Dispatcher Guide

Smarter solutions for smarter business.

Contents

iptt™

Software Installation

Windows protected you

Microsoft Defender SmartScreen prevented a... starting. Running this app might put your PC...

More info

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

App: iPTT1.2.4.3 (3).exe
Publisher: Unknown publisher

Run anyway   Don't run

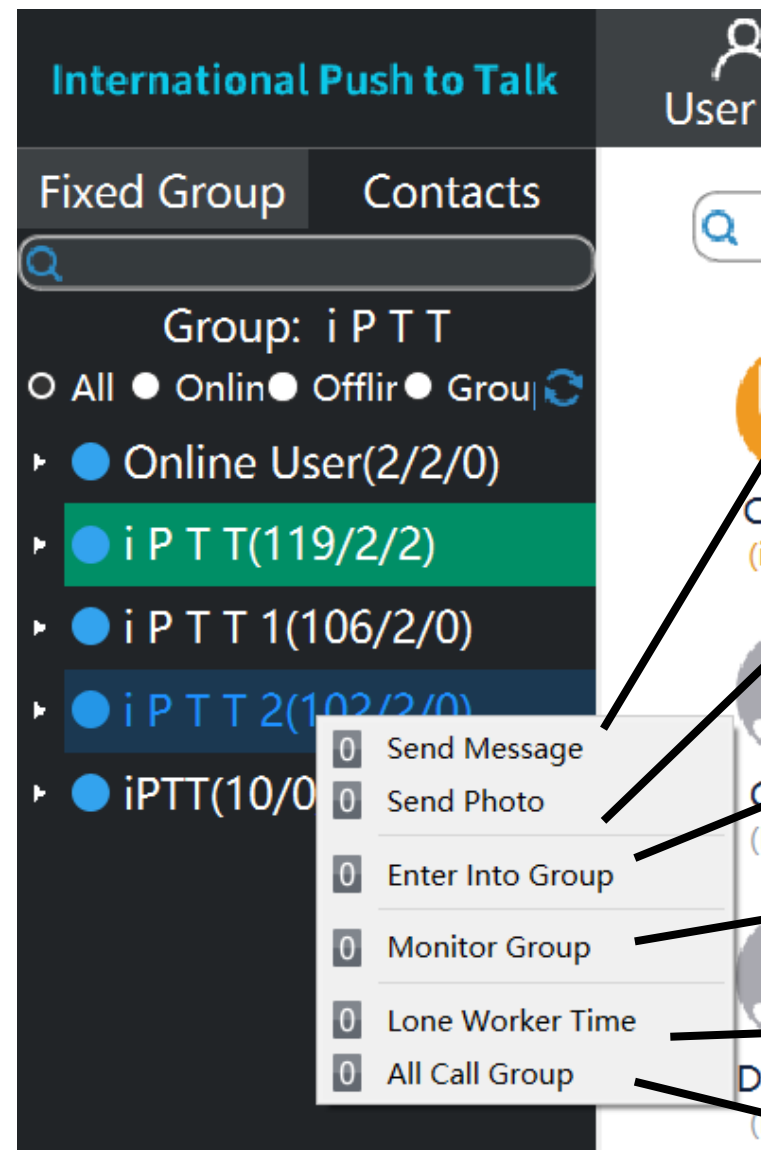Click on the link received by email,
If you get a Windows pop-up,
click 'More info' and 'Run Anyway'.
Follow wizard set up, creating a desktop shortcut.
Then log in to dispatcher using credentials emailed to you.

International Push to Talk

United Kingdom

Login

☐ Save Password   ☐ Login Automatically

International Push to Talk

User List

Video

Map

Data Center

iPTT Support

Fixed Group | Contacts

Group: iPTT

All ● Online ● Offline ● Group

▶ ● Online User(2/2/0)
▶ ● i P T T(119/2/2)
▶ ● i P T T 1(106/2/0)
▶ ● i P T T 2(102/2/0)
● iPTT(10/0/0)

Mobile Eight
(Offline)

Mobile Eleven
(Offline)

Mobile Five
(Offline)

Mobile Four
(Offline)

Mobile Nine
(Offline)

Mobile Seven
(Offline)

Mobile Six
(Offline)

Mobile Ten
(Offline)

Mobile Three
(Offline)

Mobile Twelve
(Offline)

Lists Users

View Video

View Map

Call/Video//Photo/Message
Archive

Current Group

▼ PTT

PTT

Group Broadcast

All Broadcast

PTT Options

Other Available Groups

Group Management

Send Message -
Sends a message to the groups users devices, in text if screen, announced if no screen.

Send Photo -
Sends a photo to the groups users devices, only applicable to iOS and Android devices.

Enter Into Group -
Forces dispatcher account to selected group.
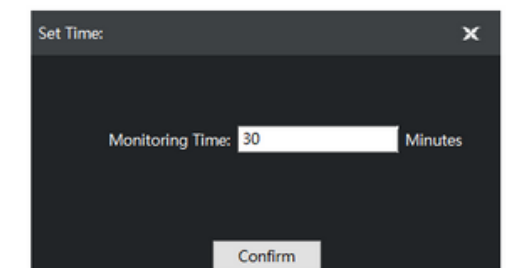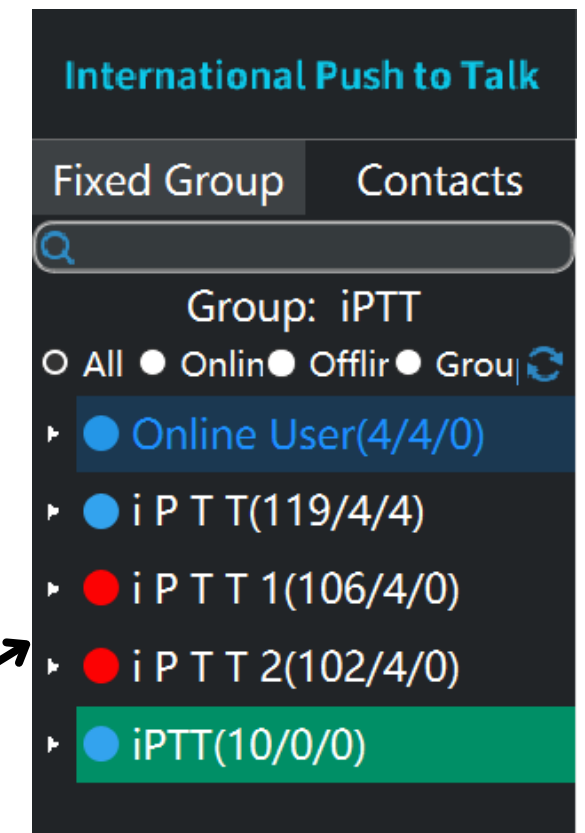
Monitor Group -
Allows dispatcher to listen to another group simultaneously.
(shows group icon in red when monitoring)
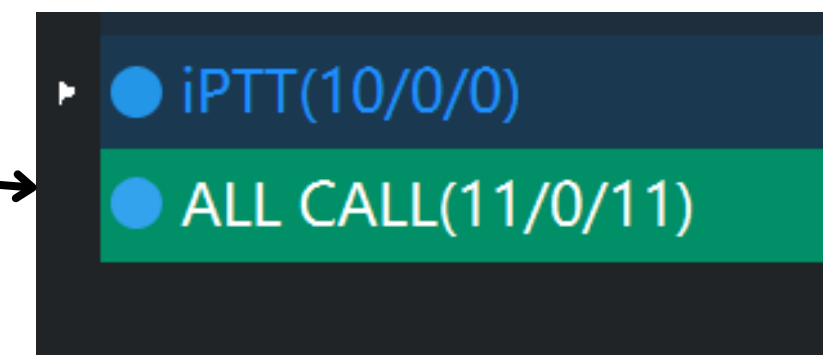
Lone Worker Time -
Monitors a user for a set period of time.

All Call Group -
Allows dispatcher to speak to all online members of all groups.
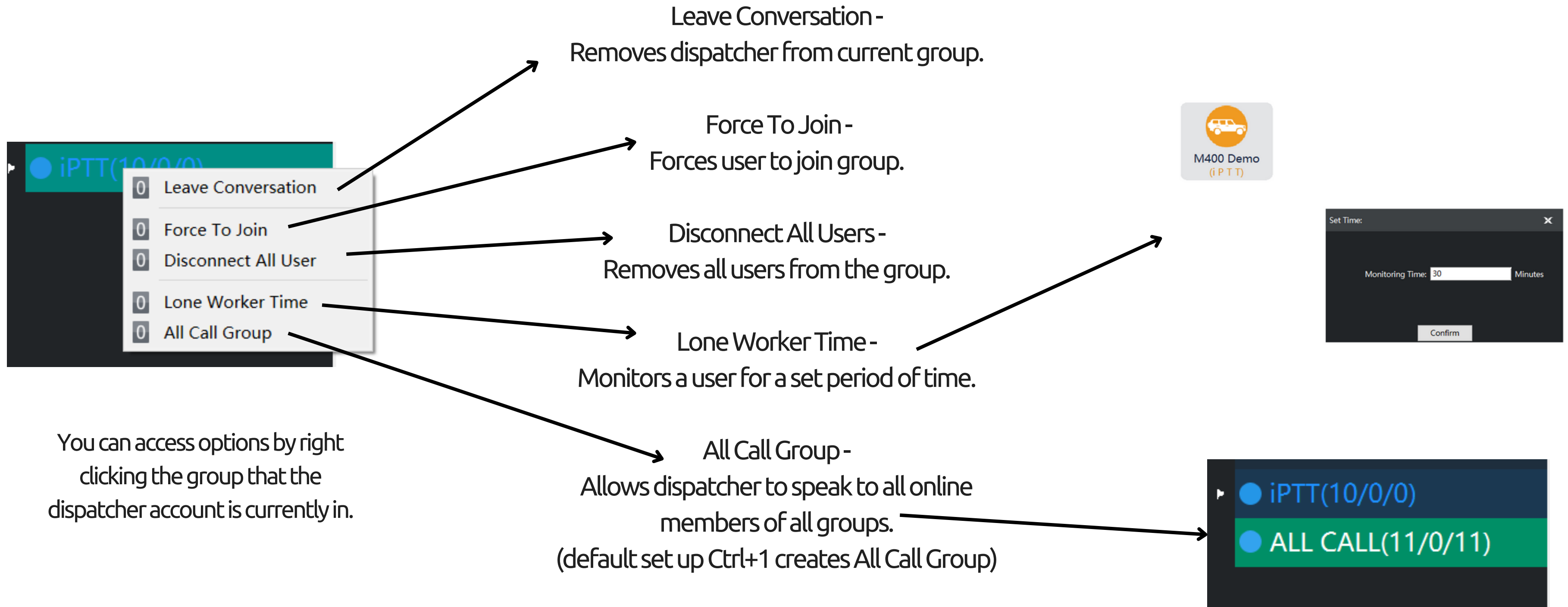(default set up Ctrl+1 creates All Call Group)

You can access options by right clicking a group that the dispatcher account is not currently in.

Group Management continued..

Leave Conversation -
Removes dispatcher from current group.

Force To Join -
Forces user to join group.

Disconnect All Users -
Removes all users from the group.

Lone Worker Time -
Monitors a user for a set period of time.

All Call Group -
Allows dispatcher to speak to all online
members of all groups.
(default set up Ctrl+1 creates All Call Group)

You can access options by right
clicking the group that the
dispatcher account is currently in.

iPTT(10/0/0)

0	Leave Conversation
0	Force To Join
0	Disconnect All User
0	Lone Worker Time
0	All Call Group

M400 Demo
(i P T T)

Set Time:
Monitoring Time: 30   Minutes
Confirm

iPTT(10/0/0)
ALL CALL(11/0/11)

4 Map Options:

Satellite with labels
Satellite without labels
Standard Map
Standard Map showing terrain
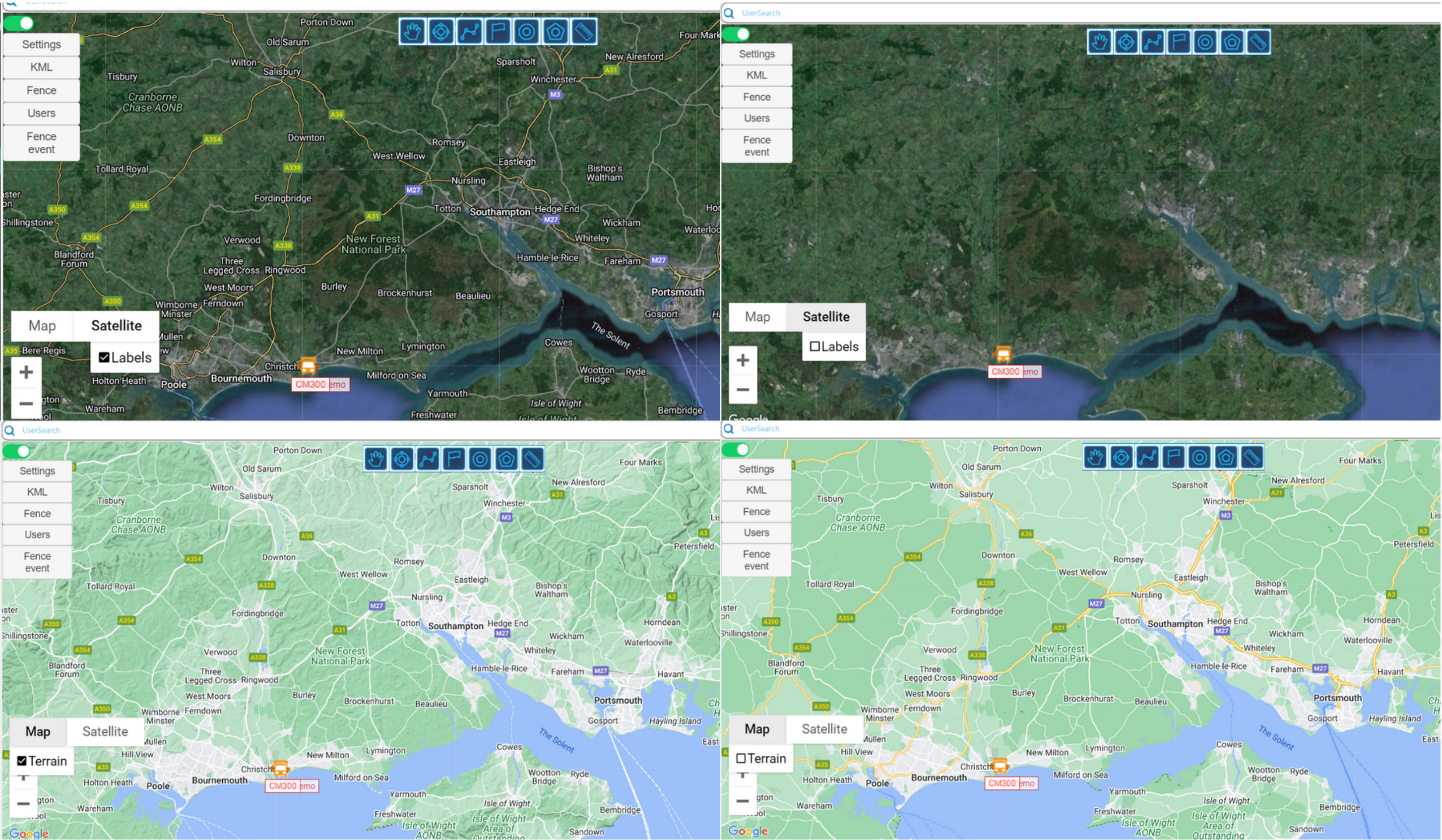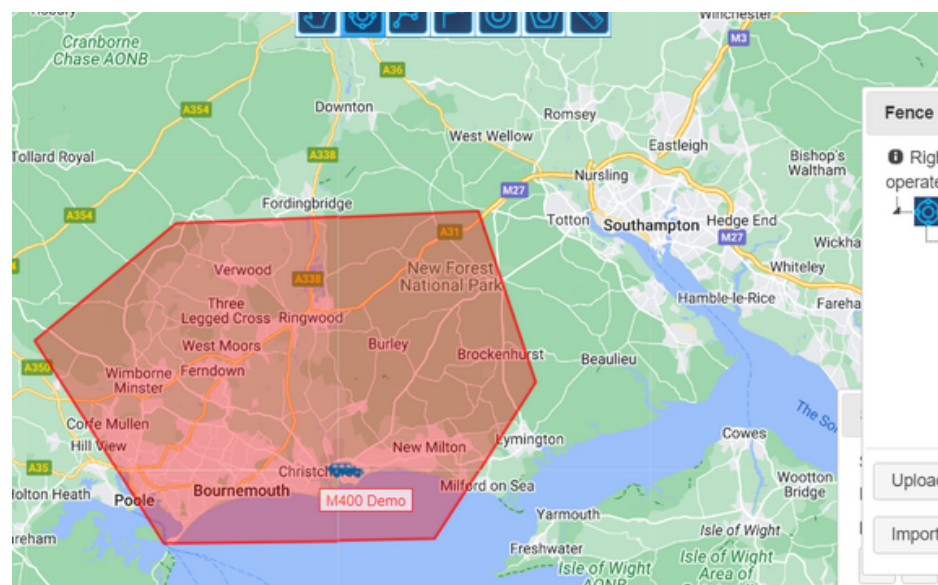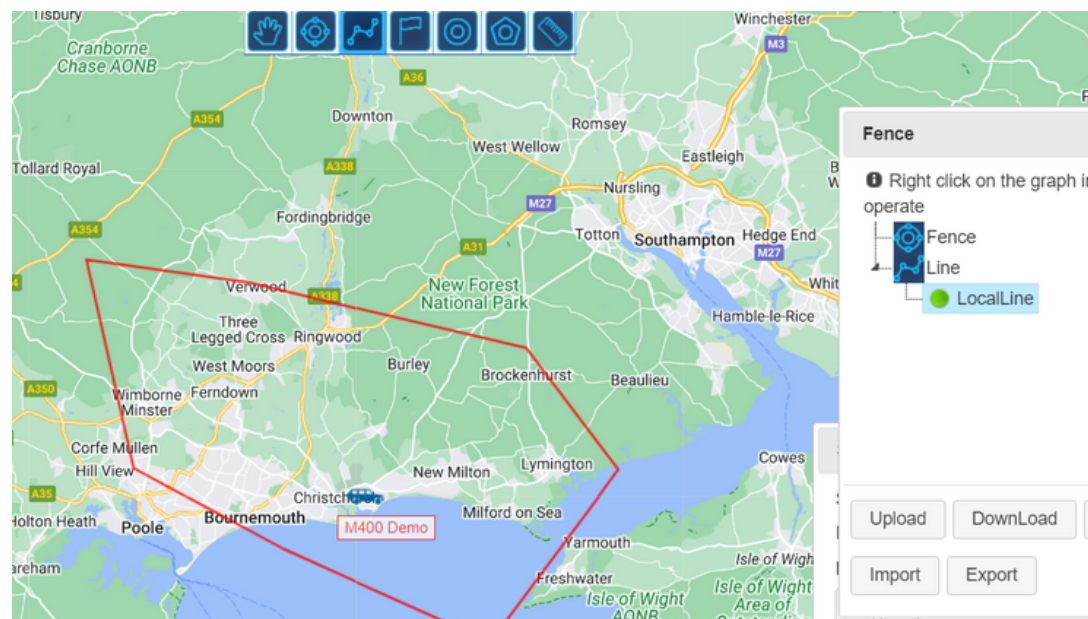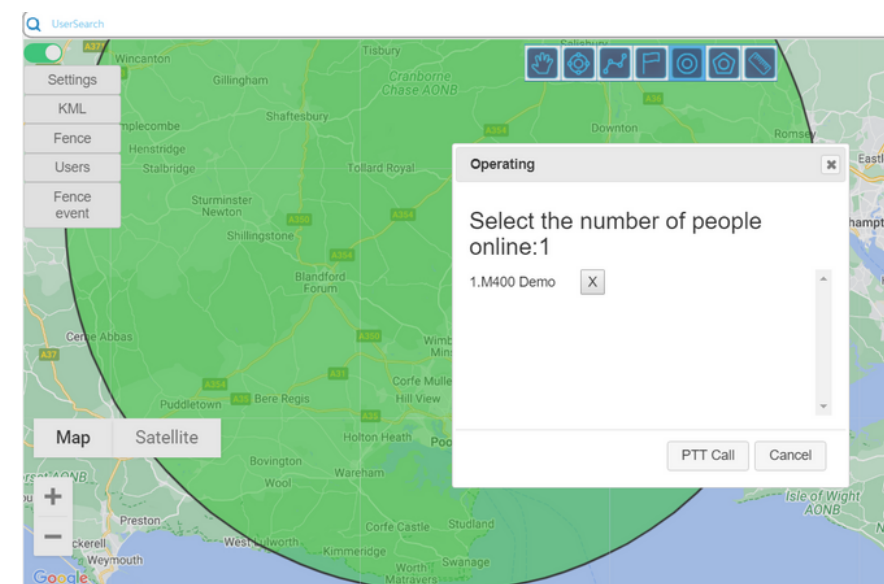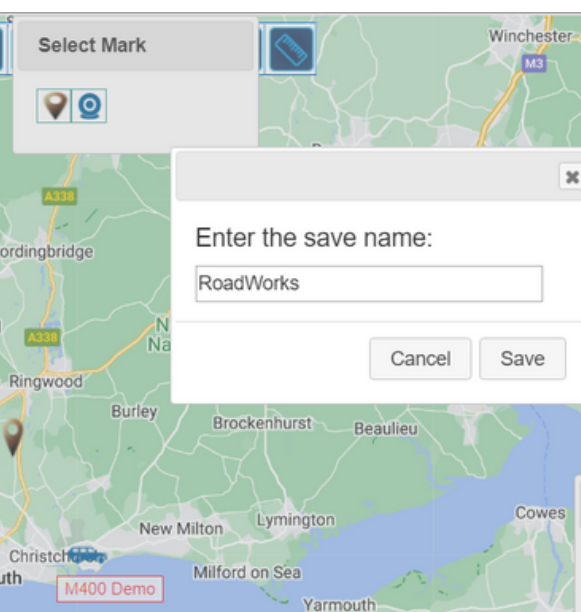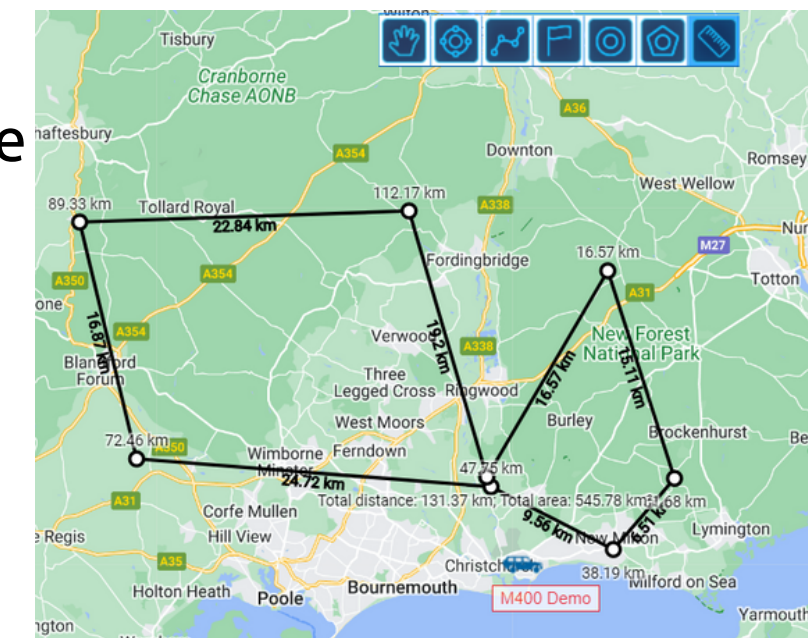
Stop Drawing

Measure Distance

Draw Fences

Polygon Selection

Mark

Draw Lines

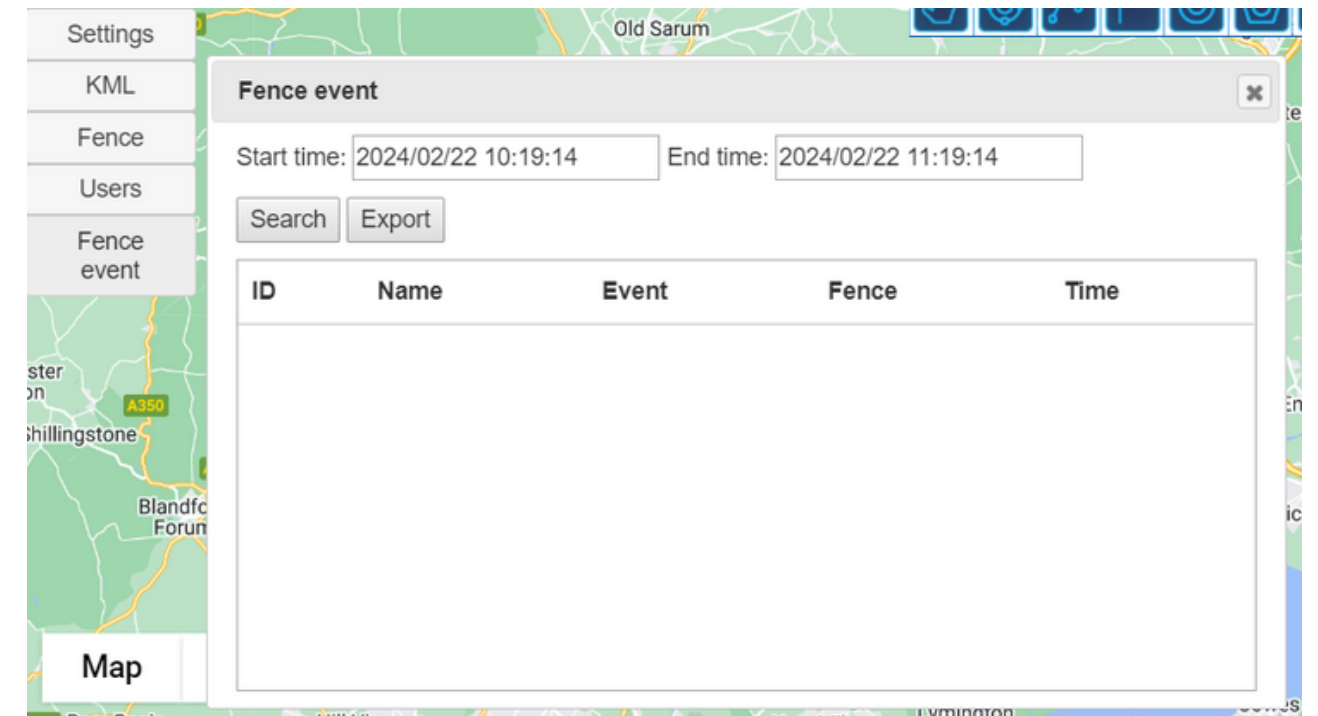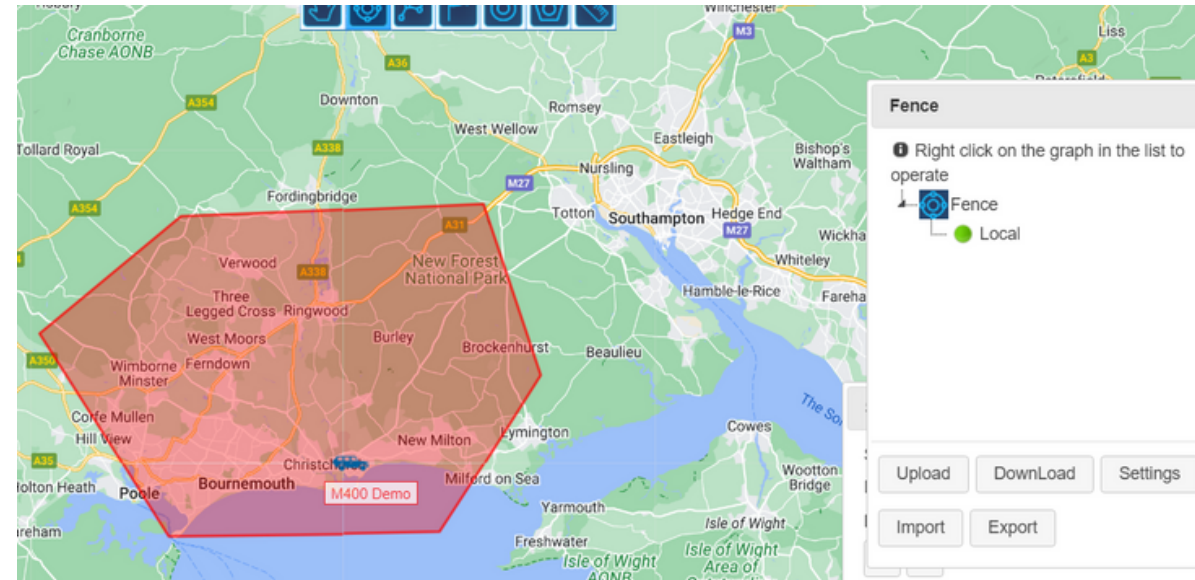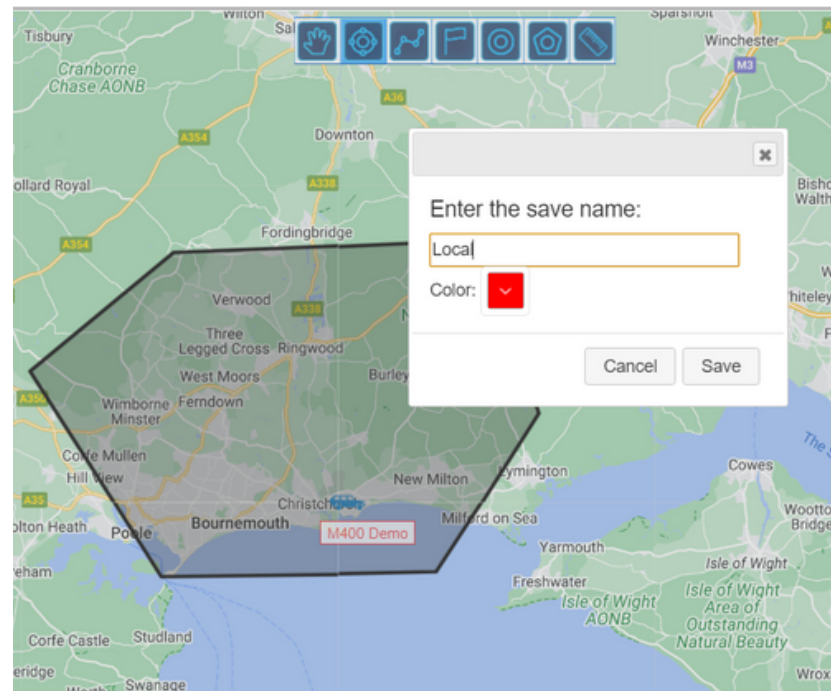Multiple Selection
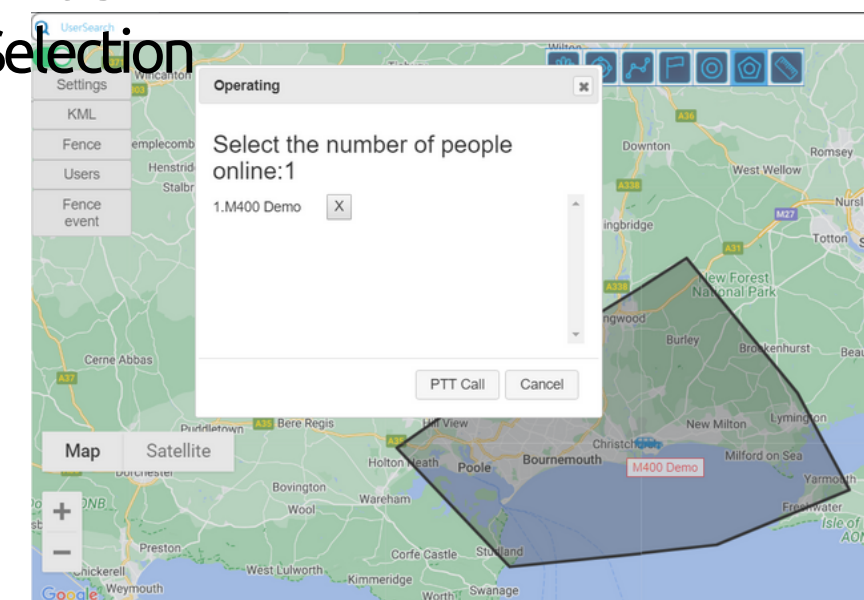
Fences and Lines

Geofencing is used to alert the dispatcher when a user has deviated from their route.

Using the navigation bar at the top of the map, you can draw a fenced area,
the dispatch system will then alert you when a radio user has left the area.
Out of bounds events can be found under 'fence event'.
Fenced areas can be named and coloured, allowing easier tracking.
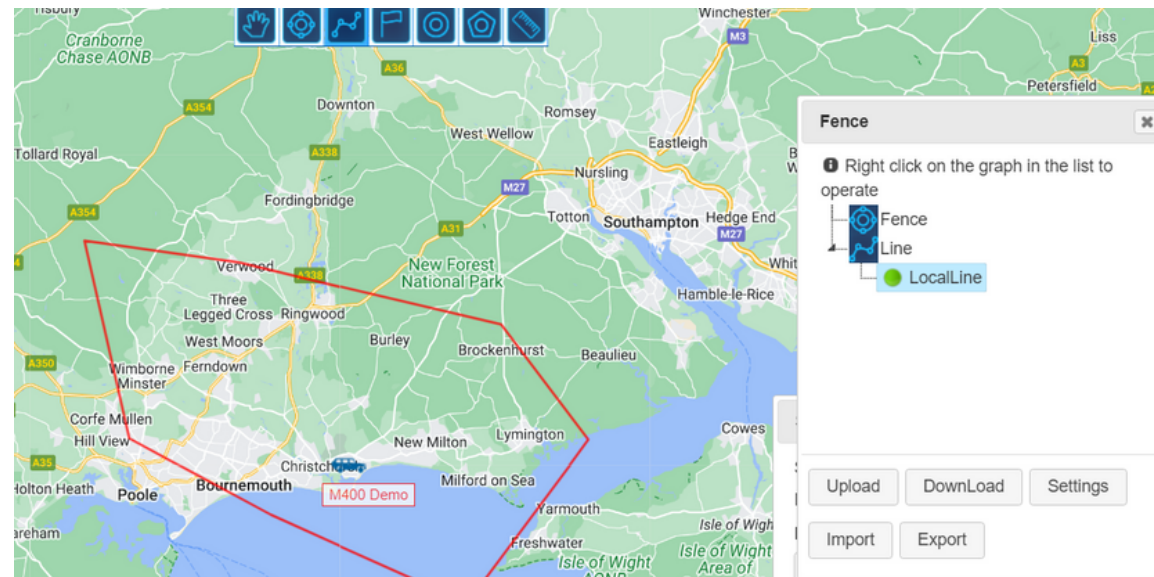
Using the navigation bar at the top of the map, you can draw boundary lines.
You can mark boundary lines on the map to allow notification of crossing said boundary line,
or they can be used in the same way as fences, by creating an area.
Out of bound events will also be recorded under 'fence event'.
Lines can also be named.

Multiple and Polygon Selection

Distance Measurement

Using the navigation bar at the top of the map, you can draw or circle areas on the map, which selects all the users in the area.
This function is used to create a dynamic group to give updates to users depending on their location, for example, to give users can be given vital traffic updates.
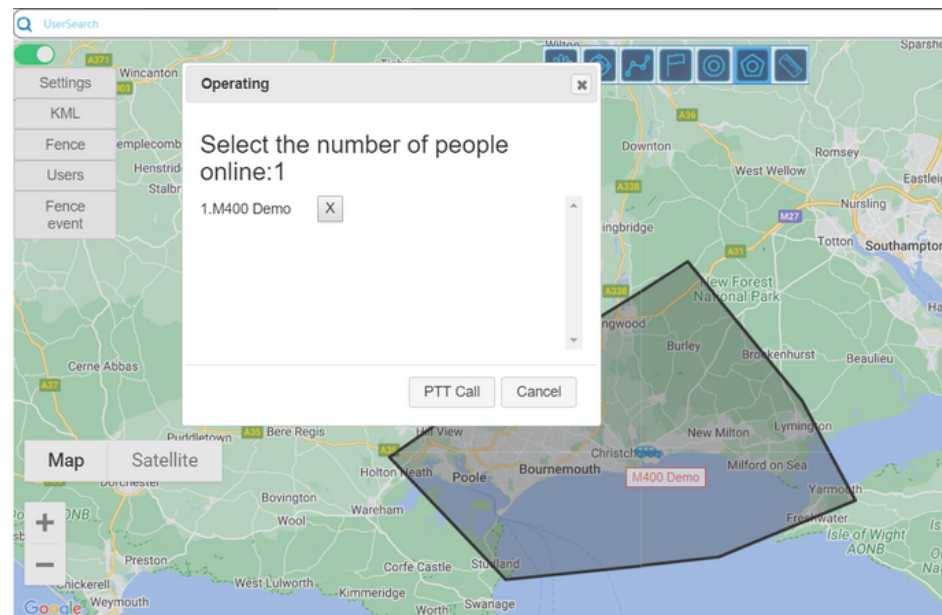
Using the navigation bar at the top of the map, you can draw lines to measure distances.
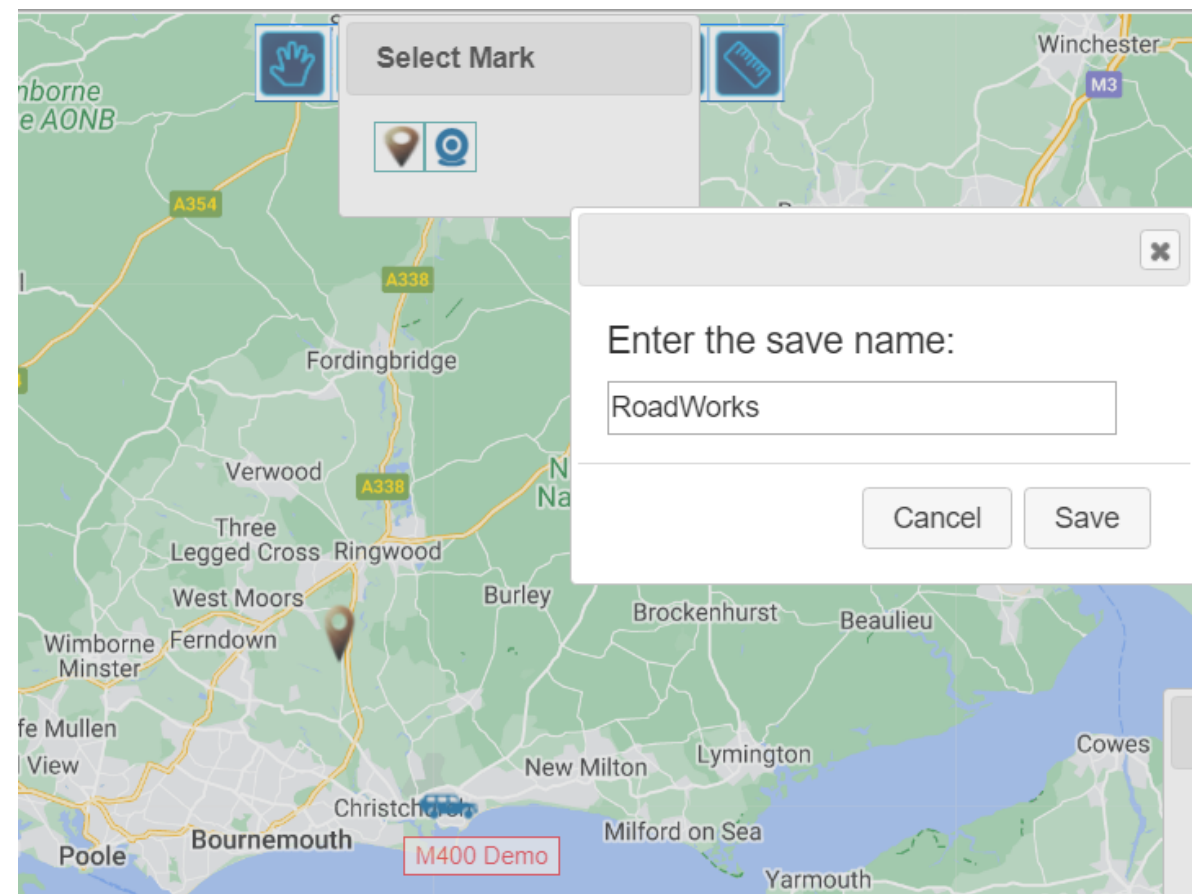This function can be used to measure distance travelled by a user.
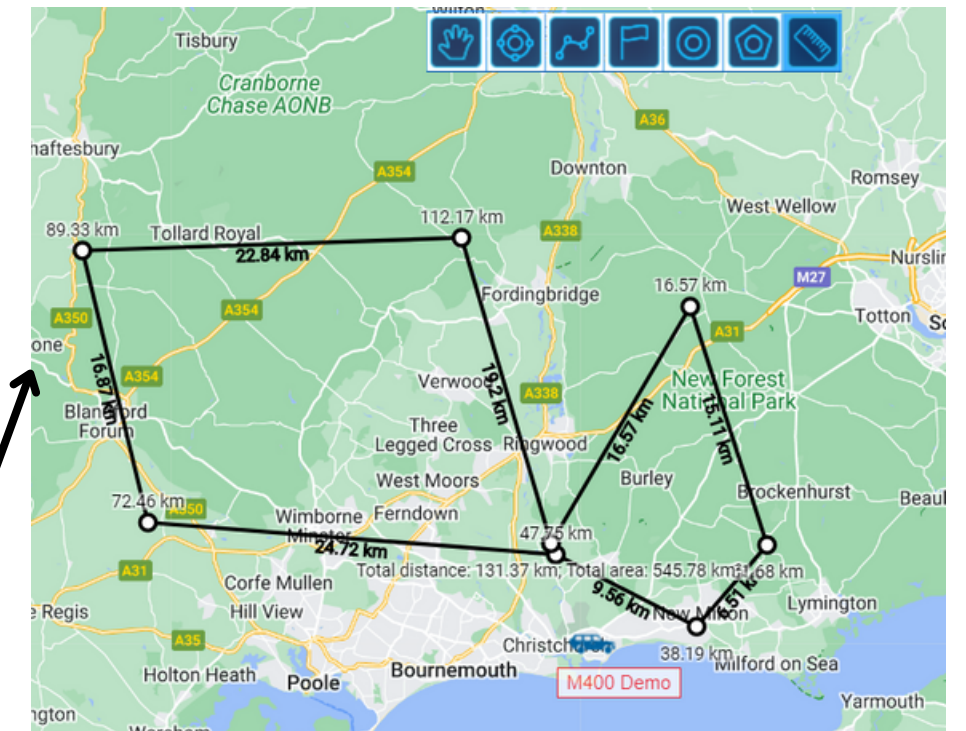
Mark

Using the navigation bar at the top of the map, you can mark areas of significance on the map.
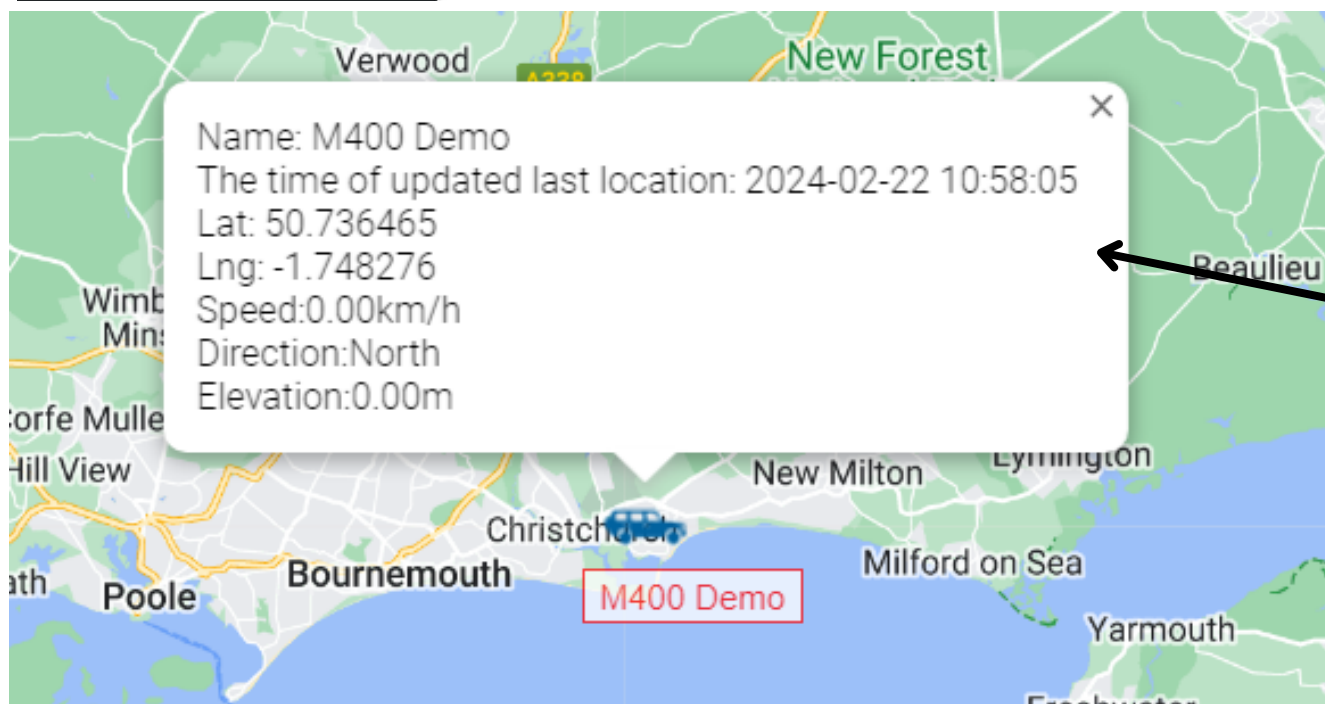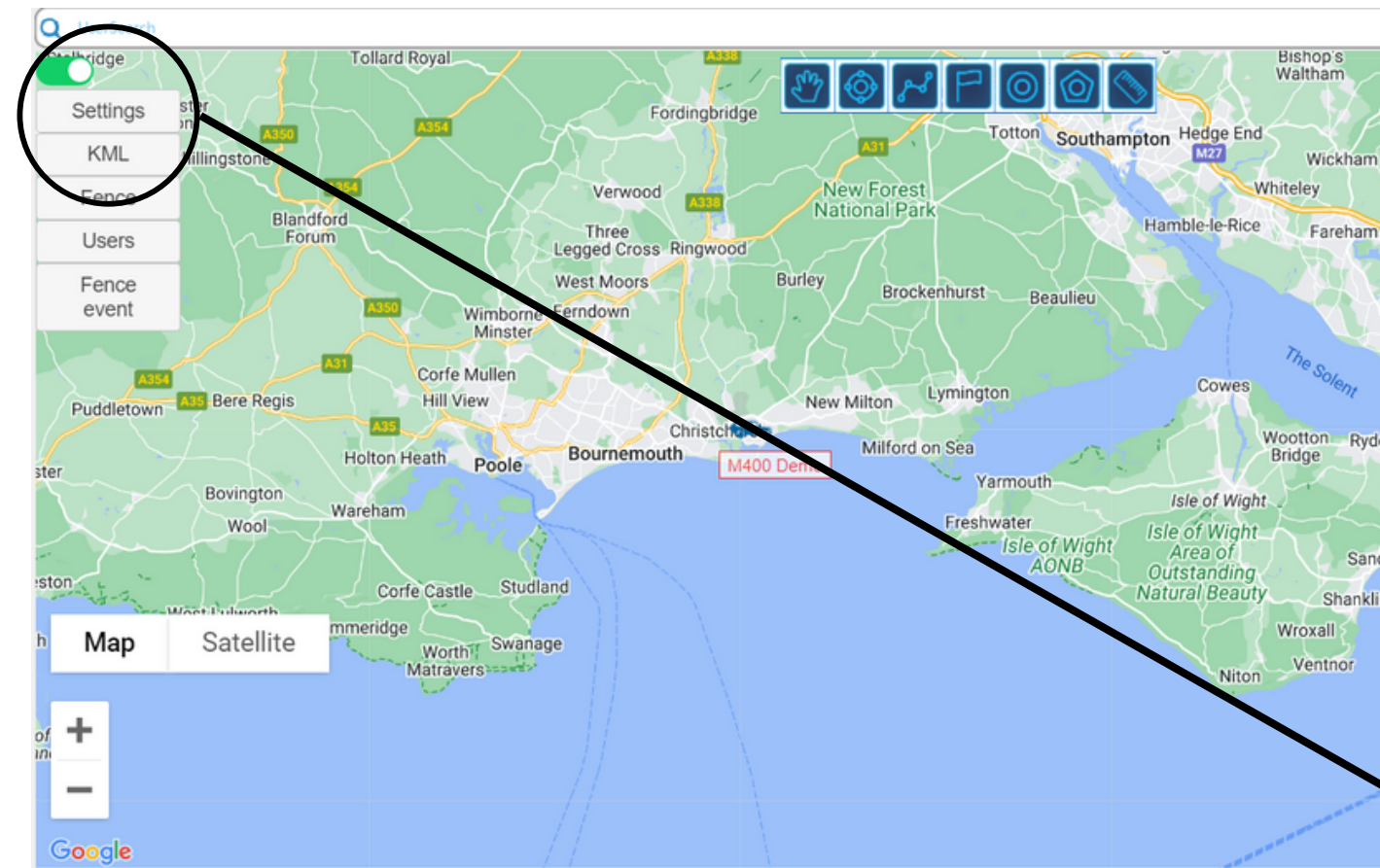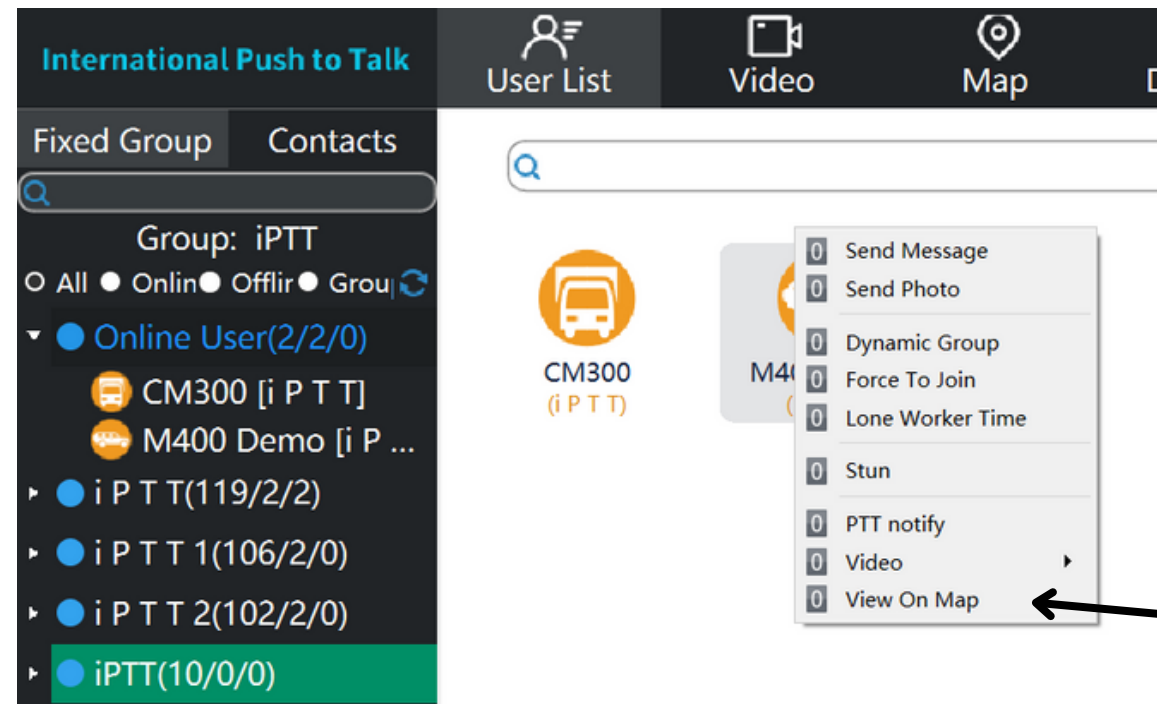This function can be used to mark road closures, hazards or emergency events.

Show Live Traffic

Using the settings navigation bar to the left hand side of the map, you can use the 'show traffic' function, for live traffic updates.
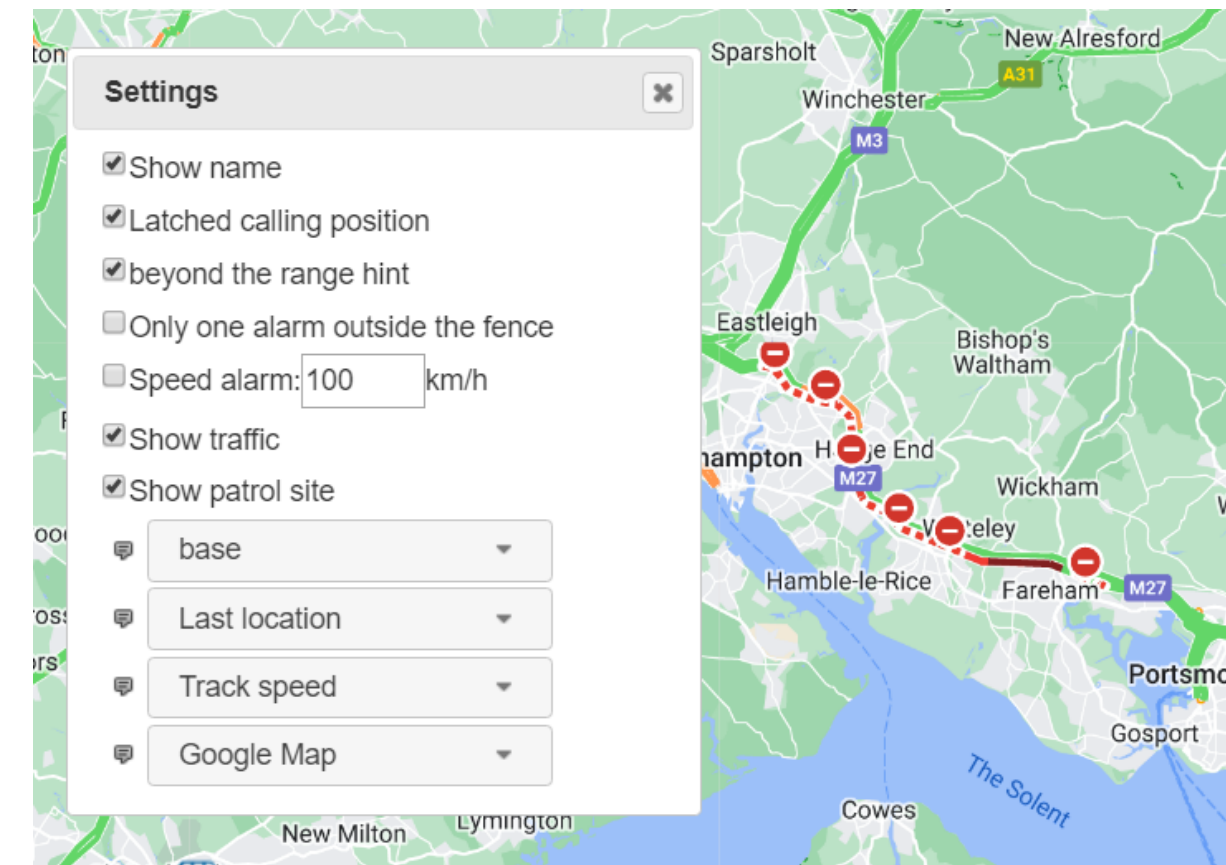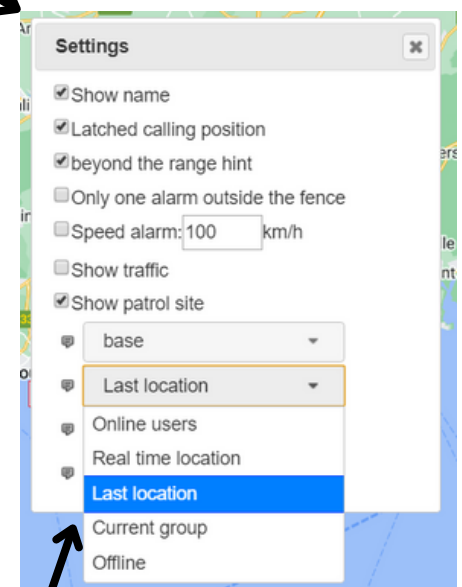
Location

By right clicking a user, you can 'View On Map' which will show you the last/current location of a user, depending on whether that user is currently online.
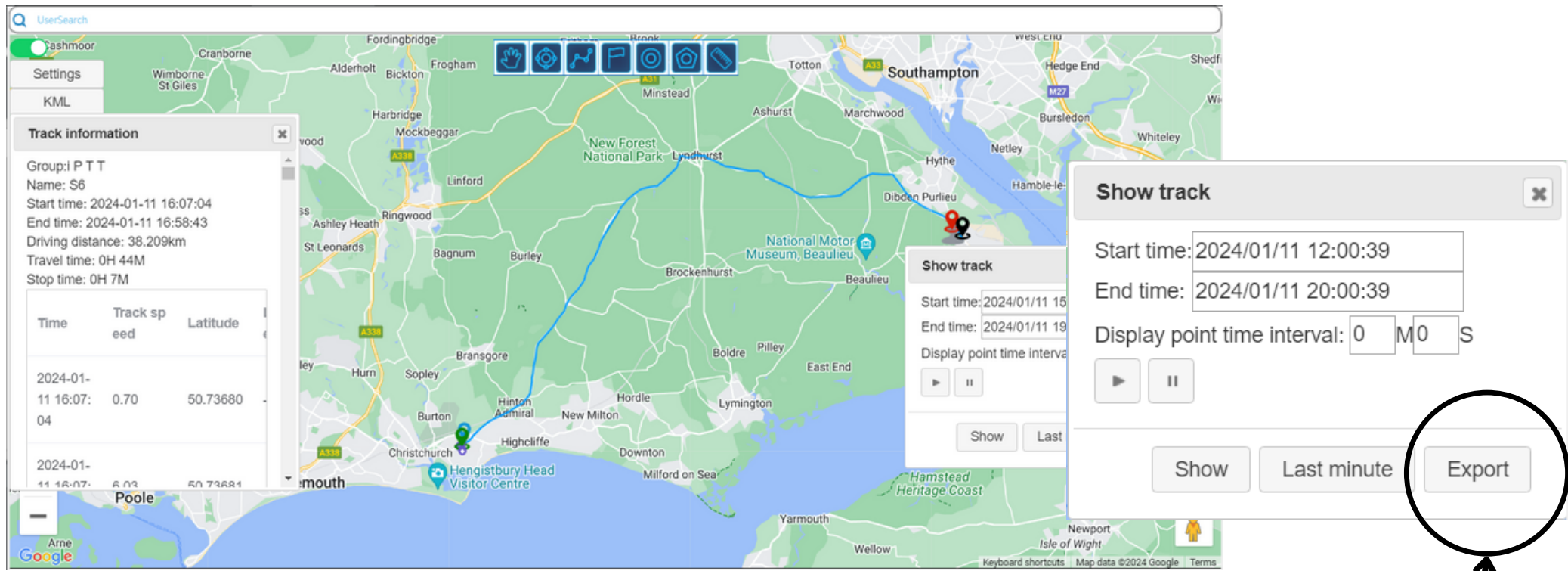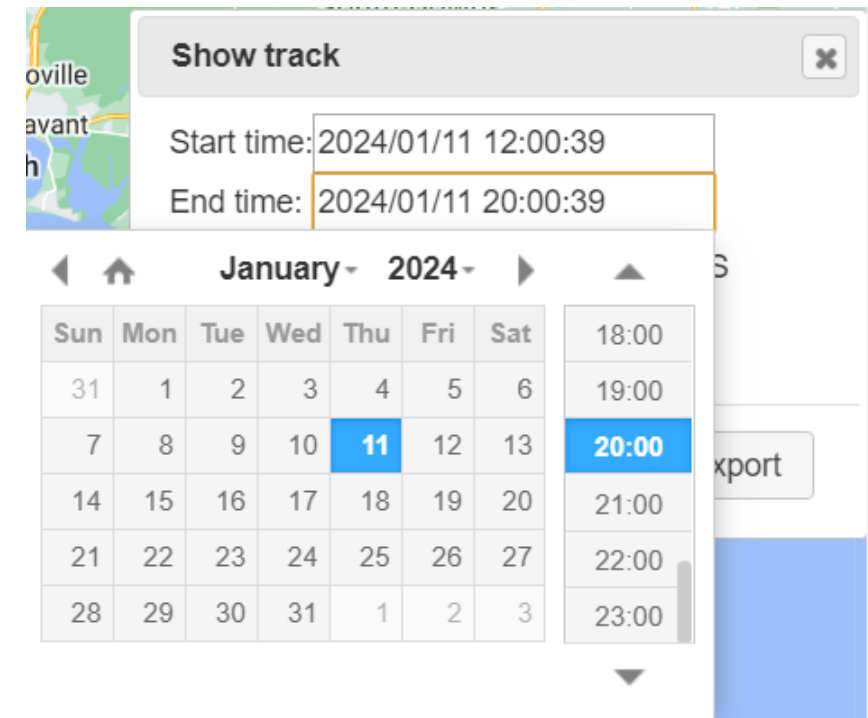
Hovering over the user on the map will give you its last/current analytics: time of location, speed, direction, elevation and position co-ordinates.

To ensure you are able to view all users location, please make sure the setting on the navigation bar on the left hand side of the map is set to 'last location'.
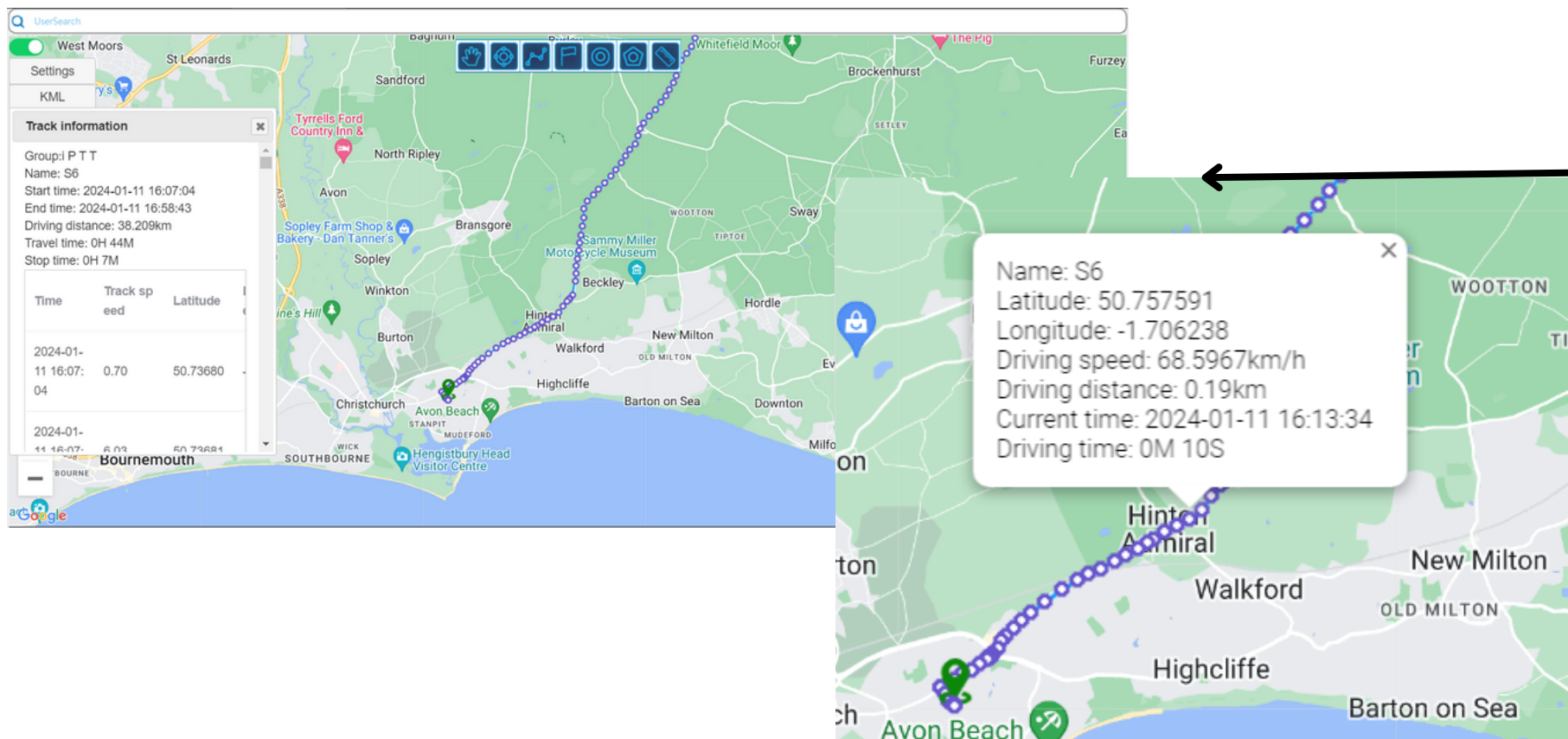
GPS Tracking

When viewing a user on the map, on the right hand side of the map, there will be a 'Show Track' pop up window.

By selecting a specific date and time, you can view the route that the user has taken during that time.

The route will play in real time, with the ability to get information on each GPS ping, which can be set between 10 and 60 seconds.

User tracking can also be exported to a CVS Excel File.

Please note:

Tracking information is only stored on the system for 3 months.

Start and End Time must be within 7 days of each other.

Please download locally if required.

User Management

Send Message -
Sends a message to the users device, in text if screen, announced if no screen.

Send Photo -
Sends a photo to the users device, only applicable to iOS and Android devices.

Dynamic Group -
Creates a private group between the Dispatcher and the selected user.

Force To Join -
Forces user to join another available group.

Lone Worker Time -
Monitors a user for a set period of time.

Stun -
Pauses user account so they can not communicate, must be reactivated by iPTT staff.

PTT Notify -
When a device is lost, this function will notify the Dispatcher when it is next switched on.

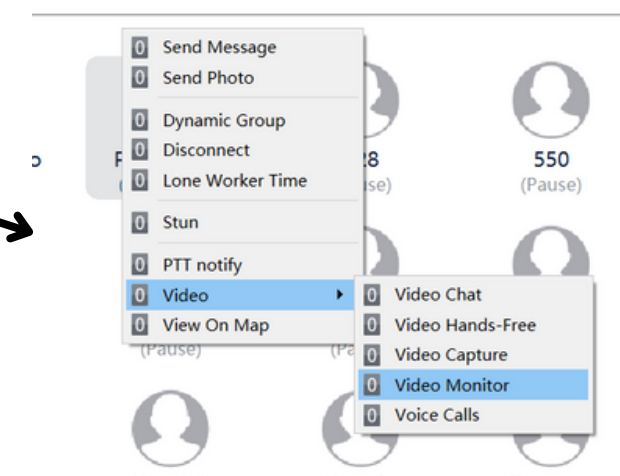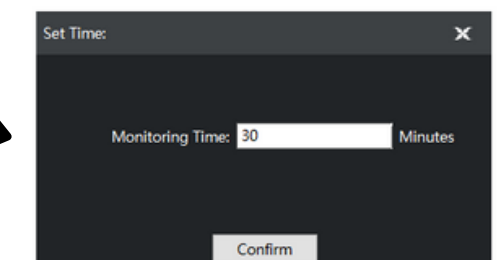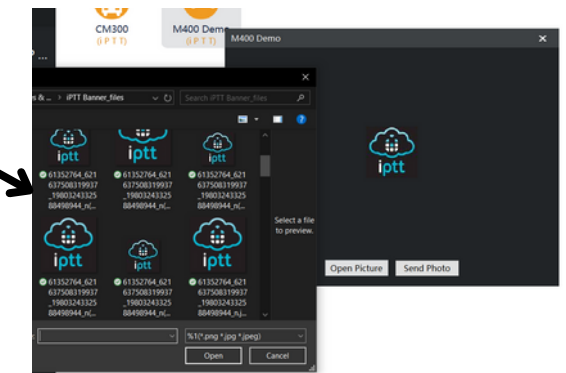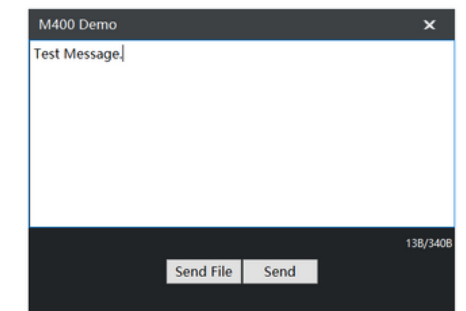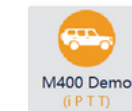Video -
Further options for users with video functionality.

View On Map -
Shows last/current location of user.
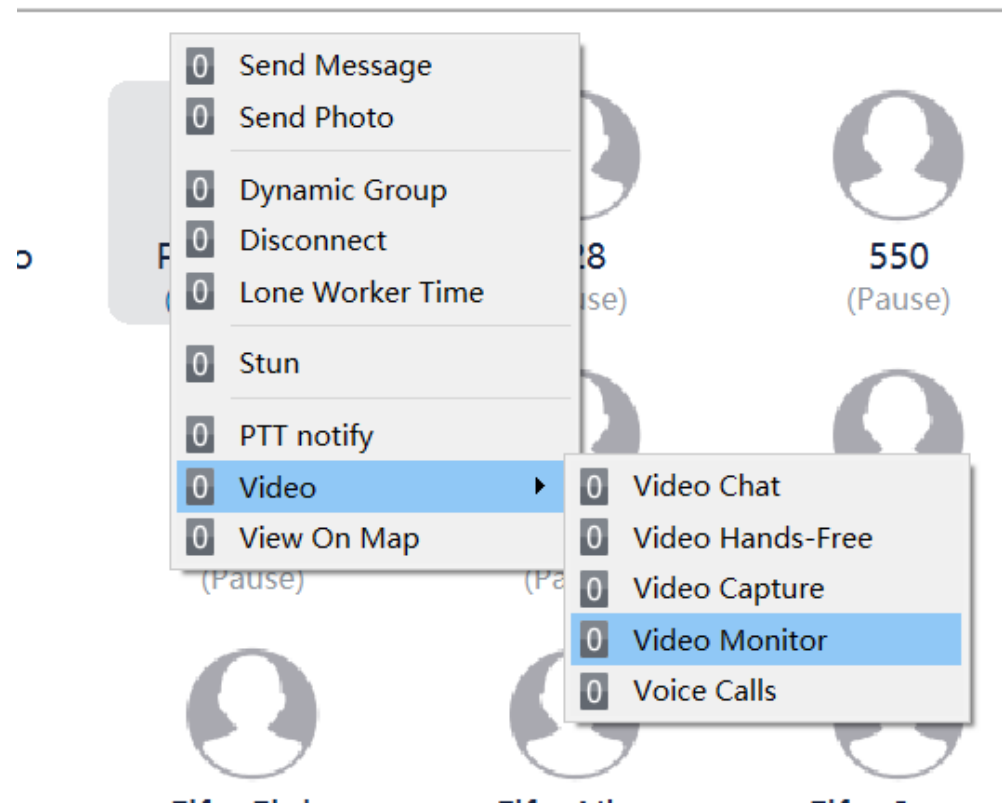
You can access options by right clicking a user.

0	Send Message
0	Send Photo
0	Dynamic Group
0	Force To Join
0	Lone Worker Time
0	Stun
0	PTT notify
0	Video
0	View On Map

M40

Video Function*

*Must be purchased separately.

By right clicking on a user, and hovering over 'Video', there are 5 options to choose from:

To configure where the video captures are saved, navigate to the settings cog in the top right corner of the dispatcher, select 'Video Settings' then 'Select' the file path required.

Make sure 'Save Video Settings' is switched on.

Video Chat -

Sends request to users device to accept or decline video chat request.

Video Hands-Free -

Forces video chat, without user authentication.

Video Capture -

Forces recording of devices camera, and saves to dedicated file, without user authentication.

Video Monitor -

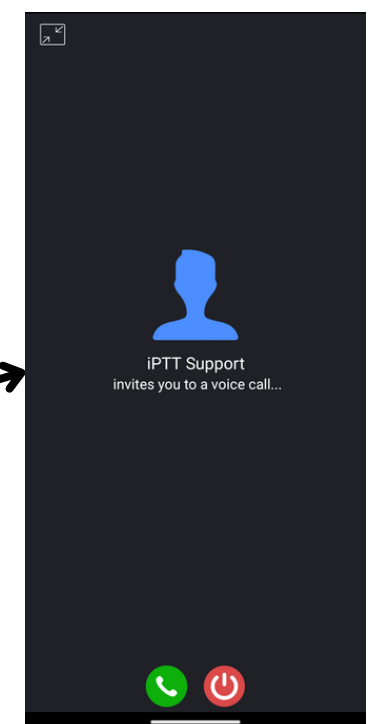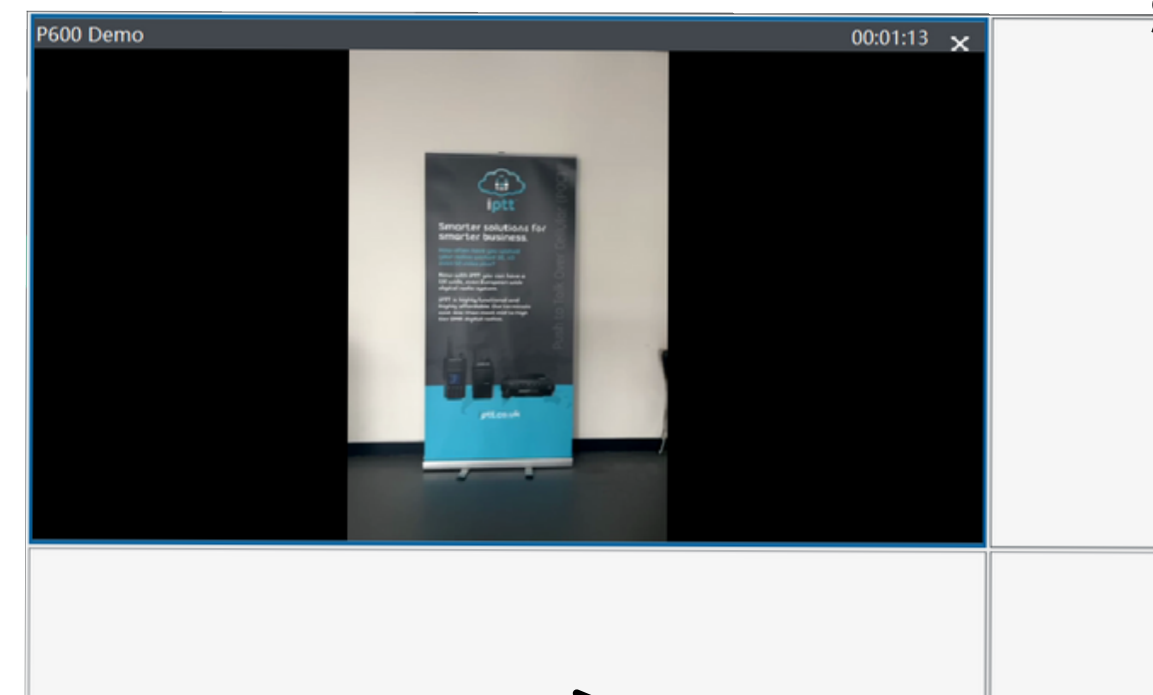Forces monitoring of devices camera, without user authentication.

Voice Call -

Sends request to users device to accept or decline voice call request. (Android Only)

Data Center

Send Message -
Shows all messages sent from the dispatcher account.

Received Message -
Shows all messages received to the dispatcher account.

Photo Records -
Shows all photos send and received to and from the dispatcher account.

Net Media -
Shows all video calls, captures and monitors to and from the dispatcher account.

Please note:
Data Center information is only stored on the system for 3 months.
Start and End Time must be within 7 days of each other.
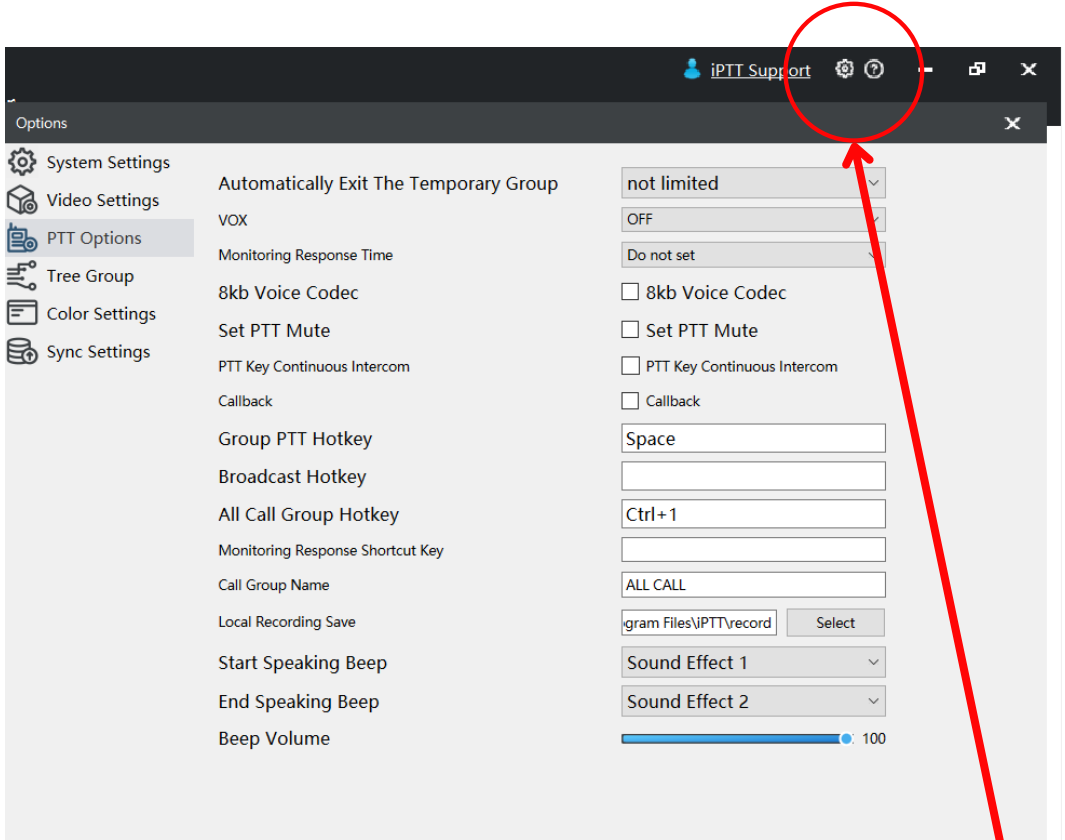Please download locally if required.

Data Center continued..

Call Logs -
Audio received by dispatcher whilst dispatcher account is online.

Network Audio -
All audio received through the software, when dispatcher is online or offline.

Please note:
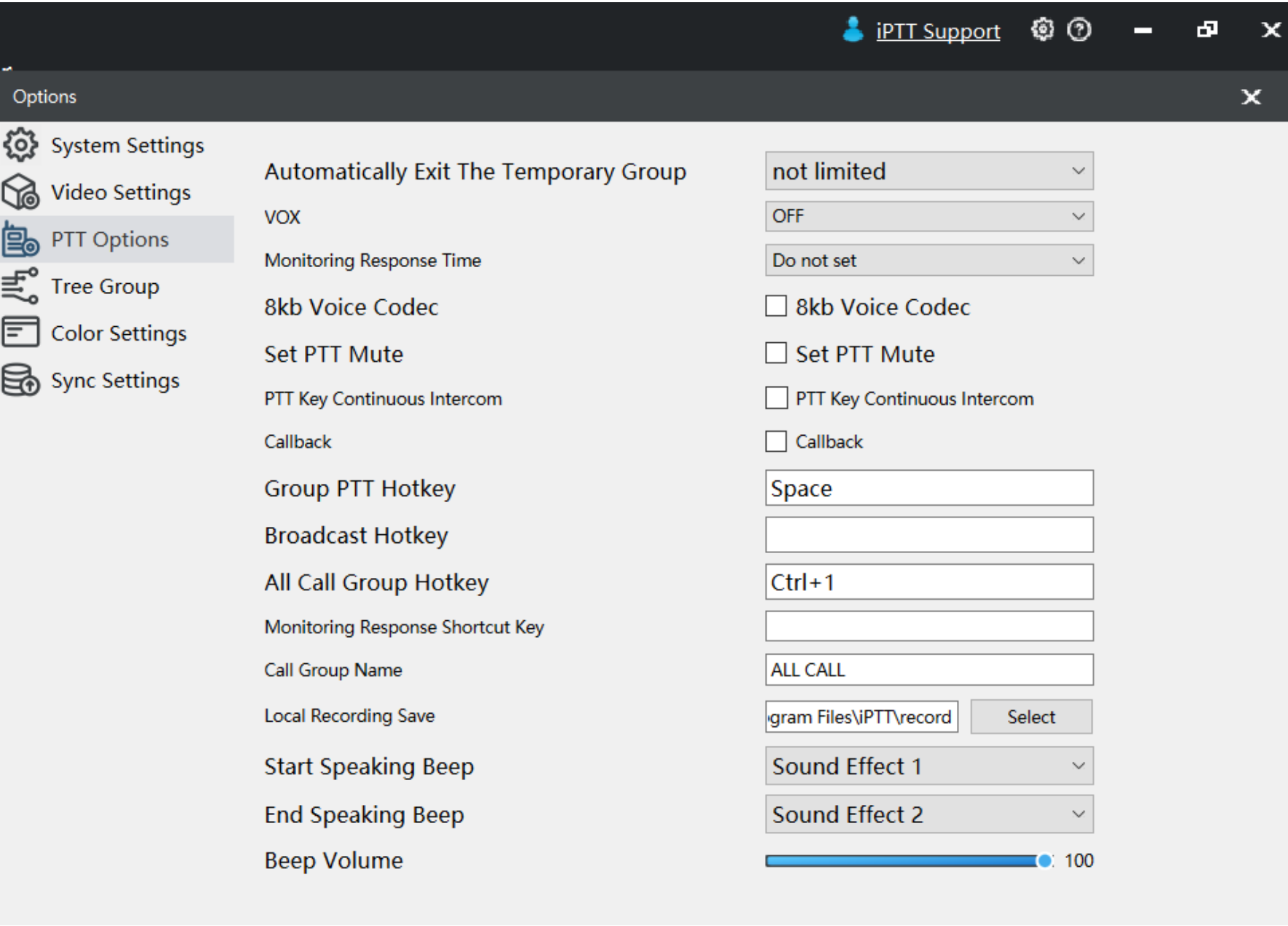Data Center information is only stored on the system for 3 months.
Start and End Time must be within 7 days of each other.
Please download locally if required.

To configure where locally downloaded data center information is stored, navigate to the settings cog in the top right hand corner of the dispatcher, 'PTT Options', 'Local Recording Save', 'Select' and select the folder in which you would like these saved.

Settings Options

PTT Options

Please do not change any settings that are not mentioned above, as this could affect communication.

Set PTT Mute -
Silences PTT press.

PTT Key Continuous Intercom -
Opens mic on PTT press.

Group PTT Hotkey -
Sets desired keyboard PTT button.

Broadcast Hotkey -
Sets desired keyboard PTT broadcast button.

All Call Group Hotkey -
Sets desired keyboard All Call group creation.

Call Group Name -
Set custom All Call group name.

Local Recording Save -
Allocate local folder to save required media data.

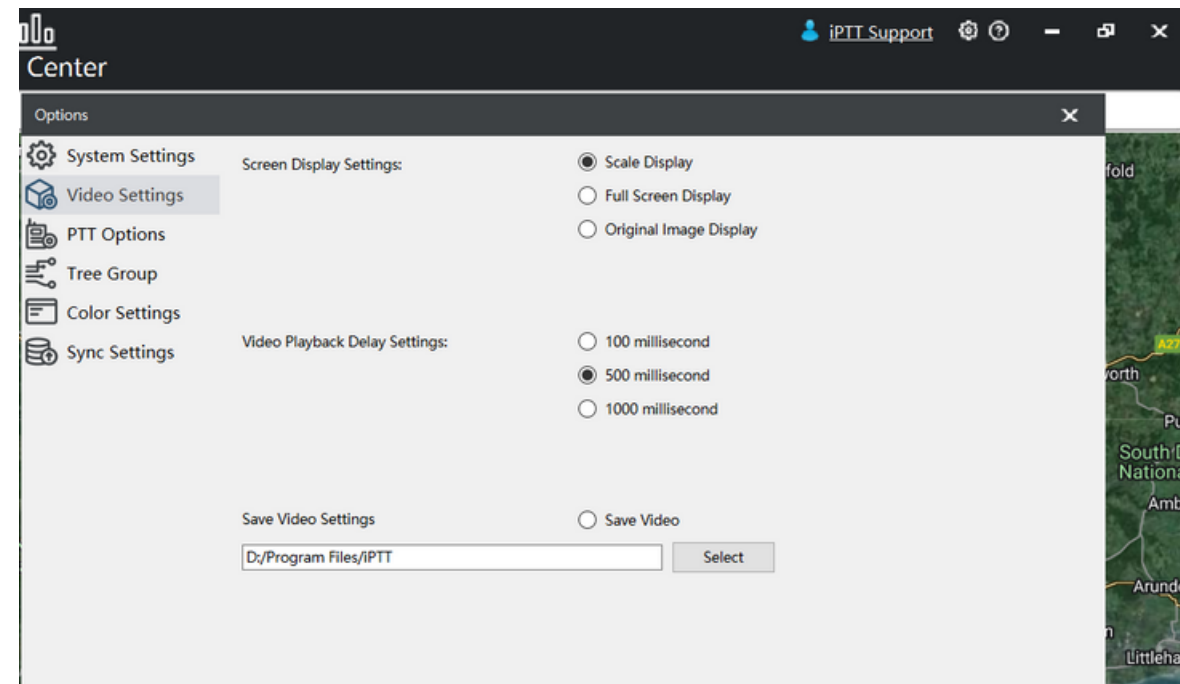Start/End Speaking Beep -
Sets PTT tone.

Beep Volume -
Sets PTT tone volume.

Settings Options

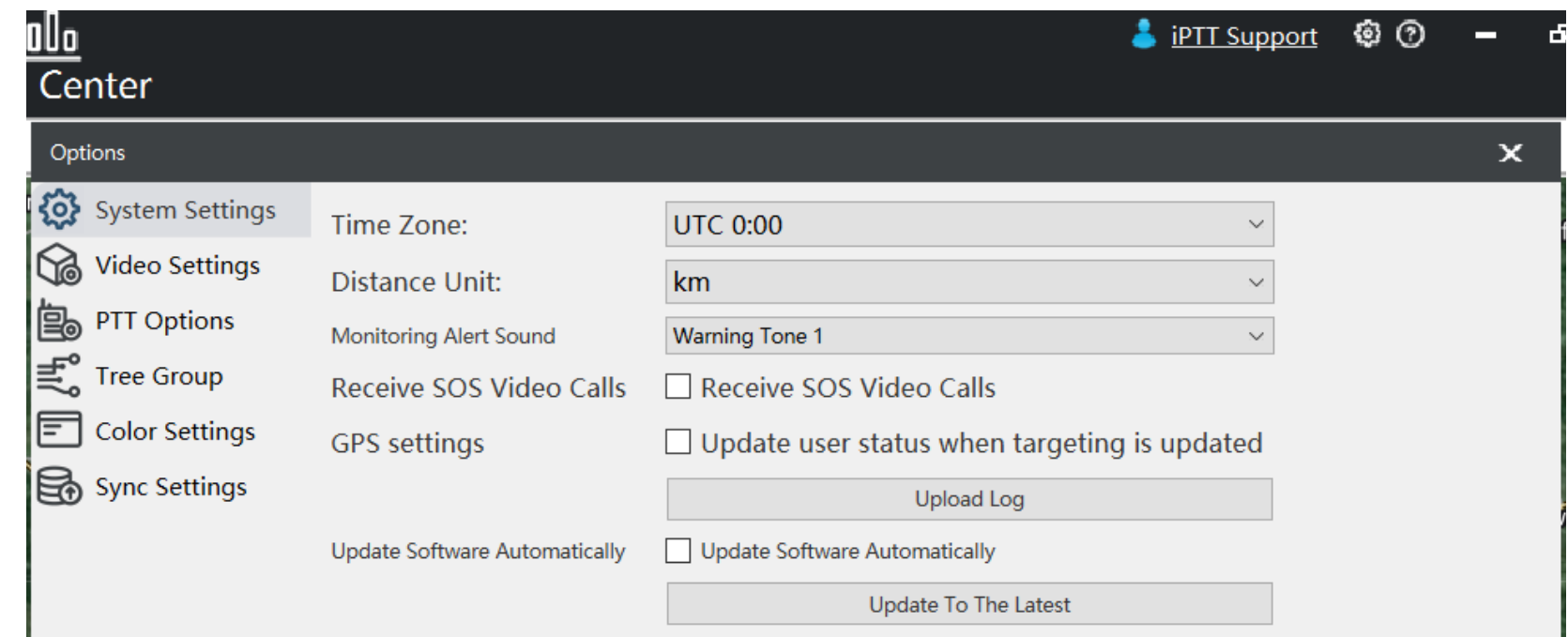## Video Settings

System Settings

Screen Display Settings -
Change 'Video' page view.

Save Video Settings -
Enable to save video calls, monitors and captures.
Allocate local folder to save downloaded video data.

Please do not change any settings that are not mentioned above, as this could affect communication.

Time Zone -
Sets local time zone.

Distance Unit -
Set measurement unit to KM or Miles.

Monitoring Alert Sound -
Set alert sound when monitoring a lone worker.

Update To The Latest -
Updates dispatcher software.
(please only use this function if notified by iPTT staff)

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P2
P3

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