CTI Products

RadioPro™ Dispatch

Microphone Audio and PTT Configuration

RadioPro Dispatch Versions 8.3.6+ and Versions 9.3.12+

Contact Us

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

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Fonts used in this document:

Technical terms

Cross-references within this document

Hyperlinks to other documents or web pages

Warnings

Notes and important information

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

Software parameter values

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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™, Solo™, or RadioPro Talk™ for mobile devices) with an IP network connecting the RadioPro components.

This document will focus on configuration instructions and the operation of Microphones with PTT buttons.

Please see the following for additional general information:

RadioPro Dispatch:

Data Sheet
Installation and Configuration Guide
User Guide

2. INSTALLATION

2.1 Install a Radio Dispatch Version with the Microphone Audio Configuration Feature

Version 8 Dispatch
1. Download and install RadioPro Dispatch Version 8.3.22+.
https://ctiproducts.com/SoftwareDownloads/RadioPro/v8/

Note: This step is only required for version prior to 8.3.22
2. Download and install the cumulative microphone patch (x86 Dispatch Versions 8.X - 9.3.3)
https://ctiproducts.com/SoftwareDownloads/RadioPro/v8/RadioPro Dispatch x86 Microphone Patch 2025_01_28.exe

Version 9 Dispatch
1. Download and install RadioPro Dispatch Version 9.3.12+.
https://ctiproducts.com/SoftwareDownloads/RadioPro/v9/

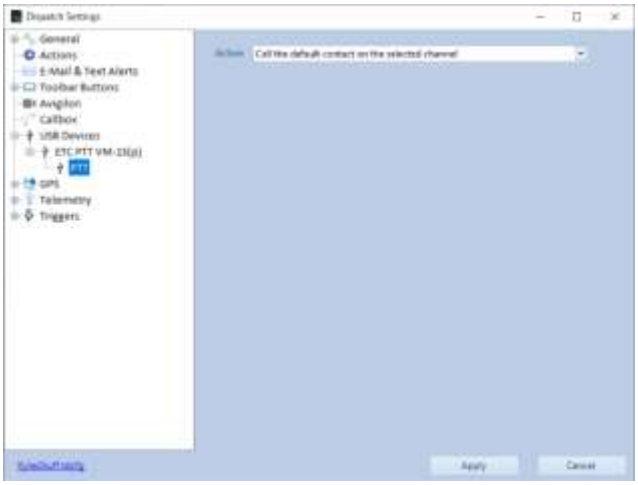
Note: This step is only required for version prior to 9.3.22
2. Download and install the cumulative microphone patch (x64 Dispatch Versions 9.3.11+)
https://ctiproducts.com/SoftwareDownloads/RadioPro/v9/RadioPro Dispatch x64 Microphone Patch 2025_01_27.exe

Note: Have your PTT microphone plugged in before proceeding to the next step.

3. CONFIGURATION

3.1 Dispatch PTT Settings

1. Open RadioPro Dispatch as an ***Administrator***
2. Change to ***Edit*** mode by clicking on the **File** menu, and then choose **Edit**.
3. Click on the Options menu, and then click **Dispatch Settings** to display the Dispatch Settings Window.
4. Verify that your PTT Microphone is listed under **USB Devices** and the PTT **Action** has already been set for you to "*Call the default contact on the selected channel*".



Click the Apply *button to save all Dispatch Settings.*

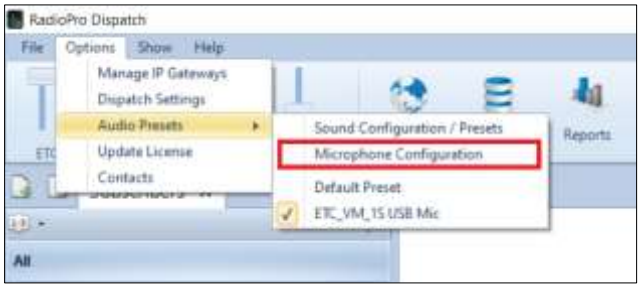
See "**Actions Folder**" on page 42, in the *RadioPro Dispatch Installation Guide* for details on how to create custom actions.

3.2 Microphone Audio Configuration

1. Open RadioPro Dispatch as an ***Administrator***

2. Change to ***Edit*** mode by clicking on the **File** menu, and then choose **Edit**.

3. Click on the Options menu, and then click **Audio Presets -> Microphone Configuration** to display the **Microphone Configuration** window.



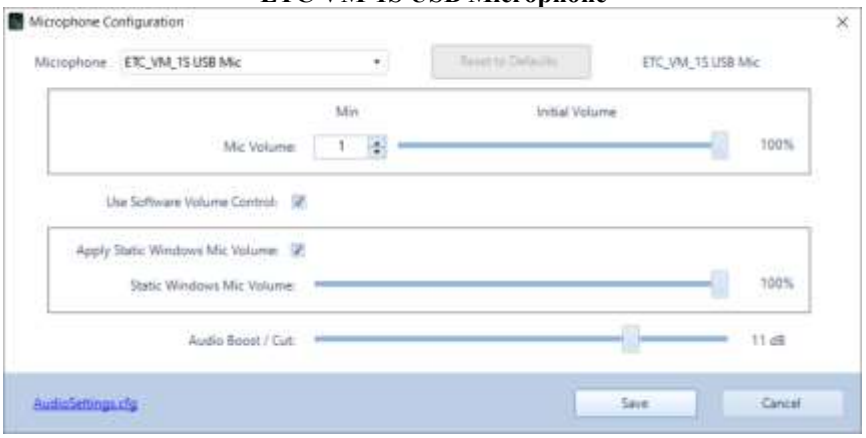
Note: newer revisions of the ETC VM-1S Microphones will not have the correct default settings.

4. Verify that the microphone settings for your device are correct.

WordSentry USB Microphone



ETC VM-1S USB Microphone



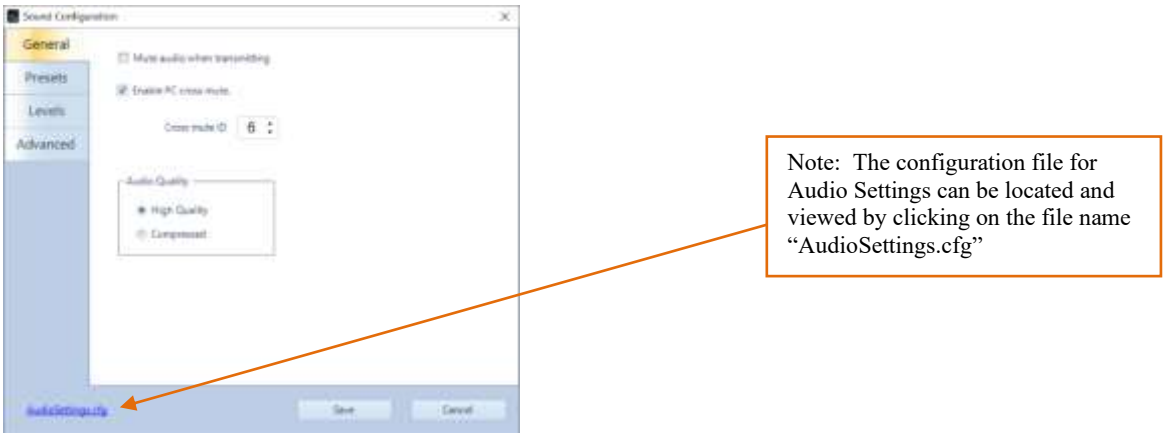
Buddy DesktopMic USB Microphone



Click the Save *button to save all Microphone Configuration settings.*

3.3 Configure Audio Device Presets

While in ***Edit*** mode, options are available that will customize the way in which audio will be transmitted and received. Click on the **Options** menu, click **Audio Presets,** and then click **Sound Configure / Presets** to display the following window.



Click the Save *button to save all Audio Configuration settings.*

General tab

Use this tab to configure audio parameters such as ***Muting*** and ***Audio Quality***.

Mute Audio When Transmitting

Mutes all receiving audio while the dispatch is transmitting. This option will prevent audio feedback while the dispatcher is transmitting.

Enable PC Cross Mute

Select this option to mute audio from adjacent PCs. Adjacent PCs should have the **SAME Cross Mute ID** selected. Dispatch positions with the same cross mute ID will not be able to hear eachother. This is also referred to as "Audio Cross Muting" .

Audio Quality

Compressed Mode (2.2kBytes/s per client user and Talk Group) should be used when either:

a RadioPro client is connected to the IP Gateway(s) using a WAN such as the Internet, or there is a concern that "High Quality" mode will use too much bandwidth.

High Quality Mode (22kBytes/s per client and Talk Group) should be used when:

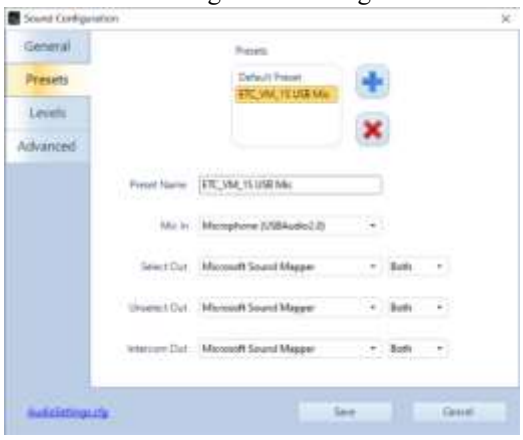
Neither of the conditions listed above for "Compressed Mode" exist, and

the additional 10% improvement in audio quality is needed.

Click the Save *button to save all Audio Configuration settings.*

Presets tab

Use this tab to add **Audio Presets** to the **Options** menu. Multiple **Audio Presets** can be entered to accommodate several different audio configurations using different microphones, headsets, and desk speakers.



Presets

This section lists the current audio device configurations. Use the and buttons to add or delete an audio preset from the **Options** menu.

Preset Name

Edit this name as it should appear in the **Options** menu.

Mic In

From the drop-down list, select a microphone.

Select Out

From the drop-down list, select a device for ***Select Audio*** playback, as well as ***Both***, ***Left***, or ***Right*** speaker.

Unselect Out

From the drop-down list, select a device for ***Unselect Audio*** playback, as well as ***Both***, ***Left***, or ***Right*** speaker.

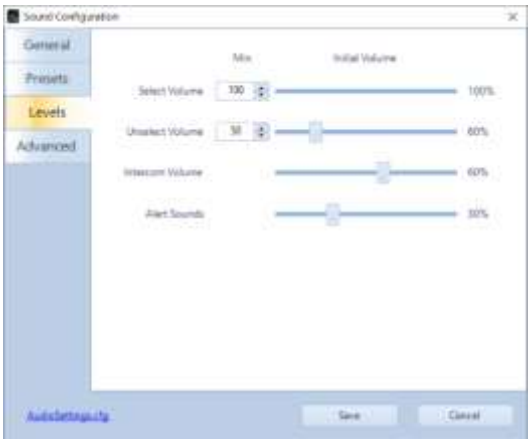
Intercom Out

From the drop-down list, select a device for audio from other RadioPro Dispatch clients, as well as **Both**, **Left**, or **Right** speaker.

Click the Save button to save all Audio Configuration settings.

Levels tab

Use this tab to set the initial audio volume levels at program start-up. Mic, Select, and Unselect volumes can be changed by the dispatcher while the application is running.



Select Volume

Select the initial receive volume level for ***Selected*** talk groups. The initial setting for this parameter should be 100%. The number in the min column allows you to set the minimum volume percent.

Unselect Volume

Select the initial receive volume level for ***Unselected*** talk groups. The initial setting for this parameter should be 60%. The number in the min column allows you to set the minimum volume percent.

Intercom Volume

Select the receive volume level from other RadioPro Dispatch clients. The initial setting for this parameter should be 60%.

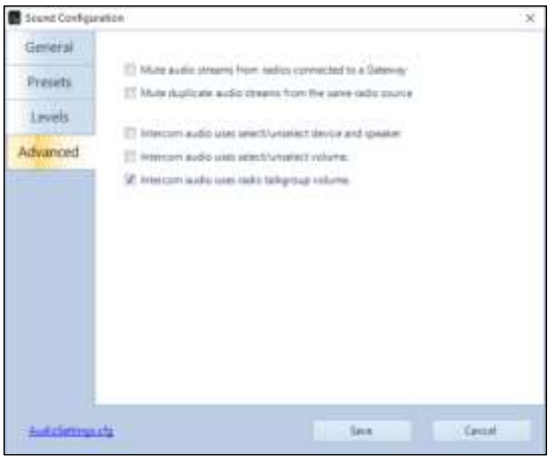
Alert Sounds

Select the volume level for Alert Sounds, such as "Talk-Permit" and "Channel-Busy". The initial setting for this parameter should be 30%.

Click the Save *button to save all Audio Configuration settings.*

Advanced tab

Use the advanced tab to set rules for duplicate PTT ID audio and to control Intercom audio levels.



See "**Advanced tab**" on page 23, in the *RadioPro Dispatch Installation Guide* for advanced audio options.