REALPTT

PC Dispatcher System

Technology Solutions

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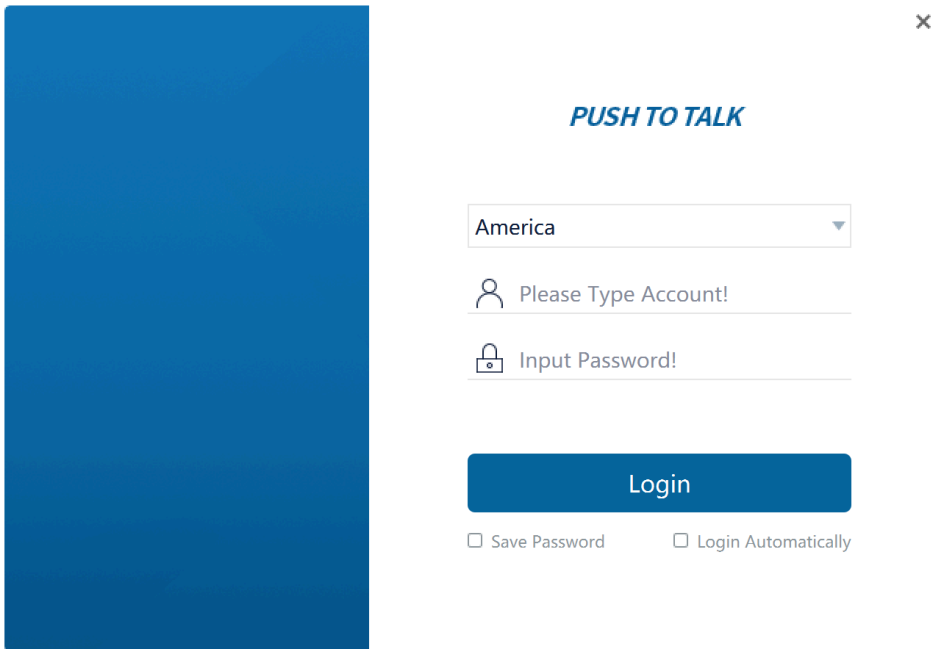
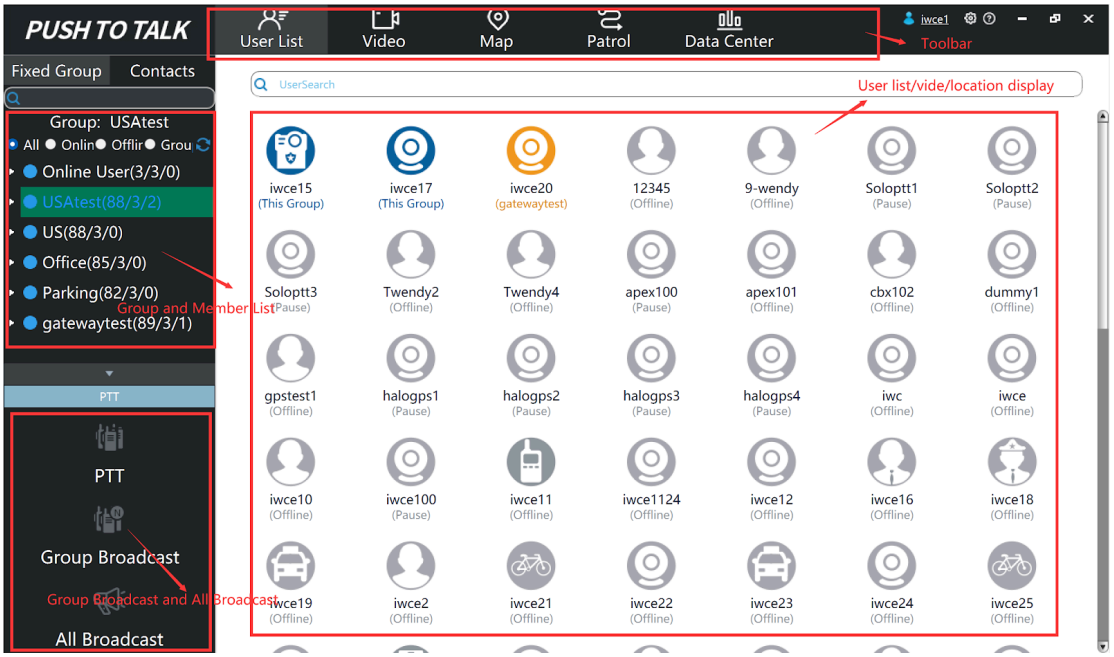
1.PC Dispatcher Interface



1.1 Interface Partition



As shown above, the main interface of the dispatcher consists of the following parts:

- **Toolbar**: It provides"exit","refresh","group ptt","all call", "call logs", "Call logs","contacts","Options","Patrol", etc, it can help users to quickly view.
- **Group and Member List:** It displays information about all online users, as well as all groups, group members, and contacts that the account has joined; which on the left side of the main interface.
- **User List/ Video/ Location Display Area:** It displays the information status of the selected group members, the video screen, and the user's location information in the map which is in the middle of the main interface.
- PTT and Broadcast Button: Click these buttons to make a PTT call

1.2 Icon Description

The status corresponding to the user icon:

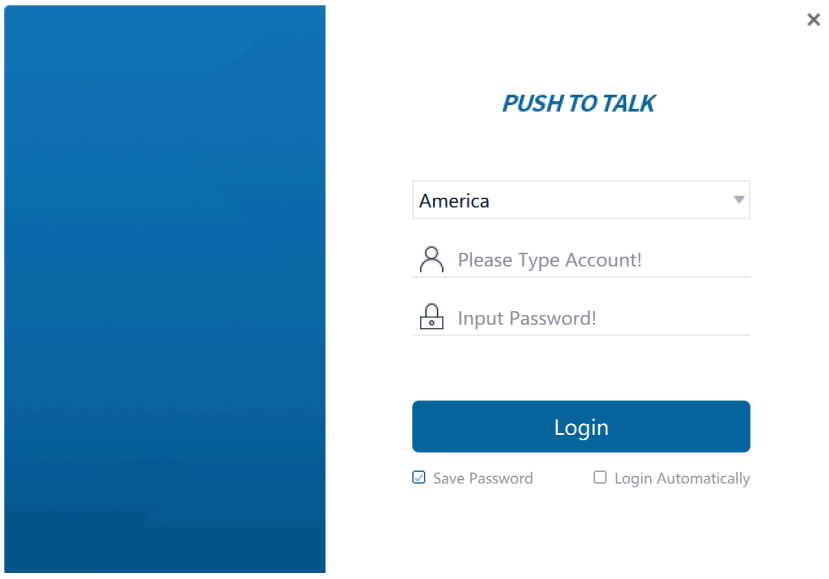
Icon	Descrption
The Icon of User List Status	
	User is in the currently selected group, he can make calls directly to the group.
	It shows that user is online but not in the current group, so he can't hear current group calls, at the same time he can't make calls in the current group.
	User is not online, he cannot hear calls of current group.
	Display the battery information of the user's device

	Users are being monitored
The Icon of User Location Status	
	User has GPS information and he is in the current group.
	User is positioned to speak in the group (and the icon will flash on the map)
	User has GPS information and the user is not in the current group.
	User is positioned to speak and the user is not in the group (Monitoring)
	Use is offline in the map.
Shortcut icon	
	PTT Button Button
	Group Broadcast Button
	All Broadcast Button
Tracking Icon	
	Start location icon
	Anchor icon
	Stop point icon
	End location icon

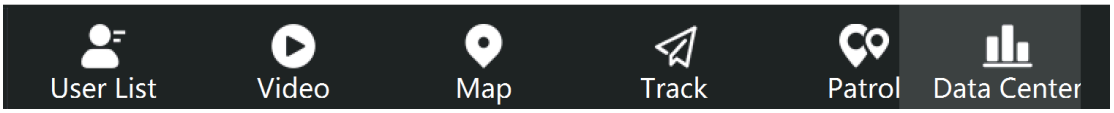
2.Operating Instructions

2.1 Log in to the PC dispatch

You can enter login interface of client program after run the dispatcher,as shown below. When you login in,you need to input account and password, select area and also you can save the password. The account used to log in to the dispatcher is a user account that is added in the company management platform. This account can not be accessed simultaneously with the radio device. You can apply a user account for logging in to the dispatcher for dispatching management.
The account must check the "Default PC Console Account" permission to log in to the dispatcher normally.



2.2 Tool Bar



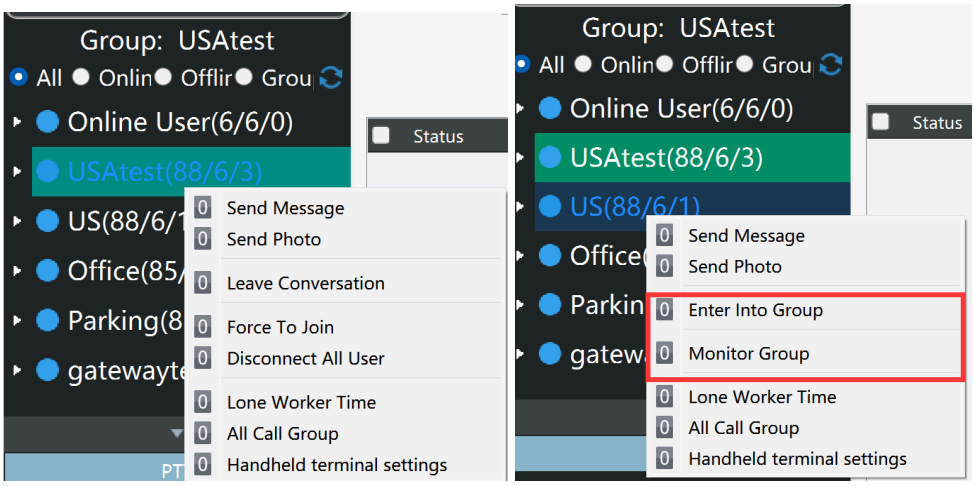
- User List: Display user information and usage status
- Video: Display the video screen and perform video operations
- Map: View user location data and trajectory information on the map
- Track: View a user's real-time location data
- Patrol: View real-time patrol data and export patrol reports
- Data Center: View text and picture message records, local and network recordings, video records and other information.
- Management platform: Check the management platform permission for the account that logs in to the computer on the company platform, and you can use the company management platform on PC dispatcher.

2.3 Group Operations

The group list will list all the group information that the user account has joined. Red indicates that the dispatcher is monitoring the group.
Select a group and double-click to enter the group. After selecting the group, right-click to perform the following operations on the group:

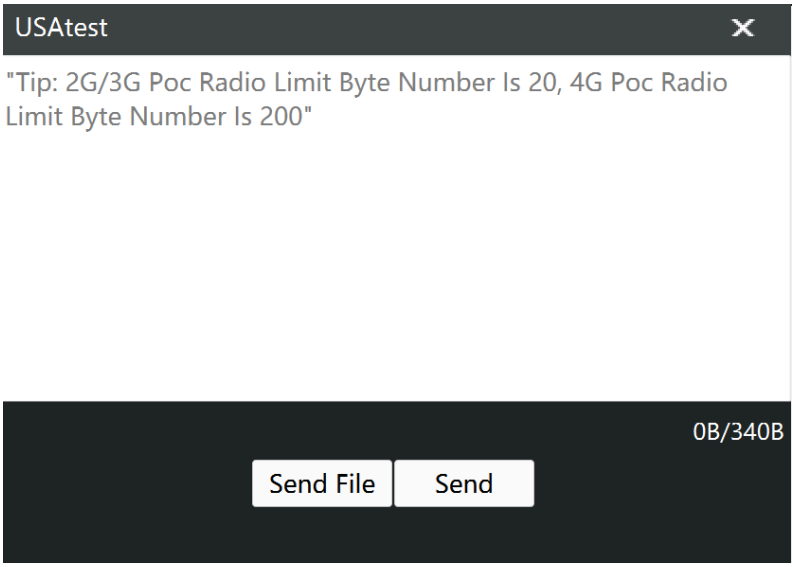
- Send message: Send a text message or file to the entire group online members;
- Send photo: Send pictures to all online members of the group
- Leave conversation: Leave the current group and won't participate in the group's intercom
- Force to join: Forcibly pull all members of the group into this group to participate in the intercom
- Disconnect all user: Force all members of the group to leave the group and no longer participate in the group intercom
- Lone worker time: Set a monitoring time. If no one in the group talks during the time range, there will be an alarm reminder.
- Enter into group: Enter the currently selected group

- Monitor group: Monitor the intercom of the currently selected group
- All call group: Pull all online users of this group into a temporary group
- Handheld terminal settings: Modify group member handheld terminal settings, support modification of power saving mode, fall alarm, fall alarm duration, set video call upload object, set video call object, insufficient memory reminder, temporary group duration



2.3.1 Send Message

Select the group and right-click, click Send Message, enter the content to be sent, and click "Send Message". Users in the group who are online will receive the message. The sent message can be viewed in the information display area.
In order to avoid the machine being stuck due to insufficient memory, a maximum of 20 texts can be sent to the 2G/3G walkie-talkie. Up to 120 texts can be sent to the 4G walkie-talkie.
Some Android devices can receive files, and you can choose to send files to some users.



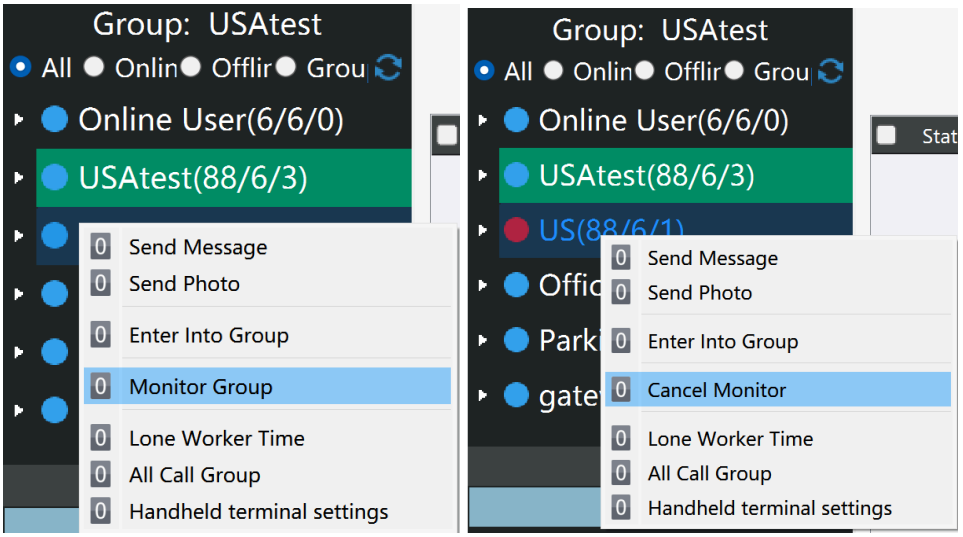
2.3.2 Force to Join and Disconnected

Force to join: Select Force to Join in the right-click menu of the group, and all members of the group will be forced to join the group to participate in the intercom.
Disconnect all user: Select Disconnect all User in the right-click menu of the group, force all

members of the group to leave the group and no longer participate in the group intercom

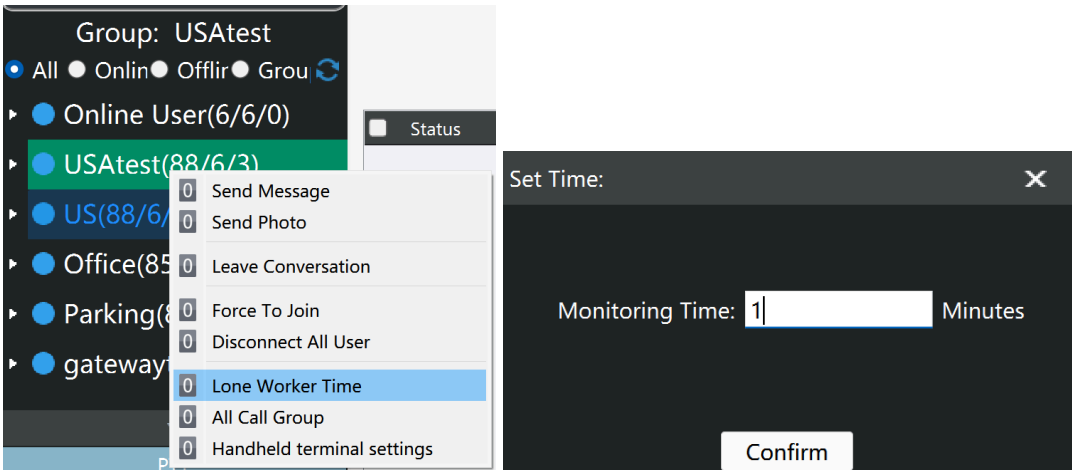
2.3.3 Monitor Group

Select another group, right-click and choose Monitor Group to monitor the group's conversation. The group being monitored is displayed in red. For the group being monitored, you can cancel monitoring by right-clicking the group to cancel monitoring.



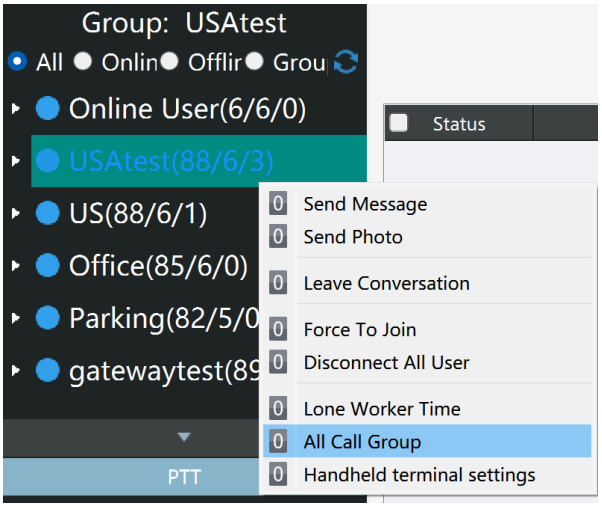
2.3.4 Lone Worker Time

Right-click the group, click Lone Work Time, set the time and save. If the user in the group does not speak within the specified time, an alarm will be received and the record will be saved. If the user speaks, the monitoring time will be recalculated.



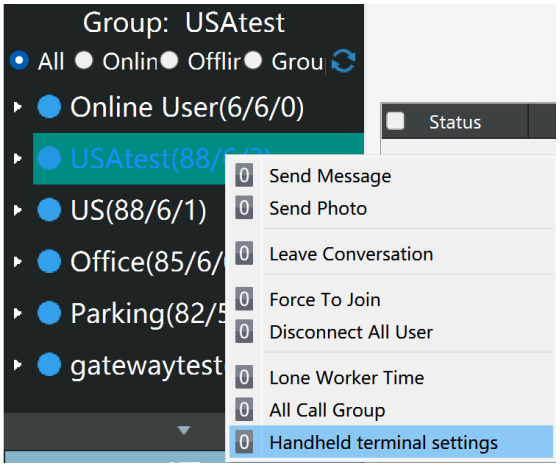
2.3.5 All Call Group

Right-click the group list and select All Call Group to pull all online users of this group into a temporary group.



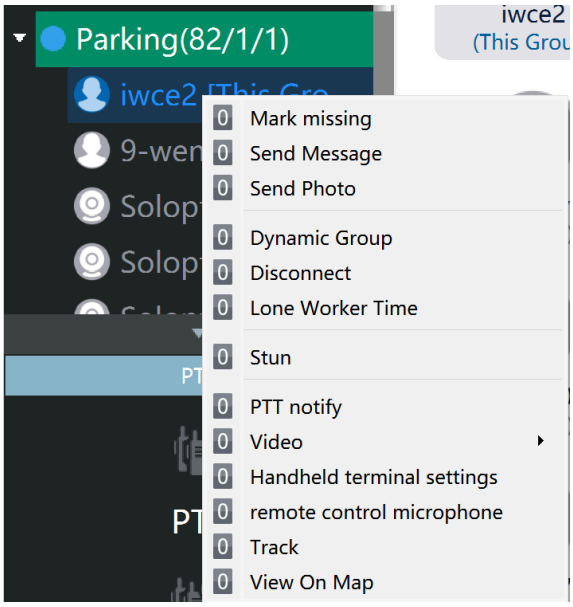
2.3.6 Handheld Terminal Settings

Right-click the target group, click Handheld Terminal Settings, modify it. This function supports modification of power saving mode, fall alarm, fall alarm duration, set video call upload object, set video call object, low memory reminder, Temporary group duration.

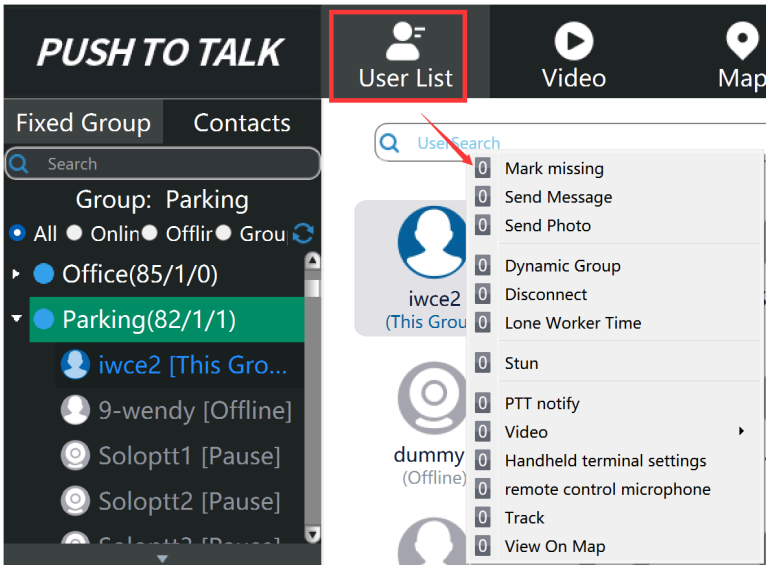


2.4 User Operations

The right-click operations of the selected online user include:
Mark Missing, Send Message, Send Photo, Dynamic Group, Disconnect, Lone Worker Time, Stun, PTT Notify, Video, Handheld Terminal Settings , Remote Control Microphone, Track,and View on map.

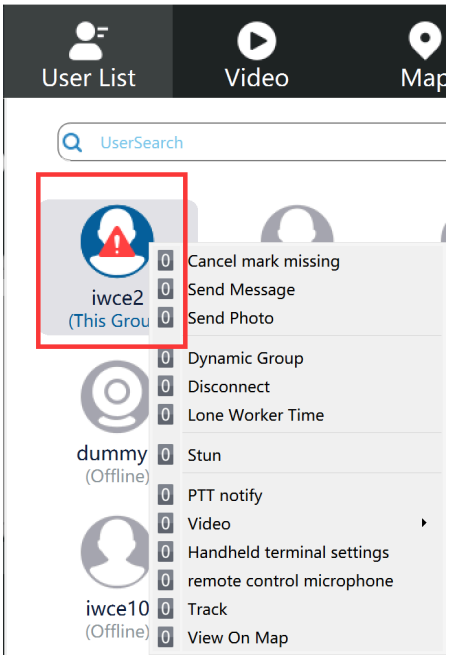


Right-click on an online user in the user list to perform the same operations on the user.



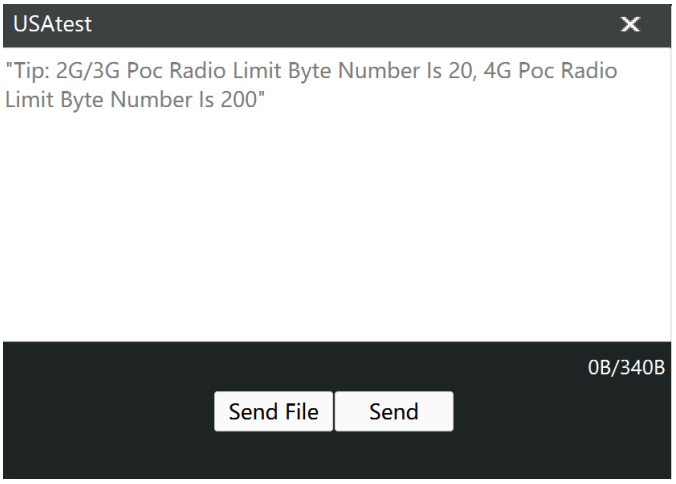
2.4.1 Mark Missing

This function is used in case the device is lost. If the device is marked as lost, the PC dispatcher will issue a warning and display the GPS location when logging in again.



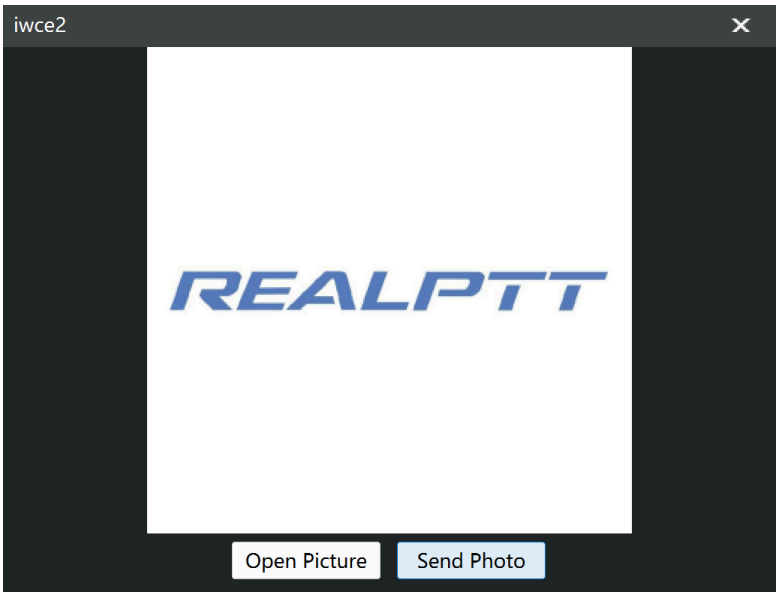
2.4.2 Send Message

elect the group and right-click, click Send Message, enter the content to be sent, and click "Send Message". Users in the group who are online will receive the message. The sent message can be viewed in the information display area.
In order to avoid the machine being stuck due to insufficient memory, a maximum of 20 texts can be sent to the 2G/3G walkie-talkie. Up to 120 texts can be sent to the 4G walkie-talkie.
Some Android devices can receive files, and you can choose to send files to some users.



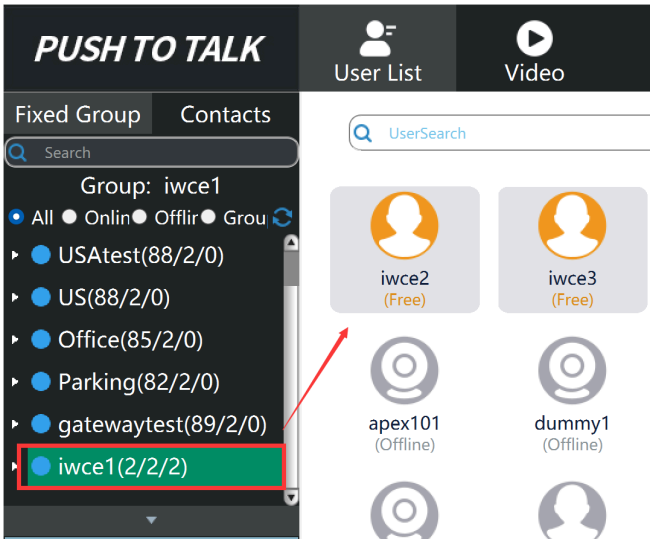
2.4.3 Send Photo

Right-click on the online user, click Send Photo, select the picture path and click "Send Photo". Photo records can be viewed in Data Center - Photo Records.



2.4.4 Dynamic Group

Hold down the shift key to select multiple online members, then right-click "Dynamic Group" and "PTT Call" to temporarily create a new dynamic group and name the dynamic group with the name of the account that created the dynamic group. After double-clicking to enter other groups, the temporary group is disbanded.



2.4.5 Stun

The user will be forced offline immediately after clicking Stun. This user's status will also change to offline , and the account status will been suspended. It needs to be reactivated on the enterprise platform before it can be used normally.

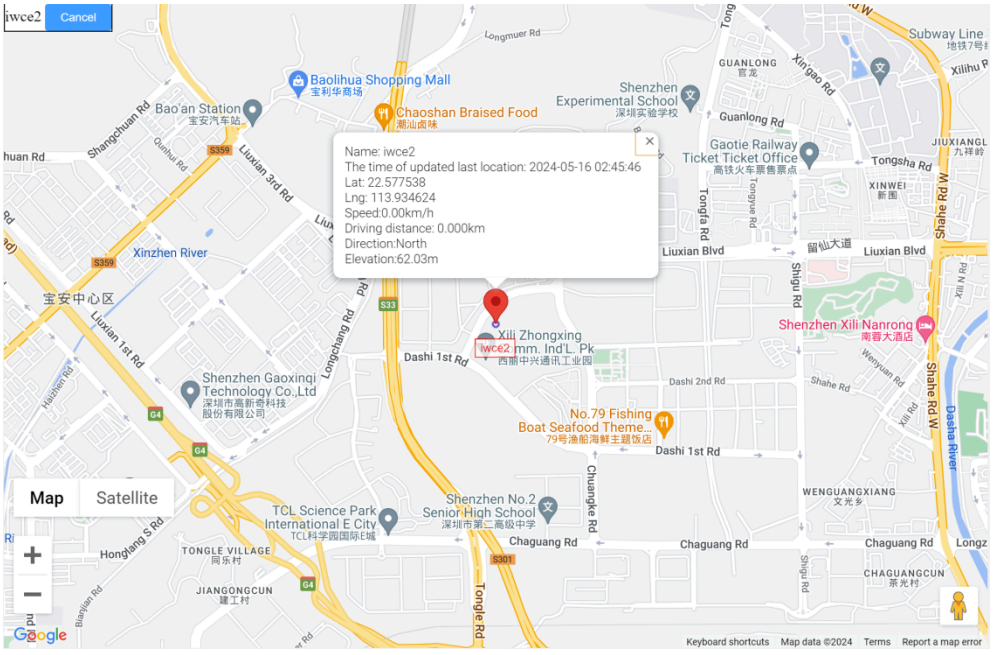
2.4.6 Lone Worker Time

Select the user, right-click "Lone worker Time". After adding the monitoring time, if the user does

not speak during the monitoring time, the dispatch console will pop up an alarm prompt box, showing that the user has no intercom activity during the monitoring time, and the user icon will Show busy status.

2.4.7 Track

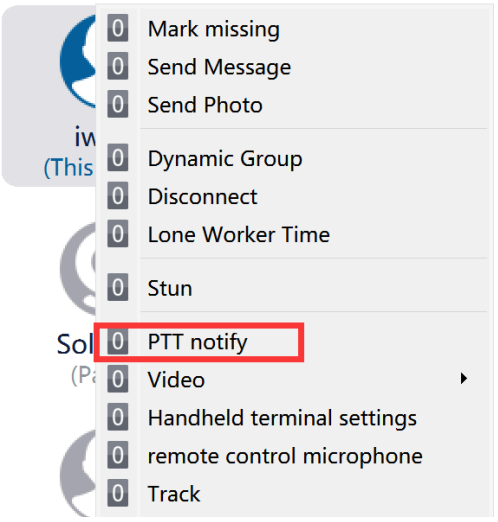
Selecting user and right-click tracking can track the user's location information in real time, which requires the user to have real-time positioning.



2.4.8 PTT Notify

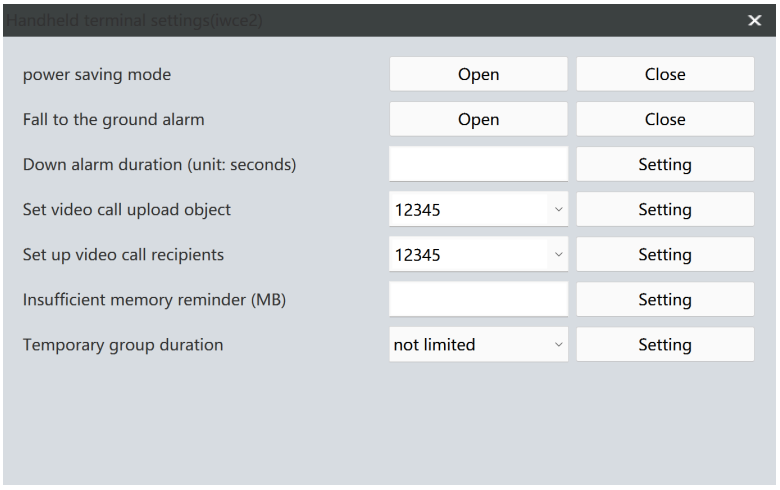
In the user list interface, right-click to select the user and click PTT Notify. By pressing the space button or group broadcast, no matter which group the user is currently in, he or she can receive the dispatcher's speech.

After canceling the direct call, the normal group call function will be restored. Note: You can only call one user directly at a time.



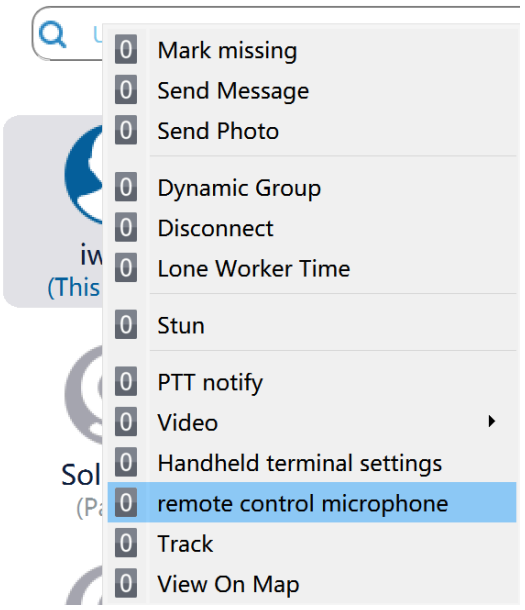
2.4.9 Handheld Terminal Setting

Right-click a single user and select Handheld Terminal Settings to modify a single user's Power saving mode, Fall to the ground alarm, Down alarm duration, Set video call upload object, Set up video call recipients, Insufficient memory reminder(MB), Temporary group duration.



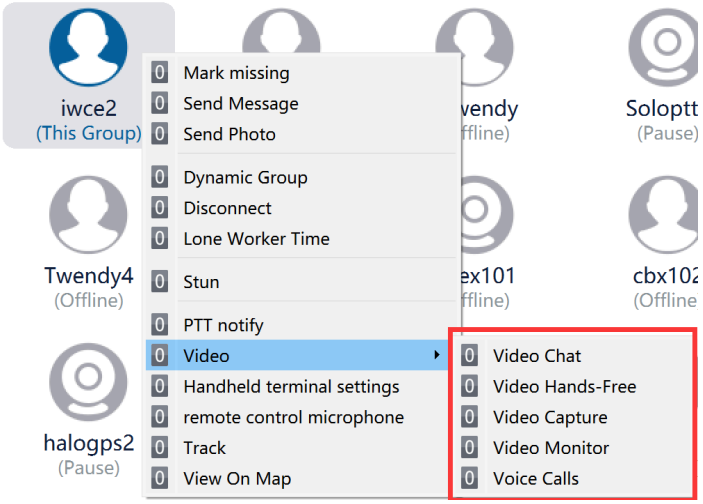
2.4.10 Remote Control Microphone

Right-click a single user and click Remote Control Microphone to control the other party to automatically turn on the PTT microphone.



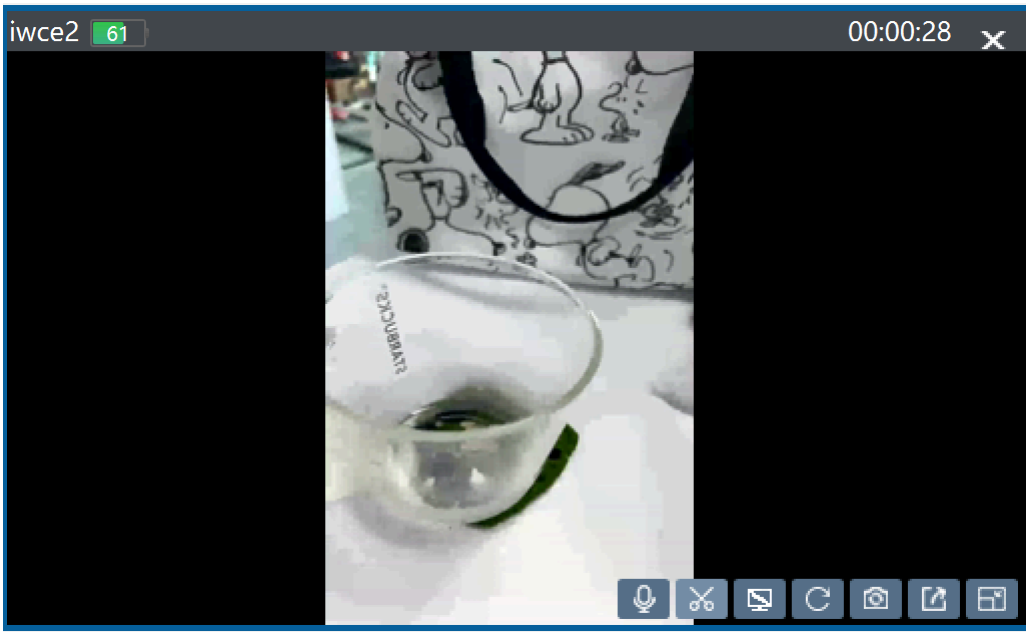
3. Video Functions

Log into the dispatcher account to purchase and check the "Video" function to see the video mode interface. The terminal device needs an account to activate the video function and support it. Video modes are divided into Video Chat, Video Hands-free, video Capture, and Video Monitor and Voice Calls. Video calls and video hands-free can only be made to one user. Intercoms cannot be made during video calls, and intercoms in the group cannot be heard.

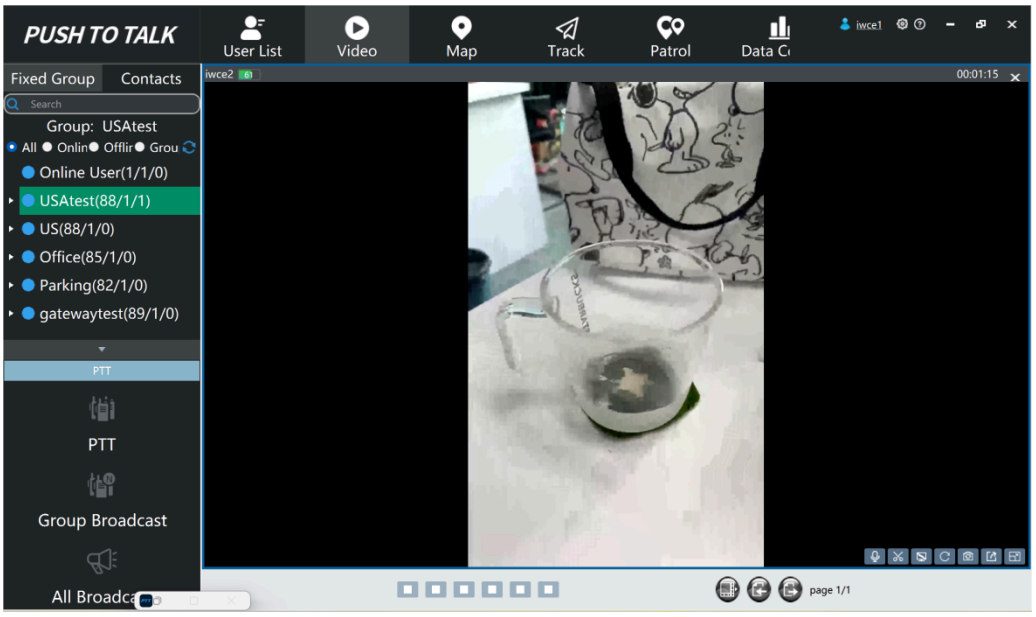


3.1 Video Chat and Video Hands-Free

Right-click to select the user you want to make a voice chat with.



When the video is in reduced preview mode, double-click the video interface and the video interface will be enlarged.



There are 7 icons in the lower right column of the video interface:

Microphone button: Turn on or off the computer microphone and mute it.

Screenshot: capture video screen

Resolution: Switch the resolution of the video screen

Screen rotation: Rotate the video screen

Camera switching: Switch the recording camera used by the device

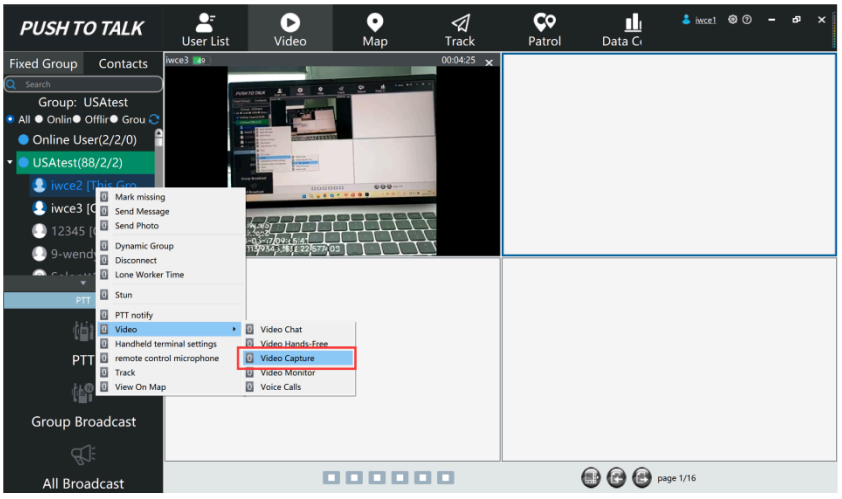
Video distribution: Distribute video footage to other online users

Video display mode: switch between equal proportion, full screen and original image display.

3.2 Video Capture and Video Monitor

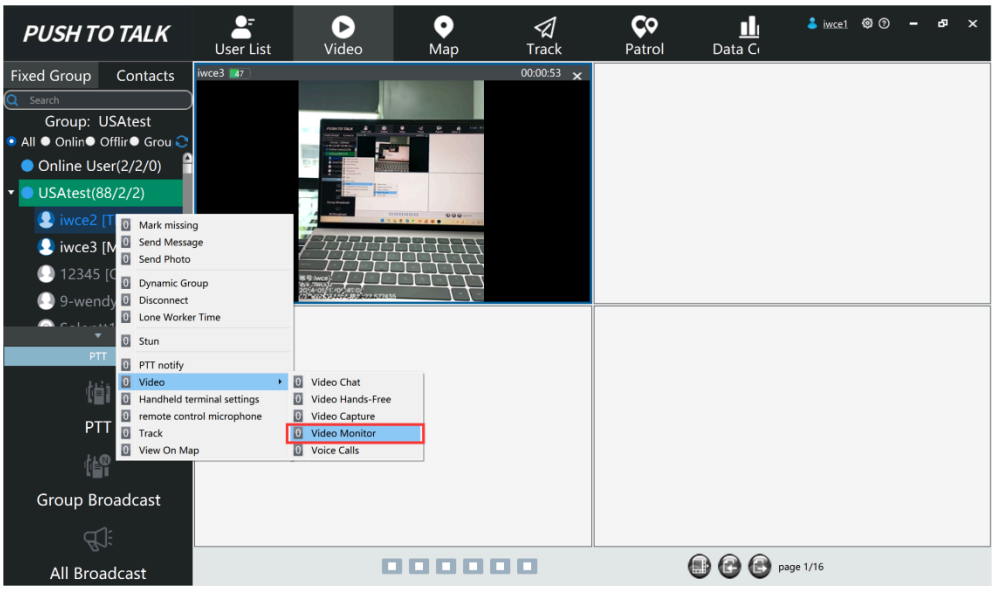
3.2.1 Video capture

Select an online user and double-click to select video capture. The selected user will be forced to call the video function. The dispatcher will display the real-time video voice information of the called user, and the user's mobile interface will also display the video screen.



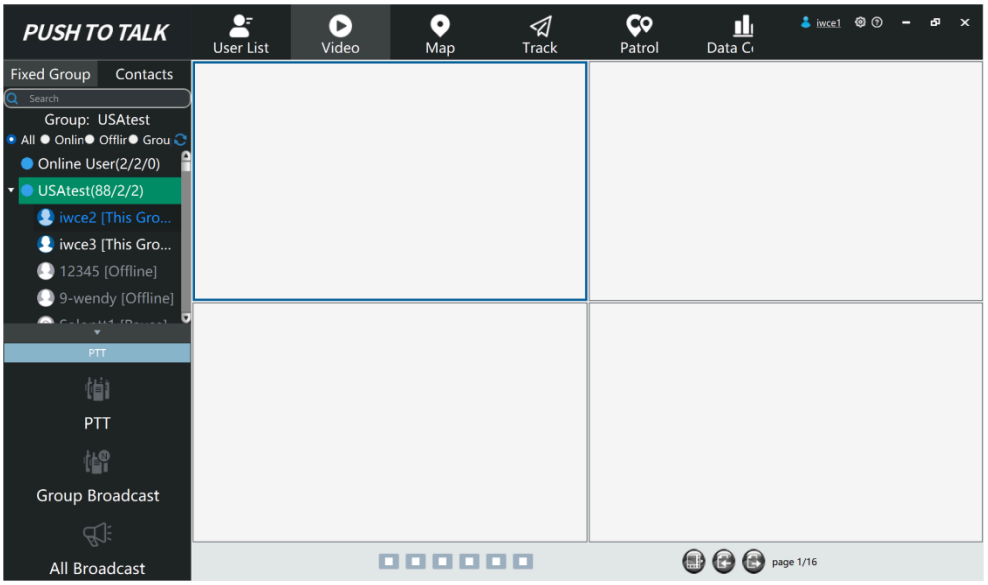
3.2.2 Video Monitor

Select an online user and double-click to select video monitoring to monitor the user's terminal equipment. Video monitor can be implemented without the consent of the other party, and it can monitor 32 channels at the same time. In video monitor mode, you can hear group intercoms and monitor other users while making video calls.



3.3 Video Display Mode

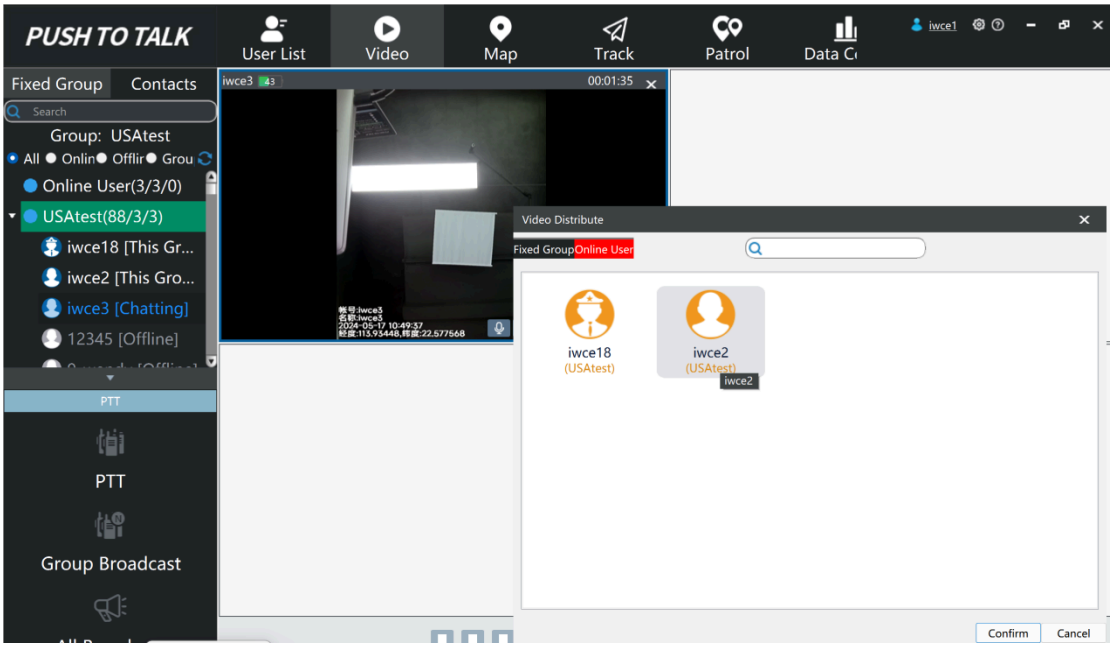
When multiple users are selected for video calling and monitoring, the layout can be modified for display. The default is 4 mode display. Double-click any video screen to display a single-channel independent screen.



Click the layout switching button below to switch to 6-way display or customize the editing layout display.

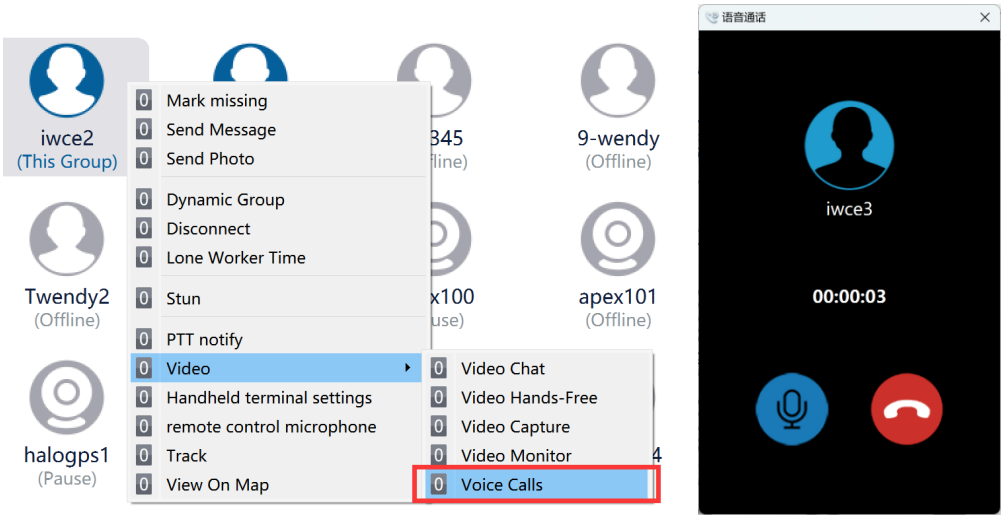
3.4 Video Distribution

As shown in the figure, click the video distribution pop-up interface to select the user and click to confirm, the video can be shared to the selected user in real time.



3.5 Voice Call

As shown in the figure, double-click the online user with the left button, and the menu bar will pop up to select Voice Call. After the user confirms, a real-time voice call can be established.

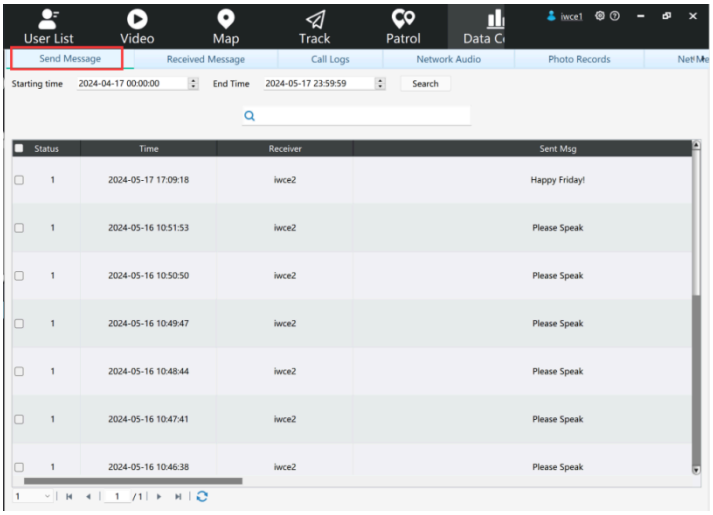


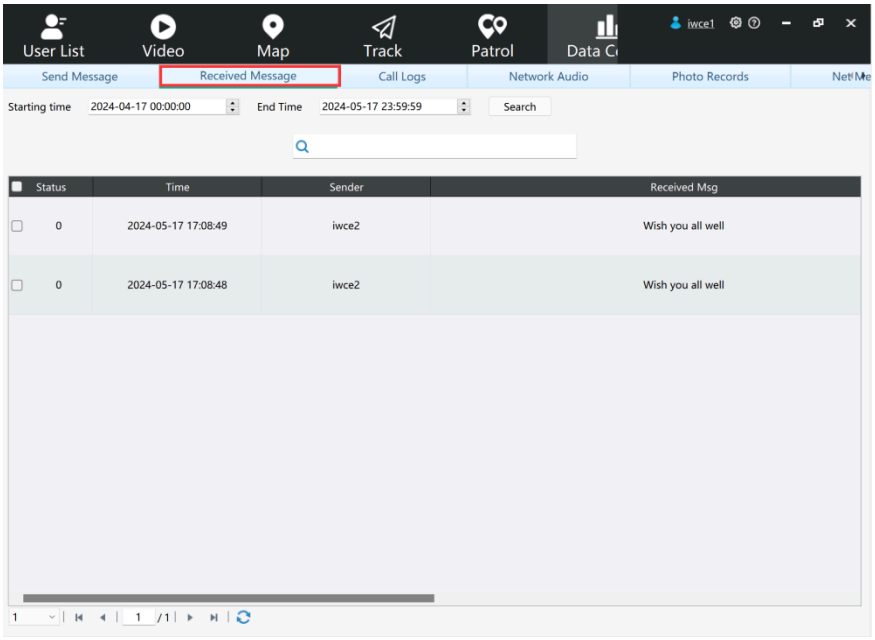
4. Data Center

Data center can check sent and received graphic messages, view and play local intercom recordings. Audio and video files also can be viewed from the Internet.

4.1 Message

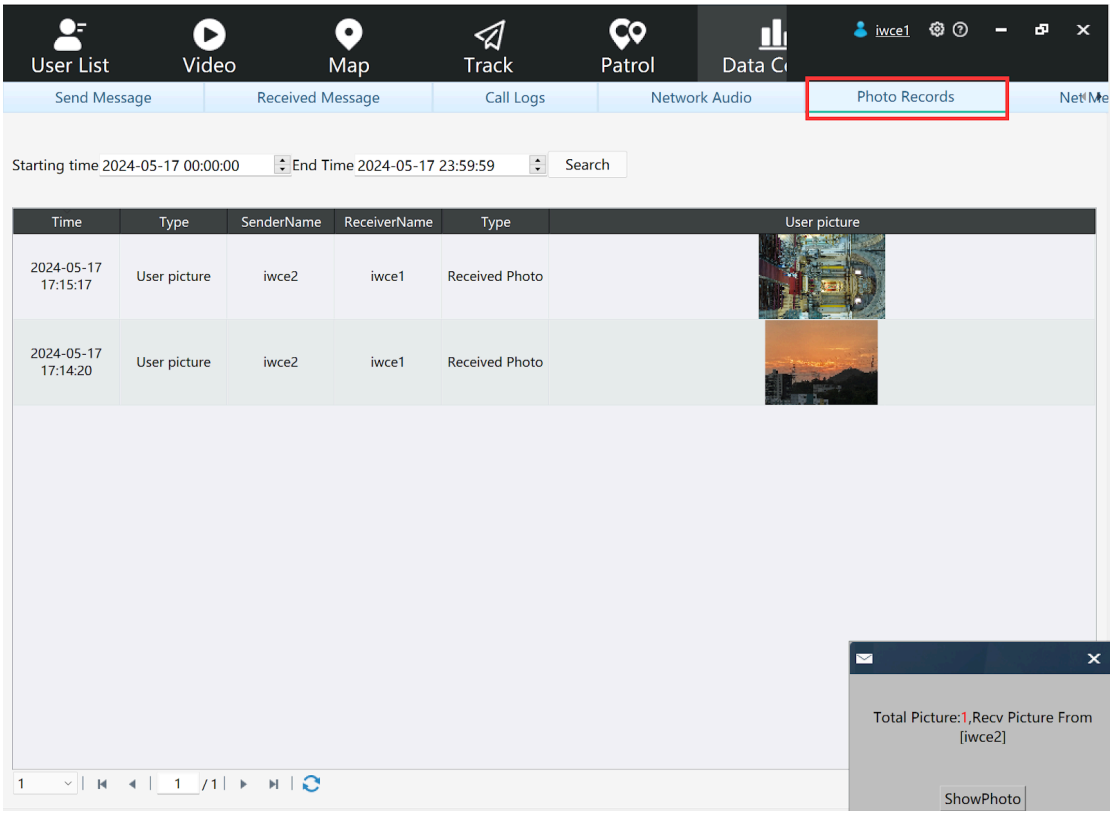
As shown in the figure, you can view the text message records sent and received.





4.2 Photo Records

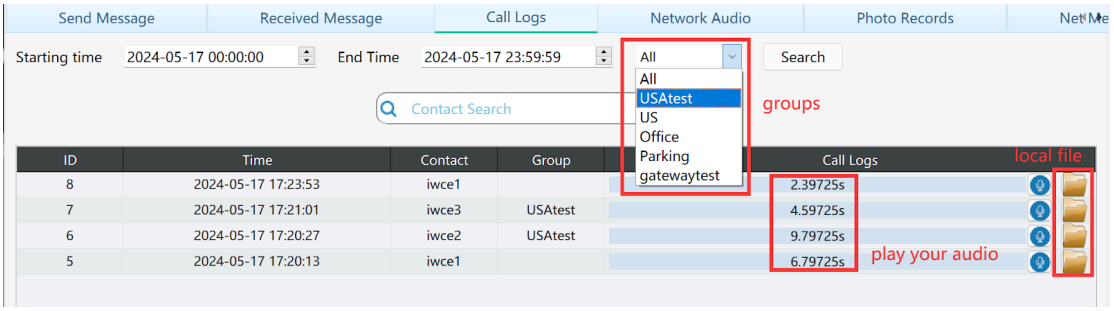
As shown in the figure below, you can view the received and sent picture records and search by selecting a time interval.Click on the image to enlarge it.



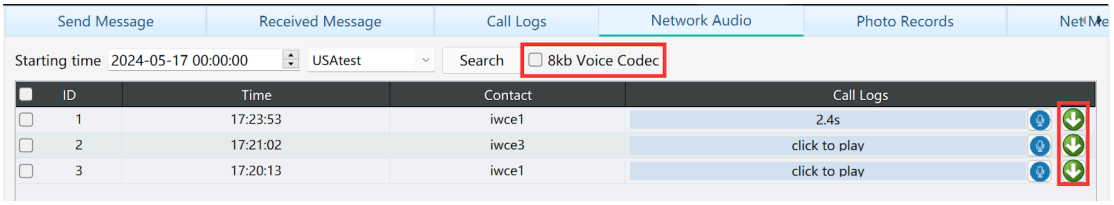
4.3 Records

You can view and play local and network recordings. Network recordings can also be downloaded and saved locally. It also supports converting recordings to text. You can directly convert the recording into text and display it on the dispatch console.

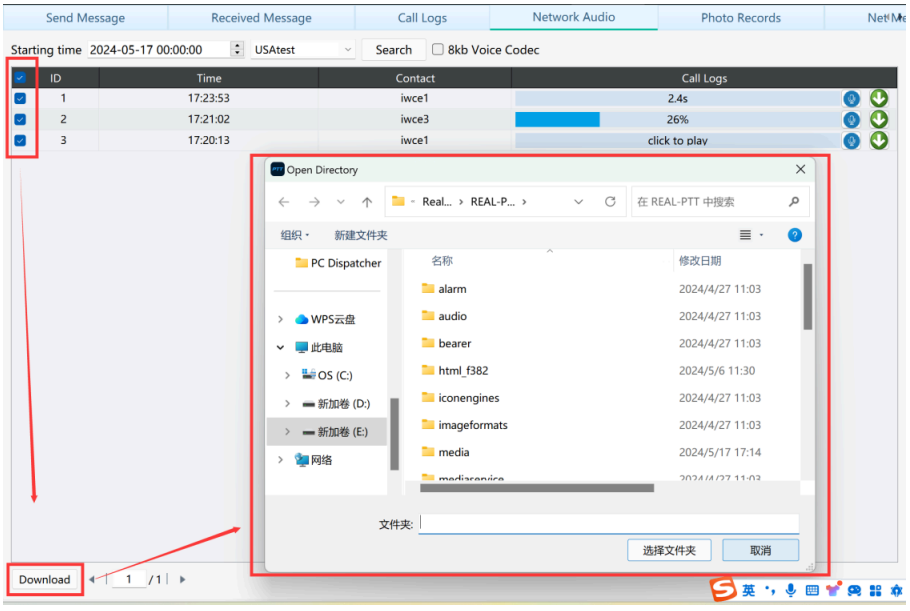
4.3.1 Call Logs



4.3.2 Network Audio

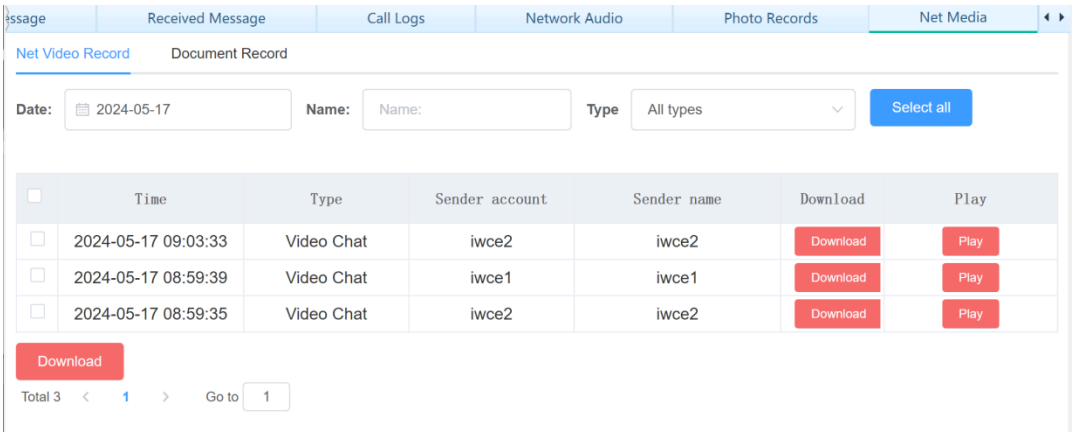


4.3.3 Download Recordings in Batches

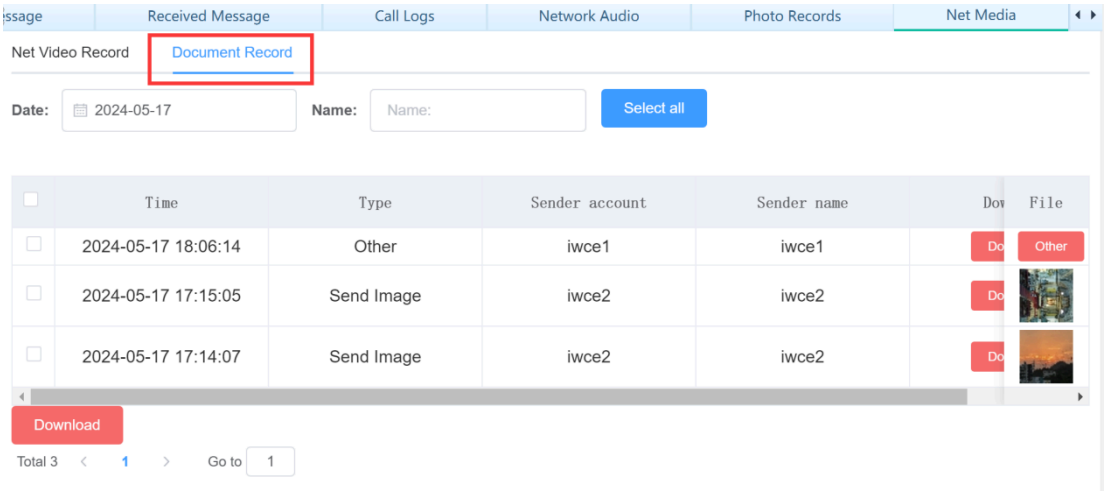


4.4 Net Media

Real-time video recording: The record can query the machine's Video Chat, Video Capture, and Video Monitor and video upload records. The resources queried by the real-time video record are saved on the server for one month by default. After the query is completed, it can be played or downloaded. Select the date you want to query. After querying, you can further filter by name or type.

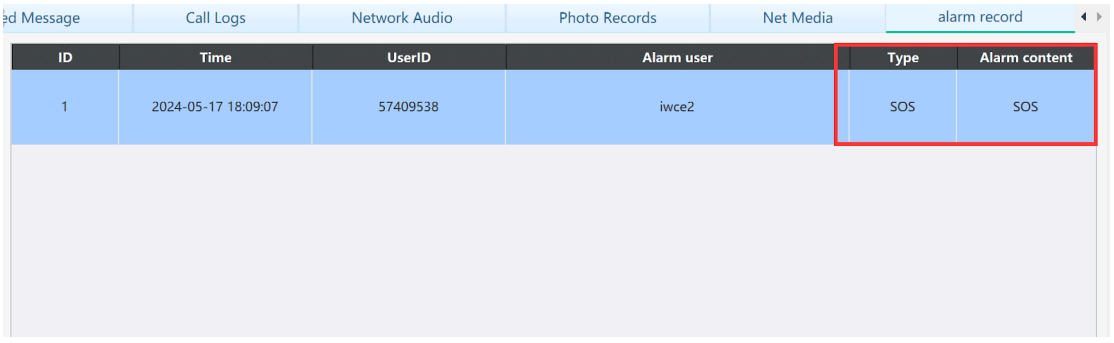


Document Record: Query the files uploaded by the device. File types include video, audio, and pictures, which can be viewed and downloaded directly. Query based on date, and you can filter the query based on the sender's name and the receiver's name.



4.5 Alarm Record

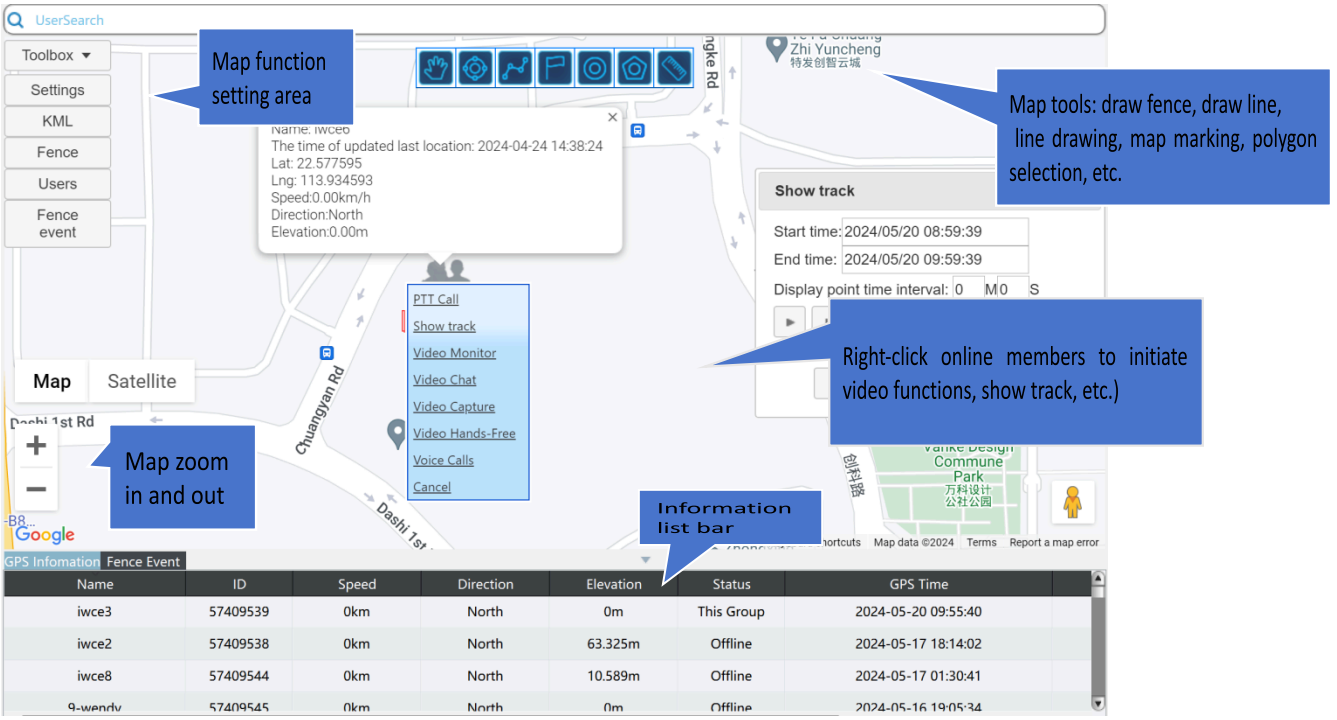
Users can view the sending records of member SOS alarms.



5. Map

To view user positioning, you need to set up the account functions: 1. Check the GPS positioning function for the intercom account; 2. Check the View Location and Display the Group Members for the dispatcher account; 3. Turn on the GPS switch on the Android device, and when the module machine writes the frequency needs to turn on the positioning function. The positioning of the machine is not good on rainy days. Operator can use it outdoors for a while and observe it for a while.

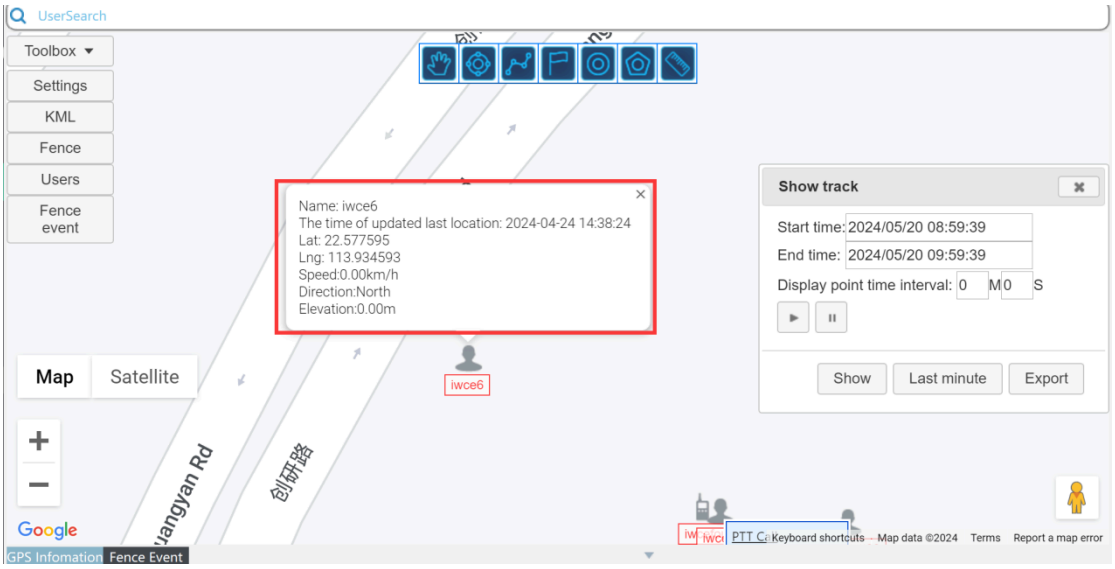
The map function is mainly used to check user positioning and trajectory. It can also set electronic fences, route markings, distance measurement, circle calls and other operations, and can also customize user icons. The map interface is mainly divided into positioning and trajectory display area, function operation area and function setting area.



5.1 Positioning and Trajectory Display Area

5.1.1 View Positioning

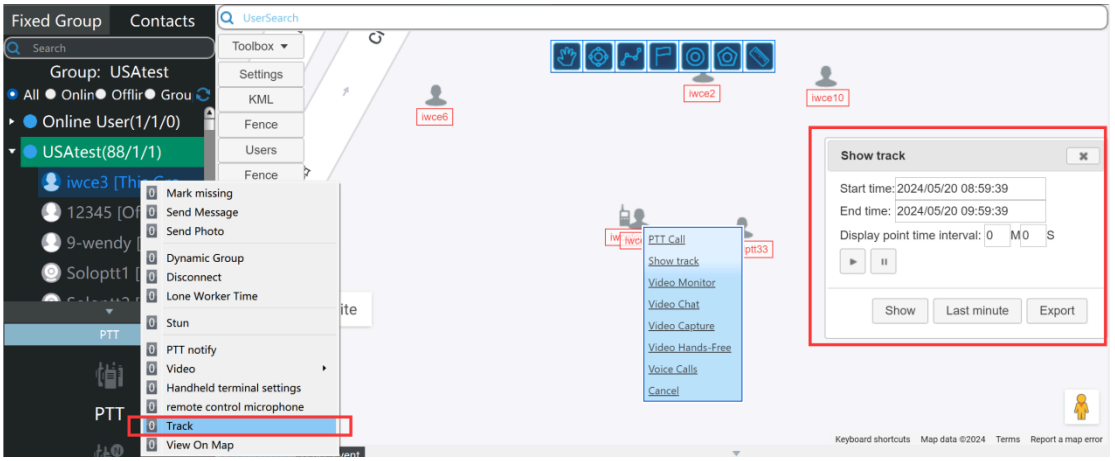
Place the mouse on the user's positioning avatar to see positioning details, including user name, online status, positioning time, longitude and latitude, speed, direction and altitude. The positioning details of each member of the group can be viewed in the information list bar.



5.1.2 Tracking

Double-click the mouse among the group members to view the trajectory, or right-click the member in the user list to query the trajectory.

- Set the start time and end time of the query track
- The user's positioning trajectory will be played on the map after clicking the display button. Upload track query conditions
- The longitude and latitude positioning coordinates uploaded during the start and end time of the query trajectory must be greater than two
- The uploaded latitude and longitude coordinates cannot always remain at the same point coordinates, and the machine needs to keep moving.

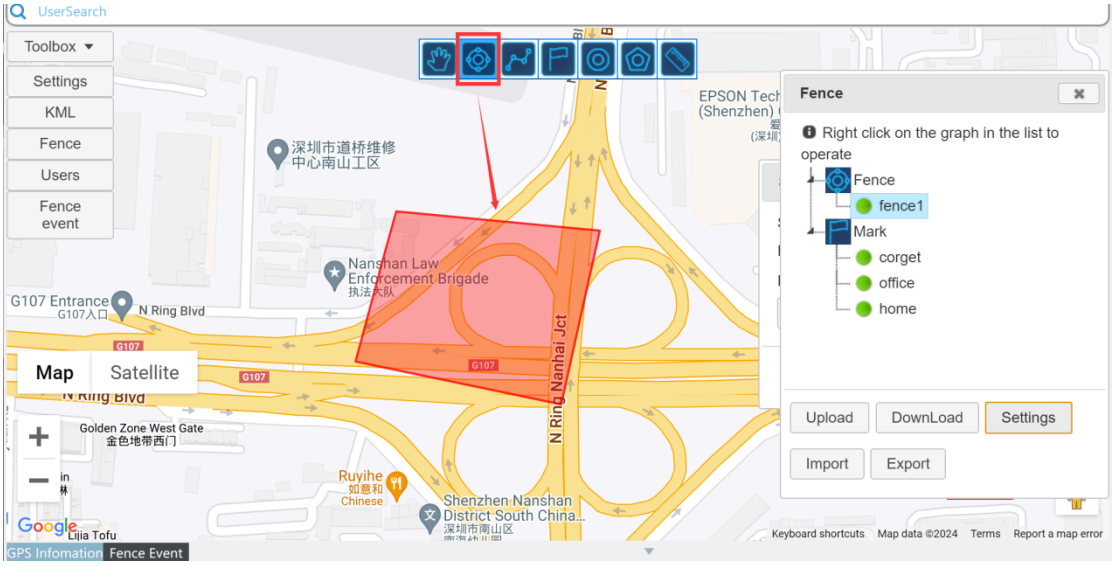


5.2 Functional Operation Area

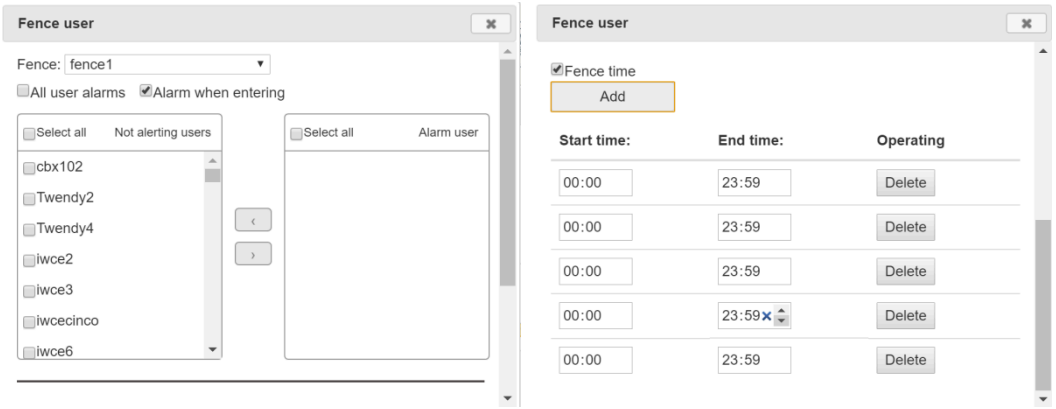
Functional operation area includes Stop Drawing, Draw Fences,Draw Line, Mark,Multiple Selection, Polygon Selection, Distance Measurement.

5.2.1 Electronic Fence

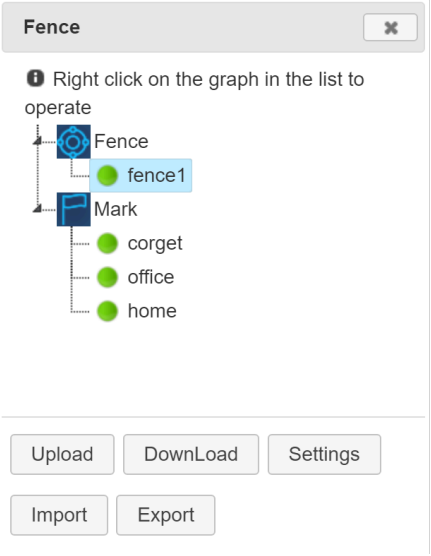
1. Draw the electronic fence on the map.



2. Fence users enter the electronic fence alarm member setting interface. By default, all user alarms are checked. If all user alarms are removed, some user alarms can be set. At the same time, you can also set a fence time period and only alarm within the time range.

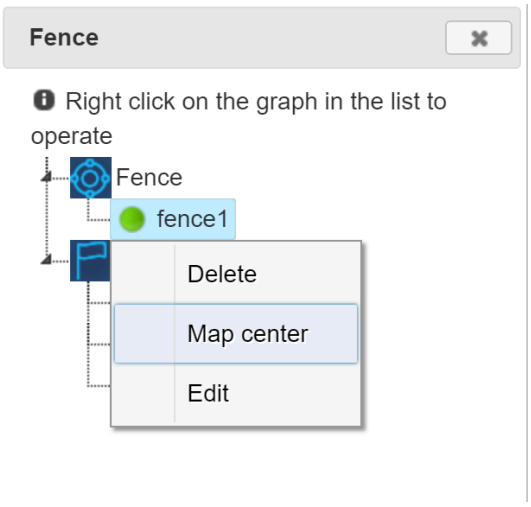


3. Electronic fence supports uploading, downloading and saving in the background, and can also support import and export functions.



- Upload: Upload the electronic fence to the backstage and save it
- Download: Download the electronic fence uploaded to the backstage to local display
- Settings(Fence User): Fence alarm user-specific settings
- Import: Import locally saved electronic fences into the map
- Export: Export and save the electronic fence displayed on the map

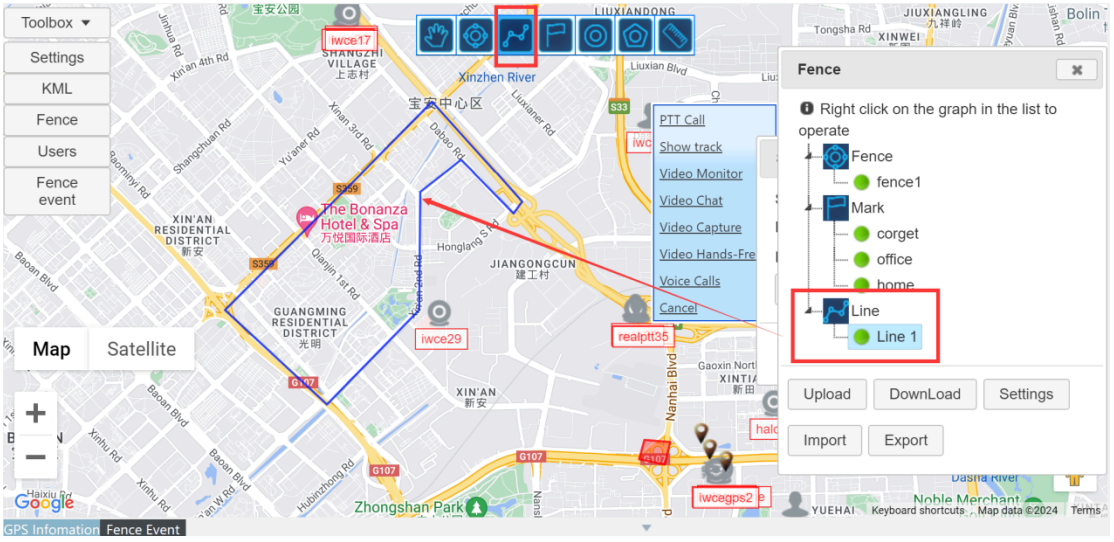
4. Displayed in the fence list and can be operated on the fence



- Delete: Delete selected fence
- Map Center: Show this fence in the center of the image
- Edit: Modify the name and color of the electronic fence

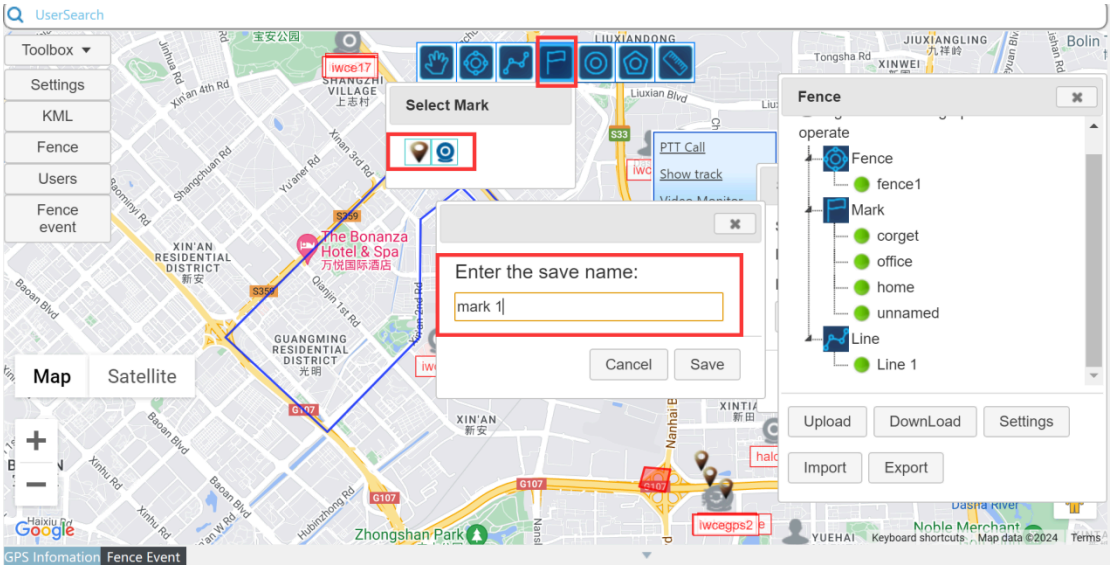
5.2.2 Draw Line

Double-click with the left button to complete the drawing and enter the name. After entering the name and clicking to confirm, it will be displayed in the fence list, and the route can be deleted and displayed.



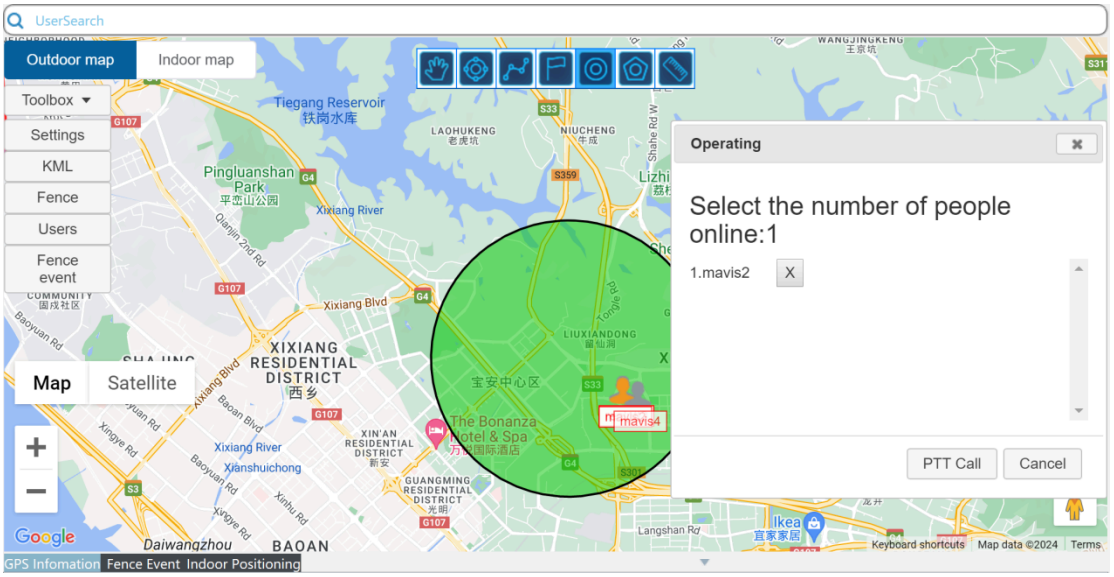
5.2.3 Mark

Select a marker icon and add a location on the map.



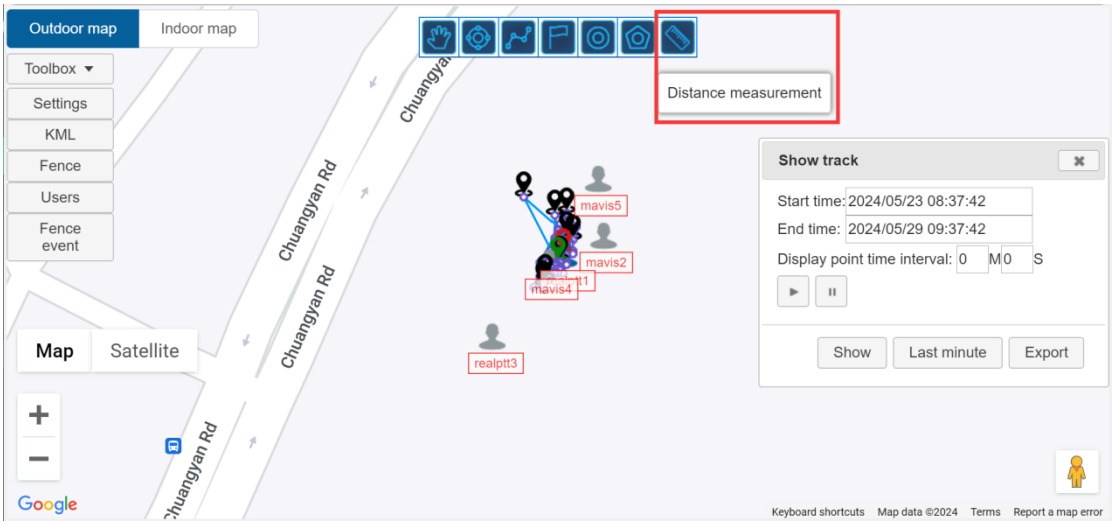
5.2.4 Multiple Selection and Polygon Selection

Multiple selection is used to select users on the map to create a dynamic group for intercom. Click the icon, and then circle the user on the map interface. Click "PTT Call" to create a dynamic group after selecting the user.



5.2.5 Distance measurement

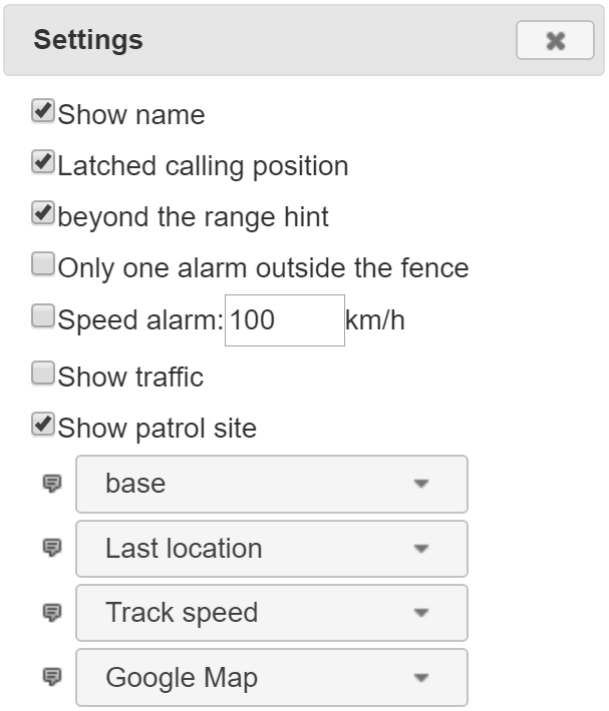
Select anchor points on the map and measure the straight-line distance between anchor points.



5.3 Function Setting Area

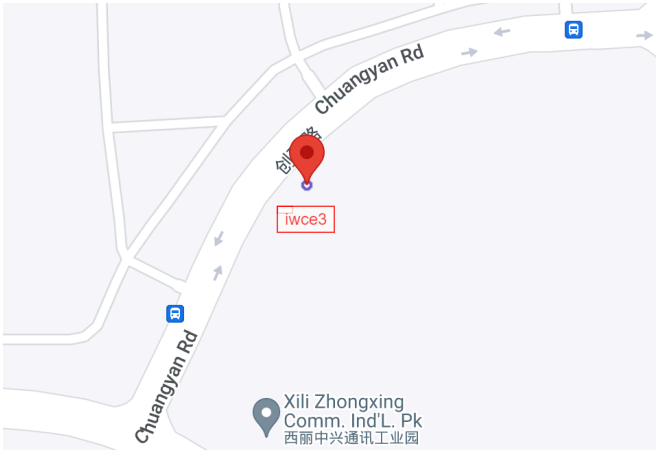
5.3.1 Setting

Map setting



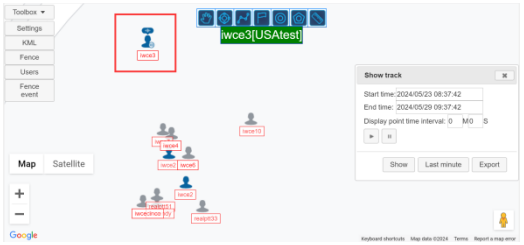
- Show Name

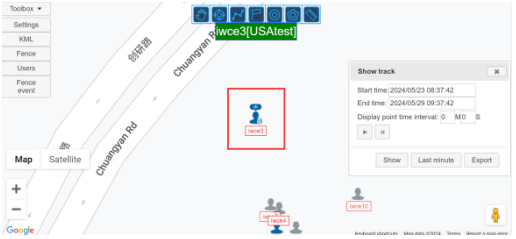
Choose Show names and you can see the user name corresponding to each position when viewing the position on the map.



- Latched calling position

If operator check latched calling position, the map will jump according to the speaker's location, and the speaker's position will be displayed in the center of the map.

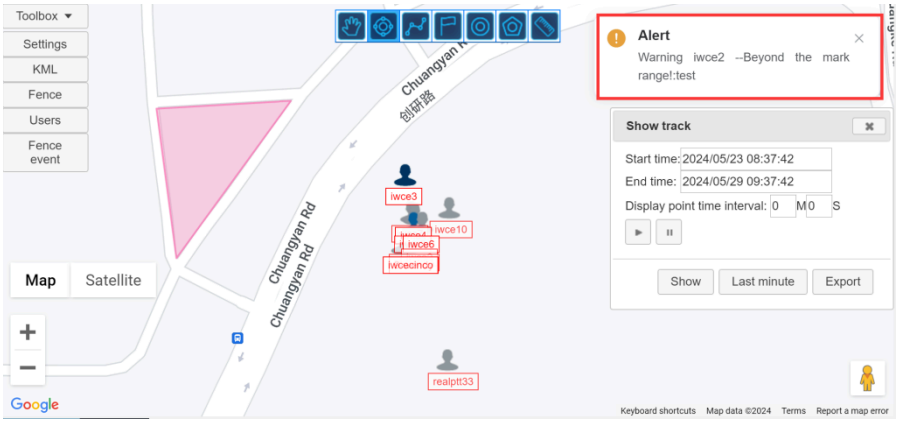




Before After

- Beyond the Range Hint

After checking this setting, an alarm will appear when the user's position exceeds the fence setting range.



- Only One Alarm Outside the Fence

After the account exceeds the electronic fence, an alarm will only be prompted once. If it is not checked, the alarm will be prompted every time the account updates the positioning information.

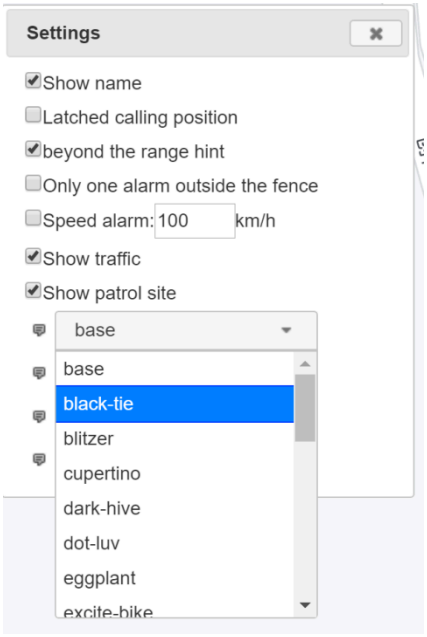
- Speed Alarm

Set an over speed alarm for each account's positioning movement speed. The dispatcher will receive an alarm prompt after exceeding the speed. The default is 100km/h.
(This function can only support machines with upload speed, and mobile phones upload with speed by default).

- Show Traffic
- Show Patrol Sites

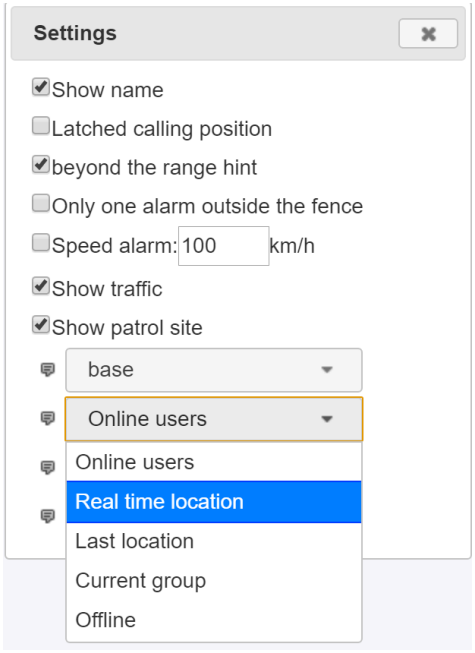
- Base

You can change the color of the interface after selecting the map interface theme color.



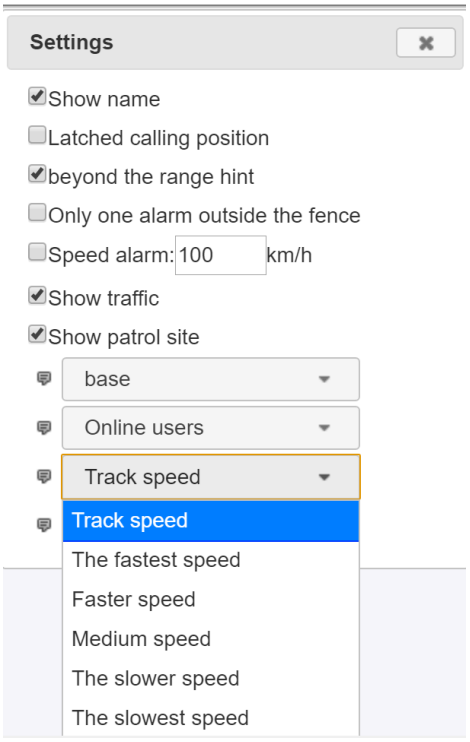
- Online Users

Filter the users displayed on the map based on the selection.

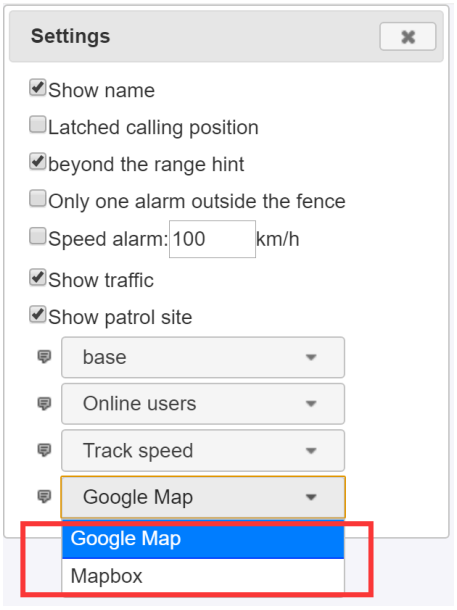


- Track Speed

The positioning playback speed can be set from the fastest to the slowest when setting the playback of user tracks.



- Maps



5.4 Information Display Area

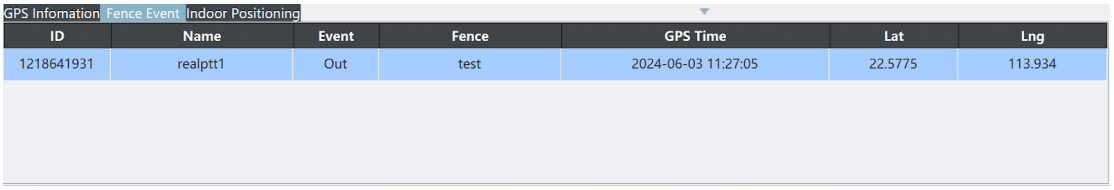
5.4.1 GPS Information

Display specific user positioning information, including user name, ID, speed, direction, status,

GPS time, latitude and longitude, etc.

5.4.2 Fence Event

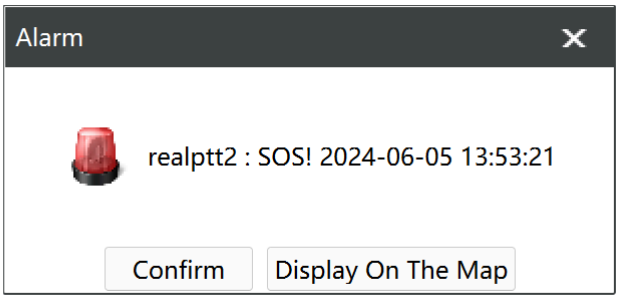
Fence events refer to records of users entering and exiting the electronic fence after the electronic fence is added. The displayed content includes user ID, user name, event (referring to entry or exit), fence (referring to the name of the electronic fence), GPS time, longitude, and latitude.



5.4.3 Indoor Positioning

5.5 SOS Alert

When an end user encounters danger and sends an SOS message, the dispatcher will receive the user's distress signal and display the user's location on the map interface. The record of SOS alarm information can be viewed in the received information.



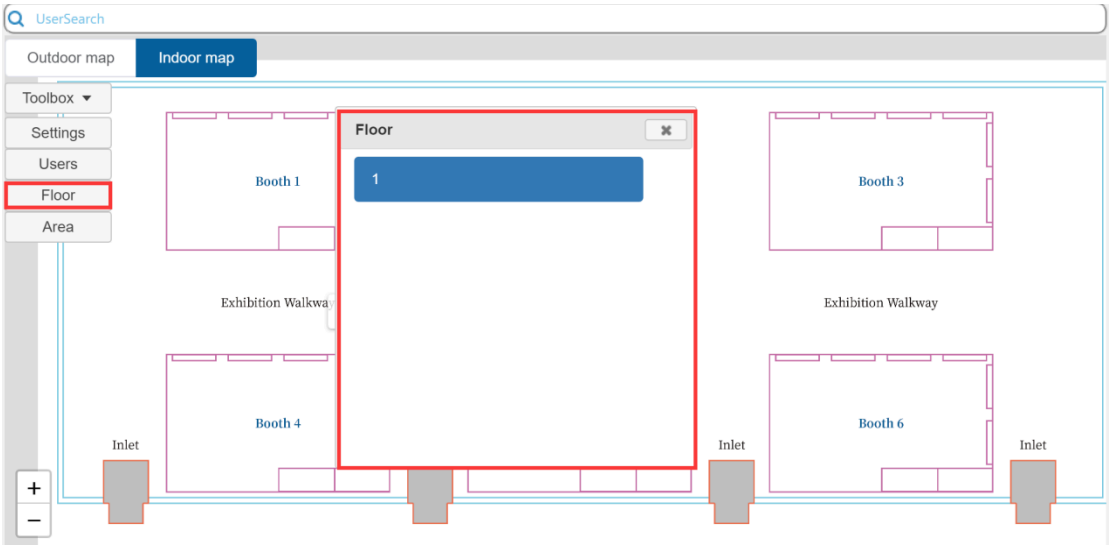
5.6 Indoor Localization

The dispatcher supports indoor positioning. You need to draw an indoor positioning map on the

company platform and create a Bluetooth beacon. After the user successfully uses Bluetooth indoor positioning normally, he can switch to the indoor map on the dispatcher to view it.

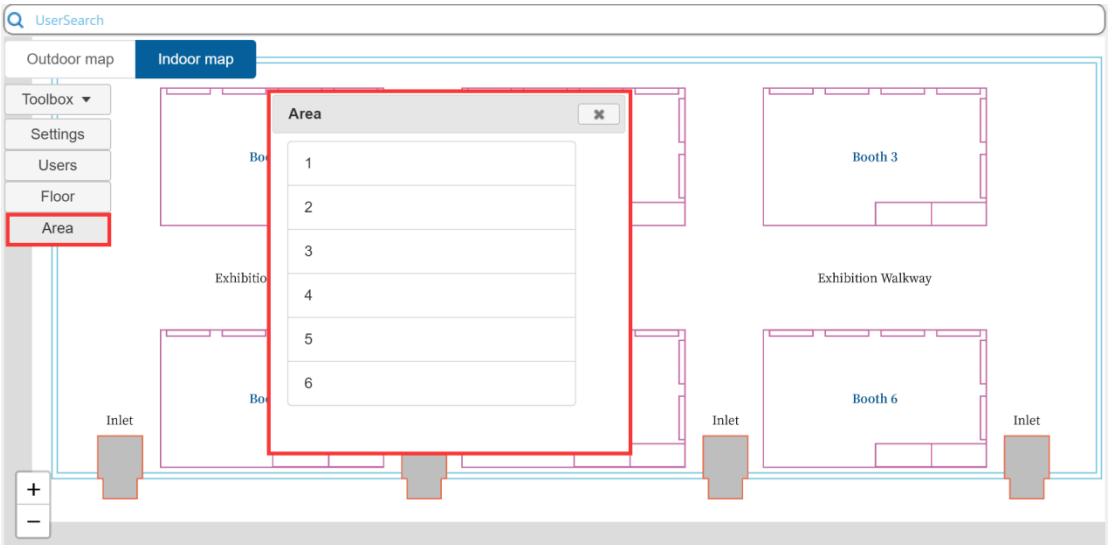
5.6.1 Floor

PC dispatcher can switch between different floors to display maps, the operator can do it in the list on the left.

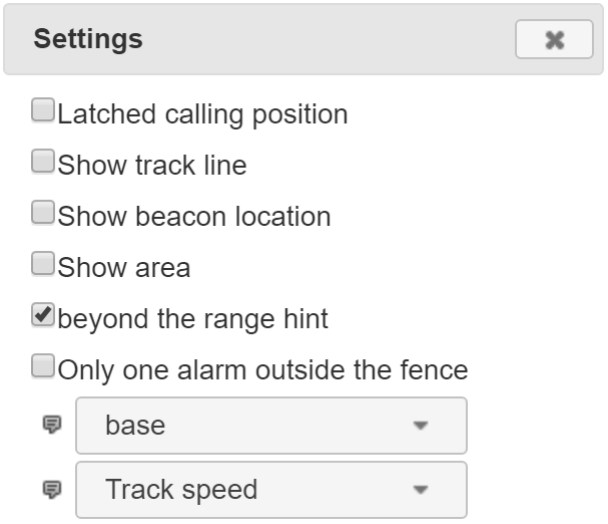


5.6.2 Area Display

The dispatcher can switch between different areas.
Select the area on the left list to switch.



5.6.3 Setting



- Latched calling position: The map will jump to the corresponding member location when a group member speaks.
- Show Track Line: Querying the trajectory will draw the points into lines and display them after checking it.
- Show beacon location: The indoor map will display the locations of all bluetooth beacons when checked.
- Show area: The area drawn by the indoor map will be displayed.
- Beyond the range hint: There will be an alarm when members enter and leave the fence.
- Only one alarm outside the fence: The alarm will only remind dispatcher once when a member enters or exits the fence.
- Base: Change interface appearance
- Track Speed: Change the track playback speed

5.6.4 Query User Trajectory

Click on the group member and select the member to be queried, right-click on the member and select Track to query the member's indoor positioning in the map.

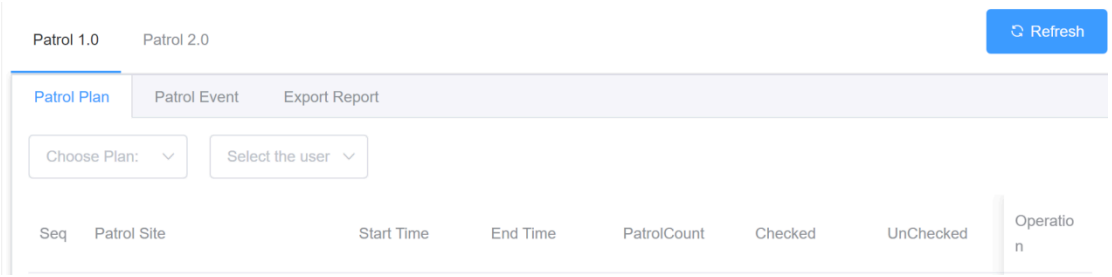
6.Patrol

6.1 Patrol 1.0

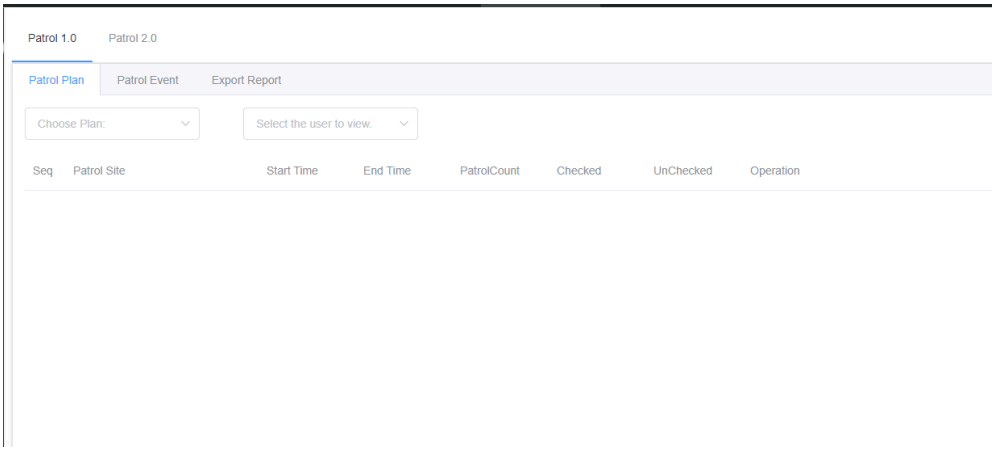
Patrols are divided into versions 1.0 and 2.0. Patrols include patrol plans, patrol routes, patrol sites, patrol users, patrol events, patrol results, etc. There are two ways to patrol: NFC and GPS. Users can plan patrol sites, tasks, routes. In the patrol menu, the operator can query the execution status of the patrol plan set by company platform, view the event results returned by the user's patrol, etc.

6.1.1 Patrol 1.0 Plan

Select the patrol plan that needs to be viewed, select the patrol point that needs to be viewed among the listed patrol points, view the number of inspections, the number of inspections, and the number of uninspections, click "Punch Details" and "View Unpunched Users" to further Check patrol status.

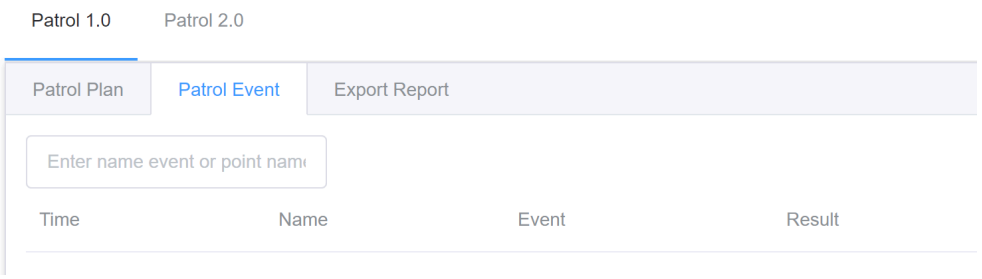


Punching details: Showing the details of all the patrol records on the day of this patrol plan;
View unpunched users: View the users who did not patrol on the day of this patrol plan.



6.1.2 Patrol 1.0 Events

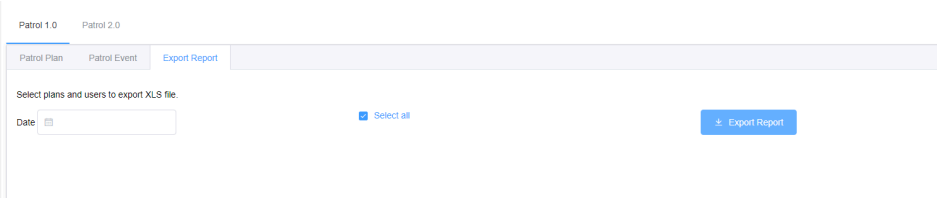
Patrol events can view all the patrol details of the day, including patrol practice, patrol user name, patrol events, patrol results, etc. And you can filter the query according to user name, patrol event and patrol result.



6.1.3 Patrol 1.0 Export Report

Select the date of the plan that needs to be exported, in the blue check box is each plan, after the expansion is the plan bound users, the default is all plans and users is checked, you can selectively export the punch card records of the plan users.

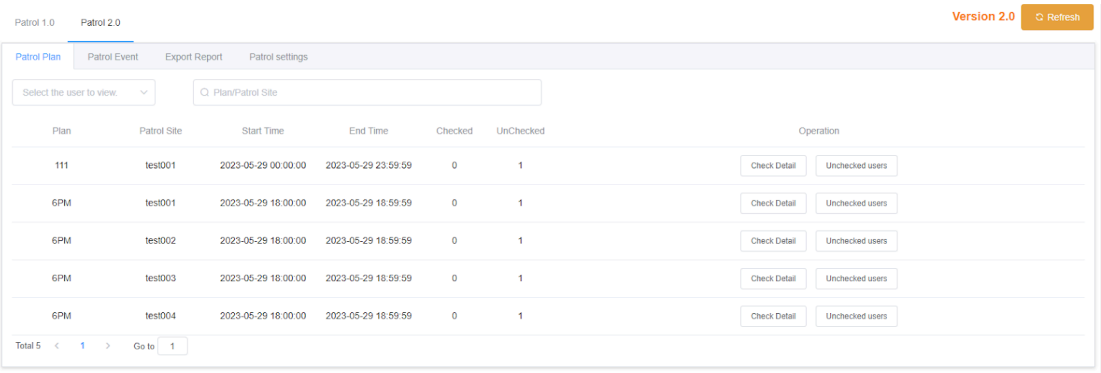
Punch card details: display all the patrol records details of the day of the patrol plan;
View unpunched users: View the users who did not patrol on the day of the patrol plan.



6.2 Patrol2.0

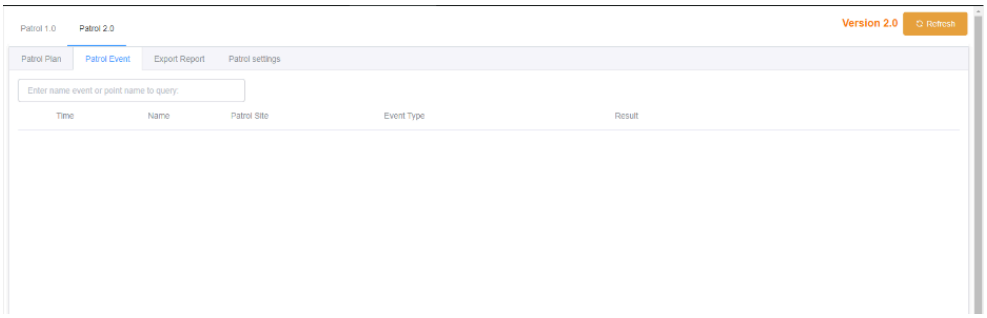
6.2.1 Patrol Plan 2.0

Select the patrol plan you need to view, select the patrol site you need to view in the listed patrol sites, view the number of patrols, the number of checks, the number of unchecked, and click "checked" and "unchecked " to further view the patrol situation.



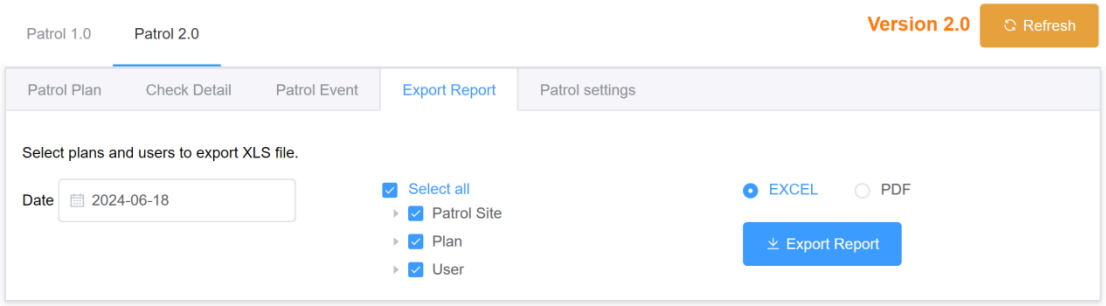
6.2.2 Patrol 2.0 Event

Patrol events can view all the patrol details of the day, including patrol practice, patrol user name, patrol events, patrol results, etc. And you can filter the query according to user name, patrol event and patrol result.



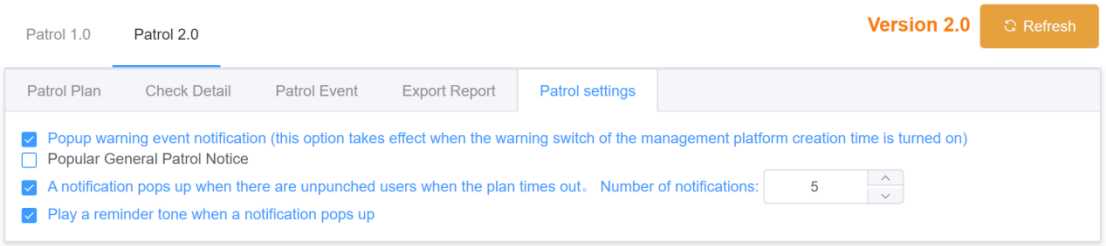
6.2.3 Patrol 2.0 Export Report

Select the date of the plan that needs to be exported, in the blue check box is each plan, expand the plan after the binding user, the default is all plans and users is checked, you can selectively export the punch card records of the plan users.



6.2.4 Patrol 2.0 - Patrol Settings

1.Pop-up warning event notification: It refers to the leave alarm set inside the patrol point, and the computer dispatching desk will receive an alarm prompt when the event is triggered when the card is punched
2.Pop-up ordinary patrol notification: As long as there is a member clocked in, there will be a notification prompt
3.Pop-up notification when the patrol plan timeout exists for users who have not clocked in: users who have clocked in for more than the specified time period receive a reminder
4.Pop-up notification when playing a tone

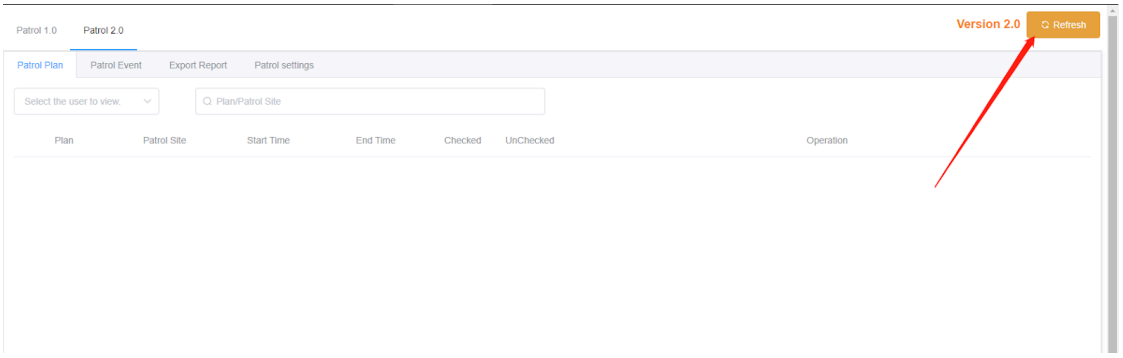


6.2.5 Note For Patrol

The account that logs into the PC console needs to be added to the patrol scheduling user list in the patrol management->patrol scheduling user menu of the enterprise platform in order to use the patrol function normally in the computer console. If you are not a patrol scheduling user, you will not see the "Patrol" menu on the computer console.

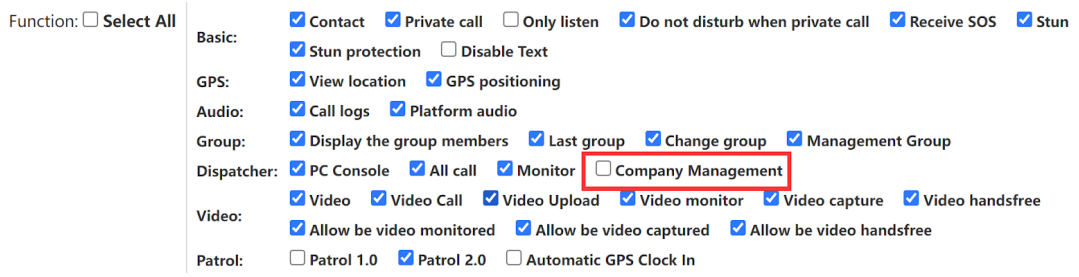
When users perform positioning patrol and NFC patrol operations, if the bound task results belong to the "console warning" type, the computer console will automatically pop up a prompt of the patrol task execution results when executing the patrol results.

There is a blue refresh button in the upper right corner of the patrol plan and patrol event query page, and the latest query data will be reacquired after clicking the refresh button.



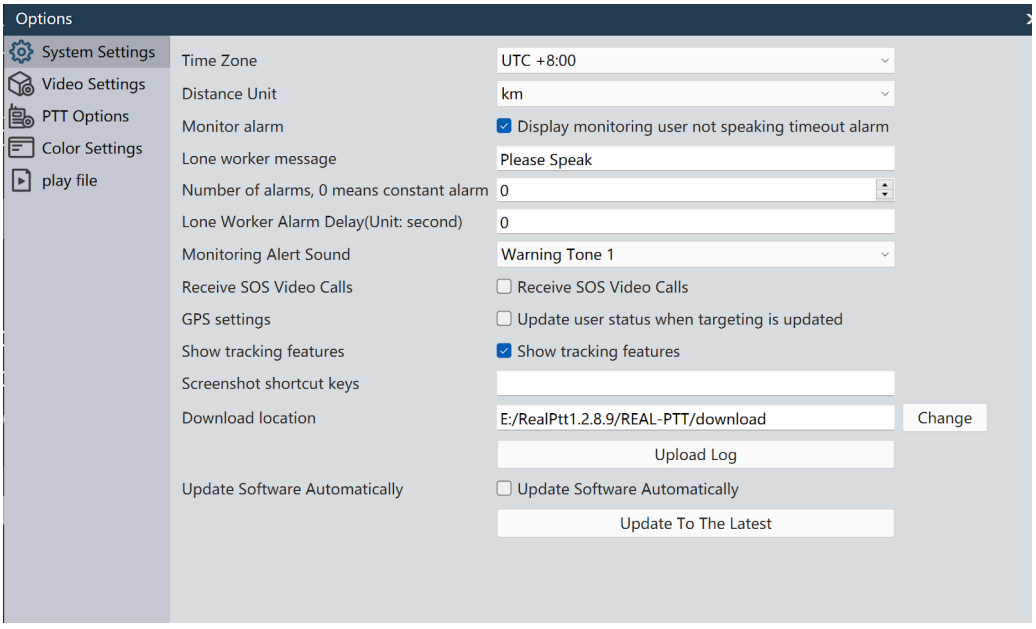
7.Management Platform

The PC dispatcher supports logging in to the company platform. Operator needs to edit the user on the company platform. Find the management platform permissions in the user permissions and check. The user can log in to the PC dispatcher and see the company platform menu at the same time. Operator can also restrict the user's permissions to manage the company platform in the editing permissions next to company management, such as not allowing editing of users, adding users, etc.



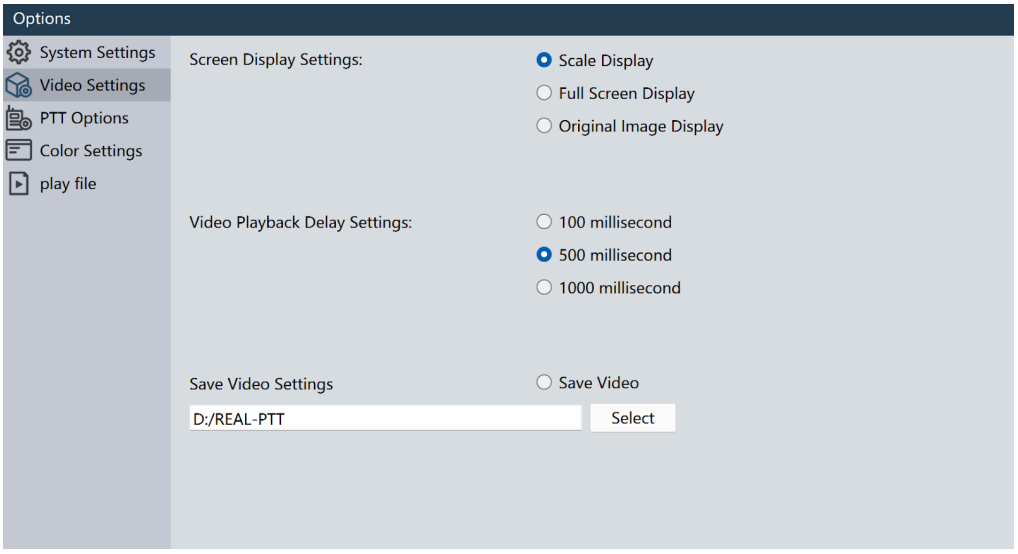
8. Setting

8.1 System Settings



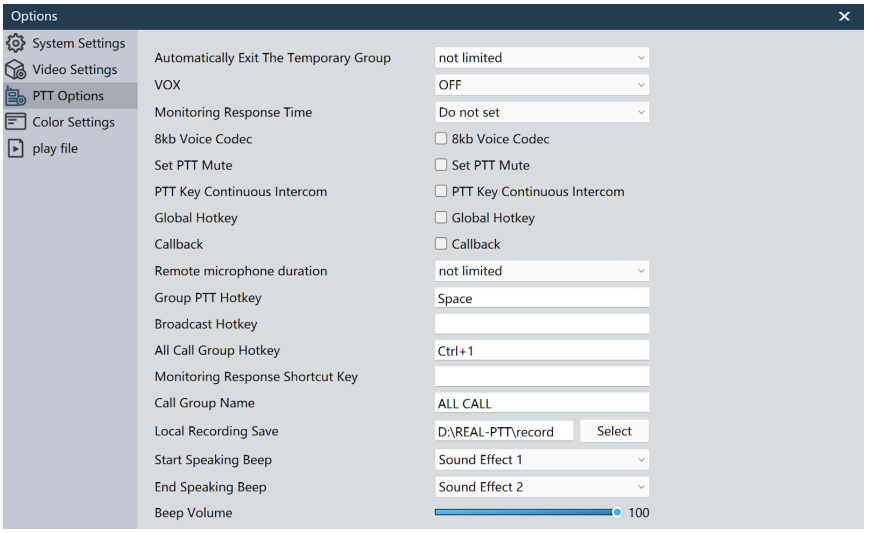
- Time Zone: Selecting based on your local time zone will affect the display of positioning time on the map
- Distance Unit: optional km/mile for positioning-related data unit.
- Monitor alarm: Display monitoring user not speaking timeout alarm
- Lone worker message: The operator can enter the text to be reminded
- Number of alarms, 0 means constant alarm： The operator can set the alarm frequency
- Lone Worker Alarm Delay(Unit: second): The operator can set the warning delay time
- Monitoring Alert Sound: Operators can select different alarm sounds
- Receive SOS Video Calls: You can receive SOs Video Calls if you click it
- GPS settings： Update user status when targeting is updated
- Show tracking features: It would show tracking features if operator click it
- Set PTT shortcut keys: Set the keyboard keys as PTT shortcut keys, and press the shortcut keys to make intercom.
- Download location： Operators can choose a file to download
- Update Software Automatically:The software will be updated to the latest version automatically.

8.2 Video Settings



- Screen display setting: the video image is displayed in three proportions: equal proportion, full screen display and original image display.
- Video playback delay settings: you can set 100, 500, 1000 milliseconds; the default is 500 milliseconds.
- Save video settings: After you check Save video, the video records of the console will be saved to the local computer, the saving path can be modified, the default is saved under the installation directory.

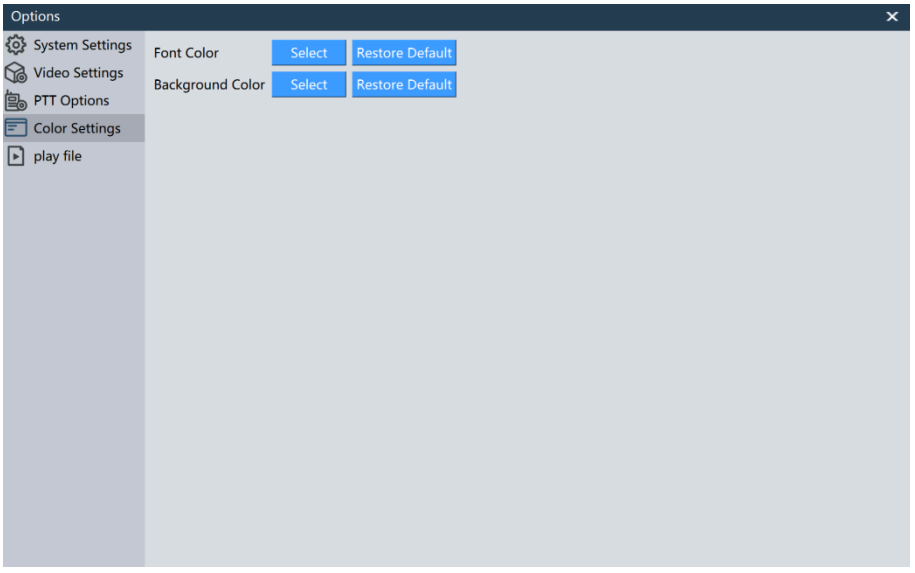
8.3 PTT Options



- Auto-exit temporary group: If no one speaks in the temporary group for longer than the set limit, the console will automatically exit the temporary group. The default is no limit, or you can set 30, 60, 90 or 120 seconds.
- VOX: Operators can speak without hold PTT key if click this
- Monitoring Response Time: When listening to a group, after setting the listening reply time, the console can reply to the listening group directly by pressing the "Listening reply shortcut key" within the time. The default is no setting, you can also set 5, 10, 15 or 30 seconds.
- 8Kb voice code: When checked, the intercom voice of the console will be 8K encoding.

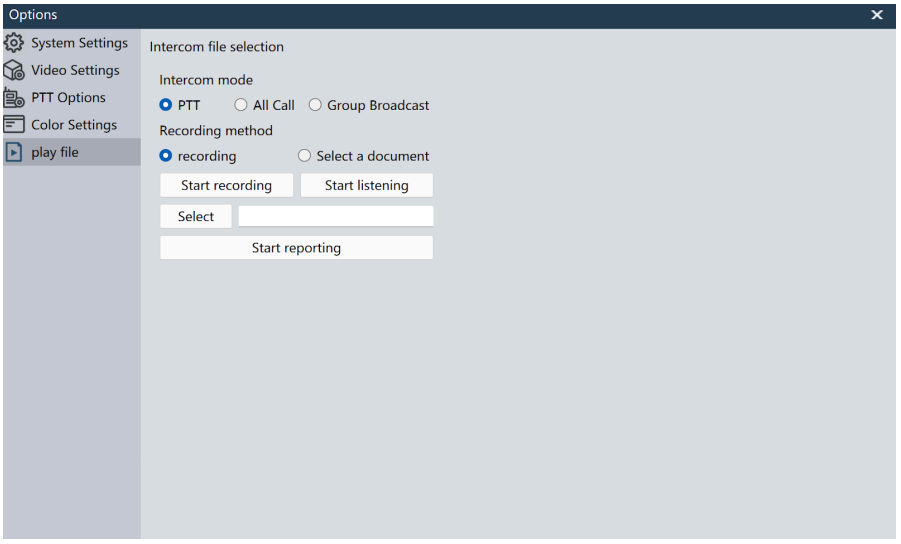
- Set PTT mute: When turned on, all intercoms received by the console will be muted.
- PTT Key Continuous Intercom: After pressing the ptt button briefly, the console will keep intercom continuously. Press the ptt button again to stop the intercom.
- Global Hotkey:
- Callback: After checking the callback function, you can see the callback button in the lower left corner of the main interface of the console. Long press it to call the last speaking user directly.
- Group PTT Hotkey: Set the keyboard key as Broadcast Shortcut Key, press the shortcut key to initiate broadcast.
- Broadcast Hotkey: Set the keyboard key as Broadcast Shortcut Key, press the shortcut key to initiate broadcast.
- All Call Group Hotkey: Set the keyboard key as All Call Group Shortcut Key, press the shortcut key to make temporary calls to all users in all groups of the console.
- Monitoring Response Shortcut Key: Set the keyboard keys as listening quick reply keys, press the shortcut key to reply to the listened group.
- Call Group Name: All Call will create a temporary group, the default group name is ALL Call, you can modify it by yourself.
- Local recording save: Set the path to save local recording file, after opening the path, you can find the local recording file.
- Prompt sound: select the start and end speech sound. And you can set the volume of cue sound.

8.4 Color Settings



- Font Color: Operator can choose any color about the text
- Background Color: Operator can set the background color

8.5 play file



- Intercom Mode: The operator can select different intercom modes to play the recorded files.
- Recording Method: The operator completes the recording and selects the storage folder.