RadioPro™ Dispatch

Addendum for

Subscriber Grid Panel
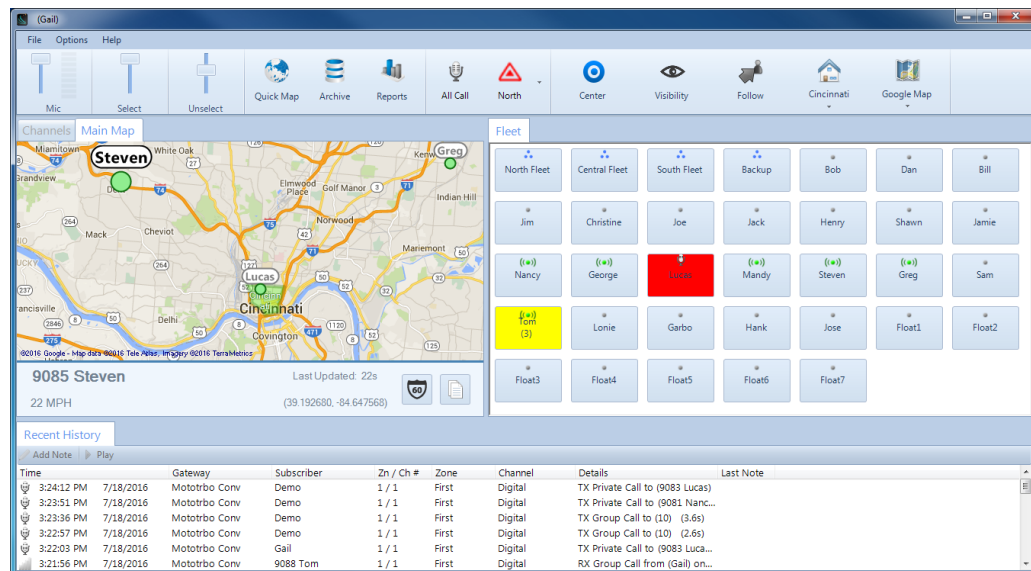
Document # S2-61976-100

For Version 8 Software

Contact Us

Support, replacement part ordering, and service may be arranged by contacting our Cincinnati office. Parts for service can be returned following a request of a Return Material Authorization.

CTI Products, Inc.
1211 W Sharon Rd
Cincinnati, OH 45240

513-595-5900

support@ctiproducts.com

Disclaimer

Information in this document is provided with best efforts for completeness and accuracy. However, no guarantee is expressed or implied, and details may change without notice.

Fonts used in this document:

Technical terms

Cross-references within this document

Hyperlinks to other documents or web pages

Warnings

Software menus, menu options, folders, pages, and parameters

Software parameter values

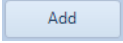## Contents

1 INTRODUCTION

RadioPro™ provides remote access to 2-way radios via IP Networks. This "Dispatch over IP" (DoIP) solution consists of PC-based software allowing voice and data communications between PC users and 2-way radio subscribers. Communications with radio subscribers is also possible for remote mobile users using Android or iOS devices. A RadioPro system consists of at least one RadioPro IP Gateway (server) and at least one client (Dispatch™, Talk™, or Mobile™) with an IP network connecting the RadioPro components.

The Voice Module for RadioPro Dispatch includes a **Subscriber Grid** panel, as shown on the title page. This panel provides the ability to view the status of many subscribers as well as to easily access functions for each as listed in the following pages.
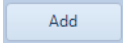
2 CONFIGURATION

2.1 Subscriber Groups

A **Subscriber Group** must be created for each **Subscriber Grid** panel needed. For example, if a **Subscriber Grid** panel is needed to access all of the taxis on a particular channel or talk group, then a **Subscriber Group** must first be created as follows:

1) Use the **Contacts** window to create a **Group** name using the following steps:

   a) From the **Options** menu, choose **Contacts**.

   b) Click the [+] icon on the left side of the window to open the **Add Group** window.

   c) Enter a name for the group.

   d) Click the [Add] button.

2) Use the **Contacts** window to add radio subscribers and radio groups to the newly created **Subscriber Group** from step 1 using the following steps:

   a) Click the [+] icon on the right side of the window to add a new contact to the list.

   b) In the first column, edit the radio **ID** of the contact.

   c) In the second column, choose the **Type** of contact.

   d) In the third column, edit the contact name to a suitable **Alias**.

   e) In the fourth column, choose **<Auto>** if this contact will be on various channels, or choose a distinct channel if this contact will always be on the same channel.

3) When all contacts for a **Subscriber Group** have been entered, click the [Save] button.

2.2 Subscriber Grid Panel

Add a **Subscriber Grid** panel to the layout using the following steps:

1) Change to Edit mode: **File** > **Edit**

2) Click the [icon] (**Add Tab Page**) icon.

3) In the **New Tab Page** window, enter a tab **Name** and choose the **Page Type** as **Subscriber Grid** as shown at right.

4) Click the [Add] button.

5) In the **Subscriber Grid Tab Settings** window, select the **Subscriber List Group** created in Section 2.1 above.

6) Click the [Save] button.
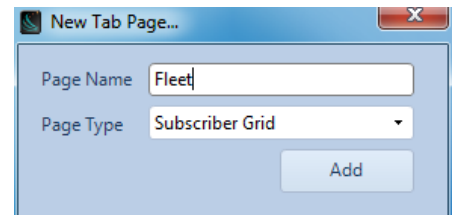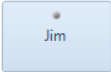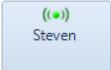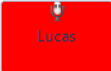
Following the above steps, a new **Subscriber Grid** tab will be add to the layout.

See RadioPro Dispatch Installation Guide if instructions are needed for moving and separating the individual panels.

3 USING THE SUBSCRIBER GRID PANEL

3.1 Contact Status

Status for each contact is provided with both color shading and an icon as follows:

Status	Indicator
Idle and unavailable	Jim
Idle and available	((•)) Steven
Dispatcher is transmitting	Lucas
Dispatcher is receiving	Tom (2)
Missed Call (and number)	((•)) Tom (3)

3.2 Contact Actions

Several actions are available for each contact. The following menu items can be accessed by right-clicking on a contact.

▶ Play most recent audio — Selecting this will replay the last incoming audio for this contact.

✖ Cancel missed calls — Selecting this will return the status of this contact to Idle.

📍 Show on map — Selecting this will center this contact in a new map window.

⚠ Call alert — Selecting this will send a call alert to the contact.

🔍 Radio check — Selecting this will query the available radio channels and list the channel currently being used by this contact.

3.3 Sorting Contacts

Any white on the **Subscriber Grid** may be right-clicked to display the sorting options menu shown at right. Note that radio groups will always appear at the top of the grid, regardless of sorting option chosen.

Sort by name
Sort by radio ID