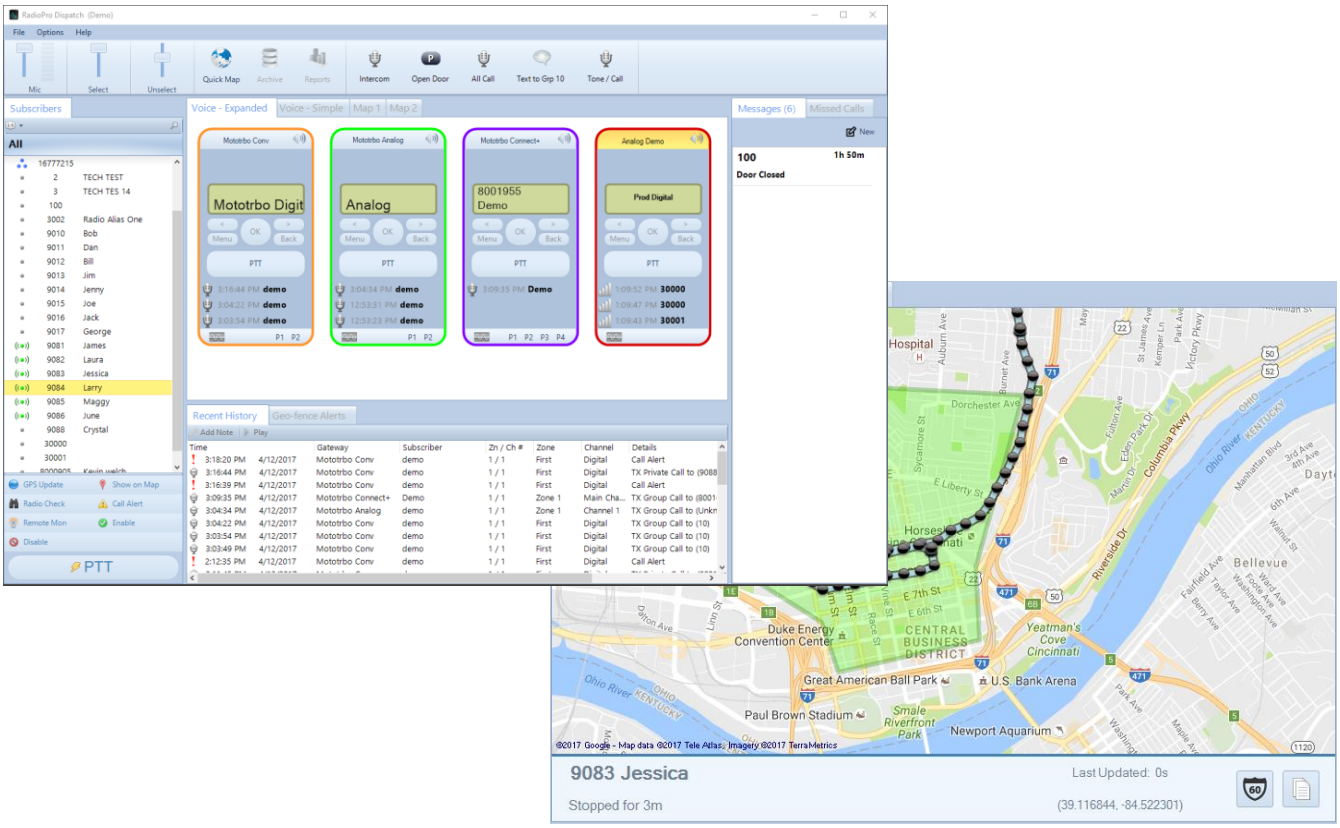
RadioPro™ Dispatch

Demo Installation and Test Drive



For Version 9 Software

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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Disclaimer

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

Fonts used in this document:

Technical terms

Cross-references within this document

Hyperlinks to other documents or web pages

Warnings

Notes and important information

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

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RADIOPRO DISPATCH OVERVIEW

RadioPro Dispatch is a Windows® based console solution for applications requiring connection to many **MOTOTRBO** or **NEXEDGE** digital talk groups or analog channels. 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:

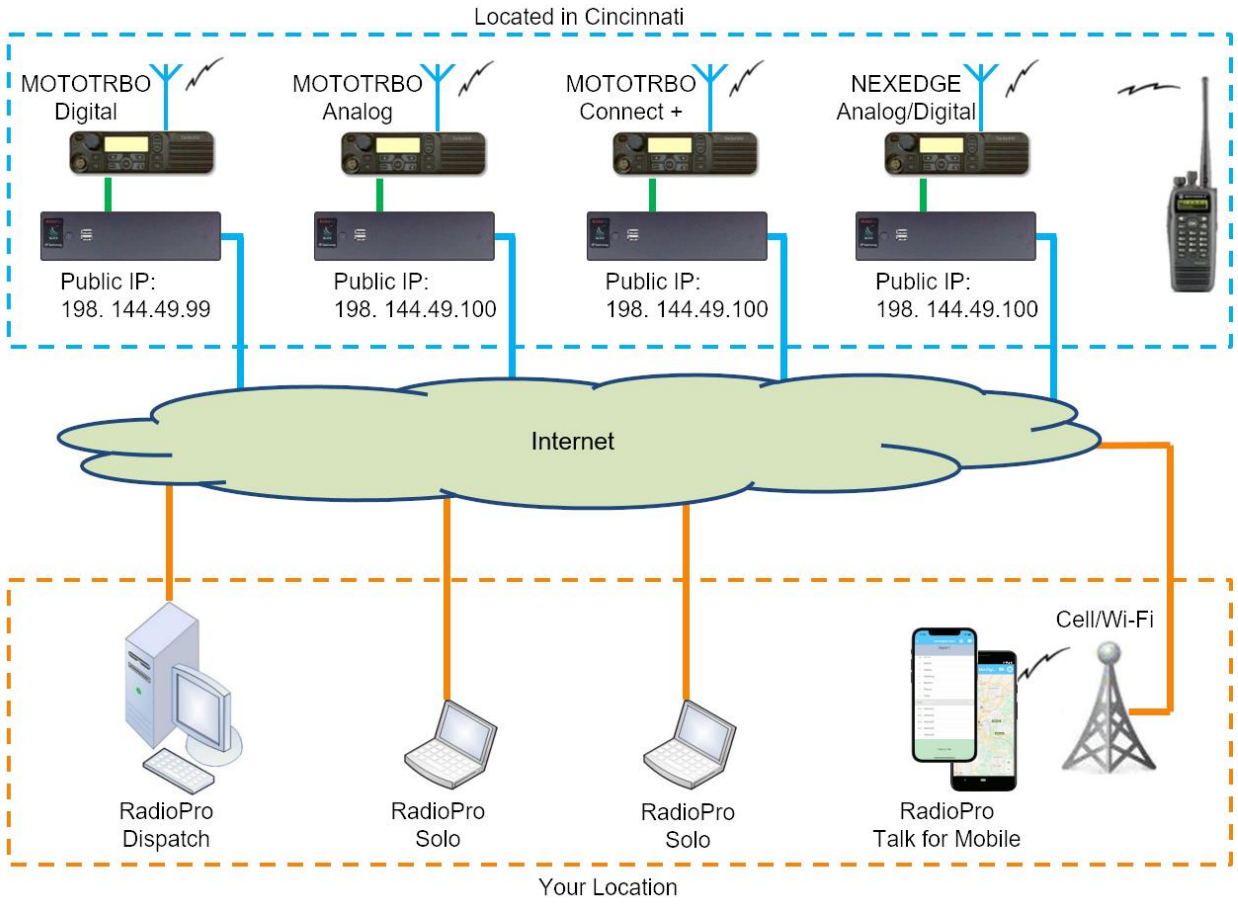
- Voice dispatching for 1 to 50 digital talk groups or analog channels
- GPS mapping of radio subscriber units
- Text messaging
- Voice and event logging and playback
- Telemetry
- Remote I/O
- Reverse Geocoding
- Call boxes with Avigilon CCTV Integration

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

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 digital talk group or analog channel to be communicated with simultaneously. The IP Gateways and control station radios can be centrally located or scattered among different locations.

DEMO RADIO SYSTEM

A demo radio system is installed at our Cincinnati location and is depicted below. Any software that is downloaded from our site will be configured to communicate with this demo radio system. A user can then communicate with us using one of the applications mentioned in the previous sections of this document.



QUICK START

Use the following steps to quickly download and install RadioPro Dispatch client software for demonstration purposes. Once installed, the RadioPro Dispatch client software will be preconfigured to communicate with our demo radio system in Cincinnati Ohio. A small number of steps will be required to make the RadioPro Dispatch client fully functional on your Windows® PC or notebook.

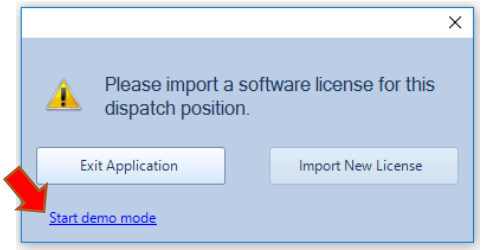
1. Download the RadioPro demo client using the following link:
   http://ctiproducts.com/SoftwareDownloads/RadioPro/RadioPro_Dispatch_v9.exe

2. Install the RadioPro Dispatch client by running the file downloaded in Step 1.
   a. Choose the appropriate language when the Select Language window is displayed, and then click the **OK** button.
   b. Choose defaults for all other prompts.

3. The RadioPro Dispatch client must have the **Run as Administrator** parameter enabled. For Windows 8 and 10, use the following steps:
   a. Right-click on the ***RadioPro Dispatch*** icon on the desktop, then click **Properties** from the menu.
   b. On the **Shortcut** tab, click the **Advanced** button, place a check in the box for **Run as administrator** and then click the **OK** button on this **Advanced Properties** window.
   c. Finally, click the **OK** button at the bottom of the **RadioPro Dispatch Properties** window.

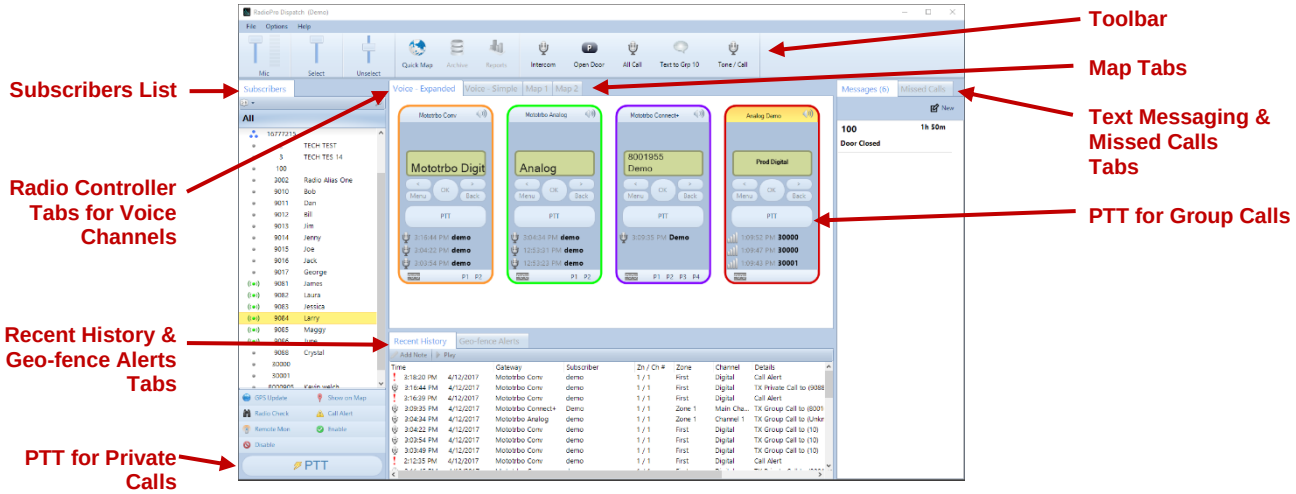
4. Run the RadioPro Dispatch client by double-clicking the icon on the Windows desktop.

5. When the **Import License** window is displayed, click **Start demo mode** as shown at right.



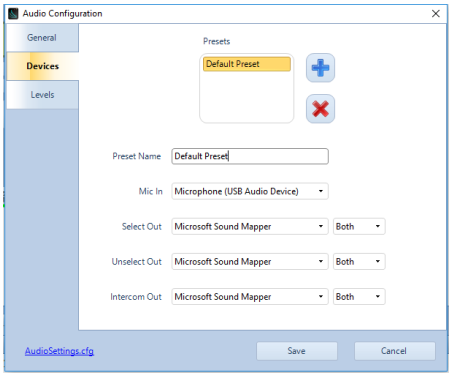
6. On the **Choose a demo** window, choose **All features** to be able to experience both Voice and GPS/AVL capabilities.

A typical startup screen will appear as shown below. Four channels will appear in the Radio Controller tab named "**Voice – Expanded**". Another tab named "**Voice – Simple**" shows the same four channels, but with less features.
This main window can later be customized to show or hide any of the listed panels, reposition panels, or even



undock certain panels to another monitor.

7. Configure audio input (microphone or headset) and output (speakers or headset) devices to allow communication with other demo users and CTI Products. If using a notebook, the internal microphone and speakers may be used. If better sound quality is desired, plug in a USB microphone or headset before performing the following steps.
   a. Change to Edit mode: **File** > **Edit**
   b. Open the Devices tab of the Audio Configuration window: **Options** > **Audio Presets** > **Configure** > **Devices**
      The window at right will be displayed.



   c. For the **Default** preset, choose a microphone from the **Mic In** drop-down list.
   d. In addition, choose an output device from the drop-down lists for **Select Out**, **Unselect Out**, and **Intercom Out**. For demo purposes, a common device should be selected for all three.
   e. Click the **Save** button.

8. Voice recording/playback can be configured if a secondary storage device is available. Note that the C:\ (operating system) partition cannot be used as a target for recordings. Viable options for storing recordings are a 2nd disk or partition on the local PC, or a network location. For demonstration purposes only, a USB thumb drive may be used. Use the follow steps to configure a recording destination:
   a. If not already in Edit mode, change to Edit mode: **File** > **Edit**
   b. Open the History Logging page of the Dispatch Settings window: **Options** > **Dispatch Settings** > **History Logging**
   c. Place a check mark in the **Enable logging of events and audio** box, click the button to select a storage location, and then click the **Apply** button.

9. Change to Lock mode and save the configuration: **File** > **Lock**

WHAT'S WHAT?

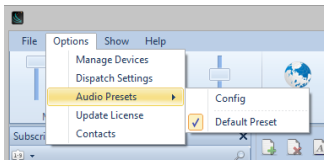
Main Toolbar

The **Main Toolbar** on the main window contains tools for **Audio levels**, as well as standard and custom buttons as described below.

Audio Controls

Initial Settings

Use the audio sliders on the **Main Toolbar** to adjust audio levels for **Mic** transmit audio, **Select** receive audio and **Unselect** receive audio. A VU meter is located next to the **Mic** audio slider to visually determine the loudness of outgoing transmissions.



Begin by selecting an **Audio Preset** 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 **Main 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%.

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 VU meter (located on the **Main 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.

System Administrator Adjustment

If a wider range of adjustment is needed, the System Administrator can adjust the microphone transmit audio level by right-clicking the speaker tool in the Windows system tray to display the Operating System Volume Mixer.

- 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.

Select and Unselect Audio Sliders

One or more Radio Controllers can be "Selected" to have their audio received at the "Select" audio level, determined by the **Select** volume slider that is located in the **Main Toolbar**.

To adjust **Select** or **Unselect** volume levels, click and drag the slider to the desired level. Typically, the **Select** audio will be set at 100%, and the **Unselect** audio will be set at a value less than 100%.

There are various ways to adjust incoming volume:

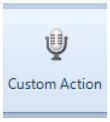
- For any **Radio Controller**, click on the speaker tool in the **Radio Controller** window header to show the volume slider for this radio channel. Click and drag the slider to the desired level. Double-click the speaker tool to toggle between mute and un-mute states.
- To adjust "Select" and "Unselect" volume levels, use the **Select** or **Unselect** volume sliders on the **Main Toolbar**. Click and drag the slider to the desired level.
- If desk speakers are installed, use the Volume knob to adjust the speaker volume.

System Administrator Adjustment

If a wider range of adjustment is needed, the System Administrator can adjust the overall speaker volume by right-clicking the speaker tool in the Windows system tray, then clicking on **Playback Devices** to display the Operating System Volume Mixer. The volume sliders should normally be set to 100%.

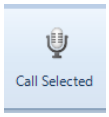
Custom Action Buttons

The **Main 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.



Call Selected

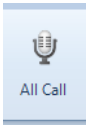
A toolbar button may be configured to make a call to one or more "Selected" Talk Groups. "Select" a single Talk Group by clicking on the header portion of the Radio Controller. "Select" multiple Talk Groups by holding down the Ctrl key on the keyboard, and clicking on the header portion of various Radio 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 touch-screen 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.

All Call

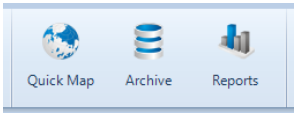
A toolbar button may be configured to make a call to all radio subscribers in the radio system. To initiate an All Call to every subscriber in the radio system, click and hold the **All Call** toolbar button while speaking into a microphone or headset. All Call voice messages are queued in memory, and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



All Emergency

A toolbar button may be configured to activate the emergency tone on each radio in the system.

Quick Map, Archive, and Reports Toolbar Buttons



The **Map Toolbar** contains 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.

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.

Emergency Events

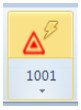
Indicators

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

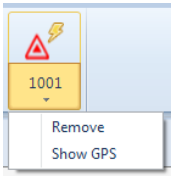
- An Emergency Notification Tool is placed in the **Main Toolbar**. This tool can be used to respond to the radio user that initiated the emergency. It is also used to clear the emergency.
- A red emergency icon is visible in the Subscribers Window, next to the subscriber who initiated the emergency.
- An audio alarm signal is activated.

Operation

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



- PTT – The top portion of the Emergency Notification Tool in the **Main 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.

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:

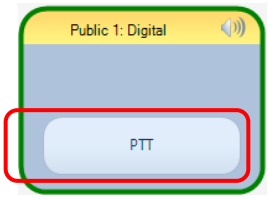
1. From the **Options** menu, choose **Manage Devices**.
2. Right-click the radio where the emergency state must be cleared, and then choose **Restart Radio**.

Voice Tab(s)

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

Making a Voice Call to a Talk Group

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 touch-screen 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.



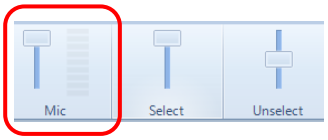
Transmit Indicators

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.

Adjusting Transmit Volume

Use the **Mic** audio slider on the **Main 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.



Patching

If enabled by the System Administrator, the **Patch** button will be added to the header of the Radio Controller, enabling the creation of a patch between a pair of Talk Groups. When a patch is created, transmit and receive voice traffic will be shared by both 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.

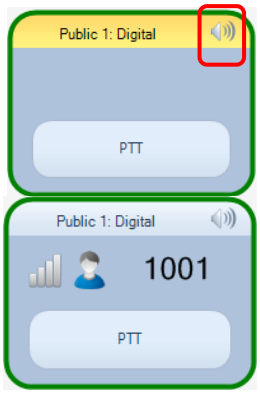
To create a patch, click the button (until it is highlighted as shown at right) on the two Radio Controllers that are to be patched together. Patching is limited to a single pair of Talk Groups for the entire RadioPro system.

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

Receiving a Call

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.



Receive Indicators

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.

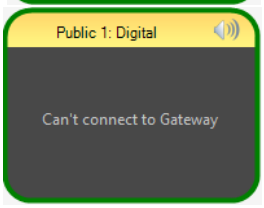
Connection Status Indicators

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.

Can't Connect to Gateway

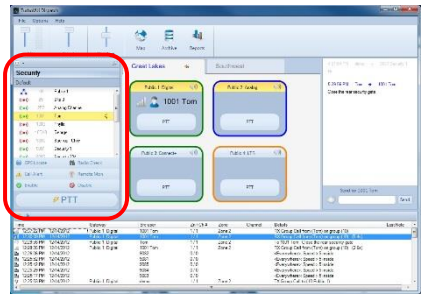
When the RadioPro Dispatch client cannot communicate with the connected IP Gateway, the Radio Controller background is shaded dark gray, and "Can't connect to Gateway" is displayed.



Subscribers Panel

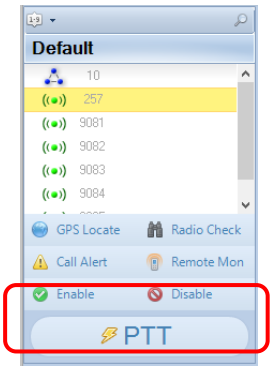
The **Subscribers** panel lists radio subscriber and subscriber groups. In addition to the Radio ID, the list may also contain alias names for radio subscribers.

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



Making a Group or Private Call

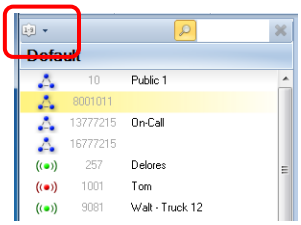
To initiate a group or private voice call using the **Subscribers** tab, select a Group or Private subscriber, and then click and hold the **PTT** button at the bottom of this window while speaking into a microphone or headset. Alternatively, if a touch-screen is installed, touch and hold the **PTT**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



Sorting the Subscriber List

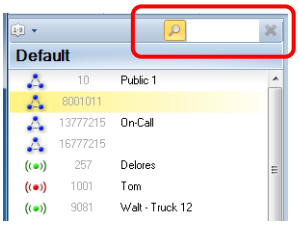
Click the tool near the top of the Subscribers tab to sort the subscriber list numerically by **Radio ID**. Click it again to sort in reverse order. Note that the button changes to and indicates a reverse order sort.

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.



Searching for a Subscriber

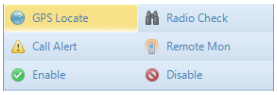
Click the tool near the top of the Subscribers tab to show the Search box. Type characters in the Search box for a subscriber radio ID or an alias name. Click the tool to clear the typed characters from the Search box.



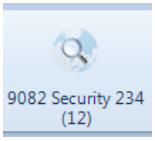
Subscriber Action Buttons

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

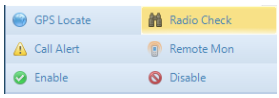
GPS Locate



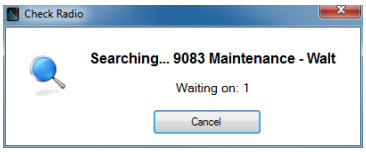
Click the **GPS Locate** button to locate the selected subscriber. After clicking this button, the Quick Map icon on the **Map Toolbar** will display a count-down to locate the radio subscriber. If a GPS response message is received from the subscriber radio, the Quick Map window will open, and the subscriber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



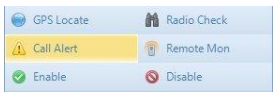
Radio Check



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.

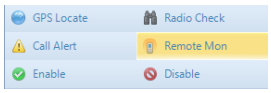


Call Alert



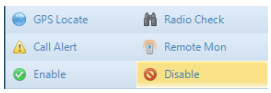
Click the **Call Alert** button to activate the alert tone on a subscriber radio. The alert tone will sound on the subscriber radio until the user responds to it.

Remote Monitor



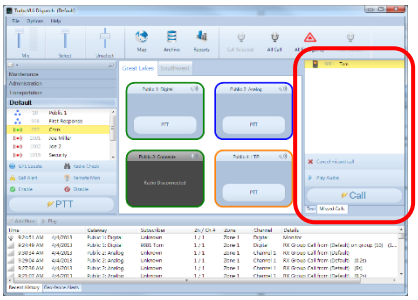
Click the **Remote Monitor** button to remotely key-up a subscriber radio. This function must be enabled in the subscriber radio to allow this function. If function is enabled, the radio will key-up for a period of time configured in the radio.

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.

Missed Calls Panel

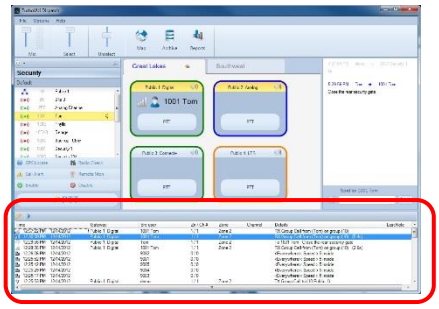


The **Missed Calls** panel will display a list of incoming private calls that have not been responded to from the Dispatcher with a return private call. When a private call is made from the Dispatcher to a subscriber in this list, the subscriber will be removed from the list.

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

- To 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.

Recent History Panel



The **Recent History** panel includes the most recent events of the radio system, including voice calls, text messages, call alerts, and emergencies. The number of events displayed in this window can be configured by your System Administrator, between 1 and 500.

- 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.
- 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.

GPS Map Tab(s)

GPS map tabs are configured during installation and occupy a space on the desktop determined by the System Administrator. 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.

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 Time-stamp at a location and Speed of Subscriber by hovering over any Trail Crumb.

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.

Subscriber Actions

Select a Subscriber

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

Make a Private Call

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

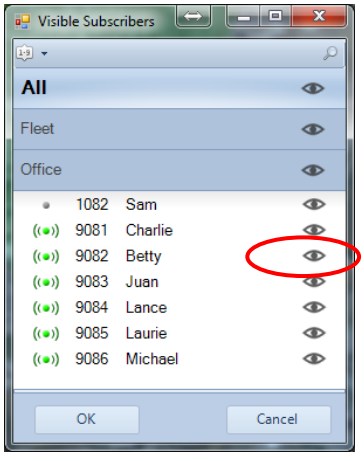
Send a Text Message

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

Map Toolbar buttons

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** window 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

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.

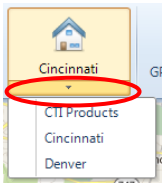
Follow (the Visible Subscribers) Button

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

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.

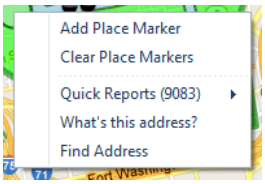


Map Type Button

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

More Map Features

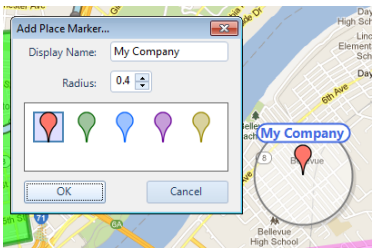
Right-click a point on the GPS map to display the menu shown at right.



Place Markers

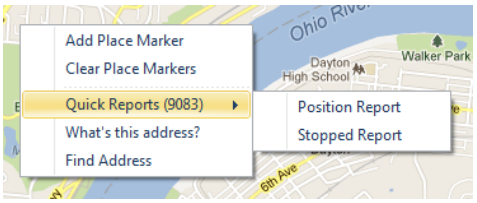
Choose **Add Place Marker** to add a marker to the map. Using the Add Place Marker window, customize the marker for marker Display Name, Radius, and color. A marker with the chosen parameters will be shown on the GPS map.

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



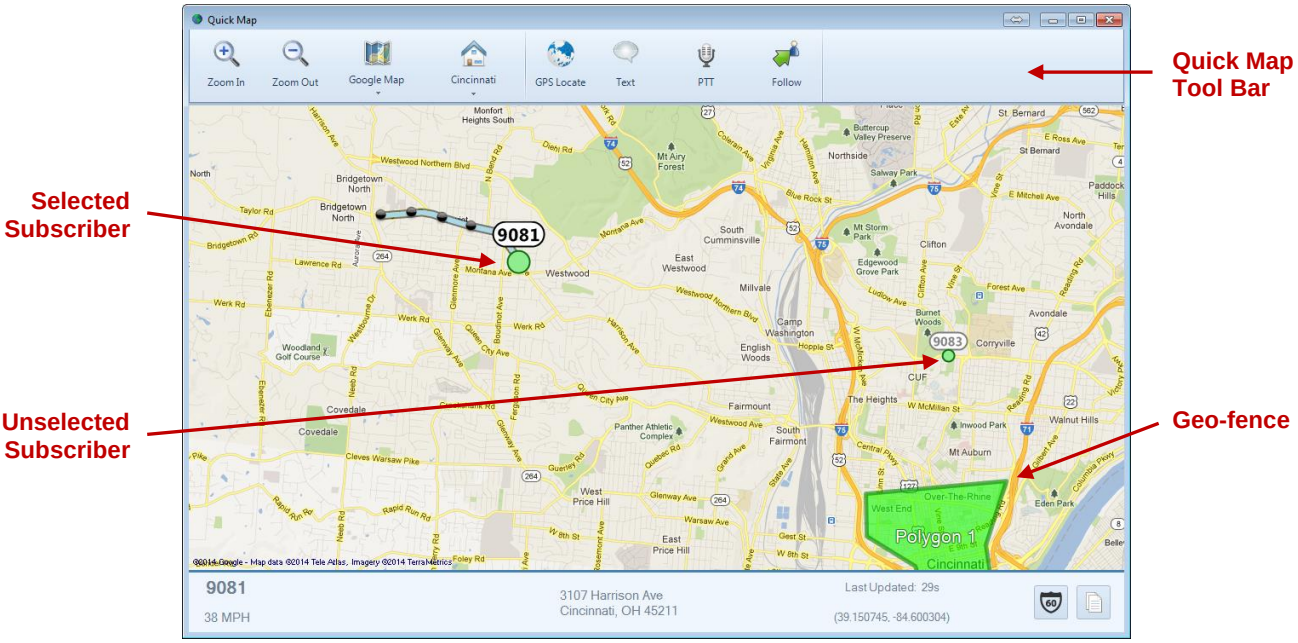
Quick Reports

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***.



Quick Map

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

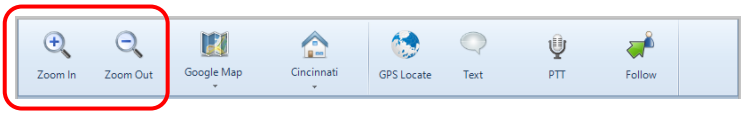


Quick Map Toolbar

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

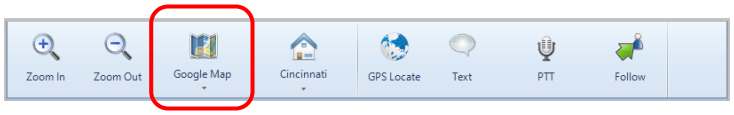
Zoom Tools

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



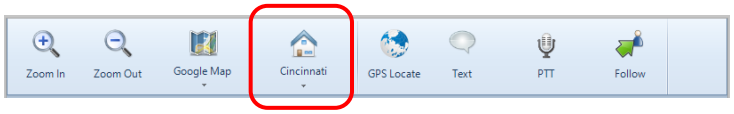
Map Type Tool

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.



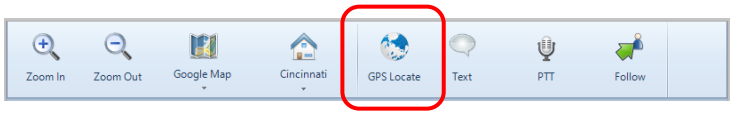
Map Presets Tool

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.



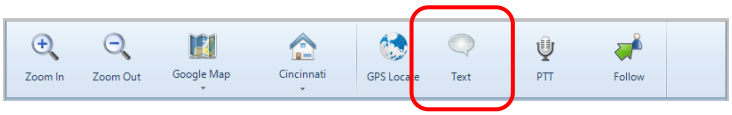
GPS Locate Tool

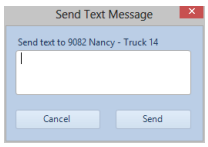
This tool duplicates the function of the **GPS Locate** button located in the **Subscribers** tab. Before clicking this tool, select a Subscriber from the **Subscriber List**. Click the **GPS Locate** button to locate the selected subscriber. After clicking this button, the **GPS Locate** tool will change 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.



Text Messaging Tool

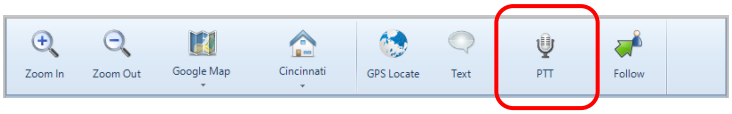
Use this tool to send a text message to the subscriber selected on either the **GPS Map Window**, or in the **Subscribers** tab. After clicking this tool, the **Send Text Message** window will be displayed as shown at right.





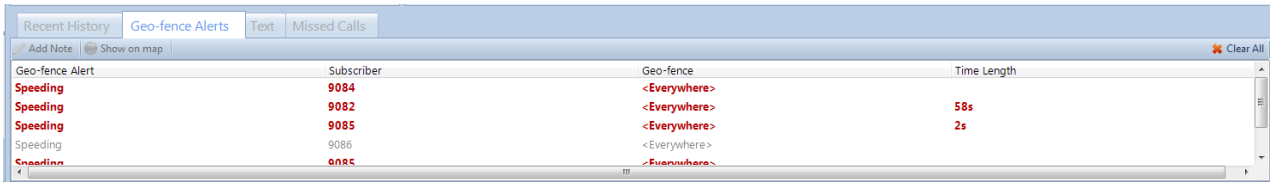
PTT Tool

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.



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.

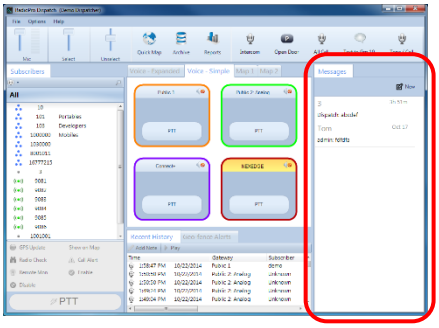


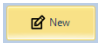
Messages Panel

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

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 

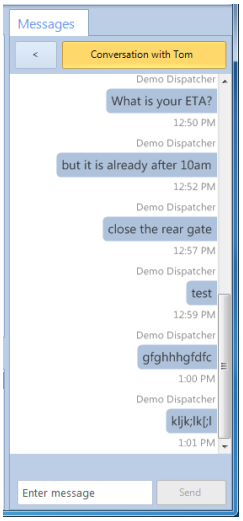
button. In the **New Text Message** box, choose one or more recipients, and choose an option for **When to send** from the drop-down list. Finally, type the message, and then click the

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.

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

button.

Menus

File Menu

Change User

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

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.

Edit

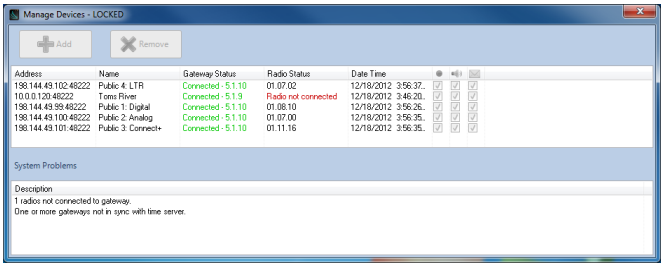
The **Edit** menu item is used by the System Administrator to customize the operation and screen layout of the RadioPro Dispatch client software.

Exit

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

Options Menu

Manage Devices



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

Status Table

Table headings in the Manage Devices window are 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 Status
Indicates firmware version of Radio if connected, or "Not Connected".

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.

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.

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.

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.

Update License

When not in ***Edit*** mode, the **Update License** window can be viewed, but cannot be altered.

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

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.

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.

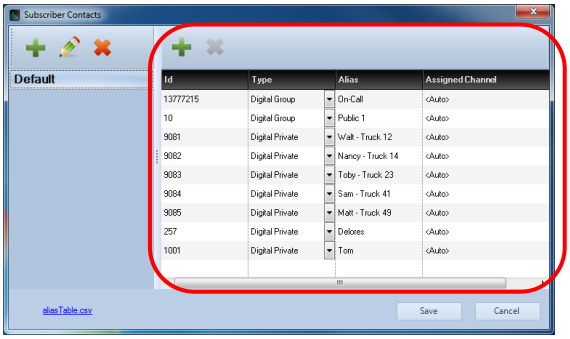


Table headings in this window are defined as follows:

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

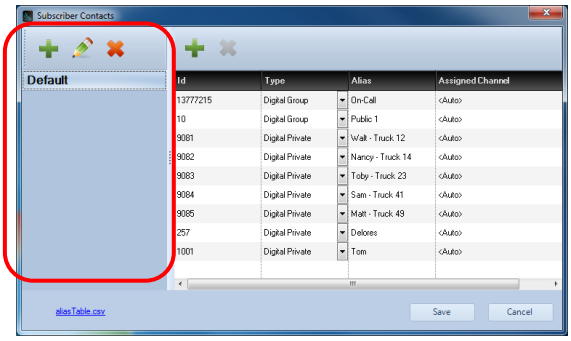
Alias name associated with a Subscriber Radio ID

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.

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.

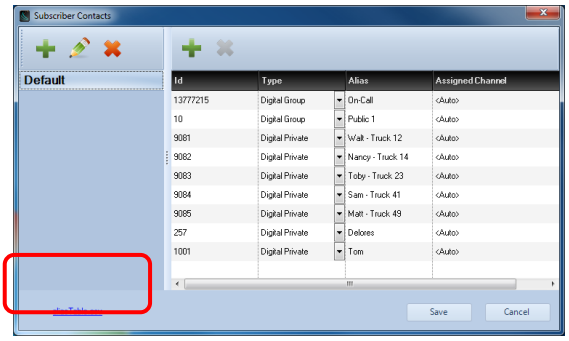


Saving the Contacts List

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.



Help Menu

About

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

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.

Logs

This feature is used by CTI personnel only.

ARS / GPS Events

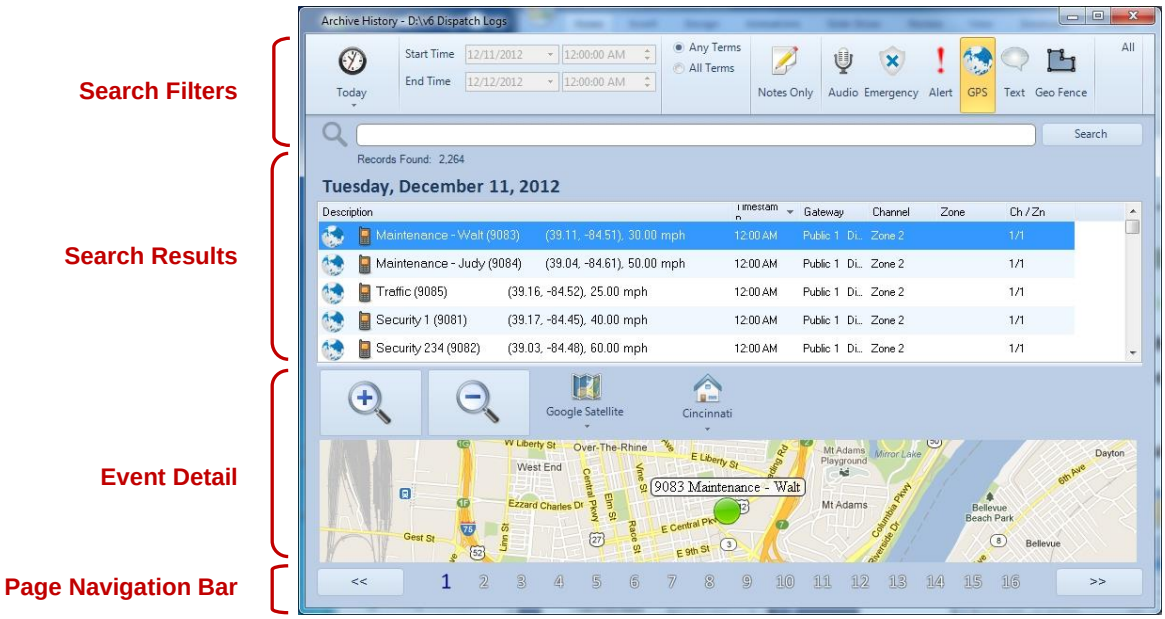
This feature is used by CTI personnel only.

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 **Map 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***.



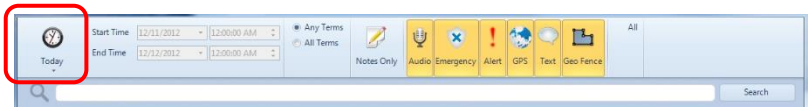
Search Filters Area

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.

Quick Filter Bar

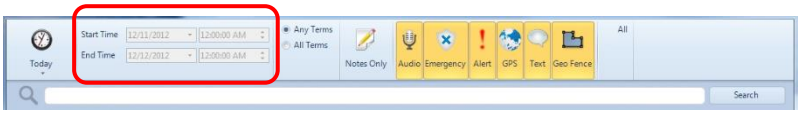
The **Quick Filter Bar** contains tools to easily find archive events based on day, time, user, radio channel, or event type.

Preset Time Intervals



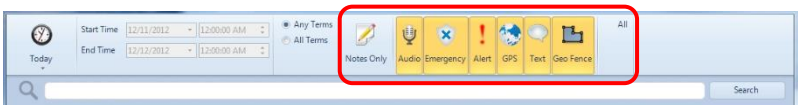
The list of **Preset Time Intervals** allows various selections such as "Today", "Yesterday", "This Week", "Last Week" and others. To specify a Preset Time Interval, click the button, and then choose an interval from the drop-down list

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.

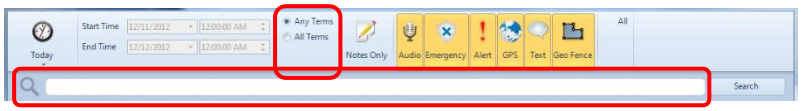
Event Type(s)



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.

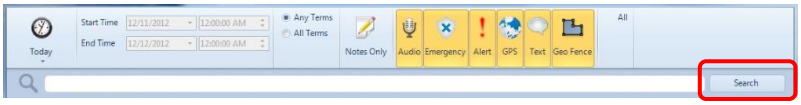
Custom Search Criteria



Use the Custom Search Criteria box to enter specific details about the events to be found, such as Radio ID, User Alias Name, IP Gateway Name, Channel, and Zone. Separate each search detail with a space.

Before clicking on the **Search** button, choose "Any Terms" or "All Terms".

Search Button



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

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.

Records Found

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

Search Target Date

This parameter displays the Date for the Records displayed.

Records Found List

This section lists the records that match the search criteria.

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.

Voice Recording Detail

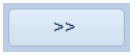
If the selected event is a Voice Recording, the Voice Play Tool will be displayed.

Click the Play Button to begin the playback of the selected Voice Recording. Click the Speaker Button to display the Audio Playback Level slider.

Subscriber GPS Location Detail

If the selected event is a Subscriber GPS Location, a **Map 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.

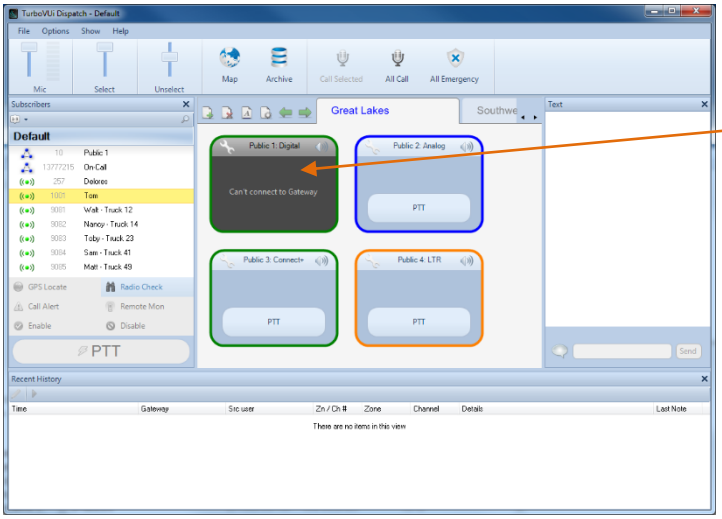
Page Navigation Area

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

WHAT IF . . .

What if <u>One</u> Radio Controller is Grayed-out?

Example Screenshot



Significance

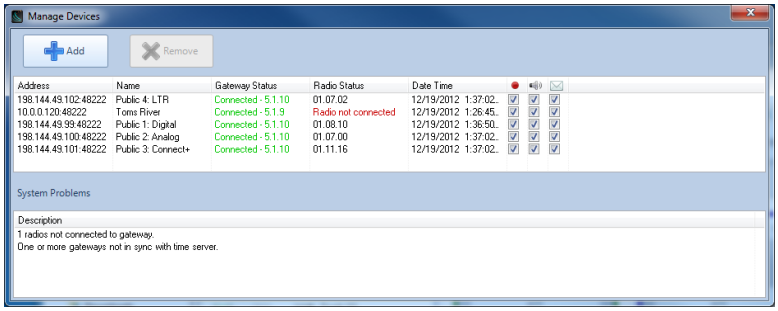
When one Radio Controller is darkened as indicated above, it could mean any of the following:

- 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".

Details

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

- From the **Options** menu, choose **Manage Devices**.
- In the **Manage Devices** 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**.



Corrective Actions

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

- Verify that the Control Station radio is powered on.

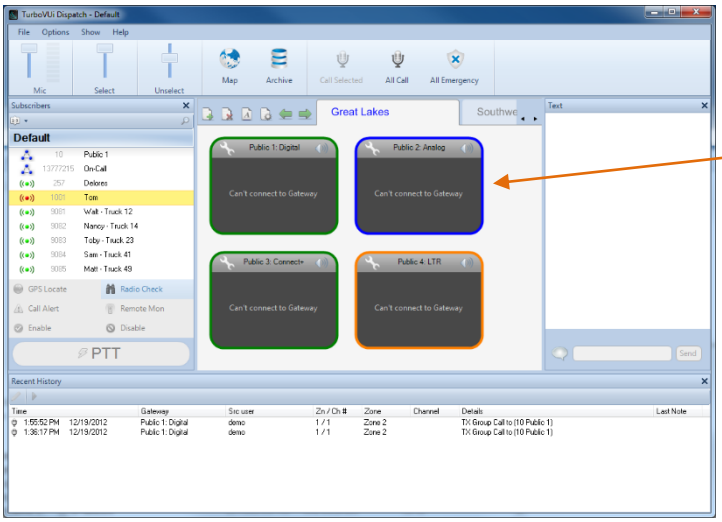
- Verify that the Control Station radio is physically connected to the IP Gateway using the supplied cable.
- Verify that a programming cable is **NOT** connected to the front mic connector of the Control Station radio. If a programming cable is connected to the front mic connector, remove it, and then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

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

Example Screenshot



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 Software License is not installed.

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.

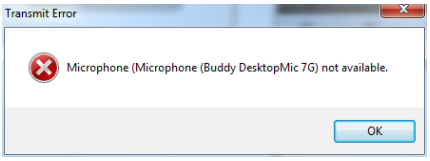
Software License is not installed or is incorrect

- 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 **Connections** is correct for the number of Radio Controllers.

What if the Transmit Error Window is displayed?

Example Screenshot



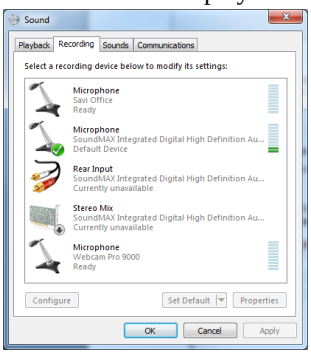
Significance

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.

Corrective 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.

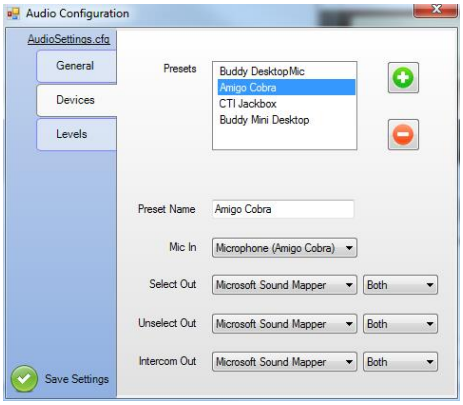


  - If the microphone does not appear in the above window, ensure that it is connected to the PC.
  - If the microphone appears in the above window, speak into the microphone and notice the response of the sound level indicator. The Sound Level Indicator should reach at least 50% with normal voice volume.

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.

FEATURE AVAILABILITY

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		✓	✓	✓	✓	✓

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 not available.

System Type / Feature	Analog	Analog FleetSync (radio IDs)	Digital NXDN (Conv.)	Digital NXDN w/ call ack.	NXDN & LTR Trunking	NXDN Trunking (Msg Trnkd)
Voice Dispatch	✓	✓	✓	✓	✓	✓
Text Messaging		✓	✓	✓	✓	✓
GPS Mapping		✓	✓	✓	✓	✓
Status Updates		✓	✓	✓	✓	✓
Selective Calling		✓	✓		✓	
Remote Monitor		✓	✓	✓	✓	✓
Remote Enable/Disable		✓	✓	✓	✓	✓

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