

TRBOnet Enterprise 3.6

User Guide

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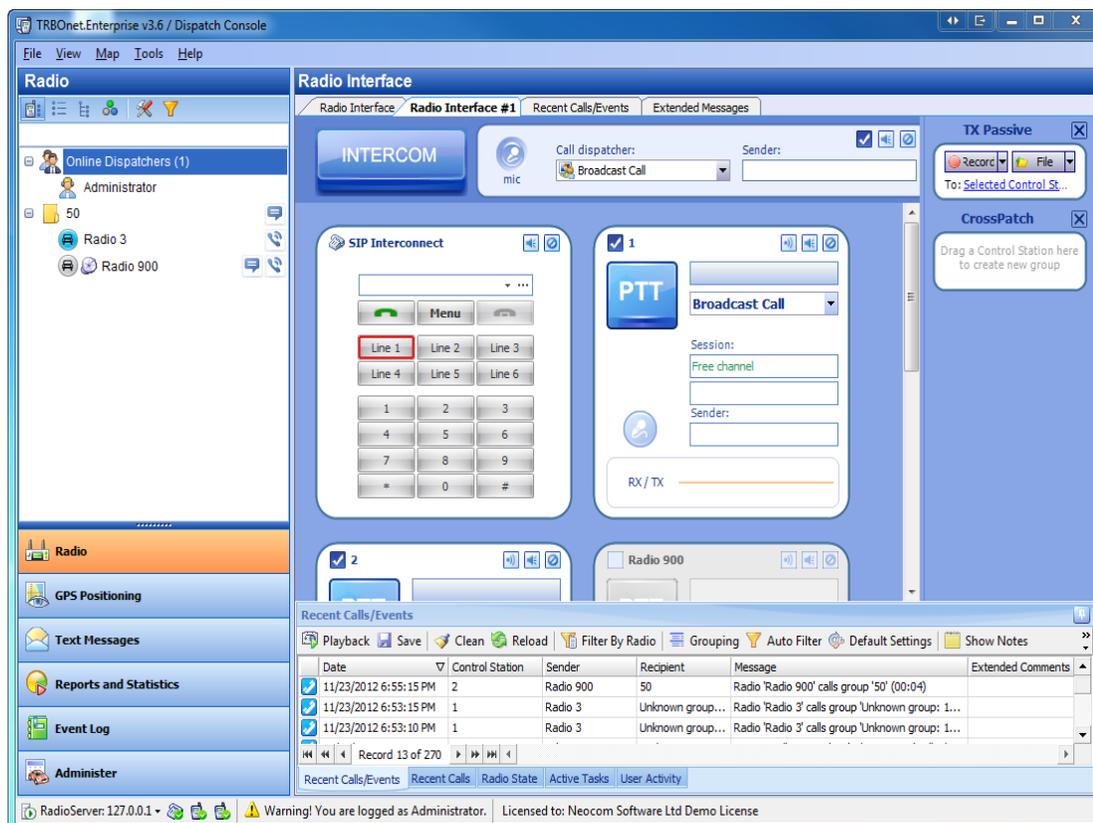
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1. DISPATCHER CONSOLE

The **Dispatcher Console** interface provides remote access to the data from the database via IP. A dispatcher can communicate with any of the radio stations from a PC. A dispatcher with administrative rights can configure the parameters of the server.

When the **Dispatcher Console** is launched it connects to the **RadioServer** and by default the Radio Interface is displayed. To navigate among the **Dispatcher Console** tools, use the **Navigation Pane**:



The following tools are available in the **Dispatcher Console**:

1. **Radio interface** - the interface for voice communication with dispatchers and subscribers, displays information on state of their radio stations, and allows you to play back previous calls.
2. **GPS Positioning** - the interface for monitoring subscribers location
3. **Text messages** - the interface for reviewing and sending text messages to dispatchers, individual subscribers, or groups.

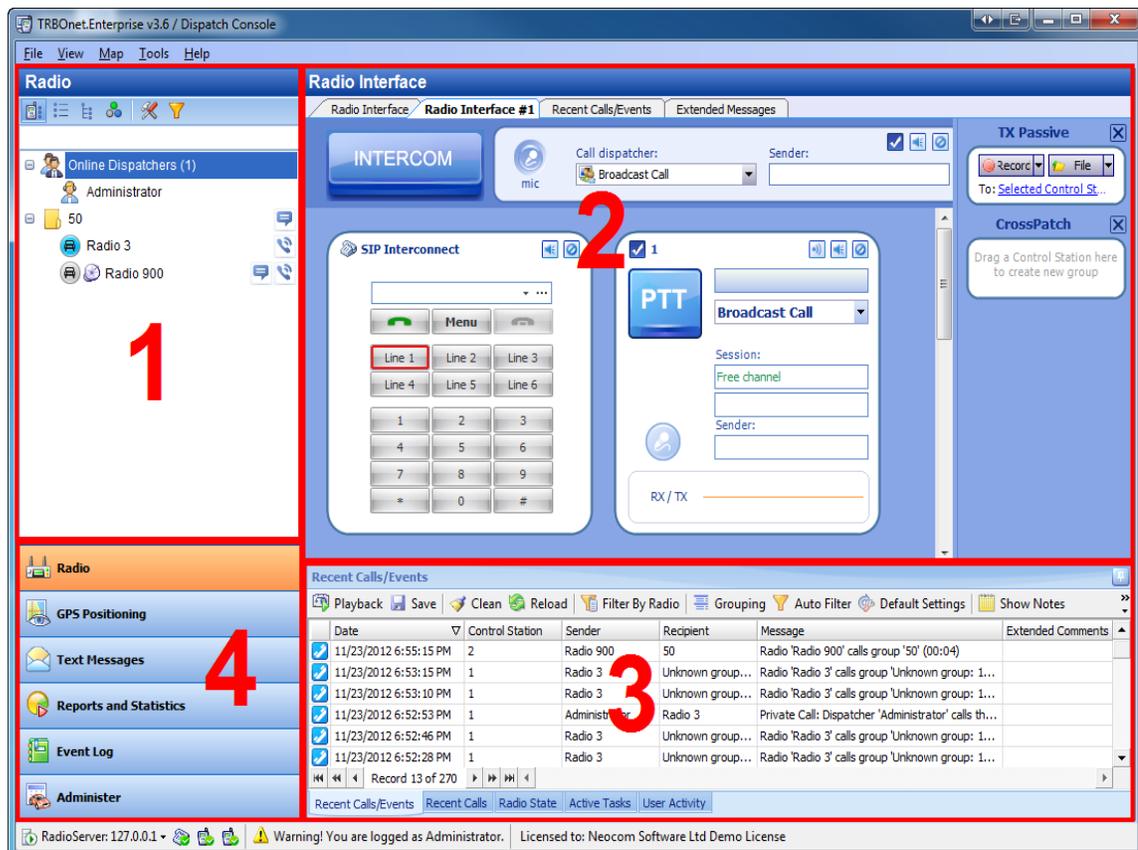
4. [Reports and Statistics](#) - the interface with various printing forms with information on activity of the monitored radio network
5. [Event Log](#) - the interface for monitoring events recorded in the log
6. [Administer](#) - the interface for administering the radio network and the **TRBOnet** system

Note: To access this interface, you must connect to the **TRBOnet RadioServer** with administrative privileges. The default administrative login and password are **admin**. The interface **Administer** is invisible if you are logged on as a user.

1.1. Radio interface

1.1.1 Radio interface overview

The **Radio** tool provides interface for voice communication with subscribers, displays information on state of their radio stations, and allows you to play back previous calls.



This interface includes the following parts:

1. **Contacts tree** , which displays the state of dispatchers and subscribers.
2. **Calls Pane** , the main interface of master radio station, which allows you make voice calls to a chosen group of subscribers and change active channel of the master radio station.
3. **Recent Calls/Events Log** , which contains information on all communication sessions and allows you to playback the recorded calls.
4. **Navigation Pane** , which helps navigate through the **Dispatcher Console** tools.

1.1.2 How to

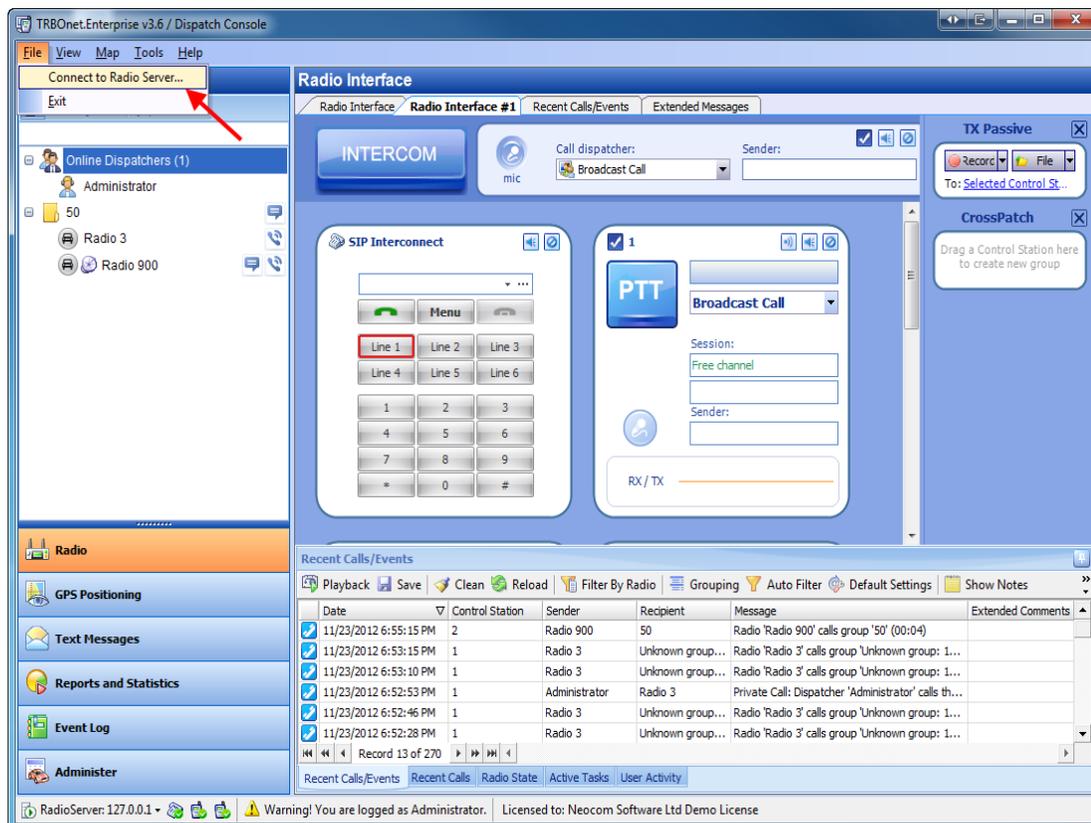
The main actions in the **Radio interface** are described below.

1. To connect to a RadioServer.
2. To change the password
3. To change the console's interface language
4. To configure quick action buttons
5. To change the Contacts Tree view
6. To perform an action
7. To edit a subscriber
8. To make a private call
9. To send a voice mail or a text message to an offline subscriber
10. To make a broadcast or a group call
11. To make an Intercom call
12. To activate Crosspatch
13. To make or receive telephone calls
14. Available actions for a master radio or repeater slot
15. To send text messages
16. To navigate through log records
17. To playback calls
18. To group log records
19. To add notes and messages to the log
20. To save log records

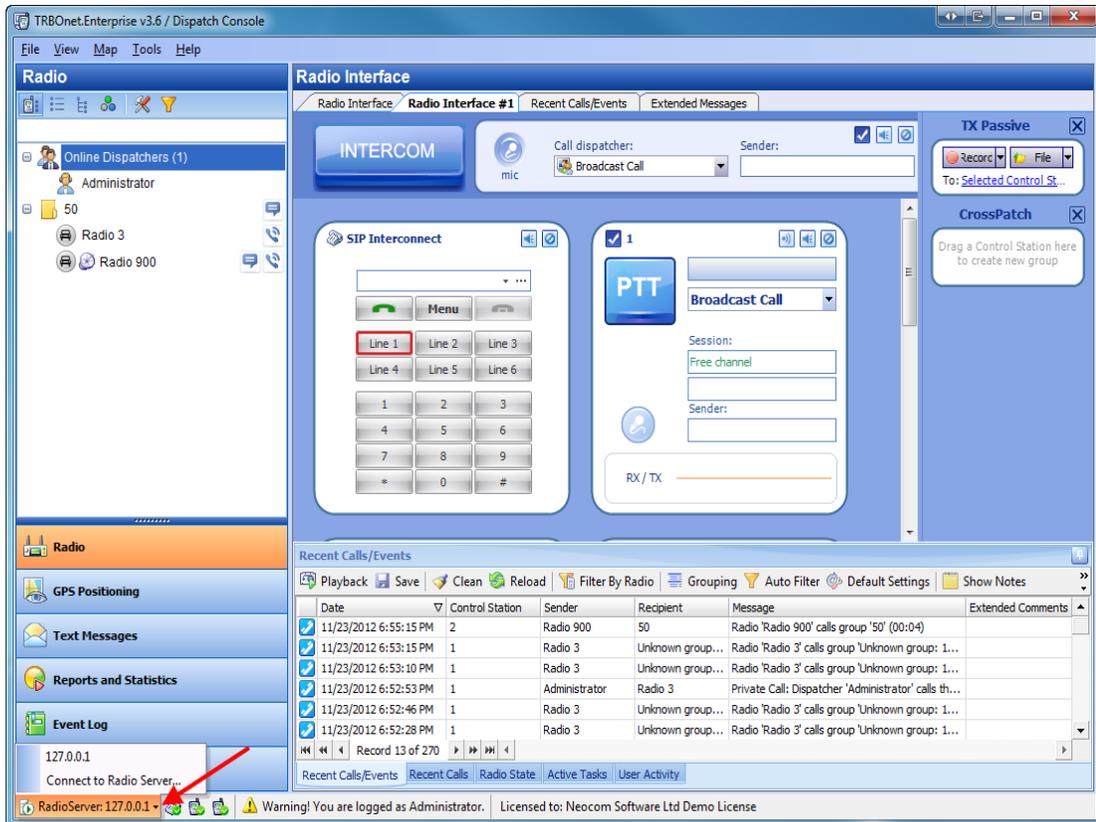
To connect to a RadioServer

To connect to a RadioServer do one of the following:

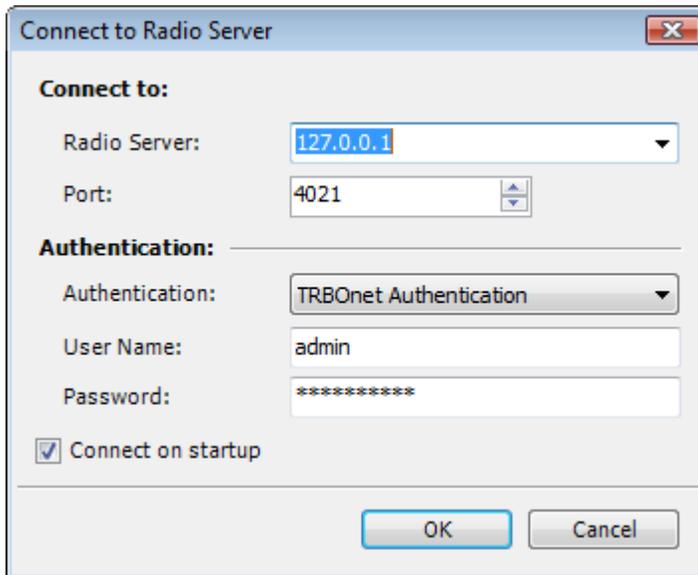
- Click **File | Connect to Radio Server...**



- Click the **RadioServer** button on the **Status bar** and select a RadioServer from the list or click **Connect to Radio Server** to specify the details.



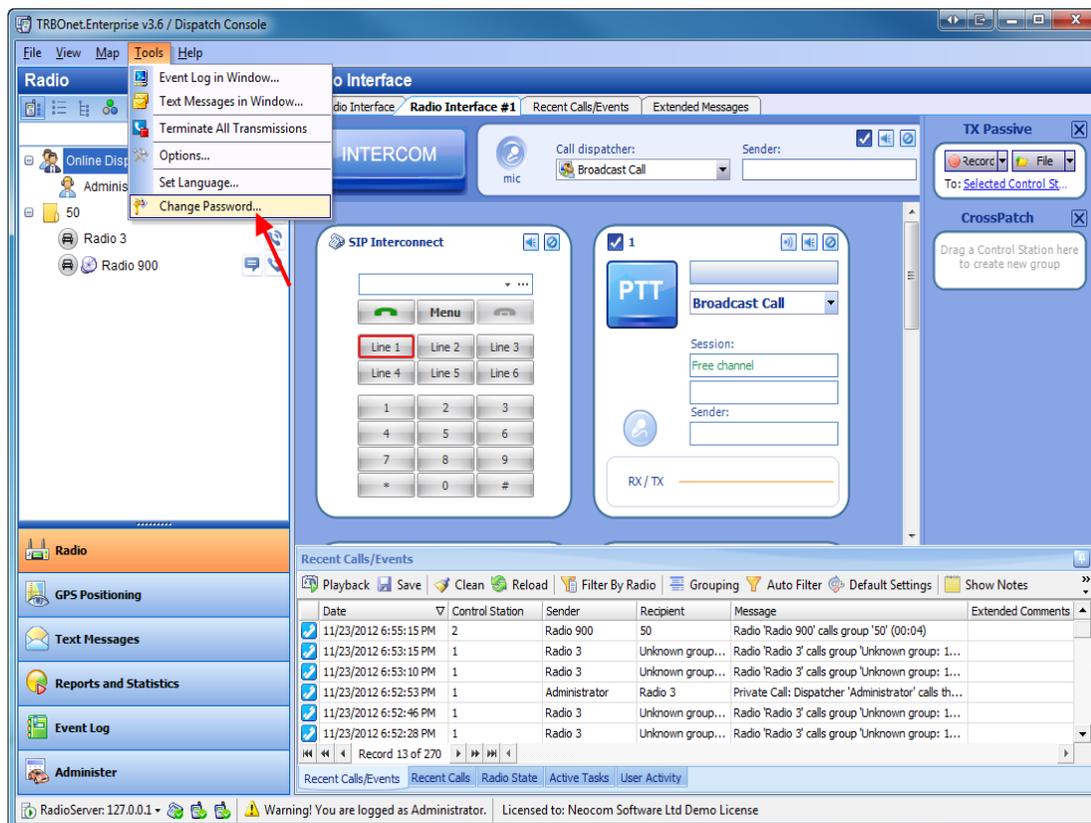
The **Connect to Radio Server** window is displayed. Specify the RadioServer IP address, Port, User Name and Password. Then click **OK**.



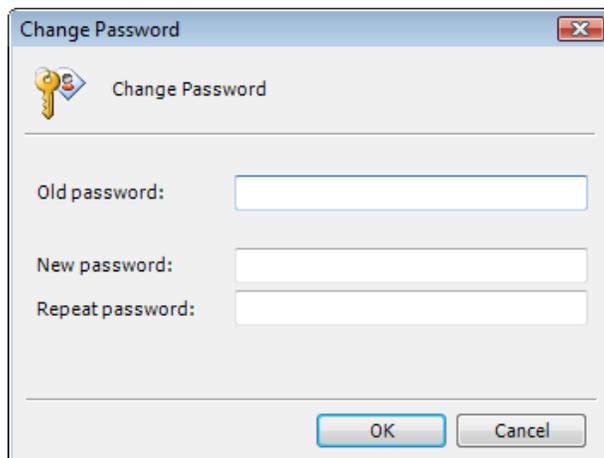
To change the password

To change your password to access the **Dispatcher Console**:

1. Click **Tools | Change password**.



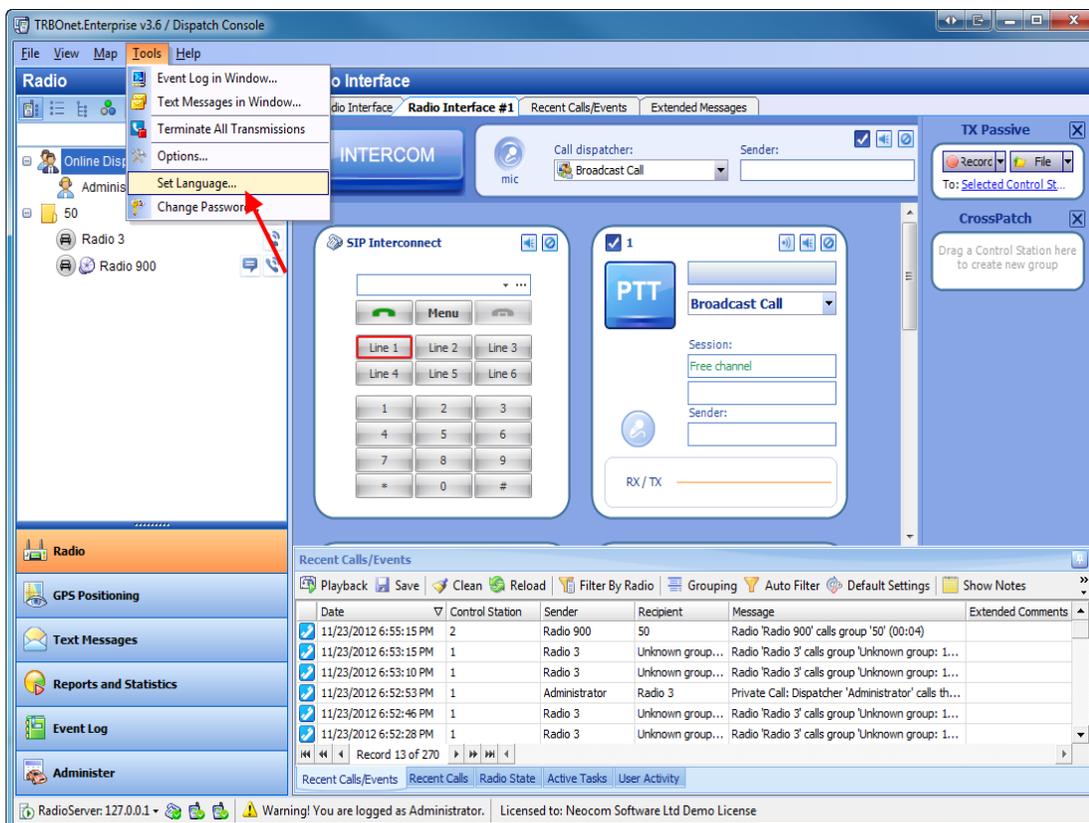
2. Enter the old password.
3. Enter the new password **twice**.



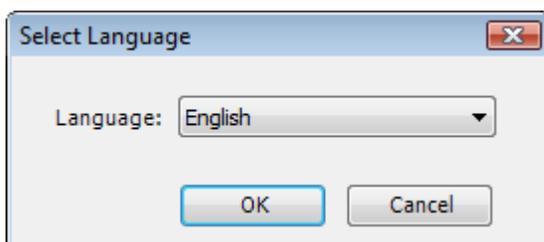
To change the console's language

To change the interface language:

1. Click **Tools | Set language...**



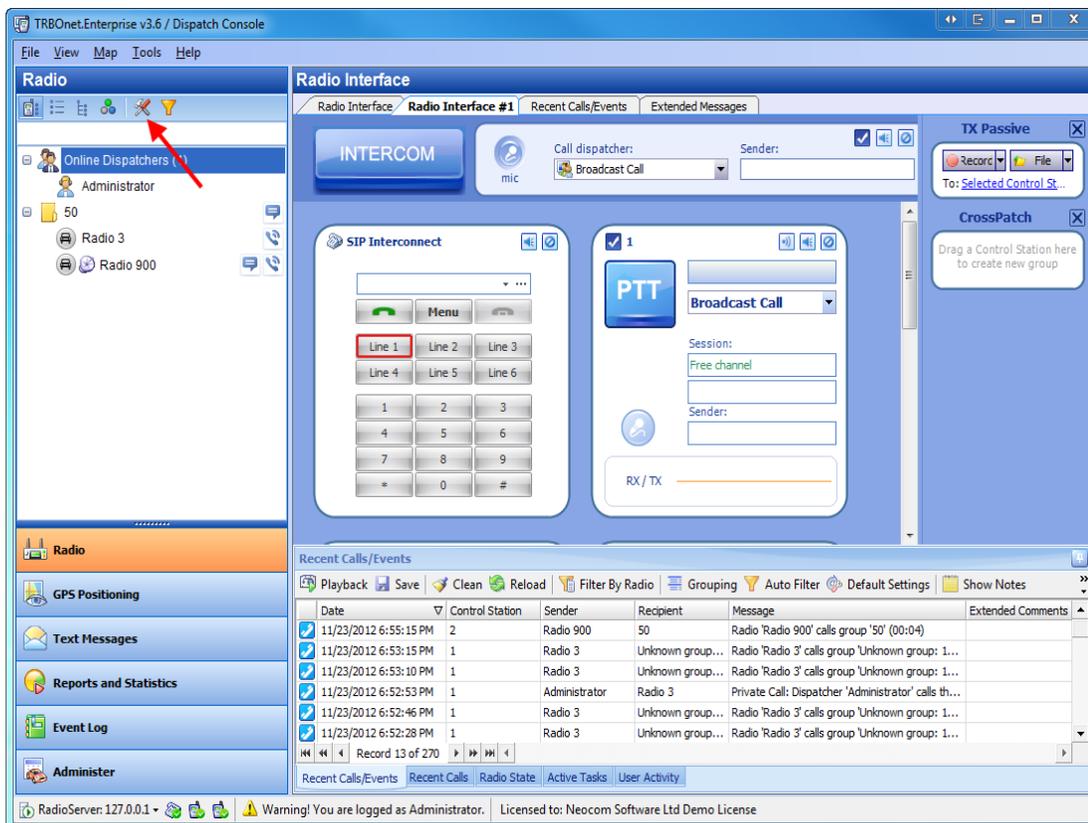
2. Select language from the dropdown list. Click **OK**.



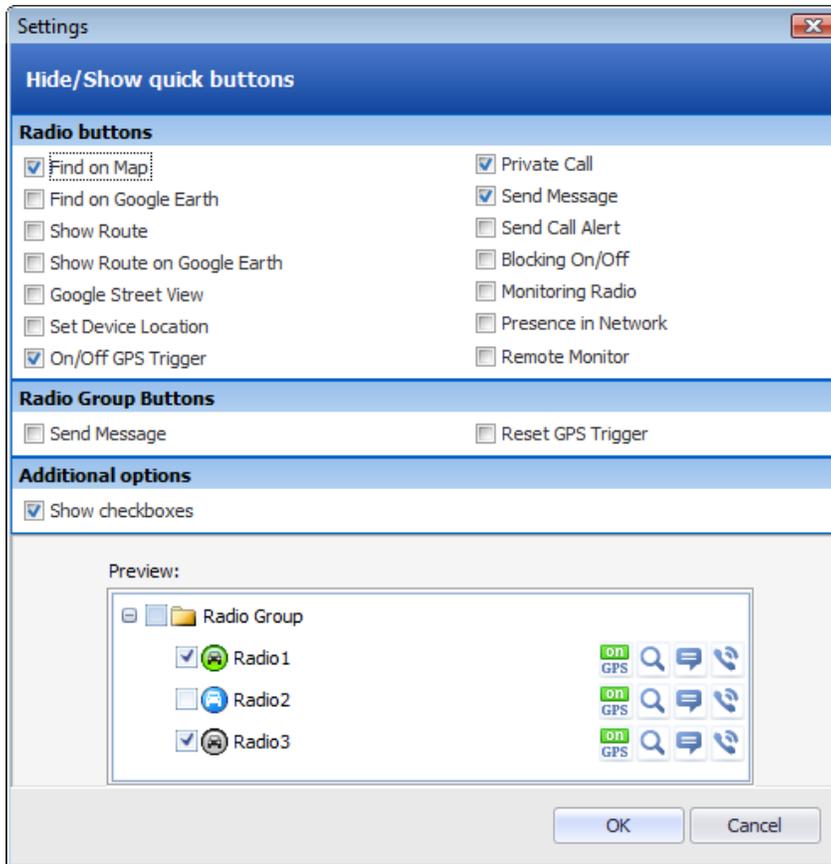
To configure quick buttons

To configure Quick Action Buttons for groups and subscribers do the following:

1. Click  on the contact tree toolbar.



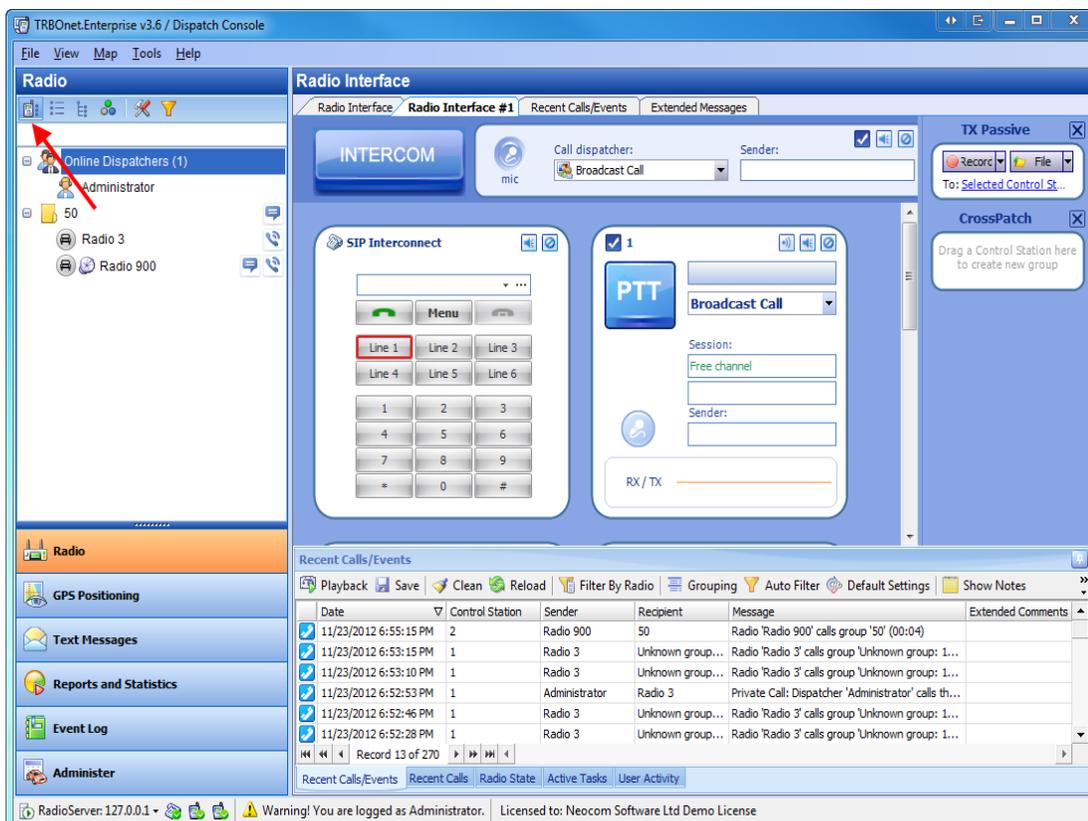
2. In the displayed window specify actions to have quick buttons for



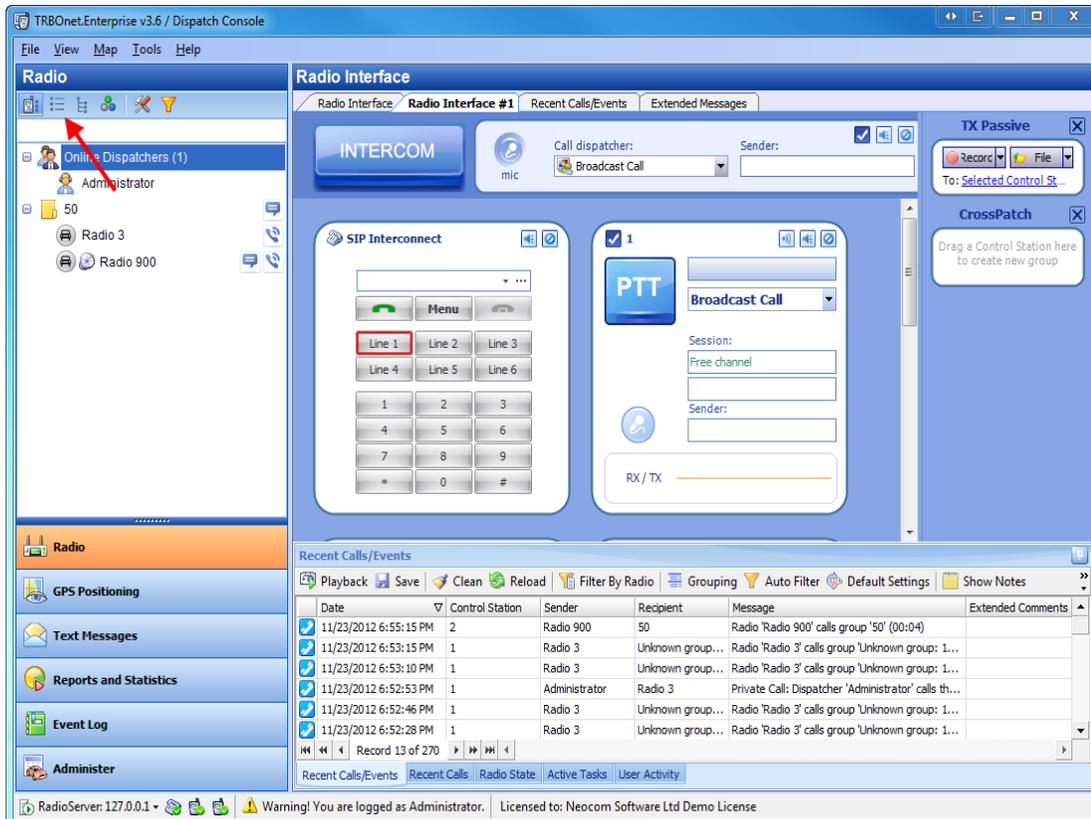
To change the Contacts Tree view

The following views of the Contacts Tree are available:

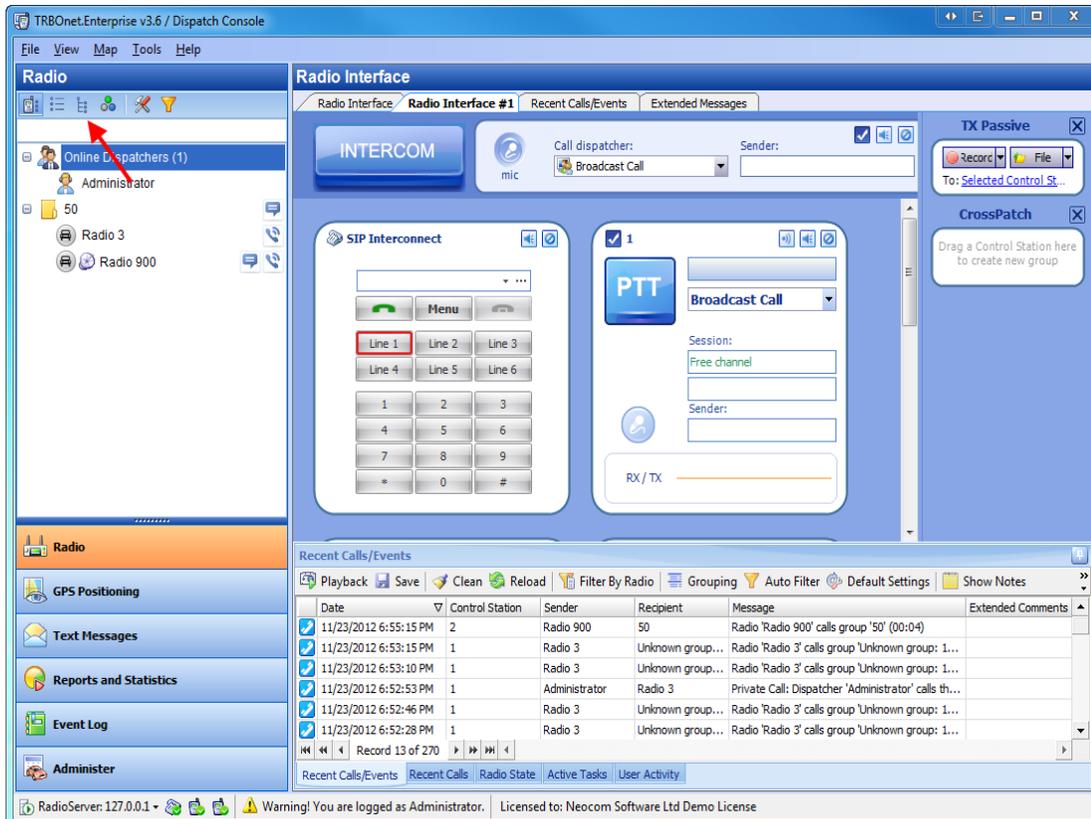
1. To see Radio Groups click  on the Contacts Tree toolbar



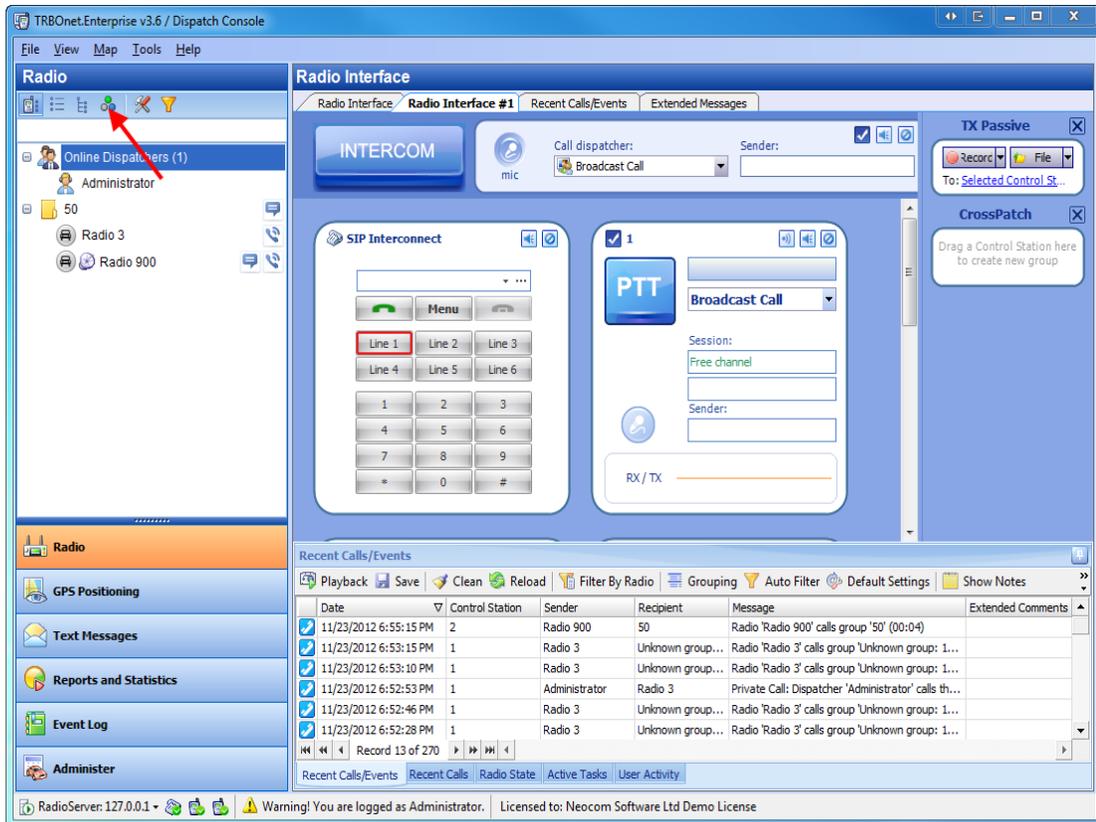
2. To see the list of groups and subscribers click  on the Contacts Tree toolbar



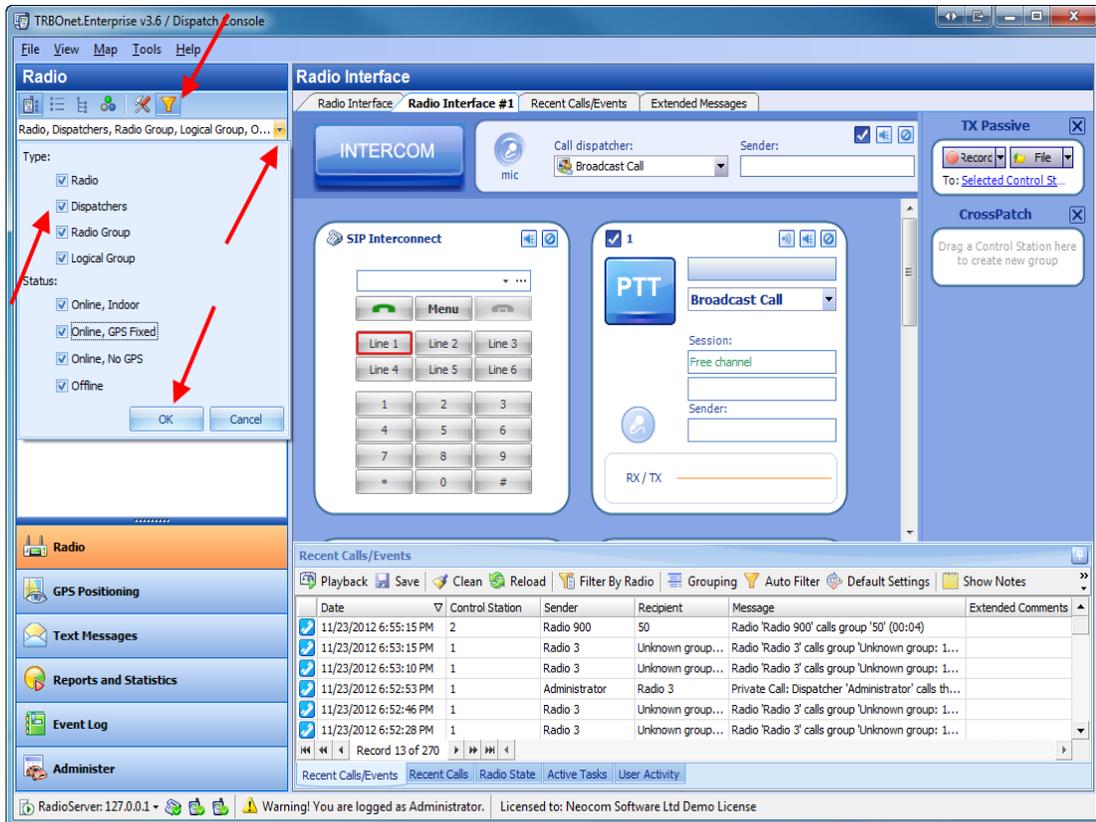
- To see logical groups specified in the Administer section click  on the Contacts Tree toolbar



- To group subscribers by status (offline, online and no GPS or online with GPS fix) click  on the Contacts Tree toolbar

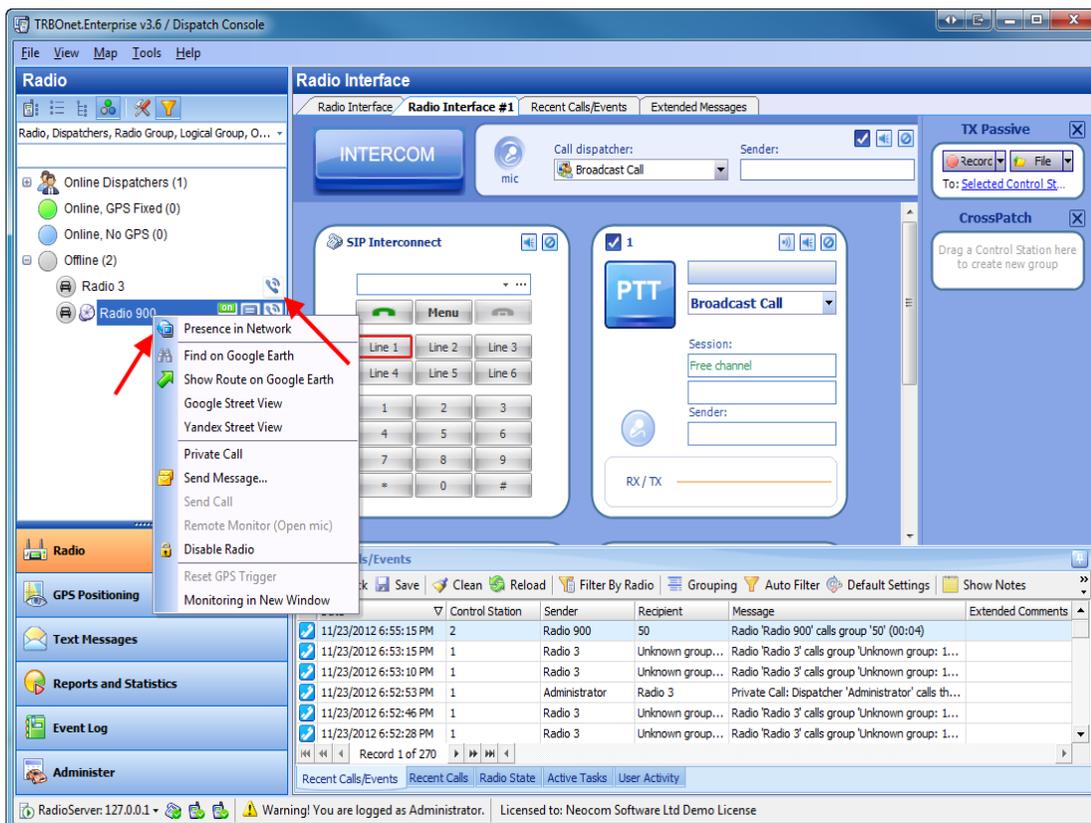


- To filter the Contacts Tree click  on the Contacts Tree toolbar. Specify items to hide or show and click OK.



To perform an action

- In the **Contacts tree** do one of the following:
 - Click a quick button in front of the contact or group node
 - Right-click a contact or group node
- Select an action to perform (either in the actions pane or in the context menu). Actions available depend on the type of the node you selected, contact's state and, for subscribers, the model of the radio station.



TO PERFORM AN ACTION IN THE SUBSCRIBERS TREE

To perform an action select a node in the **Subscribers tree** and right-click it. The context menu lists options for the selected node. Actions available depend on the type of node you selected, subscriber's state and the model of the radio station.

Contact Type	Actions
Online Dispatchers	<ul style="list-style-type: none"> • Send message – sends a text message to all available dispatchers.
Dispatcher	<ul style="list-style-type: none"> • Send message – sends a text message to the dispatcher. • Disconnect Dispatcher (available only when you have the respective privileges) – Disconnects the dispatcher from the RadioServer.
Subscriber Group	<ul style="list-style-type: none"> • Send message – sends a text message to all radio stations equipped with a display in the group. • Reset GPS trigger – resets GPS trigger of all radio stations in the group
Offline Subscriber	<p>For disconnected (physically or by a dispatcher) subscribers, or subscribers out of network reach:</p> <ul style="list-style-type: none"> • Presence in Network – attempts to determine availability of the Subscriber • Find on Google Earth – attempts to locate the subscriber on Goggle Earth <ul style="list-style-type: none"> • Show Route on Googe Earth – shows the route of a subscriber for the period set by the user on Google Earth • Googe Street View – opens Google Street View due to subscribers latest location and direction • Yandex Panorama – opens Yandex Panorama due to subscribers latest location and direction • Private call – allows recording a voice mail for an offline subscriber. The message will be transmitted as soon as the subscriber gets online. • Send message... – allows sending a message for an offline subscriber. The message will be delivered as soon as the subscriber gets online. • Enable (Disable) Radio (available only when you have the respective privileges) – activates a previously blocked radio station or disables a radio station (an off-line radio gets disabled as soon as it gets available). • Monitoring in New Window – opens GPS Monitoring window for selected subscriber • Set ... – Assigns the user to a User Activity list set by the administrator

Contact Type	Actions
<p>Online Subscriber</p>	<p>For connected and on-line subscribers:</p> <ul style="list-style-type: none"> • Presence in Network – attempts to determine availability of the subscriber • Request Location (available only for radio stations equipped with a GPS module) – requests the subscriber’s exact geographical location • Find on Google Earth – attempts to locate the subscriber on Goggle Earth • Show Route on Googe Earth – shows the route of a subscriber for the period set by the user • Googe Street View – opens Google Street View due to subscribers latest location and direction • Yandex Panorama – opens Yandex Panorama due to subscribers latest location and direction • Private call – allows recording a voice mail for an offline subscriber. The message will be transmitted as soon as the subscriber gets online. • Send message... – allows sending a message for an offline subscriber. The message will be delivered as soon as the subscriber gets online. • Send call – sends alert tone to the subscriber • Remote Monitor (Open mic) – activates subscriber radio's mic in a hidden way. • Enable (Disable) Radio (available only when you have the respective privileges) – activates a previously blocked radio station or disables a radio station (an off-line radio gets disabled as soon as it gets available). • Monitoring in New Window – opens GPS Monitoring window for selected subscriber • [Telemetry Name] – sends selected telemetry command to the subscriber radio. • Start [Lone Worker Policy Name] – start selected Lone Worker policy for selected subscriber. • Set ... – Assigns the user to a User Activity list set by the administrator

To edit a subscriber

Note: Administrator rights are required to edit subscribers

To view the radio properties window double-click the subscriber in the Contacts Tree.
The following parameters are available:

GENERAL TAB

The screenshot shows a dialog box titled "Radio Radio 3" with a "General" tab selected. The dialog contains the following fields and options:

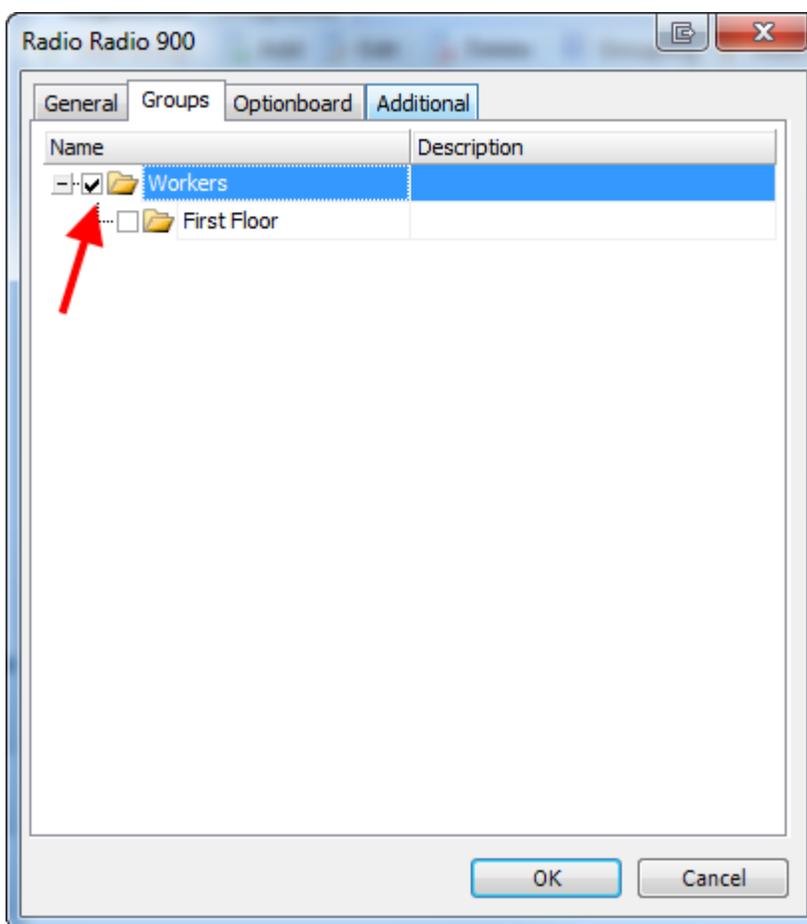
- Callsign:** Radio 3
- Radio ID:** 3
- MDC / Select-5:** 0 (HEX)
- Talk Group:** 50
- Equipped with GPS-module
 - Use custom GPS polling interval for this radio
 - Period: 30 seconds
- Equipped with Display (for Text Messaging)
- Telemetry:** (Default)
- On the Map**
 - Use icon:** Mobile radios
 - Show Callsign

Buttons for "OK" and "Cancel" are located at the bottom right of the dialog.

- **Callsign** – enter the radio's callsign
- **Radio ID** – enter the radio's ID
- **MDC ID (Hex)** – Enter the MDC ID (for analogue channels)
- **Talk Group** – Select a talk group to assign the radio to
- **Equipped with GPS-module** – select to make GPS positioning enabled for the radio

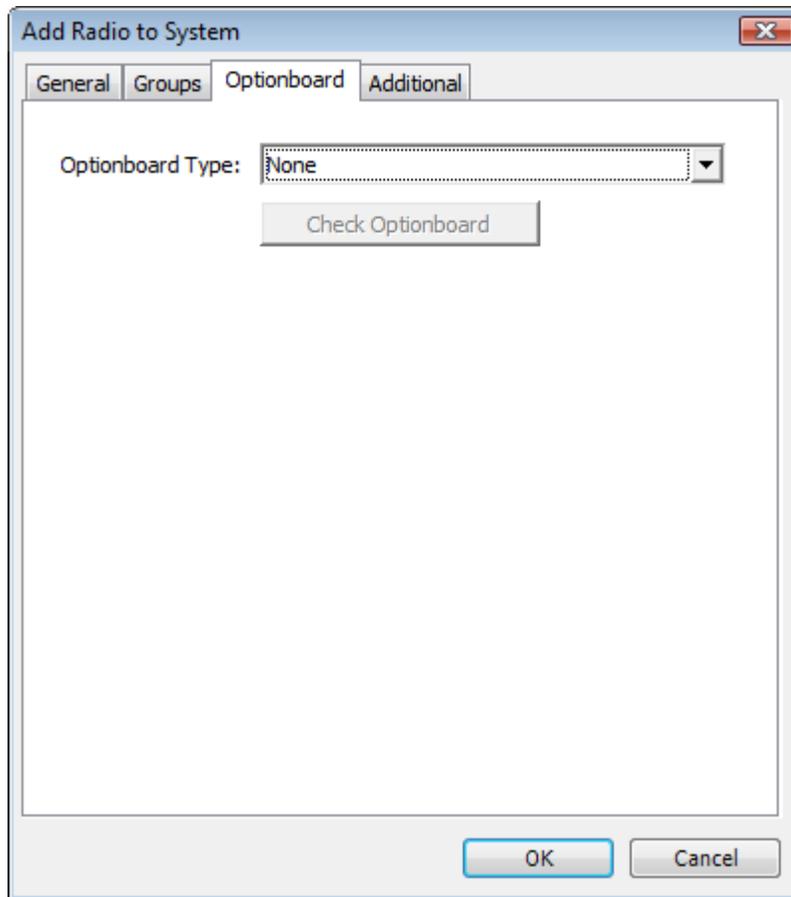
- **Use custom GPS polling interval for this radio** – select if necessary (specify the **Period**)
- **Equipped with display (for Text Messaging)** – select to make text messaging enabled for the radio
- **Telemetry** – if necessary, select a custom telemetry profile
- **On the Map**
 - **Use icon settings** – select the type of icon displayed on the map from dropdown list: **Mobile radios, Portable Radios, Radio on a boat, Bus**, etc.
 - **Show callsign** – select or clear to show or hide radio's name on the map

GROUPS TAB



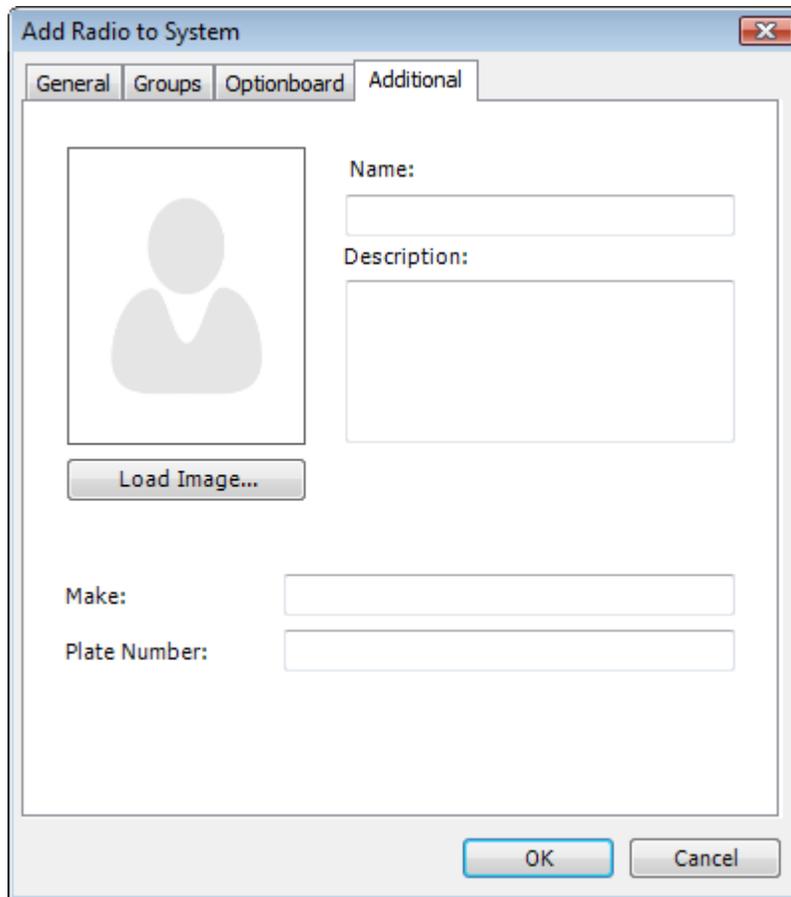
Select a logical group (groups) to assign the subscriber to

OPTIONBOARD TAB



TRBOnet supports Sprite optionboard. Select **Sprite** or **FS5000** if necessary. To test optionboard click **Check Optionboard**.

ADDITIONAL TAB



The screenshot shows a dialog box titled "Add Radio to System" with a close button (X) in the top right corner. The dialog has four tabs: "General", "Groups", "Optionboard", and "Additional", with "Additional" currently selected. The "Additional" tab contains the following fields and controls:

- A placeholder image box for a subscriber's profile picture, with a "Load Image..." button below it.
- A "Name:" label followed by a text input field.
- A "Description:" label followed by a larger text area.
- A "Make:" label followed by a text input field.
- A "Plate Number:" label followed by a text input field.

At the bottom of the dialog are "OK" and "Cancel" buttons.

Name – Type the name of the subscriber

Load Image... – Load an image for the subscriber

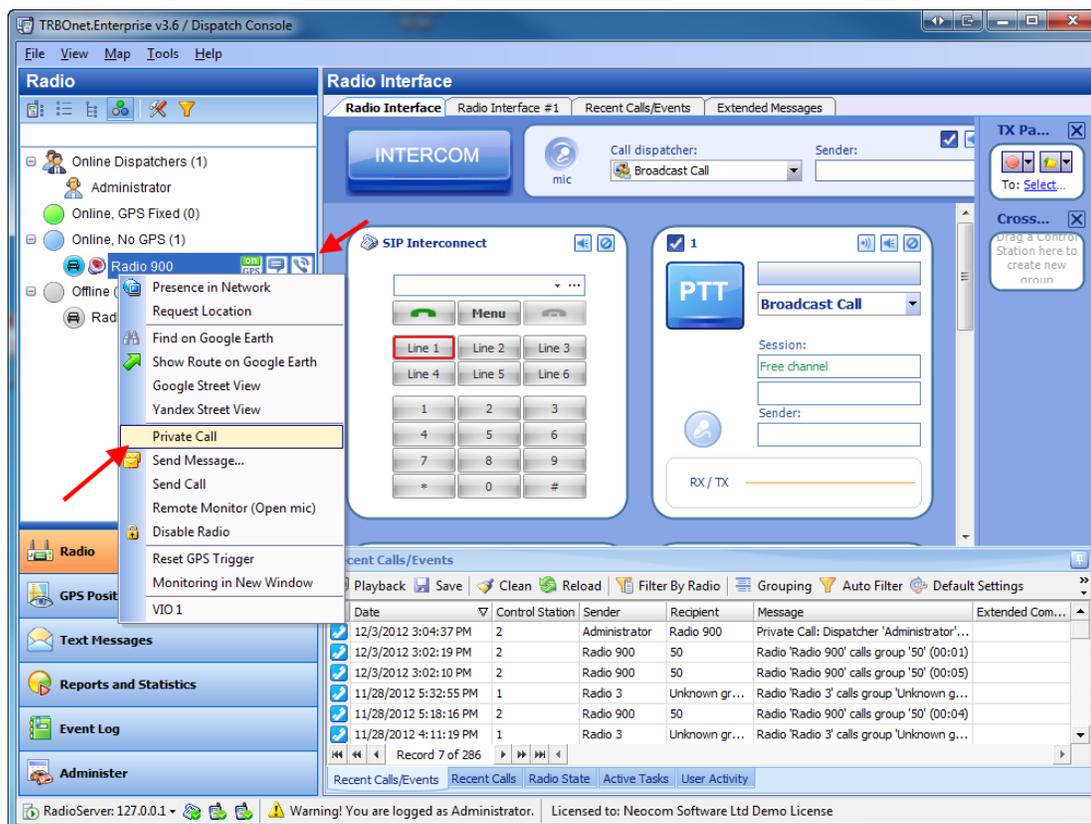
Description – Type the radio's description

Make – enter the vehicle make

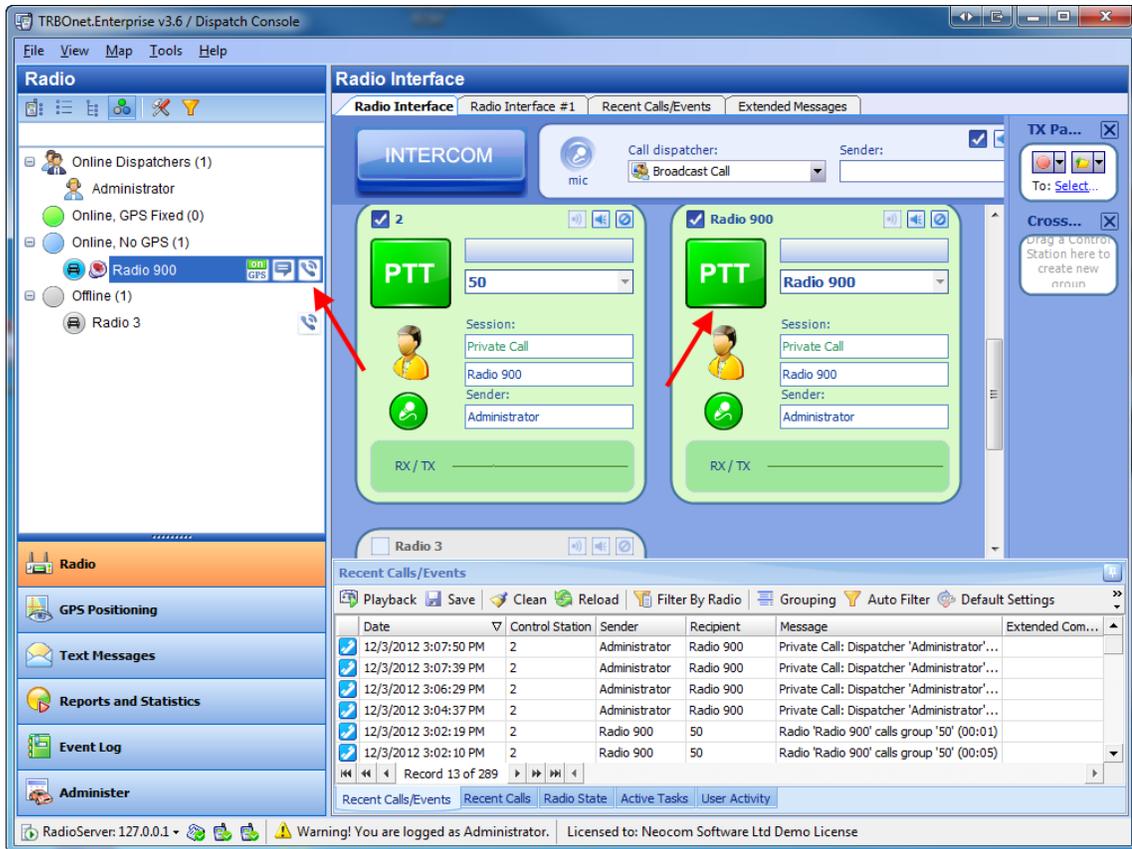
Plate Number – enter vehicle plate number

To make a private call

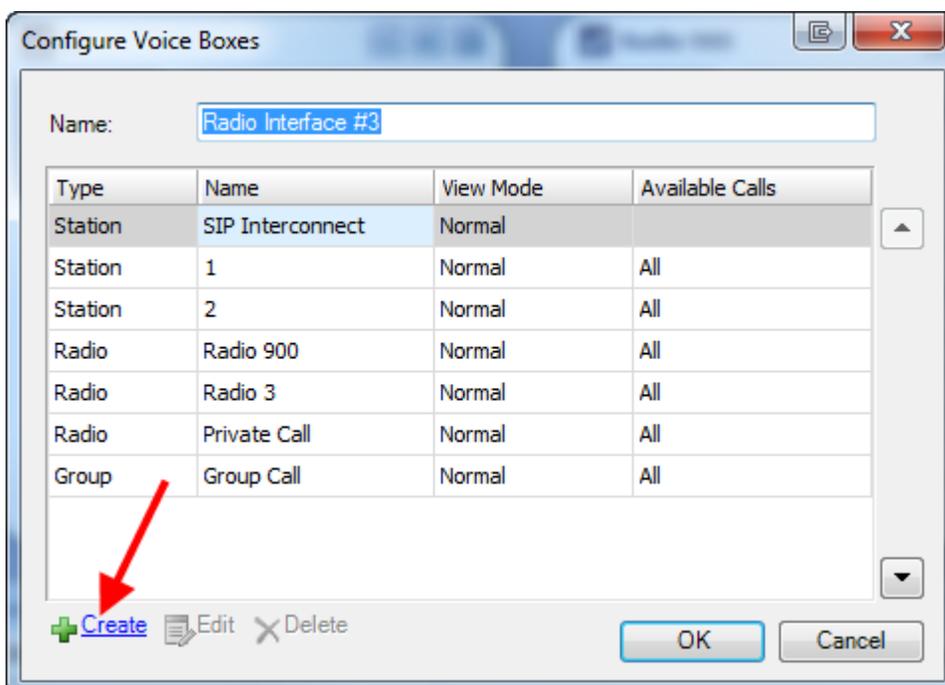
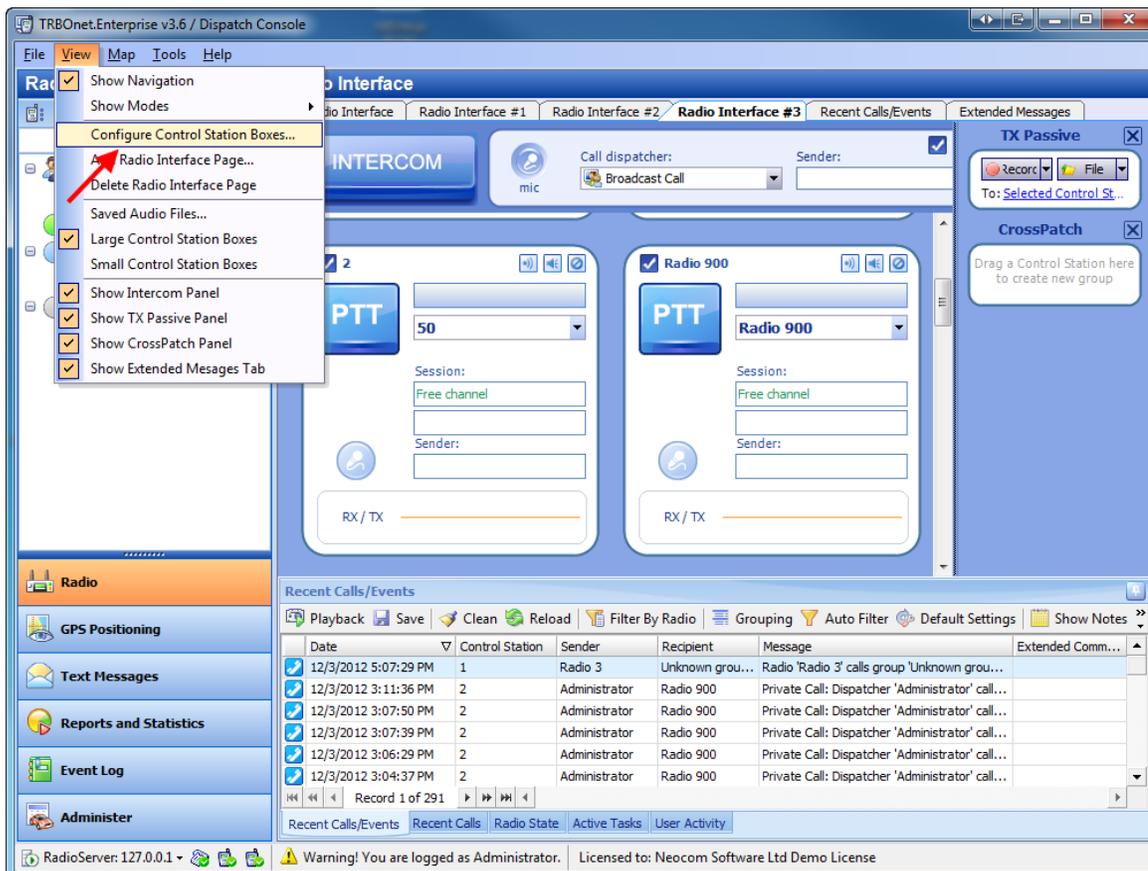
1. To make a private call select a radio in the **Contacts tree**
2. Do one of the following:
 - Right-click the radio and in the context menu select **Private Call**
 - Click  in front of the subscriber in the **Contacts tree**



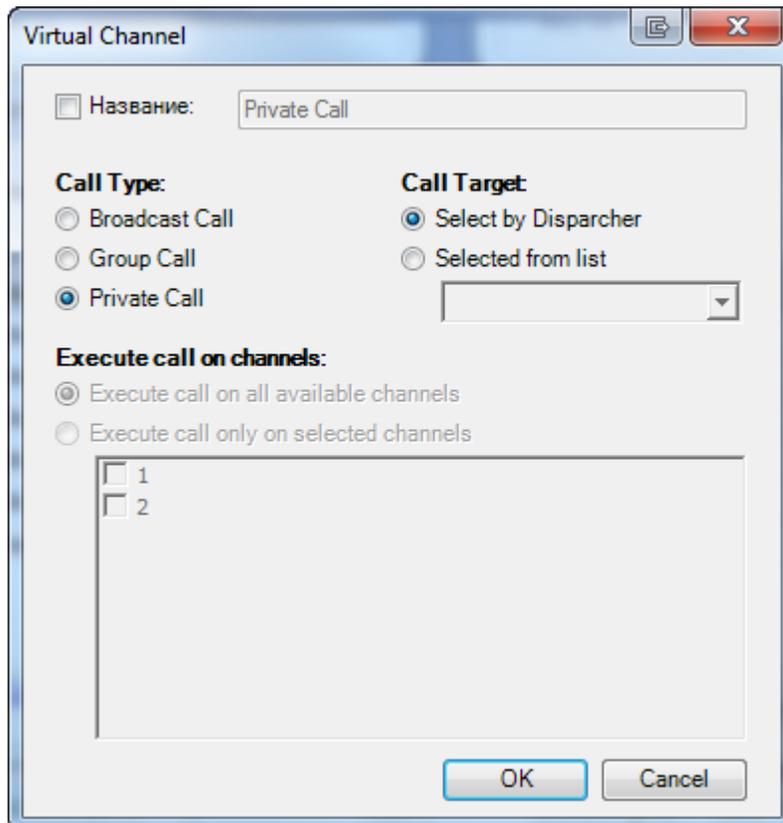
3. To terminate the private call do one of the following:
 - press **PTT**
 - click  in front of the subscriber in the contacts tree



Note: you may also create special boxes for the **Private Calls**. Go **View - Configure Control Station Boxes**. Then click **Create**.



You may give the box any name (it is **Private Call** by default). Then choose **Private Call** in the **Call Type**. In **Call Target** choose **Selected by Dispatcher** or **Selected from list** (if you need to create one box for one private call).



Virtual Channel

Название: Private Call

Call Type:

- Broadcast Call
- Group Call
- Private Call

Call Target:

- Select by Dispatcher
- Selected from list

Execute call on channels:

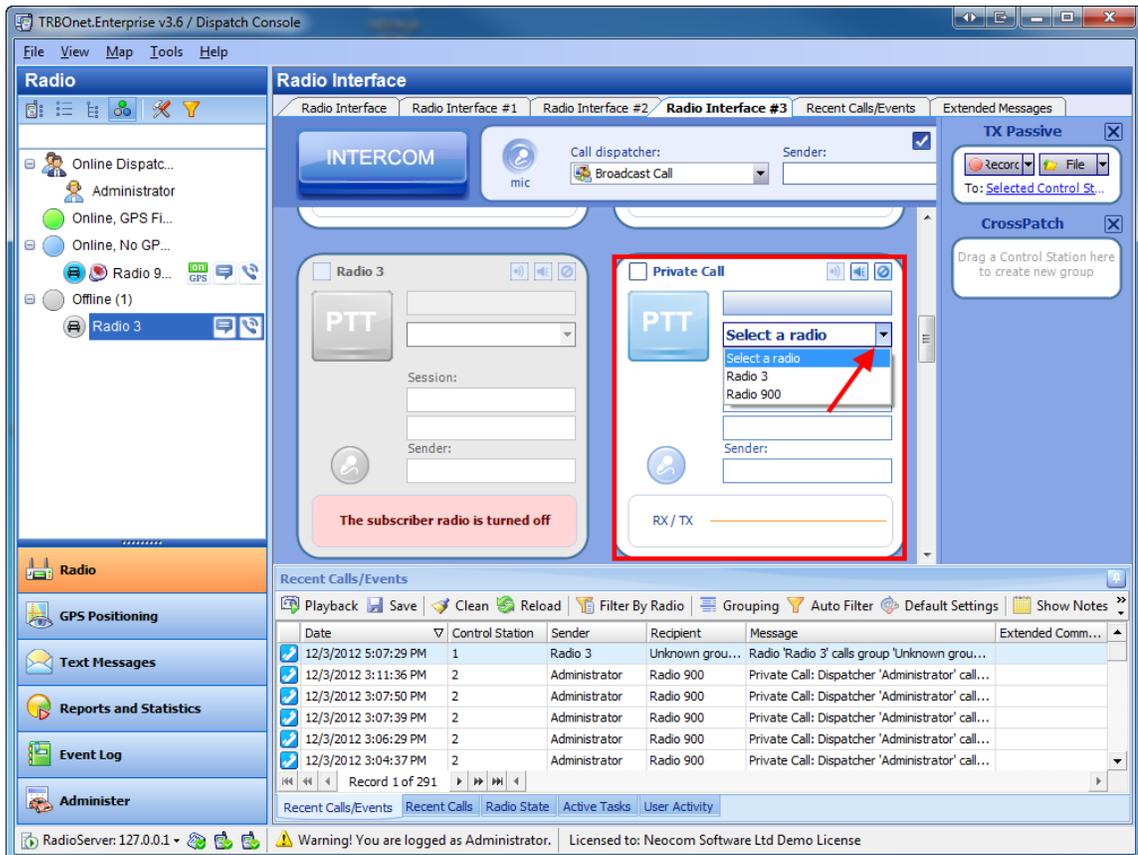
- Execute call on all available channels
- Execute call only on selected channels

1

2

OK Cancel

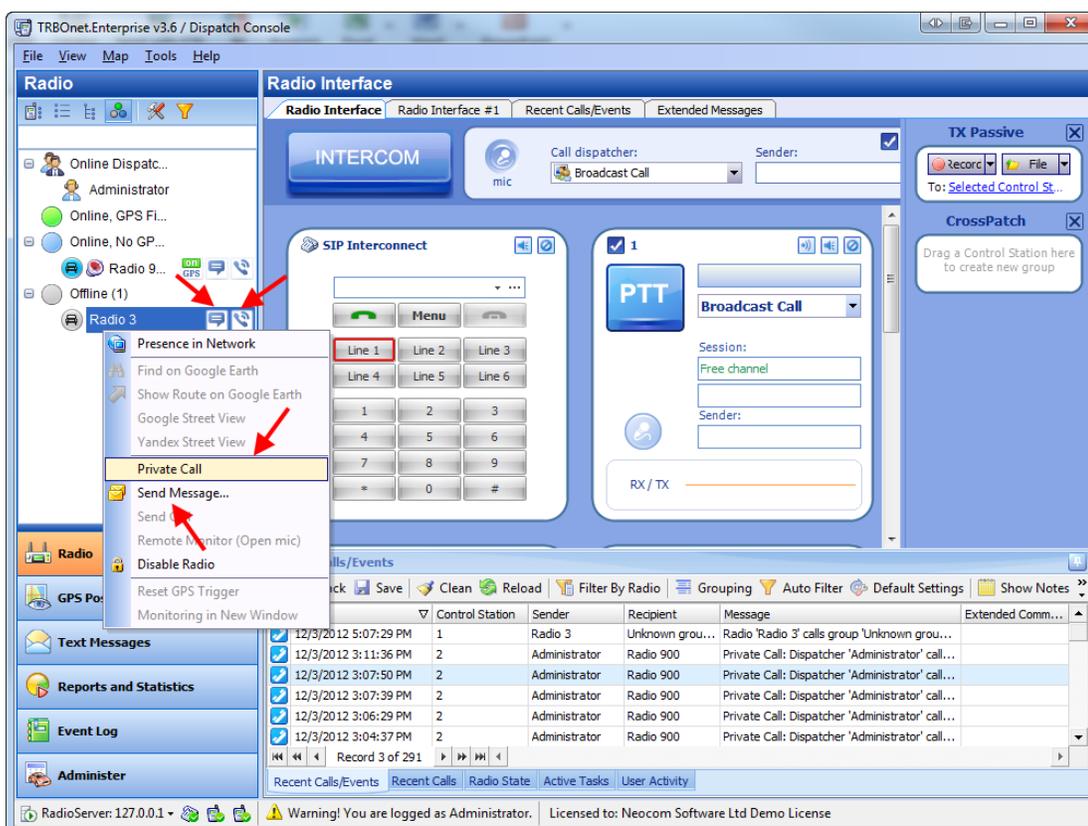
Then the box you created appears in the main interface



To send a voice mail or a text message to an offline subscriber

To send a voice or a text message to an offline subscriber do one of the following:

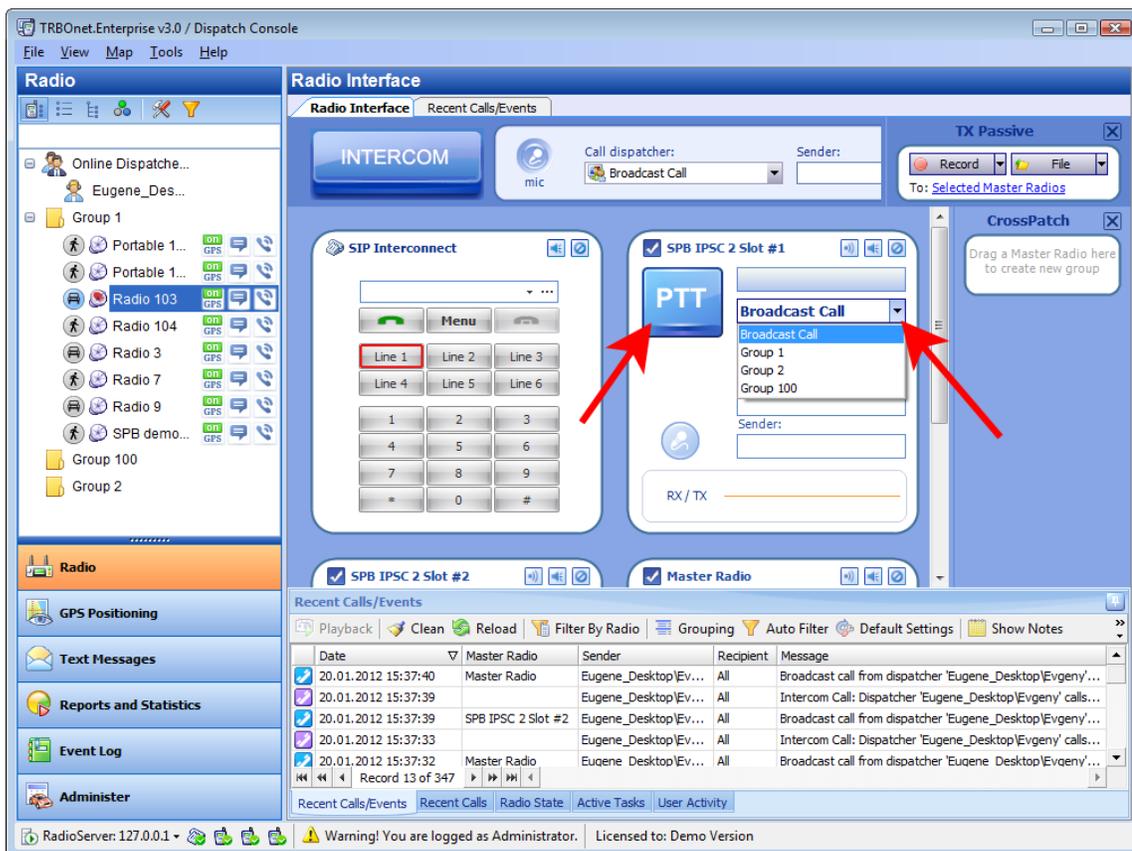
- Select the subscriber and click  or  in front of the subscriber in the **Contacts tree**, then record your voice mail or type a message
- Right-click the subscriber and select in the context menu **Private Call** or **Send Message...**, then record your voice mail or type a message



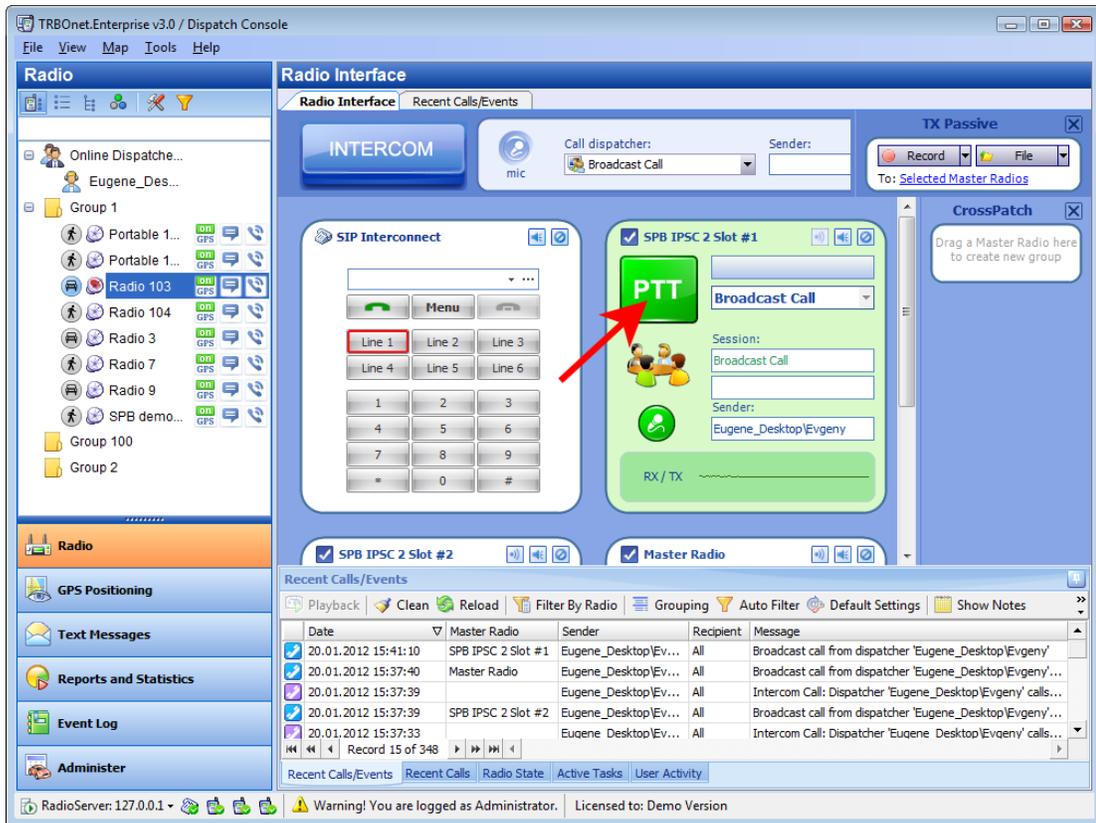
The message will be received as soon as the subscriber gets online

To make a broadcast or a group call

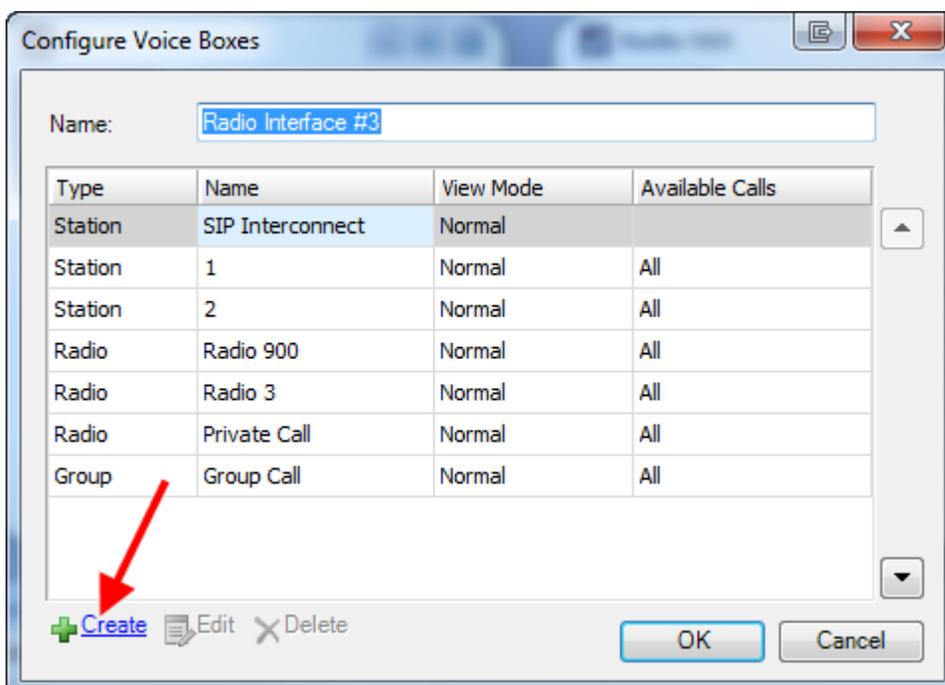
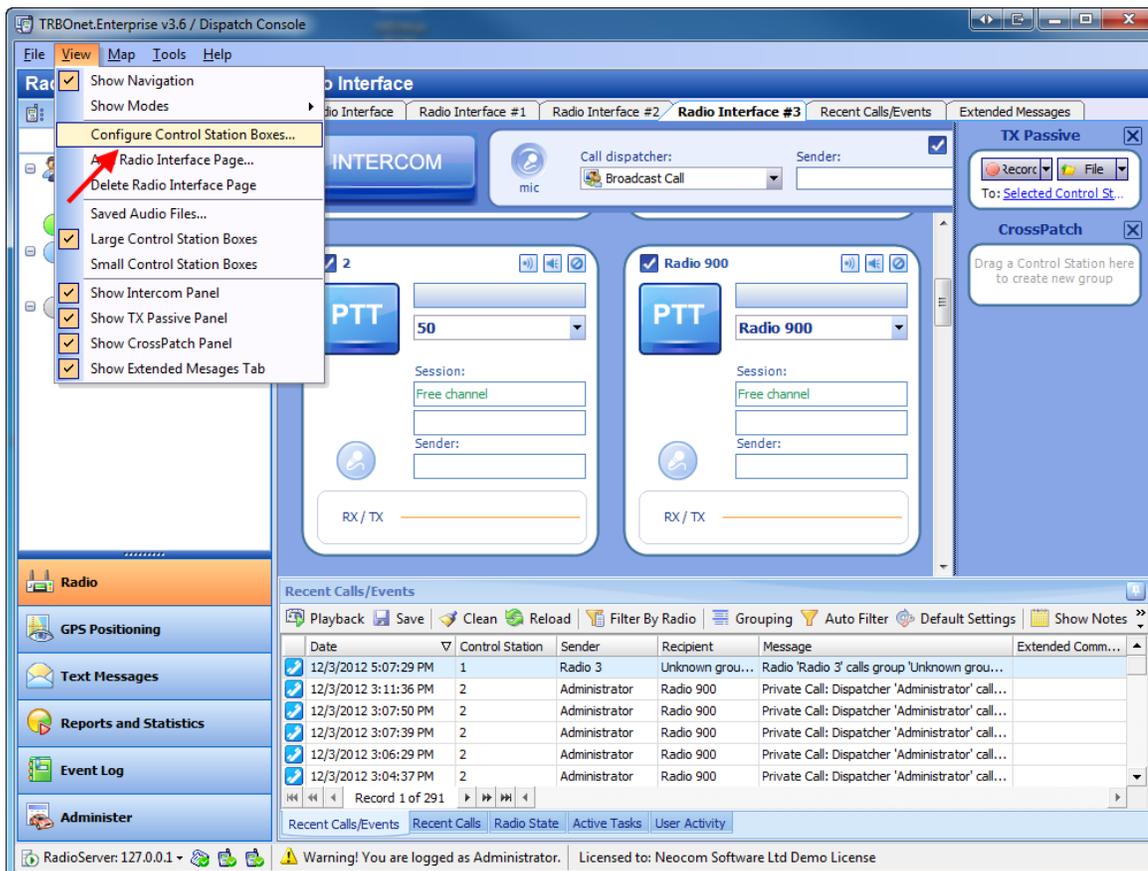
1. Select the call type (**Broadcast Call** or exact group).
2. Press **PTT**



- To terminate the call press **PTT**.



Note: you may also create special boxes for the **Group Calls** and **Broadcast Calls**. Go **View - Configure Control Station Boxes**. Then click **Create**.



Group Calls

You may give the box any name (it is **Group Call** by default). Then choose **Group Call** in the **Call Type**. In **Call Target** choose **Selected by Dispatcher** or **Selected from list**(to create the box for one group). In **Execute calls on channels** choose either **Execute calls on all available channels** or **Execute calls only on selected channels**.

Virtual Channel

Название: Group Call

Call Type:

Broadcast Call

Group Call

Private Call

Call Target:

Select by Dispatcher

Selected from list

Execute call on channels:

Execute call on all available channels

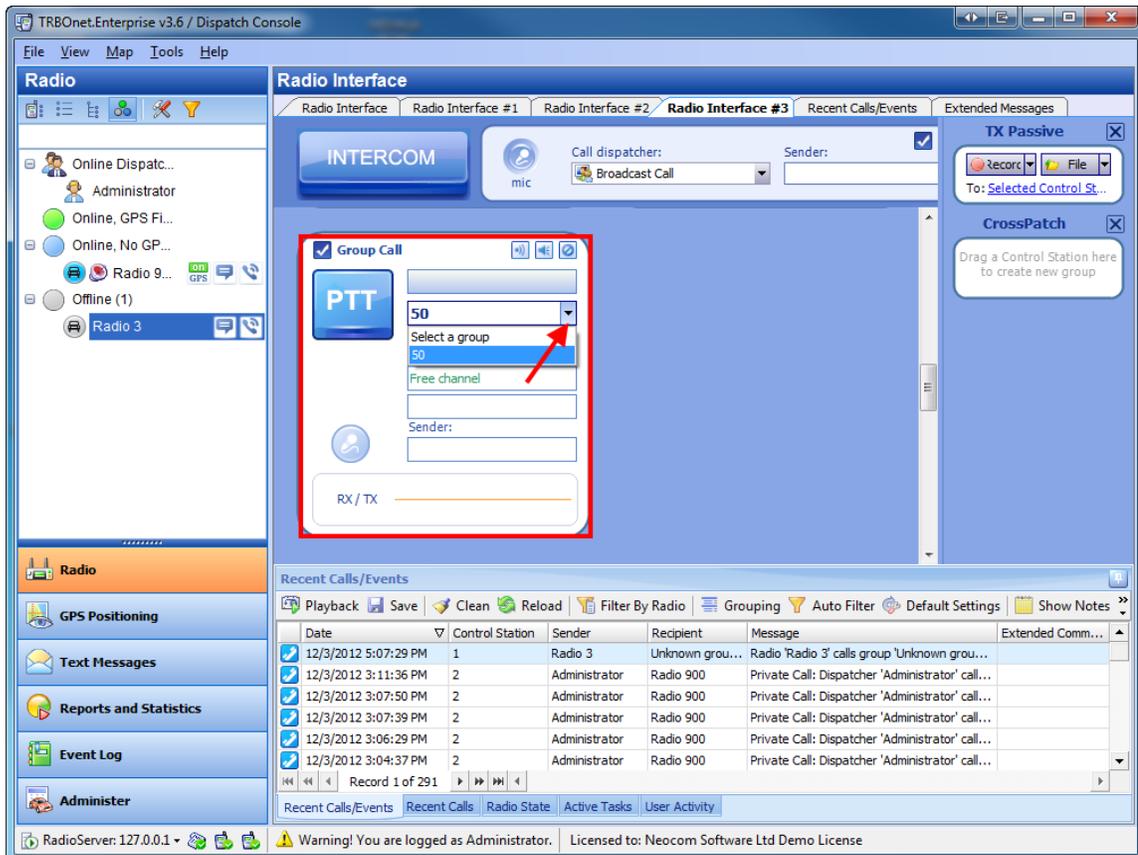
Execute call only on selected channels

1

2

OK Cancel

Then the box you created appears in the main interface



Broadcast Calls

You may give the box any name (it is **Broadcast Call** by default). Then choose **Broadcast Call** in the **Call Type**. In **Execute calls on channels** choose either **Execute calls on all available channels** or **Execute calls only on selected channels**.

Virtual Channel

Название: Broadcast Call

Call Type:

- Broadcast Call
- Group Call
- Private Call

Call Target:

- Select by Dispatcher
- Selected from list

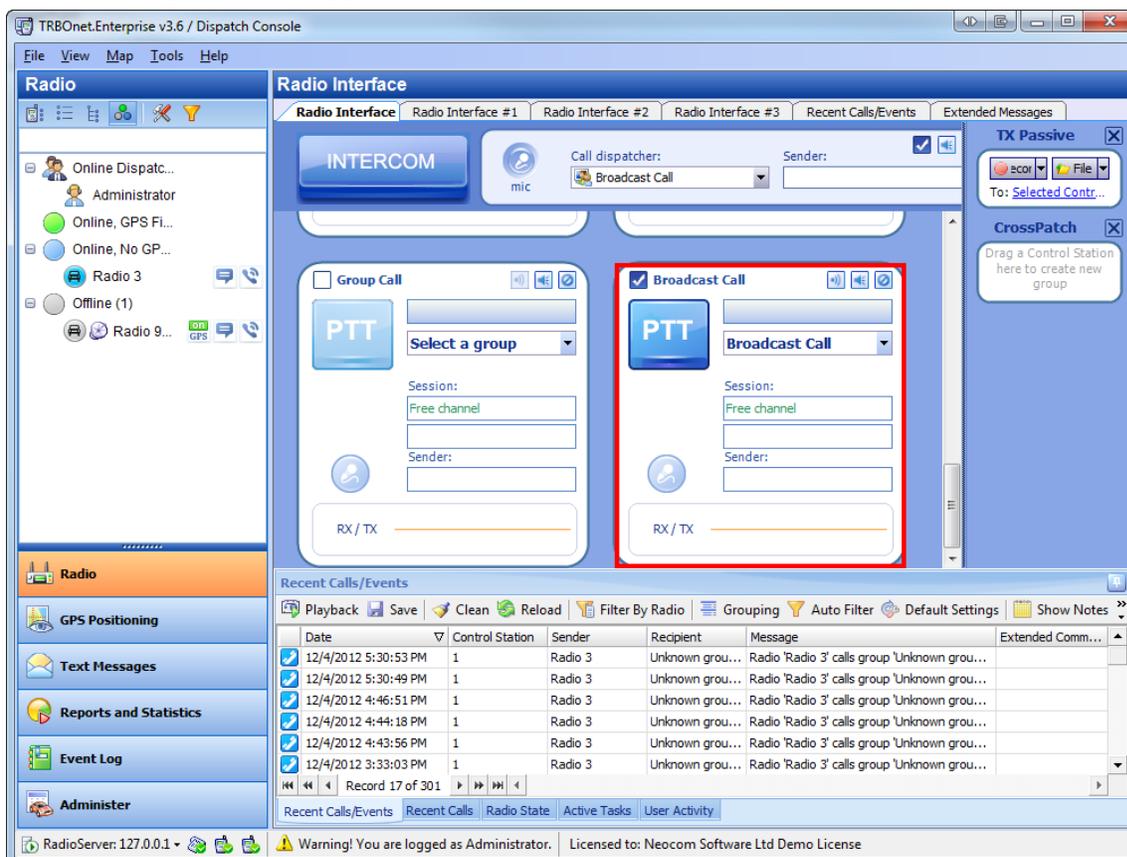
Execute call on channels:

- Execute call on all available channels
- Execute call only on selected channels

- 1
- 2

OK Cancel

Then the box you created appears in the main interface

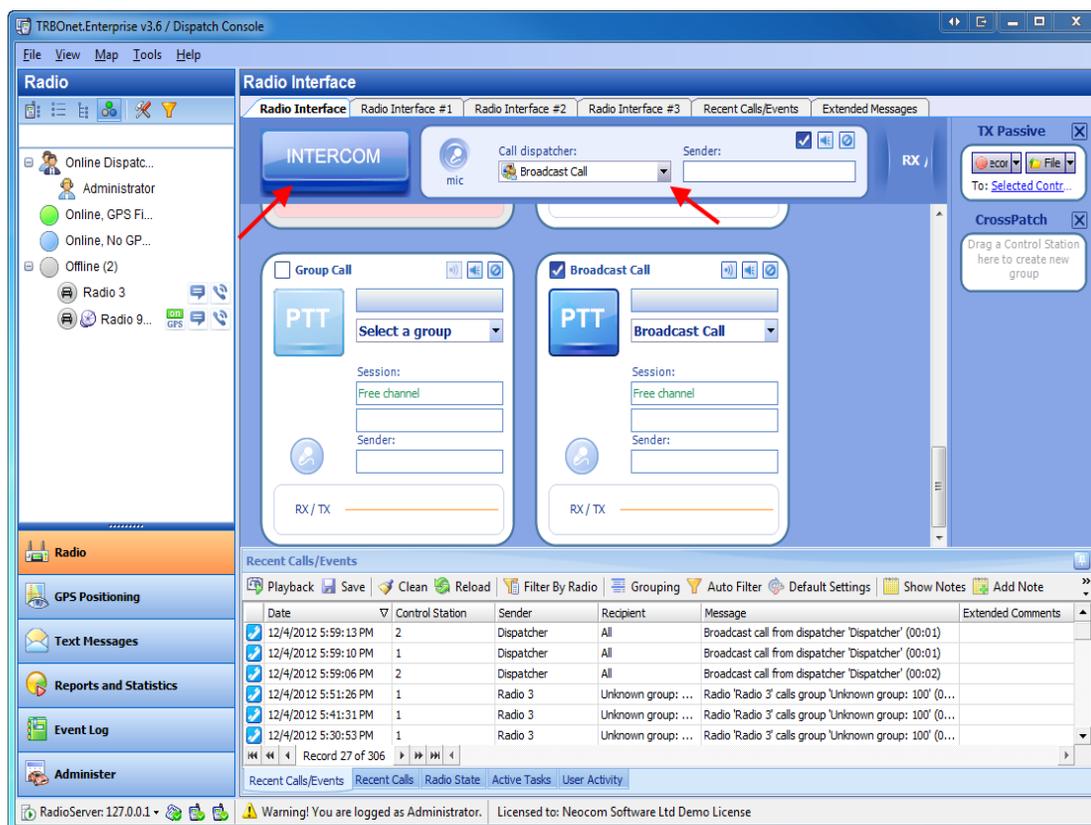


To make an Intercom call

There are 2 types of Intercom calls:

TO MAKE AN INTERCOM CALL TO ALL THE DISPATCHERS

1. Select **Broadcast Call** on the Intercom pane.
2. Press **INTERCOM** in the calls pane.



3. To terminate Intercom call press **INTERCOM** in the calls pane.

TO MAKE A PRIVATE INTERCOM CALL

1. Select a dispatcher on the Intercom pane.
2. Press **INTERCOM** in the calls pane.

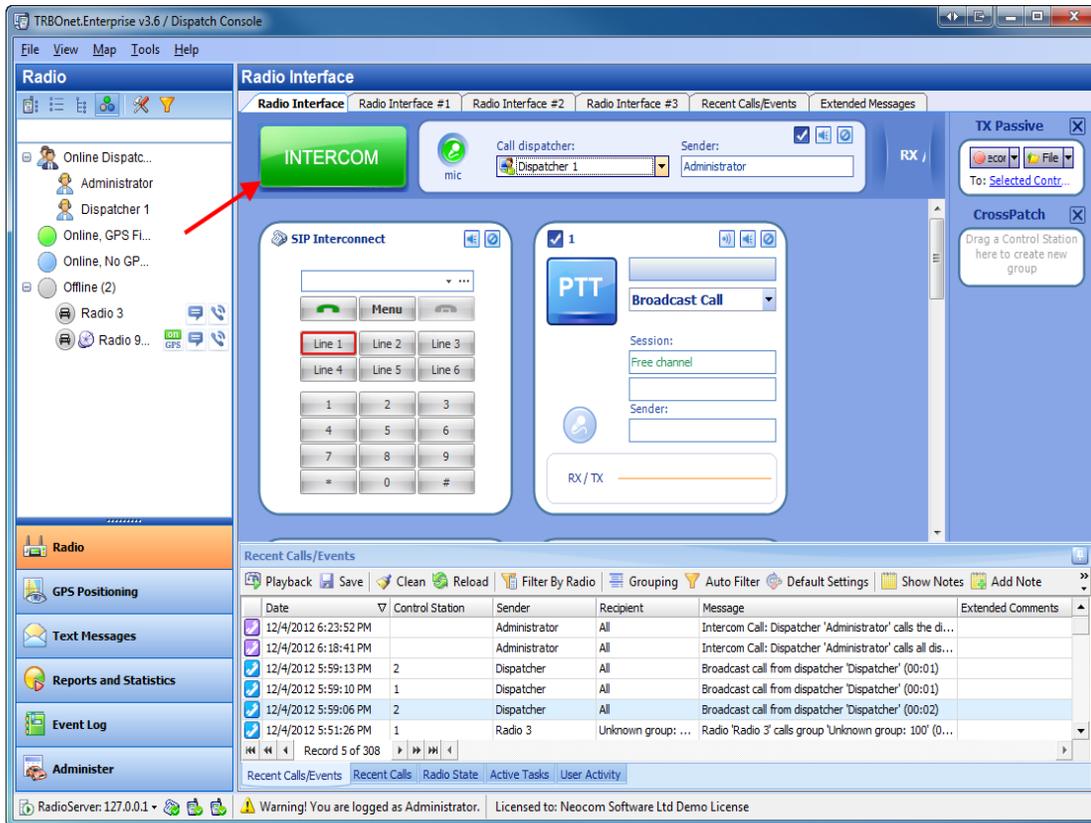
The screenshot displays the TRBOnet Enterprise v3.6 Dispatch Console interface. The main window is titled "Radio Interface" and contains several panes and controls:

- Radio Interface #1:** A large blue button labeled "INTERCOM" is highlighted with a red arrow. To its right is a "Call dispatcher:" dropdown menu with "Dispatcher 1" selected, also highlighted with a red arrow.
- SIP Interconnect:** A panel with a numeric keypad (1-9, *, 0, #) and a "Menu" button. "Line 1" is highlighted in red.
- PTT (Push-to-Talk):** A panel with a "Broadcast Call" dropdown and a "Session:" field set to "Free channel".
- Recent Calls/Events:** A table at the bottom showing call logs.

Date	Control Station	Sender	Recipient	Message	Extended Comments
12/4/2012 6:18:41 PM		Administrator	All	Intercom Call: Dispatcher 'Administrator' calls all dis...	
12/4/2012 5:59:13 PM	2	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:01)	
12/4/2012 5:59:10 PM	1	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:01)	
12/4/2012 5:59:06 PM	2	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:02)	
12/4/2012 5:51:26 PM	1	Radio 3	Unknown group: ...	Radio 'Radio 3' calls group 'Unknown group: 100' (0...	
12/4/2012 5:41:31 PM	1	Radio 3	Unknown group: ...	Radio 'Radio 3' calls group 'Unknown group: 100' (0...	

The interface also includes a left sidebar with "Radio" (Online Dispat..., Administrator, Dispatcher 1, Offline (2), Radio 3, Radio 9...), "GPS Positioning", "Text Messages", "Reports and Statistics", "Event Log", and "Administer". The bottom status bar shows "RadioServer: 127.0.0.1" and a warning: "Warning! You are logged as Administrator. Licensed to: Neocom Software Ltd Demo License".

- To terminate the private Intercom call press **INTERCOM**.

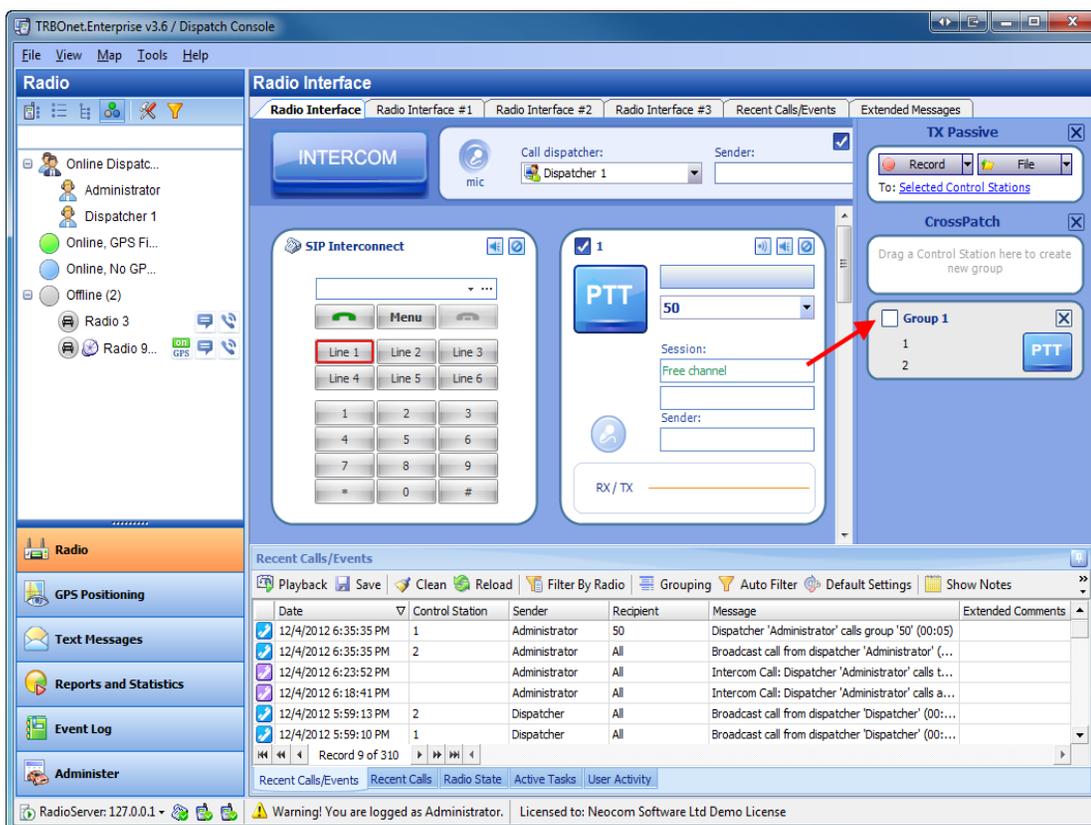


To activate CrossPatch

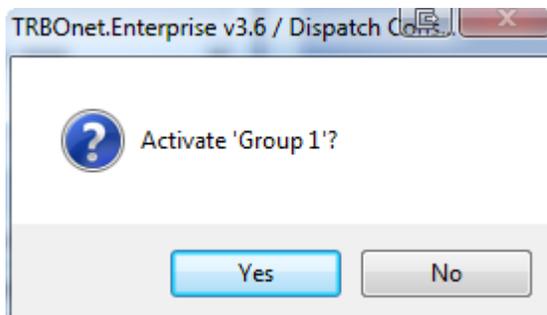
TRBOnet Enterprise allows adding and activating rules for patching different channels. For more information see "[CrossPatch](#)".

TO ACTIVATE EXISTING CROSSPATCH POLICY

To activate or deactivate an existing CrossPatch policy select the checkbox in front of the CrossPatch in **Work Area**.

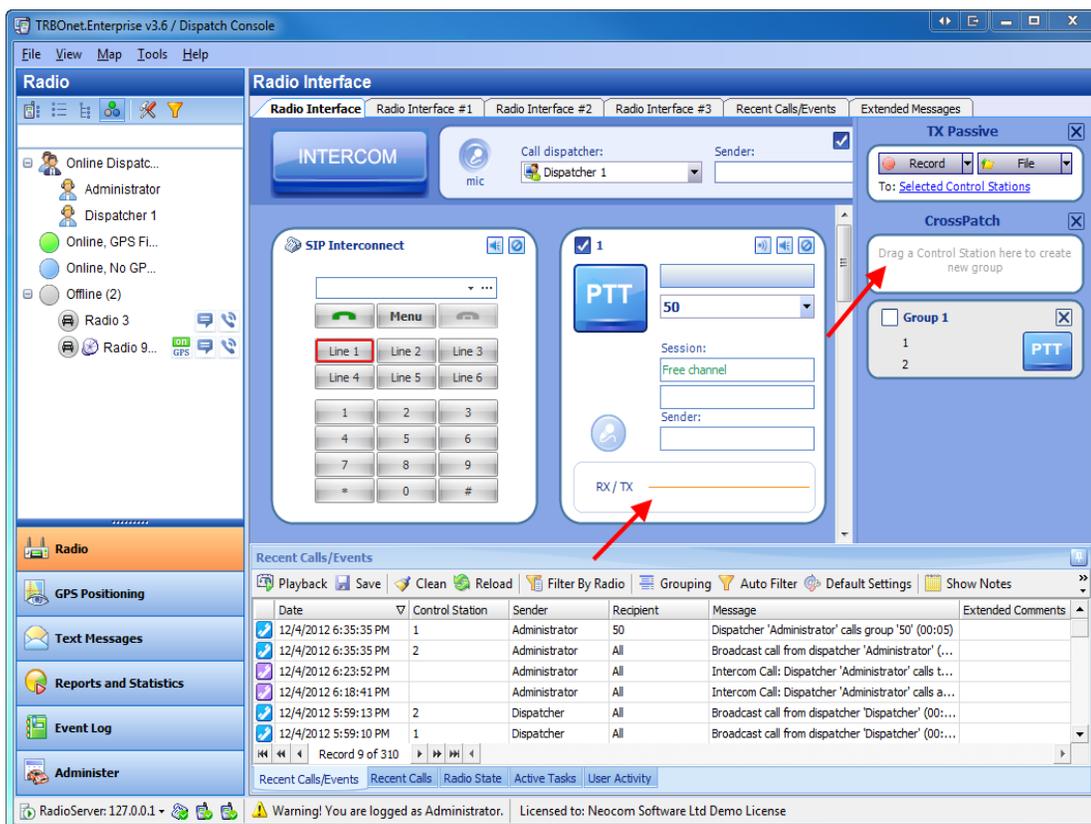


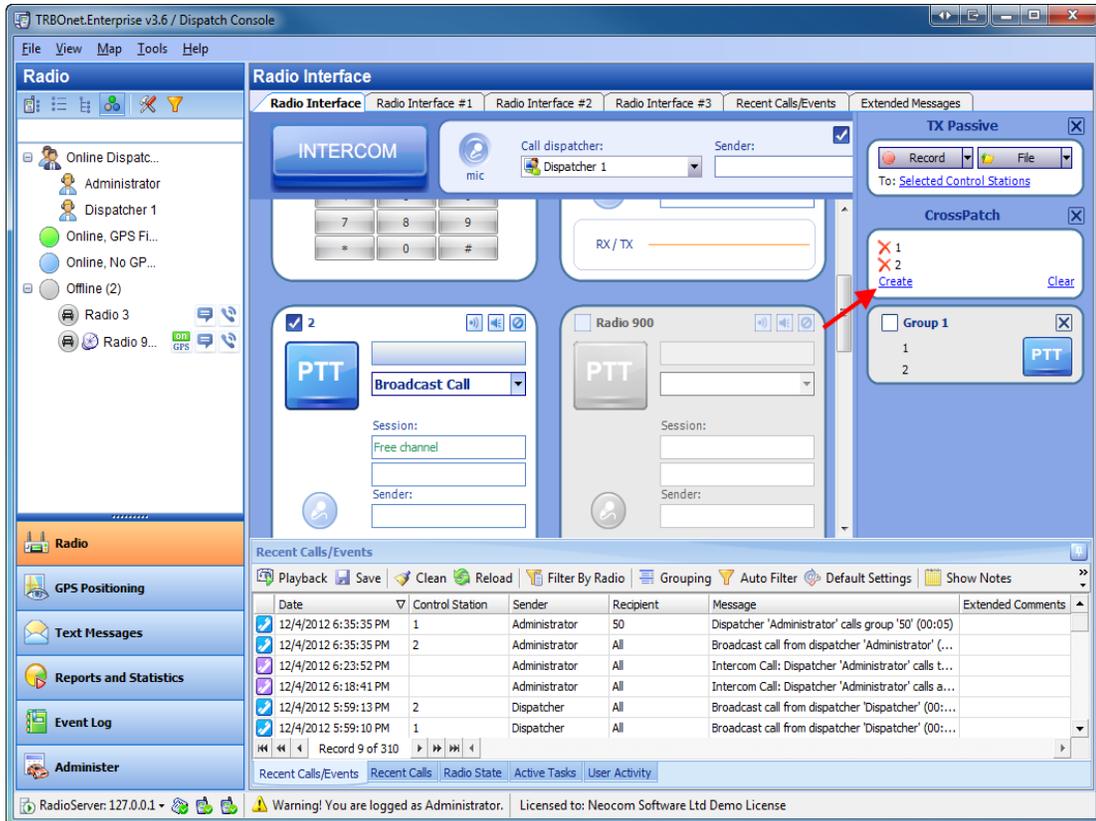
Then confirm the activation (deactivation).



TO ADD A NEW CROSSPATCH POLICY

To add a new CrossPatch policy drag master radios to the CrossPatch panel and click **Create**..



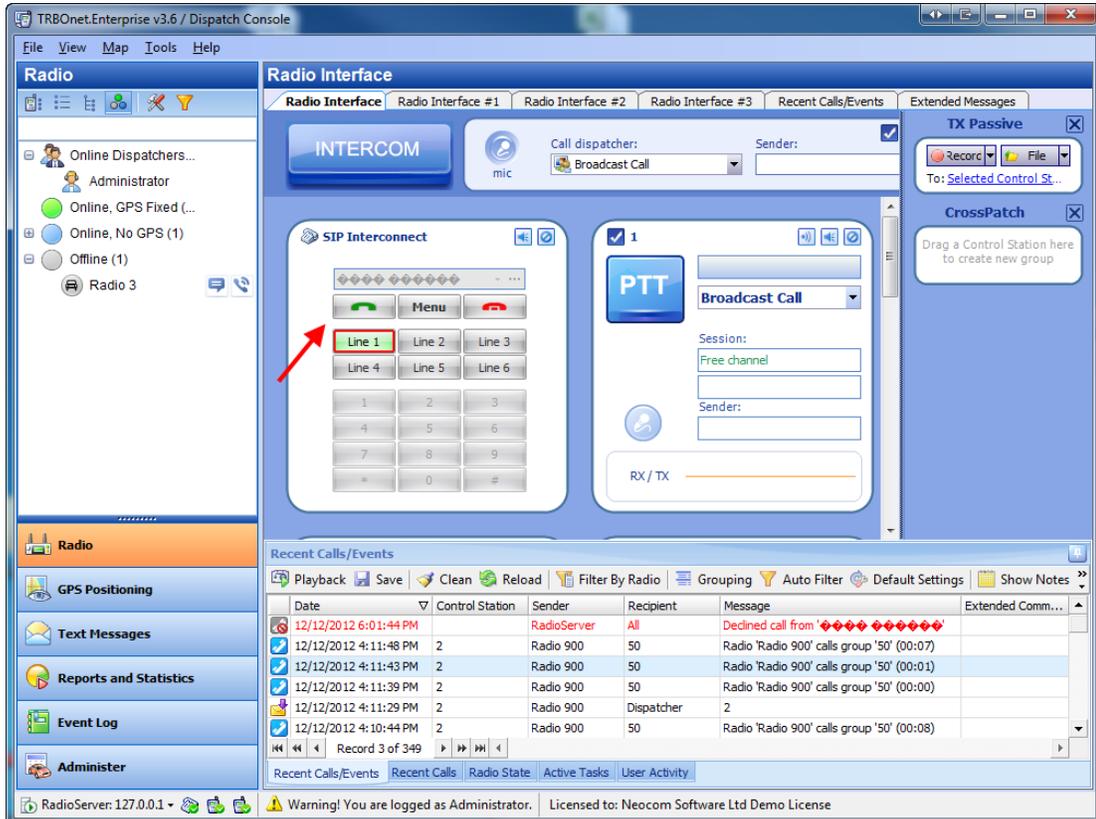


To make or receive telephone calls

TO MAKE A PHONE CALL FROM THE DISPATCHER CONSOLE

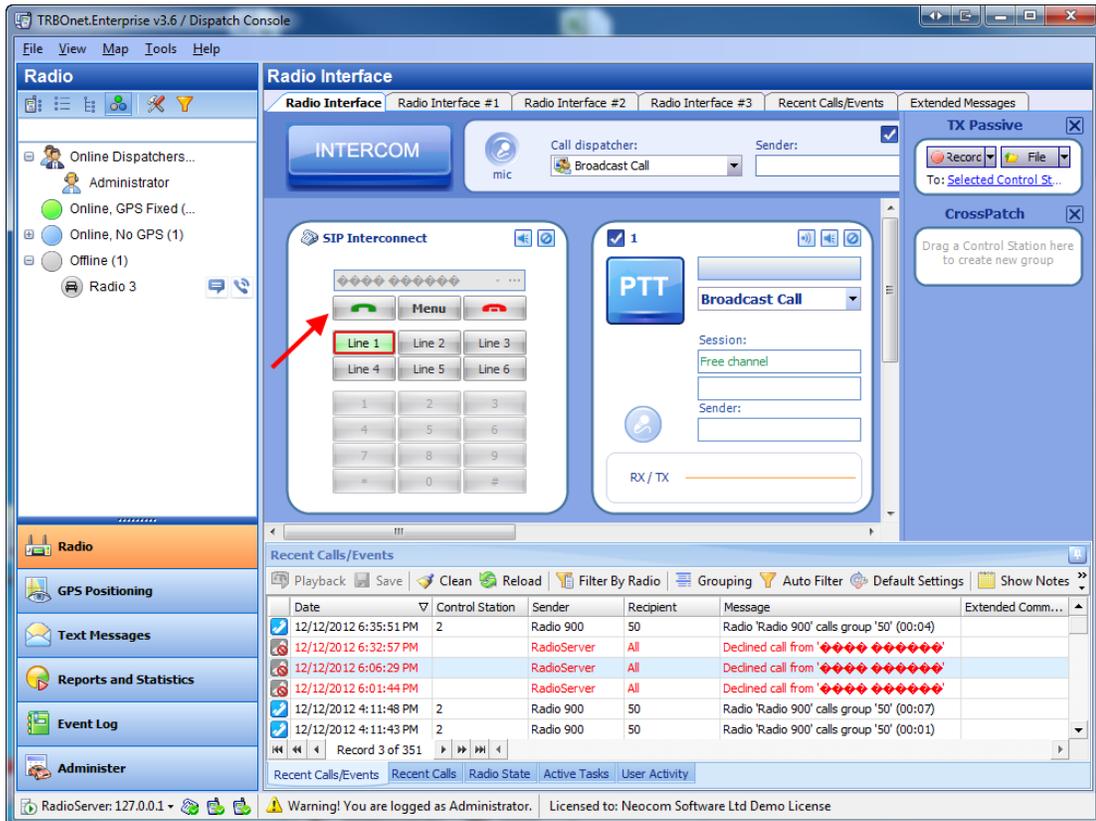
To make a phone call from the dispatcher Console use the **SIP Interconnect** pane.

Select the line, enter the phone number and click .



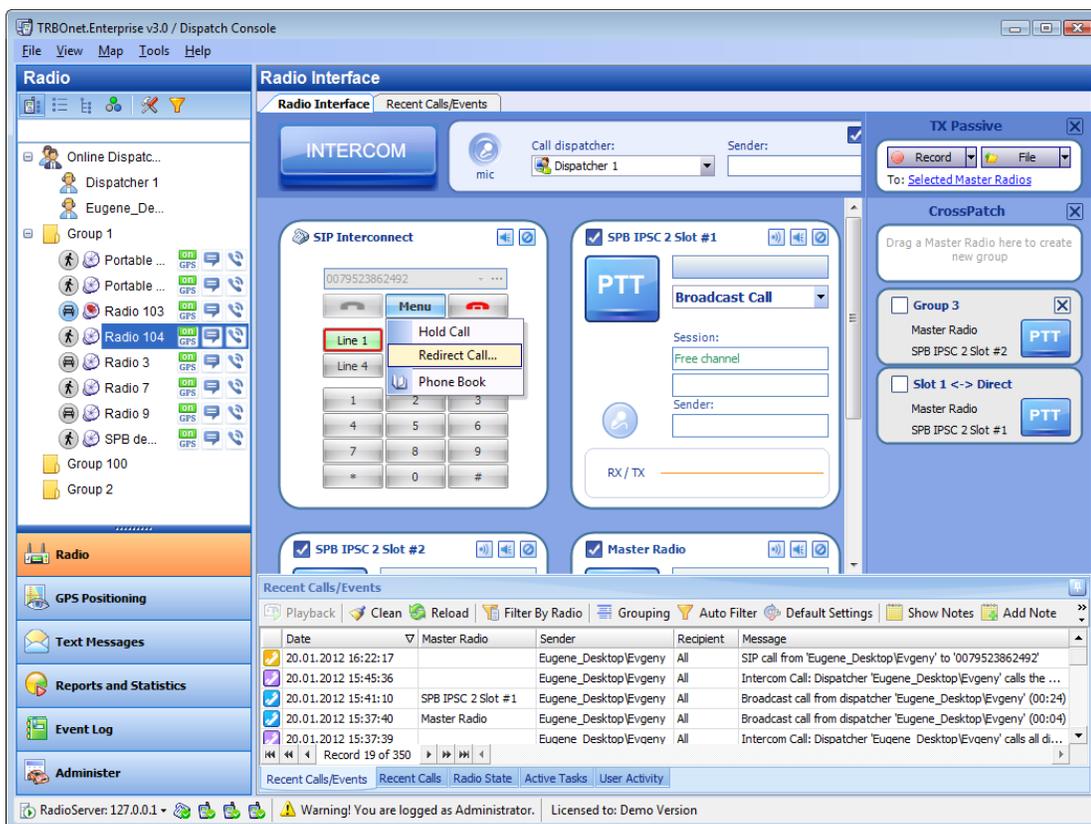
TO RECEIVE A PHONE CALL

To answer a phone call click .



TO REDIRECT A PHONE CALL TO A SUBSCRIBER RADIO

To redirect a phone call to a subscriber click the **Menu** icon then click **Redirect Call...** and select the subscriber or dispatcher to redirect the call to.



TO MAKE A CALL FROM TELEPHONE TO RADIO

To make a phone call to a subscriber radio dial the SIP account's phone number. Then follow the voice menu's prompts or ask the dispatcher to redirect your call to the subscriber.

TO MAKE A CALL FROM SUBSCRIBER RADIO TO TELEPHONE

DTMF Call

Note: Only 1.07.02 firmware version and higher support DTMF.

To make a DTMF call do the following:

1. Press PTT on a portable and hold it.
2. While holding PTT dial the phone number and press # (For example: 0079521112233#).
3. Release PTT. The RadioServer will automatically initiate a phone call.

A call by sending text message to the base

To make a call to a phone number send to the master radio a text message with the text "**PrefixN**".

Prefix - the prefix set in the RadioServer configuration (the default prefix is **sip**.)

N - the telephone number

To terminate the Call

To terminate the call press **PTT** and then press **#** twice on your subscriber radio

Actions available for a master radio or repeater slot

The following actions are available for a master radio or a repeater slot:

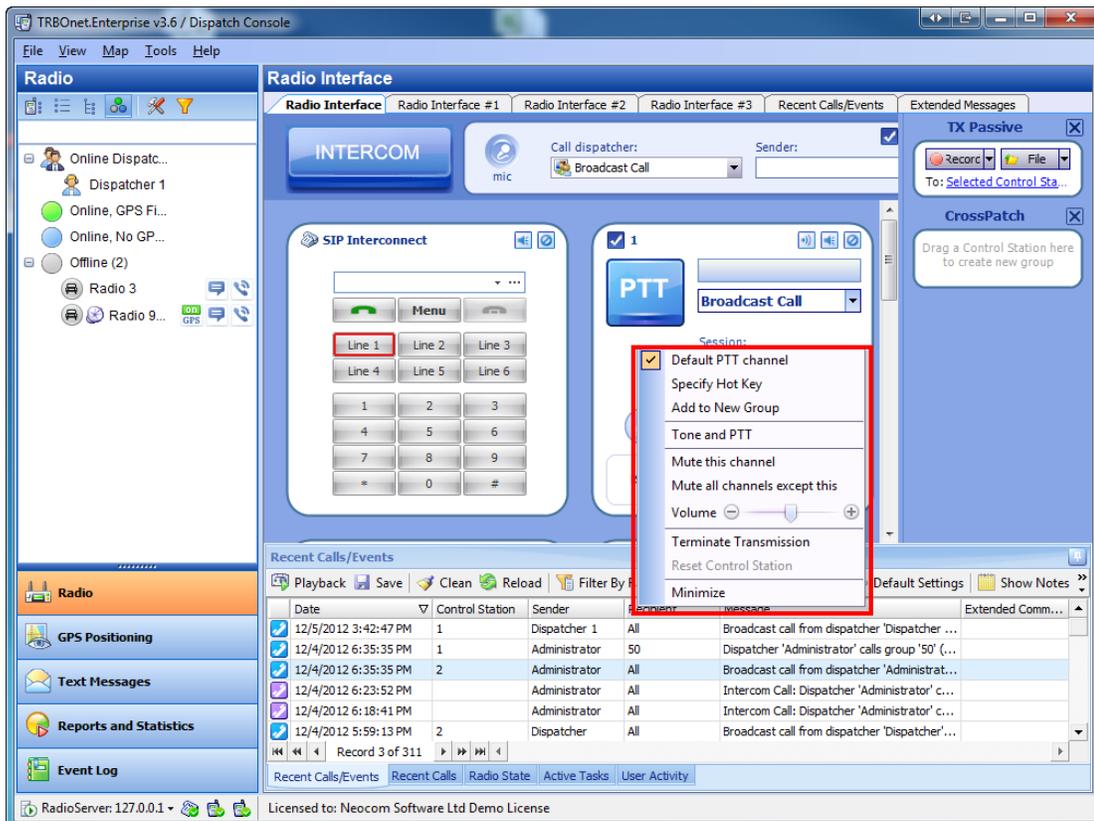
ACTIONS ON MASTER RADIO PANE

The following actions are available on master radio pane:

- - select the checkbox to make this channel a radio default PTT channel (for external microphone or spacebar)
-  (Tone and PTT) - starts transmitting after a tone sound
-  (Solo) - mutes all channels except for this one
-  (Mute) - mutes this channel

ACTIONS FROM MASTER RADIO CONTEXT MENU

To perform an action right-click a master radio or repeater slot and select action from context menu.



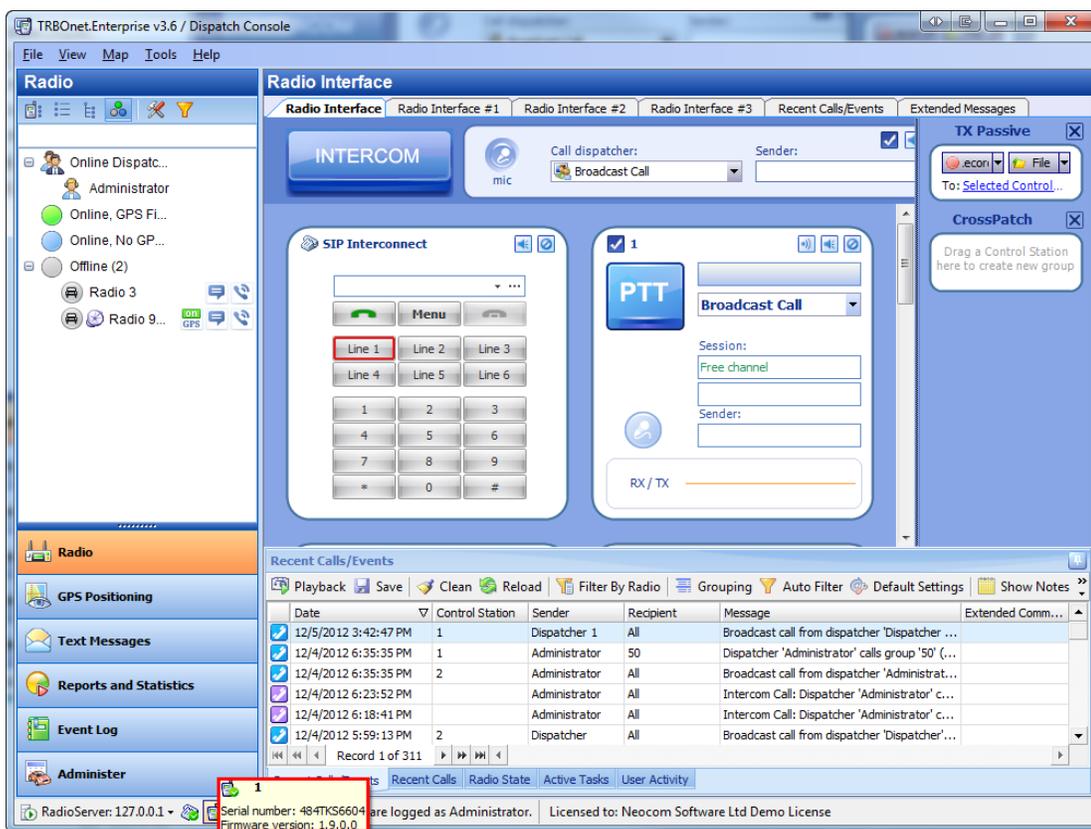
The following actions are available from master radio context menu:

- **Default PTT channel** - select the checkbox make this channel radio default PTT channel (for external microphone or spacebar)
- **Specify Hot Key** - Select to specify the hot key to transmit on this channel
- **Tone and PTT** - Click to start transmitting after a tone sound
- **Mute this channel** - Click to mute this channel
- **Mute all channels except this** - Click to mute all channels except this
- **Volume** - Allows adjusting volume level
- **Terminate Transmission** - Click to terminate a call on this channel
- **Reset Control Station** - Click to reset the control station or repeater slot
- **Minimize/Maximize** - Click to minimize or maximize the master radio pane

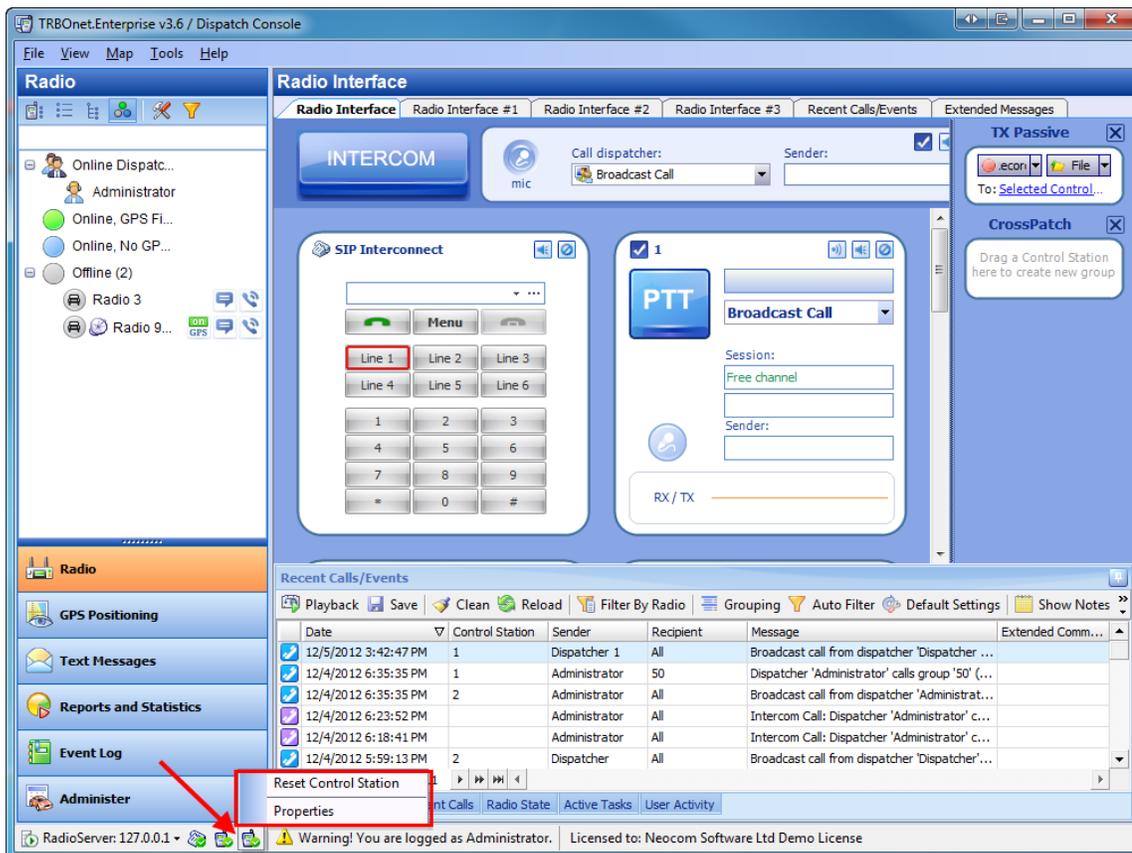
ACTIONS AVAILABLE FROM MASTER RADIO ICON CONTEXT MENU

All master radios are displayed as icons.

To view a master radio or repeater slot info rollover a master radio icon:



To perform an action click a master radio icon and select the action:



The following actions are available:

- **Reset Control Station** - reset a master radio
- **Properties** - see master radio properties

MASTER RADIO PROPERTIES

Description tab

The screenshot shows a dialog box titled "Control Station #1" with a "Description" tab selected. The dialog contains the following fields:

Field	Value
ID	321e2b50-90ce-4311-bd26-a055fd0010e3
Name	Control Station #1
Type	MOTOTRBO
Mode	IP Site Connect
Serial Number	484TMG4112
Firmware version	2.21.2.0

At the bottom of the dialog are "OK" and "Cancel" buttons.

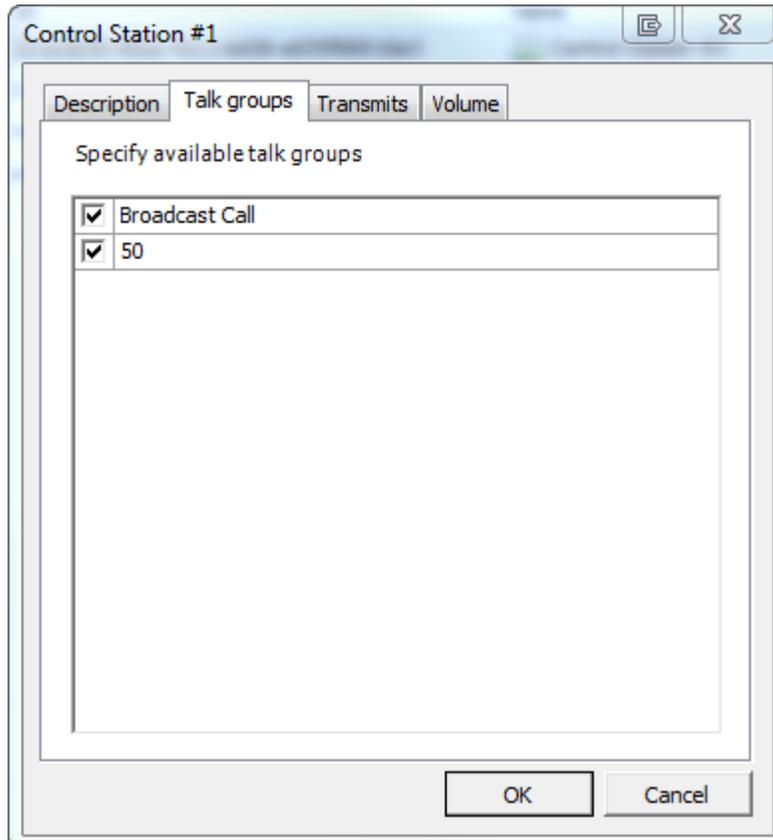
This tab provides the following information:

- **ID** – master radio's ID
- **Name** – master radio's name
- **Type** – master radio's type
- **Mode** – mode (**Single Master Radio**, **IP Site Connect** or **Capacity Plus**)
- Status (**Connected** or **Disconnected**)
- **Serial number** (only available for connected master radios)
- **Firmware version** (only available for connected master radios)

Note: The information is read-only.

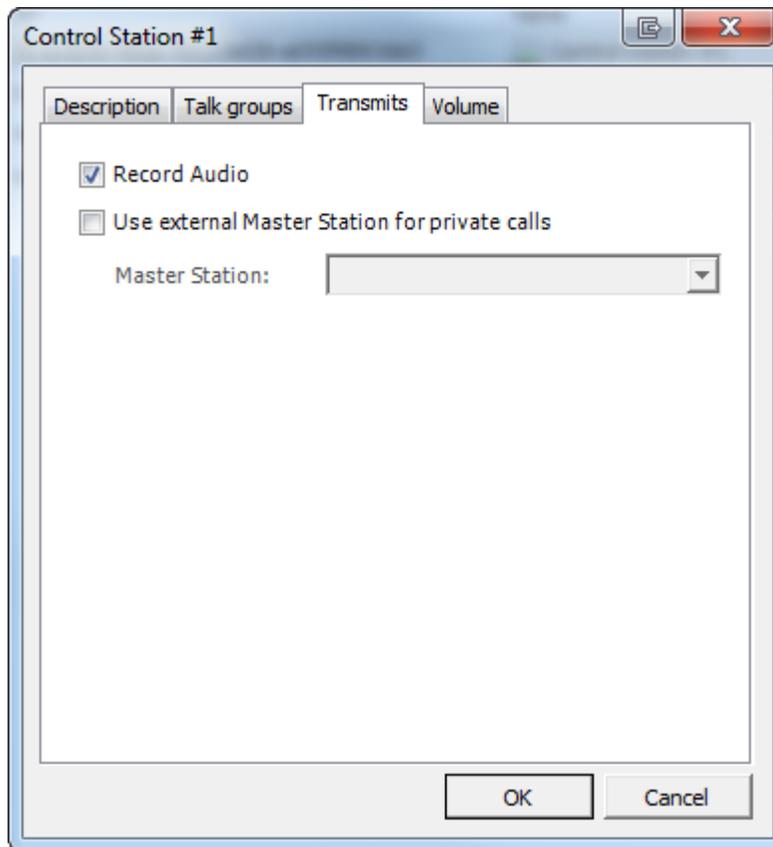
To change the master radio settings run the **TRBOnet Enterprise v3.6 / Server Configurator** by selecting **All Programs | Neocom Software | TRBOnet Enterprise 3.0 | TRBOnet RadioServer v3.6** in the **Start** menu or using the **TRBOnet RadioServer v3.6** shortcut on your desktop.

Talk groups tab



Specify available talk groups in this tab. Select or clear checkboxes.

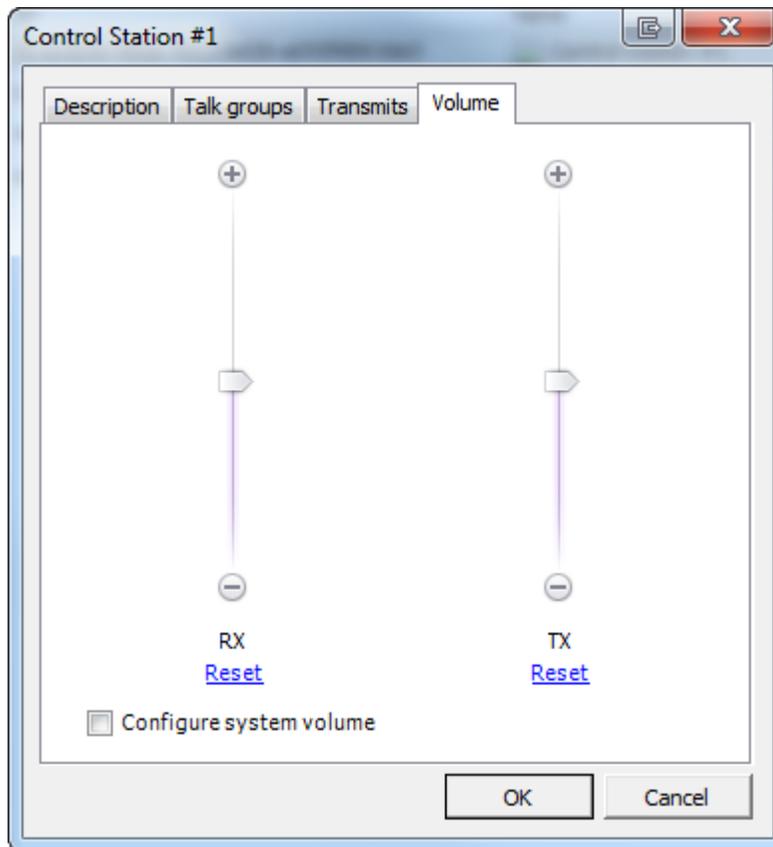
Transmits tab



Select **Record Audio** to record all voice on the master radio.

If necessary select the checkbox to use an external master radio for private calls and select the master radio from the dropdown list.

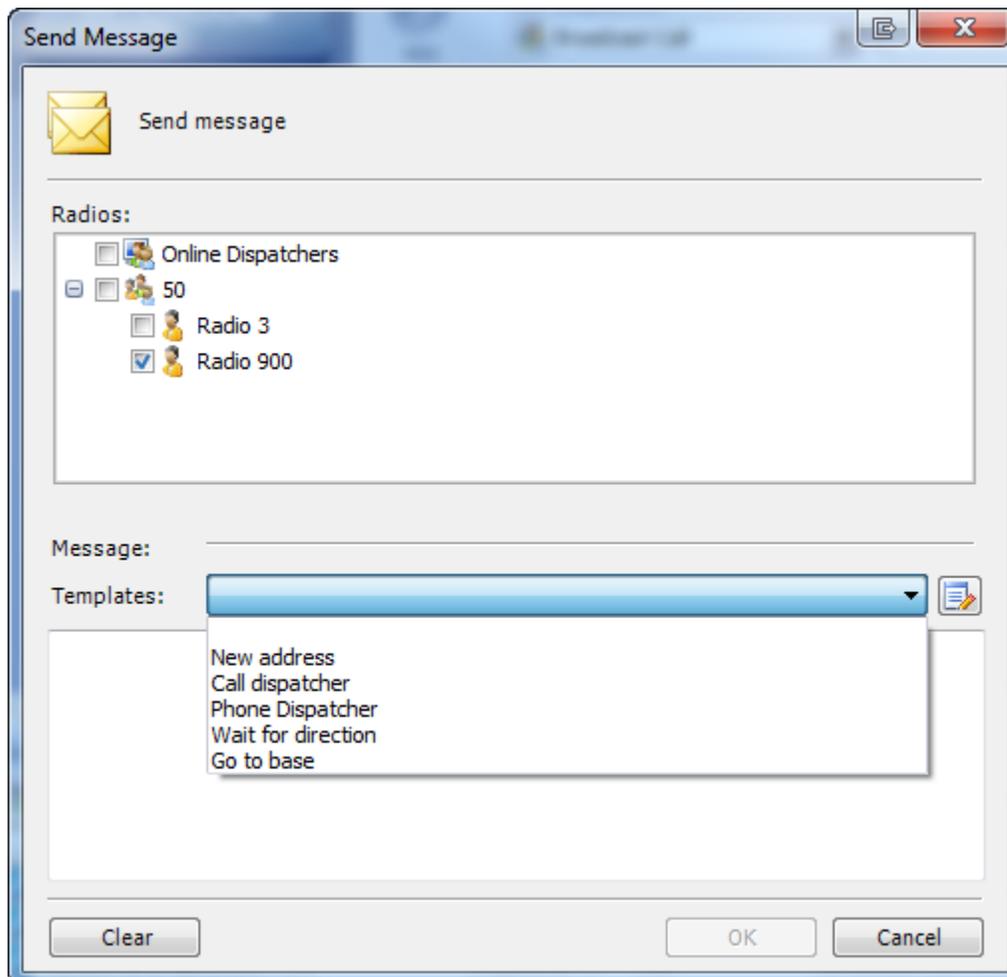
Volume tab



Adjust TX and RX volume levels on the channel manually or select **Configure system volume** to follow system volume settings.

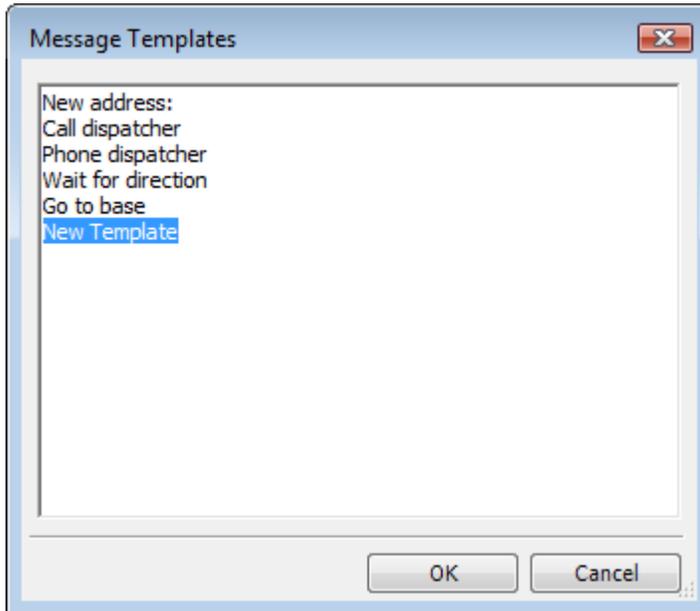
To send text messages

1. To display the **Send Message** window, do one of the following:
 - Click  in front of the contact in the **Contacts tree**
 - In the **Contacts tree**, right-click a contact node and select **Send Message**

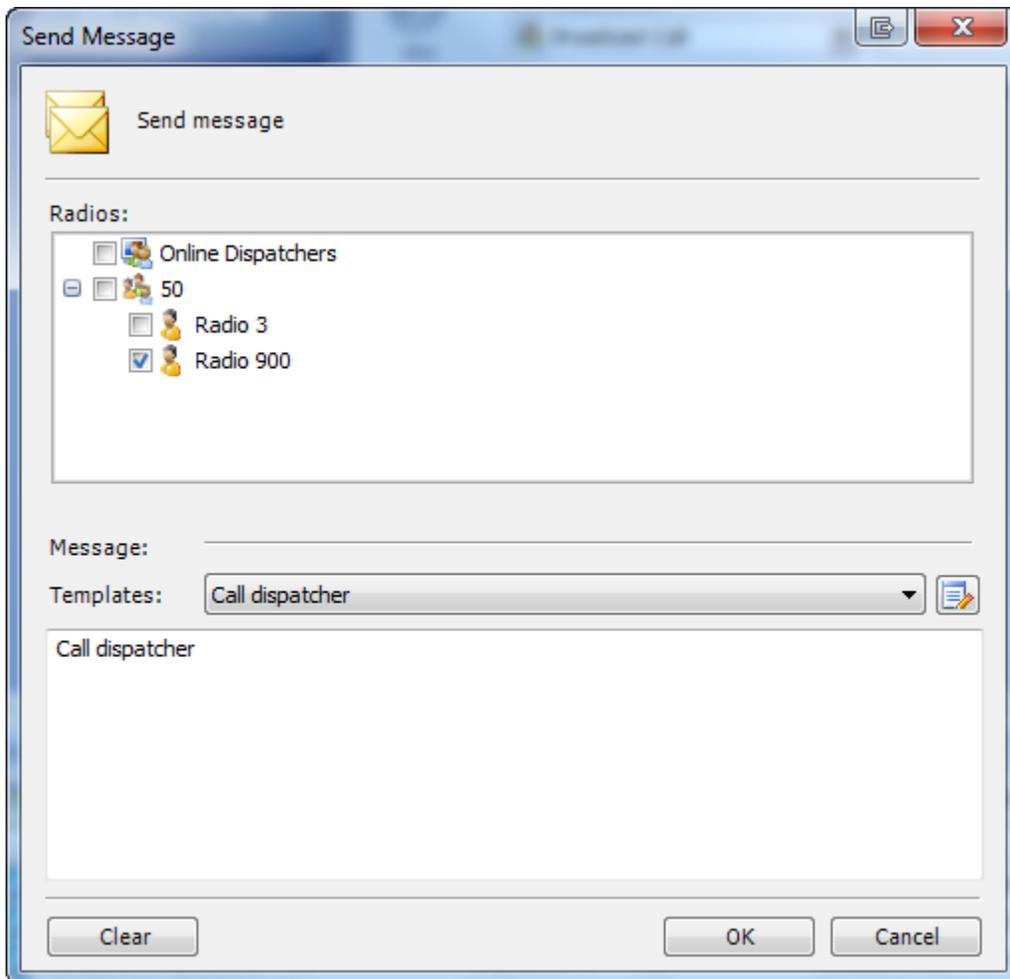


3. If necessary, select a message template to use.

Note: To create a new message template for future use, click , enter template text in a new line, and click **OK**.

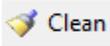


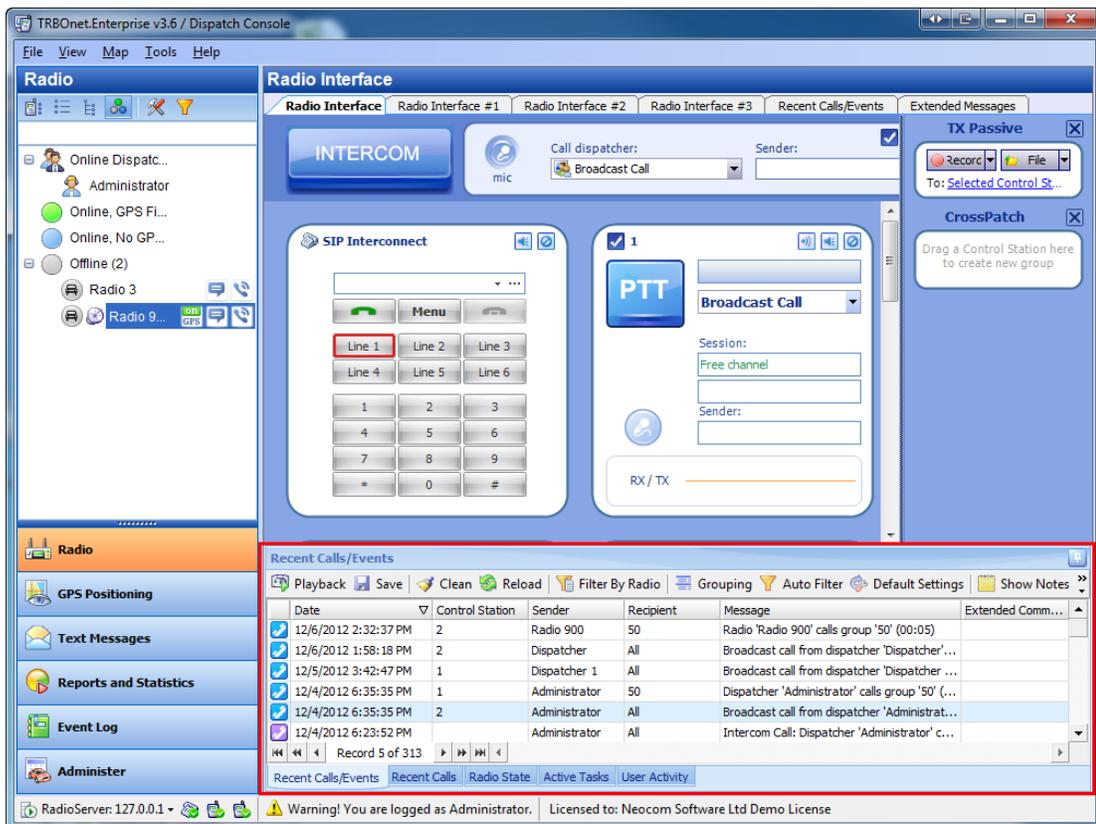
4. Enter message text, or modify the template if necessary.
5. To send the message, click **OK**. To clear all text, click **Clear**. To close the windows without sending the message, click **Cancel**.



To navigate through log records

To help you locate the information you want, use any of the following methods:

- To navigate through the call sessions, use the navigation bar at the bottom of **Recent Calls/Events** pane
- To sort the list by a specific column, click the column heading to sort records in ascending order, or click the column heading again to reverse the sort order
- To hide old log records from the **Recent Calls/Events** pane, click 
- To display all log records, click 
- To display only messages from/to exact radio select radio in Tree and click 
- To switch to default settings click 

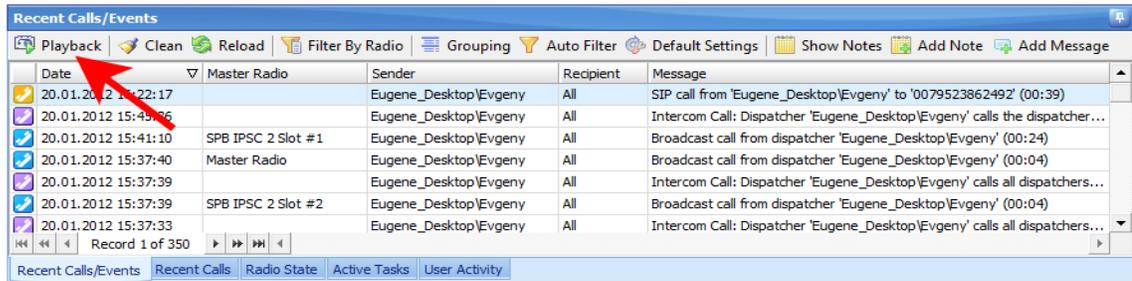


The screenshot shows the TRBOnet Enterprise v3.6 Dispatch Console interface. The 'Recent Calls/Events' pane is highlighted with a red box, displaying a table of call records. The table has the following columns: Date, Control Station, Sender, Recipient, Message, and Extended Comm... The data in the table is as follows:

Date	Control Station	Sender	Recipient	Message	Extended Comm...
12/6/2012 2:32:37 PM	2	Radio 900	50	Radio 'Radio 900' calls group '50' (00:05)	
12/6/2012 1:58:18 PM	2	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' ...	
12/5/2012 3:42:47 PM	1	Dispatcher 1	All	Broadcast call from dispatcher 'Dispatcher' ...	
12/4/2012 6:35:35 PM	1	Administrator	50	Dispatcher 'Administrator' calls group '50' (...)	
12/4/2012 6:35:35 PM	2	Administrator	All	Broadcast call from dispatcher 'Administrat...	
12/4/2012 6:23:52 PM		Administrator	All	Intercom Call: Dispatcher 'Administrator' c...	

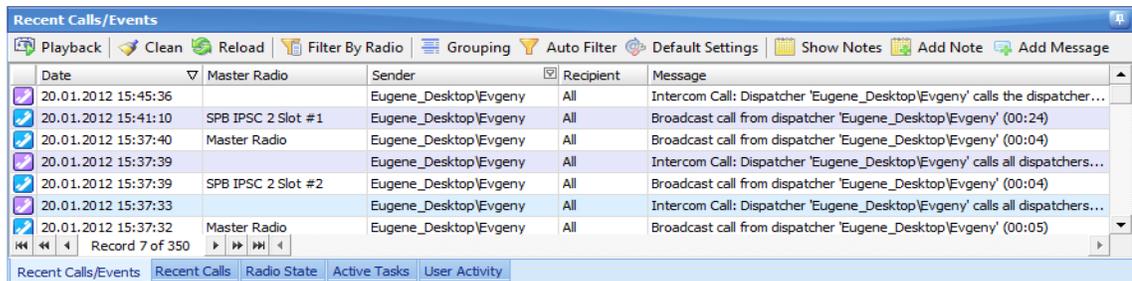
To playback a call

1. Select a communication session in the list.
2. To download from the radio server and play the audio file, click  **Playback** on the toolbar

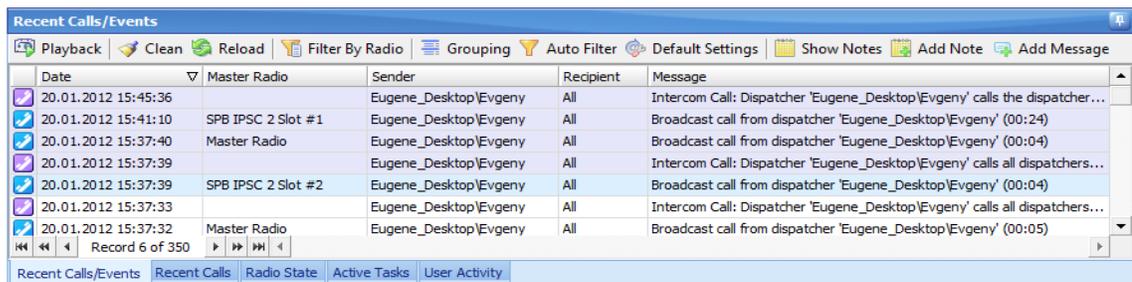


To playback several files

- To playback several items, press **Ctrl** and select recordings from the list, then click  **Playback** on the toolbar.



- To playback a list of items, select one item, then press **Shift** and select the last one from the list you need to playback, all items between these 2 recordings will be selected. Click  **Playback** on the toolbar.



To group or filter log records

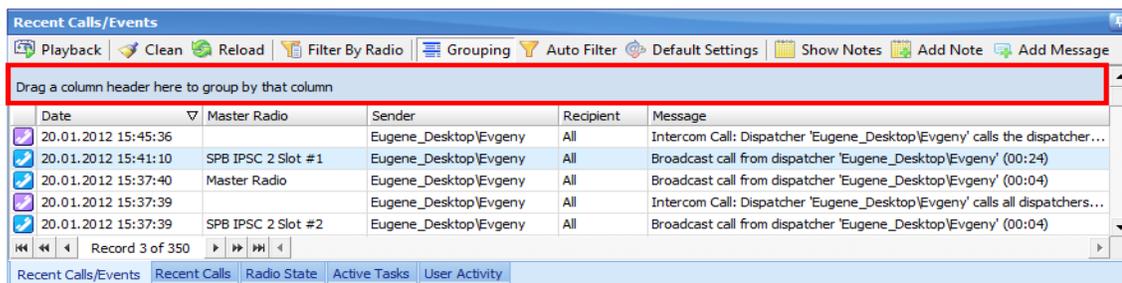
TO GROUP LOG RECORDS

You can group all log records by:

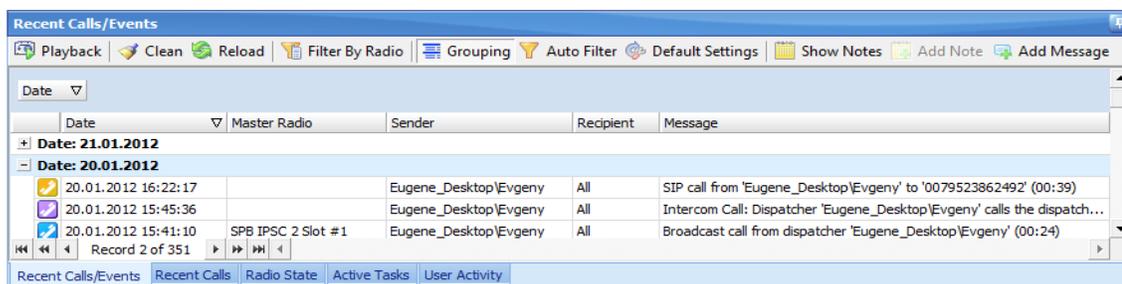
- Date
- Master Radio
- Sender
- Recipient

To group records, do the following:

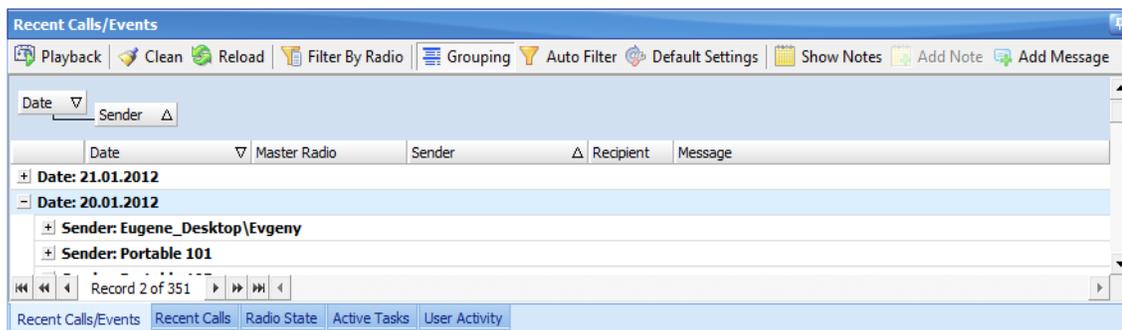
1. Click  **Grouping** on the toolbar.
2. A small pane is opened. Drag the column (for example, **Date**) to group by to the pane.



The records are grouped by the **Date** column. To view the records for exact date double-click the date or click  .



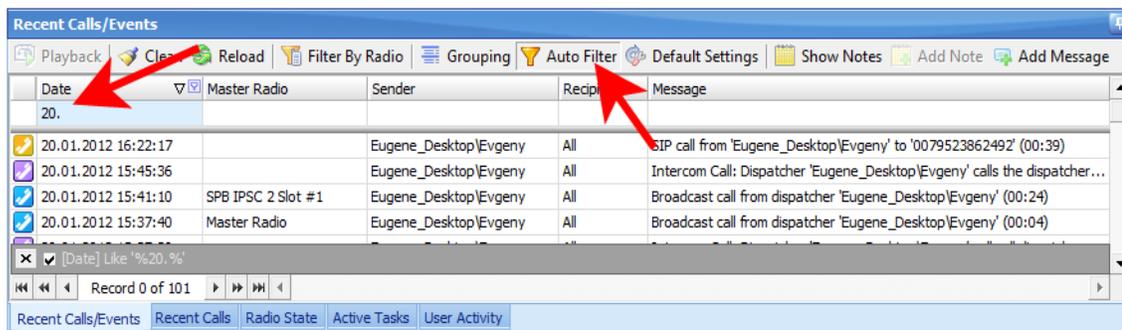
You can group records by several columns. For example, after dragging the **Date** column, drag **Sender**. Now you can view records for exact dates by senders.



To exit the grouping view mode, drag columns names from the pane, then click **Grouping** on the toolbar.

TO FILTER LOG RECORDS BY COLUMN

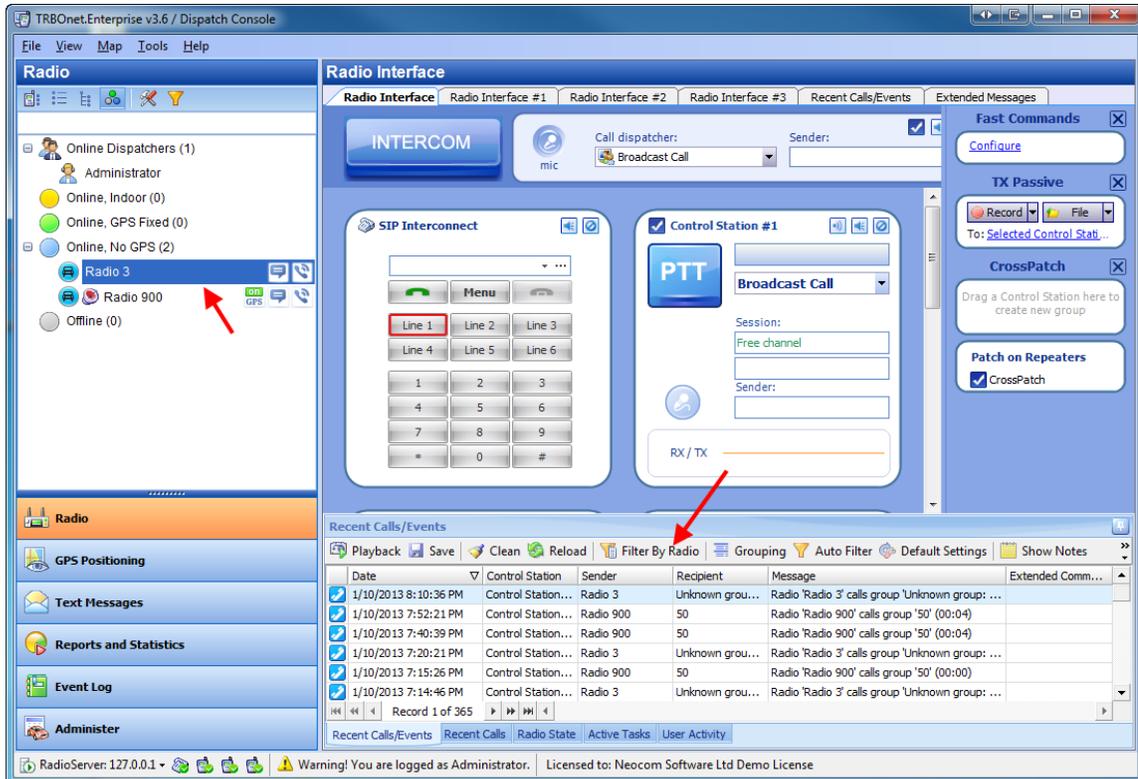
To filter log records due to exact column content click **Auto Filter** on the toolbar and type text in a column you need to filter.



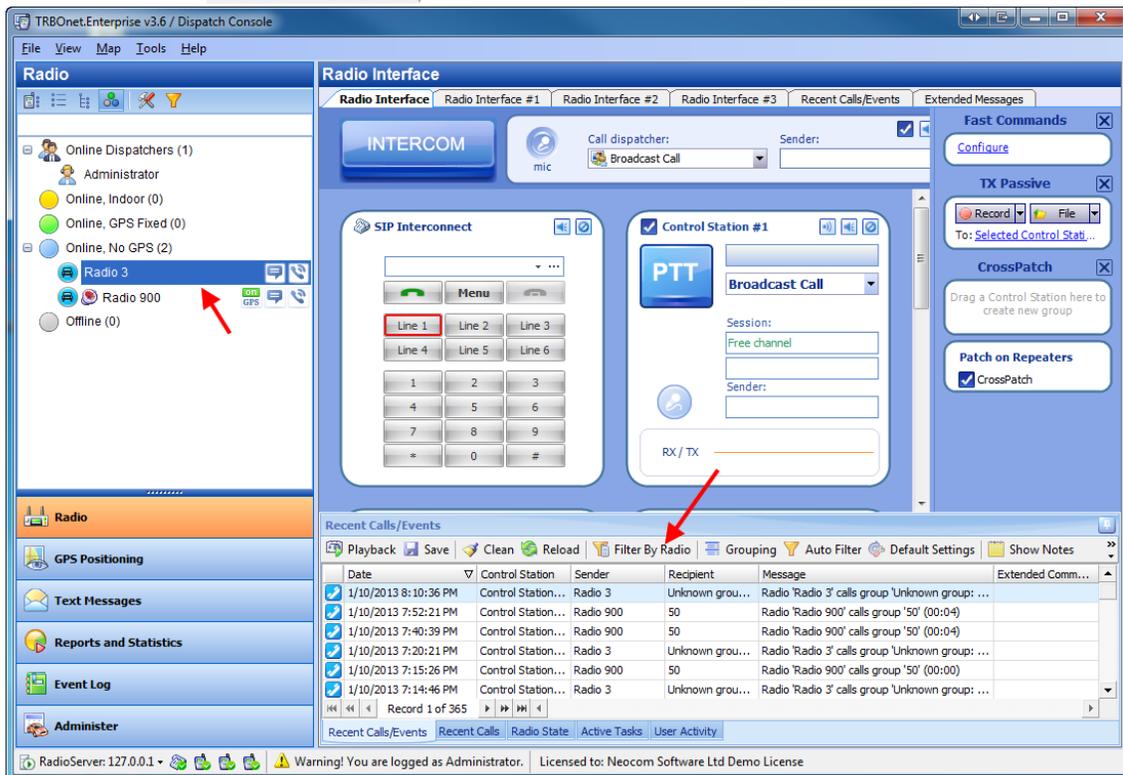
To exit Auto Filter mode click **Auto Filter** on the toolbar.

TO FILTER LOG RECORDS BY RADIO

To filter log records by a selected radio click **Filter By Radio** on the toolbar



To exit Filter mode click  Filter By Radio on the toolbar

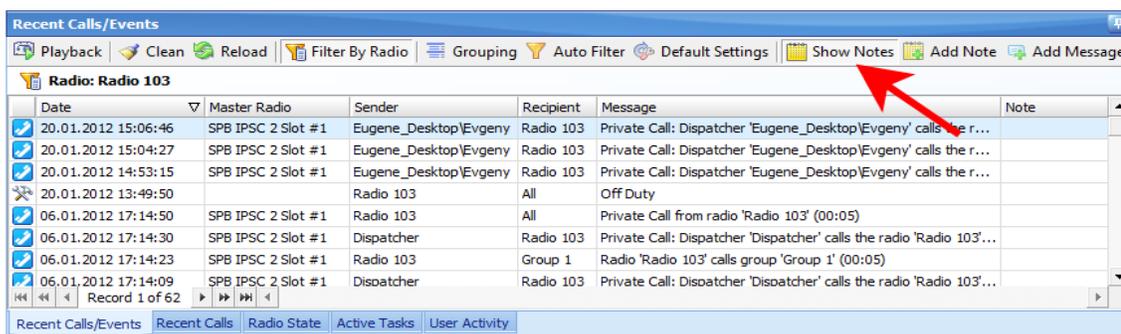


To add messages and notes to the log

A dispatcher can add notes for records in the log and messages for other dispatchers connected to the RadioServer.

NOTES

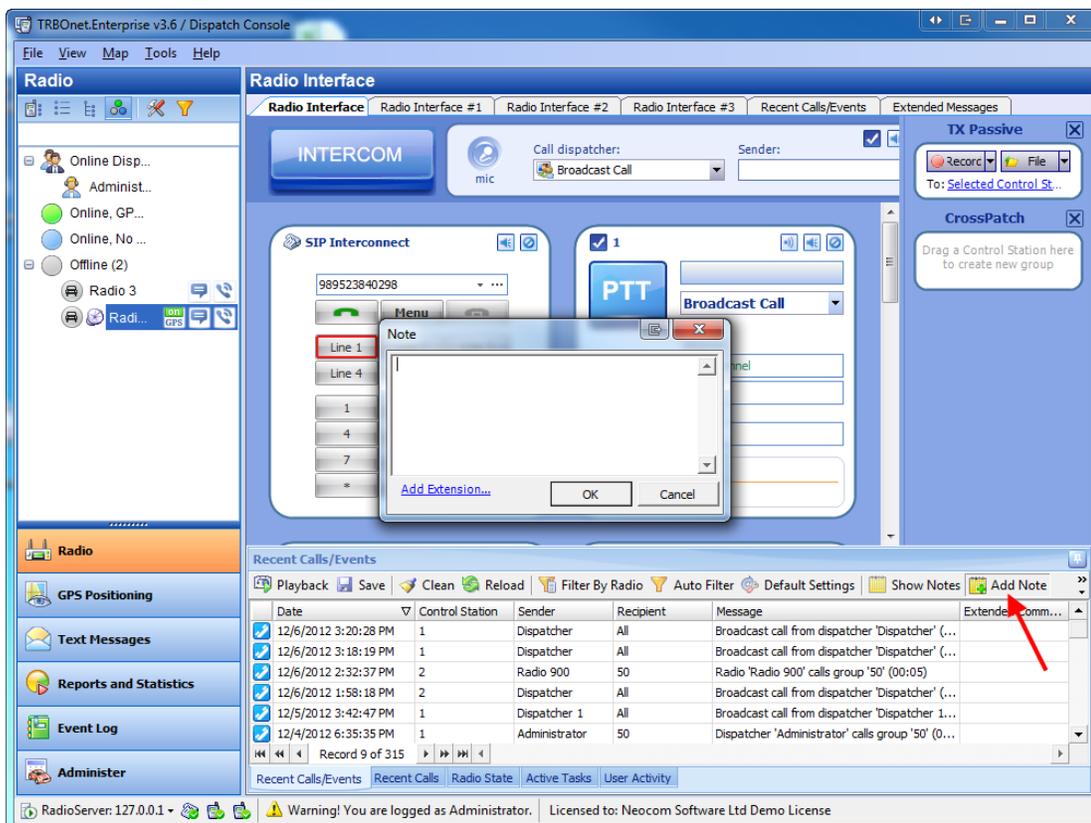
All records in the log can have user's notes. To see the notes, click  **Show Notes** on the toolbar. The **Note** column is displayed.



The screenshot shows the 'Recent Calls/Events' window with a toolbar containing buttons for Playback, Clean, Reload, Filter By Radio, Grouping, Auto Filter, Default Settings, Show Notes, Add Note, and Add Message. A red arrow points to the 'Show Notes' button. Below the toolbar is a table with columns: Date, Master Radio, Sender, Recipient, Message, and Note. The table contains several records of private calls and off-duty status.

Date	Master Radio	Sender	Recipient	Message	Note
20.01.2012 15:06:46	SPB IPSC 2 Slot #1	Eugene_Desktop\Evgeny	Radio 103	Private Call: Dispatcher 'Eugene_Desktop\Evgeny' calls the r...	
20.01.2012 15:04:27	SPB IPSC 2 Slot #1	Eugene_Desktop\Evgeny	Radio 103	Private Call: Dispatcher 'Eugene_Desktop\Evgeny' calls the r...	
20.01.2012 14:53:15	SPB IPSC 2 Slot #1	Eugene_Desktop\Evgeny	Radio 103	Private Call: Dispatcher 'Eugene_Desktop\Evgeny' calls the r...	
20.01.2012 13:49:50		Radio 103	All	Off Duty	
06.01.2012 17:14:50	SPB IPSC 2 Slot #1	Radio 103	All	Private Call from radio 'Radio 103' (00:05)	
06.01.2012 17:14:30	SPB IPSC 2 Slot #1	Dispatcher	Radio 103	Private Call: Dispatcher 'Dispatcher' calls the radio 'Radio 103'...	
06.01.2012 17:14:23	SPB IPSC 2 Slot #1	Radio 103	Group 1	Radio 'Radio 103' calls group 'Group 1' (00:05)	
06.01.2012 17:14:09	SPB IPSC 2 Slot #1	Disoatcher	Radio 103	Private Call: Disoatcher 'Disoatcher' calls the radio 'Radio 103'...	

To add a note, select a record and click  **Add Note** on the toolbar. Type your note in the **Note** window.



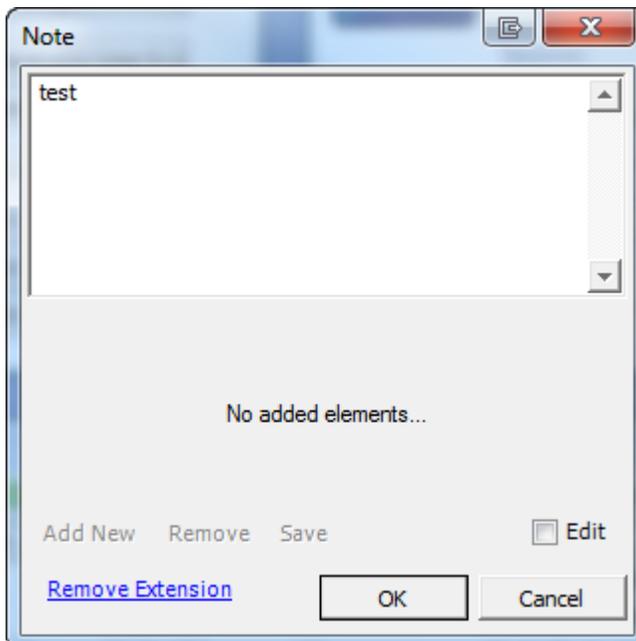
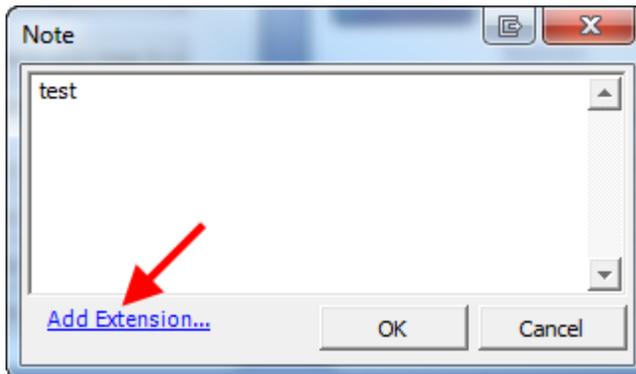
The note is shown in the **Note** column and displayed in the **Message** column as icon. This icon is displayed even if the **Show notes** mode is not enabled.

Date	Cont...	Sender	Recipient	Message	Note	Extended Comments
12/6/2012 5:19:00 PM	2	Dispatcher	All	Broadcast call from dispatcher 'Dispatch...	test	1, morning
12/6/2012 5:18:54 PM	2	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (0...		
12/6/2012 4:48:16 PM	2	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (0...		
12/6/2012 4:48:09 PM	1	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (0...		
12/6/2012 4:40:20 PM	1	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (0...		
12/6/2012 4:40:00 PM	1	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (0...		

To get information on a note, rollover the icon . The information on the author of the note and it's text are displayed. To edit the note's text, click . If you make the text blank the note is deleted.

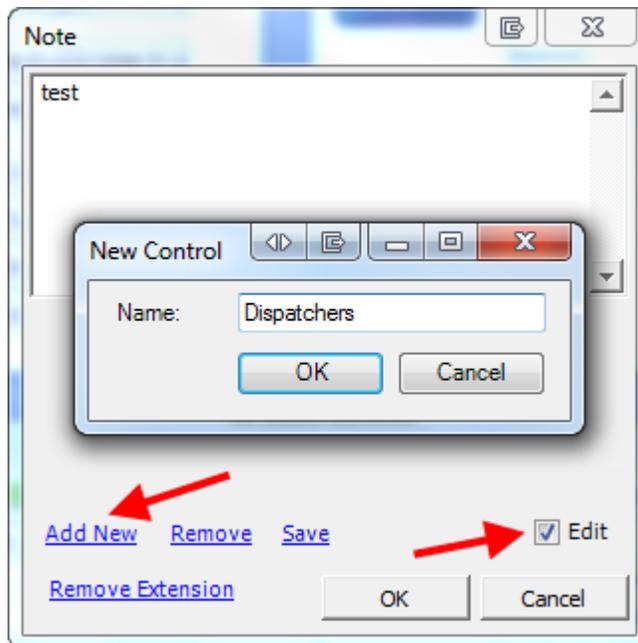
Extended Comments

In the **Note** tab click **Add Extension**.

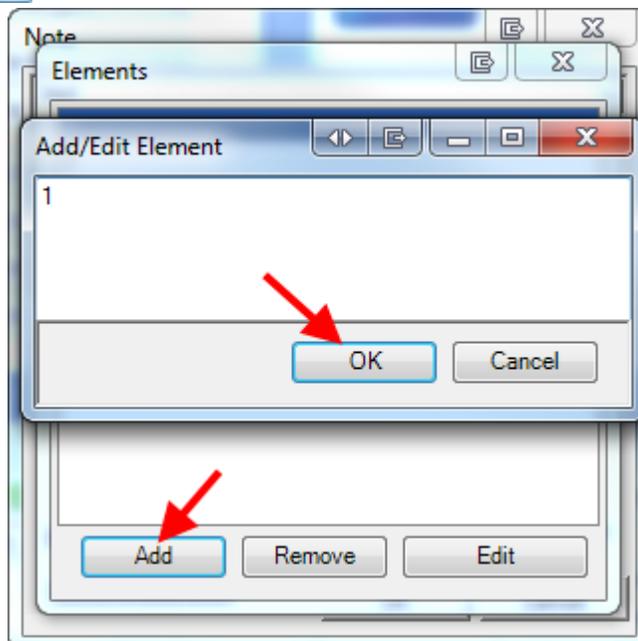


Click **Edit** to enable **Extended Comments** function.

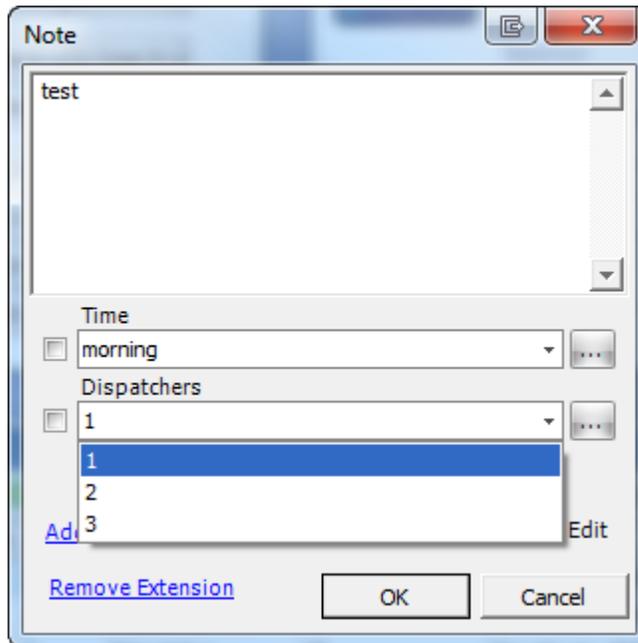
Click **Add New** to add **New Control**.



Click **...** to add the **Elements** to choose. In the appearing window click **Add** and add the element.



Then dispatcher may choose any element of the control



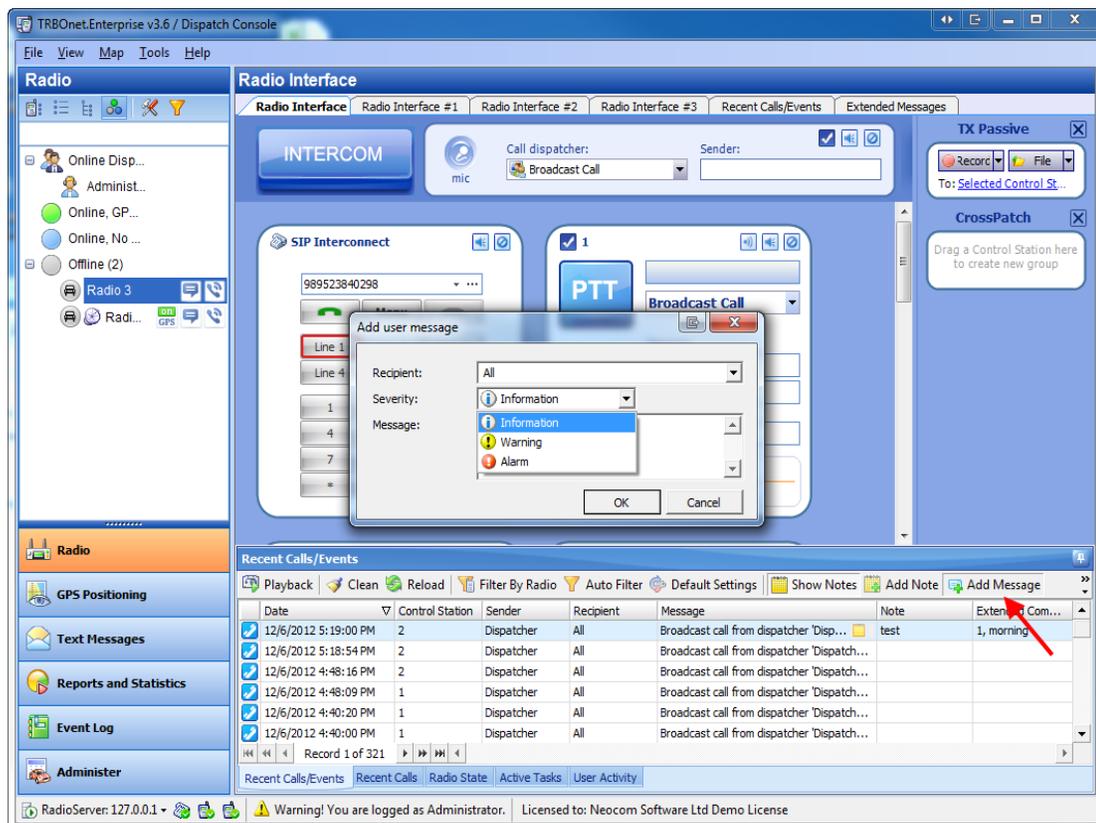
Put the checkbox in front of the control to **Remove** or **Save** it

Note: you may add any control, any elements and unlimited number of the controls and elements.

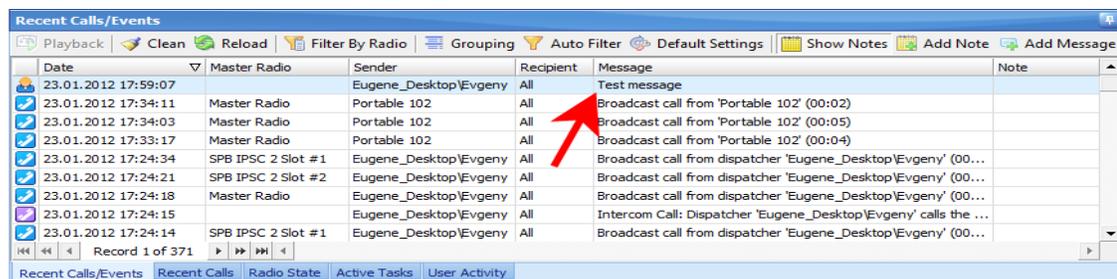
MESSAGES

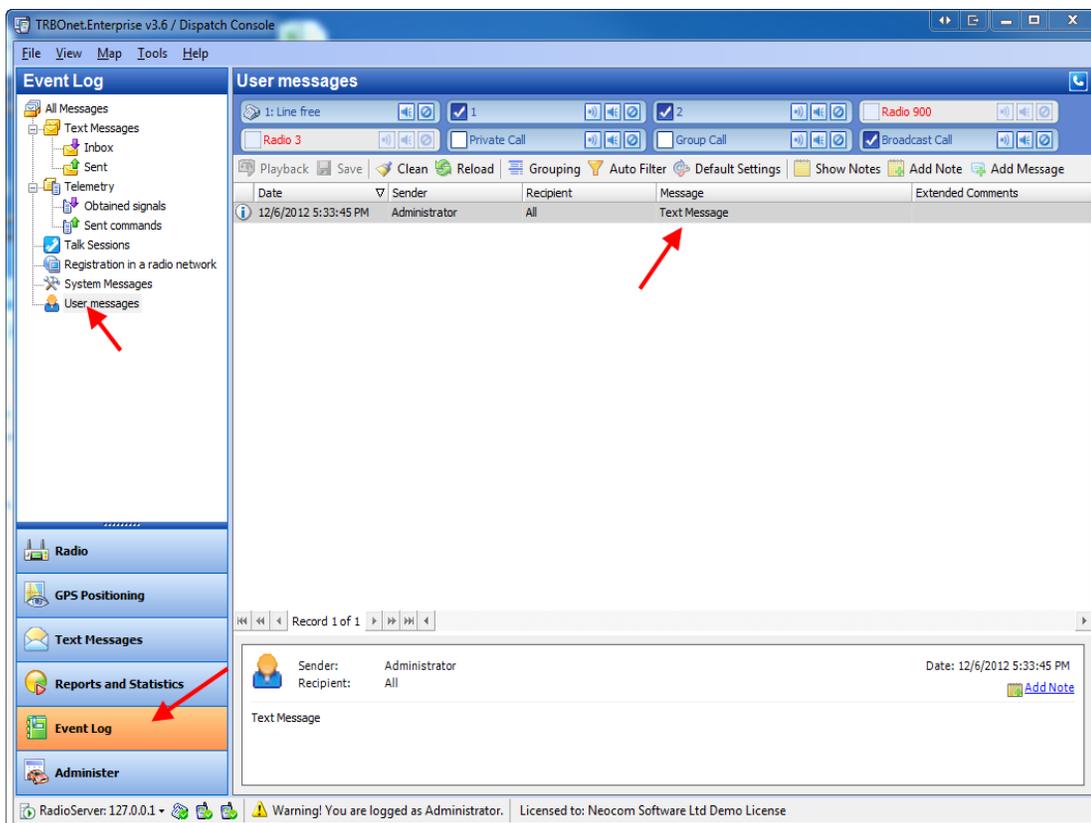
A dispatcher can add messages for **Dispatcher Console** users. To add a message to the log, click

 **Add Message** on the toolbar. The **Add user message** window is displayed.

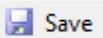


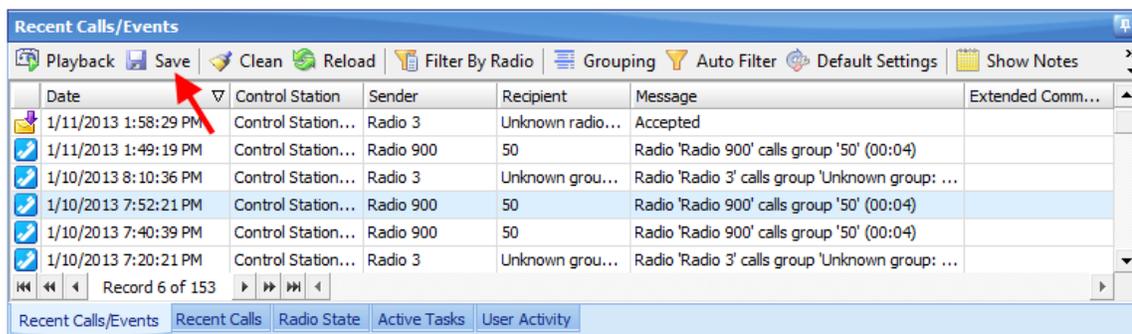
The default recipient is **All**. If necessary, type the name of the recipient. Select the severity from dropdown list: **Information**, **Warning** or **Alarm**. Type the message and click **OK**. The message is added to the log. Now the message is displayed in the **Recent Calls/Events** log and in the **User messages** section of the **Event Log** tool.





To Save Log records

To save log records click  Save on the toolbar



If you save two or more records choose **Save Selection as Individual Files** or **Save Selection as Single File**

Recent Calls/Events

Playback Save Clean Reload Filter By Radio Grouping Auto Filter Default Settings Show Notes

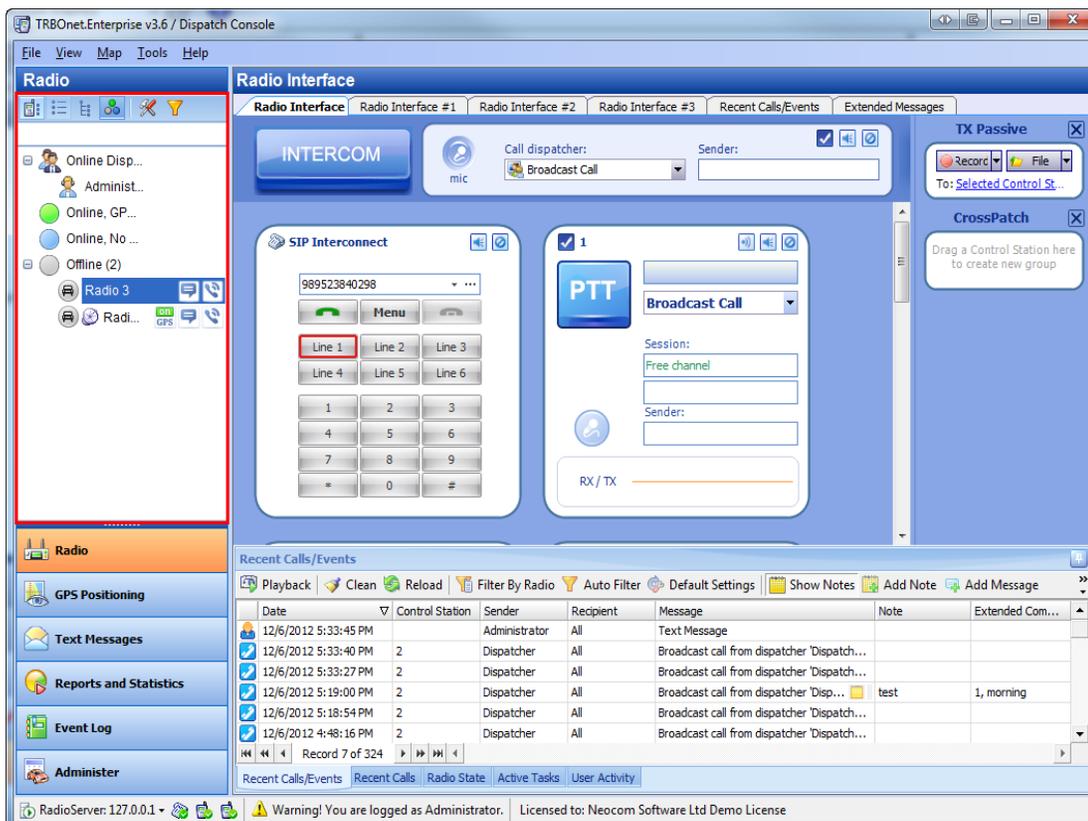
Date	Recipient	Message	Extended Comm...
1/11/2013	Unknown radio...	Accepted	
1/11/2013 1:49:19 PM	Control Station... Radio 900	Radio 'Radio 900' calls group '50' (00:04)	
1/10/2013 8:10:36 PM	Control Station... Radio 3	Radio 'Radio 3' calls group 'Unknown group: ...	
1/10/2013 7:52:21 PM	Control Station... Radio 900	Radio 'Radio 900' calls group '50' (00:04)	
1/10/2013 7:40:39 PM	Control Station... Radio 900	Radio 'Radio 900' calls group '50' (00:04)	
1/10/2013 7:20:21 PM	Control Station... Radio 3	Radio 'Radio 3' calls group 'Unknown group: ...	

Record 7 of 153

Recent Calls/Events Recent Calls Radio State Active Tasks User Activity

1.1.3 Contacts tree

The Contacts tree displays all contacts available to you, including fellow dispatchers connected to the same RadioServer, individual subscribers, and subscriber groups.



Different icons represent the state of radio stations:

- Grey  – the subscriber is off or beyond the reach of the system
- Blue  – the subscriber is on, but the position data is not available
- Green  – the subscriber is on, has a GPS module installed, and his position data is available in the [GPS Positioning](#) tool.

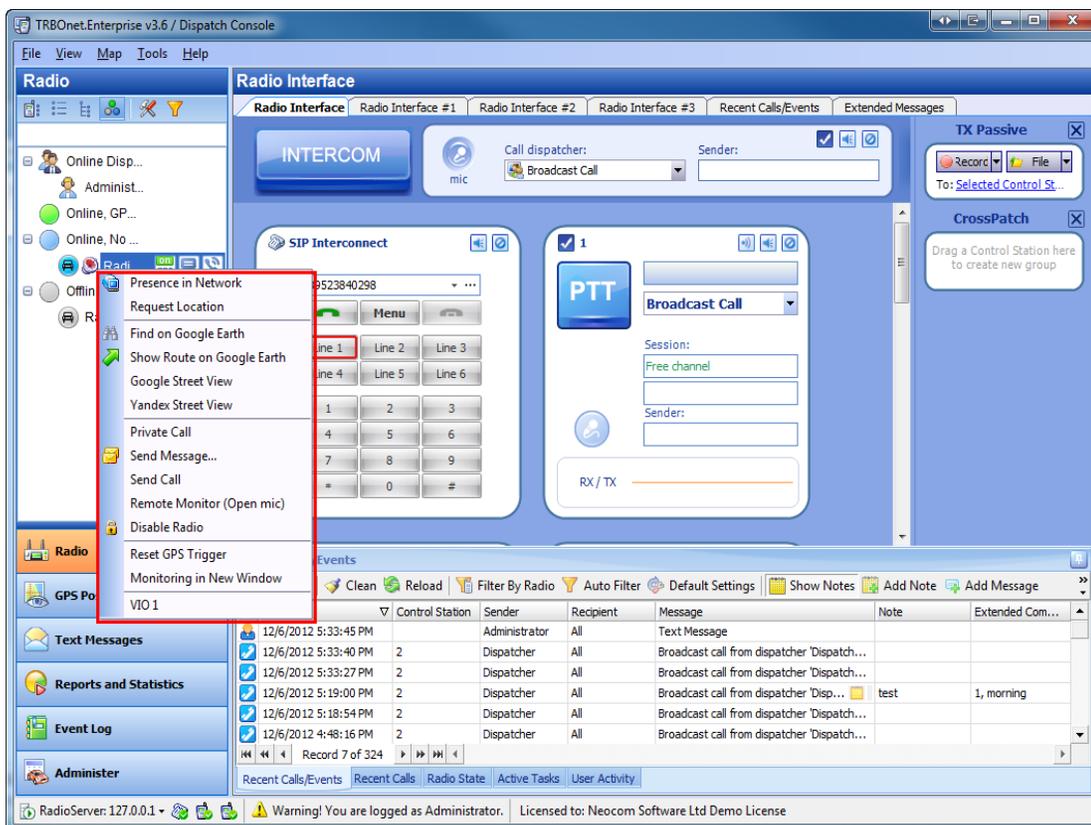
If you rollover a radio in the Contacts tree, the popup window is displayed:



The user can get the following information:

1. Press this icon to request the subscriber's presence in network
2. Press this icon to send a message to the subscriber
3. Press this icon to request the subscriber's location
4. Current channel the radio is on
5. The User Activity list the radio is assigned to is displayed if the **User Activity** task is activated
6. The Lone Worker policy's state is displayed if the **Lone Worker** task is activated

You can also access actions from the context menu of a node in the navigation tree. For this, right-click a node.



Contact type	Actions
Online Dispatchers	<ul style="list-style-type: none"> • Send message – sends a text message to all available dispatchers.
Dispatcher	<ul style="list-style-type: none"> • Send message – sends a text message to the dispatcher. • Disconnect Dispatcher (available only when you have the respective privileges) – Disconnects the dispatcher from the RadioServer.
Subscriber Group	<ul style="list-style-type: none"> • Send message – sends a text message to all radio stations equipped with a display in the group. • Reset GPS trigger – resets GPS trigger of all radio stations in the group

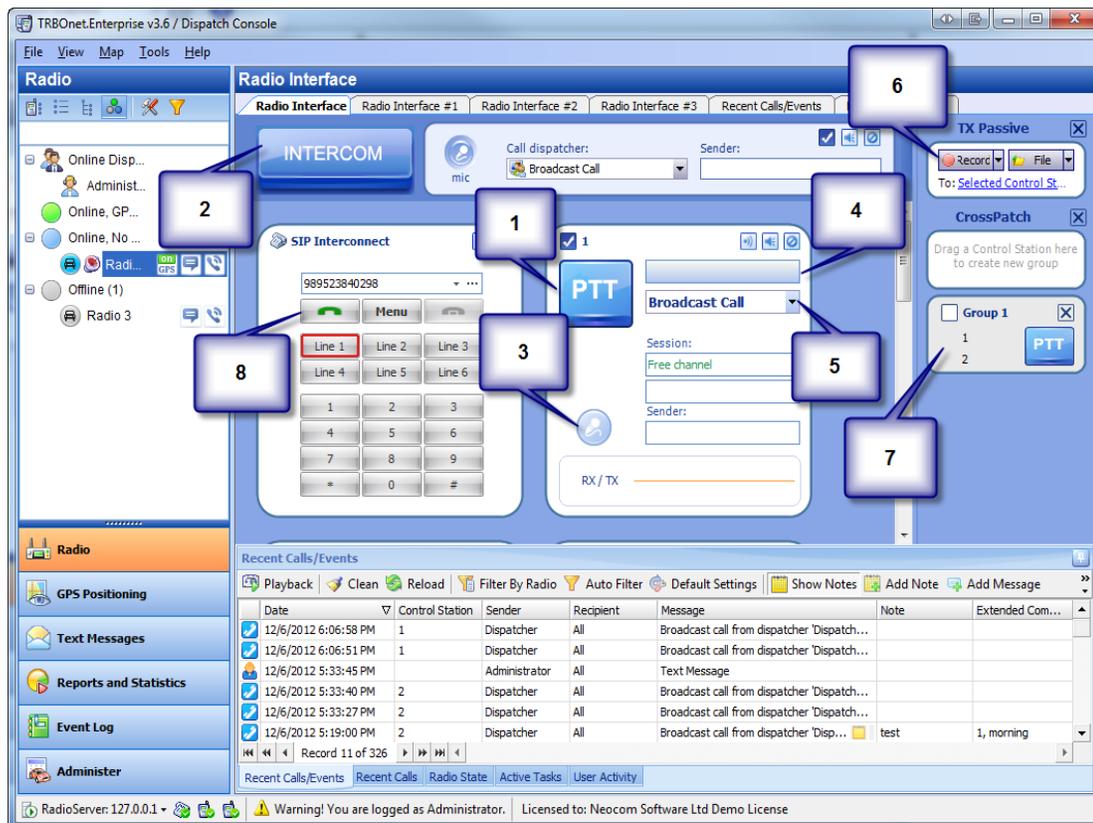
Contact type	Actions
Subscriber	<p>For disconnected (physically or by a dispatcher) subscribers, or subscribers out of network reach:</p> <ul style="list-style-type: none"> • Presence in Network – attempts to determine availability of the Subscriber • Find on Google Earth – attempts to locate the subscriber on Goggle Earth • Show Route on Googe Earth – shows the route of a subscriber for the period set by the user on Google Earth • Googe Street View – opens Google Street View due to subscribers latest location and direction • Yandex Panorama – opens Yandex Panorama due to subscribers latest location and direction • Private call – allows recording a voice mail for an offline subscriber. The message will be transmitted as soon as the subscriber gets online. • Send message... – allows sending a message for an offline subscriber. The message will be delivered as soon as the subscriber gets online. • Enable (Disable) Radio (available only when you have the respective privileges) – activates a previously blocked radio station or disables a radio station (an off-line radio gets disabled as soon as it gets available). • Monitoring in New Window – opens GPS Monitoring window for selected subscriber • Set ... – Assigns the user to a User Activity list set by the administrator <p>For connected and on-line subscribers:</p> <ul style="list-style-type: none"> • Presence in Network – attempts to determine availability of the subscriber • Request Location (available only for radio stations equipped with a GPS module) – requests the subscriber’s exact geographical location • Find on Google Earth – attempts to locate the subscriber on Goggle Earth • Show Route on Googe Earth – shows the route of a subscriber for the period set by the user • Googe Street View – opens Google Street View due to subscribers latest location and direction • Yandex Panorama – opens Yandex Panorama due to subscribers latest location and direction • Private call – makes a private call to the subscriber • Send Message (available only for radio stations equipped with a display) –

Contact type	Actions
	<p>sends a text message to the subscriber</p> <ul style="list-style-type: none"> • Send Call – the subscriber will hear a beep tone notifying on the call • Remote Monitor (Open mic)(available only when you have the respective privileges) – activates the microphone of the subscriber’s radio station in hidden mode • Enable (Disable) Radio (available only when you have the respective privileges) – activates a previously disabled radio or blocks the subscriber's radio station. • Reset GPS trigger – resets GPS trigger of the radio station • Monitoring in New Window – opens GPS Monitoring window for selected subscriber • Set ... – Assigns the user to a User Activity list set by the administrator (if user activity is enabled) • [Telemetry Name] – Send to the subscriber a telemetry command • Start Lone Worker – Starts a Lone Worker policy for the user

Contact type	Actions
--------------	---------

1.1.4 Calls pane

Calls pane is the main interface of the Dispatcher Console.



The Calls pane includes the following main elements:

1. **Press To Talk (PTT)** – the button which initiates a voice call.
2. **Intercom** – the button which initiates a broadcast voice call to available dispatchers.
3. **Microphone** – the indicator of your microphone status:
 -  Blue – the microphone is off, the radio station is not ready for transmission
 -  Green – the microphone is on, the radio station is ready for transmission

When calling, please wait for the icon to become green.

4. **Channel change** – the buttons which change an active channel of the master radio station. In receive and transmission modes these buttons are disabled. The option is unavailable for repeater time slot.
5. **Call Type change** - the dropdown list allows changing the type of call (you can make a broadcast call or select a group of subscribers).
6. **TX Passive** - if the channel is currently busy this function allows record and queue a message to transmit or use an existing audio file to queue and transmit.
7. **CrossPatch** - this function allows patching different master stations in one network.
8. **SIP Interconnect** - this function allows making and receiving calls to telephones.

How to

The main actions in the calls pane are described below.

TO PERFORM AN ACTION

To perform an action, [see the respective section](#)

TO MAKE A PRIVATE CALL

To make a private call, [see the respective section](#)

TO MAKE BROADCAST OR A GROUP CALL

To make a broadcast or a group call, [see the respective section](#)

TO MAKE AN INTERCOM CALL

To make an Intercom call, [see the respective section](#)

TO MUTE MASTER STATIONS

To mute master stations, [see the respective section](#)

TO TRANSMIT A MESSAGE ON A BUSY CHANNEL

To transmit a message on a busy channel use the [TX Passive function{/color}](#).

TO PATCH CHANNELS

To patch channels in a common channel use the [CrossPatch function{/color}](#).

TO SEND TEXT MESSAGE

To send a text message, [see the respective section](#)

TO NAVIGATE THROUGH LOG RECORDS

To navigate through log records, [see the respective section](#)

TO PLAYBACK CALLS

To playback records, [see the respective section](#)

TO GROUP LOG RECORDS

To group log records, [see the respective section](#)

TO ADD MESSAGES AND NOTES TO THE LOG

A dispatcher can add notes for records in the log and messages for other dispatchers connected to the RadioServer.

Notes

To manage notes, [see the respective section](#)

Messages

To manage messages, [see the respective section](#)

Call types

There are 4 call types:

1. **Broadcast Call** is received by all radio network subscribers and all connected dispatchers



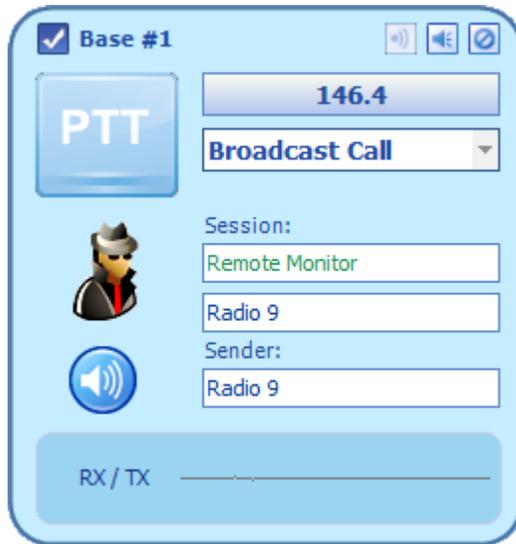
2. **Group Call** is received by all subscribers or dispatchers in the selected group



3. **Private Call** is received by a selected subscriber only



4. **Remote Monitor** is a call for the hidden monitor, which is received by that dispatcher only who launched the monitor



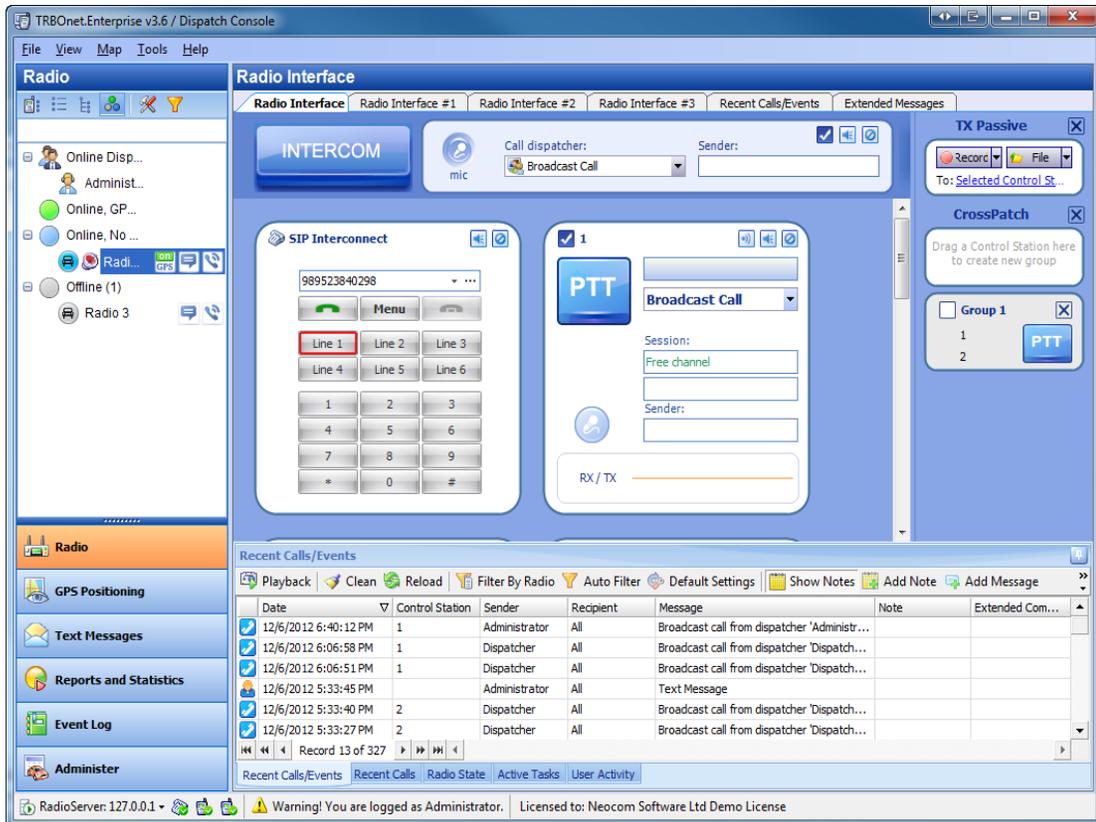
View modes

The Calls pane may be displayed in one of the following modes:

- Standby mode, the main view mode when you can initiate a voice call
- Transmission mode
- Receive mode
- Compact mode

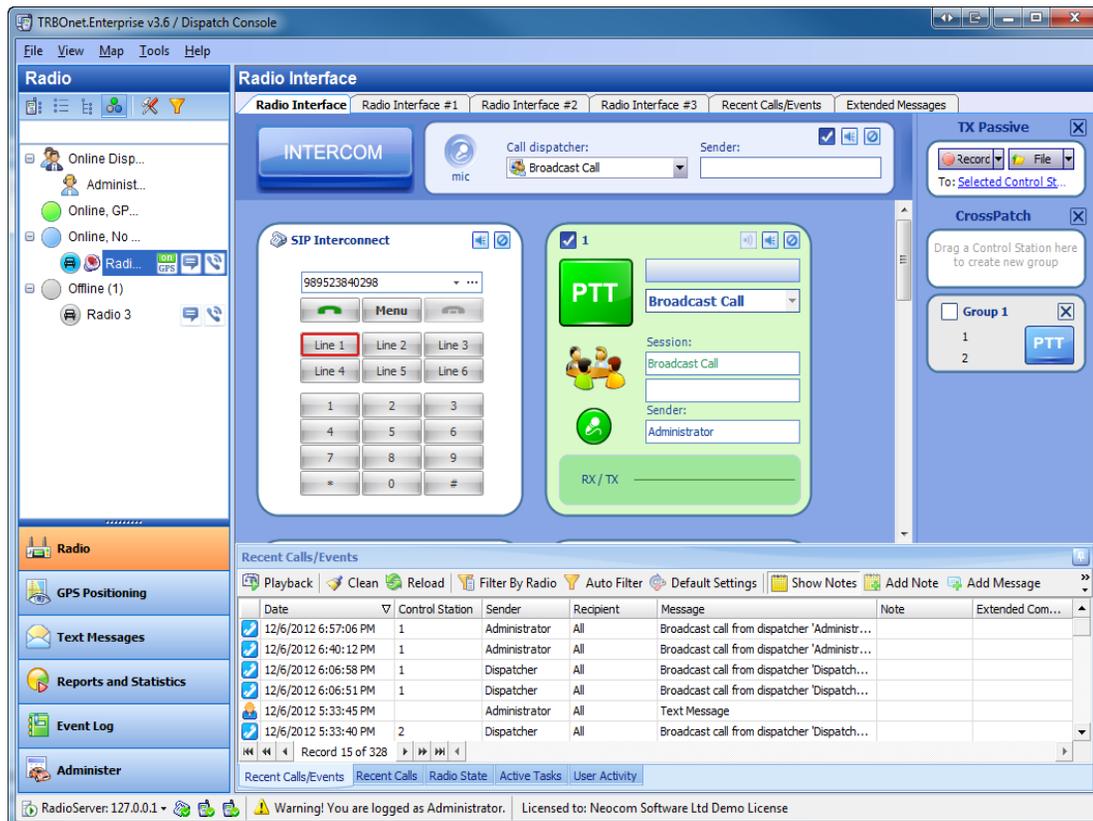
STANDBY MODE

In this mode, you can initiate a voice call.



TRANSMISSION MODE

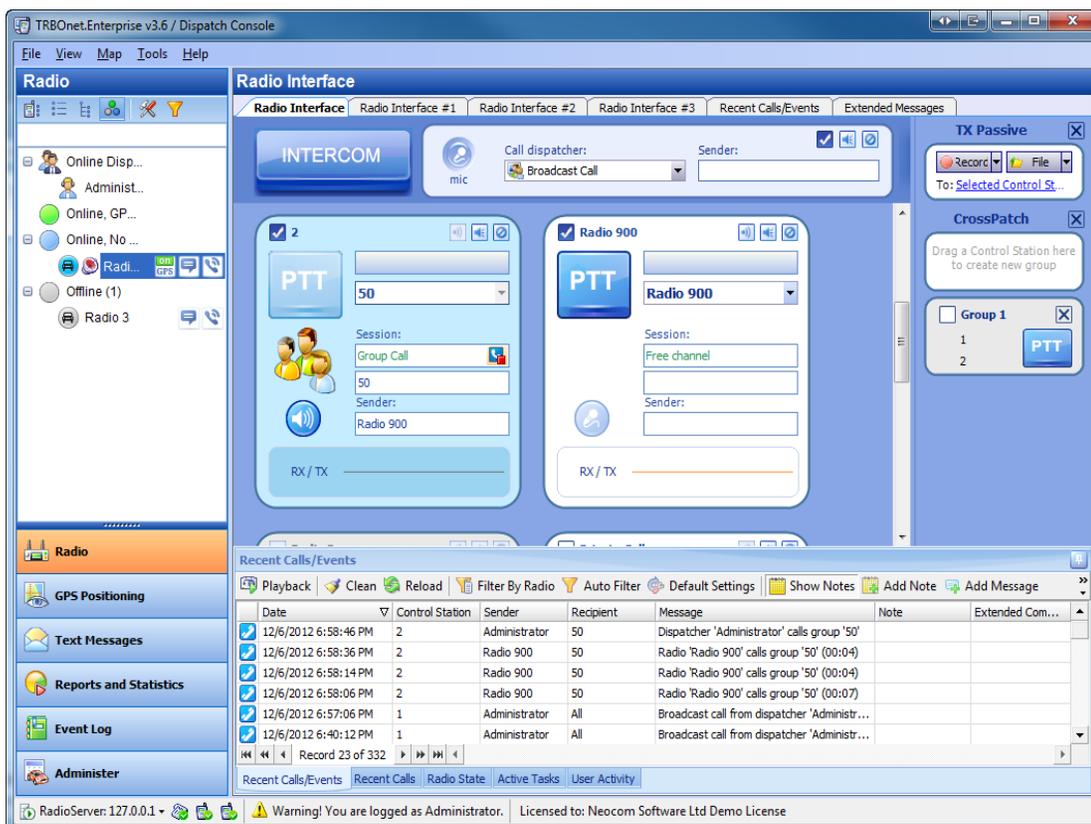
If an operator initiates a call, the Calls pane changes mode to transmission.



1. The green **PTT** button indicates that you are an active sending subscriber.
2. The green microphone icon indicates that the master radio station microphone is on and transmits your call.
3. The call type.
4. A subscriber or group being an object of the call.
5. Active sending radio subscriber or dispatcher.
6. Indication of transmission/receiving of voice information.

RECEIVE MODE

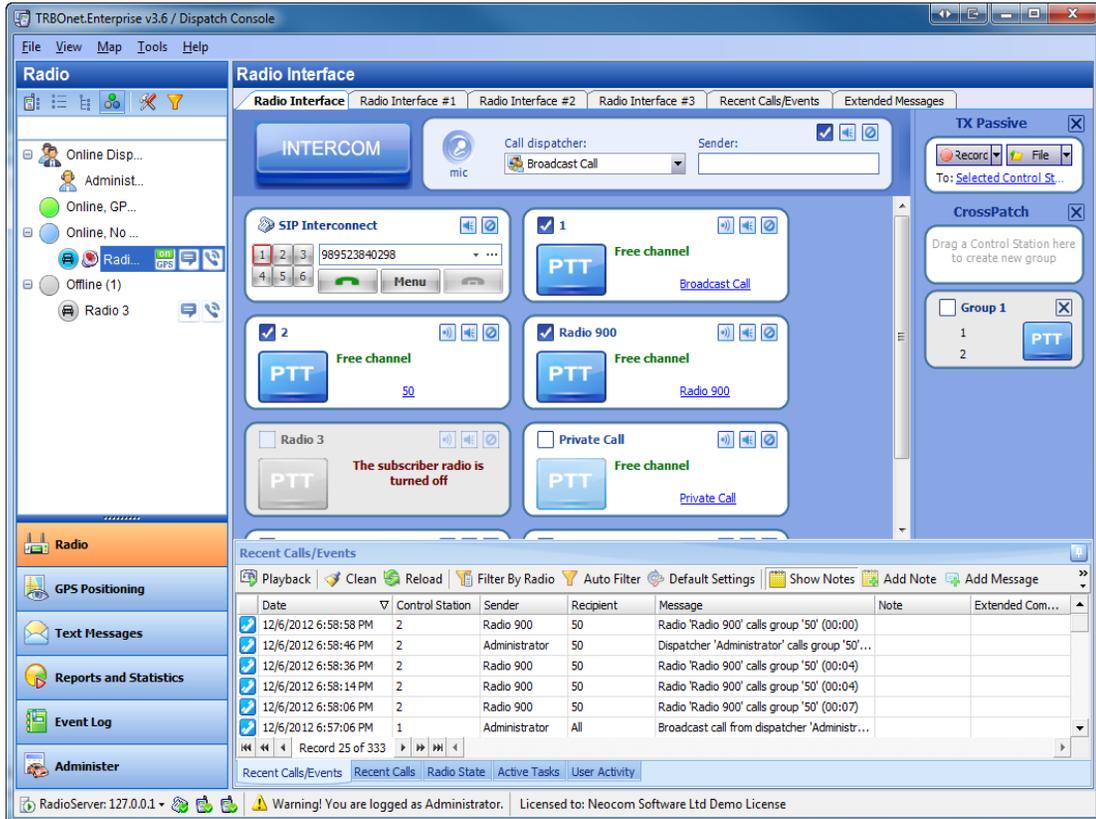
In this mode, you receive a voice signal.



In the receive mode, the PTT button is disabled. The button is enables again once the calling subscriber or dispatcher finishes transmission.

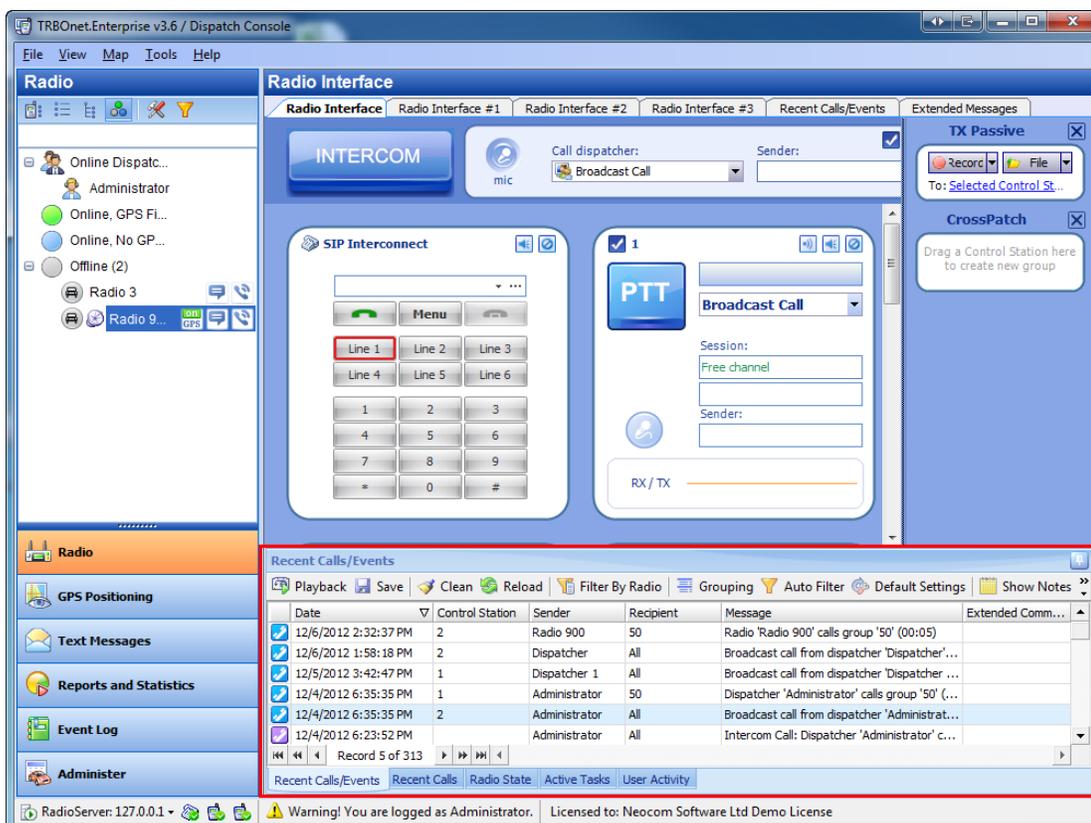
SMALL MASTER RADIOS

To see this mode select **View | Small Master Radio Boxes**



1.1.5 Recent Calls/Events log

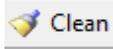
All communication sessions and events are stored on the RadioServer and listed in the TRBOnet Dispatcher Console. You can review information on all communication sessions and playback any of the recorded audio files.



How to...

TO NAVIGATE THROUGH LOG RECORDS

To help you locate the information you want, use any of the following methods:

- To navigate through the call sessions, use the navigation bar at the bottom of **Recent Calls/Events**pane
- To sort the list by a specific column, click the column heading to sort records in ascending order, or click the column heading again to reverse the sort order
- To hide old log records from the **Recent Calls/Events** pane, click **Clean** 
- To display all log records, click **Reload** 

TO PLAYBACK RECORDS

To playback records, [see the respective section](#)

TO GROUP LOG RECORDS

You can group all log records by:

- Date
- Master Radio
- Sender
- Recipient

To group records, [see the respective section](#)

TO ADD MESSAGES AND NOTES

A dispatcher can add notes for records in the log and messages for other dispatchers connected to the RadioServer.

TO SAVE LOG RECORDS

To save the log records, [see the respective section](#)

Notes

To manage notes, [see the respective section](#)

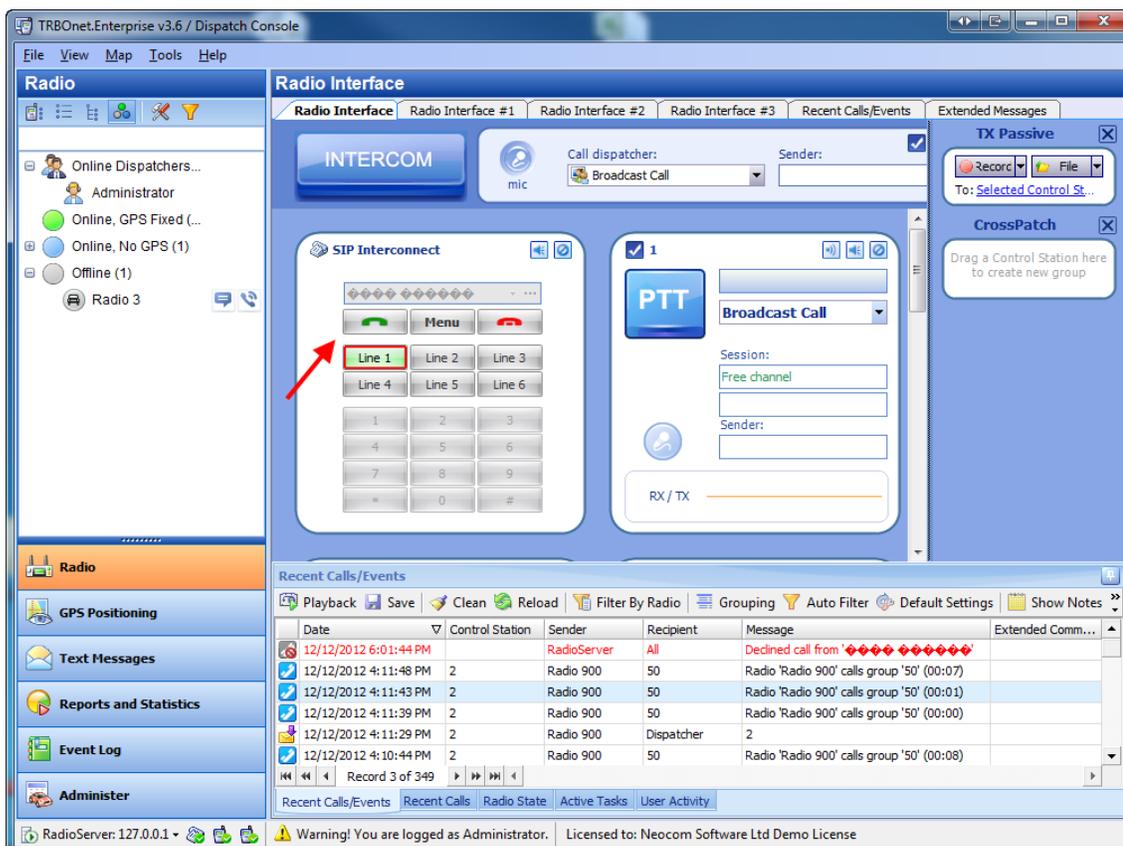
Messages

To manage messages, [see the respective section](#)

1.1.6 Telephone Interconnect

The SIP interconnect function allows making calls from telephones to radios and vice versa. You only need to register a SIP account and configure the RadioServer to connect to this account.

When you make a call, the SIP service connects to the RadioServer. For instance, you make a call to a radio subscriber from phone. For this you need to dial the SIP account's phone number. After that the SIP service connects to RadioServer and the call is conducted due to the RadioServer configuration (you are forwarded to a dispatcher or the voice menu to connect you to a subscriber).

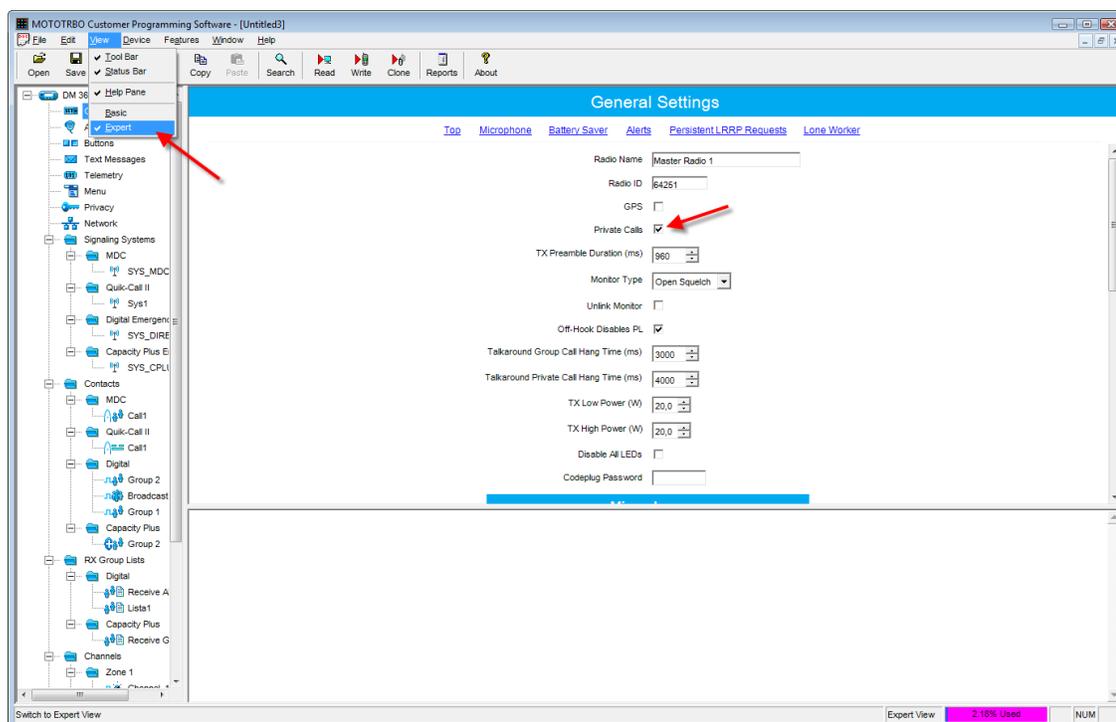


Programming the master radio

Note: Firmware version 1.7 or higher is required to support SIP Interconnect feature in IP Site Connect or Capacity Plus systems

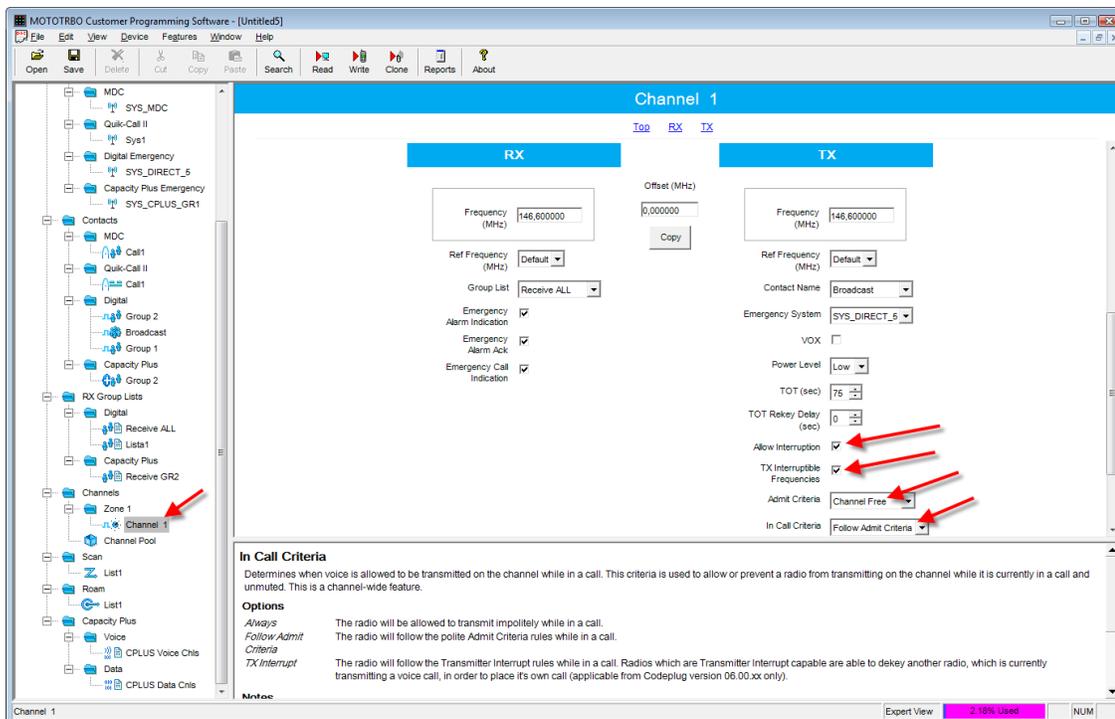
Make sure the Master Radio is correctly programmed. For this open **MOTOTRBO CPS**, go **View - Expert** and read the radio's configuration.

1. Make sure the **Private Calls** are allowed in **General Settings**.

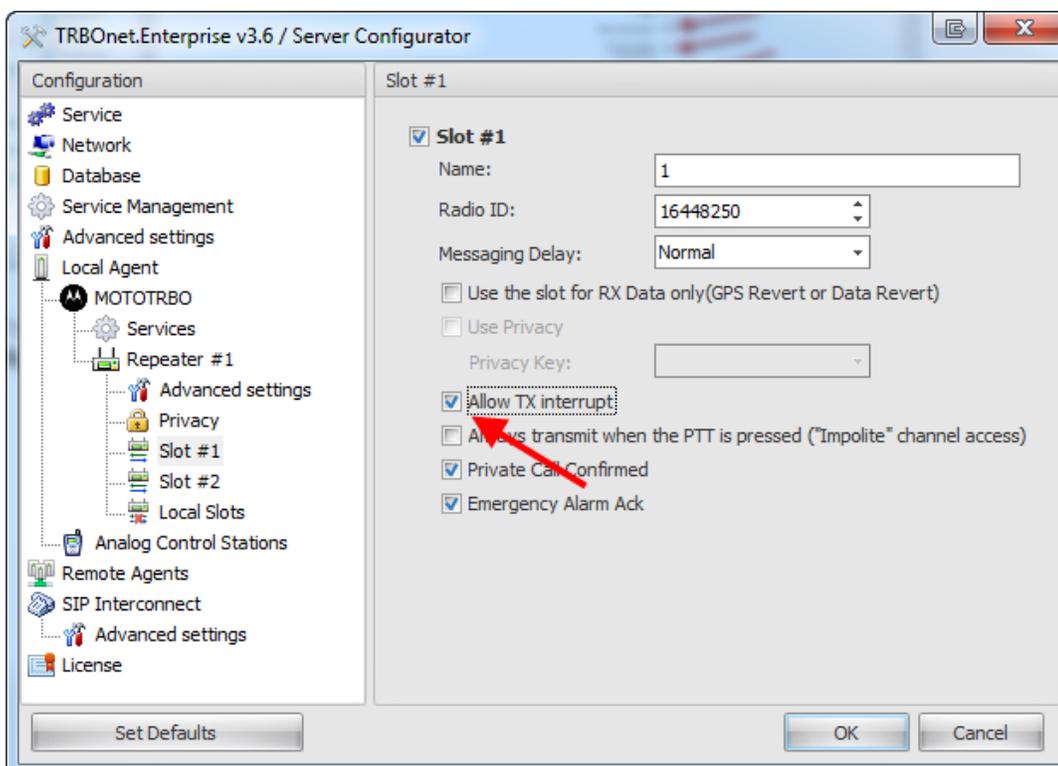


2. Go to your channel configuration and make the following settings:

- Under the **TX** column select the **Allow Interruption** and **TX Interruptible Frequencies** checkboxes
- In **Admit Criteria** dropdown list select **Channel Free** and in **In Call Criteria** dropdown list select **Follow Admit Criteria**.



Note: if you have direct connection to repeater just put **Allow TX interrupt** checkbox in the **Server Configurator** in the settings of the channel used for **Telephone Interconnect**

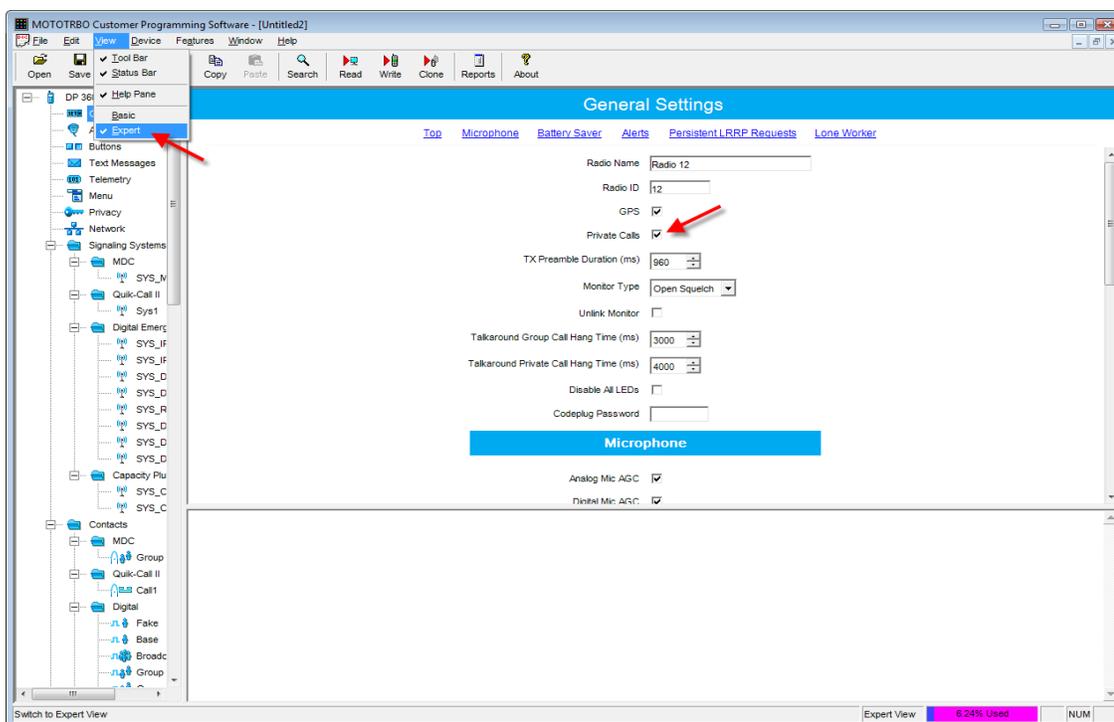


Programming portable radios

Note: Firmware version 1.7 or higher is required to support SIP Interconnect feature in IP Site Connect or Capacity Plus systems

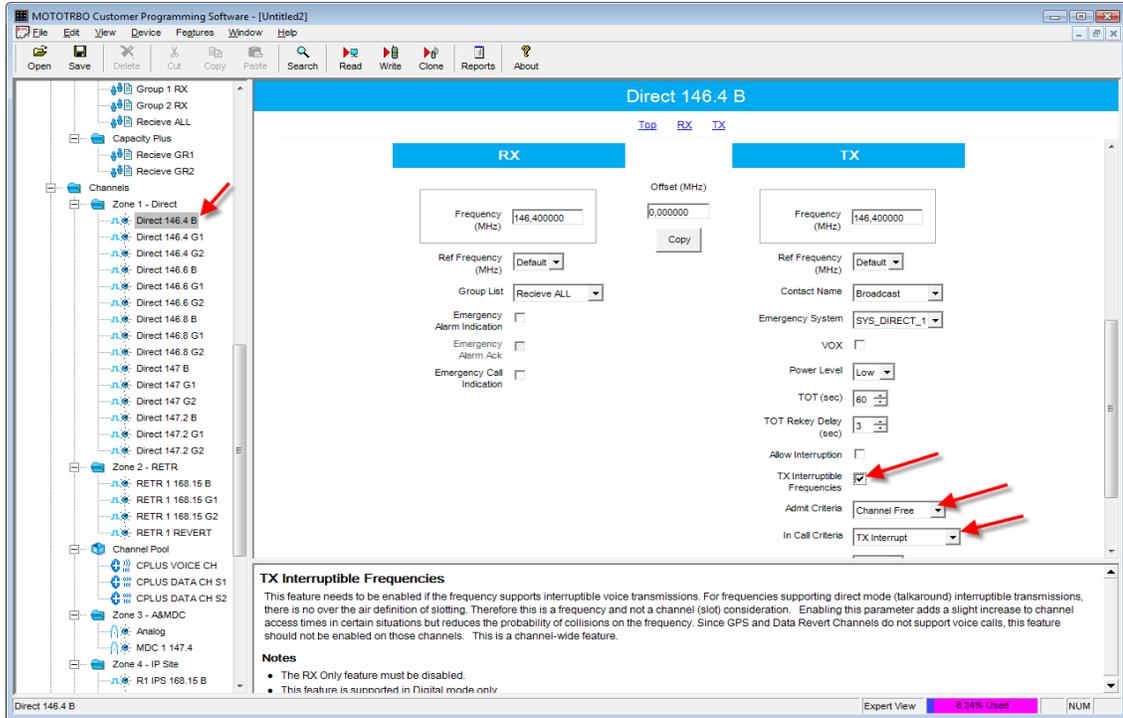
Make sure that portable radios are correctly programmed. For this open **MOTOTRBO CPS**, go **View - Expert** and read the radio's configuration.

1. Make sure the **Private Calls** are allowed in **General Settings**.



2. Go to your channel configuration and make the following settings:

- Under the **TX** column select the **TX Interruptible Frequencies** checkbox
- In **Admit Criteria** dropdown list select **Channel Free** and in **In Call Criteria** dropdown list select **TX Interrupt**.



To register a SIP account

To register a SIP account go to a SIP provider's website (for example, sipgate.co.uk or sipgate.com) and follow the prompts.

To configure Telephone Interconnect

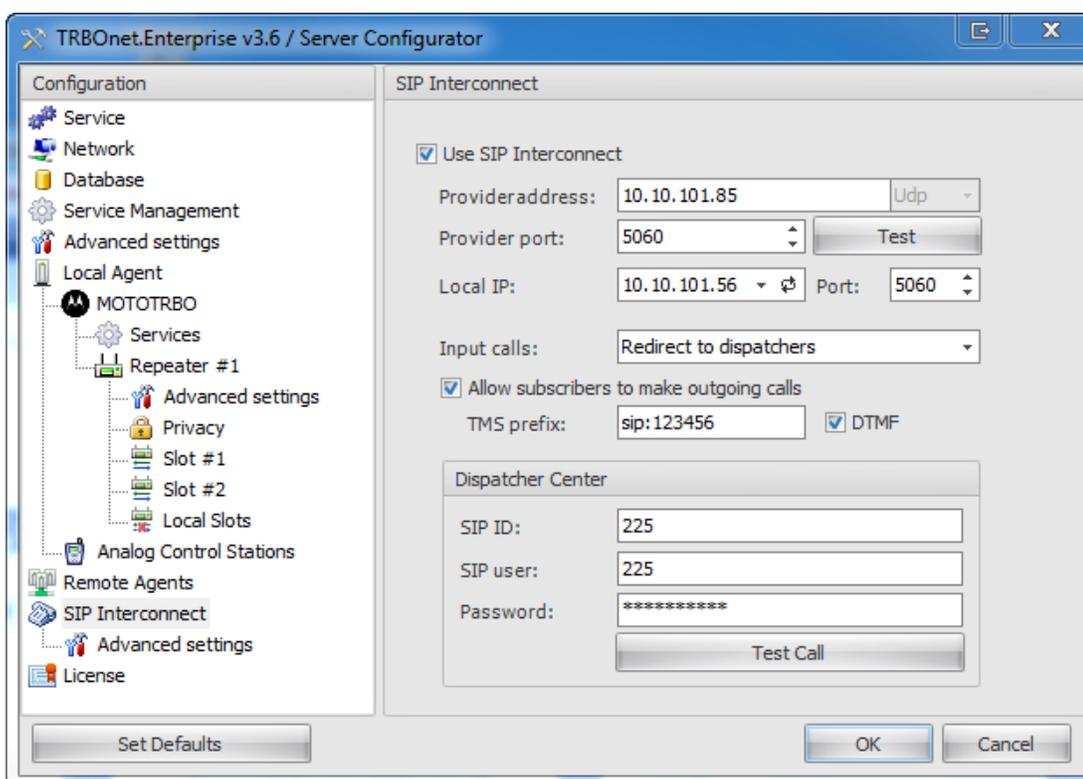
TO CONFIGURE TELEPHONE INTERCONNECT WITH A VIRTUAL LOCAL SIP SERVER

TRBOnet team developed a virtual SIP Server for making phone calls inside a local network. The Virtual SIP Server supports up to 6 telephone lines.

For information on Virtual SIP Server Configuration see the [SIP_Server_Configuration.PDF document](#).

TO CONFIGURE SIP INTERCONNECT WITH A HARDWARE PHONE OR A SIP ACCOUNT

1. Open the **TRBOnet.Enterprise v3.6 / Server Configurator** using one of the following options:
 - Use the **TRBOnetRadioServer v3.6** shortcut on your desktop
 - In the Start menu, select **All Programs | Neocom Software | TRBOnet Enterprise 3.6 | TRBOnet RadioServer v3.6**
2. Select **SIP Interconnect** in the navigation tree.

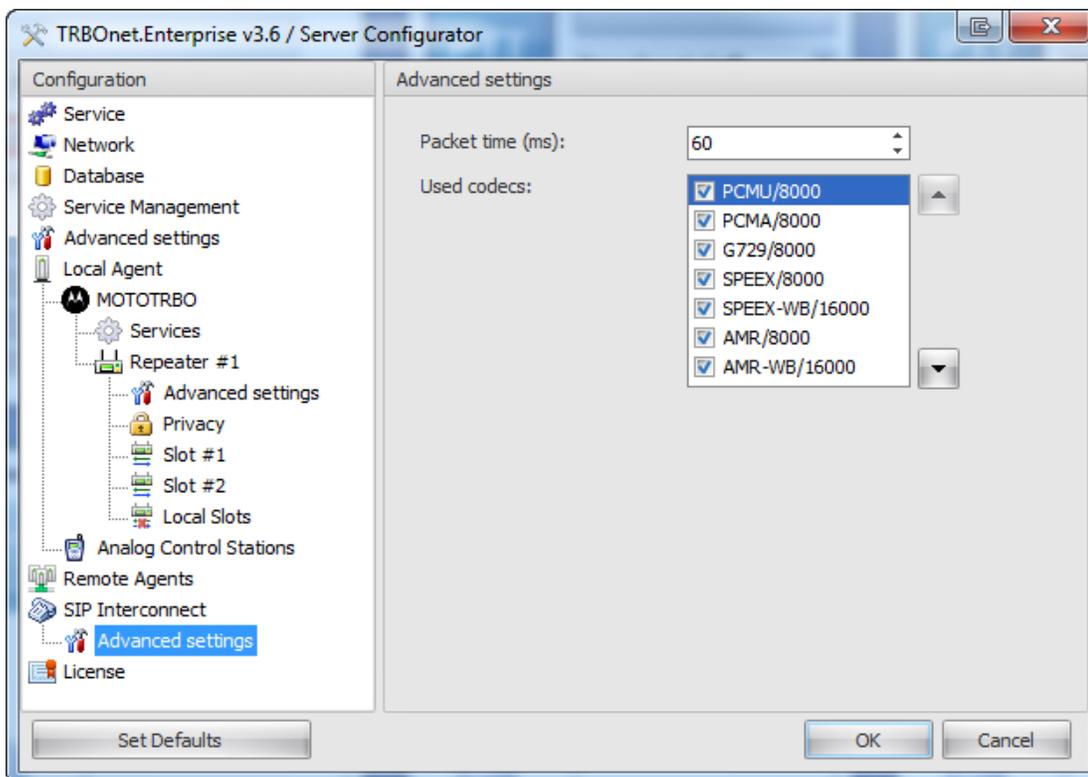


3. Configure the following parameters:

Parameter	Hardware SIP phone	SIP account
Use Sip Interconnect	Select to enable SIP Interconnect	
Provider address	specify your PBX phone IP address in local network	specify the SIP provider's website
Provider port	5060	
Local IP	specify IP address of the adapter to access your local network	specify IP address of the adapter to access Internet (e.g. 127.0.0.1)
Port	5060	
Input calls	Select the RadioServer's actions in case of incoming phone calls: Decline calls, Open voice menu or Redirect to dispatchers	
Allow subscribers to make outgoing calls	select to allow subscribers making calls to telephones	
TMS prefix	The prefix a radio subscriber will need to use to make a call (for example, if the prefix is " sip: ", the subscriber will need to send a text message to a master radio with the text " sip:N ", where N is the phone number to make call to)	
DTMF	Select to enable DTMF	
SIP ID	The ID from the phone configuration	Your SIP account ID
SIP user	The phone number to be indicated when an outgoing call is made	Your SIP account phone number
Password	The password from your phone configuration	Your SIP account password

Advanced SIP settings

To configure the advanced SIP settings select **Advanced** under **SIP Interconnect**.

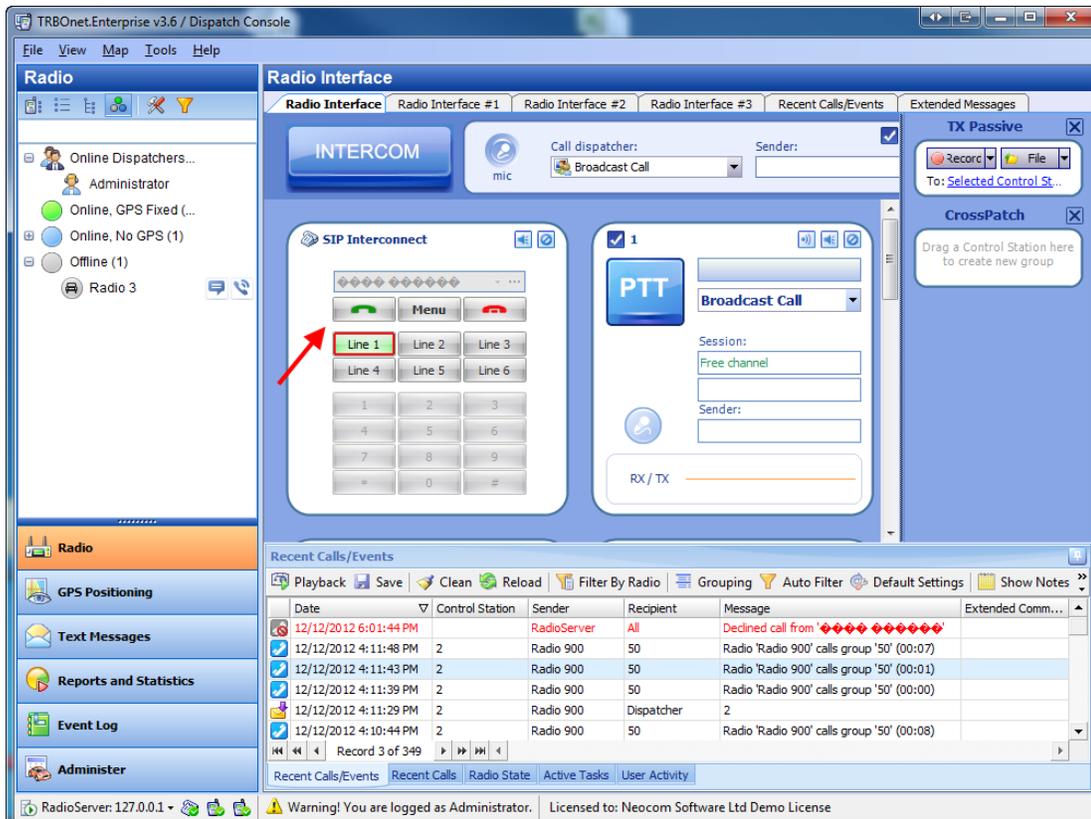


Set up the following parameters:

- **Packet time (ms)** - Specify the packet time compatible with your PBX phone or SIP Account.
- **Used codecs** - Select the codecs to be supported (we recommend selecting all codecs)

To make a phone call from the Dispatcher Console

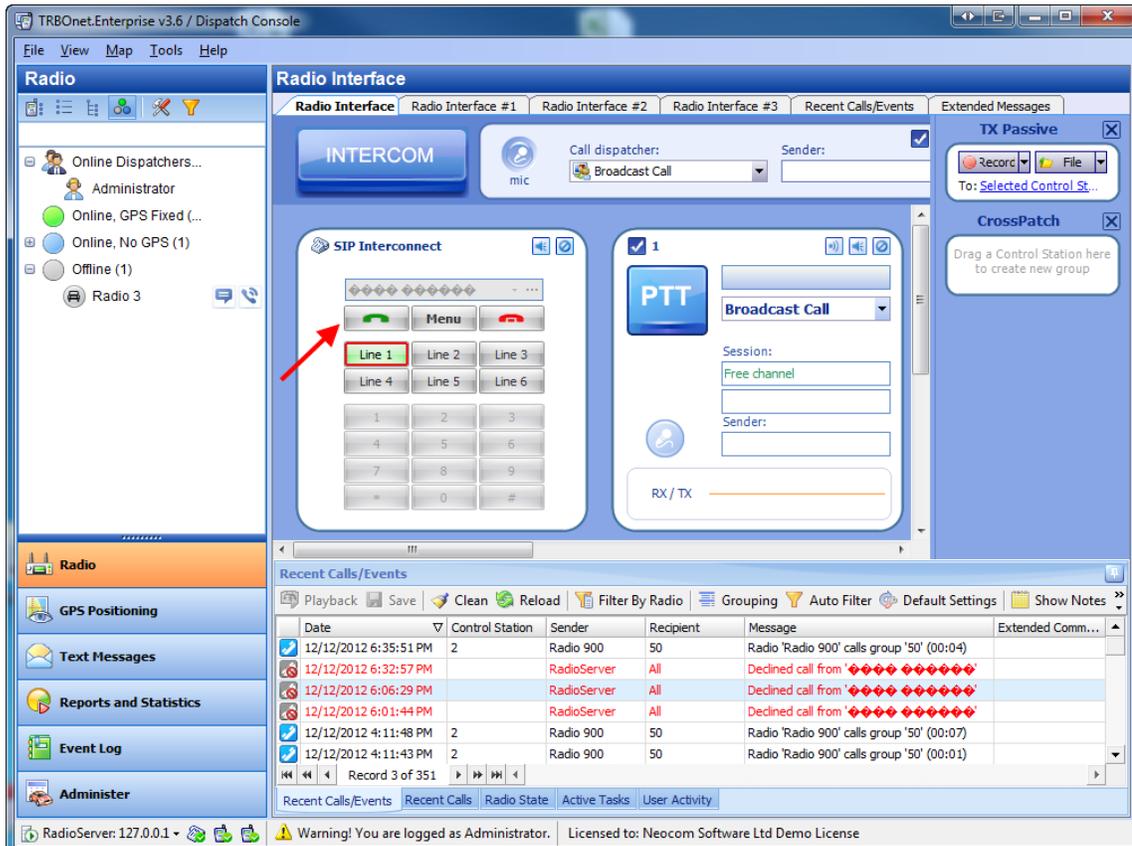
To make a phone call from the Dispatcher Console use the **SIP Interconnect** pane.



Select the line, enter the phone number and click .

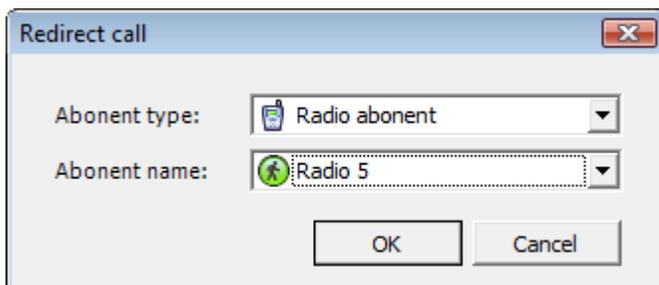
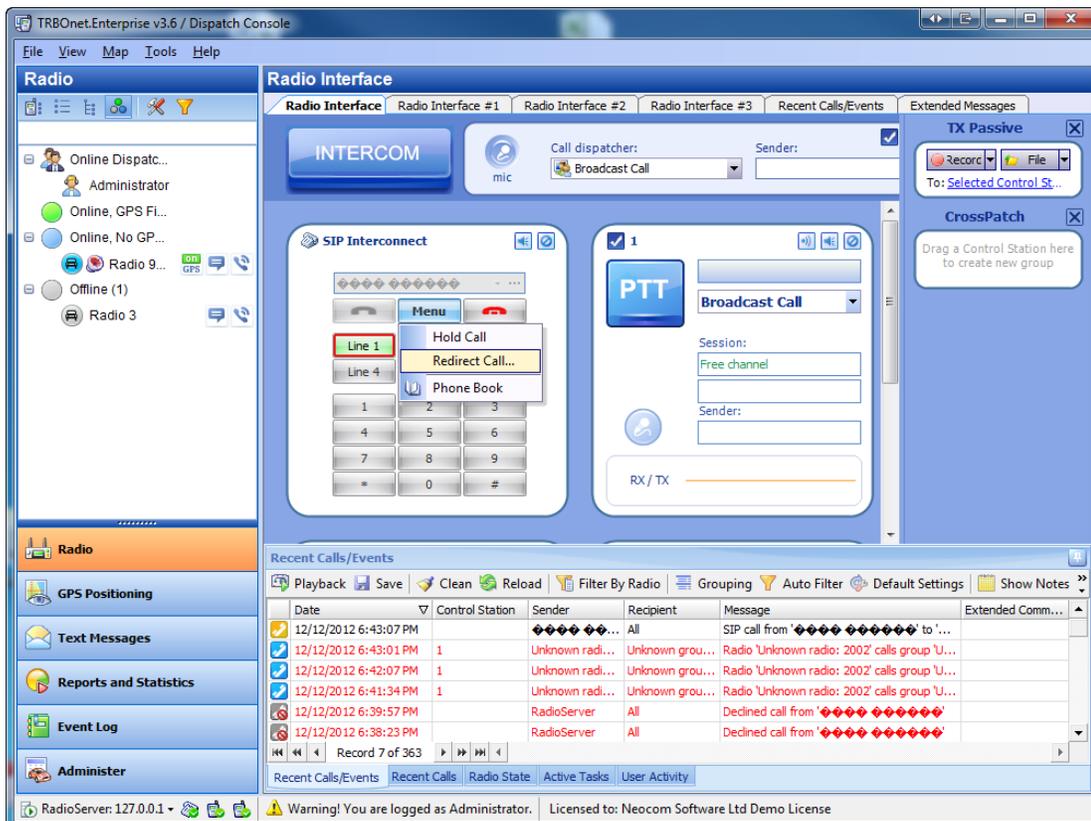
To receive a call

To receive a call click .



To redirect a phone call to a subscriber radio

To redirect an incoming or outgoing phone call to a subscriber click **Menu** then click **Redirect Call...** and select the dispatcher or subscriber to redirect the call to.



To make a call from telephone to radio

To make a phone call to a subscriber radio dial the SIP account's phone number. Then either follow the voce menu's prompts or ask the dispatcher to redirect your call to the subscriber.

To make a call from radio to telephone

DTMF CALL

NOTE: Only 1.07.02 firmware version and higher support DTMF.

To make a DTMF call do the following:

1. Press PTT on a portable and hold it.
2. While holding PTT dial the phone number and press # (For example: 0079521112233#).
3. Release PTT.

A CALL BY SENDING TEXT MESSAGE TO THE BASE

To make a call to a phone number send to the master radio a text message with the text "**PrefixN**".

Prefix - the prefix set in the RadioServer configuration (the default prefix is **sip:**)

N - the telephone number

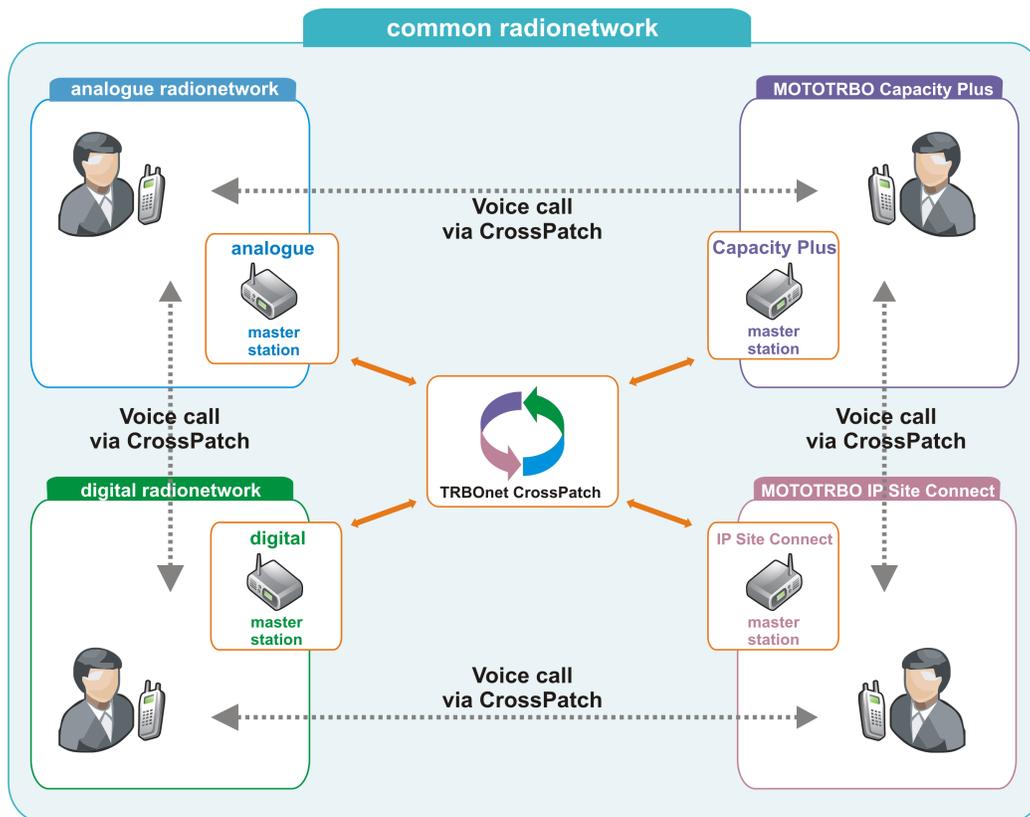
NOTE: Only the phone subscriber can terminate the call.

TO TERMINATE A CALL

To terminate a call press **PTT** and **#** twice on your subscriber radio

1.1.7 CrossPatch

TRBOnet Enterprise v3.6 provides the **CrossPatch** function. CrossPatching allows the user configure the network to redirect the calls thus patching control stations (analogue and digital stations, Capacity Plus IP Site Connect, Linked Capacity Plus, Connect Plus).

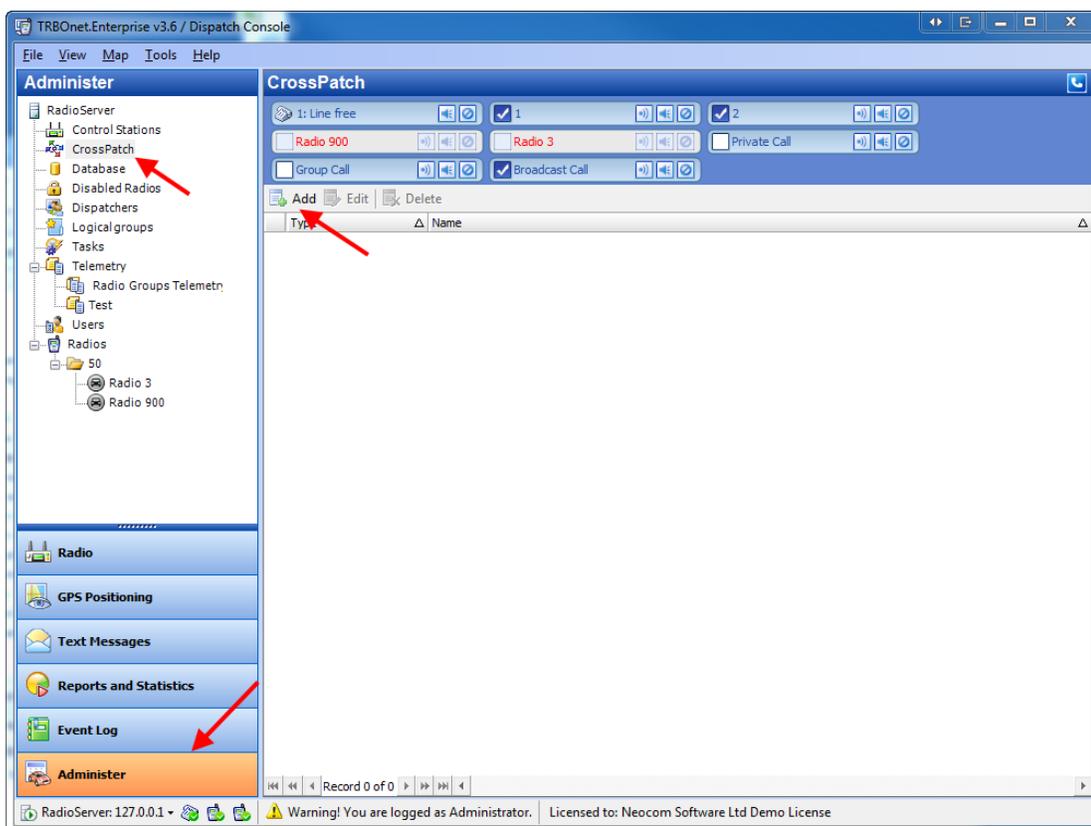


Creating a CrossPatch

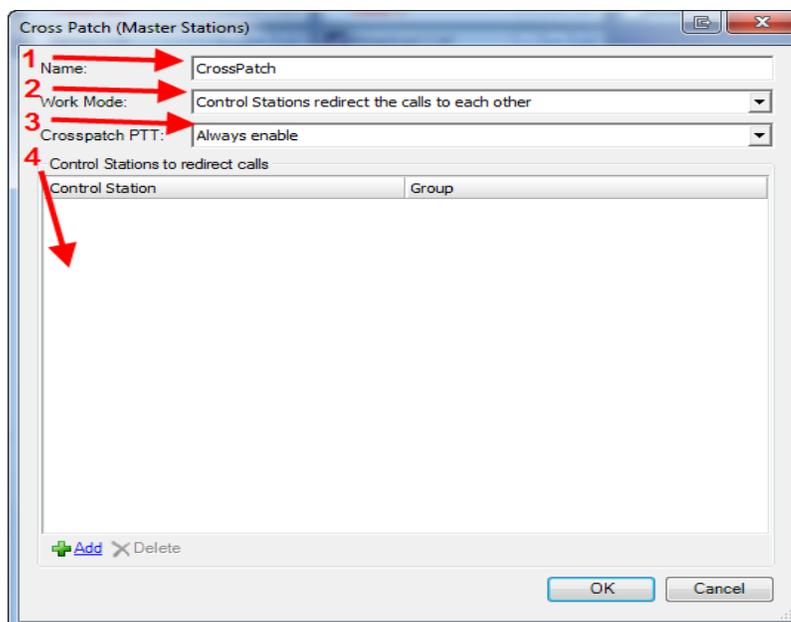
Note: You have to log in as the administrator to create a CrossPatch.

TO CREATE A CROSSPATCH IN ADMINISTER:

1. Select **Administer** in the navigation tree.
2. Then select **CrossPatch**.
3. To add a CrossPatch click **Add** in the work area.



CROSS PATCH ON CONTROL STATIONS



You can set the following items:

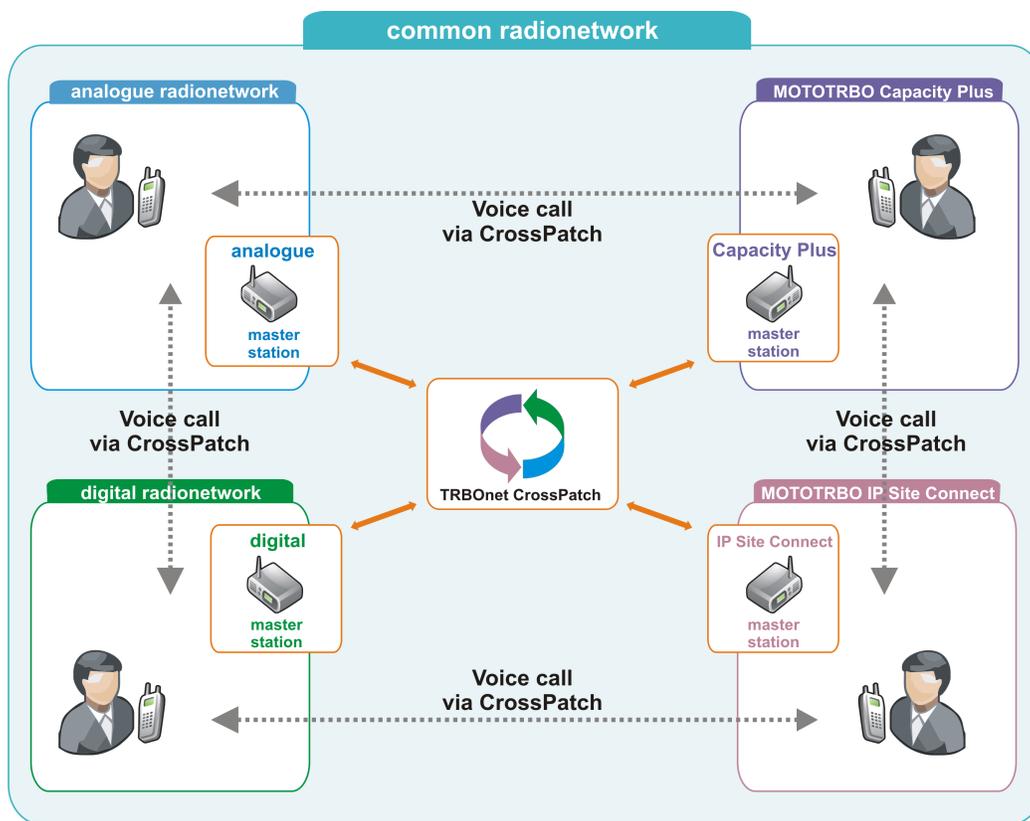
1. **Name** - the name of a CrossPatch
2. **Work Mode** - see **Types of CrossPatch** below
3. **Crosspatch PTT** - set **PTT** on the crosspatch interface to be able to transmit voice or do not set only to hear the voice from other channels. There are 3 options:
 - Enable when crosspatch enabled
 - Always enable
 - Invisible
4. **Control Stations to redirect calls** – set the source(s) and the target(s) of redirected calls. You can select one exact group or all the groups of a control station to redirect calls.

Types of CrossPatch

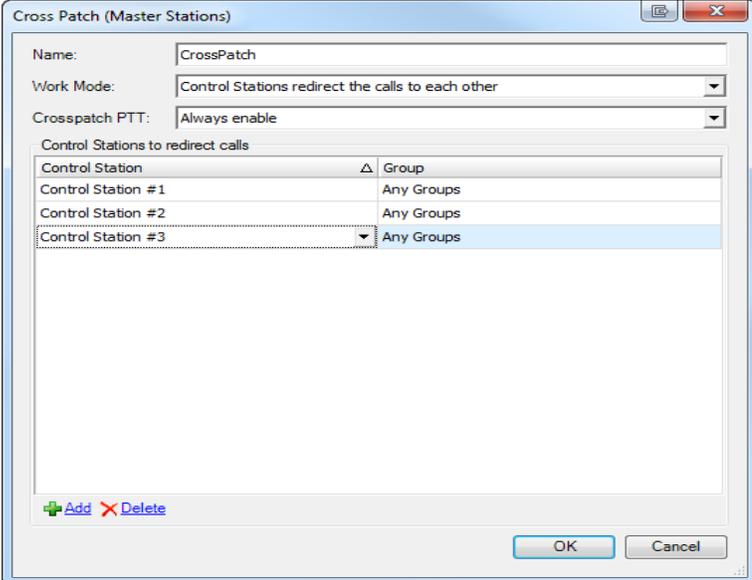
You can use three different variants of CrossPatching:

1. CONTROL STATIONS REDIRECT THE CALLS TO EACH OTHER

This is the most common type of CrossPatch when there is data exchange between the control stations set in the CrossPatch settings. Thus, there is a common channel for all the subscribers of the specified control stations .



To create this mode of CrossPatching add a CrossPatch and set the **Work Mode** as **Control stations redirect the calls to each other**. Set the CrossPatch name and the control stations to redirect calls.



The screenshot shows a dialog box titled "Cross Patch (Master Stations)". It contains the following fields and options:

- Name:** CrossPatch
- Work Mode:** Control Stations redirect the calls to each other
- Crosspatch PTT:** Always enable

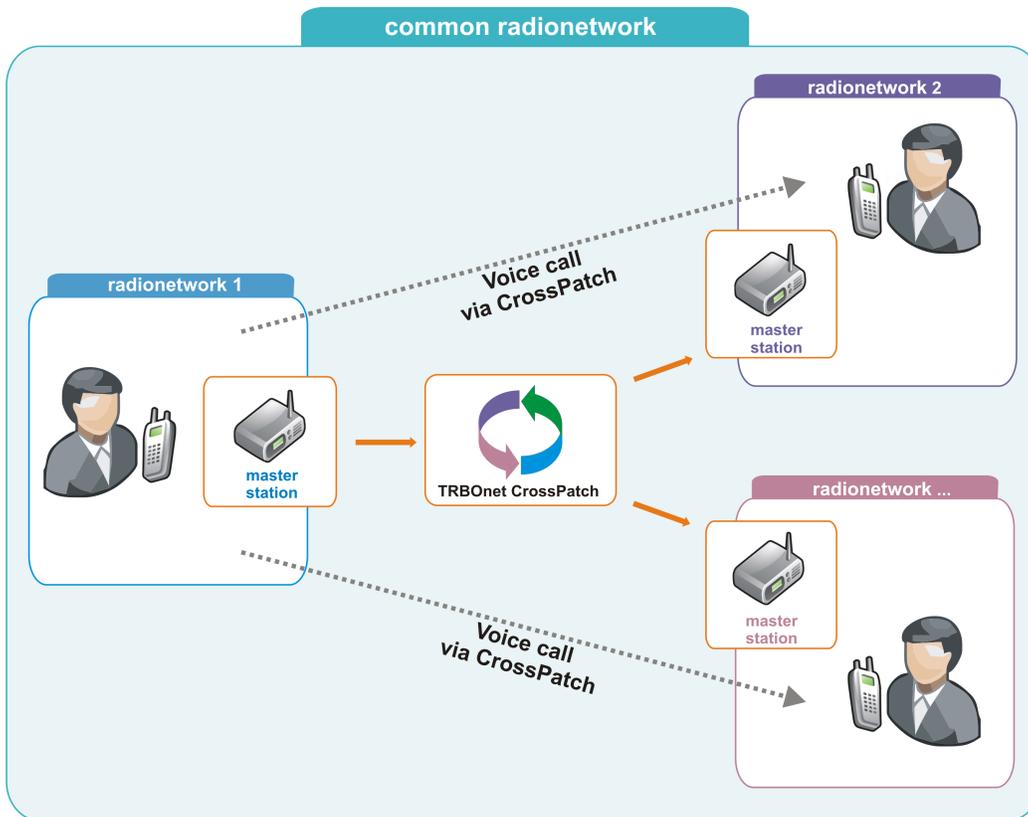
Below these fields is a section titled "Control Stations to redirect calls" containing a table:

Control Station	Group
Control Station #1	Any Groups
Control Station #2	Any Groups
Control Station #3	Any Groups

At the bottom of the dialog box, there are buttons for "Add" (with a plus icon), "Delete" (with a minus icon), "OK", and "Cancel".

Click **OK**. The CrossPatch is now displayed in the **Radio interface**.

2. ONE CONTROL STATION REDIRECTS THE CALLS TO MANY CONTROL STATIONS



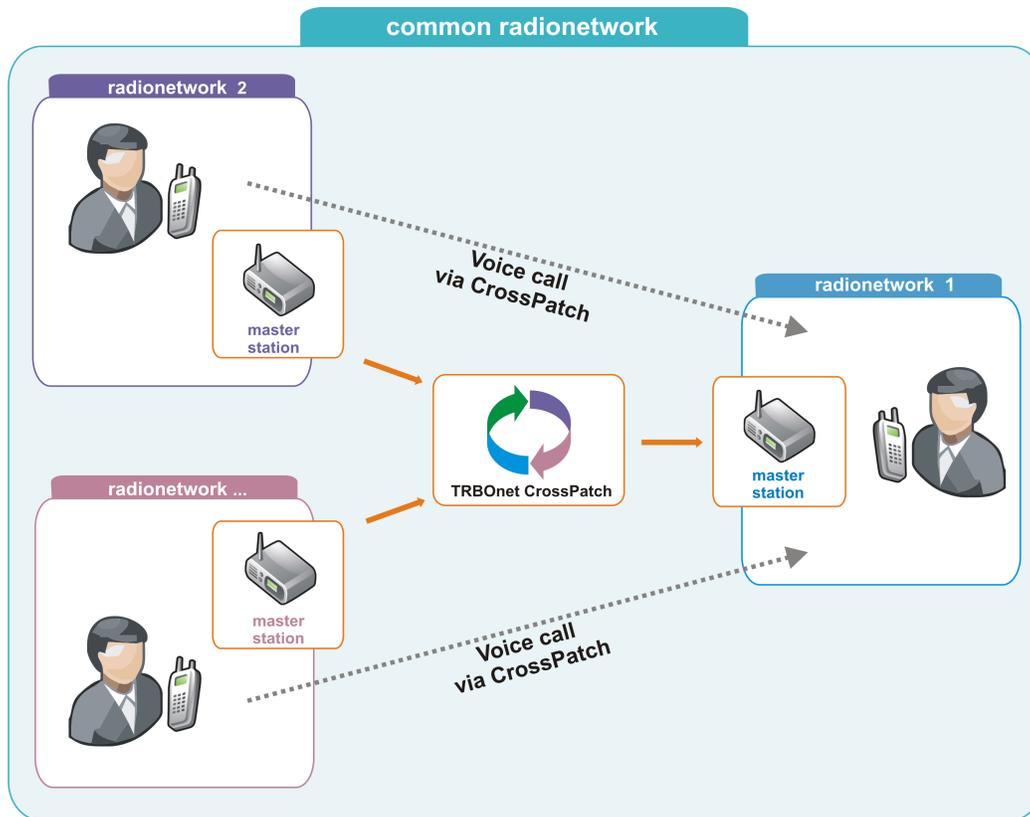
To create this type of CrossPatching add a CrossPatch and set the **Work Mode** as **One control station redirects the calls to several control stations**. Set the CrossPatch name and the control stations to redirect calls.

Control Station - the source of calls to redirect	
Control Station	Group
1	Any Groups

Control Stations - targets for redirected calls	
Control Station	Group
Control Station #1	Any Groups
2	Any Groups

Click **OK**. The CrossPatch is now displayed in the **Radio interface**.

3. CONTROL STATIONS REDIRECT THE CALLS TO ONE CONTROL STATION



To create this type of CrossPatch add a CrossPatch and set the **Work Mode** as **Control stations redirect the calls to one control station**. Set the CrossPatch name and the control stations to redirect calls.

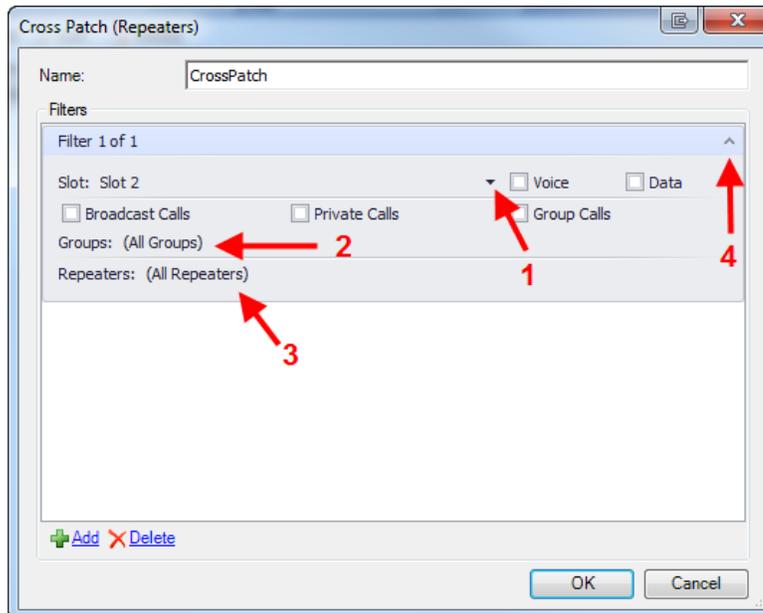
Click **OK**. The CrossPatch is now displayed in the **Radio interface**.

CROSS PATCH ON REPEATERS

Name - the name of the list of rules for the CrossPatch

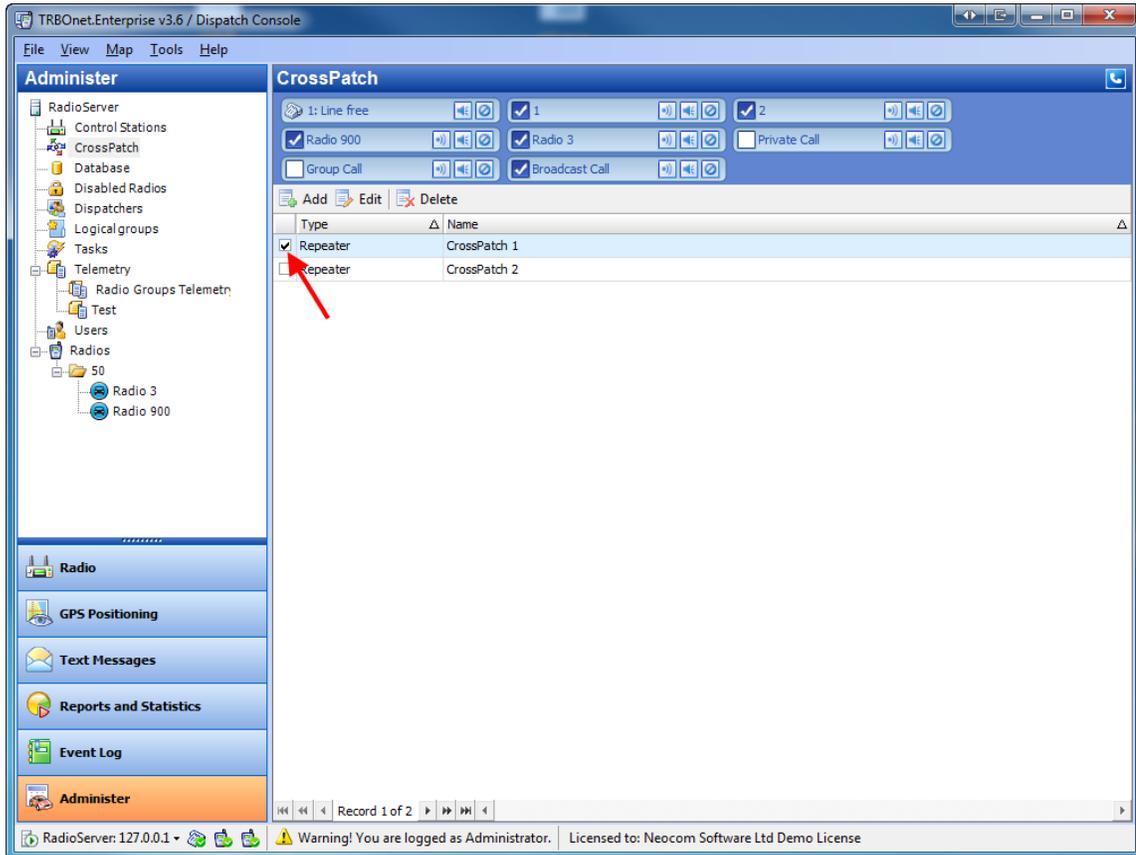
Rules :

Click **Add** to add a new rule to the list for the CrossPatch:



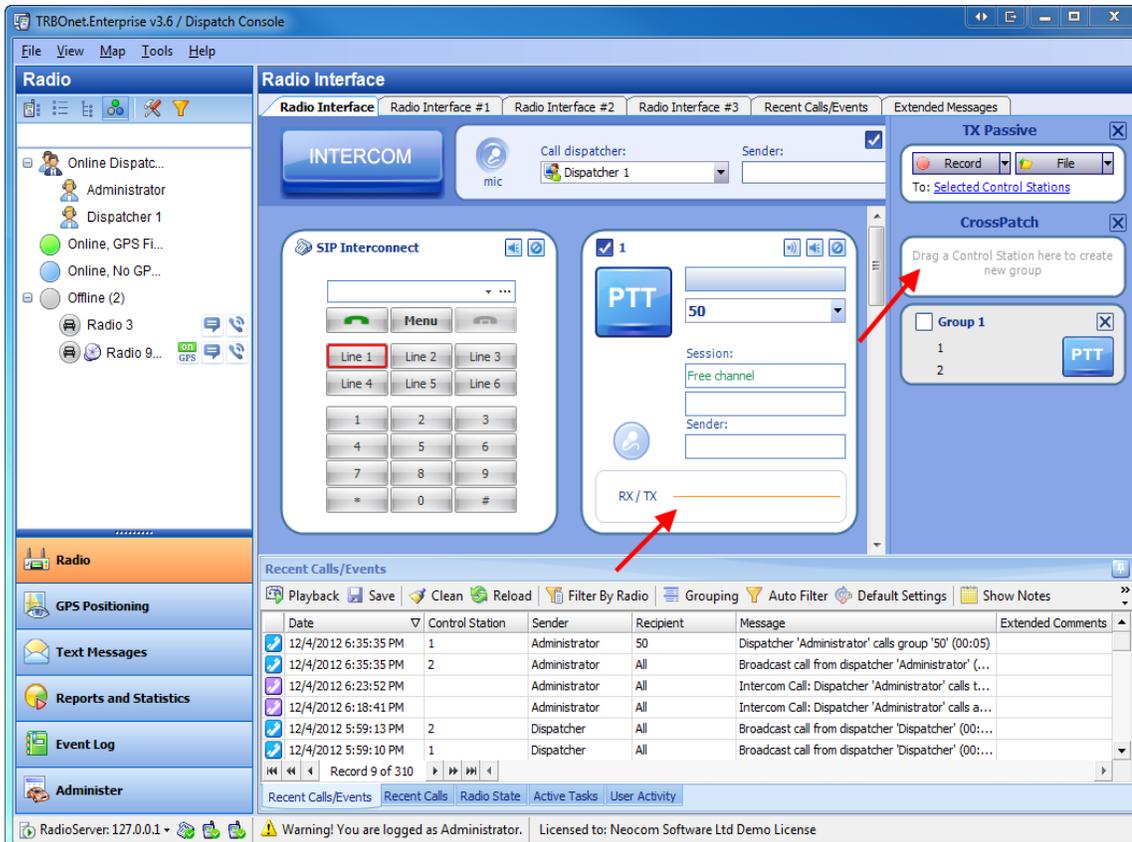
1. Click to choose the repeater slot
2. Choose the group(s) to be crosspatched
3. Choose the repeater(s) for crosspatch
4. Click to hide/open the rule

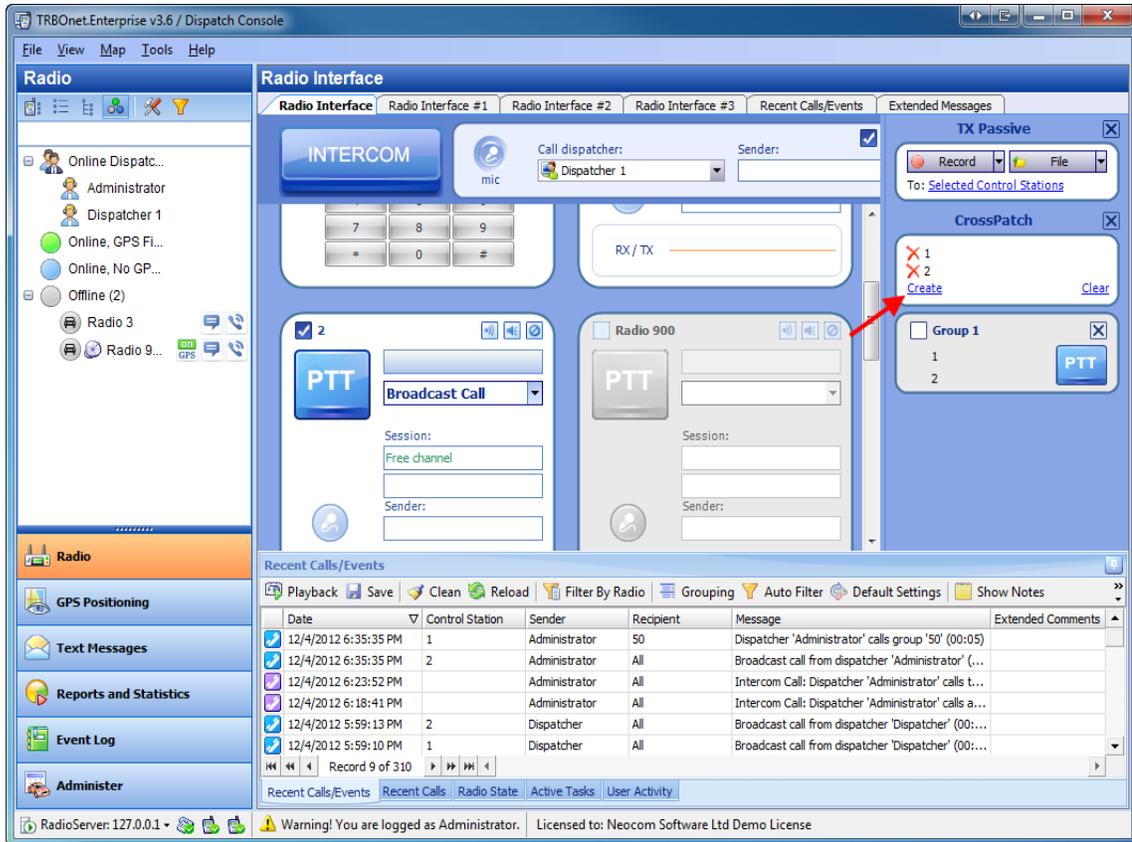
Note: you may create as many lists of rules as you need but you can activate only one of them simultaneously



TO ADD A NEW CROSSPATCH POLICY IN RADIO INTERFACE

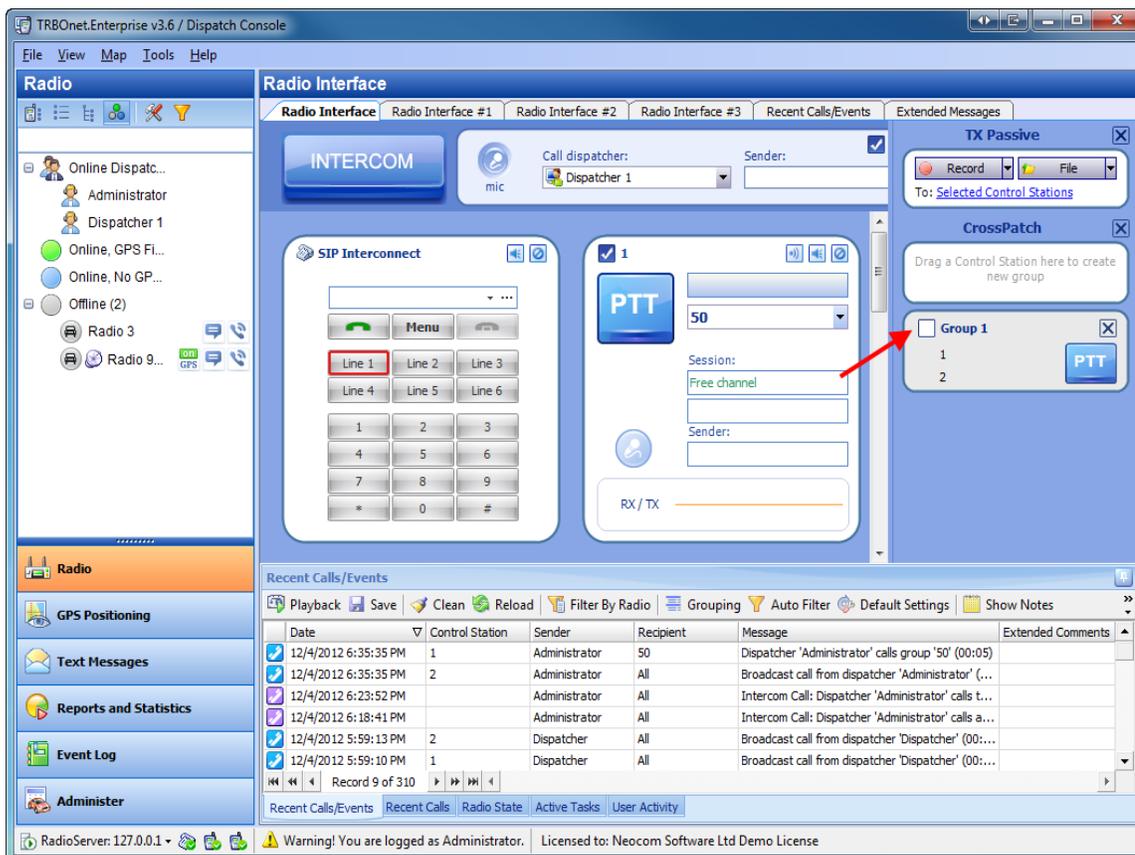
To add a new CrossPatch policy drag control stations (repeater slots) to the CrossPatch panel and click **Create**.



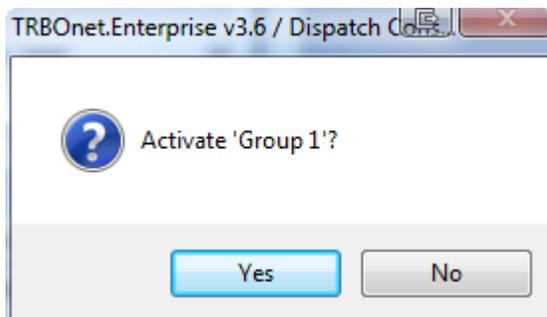


To activate CrossPatch

To activate or deactivate a CrossPatch select the checkbox in front of the CrossPatch in the **Radio interface** or in the **Administer** tool.



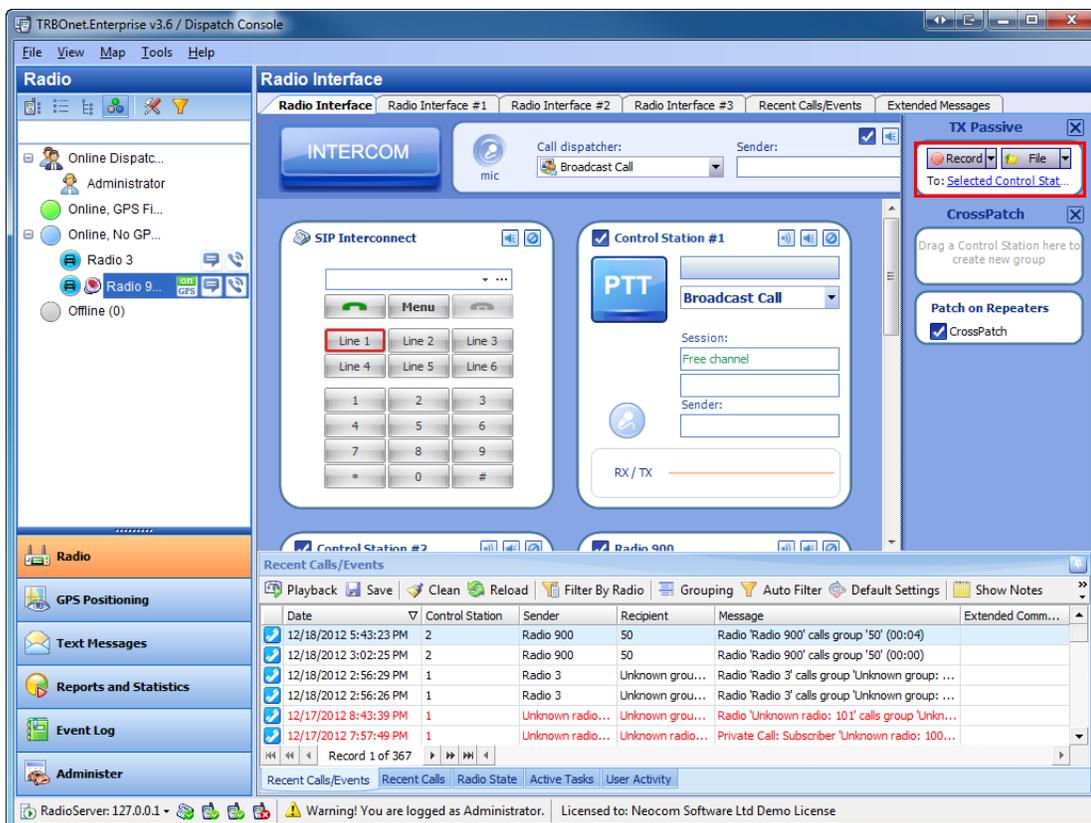
Then confirm the activation (deactivation).



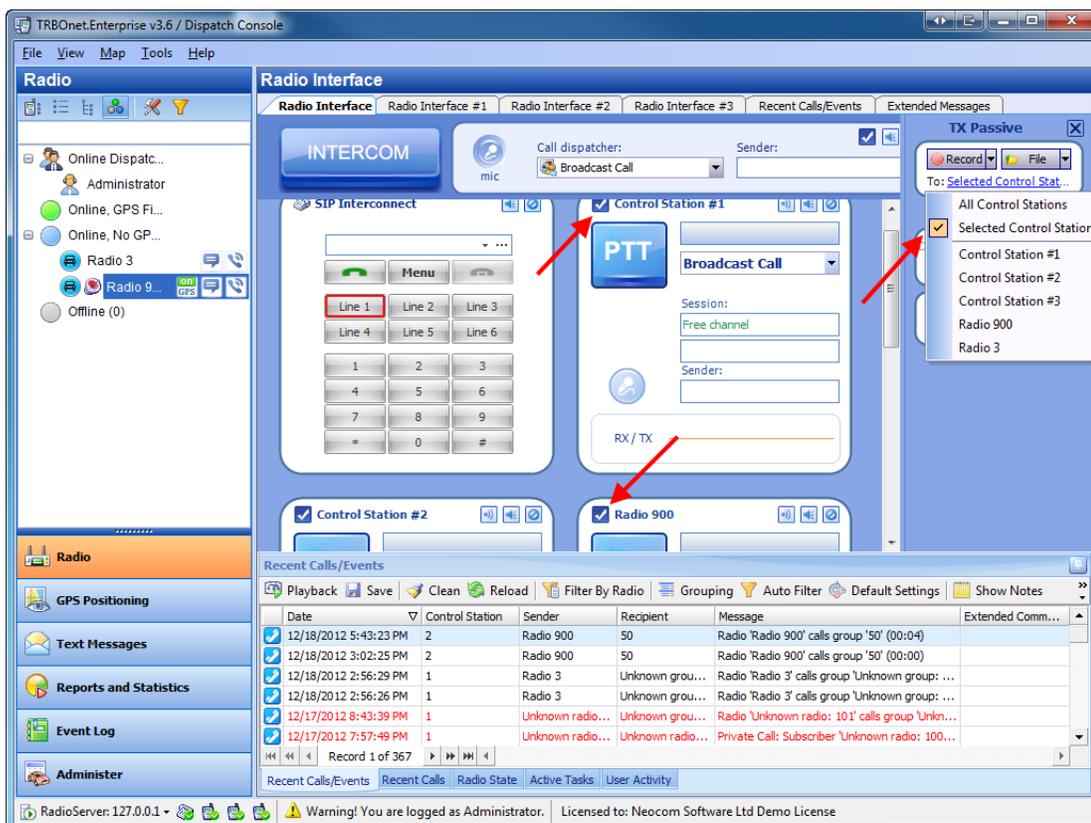
1.1.8 TX Passive

TRBOnet Enterprise v3.6 provides the **TX Passive** function. This feature enables dispatchers to queue messages in a situation when a message must be transmitted but the channel is currently busy. The dispatcher records a message on a busy channel and then TRBOnet broadcasts this message as soon as the channel becomes available.

The **TX Passive** function is presented in the **Radio interface**.

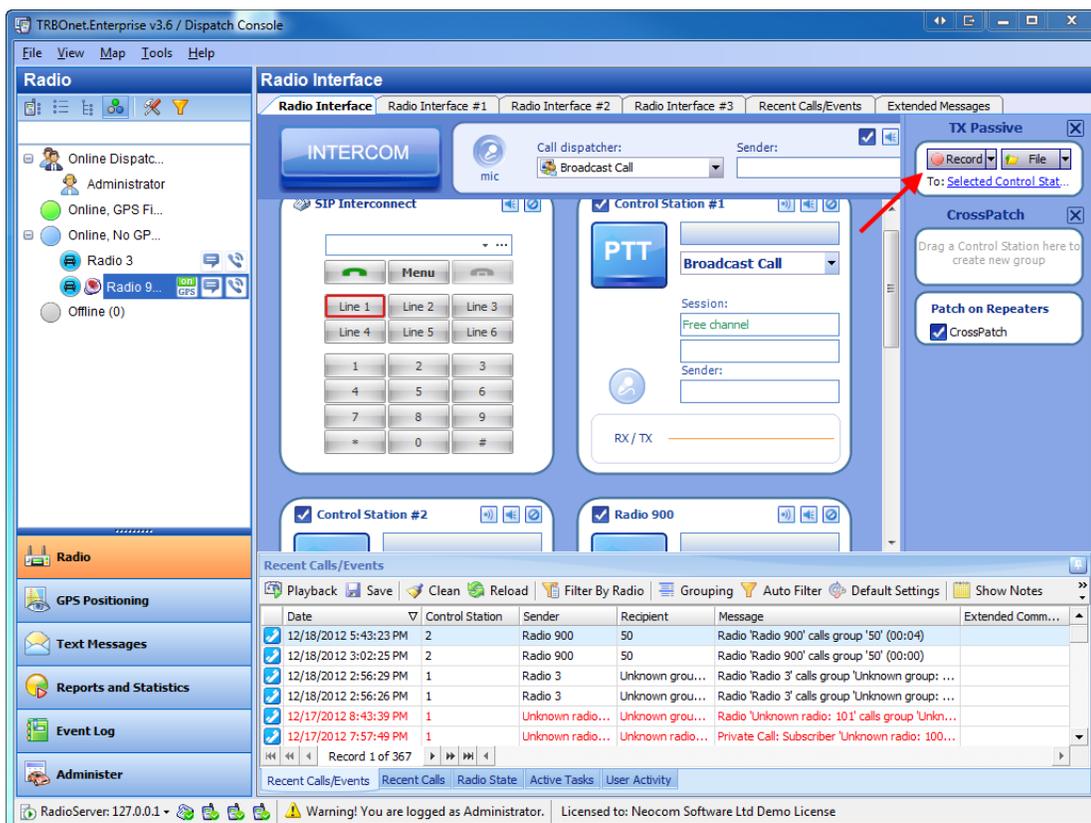


The user can [record a message](#) or [select an existing audio file](#) to broadcast. You also need to specify the recipients of the transmitted message. The default setting is **Selected Control Stations**(To select a Control Station for transmitting a message put the checkbox in front of its name in the Control Station window in the **Radio interface**).From the dropdown list you may also choose **All Control Stations**, any station separately or any subscriber radio.

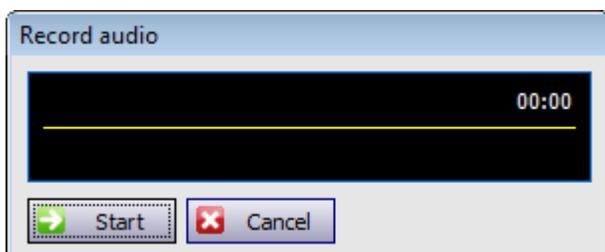


Recording a message to transmit

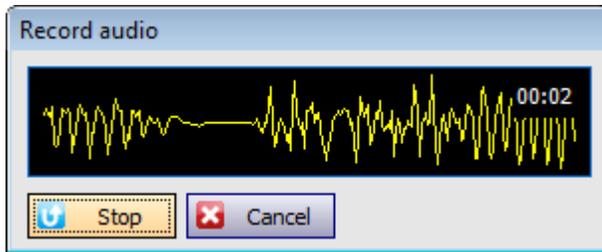
To record a message set the recipients and press **Record**.



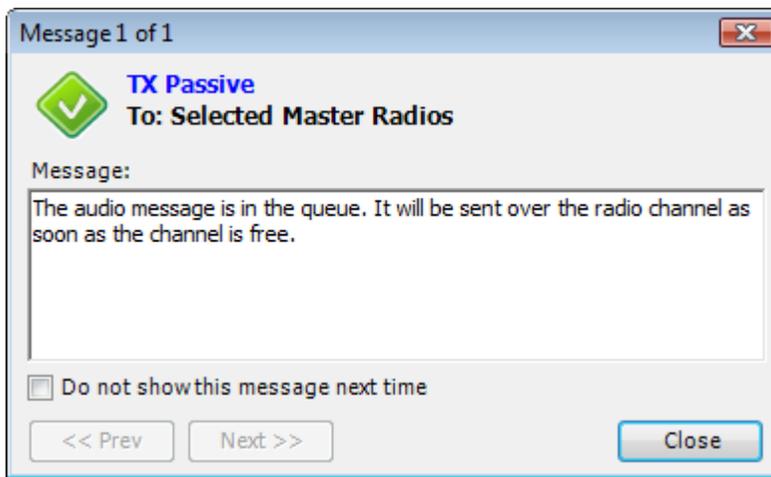
The **Record audio** window is displayed.



To start recording press **Start**. After recording the message press **Stop**.

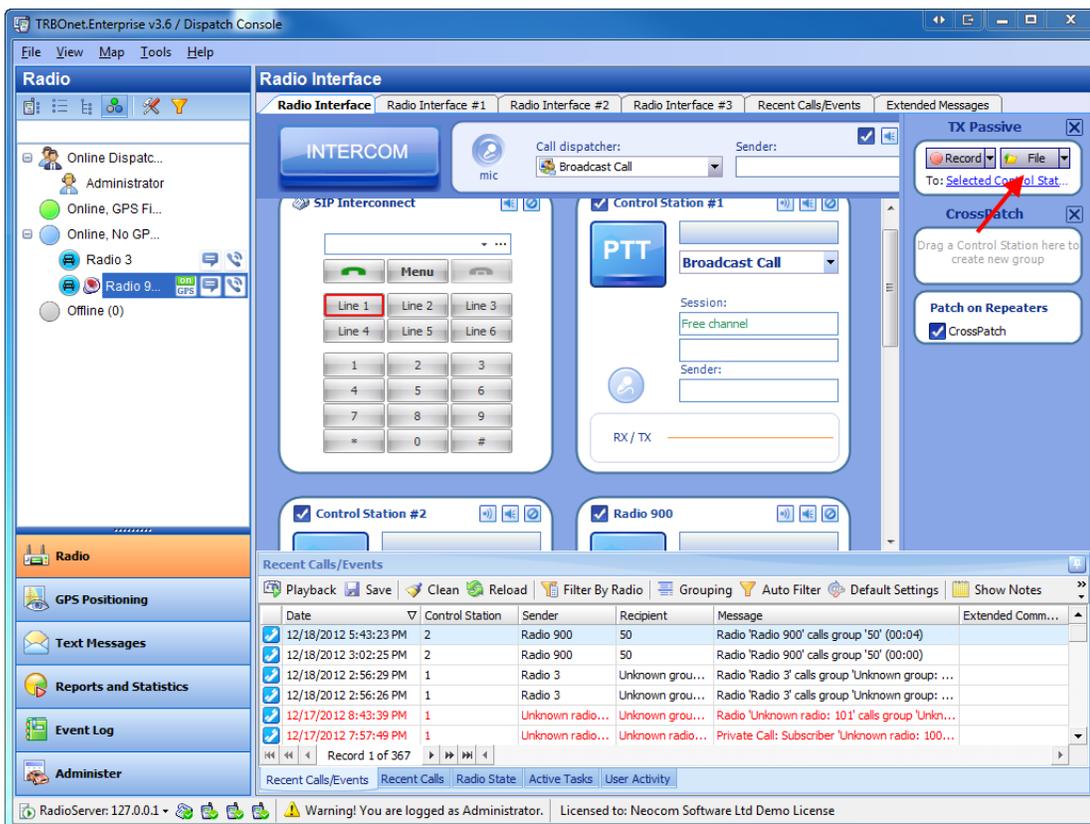


The message is queued and the respective information is displayed.

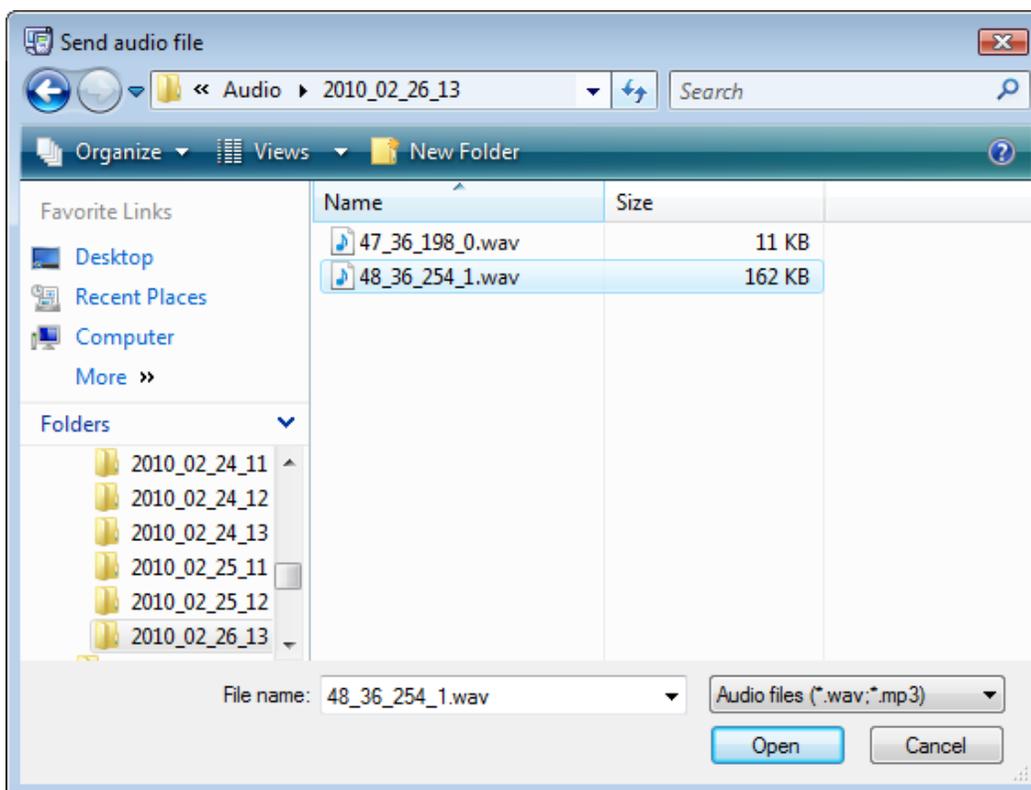


Selecting an existing audio file to transmit

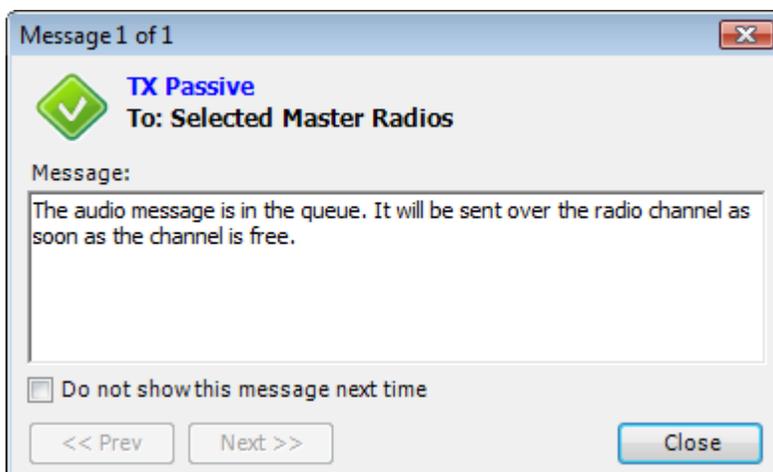
You can use an existing audio file for transmitting. To que a file press **File**.



The **Send audio file** window is displayed. Browse for the file you want to queue. The TRBOnet audio files are by default stored in: **C:\ProgramData\Neocom Software\TRBOnet.Enterprise\Audio**



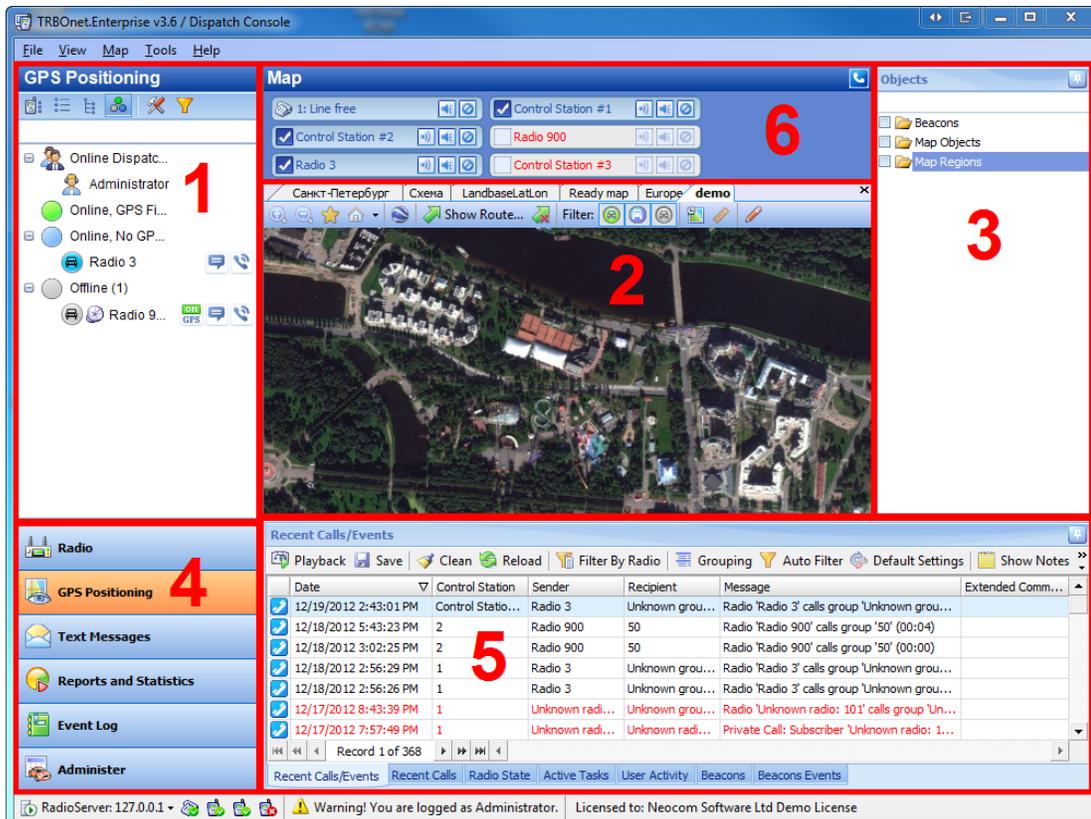
Select the file and press **Open**. The message is queued and the respective information is displayed.



1.2. GPS Positioning

1.2.1 GPS Positioning overview

The **GPS Positioning** tool provides interface for monitoring subscribers location.



This interface includes the following parts:

1. **Subscribers tree**, which displays groups and individual subscribers.
2. **Electronic map**, which displays latest positional data received from subscribers and state of their radio stations.
3. **Objects Pane**, which allows you to add objects and regions and to display them on the map.
4. **Navigation Pane**, which helps navigate through the **Dispatcher Console** tools.
5. **Event Log**, which contains tabs with positioning history for subscribers, radio stations state, active policies, and user activity notifications.
6. **Calls Pane**, which is displayed in compact mode in this interface.

To locate subscribers

1. Open the **GPS Positioning** tool.
2. In the **Subscribers tree**, select groups or individual subscribers whose position you want to view.
3. Review the subscribers location manually or click **Find on Map** in the context menu. If a radio station is on and transmits subscriber's coordinates, the map displays location of the subscriber. If radio station is off or does not transmit GPS coordinates, the map displays location of the subscriber according to the latest received positioning data. Different icons represent the state of radio stations:
 - Green  – location is actual
 - Blue  – location may be outdated, the radio station does not transmit GPS coordinates, the latest received coordinates are displayed
 - Grey  – location may be outdated, the radio station is off, the latest received coordinates are displayed
4. If necessary, use the following options:
 - To center the map according to position of a particular subscriber, right-click the subscriber in the **Subscribers tree** and select **Find on Map**.
 - To change the map allocation according to changes in the position of a particular subscriber, right-click the subscriber in the **Subscribers tree** and select **Monitoring (On/Off)**. In the tracking mode, the map is centered to reflect subscriber's location every 15 seconds (the map refresh interval).
 - To start monitoring of exact subscriber in a new window, right-click the subscriber in the **Subscribers tree** and select **Monitoring in New Window**.
 - To change a subscriber's location manually, right-click the subscriber in the **Subscribers tree** and select **Set Location**. Then point the new position with the cursor and click the left mouse button.

1.2.2 How to

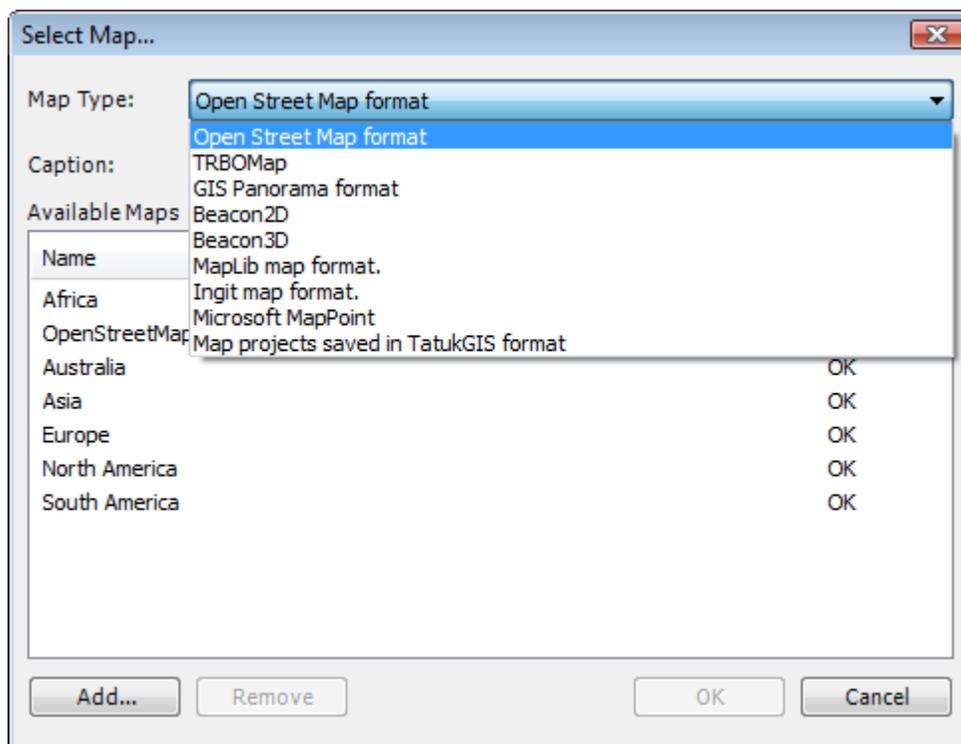
The main actions in the **GPS Positioning** tool are described below.

1. To show/hide subscribers or groups
2. To perform an action in the Subscribers tree
3. To load a map to a new tab
4. To load a map to a new window
5. To select the active map
6. To save map settings
7. To load the default map settings
8. To save an online map
9. Toolbar icons
10. To enable map drawing toolbar
11. To add a region
12. To add a map route
13. To add an object
14. To Playback Road
15. To perform an action in the objects pane
16. To monitor a subscriber
17. To show/hide objects and regions
18. To configure Geofencing and Speed Control
19. Indoor Positioning
20. To navigate through log records
21. To playback calls
22. To group log records
23. To add notes and messages to the log
24. Radio State
25. Active Tasks
26. User Activity
27. Beacons and Beacon Events

To load a map to a new tab

To add a map and open it in new tab, do the following:

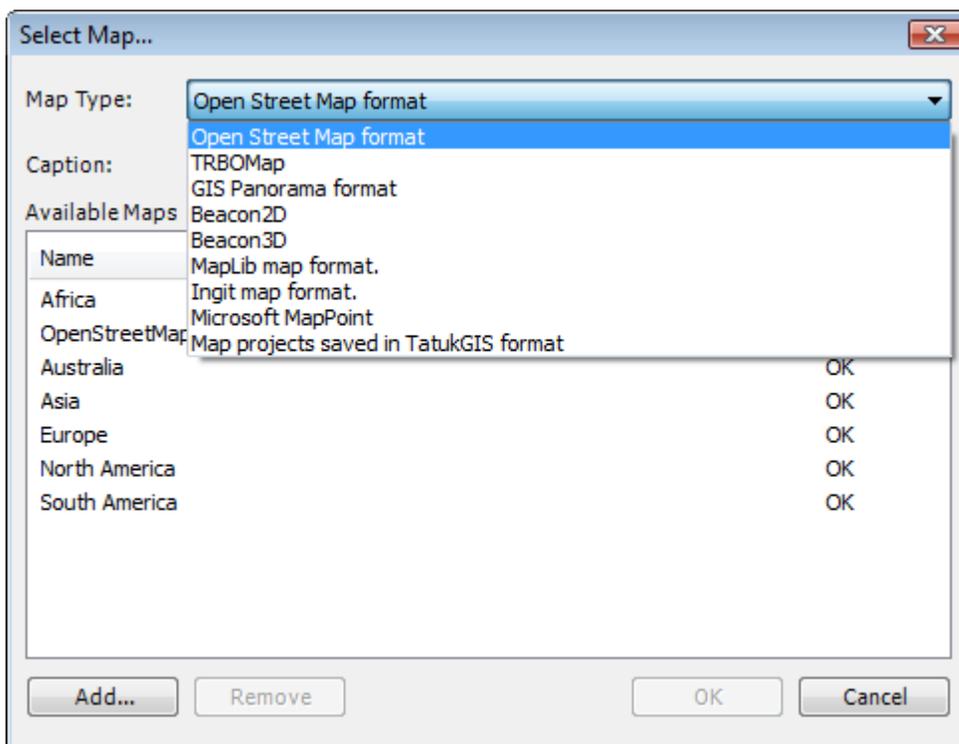
1. Click **Map | Open New Map in Tab...** in the menu.
2. The **Select Map...** window is displayed. Select the type of map and then select the map to open. If necessary, click **Add...** and browse for the map.



To load a map to a new window

To add a map and open it in new window, do the following:

1. Click **Map | Open New Map in Window...** in the menu.
2. The **Select Map...** window is displayed. Select the type of map and then select the map to open. If necessary, click **Add...** and browse for the map.

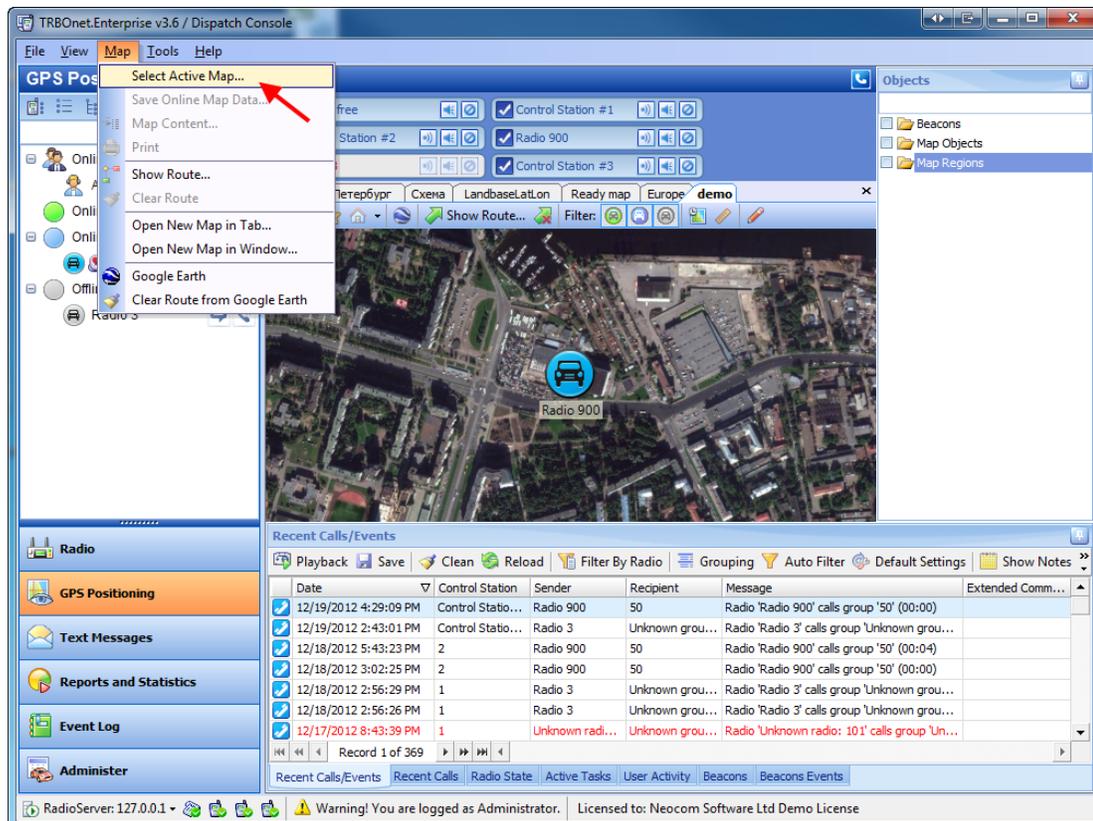


To select the active map

The user can select the active map on a tab.

To select the active map, do the following:

1. Click **Map | Select Active Map** in the menu.
2. In the **Select Map...** window select the map. If necessary, click **Add...** and browse for the map.



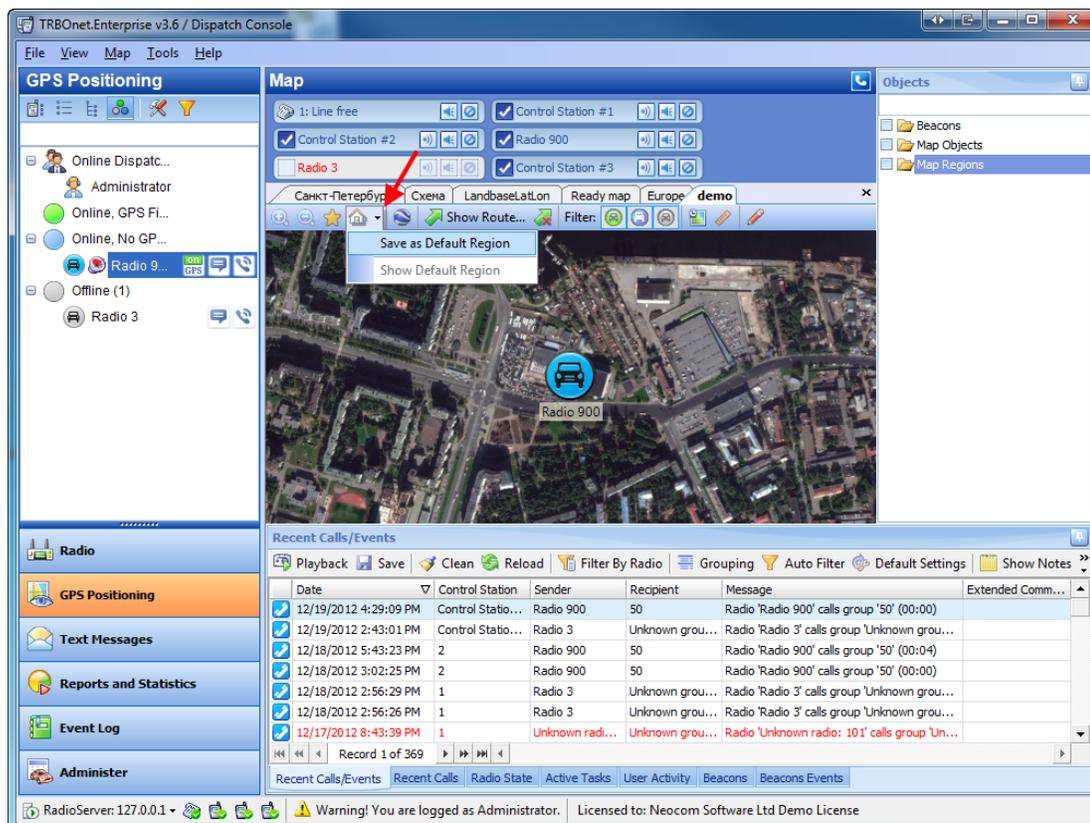
Note: You can only select the map of the same format the current tab map is. For example, if you click **Map | Select Active Map** in a tab with a **Open Street Map** format map, the **Select Map...** window will display the available **Open Street Map** format maps. Thus, if you need to select another format map, use the **Map | Open Map in Tab** or the **Map | Open Map in Window** option.

To save map settings

The user can save map settings for future use.

To save settings, do the following:

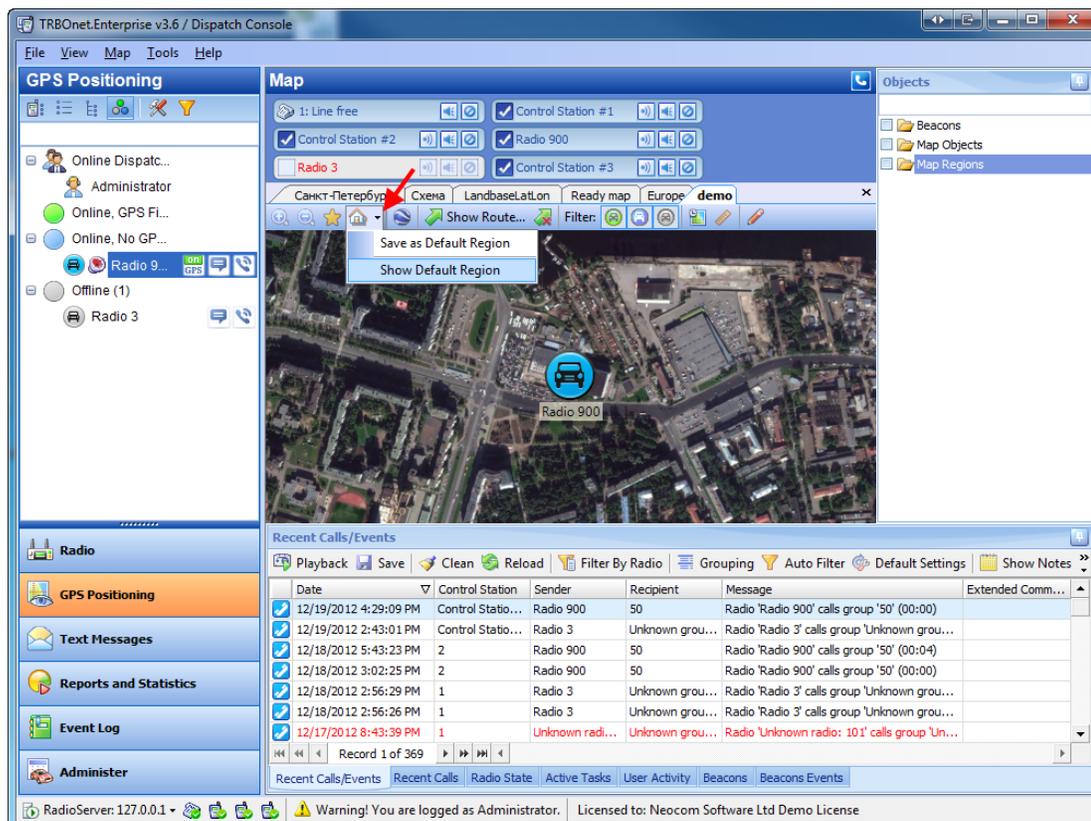
1. Load the map and configure its scale and position.
2. Click the arrow on the  icon on the toolbar and select **Save as Default Region**. The current state of the map is set as default.



To load the default map settings

To reset the map view to the default settings click the **Show Default Region** icon  on the toolbar.

The map is positioned in accordance with the default region.



To save an online map

The user can save an online map to the PC in order to use it offline.

TO SPECIFY THE FOLDER TO STORE MAP DATA

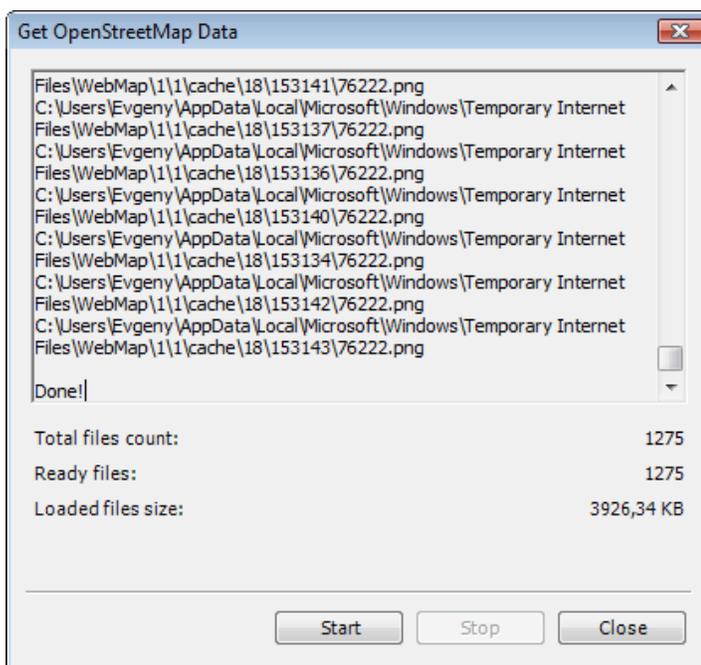
To specify the folder select **Map | Map Content...** then browse for the folder.

TO SAVE THE MAP

To save the map select the map region you need to save the map starting from and then select **Map | Save Online Map Data...**

Note: The system will cache the map "downwards" which means you will not be able to zoom out the selected region in offline mode. If you to be able to zoom your offline map see the document **TRBOnet Map Creation**

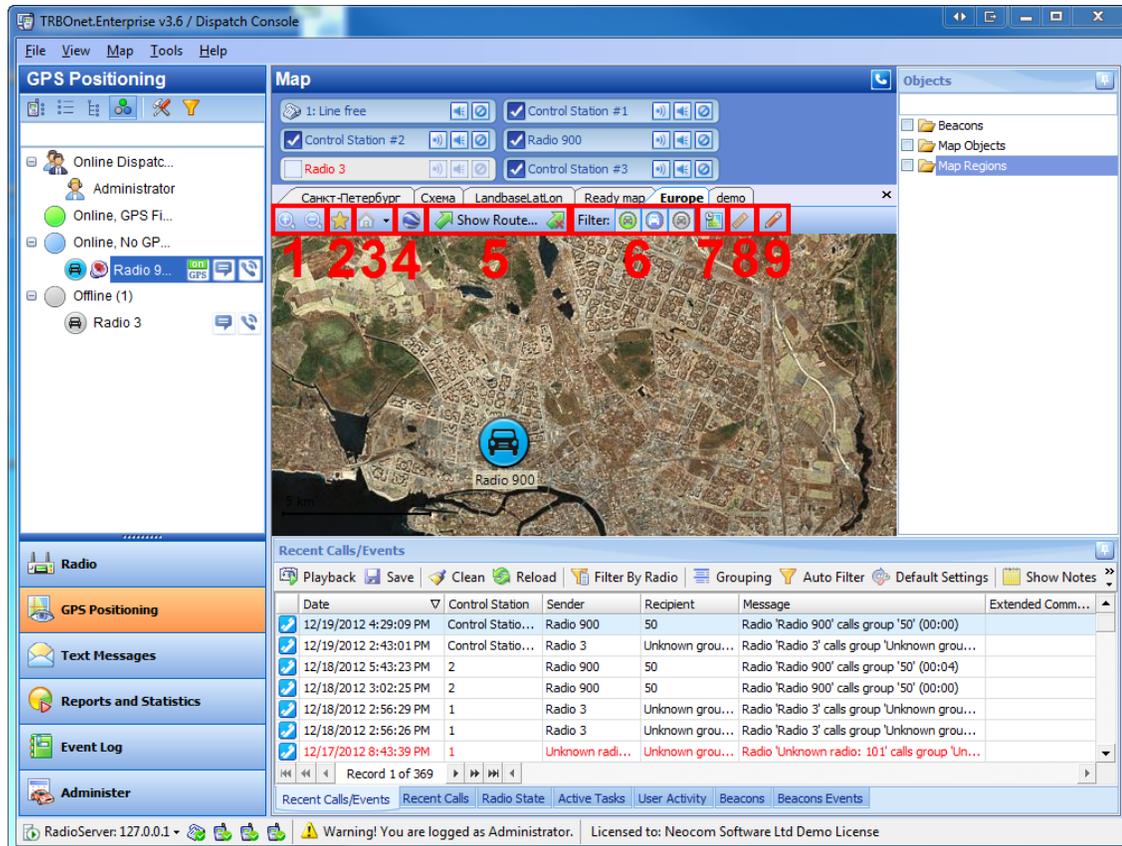
In the displayed window click **Start** and wait for the system to save the files. This might take a sufficient amount of time.



Click **Close**.

Toolbar icons

The toolbar has the following icons:



1. **Zoom In** and **Zoom out** – Scale the map.
2. **Bookmarks** – allows opening a bookmark on the map and managing bookmarks (adding and deleting)
3. **Show Default Region** – Centers the map according the saved default region or saves the map as default region (click the arrow and select **Save as Default Region**).
4. **Google Earth** – Opens Google Earth.
5. **Show Route...** and **Clear Route** – Shows or hides the route of the selected subscriber for the period set by the user.
6. **Filter: Radio-On GPS-On** , **Radio-On GPS-Off** and **Radio-Off GPS-Off** – Show or hide subscribers due to their state.
7. **History** – opens **History** mode to view subscribers location history for a set period of time.
8. **Ruler** –allows estimating distances on the map.

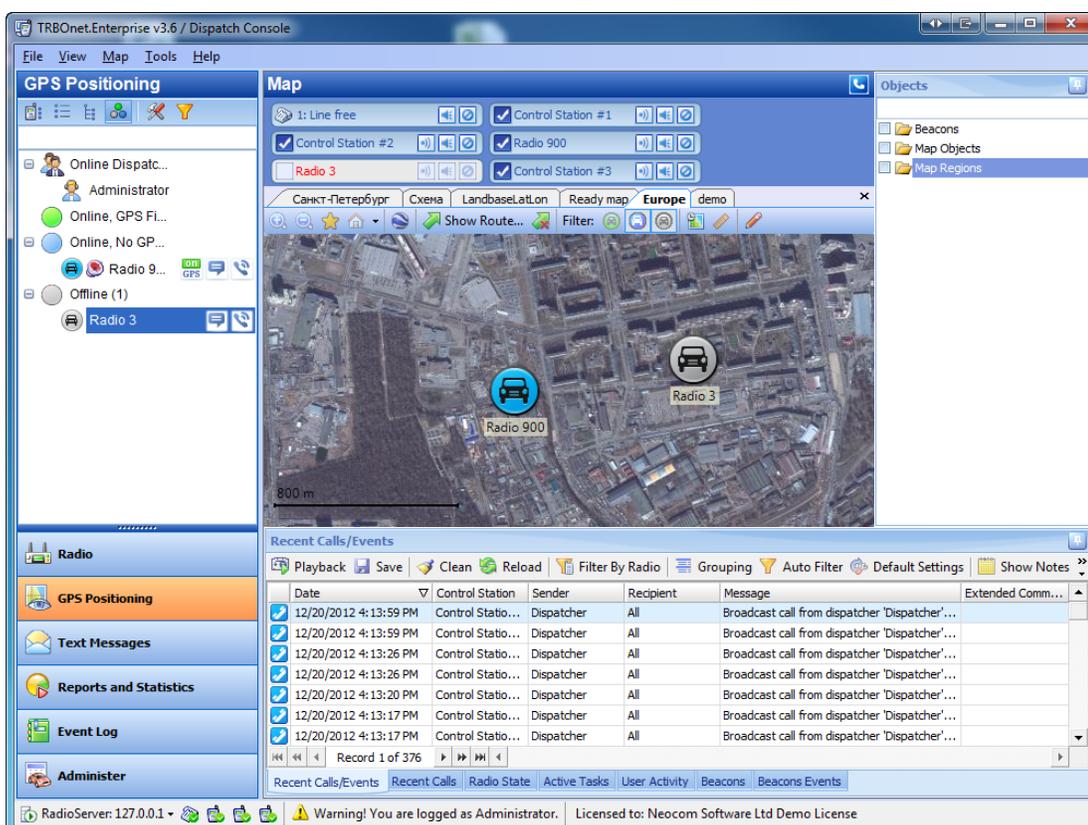
9. **Map Drawing Toolbar**  – opens **Map Drawing Toolbar** that allows adding custom objects and regions on the map.

To show/hide subscribers on map

TO SHOW/HIDE TYPES OF SUBSCRIBERS

You can show or hide 3 types of subscribers:

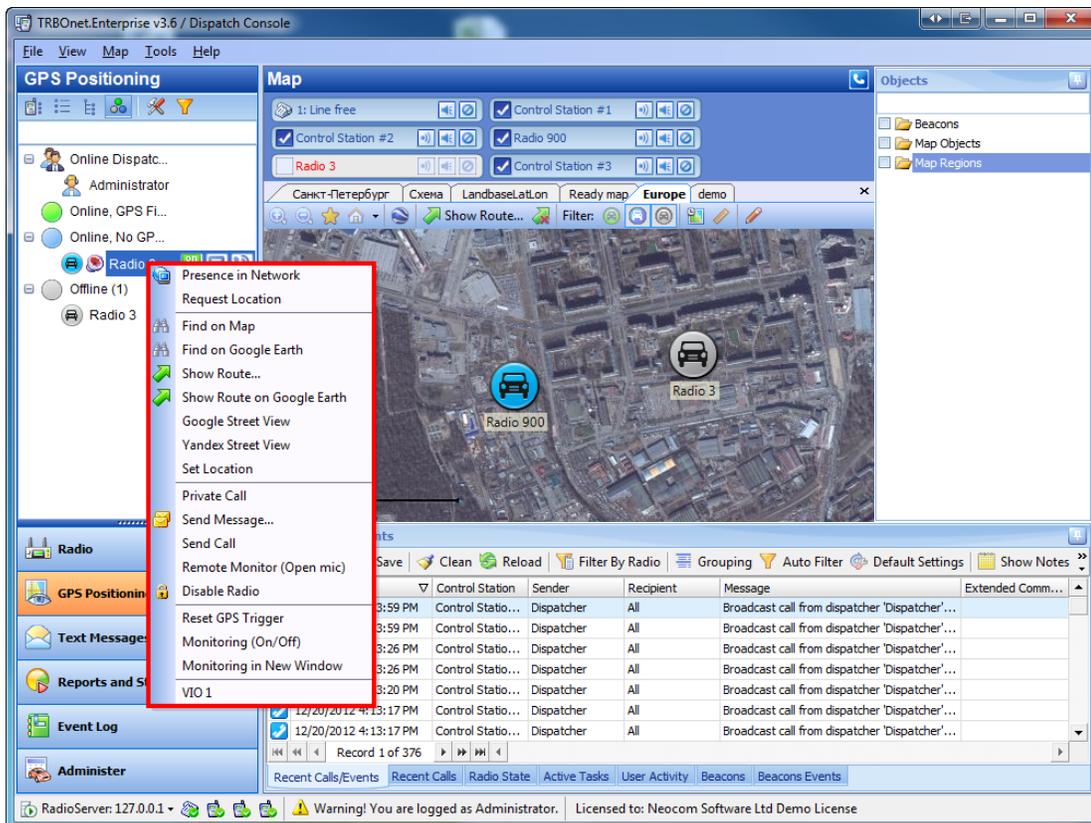
- To show or hide online subscribers with available position data, click  on the toolbar.
- To show or hide online subscribers with unavailable position data, click  on the toolbar.
- To show or hide offline subscribers, click  on the toolbar.



To perform an action in the Subscribers tree

To perform an action right-click the node and select the action in the context menu or click a quick button in front of the subscriber or group.

CONTEXT MENU



Actions available depend on the type of node you selected, subscriber's state and the model of the radio station.

Contact type	Actions
Subscriber Group	<ul style="list-style-type: none"> • Send message – sends a text message to all radio stations equipped with a display in the group. • Reset GPS trigger – resets GPS trigger of all radio stations in the group

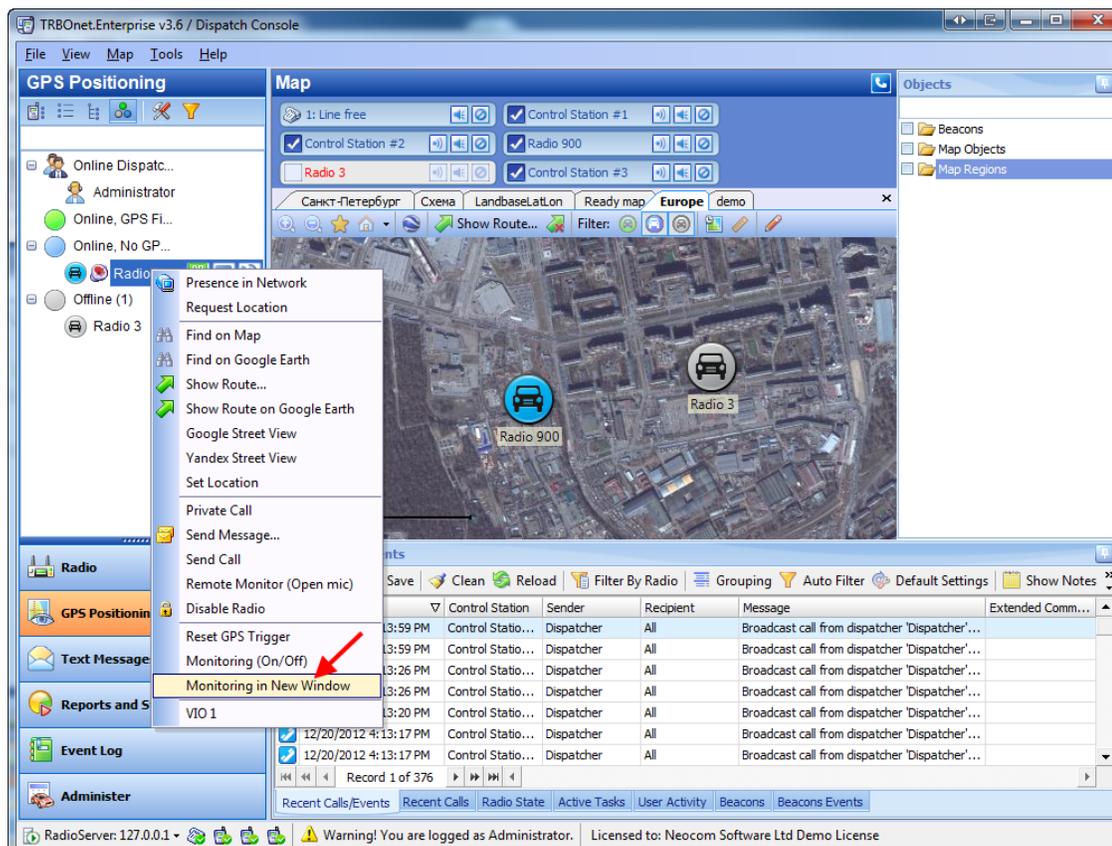
Contact type	Actions
Subscriber	<p>For disconnected (physically or by a dispatcher) subscribers, or subscribers out of network reach:</p> <ul style="list-style-type: none"> • Presence in Network – attempts to determine availability of the Subscriber • Find on Google Earth – attempts to locate the subscriber on Goggle Earth due to the latest received coordinates • Show Route shows the route of a subscriber for the period set by the user <ul style="list-style-type: none"> Note: To clear the map from the displayed route, click the Clear Route icon  on the toolbar. • Show Route on Google Earth – shows the route of a subscriber for the period set by the user on Google Earth • Google Street View – opens Google Street View due to subscribers latest location and direction • Yandex Panorama – opens Yandex Panorama due to subscribers latest location and direction • Set location (available only when you have the respective privileges) – changes a subscriber's location manually • Private call – allows recording a voice mail for an offline subscriber. The message will be transmitted as soon as the subscriber gets online. • Send message... – allows sending a message for an offline subscriber. The message will be delivered as soon as the subscriber gets online. • Enable (Disable) Radio (available only when you have the respective privileges) – activates a previously blocked radio station or disables a radio station as soon as it gets available. • Monitoring in New Window – opens GPS Monitoring window for selected subscriber • Set ... – Assigns the user to a User Activity list set by the administrator <p>For connected and on-line subscribers:</p> <ul style="list-style-type: none"> • Presence in Network – attempts to determine availability of the subscriber • Request Location (available only for radio stations equipped with a GPS module) – requests the subscriber's exact geographical location • Find on Map – centers the map according to the position of a subscriber • Find on Google Earth – attempts to locate the subscriber on Goggle Earth <p style="text-align: center;">Copyright © 2012 Neocom Software, Ltd.</p>

Contact type	Actions
	<ul style="list-style-type: none"> • Show Route shows the route of a subscriber for the period set by the user • Show Route on Google Earth – shows the route of a subscriber for the period set by the user • Google Street View – opens Google Street View due to subscribers latest location and direction • Yandex Panorama – opens Yandex Panorama due to subscribers latest location and direction • Set location (available only when you have the respective privileges) – changes a subscriber's location manually • Private call – makes a private call to the subscriber • Send Message (available only for radio stations equipped with a display) – sends a text message to the subscriber • Send Call – the subscriber will hear a beep tone notifying on the call • Remote Monitor (Open mic)(available only when you have the respective privileges) – activates the microphone of the subscriber's radio station in hidden mode • Enable (Disable) Radio (available only when you have the respective privileges) – activates a previously disabled radio or blocks the subscriber's radio station. • Reset GPS trigger – resets GPS trigger of the radio station • Monitoring (On/Off) – centers the map to display a subscribers location each 15 seconds • Monitoring in New Window – opens GPS Monitoring window for selected subscriber • [VIO 1] – Send to the subscriber a telemetry command • Set ... – Assigns the user to a User Activity list set by the administrator (if user activity is enabled) • Start Lone Worker – Starts a Lone Worker policy for the user

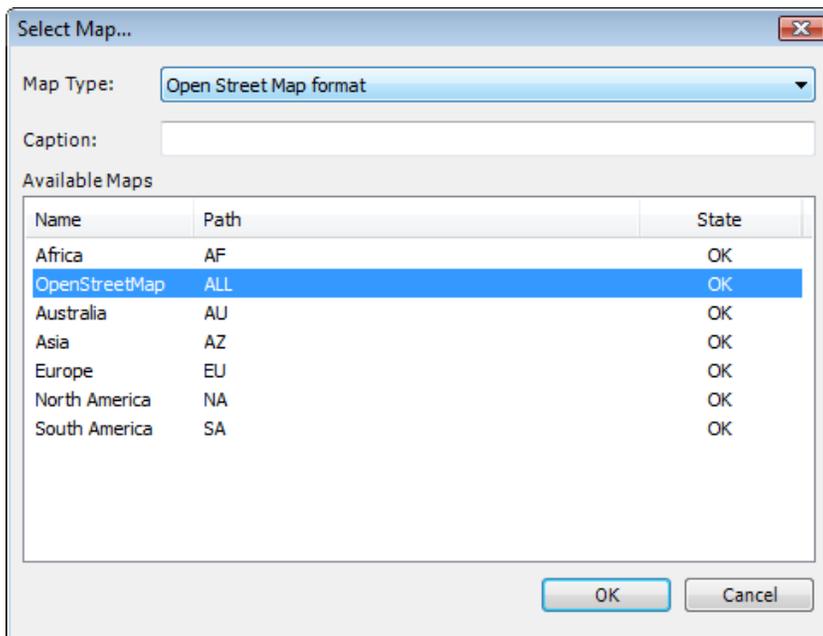
Contact type	Actions
--------------	---------

To monitor a subscriber

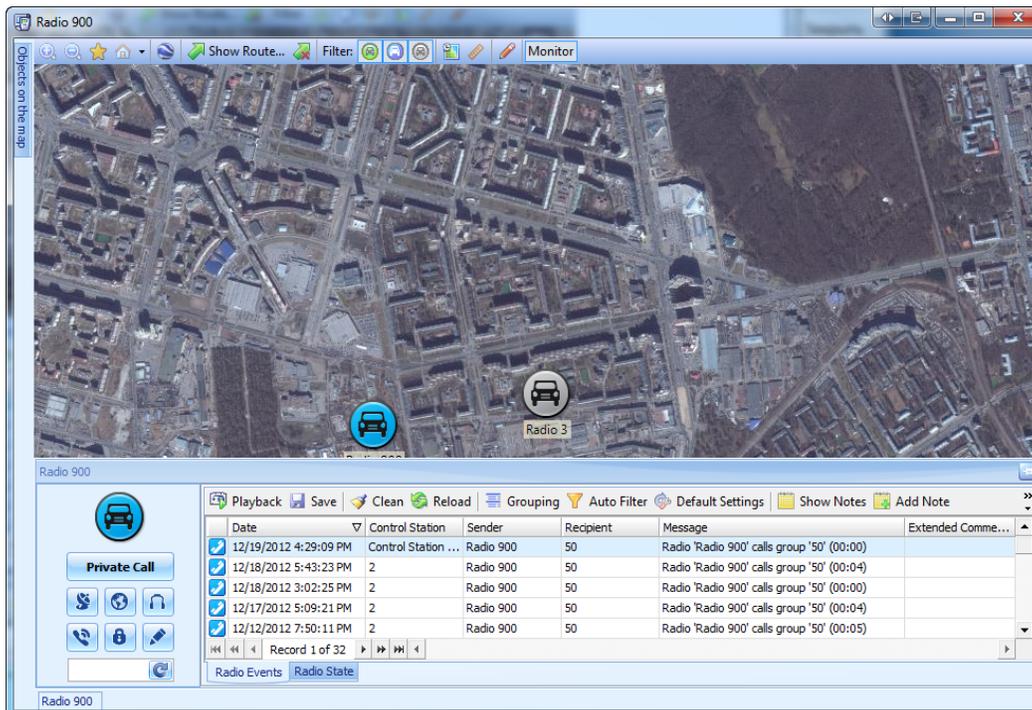
1. To monitor a subscriber right-click it in the Contacts Tree and select **Monitoring in New Window**.



2. Select map type and the map.

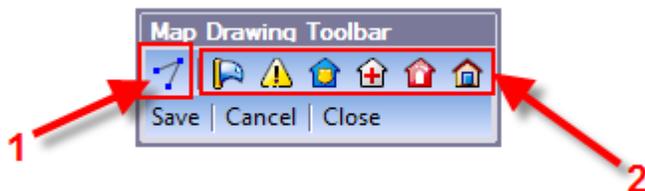
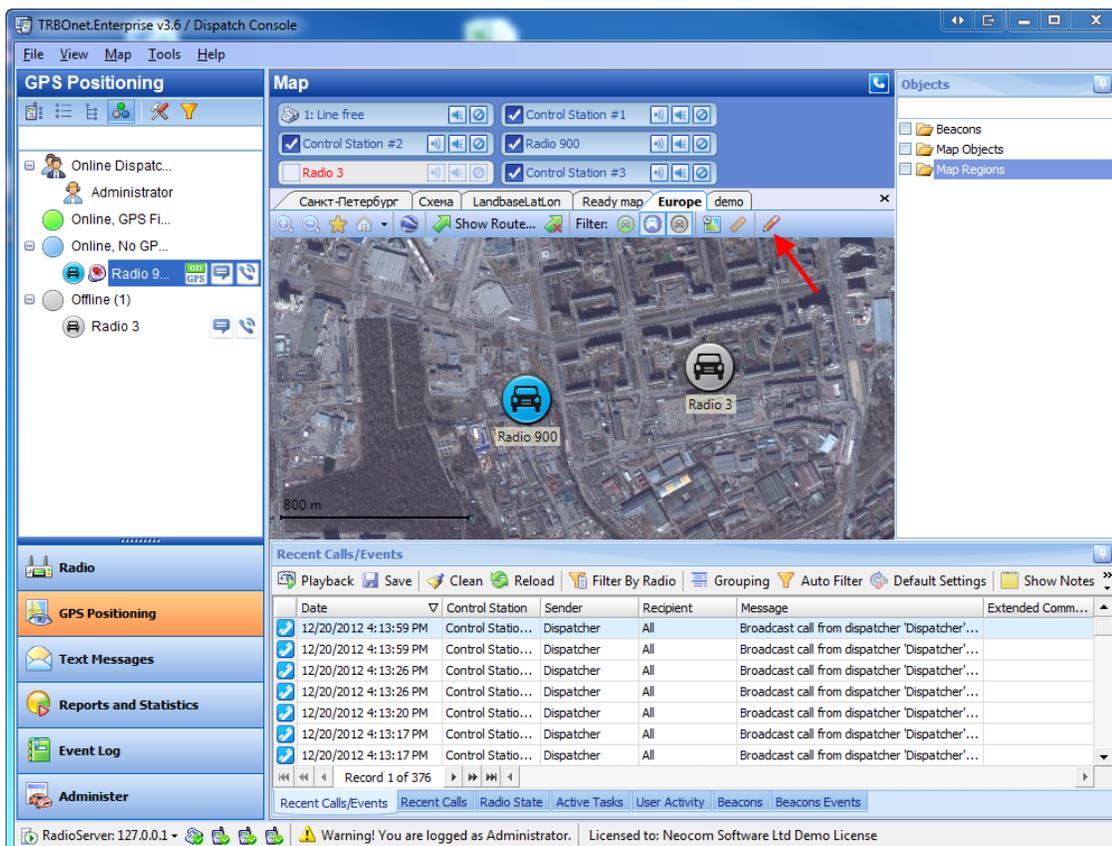


3. The monitoring window is displayed for selected subscriber. The map will be centered due to the subscriber's position. Quick buttons with the main actions are available for the subscriber (Presence in Network, Private Call, Find on Map, Send Message, Hidden Mic, etc.)



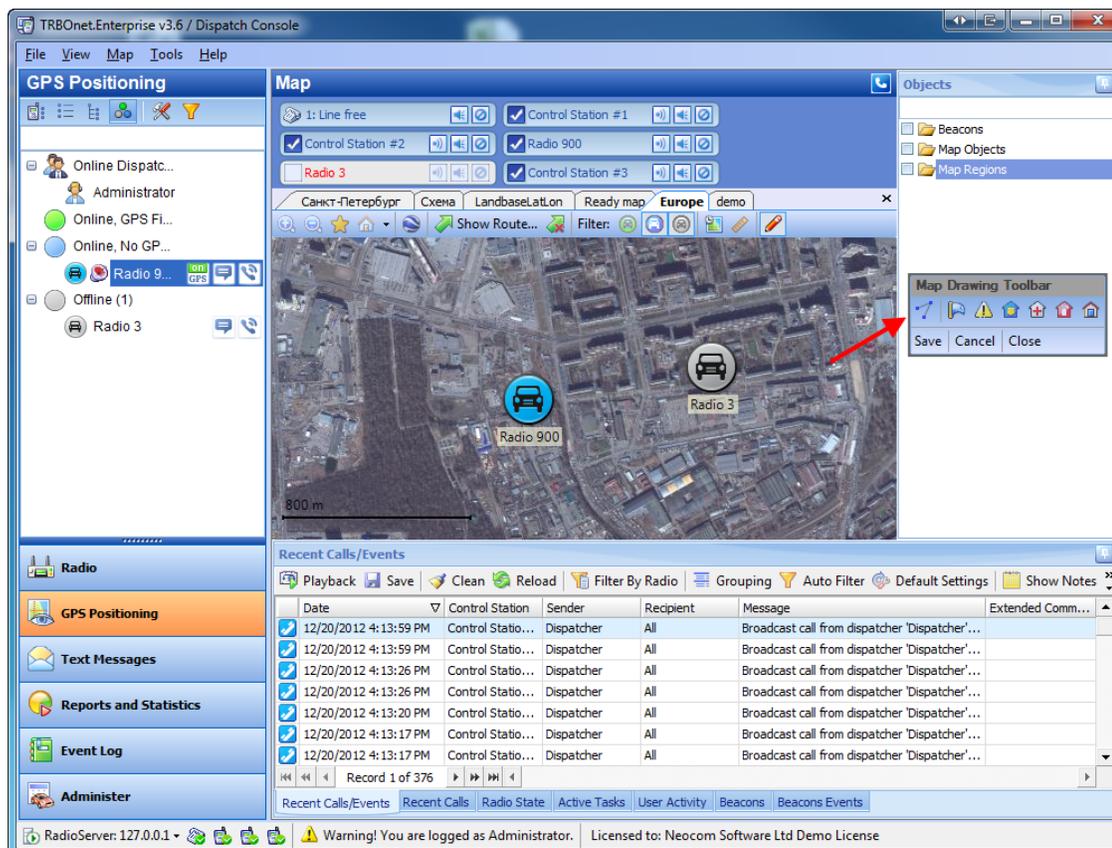
To enable map drawing toolbar

To enable the **Map Drawing Toolbar**, which allows adding to the map regions (1) and objects (2), click  on the toolbar. The **Map Drawing Toolbar** is displayed.



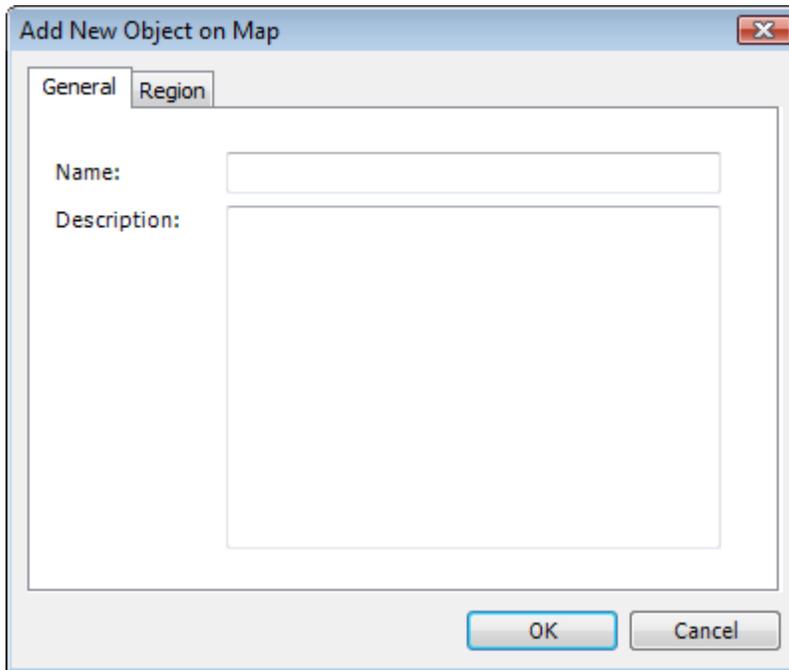
To add a region

1. To add a region click  on the **Map Drawing Toolbar**.



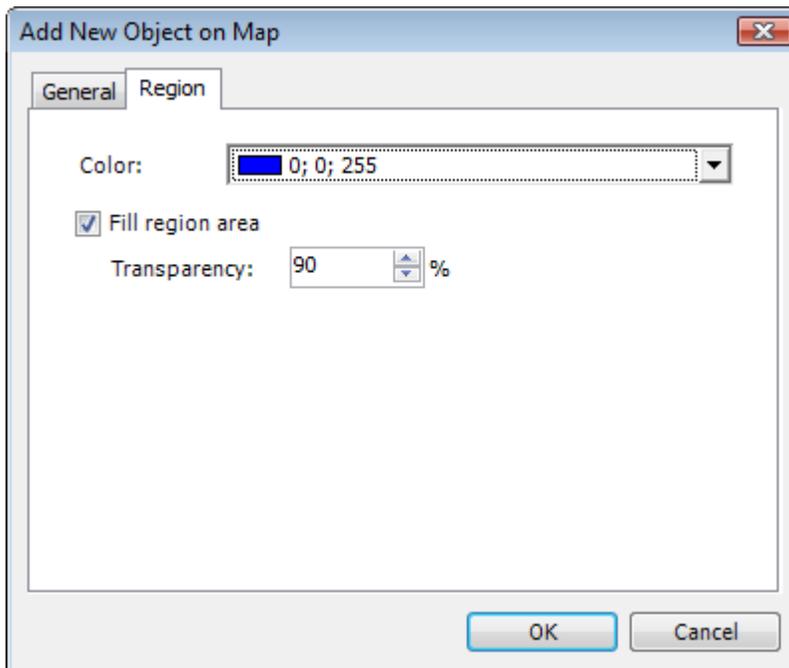
2. Then left-click the points of the region on the map. To cancel the operation click **Cancel**. To save the region click **Save**.
3. The **Add New Object on Map** window is displayed.

4. On **General** tab specify object's name and description.

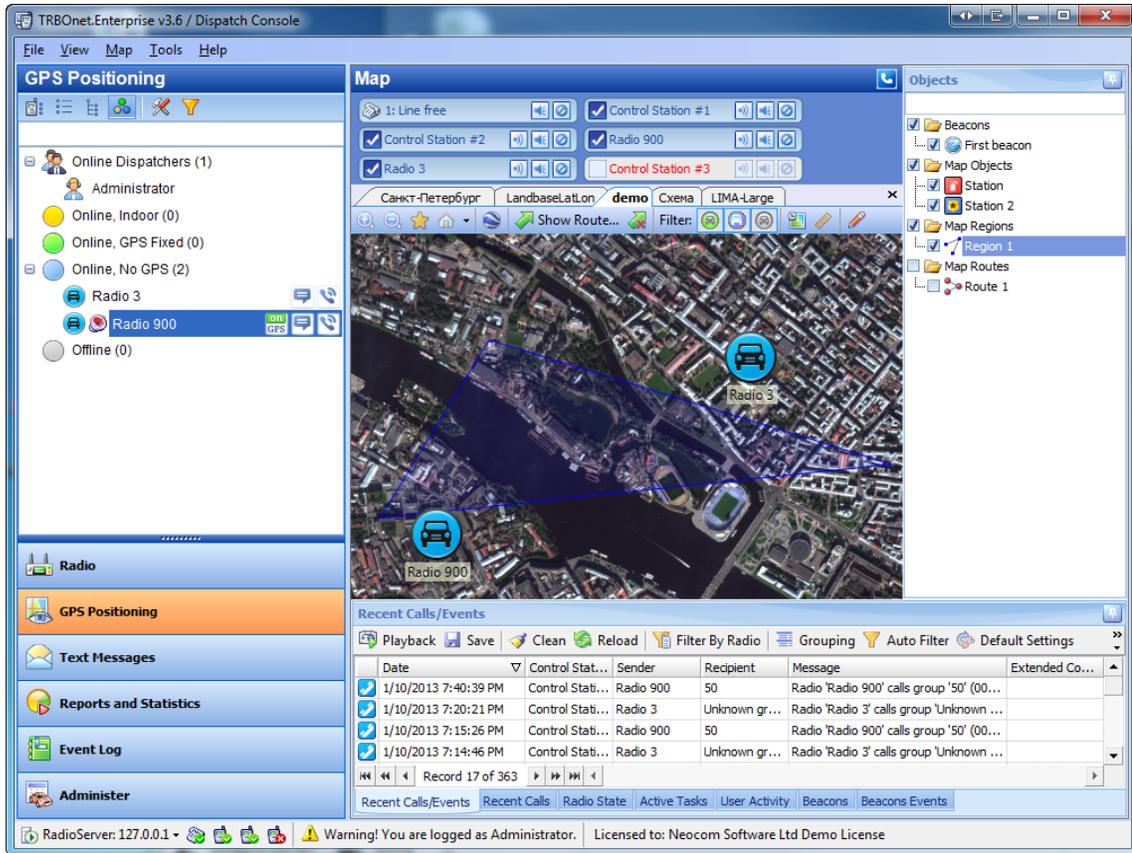


The screenshot shows the 'Add New Object on Map' dialog box with the 'General' tab selected. The dialog has a title bar with a close button (X). Below the title bar are two tabs: 'General' and 'Region'. The 'General' tab contains a 'Name:' label followed by a text input field, and a 'Description:' label followed by a larger text area. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

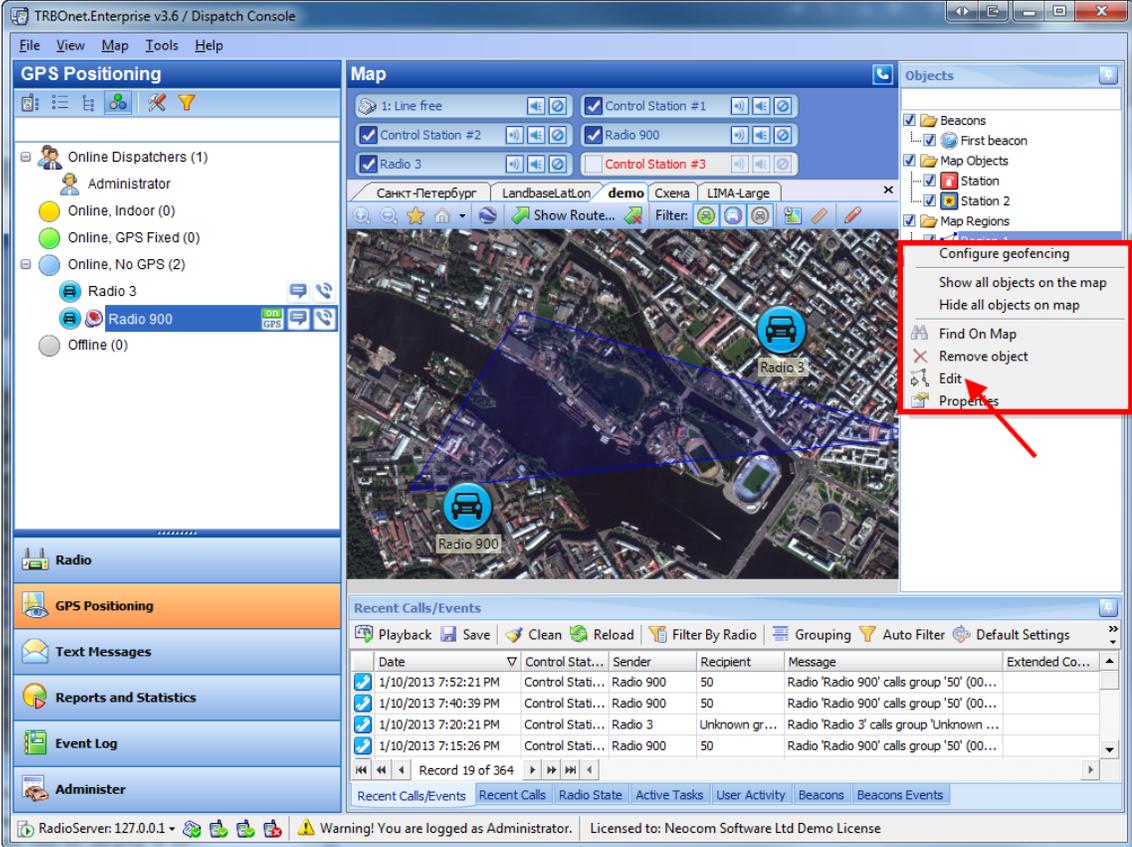
5. On **Region** tab specify region's colour and transparency and select the **Fill region area** checkbox if necessary.



The screenshot shows the 'Add New Object on Map' dialog box with the 'Region' tab selected. The dialog has a title bar with a close button (X). Below the title bar are two tabs: 'General' and 'Region'. The 'Region' tab contains a 'Color:' label followed by a color selection dropdown menu showing a blue color and the text '0; 0; 255'. Below the color selection is a checked checkbox labeled 'Fill region area'. Underneath the checkbox is a 'Transparency:' label followed by a spin box showing the value '90' and a '%' symbol. At the bottom of the dialog are 'OK' and 'Cancel' buttons.



If you want to change the shape of your region right click it and choose **Edit**



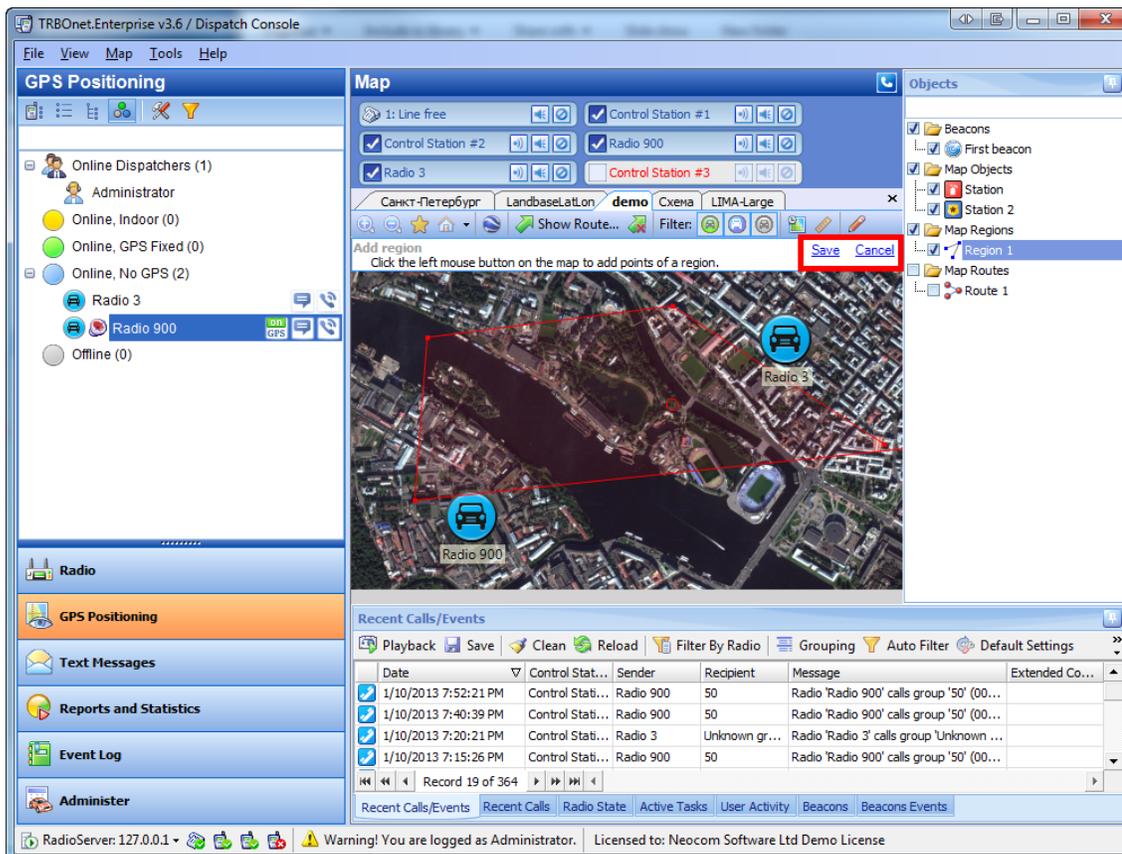
The screenshot displays the TRBOnet Enterprise v3.6 Dispatch Console interface. The main window is titled "Map" and shows a satellite view of a city with a blue geofence region. A red box highlights the context menu that appears when right-clicking the geofence. The menu options are:

- Configure geofencing
- Show all objects on the map
- Hide all objects on map
- Find On Map
- Remove object
- Edit** (highlighted by a red arrow)
- Properties

The interface also includes a left sidebar with navigation options like "GPS Positioning", "Radio", "Text Messages", "Reports and Statistics", "Event Log", and "Administer". The bottom section shows a "Recent Calls/Events" table with columns for Date, Control Station, Sender, Recipient, Message, and Extended Co... The status bar at the bottom indicates "Warning! You are logged as Administrator." and "Licensed to: Neocom Software Ltd Demo License".

Date	Control Stat...	Sender	Recipient	Message	Extended Co...
1/10/2013 7:52:21 PM	Control Stati...	Radio 900	50	Radio 'Radio 900' calls group '50' (00...	
1/10/2013 7:40:39 PM	Control Stati...	Radio 900	50	Radio 'Radio 900' calls group '50' (00...	
1/10/2013 7:20:21 PM	Control Stati...	Radio 3	Unknown gr...	Radio 'Radio 3' calls group 'Unknown ...	
1/10/2013 7:15:26 PM	Control Stati...	Radio 900	50	Radio 'Radio 900' calls group '50' (00...	

If you want to change the shape of your region left click the dot and pull it to the appropriate place of the map, you may also add new dots. Right click to delete the previous action.

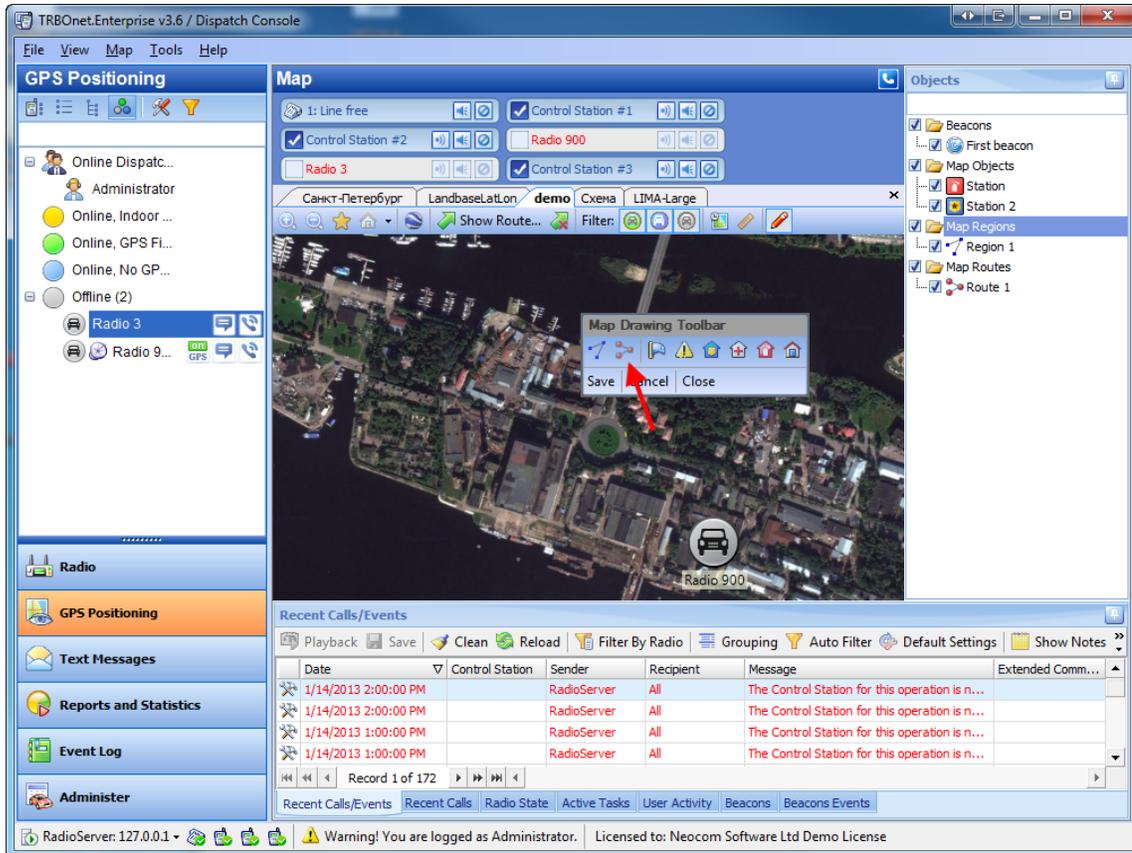


Click **Save** to save the edited region or **Cancel** to go back to its original view

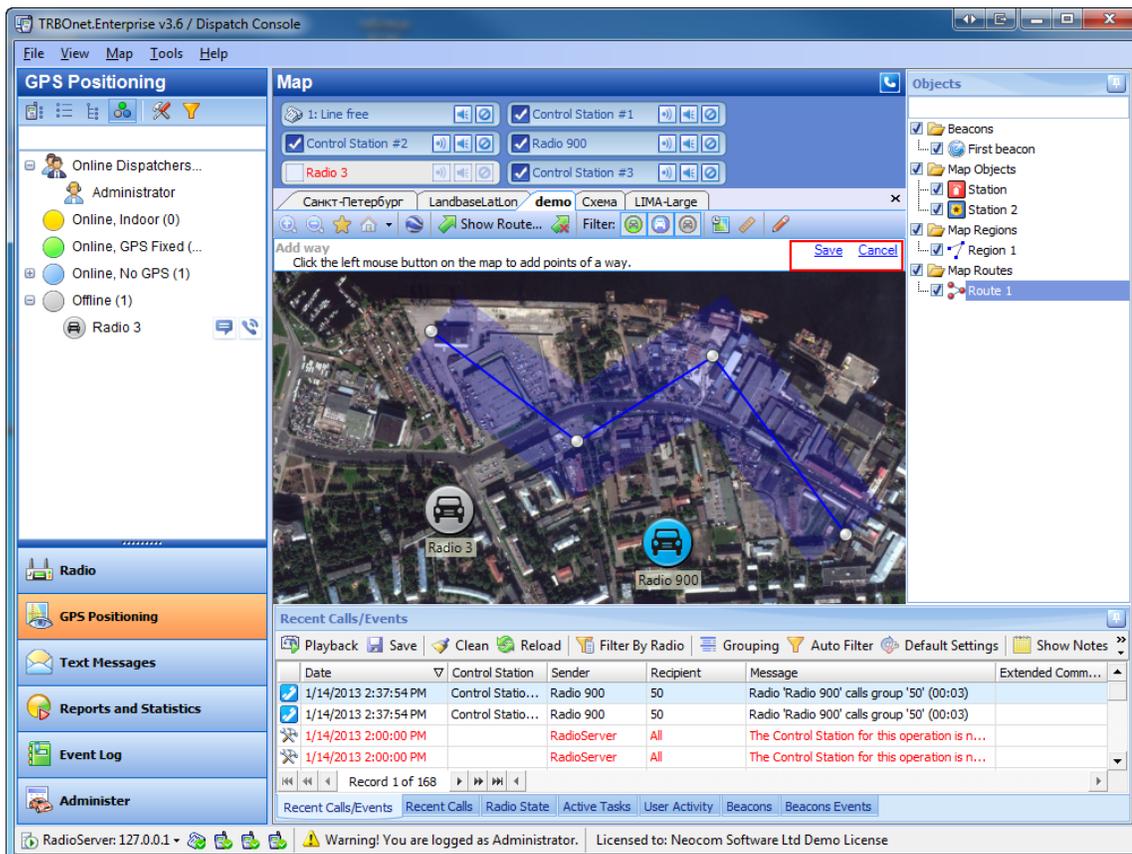
To add a map route

Map Route allows you to set a route and a area that can not be left on its way

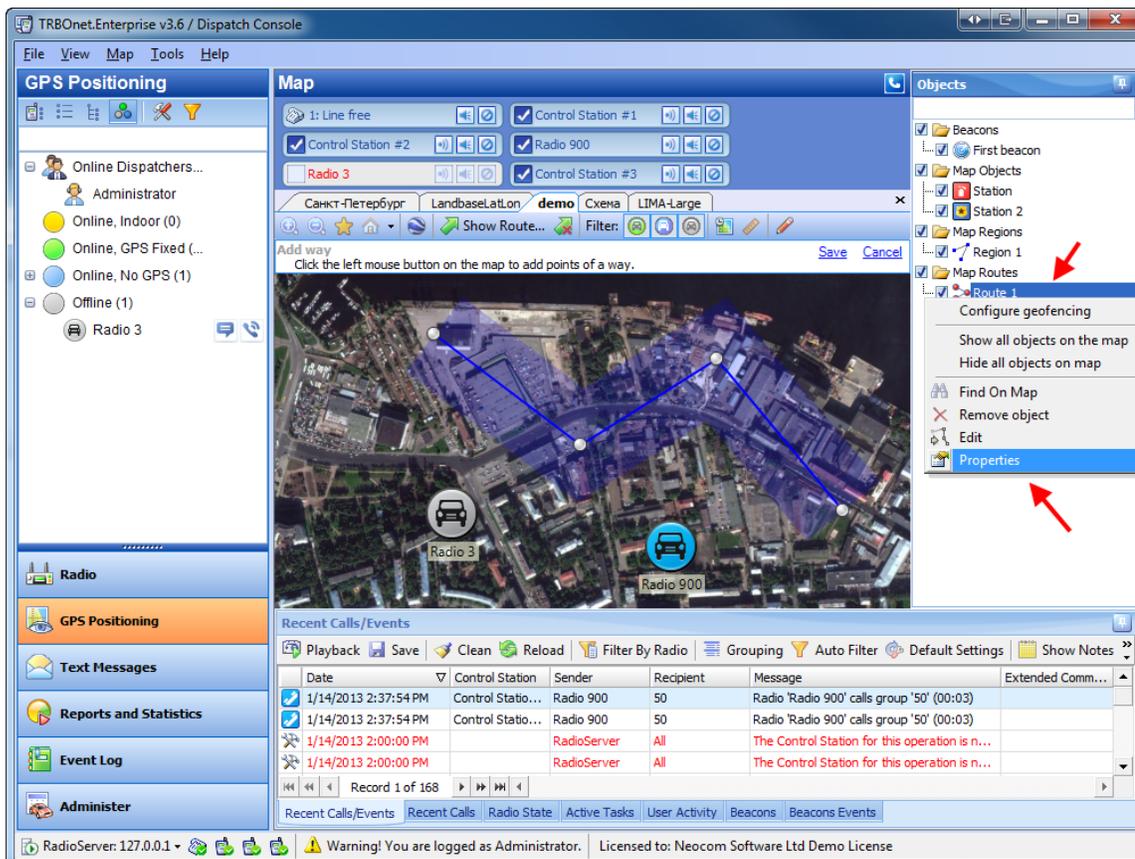
To add a map route click add  on the toolbar



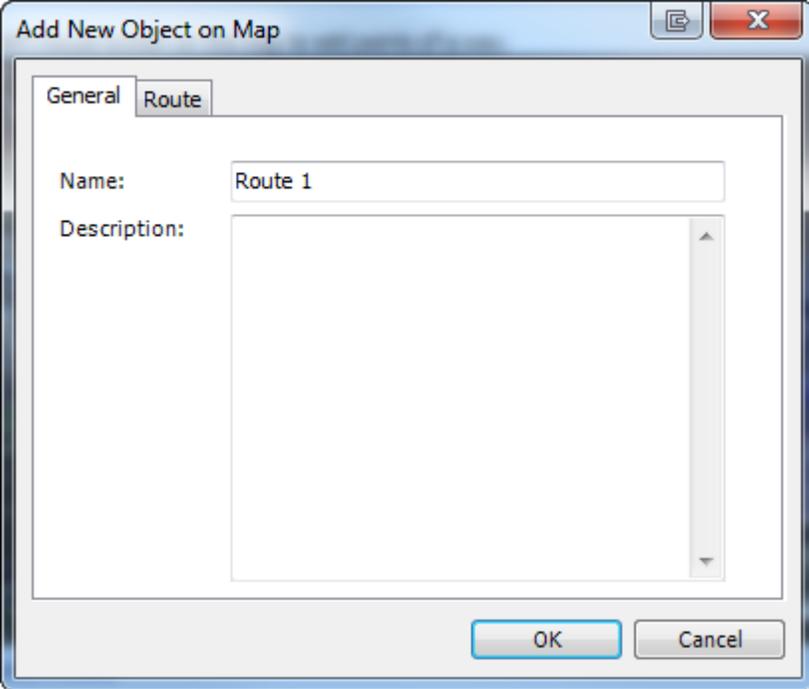
Click on the map to set the dots of your route. To delete the dot right click the map. To save the route click **Save** to cancel it click **Cancel**



To give route a name and to set its area right click it and choose **Properties** in the context menu



General

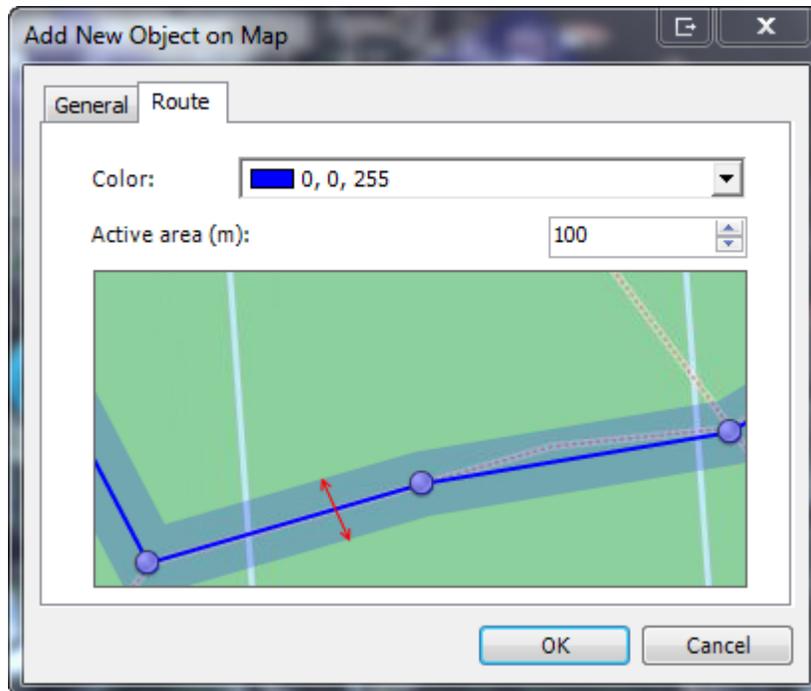


The screenshot shows a dialog box titled "Add New Object on Map". It has two tabs: "General" and "Route". The "Route" tab is selected. Inside the dialog, there is a "Name:" label followed by a text input field containing "Route 1". Below that is a "Description:" label followed by a large, empty text area with a vertical scrollbar. At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Name - give a name to the route

Description - put the description of the route if necessary

Route

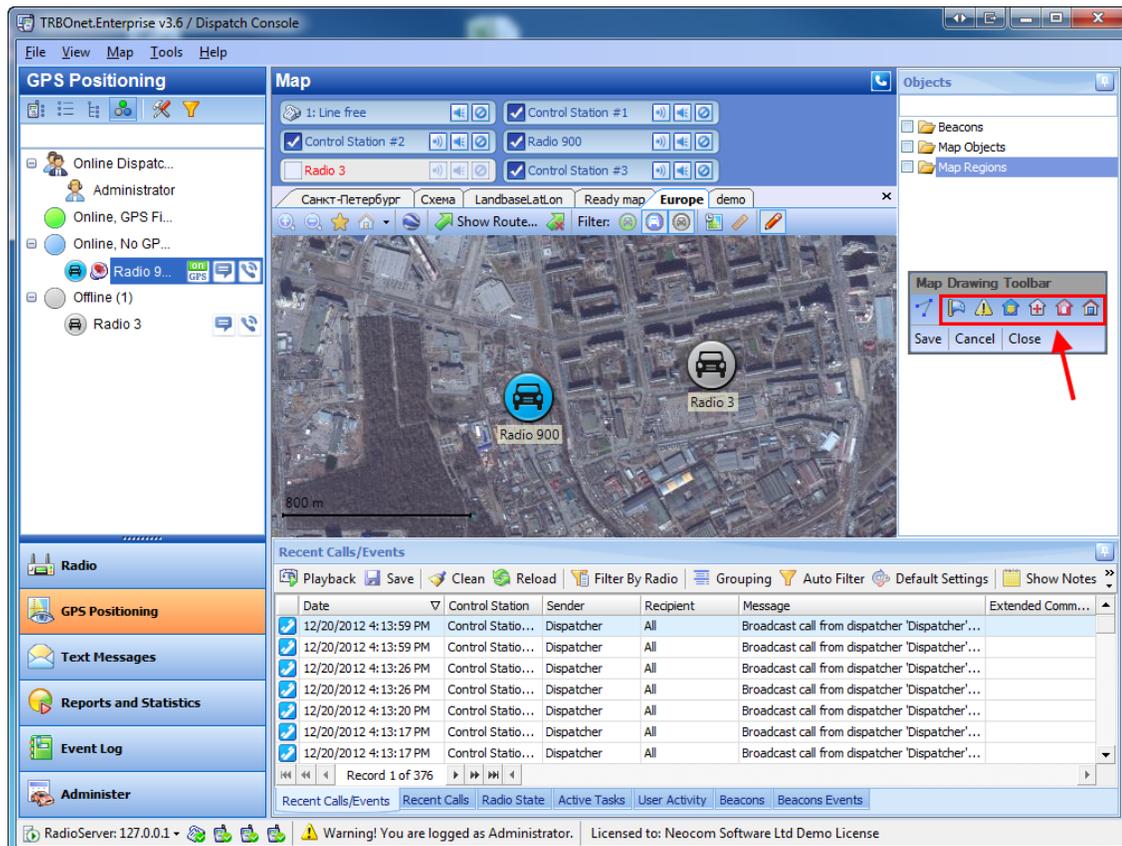


Color - specify the color of your route to be shown on the map

Active area (m) - specify the area of the route

To add an object

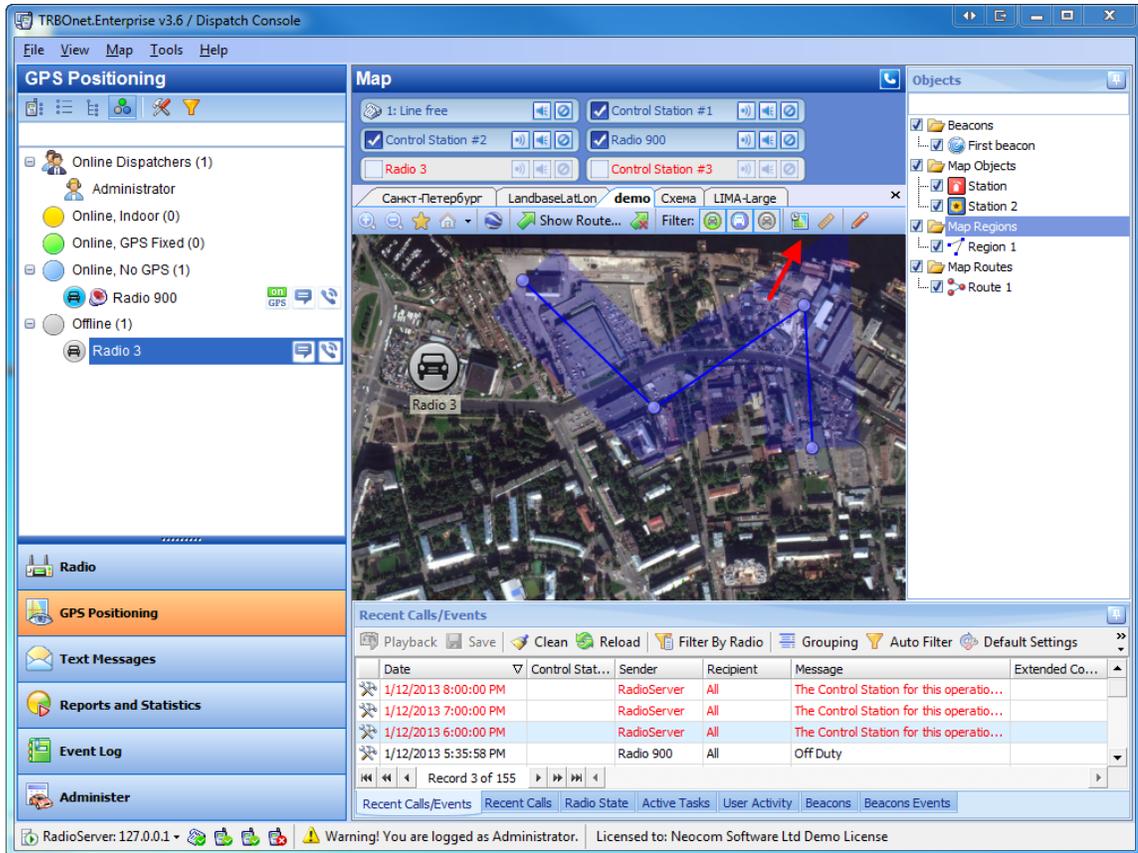
1. To add an object click one of the object icons  on the **Map Drawing Toolbar**.



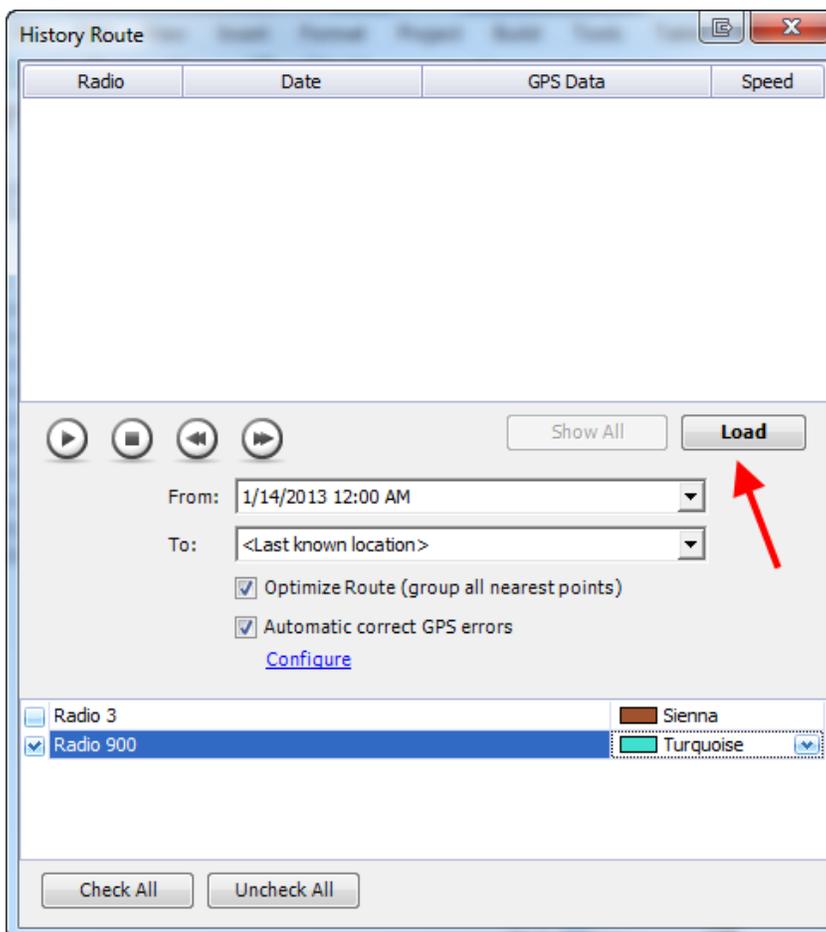
2. Then left-click the place on the map to add the object at. To cancel the operation click **Cancel**. To save the object click **Save**.
3. The **Add New Object on Map** window is displayed. Specify object's name and description and click **OK**.

To see Playback Road

To see **Playback Road** of the radio click  on the toolbar



The **History Route** window appears



Specify the time interval for the route

Optimize Route (group all nearest points) - put the checkbox if necessary

Automatic correct GPS errors - put the checkbox and **Configure** maximum available speed

Choose the radio (you may also choose the color for this radio's route to be shown on the map) and click **Load**

History Route
⌂
✖

Radio	Date	GPS Data		Speed
Radio 900	1/10/2013 7:43:58 PM	59°59'37.82"N	30°17'14.63"N	0.0 km/h
Radio 900	1/10/2013 8:07:07 PM	59°59'44.30"N	30°17'00.18"N	0.0 km/h
Radio 900	1/12/2013 8:22:08 PM	59°59'38.12"N	30°16'45.81"N	0.0 km/h
Radio 900	1/12/2013 8:22:11 PM	59°59'46.12"N	30°17'02.66"N	0.0 km/h
Radio 900	1/12/2013 8:22:20 PM	59°59'53.81"N	30°17'08.45"N	0.0 km/h
Radio 900	1/12/2013 8:24:16 PM	59°59'42.88"N	30°17'02.11"N	0.0 km/h
Radio 900	1/12/2013 8:24:28 PM	59°59'54.47"N	30°17'01.96"N	0.0 km/h
Radio 900	1/14/2013 2:37:41 PM	59°59'42.49"N	30°16'50.14"N	0.0 km/h

▶
■
◀
▶▶

Show All
Load

From:

To:

Optimize Route (group all nearest points)

Automatic correct GPS errors

[Configure](#)

<input type="checkbox"/> Radio 3	<input type="checkbox"/> Sienna
<input checked="" type="checkbox"/> Radio 900	<input checked="" type="checkbox"/> Turquoise

Check All
Uncheck All

You may see the playback road of the radio in the table and also see its route on the map

The screenshot displays the TRBOnet Enterprise v3.6 Dispatch Console interface. The main window is titled "TRBOnetEnterprise v3.6 / Dispatch Console" and includes a menu bar (File, View, Map, Tools, Help) and a toolbar. The interface is divided into several functional areas:

- GPS Positioning (Left Panel):** Shows "Online Dispatchers (1)" including "Administrator" and "50". Below this, it lists "Radio 3" and "Radio 900" with status indicators (e.g., "GPS").
- Map (Center):** Displays a satellite map of a city area. A route for "Radio 900" is shown, starting from a central point and moving through several locations marked with red and green dots. The map includes various controls like "Show Route...", "Filter:", and "Cхема".
- Objects (Right Panel):** A tree view showing map elements such as "Beacons", "Map Objects", "Station 2", "Map Regions", "Region 1", "Map Routes", and "Route 1".
- Recent Calls/Events (Bottom Panel):** A table displaying call logs with columns for Date, Control Station, Sender, Recipient, Message, and Extended Co... The table shows several entries for "Radio 900" calls.

The status bar at the bottom of the window displays "RadioServer: 127.0.0.1", a warning icon, and the text "Warning! You are logged as Administrator. Licensed to: Neocom Software Ltd Demo License".

Date	Control Stat...	Sender	Recipient	Message	Extended Co...
1/14/2013 3:54:47 PM	Control Stat...	Radio 900	50	Radio 'Radio 900' calls group '50' (00...	
1/14/2013 3:53:42 PM	Control Stat...	Radio 900	50	Radio 'Radio 900' calls group '50' (00...	
1/14/2013 3:50:40 PM	Control Stat...	Radio 900	Dispatcher	Ok	
1/14/2013 3:48:45 PM	Control Stat...	Radio 900	50	Radio 'Radio 900' calls group '50' (00...	

Show All - click to see the location of all other subscribers on the map at the same time interval

The screenshot shows a window titled "History Route" with a table of data and several control elements. A red arrow points to the "Show All" button.

Radio	Date	GPS Data	Speed
Radio 900	1/10/2013 7:43:58 PM	59°59'37.82"N 30°17'14.63"N	0.0 km/h
Radio 900	1/10/2013 8:07:07 PM	59°59'44.30"N 30°17'00.18"N	0.0 km/h
Radio 900	1/12/2013 8:22:08 PM	59°59'38.12"N 30°16'45.81"N	0.0 km/h
Radio 900	1/12/2013 8:22:11 PM	59°59'46.12"N 30°17'02.66"N	0.0 km/h
Radio 900	1/12/2013 8:22:20 PM	59°59'53.81"N 30°17'08.45"N	0.0 km/h
Radio 900	1/12/2013 8:24:16 PM	59°59'42.88"N 30°17'02.11"N	0.0 km/h
Radio 900	1/12/2013 8:24:28 PM	59°59'54.47"N 30°17'01.96"N	0.0 km/h
Radio 900	1/14/2013 2:37:41 PM	59°59'42.49"N 30°16'50.14"N	0.0 km/h
Radio 900	1/14/2013 4:18:12 PM	59°59'40.36"N 30°16'32.45"N	0.0 km/h

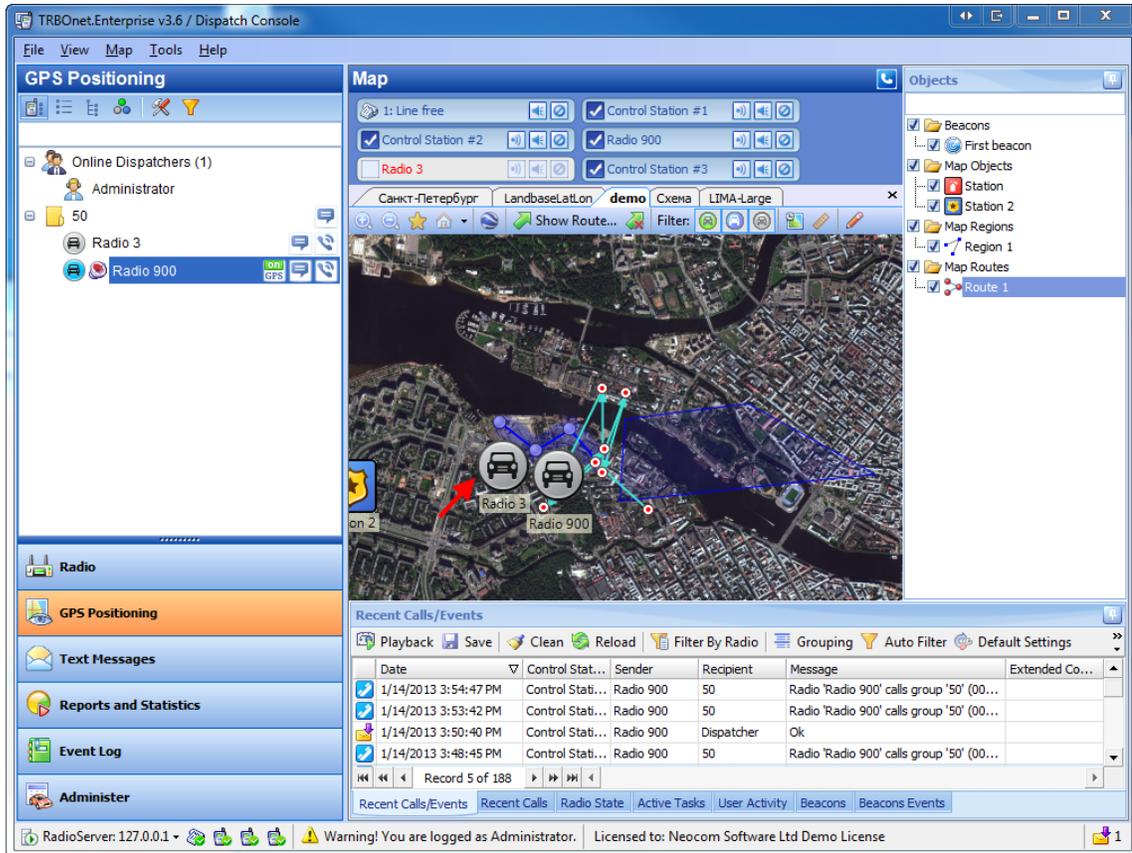
Navigation buttons: Play, Stop, Previous, Next. A red arrow points to the "Show All" button.

From: 1/1/2013 12:00 AM
To: <Last known location>

Optimize Route (group all nearest points)
 Automatic correct GPS errors
[Configure](#)

Legend:
 Radio 3 (Sienna)
 Radio 900 (Turquoise)

Buttons: Check All, Uncheck All



Use **Control Panel** to stop, replay, skip points and to go back.

The screenshot shows a window titled "History Route" with a table of route data and a control panel below it. The table has columns for Radio, Date, GPS Data, and Speed. The control panel includes navigation buttons (play, stop, previous, next), a "Show All" button, a "Load" button, "From:" and "To:" dropdown menus, checkboxes for "Optimize Route" and "Automatic correct GPS errors", a "Configure" link, a radio selection list, and "Check All" and "Uncheck All" buttons.

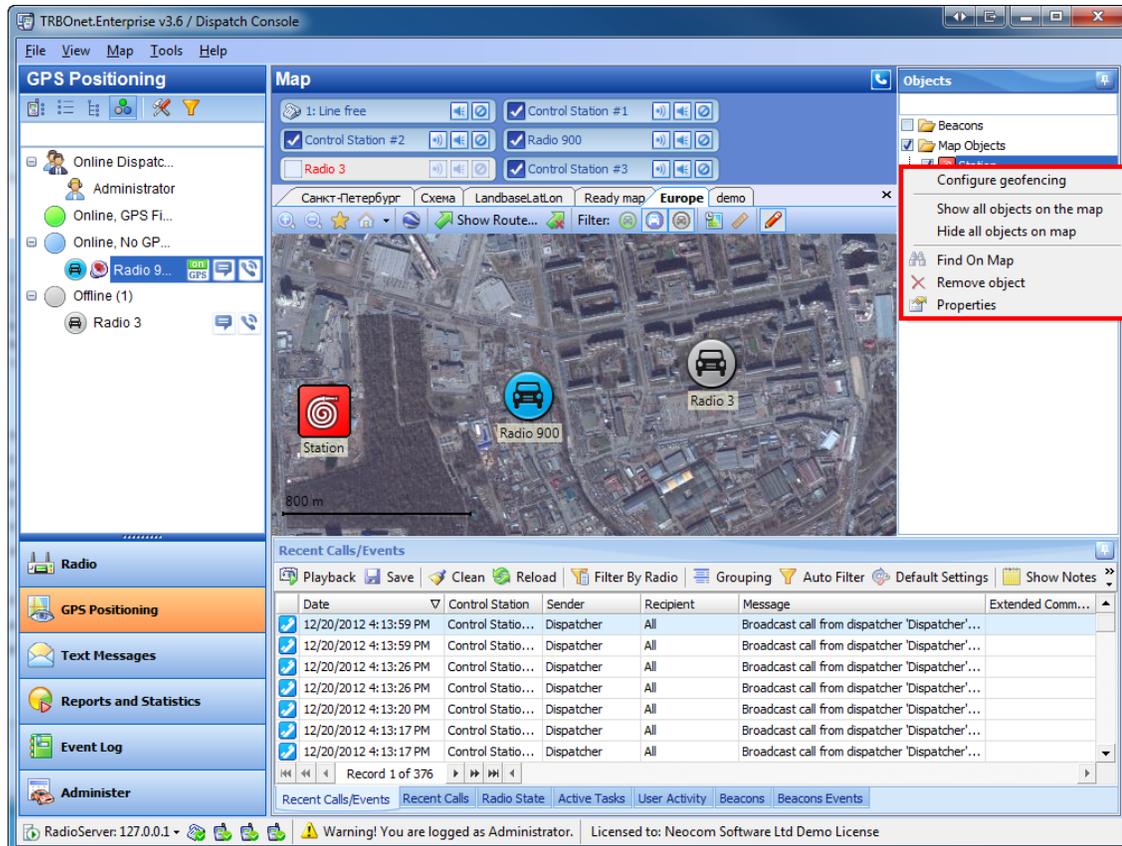
Radio	Date	GPS Data	Speed
Radio 900	1/10/2013 7:43:58 PM	59°59'37.82"N 30°17'14.63"N	0.0 km/h
Radio 900	1/10/2013 8:07:07 PM	59°59'44.30"N 30°17'00.18"N	0.0 km/h
Radio 900	1/12/2013 8:22:08 PM	59°59'38.12"N 30°16'45.81"N	0.0 km/h
Radio 900	1/12/2013 8:22:11 PM	59°59'46.12"N 30°17'02.66"N	0.0 km/h
Radio 900	1/12/2013 8:22:20 PM	59°59'53.81"N 30°17'08.45"N	0.0 km/h
Radio 900	1/12/2013 8:24:16 PM	59°59'42.88"N 30°17'02.11"N	0.0 km/h
Radio 900	1/12/2013 8:24:28 PM	59°59'54.47"N 30°17'01.96"N	0.0 km/h
Radio 900	1/14/2013 2:37:41 PM	59°59'42.49"N 30°16'50.14"N	0.0 km/h
Radio 900	1/14/2013 4:18:12 PM	59°59'40.36"N 30°16'32.45"N	0.0 km/h

Control Panel:

- Buttons: Play, Stop, Previous, Next (highlighted with a red box)
- Buttons: Show All, Load
- From: 1/1/2013 12:00 AM
- To: <Last known location>
- Optimize Route (group all nearest points)
- Automatic correct GPS errors
- [Configure](#)
- Radio 3 (Sienna)
- Radio 900 (Turquoise)
- Buttons: Check All, Uncheck All

To perform an action in the objects pane

To perform an action select an object or region in the **Objects Pane** and right-click it. The context menu is displayed.



Context menu in the **Objects** pane

Action	Description
Configure geofencing	Opens the Geofencing and Speed Control window, which helps set the rules for geofencing and speed control.
Show all objects on the map	Shows all the objects and regions on the map.
Hide all objects on the map	Hides all the objects and regions on the map.
Find On Map	Finds the object on map.
Remove object	Removes the selected object (region).
Properties	Shows the selected object's (region's) properties.

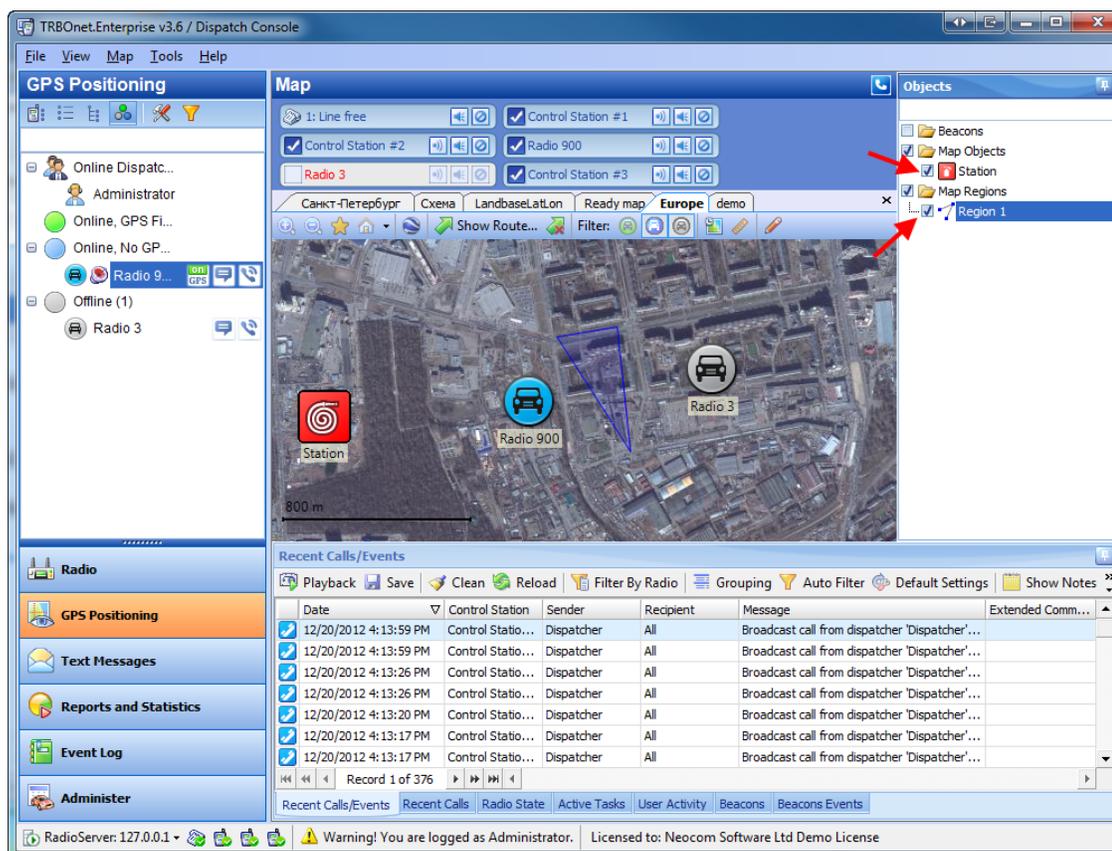
To show/hide objects and regions

TO SHOW/HIDE ALL THE OBJECTS AND REGIONS

To show or hide all the objects, right-click any of the objects and select **Show all objects on the map** or **Hide all objects on the map** in the context menu.

TO SHOW/HIDE EXACT OBJECTS OR REGIONS

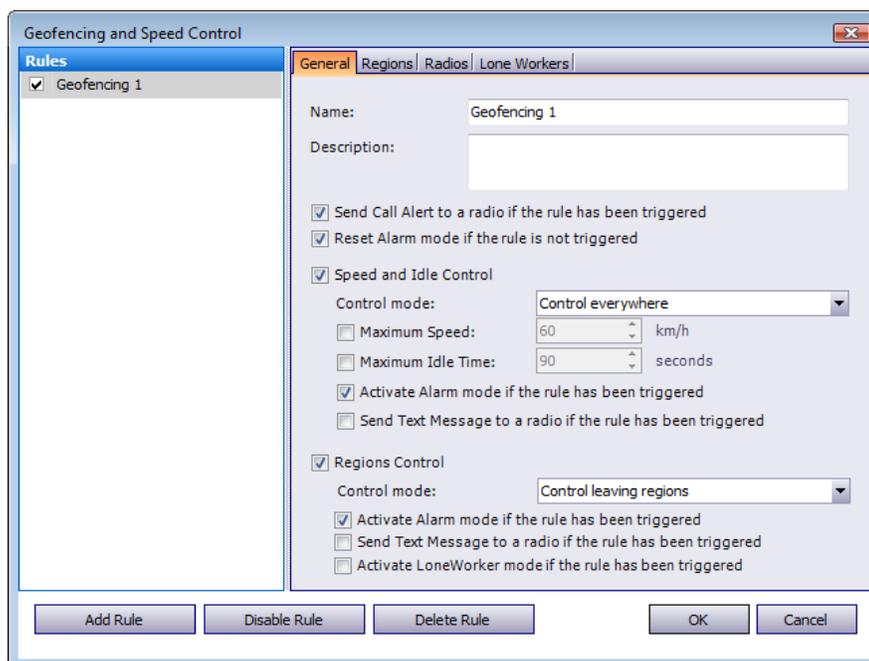
To show or hide an object, a region or all objects or regions, select or clear the respective node's checkbox.



To configure Geofencing and Speed Control

To configure Geofencing and Speed Control:

1. Right-click any of the objects or regions in the **Objects Pane** and select **Configure geofencing** in the context menu. The **Geofencing and Speed Control** window is displayed.



2. Add a rule or select an existing rule.
3. If necessary, edit a rule.
4. Enable or disable a rule.

TO ADD/DELETE A RULE

To add a rule click **Add Rule** in the **Geofencing and Speed Control** window.

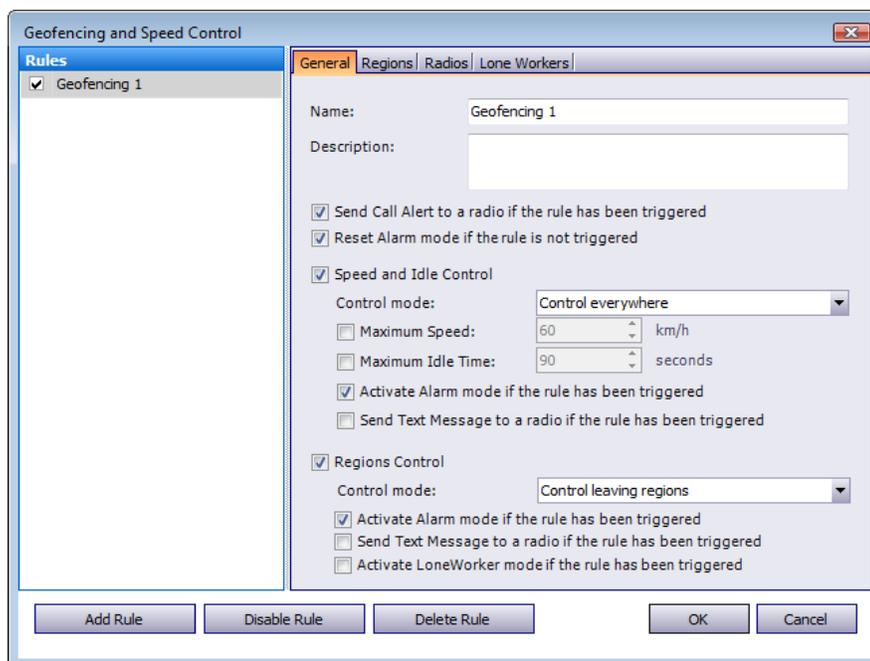
To delete a rule click **Delete Rule** in the **Geofencing and Speed Control** window.

TO EDIT A RULE

Select the rule on the list and set the following parameters:

General

You can set the following parameters in the **General** tab:



Name – Enter the rule's name

Description – Enter the rule's description

Send Call Alert to a radio if the rule has been triggered – Select the checkbox if necessary

Speed and Idle Control – Select the checkbox to enable speed and idle control

Control mode – Select the control mode from the dropdown list: **Control everywhere, Enabled for selected regions only, Disabled for selected regions**

Maximum Speed – Set the maximum speed

Maximum Idle Time – Set the maximum idle time

Activate Alarm mode if the rule has been triggered – Select the checkbox if necessary

Send Text Message to a radio if the rule has been triggered – Select the checkbox if necessary

Regions Control – Select the checkbox to enable region control

Control mode – Select the control mode from the dropdown list: **Control everywhere, Enabled for selected regions only, Disabled for selected regions**

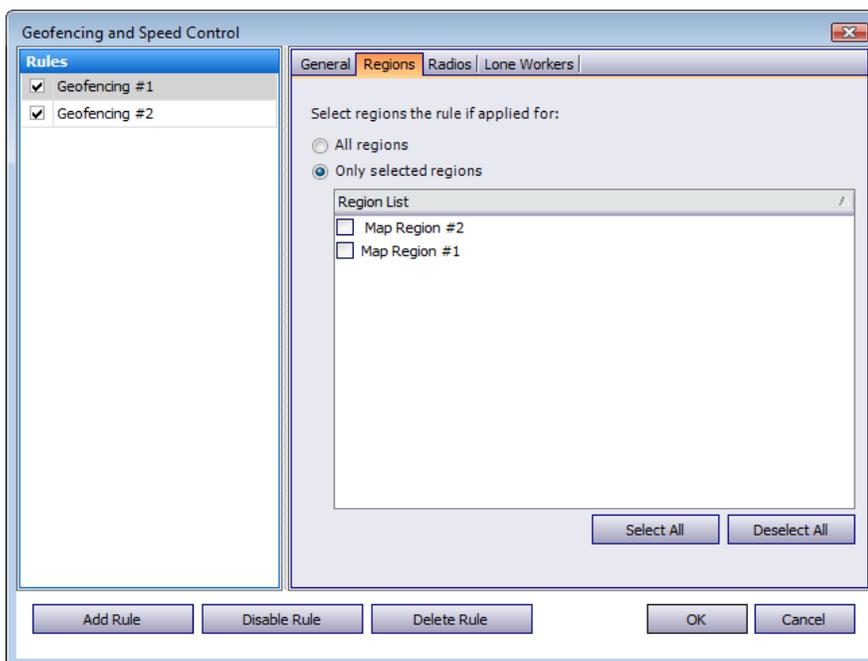
Activate Alarm mode if the rule has been triggered – Select the checkbox if necessary

Send Text Message to a radio if the rule has been triggered– Select the checkbox if necessary

Activate LoneWorker if the rule has been triggered – Select the checkbox if necessary (allows automatically activating a Lone Worker policy for a radio in case of entering or leaving exact region on map)

Regions

You can set the following parameters in the **Regions** tab:

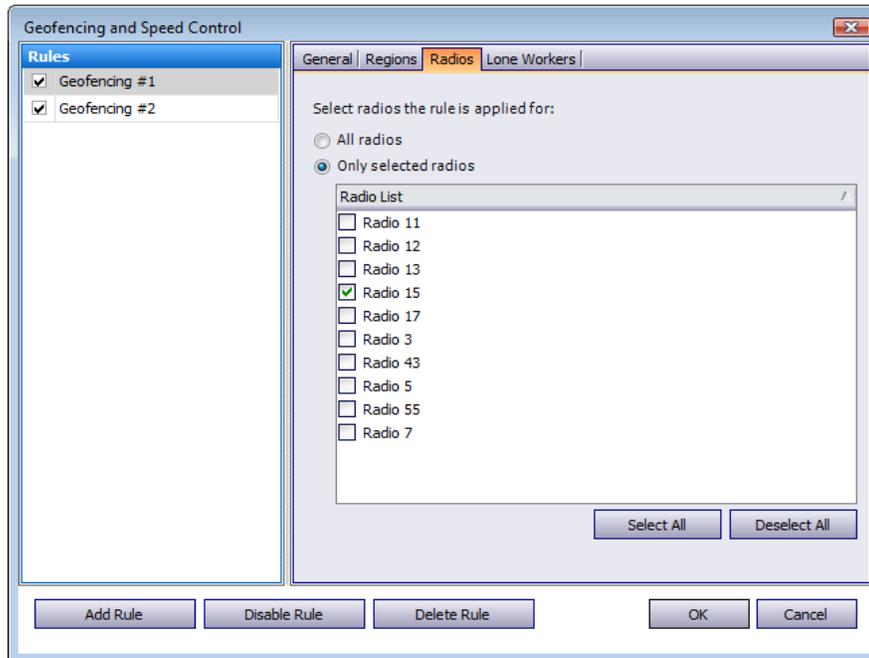


All regions – Select this option to apply this rule all regions

Only selected regions – Select this option if you want to apply the rule for one or several regions and check the regions to apply the rule for in the **Region List**

Radios

You can set the following parameters in the **Radios** tab:

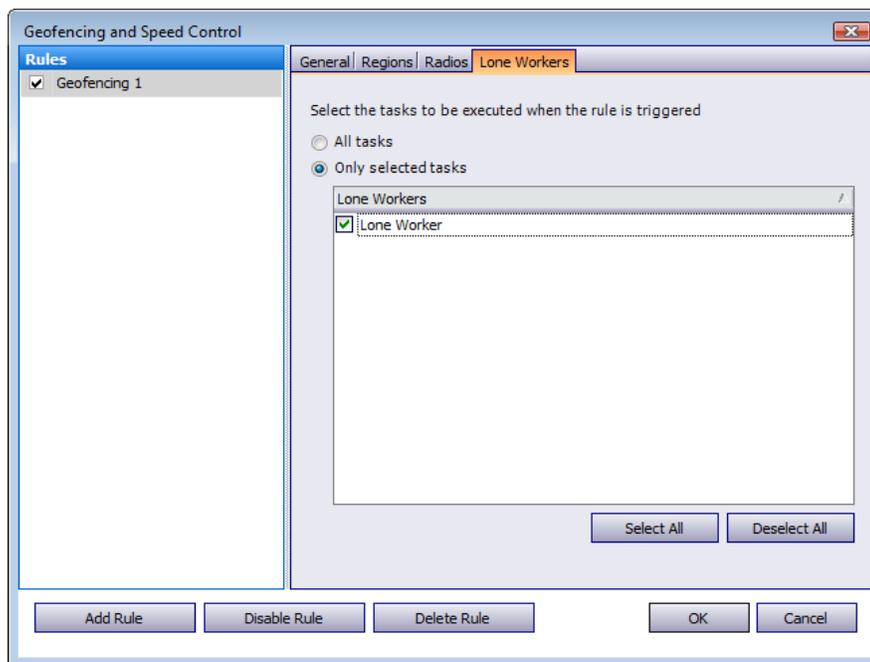


All radios – Select this option to apply this rule for all radios

Only selected radios – Select this option if you want to apply the rule for one or several radios and check the radios to apply the rule for in the **Radio List**

Lone Workers

You can set the following parameters in the **Lone Workers** tab:



All tasks – Select this option to apply this rule for all Lone Worker tasks

Only selected tasks – Select this option if you want to apply the rule for one or several tasks and check the tasks to apply the rule for in the **Lone Workers List**

TO ENABLE/DISABLE A RULE

To enable/disable a rule, click **Enable Rule** or **Disable Rule** in the **Geofencing and Speed Control** window.

Indoor Positioning

TRBOnet Enterprise v3.0 provides the **Indoor Positioning** feature allowing locating radio subscribers indoors where no GPS signal is available. The feature requires additional hardware (beacons spread around the building and option boards in radios). A subscriber will be displayed on indoor floor plan on exact beacon when the radio comes to the beacon's coverage area. The beacon icon on map notifies on the amount of radios that are currently in this beacon's coverage area. (e.g. Room 1(3) - there are 3 radios in Room 1)

OPEN A FLOOR PLAN

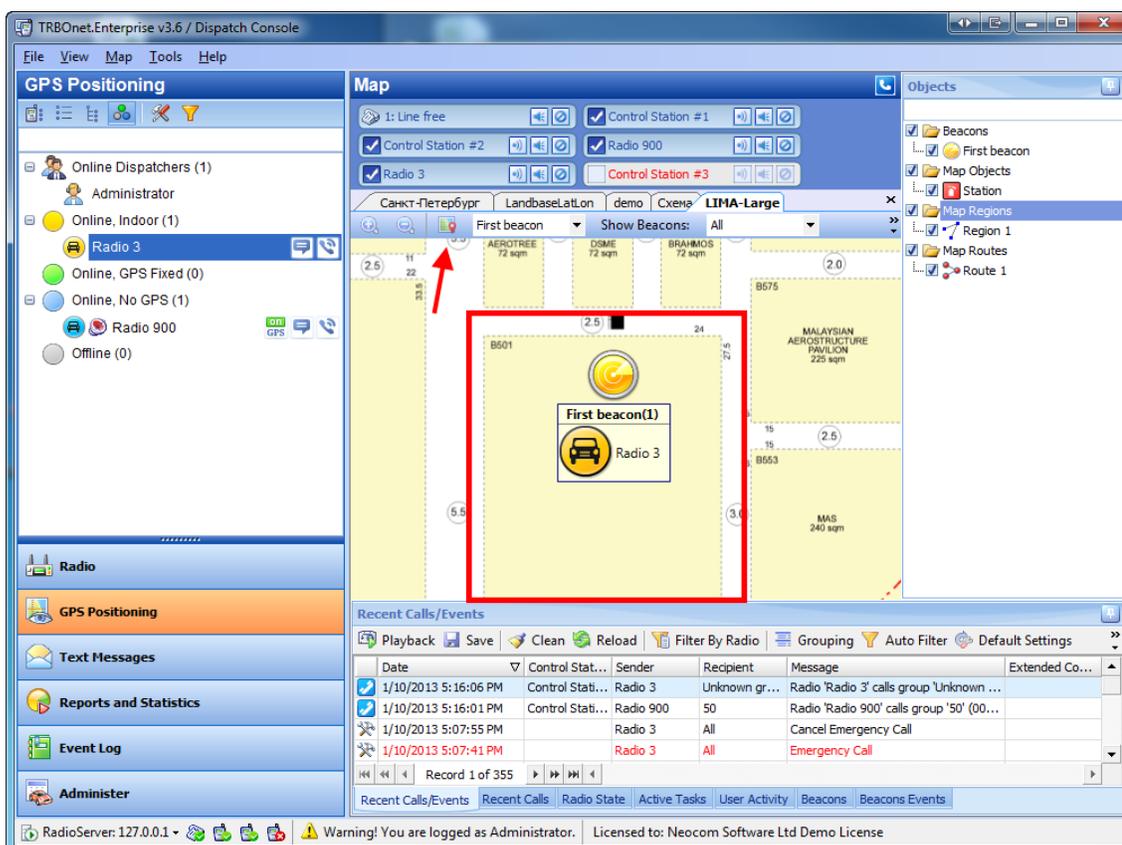
To open a floor plan (2d and 3d plans supported) click **Map | Open New Map in Tab...** in the menu and specify the respective map type then follow the default procedure.

The screenshot shows the TRBOnet Enterprise v3.6 Dispatch Console interface. The main window displays a map of an indoor facility with a red box highlighting a beacon labeled "First beacon(1)" and a radio icon labeled "Radio 3". The interface includes a left sidebar with navigation options like "GPS Positioning", "Radio", "Text Messages", "Reports and Statistics", "Event Log", and "Administer". A top menu bar shows "File", "View", "Map", "Tools", and "Help". A bottom panel shows a "Recent Calls/Events" table with columns for Date, Control Station, Sender, Recipient, Message, and Extended Co...

Date	Control Stat...	Sender	Recipient	Message	Extended Co...
1/10/2013 5:16:06 PM	Control Stati...	Radio 3	Unknown gr...	Radio 'Radio 3' calls group 'Unknown ...	
1/10/2013 5:16:01 PM	Control Stati...	Radio 900	50	Radio 'Radio 900' calls group '50' (00...	
1/10/2013 5:07:55 PM		Radio 3	All	Cancel Emergency Call	
1/10/2013 5:07:41 PM		Radio 3	All	Emergency Call	

ADD A BEACON OR CHANGE AN EXISTING BEACON LOCATION

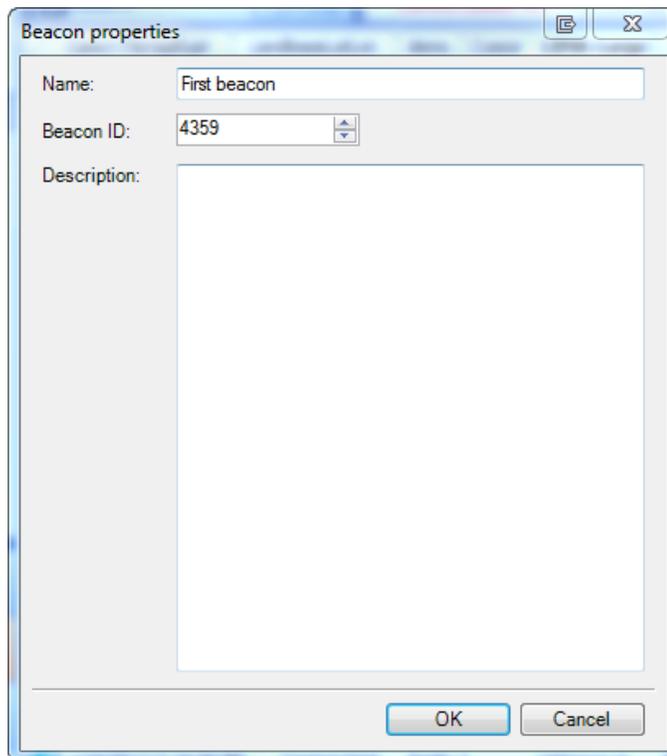
To add a beacon or change an existing beacon location select New Beacon... or a beacon name then click  and left-click the map for setting the location.



Note: if any radio was in the beacon's zone some time ago - the beacon is marked with blue, if any radio is in the beacon's zone - the beacon is marked with yellow, if alarm mode is on - the beacon is marked with red, if **Indoor Service** is not active or there is no radio in the beacon's zone - the beacon is marked with red

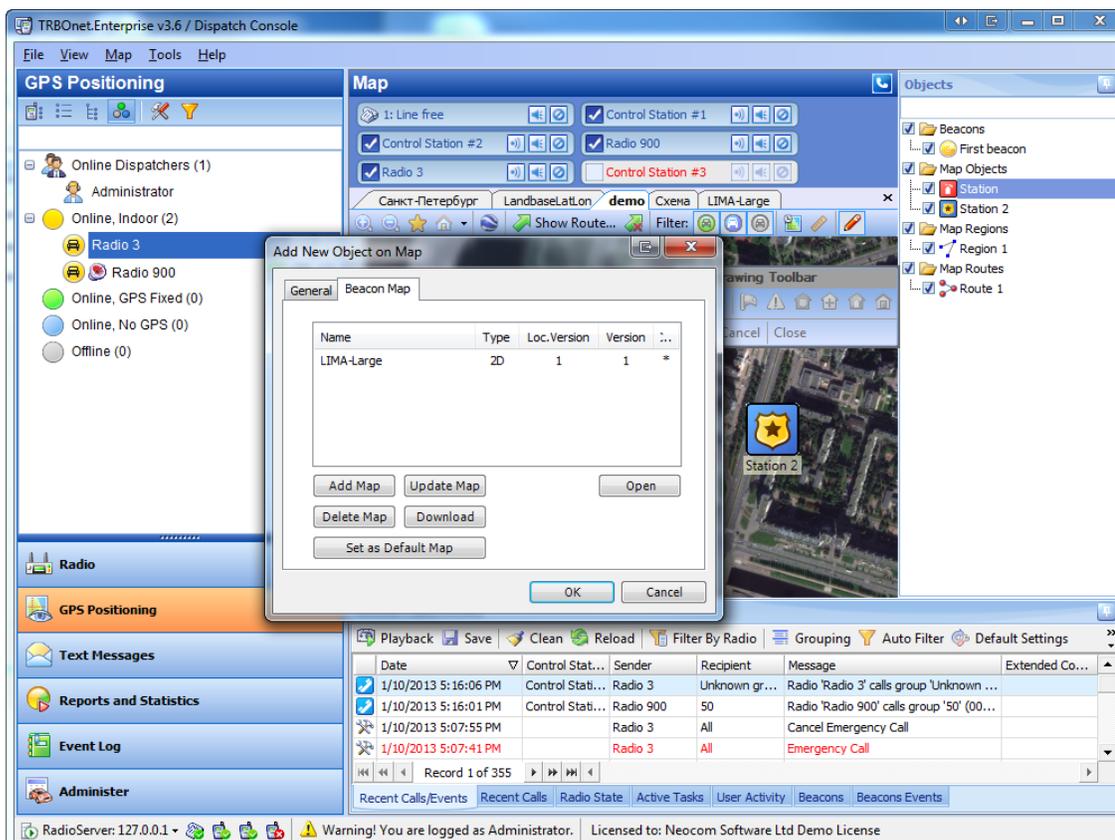
EDIT A BEACON

To edit beacon's properties double-click it on map or in the objects tree. The properties window is displayed. Specify beacon's name and ID from the programming kit.



ATTACH FLOOR PLAN(S) TO A BUILDING ON THE MAP

TRBOnet allows attaching a number of floor plans to a custom object on map. To attach a floor plan open the object's properties and go to **Beacon Map** tab.

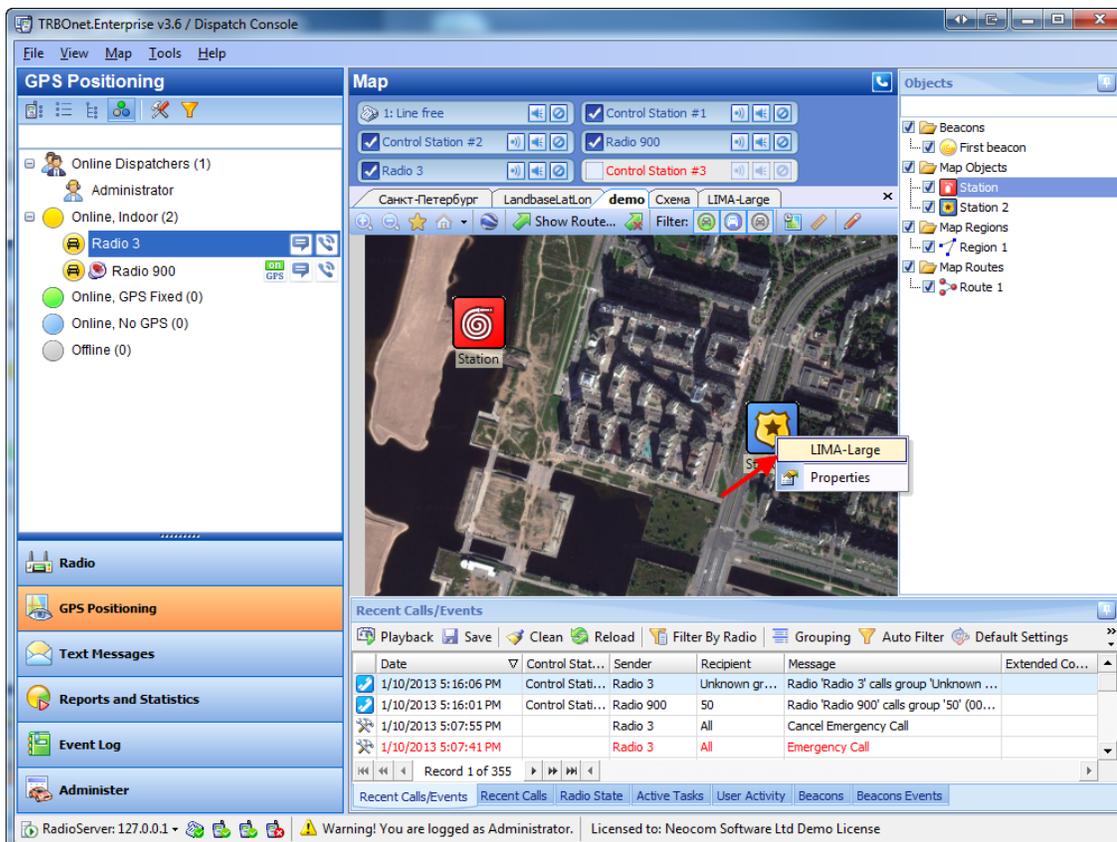


To add or remove map click **Add Map** or **Delete Map**.

To set a map as default indoor plan opened for the object click **Set Default Map**.

OPEN A FLOOR PLAN ATTACHED TO A BUILDING

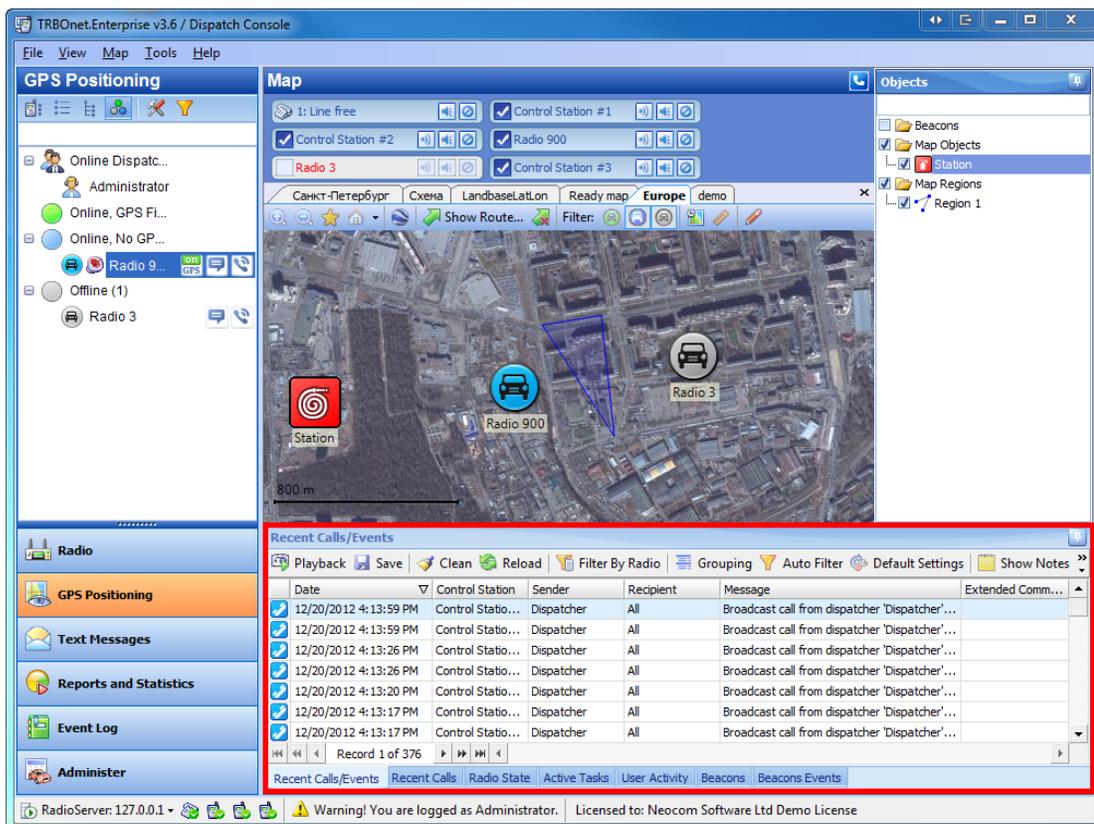
To open a floor plan attached to an object right-click the object on map and select the floor plan to be opened.



To navigate through log records

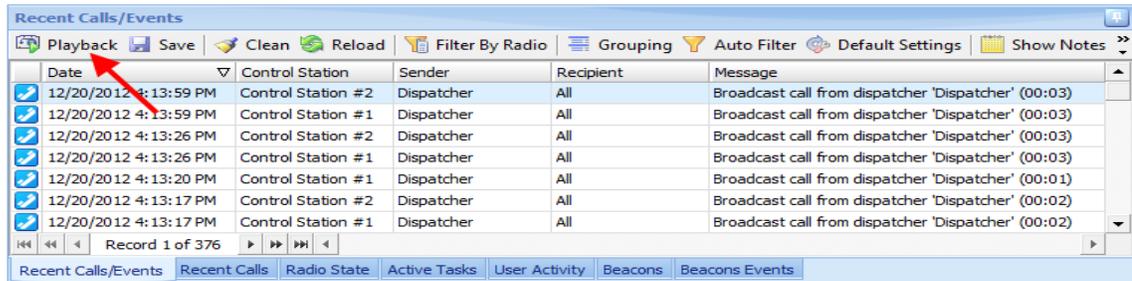
To help you locate the information you want, use any of the following methods:

- To navigate through the call sessions, use the navigation bar at the bottom of **Event Log** pane
- To sort the list by a specific column, click the column heading to sort records in ascending order, or click the column heading again to reverse the sort order
- To hide old log records from the **Event Log** pane, click **Clear**
- To display all log records, click **Reload**



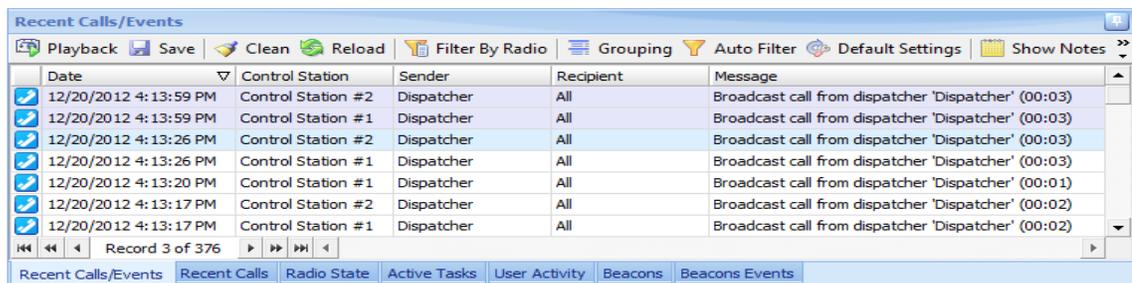
To playback a call

1. Select a communication session in the list.
2. To download from the radio server and play the audio file, click  **Playback** on the toolbar



To playback several files

- To playback several items, press **Ctrl** and select recordings from the list, then click  **Playback** on the toolbar.



- To playback a list of items, select one item, then press **Shift** and select the last one from the list you need to playback, all items between these 2 recordings will be selected. Click  **Playback** on the toolbar.



To group log records

You can group all log records by:

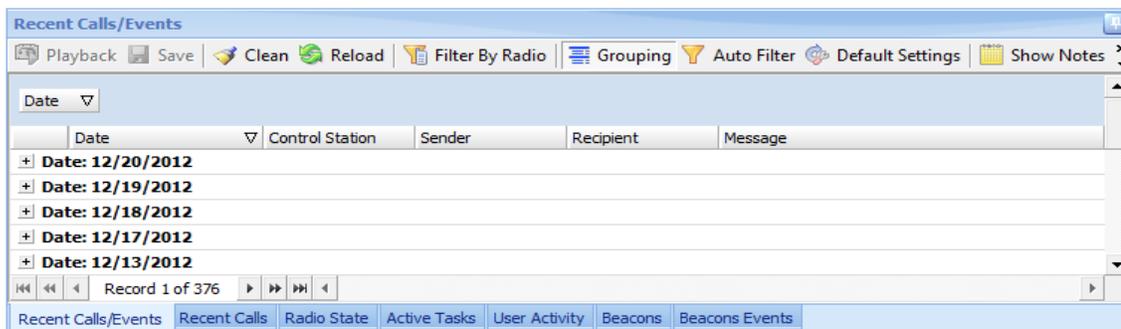
- Date
- Master Radio
- Sender
- Recipient

To group records, do the following:

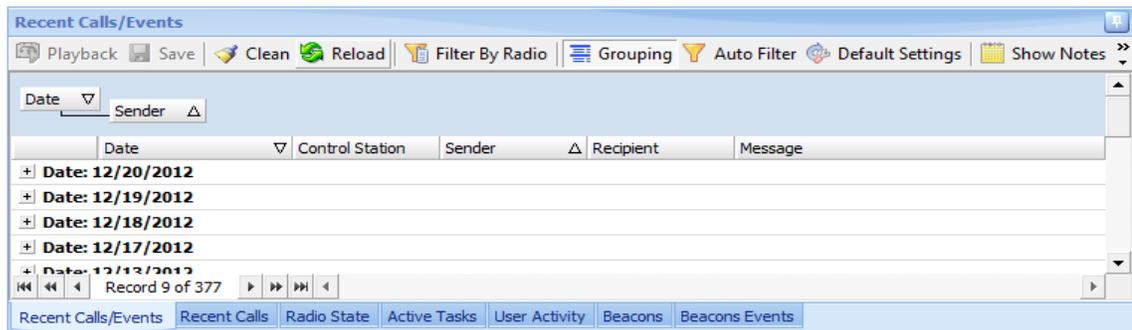
1. Click  **Grouping** on the toolbar.
2. A small pane is opened. Drag the column (for example, **Date**) to group by to the pane.



The records are grouped by the **Date** column. To view the records for exact date double-click the date or click .



You can group records by several columns. For example, after dragging the **Date** column, drag **Sender**. Now you can view records for exact dates by senders.



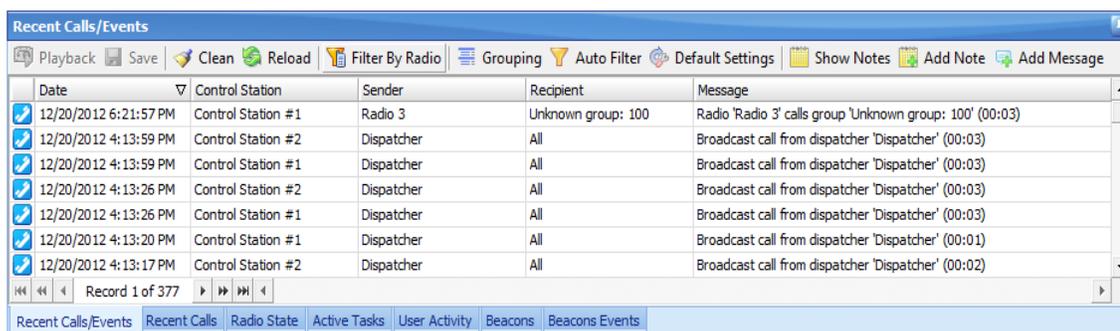
To exit the grouping view mode, drag columns names from the pane, then click  **Grouping** on the toolbar.

To add messages and notes

A dispatcher can add notes for records in the log and messages for other dispatchers connected to the RadioServer.

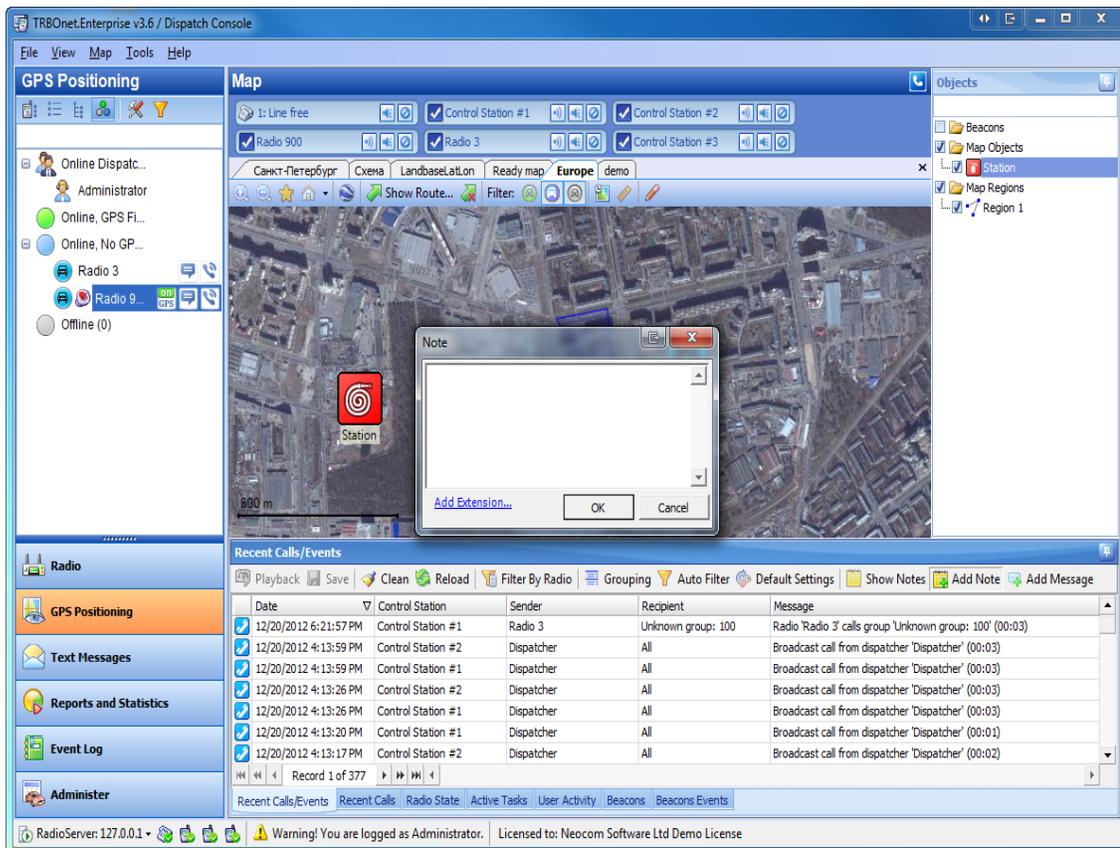
NOTES

All records in the log can have user's notes. To see the notes, click  **Show Notes** on the toolbar. The **Note** column is shown.

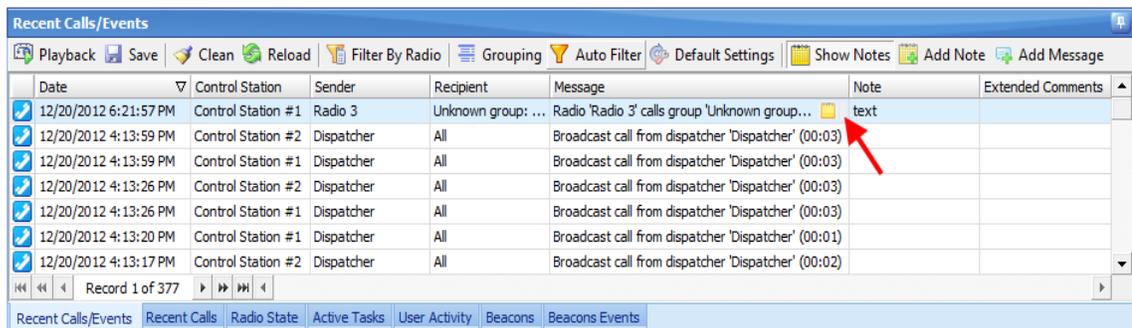


Date	Control Station	Sender	Recipient	Message
12/20/2012 6:21:57 PM	Control Station #1	Radio 3	Unknown group: 100	Radio 'Radio 3' calls group 'Unknown group: 100' (00:03)
12/20/2012 4:13:59 PM	Control Station #2	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:03)
12/20/2012 4:13:59 PM	Control Station #1	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:03)
12/20/2012 4:13:26 PM	Control Station #2	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:03)
12/20/2012 4:13:26 PM	Control Station #1	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:03)
12/20/2012 4:13:20 PM	Control Station #1	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:01)
12/20/2012 4:13:17 PM	Control Station #2	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:02)

To add a note, select a record and click  **Add Note** on the toolbar. Type your note in the **Note** window.



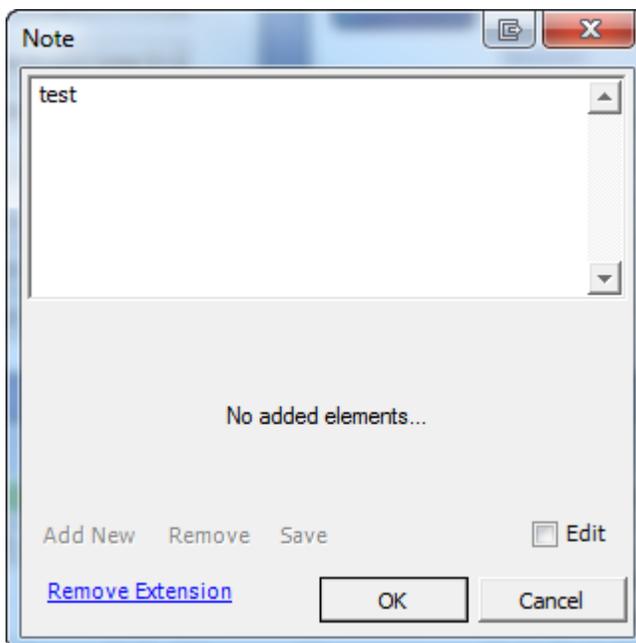
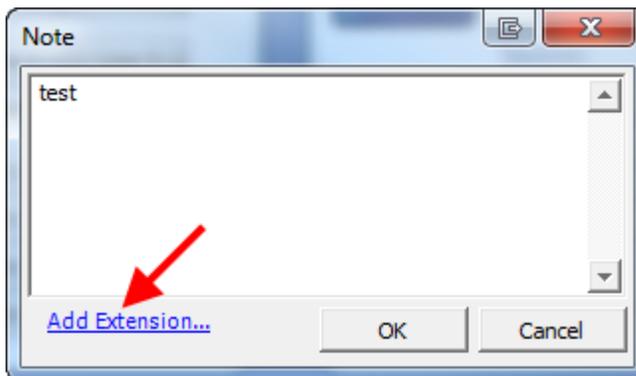
The note is shown in the **Note** column and displayed in the **Message** column as icon. This icon is displayed even if the **Show notes** mode is not enabled.



To get information on a note, rollover the icon . The information on the author of the note and its text are displayed. To edit the note's text, click . If you make the text blank the note is deleted.

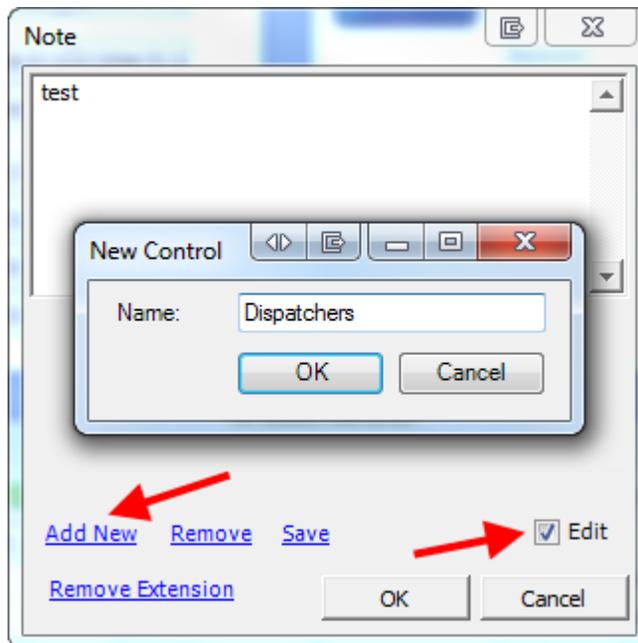
Extended Comments (Notes)

In the **Note** tab click **Add Extension**.

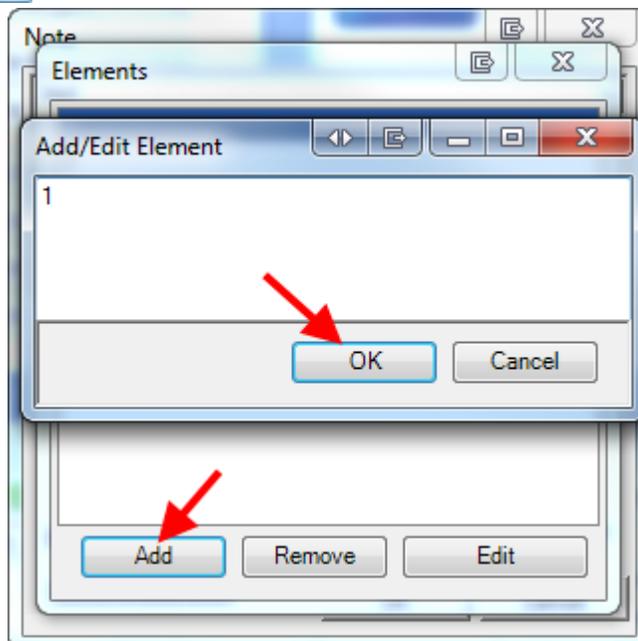


Click **Edit** to enable **Extended Comments (Notes)** function.

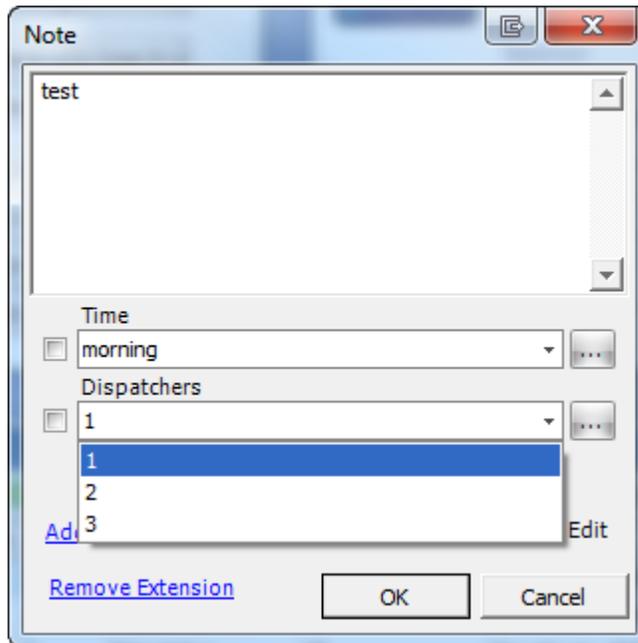
Click **Add New** to add **New Control**.



Click **...** to add the **Elements** to choose. In the appearing window click **Add** and add the element.



Then dispatcher may choose any element of the control



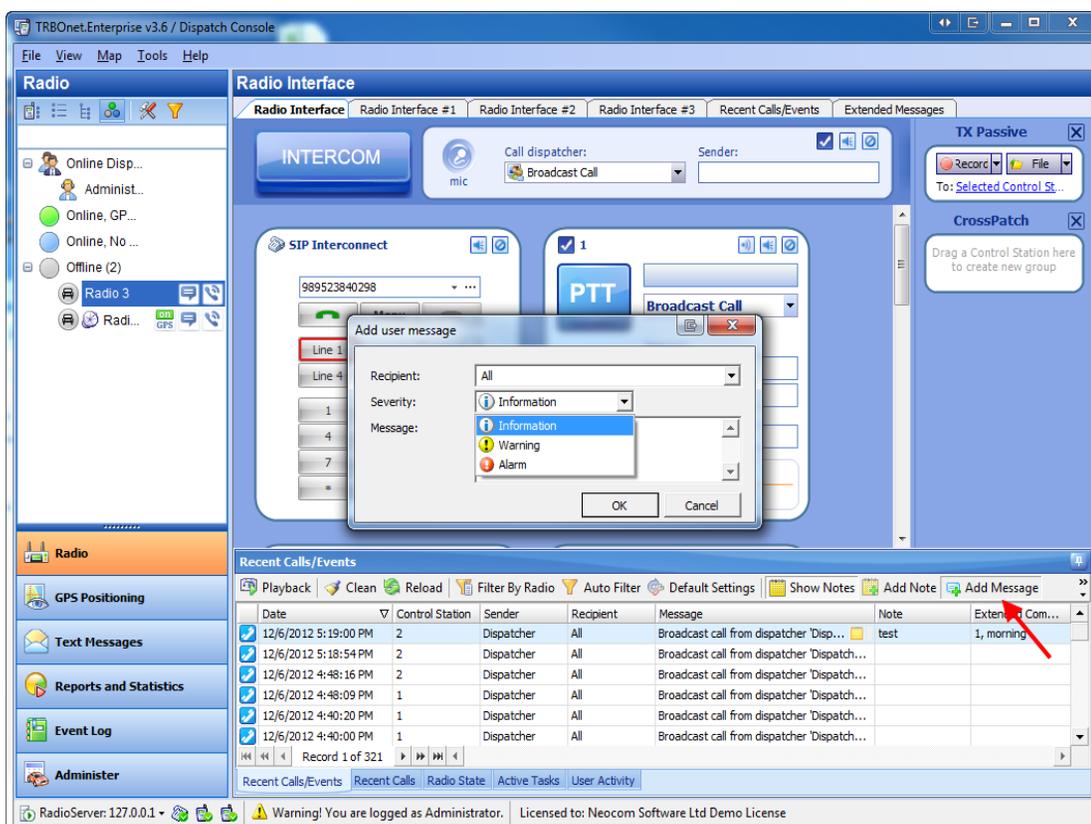
Put the checkbox in front of the control to **Remove** or **Save** it

Note: you may add any control, any elements and unlimited number of the controls and elements.

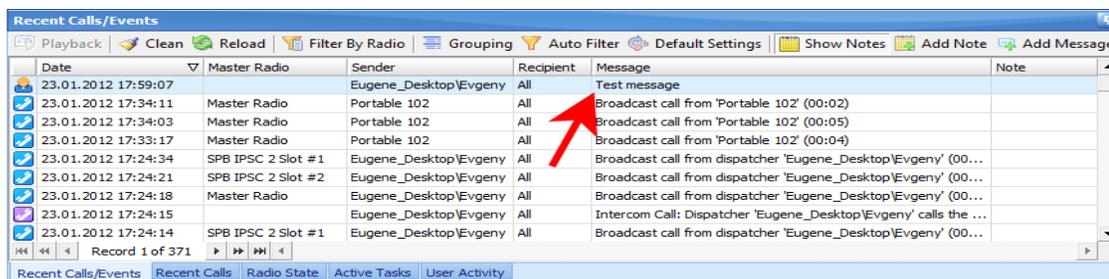
MESSAGES

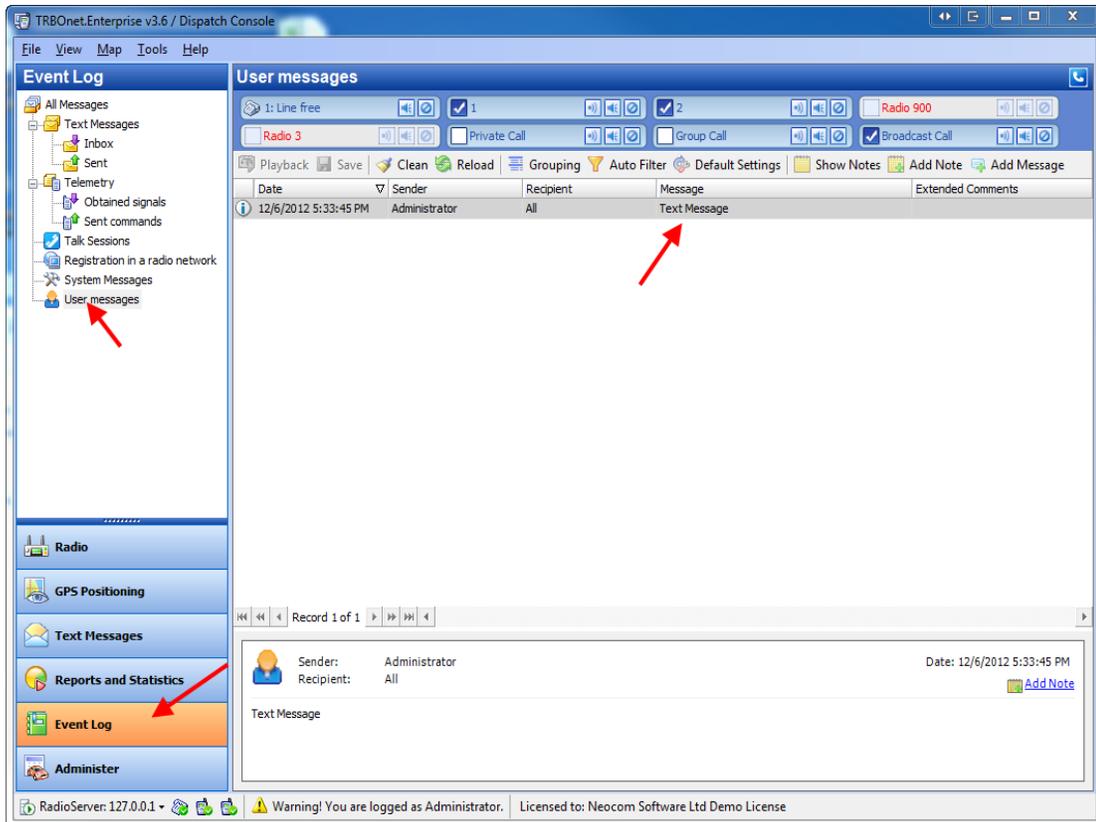
A dispatcher can add messages for **Dispatcher Console** users. To add a message to the log, click

 **Add Message** on the toolbar. The **Add user message** window is displayed.



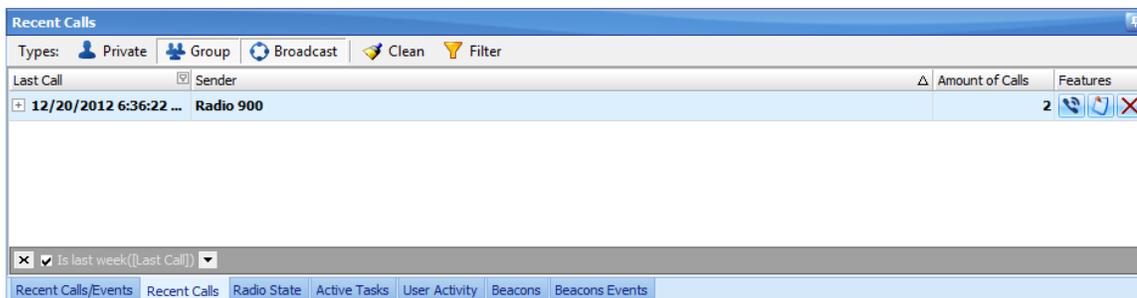
The default recipient is **All**. If necessary, type the name of the recipient. Select the severity from dropdown list: **Information**, **Warning** or **Alarm**. Type the message and click **OK**. The message is added to the log. Now the message is displayed in the **Recent Calls/Events** log and in the **User messages** section of the **Event Log** tool.





Recent Calls

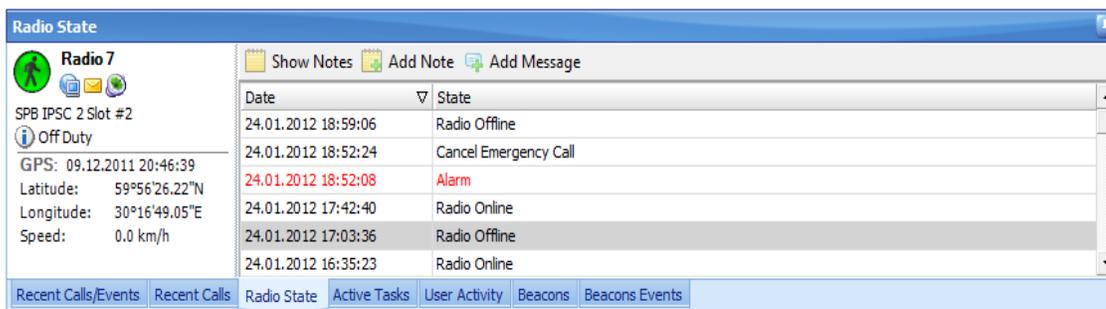
The **Recent Calls** tab displays the log of all the calls.



In this log you can see the history of all the calls in the system (such as Private Calls, Group Calls, etc.).

Radio State

The **Radio State** tab displays the log of the selected subscriber's state.

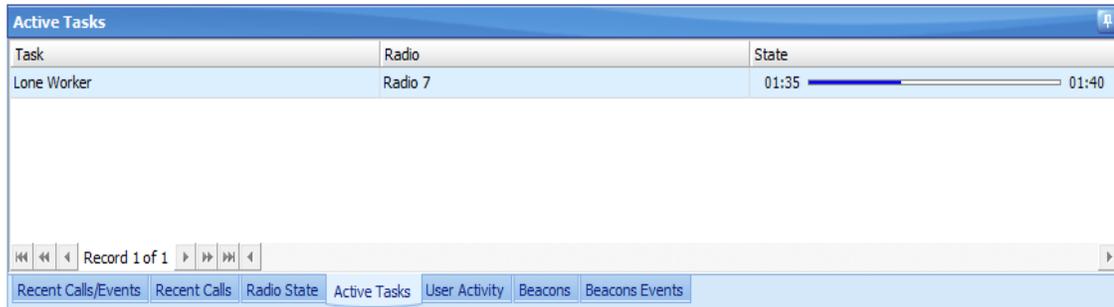


In this log you can see the history of a subscribers states (such as Radio Online, Lone Worker, Geofencing etc.).

The user can add notes and messages like in the **Event Log** tab.

Active Tasks

The **Active Tasks** tab displays all active **Lone Worker** policies.



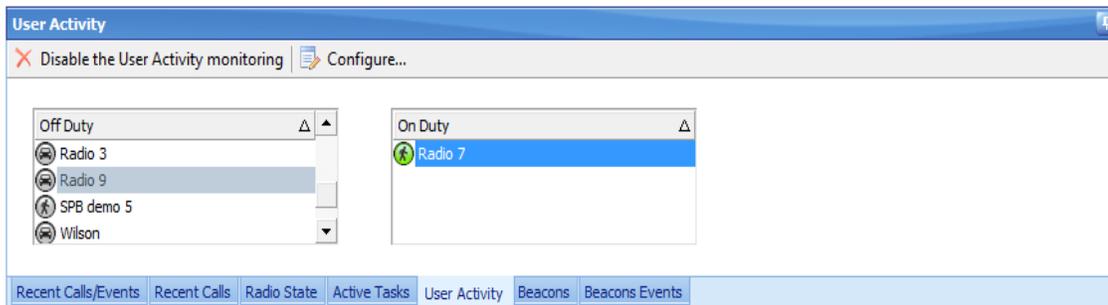
Task	Radio	State
Lone Worker	Radio 7	01:35  01:40

Navigation: Record 1 of 1

Tabbed Interface: Recent Calls/Events, Recent Calls, Radio State, **Active Tasks**, User Activity, Beacons, Beacons Events

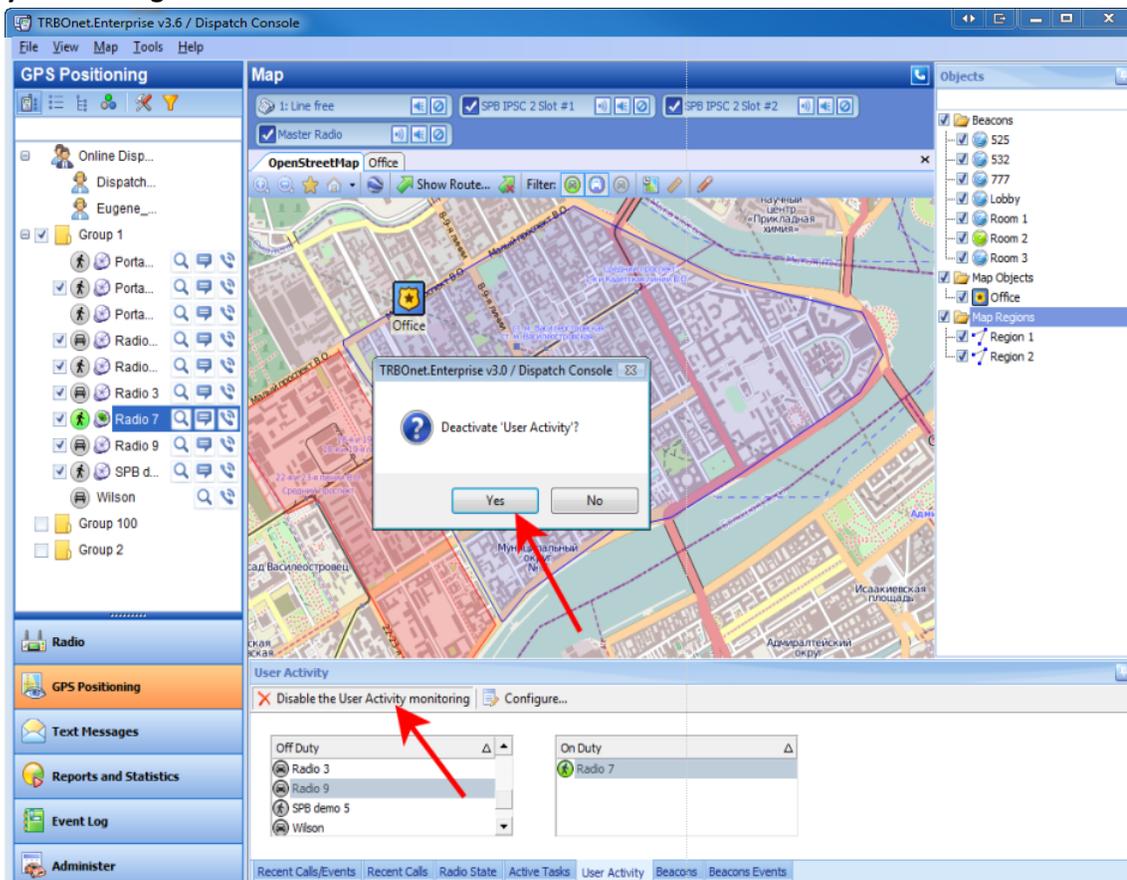
User Activity

The **User Activity** tab displays the **User Activity** lists and subscribers assigned to these lists.



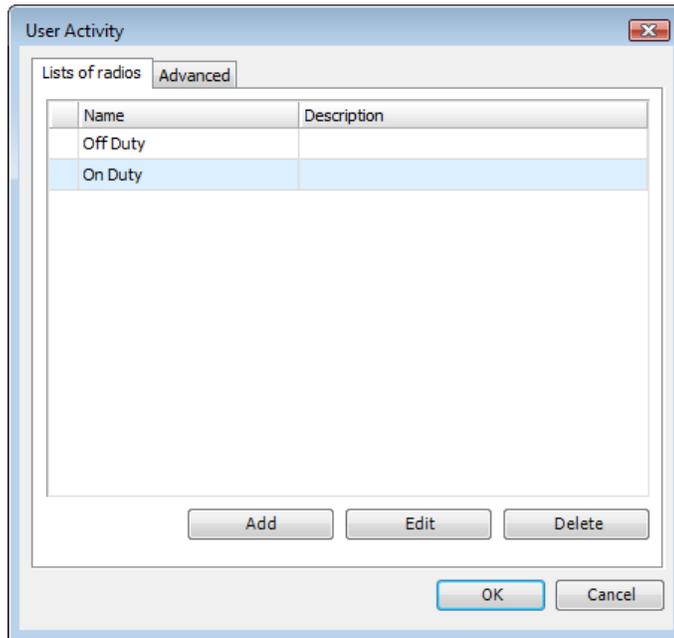
TO ENABLE/DISABLE USER ACTIVITY

To enable or disable User Activity click **Enable the User Activity monitoring** or **Disable the User Activity monitoring**. Then click **Yes**.



TO CONFIGURE USER ACTIVITY

To configure the **User Activity** lists, click **Configure...** The **User Activity** window is displayed.



To add or delete a User Activity list

To add or delete a list click **Add** or **Delete**.

To Edit a list

To edit a list click **Edit**. The **User Activity List Settings** window is displayed.

Set the following parameters:

Name – Enter the list's name

Description – Enter the list's description

Background – Select the background color to display the subscribers assigned to the list. Two variants are available:

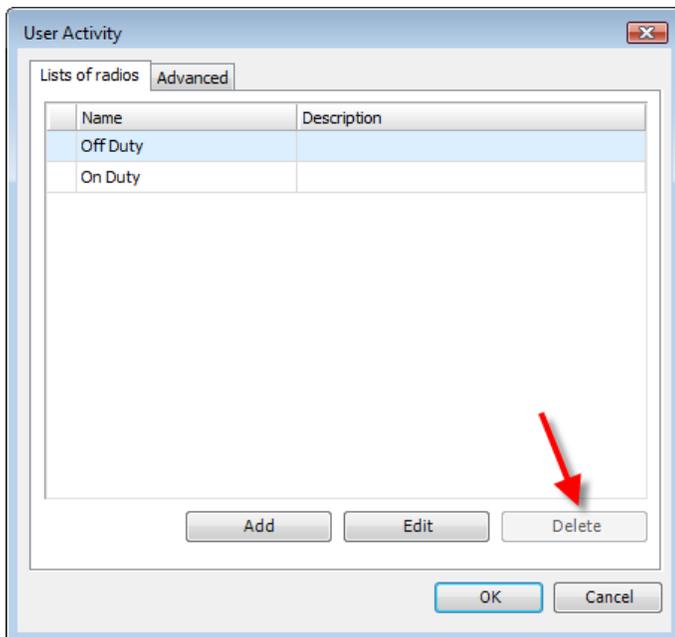
- **[do not replace default]** – leaves the subscriber's icon color as it is due to its state (grey, blue or green)
- **Violet** – makes the subscriber's icon color violet

Move a radio to this list if: – Select the proper checkbox(es)

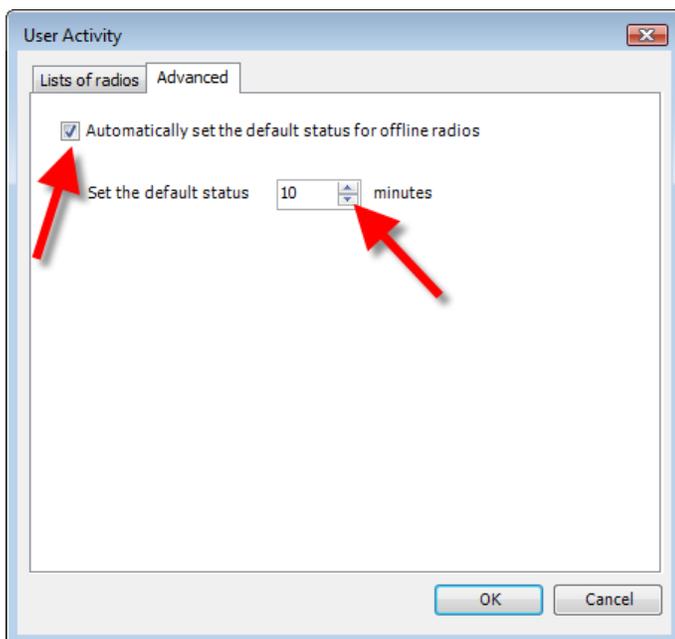
- **Manually (on demand of dispatcher)** – to assign subscribers to the list manually
- **Automatically by receiving Text Message from a radio** – to assign a radio to the list after receiving a message (specify the message text in the **Message** field).
- **Automatically by receiving Telemetry Command from a radio** – to assign a radio to the list after receiving a telemetry. Specify the telemetry (**1 to 5**) and the command (**High, Low** or **Pulse**).
- **Automatically by receiving DTMF command from abonent** – to assign a radio to the list after receiving a predefined DTMF command (specify the command in the **Command** field).

To assign an offline subscriber to the default User Activity list

The first **User Activity** list is default. The default list is unremovable.

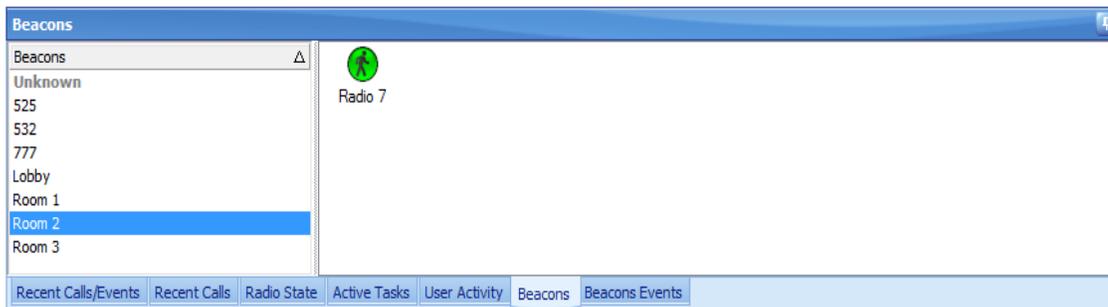


To assign an offline subscriber to the default **User Activity** list, go to the **Advanced** tab. Select the checkbox and set the timeout to assign an offline subscriber to the default list after.



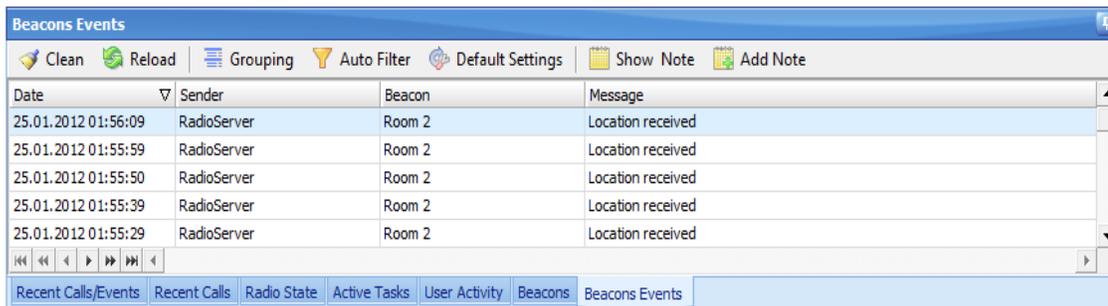
Beacons

The **Beacons** tab displays the beacons registered within the system and subscribers assigned to these beacons.



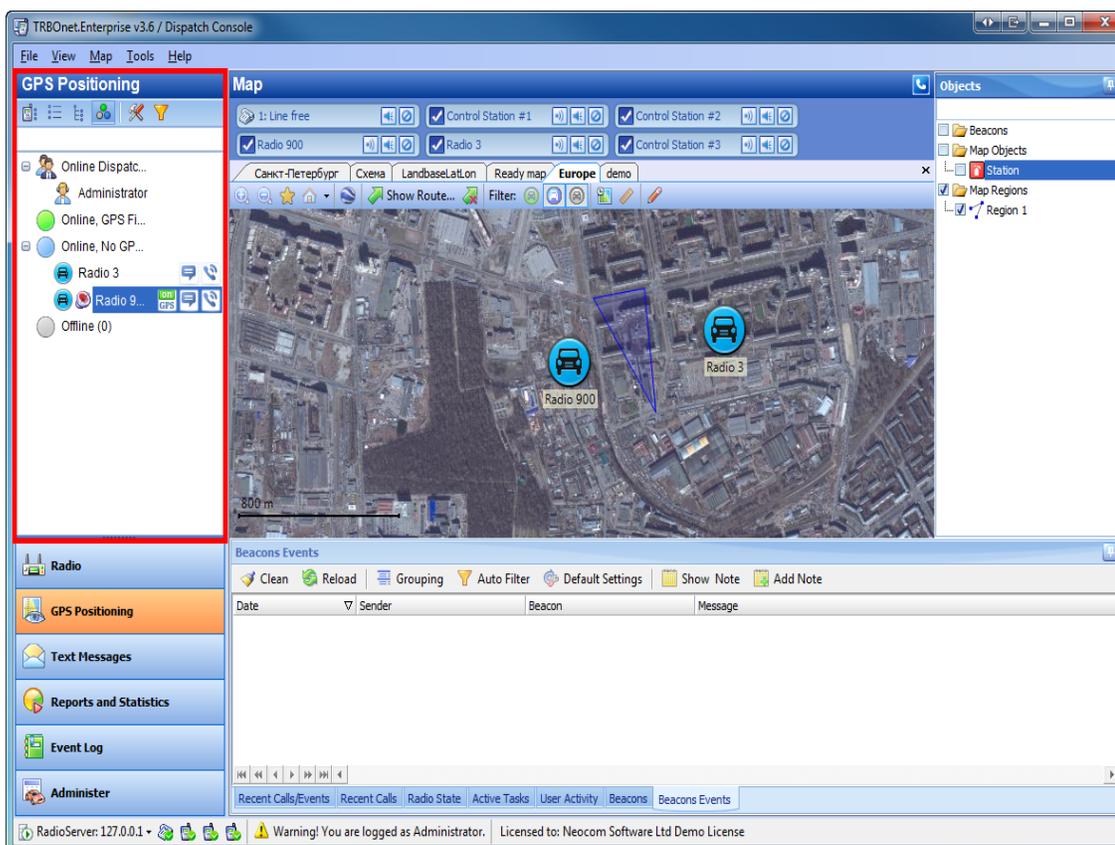
Beacons events

The **Beacons Events** tab displays the beacons events.



1.2.3 Subscribers tree

The subscribers are displayed in the **Subscribers Tree**.



To show/hide subscribers on the map

To show or hide subscribers, [see the respective section](#)

To perform an action

To perform an action, [see the respective section](#)

1.2.4 Electronic maps

The **GPS Positioning** tool uses electronic maps to display location of subscribers.

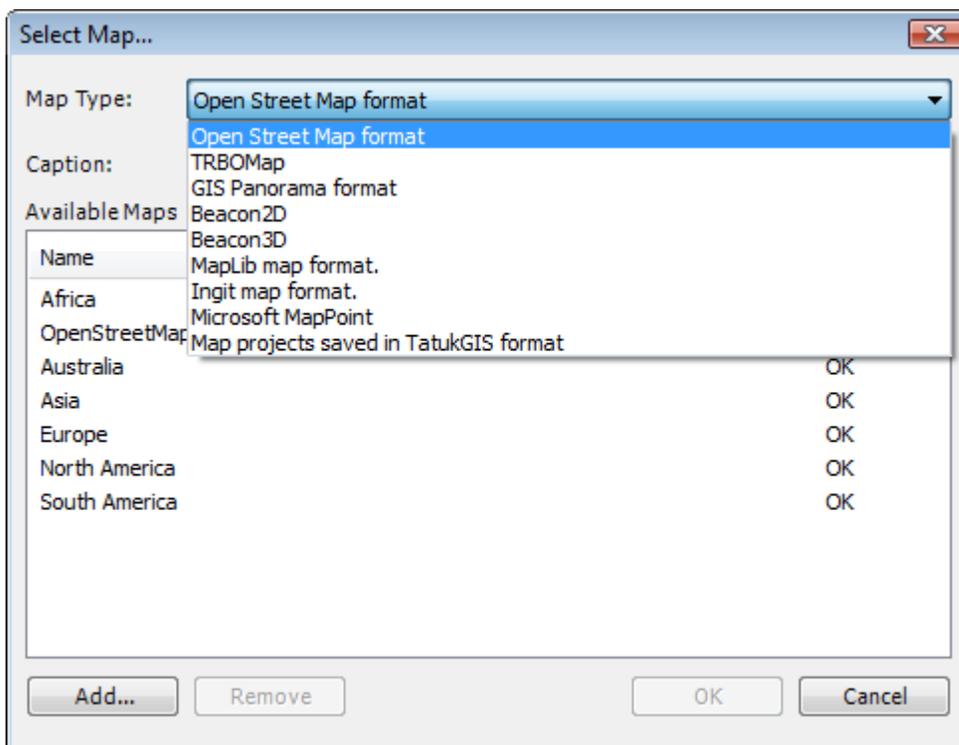
TRBOnet Dispatcher Console supports maps of the following types:

- OpenStreet Map format
- TRBOMap format
- GIS Panorama format
- MapLib format
- Maps by the Ingit company
- Microsoft MapPoint maps
- Maps in TatukGIS format

With this interface, you can:

- **Load** maps on separate tabs
- **Load** maps on separate windows
- **Select** the active map on a tab
- **Save** map settings for future use
- **Load** the default map settings

When you switch to the **GPS Positioning** tool for the first time, **TRBOnet Dispatcher Console** displays the **Select map...** window where you can select the electronic map you want to use or add new maps.



Click **Add...** then browse for the map and click **OK**.

Note: Some map formats (such as MapPoint or Ingit) don't have the **Add...** button. The **Select Map...** window displays all available maps of the format to select from.

To load a map to a new tab

To add a map and open it in new tab, [see the respective section](#)

To load a map to a new window

To add a map and open it in new window, [see the respective section](#)

To select the active map

The user can select the active map on a tab.

To select the active map, [see the respective section](#)

To save map settings

The user can save map settings for future use.

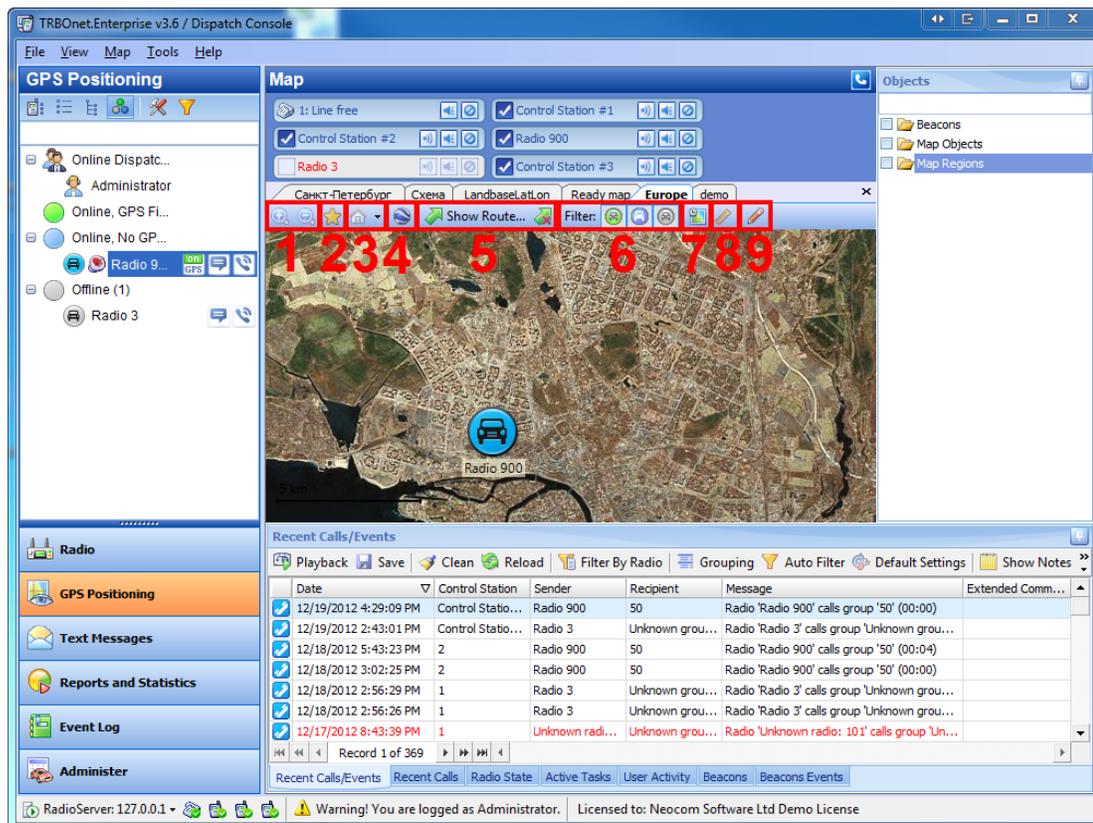
To save settings, [see the respective section](#)

To load the default map settings

To reset the map view to the default settings, [see the respective section](#)

Toolbar icons

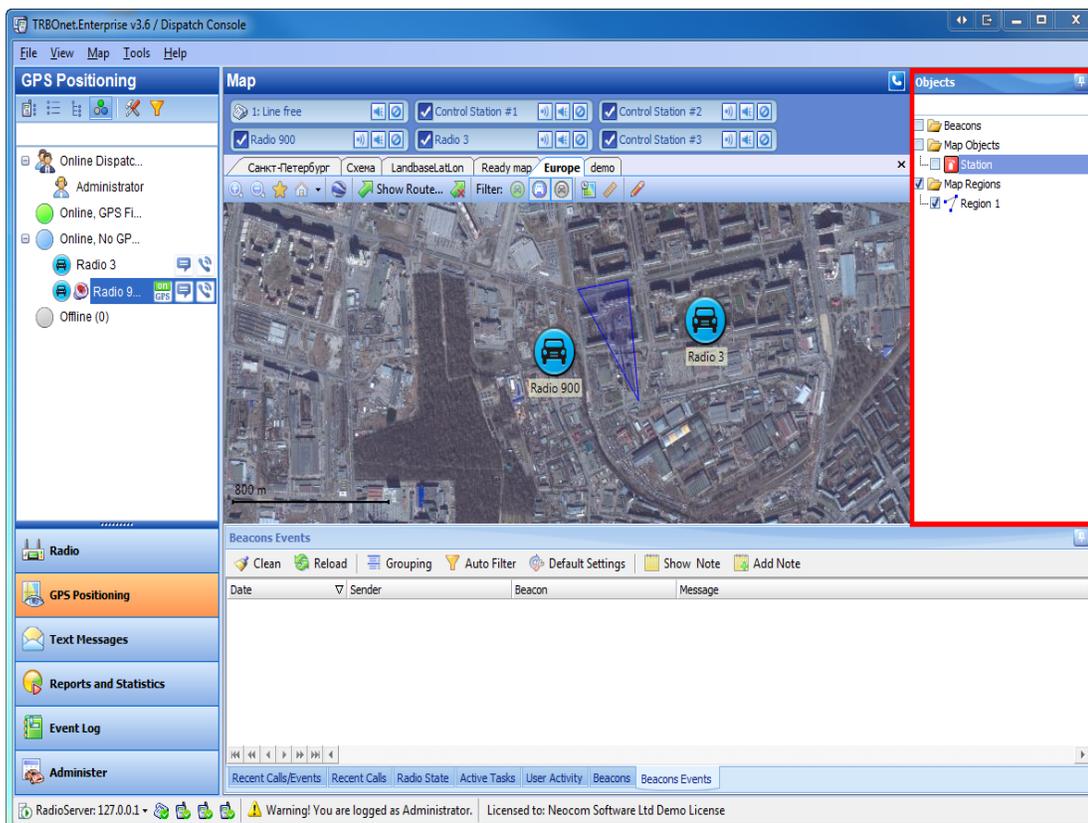
The toolbar has the following icons:



1. **Zoom In**  and **Zoom out**  – Scale the map.
2. **Bookmarks**  – allows opening a bookmark on the map and managing bookmarks (adding and deleting)
3. **Show Default Region**  – Centers the map according the saved default region or saves the map as default region (click the arrow and select **Save as Default Region**).
4. **Google Earth**  – Opens Google Earth.
5. **Show Route...**  and **Clear Route**  – Shows or hides the route of the selected subscriber for the period set by the user.
6. **Filter: Radio-On GPS-On** , **Radio-On GPS-Off**  and **Radio-Off GPS-Off**  – Show or hide subscribers due to their state.
7. **History**  – opens History mode to view subscribers location history for a set period of time.

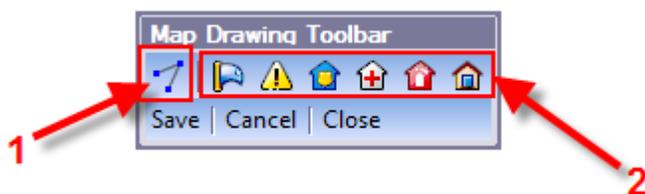
1.2.5 Objects Pane

The **Objects Pane** displays the objects and regions of the map.



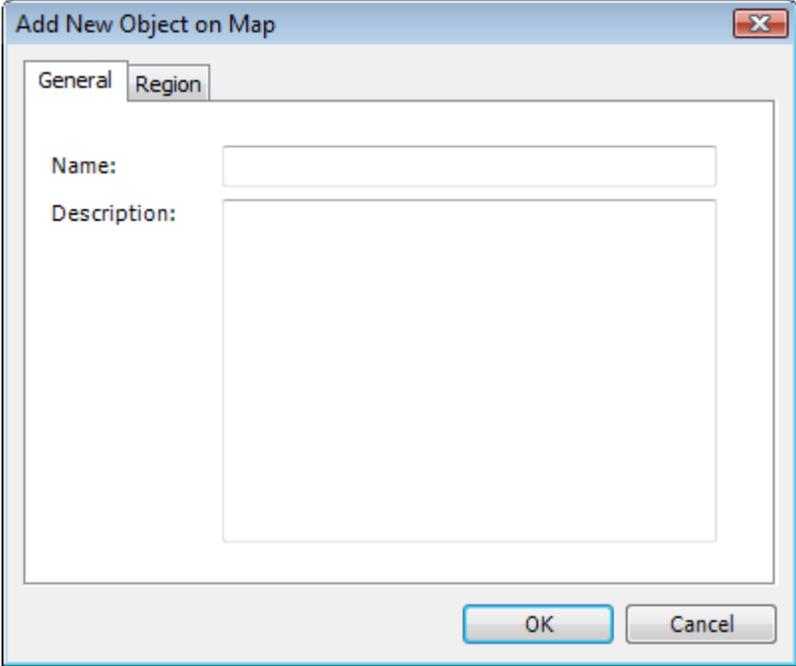
To enable map drawing toolbar

To enable the **Map Drawing Toolbar**, which allows adding to the map regions (1) and objects (2), click  on the toolbar. The **Map Drawing Toolbar** is displayed.



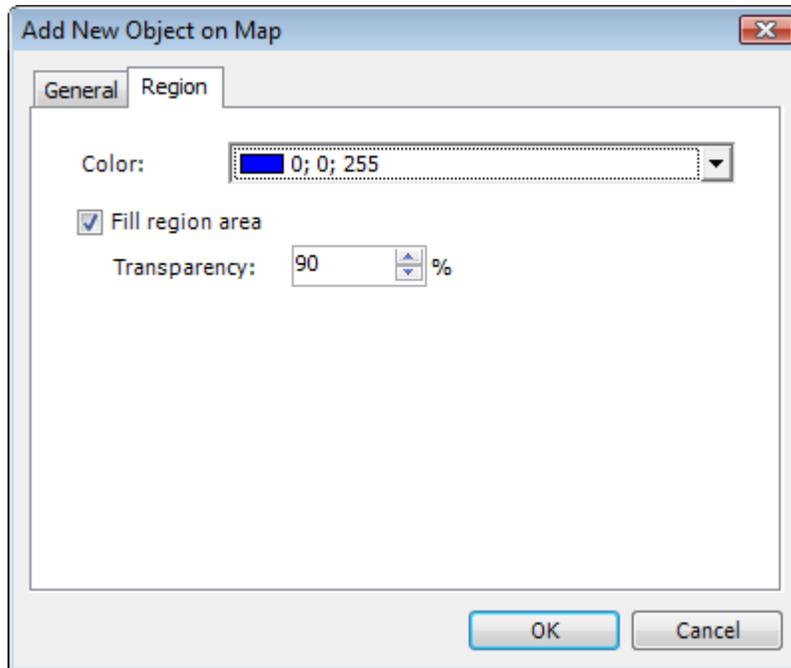
To add a region

1. To add a region click .
2. Then left-click the points of the region on the map. To cancel the operation click **Cancel**. To save the region click **Save**.
3. The **Add New Object on Map** window is displayed.
4. On **General** tab specify object's name and description.



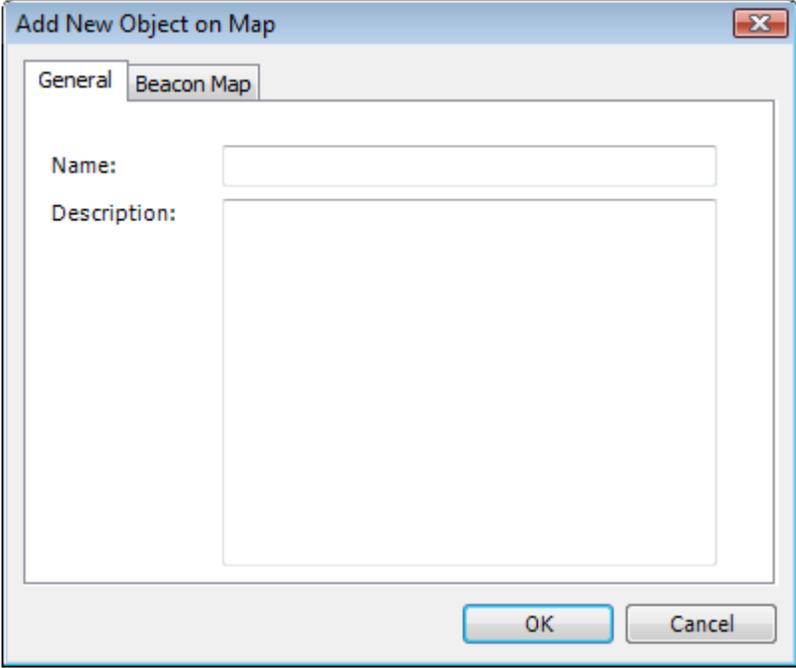
The screenshot shows a dialog box titled "Add New Object on Map". It has two tabs: "General" and "Region". The "General" tab is selected. Inside the dialog, there are two input fields: "Name:" with a text box and "Description:" with a larger text area. At the bottom, there are "OK" and "Cancel" buttons.

5. On **Region** tab specify the region's color and transparency and select the **Fill region area** checkbox if necessary.



To add an object

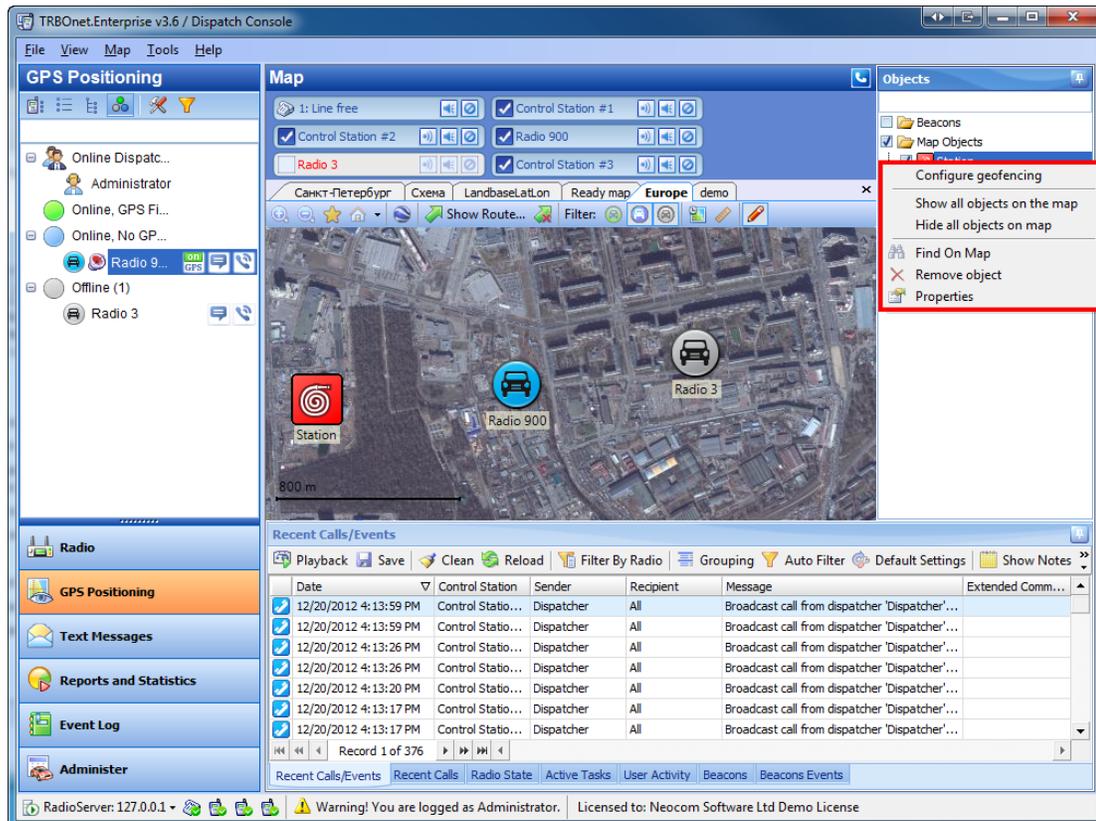
1. To add an object click one of the object icons .
2. Then left-click the place on the map to add the object at. To cancel the operation click **Cancel**. To save the object click **Save**.
3. The **Add New Object on Map** window is displayed. Specify object's name and description and click **OK**.



The screenshot shows a dialog box titled "Add New Object on Map". It has a close button in the top right corner. Below the title bar, there are two tabs: "General" and "Beacon Map". The "General" tab is selected. The dialog contains two input fields: "Name:" with a text box and "Description:" with a larger text area. At the bottom of the dialog are two buttons: "OK" and "Cancel".

To perform an action

To perform an action select an object or region in the **Objects Pane** and right-click it. The context menu is displayed.



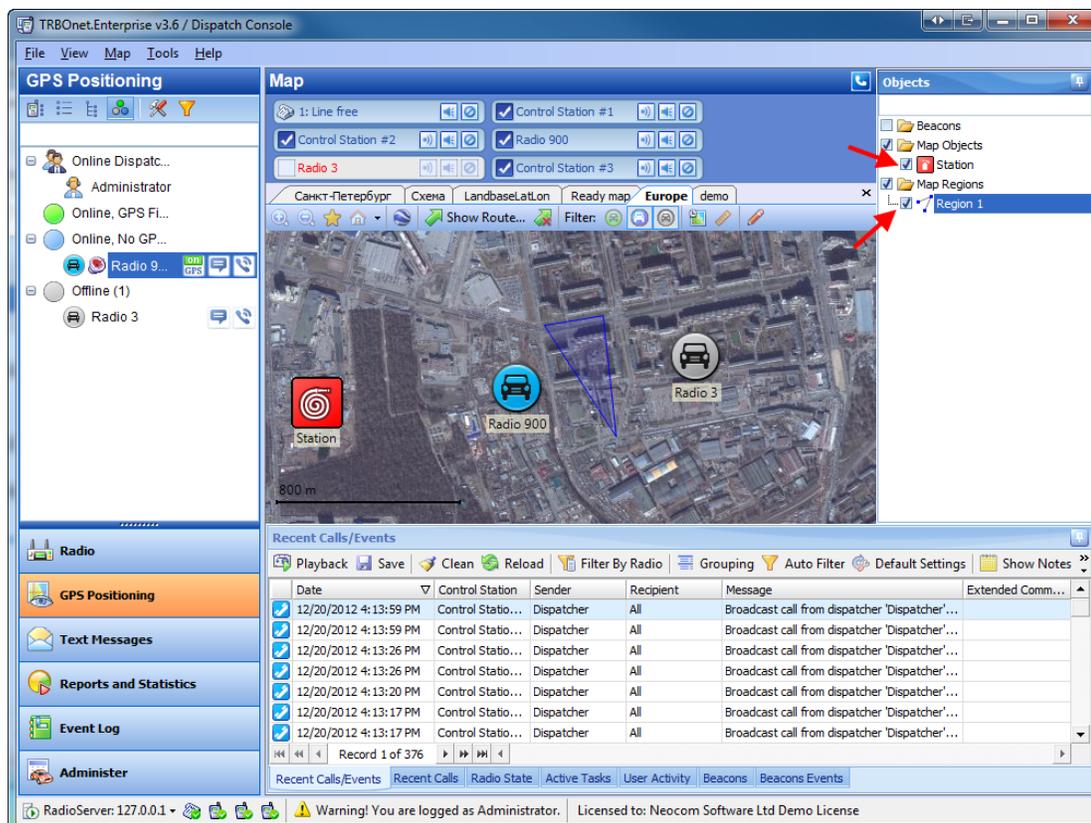
Context menu in the **Objects** pane

Action	Description
Configure geofencing	Opens the Geofencing and Speed Control window, which helps set the rules for geofencing and speed control.
Show all objects on the map	Shows all the objects and regions on the map.
Hide all objects on the map	Hides all the objects and regions on the map.
Find On Map	Finds the object on map.
Remove object	Removes the selected object.
Properties	Shows the selected object's properties.

To show/hide objects and regions

To show or hide all the objects, right-click any of the objects and select **Show all objects on the map** or **Hide all objects on the map** in the context menu.

To show or hide an object, a region or all objects or regions, select or clear the respective node's checkbox.



To configure Geofencing and Speed Control

To configure Geofencing and Speed Control, [see the respective section](#)

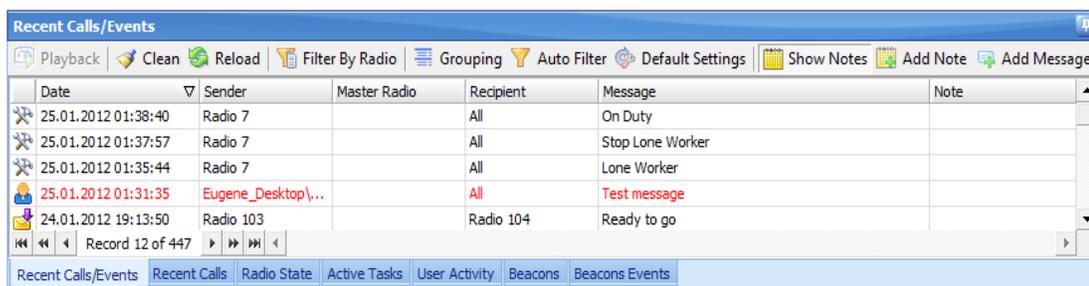
1.2.6 Event Log

The **Event Log** contains the following tabs:

- **Recent Calls/Events**, which displays all the events
- **Recent Calls**, which displays all the calls in the system
- **Radio State**, which displays current information on subscriber's radio station
- **Active Tasks**, which displays information on Lone Worker policies currently applied
- **User Activity**, which displays information on User activity lists and subscribers assigned to these lists

Recent Calls/Events

This log displays all the events in the System.



Date	Sender	Master Radio	Recipient	Message	Note
25.01.2012 01:38:40	Radio 7		All	On Duty	
25.01.2012 01:37:57	Radio 7		All	Stop Lone Worker	
25.01.2012 01:35:44	Radio 7		All	Lone Worker	
25.01.2012 01:31:35	Eugene_Desktop\...		All	Test message	
24.01.2012 19:13:50	Radio 103		Radio 104	Ready to go	

TO NAVIGATE THROUGH LOG RECORDS

To help you locate the information you want, use any of the following methods:

- To navigate through the call sessions, use the navigation bar at the bottom of **Event Log** pane
- To sort the list by a specific column, click the column heading to sort records in ascending order, or click the column heading again to reverse the sort order
- To hide old log records from the **Event Log** pane, click **Clear**
- To display all log records, click **Reload**

TO PLAYBACK RECORDS

To playback records, [see the respective section](#)

TO GROUP LOG RECORDS

You can group all log records by:

- Date
- Control Station
- Sender
- Recipient

To group records, [see the respective section](#)

To exit the grouping view mode, drag columns names from the pane, then click  **Grouping** on the toolbar.

TO ADD MESSAGES AND NOTES

A dispatcher can add notes for records in the log and messages for other dispatchers connected to the RadioServer.

Notes

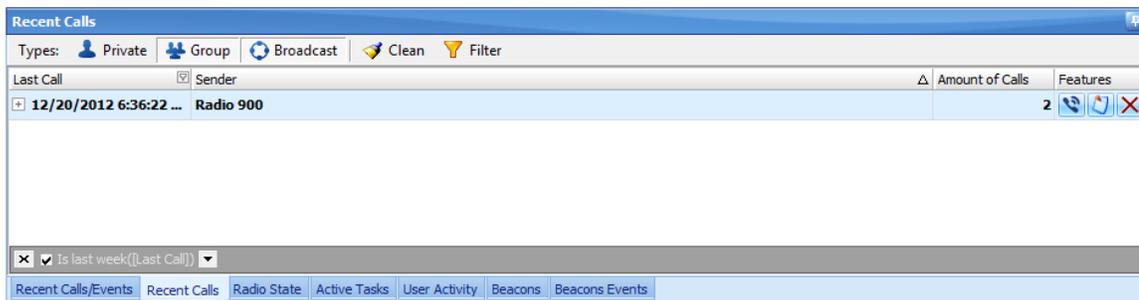
To manage notes, [see the respective section](#)

Messages

To manage messages, [see the respective section](#)

The **Recent Calls** tab displays the log of all the calls.

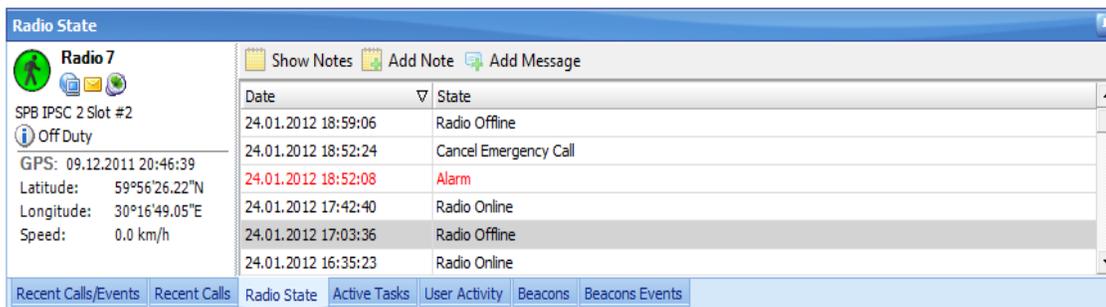
Recent Calls



In this log you can see the history of all the calls in the system (such as Private Calls, Group Calls, etc.).

Radio State

The **Radio State** tab displays the log of the selected subscriber's state.

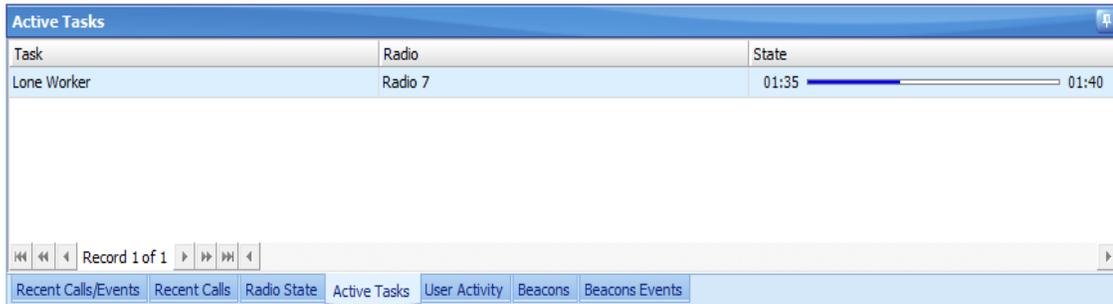


In this log you can see the history of a subscriber's states (such as Radio Online, Lone Worker, Geofencing etc.).

The user can add notes and messages like in the **Event Log** tab.

Active Tasks

The **Active Tasks** tab displays all active Lone Worker policies.



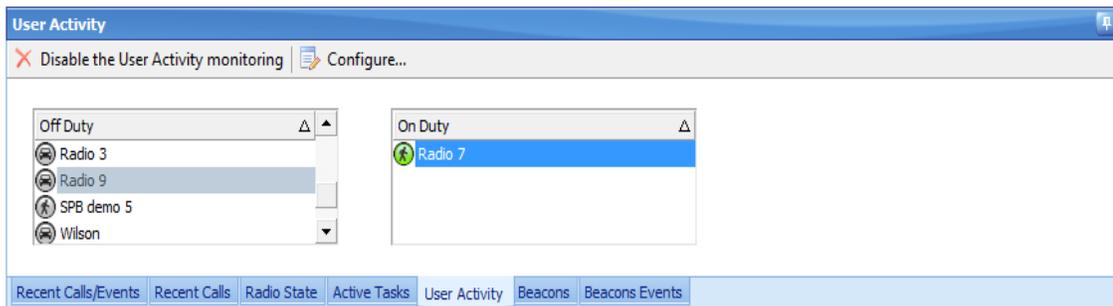
Task	Radio	State
Lone Worker	Radio 7	01:35  01:40

Record 1 of 1

Recent Calls/Events | Recent Calls | Radio State | **Active Tasks** | User Activity | Beacons | Beacons Events

User Activity

The **User Activity** tab displays the **User Activity** lists and subscribers assigned to these lists.



Disable the User Activity monitoring | Configure...

Off Duty

- Radio 3
- Radio 9
- SPB demo 5
- Wilson

On Duty

- Radio 7

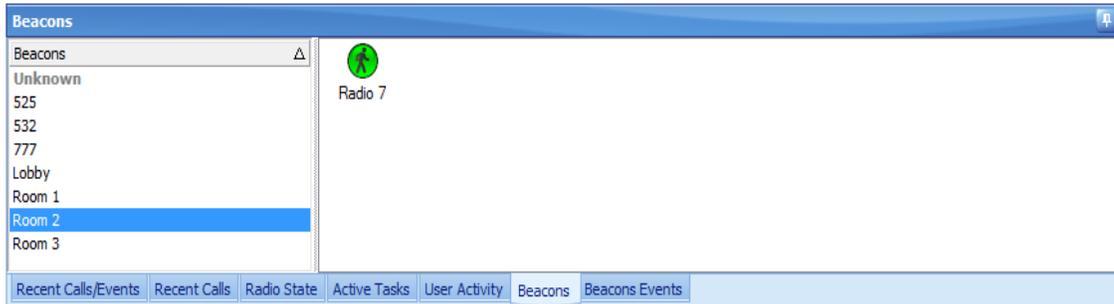
Recent Calls/Events | Recent Calls | Radio State | **User Activity** | Beacons | Beacons Events

TO ENABLE/DISABLE USER ACTIVITY

To manage **User Activity**, [see the respective section](#)

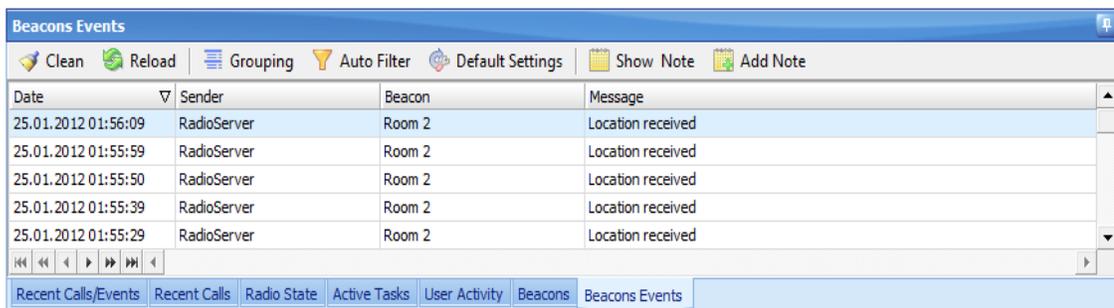
Beacons

The **Beacons** tab displays the beacons registered within the system and subscribers assigned to these beacons.



Beacons events

The **Beacons Events** tab displays the beacons events.



Indoor Positioning

TRBOnet Enterprise v3.0 provides the **Indoor Positioning** feature allowing locating radio subscribers indoors where no GPS signal is available. The feature requires additional hardware (beacons spread around the building and option boards in radios). A subscriber will be displayed on indoor floor plan on exact beacon when the radio comes to the beacon's coverage area. The beacon icon on map notifies on the amount of radios that are currently in this beacon's coverage area. (e.g. Room 1(3) - there are 3 radios in Room 1)

Open a floor plan

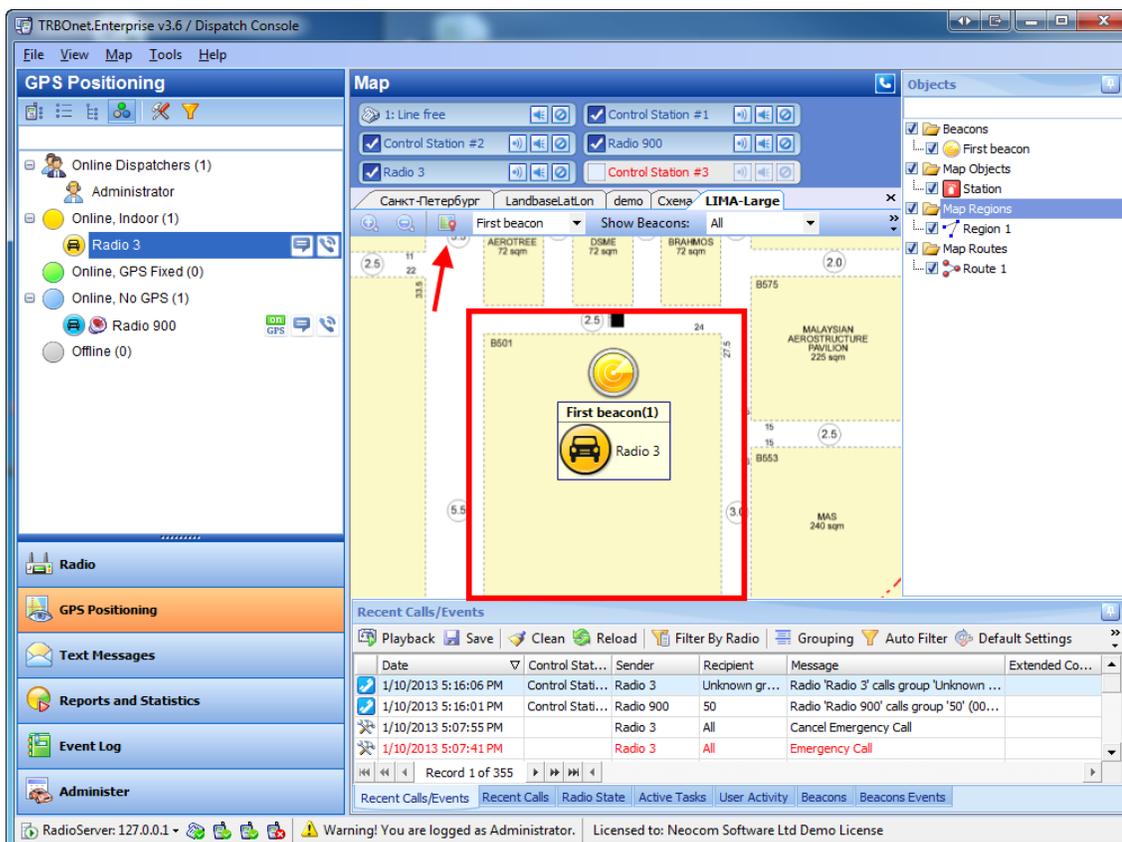
To open a floor plan (2d and 3d plans supported) click **Map | Open New Map in Tab...** in the menu and specify the respective map type then follow the default procedure.

The screenshot displays the TRBOnet Enterprise v3.6 Dispatch Console interface. The main window is titled "Map" and shows a floor plan of a building. A red box highlights a specific beacon labeled "First beacon(1)" with a radio icon labeled "Radio 3" positioned over it. The interface includes a left sidebar with "GPS Positioning" and "Radio" sections, and a bottom section for "Recent Calls/Events".

Date	Control Stat...	Sender	Recipient	Message	Extended Co...
1/10/2013 5:16:06 PM	Control Stati...	Radio 3	Unknown gr...	Radio 'Radio 3' calls group 'Unknown ...	
1/10/2013 5:16:01 PM	Control Stati...	Radio 900	50	Radio 'Radio 900' calls group '50' (00...	
1/10/2013 5:07:55 PM		Radio 3	All	Cancel Emergency Call	
1/10/2013 5:07:41 PM		Radio 3	All	Emergency Call	

Add a beacon or change an existing beacon location

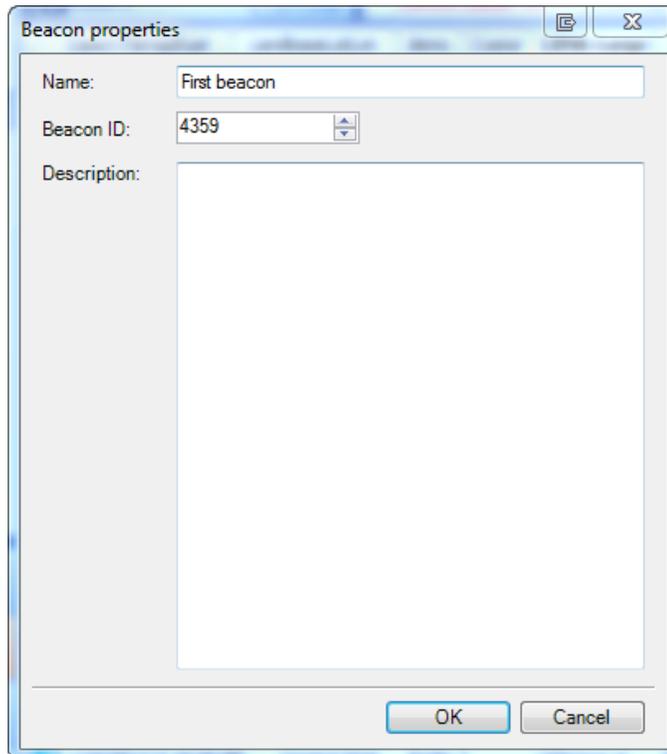
To add a beacon or change an existing beacon location select New Beacon... or a beacon name then click  and left-click the map for setting the location.



Note: if any radio was in the beacon's zone some time ago - the beacon is marked with blue, if any radio is in the beacon's zone - the beacon is marked with yellow, if alarm mode is on - the beacon is marked with red, if **Indoor Service** is not active or there is no radio in the beacon's zone - the beacon is marked with red

Edit a Beacon

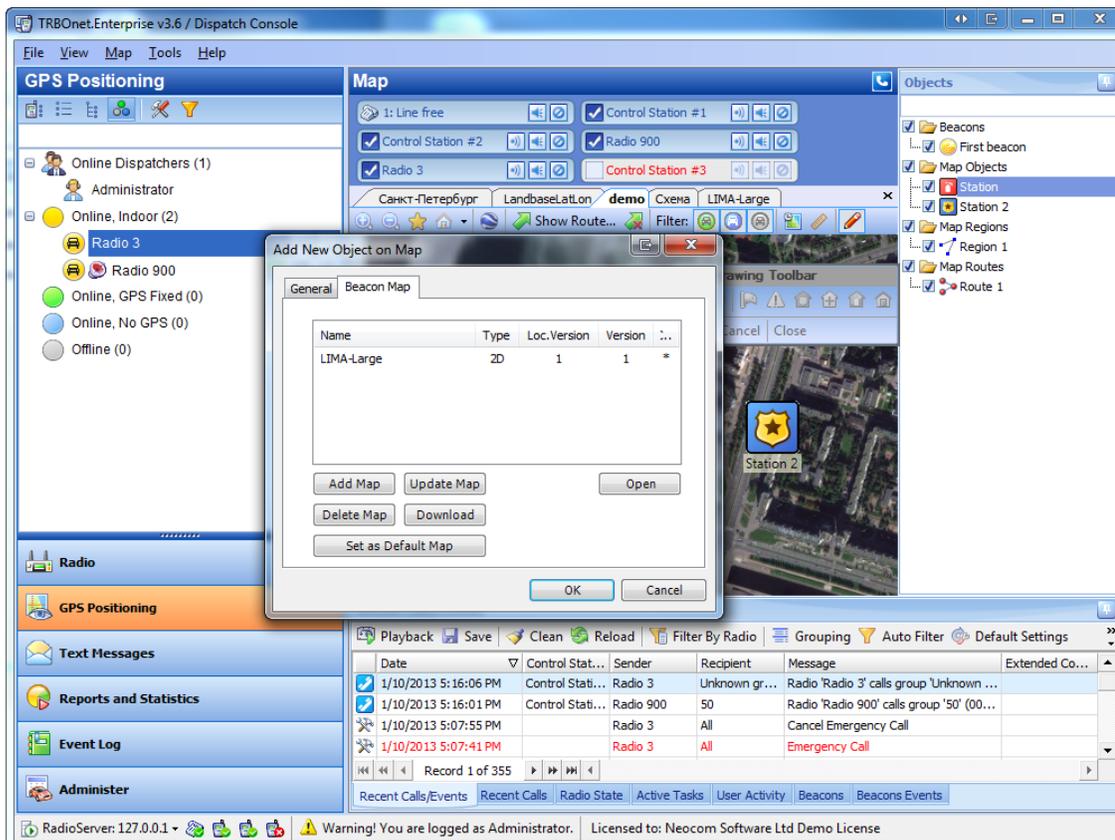
To edit beacon's properties double-click it on map or in the objects tree. The properties window is displayed. Specify beacon's name and ID from the programming kit.



The image shows a dialog box titled "Beacon properties" with a standard Windows-style title bar containing minimize, maximize, and close buttons. The dialog contains three fields: "Name:" with a text input field containing "First beacon"; "Beacon ID:" with a spin box containing the value "4359"; and "Description:" with a large, empty text area. At the bottom of the dialog are two buttons: "OK" and "Cancel".

Attach floor plan(s) to a building on the map

TRBOnet allows attaching a number of floor plans to a custom object on map. To attach a floor plan open the object's properties and go to **Beacon Map** tab.

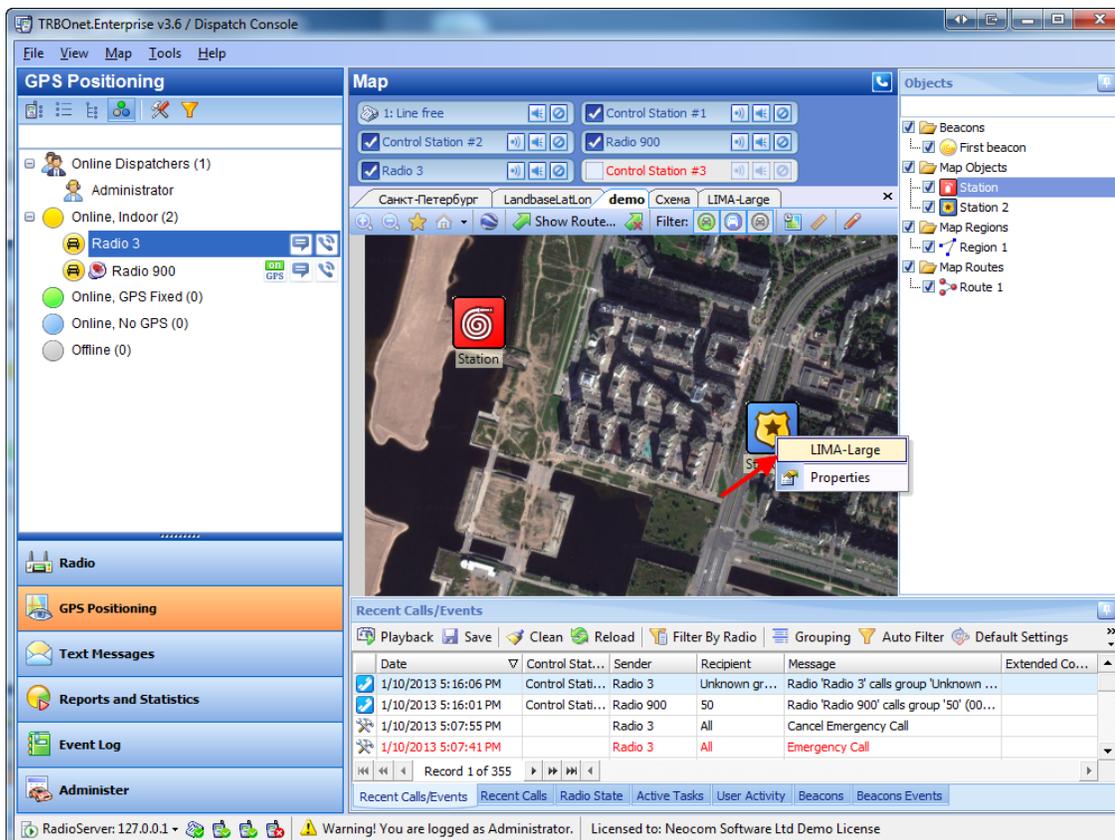


To add or remove map click **Add Map** or **Delete Map**.

To set a map as default indoor plan opened for the object click **Set Default Map**.

Open a floor plan attached to a building

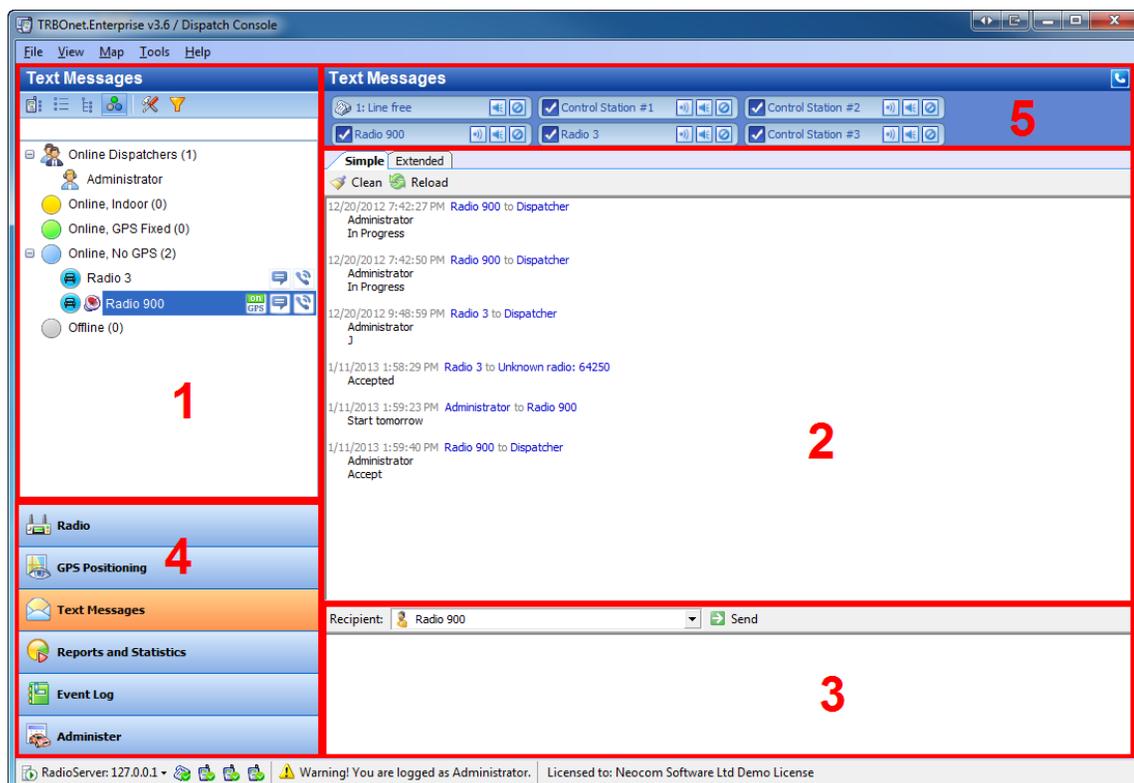
To open a floor plan attached to an object right-click the object on map and select the floor plan to be opened.



1.3. Text Messages

1.3.1 Text Messages Overview

This tool provides you with an interface for reviewing and sending text messages to dispatchers, individual subscribers, or groups.



This interface includes the following parts:

1. **Contacts tree**, which displays dispatchers and subscribers available for text communication. To receive text messages, a subscriber's radio station must be equipped with a display.
2. **Message Session pane**, which displays latest messages transmitted via the radio network.
3. **Text Message pane**, which provides you with text sending options.
4. **Navigation Pane**, which helps navigate through the **Dispatcher Console** tools.
5. **Calls Pane**, which in this interface is displayed in compact mode.

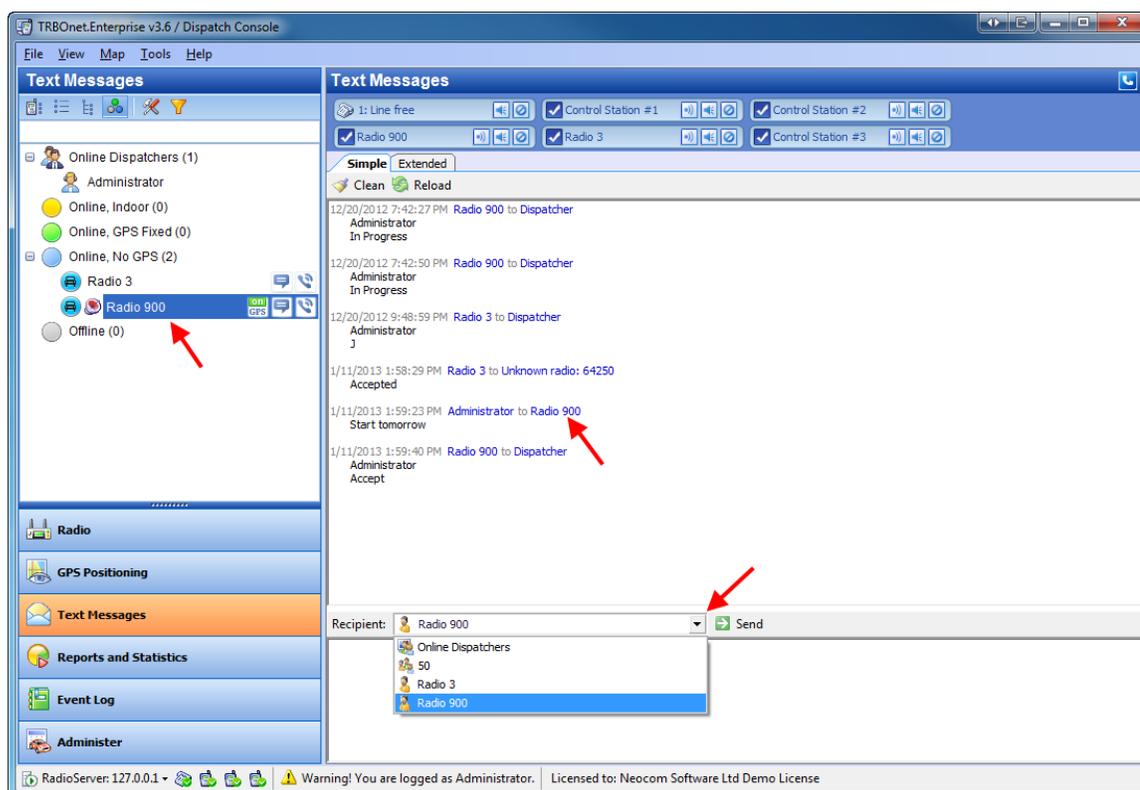
1.3.2 How to

The main actions in the **Text Messages** tool are described below.

1. [To send a message to a node](#)
2. [To show/hide records from the Message Session pane](#)
3. [To create your template for extended message](#)
4. [To send extended message](#)

To send a message to a node

1. To select a node do one of the following:
 - Select the node in the **Contacts tree**.
 - Click the node in the **Message Session pane**.
 - Select the node from the dropdown list in the **Text Message pane**.

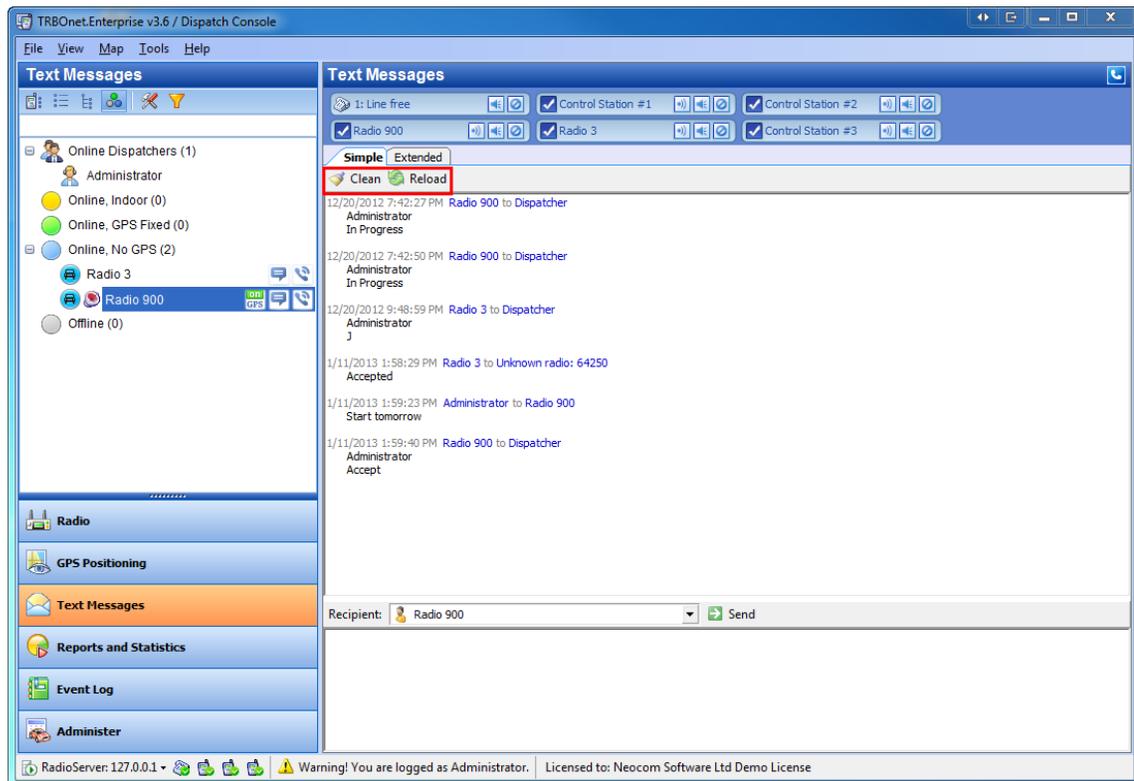


2. Type the message text in the **Text message pane**
3. Click  **Send** in the **Text Message pane**.

Note: An offline user will receive the message as soon as one gets online.

To show/hide records from the Message Session pane

- To hide old log records from the **Message Session pane**, click 
- To display all log records, click 



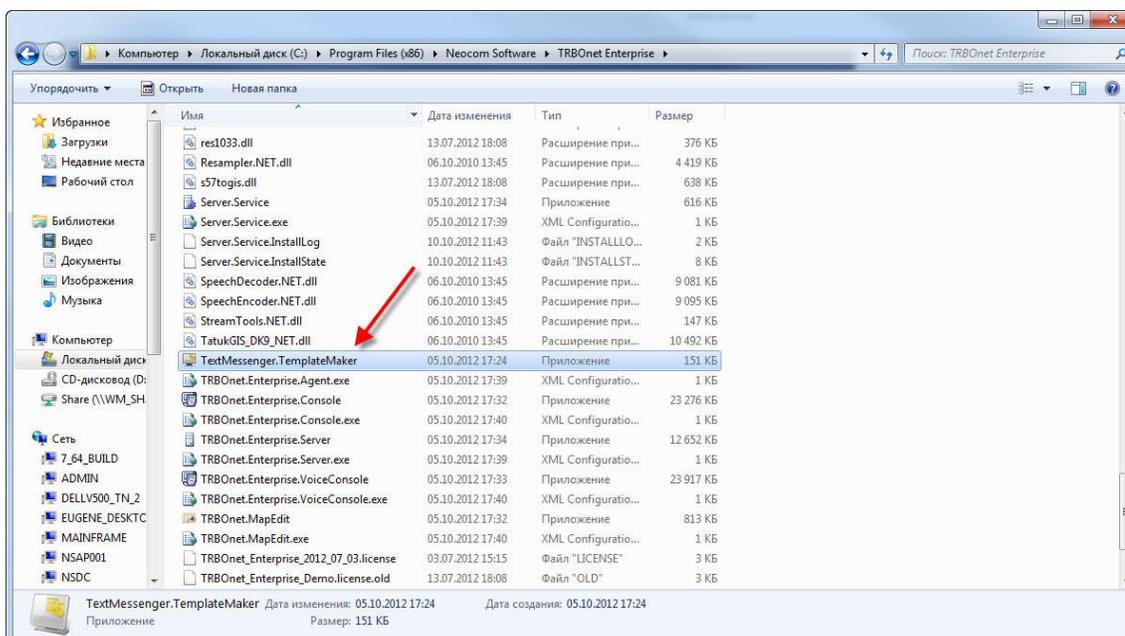
Create template for extended message

Extended Messages - is a special function allowing the users to send detailed preconfigured templates containing necessary information to each other with the help of the special TRBOnet Enterprise Application.

This service was created especially for the clients that need to use more detailed and structured messages for their work. If the standard messages are not enough to contain all the information you need to send you may use **Extended Messages** service.

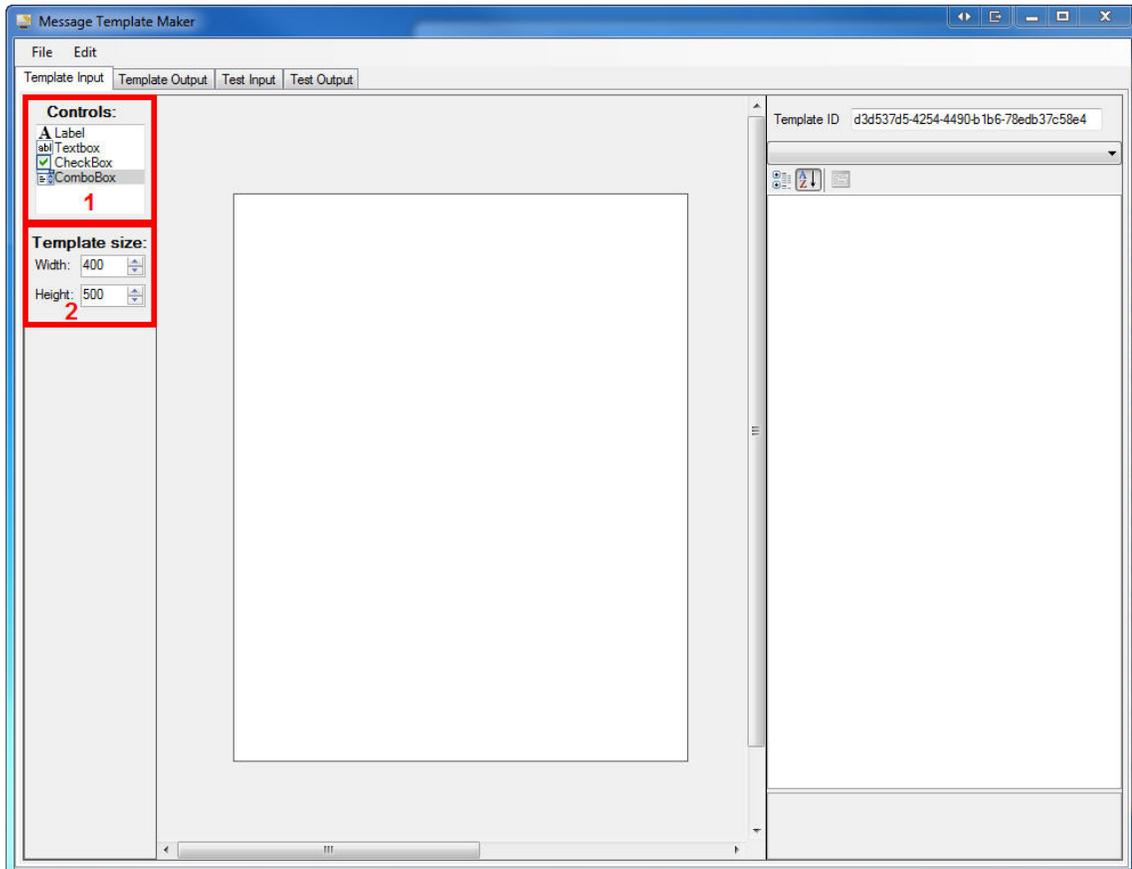
Create Your Template

1. To create your template go to **Local Disc (C:) - Program Files - Neocom Software - TRBOnet Enterprise - TextMessenger.TemplateMaker**



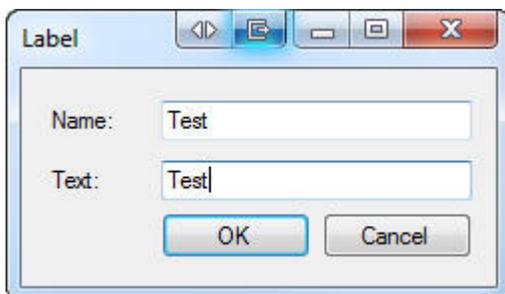
TEMPLATE INPUT

Create your **Template Input**: In this mode you create the form to be filled in with the information. With the help of this template you can send the message to the recipient.



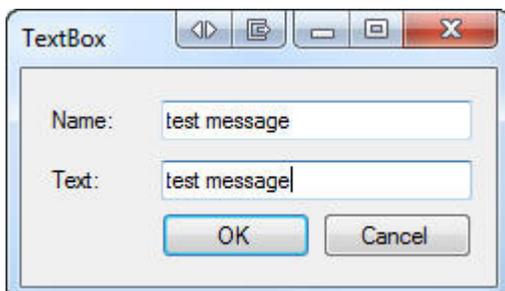
Controls

Label - put the cursor on **Label** and pull it to the template to give a name to any part of your template. Then print the **Name** as **Text**(they are the same by default)

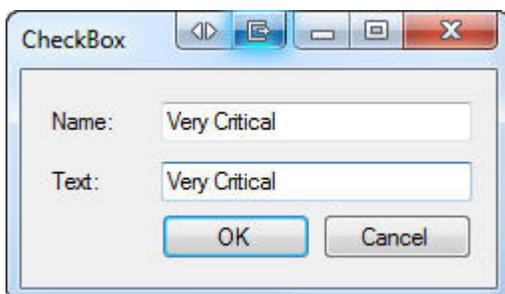


Note:Label field is used not only for making titles but for any name you want to have in your template.

Textbox - put the cursor on **Textbox** and pull it to the template to write any text information in any part of the template. Then print the **Name** and **Text**(they are the same by default)



Checkbox - If you need to set any checkbox put the cursor on **Checkbox** and pull it to the template. Then print the **Name** and **Text**(they are the same by default)



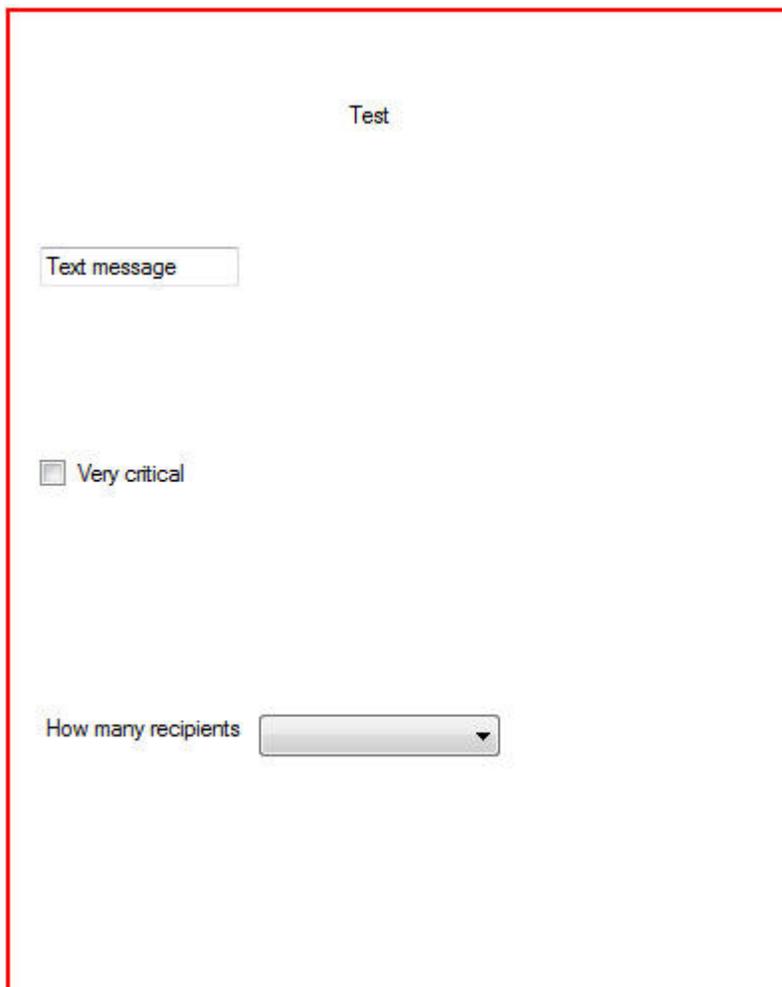
4)**Combobox** - If you need to set any variants to choose put the cursor on **Combobox** and pull it to the template. Then print the **Name** and **Text** (they are the same by default)



Note: you should duplicate **Combobox** name using **Label** function so that the recipient would be able to see it

Note: to change the position of any component right click it and select **Move**, then left click it and change its position.

After you added the information to your template with helps **Controls** your template will look like this:



Test

Text message

Very critical

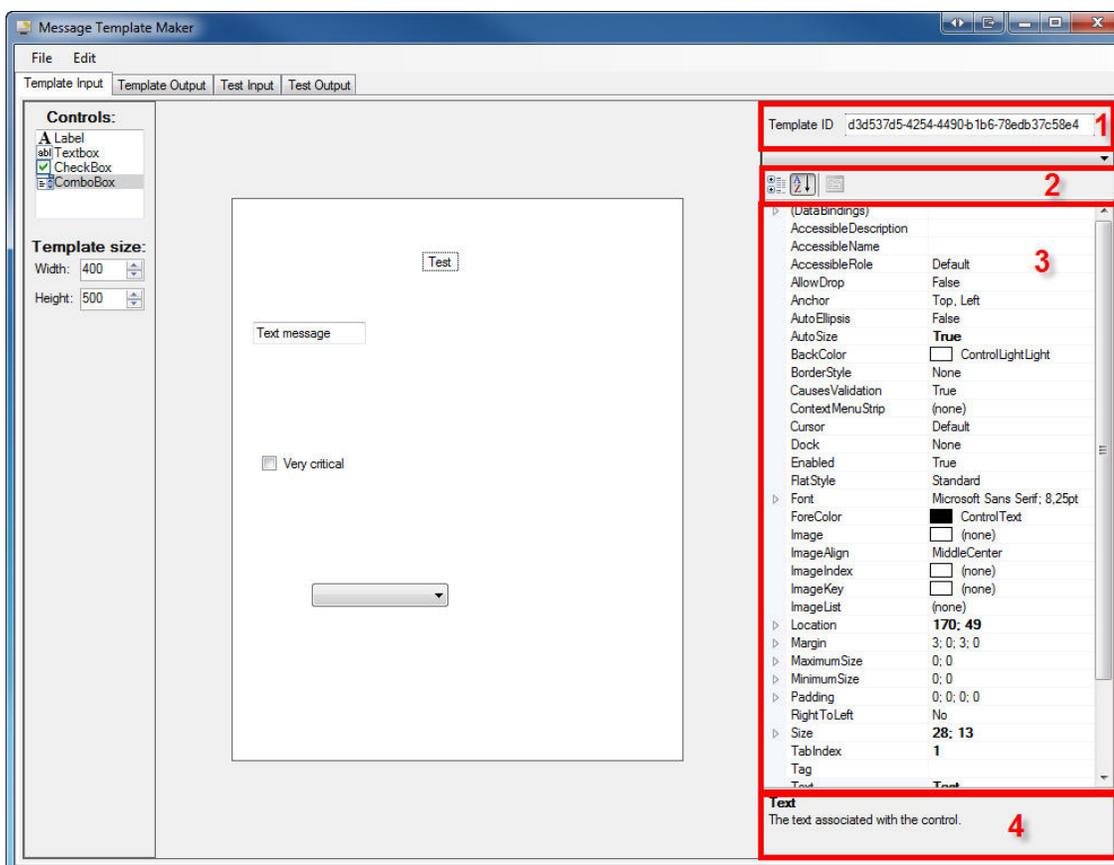
How many recipients

Template Size

Set the **Template Size: Width** and **Height** of your template page.

EDITING OF THE INFORMATION

To edit the information use the right toolbar Click any component of the template and you will see the available list of functions for it.

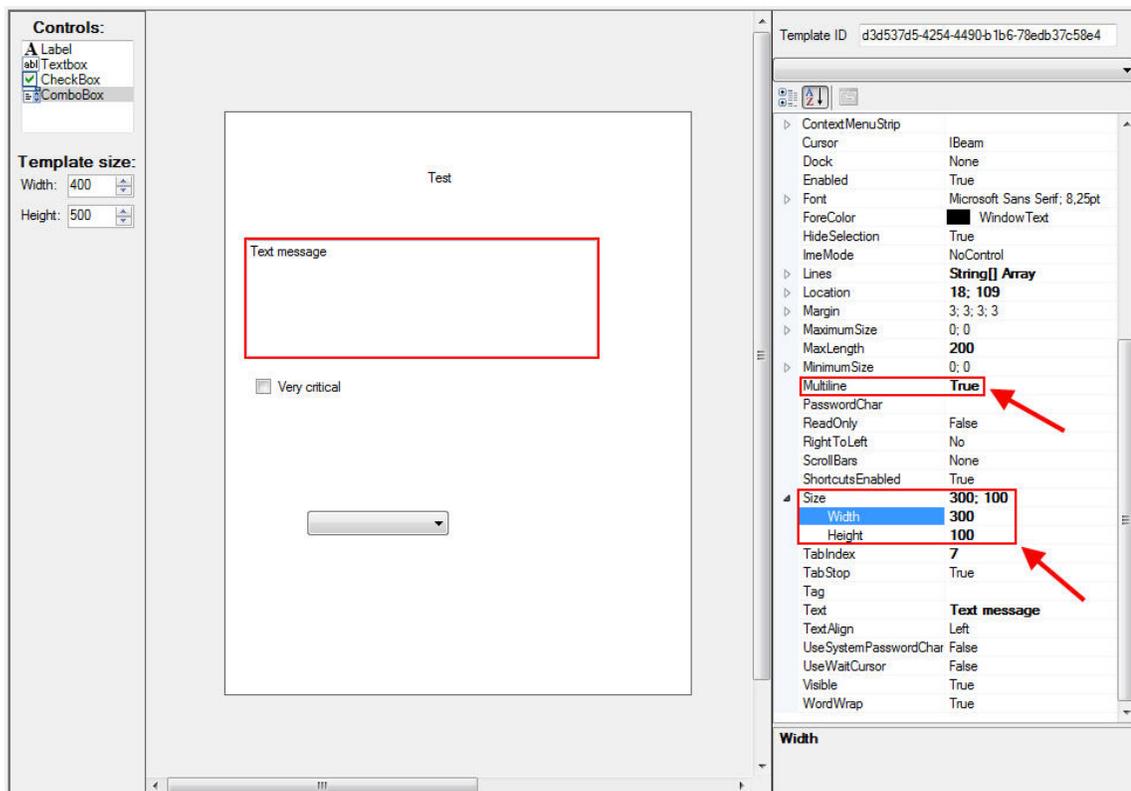


1. You **Template ID**.
2. Sorting of the editing functions: **Categorized, Alphabetical, Property Pages**
3. List of the editing functions.
4. Put the cursor on any editing function and read what it is used for.

MAIN EDITINGS

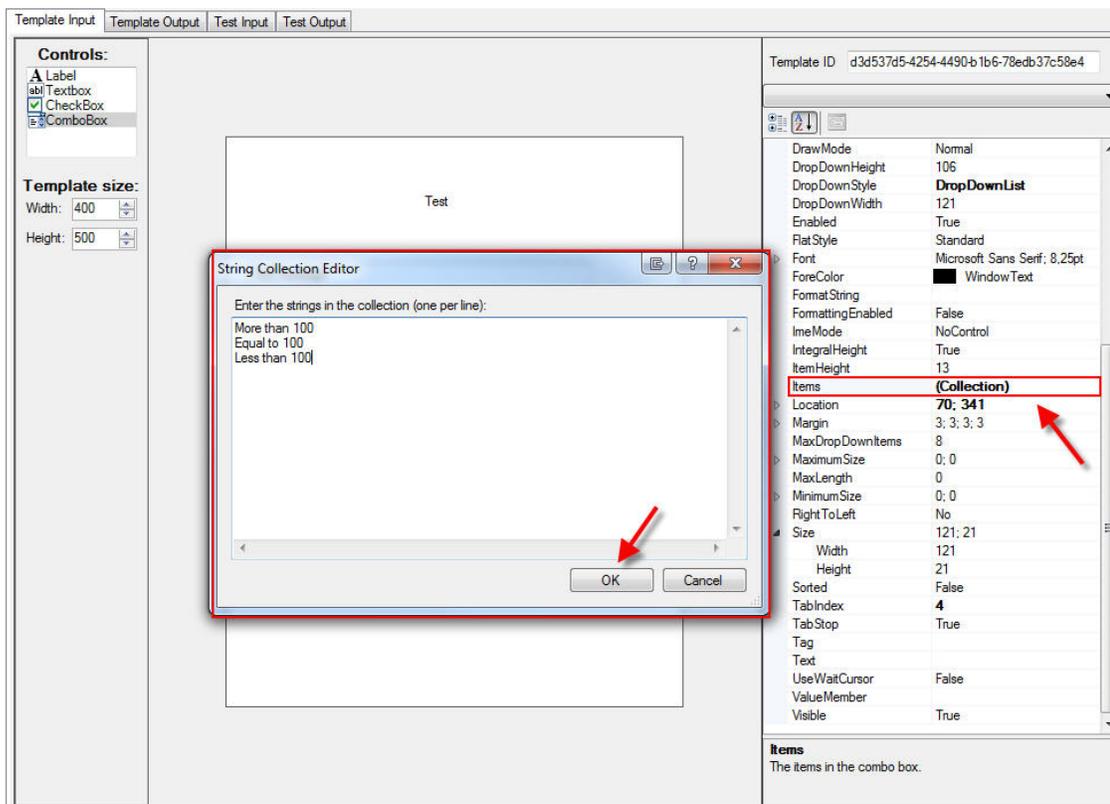
Textbox Size

To change the **Textbox** width go to **Size** field in the right toolbar and set necessary parameters. To change **Textbox** height set true in the **Multiline** field and then also set the parameters in the **Size** field.



Combobox Variants

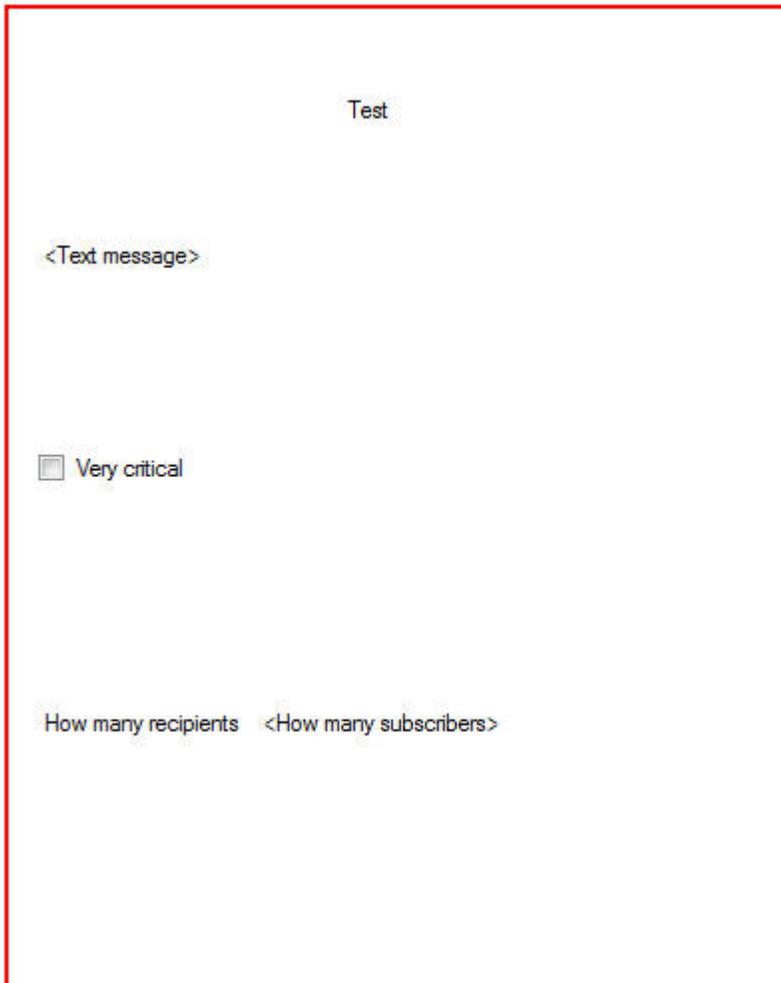
To add the variants to **Combobox** go to the **Items** field and enlist the variants using **String Collection Editor** as it is shown in the picture:



Go **File - Save as** to save your **Input Template**

TEMPLATE OUTPUT

1. Create your **Template Output**. Go **File - Open** and open the template you created. In this mode you can not edit your template. This template is used by the recipient to receive the message.



Test

<Text message>

Very critical

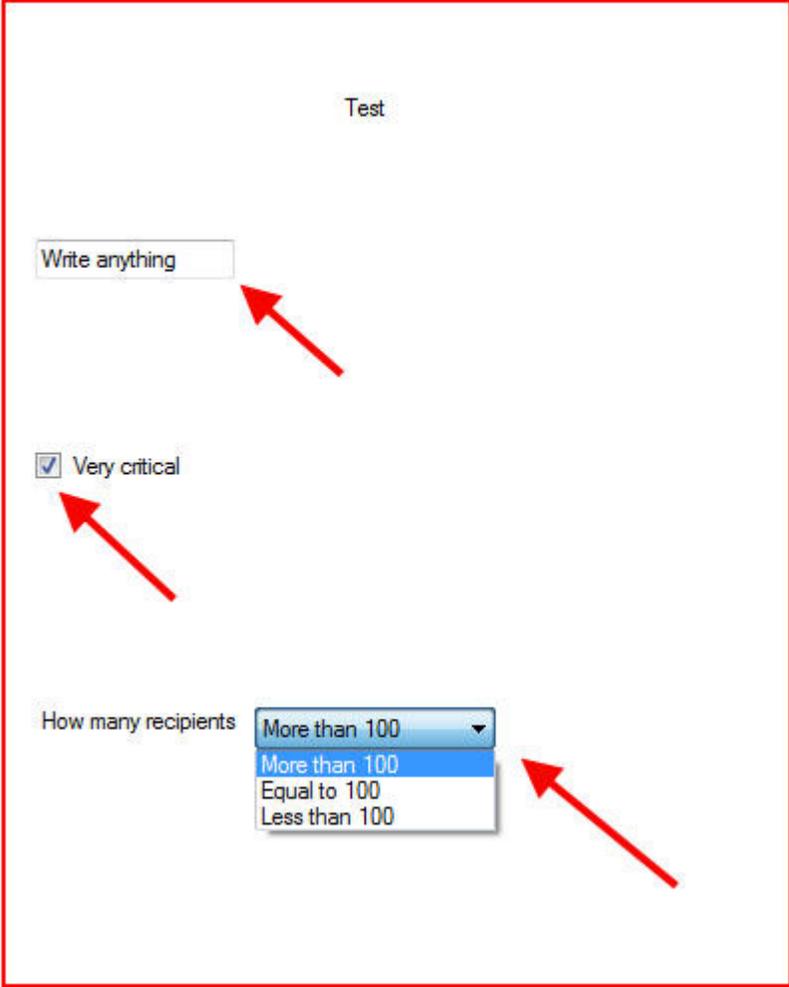
How many recipients <How many subscribers>

2. Go **File - Save as** to save your **Output Template**.

TEST INPUT

In this mode you may test your **Input Template**

1. Go **File - Open** to open your **Input Template**. This is the how the form you will fill in with the information looks like.



The screenshot shows a form titled "Test" with three input fields highlighted by red arrows:

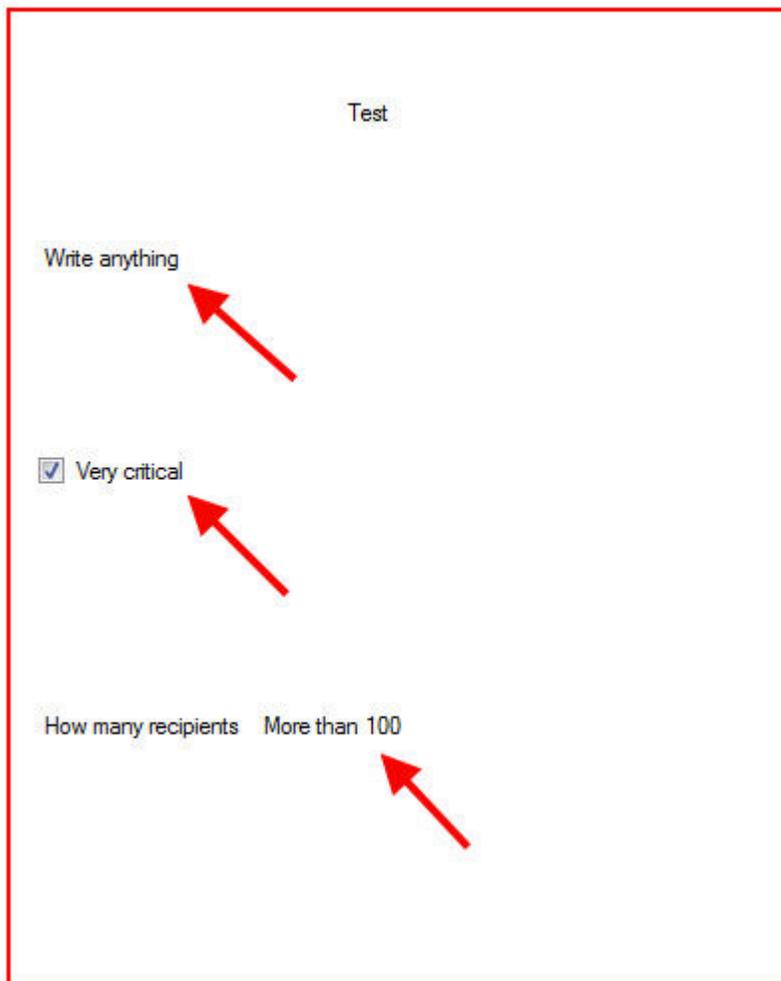
- A text input field containing "Write anything".
- A checked checkbox labeled "Very critical".
- A dropdown menu labeled "How many recipients" with the following options: "More than 100", "More than 100", "Equal to 100", and "Less than 100".

2. Go **File - Save as** to save your template test.

TEST OUTPUT

In this mode you may see how your tested template will look.

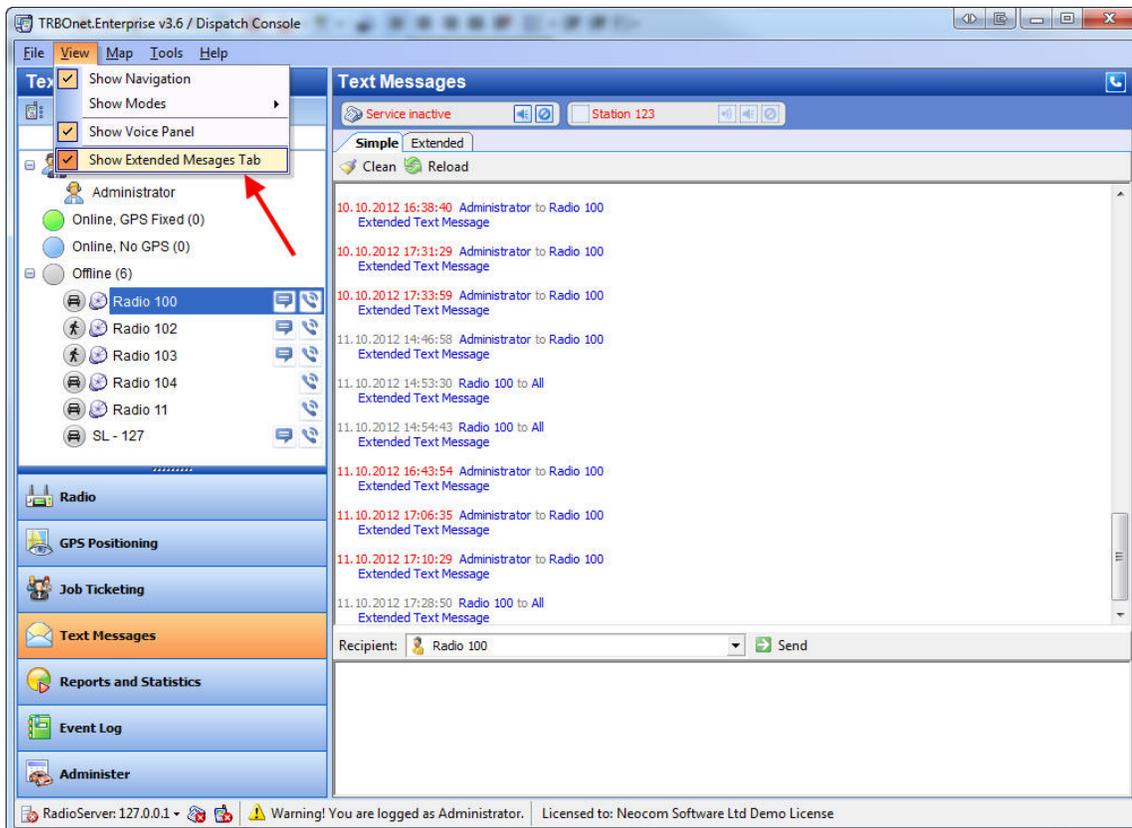
1. Go **File - Open**, choose your **Output Template**, then it will automatically go the list of the **Test Input** files, then choose the **Test Input** file of the current project. You see what the file you filled in with information in the **Test Input** mode will look like for the recipient.



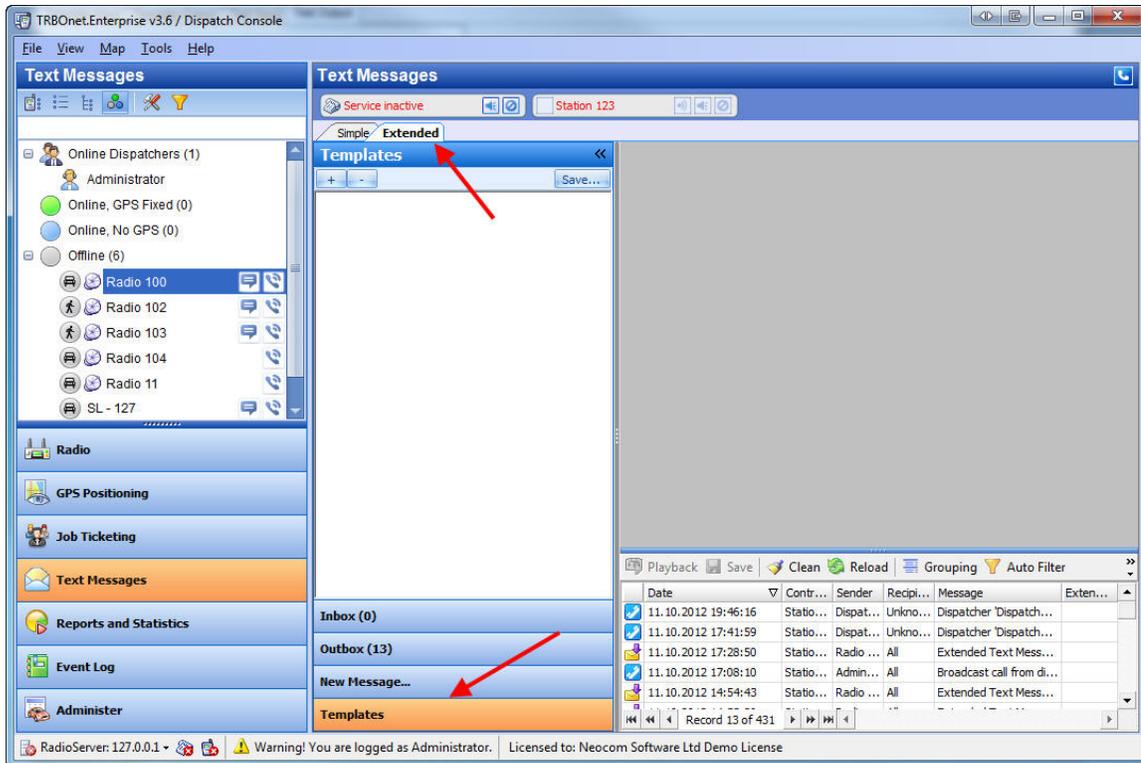
Sending of the extended messages

1. To send **Extended Messages** open **TRBOnet Dispatcher v3.6**
2. To Open **TRBOnet Dispatcher v3.6** use one of the following options:

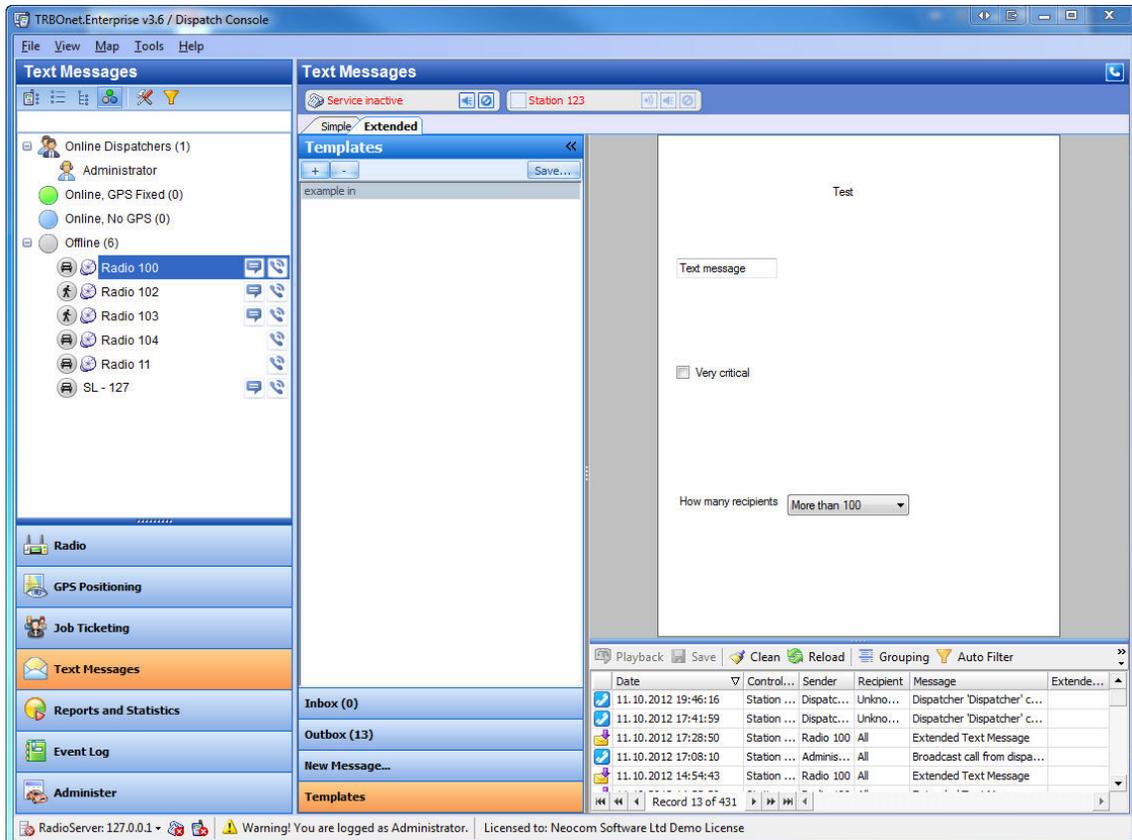
- Use the **TRBOnet Dispatcher v3.6** shortcut on your desktop
 - In the **Start** menu, select **All Programs | Neocom Software | TRBOnet Enterprise | TRBOnet Dispatcher v3.6**
3. Go to **Text Messages**.
 4. Go **View - Show Extended Messages Tab**



5. Go **Extended - Templates**.

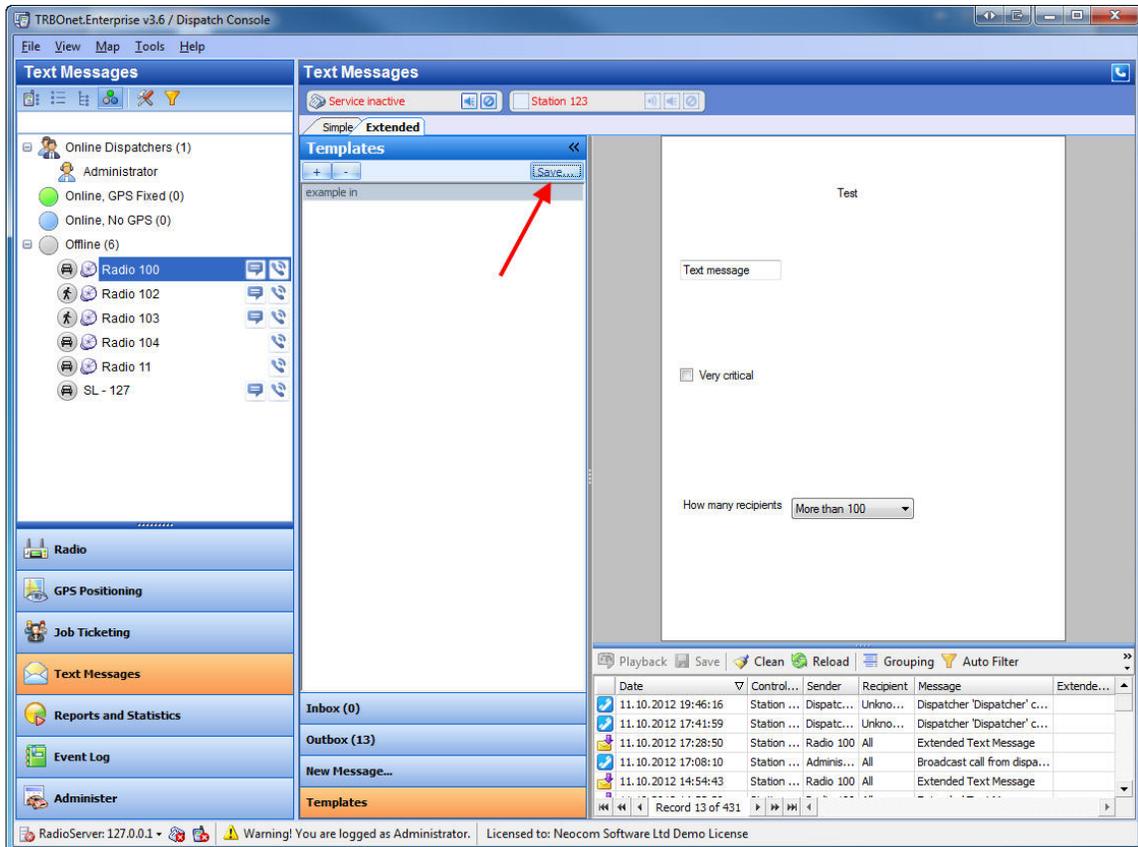


6. Press  and choose the **Template Input** you created in the **Message Template Maker**

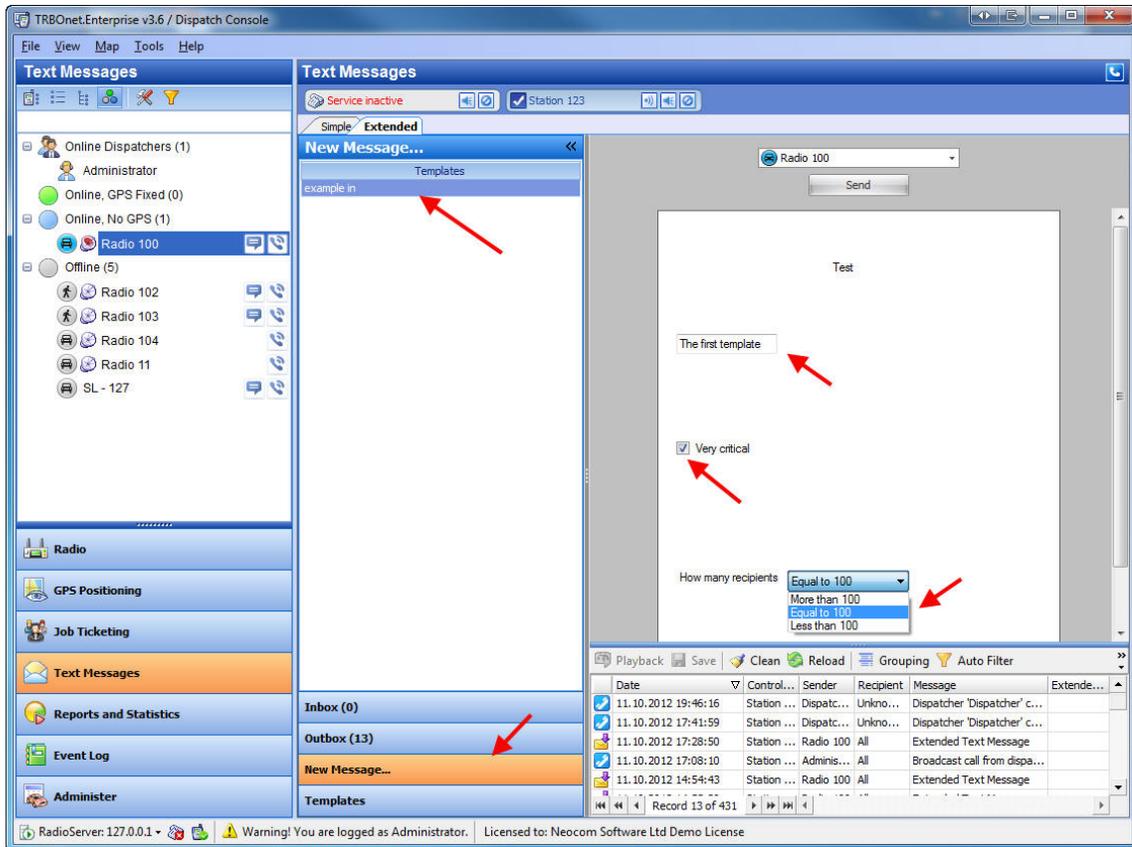


Note: people who will receive the information you send in the template should download the **Template Output** you created in the **Message Template Maker** to their copy of **TRBOnet Dispatcher v3.6**

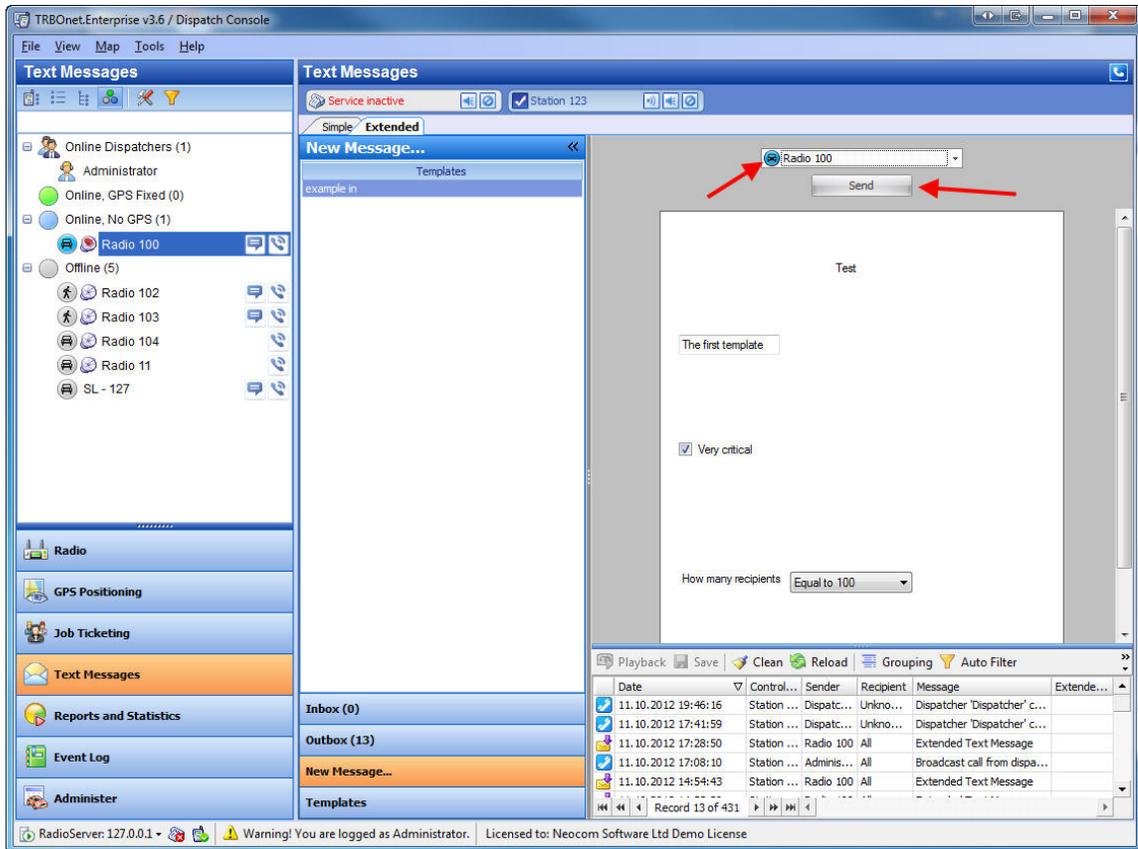
7. Save the template in the system.



8. Open **New Message** and fill in the template you created.



9. Choose the subscriber you send the information to and press **Send**



10. The subscriber receives you information with the help of the **Output Template**.

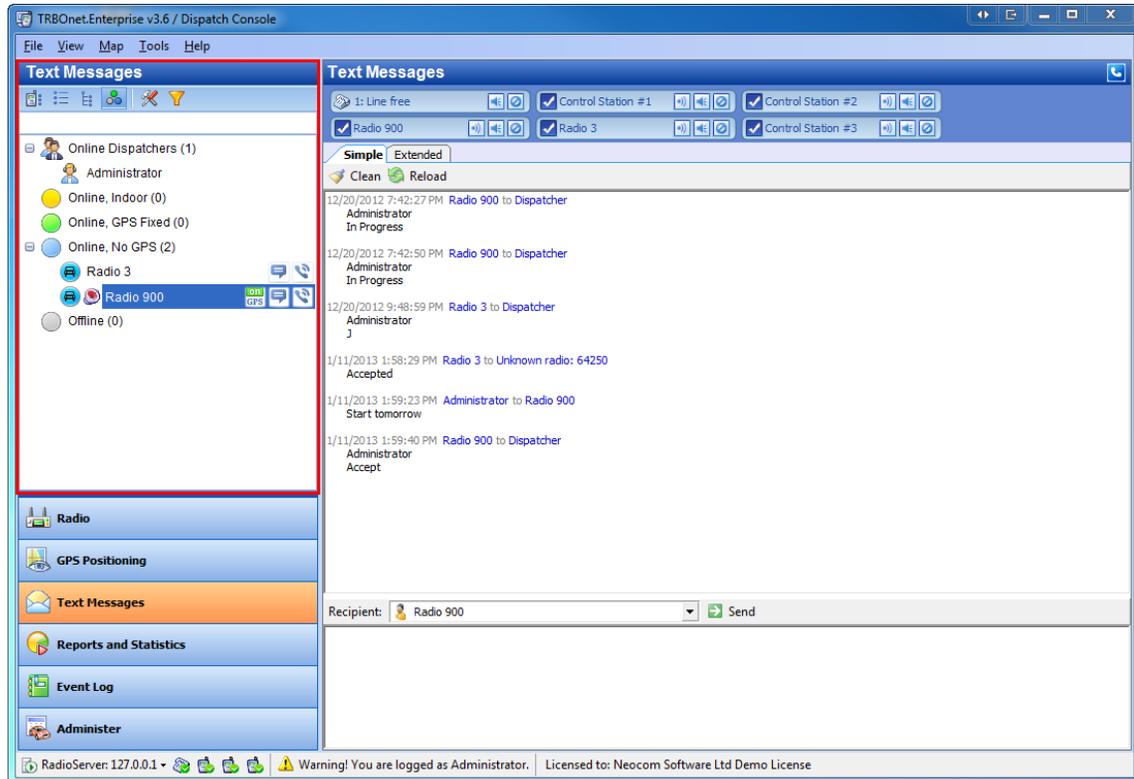
The screenshot displays the TRBOnet Enterprise 3.6 Dispatch Console interface. The main window is titled "Text Messages" and shows an "Inbox (0)" view. A red arrow points to a message in the inbox table. The interface includes a left sidebar with navigation options like "Radio", "GPS Positioning", "Job Ticketing", "Text Messages", "Reports and Statistics", "Event Log", and "Administer". The bottom status bar shows "RadioServer: 127.0.0.1" and a warning: "Warning! You are logged as Administrator. Licensed to: Demo Version".

Information	Date
From: Radio 123 To: All	15.10.2012 15:54:24
From: Radio 123 To: All	15.10.2012 15:40:50
From: Radio 123 To: All	11.10.2012 17:10:26
From: Radio 123 To: All	11.10.2012 17:06:32
From: Radio 123 To: All	11.10.2012 16:43:45
From: Radio 123 To: All	11.10.2012 14:46:59
From: Radio 123 To: All	10.10.2012 17:34:05
From: Radio 123 To: All	10.10.2012 14:45:05
From: Radio 123 To: All	10.10.2012 14:40:36

Date	Control	Sender	Recipient	Message	Extend...
15.10.2012 15:55:56		Радио ...	Радио ...	All	Broadcast call from 'Ra...
15.10.2012 15:54:24		Радио ...	Радио ...	All	Extended Text Message
15.10.2012 15:40:50		Радио ...	Радио ...	All	Extended Text Message
15.10.2012 15:40:19		Радио ...	Admini...	All	Broadcast call from disp...

1.3.3 Contacts tree

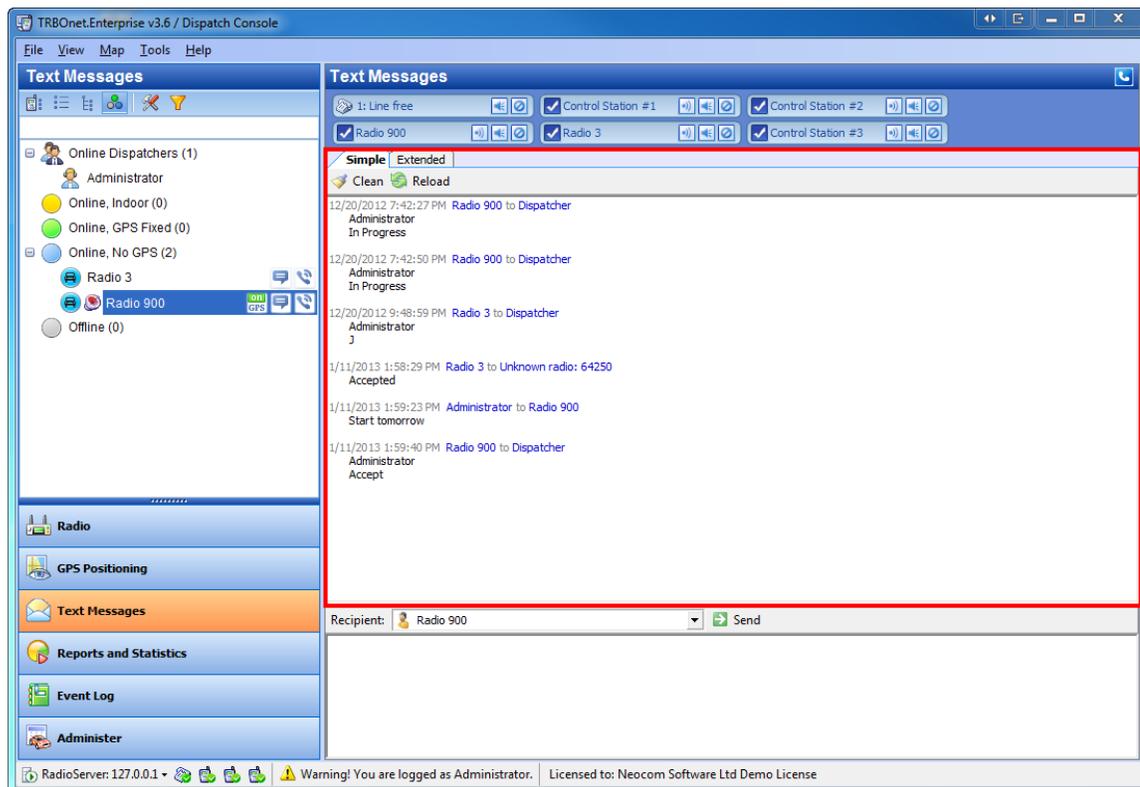
The Contacts tree displays all online dispatchers and subscribers and subscriber groups.



To send a message to a node, [see the respective section](#).

1.3.4 Message Session pane

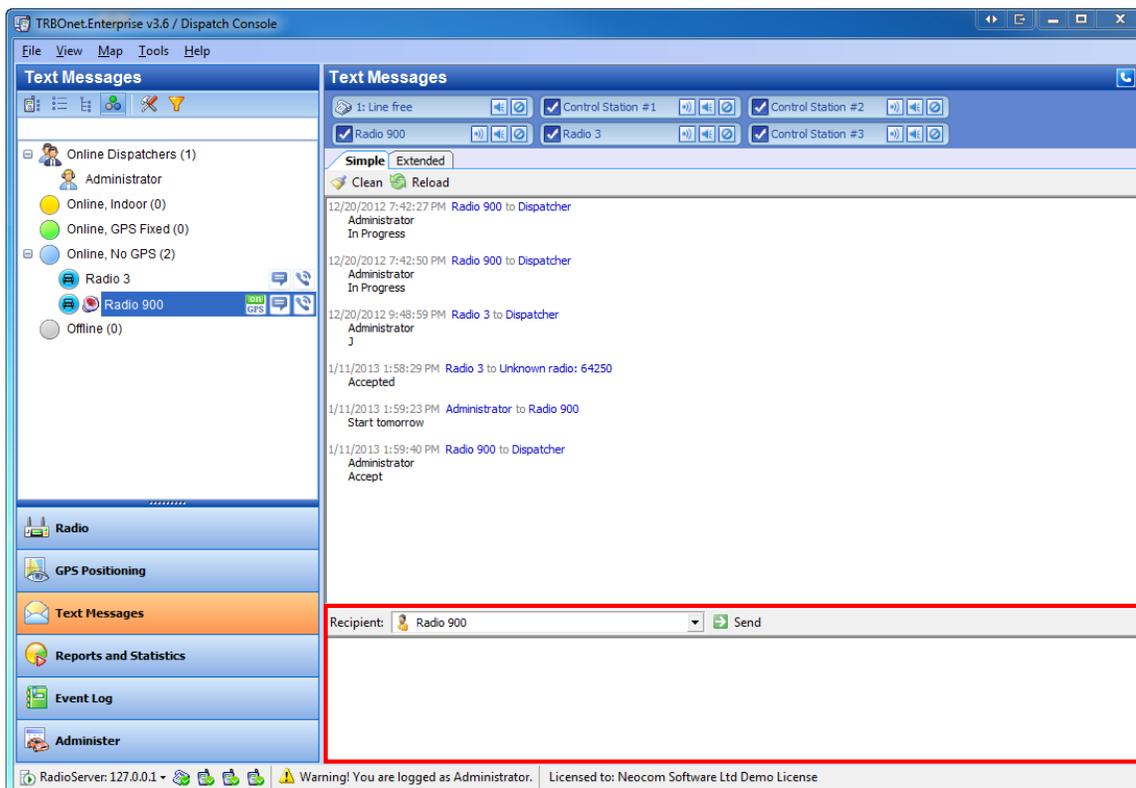
The **Message Session** pane displays all latest messages.



- To hide old log records from the **Message Session** pane, click **Clean** 
- To display all log records, click **Reload** 

1.3.5 Text Message pane

The **Text Message pane** allows sending messages to subscribers, subscriber groups or online dispatchers.



To send a message

To send a text message:

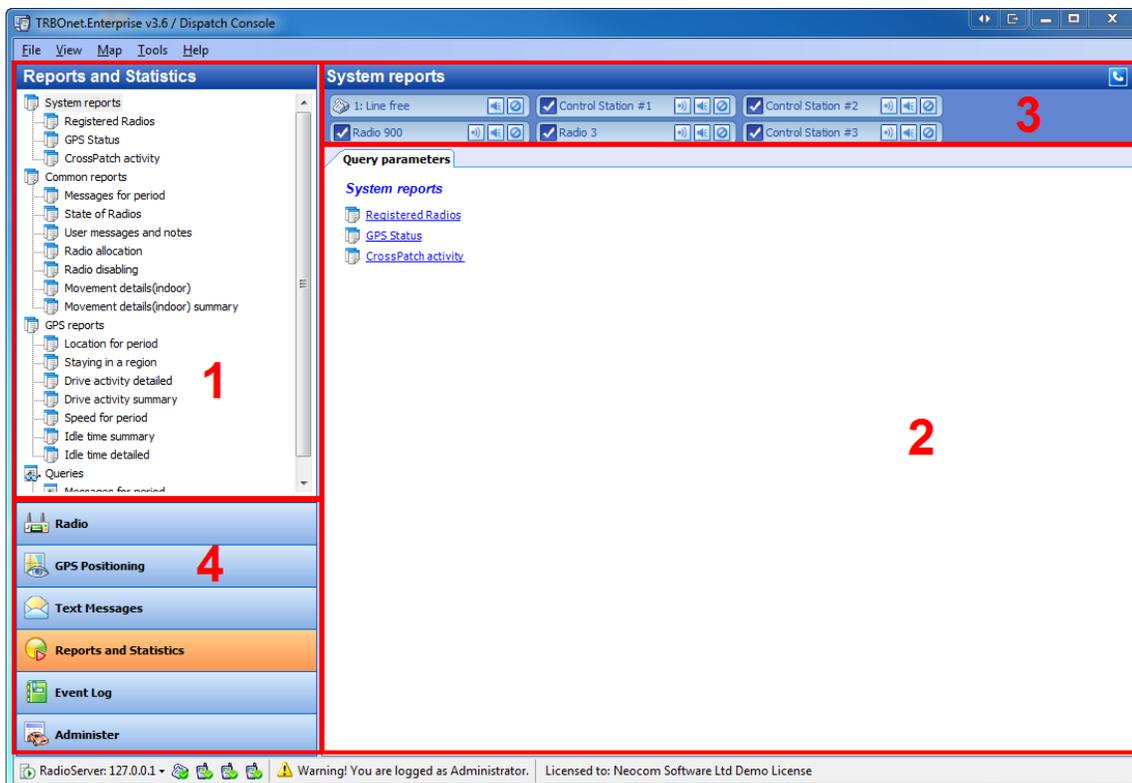
1. Select the recipient from the dropdown list.
2. Type up to 120 characters of text.
3. Click **Send**  **Send**.

Note: An offline user will receive the message as soon as one gets online.

1.4. Reports and Statistics

1.4.1 Reports and statistics overview

This tool provides you with various printing forms with information on activity of the monitored radio network.



This interface includes the following parts:

1. **Report Types tree**, which displays groups of reports available.
2. **Report pane**, which contains tabs with report generation settings and report previews.
3. **Calls Pane**, which in this interface is displayed in compact mode.
4. **Navigation Pane**, which helps navigate through the **Dispatcher Console** tools.

1.4.2 How to

The main actions in the **Reports and Statistics** tool are described below.

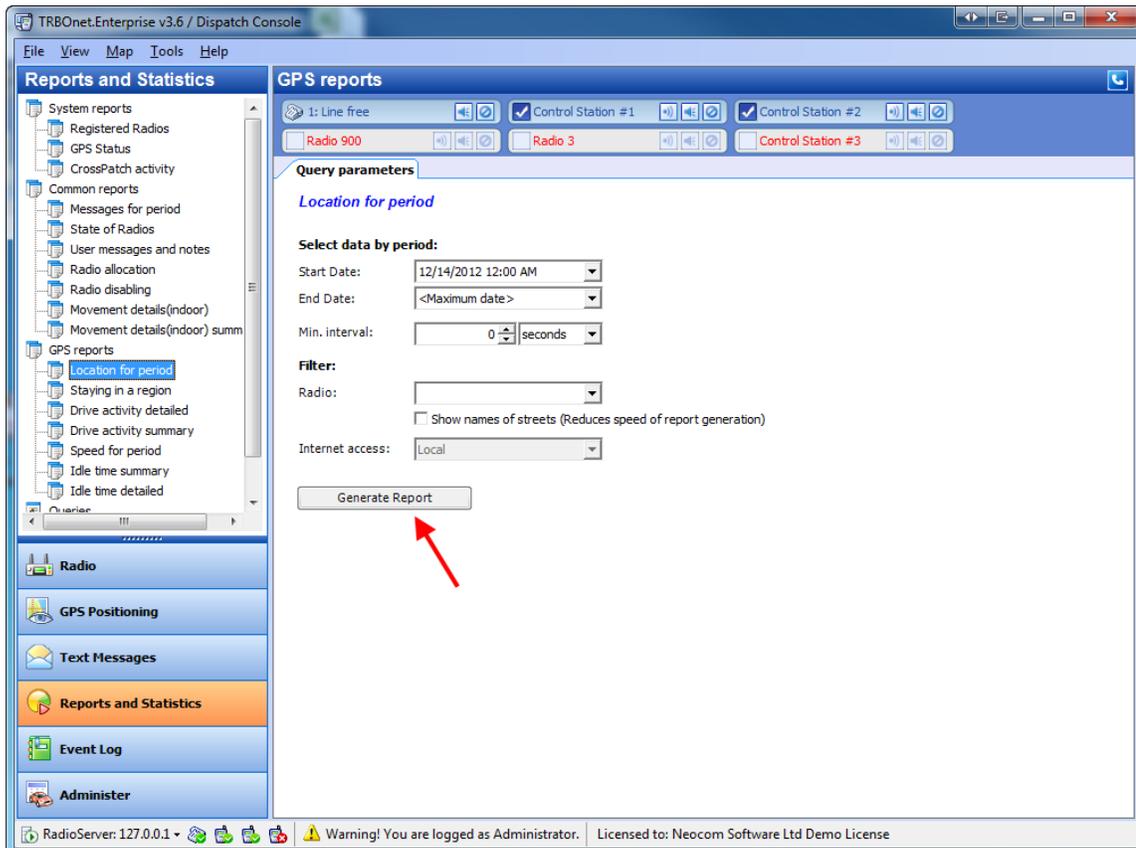
1. [To generate a report](#)
2. [To view a generated report](#)
3. [To manage a report](#)

To generate a report

1. Select the type of report
2. Set the report's parameters:
 - **Start date (for all report types)** – set the start date of the report
 - **End Date (for all report types)** – set the end date of the report
 - **Min. interval (only for "Location for period")** – set the time interval to take data in (for example, to get the location data each 90 seconds). The recommended value is not less than 90 seconds for a report for one day.
 - **Avg. interval (only for "Speed for period")** – set the time interval to take data in (for example, to get the location data each 90 seconds). The recommended value is not less than 90 seconds for a report for one day.
 - **Speed (only for "Idle time detailed" and "Idle time summary")** – set the minimum speed value not to consider a subscriber idle.
 - **Filter:**
 - **Show extended radio properties (only for "Registered Radios")** - put the checkbox to see detailed information on the radios
 - **Message Type (only for "Messages for period" report and query)** – select the type of message from the dropdown list (All Messages, Text Messages, Telemetry, Talk Sessions, Registration in a radio network, System Messages, User messages)
 - **Channel(s) (only for "Messages for period" report and query)** – select the channel from the dropdown list
 - **Sender(s) (only for "Messages for period" report and query)** – select the sender from the dropdown list
 - **Recipient(s) (only for "Messages for period" report and query)** – select the recipient from the dropdown list
 - **Radio (for "State of Radios", "Location for period", "Staying in a zone", "Drive activity detailed", "Speed for period", "Idle time detailed" , "Idle time summary", "Movement details(indoor)" and "Movement details(indoor) summary")** – select the radio to make report on from the dropdown list
 - **Beacon (only for "Movement details(indoor)" and "Movement details(indoor) summary")** - choose necessary beacon from the dropdown list
 - **Region (only for "Staying in a zone")** –set the region to make the report on.
 - **Find Text (for Common reports and Queries)** – type the text to make report only on messages, containing the text
 - **Hide zero length audio message (only for "Messages for period")** - put the checkbox if you don't need messages that last more than one second
 - **Print Notes (for "Messages for period" and "State of Radios"** – include notes in the report

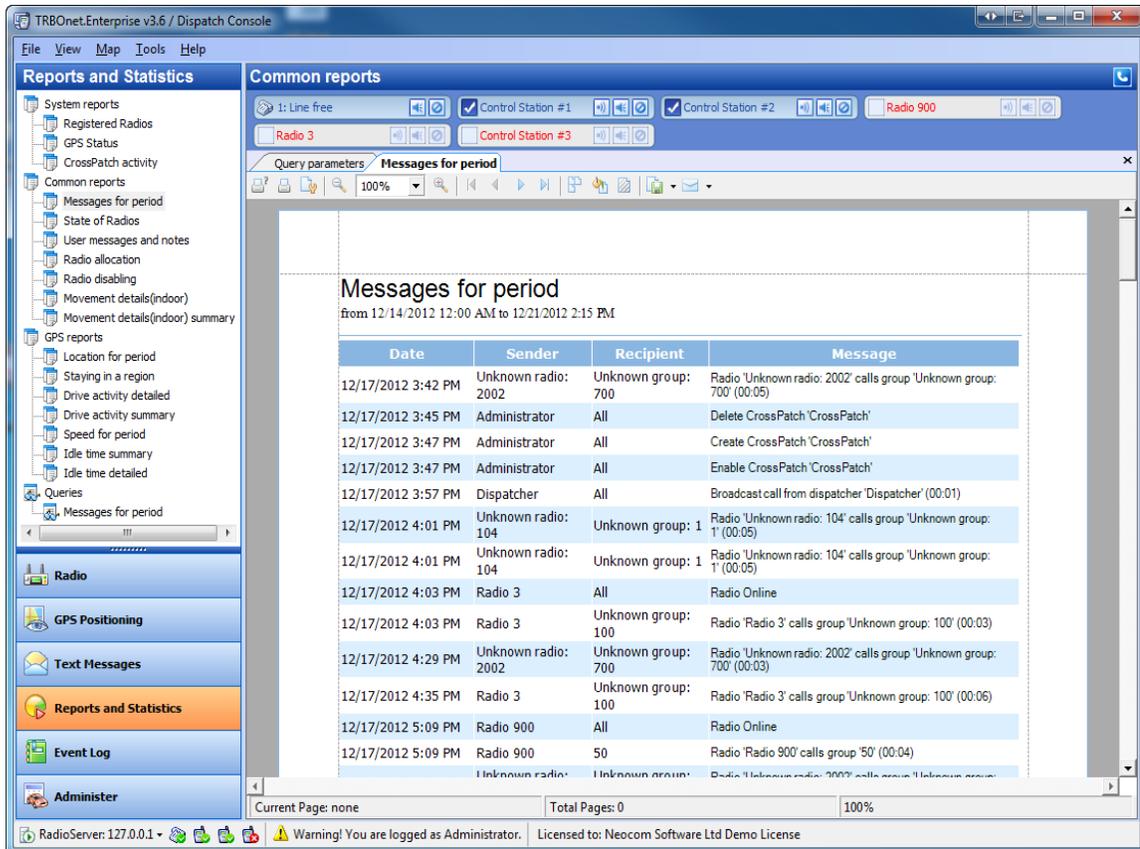
- **Print Location (only for "State of Radios")** - put the checkbox to see the geographic location of the radios in the report
- **Find user messages only (only for "User messages and notes")** – find only user messages to make report on
- **Find messages with notes only (only for "User messages and notes")** – find only notes to make report on
- **Show names of streets (Reduces speed of report generation) (only for "Location for period")** - if it is necessary put the checkbox to see the names of the streets (you may also see the location on the map when the report is generated)
- **Internet access (only for "Location for period")** - choose the internet source to find the names of the streets if you have activated the **Show names of streets (Reduces speed of report generation)** function
- **Min. stop time (only for "Drive activity detailed")** - specify the min. time interval considered to be an official stop
- **Stop borders(m) (only for "Drive activity detailed")** - specify the borders for the official stop
- **Show all states (only for "Drive activity detailed")** - put the checkbox to see the detailed report on drive activity (how many stops, etc)
- **Automatic correct GPS errors (for "Drive activity detailed", "Drive activity summary", "Speed for period")** - put the checkbox if necessary and then **Configure** the maximum available speed
- **Grouping:**
 - **Group by (for "Radio allocation" only)** – select grouping by radios or users

Then click **Generate Report**



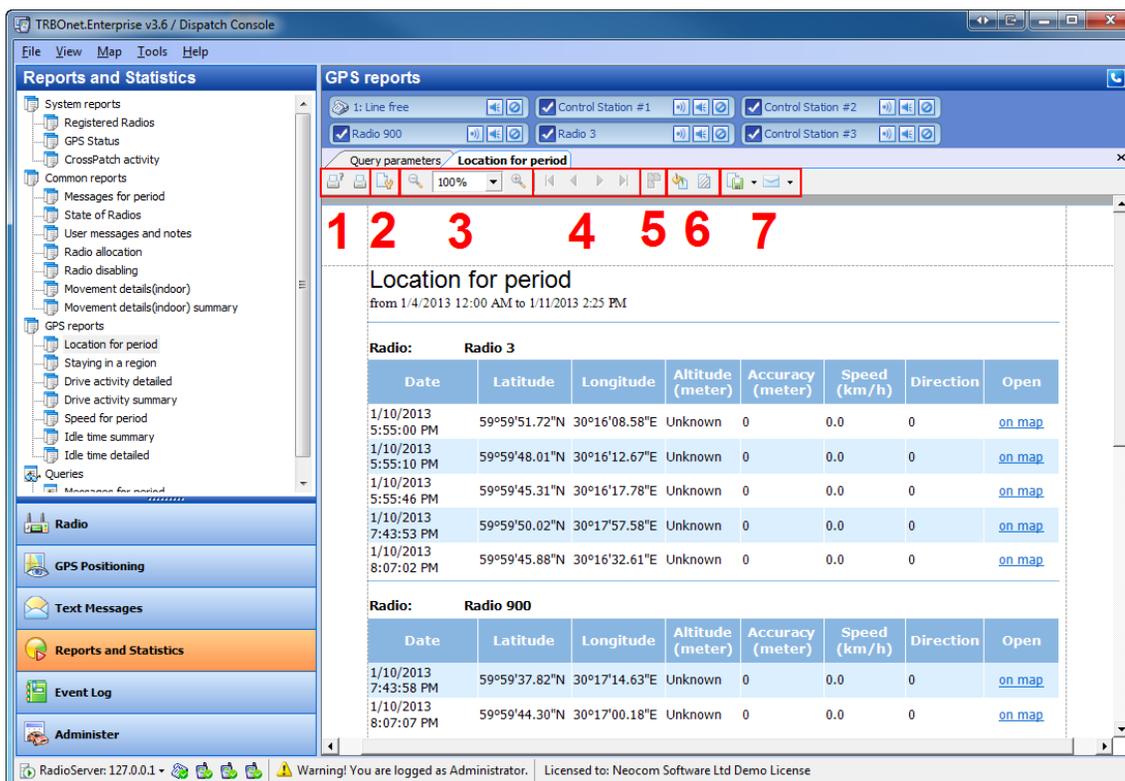
To view a generated report

Go to the report's tab in the **Report** pane.



To manage a report

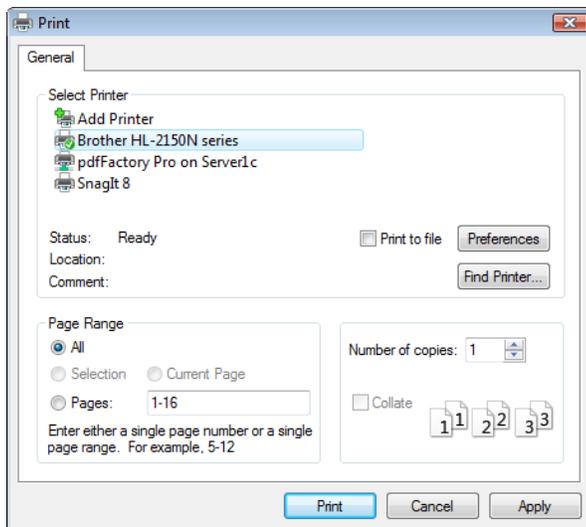
TOOLBAR



The toolbar provides the following functions:

1. Print

- **Print**  – Select the printer; if necessary, set the page range, the number of copies and the printing preferences, then click **Print**



- **Quick Print**  – Click this icon to print the document according to the settings from the **Print** window

2. **Page Setup**  – Set the paper size, source, orientation and margins

3. **Scale**

- **Zoom Out**  – Click to zoom out
- **Zoom**  100% – Click to scale the document
- **Zoom In**  – Click to zoom in

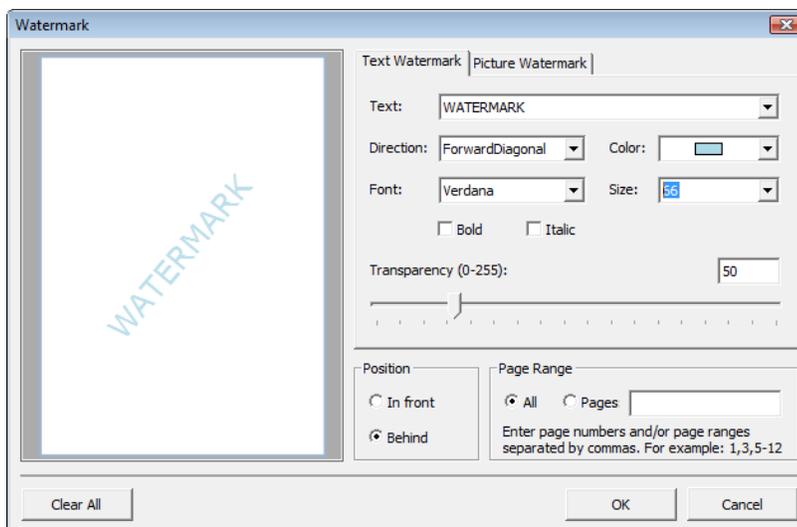
4. **Navigate**

- **First Page**  – Click to see the first page
- **Previous Page**  – Click to see the previous page
- **Next Page**  – Click to see the next page
- **Last page**  – Click to see the last page

5. **Multiple Pages**  – Click to select the number of pages displayed

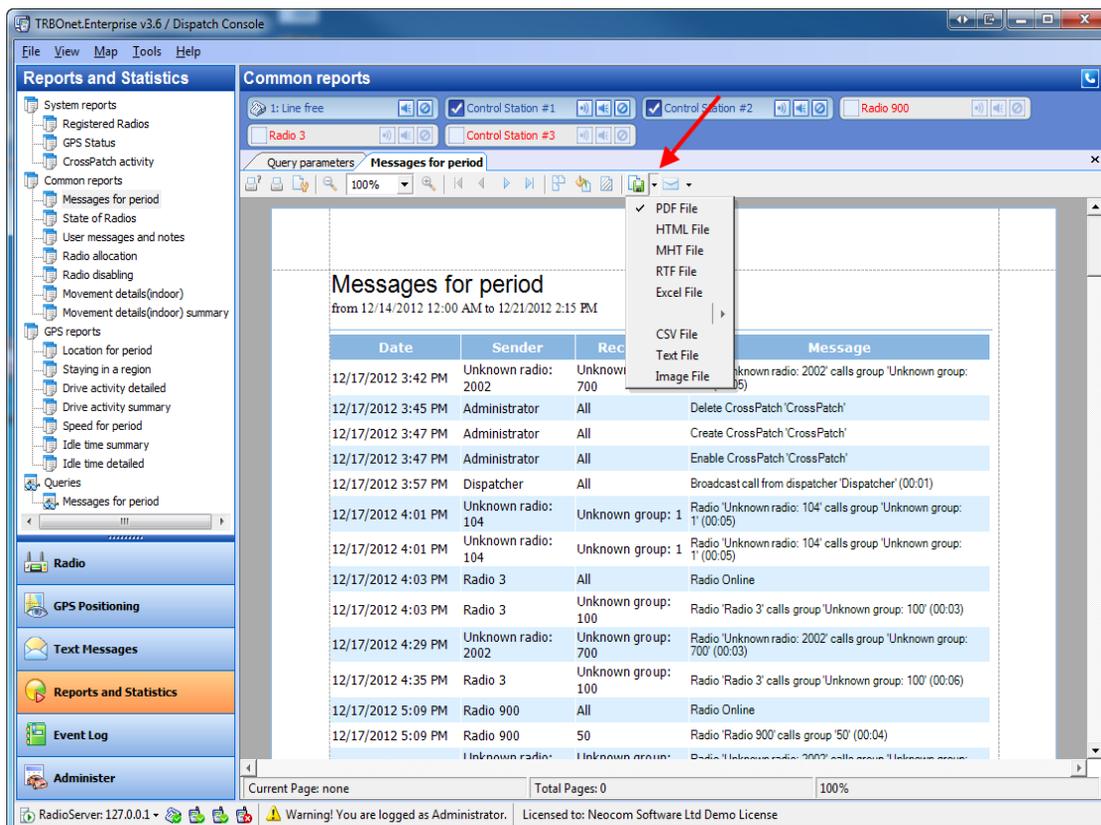
6. **Background color and Watermarks**

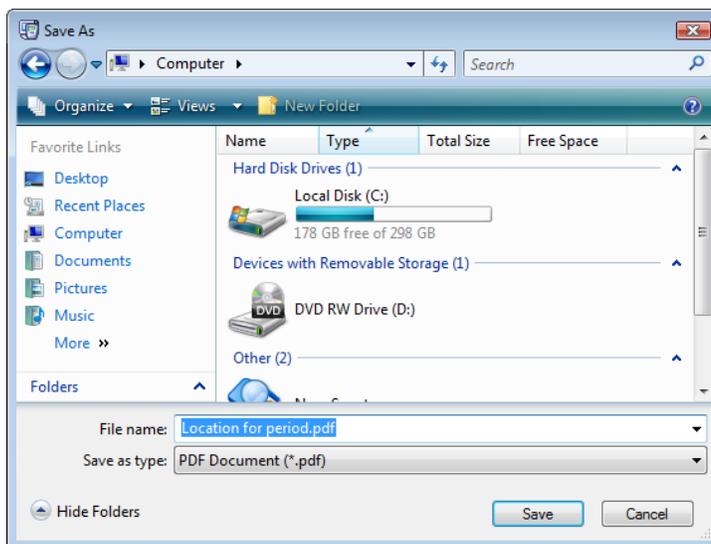
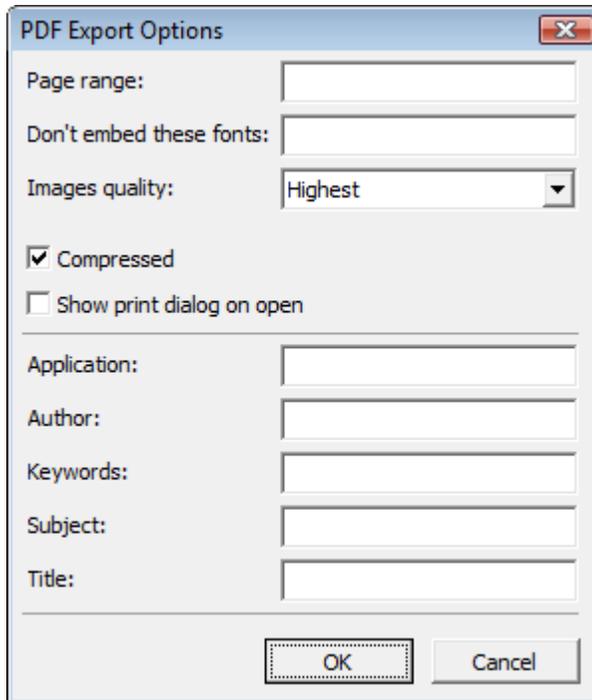
- **Background**  – Click to set the background color
- **Watermark**  – Type a text or select a template or an image for watermark and set the parameters (position, size, direction, transparency, page range etc.)



7. Export document

- **Export Document...**  – Select the file type to save from the dropdown list, then set the export options and click **OK**. Browse to save the file



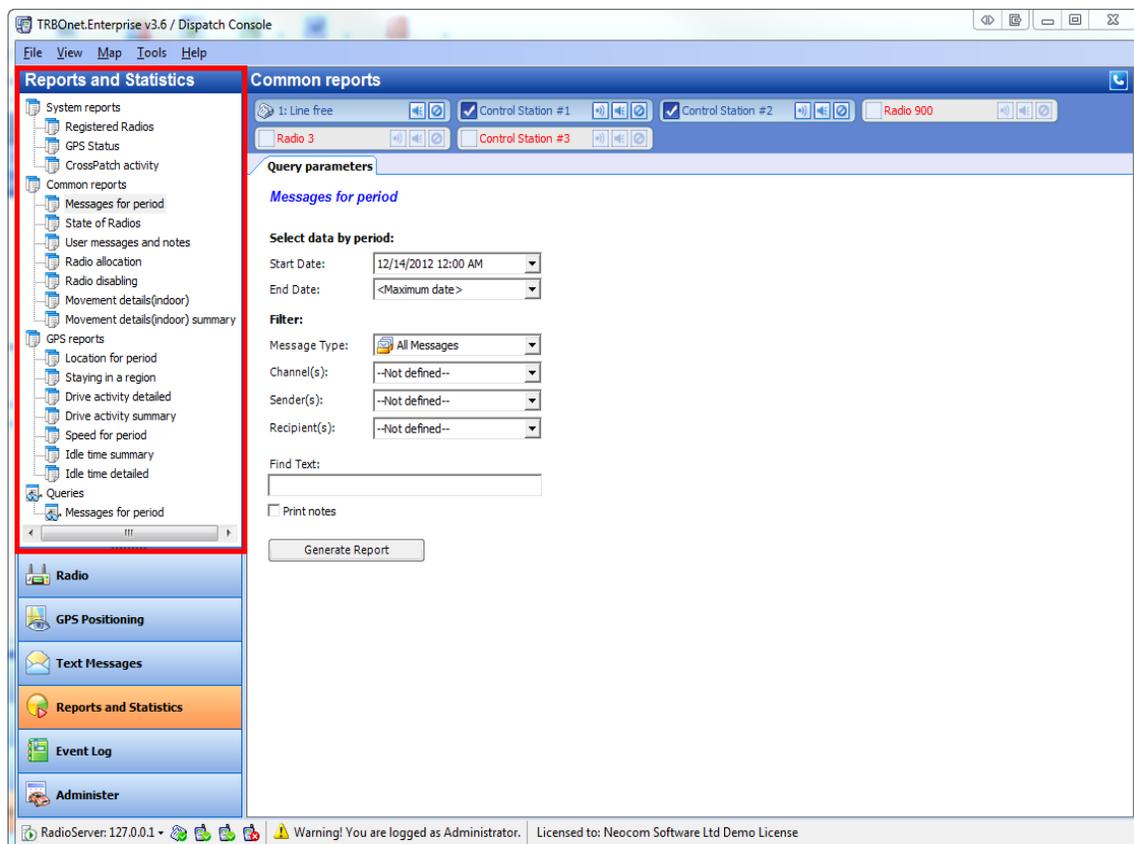


- **Send via E-Mail...**  – Select the file type to save from the dropdown list, then set the export options and click **OK**. Browse to save the file and set the address to send the file

1.4.3 Report Types tree

TRBOnet Enterprise supports the following types of reports:

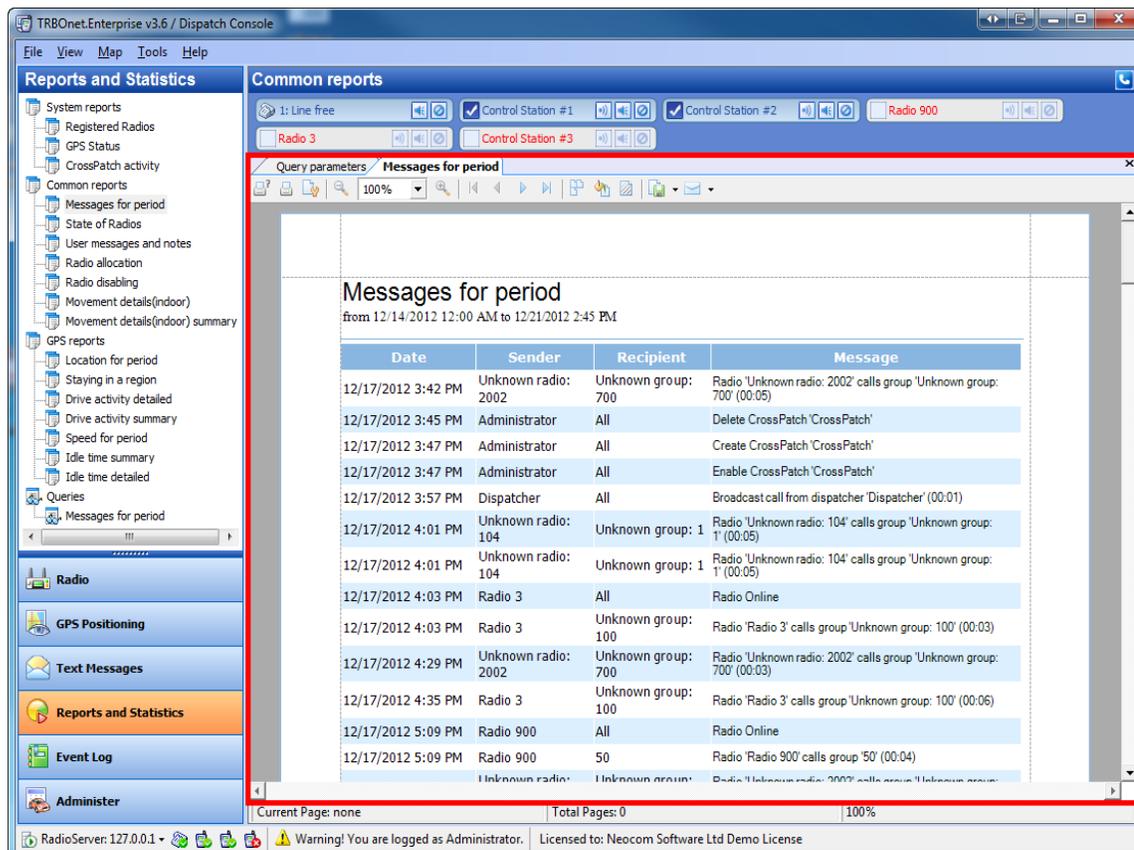
- **System reports** on system events (subscribers' registration and state change)
- **Common reports** for a specific time period with information on communication events and states of radio stations per subscriber
- **GPS reports** for a specific time period with information on subscriber's location, activity and speed
- **Queries** with information retained by **TRBOnet Enterprise** in a data grid.



Report type	Description
System reports	
Registered radios	A report on subscriber groups and radios registered in the system
GPS status	A report on current GPS data from radios
CrossPatch Activity	A report on CrossPatch Activity in the system
Common reports	
Messages for period	A report on activity of radio subscribers and dispatchers for a given time period. You can filter the activity to display in the report according by type of message. You can set whether to include notes to the report. For text messages, you can also set an additional filter by message text (special characters are supported).
State of Radios	A report on registration of subscribers in the network for a given time period.
User messages and notes	A report on user messages and notes in the system for a set period. You can filter by text and set to find only notes or messages.
Radio allocation	A report on radio allocation for a given time period.
Radio disabling	A report on disabling/enabling radios for a given time period.
Movement details (indoor)	A report showing how much time any radio was in the zone of the beacon signal
Movement details (indoor) summary	A report showing how many times the radio entered the signal zone of any beacon
GPS Reports	
Location for period	A report on changes in location of a subscriber for a given time period.
Staying in a region	A report on radios staying in a map region for a given time period.
Drive activity detailed	A detailed report on radio station activity per subscriber for a given time period.
Drive activity summary	A general report on activity of all radio stations for a given time period.
Speed for period	A report on changes in speed of a subscriber for a given time period.
Idle time summary	A general report on idle time (speed lower than a set value) of radios for a given time period.
Idle time detailed	A detailed report on idle time (speed lower than a set value) of radios for a given time period.
Queries	
Messages for period	A report on activity of radio subscribers and dispatchers for a certain time period. You can filter the activity to display in the report according by type of message. For text messages, you can also set an additional filter by message text (special characters are supported). The messages are displayed in a grid, which allows you to filter and sort data.

1.4.4 Report pane

The **Report pane** contains tabs with report generation settings and report previews.



The screenshot shows the TRBOnet Enterprise v3.6 / Dispatch Console interface. The left sidebar contains a tree view under 'Reports and Statistics' with categories like System reports, Common reports, GPS reports, and Queries. The 'Messages for period' report is selected. The main window displays a table of messages for the period from 12/14/2012 12:00 AM to 12/21/2012 2:45 PM. The table has four columns: Date, Sender, Recipient, and Message.

Date	Sender	Recipient	Message
12/17/2012 3:42 PM	Unknown radio: 2002	Unknown group: 700	Radio 'Unknown radio: 2002' calls group 'Unknown group: 700' (00:05)
12/17/2012 3:45 PM	Administrator	All	Delete CrossPatch 'CrossPatch'
12/17/2012 3:47 PM	Administrator	All	Create CrossPatch 'CrossPatch'
12/17/2012 3:47 PM	Administrator	All	Enable CrossPatch 'CrossPatch'
12/17/2012 3:57 PM	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:01)
12/17/2012 4:01 PM	Unknown radio: 104	Unknown group: 1	Radio 'Unknown radio: 104' calls group 'Unknown group: 1' (00:05)
12/17/2012 4:01 PM	Unknown radio: 104	Unknown group: 1	Radio 'Unknown radio: 104' calls group 'Unknown group: 1' (00:05)
12/17/2012 4:03 PM	Radio 3	All	Radio Online
12/17/2012 4:03 PM	Radio 3	Unknown group: 100	Radio 'Radio 3' calls group 'Unknown group: 100' (00:03)
12/17/2012 4:29 PM	Unknown radio: 2002	Unknown group: 700	Radio 'Unknown radio: 2002' calls group 'Unknown group: 700' (00:03)
12/17/2012 4:35 PM	Radio 3	Unknown group: 100	Radio 'Radio 3' calls group 'Unknown group: 100' (00:06)
12/17/2012 5:09 PM	Radio 900	All	Radio Online
12/17/2012 5:09 PM	Radio 900	50	Radio 'Radio 900' calls group '50' (00:04)
	Unknown radio:	Unknown group:	Radio 'Unknown radio: 2002' calls group 'Unknown group:

To generate a report

To generate a report, [see the respective section](#)

To view a report

To view a report, [see the respective section](#)

To manage a report

To manage a report, [see the respective section](#)

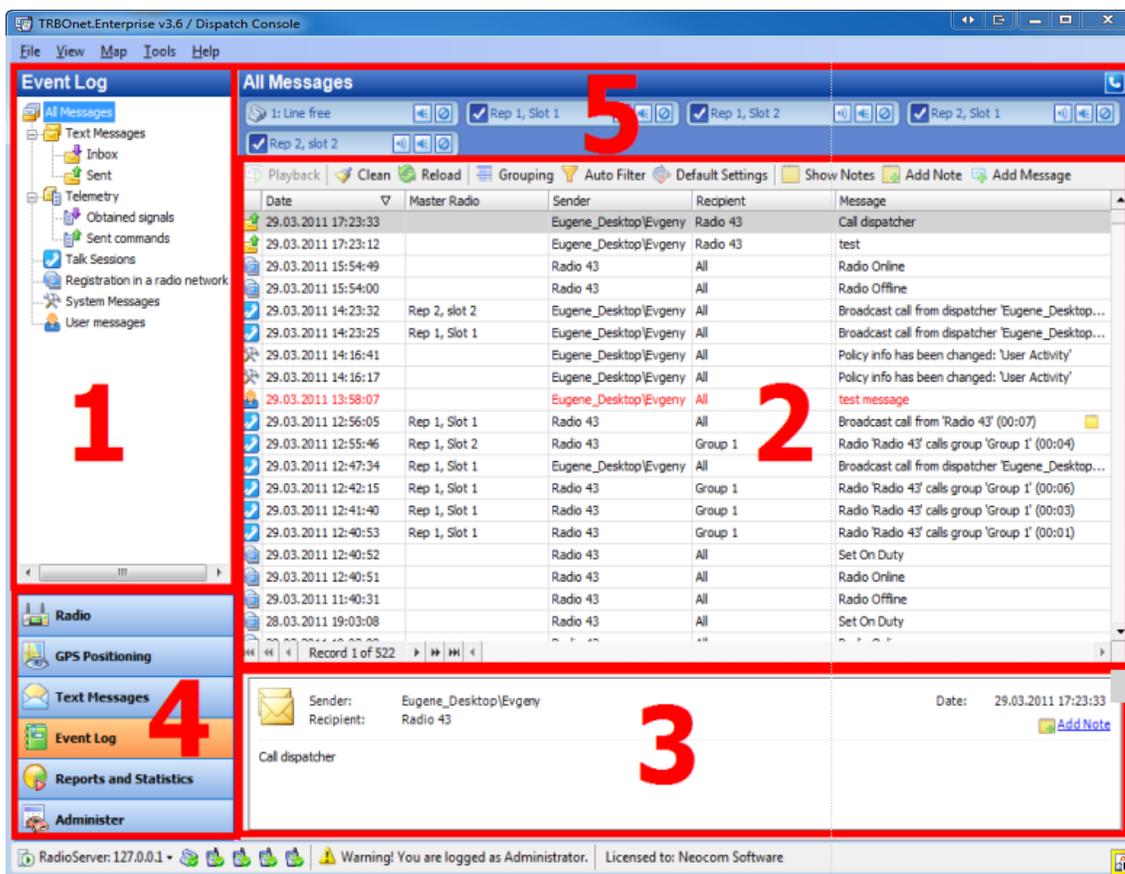
1.5. Event Log

1.5.1 Event log overview

TRBOnet Enterprise retains information on all communicational and system events, including:

- Text messages
- Telemetry messages
- Voice communications
- Changes in state of radio stations
- System messages
- User messages

The **Event Log** tool provides you with an interface for monitoring events recorded in the log.



This interface includes the following parts:

1. [Events tree](#), which displays types of events **TRBOnet Enterprise** records.
2. [Log Pane](#), which lists on the records in the **Event Log**.
3. [Entry pane](#), which displays the details on the log entry you select on the **Log pane**.
4. **Navigation Pane**, which helps navigate through the **Dispatcher Console** tools.
5. [Calls Pane](#), which in this interface is displayed in compact mode.

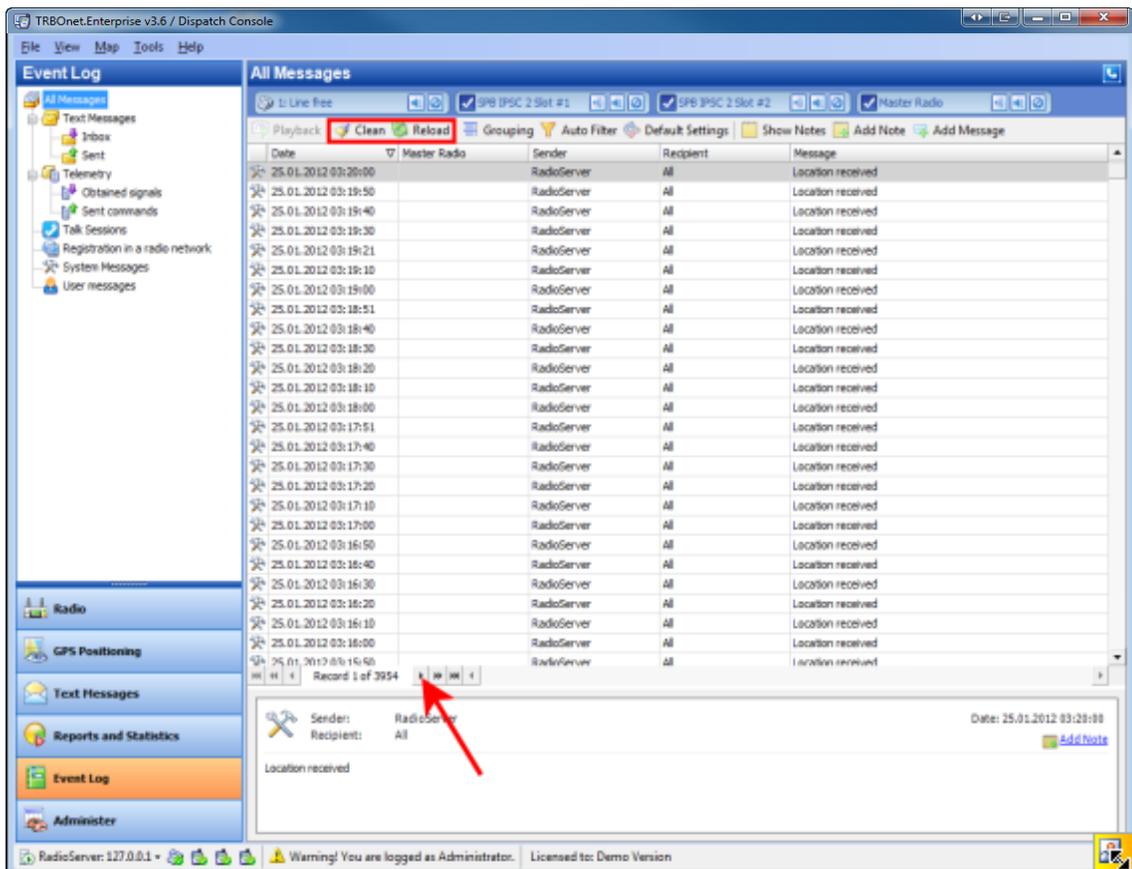
1.1.1 How To

1. [To navigate through log records](#)
2. [To playback calls](#)
3. [To group log records](#)
4. [To add messages and notes to the log](#)
5. [To save log records](#)

To navigate through log records

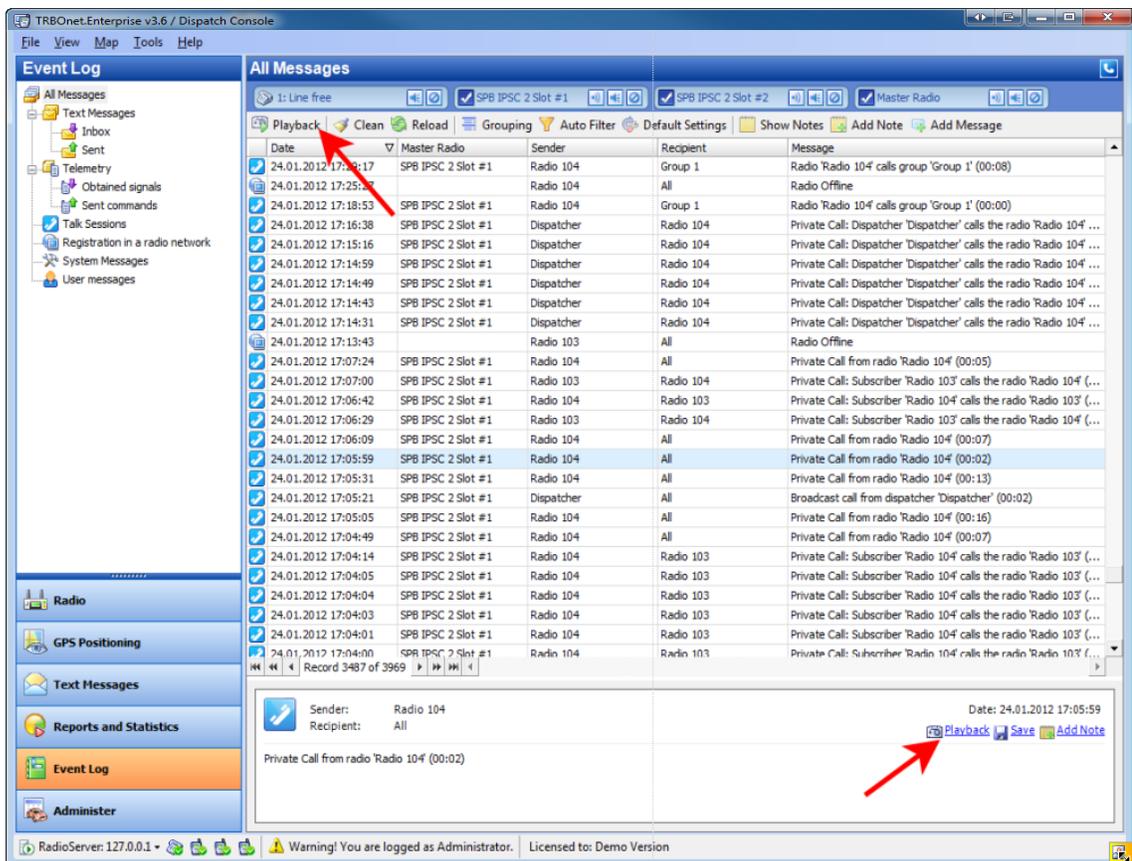
To help you locate the information you want, use any of the following methods:

- To navigate through the call sessions, use the navigation bar at the bottom of **Log pane**
- To sort the list by a specific column, click the column heading to sort records in ascending order, or click the column heading again to reverse the sort order
- To hide old log records from the **Log pane**, click **Clean**  **Clean**
- To display all log records, click **Reload**  **Reload**



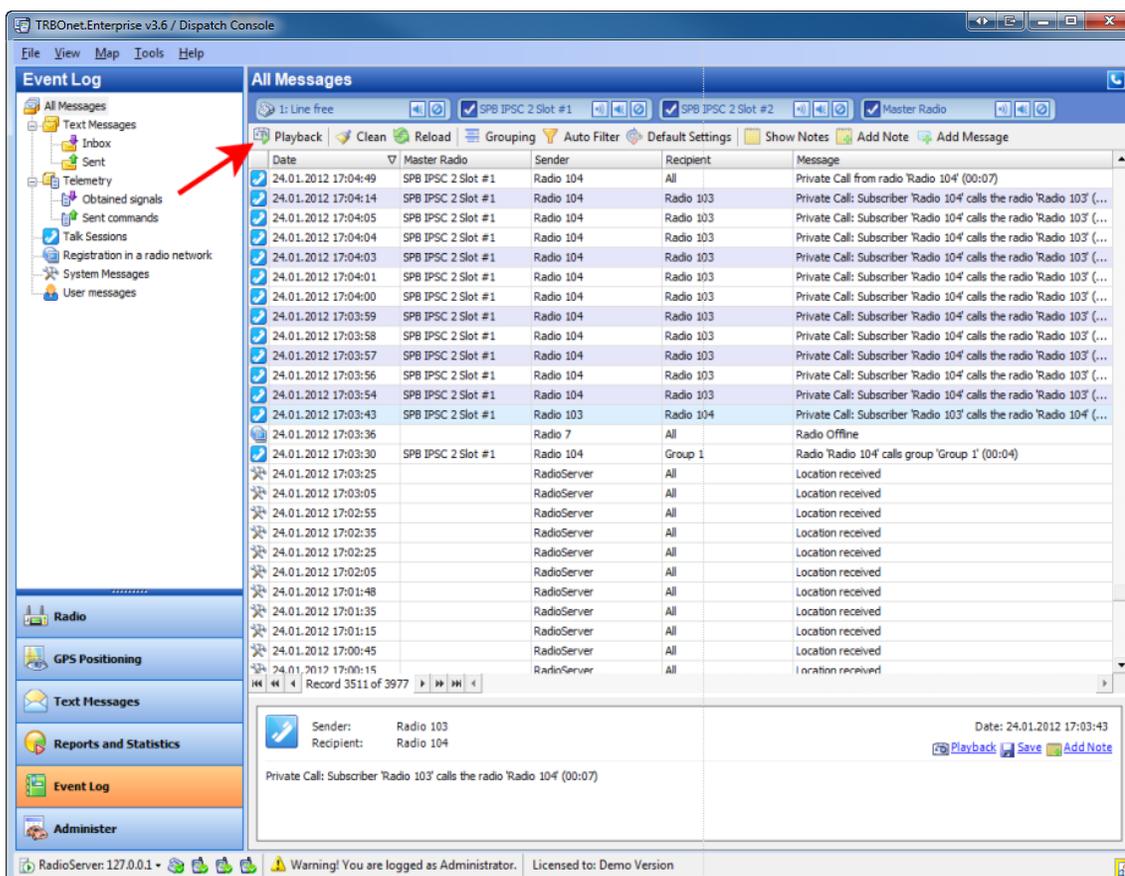
To playback a call

1. Select a communication session in the list.
2. To download from the radio server and play the audio file, click  **Playback** on the toolbar or  **Playback** in the **Entry pane**.

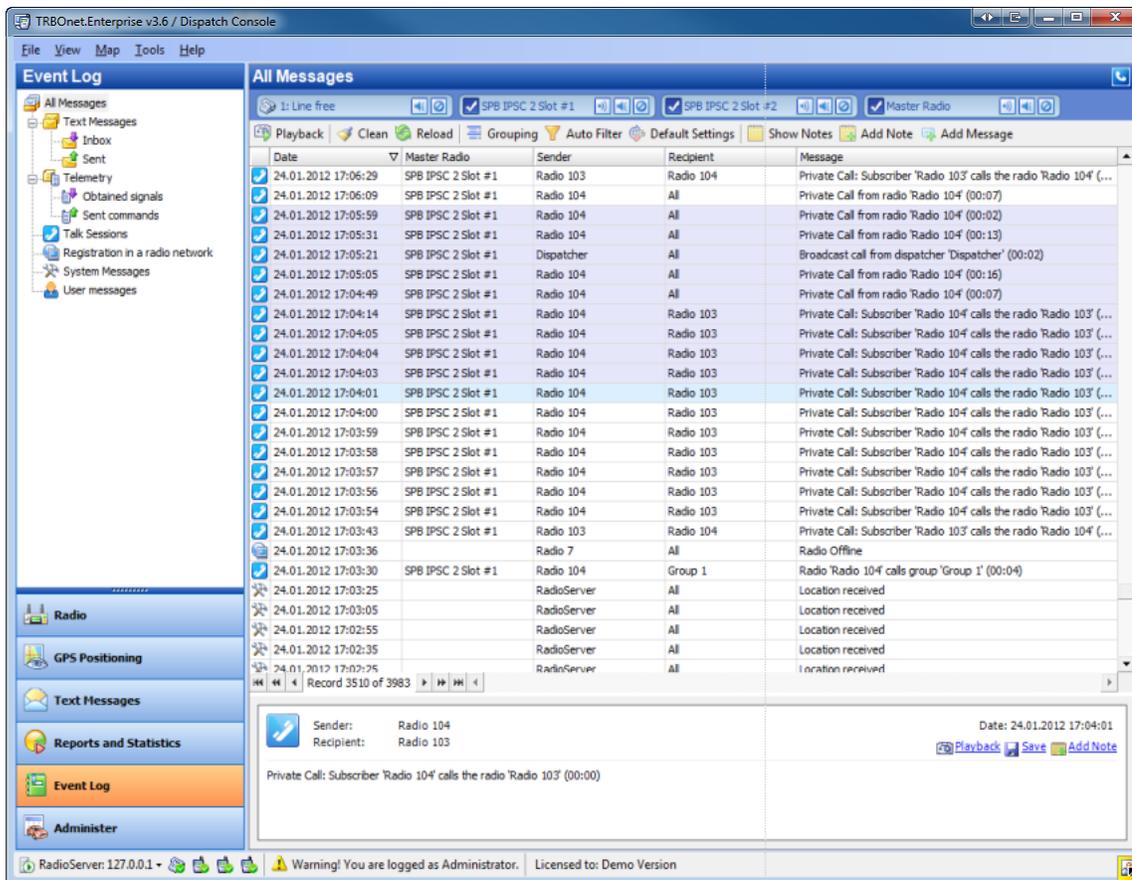


To playback several files

- To playback several items, press **Ctrl** and select recordings from the list, then click  **Playback** on the toolbar.



- To playback a list of items, select one item, then press **Shift** and select the last one from the list you need to playback, all items between these 2 recordings will be selected. Click  **Playback** on the toolbar.



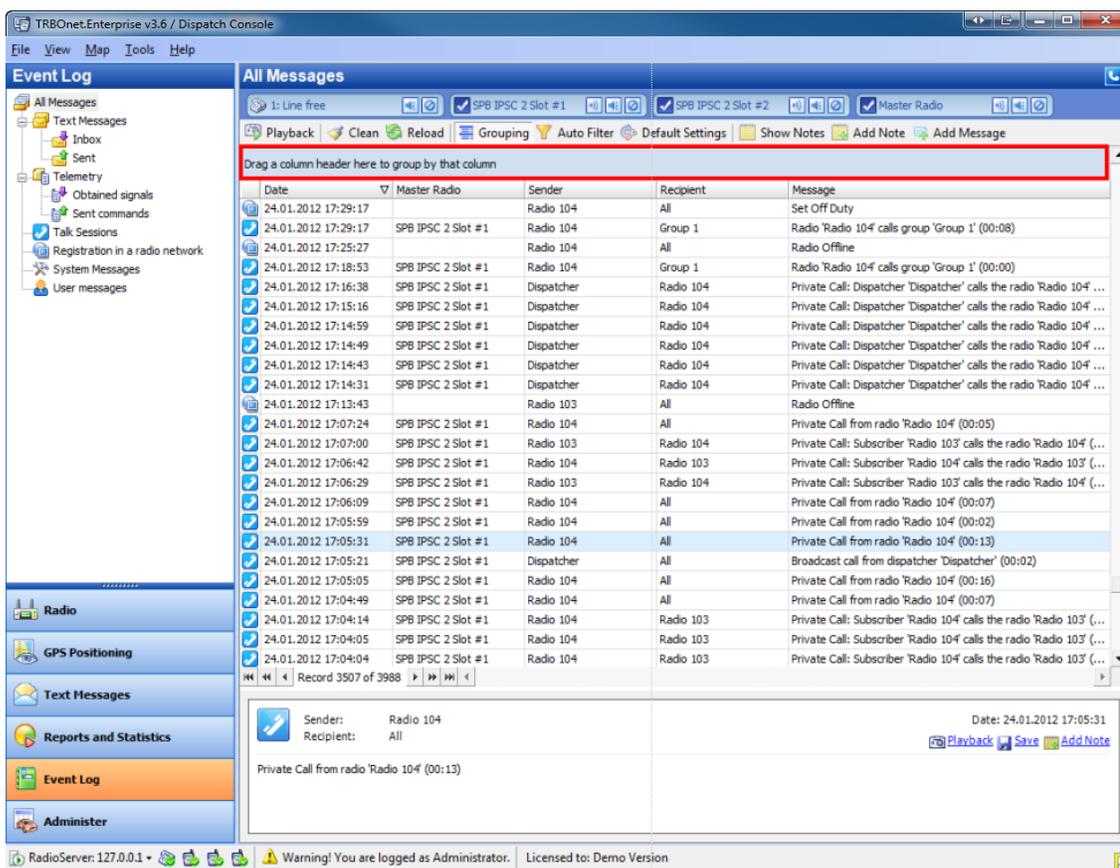
To group log records

You can group all log records by:

- Date
- Master Radio
- Sender
- Recipient

To group records, do the following:

1. Click  **Grouping** on the toolbar.
2. A small pane is opened. Drag the column (for example, **Date**) to group by to the pane.

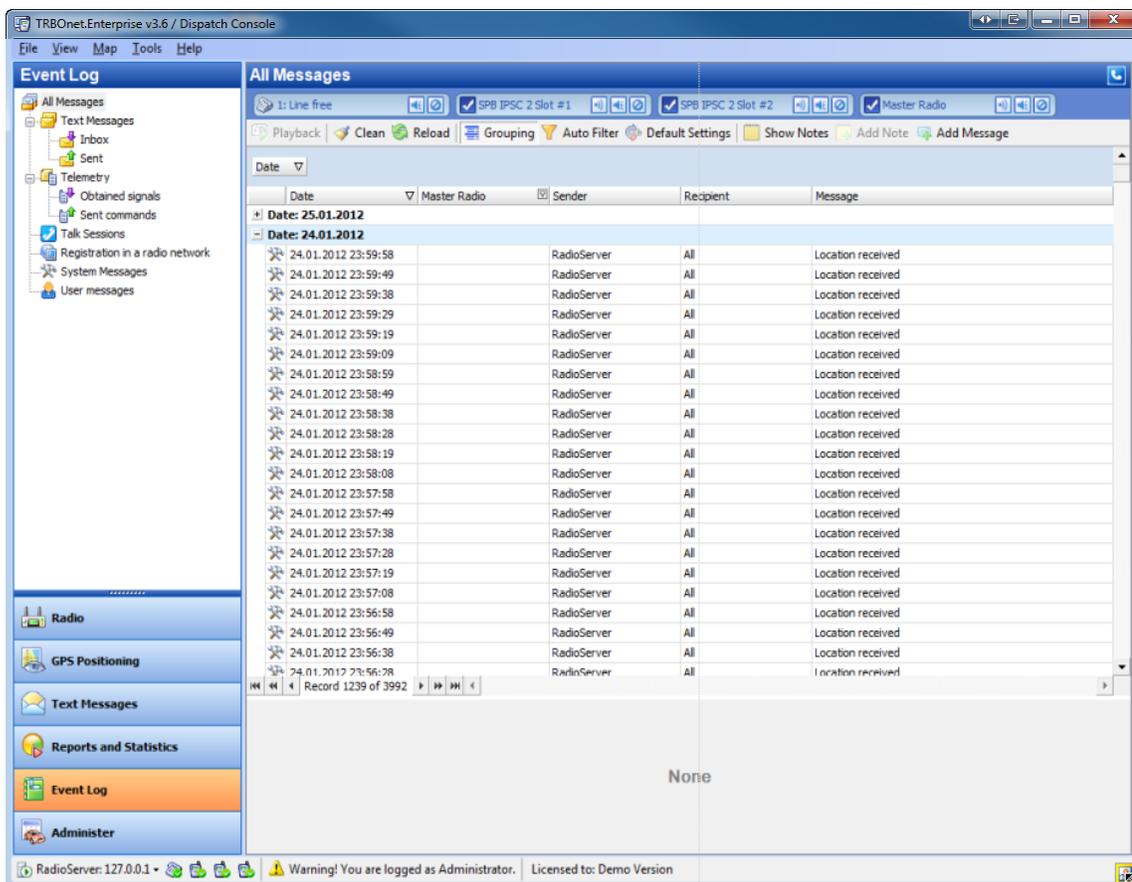


The screenshot shows the TRBOnet Enterprise v3.6 / Dispatch Console interface. The 'Event Log' pane on the left is expanded to show 'All Messages'. The 'All Messages' pane displays a list of messages with columns: Date, Master Radio, Sender, Recipient, and Message. A red box highlights the 'Date' column header, indicating it is being dragged to the 'Grouping' pane. The 'Grouping' pane is currently empty.

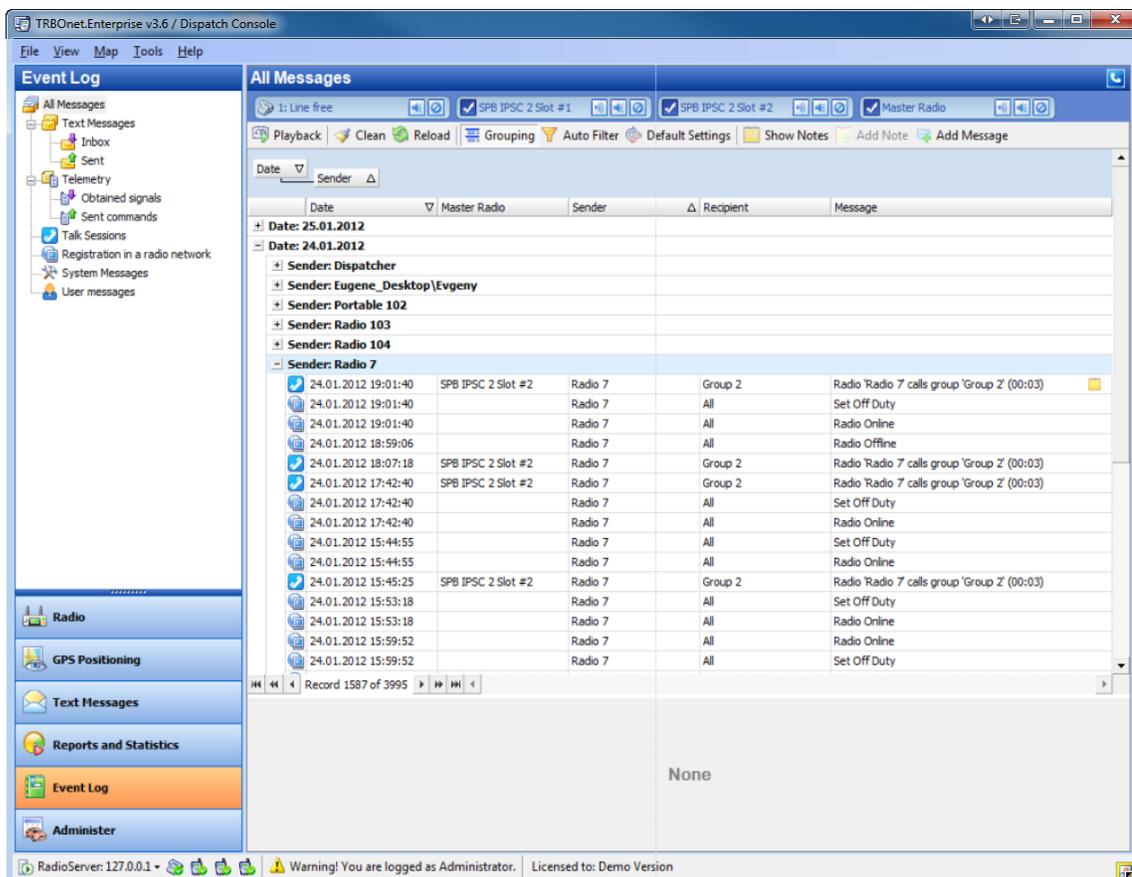
Date	Master Radio	Sender	Recipient	Message
24.01.2012 17:29:17		Radio 104	All	Set Off Duty
24.01.2012 17:29:17	SPB IPSC 2 Slot #1	Radio 104	Group 1	Radio 'Radio 104' calls group 'Group 1' (00:08)
24.01.2012 17:25:27		Radio 104	All	Radio Offline
24.01.2012 17:18:53	SPB IPSC 2 Slot #1	Radio 104	Group 1	Radio 'Radio 104' calls group 'Group 1' (00:00)
24.01.2012 17:16:38	SPB IPSC 2 Slot #1	Dispatcher	Radio 104	Private Call: Dispatcher 'Dispatcher' calls the radio 'Radio 104' ...
24.01.2012 17:15:16	SPB IPSC 2 Slot #1	Dispatcher	Radio 104	Private Call: Dispatcher 'Dispatcher' calls the radio 'Radio 104' ...
24.01.2012 17:14:59	SPB IPSC 2 Slot #1	Dispatcher	Radio 104	Private Call: Dispatcher 'Dispatcher' calls the radio 'Radio 104' ...
24.01.2012 17:14:49	SPB IPSC 2 Slot #1	Dispatcher	Radio 104	Private Call: Dispatcher 'Dispatcher' calls the radio 'Radio 104' ...
24.01.2012 17:14:43	SPB IPSC 2 Slot #1	Dispatcher	Radio 104	Private Call: Dispatcher 'Dispatcher' calls the radio 'Radio 104' ...
24.01.2012 17:14:31	SPB IPSC 2 Slot #1	Dispatcher	Radio 104	Private Call: Dispatcher 'Dispatcher' calls the radio 'Radio 104' ...
24.01.2012 17:13:43		Radio 103	All	Radio Offline
24.01.2012 17:07:24	SPB IPSC 2 Slot #1	Radio 104	All	Private Call from radio 'Radio 104' (00:05)
24.01.2012 17:07:00	SPB IPSC 2 Slot #1	Radio 103	Radio 104	Private Call: Subscriber 'Radio 103' calls the radio 'Radio 104' (...)
24.01.2012 17:06:42	SPB IPSC 2 Slot #1	Radio 104	Radio 103	Private Call: Subscriber 'Radio 104' calls the radio 'Radio 103' (...)
24.01.2012 17:06:29	SPB IPSC 2 Slot #1	Radio 103	Radio 104	Private Call: Subscriber 'Radio 103' calls the radio 'Radio 104' (...)
24.01.2012 17:06:09	SPB IPSC 2 Slot #1	Radio 104	All	Private Call from radio 'Radio 104' (00:07)
24.01.2012 17:05:59	SPB IPSC 2 Slot #1	Radio 104	All	Private Call from radio 'Radio 104' (00:02)
24.01.2012 17:05:31	SPB IPSC 2 Slot #1	Radio 104	All	Private Call from radio 'Radio 104' (00:13)
24.01.2012 17:05:21	SPB IPSC 2 Slot #1	Dispatcher	All	Broadcast call from dispatcher 'Dispatcher' (00:02)
24.01.2012 17:05:05	SPB IPSC 2 Slot #1	Radio 104	All	Private Call from radio 'Radio 104' (00:16)
24.01.2012 17:04:49	SPB IPSC 2 Slot #1	Radio 104	All	Private Call from radio 'Radio 104' (00:07)
24.01.2012 17:04:14	SPB IPSC 2 Slot #1	Radio 104	Radio 103	Private Call: Subscriber 'Radio 104' calls the radio 'Radio 103' (...)
24.01.2012 17:04:05	SPB IPSC 2 Slot #1	Radio 104	Radio 103	Private Call: Subscriber 'Radio 104' calls the radio 'Radio 103' (...)
24.01.2012 17:04:04	SPB IPSC 2 Slot #1	Radio 104	Radio 103	Private Call: Subscriber 'Radio 104' calls the radio 'Radio 103' (...)

The 'Grouping' pane is currently empty. The 'Date' column header is highlighted in the message list, indicating it is being dragged to the 'Grouping' pane.

The records are grouped by the **Date** column. To view the records for exact date double-click the date or click **+**.



You can group records by several columns. For example, after dragging the **Date** column, drag **Sender**. Now you can view records for exact dates by senders.



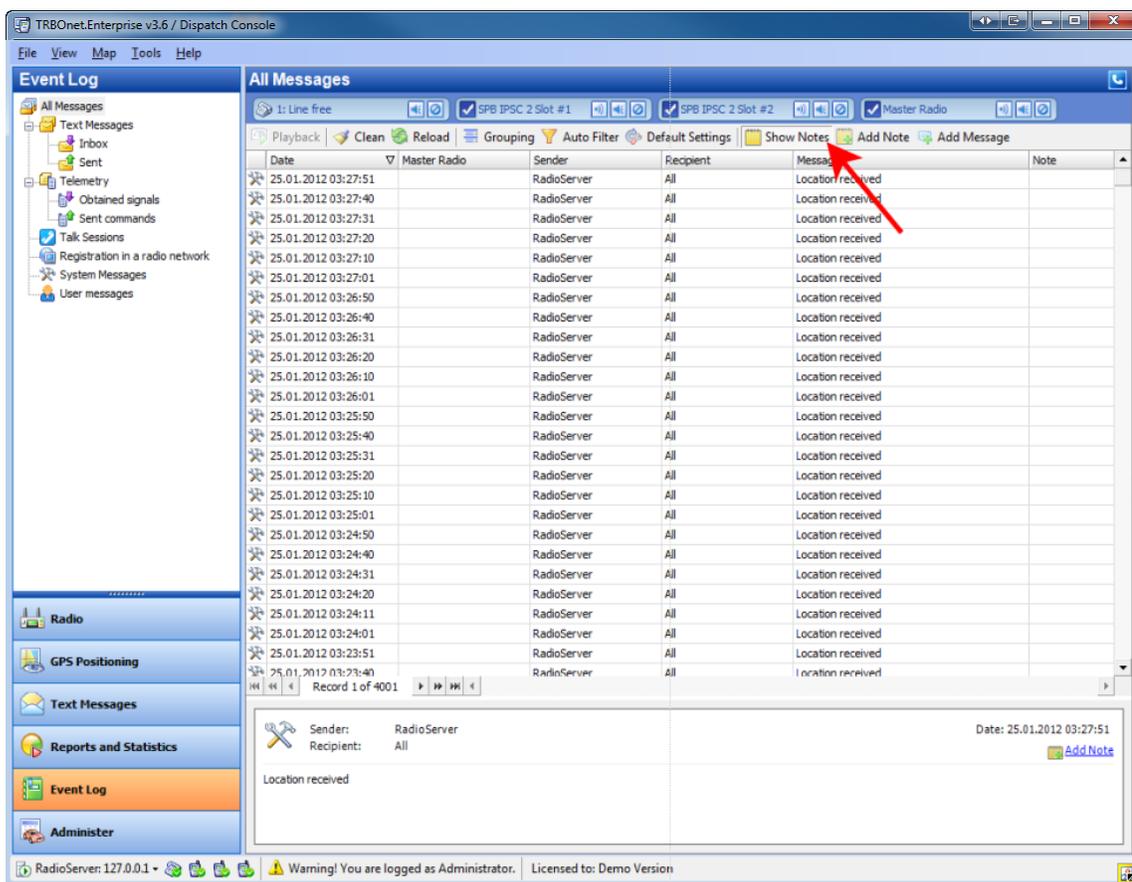
To exit the grouping view mode, drag column names from the pane, then click  **Grouping** on the toolbar.

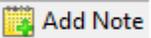
To add messages and notes to the log

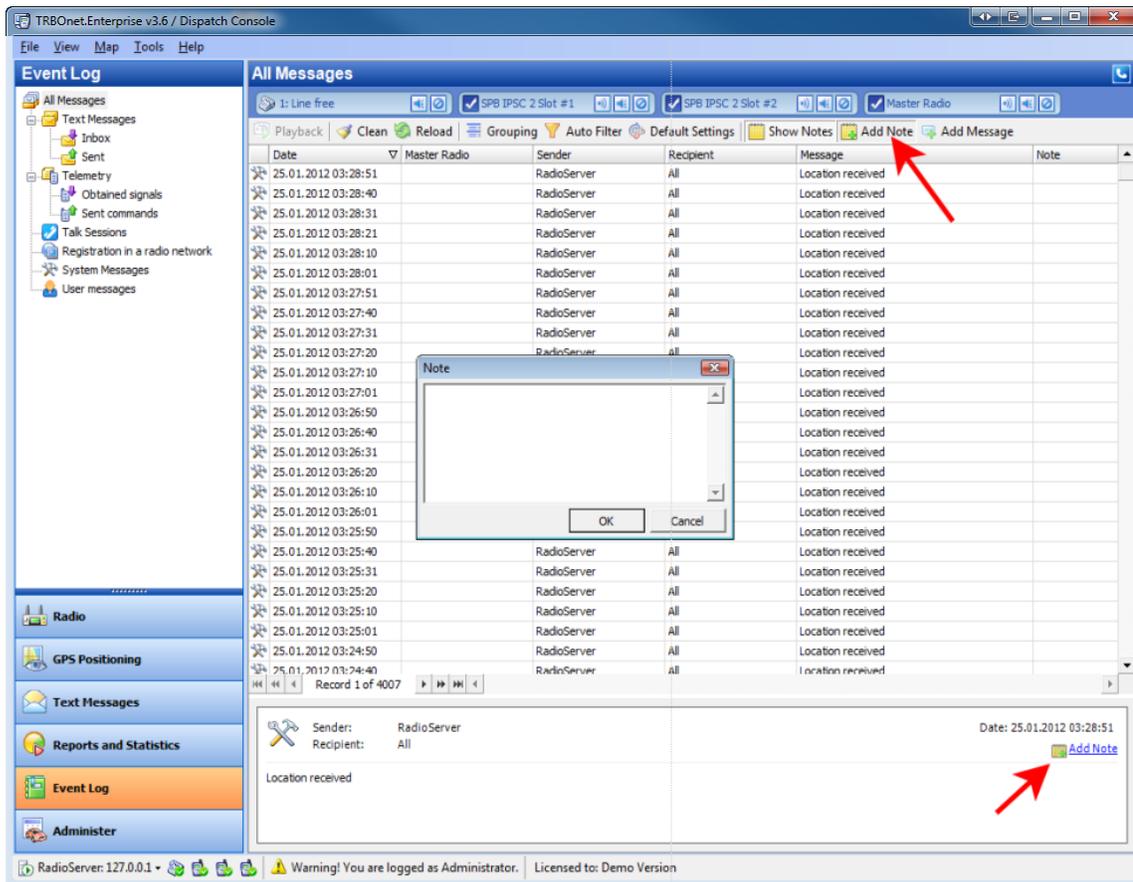
A dispatcher can add notes for records in the log and messages for other dispatchers connected to the RadioServer.

NOTES

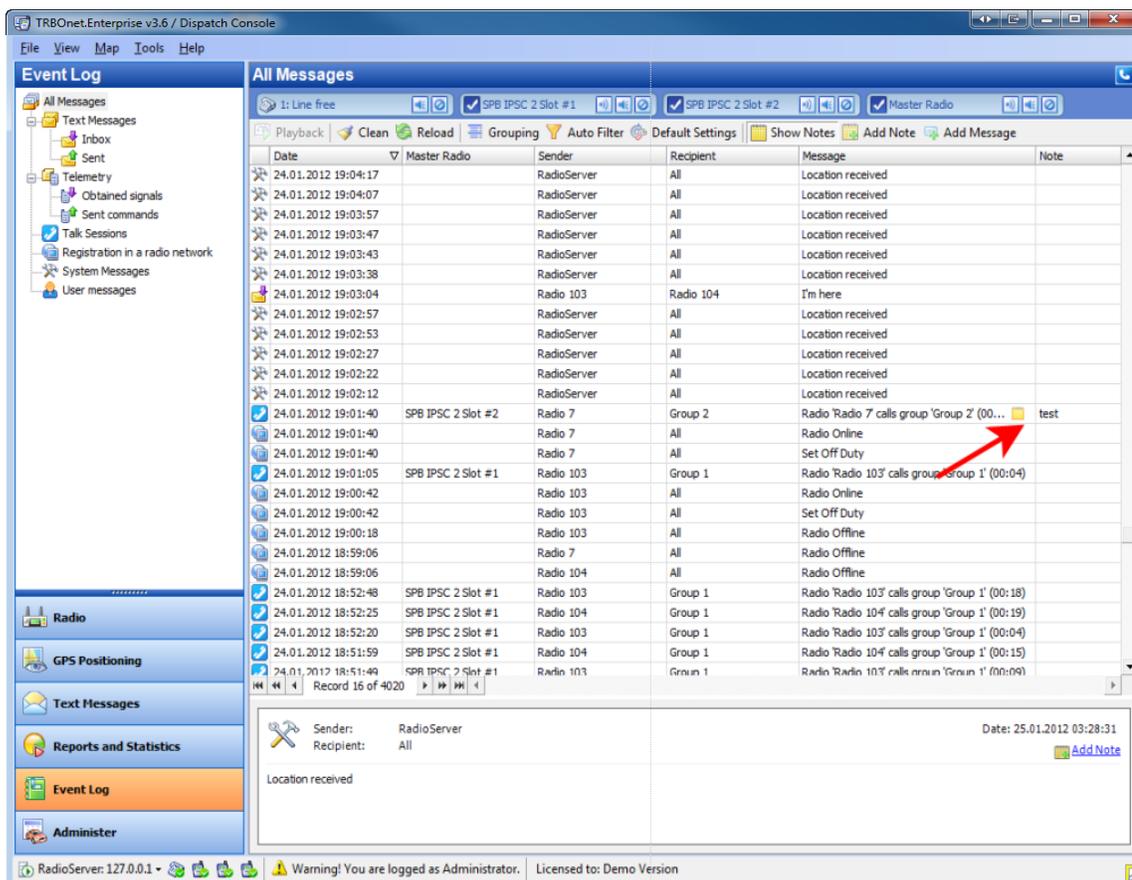
All records in the log can have user's notes. To see the notes, click  **Show Notes** on the toolbar. The **Note** column is shown.



To add a note, select a record and click  on the toolbar or  [Add Note](#) in the **Entry** pane. Type your note in the **Note** window.



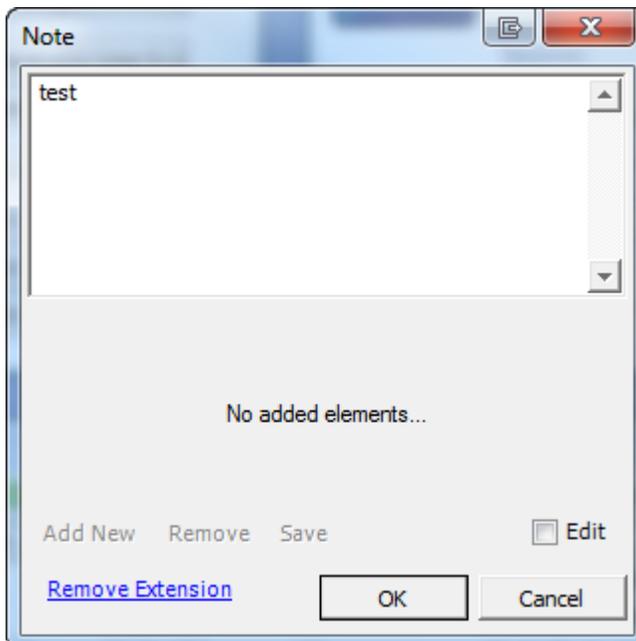
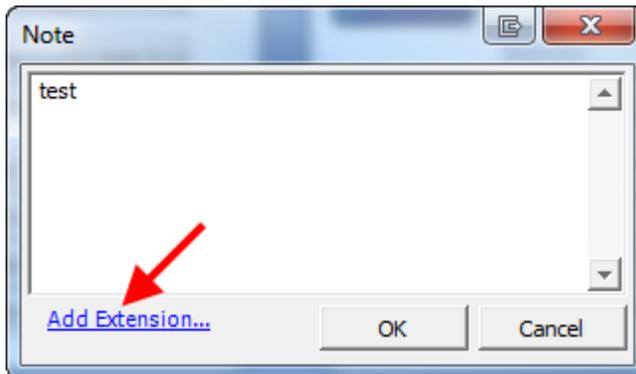
The note is shown in the **Note** column and displayed in the **Message** column as icon. This icon is displayed even if the **Show notes** mode is not enabled.



To get information on a note, rollover the icon . The information on the author of the note and it's text are displayed. To edit the note's text, click . If you make the text blank the note is deleted.

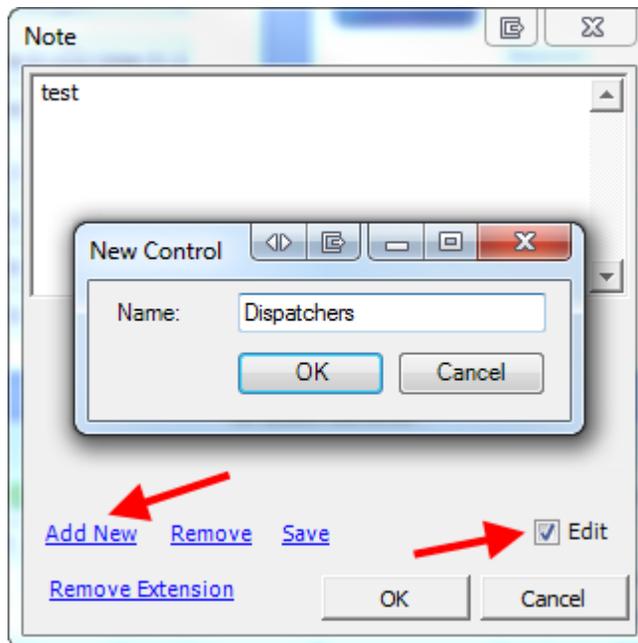
Extended Comments

In the **Note** tab click **Add Extension**.

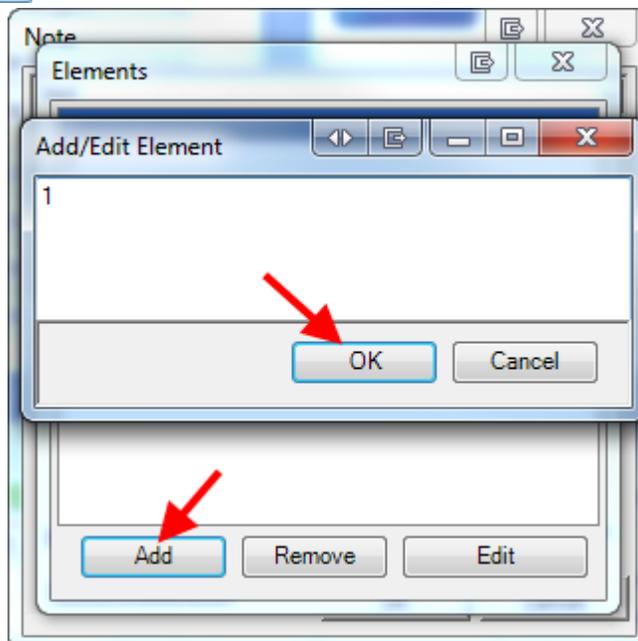


Click **Edit** to enable **Extended Comments** function.

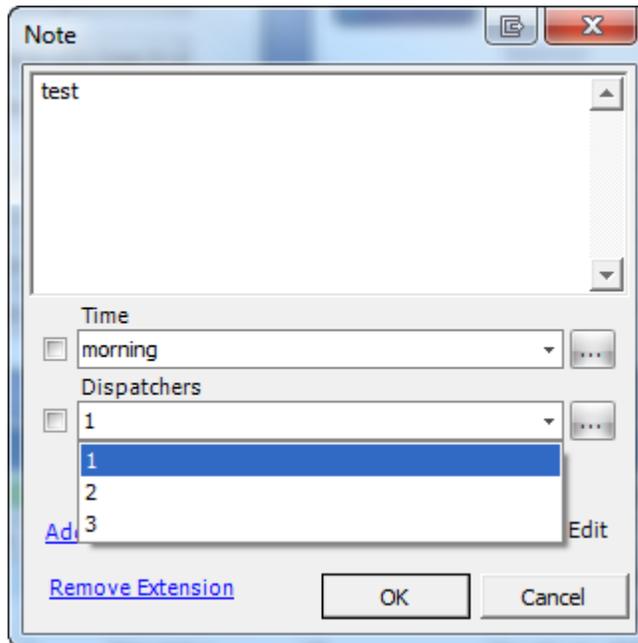
Click **Add New** to add **New Control**.



Click **...** to add the **Elements** to choose. In the appearing window click **Add** and add the element.



Then dispatcher may choose any element of the control

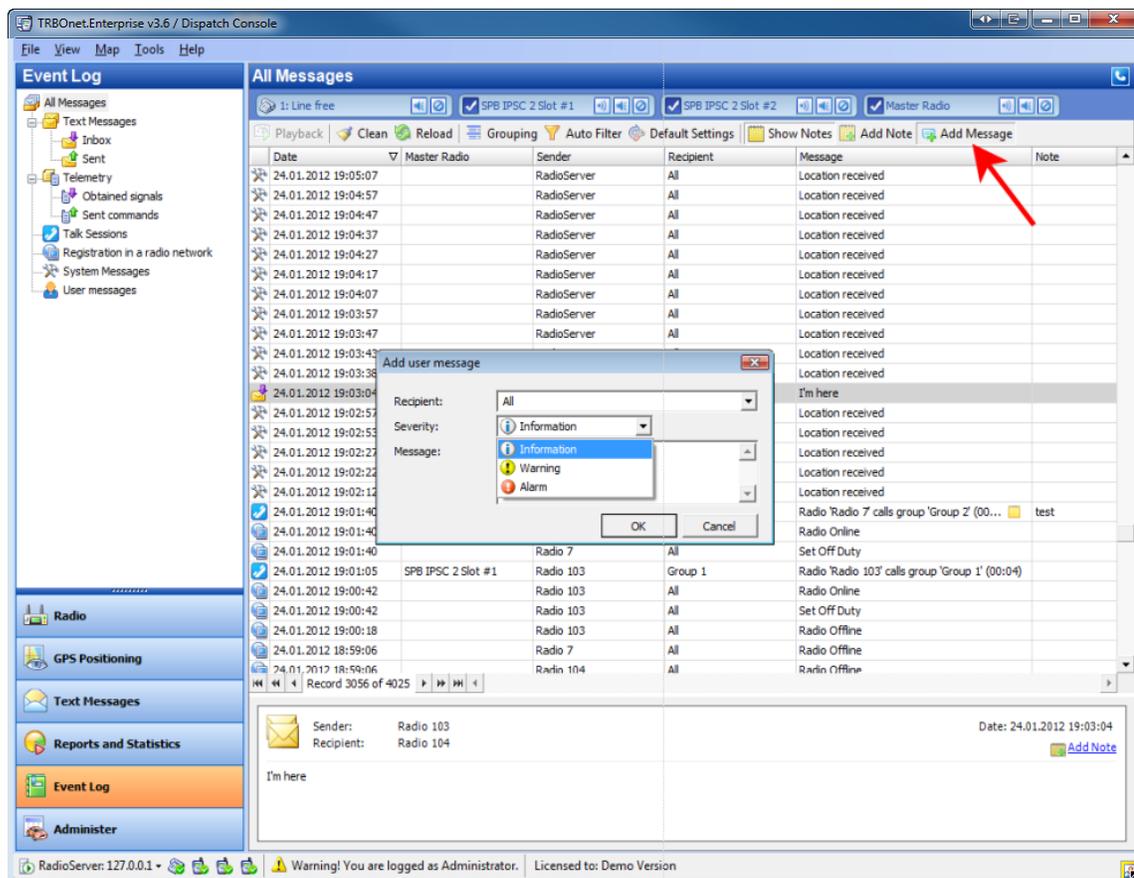


Put the checkbox in front of the control to **Remove** or **Save** it

Note: you may add any control, any elements and unlimited number of the controls and elements.

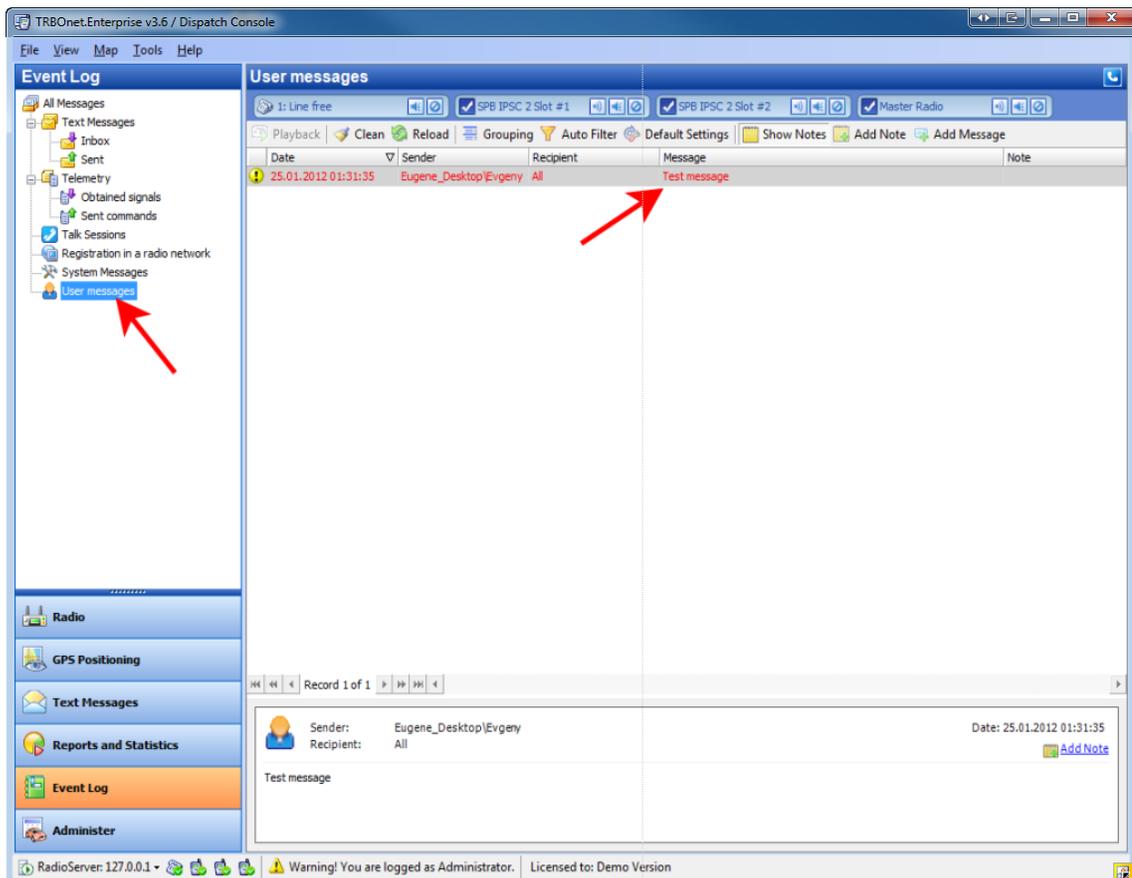
MESSAGES

A dispatcher can add messages for **Dispatcher Console** users. To add a message to the log, click  **Add Message** on the toolbar. The **Add user message** window is displayed.



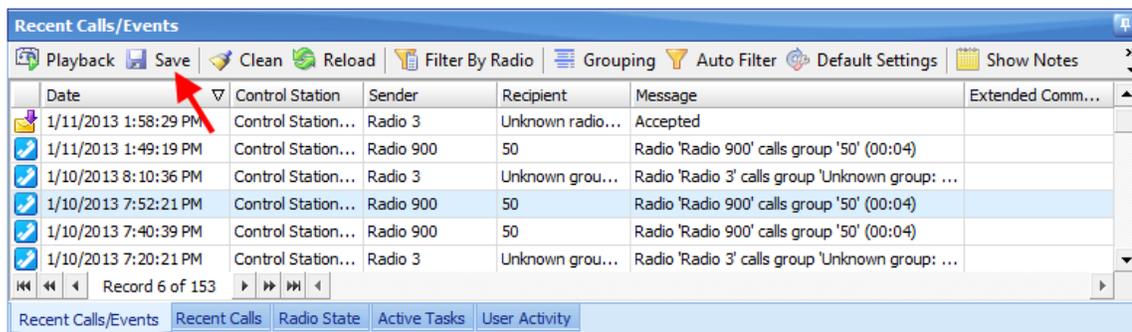
The default recipient is **All**. If necessary, select the dispatcher from the dropdown list. Select the severity from dropdown list: **Information**, **Warning** or **Alarm**. Type the message and click **OK**. The message is added to the log.

Now the message is displayed in the **All Messages** and **User messages** sections.



To Save Log records

To save log records click  **Save** on the toolbar



If you save two or more records choose **Save Selection as Individual Files** or **Save Selection as Single File**

Recent Calls/Events

Playback Save Clean Reload Filter By Radio Grouping Auto Filter Default Settings Show Notes

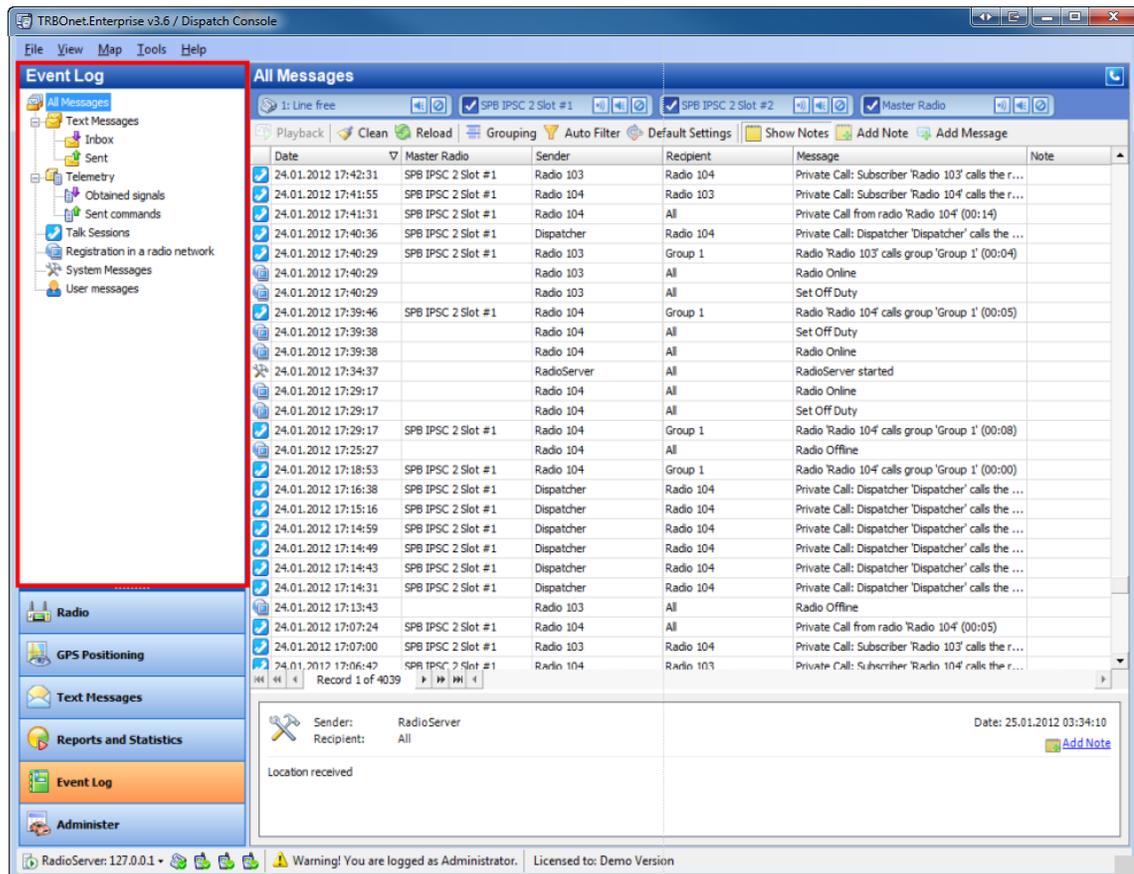
Date	Save Selection as Individual Files	Save Selection as Single File	Recipient	Message	Extended Comm...
1/11/2013			Unknown radio...	Accepted	
1/11/2013 1:49:19 PM			Control Station... Radio 900	50 Radio 'Radio 900' calls group '50' (00:04)	
1/10/2013 8:10:36 PM			Control Station... Radio 3	Unknown grou... Radio 'Radio 3' calls group 'Unknown group: ...	
1/10/2013 7:52:21 PM			Control Station... Radio 900	50 Radio 'Radio 900' calls group '50' (00:04)	
1/10/2013 7:40:39 PM			Control Station... Radio 900	50 Radio 'Radio 900' calls group '50' (00:04)	
1/10/2013 7:20:21 PM			Control Station... Radio 3	Unknown grou... Radio 'Radio 3' calls group 'Unknown group: ...	

Record 7 of 153

Recent Calls/Events Recent Calls Radio State Active Tasks User Activity

1.5.3 Events tree

The **Events tree** displays types of events. The selected type of events is displayed in the **Log pane** and the **Entry pane**.



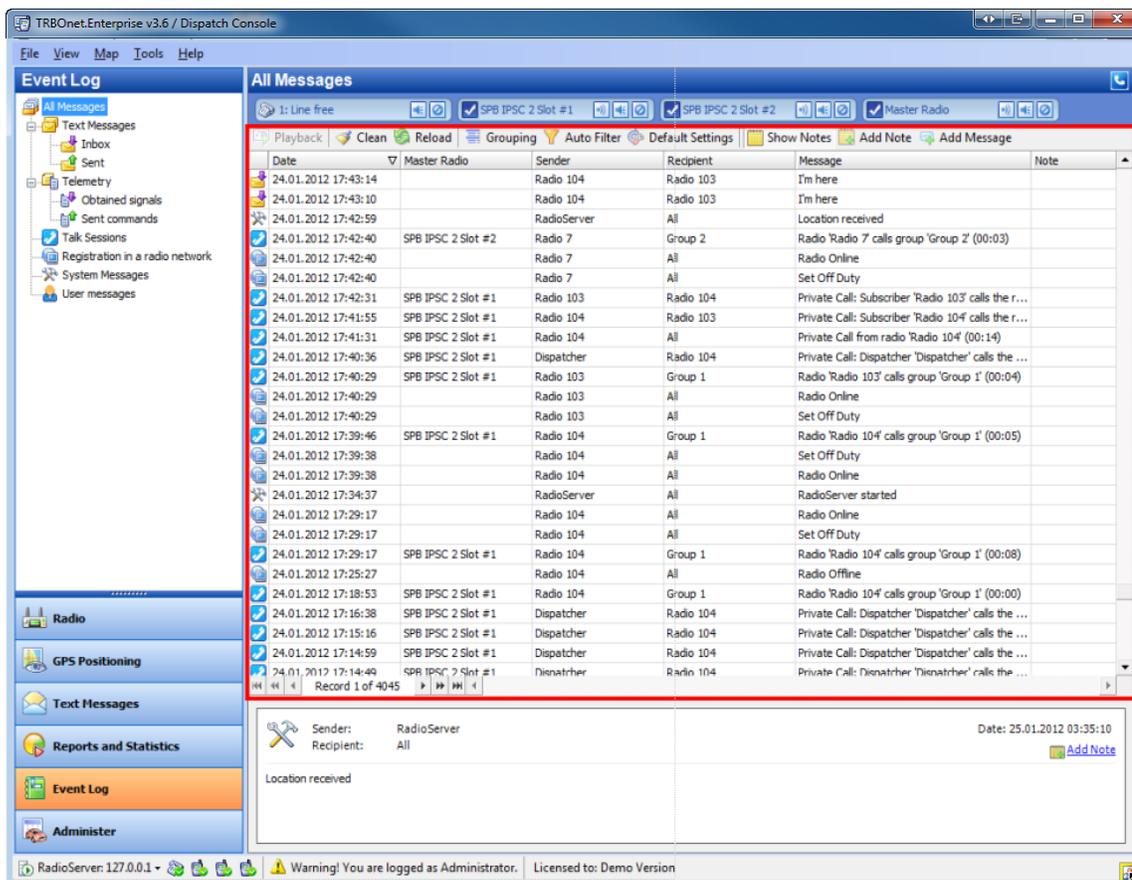
The following types of records are displayed:

- All Messages
- Text Messages
 - Inbox
 - Sent
- Telemetry
 - Obtained signals
 - Sent commands
- Talk Sessions
- Registration in a radio network

- System Messages
- User messages

1.5.4 Log pane

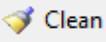
The **Log pane** displays the records of the type specified in the **Events tree**.



The **Log pane** is the expanded version of the ones in the **Radio** and the **GPS Positioning** tools.

To navigate through log records

To help you locate the information you want, use any of the following methods:

- To navigate through the call sessions, use the navigation bar at the bottom of **Log pane**
- To sort the list by a specific column, click the column heading to sort records in ascending order, or click the column heading again to reverse the sort order
- To hide old log records from the **Log pane**, click **Clean** 
- To display all log records, click **Reload** 

To playback records

To playback records, [see the respective section](#)

To group log records

You can group all log records by:

- Date
- Master Radio
- Sender
- Recipient

To group records, [see the respective section](#)

To add messages and notes

A dispatcher can add notes for records in the log and messages for other dispatchers connected to the RadioServer.

NOTES

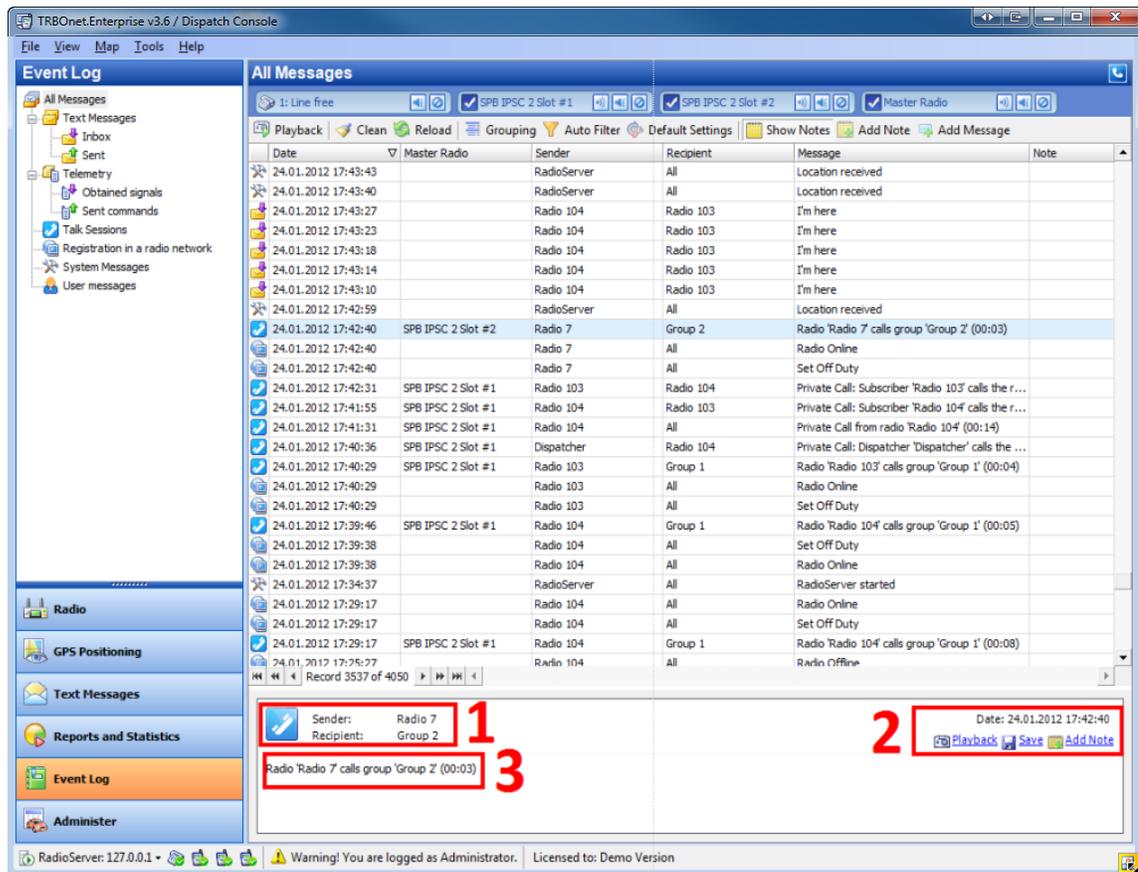
To manage notes, [see the respective section](#)

MESSAGES

To manage messages, [see the respective section](#)

1.5.5 Entry pane

The **Entry** pane displays the details of the selected log record.



The **Entry** pane consists of the following parts:

1. The icon reflecting the type of event; information on the sender and the recipient
2. The event's date and time and the functionality to playback the record (if it is a call session) - [Playback](#), and add a note (for all types of events) - [Add Note](#)
3. The event's description and the note's author and its text (if there is one)

1.6. Administer

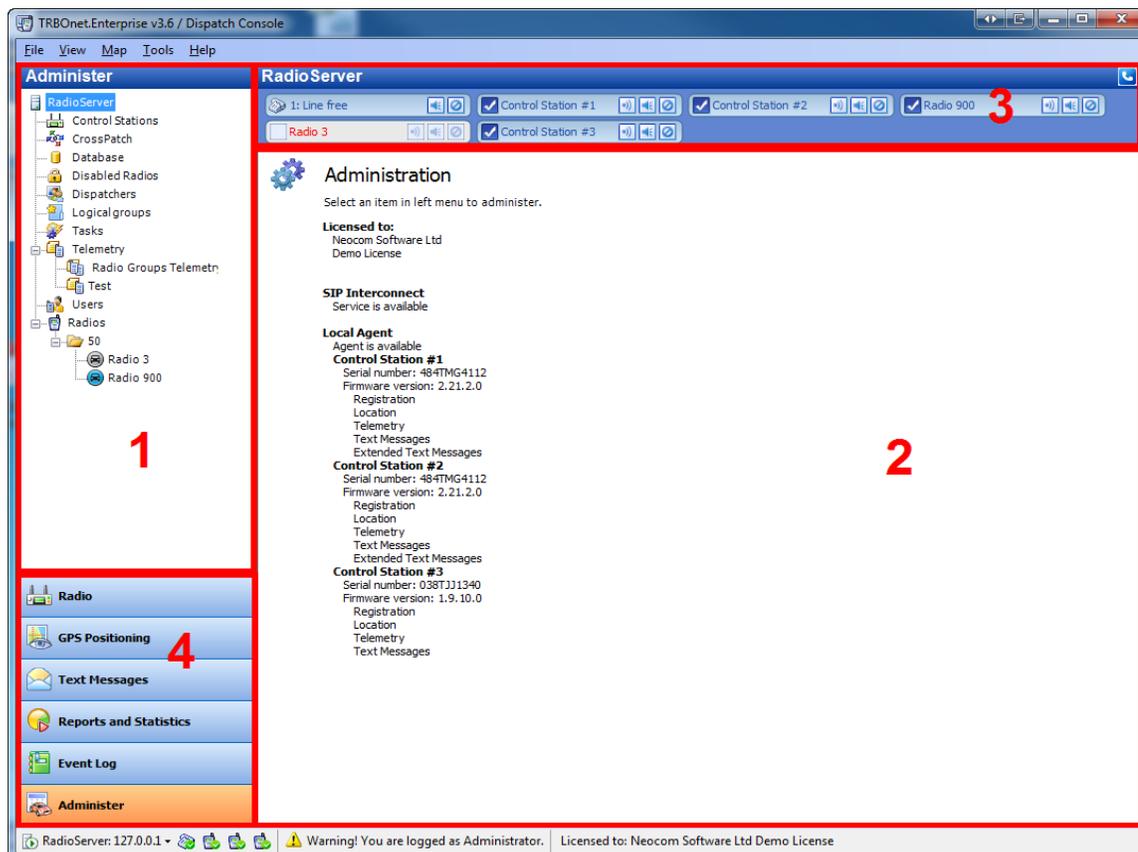
1.6.1 Administer overview

This tool provides you with an interface for administering the radio network and the **TRBOnet** system.

Note: To access this interface, you must connect to the **TRBOnet RadioServer** with administrative privileges.

The default administrative login and password are **admin**. For security reasons, we recommend you to change the default password once you access the administration tool, then connect to **TRBOnet RadioServer** with user privileges. See [Manage Dispatchers](#).

TIP: Check status bar notifications to ensure you have administrative privileges.



This interface includes the following parts:

1. **Navigation Tree**, which provides easy access to management options.
2. **Work Area**, which provides you with administrative options according to your selection in the navigation tree.
3. **Calls Pane**, which in this interface is displayed in compact mode.
4. **Navigation Pane**, which helps navigate through the **Dispatcher Console** tools.

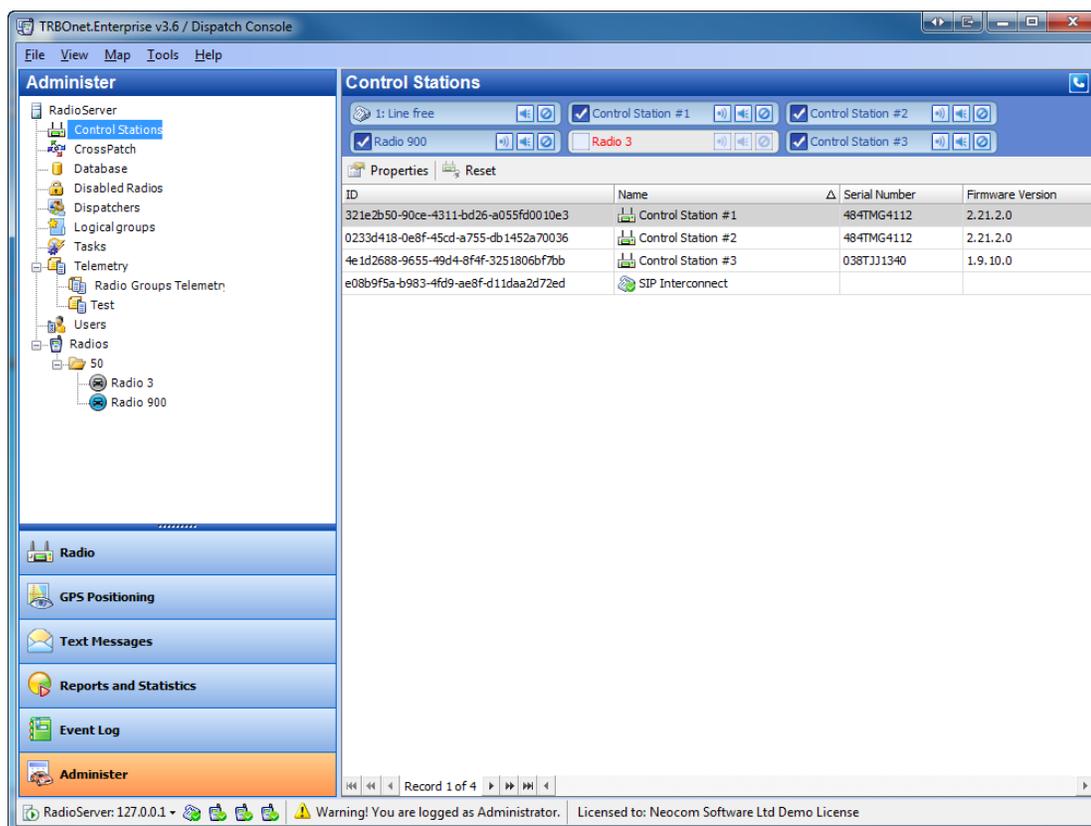
Navigation Tree

The **Navigation Tree** within the **Administer** tool contains the following administrative nodes:

- **Control Stations** - Manage control stations
- **CrossPatch** – Manage the **CrossPatch** function
- **Database** – Manage the database
- **Disabled Radios** – Disable or enable subscriber radios
- **Dispatchers** – Manage the dispatchers registered within the **TRBOnet** system
- **Logical groups** – Manage the logical groups
- **Master Radios** – Manage master radios
- **Tasks** – Manage tasks (such as Geofencing, User Activity, Lone Worker etc.)
- **Telemetry** – Manage telemetry
- **Users** – Manage radio users to control assigning radios to exact employees
- **Radios** – Manage radio subscribers and groups

1.6.7 Control Stations

This node allows editing and resetting control stations.



To reset a control station

To reset a control station do one of the following:

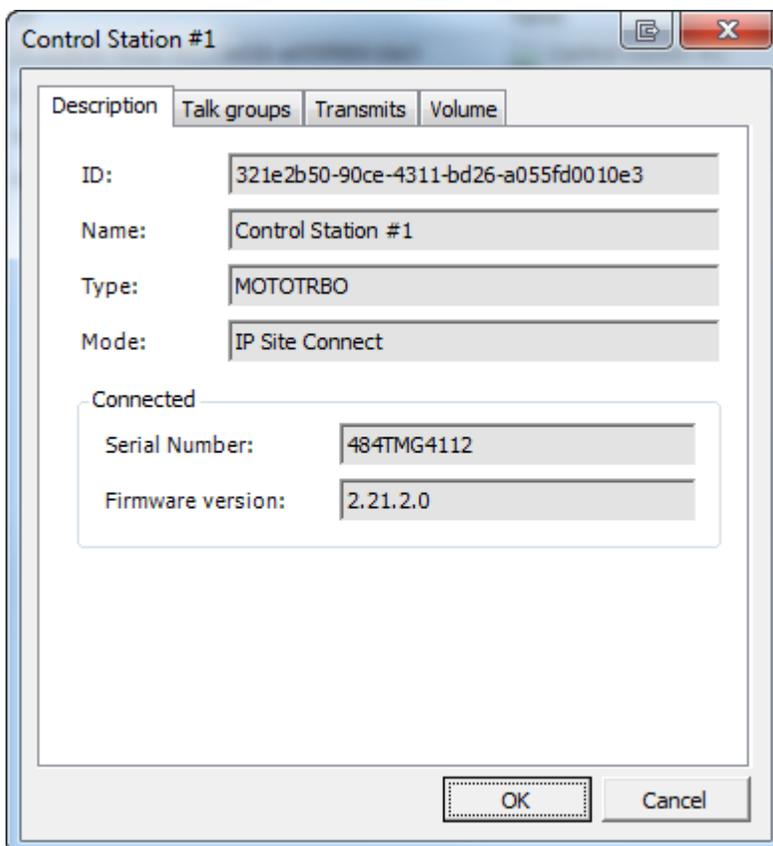
- Click  **Reset** on the toolbar
- Right-click the control station in the list and select **Reset** in the context menu

To view/edit a control station's properties

To view or edit a control station's properties do one of the following:

- Double-click the control station in the **control stations** list
- Select a control station in the **control stations** list and click  **Properties** on the toolbar
- Right-click the control station in the **control stations** list and select **Properties** in the context menu

The **control station** window is displayed.

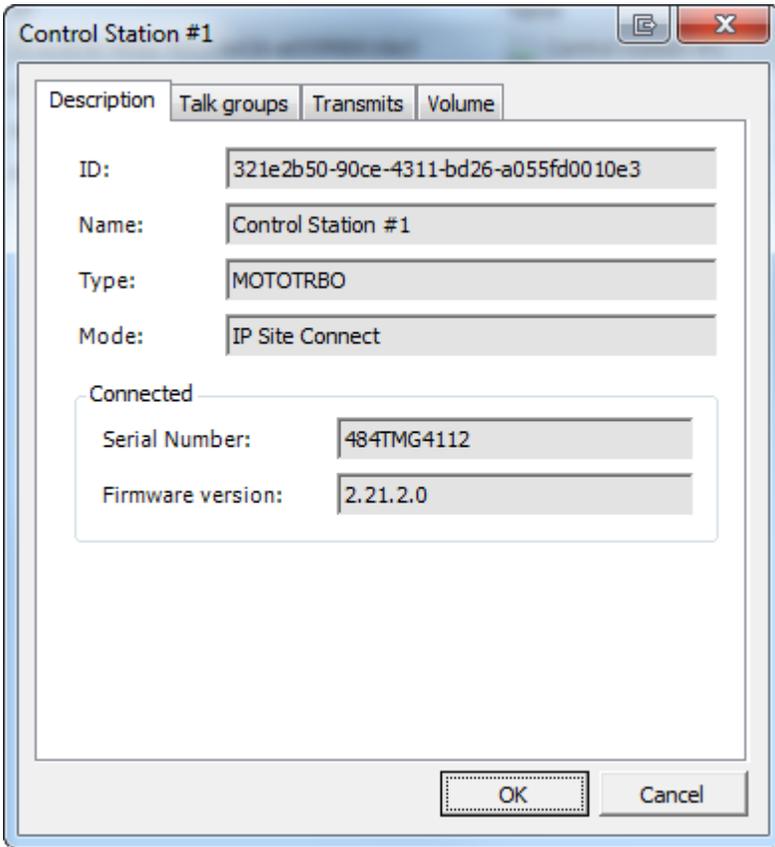


The screenshot shows a dialog box titled "Control Station #1" with a close button (X) in the top right corner. The dialog contains several input fields and a "Connected" section. The fields are as follows:

Description	Talk groups	Transmits	Volume
ID:	321e2b50-90ce-4311-bd26-a055fd0010e3		
Name:	Control Station #1		
Type:	MOTOTRBO		
Mode:	IP Site Connect		
Connected			
Serial Number:	484TMG4112		
Firmware version:	2.21.2.0		

At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

DESCRIPTION TAB



The screenshot shows a window titled "Control Station #1" with a "Description" tab selected. The window contains the following fields:

- ID: 321e2b50-90ce-4311-bd26-a055fd0010e3
- Name: Control Station #1
- Type: MOTOTRBO
- Mode: IP Site Connect
- Connected section:
 - Serial Number: 484TMG4112
 - Firmware version: 2.21.2.0

Buttons for "OK" and "Cancel" are located at the bottom of the dialog.

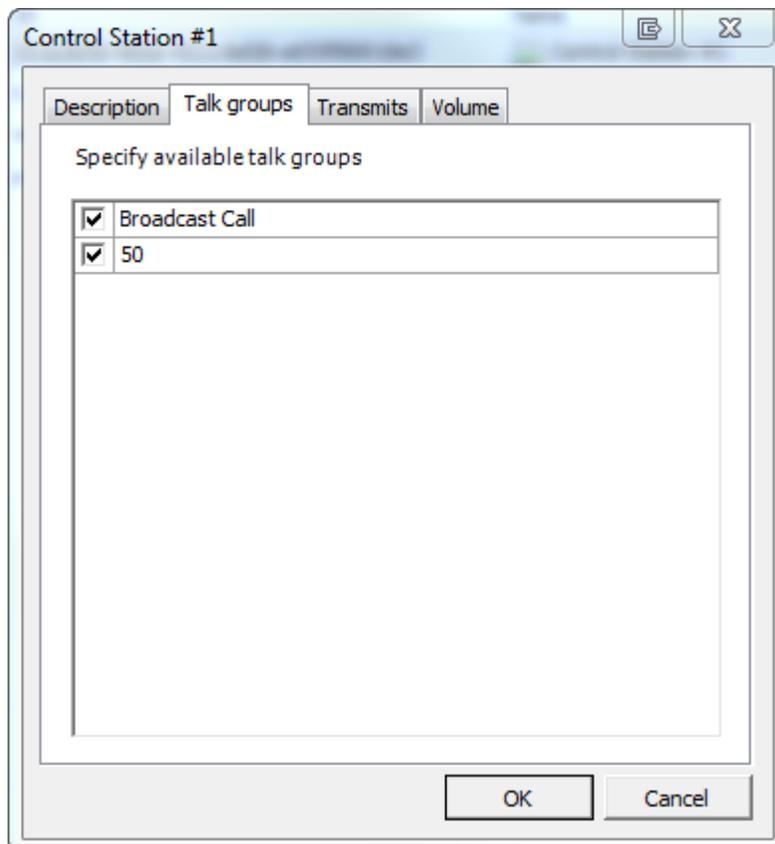
This tab provides the following information:

- **ID** – control station's ID
- **Name** – control station's name
- **Type** – control station's type
- **Mode** – mode (**Single control station**, **IP Site Connect** or **Capacity Plus**)
- Status (**Connected** or **Disconnected**)
- **Serial number** (only available for connected control stations)
- **Firmware version** (only available for connected control stations)

Note: The information is read-only.

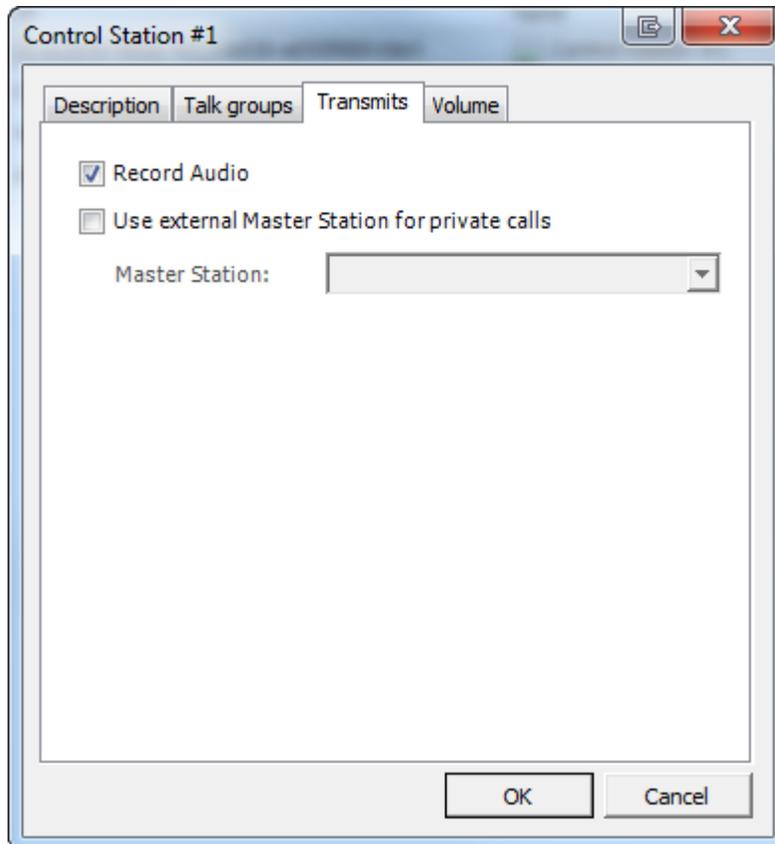
To change the control station settings run the **TRBOnet Enterprise v3.0 / Server Configurator** by selecting **All Programs | Neocom Software | TRBOnet Enterprise 3.0 | TRBOnet RadioServer v3.0** in the **Start** menu or using the **TRBOnet RadioServer v3.0** shortcut on your desktop.

TALK GROUPS TAB



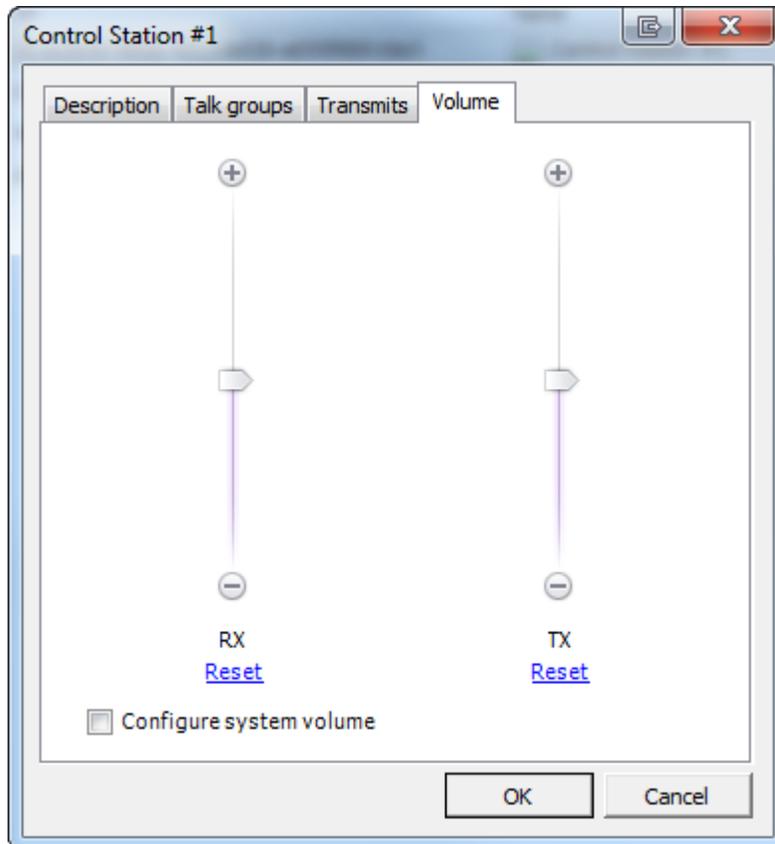
Specify available talk groups in this tab. Select or clear checkboxes.

TRANSMITS TAB



Select the checkbox to use an external control station for private calls and select the control station from the dropdown list.

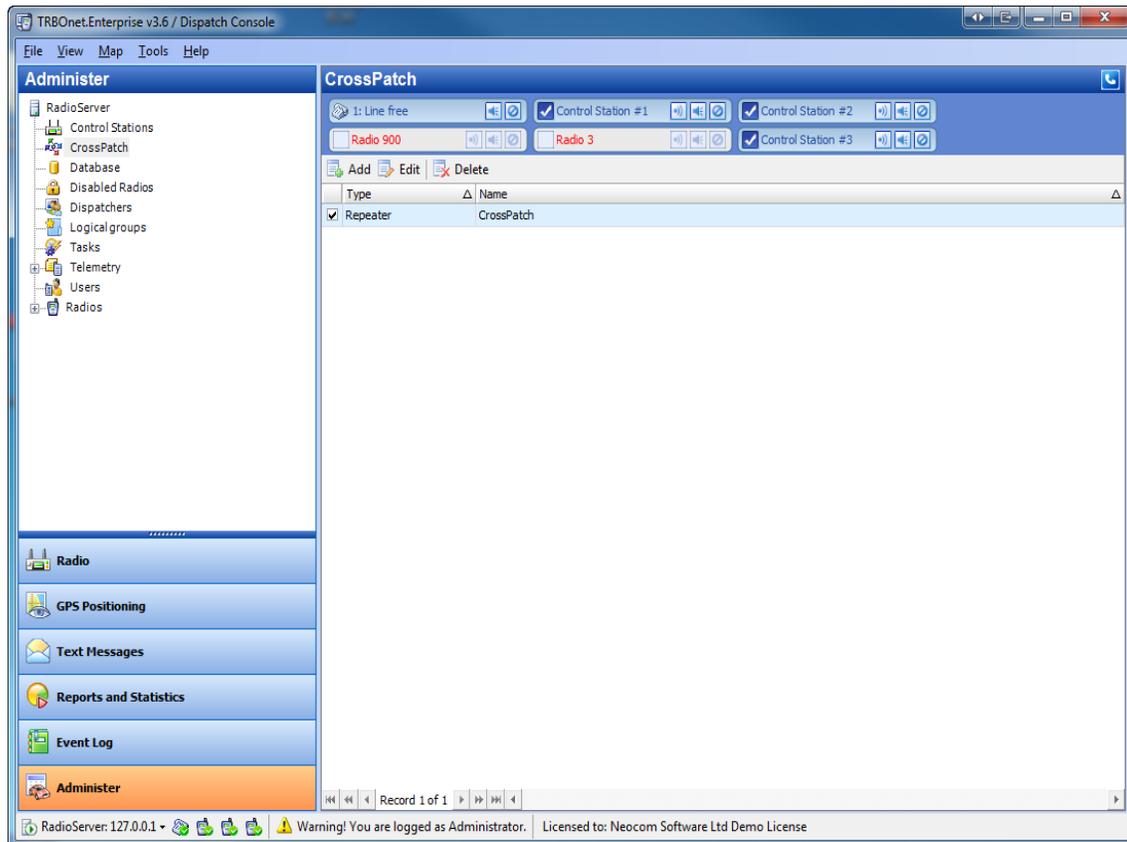
VOLUME TAB



Adjust TX and RX levels on the channel manually or select **Configure system volume** to follow system volume settings.

1.6.2 CrossPatch

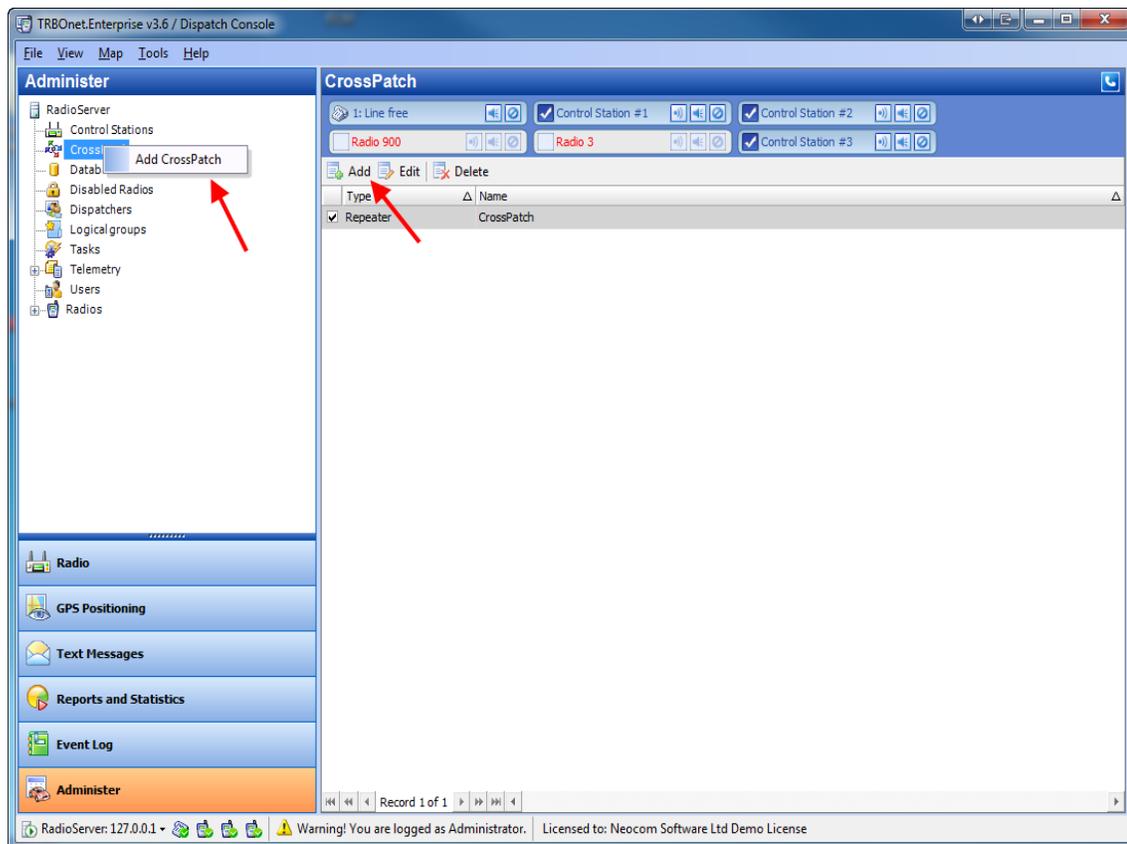
This node allows adding, editing and deleting CrossPatch rules.



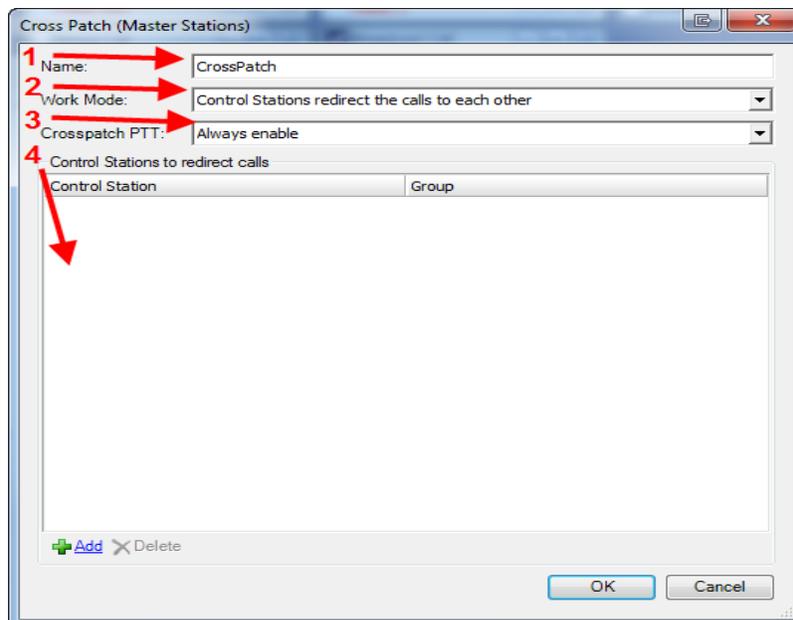
To add a CrossPatch

To add a CrossPatch do one of the following:

- click **Add** in the **Work Area**
- right-click a CrossPatch from the list and select **Add** from the context menu



CROSS PATCH ON CONTROL STATIONS



You can set the following items:

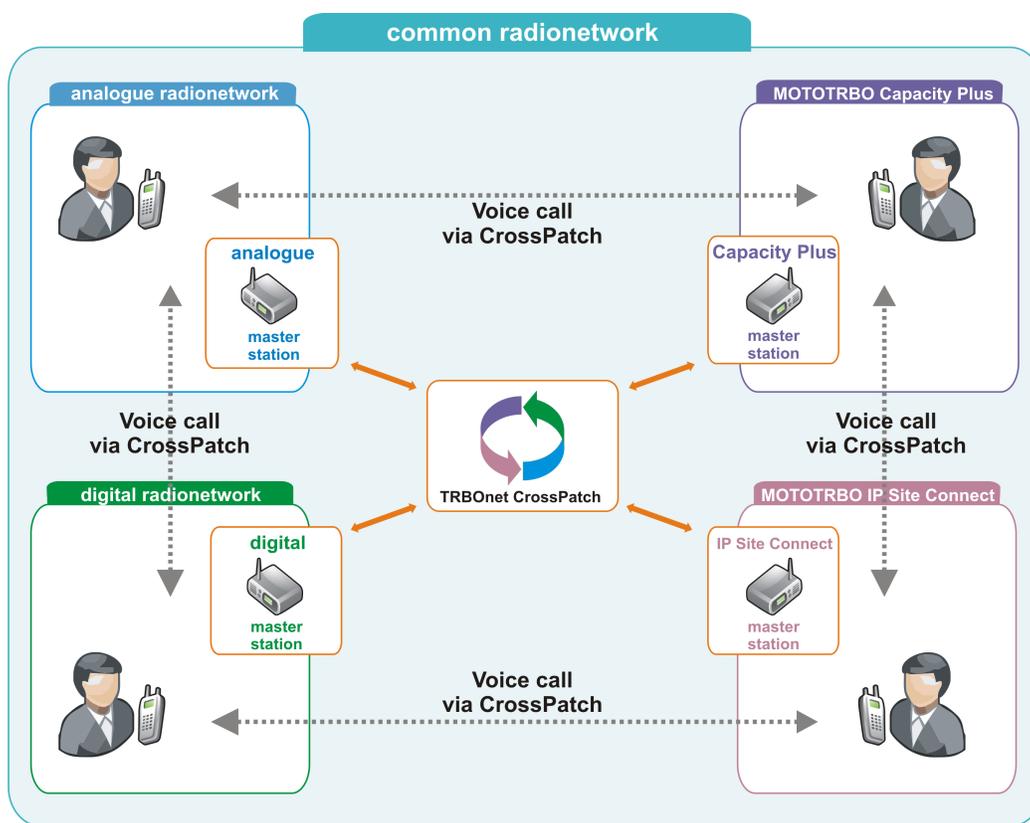
1. **Name** - the name of a CrossPatch
2. **Work Mode** - see **Types of CrossPatch** below
3. **Crosspatch PTT** - set **PTT** on the crosspatch interface to be able to transmit voice or do not set to hear the voice from other channels. There are 3 options:
 - Enable when crosspatch enabled
 - Always enable
 - Invisible
4. **Control Stations to redirect calls** – set the source(s) and the target(s) of redirected calls. You can select one exact group or all the groups of a control station to redirect calls.

Types of CrossPatch

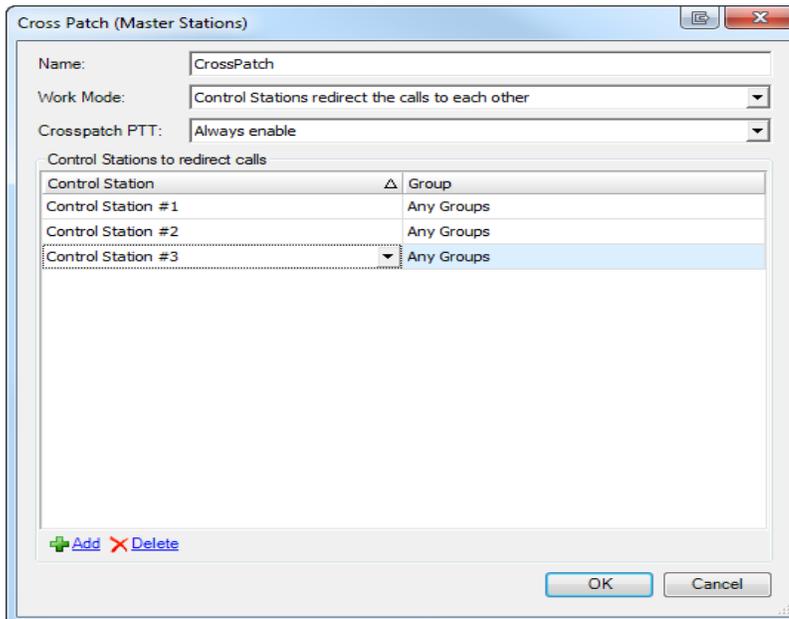
You can use three different variants of CrossPatching:

1. CONTROL STATIONS REDIRECT THE CALLS TO EACH OTHER

This is the most common type of CrossPatch when there is data exchange between the control stations set in the CrossPatch settings. Thus, there is a common channel for all the subscribers of the specified control stations .

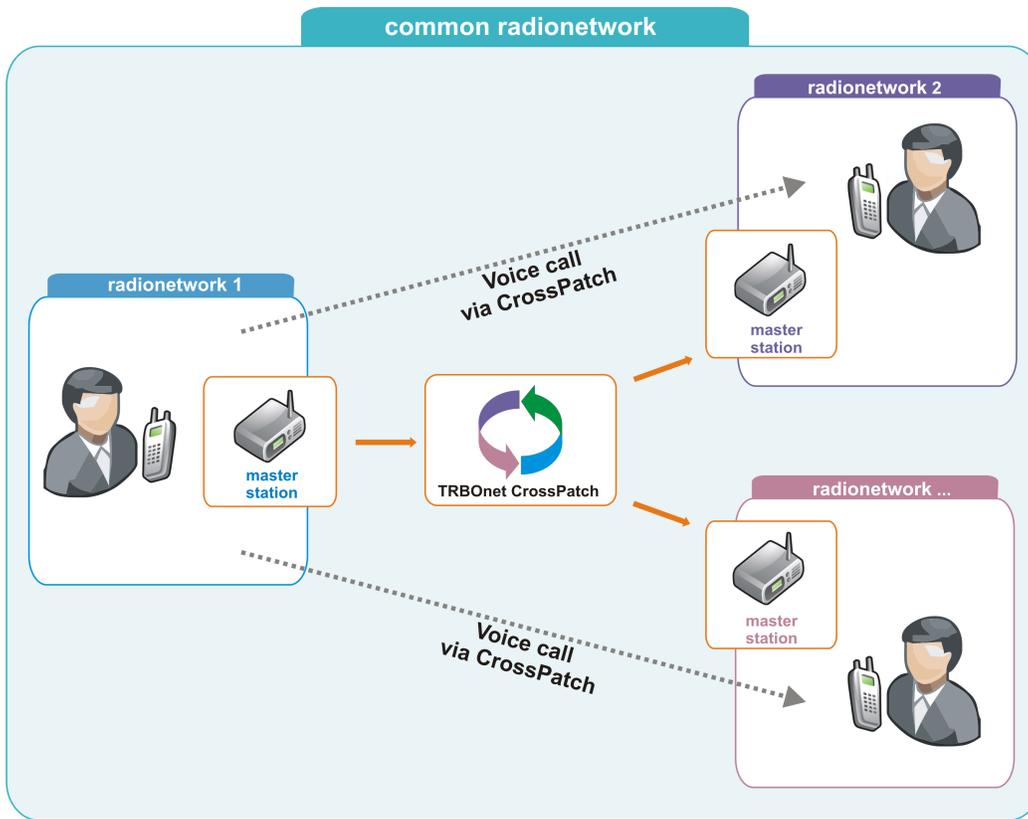


To create this mode of CrossPatching add a CrossPatch and set the **Work Mode** as **Control stations redirect the calls to each other**. Set the CrossPatch name and the control stations to redirect calls.

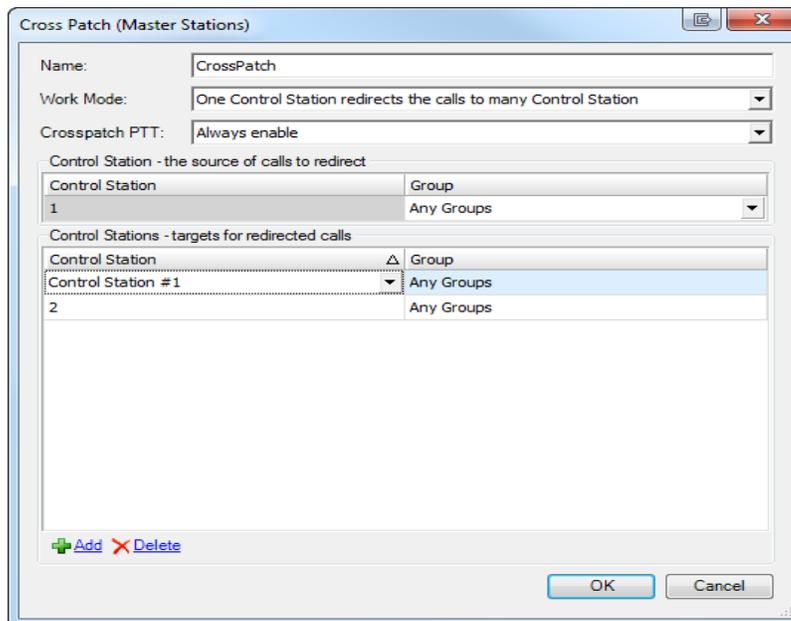


Click **OK**. The CrossPatch is now displayed in the **Radio interface**.

2. ONE CONTROL STATION REDIRECTS THE CALLS TO MANY CONTROL STATIONS



To create this type of CrossPatching add a CrossPatch and set the **Work Mode** as **One control station redirects the calls to several control stations**. Set the CrossPatch name and the control stations to redirect calls.



The screenshot shows the 'Cross Patch (Master Stations)' configuration window. It contains the following fields and sections:

- Name:** CrossPatch
- Work Mode:** One Control Station redirects the calls to many Control Station
- Crosspatch PTT:** Always enable
- Control Station - the source of calls to redirect:**

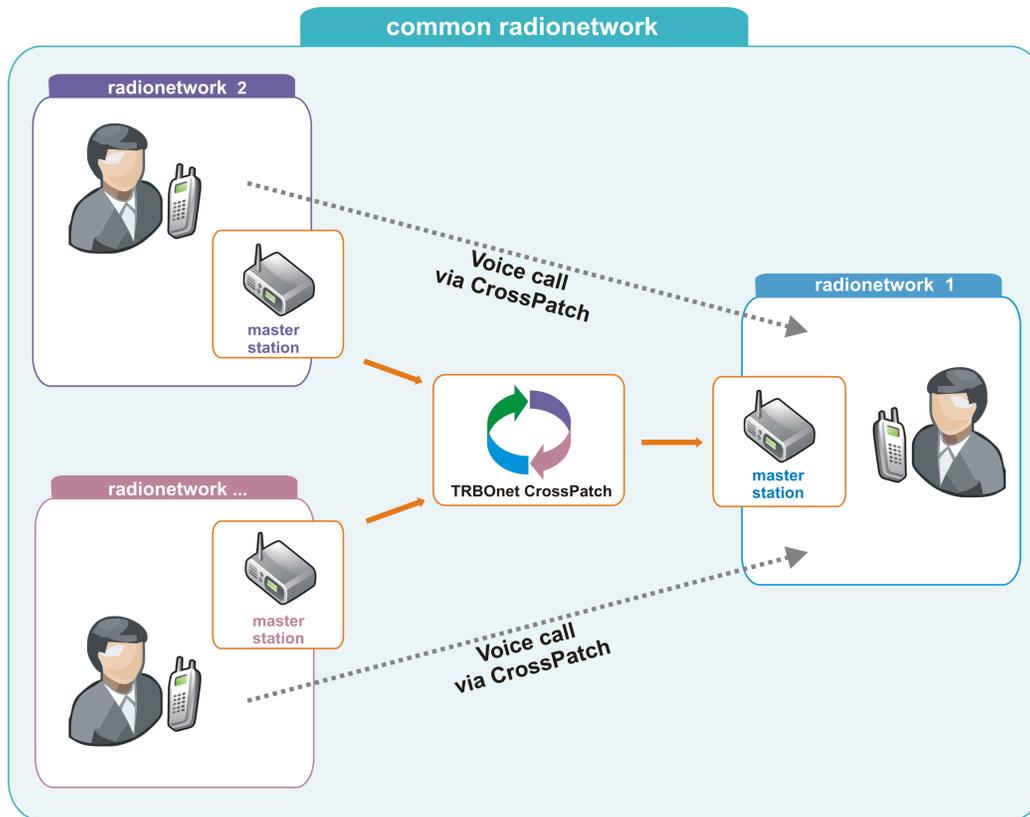
Control Station	Group
1	Any Groups
- Control Stations - targets for redirected calls:**

Control Station	Group
Control Station #1	Any Groups
2	Any Groups

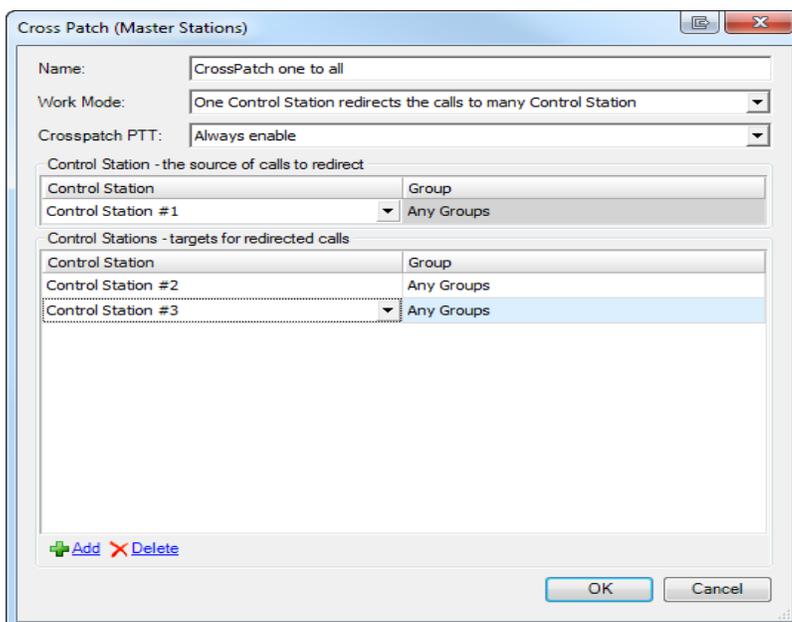
At the bottom left, there are '+ Add' and 'X Delete' buttons. At the bottom right, there are 'OK' and 'Cancel' buttons.

Click **OK**. The CrossPatch is now displayed in the **Radio interface**.

3. CONTROL STATIONS REDIRECT THE CALLS TO ONE CONTROL STATION

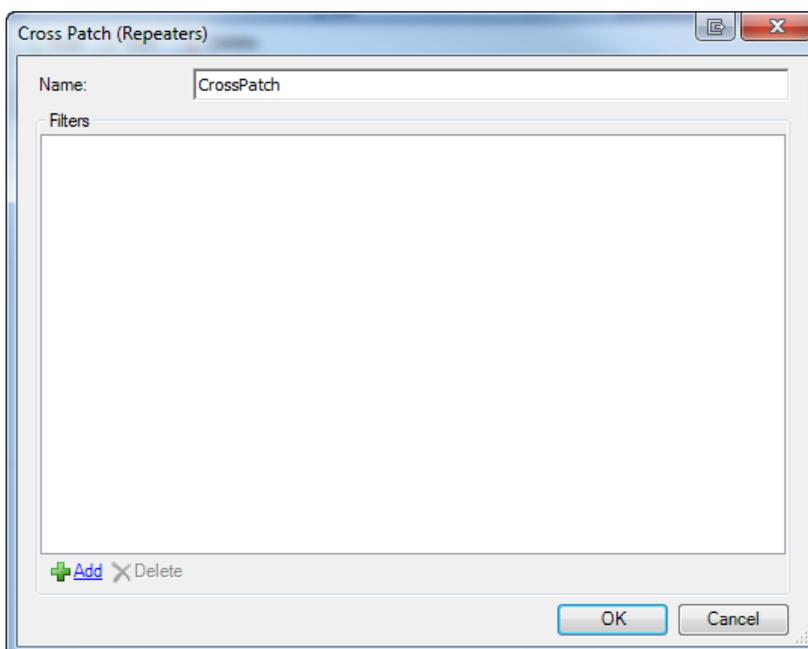


To create this type of CrossPatch add a CrossPatch and set the **Work Mode** as **Control stations redirect the calls to one control station**. Set the CrossPatch name and the control stations to redirect calls.



Click **OK**. The CrossPatch is now displayed in the **Radio interface**.

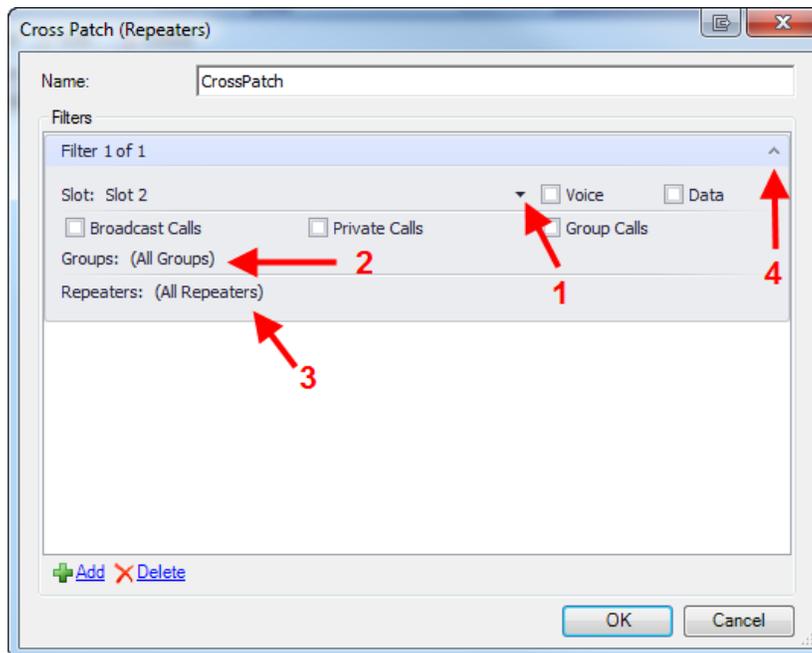
CROSS PATCH ON REPEATERS



Name - the name of the list of rules for the CrossPatch

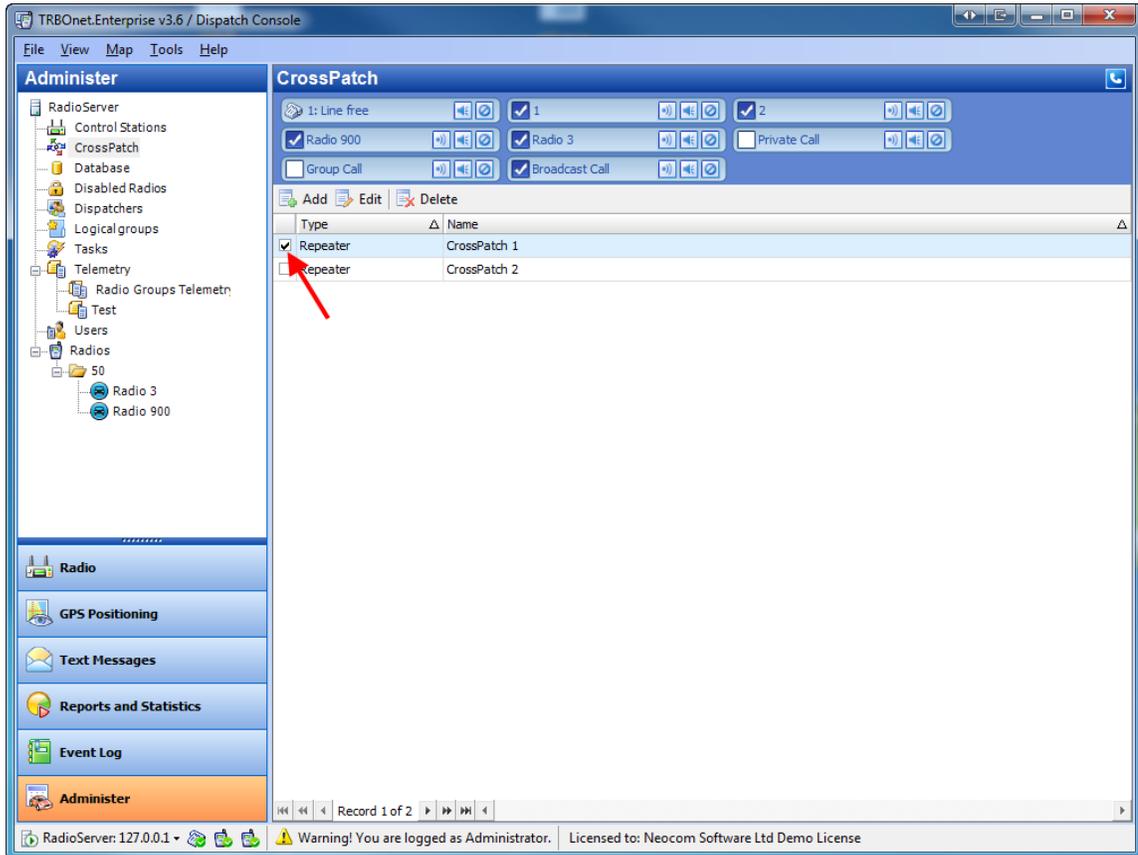
Rules :

Click **Add** to add a new rule to the list for the CrossPatch:



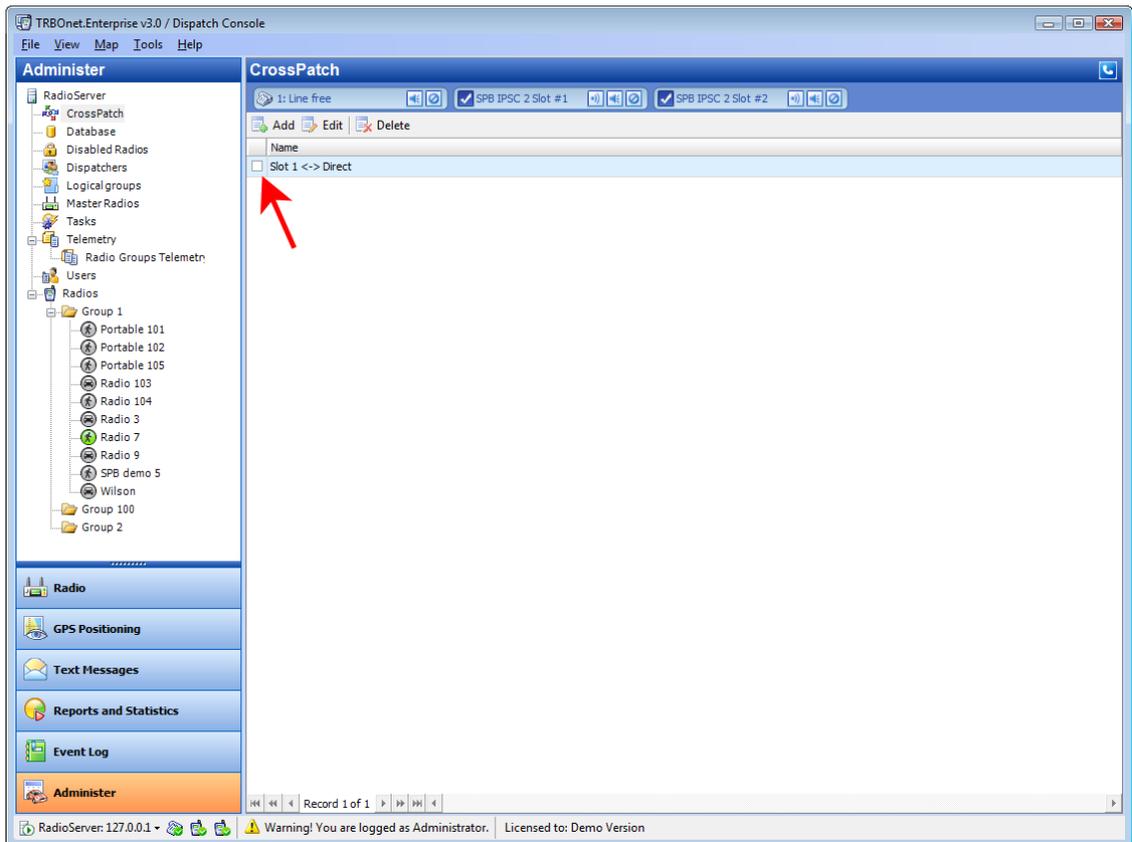
1. Click to choose the repeater slot
2. Choose the group(s) to be crosspatched
3. Choose the repeater(s) for crosspatch
4. Click to hide/open the rule

Note: you may create as many lists of rules as you need but you can activate only one of them simultaneously

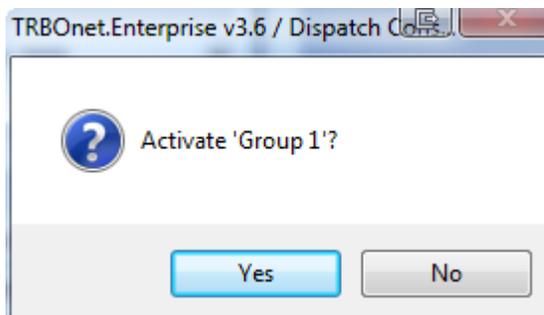


To activate a CrossPatch

To activate or deactivate a CrossPatch select the checkbox in front of the CrossPatch **Work Area**.



Then confirm the activation (deactivation).



To edit a CrossPatch

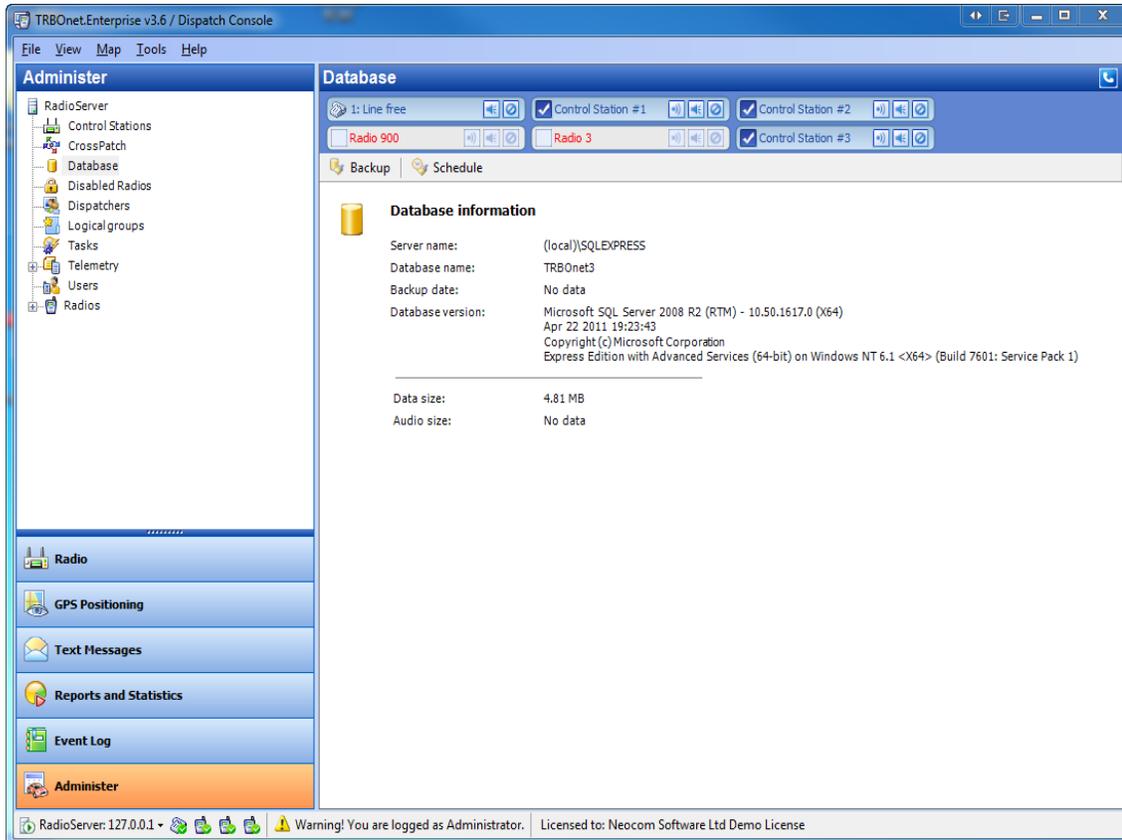
To edit a CrossPatch rule do one of the following:

- double-click the CrossPatch
- select the CrossPatch in the **Work area** and click **Edit** on the toolbar
- right-click the CrossPatch in the work area and select **Edit** from the context menu

Make the changes and click **OK**.

1.6.3 Database

This node gives the information on the **RadioServer** database.



The following data is available:

- **Server name** – The Server name set in the **TRBOnet RadioServer Configurator**
- **Database name** – The Database name set in the **TRBOnet RadioServer Configurator**
- **Backup date** – The latest backup date and time
- **Database version** – Current **Microsoft SQL Server** version
- **Data size** – Current database size
- **Audio size** – Current audio data size

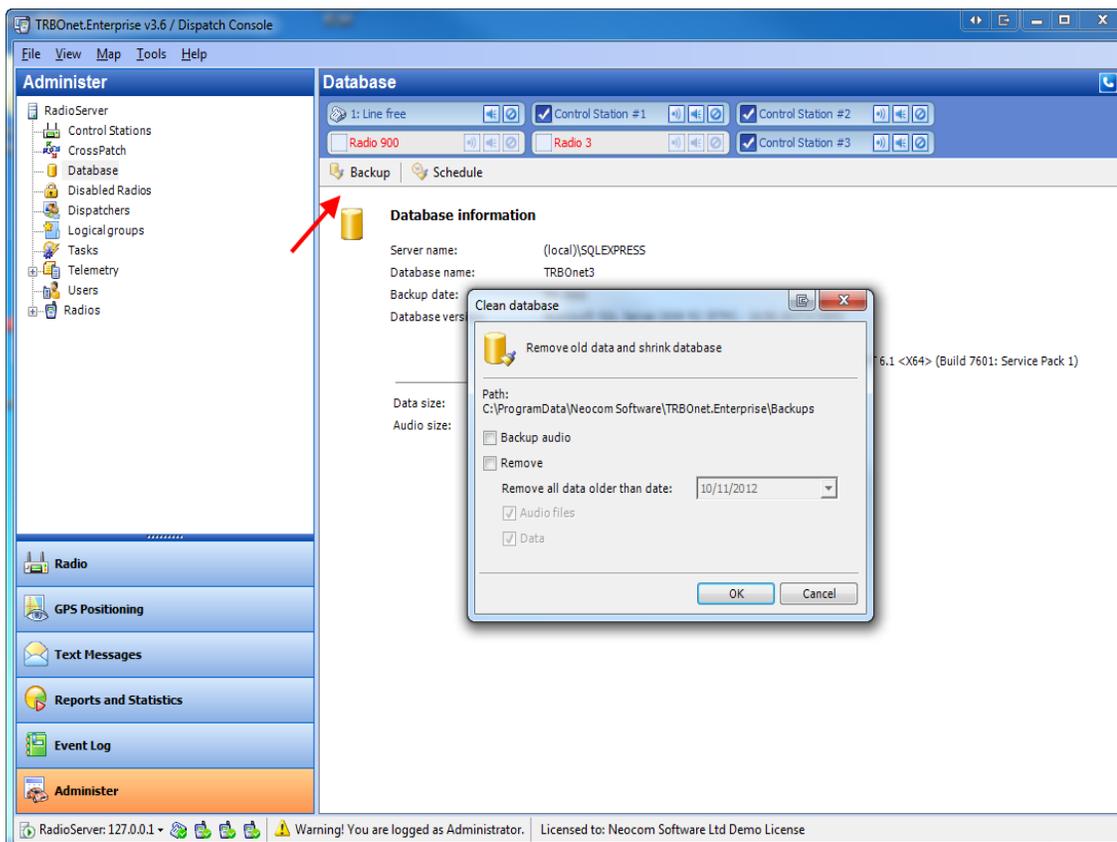
Note: The information is read-only.

To change the database or the **SQL Server** instance run the **TRBOnet RadioServer v3.0** file by selecting **All Programs | Neocom Software | TRBOnet Enterprise 3.0 | TRBOnet RadioServer v3.0** in the **Start** menu or using the **TRBOnet RadioServer v3.0** shortcut on your desktop.

To clean the database

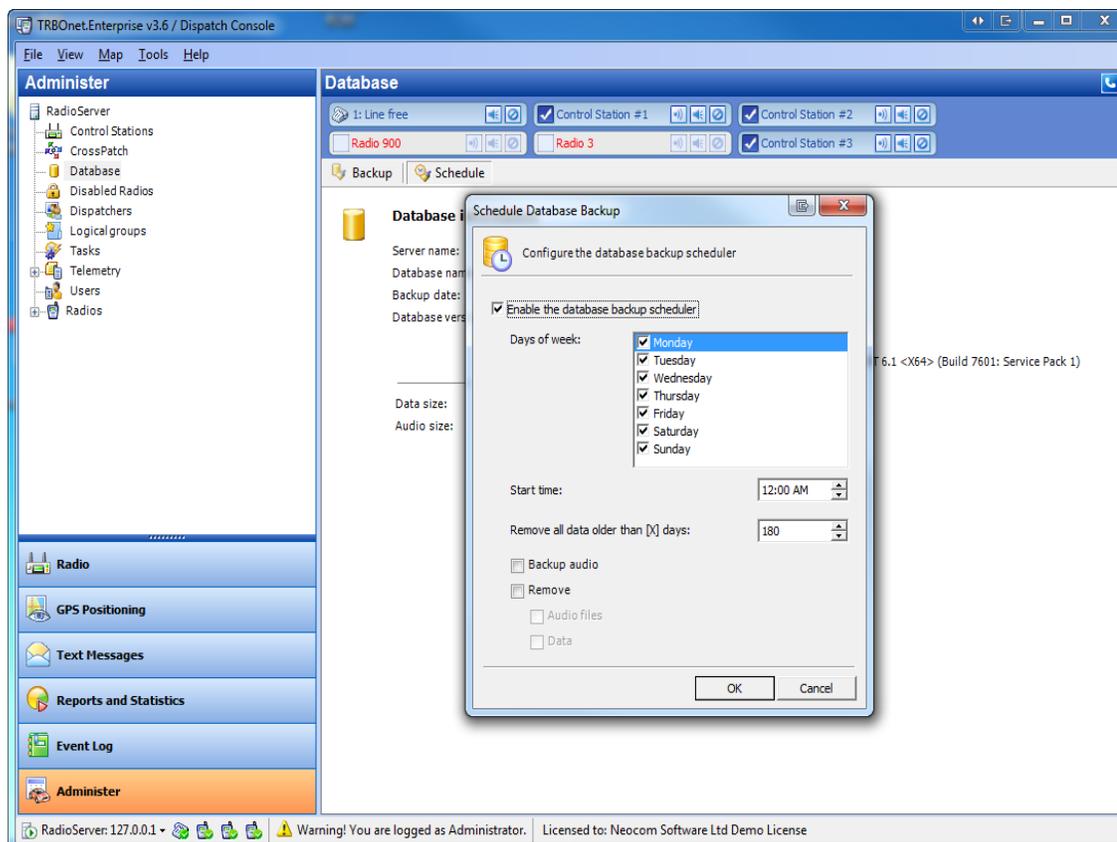
To clean the database and save backup to an archive click **Backup**.

Specify the date you need to remove the data older than and, if necessary, select the **Backup audio** checkbox to save audio files in the archive with database backup and the **Remove** checkbox to remove old data and audio.



To use the database backup scheduler

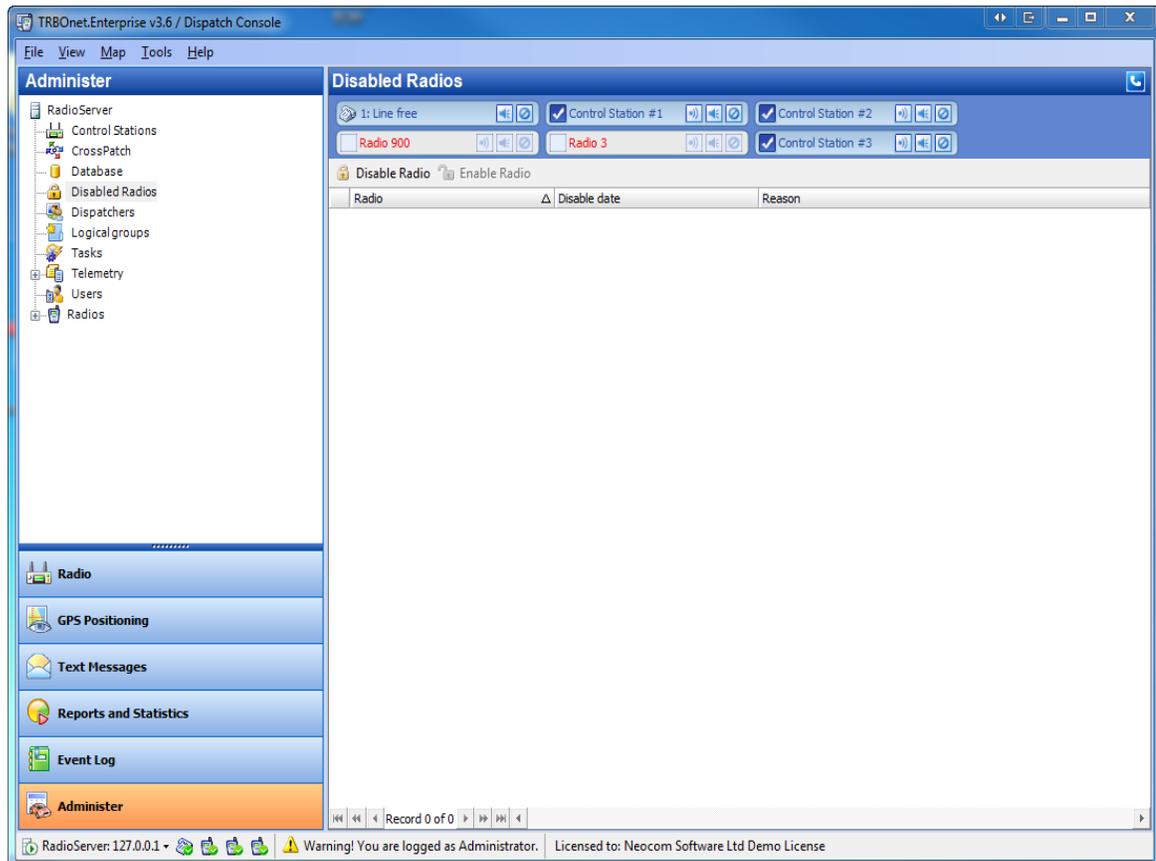
To backup the data automatically due to the schedule, click **Schedule**. If necessary, select the **Backup audio** checkbox to save audio files in the archive with database backup and the **Remove** checkbox to remove old data and audio.



Select **Enable the database backup scheduler**. Then select days of week and time to perform the backup and configure the scheduler to remove the data older than exact number of days.

1.6.4 Disabled Radios

This node allows disabling or enabling subscriber radios.



To disable a radio

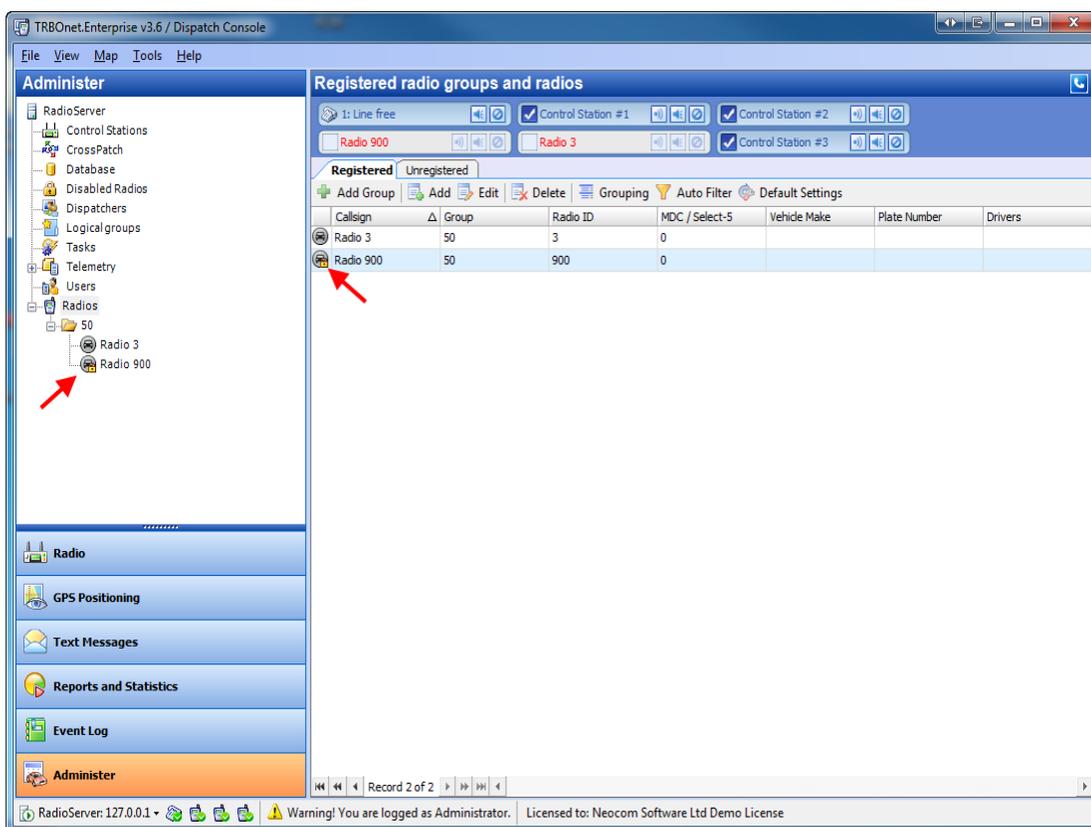
Note: TRBOnet Enterprise provides the **Stun Kill Passive** function. The dispatcher can disable a radio even if it's offline. The system will disable an offline radio as soon as it gets available.

To disable a radio click **Disable Radio** on the toolbar.

The **Lock** window is displayed.

Select the radio from the dropdown list, specify the reason and click **OK**.

The disabled radio is added to the **Disabled Radios** list and its icon is changed to .

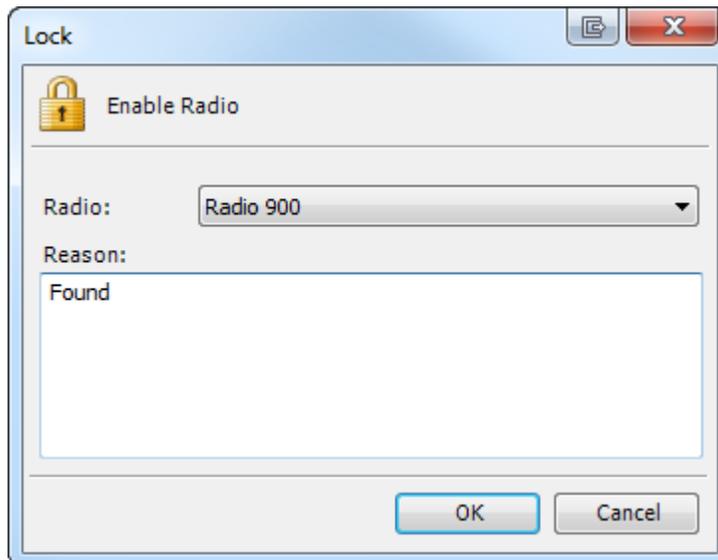


To enable a radio

To enable a radio select it from the **Disabled Radio** list and do one of the following:

- Right-click the radio in the list and select **Enable Radio** in the context menu
- Click **Enable Radio** on the toolbar.

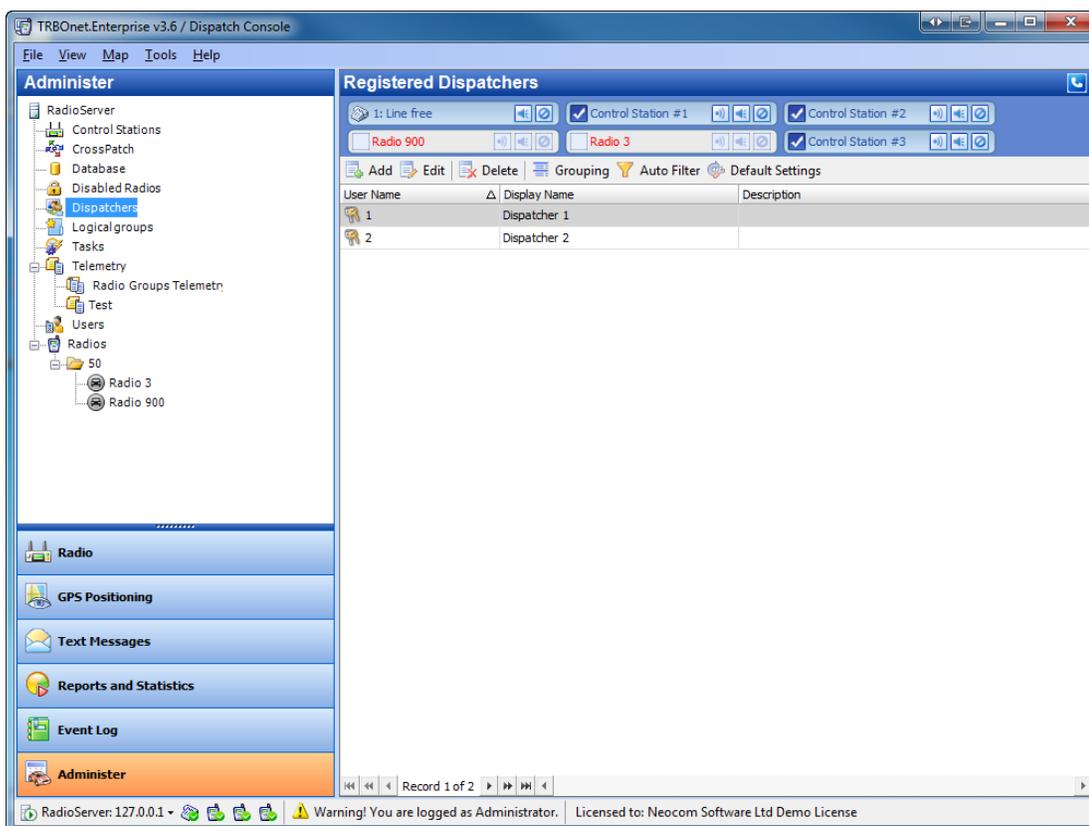
The **Lock** window is displayed.



Specify the reason and click **OK**.

1.6.5 Dispatchers

This node allows adding, editing and deleting dispatchers.



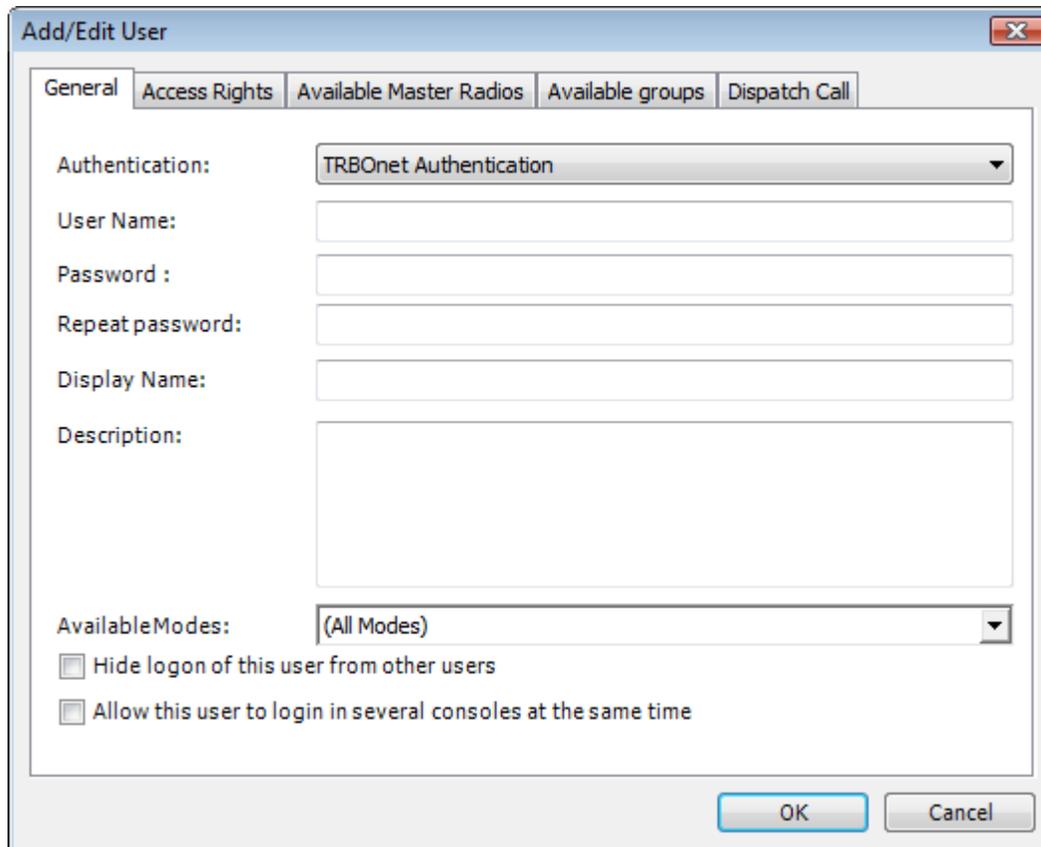
To add/delete a dispatcher

To add a dispatcher do one of the following:

- click **Add** or **Delete** on the toolbar.
- right-click a dispatcher from the list and select **Add** or **Delete** in the context menu

If you click **Add**, the **Add/Edit User** window is displayed.

GENERAL



The screenshot shows a dialog box titled "Add/Edit User" with a close button (X) in the top right corner. The dialog has five tabs: "General", "Access Rights", "Available Master Radios", "Available groups", and "Dispatch Call". The "General" tab is selected and contains the following fields and options:

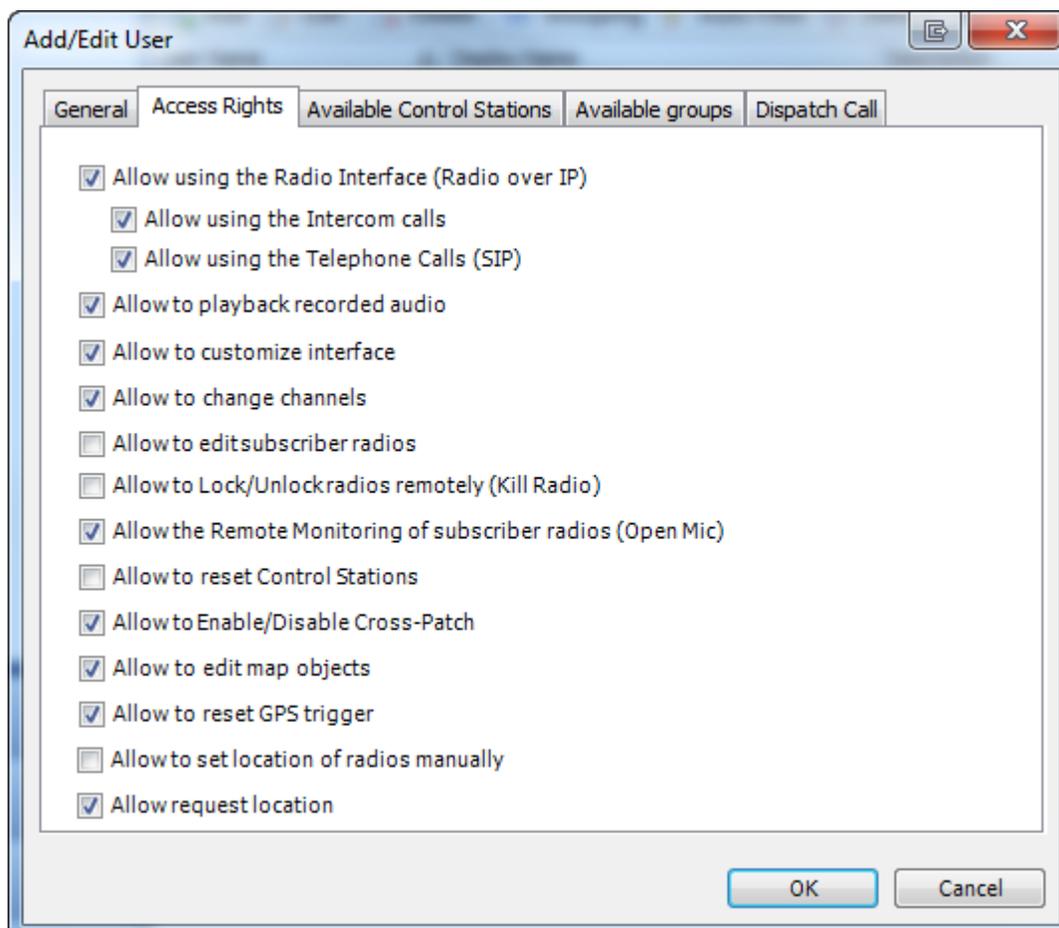
- Authentication:** A dropdown menu with "TRBOnet Authentication" selected.
- User Name:** A text input field.
- Password :** A text input field.
- Repeat password:** A text input field.
- Display Name:** A text input field.
- Description:** A large text area.
- AvailableModes:** A dropdown menu with "(All Modes)" selected.
- Hide logon of this user from other users
- Allow this user to login in several consoles at the same time

At the bottom right of the dialog are "OK" and "Cancel" buttons.

In this tab specify the following parameters:

- **Authentication** – Select **TRBOnet Authentication** or **Windows authentication**
- **Login** – Enter the dispatcher's login
- **Password** – Enter the dispatchers password
- **Repeat password** – Repeat the dispatchers password
- **Display Name** – Enter the name that will be displayed for other dispatchers
- **Description** – Enter the dispatcher's description
- **Available Modes** – Specify the interfaces available for the dispatcher
- **Hide logon of the user from other users** – Select this checkbox to make this dispatcher invisible for other users
- **Allow this user to login in several consoles in same time** – Select this checkbox to allow this user multiple connections to RadioServer

ACCESS RIGHTS

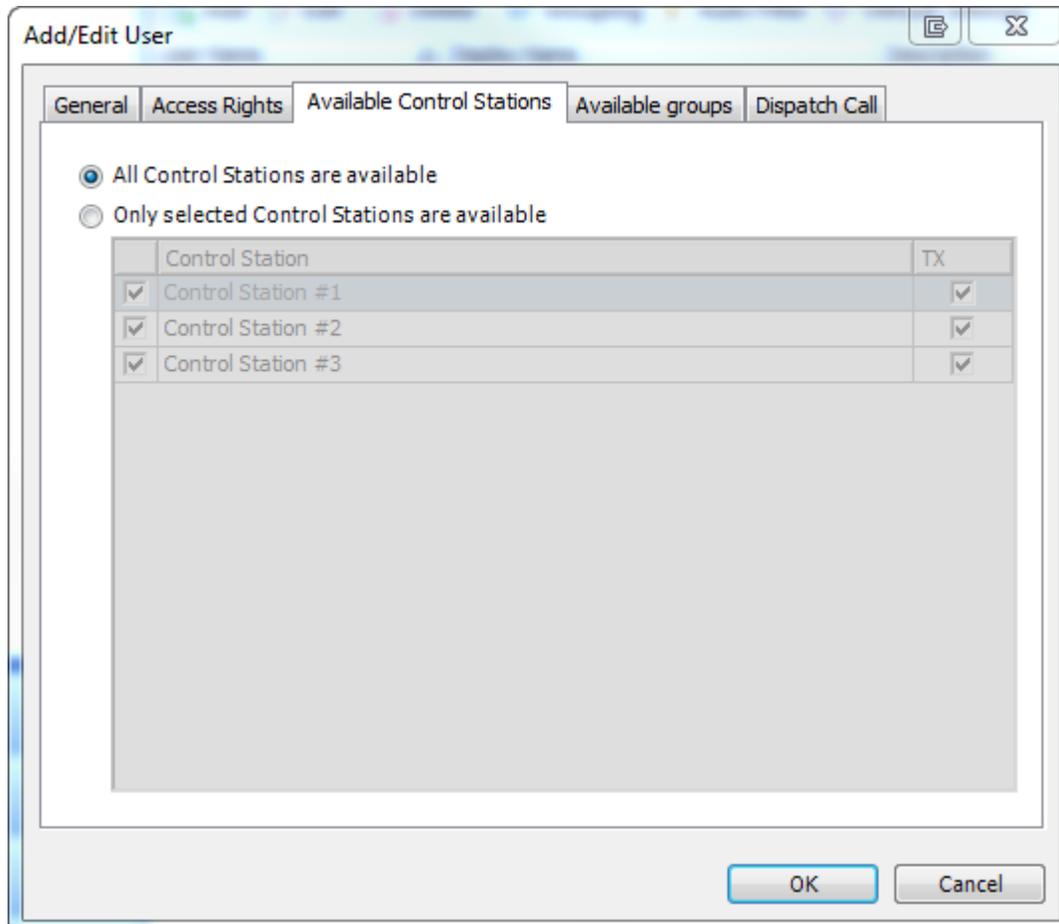


Select or clear checkboxes to specify the dispatcher's access rights:

- **Allow using the Radio Interface (Radio over IP)**
 - **Allow using the Intercom calls**
 - **Allow using the Telephone Calls (SIP)**
- **Allow to playback recorded audio**
- **Allow to customize interface**
- **Allow to change channels**
- **Allow to edit subscriber radios**
- **Allow to Lock/Unlock radios remotely (Kill Radio)**
- **Allow the Remote Monitoring of subscriber radios (Open Mic)**
- **Allow to reset Control Stations**
- **Allow to Enable/Disable Cross-Patch**
- **Allow to edit map objects**

- **Allow to reset GPS trigger**
- **Allow to set location of radios manually**
- **Allow Request Location**

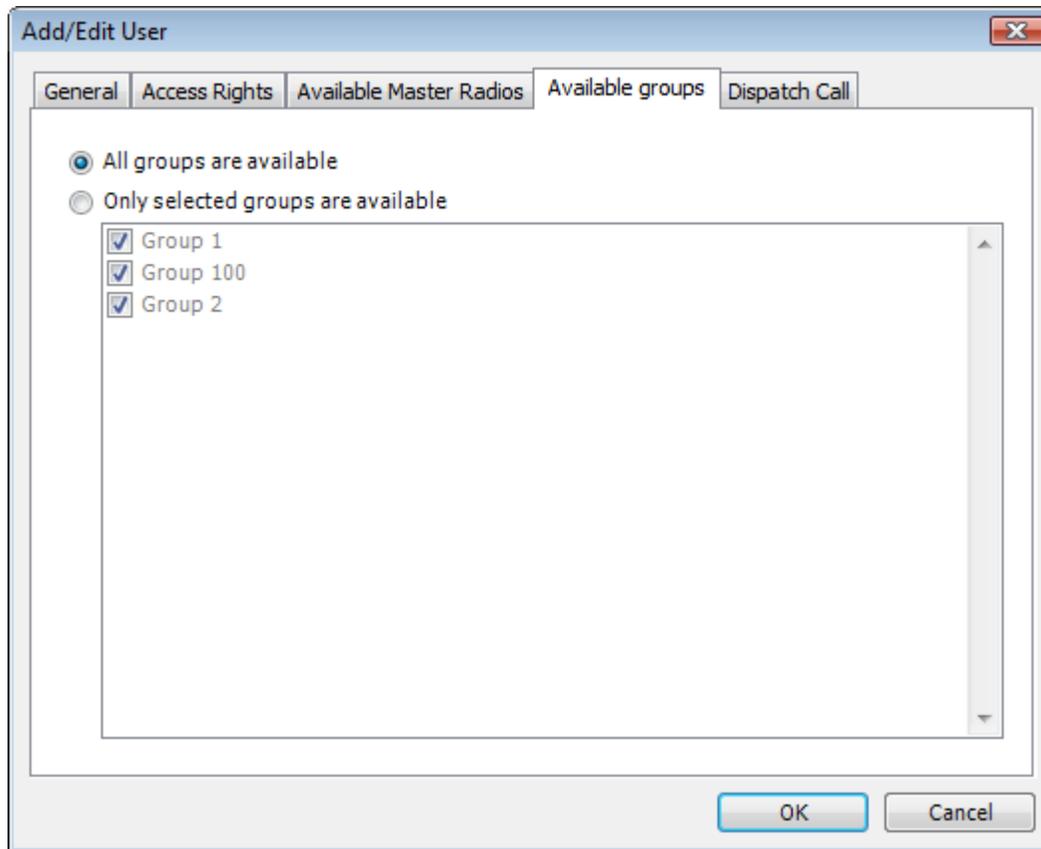
AVAILABLE CONTROL STATIONS



Select between 2 modes:

- **All control stations are available**
- **Only selected control stations are available** – select or clear checkboxes to make channels available or unavailable

AVAILABLE GROUPS



- **All groups are available**
- **Only selected groups are available** – select or clear checkboxes to make groups available or unavailable

DISPATCH CALL

The screenshot shows a software window titled "Add/Edit User" with a tabbed interface. The "Dispatch Call" tab is selected. It contains three checkboxes, each with a corresponding input field:

- Automatically by receiving Text Message from a radio
Message:
- Automatically by receiving Telemetry Command from a radio
VIO: Command:
- Automatically by receiving DTMF command from subscriber
Command:

At the bottom right of the window are "OK" and "Cancel" buttons.

- **Automatically by receiving Text Message from a radio** – select to make an automated call from dispatcher to radio
- **Automatically by receiving Telemetry Command from a radio** – select to make an automated call from from dispatcher to radio
- **Automatically by receiving DTMF command from subscriber** – select to make an automated call from from dispatcher to radio

To edit a dispatcher

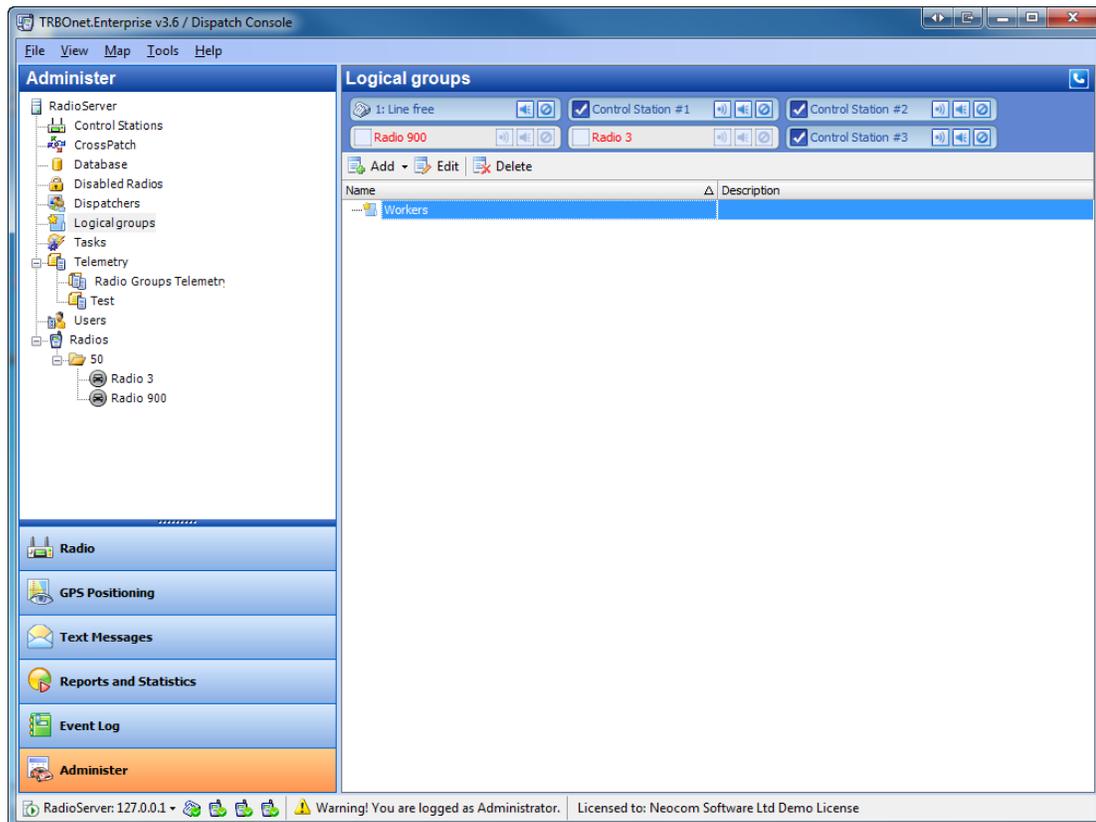
To edit a dispatcher do one of the following:

- select a dispatcher and click **Edit** on the toolbar.
- right-click a dispatcher from the list and select **Edit** in the context menu
- double-click a dispatcher from the list

If you click **Add**, the **Add/Edit User** window is displayed.

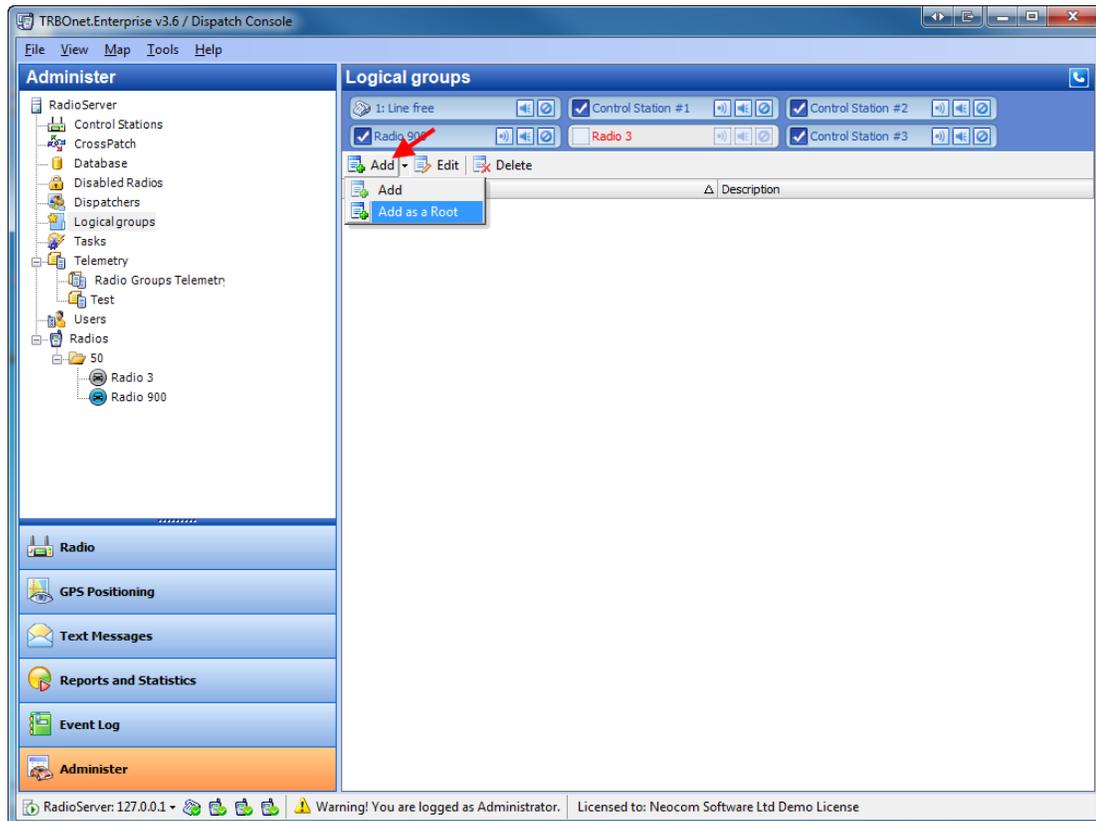
1.6.6 Logical groups

TRBOnet Enterprise allows adding logical groups in addition to radio groups. You can add groups and subgroups and assign subscriber to these groups.



To add a logical group

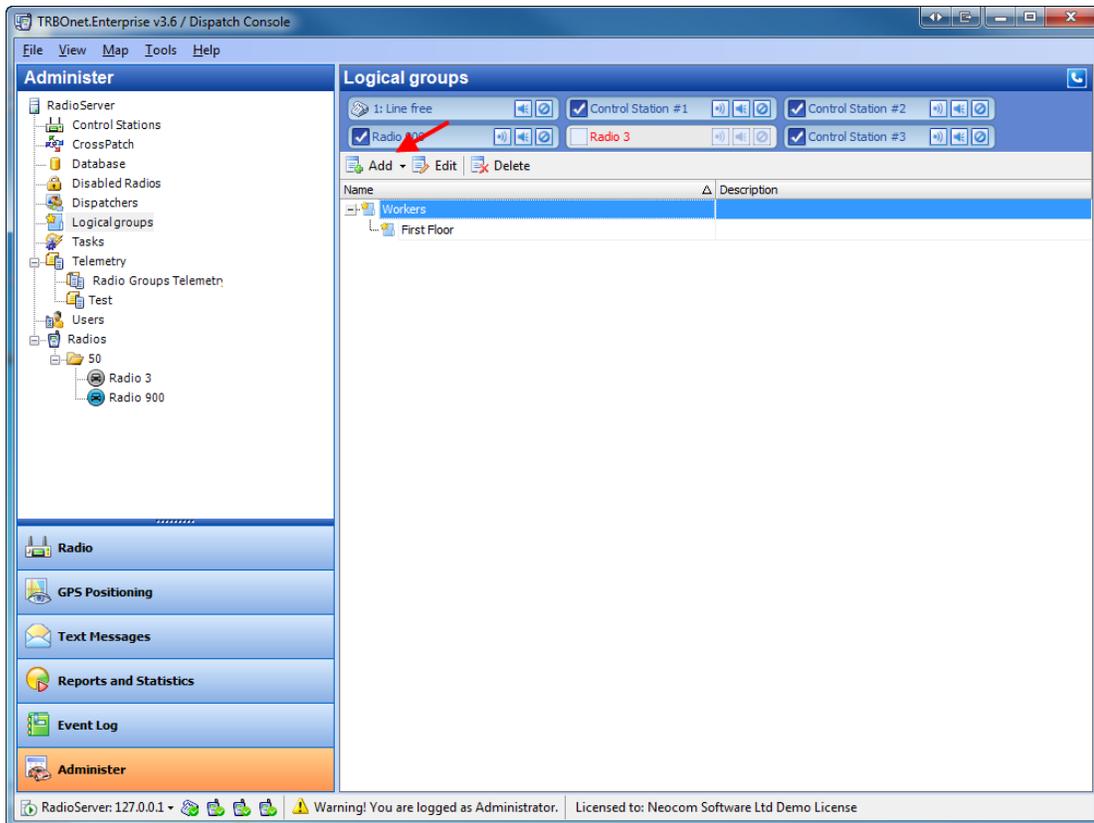
To add a dispatcher, deselect groups from the list and click **Add** on the toolbar and select **Add as a Root**.



The **Add/Edit User** window is displayed. Specify the name and description.

To add a logical subgroup

To add a subgroup select a group to add subgroup to and click **Add** on the toolbar



To edit a logical group

To edit a dispatcher do one of the following:

- select a group and click **Edit** on the toolbar.
- right-click a group from the list and select **Edit** in the context menu

To delete a group

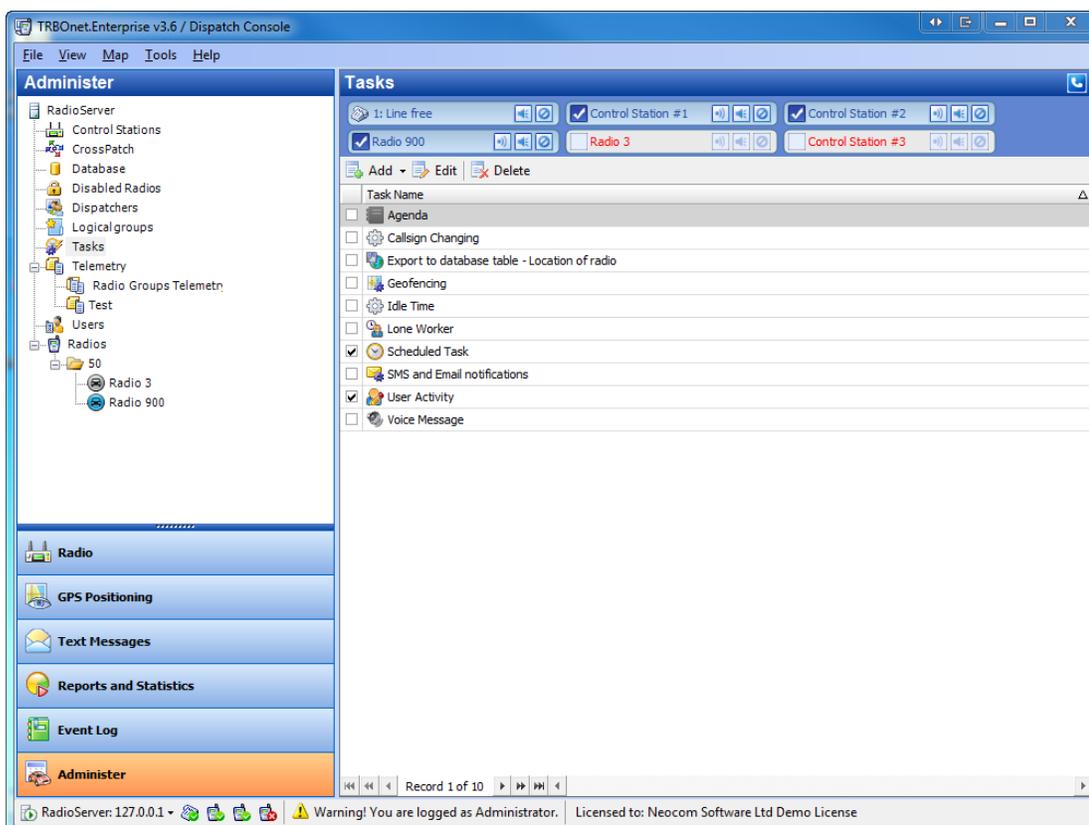
To delete a group do one of the following:

- Select a group and click **Delete** on the toolbar
- Rightclick a group and select **Delete** in the context menu

1.6.8 Tasks

This nodes allows managing the following tasks:

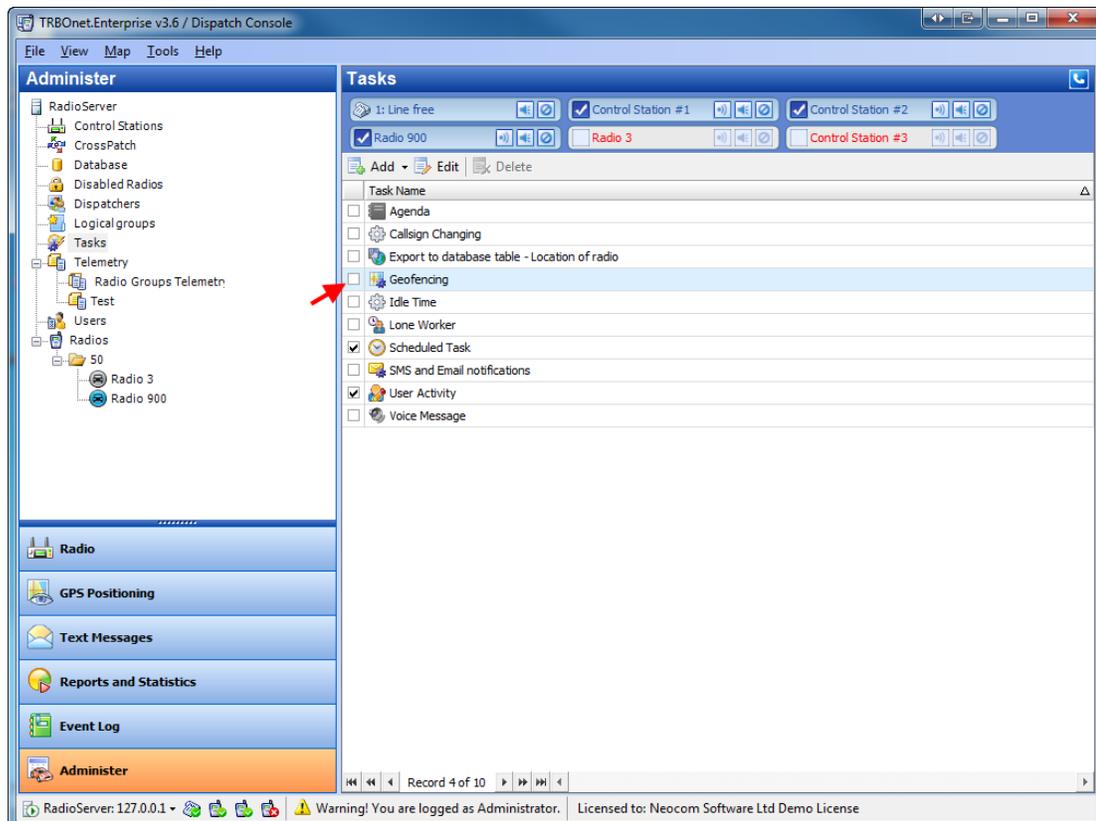
1. Geofencing
2. SMS and Email notifications
3. User Activity
4. Lone Worker
5. Export Data
6. Scheduled Task
7. Idle Time
8. Voice message
9. Callsign Changing
10. Agenda



Geofencing

TO ENABLE/DISABLE GEOFENCING

To enable or disable geofencing select the respective checkbox in the **Work Area** and click **Yes**.

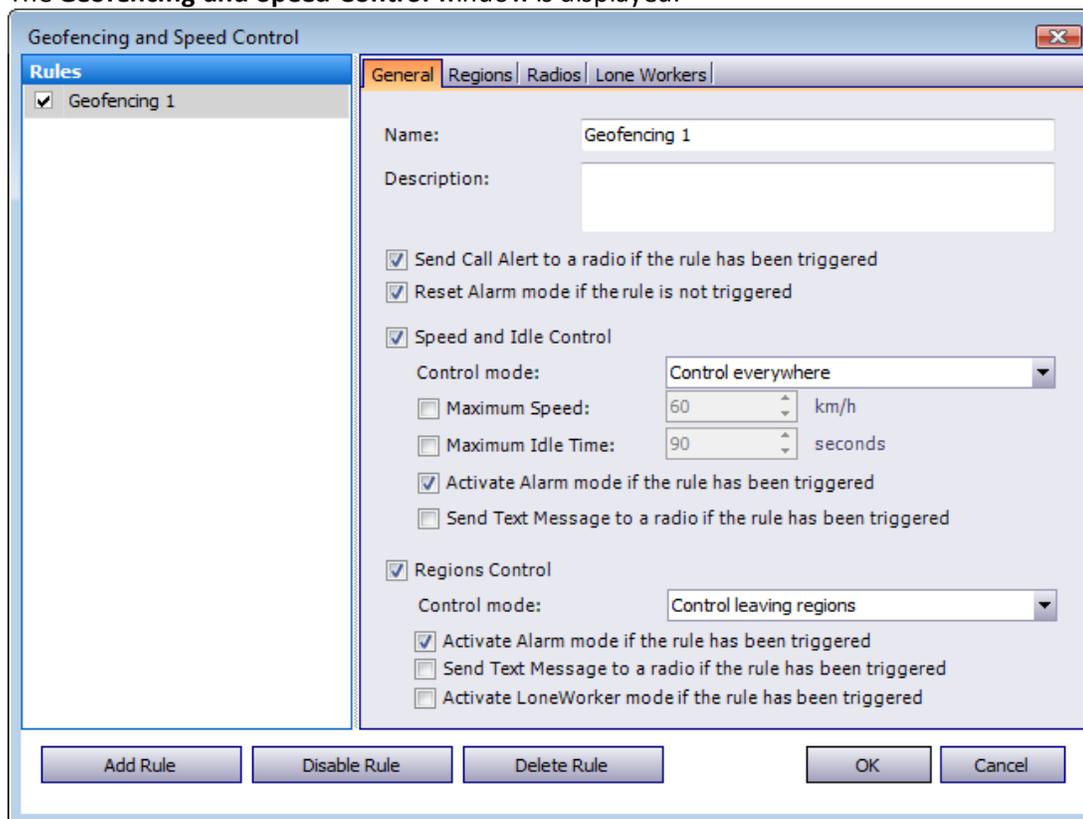


TO CONFIGURE GEOFENCING AND SPEED CONTROL

1. Do one of the following:

- Double-click **Geofencing** in the **Work Area**.
- Right-click **Geofencing** in the **Work Area** and select **Edit** from the context menu
- Select **Geofencing** in the **Work Area** and click  **Edit** on the toolbar

The **Geofencing and Speed Control** window is displayed.



2. Add a rule or select an existing rule.
3. If necessary, edit a rule.
4. Enable or disable a rule.

To add/delete a rule

To add a rule click **Add Rule** in the **Geofencing and Speed Control** window.

To delete a rule click **Delete Rule** in the **Geofencing and Speed Control** window.

To edit a rule

Select a rule from the list and set the rule's parameters.

The screenshot shows a dialog box titled "Geofencing and Speed Control" with a close button in the top right corner. On the left, a "Rules" list contains a single entry "Geofencing 1" with a checked checkbox. The main area is divided into four tabs: "General", "Regions", "Radios", and "Lone Workers". The "General" tab is active and contains the following fields and options:

- Name: Geofencing 1
- Description: (empty text box)
- Send Call Alert to a radio if the rule has been triggered
- Reset Alarm mode if the rule is not triggered
- Speed and Idle Control
 - Control mode: Control everywhere (dropdown menu)
 - Maximum Speed: 60 km/h (spinners)
 - Maximum Idle Time: 90 seconds (spinners)
 - Activate Alarm mode if the rule has been triggered
 - Send Text Message to a radio if the rule has been triggered
- Regions Control
 - Control mode: Control leaving regions (dropdown menu)
 - Activate Alarm mode if the rule has been triggered
 - Send Text Message to a radio if the rule has been triggered
 - Activate LoneWorker mode if the rule has been triggered

At the bottom of the dialog are five buttons: "Add Rule", "Disable Rule", "Delete Rule", "OK", and "Cancel".

General tab

You can set the following parameters in the **General** tab:

Name – Enter the rule's name

Description – Enter the rule's description

Send Call Alert to a radio if the rule has been triggered – Select the checkbox if necessary

Speed and Idle Control – Select the checkbox to enable speed and idle control

Control mode – Select the control mode from the dropdown list: **Control everywhere**, **Enabled for selected regions only**, **Disabled for selected regions**

Maximum Speed – Set the maximum speed

Maximum Idle Time – Set the maximum idle time

Activate Alarm mode if the rule has been triggered – Select the checkbox if necessary

Send Text Message to a radio if the rule has been triggered – Select the checkbox if necessary

Regions Control – Select the checkbox to enable region control

Control mode – Select the control mode from the dropdown list: **Control everywhere**, **Enabled for selected regions only**, **Disabled for selected regions**

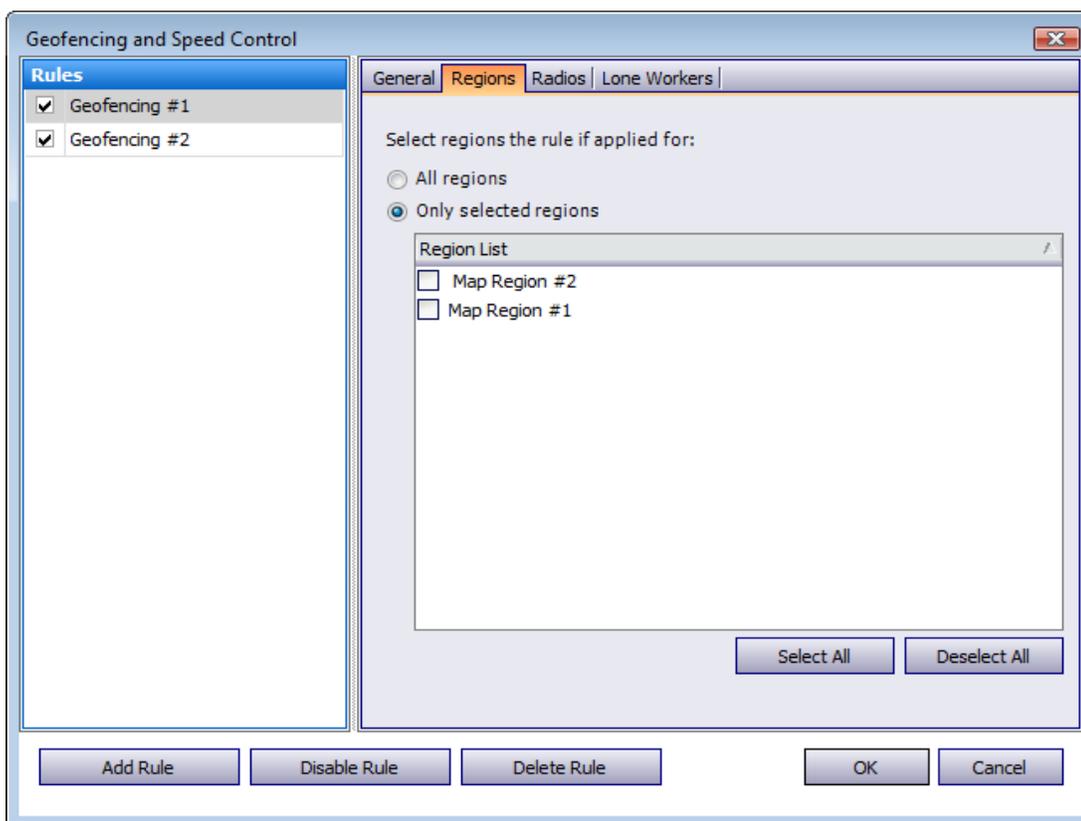
Activate Alarm mode if the rule has been triggered – Select the checkbox if necessary

Send Text Message to a radio if the rule has been triggered– Select the checkbox if necessary

Activate LoneWorker if the rule has been triggered – Select the checkbox if necessary (allows automatically activating a Lone Worker policy for a radio in case of entering or leaving exact region on map)Regions tab

Regions tab

You can set the following parameters in the **Regions** tab:



Control mode – Select the control mode from the dropdown list:

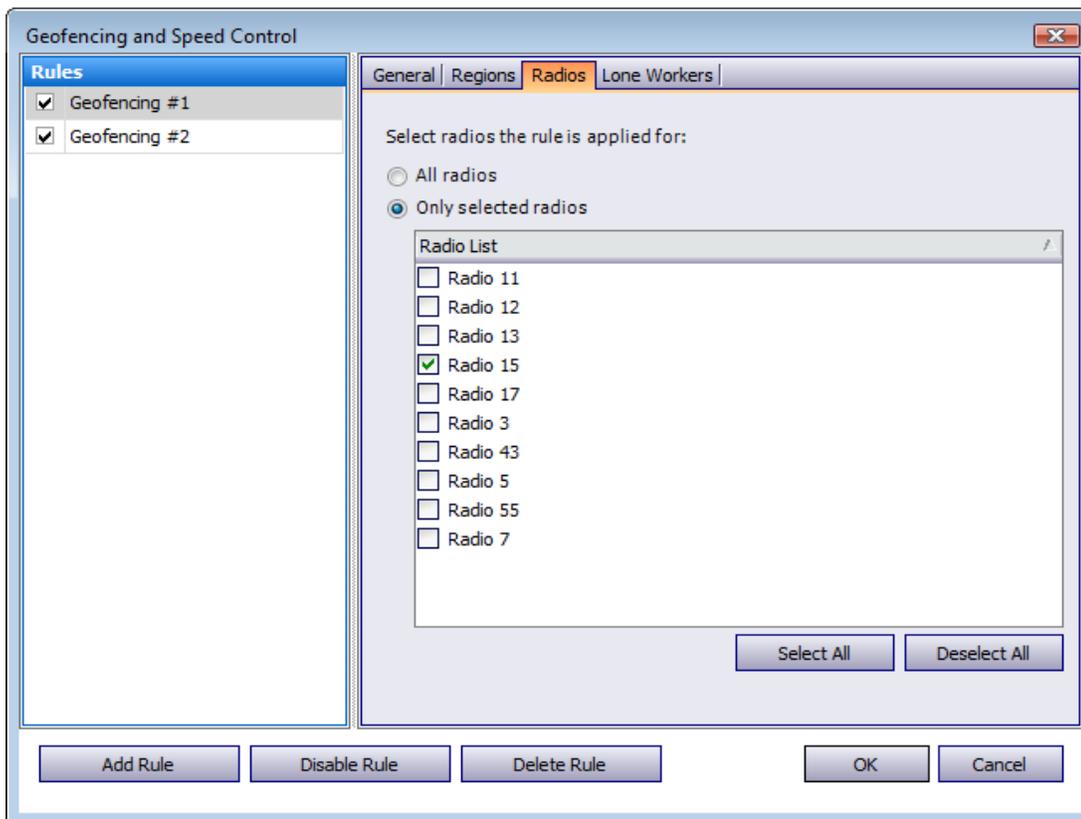
Send Text Message to a radio if it enters, exits or changes a region – Select the checkbox if necessary
Send Call Alert to a radio if the rule has been triggered – Select the checkbox if necessary

All regions – Select this option to apply this rule for all regions

Only selected regions – Select this option if you want to apply the rule for one or several regions and check the regions to apply the rule for in the **Region List**

Radios tab

You can set the following parameters in the **Regions** tab:

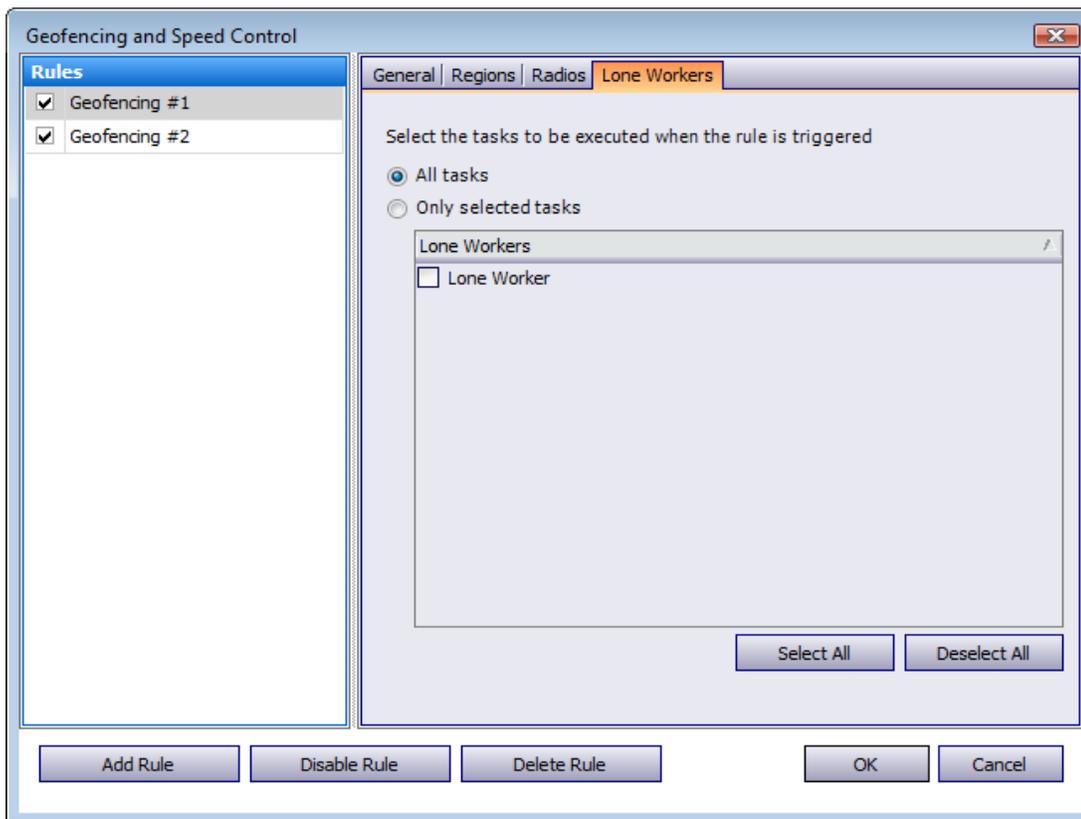


All radios – Select this option to apply this rule for all radios

Only selected radios – Select this option if you want to apply the rule for one or several radios and check the radios to apply the rule for in the **Radio List**

Lone Workers tab

This tab allows activating a Lone Worker policy in case the rule has been triggered.



All tasks – Select this option to activate all Lone Worker tasks

Only selected tasks – Select this option to specify exact Lone Worker task(s) to be activated

To enable/disable a rule

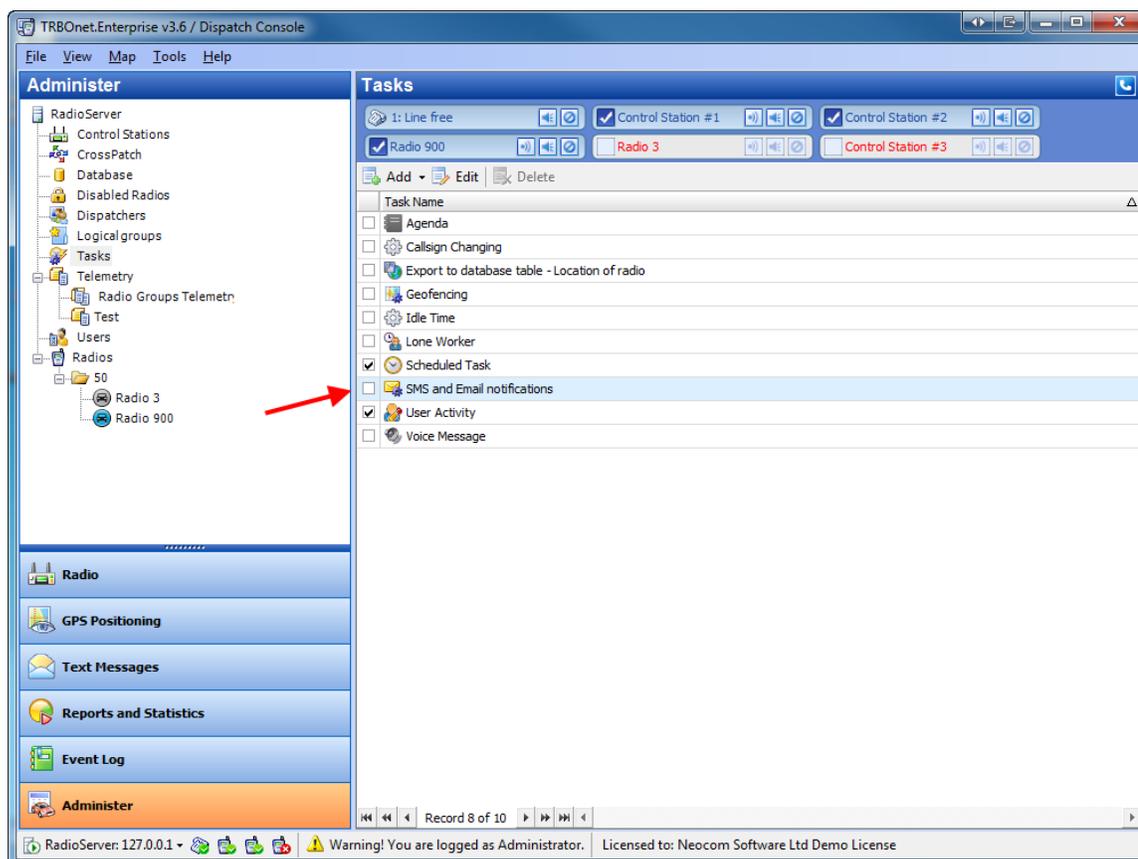
To enable/disable a rule, select a rule and click **Enable Rule** or **Disable Rule**.

SMS and Email notifications

TRBOnet Enterprise provides the functionality for SMS and Email notifications on system events.

TO ENABLE/DISABLE SMS AND EMAIL NOTIFICATIONS

To enable or disable **SMS and Email notifications** select the respective checkbox in the **Work Area**.

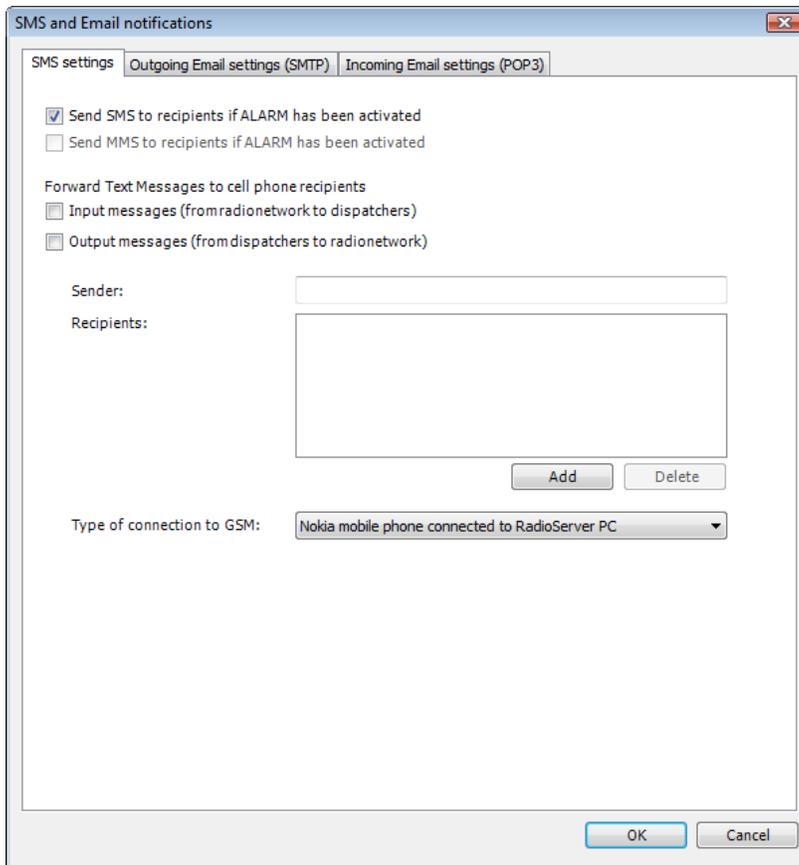


TO CONFIGURE SMS AND EMAIL NOTIFICATIONS

To configure this function do one of the following:

- double-click **SMS and Email notifications** in the **Work Area**
- right-click **SMS and Email notifications** in the **Work Area** and select **Edit** from the context menu
- select **SMS and Email notifications** in the **Work Area** and click  **Edit** on the toolbar

The **SMS and Email notifications** window is displayed.



The screenshot shows a window titled "SMS and Email notifications" with three tabs: "SMS settings", "Outgoing Email settings (SMTP)", and "Incoming Email settings (POP3)". The "SMS settings" tab is active. It contains the following options:

- Send SMS to recipients if ALARM has been activated
- Send MMS to recipients if ALARM has been activated

Forward Text Messages to cell phone recipients

- Input messages (from radionetwork to dispatchers)
- Output messages (from dispatchers to radionetwork)

Sender:

Recipients:

Type of connection to GSM:

SMS settings tab

If necessary, select respective checkboxes and enter the data:

- **Send SMS to recipients if ALARM has been activated** – select to send SMS in case of Alarm
- **Send MMS to recipients if ALARM has been activated** – select to send MMS in case of Alarm
- **Forward Text Messages to cell phone recipients**
 - **Input messages (from radionetwork to dispatchers)** – select to forward incoming text messages to cell phone
 - **Output messages (from dispatchers to radionetwork)** – select to forward outgoing text messages to cell phone
- **Sender** – Enter the sender
- **Recipients** – to add a recipient click **Add** and type the cell phone number (11-digit); to remove a recipient click **Delete**
- **Type of connection to GSM** – select the type of connection (**Nokia mobile phone connected to RadioServer PC** or **Vianett service(<http://www.vianett.com>)**)
- **Vianett account** (for Vianett connection only) – enter the account

- **Vianett password** (for Vianett connection only) – enter the password
- **Send Test MMS** (for Vianett connection only) – click to send a test MMS
- **Send Test SMS** (for Vianett connection only) – click to send a test SMS

Outgoing Email settings (SMTP) tab

If necessary, select respective checkboxes and enter the data:

- **Send Email to recipients if ALARM has been activated** – select to send Email in case of Alarm
- **Forward Text Messages to email recipients**
 - **Input messages (from radionetwork to dispatchers)** – select to forward incoming text messages to Email address(es)
 - **Output messages (from dispatchers to radionetwork)** – select to forward outgoing text messages to Email address(es)
- **Sender** – enter the sender
- **Recipients** – to add a recipient click **Add** and type the Email address; to remove a recipient click **Delete**
- **SMTP server host or IP** – enter the SMTP server host or IP
- **This server requires a secure connection (SSL)** – select to use a secure connection
- **SMTP server port** – use the default value

- **Connect using**
 - **Anonymous access** – select to use an anonymous access
 - **Windows authentication** – select to connect with Windows authentication
 - **Use SMTP user name and password** – select to enter SMTP user name and password
 - **User name** – enter the SMTP user name
 - **Password** – enter the SMTP password
- **Send Test Message** – click to send a test message

Incoming Email settings (POP3) tab

The screenshot shows a dialog box titled "SMS and Email notifications" with three tabs: "SMS settings", "Outgoing Email settings (SMTP)", and "Incoming Email settings (POP3)". The "Incoming Email settings (POP3)" tab is active. It contains the following settings:

- Forward incoming emails to radionetwork (from mailbox to radios)
- POP3 server host or IP:
- This server requires a secure connection (SSL)
- POP3 server port:
- Check for new messages every: seconds
- Connect using:
 - Anonymous access
 - Windows authentication
 - Use POP3 user name and password
- User name:
- Password:
-
-

If necessary, select respective checkboxes and enter the data:

- **Forward incoming emails to radionetwork (from mailbox to radios)** – select to forward incoming emails to radio network
- **POP3 server host or IP** – enter POP3 server host or IP
- **This server requires a secure connection (SSL)** – select to use a secure connection
- **POP3 server port** – use the default value
- **Check for new messages every ... seconds** – set the time interval to check for new emails
- **Connect using**
 - **Anonymous access** – select to use an anonymous access
 - **Windows authentication** – select to connect with Windows authentication
 - **Use SMTP user name and password** – select to enter POP3 user name and password
- **Check New Emails Now** – click to check for new emails

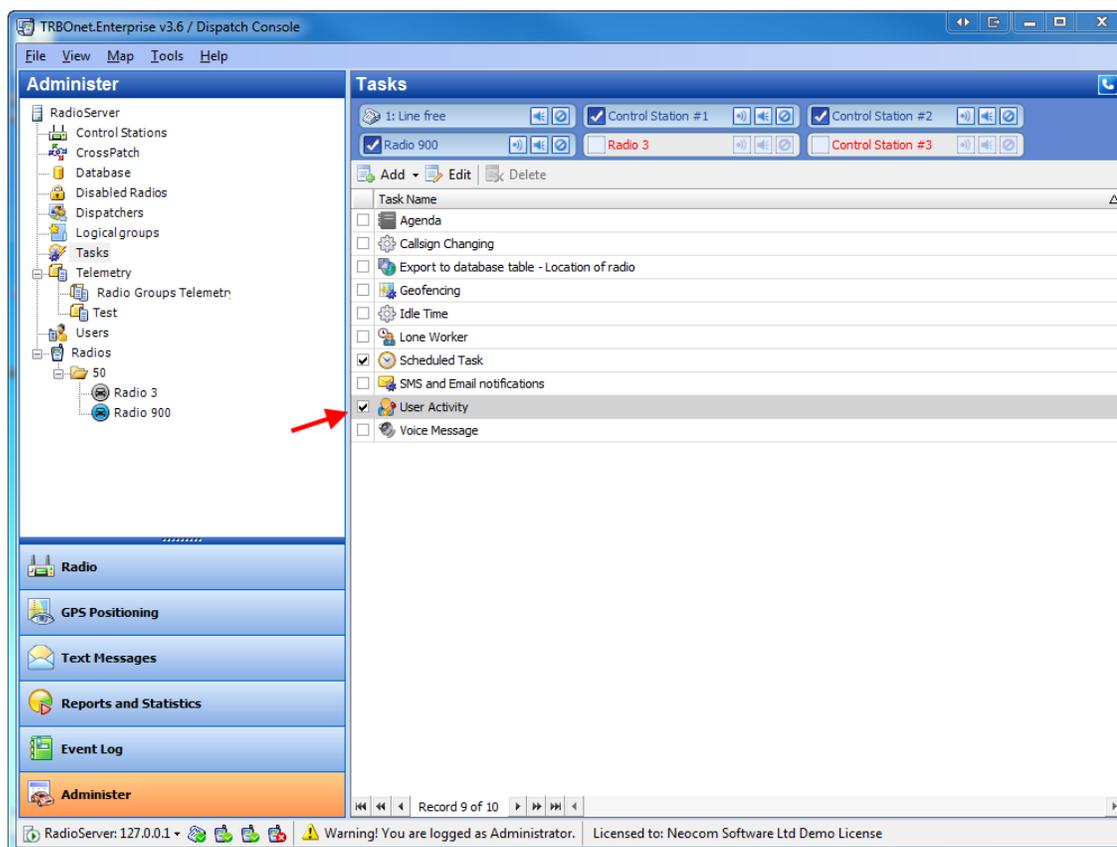
User Activity

The **User Activity** function lets the dispatcher make lists subscribers can be assigned to due to their activity.

For example, if a subscriber sends a message “**On duty**” or presses an exact preset telemetry button this subscriber gets assigned to the “**On duty**” list in the **Remote Dispatcher Console**. The dispatcher can also assign subscribers to lists manually.

TO ENABLE/DISABLE USER ACTIVITY

To enable or disable **User Activity** select the respective checkbox in the **Work Area**.

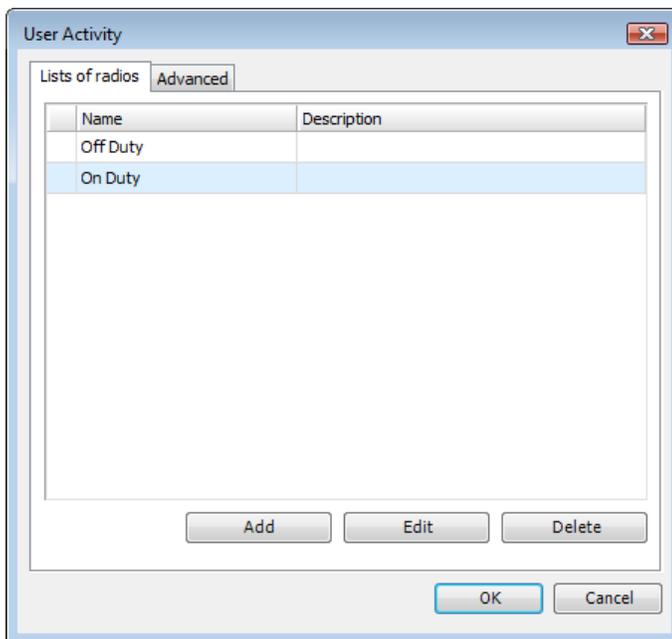


TO CONFIGURE USER ACTIVITY

To configure **User Activity** do one of the following:

- double-click **User Activity** in the **Work Area**
- right-click **User activity** in the **Work Area** and select **Edit** from the context menu
- select **User Activity** in the **Work Area** and click  **Edit** on the toolbar

The **User Activity** window is displayed.



To add or delete a User Activity list

To add or delete a list click **Add** or **Delete**.

To Edit a list

To edit a list click **Edit**. The **User Activity List Settings** window is displayed.

Set the following parameters:

Name – Enter the list's name

Description – Enter the list's description

Background – Select the background color to display the subscribers assigned to the list. Two variants are available:

- **[do not replace default]** – leaves the subscriber's icon color as it is due to its state (grey, blue or green)
- **Violet** – makes the subscriber's icon color violet

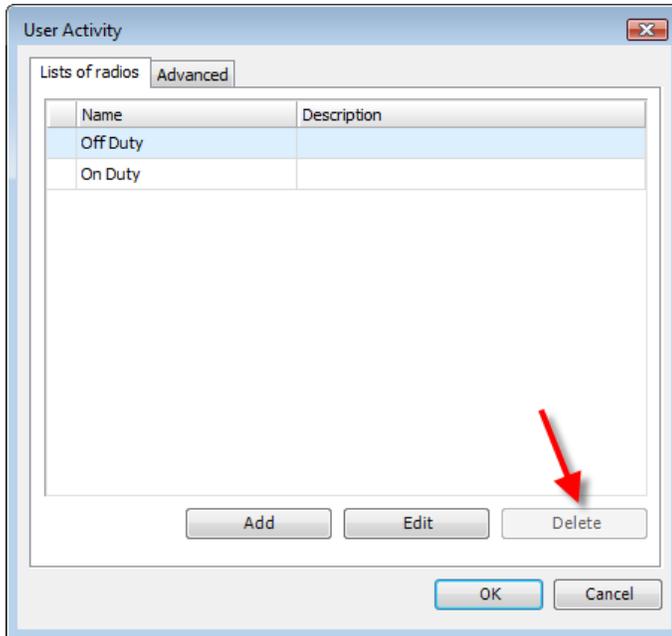
Move a radio to this list if: – Select the proper checkbox(es)

- **Manually (on demand of dispatcher)** – to assign subscribers to the list manually
- **Automatically by receiving Text Message from a radio** – to assign a radio to the list after receiving a message (specify the message text in the **Message** field).

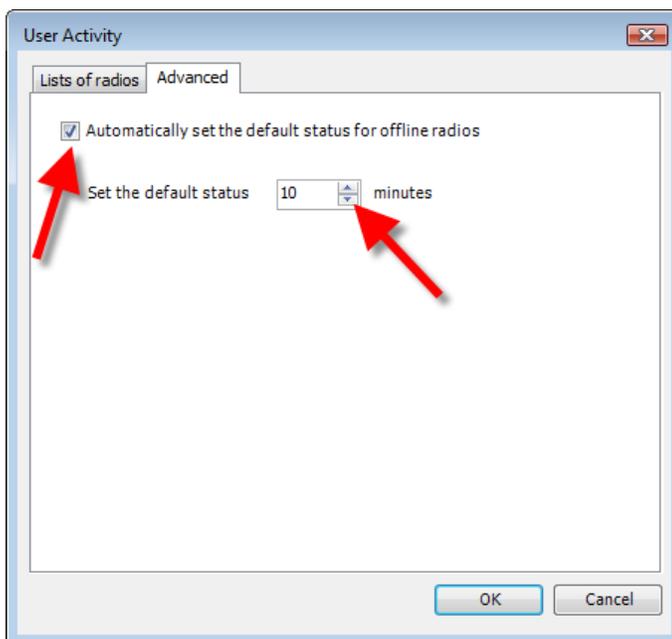
- **Automatically by receiving Telemetry Command from a radio** – to assign a radio to the list after receiving a telemetry. Specify the telemetry (**1 to 5**) and the command (**High, Low or Pulse**).
- **Automatically by receiving DTMF command from abonent** – to assign a radio to the list after receiving a predefined DTMF command (specify the command in the **Command** field).

To assign an offline subscriber to the default User Activity list

The first **User Activity** list is default. The default list is unremovable.



To assign an offline subscriber to the default **User Activity** list, go to the **Advanced** tab. Select the checkbox and set the timeout to assign the subscriber to the default list after.



Export Data

TRBOnet Enterprise provides the **Export Data** function, which allows exporting data to an external database table.

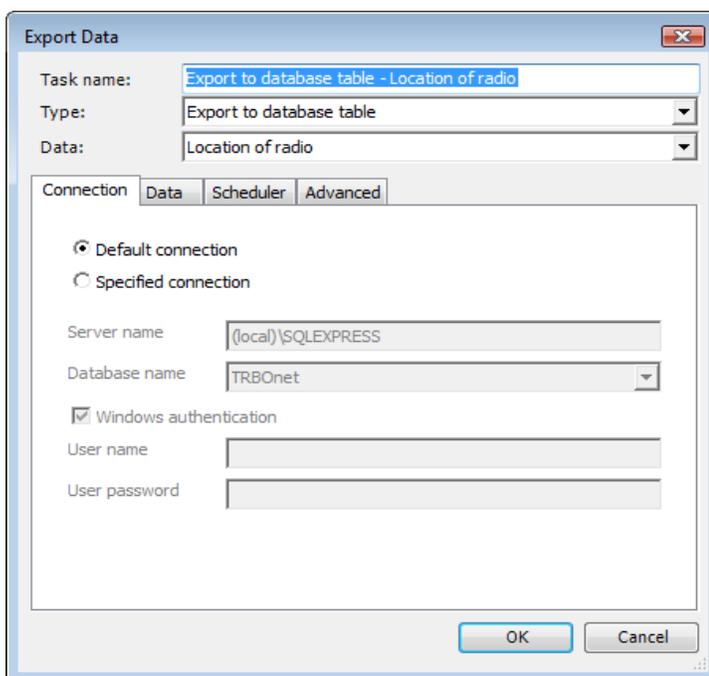
TO ADD EXPORT DATA TASK

The user can have several **Export Data** tasks for different purposes.

To add **Export Data** do one of the following:

- right-click any of the **Work Area** items and select **Add | Export Data**
- click  **Add** ▾ on the toolbar and select **Export Data**

The **Export Data** window is displayed.

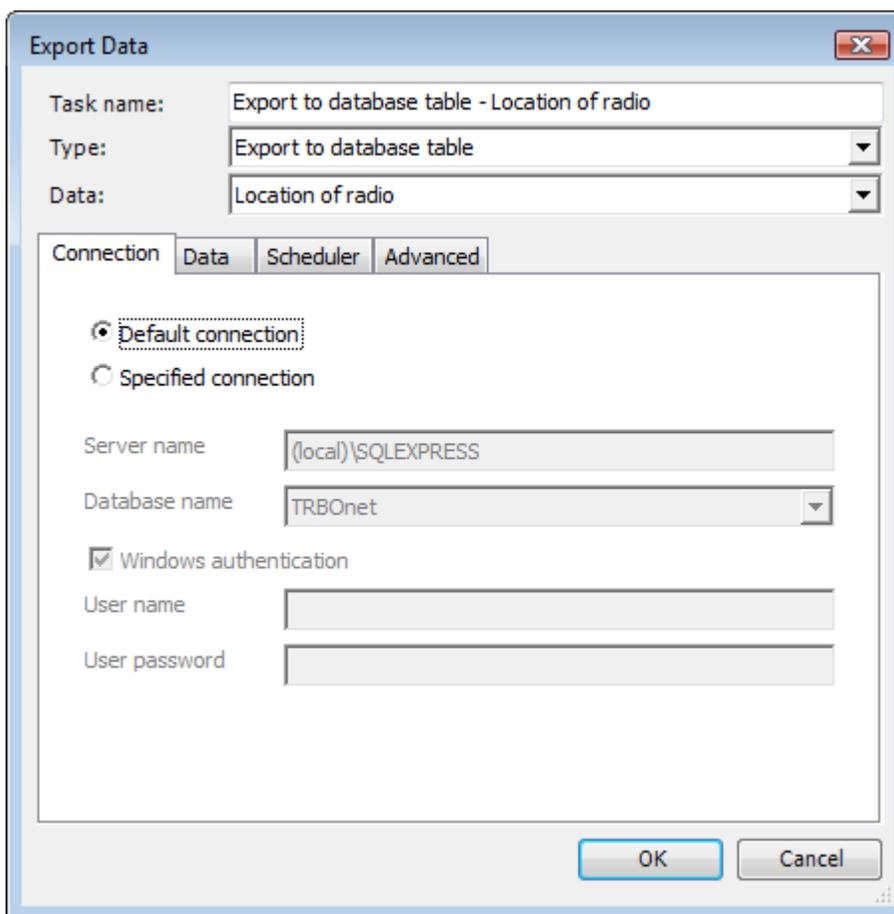


The following parameters are available:

- **Task name** – enter the task's name
- **Type** – select type from the list: **Export to database table**, **Export to Versa Trans**, **Export to Google**, **Export to NMEA** or **Export to file**.
- **Data** – select the data type to export : **Location of radio** (for all types of export except for **Export to file**), **Radio status changes** (for **Export to database table** only), **Event messages** (for **Export to database table** only) or **Telemetry** (for **Export to file** only).

EXPORT DATA TO DATABASE TABLE

Connection tab



The screenshot shows the 'Export Data' dialog box with the 'Connection' tab selected. The 'Task name' is 'Export to database table - Location of radio', the 'Type' is 'Export to database table', and the 'Data' is 'Location of radio'. Under the 'Connection' tab, the 'Default connection' radio button is selected. The 'Server name' is '(local)\SQLEXPRESS', the 'Database name' is 'TRBOnet', and the 'Windows authentication' checkbox is checked. The 'User name' and 'User password' fields are empty. The 'OK' and 'Cancel' buttons are at the bottom right.

- **Default connection** – select for default connection to SQL Server.
- **Specified connection** – select to specify SQL Server and database.
- **Server name** – specify SQL server name.
- **Database name** – select a database from the list.
- **Windows authentication** – select for Windows authentication or clear and enter SQL Server authentication user name and password.

Data tab

The screenshot shows the 'Export Data' dialog box with the 'Data' tab selected. The 'Task name' is 'Export to database table - Location of radio', 'Type' is 'Export to database table', and 'Data' is 'Location of radio'. The 'Table' field is empty, and there are links for 'Create table' and 'Load columns list'. The 'Column mapping' table is empty.

Table column	Data
--------------	------

- **Table** – the table's name in the following format: **[database name].[dbo].[table name]**.

database name – the external database name

table name - the external database table name

- **Create table** – click to create a new table. The **Create table** window is displayed. Enter the **Table name** in format: **[database name].[dbo].[table name]**. Click **OK**.

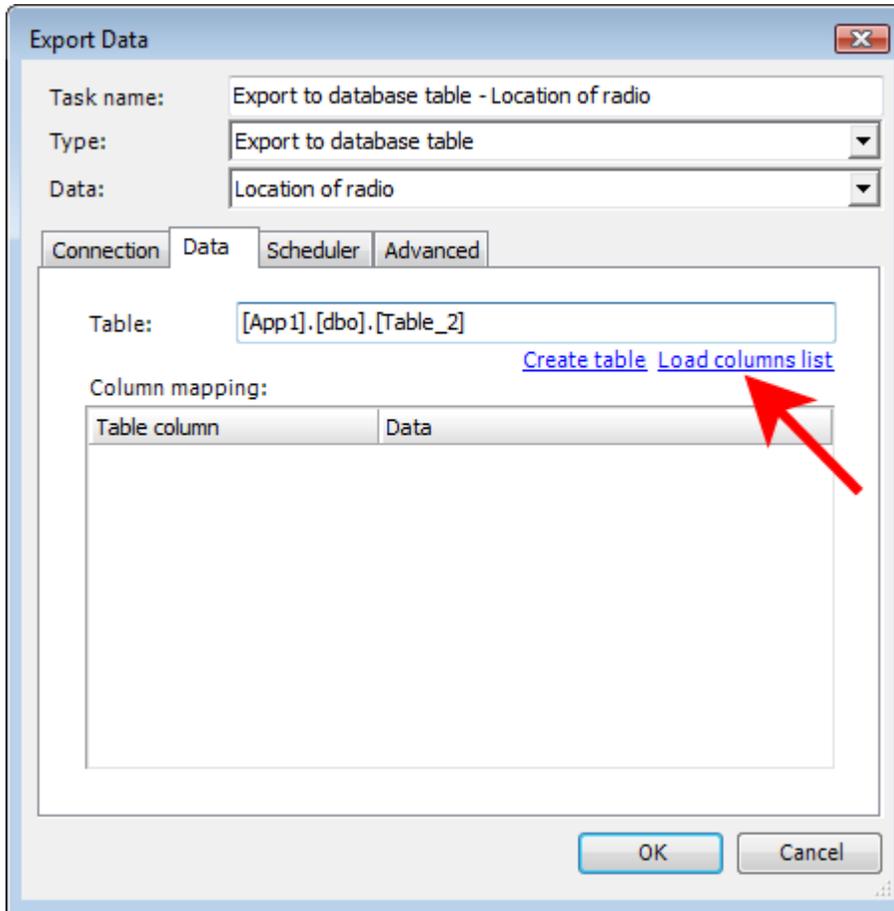
Table name: [App1].[dbo].[Table_2]

Column list:

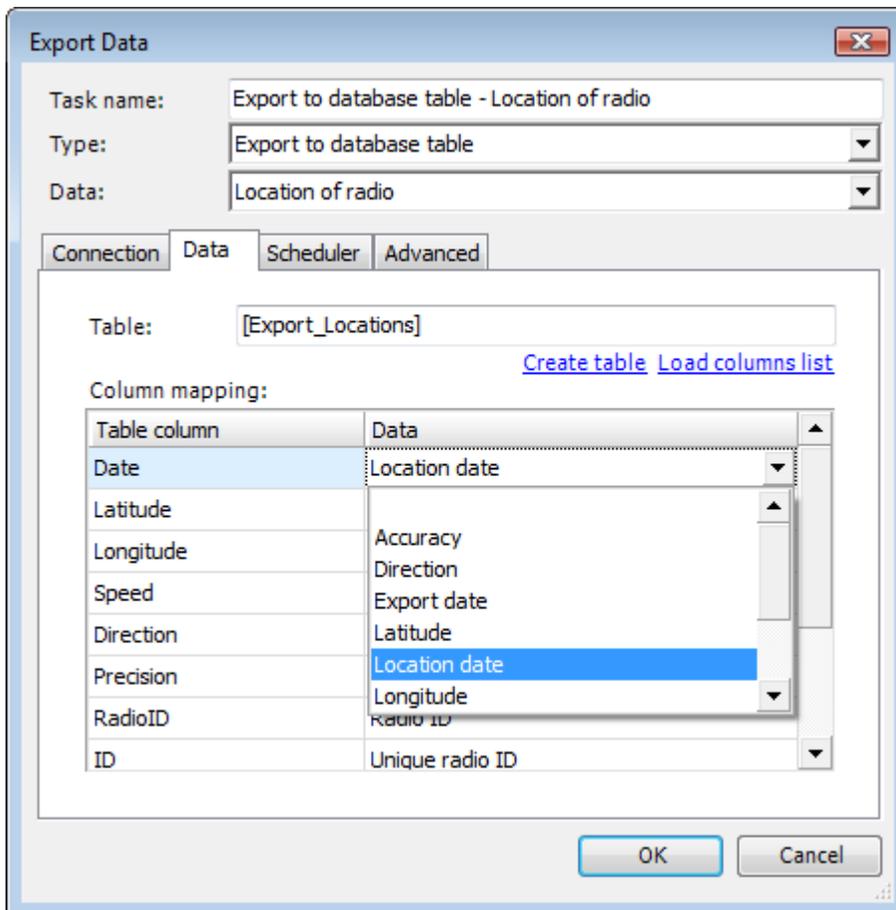
	Table column	Data
<input checked="" type="checkbox"/>	Date	Location date
<input checked="" type="checkbox"/>	Latitude	Latitude
<input checked="" type="checkbox"/>	Longitude	Longitude
<input checked="" type="checkbox"/>	Speed	Speed
<input checked="" type="checkbox"/>	Direction	Direction
<input checked="" type="checkbox"/>	Precision	Precision
<input checked="" type="checkbox"/>	RadioID	Radio ID
<input checked="" type="checkbox"/>	ID	Unique radio ID
<input checked="" type="checkbox"/>	Name	Radio name
<input checked="" type="checkbox"/>	ExportDate	Export date

OK Cancel

- **Load columns list** – click to load the columns list from an existing table, which must be set in the **Table** field



- **Column mapping** – this table displays the table's column mapping. Select the data to export for each row from the dropdown list, which depends on the data type you specified in the **Data** field.



Scheduler tab

Export Data

Task name: Export Data

Type: Export to database table

Data: Location of radio

Data Scheduler Advanced

Days of week: (All days)

Execute recurrently with interval

Start time: 0:00

Stop time: 0:00

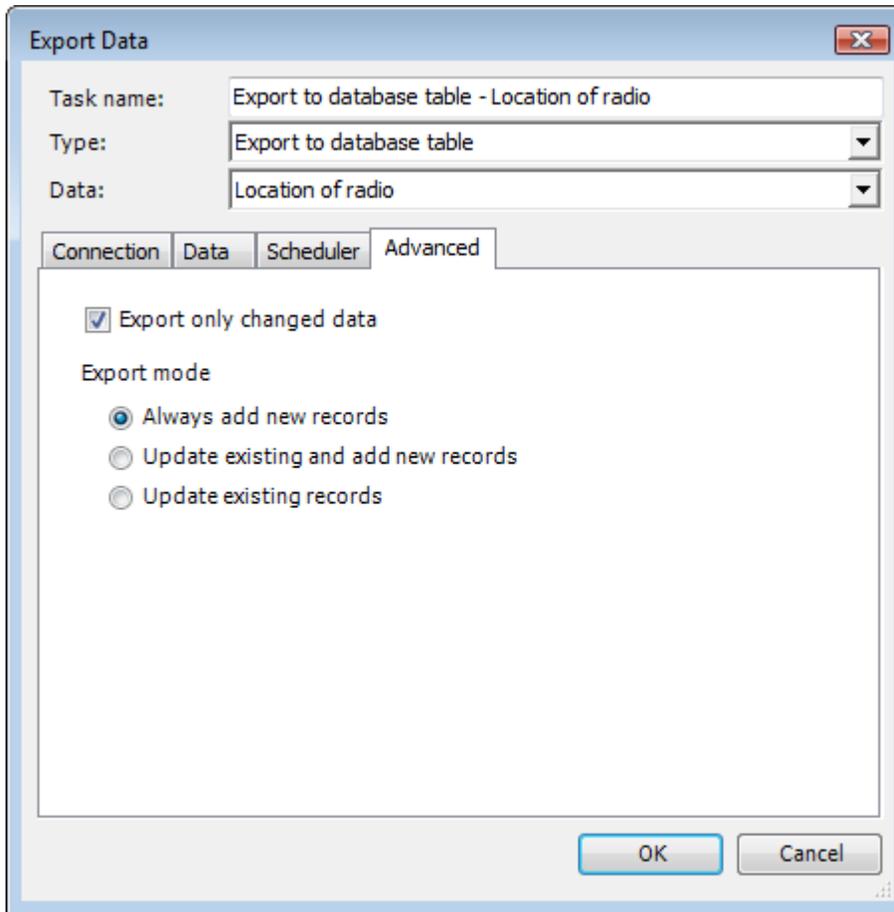
Repeat every: 1 hours

Execute at particular time

OK Cancel

- **Days of week** – select days of week to execute data export on
- **Execute recurrently with interval** – select to execute in a time interval
 - **Start time** – set the start time
 - **Stop time** – set the stop time
 - **Repeat every** – set the interval to export data in
- **Execute at particular time** – select to execute at particular time and set the time(s)

Advanced tab (for location of radio only)

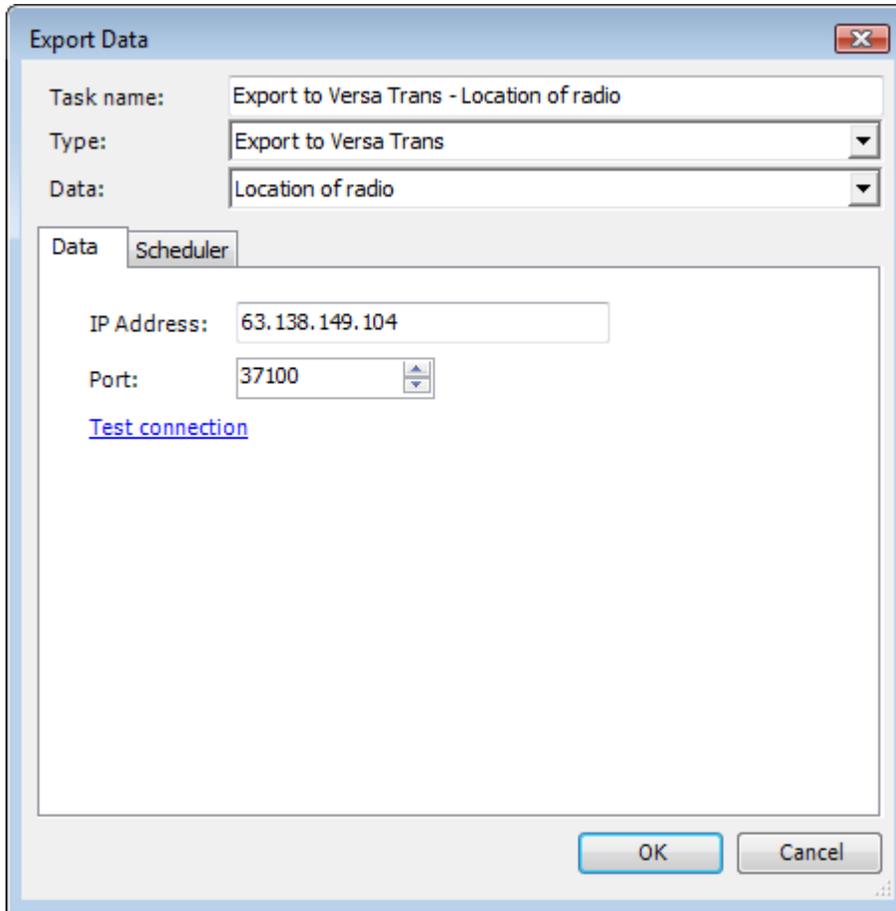


- **Export only changed data** – select to export only changed data
- **Export mode**
 - **Always add new records** – select to add new records only
 - **Update existing and add new records** – select to update existing records and add new records
 - **Update existing records** – select to update existing records only

EXPORT DATA TO VERSA TRANS

The system can export location data to Versa Trans.

Data tab



The screenshot shows a dialog box titled "Export Data" with a close button (X) in the top right corner. The dialog is divided into two tabs: "Data" (selected) and "Scheduler".

Fields in the "Data" tab:

- Task name: Export to Versa Trans - Location of radio
- Type: Export to Versa Trans (dropdown menu)
- Data: Location of radio (dropdown menu)
- IP Address: 63.138.149.104
- Port: 37100 (spin box)
- [Test connection](#) (blue underlined text)

Buttons at the bottom: OK and Cancel.

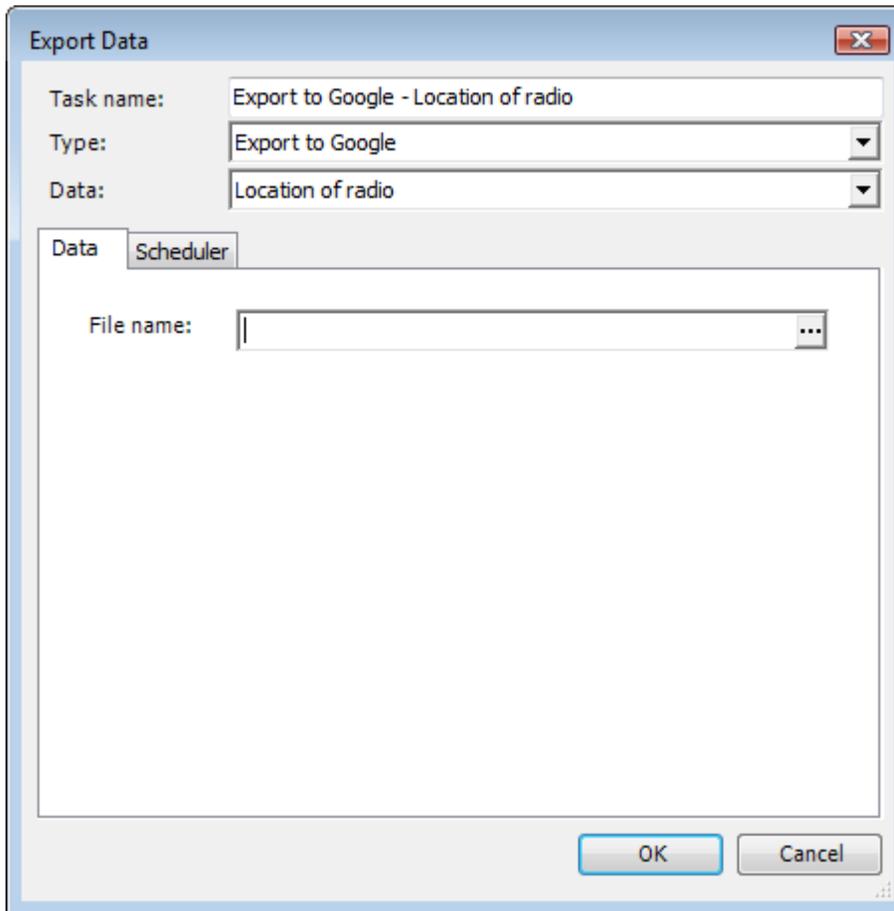
- **IP address** - specify the Versa Trans data collector service's IP address.
- **Port** – Specify the port to connect to Versa Trans.
- **Test connection** – Click to test the connection to Versa Trans data collector.

Scheduler tab

The screenshot shows the 'Export Data' dialog box with the 'Scheduler' tab selected. The 'Task name' is 'Export to Versa Trans - Location of radio', 'Type' is 'Export to Versa Trans', and 'Data' is 'Location of radio'. Under the 'Scheduler' tab, 'Days of week' is set to '(All days)'. The 'Execute recurrently with interval' option is selected. The 'Start time' is '0:00', 'Stop time' is '0:00', and 'Repeat every' is '01:00:00'. The 'Execute at particular time' option is unselected, and its corresponding table is empty. 'OK' and 'Cancel' buttons are at the bottom right.

- **Days of week** – select days of week to execute data export on
- **Execute recurrently with interval** – select to execute in a time interval
 - **Start time** – set the start time
 - **Stop time** – set the stop time
 - **Repeat every** – set the interval to export data in
- **Execute at particular time** – select to execute at particular time and set the time(s)

EXPORT DATA TO GOOGLE

Data tab

- **File name** - specify the file name. To browse for file, click .

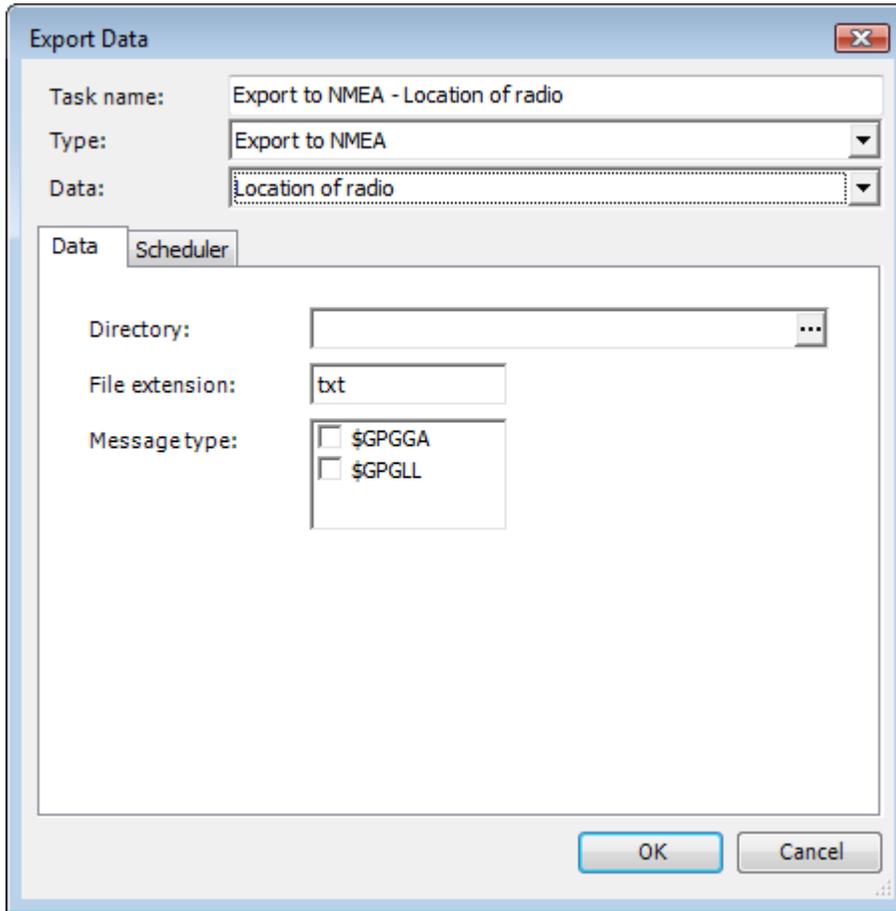
Scheduler tab

The screenshot shows the 'Export Data' dialog box with the 'Scheduler' tab selected. The 'Task name' is 'Export to Google - Location of radio', 'Type' is 'Export to Google', and 'Data' is 'Location of radio'. Under the 'Scheduler' tab, 'Days of week' is set to '(All days)'. The 'Execute recurrently with interval' radio button is selected. The 'Start time' is 0:00, 'Stop time' is 0:00, and 'Repeat every' is 01:00:00. The 'Execute at particular time' radio button is unselected, and there is an empty table below it. 'OK' and 'Cancel' buttons are at the bottom right.

- **Days of week** – select days of week to execute data export on
- **Execute recurrently with interval** – select to execute in a time interval
 - **Start time** – set the start time
 - **Stop time** – set the stop time
 - **Repeat every** – set the interval to export data in
- **Execute at particular time** – select to execute at particular time and set the time(s)

EXPORT DATA TO NMEA

Data tab



The screenshot shows the 'Export Data' dialog box with the 'Data' tab selected. The dialog has a title bar with a close button (X). The fields are as follows:

- Task name: Export to NMEA - Location of radio
- Type: Export to NMEA (dropdown menu)
- Data: Location of radio (dropdown menu)
- Directory: (empty text box with a browse button '...')
- File extension: txt
- Message type: \$GPGGA, \$GPGLL

At the bottom right, there are 'OK' and 'Cancel' buttons.

- **Directory** - specify the directory. To browse for folder, click .
- **File extension** - specify the file extension. The default extension is **txt**.
- **Message type** - specify the message type. Select \$GPGGA, \$GPGLL or both formats.

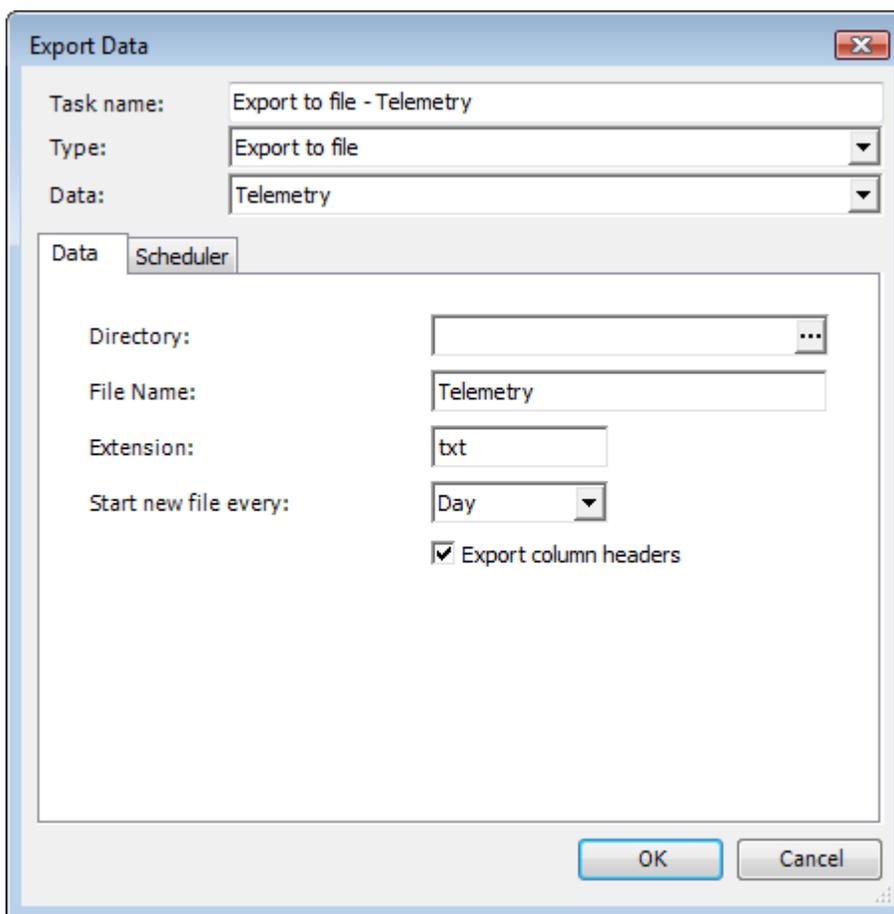
Scheduler tab

The screenshot shows the 'Export Data' dialog box with the 'Scheduler' tab selected. The 'Task name' is 'Export to NMEA - Location of radio', 'Type' is 'Export to NMEA', and 'Data' is 'Location of radio'. Under the 'Scheduler' tab, 'Days of week' is set to '(All days)'. The 'Execute recurrently with interval' radio button is selected. The 'Start time' is 0:00, 'Stop time' is 0:00, and 'Repeat every' is 01:00:00. The 'Execute at particular time' radio button is unselected, and there is an empty table below it. 'OK' and 'Cancel' buttons are at the bottom right.

- **Days of week** – select days of week to execute data export on
- **Execute recurrently with interval** – select to execute in a time interval
 - **Start time** – set the start time
 - **Stop time** – set the stop time
 - **Repeat every** – set the interval to export data in
- **Execute at particular time** – select to execute at particular time and set the time(s)

EXPORT DATA TO FILE

Data tab



The screenshot shows the 'Export Data' dialog box with the 'Data' tab selected. The dialog has a title bar with a close button. Below the title bar, there are three fields: 'Task name:' with the value 'Export to file - Telemetry', 'Type:' with a dropdown menu showing 'Export to file', and 'Data:' with a dropdown menu showing 'Telemetry'. Below these fields are two tabs: 'Data' (selected) and 'Scheduler'. The 'Data' tab contains the following fields: 'Directory:' with a text box and a browse button (...), 'File Name:' with a text box containing 'Telemetry', 'Extension:' with a text box containing 'txt', 'Start new file every:' with a dropdown menu showing 'Day', and a checked checkbox labeled 'Export column headers'. At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

- **Directory** - specify the directory. To browse for folder, click .
- **File name** - specify the file name.
- **Extension** - specify the file extension. The default extension is **txt**.
- **Start new file every** - specify the the time interval to start a new file in (**Hour, Day or Month**).
- **Export column headers** - select the checkbox if necessary.

Scheduler tab

The screenshot shows the 'Export Data' dialog box with the 'Scheduler' tab selected. The 'Task name' is 'Export to file - Telemetry', 'Type' is 'Export to file', and 'Data' is 'Telemetry'. Under the 'Scheduler' tab, 'Days of week' is set to '(All days)'. The 'Execute recurrently with interval' radio button is selected. The 'Start time' is '0:00', 'Stop time' is '0:00', and 'Repeat every' is '01:00:00'. The 'Execute at particular time' radio button is unselected. The dialog has 'OK' and 'Cancel' buttons at the bottom right.

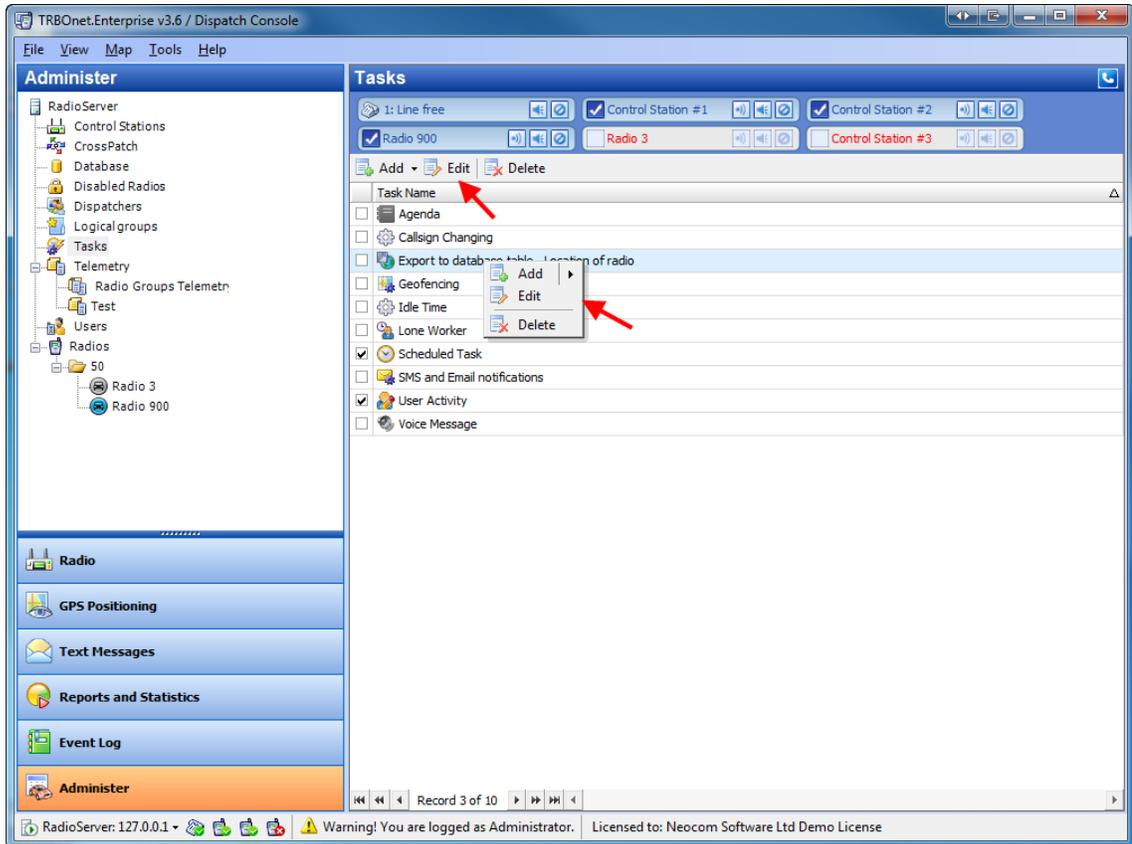
- **Days of week** – select days of week to execute data export on
- **Execute recurrently with interval** – select to execute in a time interval
 - **Start time** – set the start time
 - **Stop time** – set the stop time
 - **Repeat every** – set the interval to export data in
- **Execute at particular time** – select to execute at particular time and set the time(s)

TO CONFIGURE EXPORT DATA

To configure an **Export Data** policy do one of the following:

- Double-click the task in the **Work Area**.
- Right-click the task in the **Work Area** and select **Edit** from the context menu

- Select the task in the **Work Area** and click  **Edit** on the toolbar



Lone Worker

The **Lone Worker** policy lets the dispatcher set a time interval in which the communication with a subscriber is expected. For example, if a lone worker hasn't called the dispatcher for 15 minutes, he/she gets a message and the dispatcher gets an alarm signal.

TO ENABLE/DISABLE LONE WORKER POLICY

To enable or disable **Lone Worker** select or clear the respective checkbox.

TO ADD LONE WORKER POLICY

The user can have several **Lone Worker** policies for different purposes.

To add a **Lone Worker** policy do one of the following:

- right-click any of the **Work Area** items and select **Add | Lone Worker**
- click  **Add** on the toolbar and select **Lone Worker**

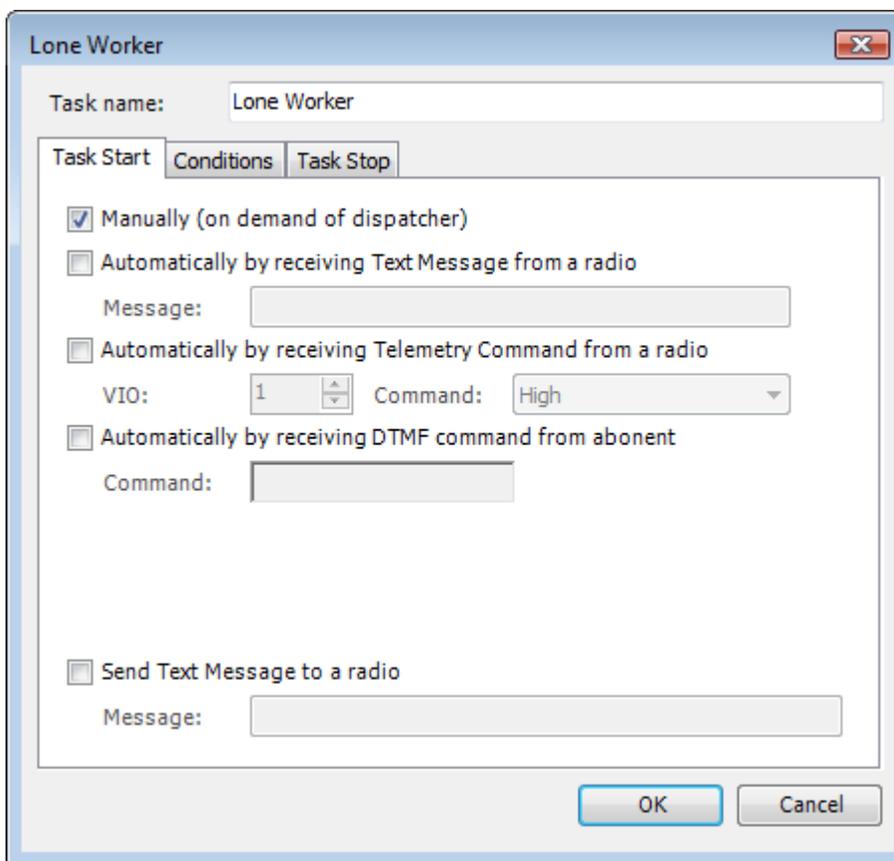
TO CONFIGURE LONE WORKER

The user can have several **Lone Worker** policies for different purposes.

To configure a **Lone Worker** policy do one of the following:

- Double-click the policy in the **Work Area**.
- Right-click the policy in the **Work Area** and select **Edit** from the context menu
- Select the policy in the **Work Area** and click  **Edit** on the toolbar

The **Lone Worker** window is displayed. Specify the name of the policy in the **Task name** field and set the policy's parameters.



The screenshot shows the "Lone Worker" configuration dialog box. The "Task name" field is set to "Lone Worker". The "Task Start" tab is selected, and the "Conditions" sub-tab is active. The following options are visible:

- Manually (on demand of dispatcher)
- Automatically by receiving Text Message from a radio
Message:
- Automatically by receiving Telemetry Command from a radio
VIO: Command:
- Automatically by receiving DTMF command from abonent
Command:
- Send Text Message to a radio
Message:

At the bottom of the dialog are "OK" and "Cancel" buttons.

Task Start tab

The screenshot shows a dialog box titled "Lone Worker" with a close button in the top right corner. The "Task name" field contains "Lone Worker". Below this are three tabs: "Task Start" (selected), "Conditions", and "Task Stop". Under the "Task Start" tab, there are four checked options and one unchecked option, each with associated input fields:

- Manually (on demand of dispatcher)
- Automatically by receiving Text Message from a radio
Message:
- Automatically by receiving Telemetry Command from a radio
VIO: Command:
- Automatically by receiving DTMF command from abonent
Command:
- Send Text Message to a radio
Message:

At the bottom right of the dialog are "OK" and "Cancel" buttons.

This tab contains the parameters that control the start of the policy.

The following parameters can be set:

- **Manually (on demand of dispatcher)** – select to start **Lone Worker** for a subscriber manually
- **Automatically by receiving Text Message from a radio** – select to start **Lone Worker** after receiving a message from a subscriber (specify the message text in the **Message** field).
- **Automatically by receiving Telemetry Command from a radio** – select to start **Lone Worker** after receiving a telemetry. Specify the telemetry **VIO (1 to 5)** and the **Command (High, Low or Pulse)**.
- **Automatically by receiving DTMF command from abonent** – select to start **Lone Worker** after receiving a DTMF command from a subscriber (specify the command in the **Command** field).
- **Send Text Message to a radio** – select to notify a subscriber with a message when **Lone Worker** starts (specify the message text in the **Message** field).

Conditions tab

The screenshot shows a dialog box titled "Lone Worker" with a close button in the top right corner. The "Task name" field contains "Lone Worker". Below this are three tabs: "Task Start", "Conditions" (which is selected), and "Task Stop". The "Conditions" tab contains the following settings:

- A text field "Radio has not been transmitting during" followed by a spinner box set to "30" and the word "minutes".
- A checked checkbox "Send a notification to a radio to start transmitting".
- A text field "Send notification before" followed by a spinner box set to "60" and the word "seconds".
- Two radio buttons: "Send Call Alert to a radio" (which is selected) and "Send Text Message to a radio".
- A text field "Message:" followed by an empty input box.

At the bottom right of the dialog are "OK" and "Cancel" buttons.

This tab contains the parameters that control the conditions of the policy.

The following parameters can be set:

- **Radio has not been transmitting during ... minutes** – set the time without transmitting, after which the **Lone Worker** policy is triggered
- **Send a notification to a radio to start transmitting** – select to send notification to a radio before triggering the policy when a subscriber has not transmitted for a set period of time
- **Send notification before ... seconds** – set the time after the notification for the radio to respond before triggering the **Lone Worker** policy
- **Send Call Alert to a radio** – select to send a call alert to a radio in case the policy has been triggered
- **Send Text Message to a radio** – select to send a text message to a radio in case the policy has been triggered (specify the message text in the **Message** field).

Task Stop tab

The screenshot shows a dialog box titled "Lone Worker" with a "Task Stop" tab selected. The "Task name" field is set to "Lone Worker". The "Task Stop" tab contains several options:

- Manually (on demand of dispatcher)
- Automatically by receiving Text Message from a radio
Message:
- Automatically by receiving Telemetry Command from a radio
VIO: Command:
- Automatically by receiving DTMF command from subscriber
Command:
- Send Text Message to a radio
Message:

At the bottom right, there are "OK" and "Cancel" buttons.

This tab contains the parameters that control stop of the policy.

The following parameters can be set:

- **Manually (on demand of dispatcher)** – select to stop **Lone Worker** for a subscriber manually
- **Automatically by receiving Text Message from a radio** – select to stop **Lone Worker** after receiving a message from a subscriber (specify the message text in the **Message** field).
- **Automatically by receiving Telemetry Command from a radio** – select to stop **Lone Worker** after receiving a telemetry. Specify the telemetry **VIO (1 to 5)** and the **Command (High, Low or Pulse)**.
- **Automatically by receiving DTMF command from abonent** – select to stop **Lone Worker** after receiving a DTMF command from a subscriber (specify the command in the **Command** field).
- **Send Text Message to a radio** – select to notify a subscriber with a message when **Lone Worker** stops (specify the message text in the **Message** field).

Scheduled Task

This function allows sending scheduled messages to radios.

TO ENABLE/DISABLE SCHEDULED TASK

To enable or disable **Scheduled Task** select or clear the respective checkbox in the **Work Area**.

TO ADD SCHEDULED TASK

The user can have several **Scheduled Task** policies for different purposes.

To add **Scheduled Task** do one of the following:

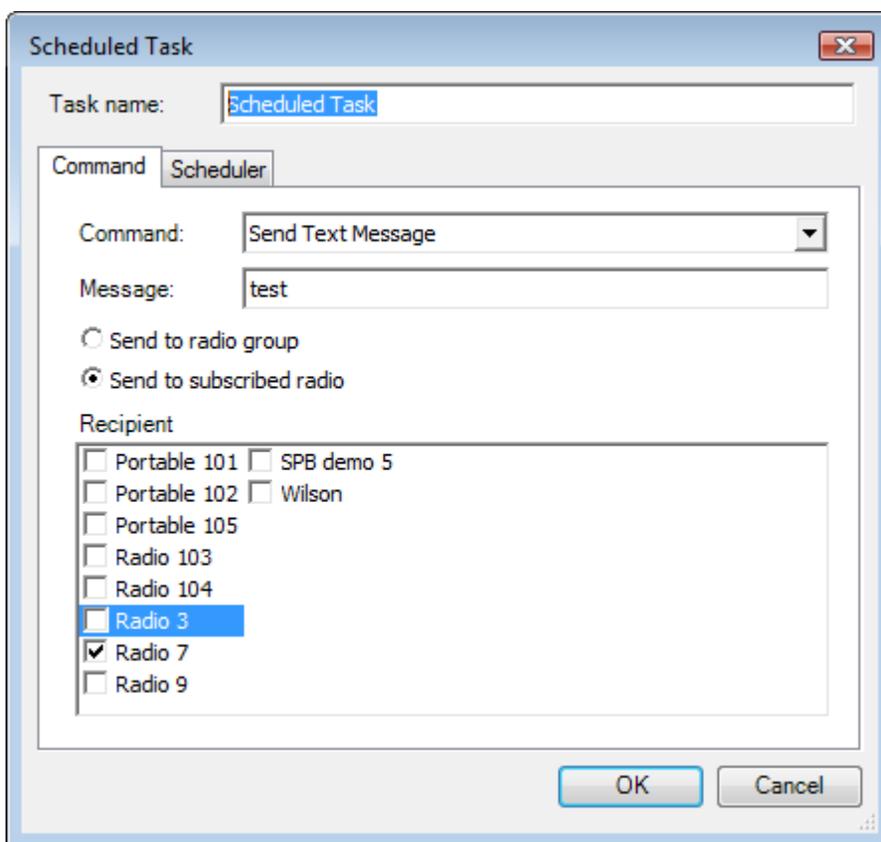
- right-click any of the **Work Area** items and select **Add | Scheduled Task**
- click  **Add** ▾ on the toolbar and select **Scheduled Task**

TO CONFIGURE SCHEDULED TASK

To configure **Scheduled Task** do one of the following:

- Double-click the task in the **Work Area**.
- Right-click the task in the **Work Area** and select **Edit** from the context menu
- Select the task in the **Work Area** and click  **Edit** on the toolbar

The **Scheduled Task** window is displayed. Specify the name of the policy in the **Task name** field and set the task's parameters.



The screenshot shows the "Scheduled Task" dialog box. The "Task name" field contains "Scheduled Task". The "Command" tab is selected, and the "Command" dropdown is set to "Send Text Message". The "Message" field contains "test". The "Send to subscribed radio" radio button is selected. The "Recipient" list includes several options, with "Radio 7" checked and "Radio 3" highlighted.

Recipient	Selected
<input type="checkbox"/> Portable 101	
<input type="checkbox"/> Portable 102	
<input type="checkbox"/> Portable 105	
<input type="checkbox"/> Radio 103	
<input type="checkbox"/> Radio 104	
<input type="checkbox"/> Radio 3	
<input checked="" type="checkbox"/> Radio 7	Yes
<input type="checkbox"/> Radio 9	
<input type="checkbox"/> SPB demo 5	
<input type="checkbox"/> Wilson	

Command tab

The screenshot shows a 'Scheduled Task' dialog box with the following details:

- Task name:** Scheduled Task
- Command:** Send Text Message
- Message:** test
- Send to radio group:**
- Send to subscribed radio:**
- Recipient list:**
 - Portable 101
 - Portable 102
 - Portable 105
 - Radio 103
 - Radio 104
 - Radio 3
 - Radio 7
 - Radio 9
 - SPB demo 5
 - Wilson

This tab contains the following parameters:

- **Command**– select **Send Text Message**, **Send Telemetry** or **Request Location**
 - **Message** - type the message text
 - **VIO** - select the Telemetry to send
 - **Command** - select **High level**, **Low level**, **Toggle level**, **Pulse** or **Query state**
- **Send to a radio group** – select to send to a group (several groups)
- **Send to subscribed radio** – select to send to a subscriber (several subscribers)
 - **Recipient** – select the recipient(s)

Scheduler tab

The screenshot shows a dialog box titled "Scheduled Task" with a close button (X) in the top right corner. The "Task name" field contains "Scheduled Task". Below this are two tabs: "Command" and "Scheduler", with "Scheduler" being the active tab. The "Scheduler" tab contains the following fields and options:

- Start date: [Date selection field]
- Stop date: [Date selection field]
- Days of week: [Dropdown menu showing "(All days)"]
- Execute recurrently with interval
 - Start time: [Time selection field showing "0:00"]
 - Stop time: [Time selection field showing "0:00"]
 - Repeat every: [Time selection field showing "01:00:00"]
- Execute at particular time
 - [Empty table with 4 columns and 2 rows]

At the bottom right of the dialog are "OK" and "Cancel" buttons.

- **Start date** – set the start date
- **Stop date** – set the end date
- **Days of week** - select days of week to send messages on
- **Execute recurrently with interval** – select to execute in a time interval
 - **Start time** - set the start time
 - **Stop time** – set the end time
 - **Repeat every** - set the interval to send messages in
- **Execute at particular time** - select to execute at particular time and set the time(s)

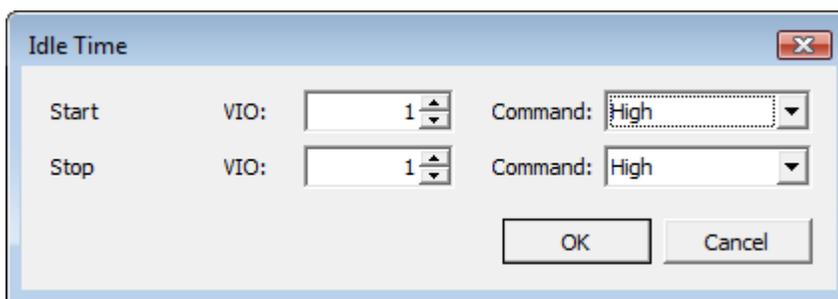
Idle Time

To configure Idle Time task do one of the following:

- Double-click the task in the **Work Area**.
- Right-click the task in the **Work Area** and select **Edit** from the context menu
- Select the task in the **Work Area** and click  **Edit** on the toolbar

CONFIGURE IDLE TIME

Specify the telemetry VIO and command to start and to stop the Idle Time .



The image shows a dialog box titled "Idle Time" with a close button (X) in the top right corner. It contains two rows of configuration options. The first row is for "Start" and the second row is for "Stop". Each row has a "VIO:" label followed by a spin box containing the number "1", and a "Command:" label followed by a dropdown menu showing "High". At the bottom of the dialog are "OK" and "Cancel" buttons.

Voice Message (Blast Tone)

The **Voice Message (Blast Tone)** allows automatically broadcasting a predefined Voice Message (Blast Tone) after receiving a telemetry, a text message or a DTMF command.

TO ENABLE/DISABLE VOICE MESSAGE (BLAST TONE) TASK

To enable or disable **Voice Message (Blast Tone)** select or clear the respective checkbox.

TO ADD VOICE MESSAGE (BLAST TONE) TASK

The user can have several **Voice Message (Blast Tone)** policies for different purposes.

To add a **Voice Message (Blast Tone)** policy do one of the following:

- right-click any of the **Work Area** items and select **Add | Voice Message (Blast Tone)**
- click  **Add** ▾ on the toolbar and select **Voice Message (Blast Tone)**

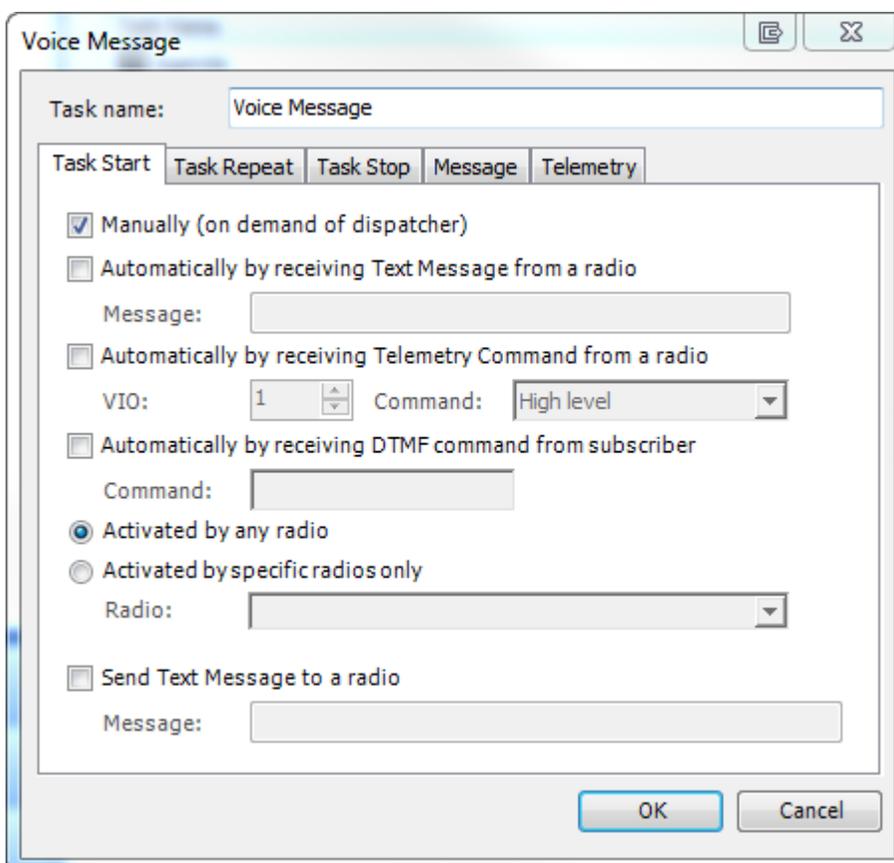
TO CONFIGURE VOICE MESSAGE (BLAST TONE)

The user can have several **Voice Message (Blast Tone)** policies for different purposes.

To configure a **Voice Message (Blast Tone)** policy do one of the following:

- Double-click the policy in the **Work Area**.
- Right-click the policy in the **Work Area** and select **Edit** from the context menu
- Select the policy in the **Work Area** and click  **Edit** on the toolbar

The **Voice Message (Blast Tone)** window is displayed. Specify the name of the policy in the **Task start** field and set the policy's parameters.



The screenshot shows the "Voice Message" configuration dialog box. The "Task name" field is set to "Voice Message". The "Task Start" tab is selected, and the "Manually (on demand of dispatcher)" option is checked. Other options include "Automatically by receiving Text Message from a radio", "Automatically by receiving Telemetry Command from a radio" (with VIO set to 1 and Command set to High level), "Automatically by receiving DTMF command from subscriber", "Activated by any radio" (selected), "Activated by specific radios only" (with a Radio dropdown), and "Send Text Message to a radio". The "OK" and "Cancel" buttons are at the bottom right.

Task Start tab

Task name: Voice Message

Task Start Task Repeat Task Stop Message Telemetry

Manually (on demand of dispatcher)

Automatically by receiving Text Message from a radio
Message:

Automatically by receiving Telemetry Command from a radio
VIO: Command:

Automatically by receiving DTMF command from subscriber
Command:

Activated by any radio

Activated by specific radios only
Radio:

Send Text Message to a radio
Message:

OK Cancel

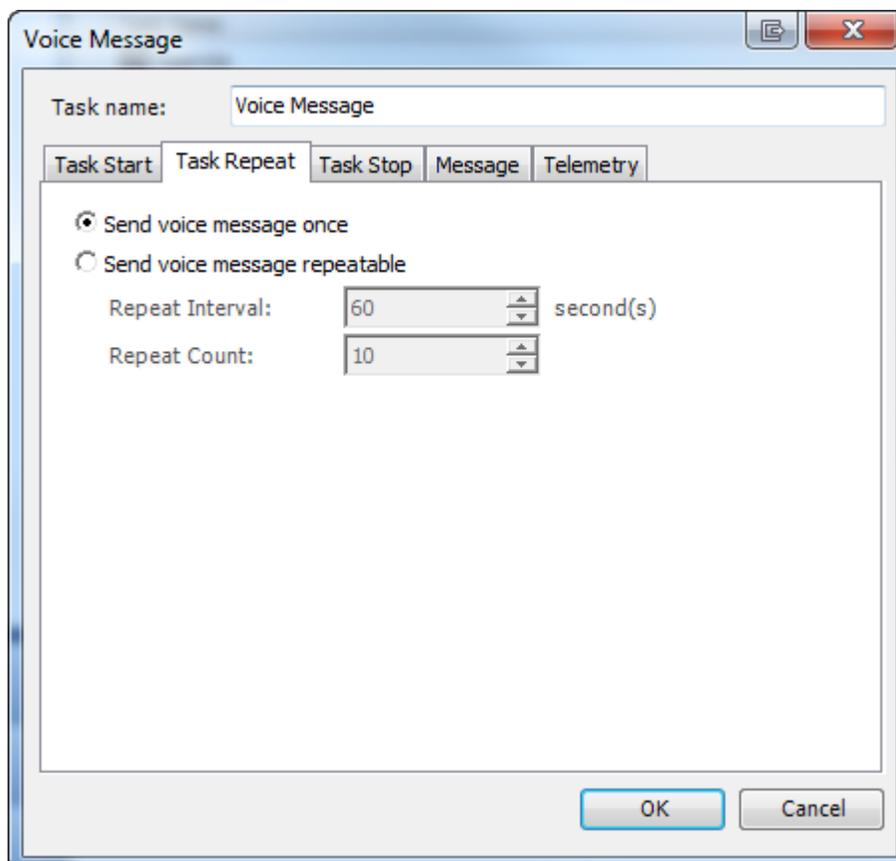
This tab contains the parameters that control the start of the policy.

The following parameters can be set:

- **Manually (on demand of the dispatcher)** - select to start **Voice Message (Blast Tone)** manually
- **Automatically by receiving Text Message from a radio** – select to start **Voice Message (Blast Tone)** after receiving a message from a subscriber (specify the message text in the **Message** field).
- **Automatically by receiving Telemetry Command from a radio** – select to start **Voice Message (Blast Tone)** after receiving a telemetry. Specify the telemetry **VIO (1 to 5)** and the **Command (High, Low or Pulse)**.
- **Automatically by receiving DTMF command from subscriber** – select to start **Voice Message (Blast Tone)** after receiving a DTMF command from a subscriber (specify the command in the **Command** field).
- **Activated by any radio** - select to activate the mode with any radio in the system

- **Activate by specific radios only** - select the radios that may activate **Voice Message (Blast Tone)** mode
- **Send Text Message to a radio** – select to notify with a message when **Voice Message (Blast Tone)** starts (specify the message text in the **Message** field).

Task Repeat



The screenshot shows a dialog box titled "Voice Message" with a close button (X) in the top right corner. The "Task name" field contains "Voice Message". Below the title bar are five tabs: "Task Start", "Task Repeat", "Task Stop", "Message", and "Telemetry". The "Task Repeat" tab is selected. Inside the dialog, there are two radio button options: "Send voice message once" (which is selected) and "Send voice message repeatable". Below these options are two spinners: "Repeat Interval" set to 60 and "Repeat Count" set to 10. The unit "second(s)" is displayed to the right of the Repeat Interval spinner. At the bottom of the dialog are "OK" and "Cancel" buttons.

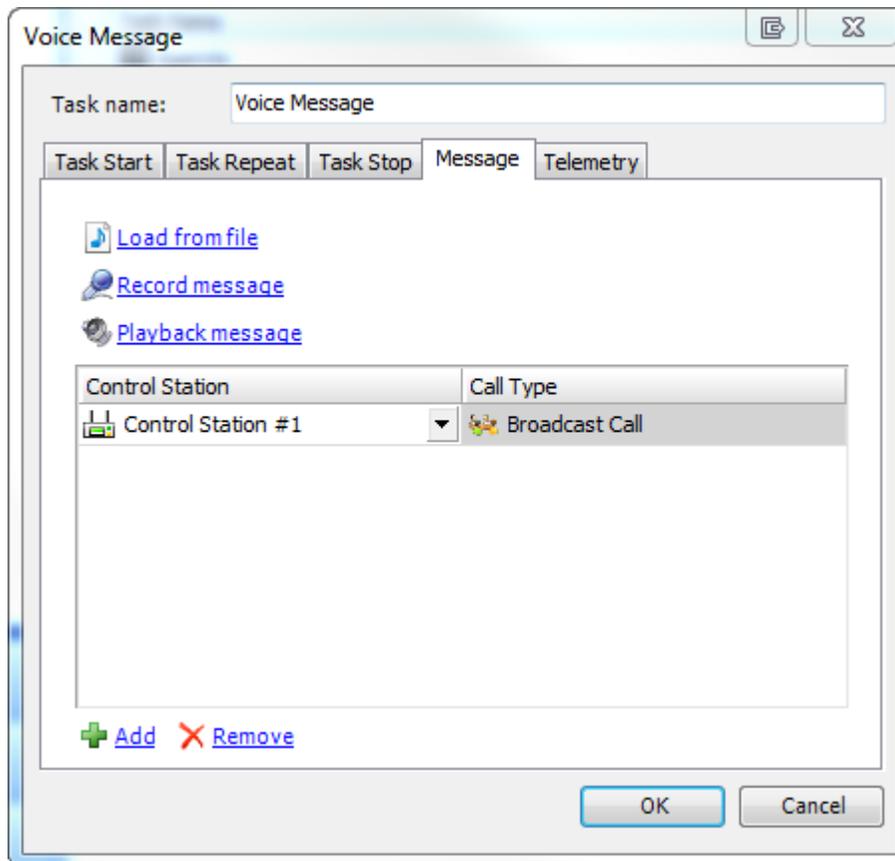
Send Voice Message (Blast Tone) once - select to send **Voice Message (Blast Tone)** once

Send Voice Message (Blast Tone) repeatable - specify **Repeat Interval** and **Repeat Count** if you need to send **Voice Message (Blast Tone)** more than once

Task Stop

- **Manually (on demand of the dispatcher)** - select to start **Voice Message (Blast Tone)** manually
- **Automatically by receiving Text Message from a radio** – select to start **Voice Message (Blast Tone)** after receiving a message from a subscriber (specify the message text in the **Message** field).
- **Automatically by receiving Telemetry Command from a radio** – select to start **Voice Message (Blast Tone)** after receiving a telemetry. Specify the telemetry **VIO (1 to 5)** and the **Command (High, Low or Pulse)**.
- **Automatically by receiving DTMF command from subscriber** – select to start **Voice Message (Blast Tone)** after receiving a DTMF command from a subscriber (specify the command in the **Command** field).
- **Send Text Message to a radio** – select to notify with a message when **Voice Message (Blast Tone)** starts (specify the message text in the **Message** field).

Message



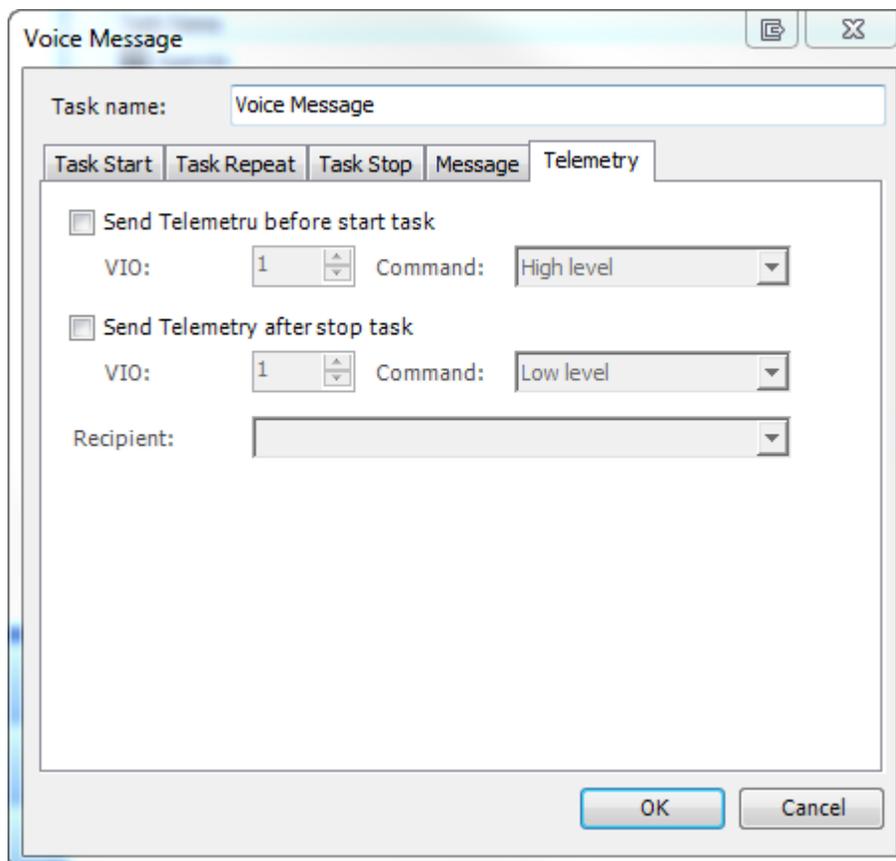
Load from file - choose to load an existing file

Record Message - choose to record new message

Playback message - choose to listen to the recorded message

Specify channels and call types to broadcast the call.

Telemetry



The screenshot shows a dialog box titled "Voice Message" with a "Task name" field containing "Voice Message". Below the title bar are five tabs: "Task Start", "Task Repeat", "Task Stop", "Message", and "Telemetry". The "Telemetry" tab is selected. It contains two checkboxes: "Send Telemetry before start task" and "Send Telemetry after stop task". Both are currently unchecked. Below each checkbox are "VIO" and "Command" fields. For "Send Telemetry before start task", VIO is "1" and Command is "High level". For "Send Telemetry after stop task", VIO is "1" and Command is "Low level". At the bottom of the dialog is a "Recipient" dropdown menu. At the bottom right are "OK" and "Cancel" buttons.

Send telemetry before start task - put the checkbox if it is necessary

Send telemetry after stop task - put the checkbox if it is necessary

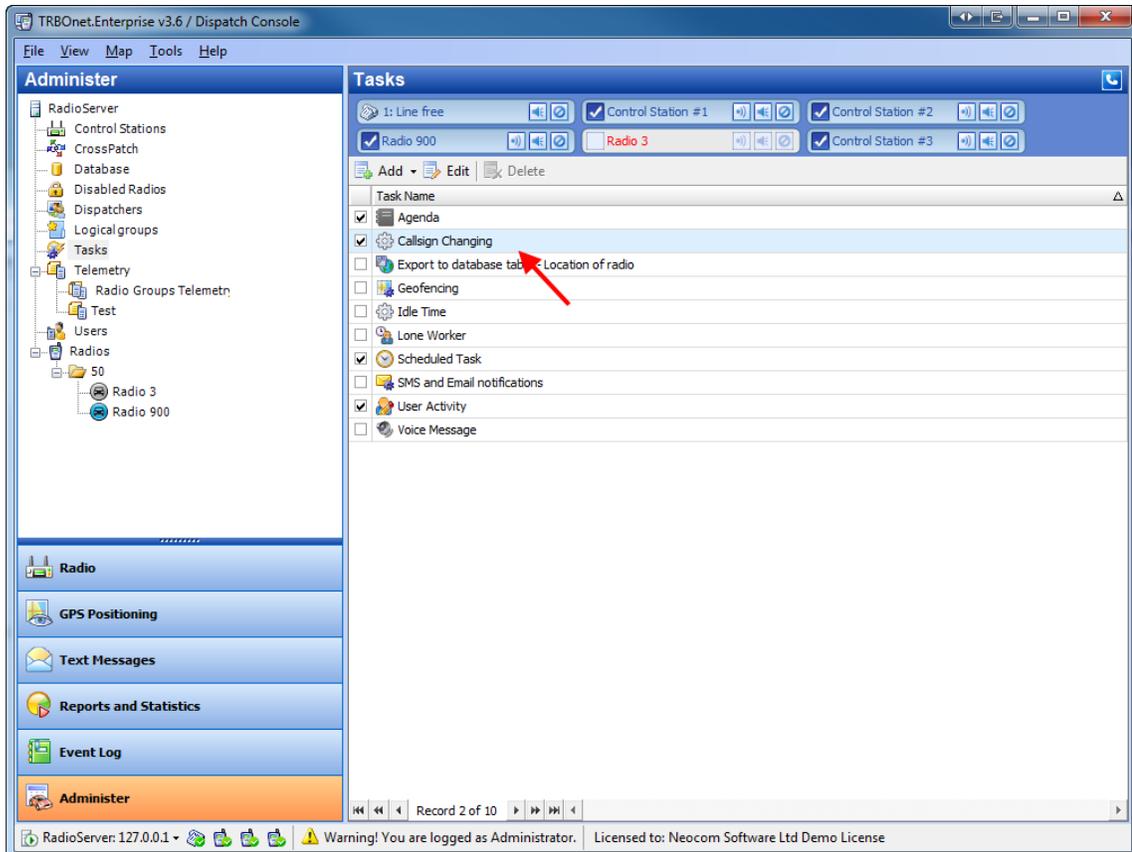
Recipient - specify the recipient

Callsign Changing (Duty ID)

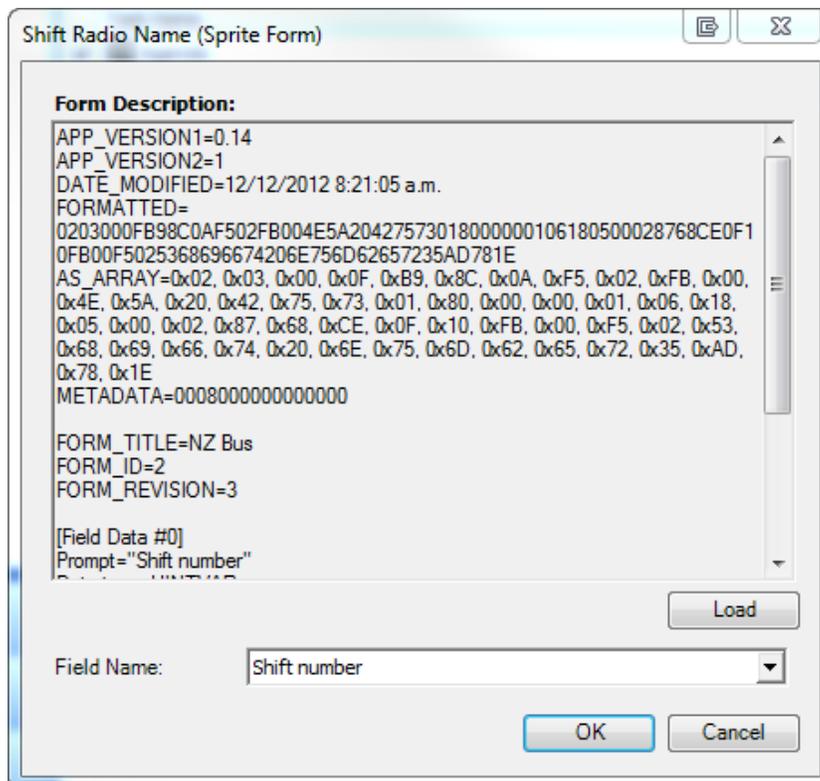
This function is used for direct communication between the dispatcher and the subscriber using special **Talysman Optionboard**. Dispatcher and subscriber have special form templates. Dispatcher receives **Duty ID** of the subscriber with his template output form whereas the subscriber sends it using template input form. Radio name changes to its **Duty ID**.

Note: any action may be decoded with its **Duty ID** so it is the way to communicate for dispatcher and subscribers only

1. To start **Callsign Changing** mode put the checkbox in front of it and then double click it in the list of the tasks



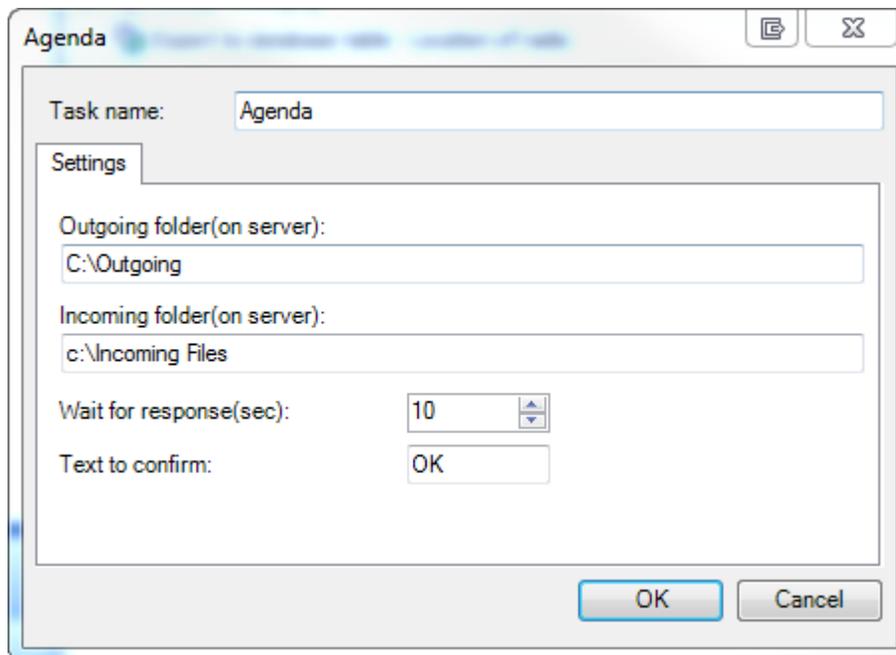
2. Shift Radio Name (Sprite Form) window appears



Load the **Sprite Form (output template)** and choose the **Field Name**

Agenda

Agenda is used to automatically send predefined messages to the radios . It may be used when you have any software receiving any messages but it is not able to send them to the subscribers. In this case **TRBOnet Enterprise** acts like an intermediary - it receives the messages from the folder and sends them to the radios.



Task name - give the name to the task

Outgoing folder (on server) - specify the outgoing folder for the text message to be seen by **TRBOnet Enterprise**

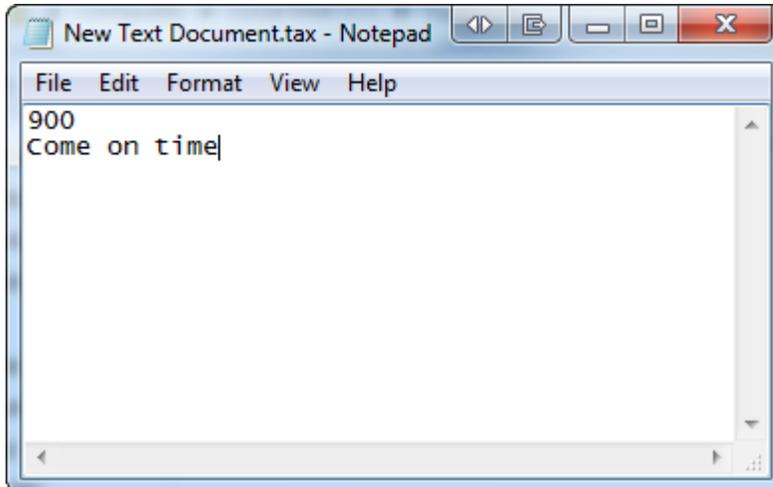
Incoming folder (on server) - specify the incoming folder for the reports

Wait for response - specify the time interval for the response

Text to confirm - specify the text to be sent by the subscribers after they receive the message

Text message format

1. **tax.** file extension
2. First line is used for the **radio ID**
3. Second and further lines are used for the message text

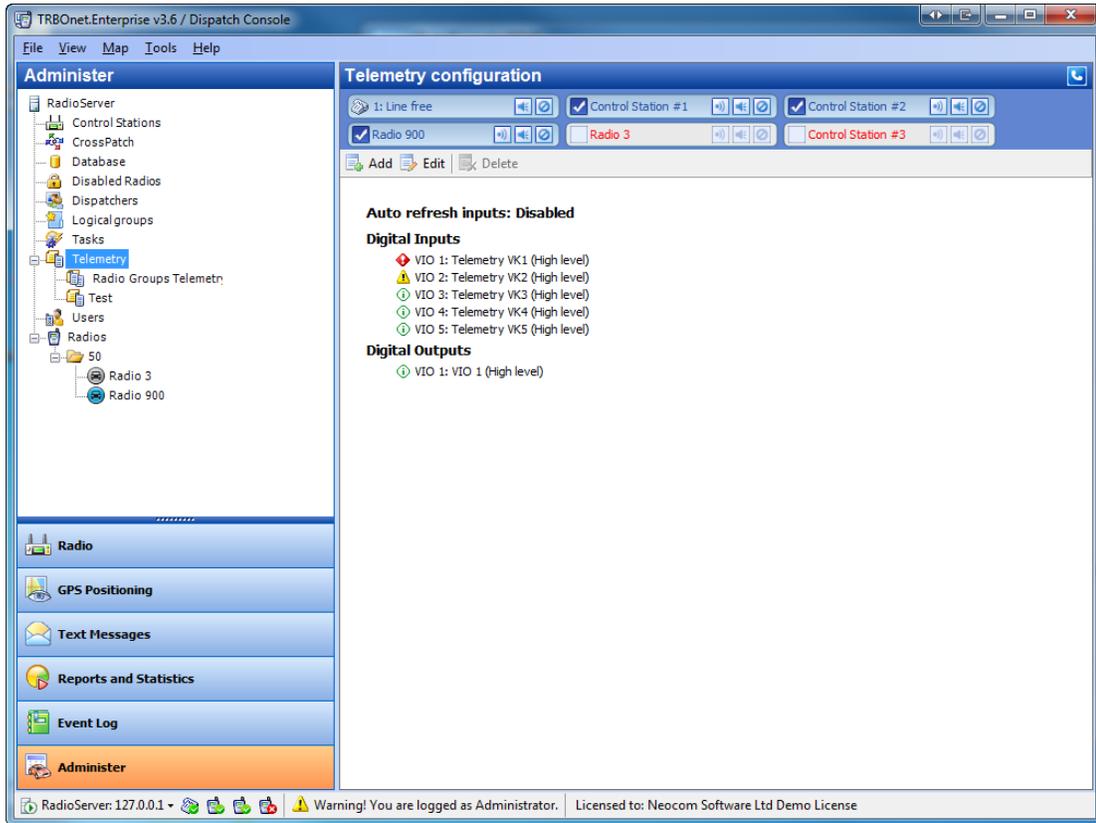


Note: Incoming folder contains only negative reports: either the subscriber doesn't answer or the subscriber does not receive the message. If it works correctly the folder will be empty. To see the answer of the subscriber go to **Text Messages**

Note: if the message contains only one text line the request from the subscriber will not be monitored

1.6.9 Telemetry

This node allows configuring Telemetry.

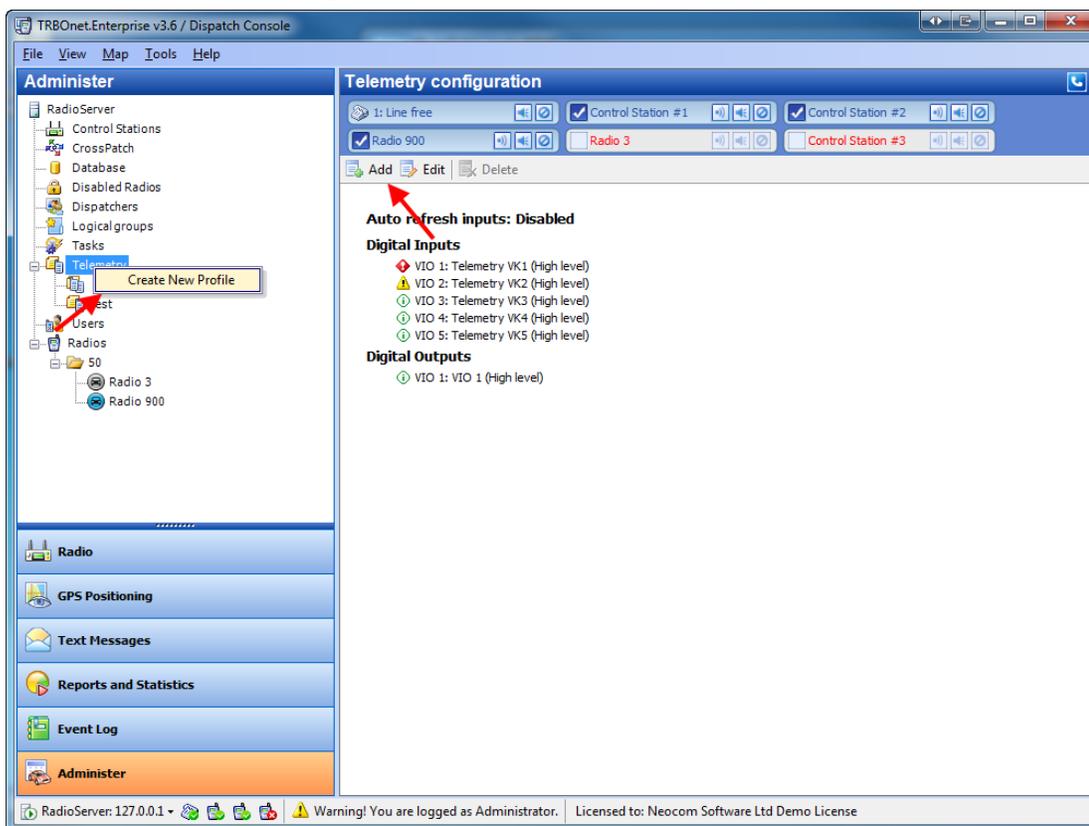


To add or edit a Telemetry profile

To add a Telemetry profile do one of the following:

- Click **Add** on the toolbar
- Right-click **Telemetry** in the Navigation Tree and click **Create New Profile**

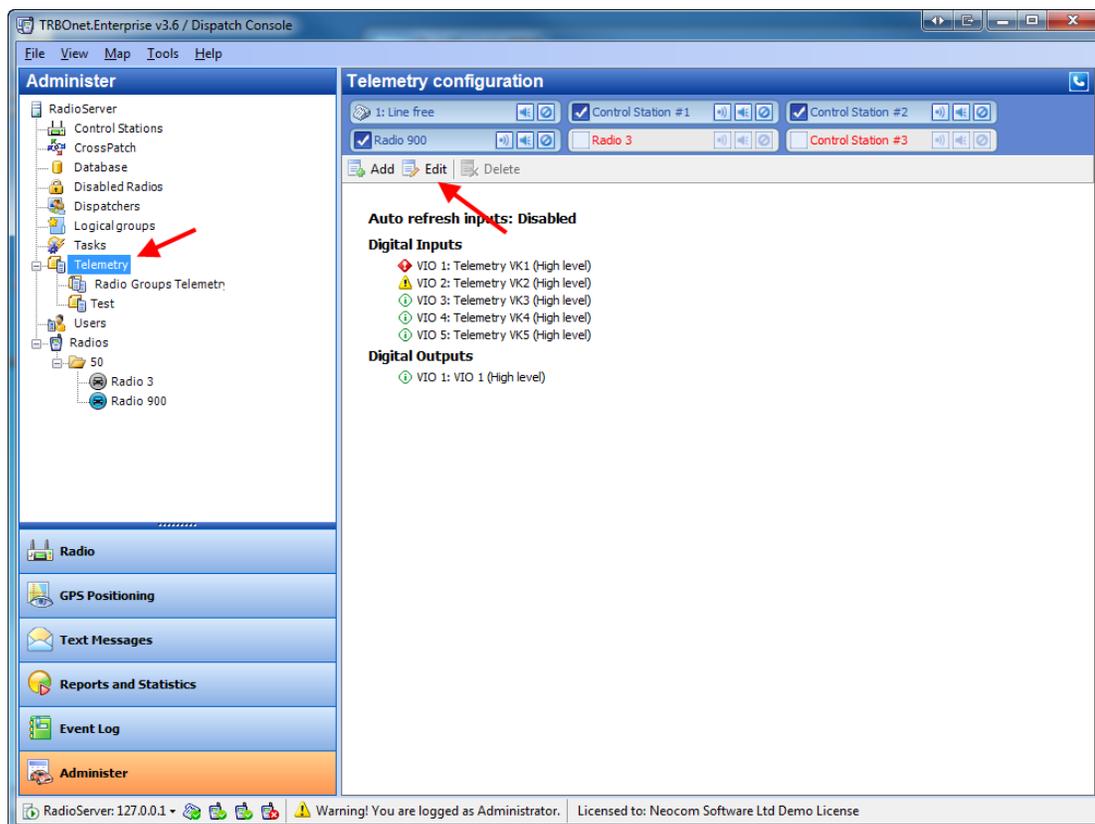
Specify the Profile name and configure its VIOs



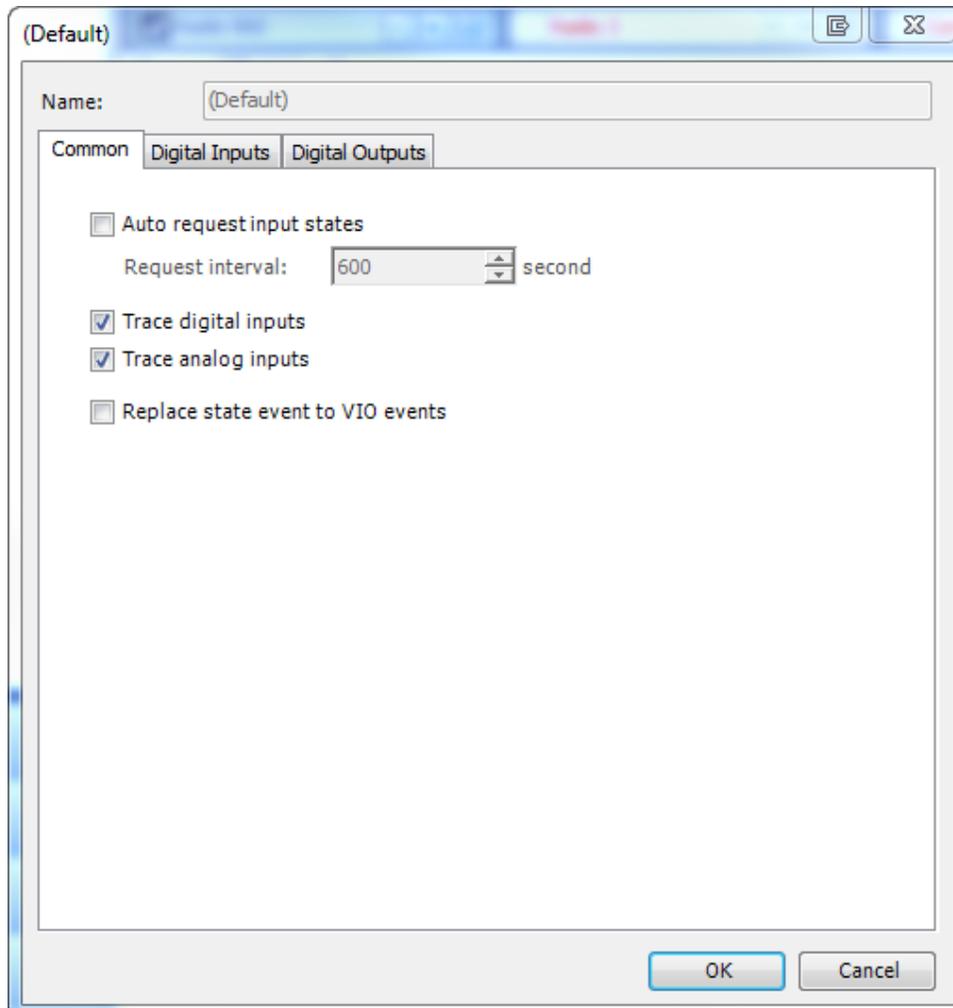
To configure a telemetry profile

To configure a telemetry profile select it in the **Tree** and click **Edit** on the toolbar.

The respective window is displayed.



COMMON TAB



Set the following parameters:

- **Auto request input states** – Select to refresh inputs states automatically and set the interval
- **Trace digital inputs** - select if necessary.
- **Trace analog inputs** – select if necessary.
- **Replace state event to VIO events** -select if necessary.

DIGITAL INPUTS TAB

(Default)

Name: (Default)

Common Digital Inputs Digital Outputs

VIO	Name	Event
1	Telemetry VK1	High level
2	Telemetry VK2	High level
3	Telemetry VK3	High level
4	Telemetry VK4	High level
5	Telemetry VK5	High level

Description

VIO: 1

Name: Telemetry VK1

Event: High level

Severity: Alarm

Display as subscriber state

Auto reset state

Request location of subscriber

Apply

Add Remove

OK Cancel

Set the following parameters:

- **VIO** – Set VIO
- **Name** – Enter the telemetry's name to be displayed
- **Event** - select **Any event**, **High level**, **Low level** or **Pulse**.
- **Severity** – Select the severity from dropdown list (**Information**, **Warning** or **Alarm**)
- **Display as subscriber state** - select if necessary
- **Auto reset state** - select to reset the telemetry contact automatically

- **Request location of subscriber** - select to request location automatically after receiving the telemetry

DIGITAL OUTPUTS TAB

The screenshot shows a configuration window titled '(Default)'. At the top, there is a 'Name:' field containing '(Default)'. Below this are three tabs: 'Common', 'Digital Inputs', and 'Digital Outputs', with the latter being the active tab. A table with three columns is visible: 'VIO', 'Name', and 'Command'. The table contains one row with the following data:

VIO	Name	Command
1	VIO 1	High level

Below the table is a 'Description' section with three fields: 'VIO:' with a dropdown menu set to '1', 'Name:' with a text box containing 'VIO 1', and 'Command:' with a dropdown menu set to 'High level'. To the right of these fields is an 'Apply' button. At the bottom left of the window are 'Add' and 'Remove' buttons. At the bottom right are 'OK' and 'Cancel' buttons.

Set the following parameters:

- **VIO** – Set VIO
- **Name** – Enter the telemetry's name to be displayed
- **Command** - select **High level**, **Low level**, **Toggle level** or **Pulse**.

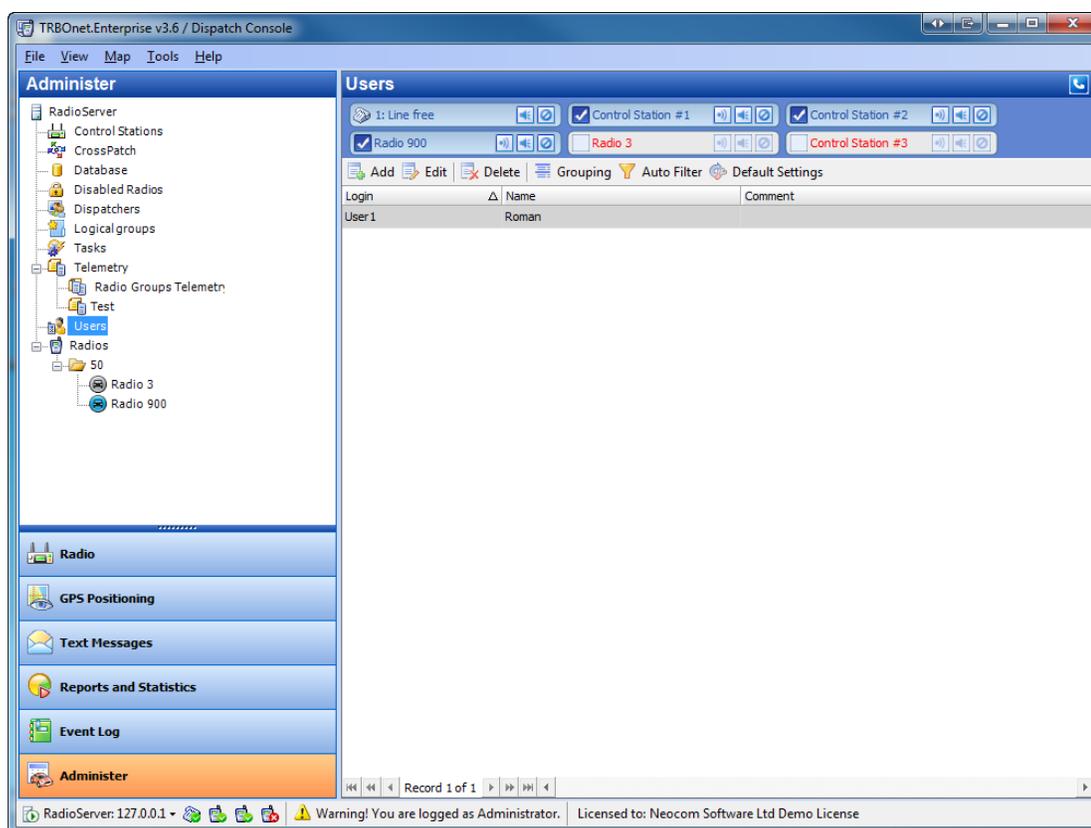
1.6.10 Users

An exact radio can be now assigned in the system to an exact employee registered in the system. This can be really useful for situations with shift workers.

All available radios are disabled and an employee will need to enter username and password to take a radio or return it.

When the radio is taken it gets enabled and assigned to this worker in the system. When the radio is returned it's no more assigned to the employee and it gets disabled again.

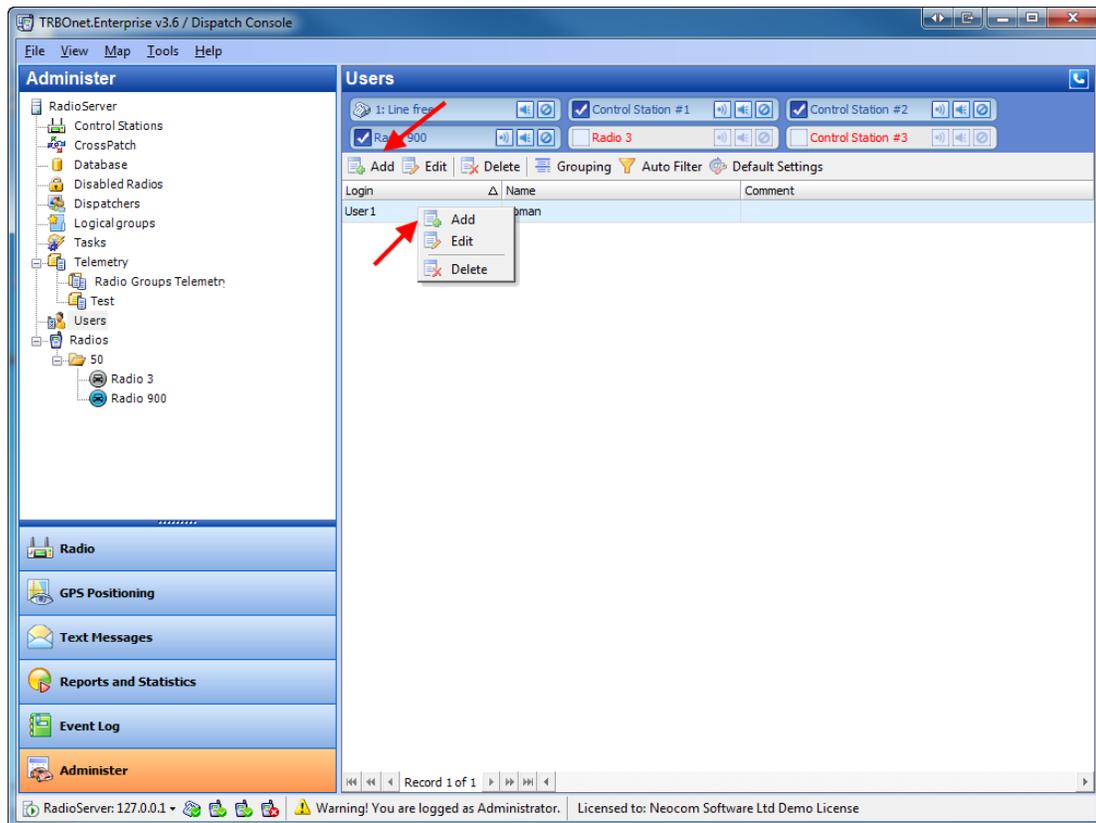
Note: The function of taking (enabling) or returning (disabling) radios is available in separate [TRBOnet Radio allocation Console](#).



To add a user

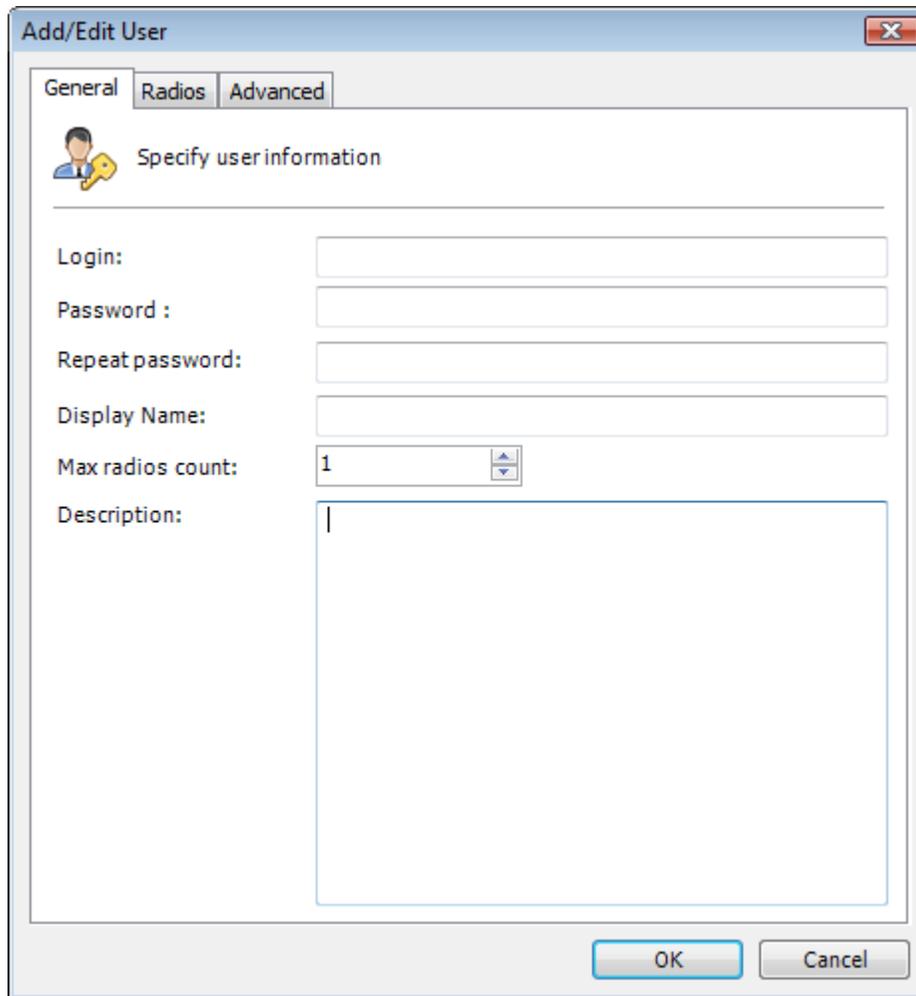
To add a user, do one of the following:

- Click **Add** on the toolbar
- Right-click any of the users in the work area and in the context menu select **Add**
- Right-click **Users** in the Navigation Tree and select **Add New User**



The **Add/Edit User** window is displayed.

GENERAL TAB

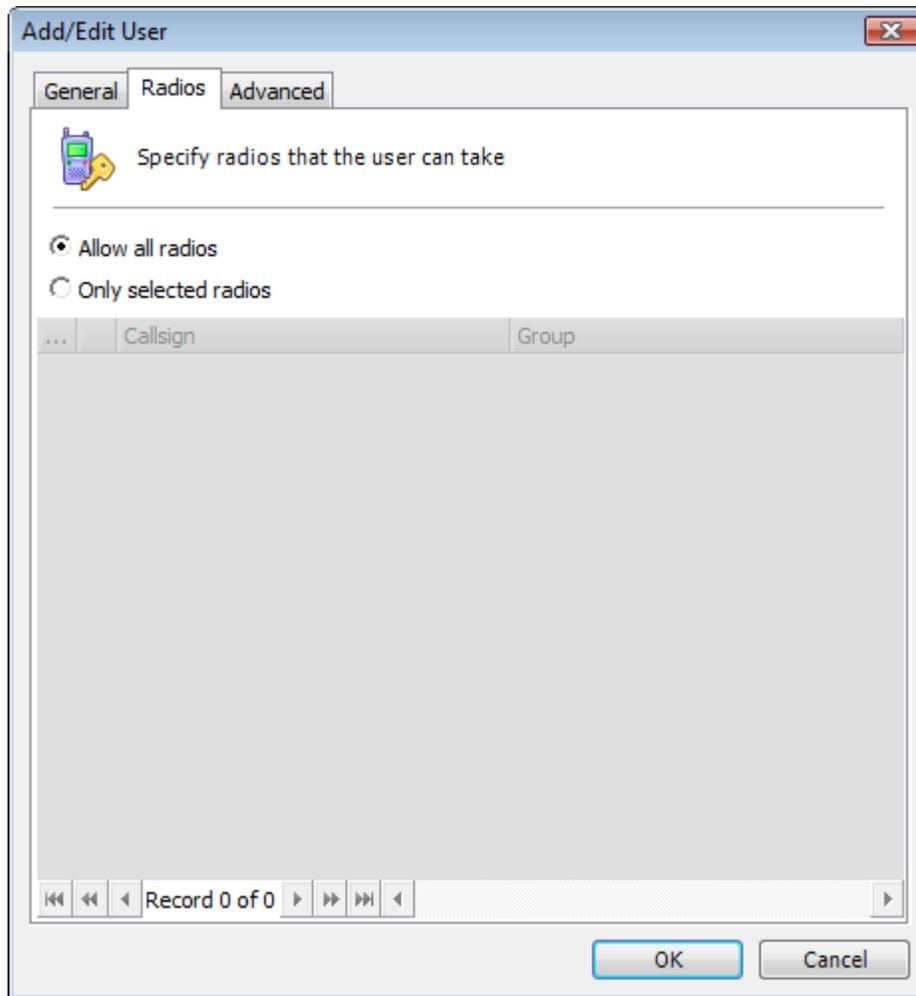


The screenshot shows a dialog box titled "Add/Edit User" with a close button in the top right corner. The dialog has three tabs: "General", "Radios", and "Advanced", with "General" selected. Below the tabs is a header area with a user icon and the text "Specify user information". The main area contains several input fields: "Login:" (text box), "Password:" (text box), "Repeat password:" (text box), "Display Name:" (text box), "Max radios count:" (spin box with the value "1"), and "Description:" (text area). At the bottom right, there are "OK" and "Cancel" buttons.

Specify the following information:

- **Login** - enter user's login
- **Password** - specify user's password
- **Repeat password** - repeat the password
- **Display name** - Specify user's name to be displayed in the system
- **Max radios count** - specify the maximum number of radios the user can take at once
- **Description** - Enter user's description

RADIOS TAB

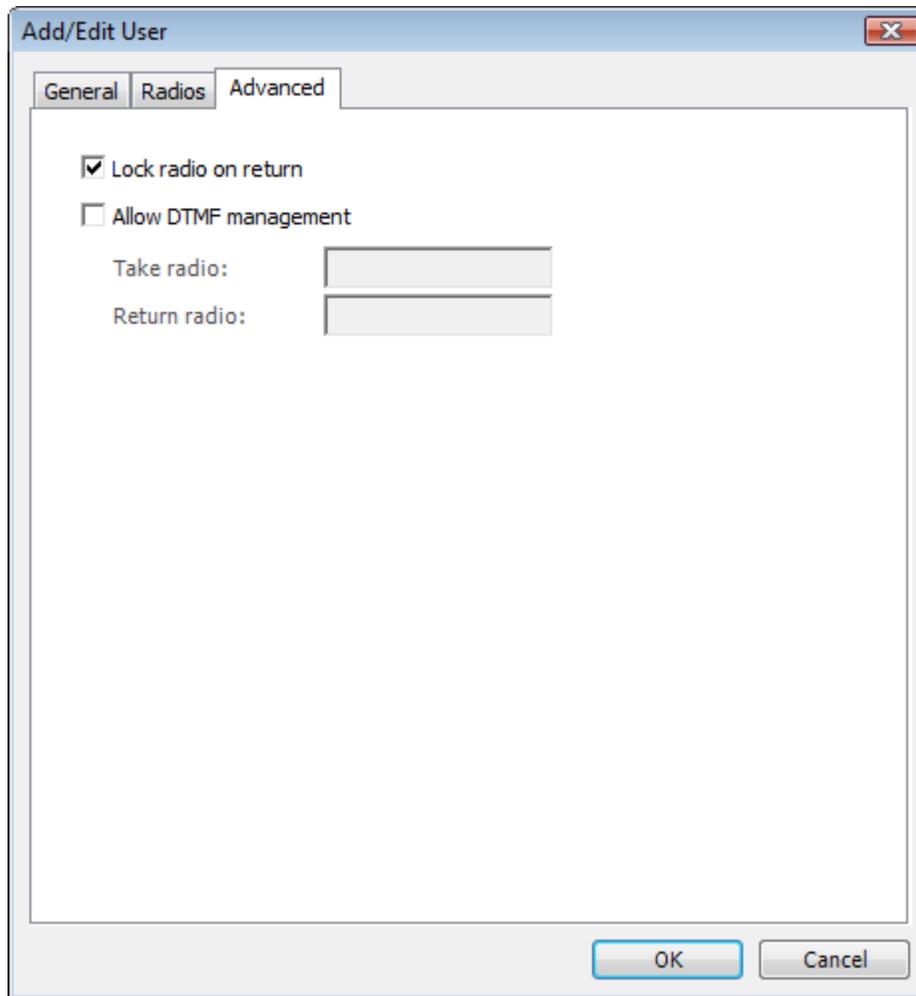


Select radios to allow this user to take:

Allow all radios - allows the user taking all the radios

Only selected radios - specify exact radios the user is allowed to take

ADVANCED TAB



The screenshot shows a dialog box titled "Add/Edit User" with three tabs: "General", "Radios", and "Advanced". The "Advanced" tab is selected. Inside the dialog, there are two checkboxes: "Lock radio on return" (checked) and "Allow DTMF management" (unchecked). Below these are two text input fields labeled "Take radio:" and "Return radio:". At the bottom right, there are "OK" and "Cancel" buttons.

Select if necessary:

Lock radio on return - select to disable a returned radio

Allow DTMF management - select to specify DTMF commands for the user to take or return a radio

To edit a user

To edit a user, do one of the following:

- Select a user and click **Edit** on the toolbar
- Right-click a user in the work area and in the context menu select **Edit**

1.6.11 Radios

When you select a node of a radio station or group (including the **Radios** group node) in the **Navigation Tree**, the work area displays the following elements:

1. Additional toolbar, which provides you with options for managing subscriber's accounts
2. List of radio stations registered with the **TRBOnet system**

The screenshot shows the TRBOnet Enterprise v3.6 Dispatch Console interface. The navigation tree on the left has the 'Radios' node selected, indicated by a red arrow. The main work area displays the 'Registered radio groups and radios' section. At the top of this section is a toolbar with various icons for managing radio stations. Below the toolbar is a table with the following data:

Registered	Unregistered
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>

The table below shows the list of registered radios:

Callsign	Group	Radio ID	MDC / Select-5	Vehicle Make	Plate Number	Drivers
Radio 3	50	3	0			
Radio 900	50	900	0			

A red box highlights the table area, and a red '2' is placed in the center of the work area. A red '1' is placed above the toolbar.

All registered subscribers and groups are also displayed under the **Radios** node in the navigation tree.

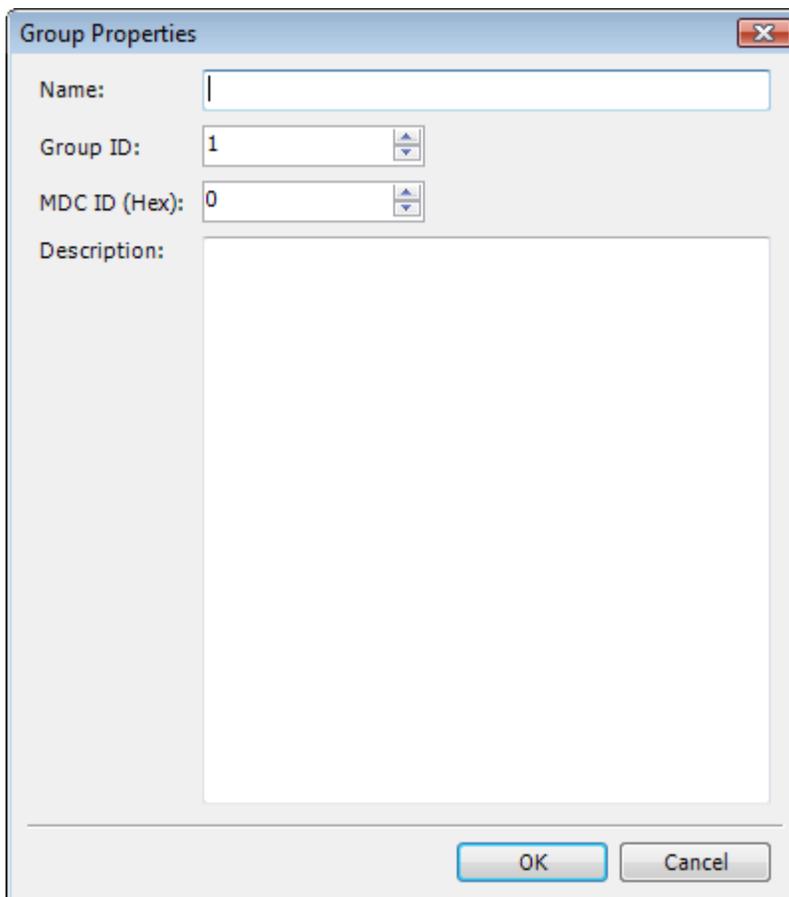
Subscriber Groups

TO ADD A GROUP

To add a group do one of the following:

- click **+ Add Group** on the toolbar
- right-click the **Radios** node or an existing group in the **Navigation Tree** and select **Create New Group...** in the context men

The **Group Properties** window is displayed.



The screenshot shows a dialog box titled "Group Properties" with a close button (X) in the top right corner. The dialog contains the following fields:

- Name:** A text input field that is currently empty.
- Group ID:** A spin box containing the value "1".
- MDC ID (Hex):** A spin box containing the value "0".
- Description:** A large, empty text area.

At the bottom of the dialog, there are two buttons: "OK" and "Cancel".

Set the following parameters:

- **Name** – enter the group's name
- **Group ID** – enter the group's ID

- **MDC ID (Hex)** – enter the MDC ID (for analogue channels)
- **Description** – Type the group's description

TO EDIT OR REMOVE A GROUP

To edit or remove a talk group right-click it in the **Navigation Tree** and select **Edit Group...** or **Remove Group...** in the context menu.

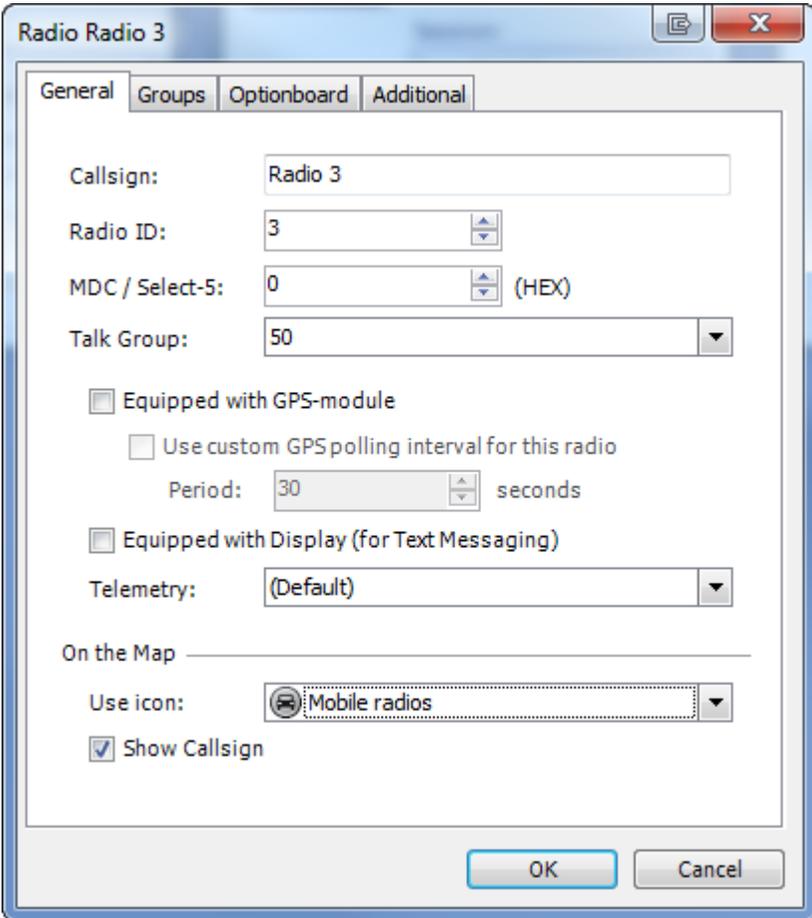
Subscribers

TO ADD A SUBSCRIBER

To add a radio do one of the following:

- click  **Add**  on the toolbar
- right-click the group you want to add a radio to and select **Add New Radio...** in the context menu
- right-click a radio in the **Work area** and select **Add** in the context menu

The **Add Radio to system** window is displayed.



Radio Radio 3

General Groups Optionboard Additional

Callsign: Radio 3

Radio ID: 3

MDC / Select-5: 0 (HEX)

Talk Group: 50

Equipped with GPS-module

Use custom GPS polling interval for this radio

Period: 30 seconds

Equipped with Display (for Text Messaging)

Telemetry: (Default)

On the Map

Use icon:  Mobile radios

Show Callsign

OK Cancel

General Tab

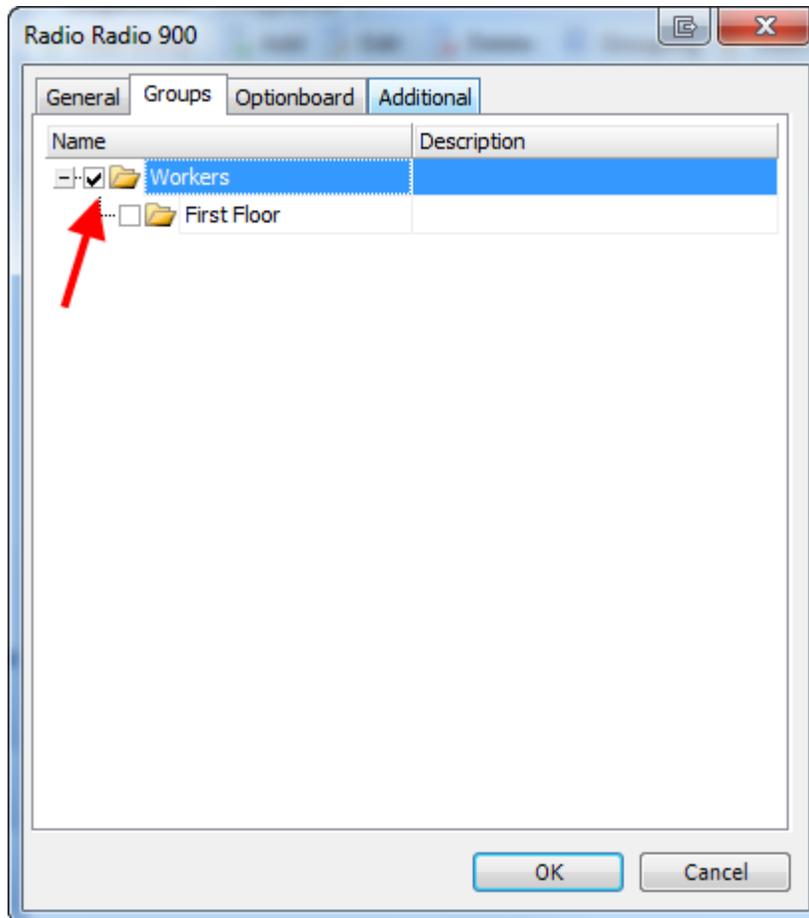
The screenshot shows a configuration window titled "Radio Radio 3". It has four tabs: "General", "Groups", "Optionboard", and "Additional". The "General" tab is selected. The fields are as follows:

- Callsign:** Radio 3
- Radio ID:** 3
- MDC / Select-5:** 0 (HEX)
- Talk Group:** 50
- Equipped with GPS-module
 - Use custom GPS polling interval for this radio
 - Period: 30 seconds
- Equipped with Display (for Text Messaging)
- Telemetry:** (Default)
- On the Map**
 - Use icon:** Mobile radios
 - Show Callsign

Buttons for "OK" and "Cancel" are located at the bottom right of the dialog.

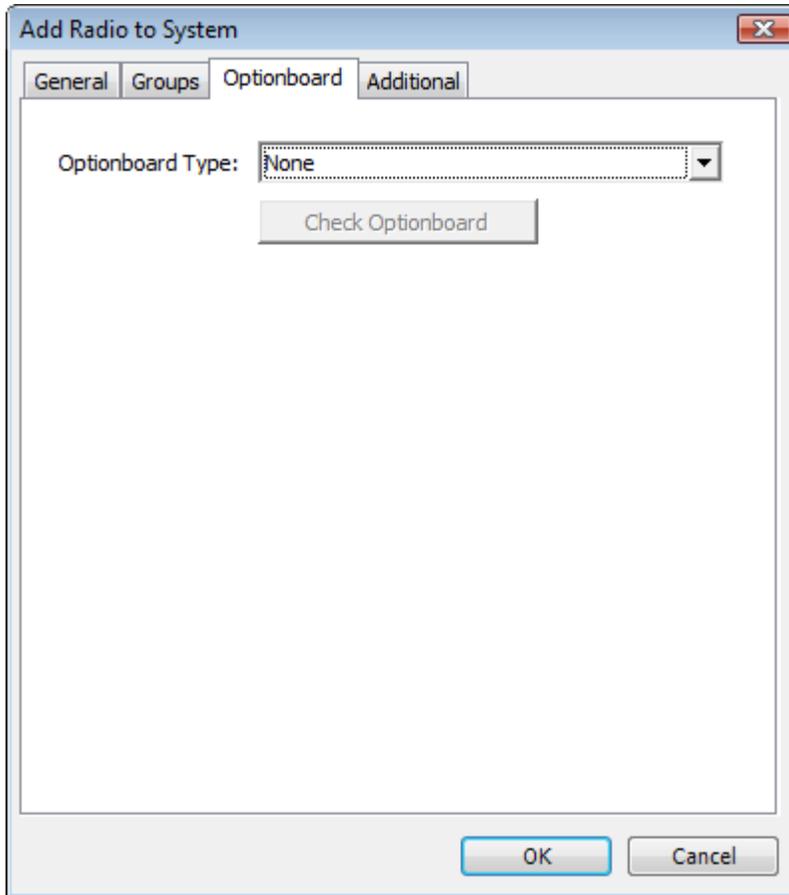
- **Callsign** – enter the radio's callsign
- **Radio ID** – enter the radio's ID
- **MDC ID (Hex)** – Enter the MDC ID (for analogue channels)
- **Talk Group** – Select a talk group to assign the radio to
- **Equipped with GPS-module** – select to make GPS positioning enabled for the radio
 - **Use custom GPS polling interval for this radio** – select if necessary (specify the **Period**)
- **Equipped with display (for Text Messaging)** – select to make text messaging enabled for the radio
- **Telemetry** – if necessary, select a custom telemetry profile
- **On the Map**
 - **Use icon settings** – select the type of icon displayed on the map from dropdown list: **Mobile radios, Portable Radios, Radio on a boat, Bus**, etc.
 - **Show callsign** – select or clear to show or hide radio's name on the map

Groups Tab



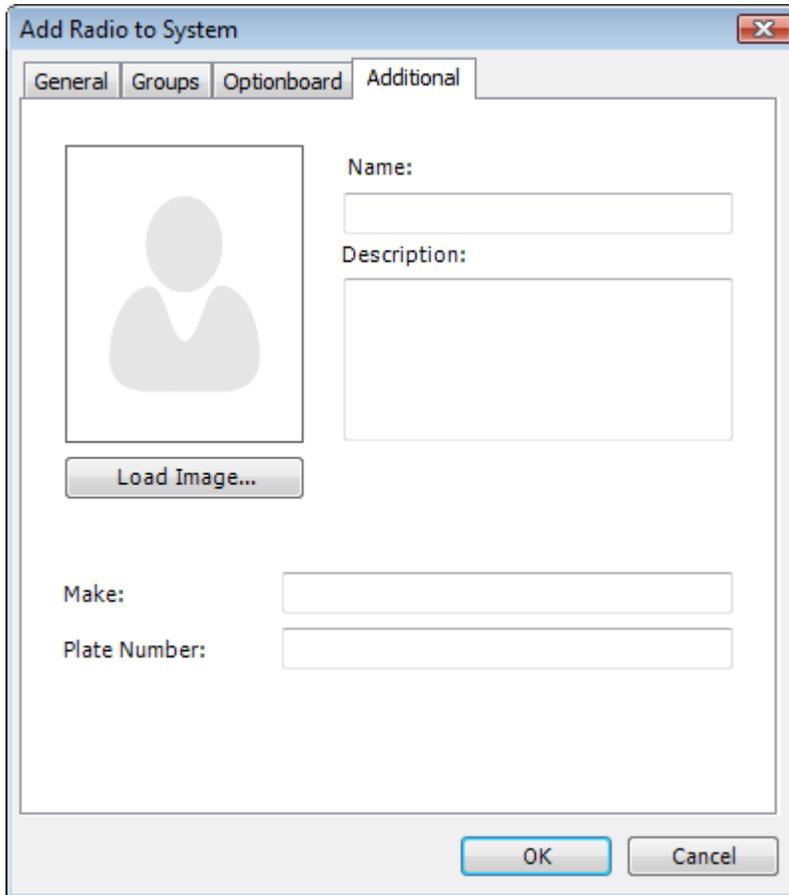
Select a logical group (groups) to assign the subscriber to

Optionboard Tab



TRBOnet supports Sprite optionboard. Select **Sprite** or FS5000 if necessary. To test optionboard click **Check Optionboard**.

Additional Tab



The screenshot shows a dialog box titled "Add Radio to System" with a close button (X) in the top right corner. The dialog has four tabs: "General", "Groups", "Optionboard", and "Additional", with "Additional" currently selected. The "Additional" tab contains the following fields and controls:

- An image placeholder box on the left containing a grey silhouette of a person's head and shoulders. Below it is a "Load Image..." button.
- A "Name:" label followed by a single-line text input field.
- A "Description:" label followed by a multi-line text area.
- A "Make:" label followed by a single-line text input field.
- A "Plate Number:" label followed by a single-line text input field.

At the bottom right of the dialog are "OK" and "Cancel" buttons.

Name – Type the name of the subscriber

Load Image... – Load an image for the subscriber

Description – Type the radio's description

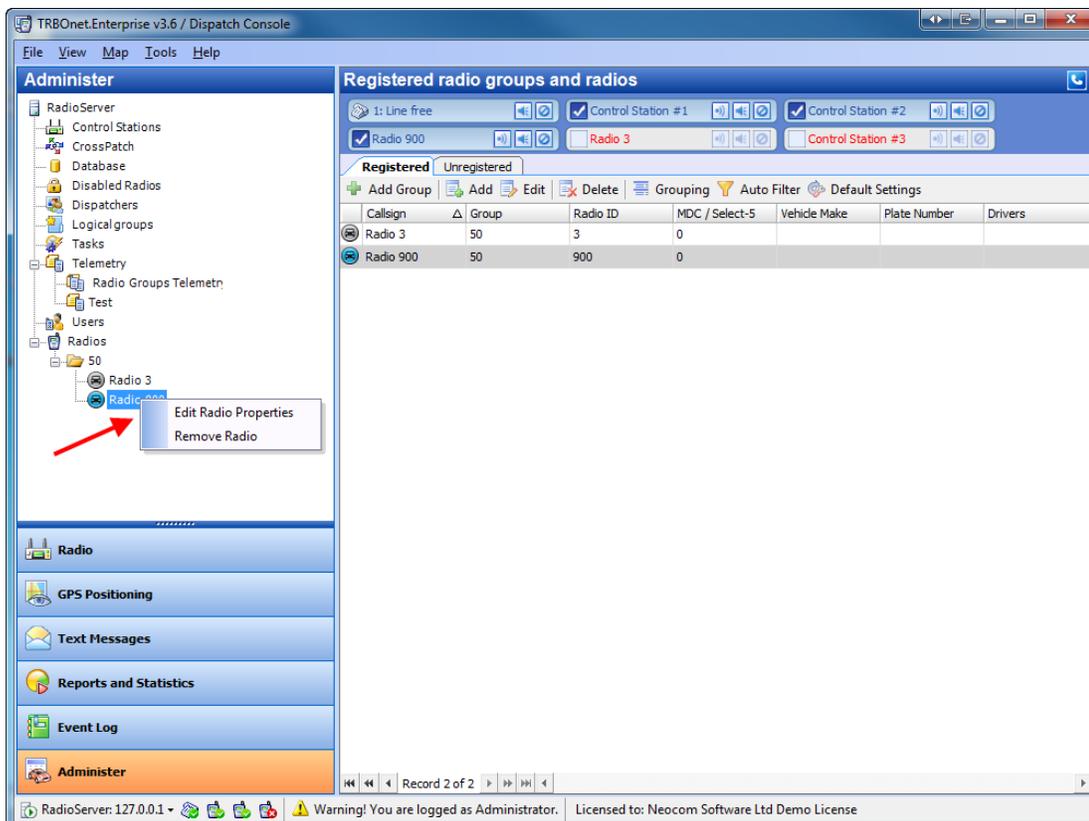
Make – enter the vehicle make

Plate Number – enter vehicle plate number

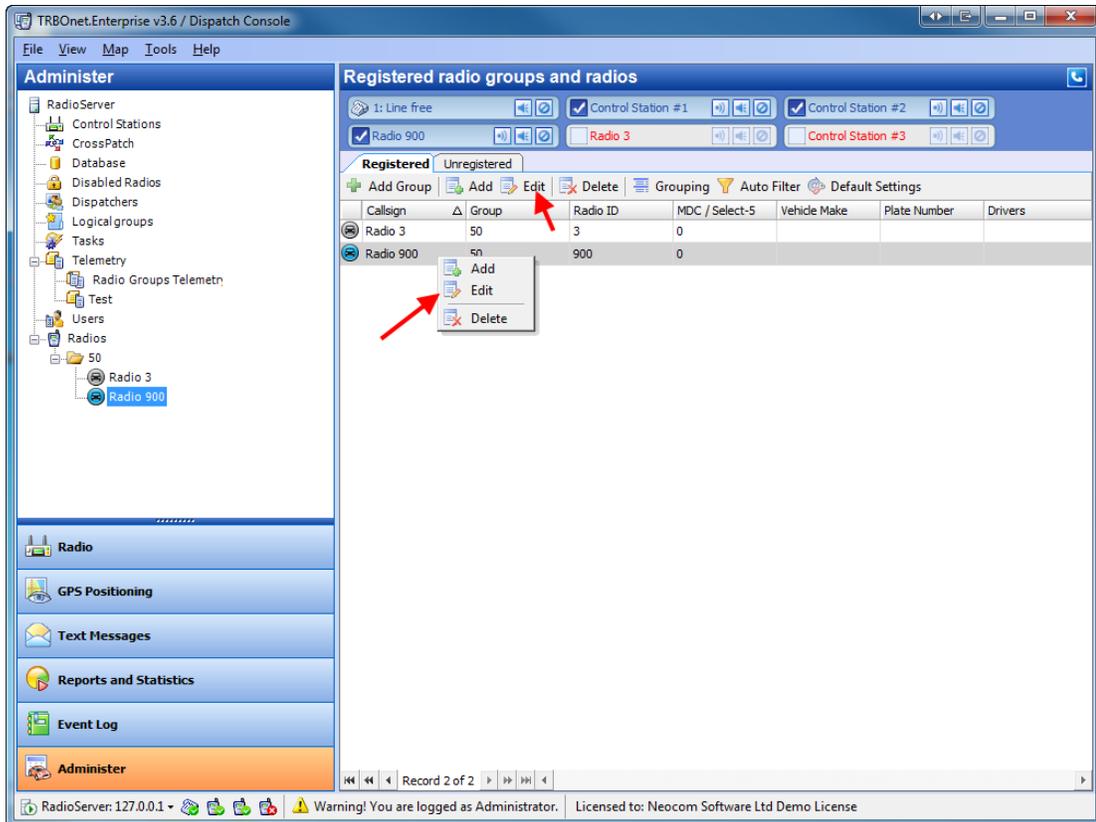
TO EDIT OR REMOVE A SUBSCRIBER

To edit or remove a subscriber do one of the following:

- Right-click it in the **Navigation Tree** and select **Edit Radio Properties...** or **Remove Radio** in the context menu.



- Right-click a radio on the list of radios and select **Edit** or **Delete** in the context menu.
- Select a radio on the list of radios and click  **Edit** or  **Delete** on the toolbar.

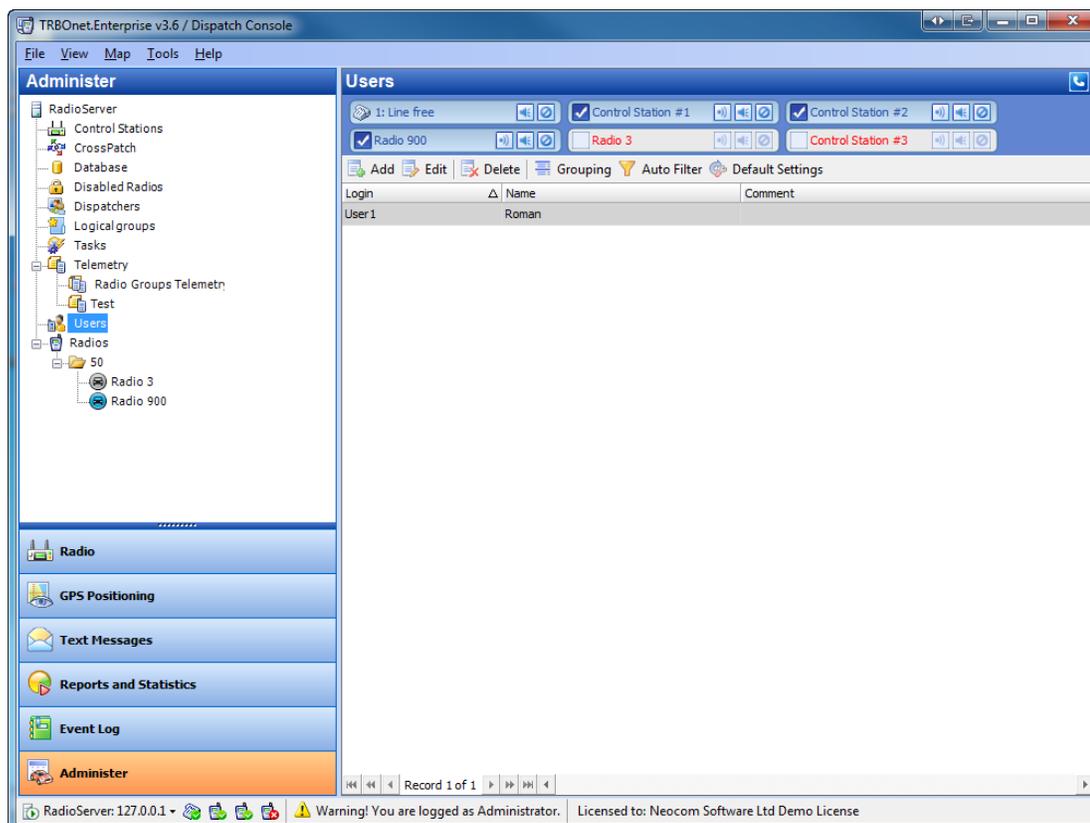


2. TRBONET RADIO ALLOCATION

TRBOnet Radio Allocation is a new feature of 3.6 and higher versions of **TRBOnet** software. An exact radio can be assigned in the system to an exact employee registered in the system. This can be really useful for situations with shift workers.

All available radios are disabled and an employee will need to enter username and password to take a radio.

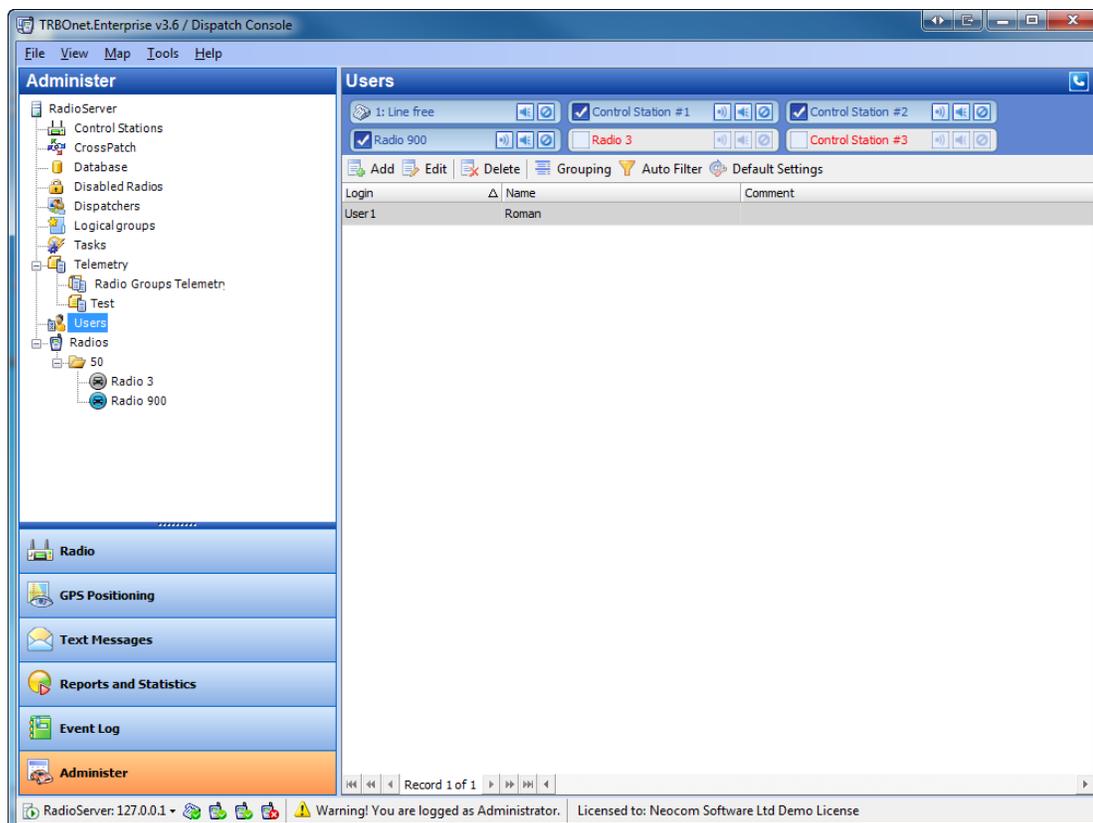
When the radio is taken it gets enabled and assigned to this worker in the system. When the radio is returned it's no more assigned to the employee and it gets disabled again.



2.1 To administer radio users

To manage users go to the **Administer** tool of **Dispatcher Console** and select **Users** in the Navigation Tree.

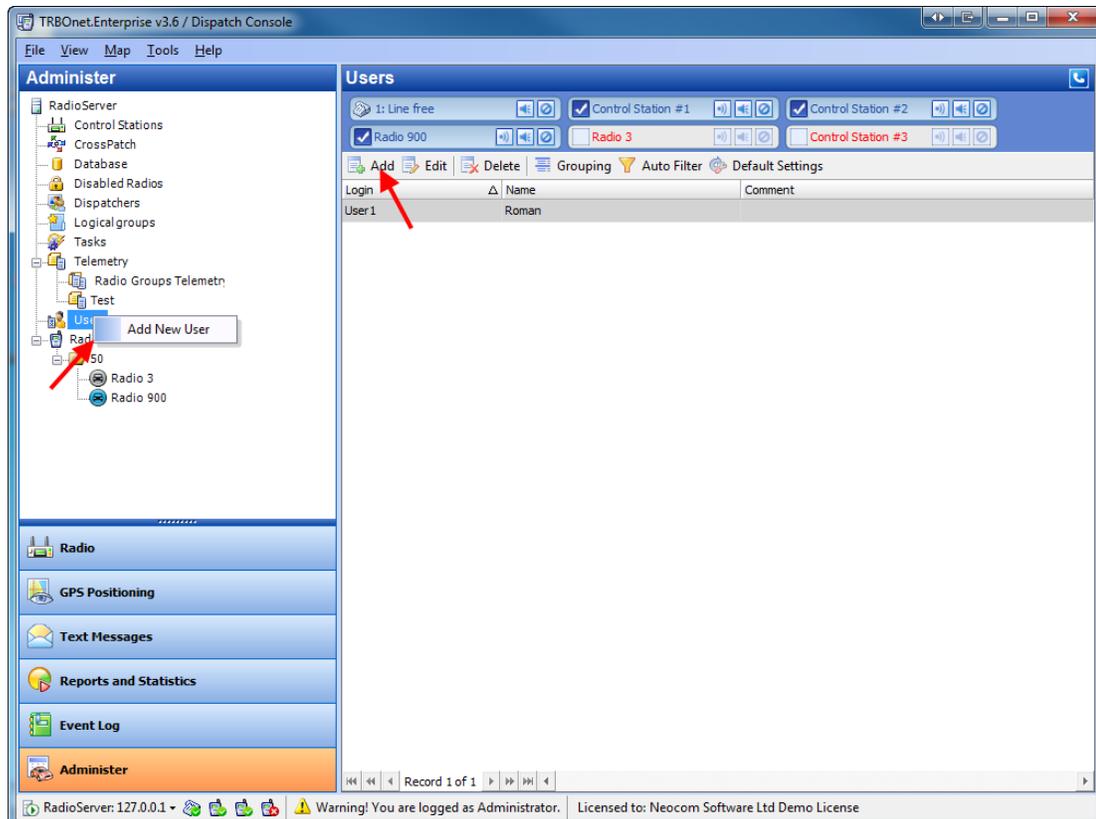
Note: You can only administer users in Dispatcher Console. The function of taking (enabling) or returning (disabling) radios is available in separate [See "TRBOnet Radio Allocation Console" on page 408](#)



To add a user

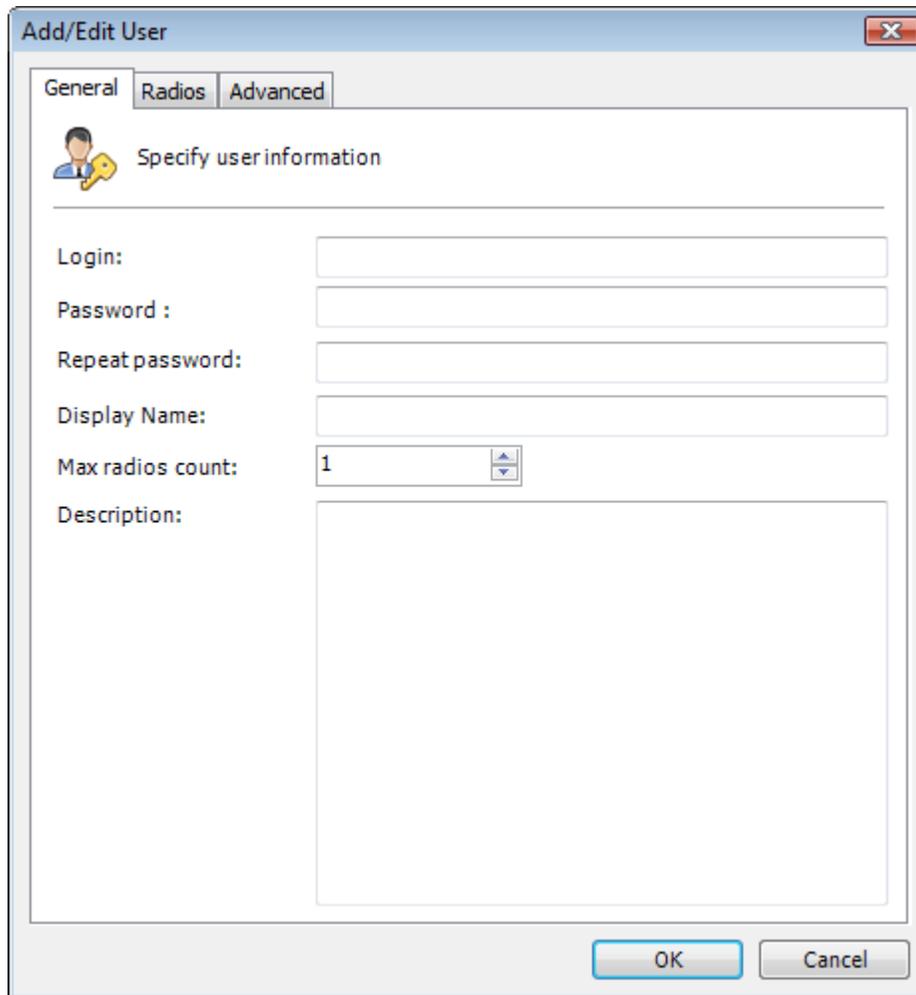
To add a user, do one of the following:

- Click **Add** on the toolbar
- Right-click any of the users in the work area and in the context menu select **Add**
- Right-click **Users** in the Navigation Tree and select **Add New User**



The **Add/Edit User** window is displayed.

General tab

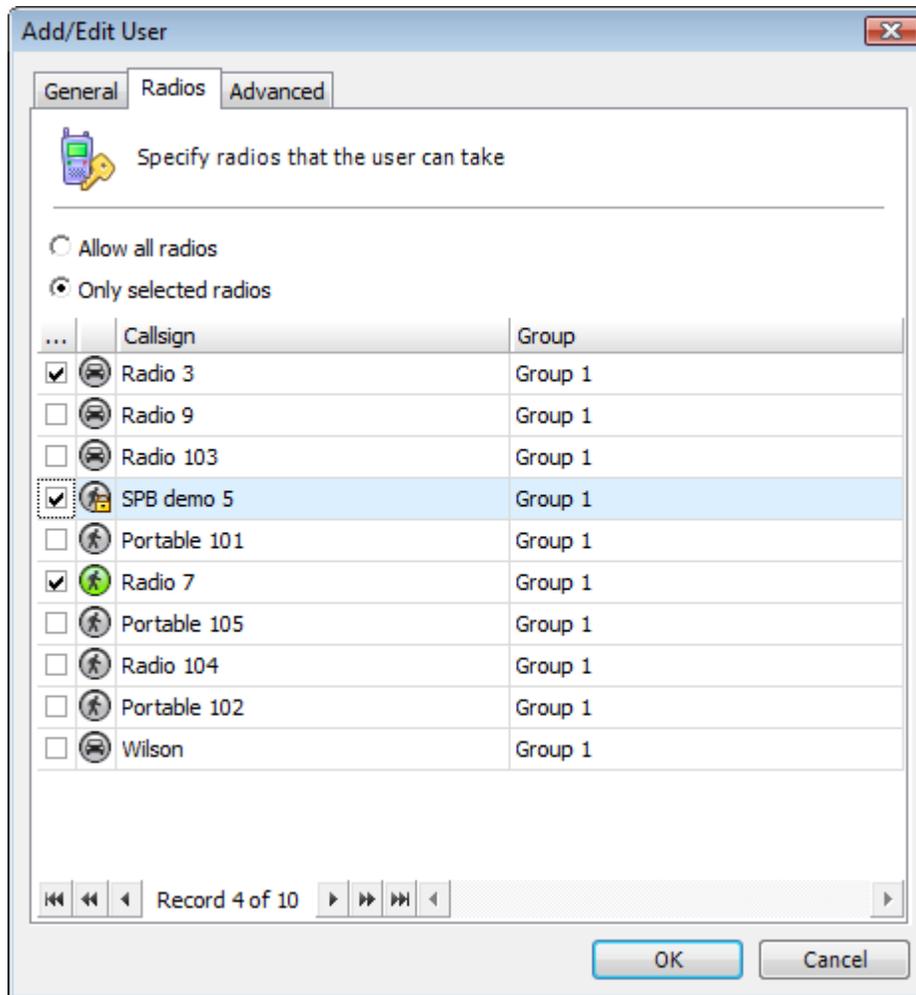


The screenshot shows a dialog box titled "Add/Edit User" with a close button in the top right corner. It has three tabs: "General", "Radios", and "Advanced", with "General" selected. Below the tabs is a header area with a user icon and the text "Specify user information". The main area contains several input fields: "Login:" (text box), "Password:" (text box), "Repeat password:" (text box), "Display Name:" (text box), "Max radios count:" (spin box with the value "1"), and "Description:" (text area). At the bottom right, there are "OK" and "Cancel" buttons.

Specify the following information:

- **Login** - enter user's login
- **Password** - specify user's password
- **Repeat password** - repeat the password
- **Display name** - Specify user's name to be displayed in the system
- **Max radios count** - specify the maximum number of radios the user can take at once
- **Description** - Enter user's description

Radios tab

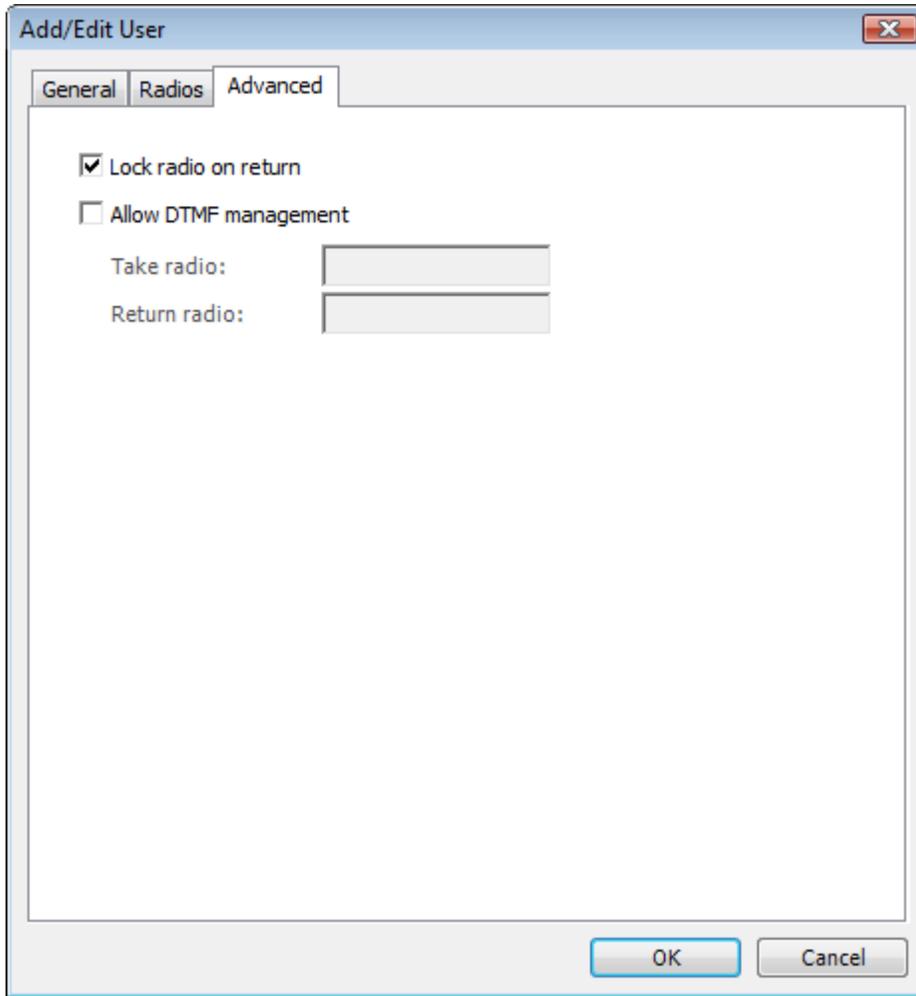


Select radios to allow this user to take:

Allow all radios - allows the user taking all the radios

Only selected radios - specify exact radios the user is allowed to take

Advanced tab



The screenshot shows a dialog box titled "Add/Edit User" with three tabs: "General", "Radios", and "Advanced". The "Advanced" tab is selected. Inside the dialog, there are two checkboxes: "Lock radio on return" (checked) and "Allow DTMF management" (unchecked). Below these are two text input fields labeled "Take radio:" and "Return radio:". At the bottom right, there are "OK" and "Cancel" buttons.

Select if necessary:

Lock radio on return - select to disable a returned radio

Allow DTMF management - select to specify DTMF commands for the user to take or return a radio

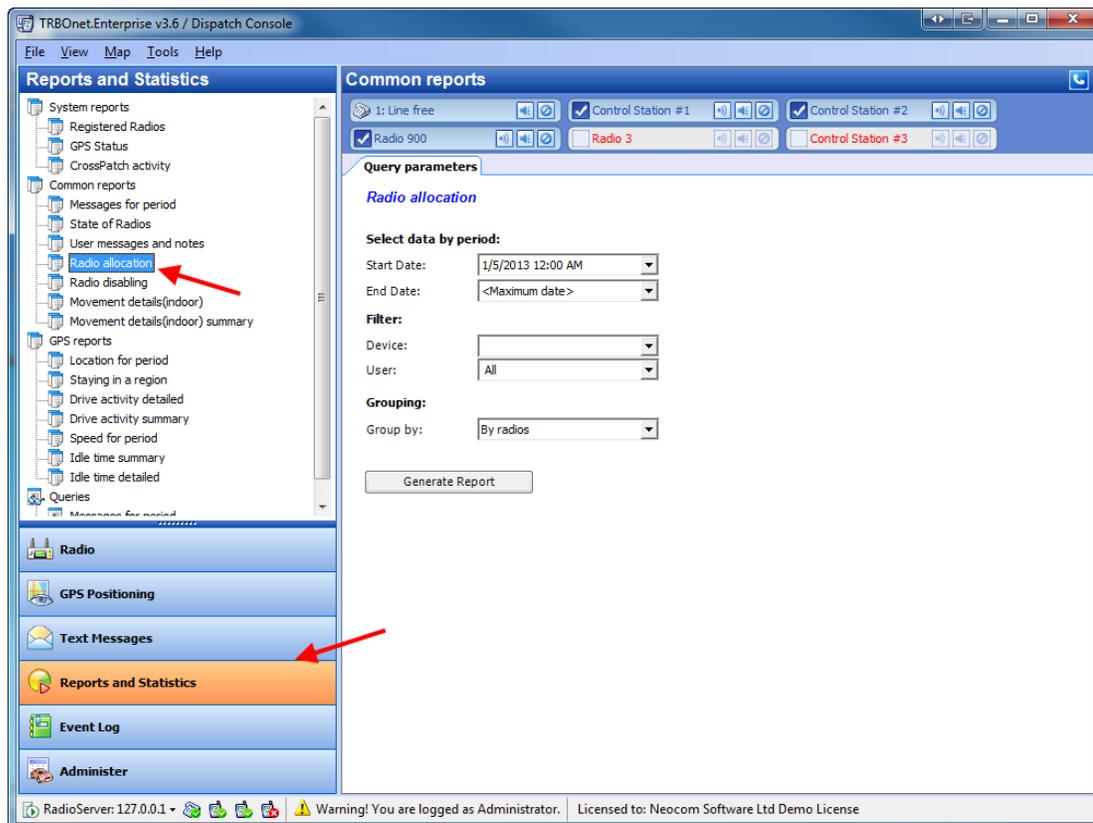
To edit a user

To edit a user, do one of the following:

- Click **Edit** on the toolbar
- Right-click a user in the work area and in the context menu select **Edit**.

2.2 To see Radio Allocation Statistics

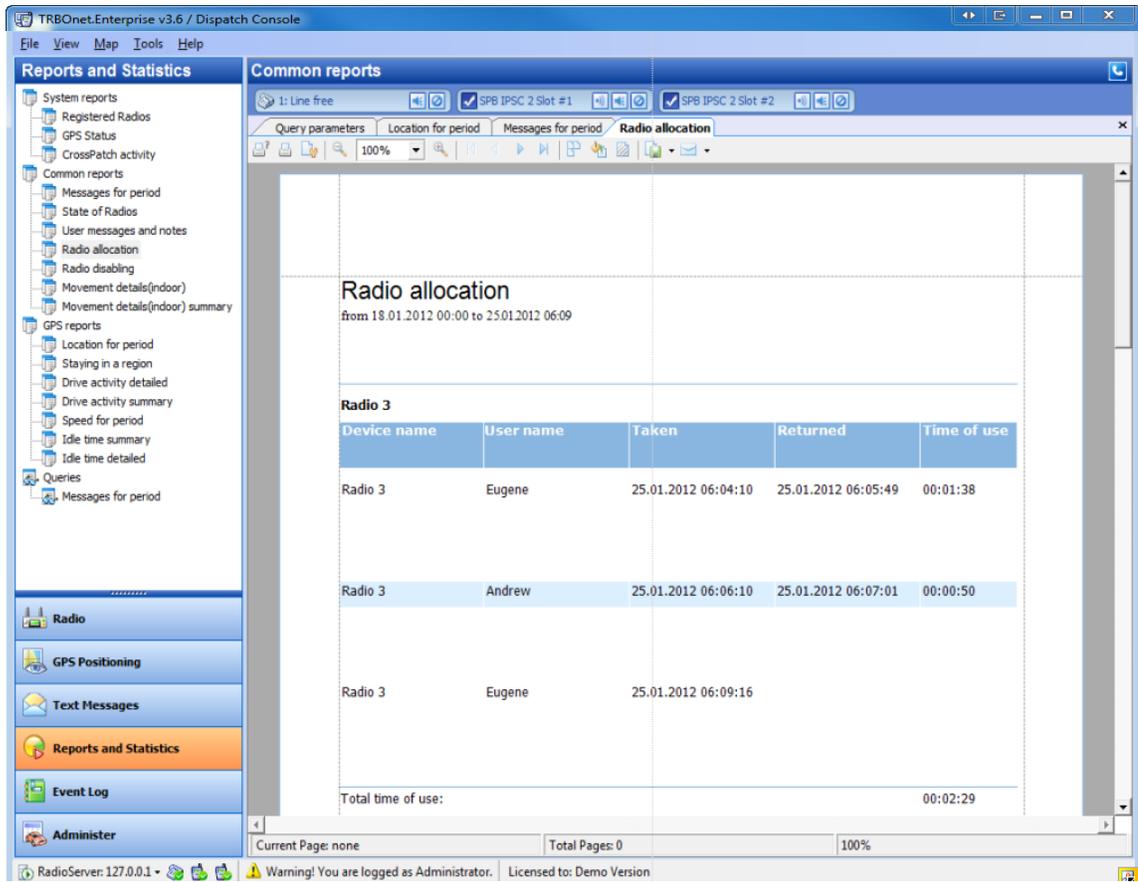
To see Radio Allocation statistics open the **Report and Statistics** tool in TRBOnet Dispatcher Console and select **Radio Allocation** in the Navigation Tree.



To generate a report:

1. Set the following parameters:
 - **Start date** – set the start date of the report
 - **End Date** – set the end date of the report
 - **Device** – select all radios or an exact radio to generate a report for
 - **User** – select all users or an exact user to generate a report for
 - **Group by** – Select to group the report data by devices or by users

2. Click **Generate Report**.



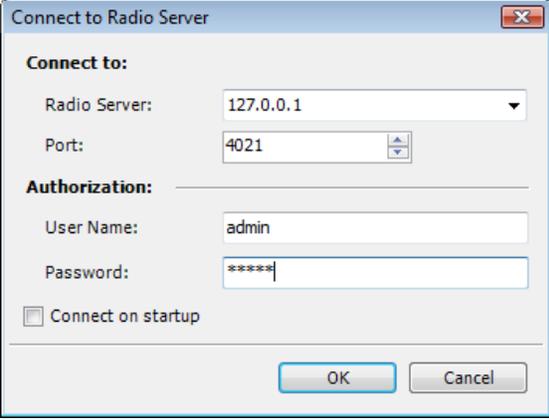
A table with detailed data on Radio Allocation is displayed.

2.3 TRBOnet Radio Allocation Console

TRBOnet Radio Allocation Console is designed as an interface for employees to take or return radios.

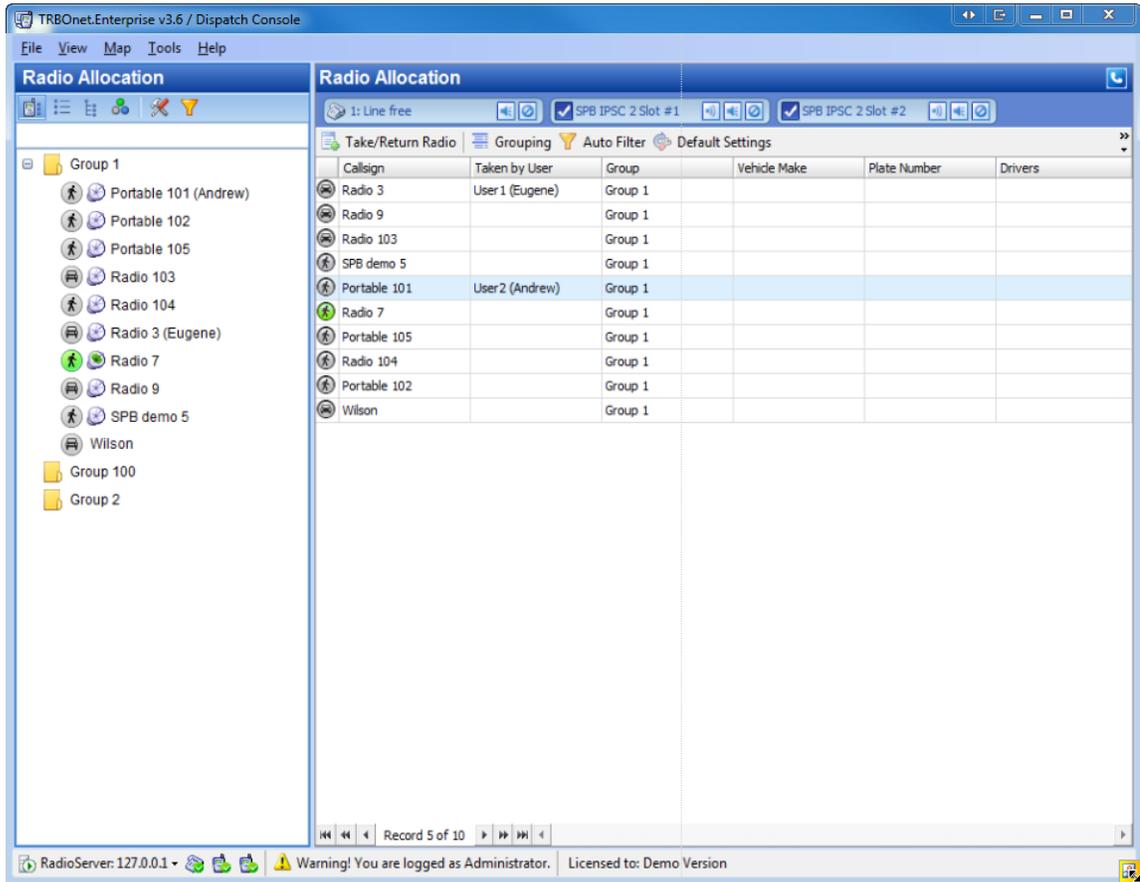
To start the TRBOnet Radio Allocation Console

To start the console, In the **Start** menu, select **All Programs | Neocom Software | TRBOnet Enterprise 3.0 | TRBOnet Radio Allocation Console**.



The screenshot shows a dialog box titled "Connect to Radio Server" with a close button (X) in the top right corner. The dialog is divided into two sections: "Connect to:" and "Authorization:". Under "Connect to:", there is a "Radio Server:" field with a dropdown menu showing "127.0.0.1" and a "Port:" field with a spinner box showing "4021". Under "Authorization:", there is a "User Name:" field with the text "admin" and a "Password:" field with masked characters "*****". At the bottom left, there is a checkbox labeled "Connect on startup" which is currently unchecked. At the bottom center, there are two buttons: "OK" and "Cancel".

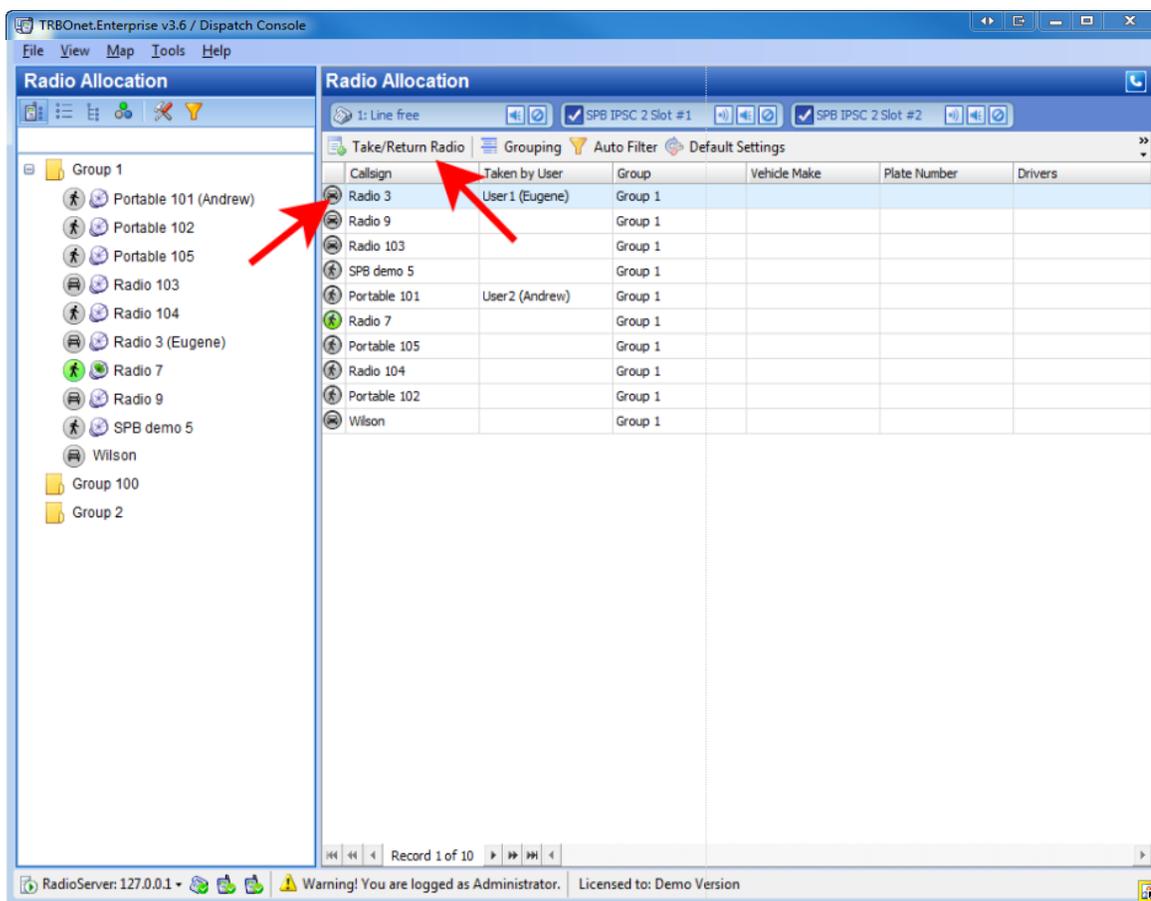
Specify the RadioServer's IP address, user name and password and click **OK**. TRBOnet Radio Allocation console window is displayed.



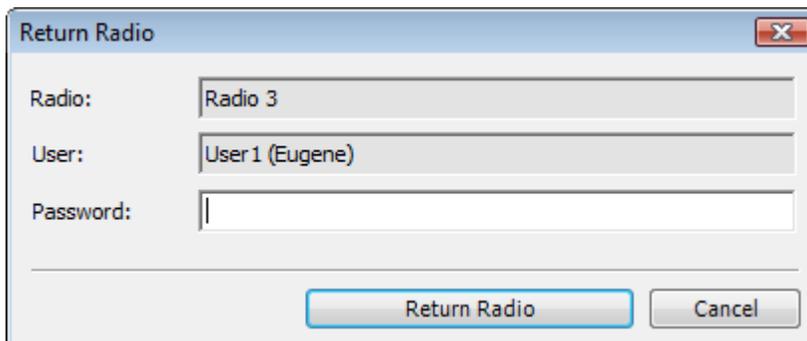
To take or return a radio

To take or return a radio do one of the following:

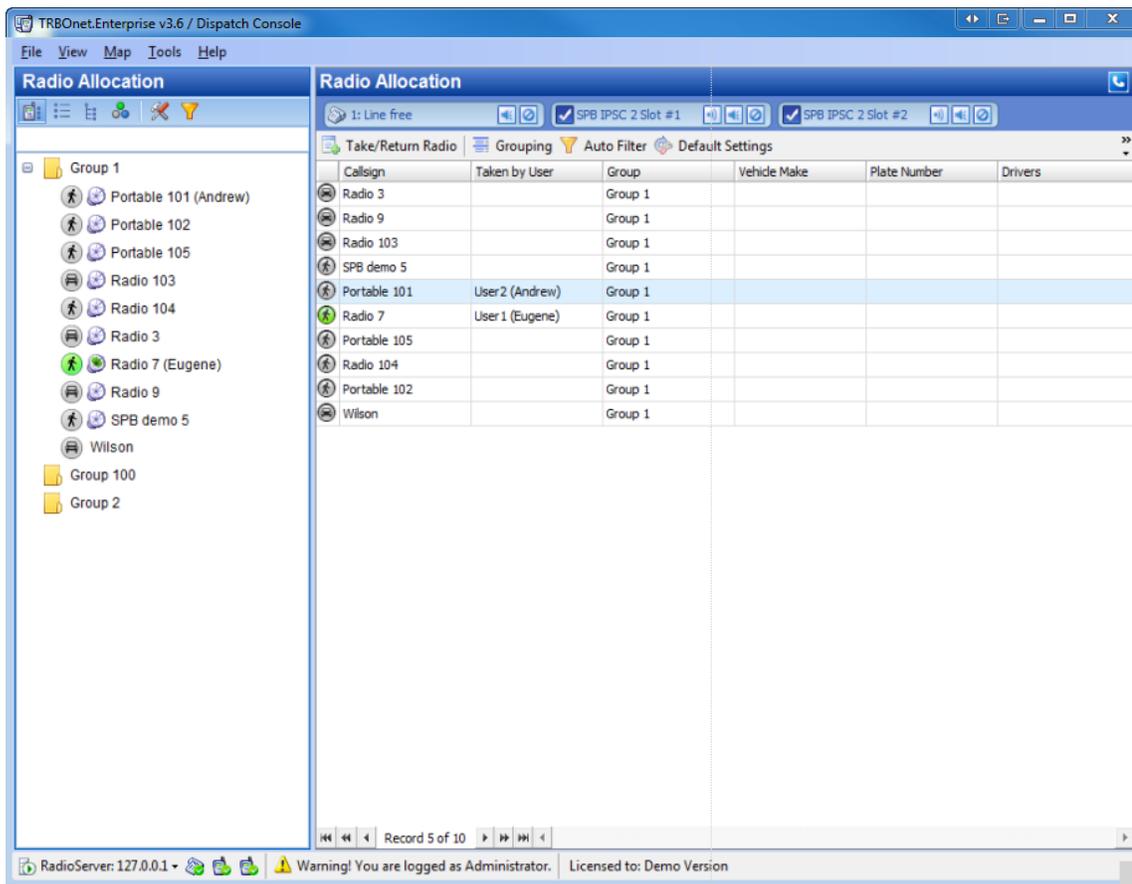
- select a radio from the list and click  **Take/Return Radio** on the toolbar
- double-click a radio on the list



The **Take Radio/Return Radio** window is displayed.



Select a user from the drop-down list then type your password and click **Take radio/Return Radio**.



The radio will be now enabled/disabled and the respective reason of enabling/disabling will be indicated in the Dispatcher Console's Event Log.

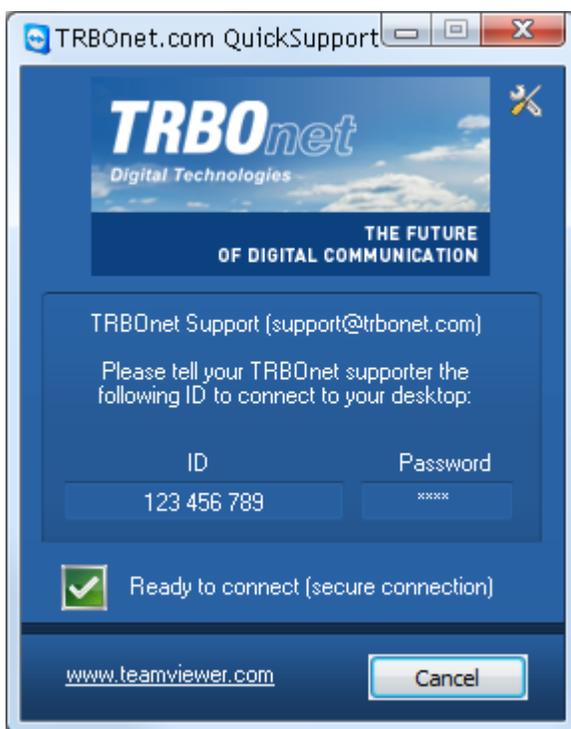
Note: To add users to the system and specify their rights go to the **Administer** tool of **Dispatcher Console** and select [Users](#)

TRBONET QUICK SUPPORT

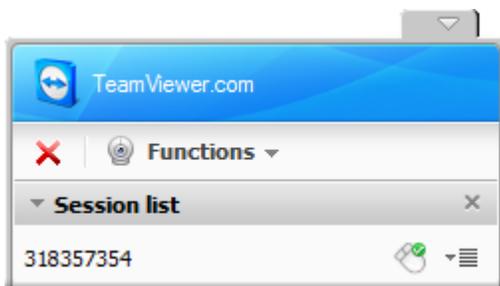
TRBOnet has a special tool for quick and efficient remote support. To get quick support you just need to run the **TRBOnet_QuickSupport.exe** file and tell your TRBOnet support engineer your unique ID. After that the support engineer will have access to your PC.

How to use TRBOnet Quick support:

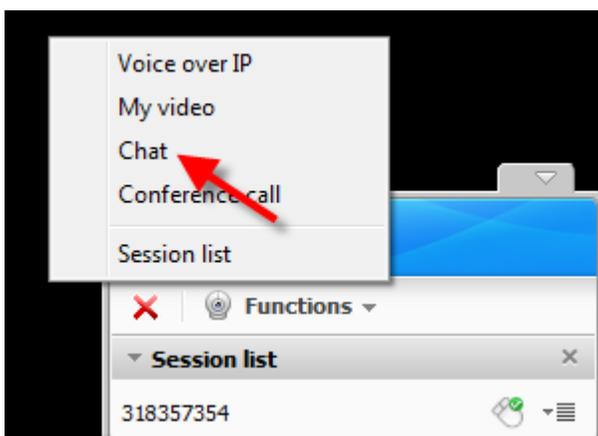
1. Download the **TRBOnet_QuickSupport.exe** file here:
http://www.trbonet.com/download/tools/TRBOnet_QuickSupport.exe
2. Launch the file. You have your unique ID.



3. Contact your TRBOnet support specialist and tell your unique ID. Now the support engineer can get remote access to your PC.
4. When the specialist starts the connection session, you will see the session window in the bottom-left corner of your desktop.

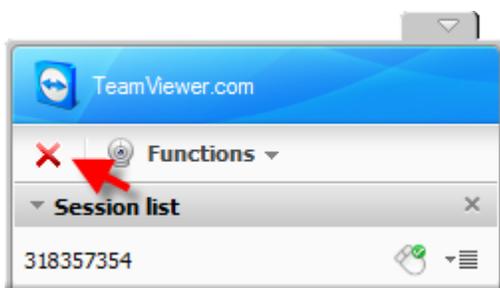


5. Now the support engineer has access to your PC. You can use the **Chat** function in the **Session window** to communicate. For this click **Functions** and then select **Chat** in the context menu.



Note: To save the conversation as a text file, click  and select **Save**. Then browse for the folder to save the text file to.

6. Tell the support engineer what help you need and let him make the required changes in your configuration.
7. To close the connection session click the red cross in the Session window.



ABOUT THE COMPANY

Neocom Software, Ltd was created in 2007 on the basis of Neocom, Ltd., which was founded in 1997 and is the largest supplier of radio communication systems for professional or license-free use on the ground, seas or rivers.

Today, Neocom Software has status of a Motorola Application Partner in EMEA, Latin America and the Asia Pacific region, and the status of a Motorola Application Provider in the North America.

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Feedback

We are always glad to get response from our customers. If you have any suggestions on functional capabilities of the product, please, contact us:

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Official Website: <http://trbonet.com>

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