

# TRBOnet PLUS

## User Manual

Version 5.2

**World HQ**  
Neocom Software  
8th Line 29, Vasilyevsky Island  
St. Petersburg, 199004, Russia

**US Office**  
Neocom Software  
15200 Jog Road, Suite 202  
Delray Beach, FL 33446, USA

**Internet**  
Email: [info@trbonet.com](mailto:info@trbonet.com)  
[WWW.TRBONET.COM](http://WWW.TRBONET.COM)

**Telephone**  
EMEA: +44 203 608 0598  
Americas: +1 872 222 8726  
APAC: +61 28 6078325





## Notices

This document is for informational purposes only. Neocom Software offers no warranties, express or implied, in this document.

Neocom and the Neocom logo, TRBOnet and the TRBOnet logo are either registered trademarks or trademarks of Neocom Software, Ltd.

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC.

Intellectual property rights protect the voice coding technology embodied in this product including patent rights, copyrights and trade secrets of Digital Voice Systems, Inc. This voice coding technology is licensed solely for use within this communications equipment. U.S. Pat. Nos. 6,199,037, 5,870,405, 5,754,974, 5,664,051, 5,630,011, 5,517,511, 5,491,772, 5,247,579, 5,226,108, 5,226,084, 5,216,747 and 5,081,681.

Microsoft, Windows, SQL Server and the .NET logo are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other jurisdictions.

Other product or company names mentioned herein may be trademarks of their respective owners.

© 2017 by Neocom Software, Ltd. All rights reserved.

This document was last revised on November 7, 2017.

## Contents

|      |  |    |
|------|--|----|
| 1    | Introduction .....                               | 1  |
| 1.1  | About This Guide and Related Documentation ..... | 1  |
| 1.2  | About TRBOnet .....                              | 1  |
| 1.3  | Contacts .....                                   | 1  |
| 2    | Hardware and Software Requirements .....         | 2  |
| 3    | System Architecture Overview .....               | 3  |
| 3.1  | TRBOnet Server and Console .....                 | 3  |
| 3.2  | MOTOTRBO Radio Systems .....                     | 4  |
| 3.3  | IP Backend Network Requirements .....            | 8  |
| 4    | TRBOnet PLUS and Dependencies Installation ..... | 10 |
| 4.1  | Preparing and Updating the Base OS .....         | 10 |
| 4.2  | Installing Microsoft SQL Server .....            | 10 |
| 4.3  | Installing .NET Components .....                 | 10 |
| 4.4  | Installing TRBOnet PLUS .....                    | 10 |
| 5    | TRBOnet Server .....                             | 13 |
| 5.1  | License Information .....                        | 13 |
| 5.2  | TRBOnet Server Database .....                    | 15 |
| 5.3  | TRBOnet Server Service .....                     | 18 |
| 5.4  | Network Parameters .....                         | 18 |
| 5.5  | Reports .....                                    | 21 |
| 5.6  | Backup Configuration .....                       | 21 |
| 5.7  | Service Management .....                         | 22 |
| 5.8  | Advanced Settings .....                          | 25 |
| 5.9  | Radio Networks .....                             | 29 |
| 5.10 | Analog Control Stations .....                    | 70 |
| 5.11 | Remote Agents .....                              | 72 |
| 5.12 | Friendly Servers .....                           | 75 |
| 5.13 | Telephony .....                                  | 75 |
| 5.14 | Data Sources .....                               | 80 |
| 5.15 | Modbus TCP .....                                 | 84 |
| 5.16 | Email Settings .....                             | 85 |
| 5.17 | SMS Settings .....                               | 88 |



|      |  |     |
|------|--|-----|
| 6    | TRBOnet Dispatch Console .....   | 91  |
| 6.1  | Connecting to Server.....  | 91  |
| 6.2  | Main Window Elements .....   | 92  |
| 6.3  | Main Menu.....   | 93  |
| 6.4  | Administration .....   | 125 |
| 6.5  | Voice Dispatch .....   | 233 |
| 6.6  | Location Tracking .....  | 264 |
| 6.7  | Job Ticketing.....   | 280 |
| 6.8  | Guard Tour / Route Management.....                                       | 288 |
| 6.9  | Text Messages.....   | 299 |
| 6.10 | Voice Recording.....   | 303 |
| 6.11 | Reports .....  | 303 |
| 6.12 | Radio Allocation.....  | 305 |
| 6.13 | Beacons .....  | 306 |
| 7    | TRBOnet Web Console .....  | 309 |
| 7.1  | Installing Web Console.....  | 309 |
| 7.2  | Configuring Web Console.....   | 314 |
| 7.3  | Using Web Console .....  | 316 |
|      | Appendix A: Backing up and Restoring Database and Audio Recordings ..... | 323 |
|      | Appendix B: SIP Setup for Motorola Phone System.....                     | 334 |

# 1 Introduction

## 1.1 About This Guide and Related Documentation

This document is intended for MOTOTRBO radio network administrators as well as dispatchers responsible for the TRBOnet dispatch console operations. It provides guidance on the installation, configuration, and maintenance of the **TRBOnet Server** and **Dispatch Console** applications.

## 1.2 About TRBOnet

TRBOnet is a suite of professional applications for MOTOTRBO digital two-way radio networks. TRBOnet manages voice and data communication paths across network endpoints. It provides a unified graphical dispatcher workbench interface for the entire range of workforce fleet management tasks.

## 1.3 Contacts

| Region   | Phone            | Email & Support   |
|----------|------------------|---|
| EMEA     | +44 203 608 0598 | <a href="mailto:info@trbonet.com">info@trbonet.com</a> — general and commercial inquiries |
| Americas | +1 872 222 8726  | <a href="mailto:support@trbonet.com">support@trbonet.com</a> — technical support          |
| APAC     | +61 28 607 8325  | <a href="http://kb.trbonet.com">http://kb.trbonet.com</a> — online knowledge base         |

## 2 Hardware and Software Requirements

| TRBOnet Server/Agent with IP connection only |   |               |                        |                        |                           |
|--|---|---------------|------------------------|------------------------|---------------------------|
| Voice Channels                               | 4   | 8             | 16                     | 24                     | 24+                       |
| CPU  | Intel Core i3   | Intel Core i5 | Intel Core i7, 4 Cores | Intel Core i7, 6 Cores | Contact technical support |
| Memory                                       | 2 GB  | 4 GB          | 4 GB                   | 8 GB                   |                           |
| HDD  | 300 MB for installation files, + 1 MB per 1 minute of voice recording   |               |                        |                        |                           |
| Sound Card                                   | No  |               |                        |                        |                           |
| Supported OS                                 | Windows 7/8.x/10, Windows Server 2008/2012/2016<br><div>Note: Windows Server 2008/2012/2016 requires Desktop Experience Role/Feature installed.</div> |               |                        |                        |                           |
| Software                                     | .NET Framework 4.6.x, MS SQL Server 2008 R2 or higher   |               |                        |                        |                           |

| TRBOnet Server /Agent with Control Stations |  |   |
|---|--|---|
| Control Stations                            | 1  | 2+  |
| CPU   | Intel Core i5  |   |
| Memory                                      | 2 GB   |   |
| HDD   | 300 MB for installation files, +1 MB per 1 minute of voice recording |   |
| Sound Card                                  | Integrated sound card can be used.                                   | Multi-channel Sound Card required;<br>Recommended:<br>1. <a href="#">M-Audio Delta 1010 LT</a><br>2. <a href="#">Roland OCTA CAPTURE Hi-SPEED USB Audio Capture</a> |
| Additional Devices                          | Cable connector Motorola PMKN4016                                    |   |
| Supported OS                                | Windows 7/8.x/10   |   |
| Software                                    | .NET Framework 4.6.x, MS SQL Server 2008 R2 or higher                |   |

| Dispatch Console   |   |
|--------------------|---|
| CPU                | Intel Core i3   |
| Memory             | 4 GB  |
| HDD                | 70 MB for installation files  |
| Sound Card         | Yes   |
| Display            | 1280x1024 minimum resolution, 1600x900 recommended resolution                         |
| Additional Devices | Speakers and microphone, or headset; <a href="#">Imtradex</a> devices are recommended |
| Supported OS       | Windows 7/8.x/10  |
| Software           | .NET Framework 4.6.x  |

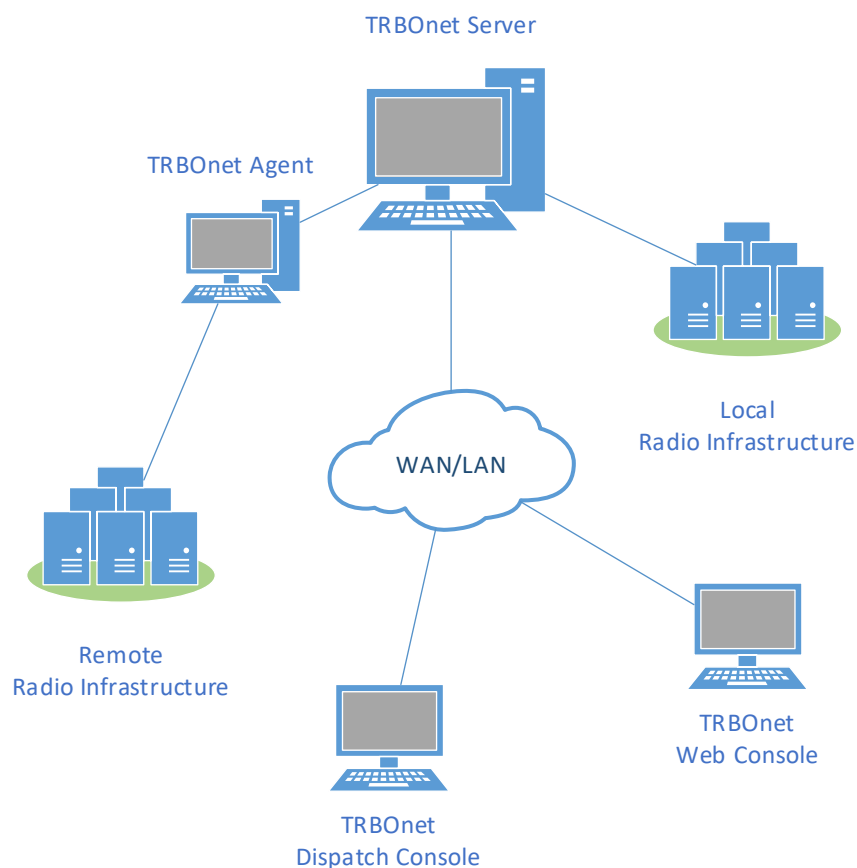
## 3 System Architecture Overview

### 3.1 TRBOnet Server and Console

The TRBOnet software is designed as a client-server architecture, where **TRBOnet Server** is PC-based and runs as a Windows service on a network computer, stores data in an MS SQL database, and allows client connections from Web Consoles, Dispatch Consoles, and Mobile Clients. The TRBOnet service can be located on a dedicated remote PC, a local PC (along with the Dispatch Console), or on a virtual machine.

In addition, remote software agents, such as **TRBOnet Agent**, and/or hardware agents, such as TRBOnet Swift A200, can be connected to TRBOnet Server providing additional voice and data communications paths to and from remote sites. Such configurations can be used when radio equipment can't be connected directly to TRBOnet Server due to IP network limitations (see section [3.3, IP Backend Network Requirements](#)).

**TRBOnet Dispatch Console** is a PC-based voice dispatch and data application for MOTOTRBO™ professional digital two-way radio systems.



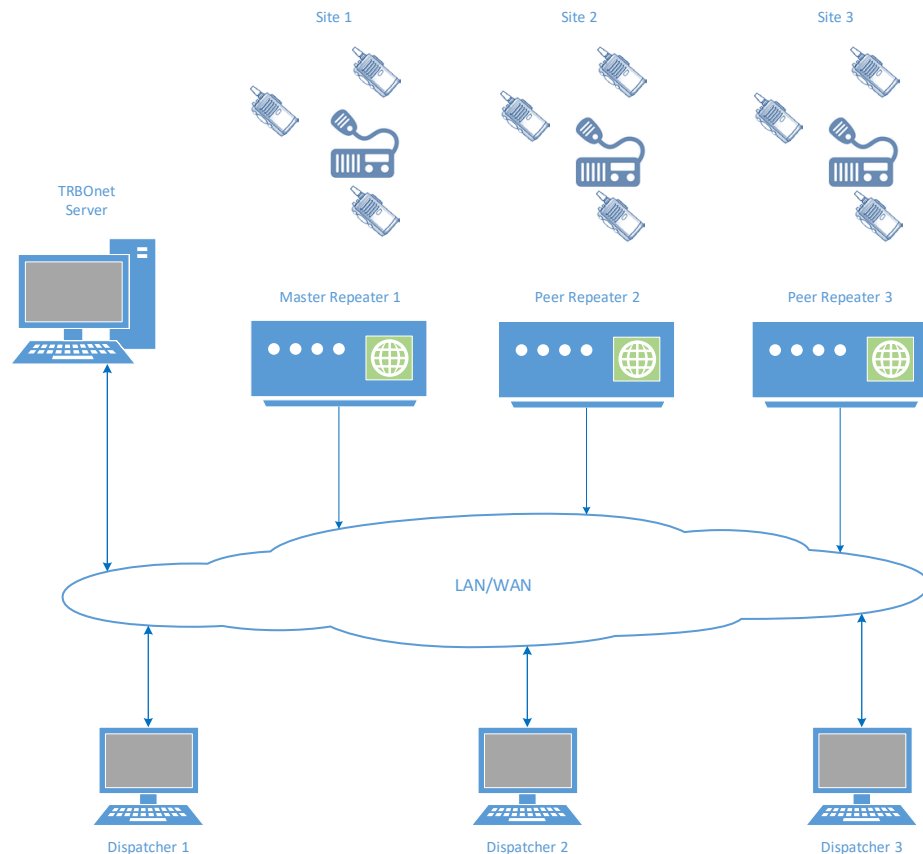
## 3.2 MOTOTRBO Radio Systems

### 3.2.1 Single Site conventional system

A Single Site conventional system is a digital conventional two-way MOTOTRBO system that includes one digital repeater and allows you to transmit voice and data via two conventional channels. Radio groups and radio units are assigned to these conventional radio channels.

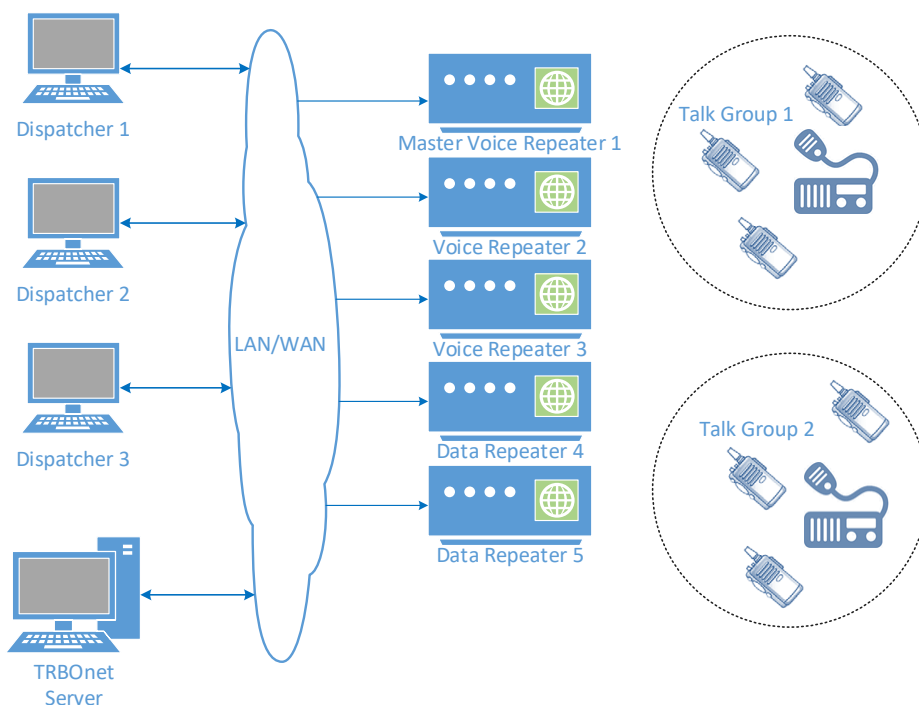
### 3.2.2 IP Site Connect

An IP Site Connect (IPSC) system is a digital conventional two-way MOTOTRBO system that provides two wide-area channels to increase your communications RF coverage area. It is possible to connect up to 15 repeaters (each geographical location of a repeater is called a "site") into one system using an IP connection, which allows increasing the coverage area for voice and data transmissions. The main objective of an IPSC system is to provide a stable connection between the radio units and control centers regardless of the distance.



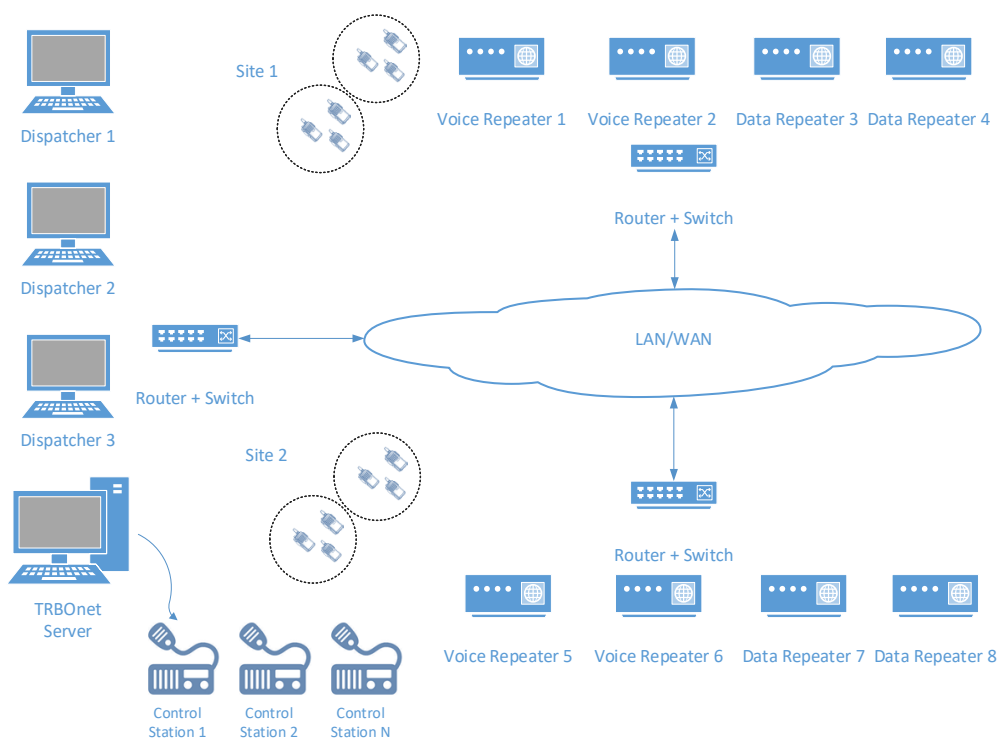
### 3.2.3 Capacity Plus

Capacity Plus (also known as Capacity Plus Single Site) is a digital trunked two-way MOTOTRBO system that is designed for high volume communications at a single site location. The system is designed to provide communications among a large number of users within a building, a set of buildings, or a single geographical region. This system type allows you to effortlessly increase the number of channels for both voice and data transmission between the radio units and control centers. As this system type is trunked instead of standard conventional, radio units are always automatically forwarded to a free channel rather than being programmed to remain on a single slot, thereby utilizing/sharing the available unused/free RF resources (channels) among different users. The main objective of Capacity Plus is to support more simultaneous voice and data transmissions within one capacious system.



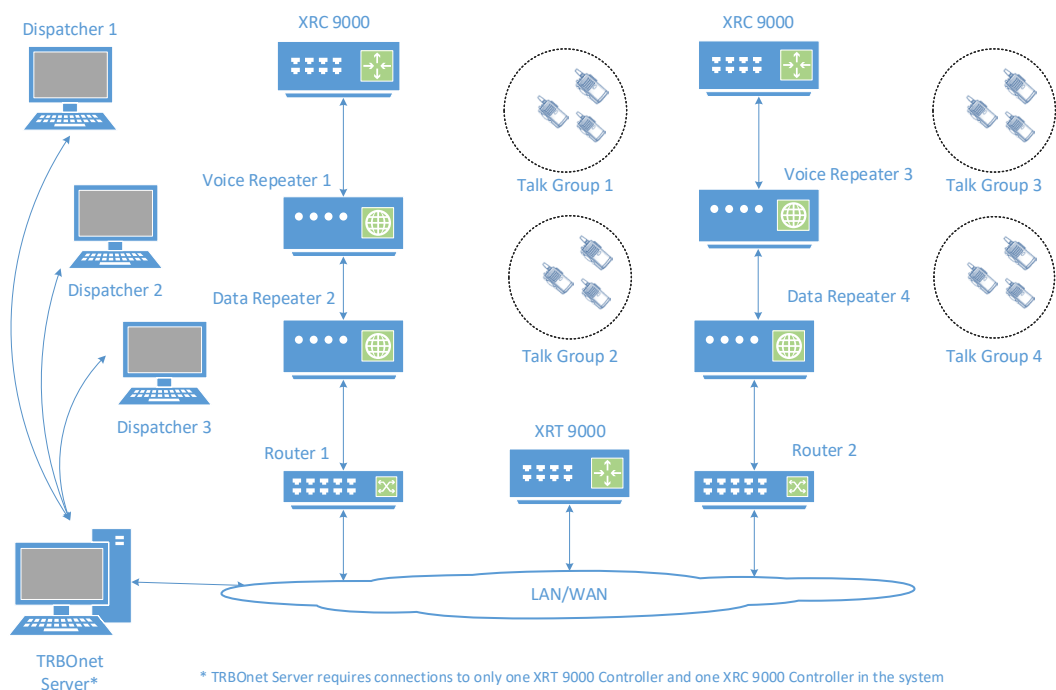
### 3.2.4 Linked Capacity Plus (LCP)

Linked Capacity Plus (also known as Capacity Plus Multi Site) is a digital trunked multisite two-way MOTOTRBO system that enables you to accommodate both high volume and wide area communications. This system design allows you to connect via IP up to 15 Linked Capacity Plus sites located in one geographical region (for example, City of Charlotte) or in larger geographically separated territories (for example, covering the Florida Keys from Miami to Key West). This system type allows you to increase the RF coverage area and the number of channels for voice and data transmission between the radio units and control centers. The main objective of Linked Capacity Plus is to support more simultaneous voice and data transmissions regardless of the distance.



### 3.2.5 Connect Plus

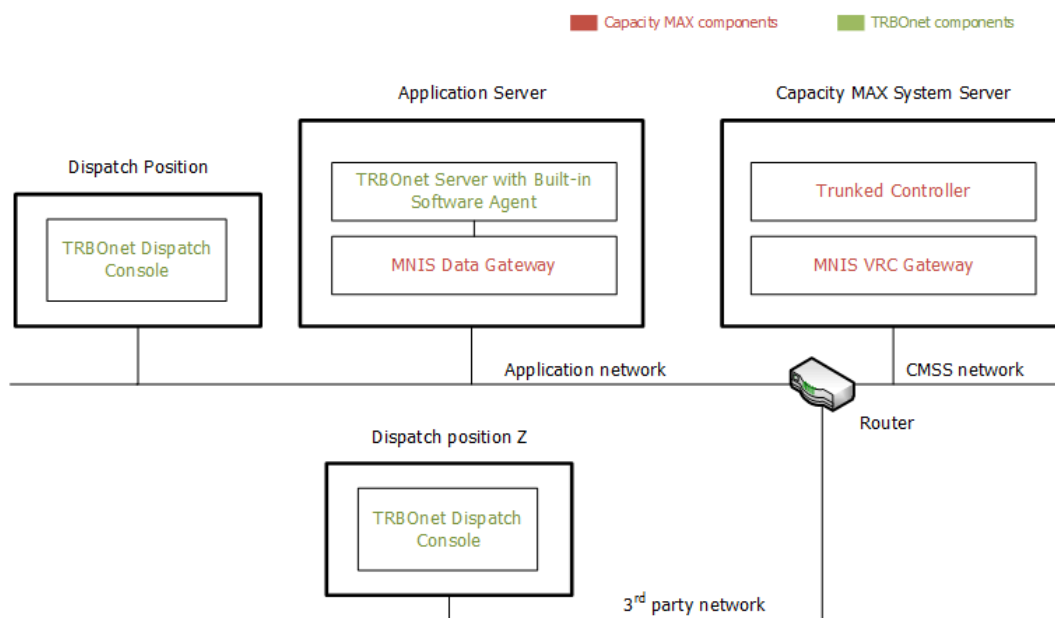
Connect Plus is a digital trunked multisite two-way MOTOTRBO system that enables you to accommodate high volume, wide area communication that's required for your business allowing you to connect via IP multiple sites located in one geographical region or in larger geographically separated territories. This system type allows you to increase the RF coverage area and the number of channels for voice and data transmission between the radio units and control centers. Radio units are always automatically forwarded to the control channel. The main objective of Connect Plus is to support more simultaneous voice and data transmissions regardless of the distance as well as to provide a more structural addressing of the transmissions provided by XRC controller and XRT gateway.





### 3.2.6 Capacity Max

Capacity Max is MOTOTRBO's next-generation trunking solution. Built on the DMR Tier III Mode of Operation, it delivers smooth scalability, low cost of ownership and reliable operation.



### 3.3 IP Backend Network Requirements

Before planning any IP connected MOTOTRBO system, read System Planner (chapter 4.6.3.2 Characteristics of Backend Network).

- **Delay/Latency**

The amount of time it takes for voice to leave the source repeater and arrive at the destination repeater. The delay should be less than 60 ms. It can be up to 90 ms, but requires changes in CPS for both radio units and repeaters.

- **Jitter**

The variation of the packet inter-arrival time. It should be less than 60 ms.

- **Packet Loss**

In the case of voice, the ongoing call ends if six consecutive packets do not arrive within 60 ms of their expected arrival time. In the case of data, the repeater waits for the expected number of packets (as per the data header) before ending the call.

- **Bandwidth**

Refer to System Planner for bandwidth calculations, but roughly, it requires 96 kbps for each repeater connection and should be summed up for all repeaters.

If the IP backend network does not satisfy MOTOTRBO requirements, it will degrade audio quality significantly, including dropped voice calls.

### 3.3.1 Linked Capacity Plus Specific Requirements

- **Addresses and Ports**

A static IP Address and UDP Port for the master repeater must be made available to all peer devices on the Linked Capacity Plus system.

- When a peer device registers with the master repeater, the network supplies the return IP address and UDP port of the peer device to the master repeater. The IP address and UDP port must then be made available to all other MOTOTRBO™ LCP devices on the system.

## 4 TRBOnet PLUS and Dependencies Installation

### 4.1 Preparing and Updating the Base OS

TRBOnet runs on Windows 7/8/10. In the case of Windows 7, make sure that the latest Service Pack is installed.

For the TRBOnet PLUS Compatibility Table, see

<http://kb.trbonet.com/public.pl?Action=PublicFAQZoom;ItemID=73>

### 4.2 Installing Microsoft SQL Server

Download and install Microsoft SQL Server 2008 R2 or higher.

You can download and install either a full-featured MS SQL Server or an Express edition of MS SQL Server. The Express edition of MS SQL Server is free, however, it has some technical restrictions (maximum database size of 10 GB, RAM usage, and other restrictions).

For example, Microsoft SQL Server 2008 R2 SP2 - Express Edition (which is free) is available at:

<http://www.microsoft.com/en-us/download/details.aspx?id=30438>

Note: We recommend that you download a version of SQL Server with Tools.

Select the 32-bit or 64-bit version depending on the underlying OS. Accept the defaults for the setup.

See also section [5.2.1.1, Windows Authentication](#) on page 16.

### 4.3 Installing .NET Components

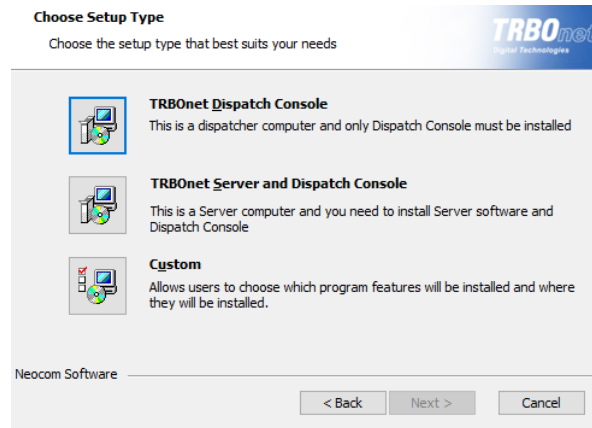
Windows 8 and later, as well as Windows Server 2012 and later, include the required .NET 4.6 components as part of the operating system.

The .NET Framework redistributables are available from Microsoft at:

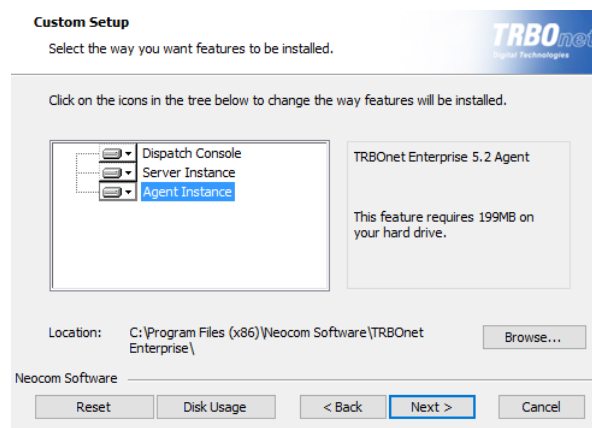
<https://www.microsoft.com/en-us/download/search.aspx?q=.net%20framework>

### 4.4 Installing TRBOnet PLUS

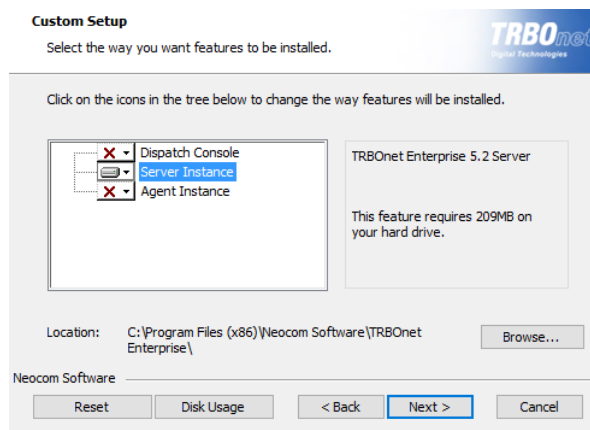
- Contact **Neocom Software** to obtain the latest installation package of the TRBOnet PLUS software, unzip, and run the setup file as a local administrator.
- When the **TRBOnet PLUS Setup** wizard appears, click **Next**.
- On the **End User License Agreement** page, accept the terms of the license, and then click **Next**.



- On the **Choose Setup Type** page, click one of the following options:
  - **TRBOnet Dispatch Console**  
Choose this option to install only TRBOnet Dispatch Console on your computer.
  - **TRBOnet Server and Dispatch Console**  
Choose this option to install both TRBOnet Server and TRBOnet Dispatch Console at once on your computer.
  - **Custom**  
Choose this option to select from the list one or more components to be installed.



For example, you may install only TRBOnet Server Instance:



- Accept the defaults for the rest of the setup and complete the installation.

## 5 TRBOnet Server

To start TRBOnet Server, click the corresponding shortcut on the desktop, or click **Start > All Programs > Neocom Software > TRBOnet Server x.x**

### 5.1 License Information

The TRBOnet software requires a valid license in order to operate. Depending on the License Type (see next section), the license can be obtained via TRBOnet's website or from a **Neocom** representative.

#### 5.1.1 License Types

There are three license types available for TRBOnet PLUS:

| License Type  | Demo   | Trial  | Commercial   |
|---|--|--|--|
| Validity  | 60 days  | By Request   | Permanent (non-expiring)   |
| Quantity of Control Stations and Radio Units  | Up to 2 control stations or 1 IP repeater connection<br>10 Radio Units | By Request   | According to Customer order  |
| Features  | Limited functionality  | By Request   | According to Customer order  |
| How to obtain   | It can be downloaded from the web page.                                | Assigned to server's Hardware ID.<br>For more details on Hardware ID, see the article at <a href="http://kb.trbonet.com/public.pl?Action=PublicFAQZoom;ItemID=31">http://kb.trbonet.com/public.pl?Action=PublicFAQZoom;ItemID=31</a> . | Assigned to server's Hardware ID.<br>Assigned to the serial numbers of master repeaters and control stations. To retrieve serial numbers, use Control Station's codeplug (do not rely on a serial number printed on the device's label). |
| For more information on the license and renewals, contact our technical support at <a href="mailto:info@trbonet.com">info@trbonet.com</a> |  |  |  |

To see how the Hardware ID and control stations and/or repeaters are assigned in your license, open the INFO file delivered with the license file (for example, in Notepad):

```
License ID: aada3405-4e5f-4254-843f-a2ba01e7c475
License generated by: John Smith
License generation date: 7/20/2016
TRBOnet Support is active up to: 7/20/2017
Product: TRBOnet_Enterprise (4.0.0.138)
License for: Neocom Software Ltd
Licensed instance: [Default]
```

#### Server limitations

```
Server hardware keys:
42B1-BA64-D473-D6E8-DFAC
Remote Agent connections: 5
System types: Unlimited
```

#### Agent limitations

```
Agent hardware keys: Any
Number of master radios or master repeaters: 5
Master radios / master repeaters serial numbers: 484TNL2887; 484TNL2888; 484TNL2889; 484TNL2890; 484TNL2891
Total number of peers in IP Site Connect or Capacity Plus systems: 10
Serial numbers of peers used in IP Site Connect or Capacity Plus systems: Unlimited
```

#### Limitation for Client connections

```
Remote Dispatch connections: 10
Number of Remote Dispatch accounts: 10
```

#### Subscriber radios limitations

```
Number of subscriber radios: 10
```

1. Your license is assigned to the Hardware ID.
2. Your license is assigned to the serial numbers of master repeaters and control stations.

### 5.1.2 Moving TRBOnet Server to a Different Server PC

If there is a need to use TRBOnet Server on a different server PC, please contact your **Neocom** sales representative for further instructions.

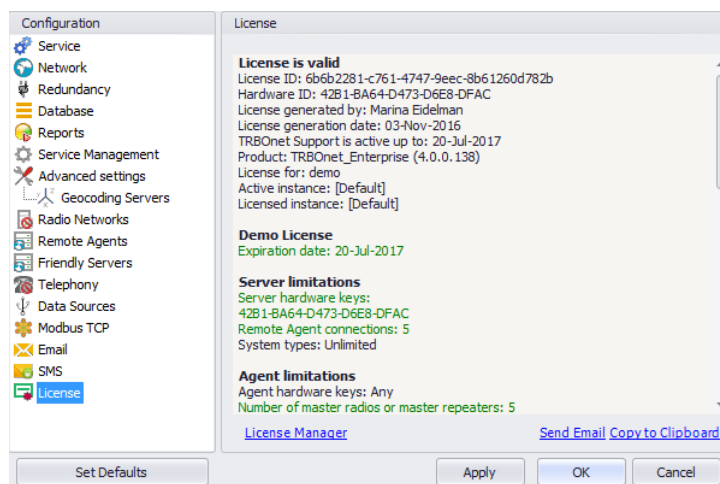
### 5.1.3 Using Spare Repeater

If the plan is to use spare repeaters, for example, as replacement for damaged ones, communicate the total number of repeaters when ordering a license.

For example, 3 repeaters will be actively used with TRBOnet Server and 1 spare repeater. Communicate the following repeaters limitation: 3 active 1 spare and provide the serial numbers of all 4 repeaters when placing an order (also include the spare repeater's serial number).

### 5.1.4 License Manager

- In the **Configuration** pane on the left, select **License**.  
In the right pane, you can see the text of your current license.



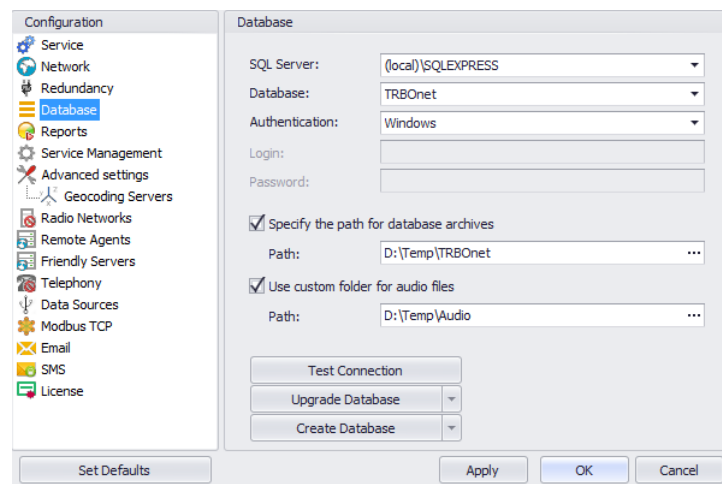
### To apply the new license:

1. Click the **License Manager** link in the right pane.  
The **License Manager** wizard appears.
2. Click **Next**.
3. Click the ellipsis (...) button on the right-hand side of the **License file** box.  
The **Open** dialog box appears.
4. Locate the license file you received from our technical support and click **Open**.  
The full path of the license file appears in the **License file** box.
5. Click **Next**.
6. Click **Finish** to close the wizard.
7. Click **Apply** and then confirm to restart TRBOnet Server.

Note: To use a single license for multiple TRBOnet software instances, you need **TRBOnet License Server**. For detailed instructions on how to use TRBOnet License Server, refer to *TRBOnet License Server Configuration Guide*.

## 5.2 TRBOnet Server Database

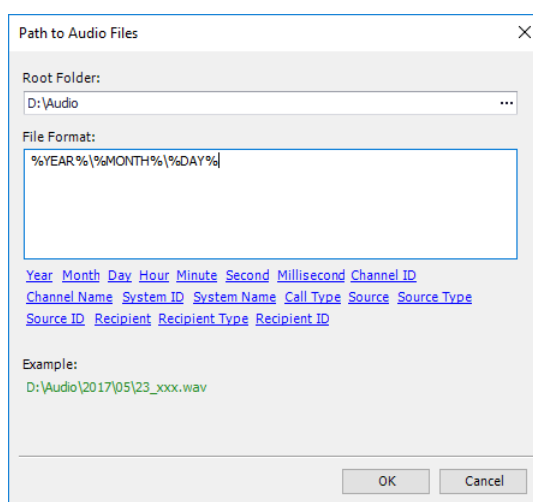
- In the **Configuration** pane, select **Database**.



- In the **Database** pane, specify the following database-related settings:
  - **SQL Server**  
Enter the location of the Microsoft SQL Server name and instance. For example, in the screenshot above, the default instance name of Microsoft SQL Server Express installed on the local computer is shown.
  - **Database**  
Enter the name of the TRBOnet database.
  - **Authentication**  
Select the authentication method for the TRBOnet database. The default method is Windows Authentication. See also section [5.2.1, Database Authentication Methods](#) (page 16).



- **Login and Password**  
Enter a valid SQL Server login and password if the [SQL Server Authentication](#) is selected for the database.
- **Specify the path for database archives**  
Select this option, and in the corresponding **Path** box enter the full path of the custom folder for database backups. Or, click the ellipsis (...) button and in the 'Browse For Folder' dialog box locate the appropriate path.
- **Use custom folder for audio files**  
Select this option, and in the corresponding **Path** box enter the full path of the custom folder for audio recordings of the voice calls/sessions. Or, click the ellipsis (...) button.



The 'Path to Audio Files' dialog box contains the following fields and options:

- Root Folder:** A text box with 'D:\Audio' and an ellipsis (...) button.
- File Format:** A text box containing the template '%YEAR%\%MONTH%\%DAY%'.
- File Path Template:** A list of links: Year, Month, Day, Hour, Minute, Second, Millisecond, Channel ID, Channel Name, System ID, System Name, Call Type, Source, Source Type, Source ID, Recipient, Recipient Type, Recipient ID.
- Example:** A text box showing 'D:\Audio\2017\05\23\_xxxx.wav'.
- Buttons:** OK and Cancel.

- In the 'Path to Audio Files' dialog box, select the **Root Folder**, and in the **File Path Template** box enter the information (by clicking the appropriate links below: Year, Month, Day, etc.) that will be used to generate the file/path name.

**Note:** If you don't specify folder paths for the database archives and audio files, TRBOnet Server will use the following default paths:

**%ProgramData%\Neocom Software\TRBOnet PLUS\Backups** - for database archives.

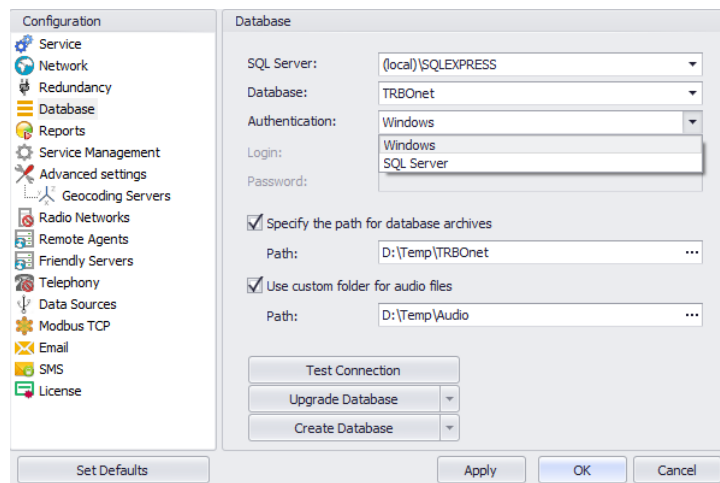
**%ProgramData%\Neocom Software\TRBOnet PLUS\Audio** - for audio.

- When you finish configuring the required database parameters, click **Create Database**.
- After you create or upgrade a database, click **Apply** and then confirm to restart TRBOnet Server.

## 5.2.1 Database Authentication Methods

### 5.2.1.1 Windows Authentication

- From the **Authentication** drop-down list, select **Windows**.



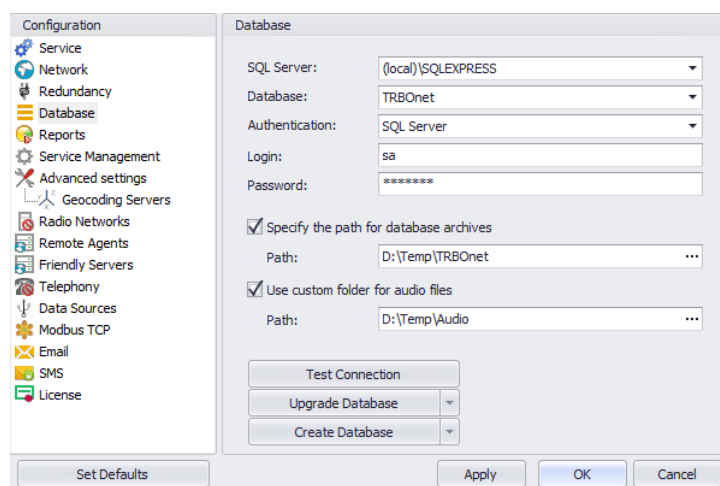
To provide access permissions for TRBOnet Server to connect to MS SQL Server, create an account with **sysadmin** privileges.

During the installation process, MS SQL Server 2008 automatically grants **sysadmin** privileges to the **NT Authority\SYSTEM** account.

In the case of MS SQL Server 2012 and higher versions, add the **NT Authority\SYSTEM** account to the Administrators group during the installation process. If the database owner privileges are required to work with TRBOnet Database, you need to assign the **sysadmin** role to the **Local System** account. For instructions on how to install and configure MS SQL Server 2012, see <http://kb.trbonet.com/public.pl?Action=PublicFAQZoom;ItemID=72>

### 5.2.1.2 SQL Server Authentication

- From the **Authentication** drop-down list, select **SQL Server**.

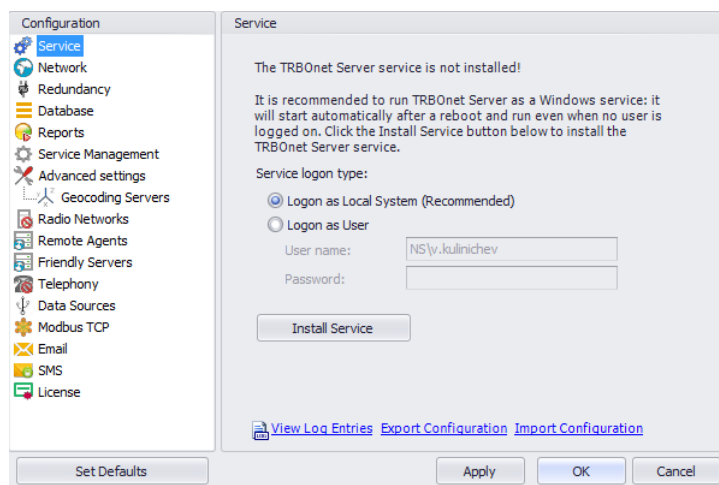


To connect to SQL Server using **SQL Server Authentication**, create an SQL login with **sysadmin** privileges in the SQL Server in use. For detailed instructions on how to create an SQL login, see

<http://technet.microsoft.com/en-us/library/aa337562.aspx>

## 5.3 TRBOnet Server Service

- In the **Configuration** pane, select **Service**.



- In the **Service** pane, specify the following service-related parameters:

- Choose the required logon type:

### Logon as Local System

Choose this option to use an account with local system administrator privileges to run the service as a Windows service (Recommended);

### Logon as User

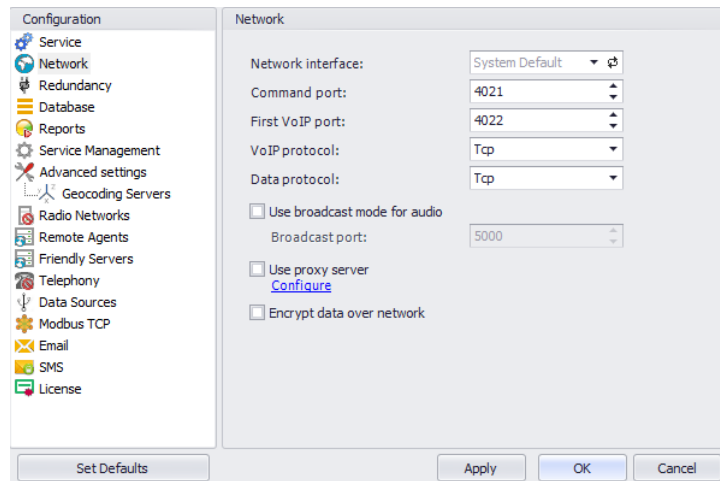
Choose this option to use a different account to run the service as a Windows service. This account must allow the user to run services in Windows, have read and write access to the **Neocom Software** folder and subfolders in the "%ProgramFiles%" (or, "%ProgramFiles(x86)%" for 64-bit OS) and "%ProgramData%" folders. For example, using such an account may be required in the following cases:

1. An Active Directory domain network is used, and the current Windows user is not allowed to use a **Local System** account to launch services on the local PC due to domain policy restrictions.
2. MS SQL Server is installed on a remote PC, and **Windows Authentication** (see section 5.2.1.1, page 16) has been selected to connect to the database.

- Click **Install Service**.
- Click the **Start Service** link that appears in the right pane.


## 5.4 Network Parameters

- In the **Configuration** pane, select **Network**.



- In the **Network** pane, specify the following network-related parameters:

- **Network interface**

From the drop-down list, select the network interface that will be used to communicate between the Server and Dispatch Consoles. Click  to refresh the list of network interfaces available on your PC.

**Note:** If both TRBOnet Server and Dispatch Console are installed on the same PC, then select **127.0.0.1** (Loopback Pseudo-Interface).

- **Command port**

Enter the port number to be used by a Dispatch Console to connect to the Server (4021, by default).

- **First VoIP port**

Enter the number of the first VoIP port for audio communications between the Server and Dispatch Consoles (4022, by default). Each additional Dispatch Console will establish a connection on the next available port number.

- **VoIP protocol**

From the drop-down list, select the VoIP protocol type for communications between the Server and Dispatch Consoles:

- **All** - UDP will be used first; if unavailable, TCP will be used;
- **TCP** - slower but more reliable (set by default);
- **UDP** - faster but data packets can be lost; some routers may drop UDP packets.

- **Data protocol**

From the drop-down list, select the protocol to exchange data other than voice between the Server and Dispatch Consoles (TCP, by default).

- **Use broadcast mode for audio**

Selecting this option will help to optimize network load and minimize transmission delays. The "load" on the network will be reduced as the Server will utilize a single audio transmission to a group of Dispatch Consoles instead of sending multiple audio streams to each individual Dispatch Console. This method of transmission will also minimize the transmission delays if there's a large number of Dispatch Consoles or the Server is busy processing other features.

Note: When the broadcast mode is set, a Dispatch Console cannot run on the same machine as TRBOnet Server, and a warning message will appear when you select this option.

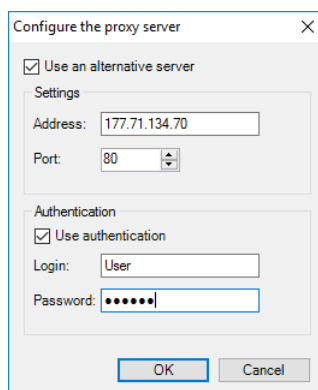
- **Broadcast port**

Enter the port number to be used to broadcast audio (5000, by default).

- **Use proxy server**

Select this option to enable an alternative proxy server for TRBOnet Dispatch Software to access Internet.

- Click the **Configure** link to specify the alternative server settings:



- **Use an alternative server**

Select this option to enable an alternative proxy server.

- ✓ **Address**

Enter the proxy server IP address.

- ✓ **Port**

Enter the proxy server port number.

- **Use authentication**

Select this option to use authentication to connect to the alternative proxy server.

- ✓ **Login**

Enter the login for the authentication, if needed.

- ✓ **Password**

Enter the password for the authentication, if needed.

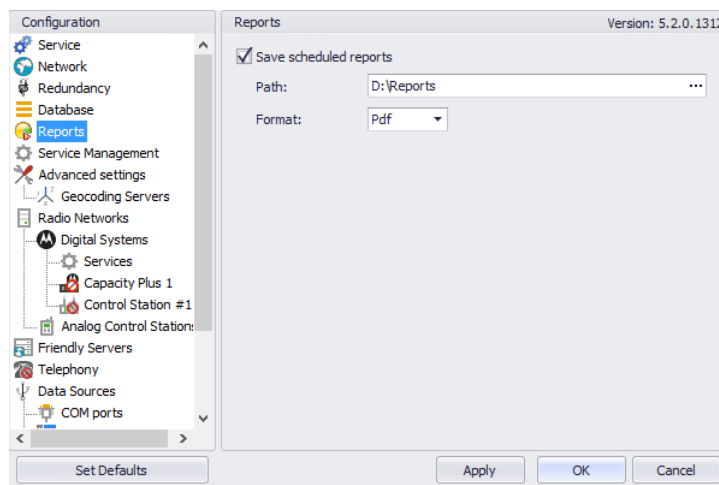
- After you configure the proxy server settings, click **OK**.

- **Encrypt data over network**

Select this option to guarantee the security of data transfer between TRBOnet Server and Dispatch Console, and/or TRBOnet Agent. It is recommended that this option be used when a connection between system components is established via the Internet or other public networks.

## 5.5 Reports

- In the **Configuration** pane, select **Reports**.

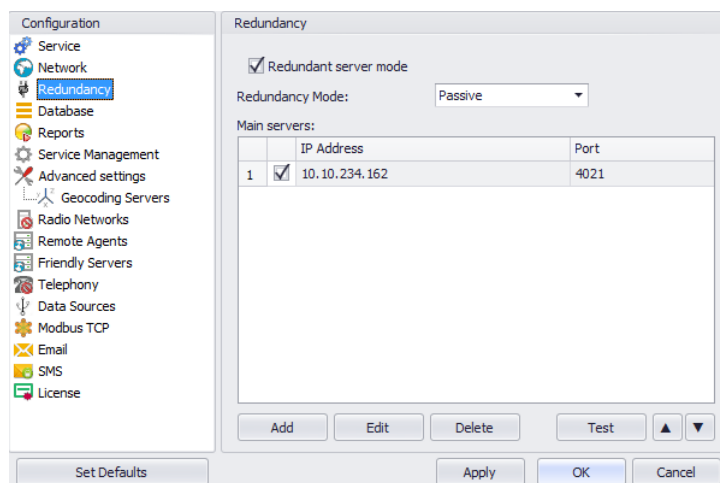


- In the **Reports** pane, select the **Save scheduled reports** check box and specify the following parameters:
  - **Path**  
Click the ellipsis (...) button and locate the folder on the PC where you wish to save reports generated by the TRBOnet software.
  - **Format**  
From the drop-down list, select the format for the reports (PDF or Excel).

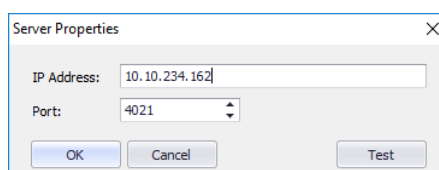
## 5.6 Backup Configuration

TRBOnet Server supports a redundant (secondary/backup) configuration which allows automatic switching from the primary to the redundant (secondary/backup) server in case of failure of the primary server. Dispatch Console operation will not be interrupted.

- In the **Configuration** pane, select **Redundancy**.



- In the **Redundancy** pane, select the **Redundant server mode** option.
- **Redundancy Mode**  
Select a mode for the backup server from the drop-down list.  
For details, see sections [Error! Reference source not found.](#) and [Error! Reference source not found.](#) on page [Error! Bookmark not defined.](#)
- To add a main server, click **Add**.

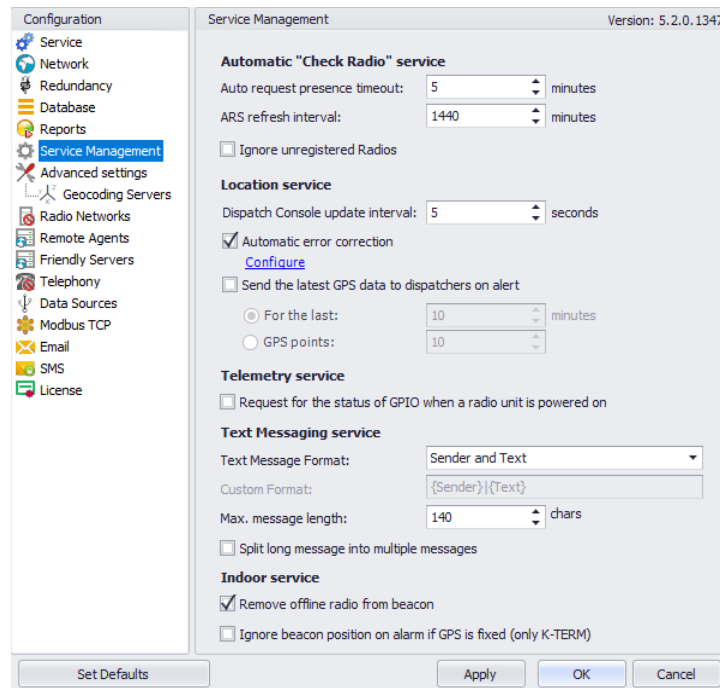


- **IP Address**  
Type the IP address of the main server.
- **Port**  
Enter the same port number as specified for the Command port.

## 5.7 Service Management

The Service Management pane allows you to specify various parameters for the Check Radio, Location, Telemetry, TMS, and Indoor services.

- In the **Configuration** pane, select **Service Management**.



- In the **Service Management** pane, specify the following service-related parameters:

### 5.7.1 Automatic "Check Radio" Service

The **Automatic "Check Radio" service** group includes the following registration-related parameters:

- **Auto request presence timeout**  
Enter the time interval that will be used by the server to regularly check a radio unit if there has been no activity. A radio is considered inactive (or, offline) if it does not send any GPS, Text, ARS, or Voice messages. If you do not have a dedicated channel for data revert, use the following table:

| Number of radio units | Presence timeout (minutes) | Number of radio units | Presence timeout (minutes) |
|-----------------------|----------------------------|-----------------------|----------------------------|
| up to 10              | 5                          | 30 to 40              | 17                         |
| 10 to 20              | 9                          | 40 to 50              | 21                         |
| 20 to 30              | 13                         | over 50               | 120                        |

- **ARS refresh timeout**  
Enter the value of the parameter that determines how often a radio unit will send ARS packets. It is recommended that a value of 30 minutes be used for this interval. This value may be changed depending on the system load.
- **Ignore unregistered Radios**  
Select this option so that unregistered radio units will be ignored and thus won't appear in Dispatch Console.

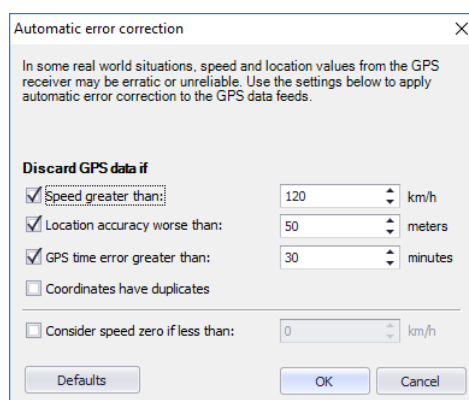


## 5.7.2 Location Service

The **Location Service** group includes the following location-related parameters:

- **Dispatch Console update interval**  
Enter the time interval that will be used to send GPS data packages from the Server to Dispatch Consoles. The lower the value, the more data traffic will be present on the network. Adjust this value based on the network bandwidth. The lower the bandwidth, the higher the update interval.
- **Automatic error correction**  
Select this option to enable automatic error correction to detect and correct invalid GPS data.

Click the **Configure** link to specify the GPS parameters to be corrected:



Automatic error correction

In some real world situations, speed and location values from the GPS receiver may be erratic or unreliable. Use the settings below to apply automatic error correction to the GPS data feeds.

**Discard GPS data if**

- ☒ Speed greater than: 120 km/h
- ☒ Location accuracy worse than: 50 meters
- ☒ GPS time error greater than: 30 minutes
- ☐ Coordinates have duplicates
- ☐ Consider speed zero if less than: 0 km/h

Defaults OK Cancel

### Discard GPS data if

- **Speed greater than**  
Select this option and enter the maximum possible speed of your vehicles. As a result, the coordinates with speeds that exceed the maximum limit will be discarded.
- **Location accuracy worse than**  
Select this option and enter the largest distance for the accuracy of the GPS receiver. As a result, the coordinates with distances that exceed the maximum limit will be discarded.
- **GPS time error greater than**  
Select this option and enter the largest allowable time error, in minutes. As a result, the coordinates with time errors that exceed the maximum limit will be discarded.
- **Coordinates have duplicates**  
Select this option to remove duplicate coordinates from the GPS data.
- **Consider speed zero if less than**  
Select this option and enter the low-speed threshold. Speeds below this threshold will be considered as zero by the server.
- **Send the latest GPS data to dispatchers on alert**  
Select this option so that dispatchers receive the latest GPS data when an alert occurs. Then choose one of the following options:

- **For the last X minutes**  
Choose this option and enter the time, in minutes, to be used as the last time period for the latest GPS data.
- **GPS points**  
Choose this option and enter the number of GPS points to be used for the latest GPS data.

### 5.7.3 Telemetry Service

The **Telemetry Service** group includes the following telemetry-related parameters:

- **Request for the status of GPIO when a radio unit is powered on**  
Select this option to enable the server to request the status of a radio unit's telemetry information when the radio is powered on.

### 5.7.4 Text Messaging Service

The **Text Messaging Service** group includes the following message-related settings:

- **Text Message format**  
From the drop-down list, select one of the pre-defined formats for text messages, or select the Custom format.
- **Custom Format**  
Enter your own format for text messages in this box if you have selected 'Custom' from the list above. The Custom Format will default to {Sender} | {Text}. There are four choices: {Sender}, {Text}, {Date}, and {Time}. Another example would be: {Date} | {Time} | {Text}.
- **Max. message length**  
Enter the maximum number of characters that TRBOnet will send per text message. The recipient of the text message may not be able to receive the maximum number of characters due to its design limitations. Therefore, it may only display a partial text message.
- **Split long message into multiple messages**  
Select this option to allow single messages to be split into multiple messages based on the **Max. message length** setting.

### 5.7.5 Indoor Service

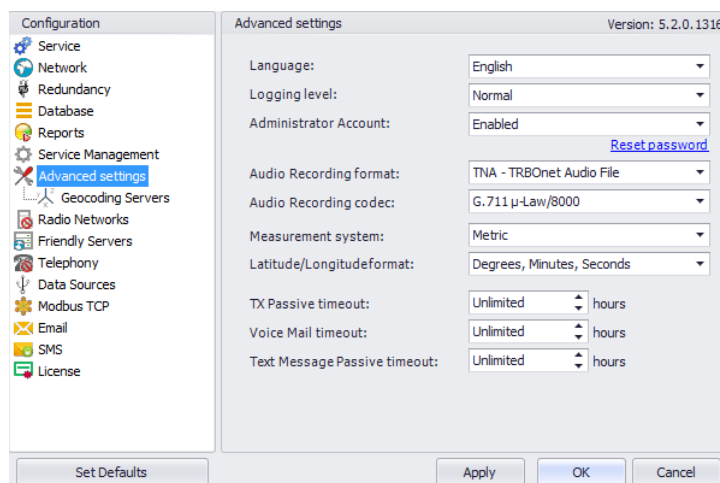
The **Indoor Service** group includes the following indoor-related parameters:

- **Remove offline radio from beacon**  
Select this option so that an offline radio is not shown on its associated beacon.
- **Ignore beacon position on alarm if GPS is fixed (only K-TERM)**  
Select this option so that beacon positioning is ignored in case of alarm when a radio transmits valid GPS data.

Note: This feature relates only to K-TERM beacons.

## 5.8 Advanced Settings

- In the **Configuration** pane, select **Advanced Settings**.



- In the **Advanced Settings** pane, specify the following advanced parameters:

- **Language**

From the drop-down list, select the interface language for TRBOnet Server.

- **Logging level**

From the drop-down list, select the logging level that determines the granularity of log messages in the System Log. The choices are: None, Low, Normal, and High.

Note: This information is used by technical support for troubleshooting purposes, so it is recommended that this value be kept unchanged (Normal).

- **Administrator Account**

From the drop-down list, select either Enabled or Disabled. If you select Disabled, the administrator won't be able to log in to the Dispatch Console.

- **Reset password**

Click this link to reset the administrator password to the default value.

- **Audio Recording format**

From the drop-down list, select the format to be used to store audio recordings. The available formats are WAV and TNA.

Note: The TNA format is a proprietary audio format that contains additional information about radio calls, such as radio ID, start time, end time, and other parameters. This format provides more details about call participants and allows easy navigation within recorded audio files.

- **Audio Recording codec**

From the drop-down list, select the audio codec to be used to compress the audio files.

- **Measurement system**

From the drop-down list, select either Metric or US units.

- **Latitude/Longitude format**  
From the drop-down list, select the format of Latitude/Longitude pairs.
- **TX Passive timeout**  
Enter the time that text and voice messages will be stored and later sent when the channel becomes available (no longer busy). "Unlimited" is recommended.
- **Voice Mail timeout**  
Enter the time duration where TRBOnet Server will continue to try to send Voice Mail messages to a recipient. "Unlimited" is recommended.
- **Text Message Passive timeout**  
Enter the time duration where the TRBOnet Server will continue to try to send Text messages to a recipient. "Unlimited" is recommended.

### 5.8.1 Geocoding Servers

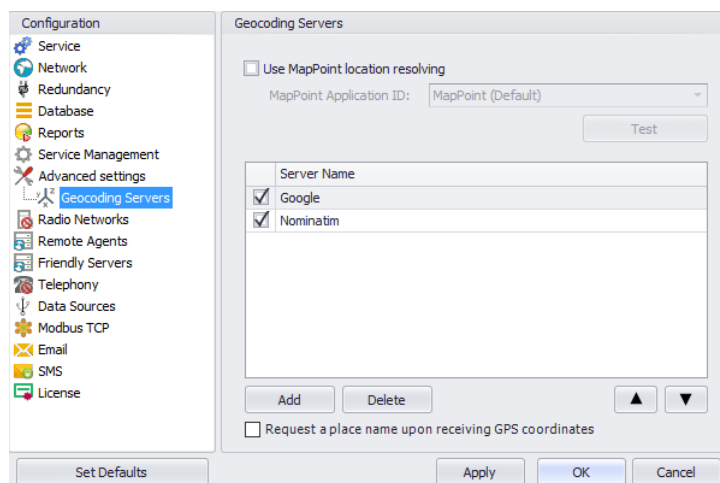
Geocoding servers resolve GPS coordinates to street addresses for reporting purposes and other needs, for example, 'GPS activity for period' reports. Online geocoding services, such as Google or Nominatim, can be used and are the standard default services in TRBOnet. However, their use may be limited by the number of requests. Furthermore, you can add custom geocoding servers to the system.

You can configure geocoding servers in three ways depending on whether the Server and/or Dispatch Console have Internet access and on your local geocoding server settings:

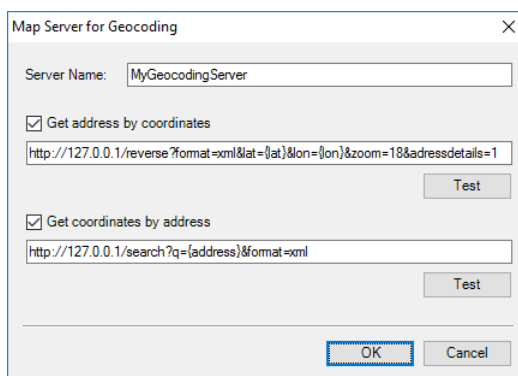
1. The Dispatch Console has Internet access and the Server has no Internet access. The Server can connect to preconfigured (Google and Nominatim) and/or local corporate geocoding servers via the Dispatch Console.
2. The Server has Internet access and Dispatch Console has no Internet access. The Dispatch Console can connect to preconfigured (Google and Nominatim) and/or local corporate geocoding servers via the Server (follow the instructions below).
3. You have your own Geocoding server in the local network. In this case, you can configure data resolving in both the Server and the Dispatch Console.

#### 5.8.1.1 Configuring Geocoding Servers

- In the **Configuration** pane, select **Geocoding Servers**.



- In the **Geocoding Servers** pane, specify the following geocoding-related parameters:
    - **Use MapPoint location resolving**  
Select this option to get street addresses from MapPoint, and enter the **MapPoint Application ID**. MapPoint is a service from Microsoft that is used to transform coordinates into street addresses.
    - **Google and Nominatim**  
These are pre-configured geocoding servers, which allow resolving GPS coordinates to street addresses and street addresses to GPS coordinates.
- Note: These geocoding servers can't be deleted from the system.
- Click **Add** to add a geocoding server to the system.



- **Server Name**  
Enter the name of your geocoding server.
- **Get address by coordinates**  
Select this option to resolve GPS coordinates to street addresses. In the box below, enter the server address with the appropriate parameters.

Note: Keep in mind that the {lat} and {lon} variables are mandatory to allow TRBOnet Dispatch Console to retrieve GPS coordinates from the radio unit.

Click **Test** to check the connection to the geocoding server. Enter a pair of GPS coordinates and see if the resolved street address appears.

- **Get coordinates by address**

Select this option to resolve street addresses to GPS coordinates (for example, for the [Search by Address](#) feature).

In the box below, enter the server address with the appropriate parameters.

Note: Keep in mind that the {address} variable is mandatory to allow TRBOnet Dispatch Console to search map objects by address.

Click **Test** to check the connection to the geocoding server. Enter an address and see if you get the list of map objects corresponding to the address entered.

- Use the **Up** (▲) and **Down** (▼) buttons to move the selected geocoding server up and down in the priority list of geocoding servers. When requesting GPS data via the geocoding servers configured in TRBOnet Server, GPS data is requested from the geocoding servers according to the priority level. The geocoding server at the top of the list has the highest priority level. In case the first geocoding server is unavailable, data will be requested from the second geocoding server in the list, and so forth down the list of geocoding servers.

The administrator must ensure that the geocoding servers in the list are able to resolve GPS data.

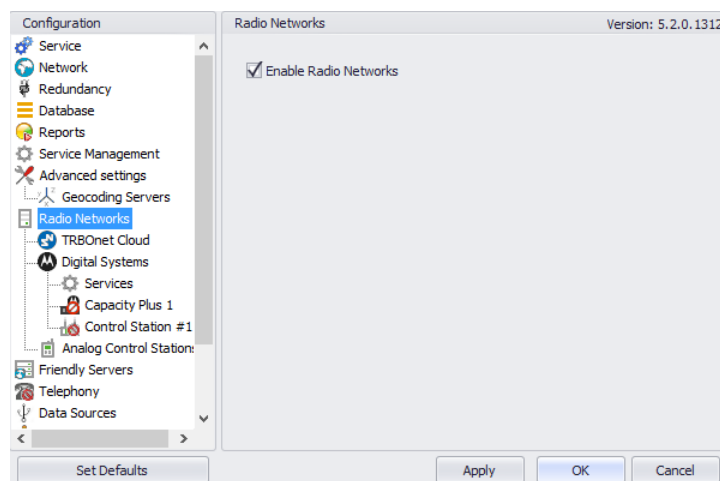
- **Request a place name upon receiving GPS coordinates**

Select this option to resolve GPS coordinates to street addresses immediately by a GPS event. Note that street addresses and GPS coordinates are automatically (without user intervention) stored in the TRBOnet database to optimize the response time for street address requests (for example, GPS reports) and to reduce geocoding server load. These street addresses and GPS coordinates will be stored without user intervention whenever GPS are resolved to street addresses via a request to a Geocoding Server.

## 5.9 Radio Networks

By enabling the Radio Networks feature, the TRBOnet Server is able to be connected to a radio system. Otherwise, you should use Remote agents.

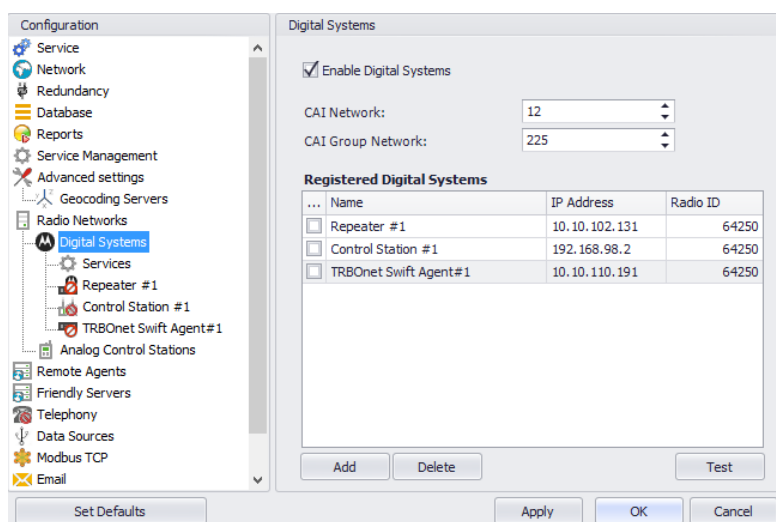
- In the **Configuration** pane, select **Radio Networks**.
- In the **Radio Networks** pane, select **Enable Radio Networks**.  
Or, in the **Configuration** pane, right-click **Radio Networks** and choose **Use Radio Networks**.



- In the **Configuration** pane, you can select **TRBOnet Cloud**.

Note: **TRBOnet Cloud** is a customizable feature. Please contact your regional Business/Sales Managers for further details.

- In the **Configuration** pane, select **Digital Systems**.
- In the **Digital Systems** pane, select or make sure **Enable Digital Systems** is selected.



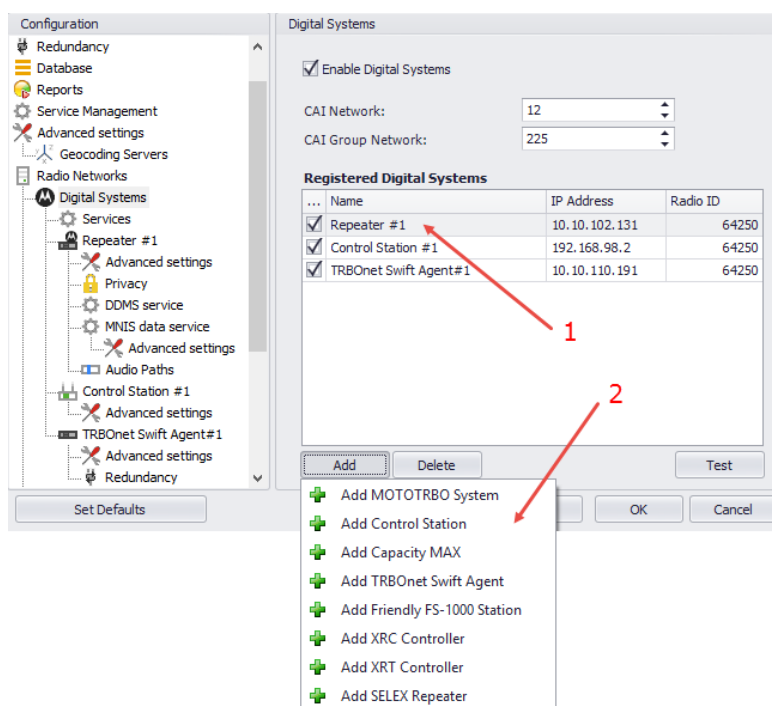
- In the **Digital Systems** pane, specify the following parameters:
  - **CAI Network**  
The CAI (Common Air Interface) Network is a value that is combined with the Radio ID to produce the individual radio's air interface network IP address. All radios must use the same CAI Network ID to be able to exchange data. It is recommended that the default value of 12 is used.

### ■ CAI Group Network

The CAI Group Network is a value that is combined with the Group ID to produce the group's air interface network IP address. The CAI Group Network ID forms the first or most significant byte of each group's network IP address. All radios must use the same CAI Group Network ID to be able to exchange data (225, by default).

Note: The values of these two parameters must match those configured for the radio units via the MOTOTRBO CPS.

## 5.9.1 Digital System Elements



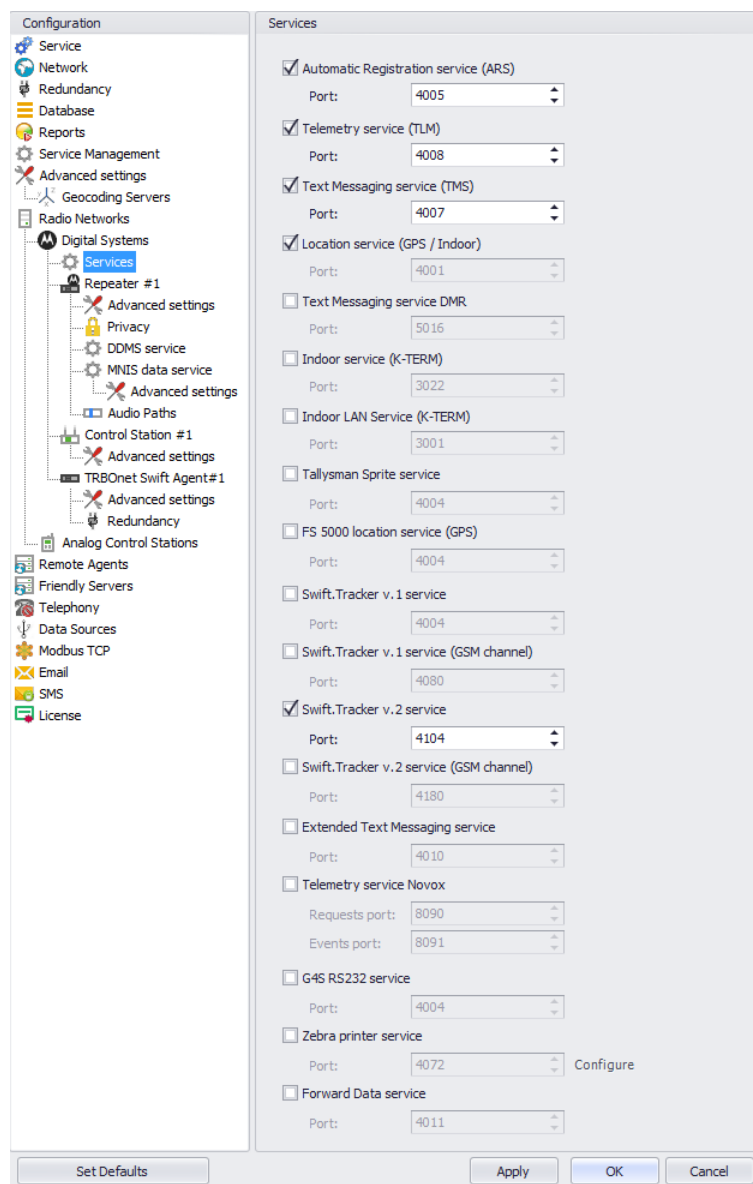
All radio system elements based on MOTOTRBO services are represented in the **Registered Digital Systems** table, including their type (Control Station, Repeater, and others), IP Address, and Radio ID (1):

- To add an element to the system, click **Add** and select the element type from the drop-down menu (2).

## 5.9.2 Services

- In the **Configuration** pane, under **Digital Systems**, select **Services**:





- In the **Services** pane, specify the following Digital System Services-related parameters:

- **Automatic Registration Service (ARS)**

Select this option to enable the ARS service for the radios. When the radio powers up, it automatically registers with the server. This feature is used with data applications, that is, any data traffic on this channel is associated with an application server such as MOTOTRBO Text Messaging or MOTOTRBO Location Services.

- **Port**

Enter the local port number for the ARS service (4005, by default).

- **Telemetry service (TLM)**

Select this option to enable the Telemetry service, which is the wireless transmission and reception of measured quantities for remotely monitoring environmental conditions or equipment parameters.

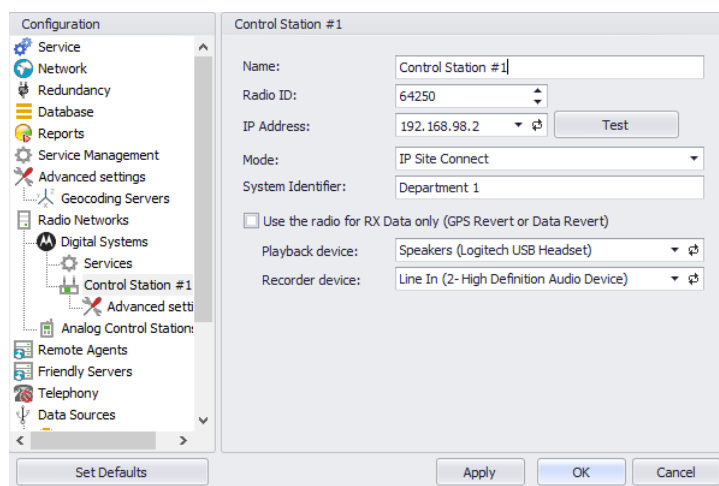
- **Port**  
Enter the local port number for the Telemetry service (4008, by default).
- **Text Messaging service (TMS)**  
Select this option to enable the Text Messaging service which is used to exchange text messages between the radios and the dispatchers.
  - **Port**  
Enter the local port number for the Text Messaging service (4007, by default).
- **Location service (GPS / Indoor)**  
Select this option to enable the Location service. The radio can send its coordinates when it is in Global Positioning or iBeacon coverage area.
  - **Port**  
This is the local port number for the Location service (4001), which cannot be modified.
- **Text Messaging service DMR**  
Select this option to enable the DMR-based Text Messaging service.
  - **Port**  
Enter the local port number for the DMR-based Text Messaging service (5016, by default).
- **Indoor service (K-TERM)**  
Select this option to enable the Indoor Location service.
  - **Port**  
Enter the local port number for the Indoor service (3022, by default).
- **Indoor LAN Service (K-TERM)**  
Select this option to enable the Indoor LAN service.
  - **Port**  
Enter the local port number for the Indoor LAN service (3001, by default).
- **Tallysman Sprite service**  
Select this option to enable the service for autonomous event and aggregated event reporting to provide significant reduction in GPS data overhead.
  - **Port**  
Enter the local port number for the Tallysman Sprite service (4004, by default).
- **FS 5000 location service (GPS)**  
Select this option to enable the FS 5000 location service, which is a service for transmitting GPS data packages. This service uses FS 5000 Option Board.
  - **Port**  
Enter the local port number for the FS 5000 location service (4004, by default).

- **Swift.Tracker v.1 service**  
Select this option to enable the service to transmit coordinates and data packages via a radio channel using the Swift.Tracker TR001 device.
  - **Port**  
Enter the local port number for the Swift.Tracker v.1 service (4004, by default).
- **Swift.Tracker v.1 service (GSM channel)**  
Select this option to enable the service to transmit coordinates and data packages via a radio channel and a reserved GSM channel using the Swift.Tracker TR001 device.
  - **Port**  
Enter the local port number for the Swift.Tracker v.1 service with a GSM channel (4080, by default).
- **Swift.Tracker v.2 service**  
Select this option to enable the service to transmit coordinates and data packages via a radio channel using the Swift.Tracker TR001 device (version 2).
  - **Port**  
Enter the local port number for the Swift.Tracker v.2 service (4104, by default).
- **Swift.Tracker v.2 service (GSM channel)**  
Select this option to enable the service to transmit coordinates and data packages via a radio channel and a reserved GSM channel using the Swift.Tracker TR001 device (version 2).
  - **Port**  
Enter the local port number for the GSM channel of the Swift.Tracker v.2 service with a GSM channel (4180, by default).
- **Extended Text Messaging service**  
Select this option to enable the Extended Text Messaging service to include sending detailed preconfigured templates with the help of TRBOnet Dispatch Software.
  - **Port**  
Enter the local port number for the Extended Text Messaging service (4010, by default).
- **Telemetry service NOVOX**  
Select this option to enable the Telemetry service based on NOVOX devices.
  - **Requests port**  
Enter the local port number to listen for requests (8090, by default).
  - **Events port**  
Enter the local port number to listen for events (8091, by default).
- **G4S RS232 service**  
Select this option to enable the custom developed G4S RS232 service.

- **Port**  
Enter the local port number for the G4S RS232 service (4004, by default).
- **Zebra printer service**  
Select this option to enable the service for printing Job Tickets. A Zebra printer is connected to a radio via Bluetooth. The radios should be Bluetooth-enabled.
- **Port**  
Enter the local port number for Zebra printer service (4072, by default).
- **Forward Data service**  
Select this option to enable the Forward Data service. This feature is used to forward "raw data" via the COM port from one device to another.
- **Port**  
Enter the local port number for Forward Data service (4011, by default).

### 5.9.3 Adding a Control Station

- In the **Digital Systems** pane, click **Add**.  
Or, in the **Configuration** pane, right-click **Digital Systems**.
- In the drop-down menu, click **Add Control Station**.



The screenshot shows the 'Configuration' window with a tree view on the left. The 'Digital Systems' folder is expanded, and 'Control Station #1' is selected. The right pane shows the configuration for 'Control Station #1' with the following fields:

- Name: Control Station #1
- Radio ID: 64250
- IP Address: 192.168.98.2 (with a 'Test' button)
- Mode: IP Site Connect
- System Identifier: Department 1
- ☐ Use the radio for RX Data only (GPS Revert or Data Revert)
- Playback device: Speakers (Logitech USB Headset)
- Recorder device: Line In (2-High Definition Audio Device)

At the bottom of the window are buttons for 'Set Defaults', 'Apply', 'OK', and 'Cancel'.

- In the **Control Station** pane, specify the following control station-related parameters:
  - **Name**  
Enter a name for the control station. This name will be displayed in the Dispatch Console in the Voice Dispatch Radio Interface pane. It will be the name at the top of the PTT box.
  - **Radio ID**  
This is the Radio ID of the radio unit connected as a control station. (for Capacity Plus and Linked Capacity Plus systems, the maximum value is 65535).

Note: This box is populated automatically once you have successfully tested the control station by clicking the **Test** button.

- **IP Address**

Enter, or select from the list, the IP Address of the control station network interface.

Note: This value can be taken from the radio's configuration in MOTOTRBO CPS, in *Network > Accessory IP*.

- **Test**

Click this button to check the connection to the control station. If the test is successful, you'll see the information on the control station you are connected to, such as radio ID, serial number, firmware version, and other relevant information.

- **Mode**

From the drop-down list, select the connection mode for the control station being configured. For more details, see section [5.9.3.1, Control Station Connection Modes](#) (page 36).

- **System Identifier**

Enter the system identifier with which the control station is used within a Capacity Plus or Linked Capacity Plus system. Note that the system identifier should be the same for all control stations used in a (Linked) Capacity Plus system.

- **Use the radio for RX data only (GPS Revert or Data Revert)**

Select this option to configure the radio channel so that it will only receive data, thus having no transmission capability.

- **Playback device**

From the drop-down list, select the playback device on the PC that will be used to transfer audio data to the connected control station.

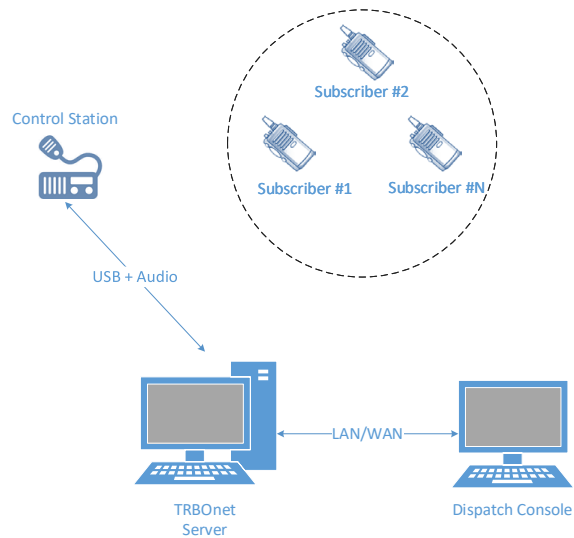
- **Recorder device**

From the drop-down list, select the recording device on the PC that will be used to receive audio data from the control station connected via a line-in jack.

### 5.9.3.1 Control Station Connection Modes

#### Single Control Station

The Single Station mode is the simplest connection mode for receiving and transmitting voice and data through a conventional channel using one control station at this particular frequency.

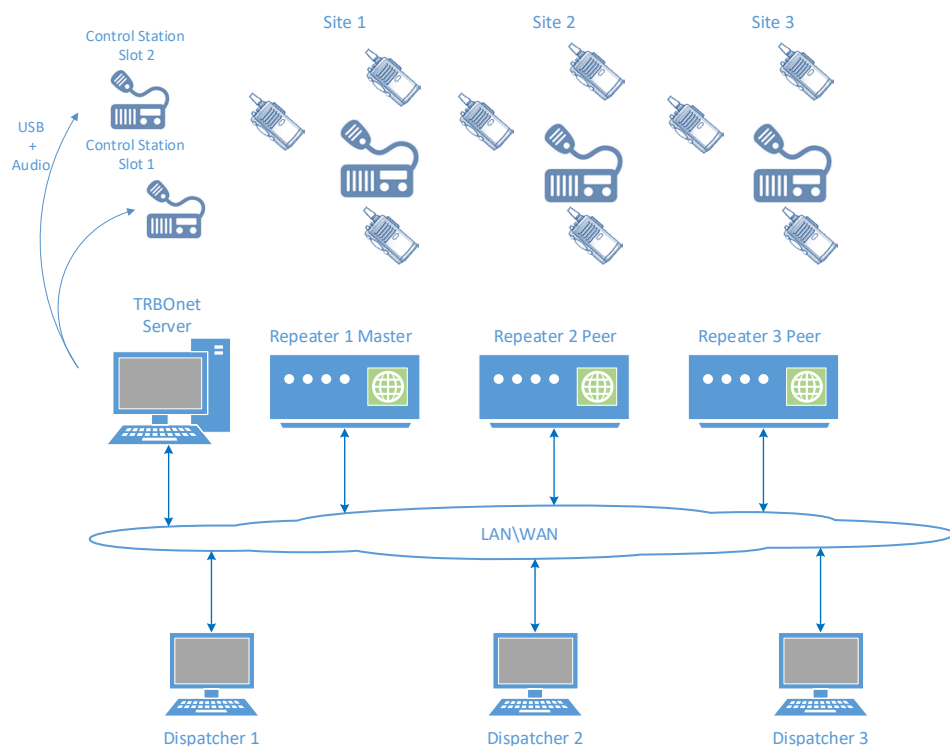


### IP Site Connect

The IPSC is a digital conventional two way MOTOTRBO system that allows you to extend the area of your communications by providing 2 wide area channels per repeater. It is possible to connect up to 15 repeaters in one system using IP connection.

The Server Connection Modes are as follows:

1. TRBOnet Server is connected to a repeater with two time slots in the "IP Site Connect" mode. The Server can transmit and receive over IP.
2. TRBOnet Server has no IP connection to a repeater. Two control stations are required to transmit and receive voice and data, that is, one control station per time slot.



## Common Channel

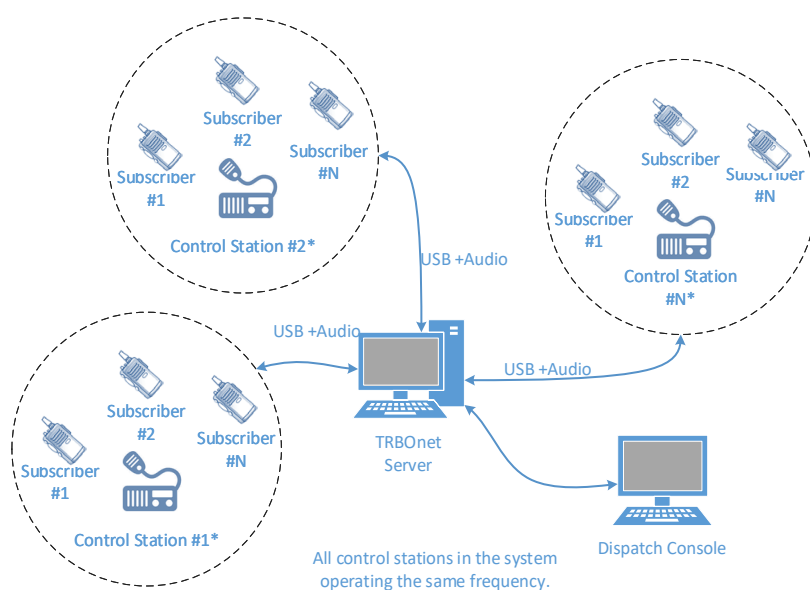
The Common Channel is a mode where it is possible to use multiple simplex base stations operating at the same frequency with overlapping communication zones.

This mode allows the customer to provide radio coverage to large areas when there is only one frequency and additional frequencies are unavailable. While in this mode, the coverage area is being extended only for the dispatcher, and specifically when operating at one and the same frequency. When a radio unit initiates a call, the signal that can potentially be received by several base stations will be filtered on the server side so that repeated audio playback and recording is prohibited.

The signal filtering is performed based on the "first packet", that is, only the signal coming first to the server is played back and recorded, while the remaining signals are discarded.

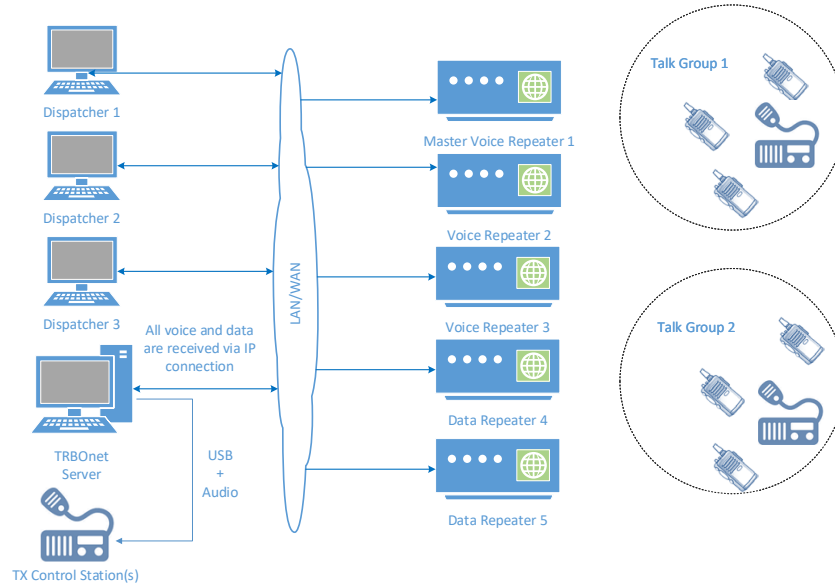
When a dispatcher initiates a call to a specific base station, the signals received by the neighboring base stations will be discarded to prevent dispatchers from listening to their own call at the time of transmission. The dispatcher is not recommended to place a simultaneous call to all base stations to avoid interference to the subscribers.

The recommended way to use this mode is as follows: each base station is configured with its own color code, and radio units are equipped with option boards having a Geo-roaming feature, and each geographic area is assigned its own radio channel with the corresponding color code.



## Capacity Plus TRBOnet

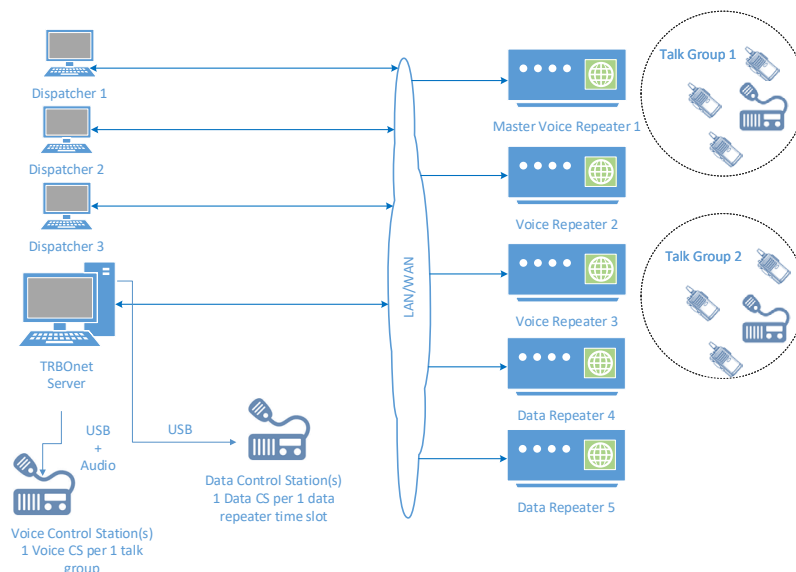
Capacity Plus TRBOnet is a limited option. All voice and data are received via IP. At least one control station is required for outgoing voice and data session at a time. Private calls and SIP calls require dedicated control stations unless NAI protocol is used.



### Capacity Plus MOTOTRBO

Capacity Plus MOTOTRBO is a digital trunked two-way MOTOTRBO system that allows you to accommodate high volume communication. It is designed to organize stable connection in a few groups within one building or a set of buildings. This system type allows you to increase the number of channels for voice and data transmission between the subscribers and control centers. The subscribers are always automatically forwarded to a free channel. The main objective of Capacity Plus MOTOTRBO is to support more simultaneous voice and data transmissions within one capacious system.

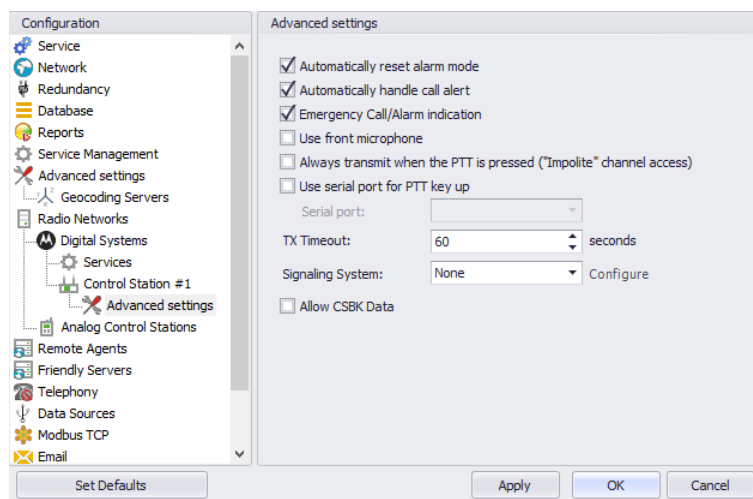
In the Capacity Plus MOTOTRBO mode you can configure voice and data control stations to transmit and receive data over the air as it is displayed in System Planner. Keep in mind that two data control stations are required per each data repeater – one per time slot. TRBOnet Dispatch Software provides you an option to utilize an IP connection to receive voice and data.





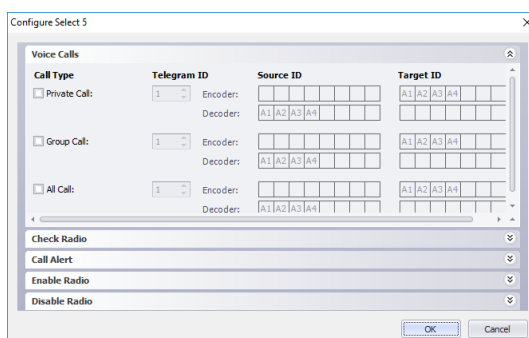
### 5.9.3.2 Advanced Settings

- In the **Configuration** pane, under the corresponding **Control Station**, select **Advanced Settings**.



- In the **Advanced Settings** pane, specify the following control station-related advanced settings:
  - **Automatically reset alarm mode**  
Select this option to reset alarm mode on the control station radio automatically. It is recommended to enable this option.
  - **Automatically handle call alert**  
Select this option to automatically redirect call alerts from the control station radio to the Dispatch Console.
  - **Emergency Call/Alarm indication**  
Select this option so that audio and visual indication is given by the control station radio when an emergency Call/Emergency Alarm is received.
  - **Use front microphone (for PTT key up)**  
Select this option to use a remote control of the PTT button via a remote speaker microphone on the radio.
  - **Always transmit when the PTT is pressed ("Impolite" channel access)**  
Select this option so that when the PTT button is pressed, the radio will start transmitting regardless of whether the channel is free or not (that is any transmission in progress will be interrupted).
  - **Use serial port for PTT key up**  
Select this option to use a remote control of the PTT button via the serial port of the PC, and select the serial port from the drop-down list.
  - **TX Timeout**  
Enter the time, in seconds, to be used as a voice session limit. When a dispatcher starts any voice session in the Dispatch Console, the ongoing transmission will be interrupted after this TX Timeout expires.
  - **Signaling system**  
From the drop-down list, select the signaling system.

- **MDC 1200** signaling is a Motorola data system using audio frequency shift keying (ASFK) using a 1,200 baud data rate. A general option setting for the system is to enable or disable an acknowledgement (ACK) data packet.
- **SELECT 5** (5 Tone Signaling System). In the 5 Tone Signaling Systems, each radio has a unique numeric identity (for example, 12345). To signal the number 12345, a sequence of 5 tones is sent. Sequences of audible tones of a very short duration are sent between radios. Most 5 tone sequences take less than half a second to send. Available for Voice Calls, Check Radio, Call Alert, and Enable/Disable Radio. Click the **Configure** link and specify desired SELECT 5 settings.



■ **Allow CSBK Data**

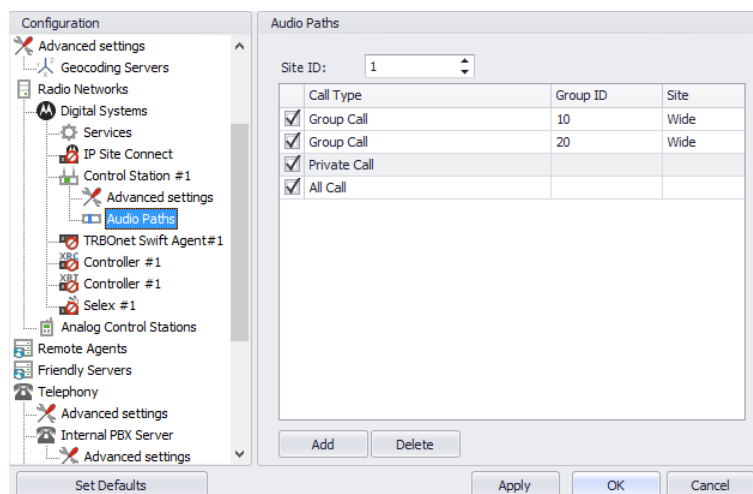
Select this option so that GPS data is sent in a single CSBK.

### 5.9.3.3 Audio Paths

The Audio Paths are talk paths of the system to make and receive Voice Calls; in general, they are talk groups. TRBOnet Server requires that all audio paths of a radio system be registered in its configuration. If an audio path is not registered, the TRBOnet operator will not be able to receive and transmit to the corresponding talk group.

**Note:** Audio paths are available only when one of the following modes is selected: **Capacity Plus**, **Linked Capacity Plus**, **Connect Plus**, or **Capacity MAX**.

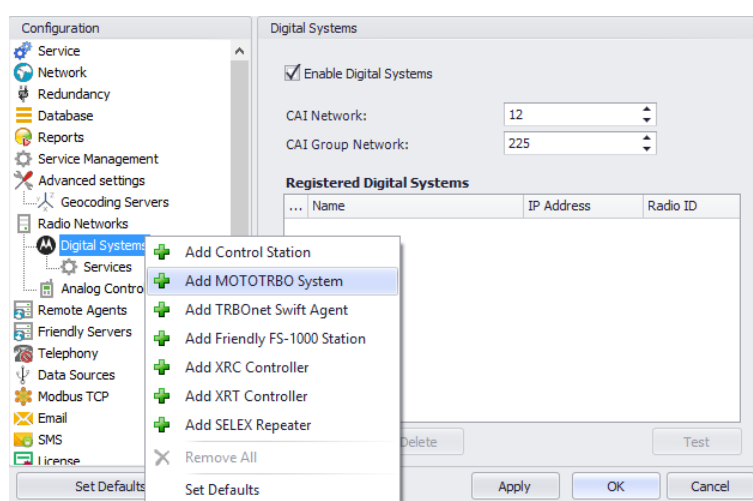
- In the **Configuration** pane, under the corresponding **Control Station**, select **Audio Paths**.



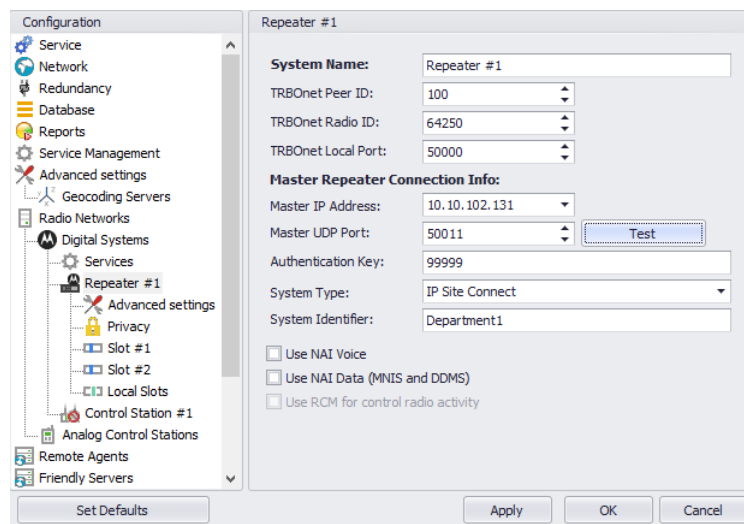
- In the **Audio Paths** pane, specify the following Audio Path-related settings:
  - To add an audio path to the system, click **Add**.
  - Make sure the check box in the first column is selected to make and receive voice calls from the selected subscriber.
  - From the drop-down list, select the **Call Type** for the audio path. The available call types are All Call, Group Call, and Private Call.
  - Enter the **Group ID**, which is an ID of the talk group the dispatcher can make calls to. The Group ID is not applicable for Private Calls and All Calls.
  - In the **Site** column, select either Local or Wide. The value Wide means that the audio path will be to all sites in the system and not just to the local site.

#### 5.9.4 Adding a MOTOTRBO Repeater

- In the **Digital Systems** pane, click **Add**.  
Or, in the **Configuration** pane, right-click **Digital Systems**.
- In the drop-down menu, click **Add MOTOTRBO System**.



- In the **Repeater** pane, specify the connection parameters.  
To ensure your connection parameters match the actual configuration of your radio network, you may need to use Motorola CPS or Config Advisor tools to determine the values. Contact your radio network administrator, if you do not have this information.



- **System Name**

Enter a name for the repeater. This name will be displayed in the Dispatch Console.

- **TRBOnet Peer ID**

Enter a Peer ID for TRBOnet Server. The Peer ID must be unique among the repeaters in the radio system.

Note: Motorola recommends that this value be less than 200.

- **TRBOnet Radio ID**

Enter the Radio ID, which is a gateway for voice and data. The Radio ID must be unique in the radio system (for Capacity Plus and Linked Capacity Plus systems, the maximum value is 65535).

- **TRBOnet Local Port**

Enter the local port number that will be used by TRBOnet Server to establish a connection to the repeater. Use unique port numbers for each repeater connection if there are several repeaters connected.

- **Master IP Address**

Enter the Ethernet IP address of the master repeater.

Note: This value is programmed for a repeater via MOTOTRBO CPS, in *Link Establishment>Master IP*.

- **Master UDP Port**

Enter the UDP port number of the master repeater.

Note: This value is programmed for a repeater via MOTOTRBO CPS, in *Link Establishment>Master UDP Port*.

- **Authentication Key**

Enter the repeater's authentication key (if any).

Note: This value is programmed for a repeater via MOTOTRBO CPS, in *Link Establishment>Authentication Key*.

- **System Type**

From the drop-down list, select the system type.

- **Test**

Click this button to check the connection to your master repeater. If the test is successful, you'll see the information on the repeater you are connected to, such as the serial number, firmware version, and other relevant information.

- **System Identifier**

Enter the system identifier if a Capacity Plus or Linked Capacity Plus system is used with one or more control stations. Use the same system identifier as you have specified for the corresponding control stations.

- **Use NAI Voice**

Select this option to connect to the repeater via NAI (Network Application Interface) for Voice transfer.

- **Use NAI Data (MNIS and DDMS)**

Select this option to connect to the repeater via NAI (Network Application Interface) for Data transfer.

- **MNIS**

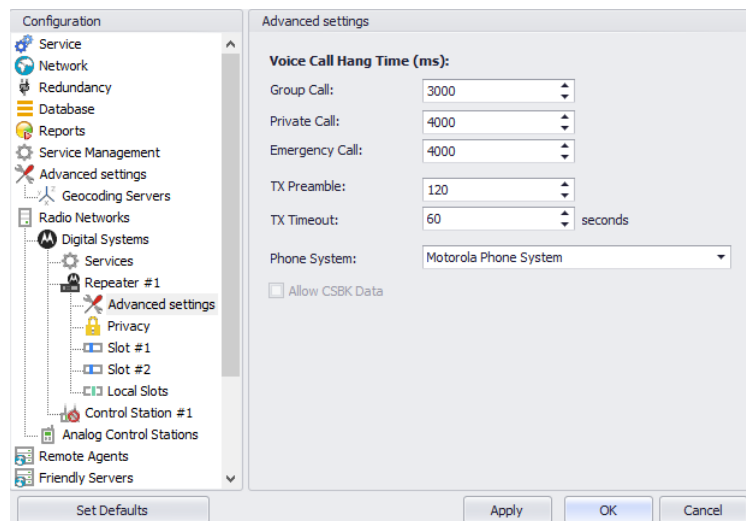
MOTOTRBO Network Interface Service is a Windows application which acts as a data gateway between the data applications and the radio system. Data messages are routed through the MNIS.

- **DDMS**

Device Discovery and Mobility Service is a service for tracking the presence of radio subscribers in the radio network and transmitting the data to the server.

#### 5.9.4.1 Advanced Settings

- In the **Configuration** pane, under the corresponding **Repeater**, select **Advanced settings**.



- In the **Advanced Settings** pane, specify the following repeater-related advanced settings:

#### **Voice Call Hang Time (ms):**

- **Group Call**

This value sets the duration the repeater reserves the channel after the end of a group call transmission. During this time, only members of the group that the channel is reserved for can transmit.

- **Private Call**

This value sets the duration a radio keeps the private call setup after a user releases the PTT button. This is to avoid setting up the call again each time a user presses the PTT button to transmit. During this time, other radios can still transmit since the channel is essentially idle. After the hang timer expires, the radio transmits using the *TX Contact Name* parameter specified for this channel in MOTOTRBO CPS.

- **Emergency Call**

This value sets the duration the repeater reserves the channel after the end of an emergency call transmission. During this time, only members of the Group that the channel is reserved for can transmit.

Note: The values of the above three parameters must be taken from the corresponding parameter values programmed for the repeater via MOTOTRBO CPS in *General Settings*.

- **TX Preamble**

Enter the value of the TX Preamble. The TX Preamble is a string of bits added in front of a data or control message (Text Messaging, Location Messaging, Registration, Radio Check, Private Call, and other message types) before transmission. The acceptable range is 0 - 8640 ms. The recommended value is 120 ms.

- **TX Timeout**

Enter the time, in seconds, to be used as a voice session limit. When the dispatcher starts any voice session in the Dispatch Console, transmission will be interrupted after this TX Timeout expires.

- **Phone system**

From the drop-down list, select the system for phone calls:

- **Motorola Phone System**

This system uses a special call type with the parameters specified for a radio unit in MOTOTRBO CPS. The Motorola Phone System is recommended for IP Site Connect mode to minimize Radio response time. For more details on programming Motorola Radios, see [Appendix B: SIP Setup for Motorola Phone System](#) (page 334).

- **TRBOnet Phone System (TX Interrupt)**

This is a phone call system based on the private call type using TX Interrupt feature. This phone system is available for radio systems with control stations.

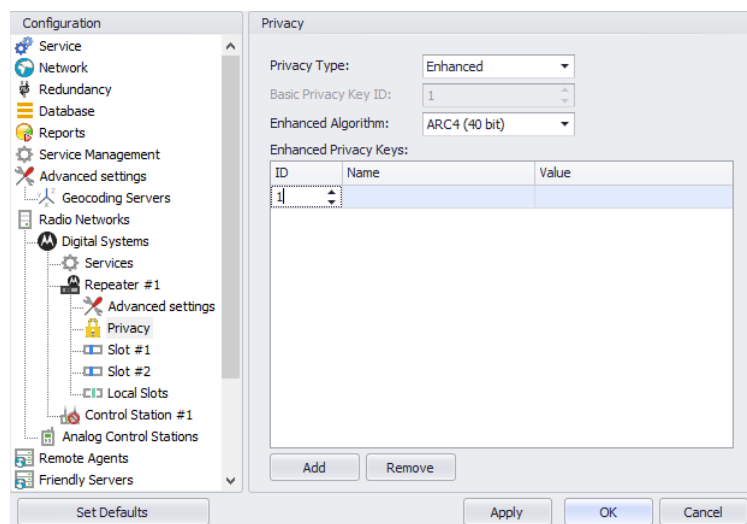
- **Allow CSBK Data**

Select this option so that GPS data is sent in a single CSBK.

Note: This feature is available only when the [MNIS Data Service](#) is enabled for the repeater.

#### 5.9.4.2 Privacy

- In the **Configuration** pane, under the corresponding **Repeater**, select **Privacy**.



- In the **Privacy** pane, specify the following privacy-related settings:

- **Privacy Type**

From the drop-down list, select one of the privacy types: None, Basic, or Enhanced.

- **Basic Privacy Key ID**

Enter the Privacy Key ID available for the **Basic** privacy type.

- **Enhanced Algorithm**

From the drop-down list, select one of the enhanced algorithms if you are going to use additional encryption.

- **Enhanced Privacy Keys**

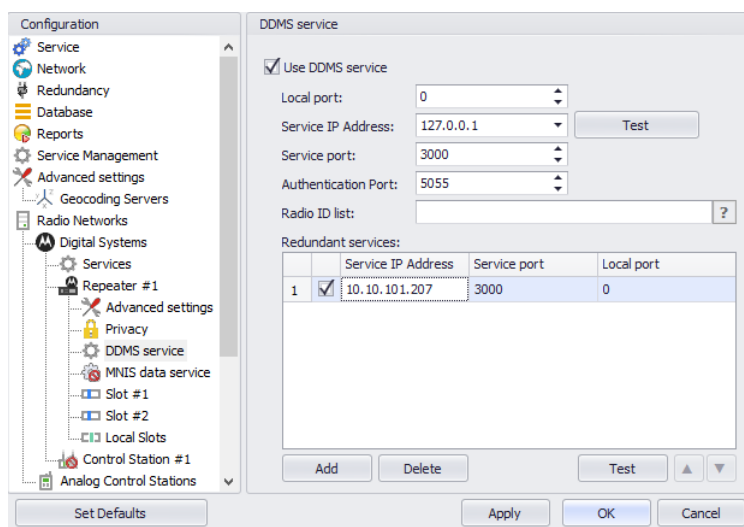
Here you add enhanced privacy keys for the selected enhanced algorithm.

- Click **Add** and specify the required ID, name, and value for the privacy key being added.

#### 5.9.4.3 DDMS Service

The DDMS, or Device Discovery and Mobility Service is a service for tracking the presence of radio subscribers in the radio network and transmitting the data to the server.

- In the **Configuration** pane, under the corresponding **Repeater**, select **DDMS service**.



|   | Service IP Address | Service port | Local port |
|---|--------------------|--------------|------------|
| 1 | 10.10.101.207      | 3000         | 0          |

- In the **DDMS service** pane, specify the following DDMS service-related settings:
  - **Use DDMS service**  
Select this option to enable the DDMS service for the server.
  - **Local Port**  
Enter the number of the local port to be used on a PC with TRBOnet Dispatch Software for DDMS service.
  - **Service IP Address**  
Enter the IP Address of the PC with the DDMS service installed and running.
  - **Service port**  
Enter the service port number.

Note: This value is programmed for a DDMS service via MOTOTRBO DDMS Administrative Client, in *Interfaces>Watcher Settings>PortWatcher*.



#### ■ **Authentication Port**

Enter the authentication server port number.

Note: This value is programmed for a DDMS service via MOTOTRBO DDMS Administrative Client, in *Interfaces>Authentication Server Settings>AuthenticationServerPort*.

#### ■ **Radio ID list**

Enter the list of radios to be monitored.

#### ■ **Redundant services**

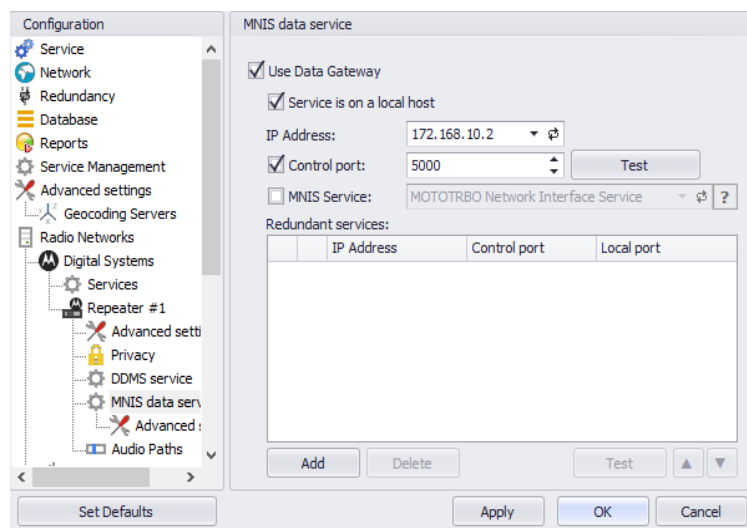
Here you see the list of redundant DDMS services for failover purposes.

- Click **Add** and specify the required parameters for the DDMS service being added.
- Click **Test** to test if the selected DDMS service is available.
- Use the **Up** (▲) and **Down** (▼) buttons to move a selected DDMS service up and down in the priority list of DDMS services.

### 5.9.4.4 MNIS Data Service

The MNIS, or Motorola Network Interface Service, is a Windows application which acts as a data gateway between the data applications and the radio system. Data messages are routed through the MNIS.

- In the **Configuration** pane, under the corresponding **Repeater**, select **MNIS data service**.



- In the **MNIS data service** pane, specify the following MNIS data service-related settings:

#### ■ **Use Data Gateway**

Select this option to enable the MNIS data service for the server.

#### ■ **Service is on a local host**

Select this option if the MNIS data service will be used on the local PC.

### ■ IP Address

Enter the IP Address used by the MNIS to communicate with the PC.

Note: This value is programmed for a MNIS data service via MOTOTRBO MNIS Configuration Utility, and can be retrieved from *General>Tunnel Network>Tunnel IP Address*.

### ■ Control port

Enter the number for the MNIS control port.

Note: This value is programmed for a MNIS data service via MOTOTRBO MNIS Configuration Utility, in *Advanced>Network>MNIS Control Interface TCP Port*.

### ■ MNIS Service

Select this option, and from the drop-down list select the available MNIS service.

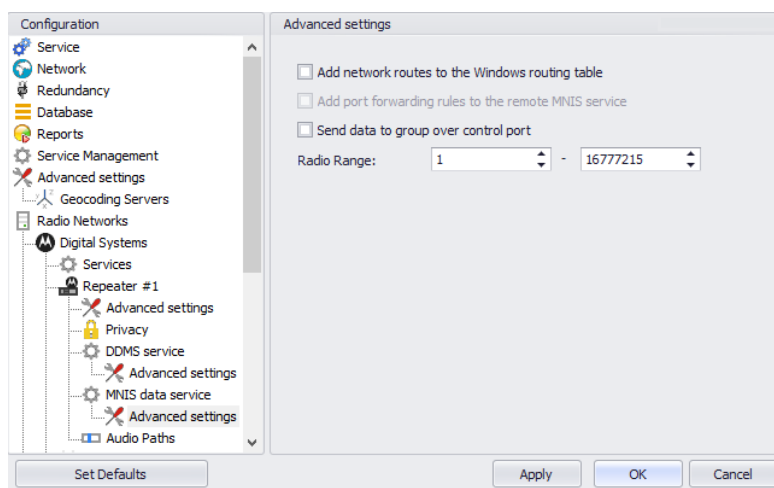
### ■ Redundant services

Here you see the list of redundant MNIS data services for failover purposes.

- Click **Add** and specify the required parameters for the MNIS data service being added.
- Click **Test** to test if the selected MNIS data service is available.
- Use the **Up** (▲) and **Down** (▼) buttons to move a selected MNIS data service up and down in the priority list of MNIS data services.

## Advanced Settings

- In the **Configuration** pane, under **MNIS data service**, select **Advanced settings**.



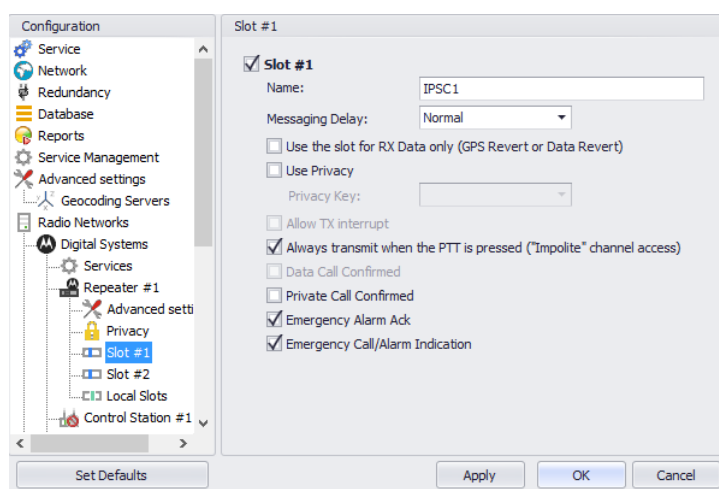
- In the **Advanced settings** pane, you can specify settings that relate to the remote MNIS data service:

- **Add network routes to the local Windows routing table**  
Select this option to allow TRBOnet Server to add network routes to the local Windows routing table so that data can be sent to the remote MNIS data service.
- **Add port forwarding rules to the remote MNIS service**  
Select this option to allow TRBOnet Server to add forwarding rules to the remote MNIS data service.
- **Send data to group over control port**  
Select this option so that data will be sent via the specified control port.
- **Radio Range**  
Specify the range of radios to be monitored by the MNIS service.

#### 5.9.4.5 Slots

Note: The slots are available only when **IP Site Connect** is selected in the **Repeater** pane.

- In the **Configuration** pane, under the corresponding **Repeater**, select **Slot #1** or **Slot #2**.



- In the **Slot #1** (or **Slot #2**) pane, specify the following slot-related parameters:
  - **Name**  
Enter a name for the slot. This name will be displayed in the Dispatch Console.
  - **Messaging Delay**  
From the drop-down list, select the inter-repeater messaging delay based on the IP network configuration.
    - Normal  
The inter-repeater messaging delay is 60 ms.
    - High  
The inter-repeater messaging delay is 90 ms.

- **Use the slot for RX data only (GPS Revert or Data Revert)**

Select this option to configure the slot so that it will only receive data, thus having no transmission capability.

- **Use Privacy**

Select this option to use Privacy for the slot.

Note: This option is available only if the **Basic** or **Enhanced** Privacy Type have been selected in Repeater's [Privacy](#) settings.

- **Privacy Key**

From the drop-down list, select the privacy key.

Note: This option is available only if the **Enhanced** Privacy Type has been selected in Repeater's [Privacy](#) settings).

- **Allow TX interrupt**

Select this option to allow interrupting dispatcher transmissions by radios that are Transmit Interrupt capable.

Note: This feature is available only when the **Use NAI Voice** option is cleared in the **Repeater** pane.

- **Always transmit when the PTT is pressed ("Impolite" channel access)**

Select this option so that when the PTT button is pressed, the dispatcher will start transmitting regardless of whether the channel is free or not (that is any transmission in progress will be interrupted).

Note: This feature is not available in Capacity Plus and Linked Capacity Plus systems.

- **Data Call confirmed**

Select this option to enable data packets in data calls (ARS, GPS, and Text Message) on the current slot to be confirmed.

Note: This feature is available only when both the **Use NAI Voice** and **Use NAI Data (MNIS and DDMS)** options are cleared in the **Repeater** pane.

- **Private Call Confirmed**

Select this option to set Private calls on the current slot as confirmed. By default, Private calls are unconfirmed.

- **Emergency Alarm Ack**

Select this option so that the Dispatch Console is allowed to acknowledge an emergency alarm received via this slot.

- **Emergency Call/Alarm Indication**

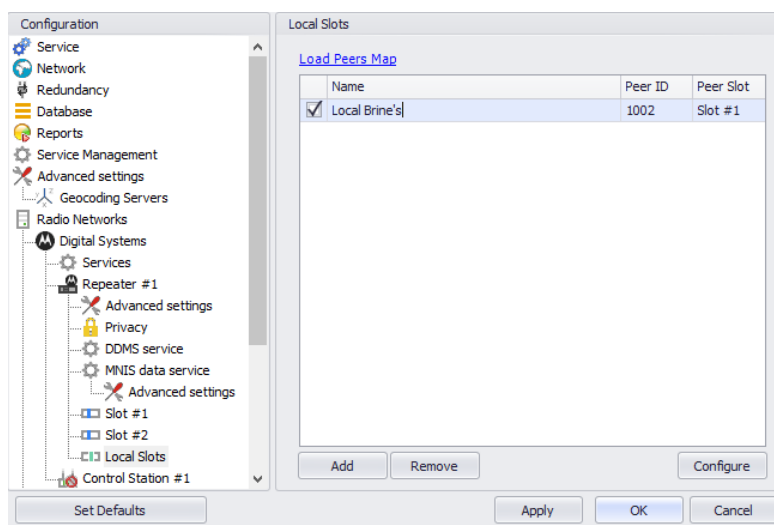
Select this option so that audio and visual indication is given for an emergency call/emergency alarm received via this slot.

### 5.9.4.6 Local Slots

While on a local slot, voice or data are not transmitted between sites in IPSC systems. Due to MOTOTRBO limitations TRBOnet Server can only receive information from local slots, but cannot transmit by IP connection to such slots.

Note: Local slots are available only when **IP Site Connect** is selected, and the **Use NAI Voice** option is selected in the **Repeater** pane. If the **Use NAI Voice** option is cleared, local slots will be available only through dedicated control stations.

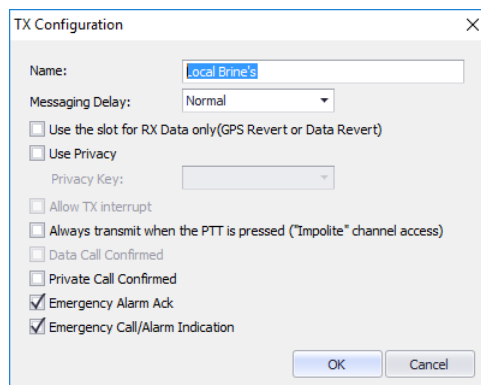
- In the **Configuration** pane, under the corresponding **Repeater**, select **Local Slots**.



- In the **Local Slots** pane, specify the following Local Slot-related settings:
  - To add a Local Slot to the system, click **Add**.
  - Select the option in the first column to enable the selected local slot.
  - Enter a **Name** for the local slot. This name will be displayed in the Dispatch Console.
  - Enter the **Peer ID** of the repeater.

Note: This value can be taken from the repeater's configuration in MOTOTRBO CPS, in *General Settings*>*Radio ID*.

- From the drop-down list, select the **Peer Slot**.
- To configure the selected local slot, click **Configure**:



TX Configuration

Name: Local Brine's

Messaging Delay: Normal

☐ Use the slot for RX Data only (GPS Revert or Data Revert)

☐ Use Privacy

Privacy Key:

☐ Allow TX interrupt

☐ Always transmit when the PTT is pressed ("Impolite" channel access)

☐ Data Call Confirmed

☐ Private Call Confirmed

☒ Emergency Alarm Ack

☒ Emergency Call/Alarm Indication

OK Cancel

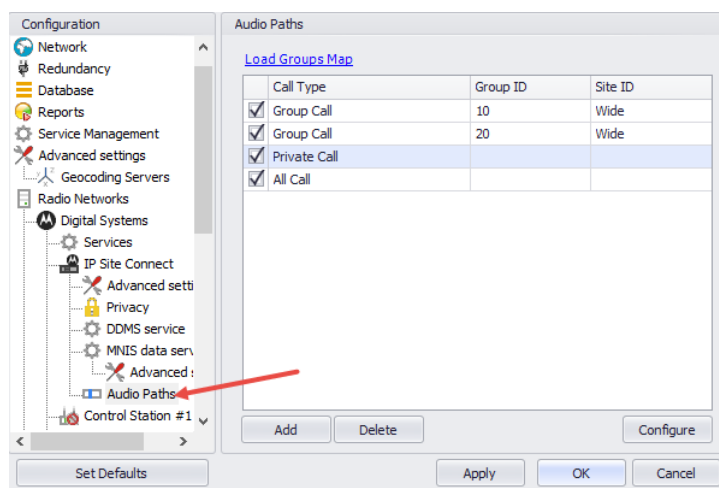
- Specify the desired local slot settings similar to those for a common repeater [slot](#).

#### 5.9.4.7 Audio Paths

The Audio Paths are talk paths of the system to make and receive Voice Calls; in general, they are talk groups. TRBOnet Server requires that all audio paths of a Capacity Plus system be registered in its configuration. If an audio path is not registered, the TRBOnet operator will not be able to receive and transmit to the corresponding talk group.

Note: Audio paths are available only when **Capacity Plus** or **Linked Capacity Plus** are selected.

- In the **Configuration** pane, under the corresponding **Repeater**, select **Audio Paths**.



Configuration

- Network
- Redundancy
- Database
- Reports
- Service Management
- Advanced settings
- Geocoding Servers
- Radio Networks
  - Digital Systems
    - Services
      - IP Site Connect
      - Advanced setti
      - Privacy
      - DDMS service
      - MINIS data serv
      - Advanced :
      - Audio Paths**
      - Control Station #1

Audio Paths

[Load Groups Map](#)

| Call Type  | Group ID | Site ID |
|--|----------|---------|
| <input checked="" type="checkbox"/> Group Call   | 10       | Wide    |
| <input checked="" type="checkbox"/> Group Call   | 20       | Wide    |
| <input checked="" type="checkbox"/> Private Call |          |         |
| <input checked="" type="checkbox"/> All Call     |          |         |

Add Delete Configure

Set Defaults Apply OK Cancel

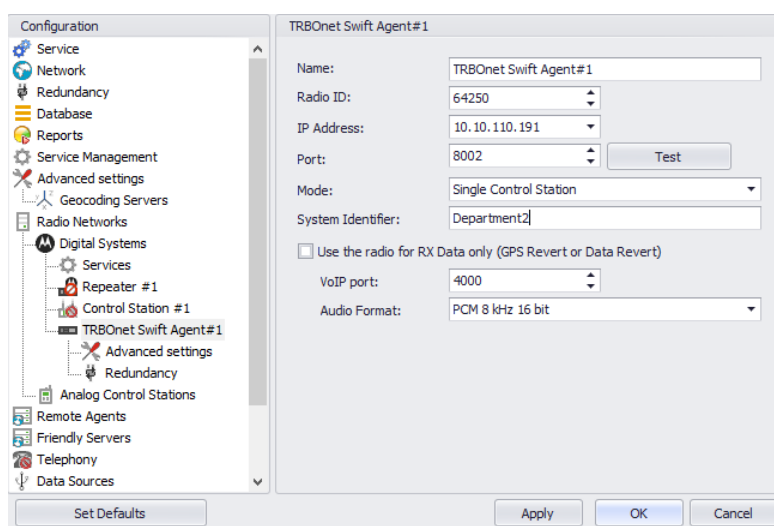
- In the **Audio Paths** pane, specify the following Audio Path-related settings:
  - To add an audio path to the system, click **Add**.
  - Make sure the check box in the first column is selected to make and receive voice calls from the selected subscriber.
  - From the drop-down list, select the **Call Type** for the audio path. The available call types are All Call, Group Call, and Private Call.

- Enter the **Group ID**, which is an ID of the talk group the dispatcher can make calls to. The Group ID is not applicable for Private Calls and All Calls.
- Enter the **Site ID** of the site the audio path will belong to in a Linked Capacity Plus system. Or, leave zero value in this column. In this case, the Site ID will be displayed as Wide, meaning that the audio path will belong to all sites in the system.
- To configure the selected audio path, click **Configure**.
- Specify the desired audio path settings similar to those for a common repeater [slot](#).

### 5.9.5 Adding a TRBOnet Swift Agent

The TRBOnet Swift Agent functions as a gateway to receive and transmit voice and data.

- In the **Digital Systems** pane, click **Add**.  
Or, in the **Configuration** pane, right-click **Digital Systems**.
- In the drop-down menu, click **Add TRBOnet Swift Agent**.



- In the **TRBOnet Swift Agent** pane, specify the following Swift Agent-related parameters:
  - **Name**  
Enter a name for the Swift Agent. This name will be displayed in the Dispatch Console.
  - **Radio ID**  
This is the Radio ID of the control station connected to the Swift Agent. (for Capacity Plus and Linked Capacity Plus systems, the maximum value is 65535).

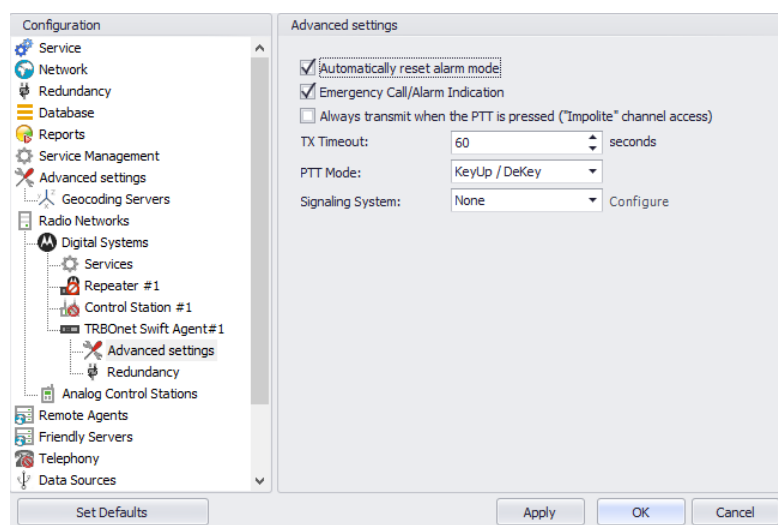
**Note:** This box is populated automatically once you have successfully tested the Swift Agent by clicking the **Test** button.

- **IP Address**  
Enter the IP Address of the Swift Agent network interface.
- **Port**  
Enter the port number of the Swift Agent connection (8002, by default).
- **Test**  
Click this button to check the connection to the Swift Agent. If the test is successful, you'll see the information on the Swift Agent you are connected to, such as Serial number, Firmware version, and other relevant information.
- **Mode**  
From the drop-down list, select the connection mode for the Swift Agent being configured. For more details, see section [5.9.3.1, Control Station Connection Modes](#) (page 36).
- **System Identifier**  
Enter the system identifier if the control station is used with a Capacity Plus or Linked Capacity Plus system. Note that the system identifier should be the same for all control stations used in the radio system.
- **Use the radio for RX data only (GPS Revert or Data Revert)**  
Select this option to configure the radio channel so that it will only receive data, thus having no transmission capability.
- **VoIP port**  
Enter the port number for audio communications (4000, by default).  
  

Note: This setting is used for older firmware versions of TRBOnet Swift Agent.
- **Audio Format**  
From the drop-down list, select the format to transmit audio data.

### 5.9.5.1 Advanced Settings

- In the **Configuration** pane, under the corresponding **TRBOnet Swift Agent**, select **Advanced Settings**.





- In the **Advanced Settings** pane, specify the following Swift Agent-related advanced settings:
  - **Automatically reset alarm mode**  
Select this option to reset alarm mode on the control station radio automatically. It is recommended to enable this option.
  - **Emergency Call/Alarm indication**  
Select this option so that audio and visual indication is given by the Control Station radio when an Emergency Call/Emergency Alarm is received.
  - **Always transmit when the PTT is pressed ("Impolite" channel access)**  
Select this option so that that when the PTT button is pressed, the radio will start transmitting regardless of whether the channel is free or not (that is any transmission in progress will be interrupted).

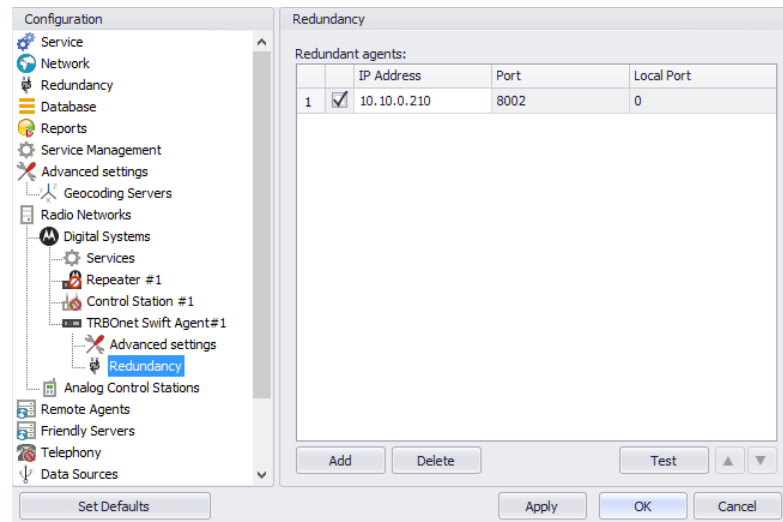
Note: This feature is not available in Capacity Plus and Linked Capacity Plus systems.

- **TX Timeout**  
Enter the time, in seconds, to be used as a voice session limit. When a dispatcher starts any voice session in the Dispatch Console, transmission will be interrupted after this TX Timeout expires.
- **PTT Mode**  
From the drop-down list, select the mode of pressing the PTT on the radio.
- **Signaling system**  
From the drop-down list, select the signaling system.
  - **MDC 1200** signaling is a Motorola data system using audio frequency shift keying (ASFK) using a 1,200 baud data rate. A general option is to enable or disable an acknowledgement (ACK) data packet.
  - **SELECT 5** (5 Tone Signaling System). In the 5 Tone Signaling Systems, each radio has a unique numeric identity (for example, 12345). To signal the number 12345, a sequence of 5 tones is sent. Sequences of audible tones of a very short duration are sent between radios. Most 5 tone sequences take less than half a second to send. Available for Voice Calls, Check Radio, Call Alert, and Enable/Disable Radio.

#### 5.9.5.2 Redundancy

A Redundant TRBOnet Swift Agent will be used when a connection to the Main TRBOnet Swift Agent is lost.

- In the **Configuration** pane, under the corresponding **TRBOnet Swift Agent**, select **Redundancy**.

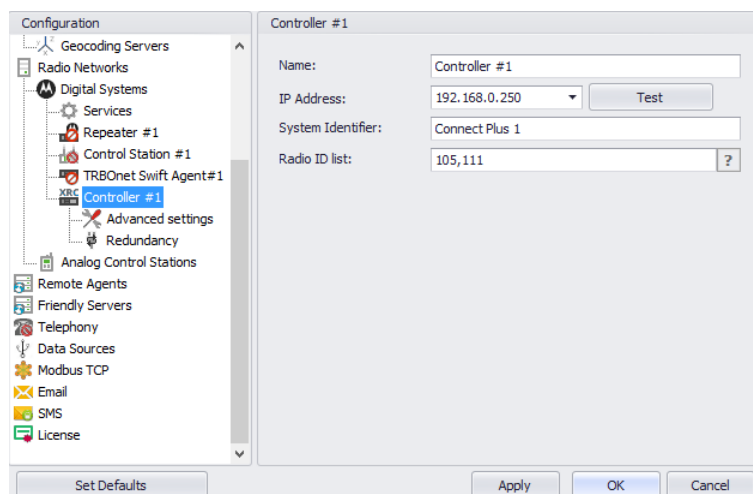


- In the **Redundancy** pane, specify the following Redundant Agent-related settings:
  - Click **Add** and specify the desired parameters for the Redundant Agent being added.
    - **IP Address**  
Enter the IP Address of the Swift Agent that will be used as a Redundant Swift Agent.
    - **Port**  
Enter the port number that will be used for connections between the server and the Redundant Swift Agent (8002, by default).
    - Click **Test** to check the connection to the Redundant Swift Agent. If the test is successful, you'll see the information on the Swift Agent you are connected to, such as Serial number, Firmware version, and other relevant information.
    - **Local Port**  
Enter the port number that will be used for connections from the Redundant Swift Agent. The value 0 (default) means that a random port will be used.

### 5.9.6 Adding an XRC Controller

The XRC Controller is a site controller that provides a channel for transferring data between sites and managing data flow.

- In the **Digital Systems** pane, click **Add**.  
Or, in the **Configuration** pane, right-click **Digital Systems**.
- In the drop-down menu, click **Add XRC Controller**.

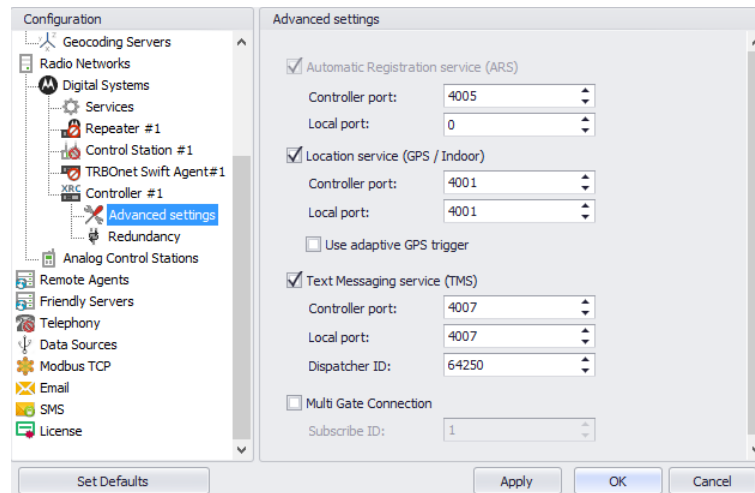


- In the **Controller** pane, specify the following XRC controller-related parameters:
  - **Name**  
Enter a name for the XRC controller. This name will be displayed in the Dispatch Console.
  - **IP Address**  
Enter the IP Address of the XRC controller network interface.
  - Click **Test** to check the connection to the controller.
  - **System Identifier**  
Enter the system identifier. Note that the system identifier should be the same through all the controllers in a Connect Plus system.
  - **Radio ID list**  
Enter a list of the radios to receive data from according to the following rules:
    - To receive data from all radios in the system, leave this box blank.
    - To receive data from multiple radios, separate each Radio ID by a comma, for example, 105,106,111, and so on.
    - To receive data from a range of radios, enter the range using the following example: 105-111.

Note: In the Radio ID list, enter Radio IDs only, without mentioning Radio Names and/or the word "Radio".

#### 5.9.6.1 Advanced Settings

- In the **Configuration** pane, under the corresponding **XRC Controller**, select **Advanced Settings**.



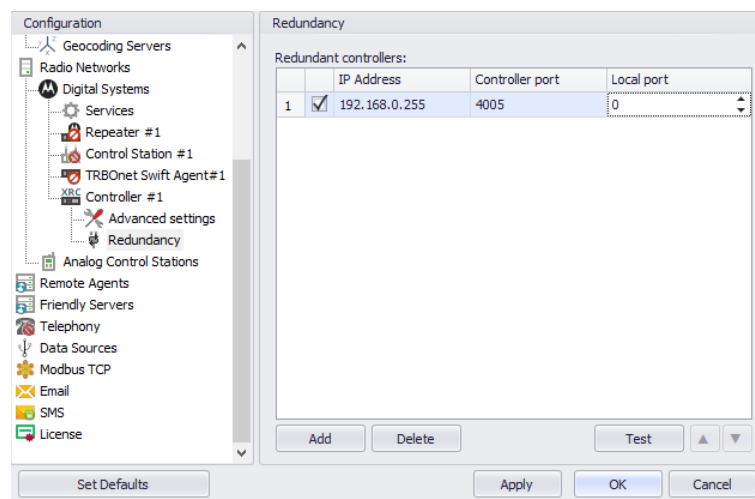
- In the **Advanced Settings** pane, specify the following XRC controller-related advanced settings:
  - **Automatic Registration service (ARS)** provides an automated data application registration for the radio. When the radio powers up, it automatically registers with the server. This feature is used with data applications, that is any data traffic on this channel is associated with an application server, such as MOTOTRBO Text Messaging or MOTOTRBO Location Service. This option is selected by default and cannot be cleared.
    - **Controller port**  
Enter the controller's port number for ARS service (4005, by default).
    - **Local port**  
Enter the local port of the PC with TRBOnet Dispatch Software. The value 0 (default) means that a random port will be used.
  - **Location service (GPS)**  
Select this option to enable Location service on the controller. The radio can send its coordinates when it is in Global Positioning coverage area. GPS settings can be configured in the **Service Management** pane (see section [5.7.2, Location Service](#)).
    - **Controller port**  
Enter the controller's port number for Location service (4001, by default).
    - **Local port**  
Enter the local port of the PC with TRBOnet Dispatch Software (4001, by default).
    - **Use adaptive GPS trigger**  
Select this option to use the adaptive GPS polling interval.
  - **Text Messaging service (TMS)**  
Select this option to enable text message transmission on the controller.
    - **Port**  
Enter the controller's port number for Text Messaging service (4007, by default).

- **Local port**  
Enter the local port of the PC with TRBOnet Dispatch Software (4007, by default).
- **Dispatcher ID**  
Enter the Dispatcher ID. The Dispatcher ID should belong to TRBOnet Server account in a Connect Plus system.
- **Multi Gate Connection**  
Select this option to use a multi-gate connection and enter the corresponding **Subscribe ID**.

### 5.9.6.2 Redundancy

A redundant XRC controller will be used when a connection to the main XRC controller is lost.

- In the **Configuration** pane, under the corresponding **XRC Controller**, select **Redundancy**.



- In the **Redundancy** pane, specify the following redundant XRC controller-related settings:
  - Click **Add** and specify the desired parameters for the redundant XRC controller being added.
    - **IP Address**  
Enter the IP Address of the XRC controller that will be used as a redundant XRC controller.
    - **Controller Port**  
Enter the port number of the redundant XRC controller for incoming connections (4005, by default).
  - Click **Test** to check the connection to the redundant XRC Controller. If the test is successful, you'll see the information on the XRC controller you are connected to, such as serial number, firmware version, and other relevant information.

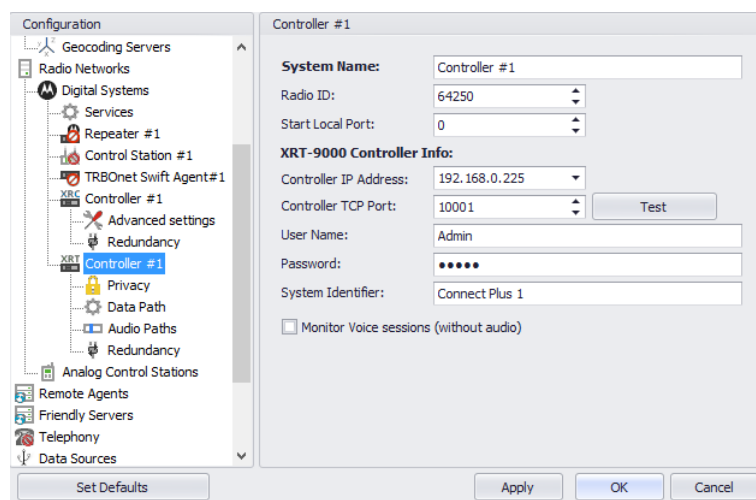
- **Local Port**

Enter the port number that will be used for incoming connections from the redundant XRC controller. The value 0 (default) means that a random port will be used.

### 5.9.7 Adding an XRT Controller

The XRT controller functions as a voice gateway connected to each XRC controller in a [Connect Plus](#) system.

- In the **Digital Systems** pane, click **Add**.  
Or, in the **Configuration** pane, right-click **Digital Systems**.
- In the drop-down menu, click **Add XRT Controller**.



The screenshot shows the 'Configuration' window with a tree view on the left and a 'Controller #1' configuration pane on the right. The tree view includes 'Geocoding Servers', 'Radio Networks', 'Digital Systems', 'Services', 'Repeater #1', 'Control Station #1', 'TRBOnet Swift Agent#1', 'XRC Controller #1', 'Advanced settings', 'Redundancy', 'XRT Controller #1', 'Privacy', 'Data Path', 'Audio Paths', 'Redundancy', 'Analog Control Stations', 'Remote Agents', 'Friendly Servers', 'Telephony', and 'Data Sources'. The 'Controller #1' pane contains the following fields:

- System Name:** Controller #1
- Radio ID:** 64250
- Start Local Port:** 0
- XRT-9000 Controller Info:**
  - Controller IP Address:** 192.168.0.225
  - Controller TCP Port:** 10001
  - User Name:** Admin
  - Password:** (masked with dots)
  - System Identifier:** Connect Plus 1
  - ☐ Monitor Voice sessions (without audio)

Buttons at the bottom include 'Set Defaults', 'Apply', 'OK', and 'Cancel'.

- In the **Controller** pane, specify the following XRT Controller-related parameters:
  - **System Name**  
Enter a name for the XRT Controller. This name will be displayed in the Dispatch Console.
  - **Radio ID**  
Enter the individual virtual radio ID. The virtual Radio ID is required to do the following:
    - Make all types of voice calls from XRT Controller to radios, dispatchers and groups.
    - Send commands (for example, Remote Monitor).
  - **Start Local Port**  
Enter the local port of the PC with TRBOnet Server. The value 0 (default) means that a random port will be used.

#### XRT Controller Info:

- **Controller IP Address**  
Enter the IP Address of the XRT controller network interface.

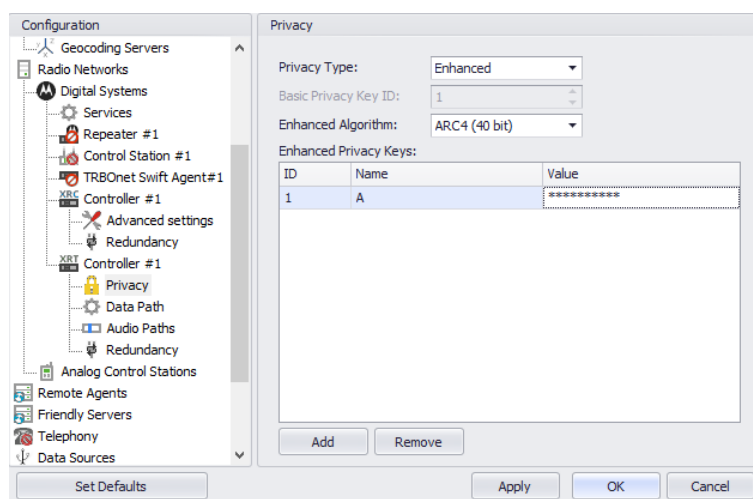
- **Controller TCP Port**  
Enter the port number of the XRT controller to be used for connections via TCP (10001, by default).
- Click **Test** to check the connection to the XRT controller.
- **User Name**  
Enter the user name. For the user name, refer to the XRT controller configuration.
- **Password**  
Enter the password for the user. For the password, refer to the XRT controller configuration.

Note: The user name and password should belong to the same TRBOnet Connect Plus account and be appropriately configured.

- **System Identifier**  
Enter the system identifier. Note that the system identifier should be the same through all the controllers in a Connect Plus system.
- **Monitor Voice sessions (without audio)**  
This is the Billing feature. Select this option to monitor only PTT press events.

### 5.9.7.1 Privacy

- In the **Configuration** pane, under the corresponding **XRT Controller**, select **Privacy**.



- In the **Privacy** pane, specify the following Privacy-related settings:
  - **Privacy Type**  
From the drop-down list, select one of the privacy types: None, Basic, or Enhanced.
  - **Basic Privacy Key ID**  
Enter the Privacy Key ID available for the **Basic** Privacy Type.

- **Enhanced Algorithm**

From the drop-down list, select one of the enhanced algorithms if you are going to use additional encryption.

- **Enhanced Privacy Keys**

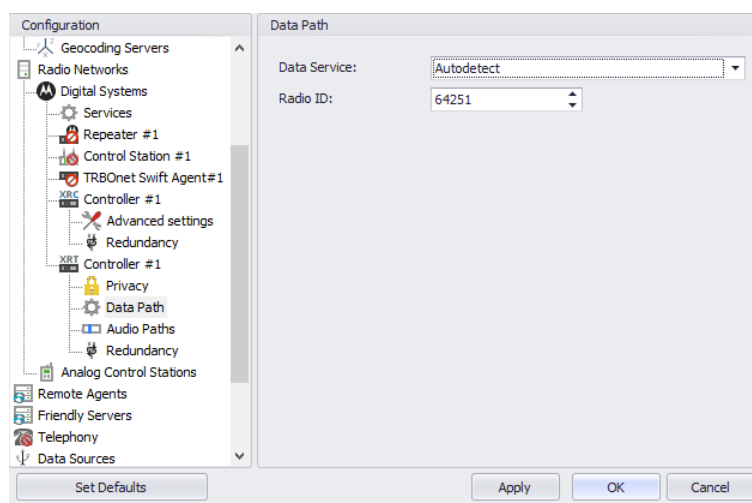
Here you add enhanced privacy keys for the selected enhanced algorithm.

- Click **Add** and specify the required ID, Name, and Value for the privacy key being added.

### 5.9.7.2 Data Path

The Data Paths are used to transmit data in a Connect Plus system.

- In the **Configuration** pane, under the corresponding **XRT Controller**, select **Data Path**.



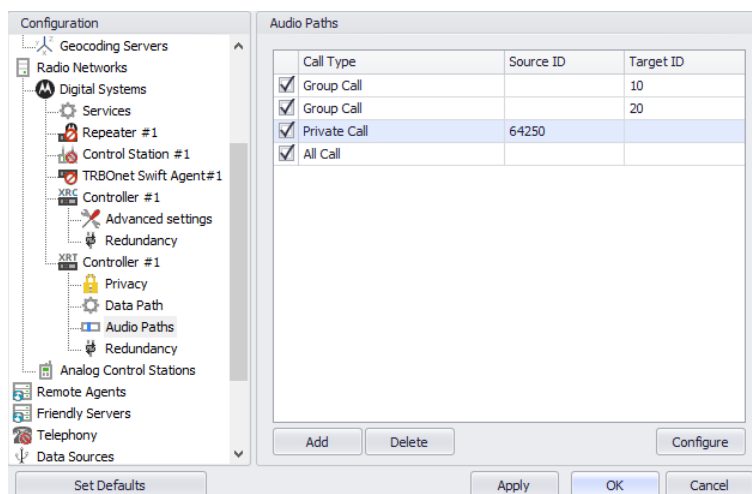
- In the **Data Path** pane, specify the following data path-related settings:
  - **Data Service**  
From the drop-down list, select the data service to be used to transfer data.
  - **Radio ID**  
Enter the Radio ID of the data service.

### 5.9.7.3 Audio Paths

The Audio Paths are talk paths of the system to make and receive voice calls; in general, they are talk groups. TRBOnet Server requires that all audio paths of a Connect Plus system be registered in its configuration. If an audio path is not registered, the TRBOnet operator will not be able to receive and transmit to the corresponding talk group.

- In the **Configuration** pane, under the corresponding **XRT Controller**, select **Audio Paths**.



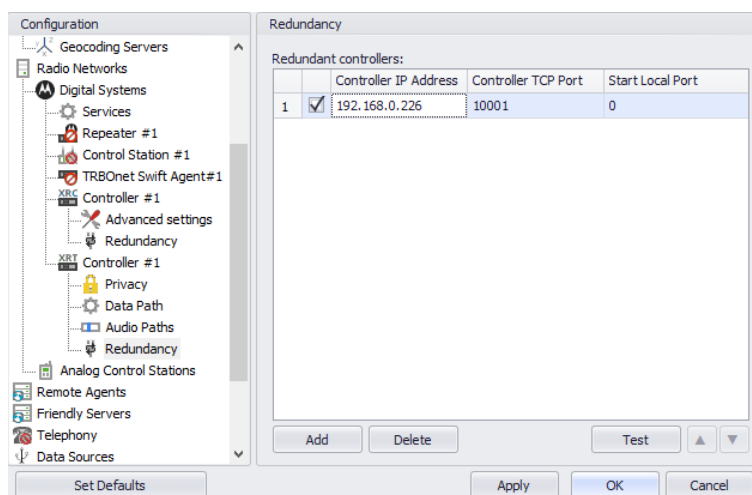


- In the **Audio Paths** pane, specify the following Audio Path-related settings:
  - To add an Audio Path to the system, click **Add**.
  - Make sure the check box in the first column is selected to make and receive Voice Calls from the selected subscriber.
  - From the drop-down list, select the **Call Type** for the audio path. The available call types are All Call, Group Call, and Private Call.
  - Enter the **Source ID** for Private Calls. In general, this is TRBOnet's Radio ID. If more than one Radio ID is specified in a Connect Plus system (for example, for different dispatchers), the corresponding talk paths should be added for all of them.
  - Enter the **Target ID** for Group Calls. This is the Radio ID of the talk group to make a call to. The Target ID is not applicable for Private Calls and All Calls.

#### 5.9.7.4 Redundancy

A Redundant XRT Controller will be used when a connection to the Main XRT Controller is lost.

- In the **Configuration** pane, under the corresponding **XRT Controller**, select **Redundancy**.

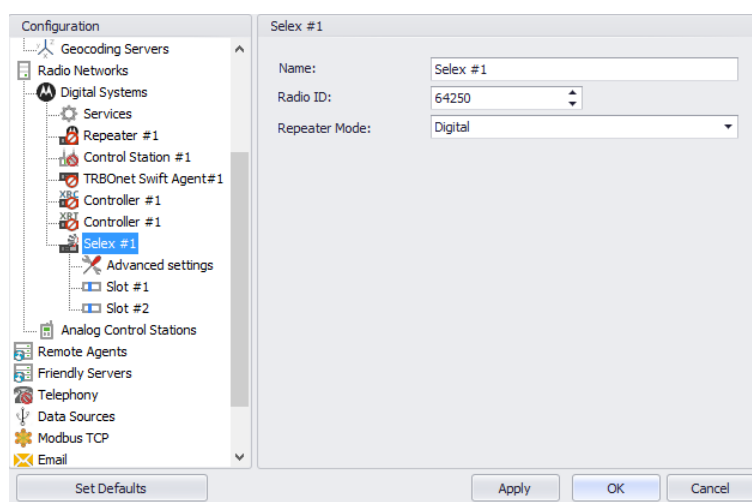


- In the **Redundancy** pane, specify the following Redundant XRT Controller-related settings:
  - Click **Add** and specify the desired parameters for the Redundant XRT Controller being added.
  - **Controller IP Address**  
Enter the IP Address of the XRT Controller that will be used as a Redundant XRT Controller.
  - **Controller TCP Port**  
Enter the port number of the Redundant XRT Controller to be used for connections via TCP (10001, by default).
  - **Start Local Port**  
Enter the local port of the PC with TRBOnet Dispatch Software. The value 0 (default) means that a random port will be used.
  - Click **Test** to check the connection to the Redundant XRT Controller. If the test is successful, you'll see the information on the XRT Controller you are connected to, such as Serial number, Firmware version, and other relevant information.

### 5.9.8 Adding a Selex Repeater

The Selex repeater is configured as a stand-alone repeater which supports connections to MOTOTRBO™ radios to transmit voice and data in digital, analog, and mixed modes.

- In the **Digital Systems** pane, click **Add**.  
Or, in the **Configuration** pane, right-click **MOTOTRBO**.
- In the drop-down menu, click **Add SELEX Repeater**.



- In the **Selex** pane, specify the following Selex Repeater-related parameters:
  - **Name**  
Enter a name for the Selex Repeater. This name will be displayed in the Dispatch Console.

- **Radio ID**

Enter the Radio ID for the Selex Repeater (for Capacity Plus systems, the maximum value is 65535).

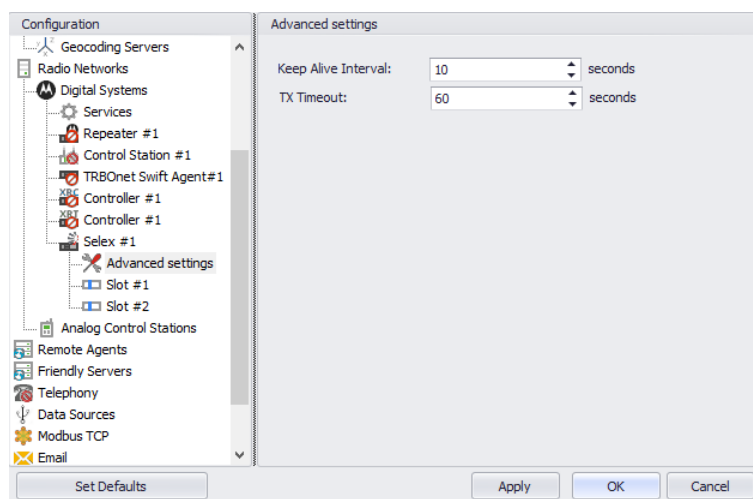
The Radio ID is an individual ID that uniquely identifies the radio. This ID is used by other calling radios when addressing the radio, for instance, when making a private call or sending a text message.

- **Repeater Mode**

From the drop-down list, select the mode. The available modes are Digital, Analog, Mixed, and [Tier III](#).

### 5.9.8.1 Advanced Settings

- In the **Configuration** pane, under the corresponding **Selex**, select **Advanced Settings**.

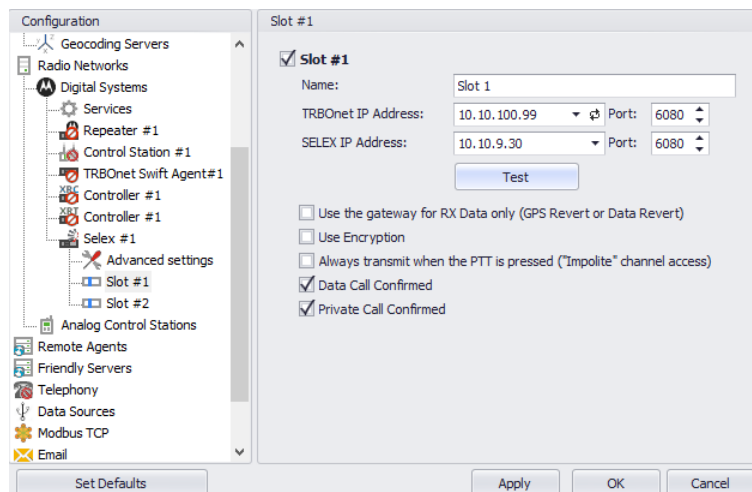


- In the **Advanced Settings** pane, specify the following Selex Repeater-related advanced settings:
  - **Keep Alive Interval**  
Enter the time interval, in seconds, for TRBOnet Server to check the connection to the Selex repeater (10, be default).
  - **TX Timeout**  
Enter the time, in seconds, to be used as a voice session limit. When a Dispatcher starts any Voice Session in the Dispatch Console, transmission will be interrupted after this TX Timeout expires (60, be default).

### 5.9.8.2 Slots

The Selex repeater has two available slots (in **Digital** or **Mixed** mode) to transmit voice and data.

- In the **Configuration** pane, under the corresponding **Selex**, select **Slot #1** or **Slot #2**.

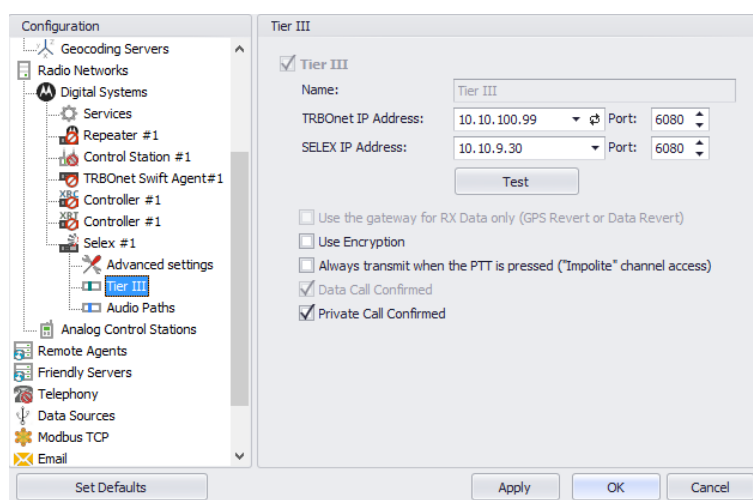


- In the **Slot #1** (or **Slot #2**) pane, specify the following slot-related parameters:
    - **Name**  
Enter a name for the slot. This name will be displayed in the Dispatch Console.
    - **TRBOnet IP Address**  
Enter the IP Address of the PC with TRBOnet Dispatch Software. Enter the **Port** number (6080, by default).
    - **SELEX IP Address**  
Enter the IP Address of the Selex Repeater (refer to the repeater configuration). Enter the **Port** number (6080, by default).
    - Click **Test** to check the connection to the repeater.
    - **Use the gateway for RX data only (GPS Revert or Data Revert)**  
Select this option to configure the channel so that it will only receive data, thus having no transmission capability.
    - **Use Encryption**  
Select this option to encrypt voice and data traffic over IP.
    - **Always transmit when the PTT is pressed ("Impolite" channel access)**  
Select this option so that that when the PTT button is pressed, the radio will start transmitting regardless of whether the channel is free or not (that is any transmission in progress will be interrupted).
- Note: This feature is not available in Capacity Plus and Linked Capacity Plus systems.
- **Data Call Confirmed**  
Select this option to enable individual packets in data calls (ARS, GPS, and Text Message) on the current slot to be confirmed.
  - **Private Call Confirmed**  
Select this option to set Private calls on the current slot as confirmed.

### 5.9.8.3 Tier III and Audio Paths

The Selex repeater can be used in a **Tier III** mode. To configure this mode, do the following:

- While in the **Selex** pane, select **Tier III** from the **Repeater Mode** drop-down list.
- In the **Configuration** pane, under the corresponding **Selex**, select **Tier III**.

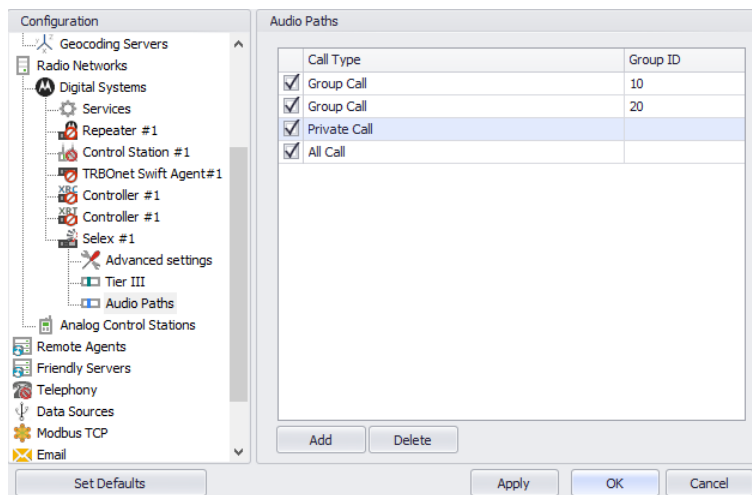


- In the **Tier III** pane, specify the following Tier III-related parameters:
  - **Use Encryption**  
Select this option to encrypt voice and data traffic over IP.
  - **Always transmit when the PTT is pressed ("Impolite" channel access)**  
Select this option so that that when the PTT button is pressed, the radio will start transmitting regardless of whether the channel is free or not (that is any transmission in progress will be interrupted).

Note: This feature is not available in Capacity Plus and Linked Capacity Plus systems.

- To configure Audio Paths:
- In the **Configuration** pane, under the corresponding **Selex**, select **Audio Paths**.

Note: Make sure the **Tier III** mode has been selected as a Repeater Mode for the Selex repeater.



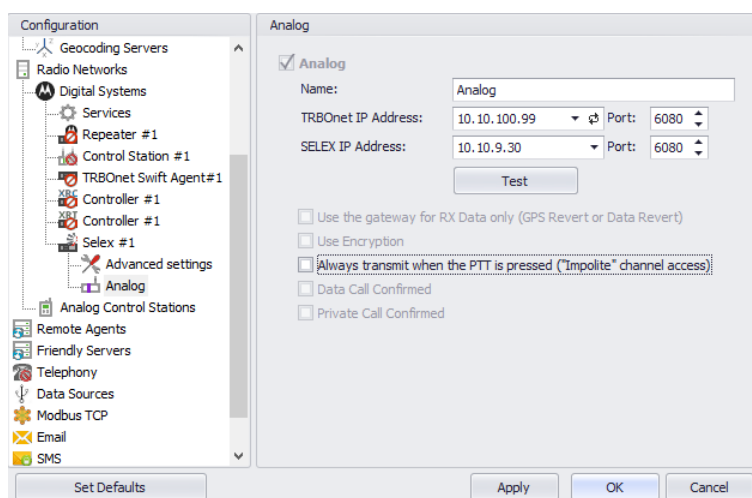
- In the **Audio Paths** pane, specify the following Audio Path-related settings:
  - To add an Audio Path to the system, click **Add**.
  - Make sure the check box in the first column is selected to make and receive Voice Calls from the selected subscriber.
  - From the drop-down list, select the **Call Type** for the audio path. The available call types are All Call, Group Call, and Private Call.
  - Enter the **Group ID**, which is a radio ID of the talk group to make a call to. The Group ID is not applicable for Private Calls and All Calls.

#### 5.9.8.4 Analog channel

The Selex repeater can also use the Analog channel.

- In the **Configuration** pane, under the corresponding **Selex**, select **Analog**.

Note: Make sure the **Analog** or **Mixed** mode have been selected as a Repeater Mode for the Selex repeater.



- In the **Analog** pane, specify the following Analog channel-related settings:

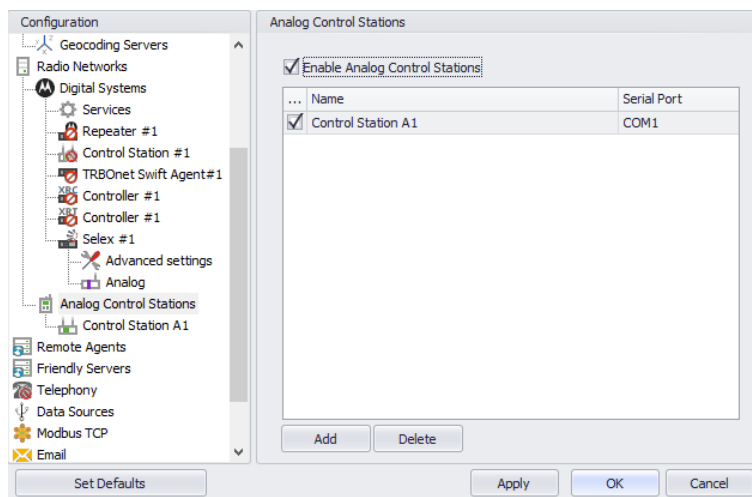
- **Name**  
Enter a name for the Selex repeater in the analog mode. This name will be displayed in the Dispatch Console.
- **TRBOnet IP Address**  
Enter the IP Address of the PC with TRBOnet Dispatch Software. Enter the **Port** number (6080, by default).
- **SELEX IP Address**  
Enter the IP Address of the Selex Repeater (refer to the repeater configuration). Enter the **Port** number (6080, by default).
- Click **Test** to check the connection to the repeater.
- **Always transmit when the PTT is pressed ("Impolite" channel access)**  
Select this option so that when the PTT button is pressed, the radio will start transmitting regardless of whether the channel is free or not (that is any transmission in progress will be interrupted).

Note: This feature is not available in Capacity Plus and Linked Capacity Plus systems.

## 5.10 Analog Control Stations

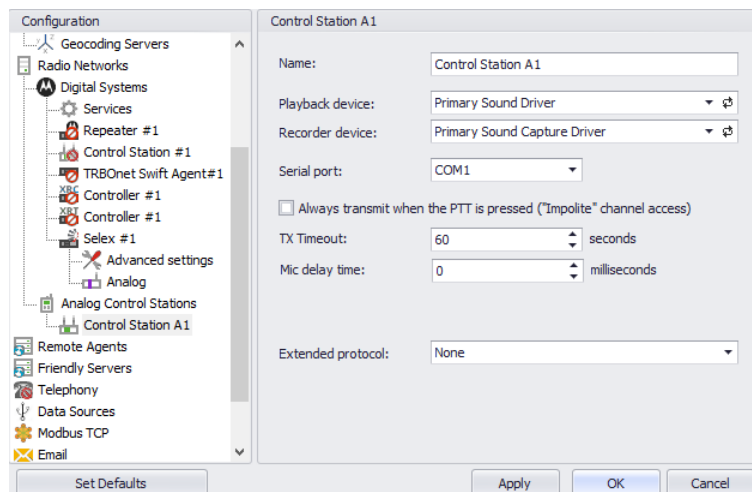
TRBOnet Dispatch Software allows using analog radios as control stations.

- In the **Configuration** pane, select **Analog Control Stations**
- In the **Analog Control Stations** pane, select **Enable Analog Control Stations**.



### 5.10.1 Adding an Analog Control Station

- In the **Analog Control Stations** pane, click **Add**.



- In the **Control Station** pane, specify the following Analog Control Station-related settings:
    - **Name**  
Enter a name for the analog control station. This name will be displayed in the Dispatch Console.
    - **Playback device**  
From the drop-down list, select the playback device on the PC that the control station is connected to.
    - **Recorder device**  
From the drop-down list, select the recording device on the PC that the control station is connected to.
    - **Serial port**  
From the drop-down list, select the serial port the control station is connected to on the PC.
    - **Always transmit when the PTT is pressed ("Impolite" channel access)** -  
Select this option so that when the PTT button is pressed, the radio will start transmitting regardless of whether the channel is free or not (that is any transmission in progress will be interrupted).
- Note: This feature is not available in Capacity Plus and Linked Capacity Plus systems.
- **TX Timeout**  
Enter the time, in seconds, to be used as a voice session limit. When a Dispatcher starts any voice session in the Dispatch Console, transmission will be interrupted after this TX Timeout expires.
  - **Mic delay time**  
Enter the time, in milliseconds, to be used as a delay time interval between pushing the PTT and starting voice communication.



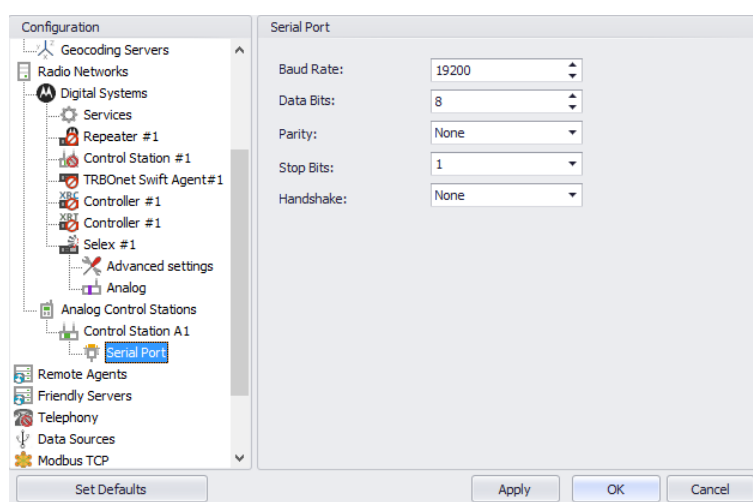
### Extended protocol

From the drop-down-list, select either **None**, if your radio does not support the extended protocol, or **IC-F1721D v1.01** if the radio supports the extended protocol.

#### 5.10.1.1 Serial Port

Note: The serial port settings are available only when the extended protocol **IC-F1721D v1.01** is selected for the analog control station.

- In the **Configuration** pane, under the corresponding **Control Station**, select **Serial Port**.

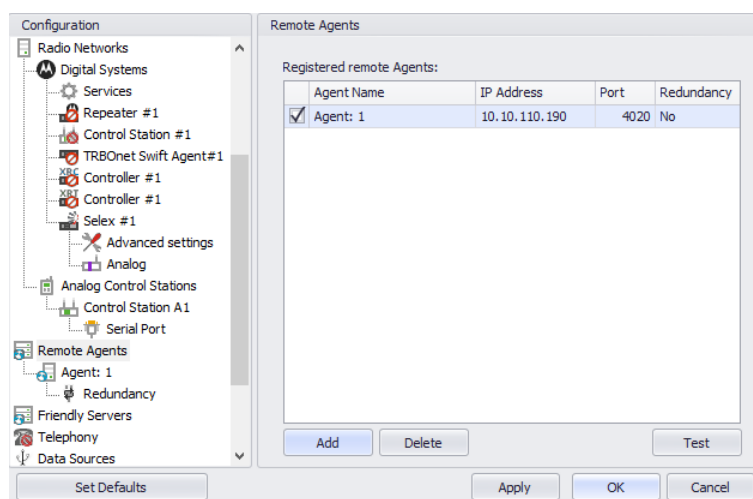


- In the **Serial Port** pane, specify the same serial port settings as those on the radio device connected to the serial port.

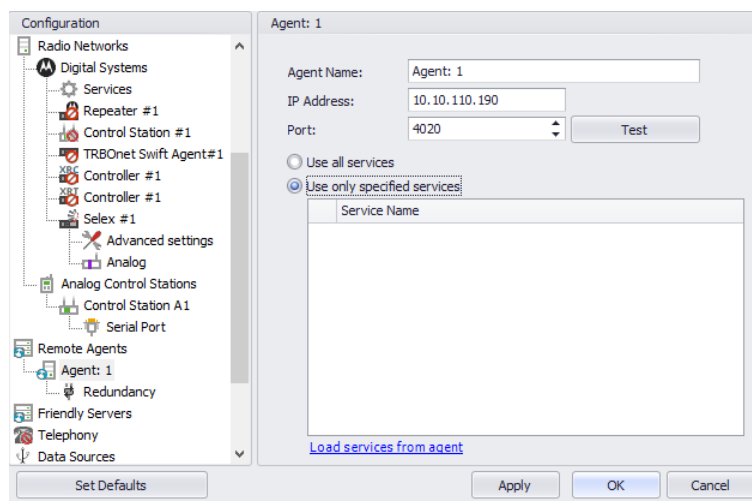
## 5.11 Remote Agents

The Remote Agent is TRBOnet Agent installed on a remote PC.

- In the **Configuration** pane, select **Remote Agents**.



- In the **Remote Agents** pane, click **Add**.

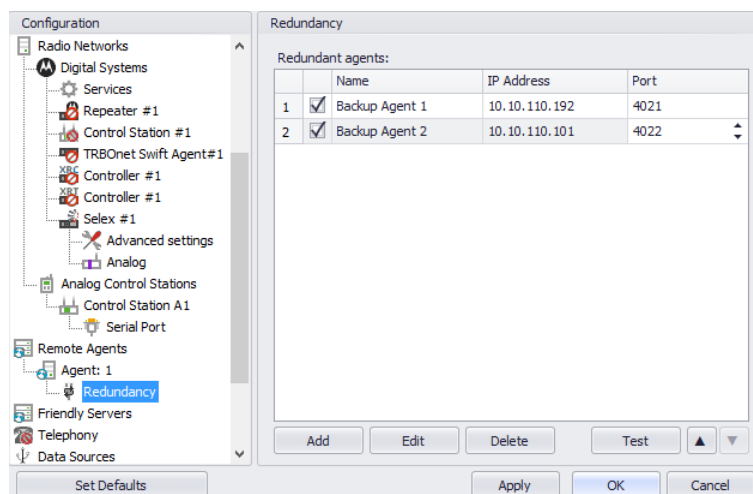


- In the **Agent** pane, specify the following parameters:
  - **Agent Name**  
Enter a name for the remote agent. This name will be displayed in the Dispatch Console.
  - **IP Address**  
Enter the IP address of the remote agent.
  - **Port**  
Enter the local port number that will be used by TRBOnet Server to accept connections from the remote agent.
  - Click **Test** to check the connection to the remote agent.
  - **Use all services**  
Choose this option so that all available services will be used on the remote agent.
  - **Use only specified services**  
Choose this option and click the **Load services from agent** link to load services available on the remote agent.

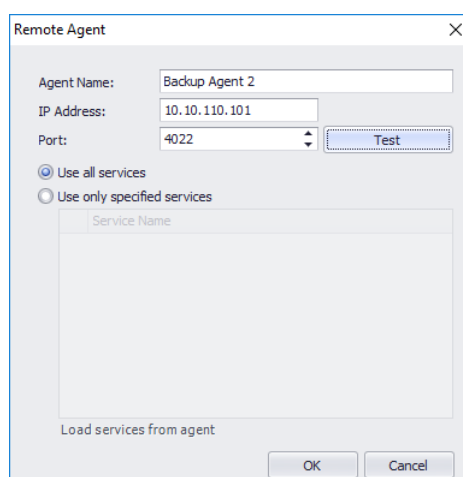
### 5.11.1 Redundancy

A Redundant remote agent will be used when a connection to the Main remote agent fails.

- In the **Configuration** pane, under the corresponding **Agent**, select **Redundancy**.



- In the **Redundancy** pane, click **Add**.

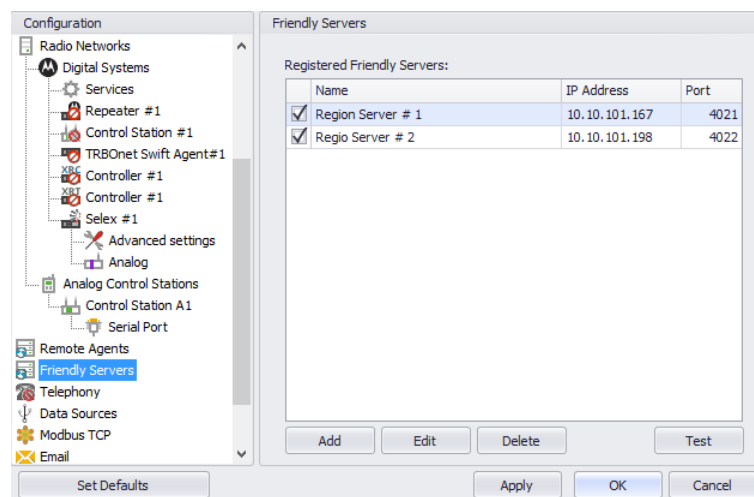


- In the **Remote Agent** dialog box, specify the following parameters:
- **Agent Name**  
Enter a name of the redundant remote agent.
- **IP Address**  
Enter the IP address of the redundant remote agent.
- **Port**  
Enter the local port number that will be used by TRBOnet Server to accept connections from the redundant remote agent.
- Click **Test** to check the connection to the redundant remote agent.
- **Use all services**  
Choose this option so that all available services will be used on the redundant remote agent.
- **Use only specified services**  
Choose this option and click the **Load services from agent** link to load services available on redundant the remote agent.
- Click **OK** to add a redundant remote agent to the system.

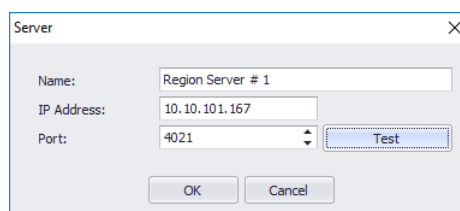
## 5.12 Friendly Servers

The Friendly Servers are used to transmit voice over IP between dispatchers connected to different servers.

- In the **Configuration** pane, select **Friendly Servers**.



- In the **Friendly Servers** pane, click **Add**.

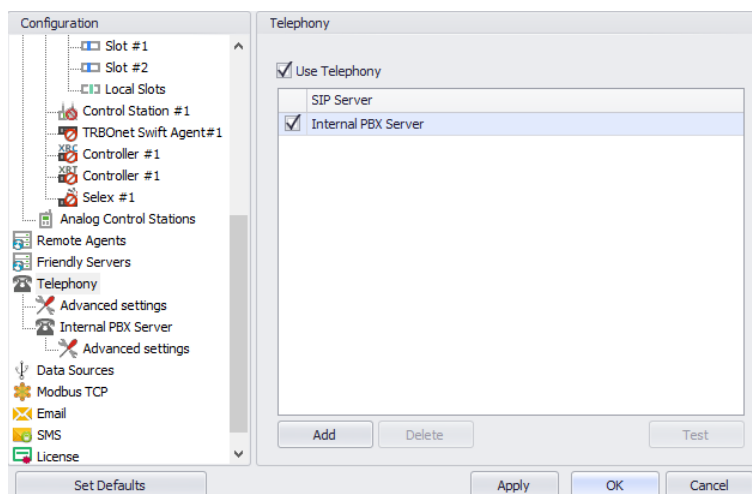


- In the **Server** dialog box, specify the following parameters:
  - **Name**  
Enter a name for the friendly server. This name will be displayed in the Dispatch Console.
  - **IP Address**  
Enter the IP Address of the server.
  - **Port**  
Enter the local port number on the PC to connect to the friendly server.
  - Click **Test** button to check the connection to the friendly server.
  - Click **OK** to add the friendly server to the system.

## 5.13 Telephony

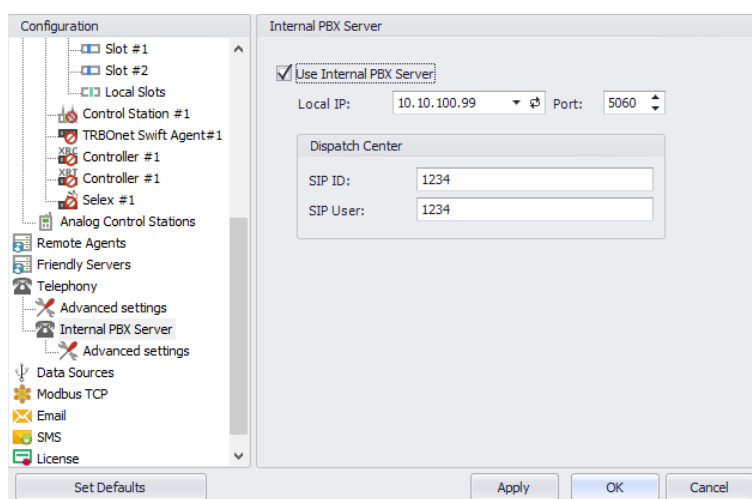
TRBOnet Server has its own built-in SIP server to support VoIP communications between the radios as well as other SIP-compliant clients. In addition, you can add an external PBX server to the TRBOnet Server configuration.

- In the **Configuration** pane, select **Telephony**
- In the **Telephony** pane, select **Use Telephony**.



### 5.13.1 Internal PBX Server

- Make sure the **Internal PBX Server** option is selected in the **Telephony** pane.
- In the **Configuration** pane, select **Internal PBX Server**.



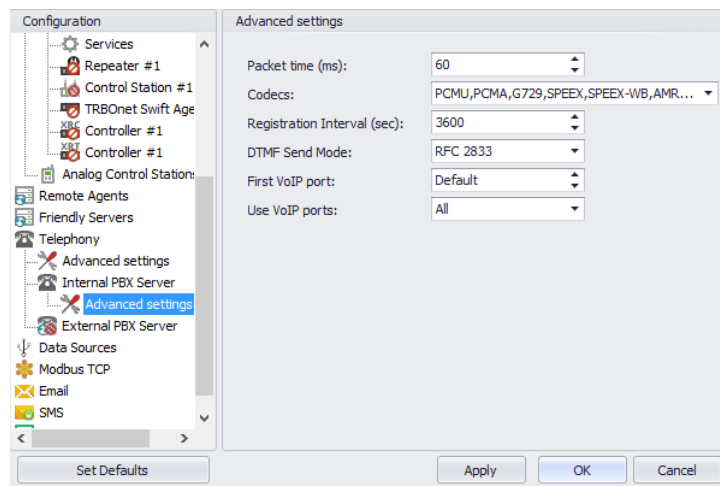
- In the **Internal PBX Server** pane, specify the following parameters:
  - **Local IP**  
Enter the IP address of the PC with TRBOnet Server.
  - **Port**  
Enter the local UDP port number for the SIP service (5060, by default).

#### Dispatch Center

- **SIP ID**  
Enter the SIP ID that will be used by the Dispatch Center.
- **SIP user**  
Enter the SIP user name that will be used by the Dispatch Center.

### 5.13.1.1 Advanced Settings

- In the **Configuration** pane, under **Internal PBX Server**, select **Advanced Settings**.

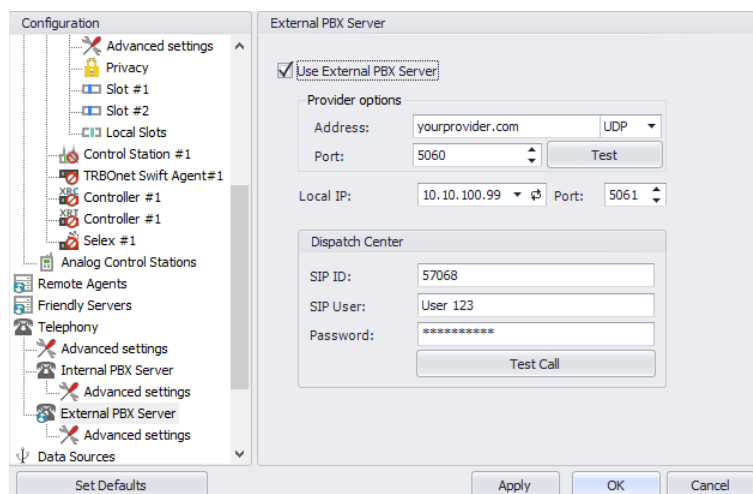


- In the **Advanced Settings** pane, specify the following Internal PBX Server-related advanced settings:
  - **Packet time**  
Enter the packet length, in milliseconds.
  - **Codecs**  
In the drop-down list, select/deselect the codecs to be used.
  - **Registration Interval (sec)**  
Enter the time interval, in seconds, to check the SIP registration status of subscribers.
  - **DTMF Send Mode**  
Enter mode for sending DTMF tones. The available modes are RFC 2833, SIP INFO (DTMF relay), and SIP INFO (DTMF).
  - **First VoIP port**  
Enter the number of the first VoIP port for audio communications
  - **Use VoIP ports**  
From the drop-down list, select which VoIP ports will be used (all, even, or odd).

### 5.13.2 External PBX Server

You can enable an external PBX server to use the SIP Interconnect feature. This feature enables calls from the radio to the phone and vice versa. The dispatcher can make a call from the Dispatch Console to a phone as well as redirect a phone call to a subscriber radio.

- In the **Telephony** pane, click **Add**.  
Or, in the **Configuration** pane, right-click **Telephony** and choose **Add PBX Server**.



- In the **External PBX Server** pane, specify the following parameters:

- **Use External PBX Server**

Select this option to enable an external PBX server.

**Provider options**

- **Address**

Enter your SIP provider address, and select the protocol from the drop-down list on the right of the address (for more details, contact your SIP provider).

- **Port**

Enter the port number of the SIP provider (5060, by default).

- Click **Test** to check the connection to the provider.

- **Local IP**

Enter the IP address of the PC with TRBOnet Server.

- **Port**

Enter the local port number to make connections from.

**Dispatcher Center**

Note: This information is provided by the SIP provider.

- **SIP ID**

Enter the SIP ID that will be associated with TRBOnet Server to make and receive calls.

- **SIP user**

Enter the SIP user name for the login.

- **Password**

Enter the password for the login.

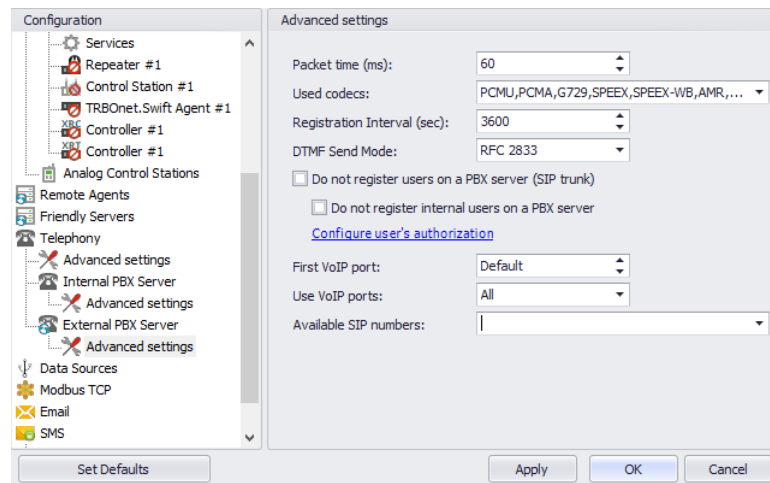
- **Test Call**

Click this button to make a test call.

Note: To make a test call, make sure that the TRBOnet Server service is not running.

### 5.13.2.1 Advanced Settings

- In the **Configuration** pane, under **External PBX Server**, select **Advanced Settings**.

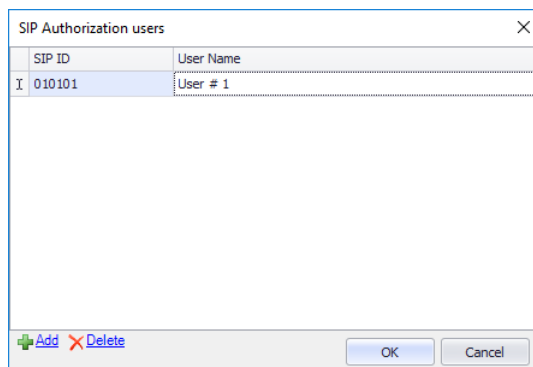


- In the **Advanced Settings** pane, specify the following External PBX Server-related advanced settings:
  - Packet time**  
Enter the same value as specified in the phone system;
  - Codecs**  
In the drop-down list, select/deselect the codecs specified in the phone system.

Note: For more details on Phone System configuration, see [Appendix B: SIP Setup for Motorola Phone System](#) (page 334).

- Registration Interval (sec)**  
Enter the time interval, in seconds, to check the SIP registration status of subscribers.
- Do not register users on a PBX server (SIP trunk)**  
Select this option so that radios will use the SIP trunk system to get extensions.
- Configure user's authorization**  
Click this link to set up user authorization for the systems with enhanced authorization parameters. It is recommended to be used when Radio ID is equal to SIP ID. In case when Voice is transmitted via Radio Channel, Radio ID is used. When voice is transmitted via GSM channel, SIP ID is used.





- Click **Add** to add a new user authorization.
- **SIP ID**  
Enter the SIP ID for the new user.
- **User Name**  
Enter the User Name for the new user;
- Click **OK** to save the new user authorization.

## 5.14 Data Sources

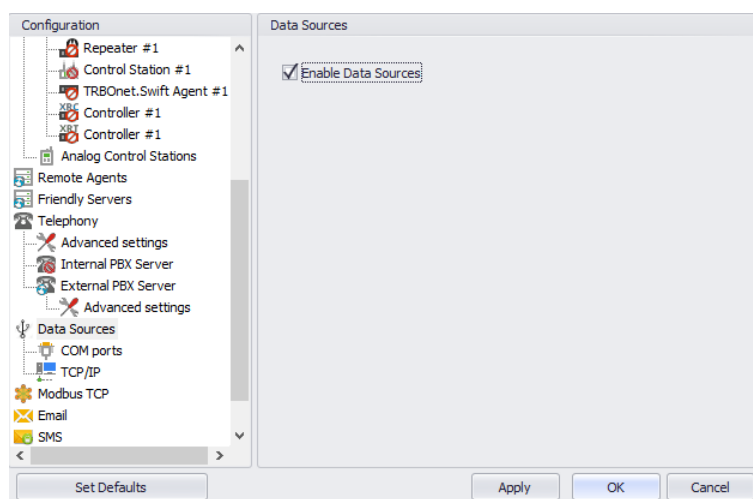
The Data Sources feature allows receiving data from third-party applications and devices.

TRBOnet Dispatch Software can work with the following two data source types:

1. Physical or virtual devices connected via a COM port
2. PCs running third-party applications connected via TCP/IP

To allow TRBOnet Dispatch Software to receive data from a third-party application or device:

- In the **Configuration** pane, select **Data Sources**.

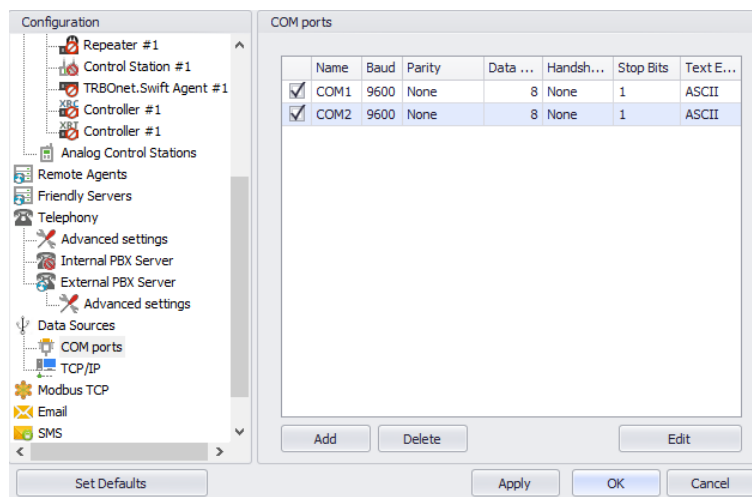


- In the **Data Sources** pane, select the **Enable Data Sources** option.

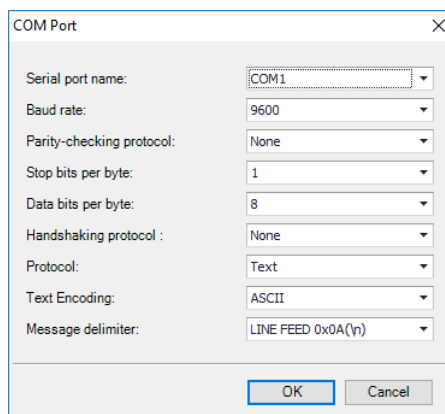
### 5.14.1 COM Ports

To manage physical or virtual devices connected to the TRBOnet Server PC via COM port:

- In the **Configuration** pane, under **Data Sources**, select **COM ports**.



- In the **COM ports** pane, click **Add** to add a new device.



- In the **COM Port** dialog box, specify the following parameters:
  - **Serial port name**  
From the drop-down list, select the COM port on the PC with TRBOnet Server to which the device is connected to.
  - **Baud rate**  
From the drop-down list, select the baud rate at which the data is transmitted.
  - **Parity-checking protocol**  
From the drop-down list, select one of the values that represent the parity-checking protocol.
  - **Stop bits per byte**  
From the drop-down list, select the standard number of stop bits per byte.

- **Data bits per byte**  
From the drop-down list, select the standard length of data bits per byte.
- **Handshaking protocol**  
From the drop-down list, select the handshaking protocol for serial port transmission of data.
- **Text Encoding**  
From the drop-down list, select the Text Encoding type.

Note: The Text Encoding types selected in the TRBOnet Server and in the connected application must be the same to avoid incorrect text display and incorrect data parsing.

- **Message delimiter**  
From the drop-down list, select the type of delimiters in the data.

Note: The Message delimiter types selected in the TRBOnet Server and in the connected application must be the same to avoid incorrect text display and incorrect data parsing.

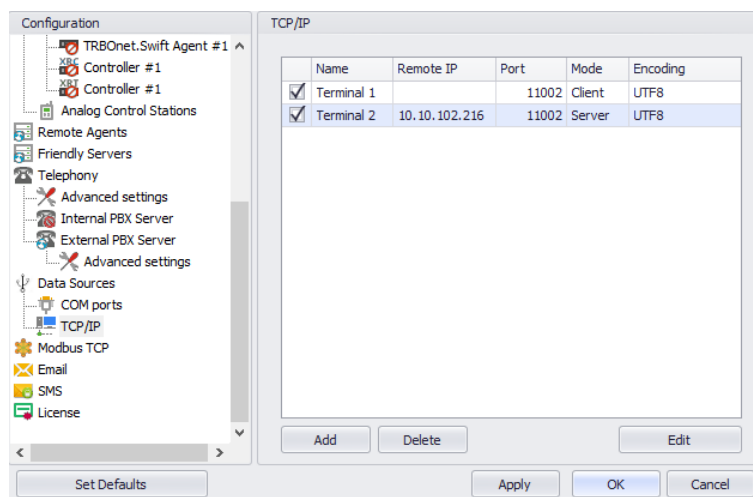
- Click **OK** to save settings and close the dialog box.

### 5.14.2 TCP/IP

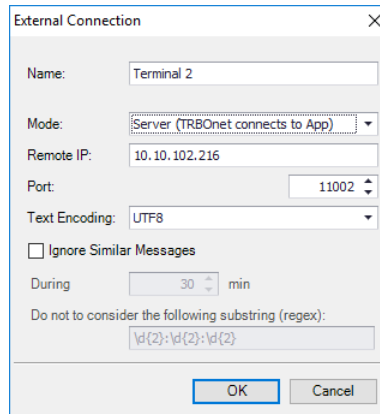
Note: When TCP/IP connection is used, all data will be transferred via UDP protocol only.

To manage PCs running third-party applications:

- In the **Configuration** pane, under **Data Sources**, select **TCP/IP**.



- In the **TCP/IP** pane, click **Add** to add a TCP/IP connection.



- In the **External Connection** dialog box, specify the following parameters:
    - **Name**  
Enter a name for the TCP/IP connection.
    - **Mode**  
From the drop-down list, select the connection mode. The connection mode depends on the type of the application installed on the connected PC:
      - **Client**  
In this case, the application connects to TRBOnet Server which sends the data to the application.
      - **Server**  
In this case, TRBOnet Server accepts connections from the application and receives the data.
    - **Remote IP**  
Enter the IP address of the application server.
- Note: Available only when the **Server** connection mode is selected.
- **Port**  
In the case of the **Client** connection mode, select the local port of the PC with TRBOnet Server PC.  
In the case of the **Server** connection mode, select the port of the PC where the third-party application is installed.
  - **Text Encoding**  
From the drop-down list, select the Text Encoding type.
- Note: The Text Encoding types selected in the TRBOnet Server and in the connected application must be the same to avoid incorrect text display and incorrect data parsing.
- **Ignore similar messages**  
Select this option so that similar messages arriving during the specified time period will be ignored.

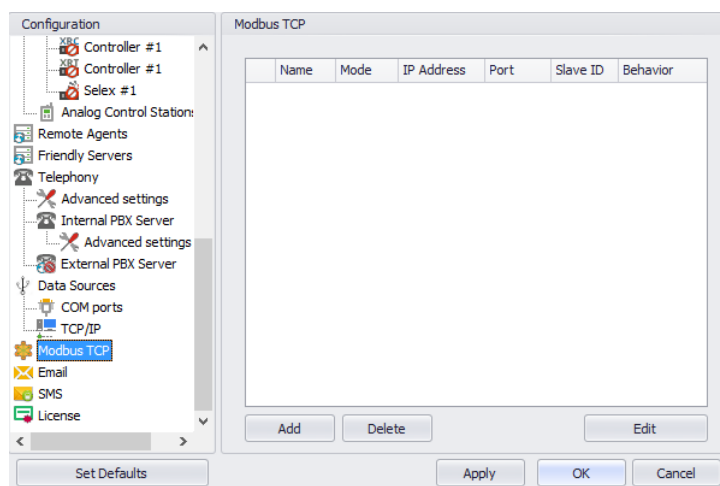
- **During**  
Specify the time period, in minutes, so that similar messages that arrive during this time period will be ignored.
- **Do not consider the following substring**  
Enter a regular expression that will be used to filter messages upon arriving and before being processed. For example, the following regular expression `\d{2}:\d{2}:\d{2}` means that if a message contains a substring like `11:01:54`, then this substring will be dropped before processing the message.

## 5.15 Modbus TCP

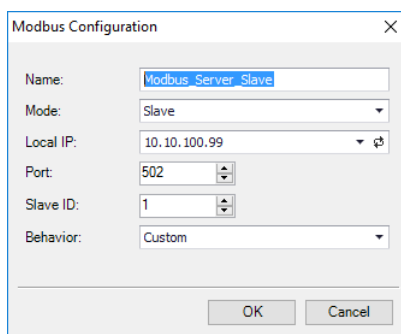
TRBOnet Server can receive and send data from/to Modbus hardware and interact with Modbus data according to desired scenarios. There are two connection modes between TRBOnet Server and Modbus hardware: Master and Slave.

To connect TRBOnet Server to Modbus hardware:

- In the **Configuration** pane, select **Modbus TCP**.



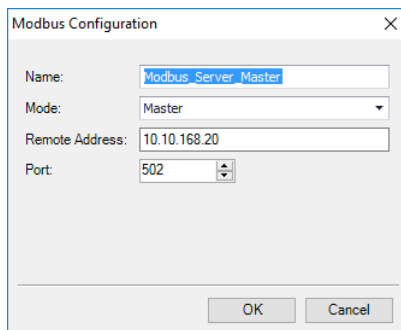
- In the **Modbus TCP** pane, click **Add**.



- From the **Mode** drop-down list, select the mode of connection.
  - If the Slave mode is selected, specify the **Local IP** address of TRBOnet PC and the **Slave ID** to assign to this PC.

Leave **Behavior** as Custom if this connection will be used for Event/Alarm management.

- If the Master mode is selected, specify the **Remote Address** of the Modbus device, which in turn will be running in the Slave mode.



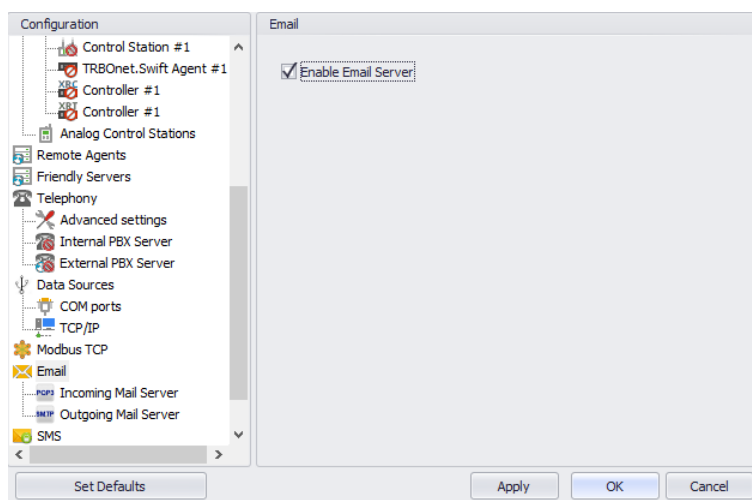
## 5.16 Email Settings

TRBOnet Dispatch Console allows processing emails as follows:

1. Receive emails from email servers and forward them to a particular radio or talk group (via a POP3 or IMAP server);
2. Send emails from radios to a particular email address (SMTP Server).

Note: Microsoft Exchange Server can be used as SMTP and POP3/IMAP servers.

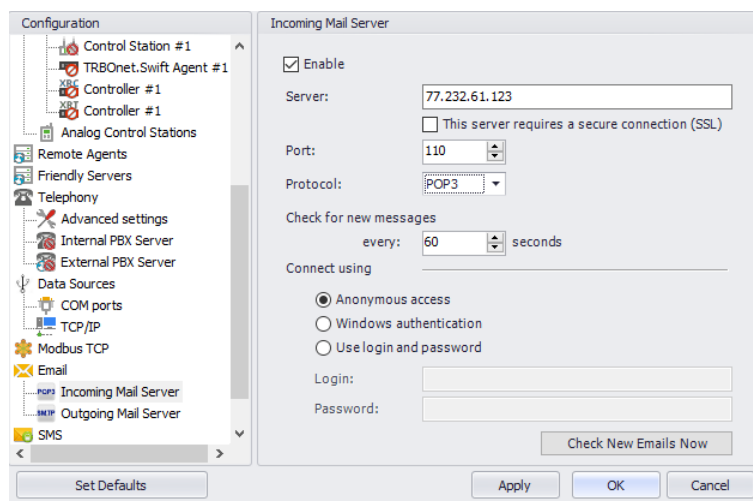
- In the **Configuration** pane, select **Email**.
- In the **Email** pane, select **Enable Email Server**.



### 5.16.1 Incoming Mail Server

The Incoming Mail Server is used to synchronize the Incoming Emails folder located on a mail server with your local PC. If you are using a POP3 server, all incoming emails can be downloaded from the mail server to the local PC to be then forwarded as text messages to radios or talk groups.

- In the **Configuration** pane, under **Email**, select **Incoming Mail Server**.



- In the **Incoming Mail Server** pane, specify the following incoming mail-related parameters:
  - **Enable**  
Select this option to enable Incoming Mail Server.
  - **Server**  
Enter the server hostname or IP address.
  - **This server requires a secure connection (SSL)**  
Select this option to enable a secure connection. Note that a dedicated port will be used to connect to the mail server via SSL.

Note: The port number will automatically change when you select this option. For example, from 110 to 995 for POP3, and from 143 to 993 for IMAP.

- **Port**  
Enter the port number to be used for the connection.

Note: This box is populated automatically depending on the selected protocol and whether a secure connection is required.

- **Protocol**  
From the drop-down list, select the protocol for the incoming mail server.

Note: The port number will automatically change as you change the protocol.

- **Check for new messages every X seconds**  
Enter the time interval to check for new email messages (60, by default).
- **Connect using**  
Choose one of the following options:

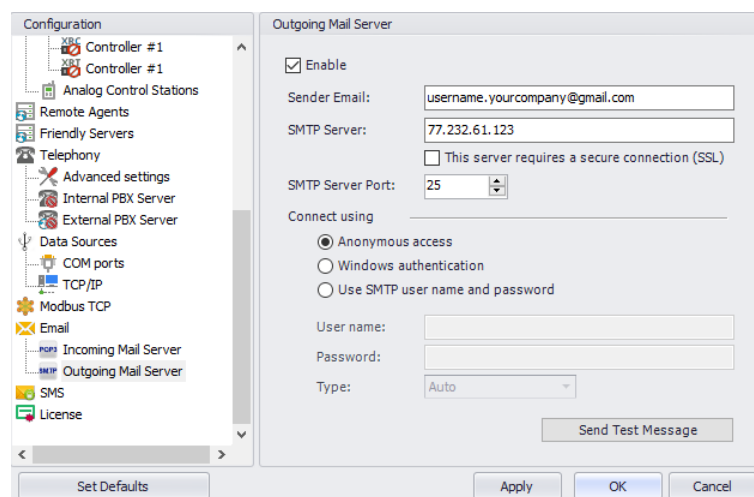
- **Anonymous access**  
Choose this option to use an anonymous access to the incoming mail server.
- **Windows authentication**  
Choose this option to connect via TRBOnet Service Windows Account, if it is running under a specific account;
- **Use login and password**  
Choose this option and specify the credentials for the mailbox:
  - ✓ **Login**  
Enter the incoming mail server login.
  - ✓ **Password**  
Enter the incoming mail server password.
- **Check New Emails Now**  
Click this button to synchronize the Incoming Emails folder and check for new emails.

### 5.16.2 Outgoing Mail Server

The SMTP Server is used to send emails from users to mail servers as well as between mail servers to deliver emails to the final destination.

For example, the Administrator can enable email notifications from TRBOnet Dispatch Console to particular email users when alarms occur on selected radios. In this case, the radio sends an alarm to TRBOnet Server which in turn converts this alarm to text and then forwards it as an email message to particular email addresses (for example, to [admin@yourcompany.com](mailto:admin@yourcompany.com)).

- In the **Configuration** pane, under **Email**, select **Outgoing Mail Server**.



- In the **Outgoing Mail Server** pane, specify the following outgoing mail-related parameters:
  - **Enable**  
Select this option to enable Outgoing Mail Server.



- **Sender Email**  
Enter the email address to send emails to.
- **SMTP server**  
Enter the server hostname or IP address of the SMTP server.
- **This server requires a secure connection (SSL)**  
Select this option to enable a secure connection. Note that a dedicated port will be used to connect to the mail server via SSL.

Note: The port number will automatically change when you select this option. For example, from 25 to 465.

- **SMTP server port**  
Enter the port number to be used for the connection.

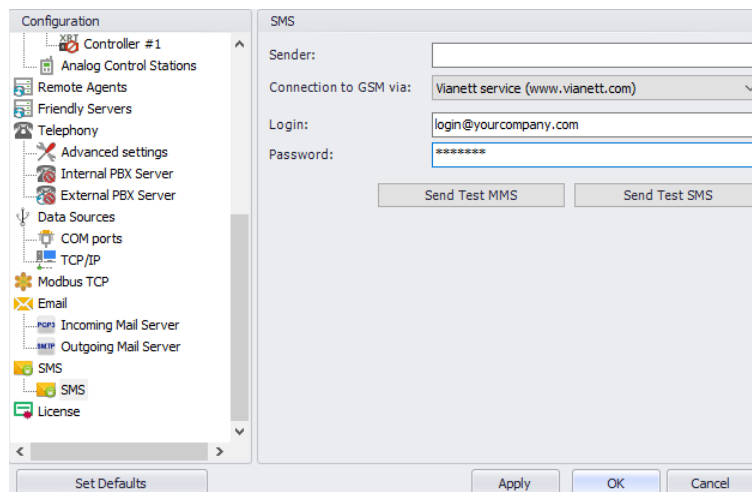
Note: This box is populated automatically depending on whether a secure connection is required.

- **Connect using**  
Choose one of the following options:
  - **Anonymous access**  
Choose this option to use an anonymous access to the SMTP server.
  - **Windows authentication**  
Choose this option to connect via TRBOnet Service Windows Account, if it is running under a specific account;
  - **Use SMTP user name and password**  
Choose this option and specify the credentials for the mailbox:
    - ✓ **User name**  
Enter the SMTP server user name.
    - ✓ **Password**  
Enter the SMTP server password.
    - ✓ **Type**  
From the drop-down list, select the SMPT login type.
- **Send Test Message**  
Click this button to send a test message from the Sender Email address.

## 5.17 SMS Settings

TRBOnet Dispatch Console allows sending SMS notifications to a cell phone when alarms and other events occur on selected radios (for example, DTMF commands from radios, Telemetry, Radio State, and other events).

- In the **Configuration** pane, select **SMS**.
- In the **SMS** pane, select **Enable SMS Server**.
- In the **Configuration** pane, under **SMS**, select **SMS**.



- In the **SMS** pane, specify the following SMS-related parameters:
  - **Sender**  
Leave this box blank.
  - **Connection to GSM via**  
From the drop-down list, select the type of connection.
    - **Nokia mobile phone connected to TRBOnet Server PC**  
Select this item to send SMS notifications via a Nokia cell phone connected to the TRBOnet Server PC.
    - **Cinterion BGS2T GSM Modem**  
Select this item if you are using a Cinterion BGS2T GSM Modem. In addition, select the **COM port** the modem is connected to, and enter the **SIM Card Pin Code**.
    - **Vianett service**  
Select this item to use an account on Vianett service.  
For more details on Vianett service, see [www.vianett.com](http://www.vianett.com)
    - **SMS Broadcast**  
Select this item to use an account on SMS Broadcast service.  
For more details on SMS Broadcast service, see [www.smsbroadcast.com.au](http://www.smsbroadcast.com.au)
    - **Clickatell**  
Select this item to use an account on Clickatell service.  
In addition to the **Login** and **Password**, you'll have to specify the **API ID**.  
For more details on Clickatell service, see [www.clickatell.com](http://www.clickatell.com)
  - **Login**  
Enter the login for the selected service account.
  - **Password**  
Enter the password for the selected service account.

- **Send Test MMS**

Click this button to send a test MMS from the selected service account to a recipient's phone number.

Note: This button is available when connected via Vianett service only.

- **Send Test SMS**

click to send a test SMS from Vianett account to recipient phone number.

Note: This button is available when connected via Vianett, SMS Broadcast, or Clickatell services.

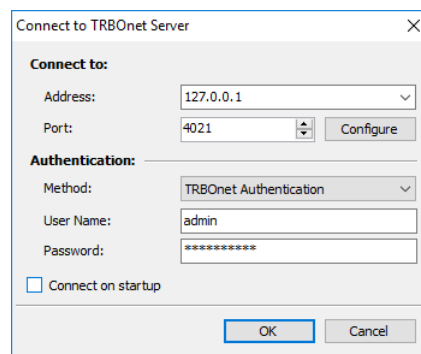
## 6 TRBOnet Dispatch Console

The key features of TRBOnet can be configured by the Administrator in TRBOnet Dispatch Console after initial installation and configuration.

### 6.1 Connecting to Server

Launch TRBOnet Dispatch Console using the desktop or Start menu shortcut.

The default Administrator credentials are **admin** for the login and **admin** for the password.



#### Connect to:

- **Address**

Enter the IP address of the TRBOnet Server to connect to.

Note: This is the **Network interface** parameter of TRBOnet Server configured in section [5.4, Network Parameters](#) (page 18).

- **Port**

Enter the local port of the TRBOnet Server PC to accept connections from the Dispatch Console.

Note: This is the **Command port** parameter of TRBOnet Server configured in section [5.4, Network Parameters](#) (page 18).

#### Authentication:

- **Method**

From the drop-down list, select the Authentication method:

- **TRBOnet Authentication**

Select this method to log on as a User registered in the TRBOnet Dispatch Console Users list.

- **Windows Authentication**

Select this method to log on using the PC name. The system automatically shows the PC name as a User Name.

Note: The Windows user must be registered in the TRBOnet Dispatch Console Users list.

- **User Name**  
Enter the User Name registered in the TRBOnet Dispatch Console Users list.
- **Password**  
Enter the user password.
- **Connect on startup**  
Select this option to launch the Dispatch Console without typing User Name and Password every time. Use this option if you regularly connect to the same TRBOnet Server and your workstation is in a secure location.

## 6.2 Main Window Elements

When the TRBOnet Dispatch Console application is initially launched, the default Dispatch Console window will be displayed with the **Voice Dispatch** tab being active.



The main user interface elements are as follows:

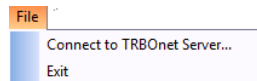
1. Main menu
2. Radio list pane
3. Modules tab pane
4. Radio Interface pane
5. Activity Monitor panel
6. Quick Panels pane

Note: The look of the Dispatch Console windows may have been customized for your specific operation.

## 6.3 Main Menu

The TRBOnet Dispatch Console main menu allows the user to manage the main Dispatch Console options. The main menu is located in the upper left corner of the main window.

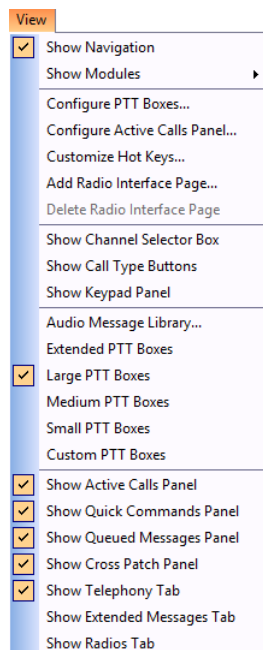
### 6.3.1 File



The **File** menu contains the following items:

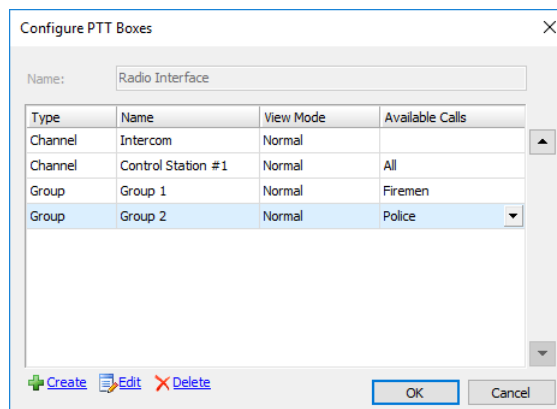
- **File > Connect to TRBOnet Server**  
Choose this menu item to connect to a different TRBOnet Server, or to use different credentials for the current connection.  
For more details, see section [6.1, Connecting to Server](#) (page 91).
- **File > Exit**  
Choose this menu item to exit TRBOnet Dispatch Console.

### 6.3.2 View



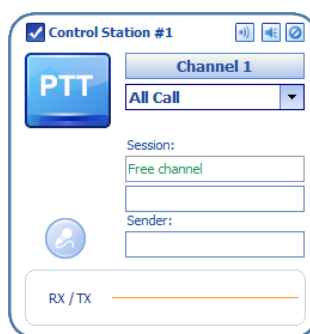
The **View** menu contains the following items:

- **View > Show Navigation**  
Choose this menu item to toggle displaying the Navigation Tree.
- **View > Show Modules**  
Choose this menu item and in the drop-down menu select/deselect the modules to display.
- **View > Configure PTT Boxes**  
Choose this menu item to configure the view of PTT boxes.

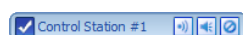


In the **Configure Voice Boxes** dialog box, specify the following PTT box parameters:

- **Type**  
In this column, the box type (for example, Channel or Group) is displayed.
- **Name**  
Enter a name for the selected box. This name will be displayed in the title of the PTT box.
- **View Mode**  
From the drop-down list, select the view mode:
  - **Invisible**  
Select this mode so that the PTT box will not be displayed.
  - **Normal**  
Select this mode so that the PTT box will be displayed in Normal view mode:



- **Minimized**  
Select this mode so that the PTT box will be displayed in Minimized view mode:



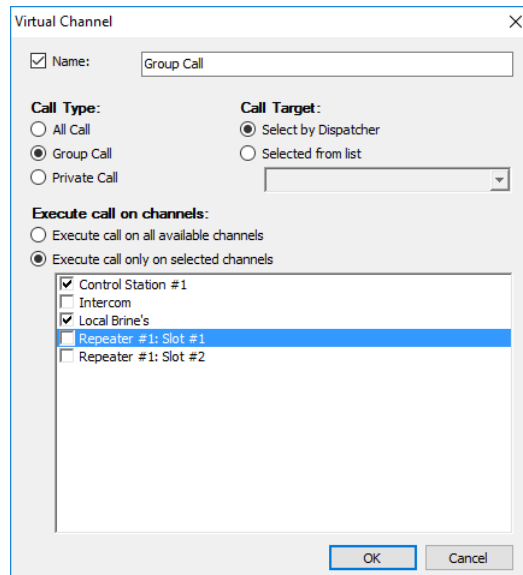
Note: Hover the mouse pointer over the Minimized PTT box to view the PTT box in the Normal view mode.

- **Available Calls**

From the drop-down list, select available Call Types for the PTT box:

**Create virtual channel boxes**

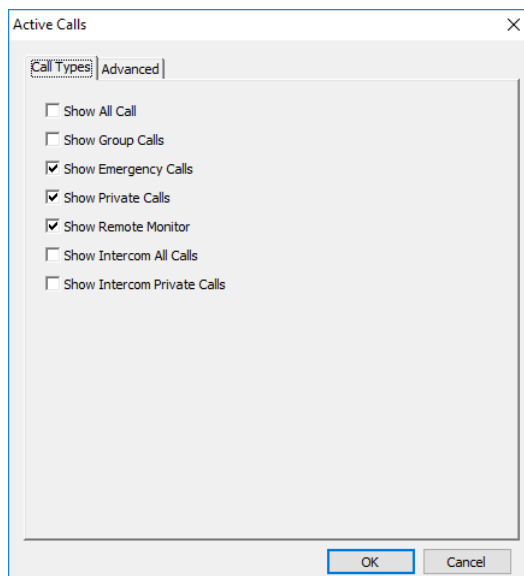
- To create a virtual PTT box, click the **Create** link in the lower-left corner of the **Configure Voice Boxes** the dialog box.



In the **Virtual Channel** dialog box, specify the following virtual channel parameters:

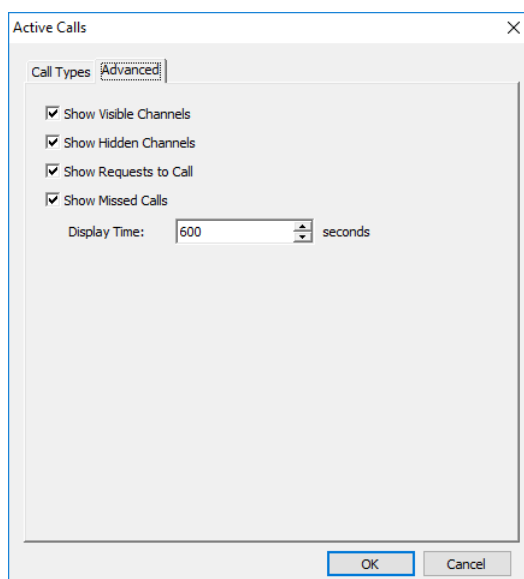
- **Name**  
Select this option and enter a name for the virtual channel.
- Choose a **Call Type** for the channel.
- **Call Target**  
(available only when Group Call or Private Call is selected as the Call Type)  
Choose **Select by Dispatcher** to allow the dispatcher to select a Call Target.  
Or, choose **Selected from list** and from the list below select the desired group (if the Group Call type is chosen) or individual radio (if the Private Call type is chosen).
- **Execute call on channels**  
(available only when All Call or Group Call is selected as the Call Type)  
Choose **Execute call on all available channels**,  
or **Execute call only on selected channels** and in the list below select the available channels.
- **View > Configure Active Calls panel**  
Choose this menu item to configure call types and advanced settings for the Active Calls panel. This menu item is available if **View > Show Active Calls Panel** is selected.





- **Call Types**

In this tab, you can select which call types to display in the Active Calls panel:



- **Advanced**

In this tab, you can set following options:

- **Show Visible Channels**  
Select this option to display Visible channels in the Active Calls panel.
- **Show Hidden Channels**  
Select this option to display Hidden channels in the Active Calls panel.

Note: For the visibility of channels, see [Configure PTT boxes, View Mode](#).

- **Show Requests to Call**  
Select this option to display Requests to call in the Active Calls panel.

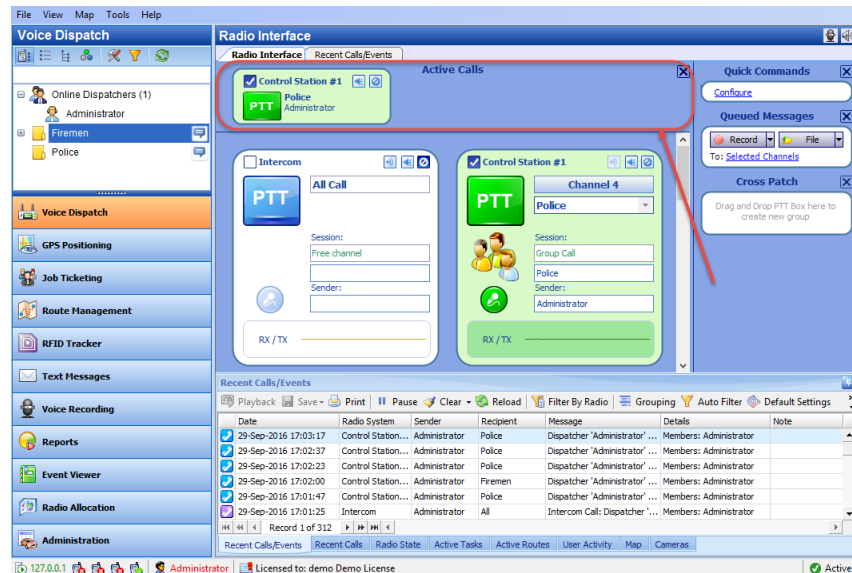
- **Show Missed Calls**

Select this option to display Missed calls in the Active Calls panel.

- **Display Time**

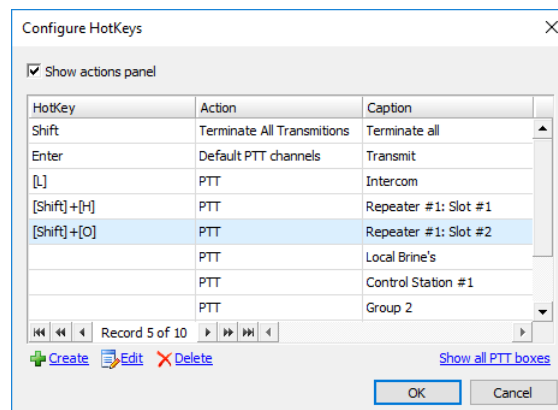
Set the duration of displaying Missed calls.

The **Active Calls** panel is displayed in the upper part of the Dispatch Console:

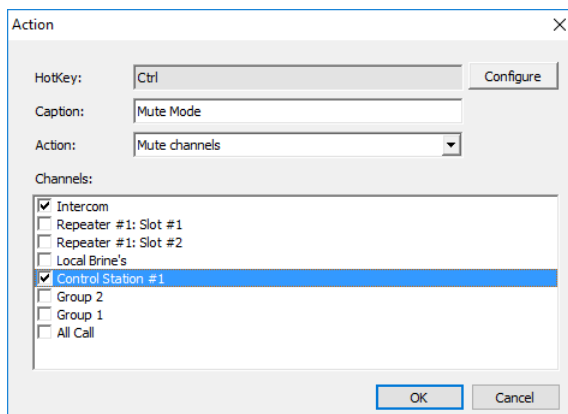


- **View > Customize Hot Keys**

Choose this menu item to configure hot keys for the actions on the selected channels.



- To configure hotkey PTT actions to the PTT boxes, click the **Show all PTT boxes** link, double-click the desired PTT box(es) to apply the changes, then assign a hotkey or a combination of hotkeys.
- To configure specific non-PTT actions to PTT boxes (for example, mute channels or set default PTT channels), click the **Create** link to make the changes:



In the **Action** dialog box that appears, specify the following parameters:

- **HotKey**

Click the **Configure** button and on the keyboard, press the key or key combination you want to assign as a hot key for the selected action.

- **Caption**

Enter a caption that will be displayed in the Dispatch Console.

- **Action**

From the drop-down list, select the desired action:

- ✓ **Default PTT channel**

Selected PTT box functions as a default PTT channel.

- ✓ **Mute channels**

This action mutes selected PTT boxes.

- ✓ **Unmute channels**

This action unmutes selected PTT boxes.

- ✓ **Voice from channels**

This action mutes voice from all PTT boxes except for selected one(s).

- ✓ **Terminate All Transmissions**

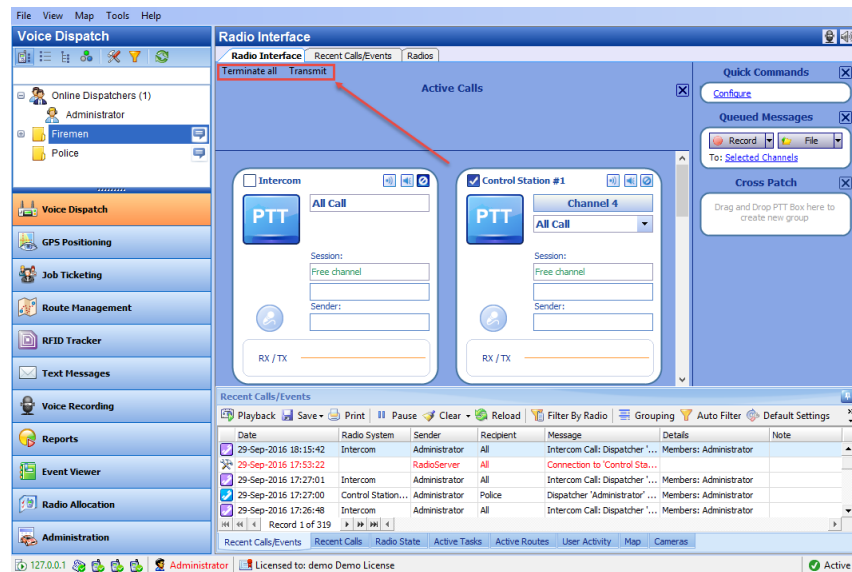
This action terminates all transmissions for selected PTT boxes.

- **Channels**

In the list below, select PTT boxes to assign the actions specified above.

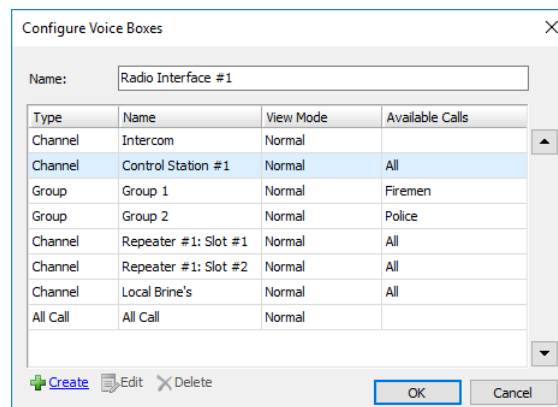
- To enable displaying the configured hot keys in the Dispatch Console, select the **Show actions panel** option.

All the hot keys you have configured are displayed in the upper part of the Dispatch Console:



- **View > Add Radio Interface Tab**

Choose this menu item to add a new Radio Interface tab to the Radio Interface pane.



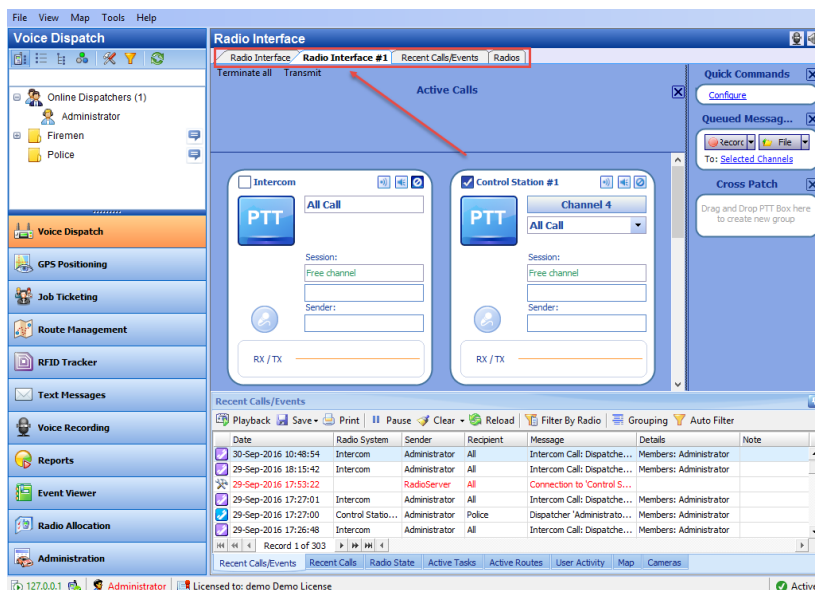
- In the **Configure Voice Boxes** dialog box, specify the following PTT box parameters for the new radio interface:

- **Name**

Enter a name for the radio interface.

Other parameters can be configured in the same way as when [Configuring PTT Boxes](#).

The user can switch between Radio Interfaces by clicking on the tab bar in the upper part of the **Radio Interface** pane.



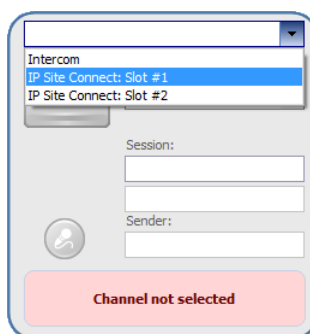
- **View > Delete Radio Interface Tab**

Choose this menu item to delete the Radio Interface tab currently selected in the Radio Interface pane.

Note: The default Radio Interface tabs can't be deleted.

- **View > Show Channel Selector Box**

Select this menu item to display a separate PTT box that allows selecting a channel.



Click the arrow of the drop-down list and select the channel for this PTT box.

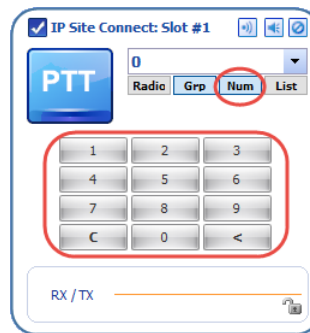
- **View > Show Call Type Buttons**

Select this menu item to display the Call Type buttons in PTT boxes.



- **View > Show Keypad Panel**

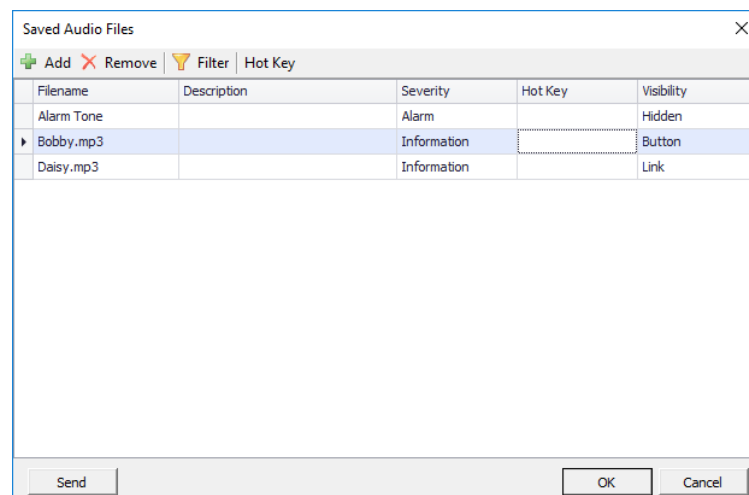
Select this menu item to display the Keypad panel in PTT boxes.



Note: The Keypad panel will be displayed only when the **Num** button is pressed in the Call Type Buttons panel.

- **View > Audio Message Library**

Choose this menu item to add configured Voice Messages to the Queued Messages panel. For how to configure Voice Message settings, see [Tasks, Voice Message](#).



■ In the **Saved Audio Files** dialog box, specify the following parameters:

- **Filename**

The name of the message displayed in the Queued Messages panel.

- **Description**

Enter a description for the Voice Message.

- **Severity**

From the drop-down list, select the severity level (Information, Alarm, or Warning).

- **Hot Key**

Click the **Hot Key** button and press the key or key combination you want to assign as a hot key for the selected Voice Message box.

- **Visibility**

From the drop-down list, select how to display the selected Voice Message box:

- ✓ **Hidden**

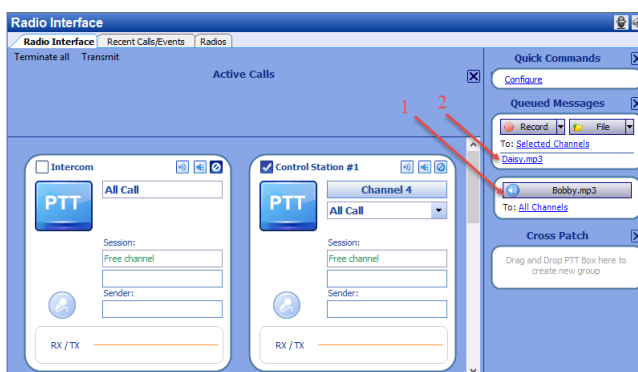
Hide the Voice Message box.

- ✓ **Button**

Display the Voice Message as a button (1).

- ✓ **Link**

Display the Voice Message as a link (2).



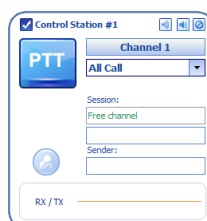
- **View > Extended PTT boxes**

Select this menu item to display PTT boxes as shown:



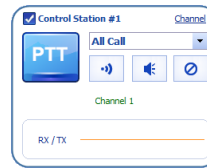
- **View > Large PTT boxes**

Select this menu item to display PTT boxes as shown:



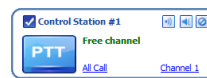
- **View > Medium PTT boxes**

Select this menu item to display PTT boxes as shown:



- **View > Small PTT boxes**

Select this menu item to display PTT boxes as shown:



- **View > Custom PTT boxes**

Select this menu item to display PTT boxes as shown:



- **View > Show Active Calls Panel**

Select this menu item to display the Active Calls panel in the Dispatch Console. See also [Configuring Active Calls panel](#).

- **View > Show Quick Commands Panel**

Select this menu item to display the Quick Commands panel in the Dispatch Console.

- **View > Show Queued Messages Panel**

Select this menu item to display the Queued Messages panel in the Dispatch Console.

- **View > Show Cross Patch Panel**

Select this menu item to display the Cross Patch panel in the Dispatch Console.

- **View > Telephony Tab**

Select this menu item to display the Telephony tab in the Radio Interface pane.

- **View > Show Extended Messages Tab**

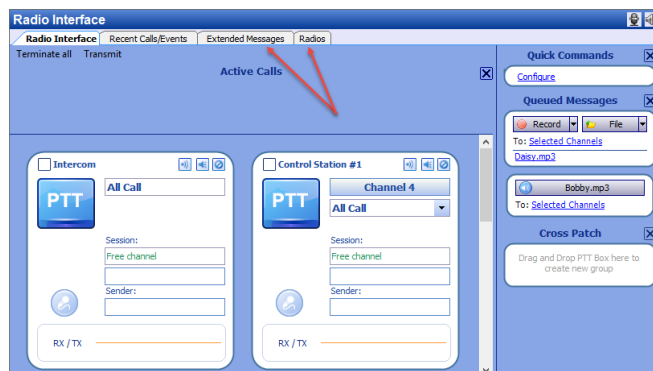
Select this menu item to display the Extended Messages tab in the Radio Interface pane.

- **View > Show Radios Tab**

Select this menu item to display the Radios tab in the Radio Interface pane.

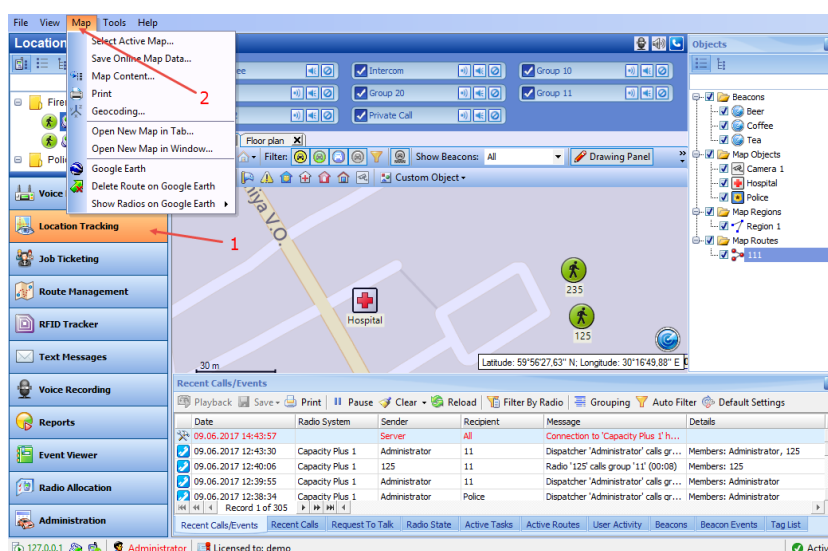
The **Extended Messages** and **Radios** tabs appear on the top of the **Calls** pane:



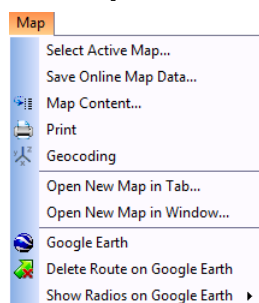


### 6.3.3 Map

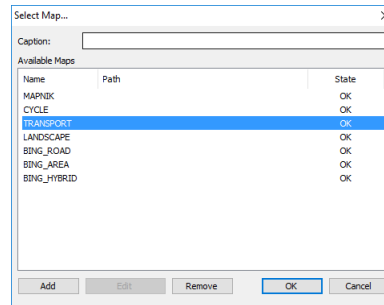
- Select **Location Tracking** (1) in the Navigation pane to enable Map Options:
- Click the **Map** menu (2).



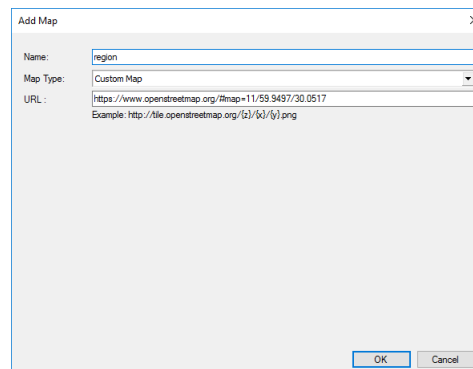
The **Map** menu contains the following items:



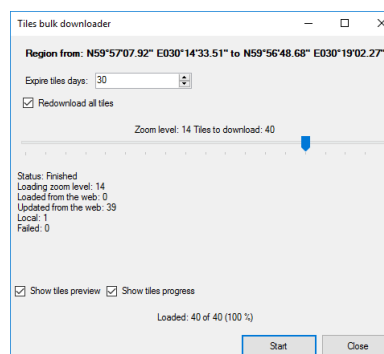
- **Map > Select Active Map**  
Click this menu item to select the map to display in the Dispatch Console.



- Enter the **Caption** of the map that will be displayed in the Dispatch Console.
- In the list of **Available Maps**, choose the map to be displayed.
- You can also add a custom map using the URL. Click the **Add** button.

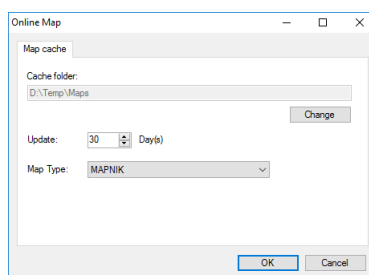


- Enter the **Name** for the new map.
- Enter the **URL**, as shown in the example.
  - ✓ **Z**  
Enter the zoom value for the map.
  - ✓ **X**  
Enter the latitude coordinate (X-direction).
  - ✓ **Y**  
Enter the longitude coordinate (Y-direction).
- **Map > Save Online Map Data**  
Click this menu item to save your current map region.



In the dialog box, specify the following parameters:

- **Expire tiles days**  
Enter the time the saved offline map will be stored before it is automatically updated.
- **Redownload all tiles**  
Select this option to re-download the map tiles before saving to your PC.
- **Zoom level**  
Move the slider from left to right to increase the detail level of the map.
- **Show tiles preview**  
Select this option to show how the map is divided into tiles.
- **Show tiles progress**  
Select this option to show the progress bar while the online map is being saved.
- Click **Start** and wait for the system to save the files. This may take several minutes.
- **Map > Map Content**  
Click this menu item to specify the folder and settings to store the map data.



In the **Online Map** dialog box, specify the following settings:

- **Cache folder**  
Click **Change** and locate the folder on the PC where you wish to store the map data.
- **Update**  
Enter the update interval for the map data stored in the specified Cache folder.

Note: The value 0 means that the map data won't be updated.

- **Map Type**  
From the drop-down list, select the map type. For more details on the maps used in TRBOnet Dispatch Console, see section [6.3.3.1, Map Types](#) (page 106).

### 6.3.3.1 Map Types

#### Online maps:

- **OpenStreetMap** – free online maps. Includes MAPNIK, CYCLE, TRANSPORT, and LANDSCAPE subtypes. For more details on

OpenStreetMaps, visit the official the website:

<http://www.openstreetmap.org>

- **Microsoft BING** – commercial maps from Microsoft. Includes BING\_ROAD, BING\_AREA, and BING\_HYBRID subtypes. A user may use BING maps for 90 days and then they must get a Basic Key. Visit <http://msdn.microsoft.com/en-us/library/ff428642.aspx> to get a Basic Key.

#### Offline Maps:

- **TRBOnet** – internal map-making resource. A user can customize a part of online maps according to requirements. For more details on map calibration, read the following article at: <http://kb.trbonet.com/public.pl?Action=PublicFAQZoom;ItemID=27>.

- **TMap** – internal map-making resource. A user can create an offline copy of online maps for selected regions according to requirements. A user can create a map from any picture via the TRBOnet Map Edit application.

Click **Start > All Programs > Neocom Software > TRBOnet Map Edit**

For more details on map calibration, read the following article at:

<http://kb.trbonet.com/public.pl?Action=PublicFAQZoom;ItemID=28>.

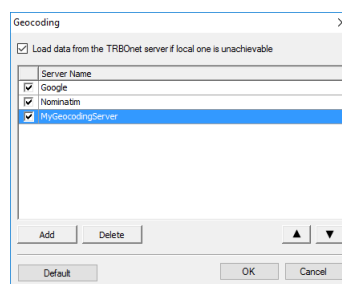
- **Beacon 2D** – two-dimension offline map for Indoor positioning. A user can create maps using the Beacon2DMapGenerator tool. To get Beacon2DMapGenerator, contact your local TRBOnet dealer.
- **Beacon 3D** – three-dimension map for Indoor positioning. A user can use any DirectX file as a map.

- **Map > Print**

Click this menu item to print the map region currently displayed in the Map pane.

- **Map > Geocoding**

Click this menu item to configure geocoding servers in the Dispatch Console.



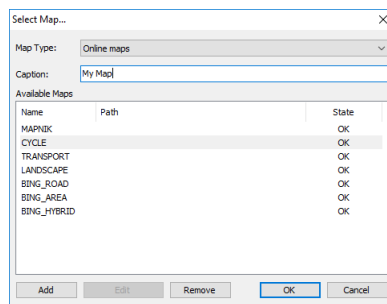
- **Load data from the TRBOnet server if local one is unachievable**

Select this option to allow the Dispatch Console to receive GPS data from the TRBOnet Server PC.

- For other settings, see section [5.8.1.1, Configuring Geocoding Servers](#) (page 27).

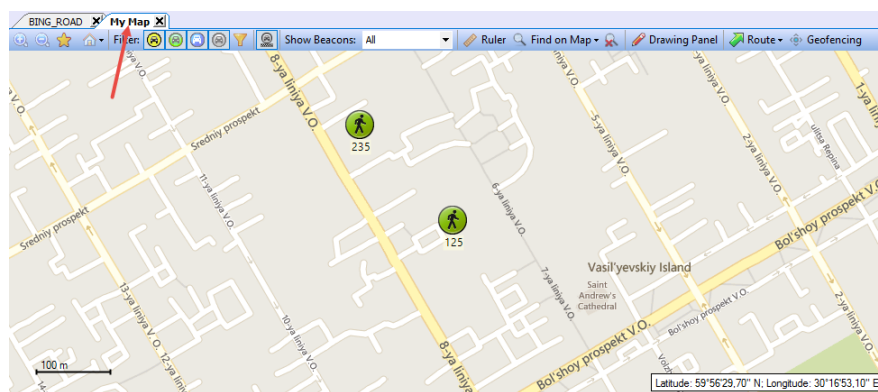
- **Map > Open New Map in Tab**

Click this menu item to add a new map tab to the Map pane.

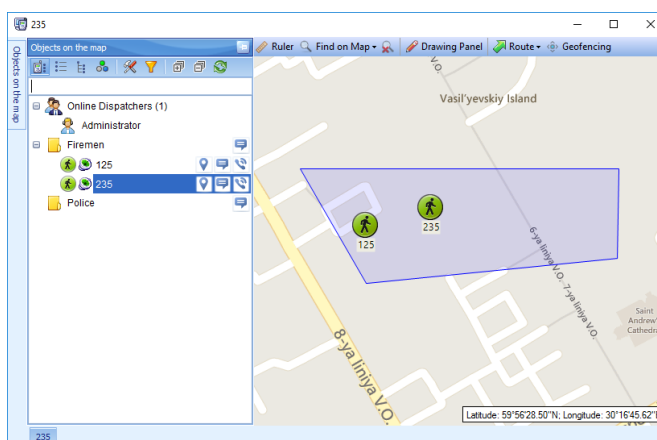


- **Map Type**  
From the drop-down list, select the map type.
- **Caption**  
Enter a caption for the new map tab.
- For other settings, see [Selecting Active Map](#).

Once you have clicked **OK**, the new tab will appear in the Map pane:



- **Map > Open New Map in Window**  
Click this menu item to create a new map window with the specified map.
  - For required settings, see [Selecting Active Map](#)
 Once you have clicked **OK**, the new Map window will appear:

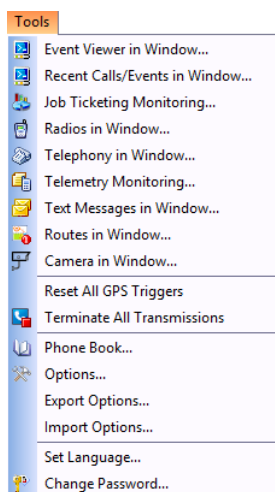


- **Map > Google Earth**  
Click this menu item to open the Google Earth application.

Note: Google Earth must be previously installed on the PC. For more details, see the following article at [http://kb.trbonet.com/public.pl?Action=PublicFAQZoom;lte\\_mID=79](http://kb.trbonet.com/public.pl?Action=PublicFAQZoom;lte_mID=79).

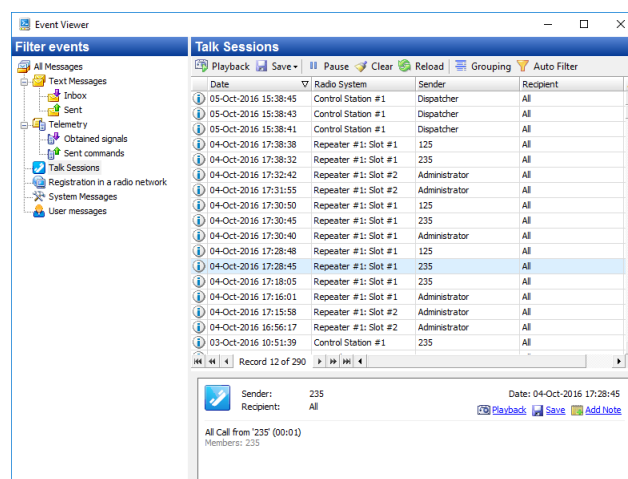
- **Map > Delete Routes on Google Earth**  
Click this menu item delete all routes from Google Earth.
- **Map > Show Radios on Google Earth**  
Click this menu item and in the drop-down menu select which radios to display on Google Earth.

### 6.3.4 Tools

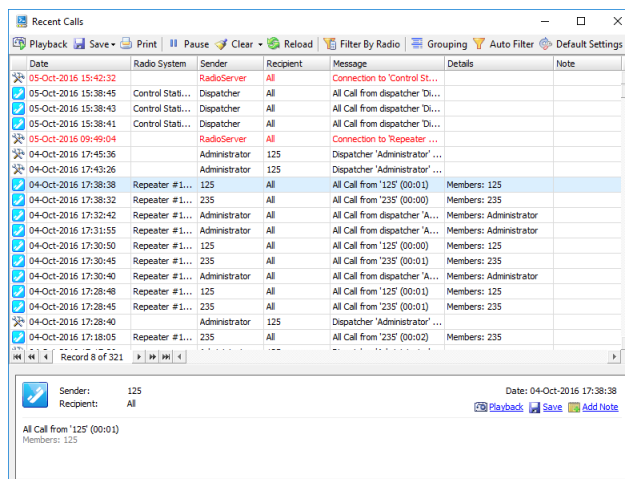


The **Tools** menu contains the following items:

- **Tools > Event Viewer in Window**  
Click this menu item to open the Event Viewer in a new window.



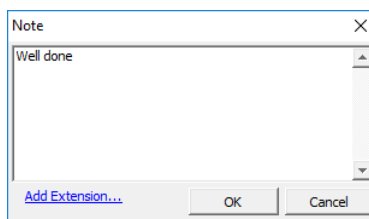
- **Tools > Recent Calls/Events in Window**  
Click this menu item to open Recent Calls/Events in a new window.



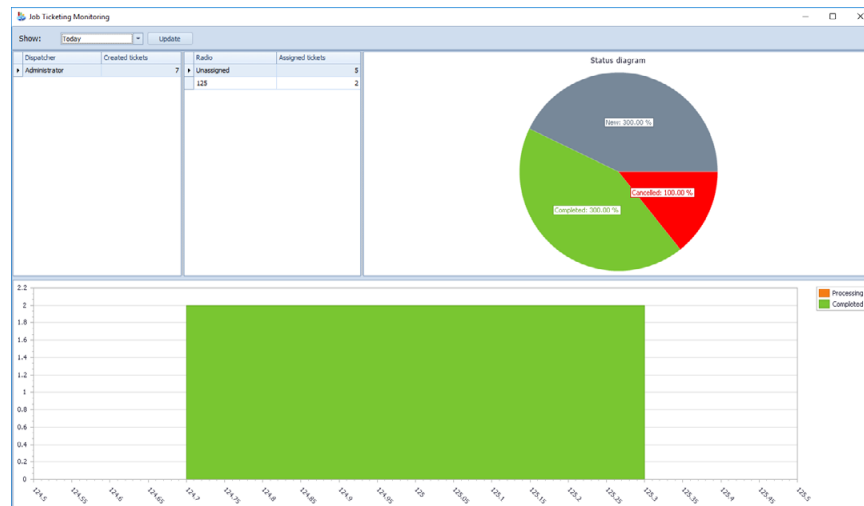
- Click **Playback** to play back the selected call.
- Click **Save** to save the selected call as an audio file.

In the 'Save As' dialog box, locate the folder where you want to save the audio file, specify the file name, and from the drop-down 'Save as type' list, select the format (\*.wav or \*.tna) for the audio file.

- Click **Add Note** to add a note to the selected call.



- Enter the text of the note in the text box.
- You can extend the form of a note by clicking the **Add Extension** link and adding new fields and their possible values to the form.
- **Tools > Job Ticketing Monitoring**  
Click this menu item to open the window that visually represents the job tickets created by dispatchers and assigned to radios.



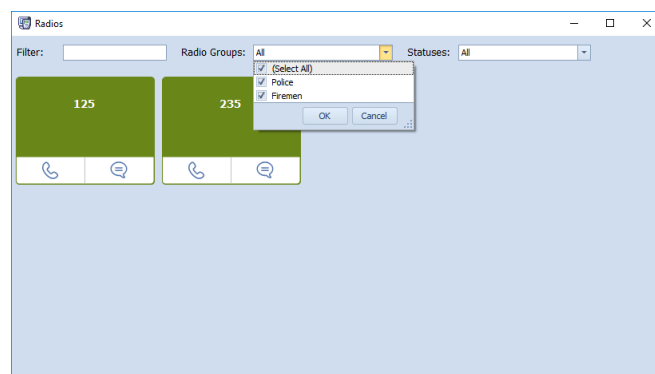
In this window, you can perform the following actions:

- Select a time period for which to display Job Ticketing data.
- Monitor tickets created by dispatchers.
- Monitor tickets assigned to radios.

All data are shown in the form of status diagrams.

- **Tools > Radios in Window**

Click this menu item to open a new window that displays the radios present in the system.

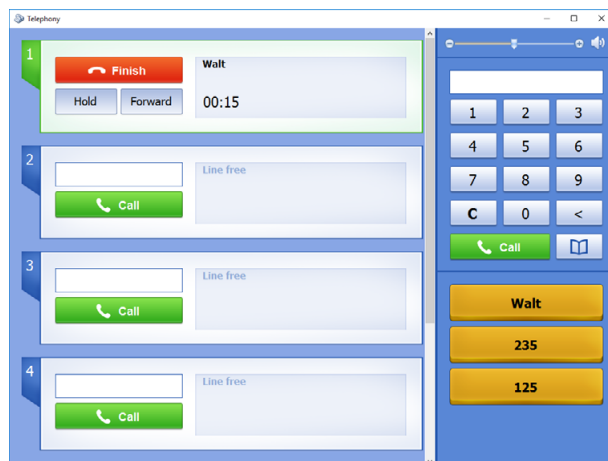


In this window, you can make radio calls, send text messages. In addition, you can select to display radios by groups and statuses.

- **Tools > Telephony in Window**

Click this menu item to open a new window that displays the Telephony system present in the system.

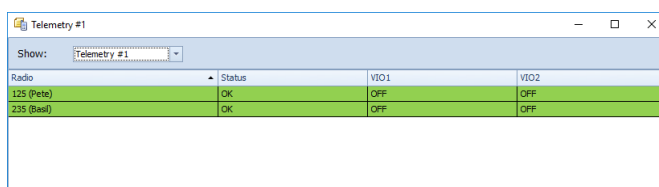




In this window, you can make and receive telephone calls.

- **Tools > Telemetry Monitoring**

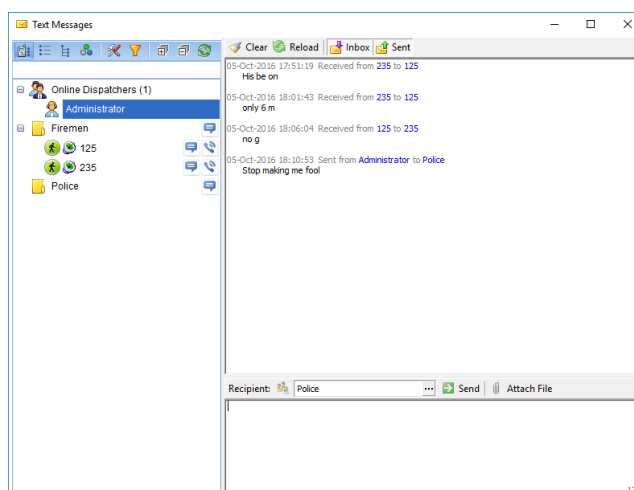
Click this menu item to open the window that displays configured telemetry profiles for the radios.



- From the **Show** drop-down list, select the Telemetry profile to display. See also section [6.4.8, Telemetry](#) (page 192).

- **Tools > Text Messages in Window**

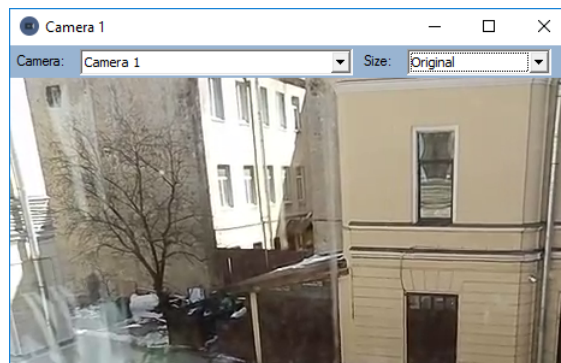
Click this menu item to open a new window to manage text messages.



In this window, you can perform the following tasks:

- View sent messages in the upper-right pane.
- Select online dispatchers and radio groups in the left pane, or by clicking the ellipsis (...) button in the lower-right pane.

- Type messages in the text box in the lower-right pane.
- Send messages by clicking the **Send** button in the lower-right pane.
- **Tools > Routes in Window**  
Click this menu item to open a new window to manage routes.  
For more details on Route Management configuration, see section [6.8, Guard Tour / Route Management](#) (page 288).
- **Tools > Camera in Window**  
Click this menu item to open a new window with a camera view.

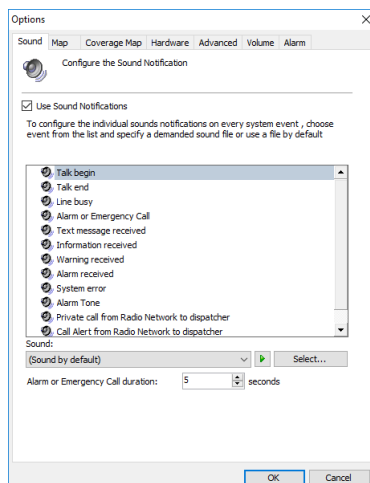


In this window, the selected camera view will be shown.


- **Camera**  
From the drop-down list, select a camera that is connected to TRBOnet Dispatch Console.
  - **Size**  
From the drop-down list, select either **Fit to Window** so that the video will automatically be stretched/shrunk to fit the window, or **Original** to retain the original video size, regardless of the window size.
- See also section [6.4.6, IP Cameras](#) (page 185).
- **Tools > Reset All GPS Triggers**  
Choose this menu item to stop/start GPS triggers on all radios.
  - **Tools > Terminate All Transmissions**  
Click this menu item to terminate all voice sessions.  
This action is a "hard" request to stop all "hung" transmissions in the TRBOnet software. If a radio communication session is not allowed to be interrupted on a repeater or base station, it will only be stopped for the TRBOnet software.

#### 6.3.4.1 Options

- On the **Tools** menu, click **Options**.

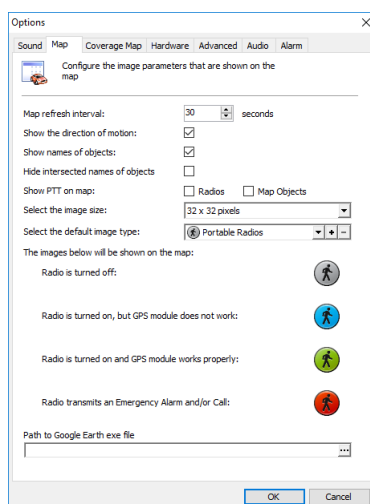


## Sound

- In the **Options** dialog box, click the **Sound** tab.
  - **Use Sound Notifications**  
Select this option to enable sound notifications in the Dispatch Console.
  - Select the event in the list and specify the sound.
  - From the Sound drop-down list, select either 'Sound by default' to play default sound, or 'Disabled' to disable sound notification for the event.
  - Click  to listen to the sound notification for the selected event.
  - Click **Select** and browse for the sound file on your PC.
- **Alarm of Emergency Call duration**  
Enter the time value, in seconds, for the duration of the alarm tone when an emergency call is received.

## Map

- In the **Options** dialog box, click the **Map** tab.

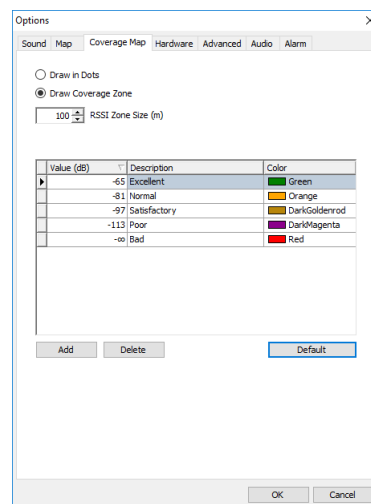


- **Map refresh interval**  
Enter the time period, in seconds, to update map data.
- **Show the directions of motion**  
Select this option to display a direction of motion for map objects.
- **Show names of objects**  
Select this option to display object names on the map.
- **Show PTT on map**  
Select this option to allow the dispatcher to make private calls by clicking a corresponding radio icon on the map.
- **Select the image size**  
From the drop-down list, select the size of a radio icon.
- **Select the default image type**  
From the drop-down list, select the default image type of a radio icon.
- **Path to Google Earth exe file**  
Click the ellipsis (...) button and specify the location of the Google Earth exe file on your PC.

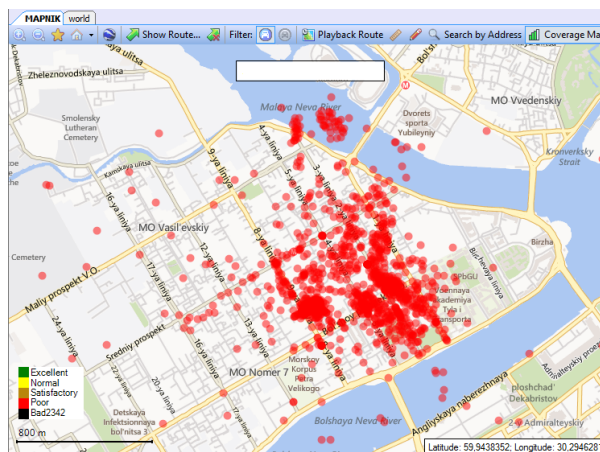
### Coverage Map

TRBOnet Dispatch Console allows displaying RSSI levels on a map. The RSSI is a received signal strength indicator. It measures the power level of the signal at a radio's receiver. The RSSI maps can be used by radio system engineers to plan a further extension of their radio networks.

- In the **Options** dialog box, click the **Coverage Map** tab.



- **Draw in Dots**  
For a more detailed data view, choose this option to display on the map, dots of RSSI levels representing coordinate points.

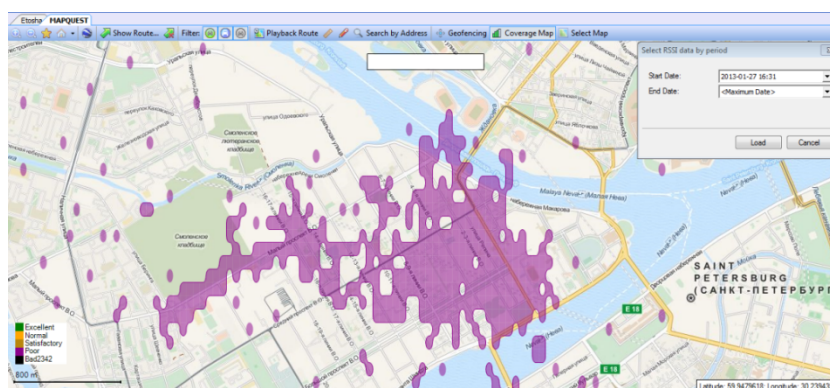


- **Draw Coverage Zone**

For a less detailed view, choose this option to configure and display on the map, RSSI zones of average RSSI levels using GPS coordinates.

- ✓ **RSSI Zone Size**

Enter the size of the RSSI zone within which RSSI levels will be averaged.



- Click **Add** to add a new RSSI level.

- ✓ **Value**

Enter the minimum level for the signal range (for example, -65 means -65 and higher).

- ✓ **Description**

Enter a name of the RSSI level to display in the system.

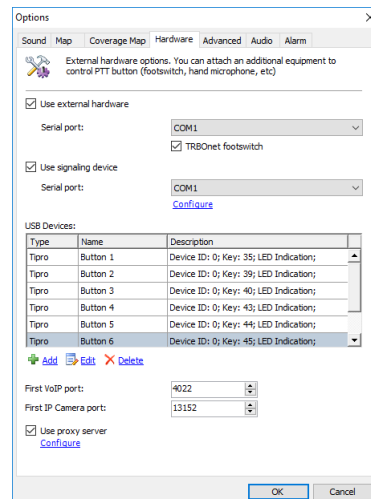
- ✓ **Color**

Pick a color for the RSSI indicator on the map.

To view RSSI Levels on the map, click the **Location Tracking** tab in the **Navigation** pane and on the **Map** pane's toolbar, click **Coverage Map**. Then set the Start Date and End Date to display RSSI data.

## Hardware

- In the **Options** dialog box, click the **Hardware** tab.



- **Use external hardware**

Select this option to use external hardware devices, for example, mic connectors.

- ✓ **Serial port**

From the drop-down list, select the COM port the device is connected to.

- ✓ **TRBOnet footswitch**

Select this option to use the TRBOnet foot pedal as a PTT button.

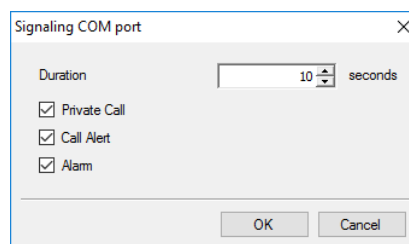
- **Use signaling device**

Select this option to use an external signaling device.

- ✓ **Serial port**

From the drop-down list, select the COM port the signaling device is connected to.

- Click **Configure** and specify the duration of a signal and which call types to include in signaling.



The **USB Devices** table displays the connected USB devices (Type/Name/Description).

- Click the **Add** link, and from the pull-down menu select the type of the USB device with a PTT button connected to the PC (HID, DirectX, or TIPRO).
- In the dialog that opens, specify the desired parameters and click **OK**.

- **First VoIP port**

Enter the number of the first VoIP port for audio communications (4022, by default). Each additional Dispatch Console will create a connection on the next port number.

- **First IP Camera port**

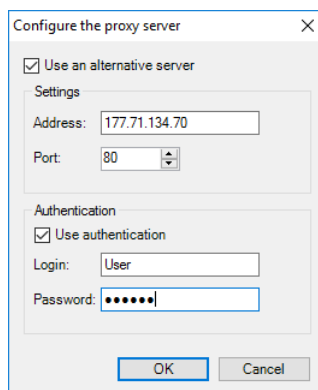
Enter the number of the first IP Camera port for video communications (13152, by default). Each additional Dispatch Console will create a connection on the next port number.

- **Use proxy server**

Select this option to enable Proxy Server service in TRBOnet Dispatch Console to access the Internet.

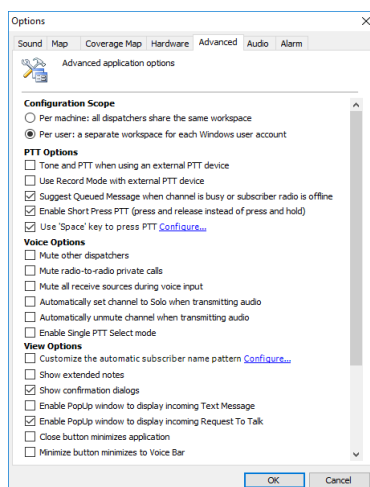
A proxy server can be used when a user's computer cannot be connected directly to the Internet, but there is another computer with Internet access in the network.

✓ Click the **Configure** link to specify the alternative server settings.



## Advanced

- In the **Options** dialog box, click the **Advanced** tab.



### Configuration Scope

- **Per machine**  
Choose this option to store settings in a common place for all dispatchers of the Dispatch Console.
- **Per user**  
Choose this option to store settings for each dispatcher separately if they are using different Windows user accounts.

### PTT Options

- **Tone and PTT when using external PTT device**  
Select this option to enable Alert Tone for all subscribers on a channel when the dispatcher presses the PTT button on an PTT external device.
- **Use Record Mode with external PTT**  
Select this option to record all voice transmissions from external PTT devices (Palm mics, Footswitches, and other devices).
- **Suggest Queued Message when channel is busy or subscriber radio is offline**  
Select this option to record a Queued Voice Message when a radio channel is busy or subscriber is offline.
- **Enable Short Press PTT**  
Select this option to start and finish voice calls by a short press of the PTT rather than keeping the PTT pressed until the end of a voice call.
- **Use 'Space' key to press PTT**  
Select this option to use a hot key for the PTT. Click the **Configure** link and on the keyboard, press the key you want to assign as a hot key for the PTT button.

### Voice Options

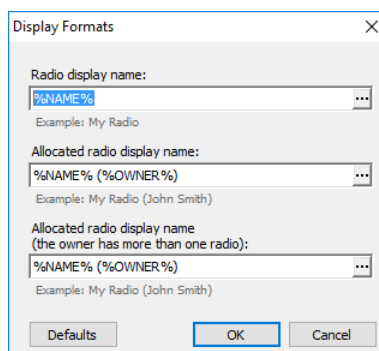
- **Mute other dispatchers**  
Select this option to mute all other dispatchers voice transmissions.
- **Mute radio-to-radio private calls**  
Select this option to mute all private calls on the channel.
- **Mute all receive sources during voice input**  
Select to mute all Voice Notifications when Dispatcher transmits or records audio.
- **Automatically set channel to Solo when transmitting audio**  
Select this option to mute other channels when transmitting audio.
- **Automatically unmute channel when transmitting audio**  
Select this option to automatically unmute a channel when transmitting through this channel.



## View Options

- **Customize the automatic subscriber name pattern**

Select this option and click the **Configure** link to set a custom alias for a radio in the list of subscribers. Once the changes are made, selecting this check box will cause a change to the radios in the Radio list pane (upper left pane of the Main Interface screen).



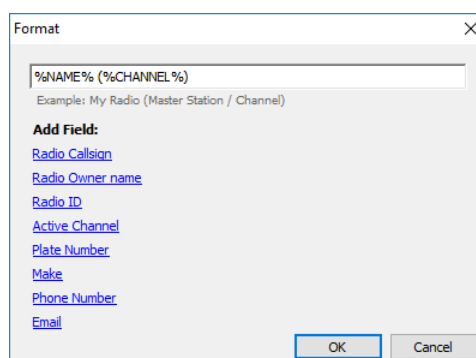
The 'Display Formats' dialog box contains three sections for configuring display names:

- Radio display name:** A text field with the placeholder '%NAME%' and an ellipsis button. Below it, an example shows 'My Radio'.
- Allocated radio display name:** A text field with the placeholder '%NAME% (%OWNER%)' and an ellipsis button. Below it, an example shows 'My Radio (John Smith)'.
- Allocated radio display name (the owner has more than one radio):** A text field with the placeholder '%NAME% (%OWNER%)' and an ellipsis button. Below it, an example shows 'My Radio (John Smith)'.

At the bottom are buttons for 'Defaults', 'OK', and 'Cancel'.

- **Radio display name**

Click the ellipsis (...) button and in the Format dialog box pick the fields to display for a radio.



The 'Format' dialog box shows a text field with the placeholder '%NAME% (%CHANNEL%)' and an example 'My Radio (Master Station / Channel)'. Below the text field is an 'Add Field:' section with a list of available fields: Radio Callsign, Radio Owner name, Radio ID, Active Channel, Plate Number, Make, Phone Number, and Email. At the bottom are 'OK' and 'Cancel' buttons.

- **Allocated radio display name**

Click the ellipsis (...) button and in the Format dialog box pick the fields to display for an allocated (taken) radio.

- **Allocated radio display name (the owner has more than one radio)**

Click the ellipsis (...) button and in the Format dialog box pick the fields to display for an allocated (taken) radio in case when a user has more than one radio.

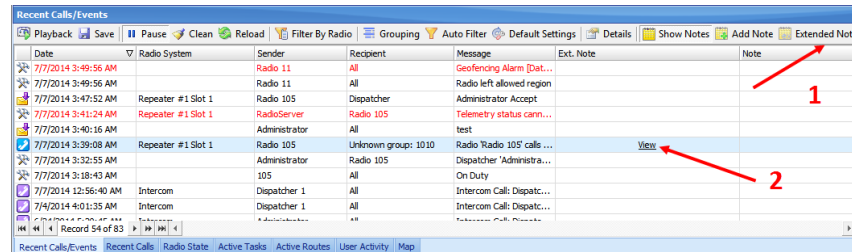
- Click **Defaults** to set default settings for radio display.

- **Show extended notes**

Select this option to enable Extended Notes in the Dispatch Console.

The Extended Notes feature is intended to add predefined Extended Notes templates, the same as for Extended Messages, for the selected calls and events.

For example, a Taxi Dispatcher needs to check clients' calls response period for the company internal monitoring of the employees. They can add a predefined template and check the time period. All Extended Notes are displayed in the **Ext. Note** column in the **Recent Calls/Events** tab:



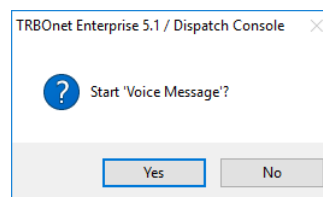
| Date                 | Radio System       | Sender        | Recipient           | Message                     | Ext. Note | Note |
|----------------------|--------------------|---------------|---------------------|-----------------------------|-----------|------|
| 7/7/2014 3:49:56 AM  | Radio 11           | Radio 11      | All                 | Geofencing Alarm (Dat...    |           |      |
| 7/7/2014 3:47:52 AM  | Repeater #1 Slot 1 | Radio 105     | Dispatcher          | Administrator Accept        |           |      |
| 7/7/2014 3:41:24 AM  | Repeater #1 Slot 1 | RadioServer   | Radio 105           | Telemetry status cann...    |           |      |
| 7/7/2014 3:40:16 AM  |                    | Administrator | All                 | test                        |           |      |
| 7/7/2014 3:39:08 AM  | Repeater #1 Slot 1 | Radio 105     | Unknown group: 1010 | Radio 'Radio 105' calls ... |           |      |
| 7/7/2014 3:32:55 AM  |                    | Administrator | Radio 105           | Dispatcher 'Administra...   |           |      |
| 7/7/2014 3:18:43 AM  |                    | 105           | All                 | On Duty                     |           |      |
| 7/7/2014 12:56:40 AM | Intercom           | Dispatcher 1  | All                 | Intercom Call: Dispatc...   |           |      |
| 7/4/2014 4:01:35 AM  | Intercom           | Dispatcher 1  | All                 | Intercom Call: Dispatc...   |           |      |

Click the **Extended Notes** button (1) to fill the template;

Click the **View** button (2) to see the Extended Note.

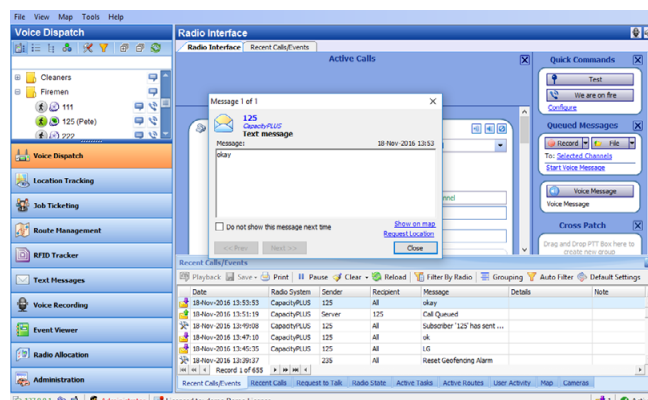
- **Show confirmation dialogs**

Select this option to enable confirmation dialogs for dispatcher actions. For example, when sending a configured Voice Message from the Dispatch Console, the following confirmation dialog box will appear:



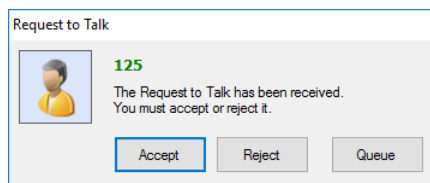
- **Enable pop-up window to display incoming Text Message**

Select this option so that incoming Text Messages will pop up over the application window.



- **Enable pop-up window to display incoming Request to Talk**

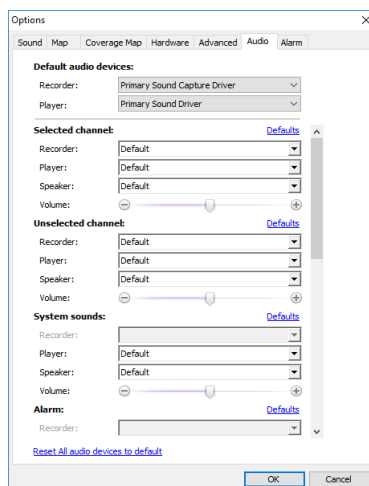
Select this option so that incoming **Request to Talk** messages will pop up over the application window.



- **Close button minimizes application**  
Select this option so that clicking the Close button will minimize the Dispatch Console rather than close it.
- **Minimize button minimizes to Voice Bar**  
Select this option so that once you click the Minimize button you will see only the Voice Bar displayed at the top of the PC's screen.
- **Queue all incoming telephone calls**  
Select this option so that when the telephone line is busy, incoming calls will be queued rather than rejected.
- **Max items in "Recent calls/Events"**  
Enter the maximum number of items to display in the **Recent calls/Events** pane.
- **Measurement system**  
From the drop-down list, select either the Metric or the US unit system.
- **Coordinate system**  
From the drop-down list, select the coordinate system to be used.
  - **On Map**  
Select this option to display coordinates on the map.

## Audio

- In the **Options** dialog box, click the **Audio** tab.



## Default audio devices

- **Recorder**  
From the drop-down list, select the recording device the microphone is connected to.

- **Player**

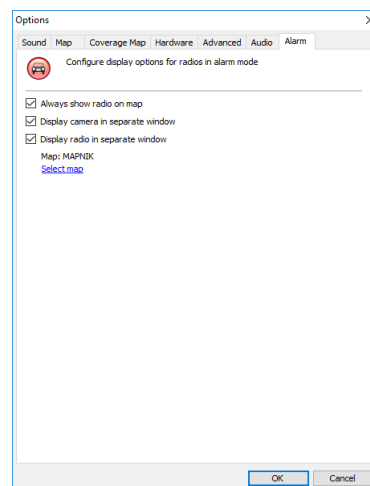
From the drop-down list, select the audio device to play incoming voice messages and playback voice recordings in the Dispatch Console.

**Note:** If TRBOnet Dispatch Console is running on the same PC with TRBOnet Server connected to control stations via programming cable and sound card, the playback and recorder devices cannot be the same for TRBOnet Dispatch Console and TRBOnet Server.

- Customize **Selected channel** speakers and volume parameters.
- Customize **Unselected channel** speakers and volume parameters. This option is intended for radio channels which are not selected in Dispatch Console.
- Customize **Intercom** speakers and volume parameters. This option is intended for **Intercom** Voice session between the dispatchers.
- Customize **System sounds** speakers and volume parameters.  
For the list of system sounds, see section [Sound](#) (page 114).
- Customize **SIP Interconnect** speakers and volume parameters. This option is intended for SIP calls.

## Alarm

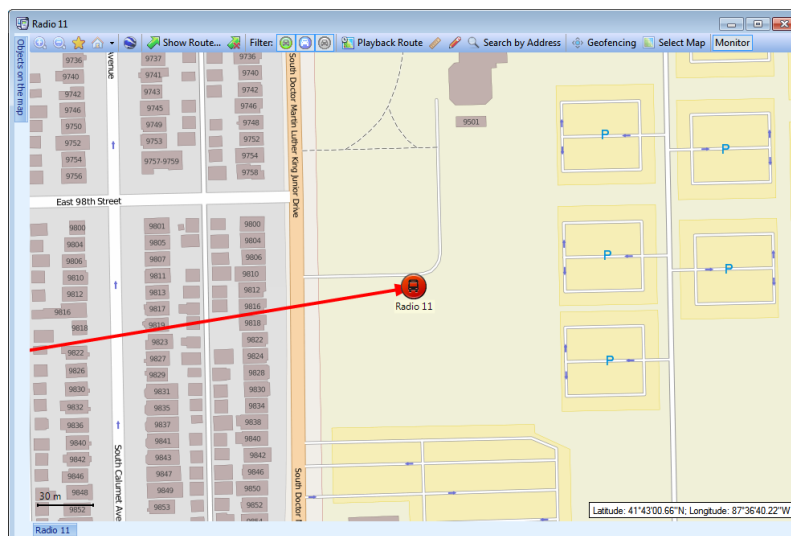
- In the **Options** dialog box, click the **Alarm** tab.



- **Always show radio on map**

Select this option so that radios in alarm mode will always be displayed on the map.

**Note:** When this option is selected, you cannot disable the display of radios in alarm mode.



- **Display camera in separate window**  
Select this option so that when a radio is in alarm mode, a window will open with the camera associated with the radio.
- **Display radio in separate window**  
Select this option to display a radio in alarm mode on the selected map in a separate window.
  - **Map**  
This field displays the map name. Click the **Select map** link and specify the map on which to display a radio in alarm mode.

#### 6.3.4.2 Exporting/Importing Options

A dispatcher can export custom Dispatch Console settings (Volume level, UI view, hotkeys configuration, and other settings) as a .config file and save it to the local PC or to a selected external device.

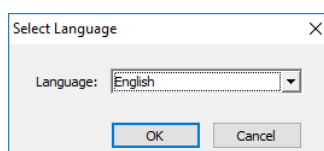
- Click **Tools > Export Options** and save the file to the specified location.

If you want to apply settings from a different TRBOnet Dispatch Console:

- Click **Tools > Import Settings** and browse for the .config file with the desired settings.

#### 6.3.4.3 Setting Language

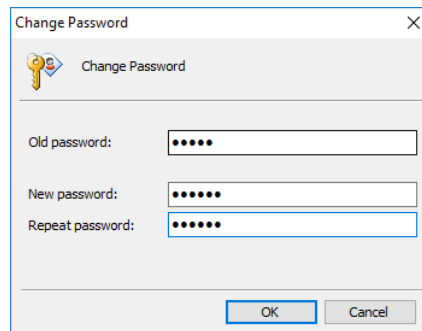
- On the **Tools** menu, click **Set Language**



- From the drop-down list, select the desired language and click **OK**.  
The changes will apply after you restart the Dispatch Console.

#### 6.3.4.4 Changing Password

- On the **Tools** menu, click **Change Password**



- In the **Old password** box, enter your current password.
- In the **New password** box, enter the new password.
- In the **Repeat password** box, enter the new password again.
- Click **OK**.

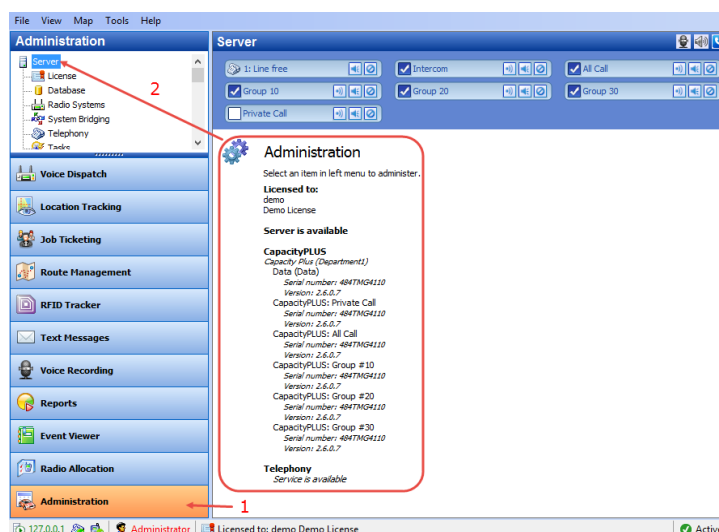
### 6.3.5 Help

- **Help > Send Feedback**  
Click this menu item to send your feedback to Neocom Software, either through E-mail, or online via the site.
- **Help > Save System Logs**  
Click this menu item to save the logs as a .zip file. This .zip file can then be sent to Neocom support.
- **Help > About**  
Click this menu item to see the About dialog displaying information about TRBOnet PLUS (applied license, version, build date, and other relevant information).

## 6.4 Administration

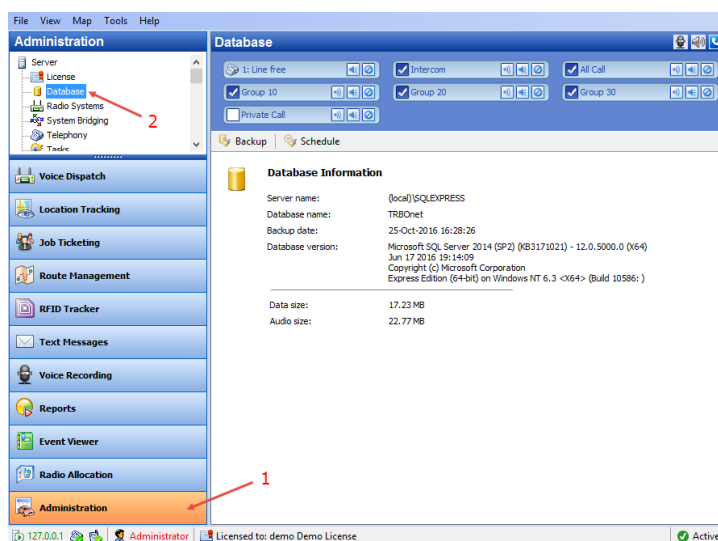
Click the **Administration** tab to set system elements and options.

Click the **Administration** tab (1), and see the full system information on the **Server** (2) pane:



## 6.4.1 Database

Go to **Administration** (1), **Database** (2) to see the full overview of the database:



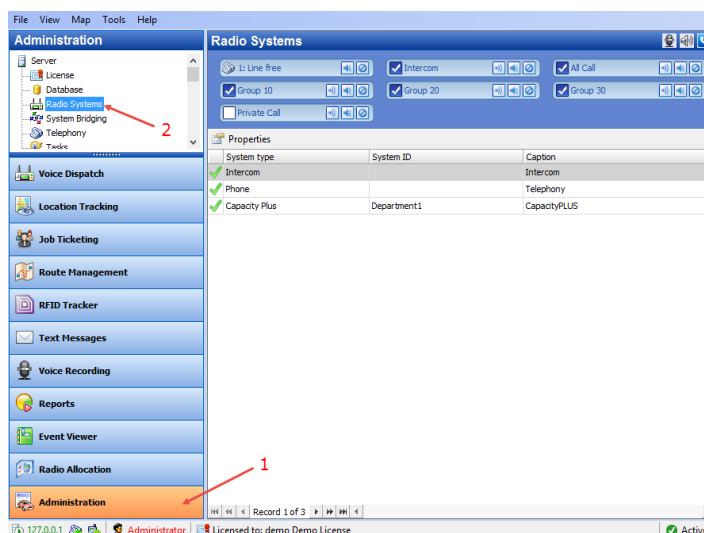
In the **Database** pane, the administrator can restore and back up the database and audio recordings.

For more details on backups, see [Appendix A: Backing up and Restoring Database and Audio Recordings](#) (page 323).

## 6.4.2 Radio Systems

All radio systems registered in the Server are represented on the Radio Systems pane.

Go to **Administration** (1), **Radio Systems** (2) to see the system parameters:



The administrator is able to see the following radio system parameters in the table:

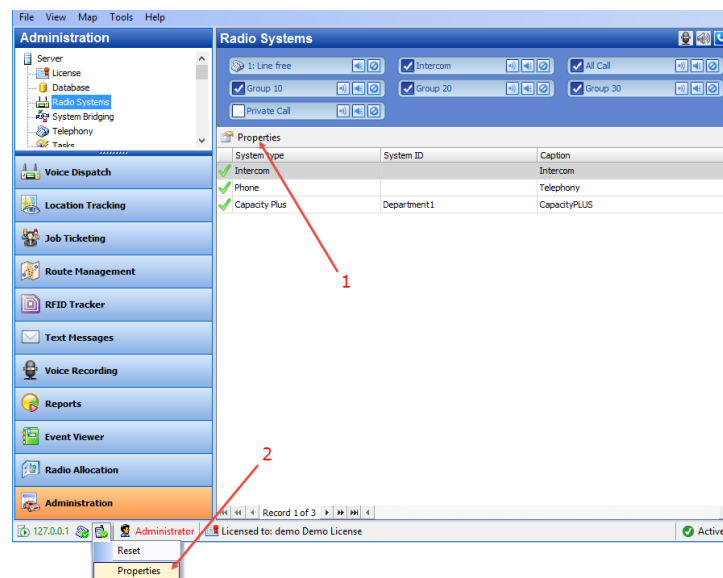
- **System Type** - the type of the system.
- **System ID** - a unique System Identifier configured in TRBOnet Server configuration for repeater or control stations in the system.

- **Caption** – the caption of the system.

#### 6.4.2.1 Radio System Properties

To see the radio system properties, do the following:

- Select a radio system in the list and click the **Properties** button (1);  
or,  
double-click the radio system in the list;  
or,  
click the corresponding element at the bottom of the Dispatch Console window, and choose **Properties** (2).



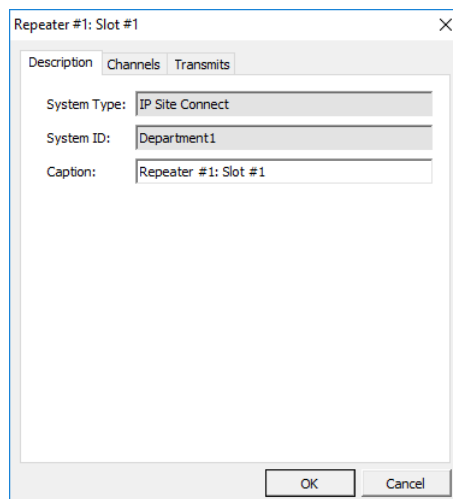
The administrator is able to see Active and Inactive registered systems. In case you have more than 10 registered systems, systems are grouped and can be seen in the drop-down list.

Common information for all system elements is listed below:

#### Description tab

On the **Description** tab, you can see the general info:





Repeater #1: Slot #1

Description Channels Transmits

System Type: IP Site Connect

System ID: Department1

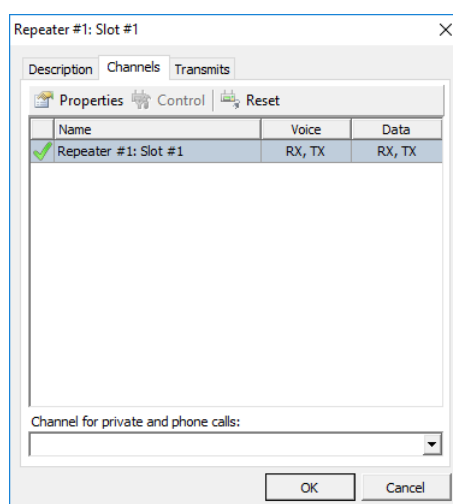
Caption: Repeater #1: Slot #1

OK Cancel

- **System Type**  
The system type for a repeater/control station (in Digital or Analogue mode).  
For more details on the systems, see section [3.2, MOTOTRBO Radio Systems](#) (page 4).
- **System ID**  
The Unique System Identifier configured in TRBOnet Server for a repeater or control stations in the system.
- **Caption**  
Enter the system name.

### Channels tab

On the **Channels** tab, you can see System Element properties:



Repeater #1: Slot #1

Description Channels Transmits

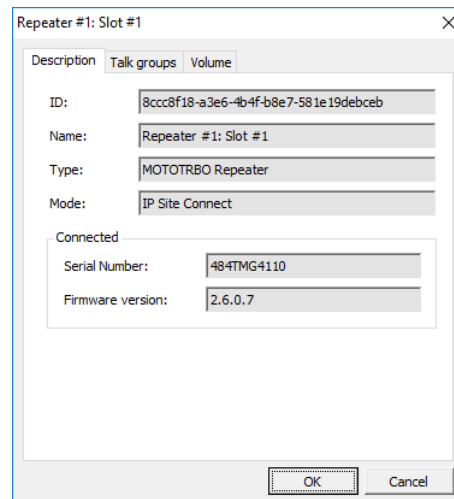
Properties Control Reset

| Name                   | Voice  | Data   |
|------------------------|--------|--------|
| ✓ Repeater #1: Slot #1 | RX, TX | RX, TX |

Channel for private and phone calls:

OK Cancel

- Click the **Properties** button to see the channel additional data:

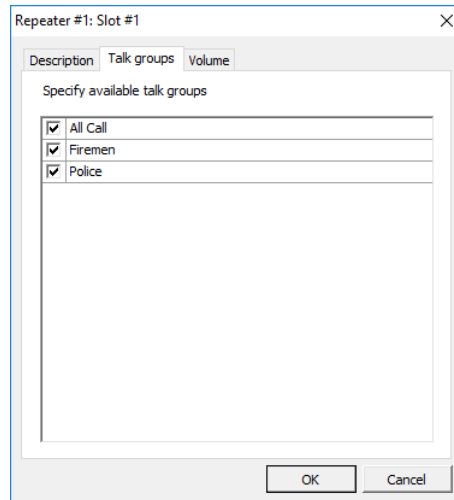


- **ID**  
Default registration number (manufacturer's number);
- **Name**  
System element's name in the system;
- **Type**  
System type for a repeater/control station (in Digital or Analogue mode).
- **Mode**  
System type for a repeater/connection mode for a control station.  
For details on the control station modes, see section [5.9.3.1, Control Station Connection Modes](#) (page 36).
- **Connected**
  - **Serial number**  
Default system element's serial number (manufacturer's number).
  - **Firmware Version**  
Current system element's firmware version.
- Click the **Reset** button to test the connection to the system element.

Note: For a repeater, clicking the **Reset** button reconnects the repeater.  
For a control station, clicking the **Reset** button reloads the radio.

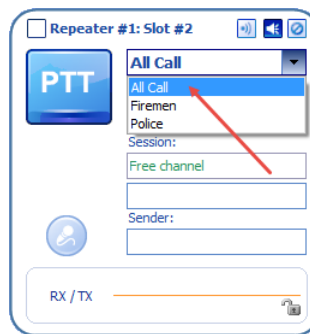
### Talk groups tab (for repeaters only)

- On the **Talk groups** tab, you can see selected Talk group info:



- Specify available Talk groups for the system element in the list of created Talk groups.

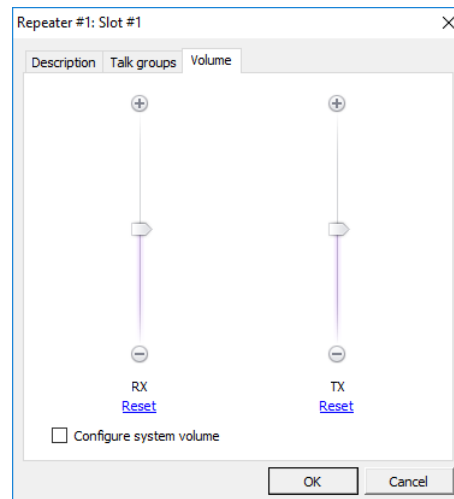
Selected Talk groups are available on the **Radio** tab in the system element box in the drop-down list:



Note: Close TRBOnet Server before applying the system element settings.

### Volume tab (for repeaters only)

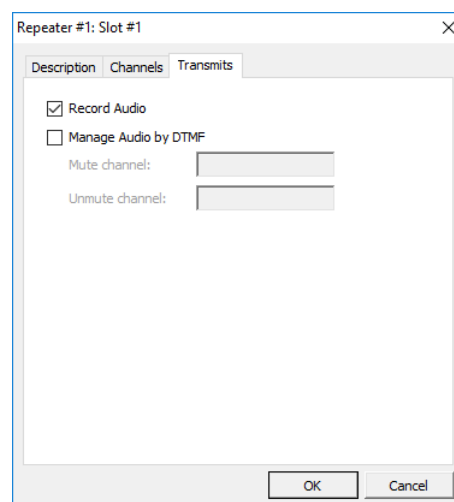
- On the **Volume** tab, you can see Volume settings for the repeater:



- Specify the **RX** and **TX** volume levels for the Repeater using a volume control slider.
- Click the **Reset** link to set default volume level for RX or TX.
- **Configure system volume**  
Select this option to save default volume settings for Voice transmissions from the selected Repeater.

### Transmits tab

- On the **Transmits** tab, you can see the information about audio and data transmissions:



- **Record audio**  
Select this option to enable audio recordings for the selected repeater.
- **Manage Audio by DTMF**  
Select this option to manage audio on the selected channel by specified DTMF tones.
  - **Mute channel**  
Enter a DTMF sequence to be used to mute the selected channel.

- **Unmute channel**

Enter a DTMF sequence to be used to unmute the selected channel.

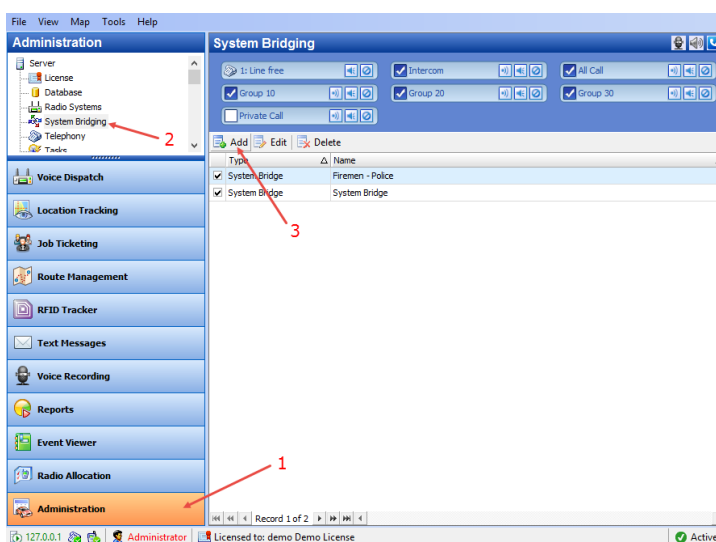
### 6.4.3 System Bridging

TRBOnet Dispatch Console provides the **System Bridging** function. System Bridging allows configuring the network to redirect calls.

Administrator can create two types of System Bridging:

1. **System Bridging for Master stations** – allows connecting all types of Radios (analogue and digital radios, supports IP Site Connect, Capacity Plus, Linked Capacity Plus and Connect Plus modes).
2. **System Bridging for repeaters** - allows connecting only the repeaters in the IP Site Connect mode.

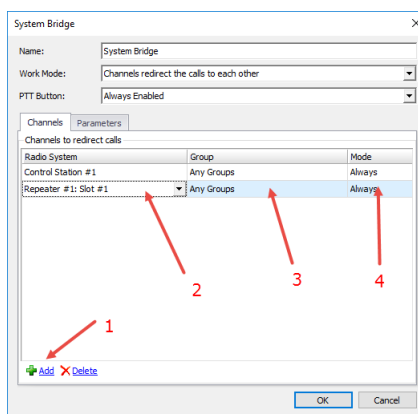
Go to **Administration** (1), **System Bridging** (2) to add System Bridging to the system:



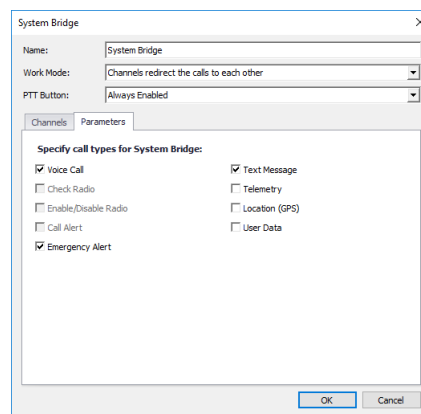
- Click the **Add** button (3) to add a Cross Patch.

From the drop-down menu, select the System Bridging type.

### Radio System Bridging

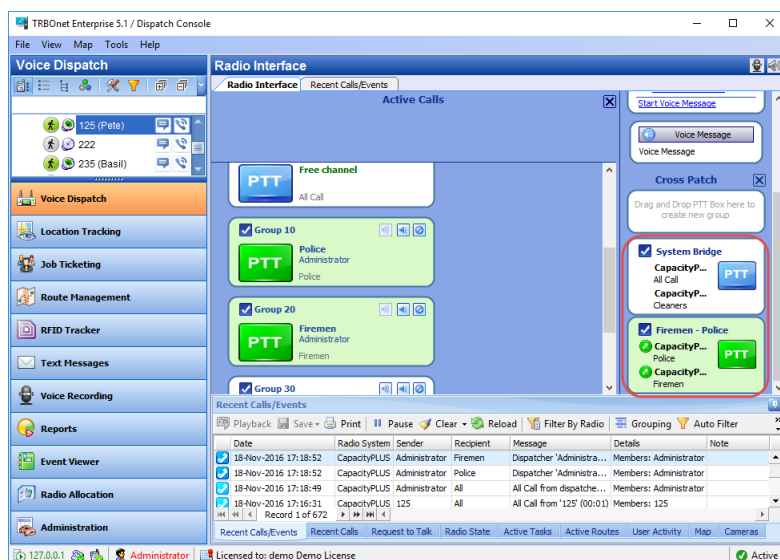


- **Name**  
Specify a name for System Bridging to display in Radio Interface.
- **Work mode**  
Select the work mode from the drop-down list. For more details on System Bridging types, see [6.4.3.1, System Bridging Types](#) (page 134).
- **PTT Button**  
set PTT on the System Bridging interface to be able to transmit voice or do not set only to hear the voice from other channels. There are 3 options available:
  - Enable when a Bridge enabled
  - Always Enabled
  - Invisible
- On the **Channels** tab, click the **Add** button (1) to add a channel to the list.
- In the **Radio System** column, select a radio channel from the drop-down list (2).
- In the **Group** column, select available group for the radio channel (3).
- In the **Mode** column, select a mode for the radio channel (4).
  - **Always**  
Enables System Bridging always, regardless of the radio status (online/offline).
  - **By Radio**  
Enables System Bridging on a selected channel when there are online radios capable to receive voice calls from the selected group.
- On the **Parameters** tab, specify call types for System Bridging:



- Select call types to use in System Bridging mode.
- Click **OK** to add System Bridging for the radio channels.

The System Bridges are displayed on the Cross Patch panel of the Radio Interface pane:

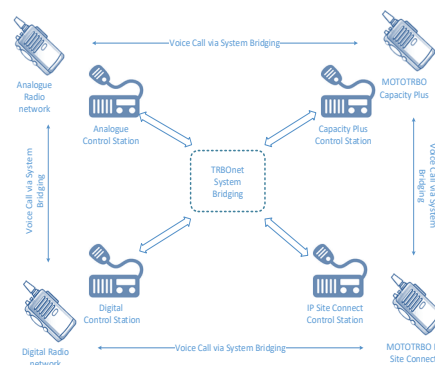


### 6.4.3.1 System Bridging Types

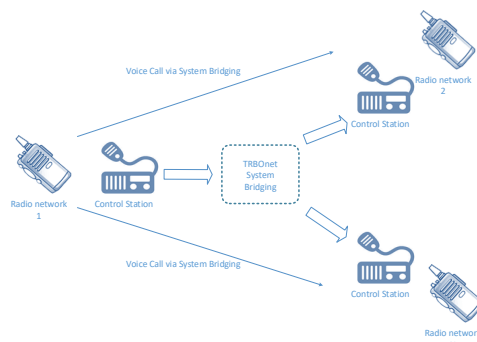
1. Channels redirect the calls to each other

This is the most common type of System Bridging when data exchanges between the channels set in the System Bridging settings. Thus, there is a common channel for all the subscribers of the specified control stations:

To create this mode of System Bridging, add a System Bridging and set the Work Mode as **Channels redirect the calls to each other**.

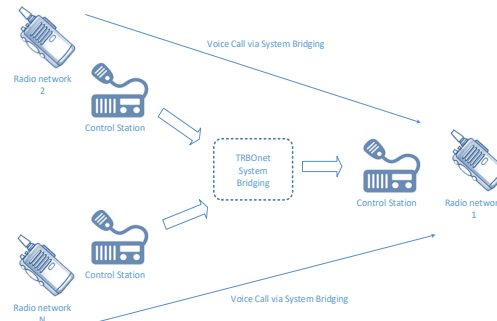


2. A channel redirects calls to many channels



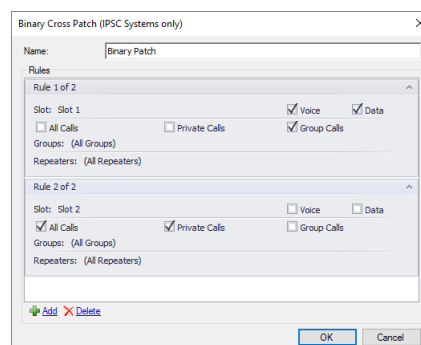
To create this type of System Bridging, add a System Bridging and set the Work Mode as **A Channel redirects calls to many Channels**.

### 3. Many channels redirect calls to one channel



To create this type of System Bridging, add a System Bridging and set the Work Mode as **Many Channels redirect the calls to one Channel**.

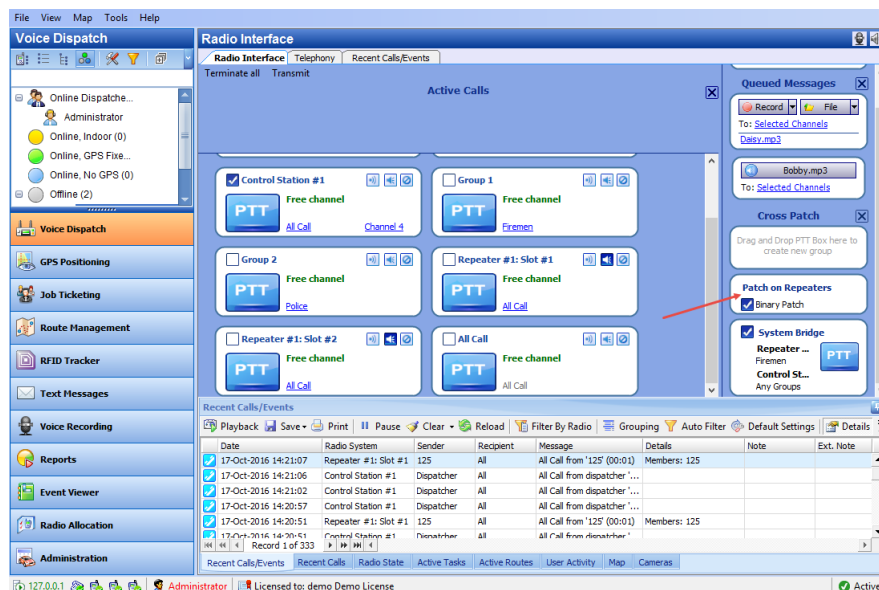
### Binary Patch (for IP Site Connect only)



- **Name**  
Specify a name for the Binary Patch to display in Radio Interface.
- **Rules**  
Specify the rules for System Bridging to redirect calls.
  - Check **Voice/Data** to transmit on the selected slot.
  - Select available **Call types**.
  - Select available **Groups** for System Bridging from the drop-down list.
  - Select available **Repeaters** to redirect calls in System Bridging from the drop-down list.

The Binary Patches are displayed on the Cross Patch panel of the Radio Interface pane:

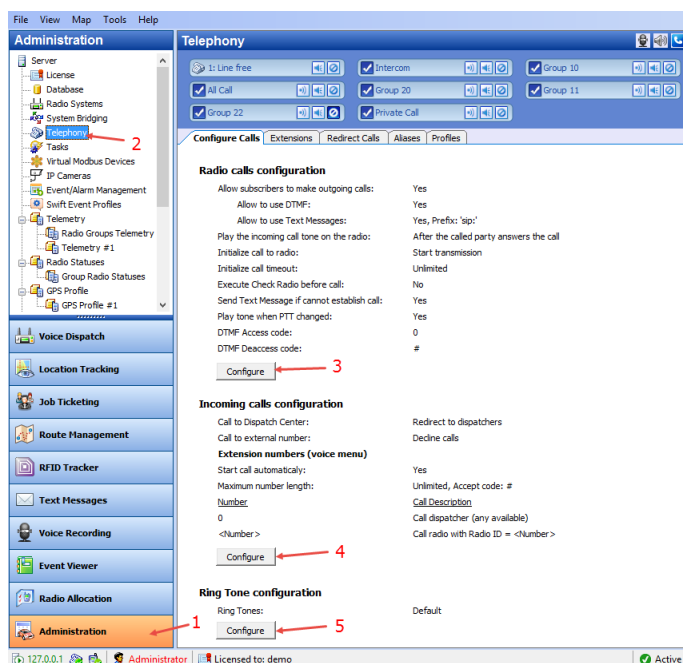




Note: System Bridging can also be created by drag and drop of the PTT boxes in Radio Interface. It is a temporary System Bridging; it will be deleted after reconnecting to TRBOnet Server or exiting TRBOnet Dispatch Console.

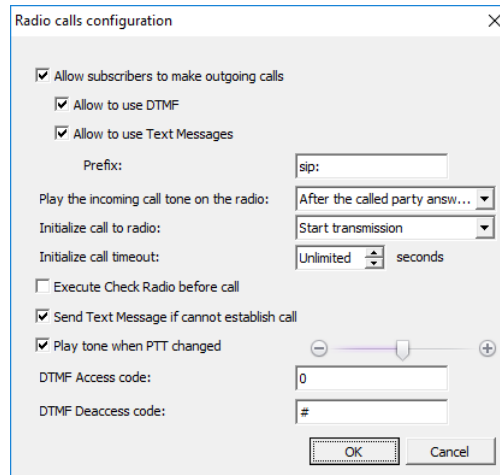
## 6.4.4 Telephony

Click **Administration** (1), and then **Telephony** (2) to configure incoming and outgoing SIP calls:



### 6.4.4.1 Radio Calls Configuration

Click the **Configure** button (3) to set radio call configuration parameters:



The dialog box titled "Radio calls configuration" contains the following settings:

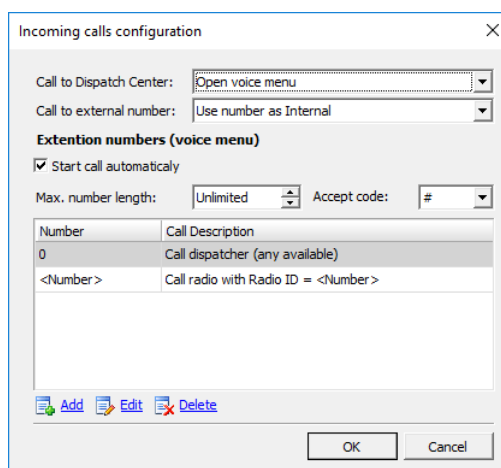
- ☒ Allow subscribers to make outgoing calls
  - ☒ Allow to use DTMF
  - ☒ Allow to use Text Messages
    - Prefix: sip:
- Play the incoming call tone on the radio: After the called party answ...
- Initialize call to radio: Start transmission
- Initialize call timeout: Unlimited seconds
- ☐ Execute Check Radio before call
- ☒ Send Text Message if cannot establish call
- ☒ Play tone when PTT changed
- DTMF Access code: 0
- DTMF Deaccess code: #
- Buttons: OK, Cancel

- **Allow subscribers to make outgoing calls**  
Select this option to enable outgoing phone calls from the radio subscribers.
- **Allow to use DTMF**  
Select this option to allow radio subscribers to dial the phone number as a sequence of DTMF tones.
- **Allow to use Text Messages**  
Select this option to allow radio subscribers to initialize phone calls via sending TMS messages with a specified prefix to the dispatcher.
  - **Prefix**  
Enter the standard prefix for a text message.
- **Play the incoming call tone on the radio**  
Select the mode for playing the incoming call tone on the radio that initiates a call.
  - **After the called party answers the call**  
When a radio initiates a phone call to a subscriber via DTMF tones or a TMS message, the incoming call tone will be played on the radio after the called party answers the call.
  - **Immediately**  
When a radio initiates a phone call to a subscriber via DTMF tones or a TMS message, the incoming call tone will be played on the radio immediately that is without waiting for the called party to answer the call.
- **Initialize call to radio**  
Select the option how to start a call on a radio.
  - **Start transmission**  
Select to start a call to a radio automatically.
  - **Send ring tone**  
Select to play a ring tone until the radio user presses the PTT.
- **Initialize call timeout**  
Specify a timeout that defines how long to attempt to connect to the called party.

- **Execute Check Radio before call**  
Select this option to execute a Check Radio command before placing a call.
- **Send text message if cannot establish call**  
Select this option to send a text message to the radio when the channel is busy and a phone call cannot be established.
- **Play tone when PTT changed**  
Select this option so that the phone will sound a tone when the remote radio's PTT is pressed or released.
- **DTMF Access Code**  
Set the value to that configured for the radios as **Access Code** in MOTOTRBO CPS (see [Appendix B: SIP Setup for Motorola Phone System](#), section [Programming Radios](#)).
- **DTMF Deaccess Code**  
Set the value to that configured for the radios as **Deaccess Code** in MOTOTRBO CPS (see [Appendix B: SIP Setup for Motorola Phone System](#), section [Programming Radios](#)).

#### 6.4.4.2 Incoming Calls Configuration

Click the **Configure** button (4) to set incoming call configuration parameters:



The dialog box titled "Incoming calls configuration" contains the following settings:

- Call to Dispatch Center: Open voice menu
- Call to external number: Use number as Internal
- Extention numbers (voice menu)
  - ☒ Start call automatically
  - Max. number length: Unlimited
  - Accept code: #

| Number   | Call Description                    |
|----------|-------------------------------------|
| 0        | Call dispatcher (any available)     |
| <Number> | Call radio with Radio ID = <Number> |

Buttons at the bottom: Add, Edit, Delete, OK, Cancel.

- **Call to Dispatch Center**  
Select the mode for handling incoming calls made to the dispatcher.
  - **Decline calls**  
All incoming phone calls will be declined.
  - **Open voice menu**  
When an incoming call arrives, the subscriber will hear Voice menu commands.
  - **Redirect to dispatchers**  
All incoming voice calls will be redirected to all dispatchers of the Dispatch center and any free dispatcher will answer the phone call.

- **Call to external number**

Select the mode for handling incoming calls made from unregistered subscribers.

- **Decline Calls**

Select this option to decline all phone calls from unregistered subscribers.

- **Use number as Radio ID**

Select this option so that the system will use unregistered numbers as a Radio ID and start a Private Call.

- **Use number as Internal**

Select this option to allow the system to read unregistered numbers according to Voice Menu rules.

### Extension numbers (Voice menu)

- **Start call automatically**

Select this option to search for the number in the Extensions table automatically. When this option is disabled, the subscriber must dial the number according to the following example: **0(phone number)#**. The character **#** is used to search for the phone number in the table.

- **Max. number length**

Specify the maximum number of characters allowed in a phone number.

- **Accept Code**

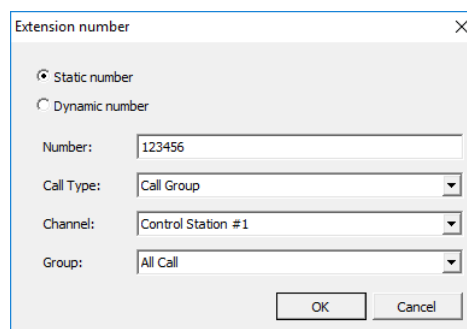
Specify the character that will be used to finish dialing the number.

All available numbers are listed in the table below.

- Click the **Add** link to add a number to the table.

#### To add a static number

- Choose **Static number**.



- **Number**

Enter a phone number to add to the table (contact list).

- **Call Type**

Select the call type from the drop-down list.

- **Call Dispatcher**

Select this type to make a phone call to the dispatcher.

- **Call Radio**

Select this type to make a phone call to the selected radio.

- **Call Group**

Select this type to make a phone call to the selected group.

- **Channel**

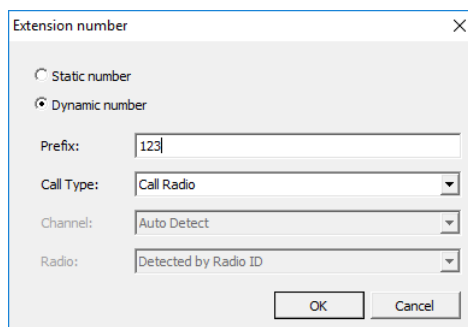
Select the channel to make a group phone call through (available for Group Calls only).

- **Dispatcher/Radio/Group**

Select the dispatcher, radio, or group depending on what you have selected in the **Call Type** box.

### To add a dynamic number

- Choose **Dynamic number**.



- **Prefix**

Specify a prefix to type in on the keyboard.

- **Call Type**

Select the call type from the drop-down list.

- **Call Radio**

Select this type to make a phone call to a radio.

- **Call Group**

Select this type to make a phone call to a group.

- **Call Phone**

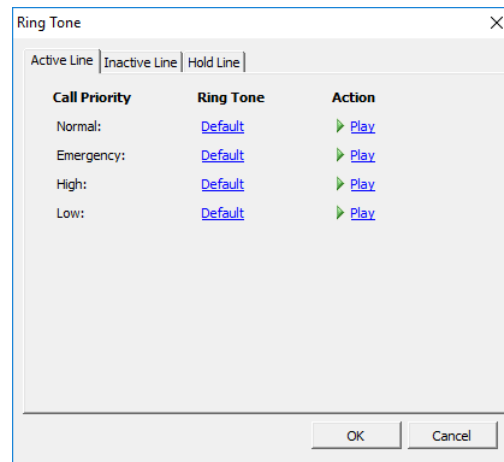
Select this type to make a phone call to a telephone.

- **Channel**

Select the channel to make a group phone call through (available for Group Calls only).

### 6.4.4.3 Ring Tones Configuration

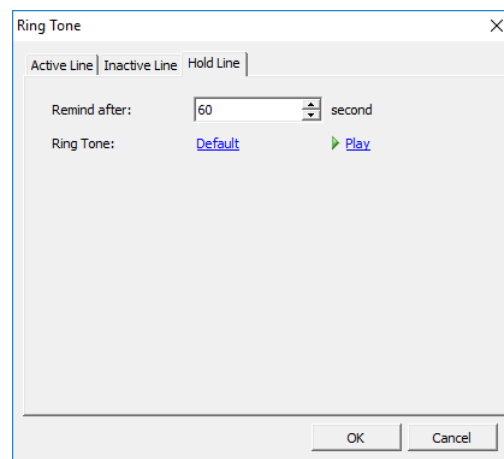
To configure ring tones, click the **Configure** button (5):



On the **Active Line (Inactive Line)** tab:

- Click a corresponding link in the **Ring Tone** column, and from the pull-down menu, select either **Set Default**, **Set Custom**, or **Disable**. If you select **Custom**, in the dialog box that opens, browse for the audio file on the local PC and click Open.
- Click a **Play** link in the **Action** column to play back the corresponding ring tone.

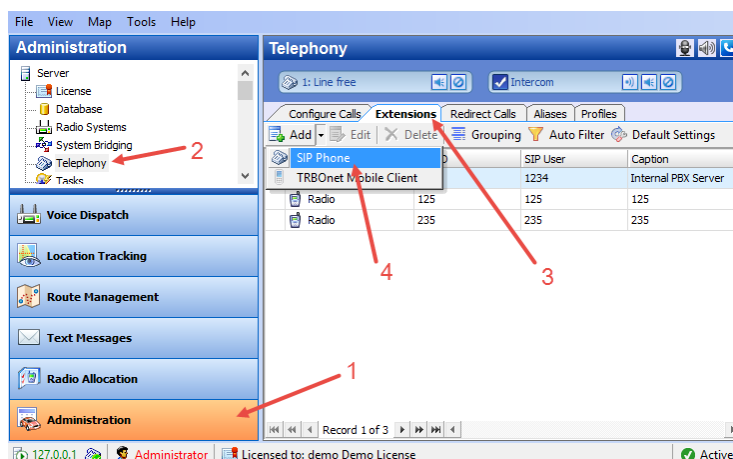
On the **Hold Line** tab:



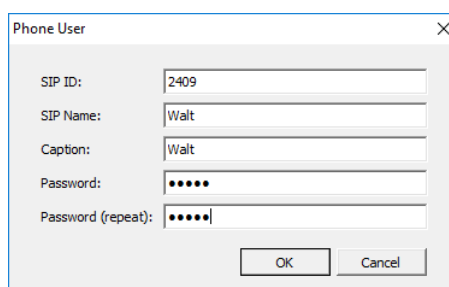
- Remind after**  
Enter the timeout, in seconds, that will be used for playing the reminder tone when a call is on Hold.
- Ring Tone**  
Specify the reminder tone to be played when a call is on Hold.

#### 6.4.4.4 Adding SIP Extensions

Click **Administration** (1), **Telephony** (2), **Extensions** (3), **Add > SIP Phone** (4)



In the Phone User dialog box, specify the following parameters:



The 'Phone User' dialog box contains the following fields and values:

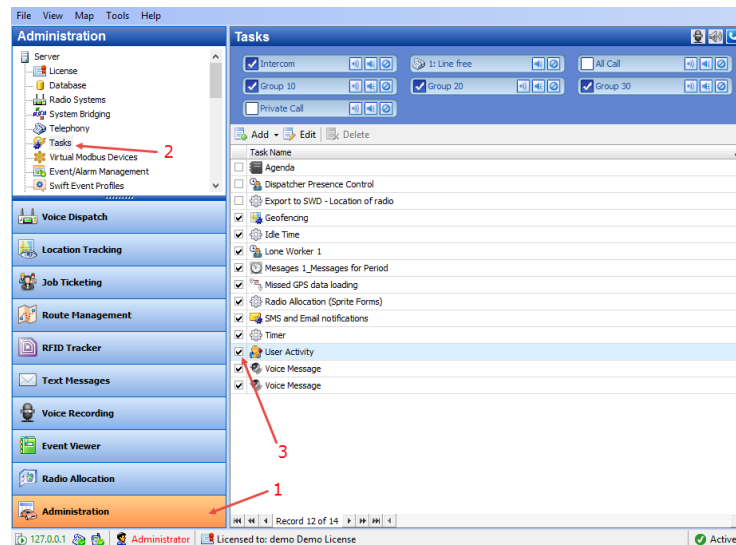
| Field              | Value |
|--------------------|-------|
| SIP ID:            | 2409  |
| SIP Name:          | Walt  |
| Caption:           | Walt  |
| Password:          | ••••• |
| Password (repeat): | ••••• |

Buttons: OK, Cancel

- **SIP ID**  
Enter the SIP ID that will be used by the phone user.
- **SIP Name**  
Enter the SIP user name that will be used by the phone user.
- **Caption**  
Enter the caption to be displayed for the phone user.
- **Password**  
Enter the password for the phone user to be authenticated by the telephone system.
- **Password (repeat)**  
Enter the password again.

### 6.4.5 Tasks

Go to **Administration** (1), **Tasks** (2) to see the list of the tasks created in the system:

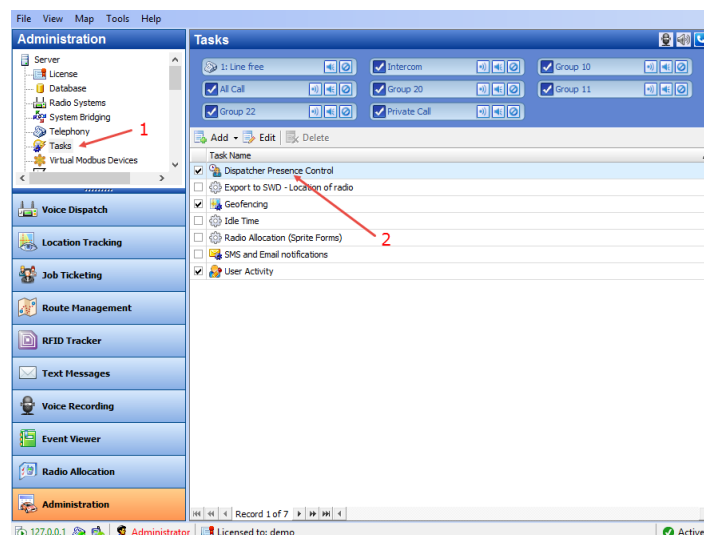


Note: After you have created a task you need to enable it. Just select the check box (3) beside the task you want to enable.

#### 6.4.5.1 Dispatcher Presence Control

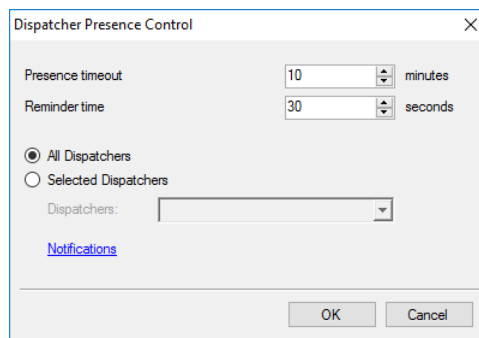
When enabled, this feature checks the presence of dispatchers and sends notifications to interested parties if the specified dispatchers are not present in the system.

- Click **Tasks** (1), and double-click **Dispatcher Presence Control** (2) in the **Tasks** pane.



- In the Dispatcher Presence Control dialog box, specify the following options:



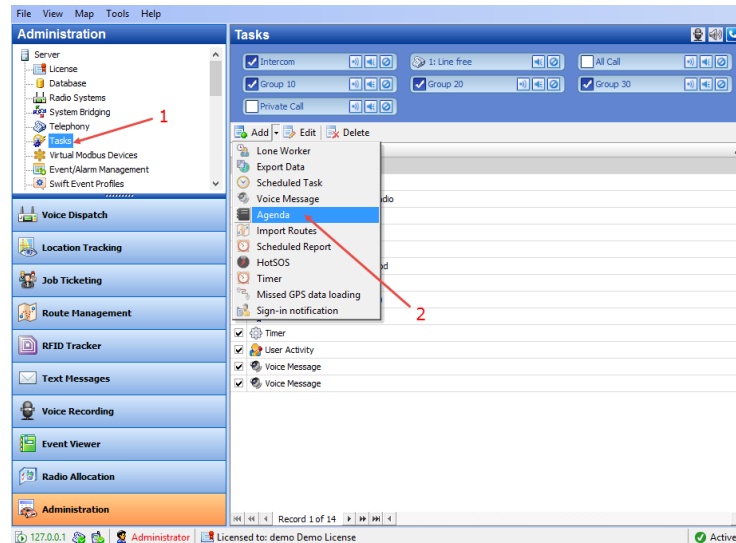


- **Presence timeout**  
Enter the time period, in minutes, that will be used as a timeout to check for the presence of dispatchers.
- **Reminder time**  
Enter the time period, in seconds, that will be used to show a reminder pop-up dialog before the planned time of performing the check. When the reminder appears on top of the screen, the dispatcher must click the round button in the center to confirm their presence in the system.
- **All Dispatchers**  
Choose this option button so that all dispatchers will be checked for presence.
- **Selected Dispatchers**  
Choose this option button so that only selected dispatchers will be checked for presence.
  - **Dispatchers**  
In the drop-down list, select the dispatchers.
- **Notifications**  
Click this link to select who will receive the appropriate notifications. The recipients may include dispatchers, Email groups, SMS groups, radios, and radio groups.

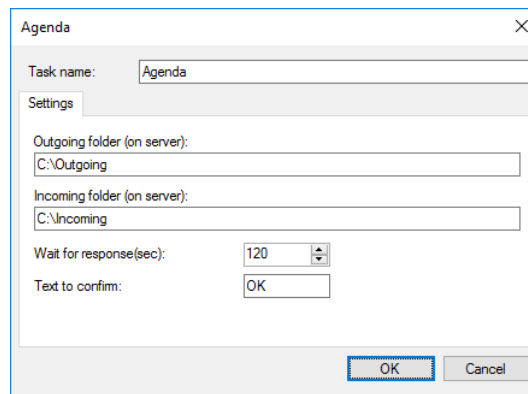
#### 6.4.5.2 Agenda

The Agenda is used to automatically send predefined messages to the radios. It may be used when you have any software receiving any messages but it is not able to send them to the subscribers. In this case, TRBOnet Dispatch Console acts as an intermediary for receiving the messages from the folder and sending them to radios.

- To add an agenda, select **Tasks** (1), and click **Add > Agenda** (2).



- In the **Agenda** dialog box, specify the following parameters.

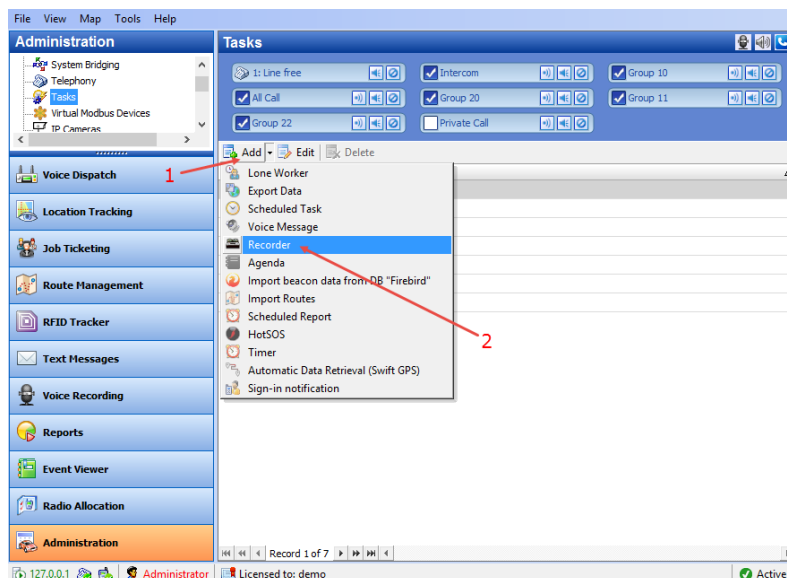


- **Task name**  
Specify a name for the task.
- **Outgoing folder (on server)**  
Specify the outgoing folder for the text messages to be displayed in the Dispatch Console (for example, **C:\Outgoing**).
- **Incoming folder (on server)**  
Specify the incoming folder for the reports (for example, **C:\Incoming files**);
- **Wait for response**  
Specify the time interval, in seconds, for the response.
- **Text to confirm**  
Specify the text to be sent by the subscribers after they receive the message.

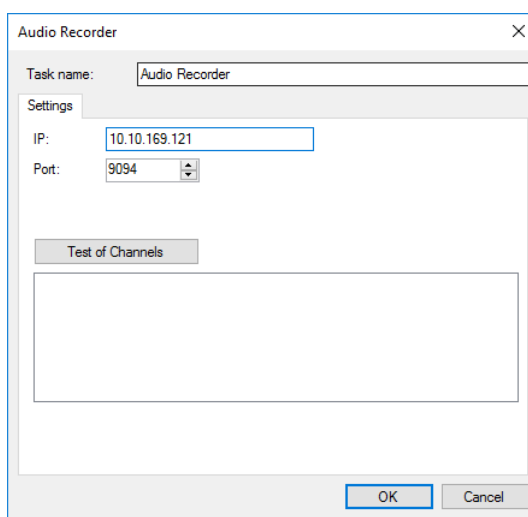
#### 6.4.5.3 Recorder

The Recorder feature allows connecting to an audio recorder via IP.

- To enable the task, select **Tasks**, and click **Add** (1) > **Recorder** (2):



The feature allows replicating audio recordings to the recorder:

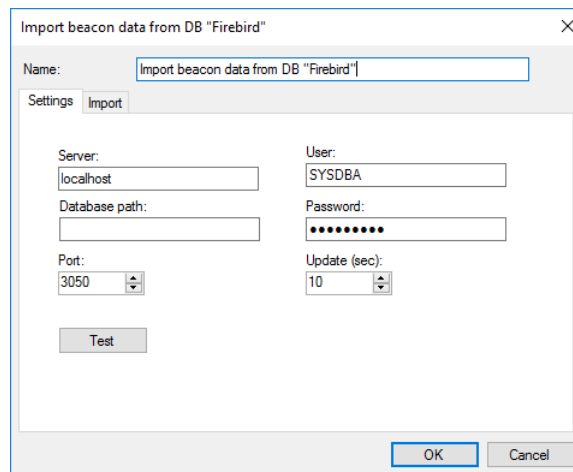
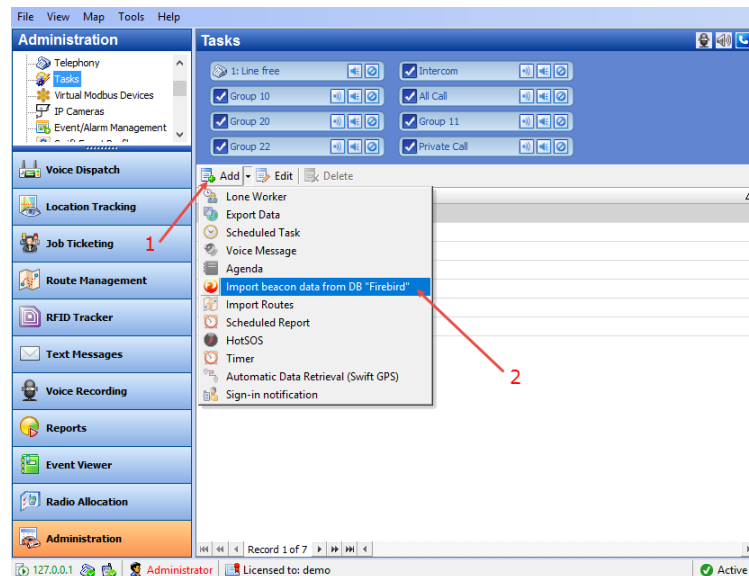


- **Task name**  
Specify a name for the task.
- **IP**  
Enter the recorder's IP address.
- **Port**  
Specify the recorder's port number.
- Click **Test of channels** to view all available channels on the recorder.
- Click **OK** to add the task.

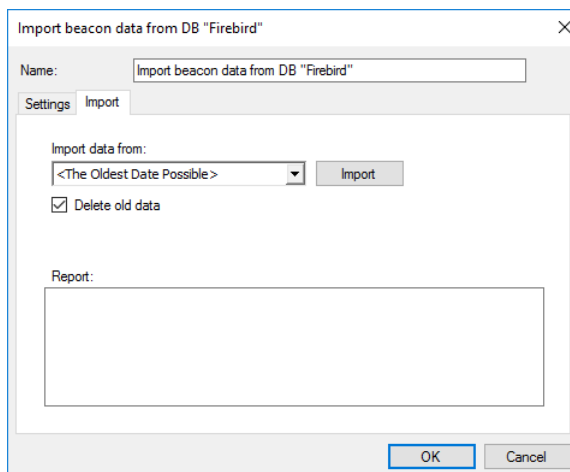
#### 6.4.5.4 Import Beacon Data from Firebird DB

The **Import beacon data from Firebird DB** option allows import beacon data from Firebird database to TRBOnet Dispatch Software database.

To enable the task, select **Tasks**, and click **Add (1) > Import beacon data from DB "Firebird"** (2):



- **Name**  
Specify a name for the task.
- **Server**  
Specify a remote server or a server on the local PC.
- **User**  
Type in a name of the Firebird DB user.
- **Database path**  
Specify the Firebird DB path.
- **Password**  
Specify a password to connect to Firebird DB (provided at logon).
- **Port**  
Specify the port number to connect to Firebird DB.
- **Update (sec.)**  
Specify the update period for Firebird DB.
- Click **Test** to test the connection to Firebird DB.
- Click the **Import** tab to specify Import settings:

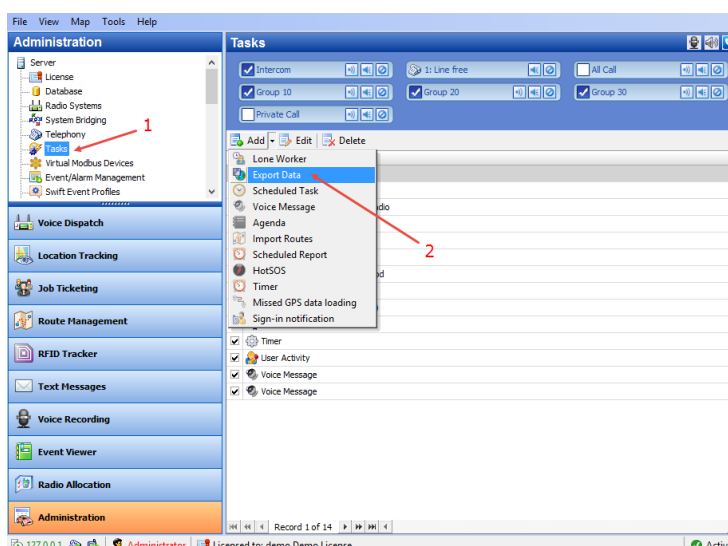


- **Import data from**  
Specify the Firebird DB name.
- Click **Import** to import data.
- **Delete old data**  
Select this option to delete all previously imported data from Firebird DB.
- **Report**  
In this box, an import report will be displayed.
- Click **OK** to add the task.

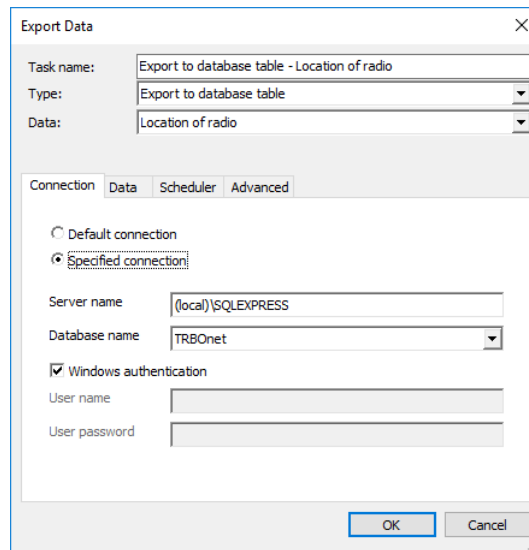
#### 6.4.5.5 Export Data

TRBOnet Dispatch Console provides the Export Data function, which allows exporting data to an external database table.

- To add an Export Data task, select **Tasks** (1), and click **Add > Export Data** (2):



- In the **Export Data** dialog box, specify the following parameters:



The 'Export Data' dialog box contains the following fields and options:

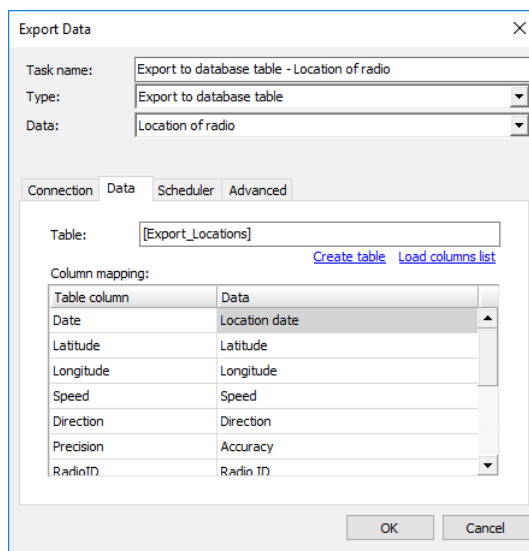
- Task name:** Text field with value 'Export to database table - Location of radio'.
- Type:** Drop-down menu with value 'Export to database table'.
- Data:** Drop-down menu with value 'Location of radio'.
- Connection tab:**
  - ☐ Default connection
  - ☒ Specified connection
    - Server name:** Text field with value '(local)\SQLEXPRESS'.
    - Database name:** Drop-down menu with value 'TRBOnet'.
    - ☒ Windows authentication
      - User name:** Text field.
      - User password:** Text field.
- Buttons:** 'OK' and 'Cancel' at the bottom right.

### Connection tab

- **Task name**  
Specify a name for the task.
- **Type**  
Select the type of data export from the drop-down list. TRBOnet Dispatch Console allows exporting data for third-party systems using data export tasks.
  - **Export to database table**  
Allows exporting data to MS SQL Server tables. Specify MS SQL Server connection parameters, database, and table to export data.
  - **Export to Versatrans**  
Allows exporting data to the Versatrans data collection system via IP. For more details, visit the [official website](#) of Versatrans.
  - **Export to Google**  
Allows exporting data to file (file format is KML). For more details, visit the following [website](#).
  - **Export to NMEA**  
Allows exporting data to a file (text file format, export format is NMEA 0183). For more details, visit the following [website](#).
  - **Export to file**  
Allows exporting data to a text file.
- **Data**  
Select which data to export from the drop-down list.
- **Default connection**  
Choose this option for default connection to SQL Server.
- **Specified connection**  
Choose this option and specify the SQL Server and database name.
- **Server name**  
Specify the SQL server name.

- **Database name**  
Select the database from the drop-down list.
- **Windows authentication**  
Select this option to use **Windows authentication**, or deselect it to use **SQL Server authentication** (SQL Server user name and password will be required).

## Data tab

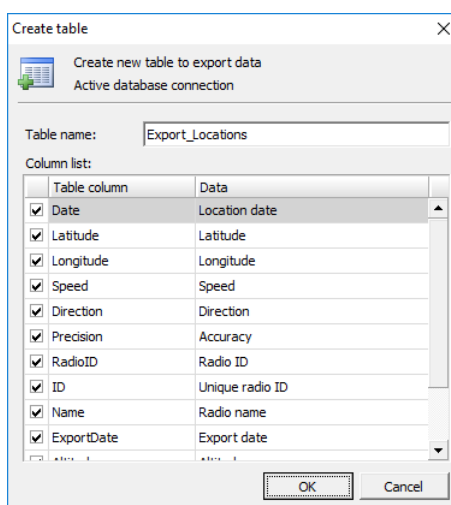


The 'Export Data' dialog box shows the 'Data' tab selected. The 'Table' field contains '[Export\_Locations]'. Below it, a 'Column mapping' table lists columns to be exported:

| Table column | Data          |
|--------------|---------------|
| Date         | Location date |
| Latitude     | Latitude      |
| Longitude    | Longitude     |
| Speed        | Speed         |
| Direction    | Direction     |
| Precision    | Accuracy      |
| RadioID      | Radio ID      |

Buttons for 'OK' and 'Cancel' are at the bottom right.

- **Table**  
the name of the table to be exported into external database (by default, the name of the table is created after you have specified it in **Create table** dialog box).
- Click the **Load columns list** link to update the columns list in case you have made any changes to the table.
- Click the **Create table** link to add a new table for data export:



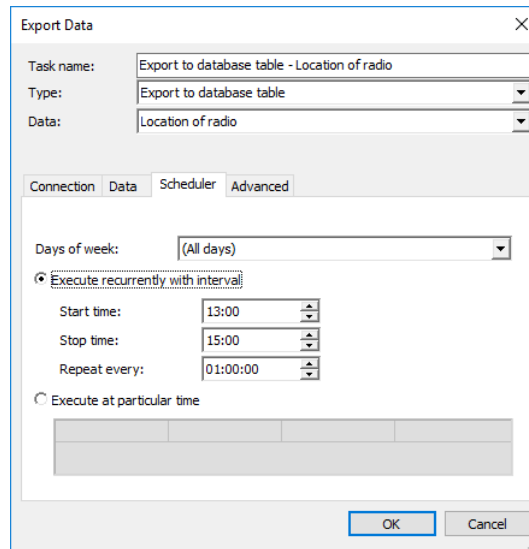
The 'Create table' dialog box shows the 'Table name' field with 'Export\_Locations'. Below it, a 'Column list' table shows columns to be added to the table:

| Table column                                   | Data            |
|--|-----------------|
| <input checked="" type="checkbox"/> Date       | Location date   |
| <input checked="" type="checkbox"/> Latitude   | Latitude        |
| <input checked="" type="checkbox"/> Longitude  | Longitude       |
| <input checked="" type="checkbox"/> Speed      | Speed           |
| <input checked="" type="checkbox"/> Direction  | Direction       |
| <input checked="" type="checkbox"/> Precision  | Accuracy        |
| <input checked="" type="checkbox"/> RadioID    | Radio ID        |
| <input checked="" type="checkbox"/> ID         | Unique radio ID |
| <input checked="" type="checkbox"/> Name       | Radio name      |
| <input checked="" type="checkbox"/> ExportDate | Export date     |

Buttons for 'OK' and 'Cancel' are at the bottom right.

- Select the data fields to add to the table.

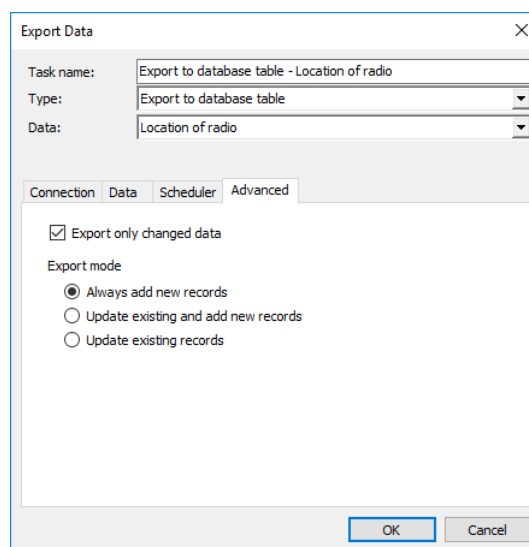
## Scheduler tab



The 'Export Data' dialog box is shown with the 'Scheduler' tab selected. The 'Task name' is 'Export to database table - Location of radio', 'Type' is 'Export to database table', and 'Data' is 'Location of radio'. The 'Days of week' is set to '(All days)'. The 'Execute recurrently with interval' option is selected, with 'Start time' at 13:00, 'Stop time' at 15:00, and 'Repeat every' at 01:00:00. The 'Execute at particular time' option is unselected, and its corresponding table is empty. 'OK' and 'Cancel' buttons are at the bottom right.

- **Days of week**  
In the drop-down list, select the days of the week on which to export the data.
- **Execute recurrently with interval**  
Choose this option to perform data export on a periodic basis.
  - **Start time**  
Specify the time at which to start data export.
  - **Stop time**  
Specify the time at which to stop data export.
  - **Repeat every**  
Specify a time period for periodic data exports.
- **Execute at particular time**  
Choose this option and specify the times in the columns of the table below.

## Advanced tab



The 'Export Data' dialog box is shown with the 'Advanced' tab selected. The 'Task name', 'Type', and 'Data' fields are the same as in the Scheduler tab. The 'Export only changed data' checkbox is checked. Under 'Export mode', the 'Always add new records' radio button is selected, with 'Update existing and add new records' and 'Update existing records' as unselected options. 'OK' and 'Cancel' buttons are at the bottom right.



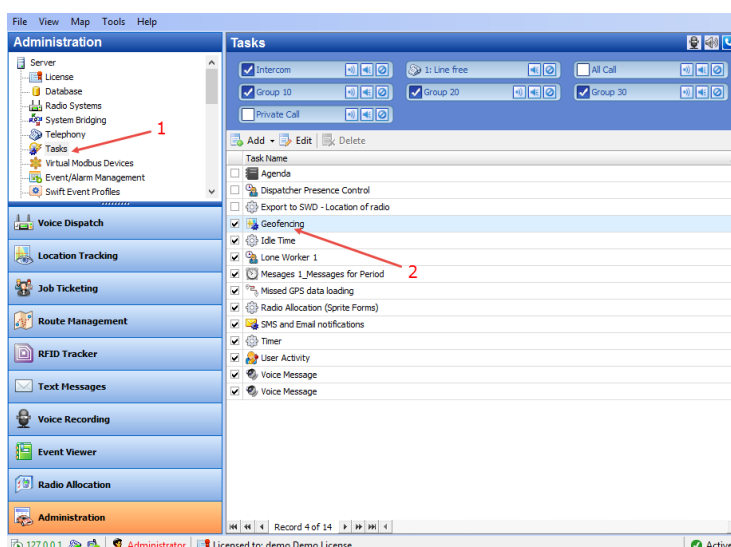
- **Export only changed data**  
Select this option to export only changed location of the radio data.
- **Export mode**  
Choose the mode for exporting data.

#### 6.4.5.6 Geofencing

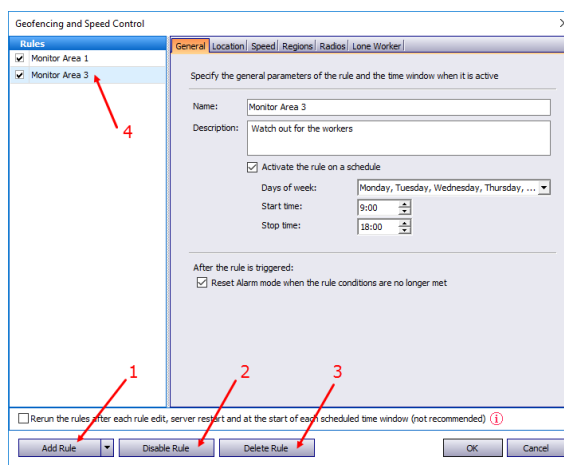
The Geofencing feature allows controlling the location and speed of radios relative to manually defined regions on the map.

The Geofencing monitoring consists of the manually defined regions and the tasks. The regions specify where to apply the rules, while the tasks specify how to apply the rules for the regions and radios.

- Click **Tasks** (1), and double-click **Geofencing** (2) in the **Tasks** pane.



The administrator can **add/disable/delete** the rules for Geofencing as well as edit the currently selected rules:

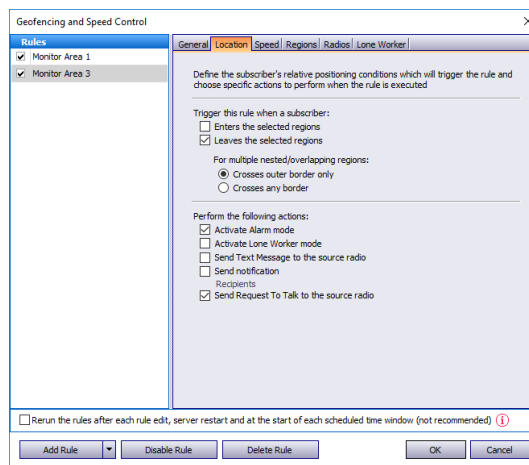


- Click the **Add Rule** button (1) and select the appropriate rule from the drop-down list (Map Region, Beacons, Radios, Lone Worker) to add a rule to the current Geofencing configuration. A new rule will be displayed in the list of rules (4).
- Click the **Disable rule** button (2) to disable the selected rule.
- Click the **Delete rule** button (3) to delete the selected rule.

### General tab

- **Name**  
Specify the rule name.
- **Description**  
Add a description of the rule.
- **Run the rule on a schedule**  
Select this option and in the boxes below specify the schedule for the rule to run.
  - **Days of week**  
In the drop-down list, select the days of the week on which to run the Geofencing rule.
  - **Start time**  
Specify the start time to run the rule.
  - **Stop time**  
Set the time to stop running the rule.
- **Reset Alarm mode when the rule conditions are no longer met**  
Select this option to reset Alarm mode after the rule is triggered.

### Location tab



The screenshot shows the 'Geofencing and Speed Control' dialog box with the 'Location' tab selected. The 'Rules' list on the left contains 'Monitor Area 1' and 'Monitor Area 3'. The main area contains the following options:

Define the subscriber's relative positioning conditions which will trigger the rule and choose specific actions to perform when the rule is executed

Trigger this rule when a subscriber:

- ☐ Enters the selected regions
- ☒ Leaves the selected regions

For multiple nested/overlapping regions:

- ☒ Crosses outer border only
- ☐ Crosses any border

Perform the following actions:

- ☒ Activate Alarm mode
- ☐ Activate Lone Worker mode
- ☐ Send Text Message to the source radio
- ☐ Send notification Recipients
- ☒ Send Request To Talk to the source radio

At the bottom, there is a checkbox for 'Rerun the rules after each rule edit, server restart and at the start of each scheduled time window (not recommended)' and buttons for 'Add Rule', 'Disable Rule', 'Delete Rule', 'OK', and 'Cancel'.

### Trigger this rule when a subscriber:

- **Enters the selected regions**  
Select this option so that the rule will be triggered as soon as a subscriber enters the selected region.

- **Leaves the selected regions**

Select this option so that the rule will be triggered as soon as a subscriber leaves the selected region.

**For multiple nested/overlapping regions**

Choose one of the options specifying for multiple regions whether to consider only outer border of the group of regions, or any border of a region within the group.

**Perform the following actions:**

Here you specify which actions to execute when the rule is triggered.

- **Activate Alarm mode**

Select this option to activate an Alarm mode in the Dispatch Console.

- **Activate Lone Worker mode**

Select this option to automatically activate a Lone Worker mode for the radio in case of entering or leaving the selected region.

- **Send Text Message to the source radio**

Select this option to automatically send a text message to the radio when it enters or leaves the selected region.

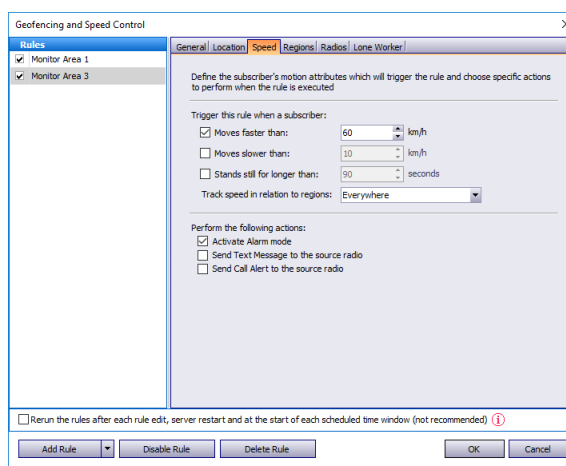
- **Send notification**

Select this option to send a notification when the radio enters or leaves the selected region. Click the **Recipients** link and specify the recipients to send the notification to.

- **Send Request to Talk to the source radio**

Select this option to automatically send a Request-to-Talk to the radio when it enters or leaves the selected region.

**Speed tab**



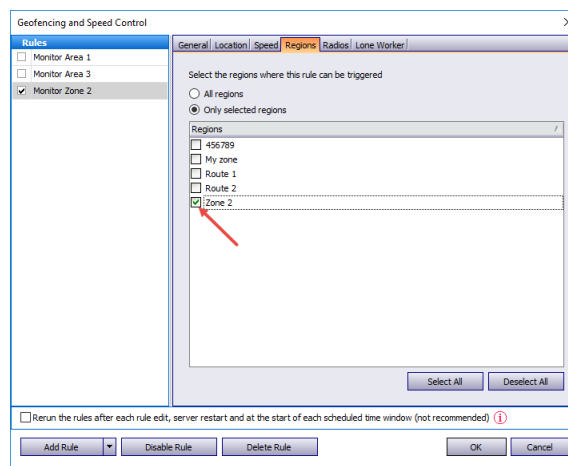
**Trigger the rule when a subscriber:**

- **Moves faster than**

Select this option and specify the maximum allowed speed for the vehicles. The rule will be triggered when the vehicle with the radio exceeds this speed limit.

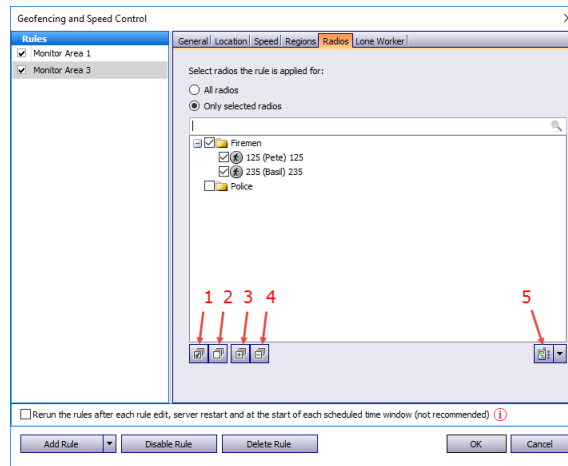
- **Moves slower than**  
Select this option and specify the minimum allowed speed for the vehicles. The rule will be triggered when the vehicle with the radio drops below the specified speed.
- **Stands still for longer than**  
Select this option and specify the time period, in seconds, during which the vehicle is allowed to stand still. The rule will be triggered when the vehicle with the radio stands still for longer than this specified time period.
- **Track speed in relation to regions**  
From the drop-down list, select where to track the speed of the vehicles: inside or outside the selected regions, or independently of the region.


### Regions tab



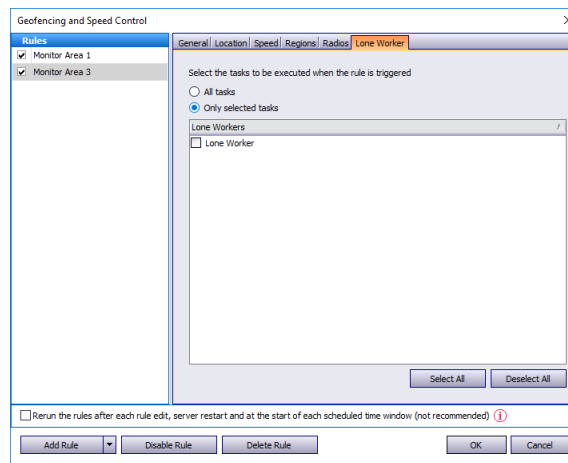
- **All regions**  
Choose this option to apply this rule for all regions.
- **Only selected regions**  
Choose this option to apply the rule for one or several regions.
- **Select all**  
Click this button to select all regions in the list.
- **Deselect all**  
Click this button to deselect all regions in the list.

## Radios tab



- **All radios**  
Choose this option to apply this rule for all radios.
- **Only selected radios**  
Choose this option to apply the rule for one or several radios.
- **Select all (1)**  
Click this button to select all radios in the list.
- **Deselect all (2)**  
Click this button to deselect all radios in the list.
- **Collapse all (3)**  
Click this button to collapse the view of radios in the list.
- **Expand all (4)**  
Click this button to expand the view of radios in the list.
-  (5)  
Click this button, and from the drop-down menu, select which list to display: Radio List, Radio Groups, or Logical Groups.

## Lone Worker tab



- **All Tasks**

Choose this option to execute all Lone Worker tasks configured by the administrator when the rule has been triggered.

- **Only selected tasks**

Choose this option, and in the list below, select the Lone Worker tasks to be executed when the rule has been triggered.

Variable settings for Geofencing rules of event types (Map Region, Beacons, Radios and Lone Worker) are represented in the table below:

| Event type      | Tab Name  | Parameters Description   |
|-----------------|-----------|--|
| Common Settings | General   | <b>Name</b> – specify the rule name;<br><b>Description</b> – add the rule description;   |
|                 | Scheduler | <b>Run the rule on a schedule</b> - select to start a scheduler for Geofencing rules;<br><b>Days of week</b> - select the days of the week on which to activate the Geofencing rule;<br><b>Start time</b> - set the time at which to start the rule;<br><b>Stop time</b> - set the time at which to stop the rule. |
|                 | Radios    | <b>All radios</b> – choose to apply this rule for all radios;<br><b>Only selected radios</b> – choose to apply the rule for one or several radios;<br><b>Select all</b> – click to select all radios in the list;<br><b>Deselect all</b> – click to deselect all radios in the list.                               |

| Event type  | Tab Name   | Parameters Description   |
|---|--|--|
| Map Region.<br>Allows configuring rules when a radio(s) enters or leaves the defined map region(s). | General  | <p><b>Regions Control</b> – select to enable regions control;</p> <p><b>Control mode</b> – select the control mode for regions in the dropdown list;</p> <p><b>Activate Alarm mode if the rule has been triggered</b> – select to activate Alarm mode in the Dispatch Console if Regions Control rule has been triggered;</p> <p><b>Send Text Message to a radio if the rule has been triggered</b> – select to inform radio subscriber if Regions Control rule has been triggered;</p> <p><b>Activate Lone Worker if the rule has been triggered</b> – allows automatically activating a Lone Worker policy for a radio in case of entering or leaving exact region on map. Select to enable this option.</p> <p><b>Speed and Idle Control</b> – select to enable speed and idle control;</p> <p><b>Control mode</b> – select the control mode for speed and idle control in the dropdown list;</p> <p><b>Maximum Speed</b> – set the maximum speed for radio;</p> <p><b>Maximum Idle Time</b> – set the maximum idle time for radio;</p> <p><b>Activate Alarm mode if the rule has been triggered</b> – select to activate Alarm mode in the Dispatch Console if Speed and Idle Control rule has been triggered</p> <p><b>Send Text Message to a radio if the rule has been triggered</b> – select to inform radio subscriber if Speed and Idle Control rule has been triggered;</p> <p><b>Send Call Alert to a radio if the rule has been triggered</b> – select to inform radio subscriber if the rule has been triggered;</p> <p><b>Reset Alarm mode if the rule is not triggered</b> – select to inform radio subscriber if the rule has not been triggered.</p> |
|   | Scheduler  | See above.   |
|   | Regions.<br>Select regions to apply the rule                         | <p><b>All regions</b> – choose to apply this rule for all regions;</p> <p><b>Only selected regions</b> – choose to apply the rule for one or several regions;</p> <p><b>Select all</b> – click to select all regions in the list;</p> <p><b>Deselect all</b> – click to deselect all regions in the list.</p>  |
|   | Radios   | See above.   |
|   | Lone Worker.<br>Enables Lone Worker when the rule has been triggered | <p><b>All Tasks</b> – choose to apply all tasks configured by the administrator when the rule has been triggered;</p> <p><b>Only selected tasks</b> – choose this option, and in the list below, select the Lone Worker tasks to be executed when the rule has been triggered.</p>   |

| Event type  | Tab Name  | Parameters Description  |
|---|---|---|
| Beacons.<br>Allows configuring rules when a radio (s) enters or leaves the beacon coverage zone | General   | Control mode:<br><b>Control entering beacon coverage zone</b> – select to enable the rule when a radio enters beacon coverage zone;<br><b>Control leaving beacon coverage zone</b> – select to enable the rule when a radio leaves beacon coverage zone;<br><b>Activate Alarm mode if the rule has been triggered</b> – select to activate Alarm mode in the Dispatch Console if Beacons rule has been triggered;<br><b>Reset Alarm mode if the rule is not triggered</b> – select to reset Alarm mode in the Dispatch Console automatically if the rule condition was not triggered (for example, when <b>Control entering beacon coverage zone</b> is selected and the radio enters the monitored coverage zone and then instantly leaves the zone, the alarm mode in the Dispatch Console will be reset automatically)<br><b>Send Call Alert to a radio if the rule has been triggered</b> – select to inform radio subscriber if the rule has been triggered;<br><b>Send Text Message to a radio if the rule has been triggered</b> – select to inform radio subscriber if Beacons rule has been triggered;<br><b>Activate Lone Worker if the rule has been triggered</b> – allows automatically activating a Lone Worker policy for a radio in case of entering or leaving beacon coverage zone. Select to enable this option. |
|   | Scheduler   | See above.  |
|   | Radios  | See above.  |
|   | Beacons.<br>Enables the rule for selected beacons | <b>All Beacons</b> – choose to apply this rule for all beacons;<br><b>Only selected beacons</b> – choose to apply the rule for one or several beacons.  |
|   | Lone Worker                                       | See above.  |

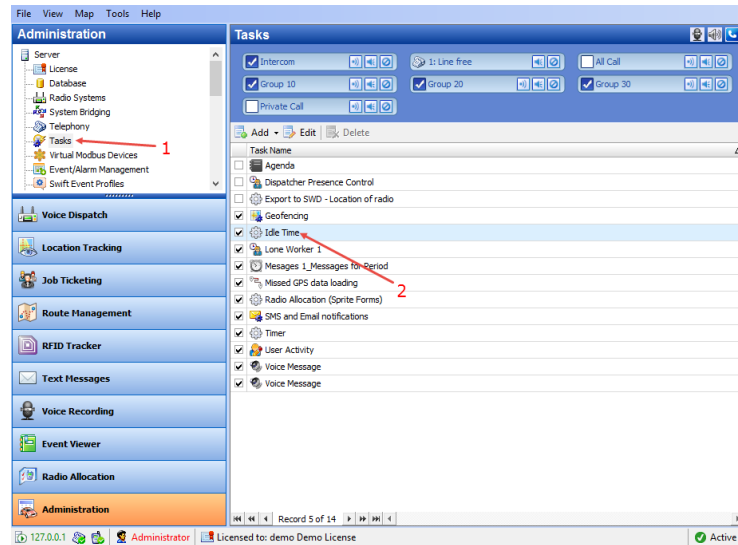


| Event type  | Tab Name    | Parameters Description  |
|---|-------------|---|
| Radios.<br>Allows using radio(s) as a map region and monitor when another radio(s) enters or leaves radio's coverage zone | General     | <b>Control mode:</b><br><b>Control Entering Region</b> – select to enable the rule when a radio enters the coverage zone associated with another radio;<br><b>Control Leaving Region</b> – select to enable the rule when a radio leaves the coverage zone associated with another radio;<br><b>Activate Alarm mode if the rule has been triggered</b> – select to activate Alarm mode in the Dispatch Console if Radios rule has been triggered;<br><b>Reset Alarm mode if the rule is not triggered</b> – select to reset Alarm mode in the Dispatch Console automatically if the rule condition was not triggered (for example, when <b>Control Entering Region</b> is selected and radio enters to the monitored coverage zone and then instantly leaves the zone, alarm mode in the Dispatch Console will be reset automatically)<br><b>Send Text Message to a radio if the rule has been triggered</b> – select to inform radio subscriber if Radios rule has been triggered;<br><b>Send Call Alert to a radio if the rule has been triggered</b> – select to inform radio subscriber if the rule has been triggered;<br><b>Minimum distance between radios</b> – specify the distance, in meters. When a distance is less than the selected value, the rule will be triggered according to the settings above.<br><b>Color of region</b> – select the radio coverage zone color. |
|   | Scheduler   | See above.  |
|   | Regions     | Select radio coverage zones the rule is applied for.  |
|   | Radios      | See above.  |
| Lone Worker.<br>Allows configuring scheduled Lone Worker tasks  | General     | <b>Days of week</b> – select the days to activate the Lone Worker rule;<br><b>Start time</b> – set the time to start the rule;<br><b>Stop time</b> – set the time to stop the rule.   |
|   | Radios      | See above.  |
|   | Lone Worker | Select all configured by Administrator Lone Worker tasks or several configured tasks.<br><br>When a Lone Worker task is mentioned as Disabled, the administrator should enable the task.  |

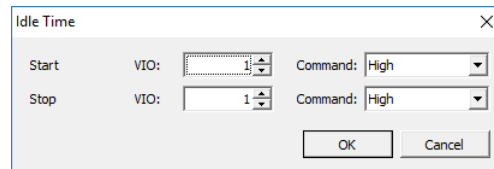
#### 6.4.5.7 Idle Time

The Idle Time feature allows monitoring vehicles idle time assigning Telemetry Commands on selected VIOs.

- Click **Tasks** (1), and double-click **Idle Time** (2) in the **Tasks** pane.



Specify the telemetry command to set the Idle Time:



## Start

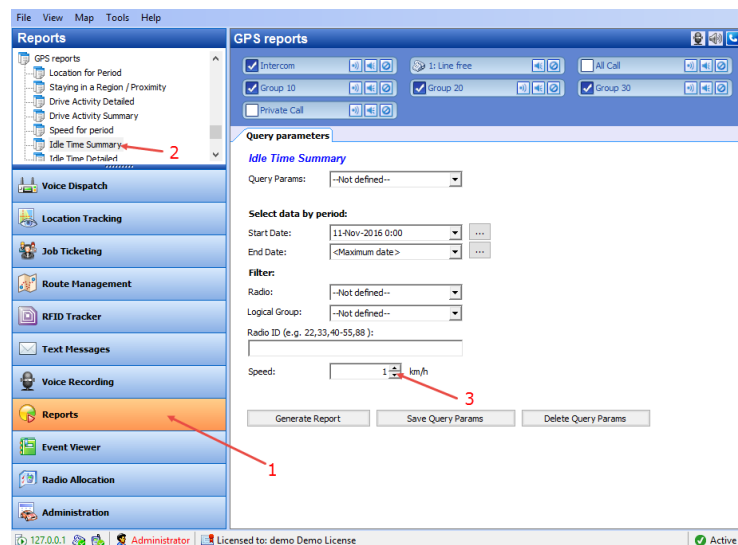
- Specify the telemetry **VIO** and **Command** to start the Idle Time.

## Stop

- Specify the telemetry **VIO** and **Command** to stop the Idle Time.

The administrator can see Idle Time reports and statistics.

Click **Reports** (1), and under **GPS reports**, click **Idle Time Summary** or **Idle Time detailed** (2) to see a common Idle Time report:

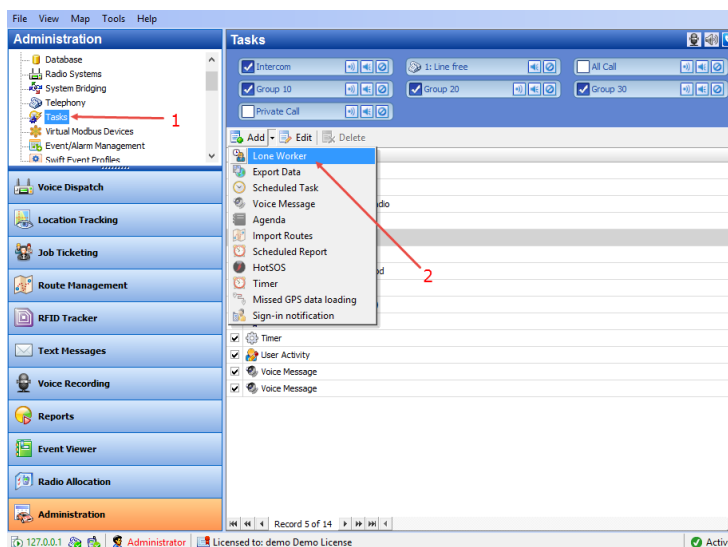


Note: Specify the speed accuracy value in the **Speed** box (3).

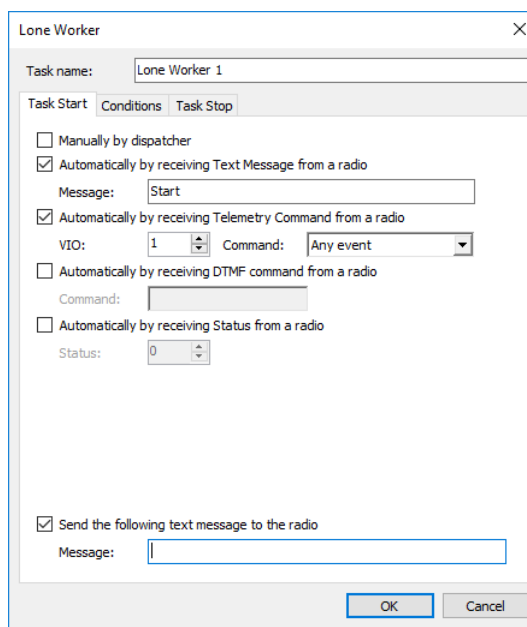
#### 6.4.5.8 Lone Worker

The Lone Worker policy lets the dispatcher set a time interval the communication with a subscriber is expected. For example, if a lone worker has not called the dispatcher for 15 minutes, the radio receives a message and the Dispatcher receives an alarm signal.

- To add a Lone Worker task, select **Tasks** (1), and click **Add > Lone Worker** (2).



- In the **Lone Worker** dialog box that appears, specify the following parameters:



The screenshot shows the 'Lone Worker' dialog box. The 'Task name' field is set to 'Lone Worker 1'. The 'Task Start' tab is selected. The 'Conditions' section has the following settings:

- ☐ Manually by dispatcher
- ☒ Automatically by receiving Text Message from a radio
  - Message: Start
- ☒ Automatically by receiving Telemetry Command from a radio
  - VIO: 1
  - Command: Any event
- ☐ Automatically by receiving DTMF command from a radio
  - Command:
- ☐ Automatically by receiving Status from a radio
  - Status: 0

The 'Task Stop' section has the following settings:

- ☒ Send the following text message to the radio
  - Message:

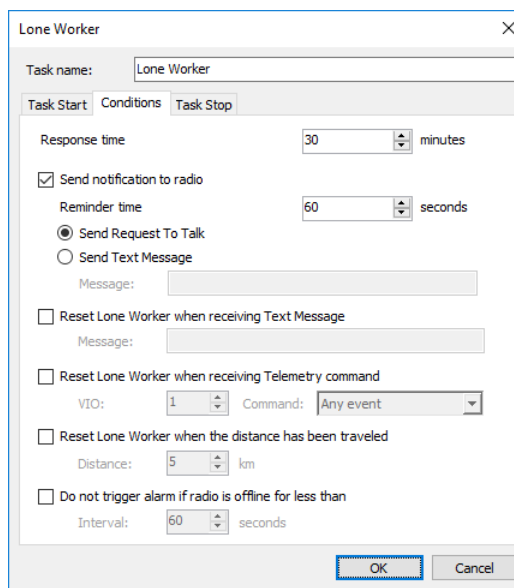
The 'OK' and 'Cancel' buttons are at the bottom right.

#### Task Start tab

- Manually by dispatcher**  
Select this option to start the Lone Worker task manually by the dispatcher.

- **Automatically by receiving Text Message from a radio**  
Select this option so that the Lone Worker task will start after receiving a message from a radio. If you select this option, specify a text message in the **Message** box.
- **Automatically by receiving Telemetry Command from a radio**  
Select this option so that the Lone Worker task will start after receiving a telemetry command from a radio. If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.
- **Automatically by receiving DTMF command from a radio**  
Select this option so that the Lone Worker task will start after receiving a predefined DTMF command, for instance, #11#. If you select this option, specify a DTMF combination without the # characters in the **Command** box.
- **Automatically by receiving Status from a radio**  
Select this option so that the Lone Worker task will start after receiving a specified status from a radio. If you select this option, specify **Status**.
- **Send the following text message to the radio**  
Select this option and in the **Message** box enter the text message that will be sent to the radio when a Lone Worker task is started for that radio.

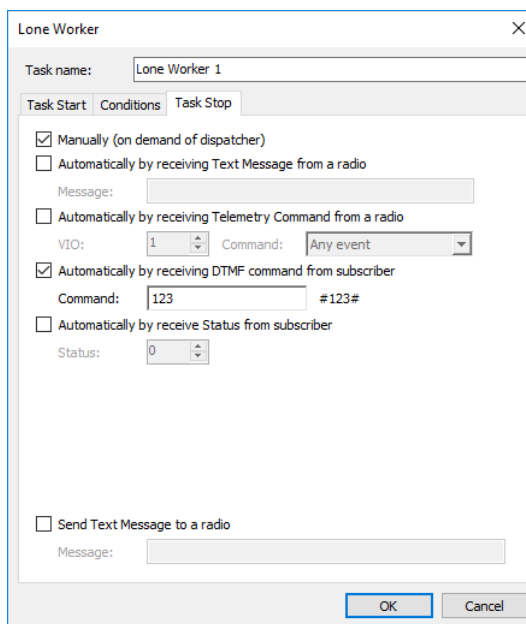
### Conditions tab



- **Response time**  
Specify the time period, in minutes, that determines how long TRBOnet Server waits since the last radio transmission.
- **Send notification to radio**  
Select this option so that TRBOnet Server will send a notification to the radio before raising the alarm if the radio has not transmitted for the specified time period.

- **Reminder time**  
Specify the time period before it comes to raise the alarm, to send a notification asking the radio to respond.
- **Send Request to Talk**  
Choose this option to send a Request-to-Talk to the radio.
- **Send Text Message**  
Choose this option to send a text message to the radio. Specify the message text in the **Message** box.
- **Reset Lone Worker when receiving Text Message**  
Select this option to reset the Lone Worker task after receiving the message specified in the **Message** box.
- **Reset Lone Worker when receiving Telemetry command**  
Select this option to reset the Lone Worker task after receiving the telemetry command. If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.
- **Reset Lone Worker when the distance has been traveled**  
Select this option to reset the Lone Worker task after the distance specified in the **Distance** box has been traveled.
- **Do not trigger alarm if radio is offline for less than**  
Select this option so that the alarm is not triggered if the radio is offline for a time less than the time specified in the **Interval** box.

## Task Stop tab



The screenshot shows the 'Lone Worker' configuration window with the 'Task Stop' tab selected. The 'Task name' is 'Lone Worker 1'. The 'Task Start' tab is also visible. The 'Task Stop' tab contains the following options:

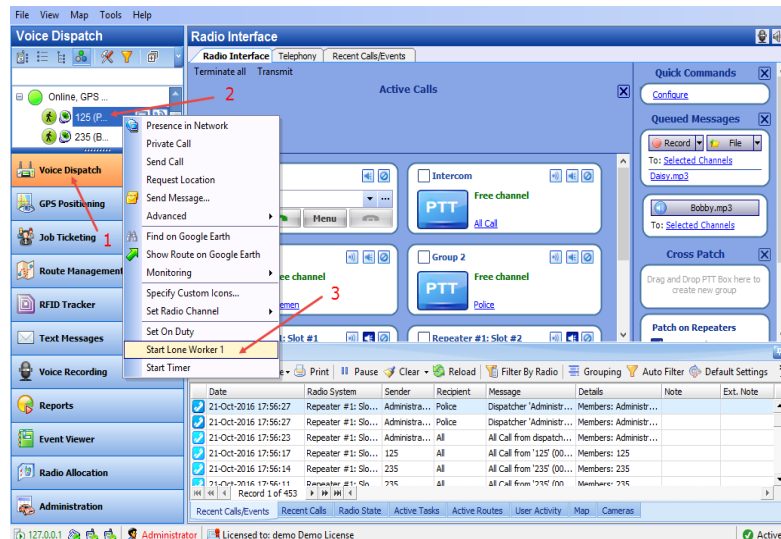
- ☒ Manually (on demand of dispatcher)
- ☐ Automatically by receiving Text Message from a radio  
Message:
- ☐ Automatically by receiving Telemetry Command from a radio  
VIO:  Command:
- ☒ Automatically by receiving DTMF command from subscriber  
Command:  #123#
- ☐ Automatically by receive Status from subscriber  
Status:
- ☐ Send Text Message to a radio  
Message:

At the bottom right are 'OK' and 'Cancel' buttons.

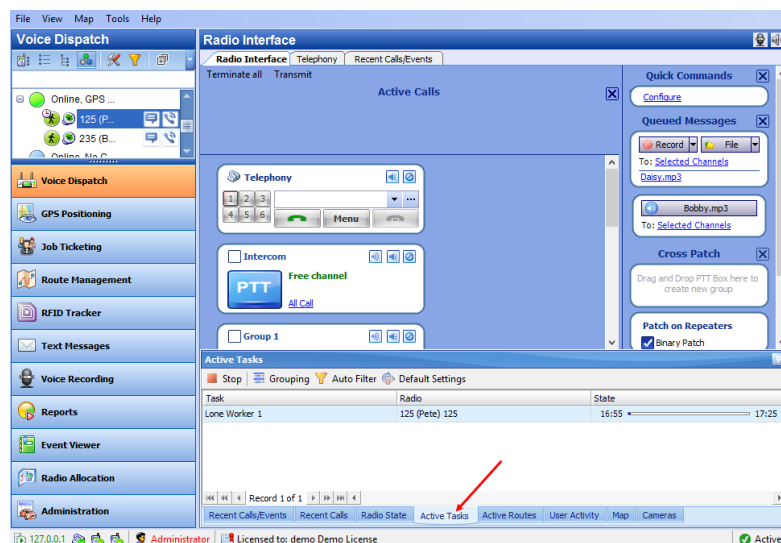
In the **Task Stop** tab, you can specify how to stop the Lone Worker task. The available options are similar to those you specified on the **Task Start** tab.

## Enabling Lone Worker

- To enable the Lone Worker task for a selected radio, go to **Voice Dispatch** (1), right-click the selected radio (2), and choose **Start Lone Worker** (3):

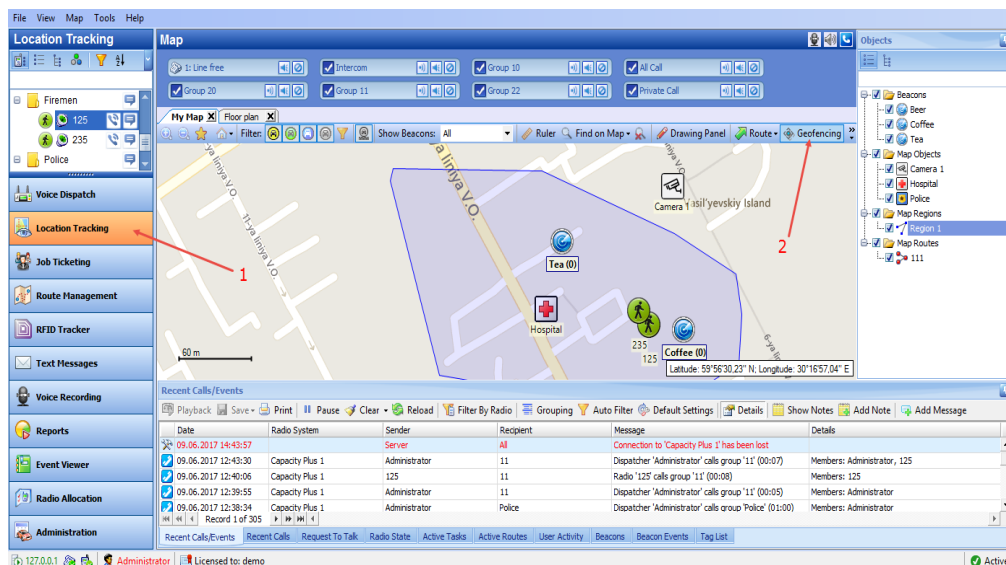


- To monitor the Lone Worker task, click the **Active Tasks** tab:

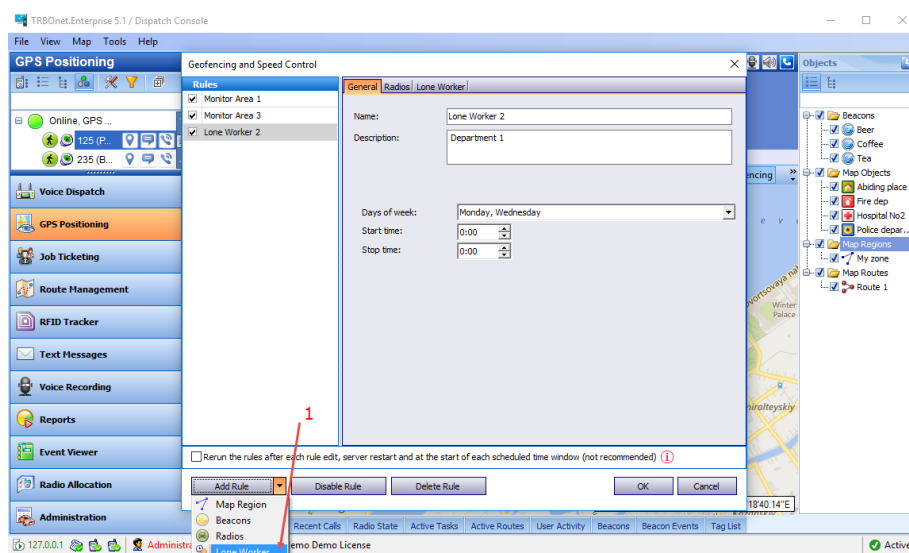


## Enabling Lone Worker from Geofencing

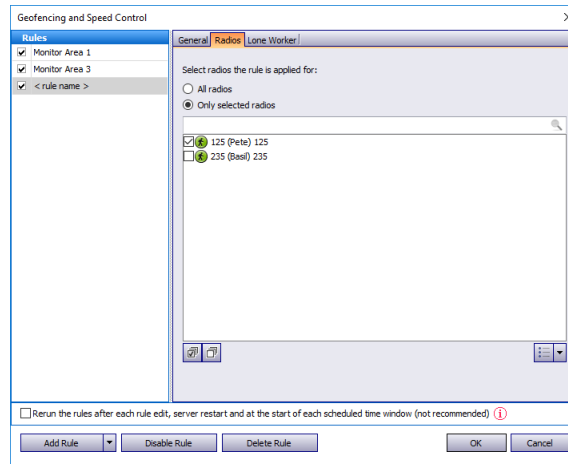
- Click **Location Tracking** (1), and click the **Geofencing** button (2) in the **Map** pane:



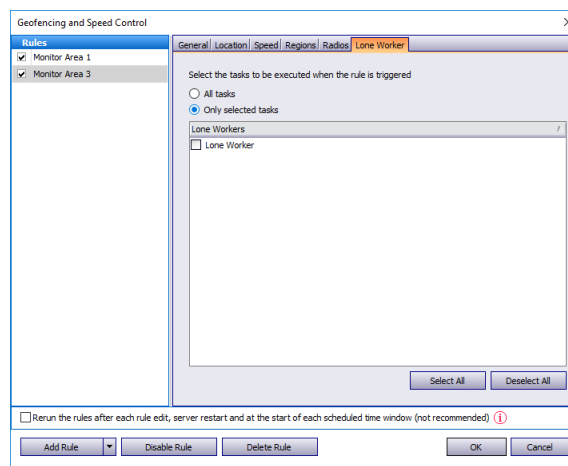
- In the **Geofencing and Speed Control** dialog box, click **Add Rule > Lone Worker** (1):



- Specify a **Name** for the Lone Worker rule and add a **Description**.
- **Days of week**  
In the drop-down list, select the days of the week on which to activate the Lone Worker rule.
- **Start time**  
Specify the time at which to start the rule.
- **Stop time**  
Specify the time at which to stop the rule.
- Click the **Radios** tab and add radios to which to apply the Lone Worker rule:



- **All radios**  
Choose to apply this rule to all radios.
- **Only selected radios**  
Choose to apply the rule to one or several radios.
- **Select all**  
Click to select all radios in the list.
- **Deselect all**  
Click to deselect all radios in the list.
- Click the **Lone Worker** tab and select the configured Lone Worker tasks:



- Choose either all configured Lone Worker tasks or several configured tasks.

Note: When a Lone Worker task is mentioned as **Disabled**, enable it on the **Tasks** pane.

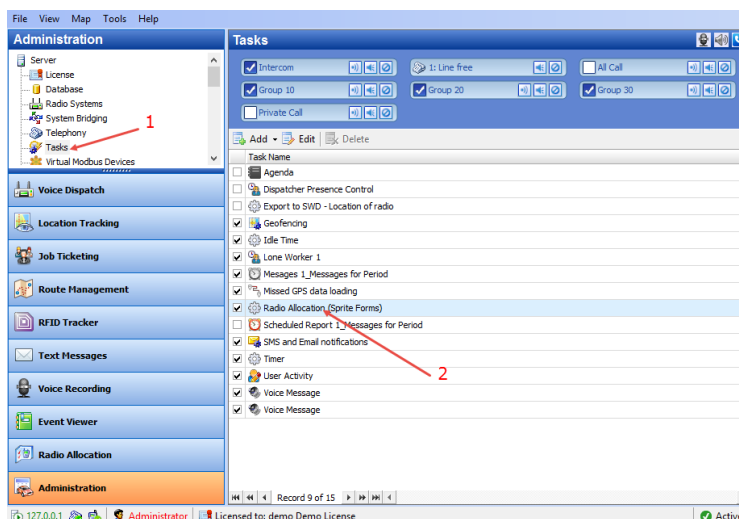
#### 6.4.5.9 Radio Allocation (Sprite Forms)

This function is used for direct communication between the dispatcher and the subscriber via special **Tallysman Option board** installed into the radio. The dispatcher and subscriber have special form templates. The dispatcher receives Duty ID of the subscriber with his template output form whereas the subscriber sends it using his template input form. The radio name changes to its Duty ID.

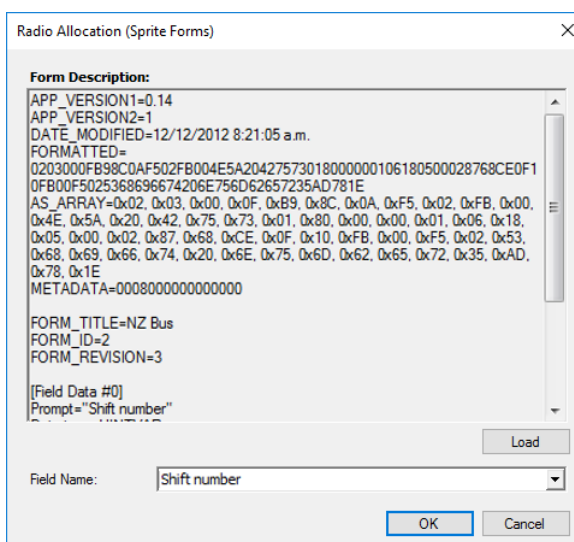


Note: Any activity may be decoded with its Duty ID so this is a way to communicate for the dispatcher and subscribers only.

- Click **Tasks** (1), and double-click **Radio Allocation (Sprite Forms)** (2) in the **Tasks** pane.



- Load the **Sprite Form** (output template) and select the **Field Name**:

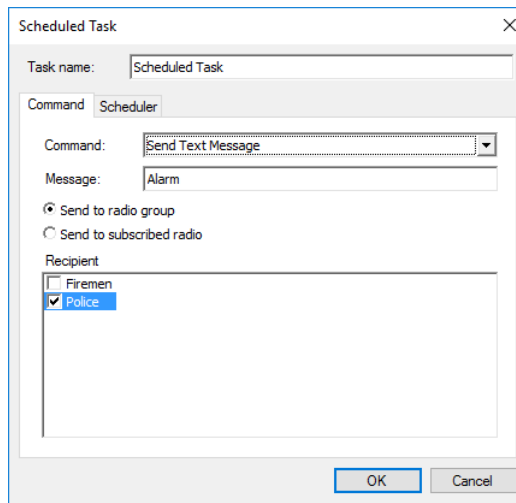
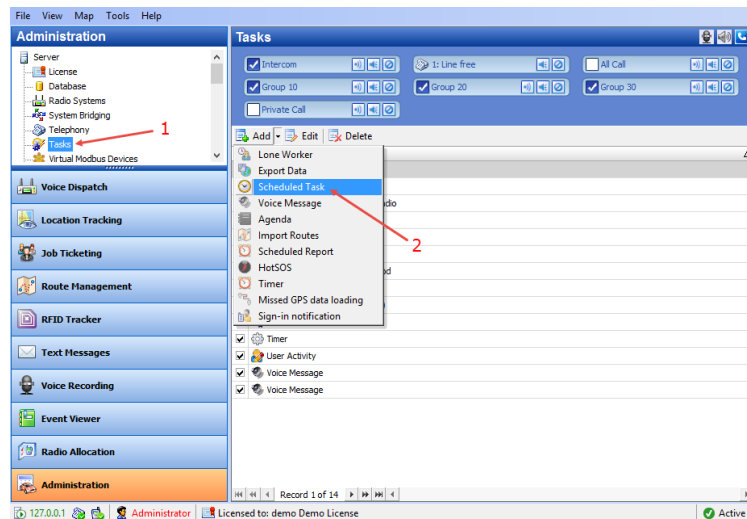


- Click **OK** to add a Sprite Form.

#### 6.4.5.10 Scheduled Task

This function allows sending scheduled messages to radios.

- To add a scheduled task, click **Add** (1) > **Scheduled task** (2):



- **Task name**  
Specify a name for the task.
- **Command**  
From the drop-down list, select what to send to selected radios.

### Send Text Message

- **Message**  
Enter the message text in this box.

### Send Telemetry

Select this command to send scheduled telemetry commands to selected radios/groups, or request telemetry states from selected radios/groups.

- **VIO**  
Specify the VIO contact.
- **Command**  
From the drop-down list, select the signal level at which to send the telemetry command to selected radios/groups, or select 'Request state' to receive telemetry states from selected radios/groups.

## Request Location

Select this command to receive location data from selected radios/groups.

- **Send to radio group**

Choose this option to send the specified command to selected radio groups.

- **Send to subscribed radio**

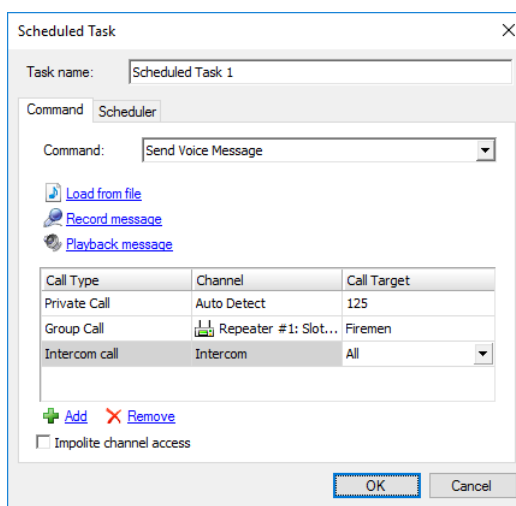
Choose this option to send the specified command to selected radios.

- **Recipient**

In this list, select the radio groups/radios to send the specified command to, or receive telemetry/location data from.

## Send Voice Message

Select this command to send a voice message to selected radios/groups:



- **Load from file**

Click this link to load an existing file from your PC.

- **Record Message**

Click this link to record a new voice message.

- **Play back message**

Click this link to play back the voice message.

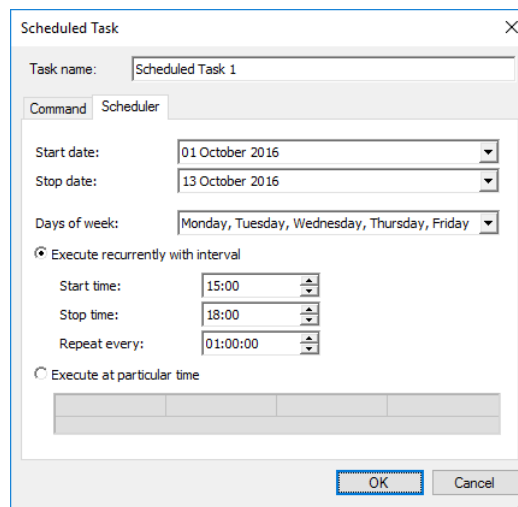
- Specify **Call type**, **Channel**, and **Call Target** for a voice message.

Note: To send a Voice Message to a subscriber from the phone book, click the ellipsis (...) button in the Call Target column and select a contact from the phone book.

- **Impolite channel access**

Select this option so that the voice message will be sent regardless of whether the channel is busy or not.

## Scheduler tab



- **Start date**  
Select a date to start the task.
- **Stop date**  
Select a date to stop the task.
- **Days of week**  
In the drop-down list, select the days of the week on which to perform the task.
- **Execute recurrently with interval**  
Choose this option to perform the task on a periodic basis.
- **Start time**  
Specify the time at which to start the task.
- **Stop time**  
Specify the time at which to stop the task.
- **Repeat every**  
Specify a time period for periodic task executions.
- **Execute at particular time**  
Choose this option and specify the times in the columns of the table below.

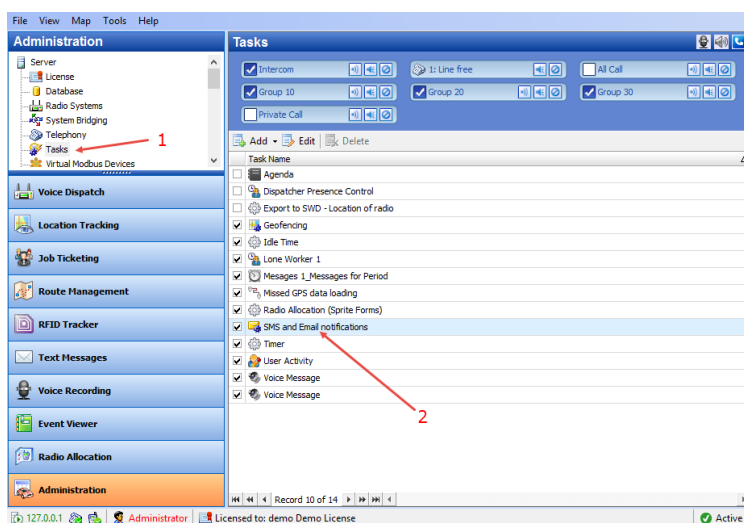
### 6.4.5.11 SMS and Email Notifications

TRBOnet Dispatch Console allows managing text messages:

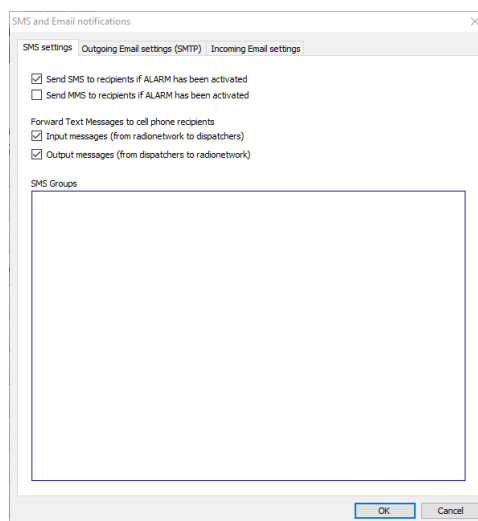
1. Send Text Messages from LAN to a particular radio or talk group (POP3 Server);
2. Forward all Text Messages from radios to base radio to particular email address (SMTP Server).

**Note:** Microsoft Exchange Server can be used as SMTP and POP3 servers. For more details on SMTP or POP3 servers, ask your System Administrator.

To enable the task, click **Tasks** (1), and double-click **SMS and Email notifications** (2) in the **Tasks** pane.



## SMS settings tab



- **Send SMS to recipients if ALARM has been activated**  
Select this option to send an SMS in case of an alarm on the radio.
- **Send MMS to recipients if ALARM has been activated**  
Select this option to send an MMS in case of an alarm on the radio.

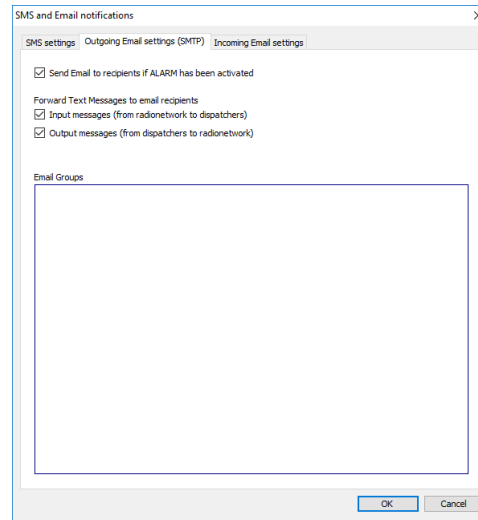
### Forward Text Messages to cell phone recipients

- **Input messages (from radio network to dispatchers)**  
Select this option to forward incoming text messages to cell phones.
- **Output messages (from dispatchers to radio network)**  
Select this option to forward outgoing text messages to cell phones.

For more details on SMS settings, see section [5.16.2, Outgoing Mail Server](#) (page 87).

A radio sends text messages to the base station. TRBOnet Server forwards all text messages to a particular email address (for example, [admin@yourcompany.com](mailto:admin@yourcompany.com)). The administrator receives text messages from radios as regular emails.

### Outgoing Email settings (SMTP) tab



- **Send Email to recipients if ALARM has been activated**

Select this option to send an Email in case of alarm.

### Forward Text Messages to email recipients

- **Input messages (from radio network to dispatchers)**

Select this option to forward incoming text messages to Email address(es).

- **Output messages (from dispatchers to radio network)**

Select this option to forward outgoing text messages to Email address(es).

### Incoming Email settings tab

TRBOnet Server connects to POP3 server, reads emails and sends text messages to radios or talk groups.

1. Create an email account on your email server.
2. Send an email to [radioserver@yourcompany.com](mailto:radioserver@yourcompany.com). In the **Subject** field, enter **Radio ID: XXX** to send an email to a selected radio, or **Group ID: XXX** to send an email to a selected radio group.

Note: If you don't properly specify the email **Subject**, or specified a non-existing **Radio ID**, a corresponding notification will appear in the Event Viewer of the Dispatch Console.

- **Forward incoming emails to radio network (from email box to radios)**

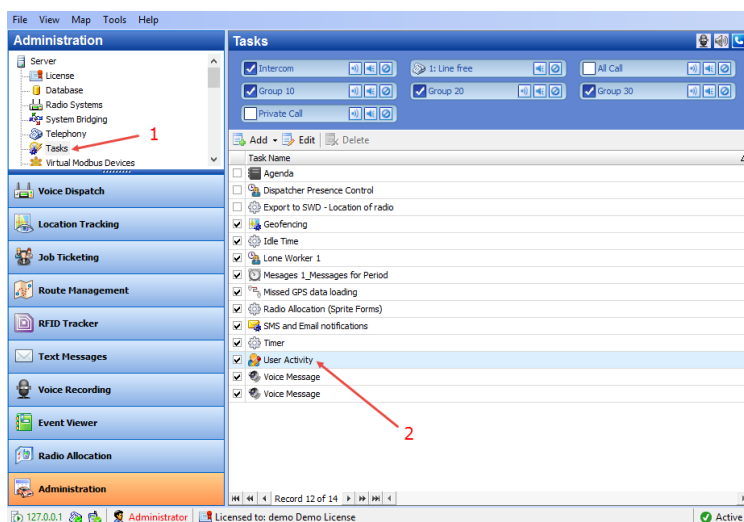
Select this option to forward incoming emails to radio network.

#### 6.4.5.12 User Activity

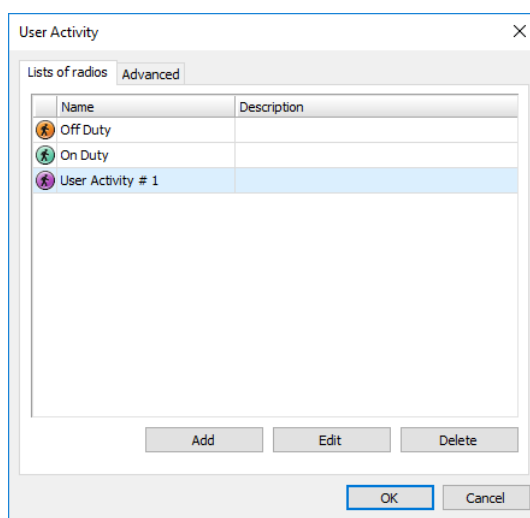
The **User Activity** function allows the dispatcher to create lists of radios, to which radios can be assigned due to their activity.

For example, if a subscriber sends an **On duty** message or presses an exact preset telemetry button, this subscriber gets assigned to the **On duty** list in the Dispatch Console. The dispatcher can also manually assign subscribers to lists.

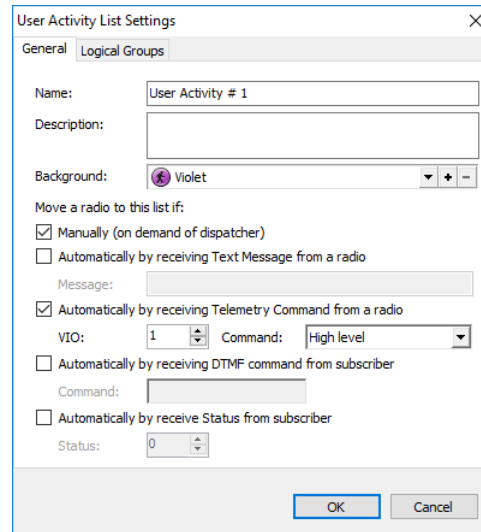
- To enable the User Activity task, click **Tasks** (1), and double-click **User Activity** (2) in the **Tasks** pane:



## Lists of radios tab



- Click **Add** to add a list of radio activities:



The dialog box is titled "User Activity List Settings" and has two tabs: "General" and "Logical Groups". The "General" tab is active. It contains the following fields and options:

- Name:** A text box containing "User Activity # 1".
- Description:** An empty text box.
- Background:** A color selection button showing a purple circle, with a dropdown menu set to "Violet".
- Move a radio to this list if:**
  - ☒ **Manually (on demand of dispatcher)**
  - ☐ **Automatically by receiving Text Message from a radio**
    - Message:** An empty text box.
  - ☒ **Automatically by receiving Telemetry Command from a radio**
    - VIO:** A dropdown menu set to "1".
    - Command:** A dropdown menu set to "High level".
  - ☐ **Automatically by receiving DTMF command from subscriber**
    - Command:** An empty text box.
  - ☐ **Automatically by receive Status from subscriber**
    - Status:** A dropdown menu set to "0".

At the bottom right are "OK" and "Cancel" buttons.

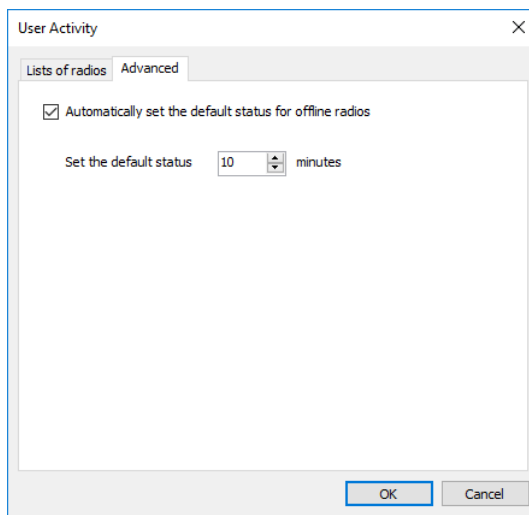
- **Name**  
Specify a name for the user activity list.
- **Description**  
Add a description for the user activity list.
- **Background**  
Select the background color to display the radios assigned to the list.

**Move a radio to this list if:**

- **Manually by dispatcher**  
Select this option to assign radios to the list manually.
- **Automatically by receiving Text Message from a radio**  
Select this option to assign a radio to the list after receiving a text message from the radio. If you select this option, specify a brief text message in the **Message** box.
- **Automatically by receiving Telemetry Command from a radio**  
Select this option to assign a radio to the list after receiving a telemetry command. If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.
- **Automatically by receiving DTMF command from a radio**  
Select this option to assign a radio to the list after receiving a predefined DTMF command, for instance, #11#. If you select this option, specify a DTMF combination without the # characters in the **Command** box.

To assign offline radios to the default User Activity list, click the **Advanced** tab:



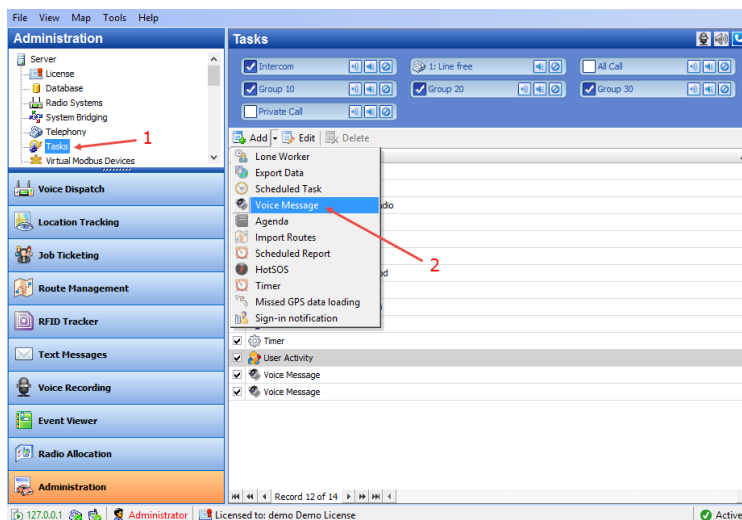


- **Automatically set the default status for offline radios**  
Select this option to allow assigning the default status for offline radios.
- **Timeout**  
Specify the time period, in minutes, after which the default status is set to a radio.

#### 6.4.5.13 Voice Message

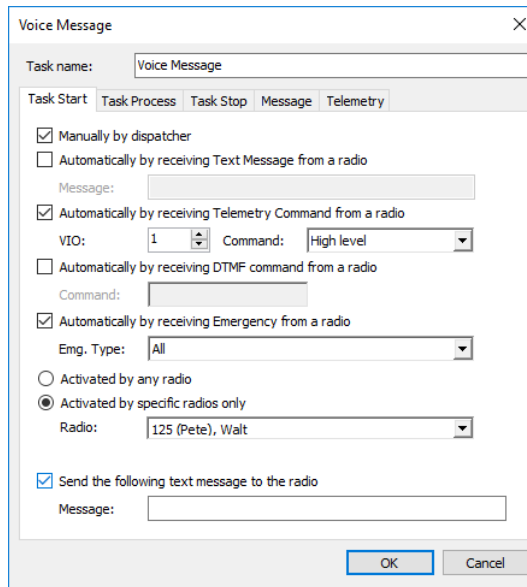
The Voice Message allows automatically broadcasting a predefined Voice Message after receiving a telemetry command, a text message or a DTMF command.

- To add a Voice Message task, select **Tasks** (1), and click **Add > Voice Message** (2).



The user can have several Voice Message policies for different purposes. Specify a name of the policy in the **Task name** box and set the policy's parameters.

## Task Start tab



- **Manually by dispatcher**  
Select this option to allow the dispatcher to manually start the Voice Message task.
- **Automatically by receiving Text Message from a radio**  
Select this option to start the Voice Message task after receiving a specified text message from a radio. If you select this option, specify a brief text message in the **Message** box.
- **Automatically by receiving Telemetry Command from a radio**  
Select this option to start the Voice Message task after receiving a telemetry command. If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.
- **Automatically by receiving DTMF command from a radio**  
Select this option to start the Voice Message task after receiving a DTMF command from a radio, for instance, #11#. If you select this option, specify a DTMF combination without the # characters in the **Command** box.
- **Automatically by receiving Emergency from a radio**  
Select this option to start the Voice Message task after receiving an emergency command from a radio.
  - **Emg. Type**  
From the drop-down list, select the type of emergency to be sent from a radio.
- **Activated by any radio**  
Choose this option to expect receiving data from any radio in the system.
- **Activate by specific radios only**  
Choose this option to expect receiving data from selected radios.

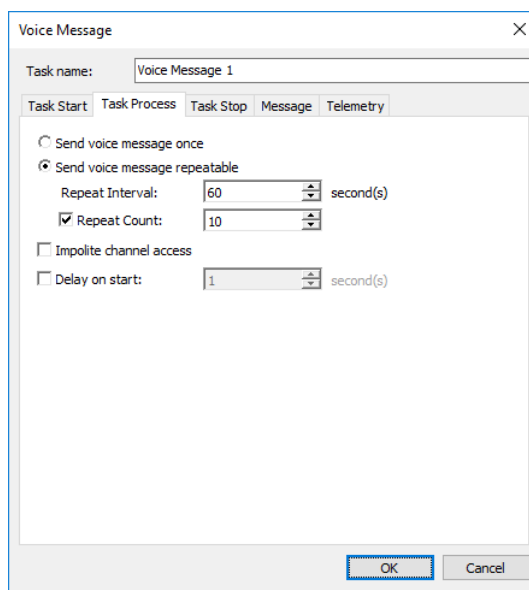
- **Radio**

In the drop-down list, select the radio(s).

- **Send Text Message to a radio**

Select this option so that a text message will be sent to the radio that activated the Voice Message task. If you select this option, specify a brief text message in the **Message** box.

### Task Process tab



Voice Message

Task name: Voice Message 1

Task Start Task Process Task Stop Message Telemetry

☐ Send voice message once  
☒ Send voice message repeatedly  
 Repeat Interval: 60 second(s)  
☒ Repeat Count: 10  
☐ Impolite channel access  
☐ Delay on start: 1 second(s)

OK Cancel

- **Send Voice Message once**

Choose this option to send the voice message to a selected radio (s) only once.

- **Send Voice Message repeatedly**

Choose this option to send the voice message repeatedly.

- **Repeat Interval**

Specify the repeat interval, in seconds.

- **Repeat Count**

Select this check box and specify the number of times to repeat the voice message.

- **Impolite channel access**

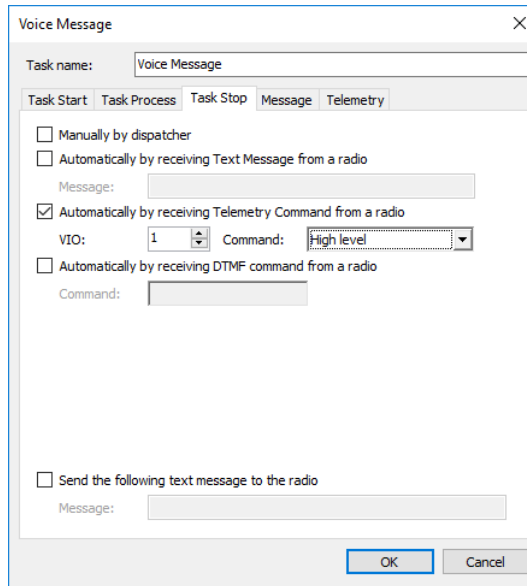
Select this option so that the voice message will be sent regardless of whether the channel is busy or not.

- **Start delay**

Select this check box and specify the delay time, in seconds, for the Voice Message task.

### Task Stop tab

Note: These options are available only if you have selected the **Send Voice Message repeatedly** option in the **Task Process** tab.



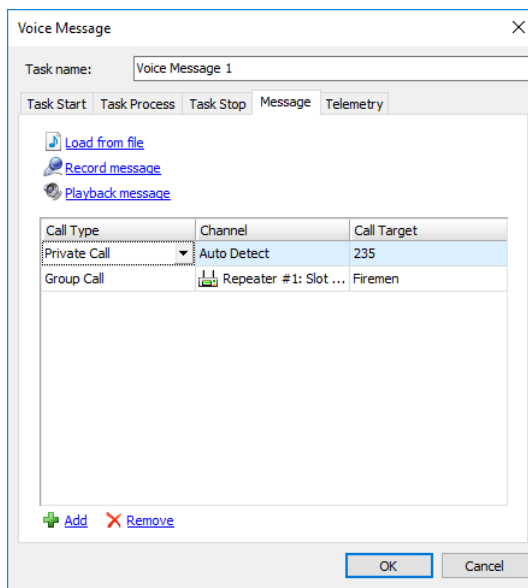
The dialog box is titled "Voice Message" and has a close button (X) in the top right corner. It contains a "Task name:" field with the value "Voice Message". Below this are five tabs: "Task Start", "Task Process", "Task Stop", "Message", and "Telemetry". The "Task Stop" tab is currently selected. Inside this tab, there are four options, each with a checkbox:

- ☐ Manually by dispatcher
- ☐ Automatically by receiving Text Message from a radio
  - Message:
- ☒ Automatically by receiving Telemetry Command from a radio
  - VIO:  Command:
- ☐ Automatically by receiving DTMF command from a radio
  - Command:

At the bottom of the dialog, there is an unchecked checkbox labeled "Send the following text message to the radio". Below it is a "Message:" field. At the very bottom are "OK" and "Cancel" buttons.

- Manually by dispatcher**  
 Select this option to allow the dispatcher to manually stop the Voice Message task.
- Automatically by receiving Text Message from a radio**  
 Select this option to stop the Voice Message task after receiving a message from a radio. If you select this option, specify a text message in the **Message** box.
- Automatically by receiving Telemetry Command from a radio**  
 Select this option to stop the Voice Message task after receiving a telemetry command from a radio: If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.
- Automatically by receiving DTMF command from a radio**  
 Select this option to stop the Voice Message task after receiving a DTMF command from a radio, for instance, #11#. If you select this option, specify a DTMF combination without the # characters in the **Command** box.
- Send Text Message to a radio**  
 Select this option so that a text message will be sent to the radio that stopped the Voice Message task. If you select this option, specify a brief text message in the **Message** box.

## Message tab



Voice Message dialog box, Message tab. The dialog has tabs for Task Start, Task Process, Task Stop, Message, and Telemetry. The Message tab is active. It contains links for Load from file, Record message, and Playback message. Below these is a table with columns Call Type, Channel, and Call Target.

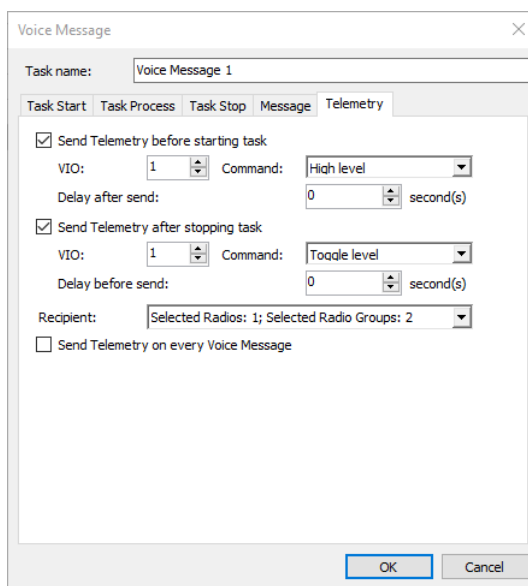
| Call Type    | Channel               | Call Target |
|--------------|-----------------------|-------------|
| Private Call | Auto Detect           | 235         |
| Group Call   | Repeater #1: Slot ... | Firemen     |

At the bottom of the table are Add and Remove buttons. At the bottom of the dialog are OK and Cancel buttons.

- **Load from file**  
Click this link to load an existing file from your PC.
- **Record Message**  
Click this link to record a new voice message.
- **Play back message**  
Click this link to play back the voice message.
- Specify **Call type**, **Channel**, and **Call Target** for a voice message.

Note: To send a Voice Message to a subscriber from the phone book click the ellipsis (...) button in the Call Target column and select a contact from the phone book.

## Telemetry tab



Voice Message dialog box, Telemetry tab. The dialog has tabs for Task Start, Task Process, Task Stop, Message, and Telemetry. The Telemetry tab is active. It contains checkboxes for Send Telemetry before starting task and Send Telemetry after stopping task. Each checkbox has associated VIO, Command, and Delay fields. There is also a Recipient field and a checkbox for Send Telemetry on every Voice Message.

Send Telemetry before starting task

VIO: 1 Command: High level

Delay after send: 0 second(s)

Send Telemetry after stopping task

VIO: 1 Command: Toggle level

Delay before send: 0 second(s)

Recipient: Selected Radios: 1; Selected Radio Groups: 2

☐ Send Telemetry on every Voice Message

At the bottom of the dialog are OK and Cancel buttons.

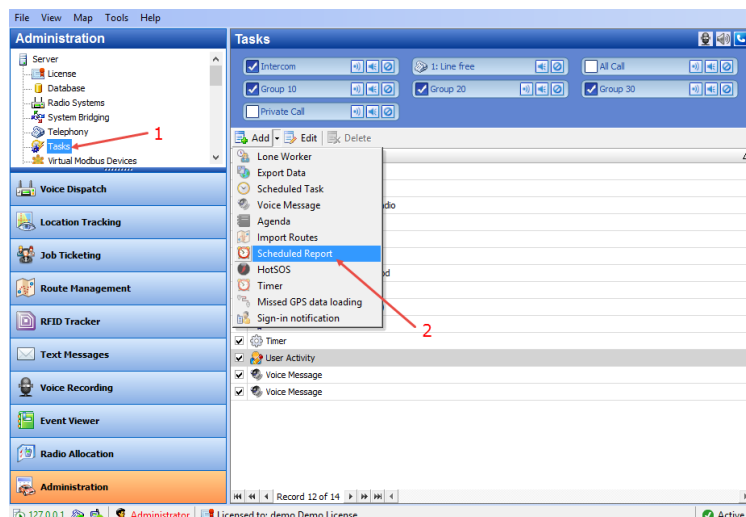
- **Send telemetry before starting task**  
Select this option to send a telemetry command before the voice message is transmitted.
  - Specify the **VIO** contact number.
  - Select the signal level from the **Command** list.
  - **Delay after sending**  
Specify the time period, in seconds, to wait before sending the voice message after the telemetry command has been sent.
- **Send telemetry after stopping task**  
Select this option to send a telemetry command after the Voice Message task is stopped.
  - Specify the **VIO** contact number.
  - Select the signal level from the **Command** list.
  - **Delay before sending**  
Specify the time period, in seconds, to wait before sending the telemetry command after the voice message has been sent.
- **Recipient**  
In the drop-down list, select the radios/groups to send the telemetry command to.
- **Send Telemetry on every Voice Message**  
Select this option to send the telemetry command to the selected radios/groups every time the voice message is sent, provided the voice message is repeatedly sent.

#### 6.4.5.14 Scheduled Report

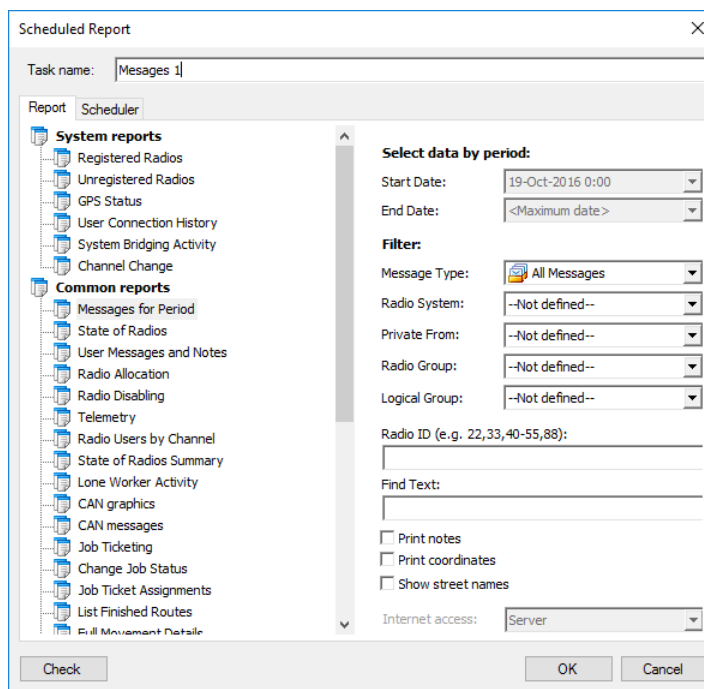
The Scheduled Report task allows reporting on selected parameters and sending these reports to selected Email subscribers groups. The user can have several Scheduled Report policies for different purposes.

Note: Before configuring the task, you need to create a number of the Email groups to send reports to. For more details on Email groups, see section [6.4.14, Email Groups](#) (page 219).

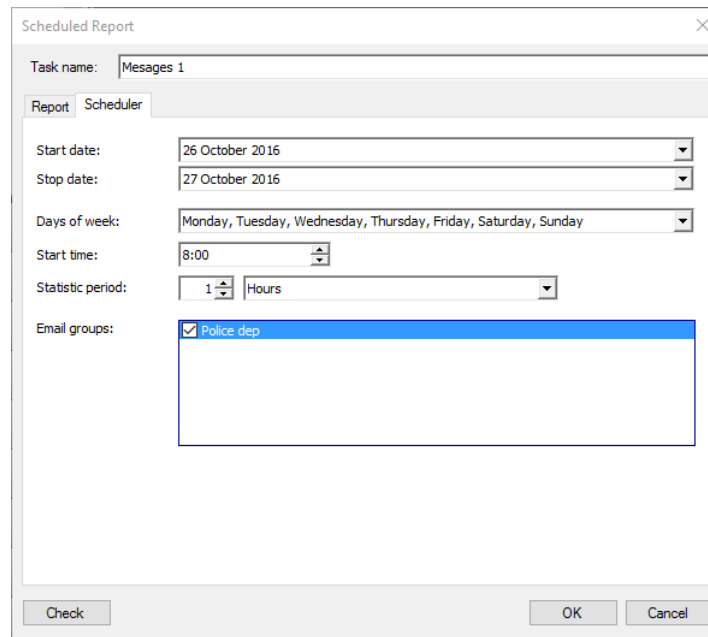
- To add a Scheduled Report task, select **Tasks** (1), and click **Add > Scheduled Report** (2):



- Specify a name of the policy in the **Task name** box and set the policy parameters.



- On the **Report** tab, select the type of a report for the Scheduled Report task. The report details and filter might be different. For more details on reporting, see section [7.3.5, Reports](#) (page 322).
- Click the **Scheduler** tab to configure a schedule for the report.



- **Start date and Stop date**

Select the time period over which to generate reports and send them to email group.

Note: The start date may be any date you choose to start the task on. The stop date must be later or the same as the current date.

- **Days of week**

In the drop-down list, select the days of the week you want to generate reports on.

- **Start time**

Specify the time to start generating the report at.

- **Statistic period**

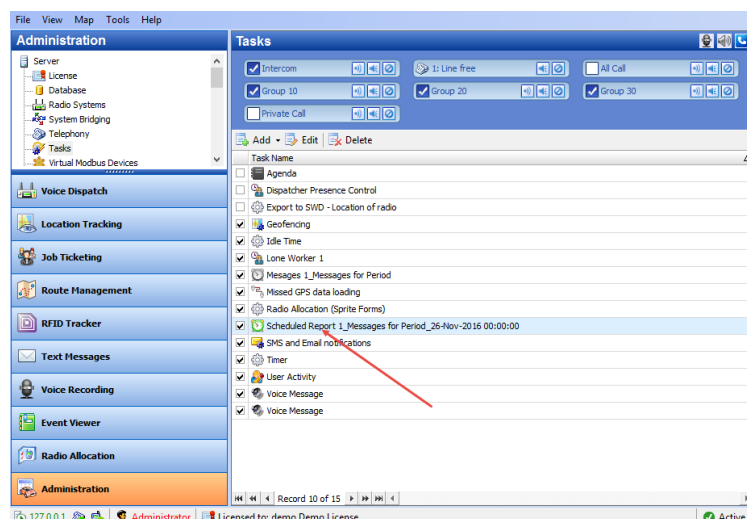
Select the time interval (in minutes, hours, days, weeks, or months) to collect the data.

- **Email groups**

In the list, select Email groups to send the report to.

The created scheduled report will be displayed in the **Tasks** pane:





To enable the task, select the check box in front of the Scheduled Report task you have already created.

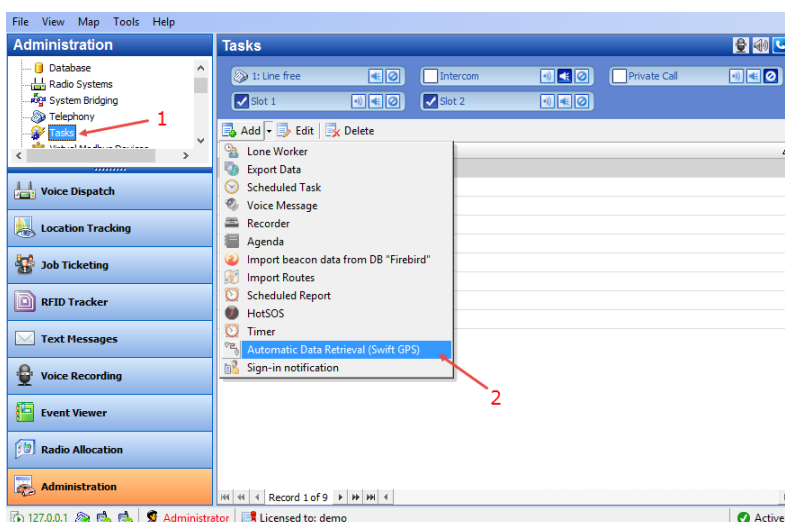
There are three types of the Scheduled Report status icons:

- Green indicates an active task, meaning the task is enabled (checked).
- Grey indicates an inactive task, meaning the task is disabled (unchecked).
- Red indicates a disabled task, meaning the task period is up in the past.

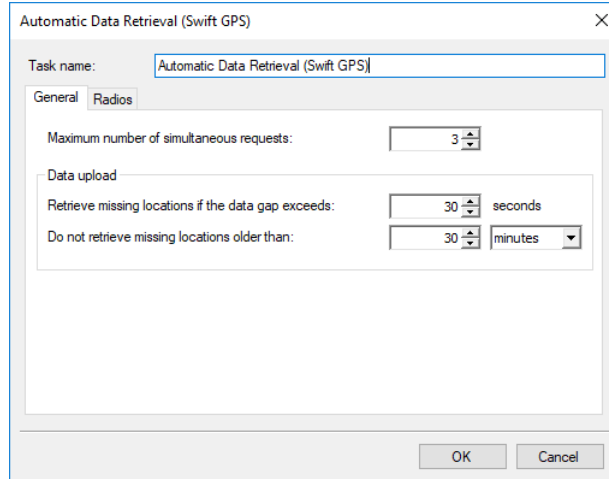
#### 6.4.5.15 Automatic Data Retrieval

The **Automatic Data Retrieval** task is used to automatically retrieve missing location data from the radio's option board.

- Go to **Administration, Tasks**.
- In the **Tasks** pane, click **Add > Automatic Data Retrieval (Swift GPS)**.



- In the dialog box, specify the following parameters:



Automatic Data Retrieval (Swift GPS)

Task name: Automatic Data Retrieval (Swift GPS)

General Radios

Maximum number of simultaneous requests: 3

Data upload

Retrieve missing locations if the data gap exceeds: 30 seconds

Do not retrieve missing locations older than: 30 minutes

OK Cancel

- **Maximum number of simultaneous requests**  
Specify the maximum number of radios being requested at the same time.
- **Retrieve missing locations if the data gap exceeds**  
TRBOnet Server automatically checks whether the location data is continuous. If it detects data gaps between any consecutive location data that exceed this value, it will attempt to retrieve missing information.
- **Don't retrieve missing locations older than**  
TRBOnet Server doesn't check location updates for consistency if they are older than this value in seconds, minutes, or hours.
- On the **Radios** tab, specify the radio(s) to retrieve location data from.

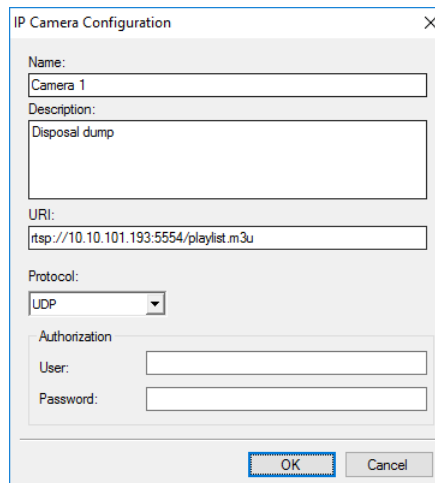
In the list of tasks, activate the **Automatic Data Retrieval (Swift GPS)** task by selecting the checkbox next to the task name.

#### 6.4.6 IP Cameras

This section describes how to connect IP cameras to TRBOnet Dispatch Console.

Go to **Administration, IP Cameras** to manage IP cameras in the system.

- In the **IP Cameras** pane, click the **Add button**.
- In the **IP Camera Configuration** dialog box, specify the following parameters:



IP Camera Configuration

Name: Camera 1

Description: Disposal dump

URI: rtsp://10.10.101.193:5554/playlist.m3u

Protocol: UDP

Authorization

User:

Password:

OK Cancel

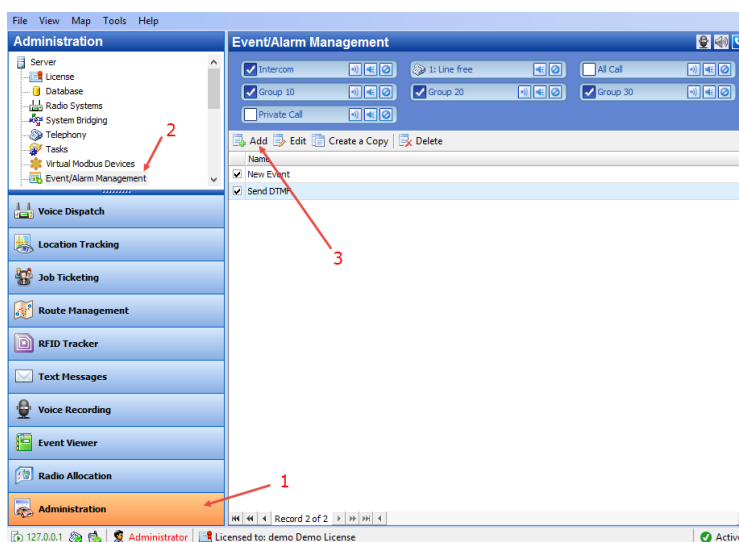
- **Name**  
Enter a name for the camera.
- **Description**  
Enter a description for the camera.
- **URI**  
Enter the URI for the camera. Note the use of the **RTSP://** prefix and port number **5554**.
- **Protocol**  
From the drop-down list, select **UDP**.
- **Authorization**
  - **User**  
Enter the user name for the authentication, if needed.
  - **Password**  
Enter the password for the authentication, if needed.

#### 6.4.7 Event/Alarm Management

The Event/Alarm Management feature allows creating action rules for Alarms, Emails, Notifications, Text Messages to radios, and other events. When a configured rule is executed, the appropriate action will start.

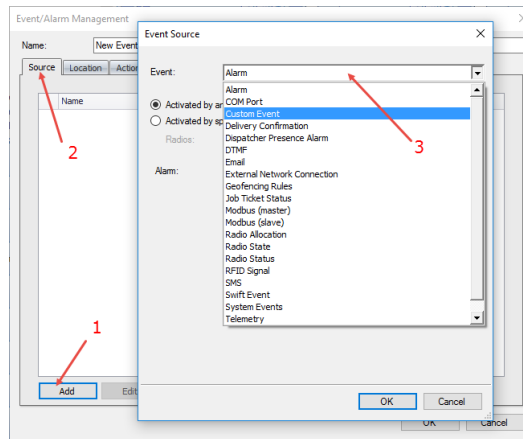
For example, an external application sends text data which contains the text "alarm" to TRBOnet software. The text "Alarm" is configured as the rule to start sending a predefined voice message (for example, "Alarm in Sector N") to selected radios (for example, the group "firemen"). As a result, the group "firemen" is notified about an emergency condition.

- Go to **Administration** (1), **Event/Alarm Management** (2) to set Event/Alarm Management:



- Click **Add** (3) to add a new Event/Alarm Management configuration.

- The administrator can create a copy of the existing Event/Alarm Management configuration. Select a configuration in the list and click the **Create a Copy** button. The system will create a copy with the same configuration parameters.
- On the **Source** tab (1), click **Add** (2) to add a new data source for the action.



#### ■ Event

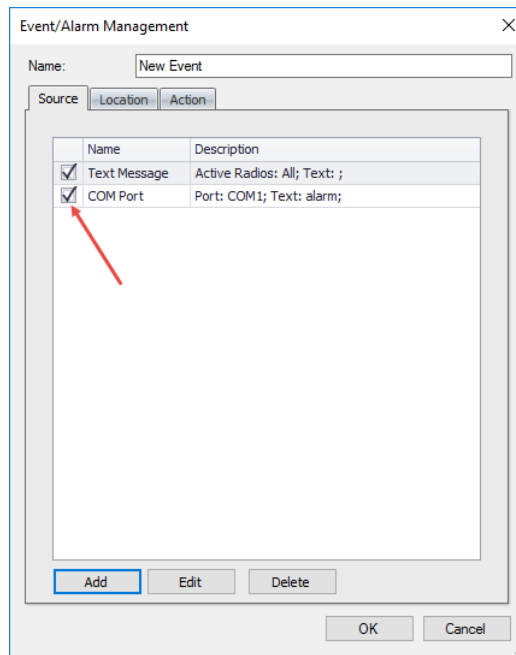
From the drop-down list (3), select the event type to set as a rule for the action.

For the settings for various event types, see the table below:

| Event Type   | Parameters Description   |
|--------------|--|
| Text Message | <p><b>Activated by any radio</b> – choose to receive text messages with predefined text from any radio in the system to enable the action;</p> <p><b>Activate by specific radios only</b> - choose to receive text messages with predefined text from selected radios in the system to enable the action;</p> <p><b>Text Contains</b> – specify the text or characters that the text messages from radios must contain to start the action selected in the <b>Action</b> page.</p> |
| Telemetry    | <p><b>Activated by any radio</b> – choose to receive telemetry data from any radio in the system to enable the action;</p> <p><b>Activate by specific radios only</b> - choose to receive telemetry data from selected radios in the system to enable the action;</p> <p><b>VIO</b> – specify VIO to send telemetry;</p> <p><b>Command</b> – specify a command for selected VIO.</p>   |
| DTMF         | <p><b>Activated by any radio</b> – choose to receive DTMF command from any radio in the system to enable the action;</p> <p><b>Activate by specific radios only</b> - choose to receive DTMF command from selected radios in the system to enable the action;</p> <p><b>Command</b> – specify DTMF command to start the action.</p>  |
| COM Port     | <p><b>COM Port</b> – select the COM Port connection configured in Server;</p> <p><b>Regular Expression</b> – specify the text or characters that the external application data must contain to start the action selected in the <b>Action</b> page.</p>  |

| Event Type                  | Parameters Description   |
|-----------------------------|--|
| External Network Connection | <p><b>Connection</b> – select the connection configured in Server in the <a href="#">TCP/IP</a> page;</p> <p><b>Regular Expression</b> – specify the text or characters the external application data must contain to start the action selected in the <b>Action</b> page.</p>   |
| Alarm                       | <p><b>Activated by any radio</b> – choose to receive an alarm from any radio in the system to enable the action;</p> <p><b>Activate by specific radios only</b> - choose to receive an alarm from selected radios in the system to enable the action;</p> <p><b>Alarm</b> – select alarm type in the dropdown list.</p> <p><b>Emergency Alarm</b> – alarm configured in the radio's codeplug;</p> <p><b>Man Down</b> – radio's Man-Down monitoring;</p> <p><b>No Movement</b> – radio's No-Movement monitoring;</p> <p><b>Crash Detect</b> – radio's speed and sudden stop monitoring;</p> <p><b>Geofencing</b> - control the location and speed of radios relative to manually defined map regions.</p> |
| Radio State                 | <p><b>Activated by any radio</b> – choose to receive radio state data from any radio in the system to enable the action;</p> <p><b>Activate by specific radios only</b> - choose to receive radio state data from selected radios in the system to enable the action;</p> <p><b>Radio is detected as online</b> – select to start the action when a radio is online;</p> <p><b>Radio is detected as offline</b> - select to start the action when a radio is offline;</p> <p><b>Radio fixed GPS</b> - select to start the action when a radio has fixed GPS signals;</p> <p><b>Radio lost GPS</b> - select to start the action when a radio has lost GPS signals.</p>                                    |

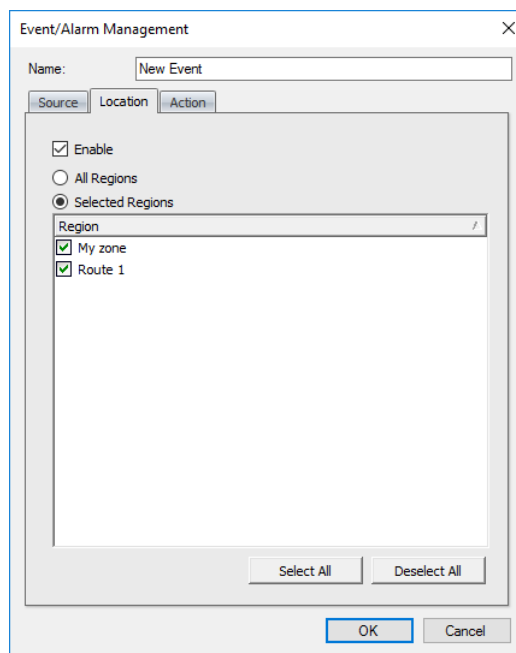
Note: Select the event you want to enable. In case no event is selected, all configured events are disabled by default.



- Click the **Location** tab (1) to set the regions for the action.

When the Location rule is enabled and a region is selected, the events specified in the **Source** tab must take place in the selected region to start the action.

Note: When **COM Port** and/or **External Network Connection** are selected as the event source, the **Location** rule should not be used.



- Enable**

Select this option to apply the **Location** rule to the action.

- **All Regions**

Choose this option to use Source Event rule in all map regions to start the action;

- **Selected Regions**

Choose this option to use Source Event rule to start the action only in selected regions.

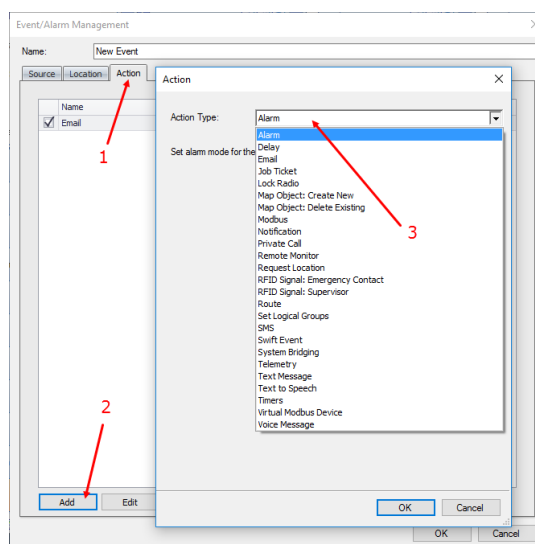
- **Region**

In the list, select the region(s).

- Click the **Action** tab (1) to set actions for the **Source Event** and **Location** rules.

In the Actions list, the administrator can add and configure the action types to be started when the rules configured in the Source and/or Location pages are executed.

- Click **Add** (2) to add an action:

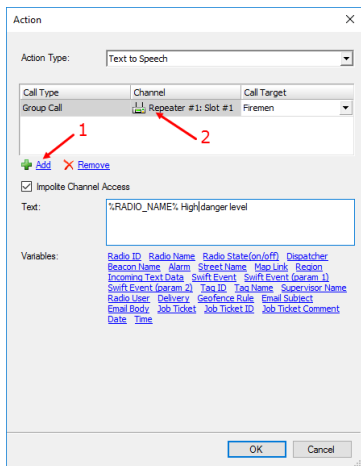


- **Action Type**

From the drop-down list (3), select the action type.

For the settings for various action types, see the table below:

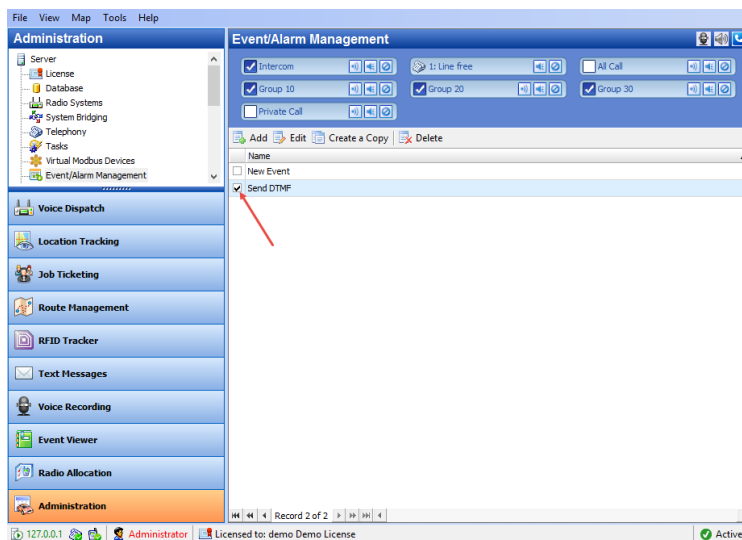
| Action Type | Parameters Description  |
|-------------|---|
| Alarm       | Not applicable.   |
| Email       | <p><b>Recipients</b> – select email recipients in the drop-down list;</p> <p><b>Subject</b> – enter the subject of the email to send to recipients;</p> <p><b>Variables</b> –add variables to include in the email subject:</p> <p><b>Text</b> – enter the email text to send to recipients;</p> <p><b>Variables</b> –add variables to include in the email text:</p> |
| Job Ticket  | <p><b>Deadline</b> – select the task end time;</p> <p><b>Recipients</b> – select the radios or radio groups registered in the system;</p> <p><b>Description</b> – add a description for the Job Ticket;</p>   |

| Action Type      | Parameters Description  |
|------------------|---|
|                  | <b>Variables</b> – add variables to include in Job Ticket description.  |
| Notification     | <b>Severity</b> – select the severity level from the drop-down list.<br><b>Information</b> – low severity level;<br><b>Warning</b> – middle severity level;<br><b>Alarm</b> –high severity level.<br><b>Text</b> – add text to the notification to display in the Dispatch Console;<br><b>Variables</b> – add variables to include in the notification.   |
| Request Location | Not applicable.   |
| SMS              | <b>Recipients</b> – select SMS recipients from the drop-down list;<br><b>Text</b> – enter the SMS text to send to recipients;<br><b>Variables</b> – add variables to include in the SMS text.   |
| System Bridging  | <b>Profiles</b> – select the System Bridging profile to activate/deactivate;<br><b>Activate/deactivate</b> – choose the action type for the System Bridging profile.  |
| Telemetry        | <b>VIO</b> – select the VIO to send telemetry commands to;<br><b>Command</b> – select a signal level for the command for selected VIO;<br><b>Recipients</b> – select radios or radio groups to send telemetry commands to.  |
| Text Message     | <b>Recipients</b> – select text message recipients in the drop-down list;<br><b>Text Message</b> – enter the message text to send to recipients;<br><b>Variables</b> –add variables to include in the message text.   |
| Text to Speech   | <p>The Text to Speech feature allows converting text to speech:</p>  <p>1 – click the <b>Add</b> link to add a text to convert to speech;<br/>           2 – configure <b>Call Type</b>, <b>Channel</b> and <b>Call Target</b> to send the text converted to speech.</p> <p><b>Text</b> – enter the text to be converted to speech.</p> <p><b>Variables</b> – add variables to include in the message to be converted to speech.</p> |



| Action Type   | Parameters Description  |
|---------------|---|
| Voice Message | <b>Voice Messages</b> – select recorded voice messages. For more details on Voice Messages, see section <a href="#">Voice Message</a> . |

**Note:** After you configure the rule, enable it by selecting the check box beside it. In case when no rule is selected, the action will not be started.



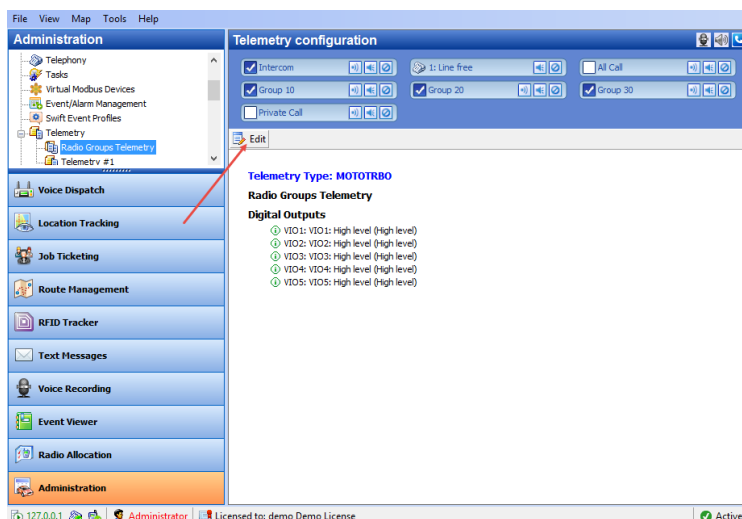
## 6.4.8 Telemetry

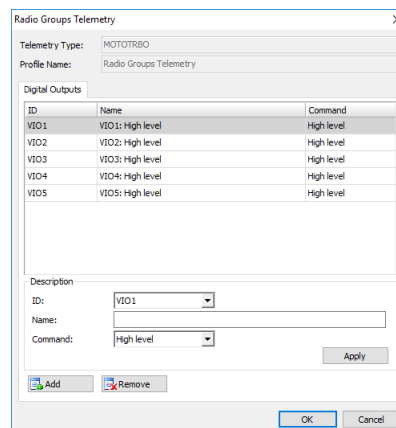
On the **Telemetry** page you can configure settings for Telemetry.

### 6.4.8.1 Radio Groups Telemetry

This is a default telemetry profile that is used to send telemetry commands to radio groups.

- Click **Radio Groups Telemetry** in the **Administration** pane.
- In the **Telemetry configuration** pane, click **Edit**.





Radio Groups Telemetry

Telemetry Type: MOTOTRBO

Profile Name: Radio Groups Telemetry

Digital Outputs

| ID   | Name             | Command    |
|------|------------------|------------|
| VIO1 | VIO1: High level | High level |
| VIO2 | VIO2: High level | High level |
| VIO3 | VIO3: High level | High level |
| VIO4 | VIO4: High level | High level |
| VIO5 | VIO5: High level | High level |

Description

ID: VIO1

Name:

Command: High level

Apply

Add Remove

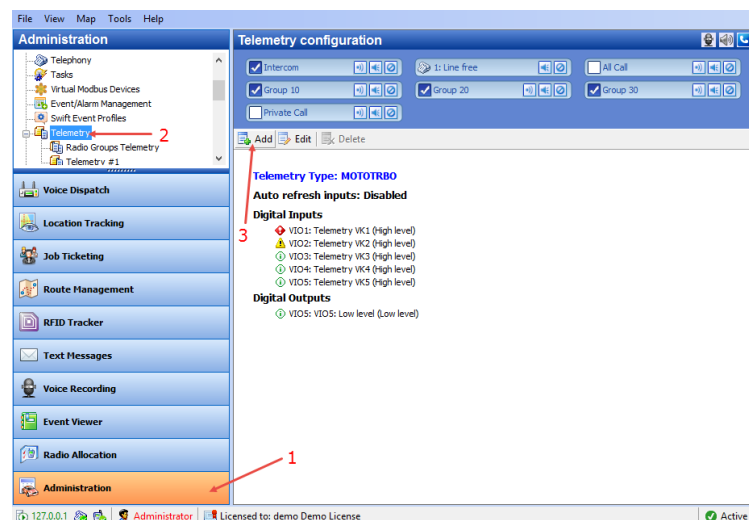
OK Cancel

- Click **Add** and specify **ID** (VIO), **Name**, and **Command** (signal level).

Note: For **Radio Groups Telemetry** only the **Digital Outputs** tab is available.

#### 6.4.8.2 Adding Telemetry Profile for Radios

- Go to **Administration** (1), **Telemetry** (2), and click **Add** (3):



File View Map Tools Help

Administration

- Telephony
- Tasks
- Virtual Modbus Devices
- Event/Alarm Management
- Swift Event Profiles
- Telemetry (2)
- Radio Groups Telemetry
- Telemetry #1

Voice Dispatch

Location Tracking

Job Ticketing

Route Management

RFID Tracker

Text Messages

Voice Recording

Event Viewer

Radio Allocation

Administration (1)

Telemetry configuration

Intercom 1: Line free All Call

Group 10 Group 20 Group 30

Private Call

Add Edit Delete

Telemetry Type: MOTOTRBO

Auto refresh inputs: Disabled

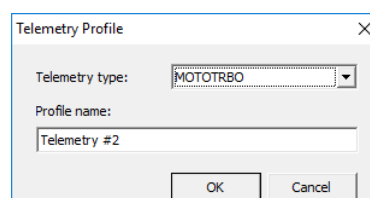
Digital Inputs

- VIO1: Telemetry VK1 (high level)
- VIO2: Telemetry VK2 (high level)
- VIO3: Telemetry VK3 (high level)
- VIO4: Telemetry VK4 (high level)
- VIO5: Telemetry VK5 (high level)

Digital Outputs

- VIO5: VIO5: Low level (Low level)

127.0.0.1 Administrator Licensed to: demo Demo License Active



Telemetry Profile

Telemetry type: MOTOTRBO

Profile name: Telemetry #2

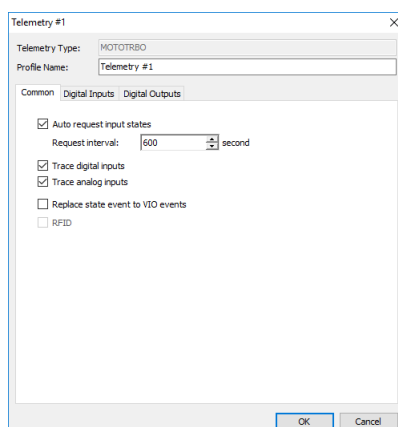
OK Cancel

- Specify **Telemetry Type** for Radio groups:
  - MOTOTRBO** – telemetry from Motorola devices.

- **Novox** – telemetry from Novox devices connected to a radio via COM port.
- **Swift.Tracker** – telemetry from Swift.Tracker sensors connected to a radio over-the-air.
- **Sprite** – telemetry from Sprite devices.

Note: Sprite telemetry profile can be read but not written.

- **Profile name**  
Specify a name of the profile to display in the Dispatch Console.
- Click **OK**.

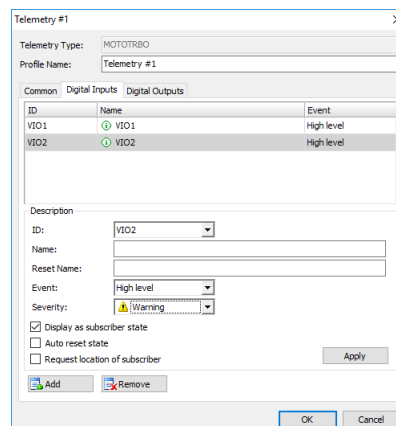


### Common tab

- **Auto request input states**  
Select this option and in the **Request interval** box specify the time interval, in seconds, to request input data.
- **Trace digital inputs**  
Select this option to monitor digital input damages.
- **Trace analog inputs**  
Select this option to monitor analog input damages.
- **Replace state event to VIO events**  
Select this option to generate **VIO ON/OFF** event when the system compares between the last and the current states of the VIO.

Note: Most of the policies are set to replace events, so it is recommended to enable this option.

## Digital Inputs tab



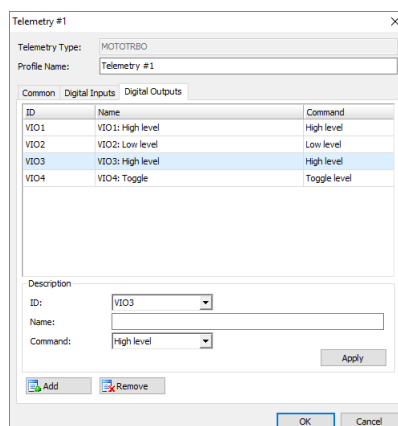
| ID   | Name | Event      |
|------|------|------------|
| VIO1 | VIO1 | High level |
| VIO2 | VIO2 | High level |

Description:  
 ID:   
 Name:   
 Reset Name:   
 Event:   
 Severity:   
☒ Display as subscriber state  
☐ Auto reset state  
☐ Request location of subscriber

Add Remove Apply OK Cancel

- Click **Add** to add a VIO (Virtual Input/Output) to the profile.
  - **ID**  
Select the VIO to set the parameters for.
  - **Name**  
Specify a name for the VIO to be displayed in the Dispatch Console.
  - **Event**  
Select the signal level of VIO events from the drop-down list. When an event with the selected signal level occurs on the selected VIO, the telemetry will be activated. The signal level must be the same in the radio's codeplug and in Telemetry configuration in TRBOnet. It is a programmable option that sets the pin's voltage level to **High** or **Low** in order to trigger a selected functionality.
  - **Severity**  
Specify a severity level for the VIO event from the drop-down list.
  - **Display as subscriber state**  
Select this option so that the radio will change its status after it sends the telemetry command.
  - **Auto reset state**  
Select this option to automatically reset the telemetry VIO after the radio sends the telemetry command.
  - **Request location of subscriber**  
Select this option to request a GPS position of the radio after it sends the telemetry command.
  - Click **Apply** to apply settings to selected inputs.

## Digital Outputs tab



| ID   | Name             | Command      |
|------|------------------|--------------|
| VIO1 | VIO1: High level | High level   |
| VIO2 | VIO2: Low level  | Low level    |
| VIO3 | VIO3: High level | High level   |
| VIO4 | VIO4: Toggle     | Toggle level |

Description

ID:

Name:

Command:

Apply

Add Remove OK Cancel

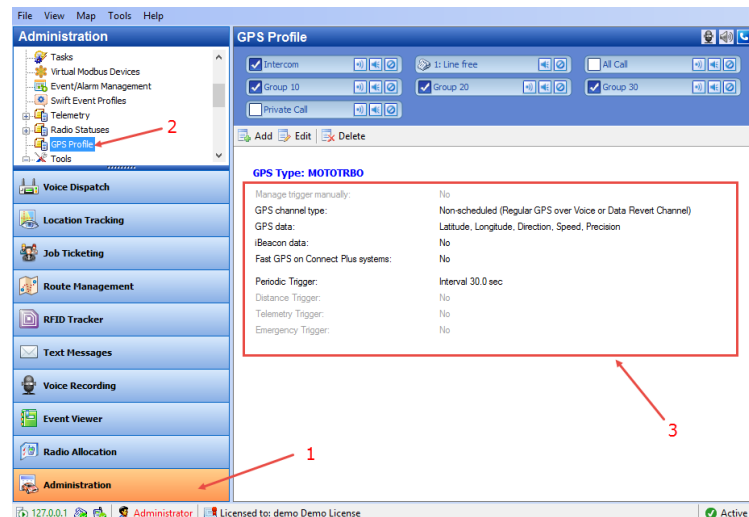
- Click **Add** to add a VIO (Virtual Configured PIN) to the profile:
  - ID**  
Select the VIO in the dropdown list to set its parameters;
  - Name**  
Specify a name for the VIO to be displayed in the Dispatch Console.
  - Command**  
Specify a signal level for the command to send to the selected VIO.
  - Click **Apply** to apply settings to selected outputs.

### 6.4.9 GPS Profile

The GPS Profile feature allows configuring different profiles of GPS update settings for built-in GPS receiver. GPS Profile overrides default GPS trigger configuration in Server settings. For example, fire emergency service has a number of departments in a city and needs to monitor current position of radio subscribers (firemen). The administrator can create a number of separate GPS profiles with different GPS tracking settings for each department.

Note: The GPS Profile feature is available for MOTOTRBO Generation II radios, firmware version 2.4 or later.

Go to **Administration** (1), **GPS Profile** (2). You can see the default GPS Profile settings (3) in the **GPS Profile** pane.



There is a default GPS Profile that the administrator can use and edit.

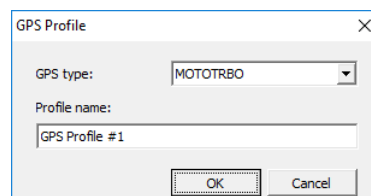
The administrator can do the following:

1. Use default GPS profile.
2. Create a custom GPS profile: **Add** button.
3. Edit a profile: **Edit** button.

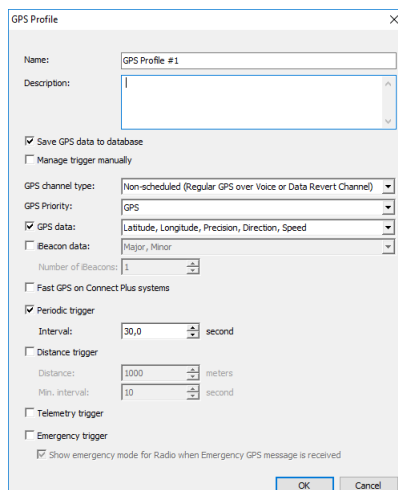
Note: In the default profile, the **Name** and **Description** cannot be changed.

#### 6.4.9.1 Adding a GPS Profile

- In the **GPS Profile** pane, click the **Add** button.



- **GPS type**  
Select the GPS type.
- **Profile name**  
Enter a name of the profile.



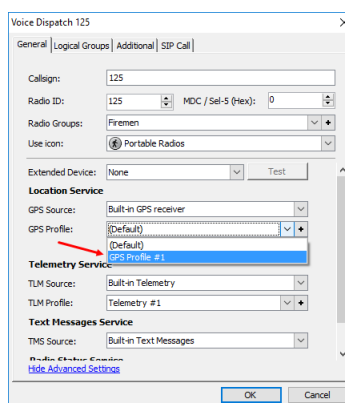
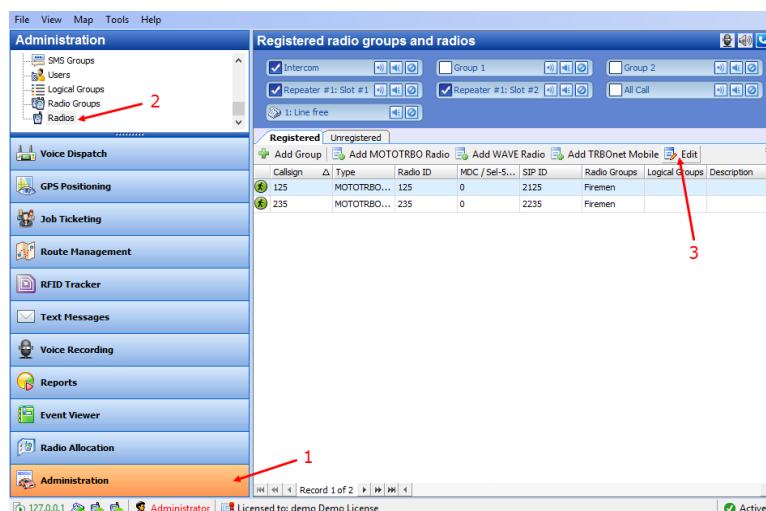
- **Name**  
Specify a name for the GPS profile.
- **Description**  
Add a description for the GPS profile.
- **Save GPS data to database**  
Select this option so that GPS data is saved in TRBOnet database.
- **Manage trigger manually**  
Select this option so that GPS triggering will be started manually by the dispatcher.
- **GPS channel type**  
From the drop-down list, select a radio channel for sending location data to TRBOnet Server:
  - **Non-scheduled**  
This is a channel with regular GPS (Enhanced GPS not supported).
  - **Scheduled**  
This channel is available when the Enhanced GPS feature is configured in the radio system.
  - **Non-scheduled with CSBK data**  
This channel allows using CSBK (Control Signaling Block) while decoding.
  - **Scheduled with CSBK data**  
This is a channel with Enhanced GPS, which allows using CSBK (Control Signaling Block) while decoding.
- **GPS Priority**  
This option is used when beacons are placed on the GPS maps. If the radio having a GPS fix enters the range of a beacon placed on the GPS map, its location tracking will be performed according to the selected priority.
  - **Beacon**  
Location tracking will be performed based only on the GPS coordinates of the beacons placed on the GPS map.

- **GPS**  
Location tracking will be performed based only on the GPS coordinates received from the radio.
- **GPS data**  
Select this option to enable the user to select what GPS readings to send to TRBOnet Server. In the drop-down list, select which GPS data to include in a packet.
- **iBeacon data**  
Select this option to enable sending iBeacon data to TRBOnet Server. In the drop-down list, select which iBeacon data to include in a packet:
  - **Major, Minor** (included by default and cannot be disabled)
  - **UUID**  
iBeacon's Universally Unique Identifier
  - **TX Power, RSSI**  
The strength of the beacon's signal as seen on the receiving device.
- **Periodic Trigger**  
Select this option to set a periodic GPS trigger on a radio. The trigger is a request to the radio to send its GPS and/or iBeacon data at the specified time interval.
  - **Interval**  
Specify the update interval, in seconds.
- **Distance trigger**  
Select this option to allow receiving GPS updates by a distance:
  - **Distance**  
A radio will send GPS updates if it exceeds a specified distance from the last GPS point, in meters.
  - **Min. interval**  
A radio will send GPS updates if it does not move within a specified period of time, in seconds.
- **Telemetry trigger**  
Select this option so that a radio will send GPS and/or iBeacon data upon sending a Telemetry command.
- **Emergency Trigger**  
Select this option so that a radio will send GPS and/or iBeacon data upon entering the emergency mode.
  - **Show emergency mode for Radio when Emergency GPS message is received**  
Select this option if you want a Dispatch Console operator to see the emergency status of a radio that transmitted location data.
- Click **OK** to save the GPS profile settings.



## To apply GPS Profile to a radio:

- Go to **Administration** (1), **Radios** (2), select the radio in the table, and click **Edit** (3):



- Click the **General** tab, and from the **GPS Profile** list select the GPS profile.
- Select/clear the **Location Enabled** check box to enable/disable the location trigger.

Note: The GPS Profile is only applicable when the 'Built-in GPS receiver' is selected in the **GPS Source**.

## 6.4.10 Tools

On the **Tools** page, you can find some useful tools.

### 6.4.10.1 Swift.Tracker Configuration Tool

Note: This tool is available only for TRBOnet Swift.Tracker v1.0

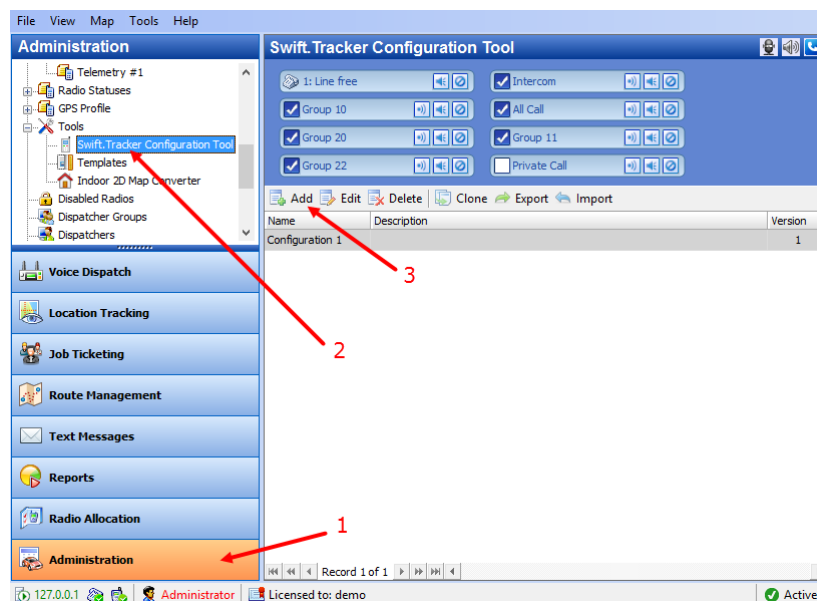
In general, a MOTOTRBO™ portable radio comes with a standard option board factory-installed in the radio.

The Generic Option Board replaces this standard option board and newer radios (for example, XPR 7550) are now manufactured with Generic Option Boards already

installed. Generic Option Boards can be flashed with custom firmware to provide additional functionality: Man Down, No Movement, Crash Detect, Lone Worker and event-driven GPS functionality.

The Event-driven GPS feature provides a method to collect GPS data more frequently and to store and forward this GPS data by event. The feature also allows collecting and storing GPS data while the radio is out of coverage, and, upon request, provide the GPS data when the radio is back in coverage.

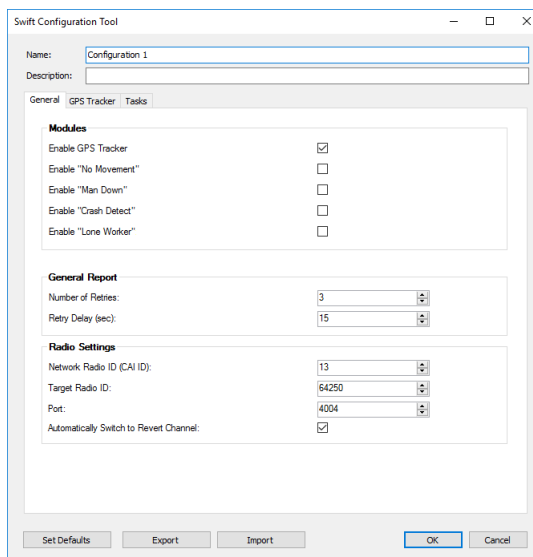
Go to **Administration** (1), **Tools, Swift.Tracker Configuration Tool** (2) to manage Swift Tracker settings:



Click **Add** (3) to add a configuration for Swift Tracker.

- **Name**  
Specify a name for the configuration to apply to a radio or a group of radios.
- **Description**  
Add a description for the configuration.
- **Set Defaults**  
Click this button to enable default settings.
- **Import**  
Click this button to import the Swift Tracker configuration from a file (\*.sfc).
- **Export**  
Click this button to save the Swift Tracker configuration as a file (\*.sfc) to the PC.

On the **General** tab, set general settings for Swift Tracker:



## Modules

- **Enable GPS Tracker**  
When the check box is selected, the GPS enabled radio will send its data to TRBOnet Server according to its Generic Option Board (GOB) settings.
- **Enable "No Movement"**  
Select to enable No Movement feature.
- **Enable "Man Down"**  
Select to enable Man Down feature.
- **Enable "Crash Detect"**  
Select to enable Crash Detect feature.
- **Enable "Lone Worker"**  
Select to enable Lone Worker feature.

## General Report

- **Number of Retries**  
Specify the number of additional attempts to send GPS data to TRBOnet Server if the initial transmission fails. If the channel is busy, as data transfer is a high priority, then the Transmit Interrupt feature will automatically be enabled.
- **Retry Delay**  
Select the time period between data transfer retries.

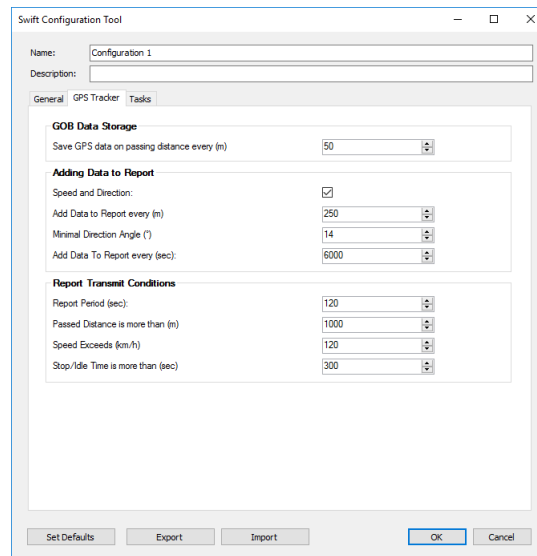
## Radio Settings

- **Network radio ID (CAI ID)**  
Select the TRBOnet Server ID. ID = 13 is the default ID to route packets to TRBOnet Server. (An ID = 12 will route packets to a control station.)
- **Target Radio ID**  
Select the target Radio ID for data transfer. In the case of a direct connection to the repeater, select the TRBOnet Server ID (TRBOnet Peer ID).

- **Port**  
Select the port number for data transfer.
- **Automatically Switch to Revert Channel**  
Select this option to automatically transfer data via the revert channel.

Note: If the radio does not have a revert channel, this option must be disabled.

On the **GPS Tracker** tab, set GPS Tracker settings:



### GOB Data Storage

- **Save GPS data on passing distance every (m)**  
Specify the distance a radio will travel before it saves its GPS data to the Generic Option Board's memory; the data is not added to the report.

### Adding Data to Report

- **Speed and Direction**  
Select this options to receive radio speed and direction data.
- **Add Data to Report every (m)**  
Specify the distance a radio will travel before it adds its GPS data to the report. The report will be sent to TRBOnet Server at the selected time (see the **Report Period** option).

Note: The distance traveled before adding data to the report must exceed (greater than) the distance traveled before saving the data to the GOB.

- **Minimal Direction Angle**  
Select the minimum direction angle to add data to the report automatically (if the radio reverses the direction, the current data will be added to the report automatically, and the next data recording will be started).

- **Add Data to Report every (sec.)**

Specify the time period for the report. When the indicated time period is passed, the radio adds data to the report.

## Report Transmit Conditions

- **Report period (sec.)**

Select the time interval between the sending of GPS data to TRBOnet Server.

- **Passed distance is more than (m)**

specify the distance a radio will travel before it sends its GPS data report type in the distance. When the indicated distance is passed the Option Board sends the report.

Note: The distance traveled before adding data to the report must exceed (greater than) the distance traveled before saving the data to the GOB.

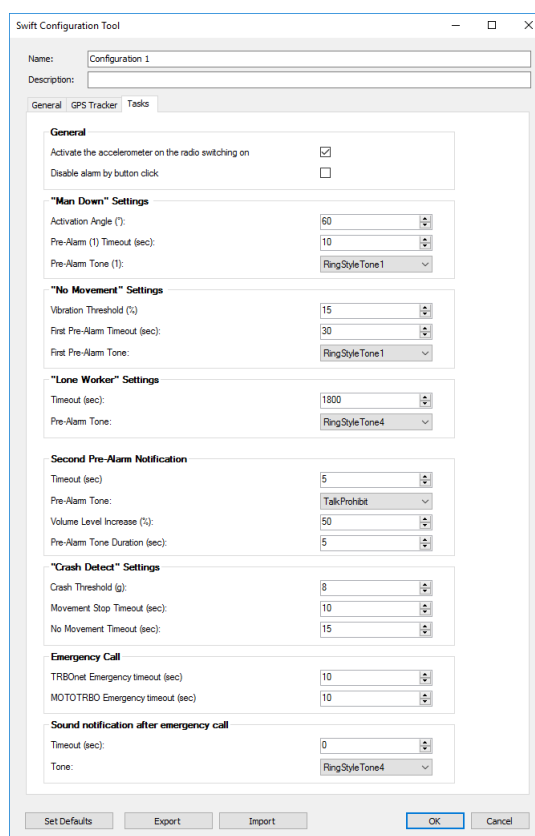
- **Speed exceeds**

Specify the maximum speed. If the current speed is greater than the specified one, the radio will send data to TRBOnet Server.

- **Stop/Idle Time is more than (sec.)**

Select the stop/idle time. When the stop/idle time is greater than the indicated one, the radio sends data to TRBOnet Server.

On the **Tasks** tab, set Man Down, No Movement, Lone Worker, and Crash Detect settings:



The screenshot shows the 'Swift Configuration Tool' window with the 'Tasks' tab selected. The 'General' section has 'Activate the accelerometer on the radio switching on' checked and 'Disable alarm by button click' unchecked. The 'Man Down' Settings section has 'Activation Angle (°)' set to 60, 'Pre-Alarm (1) Timeout (sec)' set to 10, and 'Pre-Alarm Tone (1)' set to 'RingStyleTone1'. The 'No Movement' Settings section has 'Vibration Threshold (%)' set to 15, 'First Pre-Alarm Timeout (sec)' set to 30, and 'First Pre-Alarm Tone' set to 'RingStyleTone1'. The 'Lone Worker' Settings section has 'Timeout (sec)' set to 1800 and 'Pre-Alarm Tone' set to 'RingStyleTone4'. The 'Second Pre-Alarm Notification' section has 'Timeout (sec)' set to 5, 'Pre-Alarm Tone' set to 'TalkProhibit', 'Volume Level Increase (%)' set to 50, and 'Pre-Alarm Tone Duration (sec)' set to 5. The 'Crash Detect' Settings section has 'Crash Threshold (g)' set to 8, 'Movement Stop Timeout (sec)' set to 10, and 'No Movement Timeout (sec)' set to 15. The 'Emergency Call' section has 'TRBOnet Emergency timeout (sec)' set to 10 and 'MOTO TRBO Emergency timeout (sec)' set to 10. The 'Sound notification after emergency call' section has 'Timeout (sec)' set to 0 and 'Tone' set to 'RingStyleTone4'. At the bottom, there are buttons for 'Set Defaults', 'Export', 'Import', 'OK', and 'Cancel'.

## General

- **Activate the accelerometer on the radio switching on**  
Select this option so that the accelerometer is enabled when the radio is turned on.
- **Disable alarm by button click**  
Select this option to enable the radio to turn off the alarm notification by pressing any button on the radio.

## "Man Down" Settings

- **Activation angle** - select activation angle to enable Man Down feature;
- **Pre-Alarm (1) Timeout (sec.)** - select time period preceding pre-alarm Tone 1;
- **Pre-Alarm tone (1)** - select pre-alarm tone. All pre-alarm tones can be found in radio's codeplug configuration.

## "No Movement" Settings

- **Vibration Threshold (%)** - select max. vibration threshold for No Movement feature;
- **Pre-Alarm Timeout (sec.)** - select time period preceding pre-alarm Tone 1;
- **Pre-Alarm tone** - select pre-alarm tone. All pre-alarm tones can be found in radio's codeplug configuration.

## "Lone Worker" Settings

- **Timeout (sec.)** – select time period to enable Lone Worker alarm;
- **Pre-alarm tone** - select pre-alarm tone. All pre-alarm tones can be found in radio's codeplug configuration;

## Second Pre-Alarm Notification

When pre-alarm tone (1) activates for **Man Down, No Movement** and **Lone Worker**, and there was no user's activity (the radio remains unchanged), the second pre-alarm tone activates:

- **Timeout (sec.)** - select time period preceding pre-alarm Tone 2;
- **Pre-Alarm tone** - select pre-alarm tone. All pre-alarm tones can be found in radio's codeplug configuration;
- **Volume Level Increase (%)** - select the percentage of the Volume Level Increase for pre-alarm Tone 2;
- **Pre-Alarm Duration (sec.)** - select pre-alarm Tone 2 duration.

## "Crash Detect" Settings

- **Crash Threshold (g)** - select acceleration changing value to enable Crash Detect alarm notification;
- **Movement Stop Timeout** – select the time period of movement stop to enable Crash Detect alarm notification;

- **No Movement Timeout** - select the time period of the radio without any movement to enable Crash Detect alarm notification;

### Emergency call

- **TRBOnet Emergency Timeout (sec.)** - select time period preceding emergency tone to the Dispatch Console for **Man Down**, **No Movement** and **Lone Worker** options;
- **MOTOTRBO Emergency timeout (sec.)** - select time period preceding emergency tone to the Dispatch Console.

Note: **MOTOTRBO Emergency Alarm** should be set in radio's codeplug.

### Sound notification after emergency call

- **Timeout (sec.)** – select time period to repeat the alarm notification. To stop the alarm notification Dispatcher should disable alarm notification;
- **Tone** – select the notification tone. All tones can be found in radio's codeplug configuration.

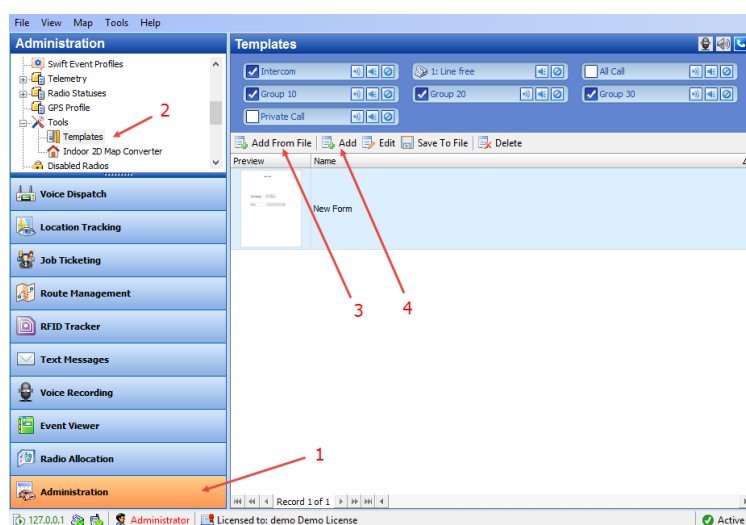
## 6.4.10.2 Templates for Extended Messages

The Templates can be used for Extended Messages and Extended Notes.

The **Extended Messages** feature is a special function allowing users to send detailed preconfigured templates containing necessary information to each other with the help of the special TRBOnet Dispatch Console application.

This service has been created especially for clients who need to use more detailed and structured messages in their work. If the standard messages are not enough to contain all required information, you may use the Extended Messages service.

- Go to **Administration** (1), **Templates** (2) to create a new template:

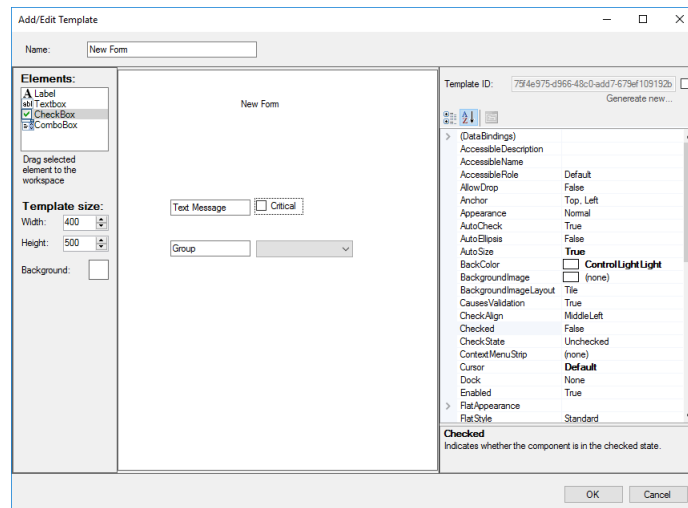


- Click **Add From File** (3) to add a template from a file.

**Note:** Before adding a template from a file, save the created template to a custom directory.

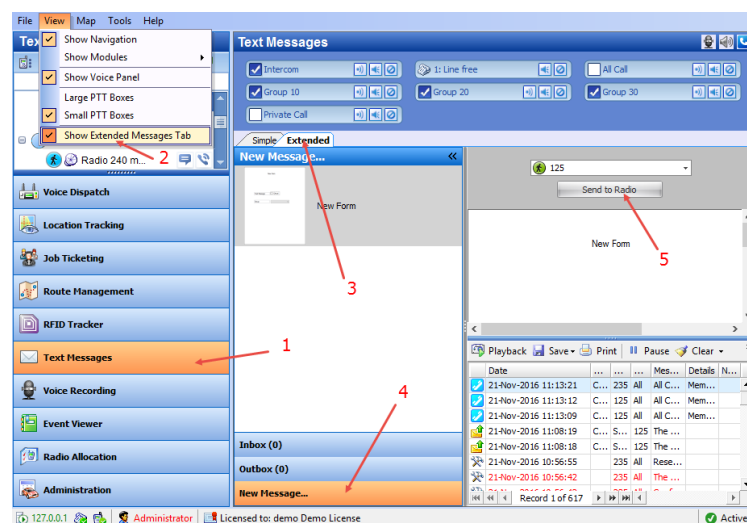
Select the directory where you saved the template and click **OK** to add the file.

- Click **Add** (4) to create a new template:



- **Name** (1)  
Specify a name for the template to display in the Dispatch Console (1).
- **Elements** (2)  
Select elements to add to the template. Drag and drop the selected element to the desired place on the mail template box.
- **Template size** (3)  
Specify the template dimensions and background color.
- Click an element on the template. On the right side of the Template dialog box, you can see the selected element properties.

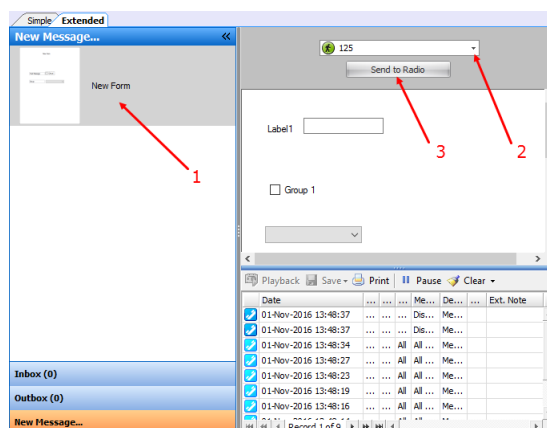
## Sending a template to a radio



- Click **Text Messages** (1)



- Click the **View** menu, and select **Show Extended Messages Tab** (2)
- In the **Text Messages** pane, click the **Extended** tab (3), and **New message** (4).

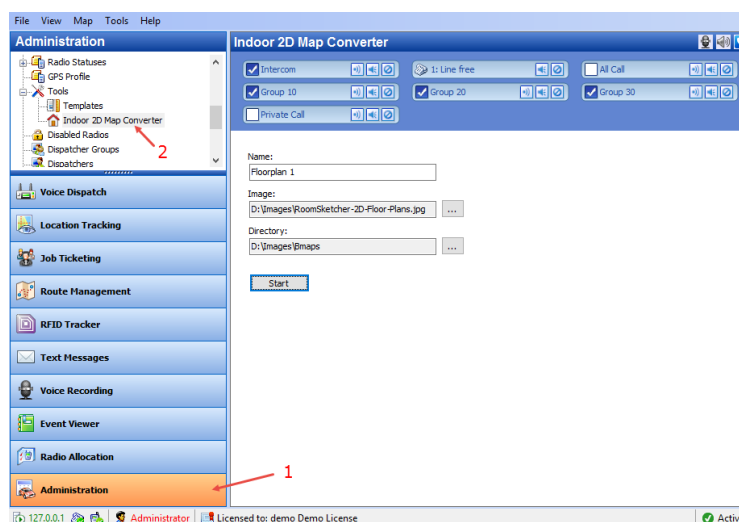


- Select the template in the list (1).
- From the drop-down list (2), select a radio to which to send the template.
- Click **Send to Radio** (3) to send the template to a radio.

#### 6.4.10.3 Indoor 2D Map Converter

TRBOnet Dispatch Console provides the Map Converter to use custom images as Indoor 2D Floor plans. The tool allows converting images to the BMAP format that is supported in Indoor Positioning.

- Click **Administration** (1), **Tools > Indoor 2D Map Converter** (2).



- **Name**  
Specify a name for the new Indoor 2D Map.
- **Image**  
Click the ellipsis (...) button and locate the image (PNG, JPG, TIFF, GIS) on your computer.

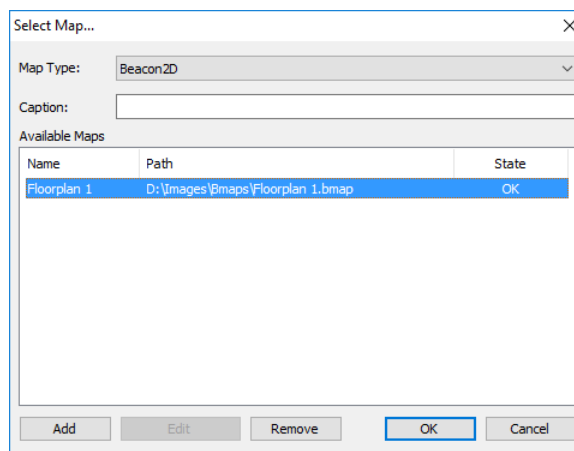
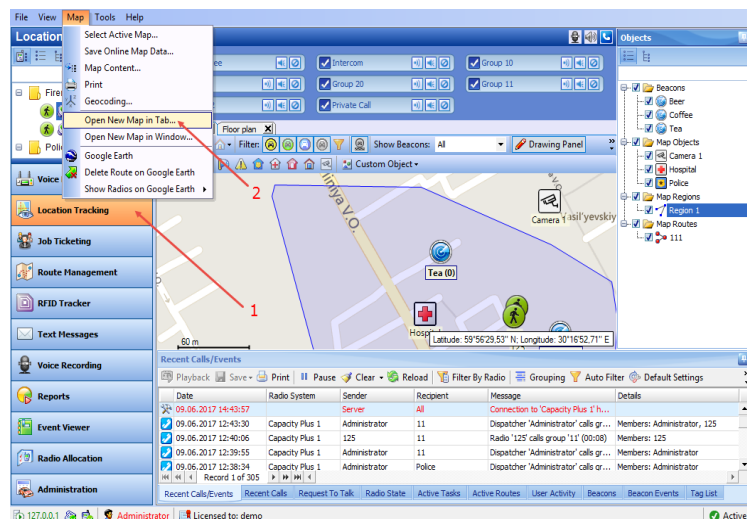
- **Directory**

Click the ellipsis (...) button and locate the folder where to save the converted Indoor 2D map on your computer.

- Click **Start** to convert the image.

### To use the converted map

- Click **Location Tracking** (1). On the **Map** menu, click **Open New Map in Tab** (2):



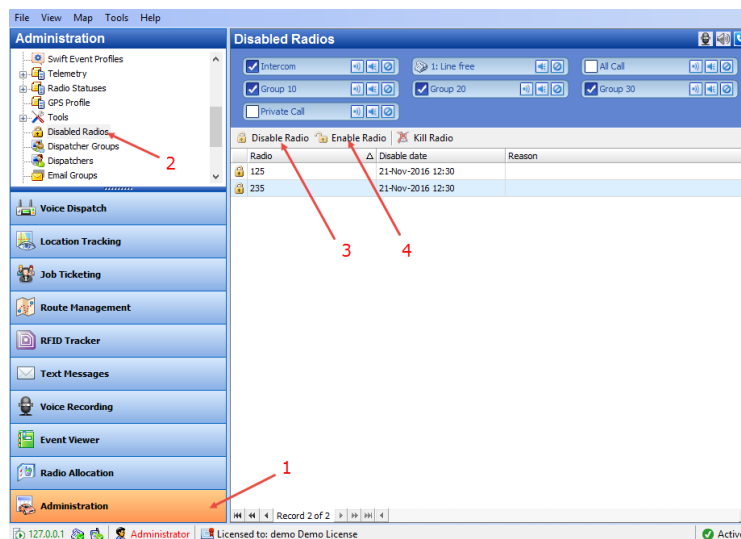
- From the **Map Type** list box, select 'Beacon 2D'.
- Click **Add** to and browse for the map you have converted.
- Click **OK** to open the Indoor map in the Map pane.

### 6.4.11 Disabled Radios

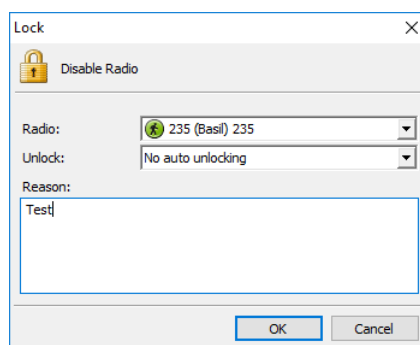
TRBOnet Dispatch Console provides the **Disable** function that allows disabling a radio even when the radio is offline. The system will disable an offline radio as soon as it gets available.

Note: The dispatcher can disable a radio when they have relevant Access Rights (for more details on adding and editing dispatchers, see section [6.4.13, Dispatchers](#) on page 213).

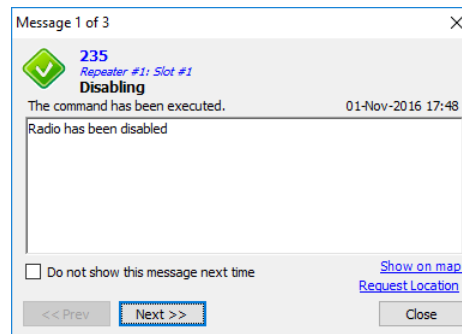
- Go to **Administration** (1), **Disabled Radios** (2) to disable selected radio:



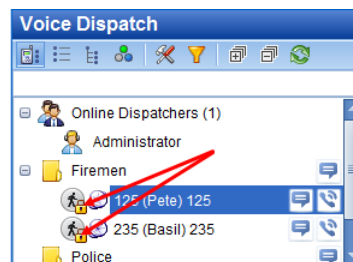
- Click **Disable Radio** (3) and in the dialog box that appears:



- Radio**  
Select a radio from the drop-down list.
- Unlock**  
Select the time period after which the radio will be unlocked.
- Reason**  
Enter the reason for disabling the radio.
- Click **OK** to disable the radio.



The Radio is added to the Disabled Radios list and is marked as Disabled in the Voice Dispatch pane:



- Click **Enable Radio** (4) to enable selected radio.
- Select a radio from the drop-down list and specify the reason to enable.
- Click **OK** to enable the radio.

#### 6.4.11.1 Kill Radio

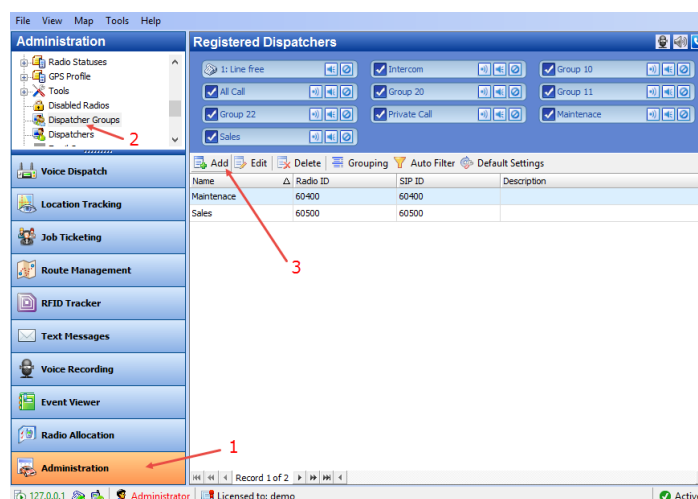
The **Kill Radio** feature is available only when a Capacity Max system is used.

Note: This operation is not reversible. If you kill a radio unit, it will be impossible to recover it.

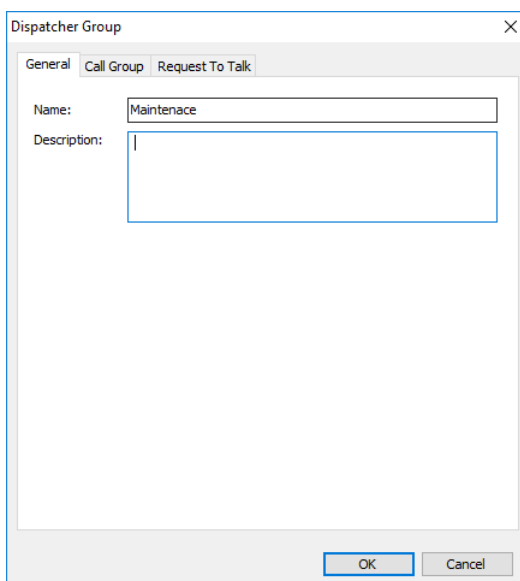
#### 6.4.12 Dispatcher Groups

The administrator can add, edit, and delete dispatcher groups in the system.

Go to **Administration** (1), **Dispatcher Groups** (2) to work with dispatcher groups:



- Click **Add** (3) to add a dispatcher group.

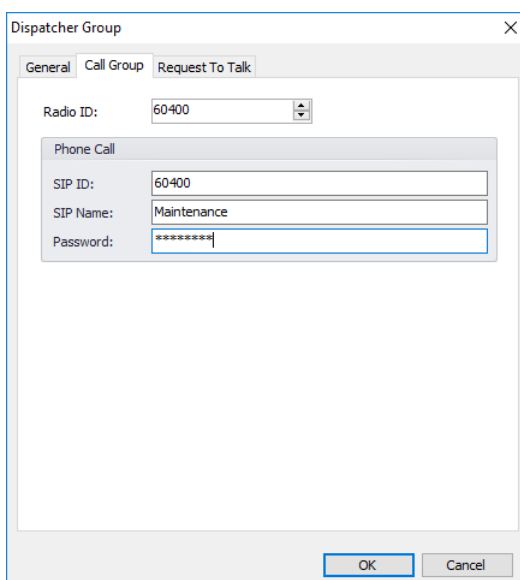


The image shows the 'Dispatcher Group' dialog box with the 'General' tab selected. The 'Name' field contains 'Maintenance' and the 'Description' field is empty. The 'OK' and 'Cancel' buttons are at the bottom right.

On the **General** tab, specify general parameters for the new dispatcher group.

- **Display Name**  
Specify a name for the dispatcher group to display in the Dispatch Console.
- **Description**  
Add a description for the dispatcher group.

On the **Call Group** tab, specify the following parameters:



The image shows the 'Dispatcher Group' dialog box with the 'Call Group' tab selected. The 'Radio ID' field contains '60400'. Below it, the 'Phone Call' section is expanded, showing 'SIP ID' as '60400', 'SIP Name' as 'Maintenance', and 'Password' as '\*\*\*\*\*'. The 'OK' and 'Cancel' buttons are at the bottom right.

- **Radio ID**  
Specify the Radio ID of the dispatcher group.

#### Phone Call

- **SIP ID**  
Enter the SIP ID that will be used by the dispatcher group.

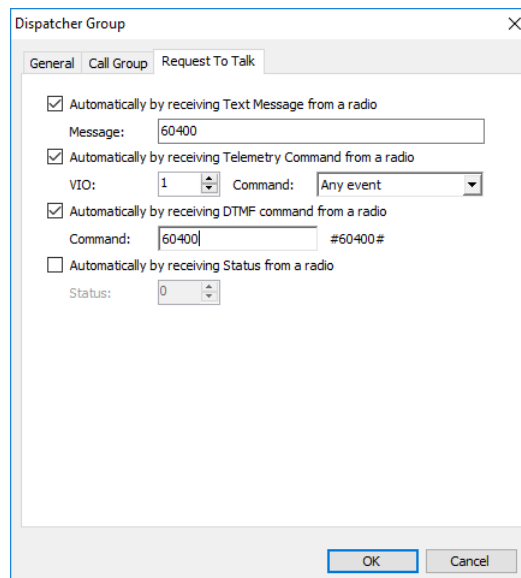
- **SIP Name**

Enter the SIP user name that will be used by the dispatcher group.

- **Password**

Enter the password for the dispatcher group to be authenticated by the telephone system.

On the **Request to Talk** tab, specify the parameters that will be used by radios to request a call from the dispatcher group:



The screenshot shows the 'Dispatcher Group' dialog box with the 'Request To Talk' tab selected. The dialog has three tabs: 'General', 'Call Group', and 'Request To Talk'. Under the 'Request To Talk' tab, there are four options with checkboxes:

- ☒ Automatically by receiving Text Message from a radio  
Message:
- ☒ Automatically by receiving Telemetry Command from a radio  
VIO:  Command:
- ☒ Automatically by receiving DTMF command from a radio  
Command:  #60400#
- ☐ Automatically by receiving Status from a radio  
Status:

At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

- **Automatically by receiving Text Message from a radio**

Select this option to request a call from the dispatcher group when a radio sends a predefined text message. If you select this option, specify a brief text message in the **Message** box.

- **Automatically by receiving Telemetry Command from a radio**

Select this option to request a call from the dispatcher group when a radio sends a predefined telemetry command. If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.

- **Automatically by receiving DTMF command from a radio**

Select this option to request a call from the dispatcher group when a radio sends the specified DTMF tones. If you select this option, specify a DTMF combination without the # characters in the **Command** box.

- **Automatically by receiving Status from a radio**

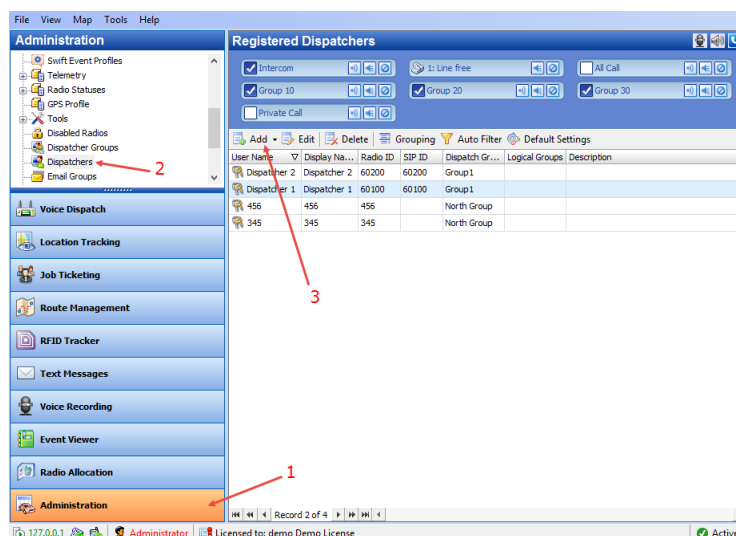
Select this option to request a call from the dispatcher group when a radio sends the specified Status to TRBOnet Server, for instance, 1. If you select this option, specify the **Status**.

Once you have added the dispatcher group to the system, the appropriate PTT box will appear in the Radio Interface pane.

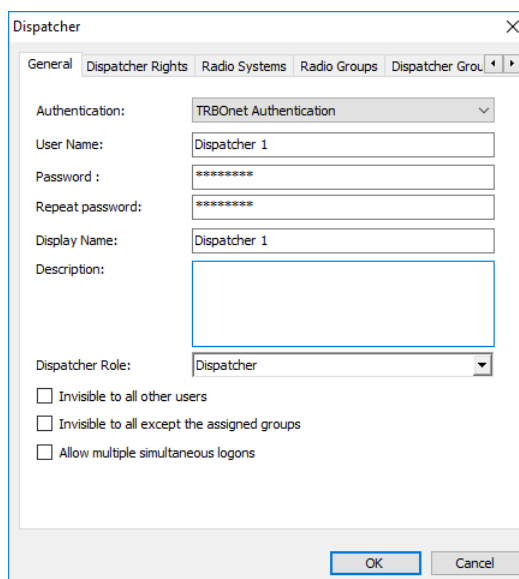
## 6.4.13 Dispatchers

The administrator can add, edit, and delete dispatchers in the system.

Go to **Administration** (1), **Dispatchers** (2) to work with dispatchers:



- Click **Add** (3) to add a dispatcher.



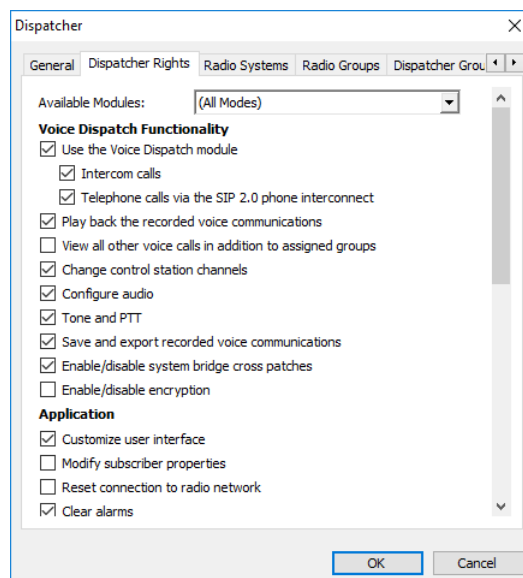
- On the **General** tab, specify general parameters for the new dispatcher.
  - Authentication**  
 Select the Authentication method from the drop-down list.  
 Select **TRBOnet Authentication** to log on as a user registered in TRBOnet Dispatch Console users list.  
 Select **Windows Authentication** to log on using the PC name. The system automatically shows the PC name as User Name.

Note: The password is not required when Windows Authentication is used.

Note: For more details on user access to Allocation Console, section see section [6.4.16, Users](#) (page 221).

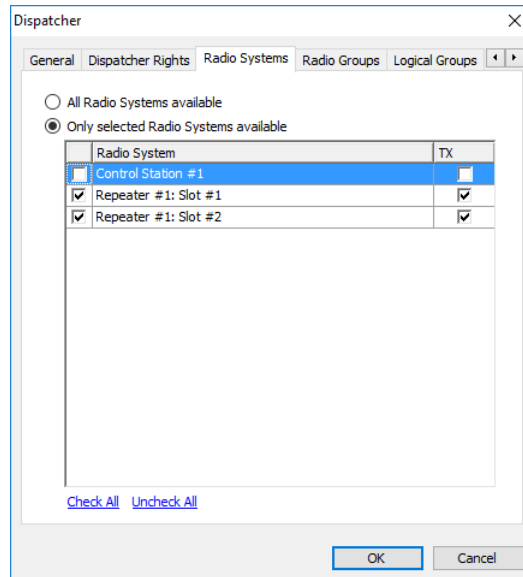
- **User Name**  
Specify a user name for the dispatcher registered in TRBOnet Dispatch Software users list.
- **Password**  
Specify a password for the dispatcher.
- **Display Name**  
Specify a name for the dispatcher to display in the Dispatch Console.
- **Description**  
Add a description for the dispatcher.
- **Dispatcher Role**  
Form the drop-down list, select the role of the dispatcher in the system (Administrator or Dispatcher).
- **Invisible to all other users**  
Select this option to make the dispatcher invisible to other users.
- **Invisible to all except the assigned groups**  
Select this option to make the dispatcher invisible to other users except for users belonging to the same group of dispatchers.
- **Allow multiple simultaneous logons**  
Select this option to allow the dispatcher to use multiple instances of Dispatch Console simultaneously.

On the **Dispatcher Rights** tab, select the available modules and specify the available access rights for the dispatcher.



On the **Radio Systems** tab, specify the radio system(s) that will be available for the dispatcher.





- **All Radio Systems are available**

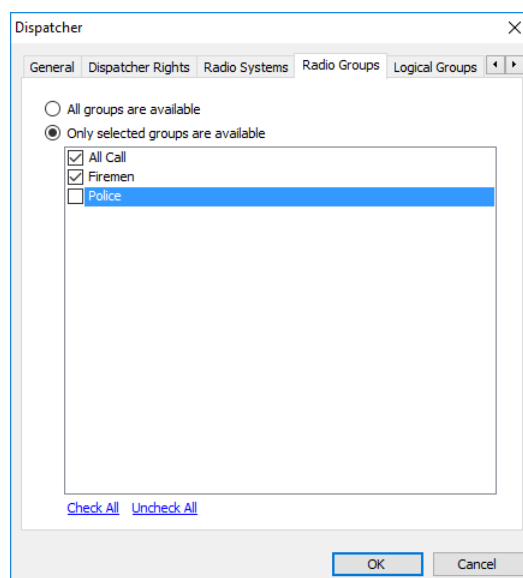
Choose this option to make all radio systems available for the dispatcher to transmit and receive Voice and Data.

- **Only selected Radio Systems are available**

Choose this option and specify which radio systems will be available to the dispatcher.

- Select the check box in the left column to add the corresponding radio system to the Radio Interface for the dispatcher.
- Select the check box in the **TX** column to allow the dispatcher to make Voice calls using the corresponding radio system. When the check box is cleared in the TX column, the dispatcher cannot use the corresponding radio system to transmit voice and data.

On the **Radio Groups** tab, specify radio groups to assign the dispatcher to.



- **All groups are available**

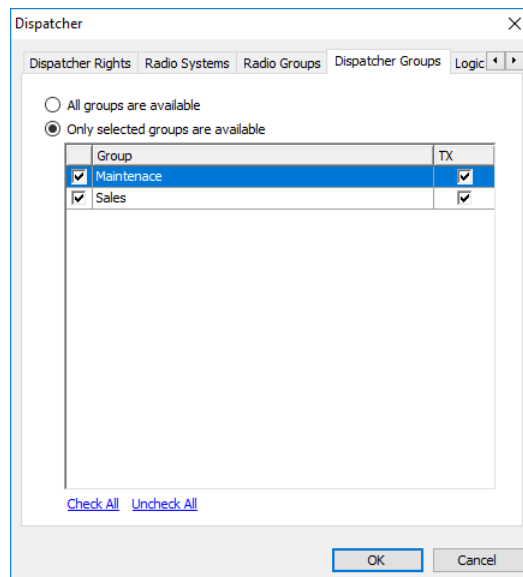
Choose this option to make all groups in the system available for the dispatcher.

- **Only selected groups are available**

Choose this option and specify which radio groups will be available to the dispatcher.

- In the list, select the groups to make them available for the dispatcher.

On the **Dispatcher Groups** tab, select dispatcher groups the dispatcher will belong to:

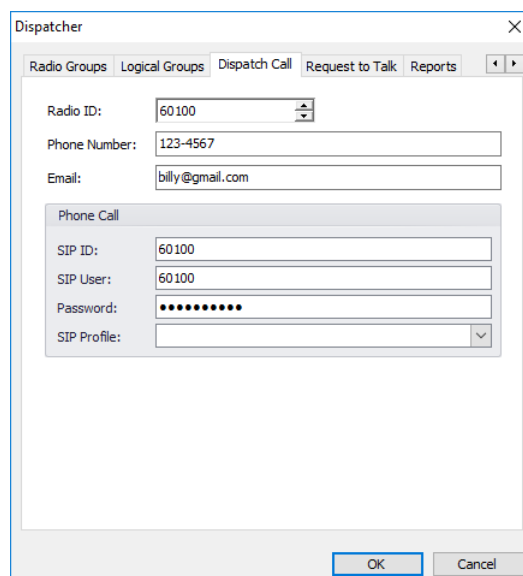


The screenshot shows the 'Dispatcher' window with the 'Dispatcher Groups' tab selected. The 'Only selected groups are available' radio button is chosen. A table lists the groups and their TX status.

| Group   | TX                                  |
|---|-------------------------------------|
| <input checked="" type="checkbox"/> Maintenance | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> Sales       | <input checked="" type="checkbox"/> |

At the bottom of the list, there are links for 'Check All' and 'Uncheck All'. The 'OK' and 'Cancel' buttons are at the bottom right.

On the **Dispatch Call** tab, specify Dispatch Call and SIP call settings for the dispatcher:



The screenshot shows the 'Dispatcher' window with the 'Dispatch Call' tab selected. It contains fields for Radio ID, Phone Number, Email, and a 'Phone Call' section with SIP ID, SIP User, Password, and SIP Profile.

Radio ID: 60100  
 Phone Number: 123-4567  
 Email: billy@gmail.com

**Phone Call**

SIP ID: 60100  
 SIP User: 60100  
 Password: .....  
 SIP Profile: [dropdown menu]

The 'OK' and 'Cancel' buttons are at the bottom right.

- **Radio ID**

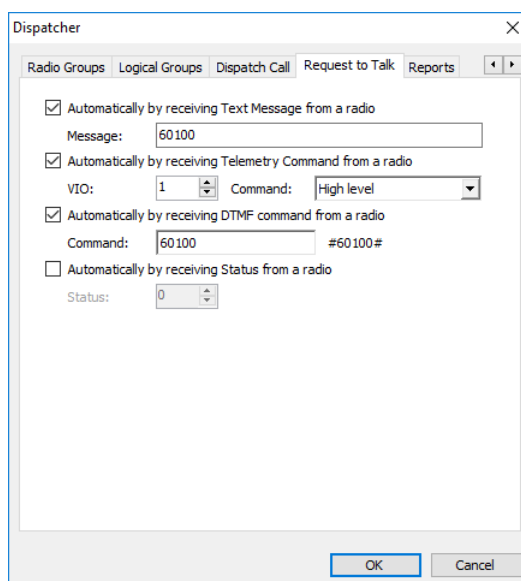
Specify the Radio ID of the dispatcher.

- **Phone number**  
Specify the dispatcher's phone number (additional data).
- **Email**  
Specify the dispatcher's Email (additional data).

### Phone Call

- **SIP ID**  
Enter the SIP ID that will be used by the dispatcher.
- **SIP Name**  
Enter the SIP user name that will be used by the dispatcher.
- **Password**  
Enter the password for the dispatcher to be authenticated by the telephone system.
- **SIP Profile**  
From the drop-down list, select the SIP profile to use.

On the **Request to Talk** tab, specify the parameters that will be used by radios to request a call from the dispatcher:



The screenshot shows the 'Dispatcher' dialog box with the 'Request to Talk' tab selected. The dialog has five tabs: 'Radio Groups', 'Logical Groups', 'Dispatch Call', 'Request to Talk', and 'Reports'. The 'Request to Talk' tab contains the following options and fields:

- ☒ Automatically by receiving Text Message from a radio  
Message:
- ☒ Automatically by receiving Telemetry Command from a radio  
VIO:  Command:
- ☒ Automatically by receiving DTMF command from a radio  
Command:  #60100#
- ☐ Automatically by receiving Status from a radio  
Status:

At the bottom right are 'OK' and 'Cancel' buttons.

- **Automatically by receiving Text Message from a radio**  
Select this option to request a call from the dispatcher when a radio sends a predefined text message. If you select this option, specify a brief text message in the **Message** box.
- **Automatically by receiving Telemetry Command from a radio**  
Select this option to request a call from the dispatcher when a radio sends a predefined telemetry command. If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.

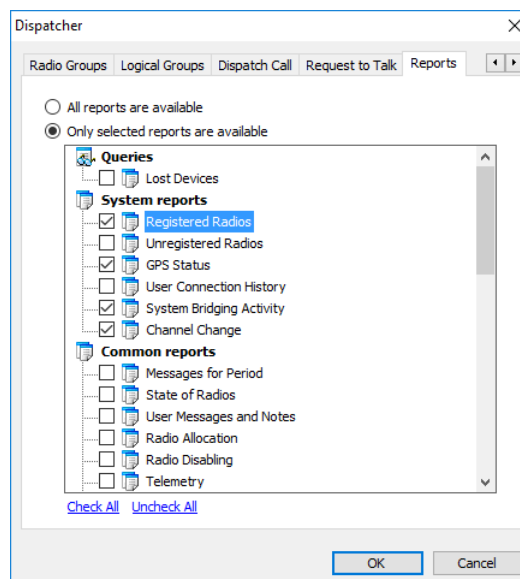
- **Automatically by receiving DTMF command from a radio**

Select this option to request a call from the dispatcher when a radio sends the specified DTMF tones. If you select this option, specify a DTMF combination without the # characters in the **Command** box.

- **Automatically by receiving Status from a radio**

Select this option to request a call from the dispatcher when a radio sends the specified Status to TRBOnet Server, for instance, 1. If you select this option, specify the **Status**.

On the **Reports** tab, specify the reports that will be available to the dispatcher.



- **All reports are available**

Choose this option so that all the reports will be available to the dispatcher.

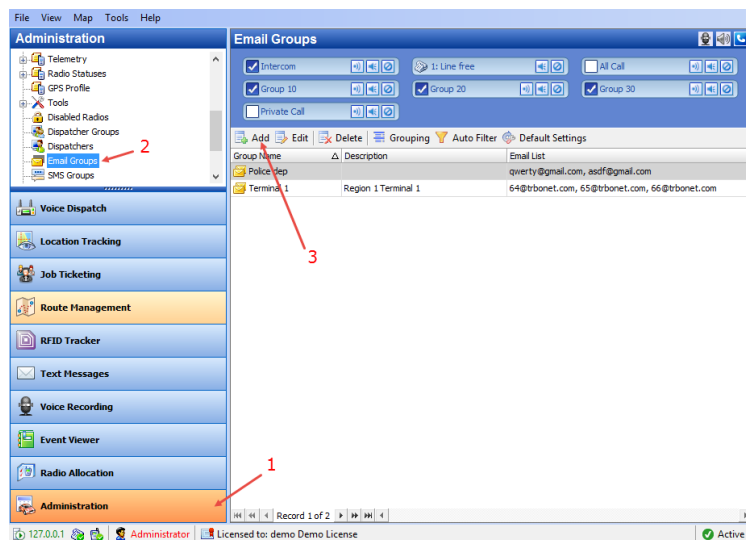
- **Only selected reports are available**

Choose this option and in the list below select/deselect the reports to include/exclude.

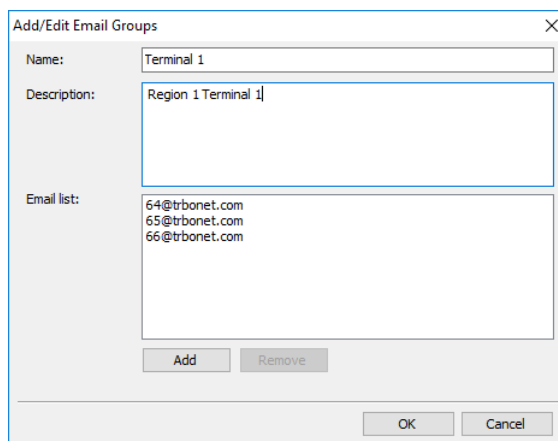
#### 6.4.14 Email Groups

Email Groups are used in Event/Alarm Management and Job Tickets configuration to send emails to dedicated recipient groups.

Go to **Administration** (1), **Email Groups** (2) to add/edit/delete email groups in the system:



- Click **Add** (3) to create an email group.

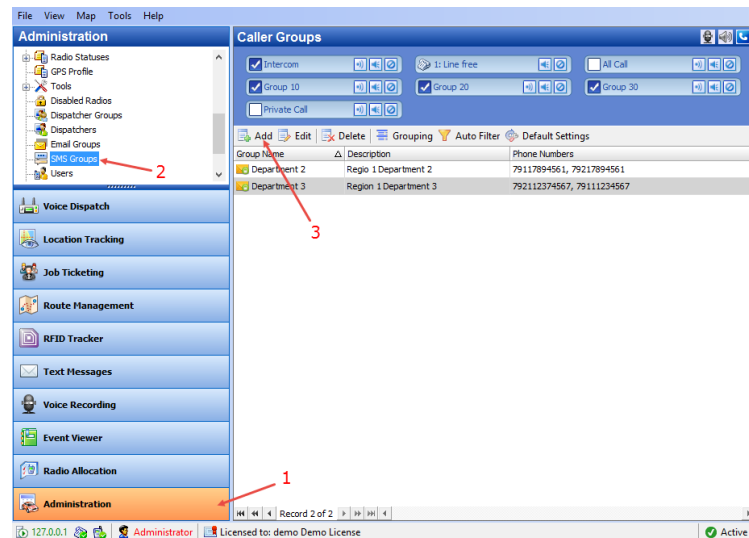


- **Name**  
Specify a name for the email group.
- **Description**  
Add a description for the email group.
- **Email list**  
Click **Add** to add an email address to the Email list.

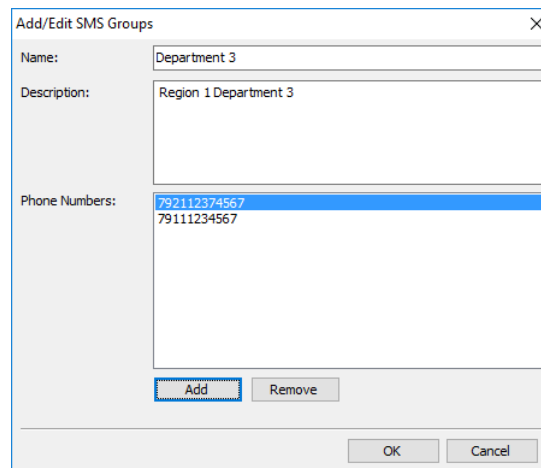
#### 6.4.15 SMS Groups

SMS Groups are used in Event/Alarm Management configuration to send SMS to dedicated SMS recipient groups.

Go to **Administration** (1), **SMS Groups** (2) to add/edit/delete SMS groups in the system:



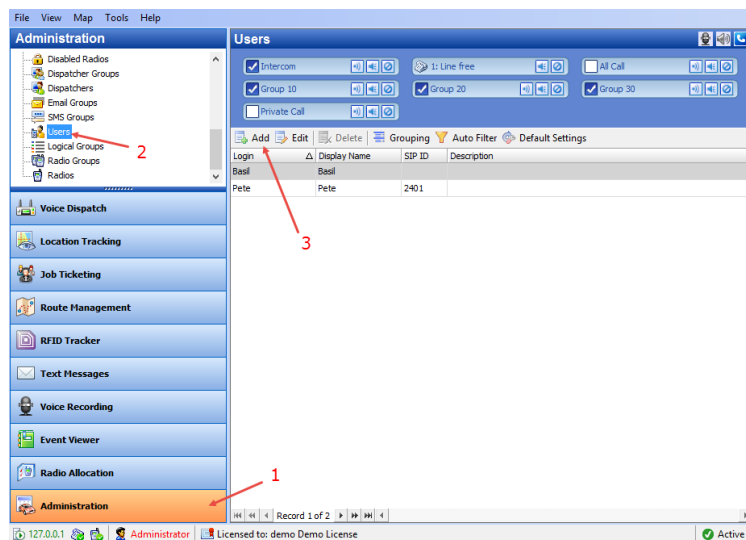
- Click **Add** to create a new SMS group:



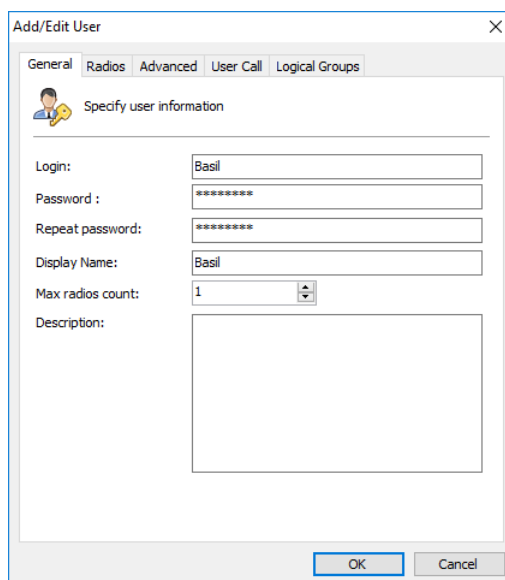
- **Name**  
Specify a name for the SMS group.
- **Description**  
Add a description for the SMS group;
- **Phone Numbers**  
Click **Add** to add a phone number to the SMS group.

#### 6.4.16 Users

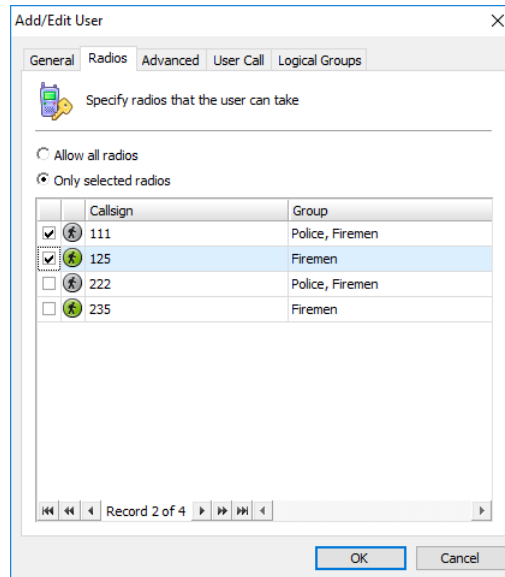
Go to **Administration** (1), **Users** (2) to add/edit/delete users in the system:



- Click **Add** (3) to add a new user to the system:
- On the **General** tab, set general parameters for the user:



- **Login**  
Specify the login for the user.
- **Password**  
Type in the individual password for the user.
- **Display Name**  
Specify a name for the user to display in the Dispatch Console.
- **Max radios count**  
Select a number of radios that will be available for the user.
- **Description**  
Add a description for the user.
- On the **Radios** tab, specify the radios that will be available to the user.



Specify radios that the user can take

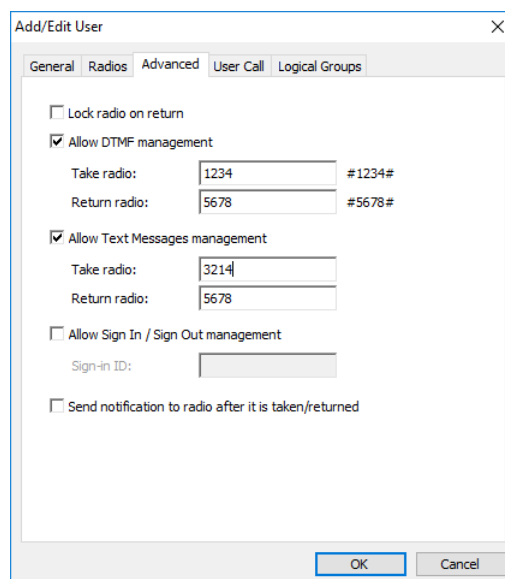
☐ Allow all radios  
☒ Only selected radios

|                                     | Callsign | Group           |
|-------------------------------------|----------|-----------------|
| <input checked="" type="checkbox"/> | 111      | Police, Firemen |
| <input checked="" type="checkbox"/> | 125      | Firemen         |
| <input type="checkbox"/>            | 222      | Police, Firemen |
| <input type="checkbox"/>            | 235      | Firemen         |

Record 2 of 4

OK Cancel

- **Allow all radios**  
Choose this option to allow using all radios in the system.
- **Only selected radios**  
Choose this option and specify which radios will be available to the user.
- On the **Advanced** tab, specify settings related to taking/returning radios:



☐ Lock radio on return  
☒ Allow DTMF management

Take radio:  #1234#  
 Return radio:  #5678#

☒ Allow Text Messages management

Take radio:   
 Return radio:

☐ Allow Sign In / Sign Out management  
 Sign-in ID:

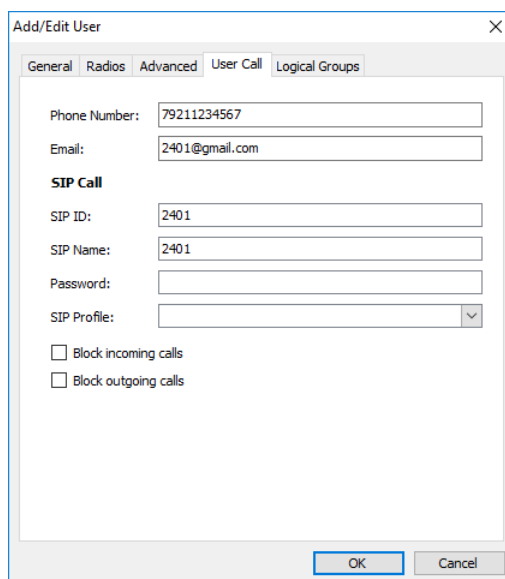
☐ Send notification to radio after it is taken/returned

OK Cancel

- **Lock radio on return**  
Select this option so that a radio will be disabled after the users returns it.
- **Allow DTMF management**  
Select this option to allow taking/returning radios by sending the specified DTMF tones.
  - **Take radio**  
Specify DTMF tones to be sent by the user to take a radio.



- **Return radio**  
Specify DTMF tones to be sent by the user to return a radio.
- **Allow Text Messages management**  
Select this option to allow taking/returning radios by sending specified text messages.
- **Take radio**  
Specify the text of the message to be sent by the user to take a radio.
- **Return radio**  
Specify the text of the message to be sent by the user to return a radio.
- **Allow Sign In / Sign Out management**  
Select this option to allow taking radios when the user signs in.
- **Sign-in ID**  
Specify the password that the user enters to sign in when they take a radio.
- **Send notification to radio after it is taken/returned**  
Select this option so that a notification is sent to a radio every time the user takes/returns it.
- On the **User Call** tab, specify SIP Call settings for the user:



The screenshot shows the 'Add/Edit User' dialog box with the 'User Call' tab selected. The fields are as follows:

| Field                | Value                    |
|----------------------|--------------------------|
| Phone Number         | 79211234567              |
| Email                | 2401@gmail.com           |
| SIP ID               | 2401                     |
| SIP Name             | 2401                     |
| Password             |                          |
| SIP Profile          |                          |
| Block incoming calls | <input type="checkbox"/> |
| Block outgoing calls | <input type="checkbox"/> |

- **Phone number**  
Specify the user's phone number (additional data).
- **Email**  
Specify the user's email address (additional data).

#### SIP Call

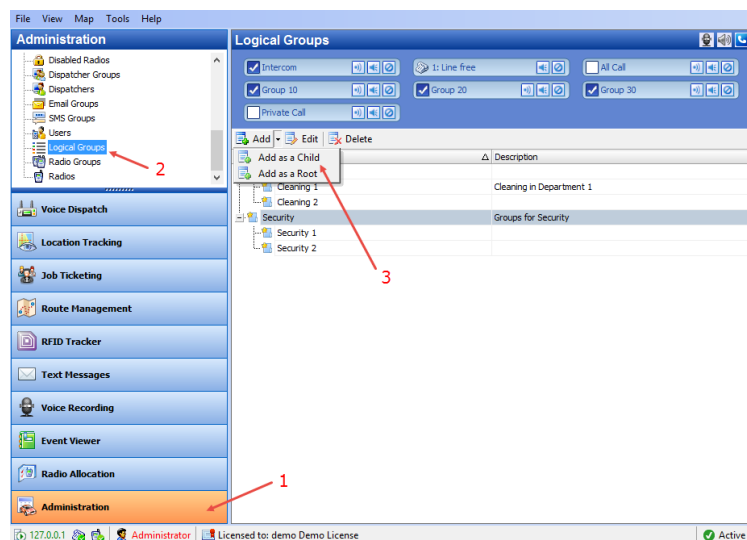
- **SIP ID**  
Enter the SIP ID that will be used by the user.
- **SIP Name**  
Enter the SIP user name that will be used by the user.

- **Password**  
Enter the password for the user to be authenticated by the telephone system
- **SIP Profile**  
From the drop-down list, select the SIP profile to use.
- **Block incoming calls**  
Select this option to block all incoming SIP calls for the user.
- **Block outgoing calls**  
Select this option to block all outgoing SIP calls for the user.

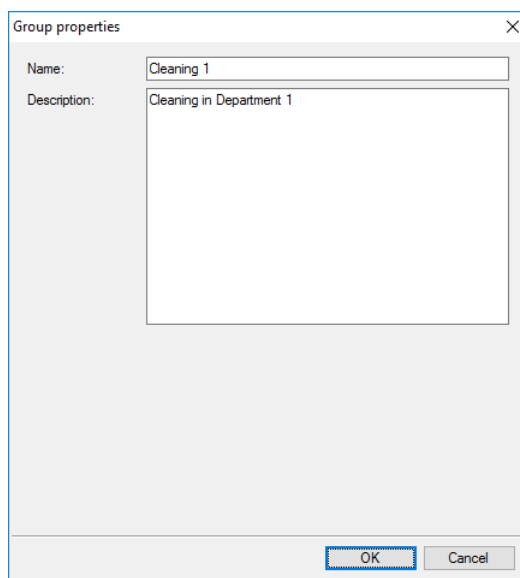
### 6.4.17 Logical Groups

TRBOnet Dispatch Console allows adding custom logical groups in addition to radio groups. You can create groups and subgroups and then assign radios/users/dispatchers to these groups.

Go to **Administration** (1), **Logical groups** (2) to work with Logical Groups:



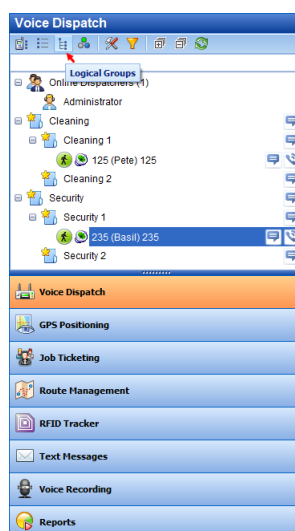
- Click **Add** (3) to add a logical group.
  - Select **Add as a Root** to add a logical group as a root folder.
  - Select **Add as a Child** to add a logical group as a child folder.



A dialog box titled "Group properties" with a close button (X) in the top right corner. It contains two input fields: "Name:" with the text "Cleaning 1" and "Description:" with the text "Cleaning in Department 1". At the bottom, there are "OK" and "Cancel" buttons.

- Specify a **Name** and **Description** for the logical group.
- Click **OK** to add the logical group.

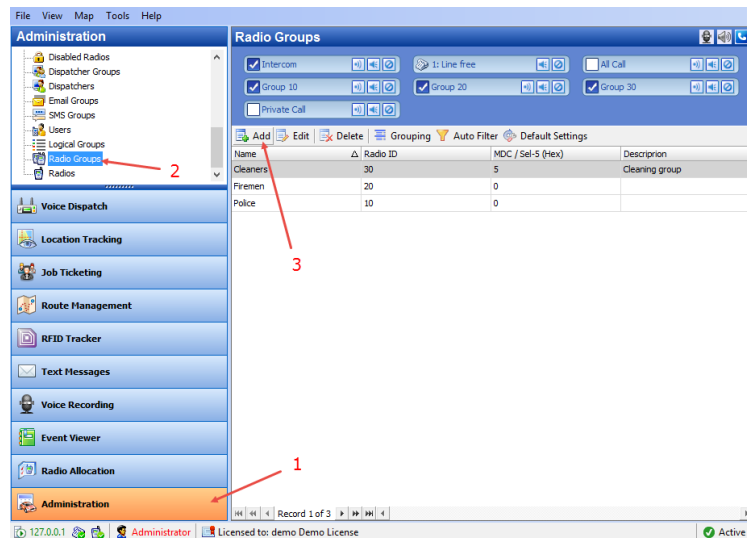
To display logical groups, enable the Logical Group view:



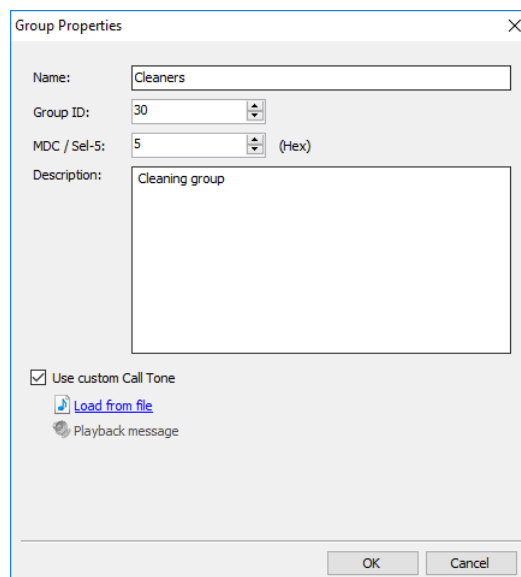
All created logical groups are displayed in the list of radios.

#### 6.4.18 Radio Groups

Go to **Administration** (1), **Radio Group** (2) to add/edit/delete Radio Groups in the system.



- Click **Add** (3) to add a radio group to the system:



- Name**  
Specify a name for the radio group in the system.
- Group ID**  
Specify the Radio ID for the radio group used to identify messages to/from the radio group.
- MDC / Sel-5 (Hex)**  
Set an ID for MDC 1200 or SELECT 5 signaling systems. This ID is used to identify and communicate with a target radio or group of radios depending on the call type.
- Description**  
Add a description for the radio group.

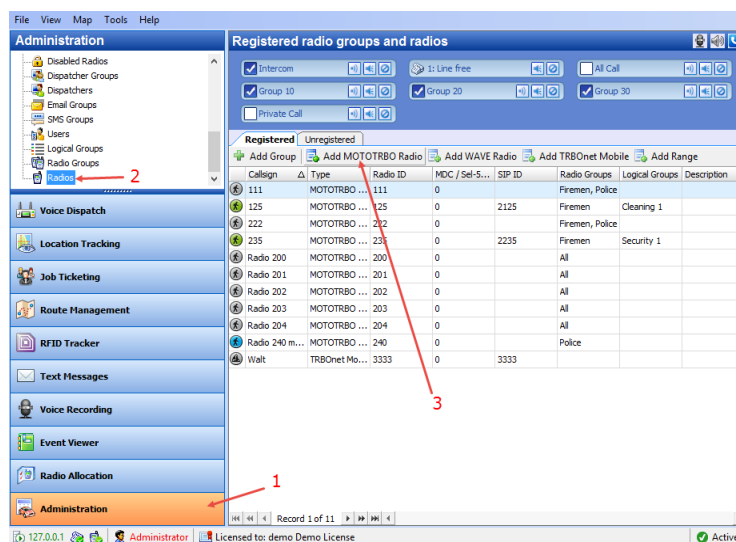
- **Use custom Call Tone**

Select this option and browse for the sound file (WAV, MP3) that will be used as a ringtone when receiving calls from the group.

## 6.4.19 Radios

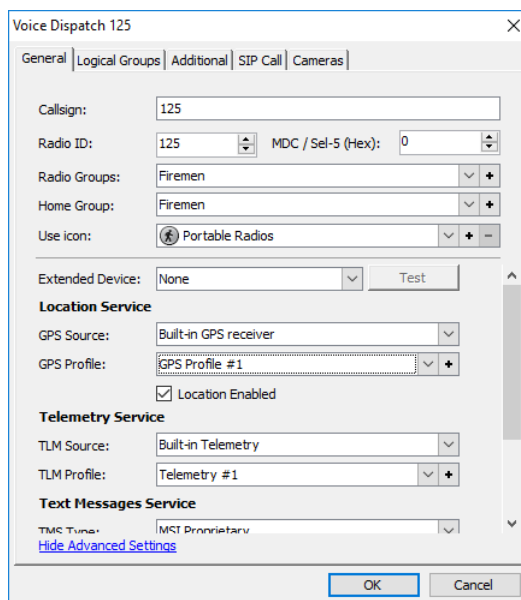
The administrator can add/edit/delete radios in the system.

- Go to **Administration** (1), **Radios** (2).



- Click **Add MOTOTRBO Radio** (3) to add a new radio.

On the **General** tab, specify general settings for the radio:



- **Callsign**

Specify a descriptive name for the radio to display in the Dispatch Console.

- **Radio ID**  
Specify a Radio ID for the radio. This ID is used by other calling radios when addressing the radio, for instance, when making a private call or sending a text message.
- **MDC / Sel-5 (Hex)**  
Set an ID for MDC 1200 or SELECT 5 signaling systems. This ID is used to identify and communicate with a target radio or group of radios depending on the call type.
- **Radio Groups**  
In the drop-down list, select a radio group(s) to which to assign the radio.
- **Home Group**  
In the drop-down list, select a home group for the radio.
- **Use icon**  
From the drop-down list, select an icon for the radio.
- **Extended Device**  
From the drop-down list, select the option board type the radio is equipped with.

#### Location Service

- **GPS Source**
  - **Built-in GPS receiver**  
Select if the radio has its own built-in GPS receiver to send GPS data.
  - **Not equipped with GPS receiver**  
Select if the radio cannot send GPS data.
- **GPS Profile**  
From the drop-down list, select the default or preconfigured GPS Profile. For more details on GPS Profiles, see section [6.4.9, GPS Profile](#) (page 196).
  - **Location Enabled**  
Select/clear this check box to enable/disable the location trigger.

#### Telemetry Service

- **TLM Source**
  - **Not equipped with Telemetry**  
Select if the radio cannot send Telemetry data.
  - **Built-in Telemetry**  
Select if the radio has its own built-in Telemetry.
  - **Extended device**  
Select if the radio is equipped with an extended device.
- **TLM Profile**  
From the drop-down list, select the default or preconfigured Telemetry Profile. For more details on Telemetry Profiles, see section [6.4.8, Telemetry](#) (page 192).

## Text Messages Service

- **TMS Type**
  - **None**  
Select if the radio is not equipped with a display.
  - **MSI Proprietary**  
Select if the radio supports Text Messaging service (equipped with Display).
  - **Standard**  
Select if the radio supports DMR Compatible text messages.

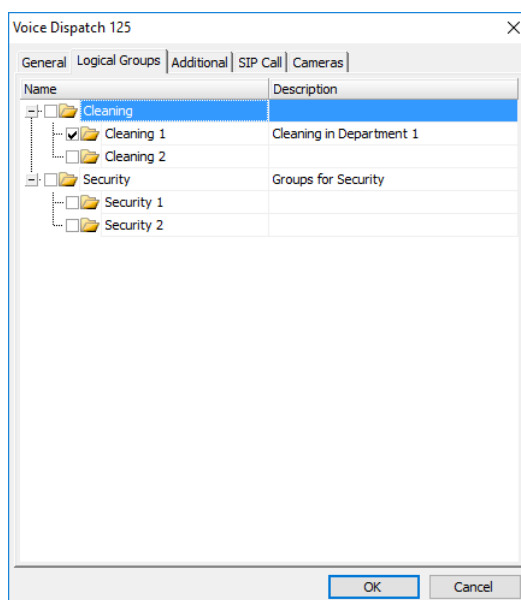
## Job Tickets Service

- **JTS Type**
  - **None**  
Select if the radio is not equipped with a display.
  - **MSI Proprietary**  
Select if the radio supports Job Tickets service (equipped with Display).
  - **Text Messages**  
Select if the radio supports DMR Compatible text messages.

## Radio Status Service

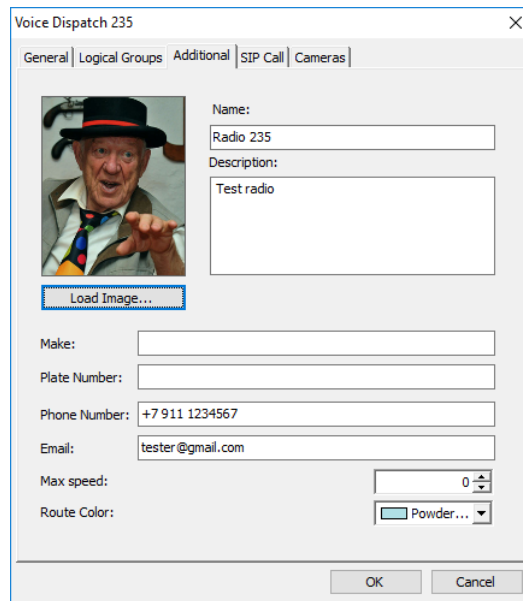
- **RS Profile**  
From the drop-down list, select the default or preconfigured Radio Status Profile.

On the **Logical Groups** tab, specify logical groups for the radio:



- Select a logical group in the list of available groups.
- For more information about logical groups, see section [6.4.17, Logical Groups](#) (page 225).

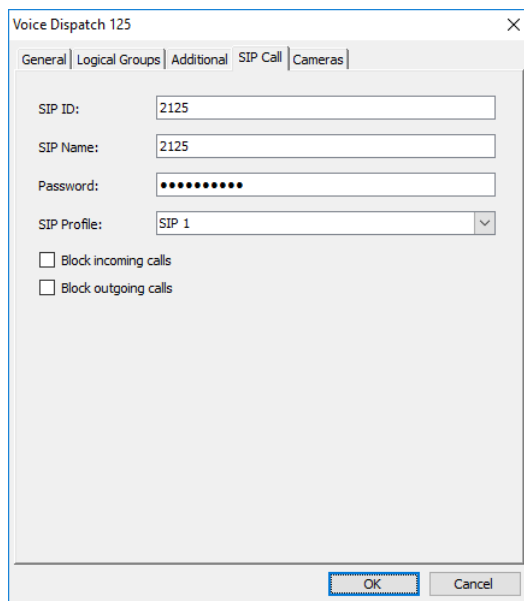
On the **Additional** tab, specify additional information about the radio subscriber:



- **Name**  
Specify a name for the radio subscriber.
- **Description**  
Add a description for the radio subscriber.
- Click the **Load Image** button and browse for the photo or image to assign to the radio subscriber.
- **Make**  
Specify a make of the vehicle as additional information.
- **Plate number**  
Specify a plate number of the vehicle as additional information.
- **Phone number**  
Add a telephone number for the radio subscriber.
- **Email**  
Add an email address for the radio subscriber.
- **Max speed**  
Specify the maximum speed allowed for the vehicle, in kilometers per hour or in miles per hour, depending on the measurement system specified in TRBOnet server.
- **Route Color**  
Specify a color to display the route passed by the radio on the map.

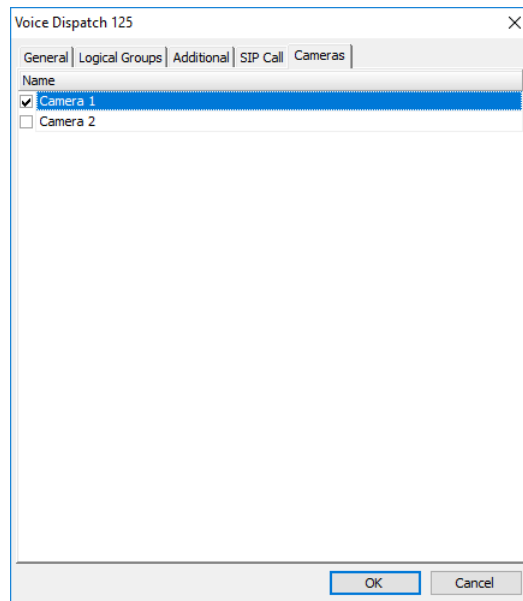
On the **SIP Call** tab, specify SIP Call settings for the radio:





- **SIP ID**  
Enter the SIP ID that will be used by the radio.
- **SIP Name**  
Enter the SIP user name that will be used by the radio.
- **Password**  
Enter the password for the authentication.
- **SIP Profile**  
From the drop-down list, select the SIP profile to use for the radio.
- **Block incoming calls**  
Select this option to block all incoming SIP calls for the radio.
- **Block outgoing calls**  
Select this option to block all outgoing SIP calls for the radio.

On the **Cameras** tab, select the check box beside the camera that will be associated with the radio:



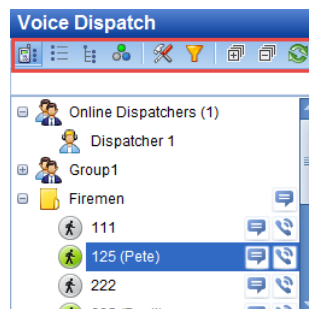
## 6.5 Voice Dispatch





When on the Voice Dispatch tab is selected, the dispatcher can make radio and phone calls, send text messages to radios and phone numbers, monitor recent calls and events, radio state, active tasks and routes and view selected map.

### 6.5.1 Radio List

#### 6.5.1.1 View Options

The toolbar in the upper part of the Radio List pane provides buttons to change the appearance of the list:



- Click  to view radios by radio groups.
- Click  to view radios by radio list.
- Click  to view radios by logical groups.
- Click  to view radios by their statuses.

- **Yellow**

A radio is online and enters the beacon coverage zone; has Indoor positioning lock.

Note: When GPS location is available and the radio enters the beacon coverage zone, the status turns yellow from green.

- **Blue**


A radio is online; GPS data is not available.

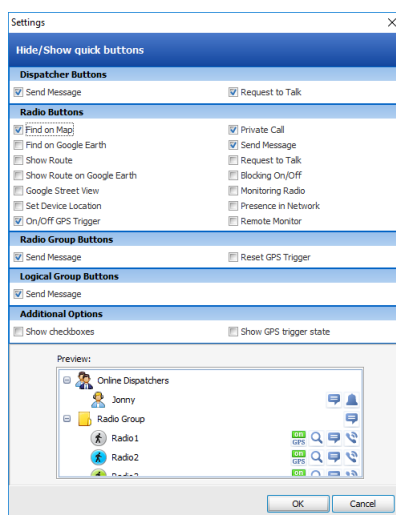
- **Green**

A radio is online; GPS data is available. This status is shown if the Server has received GPS data during the last 10 minutes (the time interval is set in the server configuration).

- **Grey**

A radio is offline.

- Click  to open the Settings dialog box to specify which quick buttons to display in the Voice Dispatch pane.



- **Dispatcher Buttons**

In this group, select the quick buttons to be displayed in the Radio List for dispatchers.

- **Radio Buttons**

In this group, select the quick buttons to be displayed in the Radio List for radios.

- **Radio Groups Buttons**

In this group, select the quick buttons to be displayed in the Radio List for radio groups.

- **Logical Group Buttons**

In this group, select the quick buttons to be displayed in the Radio List for for logical groups.

Note: For the preview, see the lower part of the Settings dialog box.

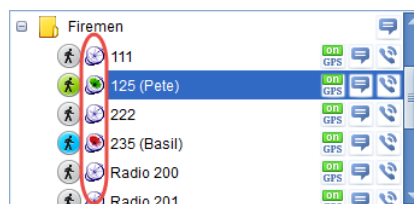
- **Additional Options**

- **Show checkboxes**

Select this option to display check boxes next to each radio and radio group. Selecting/clearing a check box will display/hide the corresponding radio/radio group on the map.

- **Show GPS trigger state**

Select this option to display the GPS trigger state for a radio in the Radio List.



- **Grey**

A radio is offline.

- **Blue + white dish**

A radio sent ARS but didn't send GPS packets.

- **Blue + red dish**

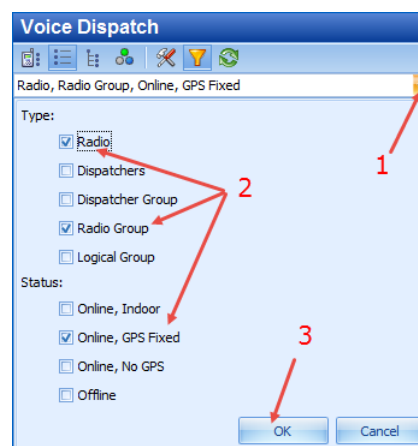
A radio sent ARS and GPS packets without GPS data, that is the radio is out of GPS coverage.

- **Green**

A radio is fully online (has a GPS fix).

### Filter the Radio List

- Click  to select which radio list elements to display in the Radio List.



- Click the arrow button (1).
- Select the object types and statuses (2) to filter radios.

For example, you may select to display only radios and radio groups that are online and have fixed GPS signal.

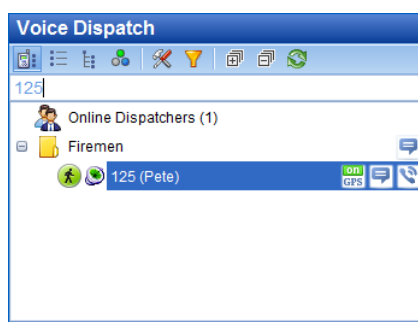
- Click **OK** (3) to apply filter settings.

### Refresh the Radio List

- Click  to reload the Radio List.

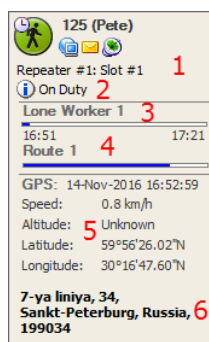
#### 6.5.1.2 Quick Filter

Type in Radio ID or Radio name to filter the Radio List. Search results are displayed in the Radio List:



#### 6.5.1.3 Radio Pop-up Window


The dispatcher can see the last received radio data in the Radio pop-up window. Select a radio in the Radio List and hover the mouse pointer over it:





The following information on the radio is displayed on this pop-up window:

1. The current channel the radio is on.
2. The User Activity list the radio is assigned to, if a User Activity task is activated.
3. The Lone Worker policy's state, if a Lone Worker task is activated.
4. The route assigned to the selected radio, if a Route Management task is activated for the selected radio.
5. The current GPS data and current location data.
6. The current location resolved to address.

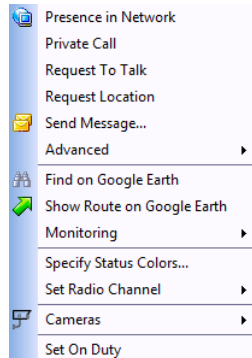
While this pop-up is open, the dispatcher can do the following:

- Click  to request the presence of the radio in the radio network.

- Click  to send a text message to the radio.
- Click  to request the radio's location.

#### 6.5.1.4 Radio Shortcut Menu

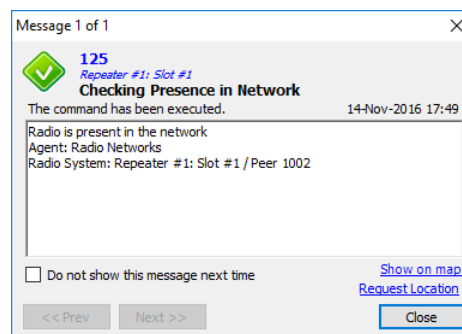
To open the radio's context menu, right-click a radio in the Radio List:



This shortcut menu contains the following items:

- **Presence in Network**

Choose this menu item to send a Check Radio command. If the radio is online and is located in the coverage area, the dispatcher will see a message like this:



- **Private Call**

Choose this menu item to initiate a Private Call to the selected radio.

- **Request to Talk**

Choose this menu item to send a talk request to the selected radio.

- **Request Location**

Choose this menu item to request the location of the selected radio (for radios with GPS module only).

- **Send Message**

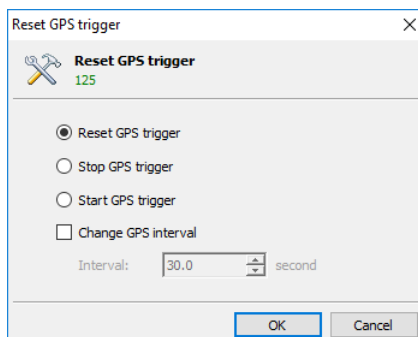
Choose this menu item to send a text message to the selected radio (for radios with display only).

- **Advanced > Remote Monitor (Open mic)**

Choose this menu item to activate the radio microphone in hidden mode (remote monitor duration – 30 sec.)

- **Advanced > Reset GPS Trigger**

Choose this menu item to customize the GPS trigger settings. When you reconnect to the Server or reassign a GPS Profile to the radio, temporary settings will be updated to GPS Profile settings.



- **Reset/Stop/Start GPS Trigger**

Choose which command to send to the radio.

- **Change GPS Interval**

Select this option and specify the new GPS trigger update interval.

- **Advanced > Enable Radio**

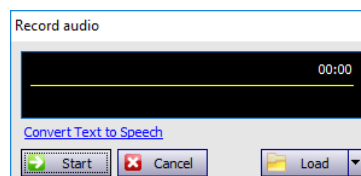
Choose this menu item to enable the selected radio.

- **Advanced > Disable Radio**

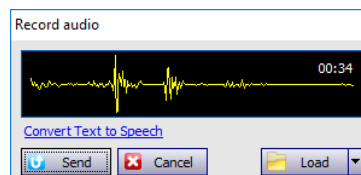
Choose this menu item to disable the selected radio.

- **Advanced > Send Audio Record**

Choose this menu item to send an audio record to the selected radio.



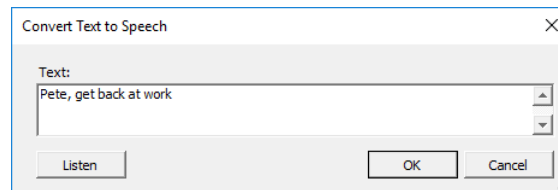
- Click **Start** and start talking to the microphone.



- Click **Send** to send the recorded message to the radio.

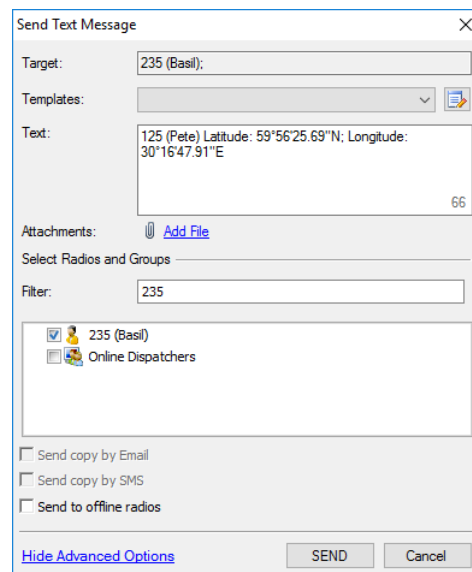
- You can also load your message from file, or from Saved Audio Files. Just click the **Load** button.

- Or, you can send a text message converted to speech. Just click the **Convert Text to Speech** link.



- **Advanced > Send Coordinates To**

Choose this menu item to send the coordinates of the selected radio to selected recipients.



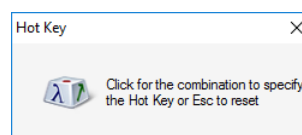
- In the dialog box that appears, specify the radio/radio group/dispatcher to send the coordinates to.

- **Advanced > Send Email**

Choose this menu item to send an Email message to the selected radio mailbox.

- **Advanced > Hot Key - Private Call**

Choose this menu item to assign a hot key that will be used to make a private call to the selected radio. When the prompt appears, press the desired key or key combination.



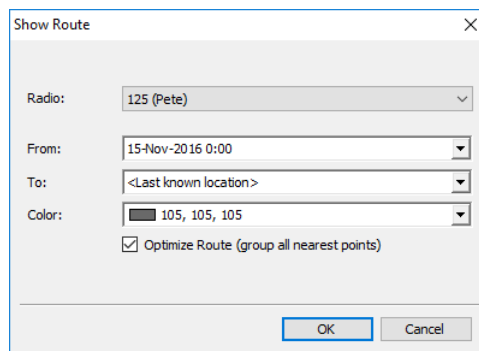
- **Find on Google Earth**

Choose this menu item to display the selected radio location on Google Earth.

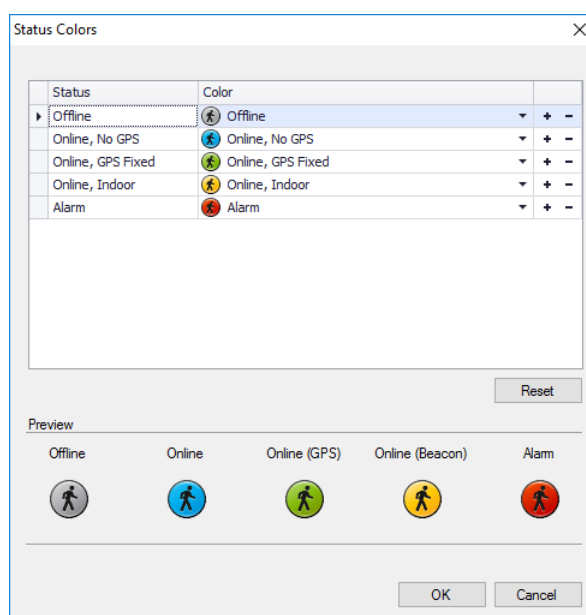
- **Show Route on Google Earth**

Choose this menu item to display a route traveled by the selected radio on Google Earth for the specified time period.





- **Monitoring > Monitoring in New Window**  
Choose this menu item to open a new Map window for the selected radio.
- **Monitoring > Google Street View**  
Choose this menu item to open Google Street View with the latest location and direction of the selected radio.
- **Monitoring > Yandex Street View**  
Choose this menu item to open Yandex Panorama with the latest location and direction of the selected radio.
- **Specify Status Colors**  
Choose this menu item to select to set individual parameters for the radio icons.

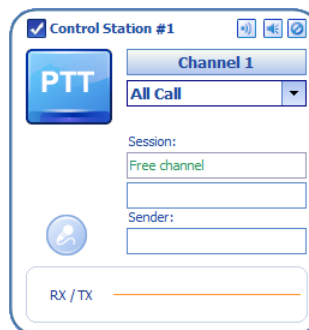


- In the Status Colors dialog box, you can specify icons for the statuses of the selected radio. Select icons from the drop-down list. To set a custom color for the radio status icon, click the + button and select a color in the uniform color palette. Click the – button to delete a custom color.
- In the lower part of the dialog box, you can see the preview of the icons.
- To set default icons for the selected radio, click the **Reset** button.





- **Set Radio Channel > Radio Active**  
Select/deselect this menu item to make the selected radio active/inactive.
- **Set Radio Channel > Channel**  
Select the channel over which to make calls to the selected radio.
- **Cameras >**  
Click this menu item and select a camera associated with the radio. As a result, a new window with the camera view will open.
- **Set On Duty**  
Choose this menu item to assign the selected radio to the **On Duty** list.  
See also section [6.4.5.12, User Activity](#) (page 173).

## 6.5.2 PTT Boxes

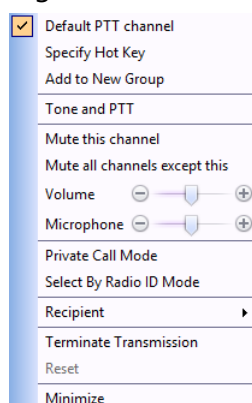
The dispatcher can make voice calls from the Dispatch Console by using PTT boxes:



The following options are available for the PTT box:

- Click the  button to make the channel the default PTT channel.
- Click the  (Tone and PTT) button to start transmitting after a tone sound.
- Click the  (Solo) button to mute all channels except this one.
- Click the  (Mute) button to mute this channel.

Right-click the selected PTT box to display its shortcut menu:



This shortcut menu contains the following items:

- **Default PTT channel**  
Select this menu item to make the channel the default PTT channel.

- **Specify Hot Key**  
Choose this menu item to assign a hot key that will be used to transmit on this radio channel. When the prompt appears, press the desired key.
- **Add to New Group**  
Choose this menu item to add the channel/group associated with the selected PTT box to the Cross Patch box. When two or more channels/groups are added to the Cross Patch box, the dispatcher can click the **Create** link to create a cross patch group for the selected channels/groups.
- **Tone and PTT**  
Click this menu item to start transmitting after playing a tone sound.
- **Mute this channel**  
Click to mute the selected channel.
- **Mute all channels except this**  
Click to mute all channels except the selected one.
- **Volume**  
Move the slider to specify the speaker volume level on the selected channel/group.
- **Microphone**  
Move the slider to specify the microphone volume level on the selected channel/group.
- **Private Call Mode**  
Select this mode to allow making private calls from the PTT box.
- **Select By Radio ID Mode**  
Select this mode to allow making calls by entering radio IDs from the PTT box.
- **Recipient**  
Select the call recipient for the PTT box.
- **Terminate Transmission**  
Click this menu item to terminate the current call.

Note: The current transmission can also be terminated by clicking the **Terminate** button in the PTT box.



- **Reset**  
Click this menu item to reset connection to the selected channel/group.

- **Minimize/Maximize**

Click to minimize or maximize the PTT box.

### 6.5.3 Voice Calls

The dispatcher can make the following types of calls:

- **Private Call**

This is an individual call from the Dispatch Console to a radio via the radio channel.

- **All Call**

This is a call from the Dispatch Console to all radio groups registered in the system.

- **Group Call**

This is a call from the Dispatch Console to a selected radio group registered in the system.

- **Intercom Call**

This is a call from the Dispatch Console to other dispatchers. There are three types of Intercom Call:

- Intercom Call to all dispatchers
- Group Intercom Call to a group of dispatchers
- Private Intercom Call to a selected dispatcher

- **Phone Call**

This is a call from the Dispatch Console to a selected phone number.

In addition, the dispatcher can send voice mails to offline radios.

#### 6.5.3.1 Private calls

The dispatcher can make a call to any online radio registered in the system. To make an individual call from the Dispatch Console to a selected radio via the radio, channel do the following:

- Select the radio in the Radio List.
- Click the  button on the right.

Or:

- Right-click the radio in the Radio List.
- On the drop-down menu, click Private Call.

To terminate a private call, do the following:

- Click the PTT button on the PTT box.

Or:

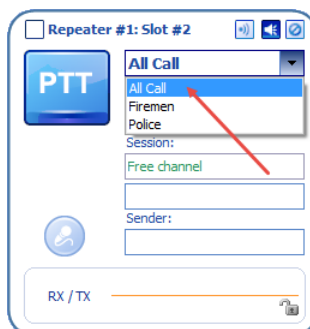
- Click the  button in the Radio list.

Note: You can also create a special PTT box for Private Calls. For more details, see [View > Configure PTT Boxes](#) on page 93.

### 6.5.3.2 All calls

The dispatcher can make a call to all online radios registered in the system (for example, in the case of alarm). To make a call from the Dispatch Console to all radios registered in the system, do the following:

- From the drop-down list, select **All Call**.

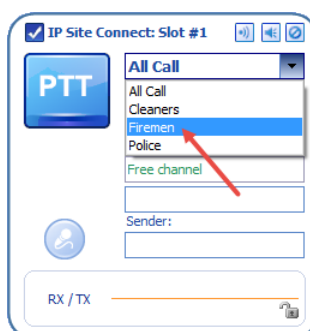


- Click the **PTT** button.

### 6.5.3.3 Group calls

To make a call from the Dispatch Console to a selected radio group registered in the system, do the following:

- From the drop-down list, select a group.



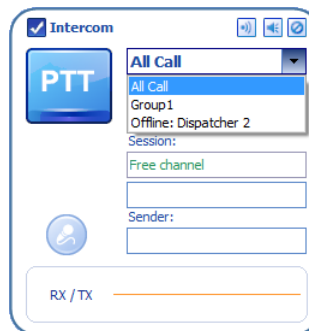
- Click the **PTT** button.

Note: You can also create a special PTT box for Group Calls. For more details, see [View > Configure PTT Boxes](#) on page 93.

### 6.5.3.4 Intercom calls

The dispatcher can make calls to all dispatchers or to selected dispatchers in the system. To make an Intercom Call to dispatchers, do the following:

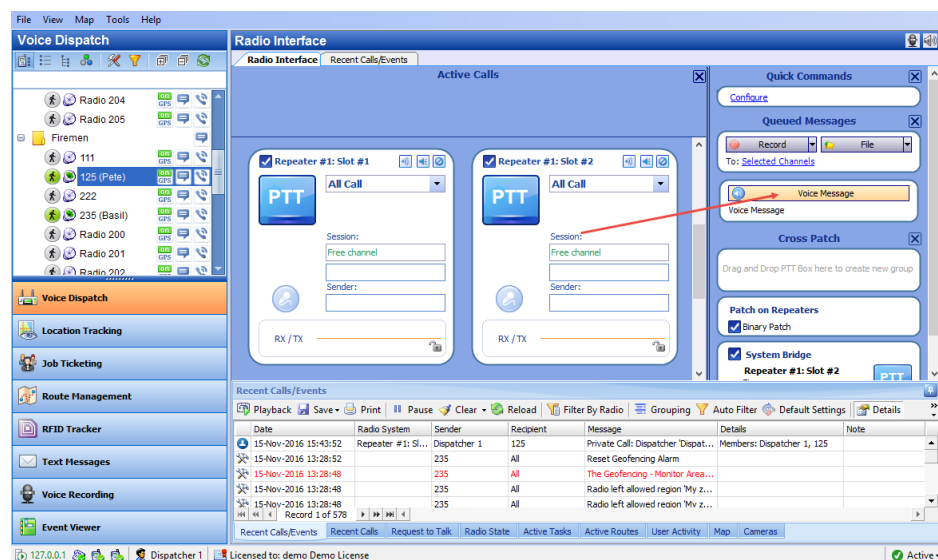
- On the Intercom PTT box, from the drop-down list, select either All Call, or a group of dispatchers, or an individual dispatcher.



- Click the **PTT** button.

### 6.5.4 Predefined Voice Messages

The dispatcher can send predefined voice messages (recorded or voice messages, or audio files) to a radio or a selected radio group:

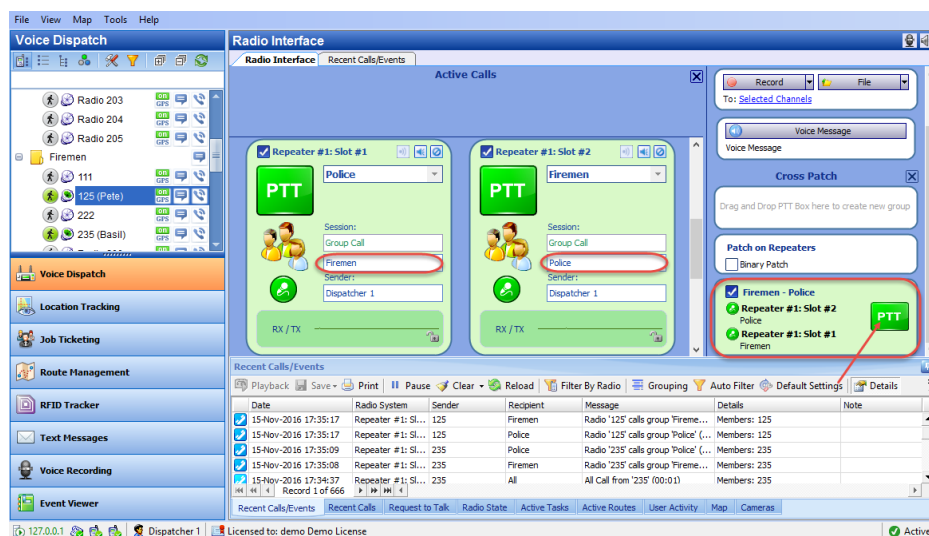


- In the Queued Messages panel, click the **Voice Message** button.
- In the confirmation dialog box, click **Yes**.

### 6.5.5 Cross Patches

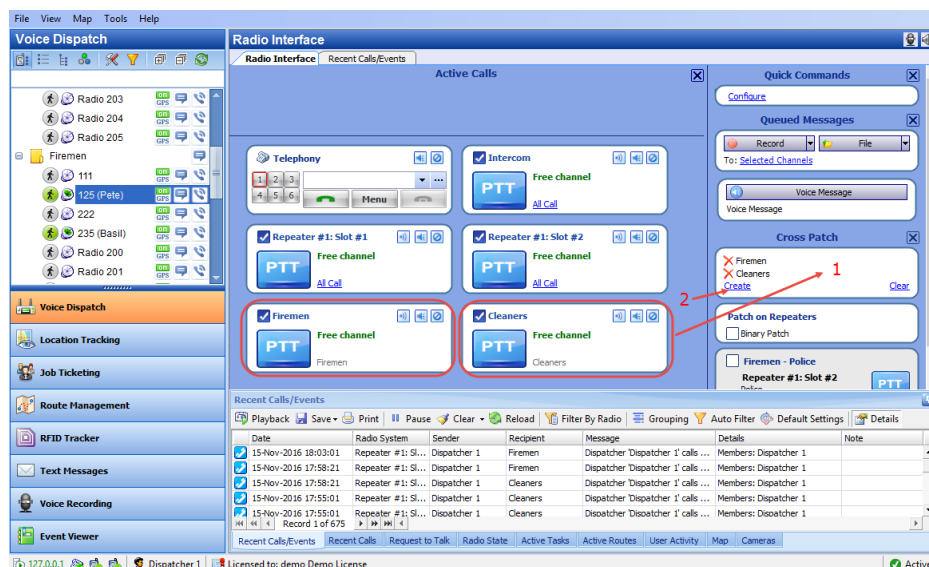
#### 6.5.5.1 Predefined Cross Patch

The **Cross Patch** function allows configuring the network to redirect calls. A predefined Cross Patch can be created by the administrator only and a dispatcher cannot configure it. A predefined Cross Patch is displayed in the Cross Patch panel by default. The Cross Patch feature is intended to combine different radio channels in a single group to make voice calls from a dispatcher to radios and from radios to a dispatcher (for example, to connect a dispatcher with the firemen and police).



### 6.5.5.2 Custom Cross Patch

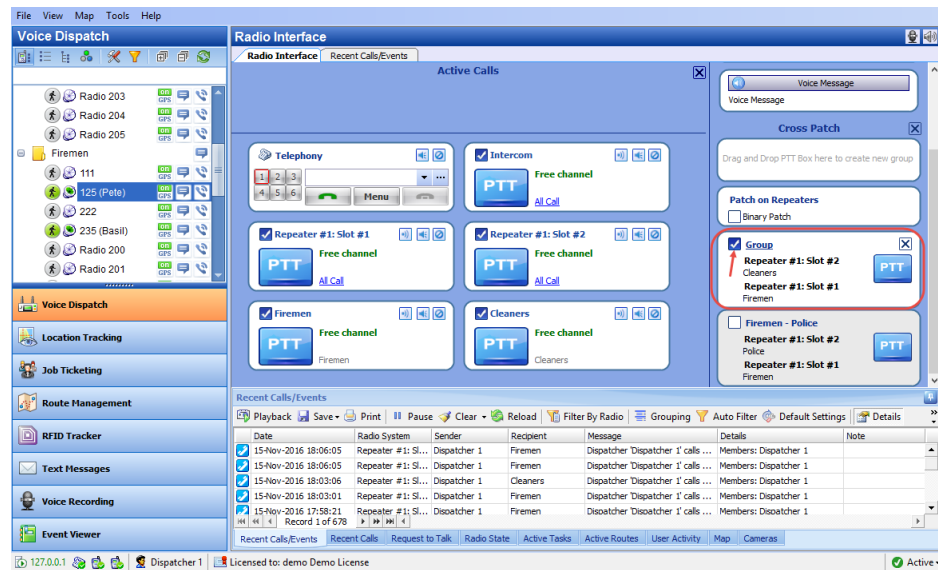
The dispatcher can create a custom Cross Patch to connect selected PTT boxes (for example, the Emergency and Firemen radio groups). In addition, you can connect analogue and digital radios via a Cross Patch.



1. In the **Radio Interface** pane, select the PTT boxes you want to combine in a group. Drag and drop them to the empty **Cross Patch** box (1).
2. Click the **Create** link (2) to create a custom Cross Patch.

**Note:** Until you click the **Create** link, this cross patch will remain as a temporary cross patch that will be deleted after you reconnect to TRBOnet Server or restart TRBOnet Dispatch Console.

As a result, the new cross patch will be added to the Cross Patch panel. Select the check box to activate the cross patch.

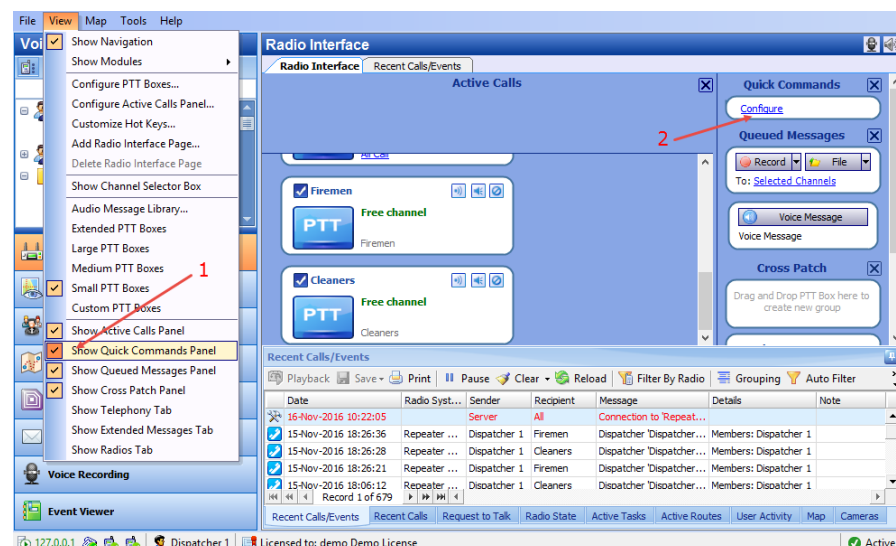


### 6.5.6 Quick Commands

The dispatcher can create Quick Commands (Text Messages, Send Telemetry, Request Location, Send Voice Message) and display the Quick Commands panel in the Radio Interface pane. With these commands, the dispatcher can quickly send Text Message, Telemetry, Location Request, and Voice Message to a radio by clicking the appropriate Quick Command button.

To configure the Quick Commands panel, do the following:

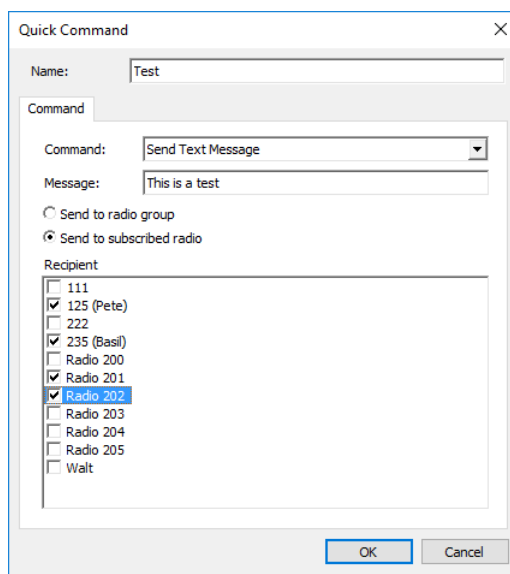
- Make sure **Show Quick Commands Panel** (2) is selected under the **View** menu.
- On the **Quick Commands** panel, click the **Configure** link (3).



- In the Configure Quick Commands dialog box, click the **Create** link.



### 6.5.6.1 Send Text Message



Quick Command

Name:

Command

Command:

Message:

☐ Send to radio group

☒ Send to subscribed radio

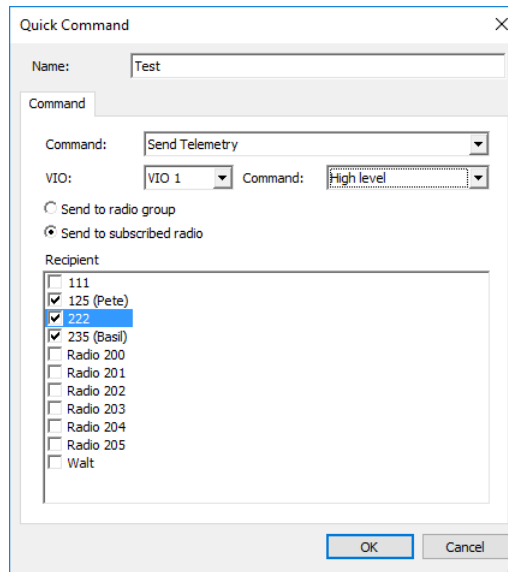
Recipient

- ☐ 111
- ☒ 125 (Pete)
- ☐ 222
- ☒ 235 (Basil)
- ☐ Radio 200
- ☒ Radio 201
- ☒ Radio 202
- ☐ Radio 203
- ☐ Radio 204
- ☐ Radio 205
- ☐ Walt

OK Cancel

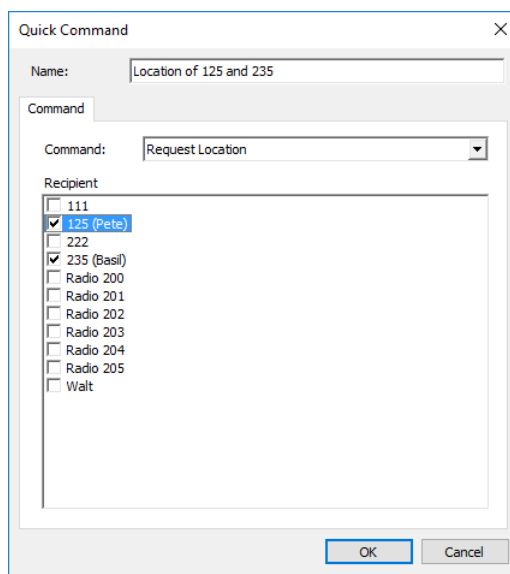
- **Name**  
Specify a name for the quick command. This name will be displayed as the button name in the Quick Commands panel.
- **Command**  
From the drop-down list, select **Send Text Message**.
- **Message**  
Enter the text of the message.
- **Send to radio group**  
Choose this option to send the text message to radio groups registered in the system. In the **Recipient** box, select target groups.
- **Send to subscribed radio**  
Choose this option to send a predefined text message to individual radios registered in the system. In the **Recipient** box, select target radios.

### 6.5.6.2 Send Telemetry



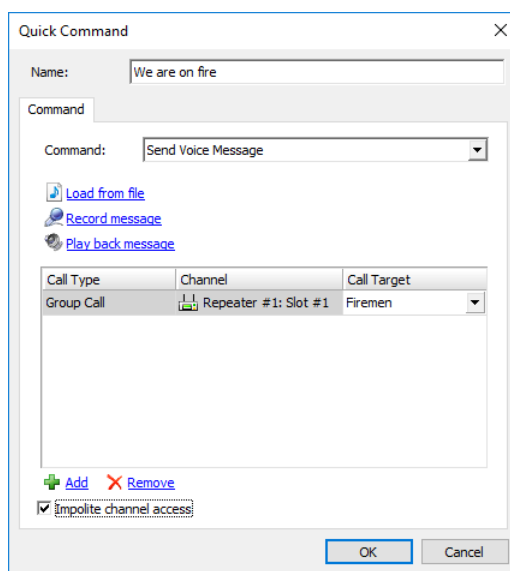
- **Name**  
Specify a name for the quick command. This name will be displayed as the button name in the Quick Commands panel.
- **Command**  
From the drop-down list, select **Send Telemetry**.
- **VIO**  
Specify a VIO to which to send a telemetry command.
- **Command**  
From the drop-down list, select a telemetry command for the selected VIO.
- **Send to radio group**  
Choose this option to send the telemetry command to radio groups registered in the system. In the **Recipient** box, select target groups.
- **Send to subscribed radio**  
Choose this option to send the telemetry command to individual radios registered in the system. In the **Recipient** box, select target radios.

### 6.5.6.3 Request Location



- **Name**  
Specify a name for the quick command. This name will be displayed as the button name in the Quick Commands panel.
- **Command**  
From the drop-down list, select **Request Location**.
- **Recipient**  
Select radios to which to send a location request.

### 6.5.6.4 Voice Message



- **Name**  
Specify a name for the quick command. This name will be displayed as the button name in the Quick Commands panel.

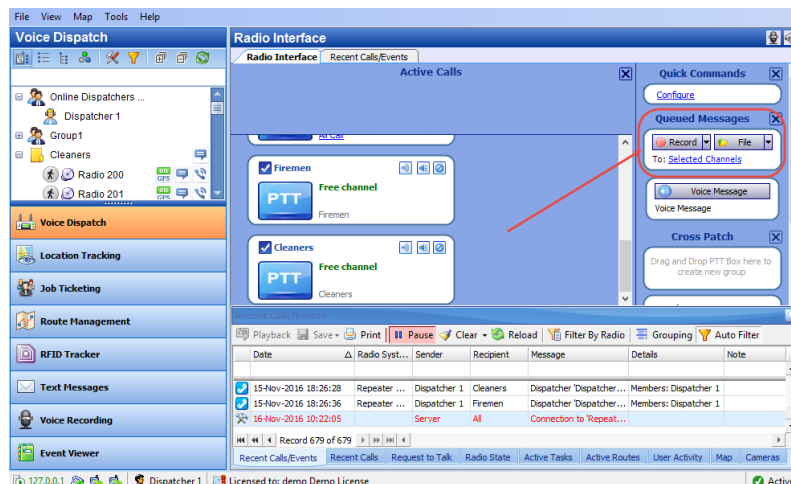
- **Command**  
From the drop-down list, select **Send Voice Message**.
- **Load from file**  
Click this link and locate the audio file on your PC.
- **Record Message**  
Click this link to record a new voice message.
- **Play back message**  
Click this link to play back the voice message.
- Specify **Call type**, **Channel**, and **Call Target** for a voice message.

Note: To send a Voice Message to a subscriber from the phone book, click the ellipsis (...) button in the Call Target column and select a contact from the phone book.

- **Impolite channel access**  
Select this option so that the voice message will be sent regardless of whether the channel is busy or not.

### 6.5.7 Queued Messages

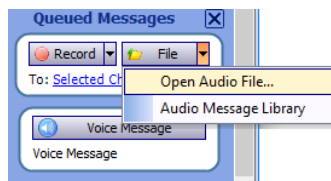
This feature enables dispatchers to send audio messages even if the channel is currently busy. The dispatcher records a message to be sent to a busy channel and then TRBOnet automatically forwards this message as soon as the channel becomes available:



To queue an audio message for delivery to the selected recipients, first record a message by clicking the Record button. Alternatively, you can select an MP3 or WAV audio file from any storage location, or select a prerecorded message from the library.

#### 6.5.7.1 Select Audio File

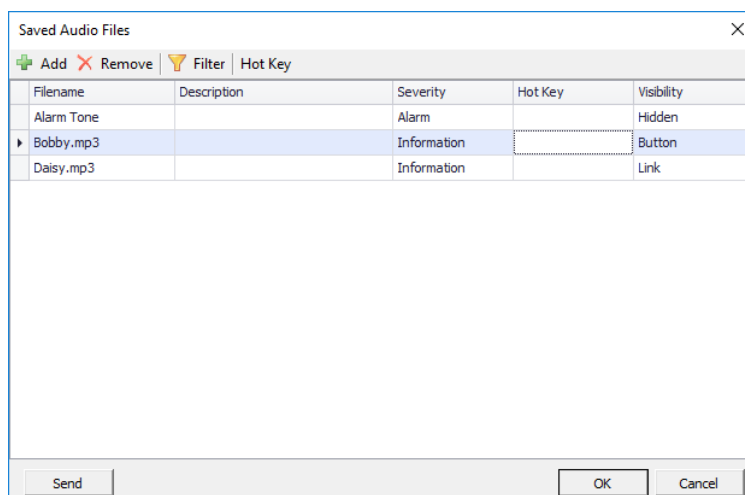
- Click **File > Open Audio File** and browse for the audio file on the local PC.



### 6.5.7.2 Audio Message Library

You can select an audio file from the Voice Message templates.

- Click **File** > **Audio Message Library**.

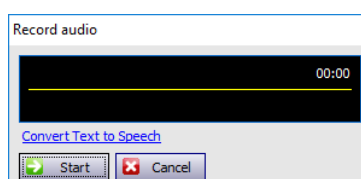


- Select an audio file in the list and click **OK** to use this file as a queued Voice Message.

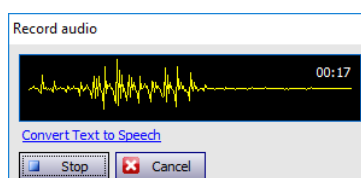
### 6.5.7.3 Record Audio File

You can record a voice message that then can be sent to selected radios.

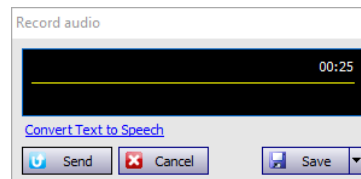
Click **Record** > **Record audio** to open recording tool:



- Click **Start** and start talking to the microphone.



- Click **Stop** to stop recording the message.



- Click **Send** to send the recorded message immediately.
- Click **Save > Save as file** to save the recorded file as an audio file on the PC.

Or:

- Click **Save > Save as Saved Audio File** to add the recorded file to a list of the Saved Audio Files.

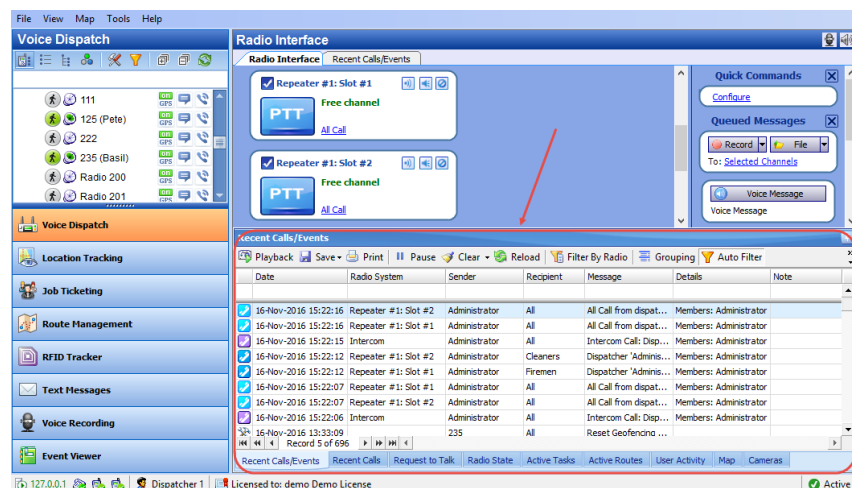
### 6.5.8 Activity Monitor Panel

While in this panel, the dispatcher can perform a wide range of tasks, including:

- Monitoring and listening to recent calls and viewing system events
- Monitoring selected radio state
- Monitoring active tasks for selected radio
- Monitoring active routes for selected radio
- Enabling and disabling User Activity monitoring
- Displaying selected map in a compact view mode
- Monitoring cameras connected to Dispatch Console


#### 6.5.8.1 Recent Calls/Events

In the **Recent Calls/Events** tab, the dispatcher can monitor recent Server events, view and listen to recent calls.

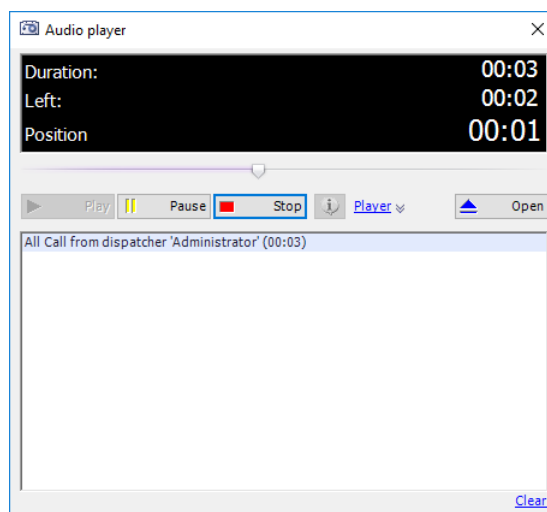


### Voice Recording


#### Play back selected call(s)

- Select the voice call recording you want to play back and click the  **Playback** button on the left of the toolbar.

The Audio player box will appear.



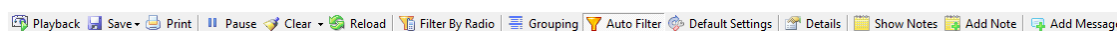
- Click the **Play** button to play back the recording.  
Click the **Pause** button to make a pause.  
Click the **Stop** button to finish playing back the recording.  
Click the **Open** button to select a new audio file to play back.

Note: You can play back multiple recordings in a row. Use the CTRL and/or SHIFT keys to select multiple recordings you want to play back. Then click the  **Playback** button.

### Save selected call(s)

- Select the voice call recording (or multiple recordings, with the help of CTRL/SHIFT keys) you want to save as a sound file.
- Click **Save > Save Selection as Individual Files** to save selected recordings in separate files.  
Or
- Click **Save > Save Selection as Single File** to save selected recordings in a single file.
- In the 'Save As' or 'Browse For Folder' dialog box, browse for the folder where you want to save the file(s).

### Recent Calls/Events Toolbar



Click the **Pause** button to pause updating the Recent Calls/Events log.

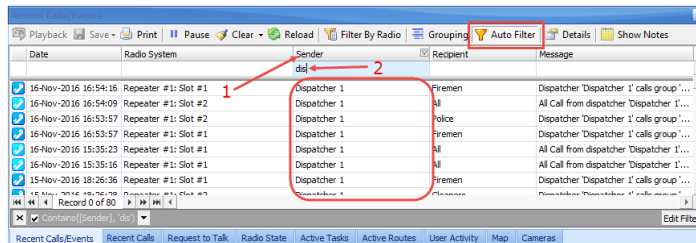
Click the **Clear** button to clear the Recent Calls/Events log records.

Click the **Reload** button to reload all log records.

Click the **Filter By Radio** button to filter log records by a selected radio/radio group. In the Radio List pane (the upper-left-pane of the main window), select a radio or radio group. The Recent Calls and Events for a selected radio will only be displayed in the Recent Calls/Events pane.

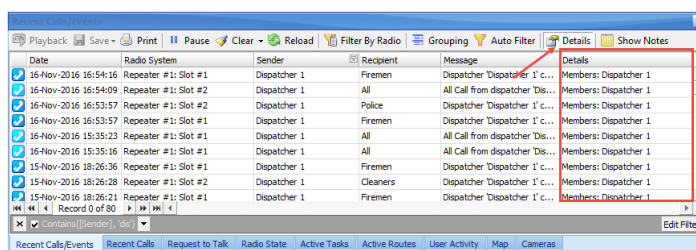
Click the **Grouping** button to group log records. Select the column you want to group log records by. Drag and drop the selected column header to the Grouping field.

Click the **Auto Filter** button to set a filter for the recent calls and events. You can filter the Recent Calls/Events list by any parameter. For example, to filter the list by a selected Sender, select the **Sender** column (1), and start typing the sender name (2).



Click the **Default Settings** button to apply default settings to all log records.

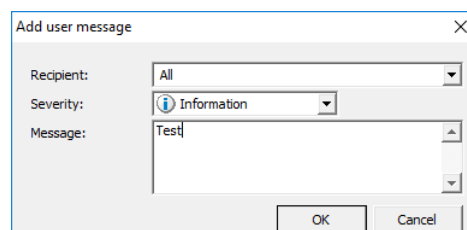
Click the **Details** button to see the talk session members:



Click the **Show Notes** button to enable the **Note** column. All notes added by the administrator and dispatchers for the recent calls and events will be shown in the Notes column. So, you can mark recent calls and events to later find them by notes.

Click the **Add Note** button to add a note for the selected recording and/or event. The notes will be displayed in the Recent Calls/Events log if the **Show Notes** mode enabled:

Click the **Add Message** button to add a message for dispatchers to the Recent Calls/Events log.



- **Recipient**  
Select either All or an individual dispatcher if you want to see the message.
- **Severity**  
Select the severity level to inform dispatchers about the level of importance.

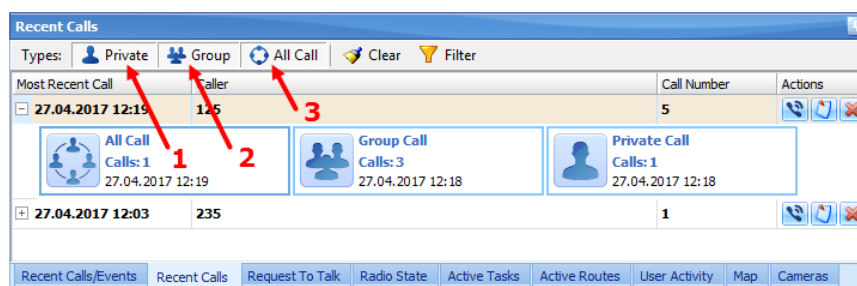


- **Message**  
Enter the message text.
- Click **OK**.

As a result, the message will be added an event to the Recent Calls/Events pane.

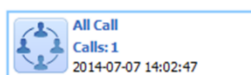
### 6.5.8.2 Recent Calls


On the **Recent Calls** tab, the dispatcher can see and configure the latest Voice calls, including Private, Group, and Intercom calls:





- Click the **Private** button (1) to display the latest Private calls.
- Click the **Group** button (2) to display the latest Group calls.
- Click the **All Call** button (3) to display all call types, including Intercom calls.

In a Call Box, you can see the number of calls and the last call date and time:



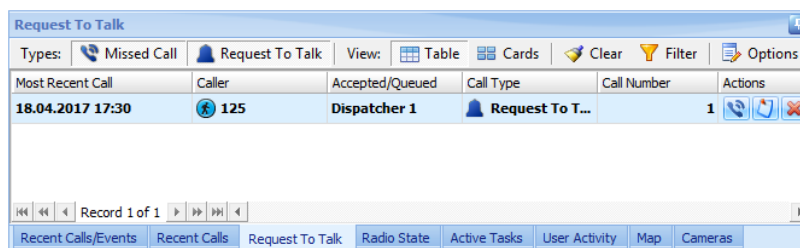
Click the  button to start a Private call to the Sender-Radio (Radio is displayed in the Sender column).

Click the  button to mark the calls as viewed.

Click the  button to clear the recent call history.

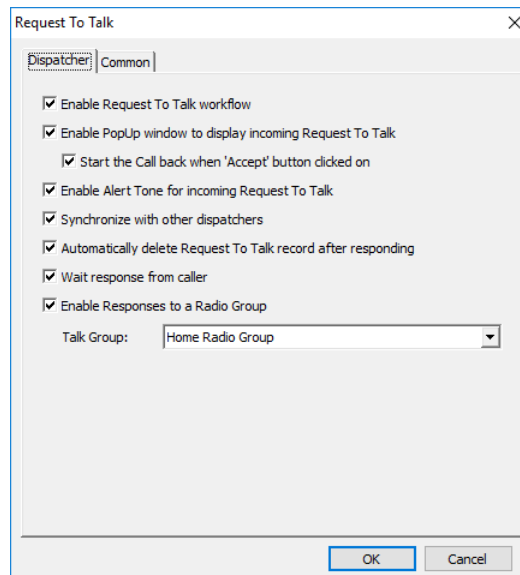
### 6.5.8.3 Request to Talk

On the **Request to Talk** tab, the dispatcher can see Missed Calls and Requests to Talk:

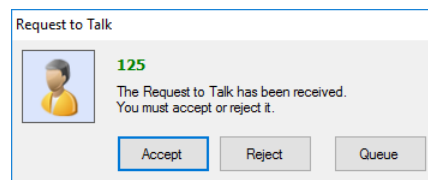


- Click the **Missed Call** button to display Missed calls.
- Click the **Request to Talk** button to display Requests to talk.
- Click the **Table** button to display the calls in a table view.

- Click the **Cards** button to display the calls as a set of cards.
- Click the **Clear** button to clear all the records.
- Click the **Filter** button to set a filter for the records. You can filter the records by any parameter. For example, to filter by the caller select the **Caller** column, click in the empty row and start typing the caller name.
- Click the **Options** button to specify options related to Request to Talk:



- **Enable pop-up window to display incoming Request to Talk**  
Select this option so that incoming **Request to Talk** messages will pop up over the application window.



- **Start the Call back when Accept button is clicked on**  
Select this option so that the call back will start as soon as the Accept button is clicked.
- **Enable Alert Tone for incoming Request to Talk**  
Select this option so that an alert tone will sound when a Request to Talk arrives.
- **Synchronize with other dispatchers**  
Select this option so that a Request to Talk sent to one dispatcher will automatically be forwarded to all dispatchers.
- **Automatically delete Request to Talk record after responding**  
Select this option to automatically delete the corresponding record after the Request to Talk call is responded.

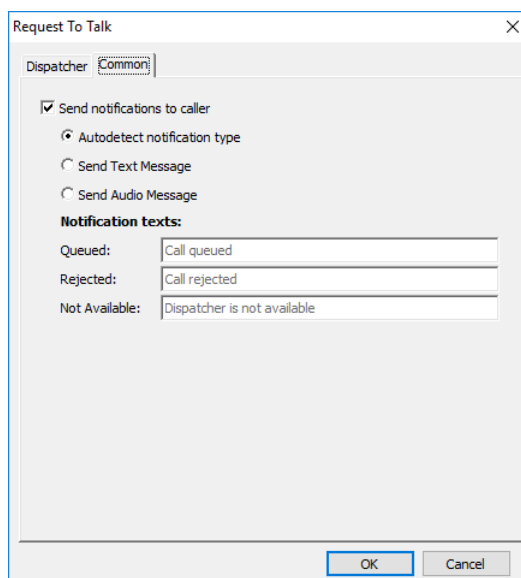
- **Wait for response from caller**

Select this option so that a Request to Talk will be considered responded only if the radio has answered to the call back.

- **Enable Responses to a Radio Group**

Select this option so that a response to a Request to Talk will be to the specified radio group. From the **Talk Group** drop-down list, select this radio group.

On the **Notifications** tab, specify the following parameters:



- **Send notifications to caller**

Select this check box to notify the radio when a request is rejected, queued, or the dispatcher is unavailable.

- Choose one of the option buttons below to specify the way the radio is notified.

- ✓ **Autodetect notification type**

Choose this option button so that the type of notification will be selected automatically depending on whether or not the Text Messages Service is enabled on the radio.

- ✓ **Send Text Message**

Choose this option button to send text notifications to the radio.

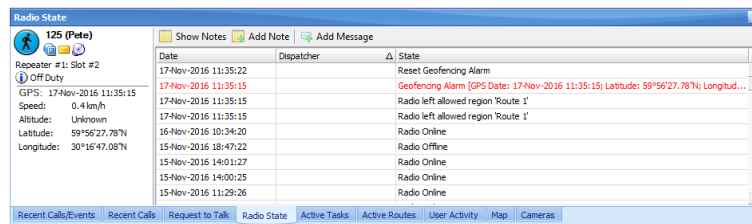
- ✓ **Send Audio Message**

Choose this option button to send voice notifications to the radio.

- In the **Notification texts** boxes, enter the corresponding notification texts. These texts will be used when sending text notifications to the radio.

#### 6.5.8.4 Radio State

On the **Radio State** tab, the dispatcher can see the log of radio states for the radio selected in the Radio List pane (the upper-left-pane of the main window):



In the Radio State pane, the dispatcher can do the following:

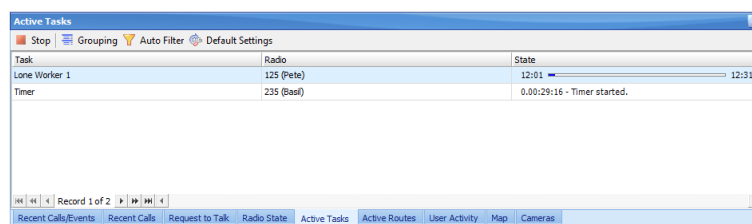
Click the **Show Notes** button to enable the **Note** column. All notes added by the administrator and dispatchers for the radio state records will be shown in the Notes column. So, you can mark radio state records to later find them by notes.

Click the **Add Note** button to add a note for the selected radio state record. The notes will be displayed in the Recent Calls/Events log if the **Show Notes** mode enabled:

Click the **Add Message** button to add a message for dispatchers to the Radio State log.

#### 6.5.8.5 Active Tasks

On the **Active Tasks** tab, the dispatcher can monitor all active tasks for the selected radio (for example, Lone Worker, Active Routes, and other tasks).



The dispatcher can manage active tasks as follows:

Click the **Stop** button to stop executing the selected task.

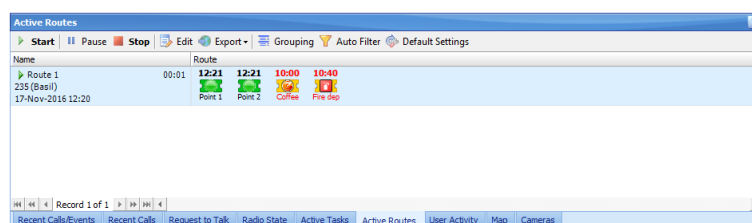
Click the **Grouping** button to group the tasks. Select the column you want to group tasks by. Drag and drop the selected column header to the Grouping field.

Click the **Auto Filter** button to set a filter for the active tasks. You can filter the tasks by any parameter. For example, to filter by selected radio select the **Radio** column, and start typing the radio name.

Click the **Default Settings** button to apply default settings to all active tasks.

#### 6.5.8.6 Active Routes

On the **Active Routes** tab, the dispatcher can monitor all active routes.

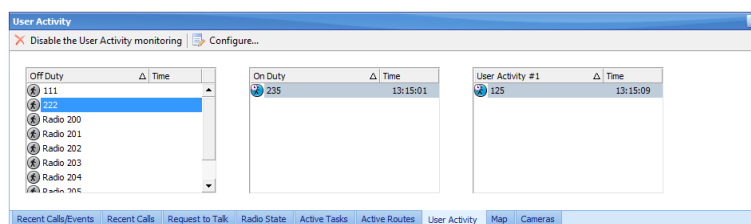


The dispatcher can manually set statuses for route checkpoints. To do this, right-click on a route point and from the drop-down menu, select the desired status.

- **Waiting**  
The checkpoint is waiting to be attended.
- **Attended**  
The checkpoint has been attended on time.
- **Unattended**  
The checkpoint hasn't been attended on time.
- **Alarm**  
The checkpoint is in Alarm mode.
- **Note**  
Click this item to add a note to the selected checkpoint. The note will be displayed in the pop-up window that appears when hovering the mouse pointer over the checkpoint.

### 6.5.8.7 User Activity

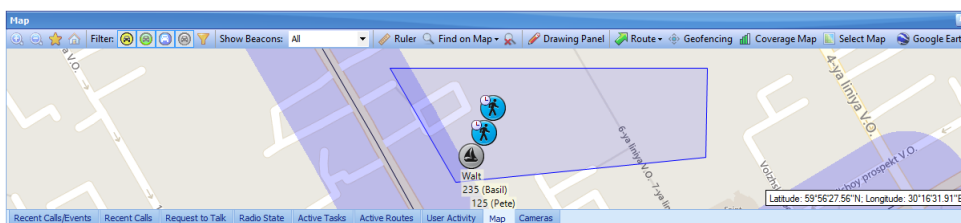
- Click the **User Activity** tab to monitor the activity of radio users:



- Click the **Configure** button to configure the [User Activity](#) list:

### 6.5.8.8 Map

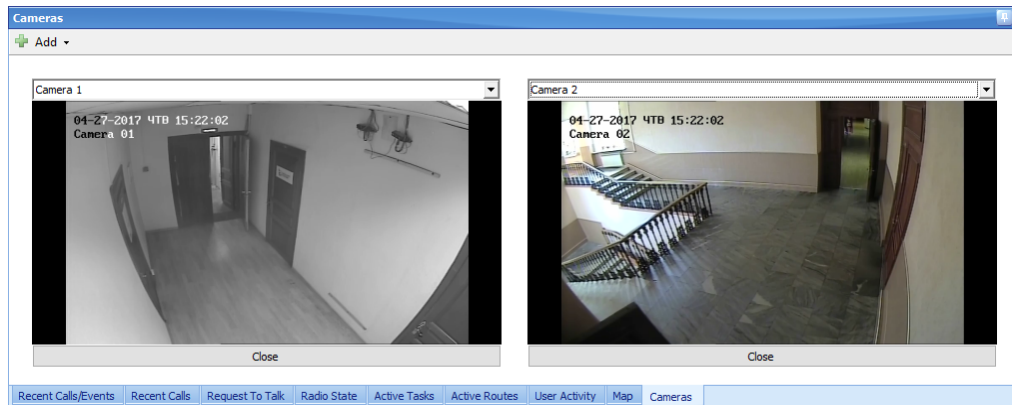
On the **Map** tab of the Activity Monitor panel, you can monitor location of radios on the map and simultaneously perform all available actions in the **Radio Interface** pane (make voice calls, send messages, disable and enable selected radios, and other actions):



For more details on map options, see section [6.6, Location Tracking](#) (page 264).

### 6.5.8.9 Cameras

On the **Cameras** tab of the Activity Monitor panel, you can monitor cameras connected to Dispatch Console.



- Click the **Add** button and select a camera to be displayed on the tab.

Note: You can add up to four cameras to the Cameras tab view.

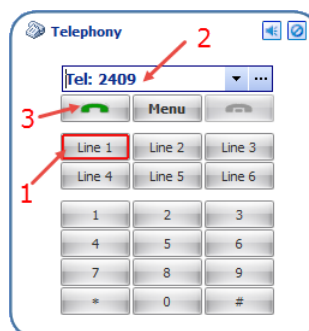
### 6.5.9 Phone Calls


The Telephony function allows making calls from telephones to radios and vice versa.

The phone system must be previously configured by your TRBOnet administrator.


#### 6.5.9.1 Phone Calls from/to Dispatch Console

To make a phone call from the Dispatch Console:



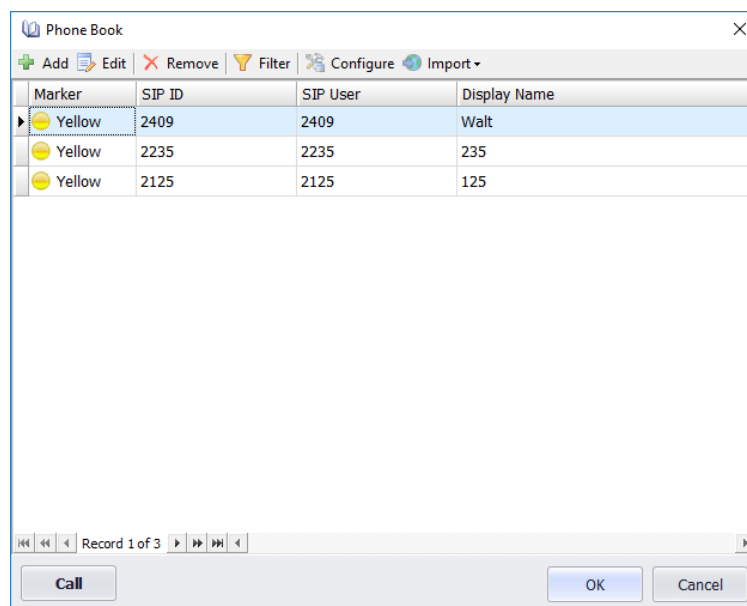
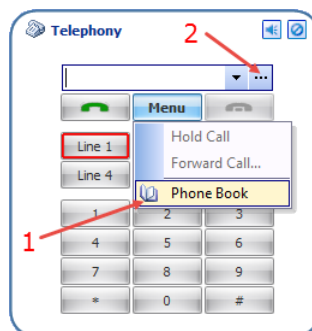
- In the Telephony box, select the Line (1), enter the phone number (2) and click the  (3) button.

#### Terminate a phone call

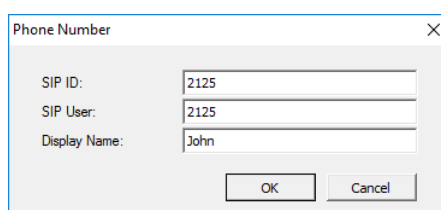
- In the Telephony box, click the  button.

#### Open a phone book

- In the Telephony box, click the ellipsis (...) button (2) or click **Menu > Phone Book** (2):



- Click the **Add** button to add a new record to the phone book.
- Click the first column, and from the drop-down list select a marker color.
- Double-click the second column.



Phone Number

SIP ID: 2125

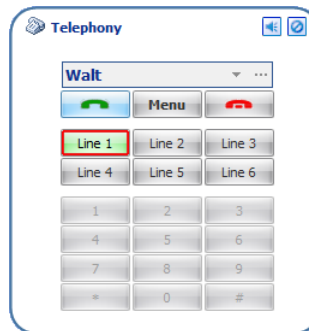
SIP User: 2125

Display Name: John

OK Cancel

- **SIP ID**  
Enter the SIP ID that is used by the user.
- **SIP Name**  
Enter the SIP user name that is used by the user.
- **Display Name**  
Enter the name that will be displayed for the user in the Dispatch Console.
- Click **OK** to save the phone book.

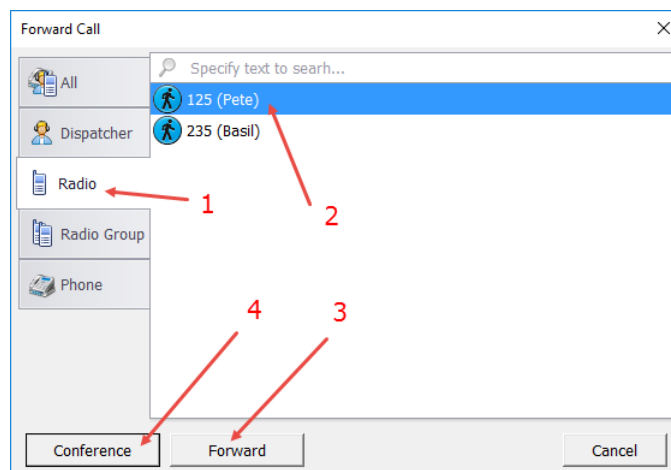
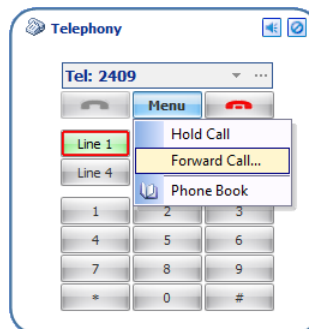
## Answer an incoming call



- In the Telephony box, click the  (3) button.

## Forwarding Phone Call to a Radio

- While in a call, click **Menu > Forward Call**.



- Click the Radio tab (1), select the radio (2) and click **Forward** (3).

## Add call participant(s)

- Click **Conference** (4).

Note: Only one radio or radio group can participate in a conference call.



## 6.5.9.2 Making Telephone Calls from Radios

### Make a DTMF call

Note: Only 1.07.02 and higher firmware version for all radios equipped with dialing keyboard support DTMF.

To make a DTMF call, do the following:

- Press the PTT button on a portable radio and hold it.
- While holding the PTT button, dial a phone number and press # (For example, 0079521112233#).
- Release the PTT button. The server will automatically initiate a phone call.

### Call by sending Text Message

To make a phone call, send a text message with the text **PrefixN** where:

- **Prefix** – is a short text to define the special text message (for example, **sip**);
- **N** - the phone number.

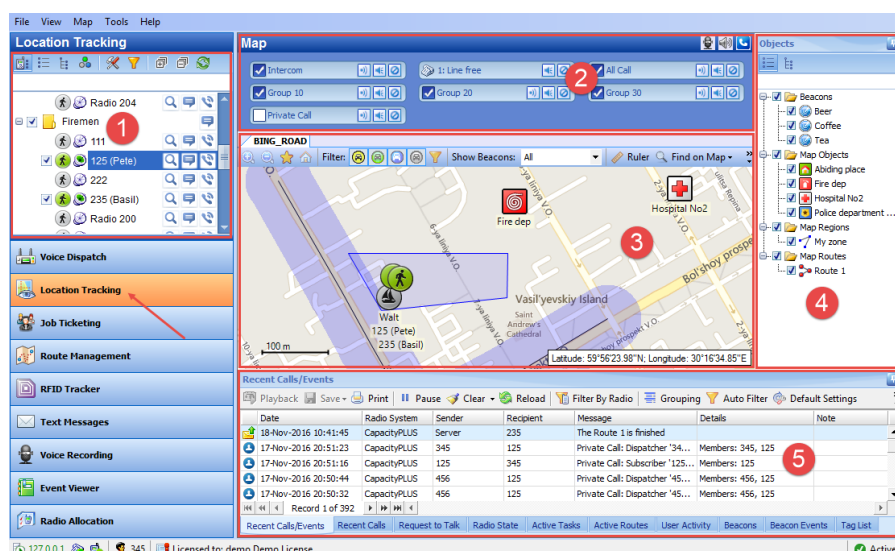
For example, to initiate a call to a phone subscriber "123 456 7890", the following text message must be sent to TRBOnet Server: "sip:1234567890".

### Terminate a call

To terminate the call, press the PTT button and then press # twice on the radio.

## 6.6 Location Tracking

In the **Location Tracking** tab, the dispatcher can monitor selected radio location on supported maps, open different maps in separate tabs and toggle between map tabs:



The main user interface elements are as follows:

1. Radio List pane
2. Voice panel

3. Map panel
4. Objects panel
5. Activity Monitor panel

While in Activity Monitor panel, the dispatcher can perform a wide range of tasks, including:

- Monitoring and listening to recent calls and viewing system events
- Monitoring selected radio state
- Monitoring active tasks for selected radio
- Monitoring active routes for selected radio
- Enabling and disabling User Activity monitoring
- Monitor beacons and beacon events.

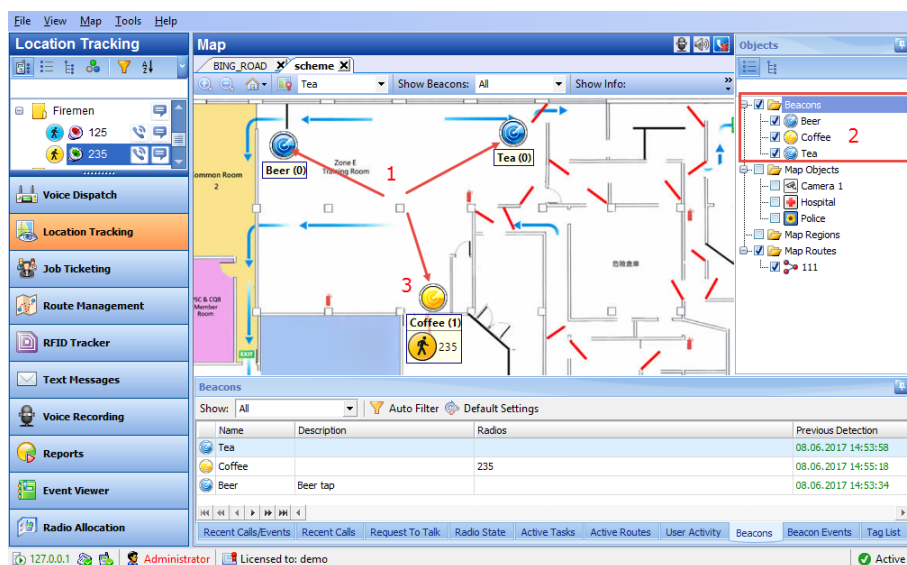
### 6.6.1 Objects

On the Objects panel, the dispatcher can view and enable/disable the following objects:

- **Beacons** – all beacons connected to the system.
- **Map Objects** – all manually created map objects and predefined objects created with the Map Drawing toolbar.
- **Map Regions** – all map regions created with the Map Drawing toolbar (use the Add Polygon tool to create a map region).
- **Map Routes** – all map routes created with the Map Drawing toolbar (use the Draw Route tool to create a map route).

#### 6.6.1.1 Beacons

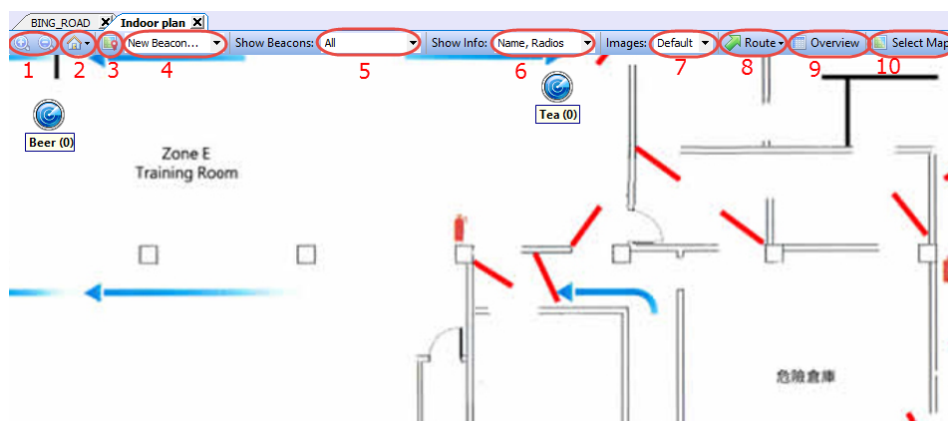
TRBOnet Dispatch Software provides the **Indoor Positioning** feature to monitor the location of radios inside a building where no GPS signal is available. This feature requires additional hardware (the beacons spread around the building and the option boards in radios). A radio user will be displayed on the indoor floor plan when the radio enters the beacon coverage area. The beacon icon on the map notifies on the amount of radios that are currently in the beacon coverage area.



Beacons are displayed on the building floor plan (1) and in the list of beacons (2) in the Objects panel. When a radio comes into the range of a beacon, they both are highlighted in yellow on the floor plan/map (3).

## Floor Plan Toolbar


The Floor Plan pane's toolbar is located in the upper part of the Floor Plan pane:




### 1. Zoom in/out

Click the Zoom buttons to zoom in/out the floor plan.

### 2. Default View

Click the arrow beside  and choose **Save as Default Region** to save current floor plan as a default region. The dispatcher can save only one default region.

To open the default region, click the arrow beside  and choose **Show Default Region**.

### 3. **Set Location**

Click the **Set Location** button to manually set a beacon on the floor plan.

### 4. **Available beacons** drop-down list

Select a beacon from the list and click the **Set Location** button to put the selected beacon on the floor plan. If you are going to add a new beacon, select 'New Beacon' from the drop-down list and click the **Set Location** button to add a new beacon to the floor plan.

### 5. **Show Beacons**

The dispatcher can select which beacon types to display on the floor plan.

- **All** – all beacons are displayed on the map.
- **With Radios** – beacons with attached radios are displayed on the map.
- **Without Radios** – beacons without radios are displayed on the map.
- **Alarmed** - beacons in Alarm mode are displayed on the map.
- **No** – all beacons are hidden on the map.

### 6. **Show Info**

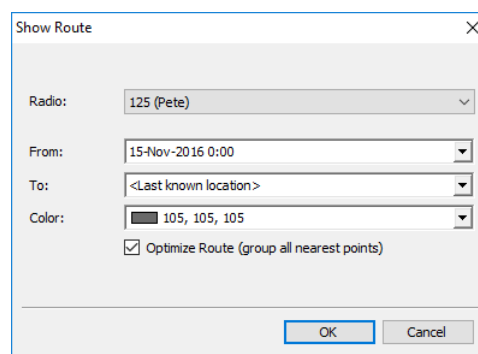
From the drop-down list, select which information to display for beacons.

### 7. **Images**

From the drop-down list, select an image size for beacon icons.

### 8. **Route**

- Click **Route > Show Route** to display a route traveled by the radio for the selected time period.



- **Radio**

Select the radio to display the route for.

- **From/To**

Specify the time period to show the route for.

- **Color**

Select a color to display the route with.

- Click **OK** to show the route for the selected radio.

- Click **Route > Play Back Route**.

| Radio            | Beacon | Date                 | State    |
|------------------|--------|----------------------|----------|
| Radio 240 mobile | Coffee | 21-Nov-2016 15:16:48 | Detected |
| Radio 240 mobile | Tea    | 21-Nov-2016 15:16:54 | Detected |
| Radio 240 mobile | Coffee | 21-Nov-2016 15:16:54 | Lost     |
| Radio 240 mobile | Tea    | 21-Nov-2016 15:16:58 | Lost     |
| Radio 240 mobile | Beer   | 21-Nov-2016 15:17:03 | Detected |

▶

⏮

⏪

⏩

▶▶

From: 21-Nov-2016 0:00

To: <Last known location>

Load

☐ Radio 201  
☐ Radio 202  
☐ Radio 203  
☐ Radio 204  
☒ Radio 240 mobile  
☐ Walt

Select All

Unselect All

- Select the time period to request data for.
- Select the radio(s) to request data for. Click **Select All** to display history for all radios registered in the system. Click **Unselect All** to cancel radio selection.
- Click **Load** to load the history.

## 9. Overview

Click this button to view the entire floor plan.

## 10. Select Map

Click this button to change the map in the current tab.

### 6.6.1.2 Map Objects

The dispatcher can create custom and predefined map objects using the Drawing Panel. The dispatcher can attach 2D or 3D floor plans for Indoor Positioning.

For more details on creating map objects, see section [6.6.2.7, Drawing Panel](#) (page 270).

### 6.6.1.3 Map Regions

The dispatcher can create map regions that can be used for Geofencing rules. The map Regions can be created manually on the map (click any point on the map to select it as a region border) or, the dispatcher can add map points by GPS coordinates to create a region.

For more details on creating map regions, see section [Draw a Map Region](#) (page 271).

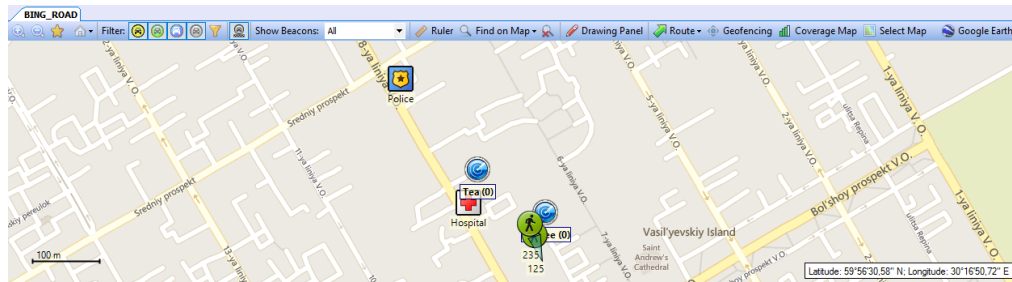
### 6.6.1.4 Map Routes

The dispatcher can create routes on the map that can be used for Geofencing rules.



For more details on creating map routes, see section [Draw a Route](#) (page 273).

## 6.6.2 Map Tools


The Map toolbar is located in the upper part of the Map pane:

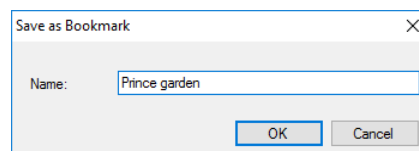



### 6.6.2.1 Zoom in/out

- Click  to zoom in a map.
- Click  to zoom out a map.



### 6.6.2.2 Bookmarks

- Click  to put a bookmark on the map.
- Click **Save as Bookmark** to save the map region as a bookmark.







- The dispatcher can create any number of the bookmarks. To open a bookmark, click  and select the bookmark in the list.

### 6.6.2.3 Default Region

- Click  and choose **Save as Default Region** to save current map region as a default region. The dispatcher can save only one default region.  
To open the default region, click  and choose **Show Default Region**.

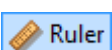
### 6.6.2.4 Filters

Select filters to display radios on the map:

-  - radio is online, beacons are detected;
-  - radio is online, GPS data is received;
-  - radio is online, no GPS data is received;
-  - radio off, no GPS data is received.

All filters are enabled by default. Click the selected icon to disable selected radios on the map.

### 6.6.2.5 Ruler

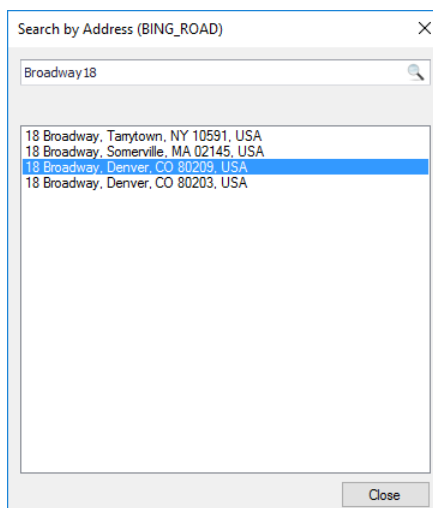
- Click  **Ruler** to enable the tool to measure distances on the map.
- Left-click a point on the map to start measuring. Left-click intermediate points and see the distance displayed at the mouse pointer.

### 6.6.2.6 Search by Address

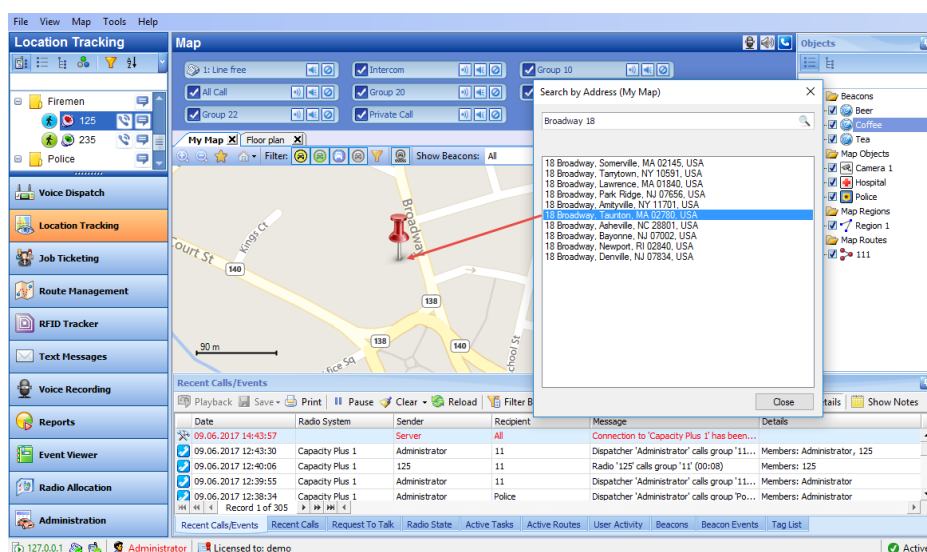
The dispatcher can search map objects by their address.

Note: For online maps, Internet access is required!

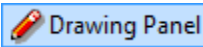
- Click  and choose **Address** to find an address on the map.

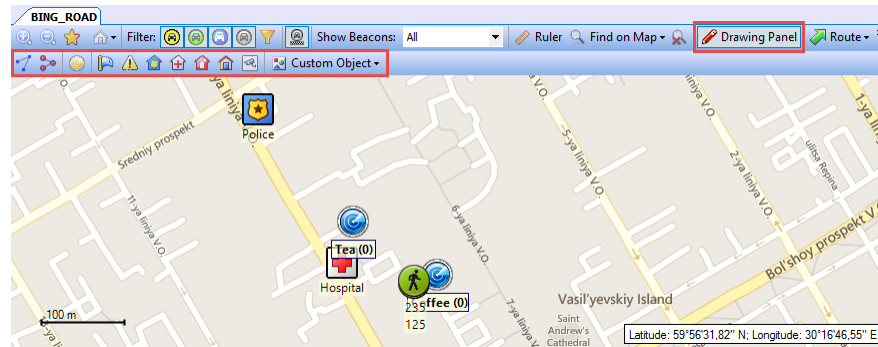


- Click the address in the list to display it on the map.




### 6.6.2.7 Drawing Panel

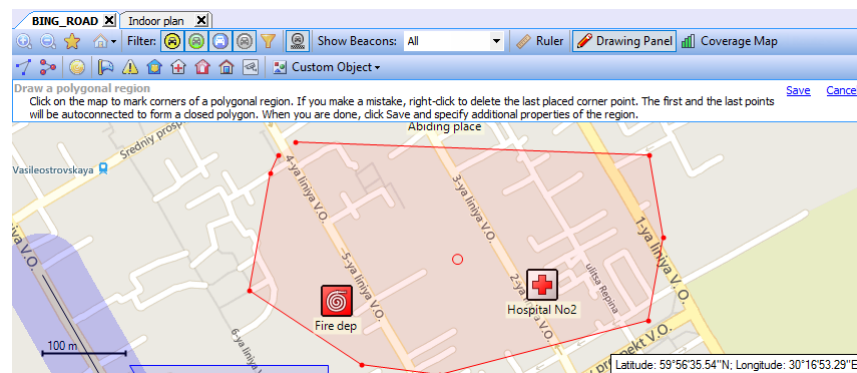
- Click  to display the Drawing toolbar:



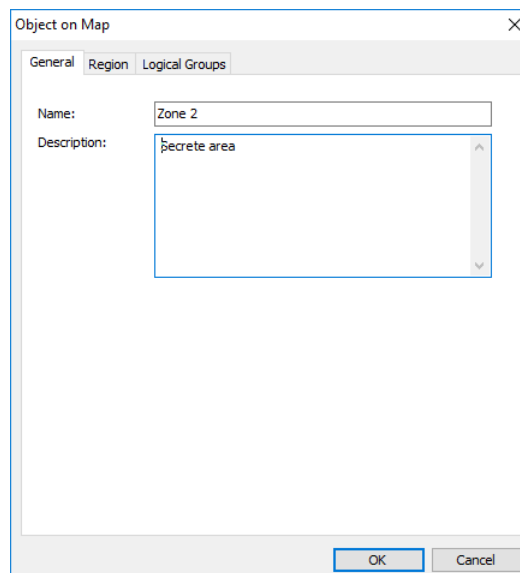
## Draw a Map Region

### Draw a region manually

- Click  and choose **Draw on the map**.
- Left-click points on the map to create a new map region.



- Click the **Save** link to add a new polygon region.



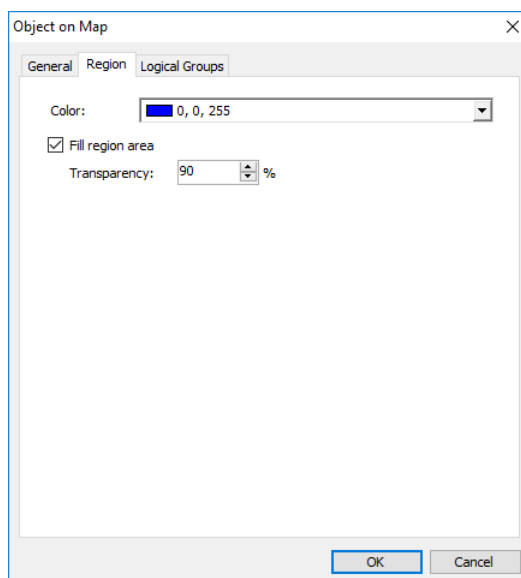
- Name**  
Specify a name for the new map region.



- **Description**

Enter a description for the map region.

**Region tab**



- **Color**

Select a color to display the region on the map.

- **Fill region area**

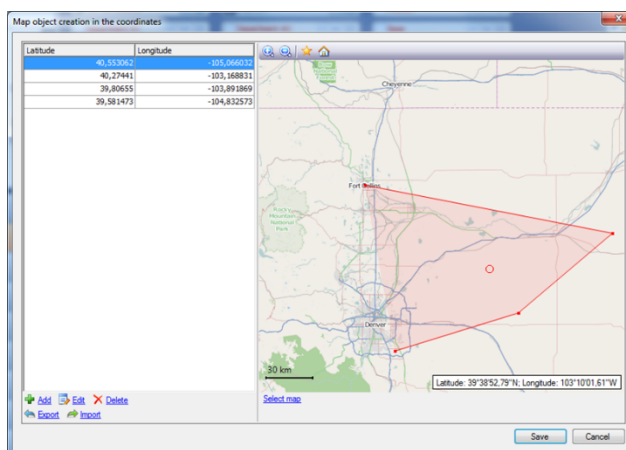
Select this check box to fill in the region area on the map.

- **Transparency**

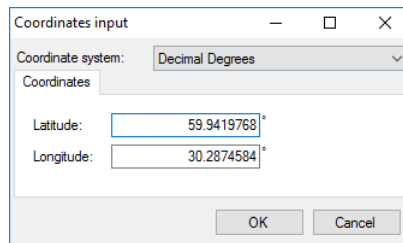
Specify the transparency level (in percent) for the fill color.

**Draw a region by coordinates**

- Click  and choose **Specify coordinates**.



- Click the **Add** link to add a point.



Coordinates input

Coordinate system: Decimal Degrees

Coordinates


Latitude: 59.9419768°

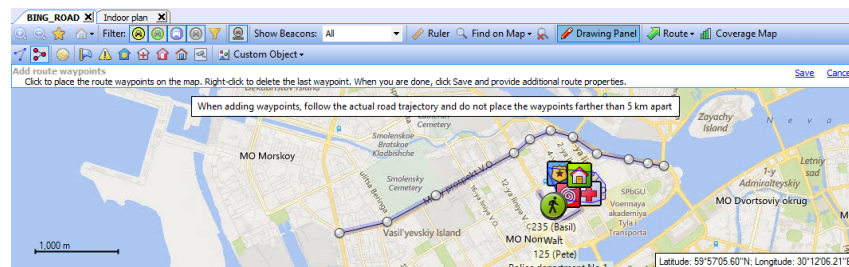
Longitude: 30.2874584°

OK Cancel

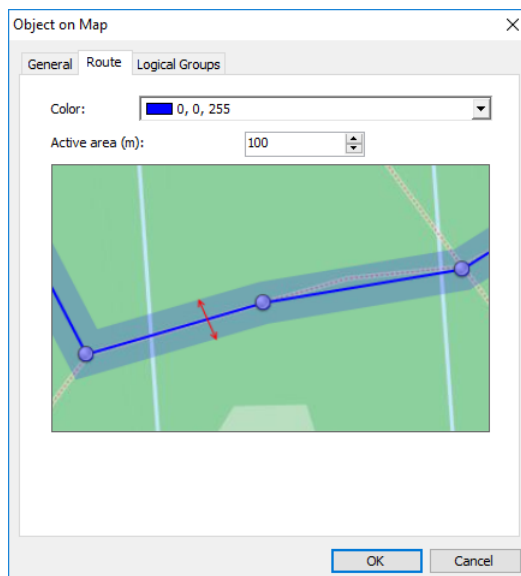
- **Coordinate system**  
From the drop-down list, select the convenient format (for example, Decimal Degrees) for the coordinates.
- **Latitude/Longitude**  
Enter the coordinates of the point.
- Click **OK** to add the point.
- Click the **Edit** link to edit the selected point.
- Click the **Delete** link to delete the selected point.
- Click **Export** to save the points' coordinates in a \*.csv file.
- Click **Import** to add points to the region from a \*.csv file.
- Click the **Save** button to add a region.

### Draw a Route

- Click  and click points on the map to draw a route.




- Once you have finished drawing a route, click the **Save** link.
- In the **Object on Map** dialog box, specify a name and description for the route.
- Click the **Route** tab



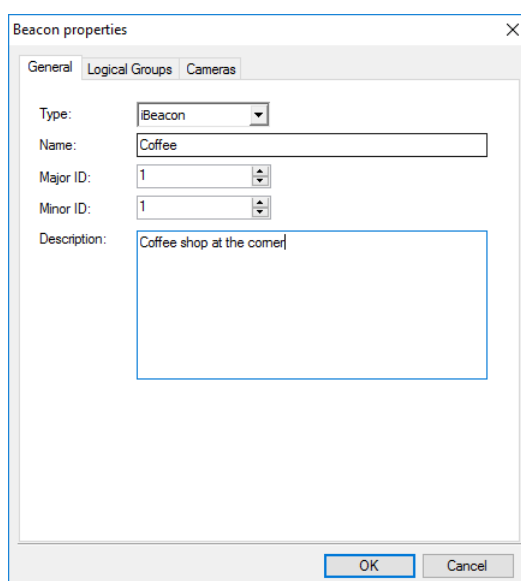
- **Color**  
Select a color to display the route on the map.
- **Active area**  
Specify the corridor width. If a radio will pass out of the active area, the dispatcher will receive an alarm signal.

### Add a Beacon

- Click  and choose **Place on the map**.
- Click on the map where you want to place a beacon.
- Click the **Save** link.

The Beacon properties dialog box will appear.


On the **General** tab, specify the following parameters:




- **Type**  
Select the beacon type from the drop-down list.
- **Name**  
Specify a name for the beacon.
- **Major ID** and **Minor ID**  
Enter the beacon's major and minor ID exactly as specified on the iBeacon device.
- **Description**  
Add a description for the beacon.

On the **Logical Groups** tab, select logical groups that will be associated with the beacon.

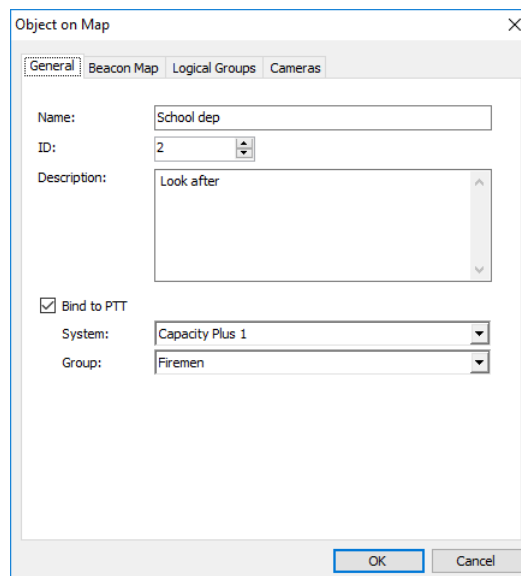
On the **Cameras** tab, select the check box beside the camera that will be associated with the beacon.

Note: You can also place a beacon by specifying its coordinates. To do this, click  and choose **Specify coordinates**.

### Add a Point of Interest

- Click  and choose **Place on the map**.
- Click on the map where you want to place a POI.
- Click the **Save** link.

The Object on Map dialog box will appear.



The 'Object on Map' dialog box is shown with the 'General' tab selected. It contains the following fields and options:

- Name:** School dep
- ID:** 2
- Description:** Look after
- ☒ **Bind to PTT**
  - System:** Capacity Plus 1
  - Group:** Firemen

At the bottom right are 'OK' and 'Cancel' buttons.

- **Name**  
Specify a name for the new map region.
- **Description**  
Enter a description for the map region.

- **Bind to PTT**

Select this option to connect the POI to a radio group in your radio system.

- **System**


From the drop-down list, select the radio system.







- **Group**

From the drop-down list, select the radio group.

On the **Logical Groups** tab, select logical groups that will be associated with the object.

On the **Cameras** tab, select the check box beside the camera that will be associated with the object.

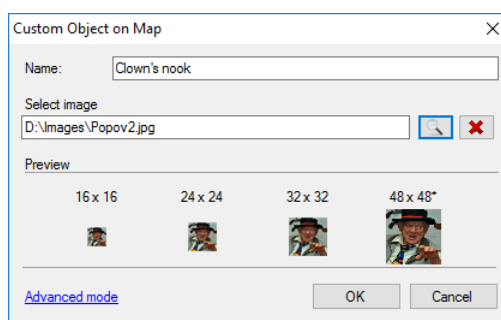
Note: You can also place a POI by specifying its coordinates. To do this, click  and choose **Specify coordinates**.

Note: Similarly, you can place other objects with predefined icons, such as Warning points, Police departments, Emergence departments, Fire departments, Houses, and Cameras. To do this, click one of the following icons on the toolbar:      .

## Create a Custom Object

In addition to objects with predefined icons, you can create your own objects to be then placed on the map.

- Click  **Custom Object** and choose **Add Custom Object**.



- **Name**


Specify a name for the object.

- **Select image**

Click the Browse button and locate the image file you want to use as an icon for the object.


Note: You can also assign different images for different icon sizes. Click the **Advanced mode** link and select images for different sizes (16x16, 24x24, 32x32, 48x48).

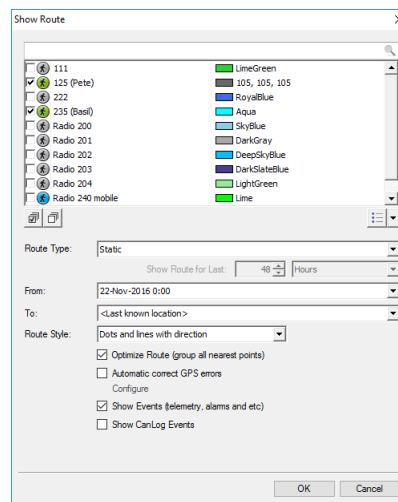
After you create a custom object, the corresponding icon will appear on the Drawing Panel.

- To delete a custom object, click  **Custom Object** and choose **Delete Custom Object**.

### 6.6.2.8 Route

#### Show Route

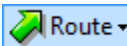
- Click  **Route** and choose **Show Route**.



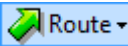
- In the list of radios, select a radio and the color with which to display the route for the radio.
- Route Type**  
Select the route type, either Static or Dynamic.
- Show Route for Last**  
If the Dynamic route type is selected, specify the time period, in hours, for which to show the route.
- From/To**  
If the Static route type is selected, specify the start and end dates of the time period for which to show the route.
- Route Style**  
Select the style in which to display the route on the map.
- Optimize Route (group all nearest points)**  
Select this option to group all points in a 100-meter radius.
- Automatic error correction**  
Select this option to detect and correct invalid GPS data. Click the **Configure** link and select the maximum possible speed for your vehicles.

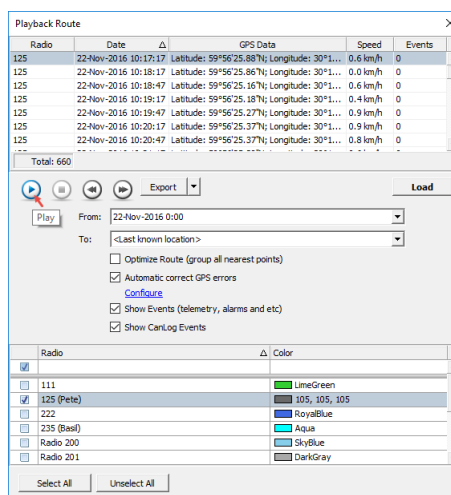
- **Show events**  
Select this option to display TRBOnet server events (telemetry, alarms, and other events).
- **Show CanLog events**  
Select this option to display events that occurred in a vehicle (door opening, and other events).

## Export Route

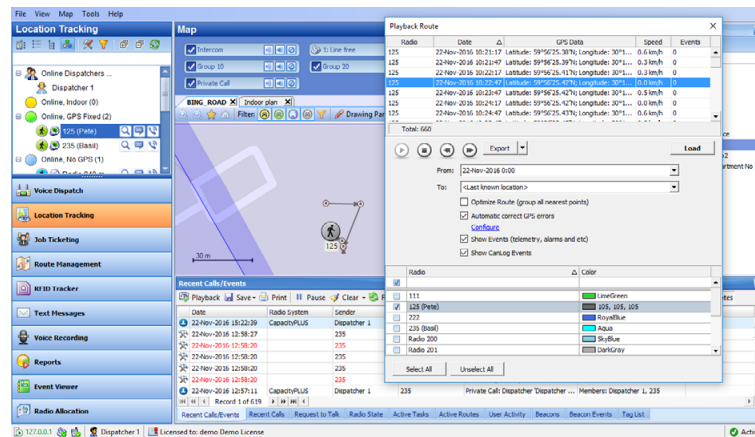
You can export the routes travelled by radio users in a GPX or KML files. To do this, after you have performed a Show Route command, click  and choose **Export Route > Export to GPX file/ Export to KML file**.

## Play Back Route

- Click  and choose **Play Back Route**.




- In the list of radios, select the radio and the color with which to display the route for the radio.
- **From/To**  
Specify the start and end dates of the time period for which to show the route.
- Click the **Load** button.
- Once you have loaded the route points, click the Play button to play back the route on the map.



### 6.6.2.9 Geofencing

The Geofencing feature allows controlling the location and speed of radios relative to manually defined regions on the map.

The Geofencing monitoring consists of the manually defined regions and the tasks. The regions specify where to apply the rules, while the tasks specify how to apply the rules for the regions and radios.


- On the Map toolbar, click  **Geofencing**.

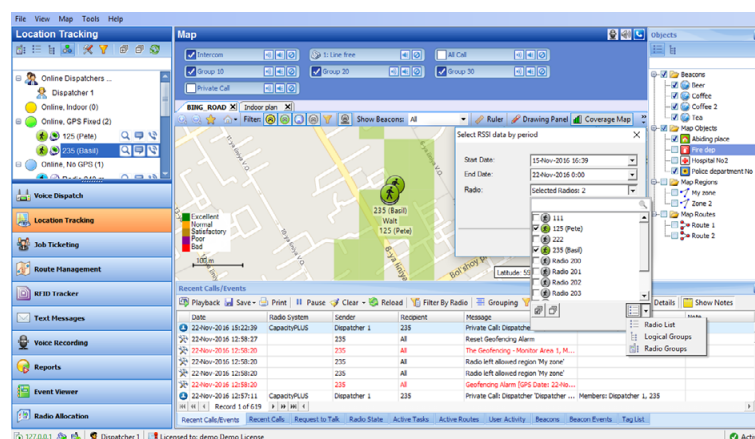
The administrator can **add/disable/delete** the rules for Geofencing as well as edit the currently selected rules:

- For more details on configuring Geofencing rules, see section [6.4.5.6. Geofencing](#).
- To enable Geofencing rules, go to **Administration, Tasks**, and in the **Tasks** pane, select the checkbox next to **Geofencing**.

### 6.6.2.10 Coverage Map

The Coverage Map option allows to see RSSI levels on the map.

- On the Map toolbar, click  **Coverage Map**.

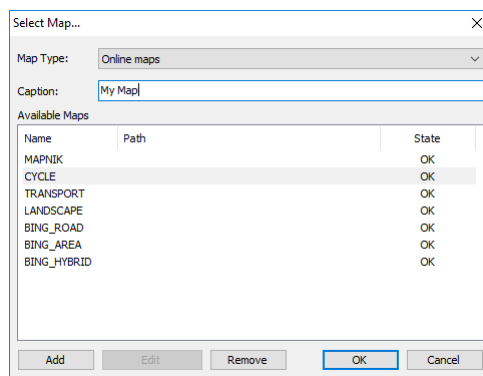




For more details on configuring the Coverage Maps, see section [Coverage Map](#) (page 115).

### 6.6.2.11 Select Map

- On the Map toolbar, click .

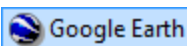


- Enter the **Caption** of the map that will be displayed in the active tab.
- In the list of **Available Maps**, choose the map to be displayed.

Note: For more details on available map types, see section [Map Types](#) (page 106).

### 6.6.2.12 Google Earth

To open the Google Earth application:

- On the Map toolbar, click .

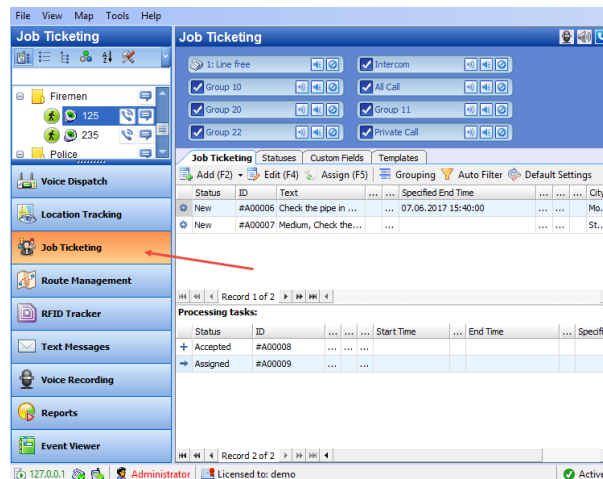
Note: Google Earth must be previously installed on the PC. For more details on Google Earth, visit Google's official website: <http://www.google.co.uk/earth>

## 6.7 Job Ticketing

TRBOnet Dispatch Console provides the **Job Ticketing** feature – the integrated ticketing system that allows dispatchers to create, assign, and track job tickets through the radio network.

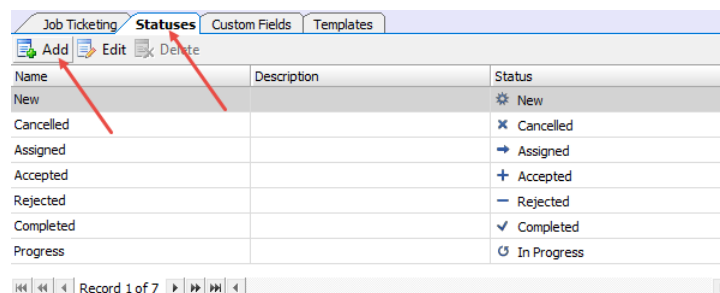
Note: Before using the feature, make sure that your TRBOnet Dispatch Software license includes Job Ticketing.

- Click the **Job Ticketing** tab, and manage Job Tickets in the **Job Ticketing** pane.

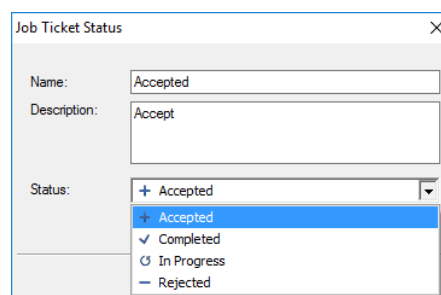


### 6.7.1 Adding a Status for Job Ticketing

- In the **Job Ticketing** pane, click the **Statuses** tab to see the statuses available for job tickets.



- Click the **Add** button to add a Job Ticket status.



- Name**  
Specify a Job Ticket status name to display in the system.

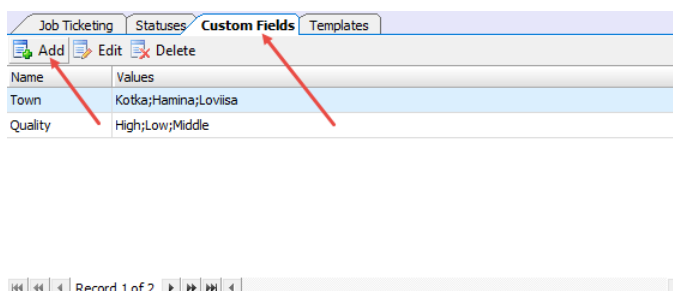
Note: The **Name** value must match the value of the corresponding *Action/Response* field configured for a radio in *MOTOTRBO CPS, Job Tickets*.

- Description**  
Add a description for the job ticket status.
- Status**  
From the drop-down list, select the Job Ticket status.

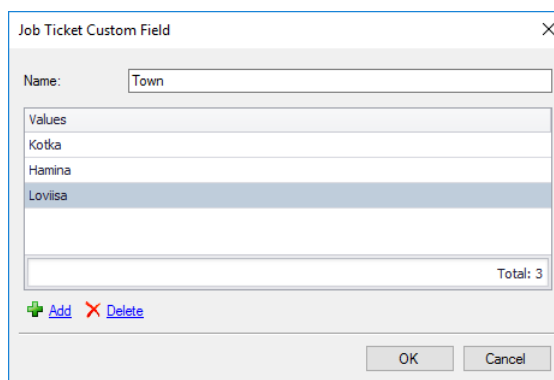
## 6.7.2 Adding Custom Fields for Job Ticketing

In addition to the default fields (Priority, Deadline, etc.), you can add custom fields with pre-defined values to be used in tickets/ticket templates.

- In the **Job Ticketing** pane, click the **Custom Fields** tab to see the list of custom fields available for job tickets.



- Click the **Add** button.

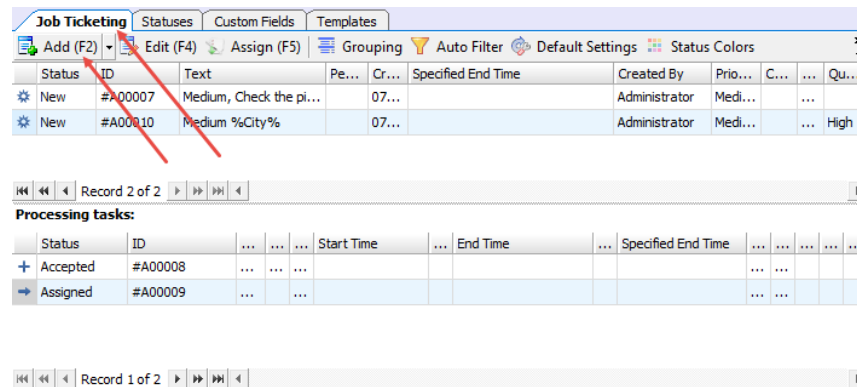


In the **Job Ticket Custom Field** dialog box, specify the following:

- **Name**  
Enter a name for the field.
- **Values**  
Click the **Add** link and enter a pre-defined value for the field.

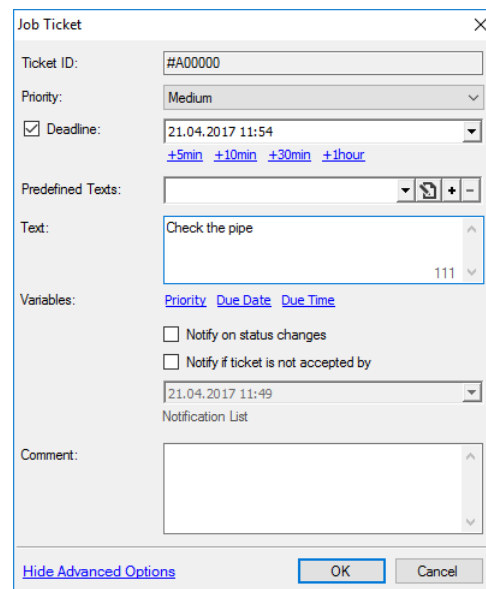
## 6.7.3 Creating a Job Ticket

- In the **Job Ticketing** pane, click the **Job Ticketing** tab to see the list of created job tickets.




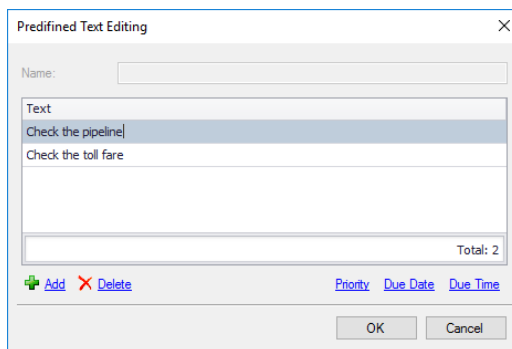
- Click the **Add** button to create a job ticket.

Note: To create a ticket from a template, click the arrow on the right of the **Add** button to select from the available ticket templates. For how to create templates, see section 6.7.4.



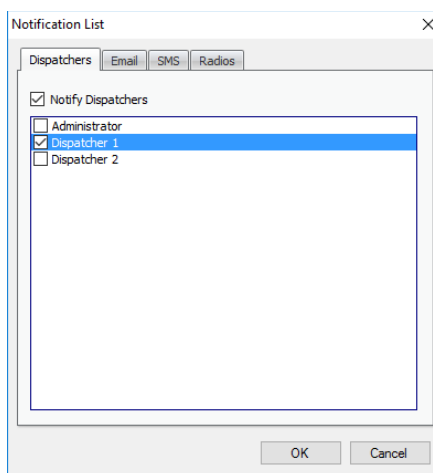
In the **Job Ticket** dialog box, specify the following parameters:

- Ticket ID**  
 This value will be set automatically once the ticket has been created.
- Priority**  
 From the drop-down list, select the task priority.
- Deadline**  
 Select this option and in the box to the right, enter a due date and time for the task.
- Predefined Texts**  
 From the drop-down list, select a predefined text for the Job Ticket.
  - Click the  button to edit the predefined text.



The 'Predifined Text Editing' dialog box contains a 'Name' field, a 'Text' area with two lines of text ('Check the pipeline' and 'Check the toll fare'), a 'Total: 2' indicator, and buttons for '+ Add', 'X Delete', 'Priority', 'Due Date', and 'Due Time'. 'OK' and 'Cancel' buttons are at the bottom right.

- Click the **Add** link and type the text in the line that appears.  
In addition, you can also add to this text:
  - ✓ **Priority**  
Click this link to add the ticket priority to the text.
  - ✓ **Due date**  
Click this link to add the ticket due date to the text.
  - ✓ **Due time**  
Click this link to add the ticket due time to the text.
- **Text**  
Enter the text message in this box.
- **Notify on status changes**  
Select this option to send notifications to Dispatchers, Email and/or SMS groups when a Job Ticket status changes.
- **Notify if ticket is not accepted by**  
Select this option to send notifications to dispatchers, Email and/or SMS groups if a radio does not accept the Job Ticket at the time specified in the box below.
- **Notification List**  
Click this link and choose the recipients of selected notifications.



The 'Notification List' dialog box has tabs for 'Dispatchers', 'Email', 'SMS', and 'Radios'. The 'Dispatchers' tab is active, showing a list of recipients: 'Administrator', 'Dispatcher 1' (selected), and 'Dispatcher 2'. There is a checkbox for 'Notify Dispatchers' which is checked. 'OK' and 'Cancel' buttons are at the bottom right.

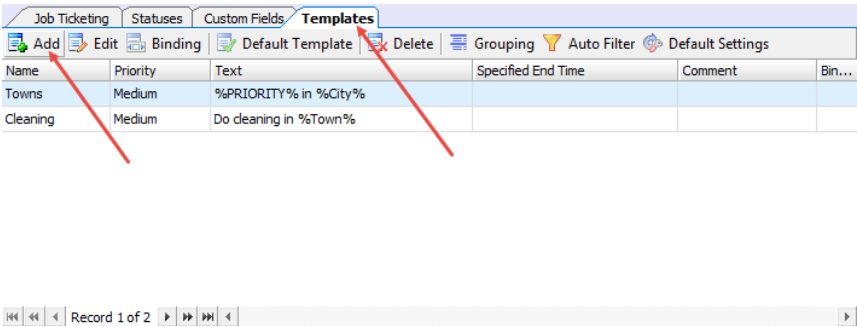
You can notify dispatchers with the help of notifications in the Dispatch Console (on the **Dispatchers** tab, check **Notify Dispatchers**, and select

dispatchers), Email groups by sending Emails to dedicated Email groups (click the **Email** tab, check **Notify by Email**, and select Email groups) and phone users by sending SMS to dedicated SMS groups (click the **SMS** tab, check **Notify by SMS**, and select SMS groups).

- **Comment**  
Add a comment for the ticket.

6.7.4 Creating a Ticket Template

You can create ticket templates in advance to then use them when creating tickets.



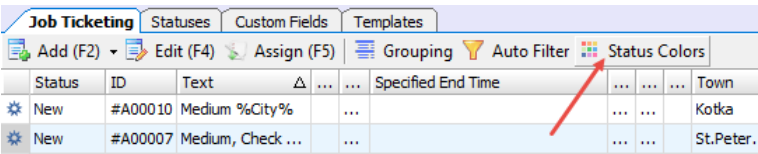
- Click the **Templates** tab to see the list of templates available for job tickets.
- Click the **Add** button to create a ticket template.
- In the **Job Ticket Template** dialog box, fill in the desired fields, and click **OK**.

Note: For information about the fields, see section [6.7.3, Creating a Job Ticket](#).

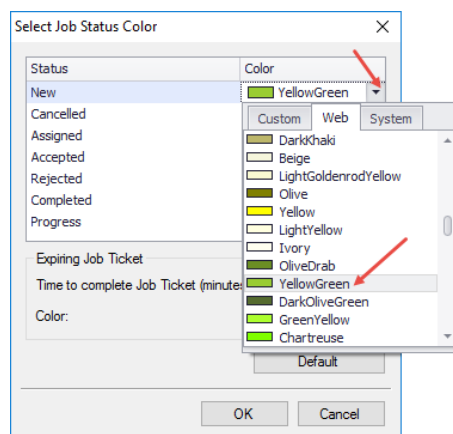
6.7.5 Selecting Ticket Status Color

You can also color tickets based on their statuses.

- Click the **Job Ticketing** tab, and on the toolbar, click the **Status Colors** button.



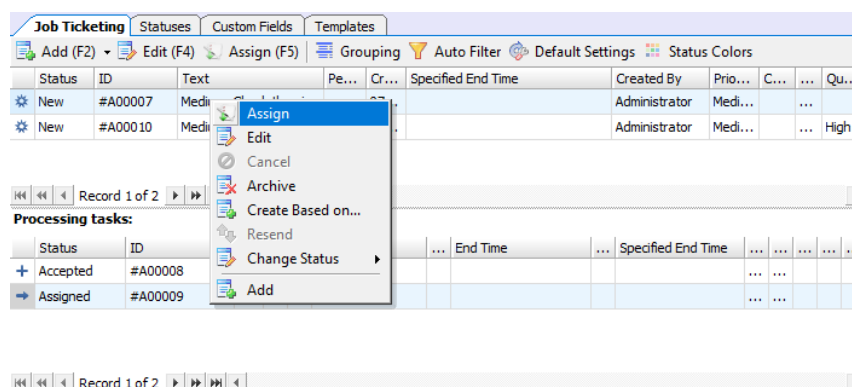
In the **Select Job Status Color** dialog box that opens:



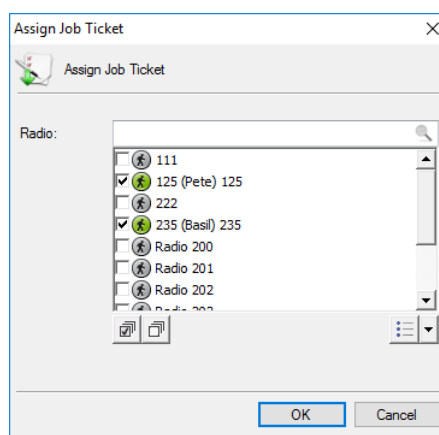
- Click the arrow on the right, and from the drop-down list, pick the color for the selected status.

### 6.7.6 Assigning a Job Ticket

- Select a job ticket in the list, and click the **Assign** button. Or, right-click the job ticket and choose **Assign**.



In the **Assign Job Ticket** dialog box that appears:

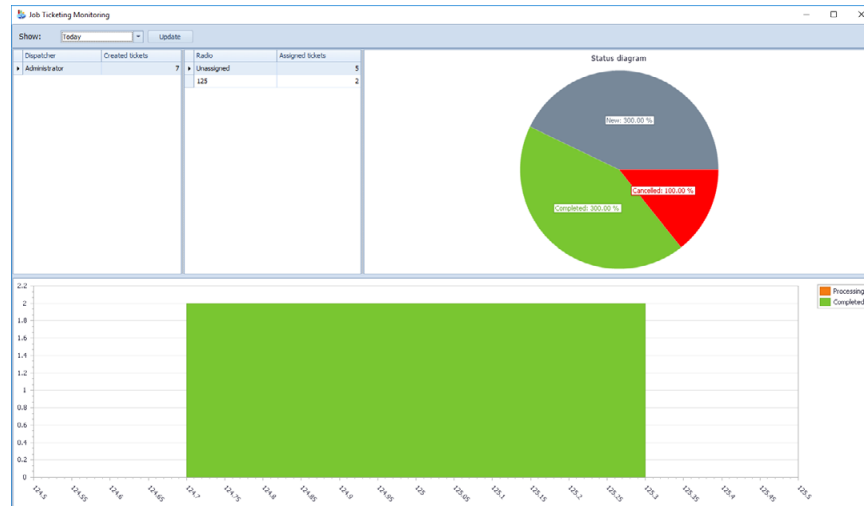


- In the list, select a radio, radio group or logical group to which to assign the job ticket.
- Click **OK** to assign the task to selected radio(s).

As a result, the selected radio(s) will receive the job ticket.

### 6.7.7 Viewing Job Ticketing Statistics

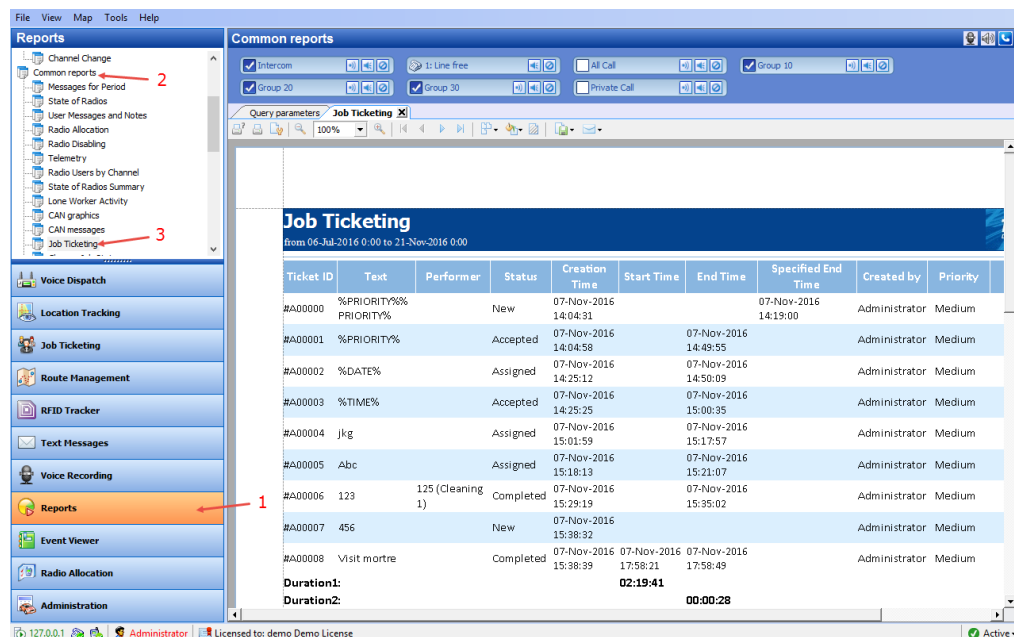
- On the main menu, select **Tools**, then click **Job Ticketing Monitoring** to see the Job Ticketing statistic diagram:



For more details on the statistics, see [Job Ticketing Monitoring](#).

### 6.7.8 Viewing Job Ticketing Reports

- To view a job ticketing report, go to **Reports** (1), and select **Common Reports** (2) – **Job Ticketing** (3).
- On the **Common reports** pane, click the **Query parameters** tab, and specify the appropriate parameters and then click **Generate Report**.
- Click the **Job Ticketing** tab to see the generated report.



The screenshot shows the Reports window with the Common reports pane. The Job Ticketing report is displayed, showing a table of tickets with columns: Ticket ID, Text, Performer, Status, Creation Time, Start Time, End Time, Specified End Time, Created by, and Priority. The report is for the period from 06-Jul-2016 0:00 to 21-Nov-2016 0:00.

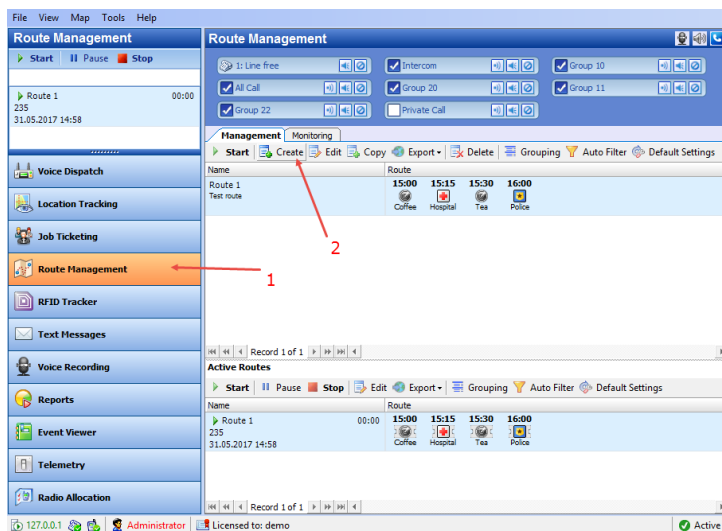
| Ticket ID | Text                    | Performer        | Status    | Creation Time           | Start Time              | End Time                | Specified End Time      | Created by    | Priority |
|-----------|-------------------------|------------------|-----------|-------------------------|-------------------------|-------------------------|-------------------------|---------------|----------|
| #A00000   | %PRIORITY%<br>PRIORITY% |                  | New       | 07-Nov-2016<br>14:04:31 |                         |                         | 07-Nov-2016<br>14:19:00 | Administrator | Medium   |
| #A00001   | %PRIORITY%              |                  | Accepted  | 07-Nov-2016<br>14:04:58 |                         | 07-Nov-2016<br>14:49:55 |                         | Administrator | Medium   |
| #A00002   | %DATE%                  |                  | Assigned  | 07-Nov-2016<br>14:25:12 |                         | 07-Nov-2016<br>14:50:09 |                         | Administrator | Medium   |
| #A00003   | %TIME%                  |                  | Accepted  | 07-Nov-2016<br>14:25:25 |                         | 07-Nov-2016<br>15:00:35 |                         | Administrator | Medium   |
| #A00004   | jkg                     |                  | Assigned  | 07-Nov-2016<br>15:01:59 |                         | 07-Nov-2016<br>15:17:57 |                         | Administrator | Medium   |
| #A00005   | Abc                     |                  | Assigned  | 07-Nov-2016<br>15:18:13 |                         | 07-Nov-2016<br>15:21:07 |                         | Administrator | Medium   |
| #A00006   | 123                     | 125 (Cleaning 1) | Completed | 07-Nov-2016<br>15:29:19 |                         | 07-Nov-2016<br>15:35:02 |                         | Administrator | Medium   |
| #A00007   | 456                     |                  | New       | 07-Nov-2016<br>15:38:32 |                         |                         |                         | Administrator | Medium   |
| #A00008   | Visit mortre            |                  | Completed | 07-Nov-2016<br>15:38:39 | 07-Nov-2016<br>17:58:21 | 07-Nov-2016<br>17:58:49 |                         | Administrator | Medium   |

Duration1: 02:19:41  
Duration2: 00:00:28



## 6.8 Guard Tour / Route Management

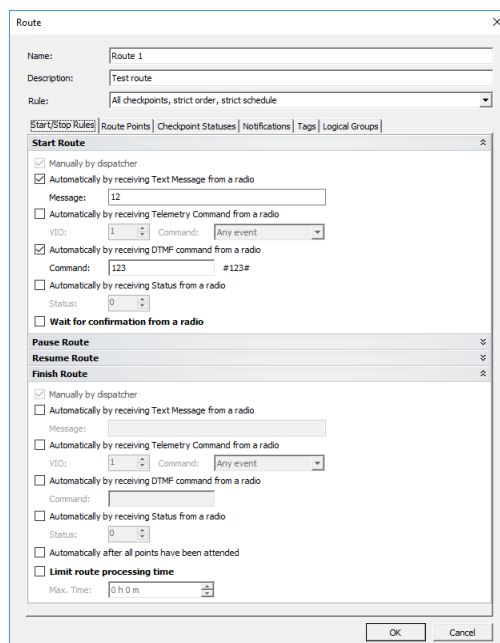
The Guard Tour / Route Management feature allows the user to create routes and assign them to selected radio subscribers or dispatchers.



- Click the **Route Management** tab (1).

### 6.8.1 Creating a Route

- In the **Route Management** pane on the right, select the **Management** tab, then click the **Create** button (2) to create a new route.



- **Name**  
Specify a name for the route to display in the route list.
- **Description**  
Add a description for the route.

- **Rule**

Select the type of the rule from the drop-down-list:

- **All checkpoints, strict order, strict schedule**

Checkpoints are to be attended in the specified order, each within a specified time range.

- **All checkpoints, strict order, loose schedule**

Checkpoints are to be attended in the specified order. The time for attending each checkpoint is not limited.

- **All checkpoints, loose order, loose schedule**

Checkpoints can be attended in any order, each at any time.

- Click the **Start/Stop Rules** tab.

### **Start Route**

Specify the rules to start the route.

- **Manually by dispatcher**

This option is enabled by default and cannot be edited. This option enables the dispatcher to start the route by clicking the **Start** button in the **Route Management** tab or in the **Active Routes** pane.

- **Automatically by receiving Text Message from a radio**

The route starts when the radio sends a specific text message to TRBOnet Server. If you select this option, then specify the text message the radio will send in the **Message** box.

- **Automatically by receiving Telemetry Command from a radio**

The route starts when the user presses a preconfigured button on the radio and TRBOnet Server receives a telemetry command from the user's radio. If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.

- **Automatically by receiving DTMF command from a radio**

The route starts when the user sends a specific DTMF command to TRBOnet Server, for instance, #11#. If you select this option, specify a DTMF combination without the # characters in the **Command** box.

- **Automatically by receiving Status from a radio**

The route starts when the user sends a specific Status to TRBOnet Server, for instance, 1. If you select this option, specify the **Status**.

- **Wait for confirmation from a radio**

Select this option to start the route after the TRBOnet Server receives a confirmation from the radio. In this case, the route is assigned to the radio or user and paused. The route will be resumed after a confirmation is received.

### Pause Route

Specify the rules to pause the route.

### Resume Route

Specify the rules to resume the route.

### Finish Route

Specify the rules to finish or stop the route.

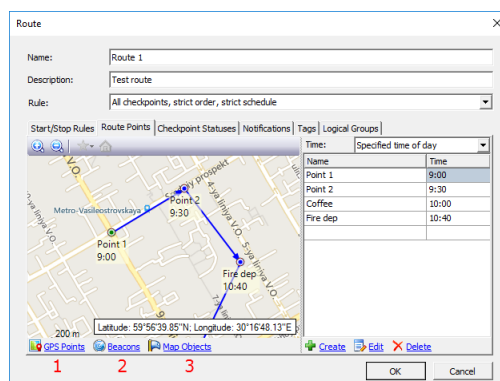
- **Automatically when all points have been attended**

Select this option so that the route is finished automatically when all checkpoints have been attended.

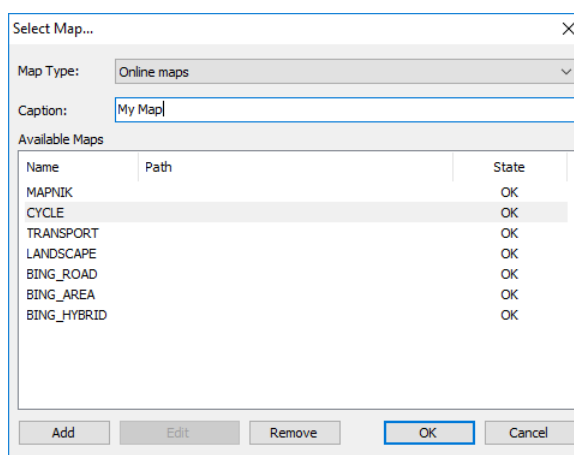
- **Limit route processing time**

Select this option, and specify the maximum allowed time in the **Max. Time** box. If the time is exceeded, the route will stop automatically. All unattended checkpoints automatically change their statuses from 'Waiting' to 'Not Attended'.

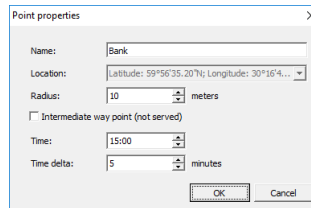
- In the **Route** dialog box, click the **Route Points** tab.



- Click the **GPS Points** link (1) to add points to the selected map:



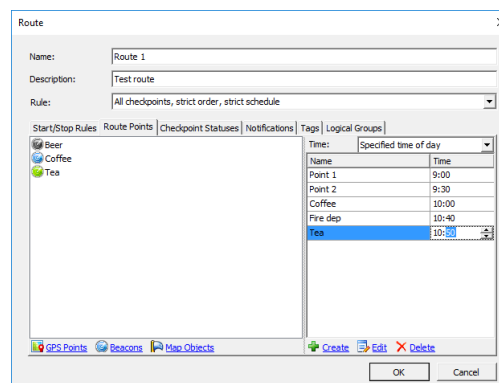
- Select the map. For more details on map types, see section [Map Types](#) (page 106).
- Click the **Create** link or double-click a selected point on the map to create a new route point:



Point properties dialog box showing fields for Name, Location, Radius, Intermediate way point (not served), Time, and Time delta.

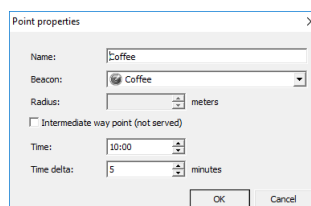
- **Name**  
Specify a name for new point to display on the map.
- **Location**  
This box displays the current GPS coordinates of new point.
- **Radius**  
Specify the radius within which to consider the point as attended.
- **Intermediate way point (not served)**  
Select this option to exclude the point from being used as a checkpoint.
- **Time**  
Specify the time the point is to be attended at.
- **Time delta**  
Specify the time accuracy to attend the point.
- Click **OK** to add the new point.
- Click the **Beacons** link (2) to add a beacon as a checkpoint.

Note: To enable the **Indoor** feature, make sure your license includes **Indoor Positioning** (see section [5.1 License Information](#) on page 13) and **Indoor Service** is selected in the list of available services (see section [5.9.2 Services](#) on page 31).



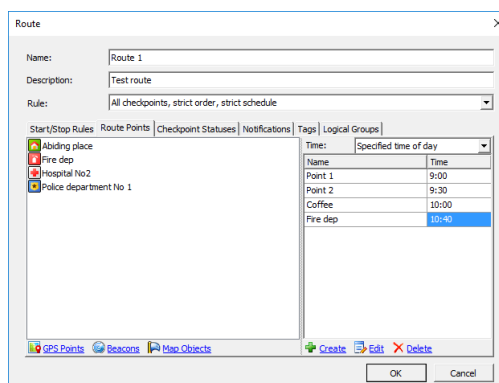
Route dialog box showing fields for Name, Description, Rule, and a list of points (Beer, Coffee, Tea) with their respective times and a 'Create' button.

- Click the **Create** link and then click a beacon in the list.

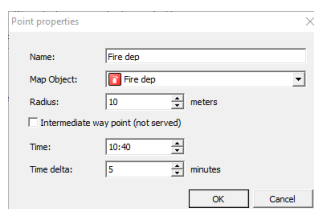


Point properties dialog box showing fields for Name, Beacon, Radius, Intermediate way point (not served), Time, and Time delta.

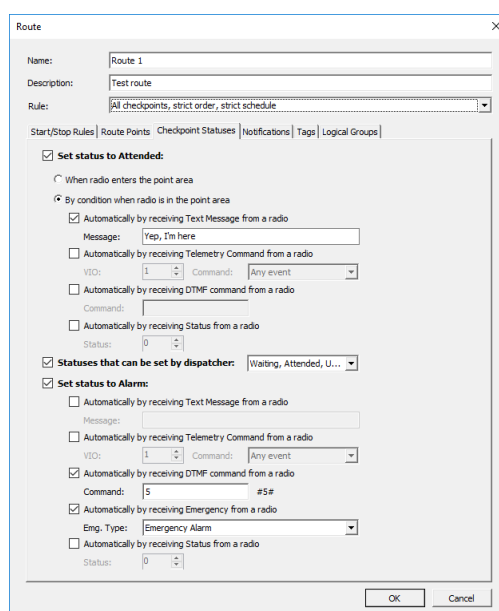
- Click the **Map Objects** link to add a map object as a checkpoint.



- Click the **Create** link and then click an object in the list.



- In the **Route** dialog box, click the **Checkpoint Statuses** tab.



- Set status to Attended**

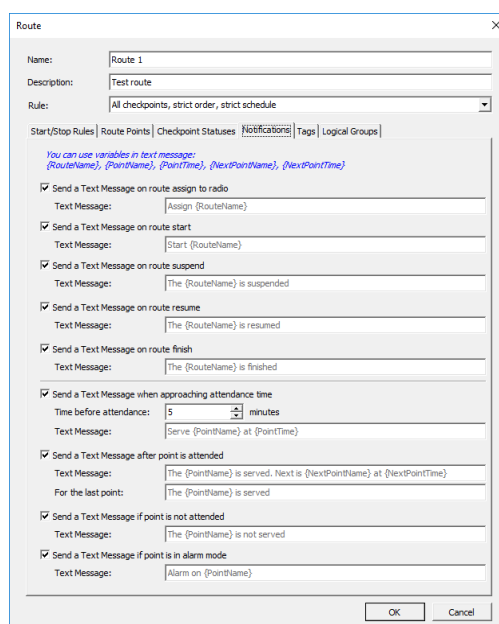
Select this option so that TRBOnet Server will change the checkpoint status to 'Attended' based on the information from the radio.

- When the radio enters the point area**

Choose this option so that the radio detects the closest beacon and sends location data to TRBOnet Server. The respective checkpoint changes its status to 'Attended' automatically.

- **By condition when the radio is in the point area**  
If this option is chosen, the radio sends a preconfigured command to TRBOnet Server. The last detected checkpoint changes its status to 'Attended ' by this command. Configure the preferred command(s):
  - **Automatically by receiving Text Message from a radio**  
Select this option so that the checkpoint is considered to be attended after the dispatcher receives a specific text message from the radio. If you select this option, then specify the text message the radio will send in the **Message** box.
  - **Automatically by receiving Telemetry Command from a radio**  
Select this option so that the checkpoint is considered to be attended after the dispatcher receives a specific telemetry command from the radio. If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.
  - **Automatically by receiving DTMF command from a radio**  
Select this option so that the checkpoint is considered to be attended after the dispatcher receives a specific DTMF command from the radio, for instance, #11#. If you select this option, specify a DTMF combination without the # characters in the **Command** box.
  - **Automatically by receiving Status from a radio**  
Select this option so that the checkpoint is considered to be attended after the dispatcher receives a specific Status from the radio. If you select this option, specify the **Status**.
- **Statuses that can be set by dispatcher**  
Select this option to allow the Dispatch Control operator to manually change the status of checkpoints in the **Active Routes** panel.  
In the drop-down list, select the checkpoint statuses to be available for the operator: Waiting, Attended, Unattended, and Alarm.
- **Set status to Alarm**  
Select this option to allow the radio to set an alarm on the attended checkpoint. Configure the command(s) that can set the checkpoint status to 'Alarm'.
  - **Automatically by receiving Text Message from a radio**  
Select this option to set the point to alarm mode after the dispatcher receives a specific text message from the radio. If you select this option, then specify the text message the radio will send in the **Message** box.
  - **Automatically by receiving Telemetry Command from a radio**  
Select this option to set the point to alarm mode after the dispatcher receives a specific telemetry command from the radio. If you select this option, specify the **VIO** contact, and from the **Command** drop-down list, select the signal level at which the user's radio should send the telemetry command.

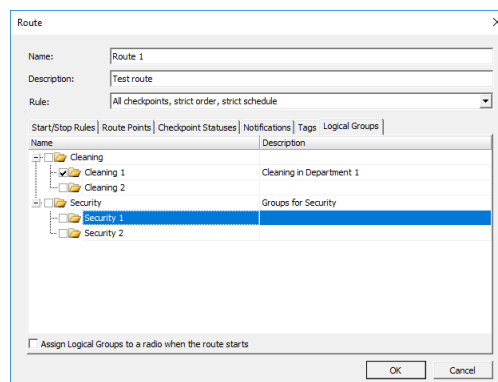
- **Automatically by receiving DTMF command from a radio**  
Select this option to set the point to alarm mode after the dispatcher receives a specific DTMF command from the radio. If you select this option, specify a DTMF combination without the # characters in the **Command** box.
- **Automatically by receiving Emergency from a radio**  
Select this option to set the point to alarm mode after the dispatcher receives an Emergency from the radio.
  - **Emg. Type**  
Select the Emergency type from the drop-down list.
- **Automatically by receiving Status from a radio**  
Select this option to set the point to alarm mode after the dispatcher receives a specific Status from the radio. If you select this option, specify the **Status**.
- In the **Route** dialog box, click the **Notifications** tab to manage notifications to a radio.



**Note:** To enable an option, select the check box. The Text Message boxes already include text. If necessary, replace the text with your own text, using variables as placeholders that will be substituted with actual data.

- **Send a Text Message on route assign**  
Select this option to inform a radio holder that the route is assigned to.
- **Send a Text Message on route start**  
Select this option to inform a radio holder that the route started.
- **Send a Text Message on route suspend**  
Select this option to inform a radio holder that the route is suspended.

- **Send a Text Message on route resume**  
Select this option to inform a radio holder that the route is resumed.
- **Send a Text Message on route finish**  
Select this option to inform a radio holder that the route is finished.
- **Send a Text Message when approaching attendance time**  
Select this option to inform a radio holder that the next checkpoint is expected in the time interval specified in the **Time before attendance** box. This message is only available for routes with the specified attendance time.
- **Send a Text Message after point is attended**  
Select this option to confirm attending a checkpoint.
- **Send a Text Message if point is not attended**  
Select this option to notify a radio holder if the point was not attended.
- **Send a Text Message if point is in alarm mode**  
Select this option to notify radio holder if the point is in alarm mode.
- In the **Route** dialog box, click the **Logical Groups** tab.



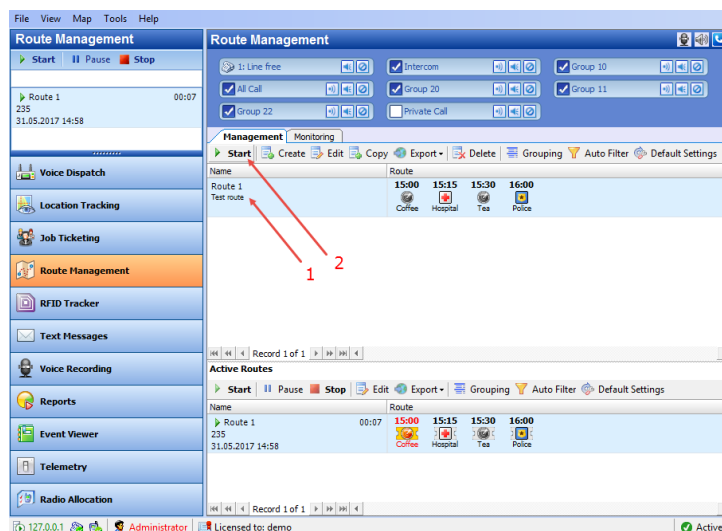
- Select a logical group(s) in the list of available groups.
- **Assign Logical Groups to a radio when the route starts**  
Select this check box so that when the route is assigned to a radio, the selected logical group(s) will automatically be assigned to the radio.

Note: For more information about logical groups, see section [6.4.17, Logical Groups](#) (page 225).

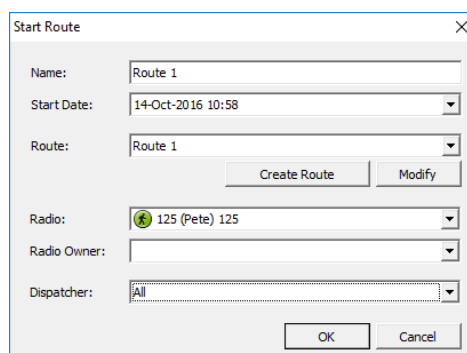
- Click **OK** to save settings.  
The new route is now added to the route list (1):



## 6.8.2 Starting a Route



- Click the **Start** button (2) to start the route:



In the Start Route dialog box, specify the following parameters:

- Name**  
 Enter a name for the route to be started. This name will be displayed in the **Active Routes** pane.
- Start Date**  
 Select a date to start the route on.
- Route**  
 From the drop-down list, select the route to start. Click the **Create Route** button to create a new route based on the selected route. Click the **Modify** button to modify selected route parameters.
- Radio**  
 From the drop-down list, select the radio to assign the route to.
- Radio Owner**  
 From the drop-down list, select the [User](#) to assign the route to.

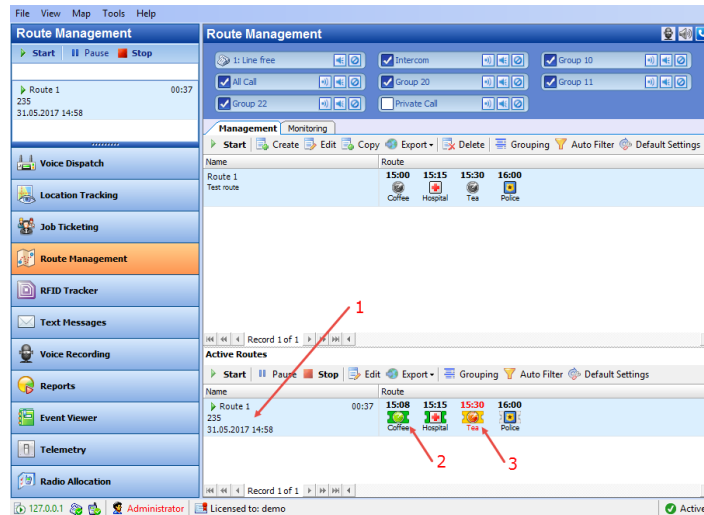
Note: Select only one of the two (**Radio** or **Radio Owner**) to prevent an incorrect route.

- **Dispatcher**

From the drop-down list, select the dispatcher to monitor the route.

- Click **OK** to start the route.

The active route appears (1) in the **Active Routes** panel.



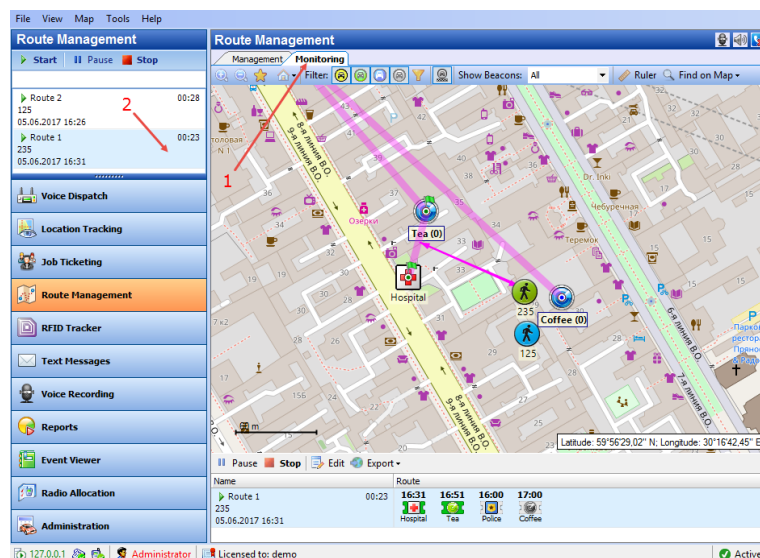
If a route point is attended in time, it is displayed in green (2)

If a route point is not attended in time, it is displayed in red (3).

For more operations with checkpoints, see section [6.5.8.6, Active Routes](#) (page 259).

### 6.8.3 Tracing Active Route on Map

- In the **Route Management** pane, click the **Monitoring** tab (1).



- In the upper-left pane, select the route (2) to be traced on the map.

#### 6.8.4 Stopping a Route

Depending on the route configuration settings, a route/guard tour can be stopped automatically:

- by a command sent from the radio;
- when all checkpoints are attended;
- when the route time is elapsed.

To manually stop the route:

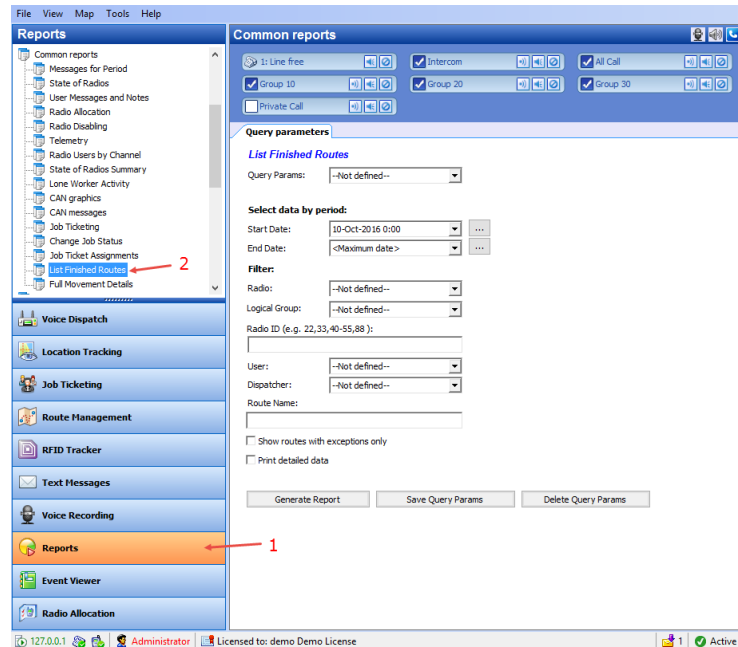
- Click the **Stop** button to stop the route. Once the route is stopped, it will disappear from the **Active Routes** panel.

After the route is stopped, the checkpoint statuses cannot be modified neither automatically, nor manually.

## 6.8.5 Generating Route Reports

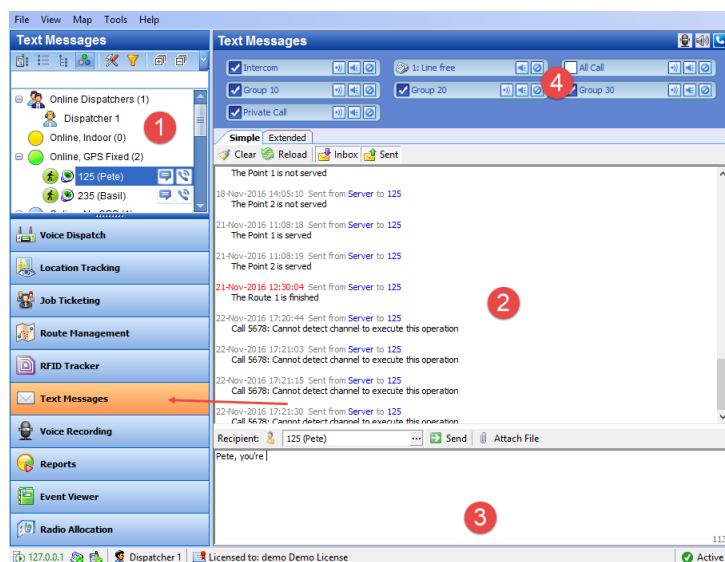
The administrator can generate reports on the finished routes.

- Click the **Reports** (1) tab, and in the **Reports** pane select **Common reports** > **List Finished Routes** (2):



## 6.9 Text Messages

In the Text Messages tab, the dispatcher can review and send text messages to other dispatchers, individual radio subscribers and radio groups:



1. Radio List  
displays dispatchers and radio subscribers available for text communication.

Note: Radios must be equipped with a display to receive Text Messages.

2. Text Messages panel  
displays the latest messages transmitted via a radio channel.
3. New Message panel  
provides you with text sending options.
4. Calls Panel in compact mode  
allows making voice calls.

### 6.9.1 Sending Text Messages

The dispatcher can send a text message to:

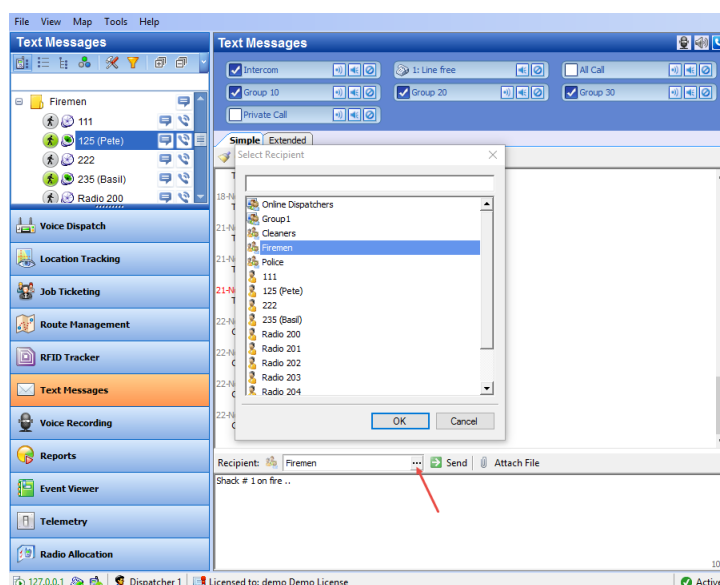
- Selected Radio
- Selected Radio Group
- Selected Logical Group
- Selected Dispatcher
- All Online Dispatchers or a group of dispatchers

The dispatcher can send a text message to selected subscribers from:

- New Message panel
- Radio List

#### 6.9.1.1 New Message panel

- In the New Message panel, click the ellipsis (...) button.



- In the **Select Recipient** dialog box, select the radio, radio group or dispatcher and click **OK**.

- Type the text message you want to send.
- Click the **Attach File** button if you want to attach a file to the message being sent.
- Click the **Send** button.

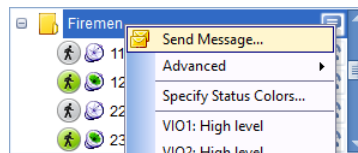
The text message will be displayed in the Text Messages panel.

The message details highlighted in red indicates that the message recipient is offline and the message will be delivered as soon as the recipient gets back online again.

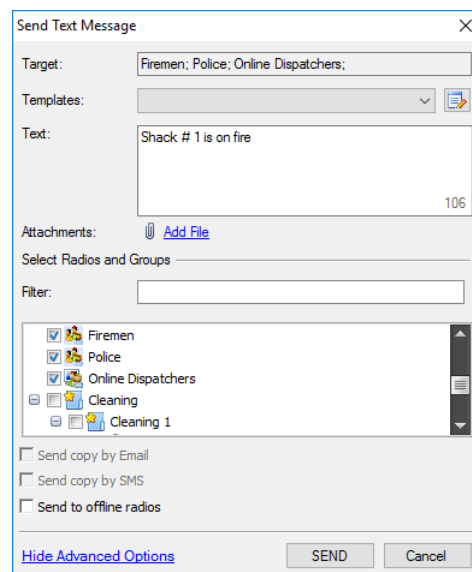
The message details in grey indicates that the message has been delivered.

### 6.9.1.2 Radio List

- On the Radio List, right-click the radio/radio group/dispatcher you want to send a text message to, and choose **Send Message**.



- In the **Send Text Message** dialog box that appears, specify the following parameters:



#### ■ Target

This box displays the target for the message.

- In the **Text** box, type the message text. You can insert a template text from the **Templates** list box.
- In the Target list, add recipients by selecting radios/radio groups/logical groups/dispatchers.

#### ■ Send to offline radios

Select this option to store the message on the server if a radio is offline, and to send it as soon as the radio becomes online.

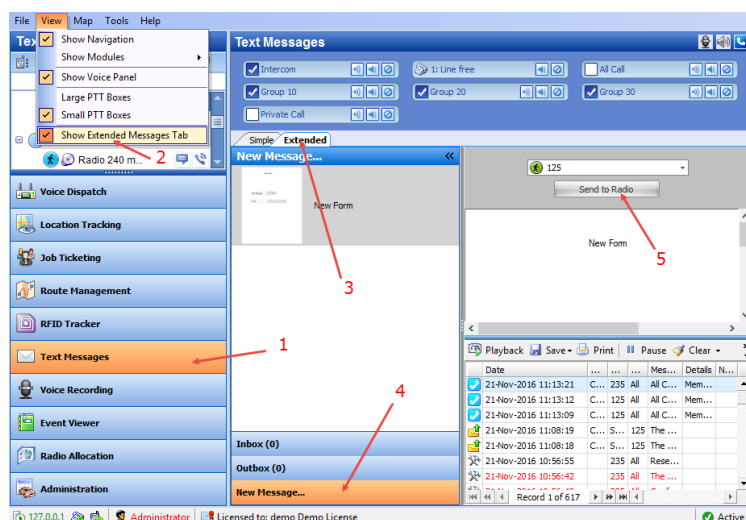
- Click **Send**.

## 6.9.2 Extended Messages

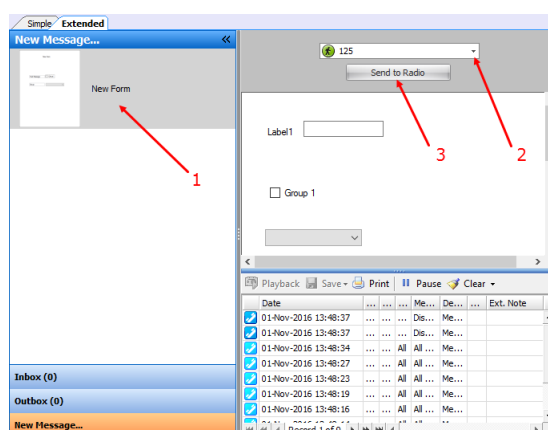
The **Extended Messages** service is a special function allowing users to send/receive detailed preconfigured templates containing necessary information.

This service was created especially for clients who need to use more detailed and structured messages in their work. If the standard messages are not enough to contain all the information you need to send, you may use the Extended Messages service.

### 6.9.2.1 Send Extended Text Message to a Radio



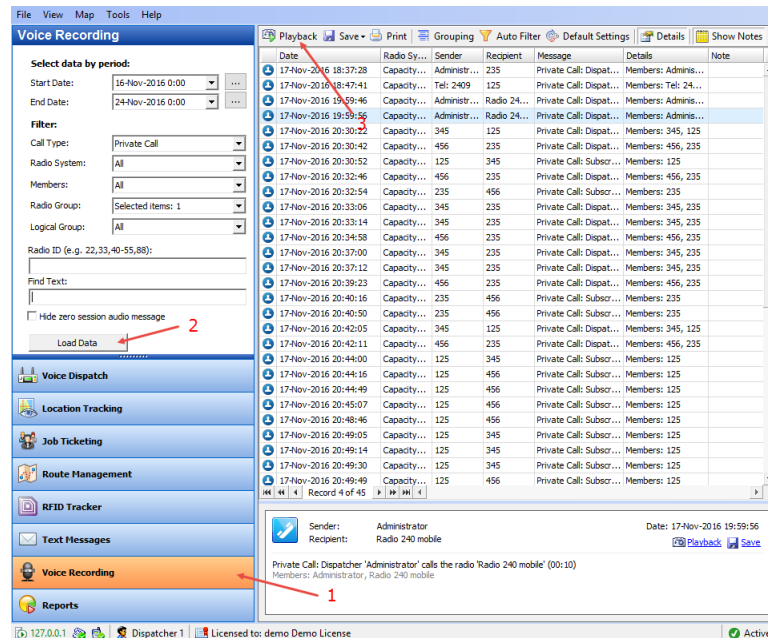
- Click **Text Messages** (1)
- Click the **View** menu, and select **Show Extended Messages Tab** (2)
- In the **Text Messages** pane, click the **Extended** tab (3), and **New message** (4).



- Select the template in the list (1).
- From the drop-down list (2), select a radio to which to send the template.
- Click **Send to Radio** (3) to send the template to a radio.

## 6.10 Voice Recording

On the **Voice Recording** tab, the dispatcher can display the list of calls according to certain criteria, listen to the calls and save them to file.



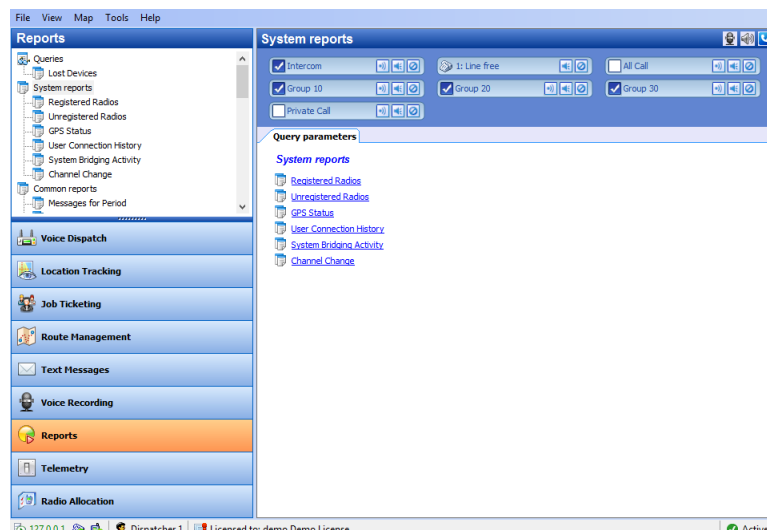
- Click the **Voice Recording** tab (1).
- In the **Voice Recording** panel, specify criteria according to which you want to display call records, and click **Load Data** (2).
- In the right pane, you will see the list of calls according to the criteria you have specified.
- To play back a record, select it in the list and click **Playback** (3).

## 6.11 Reports

The Reports tool provides you with various printing forms with monitored radio network activity data.

- Click the **Reports** tab (1).





### 6.11.1 Report Types

TRBOnet Dispatch Console supports the following report types:

- **Queries** – reports for a selected time period with information on Voice Recording and Messages displayed as an event log (non-printed format).
- **Common Reports** – reports for a selected time period with information on messages, radio states, user messages and notes, Radio Allocation data, Radio disabling data, Job Ticketing and Finished routes in printed format.
- **Indoor reports** - reports for a selected time period for movement details for Indoor Positioning in printed format.
- **GPS reports** - reports for a selected time period with information on radios location and speed in printed format.
- **Data export** - a report for a selected time period with information on extended notes, generated in Excel or XML formats.

### 6.11.2 Main Report Parameters

To generate a report, go to Reports section and select a report type you want to generate.

When generating a report, you might need to specify the parameters listed below:

- **Start Date**  
Date from which to start reporting.
- **End Date**  
Date on which to finish reporting.
- **Message Type**  
Select available message types from the drop-down list (All Messages, Talk Sessions, Text Messages, and other message types).
- **Radio System**  
In the drop-down list, select the system(s) to include in a report.
- **Radio**  
In the drop-down list, select the radio(s) to include in a report.

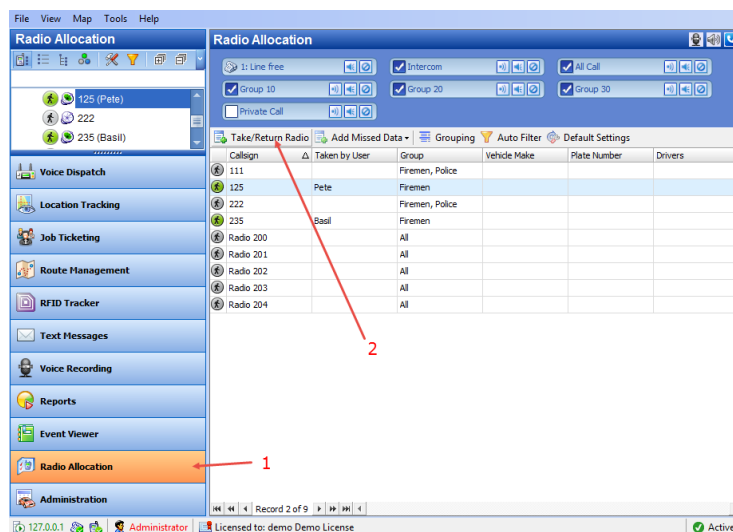
- **Radio Group**  
In the drop-down list, select the radio group(s) to include in a report.
- **Logical Group**  
In the drop-down list, select the logical group(s) to include in a report.
- **Dispatcher**  
In the drop-down list, select the dispatcher(s) to include in a report.
- **Radio ID**  
Enter a Radio ID or multiple Radio IDs.
- **Find Text**  
Enter the text to filter by.

## 6.12 Radio Allocation

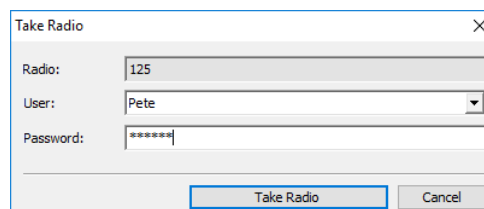
The radio can be assigned to a selected employee registered in the system.

All available radios are disabled and an employee will need to type in username and password to take and enable selected radio. When an employee returns allocated radio it gets disabled again.

- Click the **Radio Allocation** tab (1) to assign radios to users:



- Select the radio in the list and click the **Take/Return Radio** button (2):



Take Radio

Radio: 125

User: Pete

Password: \*\*\*\*\*

Take Radio Cancel

- **Radio**  
This box displays the selected radio.
- **User**  
From the drop-down list, select the user to allocate the radio to.

- **Password**

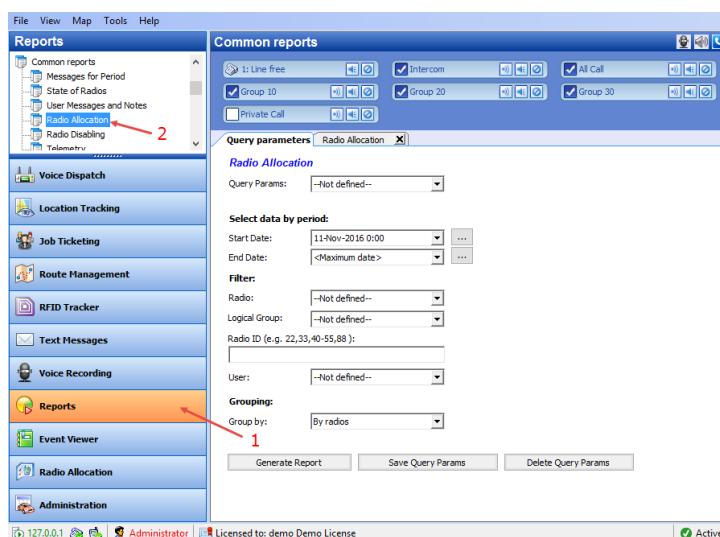
Enter the password for the selected user.

Note: For more details on user access to Allocation Console, see section [6.4.16 Users](#) (page 221).

- Click the **Take Radio** button to assign the radio to the selected user.

The administrator can generate reports on the allocated radios.

- Click the **Reports** (1) tab, and in the **Reports** pane select **Common reports > Radio Allocation** (2):



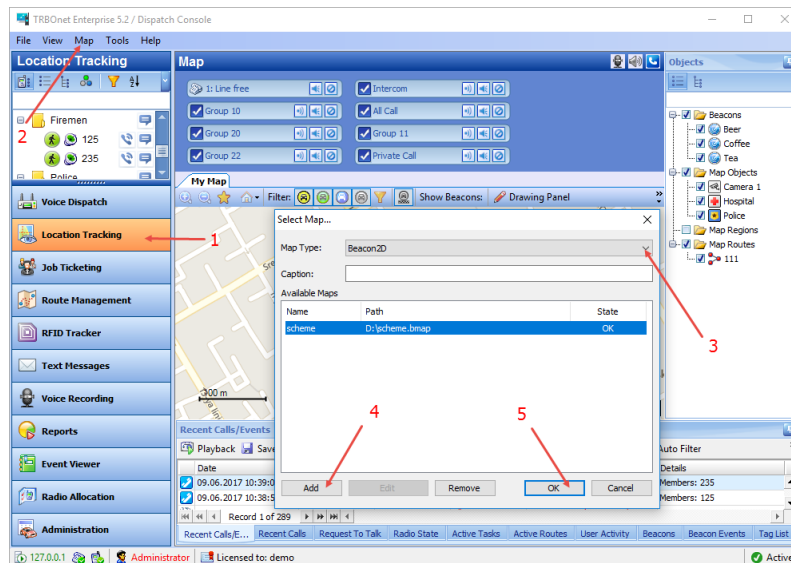
## 6.13 Beacons

The TRBOnet Dispatch Console provides the **Indoor Positioning** feature to monitor the location of radios inside a building where GPS signals are not present. The feature requires additional hardware (beacons located around the building and Bluetooth modules/option boards installed in radios). A radio unit will be displayed on the indoor floor plan at the beacon location as soon as the radio enters the beacon's coverage area. A beacon icon on the map will provide a count of the number of radios that are currently in this beacon's coverage area (for example, Room 1(3) - there are 3 radios in Room 1).

Note: To enable the **Indoor Location Tracking** feature, your license must include **Indoor Positioning** (see section [5.1, License Information](#)) and **Indoor Service** is selected in the list of available services (see section [5.9.2, Services](#)).

To enable the Indoor Location Tracking feature, your license must include Indoor Positioning (see License information page) and Indoor Service is selected in the list of available services (see Services).

Click the **Location Tracking** tab (1), then click **Map** (2) and choose **Open New Map in Tab**:



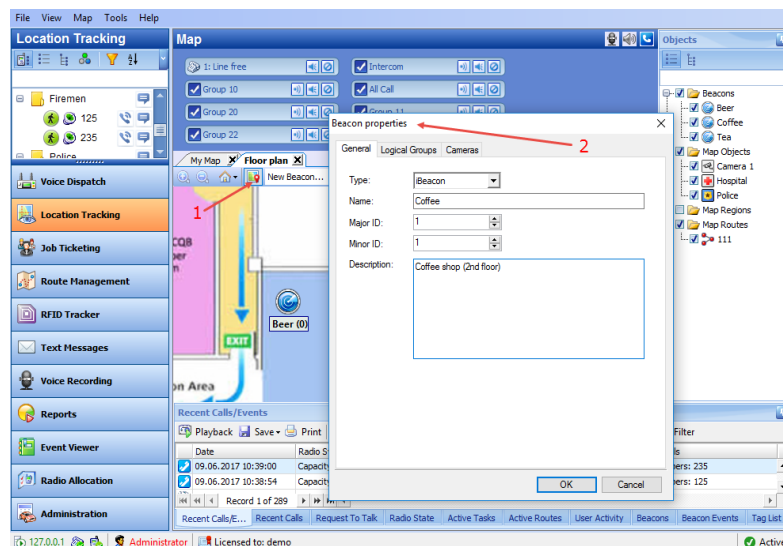
### ■ Map Type

From the drop-down list, select 'Beacon 2D' to enable 2D floor plan, or 'Beacon 3D' to enable 3D floor plan (3).

- Click **Add** (4), and browse for the required map on your PC.
- Click **OK** (5) to add the map.

### Add a beacon to the selected floor plan

- Click the **Set Location** button (1) and then click on the map to point the location of a physical beacon on the floor.
- In the dialog box that appears (2), specify the beacon properties.



### ■ Type

Select the beacon type from the drop-down list.

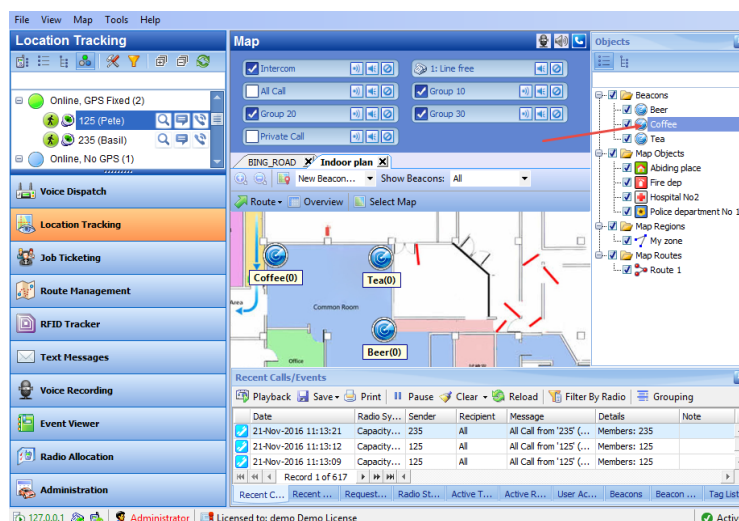
### ■ Name

Specify a name for the beacon.

- **Major ID and Minor ID**  
Enter the beacon's major and minor ID exactly as specified on the iBeacon device.
- **Description**  
Add a description for the beacon.

### Edit parameters of a beacon

- Select a beacon in the **Objects** panel and double-click to edit its parameters.



- In the **Beacon properties** dialog box that appears, edit the desired properties.

Note: For more details on K-Term beacons, see the following article at <http://kb.trbonet.com/public.pl?Action=PublicFAQZoom;ltemID=36>.

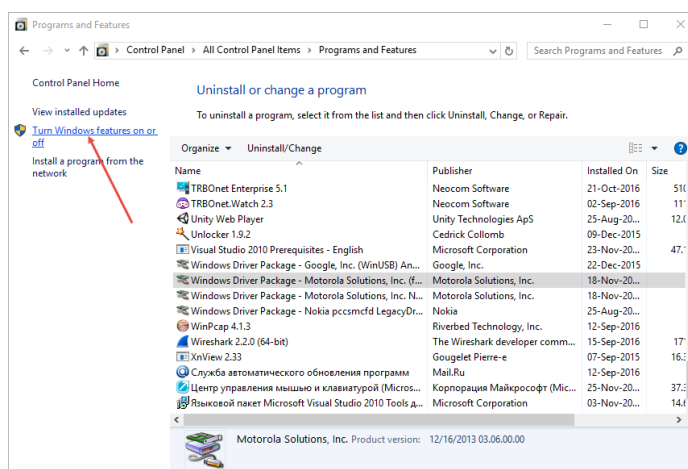
## 7 TRBOnet Web Console

TRBOnet Web Console is a special online application. It is an extension for TRBOnet Dispatch Software which allows dispatchers to get access to the system via a Web browser. The Web Console is the best solution for carriers, operators and systems with a huge number of users.

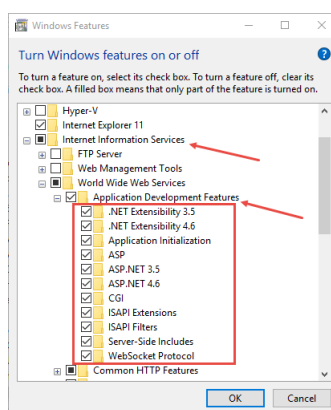
This application allows you to monitor your system without any special software installed on your computer.

### 7.1 Installing Web Console

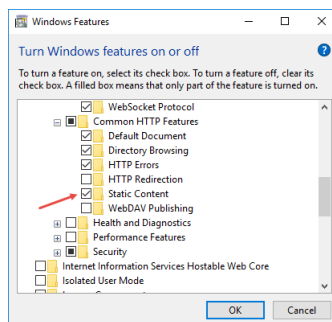
- Click **Start>Control Panel>Programs and Features**.
- Click the **Turn Windows features on or off** link.



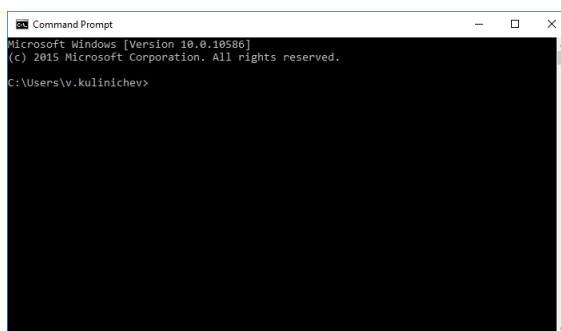
- Go to **Internet Information Services>World Wide Web Services>Application Development Features**, and make sure all of them are selected:



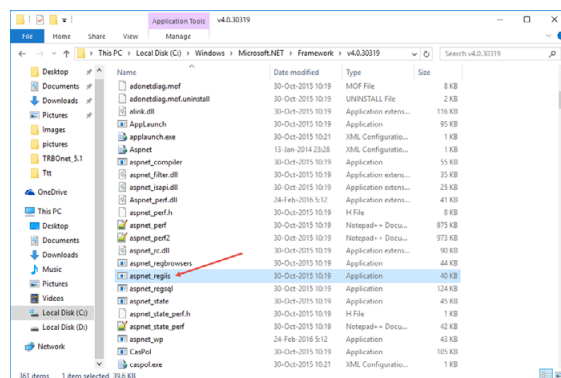
- Also, make sure that **Common HTTP Features>Static Content** is selected.



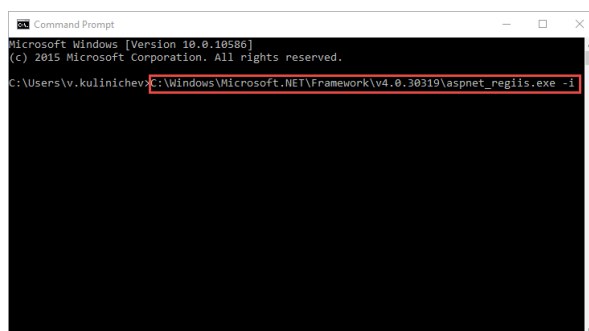
- Restart your PC.
- Click **Start>All Programs>Accessories>Command Prompt**.



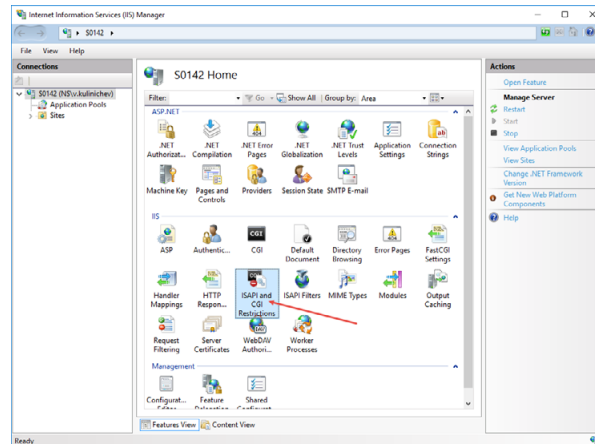
- Go to **This PC>Local Disk (C:) > Windows > Microsoft.NET > Framework > v4.0.30319/aspnet\_regiis**.



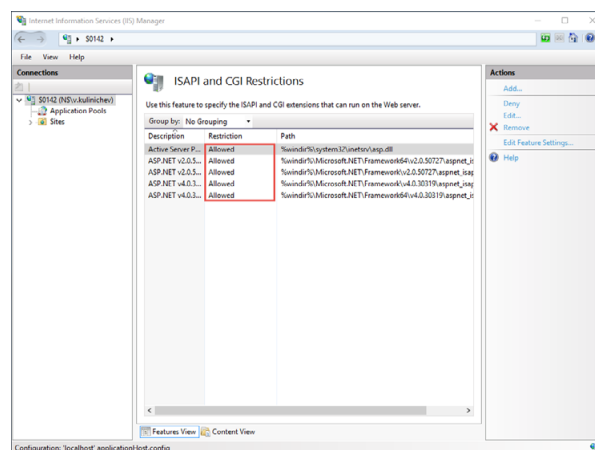
- Drag the **aspnet\_regiis** file into the **Command Prompt** then press the space bar and add the **-i** key. Then press the **Enter** key:



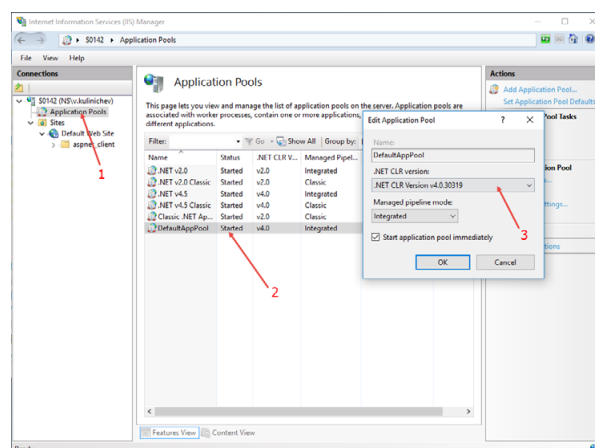
- Go to **Control Panel > Administrative Tools**.
- Double-click the **Internet Information Services (IIS) Manager** shortcut and double-click **ISAPI and CGI Restrictions**.



- In the **Restriction** column, set **Allowed** in all lines.

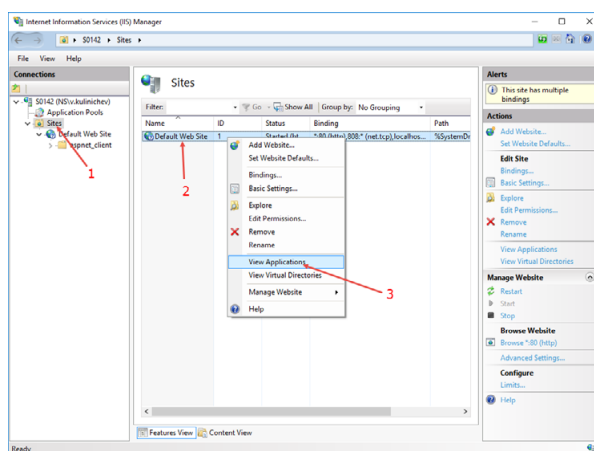


- Copy the Web Site archive **WebConsole** to **Computer > Local Disc (C:) > inetpub** to create a folder for the Web Console.
- Go to **Application Pools** (1). Double-click **DefaultAppPool** (2) and check the **.Net CLR Version** (3):

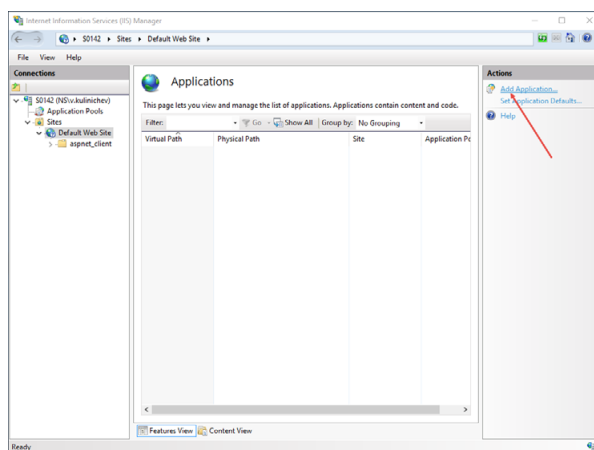




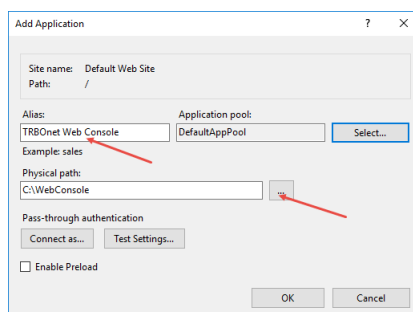
- Click **Sites** (1), right-click **Default Web Site** (2) and choose **View Applications** (3):



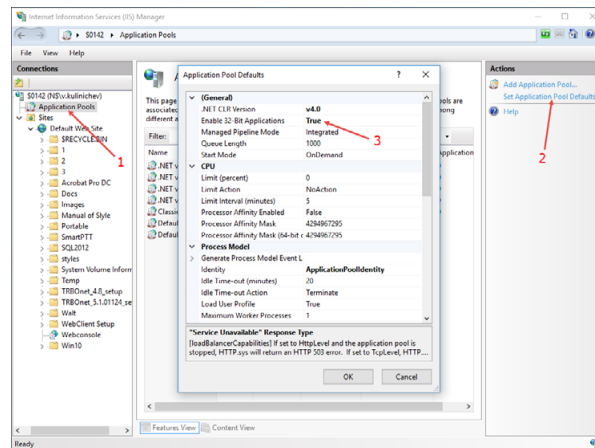
- Click the **Add Application** link.



- Specify the **Alias** and **Physical path** for the application:

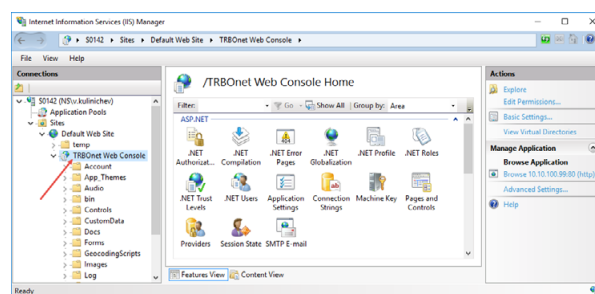


- Browse for the folder with unarchived Web Console.
- Click **OK**.
- Select **Application Pools** (1) and click the **Set Application Pool Defaults** link (2):



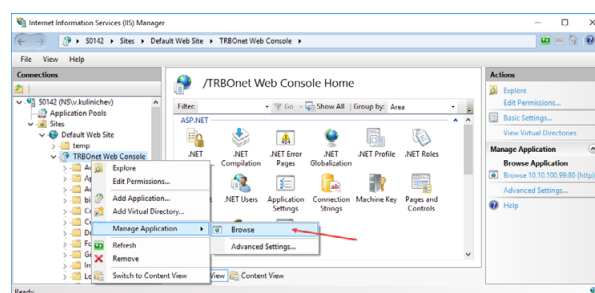
- Set **Enable 32-Bit Applications** to True (3).

The Web Console will be added as an application to under the Default Web Site:

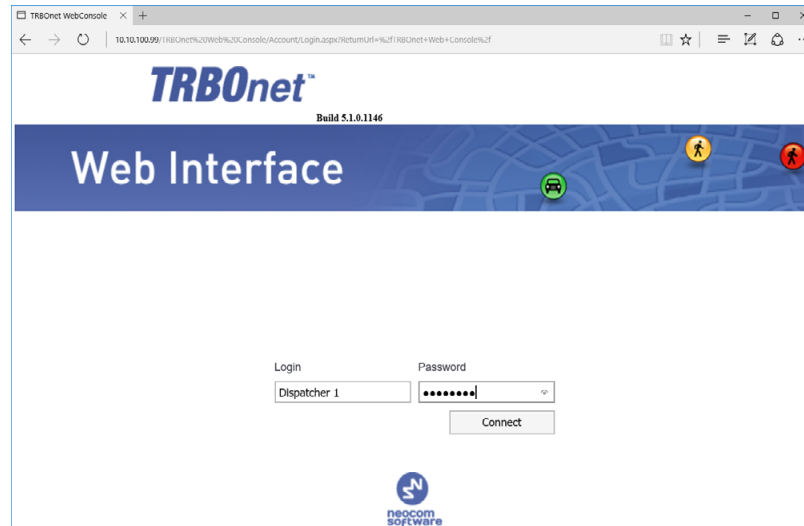


Note: Make sure your account has sysadmin privileges and the database connection is successful (see section [5.2, TRBOnet Server Database](#) on page 15).

To open Web Console, right-click your application, choose **Manage Application > Browse**.



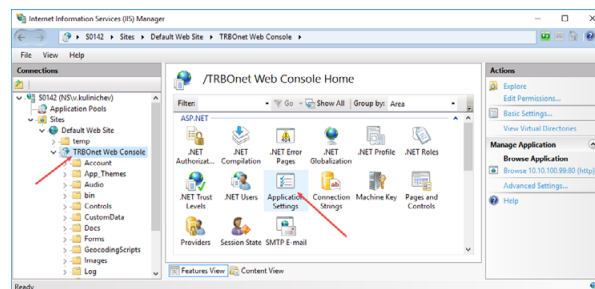
TRBOnet Web Console is now ready for operation:



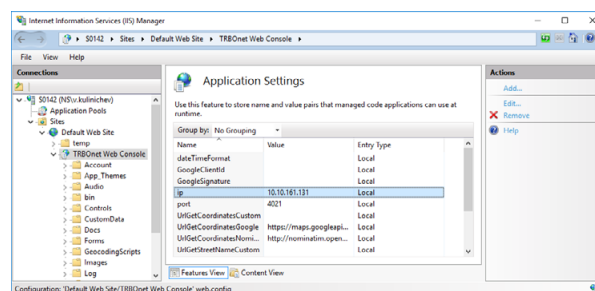
- Enter the **Login** and **Password**, and click **Connect**.

## 7.2 Configuring Web Console

- If TRBOnet Dispatch Console is not installed on your PC, select the application and click **Application Settings**:



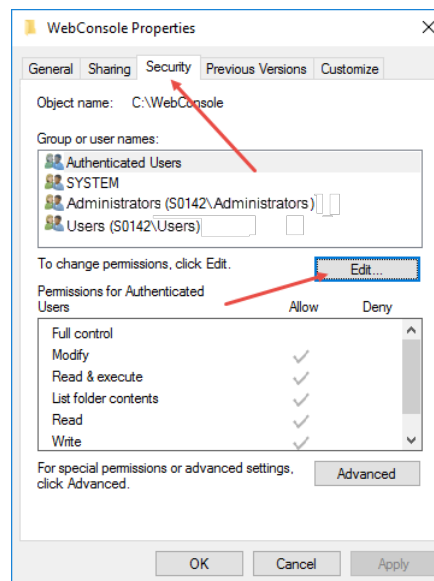
- Specify the **IP address** and **Port** of the PC with TRBOnet Dispatch Console installed:



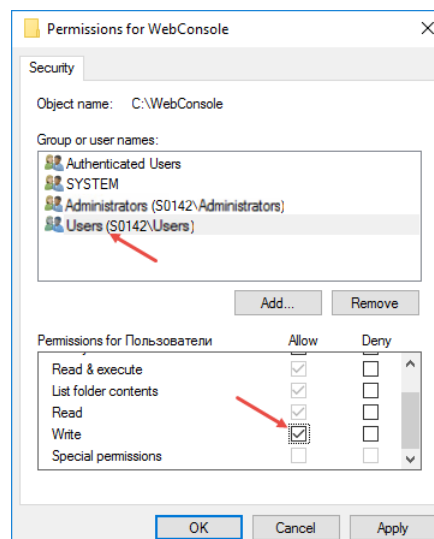
- Right click **TRBOnet Web Console** and choose **Edit Permissions**.



- Click the **Security** tab and then click the **Edit** button to edit permissions:



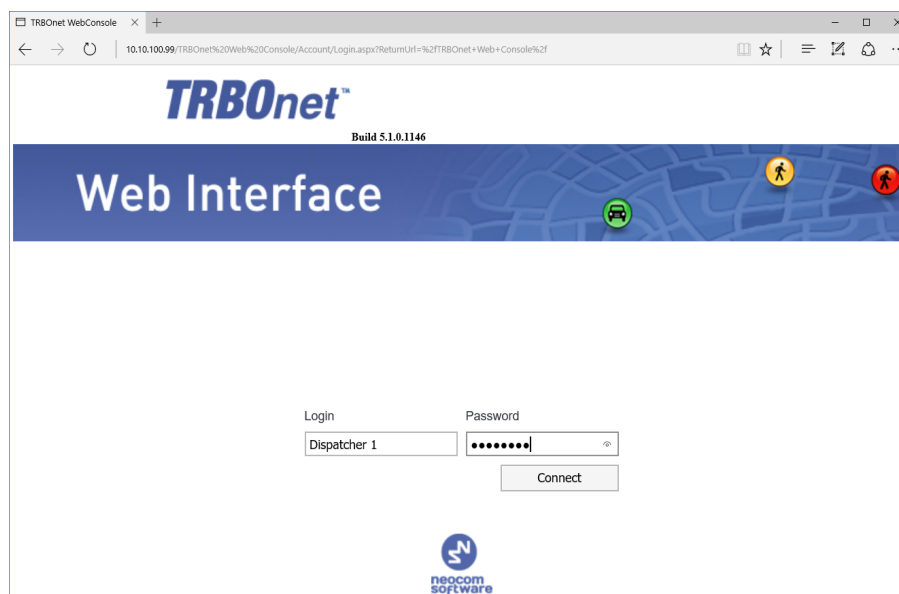
- Select **User** in the Users list. In the **Allow** column, select **Write**:



- Click **Apply**.
- Click **OK**.

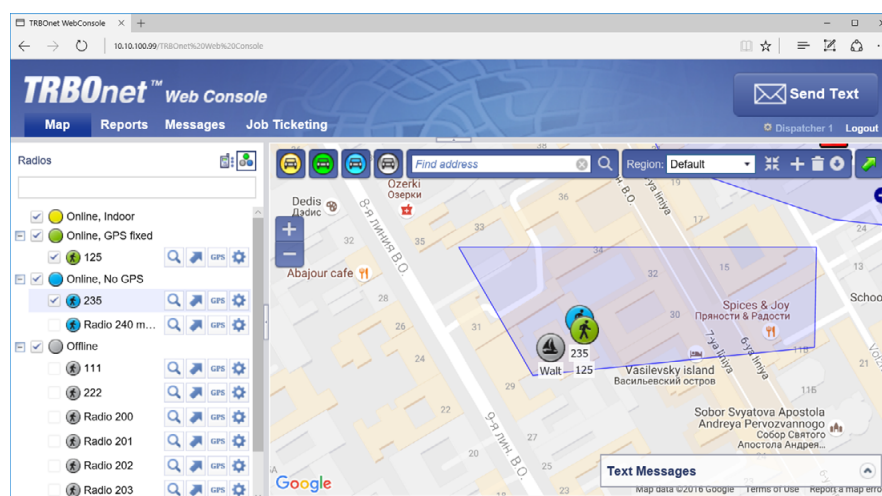
## 7.3 Using Web Console

When launching Web Console for the first time, you will see the following page:




- Enter the **Login** and **Password**, and click **Connect**.


Once you have connected to TRBOnet Server, you will see a window like this.

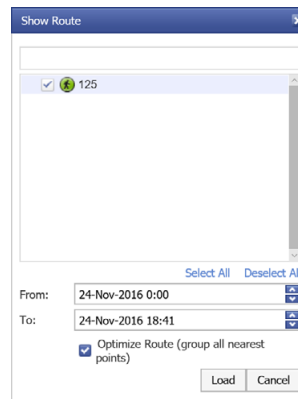


### 7.3.1 Radio List

The Radio List pane is located on the left and contains the list of radios. From this pane, you can perform the following tasks.


Click the  button to see the selected radio in the center of the map.

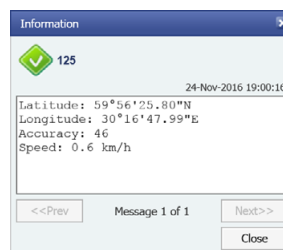
Click the  button to display a route traveled by the selected radio on the map.




Show Route  
 Select All Deselect All  
 From: 24-Nov-2016 0:00  
 To: 24-Nov-2016 18:41  
☒ Optimize Route (group all nearest points)  
 Load Cancel

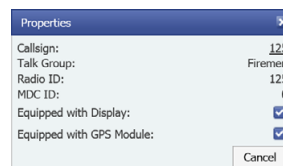
Specify the **From** and **To** date and time. Select the **Optimize Route** option to group all points in a 100 meter radius.

Click the  button to request a location of the selected radio.



Information  
 125  
 24-Nov-2016 19:00:16  
 Latitude: 59°56'25.80"N  
 Longitude: 30°16'47.99"E  
 Accuracy: 46  
 Speed: 0.6 km/h  
 <<Prev Message 1 of 1 Next>>  
 Close

Click the  button to display the selected radio properties.

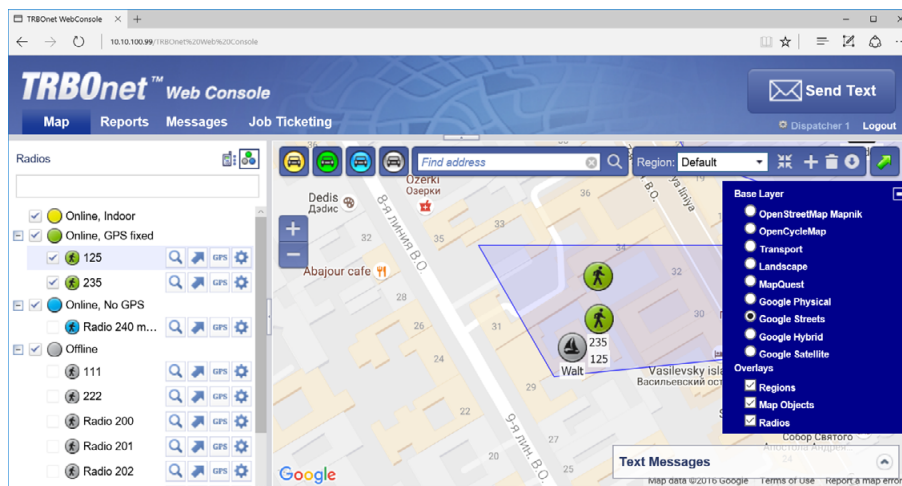


Properties  
 Callsign: 125  
 Talk Group: Firemen  
 Radio ID: 125  
 MDC ID: 0  
 Equipped with Display: ☒  
 Equipped with GPS Module: ☒  
 Cancel

## 7.3.2 Map

### 7.3.2.1 Map Layers

- Click the small plus button on the right of the Map pane.
- Choose the map layer to display in the Map pane.
- In the Overlays list, select whether to display Regions, Map Objects and Radios on the map. Just select/deselect the corresponding check box.



### 7.3.2.2 Zoom In/Out

- Click the large plus button on the left of the Map pane to zoom in the map.
- Click the large minus button on the left of the Map pane to zoom out the map.

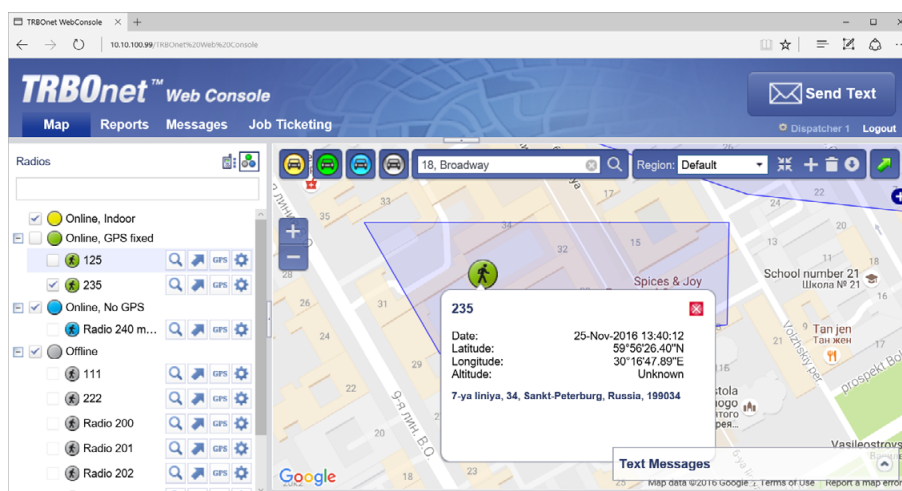
Or:

- Use the mouse wheel to zoom in/out the map.

### 7.3.2.3 Radio Coordinates and Address


- In the Map pane, click the radio you want to inspect.




As a result, a window will appear displaying the coordinates and address of the inspected radio.



### 7.3.2.4 Filter Radios

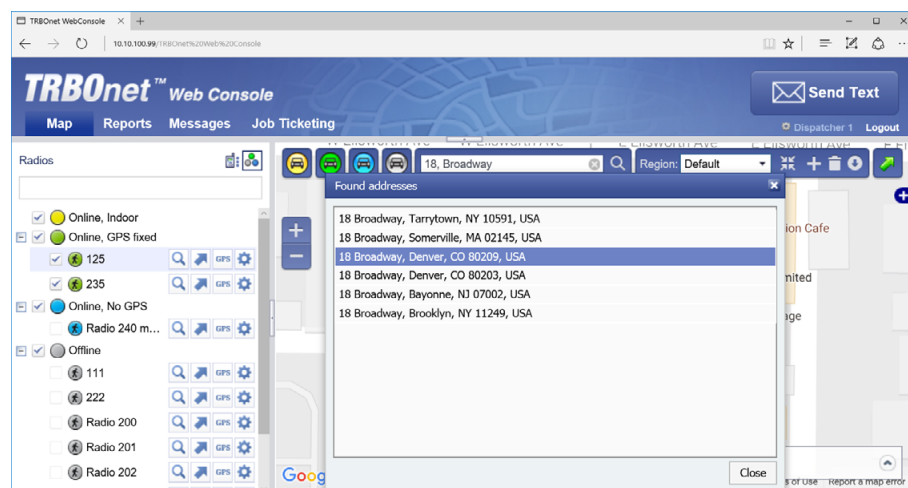
You can filter the display of radios on the map. To do this, use the colored car buttons at the top of the Map pane.

- Click  to remove radios that are online and have a detected beacon position from the map view. Click this button again to bring them back to be displayed.

- Click  to remove radios that are online and have a detected GPS position from the map view. Click this button again to bring them back to be displayed.
- Click  to remove radios that are online and have no detected GPS position from the map view. Click this button again to bring them back to be displayed.
- Click  to remove radios that are offline and have no detected GPS position from the map view. Click this button again to bring them back to be displayed.

### 7.3.2.5 Search by address

- In the Find Address box, enter the address you want to locate on the map.
- Click the lens button on the right.
- In the Found addresses window, click the address to locate it on the map.

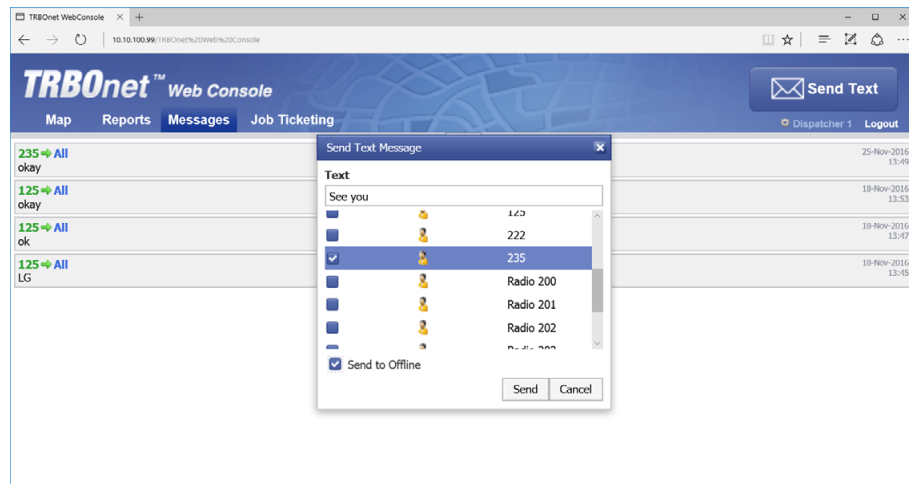


### 7.3.3 Text Messages

With TRBOnet Web Console, you can send text messages to radios/radio groups/dispatchers.

- Click the **Messages** tab at the top of the window.
- Click the **Send Text** button.





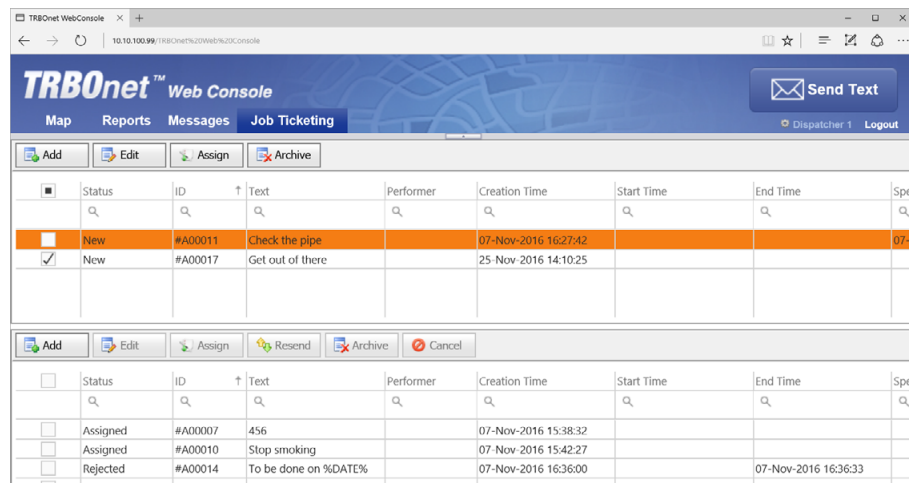
In the **Send Text Message** window that appears:

- Enter the text of the message.
- Select the radios/radio groups/dispatchers to send the message to.
- Select the **Send to Offline** option to send the message to offline radios.

### 7.3.4 Job Ticketing

With TRBOnet Web Console, you can create, assign, and track job tickets through the radio network.

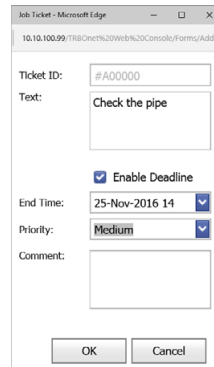
- Click the **Job Ticketing** tab at the top of the window.



In the upper pane, you see the list of created job tickets. In the lower pane, there are assigned job tickets.

#### 7.3.4.1 Add a Job Ticket

- Click the **Add** button.

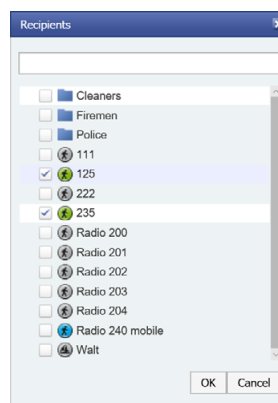


- **Ticket ID**  
This value will be set automatically once the ticket has been created.
- **Text**  
Enter the text message in this box.
- **Enable Deadline**  
Select this option and in the **End Time** box, specify a due date and time for the task.
- **Priority**  
From the drop-down list, select the task priority level.
- **Comment**  
Enter a comment for the ticket.
- Click **OK**.

Once you have added a ticket, it will appear in the list of tickets in the upper pane.

#### 7.3.4.2 Assign a Job Ticket

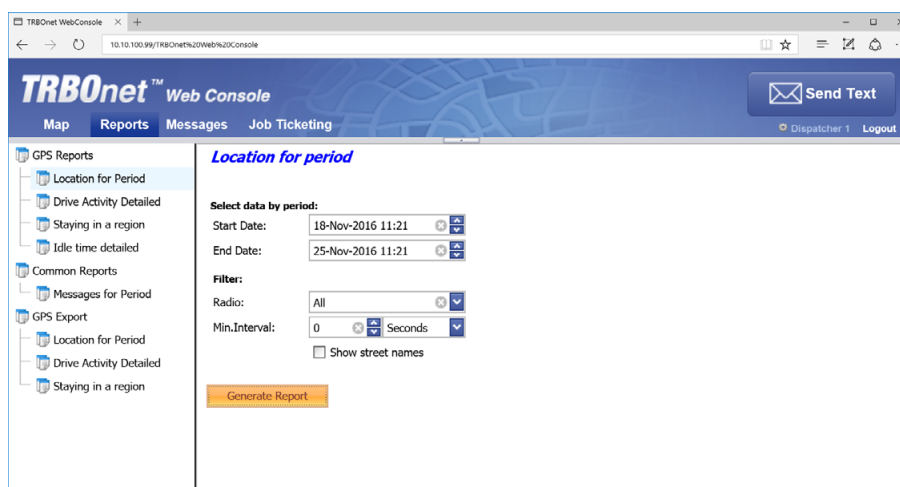
Select the job ticket in the upper pane, and click the **Assign** button.



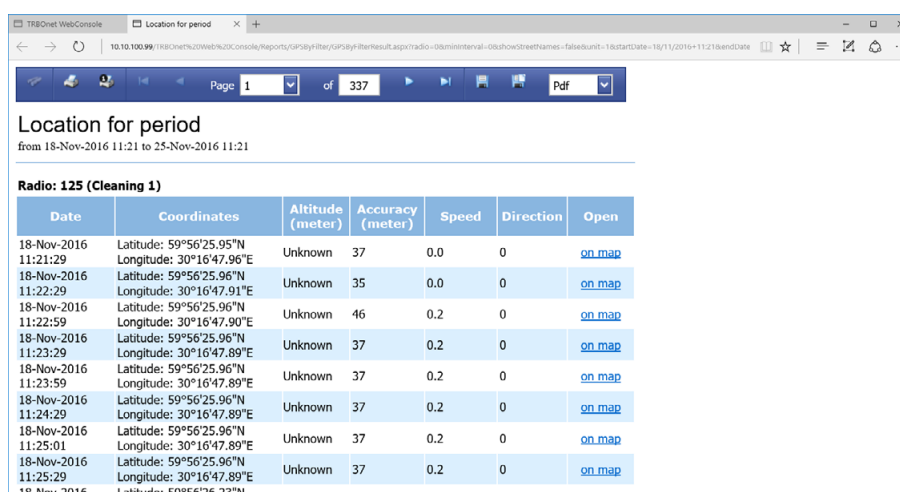
- In the list, select a radio(s), radio or logical group to which to assign the job ticket.
- Click **OK** to assign the task to selected radio(s).  
As a result, the selected radio will receive the job ticket. The assigned job ticket will appear in the upper pane.

### 7.3.5 Reports

- Click the **Reports** tab at the top of the window.



- In the right pane, select report parameters and click **Generate Report**. Once the report is generated, you will see it in a separate tab of your Web browser.



| Date                 | Coordinates   | Altitude (meter) | Accuracy (meter) | Speed | Direction | Open                   |
|----------------------|---|------------------|------------------|-------|-----------|------------------------|
| 18-Nov-2016 11:21:29 | Latitude: 59°56'25.95"N<br>Longitude: 30°16'47.96"E | Unknown          | 37               | 0.0   | 0         | <a href="#">on map</a> |
| 18-Nov-2016 11:22:29 | Latitude: 59°56'25.96"N<br>Longitude: 30°16'47.91"E | Unknown          | 35               | 0.0   | 0         | <a href="#">on map</a> |
| 18-Nov-2016 11:22:59 | Latitude: 59°56'25.96"N<br>Longitude: 30°16'47.90"E | Unknown          | 46               | 0.2   | 0         | <a href="#">on map</a> |
| 18-Nov-2016 11:23:29 | Latitude: 59°56'25.96"N<br>Longitude: 30°16'47.89"E | Unknown          | 37               | 0.2   | 0         | <a href="#">on map</a> |
| 18-Nov-2016 11:23:59 | Latitude: 59°56'25.96"N<br>Longitude: 30°16'47.89"E | Unknown          | 37               | 0.2   | 0         | <a href="#">on map</a> |
| 18-Nov-2016 11:24:29 | Latitude: 59°56'25.96"N<br>Longitude: 30°16'47.89"E | Unknown          | 37               | 0.2   | 0         | <a href="#">on map</a> |
| 18-Nov-2016 11:25:01 | Latitude: 59°56'25.96"N<br>Longitude: 30°16'47.89"E | Unknown          | 37               | 0.2   | 0         | <a href="#">on map</a> |
| 18-Nov-2016 11:25:29 | Latitude: 59°56'25.96"N<br>Longitude: 30°16'47.89"E | Unknown          | 37               | 0.2   | 0         | <a href="#">on map</a> |
| 18-Nov-2016          | Latitude: 59°56'26.23"N                             |                  |                  |       |           |                        |

You can print the report, save it as a file, and so forth.

## Appendix A: Backing up and Restoring Database and Audio Recordings

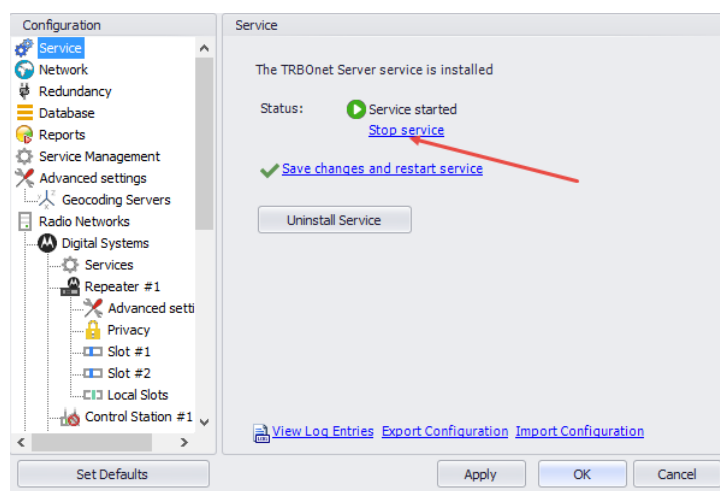
### Configure Backup

TRBOnet Dispatch Software has an automatic mechanism for database and audio recordings backup. Initially, it defaults to two paths to store database and audio recordings:

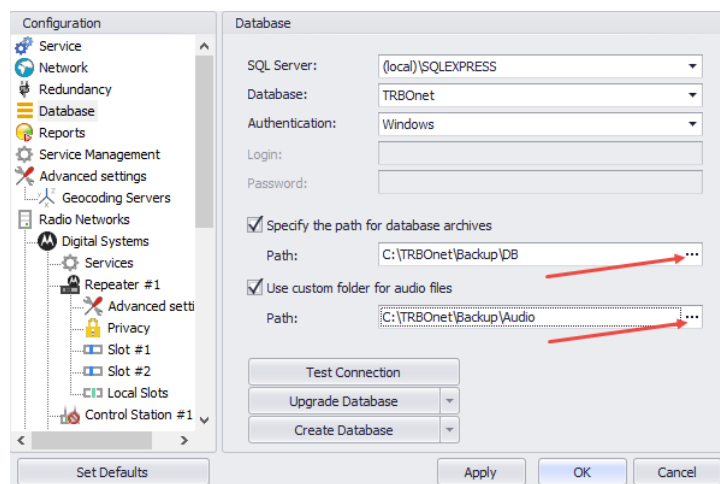
**%ProgramData%\Neocom Software\TRBOnet.Plus\Backups** and  
**%ProgramData%\Neocom Software\TRBOnet.Plus\Audio**.

For your convenience, the default paths can be changed:

- Open TRBOnet Server and stop the TRBOnet Server service.



- To customize these backup folders, on the **Configuration** pane, select **Database**, then select the **Specify the path for database archives** and **Use custom folder for audio files** options. Next, enter the new (custom) folder for the backup database (for example, **C:\TRBOnet\Backup\DB**) and custom folder for the audio files (for example, **C:\TRBOnet\Backup\Audio**). The database and audio backups will be stored in the selected directories.

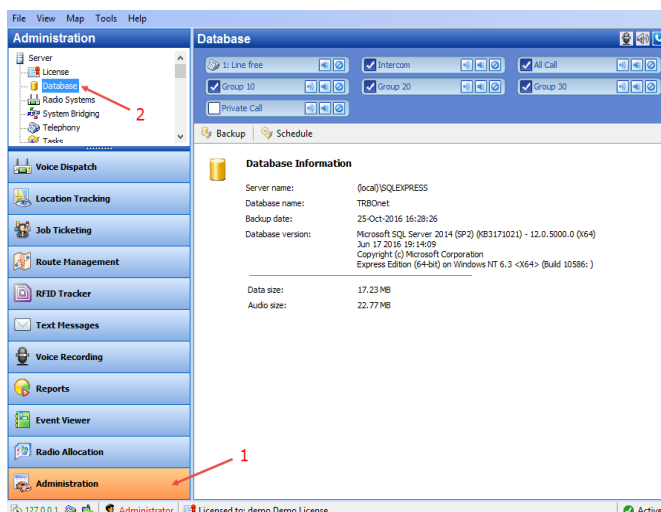


- Save your changes and restart the service.

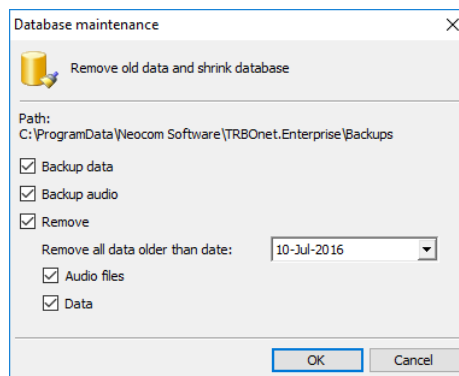
## Back up Database and Audio Recordings

To back up the database and audio recordings, do the following:

- In the Dispatch Console go to **Administration** section and select **Database** in the Navigation tree.
- Click the **Backup** button:



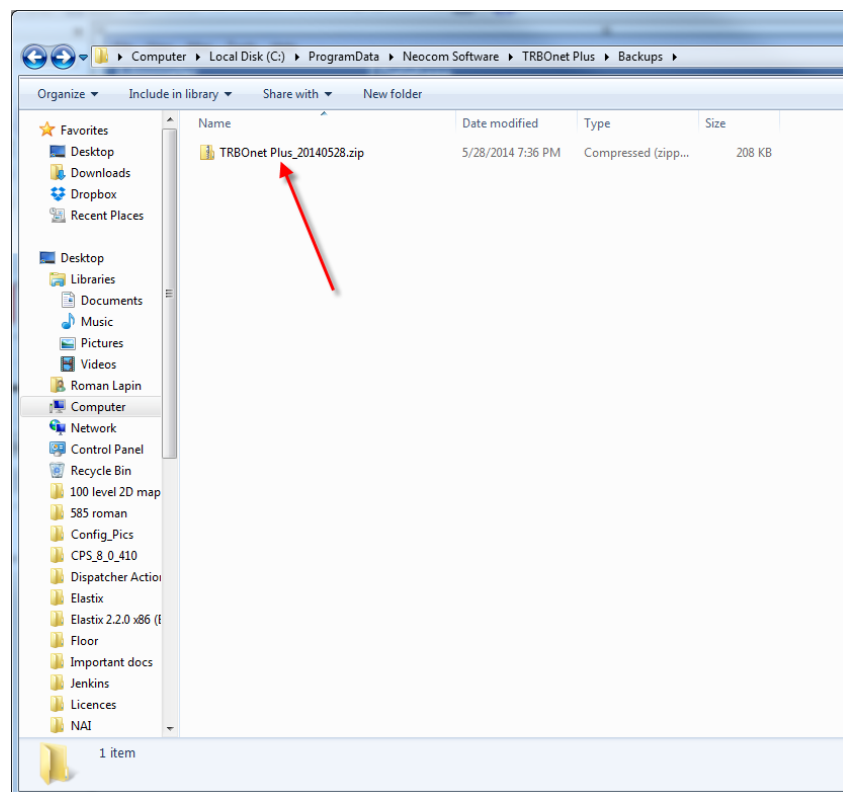
- Specify the backup details:



- **Backup audio**  
Select to back up audio recordings.
- **Remove**  
Select to remove audio files and data from the database.
- **Remove all data older than date**  
Specify the date to remove data older than that specified date.
- **Audio Files**  
Select to remove audio files.
- **Data**  
Select to remove data.
- Click **OK** to run the backup procedure.

The Backup progress bar will be displayed in the lower-right corner.

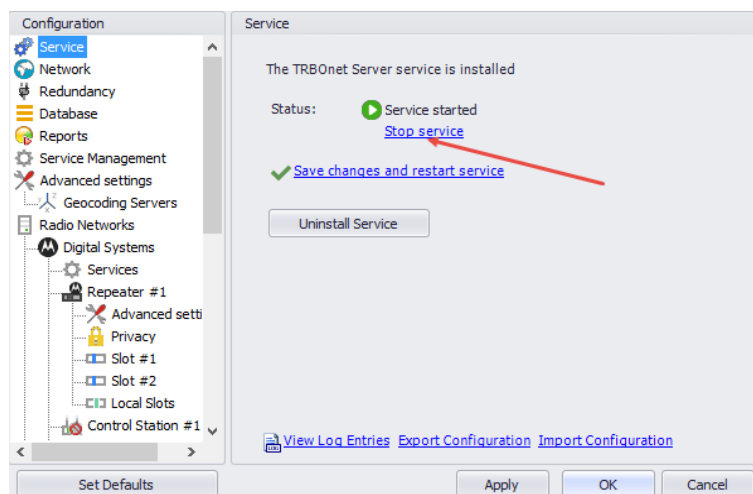
1. In a while, a ZIP archive will be created in two possible directories:
  - The default directory is **%ProgramData%\Neocom Software\TRBOnet.Plus\Audio** for Audio files and **%ProgramData%\Neocom Software\TRBOnet.Plus\Backups** for backup files.
  - The custom directory is specified in TRBOnet Server settings.
2. The archive includes the database backup file and audio recordings files. The archive name contains the date of backup. New backup files will be placed in the same directory.



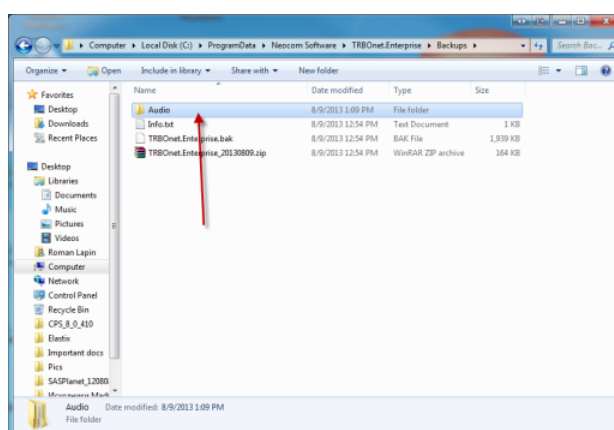
## Restore Database

### To restore the database

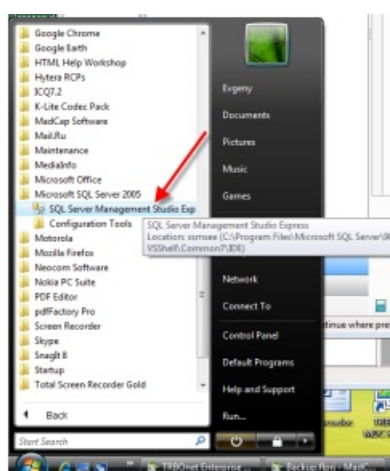
- Open TRBOnet Server and stop the TRBOnet Server service.



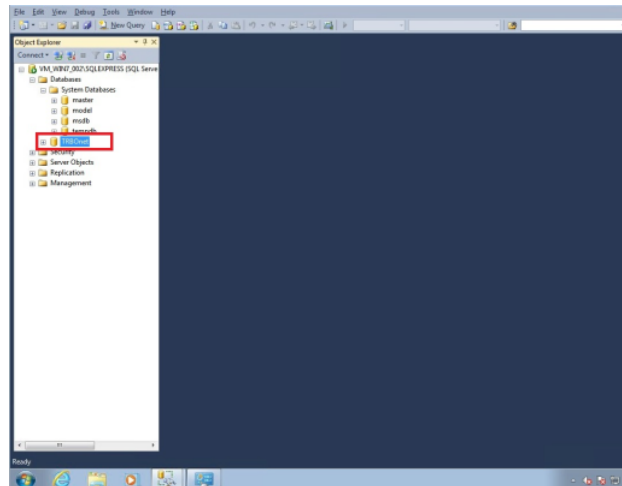
- Unzip the backup archive and open the folder:



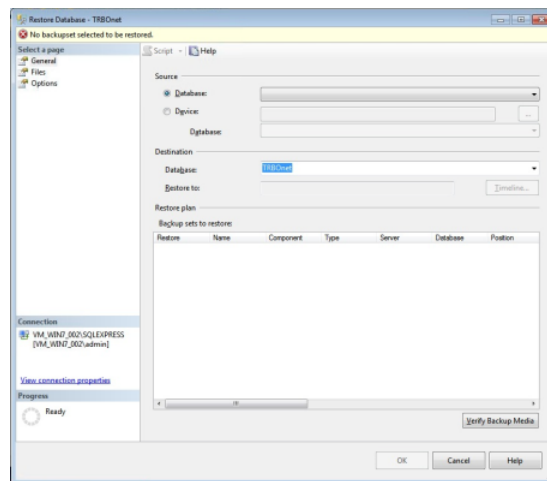
- Run **SQL Server Management Studio Express** with sufficient rights to manage databases.



- Select **Database** in the navigation tree (for example, **TRBOnet**):

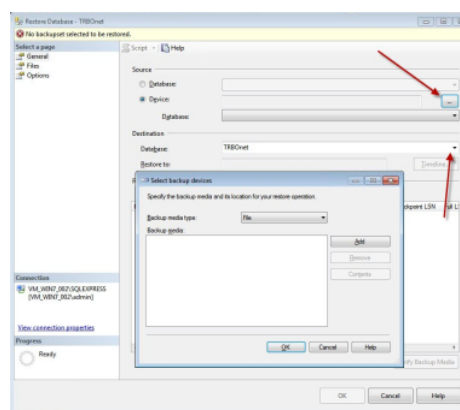


- Right-click the selected database, and go to **Tasks/Restore/Database**:



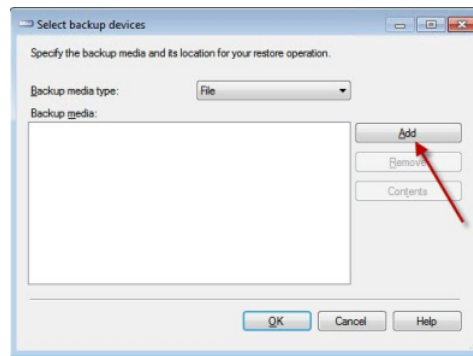
Select Database backup properties:

- In the **Destination** group, type in or select **Database** name to back up to from the drop-down list (for example, **TRBOnet**).
- In the **Source** group, click **Device**.
- Click the ellipsis (...) button to select the directory with database backup:



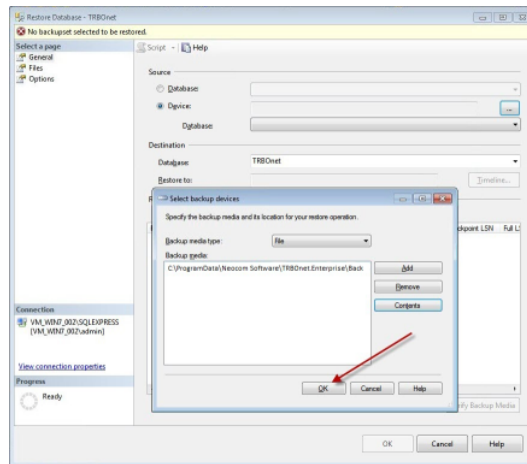


- Click **Add** and select the directory to which you unarchived the database backup (for example, **C:\TRBOnet\Backup\DB**).



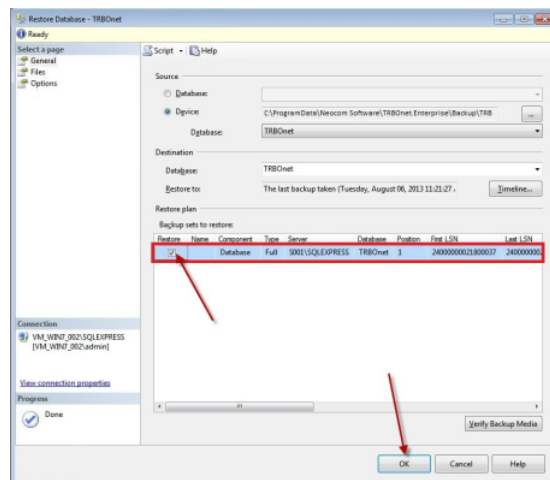
Note: Select the **\*.bak** file type.

- Click **OK** to add the directory.



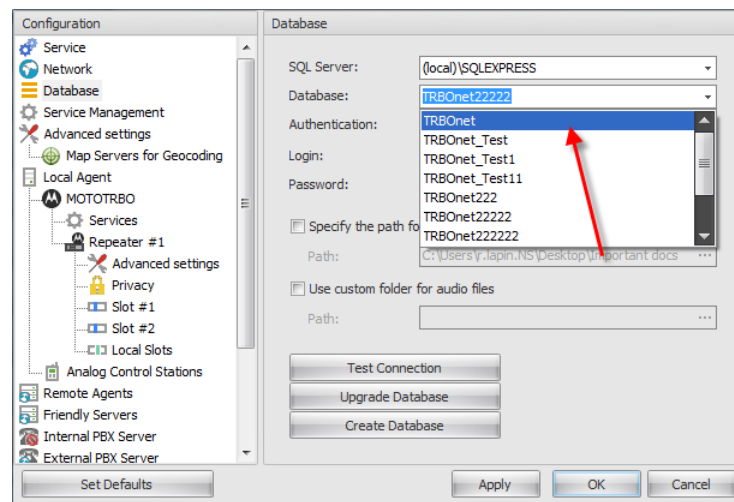
- Click **OK**.

The database is added to the list of restored databases.

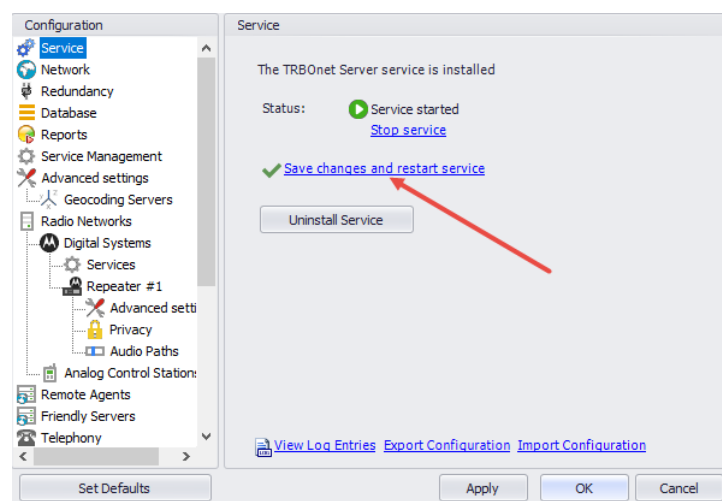


- Select the check box and click **OK** to restore the database.

- In the **Configuration** pane, select **Database**.
- From the **Database** drop-down list, select the restored database.



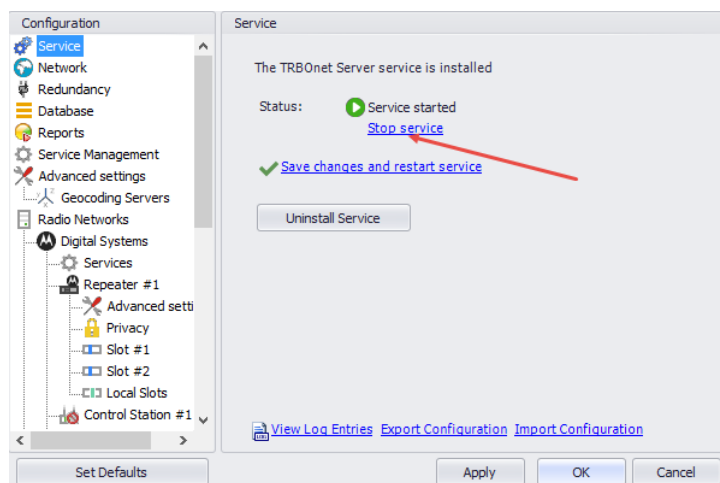
- Click **Test Connection** to check the connection to the database.
- Click **Upgrade Database** to upgrade the database if the current database was restored from the database version lower than current.
- Click the **Save changes and restart service** link.



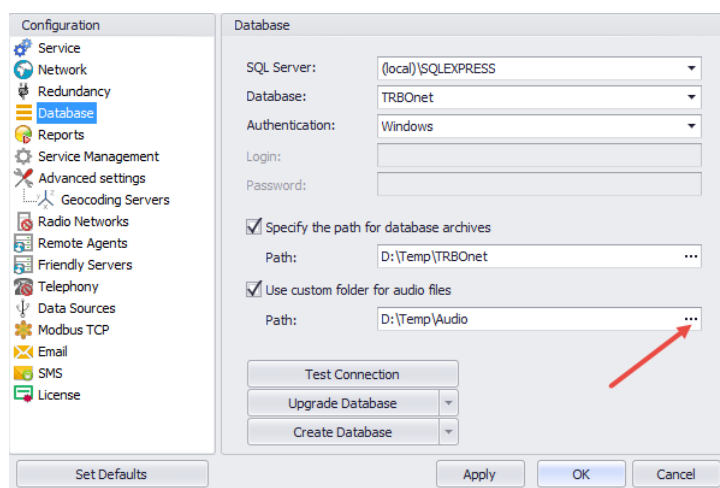
## Restore Audio Recordings

To restore the audio file:

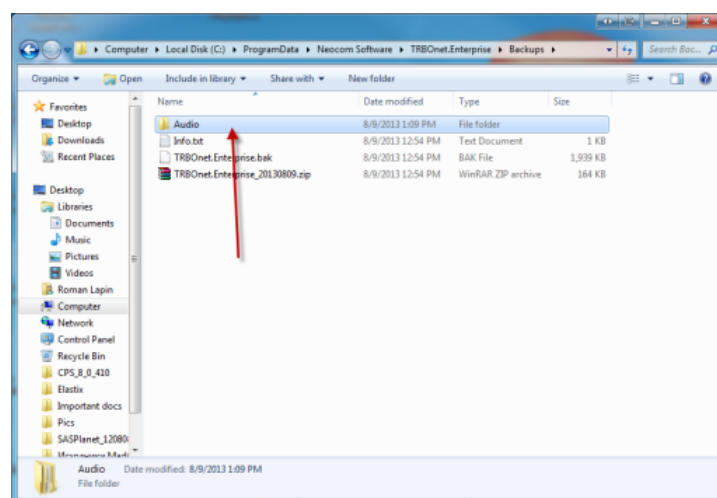
- Launch TRBOnet Server and stop the TRBOnet Server service.



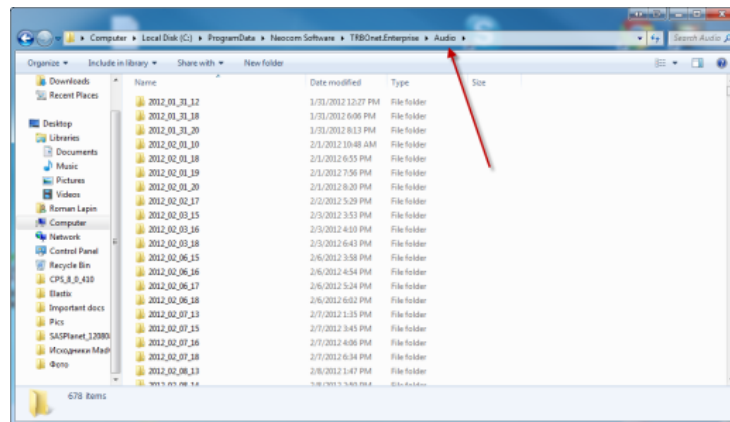
- Go to **Database** section in the navigation tree and specify custom directory for audio files (**C:\TRBOnet.Plus\Backup\Audio**).



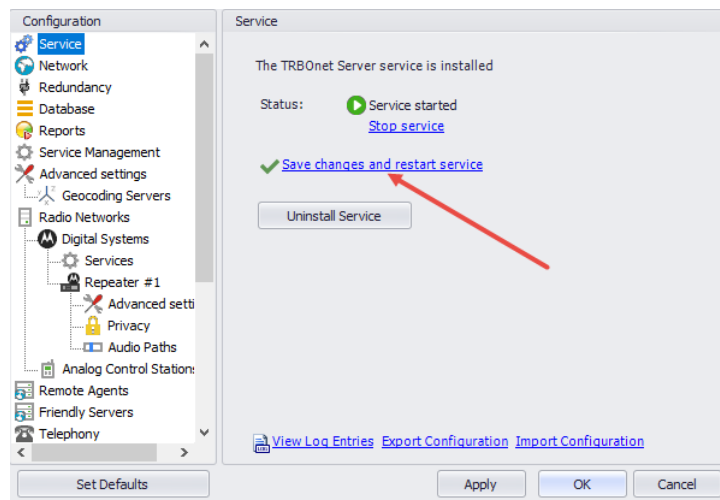
- Go to the directory you specified to store backup audio files.
- Unzip the backup archive:



- Copy unarchived audio files to the folder specified in TRBOnet Server settings (for example, **C:\ProgramData\TRBOnet Dispatch Software \Audio**):



- Click the **Save changes and restart service** link.

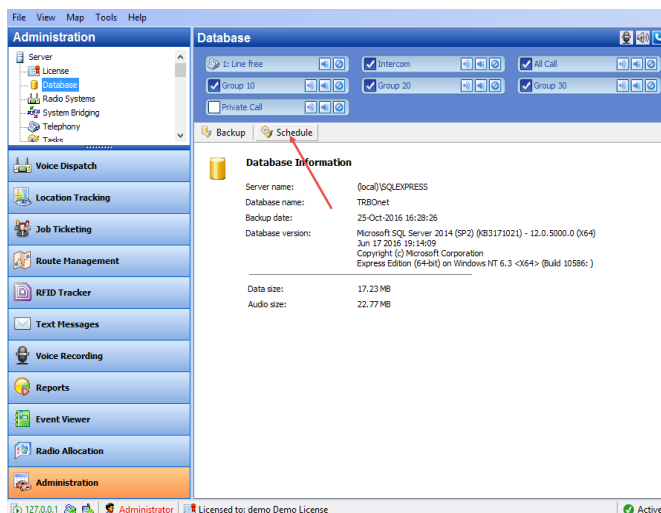


Thus, the audio files will be restored.

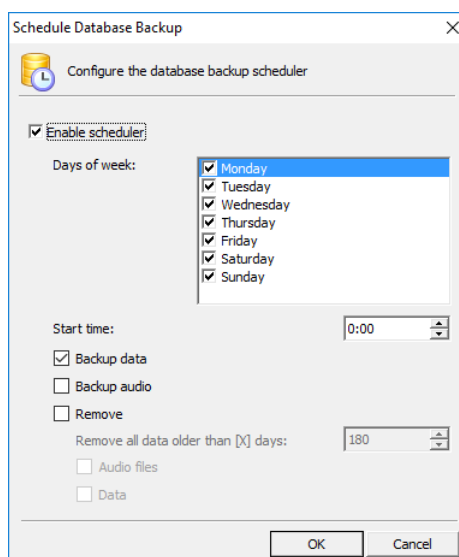
## Schedule Backups

To set a scheduled backup for the database and audio recordings, do the following:

- In the Dispatch Console, go to **Administration** section and select **Database** in the Navigation tree:
- Click the **Schedule** button:



- In the dialog box that appears, specify the Backup details:



- **Enable scheduler**  
Check to enable the database backup scheduler.
- **Days of week**  
Select the days of the week on which to back up the database.
- **Start time**  
Enter the start time for database backup.
- **Backup data**  
Check to back up data.
- **Backup audio**  
Check to back up audio recording.
- **Remove**  
Check to remove audio files and data from the database.
  - **Remove all data older than [X] days**  
Select the number of days to remove all data.

- **Audio Files**  
Check to remove audio files.
- **Data**  
Check to remove data.
- Click **OK** to run the backup procedure.

## Appendix B: SIP Setup for Motorola Phone System

The native MOTOTRBO phone system is supported in the case of a direct IP connection to the repeater. MOTOTRBO Phone system is recommended for IP Site Connect mode.

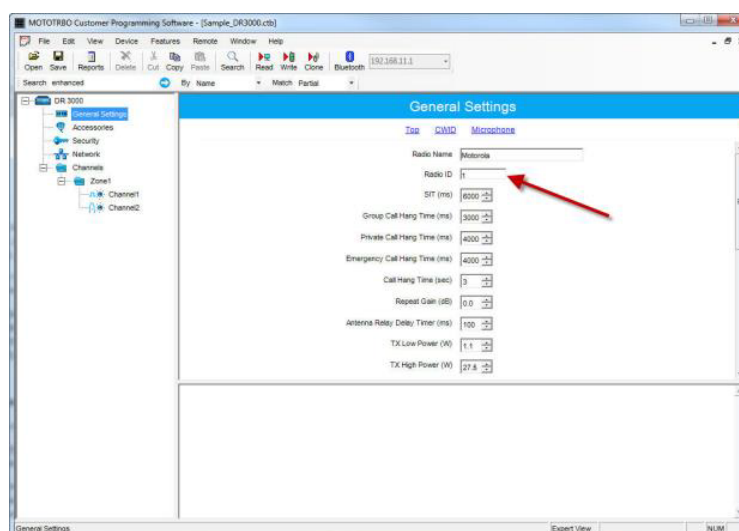
Note: No extra license per repeater is required for Digital Phone Patch from Motorola.

### TRBOnet Software and Repeaters

TRBOnet Server requires a specific setup for a repeater in the IP Site Connect mode as well as for SIP in order to make the phone system work properly.

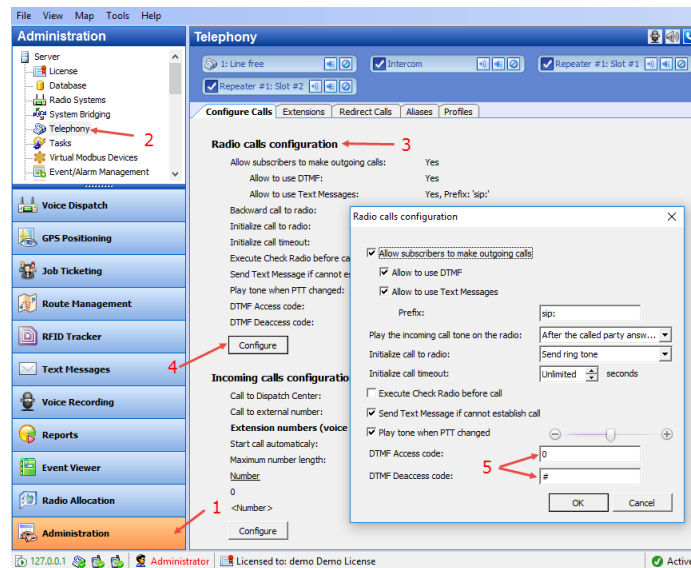
Note: MOTOTRBO Phone System is available for repeaters in IP Site Connect mode. For a system based on the control stations, use TRBOnet Phone System.

Launch **MOTOTRBO CPS** and go to Repeater's **General Settings** page:



The Radio ID of actual repeaters in CPS must differ from the TRBOnet Peer ID. TRBOnet Dispatch Console acts as another virtual peer repeater with Peer ID (for example, IPSC network consists of 1 master and 3 peers. The repeaters' IDs (Radio IDs in CPS codeplugs for repeaters) in this case would be 1, 2, 3, 4. The TRBOnet Peer ID must differ from all the repeaters (the master and all peers, otherwise a conflict will happen in the network as peers have the same ID). The TRBOnet Radio ID is 64250.

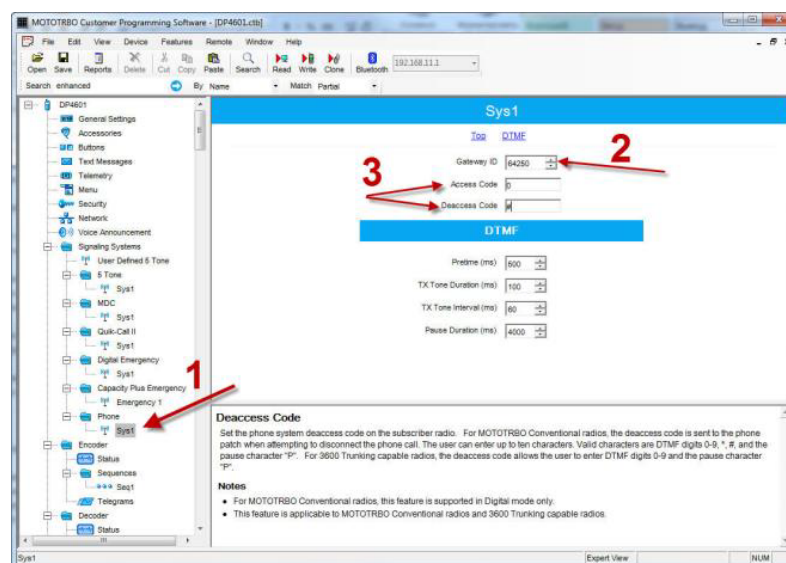
- Open TRBOnet Dispatch Console. Go to **Administration** (1), **Telephony** (2), **Radio calls configuration** (3) – **Configure** (4) and set **DTMF Access** and **DTMF Deaccess codes** (5) to **0** and **#**, respectively:



## Programming Radios

A special setup is required for radios in MOTOTRBO CPS.

- Read a subscriber's radio in CPS and go to **Phone Systems (1)**:



- Make sure that **Gateway ID (2)** is equal to repeater Slot IDs in TRBOnet Server as well as to TRBOnet Peer ID in TRBOnet Server.
- Set DTMF Access Code to **0** and DTMF Deaccess Code to **#**, respectively (3).
- Go to **Repeater/Channels (1)** and specify the phone system you have set up (2):



