problem.	This error is displayed when Dispatch Console needs to be recovered from a network failure	Internet connectivity is down	Check Internet connectivity
			Check Internet connectivity	a) Wait for Dispatch Console to recover automatically or exit and re-launch Dispatch Console b) If the problem persists, contact support.
DISP-2015	Dispatch Console has encountered a problem. Failed to recover the Dispatch Console.	This error is displayed when Dispatch Console fails to recover.	If any of Dispatch Console processes crashes and the recovery process fails to recover from it.	a) Launch Dispatch Console again. b) If the problem persists, contact support.
DISP-2016	Failed to update log for recovery	This error is displayed when Dispatch Console h fails to recover from abrupt failures and error logs are not uploaded.	Configuration provided for uploading logs might not be correct.	Contact support.

Table 1: App Launcher Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-2017	Dispatch Console has crashed multiple times	This error is displayed when Dispatch Console fails to recover from abrupt failures multiple times.	a) This error is displayed if any of Dispatch Console processes closes abruptly b) Internet Connectivity is not available. c) Server is not reachable.	If Dispatch Console is not able to recover successfully, contact support.
DISP-2019	Dispatch Console encountered a problem. Recovery is in progress	This error is displayed when Dispatch Console needs to be recovered from the abrupt failure.	This error is displayed if any of Dispatch Console processes closes abruptly	a) Wait for Dispatch Console to recover itself. b) If Dispatch Console is not able to recover successfully, contact support.
DISP-2020	CDEWrapper: Did not return communication address	This error is displayed when the port number is not received by the Applauncher.	If the CDEWrapper port number is not received by the Applauncher.	The Applauncher will wait for one minute to get the port number. If the error is seen again, re-launch Dispatch Console.
DISP-2021	Upgrade check failed. Contact your system administrator.	This error is displayed when Dispatch Console fails to check for an updated version.	Path configured for the upgrade might be wrong.	Contact support to change the upgrade path.
DISP-2022	Dispatch Console file does not exist	This error is displayed when the Dispatch Console h application file is deleted.	Dispatch Console application file (DispatcherUI. exe) might be deleted.	Re-install Dispatch Console.
DISP-2023	Dispatch Console config file does not exist	This error is displayed when the configuration file is deleted.	Configuration file (DispatcherUI. exe.config) might be deleted.	Re-install Dispatch Console.

Table 1: App Launcher Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-2024	Dispatch Console web-card Uri is empty	This error is displayed when the Dispatcher map path is not configured.	The DispatcherUI.exe. config file might be corrupted.	Re-install Dispatch Console.
DISP-2025	Incorrect web-card uri format.	This error is displayed when the Dispatcher map path is not in proper format.	The DispatcherUI.exe. config file might be corrupted.	Re-install Dispatch Console.
DISP-2026	Postgres failed to start	This error is displayed when the database fails to start.	a) Database is not initialized. b) Database might be corrupted.	a) Exit and re-launch Dispatch Console. b) If the problem persists, re-Install Dispatch Console.
DISP-2027	Backup drive does not exist	This error is displayed when current Backup Drive does not exist.	User might have selected an external device like USB hard disc or Network Drive as Backup path.	Change the Backup Path to local Hard drive.
DISP-2028	Low disk space	This error is displayed when there is insufficient space in the dispatcher backup folder.	User PC has low disk space.	User needs to clean up the disk space.
DISP-2029	Backup space has crossed 90%. Dispatch Console will remove old archived files and reports automatically.	This error is displayed when there is low disk space in the backup path.	User PC has low disk space.	User can move files from backup folder to another folder to release disk space.
DISP-2030	Dispatch Console is already running	This error is displayed when the user tries to launch the Dispatch Console from the desktop icon or from the start menu.	Dispatcher is already running and the user tries to start another instance.	User can relaunch the Dispatch Console from the system tray icon.

Table 1: App Launcher Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-2031	Failed to restore below files	This error is displayed when there is an error while restoring activation files.	Missing activation files.	User need to re-activate a new activation key.
DISP-2032	The below Dispatcher processes or services are running. Please stop and continue with the operation.	This error is displayed when the user tries to launch dispatcherrestore.exe while dispatcher is running.	User tries to launch the dispatcherrestore.exe without exiting the Dispatch Console.	User need to exit the Dispatch Console before running the dispatcherrestore.exe.
DISP-2033	Failed to restore archived file from the selected path	This error is displayed when the archival file is not found in the backup path.	Missing archive file.	User need to copy the archive file to back up path.
DISP-2034	Database is unavailable	This error is displayed when the dispatcher is unable to start the database process.	The database process might be running on another user account or database process is not responding.	User need to log off all the users and retry launch. If the above fails, restart the PC.
DISP-2035	Failed to restore database	This error is displayed when the dispatcher is unable to write to restore information configuration file.	The configuration file does not exist.	Re-install the Dispatch Console.
DISP - 2036	Log upload failed due to Dispatch Console not running	This error will be displayed when the applauncher is running but the Dispatch Console is logged out.	If Dispatch Console is logged out and dispatcher tries to upload logs from applauncher.	Re-launch the Dispatch Console.
DISP - 2037	Log upload to cloud failed	Any exception while uploading logs to the cloud server	When upload to the cloud is failed.	Contact system administrator.

Table 1: App Launcher Issues

Initialization failed - This error message do not have an error code. This error is displayed when there is some initialization problem while launching the Dispatch Console. If you have accidentally

restored the backed up activation key from the Dispatch 3.0 system to another Dispatch 3.0 system then you may encounter this error. Below are the steps to be followed to overcome this error:

1. If you have installed the Dispatch Console 3.0 at a system level, then you need to go to the path "C:\Program Files (x86)\Dispatch Console\CDE Wrapper\CDEAllResourceFiles". If you have installed Dispatch Console 3.0 at user level, then you need to go to the path "C:\Users\<User-Name>\AppData\Local\Dispatch Console\CDE Wrapper\CDEAllResourceFiles". The user name in <User-Name> is your currently logged in Windows user name.

2. You need to delete the below files.

   • kn_up_config_sec_key.xml

   • kodiakP2T.db

3. You need to launch the 3.0 Dispatch Console.

4. You need to contact your administrator to generate a new activation key.

5. Enter the activation key provided by your administrator, when the activation key is prompted in the activation information window.

21.2. Dispatch Console UI Related Issues

The following table describes the possible error messages that may be displayed when using the Dispatch Console user interface. It also provides details to fix the issue.

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5001	Cannot camp on a deleted group	This error is displayed when a user tries to camp on a monitored group and the group is deleted from the CAT.	This may occur when a group is deleted from the CAT and the user tries to camp on that group at the same time.	Logout and re-launch the Dispatch Console application.
DISP-5002	Unable to remove the monitored group	This error is displayed when an attempt to remove the monitored group fails.	This may occur when the group is camped and you are trying to remove it. / This may occur when a user tries to remove a camped group when a group call session is active.	a) UN-Camp the group b) Try to remove the monitored group again.
DISP-5003	Max members allowed in a Quick Group call are (Count based on server configuration)	This error is displayed when a user selects more group members than are configured to make a quick group call.	This may occur when the selected member count is more than the server configuration.	Un-select a few contacts from the Contacts list and try to make the Quick Group call again.
DISP-5004	Feature not supported	This error is displayed when a user tries to make a call using a disabled call feature.	This may be due to a call feature being disabled for the Contact/ Dispatcher	Contact support.

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5005	Connection attempt to CDE failed	Unable to establish a TCP connection to the CDE Wrapper.	Unable to establish a TCP connection to the CDE Wrapper.	Exit and re-launch Dispatch Console.
			CDEWrapper service might be already running.	a) Open the task manager. b) Manually kill the "CDEWrapperService.exe" c) Launch Dispatch Console.
DISP-5006	Timed out. Please retry later	This error displays when a response is not received for a request within the specified time.	The server may not be responding.	a) The server may not be responding during this operation. Try re-launching Dispatch Console. b) If the problem persists, contact support.
DISP-5008	Activation failed. Retry?	This error is displayed when the server is not responding to the activation request from the Dispatcher.	This may be due to an internal issue with the server.	a) The server may not be responding during this operation. Retry the activation process after some time. b) If the problem persists, contact support.
DISP-5009	Activation key is incorrect	This error displays when a user enters a wrong activation key.	User might have entered the wrong activation key	a) Enter a valid activation key and try to activate. b) If the problem persists, contact support.
			User might have entered an expired activation key	

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5010	Unable to change the presence status	This error is displayed when the application is unable to set the presence status within specified time.	Server is sending a failure response as a notification.	a) Check your Internet connectivity and try browsing to any website. b) Log out and re-launch the Dispatch Console application. Try changing the presence status after the Dispatcher is launched. c) If the problem still persists, then contact support.
DISP-5011	Subscriber canceled	This error is displayed when a user tries to launch Dispatch Console when it is in a suspended state.	The Dispatcher MDN has been suspended by the administrator.	Contact support.
DISP-5012	Subscriber deleted	This error is displayed when a user tries to launch Dispatch Console but the Dispatcher is deleted by the administrator.	The Dispatcher might have been deleted by the administrator.	Contact support.
DISP-5013	Subscriber invalid	This error is displayed when a user tries to launch Dispatch Console but the Dispatcher is not provisioned.	The Dispatcher might not be provisioned.	Contact support.

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5014	Network failure. Please retry later.	This error is displayed when Dispatch Console cannot connect to the server during startup or login.	Communication to server failed due to network issues.	a) Make sure that your Internet connection is active and working. b) If you have multiple network connections like Wi-Fi/3G and LAN connected to the system, remove the network connections which are not being used, try connecting with one single active network connection, and try again. c) Try to re-launch Dispatch Console again. d) If the problem continues, contact support.
DISP-5015	Unable to reach the server. Retry later.	This error is displayed when the server is not reachable	This may be due to failed communication with the server.	a) Check Internet connectivity. b) If you have multiple network connections like Wi-Fi/3G and LAN connected to the system, remove the network connections which are not being used, try connecting with one single active network connection, and try again. c) If the problem persists, contact support.

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5016	Sync failed - Unable to complete sync process	This error is displayed when it takes time to load all application details from the server (Contacts and Groups)	This is may be due to slow Internet connectivity.	a) Try to launch Dispatch Console again. b) If the problem persists, try to connect to a faster network (Wi-Fi).
DISP-5017	Call disconnected. Reason:	This error is displayed when the call disconnected.	When the user is busy with another call. The server has rejected the call due to the reason given by the server.	Wait to complete the current call then try the call again. If the problem persists, contact support.
			Audio devices are not connected/ during the call or audio devices are removed.	Plug-in the audio devices.
DISP-5018	Call to deactivated user	This error is displayed when a user places a call to a deactivated user.	User places a call to a deactivated user	a) Log out and re-launch the Dispatch Console application. b) Try to make a call. c) If the problem persists, contact support.
DISP-5019	User not found	This error is displayed when a user tries to make a call to a contact which is not valid.	User calls an invalid contact.	a) Log out and re-launch the Dispatch Console application. b) Try to make a call. c) If the problem persists, contact support
DISP-5020	User out of the coverage area	This error is displayed when a user tries to call a contact which is out of the coverage area.	This may occur when network connectivity of the user is unavailable.	a) Retry the call after some time. b) If the problem persists, contact support.

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5021	User is temporarily unavailable	This error is displayed when a user tries to call a contact which is temporarily unavailable.	This may occur when network connectivity of the user is temporarily unavailable.	a) The server may not be responding during this operation. Retry the call after some time. b) If the problem persists, contact support.
DISP-5022	Trying to reconnect the call	This error is displayed when the network goes down during an active call.	Internet connectivity may be down	a) Check Internet connectivity. b) If the network connection is down, try to reconnect.
DISP-5023	Unable to join call	This message is shown when a user is not able to join a group call.	This may occur when another call is in progress while you are trying to join a group call.	End the current call and try to join the group call again.
DISP-5024	Unable to make call	This error is displayed when the user tries to make a call.	The member may be in DND mode.	a) Check to see if the member is in DND/Offline state. b) If in DND/Offline, you are not able to make a call. Wait until the presence status has changed to available.
			All the members in the group may be unavailable.	
			Audio devices are not connected.	Check whether the microphone/ speaker is connected properly to the system.

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5025	Exporting file has failed	This error is displayed when an attempt to export call records has failed.	Folder does not have write permission.	Check the folder permissions where the files are exported. The folder must have write permissions.
			Does not have enough required free space to export call records.	Check the available free space in the location where the files are exported. Make some free space if available if the provided path is full. Alternatively, the user can choose a different path where there is sufficient free space.
			There is a possible timeout of the export file operation.	Contact support.
DISP-5026	Conversion from bytes to audio format failed.	This message is displayed when an attempt to play a call recording fails.	This may be due to temp folder read/ write access.	a) Log out and re-launch Dispatch Console and try again. b) If the problem persists, contact support
DISP-5027	Conversion from AMR to WAV failed	This message is displayed when conversion of the recoding file to AMR format fails during playing.	This may be due to temp folder read/ write access.	a) Log out and launch Dispatch Console and try again. b) If the problem persists, contact support.
DISP-5028	Unable to load the recording	This message is displayed when the media player is not able to load a media file.	The media file may be corrupted.	a) Log out and launch Dispatch Console and try again. b) If the problem persists, contact support.

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5029	Failed to play back	This message is displayed when Dispatch Console is not able to play a recording file.	The media file may be corrupted.	a) Log out and launch Dispatch Console and try again. b) If the problem persists, contact support.
DISP-5034	Operation failed. Selected contacts are modified by the server. Please retry later.	This error is displayed while creating local groups.	While creating local groups if selected member is deleted from contact list then this error will be displayed.	Please try creating local group again.
DISP-5036	Another call is in progress	This error is displayed when the user tries to initiate a new call.	Occurs if already a call is ongoing and the user is trying to initiate one more calls.	Multiple calls are not supported. Disconnect the first call and try initiating a new call.
DISP-5037	The current backed up data is greater than default space. Kindly delete the data! The back up space cannot be reset to default	This error is displayed when the user clicks on restore to default button in the settings window.	Occurs if the existing backed up files size is greater than default backup space.	Clean the Backup folder and try again
DISP-5038	Back up drive is not having enough space available. The back up path cannot be reset to default	This error is displayed when the user clicks on restore to default button in the settings window.	Occurs if the available space in default backup drive is less than default backup space.	Clean the Backup drive by deleting unwanted files and try again.
DISP-5039	Default Back up drive is not available. The back up space cannot be reset to default	This error is displayed when the user clicks on restore to default button in the settings window.	Occurs if the default backup drive is not available. This can happen if the user has given removable drive as default backup drive and later removed the drive and trying to restore back to default.	Cannot restore the backup path to default. User can set backup path in the settings by giving proper path.

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5040	Unable to fetch default backup details. However other settings will be restored	This error is displayed when the user clicks on restore to default button in the settings window.	Occurs if the application is not able to fetch default backup details.	Configuration file is corrupted or deleted please backup the data and Re-Install the application.
DISP-5041	Data has not been initialized. Please start Dispatch Console to initialize data	This error is displayed when the user clicks on Archival tab in restore exe.	Occurs if the user launches restore exe before launching Dispatch Console at least once.	Launch the Dispatch Console which will initialize the DB.
DISP-5042	Dispatch Console is deactivated. Re-launch Dispatch Console for activation.	This error is displayed when Dispatch Console is deactivated.	Activation key has been re-generated by the CAT administrator.	User needs to contact the CAT administrator for the new key.
DISP-5043	Dispatcher phone number is changed. Re-launch the Dispatch Console for activation.	This error is displayed when the MDN has been changed by the administrator.	Occurs when the MDN is changed by the administrator	Re-launch the Dispatch Console.
DISP-5044	No microphone is connected	This error is displayed when the user tries to call without connecting the microphone.	The user tried to call without connecting the microphone.	Before initiating the call, the user needs to connect the microphone.
DISP-5045	No speaker(s) connected	This error is displayed when the user tries to call without connecting the speaker(s).	The user tried to call without connecting the speaker(s).	Before initiating the call, user need to connect the speaker(s).
DISP-5046	Not a valid backup path	This error is displayed when the backup path is not valid.	The path provided by the user does not exist.	User needs to provide a valid back up path by using the browse button.
DISP-5047	Not enough space in selected backup path.	This error is displayed when there is not enough space in the backup path.	User selected a backup path where there is not enough space.	User needs to change the backup path or reduce the backup space.

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5048	Target Backup Space should be more than 1000 MB	This error is displayed when the backup space is less than 1000 MB.	User specified backup space is less than 1000 MB.	User needs to provide the backup space more than 1000 MB.
DISP-5049	Not a valid export path	This error is displayed when the export path is not valid.	The path provided by the user does not exist.	User needs to provide a valid export path by using the browse button.
DISP-5050	Backup path is invalid.	This error is displayed while dispatcher is launching and the backup path does not exist.	The path provided by the user does not exist.	User need to provide a valid back up path by using the browse button.
DISP-5051	Export path is invalid.	This error is displayed while dispatcher is launching and the export path does not exist.	The path provided by the user does not exist.	User need to provide a valid export path by using browse the button.
DISP-5052	No Recording Found For this Call.	This error is displayed when the user tries to export the un-recorded file which is not available.	User didn't click the manual record button during call.	User need to click the manual record button during the call.
DISP-5053	No data found for selected Record.	This error is displayed when the recorded file is corrupted.	Dispatch Console database is corrupted.	Contact system administrator.
DISP-5054	Sync failed. Re-sync in progress.	This error is displayed when sync failed in the login process.	When Synchronization fails and re-sync happens.	Wait for the re-sync to complete.
DISP-5055	Sync failure. Will retry later.	This error is displayed when sync failed after Dispatch Console up and running.	When re-sync also failed.	Wait for the re-sync to complete.

Table 2: UI Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-5056	Unable to fetch dispatcher on call information.	Error message is shown in when request for the dispatcher's participant call list.	When there is any internal server error.	Please try again after few seconds.
DISP-5057	Fetching dispatcher on call. Information timed out	Error message is shown in when a request for the dispatcher's participant has timed out.	When there is a network issue.	Please try again after few seconds.

Table 2: UI Related Issues

21.3. Dispatch Console Map Related Issues

The following table describes the possible error messages that may be displayed regarding map related issues in Dispatch Console. It also provides details to fix the issue.

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-7001	Connection timed out when attempting to load map files from map service provider	This error is displayed when the Map service is not accessible.	This may occur when the Map service is not accessible.	a) Check if "https://www.google.com" is accessible from IE. If not, make sure this URL is accessible. b) If the problem persists, contact support.
DISP-7002	Connection timed out when attempting to load map files	This error is displayed when the connection times out when attempting to load map files from the server.	The server providing the map service may be down or not reachable.	a) Internet connectivity may be down. Check your Internet connectivity and try browsing to any website. b) If you know the map server details, then check to see if the map server is reachable. c) Try re-launching Dispatch Console. d) If the problem persists, contact support.
DISP-7003	Invalid map configuration	This error is displayed when Dispatch Console fails to launch	This may be due to the map URL being empty or if the map client ID is empty.	Contact support.
DISP-7004	Please provide map service URI	This error is displayed when the Dispatcher map path is not configured.	The DispatcherUI.exe.config file might be corrupted.	Re-install Dispatch Console.

Table 3: Map Related Issues

Error Code	Error Message	Description	Possible Cause	Remedy
DISP-7005	Please provide a valid client ID to connect to the Google Map service	This error is displayed when the Configuration for accessing the Map service is wrong.	Configuration provided for accessing the Map service might be wrong.	Contact support.
DISP-7007	Web Browser is not supported. Please Install IE8 or above	Internet Explorer might be a lower version in the user system.	Internet Explorer version not supported.	a) Install Internet Explorer 8 or above and try to launch Dispatch Console. b) If the problem persists, contact support.
DISP-7008	Web browser Internet Explorer -11 or Microsoft Edge not found. Please install IE11 or Edge.	When IE-11 or edge is not installed on Windows-10	When IE-11 or edge is not installed on Windows-10	Install IE-11 or Edge on Windows 10 PC.
DISP-7009	Web browser Internet Explorer -11 or Microsoft Edge not found. Please install IE11.	When IE-11 or edge is not installed on OS other than Windows-10	When IE-11 or edge is not installed on OS other than Windows-10	Install IE-11 or Edge on other than Windows 10 PC.

Table 3: Map Related Issues

22. Glossary

22.1. 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.

Talk Group Call (Group Call)

A talk group call is a call to a group of people.

Quick Group Call (Ad-hoc Call)

A Quick Group call is a group 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 Group Call

On the monitored group window, when the group is scanned, the call that comes in for that group can be heard immediately, depending on the set priority for the group.

Talker

A person who acquires the floor during a call. The talker is displayed on the *Call Activity* Window.

Monitored Group Call

The Dispatch Console allows you to monitor up to 8 groups. When monitoring, you will be able to see call activity on monitored groups and optionally join a group call if it is active. This is helpful when you want to be aware of the call activity on specific groups but do not necessarily want to participate immediately.

Instant Personal Alert (IPA)

An Instant Personal Alert (IPA) is a way for a fleet member to ask for a call back from you. A One-to-one call from a fleet member is converted to an IPA. You can also send Instant Personal Alerts as well. An IPA is especially useful if the fleet member you want to call has a presence status of Do Not Disturb.

22.2. Dispatch Console Dispatcher Identity

Your display name is shown to others during a PTT call and is shown in their PTT call history.

22.3. 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 green." This indicates that you have the floor and can speak while you press the PTT button. When you stop talking, you should release the PTT button.

Idle: While no one is speaking, the floor is "idle" and is available for anyone to take. The screen will show a gray button and will show the message "No one is speaking…" If you want to speak, you must wait until the floor is idle, then you can press the PTT button to acquire the floor.

Floor Unavailable: Whenever someone else is speaking, you will see the speaker's name and the on screen PTT button will turn red.

22.4. Talk Group (or "Group")

A talk group is a type of PTT contact that connects you to multiple people at once. A talk group is often referred to simply as a "group".

22.5. Quick Group

Quick Group allows you to make a PTT call to up to 10 people without first creating a talk group. This is handy if you want to call a small group of people quickly that are not already in a talk group.

22.6. 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.**