Push to Talk Plus Dispatch Console user guide

Release 8.3.2

verizon business ready

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Contents

1. Introduction and key features

Verizon Push to Talk Plus Dispatch Console is a feature-rich, browser-based application that enables organizations to manage daily dispatch operations effectively.

The earlier version of Push to Talk Plus Dispatch Console was a desktop-based application and the dispatcher's phone number was tied to the desktop on which the Push to Talk Plus Dispatch Console was activated. The dispatcher had no portability option and had to use the same desktop to operate the assigned dispatch.

The new browser-based Push to Talk Plus Dispatch Console supports portability, which means it allows the dispatcher to sign in on any Windows®-based desktop with a supported browser connected to the internet for the dispatch operation.

It provides enhanced push-to-talk (PTT) calling, location, messages and alerts, and indicates presence through an intuitive user interface. The Push to Talk Plus Dispatch Console allows a dispatcher to operate from anywhere. An internet facility is available for the dispatcher to sign in and manage the activities for a set of mobile 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?

- Bulk export of call details (metadata) along with the call recordings in the Call Logs
- Periodic notifications to back up the call details (metadata) along with the call recordings
- Complete address of the nearest location of the member instead of "Get Location" link
- Support of new PTT accessories:
  - FTT-300 USB PTT Footswitch
  - Slim™ Microphone/Speaker Station USB Desktop PTT
- Web-based Push to Talk Plus Dispatch Console (instead of desktop-based)
- Support of new Push to Talk Plus (PTT+) functionality, including Push to Connect multimedia features
- Geofencing with notifications
- Categorization and on-demand location of monitored groups

1.2. Key features

The following are brief descriptions of the key features of Push to Talk Plus Dispatch Console:

Contacts and talkgroups
Contacts are also referred to as fleet members. The dispatcher can establish a one-to-one call or send and receive an Instant Personal Alert (IPA) to or from a contact. A dispatch talkgroup allows one-to-many calls from the dispatcher to fleet members. Contacts and talkgroups are managed by the Corporate Administration Tool (CAT) administrator. The dispatcher can assign the most frequently used contacts and talkgroups to Favorites and can create talkgroups from the Contacts and Talkgroups tab.

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

PTT calling
Enables the dispatcher to start or end a push-to-talk call, record a conversation and see the talker's identity. The Push to Talk Plus Dispatch Console shows call activities during the call. The dispatcher can export and take backup of the details of call recordings on a local PC.

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

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

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

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

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

Monitored talkgroups
Allows the dispatcher to monitor up to 16 active talkgroups; join an existing active talkgroup call or initiate a new talkgroup call; locate and send messages to all talkgroup members; and view the information of all the dispatchers in the talkgroup.

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

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

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

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

For more details, refer to the “Using the Map” section.

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

For more details, refer to the “Secured Messaging” section.

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

For more details, refer to the “Geofence” section.

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

For more details, refer to the “Location History” section.

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

For more details, refer to the “Real-Time Presence” section.

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

Voice Message Fall Back
Allows the automatic recording and delivery of a voice message when the dispatcher attempts to make a PTT call and the call initiation fails because all fleet members are in Do Not Disturb (DND) state, offline, busy or temporarily unreachable.

Alerts
Allows the dispatcher to view Instant Personal Alerts (also known as IPAs or call-me alerts), Missed Call Alerts and Geofence Alerts sent to the dispatcher by the fleet members and to take action.

For more details, refer to the “Alerts” section.

Logs
Provides information about the dispatcher’s recent activity on the Push to Talk Plus Dispatch Console, including alerts, PTT calls, audit logs, location reports, geofence logs and audio recordings of recorded calls.

For more details, refer to the “Logs” section.

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

For more details, refer to the “Settings” section.

Location settings
Allows the dispatcher to select the durations of a contact’s or talkgroup’s location, on-demand, geofence and location history. It also allows the dispatcher to set the distance of the fence for tracking the member.

- **Location**
  Allows the dispatcher to select the expiry period of a member’s location
- **On-Demand Location Update Interval settings**
  Provides the location information of fleet members listed under contacts on the dispatcher’s demand at variable intervals. On-Demand Location offers the following types of location information retrieval for fleet members
- **On-Demand Location Period settings**
  Enables the dispatcher to select one or more fleet members and access their current location information
- **Geofence settings**
  Allows the dispatcher to set the frequency at which the update notifications will be shown when the members are tagged with a geofence. It also allows the dispatcher to set the distance and period to which a fence is applicable for the members

For more details, refer to the “Settings” section.

2. Hardware and software prerequisites

This chapter provides minimum hardware and software requirements for the Push to Talk Plus Dispatch Console. The Push to Talk Plus Dispatch Console does not require administrator privileges for sign-in or usage.

This section is organized as follows:

- Hardware requirements
- Software requirements
- Browser requirements
- Ensuring correct display of the website
- Network requirements and settings

2.1. Hardware requirements

The following are the minimum hardware and operating system required for the Push to Talk Plus Dispatch Console:

- Processor: 2.1 GHz (minimum) Intel® Core™ i5 or above
- RAM (recommended): 8 GB (minimum)
- A standard sound card supporting a headset and speaker
- 2+ Mbps data connectivity

Note: The Push to Talk Plus Dispatch Console does not support touch events on touch-screen devices.

2.2. Software requirements

Following are the software requirements for the Push to Talk Plus Dispatch Console:

- Windows 7/8.1/10 Pro or Enterprise 32-bit version
- Windows 7/8.1/10 Pro or Enterprise 64-bit version

2.3. Browser requirements

Following are the supported browsers for the Push to Talk Plus Dispatch Console:

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

Note: Private browsing and “Enable Enhance Protected Mode” are not supported on Internet Explorer.

For Internet Explorer, the compatibility view is not supported.

An error message is displayed if you try to access the Push to Talk Plus Dispatch Console on browsers other than those previously mentioned.

If any of the previously mentioned browsers do not support the plug-in (NPAPI) and extension in the future, then the Push to Talk Plus Dispatch Console may not work.

If you try to access the Push to Talk Plus Dispatch Console on an OS other than those previously mentioned, then the Push to Talk Plus Dispatch Console may not load and you will not be able to operate the Push to Talk Plus Dispatch Console.

2.4. Ensuring correct display of the website

Enabling pop-ups

Some of the Push to Talk Plus Dispatch Console’s related links open in a new browser window. Make sure to enable pop-ups to access those links.

Reset zooming

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

2.5. Network requirements and settings

The minimum network requirement is 2+ Mbps data connectivity. To avoid network failure-related issues while using the Push to Talk Plus Dispatch Console, open the firewall settings for the below-mentioned IP categories in Port 80, 8080 and 443 for outbound traffic:

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

Note: Please disable firewall services on your laptop/desktop before signing in to the Push to Talk Plus Dispatch Console. Ports 443 and 80 must be open to both install the plug-in and launch the Push to Talk Plus Dispatch Console.

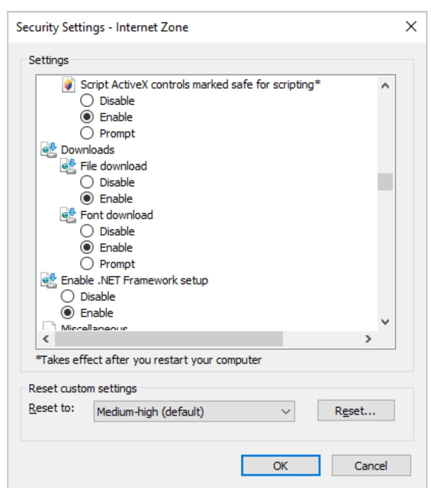
The Push to Talk Plus Dispatch Console does not support authenticated HTTP/SOCKS proxies to establish a connection with the PTT server. The communication path between the Push to Talk Plus Dispatch Console and the PTT server uses a TLS connection.

File download must be enabled in Internet Explorer.

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

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

On the Settings work area, scroll down to Downloads and ensure that the file download option is enabled as shown below.



Internet Explorer file download option enabled

3. Getting started

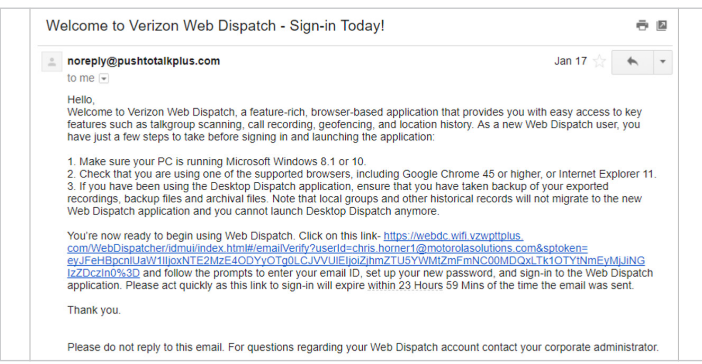
When the corporate administrator creates a Push to Talk Plus Dispatch Console account with a user ID (email ID) for you, you will receive an email in your registered email ID to choose a password and continue to sign in. The Push to Talk Plus Dispatch Console does not require administrator privileges for installation or usage.

This section is organized as follows:

- Signing in to the Push to Talk Plus Dispatch Console
- Cookies
- End user license agreement
- Take a Tour
- Sign out from the Push to Talk Plus Dispatch Console
- Password management
- Blocked account
- Dispatcher signing in to more than one session

3.1. Signing in to the Push to Talk Plus Dispatch Console

To get access to the Push to Talk Plus Dispatch Console, you need to click on the link received in the registered email ID as shown in the below figure.



Sign-in email

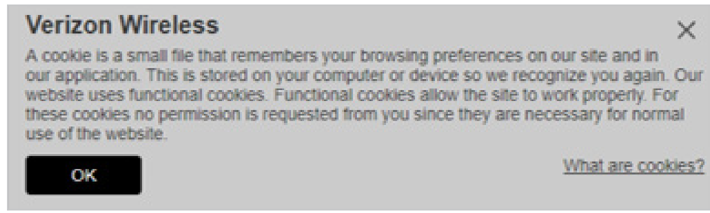
When you click on the link, a cookies page is displayed. Select your preferences. You will be asked to choose a password. The password must meet the minimum requirements of the Push to Talk Plus Dispatch Console's password policy. If the chosen password does not match the password specification, then an error will be displayed.

Choose password
Once you choose the password, a Push to Talk Plus Dispatch Console main landing page is displayed.

Push to Talk Plus Dispatch Console sign-in page
Enter your sign-in credentials and follow the steps to install the Push to Talk Plus Dispatch Console plug-in. For more information, refer to the "Installing and uninstalling Dispatcher Plug-in" section of this document.

3.2. Cookies

Whenever you sign in to the Push to Talk Plus Dispatch Console, a pop-up block will be displayed to choose your browser preferences. When you sign in to the Push to Talk Plus Dispatch Console using a browser that uses cookies, it remembers your registered sign-in, password details and language preferences. It is mandatory to accept the cookies to use the Push to Talk Plus Dispatch Console.



Cookies pop-up

To choose your browser preferences, do the following:
Click **OK** to remember the browsing cookies.

Or:

Click "**What are cookies?**" to learn about the cookies used by Kodiak.

3.3. End user license agreement

When you sign in to the Push to Talk Plus Dispatch Console, an end user license agreement (EULA) window is displayed as shown below:

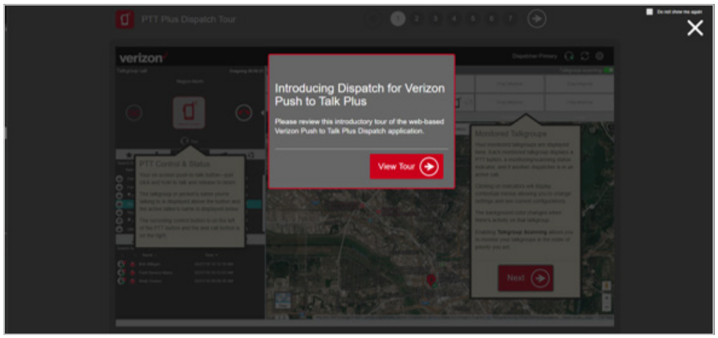
End user license agreement window

Review the terms of the license agreement. You can change the language of the EULA from the Language dropdown in the EULA window, if any other language is supported. Select the checkbox and click **Agree** to continue signing in. Clicking **Disagree** will display the following message: "You must accept the End User License Agreement to sign in to Push to Talk Plus Dispatch Console." Click **Back to End User License Agreement** to return to the EULA window.

While you are signed in to the Push to Talk Plus Dispatch Console and there is any change in the EULA, the EULA window pops up. You need to agree to the terms of the license agreement to continue using the Push to Talk Plus Dispatch Console.

3.4. Take a Tour

Take a Tour shows the basic features and a demo of the application. A Take a Tour page is displayed when you sign in to the Push to Talk Plus Dispatch Console. Clicking on **View Tour** takes you through the basic operation of the Push to Talk Plus Dispatch Console. Use the Next icon to view the demo and their introduction overview. You can click the Close icon to cancel the Take a Tour view.



Take a Tour page

If you do not want the Push to Talk Plus Dispatch Console to display the Take a Tour page whenever you sign in, then select the “Don’t show again” checkbox and click the **Close** icon.

3.5. Sign out from the Push to Talk Plus Dispatch Console

To sign out from the Push to Talk Plus Dispatch Console, access the sign-out button by clicking on dispatcher profile on the top right-hand corner of the Push to Talk Plus Dispatch Console header.

Sign-out button

Note: If you try to sign out from the Push to Talk Plus Dispatch Console during an ongoing call, a confirmation message will display stating “Call is in progress. Confirm sign out.”

3.6. Password management

Change password
You can change your password anytime while you are signed in to the Push to Talk Plus Dispatch Console from the Account Settings. To change the password from the Settings, do the following:

1. Click the **Setting** icon in the header. A setting window opens below the Monitored Group Activity window
2. Click the **Account** tab
3. Enter the current password
4. Enter a new password and retype it in the box
5. Click **Apply** to change the password

   Or:

   Click **Cancel** to cancel the action

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

1. From the sign-in page of Push to Talk Plus Dispatch Console, click **Forgot Password**
2. A dialog box will be shown to enter the email ID associated with your account
3. Enter the registered email ID and click **Send Email** button
4. If you did not receive the email, click **Send it again**
5. Click the link received in your email ID
6. Enter a new password to reset the password
7. Sign in to the Push to Talk Plus Dispatch Console with the new password

Reset password
The corporate administrator can reset your Push to Talk Plus Dispatch Console account sign-in password if you have forgotten it. A “Reset Password” link will be sent to your registered email ID. Click on the link and follow the steps to reset the password.

3.7. Blocked account

Your account will be blocked temporarily if you attempt to sign in to the Push to Talk Plus Dispatch Console with multiple wrong passwords.

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

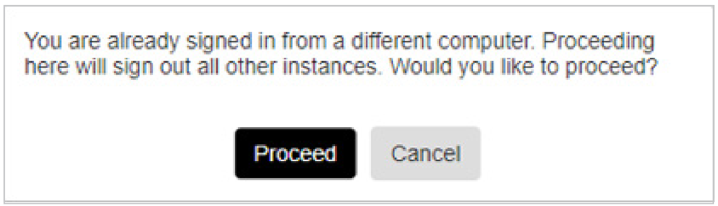
3.8. Dispatcher signing in to more than one session

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

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

   Or:

   Click **Cancel** to cancel the action



Sign in to more than one session pop-up

4. Installing and uninstalling Dispatcher Plug-in

A Dispatcher Plug-in is required to sign in and access the Push to Talk Plus Dispatch Console. Follow the procedures below to install and uninstall the Dispatcher Plug-in on your Windows PC.

This section is organized as follows:

- Install Dispatcher Plug-in
- Uninstall Dispatcher Plug-in
- Upgrade Dispatcher Plug-in

4.1. Install Dispatcher Plug-in

To install the Dispatcher Plug-in, enter the sign-in credentials and click the **Sign in** button.

On signing in, the Push to Talk Plus Dispatch Console will ask you to install the Dispatcher Plug-in and add a Dispatcher Plug-in extension to the browser.

If you are using Chrome browser to sign in to the Push to Talk Plus Dispatch Console, do the following:

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

a. Click the **Add Extension** button to add the Dispatcher Plug-in extension to your Chrome browser

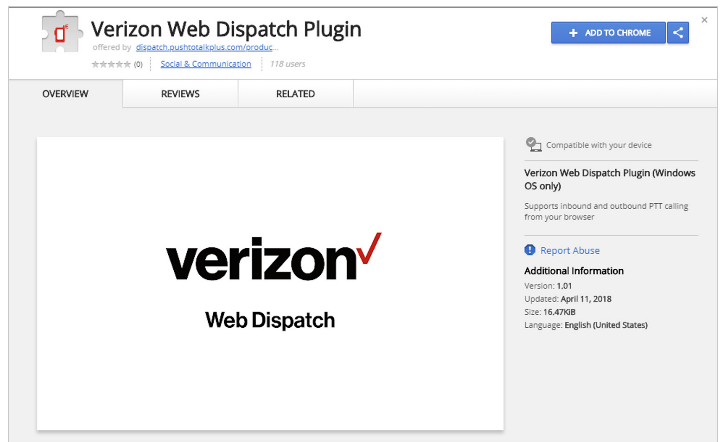
   Or:

   Click **Cancel** to cancel the action

b. Clicking on Cancel will show an error as shown below

Add Extension error

c. Clicking on OK will open a new tab to add the Dispatcher Plug-in extension to the Chrome browser. At the same time, the Dispatcher Plug-in file download starts



Add extension to Chrome

d. Click the **Add to Chrome** button. An “Add Dispatcher Plug-in” pop-up block opens

e. Click the **Add Extension** button

f. A success message is displayed

Note: Make sure that you do not use the Chrome browser’s Incognito mode when accessing the Push to Talk Plus Dispatch Console for the first time.

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

An “Add Plug-in” pop-up block is displayed.

Add Plug-in pop-up block – IE

a. Click **Yes** to install the plug-in

Or:

Click **No** to cancel the process

b. A confirmation message with a pop-up block is displayed asking you to run or save the installer file into your Windows PC. Run the installer file once it has downloaded and saved

Note: Make sure that the Internet Explorer add-on for the Kodiak Web Dispatch Plug-in is enabled.

Make sure that JavaScript is enabled in Internet Explorer.

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

1. In Internet Explorer, click the **Settings** icon
2. Select the **Manage Add-ons** option
3. In the Manage Add-ons window, check the status of the Kodiak Web Dispatch Plug-in. If the plug-in status is disabled, right-click and change the status to enabled
4. Run the installer file once it has downloaded or saved to the local PC
5. Click the **Finish** button

4.2. Uninstall Dispatcher Plug-in

To uninstall the Dispatcher Plug-in:

1. From the Control Panel:

   If you are using Windows 7:

   Click **Start > Control Panel > Programs and Features**

   If you are using Windows 8.0/8.1:

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

   If you are using Windows 10:

   Click **Start > Control Panel > Programs > Uninstall a program**
2. Select Kodiak Web Dispatch Plug-in and click **Uninstall**

Note: The Dispatcher Plug-in is mandatory for the Push to Talk Plus Dispatch Console to operate.

4.3. Upgrade Dispatcher Plug-in

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

Dispatcher Plug-in upgrade notification

1. Click **Yes** to start the Dispatcher Plug-in upgrade process. A pop-up block appears to indicate that the plug-in is downloaded. Click **OK**
2. Clicking **No** will show an error message: “Latest Plug-in is required to run application. Please install Plug-in.” You will not be able to sign in until the latest Dispatcher Plug-in is installed

Note: Close the Push to Talk Plus Dispatch Console sign-in browser tab before you run the Dispatcher Plug-in installer file.

3. Run the installer file once it has downloaded and saved
4. Click the **Finish** button
5. Sign in to the Push to Talk Plus Dispatch Console with your credentials

5. Navigating the Push to Talk Plus Dispatch Console

This section will help you get familiar with how to navigate the Push to Talk Plus Dispatch Console and is organized as follows:

- Navigation areas
- Docking/Undocking
- Resetting the layout
- Help
- Scrolling
- Icons and tones

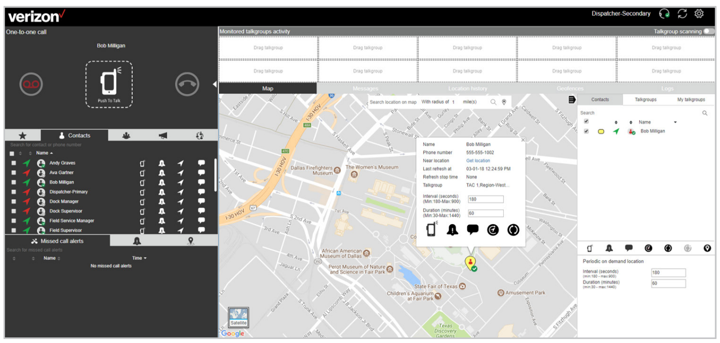
5.1. Navigation areas

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

- Alerts
- Call Activity
- Contacts and Talkgroups
- Geofence
- Location History
- Logs
  - Alert Logs
  - Activity Logs
  - Call Logs
  - Geofence Logs
  - Location Reports
- Maps
- Messages
- Monitored Talkgroups Activity
- Settings
  - About
  - Account
  - Alerts
  - Devices
  - General
  - Map

- Default Color Settings
- Manage Talkgroup Color Settings
- Location
  - Geofence
  - On-demand Location Settings
- Notifications
  - Recordings
  - Tones

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

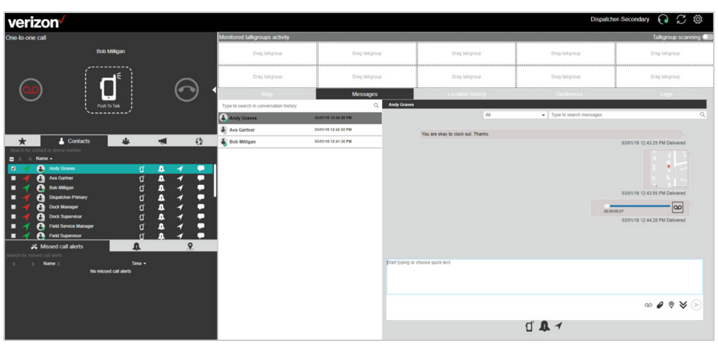


Dispatch Console

5.2. Docking/Undocking

Push to Talk Plus 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:



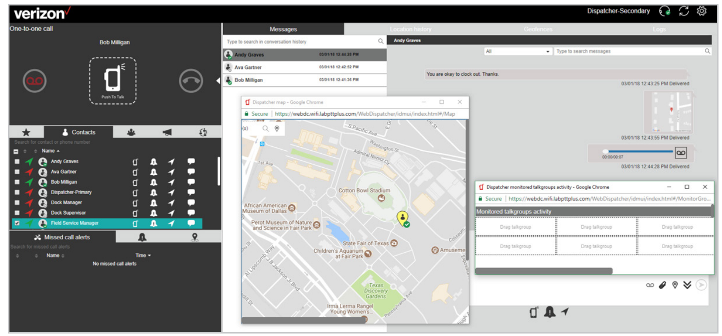
Docked window

To undock a window, double-click the title bar of the window to be undocked. In the figure below, two windows are shown undocked: Monitored Talkgroups Activity and Map. Undocked windows can be moved, minimized and maximized; click the close button to dock back to the main window.

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

You can only undock Map and Monitored Talkgroup Activity windows.

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



Undocked windows

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

5.3. Resetting the layout

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

Perform the following steps to reset the layout.

1. Click the **Reset Layout** icon located on the right side of the Push to Talk Plus Dispatch Console. A confirmation window appears
2. Click **Yes** to reset to default layout

   Or:

   Click **No** to leave the layout unchanged

5.4. Icons and tones

The following table lists the common application icons you will see in the Push to Talk Plus Dispatch Console.

Icon	Description
	Fleet member's presence status is "Available."
	Fleet member's presence status is "Do Not Disturb."
	Fleet member's presence status is "Offline."
	Fleet member's location is available.
	Fleet member's location is not available.
	Fleet member's location is expired.
	Instant Personal Alert tab
	Favorites tab
	Message tab
	Geofence tab
	Make a call.
	Locate
	Broadcast Group
	Talkgroup
	My Talkgroup
	Create My Talkgroup or add to existing My Talkgroup
	Rename My Talkgroup or remove member from My Talkgroup
	Delete My Talkgroup
	One-to-one call
	Talkgroup call
	Broadcast Group call
	Quick Group call
	Push to Talk floor control button when the floor is taken by you
	Push to Talk floor control button when the floor is taken by a fleet member
	Push to Talk floor control button when the floor is idle
	Push to Talk Button when Voice Message Fall Back occurs
	Record manually
	Record disabled
	Record always
	Stop call recording
	End call
	End call disabled
	Dispatcher on call
	Missed Call Alert tab
	Geofence Alert
	Alert is "Unattended."
	Alert is "Parked."
	Alert is "Completed."
	Alert is "Attended."
	Alert is "Expired."
	Alert is "Expiring."

Icon	Description
	Remove talkgroup from Monitored Talkgroup category.
	Talkgroup Scanning is set to normal for a talkgroup.
	Talkgroup Scanning is set to monitor only for a talkgroup.
	Talkgroup Scanning is set to no priority for a talkgroup.
	Talkgroup Scanning is turned on for a monitored group. The scanning priority you set for a group will be displayed next to this icon.
	Talkgroup Scanning is paused for a monitored group.
	On-call list processing
	“Dispatcher on call” list fetch error
	No dispatcher on call
	Other dispatcher on call
	Self-dispatcher on call
	Refresh dispatcher list
	Talkgroup Scanning off
	Talkgroup Scanning on
	Your presence status is “Online.”
	Your presence status is “Do Not Disturb.”
	Reset Layout
	Allows you to filter on any type of log file.
	Search (logs)
	Reset Filter (logs)
	Export Recorded Call

Icon	Description
	Backup pending
	Export
	Outgoing (Call Logs)
	Incoming (Call Logs)
	One-to-One Missed Call Alert
	Talkgroup Missed Call Alert
	Quick Group Missed Call Alert
	Broadcast Group Missed Call Alert
	My Talkgroup Missed Call Alert
	Operation logs
	Administration logs
	Network logs
	Previous page
	Next page
	Calendar
	Message in selection list
	Forward Message
	Location Share
	Attach Files
	Attach Picture

Icon	Description
	Attach Audio
	Attach Video
	Record Audio
	Attach Document
	Location Confirmed Attachment
	Download Attachment
	Download Audio
	Pause Audio
	Play
	Download Image
	Close Full View
	Confirm Location (message)
	Quick Text
	Voice Recording Stopped
	Urgent Message
	Details (message)
	Clear all located fleet members from map.
	Clear searched location in Display Find Location.
	Zoom in on the map screen.
	Zoom out on the map screen.

Icon	Description
	Map loading
	A black border with the avatar appears on a map marker when a contact is selected from the selection list or by pressing SHIFT + mouse drag on your keyboard.
	Selection list expand button
	Selection list collapse button
	Find Location
	This push-pin icon appears when you use the Display Find Location.
	Appears when you select the fleet member whose GPS location is not updated within the specified time.
	Close button on Map window
	Map Reset icon that appears on the Selection List window
	Map Center
	Map location refresh retrieval status
	Map location refresh success status
	Periodic Location Refresh status icon in the Selection List window
	Periodic Location Refresh in the Info window
	One-Time Location Refresh
	Stop location refresh for all the fleet members.
	Stop location refresh for selected fleet member.
	Overlapping marker cluster icon
	Location marker
	Location history start point

Icon	Description
	Location history end point
	Location history play
	Location history pause
	Location history stop
	Location history track on map
	Collapse location history search slider
	Expand location history search slider
	Draw circle (geofence).
	Confirm location (geofence)
	Geofence logs inside fence
	Geofence logs out of fence
	Eye marker
	Close Favorites (geofence)
	Fit map center
	Feature enabled
	Features disabled
	Success
	Failure
	Warning

The Push to Talk Plus Dispatch Console plays the following tones to indicate various conditions:

Tone	Description
Floor acquired	Played after you press the PTT button to indicate that you can speak.
Floor busy	Played when you press the PTT button and are unable to take the floor.
Floor released	Played to listeners of the call to indicate that the talker has released the floor.
Incoming call	Played once at the beginning of the call to alert you about an incoming PTT call.
Instant Personal Alert	Played each time you receive an Instant Personal Alert. This is a user-selectable alert tone.
Call suspension/call reconnecting	Played while the server momentarily drops an incomplete call due to an error. Also, the same tone is played while the call is reconnected within a predefined time.
Missed Call Alert	Played when you get an incoming talkgroup call. This is a user-selectable alert tone. The Missed Call Alert tone is not played when you are busy on another call, or you have set the state as DND.
Geofence Alert	Played when the fleet member leaves or enters the fence defined by you.
Message Alert	This tone is played when there is an incoming message.
Attention	This tone is played when you need to pay attention to the task-bar notification pop-up indicating an operation status, e.g., when a USB device (accessory) is successfully connected to a laptop/desktop computer.
Error	This tone is played during an Error notification pop-up, e.g., when sending an IPA to an offline fleet member has failed.
Application minimized	This tone is played when the Dispatch Console is minimized and if there is a Missed Call Alert or IPA.

6. Contacts and talkgroups

The Push to Talk Plus Dispatch Console provides communication and location for contacts (also known as fleet members). The contacts are managed for the corporation using the Corporate Administration Tool (CAT). Once configured by the corporate administrator, the contacts and talkgroups are shown on the Contacts and Talkgroups window.

Using the Push to Talk Plus Dispatch Console, you can communicate with individuals or talkgroups; send messages, multimedia files and alerts (IPAs) to individuals only; view the path traversed by the fleet members; assign fences to talkgroups only; and locate fleet members on a map. The corporate administrator will create the talkgroups through CAT.

6.1. Favorites tab

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

Add contacts to Favorites

To add contacts to the Favorites list:

1. From the Contacts tab, select the checkbox(es) next to the contact(s) that need(s) to be added to the Favorites list
2. Right-click the contact(s) and select the **Add to Favorites** icon
3. The contact(s) will be added to your Favorites tab. A Favorites icon is assigned to the contact(s)

Remove contacts from the Favorites

To remove a contact from the Favorites list:

1. From the Favorites or Contacts tab, select the contact(s) that need(s) to be removed from Favorites list
2. Right-click on the contact(s) and select the **Remove from Favorites** icon
3. A confirmation message is displayed
4. Click **Yes** to remove

   Or:

   Click **No** to cancel the action

Add a Talkgroup to Favorites

To add a talkgroup to the Favorites list:

1. From the My Talkgroup tab, select the talkgroup that needs to be added to the Favorites list
2. Right-click the talkgroup and select the **Add to Favorites** icon
3. The talkgroup will be added to your Favorites tab. A Favorites icon is assigned to the talkgroup

Remove a talkgroup from Favorites

To remove a talkgroup from the Favorites list:

1. From the Favorites or Talkgroup tab, select the talkgroup that needs be removed from the Favorites list
2. Right-click on the talkgroup and select the **Remove from Favorites** icon
3. A confirmation message is displayed
4. Click **Yes** to remove

   Or:

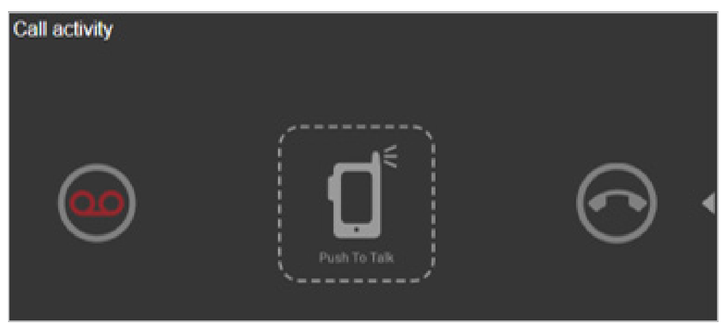
   Click **No** to cancel the action

7. PTT calls

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

7.1. Call Ready State

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



Call Activity screen

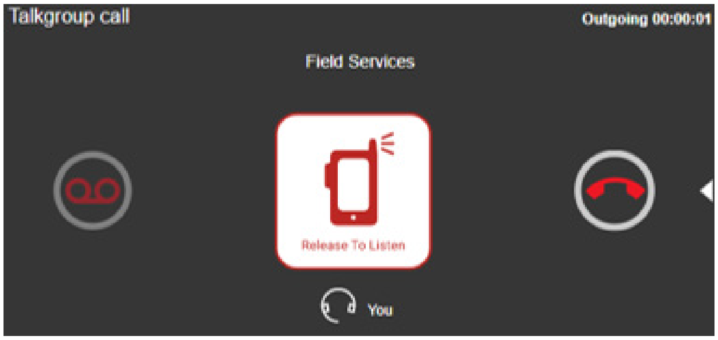
7.2. Making calls

Placing a talkgroup call

To place a PTT talkgroup call:

1. Select the talkgroup name from any of the windows, i.e., Contacts and Talkgroups, Map Information, Map Selection List, Alerts, Monitored Talkgroup Activity, Messages, Geofence Logs, Call Logs or Alert Logs
2. Click the Call icon to place a talkgroup call; you will see a Call Ready screen at the Call Activity window as shown

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



Talkgroup Call Activity window

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

The following information is displayed:

- The Call Type is displayed in the header area of the Call Activity window
- The Push to Talk button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white); you are talking (blue); or someone else is talking (only border and PTT icon blue)
- The name of the talkgroup is shown above the PTT icon
- The name of the person speaking is shown below the PTT icon
- The Talkgroup Members list will be shown when you click the **Slider** button on the right side of the Call Activity window. The Talkgroup Members list allows you to see the names of the talkgroup members. The Slider button is disabled when the call is not initiated
- The Record button can be used to record the call
- The End Call button allows you to drop from the current call

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

Placing a Quick Group call

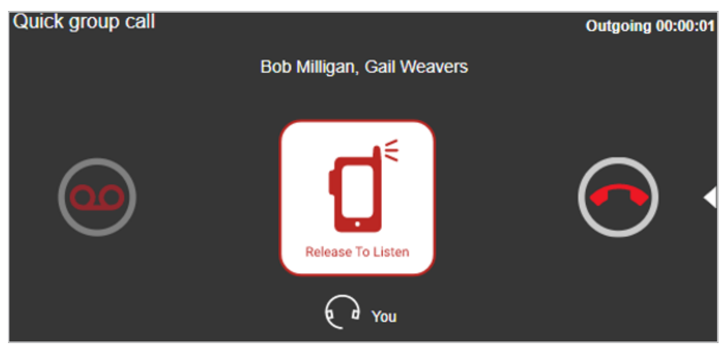
A Quick Group call is a quick call consisting of selected fleet members. Quick Group calls are special-purpose talkgroups that are used once. If you use a talkgroup often, you should have the corporate administrator create the talkgroup for you or you may create your own talkgroup.

To place Quick Group call:

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

Quick Group Call – Call Ready screen

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



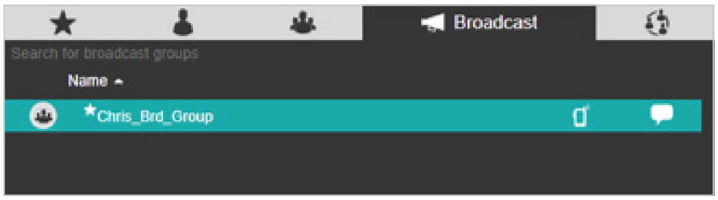
Quick Group Call Activity window

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

Placing a Broadcast Group call

To place a Broadcast Group call:

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

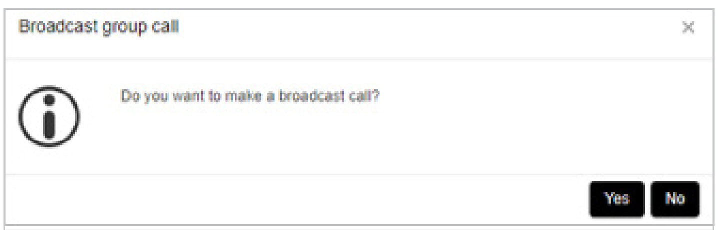


Broadcast tab

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

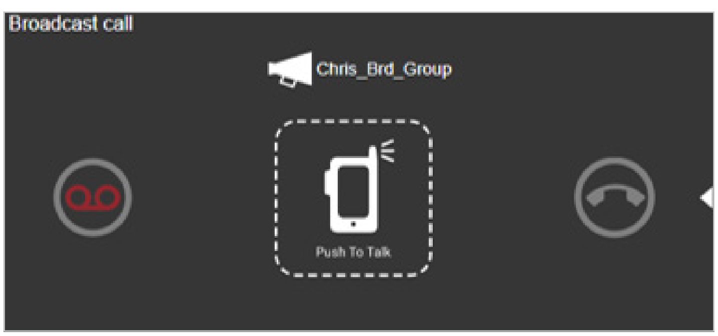
   Or:

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



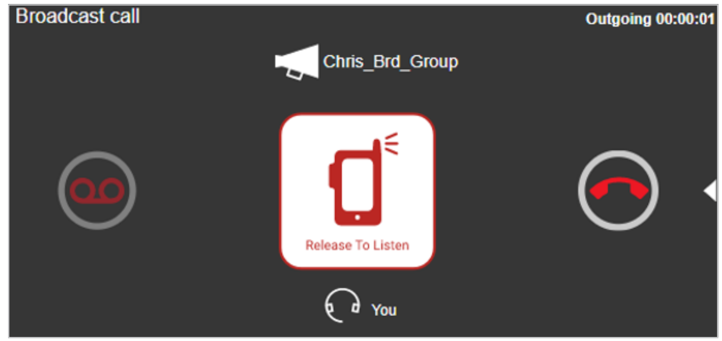
Broadcast Group Call dialog

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 a broadcast call icon on the bottom of the Call Activity window as shown below



Broadcast Call – Call Ready screen

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



Broadcast Call Activity window

The following information is displayed:

- The Call Type is displayed in the header area of the Call Activity window
- The Push to Talk button allows you to take the floor. The color of the button indicates whether the floor is free (border and PTT icon white); you are talking (blue); or someone else is talking (border and PTT icon blue)
- The name of the person speaking is shown below the PTT icon
- The name of the Broadcast Group is shown on the top of the PTT icon
- In the case of broadcast calls, the Slider button is disabled and the members are not shown
- The Record button can be used to record the call
- The End Call button allows you to drop from the current call

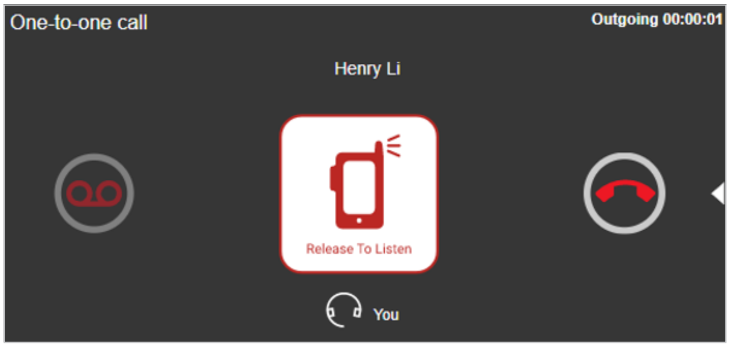
Placing a one-to-one (1-1) call

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

1. Select the fleet member from any of the windows, i.e., Contacts and Talkgroups, Map Information, Map Selection list, Alerts, Message, Call Logs or Alert Logs
2. Click the **Call** icon to place a one-to-one call. You can see the Call Ready screen at the Call Activity window as shown below

One-to-One Call – Call Ready screen

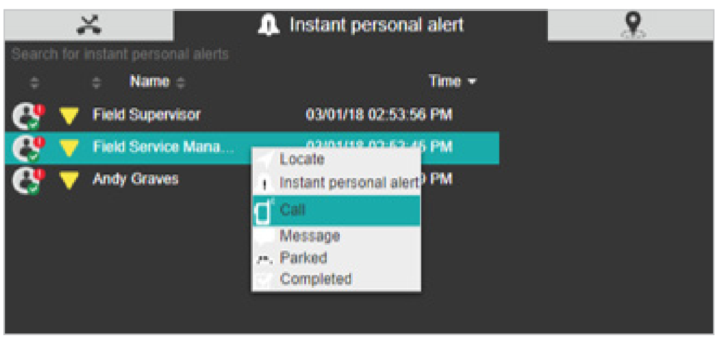
3. A call starts and the same information is shown in the Call Activity window as for a talkgroup call. The name of the member called in a one-to-one call is shown above the PTT icon



One-to-One Call Activity window

Placing a call from the Alerts window
To place call from the Alerts window:

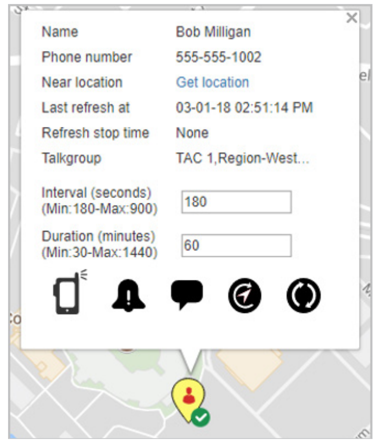
1. Select and right-click on the alert in the Alerts window
2. Click the **Call** icon to place a call



Making a Call from the Alerts window

Placing a call from the Map Information window
To place a call from the Information window on a map:

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



Info window

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

Placing a call from the Selection List window on a map

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

   Or:

   Click on the talkgroup or My Talkgroup in the Selection List window
2. Click the **Call** icon to place a call

Placing a call from Call Logs
To place call from the Call Logs window:

1. Select **Logs** and then select **Call Logs**
2. Select and right-click on a conversation row from the Call Logs history
3. Click the **Call** icon to place a call
   a. For a one-to-one call, the call is returned to the originating fleet member
   b. For a talkgroup call, the call is returned to the members of the talkgroup
   c. For a Quick Group call, the call is returned to all the fleet members of the Quick Group
   d. For a Broadcast Group call, the call is returned to the talkgroup if you are the broadcaster for the talkgroup
   e. For a Broadcast Group where you are a member and not a broadcaster, initiating the call to the talkgroup results in an error

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

1. Select **Logs** and then select **Alert Logs**
2. Select and right-click on an alert from the Alert Logs history

3. Click the **Call** 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 Talkgroup Call alert, the call is returned to the members of the talkgroup
   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 talkgroup if you are a broadcaster

Making a call from Alert Logs history

Placing a call from Geofence Logs

To place a call from the Geofence Logs window:

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

Placing a call from a message

To place a call from the Message window:

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

7.3. Receiving calls

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

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

Note: There is no Call Ready screen displayed for a received one-to-one call. The call will barge in and you will join the call immediately. An incoming Quick Group call will not barge in and a Missed Quick Group Call alert will be displayed when the incoming Quick Group call ends.

Incoming Call Active window

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

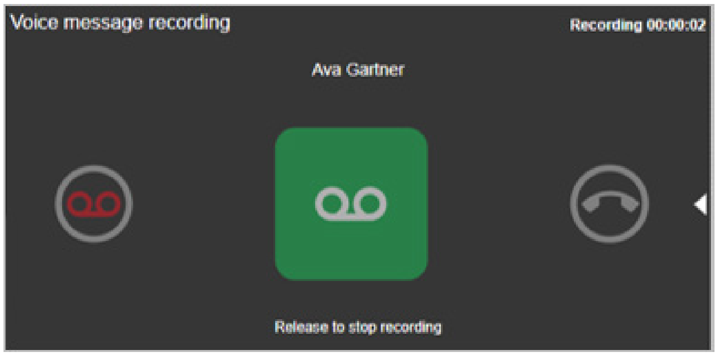
7.4. Voice Message Fall Back

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

To initiate Voice Message Fall Back recording

To initiate Voice Message Fall Back recording, do the following:

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



Voice Message Fall Back window

7.5. Rejoining a talkgroup call

If you drop from a talkgroup call, e.g., by using the End Call button, you can rejoin the call by initiating a call to that talkgroup. You can call the talkgroup from the Alert, Alert Logs, Call Logs, Messages or Map Information windows; the Map Selection list; monitored talkgroups; or from the My Talkgroups tab. You cannot rejoin a Broadcast Group or a Quick Group call that is dropped.

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

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

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

8. Secured Messaging

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

You can search for the messages by date, name or part of conversation text in the search area of the message.

8.1. Sending a message to a contact

To send a text message to a contact:

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

   Or:

   Right-click on a contact in the Alerts, Call Logs or Alert Logs window

   Or:

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

To send a document to a contact:

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

   Or:

   Right-click on a contact in the Alerts, Call Logs or Alert Logs window

   Or:

   Click the map marker of the contact on the map to view the Map Information window
2. Click the **Message** icon. A Message tab opens below the monitored talkgroup window
3. Click the **Attach Files** icon
4. Select the **Attach Document** icon. A file selection window opens

File Selection Window – Document

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

   Or:

   Click **Cancel** to cancel the action
2. Click the **Send** icon to send the file

Send document to contact
To discard the attached document, do the following:

1. Click the **Delete** icon next to the attached file. A confirmation window is displayed
2. Click **Yes** to delete

   Or:

   Click **No** to cancel the action

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

To send a photo to a contact:

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

   Or:

   Right-click on a contact in the Alerts, Call Logs or Alert Logs window

   Or:

   Click the map marker of the contact on the map to view the Map Information window
2. Click the **Message** icon. A Message tab opens below the Monitored Talkgroup Activity window
3. Click the **Attach Files** icon
4. Select the **Attach Photo** icon. A file selection window opens
5. Select the photo and click **Open**

   Or:

   Click **Cancel** to cancel the action
6. Click the **Send** icon to send the photo

To discard the attached photo, do the following:

1. Click the **Delete** icon next to the attached file. A confirmation window is displayed
2. Click **Yes** to delete

   Or:

   Click **No** to cancel the action

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

To send video to a contact:

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

   Or:

   Right-click on a contact in the Alerts, Call Logs or Alert Logs window

   Or:

   Click the map marker of the contact on the map to view the Map Information window
2. Click the **Message** icon. A Message tab opens below the Monitored Talkgroup Activity window
3. Click the **Attach Files** icon
4. Select the **Attach Video** icon. A file selection window opens
5. Select the video file and click **Open**

   Or:

   Click **Cancel** to cancel the action
6. Click the **Send** icon to send the video file

To discard the attached video, do the following:

1. Click the **Delete** icon next to the attached file A confirmation window is displayed
2. Click **Yes** to delete

   Or:

   Click **No** to cancel the action

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

To send audio to a contact:
You can send an audio message either by recording from the Push to Talk Plus Dispatch Console application or using a prerecorded audio file from your local PC.

To record and send an audio message from the Push to Talk Plus Dispatch Console application, do the following:

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

   Or:

   Right-click on a contact in the Alerts, Call Logs or Alert Logs window

   Or:

   Click the map marker of the contact on the map to view the Map Information window
2. Click the **Message** icon. A Message tab opens below the Monitored Talkgroup Activity window
3. Click the **Record Audio** icon
4. Record the audio from your device
5. Click the **Stop** icon to stop the recording

   Or:

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

Send recorded voice message
You can preview the recorded audio by clicking the **Play** icon before sending it to the contact. To send a prerecorded audio file from your local PC, do the following:

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

   Or:

   Right-click on a contact in the Alerts, Call Logs or Alert Logs window

   Or:

   Click the map marker of the contact on the map to view the Map Information window
2. Click the **Message** icon. A Message tab opens below the Monitored Talkgroup Activity window
3. Click the **Attach Files** icon
4. Select the **Attach Audio** icon. A file selection window opens
5. Select the audio file and click **Open**

   Or:

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

To discard the attached audio, do the following:

1. Click the **Delete** icon next to the attached file. A confirmation window is displayed
2. Click **Yes** to delete

   Or:

   Click **No** to cancel the action

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

To share location to a contact:

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

   Or:

   Right-click on a contact in the Alerts, Call Logs or Alert Logs window

   Or:

   Click the map marker of the contact on the map to view the Map Information window
2. Click the **Message** icon. A Message tab opens below the Monitored Talkgroup Activity window
3. Click the **Share Location** icon. A map with a location pin opens
4. Choose a location you want to share by moving the map and dropping the location pin. You can also search for the location address to drop the location pin
5. Click the **Confirm Location** icon
6. Click the **Send** icon to share the location to the contact

   Or:

   Click **Cancel** to cancel the action

8.2. Sending a message to a Quick Group

To send a text message to a Quick Group:

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

To send a file to a Quick Group:

1. Click the **Contacts** tab from the Contacts and Talkgroups window
2. Select the checkboxes next to the contacts
3. Right-click and select **Message**. A Message tab will open below the Monitored Talkgroup Activity window
4. Click the **Attach Files** icon
5. Select the **Attach Document** icon. A file selection window opens
6. Select the file and click **Open**

   Or:

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

To discard the attached document, do the following:

1. Click the **Delete** icon next to the attached file. A confirmation window is displayed
2. Click **Yes** to delete

   Or:

   Click **No** to cancel the action

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

To send a photo to a Quick Group:

1. Click the **Contacts** tab from the Contacts and Talkgroups window
2. Select the checkboxes next to the contacts
3. Right-click and select **Message**. A Message tab will open below the Monitored Talkgroup Activity window
4. Click the **Attach Files** icon
5. Select the **Attach Photo** icon. A file selection window opens
6. Select the picture and click **Open**

   Or:

   Click **Cancel** to cancel the action
7. Click the **Send** icon to send the photo

To discard the attached photo, do the following:

1. Click the **Delete** icon next to the attached file. A confirmation window is displayed
2. Click **Yes** to delete

   Or:

   Click **No** to cancel the action

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

To send a video to a Quick Group:

1. Click the **Contacts** tab from the Contacts and Talkgroups window
2. Select the checkboxes next to the contacts
3. Right-click and select **Message**. A Message tab will open below the Monitored Talkgroup Activity window
4. Click the **Attach Files** icon
5. Select the **Attach Video** icon. A file selection window opens
6. Select the video and click **Open**

   Or:

   Click the **Cancel** icon to cancel the action
7. Click the **Send** icon to send the recorded video file

To discard the attached video, do the following:

1. Click the **Delete** icon next to the attached file. A confirmation window is displayed
2. Click **Yes** to delete

   Or:

   Click **No** to cancel the action

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

To send audio to a Quick Group:
You can send an audio message either by recording from the Push to Talk Plus Dispatch Console application or a prerecorded audio file from your local PC.

To record and send an audio message from the Push to Talk Plus Dispatch Console application, do the following:

1. Click the **Contacts** tab from the Contacts and Talkgroups window
2. Select the checkboxes next to the contacts
3. Right-click and select **Message**. A Message tab will open below the Monitored Talkgroup Activity window
4. Click the **Record Audio** icon
5. Record the audio from your device
6. Click the **Stop** icon to stop the recording

   Or:

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

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

To send a prerecorded audio file from your local PC, do the following:

1. Click the **Contacts** tab from the Contacts and Talkgroups window
2. Select the checkboxes next to the contacts
3. Right-click and select **Message**. A Message tab will open below the Monitored Talkgroup Activity window
4. Click the **Attach Files** icon
5. Click the **Attach Audio** icon. A file selection window opens
6. Select the audio file and click **Open**

   Or:

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

To discard the attached audio, do the following:

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

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

To forward an individual text or multimedia message to a fleet member:

1. Mouse hover on the message. A Show More Options ▼ icon is displayed
2. Click the **Show More Options** ▼ icon
3. From the available options, click the **Forward Message** icon
4. Select the checkbox(es) next to the message(s) or file(s)

Note: You can select up to 10 messages to forward to contacts and talkgroups. An error window appears if you select more than 10 messages.

5. Click the **Forward Message** icon. A Forward Message to Contacts and Talkgroups window opens
6. Select a contact or talkgroup and click the **Forward** button

8.3. View shared geolocation by the fleet member

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

View fleet member's shared geolocation
When you view a received message, the status of that message is shown with a Completed icon. You can change any message to Parked Status. To change the status of the message, click the status icon on the message and change the status.

8.4. Metadata of the multimedia files or location

When you receive a multimedia message (audio, video, location or document), you can view the metadata or details of the file or location. A Details icon will be shown when you open the received file or location. Clicking on the Detail icon will show information about the file in addition to the file name, sender, send date and time.

9. 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 Push to Talk Plus Dispatch Console.

9.1. Record Always mode

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

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

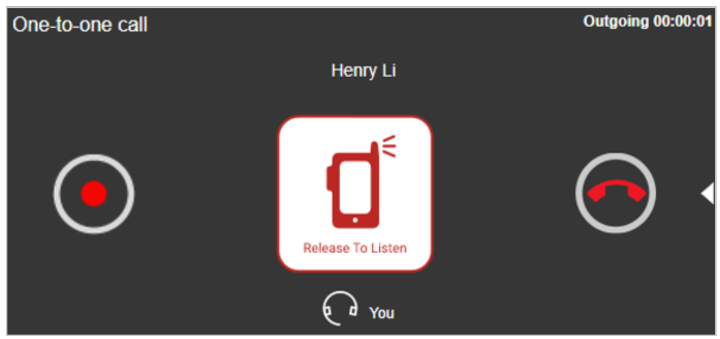
Note: The only calls recorded are those where you are a participant of the call.

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

9.2. Record manually

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

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



Manual Record button

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

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

9.3. Playing back recorded calls

Recorded calls are stored under Call Logs.

To view recorded calls:

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

   Or:

   You can also double-click the recorded file from the Call Logs section or on the recorded files (displayed below the Call Logs section)
3. While a recorded file is being played, if you click on another recorded file, the player stops playing the first 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

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

9.4. Exporting the recorded call conversation

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

To export a single call recording:

1. Click **Logs > Call Logs**
2. Select a recording from the Call Logs section, and right-click on the log
3. Click the **Export** icon to export the recorded file to a location you specified above

To export multiple call recordings:

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

Note: The files are stored with an MP3 extension.

9.5. Backup call recordings

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

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

      Or:

      Click **No** to cancel the action
2. If the backup is due and the dispatcher has not backed up, then a pop-up message is displayed on the sign-in

Backup Notification

a. Click **Yes** to take a backup

   Or

   Click **No** to cancel the backup action

Clicking Yes starts the backup and the backup file will be downloaded to the browser's download folder. A confirmation message appears to make sure that the backup file is completely downloaded to the download folder.

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

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

a. Click **Yes** to confirm the download is successful

   Or:

   Click **No** to confirm backup is unsuccessful

   Or:

   Click **Ask me later**, which then pops up the confirmation message until you confirm the download had completed

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

The backup file is downloaded to the download folder configured on the web browser. For more details, refer to the "General" section in the "Settings" section of this document. Note: If there is an ongoing backup of recordings and you attempt to sign out from the Push to Talk Plus Dispatch Console, then a cancellation confirmation message appears. Selecting Continue will sign you out of the Push to Talk Plus Dispatch Console and cancel the backup.

10. 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.

11. Alerts

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

This section is organized as follows:

- Instant Personal Alerts (IPAs)
- Missed Call Alerts
- Geofence Alerts

11.1. Instant Personal Alerts (IPAs)

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

Sending an Alert

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

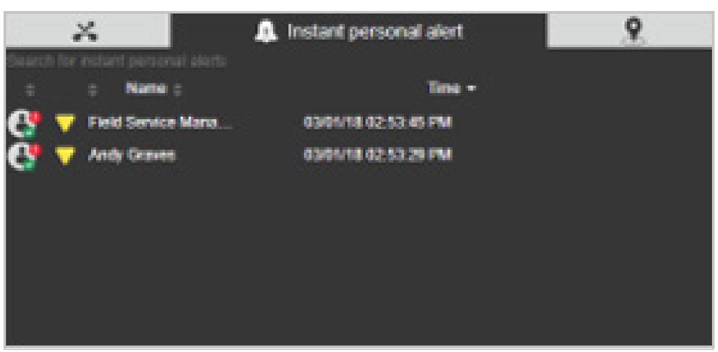
Click the **IPA** icon. When the IPA is sent, a message appears at the bottom right-hand part of the screen with the status showing "Success," as shown below.

Successful outgoing IPA

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

Receiving an Alert

Whenever 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.



Dispatcher Alerts window

11.2. 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:

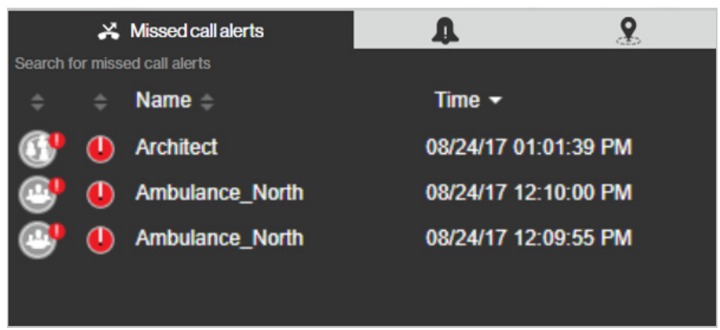
From the Missed Call Alert, you can originate a call.

Talkgroup Missed Call Alert

Whenever a talkgroup call is completed with you as a member of the talkgroup (except when you are camped on one), without you actively participating in that talkgroup call, a Missed Call Alert is provided in the Alerts window. The missed call is indicated by an icon ahead of the talkgroup's name

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

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



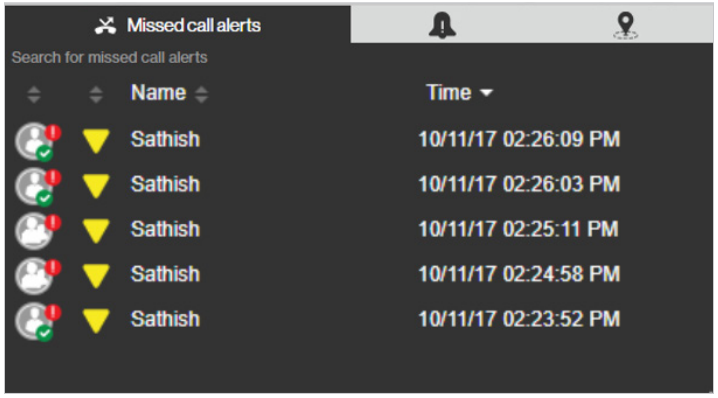
Talkgroup Missed Call Alerts on Alerts window

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

Quick Group Missed Call Alert

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

The screen below shows an example of a missed Quick Group call, where a row with the name “Sathish” is a missed Quick Group call.



Quick Group Missed Call Alerts on Alerts window

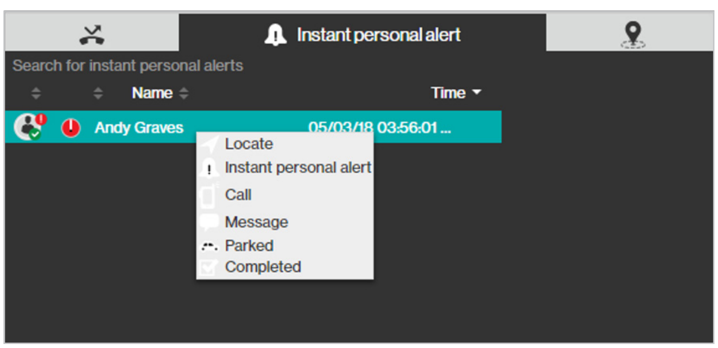
Note: Quick Group calls are always missed whether you are busy on another call or not.

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 missed call is indicated by an icon ahead of the talkgroup’s name. The Broadcast Group name is shown in the name column.

Actions for an individually selected alert

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



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 Talkgroup Missed Call Alert, all the members of the talkgroup are located.

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

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

Instant Personal Alert – Helps you send an IPA to the fleet member. An acknowledgment is displayed on the Push to Talk Plus Dispatch Console. To perform this action:

Select the alert, right-click and click **Instant personal alert**.

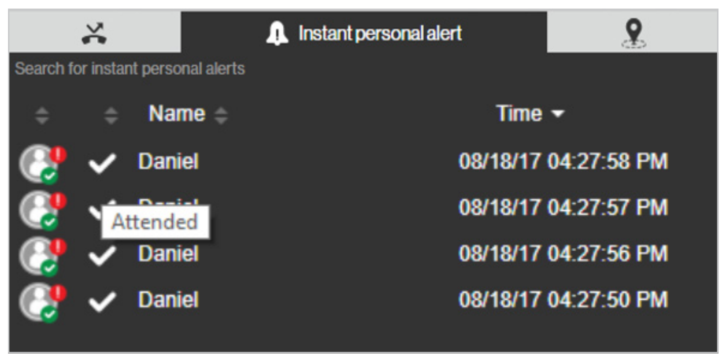
Message – Helps you send a message to fleet members. To perform this action: Select the alert, right-click and click **Message**.

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

Completed – Helps you to complete if you have finished responding to an alert. This will move the alert to the Alert Logs.

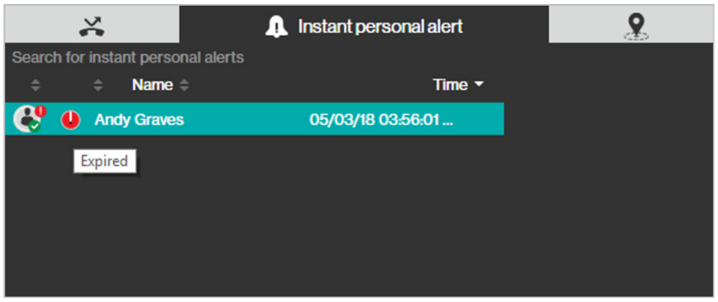
Note: You cannot send an IPA to Talkgroup Missed Call Alerts. Also, you cannot locate the Broadcast Group.

When you respond to an alert with an IPA or call, the status of alert becomes “Attended,” as shown below:



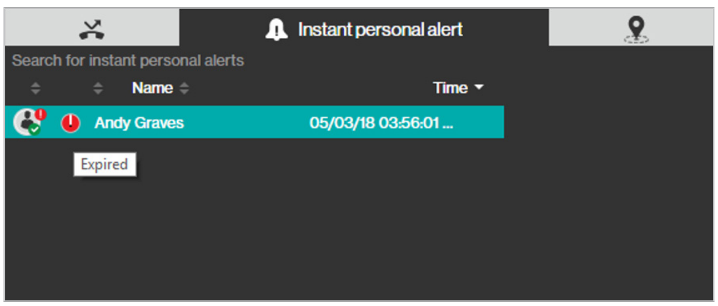
Attended Status Alerts window

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



Expiring Status Alert window

When you do not take an action on the alert before the expiry of the configured alert reminder, the status of the alert becomes “Expired,” as shown below:



Expired Status Alert window

Note: The status of an alert does not change when you use the Locate operation.

To move an alert to the Alert Logs history, select the **Completed** icon.

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

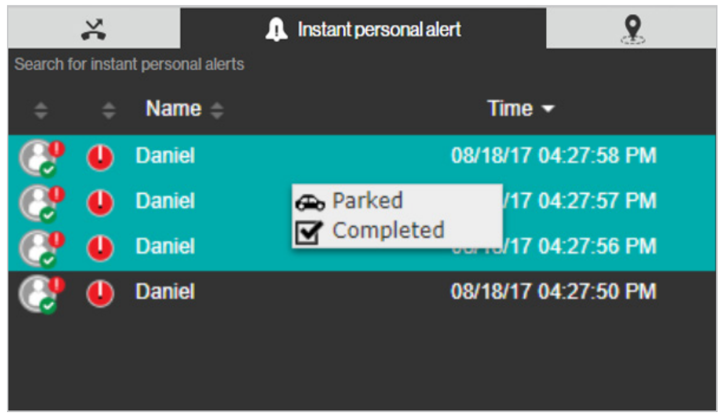
Parked – Appears when you specifically assign a parked status. You would typically do this if you are busy with some other activity and want to flag the alert for later.

Completed – After you finish responding to an alert, you can complete the alert. This will move the alert to the Alert Logs.

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

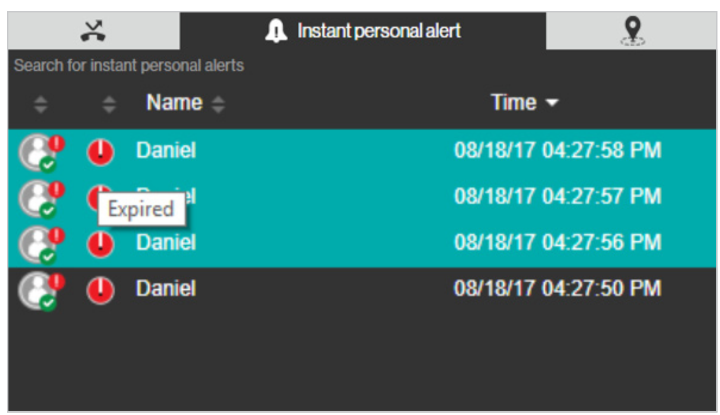
Actions for multiple selected alerts

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



Multiple Selection Alerts window

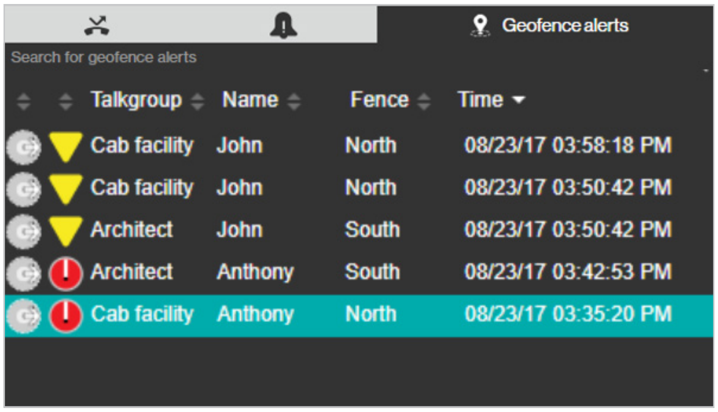
Parked – Appears when you specifically assign a Parked status. You would typically do this if you are busy with some other activity and want to flag the alert for later. When you respond to multiple alerts with a Parked status, the status of the alert becomes “Parked,” as shown.
Completed – After you finish responding to an alert, you can complete the alert by selecting the Completed option. This will move the alert to the Alert Logs.



Multiple Selection Status window

11.3. Geofence Alerts

When any fleet member crosses the fence defined by you, an alert will be shown in the Geofence Alerts tab. A Geofence Alert will be shown next to the fleet member's name with an icon showing out of fence or inside the fence.

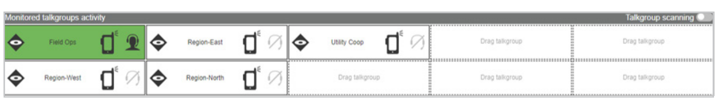


Geofence Alerts window

12. Talkgroup Scanning

The Talkgroup Scanning feature allows you to scan through a list of talkgroups for calls. The higher-priority talkgroup calls take precedence over lower-priority talkgroup calls. The calls originated by you are not preempted. The calls that are not originated by you are preempted only after the floor is released. The talkgroups that are not in the scan lists do not barge in. A Missed Call Alert is received for every unanswered call, including the one with the lower-priority scan call.

The following screen shows the Monitored Talkgroups Activity window.



Talkgroup Scanning – Monitored Talkgroups Activity window

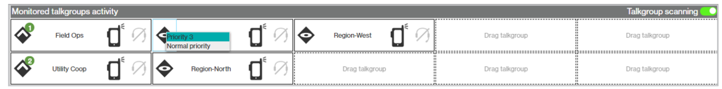
This section is organized as follows:

- Setting the Talkgroup Scanning priority
- Enabling Talkgroup Scanning for a talkgroup
- Turning off Talkgroup Scanning for a talkgroup
- View dispatchers on the monitored talkgroup

12.1. Setting the Talkgroup Scanning priority

Once you have added at least one talkgroup in a monitored talkgroup window and selected the priority level, click the icon to set the Talkgroup Scanning priority for that talkgroup.

You can select priority 1 to 3 (depending on the configuration) for the talkgroup, or you can select the "Normal Priority" option if you do not want to assign a scanning priority to the talkgroup. When you select a talkgroup priority, the Set Talkgroup Priority icon will change to to indicate that Talkgroup Scanning is enabled for that talkgroup, and it will show the scanning priority that you selected to the right of the icon.



Set Talkgroup Priority icon

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

12.2. Enabling Talkgroup Scanning for a talkgroup

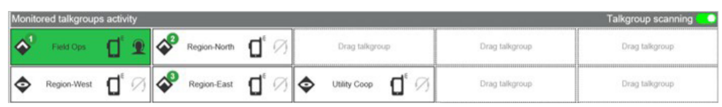
Once you have selected the priority level for your talkgroup(s), click the **Talkgroup Scanning** icon to turn on Talkgroup Scanning for your monitored talkgroups. The Talkgroup Scanning icon will change to to indicate that Talkgroup Scanning is enabled for that talkgroup, and the Talkgroup Scanning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

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

1. Talkgroup scanning is off

   Or:

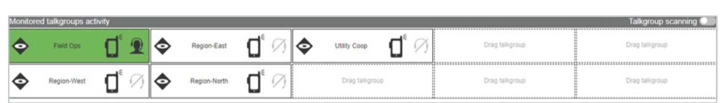
   Monitored talkgroup priority status is "Monitored Only"



Turn on Talkgroup Scanning

12.3. Turning off Talkgroup Scanning for a talkgroup

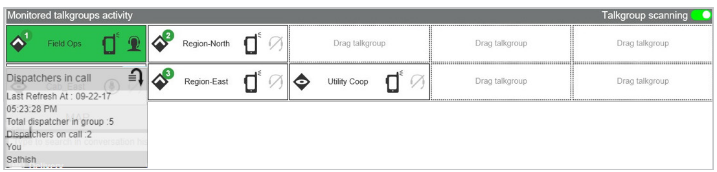
Click the icon to turn off Talkgroup Scanning. When you select this option to turn off Talkgroup Scanning for the talkgroup, you will still see the activity indicator for the talkgroup but will not automatically hear the call. That means the talkgroup is being monitored but not scanned.



Turn off Talkgroup Scanning

12.4. View dispatchers on the monitored talkgroup

A corporate administrator can assign multiple dispatchers in a talkgroup. If any dispatcher has joined the call (other than you), a dispatcher icon will be shown to indicate some other dispatcher of the monitored talkgroup has joined the call.
To view the number of dispatchers and the dispatchers in the call, you need to click the **Dispatcher Information** icon.
On clicking the Dispatcher Information icon, a list tray will be displayed. The dispatcher list tray will show the total number of dispatchers in the talkgroup, dispatchers on call and dispatchers' names. The Dispatcher Information icon is enabled when the first dispatcher joins the call and disabled again when the last dispatcher leaves the call or no dispatcher is on the call. The details in the tray will also show the last refreshed date and time. To refresh the dispatcher list, click the **Refresh** button on the tray.



Dispatcher list tray

13. Monitoring talkgroups

The Push to Talk Plus Dispatch Console allows you to monitor up to 20 talkgroups. When monitoring, you will be able to see call activity on monitored talkgroups and optionally join a talkgroup call if it is active. This is helpful when you want to be aware of the call activity on specific talkgroups but do not want to participate immediately.

Note: Broadcast Groups cannot be monitored.

This section is organized as follows:

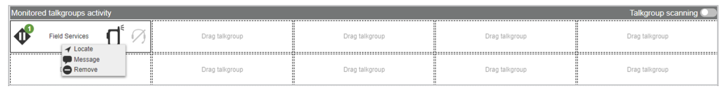
- Adding a talkgroup to a Monitored Talkgroups Activity
- Remove a talkgroup from the Monitored Talkgroups Activity window
- Actions on a monitored talkgroup

13.1. Adding a talkgroup to a Monitored Talkgroups Activity

To add a talkgroup, follow these steps:

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

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



Monitored Talkgroups Activity window

13.2. Remove a talkgroup from the Monitored Talkgroup Activity window

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

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

Replacing a talkgroup from a monitored list

To replace an existing monitored talkgroup with a new talkgroup:

Drag and drop a new talkgroup from the Talkgroups tab onto the existing Monitored Talkgroups Activity window.
A confirmation window appears as shown below:

Monitored Talkgroup Replacement confirmation

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

Or:

Click **No** to cancel.

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

13.3. Actions on a monitored talkgroup

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

If another dispatcher joins the active talkgroup
If a call is already started and a dispatcher other than you joins the active call, then the Dispatcher icon is enabled to indicate that another dispatcher joined the call. Right-clicking on the talkgroup will allow you to locate or send a message. The Dispatcher Information icon will be enabled to show you the total dispatchers in that talkgroup, the dispatchers on the call and the last refreshed time.

Joining an active talkgroup
If the call is already started, you can join the call by clicking the icon. The monitored talkgroup area background turns from amber to green. Right-clicking on the talkgroup will allow you to locate and send a message. The Dispatcher Information icon will be enabled to show you the total dispatchers in that talkgroup, the dispatchers on the call and the last refreshed time. During the call, use the Call Activity window or Monitored Talkgroup window.

Placing a call to a nonactive talkgroup
You can place a call to a monitored talkgroup not currently on a call by clicking the icon. The white background color turns to green. During the call, use the Call Activity window.

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

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

14. Using the map

The Push to Talk Plus Dispatch Console uses the Google Maps 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 the fleet member's phone. Also, the fleet member must be listed in the contact list.

When signing in to the Push to Talk Plus 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 sign in, you will see the last located contacts on the map before exiting or signing out.

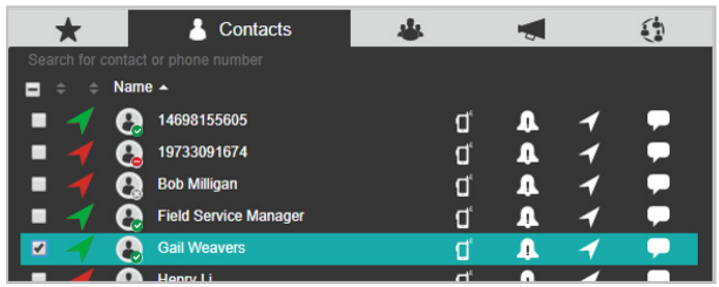
This section is organized as follows:

- Locating fleet members
- Clear located fleet members off the map
- Fleet member information window
- Selecting multiple fleet members on a map
- On-demand location update
- Periodic location update
- Finding an address
- Centering the map
- Zooming in and out on a map
- Changing views of the map
- Overlapped map markers

14.1. Locating fleet members

Locating a single fleet member

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



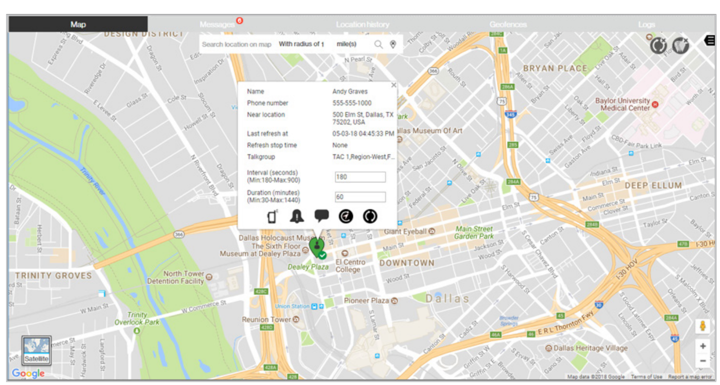
Single contact selected

2. Click the icon of the contact to locate the selected fleet member on the map. When the fleet member is located on the map, a marker is displayed at the fleet member's location
3. Click the marker to view information for the fleet member

Note: If location information is expired for the fleet member, then the fleet member will be displayed on the map with the icon.

External contacts will be displayed with the icon. The color of the push pin indicated on the map depends on the color you set in the Map Settings section of the Setting tab. For more details, refer the "Map Settings" section of this document.

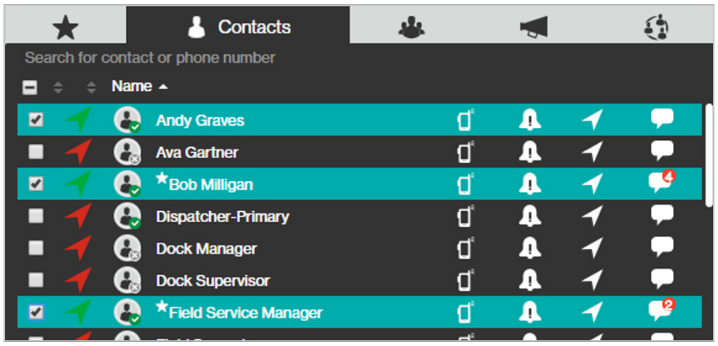
The following screen shot shows an example of a fleet member's location:



Locating a single fleet member

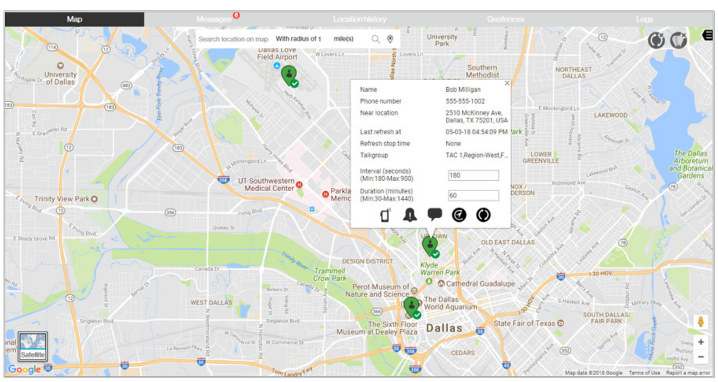
Locating multiple fleet members

1. Click the **Contacts** tab on the Contacts and Talkgroups window
2. Select the checkbox(es) next to fleet member(s) you want to locate



Multiple contacts selected

3. Right-click and select the icon to locate the members on the map. When the fleet members are located on the map, the Push to Talk Plus 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, multiple fleet members have been located and are shown on the map



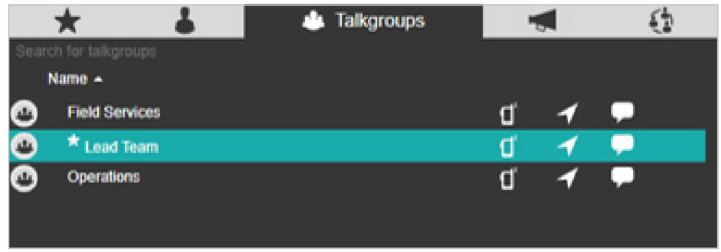
Locating multiple fleet members

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

Locating talkgroup members

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

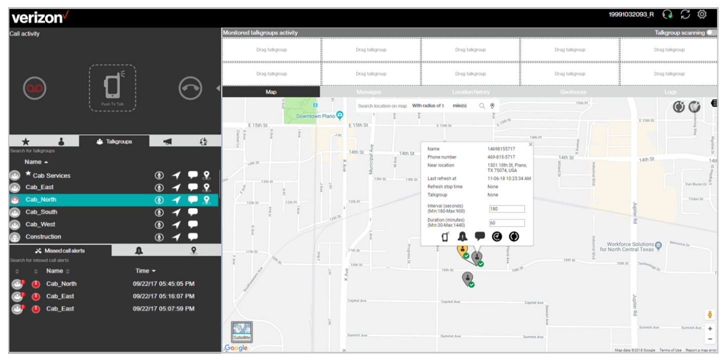
1. Click the **Talkgroups** tab in the Contacts and Talkgroups window
2. Find the talkgroup you want to locate in the list and click on the talkgroup name



Selected talkgroup

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

In the following screen shot, all the members of the talkgroup "Cab_North" are located on the map.



Locating My Talkgroup members

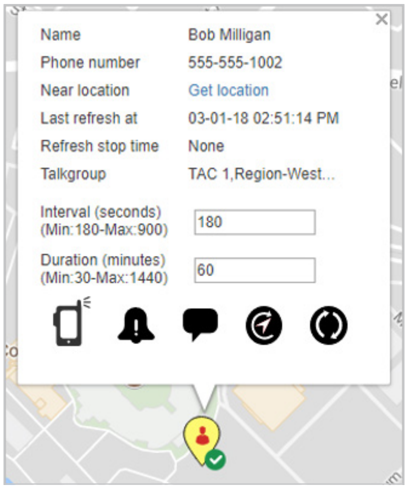
14.2. Clear located fleet members off the map

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 checkbox 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.

14.3. Fleet Member Information window

When you click the marker icon located on the map, the Fleet Member Information window is displayed as shown below.



Fleet Member Information window

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

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

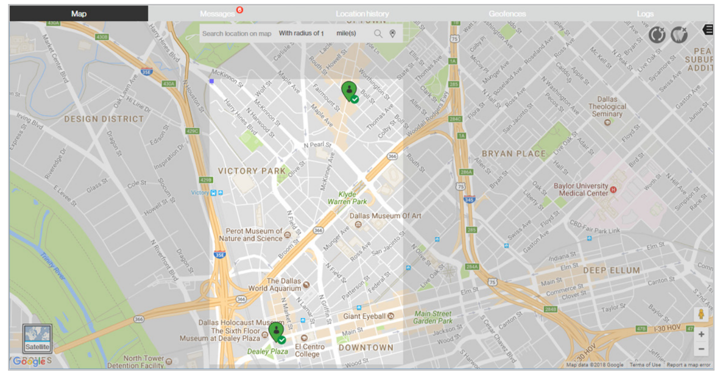
The following actions are available on the information window:

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

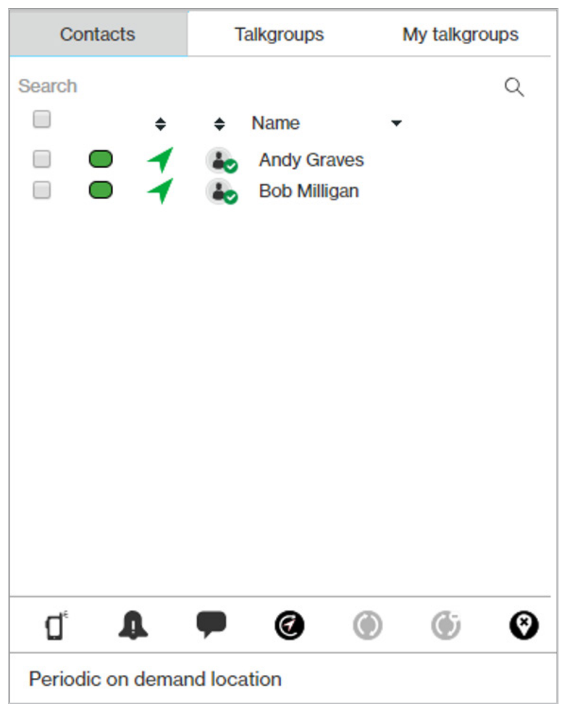
14.4. Selecting multiple fleet members on a map

Selecting multiple fleet members

Press the **Shift** key and, while 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.



Fleet Members Selection Drag Option window



Selection List window

The above picture shows the Selection List window; it has three tabs:

- Contacts
- Talkgroups
- My Talkgroups

You can perform the following activities in these three tabs: Click the icon to expand the selection list.

Click the icon to collapse the selection list.

- **Search** – Enter a name in the Filter by Name field to search for fleet members.
- **Sort** – Click the top of the header column of each field to sort by presence status, location status and name.
- **Call** – Click the icon to call the selected contacts or talkgroups.
- **IPA** – Click the icon to send an IPA to a contact.
- **One-Time (manual) Location Refresh** – Click the icon to refresh the location information of the selected contact.
- **Message** – Click the icon to send a message to the selected contacts or talkgroups.

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

Click the icon available on the map to remove all the fleet members located on the map and from the selection list.

You can also select multiple members on the map using the Shift key and mouse-click action. This kind of selection 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.

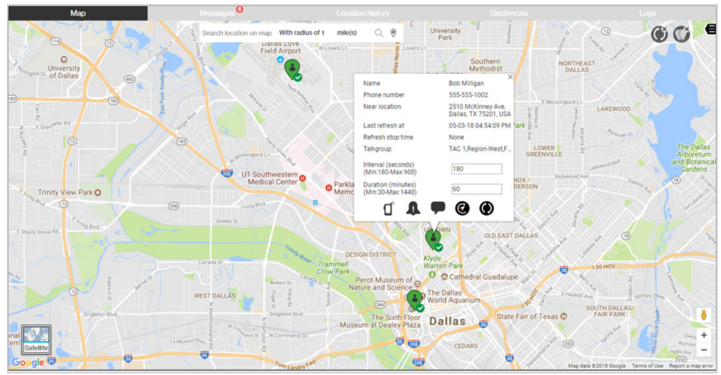
14.5. On-demand location update

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

Performing a one-time location update of a fleet member

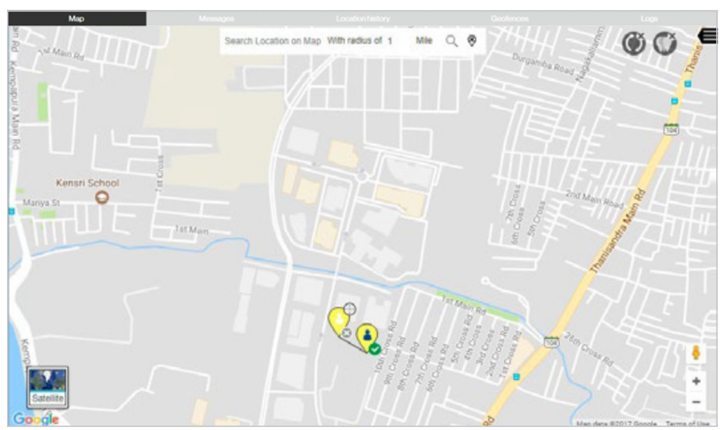
1. Click the **Contacts** tab from the Contacts and Talkgroups, Map Selection List or Map Information window
2. Select a contact by clicking the checkbox next to the fleet member's name from the Contacts and Talkgroups or Map Selection List window
3. Click the icon to locate the selected fleet member on the map. When the fleet member is located on the map, a marker is displayed at the fleet member's current location
4. From the Selection List window, check the box next to the fleet member's name and click the button on the bottom of the Selection List window to fetch the actual location information of the selected fleet member(s). A message will appear stating that an on-demand location request has been sent to the server

The following screen shot shows an example of an on-demand location request sent to the server.



On-demand location request

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



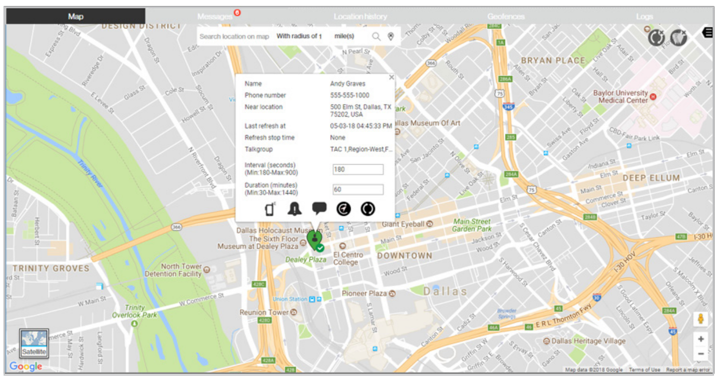
On-demand location response

14.6. 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 of the Map Setting that appears under the Settings tab.

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



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 the information window changes to the icon

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.

Stopping the periodic location update of a fleet member

1. Click the marker of a fleet member receiving a periodic update to display the information window
2. Click the icon to stop periodically refreshing the location for the selected fleet member. The selected fleet member marker pin turns back to the marker

   Or:

   Click the icon available on the map to stop receiving periodic refreshing of the location of all fleet members. You can also accomplish this function by clicking on the **Clear Map** button on the map or on the button in the Selection List window

Signing out while on-demand location update is in progress

If the dispatcher tries signing out while an on-demand location refresh is in progress, a confirmation screen is displayed.

Sign out during on-demand location request
If not required, stop the periodic location update, and then sign out of the Dispatch.

Clients that do not support location reporting
Not all the clients are capable of reporting the location. Following is the list of clients that 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 to 10 minutes regardless of the On-Demand Location settings.

14.7. Finding an address

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

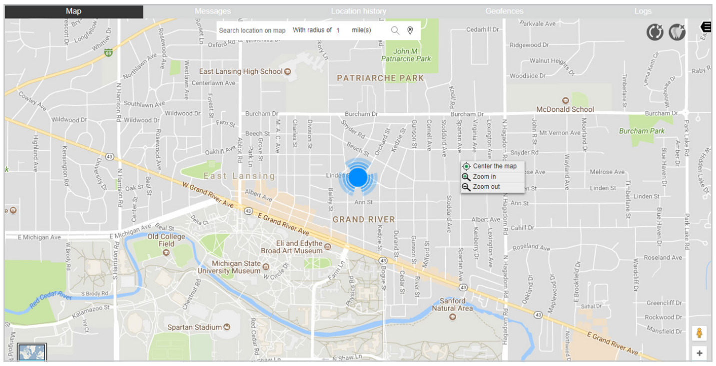
Note: To hide or display the Find Location window, mouse over the map menu and select the **Display Find Location** option.

1. Enter an address in the Location Address field
2. Enter the radius
3. Click the icon 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/Zoom-Out on a circle denoting a range of the found location.

14.8. Centering the map

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



Map center

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

1. Right-click on the location you want to center the map to and select the **Map Center** icon that appears
2. 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.

14.9. Zooming in and out on a map

The map view on the Push to Talk Plus 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.

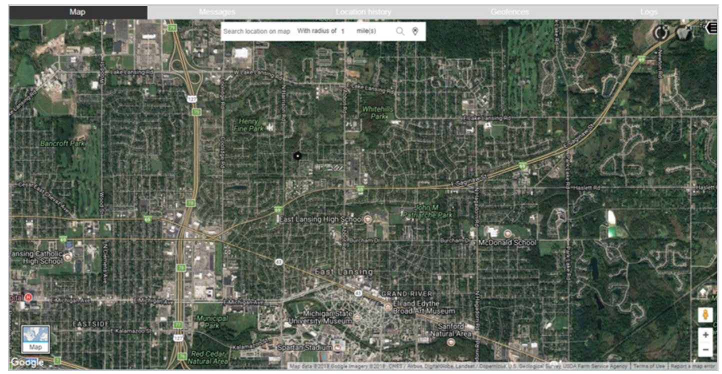
14.10. Changing views of the map

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.

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

Satellite View
Satellite View mode displays the map in satellite image view. The typical satellite view screen is displayed as shown below.



Satellite View mode

To switch to Satellite View, click the icon.

Terrain View
The Terrain View allows you to see the elevation of geographic features such as mountains and canyons. Mouse over the map menu to select Terrain View to display a Terrain View Map window.

Note: If Terrain View is enabled and a switch is made to Satellite View mode, then the Terrain View changes to a hybrid view in Satellite View mode.

Traffic View
In this view, an indicator glows green, yellow or red based on the current traffic, along with the fleet member's region on the map as shown below:

Traffic color code

This color code signifies the traffic density at a selected location as explained below:

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

Traffic color code

Mouse over the map menu to select the Traffic View.

45-Degree View
The Google Maps application programming interface (API) supports special 45° imagery for certain locations. This high-resolution imagery provides perspective views toward 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° view gets enabled automatically at a higher zoom level.

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

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 View mode. To enable/disable this view, switch to Satellite View mode and then mouse over the map menu to select Hybrid.

Note: The hybrid view is disabled in Map mode.

14.11. Overlapped map markers

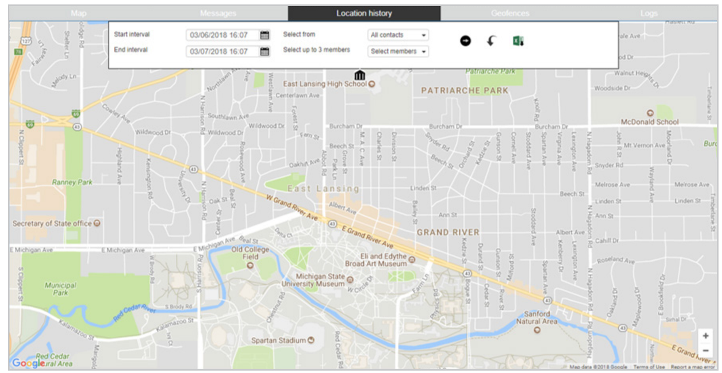
When two or more map markers are overlapped on the map, the Overlapping Marker Map Cluster icon is displayed for that location. Clicking on the Overlapping Marker Map Cluster icon will expand the area where all the markers are overlapped, which in turn will clearly show all the marker's locations.

15. Location History

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

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

1. Click the **Location History** tab
2. Select the contact or talkgroup in the "Select From" dropdown
3. Select the contact's or talkgroup's name from the "Select up to 3 members" dropdown
4. Select the duration for which you want to track the path of the member from the Start Interval and End Interval option

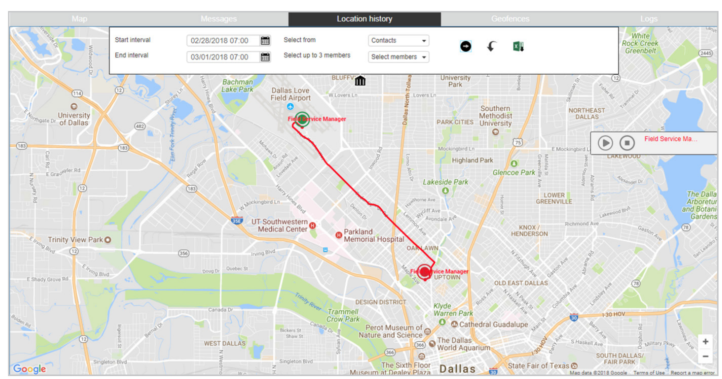


5. Click the **Go** icon to track the path traveled by the fleet member
6. Click the **Collapse** icon to hide the search slider

   Or:

   Click the **Expand** icon to view the search slider

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



Track Location History

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

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

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

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

Playing Location History

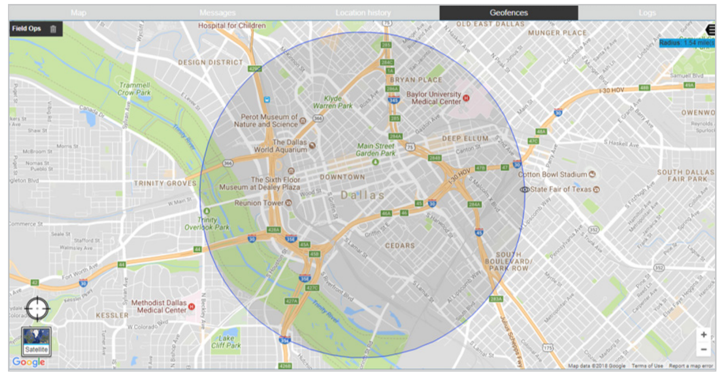
Mouse-hovering on the highlighted Location Point of the path traversed by the fleet member will show the fleet member's name, phone number, near location (get location), arrival time, departure time and duration spent at this location.

16. Geofence

In addition to location service, you are also allowed to define a virtual boundary, popularly known as a geofence, to monitor location activity for all talkgroup members. A geofence is circular in shape and is set using a distance from the fence center. A geofence is of a static fence type. The static type of a fence is a fence with any static location on the map as fence center. Once the fence is defined and enabled, you will see the fence overlaid on the map with all the talkgroup members' locations. When any talkgroup member crosses the fence, then the Push to Talk Plus Dispatch Console sends a fence-cross notification to that talkgroup member; you also will be notified of the location activity. When you select any talkgroup from the Contacts and Talkgroups window and select the Geofence option, a fence is enabled for that talkgroup.

The fence period, fence distance and location update interval depends on the values set in the Map settings. For more information, refer to the "Location" section of this document. You can also define the fence period, location update interval, notify me and notify members options from the Create Fence window while creating the fence for the talkgroup.

You can enter the address in the Location Address search box for the fence location around which the fence needs to be applied.



Geofence tab

16.1. Create a geofence for a talkgroup

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

1. Select the talkgroup from the Talkgroups or Favorites tab
2. Right-click on the talkgroup and click the **Add Geofence** icon. A Geofence tab opens below the Monitored Talkgroup Activity window
3. Move the map or search for the location from the location address and locate the pin
4. Select the circular shape from the fence shape

   Or:

   Select the fence coordinates saved in the Favorites
5. If required, drag the circle to resize the fence
6. Click the **Confirm Location** icon. A Create a Fence dialog box opens
7. Configure the below details:
   - **Name –** Enter the name of the fence
   - **Location update interval –** Modify the location update interval for the fence, if required
   - **Fence period –** Modify the duration of the fence for the talkgroup, if required
   - **Notify me –** Clear the checkbox if you do not want to receive the fence-cross notification
   - **Notify members –** Clear the checkbox if you do not want the fleet members to receive the fence-cross notification
   - **Add fence to Favorites –** Select the checkbox if you want to add the fence to the Favorites for frequent usage

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

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

   Or:

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

16.2. Add fence coordinates to the favorites

You can save the fence coordinates by adding the fence to the favorites for frequent usage. You can add the fence coordinates to favorites from the Create a Fence or Fence Information window. To add the fence to the Favorites, do the following:

- Click the **Eye** icon on the fence and select the **Favorite** icon from the Fence Information window
- In the Create a Fence window, select the checkbox next to the Add Fence to Favorites

Next time, if you want to define the same fence coordinates for any talkgroup, then you can choose the coordinates saved in the fence Favorites.

To do this, right-click on the talkgroup in the Contacts and Talkgroups window and select the **Favorites** ★ icon in the geofence window. “Fence added to the favorites” will be shown. Select the fence and create the fence.

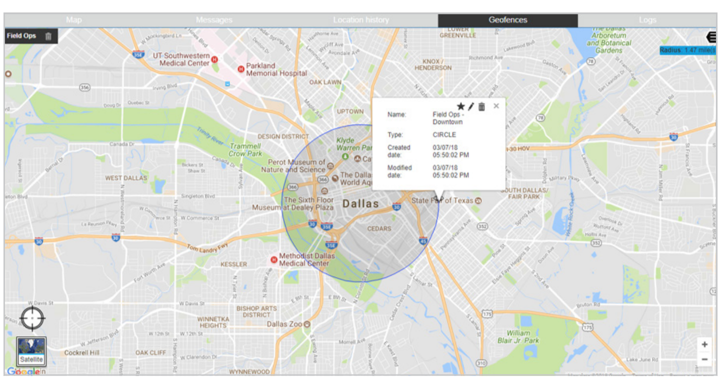
16.3. Remove fence coordinates from the Favorites

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

1. Right-click on any talkgroup from the Contacts and Talkgroups window and select **Add geofence**
2. A block is shown in the Geofence tab
3. Select the **Favorites** ★ icon. “Fence coordinates added to the favorites” is shown
4. Click the **Delete** icon next to the fence name

Remove fence from the Favorites

Clicking the **Eye** icon located on the map will display the member Fence Information window as shown below.



Fence Information window

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

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

16.4. Edit fence

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

1. Click the **Eye** icon on the fence. An information window opens
2. On the information window, click the **Edit** icon
3. An Edit Fence window is displayed. Modify the details
4. Click **Update** to save the changes

   Or:

   Click **Cancel** to cancel the action

16.5. Delete fence

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

1. Click **Yes** to delete

   Or:

   Click **No** to cancel the action

Clicking on any of the talkgroup members associated with the geofence talkgroup will display the name, phone number, near location, status, distance from fence, accuracy and last refresh.

Fence Expired error message

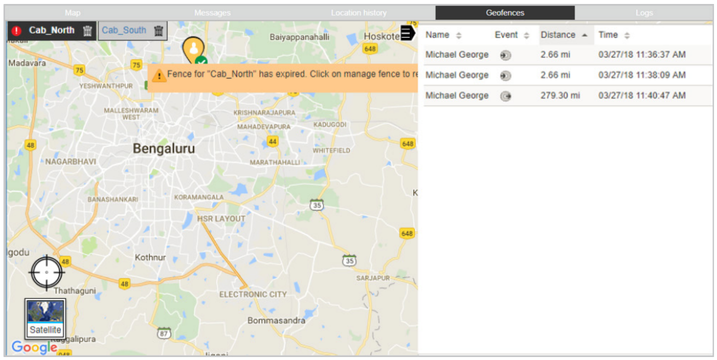
The error message “Talkgroup’s name has expired. Click on Manage Fence to renew or delete the fence?” is displayed if the fence to the talkgroup is expired.

16.6. Geofence Event View

The Geofence Event View for a talkgroup provides information of the fleet member activities associated with the fence. You can sort by name, event, distance from the fence and time by clicking the column header.

The Geofence Event View window provides the following information:

- **Name –** Displays the name of the fleet member
- **Event –** Inside or outside the fence
- **Distance –** The distance of the fleet member from the associated fence
- **Time –** The date and time the event occurred



Geofence Event View window

17. Logs

The Push to Talk Plus Dispatch Console provides log information about dispatcher recent activity, including alerts, PTT calls, audit logs, geofence logs and audio recordings of recorded calls and location information reports.

This section is organized as follows:

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

17.1. Alert Logs

Alert Logs provide detailed information about all alerts. To view Alert Logs, click the **Logs** tab and then click the **Alert Logs** sub-tab within it.

Alert Logs
The Alert logs can be filtered on the following fields:

- **Direction –** Outgoing or incoming alert
- **Type –** Instant Personal Alert, One-to-One Missed Call Alert, Quick Group Missed Call Alert, Talkgroup Missed Call Alert 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 30 days of data

To view entries in logs, the user needs to set up the filter and click the icon. You can use the Previous and Next buttons to navigate through the pages.

Click one of the following icons:

- **Search** 🔍 icon to find the log information after applying your filters

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

  Or:
- **Export** icon to export the Alert Logs to the Excel® file format

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

17.2. Call Logs

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

Call Logs
The Call Logs can be filtered using the following fields:

- **Direction –** Outgoing or incoming call
- **Type –** One-to-one call, talkgroup 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 30 days of data

To view entries in Call Logs, the user needs to set up the filter and click the icon.

Click one of the following icons:

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

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

  Or:
- **Export** icon to export the Call Logs to the Excel file format

  Or:
- **Export All** icon to export all the call recordings

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

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

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

17.3. Audit Logs

Audit Logs contain various administration, operation and network events that have occurred on the Push to Talk Plus Dispatch Console.

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

Audit Logs

The Audit Logs can be filtered using the following fields:

- **Type –** Administration, Operation or Network
- **Description –** Filter by the description of the log
- **From Date –** Allows filtering from a specific date
- **To Date –** Allows filtering to a specific date. You can filter on a maximum of 30 days of data

To view entries in Audit Logs, the user needs to set up the filter and click the icon

Click one of the following icons:

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

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

  Or:
- **Export** icon to export the Call Logs to the Excel file format

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

17.4. Geofence Logs

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

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

Geofence Logs

The Geofence Logs can be filtered on the following fields.

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

To view entries in logs, the user needs to set up the filter and click the icon. You can use the Previous and Next buttons to navigate through the pages.

Click one of the following icons:

- **Search** icon to find the log information after applying your filters

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

  Or:
- **Export** icon to export the Geofence Logs to the Excel file format

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

17.5. Location Information report

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

1. Select the **Location Report** tab from the Logs tab
2. Select the duration of the report from the From Date and To Date fields
3. Click the **Export** icon to generate the Location Information report

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

The columns in the report provide information about the following:

- Name of the fleet member
- Phone number of the fleet member
- Presence status of the fleet member (available/offline)
- Latitude of the fleet member's location
- Longitude of the fleet member's location
- Time and date of the call