POCSTARS QT Dispatch Console User Manual

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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 voice PTT scheduling, terminal management, multi-group monitoring, location service, terminal map display, PTT recording, multimedia, geo-fence, SOS alert, real-time video, geo group, hierarchical management, skin changing. It can help the dispatcher's to dispatch and manage the terminal users.

At present, the dispatch console uses the QT version to login.

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

1.2 Function Introduction

Single Call: Dispatcher choose one user and push to talk one on one.

Group Call: After the dispatcher enters the group, he 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.

Geo Group: The dispatcher can create up to three geo-groups. The members of a geo-group are divided into fixed members and temporary members. After a fixed member logs into the PTT APP, he can see the geo groups and automatically monitor it. He also can enter the geo-group manually and sh to talk. Temporary members can't see the geo group after logging into the APP if they are outside the Geo-Fence. Enter the Geo-Fence, you can see the geo-group, you can manually enter the geo-group and push to talk. When temporary members enter the geo-fence, they will automatically monitor the group, and when they leave the geo-fence, the monitoring is automatically canceled.

Multi-group Monitoring： Multiple groups can be monitored in the dispatch console at the same time. When members from multiple groups are talking at the same time, the group that talks first will be played first.

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.

Organization-level scheduling: 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 of superiors and subsidiaries (departments) at the same level.

Recording: The platform records all users' calls that are longer than 200ms. The dispatcher can view the voice of all calls through the records, which is convenient for search.

Multimedia message: send text, picture, video, location and other multimedia information between dispatchers and end users, and dispatch console can handle events with multiple groups at the same time, and command and manage group members. 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 transmission: The terminal can transmit the real-time video from the terminal back to the dispatch console, which can view the video streaming transmitted from the terminal and master the real-time situation of the terminal side. The dispatch console can watch 4 channels of video streaming at the same time.

Video call: the dispatcher makes a real-time video call to the terminal through the dispatch console. This operation does not need the confirmation of the terminal user. The real-time video and environment sound captured by the terminal user's camera will be played on the video window of the dispatch console.

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.

Man Down Alarm: When a user falls, the man down alarm is triggered, and the dispatcher receives the alarm and proceeds with rescue efforts.

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.

Customize group colors: 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.

Switch between Kilometer and Mile: the dispatch console can select kilometer and mile as distance units.

1.3 Explanation of Terms

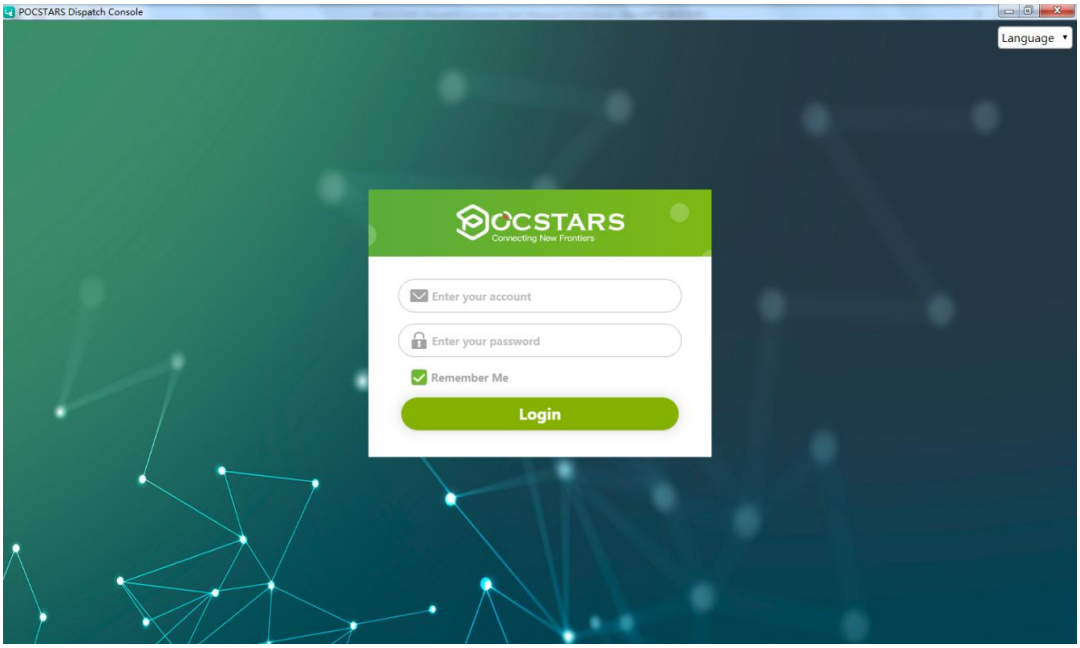
Dispatch Console: The management platform for company dispatchers to log in.

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

2. Instructions for the Use of Dispatch Console

2.1 Logging into QT Dispatch Console

After the QT dispatch console decompresses and runs, enter the dispatch console login interface, as shown in figure below. If necessary, select the language (by default English), enter the account and password, and click login.

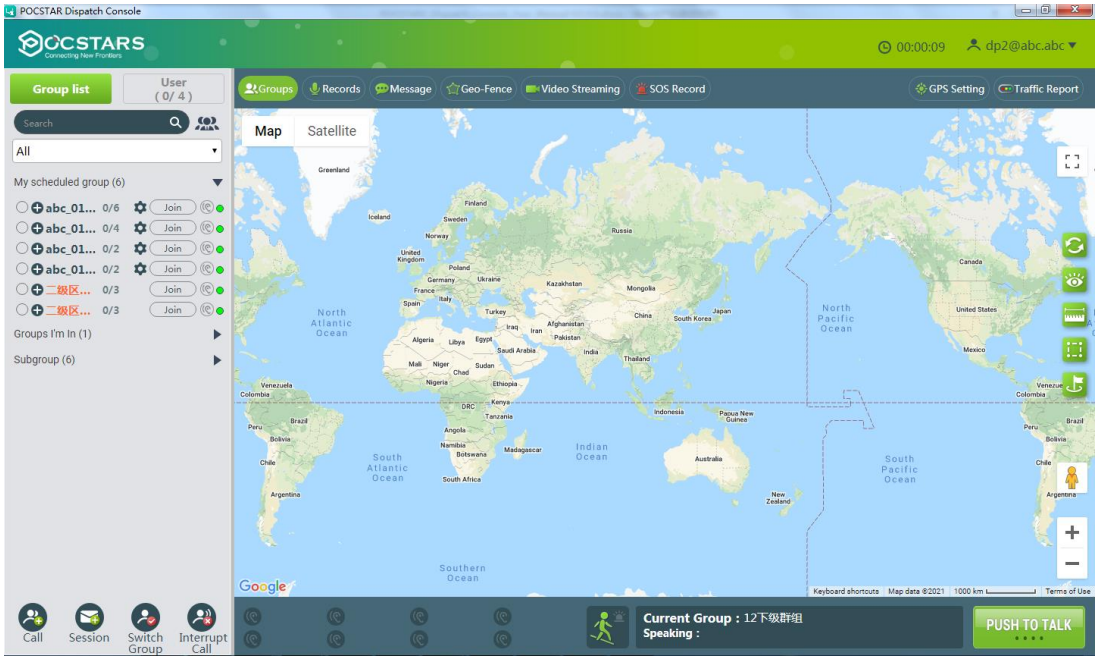


Dispatch Console Login Interface

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

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, user list, a menu bar and an information bar as shown in figure below.



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:** show the organizational structure and the member lists of the department that the dispatcher is in.

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

4. **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.

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. **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.

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

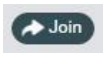
9. **GIS Toolbar:** It is located on the left side of the GIS map area, which provides GSI map refresh, display user, ranging, frame selection, street view query, zoom in, zoom out and other functions.

10. **Call/Video streaming/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.

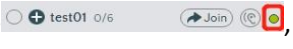
2.3 Icon Description

The status of the user icon:

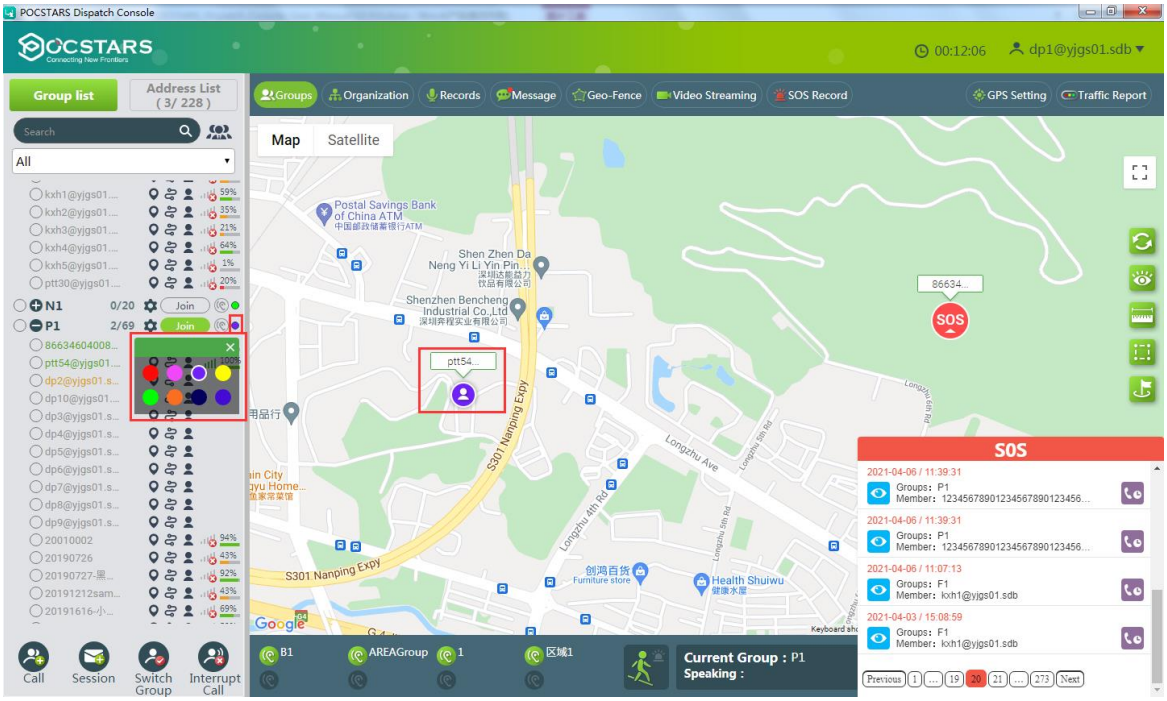
Icon	Interpretation
User status icon	

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	
	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 (green). Click the custom group color button on the right most side of the group name  , select the desired color in the pop-up

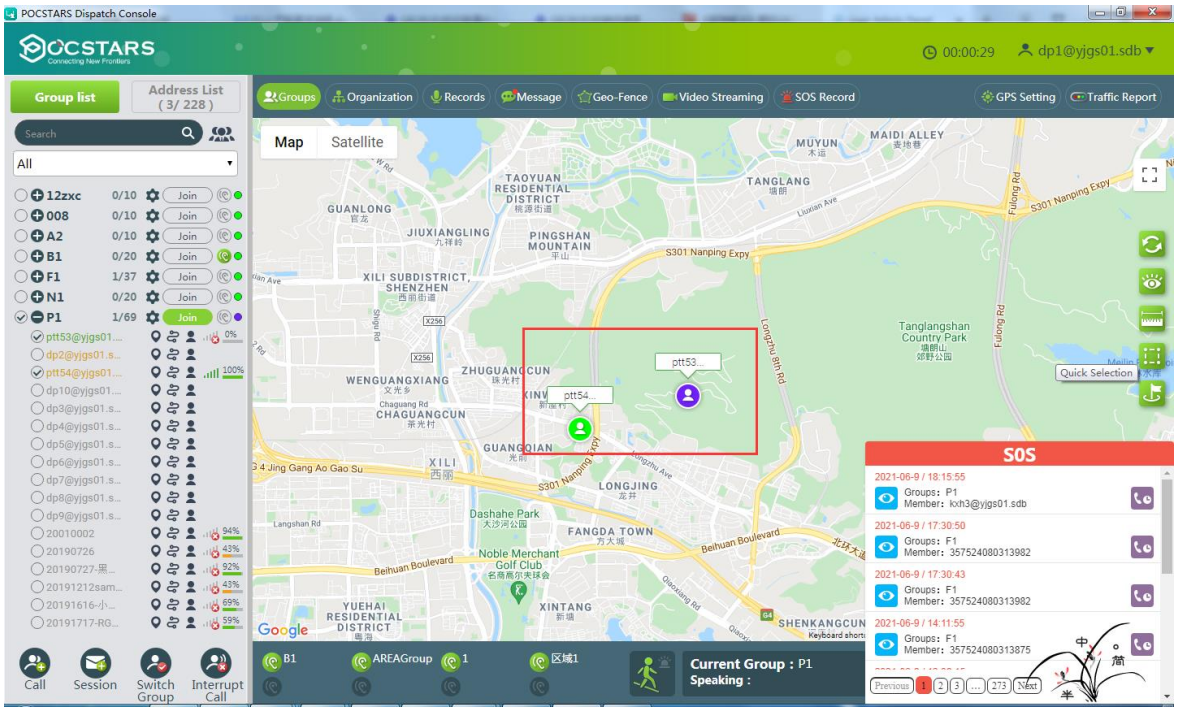
color tray, the group members will be displayed as the selected color on the map, as shown in Figure below.



Sets group display color

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 below, 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.



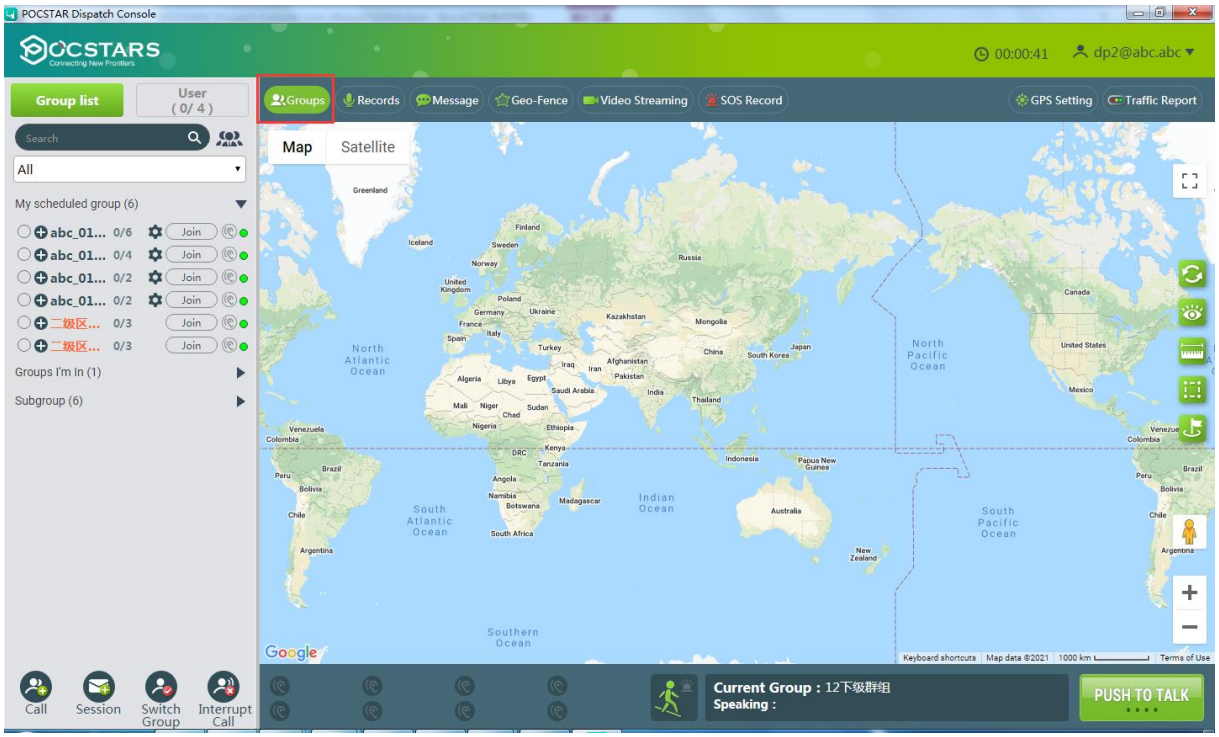
Online within-group members are displayed in set color

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 the figure below:



Group Member Status

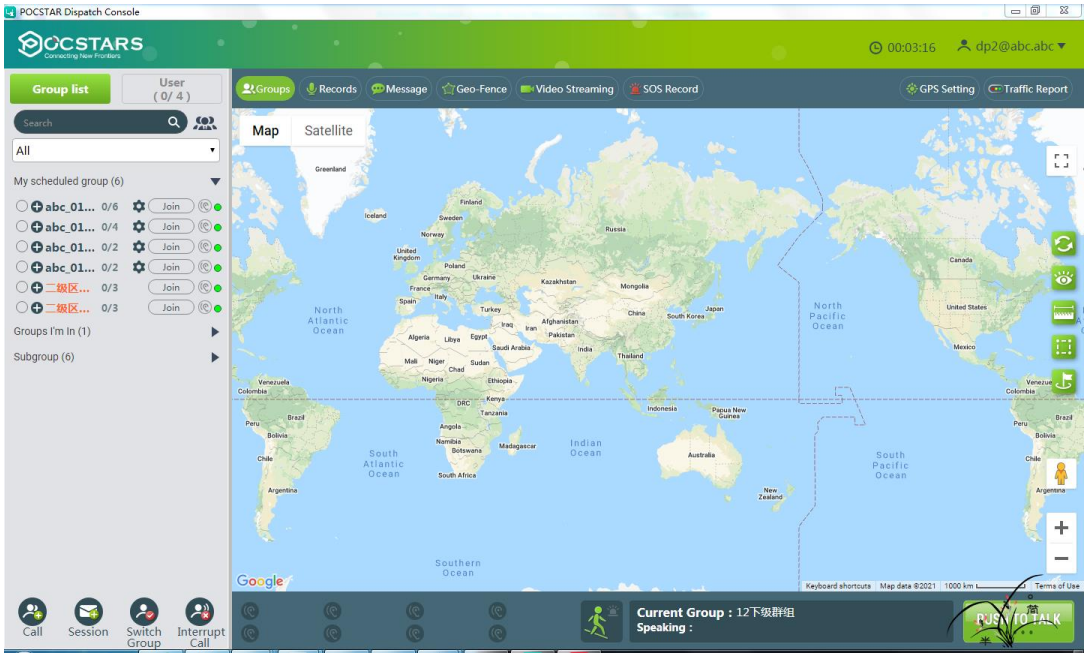
Group member status description：

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

3.2 Organization management

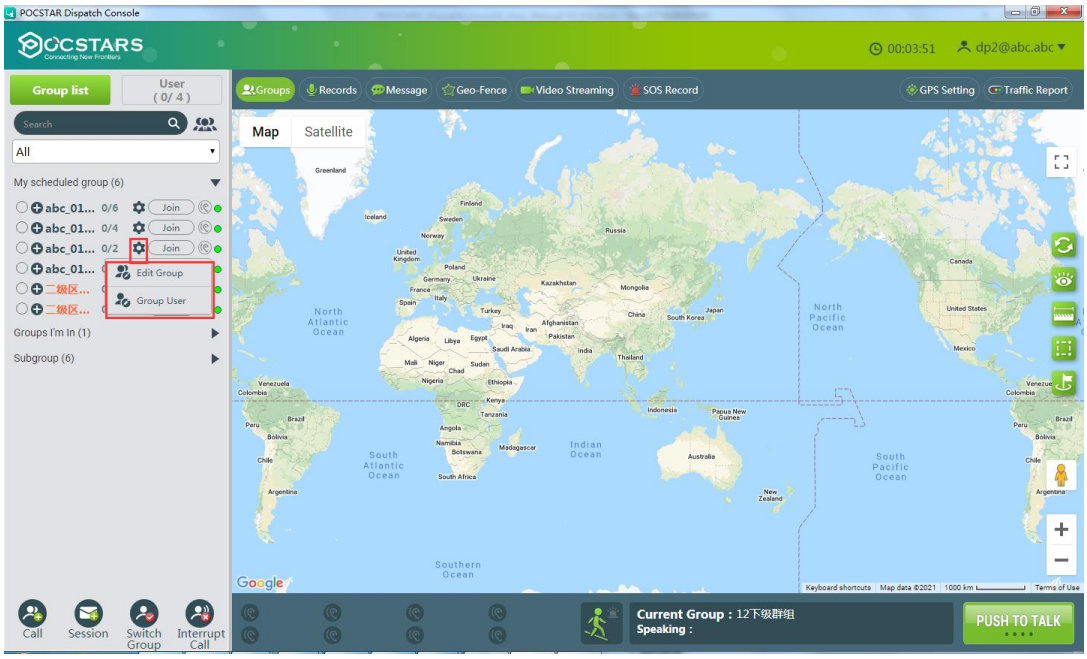
3.2.1 Group list

After logging in to the dispatch console, the group list displays the group that I dispatch, the group that I participate in, and the subordinate group.



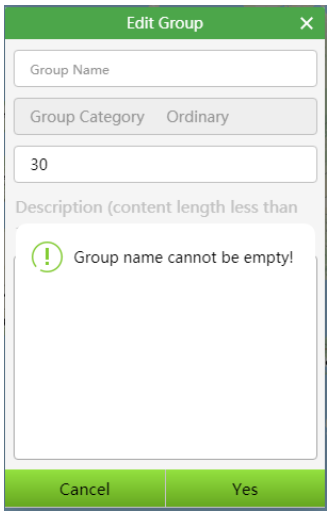
3.2.2 Group settings

As shown in the red box in the figure below, click the group settings button, and then expand to edit group and edit member.



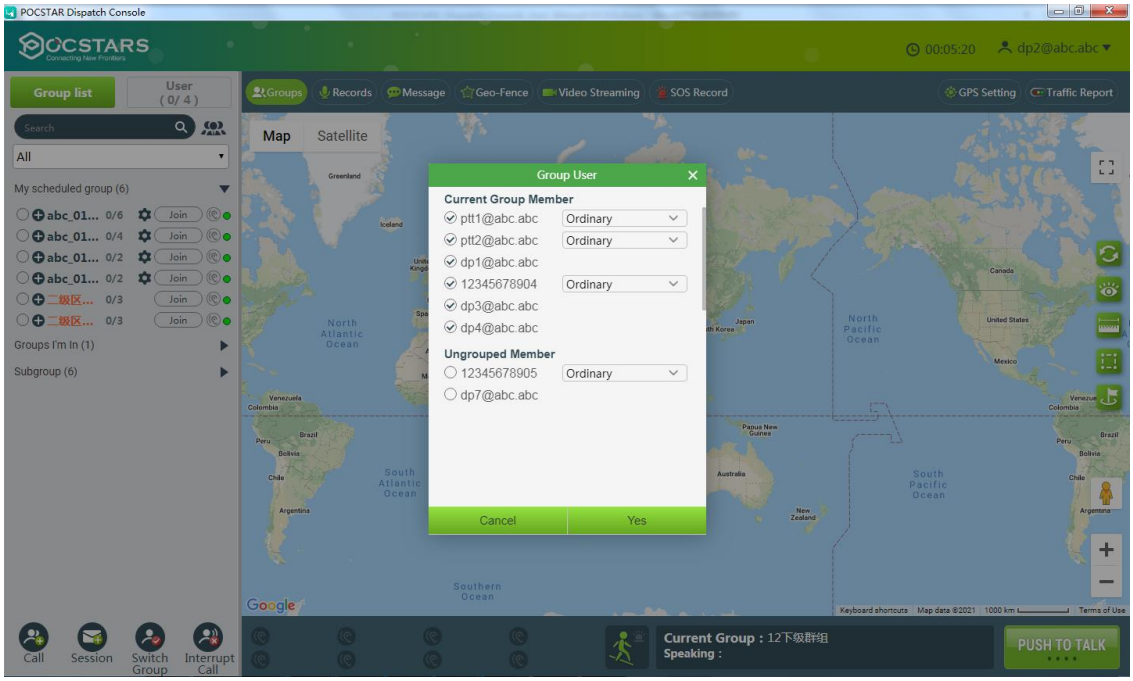
3.2.3 Edit group

Click edit group to modify group name, single call duration and group description.



3.2.4 Edit members

After clicking “group members”, the member tree will pop up. The checked status will be displayed for the members in the group, and the unchecked status will be displayed for the members in the current level organization who are not in the group. Each member can modify the PTT priority.



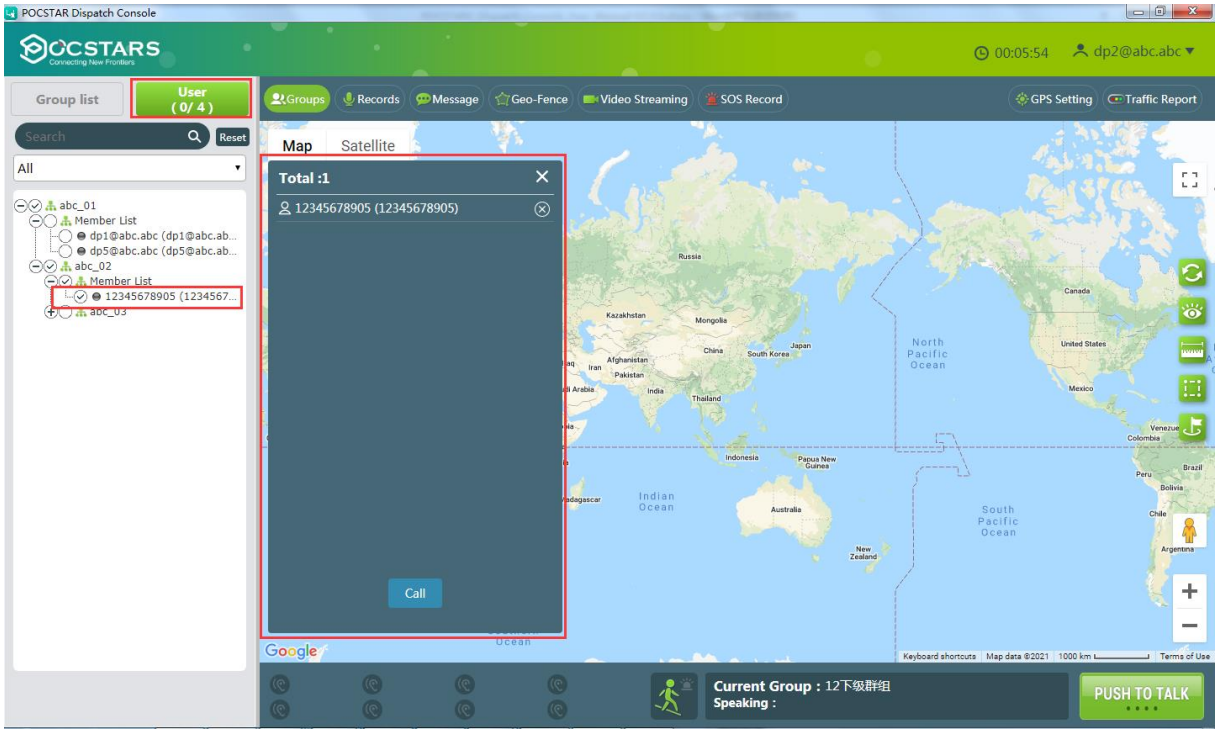
Modify PTT priority: select from the corresponding drop-down list of members.

Delete a member: if it has been checked, change it to unchecked, and then click OK to delete the member.

Add a member. If it is not checked, check it, and then click OK to add the member.

3.2.5 User list

When the dispatcher switches to the user list, he can see all the user lists of his organization and the subordinate organizations. Check the user and you can initiate single call and temporary group call.

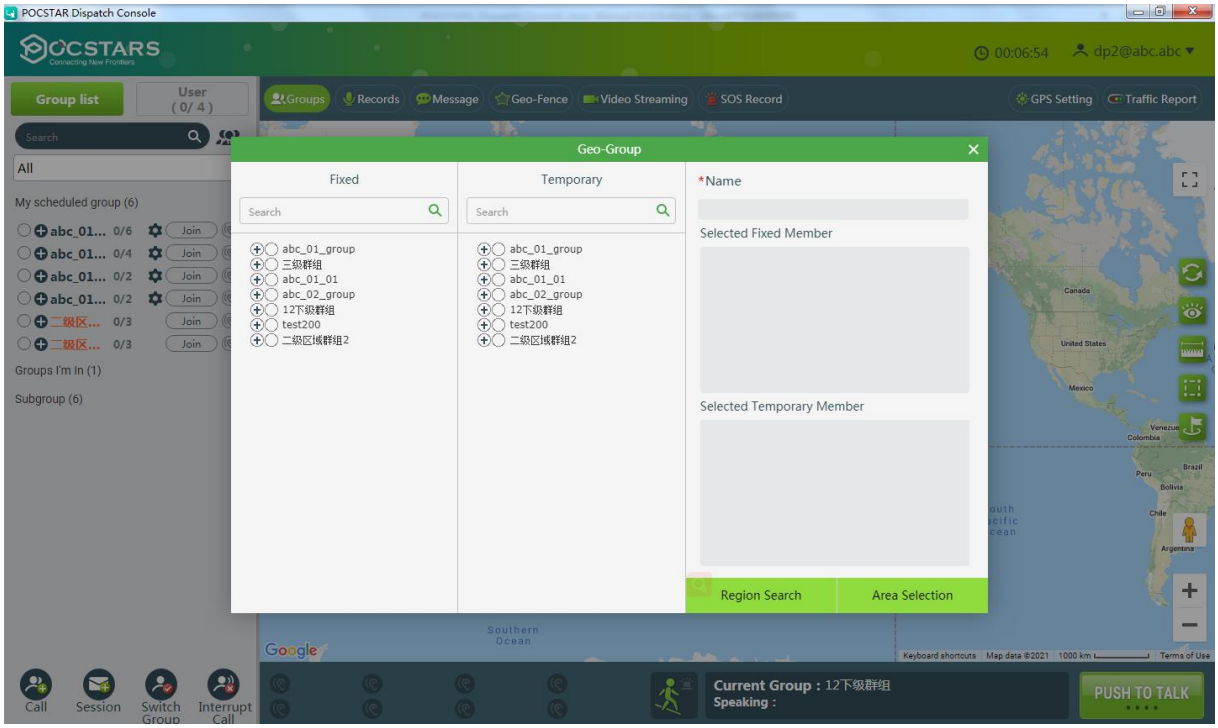


3.3 Geo Group

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

3.3.1 Create geo-group

In the "Group" page of the dispatch console, click " " button at the top of the Group list, and a box pops up. Input the name of the geo-group, and then select the map range to quickly create a geo-group, as shown in the figure below.

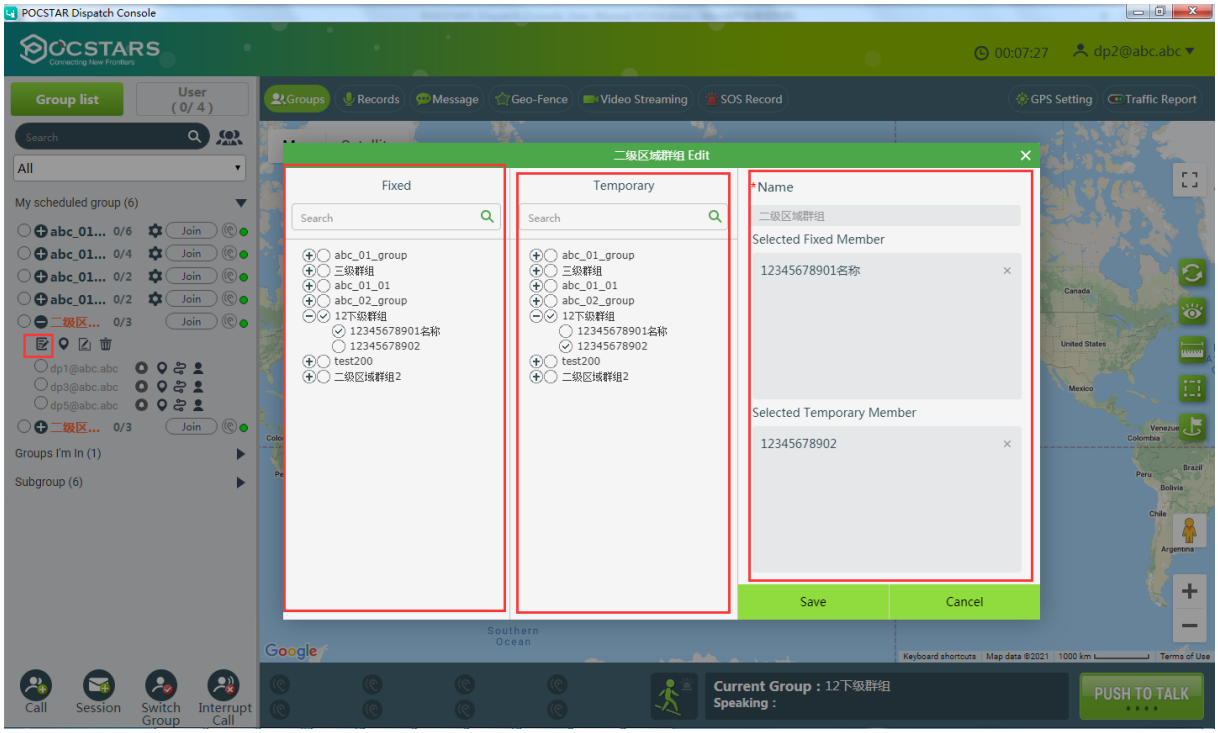


3.3.2 Edit geo-group

Expand an geo-group in the group list and click the " " button to edit the geo-group.

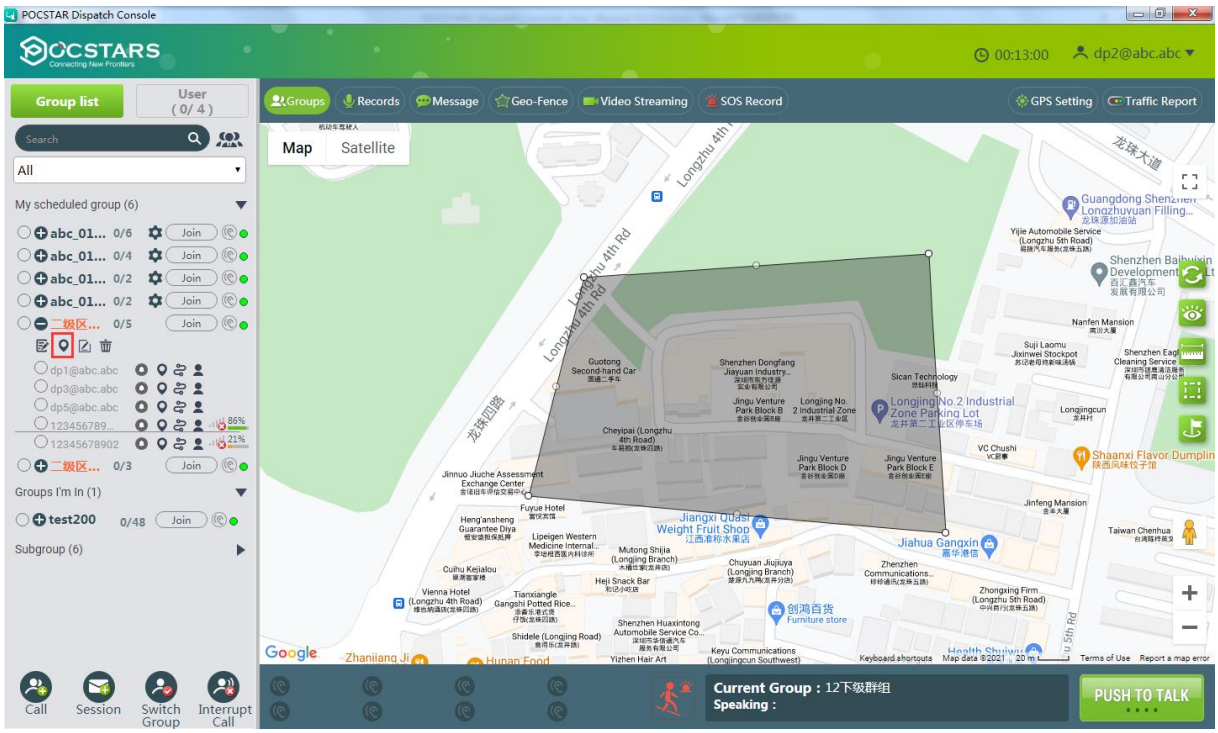
- You can edit the name of the geo-group.
- You can change the permanent members of the geo-group.
- You can change temporary members of the geo-group.

Fixed and temporary members cannot be duplicated.



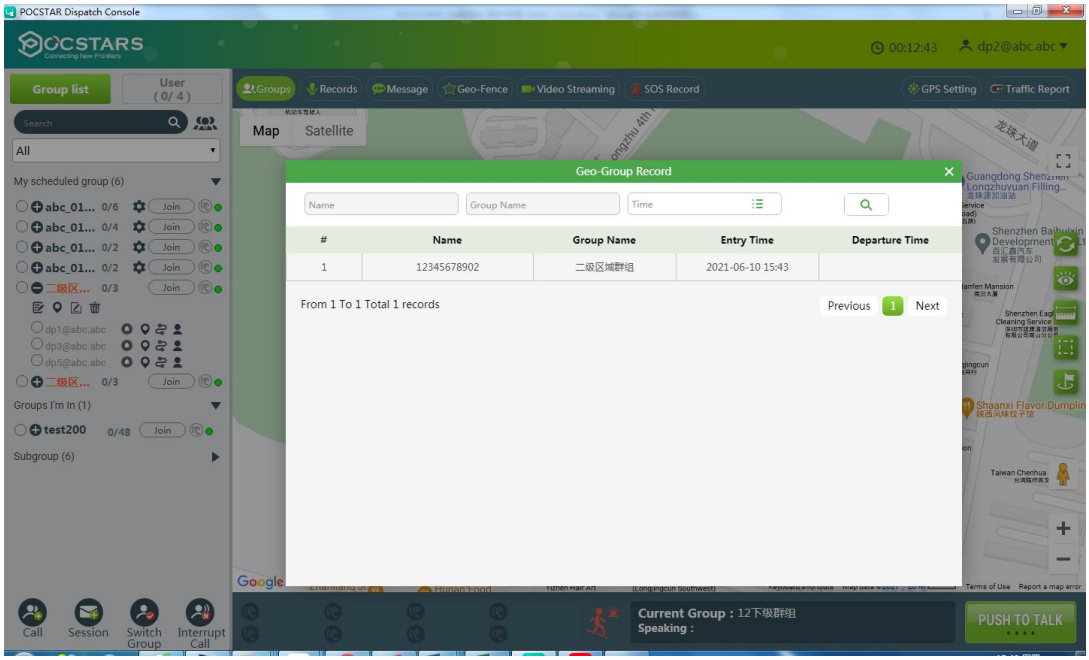
3.3.3 Manually adjust the range of Geo-Fence

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



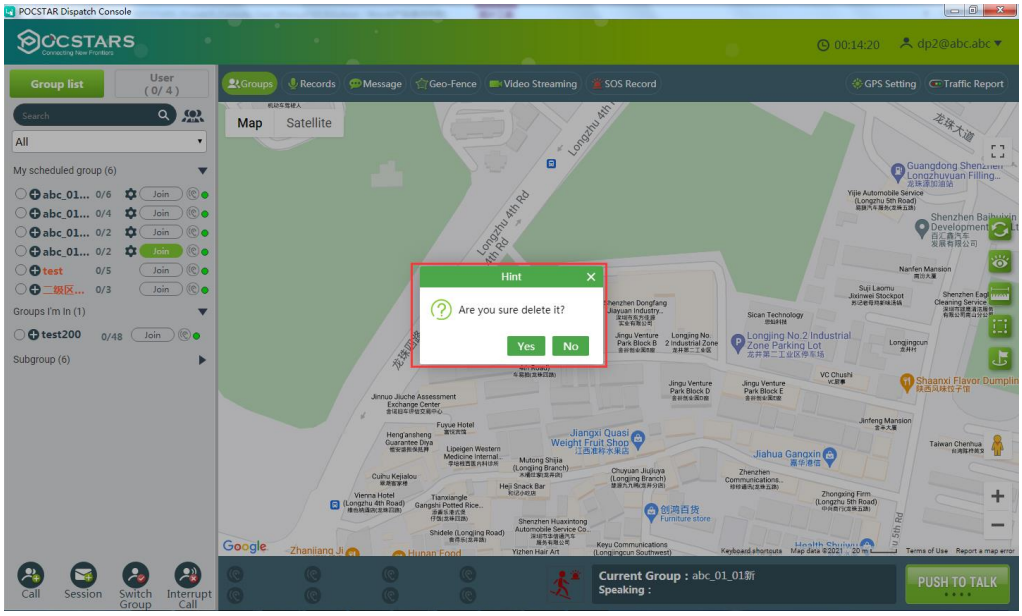
3.3.4 Check the records of members entering and leaving the Geo-Fence

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



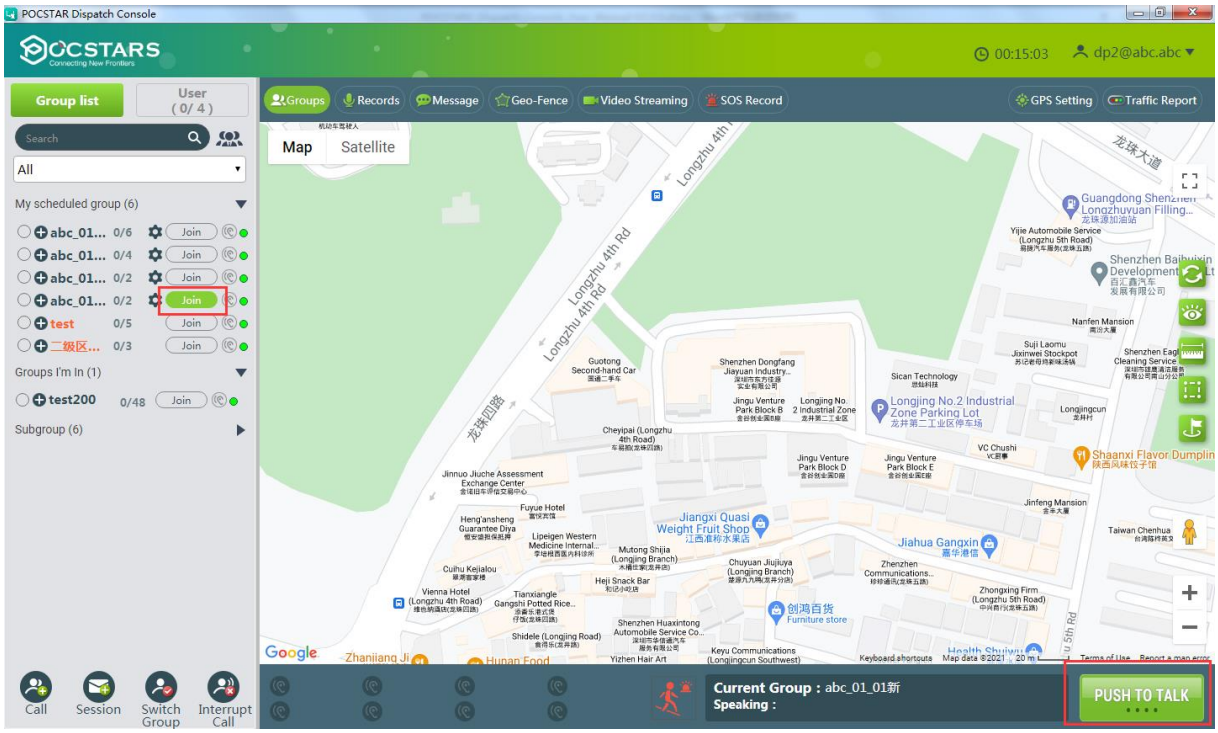
3.3.5 Delete geo-groups

After expanding the Geo-Fence, click the "" button. Delete the geo-group after confirming the pop-up box as shown in the figure below.



3.4 Group Call (Fixed Group PTT)

After logging in the dispatch console, select the "Join" button from the group list. The dispatcher enters the selected group, and presses the PTT button, then talk to the group members, as shown in the figure below:



Fixed Group Call

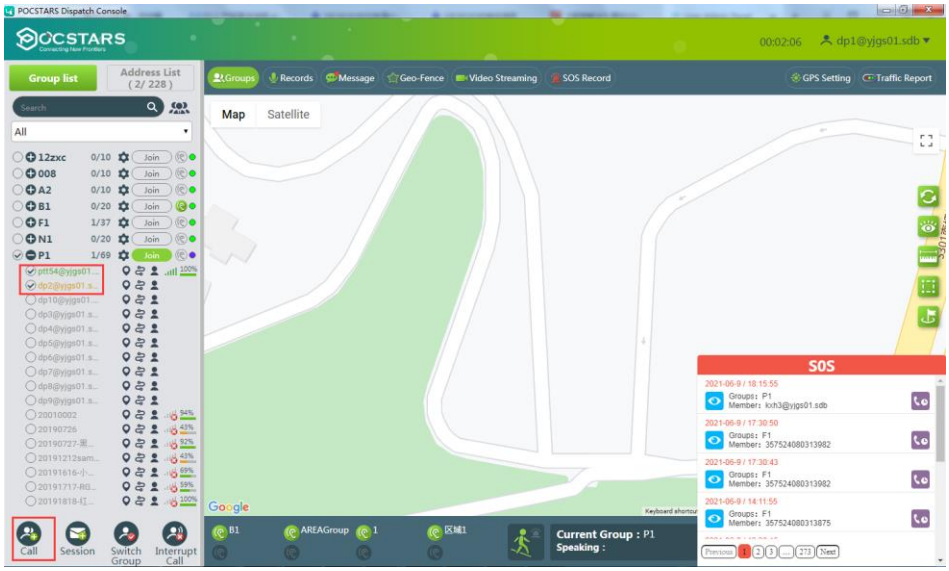
Note: Click the "Join" button in the different groups to switch.

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

3.5 Temporary Group Call (Temporary Group PTT)

Temporary group call: 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 dp2 will be added in the group list named after the dispatcher. At this time, hold down the PTT button to conduct the temporary group CALL, as shown in the figure below.

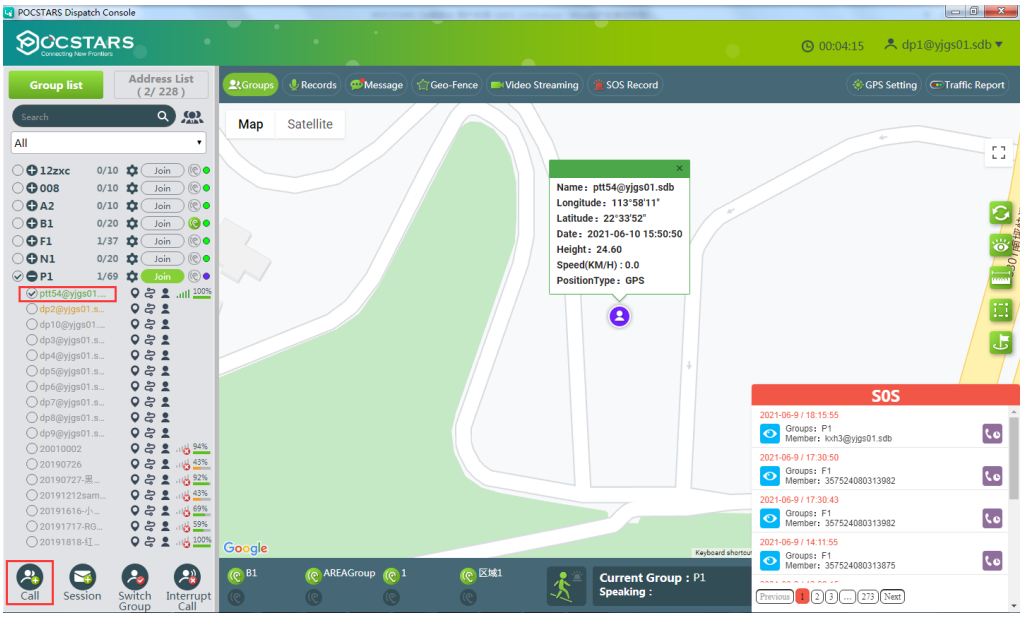


Dismiss the temporary group： The temporary group creator (ie, the dispatcher) actively dismisses the temporary group when the group owner switches. After dismissing, the temporary group will no longer be displayed in the "CH".

3.6 Single Call

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

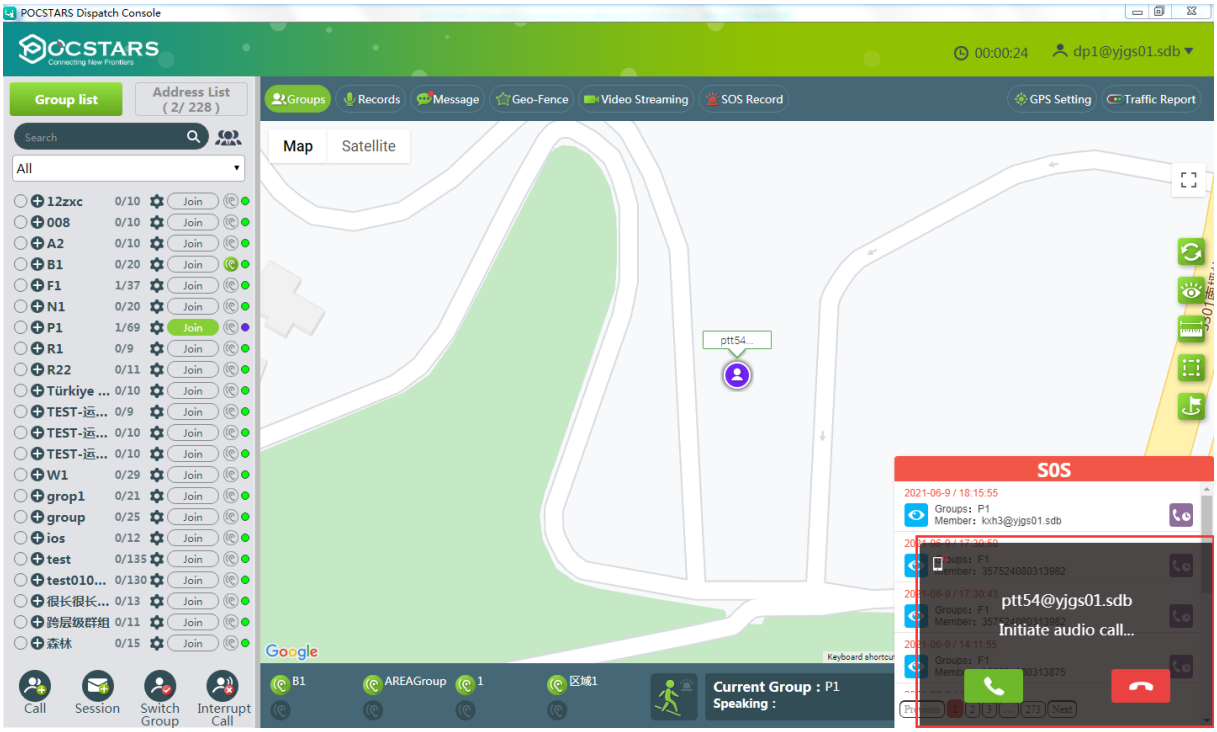
Operation Steps: After the dispatcher logs in the platform, tick a certain online member in the group list, click "Call" button, and a new temporary group "db2" will be added to the group list. At this time, PTT button is held down to call , as shown in the figure.



Note: Default duration of a single call (single/group call) is 30S.

3.7 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.

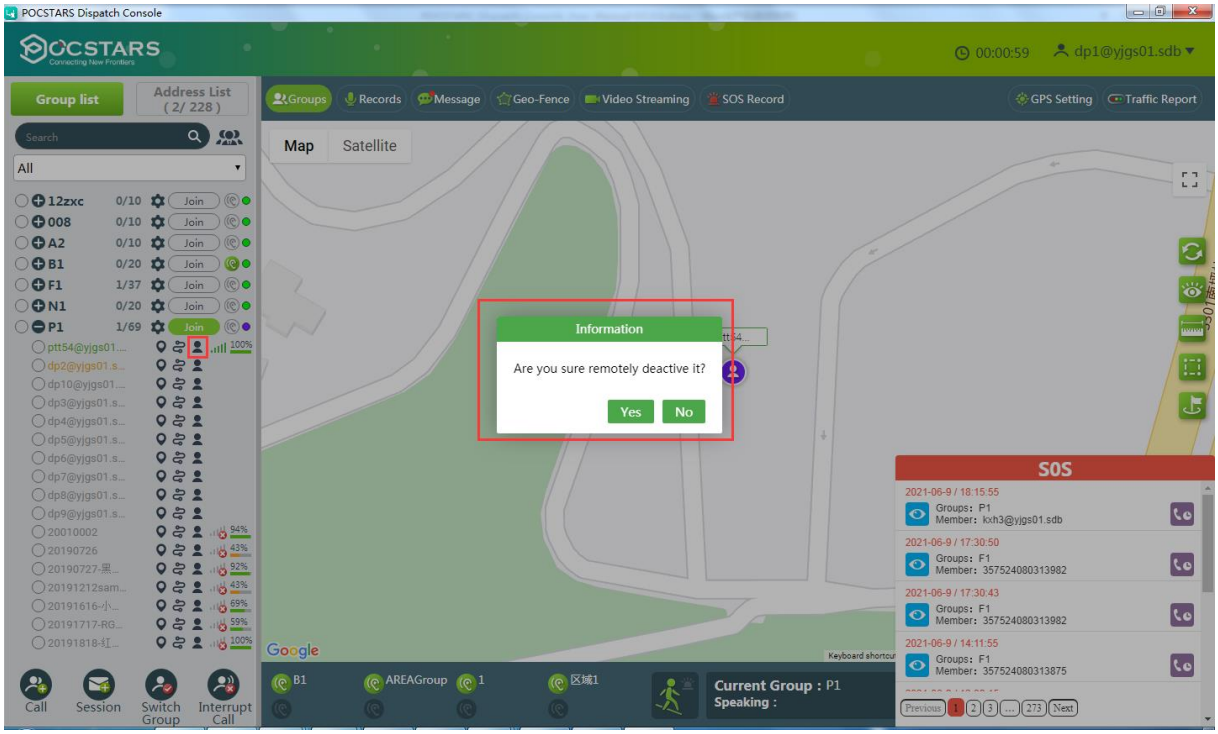


Note: After the dispatcher answers, the system will establish a temporary group. When the calling terminal hangs up or either party switches the group, and the temporary group will be disbanded.

3.8 Temporary Enable /Temporary Disable

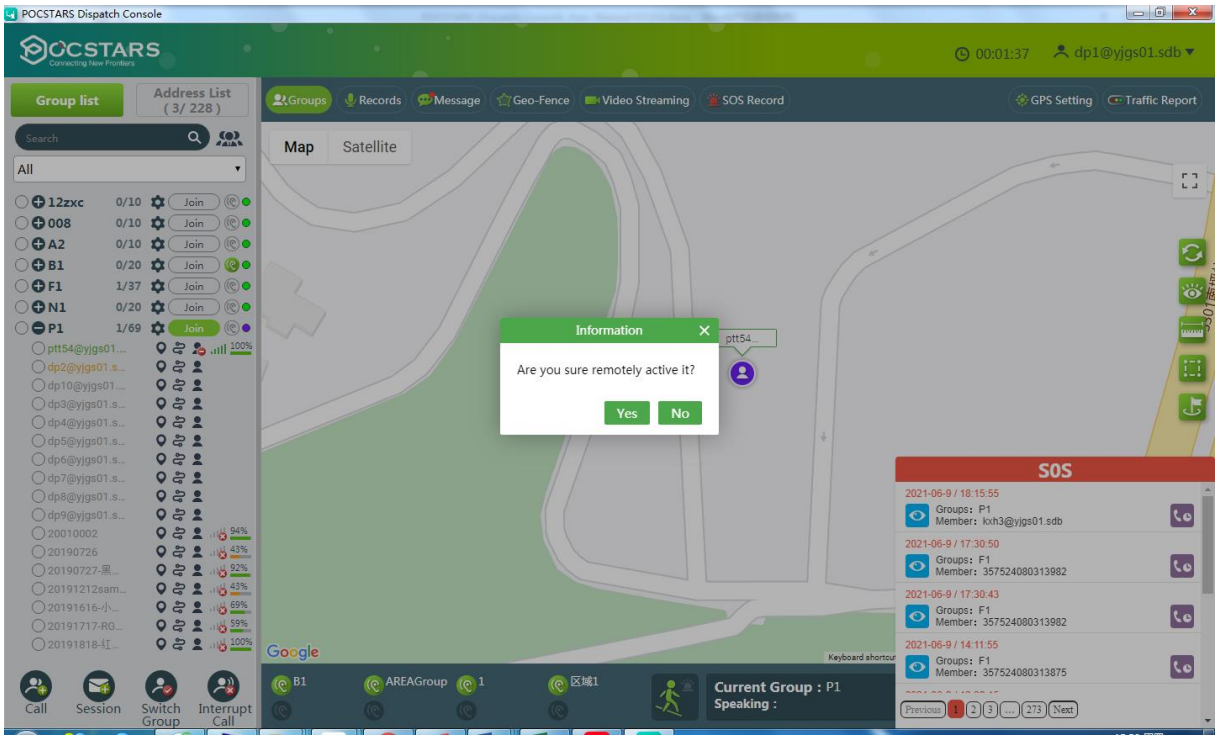
Temporary Disable : the dispatcher remotely turns off the voice function of a member in the group. This member cannot use the PTT function.

Operation Steps: the dispatcher logs in to the dispatch console, clicks the temporary enable button in the group list, and in the pop-up box, clicks confirm to temporarily disable a member, so that it loses the PTT function (PTT is not allowed in all groups), as shown in the figure.



Temporary Enable : The dispatcher remotely turns on the voice function of a member of the group. This member can normally use the PTT function.

Operation steps: the dispatcher logs in to the dispatch console, clicks the temporary disable button to temporarily enable members as shown in the figure.



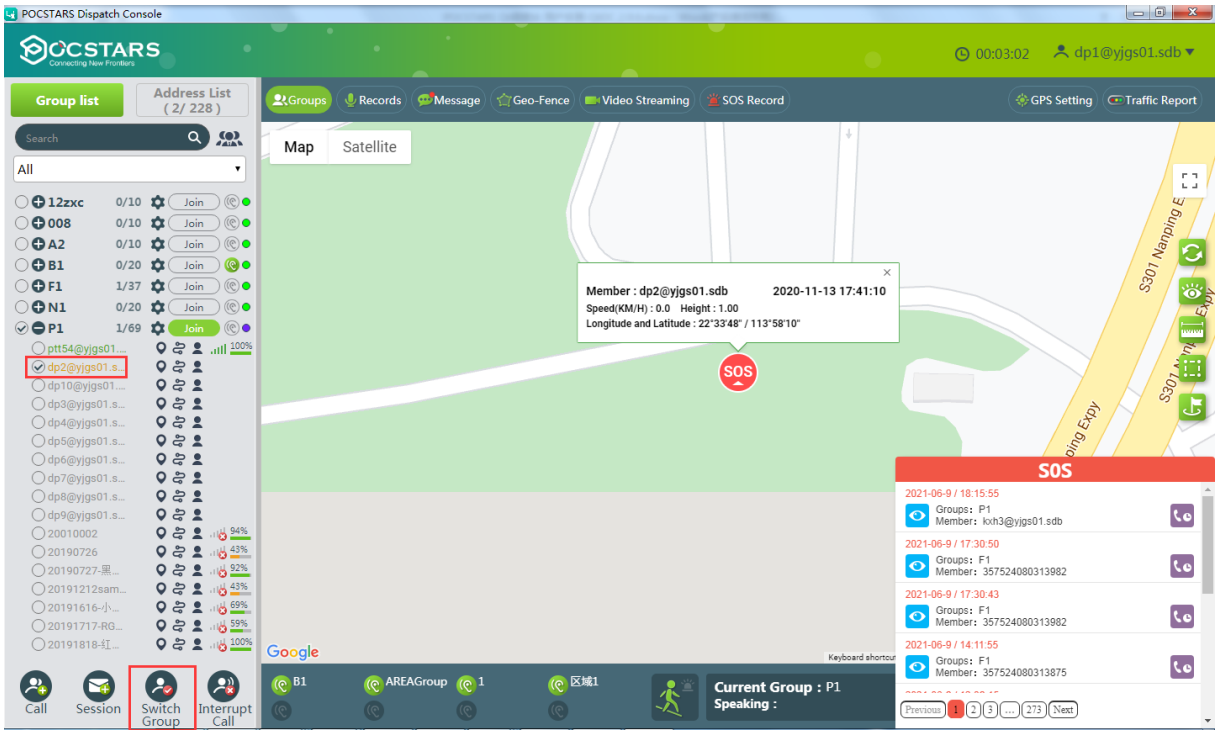
3.9 Move Channel/ Interrupt Call

Move Channel : The dispatcher pulls the user in the current group who is not in the group 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 (online out of group) can be moved channel to the dispatcher's group.

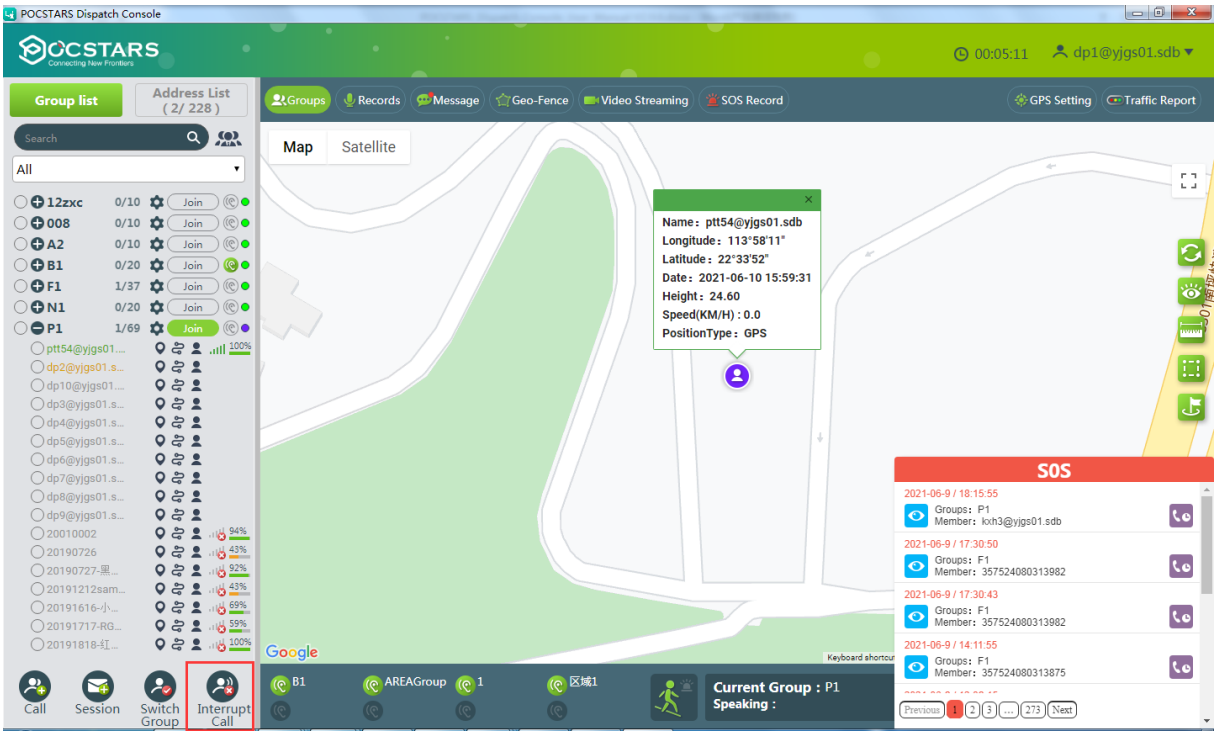
In the following figure, at this point, the selected user will be returned to the dispatcher's group by "move channel", showing the online within-group status.



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.



3.10 Call Alert

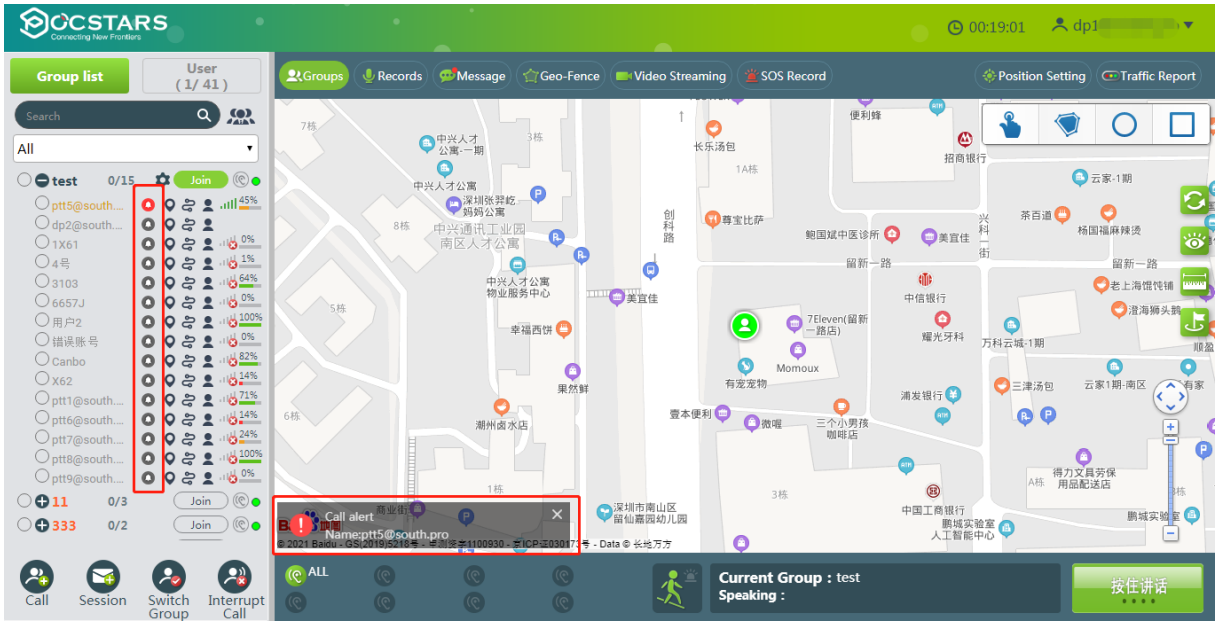
When the dispatcher or other members initiate a call and no one answers, the caller can initiate a call alert to remind the called person to call back. The called person can see the person who initiated the reminder. The user clicks the call alert notification window to reply to the caller.

Color definition of call alert icon:

The gray icon indicates that the call alert has not been initiated or received.

The yellow icon indicates that a call alert has been sent to the user and the called person has not called back.

The red icon indicates that the call alert from the user has been received, and the call alert pop-up window will be displayed, accompanied by a alert ring, as shown in the following figure:



Note: the reminder pop-up window is displayed in the dispatch console interface, and only the latest 3 reminders are displayed. If more than 3 reminders are displayed, the old reminders will be overwritten automatically.

4. GIS Scheduling and Management

4.1 GIS Map

After logging into 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 visually operate the map window. The GIS map is as shown in Figure 4.1:

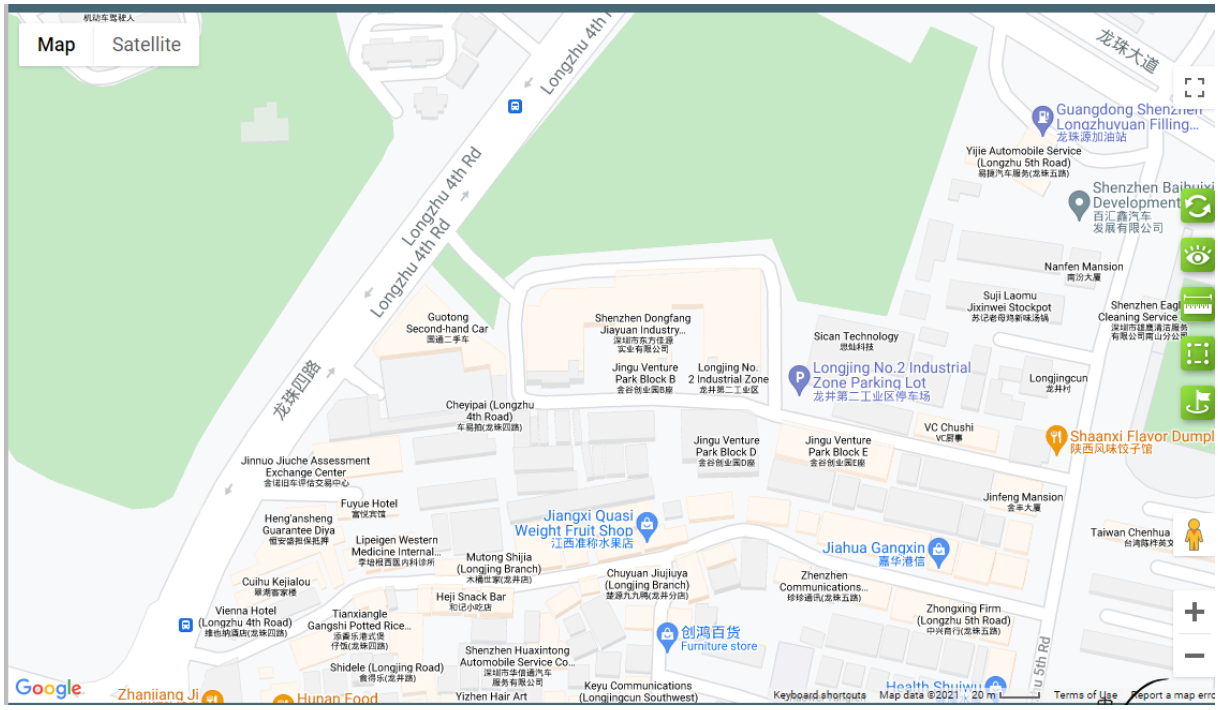


Figure 4.1 GIS Map

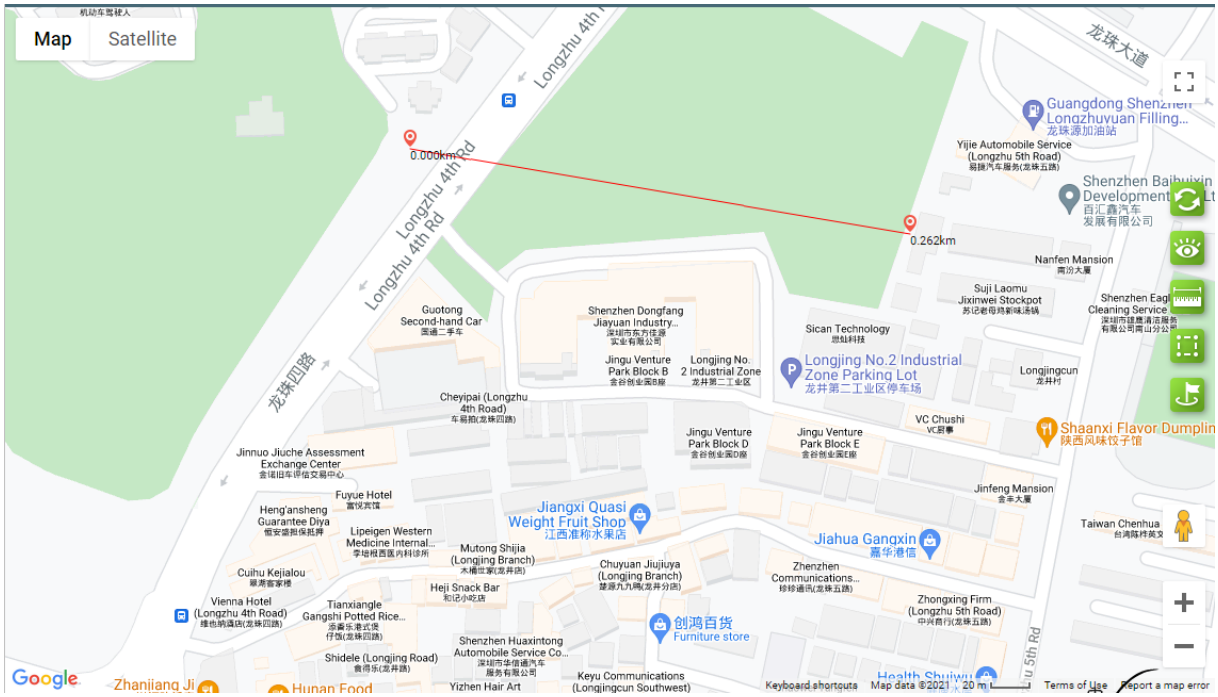
The GIS toolbar is mainly composed of 7 keys. The functions and operations of these 7 keys are as follows:

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. **"Show User"**: "All Users" and "Online User" for selection.
3. **"Measure Distance"**: Measures the distance between two or more points on the map.
4. **"Frame Selection"** : Pop up the frame 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. **Map Zoom In** ：Click " " icon can zoom in map.
7. **Map Zoom Out** ：Click " " icon can zoom out map.

4.2 Measure distance

Measure distance: Use tools to measure distances between two or more points on the map.

Operation steps: click the "Measure Distance" button in the lower left corner of the page, then select two or more points to be tested on the map, and the distance will be played as shown in the figure below:

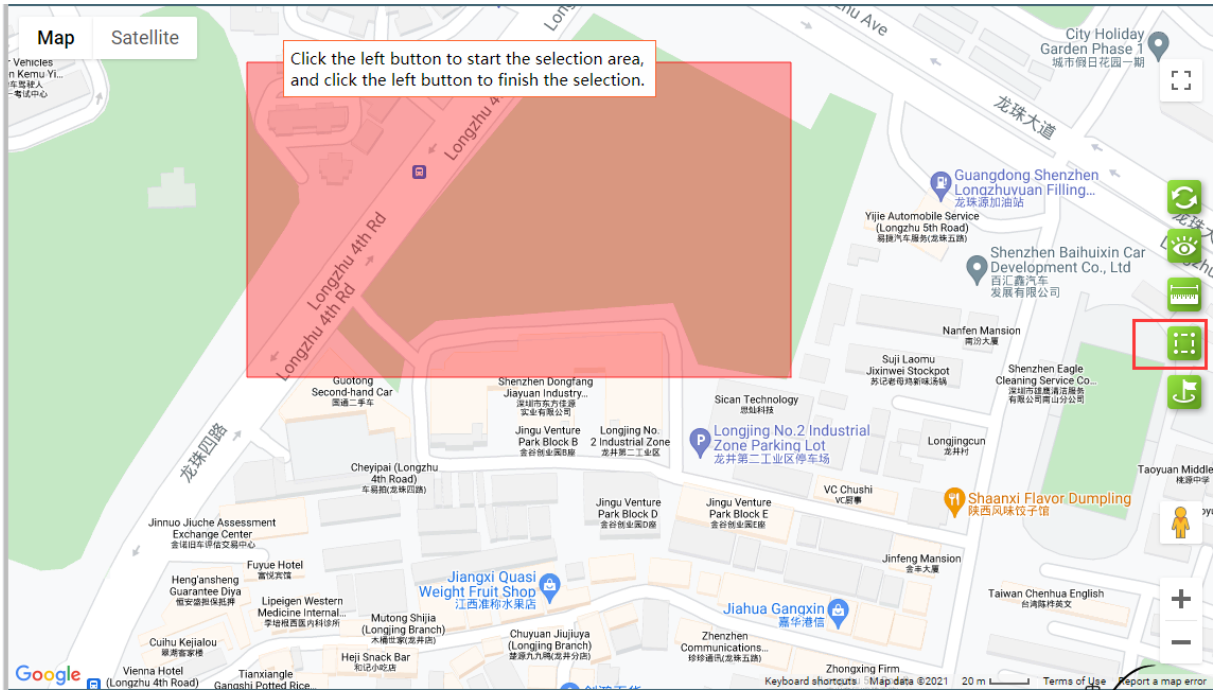


Measure distance

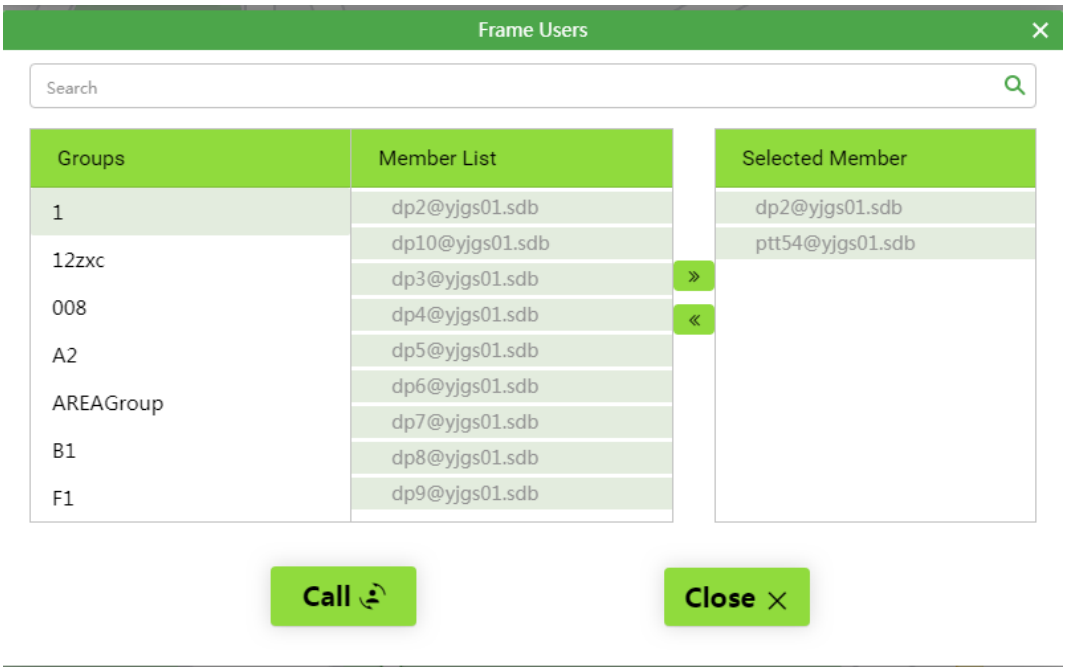
4.3 Frame Selection Function

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 "Frame 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 the figure below:



Frame select users

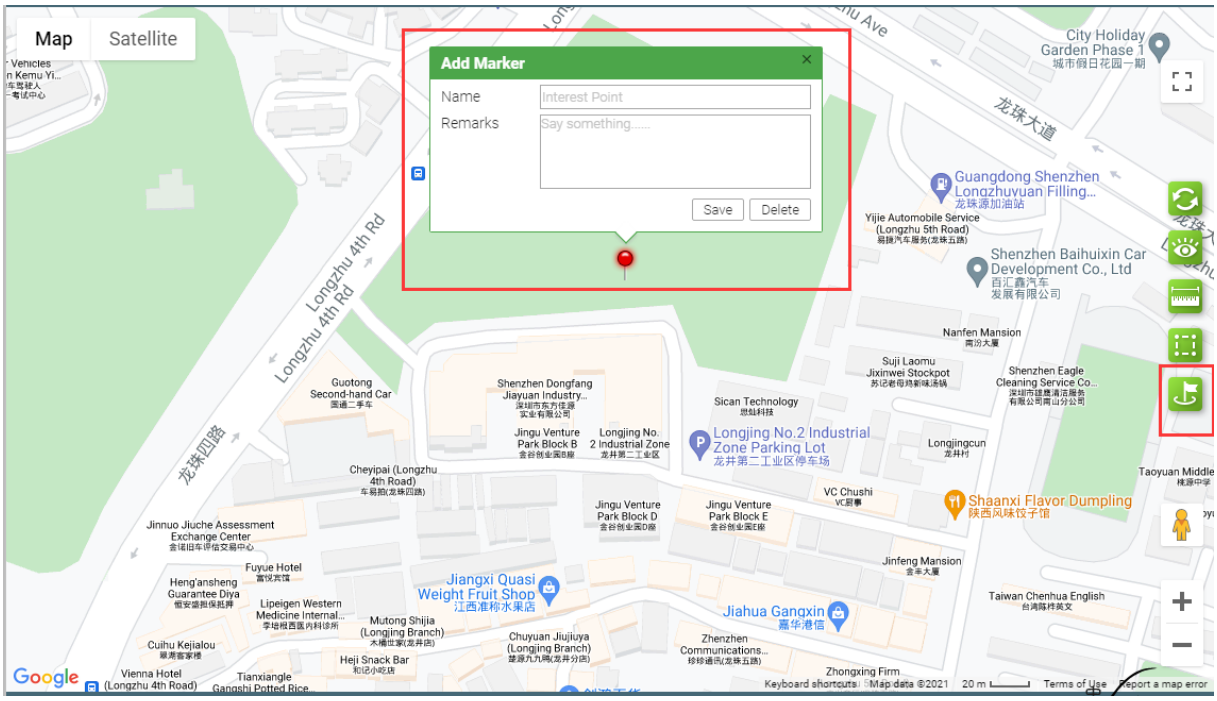


Make a temporary group call

4.4 Mark points of interest

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

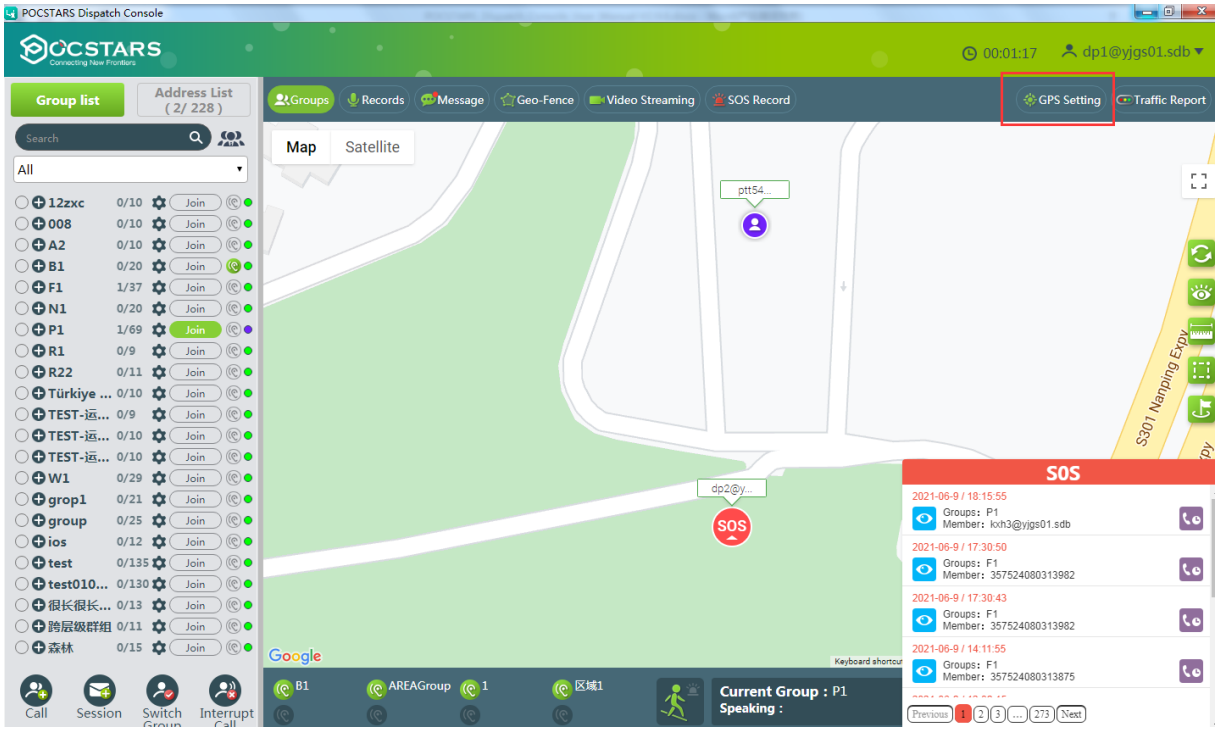
Operation steps: "Points of Interest" button is in the lower left corner of the main interface. After clicking it, points of interest can be marked on the map as shown in the figure below.



4.5 Setting up GPS

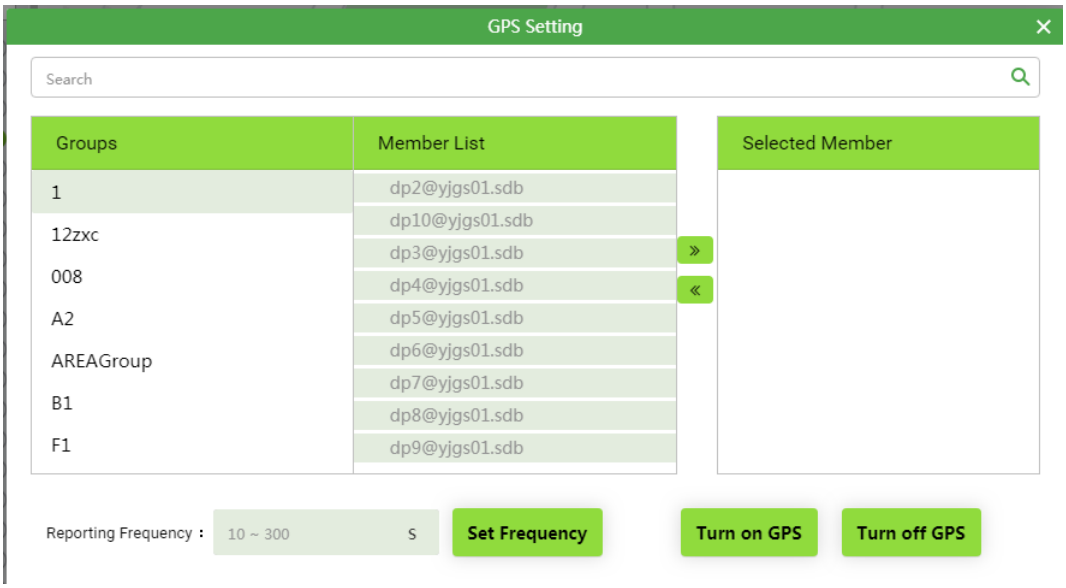
Setting GPS: The dispatcher can turn on or turn off the GPS function of the terminal.

Operation Steps: Click the "Settings" button on the right side of the main interface toolbar to pop up the GPS settings menu as shown in figure below:



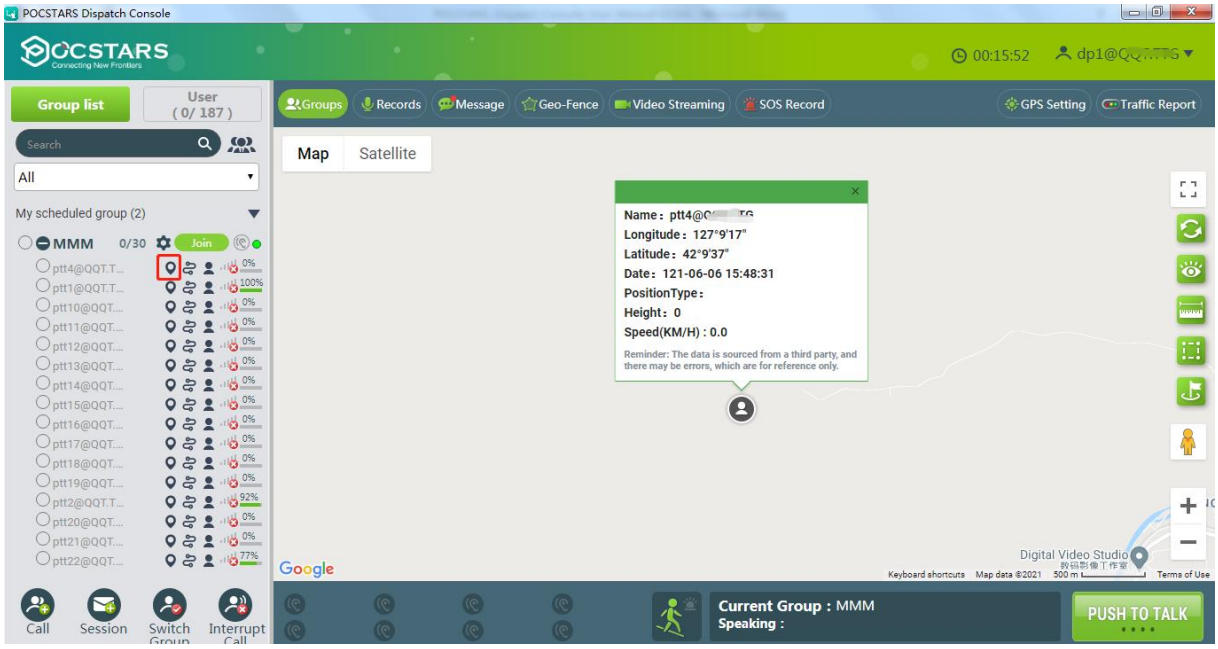
GPS Settings

In the GPS settings interface, you can search for users, set the reporting frequency (range: 10S~300S), turn on GPS and turn off GPS (as shown in the figure below) :



4.6 GPS Positioning

View user location: click the positioning icon in the group member operation item on the dispatch console to view the user's latest location on the map. This function requires the terminal to have GPS function and turn on GPS as shown in the figure below.



4.7 Track Playback

Track Playback : the dispatcher can search 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.

There are two ways to select search date or time.

1. Search by date: select "Query by day", you can select the date you want to search by dragging the date point, search the historical track of the selected date from 00:00:00 to 23:59:59, and the optional date range is within 3 months;

2. Search by precise time: select "Pinpoint", you can customize the start time and ending time to search. You can cross different dates, but the total time cannot exceed 24 hours.

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

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

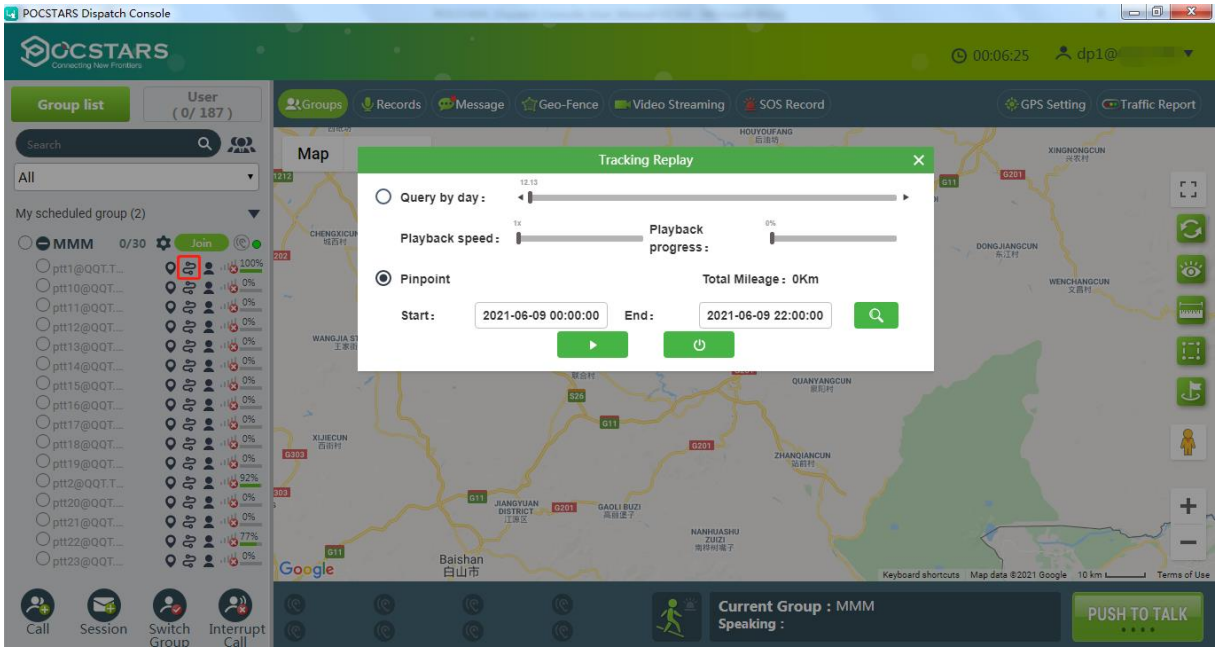
Set playback speed: can be set to 1 times (default), 2 times, 4 times, 8 times, 16 times;

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 in the figure below:

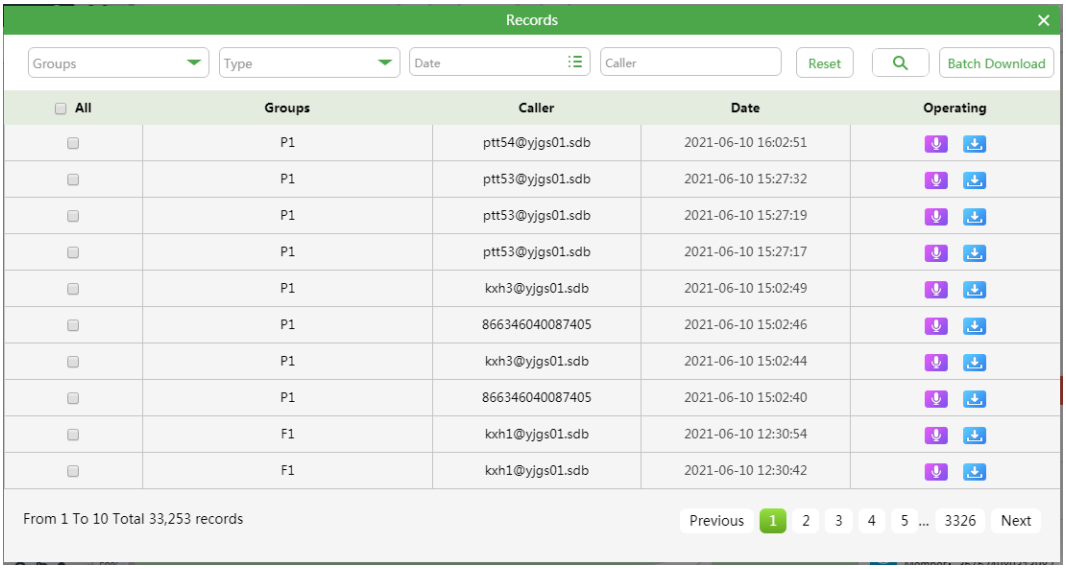


4.8 Recording

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 play online the PTT content, and click the "download" button to download as shown in the figure below:

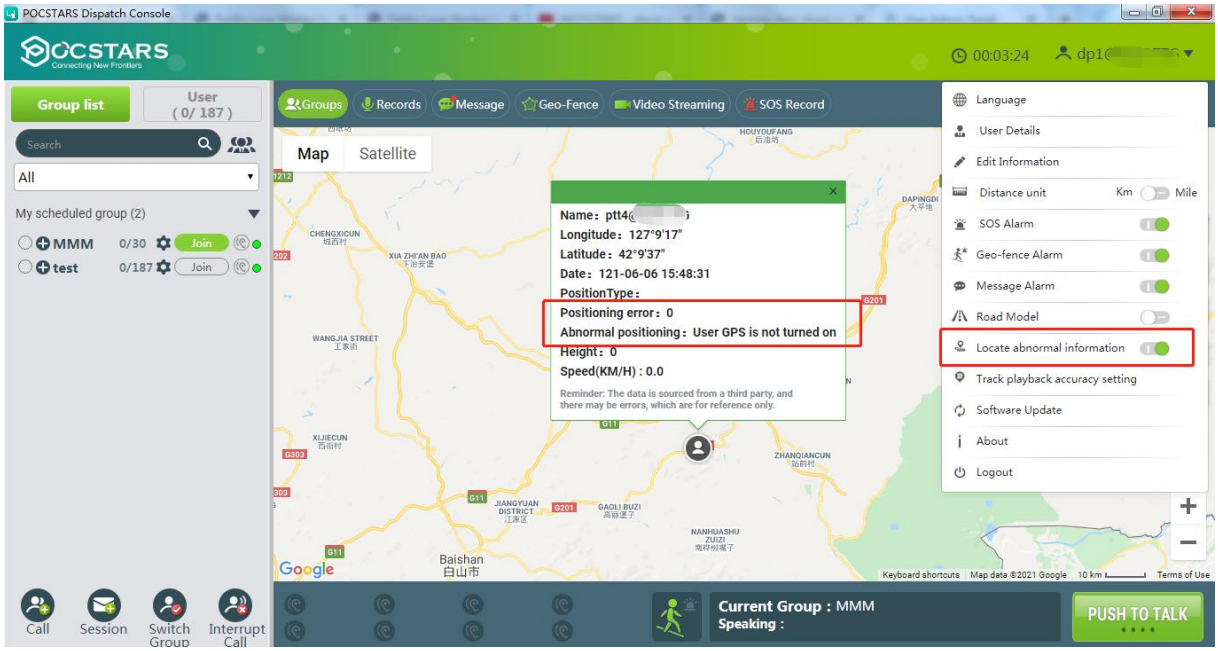


4.9 Positioning abnormality information

Through the account drop-down setting in the upper right corner, turn on "positioning abnormality information". After turning on, when viewing the user's positioning details, the positioning error and abnormality of the positioning point will be displayed.

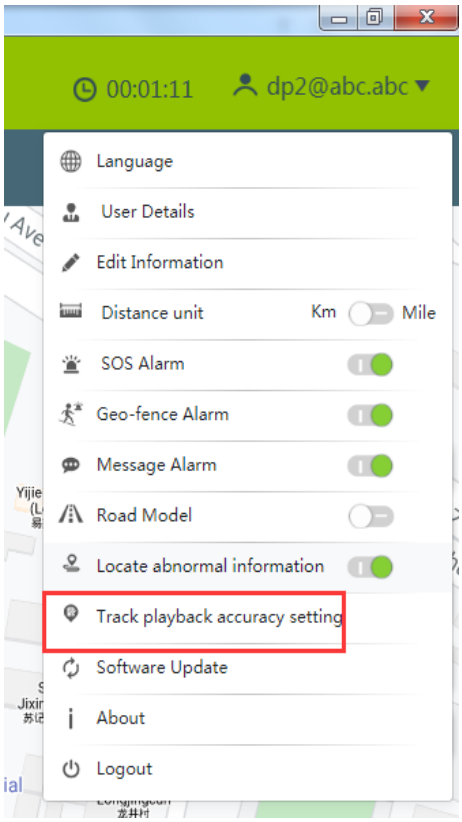
Positioning error: the reference value of the positioning point Error is provided by the third-party positioning service for reference only.

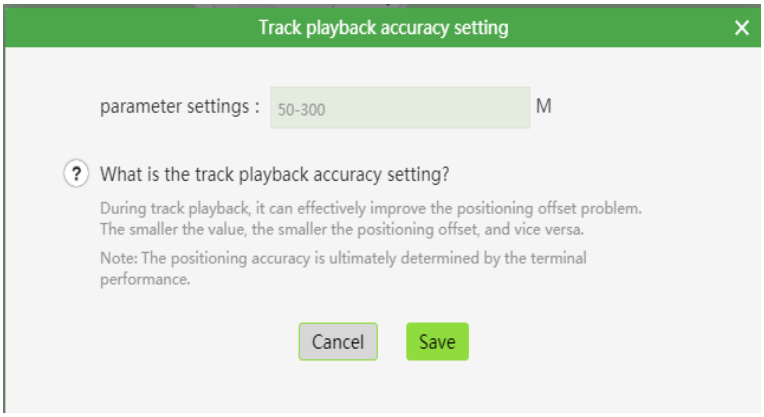
Positioning status: when positioning is normal, the display is normal; when positioning is abnormal, the cause of abnormality is displayed.



4.10 Track playback accuracy

In the drop-down setting of account in the upper right corner, you can set the "track playback accuracy settings", that is, set the acceptable positioning error range of the user. The default range is 50m, that is, the position point with positioning error ≤ 50m is considered as effective point; The position point with positioning error >50m is considered as the offset point. When playing back the track, the track is formed based on the effective position point; filter out the offset point. The segments with filtered offset points are displayed in yellow. When displaying positioning abnormality information is turned off, positioning point is not filtered.





4.11 Multimedia

Multimedia function is divided into 4 parts:

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

Multimedia session message: customizing session group, select session members and send multimedia messages. Types of messages that can be sent: text, voice, picture, short video.

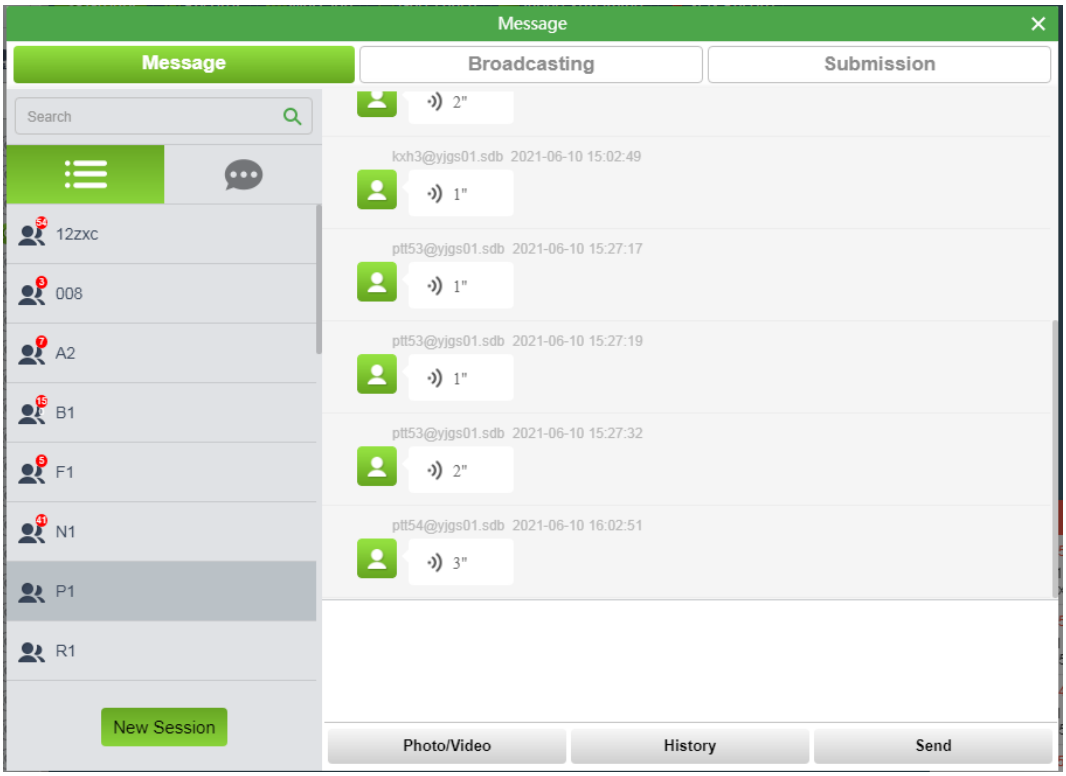
Broadcasting: pictures, short videos and text messages distributed by dispatchers to group / members.

Submission: pictures, short videos, locations and text messages reported by terminal users to the dispatch console.

4.11.1 Multimedia group message

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

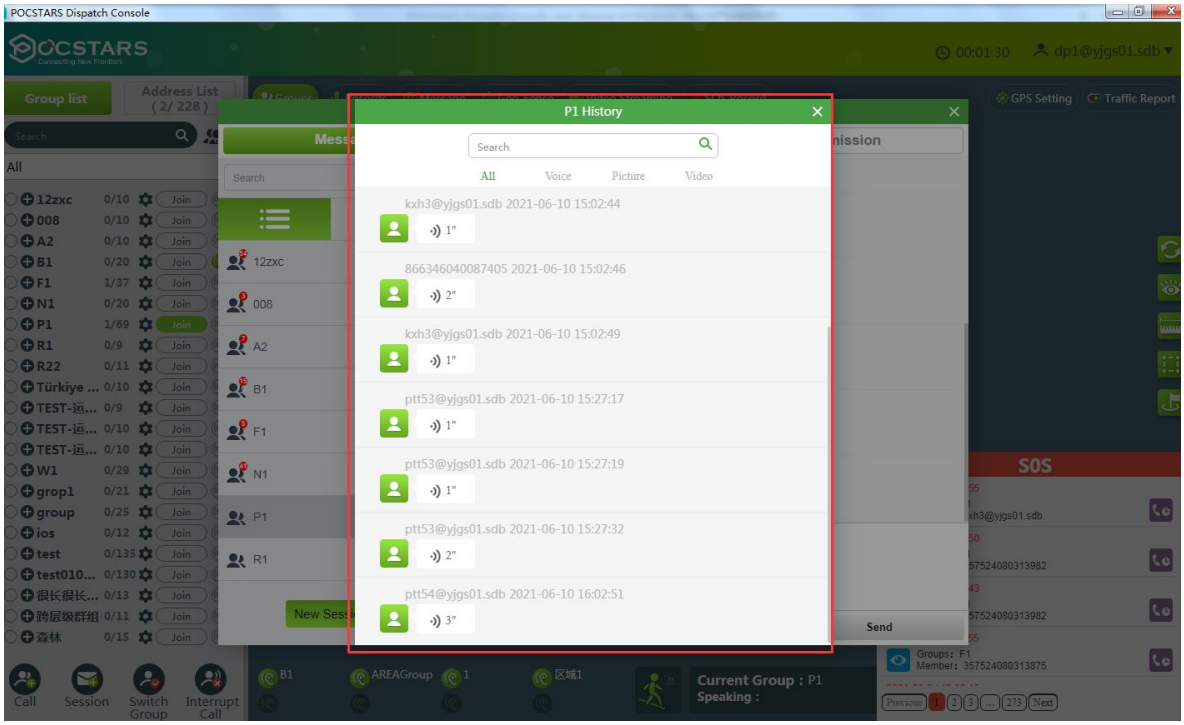
Operation steps: After logging into the dispatch console, click on the "Multimedia" menu button in the toolbar of the main interface as shown in the figure:



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;

③Enter text information in the text box and click the "Send" button to send the text message.



4.11.2 Multimedia session message

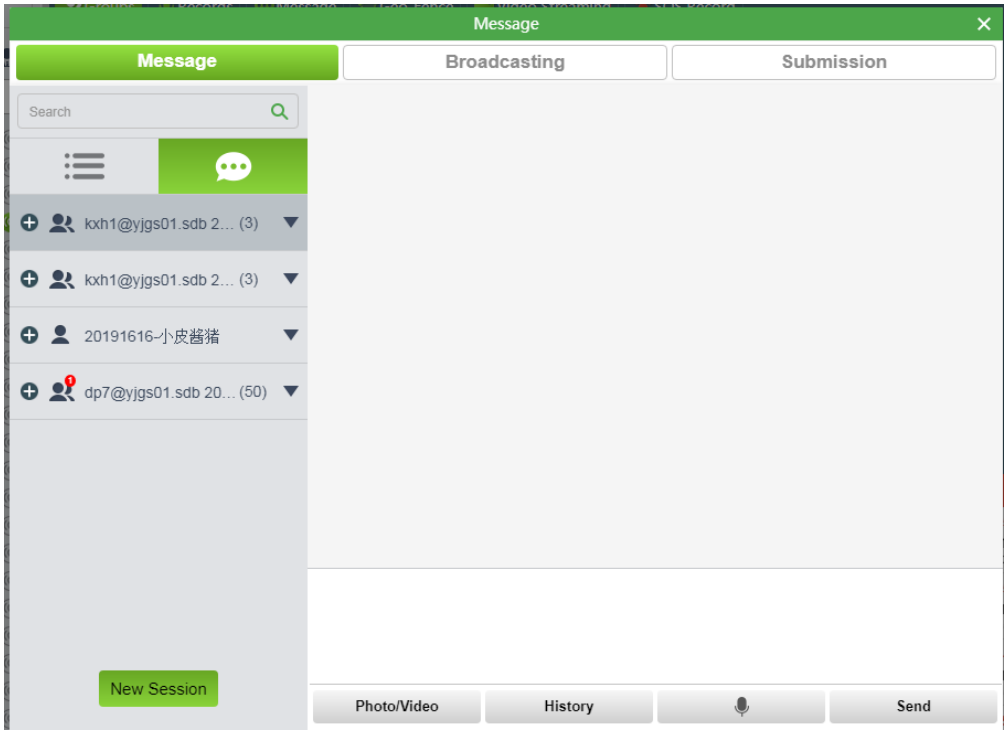
① Click the "Picture|Video" button to open the computer picture/video file and send it;

② Click the "History" button to view the group's historical message records;

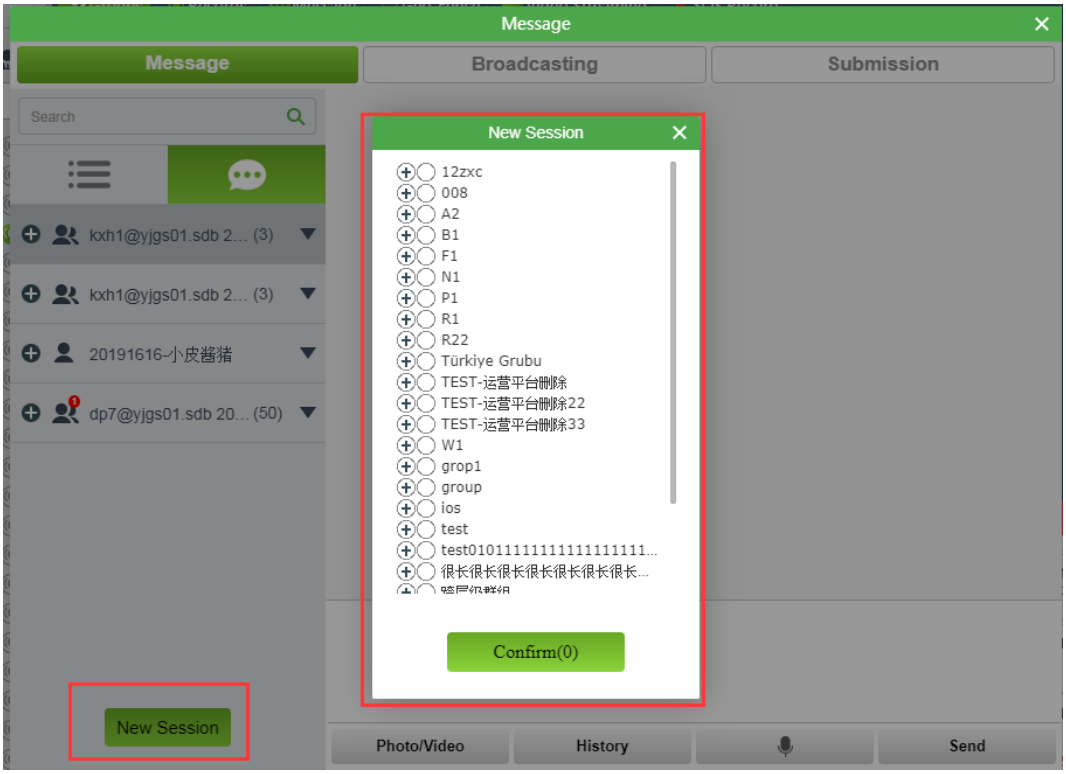
③ Click the "Voice PTT" button to send a voice to the session group.

④ Enter text information in the text box and click the "Send" button to send the text message.

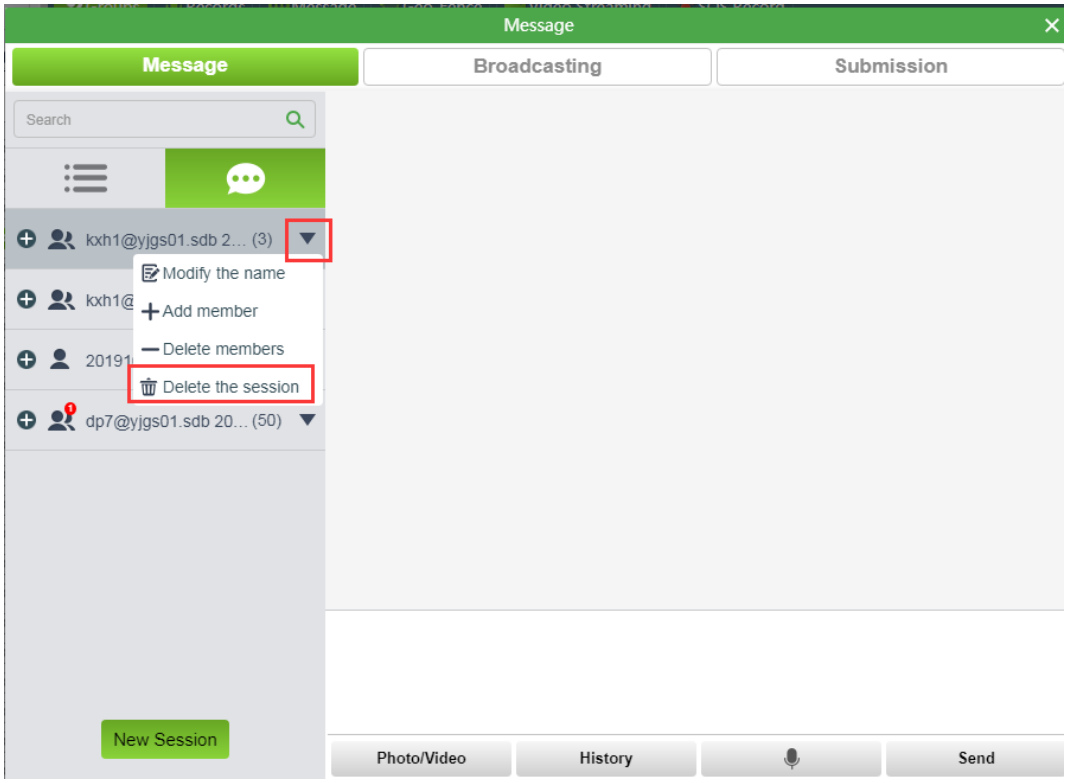
As shown below.



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



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

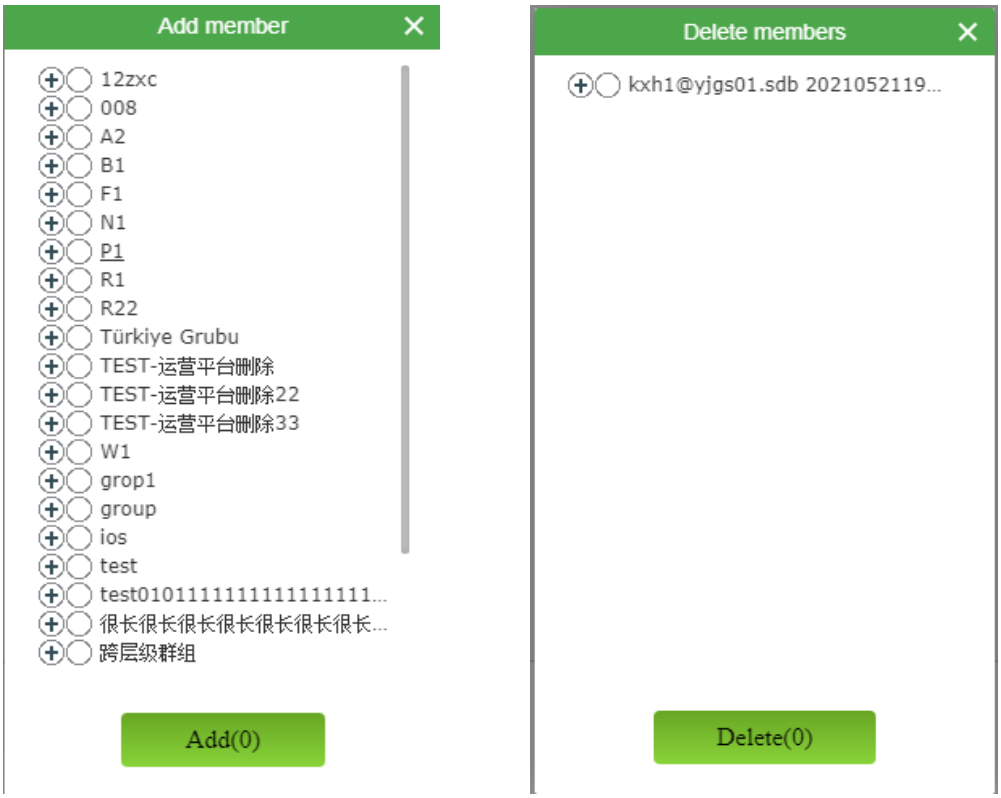


Modify session name: Click the

button to modify the session name;

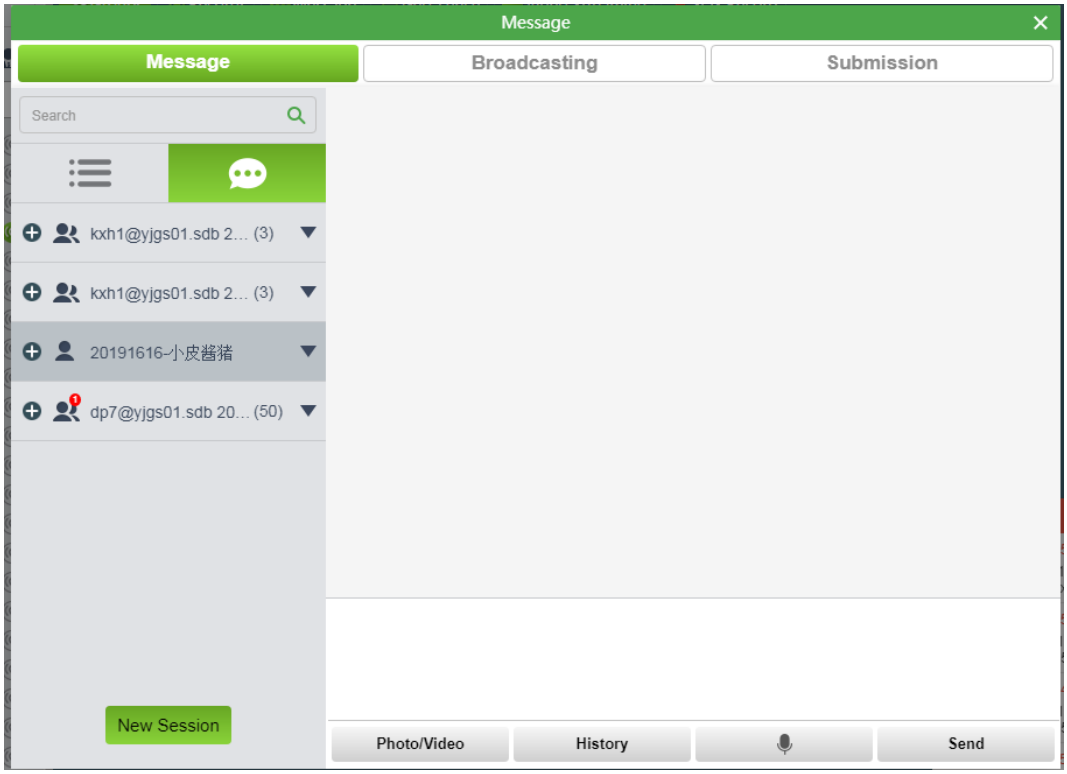
Add session members: when the dispatcher clicks the "Add member" button, the group list interface with existing members will pop up, and the members who have entered the session will not be displayed. After the dispatcher checks the members, click "add" to add them to the session.

Delete session members: When the dispatcher clicks the "Delete members" button, the list of session members will pop up. After checking the members to be removed, click "delete" to delete the selected session members. As shown in the figure below:



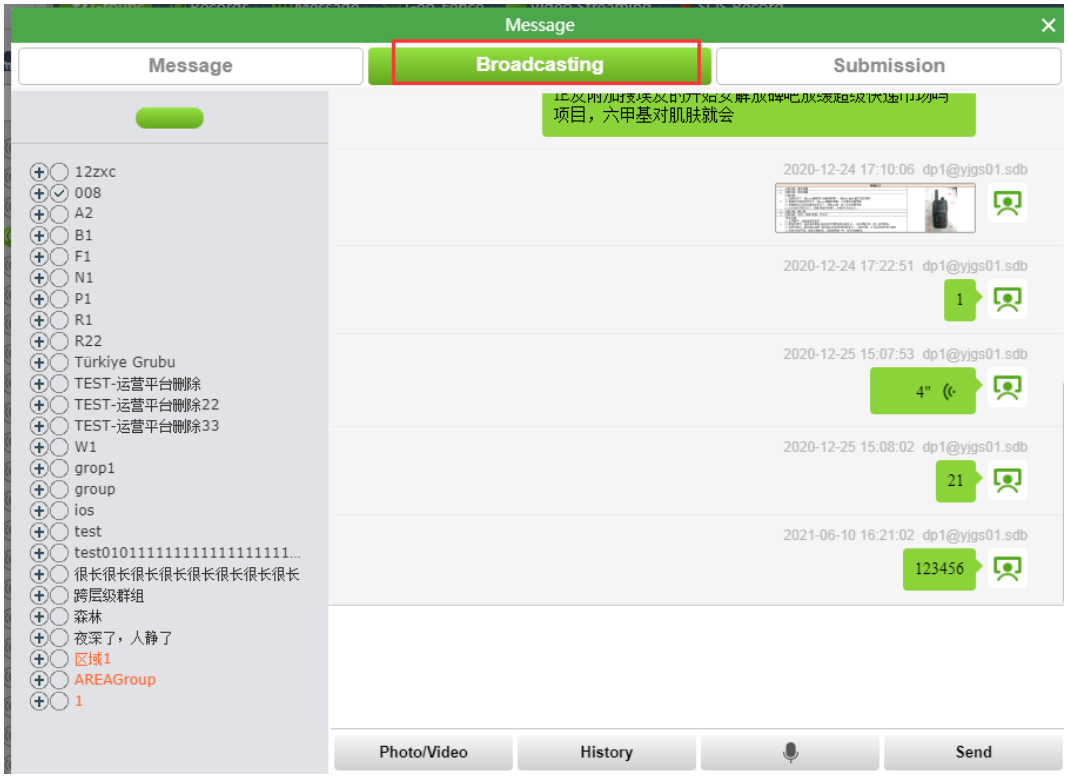
Delete the session: Delete the display of the session in the multimedia session. When other members send a new message in this conversation, the system will pop up this conversation again and display it on top of the conversation list.

Description: one-to-one session only has "delete session" option.



4.11.3 Broadcasting

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



Steps: On the “Multimedia Message” page, click the Broadcasting button.

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

After selecting the member, enter the text message, and then click "Send" button to send.

Broadcasting method 2: After selecting the members, click the button to speak, and then release the button to send voice messages.

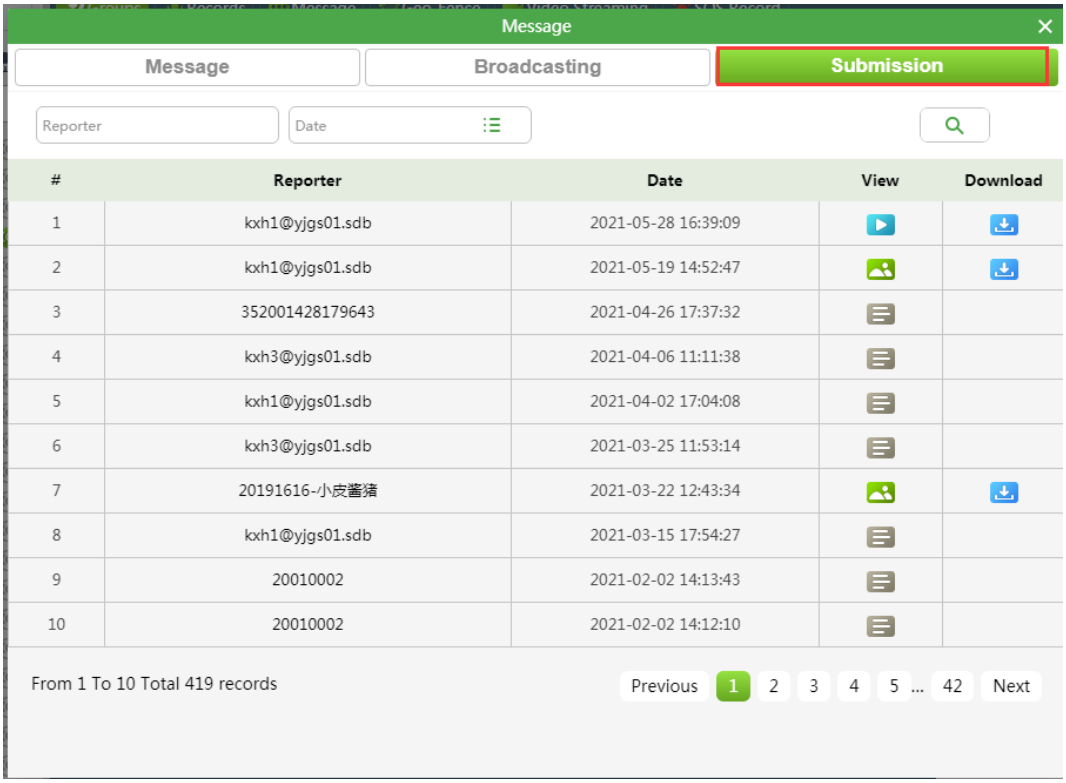
Broadcasting method 3: after selecting a member, click the "picture / video" button to open the computer picture / video file and send it.

Click the "History" button to view Broadcasting History.

4.11.4 Submission

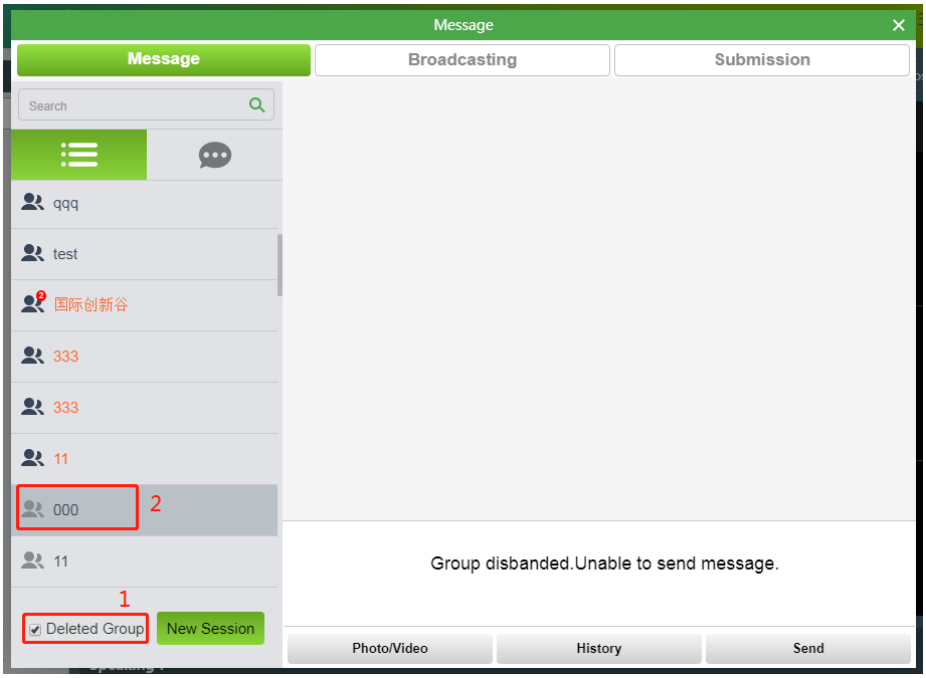
Submission: This function is used for the dispatcher to view the text, pictures, video and other messages reported by terminals.

Steps: On the Multimedia Message page, click the Submission button as shown in the figure.



4.11.5 Historical group

Historical group: in the fixed group or session list, check the historical group or historical session, and the deleted group or session will be displayed at the bottom of the list. The historical group (session) icon is gray, and the name color remains unchanged (distinguishing fixed group and geo-group), as shown in the figure below:



In historical groups historical messages can only be viewed but cannot be sent.

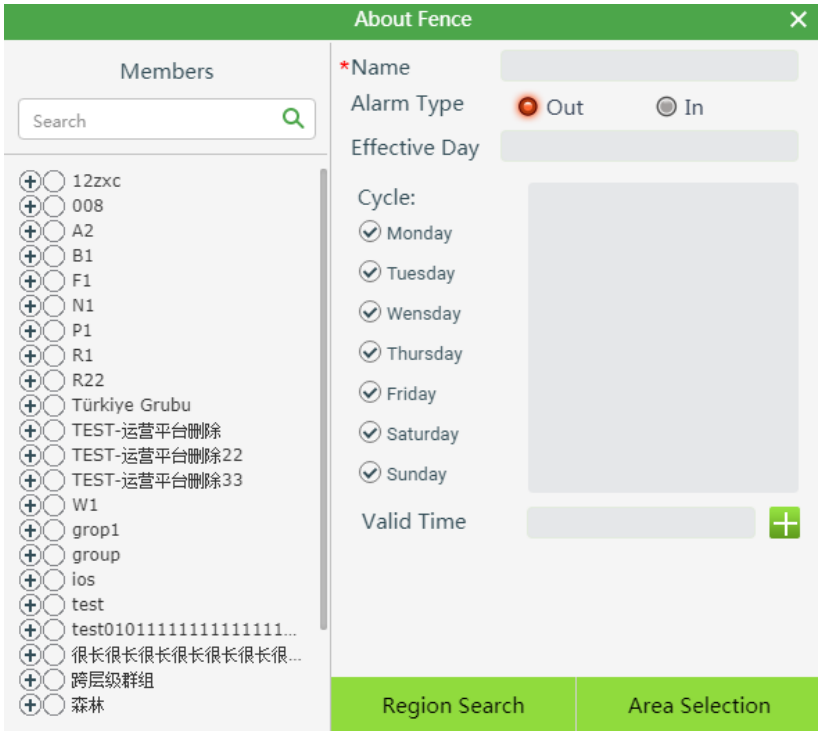
4.12 Geo-Fence

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.

Steps of Create New Geo-Fence: in the main interface, the dispatcher can click the "Fence" menu button to enter the setting of the Geo-Fence, click the "

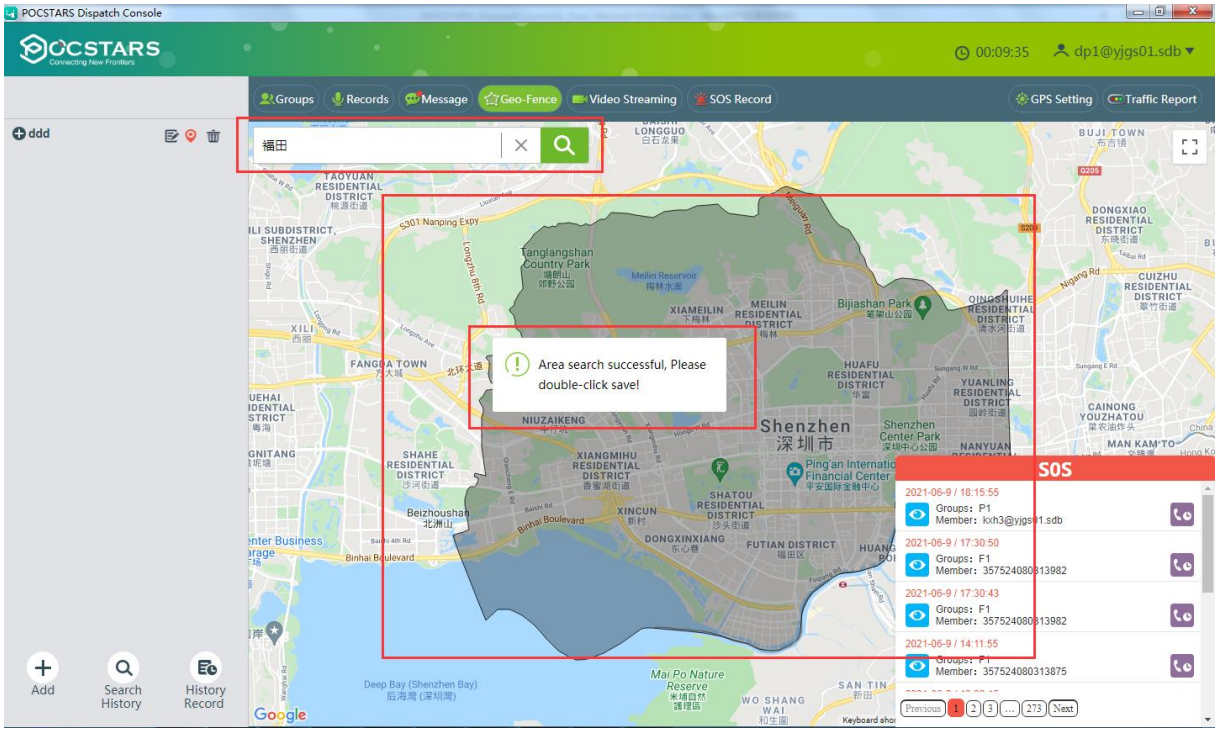
" button in the upper left corner to create a new geo-fence.

- As shown in the figure below, when creating a new geo-fence, you can only enter the name, select the fence range on the map, double-click the end point, and quickly create a geo-fence with the alarm type of out-forbidden after saving. The creation will take effect immediately, and it will lose effect until it is deleted.
- After entering the name, you can also select the alarm type (Forbidden to leave or enter), the effective date, the effective day of the week, the members of the geo-fence, and the effective time. Then you can select the fence range on the map, double-click the end point to save, and create the electronic fence.

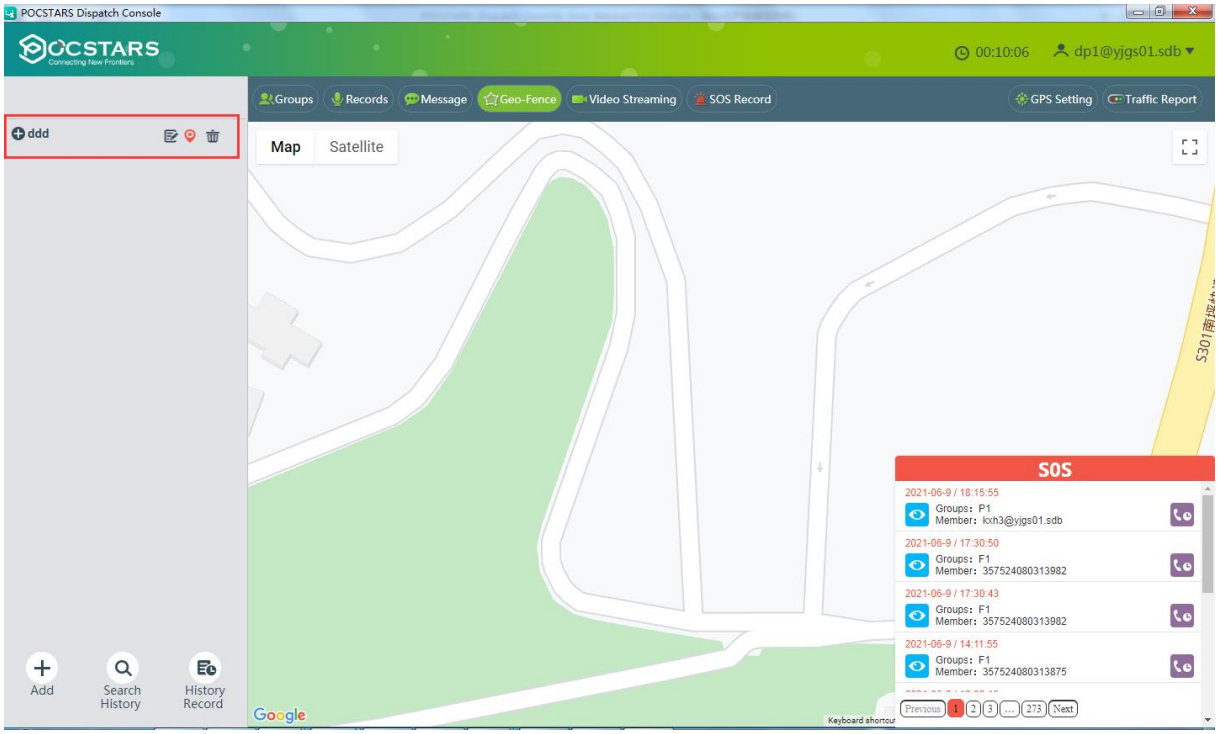


There are two ways to select a Geo-Fence range on a map.

- ★ **Geo-selection:** manually select the geo-fence range on the map.
- ★ **Geo-search:** after searching a region, the map automatically selects the map range, such as "futian district" as shown in the figure below.



Operation steps for removing Geo-Fence: click the delete button to delete the unwanted Geo-Fence as shown in the figure below:



Note: when Geo-Fence has members, it can also be successfully deleted

Editing Geo-Fence： Dispatchers can click “ ”button to edit the name of Geo-Fence, click " " button to edit the range of the Geo-Fence and double-click in the geo-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 those in effect).

4.13 Video Streaming

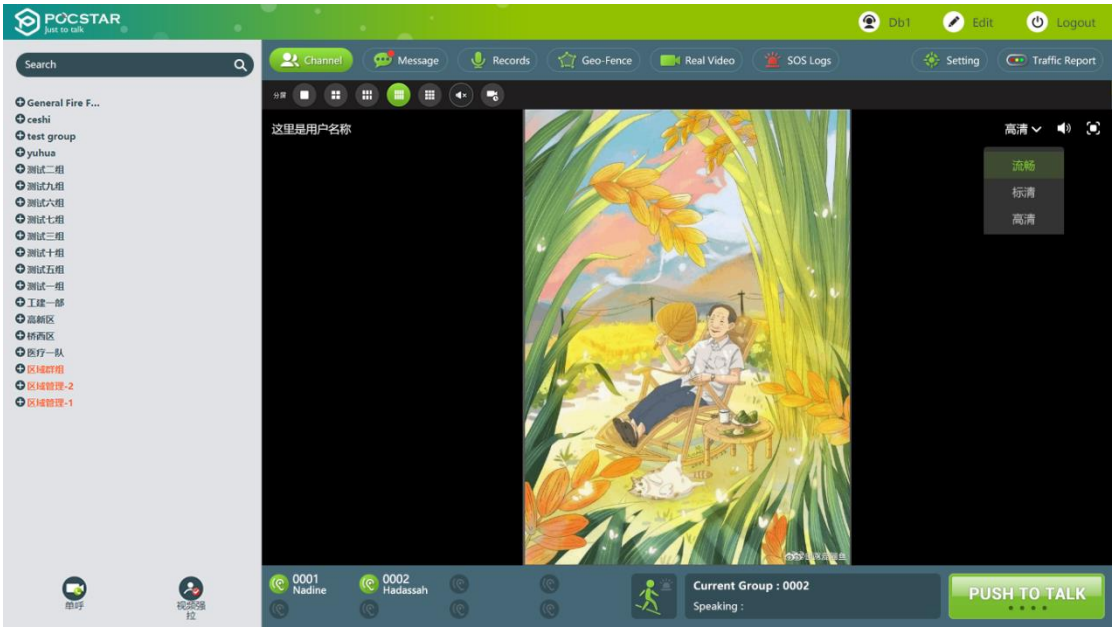
4.13.1 Video return

Video return: the terminal user can send the terminal-side video streaming to the dispatch console, and the dispatcher can view the video streaming sent to it on this dispatch console.

1. Click the video streaming button

When the end user sends back video streaming to the dispatch console, the video streaming menu will indicate the number of video channels currently being sent back

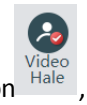
. Click the "Video Streaming" button to jump to the video window, as shown in the following figure:



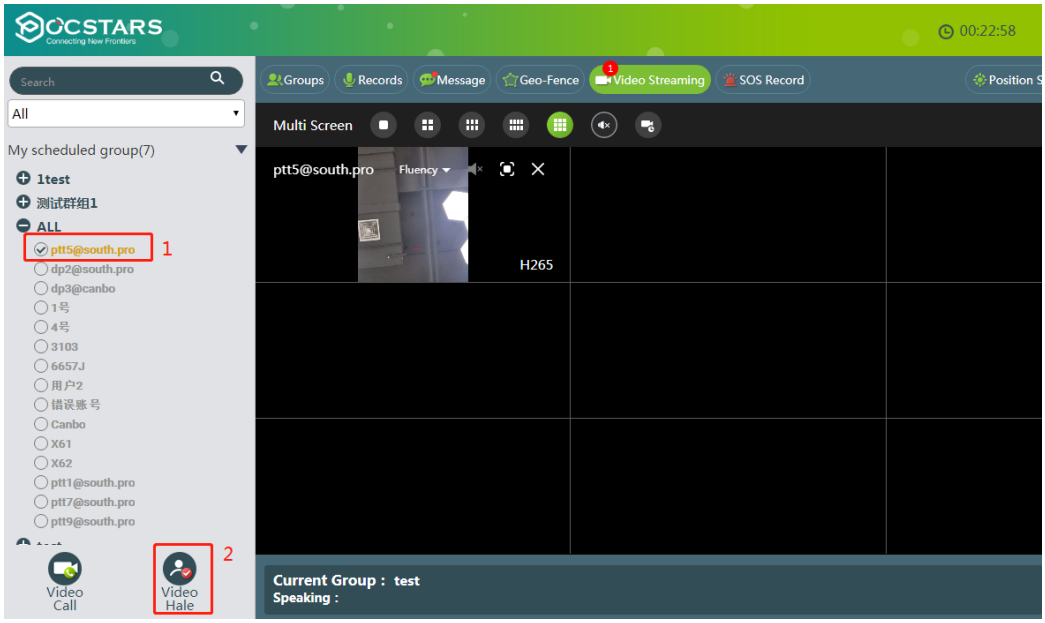
Video streaming window

4.13.2 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 

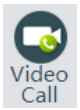
, and you can view the video streaming of the selected end user on the video pop-up window. As shown below:



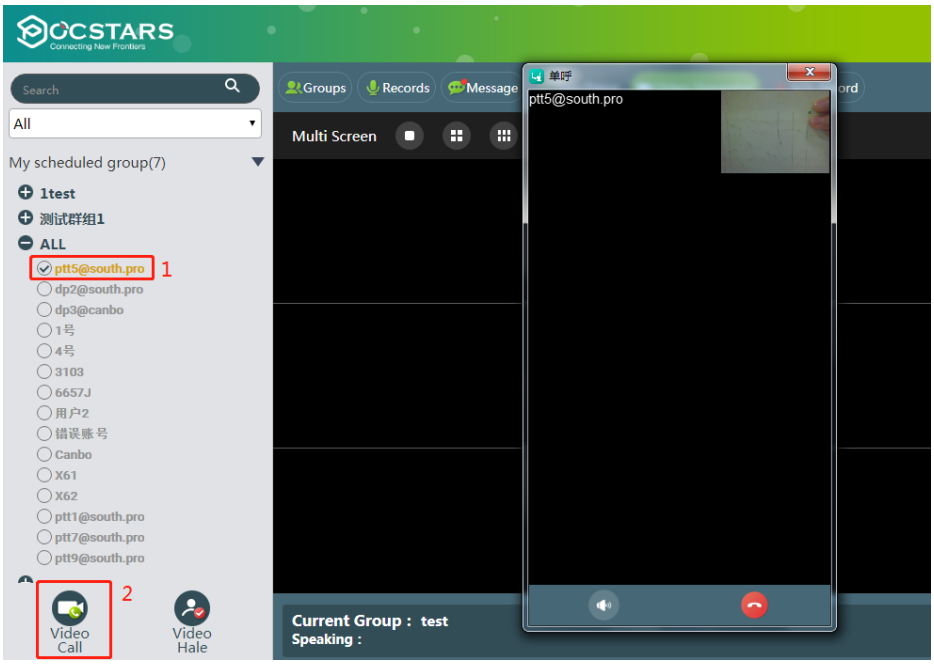
4.13.3 Private Call

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

Specific operation:

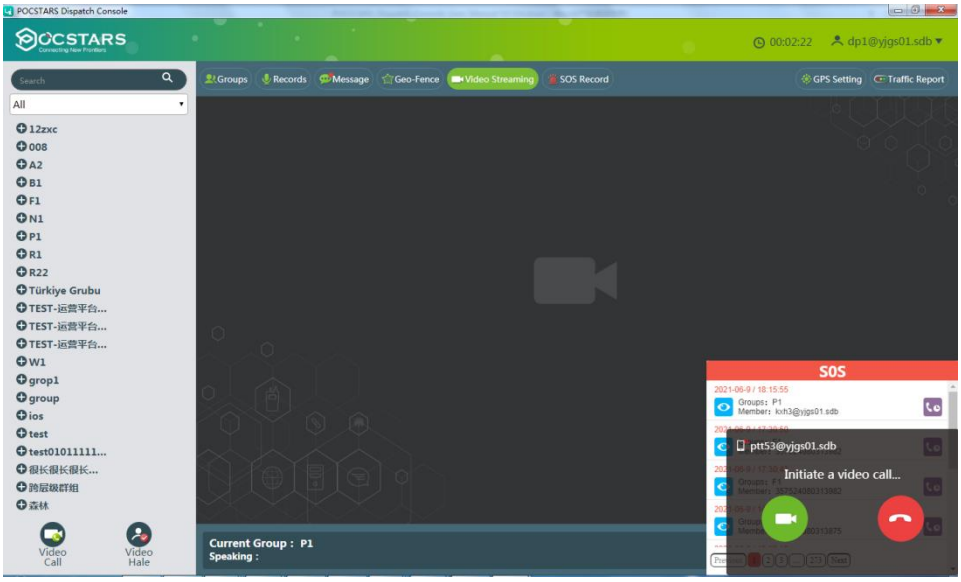
① Click "Video Streaming", select an online user in the left group, and click the "Video Call" button 

, 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 to ban microphone as shown in the figure 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:

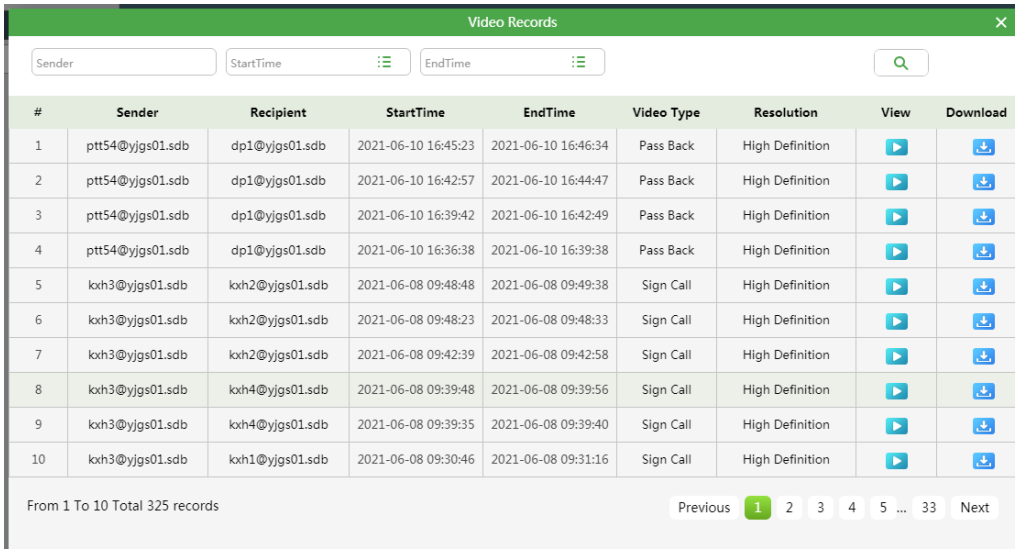


Note: If the dispatch console does not accept the video invitation of the terminal for more than 30 seconds, the private call is automatically hung up.

4.13.4 Historical video

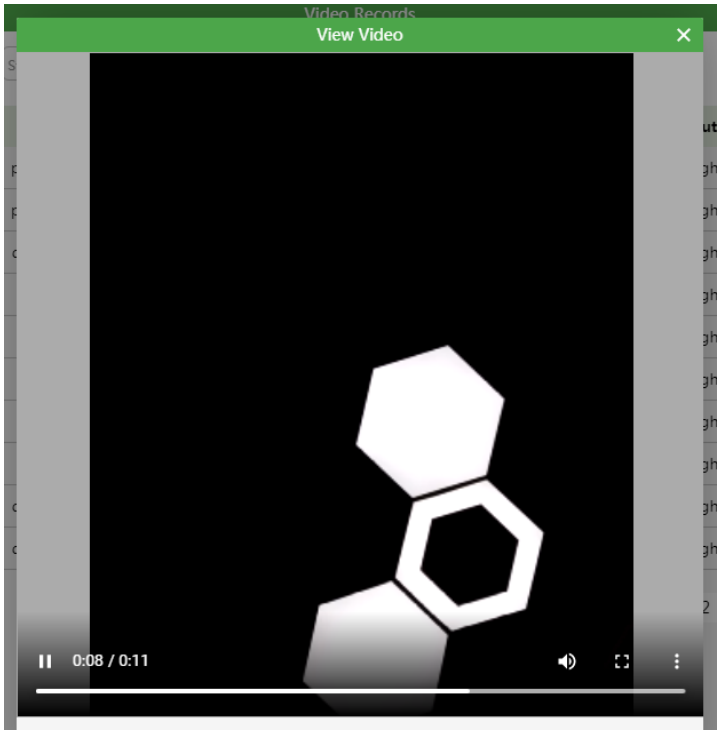
The dispatcher can view three types of video records: video return, video upload, and private call.

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:



#	Sender	Recipient	StartTime	EndTime	Video Type	Resolution	View	Download
1	ptt54@yjgs01.sdb	dp1@yjgs01.sdb	2021-06-10 16:45:23	2021-06-10 16:46:34	Pass Back	High Definition		
2	ptt54@yjgs01.sdb	dp1@yjgs01.sdb	2021-06-10 16:42:57	2021-06-10 16:44:47	Pass Back	High Definition		
3	ptt54@yjgs01.sdb	dp1@yjgs01.sdb	2021-06-10 16:39:42	2021-06-10 16:42:49	Pass Back	High Definition		
4	ptt54@yjgs01.sdb	dp1@yjgs01.sdb	2021-06-10 16:36:38	2021-06-10 16:39:38	Pass Back	High Definition		
5	kxh3@yjgs01.sdb	kxh2@yjgs01.sdb	2021-06-08 09:48:48	2021-06-08 09:49:38	Sign Call	High Definition		
6	kxh3@yjgs01.sdb	kxh2@yjgs01.sdb	2021-06-08 09:48:23	2021-06-08 09:48:33	Sign Call	High Definition		
7	kxh3@yjgs01.sdb	kxh2@yjgs01.sdb	2021-06-08 09:42:39	2021-06-08 09:42:58	Sign Call	High Definition		
8	kxh3@yjgs01.sdb	kxh4@yjgs01.sdb	2021-06-08 09:39:48	2021-06-08 09:39:56	Sign Call	High Definition		
9	kxh3@yjgs01.sdb	kxh4@yjgs01.sdb	2021-06-08 09:39:35	2021-06-08 09:39:40	Sign Call	High Definition		
10	kxh3@yjgs01.sdb	kxh1@yjgs01.sdb	2021-06-08 09:30:46	2021-06-08 09:31:16	Sign Call	High Definition		

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 in the figure below:

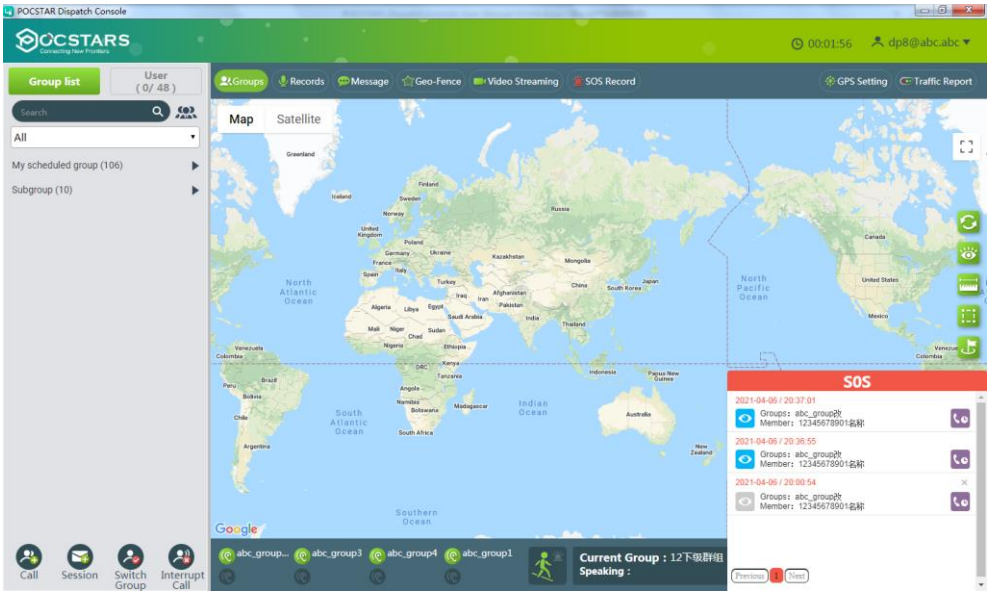


4.14 Alarm

4.14.1 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 the figure below.



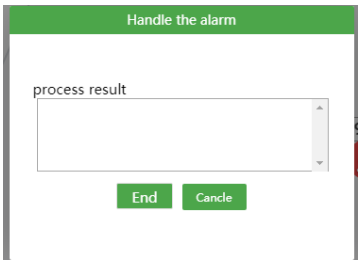
Note: The dispatcher can't process two SOS at the same time. It must process and finish one SOS first, after that process another one.

Back to listen to current group PTT 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 PTT voice record (if there is no record in 10 minutes, then show SOS before sending the current group of recent 10 PTT voice recording)

4.14.2 Man Down Alarm

After a user sends a man down alarm, the dispatch center will promptly receive the Man down alarm message from that user.

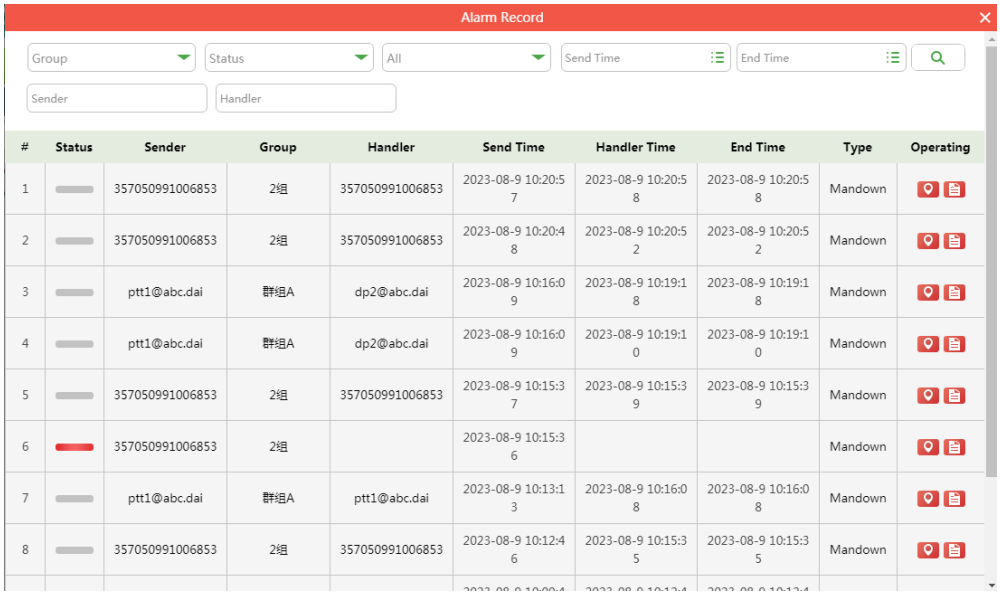
The dispatcher, from the dispatch center, can view the current location of the user. Once the user's safety is confirmed, the dispatcher can address the alarm, record the outcome of the response, and conclude the alarm. Alternatively, the user can also cancel the alarm using the POC device.



4.14.3 Alarm Record

The dispatcher can review the complete alarm history, encompassing both the SOS and Man-down alarm functionalities.

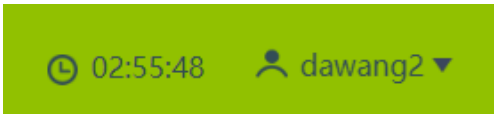
Operational steps for checking SOS Record: in the main interface, dispatcher can click the "Alarm Record" menu button to view alarm history, as shown in the figure.



Alarm status the definitions for icons are shown in the table below.

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

5. Personal Center

In the information bar of the main interface, click the drop-down triangle button of login account 

, you can do the following operations, as shown in the figure below.

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.

Distance unit: the default unit is km, which can be switched to mile.

SOS Voice: SOS alarm prompt tone switch.

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

Message Voice: Multimedia message prompt tone switch.

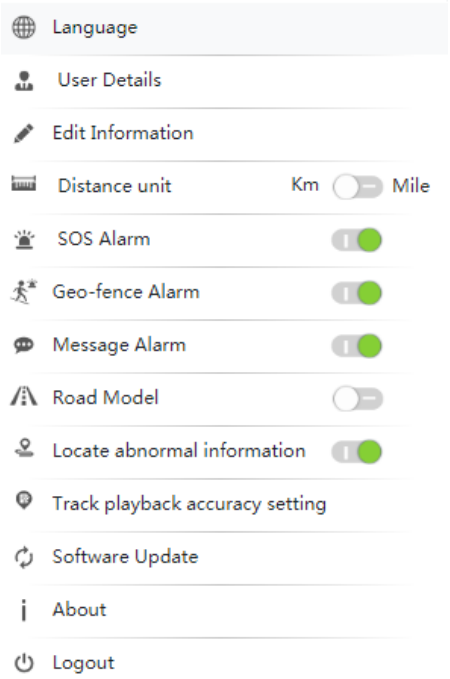
Road binding mode: the switch to bind the anchor point to the nearby road.

Positioning abnormality information: terminal positioning abnormality-reporting switch.

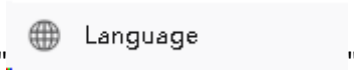
Track playback accuracy settings: click to pop up the track playback accuracy setting window

About: version information.

Logout: log out.

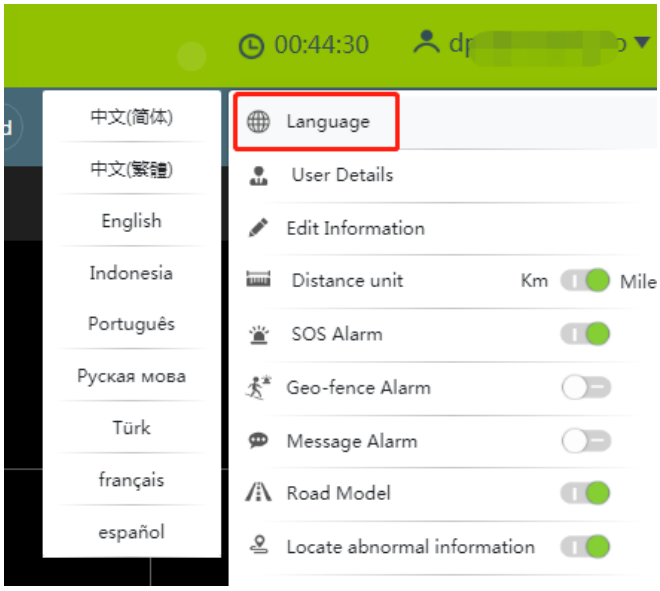


5.1 Switch language

Click the " 

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

10 languages can be switched: Simplified Chinese, traditional Chinese, English, French, Indonesian, Portuguese, Russian, Spanish, Turkish, and Thai.



5.2 Account Information

Click the User Details" button, and in the pop-up menu, you can view the current user information of the dispatch console.

From the above figure, you can view the account information of the current dispatch console, including the following:

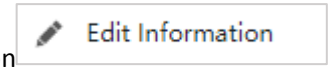
Login Account: Displays the account of the current login dispatcher.

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

Login Role: Dispatcher.

Online Status: Online.

5.3 Account Name and Password Modification

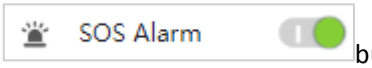
Click the “Edit” button 

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 Distance unit switching

Km and mile units can be switched.

5.5 SOS alarm sound

Click the 

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

5.6 GEO-fence alarm sound

Click the

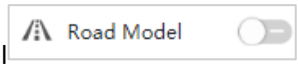
button to turn on/off the GEO-fence alarm tone, enabled by fault.

5.7 Message alarm sound

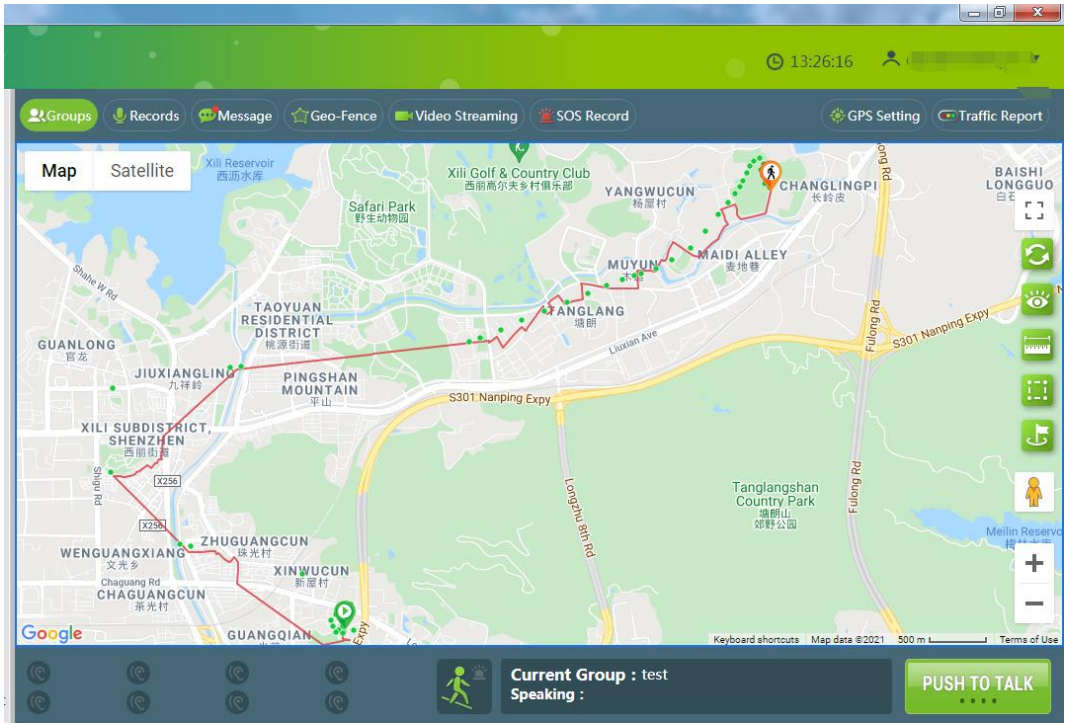
Click the "

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

5.8 Road model

Turn on the Road Model 

, the GIS interface of the dispatching 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.

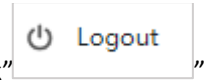


5.9 About

Click "

" button to view the dispatch console version information.

5.10 Log out

Click” 

”button to login out and return to login page.