



# **POCSTARS QT Dispatch Console Platform User Manual**

---

**V2.6.11**

**Aug 2020**

**Table of Contents**

- 1. The Product Introduction.....
  - 1.1 QT Dispatch Console Overview.....
  - 1.2 Function Introduction.....
  - 1.3 Explanation of Terms.....
- 2. Instructions for the Use of Dispatch Console.....
  - 2.1 QT Dispatch Console Overview.....
  - 2.2. Dispatch Console Homepage.....
  - 2.3 Icon Description.....
  - 2.4 Setting group display color.....
  - 2.5 Online group members are displayed in setting color.....
- 3. Dispatch Console Operation Introduction.....
  - 3.1 Group Member Status.....
  - 3.2 Organization management.....
    - 3.2.1 Organization management entrance.....
    - 3.2.2 Add Organization.....
    - 3.2.3 Add members.....
    - 3.2.4 Displayed in the organization frame after adding organizations & members.....
    - 3.2.5 Modify the organization name.....
    - 3.2.6 Move members.....
    - 3.2.7 Delete Organization.....
  - 3.3 Group management.....
    - 3.3.1 Create Group.....
    - 3.3.2 Display after successfully creating a group.....
    - 3.3.3 Group settings.....
      - 3.3.3.1 Edit Group.....
      - 3.3.3.2 Delete group.....
      - 3.3.3.3 edit members.....
  - 3.4 Area Group.....
    - 3.4.1 Creat Area Group.....
    - 3.4.2 Edit Area Group.....
    - 3.4.3 Manually adjust the range of Geo-Fence.....
    - 3.4.4 check the Geo-Fence entry and exit records of members.....
    - 3.4.5 Delete regional groups.....
  - 3.5 Group Call (Fixed Group Intercom).....
  - 3.6 Temporary Group Call (Temporary Group Intercom).....
  - 3.7 Single Call.....
  - 3.8 Temporary single call response.....
  - 3.9 Temporary Enable /Temporary Disable.....
  - 3.10 Move Channel/ Interrupt Call.....
- 4. GIS Scheduling and Management.....
  - 4.1 GIS Map.....
  - 4.2 Ranging.....
  - 4.3 Frame Selection Function.....
  - 4.4 Mark points of interest.....
  - 4.5 Setting up GPS.....

4.6 GPS Positioning.....	
4.7 Track Playback.....	
4.8 Recording.....	
4.9 Message.....	
4.9.1 Message.....	
4.9.2 Session.....	
4.9.3 Broadcasting.....	
4.9.4 Submission.....	
4.10 Geo-Fence.....	
4.11 Video Streaming.....	
4.14 SOS.....	
4.14.1 Dispatchers process and turn off SOS received.....	
4.12.2 SOS Record.....	
5. Account Settings.....	
5.1 Switch language.....	
5.2 Account Information.....	
5.3 Account Name and Password Modification.....	
5.4 SOS Voice.....	
5.5 GEO-fence Voice.....	
5.6 Message Voice.....	
5.7 Software Update.....	
5.9 About.....	
6.0 Login out.....	

## 1. The Product Introduction

### 1.1 QT Dispatch Console Overview

QT dispatch console is the exclusive management platform for the dispatcher. It has rich functions such as: Single Call, Group Call, Temporary Group Call, Area Group, Multi-group Monitoring, Organization, Level dispatch, Recording, Geo Fencing, Video Streaming ,SOS, GPS Location, Track Playback, Road binding, Temporary Enable/Temporary Disable, Move Channel, Interrupt Call, Receiving/Sending multimedia messages, etc., to realize the dispatcher's command and dispatch management for the front personnel. At present, the dispatch console uses the QT version to login. The dispatch console of the POCSTARS public network has four different nodes, which are listed as follows: Africa, Asia, Europe, and North America.

The QT dispatch console download link is: <http://www.POCSTARS.com/web/download.do>

### 1.2 Function Introduction

**Single Call:** Dispatcher choose one user, realize one to one single call intercom.

**Group Call:** After the dispatcher enters the group, it can make calls to all online users in this group, and can also answer calls from other users in the group.

**Temporary Group:** The dispatcher can select one or more online users to initiate an invitation, establish a temporary speaking group, and perform partial user intercom.

**Area Group:** The dispatcher most can create three area groups associated with the Geo-Fence. The members of Area group are divided into permanent members and temporary members. After a fixed member logs in the mobile APP,

can see the regional group and automatically listen to the regional group also can enter the regional group manually and conduct intercom. Temporary members can't see the area group after logging in the mobile APP, such as outside the Geo-Fence. Enter the Geo-Fence, you can see the area group, you can manually enter the area group and intercom. When temporary members enter the Geo-Fence, they will automatically listen to the group, and when they leave the Geo-Fence, they will automatically cancel the listening.

**Multigrain Monitoring :** Multiple groups can be monitored in the dispatch console at the same time. When multiple groups are talking at the same time, it will be played according to the priority configured by the system configuration.

**Organizational management:** Organizational management supports the creation of new subsidiaries under the company, and a 10-level department can be created under the subsidiary. Company-> Subsidiary-> Level 1 Department-> Level 2 Department-> ...-> Level 10 Department.

**Level dispatch:** Company-level dispatchers have company-level management authority, and can manage all hierarchical organizational relationships of the company through the dispatching console. Subsidiary dispatchers and department dispatchers can only manage hierarchical organizational relationships within their scope, and cannot manage and view hierarchical organizational relationships between superiors and subsidiaries (departments) at the same level.

**Recording:** The platform records all users' calls over 200ms. The dispatcher can record the recordings of all calls through the recording record, which is convenient for forensic inquiry.

**Multimedia message:** send text, picture, video, location and other multimedia information between dispatchers and end users, and support the dispatch console to handle events with multiple groups at the same time, and conduct command and scheduling for group personnel. Multimedia messages are saved in the background for information verification and traceability. You can send and receive messages in a fixed group, or you can customize session to send and receive messages.

**Geo-Fence:** The dispatcher chooses an area in the map. Once the intercom user in the area exceeds the delimited area, the dispatch map will alarm and display the relevant information of users beyond the area.

**Video Streaming:** Video transmission: The terminal can transmit the video streaming from the terminal side back to the dispatch console, which can view the video streaming transmitted from the terminal and master the real-time dynamics of the terminal side. The dispatch console can watch 4 channels of video streaming at the same time.(some of the cloud server don't support video streaming feature)

**Registration point playing real-time video:** the end user sends back real-time video, and the dispatcher can play real-time video in the actual position of the end user. That is, real-time video matches the position of the end user to facilitate dispatchers to issue correct scheduling instructions in an emergency.

**SOS:** The dispatch console can receive and process the SOS distress signal sent by the terminal, and after the dispatcher commands the dispatch, the SOS can be turned off. The dispatcher can select search conditions to query and view SOS records.

**Positioning:** After the terminal reports the position, the electronic map will display the position information of the terminal when the dispatcher locates the terminal at the dispatch console.

**Trajectory playback:** The dispatcher can play back the historical movement track of the terminal on a certain date through the dispatch console, and can query the historical track of up to one month.

**Road binding:** Turn on the road binding mode. The GIS interface of the dispatch console will correct the positioning point to the nearby road when displaying the positioning, search for the road network information closest to the positioning point and select the most suitable road for binding to form the correct binding. Road trajectory route. It is suitable for use scenarios such as logistics and taxis that are often driven on highways.

**Temporary Enable:** The dispatcher remotely turns off the voice function of a member of the group. This member cannot use the intercom function.

**Temporary Disable:** The dispatcher performs remote opening of the “remotely shut” members so that they can use the intercom function normally.

**Move Channel:** The dispatcher pulls the user in the current group who is not in the group, and pull him back to the group where the dispatcher is currently located.

**Interrupt Call:** The dispatcher will forcibly interrupt the user who is talking, and the user who is forcibly interrupted will automatically end this speaking, but can initiate the next speaking normally.

**Multimedia message:** Dispatchers and end users send text, pictures, video, location and other multimedia information between each other, and support the dispatch console to handle events with multiple groups at the same time, and conduct command and dispatch for group members. Multimedia messages are saved in the background to facilitate information verification and traceability.

**Customize group colors:** The dispatch console can customize the group display color. After setting, select this group online, and the location will be displayed on the map according to the set color.

**Different colors distinguish different groups:** The dispatcher can select the group display color on the color block plate, and the group members will be distinguished and displayed on the map according to the selected color.

**Description:** Support 8 languages, English, Chinese, Indonesian, Spanish, Portuguese, Russian, Turkish, French

## 1.3 Explanation of Terms

**Dispatch Console:** The management platform for company dispatchers to log in.

**Dispatcher:** The person in the company who is responsible for scheduling platform management.

## 2. Instructions for the Use of Dispatch Console

### 2.1 QT Dispatch Console Overview

After the QT dispatch console decompresses and runs, enter the dispatch console login interface, as shown in Figure 2.1. If necessary, select the language (Default English), enter the account password, and click login.

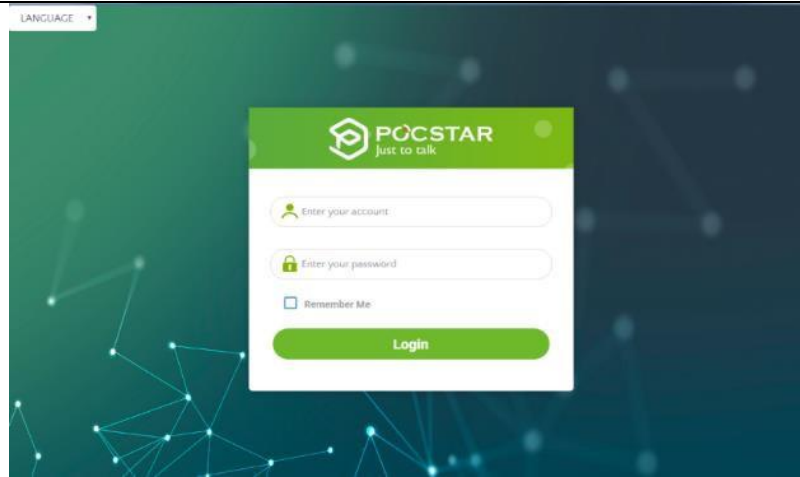


Figure 2.1 Dispatch Console Login Interface

Description: Support 8 languages: English, Chinese, Indonesian, Spanish, Portuguese, Russian, Turkish, French

## 2.2. Dispatch Console Homepage

After the user logs in the dispatch console successfully, the main interface of the dispatch console operation is displayed: which is mainly composed of: a group list, a GIS map window, a menu bar and an information bar, as shown in Figure 2.2.

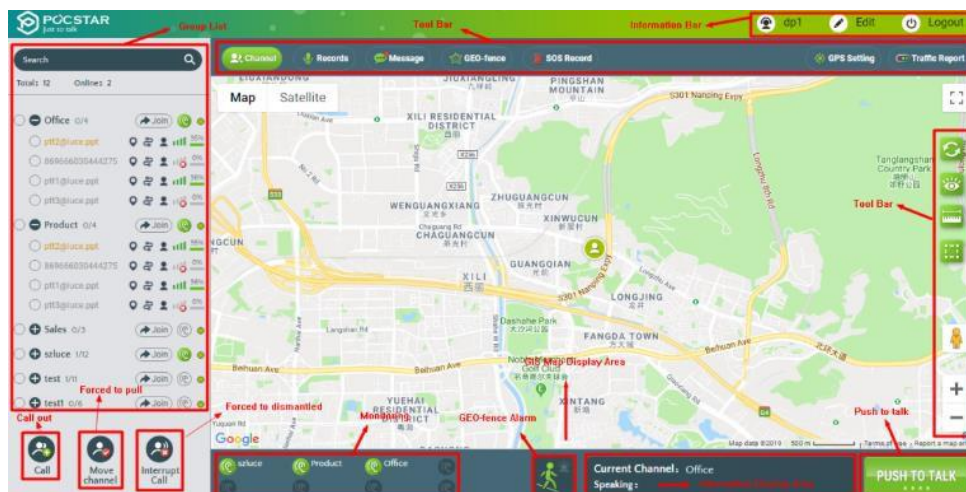


Figure 2.2 Dispatch Console Main Interface

**Description:** Support 3 different languages: English, Chinese and Spanish.

As shown in the Figure above, the main interface of the dispatch console consists of the following parts:

- 1. Group List:** It is located on the left side of the main interface, which displays all the groups and joined group member information.
- 2. GSI Map:** It is located in the middle area of the main interface, which consists of GIS toolbar and GIS map display area.
- 3. Toolbar:** It is located above the GSI map area, provide the functions: Channel、 Organization、 Records、 Message、 GEO-fence、 Video Streaming、 SOS Record、 GPS Setting、 Traffic Report.

**4. Information Bar:** It is located in the upper right corner of the main interface, which consists of personal information, edit information and logout functions.

**5. Multi-group monitoring:** Display the list of groups monitored by the dispatch console, and monitor group speakers.

**6. Geo-Fence cross-border warning:** Display the warning information of Geo-Fence crossing the boundary. When there is an Geo-Fence crossing the boundary, the warning will be displayed in the upper right corner of the icon.







**7. Intercom Display Area:** Display the speaker information such as the group where the dispatch console is located.




**8. GIS Toolbar:** It is located on the left side of the GIS map area, which provides GSI map refresh, display user, ranging, frame selection, street view query, zoom in, zoom out and other functions.

**9. Call/Move Channel/Interrupt Call:** It is located in the lower left corner of the main interface, which provides function buttons such as group call, move channel, interrupt call.


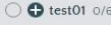


### 2.3 Icon Description

The status of the user icon:

Icon	Interpretation
<b>User status icon</b>	
Font display green	The user is online and in the current group.
Font display orange	The user is online but not in the current group.
Font display gray	The user is offline
<b>Shortcut Icon</b>	
	Group call icon
	Join in group
	Monitoring Groups
	Positioning icon
	Track playback
	Temporary Enable

	Temporary Disable
	Terminal network signal strength
	Terminal power

### 2.4 Setting group display color

The dispatcher can customize the group's display color on the map, default is  (cyan). Click the custom group color button on the right most side of the group name   , select the desired color in the pop-up color tray, the group members will be displayed as the selected color on the map, as shown in Figure 2.4.1.

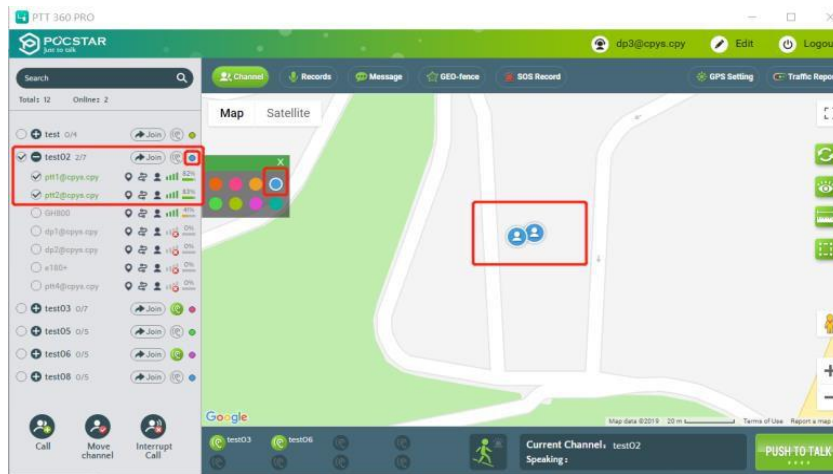


Figure 2.4.1 Sets the group display color to blue

### 2.5 Online group members are displayed in setting color

If online members of multiple groups are selected at the same time, they will be displayed on the map according to the group color set by the dispatcher. As shown in Figure 2.5.1, the dispatcher checks one online group member in each of the two groups, and the selected online group members are displayed on the map according to the set color.

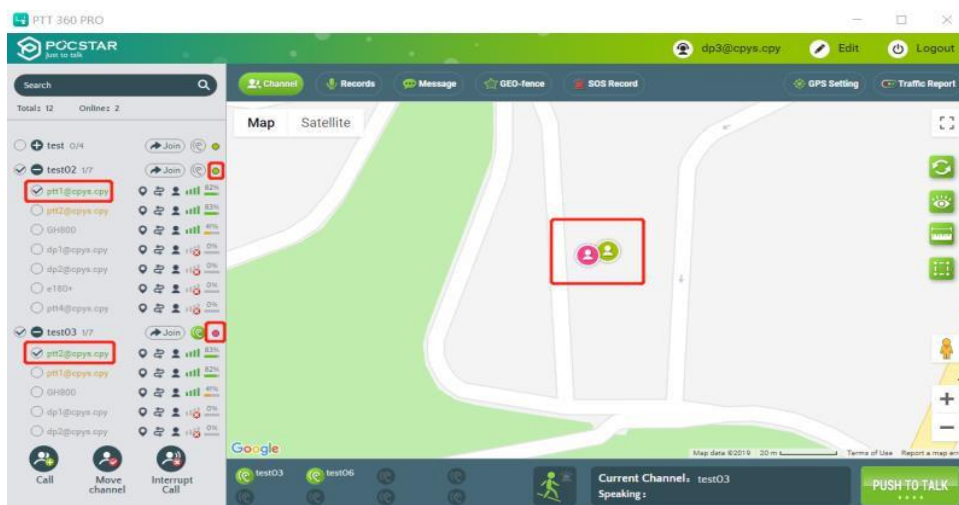


Figure 2.5.1 Online group members are displayed in setting color



### 3. Dispatch Console Operation Introduction

The dispatch console management function enables the dispatcher to perform scheduling management for all users of the company, including group calls, single calls, temporary group calls, and Monitoring Groups 、 temporary enable/temporary disable, move channel, interrupt call, etc.

#### 3.1 Group Member Status

After logging in the dispatch console, you can view the status information of the members of the group list. The status of the group members is: online in the current group, offline, online but not in the group, online but temporary enable and so on. As shown in Figure 3.1 below:

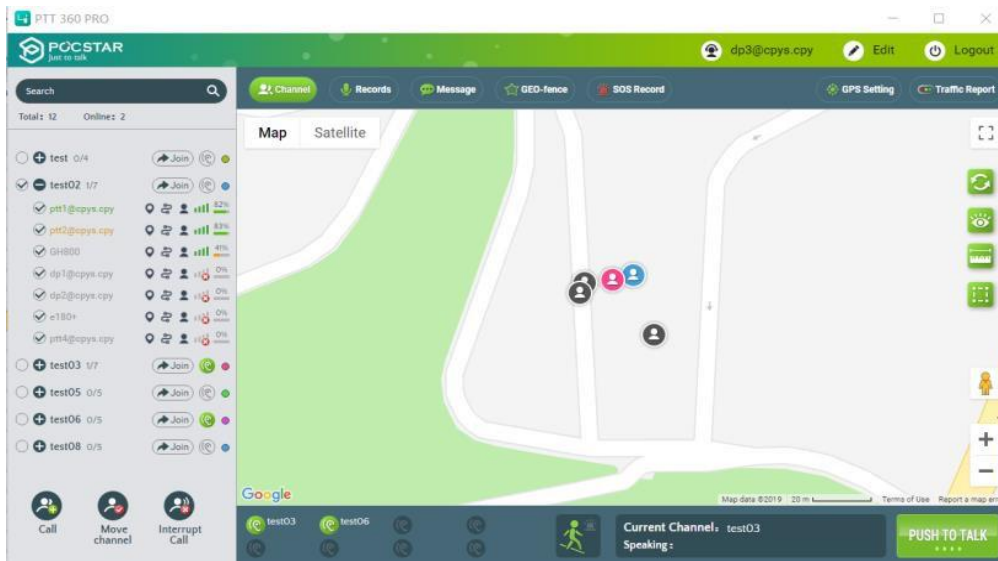





Figure 3.1 Group Member Status

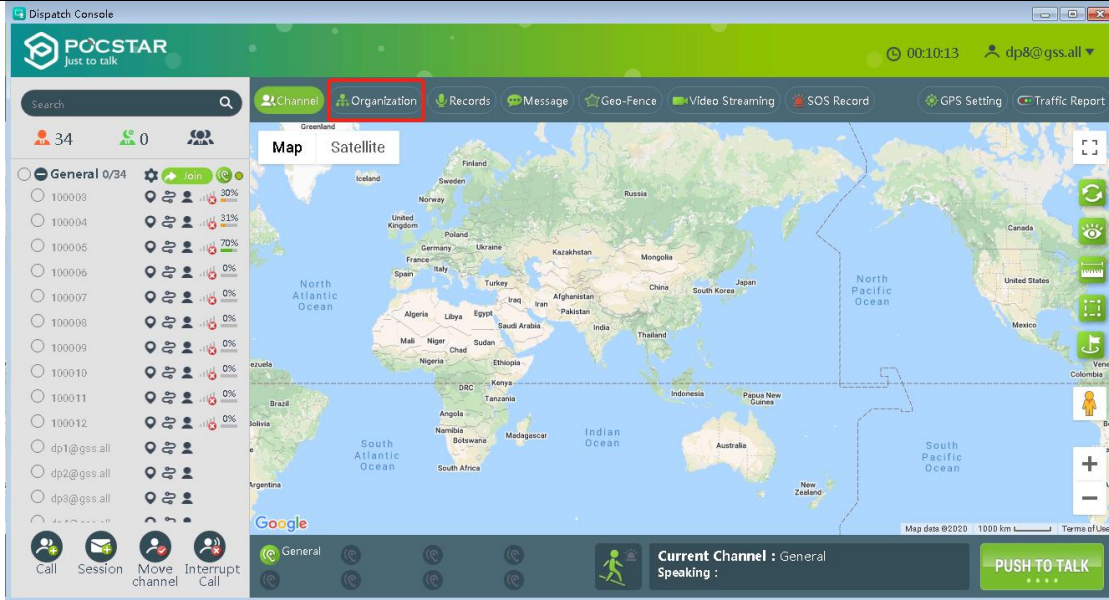
#### Group member status description :

- Online in the current group: the font is displayed in black;
- Online but not in the current group  ;
- Offline: The font is gray;
- Temporary Enable:  ;
- Temporary Disable:  ;

### 3.2 Organization management

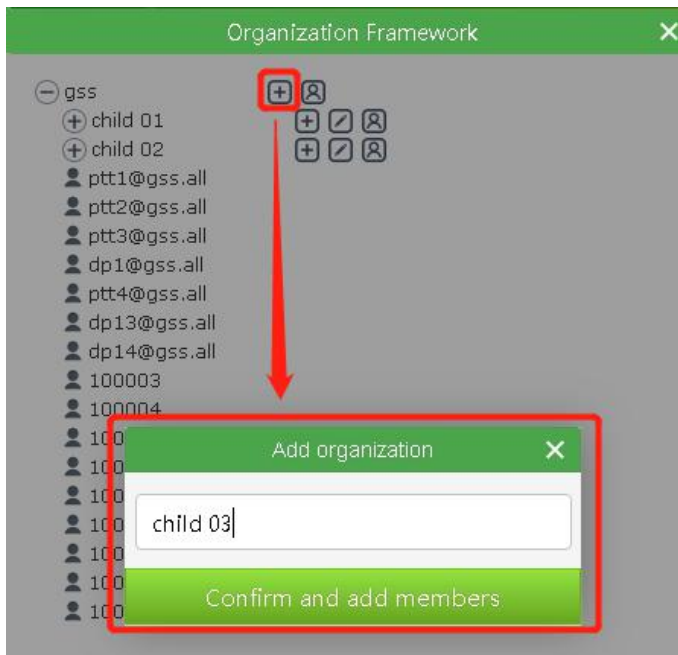
#### 3.2.1 Organization management entrance

After logging in to the dispatching console, click "organization" as shown in the figure below to enter the organization management interface.



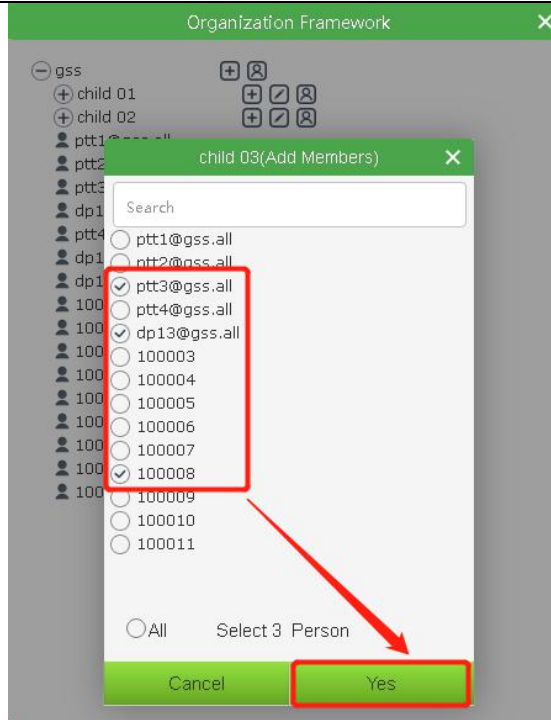
### 3.2.2 Add Organization

As shown in the red box in the figure below, click the "+" button to add an organization to the next level of the organization. For example, in the "gss" organization, click the "+" button to add sub organizations "child 03"



### 3.2.3 Add members

When adding an organization, enter the name of the organization, such as "New organization", click the "Confirm and add members" button, a member selection box will pop up, showing all members of the current level organization that are not in sub-organizations. After selecting the members, click the "OK" button To complete the addition of organization members. As shown below:

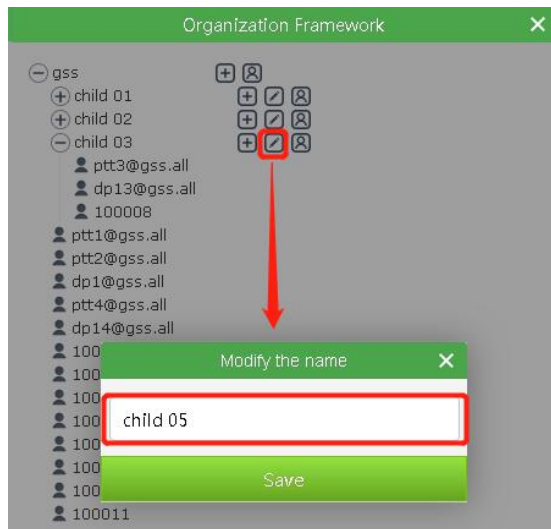


Description:

You can enter keywords in the search box to vaguely or accurately find members.

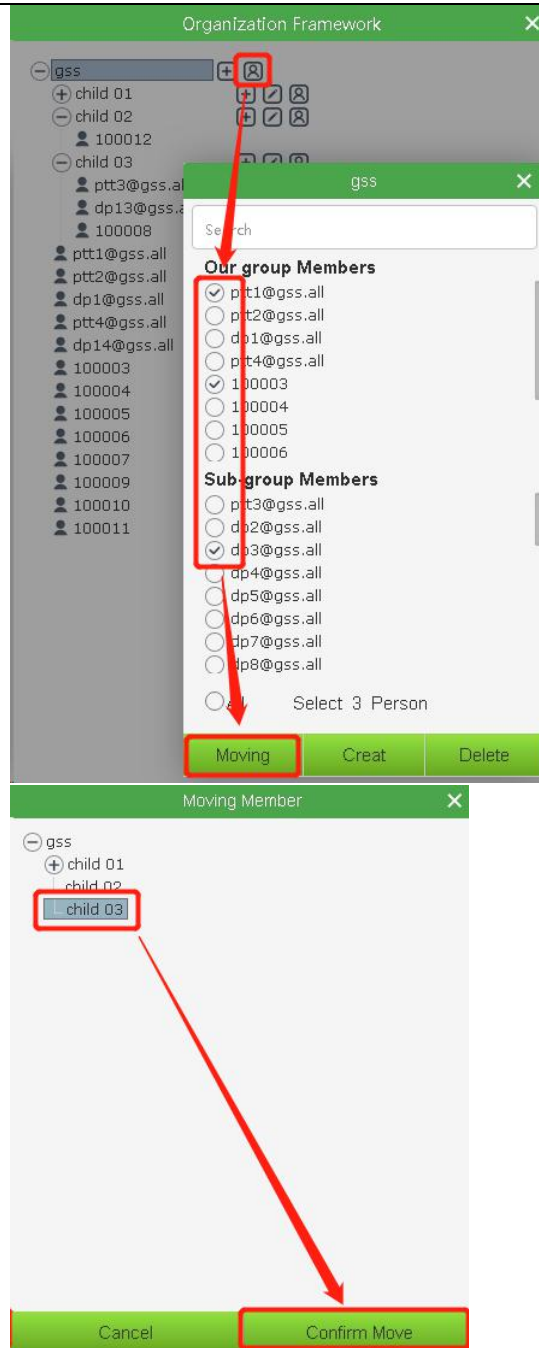
### 3.2.4 Modify the organization name

In the organization list, click the "✎" button of an organization to modify the organization name, as shown in the figure below:



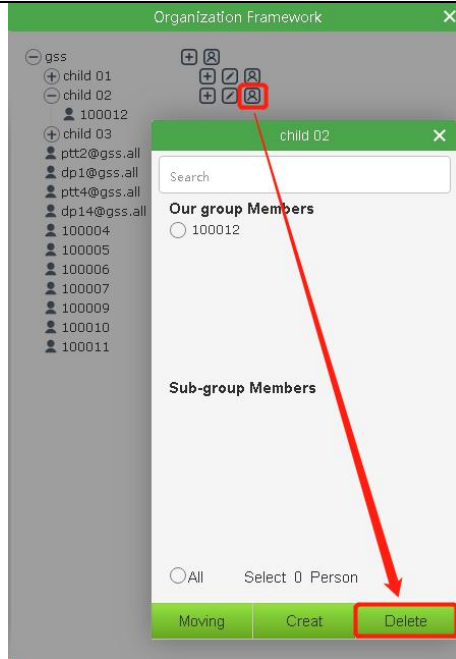
### 3.2.5 Move members

In the organization list, click the "👤" button of an organization to move members to the organization or subordinate organizations. Specific operation: Click the "👤" button, the interface displays the members of this group and subgroups, check the members as needed, click the "move" button, the organization tree of this level will pop up, select an organization, and click "confirm to move" to complete the member movement. As shown below:





### 3.2.6 Delete Organization

In the organization list, click the "🗑️" button of an organization, and a confirmation window will pop up to confirm deletion. After selecting "OK", the organization at that level will be deleted. As shown below:

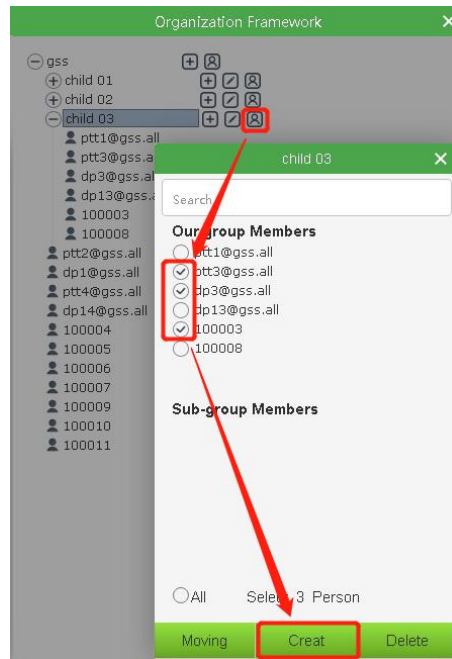


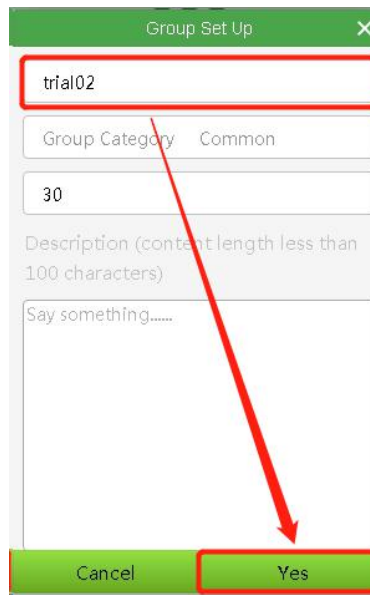
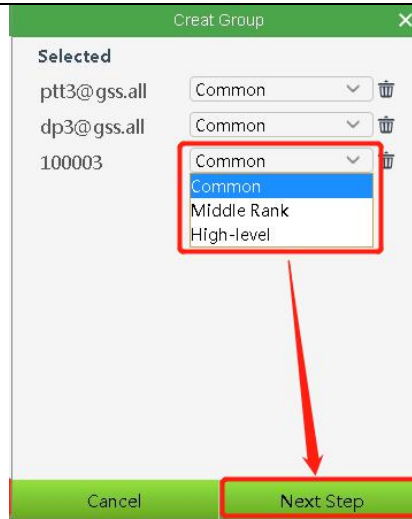
### 3.3 Group management

#### 3.3.1 Create Group

In the organization list, click the "  " button of an organization to create a group. Specific operation: Click the "  " button, the interface displays the members of this group and sub-groups, select the members as needed, click the "Create group" button, the create group interface will pop up, set the priority of the voice rights of the selected members, and click "Next" ", enter "group name", "single call duration (10s~120s)", "group description information", and click the "OK" button to create a group. As shown below:

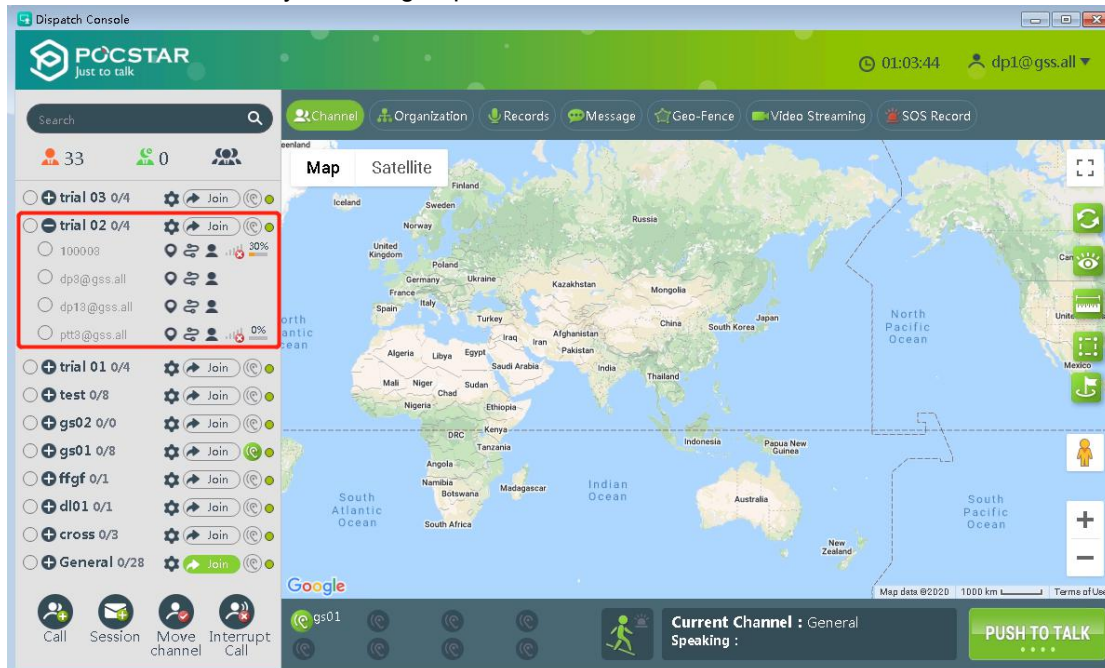
Note: If the process of creating a group is interrupted by SOS, it needs to be recreated.





### 3.3.2 Display after successfully creating a group

The group list shows the successfully created group

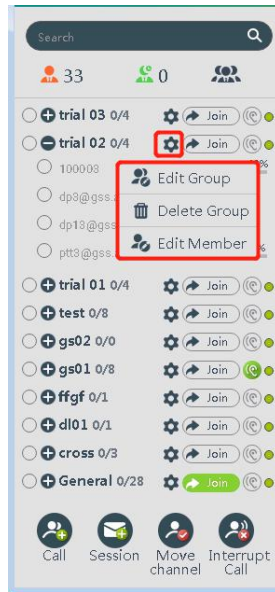


### 3.3.3 Group settings

As shown in the red box below, click the group settings button:



- Edit group
- Delete group
- Edit members

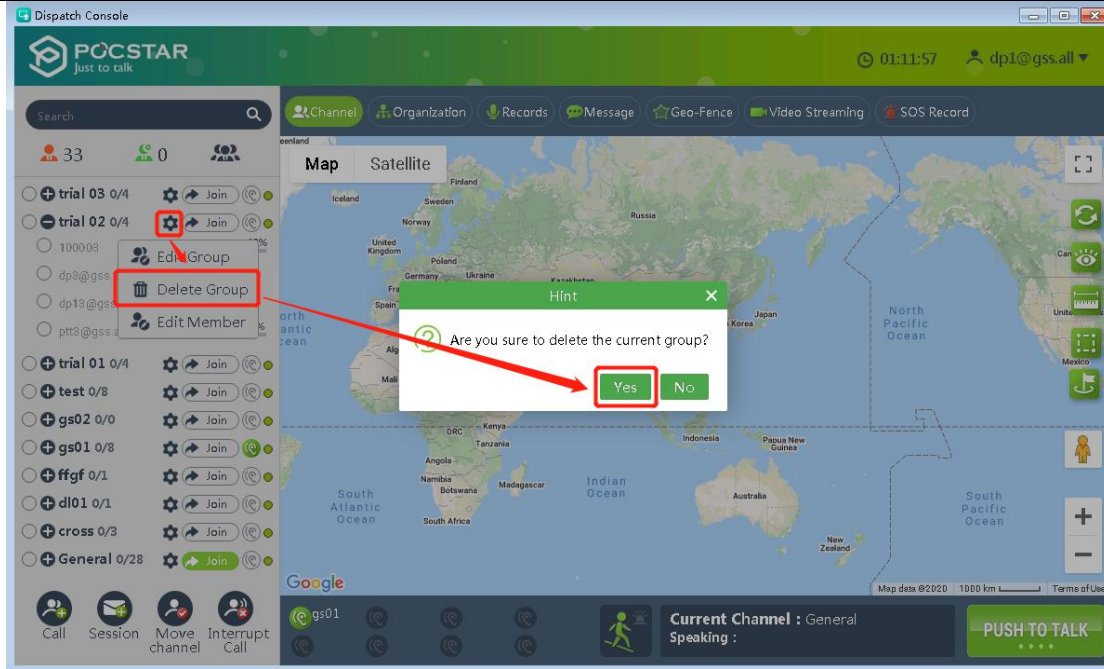


### 3.3.3.1 Edit Group

After clicking the "Edit Group" button, you can modify the "Group Name", "Single Call Duration", and "Group Description Information".

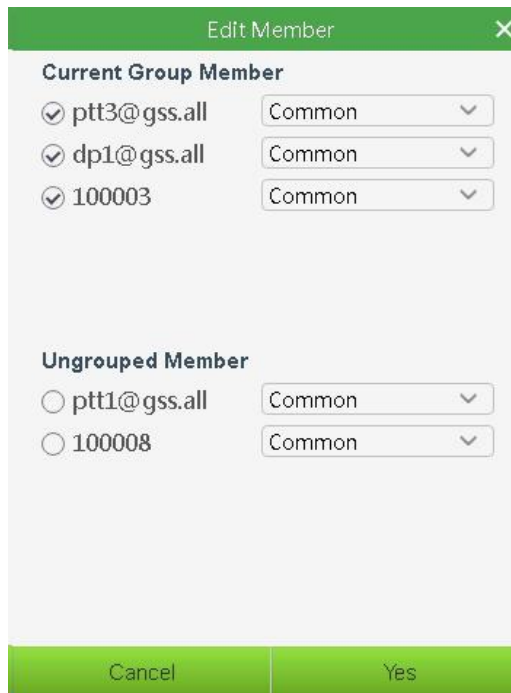
### 3.3.3.2 Delete group

After clicking the "Edit Group" button, you can modify the "Group Name", "Single Call Duration", and "Group Description Information".



### 3.3.3.3 edit members

After clicking Edit member, a member box will pop up, showing the checked status for the members in the group and the unchecked status for the members of the current level organization not in the group. Each member can modify the PTT priority.



- Modify the PTT priority: select from the drop-down list corresponding to the member.
- Delete member: If it is checked, change it to unchecked, then click "Yes" button to delete the member.
- To add a member, check the ones that are not checked yet, and then click the "Yes" button to add the member.

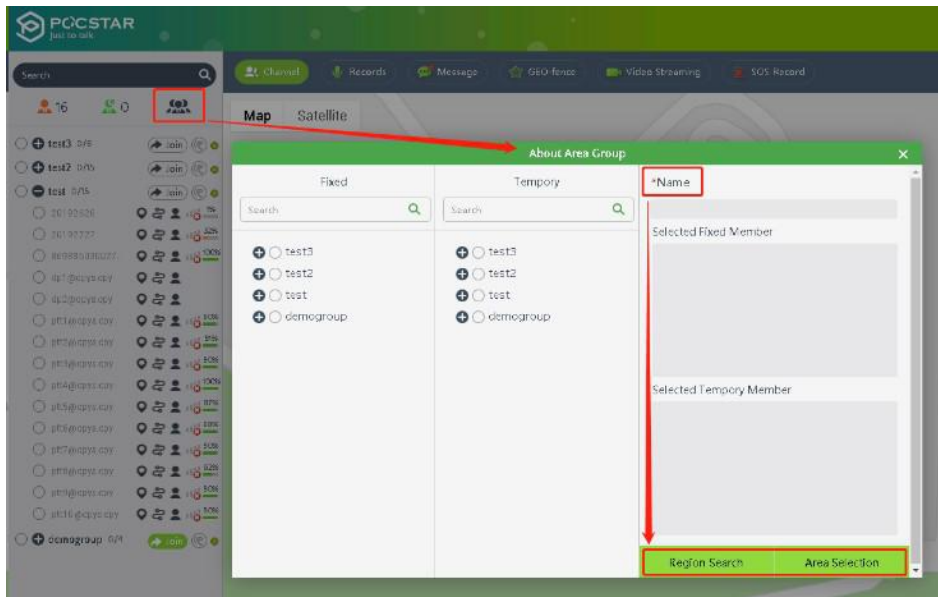


### 3.4 Area Group

The dispatching station can create regional groups to meet the flexible scheduling requirements of large-scale events and events at a specific time and place. The dispatcher can select a certain map range to establish a regional group, and set up the permanent members and temporary members of the regional group.

#### 3.4.1 Create Area Group

In the "Channel" page of the dispatcher, click "👤" button at the top of the Group list, and the system pops up the box of "About Area Group", input the name of Area Group, and then select the map range to quickly create a regional Group, as shown in the figure below.

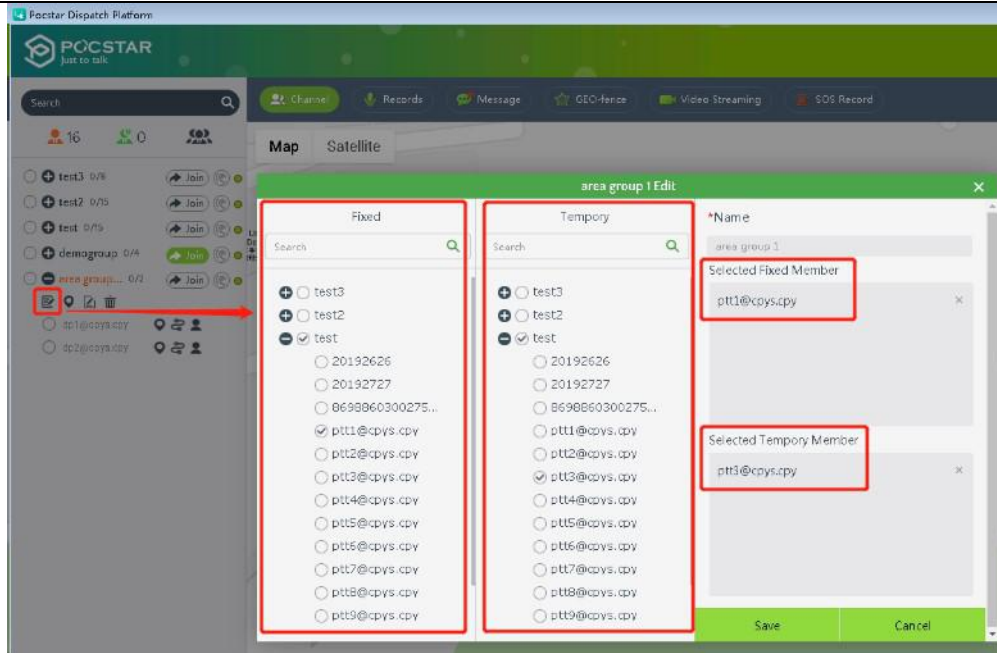


#### 3.4.2 Edit Area Group

Expand an area group in the group list and click the "📄" button to edit the area group.

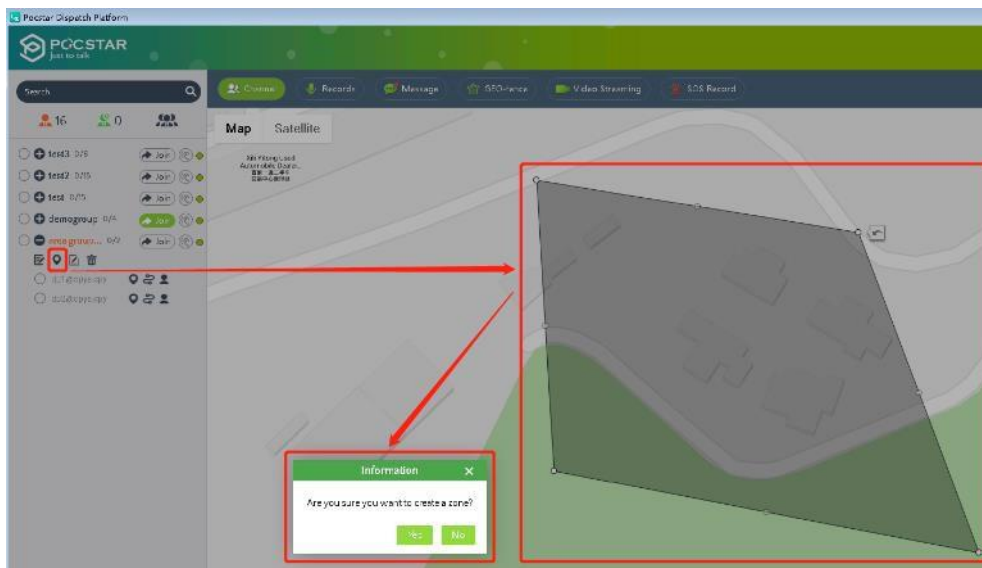
- You can edit the name of the area group
- You can change the permanent members of the area group
- You can change temporary members of the area group.

Fixed and temporary members cannot be duplicated.



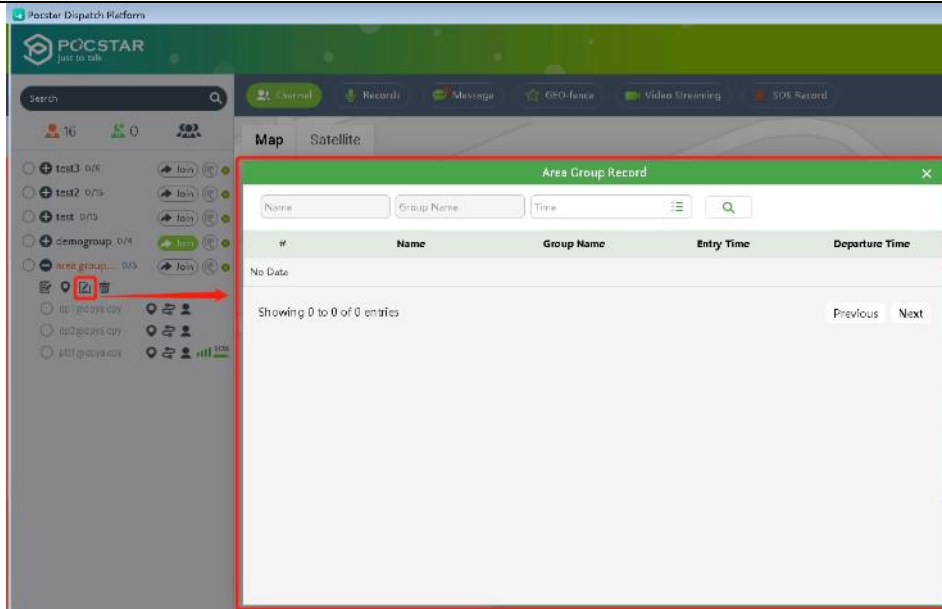
### 3.4.3 Manually adjust the range of Geo-Fence

After expanding the area group, click "📍" button to manually adjust the Geo-Fence range of the area group, as shown in the figure below.



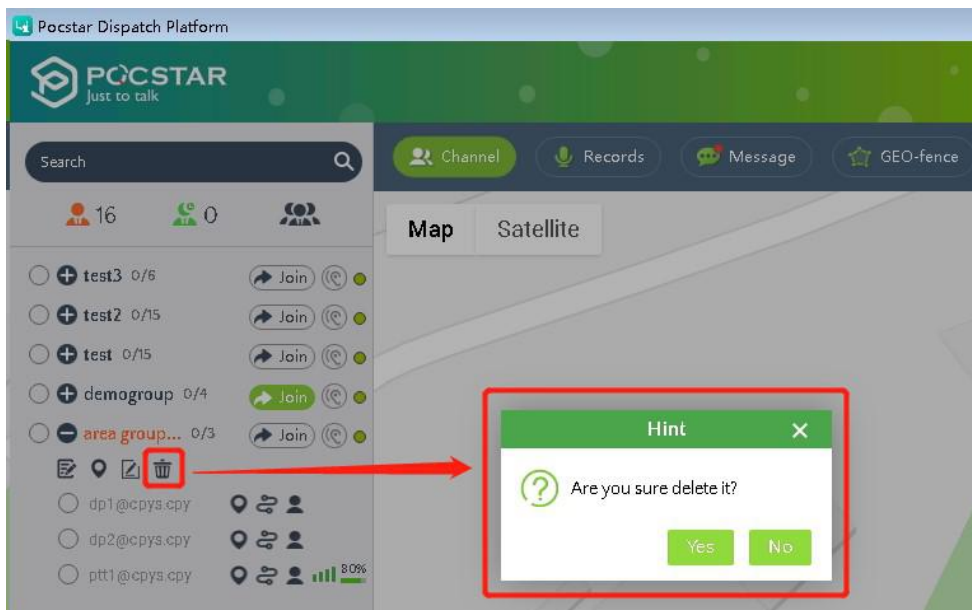
### 3.4.4 Check the Geo-Fence entry and exit records of members

After expanding the zone group, click the "📄" button to view the records of the zone group members entering and exiting the Geo-Fence, as shown in the figure below.



### 3.4.5 Delete regional groups

After expanding the Geo-Fence, click the "🗑️" button, and then delete the area group after confirming the popup box, as shown in the figure below.



### 3.5 Group Call (Fixed Group Intercom)

After logging in the dispatch console, select the "Join" button from the group list, for the dispatcher, enters the selected group, and presses the PTT intercom button to speak, then perform the intercom to the group members, as shown in Figure 3.2:

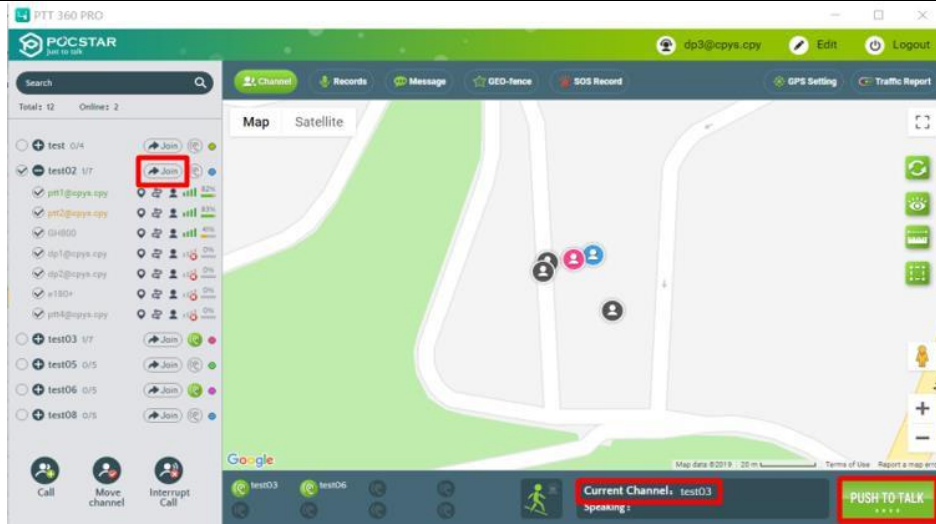


Figure 3.2 Fixed Group Call

Note: Click the "Join" button in the different groups to switch.

The default duration of a group call is 30S, which can be set on the operating platform. The setting range is 10S~120S.

### 3.6 Temporary Group Call (Temporary Group Intercom)

**Temporary group intercom:** Dispatcher can initiate a half-duplex call to one or more users on-line in the form of a temporary group as needed.

**Create a temporary group:** After the dispatcher logs in the platform, tick several online members to be called in the group list, click the "CALL" icon in the lower left corner, and a new temporary group named db1 will be added in the group list named after the dispatcher. At this time, hold down the intercom button to conduct the temporary group CALL.

Figure 3.3.1 and Figure 3.3.2:

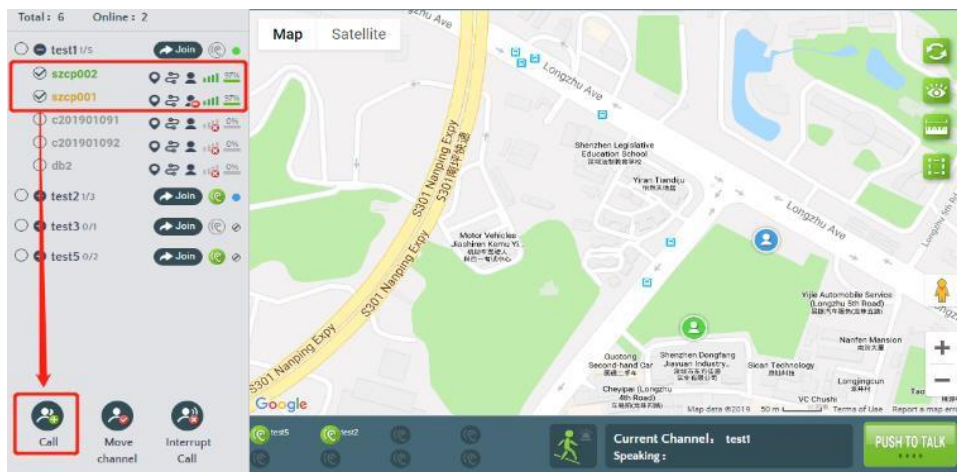


Figure 3.3.1 Temporary Group Creation

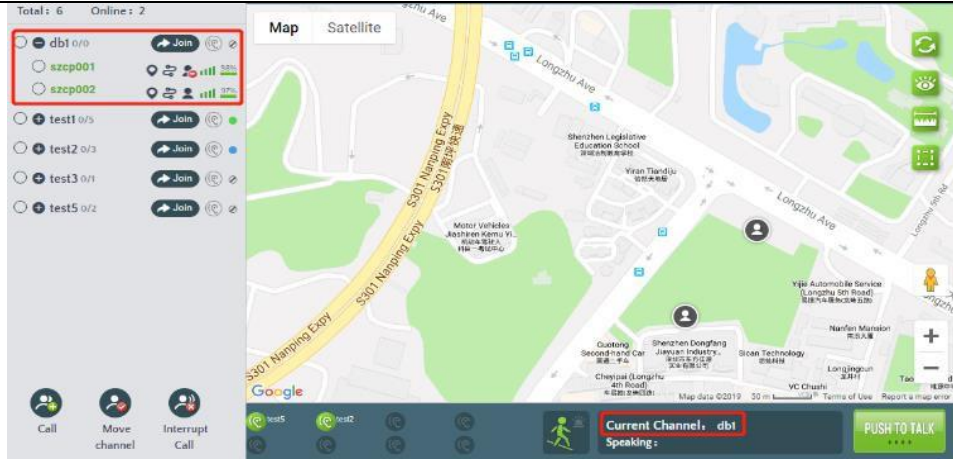


Figure 3.3.2 Temporary Group Call

**Dismiss the temporary group :** The temporary group creator (ie, the dispatcher) actively dismisses the temporary group when the group owner switches. After dismissing, the temporary group will no longer be displayed in the "CH".

### 3.7 Single Call

**Single Call:** After the dispatcher invites a user to establish a temporary group, initial one-on-one single-call intercom.

**Operation Steps:** After the dispatcher logs in the platform, tick a certain online member in the group list, click "Call" button, and a new temporary group "db1" will be added to the group list. At this time, PTT intercom button is held down to Call intercom, as shown in Figure 3.4.1 and Figure 3.4.2:

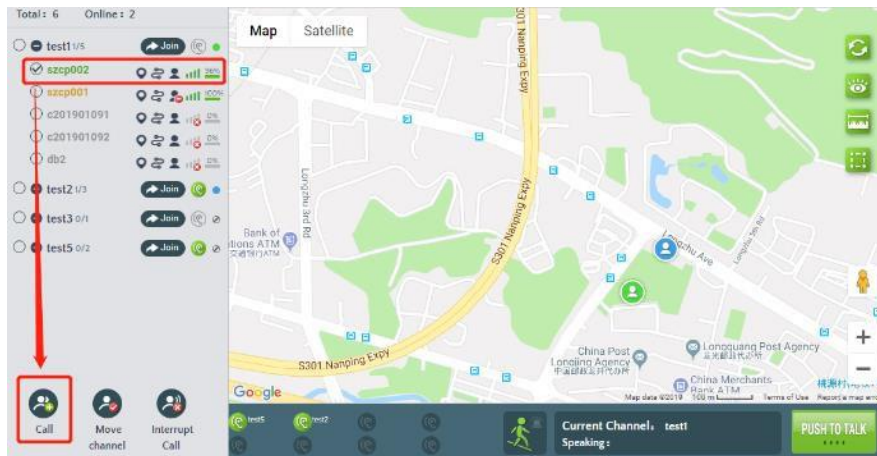


Figure 3.4.1



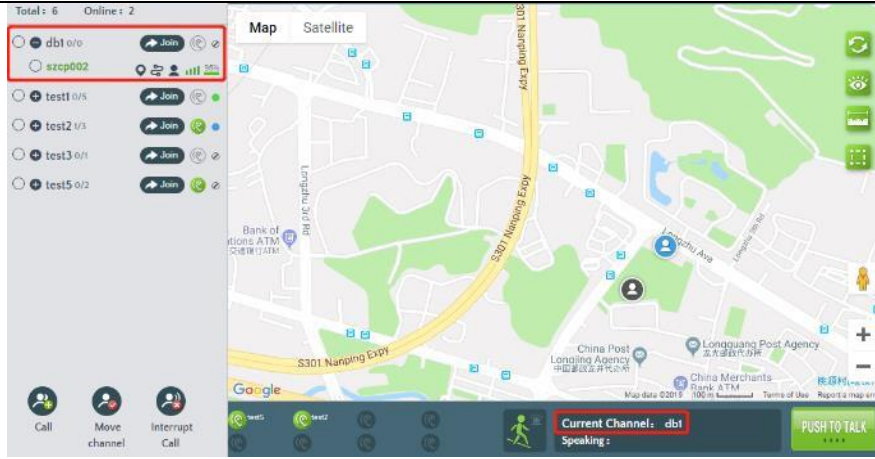
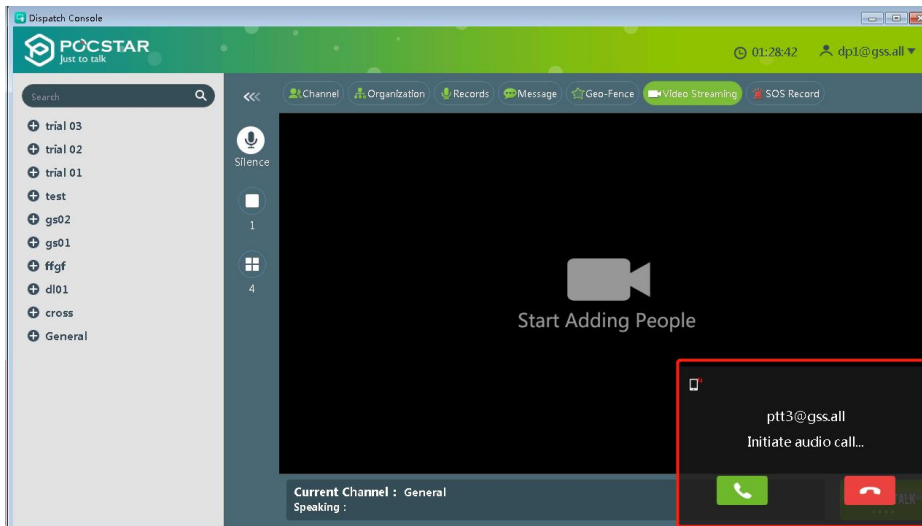


Figure 3.4.2

**Note:** Default duration of a single call (single/group call) is 30S, which can be set in the operation platform: 10S~120S.


### 3.8 Temporary single call response

When the dispatcher is temporarily called by the terminal, he can hear the call prompt tone, and at the same time, a pop-up box will remind in the lower right corner of the interface. as shown below



Note: After the dispatcher answers, the system will establish a temporary group, the calling terminal hangs up or either party switches the group, and the temporary group will be disbanded.

### 3.9 Temporary Enable /Temporary Disable

**Temporary Enable**  : The dispatcher remotely turns off the voice function of a member of the group. This member can't use the intercom function.

**Operation Steps:** The dispatcher logs in the dispatch console, clicks the "Temporary Disable" button in the group list, and in the pop-up information dialog box, clicks OK to close a member and lose the intercom function in all groups (Can't use group Speaking), as shown in Figure 3.5.1, and Figure 3.5.2:

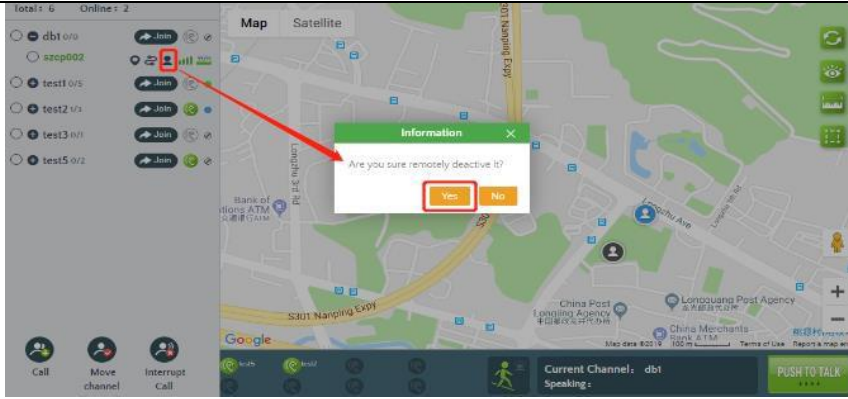



Figure 3.5.1 Temporary Disable

**Temporary Disable** : The dispatcher performs remote opening of the remotely closed members so that they can use the intercom function normally.

**Operation Steps:** The dispatcher logs in the dispatch console, clicks the remote-control button, and performs remote opening for the closed members, as shown in Figure 3.4.2:

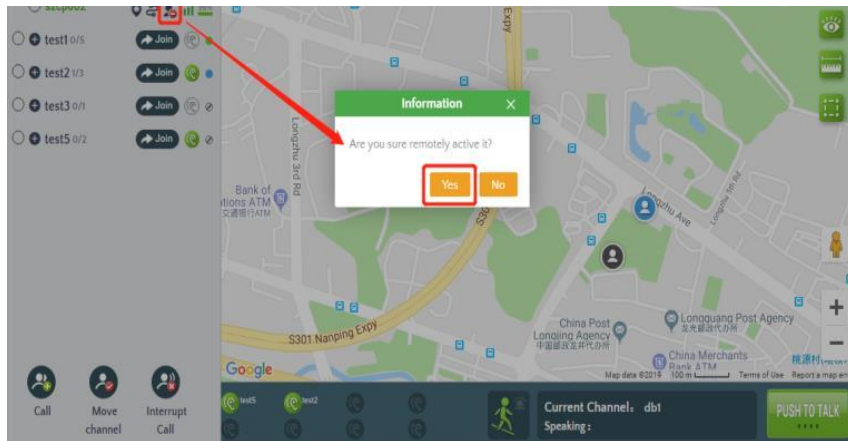



Figure 3.5.2 Temporary Active

### 3.10 Move Channel/ Interrupt Call

**Move Channel** : The dispatcher pulls the user in the current group who is not in the group, and pull him back to the group where the dispatcher is currently located.

**Operation Steps:** After the dispatcher clicks the "Join" button to enter a group, clicks the "Move channel" button. In the pop-up window, one or more members of the group list (not online) can be move channel to the dispatcher group. The following Figure 3.6.1 is online members and Figure 3.6.2 move channel. At this point, the selected user will be returned to the dispatcher's group by "move channel", showing the online status in the group.

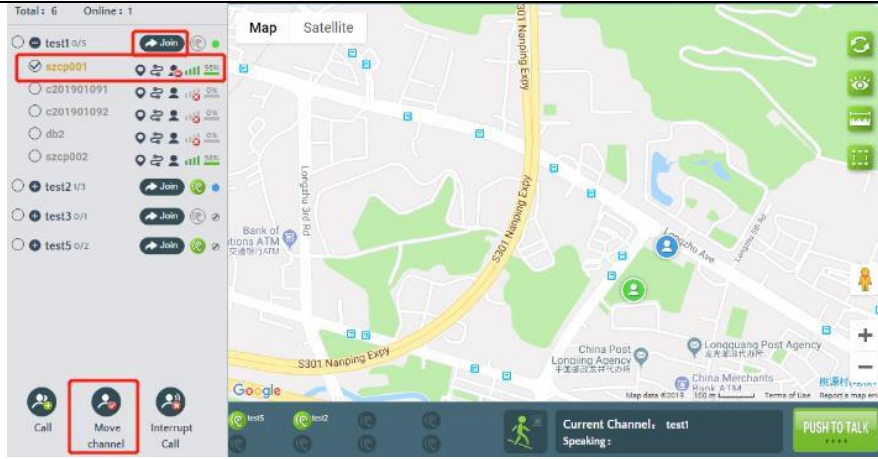


Figure 3.6.1 Online but not in the group member

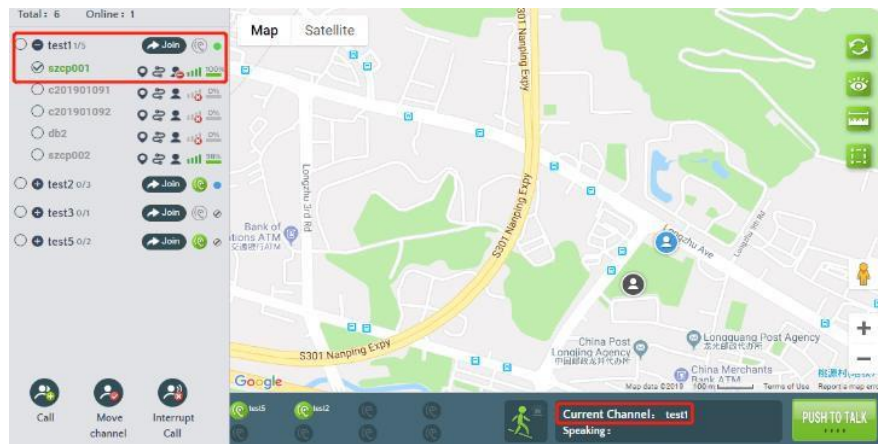



Figure 3.6.2 Online in the group

**Note:** The dispatcher needs to enter a certain group before it can be forced to pull, otherwise the operation will fail.

**Interrupt Call** : The dispatcher will force the user who is calling to put down the microphone. The interrupted user will not be able to get the right to call at this time, but he can make the next call normally.

**Operation Method:** When a member user is talking, the dispatcher clicks the "Interrupt Call" button to pop up the "operation success dialog box". At this time, the user intercom process is forcibly terminated. As shown in Figure 3.6 below:

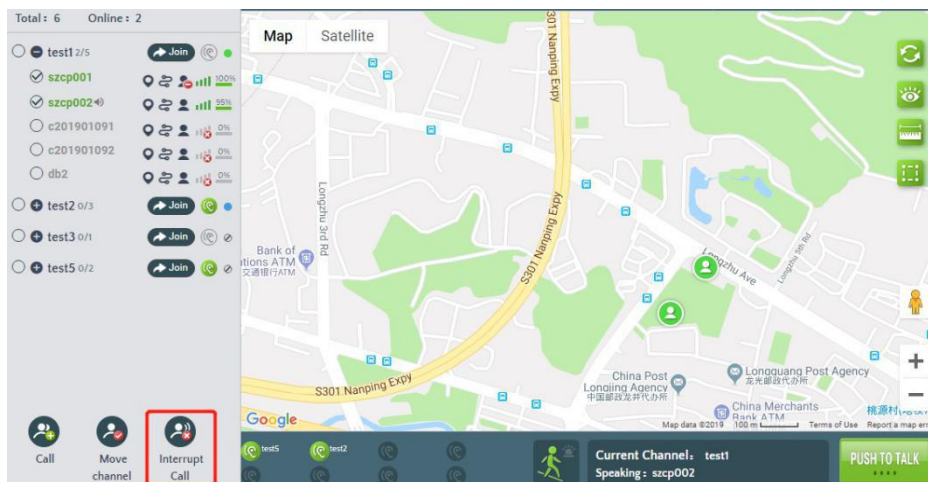


Figure 3.6.3 Interrupt Call



## 4. GIS Scheduling and Management












### 4.1 GIS Map

After logging in the dispatch console, the GIS map is located in the middle area of the main interface, including the GIS toolbar and the GPS map display area. The corresponding function button can be selected in the GIS toolbar to visualize the map window. The GIS map is as shown in Figure 4.1:



Figure 4.1 GIS Map

The GIS toolbar is mainly composed of 7 function keys. The functions and operations of these 7 function keys are as the follows:

1. **"Refresh"** : Refresh map user information. When the latest person information is not displayed on the map, click this icon refreshes the map to display the current status.
2. **Display the user "Show User"** : "All Users" and "Online User" for selection.
3. **Distance Measurement** : Measures the distance between two or more points on the map.
4. **Select "Quick Selection"** : Pop up the frame Post selection button and select the user by drawing a rectangle or polygon on the map.
5. **Create markers** : create markers on the electronic map
6. **Street View Query** : the dispatcher can drag "  " icon at the bottom right of the map window to view street view information in GOOGLE maps, which is convenient for the dispatcher to inquire about the distribution of buildings in the city and facilitate the management of tools.
7. **Map Zoom In** : Click "  " icon can zoom in map.
8. **Map Zoom Out** : Click "  " icon can zoom out map.

### 4.2 Ranging

**Ranging:** Use the Ranging Tool to measure distances between two or more points on the map.

**Steps:** Click the "Distance Measurement" button in the lower left corner of the page, then select the desired one on the map.

You can display the distance by trying two or more points of the distance. As shown in Figure 4.2:

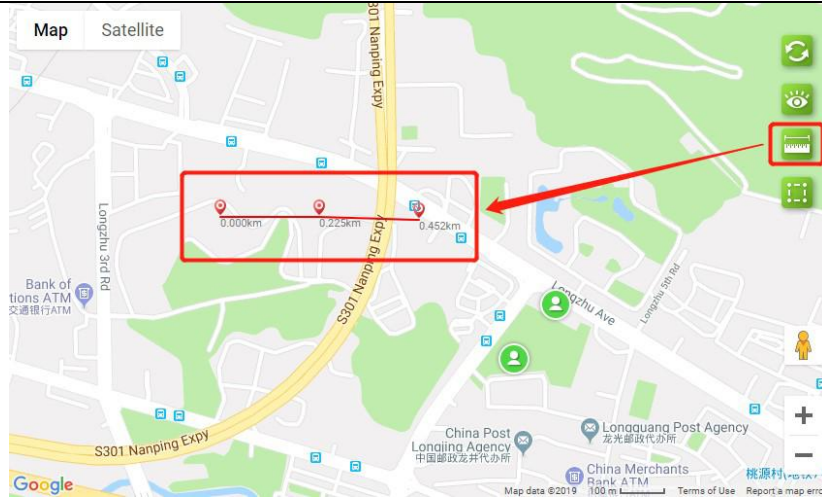
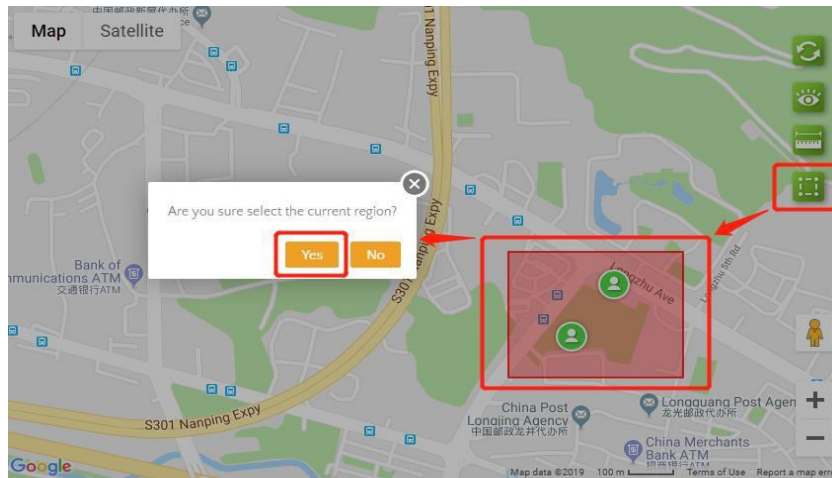


Figure 4.2 Ranging

### 4.3 Frame Selection Function

**Frame Selection:** When using the frame selection tool, the selected user area can be framed on the map, and the selected area is chosen. When the line user is selected, a temporary call can be initiated for the selected user.

**Operation Steps:** There is a "Quick Selection" button in the lower left corner of the main interface. After clicking, you can select it in the map window frame. In the polygon area, after the selected online user is selected, the user can make a temporary group call. As shown in Figure 4.3.1 and Figure 4.3.2 below:



As shown in Figure 4.3.1

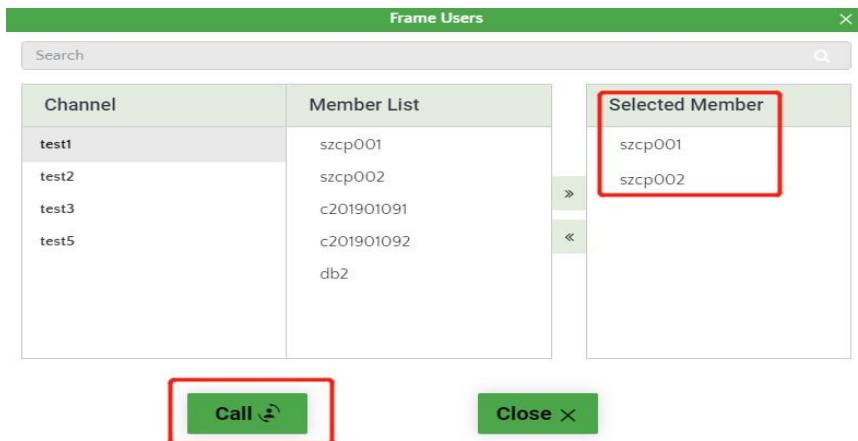
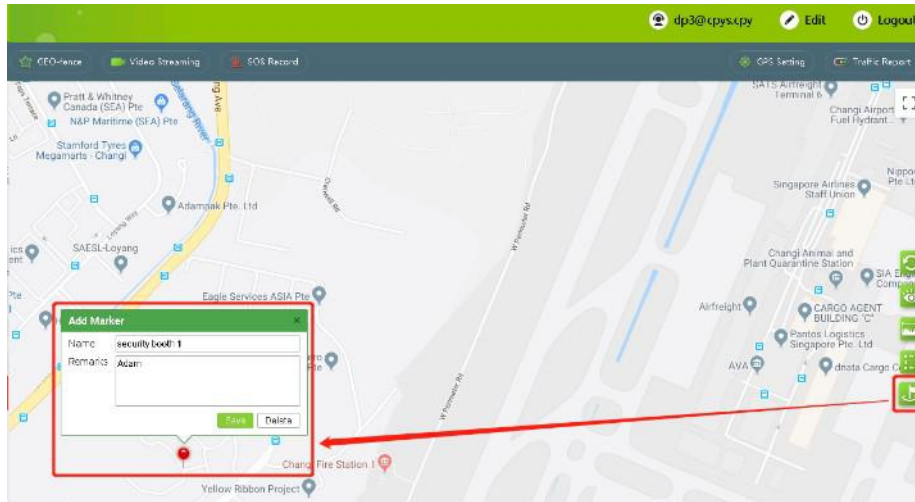


Figure 4.3.2

### 4.4 Mark points of interest

Mark interest points: when using the mark interest points tool, you can mark interest points on the map as required, such as "health point 1", "security booth 5", etc.

Operation steps: "Points of Interest" button is in the lower left corner of the main interface. After clicking it, Interest Points can be marked on the map, as shown below.



### 4.5 Setting up GPS

**Setting GPS:** The dispatcher can turn on or turn off the GPS function of the terminal.

**Steps:** Click the "Setting" button on the right side of the main interface toolbar to pop up the GPS settings menu.

As shown in Figure 4.6.1 below:

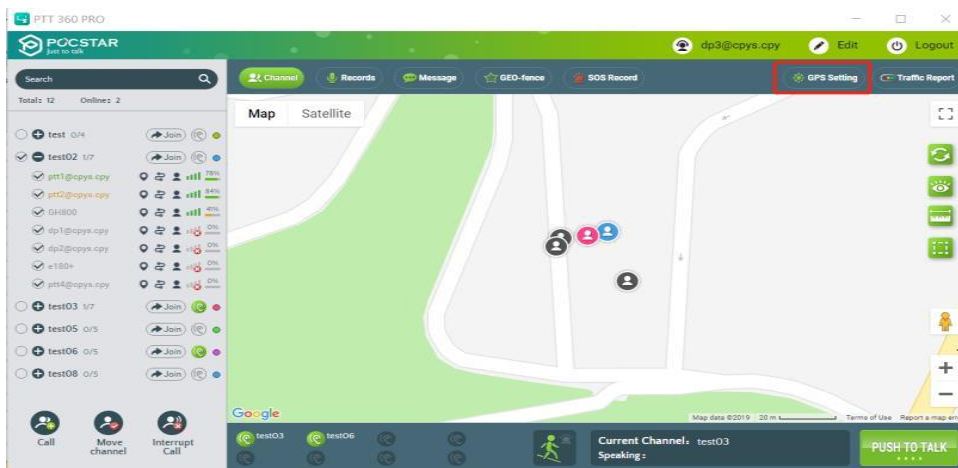


Figure 4.6.1 GPS Setting

In the GPS setting interface, you can search for users, set the reporting frequency (value range: 10S~300S), turn on GPS, turn off GPS. (As shown in Figure 4.6.2 below)

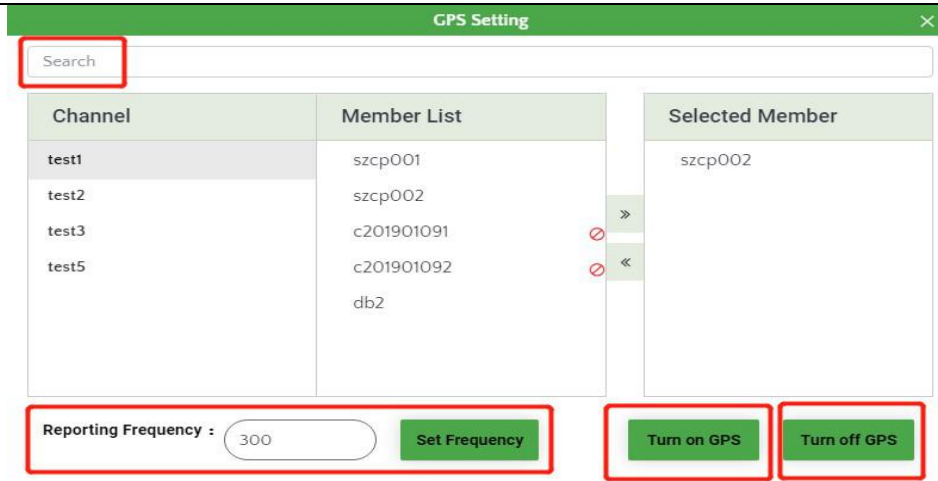
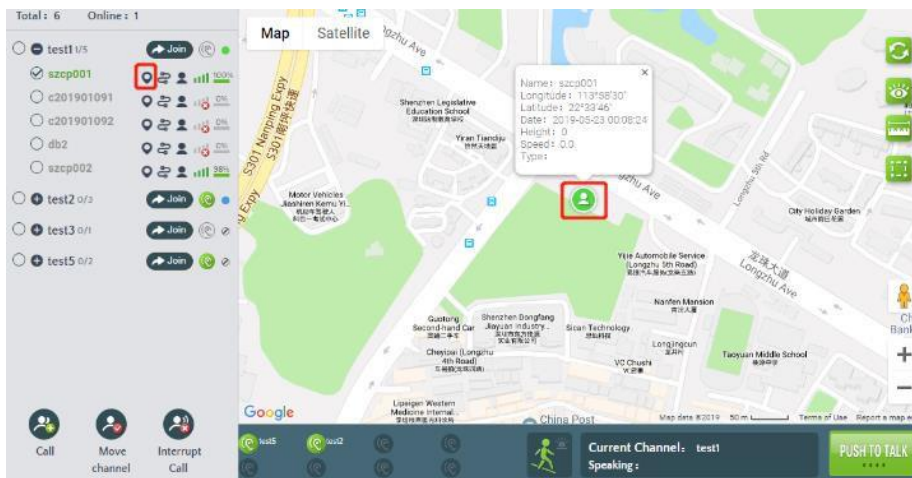


Figure 4.6.2

### 4.6 GPS Positioning

**GPS Positioning:** Through Google map, the GPS location information reported by the terminal is displayed in real time on the platform. If the GPS signal cannot be received indoors, the network positioning information (public mobile network and WIFI) of the terminal can be used for positioning.

The dispatcher can view the user's current geographic location on the dispatch platform. You can locate the user by clicking the user GPS location icon to the right of the group list member. This feature requires the terminal to have GPS functionality and to turn on the GPS. As shown in Figure 4.4 below:

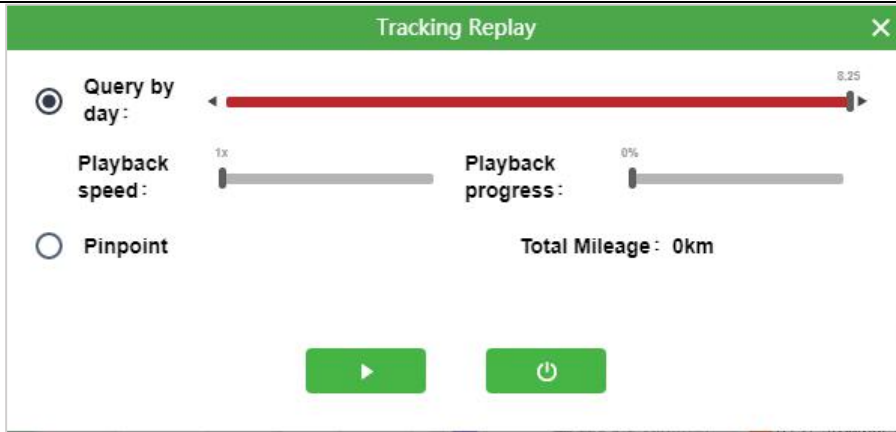


As shown in Figure 4.4 below:

### 4.7 Track Playback

**Track Playback:** The dispatcher can query the movement track of a user in a certain period of time within a month and draw the movement track on the GIS map to facilitate verification and forensics.

**Operation Steps:** Click the Track playback "📍" button to the right of the group list member to bring up the track playback setting menu. Set the start and end time points of the playback track (playback time is up to 24 hours), click the query button to query the user's track in that time period. As shown below:



Track playback

Query the track route of the selected member in two ways

① Query by date: select "query date", drag the date point to select the date you want to query, query the historical track of the selected date from 00:00:00 to 23:59:59, the selectable date range is within 3 months ;

② Precise time query: Select "precise search" to customize the start time and end time for query, which can span dates, and the total time cannot exceed 24 hours;

Click the search button to query the track results, and automatically replay the query track on the map.

You can also set the playback speed and control the playback progress.

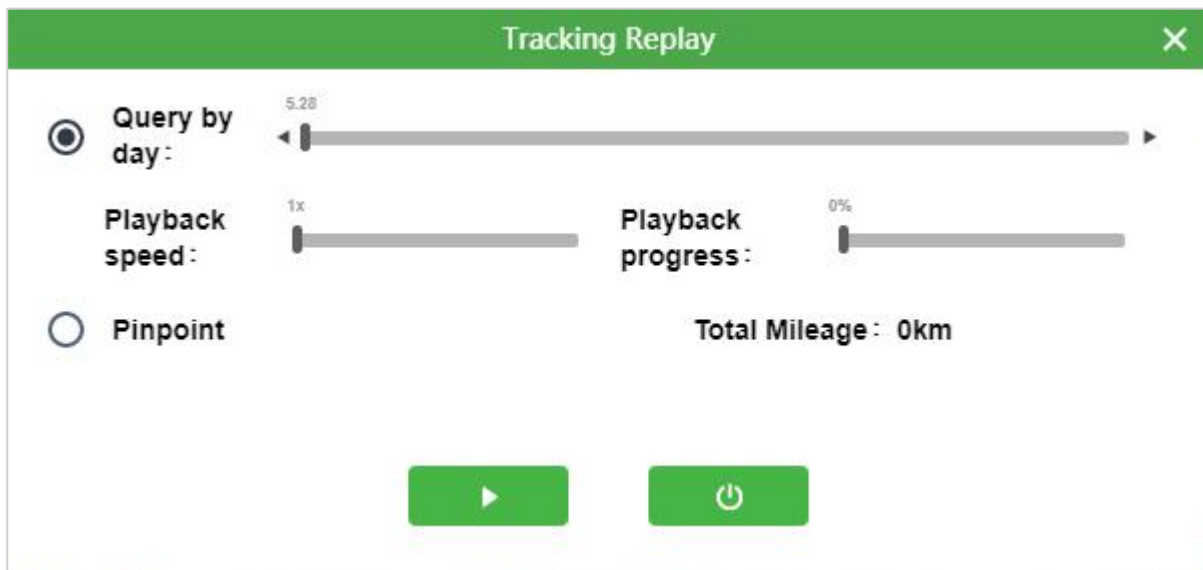
Set playback speed: can be set to 1 times (default), 2 times, 4 times, 8 times, 16 times;

Control playback progress: Drag the playback progress bar to select the track playback progress. Pause/play track playback through the play control button;

Total mileage: the total mileage generated during the current query period.

Exit track playback: Click the "Exit" button to exit track playback and clear the track route. Clicking "Close" will not clear the track route. When other map location services are involved, the track route will be cleared automatically.

As shown below:



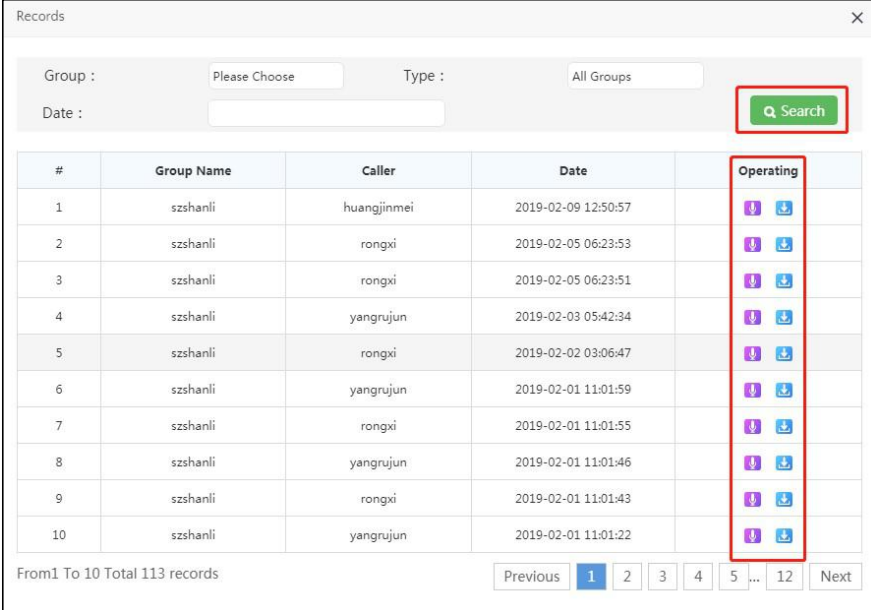


## 4.8 Recording

**Recording:** The platform records all users' calls over 200ms, and can record up to one month of recordings. The dispatcher can view the recordings of all calls through the recording record. The recording records are displayed in reverse order based on the recording time. The records can be searched by time/speaker/group type. The list shows: speaker、group、recording time、the operation of the recording. The recording can be played and downloaded on-line. The downloaded records can be broadcast by playing the local playback recording.

**Operation Steps :** In the main interface, the dispatcher can click the "Records" menu to view the recording information in the group.

The recording records all the intercom contents of the intercom terminal and the dispatcher. You can select the appropriate group to search for the recordings. Click the microphone button to monitor the online intercom content, and click the "download" button to download. As shown in Figure 4.7.1 below:



The screenshot shows a 'Records' window with search filters and a table of recording entries. The search filters include 'Group' (Please Choose), 'Type' (All Groups), and 'Date'. A 'Search' button is highlighted with a red box. The table has columns for '#', 'Group Name', 'Caller', 'Date', and 'Operating'. The 'Operating' column contains play and download icons for each entry. A red box highlights the 'Operating' column. The table shows 10 entries, all from the 'szshanli' group. The bottom of the window shows pagination: 'From 1 To 10 Total 113 records' and 'Previous 1 2 3 4 5 ... 12 Next'.

#	Group Name	Caller	Date	Operating
1	szshanli	huangjinmei	2019-02-09 12:50:57	⏮ ⏭
2	szshanli	rongxi	2019-02-05 06:23:53	⏮ ⏭
3	szshanli	rongxi	2019-02-05 06:23:51	⏮ ⏭
4	szshanli	yangrujun	2019-02-03 05:42:34	⏮ ⏭
5	szshanli	rongxi	2019-02-02 03:06:47	⏮ ⏭
6	szshanli	yangrujun	2019-02-01 11:01:59	⏮ ⏭
7	szshanli	rongxi	2019-02-01 11:01:55	⏮ ⏭
8	szshanli	yangrujun	2019-02-01 11:01:46	⏮ ⏭
9	szshanli	rongxi	2019-02-01 11:01:43	⏮ ⏭
10	szshanli	yangrujun	2019-02-01 11:01:22	⏮ ⏭

Figure 4.7.1

## 4.9 Message

Message function is divided into 4 parts:

**Message:** group multimedia message, including voice, text, picture, short video, location and other multimedia messages sent by members of each group (including end users and dispatchers).

**Session:** one to one & one to multiple sessions, custom session members, send multimedia messages. Type of message sent: text, voice, picture, short video.

**Broadcasting:** pictures, short video, text messages sent by dispatchers to groups/members.

**Submission:** image, short video, location, text message submitted by the end user to the dispatcher.

### 4.9.1 Multimedia group message

This function is used to send/receive voice, text, pictures, and videos and so on among members of a group.

**Operation steps:** After login to the dispatch desk, click on the "Message" menu button in the toolbar of the main interface, as shown in Figure 4.8.1:

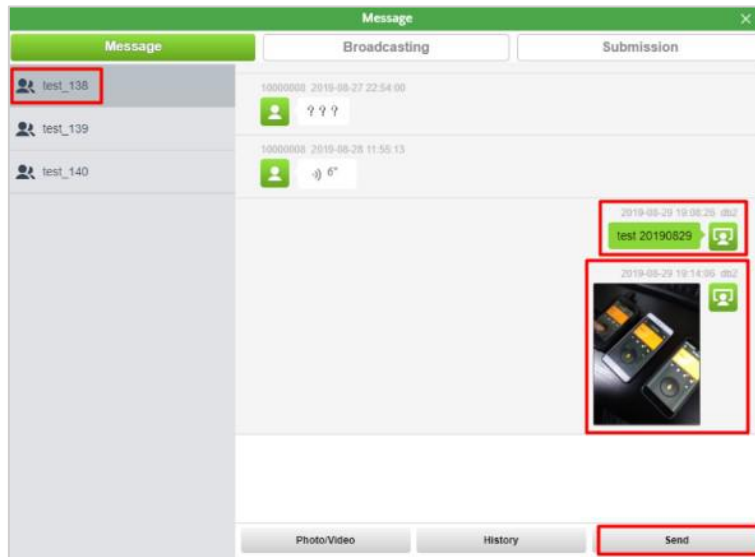
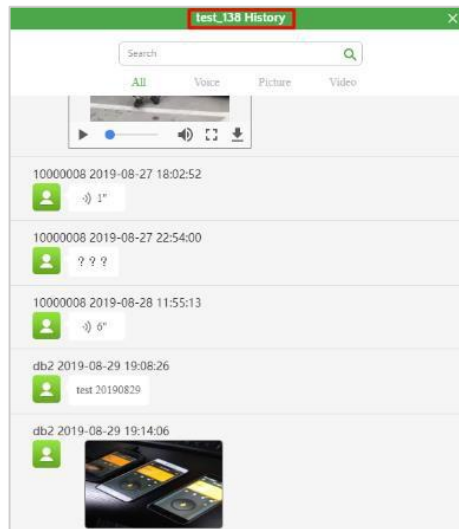


Figure 4.8.1 Message

- ① Click the "Picture|Video" button to open the computer picture/video file and send it;
- ② Click the "History" button to view the group's historical message records;
- ③ Enter text information in the text box and click the "Send" button to send the text message.

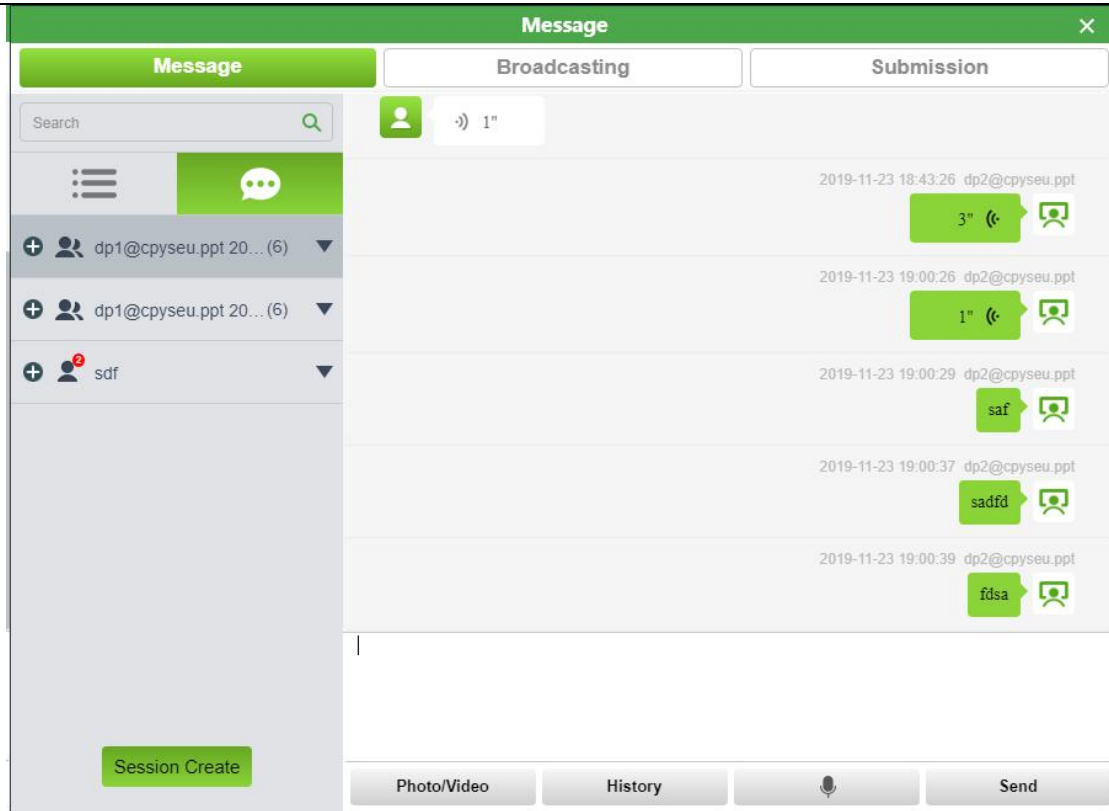


Picture 4.8.2 Message-History

### 4.9.2 Multimedia session message

- ① Click the "Picture|Video" button to open the computer picture/video file and send it;
- ② Click the "History" button to view the group's historical message records;
- ③ Click the "Voice Intercom" button to send a voice to the conversation group.
- ① Enter text information in the text box and click the "Send" button to send the text message.

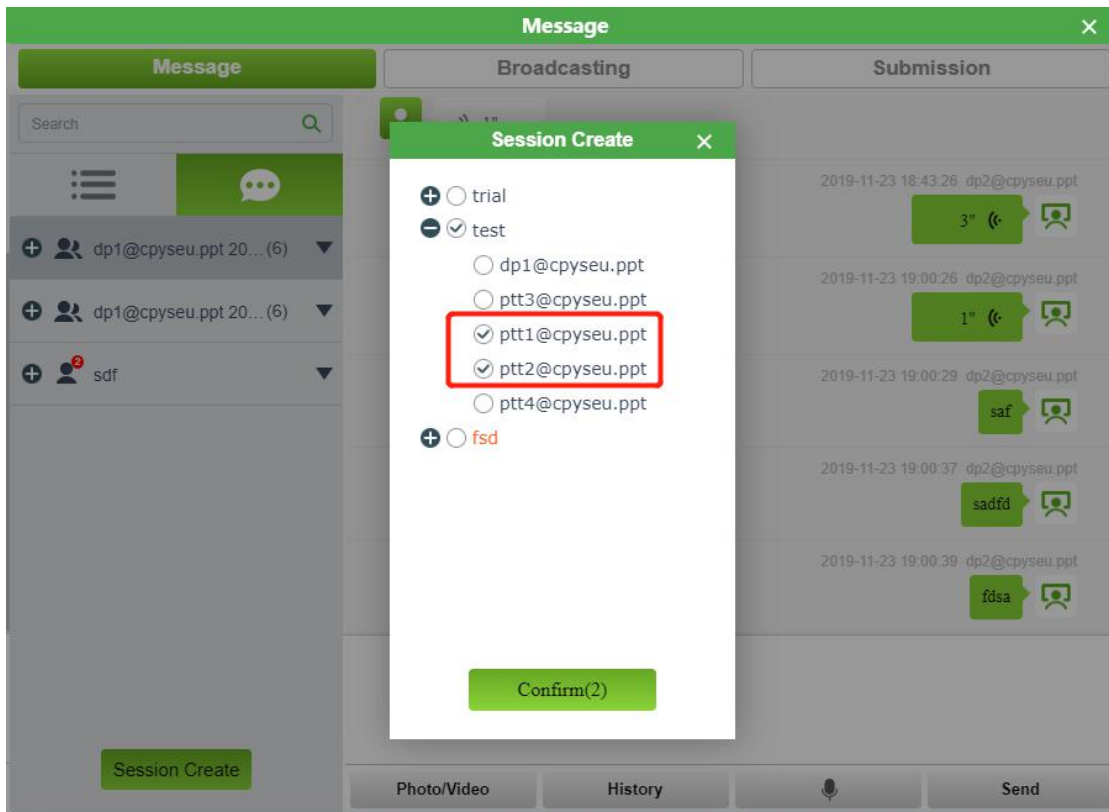
As shown below.



4.8.3

### 4.9.2.1 Create Session

Click the "New Session" button to select the members of the session. After confirming, you can create a new session, as shown in the figure below.



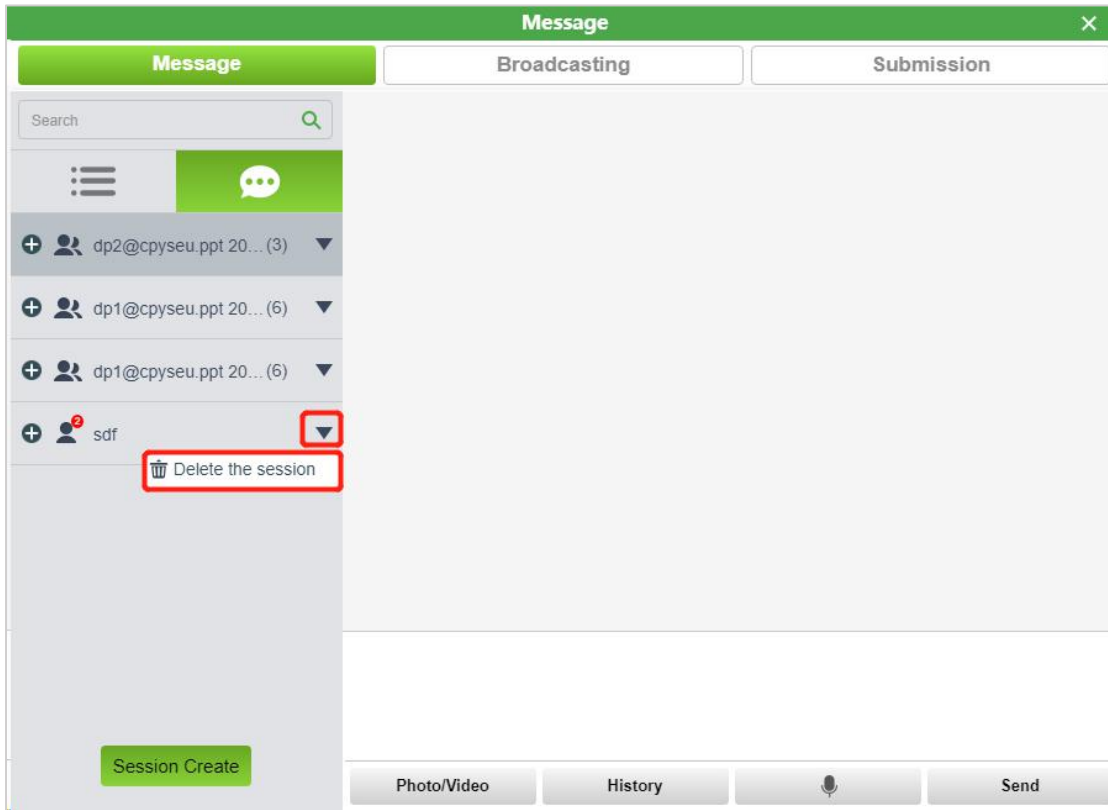
4.8.4

### One to one Session

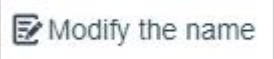
For Session list one to one Session, click "▼" button, operate as follows, Shown in 4.8.5:



Delete the session: When someone send messages in this Session, System will show the session:



In the conversation list, click the "" button to perform the following operations:


Modify session name: Click the  button to modify the session name;

Add or delete session members: When the dispatcher clicks the "Add members" button, the group list interface with members will pop up, and the members who have entered the session will not be displayed. After the dispatcher selects the members, click "Add" To add members to the conversation; when the dispatcher clicks the "delete member" button, a list of members of this conversation will pop up. After checking the member to be removed, click "delete" to delete the selected conversation member. As shown below:

③ Delete the session: Delete the display of the session in the multimedia session. When other members send a new message in this conversation, the system will pop up this conversation again and display it on top of the conversation list.

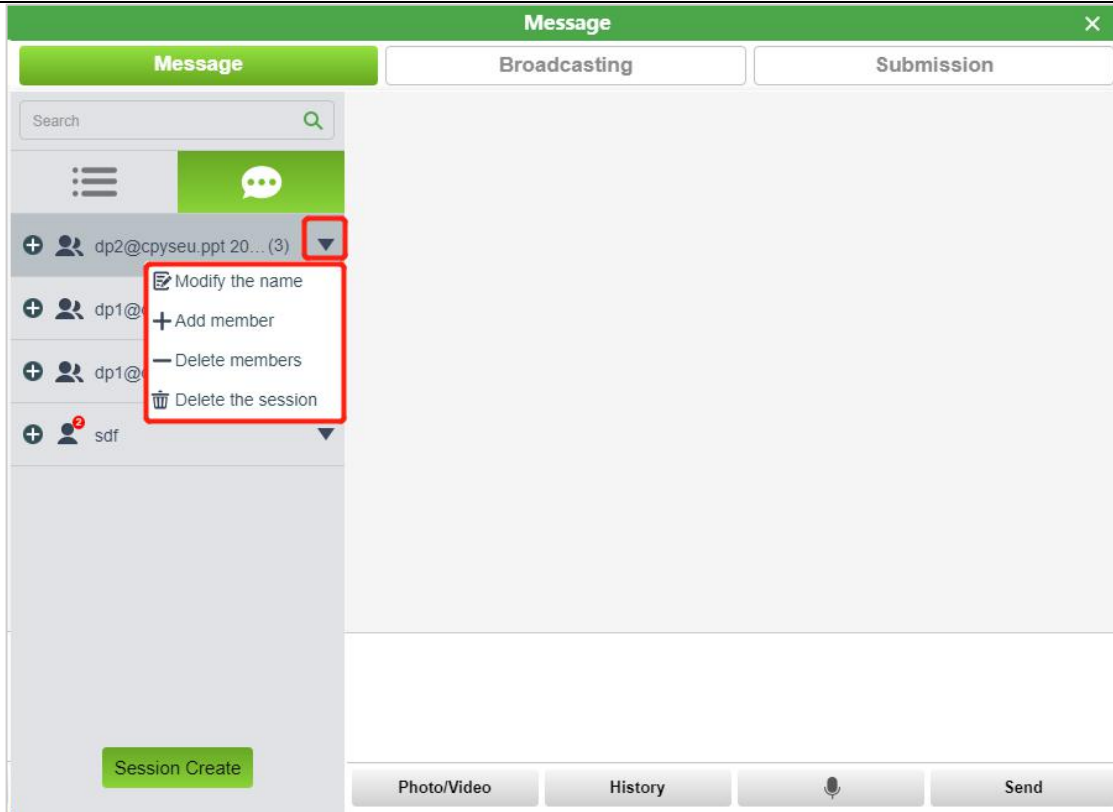
Description: One-to-one conversation, only "delete conversation" option

### One-to-many group

For Session list One to more than one Session, click  button, operate as follows, shown below:

- Modify the name: Modify Session name。
- Add member: Add Session members。
- Delete members: Delete Session members。

Delete the session: Delete the show in dispatch, When someone send messages in this Session, System will show the session:



### 4.9.3 Broadcasting

**Broadcasting:** This function is used for dispatchers to send text, pictures, video and other messages to all/groups/members.

**Step:** On the Message page, click the Broadcasting button.

**Broadcasting method 1:** Send text broadcast, up to 40 text can be sent.

After selecting the member, enter the text message, and then click "Send" button to send, as shown in Figure 4.8.3.

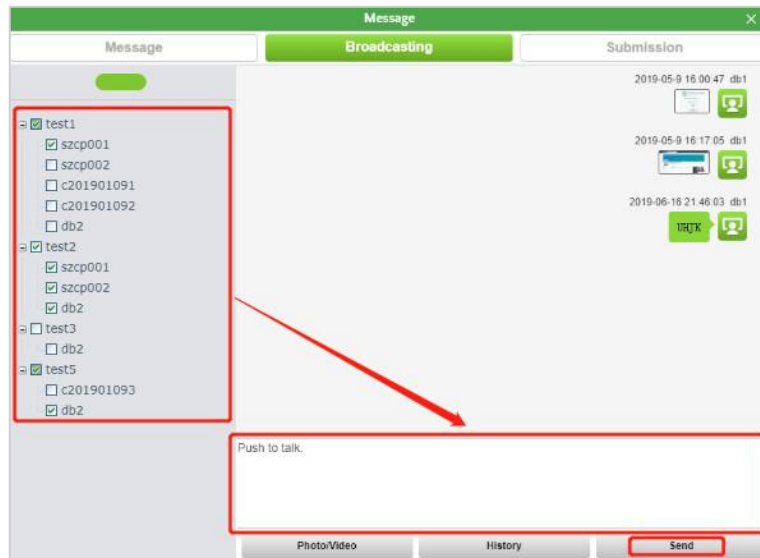


Figure 4.8.3 Broadcasting

**Broadcasting method2:** After selecting the members, click the "Photo/Video" button, open the computer picture/video file and send it.

Click the "History" button to view Broadcasting History.

### 4.9.4 Submission

**Submission:** This function is used for the dispatcher to check the text, pictures, video and other messages by report dispatch console.

**Step:** On the Message page, click the Submission button, as shown in Figure 4.8.4 :

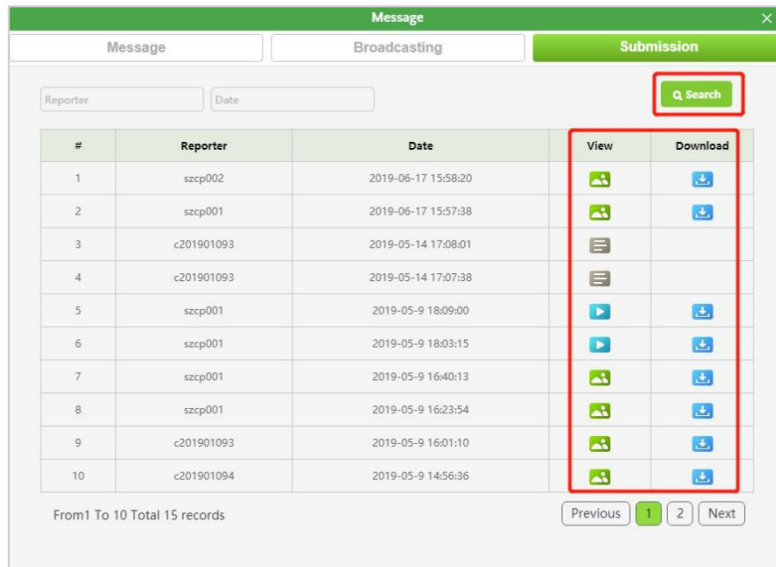


Figure 4.8.4 Submission

### 4.10 Geo-Fence

**Geo fence:** The dispatcher selects an area on the map. Once the PTT users in the area leave/enter (set according to the alarm type) the demarcated area, the dispatch map will trigger an alarm and display the relevant information of the users who cross the border.

**New Geo-Fence operation steps:** In the main interface, the dispatcher can click the "Fence" menu button to

enter the setting of the Geo-Fence, click the "Add" button in the upper left corner, then select the fence range on the map, double-click the end point, Name the Geo-Fence in the pop-up window, Select start time and end time, select Alarm Type (Out or In), select the day of the week effective, after saving the Geo-Fence successfully established, as shown in Figure 4.9.1.

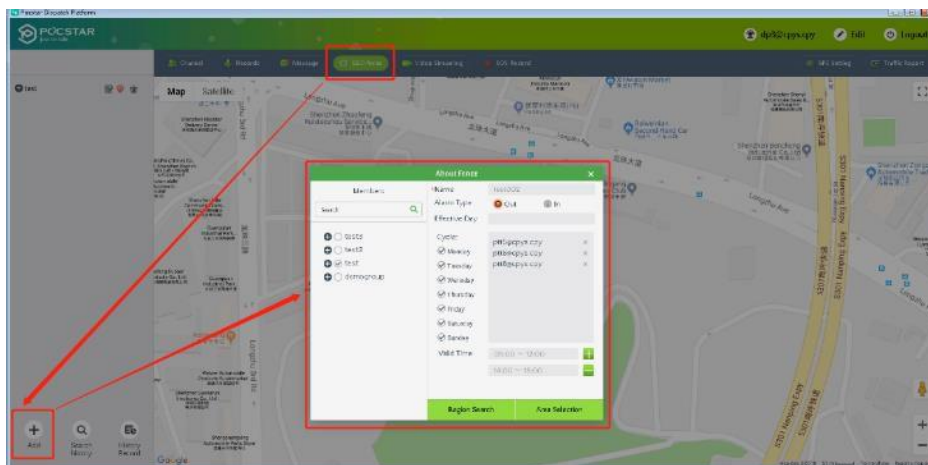
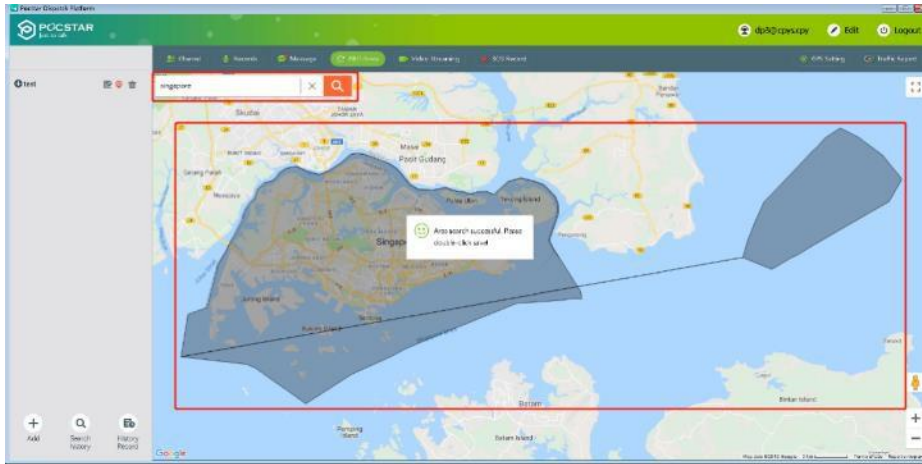


Figure 4.9.1 New Geo-Fence

There are two ways to select a Geo-Fence range on a map.

- **Area Selection:** manually select the Geo-Fence range on the map.
- **Region Search:** after searching a Region, the map automatically selects the map range, such as "Singapore", as shown in figure 4.9.2 below.



**Operation steps for removing Geo-Fence:** Click the delete button to delete the unwanted Geo-Fence, as shown in Figure 4.9.2 below:

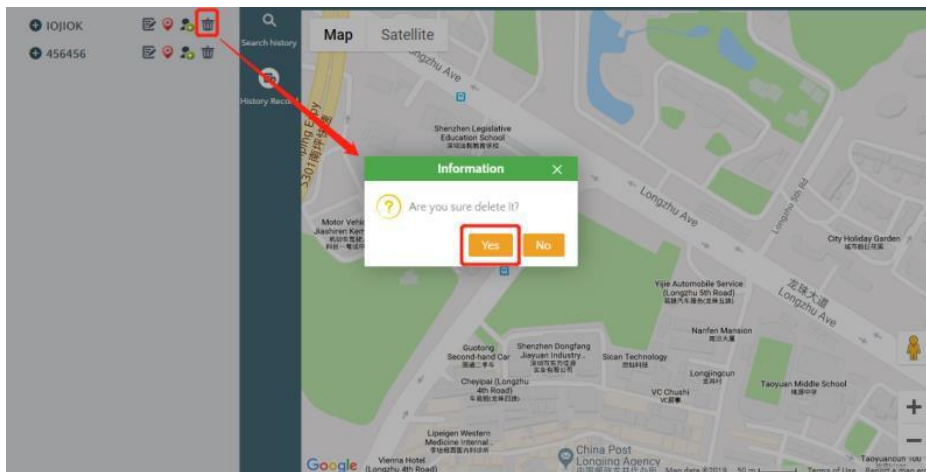



Figure4.9.2 Remove Geo-Fence

**Note:** Geo-Fence members exist, can also be successfully deleted

**Editing Geo-Fence :** Dispatchers can click through "  " edit button, edit the range of the Geo-Fence and double-click in the fence area to save after modification.

**Add/remove Geo-Fence members :** Dispatchers can add members by clicking on the icon , Add or remove members to Geo-Fence.

**Geo-Fence alarm record:** Click on the menu "Search history", You can search and view the alarm records Of the Geo-Fence currently in effect. Click on menu "History Record" , The alarm history of Geo-Fence can be searched and viewed (excluding in effect).

## 4.11 Video Streaming

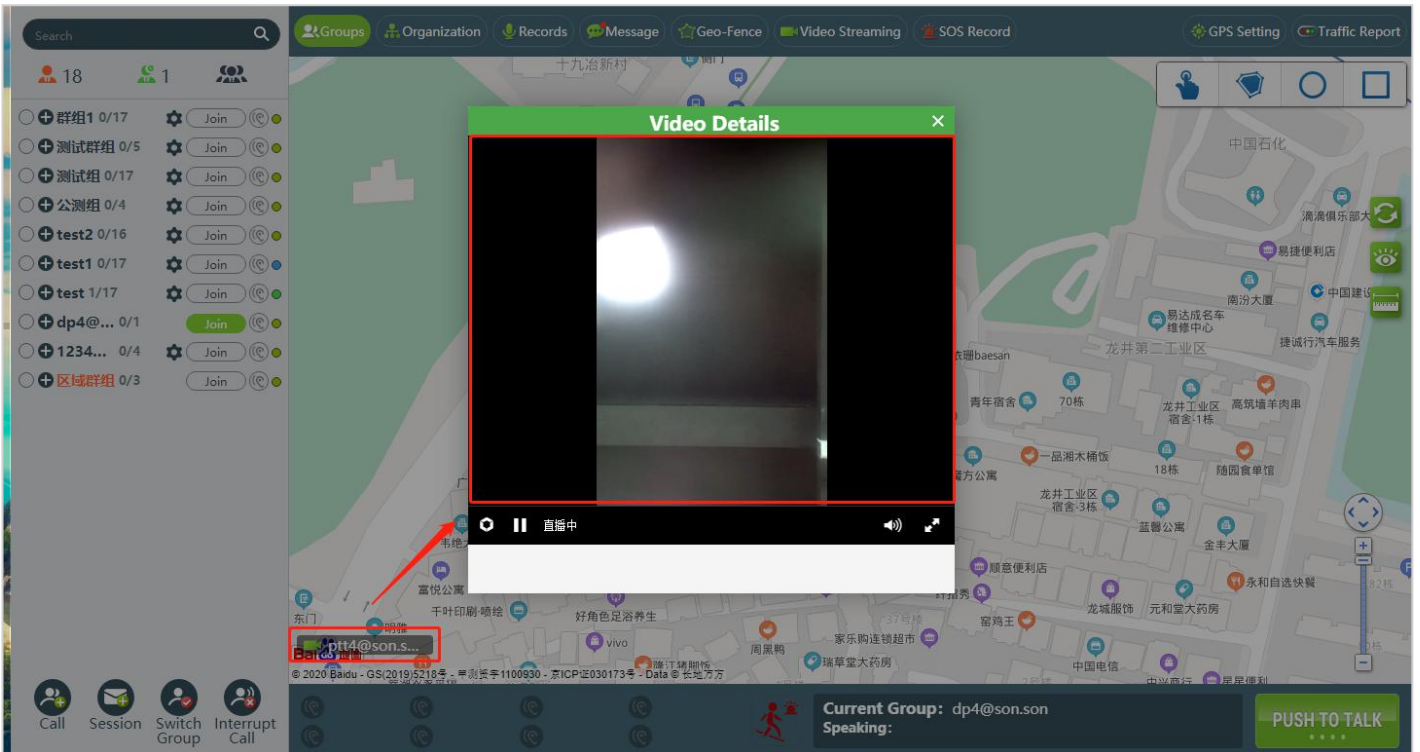
### 4.11.1 Video return

Video return: The terminal user can return the terminal-side video streaming to the dispatch console, and the dispatcher can view the video streaming returned through the dispatch console.

Two ways to view video return

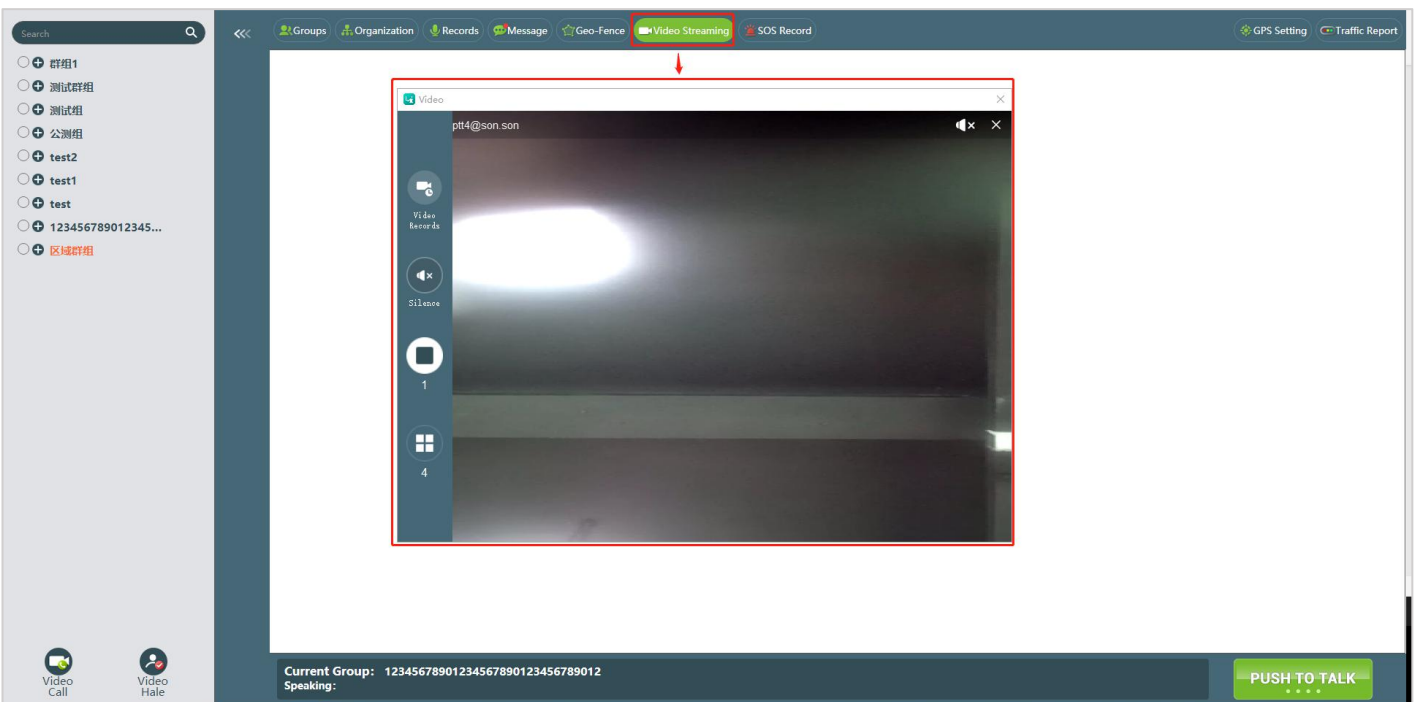
1. Click the video return prompt bar to jump to the live video interface

When the terminal user sends back video streaming to the dispatch console, there will be a prompt bar at the lower right corner of the dispatch console. Click the prompt bar to jump to the live video interface, as shown in the following figure:



2. Click the "Video Streaming" button

When the terminal user sends back video streaming to the dispatch console, click the "Video Streaming" button to jump to the live video interface, as shown in the following figure:

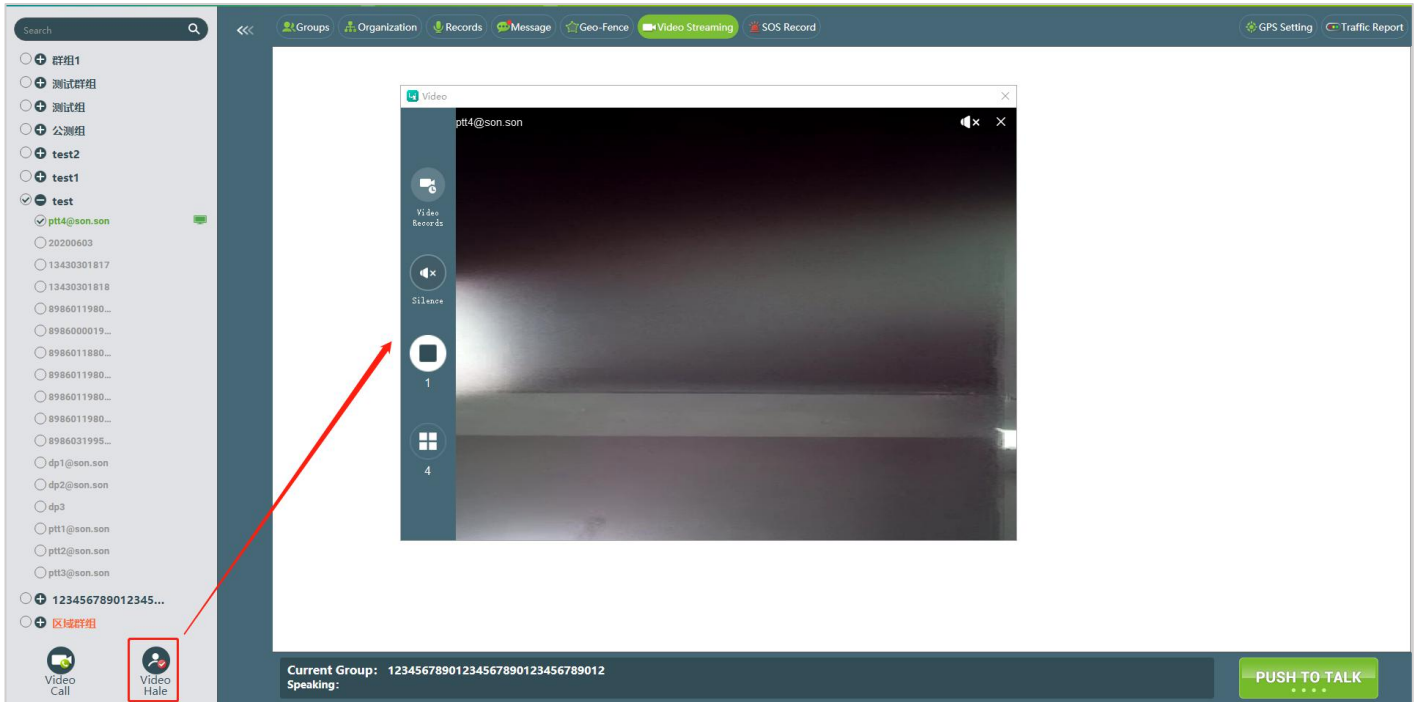


### 4.11.2 Video Hale

Video hale: The dispatcher initiates a video report to the end user through the dispatch console, and without the end user's confirmation, the video streaming and environmental sound captured by the end user's camera will be played on the dispatch console's video window.



Operation steps: Select a terminal user, click the "Video Hale" button , and you can view the video streaming of the selected end user on the video pop-up window. As shown below:



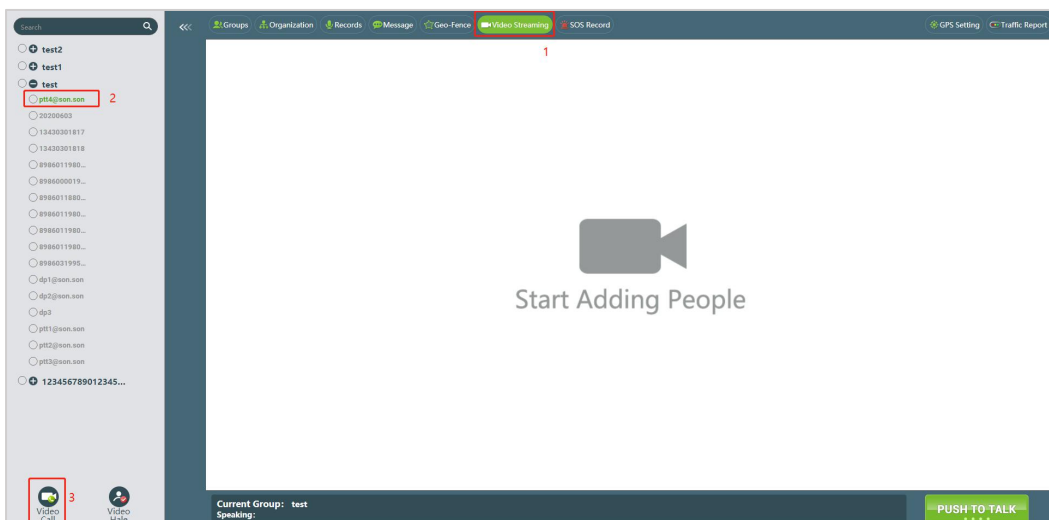
### 4.11.3 Private Call

Dispatchers can make one-to-one Private calls with terminal users through the dispatch console

Specific operation:

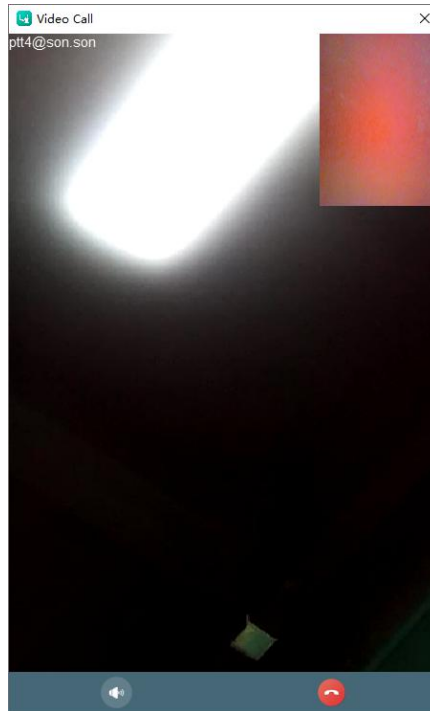


- ① Click "Video Streaming", select an online user in the left group, and click the "Video Call" button , as shown in the figure below:

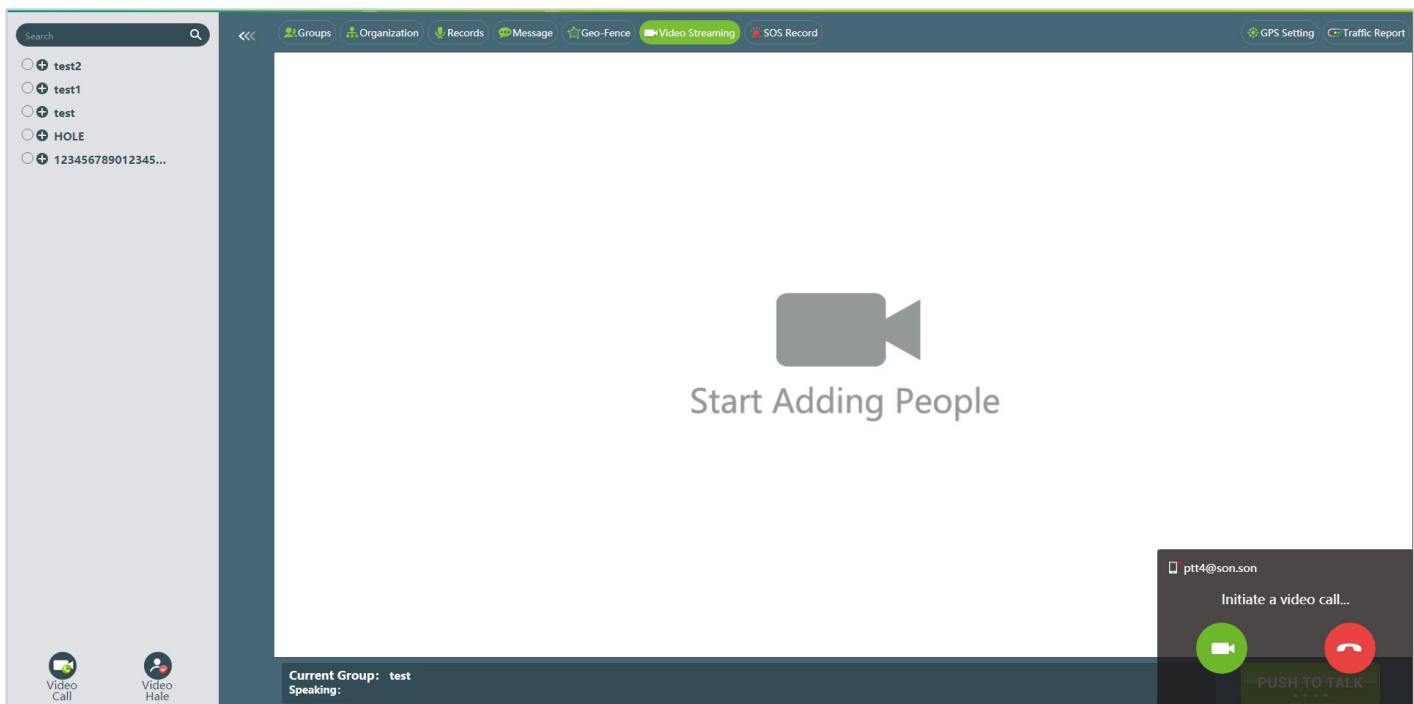




- ② The terminal receives the private call invitation from the dispatching console. When the terminal chooses to accept the private call, the terminal and the dispatching console can establish a one-to-one private call. Double-click the screen to switch between the main and the secondary screens, and click the ban button. Ban microphone. As shown below:



- ③ The terminal can also initiate a private call to the dispatching console. When the terminal initiates a private call to the dispatching console, the dispatching console will pop up an invitation video call window. After accepting, both parties enter the private call interface; otherwise, the private call is hung up, as shown in the following figure:

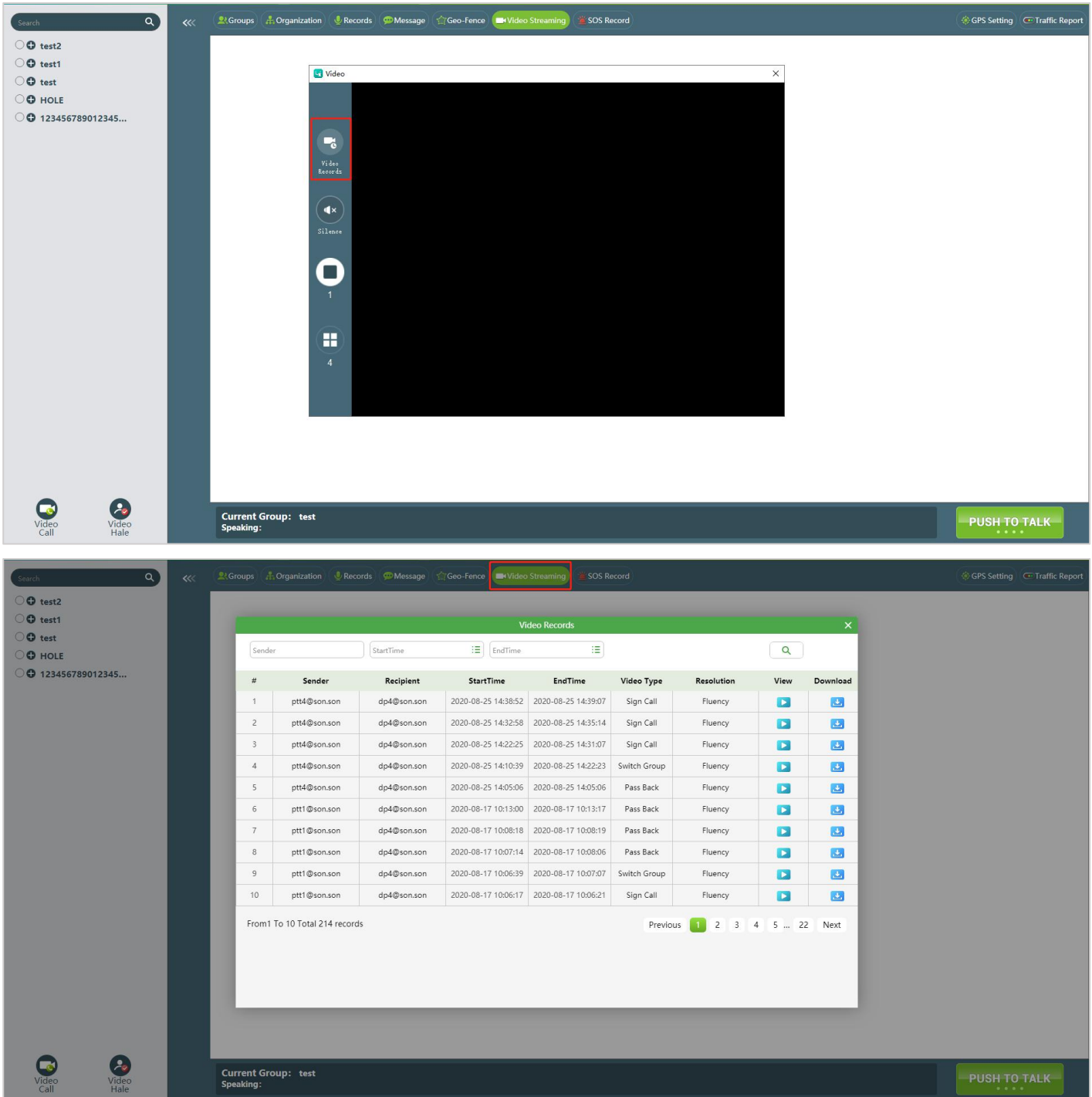


Note: If the dispatching console does not accept the video invitation of the terminal for more than 30 seconds, the private call is automatically hung up.

#### 4.11.4 Historical video

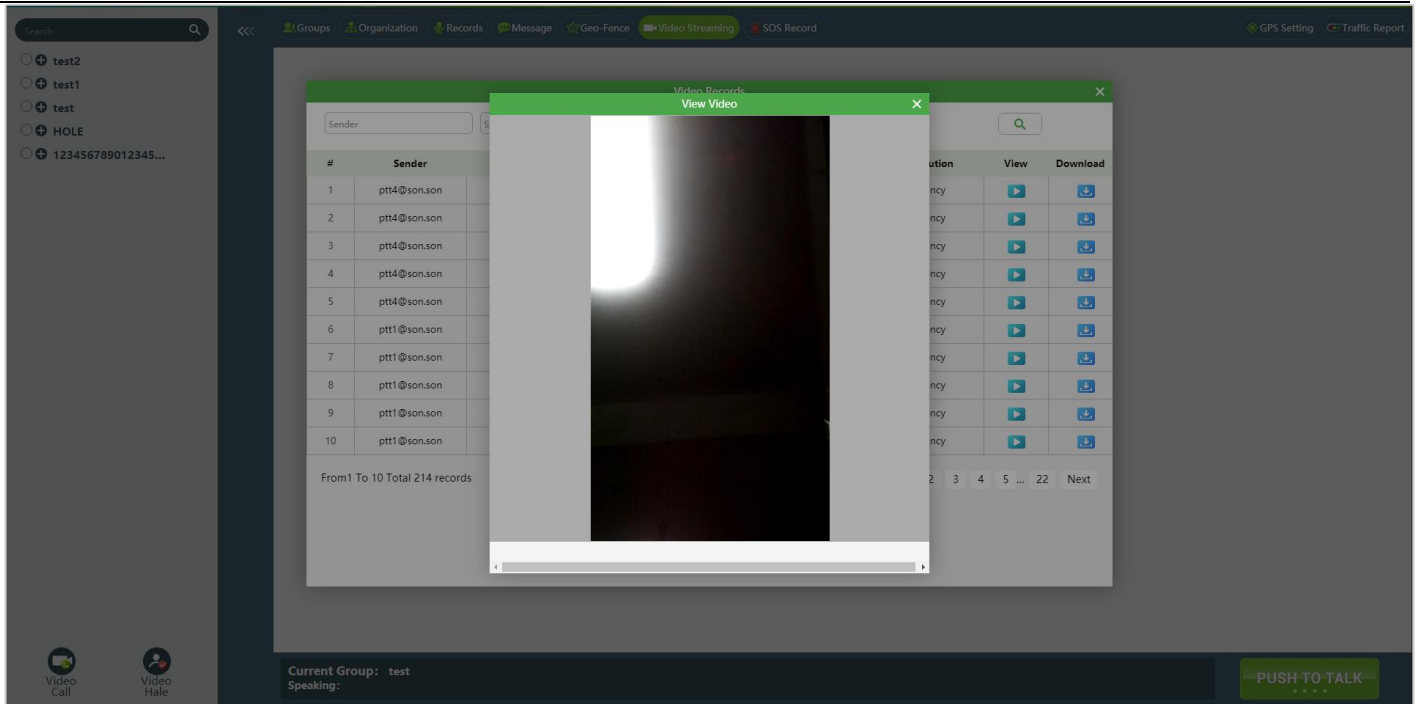
The dispatcher can view three types of video records: video return, video upload, and private call

Operation method: The dispatcher clicks the "Video Streaming" button in the dispatcher's menu bar to wake up the video playback window, and then clicks the "historical video" button on the left to enter the historical video interface, as shown in the following figure:



The dispatcher can search the corresponding historical video at the dispatching station through the sender (supporting fuzzy search and precise search), start time, and end time. The historical video supports online playback and local download, and the download format is mp4. As shown below:





## 4.12 SOS

### 4.12.1 Dispatchers process and turn off SOS received

**SOS:** After the end user successfully sends out the SOS, the dispatch console will display the received SOS in the lower right corner. The dispatcher can process the received SOS, check the location of the SOS rescue terminal, and command and dispatch other members to rescue according to the emergency response plan. After the rescue command dispatch is completed, the SOS of the dispatch console can be closed.

**Processing and closing SOS operation steps:** In the lower right corner of the main interface, the dispatcher can click the "SOS", "👁️" button to process the SOS, and then the "SOS", "✖️" button appears in the upper right corner of the SOS. After the dispatcher completes the rescue command dispatch, can click the "✖️" button to close the SOS and end the processing of the SOS, as shown in Figure 4.10.1.

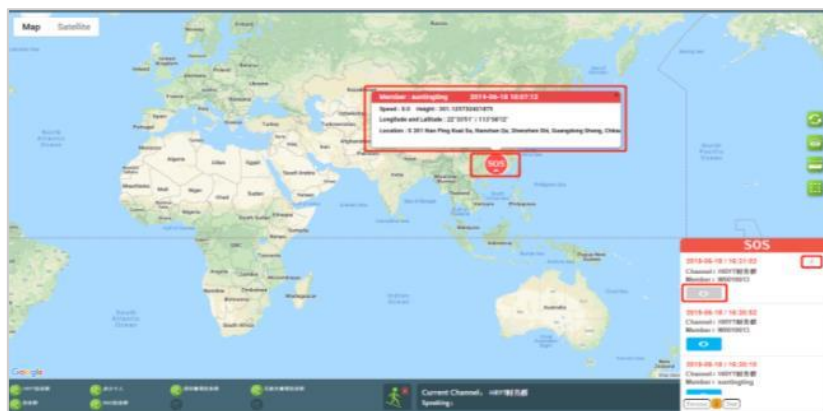


Figure 4.10.1 Processing and closing SOS

Note: The dispatcher can't process two SOS at the same time. It must process and finished one SOS first, after that process another one.

**Back to listen to current group intercom voice record steps:** the lower right corner in the main interface, the dispatcher can click the “📞” SOS button, click in the pop-up voice, back to listen to a SOS 10 minutes before the current group of intercom voice record (If there is no record in 10 minutes, then shows SOS before sending the current group of recent 10 intercom voice recording), as shown in figure.10.2

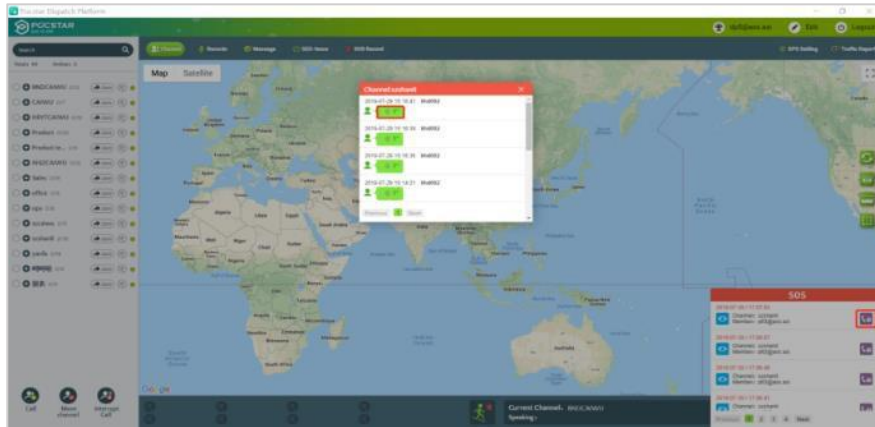


Figure 4.10.2 back to listen to current group intercom voice record

**4.12.2 SOS Record**

**SOS Record:** dispatch console can check all SOS Record.




**Operational steps for check SOS Record:** in the main interface, dispatcher can click the "SOS Record" menu Button to view SOS Record. Click the “📍” button to see the location information of the SOS sent by the end user, as shown in Figure 4.10.2.

#	Sender	Group	Send Time	Handler	Handler Time	Status	End Time	Operating
1	W0010013	HR	2019-06-18 16:44:47	db5	2019-06-18 17:08:25	📍	2019-06-18 17:08:27	📍
2	suntingting	HR	2019-06-18 16:44:37	db5	2019-06-18 17:08:29	📍	2019-06-18 17:08:31	📍
3	suntingting	HR	2019-06-18 16:31:07	db5	2019-06-18 17:08:32	📍	2019-06-18 17:08:33	📍
4	W0010013	HR	2019-06-18 16:31:02	db5	2019-06-18 17:09:10	🟢		📍
5	W0010013	HR1	2019-06-18 16:30:52			🔴		📍
6	suntingting	HR1	2019-06-18 16:30:10			🔴		📍
7	W0010013	HR1	2019-06-18 16:29:57			🔴		📍
8	suntingting	HR1	2019-06-18 16:26:23			🔴		📍
9	W0010013	HR1	2019-06-18 16:26:01			🔴		📍
10	suntingting	BN	2019-06-15 15:51:43	db2	2019-06-15 15:59:43	📍	2019-06-15 16:00:07	📍

Figure 4.10.2 Check SOS Record

SOS Status the definitions for icons are shown in the table below.

ICON	Definition
SOS Status Icon	

	SOS state is unprocessed.
	SOS state is in process. Users are online, but not in the current group.
	SOS status processing completed.

## 5. Account Settings

**Language:** switch dispatch console language.

**User Details:** Information of users currently logged in to the dispatch console

**Edit Information:** modify the account name and password of the login dispatcher.

**SOS Voice:** SOS alarm prompt tone switch.

**GEO-fence Voice:** alarm sound switch for Geo-Fence.

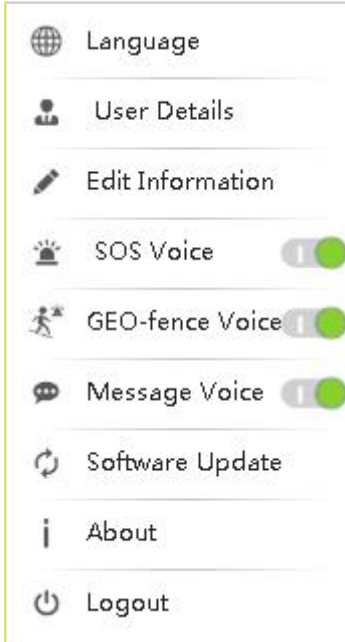
**Message Voice:** Multimedia message prompt tone switch.

**Software Update:** software upgrade.

**Road binding mode:** the switch to bind the anchor point to the nearby road

**About:** version information.

**Logout:** log out.

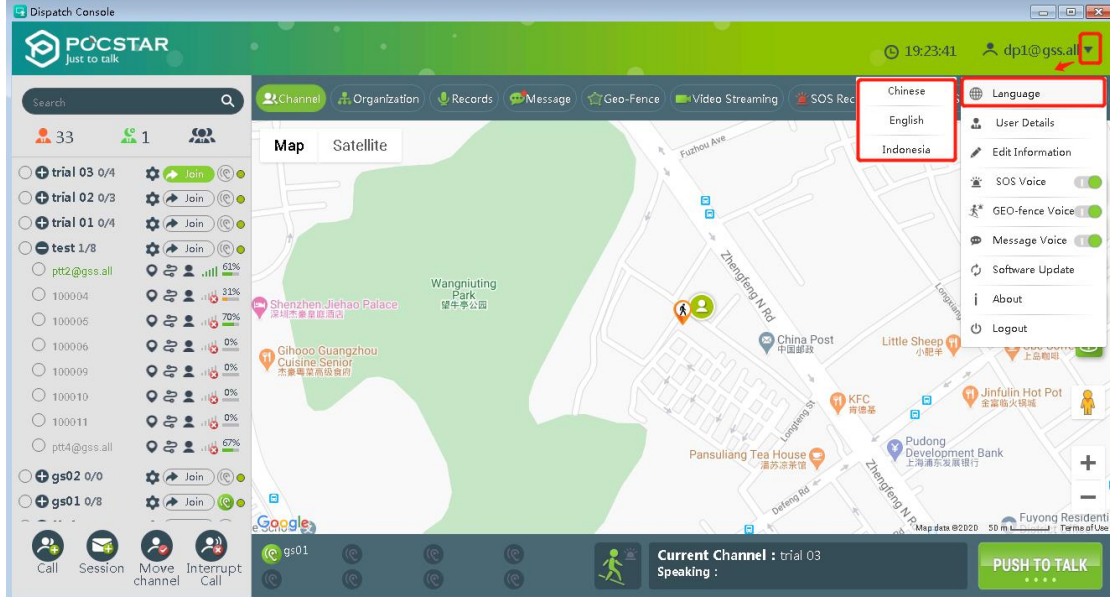


### 5.1 Switch language


Click the " Language

" button to switch the language of the dispatch console in the pop-up menu.

8 languages can be switched: Chinese, English, Indonesian, Spanish, Portuguese, Russian, Turkish, and French



## 5.2 Account Information

Click the “dp001” button  on the information bar of the main interface. In the pop-up menu, you can view the user information of the current login console.

From the above figure, you can view the account information of the current login dispatcher, including the following:


**Login Account:** Displays the account of the current login dispatcher.

**Account Name:** Displays the name of the current login dispatcher.


**Login Role:** Dispatcher.

**Online Status:** Online.


## 5.3 Account Name and Password Modification

Click the “Edit” button  in the information bar of the main interface of the console, and the dispatcher's account name and password can be modified in the pop-up menu.


## 5.4 SOS Voice

Click the  button to turn on/off the SOS alarm tone, enabled by fault.


## 5.5 GEO-fence Voice

Click the  button to turn on/off the GEO-fence alarm tone, enabled by fault.


## 5.6 Message Voice

Click the “” button to turn on / off the multimedia message prompt tone, which is enabled by default.


## 5.7 Road Model

Turn on the Road Model  , the GIS interface of the dispatching station will correct the positioning point to the nearby road when displaying the positioning, search for the road network information closest to the positioning point, and select the most suitable road for binding to form the correct binding road Trajectory route.

### 5.8 About

Click " " button to view the dispatch console version information.

### 5.9 Login out

Click " "button to login out, back to login page.