



# DISPATCH CONSOLE USER MANUAL



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PlusPTT Dispatch Console is a desktop application running on Windows operating system. By using voice communication, emergency alarm and real-time positioning, the operator can quickly direct the staff and make the daily work flow healthier and more efficient. Being able to evaluate the instant terminal information coming from the field as a whole gives the operator the ability to make the right decisions on time. Also, being able to respond quickly to emergency alarms helps to minimize various risks on the workplace.

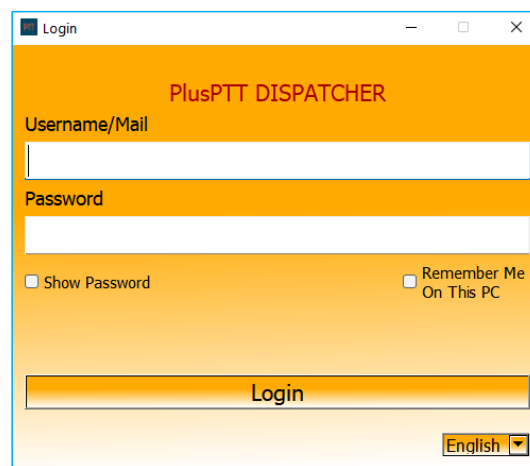
## INSTALLING THE APPLICATION

### Minimum Requirements

The minimum requirements of the PC on which you will install PlusPTT Dispatch Console should be as follows;  
- Windows 10, 2GB RAM, 2GB free disk space

### User Login

Open the application by double-clicking on the file PlusPTTTDispatcher.exe. The following Login Screen will appear. Type the username and password given to you. Select the language from the bottom right of the screen and click the "Login" button. If your login credentials are accurate, you will see the "Login successful" message and then be able to access the Dispatch



PlusPTT DISPATCHER

Username/Mail

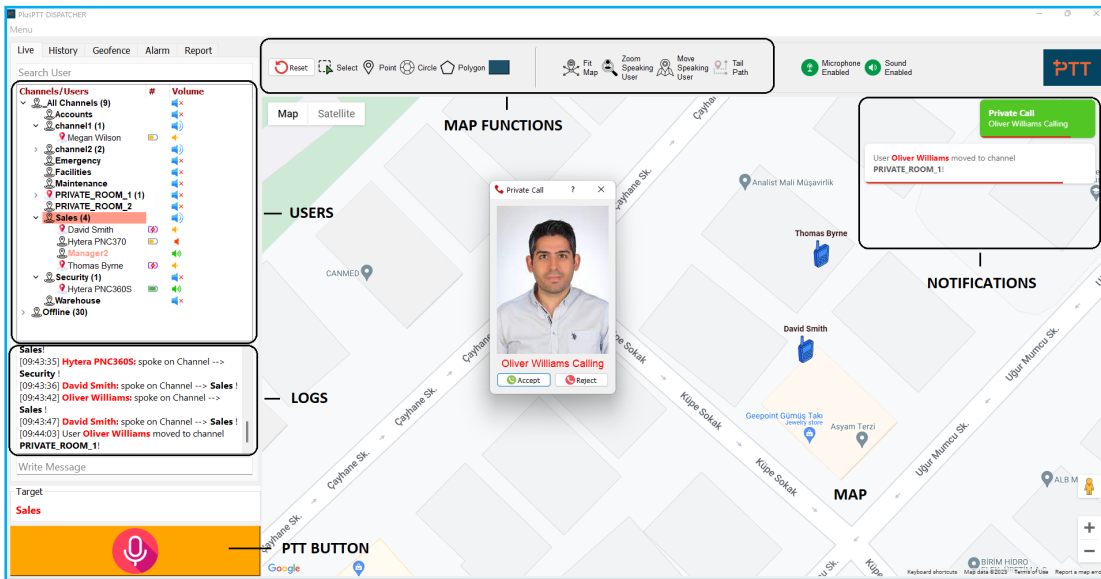
Password

Show Password  Remember Me On This PC

Login

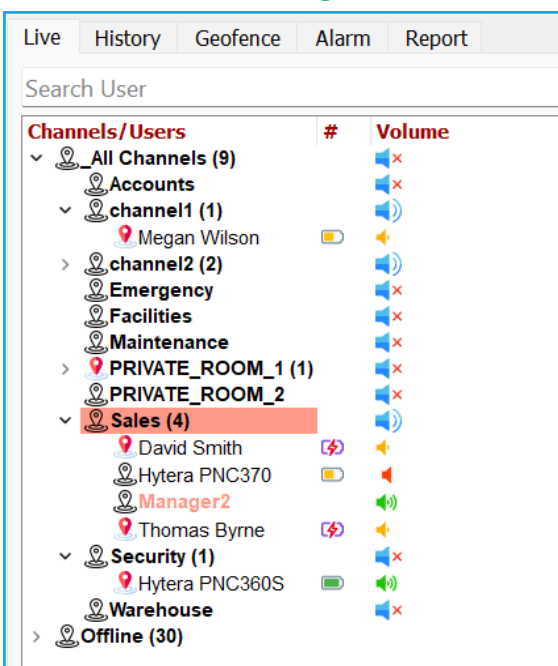
English

## Mainpage Overview



Upon successful login, the above home screen will appear. On this screen, there are Users area where talk groups are listed, Map Functions area where you can perform operations on the map, Notification area where instant notifications are displayed, Status Log area where users' transactions are listed, Map area where users' instant locations are displayed, and PTT Button where you can make announcements to users or talk groups of your choice.

## Live Monitoring Screen



When PlusPTT Dispatch Console opens, Live Monitoring Screen will appear. On this screen, talk groups and users are listed alphabetically in a tree structure. You can perform many operations on Users and Channels from this screen.








## User/Group Search

In businesses with a large number of users, you can filter by entering the name of the group or user you want to process in the “Search User” section.

## Screen Icons



**GPS icon** is a clickable icon. You can follow the relevant user on the map by clicking on the GPS icon next to the user. You can follow all users in the relevant channel on the map by clicking on the GPS icon next to the channel. In order to continue following a user who has changed channels, you need to click on that user again.

	EMPTY (<5%)
	TOO LOW (5-10%)
	LOW (10-25%)
	MEDIUM (25-75%)
	HIGH (75-99%)
	FULL (100%)
	CHARGING

**Battery icons** show the current battery levels and charging status of the POC terminals in the field. When you hover over the battery icon next to the user name, the net charge value of the terminal will appear on the screen.






**Volume icons** show the instantaneous volume level of the terminals in the field. 3 different sound levels are shown as low-medium-high.



**Channel Listening** icon is a clickable icon. You can turn listening on or off by clicking on the Listen Channel icon next to the channel you want to listen to. You can turn on/off listening for all channels by clicking on the Channel Listening icon next to All Channels.









## Channel Functions

	Join Channel
	Select Channel Users
	Record History

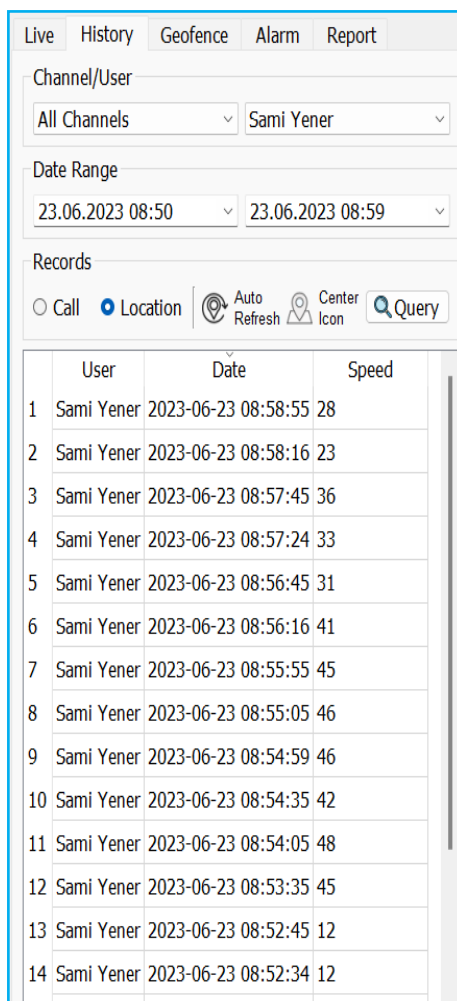
Right click on any channel in the list. A window will open showing the actions you can take regarding the channel. You can join the relevant channel, select all users in the channel or quickly access the previous records of this channel.

## User Functions

Right click on any user in the list. A window will open showing the actions you can take regarding the user.

 Select	<b>Select:</b> Selects/Deselects the user.
 Deafen	<b>Deafen:</b> Prevents the terminal from receiving broadcasts.
 Mute	<b>Mute:</b> Prevents the terminal from making an announcement.
 Move Channel	<b>Move Channel:</b> Move the user to other channels if he is authorized.
 Send Message	<b>Send Message:</b> The terminal automatically announces what the operator writes in the message box.
 Show On Map	<b>Show on Map:</b> Show the relevant user on the map.
 Record History	<b>Record History:</b> List the relevant user's past records.
 Location History	<b>Location History:</b> List the previous locations of the respective user.

## History Screen








The screenshot shows the 'History' tab selected. It includes filters for 'Channel/User' (All Channels, Sami Yener) and 'Date Range' (23.06.2023 08:50 to 23.06.2023 08:59). The 'Records' section has radio buttons for 'Call' and 'Location' (selected), along with 'Auto Refresh', 'Center Icon', and 'Query' options.

	User	Date	Speed
1	Sami Yener	2023-06-23 08:58:55	28
2	Sami Yener	2023-06-23 08:58:16	23
3	Sami Yener	2023-06-23 08:57:45	36
4	Sami Yener	2023-06-23 08:57:24	33
5	Sami Yener	2023-06-23 08:56:45	31
6	Sami Yener	2023-06-23 08:56:16	41
7	Sami Yener	2023-06-23 08:55:55	45
8	Sami Yener	2023-06-23 08:55:05	46
9	Sami Yener	2023-06-23 08:54:59	46
10	Sami Yener	2023-06-23 08:54:35	42
11	Sami Yener	2023-06-23 08:54:05	48
12	Sami Yener	2023-06-23 08:53:35	45
13	Sami Yener	2023-06-23 08:52:45	12
14	Sami Yener	2023-06-23 08:52:34	12

On this screen, you can filter previous records and location data by filtering by Channel, User and Date Range. You can play the listed recordings by pressing the play button. You can find information about where each announcement was made by which user, on which channel, when and for how long.

A location path will be drawn automatically on the map from the points where the relevant terminal passes within the date range you specify in the queries you make by selecting Location from the Records field. If you activate the Auto Refresh button, the query list will continue to be renewed. In this way, you will be able to follow the terminal you are interested in instantly. Press the Center Icon to make it easier to follow. In this case, the terminal you are following will be permanently fixed to the center of the map.

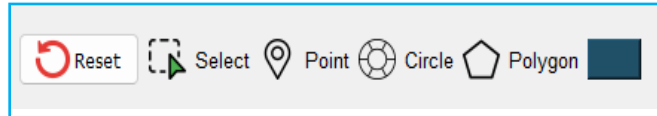
To see the previous location of the terminal you are interested in on the map at a certain moment, click on the relevant dated location row in the list. The icon showing the terminal will also show the corresponding location on the map. You can also follow the user's instant speed from the list.

Live History Geofence Alarm Report		
Search Geofence		
	Geofence Name	Delete
1	galipErdem	
2	tekel	
3	okul	
4	park	
5	ikea	





























## Geofence Screen

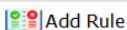
The areas you have previously saved will be displayed on this screen.

## Add New Areas



You can select the desired area on the map by using the 'Circle' or 'Polygon' options in the Map Functions field. You can create new areas by clicking the center point in the circular area, increasing or decreasing the radius, and in the Polygon area by dragging and holding the anchor points. By using the 'Reset' button, you can completely close the areas on the map, and you can assign a color to the areas by clicking the coloring button on the far right. After determining the borders of the area you want to add, you can save it by clicking on the area and giving a name to it.

Live History Geofence Alarm Report					
	Rule Name	Area Name	In/Out	Edit	Delete
1	Kural10	samsunyolu	In		
2	Kural11	mevlana	In		
3	Kural12	turangunestr	In		
4	Kural13	ev	In		
5	Kural14	sehirici	In		
6	Kural15	golbasi	In		
7	Kural16	ilkokul	In		
8	Kural3		In		
9	Kural4	ikea	In		
10	Kural5	park	In		
11	Kural6	galipErdem	In		
12	Kural7	tekel	In		
13	Kural8	okul	In		
14	Kural9	dogukent	In		



## Alarm Screen

PlusPTT Dispatch Console offers you the opportunity to define flexible alarm conditions and actions on this screen.

## Add Rule

You can define a new rule by clicking the 'Add Rule' button at the bottom of the alarm screen.

## Rule Conditions

In the Alarm Rules window, you need to select the area you have defined before, valid time interval the rule will be applied, group or users it will be valid for, and enter the rule name. To select a user, simply double-click on the username. The Dispatch Console will create an alarm condition according to the entry or exit process you select from the In/Out section or the Speed Limit you set.

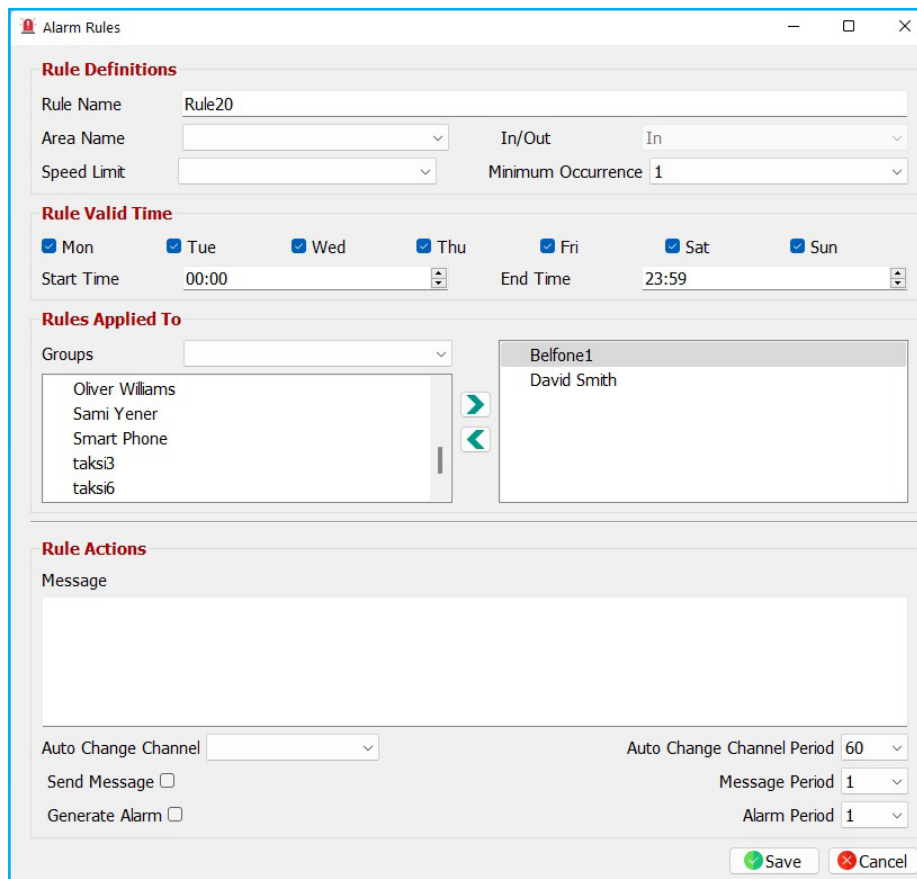
## Rule Actions

If the conditions you entered are fulfilled by the users in the field, the outputs that you specify in the 'Rule Actions' section will be realized.

**Send Message:** The texts you will write in the message section will be automatically announced by the terminal if you select Send Message and if alarm conditions occur. You can select the repeat period in minutes from the right side of the screen.

**Generate Alarm:** An alarm alert will be generated in the Dispatch Console during the alarm period you select from the right of the screen.

**Change Channel:** The terminal will automatically switch to the channel you select in this field. If the user tries to change the channel manually, the Dispatch Console will force the terminal to switch to the relevant channel according to the period you will enter the Auto Change Channel Period.



The screenshot shows the 'Alarm Rules' configuration window with the following sections:

- Rule Definitions:**
  - Rule Name: Rule20
  - Area Name: (empty dropdown)
  - In/Out: In
  - Speed Limit: (empty dropdown)
  - Minimum Occurrence: 1
- Rule Valid Time:**
  - Days: Mon, Tue, Wed, Thu, Fri, Sat, Sun (all checked)
  - Start Time: 00:00
  - End Time: 23:59
- Rules Applied To:**
  - Groups: (empty dropdown)
  - Left list: Oliver Williams, Sami Yener, Smart Phone, taksi3, taksi6
  - Right list: Belfone1, David Smith
- Rule Actions:**
  - Message: (empty text area)
  - Auto Change Channel: (empty dropdown)
  - Auto Change Channel Period: 60
  - Send Message:
  - Message Period: 1
  - Generate Alarm:
  - Alarm Period: 1

Buttons: Save, Cancel



## Report Screen

Live | History | Geofence | Alarm | Report

Date Range

25.06.2023 00:00 | 26.06.2023 13:45

Reports

Users: All Users

Report Type: Geofence

Rule Name: Kural10

Search

You can make five different types of reporting for the date range you choose, the users and the conditions you define.

- Geofence
- Speeding
- Battery
- Call Record
- Emergency

## Geofence Report

In Geofence report, you can find user name, date, user speed and previously defined map area information. When you click on any of the report lines, the location where the action took place is shown on the map.

	User	Date	Area Name	In/Out	Speed
1	Sami Yener	2023-06-23 18:51:35	ev	In	3
2	Sami Yener	2023-06-23 18:50:35	ev	In	6
3	Sami Yener	2023-06-23 18:49:55	ev	In	5
4	Sami Yener	2023-06-23 18:49:07	ev	In	5
5	Sami Yener	2023-06-23 18:48:16	ev	In	0

Live | History | Geofence | Alarm | Report

Date Range

9.05.2023 17:00 | 9.05.2023 18:00

Reports

Users: Sami Yener

Report Type: Speed

Speed Limit: 80








Search

	User	Date	Speed
1	Sami Yener	2023-05-09 17:54:26	83
2	Sami Yener	2023-05-09 17:53:57	80
3	Sami Yener	2023-05-09 17:45:55	85
4	Sami Yener	2023-05-09 17:43:37	97
5	Sami Yener	2023-05-09 17:42:46	92
6	Sami Yener	2023-05-09 17:42:41	92
7	Sami Yener	2023-05-09 17:41:36	80
8	Sami Yener	2023-05-09 17:40:45	81
9	Sami Yener	2023-05-09 17:39:16	82
10	Sami Yener	2023-05-09 17:39:01	82

## Speeding Report

Sample speeding query: On May 9, between 17:00 and 18:00, the cases where Sami Yener violated the 80km/h speed limit were queried and listed in the table.






## Battery Report

	User	Date	Battery	Duration
1	Oliver Williams	2023-06-26 11:59:58	 71	27 min
2	Oliver Williams	2023-06-26 11:32:48	 72	37 min
3	Oliver Williams	2023-06-26 10:55:48	 73	3934 min
4	Oliver Williams	2023-06-23 17:22:09	 74	6 min
5	Oliver Williams	2023-06-23 17:15:49	 73	6 min
6	Oliver Williams	2023-06-23 17:09:19	 72	6 min
7	Oliver Williams	2023-06-23 17:02:59	 71	5 min

The battery status of the user you will choose within a certain date range (whether it is on charge or not) is listed in the report.

Each percentage change of the battery is added to the report. The report also includes information on how long it takes for the battery to change one percent. In this way, batteries that discharge very quickly,

that is, batteries that have completed their life, can be detected easily.

	User	Date	Channel	Duration
1	 Megan Wilson	2023-06-26 11:54:26	Sales	2.82
2	 David Smith	2023-06-26 11:54:05	Sales	1.7
3	 Oliver Williams	2023-06-26 11:54:00	Sales	2.18
4	 Oliver Williams	2023-06-26 11:53:53	Sales	2.54
5	 David Smith	2023-06-26 11:53:49	Sales	2.65

## Call Report

You can create a call report with the user, channel and date range you choose. You can listen by clicking on the recordings. The report also includes the duration of each

announcement.

## Emergency Report

Reports

Users

Report Type

Channels

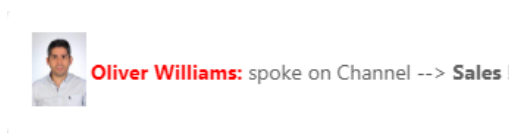
Search

	User	Date	Channel
1	Oliver Williams	2023-06-26 12:05:22	Sales
2	Oliver Williams	2023-06-20 09:45:51	Emergency

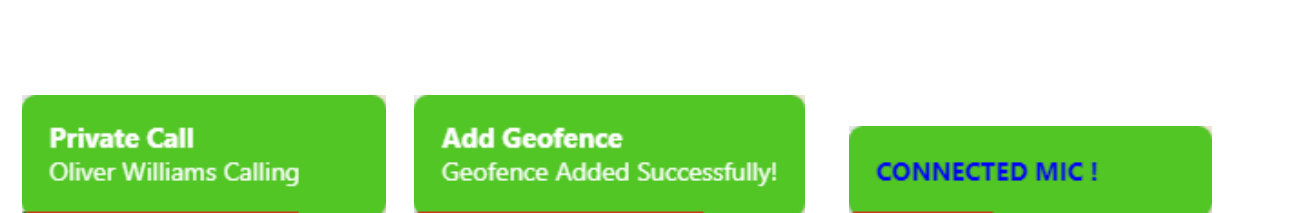
Emergency Alarms given by the terminals are listed according to the date range, users and channels you will choose.

## Notifications

Event notifications are displayed in the upper right corner of the PlusPTT Dispatch Console screen. The following are some examples of different types of notifications that you might see in the this field.



Notification of announcements made by users is made by specifying the user name and target channel, as seen in the figure on the right.



Green notifications appear on the screen when the user requests a private call to the Dispatch Console operator, an external microphone is connected to the PC on which the Dispatch Console is installed, a new area limit or rule is created.



The brown warning notification appears on the screen in cases such as the alarm rule you are trying to add or the name of the area limit already in the list, or the user who made a special call rejects the call.

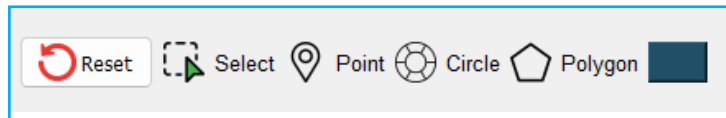


Red warning notifications appear and disappear on the screen in cases such as loss of network connection or removal of the attached external microphone.



In case of an emergency alarm, a red alert notification appears on the dispatch console screen and does not disappear until you click it.

## Map Functions



## Geofence Tools

**Reset:** This button is used to reset the map to its original state. It also removes users from the Target list.

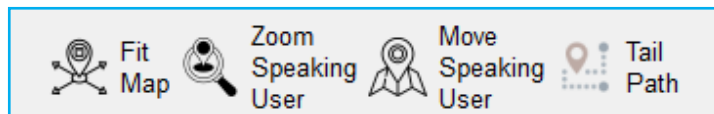
**Select:** With the Shift key, it selects all users within the area you will select on the map. For example, you want to make an announcement to all users located in a certain area, regardless of the channel. With this function, you can easily select the users and make operations on them.

**Point:** You can use this function to list the closest users to any point on the map. You can open the list with a single click on the selected point.

**Circle:** By selecting this function, it allows you to quickly define a circular area by centering the point you clicked on the map. You can adjust the diameter by dragging the points around the circle, and you can move the circle by holding and dragging it.

**Polygon:** With this tool, you can create polygons by clicking on the map respectively. You can adjust the area by dragging the points around the polygon, and you can move the polygon by holding and dragging it.

## Map Tools



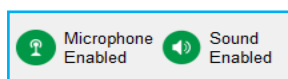
**Fit Map:** If this icon is active, it will fit the users and the areas you have drawn to the visible screen. For example, by activating this icon, you can easily monitor a terminal where you are tracking live location without losing sight of the terminal.

**Zoom Speaking User:** When this icon is selected, the Console will zoom in on the announcing terminal. It is advised that you enable it when you wish to rapidly monitor which region the terminals are communicating in, and leave it inactive for general monitoring.

**Move Speaking User:** This function will provide you convenience when you want to instantly monitor which terminal is making an announcement on the map. The icons of the talking terminals jump to become visible.

**Tail Path:** This function is used to see the paths traveled by the mobile users you selected. It becomes active for selected users as soon as you press the icon.

## Sound Tools



You can use these icons to toggle the active microphone and speaker used by the Dispatch Console.

## Status Logs

```
[10:39:29] Otopark1 kanal2 kanalına taşındı!
[10:40:24] Ali Sönmez: --> Depo kanalında konuştu!
[10:41:22] Mehmet Güner: --> Depo kanalında konuştu!
[10:41:28] Sami Yener muhasebe kanalına taşındı!
[10:41:30] Sami Yener Depo kanalına taşındı!
[10:41:40] Otopark1: --> kanal2 kanalında konuştu!
```

With the opening of the Dispatch Console, the records of the transactions are displayed in this area. It helps you quickly see the last transactions that have taken place.

## Map Area

All terminals you have made visible from the Users Area will be displayed on the map. You can perform operations on these terminals by using the Map Functions.

## Instant Terminal Information

✕

**Username :** idearge\_user\_29  
**Channel :** Sales  
**Group :** default  
**Name Surname :** Oliver Williams  
**Displayname :**  
**Phone :**  
**E-mail :**  
**Date :** 2023-06-19 10:25:59  
**Lat,Lng :** 39.89380323,32.87435575  
**Speed :** 6 km/hour  
**Battery :** 72%  
**Volume :** 40%



PTT

When you click on the user on the map, the terminal information window will open. In this window, the operator can quickly view the user name, channel, group, name-surname, display name, phone, e-mail, location information, instant speed, instant battery level and instant terminal volume information.

If the user's photo is defined in the system, it is displayed in this window. The operator's fast access to instant data makes the operation in the field efficient.

The operator can make an announcement to this user displayed on the map with the PTT button on this window.

## Target Field

Target

**PRIVATE ANNOUNCE :** 📞 Private Group 📞 End Call

(Oliver Williams, David Smith)

The Target field at the top of the PTT Button shows the users with which the operator will make one-way announcements or make private calls. The terminals you select on the map or in the users area are displayed here. By pressing the PTT button, you can make one-way announcements to the users here. By clicking on the Private Group button, you can take the users here to the private talk group.