

POCSTARS Web Dispatch Platform User Manual

Web version

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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

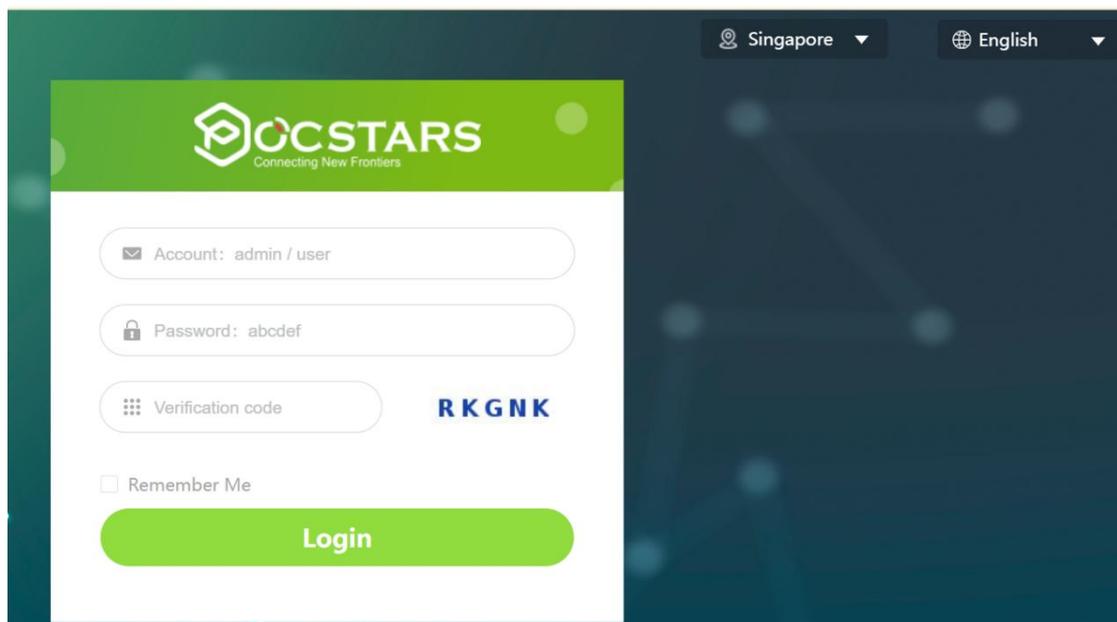
Dispatch Console: The management platform for company dispatchers to log in.

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

2 Instructions for the Use of Dispatch Console

2.1 Login to the Web dispatcher

Enter the login interface of the dispatching platform, as shown in the following picture. If necessary, you can select the language (the default is English), input the account and password, and click login.

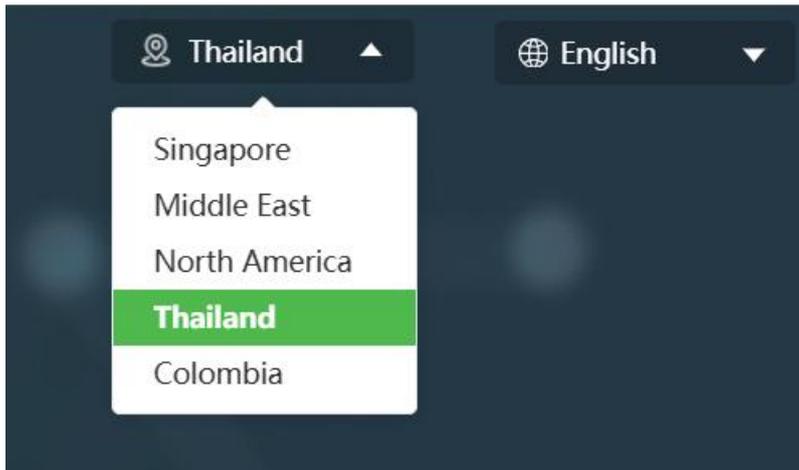


Scheduler login screen

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

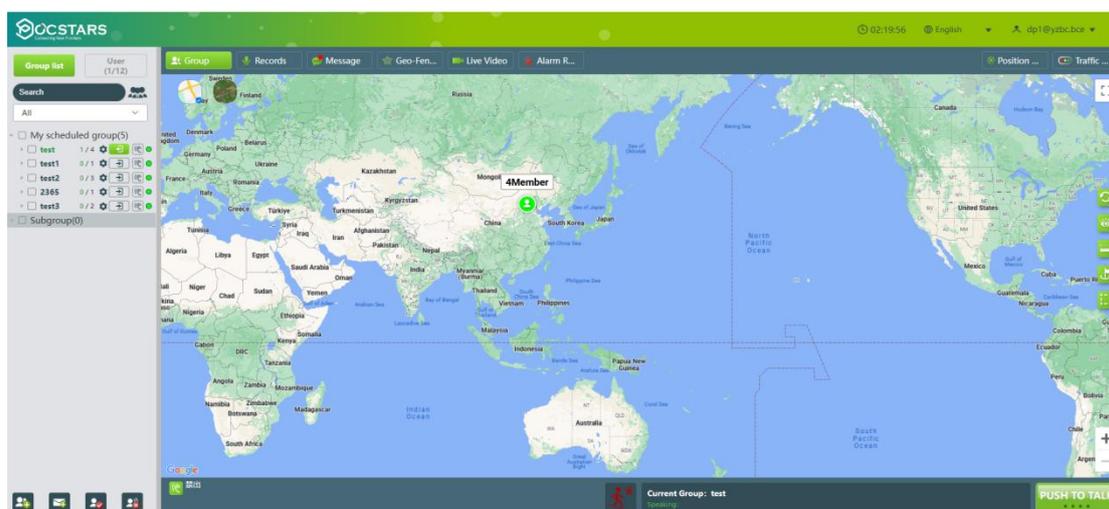
2.2 Web page dispatcher switching nodes

The web version of the scheduler can select different nodes, according to the drop-down user can select different nodes.



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.GIS 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.Electronic fence border crossing alarm: Display electronic fence border crossing alarm information, when there is electronic fence border crossing alarm, the upper right corner of the icon display alarm.

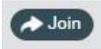
8.Intercom display area: displays the dispatcher group and speaker information.

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、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.

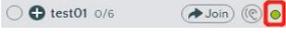
2.4 Icon Description

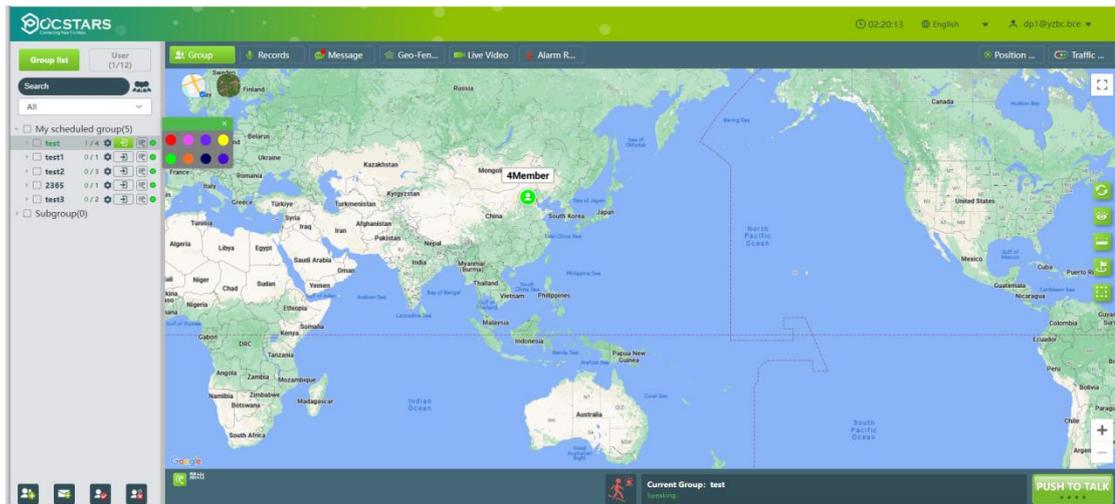
The state corresponding to the user icon:

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	
	Intercom PTT button
	Join in group
	Monitoring Groups
	Positioning icon
	Replaying trajectories
	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.



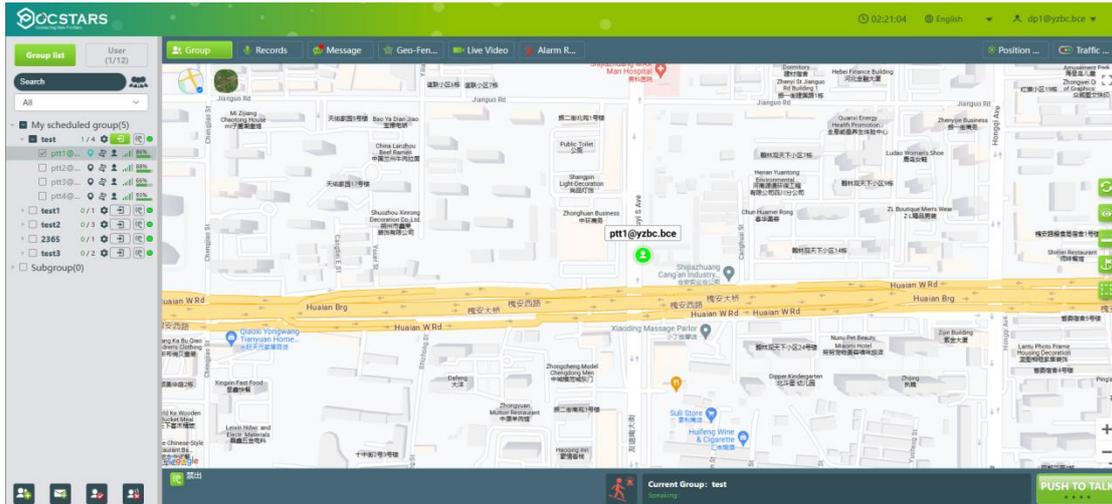
Set the group display color

3 Introduction to dispatcher operation

The dispatcher management function can realize the dispatcher to schedule and manage all users in the company, including group call, single call, temporary group call, monitoring group, remote close/remote open, strong pull, forced tear down and so on.

3.1 Group membership status

After logging in the scheduler, you can view the status information of the group list members. The status of the group members is: online in the group, offline, online out of the group, online shaken and closed, etc. As shown below:



Group Membership status

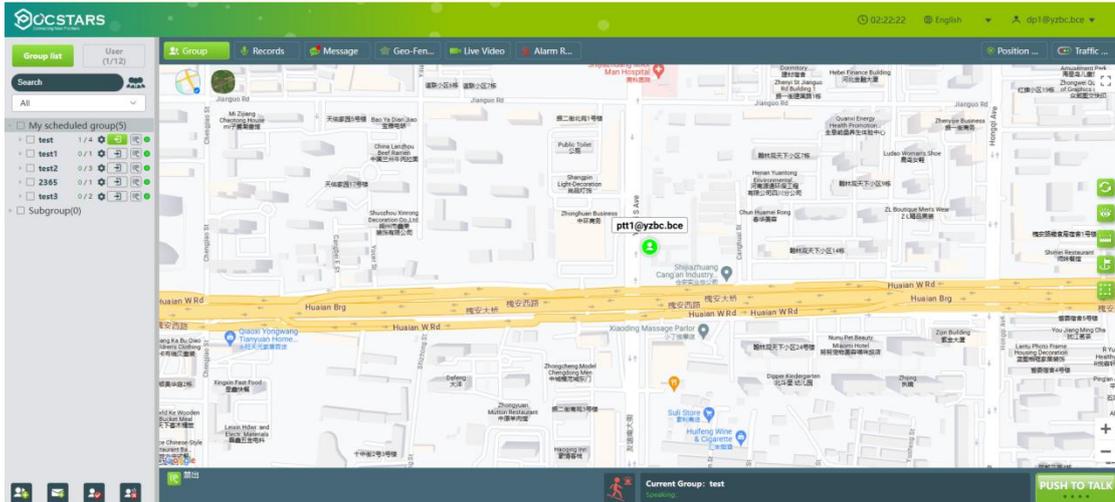
Group membership status description:

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

3.2 Organization management

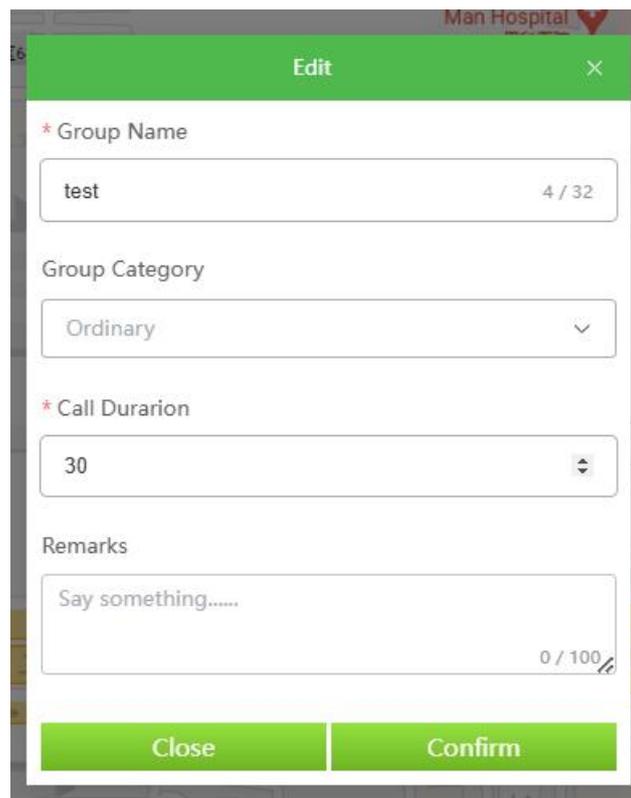
3.2.1 Group List

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 clicking the Edit Group button, you can change Group Name, Call Duration, and Group Description.

Edit ×

* Group Name

0 / 32

Group name cannot be empty!

Group Category

Ordinary ▼

* Call Durarion

30

Remarks

Say something.....

0 / 100

CloseConfirm

3.2.4 Edit Members

After clicking "Group Member", the member tree will pop up. The members in the group will be checked, and the members in the current level organization that is not in the group will be unchecked. Each member can modify the intercom priority.

Group User
✕

Current Group Member

<input checked="" type="checkbox"/> ptt1@yzbc.bce	Ordinary ▾
<input checked="" type="checkbox"/> ptt2@yzbc.bce	Advanced ▾
<input checked="" type="checkbox"/> ptt3@yzbc.bce	Ordinary ▾
<input checked="" type="checkbox"/> ptt4@yzbc.bce	Advanced ▾

Ungrouped Member

<input type="checkbox"/> ptt5@yzbc.bce	Ordinary ▾
<input type="checkbox"/> ptt6@yzbc.bce	Ordinary ▾
<input type="checkbox"/> ptt7@yzbc.bce	Ordinary ▾
<input type="checkbox"/> ptt8@yzbc.bce	Ordinary ▾
<input type="checkbox"/> dp2@yzbc.bce	
<input type="checkbox"/> dp3@yzbc.bce	
<input type="checkbox"/> dp4@yzbc.bce	
<input type="checkbox"/> dp5@yzbc.bce	
<input type="checkbox"/> dp6@yzbc.bce	
<input type="checkbox"/> dp7@yzbc.bce	

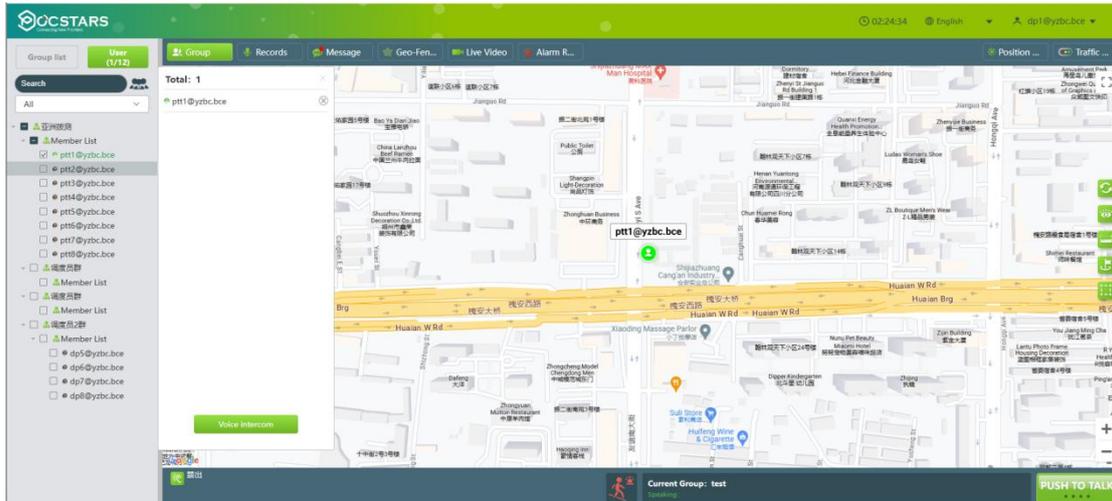
Close

Confirm

- Modify intercom priority: Select from the drop-down list corresponding to the member.
- Delete member: If the member has been checked, change it to unchecked, and then click the "OK" button to delete the member.
- Add a member, unchecked, change to check, and then click the "OK" button, then 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.

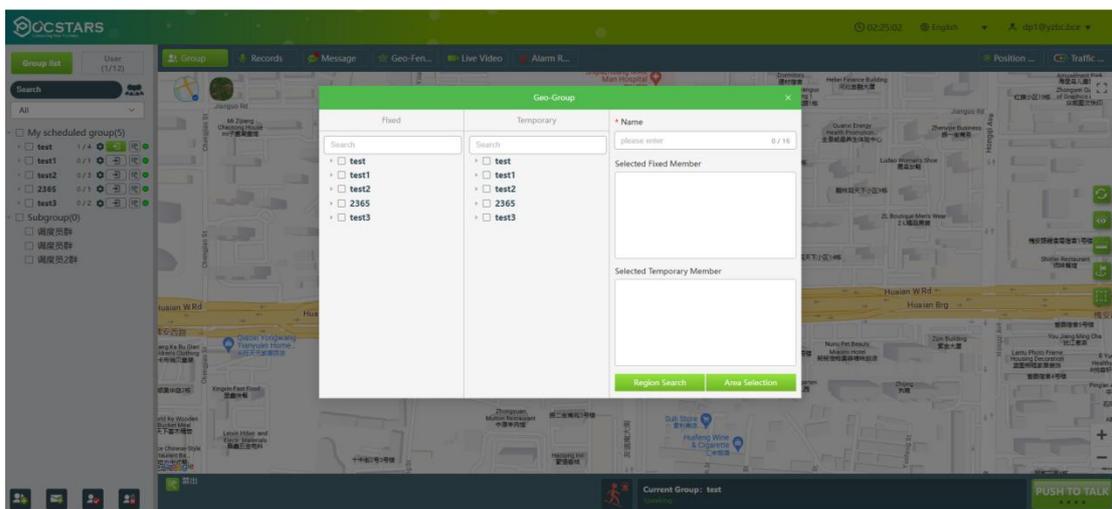


3.3 Regional group

The dispatching desk can create regional groups to meet the flexible scheduling needs of large-scale activities and events at specific times and places. The dispatcher can choose a certain map range to establish a regional group, and set the fixed members and temporary members of the regional group.

3.3.1 Creating regional groups

On the "Group" page of the dispatcher, click the " " button on the top of the group list, the system pop-up box, input the name of the regional group, and then select the map range to quickly create a regional group, as shown below.

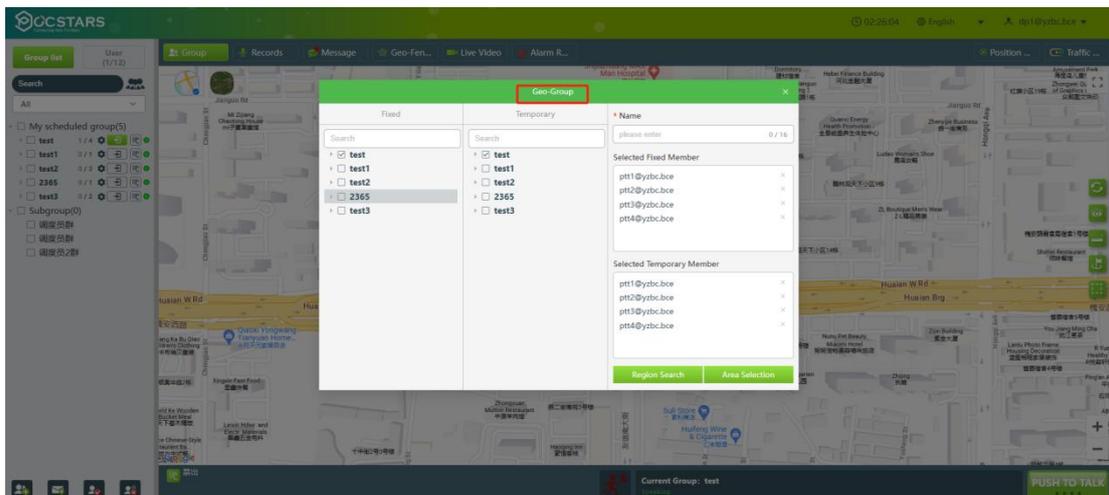


3.3.2 Editing region groups

Expand a regional group in the group list and click the "📄" button to edit the regional group.

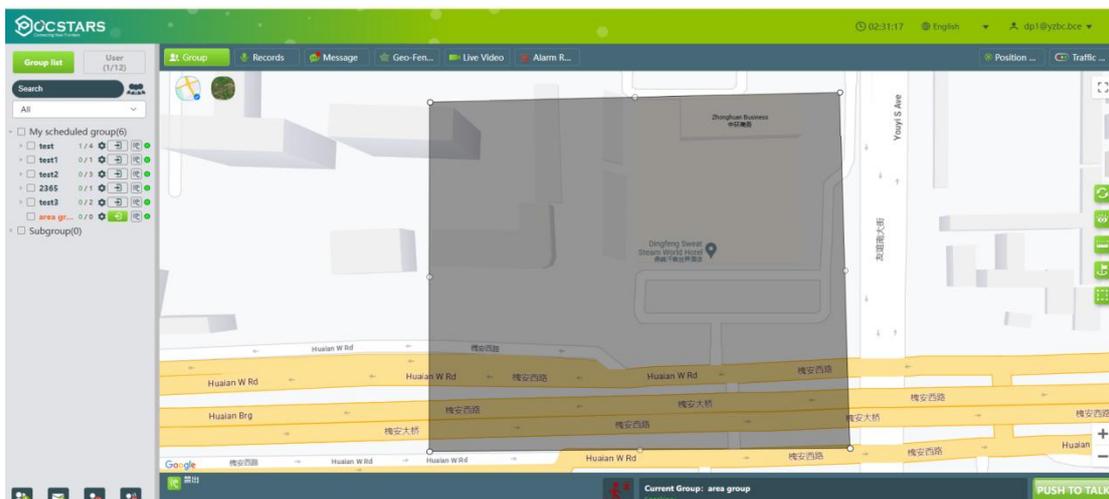
- The name of the region group can be changed.
- The fixed membership of the regional group can be changed.
- Temporary membership of regional groups can be changed.

The fixed members and temporary members can not be repeated.



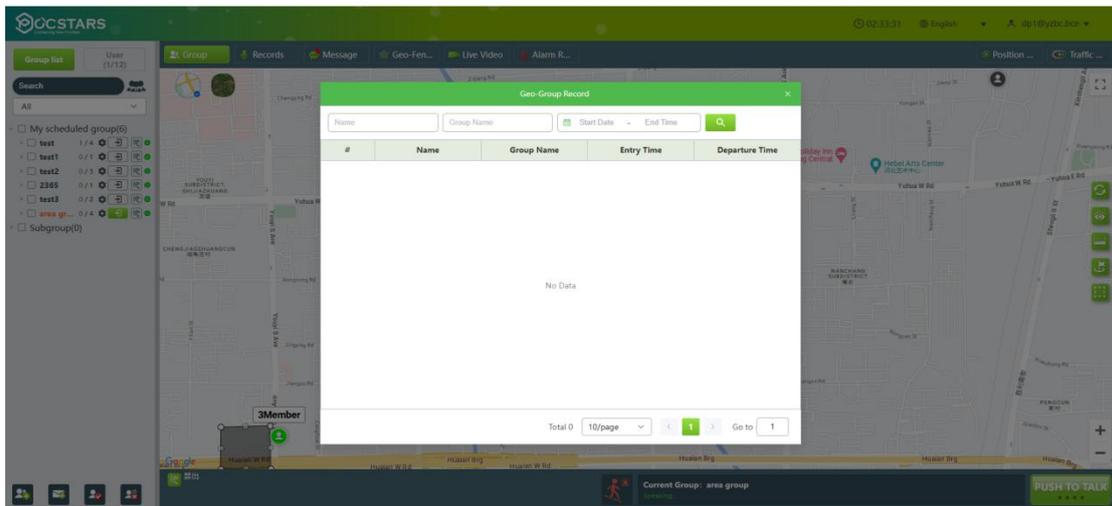
3.3.3 Manually adjust the scope of the electronic fence

After expanding the area group, click the "📍" button to manually adjust the electronic fence range of the area group, as shown in the following figure.



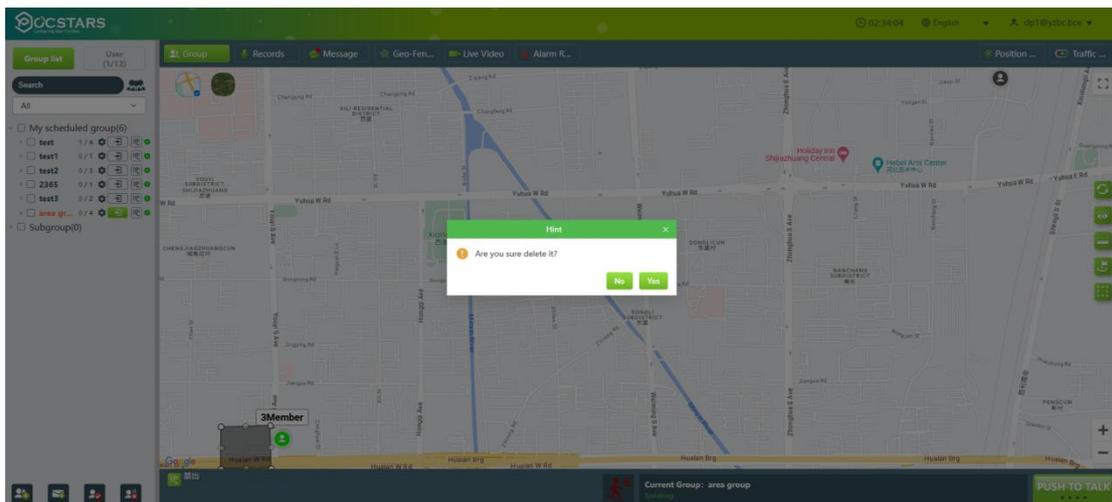
3.3.4 Check the records of members entering and leaving the electronic fence

After expanding the regional group, click the " " button to view the records of regional group members entering and exiting the electronic fence, as shown in the following figure.



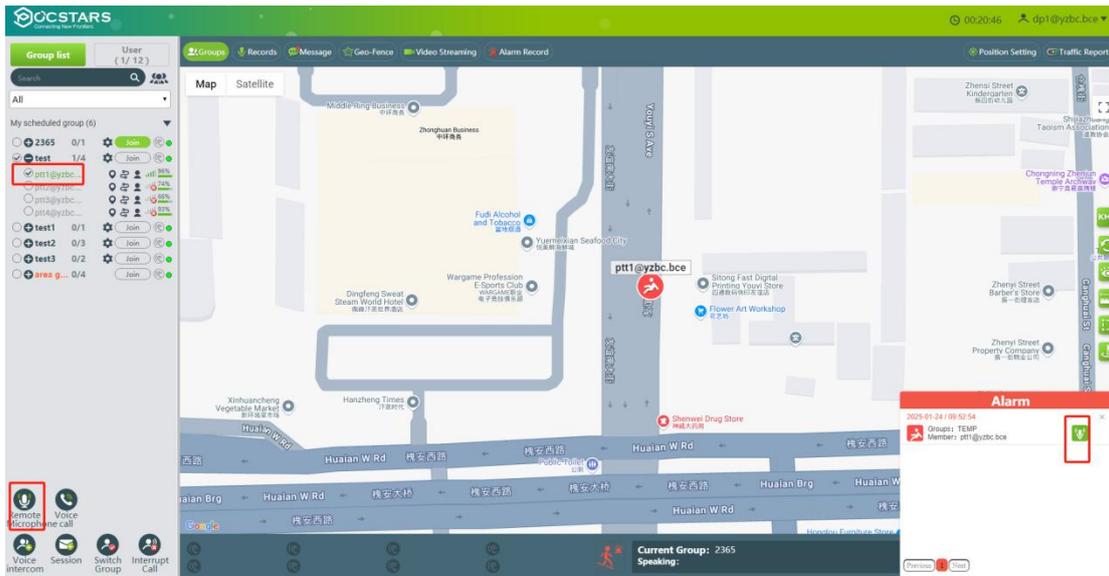
3.3.5 Delete region groups

After expanding the electronic fence, click the " " button, and after the box is confirmed, the area group can be deleted, as shown in the following figure.



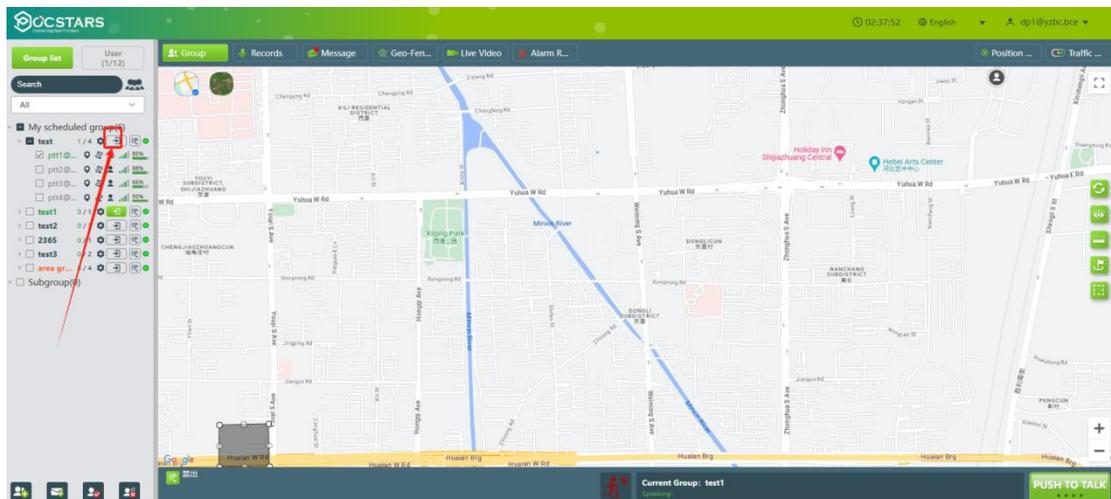
3.4 Remote microphone

After logging in to the dispatcher, select an online member in the group list and click the "Remote microphone" button. The terminal microphone will be automatically turned on, and the dispatcher can listen to the ambient sound of the terminal, as shown in the figure.



3.5 Group Call (Fixed Group Intercom)

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



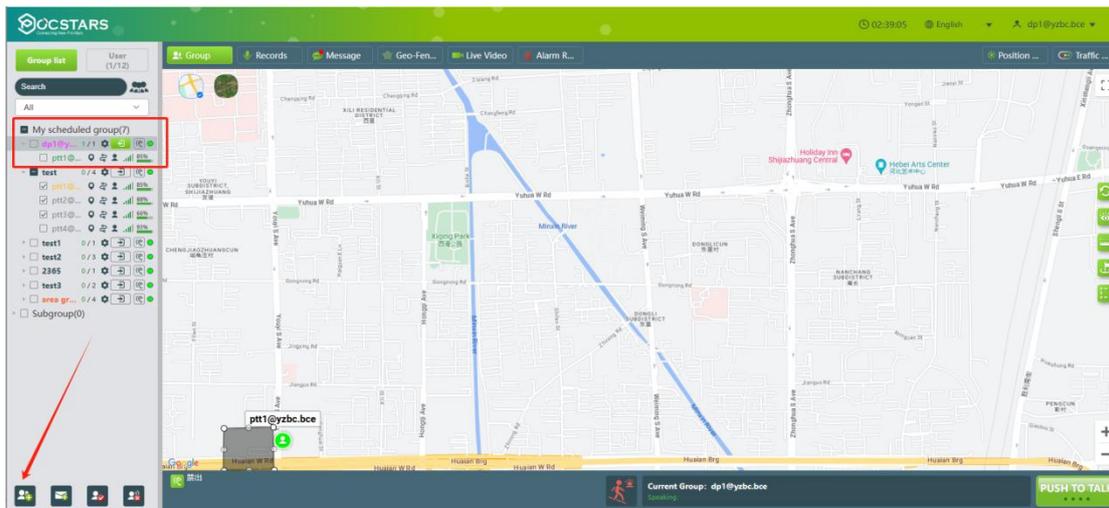
Note: Click the "Join" button in the different groups to switch.

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.

3.6 Temporary Group Call (Temporary Group Intercom)

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

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

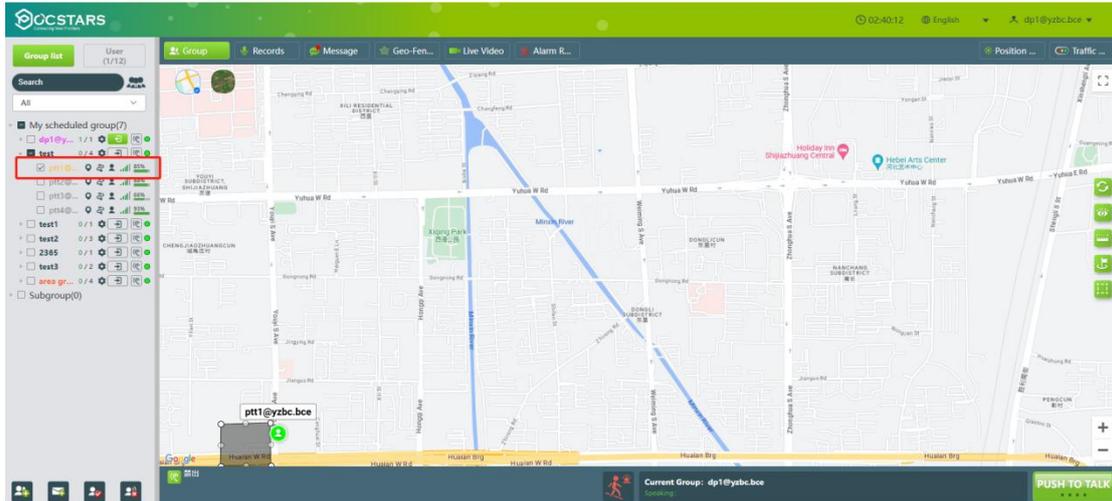


Dismiss the temporary group : The temporary group creator (that is, the dispatcher) dissolves the temporary group voluntarily when the group is switched. After the group is dissolved, the temporary group is no longer displayed in the group list.

3.7 Single Call

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

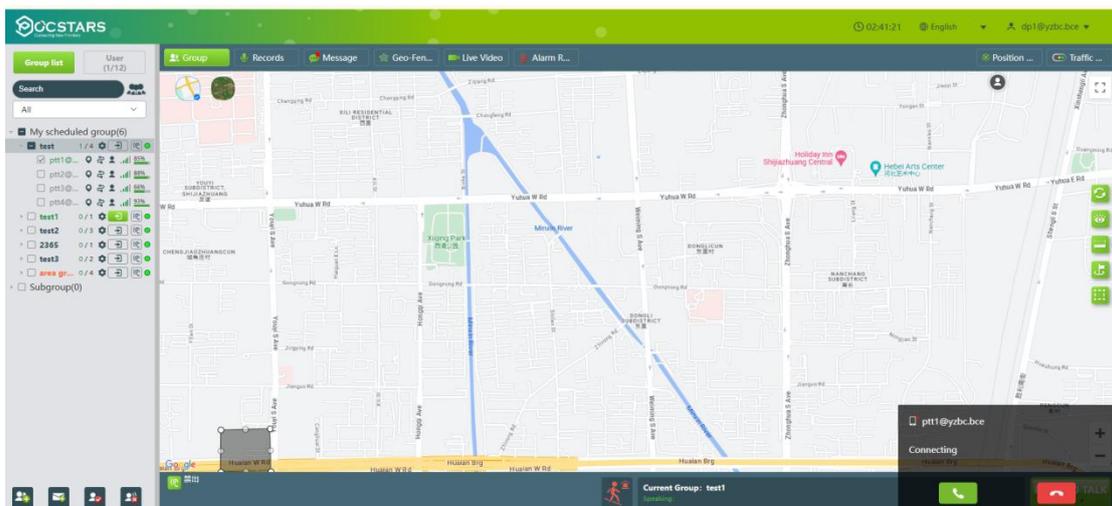
Steps: After the dispatcher logs in to the platform, select an online member in the group list, click the "Call" button, and a temporary group "db2" will be added to the group list. At this time, press and hold the PTT intercom button, that is, single-call intercom, as shown in the figure.



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

3.8 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.

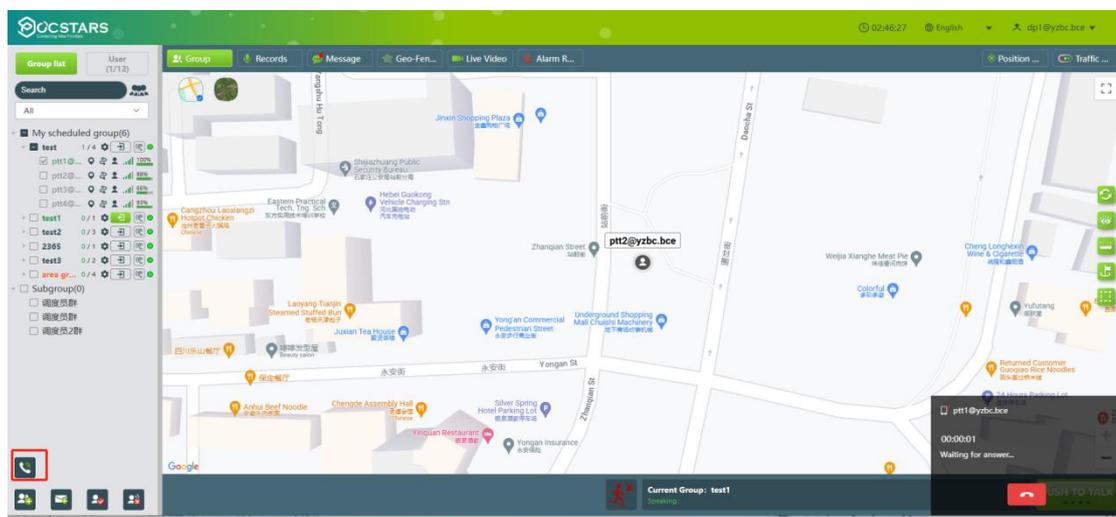


Note: After the dispatcher answers the call, the system will create a temporary group. If the calling terminal hangs up or either party switches the group, the temporary group will be dissolved.

3.9 Full duplex voice calls

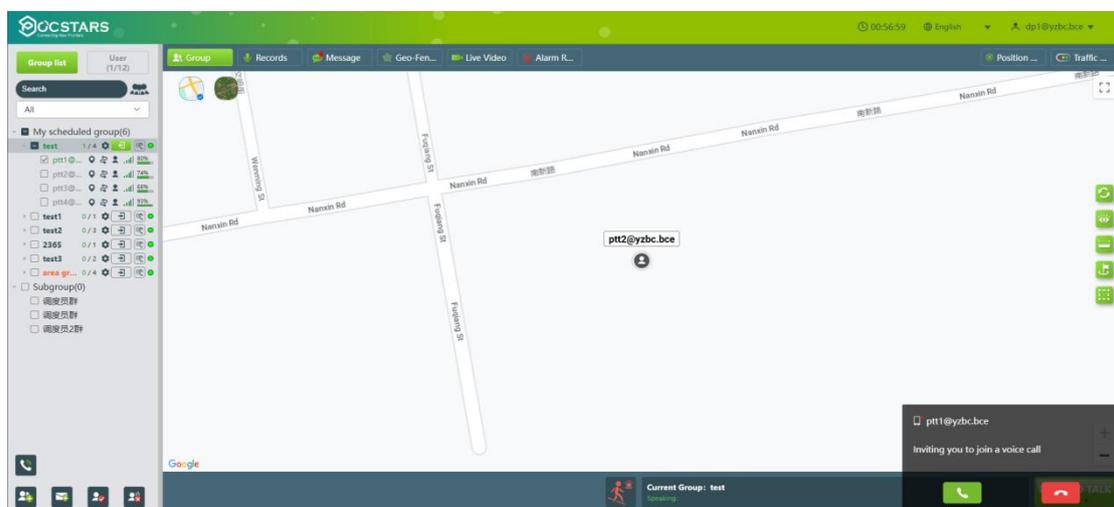
The dispatcher and the terminal can make 1V1 real-time voice calls.

Initiate a 1V1 voice call: Select a member in the group or user list, click "Voice call", a call window will appear in the lower right corner, and the initiator can hang up the call.



1V1 voice calls are received, and the dispatcher receives the voice call invitation and can decline or answer.

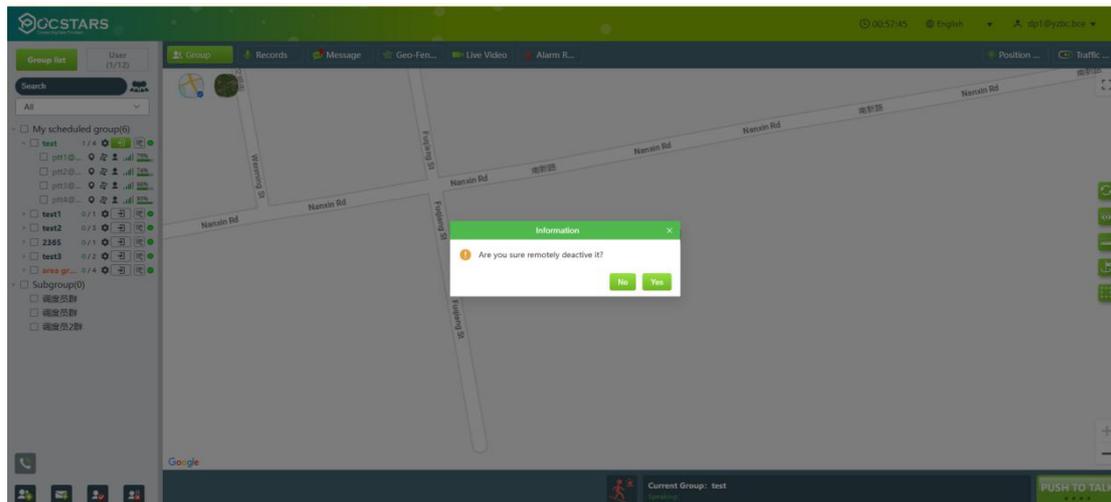
After answering, the call is displayed, and the user can talk to the caller in real time.



3.10 Remotely enable 、 Remotely disable

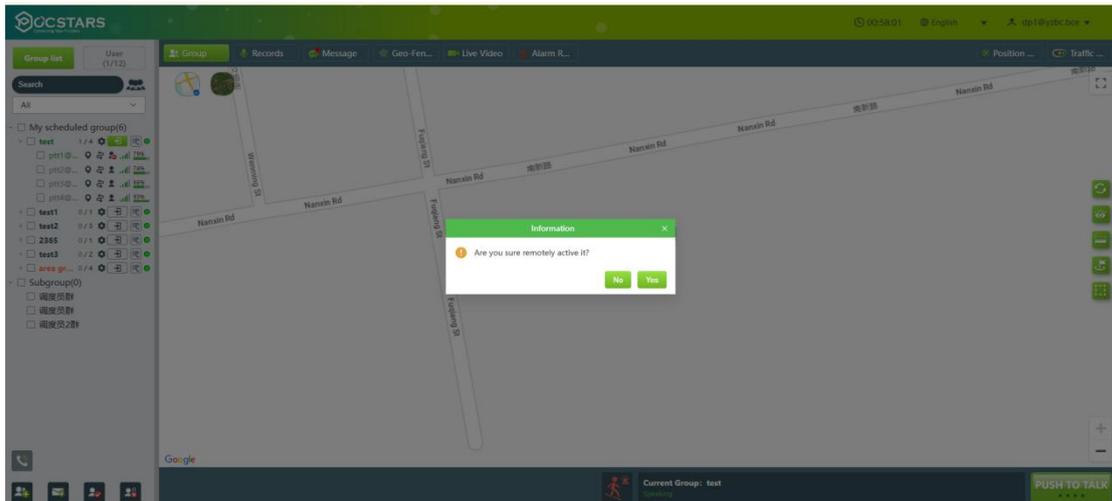
Remotely disable : Remotely disable: dispatcher remotely disables the voice function of a member in the group, and this member cannot use the intercom function.

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.

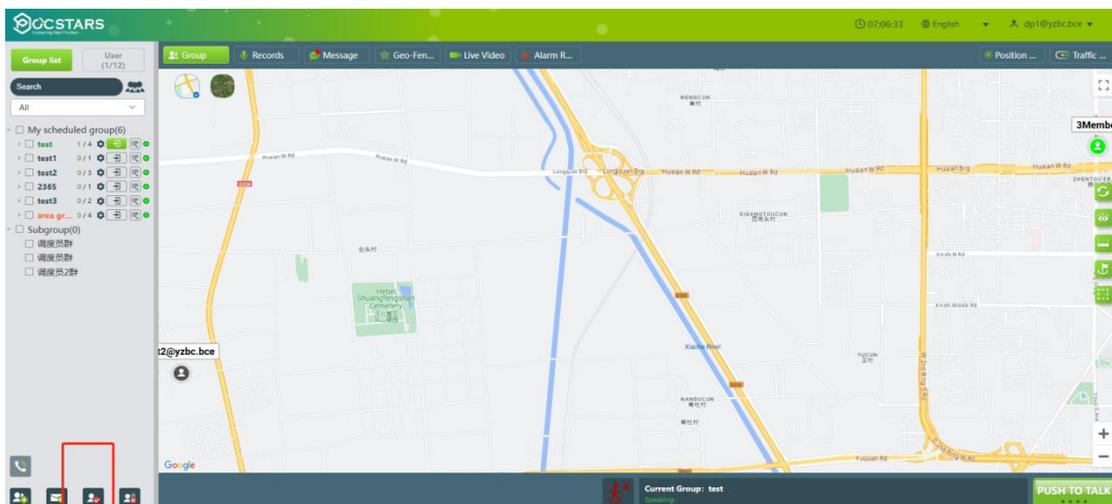
Steps: The dispatcher logs in to the dispatcher, clicks the remote button, and performs remote control on the remote member, as shown in the figure.



3.11 Forcibly drag/Forcibly demolish

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

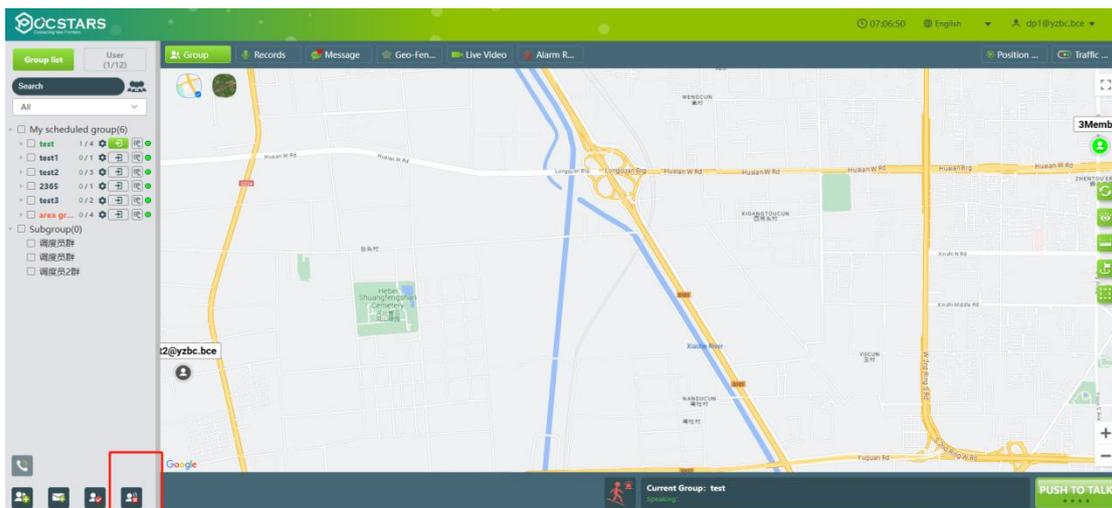
Steps: After a dispatcher clicks Enter to enter a group, select one or more members of the group who are not in the group and click Pull to drag the selected member to the group where the dispatcher belongs.



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.



3.12 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:



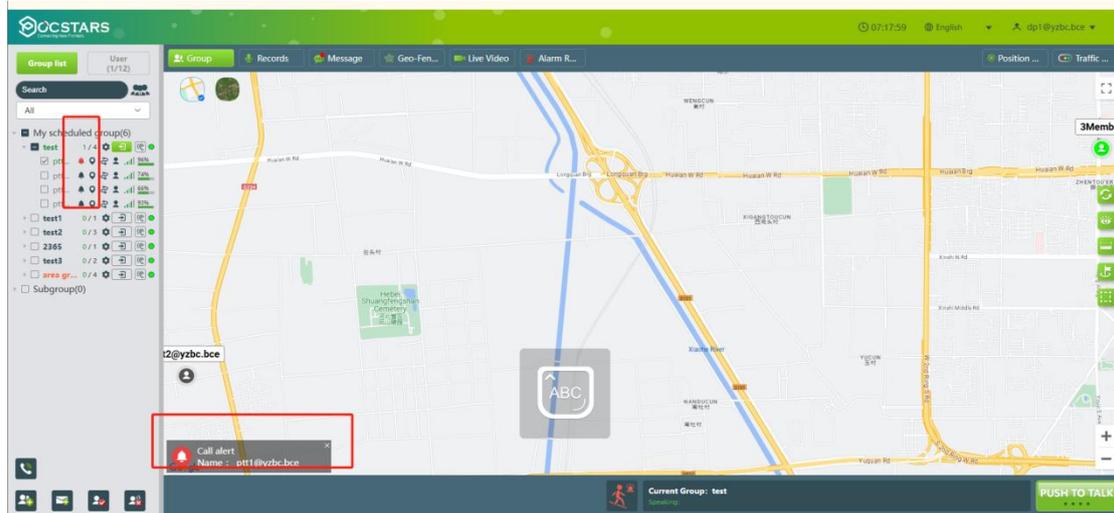
The gray icon indicates that a callback notification is not initiated or received



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:

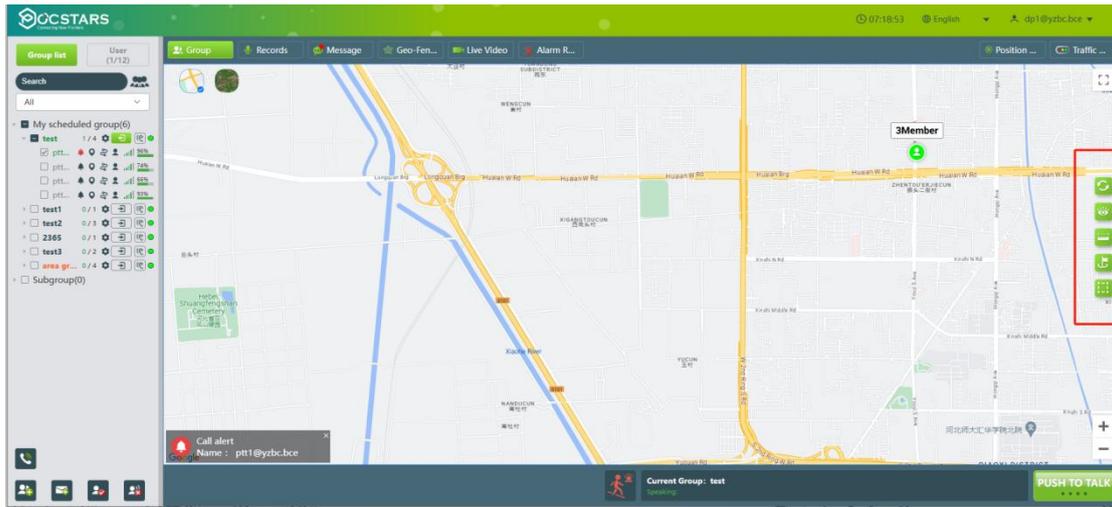


Figure 4.1 GIS Map

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、 **Box selection** : Bring up the box selection button to select users by drawing rectangles or polygons on the map.

5、 **Create a marker** : Create a marker on the electronic map and create a customized map of the dispatch desk, such as marking "medical point 1", "security booth 5", etc.

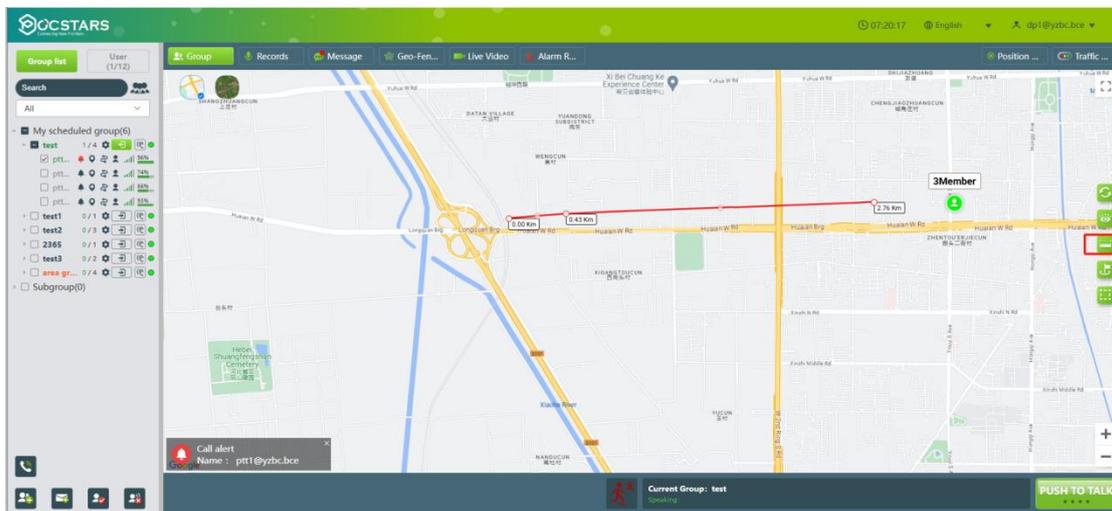
6、 **Map Zoom In** : Click "  " icon can zoom in map.

7、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:

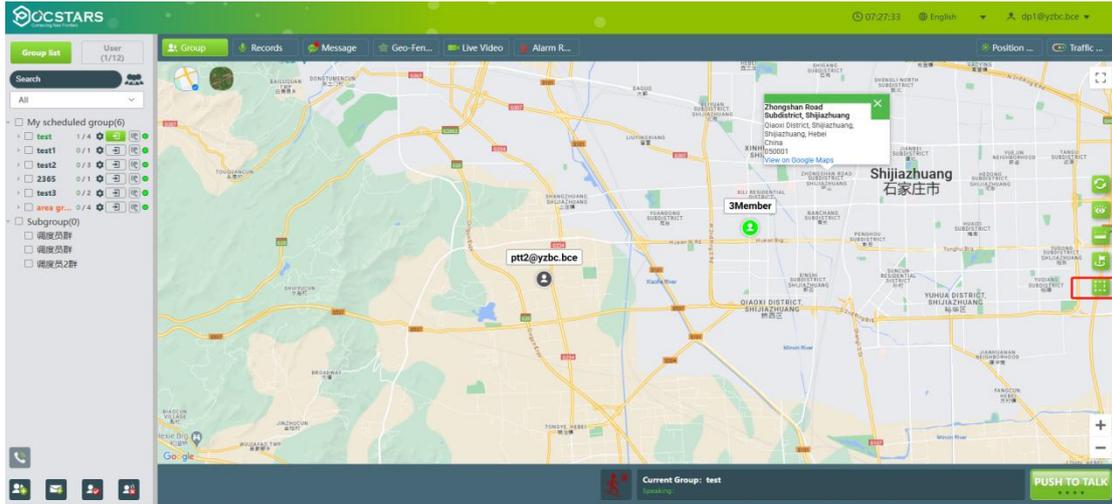


Ranging

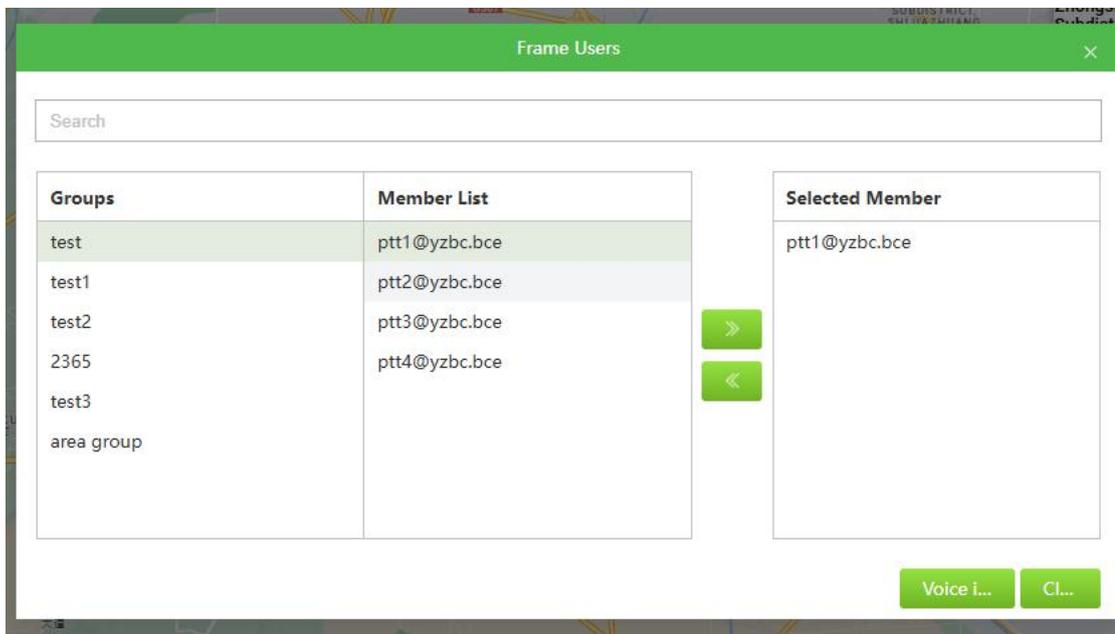
4.3 Box selection function

Box selection: When using the box selection tool, you can box select the selected user area on the map, select the online user in the box selected area, and initiate a temporary call to the selected user.

Operation Steps: There is a "box select" button in the lower left corner of the main interface. After clicking it, you can select the polygon area in the map window box. After the box has selected the selected online user, you can make temporary group call to the user. As shown below:



Select the user

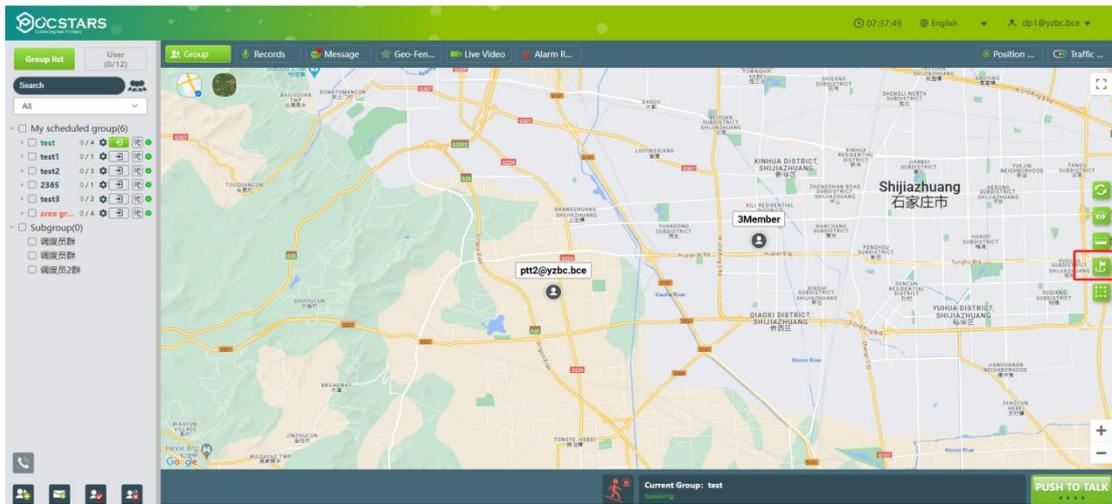


Make a temporary group call

4.4 Create a point

Marking points of interest:: When using the marker tool, you can mark points of interest on the map as needed, such as "Medical Point 1", "Security Booth 5", etc.

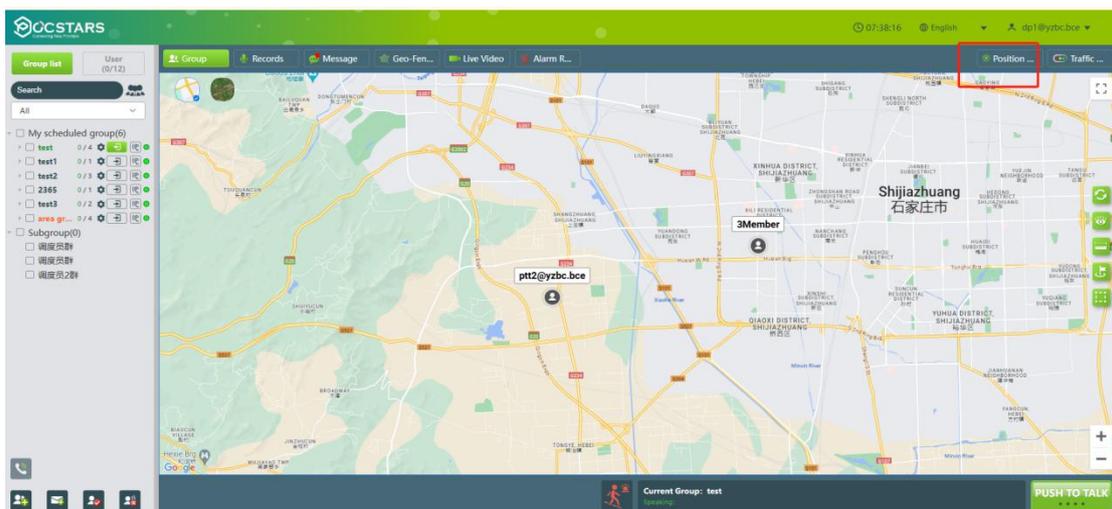
Operation steps: There is a "Location" button in the lower left corner of the main interface. Click it to create a marker on the map, as shown in the figure below.



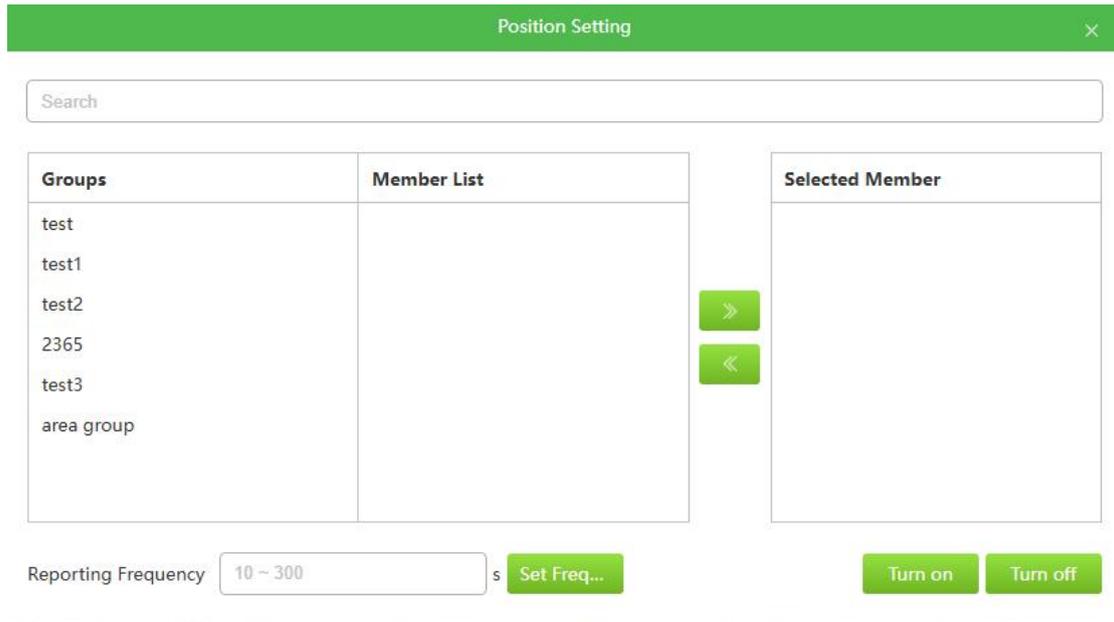
4.5 Set positioning

Set positioning: The dispatch console can turn the GPS function of the terminal on or off.

Operation steps: Click the "Set positioning" button on the right side of the main interface toolbar to call up the positioning setting page. As shown in the figure below:

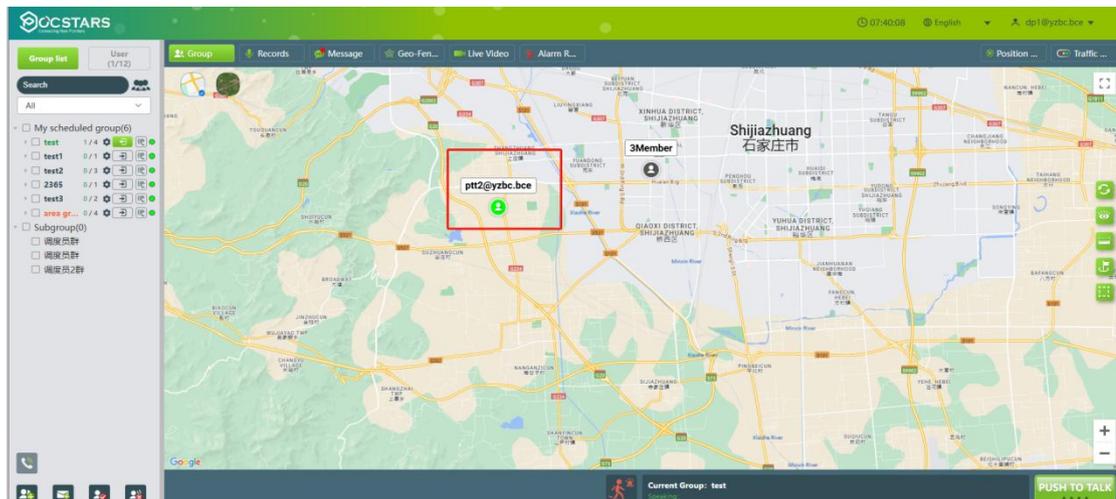


In the GPS settings interface, you can search for users, set the reporting frequency (range: 10S to 300S), enable GPS, and disable GPS. As shown in the figure below:



4.6 GPS Location

View User Location: Click the location icon "📍" in the group member's action item on the dispatch console to view the user's latest position on the map. This feature requires the terminal to have GPS functionality and for GPS to be enabled. As shown in the image below.



4.7 Tracking Replay

Tracking replay 📍: The dispatcher can query the movement trajectory within a specific time period and display the movement path on the GIS map, making it easier to verify and collect evidence.

Operation Steps: Click the Tracking Replay"  " button on the right of the group member in the list to open the tracking Replay settings menu.

You can query the trajectory route of the selected member.

Precise Time Query: Select "Pinpoint" to customize the start and end times for the query. The query cannot span multiple days, and the total duration cannot exceed 24 hours.

Click the search button to query the trajectory results, which will automatically be played back on the map.

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

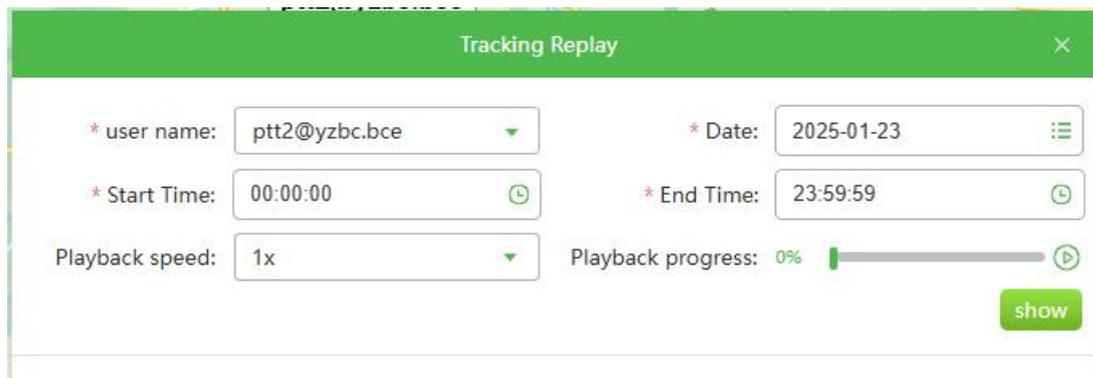
Set Playback Speed: It can be set to 1x (default), 2x, 4x, 8x, or 16x.

Control Peplay Progress: Drag the Replay progress bar to select the trajectory replay progress. Use the play/pause control button to pause or play the trajectory replay.

Total Mileage: The total mileage generated within the queried time period.

Exit Tracking Replay: Click the "Exit" button to exit tracking replay and clear the trajectory route. Clicking "Close" will not clear the trajectory route, but when other map location services are involved, the trajectory route will be automatically cleared.

As shown in the image below:

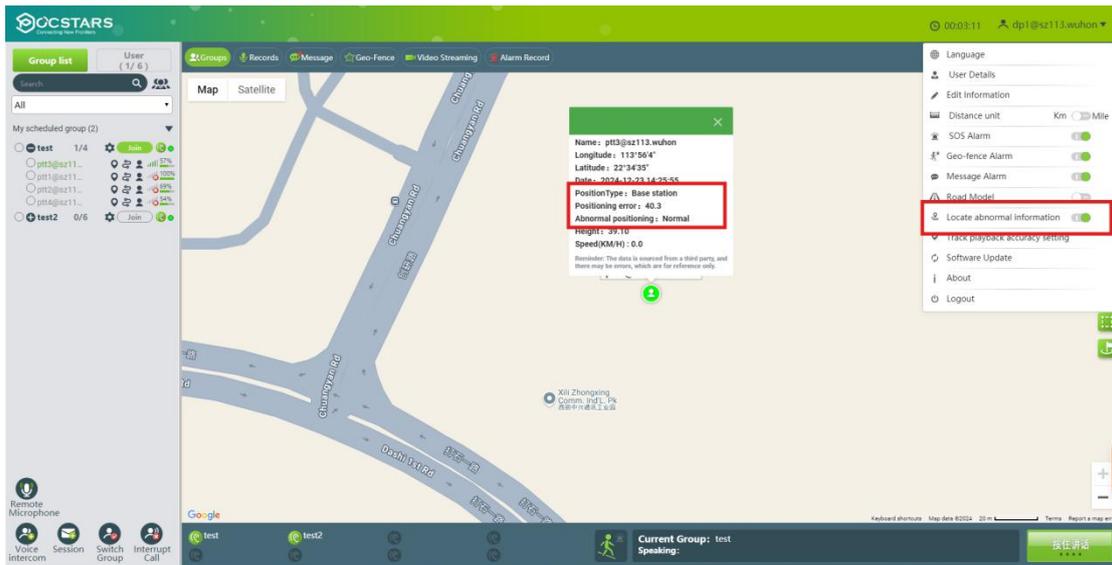


Tracking Replay

4.8 Recording

Recording: The platform records all user calls lasting more than 200ms, and recorded calls can be queried for up to one month. The dispatcher can access recordings of all calls, which are listed in reverse order by recording time. Recordings can be searched by time, speaker, or group type. The list displays the speaker, group, recording time, and available actions for the recording. For recordings that are not encrypted or were encrypted during the current encryption period, online playback and downloading are available. Downloaded recordings can be played back locally. Recordings that are encrypted or were encrypted in the past cannot be played or downloaded.

Operation Steps: On the main interface, the dispatcher can click the "Recording History" menu to view the recording information within the group. The recording logs all intercom content between the intercom terminal and the dispatcher. The dispatcher can select the appropriate group to search for recordings. Click the microphone button to play back the intercom audio online, or click the download button to download it to the local system. As shown in the image below:



4.10 Multimedia

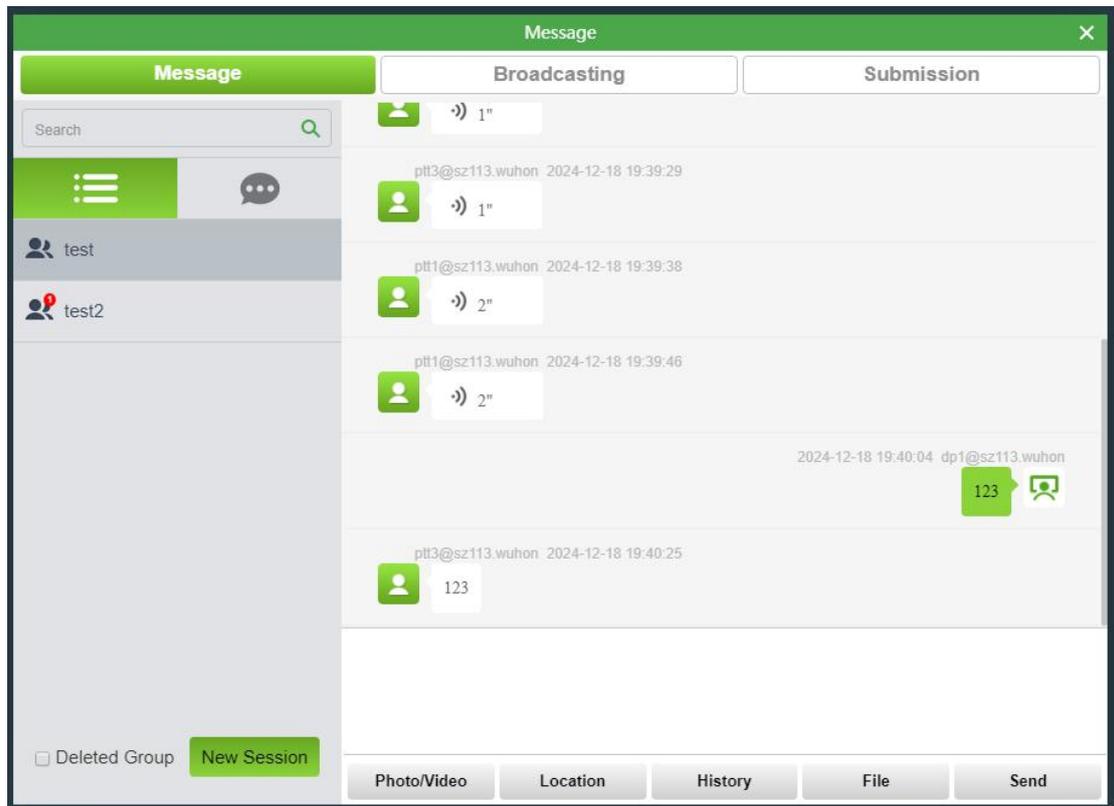
The multimedia function is divided into five parts:

- **Multimedia Group Messages:** Multimedia messages (such as voice, text, images, short videos, location, and files) sent by members within each group (including terminal users and dispatchers).
- **Multimedia Conversation Messages:** Custom conversation groups where members are selected to send multimedia messages. The types of messages that can be sent include text, voice, images, and short videos.
- **Broadcast Messages:** Images, short videos, and text messages sent by the dispatcher to a group/member.
- **Terminal Reports:** Images, short videos, location data, and text messages reported by terminal users to the dispatcher.
- **Historical Groups:** The dispatcher can query multimedia records of deleted groups or conversations.

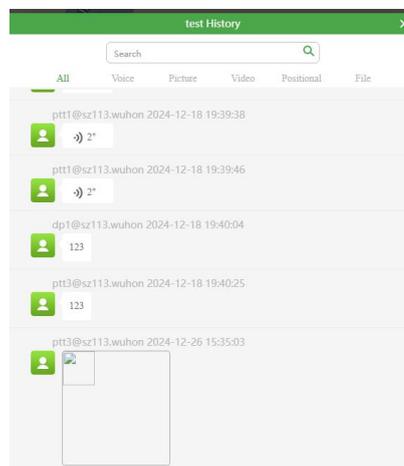
4.10.1 Multimedia Group Messages

This feature allows the dispatcher to receive voice messages and send/receive text, photo, and video messages between members in a group.

Operation Steps: After logging into the dispatcher interface, click the "Message" menu button on the toolbar of the main interface, as shown below:



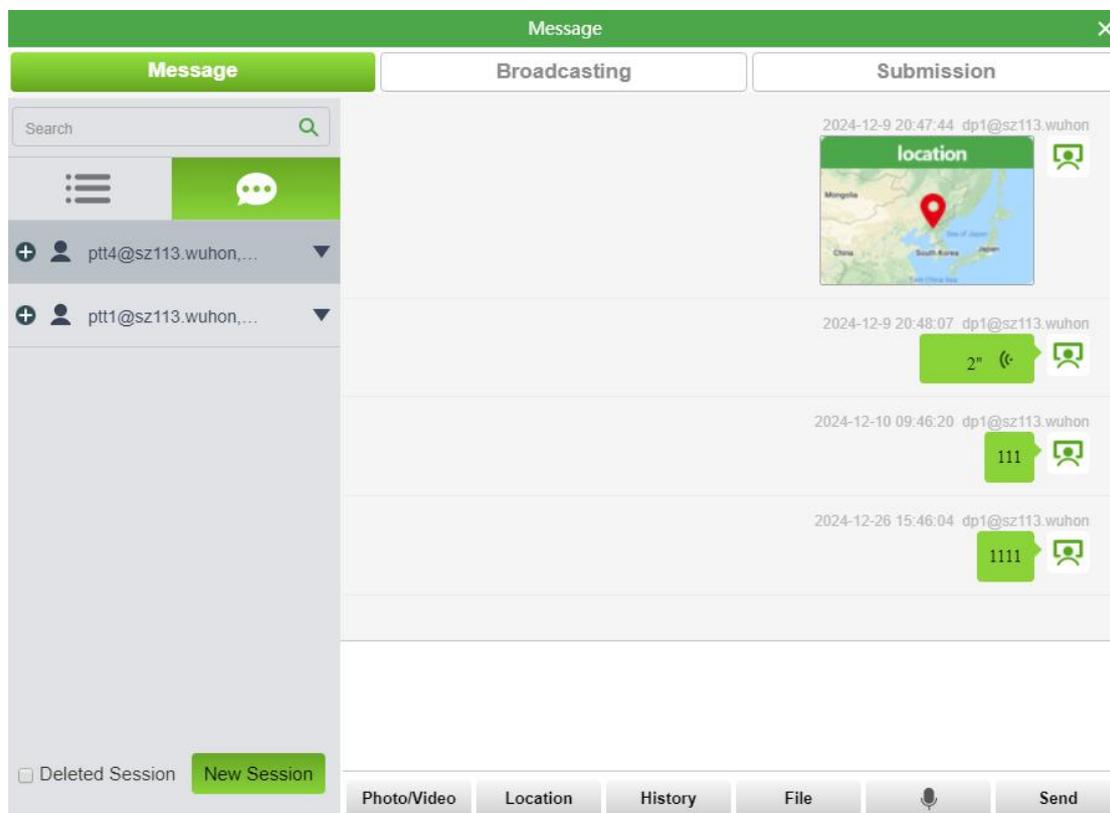
- ① Click the "Photo/Video" button to open and send image/video files from your computer.
- ② Click the "Location" button to send the selected location to other users.
- ③ Click the "History" button to view the group's historical message records.
- ④ Click the "File" button to send local files.
- ⑤ Enter text in the text box and click the "Send" button to send a text message.



4.10.2 Multimedia Conversation Messages

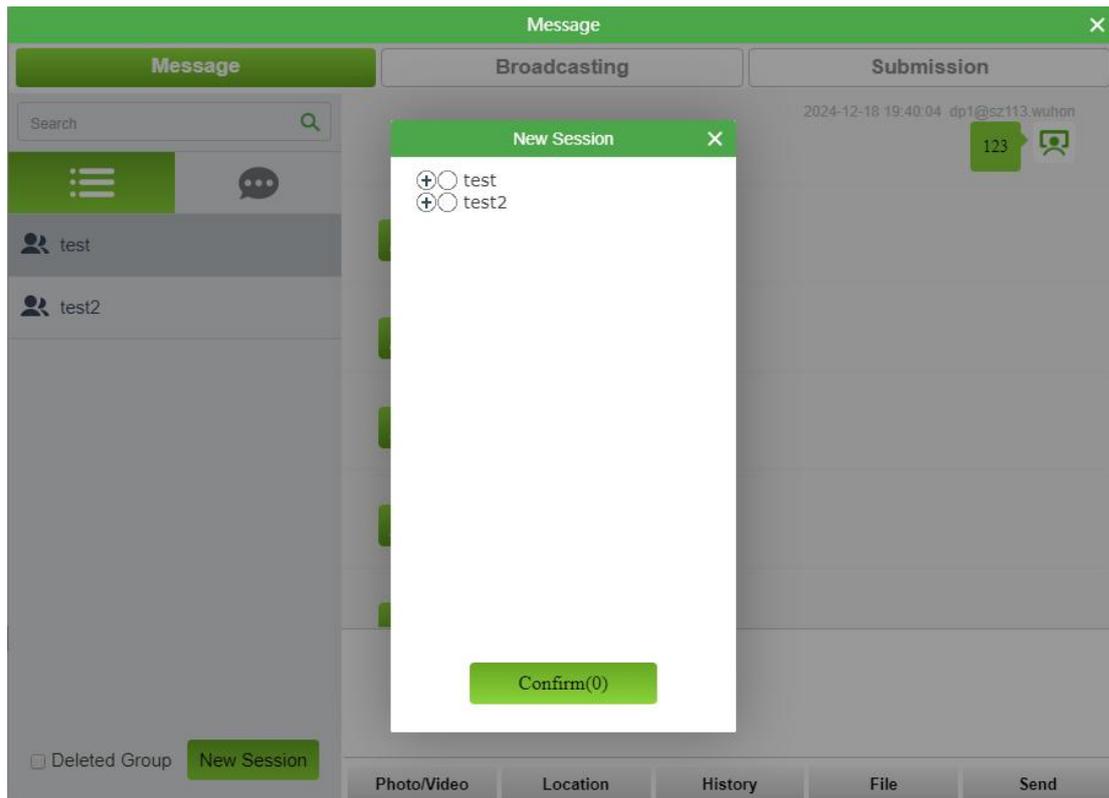
- ① Click the "Photo/Video" button to open and send image/video files from your computer.
- ② Click the "Location" button to send the selected location to other users.
- ③ Click the "History" button to view the historical message records of the conversation.
- ④ Click the "File" button to send local files.
- ⑤ Enter text in the text box and click the "Send" button to send a text message.

As shown in the image below:



4.10.2.1 Create a Conversation

Click the " **New Session** " button, select the conversation members, and confirm to create a new conversation, as shown in the image below.



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

Edit Conversation Name: Click the "" button to modify the conversation name.

Add or Remove Conversation Members: When the dispatcher clicks the "Add Member" button, a list of groups with existing members will pop up, excluding members who have already joined the conversation. The dispatcher can select members and click "Add" to add them to the conversation. When the dispatcher clicks the "Remove Member" button, the list of current conversation members will appear. After selecting the members to be removed, click "Delete" to remove the selected members from the conversation.

As shown in the image below.

Add Members ×

- ▾ test
 - ptt3@yzbc.bce
 - ptt4@yzbc.bce
 - test1
- ▾ test2
 - ptt6@yzbc.bce
 - ptt7@yzbc.bce
 - ptt8@yzbc.bce
- ▾ 2365
 - ptt5@yzbc.bce
 - test3
- ▾ area group
 - ptt3@yzbc.bce
 - ptt4@yzbc.bce

Add (0)

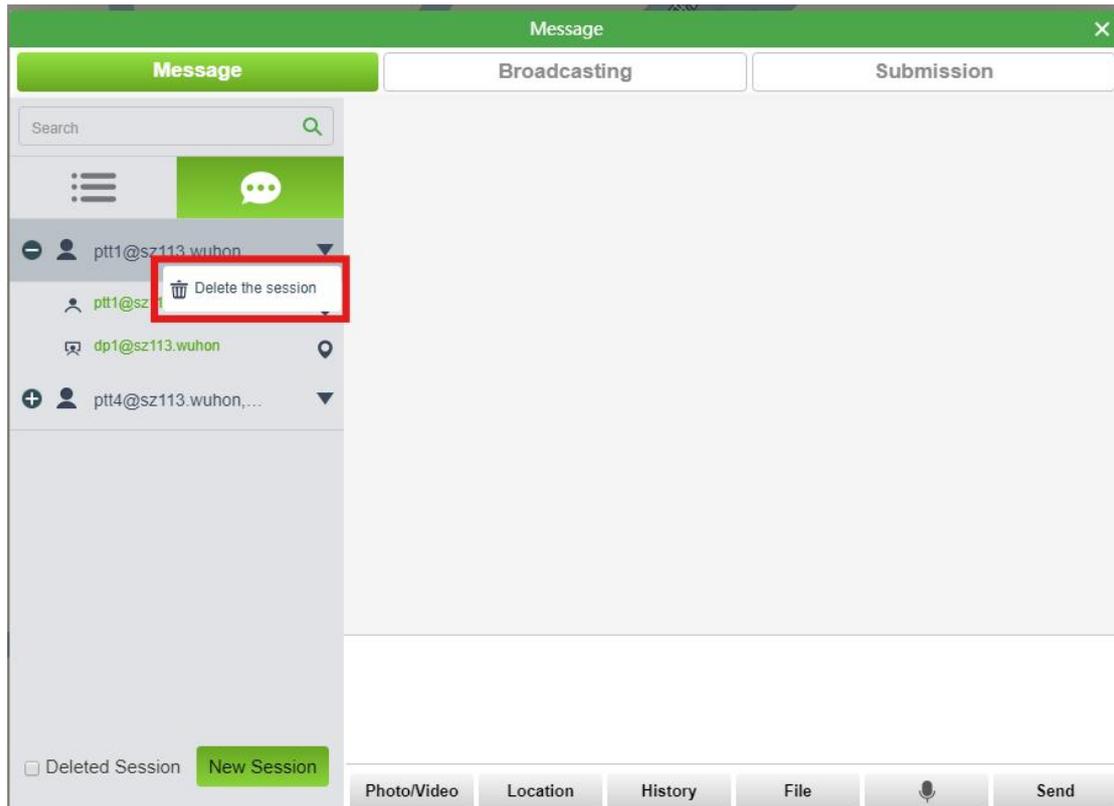
Delete members ×

- ▼ ptt1@yzbc.bceptt2@yz
 - ptt2@yzbc.bce
 - dp1@yzbc.bce
 - ptt1@yzbc.bce

Delete (0)

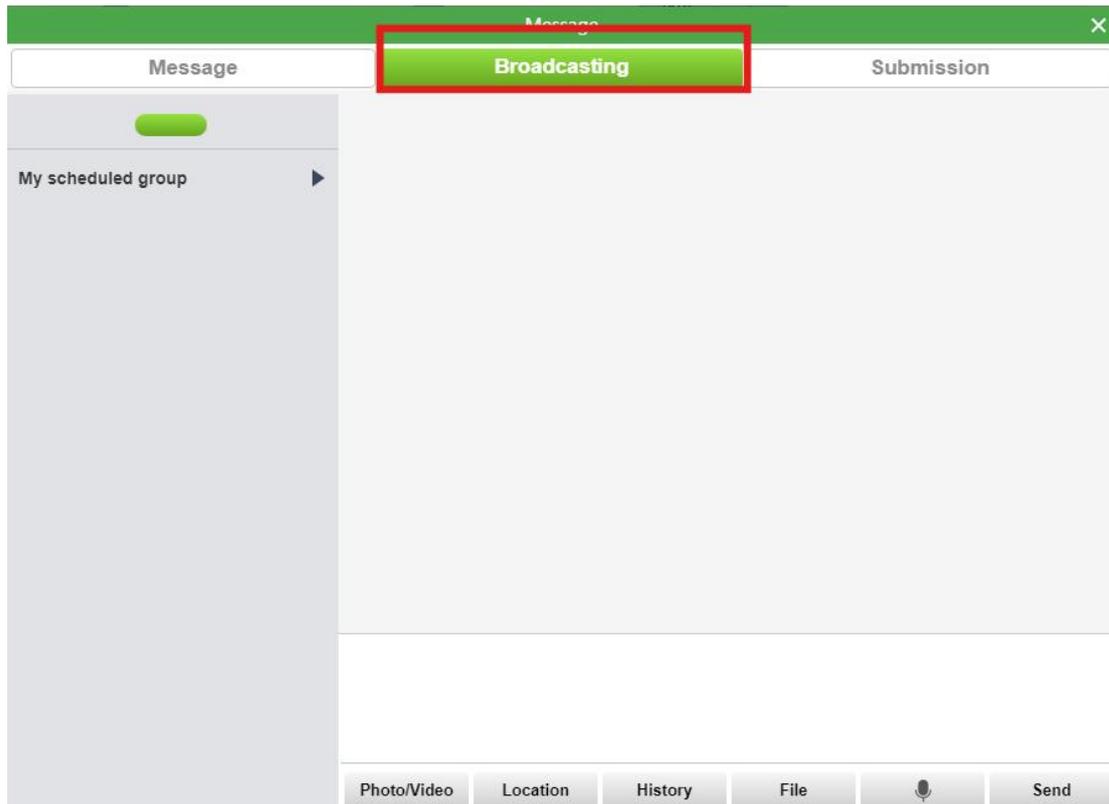
③ **Delete Conversation:** Deleting a conversation will remove it from the multimedia conversation display. When other members send a new message in the conversation, the system will pop up the conversation again and it will be displayed at the top of the conversation list.

Note: For one-on-one conversations, only the "Delete Conversation" option is available.



4.10.3 Broadcast Messages

Broadcast Messages: This feature allows the dispatcher to send text, voice, images, videos, location, files, and other messages to all users, groups, or individual members.



Operation Steps: On the "Message" page, click the "Broadcasting" button.

Send Text Message: To send a text message, type the message (up to 40 characters) and click the "Send" button.

Send Voice Message: After selecting the members, press and hold the "  " button to speak, then release it to send the voice message.

Send Image/Video Message: After selecting the members, click the "Image/Video" button, open the image/video file from your computer, and send it.

Send File Message: After selecting the members, click the "File" button, locate the file on your computer, and click "Send" to deliver the file to the selected members.

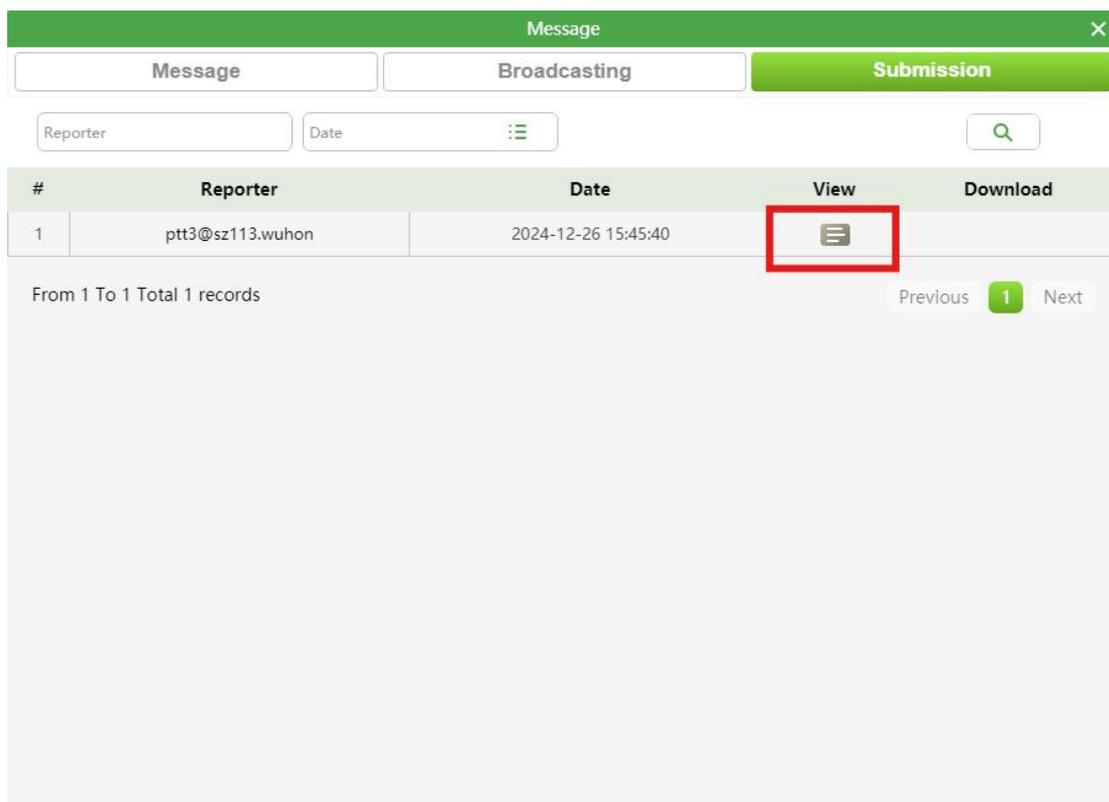
Send Location Message: After selecting the members, click the "Location" button, move the location point to the desired position, and click "Send" to deliver the location to the selected members.

Click the "History" button to view the history of sent messages.

4.10.4 Terminal Reporting

Terminal Reporting: This feature allows the dispatcher to view text, image, video, and other messages reported by the terminal.

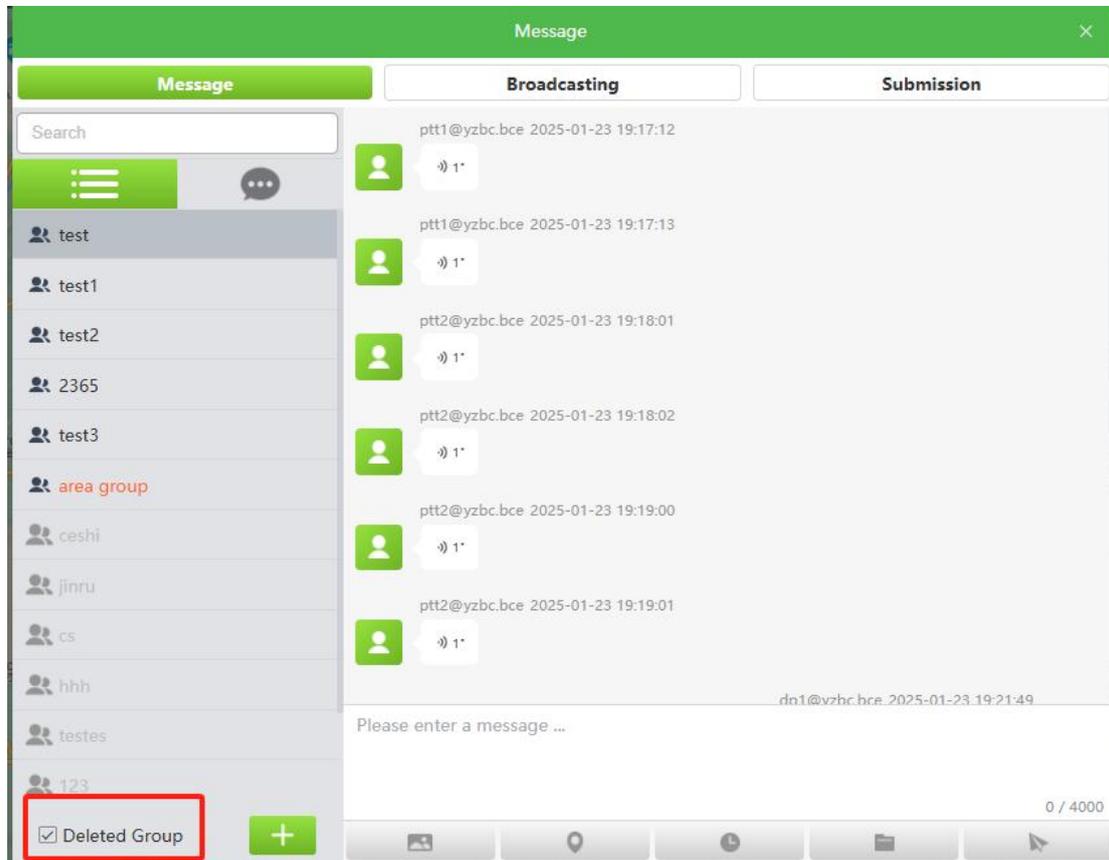
Operation Steps: On the "Message" page, click the "Submission" button, as shown in the image below:



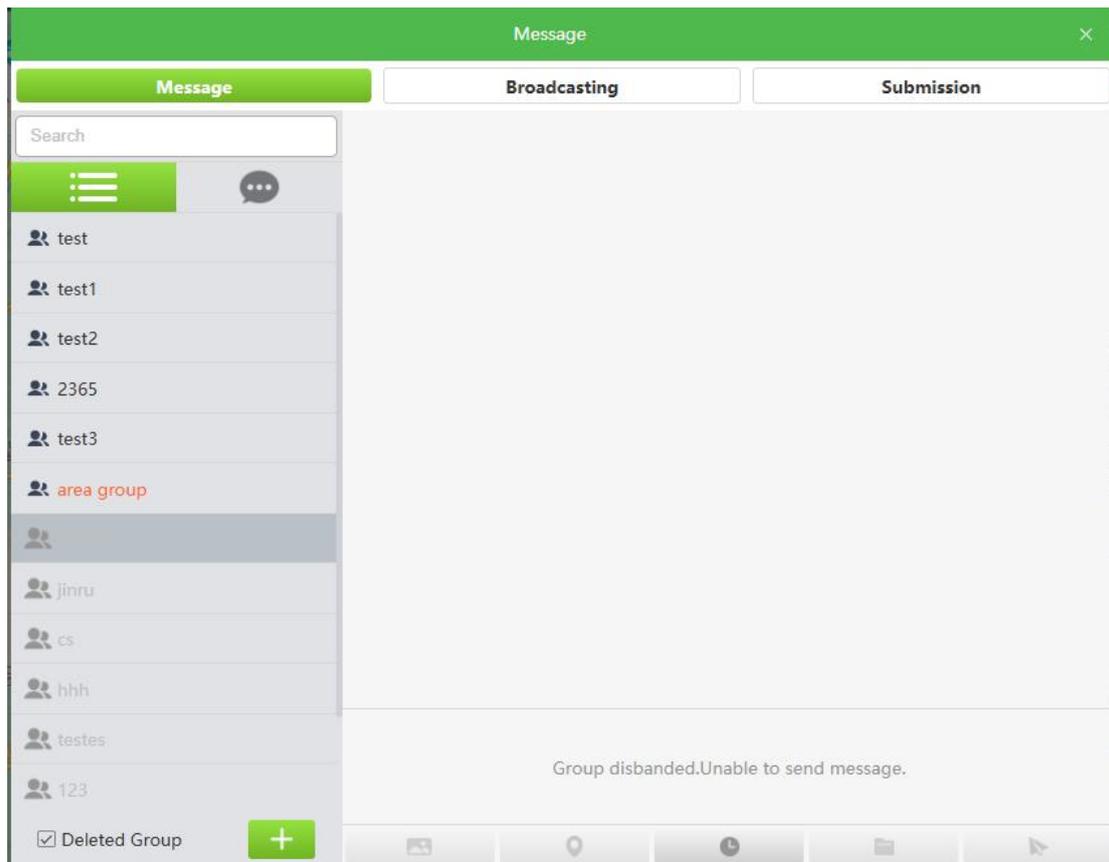
4.10.5 Historical Groups

Historical Groups: In the fixed group or conversation list, check the "Historical Groups" or "Historical Conversations" option. At the bottom of the list, deleted groups or conversations will be displayed. The icons for historical

groups (conversations) will be gray, while the names will remain the same color (to distinguish between fixed groups and regional groups). As shown in the image below.



Historical groups can only view historical messages and cannot send messages.



4.11 Geo-fence

Geofencing: A geofence is created by the dispatcher selecting a specific area on the map. When a walkie-talkie user enters or exits (based on the configured alarm type) the defined area, the dispatch map will trigger an alarm and display information about the user who has crossed the boundary.

New Geofence Creation Steps: On the main interface, the dispatcher can click the "Geofencing" menu button to access geofence settings. Click the



"Add" button at the bottom left to create a new geofence.

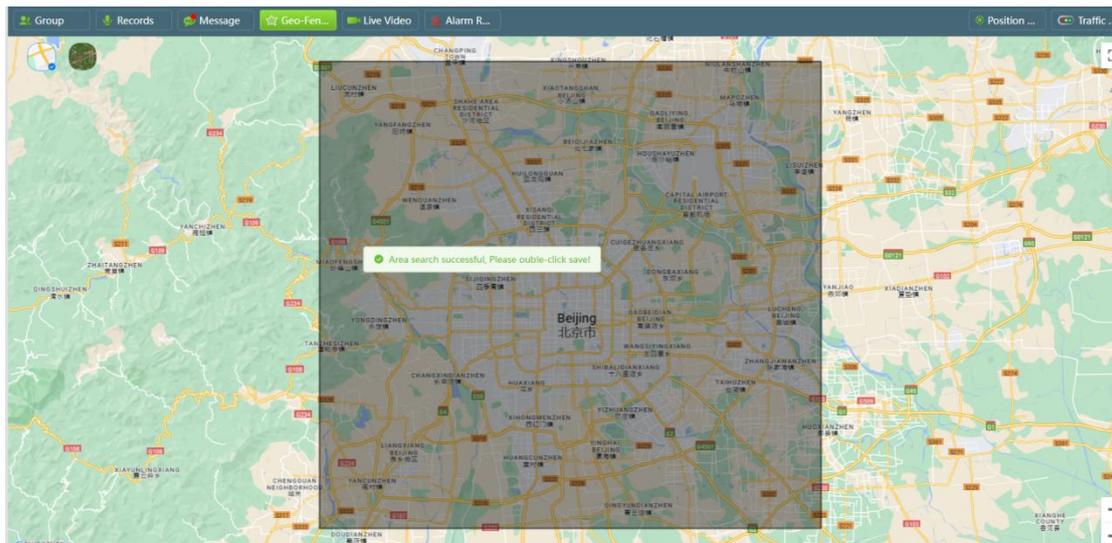
- As shown in the image below, when creating a new geofence, you can simply enter a name, select the geofence area on the map, and double-click the endpoint. After saving, this will quickly create a geofence with an alarm type of "Exit Prohibited." The geofence will take effect immediately and remain active until deleted.

- Alternatively, after entering a name, you can select the alarm type (Exit Prohibited or Entry Prohibited), set the effective date, choose the days of the week it is valid, select geofence members, and define the active time. Then, you can select the geofence area on the map and double-click the endpoint to save and create the geofence.

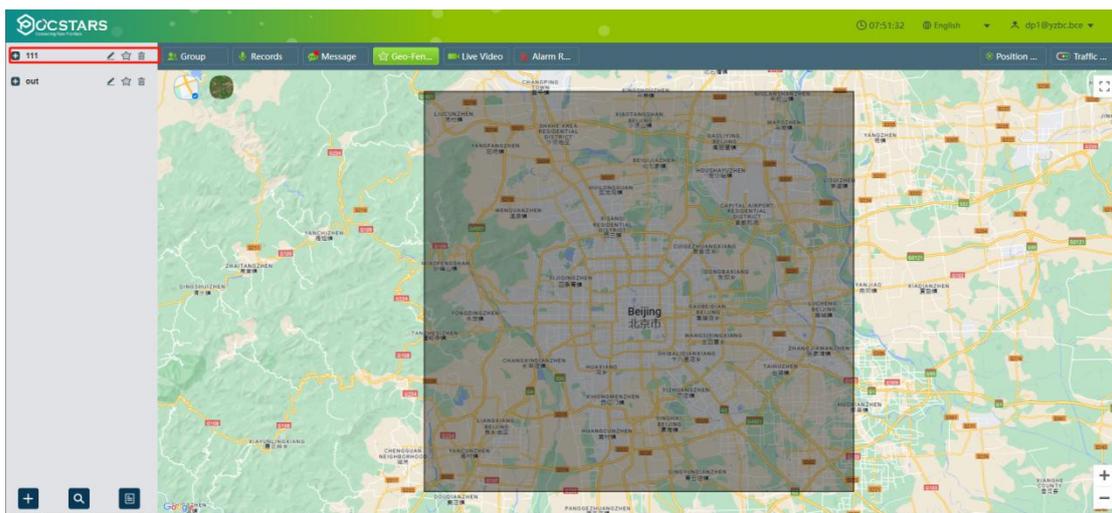
The screenshot shows the 'About Fence' dialog box. It features a green header with the title 'About Fence' and a close button. The dialog is split into two columns. The left column, titled 'Members', has a search bar and a list of two members: 'test' and 'test2', each with a plus icon and a radio button. The right column contains form fields for: '*Name' (text input), 'Alarm Type' (radio buttons for 'Out' and 'In', with 'Out' selected), 'Effective Day' (text input), 'Cycle:' (checkboxes for Monday through Sunday, all checked), and 'Valid Time' (text input with a green plus icon). At the bottom, there are two green buttons: 'Region Search' and 'Area Selection'.

There are two ways to select the geofence area on the map:

- Area Selection: Manually select the geofence area on the map.
- Area Search: After searching for a specific area, the map will automatically select the corresponding area on the map. For example, searching for "Shijiazhuang," as shown in the image below.



Geofence Deletion Steps: You can click the "Delete" button to remove any unwanted geo-fence, **as shown in the image below.**



Note: The geofence can still be successfully deleted even if there are members within the geofence.

Edit Geo-fence: The dispatcher can edit the geofence area by clicking the "📍" button. After making changes, double-click within the geofence area to save the modifications.

Add/Delete Geo-fence Members: The dispatcher can add or remove members from the geofence by clicking the "👤" button.

Geo-fence Alarm Records: Click the "Search Records" menu to search and view the alarm records for the currently active geofences.

Click the "History Records" menu to search and view the historical alarm records for the geofence (excluding the currently active ones).

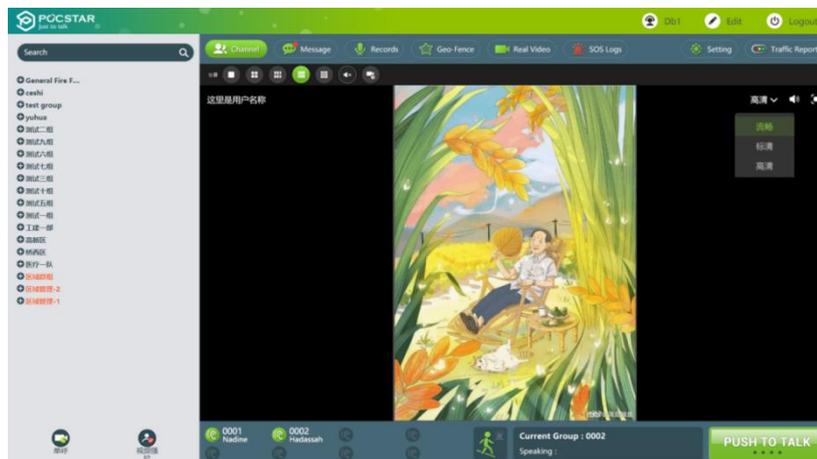
4.12 Real-Time Video

4.12.1 Video Return

Video Return: Terminal users can send real-time video from the terminal to the dispatcher. The dispatcher can view the real-time video returned from the terminal through the dispatch interface.

1. Click the "Real-Time Video" Button

When a terminal user sends real-time video to the dispatcher, the real-time video menu will display the number of video streams currently being returned . By clicking the "Real-Time Video" button, you will be redirected to the video window, **as shown in the image below:**



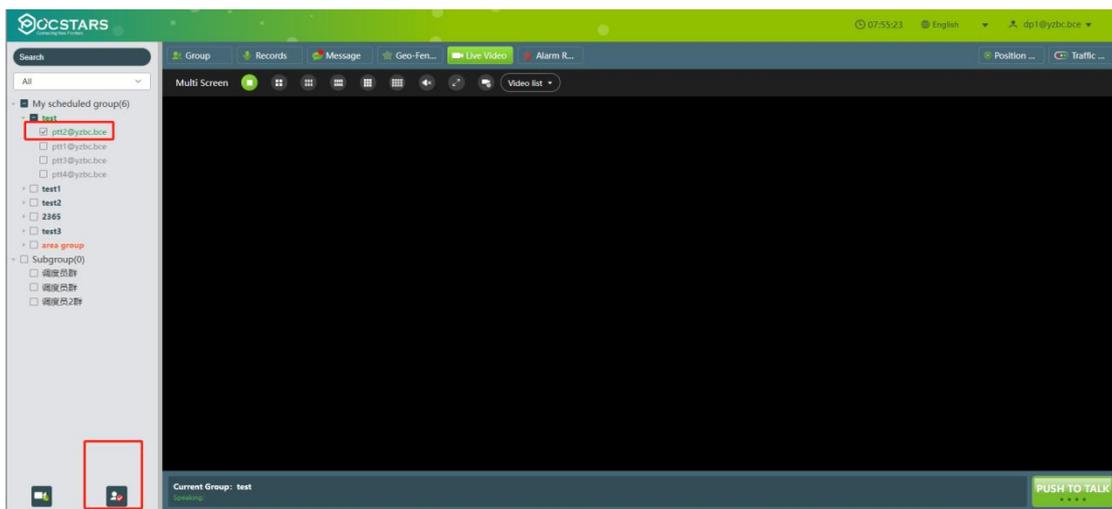
Real-time Video Window

4.12.2 Turn on the terminal user's video.

Turn on the terminal user's video: The dispatcher can initiate a video report to the terminal user via the dispatch interface without requiring

confirmation from the terminal user. The real-time video and ambient audio captured by the terminal user's camera will be played in the dispatcher's video window.

Operation Steps: Select a terminal user and click the "Video Force Pull  button below. The real-time video of the selected terminal user will appear in the video pop-up window, as shown in the image below.

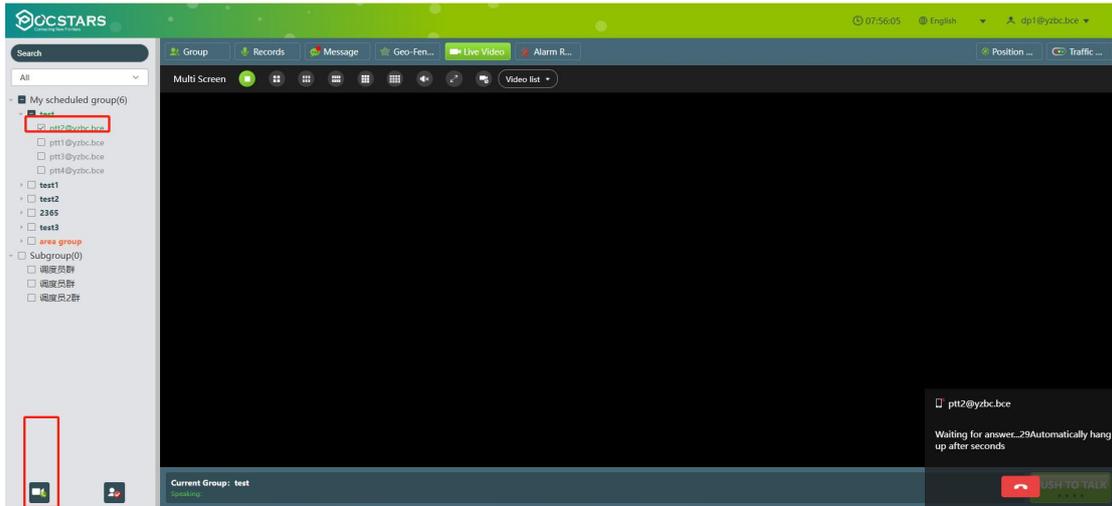


4.12.3 Video Call

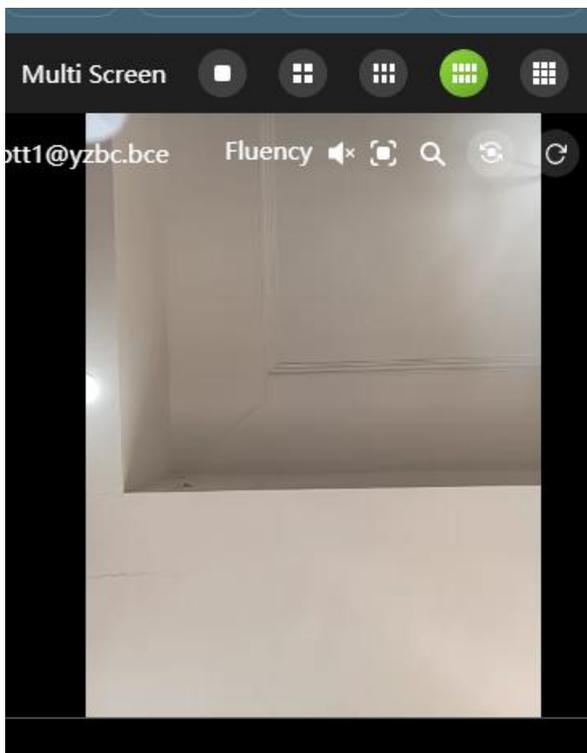
The dispatcher can make a one-on-one video call with a terminal user through the dispatcher interface.

Operation Steps:

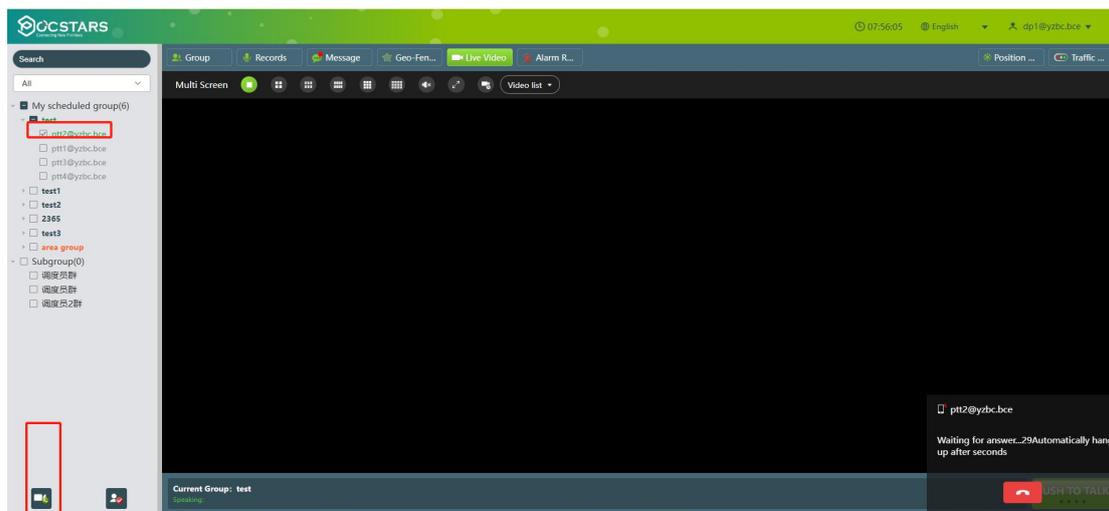
① Click "Real-Time Video," select an online terminal user from the group on the left, and click the "One-to-One Call" button , as shown in the image below:



② When the terminal receives a video call invitation from the dispatcher, after the terminal selects to accept the video call, a one-on-one video call will be established between the terminal and the dispatcher. The main and secondary screens can be switched by double-clicking on the screen, and the microphone can be muted by clicking the "  " button. As shown in the image below



③ The terminal can also initiate a one-on-one call to the dispatcher. When the terminal initiates a video one-on-one call to the dispatcher, the dispatcher's interface will pop up with an invitation for a video call. If accepted, both parties will enter the video call interface; if declined, the video call will be ended. As shown in the image below:



Note: If the dispatcher does not accept the terminal's video invitation within 30 seconds, the video call will be automatically disconnected.

4.12.4 Historical Videos

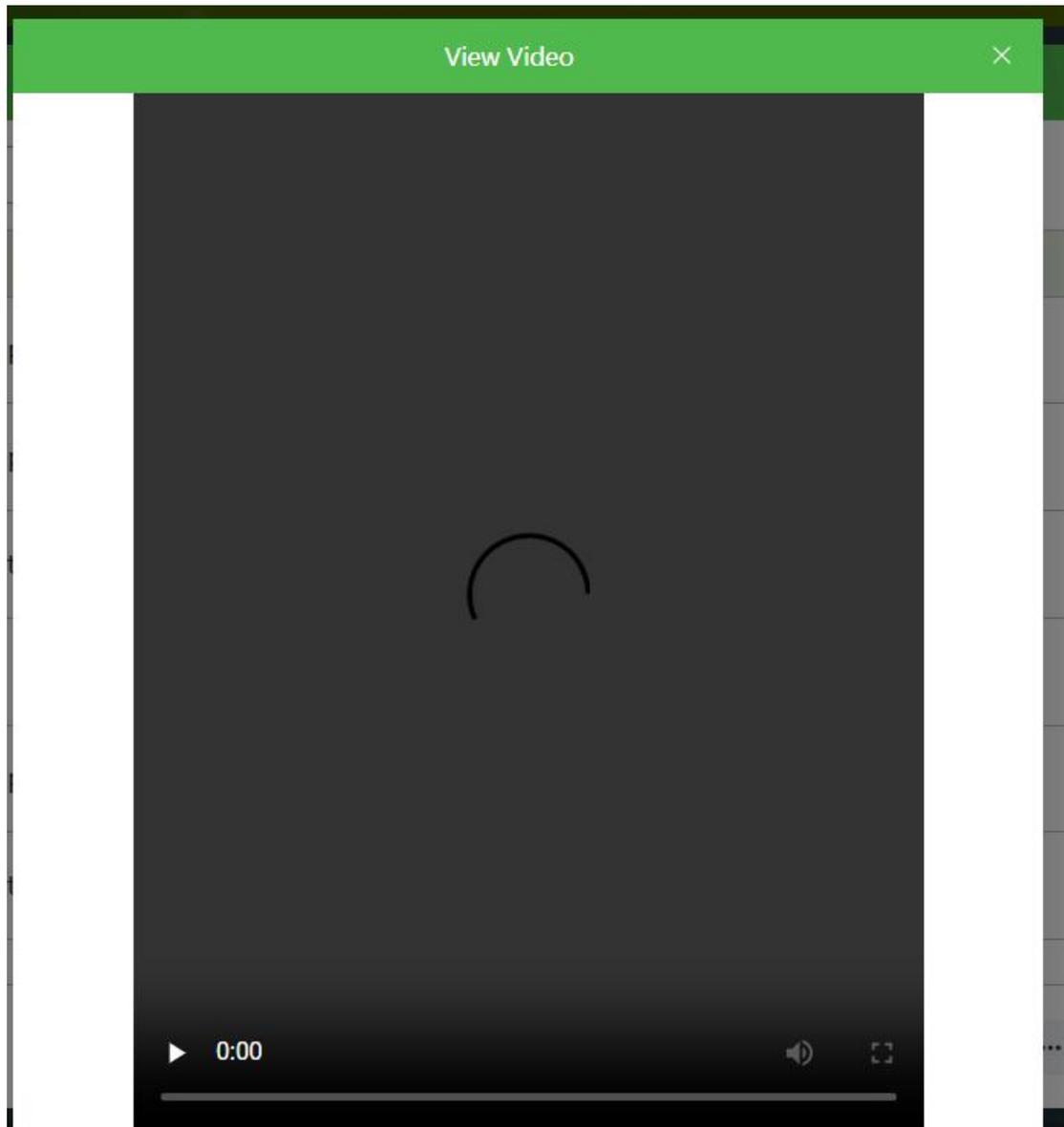
The dispatcher can view video records of three types: video feedback, video pull-up, and video direct call.

Operation Method: The dispatcher clicks the "Real-time Video" button in the dispatcher interface menu to open the video playback window. Then, click the "Historical Video" button on the left to enter the historical video interface, as shown in the image below.

Video Records								
Sender		Start Time - End Time		C		Q		
#	Sender	Recipient	StartTime	EndTime	Video Type	Resolution	View	Operating
1	ptt2@yzbc.bce	dp1@yzbc.bce	2025-01-23 19:52:23	2025-01-23 19:53:05	Sign Call	High		
2	ptt2@yzbc.bce	dp1@yzbc.bce	2025-01-23 19:31:34	2025-01-23 19:31:43	Sign Call	High		
3	ptt2@yzbc.bce	ptt1@yzbc.bce	2025-01-22 23:36:57	2025-01-22 23:37:12	Sign Call	High		
4	ptt1@yzbc.bce		2025-01-14 19:50:41	2025-01-14 19:50:56	Pass Back	High		
5	ptt1@yzbc.bce	dp1@yzbc.bce	2024-11-16 15:03:48	2024-11-16 15:04:56	Sign Call	High		
6	dp1@yzbc.bce	ptt1@yzbc.bce	2024-11-16 15:03:47	2024-11-16 15:04:59	Sign Call	High		
			2024-11-16	2024-11-16				

Total 108 10/page < 1 2 3 4 5 6 ... 11 > Go to 1

The dispatcher can search for corresponding historical videos on the dispatch console by sender (supporting both fuzzy and exact search), start time, and end time. Historical videos support online playback and local download, with the download format being MP4. **As shown in the image below:**

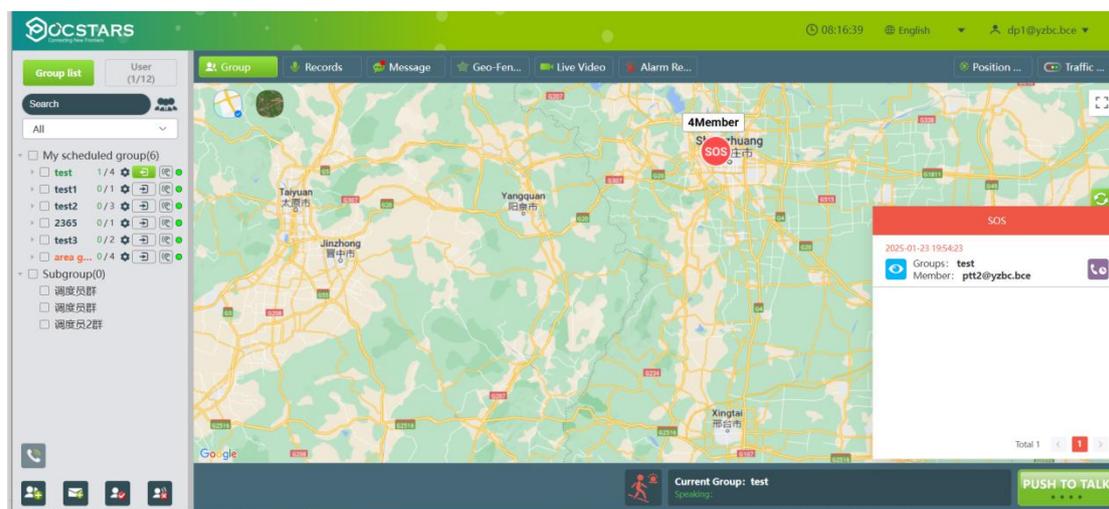


4.13 Alarm

4.13.1 SOS

SOS: After a terminal user successfully sends an SOS, a pop-up will appear in the lower right corner of the dispatch console to display the received SOS. The dispatcher can handle the received SOS, view the location of the terminal that sent the SOS, and direct other members to provide assistance according to the emergency response plan. After completing the rescue coordination, the dispatcher can close the SOS on the dispatch console.

Processing and Closing SOS Steps: On the main interface in the lower right corner, the dispatcher can click the "  " button of the SOS to process it. At this point, the " × " button will appear in the upper right corner of the SOS. After completing the rescue coordination, the dispatcher can click the " × " button to close the SOS and end its processing, as shown in the image below.



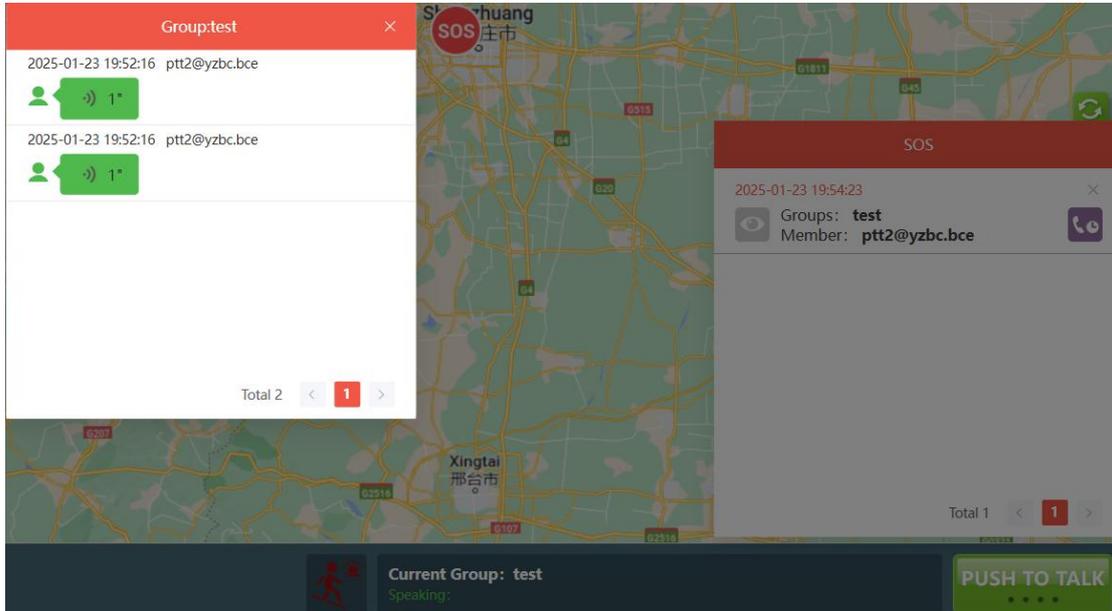
Note: The dispatcher cannot handle two SOS requests simultaneously. They must complete one SOS request before handling another.

Listen to the Intercom Recording of the Group Where the SOS Terminal is Located

Operation Steps: On the main interface, at the bottom right corner, the dispatcher can click the SOS "  " button. In the pop-up window, click the voice bar to listen to the intercom voice records of the current group from the 10 minutes prior to the SOS being sent (if there are no recordings within the last 10 minutes, the most recent 10 intercom voice records before the SOS was sent will be displayed).

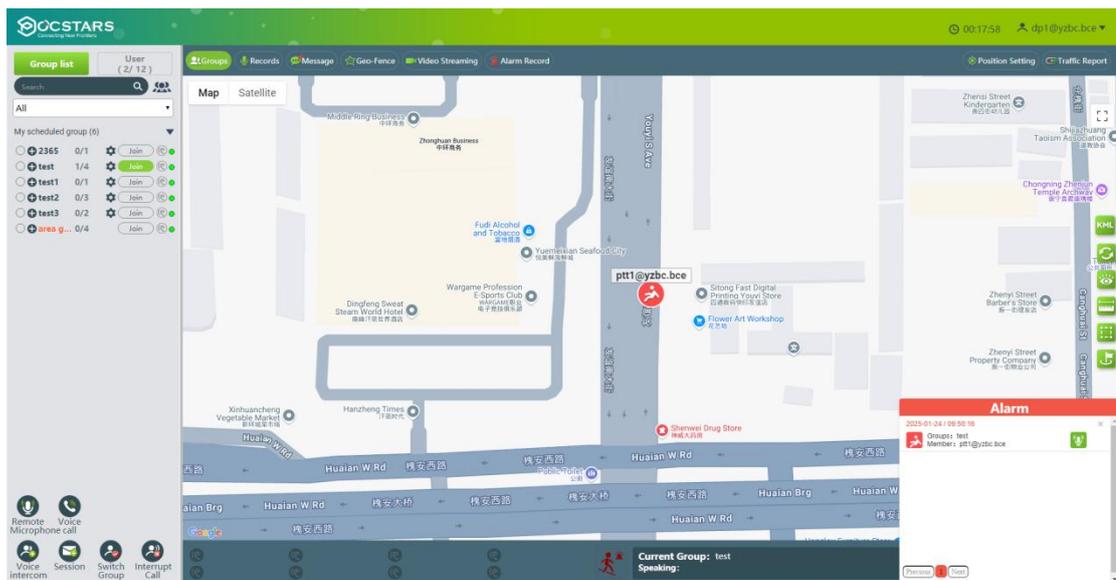
The dispatcher can click the "📞" button to remotely activate the terminal user's microphone and listen to the ambient sound of the terminal user.

As shown in the image below.

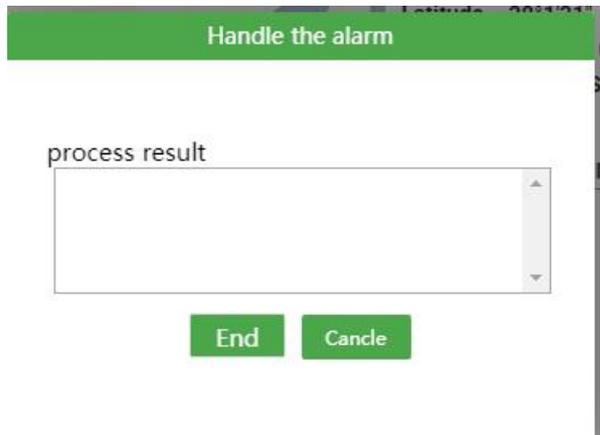


4.13.2 Man Down

After the user sends a fall alarm, the dispatcher will immediately receive the fall alarm message from that user.



The dispatcher can view the user's current location on the dispatch desk. After confirming the user's safety, the dispatcher can handle the alarm, fill in the handling result, and close the alarm. Alternatively, the user can cancel the alarm on the intercom.



The image shows a software interface for handling an alarm. It has a green title bar at the top that says "Handle the alarm". Below the title bar is a text area with the label "process result" and a vertical scrollbar on the right side. At the bottom of the interface, there are two green buttons: "End" and "Cancel".

4.13.3 Alarm Records

The dispatcher can view all alarm records, including SOS and fall alarms.

Operation Steps to View Alarm Records:

On the main interface, the dispatcher can click the "Alarm Records" menu button to display the alarm records viewing window, **as shown in the image below.**

Records can be filtered.

Alarm Record									
Group		Status		All		Start Date - End Time		Sender	
Handler		C		Q					
#	Status	Sender	Group	Handler	Send Time	Handler Time	End Time	Type	Operation
1		ptt2@yzbc.bce	test	dp1@yzbc.bce	2025-01-23 19:54:23	2025-01-23 19:54:56	2025-01-23 19:56:22	SOS	
2		ptt1@yzbc.bce	test	dp1@yzbc.bce	2024-11-22 12:26:34	2025-01-03 17:19:16	2025-01-03 17:19:16	SOS	
3		ptt2@yzbc.bce	test	dp1@yzbc.bce	2024-02-01 09:39:10	2024-02-20 11:58:52	2024-02-20 11:58:52	SOS	
4		ptt1@yzbc.bce	test	dp1@yzbc.bce	2023-10-05 17:58:27	2023-11-29 10:03:45	2023-11-29 10:03:45	SOS	
5		ptt2@yzbc.bce	test	dp1@yzbc.bce	2023-08-04 23:59:23	2023-08-05 00:01:38	2023-08-05 00:01:46	SOS	

Total 39 10/page < 1 2 3 4 > Go to 1

The meanings of the alarm status icons are shown in the table below.

Icon	Description
	Not yet processed
	Being processed
	Processing completed

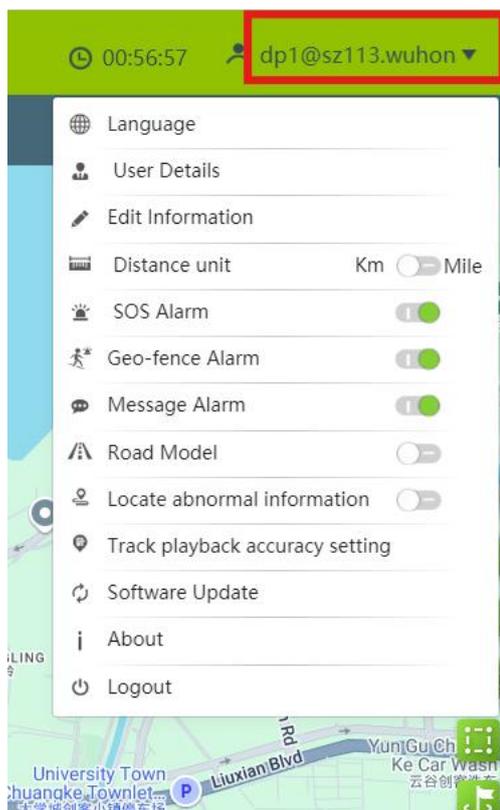
5 Personal Center

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

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

- **Language:** Switch the language of the dispatcher interface.
- **User Details:** Information about the currently logged-in dispatcher user.

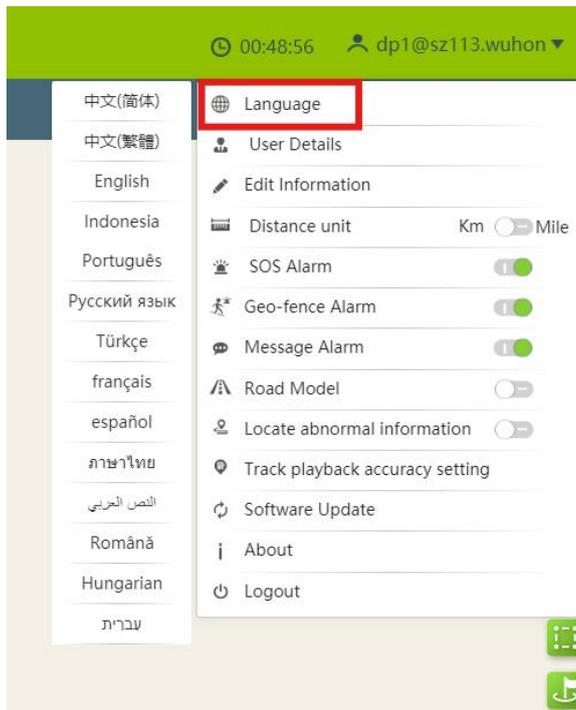
- **Edit Profile:** Modify the login name and password of the dispatcher account.
- **Settings:**
 - **Distance Unit:** The default unit is km, but it can be switched to Mile.
 - **SOS Alert Sound:** Switch for the SOS alarm sound.
 - **Geofence Alert Sound:** Switch for the geofence alarm sound.
 - **Multimedia Alert Sound:** Switch for the multimedia message alert sound.
 - **Location Abnormality Information:** Switch for reporting terminal location abnormalities.
- **About:** Version information.
- **Logout:** Exit the login session.



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 Account Name and Password Modification

Click the "Edit Profile" button, and in the pop-up menu, you can modify the dispatcher's account name and password.

5.4 Range unit switching

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

5.5 SOS Alert Sound

Click the "SOS Alert Sound" button to turn the SOS alarm sound on or off. It is enabled by default.

5.6 Geogence Alarm Sound

Click the "Geofence Alarm Sound" button to turn the geofence alarm sound on or off. It is enabled by default.

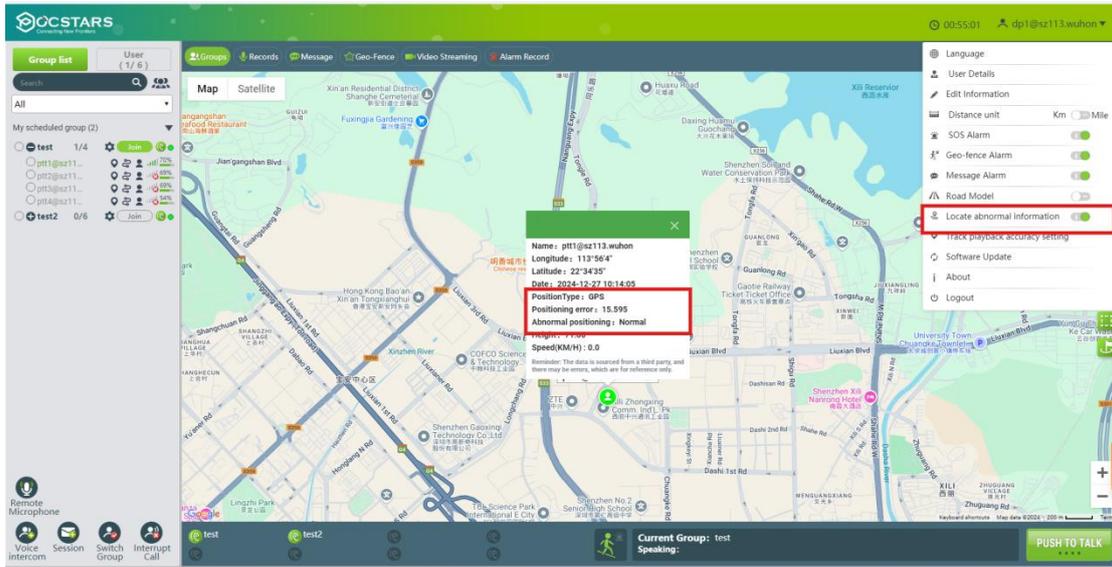
5.7 Multimedia Notification Sound

Click the "Multimedia Notification Sound" button to toggle the multimedia message notification sound on/off. It is enabled by default.

5.8 Location Abnormality Information

If the dispatcher views the terminal user's location and the function encounters an error when enabled, the location abnormality information will be displayed in the "Track Playback and Real-Time Location" section.

As shown in the image below:



5.9 About

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

5.10 Login out

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