Mobile Tornado

MDC2000 – User Guide v1.13

Product Version – v1.3.8.3

Release Date: August 09, 2019

Table of Contents

What's New

Version	Section	Description
V1.3.8.3	6.5 Manage Contacts	• Added Contact Lists tab in Manage Contacts window. • Updated screenshots.
	11.1.3 Geofencing	Added a note.
V1.3.7.13	5.4 Recordings	Added a note.
	5.5 Settings	Added a note.
	5.7 Manage	Added a note.
	6.5.1 Details	Added a note.
	6.5.6 Role	Updated the role screenshot.

TERMINOLOGY/ACRONYMS

The following terminology/acronyms are commonly used in this manual.

APB	All Points Bulletin. Transmission of the Controller in all the channels, typically in case of an emergency.
Contacts	Users that are added in the Address book of the Controller.
Controller	A person who uses the **Dispatch Console** application occasionally also called: Dispatcher.
Dispatcher	Controller
IM	Instant text Messages
In Org	A permission of the Controller restricting the communication to users of the same organization only.
Mobile Tornado Dispatch Console 2000	The application. Referred to as either **MDC2000** or the **Dispatch Console** application
Offnet	A permission of the Controller enabling communication with users from other organizations as well as users from own organization.
OSM	OpenStreetMap
PTT	Push To Talk
RTT	Request To Talk
Users	Subscribers of the PTT service that the Controller belongs to. Users can be of the same organization of the Controller or from other organizations.

1. INTRODUCTION

1.1 Overview

MDC2000 is a multi-session dispatch console that serves as a command and control center for management of hundreds and thousands of remote workers in the security, transportation, retail, manufacturing and other sectors. It provides Controllers with rich functionality that enables individual and group communications, emergency calls (SOS) for remote assistance, location tracking, voice recording, management of users and devices from remote and more.

1.2 Audience

The intended audience of this User Guide is the Controllers who use the MDC2000 and the administrators who set up the application and the accounts.

2. GETTING STARTED

2.1 System Requirements/Prerequisites

- **Software Requirements**:
  - PC with an Internet connection
  - Network ports opened in the local firewall as indicated in the document “Mobile Tornado Firewall rules” V3.2 or higher
  - OS: Microsoft Windows 7 Service Pack 1 or Windows 10 Enterprise
  - PDF Reader and MS Excel recommended
  - A user account with a ‘Dispatcher’ License and suitable Role definition

- **Minimum Hardware Requirements:**
  - CPU – Quad Core i5 2.6 GHz and higher
  - RAM – 8GB
  - Hard drive (Minimum storage needed for the app, excluding recorded calls) – 500MB
  - Network Interface Card – at least 1x100Mb
  - Screen – LCD, 21” (for PC only), 16:9 (two screens - recommended)
  - Screen resolution 1920x1080 Full HD
  - Speakers – Generic (USB Preferred)
  - Microphone – Generic (USB Preferred)
  - PC Sound Card – Generic
  - Mouse
  - Keyboard

***Note**: All requirements are subjected to change without prior notice and they are based on current software version. For further information please refer to www.mobiletornado.com.*

2.2 Installation

- Copy the MDC2000 Installer Package for Windows to your PC.
- Double-click to install it.
- After successful installation, a shortcut of the application will be created automatically on your desktop.

2.3 Signing-in to the PTT service with MDC2000

1. Double-click the MDC2000 shortcut on your desktop to launch the application. The **Sign-In** dialog will open as shown in the figure below.

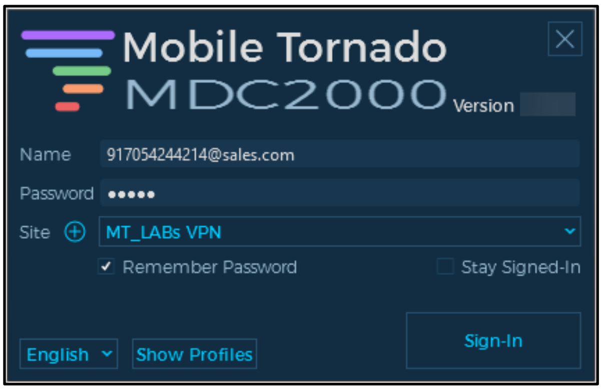


Figure 2-1 Sign-In Figure

2. **When signing in for the first time**, in the **Name** field, enter the Controller's username as provided by the service administrator.

3. In the **Password** field, enter the provided password.

4. Select the required **Site** from the dropdown list. If you do not find predefined sites in the list, ask your IT team for resolution. You can also add a site by clicking on the icon. Refer to the topic ***Adding or Editing a Private Site*** for further details.

5. Select the **Remember Password** and **Stay Signed-In** checkboxes to save the sign-in credentials locally.

6. Click on the **language** dropdown arrow if you wish to change the language.

7. Click **Show Profiles** if you wish to view the existing saved user profiles. You can also click **Hide Profiles**, if you wish to hide the existing saved user profiles. You can toggle between the options by clicking on the **Show Profiles/Hide Profiles** button.

8. Click **Sign-In** to sign-in with the selected user profile.

9. For future sign-ins, the user profiles that were created will be displayed on the Sign-In screen inthe **User Profile** section which appears on clicking **Show profiles** button.

Figure 2-2 Saved User Profiles

***Note**: If the User Profile has been saved, there is no need to perform the above steps each time the Controller sign-ins.*

2.3.1 Adding or Editing a User Profile

For a station manned by multiple Controllers, MDC2000 enables the addition of User Profiles as well as saving and updating the user profile for future sign-ins.

To add a User Profile:

1. From the **Sign-In** figure, click the **Add Profile** button to open the respective window. The User Profiles section displays the existing saved user profiles.

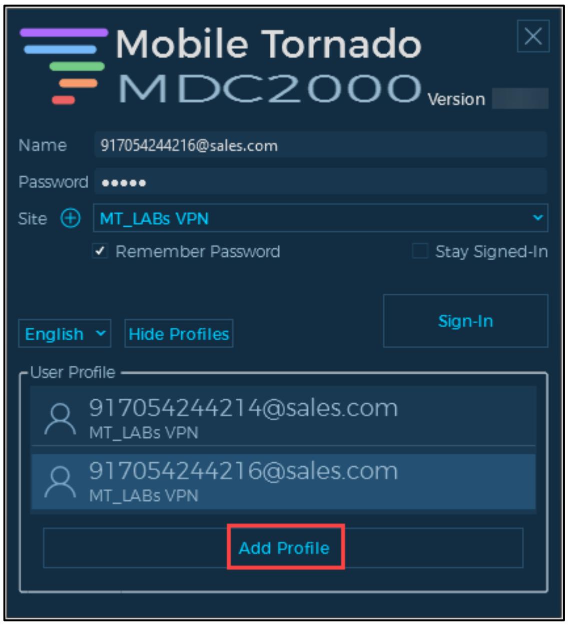


Figure 2-3 Sign-In Figure (Add Profile)

***Note**: In the User Profiles section, the saved user profile will be displayed.*

2. Enter the Sign-in credentials and other profile parameters in their respective fields, as explained in **Signing-in to the PTT service with MDC2000** – steps 2 to 7.
3. To edit any profile, select the required profile from the User Profile section. The related details will be displayed in the respective fields.
4. Edit the required parameter and click the **Sign-in** button. The following prompt appears.

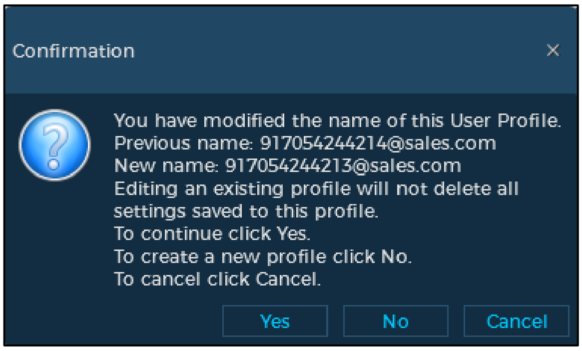
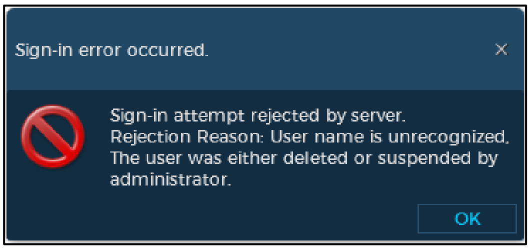


Figure 2-4 Edit Prompt

5. Click **Yes** to continue signing-in with the edited profile or click **No** to create a profile or click **Cancel** to cancel the process.
6. If **Yes** is clicked, the user profile will be signed-in with the changed details and if **No** is clicked a profile will be created based on the existing profile with same credentials and it will be saved in the User Profiles section.
7. If wrong credentials are provided, then an error message is displayed as shown in the figure below.



or

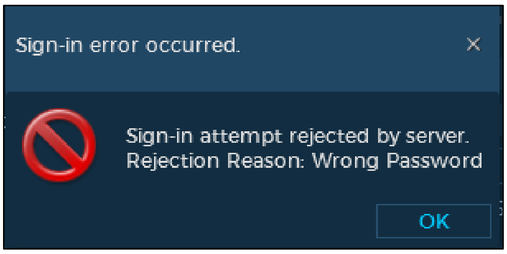


Figure 2-5 Sign-In Error

2.3.2 Adding or Editing a Private Site

To add a custom site, follow the below steps:

1. Click the plus icon ⊕ and the following **Add a Private Site** figure appears.

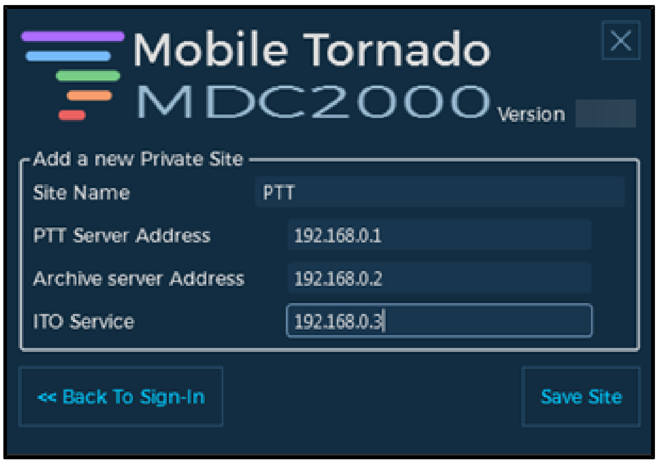


Figure 2-6 Add a new Site

2. Enter the **Site Name, PTT Server Address, Archive server Address (GPS and Emergency alarms history), ITO Service** Address and click **Save Site** or click **Back to Sign-In** for returning to the Sign-

In screen. The newly created site appears in the dropdown list as shown in the figure below.

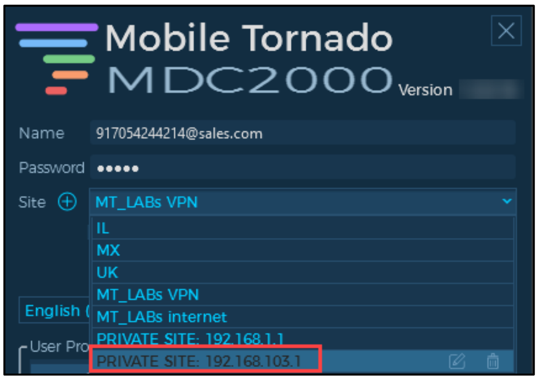


Figure 2-7 Newly Created Private Site

3. To edit a site, click on the edit icon and the **Edit existing Private Site** screen appears as shown below.

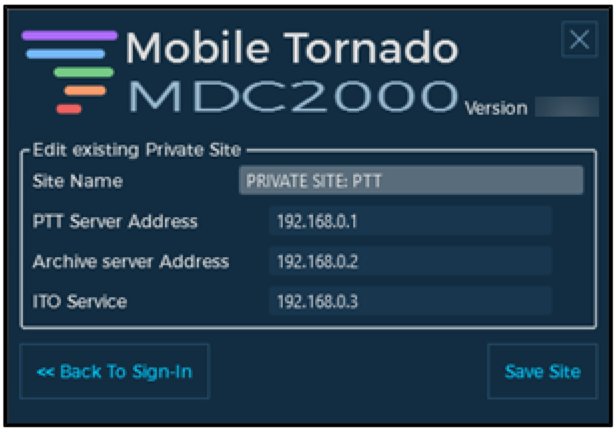


Figure 2-8 Edit Existing Private Site

4. Edit the required details and click **Save Site**.

5. You can also delete a private site by selecting a site and clicking on the delete icon located next to the site's name in the dropdown list.

2.4 Exiting MDC2000

To exit and close the MDC2000 application click on the Close button at the top right corner of the sign-in screen.

3. MDC2000 AT A GLANCE

3.1 Overview of the Panels

The main screen of the MDC2000 application is split into **8 different panels**, as shown below.

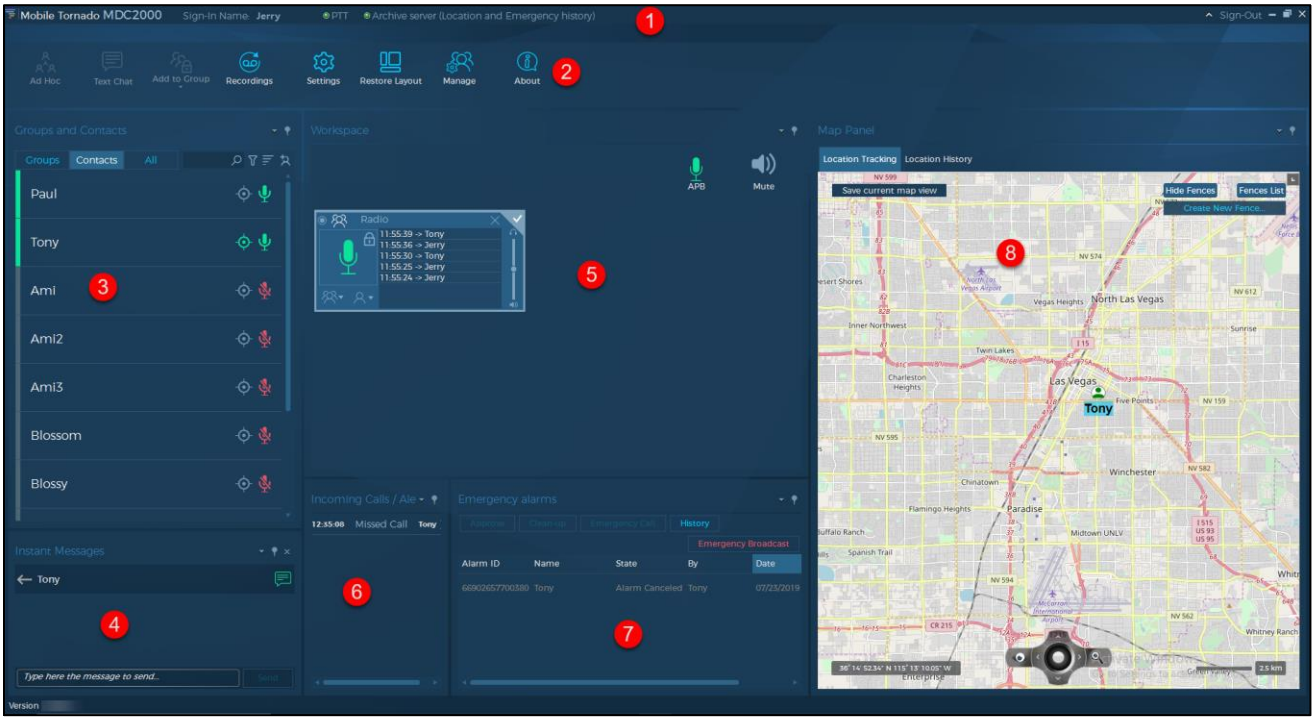


Figure 3-1 MDC2000 - Overview

As seen in above figure, the Dispatch Console features the following panels:

1. Status Bar
2. Top Menu Ribbon
3. Groups and Contacts panel
4. Instant Messages panel
5. Workspace panel
6. Incoming Call/Alert panel
7. Emergency Alarms panel
8. Map Panel

Each panel can be resized using the two-sided arrows appearing at the edges of the panels. Also, you can make the panels floating, dockable or hidden by clicking the dropdown arrow at the top of each panel and selecting the option.

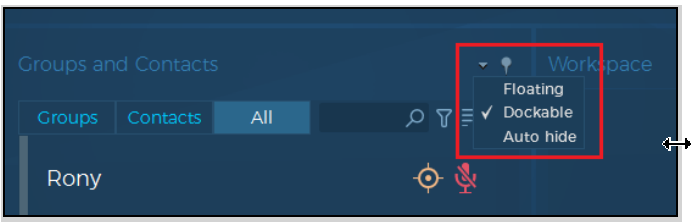


Figure 3-2 Panel Customizing Options

1. **Floating**: Select this option to view all the panels in a floating state.

2. **Dockable**: Select this option to view all the panels in a fixed state, connected with the main application window.

3. **Auto hide**: Select this option to automatically hide the selected panel. It is hidden temporarily (only the name is still displayed at the right or left side of the window) and will reappear with one click, as shown below.

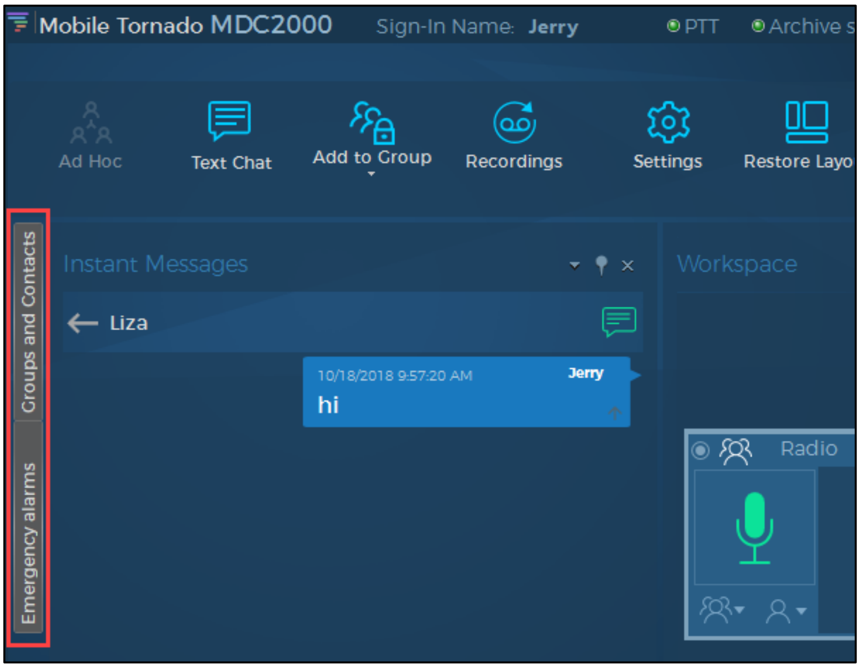


Figure 3-3 Emergency Alarms and Groups and Contacts panels are on "Auto Hide"

***Note**: To restore the default settings, click on **Restore Layout** Icon.*

Also, you can move freely any section by clicking and holding its upper bar. Small helpers will appear to guide you for best available position. You can completely remove any unneeded panel or move it to another monitor if you have it connected to your PC.

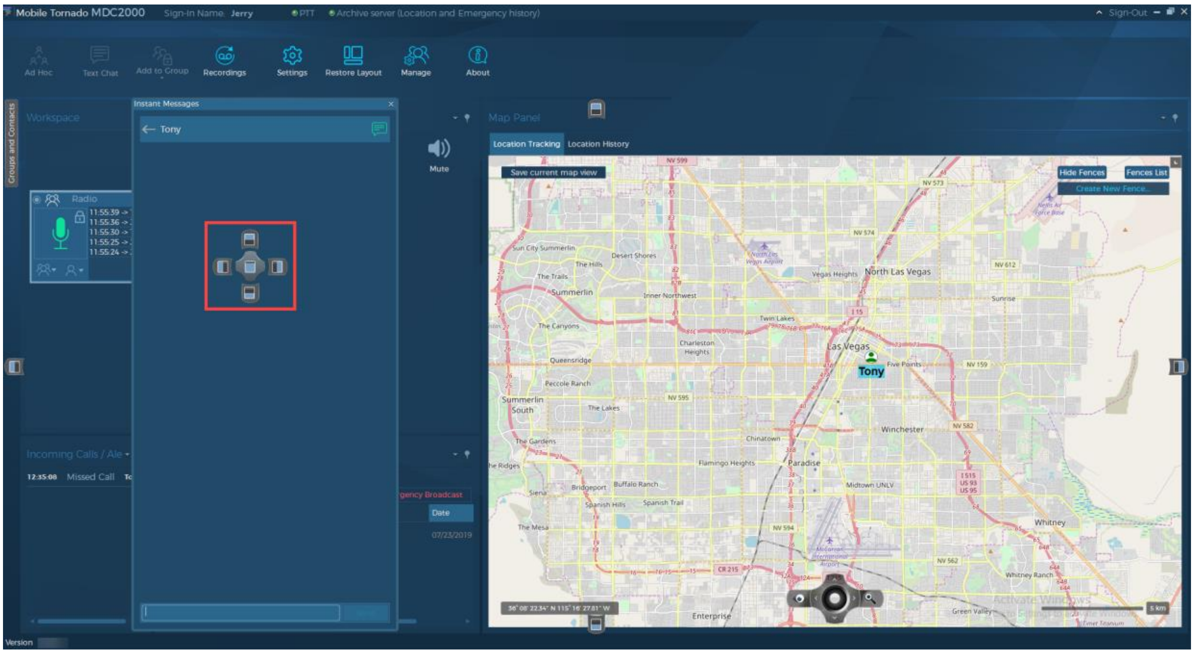


Figure 3-4 Helpers for Moving the Panel

Figure 3-5 Example: The Map panel of MDC2000 placed on a second screen

4. Status Bar

The Status Bar of the Dispatch Console displays the name of the Signed-In user (Controller), the connectivity state of the two auxiliary services (**PTT** and **Archiver**), the minimize menu ribbon button, the about button as well as the **Sign-Out** button.

- When MDC2000 is well connected to an auxiliary service, the respective status light is colored **green**.
- When MDC2000 is not connected to a certain service, the respective status light is colored **grey**.
- When hovering over the service status lights, the tooltip may display the respective Server IP address.

__Notes__: Specifically, for the Archive server:

- A Sign-in to the Archive server during MDC2000 launch will fail if incorrect parameters were entered in the definition of the site or if the SOS server is down. Such failure will result in a pop-up message shown to the Controller.
- To proceed once the situation has been rectified, the Controller must restart the MDC2000 application.
- When you want to **minimize the top menu ribbon,** click the arrow button left to the help button on the top right corner. 

- Click the **Sign-Out** button to sign-out from the PTT service and return to the sign-in screen.
- You can **minimize**, **maximize** or **close** the window by clicking the respective button on the top right corner of the application window.

__Notes__:

- Closing the window closes the application and exits from the service.
- You can restore the application from a minimized position by clicking on the MDC2000 icon in the task bar of the operating system.

5. Top Menu Ribbon

Figure 5-1 Top Menu Ribbon

5.1 Ad Hoc

Click **Ad Hoc** menu item to initiate an Ad Hoc group call session. This icon is enabled only when more than one contact is selected from the **Groups and Contacts** panel.

On clicking, an Ad Hoc Group call is established with the selected contacts and an Ad Hoc Call Session box appears in the Workspace panel. Refer to the topic ***Ad Hoc Call Session*** for further details.

5.2 Text Chat

Click the **Text Chat** menu item to send an IM or initiate a chat session with any selected contact or predefined (server based) group. The chat window of the selected contact/group gets displayed in the Instant Messages panel as shown in the figure below.

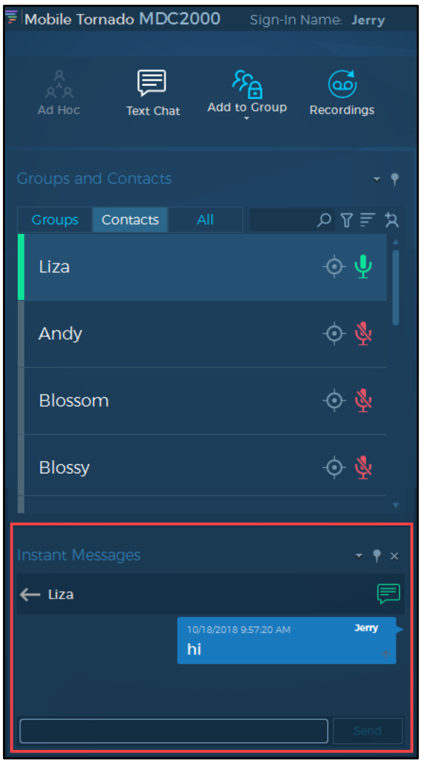


Figure 5-2 Text Chat

You can also click the icon  which appears while selecting a contact/group or hovering with the mouse pointer for sending an IM from the Groups and Contacts panel.

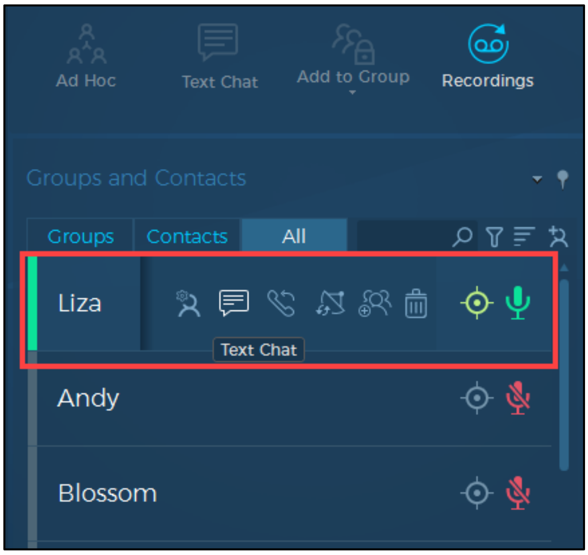


Figure 5-3 Text Chat Icon

5.3 Add to Group

Click the **Add to Group** menu item to add a selected contact (selected from the **Groups and Contacts** panel) to an existing Private Group showing in the dropdown list. Also, a contact can be added to a group by clicking the icon  against a contact name.

The dropdown arrow in **Add to Group** displays all the Private Groups of the Controller as shown in the below figure.

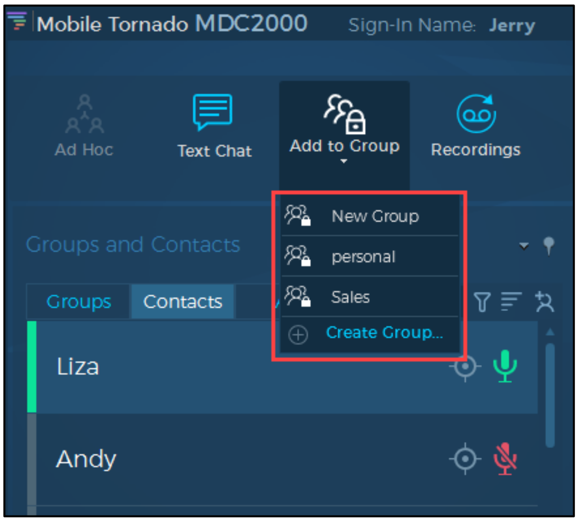


Figure 5-4 Private Groups

In addition, the option to **Create Group,** allows to add a Private Group. On clicking this option, the "create group" text gets replaced with the blank textbox where you need to enter the name of the Private Group and click <Enter> on your keyboard. The newly created group name gets displayed in the Groups tab of the Groups and Contacts panel as shown in the figure below.

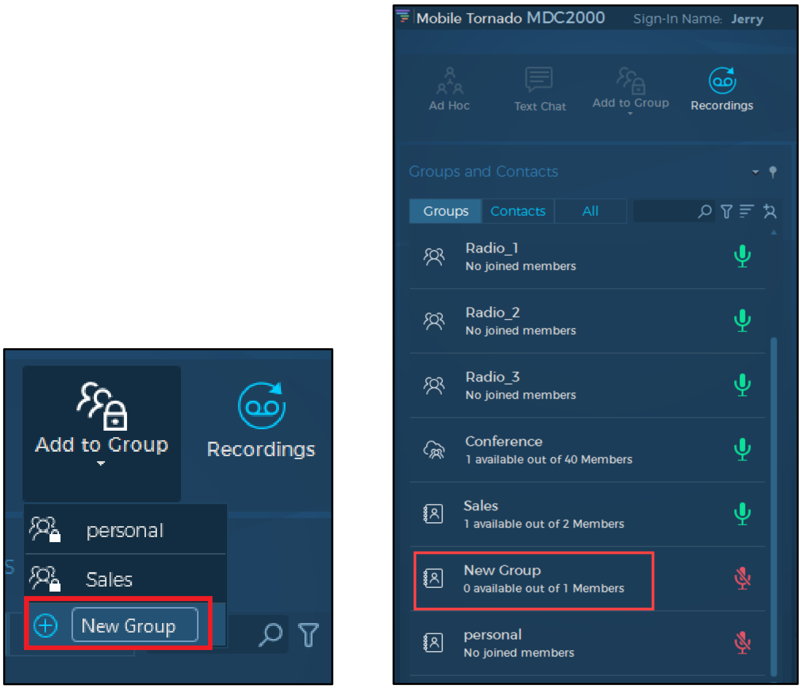


Figure 5-5 Newly Created Group

5.4 Recordings

Click the **Recordings** menu item to open the recording manager as shown in *Figure 5-6*.

***Note**: This feature is available only if **Recordings** role rights are enabled from the Administration portal.*

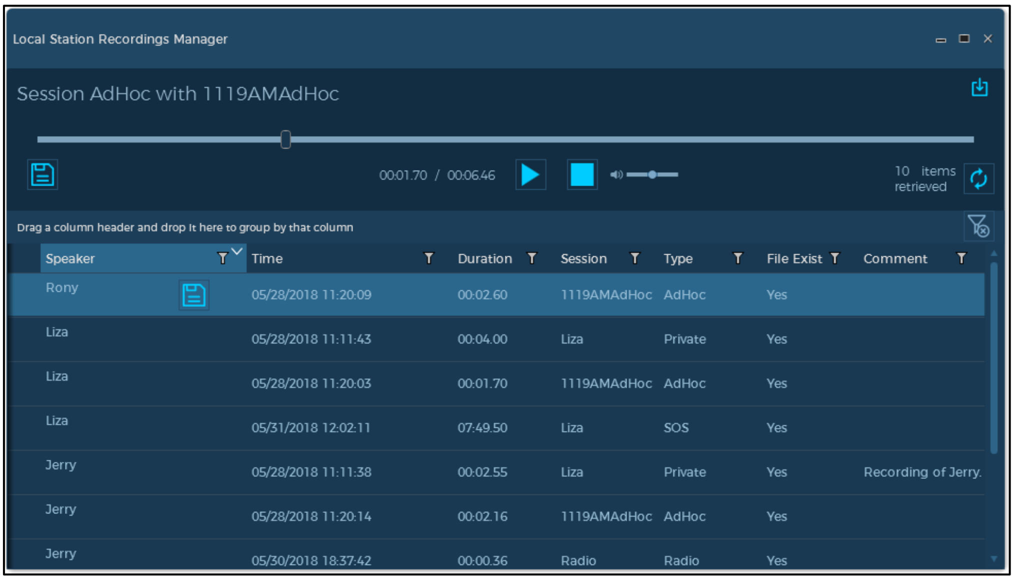


Figure 5-6 Recording Manager Panel

This displays a timeline and a table with recording entries.

- The Timeline: Indicates the recording duration and what moment is being played for a selected recording segment.
- The recording table provides details about certain recording entries like speaker name, time stamp, duration of voice burst, session name, type of call and whether the file exists in the storage. In addition, you can enter remarks for a recording in the table by clicking in the "**Comment**"

column.

The following tasks can be performed from this window:

- **Export recording to file**: Click to export a list of recordings in PDF or CSV or XLS file format.
- **Save Session**: Click to save the entire recorded session related to the selected segment. By default, the recording gets saved in **.WAV** format in the **Downloads** folder of your PC. The destination flder can be changed in Setting > Preferences. Also, a single segment can be saved by clicking the icon from the grid which appears when the mouse pointer hovers on any row.
- **Reload Recordings**: Click to refresh (reload) the recordings list. Keep in mind that recordings may continue in the background. On clicking, new session segments are loaded.
- Grouped by: **Grouped by**: Filter the recorded data, based on the selected session. You need to drag a column header and drop it in the **Group By** section to group the data based on the column as shown in *Figure 5-7*.

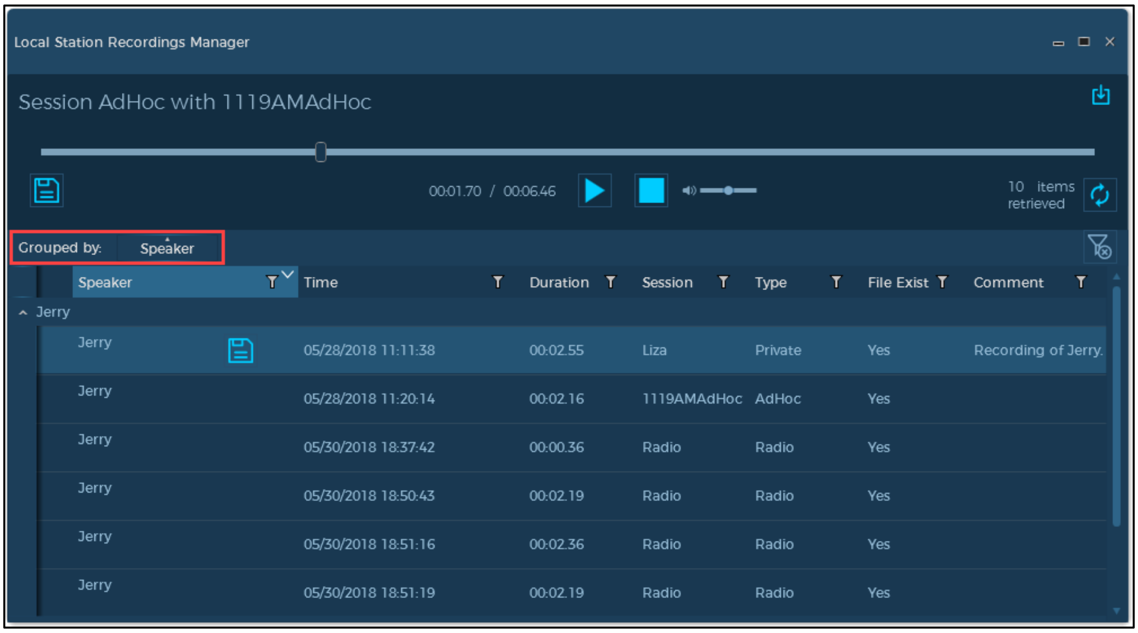


Figure 5-7 Grouped by

- **Clear all Filters**: Click to clear all the applied filters.
- **Filter**: Click to filter the data based on a certain criteria. **E.g.**: In *Figure 5-8* the list is filtered by the name "**Jerry**".

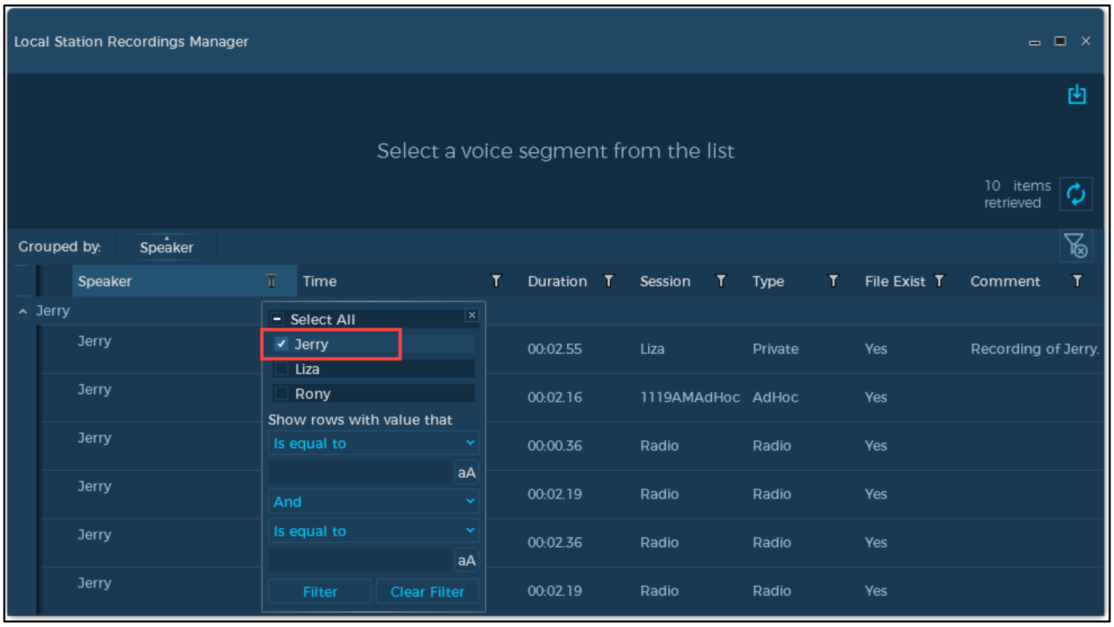


Figure 5-8 Filter

Similarly, filtering can be done based on any of the column headers.

You can also arrange the data in ascending or descending order by clicking the arrow next to the filter button.

***Note**: You can add your remarks by clicking on the "**Comment**" field of any record, start typing and click enter or click anywhere on the screen. The comment will get saved automatically.*

5.5 Settings

The **settings** menu item displays the parameters of the application that you can change.

Clicking the **Settings** menu leads to the **Settings** pop-up window. The **Settings** window enables customization of the user-related configurations. Some of the settings affect all user profiles and some affect the current user only. This is indicated at the top of each settings tab.

***Note**: The Settings is a modal window. You will not be able to interact with other panels of MDC2000 prior to closing this window.*

The **Settings** figure below depicts seven tabs:

- Preferences
- Map
- Session
- Sound
- Emergency
- Logs
- Branding

Settings: Preferences

The preferences tab allows to configure various parameters. It displays all the default values as shown in the figure below.

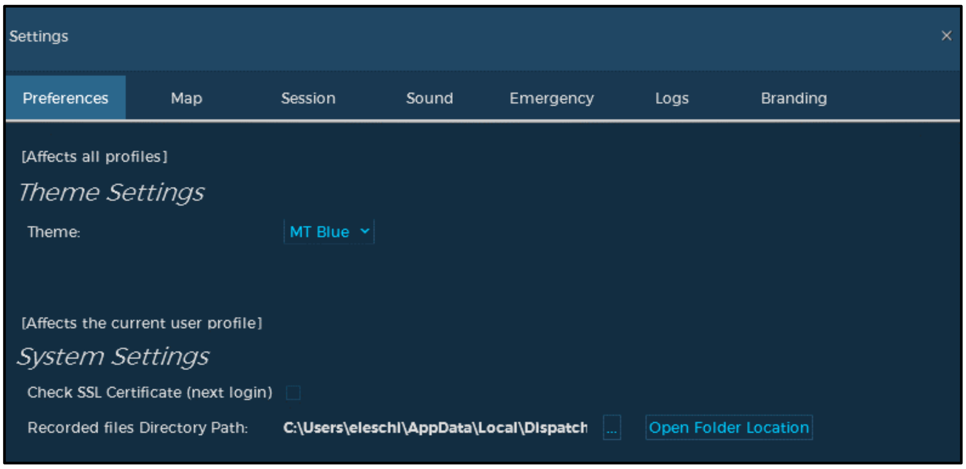


Figure 5-9 Settings > Preferences Tab

- **Theme**: Select a theme for the application. The following themes are available: **MT Blue, Expression Dark** and **Office Silver**. (**MT Blue** is the default theme). This theme is applicable for all the users.

System Settings (Applicable for current user only)

- **Check SSL Certificate (next login)**: Enable the option to check the validity of the SSL certificate at the time of next sign-in. The certificate is used for making the connection to servers secured and encrypted.
- **Recorded files Directory Path**: Displays the local path where the files of the recorded sessions are saved. Browse to the path to change it. The **Open Folder Location** button leads directly to the recorded files folder.

Settings: Map

The map tab allows to configure settings for the map and for location tracking.

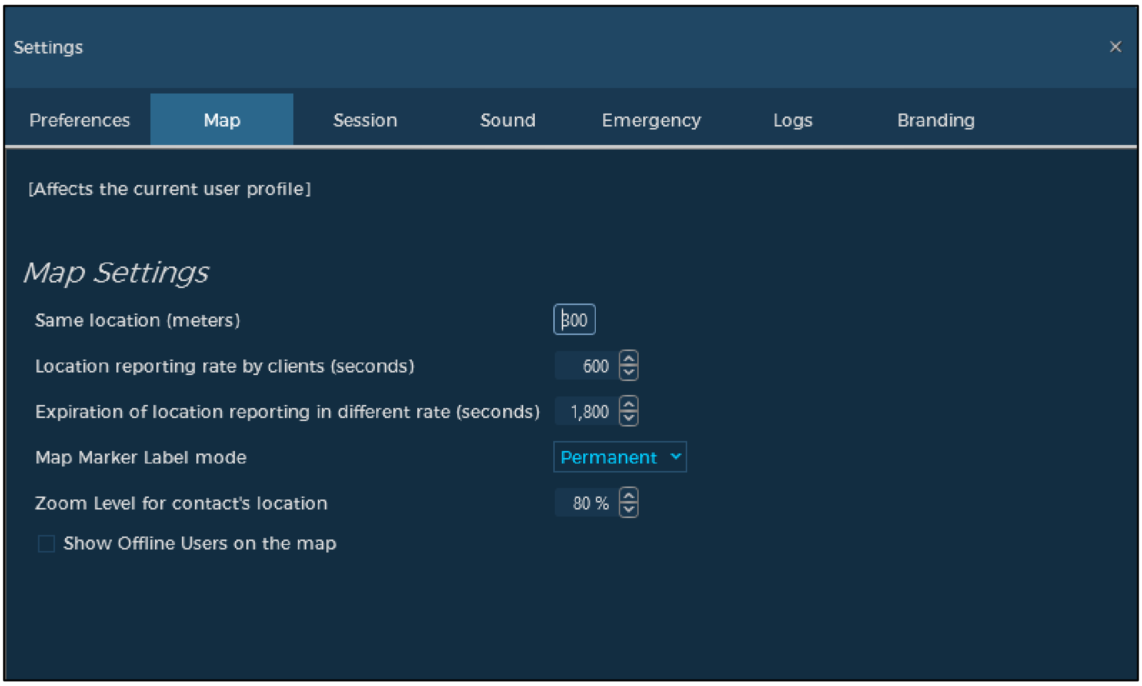


Figure 5-10 Settings > Map Tab

- **Same Location (meters):** If a user's new location is within X meters (e.g. 300) of the last known position, it is assumed to be the same position and only the timestamp will be updated. This will reduce the number of new location entries in the location history report.
- **Location reporting rate by clients (seconds)**: Set the duration in seconds in which the mobile client sends location updates to the center. The default value is 600 seconds. You can change this value to temporarily increase the rate to more frequent reports with a limit of not less than 5 seconds.
- **Expiration of location reporting in different rate (seconds)**: Set the time interval in seconds after which the value of location sending rate changes back to its default value after exiting from MDC2000. (The default value is 600 seconds = 10 minutes)
- **Map Marker Label mode**: Select the mode: show the map markers label on mouse over (**Hover**) or always show the labels (**Permanent**) next to the marker.
- **Zoom Level for contact's location**: Enables setting the desired zoom level for the contacts' positions on the map. Click the location icon of any contact to directly view their position on the map at the pre-set zoom level.
- **Show Offline Users on the map:** Select this option to view the **Offline** contacts along with the **Online** contacts on the map. Changes are immediately reflected.

Settings: Session

The session tab enables to change the call settings along with the settings for recording, selecting output device when a new session begins, Talker name presentation, Talker rejection options and ability to Show or hide the Mute button.

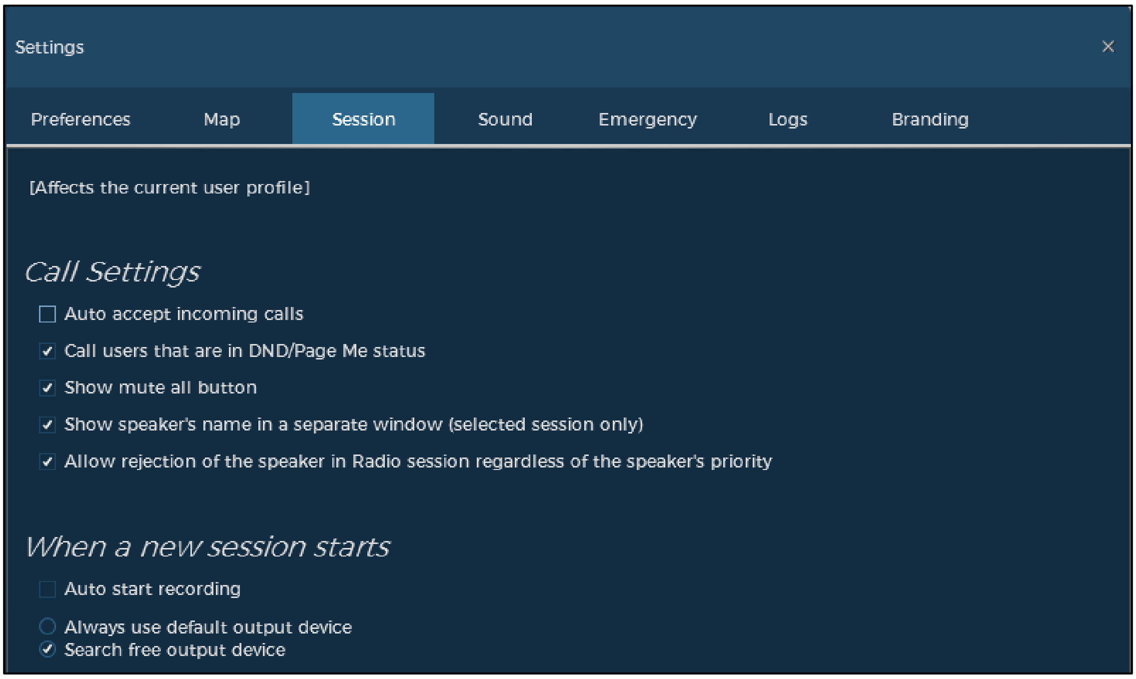


Figure 5-11 Settings > Session Tab

Call Settings:

- **Auto accept incoming calls**: When this option is selected, the dispatch console will accept incoming calls without confirmation by Controller. If this option is disabled, the incoming call first will be routed to the Request To Talk (RTT) queue. Then the Controller may select which request to accept from the queue.
- **Call users that are in DND/Page Me status**: Select this option to raise the priority of outgoing PTT calls to users in **Page Me** or in **DND** state so the call is established regardless of the recipient's status.
- **Show mute all button**: Enable the option to display **Mute all** button in the workspace panel. If disabled, the button disappears from the panel and you cannot mute all ongoing sessions at once.
- **Show speaker's name in a separate window (selected session only):** Select this option to view the talker name of a selected session in a separate window. This window can be moved as well as resized as per the requirement. The window appears as shown below.

Notes:

- *If this window is closed manually, then at the time of next session it will not appear.*
- *To display this window again the user is required to either click on the **Restore Layout** button or from the **Setting**s screen unselect and select this option again.*

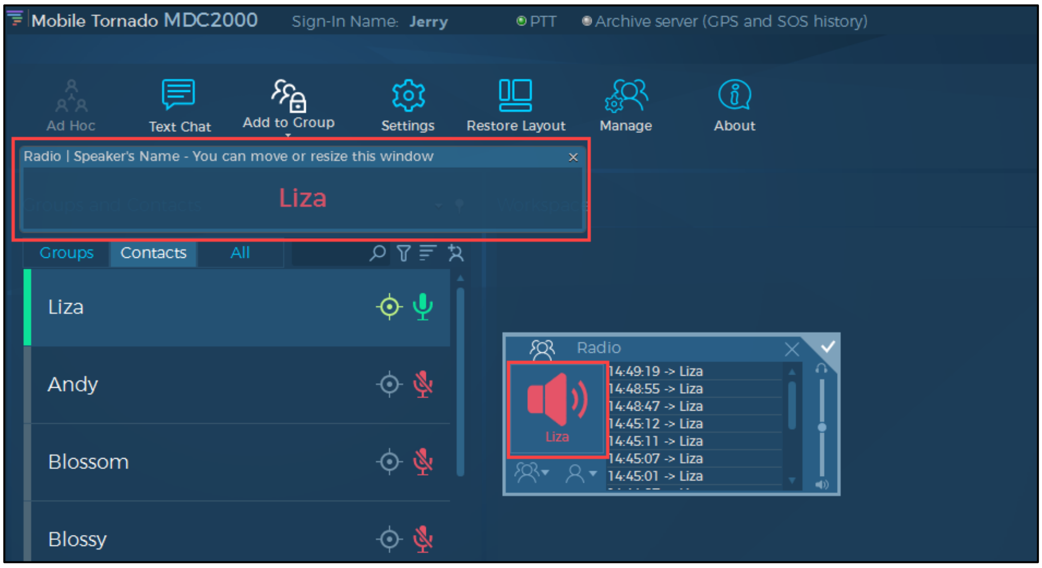


Figure 5-12 Window displaying the Speaker's Name

- **Allow rejection of the speaker in Radio session regardless of the speaker's priority**: Select this option to allow the Controller to reject the user speaking in the radio session and take the floor irrespective of the speaker's priority. This is applicable in a radio session only.

When a new session starts:

- **Auto start recording**: Select this option to automatically start recording of any new session once the session is established. If not selected, the session will not be recorded until the Controller manually clicks the record button at the top of the session panel.

Notes:

- *Emergency calls as reaction to priority alerts (SOS) are always automatically recorded.*
- *This feature is available, only if the Recordings role rights are enabled from the Administration portal.*

Figure 5-13 Start Session

- **Auto select output device**: Set the option that best fits your PC.

Settings: Sound

The sound tab enables you to set the volume and the number of times a sound plays (loops) for various PTT tones.

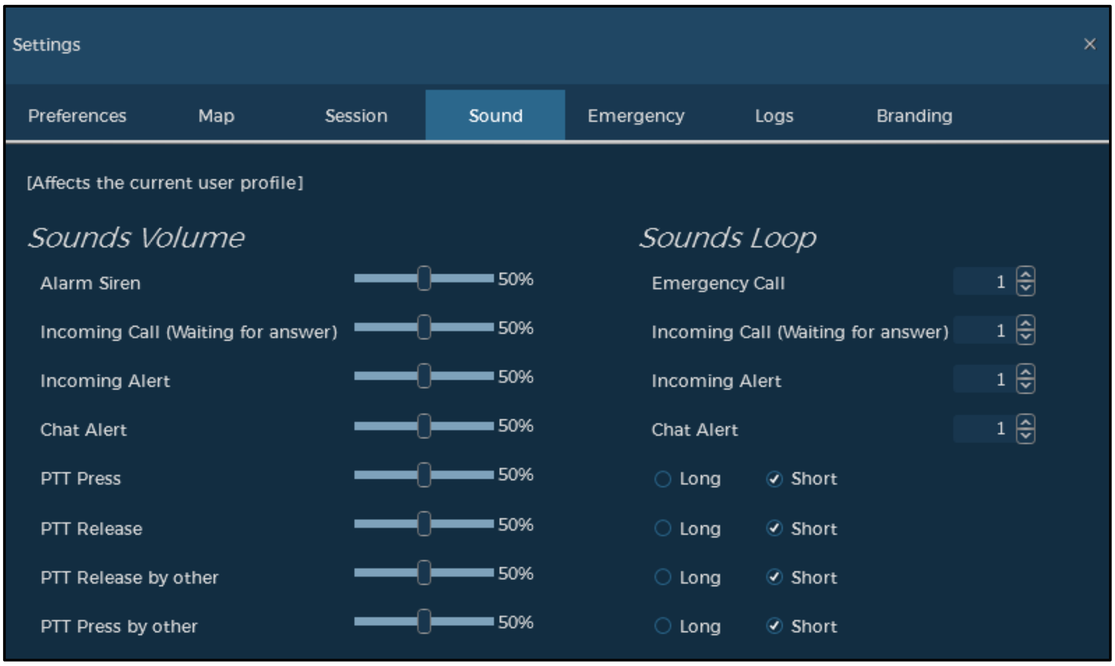


Figure 5-14 Settings > Sound Tab

Sounds Volume:

Adjust the volume by using the sliders for all volume options like: **Alarm Siren**, **Incoming Call**, **Incoming Alert, Emergency Call** and **Chat Alert**.

- **Alarm Siren**: Adjust the volume of the tone to be played when an Alarm (SOS) is received.
- **Incoming Call (Waiting for answer)**: Adjust the volume of the tone to be played when a contact wishes to speak to the Controller by pressing PTT, if the **Auto Accept Incoming Call** option is not selected from Configuration tab.
- **Incoming Alert**: Adjust the volume of the tone to be played when an alert is sent to the Controller.
- **Chat Alert**: Adjust the volume of the tone to be played when an incoming message is received by the Controller.
- **PTT Press**: Adjust the volume of long and short beep to be played when the PTT button is pressed by the controller (floor taken). To mute the volume set its value to 0. You can select the length of this tone and following tones by choosing Long or Short.
- **PTT Release**: Adjust the volume of long and short beep to be played when the PTT button is released by the controller (floor released). To mute the volume set its value to 0.
- **PTT Release by other**: Adjust the volume of long and short beep to be played when the PTT button is released by another participant in a call (floor released). To mute the volume set its value to 0.
- **PTT Press by other**: Adjust the volume of long and short beep to be played when the PTT button is pressed by another participant in a call (floor taken). To mute the volume set its value to 0.

Sounds Loop:

- **Emergency Call**: Choose the number of times to loop the incoming Emergency Alert alarm tone. The tone stops playing once the alert is approved.
- **Incoming Call (Waiting for answer):** Choose the number of times to loop the Incoming Call (request to talk). The tone playback also stops once the Controller has reacted to the request.
- **Incoming Alert:** Choose the number of times to loop an incoming Alert alarm. The Alert tone will be played only that many times as per the number selected. E.g.: If 1 is selected the alert tone will play only ones.
- **Chat Alert:** Choose the number of times to loop the Incoming Instant (text) Message tone.

Settings: Emergency

This tab enables the Controller to manage sending Emergency Alarms to other Controllers in the same Organization and also manage ambient listening.

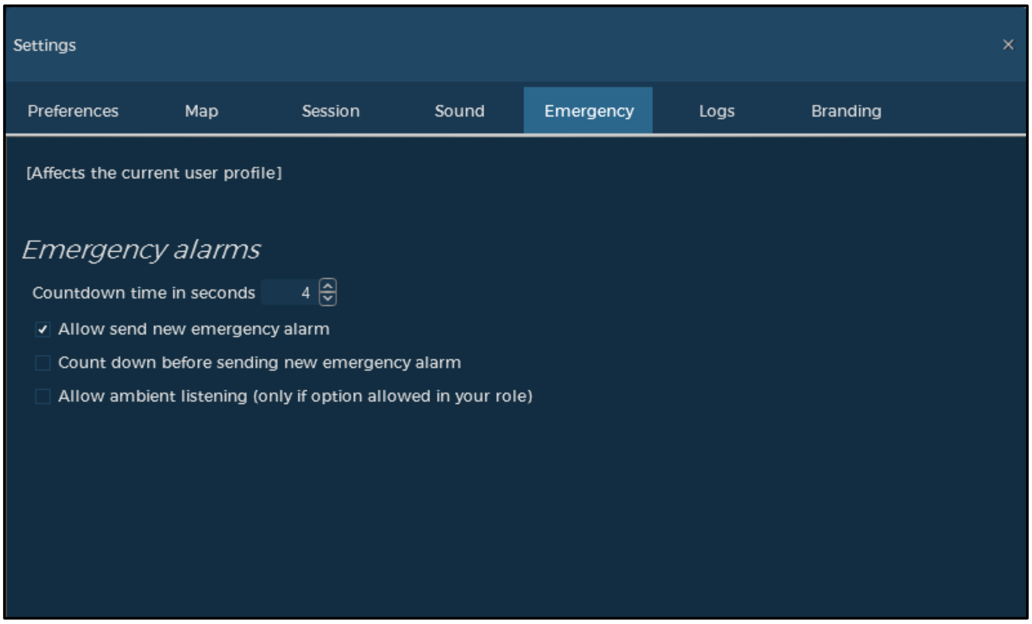


Figure 5-15 Settings > Emergency tab

Emergency Alarms

- **Countdown time in seconds:** Set the time for countdown in seconds. You can set maximum 30 seconds as a countdown.
- **Allow send new emergency alarm:** Enable this option to allow sending an emergency alarm. If disabled, the Distress button is not visible, and the Controller is unable to send or initiate an emergency alarm. On enabling this option, the **Distress** button appears in the Emergency Alarms panel as shown in the figure below.

Figure 5-16 Distress Button

- **Countdown before sending new emergency alarm:** Enable this option if you wish the countdown to be announced before sending an emergency alarm. If not selected the countdown will not be announced.
- **Allow ambient listening (only if option allowed in your role):** Enable this option to allow activating ambient listening (opening the microphone in a remote device of a user) only if the Controller has the proper permission in the role (granted by the administrator of the organization in the administration portal).

Settings: Logs

The Logs tab enables to set the logging options for all user profiles.

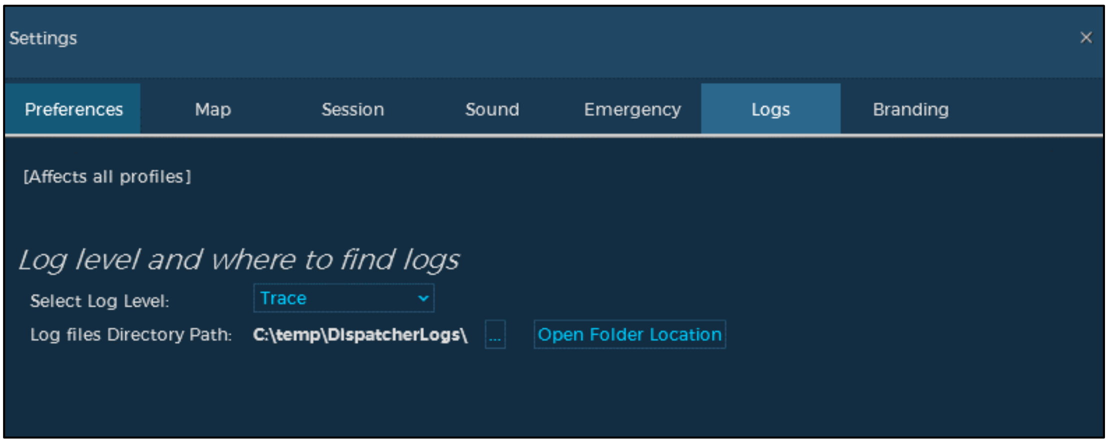


Figure 5-17 Settings > Logs Tab

- **Select Log Level**: Select the required log level from the dropdown list. The available options are **Trace**, **Debug**, **Info**, **Warn**, **Error** and **Fatal**.
- **Log files Directory Path**: Displays the local path where the logs are saved. Browse the path to change it. The **Open Folder Location** button leads directly to the logs folder.

Settings: Branding

This tab enables you to brand your MDC2000 application as per your organization.

Logo and Company Name

- **Logo**: Browse to the location of the company logo. The logo will appear in the top left corner of the main Dispatch Console and the login figure.
- **Company Name**: Enter the name of the company to be displayed at the top of the main screen and in the login screen.

Images and Transparency

- **Background Image URL**: Browse to select a background image that is locally stored.
- **Transparency:** Adjust the background image to the desired transparency, using the slider.
- **Splash Image URL:** Browse for a splash image file locally stored. The splash image appears for a short period when launching the application.
- **To reset to default images** for **Logo, Background and Splash**, click the icon which appears while hovering over the path field at the right-hand side of the relevant field.

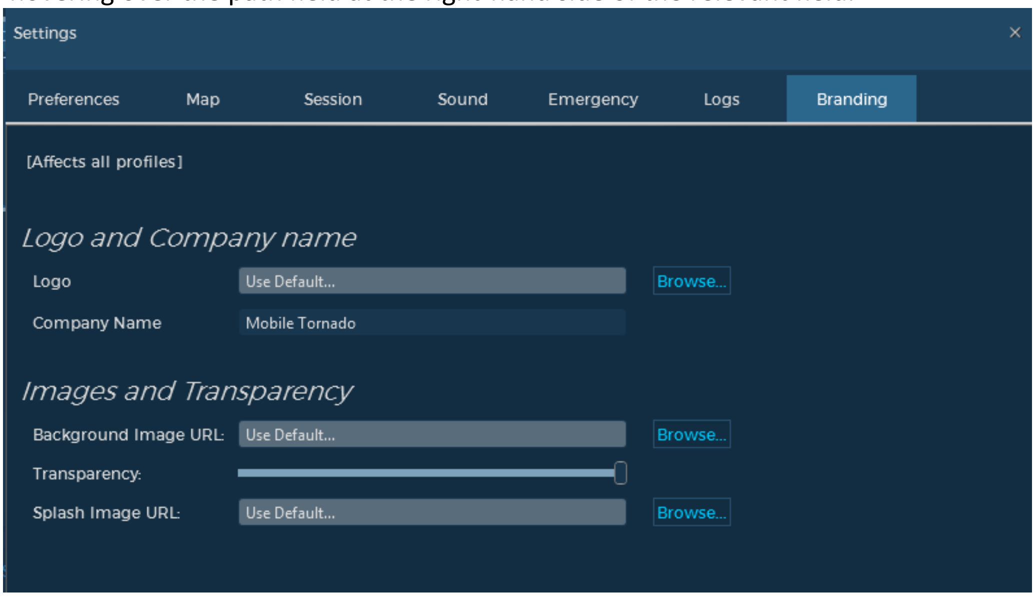


Figure 5-18 Settings > Branding Tab

5.6 Restore Layout

MDC2000 allows to change the application's look and feel. Once the panels are customized, you can click the **Restore Layout** button to restore all the panels to the default layout.

5.7 Manage

The controller can now manage provisioning aspects of users from the MDC2000 Dispatch Console (according to the allowed privileges of the controller, which are managed through the administration portal). To do so, click the Manage button from the top menu ribbon and the following pop-up window appears.

***Note**: This feature is available only if **isAdmin** role rights are enabled from the Administration portal.*

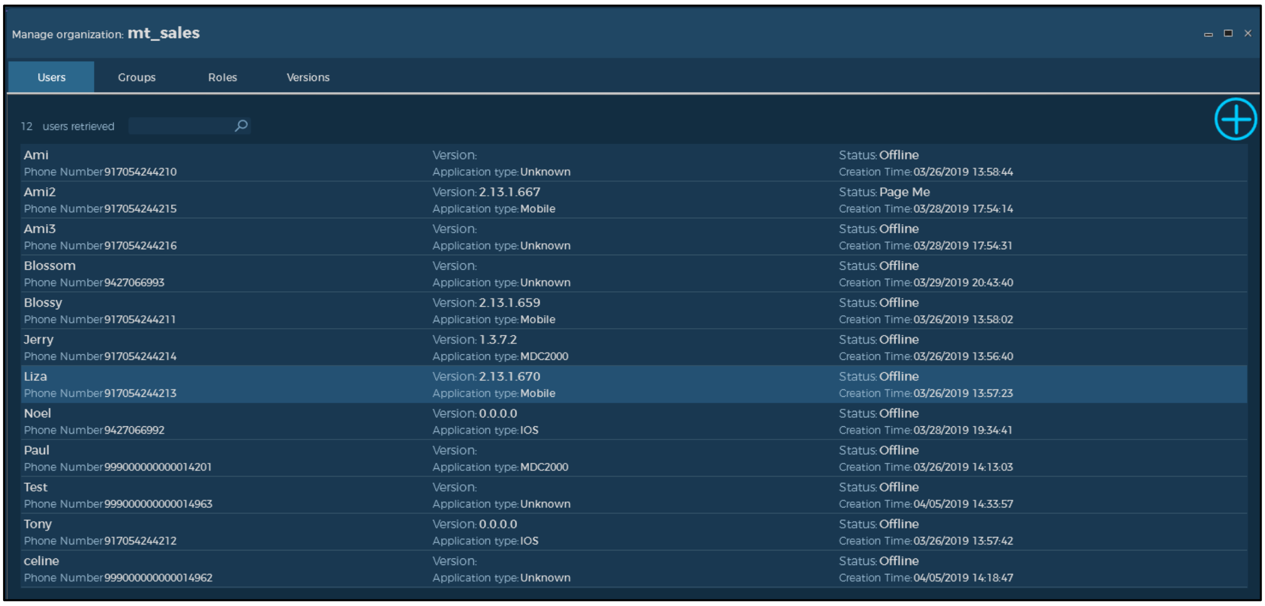


Figure 5-19 Manage Users > Users

The page displays four tabs namely: **Users, Groups, Roles** and **Versions**.

Users

The users tab displays a list of existing users of the organization that the controller belongs to, along with their details and status (Online or Offline). On hovering over any of the users you can view the other details also like: **Email/SIP, last update time, creation time, email and last registration time**.

A user can be searched using the search field by typing the username next to the **magnifying glass**. Along with the search result, the console also displays the number of users retrieved from the entire list.

You can also manage a user from the **Manage User** screen by clicking the **Manage** icon next to the username as shown in the screen below. For more details on managing users refer **Manage Contacts**.

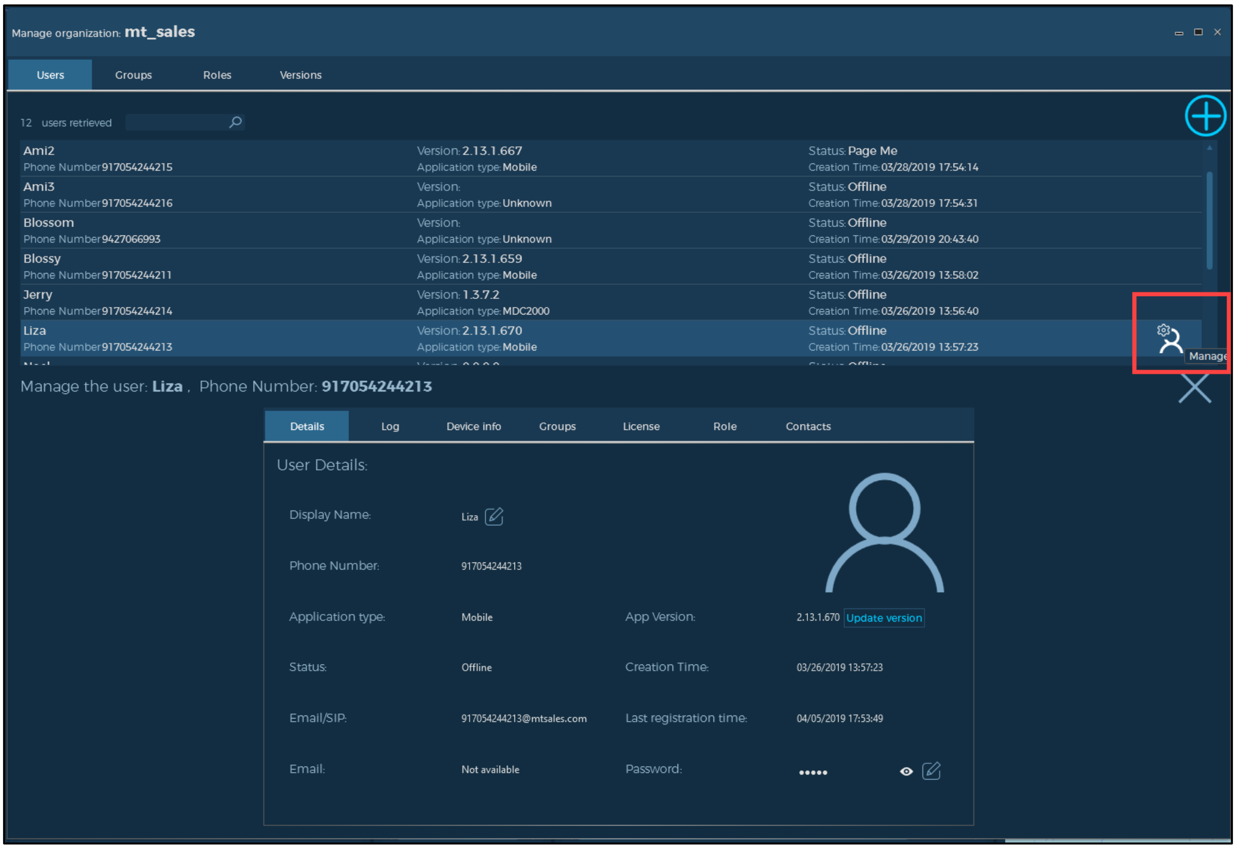


Figure 5-20 Manage User

You can also add a user from this console by clicking on the **Add New User**  button on the top right corner of the screen.

On clicking the button, the following figure appears.

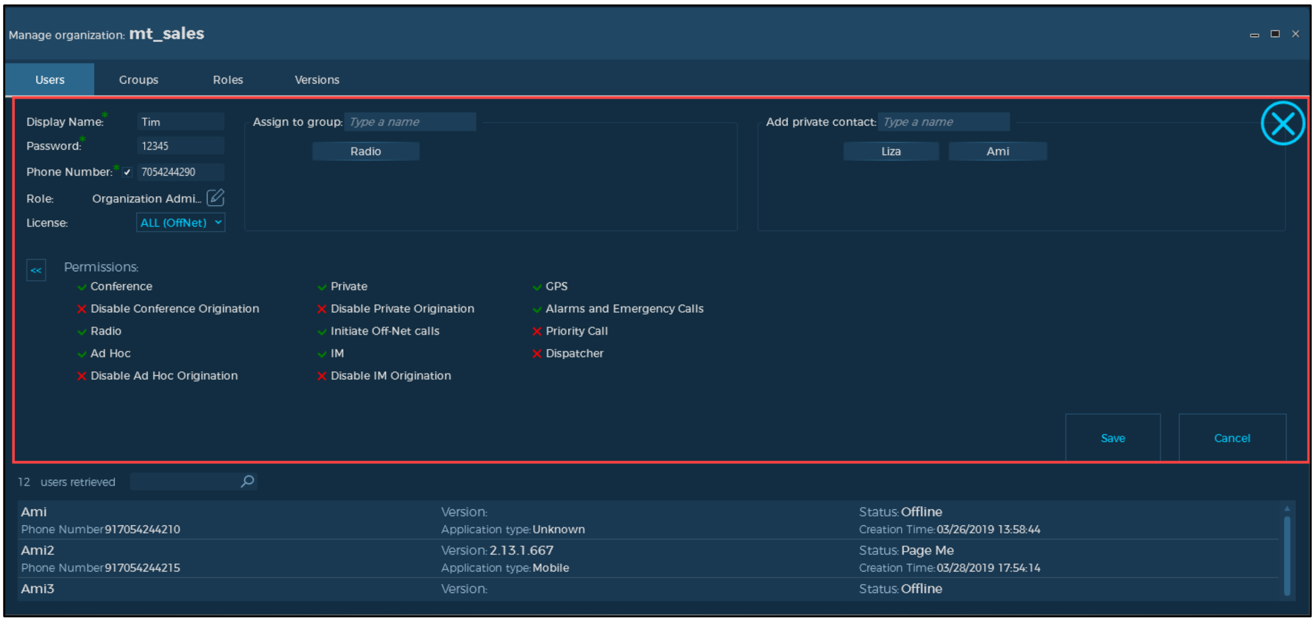


Figure 5-21 Adding User

Enter the **Display Name**, **Password** and **Phone Number (**for **Mobile** type of user**)** for adding a user. Unselect the phone number checkbox, if a PC client type of user is to be created. You can also assign

Role, **License**, **Group** and add **Personal Contacts** to the user to be added.

Once done, click **Save** and the user gets saved.

Groups

The groups tab displays a list of existing groups of the organization with whom the controller is associated with, along with the details like type and member count. On hovering over any of the groups you can see the edit and delete icons with which you can edit or delete a required group. You can also add a group to the list.

A group can be searched using the search field by typing the username next to the **magnifying glass**. Along with the search result, the console also displays the number of groups retrieved from the entire list.

To edit an existing group, click on the Edit icon and the following window appears.

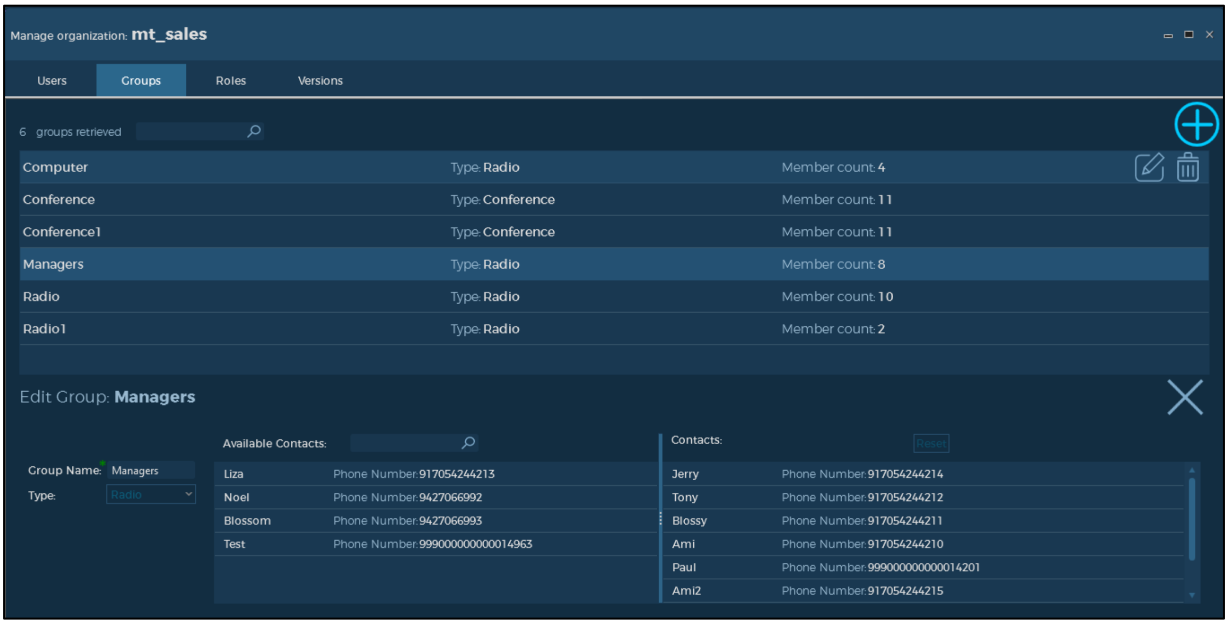


Figure 5-22 Edit Group

You can edit the **group name** and **add** as well as **remove** users from the group by dragging and dropping the users from the Available Contacts panel to the Contacts panel or vice versa.

Once the changes are done, the **Reset** button gets enabled. Click the **Reset** button, if you wish to reset the settings.

Click **Save** to save the changes.

You can also add a group from this console by clicking on the **Add New Group** button on the top right corner of the screen.

On clicking the button, the following figure appears.

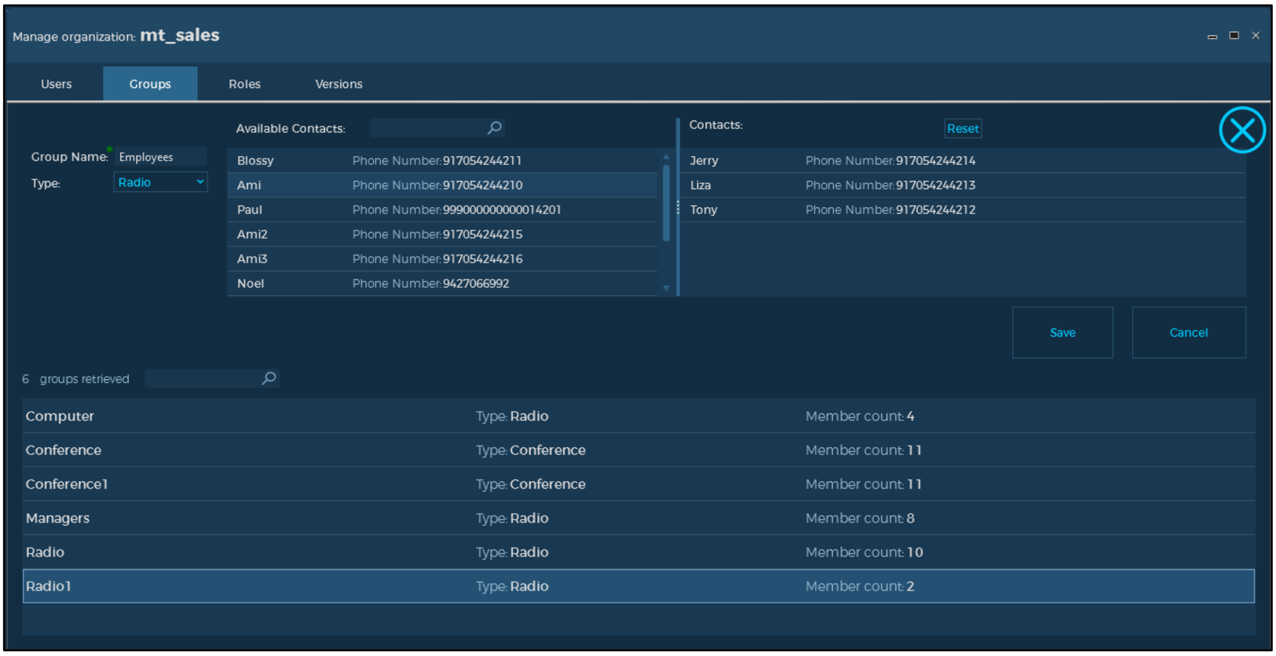


Figure 5-23 Add Group

Enter the **Group Name**, **Type** and **select the users** to be associated with this group using the drag and drop feature. You can also reset the selection of contacts in the Contacts panel.

Once done, click **Save** to add the group.

Roles

The roles tab displays a list of existing roles of the organization. On hovering over any of the roles you can see the edit and delete icons with which you can edit or delete a required role. You can also add a role to the list.

***Note**: You cannot edit the role with whom you are already associated.*

A role can be searched using the search field by typing the role name next to the **magnifying glass**. Along with the search result, the console also displays the number of roles retrieved from the entire list.

To edit an existing role, click on the Edit icon and the following window appears.

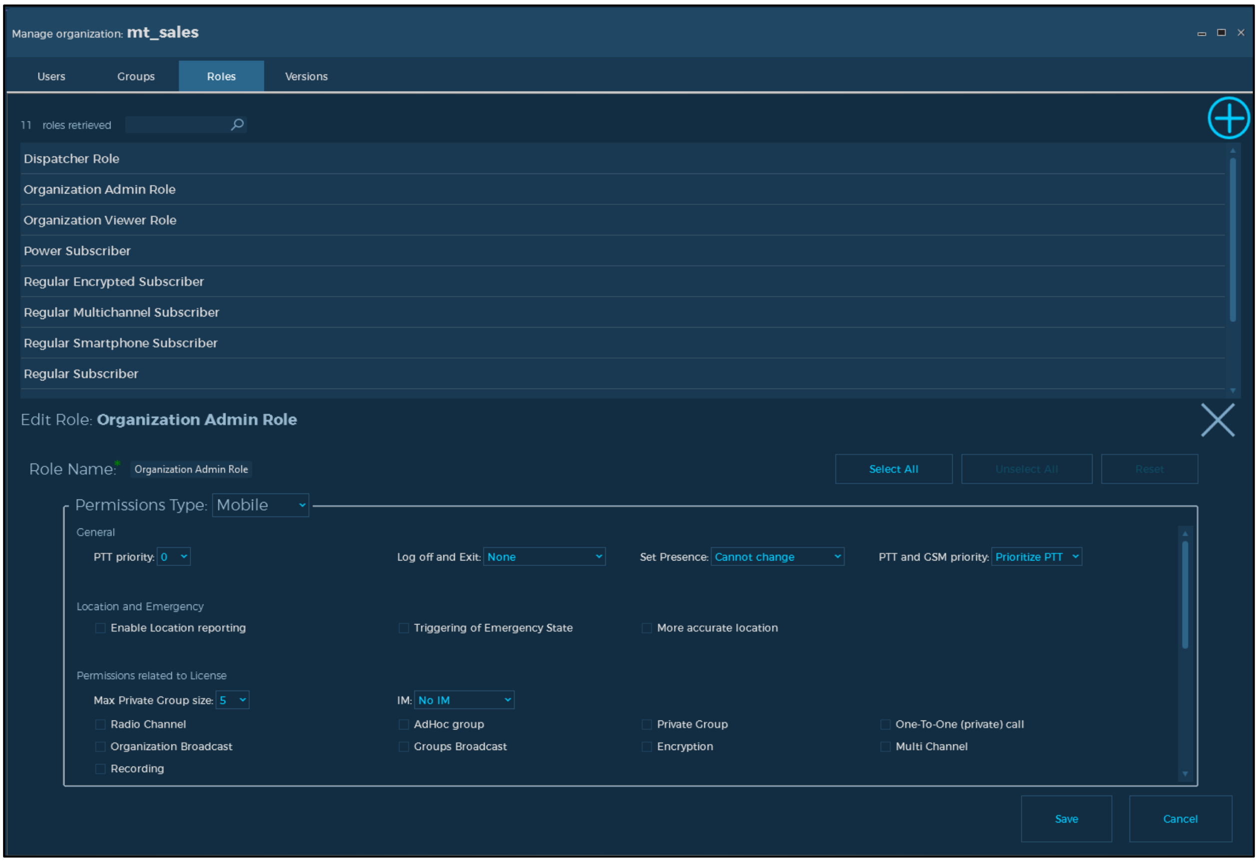


Figure 5-24 Edit Role

You can edit the **role name** and **permissions** based on the selected **permissions type**. You can select permissions type as mobile or MDC2000.

You can also use **Select All** button to select all the permissions or **Unselect All** to deselect the permissions.

Once the changes are made, the **Reset** button gets enabled. Click the **Reset** button, if you wish to reset the settings.

Click **Save** to save the changes.

You can also add a role from this console by clicking on the **Add New Role** button on the top right corner of the screen.

On clicking the button, the following figure appears.

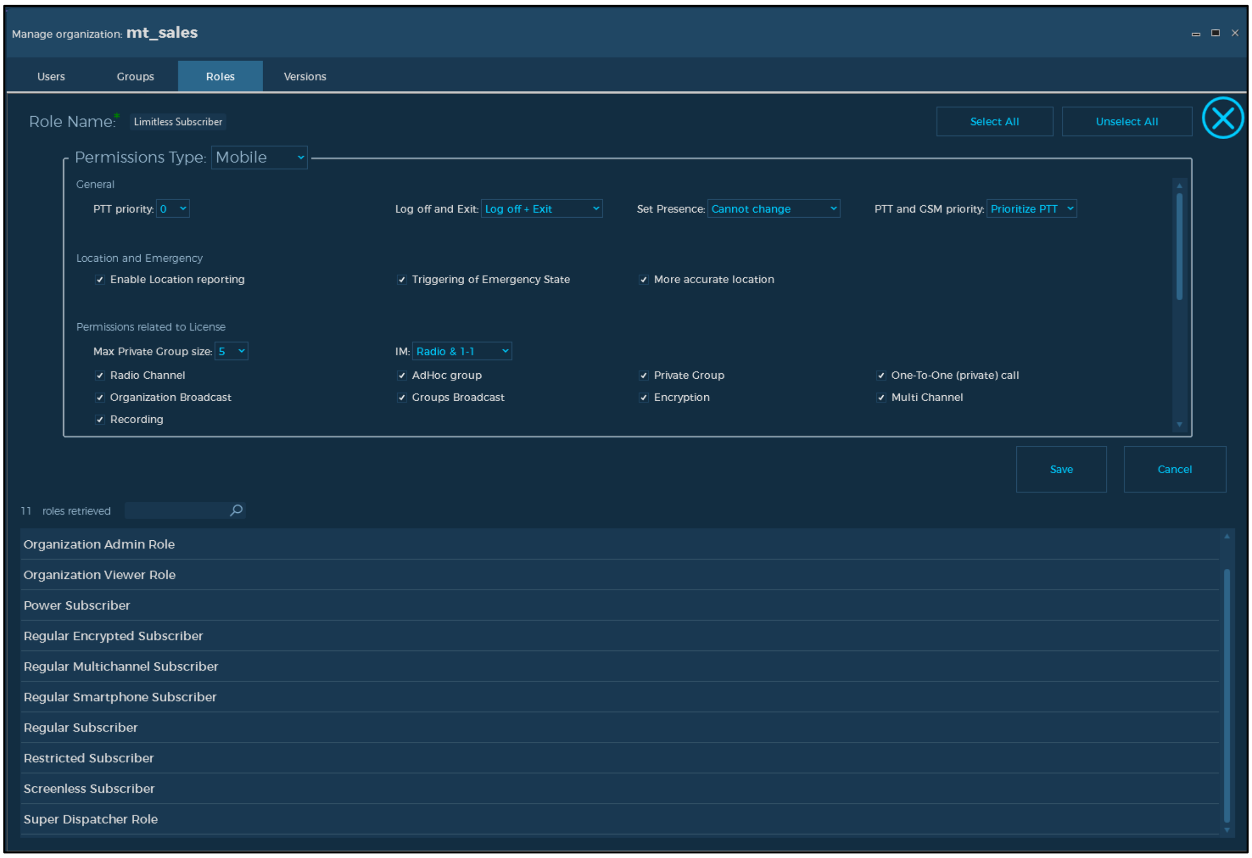


Figure 5-25 Add Role

Enter the **role name** and then select the **permissions** to be associated with this role.

Once done, click **Save** to add the role.

Versions

The versions tab enables to view the application versions of all the users. You can also force any user to upgrade the version from this page by clicking the **folder** icon and selecting the version to be upgraded as shown in the screen below. For more details refer to the topic ***Details***.

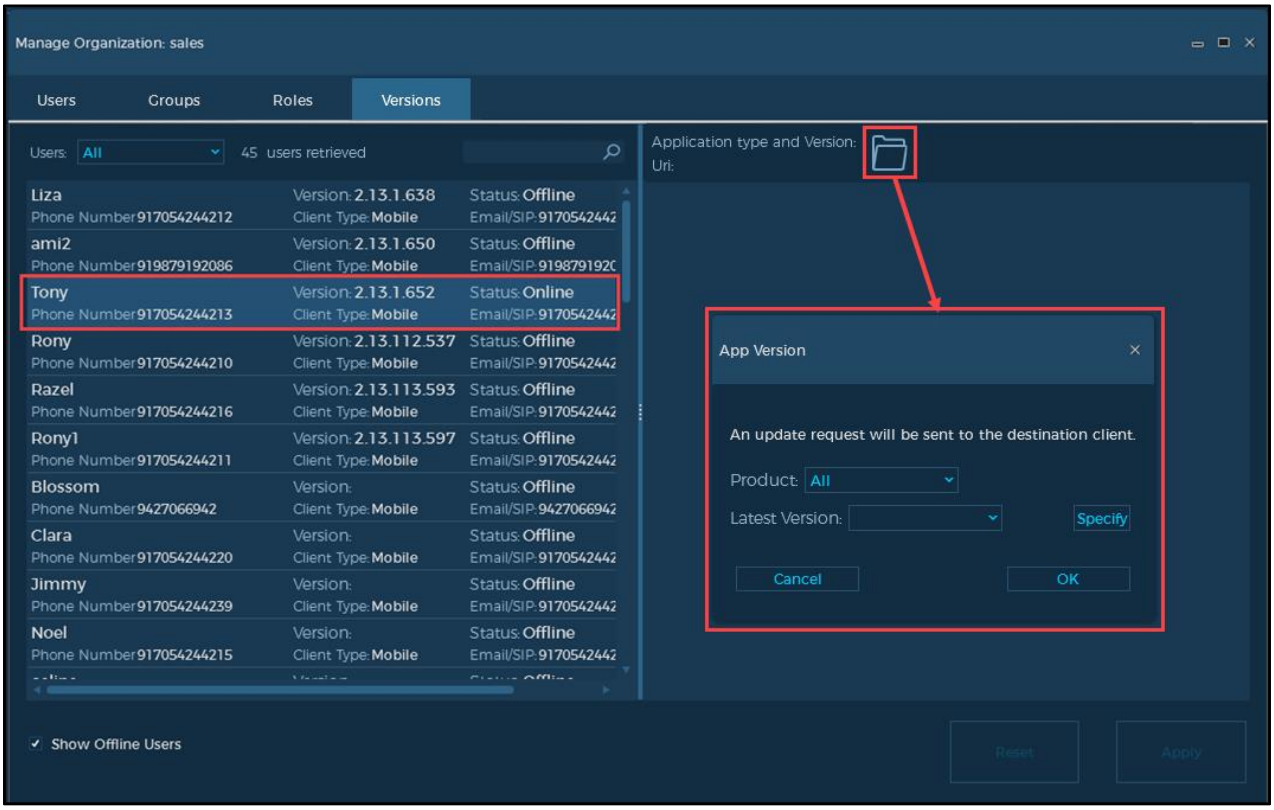


Figure 5-26 Upgrading App Version

Using **Users** field, you can select the type of users which you want to view or search the required user by display name using the **Search** field. Disable the **Show Offline Users** option at the bottom of the screen to view only Online users or enable it to view the offline users as well.

Once done, click **Apply** and the settings get saved.

5.8 About

Click the **About** menu item to view the organization, user, product and site information about the MDC2000 application as shown below.

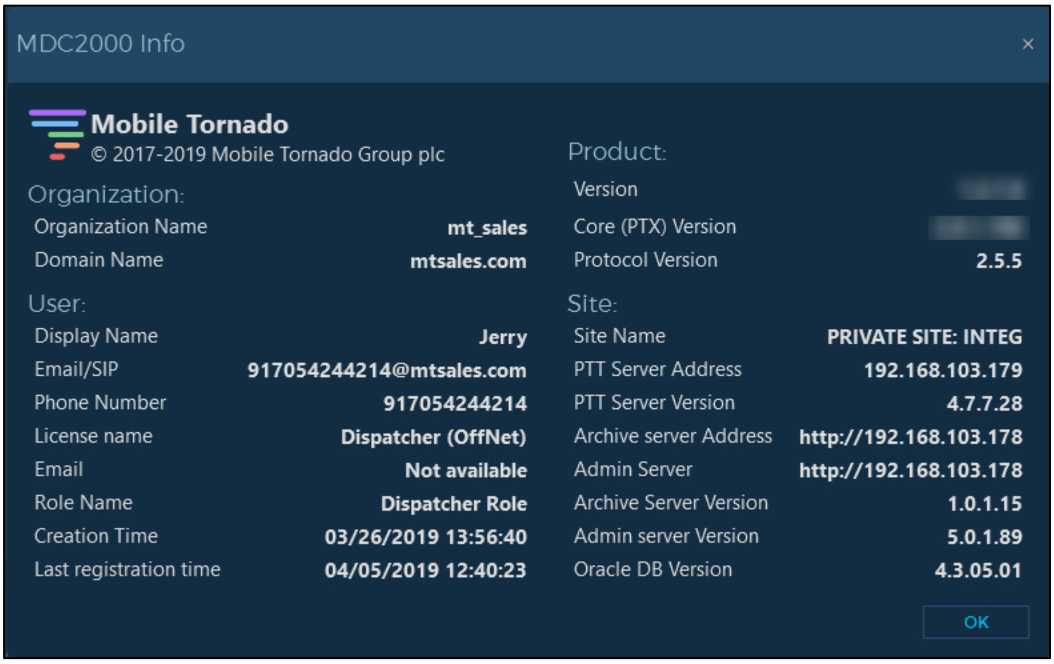


Figure 5-27 About

You can also view the role or permission details in a tooltip by hovering the mouse pointer on a License name or a Role Name fields as shown below.

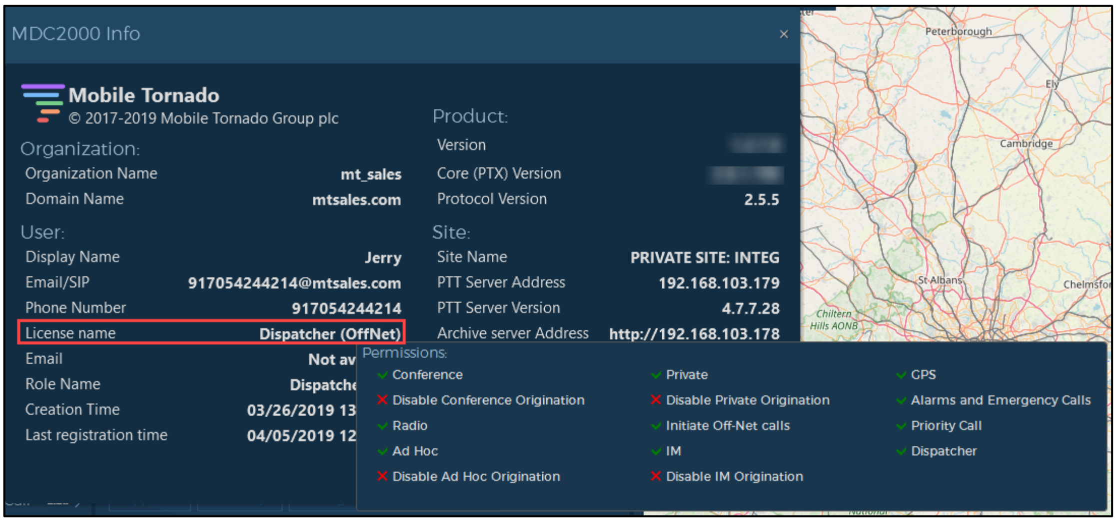


Figure 5-28 Tooltip for License Name

6. WORKING WITH THE GROUPS AND CONTACTS PANEL

The **Groups and Contacts** panel displays all the Contacts and Groups - Private as well as pre-defined (Server based) groups.

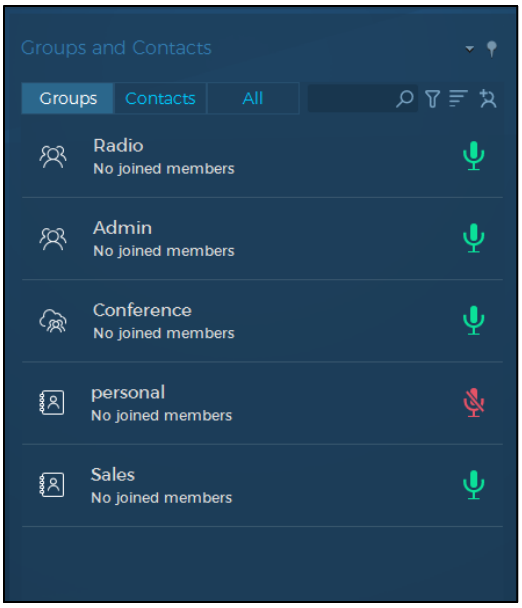
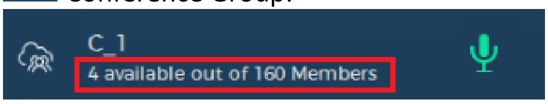


Figure 6-1 Groups and Contact Panel

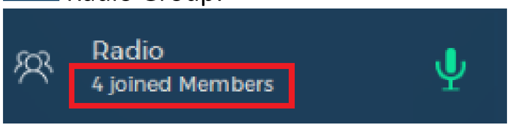
6.1 Overview

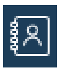
Each **Group** (Private/Radio/Conference) displays the number of online members out of the total number of group members.

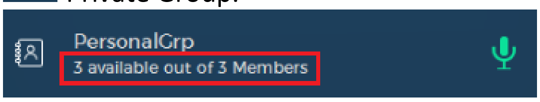

Conference Group:

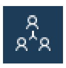


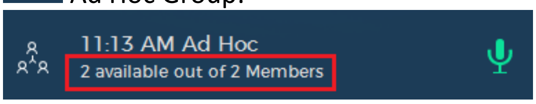

Radio Group:




Private Group:




Ad Hoc Group:



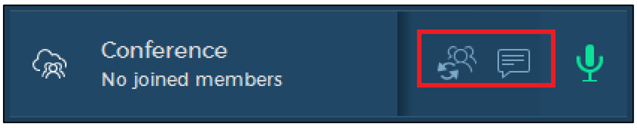


Figure 6-2 A Server Group with its menu options

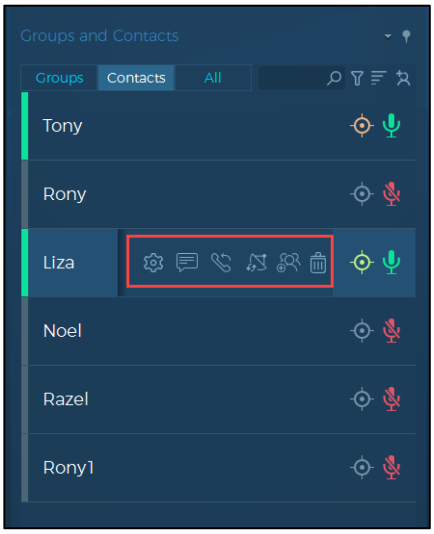


Figure 6-3 An Online Contact record with its menu options

***Notes**:*

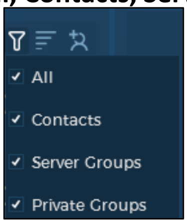
A Controller can connect to up to 18 (*) sessions including:

- *16 Radio groups*
- *1 Emergency call*
- *1 session of type: 1-to-1, Private Group, Ad-Hoc Group or Conference Group.*

(*) The maximum number of parallel sessions is dictated by the license granted to the Controller.

This panel contains several functional icons to manage the Groups and Contacts in the application.

Icons	Description
	Status Online (Contact or Group is available for a PTT call)
	Status Offline (Contact or Group is unavailable for a PTT call)
	Online presence status of a contact (Green)
	Offline presence status of a contact (Grey)
	Page Me presence status of a contact (Yellow)
	DND (Do Not Disturb) presence status (red and white strips) of a contact

	**Search icon:** Enter the name in the field and click the icon to search for the desired Group/Contact in the list.
	**Live Location Data**: Up to date location data is available for the Contact. ***Note****: This is visible only if the Controller holds the required access rights.*
	**No Location Data**: Location data is not available for the Contact. ***Note****: This is visible only if the Controller holds the required access rights.*
	**Old Location Data**: Old/historic location data is available for the Contact. ***Note****: This is visible only if the Controller holds the required access rights.*
	**No Location Capability:** The contact has no capability or no permission to transmit location information (Location Tracking is OFF in the device or the PTT application) ***Note****: This is visible only if the Controller holds the required access rights.*
	**Filter:** Filters the Contacts and/or Groups in the list with options to filter out: **All, Contacts, Server Groups** and **Private Groups**.  To reset the filter and view the entire list, click the **Filter** icon next to the option **All**.
	**Sort**: Sorts the Groups or Contacts in the list and displays them in the panel based on **Recent, Most Used, Location Status, Presence Status** and **Name.**
	**Add a Member to the Contact List**: Adds a contact (member) to this list.
	**Add to Group**: Appears when hovering over a Contact. Add selected contact to any of the private groups of the controller.
	**Remove**: Appears when hovering over a Contact or a Private Group. Delete the selected contact or Private Group from the list.
	**Manage Contact:** Appears when hovering over a Contact. On clicking a pop-up window appears enabling to view details and manage the contacts, groups, license and log collection of the selected user. ***Note:*** *The Controller needs to have administration rights in order to manage the contacts.*
	**Chat**: Appears when hovering over a Contact or Group. Initiate a Chat session to send an IM to the selected Group or Contact.

	**Rename Group**: Appears when hovering over a Private Group.
	**Send Alert**: Appears when hovering over an Online Contact/Group Member. Send a PTT Alert to the selected contact.
	**Location Update**: Appears when hovering over an Online Contact/Group Member with 'live/old location data'. When pressing this icon, it sends a request to the PTT client of the contact to send the latest location information.
	**Sync Group**: Appears when hovering over a server group. Synchronizes the contact list of the controller with the selected group by importing missing contacts from the group to the contact list.

6.2 Sorting the Groups and Contacts List

Sort the Groups and Contacts List to make it more user friendly and to avoid scrolling.

Note: *By default, the most recently contacted groups and contacts will be displayed at the top of the list.*

To sort the Groups and Contacts,

1. Click the **Sort**  icon. This opens the sub-options: **Recent, Most Used, Location Status, Status** and **Name** as shown below:

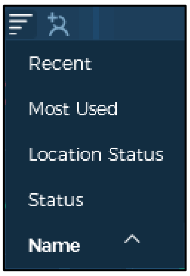


Figure 6-4 Sort > Sub-Options

2. **Recent**: Sorts and displays the recently used contacts/groups.

3. **Most Used**: Sorts and displays the most used contacts/groups.

4. **Location Status**: Sorts and displays the contacts by their Location Status: users with up to date **live location** status at the top, then users with old location then users with **no location** or no location capability and finally **Offline** users at the bottom.

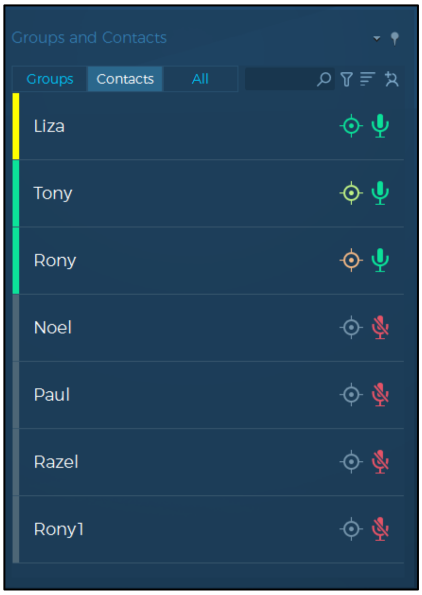


Figure 6-5 Sorted by Location Data

5. **Status**: Sorts and displays the contact's presence status (with **DND** on top, followed by **Page Me**, **Online** and **Offline**).

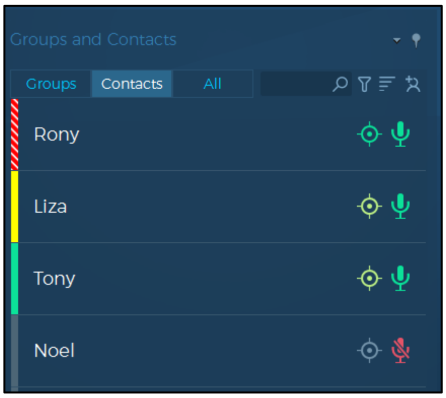


Figure 6-6 Sorted by Status

6. **Name**: Sorts and displays the contacts alphabetically either in ascending or descending order. Note that changing the order of the list (ascending or descending) is currently enabled for Name sorts only.

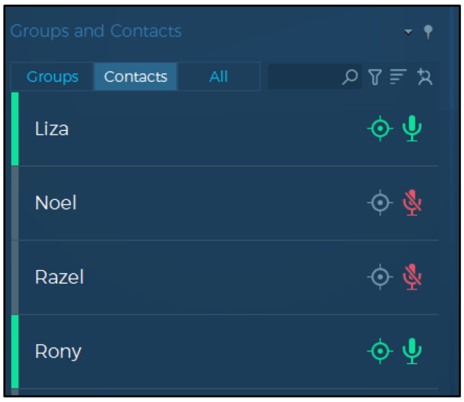


Figure 6-7 Sorted by 'Name'

6.3 Adding a Member to the Contact List

To add a member to the **Contact** list of the Controller:

1. Click the  icon in the **Groups and Contacts** panel. This opens the **Add a Member to the Contact List** window, as shown below:

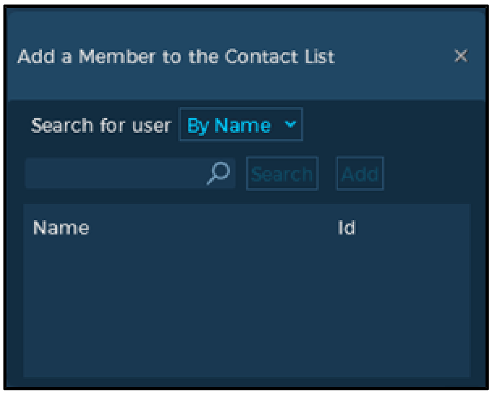


Figure 6-8 Add a Member to the Contact List

2. Search for the user, either by **Name** or by **ID**, by selecting the respective option from the dropdown list.
3. To search by name, enter a minimum of two characters of the contact's (user's) name in the Search textbox and click **Search** or tap the **Enter** key of your keyboard. This will list all the relevant contact names as shown in *Figure 6-9*.

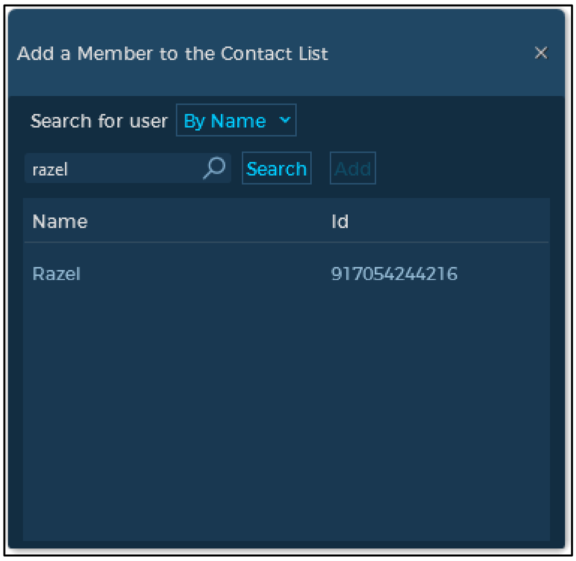


Figure 6-9 Search Result (By Name)

4. Select the desired contact name from the search results and click the **Add** button. The contact will get displayed in the contacts tab.
5. Similarly, a user can be searched and added to the contact list by providing the user ID (typically a phone number). However, the entire ID should be provided. A partial number will not work.

6.4 Initiating a PTT Call Session

6.4.1 Private Call (One-to-One) Session

1. In the **Groups and Contacts** panel, select the **Contacts** tab and scroll or filter to select the desired contact.

2. Click the dedicated PTT microphone icon of the contact or simply drag and drop the contact to the workspace panel.

3. This will initiate the Private Call session and the respective session box will appear in the **Workspace** panel. Refer to the topic **WORKING WITH THE WORKSPACE PANEL** for further details.

4. Click and hold the green "**Microphone**" icon of the session box or press the "**space bar**" key of your keyboard till the icon becomes red to start talking with the selected contact. If you observe that the speaker icon is already red, you cannot start your voice announcement because the other party is holding the floor for transmission.
5. If you participate in several PTT sessions in parallel, the "Active Call" Indicator will indicate the session that you are transmitting in. To switch to another session, simply click on the desired session box.

6. Click on the "End Session" button to terminate the call.

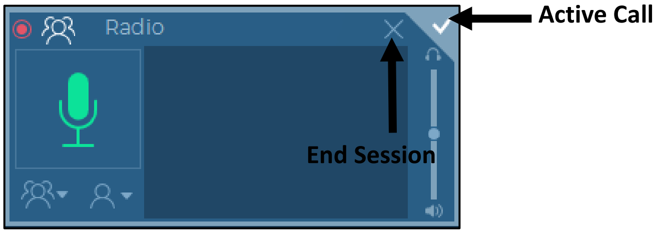


Figure 6-10 Active Call Indicator and End Session button

6.4.2 Ad Hoc Call Session

1. In the **Groups and Contacts** panel, select more than one contact, while holding down the control key on the keyboard. The maximum number of contacts for an Ad Hoc Call is limited to 10 contacts. Once the multiple selection is made, the **Ad Hoc** 

button will become enabled at the Top Menu Ribbon.
2. Click the button or drag and drop the entire selection to the workspace panel and an Ad Hoc Call Session box will appear in the **Workspace** panel as shown in the figure below.

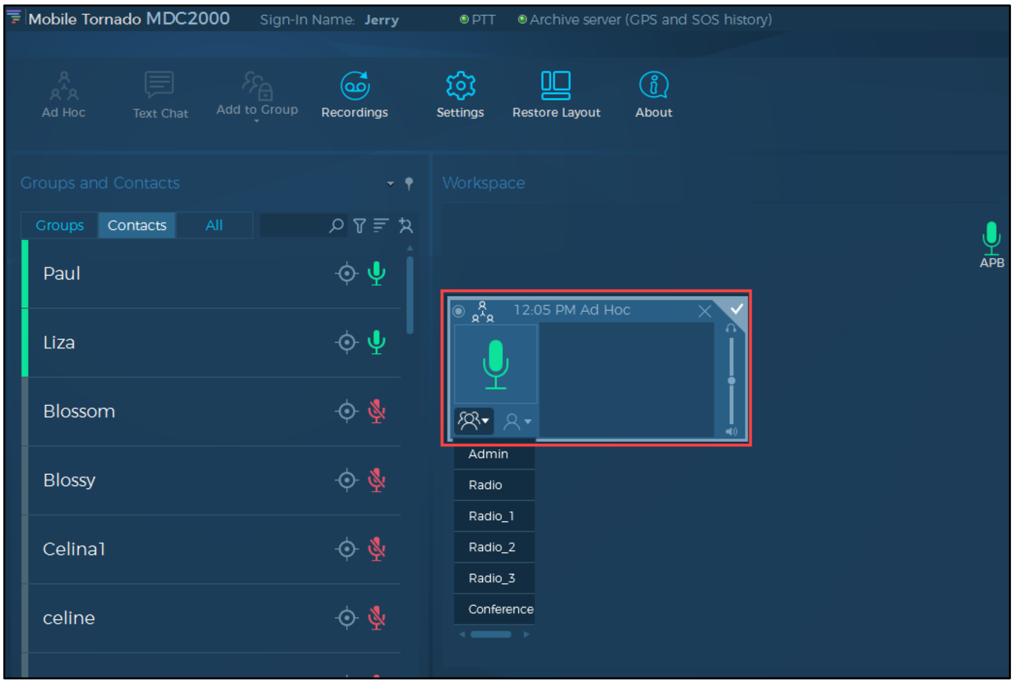


Figure 6-11 Ad Hoc Call Session box

3. While the call is going on, a temporary Ad hoc group appears in the Groups tab of Groups and Contacts panel as shown in *Figure 6-12*.
4. Click and hold the green "Microphone" icon or press "space bar" key till it becomes red to start talking with the selected group. If you see "Bad PTT, No members" message or hear a warning tone, 

it means that there are no Online members currently available in this group and you cannot start transmitting your announcement. Such call is typically closed automatically by the server.

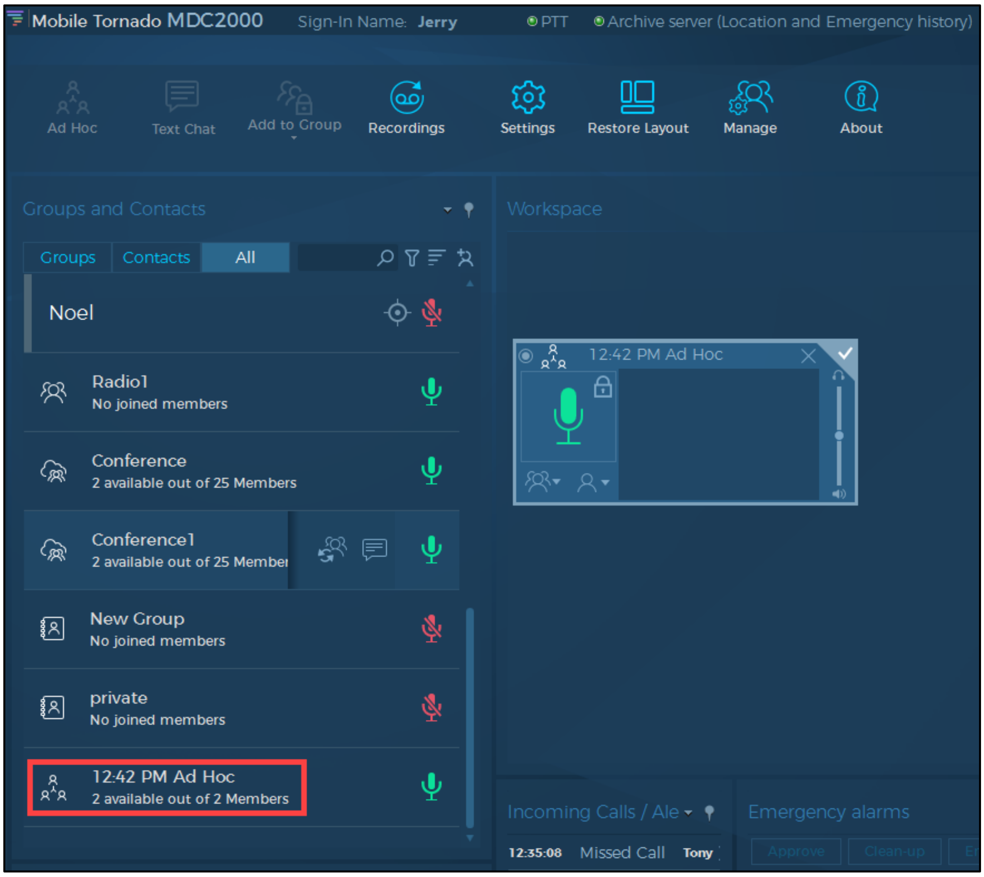


Figure 6-12 - Ad Hoc Group Call

5. As soon as the Ad Hoc Call Session is closed, the session box and the temporary Ad Hoc Group disappear and are not saved in the Groups tab.

6.4.3 Radio and Conference Group Call Sessions

1. In the **Groups and Contacts** panel, click the dedicated PTT microphone icon located in each group item (Radio or Conference) or simply drag and drop the required group to the workspace panel.
2. The respective Group Call Session gets initiated and appears in the **Workspace** panel.
3. Click and hold the green 'Microphone" icon or press the "space bar" key till it becomes red to start talking with the selected group. If you observe a "Bad PTT, no members" message and hear a warning tone, 

it means that there are no on-line members available anymore in this group and you can't transmit your announcement.
4. A call with another group can also be initiated by selecting from the **Groups** dropdown menu in the session box as shown in the figure below.

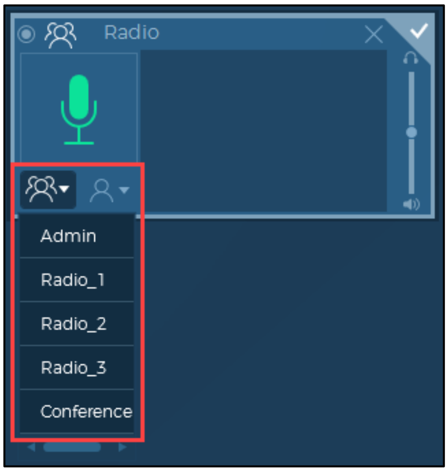


Figure 6-13 Group Call from Session box

5. On selecting another group from the list, the respective group session box will appear in the workspace panel and you will join the new session. Refer to the topic **WORKING WITH THE WORKSPACE PANEL**.

6.5 Manage Contacts

The Dispatch Console enables the Controller to manage the selected contact. Also, groups, license allocation and log settings can be managed.

***Note**: Only controllers whose role (user profile) is associated with administration permissions will be able to manage contacts that belong to their organization.*

To manage a selected contact, click on the  **Manage** icon. The Manage Contact window appears as shown in the figure below:

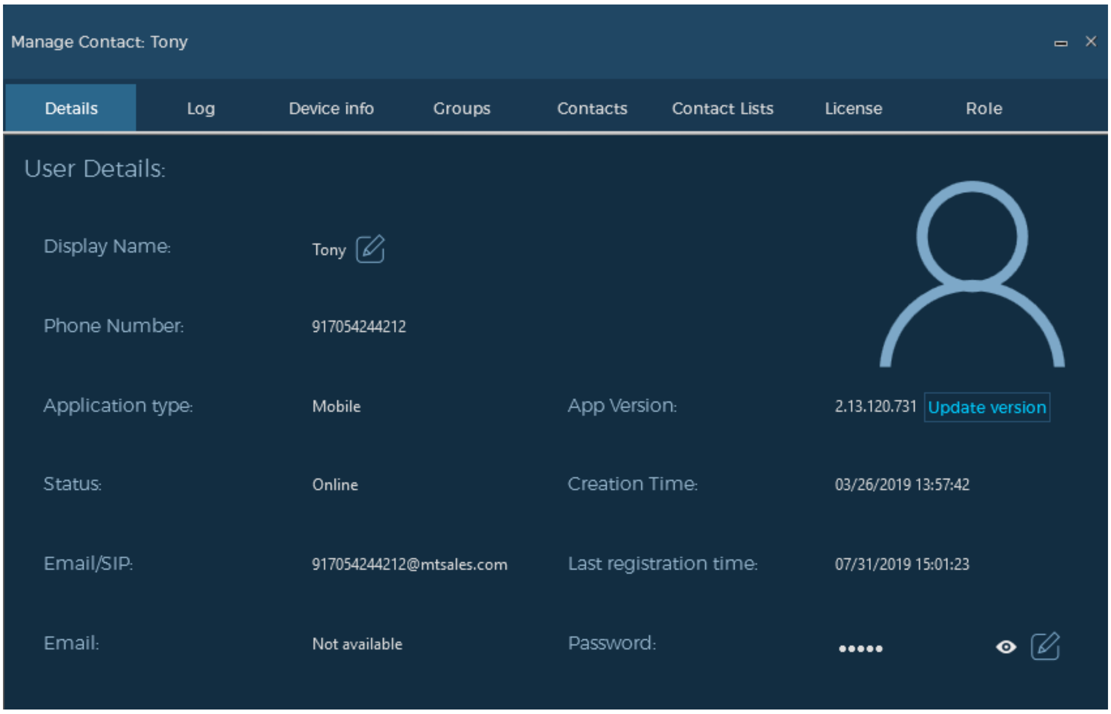


Figure 6-14 Manage Contact

The Manage Contacts window has six tabs:

- Details
- Log
- Device Info
- Groups
- Contacts
- Contact Lists
- License
- Role

***Note**: Contacts, Groups and License tabs will be available only if the user is online and administration permissions are assigned to the Controller using the Administration Portal.*

6.5.1 Details

This is the default tab and it displays the details of the user selected for managing. It displays details like display name, phone number, Application type, Status, App Version, email/SIP, client version, last registration time, creation time, email and password.

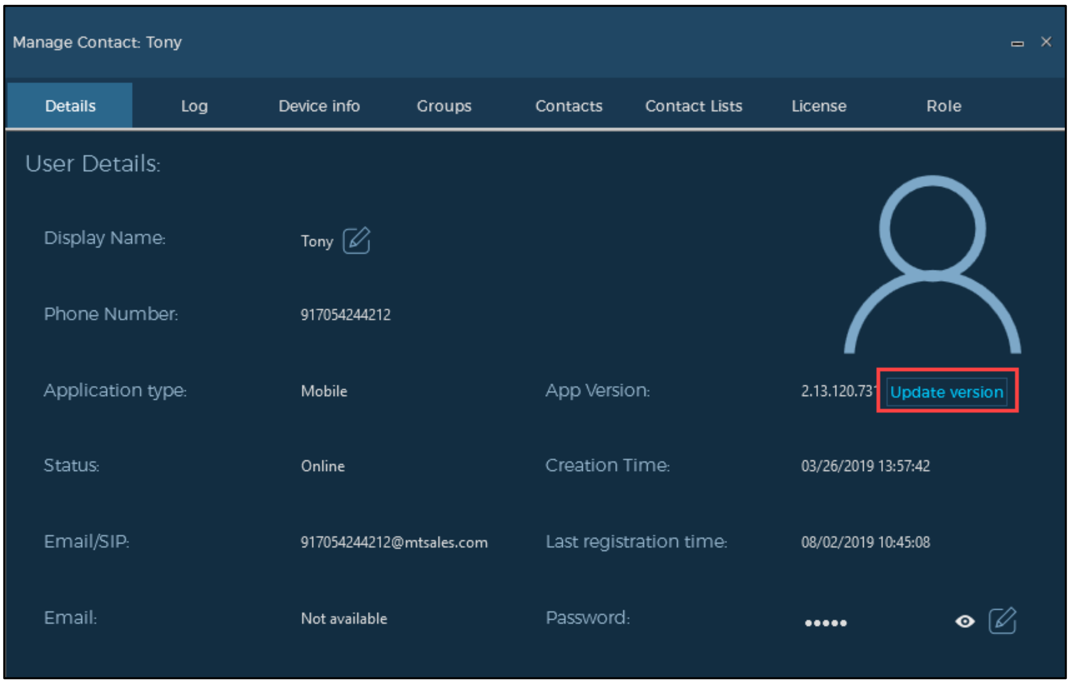


Figure 6-15 Details tab

***Note**: Phone number is available only if the user is of type **mobile**. In case of **PC client** user **N/A** is displayed.*

By default, the password is displayed in an encrypted format. Hence, click on the show password icon to view the password. The password is visible only while the icon is pressed. On releasing the icon, the password again turns into encrypted format.

You can **edit** the **display name** and **password** by clicking the edit icon next to the respective fields.

***Note**: The **Edit** icon is available only if the Controller has **isAdmin** rights enabled from the Administration portal.*

You can force a user to update the app version on the device by clicking "**Update Version**", selecting the product and latest branded software version as shown in the below figure.

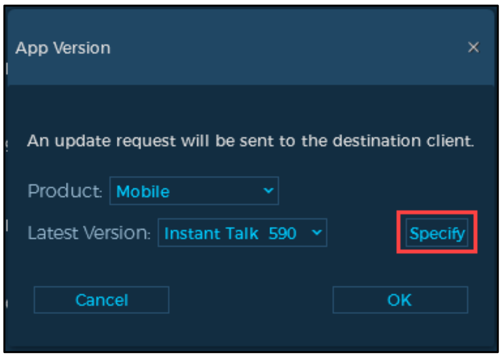


Figure 6-16 Updating Client Version

Or you can also specify the version by clicking on the **Specify** button, selecting the product type, setup file, version number and clicking **OK** button as shown in the screen below. The URL should be accessible to the Controller and the Mobile client users. Preferably, the URL should be located on shared locations, like Google Drive, Microsoft OneDrive or Organizational shared drive.

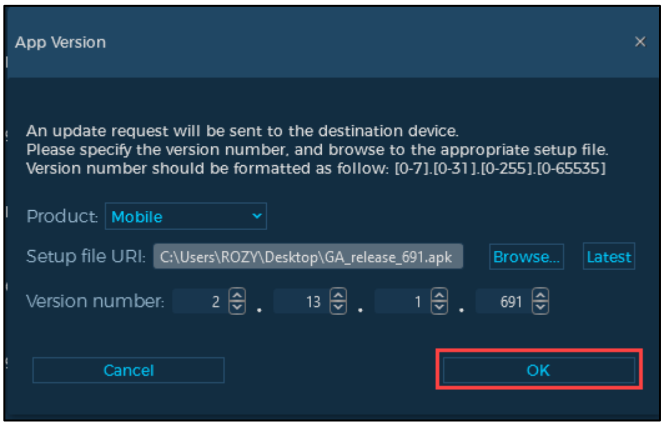


Figure 6-17 Specifying the App Version

6.5.2 Log

This tab enables you to select the log level, log category and duration of the debug log to be captured and filtered from the app log. Use this feature after clearing the request from the supplier support engineers. Do not use this feature in normal situation, since it can increase the data usage.Once done, click **Apply** to save the changes.

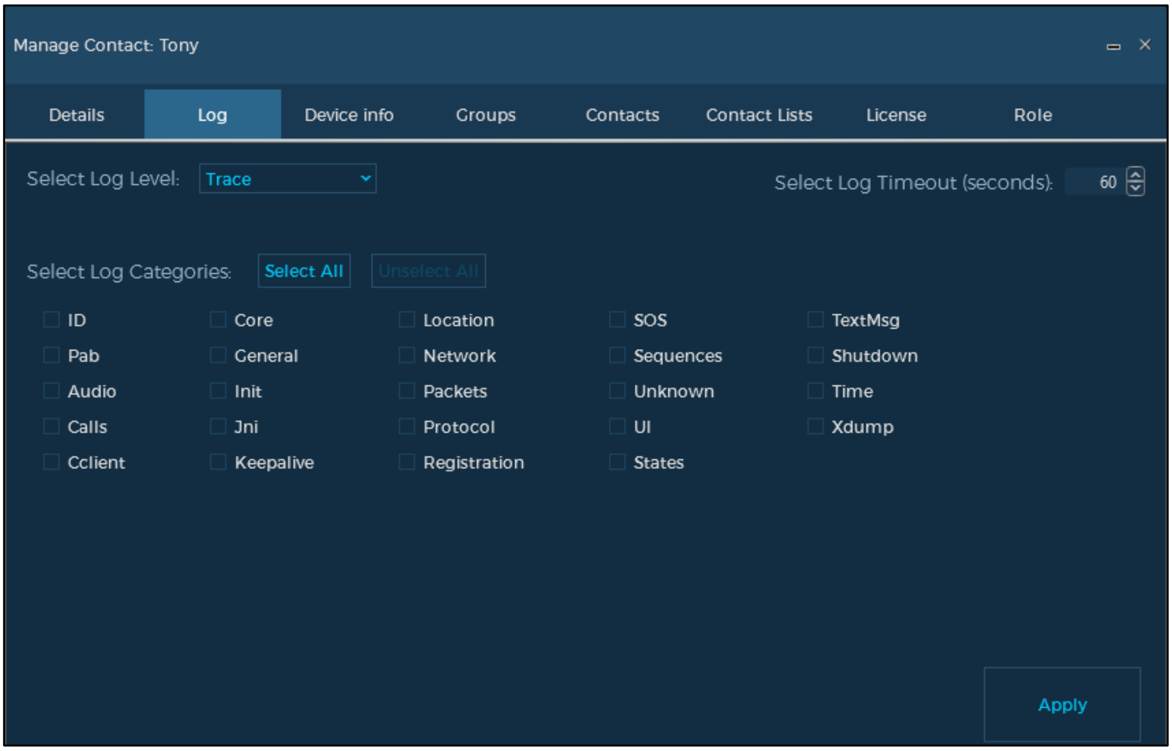


Figure 6-18 Log tab

6.5.3 Device Info

The Device Info tab enables to view the device details like battery percentage, date, time, volume, PTT application build number, SIM state, IMEI number, Network type, Android OS version, Amount of free memory, device model name, Bluetooth state, Wi-Fi state, GPS status, NFC and user privilege permissions. The Controller is able to set the device volume as well as block the PTT button of the application from remote (provided the Controller is allowed to do that - permission is enabled from the administration portal). One can also signout, exit or restart the PTT application in the device from remote.

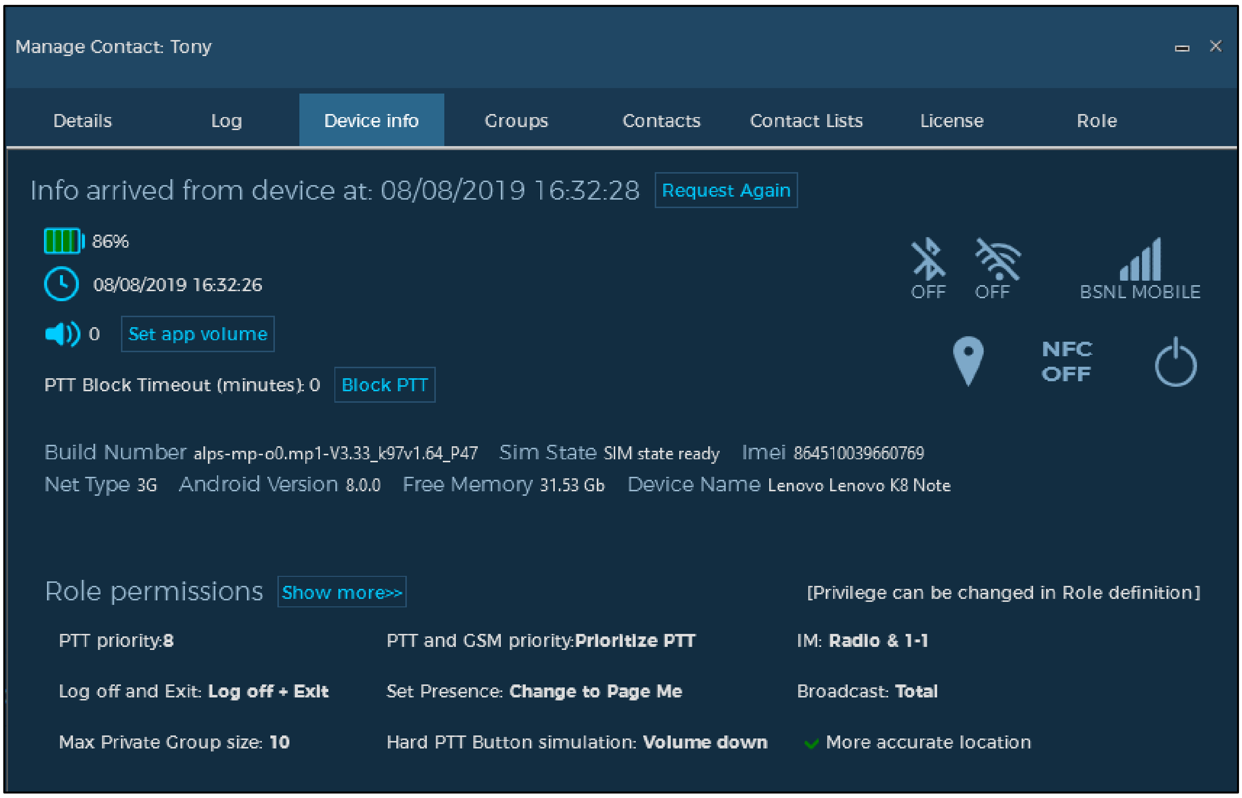


Figure 6-19 Device Info tab

- To get the updated information from app's device click **Request Again**.
- To change the audio volume of the client, click the **Set Volume** button and the slider appears as shown below.

Adjust the slider as per requirement and click **Apply** to save the changes.

- To block PTT transmission for the PTT applcation (for a certain period), click the **Block PTT** button and the dropdown list appears.

Set the duration in minutes till which the PTT will remain blocked in the PTT application and click **Apply**. The mobile users will not be able to initiate or speak in any session till the configured time period ends. However, the users can hear the audio coming from the recipient's end.

Notes:

- *This feature is supported in the PTT application from v2.13.1.667 and above.*

- *This is available only if the permission **Block User's PTT** is enabled in the assigned Role from the administration portal.*

- To restart the BT controller of the device, click the **BT button** to set it ON or OFF.

- To resart the Wi-Fi on the device, click the **Wi-Fi button** . If the Wi-Fi is already enabled in the device, the connected Wi-Fi name will be displayed below the symbol.

- The **cellular network** icon displays whether the cellular network is on or off along with the name of the cellular network in use. If it is off, the icon is changed to .

- The **GPS** icon displays whether the location service is on or off in the device. If it is off, the icon will change to **GPS Off** .

- The **NFC** icon displays whether it is on or off in the device.

- To sign-out, exit or restart PTT application from the device, click the **Power button** and select the respective option as shown below.

Figure 6-20 Power button Options

- To view all the permissions assigned to the Controller click **Show More** button. These permissions can be changed from the Role tab.

6.5.4 Groups

The Groups tab enables to associate the user with server based groups. You can also remove the user from groups.

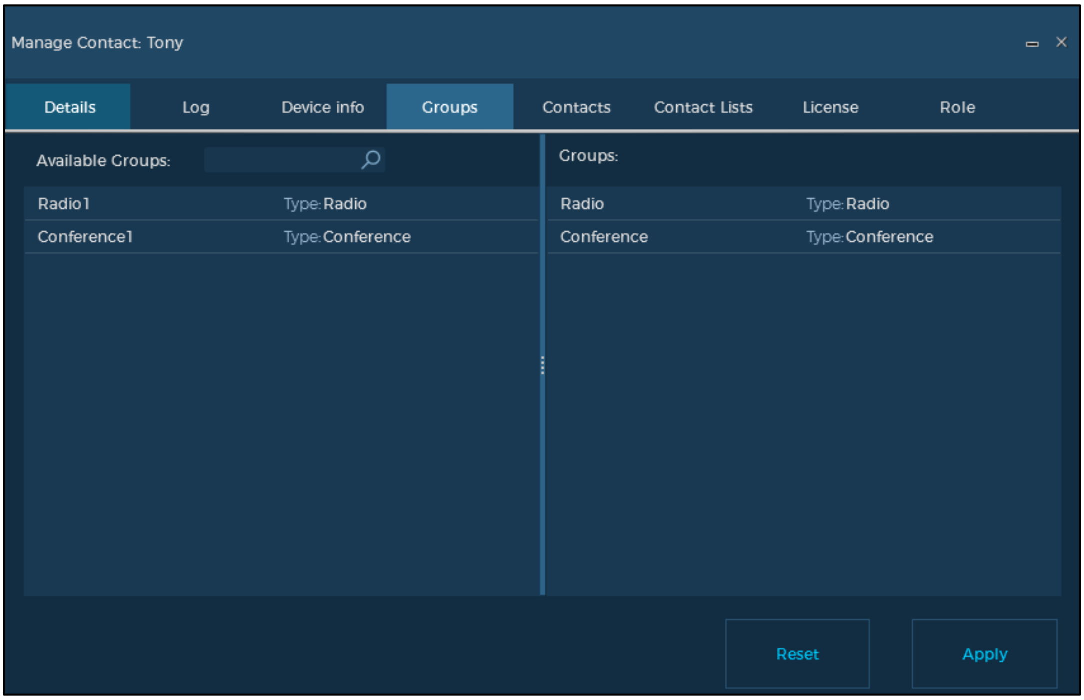


Figure 6-21 Groups tab

Two panels are displayed: **Available Groups** and **Groups**.

- The **Available Groups** panel displays a list of groups that the user is yet to be associated with.
- **Groups** panel displays the groups with which the user is already associated.

To assign or to remove you can select a single group, select all groups by pressing Ctrl+A on the keyboard or pick several groups while pressing the Ctrl key on the keyboard; once the selection is done, it can be moved from "**Available Groups**" table to "**Groups**" and vise versa by using drag and drop feature as shown in the figure below. Also, each of the tables can be resized using the the double arrow that appears by hovering the mouse pointer on the center line as shown in the *Figure 6-22*.

You can also scroll the list or search for individual available groups using the search bar.

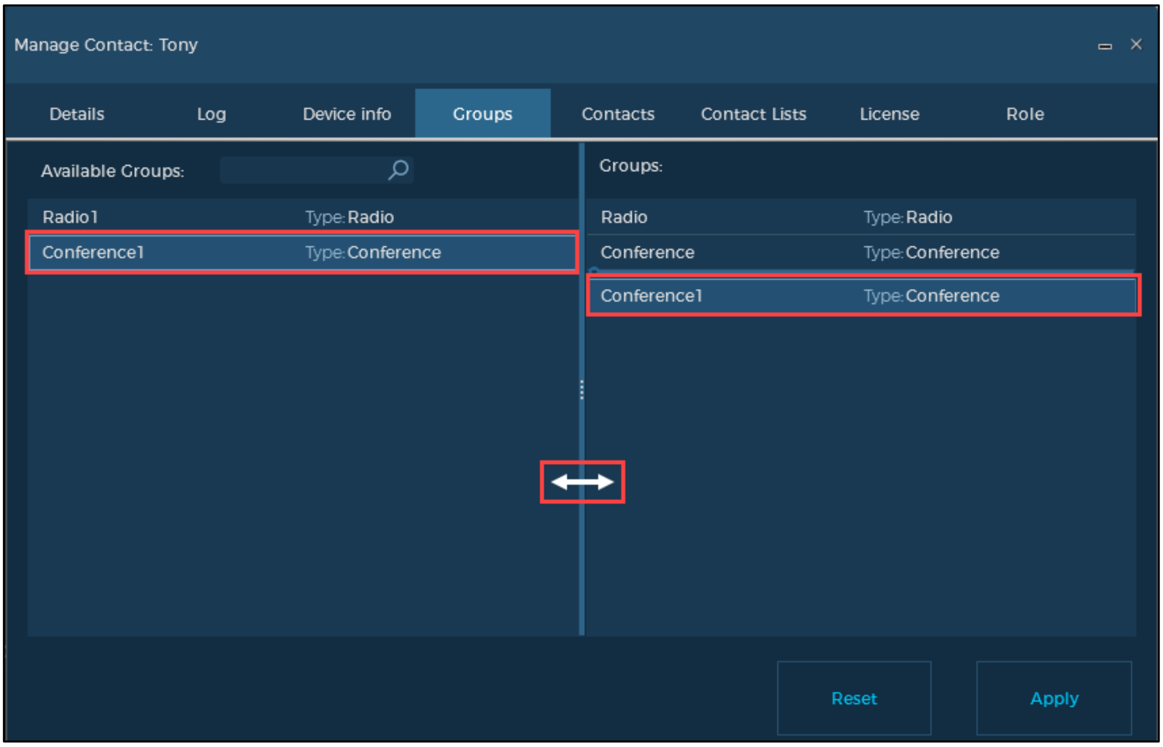


Figure 6-22 Drag and Drop Group from Groups to Available Groups panel

6.5.5 Contacts

The contacts tab displays two tables: **Available Contacts** and **Contacts.** This tab enables you to manage the private contacts (Personal Address Book) of a user.

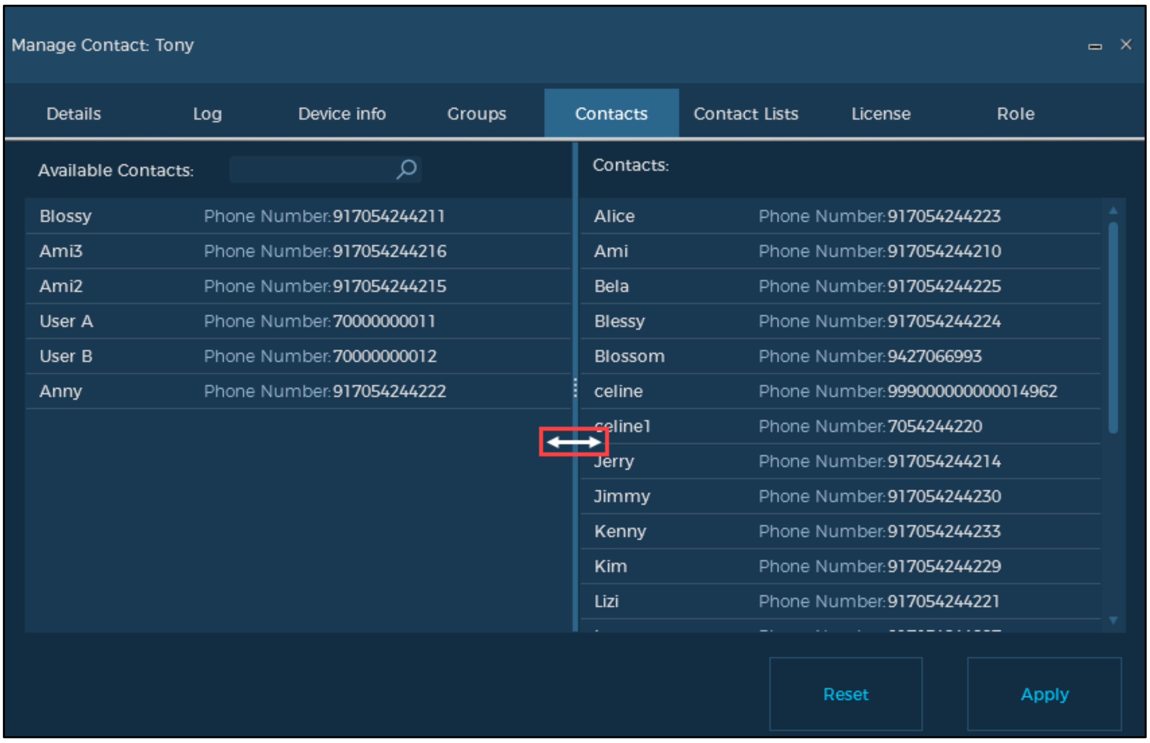


Figure 6-23 Contacts tab

The Available Contacts are typically all users of the organization as configured in the Administration portal. You select individual contacts, multiple contacts (while pressing the Ctrl key) or all contacts by pressing the Ctrl+A keys on your keyboard. Once the selection is done, you can drag and drop the selection to the Contacts table. Similarly, you can also remove a user individually or by selecting all contacts using Ctrl+A from the address book using drag and drop to the left table.

Also, the table can be resized using the the double arrow that appears on hovering the mouse pointer on the center line as shown in the *Figure 6-23***Error! Reference source not found.**.

6.5.6 Contact Lists

The contact lists tab displays two tables: **Available Contact Lists** and **Contact Lists.** This tab enables you to manage the organization contact lists (OCLs) the user is associated with. It also displays the number of members present in the contact list.

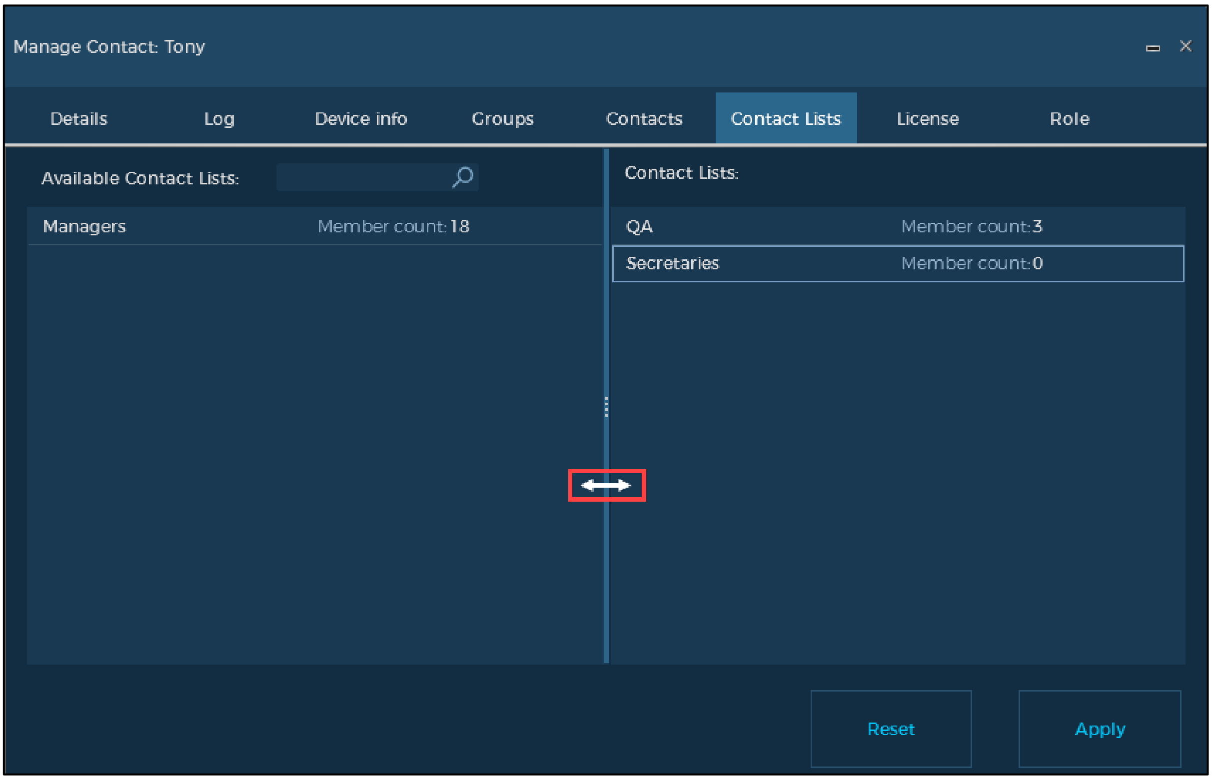


Figure 6-24 Contact Lists tab

The **Available Contact Lists** are typically all contact lists of the organization as configured in the Administration portal. You select individual contact lists, multiple contact lists (while pressing the Ctrl key) or all contact lists by pressing the Ctrl+A keys on your keyboard. Once the selection is done, you can drag and drop the selection to the Contact Lists table. Similarly, you can also remove a contact list individually or by selecting all contact lists using Ctrl+A from the address book using drag and drop to the left table.

Also, the table can be resized using the the double arrow that appears on hovering the mouse pointer on the center line as shown in the *Figure 6-24***Error! Reference source not found.**.

6.5.7 License

This tab enables you to assign a new available license to the selected user. Select a license from the **Current License** dropdown list and click **Apply** as shown in the figure below. The selected license gets assigned to the user. You can see the exact permissions for every licence. An available feature is marked by green v, an unavailable feature is marked by red x. You can also click **Reset** to undo the changes.

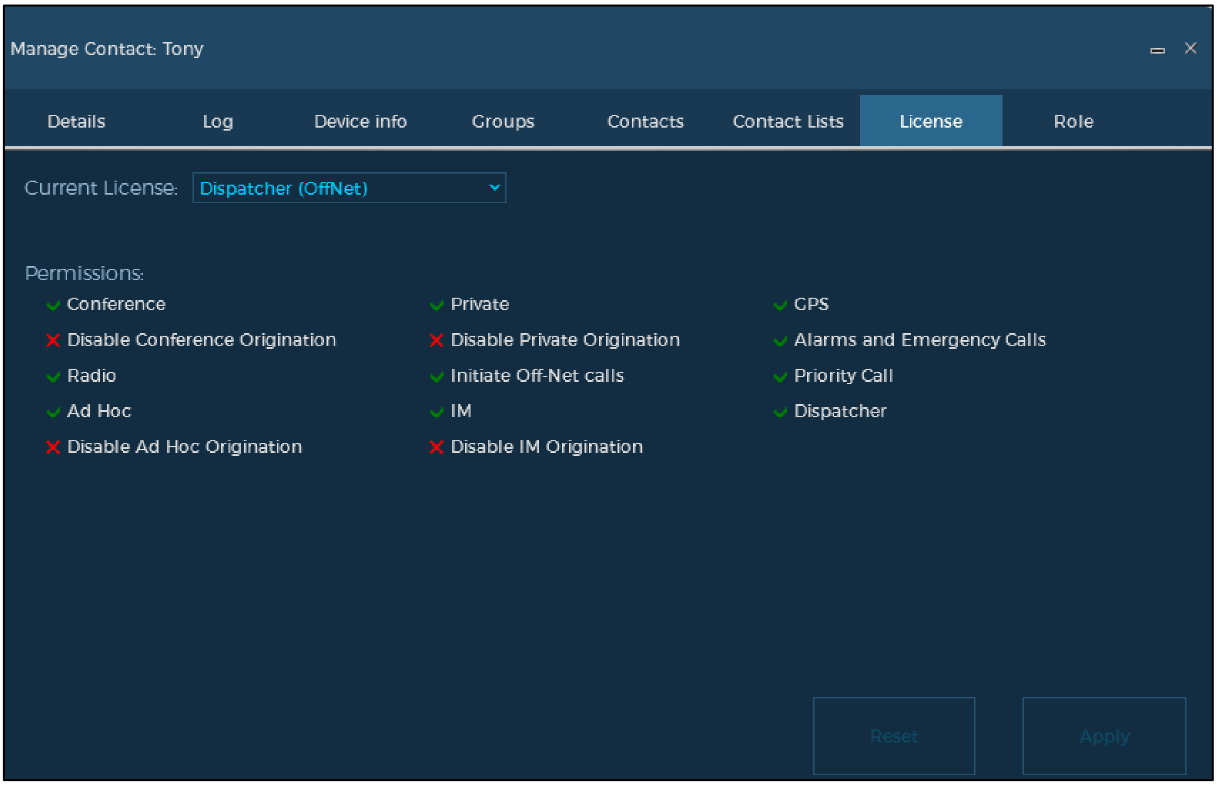


Figure 6-25 License tab

6.5.8 Role

The role tab displays the current assigned role along with its set of permissions. You can also change the role of the user by selecting from the dropdown list an available role and clicking the **Apply** button.

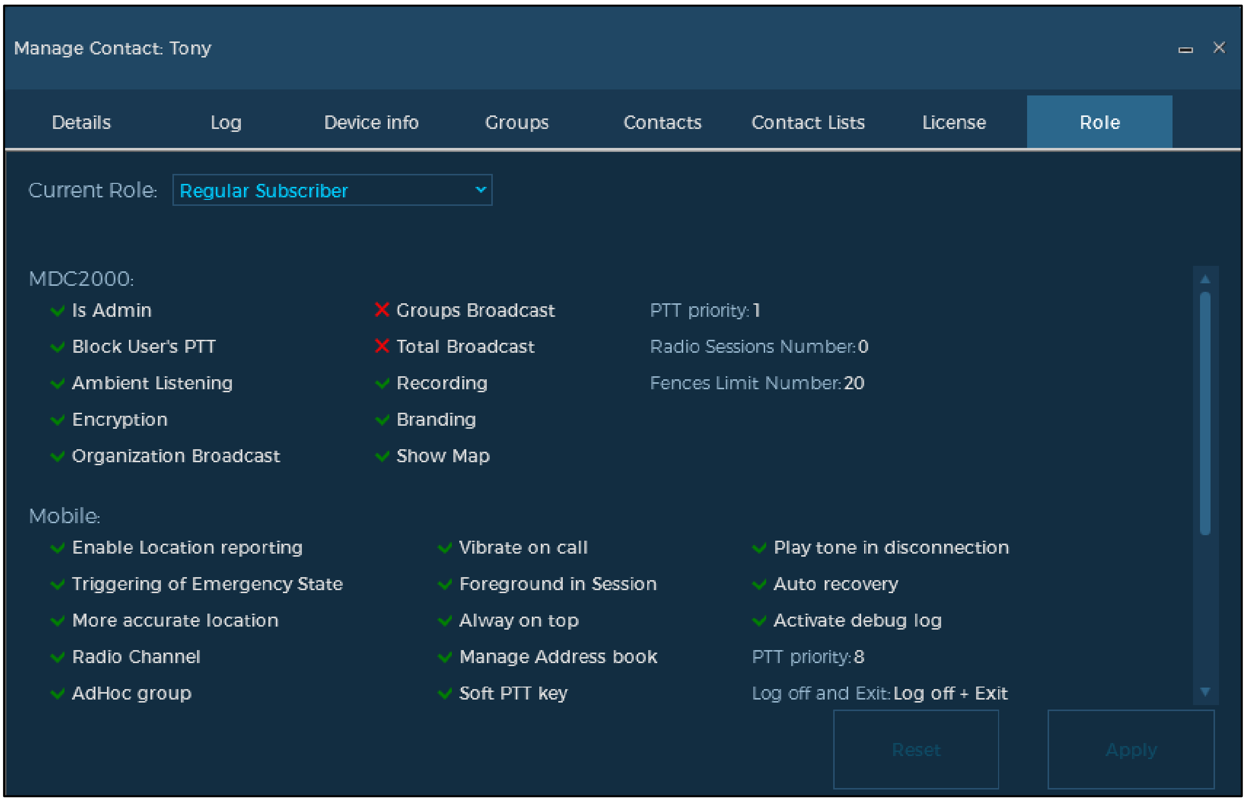


Figure 6-26 Role tab

If you wish to clear the changes made, click on the **Reset** button.

Click **Apply** to save the changes.

7. Working with the Workspace Panel

The **Workspace** panel of MDC2000 screen shows the activity of up to 4 Radio group PTT sessions simultaneously (Radio slots) – depending on the license associated with the Controller (*). Another session slot is available (For Conference group session/ Private session/ Ad Hoc session/Incoming call (Requests to Talk)), and one session slot is reserved for Emergency (SOS) calls, when they occur or are initiated.

(*) __Note__: the MDC2000 is licensed for 1, 2, 4, 8, 16 (and so on) simultaneous group calls, in addition to the Emergency call and another call slot for Private/AdHoc/Conference.

When a Group call, a Private (1-to-1 call) call or an Ad Hoc group call is initiated, this panel will display the respective session boxes and the call will be initiated according to Call Priority.

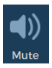
The following table lists the priority levels of each call type:

Call Type	Call Priority
Emergency Calls	Urgent
Conference Group Calls	Normal
1-1 Calls / Ad Hoc Calls	Normal
Radio Group Calls	Lowest Priority

The panel includes also an APB button, a Mute All button and session boxes for ongoing PTT sessions (channels). Each of these is explained below in brief.

APB (All Points Bulletin):

To transmit in all sessions that you are connected to (i.e. in all session boxes that are on the workspace), click and hold the **APB (All Points Bulletin)** icon located at the top right corner of the **Workspace** panel.



Mute All:

To **mute** all active channel sessions, click the **Mute All** icon at the top right corner of the Workspace Panel.

__Note__: This can be disabled if required from the Session tab of Settings window.

7.1 Using a Channel Session Box

1. As soon as any call (group/1-to-1) is initiated by the Controller, the activity is monitored in the respective channel session boxes.

   A Radio Channel Session box appears as shown below:

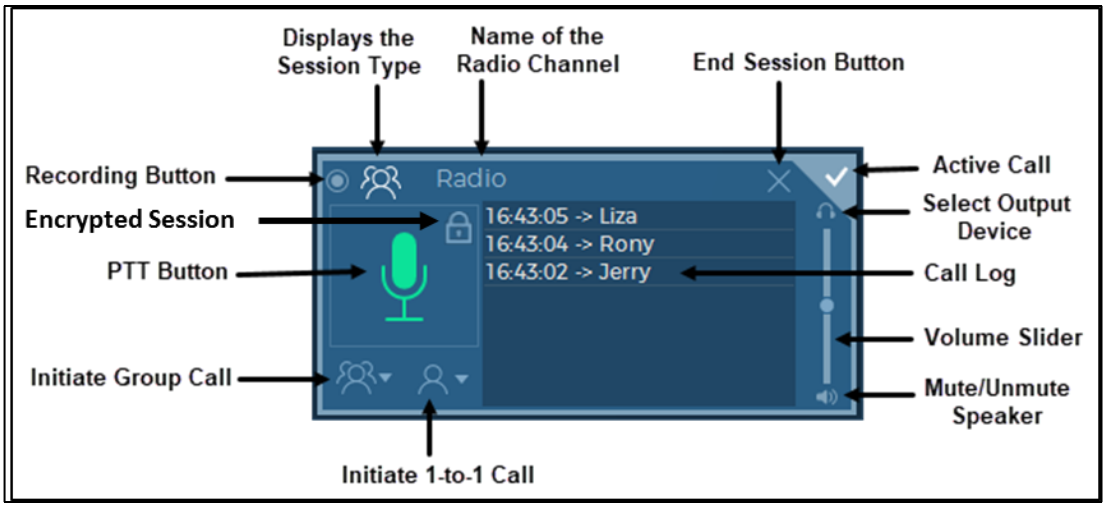
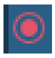


Figure 7-1 A Radio Channel Session Box

2. **The Recording** button is used for recording a session. Click  to start recording. Once clicked, the icon turns red in order to indicate that the recording is on-going. Click  to stop recording.

3. **Encrypted session** icon is displayed if the encryption permission is granted from the Administration portal. This enables the MDC2000 Dispatch Console to transmit the encrypted audio.

4. Press the **PTT button** to transmit. The PTT button in the session box appears as:

   -  **Green** (A Controller can transmit in the PTT session)
   -  **Red** (when the Controller pressed the PTT button and is transmitting now)
   - 

 Red Speaker (when another participant in the call is transmitting). Below the speaker the name of the other transmitter appears.

5. You may adjust the volume of a session by scrolling the **volume slider** at the right side of the session box.

Note: *Output devices such as speakers and headphones are supported.*

6. Press the  button to **select an output device** like speaker/headphones.

7. To **mute** an individual PTT session, click the small speaker icon  at the bottom right corner of the session box. The Speaker button then turns to . To **unmute**, click that button again.

8. **Call logs** are displayed in the dark blue area of the session box. You can click on any entry to playback the segment, if recorded.

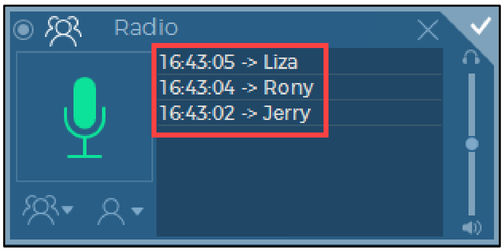


Figure 7-2 Call Log Quick Replay

9. Click the **Groups** dropdown menu below the PTT button to display a list of all the available groups. Scroll down to the desired group and single click to join the group call.

Note*: This function is especially useful when you hide or close the Groups and Contacts panel.*

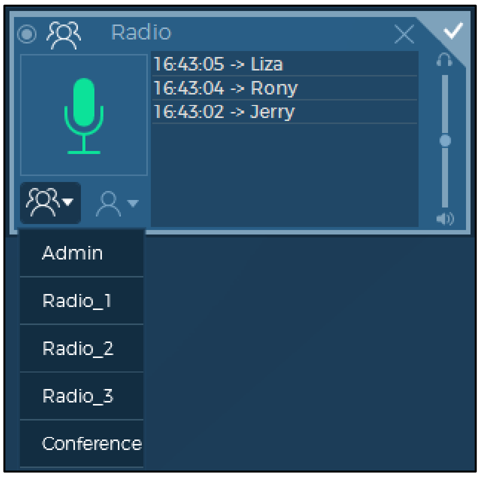


Figure 7-3 Initiate another Group call Session (here Admin)

10. A new session box for admin group will appear in the panel as shown in the figure below.

Figure 7-4 A new Radio Call Session Box Opens

The selected session box (i.e., the active outgoing session where your microphone is associated with and where you can now transmit) displays the "**Active Call**" ✓ icon at the top right corner.

Note*: There is only one session box that is active at any moment. I.e. you may transmit in one session* *only except for APB. Refer to the topic* **APB (All Points Bulletin)**

11. Click the **Contacts** dropdown button of the session box to display the list of all group members/contacts that are available (online) in the call. Scroll down to the desired contact and single-click to initiate a call with that contact.

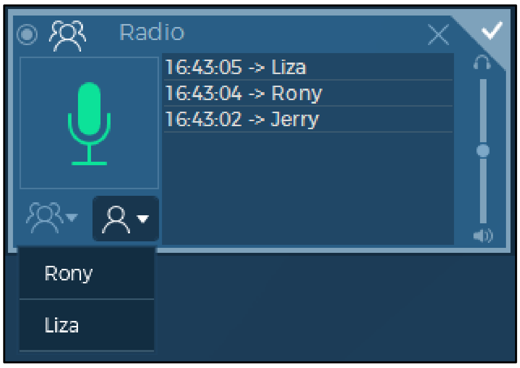


Figure 7-5 Available Contacts (Online) in that Group

***Note**: **Contacts** dropdown is available only if other members are joined in the call.*

8. Working with Incoming Call/Alert Panel

This feature is available for users that wish to speak to the Controller. The user must request a call back (Requests to Talk) from the controller. To initiate the request (to call back), the user selects the Controller's name from the contacts list and clicks the PTT button of the device.

When a user requests a PTT call with the Controller, the latter will receive an 'Incoming Call' notification which will appear in the **Incoming Call/Alert** panel of the Dispatch Console. The notification will blink in green, as shown in the figure below.

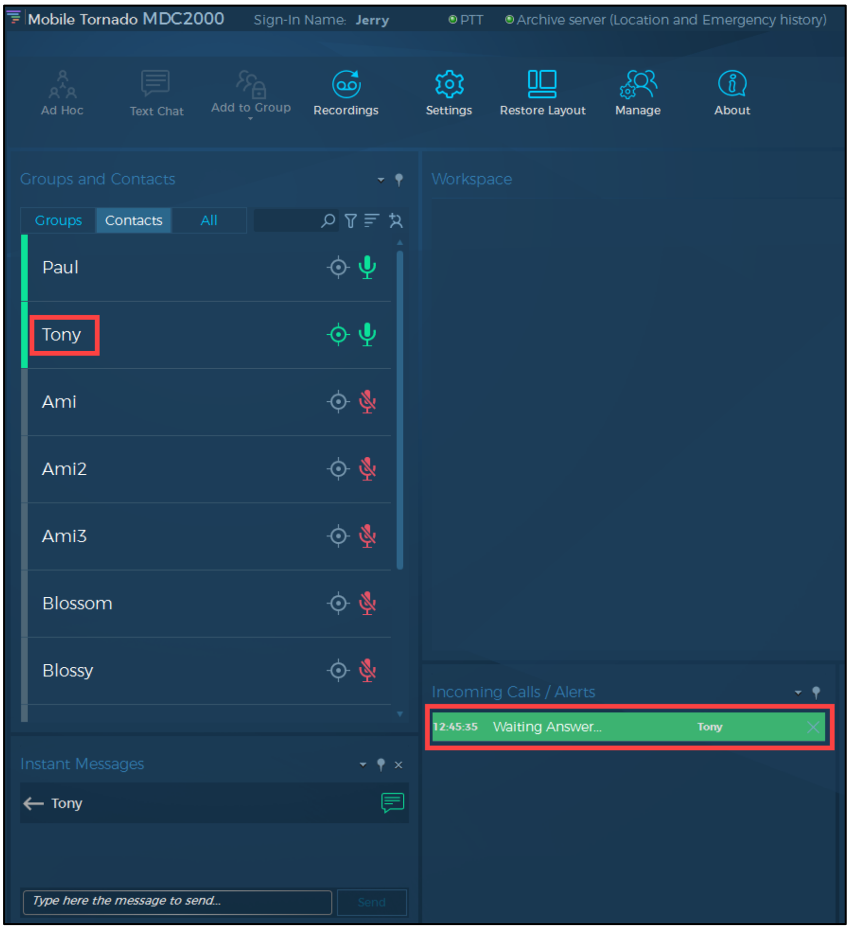


Figure 8-1 Incoming Call/Alert

The Dispatch Console also receives notification for heat alarms like battery overheat and CPU overheat as shown below.

***Note**: Currently, the heat alarms are displayed for the TELO 390 device model only.*

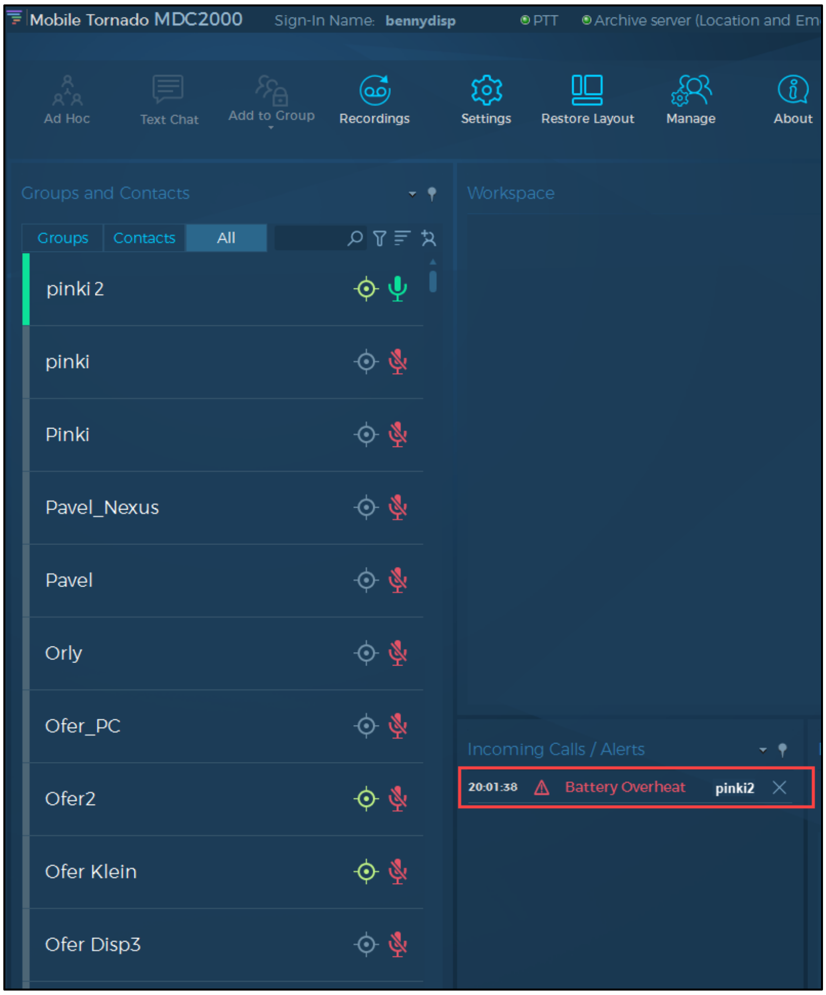


Figure 8-2 Battery Overheat Alert

The Controller can examine and react to the request having information such as:

- Caller name
- Time when the request was initiated

To reject the RTT/Alert or to remove the entry from the list, click the **Remove** icon related to the entry.

To respond to an **Incoming Call/Alert**, double-click on the blinking request/notification in the **Incoming Call/Alert** panel. The action will automatically remove the notification from the **Incoming Call/Alert** list, and a new call session box will appear in the **Workspace** Panel.

The active call status will appear as shown below:

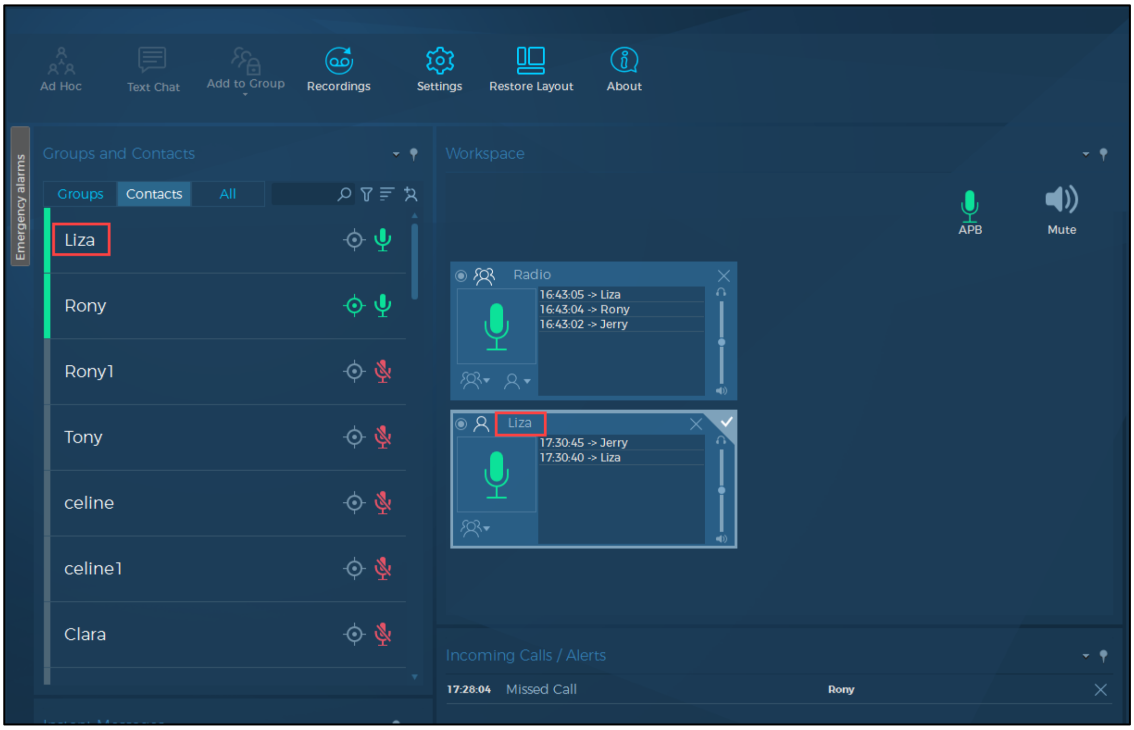


Figure 8-3 Active Call Request Figure

***Note**: The call request received in the **Incoming Call/Alert** Panel of the Dispatch Console will remain active for 15 seconds, after which the call will be automatically aborted and marked as Missed Call.*

When there is an ongoing (1-to-1) call with a user that previously sent an alert to the Controller and another alert comes, an error message is displayed as shown below if the Controller accepts that RTT.

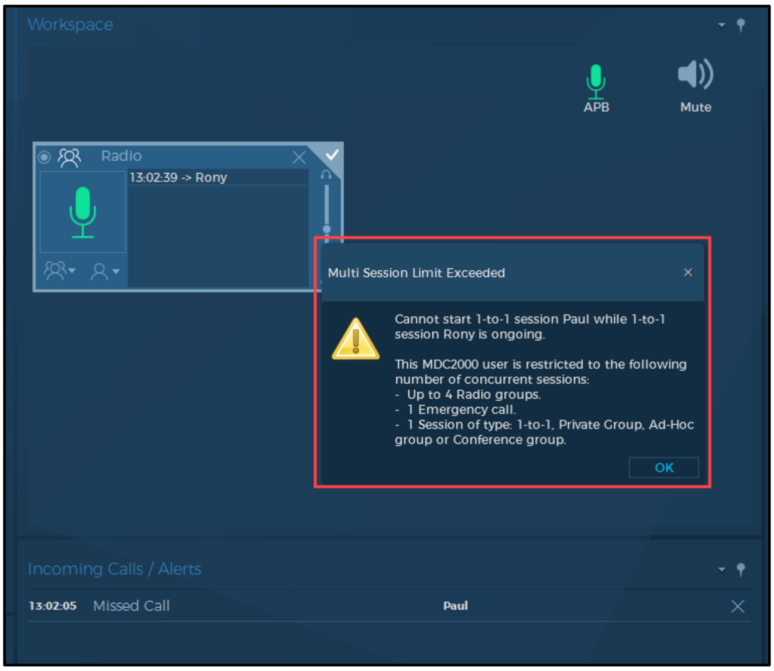


Figure 8-4 Error Message appearing while accepting the RTT of a second alert

A new session one-to-one cannot begin until the previous session ends as only one session slot is reserved for one-to-one sessions.

9. Instant Messages Panel

9.1 Initiating a text Chat Conversation

1. In the **Groups and Contacts** panel, select a contact or a group and click the **Text Chat** icon that appears, or press on the **Text Chat** icon from the top menu ribbon. This will open the **Instant Messages** panel at the bottom left corner of the **Workspace** panel.

2. Type the message in the text field and click **Send**.

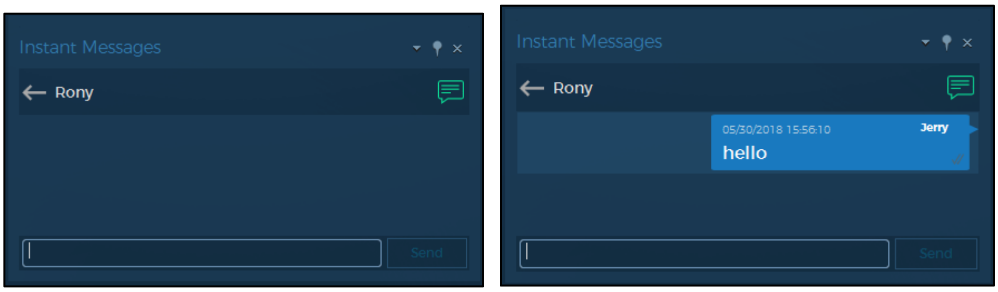


Figure 9-1 chat sent to an Online Contact

3. Click the back arrow to view the list of the latest conversations including the chat details (last update date/time and number of the chats).

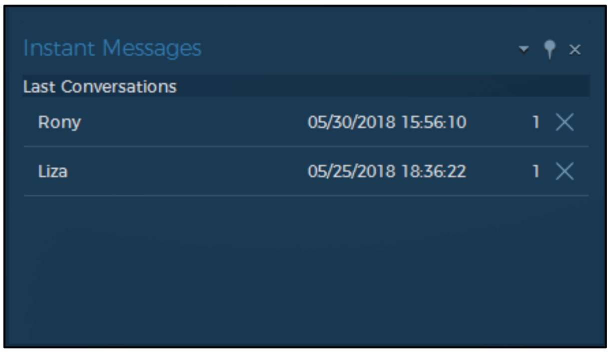


Figure 9-2 Summary of Last Conversations

4. When more than one chat is taking place at the same time, click on the desired conversation. This will enable switching between the ongoing conversations.
5. To delete a chat conversation, click the **Remove** icon .

Notes:

- *When there is an incoming message, this panel will open automatically, and the incoming IM panel will be visible. The incoming message will continue blinking until the new message is opened.*
- *All the conversations and messages are saved locally and associated with the user profile.*

10. Working with Emergency Alarms Panel

When the Controller receives an Emergency Alarm alert from a mobile user or another Controller, it appears in red in the Emergency Alarms panel as shown in the figure below.

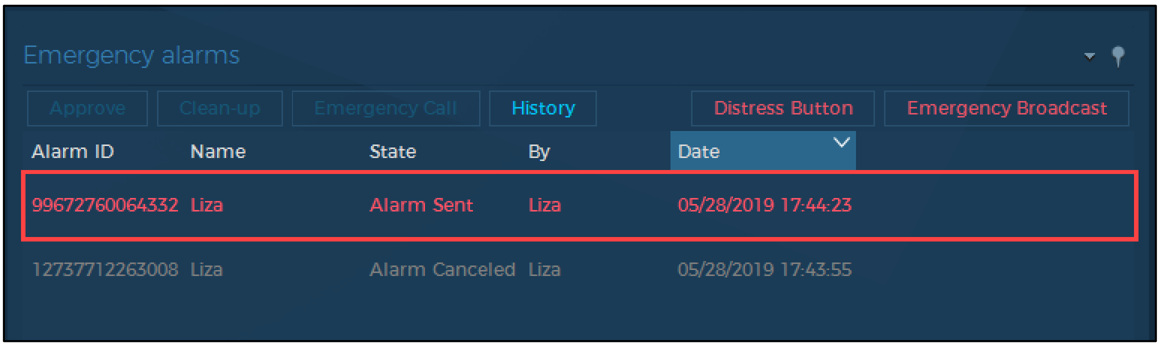


Figure 10-1 Emergency Alarms Panel

In parallel, the map will automatically get adjusted to show the position of the user in peril whose icon will be blinking. In addition, nearest users will be displayed on the map so that the Controller can easily initialize a call to surrounding users as shown in the figure below.

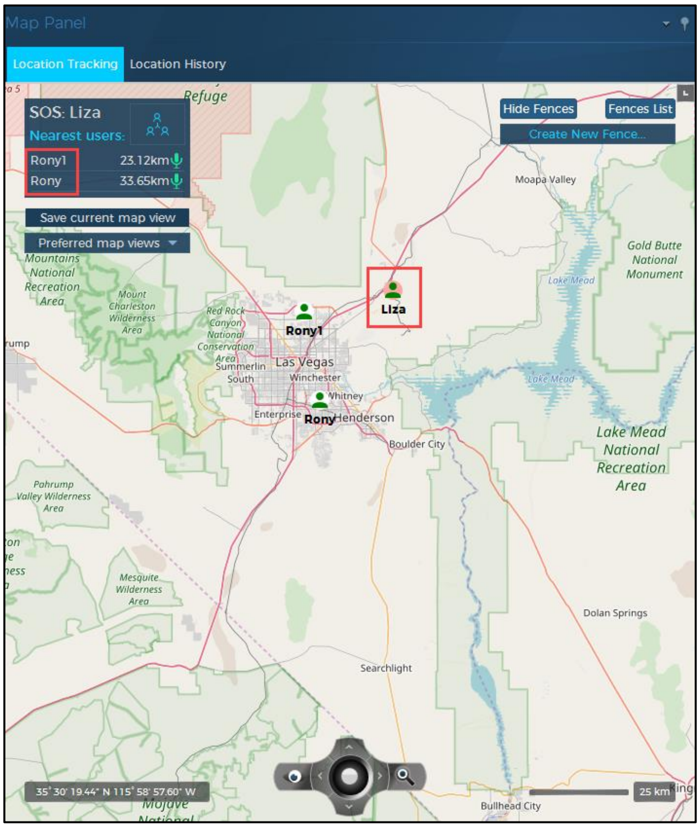


Figure 10-2 Location of the Emergency Alarm sender

The Emergency alert is shown in the Emergency Alarms Table and includes the following details:

- **Alarm ID**: Displays the ID of the alarm for further reference.
- **Name**: The user who sent the alert.
- **State:** Displays the status of the received Emergency alert.
- **By**: Displays the name of the user who initiated the alert.

- **Date**: Displays the date and time when an action was taken on any emergency alert.

Approval Process for an Alarm Alert:

- To approve an Alarm on the Dispatch Console, select the relevant entry in the **Emergency Alarms** panel and click **Approve**. Once approved, the Alarm status will change from "**Alarm Sent**" to "**Alarm Approved**". You must approve an emergency alert to take care of this event in case of multiple Controllers. All connected Controllers will receive the alert, but only one Controller that first approved it will be able to continue handling the case.

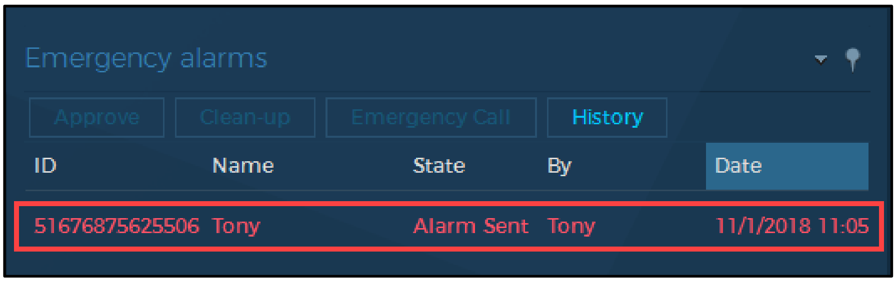


Figure 10-3 Emergency Alert Received

- You can also renounce any approved alert by clicking on the "**Renounce**" button and the state of the alert gets changed from the "**Alarm Approved**" to "**Alarm Renounced**" as shown in the below figure. This will allow another Controller to handle the case.

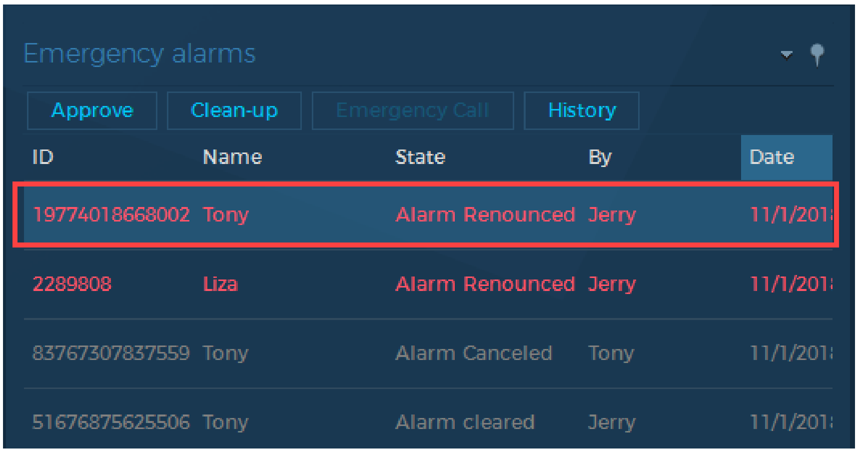


Figure 10-4 Alarm Renounced

- To engage with the user in peril, click the **Emergency Call** button to initiate an ambient listening session with that user. An Emergency Call can also be initiated by dragging and dropping the required contact to the Emergency Alarms panel (if permitted, according to role definition by system Administrator). All ambient audio will be transmitted to the Controller. This session will be automatically recorded and available for further investigation. You can transmit to the user in peril by clicking and holding the green microphone button of this session if needed. The person in peril does not need to press the PTT button in order to transmit.
- To clear the event, click **Clean-up** and the color of the alert gets changed from red to grey in the panel. Also, the state gets changed from Approved to **Alarm Cleared**.

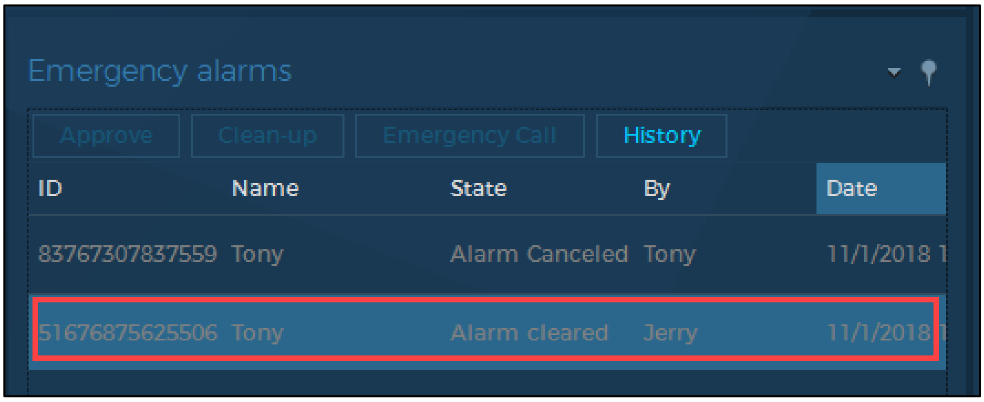


Figure 10-5 Cleared Alarm

- Click the **History** button to view previous emergency alarm alerts and heat alarms (currently for the TELO 390 device model only) along with their details. This opens a new window where a report for alarm events by date range can be generated. By selecting the **Start Date, End Date** and clicking the **Generate Report** button, a list of all the alarms generated within the selected duration appears. To view the details of any alarm, select any entry and the details appear in the **Action Log** section of the Alarms History panel.

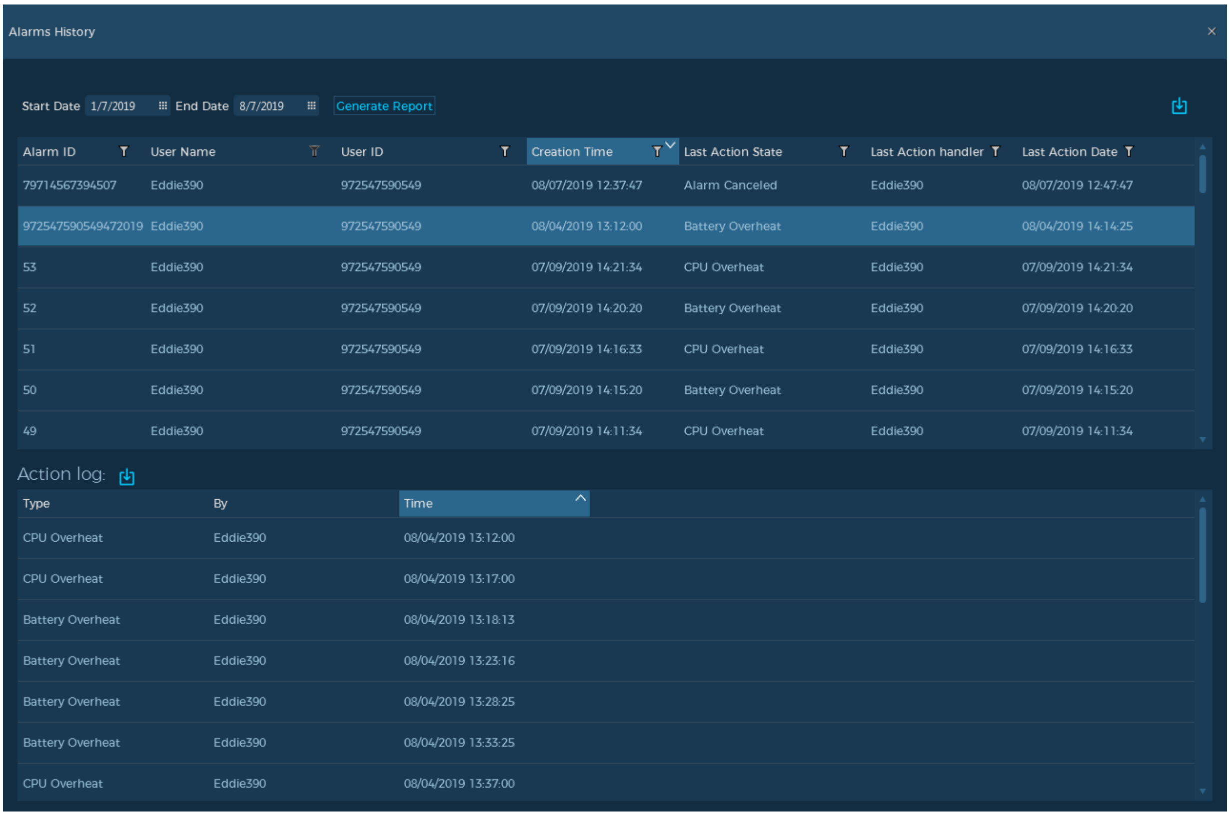


Figure 10-6 Alarms History

- Also, you can export the generated report of alarm history by clicking export icon.
- The report can be exported in **Excel, CSV** and **PDF** formats.
- The **Distress** button is used to raise an alarm if an emergency occurs at the Controller's end and immediate help is required by other controllers. On clicking this button an alert is sent to the other Controller or the users who are in the same default radio group seeking for help.

  Note: *To avail this functionality, enable the option "**Allow send new emergency alarm**" from the Emergency tab of Settings.*

- Click the **Emergency Broadcast** button to initiate a broadcast call and transmit some important information in the entire organization. Also, a Controller can receive the broadcast call from other applications.

***Note**: This button is visible only if the option is enabled in the role from the Administration portal.*

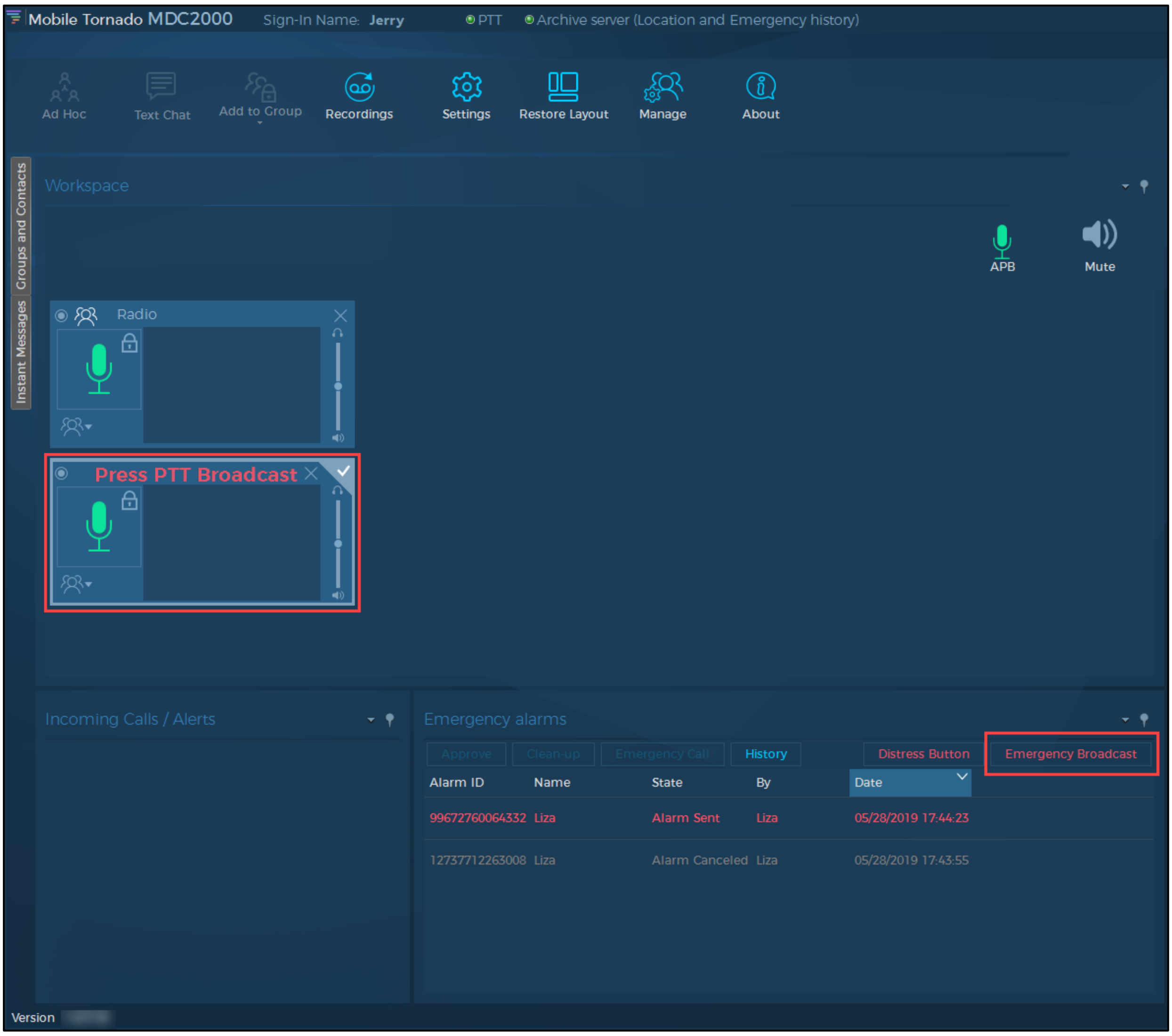


Figure 10-7 Emergency Broadcast Call

11. Map Panel

The panel on the right side of the MDC2000 screen is dedicated to the map. The map area is used to display the live and historic positions of contacts, to manage geo-fencing and to select contacts for an Ad-Hoc call based on their location. Map availability is controlled by the user profile (role) definition via the administration portal.

***Note**: This panel is visible only if the required privileges are allowed to the Controller. These are managed through the administration portal.*

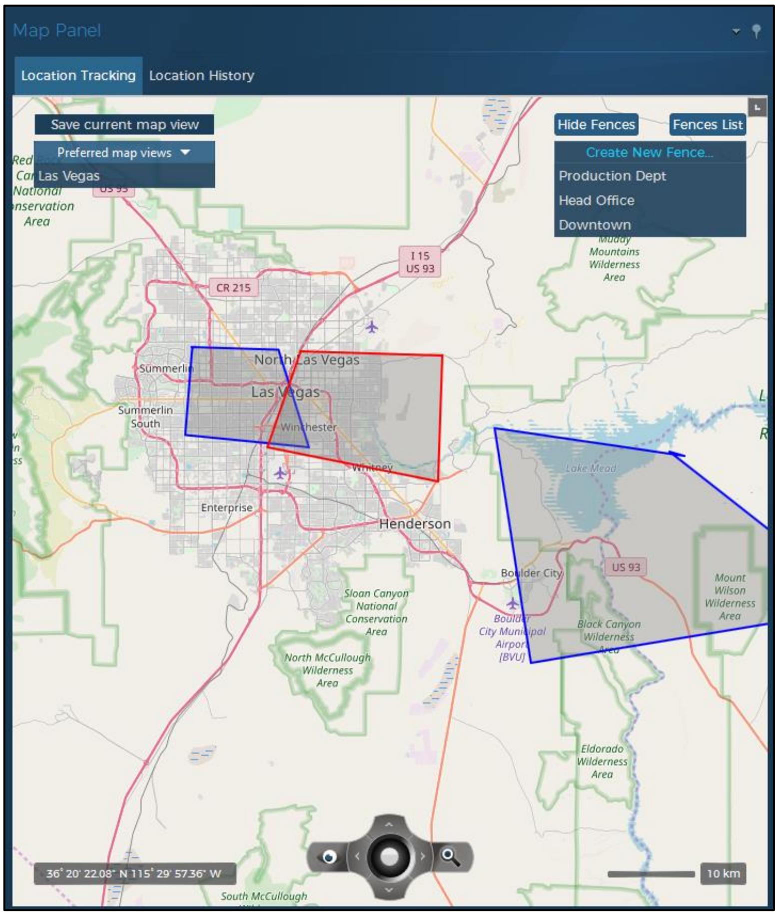


Figure 11-1 Map Panel

The map panel has 2 tabs:

- Location_Tracking
- Location History

11.1 Location Tracking

This is the default tab and it displays the last known Location Data on a map for the contacts that are online. It is possible to display the last known location of offline users (refer to the settings section).

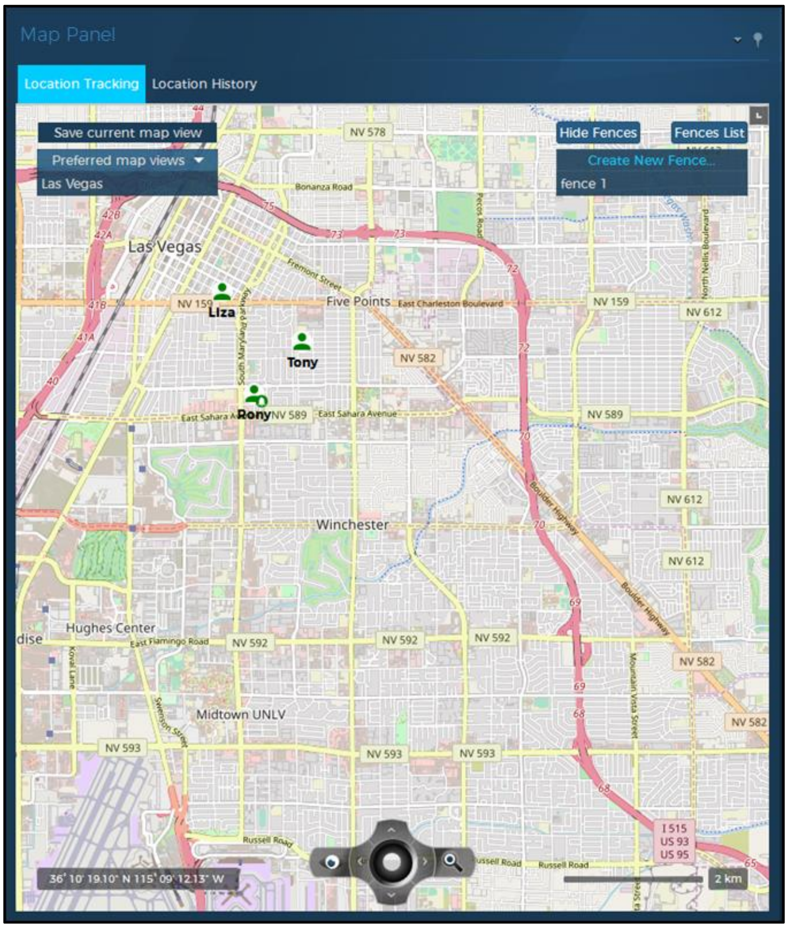


Figure 11-2 Live Position Tab

This tab enables you to save the **current view** in a list of **saved locations**, **show/hide fences**, **view fences list**, **create fences** and scroll along the map using controls.

11.1.1 Save Current Map View

1. Click the Save Current Map View button and enter the map view (location) name in the textbox as shown in the figure below in order to save this map view (zoom and pan) in the list of preferred map views.

Figure 11-3 Save Current Map View

1. Click **enter** key of the keyboard. The saved map view gets displayed in the **Preferred map views** list box as shown in *Figure 11-4*. Preferred map views list box displays all the existing saved map views. You can store up to 20 favorite map views to quickly switch between locations and zoom factors.

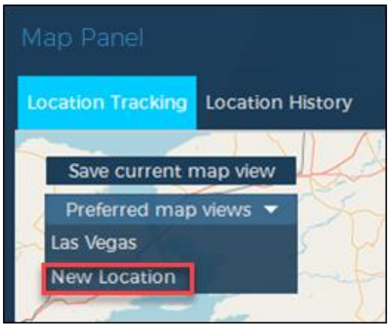


Figure 11-4 Preferred map views

11.1.2 Using the Map's Options

Some of the most commonly used controls that appear in this tab are described below:

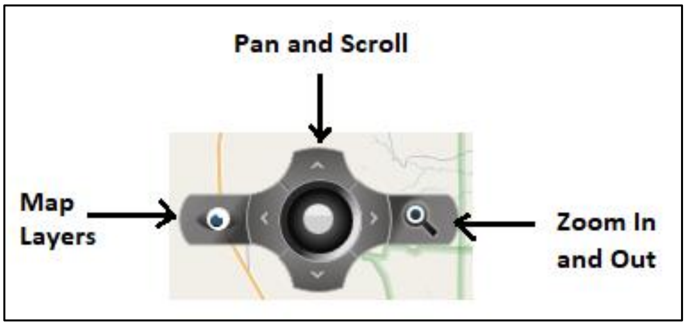


Figure 11-5 Map Options

<u>Map Layers:</u>

Click the icon  to view the different **Layers**. You can switch between several 'layers' to display different views of the same geographical data.

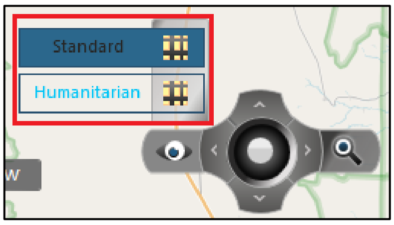


Figure 11-6 Map Layers

- **Standard**: This is the default map layer.
- **Humanitarian Map**: This map layer focuses mainly on resources that are useful for humanitarian organizations as well as the public in emergency situations. It highlights POIs (Points of Interest) such as water resources (water wells, manual pumps, fire hydrants, etc.), light sources, public buildings, social buildings, roads quality, and much more.

Pan and scroll:

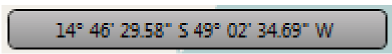
- The center button  is used to hide all the controls and options.
- The four navigation arrows are used to move the map in the respective directions.

Zoom in and Out:

Figure 11-7 Zoom In and Out

- Click the magnifying glass icon to view the scroll bar and options shown in *Figure 11-7*.
- Click the minus (-) icon to zoom in and click the (+) icon to zoom out.
- The scroll wheel of mouse can also be used to zoom in and zoom out.
- The 

displays the distance (in kilometers) on the map in earth view.
- More accurate mapping for can be attained using the available options of **Neighborhood**, **City**, **Region**, **State** and **World**.
    - **Neighborhood**: By clicking **Neighborhood**, the map focuses on the geographically local suburbs or larger areas near the contact's location, within that city.
    - **City**: Click **City** to focus on a larger area of the city, usually comprised of streets**.**
    - **Region**: Click **Region** for focus on the region.
    - **State**: Click **State** to focus on the state where the map is focused on.
    - **World**: Clicking **World** displays the world map.

- 

: In the lower left corner of the map, the latitude and longitude of the cursor's location on the map is displayed.

11.1.3 Geo-fencing

The geo-fencing feature of the Dispatch Console enables the Controller to get alerts on users that enter or leave certain areas. Geo-fencing is available for a single or multiple contacts or groups.

Note: *The maximum limit for geo-fences that a Controller can create is set from the provisioning portal. The default is 20.*

Creating a Fence

To create a fence, follow the steps below:

1. Select one or more contacts who are online from the **Groups** and **Contacts** panel.
2. On the Live Position tab, click "**Fences List**" and then "**Create New Fence**". Click once near the selected contact(s) and start drawing the virtual fence to cover the desired area.
3. To draw the fence's borders, drag the mouse and click the polygon joints.
4. Double-click when the fence shape is complete. This creates a virtual fence around the users in the map and a pop-up window "**Add New Fence** appears as shown in the figure below.

   Note: *It is possible to create a fence first and select the corresponding users later.*

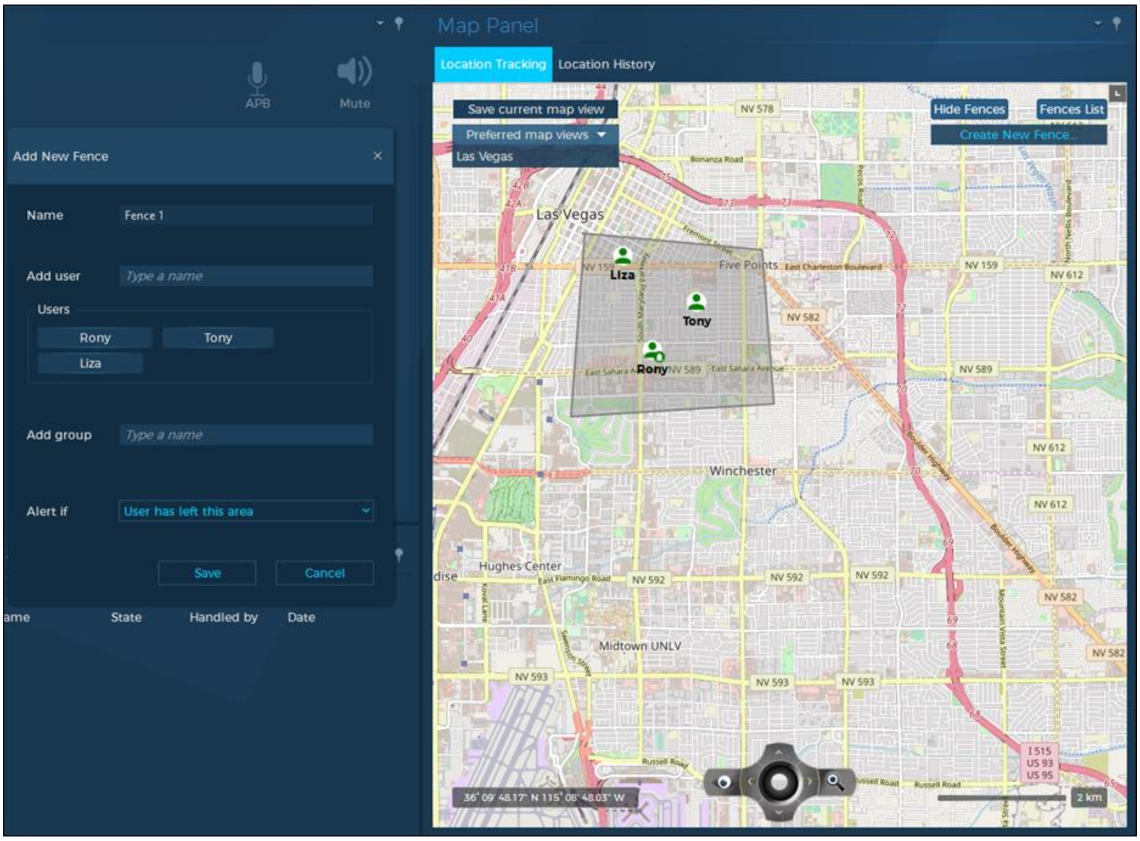


Figure 11-8 Create New Fence

5. In the **Name** field, enter the name of the new fence.
6. In the **Add User** field, select the users for which the fence is to be created for.
7. The **Users** field display the selected contacts.
8. In the **Add group** field, you can select groups as well.
9. In **Alert if**, select either **user has entered this area** or **user has left this area** option.

- If **User has entered this area** is selected, the Dispatch Console will be notified once the user enters the fenced area. The color of the virtual fence will be blue.
- If **User has left this area** is selected, the Dispatch Console will be notified once the user leaves the fenced area. The color or the virtual fence will be green.

10. Click **Save** to save this new fence. Note, if the number of fences created exceeds the set limit, a message will be displayed as shown below.

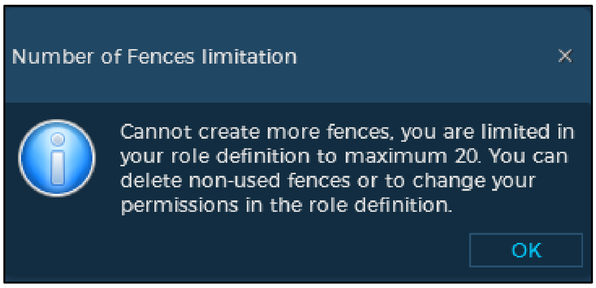


Figure 11-9 Fences Limitation Message

11. **Show/Hide Fences:** Click this button to view the fence polygon on the map. Click **Hide Fences** to hide them. Toggle between the **Show/Hide Fences** button as required.
12. **Fences List:** To view the list of available/saved fences, click **Fences List**.

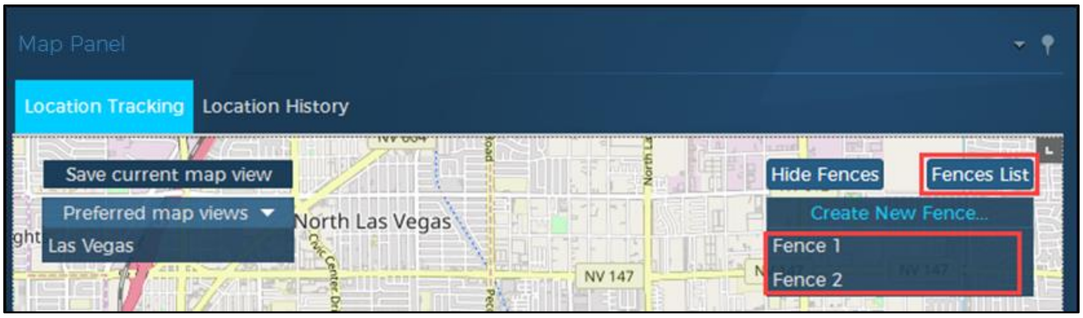


Figure 11-10 Fences List

13. If a user enters or exists the fenced area, as per the option selected in the **Alert if** field while creating the Fence, the Dispatch Console will be notified via a pop-up message, as shown below:

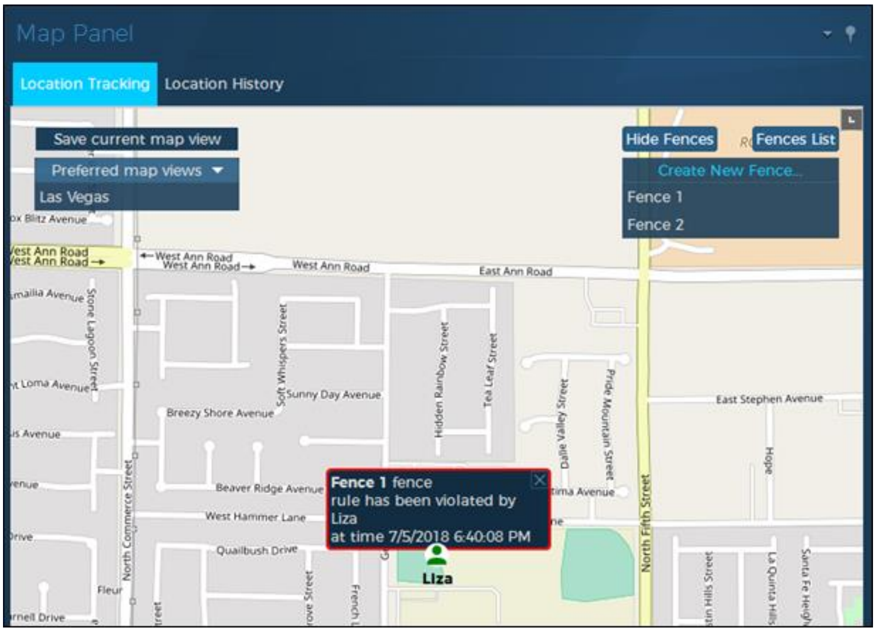


Figure 11-11 Alert when the Fence Rule is Violated

Editing an Existing Fence

To edit an existing fence, follow the steps below:

1. Click the **Edit** icon for which the fence is to be edited in the listed fences.

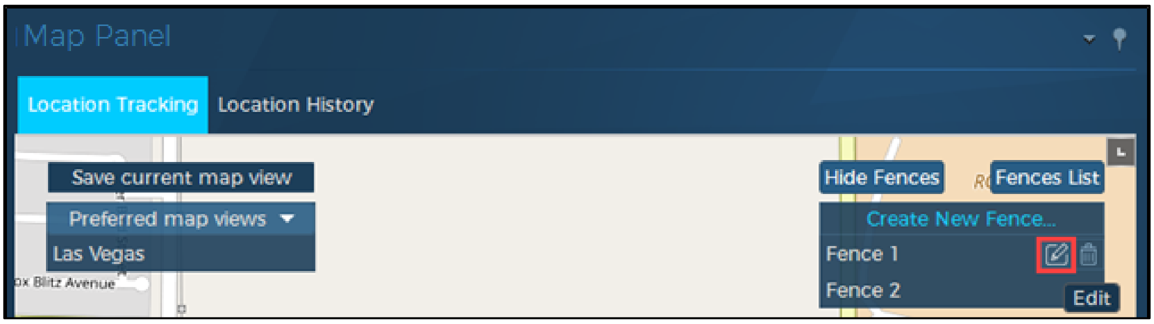


Figure 11-12 Editing an Existing Fence

2. The **Edit Fence** window appears as shown in *Figure 11-13*.

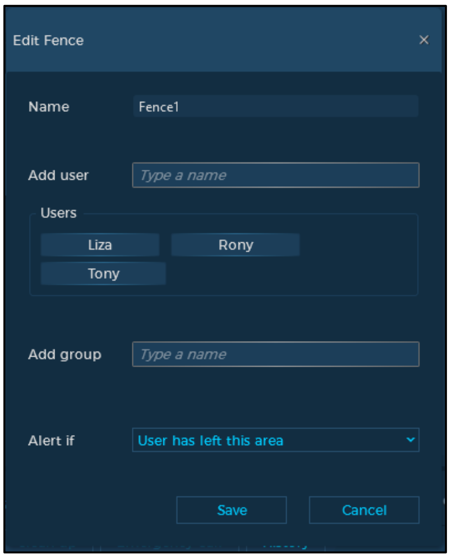


Figure 11-13 Edit Fence Window

3. Make the required changes and click **Save**.

To delete an existing fence

1. Click the **Delete** icon and the fence gets deleted from the map.

Figure 11-14 Deleting an Existing Fence

11.2 Location History

The Location History tab displays the location history of currently selected contact(s), for up to 1 month old (30 days).

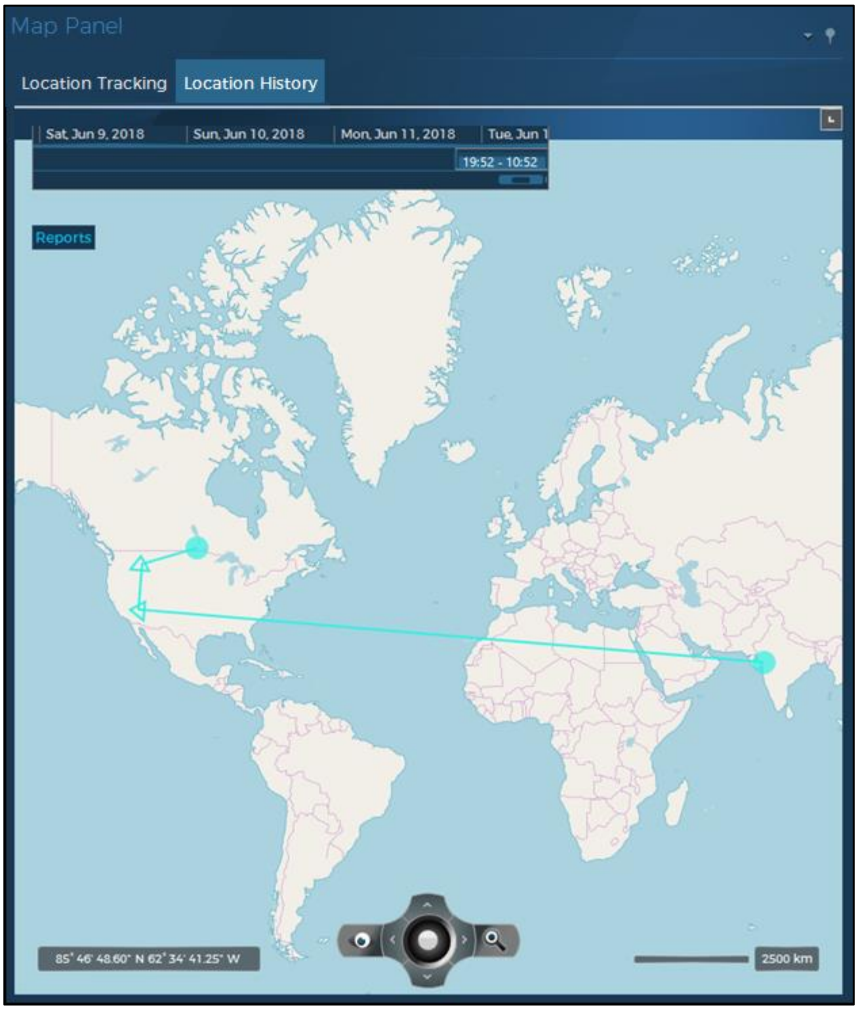
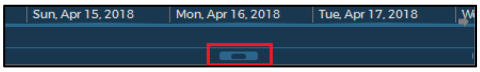


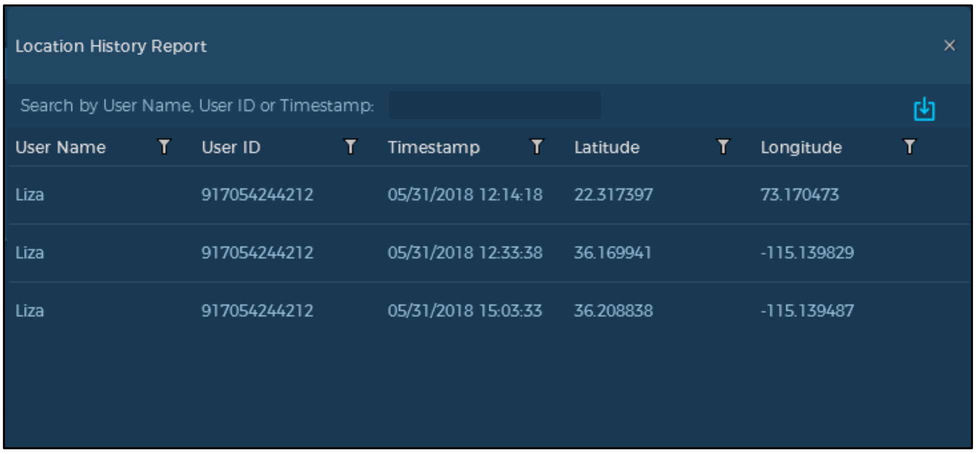
Figure 11-15 Location History tab

- Select the contact(s) (multi selection by holding down the CTRL key on the keyboard) in the "Groups and Contacts" panel for whom you would like to see the location history.
- Currently live GPS data is not required to view history data. Location History information for the preceding 30-day period will be reflected on the map. Location information is depicted by a path line indicating all the various location points for the contacts.
- When viewing Location History data, hovering over the joint points displays the reported GPS date and time.
- Location History data for multiple contacts can be viewed on the map simultaneously.

***<u>Note</u>**: Location History can be viewed for maximum 10 selected users.*

- **History Slider**: 

- You can adjust the slider to view the contact's location history on the map. History is available for any timeframe from 00 to 24 hours, up to 30 days back.
- Click the **Reports** button to generate a report for the selected contact(s) from the map. A **Location History Report** window appears as shown in the figure below.



User Name	User ID	Timestamp	Latitude	Longitude
Liza	917054244212	05/31/2018 12:14:18	22.317397	73.170473
Liza	917054244212	05/31/2018 12:33:38	36.169941	-115.139829
Liza	917054244212	05/31/2018 15:03:33	36.208838	-115.139487

Figure 11-16 Location History Report

- From here you can search for a specific record by username, user ID or timestamp. Also you can export the report by clicking export icon.
- The report can be exported in **Excel, CSV** and **PDF** formats.