What's new?

TRBO.SOS

TRBO.SOS

This new mobile application turns your Android or iOS smartphone into a personal safety device. The software has a simple and clean User Interface (UI) with large programmable buttons. Designed to work in dangerous situations when every minute counts, TRBO.SOS allows you to send an alert to the dispatcher instantly. Along with a distress signal, TRBO.SOS sends information to TRBOnet about your location. Your smartphone will continue sending its location, which makes it easier for the dispatcher to track your movements until help arrives.

The UI includes a Phone Call button. You can add an emergency contact to your smartphone so that a simple press of the Phone Call button will dial this number when needed. The application also includes a feature that allows you to quickly take pictures and send them to the dispatcher. TRBO.SOS includes other advanced personal safety features, such as Man Down, Lone Worker and No Movement. The application supports Shake Detection, so that if you want to send an alarm all you will need to do is to shake your smartphone. If your device runs Android, you can use a V.ALRT wearable panic button. With a press of the button, the V.ALRT transmits an emergency alert via Bluetooth to your smartphone, which instantly sends an alert to the dispatcher. The same panic button can detect the Man Down event.

Request-To-Talk (RTT)

The new RTT module includes additional features and improvements. RTTs can be very useful for systems where a large number of radio users need to communicate with a relatively small number of dispatchers. A good example is a bus company where bus drivers work mostly individually and contact the operator when they need some guidance. Since the dispatcher is likely to be busy when his or her assistance is required, the bus driver may choose to send a callback request to TRBOnet. In many cases, radio users can be instructed to avoid calling the dispatcher to ensure the system has sufficient capacity for high priority calls. When received by TRBOnet, an RTT appears as a pop-up message on the dispatcher's screen. The dispatcher can ignore it, return the call, or place it in a queue to address later.

The new release simplifies the setup of RTT alerts. You do not have to configure each individual dispatcher PC because the settings apply to all connected dispatch consoles. Callback requests and their statuses are synchronized between dispatcher PCs. After logging into TRBOnet, the dispatcher will receive a list of unprocessed requests. We have also added a report showing detailed information about requests received for a period including their statuses and elapsed times. The RTT feature is also available in our PTT Mobile Client (see below), so you can send a callback request from your smartphone as well.

TRBOnet One, *an advanced dispatch console for TRBOnet Enterprise and TRBOnet PLUS*

We have added several widgets that can help you build the console layout that best suits your needs. The new visual components include:

- ✓ Dial Pad, Line Selection and Phone Contacts widgets; you can configure a telephony screen in a separate tab so that the operator can handle telephone calls separately from other features;

- ✓ Notifications panels; all notifications, such as alarms, missed calls or RTTs can be configured to be displayed in dedicated areas of the screen. You can position two or more panels to view and process RTTs, with each panel displaying requests sent to specific dispatchers or dispatcher groups. The operator can respond to an RTT from the same panel;

- ✓ PDF Viewer; the dispatcher can open a pdf document in the console, such as a manual, to follow instructions rather than switching between applications.

TRBOnet PTT Over Cellular (PTT Mobile Client) for smartphones

New features for our PTT apps (Android and iOS)

- ✓ Full support for Android 10;
- ✓ Contact favourites;
- ✓ Night mode;
- ✓ RTT (Request to Talk);

New safety features

- ✓ Shake Detection. When in distress, a mobile phone user can send an alarm message to the dispatcher;
- ✓ Man Down detection;
- ✓ No Movement detection.

Support for Motorola's System Release 2020.01

New features for Capacity MAX

- ✓ Call Handover
- ✓ Single Slot Data Support

New features for IPSC

- ✓ Support for LIP (Location Information Protocol)

Other Improvements

Radio Allocation

- ✓ Support for barcode readers, which allows radios to be checked in and out faster
- ✓ Sign-out reminders
- ✓ Failed radio sign-in attempts are now logged and can be found in Event Viewer

Reports

- ✓ New Job Ticketing report
- ✓ Checked out Radios

Telephony

- ✓ Global contacts (Phone Book)
- ✓ Import Phone Contacts from a CSV file

Alarm Handling System

- ✓ New source: low battery level for radios with non-Impres batteries equipped with option boards
- ✓ New action: show an image in a pop-up window
- ✓ Timers: start/stop/reset a timer on event.

Miscellaneous

- ✓ New SMS gateway intellisoftware.co.uk
- ✓ Custom logos on reports
- ✓ Users can define hotkeys to change select and unselect channels and sound devices

neocom software

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