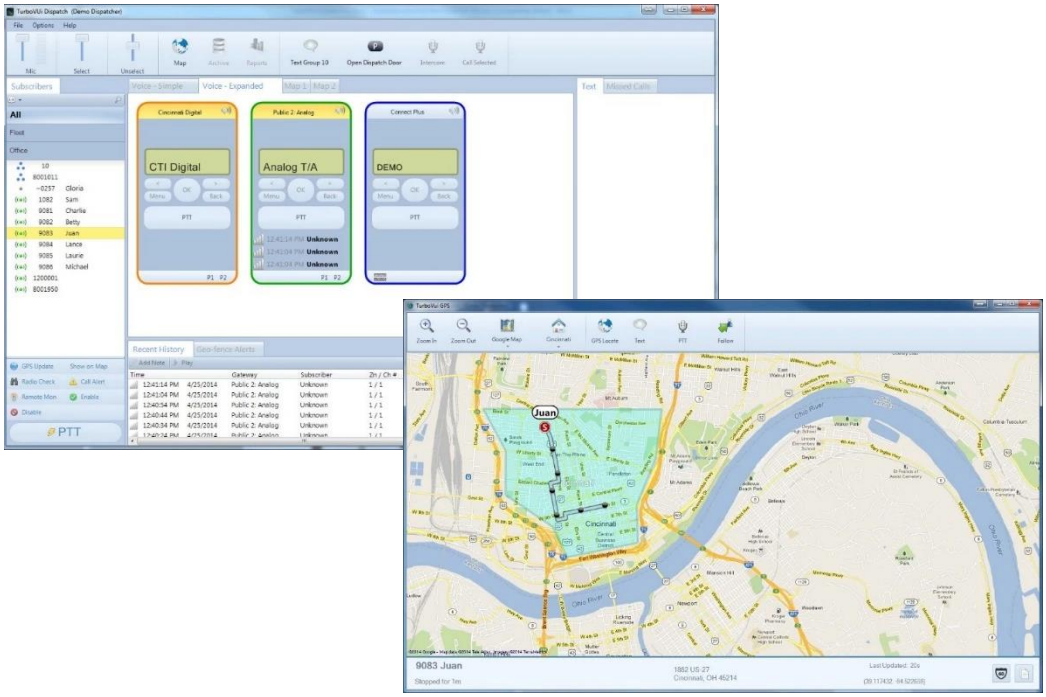
CTI Products

RadioPro™ Dispatch

User Guide



For Version 9 Software

Contact Us

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Contents

1 RADIOPRO DISPATCH OVERVIEW 6

2 QUICK STARTUP 7

2.1 USING THE RADIOPRO SYSTEM 7
2.1.1 Demo Example 7
2.2 BUILDING A CUSTOM CONFIGURATION 8

3 TOOLBAR 9

3.1 AUDIO CONTROLS 9
3.1.1 Initial Settings 9
3.1.2 Mic Audio Transmit Slider and VU Meter 10
3.1.3 Change Windows Audio Record Volume 10
Change Windows Audio Playback 10
3.1.4 Volume 10
3.2 TOOLBAR BUTTONS 11
3.2.1 Call Selected 11
3.2.2 All Call 11
3.2.3 All Emergency 11
3.3 QUICK MAP, ARCHIVE, AND REPORTS TOOLBAR BUTTONS 12
3.4 TOOLBAR BUTTONS FOR CUSTOM ACTIONS 12
3.5 DISK STORAGE CAUTION SYMBOL 12
3.6 EMERGENCY EVENTS 13
3.6.1 Emergency Indication 13
3.6.2 Operation 13
3.6.3 Clearing an Emergency State of a Control Station Radio 13

4 THE DISPATCH LAYOUT 14

4.1 CREATING A NEW LAYOUT 14
4.1.1 File > New 14
4.1.2 Adding a Tab Page 14
4.1.3 Voice Tab(s) 14
4.1.4 GPS MAP Tab(s) 15
4.1.5 Subscriber Grid Tab(s) 16

5 MAKING & RECEIVING VOICE CALLS 17

5.1.1 Transmit Indicators 17
5.1.2 Receive Indicators 18
5.1.3 Patching 18
5.1.4 Connection Status Indicators 19
5.1.5 Subscriber Details 20
5.1.6 Subscriber Actions 20
5.1.7 Toolbar buttons 21
5.2 MORE MAP FEATURES 22
5.2.1 Place Markers 22
5.2.2 Quick Reports 22
5.2.3 What's this Address? (& Nearest Radio) 23
5.2.4 Find Address (& Nearest Radio) 23

6 SUBSCRIBERS PANEL 24

6.1 MAKING A GROUP OR PRIVATE CALL 24
6.2 SUBSCRIBER ACTION BUTTONS 25
6.2.1 GPS Locate *25*
6.2.2 Radio Check *25*
6.2.3 Call Alert *25*
6.2.4 Remote Monitor *25*
6.2.5 Remote Enable and Disable *25*
6.3 SEARCHING FOR A SUBSCRIBER 26
6.4 SORTING THE SUBSCRIBER LIST 26

7 GEO-FENCE ALERTS PANEL 27

8 RECENT HISTORY PANEL 28

8.1 REPLAY AUDIO 28
8.2 DIAGNOSING VOLUME ISSUES 28
8.3 NOTES AND SORTING 31

9 MISSED CALLS PANEL 32

10 MESSAGES PANEL 33

10.1 MAIN MESSAGE VIEW 33
10.2 CONVERSATION VIEW 33

11 MENUS 34

11.1 FILE MENU 34
11.1.1 Change User *34*
11.1.2 Open *34*
11.1.3 Edit *34*
11.1.4 Exit *34*
11.2 OPTIONS MENU 35
11.2.1 Manage IP Gateways *35*
11.2.2 Status Table *35*
11.2.3 Actions *36*
11.2.4 System Problems Box *36*
11.2.5 Audio Presets *36*
11.2.6 Update License *36*
11.2.7 Contacts *36*
11.2.8 Editing the Contacts List *37*
11.2.9 Managing Groups *37*
11.2.10 Saving the Contacts List *38*
11.3 HELP MENU 39
11.3.1 About *39*
11.3.2 Remote Support *39*
11.3.3 Logs *39*
11.3.4 ARS / GPS Events *39*
11.3.5 ARS / GPS Events *39*

12 QUICK MAP 40

12.1 SELECTED SUBSCRIBER 40
12.2 CALL BOXES 41
12.3 TOOLBAR 42

12.3.1 Zoom Tools *42*
12.3.2 Map Type Tool *42*
12.3.3 Map Presets Tool *42*
12.3.4 GPS Locate Tool *43*
12.3.5 Text Messaging Tool *43*
12.3.6 PTT Tool *43*

13 ARCHIVE VIEWER **44**

13.1 ARCHIVE VIEWER FILE MENU 44
13.1.1 Open Archive Directory *44*
13.1.2 Export Archive Records *45*
13.2 SEARCH FILTERS AREA 46
13.2.1 Quick Filter Bar *46*
13.2.2 Preset Time Intervals *46*
13.2.3 Custom Time Interval *46*
13.2.4 Event Type(s) *46*
13.2.5 Custom Search Criteria *47*
13.2.6 Search Examples *47*
13.2.7 Search Button *48*
13.3 SEARCH RESULTS AREA 48
13.3.1 Records Found *48*
13.3.2 Records Found List *48*
13.4 EVENT DETAIL AREA 49
13.4.1 Voice Recording Detail *49*
13.4.2 Subscriber GPS Location Detail *49*
13.5 PAGE NAVIGATION AREA 49

14 TROUBLESHOOTING **50**

14.1 WHAT IF ONE RADIO CONTROLLER IS GRAYED-OUT? 50
14.1.1 Example Screenshot *50*
14.1.2 Significance *50*
14.1.3 Details *50*
14.1.4 Corrective Actions *51*
14.1.5 What if All Radio Controllers are Grayed-out? *52*
14.1.6 Example Screenshot *52*
14.1.7 Significance *52*
14.1.8 Corrective Actions *52*
14.1.9 What if the Transmit Error Window is displayed? *53*
14.1.10 Example Screenshot *53*
14.1.11 Significance *53*
14.1.12 Corrective Actions *53*

15 FEATURE AVAILABILITY **55**

15.1.1 Motorola MOTOTRBO Systems *55*
15.1.2 Kenwood NEXEDGE Systems *56*

16 INDEX **57**

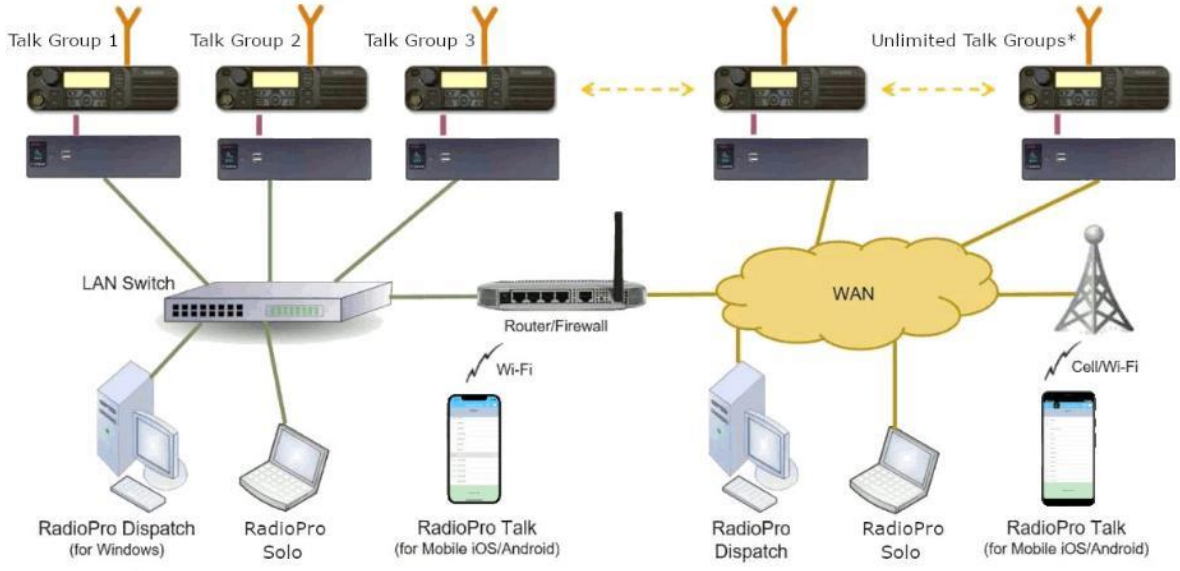
1 RADIOPRO DISPATCH OVERVIEW

RadioPro Dispatch offers a console-type solution for applications requiring connection to many **MOTOTRBO** or **NEXEDGE** radios (control stations). It is designed with an intuitive user interface to minimize learning time and maximize a user's efficiency. A host of accessories are available to implement an enterprise solution; including desk microphones, headsets, footswitches, and touch screens – all with PTT capabilities. Depending on the license purchased, features of RadioPro Dispatch may include:

- Voice Dispatching for 1 to 70 Talk Groups
- GPS Mapping of radio subscriber units
- Text Messaging
- Voice and Event Logging and Playback
- Telemetry

A system may have a mixture of Dispatch and Talk Clients, as well as Mobile apps running on iOS and Android devices. Dispatch Clients, Solo Clients, and Mobile apps can be scattered among different locations, or centrally located.

One or more IP Gateways interface the radio system to an IP network, ensuring easy wide-area deployment without configuring server PCs. One IP Gateway is required for each Talk Group to be communicated with simultaneously. The IP Gateways and control station radios can be scattered among different locations, or centrally located.



* Max 80 Clients connected to 1 Gateway. Max 70 Gateways connected to 1 Dispatch Client.

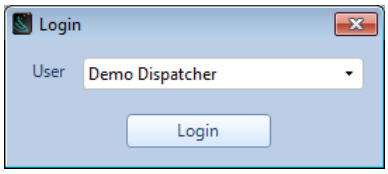
2 QUICK STARTUP

2.1 Using the RadioPro System

To use the RadioPro Dispatch client, Install the RadioPro Dispatch software to your PC.

Once installed, double-click the ***RadioPro Dispatch*** icon on the PCs desktop.

When the **Login** window is displayed as shown at right, choose a **User** from the drop-down list, and then click the **Login** button.



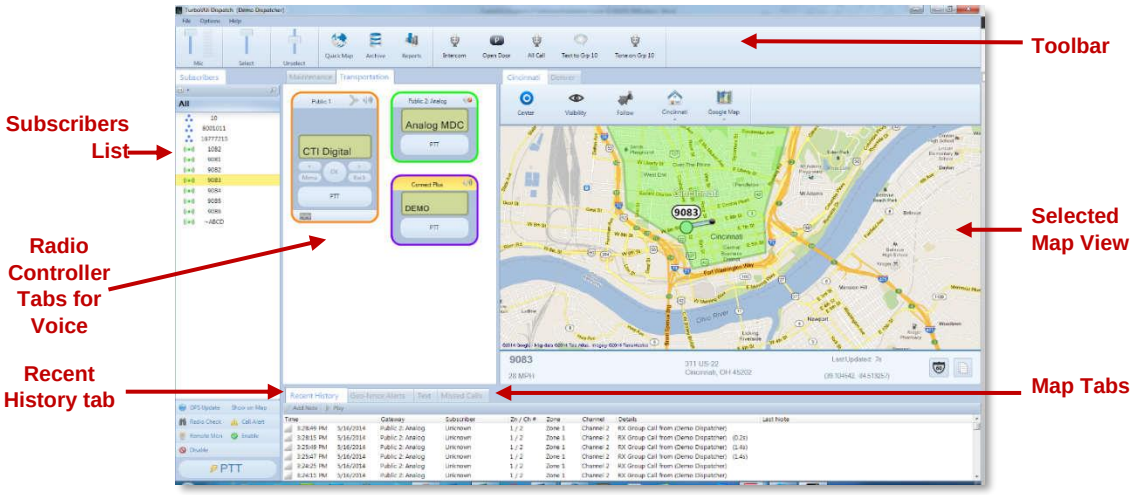
This should load the CTI Products owned Demo system based in Cincinnati Ohio. The Demo system may be used for training and testing purposes **only.**

2.1.1 Demo Example

When the RadioPro Dispatch Client opens, the Main Window will be displayed with various tabbed panels:

- Radio Controllers (voice)
- Map
- Subscribers
- Recent History
- Text Messaging
- Geo-fence Alerts
- Missed Calls

These tabbed panels can be docked in alternate positions or hidden completely if not needed. The **Main Window** on the PC monitor may look different than the example shown below, depending on how your System Administrator configured the tabbed panels within the RadioPro Dispatch client user interface.



2.2 Building a Custom Configuration

To get started using a system with your own hardware and licenses, you will have to build a new system configured with your specific Gateway, network and system details using the following Steps:

1. Install the RadioPro Dispatch Software on your PC device.

2. Load the license Key-file for the Dispatch software that was shipped with your system.

3. Use the ICU.exe application to locate and configure the RadioPro gateway(s) for your local IP network.

4. Click '***File***' then ***'New'*** to open a virgin system template and begin configuring **The Dispatch Layout**; See more details on **Page 14**.

5. Add each Gateway that was configured in the ICU for your system, using the '***Options***' > '**Manage IP Gateways** List. See **page 35** for additional details.

6. Add the appropriate Adding a Tab Page as discussed on **page 14** to support the features you are licensed to use with your system. Tab Page examples may include Voice page type for communication and GPS Page type for subscriber tracking.

7. From within each added Tab Page you can now add and configure the appropriate selection of Radio Panel controllers and Maps as permitted by your licensing.

8. Save your system with an appropriate name to a publicly accessible location on the local PC.

3 TOOLBAR

The **Toolbar** contains tools for **Audio levels**, as well as standard and custom buttons as described below.

3.1 Audio Controls

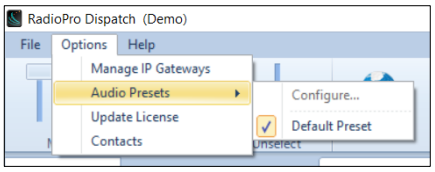
3.1.1 Initial Settings

Use the audio sliders on the **Toolbar** to adjust audio levels for **Mic** transmit audio.

The "**Select"** slider will modify the volume level of the selected Radio Controller.
The "**Unselect"** slider adjusts the volume level of any unselected Radio Controller.

If your dispatch is connected to multiple gateways, only one gateway will be considered "selected" at a time. The "selected" gateway will be colored yellow in its title bar. The "Select" and "Unselect" sliders allow you to program a different volume based upon whether the incoming audio transmission is from the selected radio or is coming from one of the other unselected radios. A Volume Unit **(VU)** meter is located next to the **Mic** audio slider to visually express the loudness of outgoing transmissions.

Begin by selecting an **Audio Presets** from the **Options Menu**. **Audio Presets** may be configured by the System Administrator for various audio devices including speakers, microphones, and headsets. A "default" preset uses the PCs default selection for microphone and speakers.



Make initial volume settings as follows:

- In the **Toolbar**, adjust the **Mic** and **Select** sliders to 100%, and the **Unselect** slider to 50%.
- In each **Radio Controller**, click on the speaker tool, and adjust the slider to 100%.
- If desk speakers are installed for receive audio, use the control knob on the desk speakers to adjust the overall speaker volume to 50%.

3.1.2 Mic Audio Transmit Slider and VU Meter

Various microphones and headsets may be connected to the Dispatch PC for transmitting audio. Only one active device can be used at any given time, determined by the selection in **Options . . . Audio Presets**.

While clicking on a PTT button, speak into the microphone or headset and view the microphone audio level displayed on the Volume Unit **(VU)** meter (located on the **Toolbar** next to the **Mic** slider). For optimum sound level, the meter should reach into the yellow area 10-50% of the duration. The red area indicates clipping and distortion and should be avoided. To adjust **Mic** volume level, click and drag the slider to the desired level.

If a headset is being used, it may also have a volume adjustment.

3.1.3 Change Windows Audio Record Volume

If a wider range of recording audio volume is needed, the System Administrator can adjust the microphone transmit audio level by right clicking the speaker tool in the Windows system tray.

- For Windows 8.1, choose **Recording Devices** from the drop-down list. On the **Recording** tab, double-click the appropriate microphone, and then adjust the slider on the **Levels** tab.
- For Windows 10, choose **Open Sound Settings** from the drop-down list. Within the Sounds Settings window, under Input, choose the desired input device and then click the Device properties link. The volume can be adjusted from the Device Properties window.

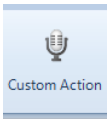
3.1.4 Change Windows Audio Playback Volume

Playback audio levels may require additional operating system adjustments by the System Administrator. The overall speaker volume can be adjusted by right clicking the speaker tool in the Windows system tray.

- For Windows 8.1, click on **Playback Devices** to display the Operating System Volume Mixer. The volume sliders should normally be set to 100%. .
- For Windows 10, choose **Open Sound Settings** from the drop-down list. Within the Sounds Settings window, under Output, choose the desired output device and then click the Device properties link. The volume can be adjusted from the Device Properties window.

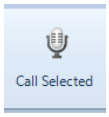
3.2 Toolbar Buttons

The Toolbar can hold Toolbar Buttons that have been configured by your System Administrator. Toolbar Buttons can be defined for a wide range of actions and will have custom labels. A few of the more common uses for Toolbar Buttons are described below.



3.2.1 Call Selected

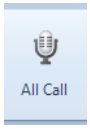
A Toolbar Button may be configured to make a call to one or more "Selected" Talk Groups. "Select" a single Talk Group by clicking on the header portion of the Radio Controller. "Select" multiple Talk Groups by holding down the Ctrl key on the keyboard and clicking on the header portion of various Radio Controllers. (Note that the Radio Controller header will be shaded yellow when "Selected".)



To make a voice call to the "Selected" channel(s), click and hold the **Call Selected** Toolbar Button while speaking into the microphone. If a touchscreen is installed, this can also be done by touching and holding the button on the touch screen. In addition, a pushbutton on a desk microphone or footswitch may have been configured to activate the "Call Selected" function.

3.2.2 All Call

A Toolbar Button may be configured to make a call to all radio subscribers in the radio system. To initiate an All Call to every subscriber in the radio system, click and hold the **All Call** Toolbar Button while speaking into a microphone or headset. All Call voice messages are queued in memory, and then sent when a channel is clear. This ensures that every subscriber receives the entire message. If a touchscreen is installed, this can also be done by touching and holding the button on the touch screen.

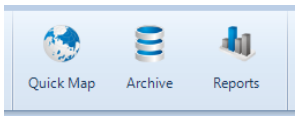


3.2.3 All Emergency

A Toolbar Button may be configured to activate the emergency tone on each radio in the system.

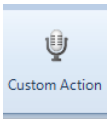
3.3 Quick Map, Archive, and Reports Toolbar Buttons

The **Toolbar** contains toolbar buttons for **Quick Map**, **Archive**, and **Reports**. Clicking one of these buttons will open a window to view information for those functions. The **Archive** and **Reports** buttons may be grayed out and unavailable if History Logging has not been configured. See later in this document for details on these buttons.



3.4 Toolbar Buttons for Custom Actions

The **Toolbar** can hold Toolbar Buttons that have been configured by your System Administrator. Toolbar Buttons can be configured for a wide range of actions and will have custom labels.



3.5 Disk Storage Caution Symbol

RadioPro Dispatch continuously calculates the remaining amount of storage on the hard disk partition specified by the System Administrator for logging of Voice files, Text Messages, and other radio system events. If less than two weeks of storage remains on the hard disk partition, a caution symbol will be displayed on the right side of the Main Toolbar. If the hard disk partition becomes full, logging will no longer take place. To allow continued logging, the System Administrator must remove unwanted files, or transfer them to permanent storage media.

3.6 Emergency Events

3.6.1 Emergency Indication

When an emergency is initiated from a subscriber, the following indications help to quickly identify the channel and subscriber:

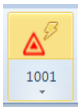
- An Emergency Notification Tool is placed in the Main Toolbar. This tool can be used to respond to the radio user that initiated the emergency. It is also used to clear the emergency.

- A red emergency icon is visible in the Subscribers Window, next to the subscriber who initiated the emergency.
- An audio alarm signal is activated.

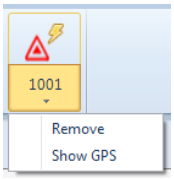
3.6.2 Operation

The following actions can be used to acknowledge an emergency condition by clicking on the emergency tool being displayed in the Toolbar:

- PTT – The top portion of the Emergency Notification Tool in the Toolbar can be used as a PTT to return a private call to the radio user that initiated the emergency. Clicking on this button will silence the audio alarm signal for this emergency, and then place a private call to the radio that initiated the emergency.



- Options – The bottom portion of the Emergency Notification Tool can be used to remove the visual and audio indicators for this emergency.



3.6.3 Clearing an Emergency State of a Control Station Radio

The System Administrator can configure the way in which an emergency state is cleared in the Control Station radio. One option will clear the emergency state when **Remove** is selected from the emergency drop-down list as shown above.

Another method requires that the Control Station radio be manually reset after an Emergency has been **Removed** (cleared). This is accomplished by using the following steps:

1. From the **Options** menu, choose **Manage IP Gateways**.
2. Right-click the radio where the emergency state must be cleared, and then choose **Restart Radio**.

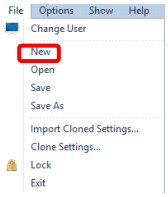
4 THE DISPATCH LAYOUT

The **RadioPro Dispatch** GUI is inspired by a panelized styling concept referred to as the Layout. This allows for very configurable layouts that accommodate various user preferences and yet maintains desirable ease of use and operation. Each panel is identified and configured as individual **'Tabs'** that complement the distinctive functions and features of each other. The **'Tabs'** may be added and removed as needed, if that feature is permitted by the purchased license options.

4.1 Creating a New Layout

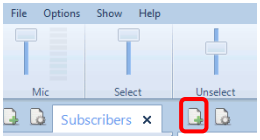
Before the RadioPro solution can be functionally deployed, at least one **'Tab page'** must be created. However, be aware that the functionality of most options is license dependent; therefore, every feature may not be available in all cases.

4.1.1 File > New



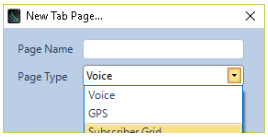
This will provide you with a template base to begin configuring your system. You may add and configure the various Panel options as required functions or specific preferences dictate.

4.1.2 Adding a Tab Page



The System Administrator **SA** has full elevation rights to configure any licensed system feature during the creation or editing phase of the Dispatch layout design.

To **ADD** a page , Click the green Icon then choose from one of the three types of page option available:



4.1.3 Voice Tab(s)

Voice Tab This allows the **SA** to create a **Tab page** where one or more Virtual Radio panels can be added and used to remotely monitor and operate each control station radio that is connected to a gateway.

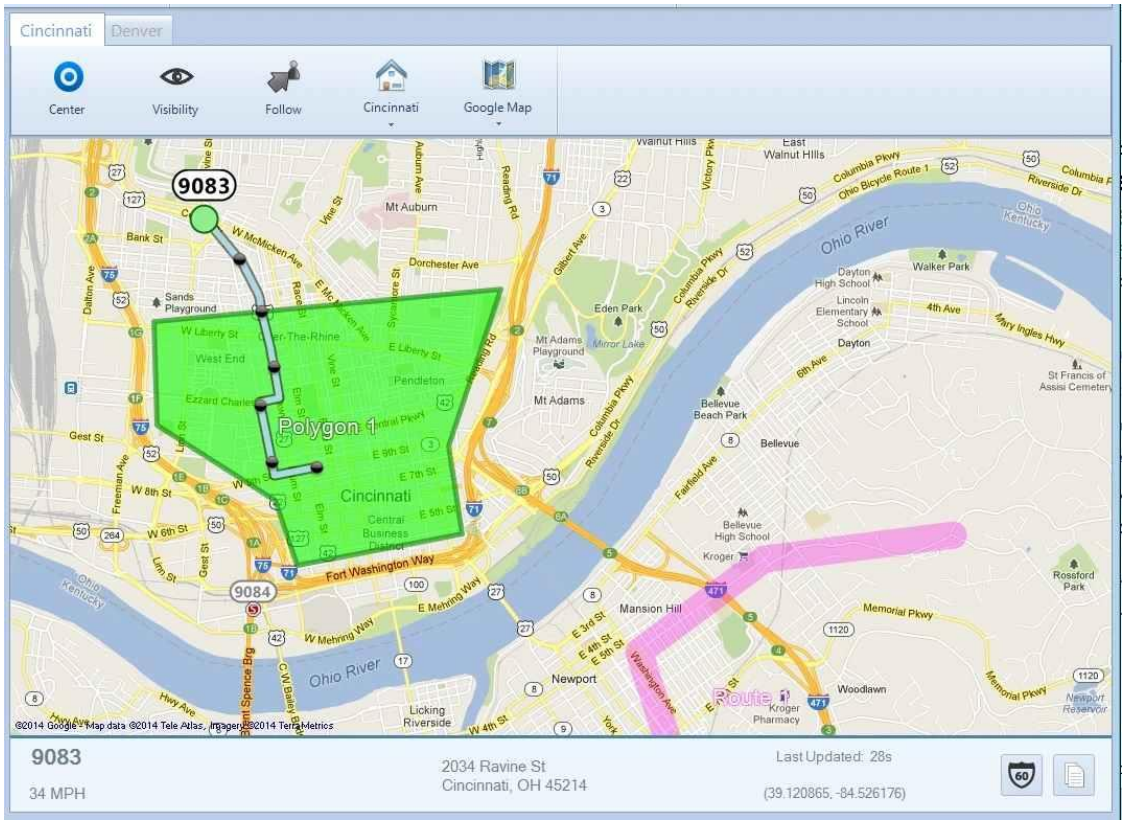
Voice tabs contain Virtual Radio Control Panels that are customized by your System Administrator to show optional features such as radio programmable buttons and status information. Radio Control Panels can also be customized with border colors to help organize and highlight certain radio Talk Groups.

4.1.4 GPS MAP Tab(s)

Adding this **Tab** allows the System Administrator(**SA)** to create a page, where map types and views can be configured for displaying subscriber GPS positions. This page requires and supports the use of the GPS license option.

GPS map tabs are configured during installation and occupy a space on the desktop determined by the **SA**. They can be configured to be docked to the Main Window using tabs or can be configured to be un-docked in separate windows. The GPS map tab shown below shows the following features:

- Geo-fence – "Polygon 1" outlined in green is a geo-fence that defines the city limits.
- Geo-fence – "Route 1" outlined in pink is a geo-fence that defines a route.
- Location – A green circle denotes the current location for radio subscriber 9083.
- Trail Crumbs – The blue line is the route taken by this subscriber. Hover the mouse over any grey circle on this route to display the date and time that this subscriber was at this location.
- Subscriber Status Bar – Information is displayed at the bottom of the GPS map tab for the selected subscriber including current speed (or duration of stop), street address, and time since last GPS update.



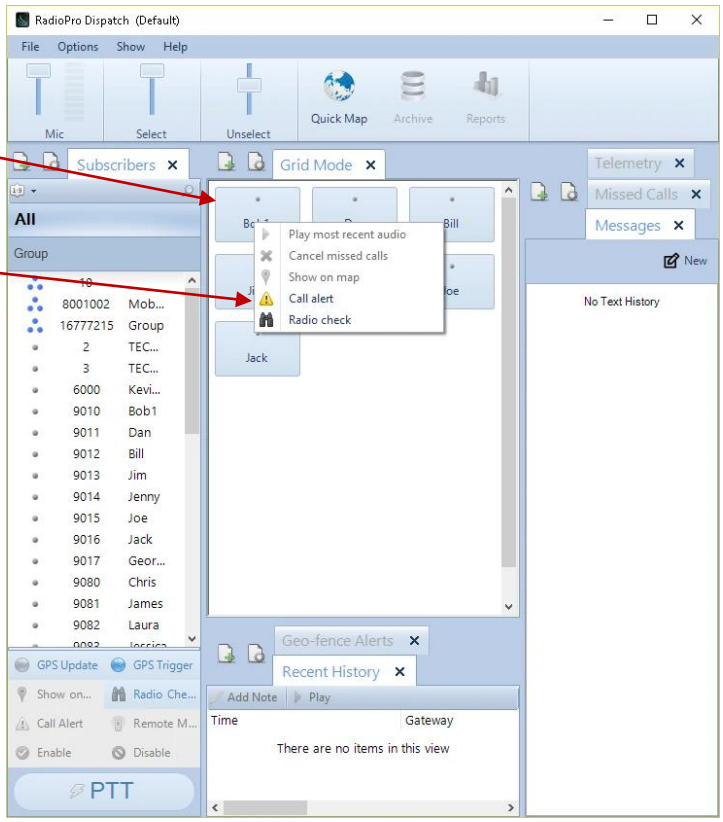
4.1.5 Subscriber Grid Tab(s)

Adding this **Tab** allows the System Administrator **(SA)** to create a page, that will copy all the subscribers defined within a selected contacts list and display to a 'Grid View' for faster and easier interactions.

Subscriber Grid tabs may be configured before or after the system installation. The Grid contacts copied from the selected contact list are populated sequentially based on their IDs, to the Grid Tab page. The Grid **Tabs** are docked to the Main Window by default but can be undocked to a separate window if preferred. A configured Grid tab is shown below.

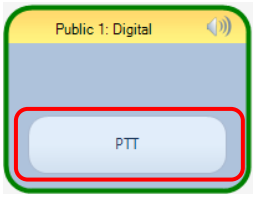
You can initiate a private call to the selected contact by clicking on one of the Grid names.

A Right click will provide additional options for that contact.



5 MAKING & RECEIVING VOICE CALLS

To initiate a voice call to an entire radio Talk Group, use the **PTT** button on a **Radio Controller Window**. Use the PC's mouse to click and hold the **PPT** while speaking into a microphone or headset. If a touchscreen is installed, touch and hold the **PTT**. In addition, a PTT pushbutton on a desk microphone or footswitch may have been configured to activate a call to a particular Talk Group.



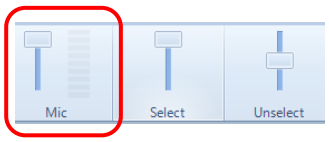
5.1.1 Transmit Indicators

When a PTT is activated on a Radio Controller, the following indications are visible:

- The **PTT** button background color changes to red.
- The ***Transmitting*** icon is displayed.
- The icon for either a ***private call*** or ***group call*** is displayed.
- Text is displayed to indicate the Radio ID or Group ID as well as the alias name of the subscriber or group.

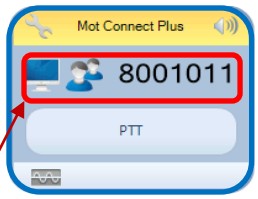
5.1.1.1 Adjusting Transmit Volume

Use the **Mic** audio slider on the **Toolbar** to adjust the transmitted audio. A VU meter is located next to the **Mic** audio slider to visually determine the loudness of outgoing transmissions.



5.1.2 Receive Indicators

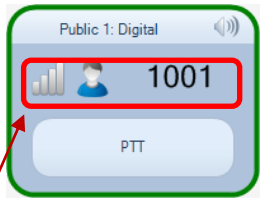
When a valid call is received and decoded by the Control station radio, the Radio Panel display will show the ID of the subscriber and you will automatically hear that call audio through the speakers designated for either Selected or Unselect audio, depending on if the Receiving Panel is the selected radio or one in the unselected group.



Selected Controller 'receiving' an IP Client Call.

When a call is received, the Radio Controller will indicate the following:

- The ***Receiving*** icon is displayed.
- The icon for either a ***private call*** or ***group call*** is displayed.
- Text is displayed to indicate the Radio ID or Group ID as well as the alias name of the subscriber or group.



Unselected Controller 'receiving' RF Subscriber Call.

5.1.2.1 Adjusting the Receive Volume

Click the speaker tool in the header portion of the Radio Controller to make an adjustment to the receive-audio level for a Talk Group. Double-click the speaker tool to switch the audio level between muted and un-muted.

5.1.3 Patching

If enabled by the System Administrator, the **Patch** button will be enabled on the header of the Radio Controller Panel, allowing the creation of a patch between a pair of Talk Groups. When a patch is created, both transmit and receive voice traffic will be shared by the paired Talk Groups. In addition, a voice call placed by the dispatcher to one of the patched Talk Groups will be heard by both Talk Groups in the patch.

To create a patch, click the button (until it is highlighted as shown at right) on the two Radio Controllers that are to be patched together. Patching is limited to a single pair of Talk Groups for the entire RadioPro system.

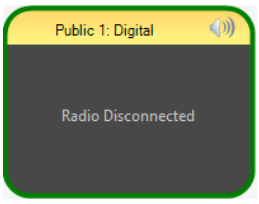
If this option is enabled for Radio Controllers on other Dispatch clients, patch status will be displayed on these other clients.

5.1.4 Connection Status Indicators

5.1.4.1 Radio connected

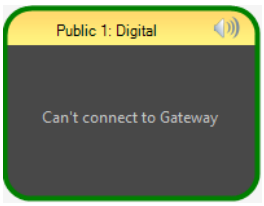
When an IP Gateway successfully communicates with the Control Station radio, the Radio Controller panel will show the Gateway name and the configured soft button features to operate that radio will become visible.

5.1.4.2 Radio Disconnected



When an IP Gateway cannot communicate with the connected Control Station radio, the Radio Controller background is shaded dark gray, and “Radio Disconnected” is displayed.

5.1.4.3 Can’t Connect to Gateway



When the RadioPro Dispatch client cannot communicate with the connected IP Gateway, the Radio Controller background is shaded dark gray, and “Can’t connect to Gateway” is displayed.

5.1.5 Subscriber Details

Select a subscriber, either by clicking a subscriber icon on the map or by choosing a subscriber in the ***Subscribers*** panel. Note that the current position of the selected subscriber is a green circle to indicate movement, or a red stop sign to indicate stopped. Notice that Trail Crumbs are shown for this selected subscriber for the last 30 minutes. (This time is configurable by the System Administrator using the ***Edit*** mode.) Hover over any waypoint (grey circle) on a subscriber's route to show date, time, and speed at this point.

View detailed information for this subscriber in the ***Subscriber Status Bar*** located at the bottom of the map. Information will include street address, rate of travel (or stopped time), and time since last GPS update.

Click the icon to open ***Google Street View*** to see the features that a subscriber could see at this location.

Click the icon to copy the information in the ***Subscriber Status Bar*** to the Windows ***Clipboard***. This information may then be pasted into other applications, such as email, text messaging, and Microsoft Office.

5.1.6 Subscriber Actions

5.1.6.1 Select a Subscriber

Select a subscriber, either by clicking on an icon on the map or a subscriber in the ***Subscribers*** tab.

5.1.6.2 Make a Private Call

Use the **PTT** button at the bottom of the ***Subscribers*** tab to make a private call to this subscriber.

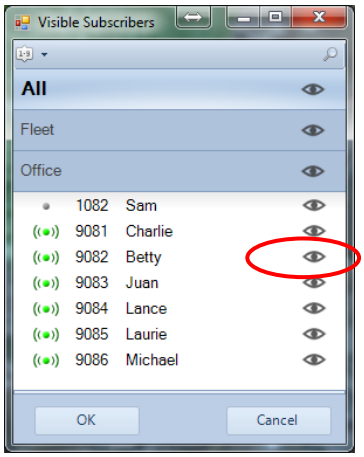
5.1.6.3 Send a Text Message

While a subscriber is selected, the ***Text*** tab can be used to send a private text message to this selected subscriber.

5.1.7 Toolbar buttons

5.1.7.1 Subscriber Visibility Button

Click the ***Visibility*** button to select which subscribers should be visible on the selected map. A window will be displayed that looks very similar to the ***Subscribers*** tab. However, the ***Visible Subscribers*** tab adds control for visibility. Visibility may be toggled on and off individually by clicking a subscriber's visibility icon as shown at right, or as a group by clicking the icon for that group. Three versions of this symbol will indicate visiblity as indicated below:



Symbol	Groups	Subscribers
	All members are visible	Subscriber is visible
	Some members are visible	
	No members are visible	Subscriber is not visible

5.1.7.2 Center (Subscribers on Map) Button

Click the ***Center*** button to zoom and reposition the map in order to show all visible subscribers on the selected map.

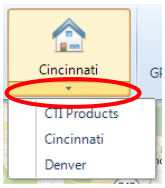
5.1.7.3 Follow (the Visible Subscribers) Button

Click the ***Follow*** button to keep the selected subscriber centered in the selected map.

5.1.7.4 Map Presets Button

Click the top portion of the ***Map Presets*** button to return the selected map to the indicated preset as configured by the System Administrator.

Click the arrow on the lower portion of this button to list other presets that have been configured by the System Administrator. Click on one of the items in the list to switch the selected map to a new preset.

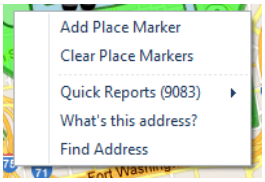


5.1.7.5 Map Type Button

Click the ***Map Type*** button to list Map Types that have been enabled by the System Administrator.

5.2 More Map Features

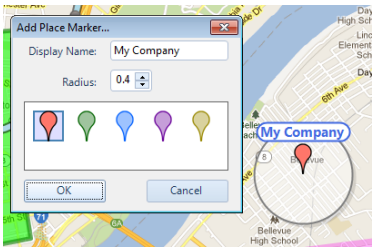
Right-click a point on the GPS map to display the menu shown at right.



5.2.1 Place Markers

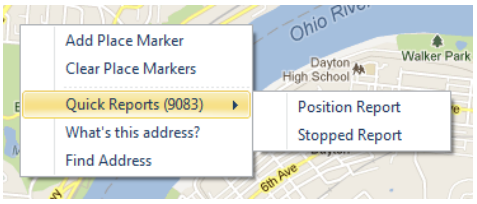
Choose **Add Place Marker** to add a marker to the map. Using the Add Place Marker window, customize the marker for marker Display Name, Radius, and color. A marker with the chosen parameters will be shown on the GPS map.

Choose **Clear Place Markers** to remove all Place Markers from this GPS map.



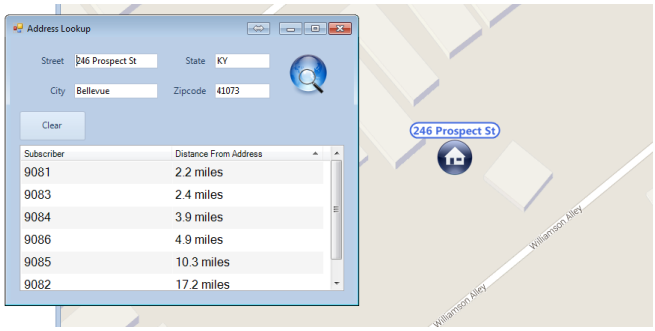
5.2.2 Quick Reports

When a subscriber is selected, choose **Quick Reports** to show the menu options for reports for this subscriber. Available reports include ***Position Report*** and ***Stopped Report***.

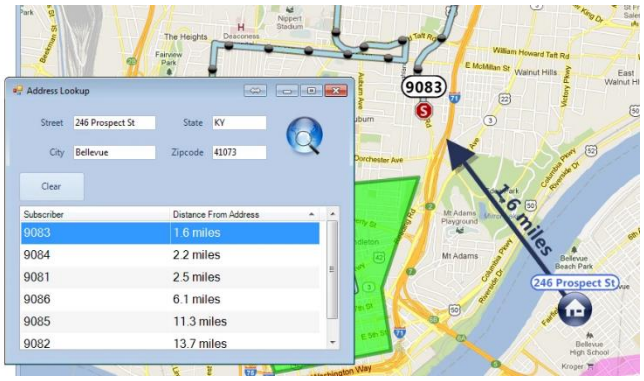


5.2.3 What's this Address? (& Nearest Radio)

Choose **What's this address?** to open **the Address Lookup** window shown at right. The address will be listed in the window along with the nearest radio subscribers in order of distance.



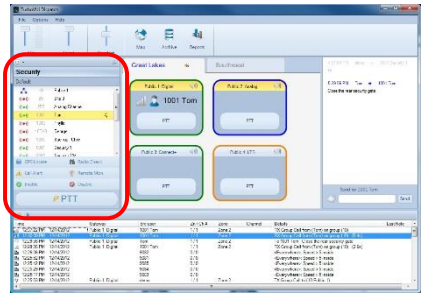
Select a subscriber from the list in the Address Lookup window to graphically show the distance from the selected point on the GPS map to the selected subscriber.



5.2.4 Find Address (& Nearest Radio)

Choose **Find Address** if you wish to enter a known address into the **Address Lookup** window. After entering the address, click the button. The nearest radio subscribers will be listed in order of distance. Select a subscriber from the list to graphically show the distance from the selected point on the GPS map to the selected subscriber.

6 SUBSCRIBERS PANEL

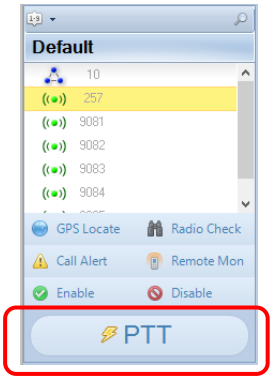


The **Subscribers** panel lists radio subscribers, cellular devices, and radio subscriber groups. In addition to the Radio ID the list may also contain alias names for radio subscribers.

Cellular Devices running RadioPro Talk will only show up in the subscriber grid in RadioPro Dispatch version 9.3.1+. RadioPro Talk users will only be able to respond privately to private conversations in RadioPro Talk version 1.12+

The **Subscribers** tab may also contain buttons to perform specific functions as described below.

6.1 Making a Group or Private Call

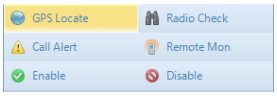


To initiate a group or private voice call using the **Subscribers** tab, select a Group or Private subscriber, and then click and hold the **PTT** button at the bottom of this window while speaking into a microphone or headset. Alternatively, if a touchscreen is installed, touch and hold the **PTT** button on the screen.

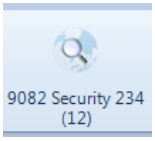
6.2 Subscriber Action Buttons

Additional subscriber actions are available at the bottom of the Subscribers tab, including the following.

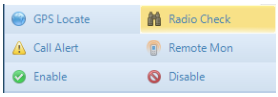
6.2.1 GPS Locate



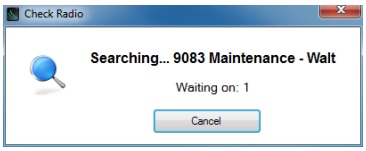
Click the **GPS Locate** button to locate the selected subscriber. After clicking this button, the Quick Map icon on the Toolbar will display a count-down to locate the radio subscriber. If a GPS response message is received from the subscriber radio, the Quick Map window will open, and the subscriber will be positioned at the center of the map.



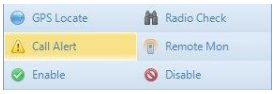
6.2.2 Radio Check



Click the **Radio Check** button to determine if a radio is accessible, and the talk group or channel currently being used. A **Check Radio** window will be displayed to indicate the subscriber's availability.

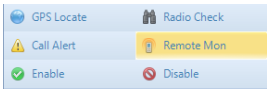


6.2.3 Call Alert



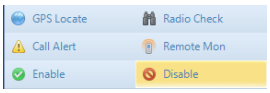
Click the **Call Alert** button to activate the alert tone on a subscriber radio. The alert tone will sound on the subscriber radio until the user responds to it.

6.2.4 Remote Monitor



Click the **Remote Monitor** button to remotely key-up a subscriber radio. This function must be enabled in the subscriber radio to allow this function. If function is enabled, the radio will key-up for a period of time configured in the radio.

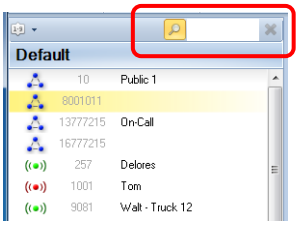
6.2.5 Remote Enable and Disable



Click the **Remote Disable** button to power down a subscriber radio and cause it to be unable to power up. Click the **Remote Enable** button to remove this restriction for a subscriber radio.

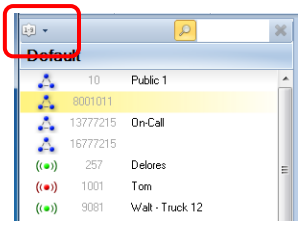
6.3 Searching for a Subscriber

Click the tool near the top of the Subscribers tab to show the Search box. Type characters in the Search box for a subscriber radio ID or an alias name. Click the tool to clear the typed characters from the Search box.



6.4 Sorting the Subscriber List

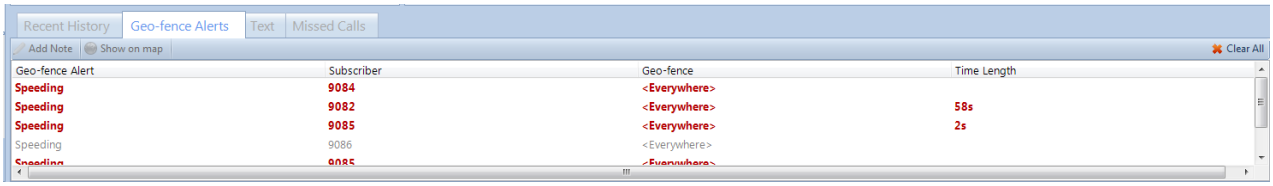
Click the tool near the top of the Subscribers tab to sort the subscriber list numerically by **Radio ID**. Click it again to sort in reverse order. Note that the button changes to and indicates a reverse order sort.



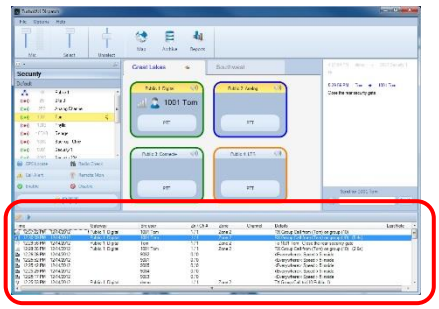
Click the button to show a list of sorting options; “Sort by ID” and “Sort by Name”. When “Sort by Name” is selected, the sort button changes to , or for reverse sorting.

7 GEO-FENCE ALERTS PANEL

One or more Geo-fences may exist in order to check various conditions of radio subscribers. One or more conditions may exist for each geo-fence. The conditions can apply to **All Subscribers** or **Specific Subscribers**. When a Geo-fence condition is met for a radio subscriber, an event is logged in the database. In addition, Geo-fence conditions that are true are listed in the **Geo-Fence Alerts** panel. A typical listing of Geo-fence Alerts is shown below.



8 RECENT HISTORY PANEL



The **Recent History** panel includes the most recent events of the radio system, including :

- Two-way voice calls
- Interconnected telephone calls,
- Text messages,
- Call alerts,
- and emergencies.

The number of events displayed in this window can be configured by your System Administrator, to list between 1 and 500.

8.1 Replay Audio

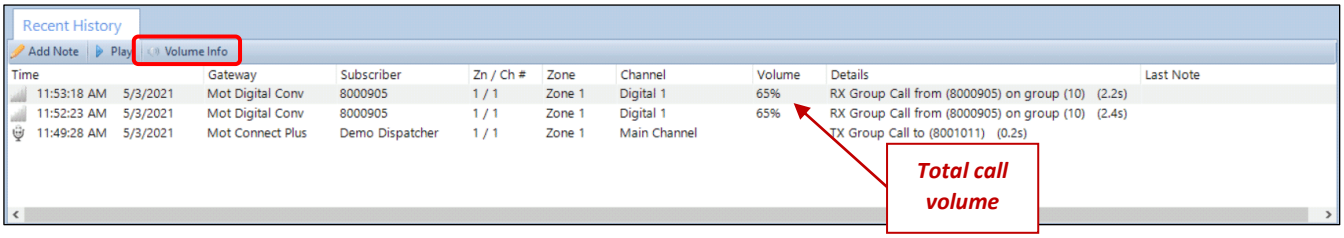
To replay audio, click a voice event (indicated by a speaker tool), and then click the Play button at the top of this window. If the Play button and the Note button are grayed-out, the selected audio event has not been logged to the hard disk because **History Logging** has not been configured. In this case, the System Administrator must configure **History Logging** using the **Dispatch Settings** window, found in the **Options** menu.

An alternative method for replaying audio is to double-click a voice event that appears in the **Recent History** tab.

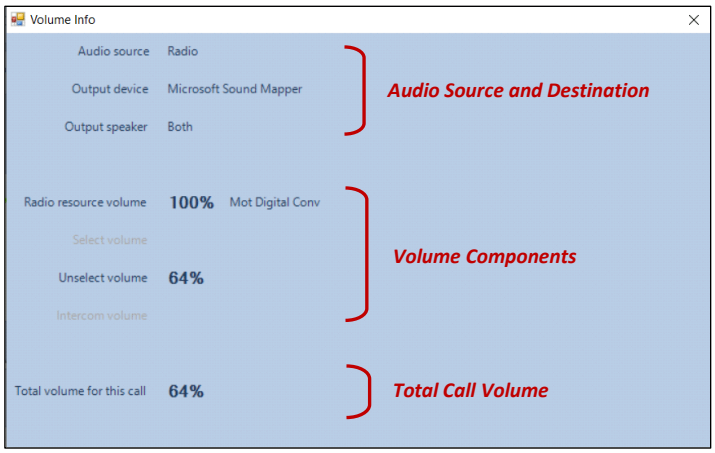
8.2 Diagnosing Volume Issues

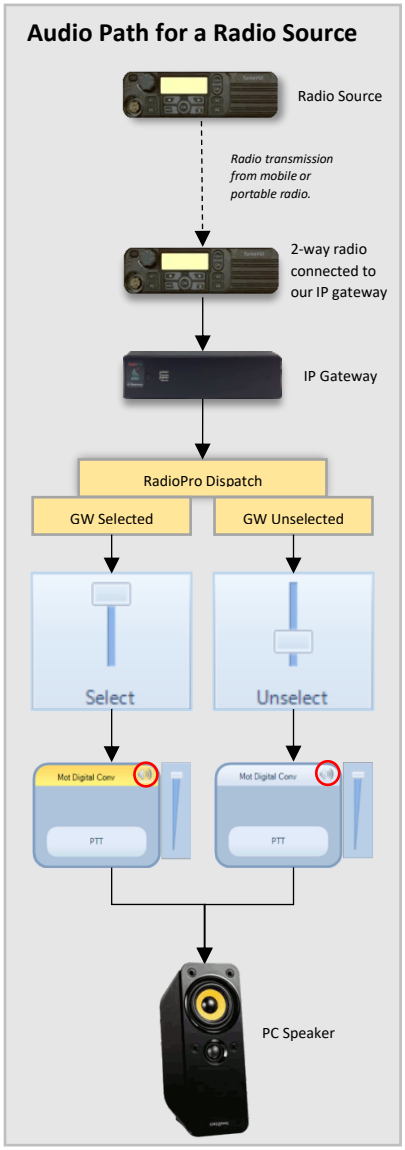
To diagnose playback volume issues, click an incoming radio transmission voice event. The volume of the selected transmissions will be shown as a percentage in the **Volume** column.

Press the **Volume Info button** Volume Info to get more information about the volume of this transmission.



The **Volume Info** window shows detailed information for how a radio transmissions volume is determined.





Audio Source and Destination:

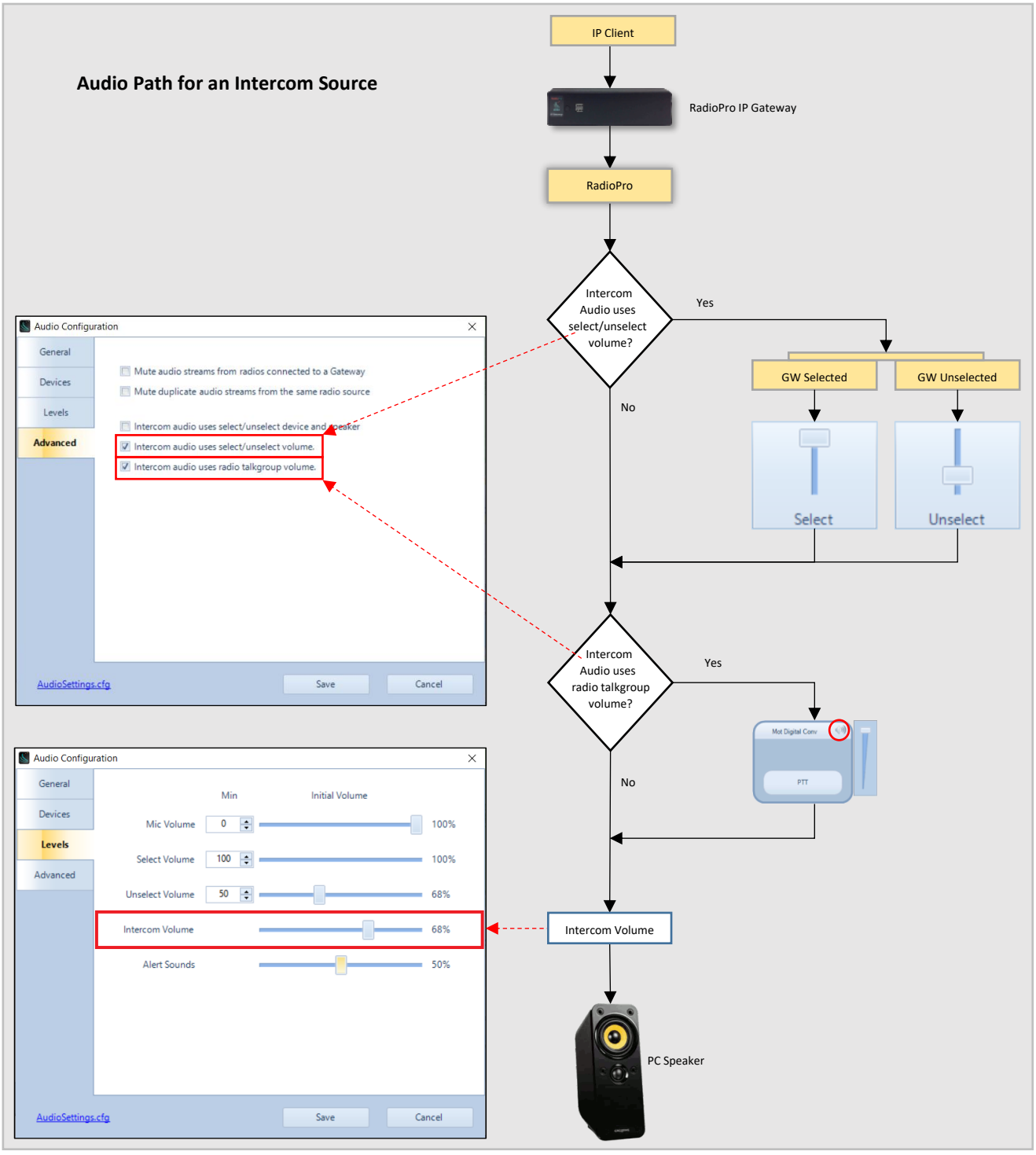
- The **Audio source**, **Output device**, and **Output speaker** are displayed at the top of the window. These settings are configurable by an administrator. The settings are available from the **Audio Configuration** screen in ***Edit*** mode under **Options**... **Audio Presets**.

Volume Components:

- The **Radio resource volume** can be adjusted per radio using the audio volume button in the upper right corner of the radio controller.
- The **Select volume** is the volume of radio transmissions coming from the selected radio controller. When a radio controller is selected, it is shaded yellow. To change the **Select volume**, use the Select slider.

- The **Unselect volume** is the volume of radio traffic coming from any unselected radio controllers. To change the **Unselect volume** adjust the Unselect slider.

- The **Intercom volume** is the volume control for other Dispatch clients. There is an Intercom volume control and several configuration options that will determine this value. These options can be configured by an administrator. The Intercom settings can be accessed from the **Audio Configuration** screen in ***Edit*** mode under **Options**... **Audio Presets.**



Total Call Volume:

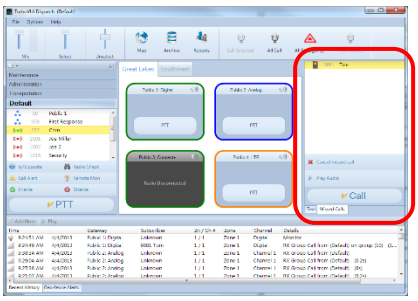
- The **Total volume for this call** is the aggregate of all the settings in the volume components section. This value is also displayed in the Volume column of the Recent History panel.

8.3 Notes and Sorting

Add a note to an event by clicking the button to open the **Note** window. Only the last note added for an event will be displayed in the **Recent History** window.

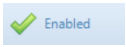
The events in the **Recent History** tab can be sorted by clicking on one of the headings.

9 MISSED CALLS PANEL



The **Missed Calls** panel will display a list of incoming private Radio calls that have not been responded to from the Dispatcher with a return private call. When a private call is made from the Dispatcher to a subscriber in this list, the subscriber will be removed from the list.

Additional functions are available from the **Missed Calls** panel:

- To disable the missed call panel, press the **Enabled** 

label and it will switch to disabled and the missed call panel will turn grey. When disabled, missed radio transmissions will not be recorded in the missed call panel window.
- To re-enable the missed call panel, press the Disabled

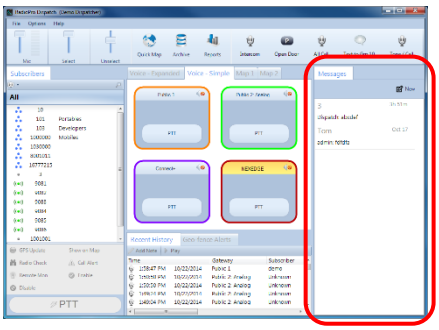
label and it will switch to enabled and the missed call panel will turn white again.
- To cancel a missed call that is listed, select a subscriber from the **Missed Calls** list and then click the Cancel Missed Call button.
- To play the last incoming audio from a subscriber, select a subscriber from the **Missed Calls** list and then click the **Play Audio** button.
- To return a private call to a subscriber, select the subscriber from the **Missed Calls** list and then click the **Call** button.

10 MESSAGES PANEL

Use the **Messages** panel to send and receive text messages between this PC and radio users. It is designed to function similar to messaging found on a smart mobile device. Two views are available.

10.1 Main Message View

Main Message View is the default view and shows the last conversation for each radio subscriber, with the most current conversation at the top.

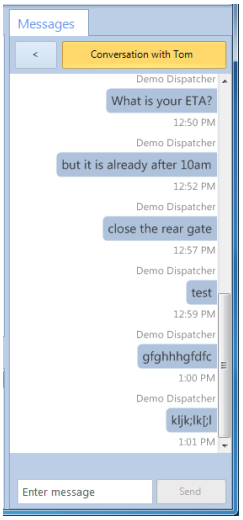


A conversation can be started by clicking the New button. In the **New Text Message** box, choose one or more recipients, and choose an option for **When to send** from the drop-down list. Finally, type the message, and then click the Send button. The new message will be displayed in the ***Main Message View*** as a conversation. Message status displayed along with the message include:

- Sending
- Pending
- No acknowledgement

A message that was sent successfully will display the elapsed time from being sent.

10.2 Conversation View



Click one of the conversations on the ***Main Message View*** to see the details of a ***Conversation***. In the ***Conversation View***, all messages with the selected radio or radio group will be displayed, along with status information for each message.

Use the < button to go back to the ***Main Message View***.

To add a reply to this conversion, type the reply into the **Enter Message** text box, and then press the Send button.

11 MENUS

11.1 File Menu

11.1.1 Change User

Click on **Change User** to open the **Login** window and allow another user to log into the system.

11.1.2 Open

Configuration files contain customized screen layouts that can be used for different users of the RadioPro Dispatch client software. Click on **Open** in the **File** menu to load a saved configuration file.

11.1.3 Edit

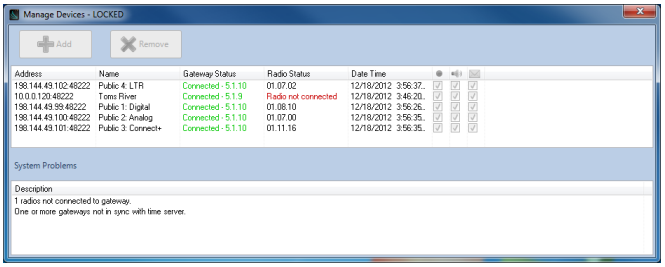
The **Edit** menu item is used by the System Administrator to customize the operation and screen layout of the RadioPro Dispatch client software.

11.1.4 Exit

Click on **Exit** in the **File** menu to exit the RadioPro Dispatch client.

11.2 Options Menu

11.2.1 Manage IP Gateways



The **Manage IP Gateways** window displays the status of connections to radio resources. The settings in this window can be altered only by the System Administrator.

11.2.2 Status Table

Table headings in the Manage IP Gateways window is defined as follows:

Address
IP Address assigned to IP Gateway, and Port Number.

Name
Name assigned to IP Gateway.

Gateway Status
Indicates "**Connected**" and firmware version of IP Gateway, or "**Not Connected**".

Radio Version

Indicates firmware version of Radio if connected, or "**Not Connected**".

Pri/Sec
Selects between Primary or Secondary Addresses, and Auto for which ever one is available.

Date / Time
Date and Time being used by IP Gateway.

Record Option
When checked, allows logging of audio to the database.

Audio Option
When checked, allows audio to be heard for this IP Gateway.

Text Option
When checked, this option allows text messaging for this IP Gateway.

11.2.3 Actions

The following actions are available by right-clicking on an entry in the Status Table.

- **Restart Radio** will restart the Control Station radio connected to the selected IP Gateway
- **Restart Gateway** will restart the selected IP Gateway. The **Gateway Status** will be indicated as "**Not Connected**" for approximately two minutes. Following this period of restarting, verify that the IP Gateway and Radio indicate a proper connection status.

11.2.4 System Problems Box

The **System Problems** box at the bottom of the window will describe current system faults, such as unconnected Radio Resources and License limits.

11.2.5 Audio Presets

Audio Presets may be configured by the System Administrator for various audio devices including speakers, microphones, and headsets. A "default" preset uses the PCs default selection for microphone and speakers. All configured Audio Presets will be listed, with the selected preset indicated with a check mark.

11.2.6 Update License

When not in ***Edit*** mode, the **Update License** window can be viewed but cannot be altered. It will show the **USB Key ID** #, and licensed options.

To export the license file for archiving to another location, click the **Export** button, and then choose a file name and location.

11.2.7 Contacts

Click on **Contacts** from the **Options** menu to open the **Subscriber Contacts** window. This window can be used to add, delete, or edit alias names and other information related to a Radio ID. It can also be used to create groups of radio subscribers for better organization within the Subscribers window. This information will be displayed in the **Subscribers** tab.

11.2.8 Editing the Contacts List

Use the right side of the **Subscriber Contacts** window to make changes to contacts. Click the button to add a contact to the list. Click the button to delete a contact from the list. This information will be displayed in the **Subscribers** tab.

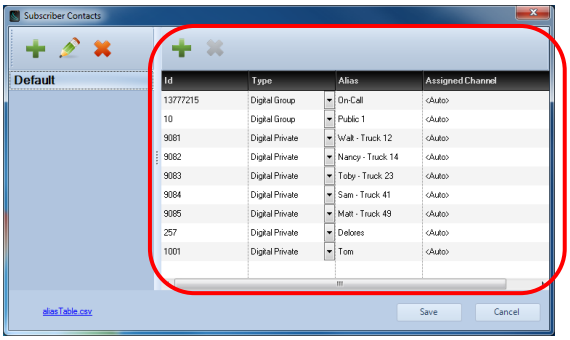


Table headings in this window are defined as follows:

ID

Subscriber Radio ID (digital channel) or MDC code (analog channel)

Type

Subscriber type: Digital Group, Digital Private, MDC Group (analog channel), or MDC Private (analog channel).

Alias

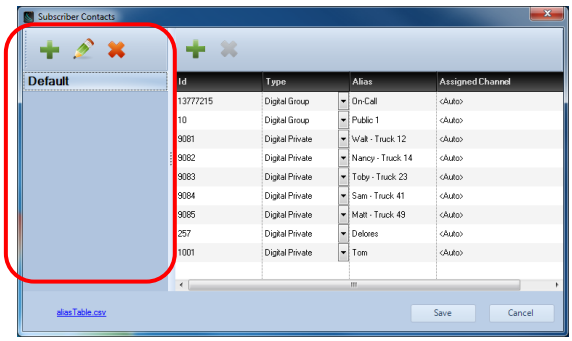
Alias name associated with a Subscriber Radio ID

Assigned Channel

"Automatic" (default normal mode) allows the system to dynamically assign an IP address of a Radio Resource. Alternately, a Radio Resource may be permanently assigned to this Subscriber Radio ID using an IP Address and Port Number.

11.2.9 Managing Groups

Use the left side of the **Subscriber Contacts** window to make changes to Groups. Click the button to add a new Group. Click the button to delete a Group. Click the button to edit a group's name. This information will be displayed in the **Subscribers** tab.

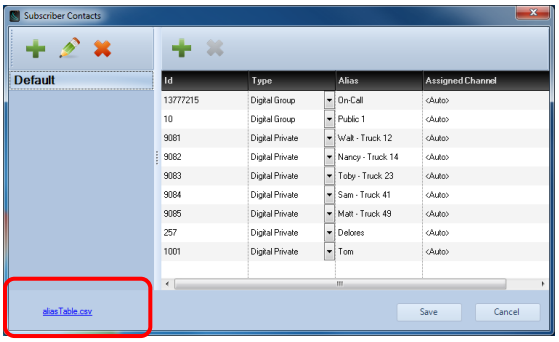


11.2.10Saving the Contacts List

Click the **Save** button to save changes to the Contacts and Groups. Changes will be saved to a file named:

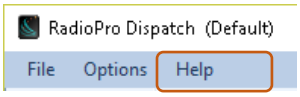
`aliasTable.csv`

This CSV (Comma Separated Values) file can be viewed and edited directly using Microsoft Excel by using the link at the bottom left corner of the **Subscriber Contacts** window. When saving this file from Microsoft Excel, be certain to save it as a CSV file.



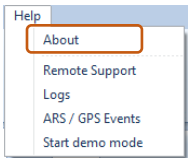
11.3 Help Menu

Click the help menu for additional application Information and support



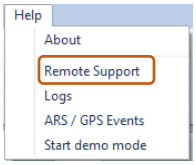
11.3.1 About

Click on **About** in the **Help** menu to display Part Number and Version of the RadioPro Dispatch client.



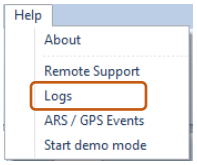
11.3.2 Remote Support

If difficulties are experienced with RadioPro Dispatch and the console PC has Internet access, use this option to assist our Technical Support department in remotely logging into the PC.



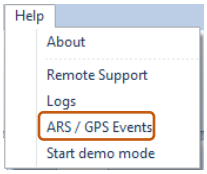
11.3.3 Logs

This feature is intended for use by CTI personnel only.



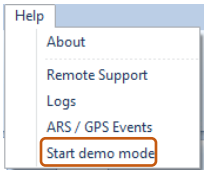
11.3.4 ARS / GPS Events

This feature is intended for by CTI personnel only.



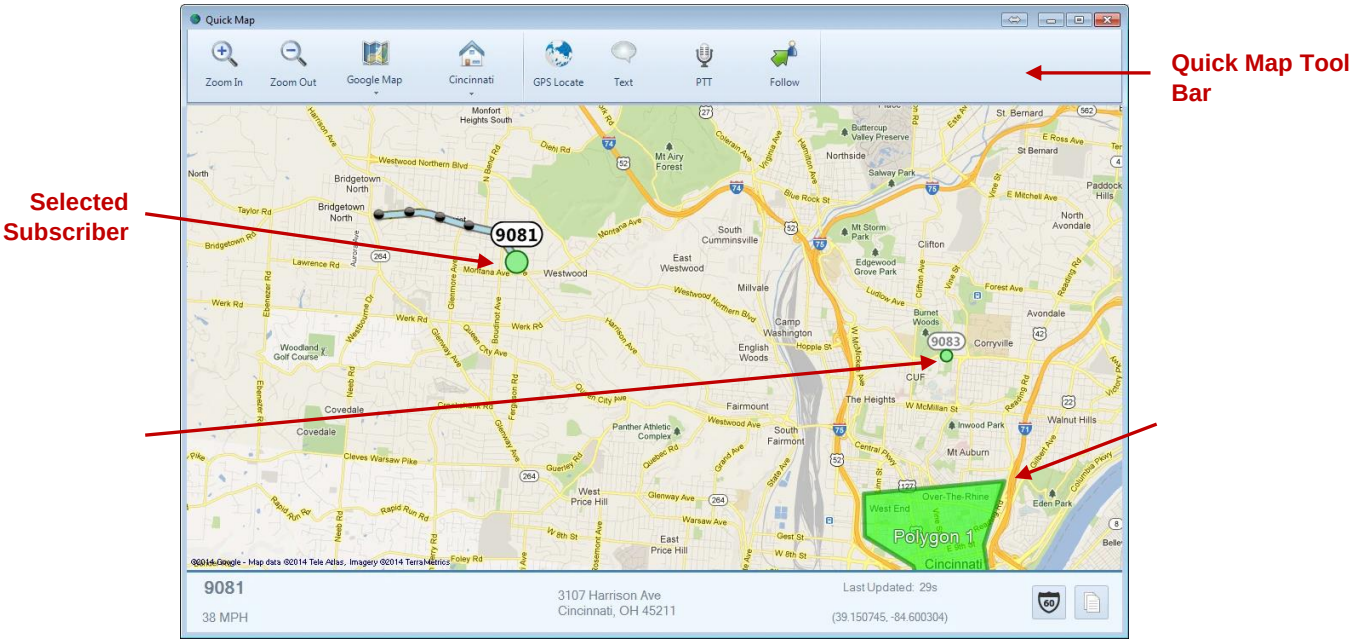
11.3.5 ARS / GPS Events

This feature is intended for by CTI personnel only.



12 QUICK MAP

Click the Quick Map button on the **Toolbar** to open the **Quick Map** GPS window. An example Quick Map is shown below.



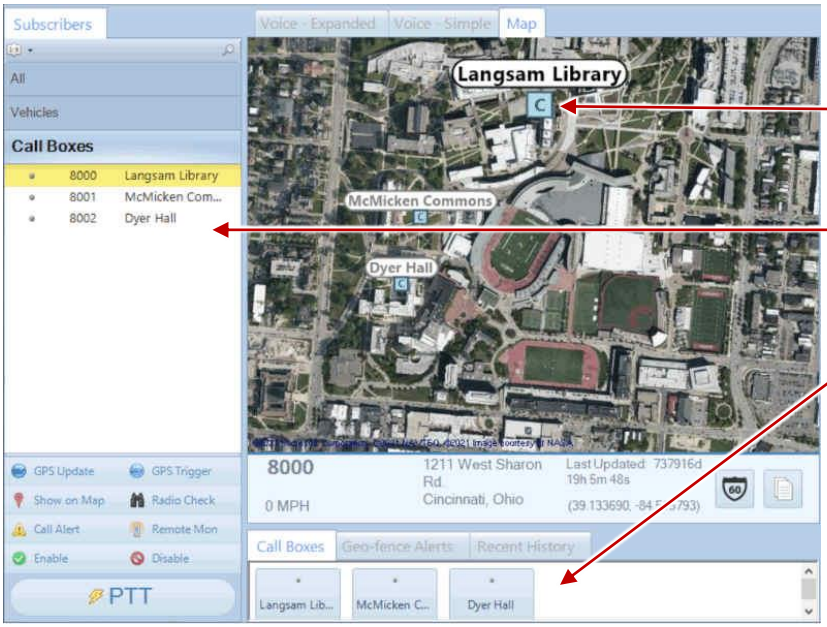
12.1 Selected Subscriber

One subscriber may be "Selected" by clicking on its label. When a subscriber is "Selected", its label (including radio ID or alias name) will be emphasized, and the following actions are available:

- Make a Private call to the subscriber. (See ***PTT Tool*** below.)
- Send a Private Text Message to the subscriber/ (See ***Text Messaging Tool*** below.)
- View the Snap-to-Road route traveled by the subscriber.
- View Timestamp at a location and Speed of Subscriber by hovering over any Trail Crumb.

12.2 Call Boxes

Your radio system may include 2-way radio call boxes. 2-way radio call boxes work with Dispatch in much the same way as other 2-way radios on your system except they appear on your GPS map as a stationary square.



Call box displayed on GPS map.

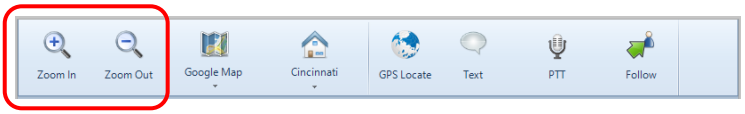
Subscriber grids dedicated to call box subscribers.

12.3 Toolbar

The **Toolbar** for the **GPS Window** contains tools for ***Zooming***, ***Map Type***, ***Map Presets***, ***GPS Locate***, ***Text Messaging***, and ***PTT***.

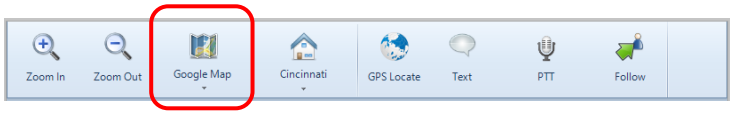
12.3.1 Zoom Tools

Use the Zoom In and Zoom Out tools, or optionally, use the mouse scroll wheel for zooming.



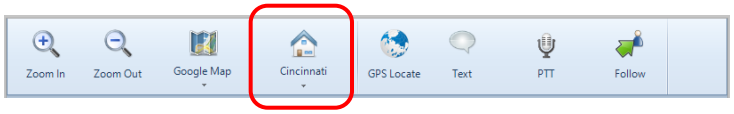
12.3.2 Map Type Tool

Your System Administrator may have configured optional Map Types to be available. Click this tool to display these optional Map Types including Roads, Satellite, and Hybrid.

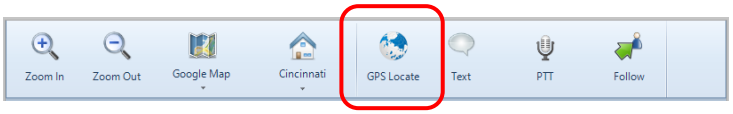


12.3.3 Map Presets Tool

Your System Administrator may have configured optional Map Presets in order to quickly jump to various geographic locations with a predetermined zoom setting. Multiple Map Presets may be configured.



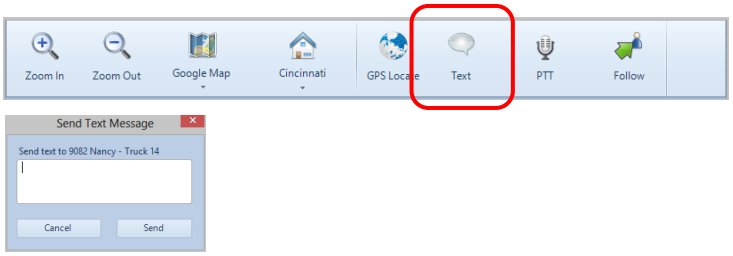
12.3.4 GPS Locate Tool



This tool duplicates the function of the **GPS Locate** button located in the **Subscribers** tab. Before clicking this tool, select a Subscriber from the **Subscriber List**. Click the **GPS Locate** button to locate the selected subscriber. After clicking this button, the **GPS Locate** tool will change to the **Locating** tool, with information relating to the selected subscriber. When the subscriber is located, the GPS window will open, and the subscriber will be positioned at the center of the GPS map.

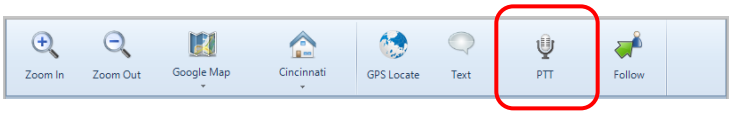
12.3.5 Text Messaging Tool

Use this tool to send a text message to the subscriber selected on either the **GPS Map Window**, or in the **Subscribers** tab. After clicking this tool, the **Send Text Message** window will be displayed as shown at right.



12.3.6 PTT Tool

Use this tool to make a private call to the subscriber selected on either the **GPS Map Window**, or in the **Subscribers** tab. Click and hold this tool for the duration of the call.

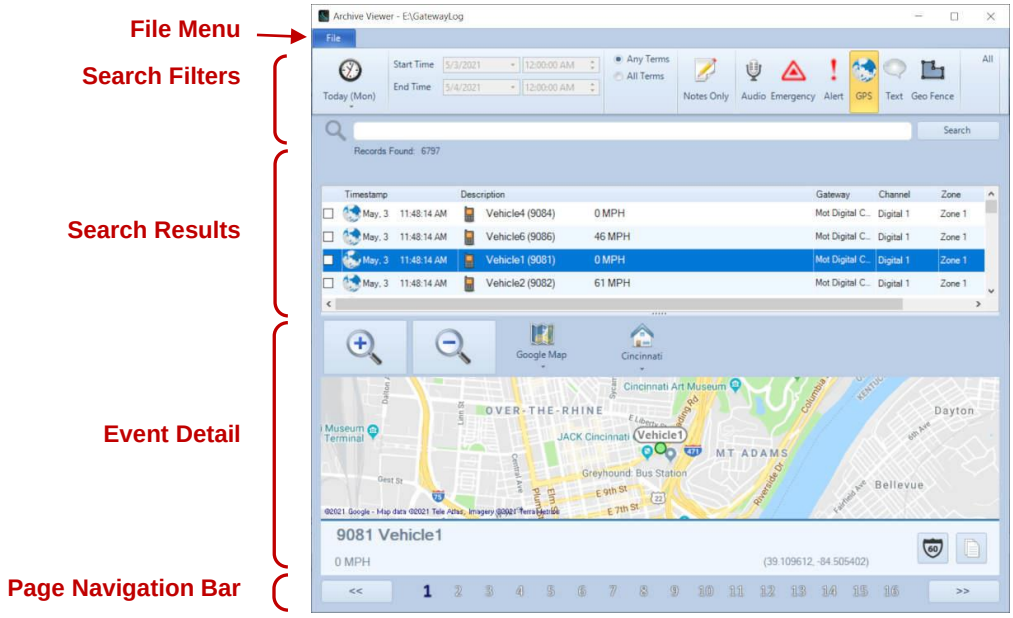


13 ARCHIVE VIEWER

The Archive Viewer may be opened using either of the following methods:

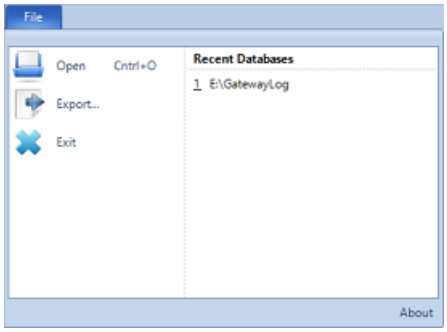
- To open the embedded version of the Archive Viewer from RadioPro Dispatch client, click the Archive tool on the Toolbar.
- During installation of RadioPro Dispatch, the stand-alone ArchiveViewer.exe is copied to the installation folder.
  From the folder: `C:\Program Files (x86)\RadioPro\`
  copy the file named: `ArchiveViewer.exe`
  to a PC that requires access to the RadioPro database.

The **Archive Viewer** has major sections indicated below; ***Search Filters***, ***Search Results***, ***Event Detail***, and ***Page Navigation Bar***.



13.1 Archive Viewer File Menu

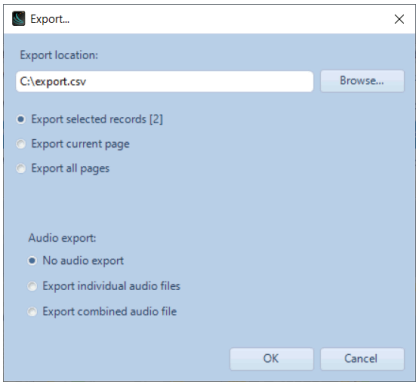
Click **File** to open the **Archive Viewer File Menu.**



13.1.1 Open Archive Directory

Choose **Open** to change the folder location of the archive viewer.

13.1.2 Export Archive Records



Choose **Export** to open the **Export** window.

- **Export Location:** Type or **Browse** to a location on disk where a CSV file can be stored.
- **Record Selection**
  - **Export selected records:** Use this feature to only export the records that were selected in the archive viewer search results. Records can be selected by checking the box in the first column of the search results window.

  - **Export Current Page:** Only export records that are on the currently selected page. Each page will only have 100 results.
  - **Export all pages:** This will export all of the results from the last archive viewer search.
- **Audio Export**
  - **No audio export:**
    - Information about any audio transmissions will be recorded in the CSV file but the actual audio will not be exported.
  - **Export individual audio files:**
    - A WAV file for each audio transmission will be saved in the same folder you chose to save the CSV file.
  - **Export combined audio file:**
    - A single WAV file will be saved in the same folder you chose to save the CSV file. This WAV file will contain each audio transmission file from the search results.

Press **OK** to begin the export. The CSV file will have the following columns:

Column Name

Record Type	Radio Type	Username	ID	Gateway	Zone	Channel	Zn / Ch	Date	Time	Fence Name	Fence Condition Met For	MPH	Latitude	Longitude	Text	Notes
Audio																
GPS																
Text																
Geo Fence																

Some columns will be blank. As the chart above shows, different record types will only fill in columns where there is data.

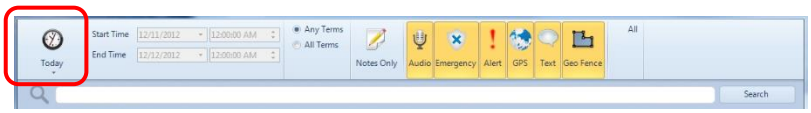
13.2 Search Filters Area

The ***Search Filters Area*** of the **Archive Viewer Window** allows very flexible searching of the database and display of the search results using the features described below.

13.2.1 Quick Filter Bar

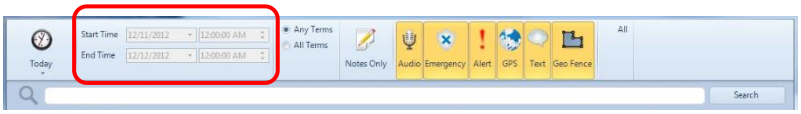
The **Quick Filter Bar** contains tools to easily find archive events based on day, time, user, radio channel, or event type.

13.2.2 Preset Time Intervals



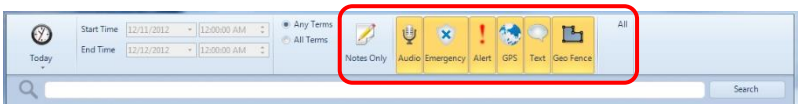
The **Preset Time Intervals** allows various selections such as “Today”, “Yesterday”, “This Week”, “Last Week” and others. To specify a Preset Time Interval, click the button, and then choose an interval from the drop-down list

13.2.3 Custom Time Interval



Custom **Start Time** and **End Time** may be specified for time periods that are not in the **Preset Time Intervals** list. To specify a Custom Time Interval, click the button, choose **Custom Interval** from the drop-down list, and then complete the **Start Time** and **End Time** fields.

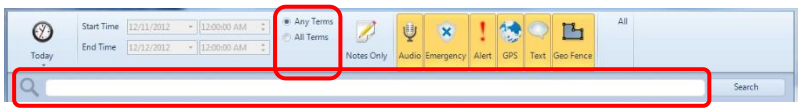
13.2.4 Event Type(s)



One or more Event Types may be selected as part of the search criteria. Click the **All** button to quickly select all event types. If a search is performed with no Event Type selected, the search will include ***all*** Event Types.

Click the **Notes Only** button to search only for events that have Notes attached to them. Notes are attached to an event by clicking the **Note** button on the **Recent History** tab.

13.2.5 Custom Search Criteria



Use the Custom Search Criteria box to enter specific details about the events to be found. Searchable items include Gateway name, Channel name, Zone name, Alias name, and Alias ID number. The following are some guidelines for search criteria:

- ***Separate each search detail with a space.***
- ***Any Terms*** vs. ***All Terms***: If **Any Terms** is selected, searching for **Bob North** will return all results where either **Bob** **or** **North** is found. If **All Terms** is selected, searching for **Bob North** will return all results where **Bob** **and** **North** are found in a single record.
- ***Search criteria are NOT case sensitive***. For example, a search for **North** is the same as searching for **NORTH** or for **NoRtH**.
- ***Wild card character (*)***: The wild card character can be used to search for zero or more characters after the end of a search item (and only at the end). Correct search criteria include **Bob***, or **B***. **Incorrect** search criteria include **B*b,** or ***ob**.
- ***Double quotes (" ")***: Searching for a phrase using double quotes, such as the Gateway name **"Fire North"** (including the space between the two words), will find the entire phrase within the double quotes.
- ***Special characters:*** Any special characters used in naming will be logged to the database. However, special characters cannot be used as search criteria.

13.2.6 Search Examples

Correct search criteria to locate Gateway name **Fire North** include:

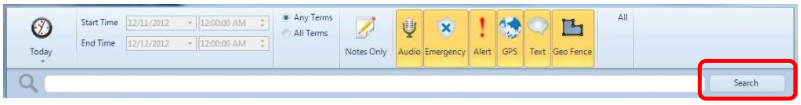
- **Fire**
- **North**
- **Fire North** (space between Fire and North)
- **North Fire** (space between North and Fire)
- **"Fire" "North"**
- **F***
- **F* N*** (space between F* and N*)
- **"fire north"**

Incorrect search criteria include: **Fire:North**, **Fir**, **Nor**, **"North Fire"**, **FireNorth, *orth**, **No*th**.

.

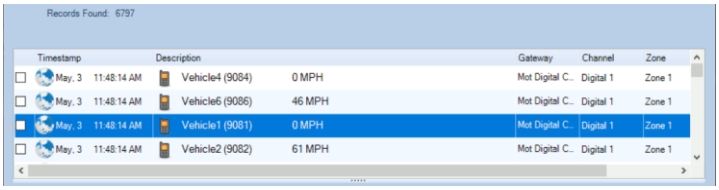
13.2.7 Search Button

Click the **Search** button to perform a search for all parameters selected in the Search Filter Area.



13.3 Search Results Area

The Search Results Area will display the records that match the search criteria specified in the Search Filters Area. The various sections of the Search Results Area are described below.



13.3.1 Records Found

This parameter displays the number of Records Found that match the search criteria.

13.3.2 Records Found List

This section lists the Records found that match the search criteria.

13.4 Event Detail Area

The Event Detail Area lists specifics about the event that is selected in the Search Results Area, and will change depending if the selected event is a Voice Recording, Subscriber GPS Location, Text Message, or Geo-fence Event.

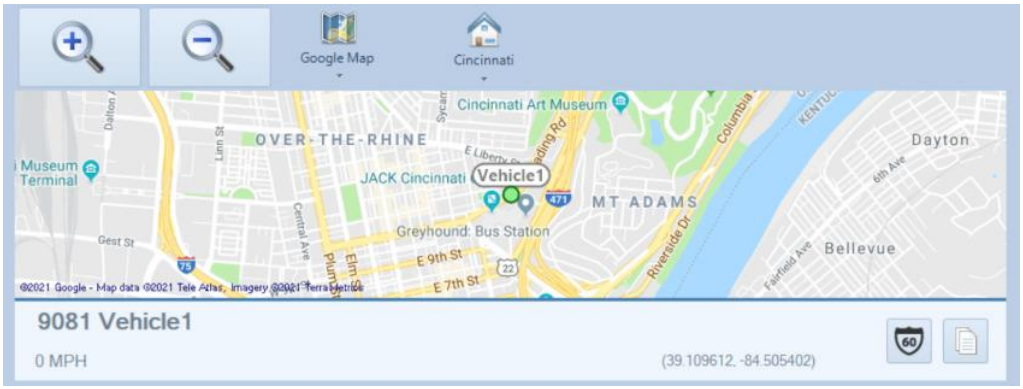
13.4.1 Voice Recording Detail

If the selected event is a Voice Recording, the Voice Play Tool will be displayed.

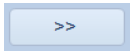
Click the Play Button to begin the playback of the selected Voice Recording. Click the Speaker Button to display the Audio Playback Level slider. Click the "Save" link to save the audio as a WAV file.

13.4.2 Subscriber GPS Location Detail

If the selected event is a Subscriber GPS Location, a Toolbar will include Zoom Tools, Map Type Tool, and Map Presets Tool. In addition, a map will display subscriber details and location for the archived event.



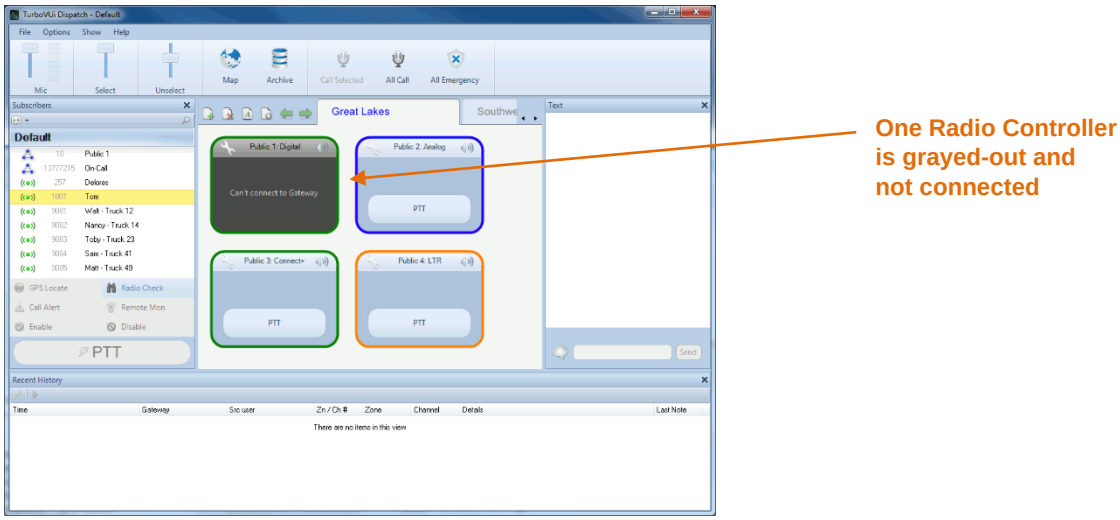
13.5 Page Navigation Area

Click or  to view the previous or next page of events or click on a number to view that page.

14 TROUBLESHOOTING . . .

14.1 What if One Radio Controller is Grayed-out?

14.1.1 Example Screenshot



14.1.2 Significance

When one Radio Controller is darkened as indicated above, it could mean any of the following:

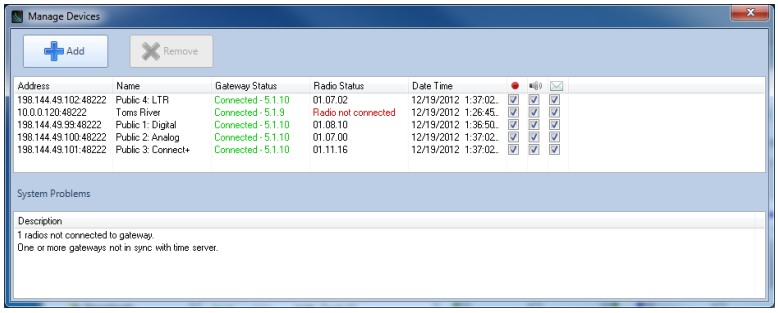
- The network connection between the PC and the IP Gateway has been lost, indicated by “Can’t connect to Gateway”.
- The IP Gateway is either turned off or is in the process of rebooting.
- The Control Station radio is either disconnected from the IP Gateway, is turned off, or is in the process of rebooting, indicated by “Radio Disconnected”.

14.1.3 Details

Further detail about the connection to an IP Gateway is available by using the information in the **Manage IP Gateways** window as follows:

- From the **Options** menu, choose **Manage IP Gateways**.

- In the **Manage IP Gateways** window shown below, the **Gateway Status** will be indicated either as **Connected** or **Not Connected**. In addition, the **Ratio Status** will be indicated as either "Connected" when its version is displayed, or **Radio not connected**.



14.1.4 Corrective Actions

Gateway Status is "Connected" and Radio Version is "Radio not connected"

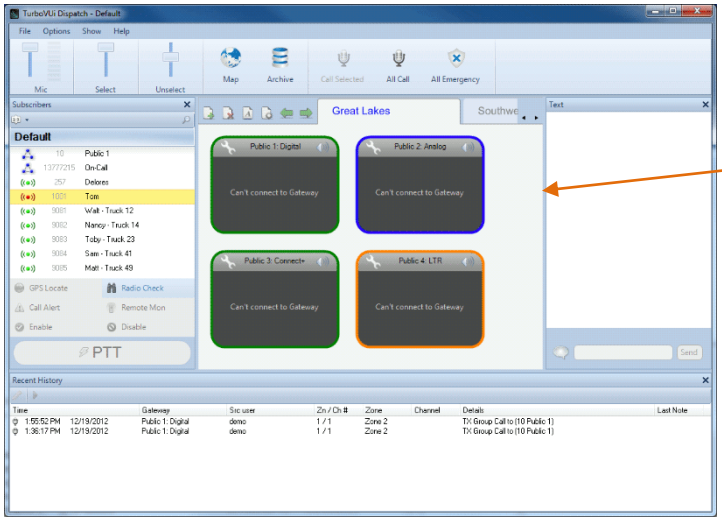
- Verify that the Control Station radio is powered on.
- Verify that the Control Station radio is physically connected to the IP Gateway using the supplied cable.
- Verify that a programming cable is **NOT** connected to the front mic connector of the Control Station radio. If a programming cable is connected to the front mic connector, remove it, and then reboot the radio.

Gateway Status is "Not Connected" and Radio Version is "Radio not connected"

- Verify that power is connected to the IP Gateway.
- Verify that the blue Power light on the front of the IP Gateway is illuminated.
- Verify that the IP Gateway is accessible to the RadioPro software by using the Ping function from a Windows command prompt.
- Look into the left-side vent holes of the IP Gateway and observe the red LED:
  - A non-blinking LED indicates that the IP Gateway has completed its rebooting sequence and is running normally.
  - A blinking LED indicates that the IP Gateway is rebooting. Rebooting should be completed within 2 minutes. If rebooting is not completed within 2 minutes, return unit to CTI Products for repair.

14.1.5 What if <u>All</u> Radio Controllers are Grayed-out?

14.1.6 Example Screenshot



14.1.7 Significance

When all Radio Controllers are darkened as indicated above, it could mean any of the following:

- Power has been removed from all IP Gateways.
- The network connection between the PC and the IP Gateways has been lost.
- A USB Hardware Key is not installed in the PC.
- A Software License that matches the USB Hardware Key is not installed.
- Temporary License has expired

14.1.8 Corrective Actions

Power has been removed from IP Gateways

- Verify that the IP Gateways have power and are powered on.

Network Connection has been Lost

- Verify that the IP Gateways are accessible to the RadioPro software by using the Ping function from a Windows command prompt.
- Verify that the IP Gateway is accessible to the RadioPro software by using the ICU.exe utility.

A USB Hardware Key is not installed

- Verify that the USB Hardware Key is installed.
- Remove the USB Hardware Key and verify that the Windows alert tone for USB disconnection is heard.

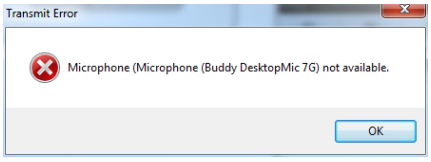
- Re-insert the USB Hardware Key and verify that the Windows alert tone for USB connection is heard.

Software License is not installed or is incorrect

- Verify that a correct Software License is installed by using the following steps:
  - From the **Options** menu, choose **Update License**.
  - In the **Update License** window, verify that the ***USB Key Id*** matches the serial number engraved on the USB Hardware Key.
  - In the **Update License** window, verify that **Connections** is correct for the number of Radio Controllers.

14.1.9 What if the Transmit Error Window is displayed?

14.1.10Example Screenshot



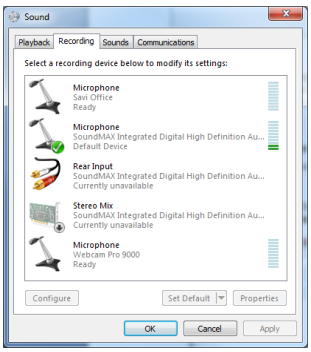
14.1.11Significance

The above window may be displayed when a PTT button is activated, and if the microphone selected for transmitting is not connected. This can occur if a microphone has been disconnected from the Dispatch PC, or if a microphone has been replaced by another microphone.

14.1.12Corrective Actions

Determine if a microphone is connected

- Determine if the Windows operating system recognizes a microphone connected to the PC by using the following steps:
  - In the Windows System Tray located at the lower-right corner of the Windows screen, right-click on the tool, and then choose **Recording devices**. The following **Sound**

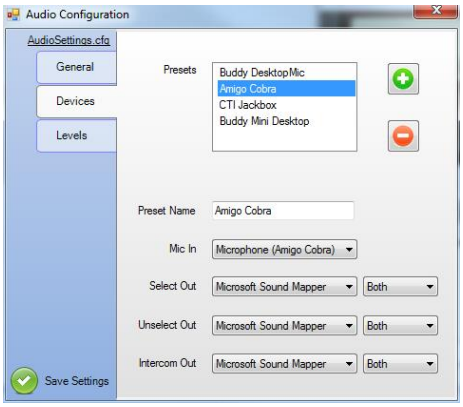


Recording properties window will be displayed.

- If the microphone does not appear in the above window, ensure that it is connected to the PC.
- If the microphone appears in the above window, speak into the microphone and notice the response of the sound level indicator. The Sound Level Indicator should reach at least 50% with normal voice volume.

Check Microphone Configuration in RadioPro Dispatch Client

- With the microphone connected, it is possible that the configuration in the RadioPro Dispatch client is incorrect. Use the following steps to verify correct configuration:
  - From the **Options** menu, choose **Audio Presets**, and then verify that the correct preset is selected.
  - Retest the microphone function in RadioPro Dispatch. If needed, ask the System Administrator to continue with the remaining steps.
  - From the **File** menu, choose **Edit**.
  - From the **Options** menu, choose **Audio Presets**, and then choose **Config**.
  - Click on the **Devices** tab to display the following window.



  - In the **Devices** tab shown above, verify that the **Mic In** parameter is correct for the Preset being examined.
  - Click **Save Settings** to exit the **Audio Configuration** window.

15 FEATURE AVAILABILITY

15.1.1 Motorola MOTOTRBO Systems

Depending on MOTOTRBO System Type, some features may not be available. Use the following table to determine if a feature discussed in this document is not available.

System Type / *Feature*	*Analog*	*Conv. Digital*	*Cap +*	*IP Site Connect*	*Linked Cap +*	*Connect Plus*
Voice Dispatch	✓	✓	✓	✓	✓	✓
Text Messaging	-	✓	✓	✓	✓	-
GPS Mapping	-	✓	✓	✓	✓	-
ARS	-	✓	✓	✓	✓	-
Private Call	-	✓	✓	✓	✓	✓
Remote Monitor	-	✓	✓	✓	✓	✓
Remote Enable/Disable	-	✓	✓	✓	✓	✓
Telephone interconnect Rec/Mon	-	✓	✓	✓	✓	✓

15.1.2 Kenwood NEXEDGE Systems

Depending on NEXEDGE System Type, some features may not be available. Use the following table to determine if a feature discussed in this document is available.

System Type	*Analog*	*Analog w/ FleetSyn*	*Digital NXDN*	*Digital NXDN w/ call ack.*	*NXDN & LTR Trunking*	*NXDN Trunking (MsgTrnkd)*
Voice Dispatch	✓	✓	✓	✓	✓	✓
Text Messaging	-	✓	✓	✓	✓	✓
GPS Mapping	-	✓	✓	✓	✓	✓
Status Updates	-	✓	✓	✓	✓	✓
Selective Calling	-	✓	✓	**Not Currently Supported**	✓	**Not Currently Supported**
Remote Monitor	-	✓	✓	✓	✓	✓
Remote Enable/Disable	-	✓	✓	✓	✓	✓

16 INDEX

A

Add Note Button, 11, 26, 28, 31, 46

Alias Name, 37

Alias Table, 38

All-Call Tool Button, 11

All-Emergency Button, 11

Archive Map, 44

Archive Viewer Window, 44

Assigned Channel, 37

Audio Preset, 9, 10, 36, 54

B

Building a Dispatch Layout, 14

C

Call Alert Button, 25

call boxes, 41

Call Select Tool Button, 11

Change User, 34

Connected, 35, 36, 51

Connection Status Indicators, 19

Control Station Radio, 13

Creating a New Layout, 14

CSV Format (comma separated values), 38

Custom Time Interval, 46

D

Devices Tab, 54

Diagnosing Volume Issues, 28

Dispatch Settings, 28

E

Emergency, 11, 13

Event Types, 46

- Notes Only, 46

G

Geo-fence, 27, 49

Geo-fences, 49

GPS Locate Tool Button, 25, 42, 43

GPS Mapping, 40, 43

Groups, 6, 11, 14, 36, 37, 38

I

IP Gateway, 6, 19, 35, 36, 50, 51, 52

K

Key

- USB Hardware, 52, 53

L

Levels Tab, 10

License

- Export, 36
- Update, 36, 53
- USB Key, 36

Login, 7, 34

Logs, 39

M

Manage Devices Window, 13, 35, 50, 51

Map Presets Tool Button, 42, 49

Map Type Tool Button, 42, 49

Menu

File, 34

Help, 39

Options, 9, 35

O

Overview, 6

P

Page Navigation Bar, 44

Patch, 18

Play Button, 49

Pocket Mobile App, 6

Preset Time Interval, 46

Private Call, 40

PTT Tool Button, 40, 43

Q

Quick Filter Bar, 46

R

Radio Check Button, 25

Radio Controller, 9, 11, 14, 17, 18, 19, 50, 52, 53

Radio Controller tab, 7

Radio Disconnected, 19, 50

Radio ID, 17, 18, 26, 36, 37

Recent History tab, 7, 28, 31, 46

Records Found, 48

Remote Disable Button, 25

Remote Enable Button, 25

Remote Monitor Button, 25

Reports, 12

Restart Gateway, 36

Restart Radio, 13, 36

S

Show Console, 39

Snap-to-Road Route, 40

Sorting, 26

Subscriber Contacts, 36, 37, 38

Subscriber List Sub-folder, 26, 43

Subscribers tab, 24

T

Text Messaging, 6, 7, 42, 43

Tool Bar, 9, 10, 12, 13, 17, 40, 42, 44, 47, 49

Tool Buttons, custom, 11, 12

Toolbar, 9, 10, 11, 12, 13, 17, 40, 42, 44, 47, 49

Toolbar Buttons, custom, 11, 12

Transmit Error, 53

V

Version, 1, 39, 51

Voice and Event Logging, 6, 12, 28

Volume Adjustments

Receive, 18

Select Receive, 9, 11

Unselect Receive, 9

Volume Info button, 28

W

Warning

Disk Storage Caution, 12

X

XPR4550, 13

Z

Zoom, 42, 49