POCSTARS Web Dispatch Platform
User Manual

Web versionV1.0.0.1

Table of Contents

1 The Product Introduction 1

1.1 Web Dispatch Console Overview 1

1.2 Function Introduction 1

1.3 Explanation of Terms 2

2 Instructions for the Use of Dispatch Console 2

2.1 Web Dispatch Console Plugin 2

2.1.1 Download and Installation 2

2.1.2 Uninstall 3

2.2 Web Dispatch Console Overview 4

2.3 Dispatch Console Homepage 5

2.4 Icon Description 6

2.5 Setting group display color 7

3 DISPATCH CONSOLE OPERATION INTRODUCTION 8

3.1 Group Member Status 8

3.2 Organization management 9

3.2.1 Group List 9

3.2.2 Group Setting 9

3.2.3 Edit group 10

3.2.4 Edit Members 10

3.2.5 User List 11

3.3 Group Call (Fixed Group Intercom) 12

3.4 Temporary Group Call (Temporary Group Intercom) 13

3.5 Single Call 14

3.6 Temporary single call response 14

3.7 Remotely enable 、Remotely disable 15

3.8 Forcibly drag/Forcibly demolish 16

3.9 Callback reminder 18

4 GIS Scheduling and Management 19

4.1 GIS Map 19
4.2 Ranging 21
4.3 Setting up GPS 21
4.4 GPS Positioning 23
4.5 Locating abnormal information 24
5 Personal Center 24
5.1 Change Language 25
5.2 Account information 26
5.3 Range unit switching 27
5.4 About 27
5.5 Login out 27

1 THE PRODUCT INTRODUCTION

1.1 Web Dispatch Console Overview

The web version dispatcher is the company's dispatcher management platform, with voice intercom scheduling, terminal management, multi-group, location service, terminal map display, skin and other rich functions, to achieve the dispatcher to the front personnel command scheduling and management.

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.

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.

Positioning: After the terminal reports its location, the dispatcher displays the terminal's location information on the electronic map when locating the terminal at the dispatch console.

Remotely disable: dispatcher remotely disables the voice function of a member in the group, and this member cannot use the intercom function;

Remotely enable: dispatcher remotely enables the member who is remotely disabled so that they can use the intercom function normally.

Forcibly drag： The dispatcher forcibly drag the online users who are not in the group into the group.

Forcibly demolish： The dispatcher will force the user who is currently calling to stop the microphone, and the forcibly demolished user will not get the right to speak in this call, but can make the next call normally.

Customize group colors： The dispatcher can select the group display color in the color block disk, and the group members will be distinguished and displayed on the map according to the selected color.

Kilometer and mile distance units switch： The dispatch desk can choose two distance units of kilometers and miles for display

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 Web Dispatch Console Plugin

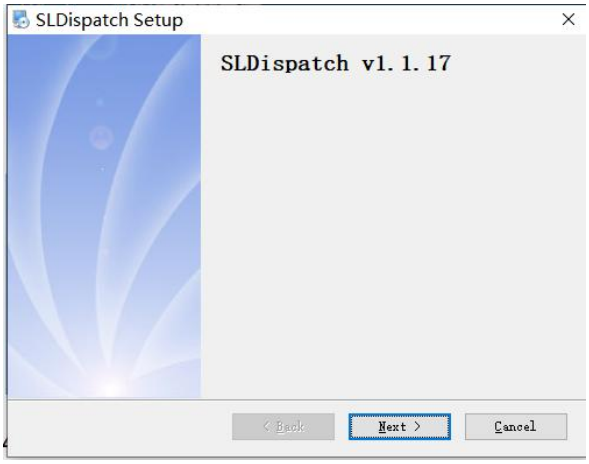
2.1.1 Download and Installation

1. Upon initial launch, a plugin download prompt appears. Click [OK] to start downloading.

2. After the download completes, locate the plugin and double-click the left mouse button to install it.

3. The Windows system will display a security prompt to protect your computer. Select "More Info", after which a "Run Anyway" button will appear. Click on the "Run Anyway" button.

4. The Pocstars plugin setup window will pop up. Continue clicking "Next" to proceed with the installation. You may choose the default installation directory or opt for a custom path. (If selecting a custom path, ensure the plugin is installed within a newly created folder, separate from other files.)

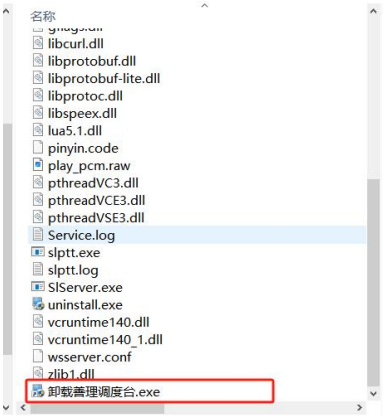


2.1.2 Uninstall

1. Right-click on the taskbar at the bottom of your computer screen, select "Task Manager," and open the Task Manager window.

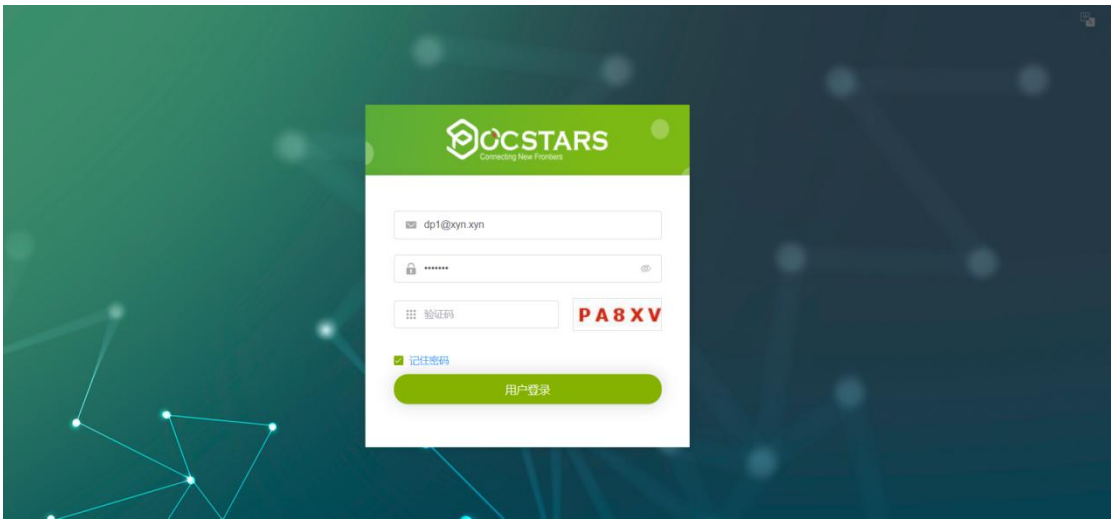
2. Within the Task Manager window, select the "Services" tab. Locate the "SlServer" service, right-click on it, and choose "Stop" to cease the service.

3. Locate the folder where the web dispatch console plugin is installed, with the default installation path being "C:\Program Files\SLDispatch" (if a custom path was chosen during installation, navigate to that specific location instead). Double-click with the left mouse button on the uninstall executable within this folder to initiate the uninstallation process. Upon successful uninstallation, the contents of this folder will be cleared.



2.2 Web Dispatch Console Overview

After the web version dispatcher is decompressed and run, the dispatcher login interface is displayed, as shown below. If necessary, you can select the language (English by default), enter the account password, and click login.

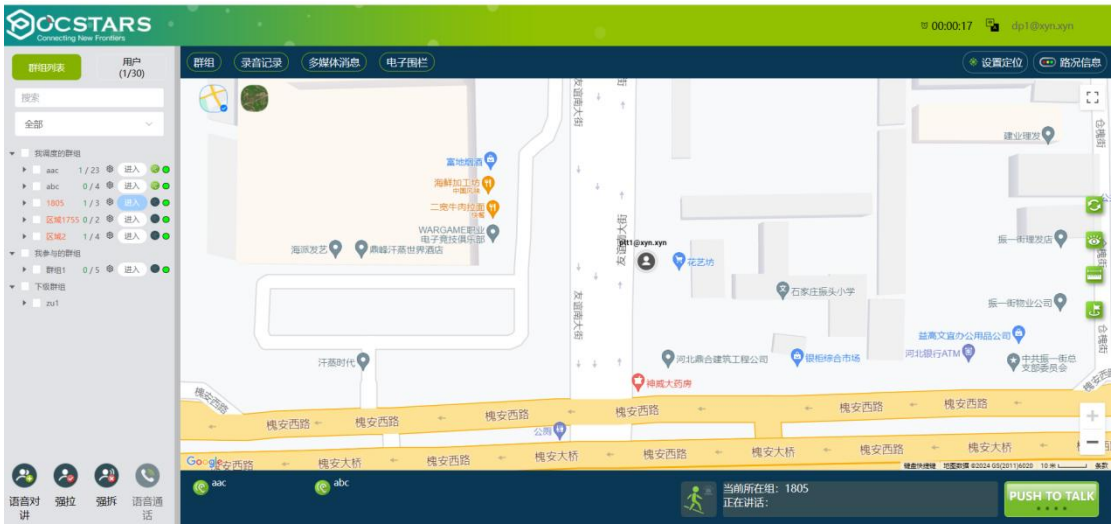


Dispatch console login page

Description: Support 12 languages, simplified Chinese, Traditional Chinese, English, Indonesian, Portuguese, Russian, Turkish, French, Spanish, Arabic, Romanian, Thai

2.3 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:



Dispatch Console Main Interface

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.User list: Displays the organizational structure of the current dispatcher's department and the list of members in the organization

3.GSI Map: It is located in the middle area of the main interface, which consists of GIS toolbar and GIS map display area.

4.Menu bar: Located above the GIS map area, the menu bar provides group and road information.

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

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

7.Intercom display area: displays the dispatcher group and speaker information.

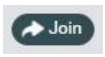
8.GIS Toolbar: It is located on the left side of the GIS map area, which provides GSI map refresh, display user, ranging, frame selection, street view query, zoom in, zoom out and other functions.

9. Call、Forcibly drag、Forcibly demolish：Located in the lower left corner of the main interface, it provides function buttons such as group call, force drag, and force demolish.

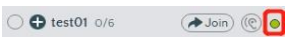
2.4 Icon Description

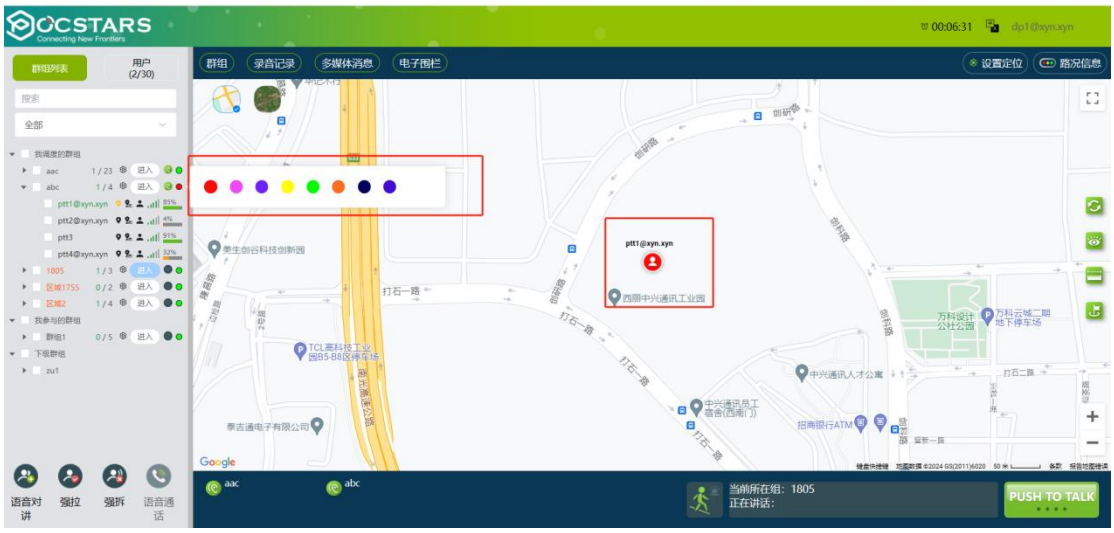
User icon corresponding status:

Icon	Interpretation
User status icon	
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
Shortcut icon	
	Intercom PTT button
	Join in group
	Monitoring Groups
	Positioning icon
	Remotely enable
	Remotely disable
	Terminal network signal strength
	Terminal power

2.5 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.



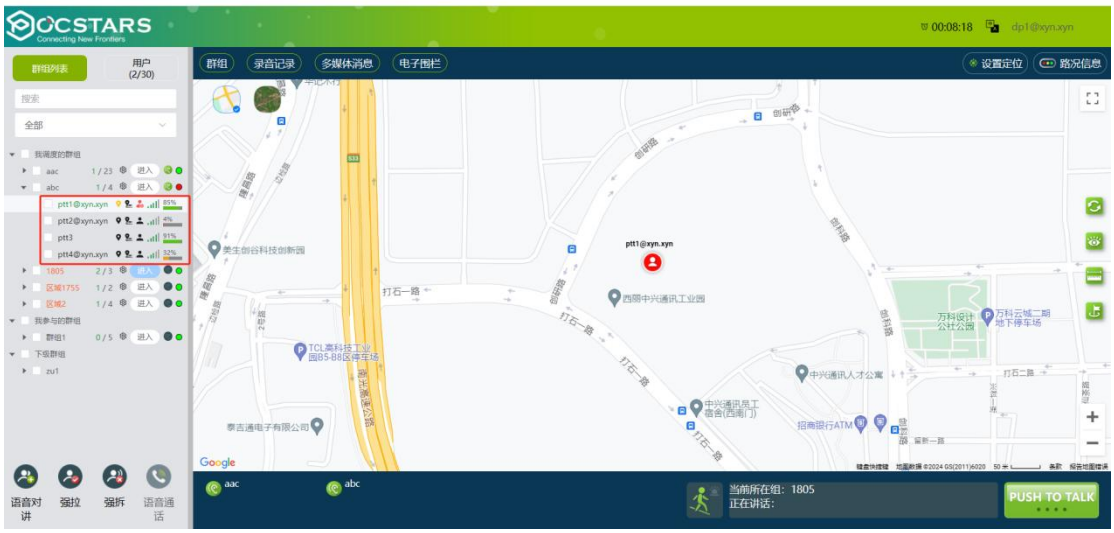
Set the group display color

3 DISPATCH CONSOLE OPERATION INTRODUCTION

The dispatcher management function enables dispatchers to schedule and manage all users in the company, including group calls, single calls, temporary group calls, monitoring groups, remote enable/remote disable, forcibly drag 、 forcibly demolish.

3.1 Group Member Status

After logging in to the scheduling console, you can view the status of group members in the group list. The status of group members in the group list is online, offline, online, not in the group, and online, rolled off. As shown in the following picture：



Group member status

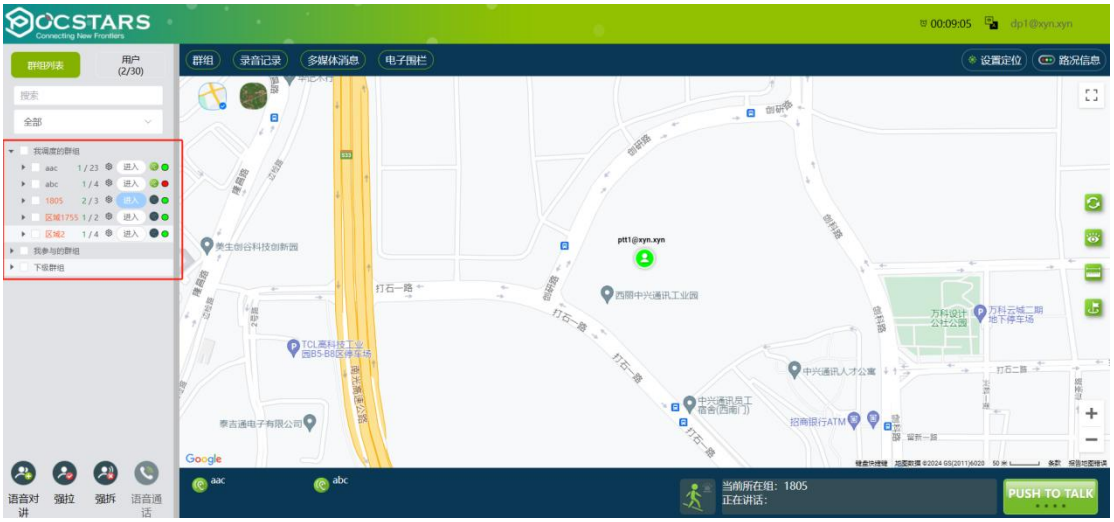
Group member status description:

- Online in the current group: Font appears green;
- Online not in the current group: The font appears orange;
- Offline: The font is gray;
- Remote enable: ;
- Remote disable: ;

3.2 Organization management

3.2.1 Group List

After logging in to the dispatch console, the group list is displayed: the group I schedule, the group I participate in, and the subordinate group.

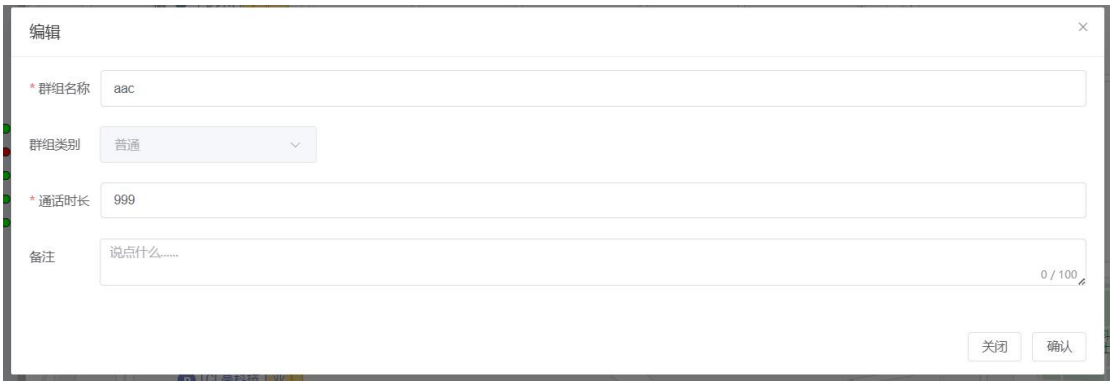


3.2.2 **Group Setting**

As shown in the red box in the following picture, click the group setting button, and after expanding, you can "Edit group" and "Edit Members".

3.2.3 Edit group

After you click Edit Group, you can modify Group Name, Single Call Duration, and Group Description.



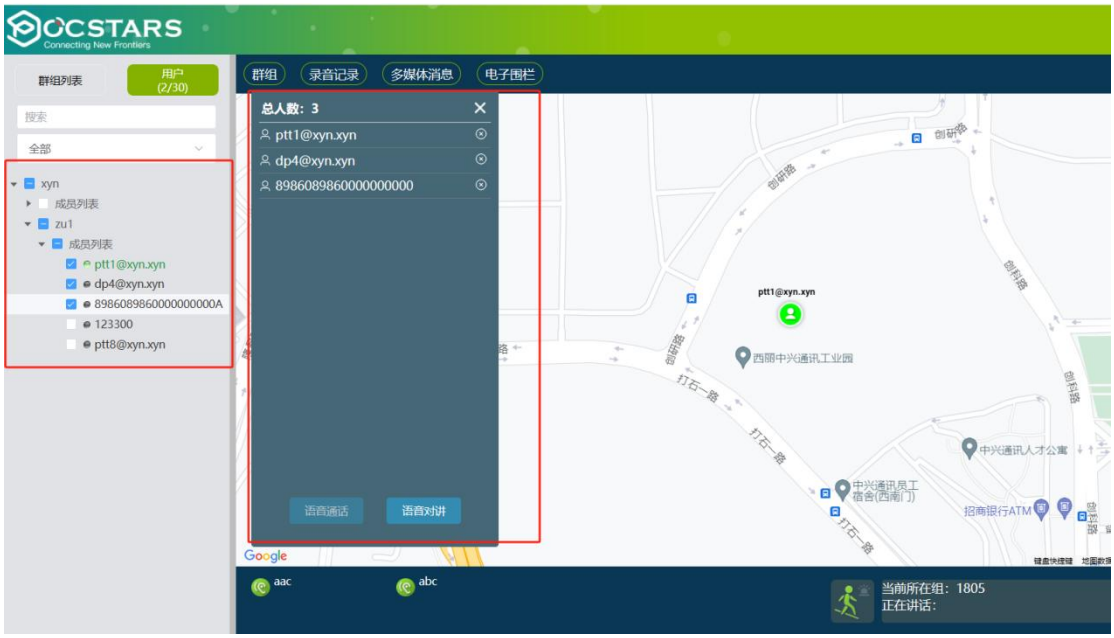
3.2.4 Edit Members

After you click Group Members, the member tree is displayed. Members in the group are selected, and members in the current level organization that are not in the group are unselected. Each member can modify the intercom priority.

- Modify the intercom priority: Select a member from the drop-down list.
- Delete member: Deselect the selected member and click OK to delete the member.
- Add a member. If the member is not selected, select it and click OK to add the member.

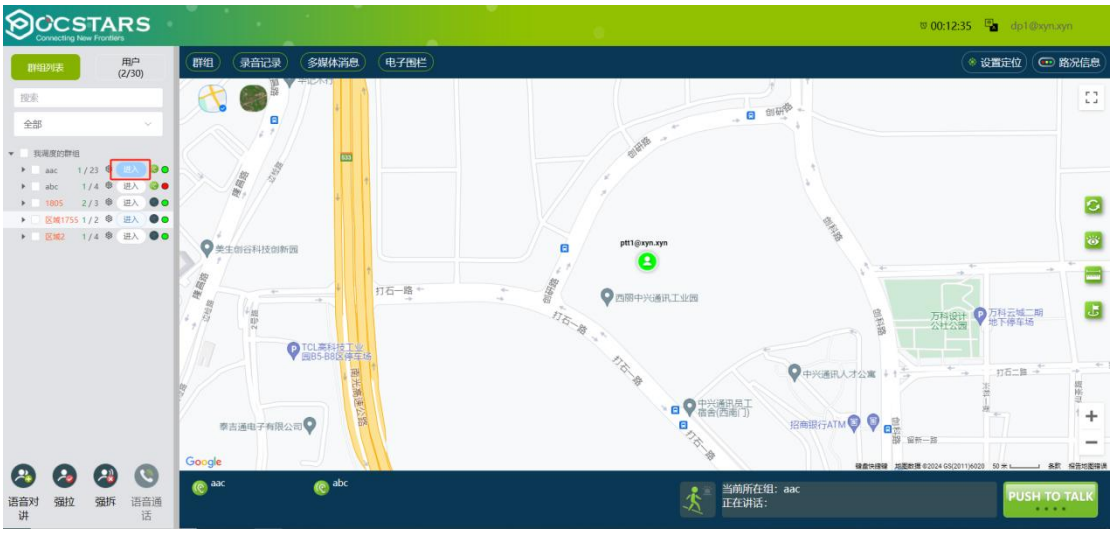
3.2.5 User List

The dispatcher switches to the user list and sees a list of all users in the organization and below. Select Users can make single and temporary group calls.



3.3 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.



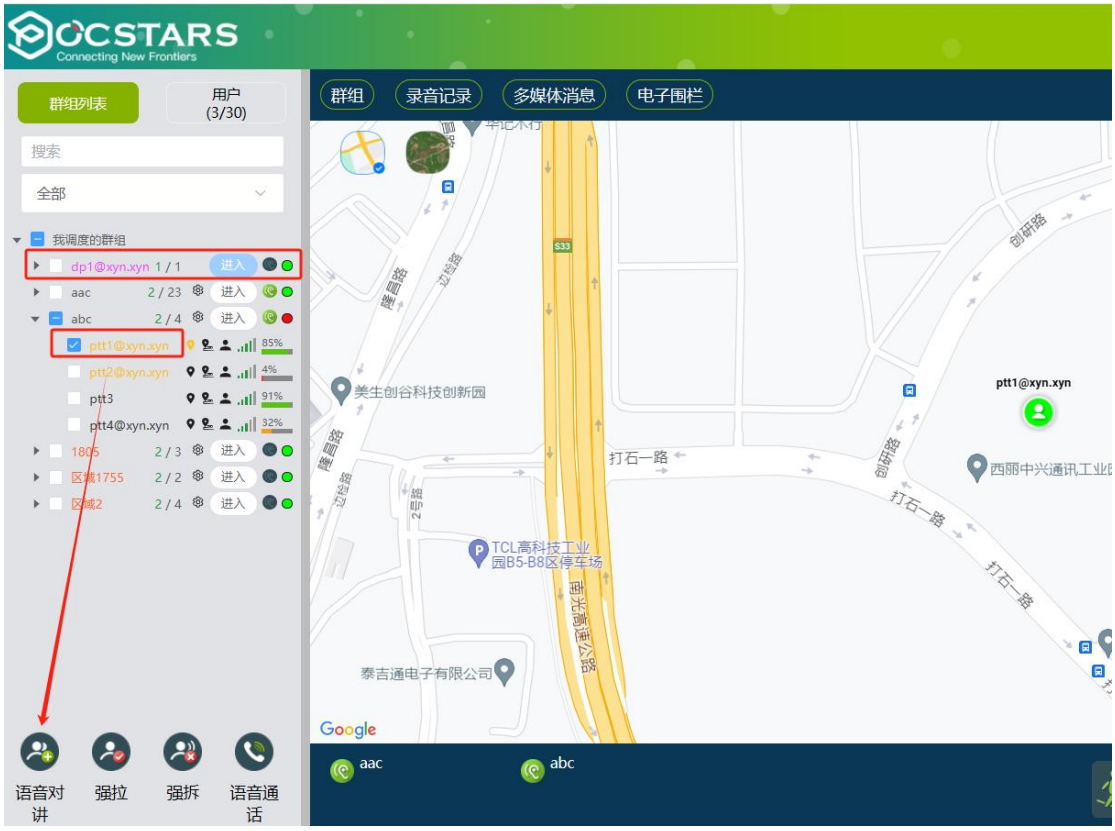
Note: Click the "Join" button in the different groups to switch.

The default duration of a group call is 30 seconds, which can be set on the operating platform. The value ranges from 10S to 120S.

3.4 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. As shown in the figure.

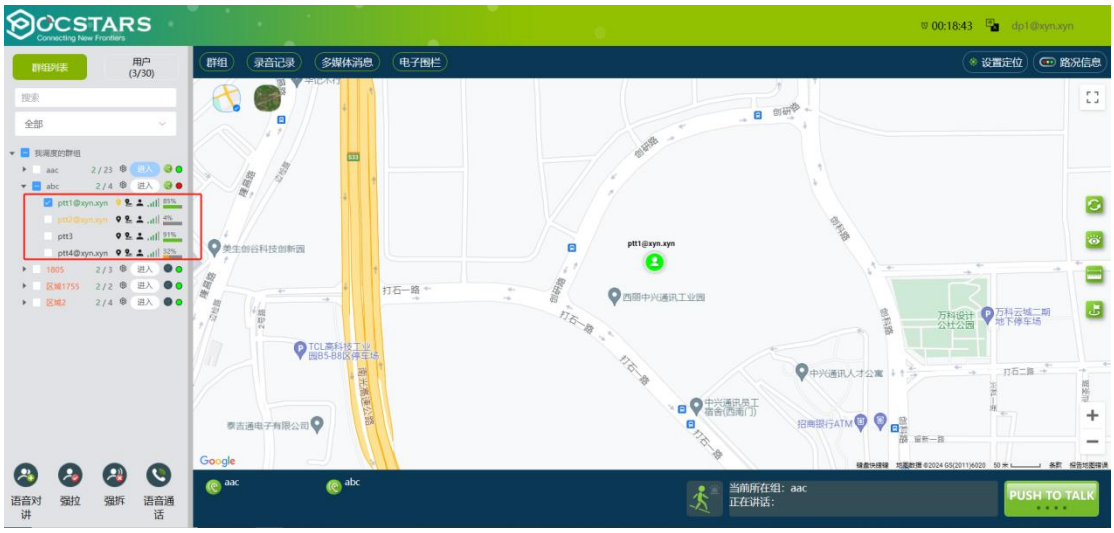


Dismiss the temporary group： The temporary group creator (that is, the dispatcher) dissolves the temporary group voluntarily when the group is switched. After the group is dissolved, the temporary group is no longer displayed in the group list.

3.5 Single Call

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

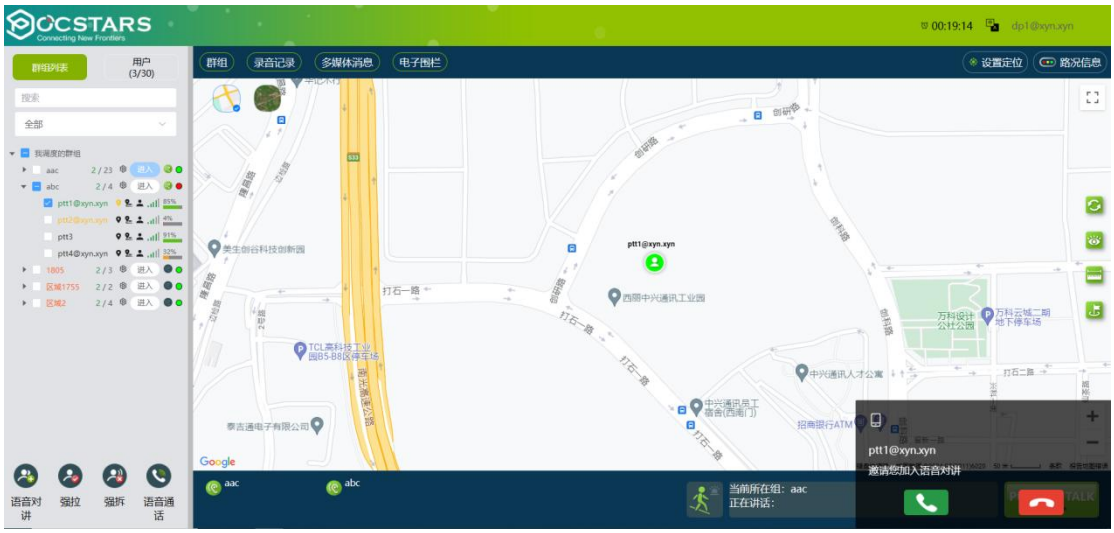
Steps： After the dispatcher logs in to the platform, select an online member in the group list, click the "Call" button, and a temporary group "db2" will be added to the group list. At this time, press and hold the PTT intercom button, that is, single-call intercom, as shown in the figure.



Note: In a single call, the default call duration is 30 seconds

3.6 Temporary single call response

When a dispatcher makes a temporary single call to the terminal, the dispatcher hears a call prompt tone and a prompt box is displayed in the lower right corner of the screen. The dispatcher can answer or reject the call, as shown in the following figure.

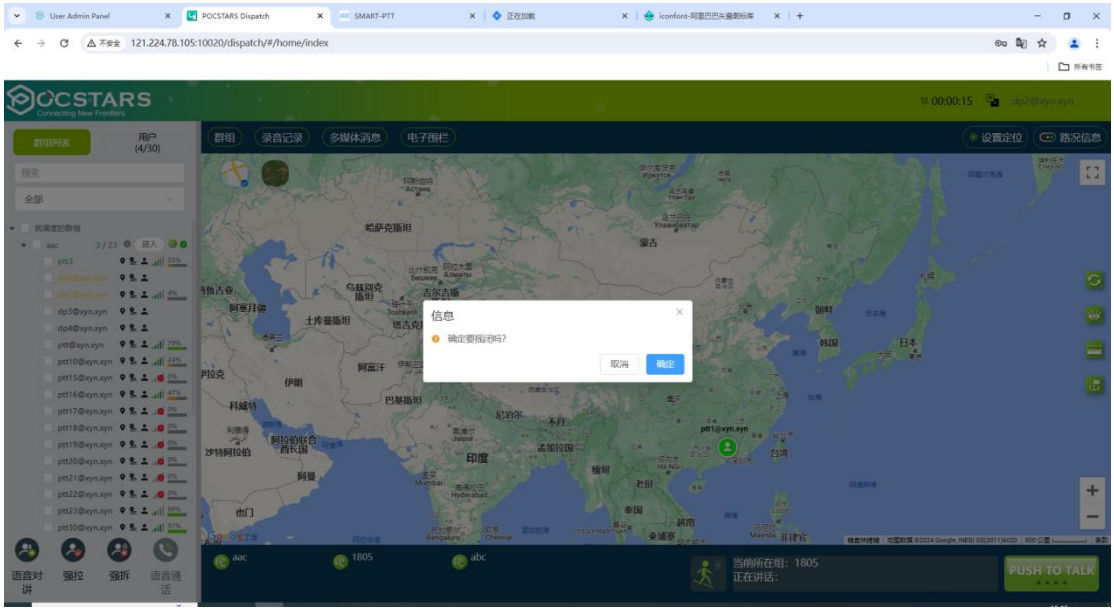


Note: After the dispatcher answers the call, the system will create a temporary group. If the calling terminal hangs up or either party switches the group, the temporary group will be dissolved。

3.7 Remotely enable 、Remotely disable

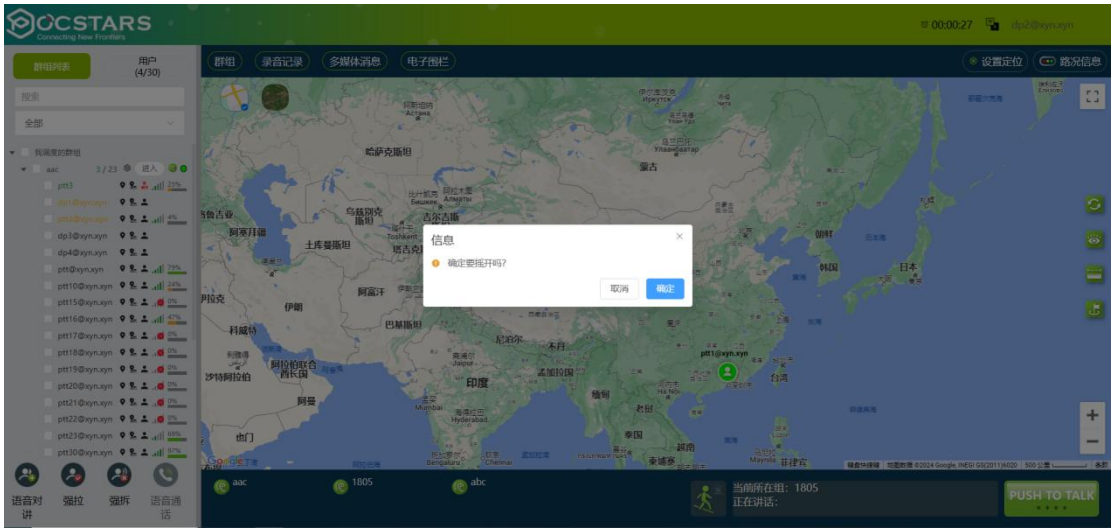
Remotely disable ：Remotely disable: dispatcher remotely disables the voice function of a member in the group, and this member cannot use the intercom function.

Steps： The dispatcher logs in to the dispatcher, clicks the remote button in the group list, and clicks "Confirm" in the pop-up information dialog box to remotely close a member and make it lose the intercom function (intercom cannot be used in all groups), as shown in the picture:



Remotely enable ：The dispatcher performs remote opening on the remote member so that it can use the intercom function normally**.**

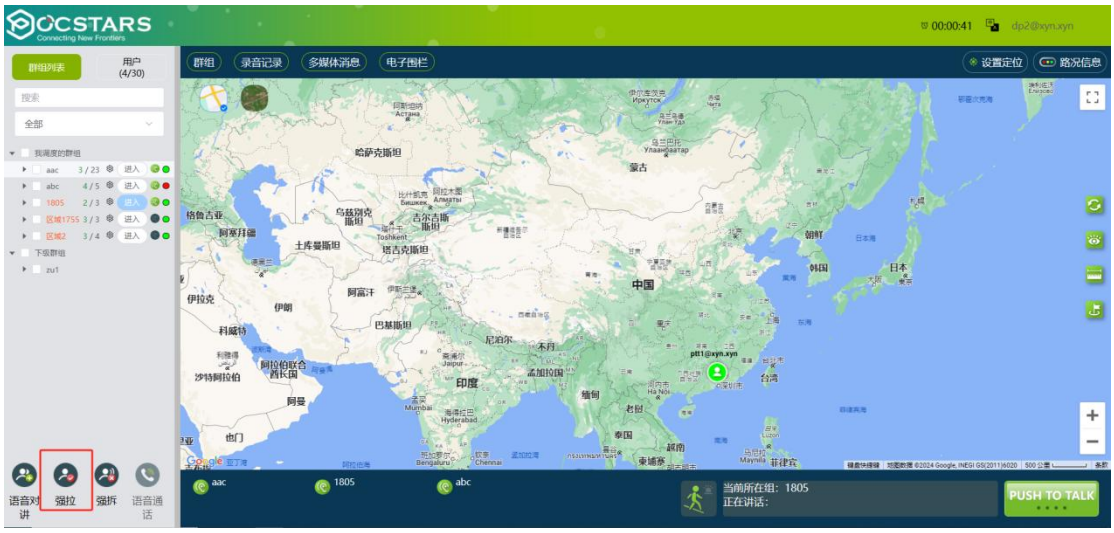
Steps：The dispatcher logs in to the dispatcher, clicks the remote button, and performs remote control on the remote member, as shown in the figure.



3.8 Forcibly drag/Forcibly demolish

Forcibly drag ：The dispatcher pulls online users who are not in the group state back to the dispatcher's group.

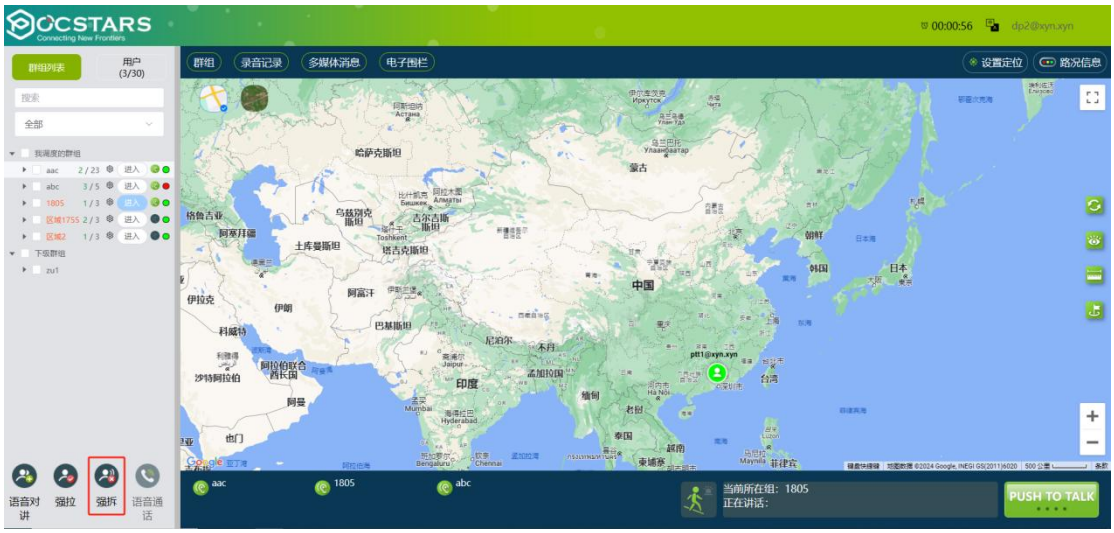
Steps： After a dispatcher clicks Enter to enter a group, select one or more members of the group who are not in the group and click Pull to drag the selected member to the group where the dispatcher belongs.



Note: The dispatcher must enter a group before forcibly drag. Otherwise, the operation fails.

Forcibly demolish **：**The dispatcher will force the user who is currently calling to stop the microphone, and the forcibly demolished user will not get the right to speak in this call, but can make the next call normally.

Steps： The dispatcher selects a member user who is in the intercom and clicks the "Forcibly demolish" button, and the intercom process of the user is forcibly terminated. As shown in the following picture.



3.9 Callback reminder

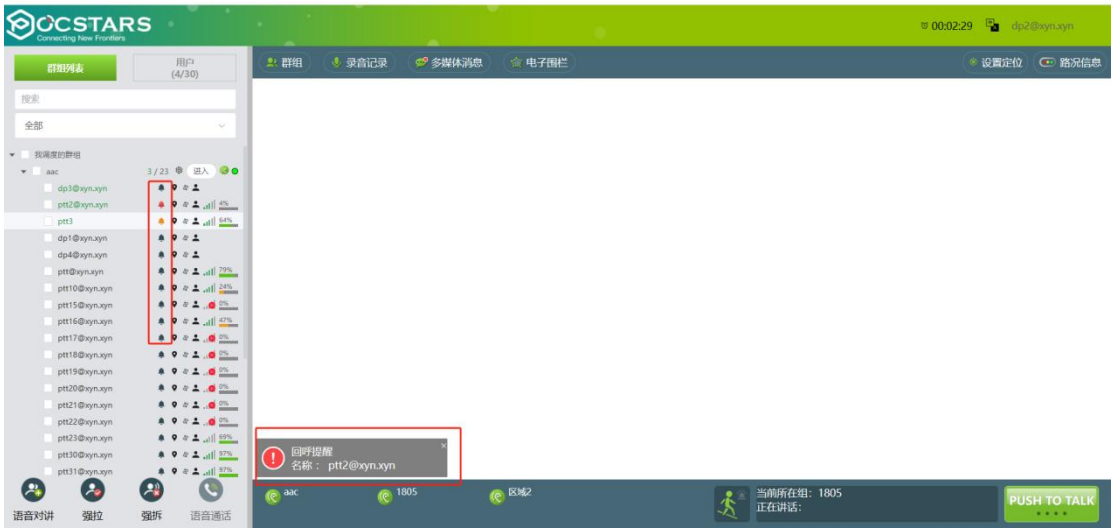
If no one answers a call initiated by a dispatcher or other member, the calling party can initiate a callback notification to notify the called party that the call needs to be returned. The called party can see the person who initiated the call, and the user can click the callback reminder to reply to the calling party

Callback reminder icon Color Description:

The gray icon indicates that a callback notification is not initiated or received

The yellow icon indicates that a callback notification is sent to the user but the peer party does not call back

The red icon indicates that a callback notification is received from the user, and the pop-up window with the alert tone is displayed, as shown in the following figure：



Note: Only the latest three reminders are displayed on the dispatcher interface. If more than three reminders are displayed, the old reminders are automatically overwritten.

4 GIS SCHEDULING AND MANAGEMENT

4.1 GIS Map

After logging in to the dispatching console, the GIS map is located in the middle area of the main interface, including the GIS toolbar and the GPS map display area. You can select the corresponding function button on the GIS toolbar to visualize the map window. The GIS map is shown in Figure 4.1 below:

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 use**："All Users" and "Online User" for selection.

3、**Ranging**：Measure the distance between two or more points on the map;

4、**Map Zoom In** ：Click " " icon can zoom in map.

5、**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 "Ranging" button in the upper right corner of the page, and then select two or more points on the map to test the distance to display the distance. As shown in the following picture：

Ranging

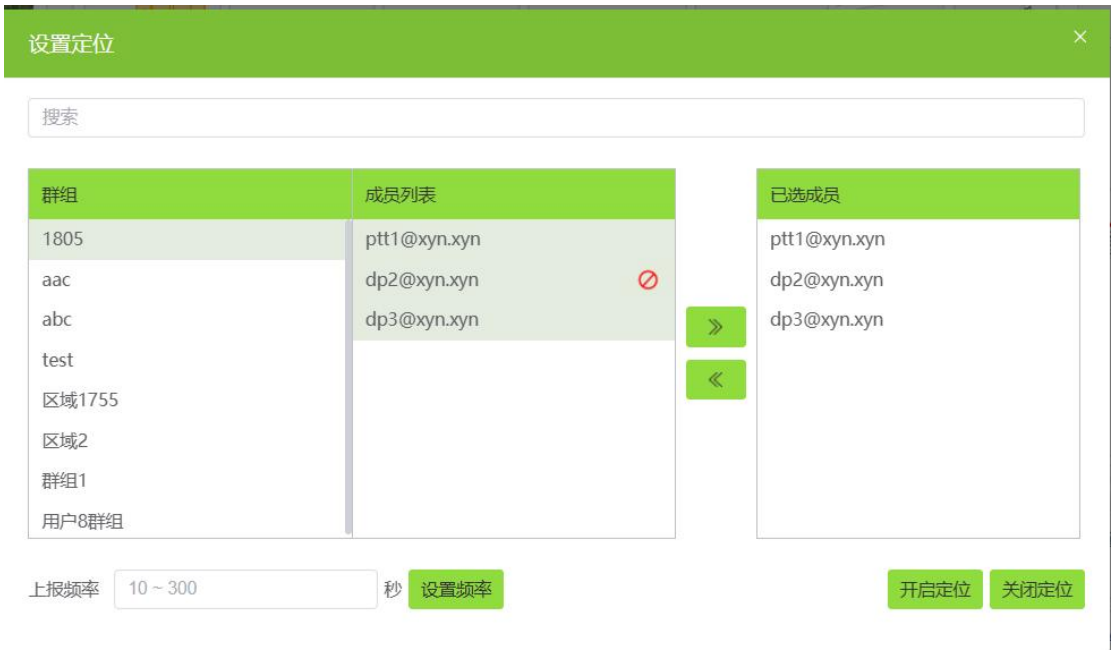
4.3 Setting up GPS

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 below：

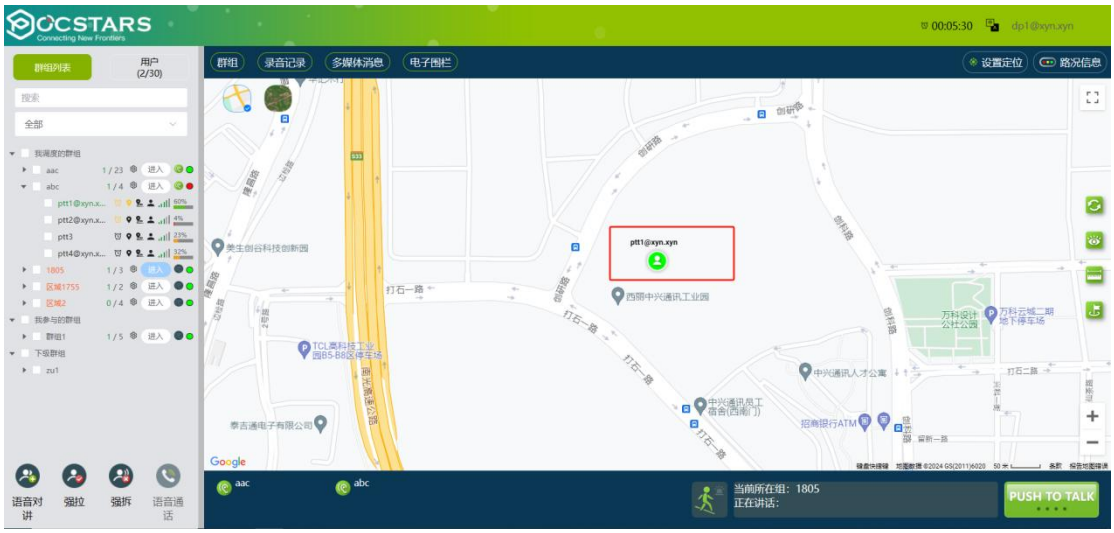
In the GPS setting interface, you can search for users, set the reporting frequency (value range: 10S~300S), turn on GPS, turn off GPS.As shown in the picture

below:



4.4 GPS Positioning

View User location： On the dispatch console, tap the group Member action icon ，You can view the user's latest location on a map.This function requires that the terminal has the GPS function, and the GPS should be enabled. As shown in the following picture.



4.5 Locating abnormal information

In the upper right corner of the account drop-down list, enable Abnormal Location Information. After this function is enabled, the location errors and anomalies of the location point are displayed when the user's location details are viewed.

Positioning error: The positioning error of the positioning point is provided by a third-party positioning service for reference only.

Location status: If normal, the display is normal. If an exception occurs, each cause of the exception is displayed.

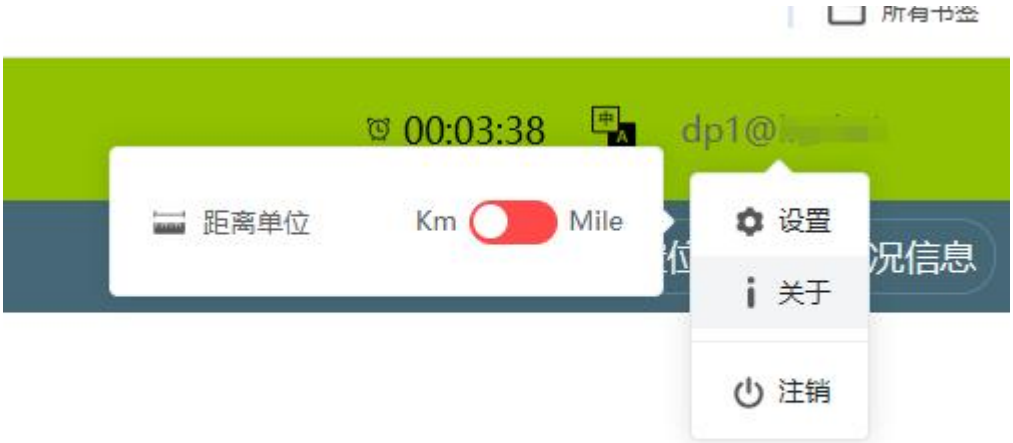
5 PERSONAL CENTER

On the information bar of the main window, click the login account

, You can perform the following operations, as shown in the following figure.

- Distance unit: The default unit is km. You can change it to Mile

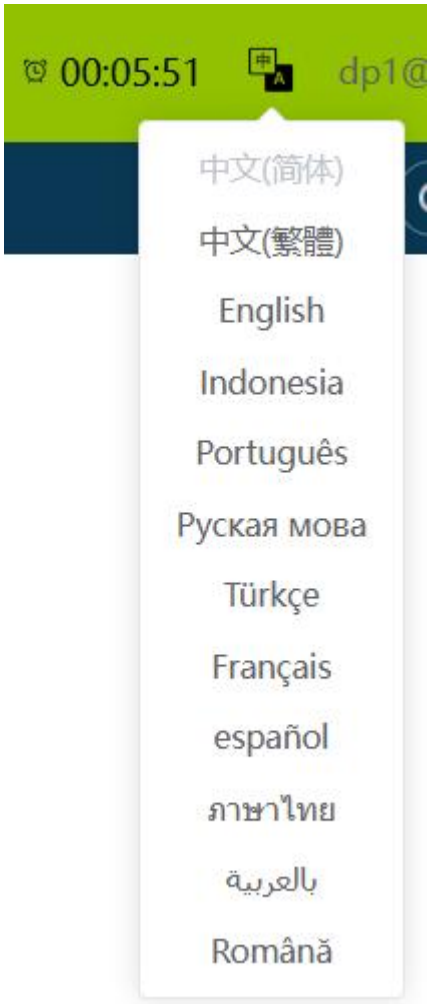
- About: Version information.
- Logout: Log out.



5.1 Change Language

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

It can be switched to 12 languages: Simplified Chinese, Traditional Chinese, English, Indonesian, Portuguese, Russian, Turkish, French, Spanish, Arabic, Romanian, Thai



5.2 Account information

Click User Details. In the menu that is displayed, you can view information about the current user who has logged in to the dispatching console.

View the information about the current account that has logged in to the dispatching console, including:

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

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

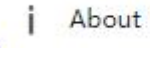
Login Role: Dispatcher.

Online Status: Online.

5.3 Range unit switching

Units of kilometers and miles can be switched by switching between KM and Mile

5.4 About

Click " 

" button to view the dispatch console version information.

5.5 Login out

Click

button to login out, back to login page.