System Release 7.17.2
ASTRO ® 25
INTEGRATED VOICE AND DATA

Elite Dispatch
User Guide

FEBRUARY 2018

MN004387A01-B

Copyrights

The Motorola Solutions products described in this document may include copyrighted Motorola Solutions computer programs. Laws in the United States and other countries preserve for Motorola Solutions certain exclusive rights for copyrighted computer programs. Accordingly, any copyrighted Motorola Solutions computer programs contained in the Motorola Solutions products described in this document may not be copied or reproduced in any manner without the express written permission of Motorola Solutions.

No part of this document may be reproduced, transmitted, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, without the prior written permission of Motorola Solutions, Inc.

Furthermore, the purchase of Motorola Solutions products shall not be deemed to grant either directly or by implication, estoppel or otherwise, any license under the copyrights, patents or patent applications of Motorola Solutions, except for the normal non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Disclaimer

Please note that certain features, facilities, and capabilities described in this document may not be applicable to or licensed for use on a specific system, or may be dependent upon the characteristics of a specific mobile subscriber unit or configuration of certain parameters. Please refer to your Motorola Solutions contact for further information.

Trademarks

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners.

European Union (EU) Waste of Electrical and Electronic Equipment (WEEE) directive

The European Union's WEEE directive requires that products sold into EU countries must have the crossed out trash bin label on the product (or the package in some cases).

As defined by the WEEE directive, this cross-out trash bin label means that customers and end-users in EU countries should not dispose of electronic and electrical equipment or accessories in household waste.

Customers or end-users in EU countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

This page intentionally left blank.

Limited Hardware Warranty

This warranty for Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E products is provided in lieu of the Commercial Warranty (Standard) for certain Motorola Solutions manufactured products, as set forth in General Information, Motorola Warranty of the Motorola Electronic Catalog (Domestic User Price Book). This warranty is extended by Motorola Solutions, Inc., 1301 E. Algonquin Road, Schaumburg, Illinois 60196, to the original end purchaser when purchasing for commercial, agricultural or governmental use. This warranty is not assignable or transferable to any other party and applies only within the 50 United States and Canada.

This plan extends the coverage of the Commercial Warranty (Standard) from one year parts and 120 days labor to one year parts and one year labor for Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E products, with the first 120 days labor to be provided on-site, and labor for the remainder of the year to be provided at the designated depot service center. ALL REFERENCES TO THE WARRANTY PERIOD BEGIN AT TIME OF ORIGINAL SHIPMENT.

I. GENERAL PROVISIONS

This warranty sets forth the full extent of Motorola Solutions' responsibilities regarding the Product. Motorola Solutions' total liability ad the purchaser's sole remedy for any breach of this warranty will be limited to, at Motorola Solutions' option, repair, replacement or refund of the purchase price of the product(s). MOTOROLA SOLUTIONS DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL MOTOROLA SOLUTIONS BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE FULL EXTEND SUCH MAY BE DISCLAIMED BY LAW.

II. WHAT THIS WARRANTY COVERS

Parts:

All Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E product parts are warranted to be free from defects in material and workmanship for a period of ONE (1) YEAR from the date of shipment. Motorola Solutions will furnish free of charge parts that Motorola Solutions finds defective within the full warranty period.

Labor:

Labor to repair to replace defective parts within the original shipped products will be provided for ONE (1) YEAR from the date of purchase. Motorola Solutions will pay for on-site labor to repair or replace any defective parts for one hundred twenty (120) days from the date of shipment. For the remainder of the one (1) year period from the date of shipment, defective parts must be returned for depot repair.

THIS PLAN DOES NOT COVER defects, malfunctions, performance failures, or damages to the parts resulting from:

Use in other than its normal and customary manner;

Misuse, vandalism, accident or neglect; or

Improper disassembly, testing, operation, maintenance, installation, modification, adjustment, alteration, or repair.

III. HOW TO RECEIVE DEPOT WARRANTY SERVICE

All Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E parts covered by the Warranty for Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E Products that require depot service must be sent or taken to the Motorola Solutions Support Center. Please contact your Motorola Solutions representative for detailed contact and shipping information. For more information, see Getting Help.

This page intentionally left blank.

Limited Software Warranty

For the first one hundred twenty (120) days following its initial shipment, Motorola Solutions warrants that, when properly used, its software will be free from reproducible defects that cause a material variance from its published specification. However, Motorola Solutions does not warrant that program operation will be uninterrupted or error-free, that each defect will be corrected, or that any program will meet Licensee's particular requirements.

Motorola Solutions' total liability and Licensee's sole remedy for any warranted software shall be limited to, at Motorola Solutions' option, repair or replacement of Motorola Solutions software or the payment of Licensee's actual damages, not to exceed the total licensed charge paid by Licensee to Motorola Solutions for the item of software that caused the damage.

IN NO EVENT SHALL MOTOROLA SOLUTIONS BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION LOSS OF USE, TIME OR DATA, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS) TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW EVEN IF MOTOROLA SOLUTIONS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR FOR ANY CLAIM AGAINST LICENSEE BY ANY OTHER PARTY.

MOTOROLA SOLUTIONS IS NOT RESPONSIBLE AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR (1) ANY HARDWARE, FIRMWARE OR SOFTWARE PROBLEMS CAUSED BY CHANGES IN THE OPERATING CHARACTERISTICS OF COMPUTER HARDWARE OR COMPUTER OPERATING SYSTEMS WHICH MAY BE MADE TO THE HOST COMPUTER, WHICH CHANGES RE MADE AFTER THE RELEASE OF THE SOFTWARE PRODUCT AND ITS INSTALLATION ON THE HOST COMPUTER; (2) ANY HARDWARE, FIRMWARE OR SOFTWARE PROBLEMS WHICH ARE CAUSED, DIRECTLY OR INDIRECTLY, BY THE INTERACTION OF THE SOFTWARE PRODUCT WITH NON-MOTOROLA MCC 7100, MCC 7500 VPM, AND MCC 7500E SOFTWARE PRODUCTS; AND (3) ANY HARDWARE, FIRMWARE OR SOFTWARE PERFORMANCE PROBLEMS WHICH ARE CAUSED, DIRECTLY OR INDIRECTLY, BY USING NON-MOTOROLA MCC 7100, MCC 7500 VPM, AND MCC 7500E SOFTWARE ON THE SAME HOST COMPUTER WITH THE SOFTWARE PRODUCT.

This warranty extends only to the first licensee; subsequent transferees accept these programs "as is" and without warranties of any kind. **THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

The classification of defects in Motorola Solutions supplied software shall be the responsibility of Motorola Solutions. Remedy of defects is at the sole discretion of Motorola Solutions. If Motorola Solutions agrees to remedy a software defect, the new software will be warranted until the end of the original warranty period.

Replacement of any software defect shall constitute Motorola Solutions supplying the customer with the appropriate software media and authorization key. Field installation and configuration are not included.

All warranty service will be performed at service locations designated by Motorola Solutions. Travel and associated expenses of the Licensee or such expenses incurred by Motorola Solutions for visits to Licensee's location by Motorola Solutions personnel are not covered by this warranty. This warranty does not cover an item of Software (i) used in other than its normal and customary manner; (ii) subject to misuse; (iii) subjected to modifications by Licensee or by any party other than Motorola Solutions without the prior written consent of Motorola Solutions.

For the first 120 days following its initial shipment, Motorola Solutions warrants that the media carrying the software will be free from defects which damage the performance of the software. Motorola Solutions will replace any damaged media free of charge during the warranty period. Warranted media

is limited to that which is used to transport the software (e.g. disks and authorization key). PROMs which may store the software in equipment are covered in the hardware warranty.

Field software updates/upgrades and new enhancement option software will be warranted for one hundred twenty (120) days from the date of initial shipment.

Disclaimer

The information in this document is carefully examined and is believed to be entirely reliable. However, no responsibility is assumed for inaccuracies. Furthermore, Motorola Solutions reserves the right to make changes to any products herein to improve readability, function, or design. Motorola Solutions does not assume any liability arising out of the applications or use of any product or circuit described herein; nor does it cover any license under its patent rights nor the rights of others.

This page intentionally left blank.

Trademark Information

MOTOROLA and the Stylized M Logo are registered in the U.S. Patent & Trademark Office. All other product or service names are the property of their respective owners.

This page intentionally left blank.

FCC Interference Warning

The FCC requires that manuals pertaining to Class A computing devices must contain a warning about possible interference with local residential radio and TV reception. This warning reads as follows:

This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communication. This equipment has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference. In this case users are required, at their own expense, to correct the interference.

This page intentionally left blank.

EU Class A ITE (EN55022) Warning

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

This page intentionally left blank.

Getting Help

Please read this documentation before using the Elite Dispatch application.

When using the software, Help is available by selecting the Help menu at the top of the screen. If there is a problem loading the Elite Dispatch application, or if a console does not appear to be working properly, please refer to any troubleshooting procedures or contact the supervisor.

To request technical assistance, call the Motorola Solutions Support Center at:

- Motorola Solutions Support Center (SSC): (800) 221-7144
- End User or Customer: (800) 323-9949

Please have the following information ready when calling for technical assistance:

- The Customer name and phone number
- The Service Shop or Provider name and phone number
- A description of the problem
- Any remote dial-up numbers (if applicable)
- Serial number of equipment
- CD-ROM number or software version number
- If upgrade, the Factory order number of the upgrade
- Proof of coverage under warranty, maintenance agreement or a valid P.O. number for flat rate charge

This page intentionally left blank.

Contact Us

Motorola Solutions Support Center

The Solutions Support Center (SSC) is the primary Motorola Solutions support contact. Call:

- Before any software reload.
- To confirm troubleshooting results and analysis before removing and replacing a Field Replaceable Unit (FRU) and Field Replaceable Entity (FRE) to repair the system.

For...	Phone
United States Calls	**800-221-7144**
International Calls	**302-444-9800**

North America Parts Organization

For assistance in ordering replacement parts or identifying a part number, contact the Motorola Solutions Parts organization. Your first response when troubleshooting your system is to call the Motorola Solutions SSC.

For...	Phone
Phone Orders	**800-422-4210** (US and Canada Orders) For help identifying an item or part number, select choice 3 from the menu.
	302-444-9842 (International Orders) Includes help for identifying an item or part number and for translation as needed.
Fax Orders	**800-622-6210** (US and Canada Orders)

Comments

Send questions and comments regarding user documentation to documentation@motorolasolutions.com.

Provide the following information when reporting a documentation error:

- The document title and part number
- The page number with the error
- A description of the error

We welcome your feedback on this and other Motorola Solutions manuals. To take a short, confidential survey on Motorola Solutions Customer Documentation, go to docsurvey.motorolasolutions.com or scan the following QR code with your mobile device to access the survey.

This page intentionally left blank.

Document History

Version	Description	Date
MN004387A01-A	Original Release of the *Elite Dispatch User Guide*	November 2017
MN004387A01-B	The following section was updated: • Main/Alternate Channel Control on page 102	February 2018

This page intentionally left blank.

Contents

This page intentionally left blank.

List of Figures

This page intentionally left blank.

List of Tables

This page intentionally left blank.

List of Processes

This page intentionally left blank.

List of Procedures

This page intentionally left blank.

About Elite Dispatch User Guide

Provides console operators with information on using the Elite Dispatch software application that supports the MCC 7500 VPM, MCC 7500E and MCC 7100 Dispatch Consoles.

What Is Covered in This Manual

This manual contains the following chapters:

Helpful Background Information

Motorola Solutions offers various courses designed to assist in learning about the system. For information, go to http://www.motorolasolutions.com/training to view the current course offerings and technology paths.

Related Information

See the following documents for associated information about the radio system.

Related Information	Purpose
Standards and Guidelines for Communication Sites	Provides standards and guidelines that should be followed when setting up a Motorola Solutions communications site. Also known as R56 manual. This document may be purchased by calling the North America Parts Organization at 800-422-4210 (or the international number: 302-444-9842).
System Overview and Documentation	Provides an overview of the ASTRO® 25 new system features, documentation set, technical illustrations, and system-level disaster recovery that support the ASTRO® 25 radio communication system.

This page intentionally left blank.

Chapter 1

Elite Dispatch Basics

The Motorola Elite Dispatch application enables Console Operators to communicate with radio resources and auxiliary input/output resources ("auxios") and use paging. The Dispatch Operator can send Call Alerts or Select Calls to a group of resources or communicate with field personnel who do not have radios by using the paging feature.

1.1 MCC 7500 VPM Dispatch Console Components

The MCC 7500 VPM Dispatch Console consists of the following components:

Footswitch
A transmitting device with two pedals. The right pedal performs the same function as the general transmit button: initiating transmission to selected resources. The left pedal performs the same function as the monitor button: disabling the squelch on conventional resources.

Voice Processor Module (VPM)
MCC 7500 VPM Dispatch Consoles include a VPM interface (which replaces the former PCI voice card, PCI crypto-card, and GPIOM). The Dispatch Console computer is still used to provide audio commands to the VPM and interface with system operators. The Ethernet interface between the Console computer and the VPM is used to communicate call processing and resource management-related information.

Headset
A microphone and speaker that allows operators to communicate with callers and keep their hands free.

Headset Jack box
A connection device that receives the jack from the headset and has a cable that plugs into the VPM. The headset jack box also provides volume control for the headset.

Keyboard
The computer keyboard.

Microphone
A voice input device. The desktop microphone typically used with the MCC 7500 VPM Dispatch Console has a General Transmit button and a Monitor button.

Monitor
A video display.

Mouse (or trackball-type mouse)
A pointing device manipulated by the dispatch software operator.

Personal computer
A computer running Microsoft Windows operating system.

Speakers
The devices through which resource audio is heard. Dispatchers can designate the desired speaker destinations for audio from selected and from unselected resources.

1.2
MCC 7500E Dispatch Console Components

The MCC 7500E Dispatch Console is a software-based console that consists of the following components.

Console Site Control Room Firewall
A control room firewall is used at a console site to ensure secure communications with outside networks. The PRX 7000 console proxy communicates to remote MCC 7500E Dispatch Consoles through the control room firewall that allows only for dispatch console-related traffic to and from the Customer Enterprise Network (CEN).

Desktop Microphone
A voice input device. The microphone typically used with the MCC 7500E Dispatch Console is a USB gooseneck desktop microphone.

Desktop Speakers
The console is designed to work with the built-in speakers of the host computer, but it also supports up to eight configurable peripheral speakers. Dispatchers can designate the desired speaker destinations for audio from selected and unselected resources.

MCC 7500E Dispatch Console
The MCC 7500E Dispatch Console is a software-based dispatch console. To perform dispatch operations, it requires no external hardware connections such as Voice Processor Module (VPM). The Windows operating system performs audio vocoding. The keyboard, mouse/trackball, and/or monitor are native to the computer that hosts the MCC 7100 Dispatch Console software.

Footswitch
A transmitting device with two pedals. The right pedal performs the same function as the general transmit button: initiating transmission to selected resources. The left pedal performs the same function as the monitor button: disabling the squelch on conventional resources.

Headset
A microphone and speaker that allows operators to communicate with callers and keep their hands free. The MCC 7500E Dispatch Console uses a USB headset with PTT.

PRX 7000 Console Proxy
The PRX 7000 console proxy is an application that supports MCC 7500E Dispatch Consoles deployed outside the ASTRO Radio Network Infrastructure (RNI). It is located at a traditional console site or in a conventional subsystem. It converts multicast audio packets delivered inside the ASTRO RNI to unicast audio packets and sends them to the consoles outside the ASTRO RNI. The PRX 7000 console proxy also maintains links inside the ASTRO RNI on behalf of MCC 7500E Dispatch Consoles deployed outside the ASTRO RNI. The console proxy can be installed as a standalone solution or cohabited with the MCC 7500E Dispatch Console.

USB Audio Interface Module
USB Audio Interface Module (USB AIM) connects the Motorola Solutions standard peripherals to the MCC 7500E Dispatch Console.

1.3
MCC 7100 Dispatch Console Components

The MCC 7100 Dispatch Console is a software-based console that consists of the following components:

MCC 7100 Dispatch Console
The MCC 7100 Dispatch Console is a software-based dispatch console. To perform dispatch operations, it requires no external hardware connections such as Voice Processor Module (VPM). The Windows operating system performs audio vocoding. The keyboard, mouse/trackball, and/or

monitor are native to the computer that hosts the MCC 7100 Dispatch Console software. For more information, see the *MCC 7100 IP Dispatch Console User Guide*.

USB Audio Interface Module

USB Audio Interface Module (USB AIM) connects the Motorola Solutions-standard peripherals to the MCC 7100 Dispatch Console.

MCC 7100 Console - Speakers

MCC 7100 Dispatch Console is designed to work with the built-in speakers of the host computer, but it also supports external peripherals. When you use certified commercially available peripherals, a minimum Delivered Audio Quality (DAQ) of 3.4 is recommended. For more information, see the *MCC 7100 IP Dispatch Console User Guide*.

MCC 7100 Console - Microphone

MCC 7100 Dispatch Console is designed to work with the built-in microphone of the host computer, but it also supports external peripherals. When you use certified commercially available peripherals, a minimum DAQ of 3.4 is recommended. For more information, see the *MCC 7100 IP Dispatch Console User Guide*. If you use the USB AIM, you can connect the desktop microphone provided by Motorola Solutions.

MCC 7100 Console - Headset

MCC 7100 Dispatch Console is designed to work with a headset component. When you use certified commercially available peripherals, a minimum DAQ of 3.4 is recommended. For more information, see the *MCC 7100 IP Dispatch Console User Guide*. If you use the USB AIM, you can connect the headset provided by Motorola Solutions.

MCC 7100 Console - Footswitch

MCC 7100 Dispatch Console is designed to work with certified commercially available peripherals. A minimum DAQ of 3.4 is recommended. For more information, see the *MCC 7100 IP Dispatch Console User Guide*. If you use the USB AIM, you can connect the footswitch provided by Motorola Solutions.

PRX 7000 Console Proxy

The PRX 7000 console proxy is an application that supports MCC 7100 IP Dispatch Consoles deployed outside the ASTRO Radio Network Infrastructure (RNI). It is located at a traditional console site or in a conventional subsystem. It converts multicast audio packets delivered inside the ASTRO RNI to unicast audio packets and sends them to an MCC 7100 IP Dispatch Console outside the ASTRO RNI. The role of the PRX 7000 console proxy is also to maintain links inside the ASTRO RNI on behalf of MCC 7100 IP Dispatch Consoles deployed outside the ASTRO RNI.

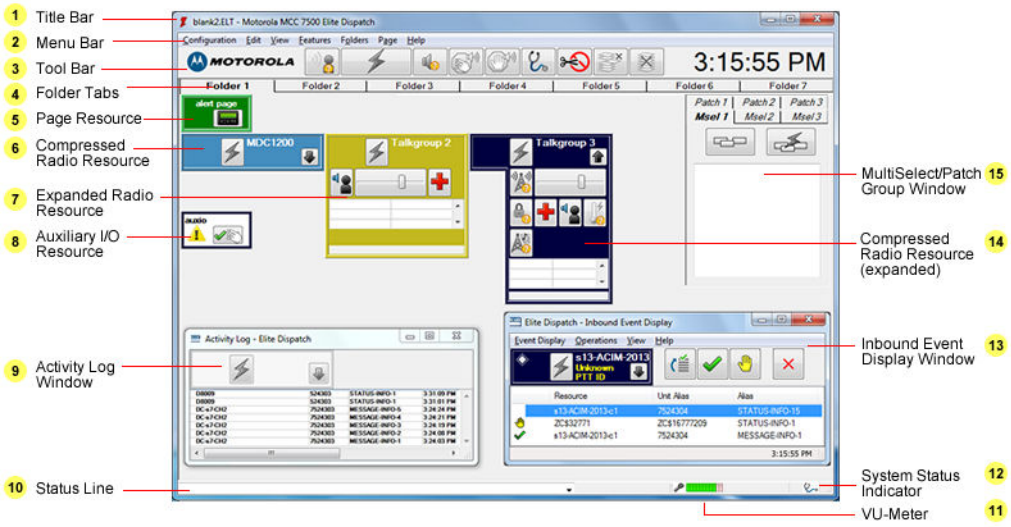
Console Site Control Room Firewall

A control room firewall is used at a console site to ensure secured communications with outside networks. The PRX 7000 console proxy communicates to remote MCC 7100 Dispatch Consoles through the control room firewall that allows only for dispatch console-related traffic to and from the Customer Enterprise Network (CEN).

1.4 Elite Dispatch Main Window

This figure shows an Elite Dispatch window. The window elements are defined in the list following the graphic.

Figure 1: Elite Dispatch Main Window



1 Title Bar
Shows the name of the configuration currently open.

2 Menu Bar
Displays the menus available in Elite Dispatch.

3 Toolbar
Toolbars display shortcut buttons for commonly used menu items and features. The Administrator configures Toolbar contents.

4 Folder Tabs
The resources in a configuration are grouped into folders to simplify desktop organization. Resources in the selected folder appear on the desktop. To select a different folder, choose its folder tab. Only one folder can be selected at a time.

5 Page Resource
Paging resources are small windows with an Alias name and a **QuickPage** button.

6 Compressed Resource
To conserve screen space, some resources may be compressed. They can be expanded using the drop-down arrow on the compressed resource. Resources that can be compressed windows are radio and phone resources.

7 Expanded Resource
A resource set up to always display all features. It is locked so the dispatch operator cannot compress the set of displayed features.

8 Auxiliary I/Os or Auxio Resources
These allow control of an external device (such as a door, light, or alarm) monitored by the control center and display its status, usually on/off or open/close.

9 Activity Log
Lists the most recent calls received at the console. The Elite Administrator can disable this optional display. If enabled, the dispatcher can elect to show or hide the Activity Log.

10 Status Line
Displays status and error messages. To see a list of the most recent messages, select the down arrow to the right of the status line. To close the list, select the arrow again.

11 VU-Meter
Appears in the status line and indicates the audio level of incoming or outgoing audio transmissions.

12 System Status Indicator
Appears in the lower right-hand corner of the Elite desktop if there is a change in system status.

13 Event Display Window
Lists events received at the console. The Elite Administrator configures this optional feature. If enabled, the dispatcher can select to show or hide the Event Display window.

14 Compressed Resource (expanded)
When the operator clicks the drop-down arrow of a compressed resource, a flap is displayed which shows all the features of the resource. Resources that can be compressed windows are radio and phone resources.

15 MultiSelect/Patch Group Window
Displays the Multiselect (MSEL) and Patch folders associated with the selected configuration, and lists the resources in the currently selected MSEL or Patch folder. If the MSEL or Patch folder includes a lock icon, the Dispatch Operator cannot edit the resources included in the group.

Related Links

Menu Options on page 46
System Status Indicator on page 140

1.5 VU-Meter

The VU-Meter feature on the MCC 7100, MCC 7500 VPM, and MCC 7500E Dispatch Consoles provides a visual indication of audio input/output levels. Using the VU-Meter, a Dispatch user can adjust the volume of the speakers or reposition the microphone for optimal audio levels.

Each Configuration file in the Dispatch application is configured by the Administrator either to show or hide the VU-Meter information. Depending on your configuration settings, this information is shown in:

- The Status Bar – if your configuration settings do not include the VU-Meter, you see only a place-holder displayed.
- The Toolbar – the VU-Meter indication can be added to Toolbar 1 or Toolbar 2.
- The VU-Meter Floating Window – a separate window showing VU-Meter indications. Use the **View** menu to toggle the display of this window.

The VU-Meter includes up to 11 LED units; 9 green and 2 red. The number of LEDs in the indicator synchronizes with the loudness of the audio. If the audio level is too low, no LED units are displayed in the VU-Meter indicator. If the audio is too loud, all 11 LEDs are displayed. A red LED indicates the audio has exceeded the threshold level.

The icon to the left of the VU-Meter indicates the audio source being measured, either receive audio or transmit (microphone) audio.

VU-Meter Levels are described in the following list:

VU-Meter at Level 9 for microphone audio

VU-Meter at Level 9 for receive audio

VU-Meter at Level 10 for microphone audio; the red LED indicates that volume has exceeded the threshold level

1.6 Menu Options

This section describes the options available in the Elite Dispatch menu bar. The Administrator configures the drop-down menus of the Elite Dispatch application.

1.6.1 Configuration Menu

The **Configuration** menu allows the operator to choose one of the configurations set up by the system administrator.

The **Configuration** menu contains the following options:

Open
Opens a dialog listing all the configurations available.

Numbered listing
The numbered menu choices listed below the **Open** option are the last four desktop configuration files loaded on the console. Users can quickly load one of these configurations by clicking it.

Last Configuration
Reloads the most recently used configuration.

Exit
Exits the Elite Dispatch application.

1.6.2 Edit Menu

The **Edit** menu allows the Dispatch Operator to temporarily change the configuration of the desktop and change the audio destinations. Only the System Administrator can make permanent changes. Changes made by the operator do not remain in effect after exiting Elite Dispatch.

The **Edit** menu contains the following options:

Folders
Temporarily adds or deletes resources in the currently selected folder.

Audio
Opens the **Edit Audio Assignment** dialog window allowing changes to the audio heard from each speaker at the operator position.

Phone Audio
Opens the **Edit Phone Audio Assignment** dialog window allowing changes to the audio heard from each speaker at the operator position and ringtones for particular phone lines.

Resource Groups
Opens the **Edit Resource Groups** dialog window where the Dispatch Operator can edit the resources for Multiselect groups and Patchgroups and designate Resources as Primary Resources. If the **Edit Resource Groups** dialog window for a pre-programmed group displays a check mark in the **Lock Group** checkbox, the group cannot be edited by the Dispatch Operator.

On-Screen Keyboard

If configured in the Elite Admin program, Elite Dispatch offers an on-screen keyboard on the console monitor that the Dispatch Operator can use for text entry. This keyboard is helpful in environments where computer keyboards may not be provided. The keyboard can also be displayed by clicking the button on the Toolbar.

Figure 2: On-screen Keyboard Toolbar Button

Event Display

If the Event Display feature is part of a console system, it allows a dispatcher to edit Event Display parameters. Editing the Event Display is permitted only if the Administrator configures the feature to allow modifications by Dispatch Operators.

Preferences

Allows the Dispatch Operator to make limited adjustments to the data presented in the Activity Log. Dispatch Operators require permission to view the window, so it may not appear if permission has not been granted.

1.6.3
View Menu

The **View** menu enables an operator to display the windows for an Activity Log, for an Auxiliary I/O, for an Event Display, for Group Text Messaging, and for the VU Meter. A check mark next to the menu item indicates it is visible on the desktop.

NOTICE: Event Display and Group Text Messaging are optional features and are not included in all systems.

The **View** menu contains the following options:

Activity Log

Toggles the Activity Log display. If the Activity Log is hidden, this menu option is used to restore the window.

Auxiliary I/O Window

Toggles the Auxiliary I/O (auxio) Window. If the window is hidden, this menu option is used to restore the window.

Event Display Window

Toggles the Event Display. If the window is hidden, this menu option is used to restore the display.

Group Text Messaging Window

Opens the Group Text Messaging window. If the window is hidden, this menu option is used to restore the display.

VU Meter Window

Toggles the VU Meter Window. If the window is hidden, this menu option is used to restore the window.

Speakers Volume Window

Toggles the **Speakers Volume** window. If the window is hidden, this menu option is used to restore the window. Available for MCC 7500E Dispatch Consoles.

1.6.4
Features Menu

The **Features** menu lists miscellaneous items that are enabled in the loaded configuration.

NOTICE: The Administrator customizes the menu to suit the needs of each operator position, therefore your configuration may not include all menu items shown in the following list.

The **Features** menu contains the following options:

All Mute
Silences all unselected audio for a preprogrammed time period, or until All Mute is deactivated. The default time period is 30 seconds. When the muting time is complete, the unselected audio returns to its previous level.

Safety Switch
Allows activation of a safety protected resource within a configurable period of time. This activation can pertain to safety protected Transmit buttons or Auxiliary I/O. It also allows to select/unselect safety protected resources or add/remove them to msel/patch groups.

End Audible Auxiliary I/O Alarm
Allows the operator at the console position to reset the indicator (buzzer, bell, or light) associated with the Auxiliary I/O.

System Status
Opens the **System Status** dialog.

Secure Operations
Opens the **Secure Operations** dialog, which allows for the selection of the active secure keyset. On MCC 7100 Dispatch Consoles and MCC 7500E Dispatch Consoles, it additionally allows for deleting secure keys.

End Emergency Tones
Discontinues all emergency tones being generated at the console position but does not change the state of the emergency that triggered the alarm.

Delete Single Stack Entry
Deletes the currently selected stack entry.

Delete Entire Stack
Deletes the entire contents of the stack.

Show/Hide Tool Tips
Toggles on or off the display of the help text that identifies items, such as toolbar buttons.

Clear Status Line
Clears the message in the status line.

1.6.5
Phone Menu

The **Phone** menu allows the operator to access a dialer keypad for a selected phone resource and manage active phone calls.

The **Phone** menu contains the following options:

Dialer
Opens the **Dialer** keypad in which you manage active calls, dial phone numbers, and view entries in the shared or local phone book. For the MCC 7500E Dispatch Console a **Pause Button**  is available. Use the **Pause Button** to add one second pauses to phone numbers, when using Dual-Tone Multi-Frequency (DTMF) systems. The keypad can also be displayed by clicking the dialer button on the Toolbar.

Hold
Puts on hold a call active on the currently selected phone resource.

Release
Puts on hook the currently selected phone resource.

Forward/Cancel Forward
Forwards all calls incoming to the dispatch position to another phone number. Opens the **Forward** dialog in which the operator specifies the forwarding phone number. Available when call forwarding is active. Cancels forwarding calls to other consoles.

1.6.6
Folders Menu

The **Folders** menu allows the operator to switch between desktop folders, temporarily create new desktop folders, and delete temporary folders.

NOTICE: For information on how to permanently add and delete folders, see the *Elite Admin User Guide* online help.

The **Folders** menu contains the following options:

Add Folder
Temporarily creates a new folder. Up to six folders can be in a configuration.

Delete Folder
Deletes a temporary folder that the operator created, if it is empty.

Numbered listing
The numbered menu lists available desktop folders. Users can quickly switch between folders by clicking on the items on the list.

1.6.7
Page Menu

The **Page** menu allows the operator to select resources to send a page.

The **Page** menu contains the following options:

CheckList
Click to begin a CheckList paging session.

Standard Page
Opens the **Standard Page** dialog box from which the Dispatch Operator can select Resources to send a page to.

Send or Resend
Sends the pending pages. Toggles between **Send** and **Resend**.

NOTICE: When a page is sent, the **Page Resend** icon  will appear to indicate a paging session has been created. The **Page Resend** icon  is available on the toolbar for you to resend failed pages. This icon will remain for 20 seconds unless action is taken. During these 20 seconds, you may resend failed pages. By clicking the **Page Resend** icon  , the successful pages are cleared from the paging queue, and a new paging session is created. The failed pages are then sent again. When this new paging session ends, these pages are marked as either successful or failed.

Abort
Stops the current paging session.

1.6.8
Help Menu

The **Help** menu provides access to the Windows standard online help for the Motorola Elite Dispatch applications.

The **About Motorola *<Console Model>* Elite Dispatch** option displays the copyright date and version number of the software.

1.7
Toolbar Overview

The toolbar provides quick access to frequently used menu items.

NOTICE: Because the system administrator customizes the toolbar to suit the needs of each operator position, your configuration may not include the same toolbar items shown here.

This list describes Toolbar icons:

 **Activity Log**
Shows/hides the **Activity Log** window.

 **Alert Tone**
Sends one of the 15 predefined Alert Tones to selected resources.

 **Alert Tone (individual)**
Sends Individual Alert Tone to selected resources. The buttons can be numbered from 1 to 15.

 **All Mute**
Silences all unselected audio for a preprogrammed time period or until All Mute is removed. The default time period is 30 seconds. When the muting time is complete, the unselected audio returns to its previous level.

 **Auxio window**
Shows or hides the **Auxiliary Input/Output** window.

 **Delete Single Stack Entry**
Deletes the currently selected stack entry.

 **Delete Entire Stack**
Deletes the entire contents of the stack.

 **End Emergency Tones**
Discontinues all emergency tones being generated at the console position, but does not change the state of the emergency that triggered the alarm.

 **End Audible Alarm**
Allows the operator at the console position to reset the indicator (buzzer, bell, or light) associated with the auxio.

 **General Transmit**
Equivalent to pressing the Transmit switch.

 **Group Text Messaging**

Opens the **Group Text Messaging** window, which allows the Dispatch Operator to send text messages to radio subscribers via trunking talkgroup resources.

 **Momentary Override**

Allows temporary selection of a voice encryption key and initiates a Push-To-Talk (PTT) function. Invoking this selection causes the console position to use the selected key for encrypting voice traffic, and then initiate a transmission in secure mode.

 **Monitor**

Disables the squelch on currently selected conventional resources, allowing the operator to hear all audio regardless of the private line code.

 **On-Screen Keyboard**

Displays a keyboard on the monitor.

 **Show/Hide Event Display**

Allows the operator to show or hide the **Event Display** window.

Shows or hides the **Speakers Volume** window. Available for MCC 7500E Dispatch Consoles.

 **Standard Page**

Allows the operator to select resources to send a page.

 **CheckList**

Allows the operator to send a page to selected resources in the main **Dispatch** window.

 **Send Page**

Sends a page. Toggles to **Page Resend**  after a paging session ends.

 **Page Resend**

Resends a failed page. This icon remains for 20 seconds unless the following actions are taken:

- If you click the **Abort Page** icon  , the **Page Resend** icon  disappears and the **Send Page** icon  becomes available.
- If all the pages in the queue are sent successfully and a new page is added to the queue, the **Page Resend** icon  disappears and the **Send Page** icon  becomes available.

After the 20 seconds have lapsed, the **Page Resend** icon  disappears and the **Send Page** icon  becomes available.

Abort Page

Stops the current paging session.

Safety Switch

Allows the activation of a safety protected resource within a configurable period of time. This activation can pertain to safety protected Transmit buttons or auxios. It also allows to select/unselect safety protected resources or add/remove them to msel/patch groups.

System Status

Opens the **System Status** dialog.

Put Phone on Hold

Puts on hold a call active on the currently selected phone resource. Available for MCC 7500 VPM Dispatch Consoles and MCC 7500E Dispatch Consoles.

Phone Release

Puts on hook the currently selected phone resource. Available for MCC 7500 VPM Dispatch Consoles and MCC 7500E Dispatch Consoles.

Phone Transfer

Opens a window in which a Dispatch Operator specifies a phone number to which the call active on the resource is to be transferred. The Dispatch Operator can dial the number manually or use the local or shared phone book. This is an unattended transfer: the call is transferred to the new number directly, without the Dispatch Operator talking with the party receiving the transferred call. Available for MCC 7500 VPM Dispatch Consoles.

Attended Call Transfer

Opens a window in which a Dispatch Operator specifies a phone number to which the call active on the resource is to be transferred. The Dispatch Operator can dial the number manually or use the local or shared phone book. Attended Call Transfer allows the Dispatch Operator to talk with the party receiving the transferred call before the call is actually transferred. Available for MCC 7500E Dispatch Consoles.

Mute Headset Microphone

Allows the Dispatch Operator to mute a phone line so the person on the other end of the phone line cannot hear the dispatcher, but the dispatcher can still hear the caller. This feature does not affect dispatcher audio for radio resources and is only available when the Dispatch Operator is using a headset. Available for MCC 7500E Dispatch Consoles.

Call Forwarding

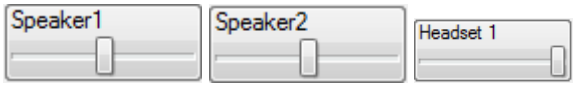
Allows the Dispatch Operator to forward all calls incoming to the dispatch position to another phone number. If you click the button when call forwarding is inactive, it opens the **Forward** dialog in which you specify the forwarding phone number. If you click the button when call forwarding is active, it cancels forwarding calls to other consoles.

NOTICE: Available for MCC 7500 VPM and MCC 7500E Dispatch Consoles.

Real-Time Dialing

Allows the Dispatch operator to manage calls, dial phone numbers, and view entries in the shared or local phone book.

NOTICE: Available for MCC 7500 VPM and MCC 7500E Dispatch Consoles.



Individual Speaker and Headset Volume Controls

Allows the Dispatch operator to change the volume for the individual third-party speakers and headset mapped to the dispatch console. A maximum of nine volume controls can be added to the toolbar — one for the headset and eight for speakers. They are displayed together with the aliases assigned to them in the `.elt` file, and support a range of volumes from 1 to 30, where 1 is mute and 30 is full volume. If an individual speaker or headset volume control is grayed out, no peripheral is mapped to it.

NOTICE: Available for MCC 7100 and MCC 7500E Dispatch Consoles.

Enhanced Instant Recall Recorder

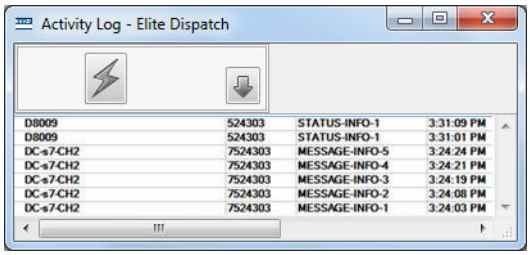
Opens the Enhanced Instant Recall Recorder (EIRR) application. Using this application, the Dispatch Operator can replay specific parts of the audio traffic recorded by the EIRR software on the dispatch console.

1.8 Activity Log Window Overview

The Activity Log is a floating window that maintains a record of the most recent call activity.

If calls come in to the console too quickly for the operator to answer them, the Activity Log can be used to quickly contact resources that may have called. The Activity Log is an optional display which can be disabled by the Elite Administrator.

Figure 3: Activity Log Window



1.8.1 Customizing the Activity Log

Perform this procedure to customize the Activity Log.

Procedure:

1 From the menu, select **Edit** → **Preferences**.

2 In the **General Information** section of the **Preferences** window, select the **Show Activity Log** check box.

The **Activity Log** window is now displayed by default.

3 In the **Customize Activity Log** panel, from the **Total Rows** drop-down menu, select the number of rows/entries you wish to see in the Activity Log scrollable list.

4 In the **Selected Contents** list, select the information you wish to see in the Activity Log by selecting the appropriate check boxes.

5 Optional: Change the order of the selected content by performing one of the following actions:

- If you wish to move a content category up, select the content type and click the **Up** arrow. Click **OK**.
- If you wish to move a content category down, select the content type and click the **Down** arrow. Click **OK**.

NOTICE: The height of the Activity Log window needs to accommodate the height of an opened resource tile and any QuickList displayed inside the Activity Log window. As the window is reduced or expanded in height, it decreases the visible information of those windows opened inside it.

A preview of the revised column layout is shown at the bottom of the **Preferences** window.

1.8.2
Responding to Activity Log Entries

The user can select the entries from the **Activity Log** list and respond to them.

Procedure:

1 Browse the Activity Log entries until the desired call is displayed on the list.

2 In the **Activity Log** window, select the call.

A view of the selected resource appears above the **Activity Log** list.

3 Perform operations on the resource as desired.

4 Optional: To change the displayed resource, select another call from the list.

1.9
Page Resource Window

The Administrator configures Page Resources to include specific radios or Auxiliary I/Os.

When a Page Resource is part of a configuration, its member resources receive a page upon activation of the QuickPage button. Some Page Resources are configured as "safety protected." In that case, a Dispatcher must use the safety switch button in the toolbar before sending a page.

Page Resource with Safety Switch on QuickPage button

This list shows the states of a Page Resource during a paging session.

Idle state

Page started

Page sent successfully

Partial Failure of Page

Full Failure of Page

For more information, see Paging Options on page 85.

Related Links

Paging Options on page 85

1.10
Radio and Phone Resource Windows

Radio Resource and **Phone Resource** windows are configured in the Elite Admin application, and can be viewed as expanded or compressed.

NOTICE:
The appearance of radio resources in your system may be different, depending on the features and the arrangement determined by the Administrator.

Radio resources are available on the MCC 7500 VPM, MCC 7500E, and MCC 7100 Dispatch Consoles. The Console Telephony feature is available on the MCC 7500 VPM and the MCC 7500E Dispatch Console.

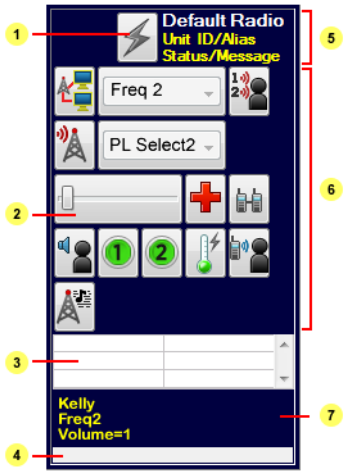
For more information, see Radio Resource Expanded View on page 55, Phone Resource Expanded View on page 56, and Compressed View on page 57.

1.10.1
Radio Resource Expanded View

NOTICE: When a resource is compressed, a small arrow button next to the resource header allows you to expand the window. A resource that has been added to a folder in its expanded mode has no arrow button because it always displays all resource feature buttons.

This image presents the elements in the **Radio Resource** window in expanded view:

Figure 4: Radio Resource Expanded View



1 Instant Transmit
Press and hold this button to send an Instant Transmit to the resource. Changes to red during transmission.

2 Volume Control
Slide control to increase or decrease the volume of the resource audio. Adjust by dragging the button left or right.

3 Stack
Displays incoming calls to this resource. Calls are listed in chronological order with the newest entry at the top of the list. See Sending Group Text Messages Using the Stack on page 111 for more information.

4 Micro Help Text
Brief descriptive text displayed as a user moves the mouse over a button or feature on a resource window.

5 Resource Header
Displays up to three lines of information. First line is always the radio name. Lines 2 and 3 are optional and configured by the Administrator.

6 Feature Buttons
Features available for use with a radio resource can be accessed quickly by clicking on the feature buttons included in the window. The Administrator assigns features to resources.

7 Three-line Display
Optional panel on the radio resource and configured by the Administrator. Up to three lines of information specific to this resource can be displayed.

Related Links

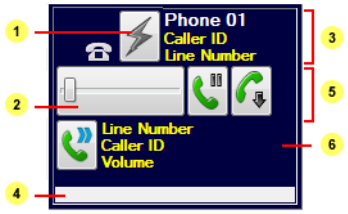
Stack Functionality on page 115

1.10.2
Phone Resource Expanded View

NOTICE: When a resource is compressed, a small arrow button next to the resource header allows you to expand the window. A resource that has been added to a folder in its expanded mode has no arrow button because it always displays all resource feature buttons.

This image presents the elements in the **Phone Resource** window in expanded view:

Figure 5: Phone Resource Expanded View



1 **Instant Transmit**
Press and hold this button to send an Instant Transmit to the resource. Changes to red during transmission.

2 **Volume Control**
Slide control to increase or decrease the volume of the resource audio. Adjust by dragging the button left or right.

3 **Resource Header**
Displays up to three lines of information. First line is always the phone name. Lines 2 and 3 are optional and configured by the Administrator.

4 **Micro Help Text**
Brief descriptive text displayed as a user moves the mouse over a button or feature on a resource window.

5 **Feature Buttons**
Features available for use with a radio resource can be accessed quickly by clicking on the feature buttons included in the window. The Administrator assigns features to resources.

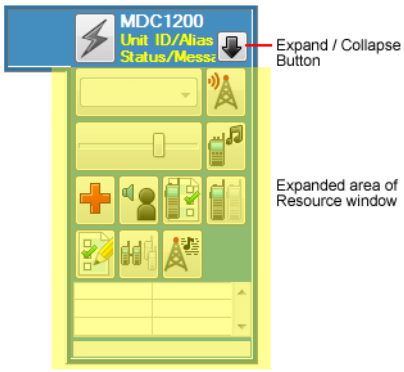
6 **Three-line Display**
Optional panel on the phone resource configured by the Administrator. Up to three lines of information specific to this resource can be displayed.

1.10.3
Compressed View

To conserve space on the screen, some resource windows can be displayed in their compressed mode. Although compressing resource windows allows the user to fit more on the screen, it also hides some information. Resources that have the ability of showing or hiding more information have an arrow button in the resource header.

This image presents an example of a compressed radio resource window that has been expanded:

Figure 6: Expanded Area of a Resource Window



1.10.4
Expanding and Compressing Resources Using the Edit Menu

Perform this procedure to expand or compress resources.

Procedure:

1. From the menu, select **Edit** → **Folders**.
2. From the **Folder** menu, select the folder containing the desired resource.
3. Perform one of the following actions:
   - To choose a single resource type, from the **Type** drop-down list, select the appropriate resource type.
   - To choose all resource types, from the **Type** drop-down list, select **All**.
4. In the lower right pane, select a resource.
5. Move the resource to the left pane by clicking the **Left arrow** button.
6. In the left side pane, select the resource.
7. Perform one of the following actions:
   - To display the resource in compressed view, select **Compressed**.
   - To display the resource in expanded view, select **Expanded**.
8. With the resource still selected, return it to the folder by clicking the **Right arrow** button.
9. To save the changes and close the window, click **Close**.

1.11
Radio Resource Features

Radio resource features are available to the Dispatch Operator from the feature buttons in the **Radio Resource** window. The features for each resource are configured in the Elite Admin application.

This list describes the feature buttons available in the MCC 7500 VPM, MCC 7500E and MCC 7100 Dispatch Consoles:

Emergency
Allows the Dispatch Operator to quickly respond to an emergency call. When clicked, this button displays the Emergency QuickList on the operator console.

Transmit Mode

Allows the Dispatch Operator to select the transmit mode used for outbound transmissions on a specific resource.

Call Alert

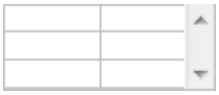
Provides an indication on the console position or radio that a call is requested with a specific unit.

Private Call

Allows to establish private communication between a console position and a radio.

Volume

Volume control on a resource so that the Dispatch Operator can adjust the audio volume for the radio. The volume range on the slider is from 0 to 7. If an Administrator configures the minimum volume to be more than 0, the Dispatch Operator cannot set the volume to be softer than the minimum volume set by the Administrator.

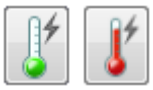


Stack

A multi-line stack which displays incoming calls on a resource. The left-hand column displays the alias or ID of the initiating radio, and the Administrator configure the right-hand column.

Three-line Display

A three-line display on the resource which may be a feature or text. The Administrator configures content on each line.



Priority Select

Toggle this button to switch between Normal Priority (green) and Tactical Priority (red) for this resource. A dispatch operator may use this feature to assign a higher priority, giving the resource a better chance of gaining communication access during a repeater busy scenario. Only emergency calls have a higher priority than tactical.

Repeater Enabled/Disabled

Toggle this button to allow the audio received from the base station to be repeated to other subscriber units or whether those received calls are heard only at console positions.

Console Repeat Enabled/Disabled

Toggle this button to enable and disable the Console Repeat feature. If enabled, the Console Repeat feature causes the console to key the station. Depending on whether the feature is configured to work in the normal (non-latched) or latched mode, the console keys the station in one of the following ways:

- If the feature is in the normal (non-latched) mode, the console keys the station whenever an inbound radio call is on the channel and causes the inbound audio to be routed to the transmitter and repeated.

- If the feature is in the latched mode, the console keys the station as soon as the feature is enabled and any inbound audio is routed to the transmitter and repeated. It leaves the station keyed even when no inbound radio audio is on the channel. The station is not dekeyed until the feature is disabled. Scanners remain on that channel as long as the carrier is present and people near the scanners hear all the activity on that channel without interruption due to scanning other channels. These scanners are typically used by public safety officials that are listening to the radio traffic associated with a particular event.

The feature can be pre-configured to be automatically disabled after a predefined time. Before it happens, a timeout warning appears in the status line at the bottom of the Elite Dispatch window. The automatic disablement is postponed if an inbound radio call is active when the feature is about to be disabled. In this case, the feature is disabled when the inbound radio call ends.

Frequency Select

If a resource is equipped with multiple frequencies, the desired frequency can be selected from the frequency select drop-down list.

Secondary Receiver Muted/Unmuted

Some radios are equipped with a talkaround switch that allows them to transmit to each other without going through the system repeaters. Consoles may have a secondary receiver tuned to the talkaround frequency, allowing the operator to hear talkaround conversations at the console. The Mute Secondary Receiver feature allows the operator to mute the receiver tuned to the talkaround frequency so talkaround conversations cannot be heard at the console.

Remote Monitor

Remotely commands a radio to key-up its microphone and transmit for a short period of time. It is a listen-only mode and the radio shows no indication that it is transmitting. The feature is used if a radio is stolen or if the user is not responding to calls.

Radio Check

Checks if the subscriber unit is functioning on a resource, without causing interruption to the specific unit. It can be used as a routine preventive maintenance check or as a specific action, when the operator has some reason to doubt the availability of the unit.

Radio Enable/Disable

Enables or disables the subscriber unit remotely. It can be used to disable a stolen or lost unit or to enable a previously disabled unit.

Status Request

Remotely interrogates a subscriber unit and obtains its current status.

Voice Sel Call

Communicates with a single console or radio unit without having other units on the same channel listening to the conversation. It eliminates the annoyance of users having to listen to traffic that has nothing to do with them.

Channel Marker Available/Activated

Activates a channel marker button on a resource to identify a channel as priority and to warn non-critical radio users not to transmit. All parallel Dispatch consoles see an activated channel marker and any operator position can deactivate it.
A single operator position is permitted to activate up to 5 channel markers.

Private Line Select

If a resource is equipped with Private Line capability, the desired Private Line can be selected from the drop-down list.

External Controller Enabled/Disabled

Known as *Takeover*, this feature allows an operator to take over or cease the communications being initiated from a remote console. The Takeover Switch inhibits or permits the circuit used by these remote positions to communicate with the system. By default, the circuit allowing the remote console to operate is enabled.

Outbound Secure Key

Available for digital conventional and analog conventional resources. Allows a Dispatcher to select from a list of encryption keys for secure transmission.

Wildcards 1 and 2

Similar to the Auxiliary I/O controls, Wildcards can be used to toggle the state of an external control at a base station.

Main/Alternate Channel control

Allows a Dispatcher to choose which channel is active for a conventional site. The Main/Alternate button may appear on the resource in one of three states: Main channel active, Alternate channel active, Main/Alt state Unknown. (The default button states are shown here.)

Channel-associated Public Auxiliary I/O

An Auxiliary I/O button may appear on the resource in one of three states: Inactive, Active, or Unknown (the default button states are shown here.)
If the Aux I/O is safety protected, the icon appears at the top left side of the Inactive state button.

Group Text Messaging

Opens the **Group Text Messaging** window, which allows the Dispatch Operator to send text messages to radio subscribers via trunking talkgroup resources.

Resource not available indicator and  **Resource partially available indicator**

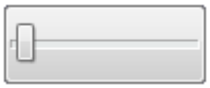
The resource status feature is used to inform the operator of the availability of a resource. When the resource becomes fully functional, the indicator is removed.
For channels capable of analog or digital operation, the partially available indicator means that analog communication on the channel is unavailable; only digital mode communications are available while the resource is in this state.

1.12

Phone Resource Features

Phone resource features are available to the Dispatch Operator from the feature buttons in the **Radio Resource** window. The features for each resource are configured in the Elite Admin application.

The following list describes the feature buttons available in the MCC 7500 VPM and MCC 7500E Dispatch Consoles:



Volume

Allows the Dispatch Operator to adjust the audio volume for the phone. The volume range on the slider is from 0 to 7. If an Administrator configures the minimum volume to be more than 0, the Dispatch Operator cannot set the volume to be softer than the minimum volume set by the Administrator.

Phone Hold

Puts on hold the call active on the resource.

Phone on Hook

Ends a call in progress and puts the phone resource on hook. You can also use it to put a selected phone resource on hook when no call is active on it. For example, after you select the resource for dialing, you choose to cancel the dialing operation.

Phone Transfer

Opens a window in which a Dispatch Operator specifies a phone number to which the call active on the resource is to be transferred. The Dispatch Operator can dial the number manually or use the local or shared phone book. This is an unattended transfer: the call is transferred to the new number directly, without the Dispatch Operator talking with the party receiving the transferred call. Available for MCC 7500 VPM Dispatch Consoles.

Attended Call Transfer

Opens a window in which a Dispatch Operator specifies a phone number to which the call active on the resource is to be transferred. The Dispatch Operator can dial the number manually or use the local or shared phone book. Attended Call Transfer allows the Dispatch Operator to talk with the party receiving the transferred call before the call is actually transferred. Available for MCC 7500E Dispatch Consoles.

Mute Headset Microphone

Allows the Dispatch Operator to mute a phone line so the person on the other end of the phone line cannot hear the dispatcher, but the dispatcher can still hear the caller. This feature does not affect dispatcher audio for radio resources and is only available when the Dispatch Operator is using a headset. Available for MCC 7500E Dispatch Consoles.

Three-Line Display

A three-line display on the resource which may be a feature or text. The Administrator configures the content on each line.

Resource not available indicator and  **Resource partially available indicator**

The resource status feature is used to inform the operator of the availability of a resource. When the resource becomes fully functional, the indicator is removed.

For phone resources, the partially available indicator means that only one of the two available telephony media gateways answered and communication on the resource is probable to be rejected.

This page intentionally left blank.

Chapter 2

Elite Dispatch Initial Configuration

This chapter contains basic configuration procedures to allow the Dispatch Operator to begin work with the Elite Dispatch Console.

2.1 Starting Elite Dispatch

Perform this procedure to start the Elite Dispatch application.

Prerequisites: MCC 7500, MCC 7500E and MCC 7100 products support only locally stored configuration files. All remote configuration files should be copied locally prior to opening, otherwise longer startup times occur.

Procedure:

1. From the **Start** menu, select **All programs** → **Motorola** → **Motorola MCC 7x00** → **Elite Dispatch**.
2. Select the configuration to be loaded. Click **Open**.
3. Perform one of the following actions:
   - For standard sign-on with a physical keyboard, enter your username and password. Click **OK**.
   - For standard sign-on with the on-screen keyboard, click the **Keyboard** button and use the on-screen keyboard to enter your username and password. Click **OK**.

     Figure 7: The On-screen Keyboard

   - For domain-based single-sign on, click **OK**.
4. If the entered credentials are accepted, the database status is checked.
   - If the system database was updated since the last time the console was started, and the console is not set up to auto-authenticate, an **New Database Exists** dialog box appears.
   - If the system database was updated since the last time the console was started, and the console is set up to auto-authenticate, the **Database Synchronization** message appears without any user intervention.
5. If the **New Database Exists** dialog box appears, perform one of the following actions:

If…	Then…
If you wish to update the database with the new information,	perform the following actions: **a** Click **Yes**. An information dialog box appears while synchronization is in progress.

If…	Then…
	b Optional: Click the **Shutdown** button to cancel the synchronization process. A confirmation dialog box is displayed. **c** Perform one of the following actions: • To shut down the application, in the confirmation dialog, click **Yes**. • To resume database synchronization, in the confirmation dialog, click **No**.
If you wish to use the old database and continue start-up,	perform the following actions: **a** Click **No**. If a new database becomes available while Elite Dispatch is running, the following message appears in the status line: `A new database exists, please restart the application to use it.` **b** Optional: If the previously described message is displayed, restart Elite Dispatch.

The Elite Dispatch window opens.

2.2 Exiting Elite Dispatch

Perform this step any time you want to close the Elite Dispatch application. Exit the Elite Dispatch application any time you shut down or restart the operator position workstation, or switch between the Windows operating system accounts on the operator position.

Procedure:

1 In the **Elite Dispatch** window, from the **Configuration** menu, click **Exit**.

When minimizing or exiting Elite Dispatch application, you may be prompted for a password, if such requirement has been set by the administrator. Type in the password using computer keyboard or on-screen keyboard.

NOTICE: Password required for minimizing or exiting Elite Dispatch application may be different than the application password.

Exiting Elite Dispatch removes all resources from the Multiselect and Patch groups and ends all radio transmissions from the console.
If unacknowledged emergencies are present during a shutdown or while changing to another configuration without restarting Elite Dispatch, a message appears and prompts for a confirmation.

If an operator position is disabled or otherwise shuts down before a console-initiated emergency is knocked down, that console-initiated emergency is knocked down from all other operator positions monitoring the channel on which the emergency was engaged.

2.3 Monitoring a Channel

The **Monitor** button allows a dispatch operator to listen to everything on a channel and avoid overriding another transmission in progress.

Procedure:

1. Click and hold the **Monitor** button on the toolbar or hold down the left footswitch pedal.

   This momentarily disables the squelch on the resource so the operator can listen to transmissions on other private lines.

2. If no one else is speaking, perform a transmission to the resource.

2.4 System Clock

The clock can be optionally displayed to the right of the top toolbar and is automatically synchronized with the console Windows domain controller. The format of the clock display can be modified in the Regional Settings of the Windows Control Panel.

IMPORTANT: Do not set the clock manually.

This page intentionally left blank.

Chapter 3

Configuration Management

Each console operator position consists of an arrangement of on-screen resources and features. They exist as computer files called *configuration* files. Any changes to a configuration made by Dispatch Operators are temporary and remain in effect only until the operator exits Elite Dispatch.

3.1 Opening Configurations

Several options of opening configurations are available in the **Configuration** menu.

Opening a new configuration automatically closes the current one, which in turn closes all Multiselect and Patch groups.

Procedure:

From the **Configuration** menu, select one of the following options:

If…	Then…
If you want to select from the list of all available configuration files,	perform the following actions: **a** From the menu, select **Open**. **b** Scroll to the configuration that you want to open. **c** Select the configuration and click **Open**.
If you want to select from the last four desktop configuration files loaded on the console,	perform the following actions: **a** From the menu, view the list of the four most recent configuration files used. The list is available directly underneath the **Open** option. **b** Select the configuration you want to open with the mouse and press ENTER.
If you want to open the configuration used most recently,	select **Last Configuration** from the menu.

3.2 Adding Folders to Configurations

A configuration can contain up to 20 folders and only the system administrator can make permanent changes to the configuration files. Temporary folders that operators create are deleted when Elite Dispatch is exited. To remind the operator that the folders are not permanent, they are automatically named `Temporary <n>`, where `<n>` is a number.

Prerequisites: To add folders to a configuration, open a configuration first. See Opening Configurations on page 69.

Procedure:

From the menu, select **Folders** → **Add Folder**.

A folder named `Temporary <n>` appears on the desktop.

3.3
Deleting Folders from Configurations

The operator cannot delete folders set up by the system administrator. However, temporary folders created by the operator may be deleted.

Procedure:

1. Select the folder tab of the temporary folder to be deleted.
2. From the menu, select **Edit** → **Folders**.
3. In the **Edit Folder Resources** window, from the **Folder** drop-down list, select the folder you want to delete.

   The resources in the temporary folder are listed in the right-side pane.
4. Select a resource and remove it by clicking the left arrow button.
5. Repeat step 4 for all the resources in the folder
6. Click **Close**.
7. Click the tab of the temporary folder you want to delete. From the menu, select **Folders** → **Delete Folder**.
   - If the **Delete Folder** button is active, click it to delete the folder.
   - If the **Delete Folder** button is grayed out, go back and make sure all resources in the folder have been deleted.

The folder tab is removed from the desktop.

3.4
Adding Resources to Folders

The Dispatch Operator can organize resources by adding them to selected folders.

Procedure:

1. From the menu, select **Edit** → **Folders**.
2. In the **Edit Folder Resources** window, from the **Folder** drop-down list, select the folder to which you want to add resources.
3. From the **Type** drop-down list, select the type of resources you want to display.

   Available resources are listed in the left-side pane. Resources of the selected type present in the selected folder are listed in the right-side pane.
4. In the left-side pane, click on a resource you want to add and click the right arrow button. Repeat this for all the resources you want to add to the current folder.
5. To set the display size of a resource in the folder, select the resource and click one of the following radio buttons:
   - To display the resource window without including its features, click **Compressed**.
   - To display the resource window including all its features, click **Expanded**.
6. Optional: Resize the resource to 2x or 3x the default size by choosing one of the options from the **Size** drop-down list.
7. Set the audio route for a resource by selecting the resource and choosing an option from the following drop-down menus:
   - To choose the speaker to use for this resource Select audio, choose **Select**.

- To choose the speaker to use for this resource Unselect audio, choose **Unselect**.
- To set a value for the audio volume, select `Volume`. If the resource is included in another folder with different audio settings, changing the volume here changes all current audio settings.
- To display the emergency tone configuration for the resource, select **Emergency Tone**.

8 Optional: If you want the Select audio routed to your headset, from the **Headset Behavior** drop-down list, choose one of the following options:

- To hear the Select audio only through your headset, choose **Use headset for select**.
- To hear the Select audio through your headset and through the Select speaker, choose **Use headset & speaker for select**.

NOTICE: If one of these options is selected and the headset is not plugged into the headset jack box, the audio defaults back to the resource Select speaker.

9 When finished, click the **Close** button.

3.5 Adding Speed Dials to Folders

Speed Dials are resources that can be added to folders. They allow dispatch operators to dial a specific phone number with one click. You can create speed dials only from the local phone book and the shared phone book entries.

Prerequisites: Ensure that your local phone book or shared phone book contains the required speed dial phone number.

Procedure:

1 From the menu, select **Edit** → **Folders**.

2 From the **Folder** drop-down list, select a folder to which you want to add speed dials.

3 From the **Type** drop-down list, select the **Speed Dial** option.

Available speed dials are listed in the left-side pane. Speed dials present in the selected folder are listed in the right-side pane.

4 From the left-side pane, select a speed dial you want to add to the folder.

5 Move the speed dial by clicking the right arrow button.

6 When finished, click the **Close** button.

Related Links

Initiating Phone Calls from Phone Books on page 92
Initiating Phone Calls on page 91

3.6 Removing Resources from Folders

The Dispatch Operator can remove unnecessary resources from folders.

Procedure:

1 From the menu, select **Edit** → **Folders**.

2 From the **Folder** drop-down list, select a folder from which you want to remove resources.

3 From the right-side pane, select a resource. Click the left arrow button.

4 When finished, click the **Close** button.

3.7
Adjusting the Resource Volume

When the operator selects a resource, the audio of that resource increases to full volume. To temporarily increase or decrease the volume of a resource, adjust the volume control on the resource.

Procedure:

1 Optional: Expand the resource by clicking the down arrow button.
2 Adjust the volume by performing one of the following actions:
- Slide the volume control in either direction to adjust the volume.
- If you have volume knobs on your speakers, use them to adjust the overall volume of each speaker.

NOTICE: The volume range on the slider is from 0 to 7. If an Administrator configures the minimum volume to be more than 0, the Dispatch Operator cannot set the volume to be softer than the minimum volume set by the Administrator.

The Microhelp line at the bottom of the resource window displays the new volume setting.

Related Links

Adjusting the Resource Volume with Volume Sliders on page 72

3.8
Adjusting the Volume through the Speakers Volume Window

This window allows you to easily adjust the volume of the console speakers and headset. The list of available devices and their default volume level are configured by the administrator in the Elite Admin application.

Procedure:

1 From the menu, select **View** → **Speakers Volume Window**.
2 Adjust the volume of the chosen speaker or headset by sliding the volume control in the appropriate direction.
3 Repeat step 2 for each device on which you need to adjust the volume.

3.9
Adjusting the Resource Volume with Volume Sliders

The initial volume depends on the configuration of the administrator. Use volume sliders available on the console toolbar to adjust the overall volume of the console speakers and headset.

NOTICE: Volume sliders are available for MCC 7100 and MCC 7500E Dispatch Consoles. The maximum number of volume sliders added to the toolbar is nine (one for the headset and eight for speakers).

Procedure:

1 On the toolbar, find the required volume slider.
2 Slide the volume control in either direction to adjust the volume.

3.10

Assigning Audio Destinations for Radio Resources

The Dispatch Operator can designate through which speaker specific audio is heard and whether a resource Select audio should be routed to the headset.

Procedure:

1. From the menu, select **Edit** → **Audio**.
2. In the **Assigned Resources** list, select the resource for which you want to assign audio destinations.
3. In the**Select** drop-down list, choose a destination where a resource audio is heard when the resource is selected.
4. In the **Unselect** drop-down list, choose a destination where a resource audio is heard when the resource is not selected.
5. In the **Emergency Tone** drop-down list, select an Emergency Tone configuration for the resource.
6. If you want the Select audio routed to your headset, from the **Headset Behavior** drop-down list, choose one of the following options:
   - To hear the Select audio only through your headset, choose **Use headset for select**.
   - To hear the Select audio through your headset and through the Select speaker, choose **Use headset & speaker for select**.

   NOTICE: If one of these options is selected and the headset is not plugged into the headset jack box, the audio defaults back to the resource Select speaker.
7. Save changes and close the window by clicking **OK**.

3.11

Assigning Audio Destinations for Phone Resources

The Dispatch Operator can change the speakers through which audio for specific active phone calls is heard.

NOTICE: You can change the settings only for active phone calls. The settings are temporary and they revert to the saved configuration after the phone call ends.

Procedure:

1. From the menu, select **Edit** → **Phone Audio**.
2. In the **Active Phone Calls** list, click on an active call.
3. From the **Select** drop-down menu, select the speaker for the active phone call on a selected phone resource.
4. From the **Unselect** drop-down menu, select the speaker for the active phone call on an unselected phone resource.
5. Save changes and close the window by clicking **OK**.

3.12

External Resource Assignments

An External Resource Assignment is an assignment of a resource that is not initiated by Elite Dispatch. Externally assigned resources (such as one initiated by a CAD application) can be used as any other resource after you place them in the **External Assignment Folder**.

NOTICE: External assignments can cause the Elite Dispatch application to add temporary folders to a configuration.

The External Assignments operate according to the following placement pattern:

1 Upon receiving an External Assignment, the Elite Dispatch application attempts to place the resource in a viewable area of the **External Assignment Folder**. This folder is one of the folders on the desktop which has been designated by the Administrator using the Elite Admin application.

   If the Elite Dispatch application window has been resized, parts of the folders may be obscured. The remaining areas are referred to as the viewable areas of the folders.

2 If the resource cannot be placed in the viewable area of the **External Assignment Folder**, the Elite Dispatch application attempts to place the resource in the viewable area of the next folder to the right of the **External Assignment Folder**.

3 If a folder does not exist to the right of the **External Assignment Folder** and there is room to add a folder, a new folder named `Temporary <n>` is created.

4 The Elite Dispatch application continues to fill the viewable area of each folder to the right. If there is no room to add folders, the resource is placed on the first (left-most) folder in its viewable area.

5 If there is no room in the visible area for the complete resource, the Elite Dispatch application places resources in the remaining areas of the folders, moving to the next folder to the right each time a folder becomes full. After it reaches the last folder, it wraps around to the first folder and continues placing resources in the remaining areas until all folders are full. If a resource is not fully visible, a warning message is displayed on the status line.

6 If the Elite Dispatch application receives an External Assignment when all the folders are full, the resource has been assigned but cannot be seen or controlled by the Elite Dispatch application. A warning message is displayed on the status line.

Chapter 4

Radio Communication

The Motorola MCC 7500 VPM, MCC 7500E and the MCC 7100 Dispatch Consoles allow the dispatcher to monitor and communicate with radios. The Activity Log is a floating window that maintains a record of the most recent call activity received on a console. If calls come into the console too quickly for the operator to answer them, the Activity Log can be used to quickly contact users who may have called.

CAUTION: If the Elite Dispatch application is minimized or resized so that resources are no longer visible, the operator risks missing inbound call activity. Motorola Solutions assumes no liability for the consequences of such missed calls.

The Motorola MCC 7500 VPM, MCC 7500E and the MCC 7100 Dispatch Consoles support the following types of radio communication: transmitting (group and individual), receiving, and paging/stat-alert signaling.

4.1 Radio Transmission

The Dispatch Operator can communicate with other Resources by transmitting to them from the Elite Dispatch Console.

4.1.1 Resource Transmit Statuses

Resource Transmit Status is a console feature that informs the console position about the transmit state of each resource. The information appears as the status icon in the resource header.

When a console operator tries to transmit by using any of the available transmit features, for example, General Transmit, APB Transmit, or Instant Transmit, the console attempts to transmit on each of the affected resources. The system returns information regarding the status of each of the affected resources to the console operator.

Some resource transmit status messages are not limited to the console position that attempts to transmit. A parallel console position that attempts to transmit also causes these messages to be sent to all console positions that are assigned to or monitor that same resource.

This console position is transmitting on this resource.

The resource is busy.

This icon stands for one of the following statuses:

- No repeaters ARE available for the requested transmission. The radio system has queued the transmit request to wait for the next repeater.
- The system does not have bandwidth to grant the transmission request.
- The transmit operation is being initiated.

 **(blinking)**
Repeater now available for this resource, so the console operator can now transmit.

The resource is currently busy but the audio cannot be routed to this console position.

The resource is currently cross-busied due to a console transmission. The dispatcher can attempt to override another console that is using RF resources shared with this resource.

The resource is currently cross-busied due to a subscriber in emergency transmission that is using RF resources shared with this resource. A console transmission breaks the repeat path of an emergency call.

The resource is cross-busied due to a subscriber non-emergency transmission that is using RF resources shared with this resource. A console transmission breaks the repeat path.

No Icon

No Icon stands for one of the following statuses:

- No console position is transmitting on this resource.
- Resource is busy sending data, no transmit audio is to be heard.

Some transmit status messages appear for parallel consoles. Other messages are sent to the console positions that attempt to transmit.

These transmit statuses are sent to all operators who monitor this resource:

- 
- 
- 
- No Icon

This transmit status is sent to all operators who monitor this resource and have no audio path available:

- 

These radio cross busy transmission statuses are sent to all operators who monitor this resource:

- 
- 

4.1.2

Transmission Priorities

Supervisor transmissions take priority over transmissions by other operators. Therefore, the supervisor can take control of a resource from an operator with lower priority. The **Instant Transmit** button  allows the supervisor to access any resource immediately, regardless of other operator activity on that channel.

When the supervisor takes control of a channel from another operator, audio is heard from the speakers at all operator positions not acoustically cross-muted.

In dispatch centers with a secondary supervisor, the primary supervisor still has highest priority, but secondary supervisors have a higher priority than non-supervisors.

This table outlines transmission priorities:

Table 1: Transmission Priority Outline

Priority Level	Primary Supervisor	Secondary Supervisor	Operator (non-supervisor)
1	Instant Transmit, APB		
2		Instant Transmit, APB	
3			Instant Transmit, APB
4	General Transmit	General Transmit	General Transmit
5	Patch Transmit	Patch Transmit	Patch Transmit

4.1.3 Group Transmission

This list describes transmission methods and features available to a Dispatch operator:

General Transmit
Allows the operator to talk on the selected resources using a toolbar button, button on the microphone, or footswitch.

Instant Transmit
Allows the operator to talk on a single resource, whether that resource is selected or not.

Safety Instant Transmit
Prevents a Dispatch operator from accidentally transmitting on important resources by requiring to activate a safety switch prior to sending an instant transmit

Multiselect/Patch Transmit
Allows the operator to transmit on multiple resources simultaneously.

Clear Audio Alert
If a secure-only console has been configured in Elite Admin to provide Clear Audio indications, the console generatee a Clear Audio Alert tone and displays the Clear Audio Transmit Indicator on a resource transmitting clear audio.

Frequency Select
Allows a Dispatch operator to transmit on a resource equipped with multiple frequencies. Select the frequency to transmit on from the **Frequency** drop-down list prior to transmitting on the resource.

Transmit Mode Select
Allows a Dispatch operator to select the transmit mode used for outbound transmissions on a specific resource. The transmit mode indicates whether transmissions are encrypted to prevent eavesdropping by unintended listeners.

Outbound Secure Key
Allows the Dispatch operator to select from a list of encryption keys for the purpose of secure transmissions. The feature is available for digital conventional and conventional resources.

Priority Select: Tactical/Normal
Allows a Dispatch operator to select the relative system access priority of a resource in its communication system.

Taking Control from Another Operator Position
Allows a Dispatch operator to take control of a resource away from another operator position if its transmit mode is a higher priority.

Related Links

Sending APB and Patch Transmits on page 130
Sending Safety Instant Transmits on page 79
Sending General Transmits to Multiselect Groups on page 129

4.1.4

Safety Single Resource Select

You may have to activate a safety switch before performing single select on a radio or paging resource, if such requirement has been set by the system Administrator.

Procedure:

1. From the toolbar, select the **Safety Switch**  button, so it turns green  .
2. Select the desired single Resource.

   NOTICE: You have to select **Safety Switch** button every time you want to select a single Resource

4.1.5

Sending General Transmits

General transmit allows the operator to talk on the selected radio resources. Anyone monitoring the same resources may also hear the transmission.

Prerequisites: If a resource is part of a simultaneous paging session, the General Transmit button shows whether a general transmission can occur. A voice transmission cannot proceed until a paging session (and any resends) has ended or been aborted.

Procedure:

1. Select the radio resources to transmit on.

   The selected resource appears with a white background and a green border.

2. To avoid overriding another transmission in progress on resources using Private Line, perform one of the following actions:

   - Select the **Monitor** button  on the toolbar.
   - Hold down the left footswitch pedal.

   The squelch on the resource is temporarily disabled so the Dispatch Operator can listen to transmissions on other private lines.

3. If no one else is speaking, perform one of the following actions:

   - Transmit and speak into the microphone by holding down the **Transmit** button on the toolbar or microphone.
   - Transmit and speak into the microphone by pressing the right footswitch pedal.

   The red transmit icon appears on the selected resource.

4. When done transmitting, perform one of the following actions:

   - Release the **Transmit** button.
   - Release the right footswitch pedal.

Related Links

Sending APB and Patch Transmits on page 130
Sending General Transmits to Multiselect Groups on page 129

4.1.6

Sending Instant Transmits

Use Instant Transmit when you want to transmit to a resource, but not change the resource selected, or when you want to try to override an existing conversation.

Procedure:

1. To avoid overriding another transmission in progress on resources using Private Line, perform one of the following actions:
   - Select the **Monitor** button  on the toolbar.
   - Hold down the left footswitch pedal.

   The squelch on the resource is temporarily disabled.
2. Transmit and speak into the microphone by holding down the **Transmit** button on the resource.

   The red transmit icon appears on the resource.
3. Release the **Transmit** button when done transmitting.

4.1.7

Sending Safety Instant Transmits

The system Administrator may have set up some radio or paging resources so that the operator must first activate a safety switch before performing an instant transmit. This system prevents the operator from accidentally transmitting on important resources.

Procedure:

1. From the toolbar, select the **Safety Switch** button  .

   The **Safety Instant Transmit** button  on the resource changes to the regular **Instant Transmit** button  .
2. Click and hold the **Instant Transmit** button for five seconds.
3. Speak into the microphone.
4. When done transmitting, release the **Instant Transmit** button.

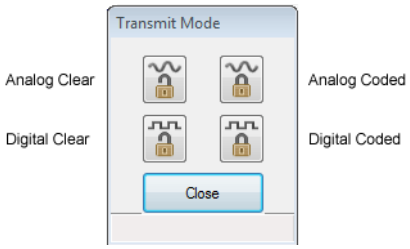
4.1.8

Transmit Mode Select

Transmit mode is a feature that permits the operator to select the transmit mode used for outbound transmissions on a specific resource. The transmit mode indicates whether transmissions are encrypted to prevent eavesdropping by unintended listeners.

This figure shows the possible modes of operation displayed:

Figure 8: Transmit Modes Available to a Dispatch Operator



To change the transmit mode of the resource, click the **Transmit Mode Select** button.

4.1.9
Selecting a Private Line

If a resource is equipped with Private Line capability, the desired Private Line can be selected from the Private Line drop-down list prior to transmitting on the resource.

Procedure:

From the **Private Line** 

drop-down list, select the desired private line.

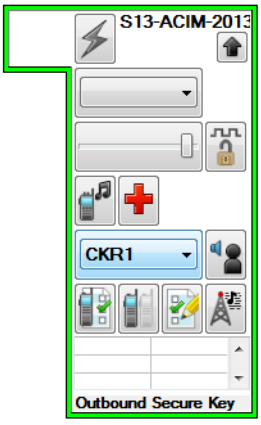
4.1.10
Sending Outbound Secure Key Transmissions

Outbound Secure Key permits the dispatch operator to select from a list of encryption keys for the purpose of secure transmissions. The feature is available for digital conventional and conventional resources.

Procedure:

1. Select the radio resource to transmit on.
2. Set the resource to a coded transmit mode.
3. From the **Secure Key** drop-down list on the resource, select the desired outbound secure key.

   Figure 9: Outbound Secure Key Drop-down List

4. To begin the secure transmission, click and hold the **Transmit** button.
5. To end the secure transmission, release the **Transmit** button.

4.1.11

System Access Priority Select

System Access Priority Select allows a Dispatch operator to select the relative system access priority of a resource in its communication system. A Dispatch operator may use this feature to assign a higher priority to the associated resource, giving the resource a better chance of gaining communication access during a repeater busy scenario.

During a repeater busy scenario, if two call requests are queued with one as normal and the other as tactical priority, the one with the tactical priority gains access to the system when the next repeater becomes available.

NOTICE: Only emergency calls have a higher priority than tactical.

This list describes the states of the **Priority Select** toggle button:

System Access Priority is set to Tactical.

System Access Priority is set to Normal.

Click the **Priority Select** button until the desired System Access Priority is set.

Related Links

Setting System Access Priority

4.1.12

Control Transfer from Another Operator Position

An operator position can take control of a resource away from another operator position if its transmit mode is a higher priority.

NOTICE: Transmission by a supervisor console user has a higher priority than a transmission from a non-supervisory user. If the supervisor takes control of a resource while another operator is transmitting on it, the supervisor audio may be heard from the speakers of the non-supervisor console.

This list describes the available transmit priorities:

High Priority

All-Points Bulletin (APB)

Instant Transmit. If a yellow lightning bolt appears in the indicator area of a resource, another operator is transmitting to it. The operator can either wait until the other call is finished, or attempt to interrupt the transmission using Instant Transmit.

Medium Priority

General Transmit

Footswitch Transmit

Multiselect Transmit

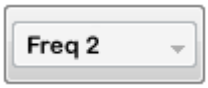
Low Priority

Patch Transmit

4.1.13
Transmitting on Resources with Multiple Frequencies

If a resource is equipped with multiple frequencies, the Dispatch operator can select the appropriate frequency.

Procedure:

From the **Frequency** drop-down list 

, select the desired frequency prior to transmitting on the resource.

4.1.14
Private Calls

Use the Private Call feature to establish private communication between a console position and a radio. Only one private call per console is supported. Private calls are indicated by a solid green circle displayed on the Private Call button. The circle blinks until the call is answered.

Figure 10: Private Call Button

The message `Private Call` appears in the Resource header and in the stack. The audio from the transmitting radio is heard immediately through the console. Depending on how the system is configured, a series of tones may also be heard through the console. Private call indications continue until the call is answered by the Dispatch console operator.

When the target radio answers the call, click and hold the **Transmit** button to talk to the radio.

If there is no audio activity over a period of time, the call ends and all call indications are removed from the Resource if the system is configured as such.

Related Links

Initiating Private Calls on page 83
Receiving Private Calls on page 82

4.1.14.1
Receiving Private Calls

When a resource initiates a private call, you receive it on the console position.

Procedure:

1. On the resource displaying the `Private Call` message, click **Private Call**.

   The resource is taken off-hook and the blinking green circle becomes solid.

2. Talk to the radio by clicking and holding **Transmit**.
3. End the call by clicking **Private Call**.

Related Links

Initiating Private Calls on page 83

4.1.14.2
Initiating Private Calls

Procedure:

1. On the Resource, open the **Private Call QuickList** by clicking the **Private Call** button.
2. Select an ID and click the **Send** button.
3. Click the **Transmit** button.

   A solid green circle appears in the upper-left hand corner of the **Private Call** button and the message `Private Call` appears in the Resource header. The target radio receives an indication that the transmission has begun.

4. To end the Private Call, click the **Private Call** button.

   NOTICE: A full duplex private call differs from a simplex individual call in that audio flows concurrently in both directions; that is, the user can both receive and transmit at the same time. A full duplex call is indicated by the double-ended arrow over the private call icon.

Related Links

Receiving Private Calls on page 82
Outbound Signaling with the QuickList on page 100

4.1.15
Alert Tones

Use the Alert Tone feature to send a predefined tone to a radio or console position. A Dispatch Operator can send one of 15 predefined tones to a radio or console. Alert tones are a consistent means of notifying radios or consoles of a certain condition.

An alert tone cannot be sent to a receive-only resource or at the same time as any of the following transmissions:

- Another Alert Tone
- A General Transmit
- A Patch Transmit
- A Page
- An APB Transmit

The two types of alert tones are configured by an Administrator in the Elite Admin application. The alert tones can be one of the following types:

Momentary alert tones
Alert tones are sent only when you press the **Alert Tone** button on the toolbar.

Latched alert tones
Alert tones are sent for a predefined period of time after you press the **Alert Tone** button on the toolbar. To stop sending the latched alert tone before the predefined time ends, press the **Alert Tone** button again.

Related Links

Sending Alert Tones on page 84

4.1.15.1
Sending Alert Tones

Perform this procedure to send alert tones.

Procedure:

1. In the **Elite Dispatch** window, select the resources you wish to send the alert tone to.
2. From the drop-down list in the **Alert Tone Select** button  on the toolbar, select one of the 15 predefined tones.

   NOTICE: If the **Alert Tone Select** button is not available on the toolbar, use the individual **Alert Tone** button  .
3. Perform one of the following actions:
   - To send a momentary alert tone, click and hold the **Alert Tone Select** button for as long as you wish to send the alert tone.
   - To send a latched alert tone, click the **Alert Tone Select** button.

Related Links

Alert Tones on page 83

4.1.16
Cross Busy and 4K Association Limit per Console for Conventional Talkgroups

A console associates a Conventional Talkgroup to receive cross busy information. A Conventional Talkgroup has cross busy indications showing activity by other talkgroups on the same Conventional Talkgroup channel, or an RF cross busy Conventional Talkgroup channel. When a cross busy due to a console with another talkgroup on the same channel occurs, an attempted console transmit results in busy/queuing by the call controller. When a cross busy is due to a console with another talkgroup RF cross busy Conventional Talkgroup channel, an attempted console transmit results in the lower priority console backing off. When a cross busy is due to subscriber or cross busy due to subscriber emergency, a console transmit results in taking over the outbound audio path from the subscriber.

There is a 4000 association limit per console. The console operator is notified if the associations exceed the limit. It is not possible to exceed the limit when no RF cross busy Conventional Talkgroup channels exist. If more than 48 RF cross busy Conventional Talkgroup channel pairs are entered into Network Manager, conditions start to exist where a console could exceed 4000 associations.

4.2
Call Reception

The console operator position can receive communications from radios by responding to Inbound Calls, Clear Audio Alerts, and Cross Mode Alerts. Clear Audio Alerts and Cross Mode Alerts are two additional features available in some ASTRO systems.

Inbound Call

If a call is received on the Resource while the Resource is not selected, the call indicator is solid (not flashing). If the operator position selects a Resource for an inbound call, the call indicator flashes.

When a call is received on a hidden folder on the Dispatch console desktop, two call indications are possible. The Inbound Call indication  is first priority, and the Emergency indication  is second priority when received on the same hidden folder.

NOTICE: The call indications appear on the folder tab of the hidden folder.

Clear Audio Alert (RX)

If a secure-only console has been configured in Elite Admin to provide Clear Audio indications, the console generates a clear Audio Alert tone and displays the **Clear Audio Receive** indicator on a Resource receiving clear audio.

Cross-Mode Alert

The **Cross-Mode Alert** indicator warns the operator that a call has been received in a different mode than the current transmit mode.

NOTICE: Transmitting back to the resource without changing the mode may result in the radio not being able to hear the transmission, and/or the operator may be transmitting clear when the transmission should be coded/encrypted. The operator must change the transmit mode to match the inbound transmission when this indicator appears. For more information, see Transmit Mode Select on page 79.

Related Links

Selecting the Transmit Mode for Outbound Transmissions

4.2.1
Responding to Calls

Perform this process to respond to calls.

Process:

1. In the **Elite Dispatch** window, select the Resource that contains the call indicator.

   NOTICE: If the channel is selected, the audio from the radio switches from the Resource unselect audio destination to its select audio destination (speaker or headset).

2. Perform one of the following procedures:
   - Send a general transmit as described in Sending General Transmits on page 78.
   - Send an instant transmit as described in Sending Instant Transmits on page 79

4.3
Paging Options

Paging options allow the Dispatch Operator to send Call Alerts or pages to a group of resources or to communicate with field personnel who do not have radios.

The following options are available to the Dispatch Operator:

- Sending a Quick Page
- Sending a Standard Page (Using the Page List)
- Sending a Standard Page (Manually)
- Sending a CheckList Page
- Resending Failed Pages

On the screen, Paging Resources are small windows with an Alias name and a **QuickPage** button:

Figure 11: Paging Resource

After initiating a paging session, the following restrictions apply:

- It is not possible to initiate another page.
- It is not possible to send a General Transmit to any Resource included in the paging session.
- It is not possible to add to the page queue list.
- It is not possible to remove a page member from the page queue.

4.3.1
Console Selected Resource Pages

In an ASTRO® 25 system, the Network Management software (NM Client) is used to create pages for use by consoles enabled for paging.

Certain pages are called *Console Selected Resource Pages*. This type of page does not contain pre-configured channel information. Rather, when a Console Selected Resource Page is added to a standard or check list page, the channel used is the channel that is active at the time the page is added to the queue.

4.3.2
Sending QuickPages

When a Page Resource is part of a configuration, its member resources receives a page upon activation of the QuickPage button.Some Page Resources are configured as *safety protected*. In that case, a Dispatcher must use the safety switch button in the toolbar before sending a page.

Procedure:

1 On a Page Resource, click the **QuickPage** button.

NOTICE: Only one QuickPage can be sent at a time.

4.3.3
Sending Standard Pages from the Page List

Perform this procedure to send Standard Pages from the Page List.

Procedure:

1 In the toolbar, click the **Standard Page** button.

2 Select the **Page List** tab and perform one of the following actions:

- To display Master Resources, select the **Master** button.
- To display Custom Resources, select the **Custom** button.

3 Select the Page Resources to which you wish to send a page and perform one of the following actions:

- To add Resources to the **Pending Pages** list, click the **Right arrow** button.
- To remove Resources from the **Pending Pages** list, click the **Left arrow** button.

NOTICE: If you select group page resources, the **Pending Pages** list shows the individual page members, not the group page alias name.

4 To display details for a particular resource or group, click on a resource or group name in either list and click the **Details >>** button.

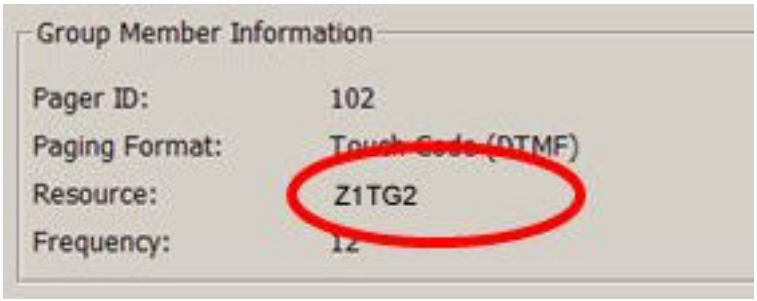
The bottom of the dialog box expands to show paging information of the selected Page Resource.

NOTICE: If you select a Console Selected Resource Page from the **Page List**, the Resource is displayed as *Currently Selected*.

Figure 12: Resource Displayed as Currently Selected

If you select a Console Selected Resource Page from the **Pending Pages** list, the Resource chosen for the Console Selected Resource Page in this activity, is displayed.

Figure 13: Resource Chosen for the Console Selected Resource Page



5 To view paging information for that member, click on a resource in the **Group Members** list of the **Details** panel.

6 Close the **Details** panel by clicking the **Details <<** button.

7 To send a page to all Resources in the **Pending Pages** list, click **Send**.

The **Pending Pages** list displays the page status next to each resource during the paging session. If a page was successful, a green checkmark appears next to the resource name. If a page was unsuccessful or an error occurred, a red X appears next to the resource name.

8 Perform one of the following actions:

- To stop the paging session, click **Abort**.
- To close the **Standard Page** dialog box without sending any changes, click **Close**.
- When finished, to close the **Standard Page** dialog box, click **Close**.

Related Links

Resending Failed Pages on page 89

4.3.4
Sending Standard Pages Manually

Perform this procedure to send Standard Pages manually.

Procedure:

1. From the toolbar, select the **Standard Page** button.
2. In the **Standard Page** dialog box, select the **Manual** tab.
3. In the **Manual** tab, in the text box, enter a ***<Pager ID>***.
4. Perform the following actions:
   a. From the **Format** drop-down list, select the paging format.
   b. From the **Resource** drop-down list, select the paging resource.
   c. From the **Frequency** drop-down list, select the paging frequency.

   NOTICE: The list of available frequencies depends on the selected Resource.
5. Add the Resource to the **Pending Pages** list by clicking the **Right arrow** button.

   The Resource is displayed in the list as `Manual 1`.

   NOTICE: Additional manual pages are incremented automatically by 1 when added to the queue. The counter is reset when the paging session ends.
6. Perform the following actions:
   a. To display the details for a particular Resource, select the Resource from the **Pending Pages** list and click **Details >>**.

      The bottom of the dialog box expands to show paging information for the selected Resource.
   b. To close the **Details** panel, click **Details <<**.
   c. To send the page to all Resources in the **Pending Pages** list, click **Send**.

      The **Pending Pages** list displays the page status next to each resource during the paging session. If a page was successful, a green checkmark appears next to the resource name. If a page was unsuccessful or an error occurred, a red X appears next to the resource name.
7. Perform one of the following actions:
   - To stop the paging session, click **Abort**.
   - To close the **Standard Page** dialog box without sending any changes, click **Close**.
   - When finished, to close the **Standard Page** dialog box, click **Close**.

Related Links

Resending Failed Pages on page 89

4.3.5
Sending CheckList Pages

CheckList Page sends pages to a collection of page resources. It allows the operator to create a group page *on the fly* using the paging resources on the screen.

Procedure:

1. From the toolbar, select the **CheckList Page** button.
2. Select the desired Page Resource.

   The page resource displays in the `added` state (white background) or shows that the resource cannot be added.

3 Repeat step 2 for each Page Resource.

4 When all desired resources have been selected, click the **Send Page** button in the toolbar

At this point, no more page resources can be added and the **CheckList Page** button is disabled.

The page is sent to the selected Resources. For Talkgroups or Multigroups, the page is sent to each member of the group.

NOTICE: If any error occurred in step 2, the system automatically enters Resend Page mode.

5 Optional: To stop the paging session, click **Abort**.

4.3.6
Resending Failed Pages

When a paging session ends, Elite Dispatch gives the Dispatch Operator the option to resend any pages that failed to be sent. In resend mode, the **Send** button changes to **Resend**.

In the **Pending Pages** list, the pages from the previous paging session are marked with the following status indicators:

- The clear icon marks sent pages.
- The error icon marks failed pages.

Procedure:

1 To resend the failed pages, on the right side of the **Standard Page** window, click **Resend**.

The pages sent successfully from the previous session are cleared from the queue and any failed pages are attempted again. When the new paging session ends, the pages from this session are marked with appropriate status indicators.

NOTICE: If you do not click **Resend** in 20 seconds after the last paging session, Elite Dispatch clears all the pages from the queue.

This page intentionally left blank.

Chapter 5

Phone Communication

The Motorola MCC 7500 VPM and MCC 7500E Dispatch Consoles support the following types of phone communication: call placing, call reception, transferring, and forwarding phone calls in both full or half duplex mode.

5.1 Initiating Phone Calls

Perform this procedure to initiate phone calls.

Procedure:

1. In the **Elite Dispatch** window, select the Phone Resource to transmit on.

   The selected resource appears with a white background and a blue border.

2. Perform one of the following actions:
   - If the **Dialer** window displays automatically after selecting the Phone Resource, go to step 4.
   - If the **Dialer** window does not display automatically after selecting the Phone Resource, perform step 3.
3. From the **Phone** menu, select **Dialer**.
4. In the **Dialer** window, enter the phone number you wish to call.
5. Initiate the call by clicking the **Phone Off Hook** button.

Related Links

Initiating Phone Calls from Phone Books on page 92

5.2 Redialing Phone Numbers

Perform this procedure to redial phone numbers.

Procedure:

1. In the **Elite Dispatch** window, select the Phone Resource to transmit on.

   The selected resource appears with a white background and a blue border.

2. Perform one of the following actions:
   - If the **Dialer** window displays automatically after selecting the Phone Resource, go to step 4.
   - If the **Dialer** window does not display automatically after selecting the Phone Resource, perform step 3.
3. From the **Phone** menu, select **Dialer**.
4. Initiate the call by clicking the **Phone Redial** button.

5.3
Phone Books

Instead of dialing phone numbers manually, the Dispatch Operator can select entries from the shared phone book and the local phone book.

This list describes phone book types available to the Dispatch Operator:

Shared Phone Book
A shared phone book is a `.CSV` file placed in a common localization specified by your organization and maintained by a System Administrator. The consoles synchronize with the file at regular intervals and Dispatch Operators always have access to an up-to-date version of the book.

Local Phone Book
A local phone book is part of an `.ELT` configuration file created by a Console Administrator. It can contain entries added manually by the Administrator and entries selected from the shared phone book. The Dispatch Operator can use the local phone book entries to create speed dials.

Related Links

Initiating Phone Calls from Phone Books on page 92
Adding Speed Dials to Folders on page 71

5.3.1
Initiating Phone Calls from Phone Books

Perform this procedure to initiate phone calls from phone books.

Procedure:

1. In the **Elite Dispatch** window, select the Phone Resource to transmit on.

   The selected resource appears with a white background and a blue border.

2. Perform one of the following actions:
   - If the **Dialer** window displays automatically after selecting the Phone Resource, go to step 4.
   - If the **Dialer** window does not display automatically after selecting the Phone Resource, perform step 3.
3. From the **Phone** menu, select **Dialer**.
4. Select the phone book to use:
   - For the shared phone book, select the **Master** tab.
   - For the local phone book, select the **Custom** tab.
5. From the list in either tab, select an entry that you wish to call.
6. Initiate the call by clicking the **Phone Off Hook** button.

Related Links

Initiating Phone Calls on page 91

5.4
Dual-Tone Multi-Frequency Overdial

Dual-Tone Multi-Frequency (DTMF) is transmitting tones over telephone lines to communicate with other devices and the switching center. The Dispatch Operator transmits the tones by dialing digits on the keypad.

The DTMF overdial is available on MCC 7500 VPM and MCC 7500E Dispatch Consoles with the Console Telephony feature installed.

The Dispatch Operator can dial the required digits by using:

- The Dialer keypad. After you establish the call, select the required digits on the Dialer keypad.
- An entry from the local or shared book if you have the required sequence of digits saved in one of them. After you establish the call, dial the required entry from the phone book.
- A speed dial if you have one for the required sequence of digits in one of your folders. After you establish the call, click the speed dial to transmit the required tones.

NOTICE: When first establishing a call from the MCC 7500E Dispatch Console, you can also choose a whole dialing sequence: the phone number, the pauses and the additional digits for overdial.

Related Links

Adding Speed Dials to Folders on page 71
Initiating Phone Calls on page 91

5.5
Phone Call Reception

Apart from initiating Phone Calls from the Dispatch Operator position, the Dispatch Operator can receive inbound connections from other Phone Resources.

Inbound Phone Calls

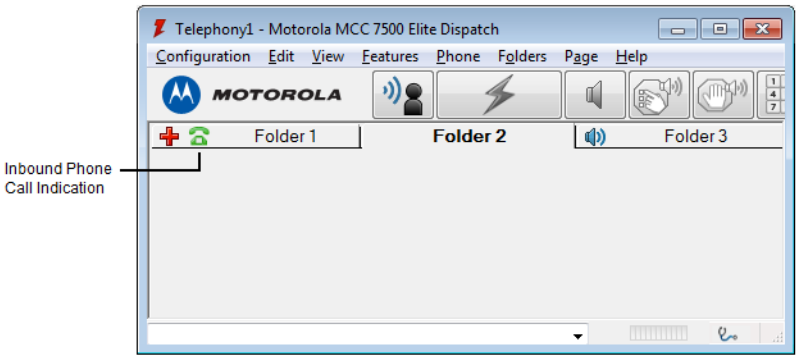
When a Dispatch position receives an inbound call, it is displayed on one of the available Phone Resources. As the Phone Resources are numbered from Phone 01 to Phone 20, the inbound call is always allocated to the lowest numbered available phone resource. The phone resource displays ringing indications and the console sounds the configured ringing tone. After the Dispatch Operator answers the call by selecting the ringing telephone resource, the phone call is established.

Phone Call Received in a Hidden Folder

When a phone call is received in a hidden folder on the Dispatch Console desktop, two different call indications are possible. The Inbound Phone Call indication is first priority, and the Emergency indication is second priority when received in the same hidden folder.

NOTICE: The phone call indications appear on the folder tab of the hidden folder.

Figure 14: Inbound Phone Call Indication in a Hidden Folder



Headset Priority Rules

The Elite Dispatch Console supports three sets of priority rules for using the headset.

- When a Dispatch Operator uses a headset, the External Phone Interface (EPI) audio takes precedence.
- When a call through the External Phone Interface (EPI) is in progress, the audio from the EPI is routed to the headset as it has priority over the console telephony audio.
- The console telephony audio has priority over audio from selected radio resources.

5.5.1 Answering Inbound Phone Calls

Perform this procedure to answer inbound phone calls.

Procedure:

In the **Elite Dispatch** window, select the Resource that contains the call indicator.

The call is transmitted on a selected Resource and the call audio switches from the phone line Unchosen Speaker to the phone line Chosen Speaker.

5.6 Transferring Phone Calls

The Dispatch Operator can transfer a call directed to their Console Position to another Dispatch Operator or telephone number:

NOTICE: The call transfer feature is not supported for calls established from one MCC 7500 dispatch position to another MCC 7500 dispatch position.

Procedure:

1. In the **Elite Dispatch** window, select the Phone Resource on which there is a call.

   The selected resource appears with a white background and a green border.

2. In the **Resource** window, click the **Phone Transfer** (for MCC 7500 VPM Dispatch Console)/ **Attended Call Transfer** (for MCC 7500E Dispatch Console) button.
3. In the **Phone Transfer**/ **Attended Phone Transfer** window, specify the phone number to which the call is to be transferred by performing one of the following actions:
   - To use a shared phone book entry, select the **Master** button.
   - To use a local phone book entry, select the **Custom** button.
   - To dial the number, click the **Dialer** button.
4. Perform one of the following actions depending on the type of your Dispatch Console:

If...	Then...
If you are using the MCC 7500 VPM Dispatch Console,	after you select or dial a number, click the **Transfer** button.
If you are using the MCC 7500E Dispatch Console,	perform the following actions: **a** after you select or dial a number, click the **Announce** button.

If...	Then...
	b talk to the party receiving the transferred call, and verify they are the right target for the call. **c** if they are the right target for the call being transferred, click **Complete**. **d** if they are not the right target for the call being transferred, click **Phone on Hook** to disconnect the call, and return to step 3.

If the call is transferred successfully, a success indication momentarily appears on the Phone Resource.

5 To close the **Phone Transfer/ Attended Phone Transfer** window, click **Close**.

5.7 Forwarding Phone Calls

The Dispatch Operator can forward their incoming calls to other Dispatch Operators.

Procedure:

1 From the **Phone** menu, select the **Forward** option.

2 In the **Forwarding** window, specify the forwarding phone number:

- To dial the phone number manually, select the **Number Dial** tab. Enter the phone number you wish to dial.
- To dial a shared phone book entry, select the **Master** tab. Select the entry you wish to dial.
- To dial a local phone book entry, select the **Custom** tab. Select the entry you wish to dial.

3 Set the forwarding phone number by clicking the **Phone Call Forward** button.

If forwarding is set successfully, all the configured gateways acknowledge the operation. If not all the gateways acknowledge the operation, the **Partial Forwarding** indicator  is displayed.

4 Optional: If you see the partial forwarding indication, perform one of the following actions:

- Retry to set forwarding by repeating step 3.
- If retrying to set forwarding fails, notify the support team.

Postrequisites: For the MCC 7500E Dispatch Console review the following actions.

NOTICE: When forwarding calls for the MCC 7500E Dispatch Console, a hunt group takes precedence over call forwarding. For example, assume a configuration where a hunt group with ID 200 is configured to contain consoles 1111 and 2222, but not console 3333. Additionally console 1111 had turned on call forwarding to console 3333. In this situation:

- when a call comes in directed at hunt group 200, only console 2222 will ring
- when a call comes in directed at console 1111 via direct inbound dial or a console to console call, console 3333 will ring.

NOTICE: For the MCC 7500E Dispatch Console:

- when call forwarding is activated for a phone number from the console, it deletes any forwarding previously set via the NEC Console Telephony Gateway, and any star codes dialed directly from the console. Do Not Disturb is activated for that phone number which overrides the star code entered by the dispatcher to deactivate Do Not Disturb for that phone number if it has been entered previously.
- when call forwarding is deactivated for a phone number from the console, it deletes any forwarding previously set via the NEC Console Telephony Gateway, and any star codes dialed directly from the console. Do Not Disturb is deactivated for that phone number which overrides the star code entered by the dispatcher to activate Do Not Disturb for that phone number if it has been entered previously.

5.8 Full Duplex and Half Duplex in Telephone Operations

Depending on the configuration of the Dispatch Position and the action that the Dispatch Operator performs, telephone operations are performed in full duplex or half duplex mode.

If a headset is available at the dispatch position, phone calls operate in hands-free full duplex mode. The hands-free full duplex mode requires no Push-toTalk (PTT) operations from the Dispatch Operator to talk on the phone. Inbound audio from phone calls is routed to the headset, and the console transmit audio is sent from the headset microphone to the telephone caller.

If no headset is available at the Dispatch Position, phone calls operate in half duplex mode. Half duplex operation is similar to communications on radio resources. Each time the Dispatch Operator wants to speak on the phone, they must perform a PTT operation on the Phone Resource to which the call is assigned.

In certain situations, priority for the headset is given to other dispatch use cases, such as console transmit operations or External Phone Interface (EPI). If the headset is re-allocated to another use case when a phone call is in progress, the phone call temporarily changes to half duplex mode and reverts to hands-free full duplex mode after the higher priority dispatcher operation ends.

Chapter 6

Elite Dispatch Features

This chapter introduces additional features available in Elite Dispatch. The advanced options explained here include handling Emergency Alarms and Calls, managing radio units and Secure Keys, and more.

6.1 Emergency Alarm and Call

This feature is applicable for the MCC 7100 and MCC 7500 VPM Dispatch Consoles. Two emergency classes are included in this feature: Emergency Alarm and Emergency Call.

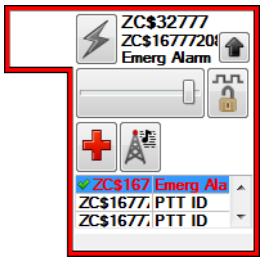
Emergency Alarm
Alerts console positions of an emergency situation by sending a distinct tone to the console speaker or headset.

Emergency Call
Initiated while a radio is in emergency mode and provides higher priority communication than a regular radio call. Emergency Calls do not generate a tone.

When an Emergency Alarm or Call is received for a resource, the following events occur:

- The volume of the resource is automatically set to maximum.
- The resource border flashes red.
- Depending on the type of emergency, the status line in the resource header displays `Emerg Alarm` or `Emerg Call`.
- Depending on the type of emergency, the Stack displays `Emerg Alarm` or `Emerg Call` in red.
- Depending on the type of emergency, the Activity Log displays `Emerg Alarm` or `Emerg Call` in red.
- For each Emergency Alarm received at an operator position, a continuous emergency tone is generated.

Figure 15: Emergency Alarm and Call Indicators



Related Links

Stack Functionality on page 115

6.2 Emergency Alarm, Call and Man Down Feature

This feature is applicable for the MCC 7500 E Dispatch Console. Three emergency classes are included in this feature: Emergency Alarm, Emergency Call and Man Down.

Emergency Alarm
Alerts console positions of an emergency situation by sending a distinct tone to the console speaker or headset.

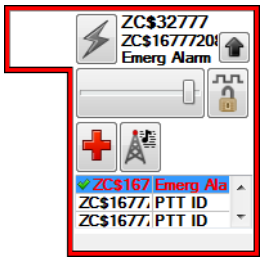
Emergency Call
Initiated while a radio is in emergency mode and provides higher priority communication than a regular radio call. Emergency Calls do not generate a tone.

Man Down
Alerts console positions of a Man Down situation, by sending a distinct tone to the console speaker or headset.

When an Emergency Alarm, Call or Man Down is received for a resource, the following events occur:

- The volume of the resource is automatically set to maximum.
- The resource border flashes red.
- Depending on the type of emergency, the status line in the resource header displays `Emerg Alarm` or `Emerg Call` or `Man Down`.
- Depending on the type of emergency, the Stack displays `Emerg Alarm` or `Emerg Call` or `Man Down` in red.
- Depending on the type of emergency, the Activity Log displays `Emerg Alarm` or `Emerg Call` or `Man Down` in red.
- For each Emergency Alarm received at an operator position, a continuous emergency tone is generated.
- For each Man Down situation received at an operator position, an continuous emergency Man Down tone is generated.

Figure 16: Emergency Alarm and Call Indicators



6.3 Emergency Calls Treated as Normal Calls

The Emergency Call as Normal Call feature allows the Dispatch Administrator to configure specific channels in the `.elt` configuration to suppress emergency indications to the Dispatch Operator. Audible and/or visual emergency indications can be suppressed independently.

The administrator enables the feature for a specific channel by turning off the visual and audible or only audible indications of an incoming emergency call on this channel. By using various `.elt` files for various consoles, it is possible to specialize the dispatch operators in dealing with specific types of calls, for example, calls from a specific region.

When the Emergency Calls Treated as Normal Calls feature is enabled in a specific `.elt` configuration for a specific radio resource, the dispatch operator who uses this configuration sees the emergency calls on this resource as normal calls. At the same time, a dispatch operator who uses a different configuration sees it as an emergency call.

Regardless of the settings on specific consoles, all emergency calls coming to a dispatch center are always logged as emergency calls in the audio logging system.

6.4 Answering Emergency Transmissions

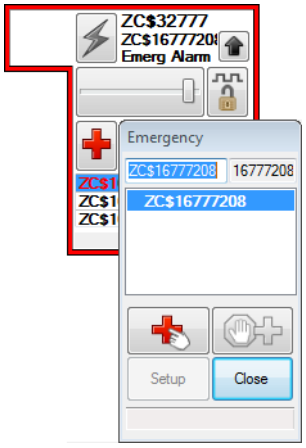
The Dispatch Operator is responsible for acknowledging emergency transmissions and responding to them.

Procedure:

1 On a resource, click the **Emergency** button  .

NOTICE: Opening the flap on a compressed resource with an unacknowledged emergency automatically opens the **Emergency QuickList**.

Figure 17: Emergency QuickList



2 Optional: To turn off the emergency tones for all the emergencies currently active at the console, click the **End Emergency Tones** button  on the toolbar.

Turning off the emergency tones does not end the emergency state of any of the events that triggered the emergency tones.

3 In the **Emergency QuickList**, select the entry to be acknowledged. Click the **Acknowledge Emergency** button  .

The emergency tone ends and the resource window border stops flashing (as long as no other unacknowledged emergency entries remain). A green check mark is placed next to the Unit ID entry in the QuickList, next to the corresponding entry in the Stack, and in the Activity Log. The check mark indicates that an operator is handling the emergency. These results appear at all operator positions monitoring the resource.

4 Talk to the radio that sent an Emergency Call by clicking and holding the **Transmit** button.

6.5 Ending Emergencies

After all emergency entries for a resource get acknowledged, the **Knockdown** button  becomes active.

Procedure:

Terminate the emergency state on the resource by clicking the **Knockdown** button.

The following events occur:

- The resource volume is back to normal.
- The emergency is cleared at all operator positions monitoring the resource.
- All entries are removed from the Emergency QuickList.
- The resource border is changed to the original color from before the emergency.
- The status line of the resource header goes blank and the corresponding entry in the stack changes from red to black.
- The Activity Log entry color remains unchanged.

6.6 Initiating Emergency Calls

The Dispatch Operator can initiate Emergency Calls from the console. This option is available in trunking systems only.

Procedure:

1. In the **Resource** window, click the **Emergency** button  .
2. In the **Emergency QuickList** dialog box, initiate a console emergency by clicking the **Setup** button.
3. Click and hold the **Transmit** button to talk.

An operator receiving a console emergency sees their resource border turn red and the call is acknowledged automatically. The operator then has the opportunity to handle the emergency and knock it down.
If the operator initiating an emergency switches dispatch configurations or exits the current configuration while an emergency is unacknowledged, the emergency is knocked down from the initiating operator console and from all other operator positions monitoring the channel on which the emergency was engaged.

Regardless of which operator position sets up an emergency, any operator position can knock it down.

6.7 Outbound Signaling with the QuickList

The QuickList is used to select a radio to communicate with and contains two lists of resource aliases: the Master List and the Custom List, as indicated by buttons on the window. The operator may also enter a unit ID by selecting the **1-9/A-Z** button in the **QuickList** window.

Figure 18: Selecting Radios in the Quick List by Unit Aliases

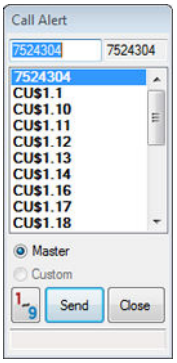
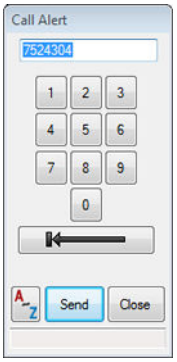


Figure 19: Selecting Radios in the Quick List by Unit ID



NOTICE: For channels capable of MDC1200 signaling, the Elite Dispatch application displays a keypad that allows for hexadecimal unit ID entry.
For channels not configured for MDC1200 operation, Elite Dispatch displays a numeric keypad with disabled hexadecimal keys (A, B, C, D, E, and F).

For channels configured for MDC1200 operation and Non-Standard display mode, Elite Dispatch displays a numeric keypad with enabled hexadecimal keys (A, B, C, D, E, and F).

For channels configured for MDC1200 operation and Standard display mode, Elite Dispatch displays a numeric keypad with enabled hexadecimal keys (A, B, C, D, and in some cases E). For the first character in the unit ID of an MDC channel configured with hexadecimal and Standard display mode, Elite Dispatch displays a numeric keypad with disabled E key.

Non-Standard MDC1200 operation allows the unit ID range to expand from 0x0000-0xFFFF.

Standard MDC1200 operation reserves the range 0xE000-0xEFFF for group operations. Thus, the allowed unit ID range is 0x0000-0xDEEE.

Procedure:

1

If…	Then…
If you want to select radios in the Quick List by Unit Aliases,	perform the following actions: **a** Select the list from which you want to choose a radio by clicking on **Master** or **Custom**. **b** From the list, select an alias of the radio.

If…	Then…
	NOTICE: The Unit ID corresponding to the selected alias is shown adjacent to the alias at the top of the QuickList. If part of an alias name is not visible, a tooltip displays the full name. **c** Transmit the corresponding feature associated with the QuickList by clicking the **Send** button.
If you want to select radios in the Quick List by Unit ID,	perform the following actions: **a** Click the **1-9/A-Z** toggle button. **b** Specify the Unit ID of the desired radio by clicking the numbered buttons. **c** Delete any incorrect characters by clicking the backspace arrow. **d** Transmit the corresponding feature associated with the QuickList by clicking the **Send** button.

6.8 Main/Alternate Channel Control

The Main/Alternate Channel Control feature allows a Dispatch Operator to choose which channel is active for a conventional site.

If this capability is enabled, the following icons are visible in the Dispatch application:

Main Channel active indicator

Alternate Channel active indicator

Main/Alternate state Unknown indicator

A Dispatch Operator can choose the active channel by toggling the **Main/Alternate** icon between the main and alternate channel.

IMPORTANT: Contact your system administrator for instructions on how to enable a re-configured Main/Alternate channel pair.

IMPORTANT: If the state of the Main/Alternate feature changes multiple times within a short period of time, it can affect the Repeat Control feature. Verify that the Repeat Control icon reflects the desired state of the repeater after all Main/Alternate feature changes are complete.

6.9 Sending Call Alerts

If the console position or radio receives a call request from a specific radio unit, the words `Call Alert` are displayed in the status line of the Resource window, and a momentary tone consisting of four long beeps is heard.

Procedure:

1. In the Resource window, click the **Call Alert** button  .
2. In the QuickList, select an Alias/Unit ID. Click **Send**.
3. Optional: To abort a Call Alert in progress, click the **Call Alert** button.

While the system is trying to establish a connection with the radio unit, a green circle flashes in the top left corner of the button and the text `Call Alert` appears in the status line of the Resource window. After the connection is established and the call alert data is successfully sent, the green circle disappears. If the call fails, the status line is updated with the failed call information.

Related Links

Outbound Signaling with the QuickList on page 100

6.10 Sending Status Requests

Status Requests allow the Dispatch Operator to remotely interrogate a radio unit and obtain its status.

Procedure:

1. On a Resource, click the **Status Request** button  .
2. In the QuickList, select an Alias/Unit ID. Click **Send**.
3. Optional: To abort a Status Request in progress, click the **Status Request** button.

While the system is trying to establish a connection with the radio, a green circle flashes in the top left corner of the button. When the connection is established and the targeted radio unit has responded to the request, the green circle disappears and the radio unit status is displayed in the Resource header. If the call fails, the status line is updated with the failed call information.

Related Links

Outbound Signaling with the QuickList on page 100

6.11 Sending Radio Checks

Radio Checks allow the Dispatch Operator to check if the radio unit is functioning on a Resource without causing interruption to the specific radio unit. It can be used as a routine preventive maintenance check or when the Dispatch Operator has some reason to doubt the availability of the radio unit.

Procedure:

1. On a Resource, click the **Radio Check** button  .
2. In the QuickList, select an Alias/Unit ID. Click **Send**.
3. Optional: To abort a Status Request in progress, click the **Radio Check** button.

While the system is trying to establish a connection with the radio unit, a green circle flashes in the top left corner of the button. After the connection is established and the targeted radio unit responds to the

request, the green circle disappears and the status message `Acknowledged` appears in the Resource header. If the call fails, the status line is updated with the failed call information.

Related Links

Outbound Signaling with the QuickList on page 100

6.12 Sending Remote Monitor Requests

A Remote Monitor request allows the Dispatch Operator to remotely command a radio to key-up its microphone and transmit for a short period of time. The feature is used if a radio is stolen or if the user is not responding to calls. It is a listen-only mode and the radio shows no indication that it is transmitting.

Procedure:

1. On a Resource, click the **Remote Monitor** button  .
2. In the QuickList, select an Alias/Unit ID. Click **Send**.

While the system is trying to establish a connection with the radio unit, a green circle flashes in the top left corner of the button. After the connection is established and the targeted radio unit responds to the request, the green circle disappears and the status message `Monitored` appears in the Resource header. The operator can hear what is happening at the radio as if the radio user had pressed the Push-to-Talk (PTT) button on the radio.
If the call fails, the status line is updated with the failed call information. A Remote Monitor request in progress cannot be aborted and times out after a period of twice the time-out setting programmed into the radio unit.

Related Links

Outbound Signaling with the QuickList on page 100

6.13 Disabling and Enabling Radios

The Dispatch Operator can enable or disable a radio unit remotely. This feature can be used to disable any stolen or lost radio unit as well as enable any previously disabled radio unit.

Procedure:

1. On a Resource, click the **Radio Enable/Disable** button  .
2. In the QuickList, select an Alias/Unit ID. Perform one of the following actions:
   - If you want to disable a radio, click the **Radio Disable** button.
   - If you want to enable a radio, click the **Radio Enable** button.
3. Optional: To abort disabling or enabling a radio in progress, click the **Radio Enable/Disable** button on the Resource.

While the system is trying to establish a connection with the radio unit, a green circle flashes in the top left corner of the button. After the connection is established and the targeted radio unit responds to the request, the green circle disappears and the status message `Enabled` or `Disabled` appears in the Resource header. If the command fails, the status line is updated with the failed command information.

Related Links

Outbound Signaling with the QuickList on page 100

6.14

Initiating Voice Selective Calls

The Voice Selective Call feature allows a console or radio user to communicate with a single console or radio without having other units on the same channel listen to the conversation. It eliminates the annoyance of users having to listen to traffic that has nothing to do with them. The Dispatch Operator can both receive and send a Voice Selective Call. When a console receives a radio-initiated Voice Selective Call, the status message `Voice Sel Call` appears on the Resource header, a series of tones are heard, and the audio from the transmitting radio is immediately heard at the console operator position.

Procedure:

1. On a Resource, click the **Voice Sel Call** button  .
2. In the QuickList, select an Alias/Unit ID. Click **Send**.
3. Optional: To abort a voice selective call in progress, click the **Voice Sel Call** button.
4. To complete the call, press and hold the **Transmit** button.

   Otherwise, the call may time out.
5. To end the call, release the **Transmit** button.

   If there is no audio activity for a period of time, the call ends.

While the system is trying to establish a connection with the radio unit, a green circle flashes in the top left corner of the button. If the set-up time is short, the circle may not flash. After the connection is established and voice activity begins, the green circle is solid and the status message `Voice Sel Call` appears in the Resource header. These indicators disappear after the call ends. If the call fails, the status line is updated with the failed call information.

Related Links

Outbound Signaling with the QuickList on page 100

6.15

Activating Channel Markers

If the Channel Marker feature is configured for a resource, the Dispatch Operator can use Channel Markers to identify a channel as priority and warn non-critical radio users not to transmit. A single operator position is permitted to activate up to 5 channel markers.

Procedure:

On a Resource, click the **Channel Marker** button  .

All parallel Dispatch consoles see an activated channel marker and any operator position can deactivate it.

6.16 Sending Momentary Overrides

The Momentary Override feature provides a quick way for the operator to perform a secure transmission on selected resources using a specified secure key without permanently changing the Transmit settings of the resources. When Auto-key is chosen as the Momentary Override Key, coded transmissions from a console use the last Secure Key received from a coded transmission on that resource. The system administrator specifies Auto-key. Typically, the auto key is the last Secure Key in the Momentary Override Key drop down list.

NOTICE: Auto-key is not available on analog conventional resources.

Procedure:

1. In the **Elite Dispatch Console** window, select the relevant resource.
2. From the **Momentary Override** drop-down list  , select a secure key used for secure transmissions.
3. Send a secure transmission on all currently selected resources by clicking and holding the **Momentary Override** button.

   Transmission activity is indicated by a red lightning bolt on the button.
4. Optional: To end a Momentary Override, release the **Momentary Override** button.

   The lightning bolt on the button changes color from red to gray.

If a resource does not have the **Momentary Override** key available or the resource does not have secure transmission capability, it cannot transmit. Other resources which have a key select limit of 8 keys can only transmit via Momentary Override with select values of 1–8.

Example: Advanced SECURENET (ASN) Conventional channels are limited to 8 keys. If a Dispatch Operator needs Momentary Override to key up both ASN channels and other types of secure channels grouped into the same multi-select group, the CKR list must include keys indexed in the range of 1–8 that are also valid CKRs for use on the non-ASN channels in the MSEL group. It is up to the system administrator to map CKRs and ASN key numbers so that interoperability of secure communications between ASN channels and other secure channels is possible. For more information about key mapping, see “Mapping Keys” in the *Secure Communications Feature Guide*.

6.17 Selecting Secure Keysets

The user can change the active secure keysets for resources.

Procedure:

1. From the menu, select **Features** → **Secure Operations**.

   The **Secure Operations** window opens showing the currently active keyset.
2. In the **Secure Operations** window, change to a different keyset by selecting the desired keyset from the drop-down list.

   NOTICE: If the console is not configured to allow the keyset to be changed, the **Secure Operations** window shows the currently active keyset but the field is grayed out and the drop-down list is disabled. If the mouse is hovered over the alias, a tooltip shows both the keyset alias and the keyset ID. If the keyset has no alias, only the keyset ID is displayed.

3 To apply the changes, click **Close**.

6.18 Selecting Secure Keys for Analog Channels

The Outbound Secure Key feature allows the user to select from a list of different encryption keys for the purpose of secure transmissions. The resource must be set to a coded transmit mode for the selected secure key to work.

Procedure:

1 On a Resource, from the **Secure Key** drop-down list 

, select the desired secure key.

2 Set the resource to the **Coded Transmit** mode by clicking on the **Transmit Mode** button  on a Resource.

3 Begin the secure key transmission by clicking and holding the **Transmit** button.

4 End the secure key transmission by releasing the **Transmit** button.

ASTRO® 25 resources can have up to 255 non-consecutive keys in the range of 1–255. Other resources with Secure Key can have up to 8 consecutive keys in the range 1–8.

6.19 Deleting Secure Keys for MCC 7100 and MCC 7500E Dispatch Consoles

A hardware-based zeroize button is not available on the software-based consoles so the Dispatch Operator deletes secure keys by sending a software command.

Procedure:

1 From the **Features** menu, select **Secure Operations**.

2 In the **Secure Operations** window, click the **Delete Secure Keys** button  .

3 Click **Close**.

6.20 Transmitting on Consolettes

In some conventional ASTRO systems, operators of MCC 7500 VPM and MCC 7500E Dispatch Consoles can communicate with subscriber radios through a consolette (for example, the ASTRO Digital XTL 5000 or the Digital Multi-band APX 7500). These consolettes are often called *control stations* since they are programmed with channels that can transmit, even if the Dispatch site has lost communication with the central ASTRO network. Communication on a consolette is similar to any other transmission.

NOTICE: To access a consolette from the dispatch position, use an ACIM resource channel. ACIM channels can be MDC signaling capable or non-MDC signaling capable.
If an MDC signaling capable ACIM channel is configured with a digital channel, for radios that use this digital channel and have no aliases defined, the ACIM resource channel displays radio IDs in the hexadecimal mode.

If a non-MDC signaling capable ACIM channel is configured with an MDC channel, for radios that use this MDC channel and have no aliases defined, the ACIM resource channel displays radio IDs in the decimal mode.

Procedure:

1. From the Dispatch desktop, select the consolette resource.
2. If the resource is in the compressed view, expand the resource by using the down arrow button.
3. From the **Frequency Select** drop-down list, select the frequency for the call by clicking the **Frequency Select** button 

.

   The corresponding channel is keyed up at the consolette.

4. On a Resource, select the mode of transmission by clicking the **Transmit Mode** button  .

   The transmit mode selected at the console does not always result in the same over-the-air mode of transmission by the consolette. The actual transmit mode depends on the frequency selected in step 2.
5. If the Secure Key Out capability is enabled, from the **Secure Key** drop-down list, select a Secure Key to be used for encrypted communication by clicking the **Outbound Secure Key** button 

.

   Encryption is provided by the consolette and not by the dispatch console.
6. Perform a general transmit or instant transmit. For more information, see Sending General Transmits on page 78 or Sending Instant Transmits on page 79

   NOTICE: If another feature is selected that is not supported by the consolette (for example, a call request on a receive-only channel), the transmission fails.

6.20.1
Consolette Inbound Calls

Consolettes can receive calls from subscribers.

When a consolette receives a call from a subscriber:

- The inbound call indicator appears on the consolette resource on the Dispatch desktop.
- If Secure Key In capability is enabled, the resource shows the key it receives (the consolette decrypts the inbound audio).

6.21
Group Text Messaging

The Group Text Messaging feature allows the Dispatch Console Operator to send text messages to radio subscribers using trunking talkgroup resources.

To configure Group Text Messaging, use the Elite Admin application. Configuration options include:

- Logging sent messages to a file

- Creating predefined messages for the Dispatch Operator
- Configuring the information visible on the Outbound Messages list
- Adding the Group Text Messaging button to the Toolbar and/or Radio Resources
- Adding the Group Text Messaging Window option to the View menu

See the *Elite Admin User Guide* for more information.

To send Group Text Messages, use the Elite Dispatch application. See: Sending Group Text Messages on page 109.

Group Text Messages sent from other Operator Positions are visible in the Elite Dispatch application in the Activity Log window and on the Resource on:

- Resource Header
- Three Line Display
- Stack

A tooltip is provided for messages that are too long to fit the specific display.

The configuration whether Incoming Group Text Messages are visible in the Activity Log window and on the resource (on the Three Line Display, the Stack, the Resource header) is done in the Elite Admin application. It is similar to configuring the display of other features available for the Resource. See the *Elite Admin User Guide* for resource configuration instructions.

6.21.1
Sending Group Text Messages

Use the following procedure to send a Group Text Message.

For more information regarding Outbound Messages, see: Outbound Messages List on page 111.

For instructions on sending Group Text Messages using the Stack, see: Sending Group Text Messages Using the Stack on page 111.

Procedure:

1. Open the **Group Text Messaging Window**. Perform one of the following actions:
   - From the menu, select **View** → **Group Text Messaging Window**.
   - On the Toolbar, click the **Group Text Messaging** button.
   - On the Resource, click the **Group Text Messaging** button.
2. In the **Group Text Messaging** window, from the **Resource** drop-down list, select the resource to which you want to send the message.

   NOTICE:
   If no resources are added to the current folder, the **Resource** drop-down list is grayed out, and the information icon appears next to it. After you add resources to your folder, they are automatically shown in the **Resource** drop-down list.

   If you opened the **Group Text Messaging** window using:
   - the Toolbar button, the Resource selected on your folder is automatically chosen in the **Resource** drop-down list.
   - a feature button on a resource, this Resource is automatically chosen in the **Resource** drop-down list.
3. In the **Text Message** text box, type your message.

The limit is 160 characters. A used/remaining characters counter is provided beneath the **Text Message** text box.

To display an on-screen keyboard, click  .

To clear the typed in text, click  .

4 Optional: To use Predefined Text Messages defined by your Administrator, select a message from the **Predefined Messages** drop-down list.

The message text is copied into the **Text Message** text box. You can edit the predefined message.

5 In the **Radio Display** drop-down list, choose one of the following options:

- If you do not want a preview of the message displayed on the receiving radio, select **No Popup Display**.
- If you want a preview of the message displayed on the receiving radio, select **Popup Display**.
- If you want a preview of the message displayed and a tone played on the receiving radio, select **Popup Display with Tone**.

When you choose this option, a warning message appears: `Choosing Popup Display with Tone may be disruptive to the radio users as it causes a continuous tone to be played until the user acknowledges. Are you sure you want to choose this?`

6 To choose the **Popup Display with Tone** option, click **Yes**. To choose a different option, click **No**.

7 In the **Alert Level** drop-down list, select one of the following options:

- None (0)
- Green (1)
- Orange (2)
- Red (3)

where **None (0)** is the lowest priority message, and **Red (3)** is a critical message.

8 Optional: To send a message similar to one already sent, highlight a sent message on the **Outbound Messages** list to populate all settings with information from the sent message.

After a sent message is highlighted:

- The recipient of the message is chosen in the **Resource** drop-down list.
- The **Alert Level** and **Radio Display** drop-down lists are populated with the settings from the selected message.
- The message text from the selected message is copied into the **Text Message** text box.

Edit any settings that you need to change.

9 To send the message, click  .

The message is sent and it appears in the **Outbound Messages** list.

10 To exit the **Group Text Messaging** window, click **Close**.

6.21.2
Sending Group Text Messages Using the Stack

When another Operator Position sends a Group Text Message to a resource, it is shown on the Stack (depending on the configuration of the resource). The information available is the message text, the Alert Level of the message, and the Radio Display setting of the message. You can use the Stack entry to send a similar Group Text Message.

For more information on viewing the stack, see: Viewing Stack Information on page 115.

Procedure:

1. On the Stack, find the entry showing the received Group Text Message. Right-click the entry.
2. From the available options, select **Send Text Message**.

   The **Group Text Messaging** window opens, and the following fields are automatically filled:

   - The Resource which is the owner of the stack is chosen in the **Resource** drop-down list.
   - The **Alert Level** and **Radio Display** drop-down lists are populated with the settings from the stack entry.
   - The message text from the stack entry is copied into the **Text Message** text box.

3. Edit the message as needed.

   You can change any setting. For more information about the available options, see Sending Group Text Messages on page 109.

4. To send the message, click  .

   The message is sent and it appears in the **Outbound Messages** list.

6.21.3
Outbound Messages List

Group Text Messages sent by the Dispatch Operator are visible in the **Group Text Messaging** window, on the **Outbound Messages** list. The list is available until cleared by the Dispatch Operator. When you close the **Group Text Messaging** window, after sending all messages, and then reopen it, all sent messages are still visible in the **Outbound Messages** list. To remove them from the list, see Editing the Outbound Messages List on page 112.

The columns available in the **Outbound Messages** list are configured in the Elite Admin application. The following is a list of all available columns:

State

The current state of the sent message. One of the following:

- Pending – The message is queued for delivery or is awaiting a response from the system. While it is queued for delivery, the message can still be cancelled. See: Editing the Outbound Messages List on page 112.
- Begun – The message has been sent to the ASTRO system and is currently being transmitted to radio subscribers.
- Ended – Based on elapsed time, it is very likely that the message has been transmitted to radio subscribers.

NOTICE: In some cases, for example due to a busy system, the message transmission may still be in progress, even if the Ended state appeared.

- Failed – The message has failed to be sent.

  NOTICE: In some cases the Failed status can replace the Ended status. This happens when a message achieved the Ended status (as enough time had passed for the status to appear), but in fact the transmission was not completed, for example due to a busy system. Then after the message transmission fails, the Failed status appears.

Resource
The recipient of the sent message.

Message
The text of the sent message.

Timestamp
Date and time when the message was sent.

Radio Display
The Radio Display option set for the sent message. One of the following:

- No Popup Display
- Popup Display
- Popup Display with Tone

Alert Level
The Alert Level option set for the sent message. One of the following:

- None (0)
- Green (1)
- Orange (2)
- Red (3)

6.21.3.1
Editing the Outbound Messages List

Perform this procedure to cancel and/or delete sent messages from the **Outbound Messages** list.

The **Outbound Messages** list in the **Group Text Messaging** window shows messages sent by the Dispatch Operator. The columns visible in the list are configured in the Elite Admin application.

Prerequisites: The Group Text Messaging feature is enabled for your Console.

Procedure:

1. From the menu, select **View** → **Group Text Messaging Window**.
2. To sort the **Outbound Messages** list, click on the column name of the column you want to sort by.
3. Optional: To cancel a sent message, highlight it on the **Outbound Messages** list, and click  .

   IMPORTANT: You can only cancel messages in the `pending` state. If a message is in any other state, it cannot be cancelled.

   The message is cancelled.

4 Optional: To delete a sent message from the **Outbound Messages** list, highlight the message and click  . You can highlight several messages at the same time. To do this, when selecting messages hold the CTRL or SHIFT keys.

IMPORTANT: This operation cannot be undone.

NOTICE: Removing entries from the **Outbound Messages** list does not remove them from the log file. For more information regarding the log file, see: Group Text Messaging Log File on page 113.

The message disappears from the list.

5 Optional: To delete all sent messages from the **Outbound Messages** list, click  .

IMPORTANT: This operation cannot be undone.

NOTICE: Removing entries from the **Outbound Messages** list does not remove them from the log file. For more information regarding the log file, see: Group Text Messaging Log File on page 113.

6.21.4 Group Text Messaging Log File

All sent Group Text Messages are logged to a file.

The default location of the log file is:

- For MCC 7500 VPM: `C:\ProgramData\Motorola MCC 7500\MessageMonitorLogs`
- For MCC 7500E: `C:\ProgramData\Motorola MCC 7500E\MessageMonitorLogs`
- For MCC 7100: `C:\ProgramData\Motorola MCC 7100\MessageMonitorLogs`

The size of the log file is configured in Elite Admin. The size limit for the log file is 20 megabytes.

For each sent message, the following information is logged:

State
Successful or unsuccessful.

Resource
The recipient of the sent message.

Message
The text of the sent message.

Timestamp
The date and time when the message was sent.

Radio Display
The **Radio Display** option set for the sent message.

Alert Level
The **Alert Level** option set for the sent message.

This page intentionally left blank.

Chapter 7

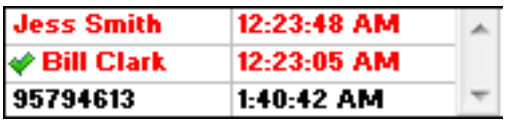
Stack Functionality

The Stack consists of two columns and displays incoming calls on a resource. The calls are listed in chronological order with the newest entry at the top.

The left-hand column displays the alias of the radio initiating an inbound call or, if an alias is not defined, the subscriber ID of the radio. "Unknown" means that the radio is not recognized by the system.

The right-hand column displays any of the several different types of information, depending upon how the Stack has been configured in Elite Admin.

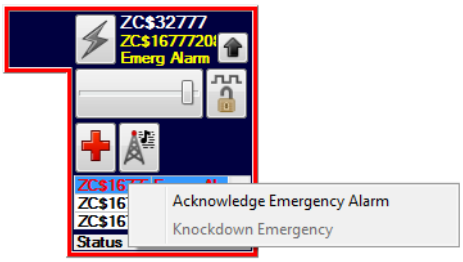
Figure 20: Elite Dispatch Console Stack



Stack entries feature a right-click submenu of actions — for example, **Send Call Alert** or **Acknowledge Emergency Alarm**.

NOTICE: The contents of the right-click submenu depend on the features available on a particular channel.

Figure 21: Submenu Options on a Channel with Emergency Features



7.1 Viewing Stack Information

The Dispatch Operator can toggle the information displayed among the available choices.

Procedure:

1 In the right-hand column of the Stack, click the desired Stack entry.

Stack information types are changed sequentially one after the other. Available choices include:

- Status
- Time
- Zone
- Zone ID
- Site
- Site ID
- Secure Key

- Keyset ID
- Group Text Message
- Group Text Alert Level
- Group Text Radio Display

NOTICE: Currently, the Zone ID is displayed in both the zone and the zone ID fields, and the site ID is displayed in both the site and the site ID fields.
Active Emergency calls in the stack remain at the top of the stack until they are acknowledged. Duplicate entries are placed at the top of the stack and the original (older) entry is removed.

The displayed stack information type changes.

2 Optional: If the Stack is not large enough to display all Stack entry contents, move the mouse pointer over the Stack entry.

A tooltip showing the full contents of the entry is displayed.

7.2 Deleting Single Stack Entries

The Delete **Single Stack Entry** toolbar button and menu item are used to delete stack entries.

Procedure:

1 In the stack window of a resource, select the stack entry to be deleted. Click the **Delete Single Stack Entry** button.

The selected item is deleted and the entry below it is selected. If there is no entry below it, the entry above is selected. The **Delete Single Stack Entry** button is still active.

2 Optional: If the entry is not deleted within a 5 second interval, select it again by repeating step 1.

3 Optional: Delete newly selected entries until no entries are left in the stack.

The **Delete Single Stack Entry** button becomes inactive.

7.3 Deleting All Stack Entries

The **Delete Entire Entry** toolbar button and menu item are used to delete the entire contents of the last stack in which an entry was selected.

Procedure:

1 In the stack window of a resource, select the stack entry to be deleted. Click the **Delete Entire Stack** button.

The **Delete Entire Stack** button becomes disabled and if there are no acknowledged or unacknowledged emergencies in the stack, all the entries in the stack are deleted. If there are such emergencies, the following warning message appears: `This will delete one or more Emergency entries from the stack. Remove All stack entries?`

2 Optional: In the warning message dialog, perform one of the following actions:

- Delete all stack entries by clicking **OK**.
- Stop the process and close the window by clicking **Cancel**.

3 Optional: If the entry is not deleted within a 5 second interval, select it again by repeating step 1.

Chapter 8

Auxiliary Inputs and Outputs Operation

Auxiliary Inputs and Outputs (auxios) are external devices such as fire alarms, burglar alarms and door locks that the Dispatch Operator can monitor and sometimes control using the console. Auxio resources function differently from radio resources. Instead of linking a dispatcher to a person, auxio resources are links to devices.

Dispatch Operators can monitor the state (usually on/off or open/close) of input devices, and can both monitor and control the state of output devices. Some auxios are configured by the Administrator to include the audible alarm feature.

On the screen, auxios are small windows with pictures that represent two different states: `Active` and `Inactive`.

Auxio active state indicator

Auxio inactive state indicator

Buttons may have the following functions:

Latching Output Auxios
Toggles the state on/off with each click.

Momentary Output Auxios
Enables the state for as long as the button is held down; reverts to original state when released.

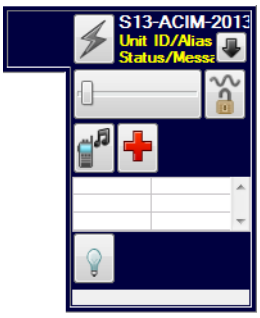
Interlocking Auxios
A group of auxios allowing only one member to be active at any time. Interlocked auxios are always latched, so turning on one auxio in the group latches that group member to the `ON` state, and turns off all other members of that interlocked auxio group.

Input Auxios
Shows the status of remote devices monitored by the console. The status of the remote device cannot be changed.

8.1 Channel-Associated Public Auxios

The System Administrator can configure some auxios to appear as feature buttons on a Radio Resource. This provides for convenient activation of an auxio when the input/output device is frequently required by a particular Resource.

Figure 22: Channel-Associated Public Auxio Feature Button



NOTICE: An auxio button appears in one of three states:

- Inactive
- Active
- Unknown

8.2 Activating and Deactivating Auxios

The Dispatch Operator can activate and deactivate Latching Output Auxios, Momentary Output Auxios, Interlocked Latching Output Auxios, and Resource-Associated Public Auxios.

Procedure:

1 To activate/deactivate an auxio, perform the following actions:

- To activate/deactivate a Latching Output Auxios, click the **Auxio** button.
- To activate/deactivate a Momentary Output Auxio, click and hold the **Auxio** button.
- To activate/deactivate an Interlocked Latching Output Auxio in a group, click the **Auxio** button associated with that auxio.

  NOTICE: Interlocked auxios are a group of related auxios. Only one of the auxios in the group can be activated at one time. When one auxio in the group is activated, the previously activated one is deactivated.
- To activate/deactivate a Resource-associated Public Auxio, click the **Auxio** feature button on the Resource.

8.3 Safety Auxios

The system administrator may have configured some auxios so that the operator must activate a safety switch before the status of the auxio can be changed. This setting prevents the operator from accidentally changing the status of certain important auxios, such as those that open entrance doors or sound alarms.

The **Safety Switch** toolbar button has two posible states:

The Safety Switch is inactive.

The Safety Switch is active.

Safety-Protected Auxio buttons are marked by a red circle cross.

Safety-Protected Auxio

Auxio in its Normal State

Safety Protected Auxio on Resource

8.4 Activating Safety Auxios

The Dispatch Operator can change the state of an auxio that is protected by a safety switch.

Procedure:

1. Click the **Safety Switch** toolbar button.

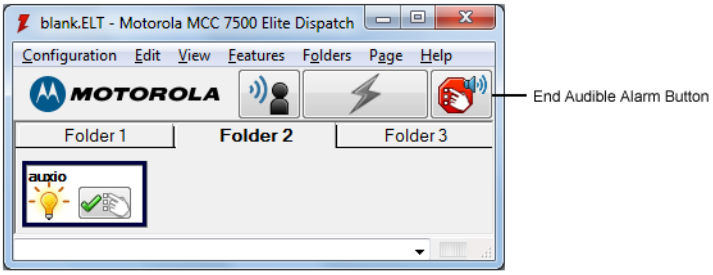
   The **Safety Switch** button turns from red to green and the **Safety-Protected Auxio** button changes to its normal state.

2. Within five seconds, select the desired auxio.

8.5 Auxio Audible Alarms

An Administrator may configure Auxios to cause a relay inside the Dispatch Operator equipment to close when the Auxio is activated. If desired, this relay may be connected to an external audible or visual alarm.

Figure 23: Ending Audible Alarms on Auxios



Related Links

Ending Auxio Audible Alarms on page 119

8.5.1 Ending Auxio Audible Alarms

Procedure:

1. To end an audible Auxiliary I/O alarm, click the **End Audible Alarm** toolbar button.

NOTICE: Clicking the Auxiliary I/O resource on the desktop or deactivating the Auxiliary I/O does NOT end the audible alarm.

8.6 Auxio Groups

Auxiliary I/O Groups are a convenient way of dealing with multiple auxios sharing commonalities (for example, all auxios at a certain location).

The behavior of an auxio group is identical with the independent auxio with the exception that all auxios in a group are *glued* together; when a group is moved on the screen, all the auxios in the group move.

Figure 24: Grouped Auxios

Another convenient way of dealing with auxio groups is through the Elite dedicated **Auxiliary I/O Group** window. The administrator can configure an auxio group to be displayed in the auxio window.

Figure 25: Auxiliary I/O Group Window

8.6.1 Showing and Hiding the Auxiliary I/O Group Window

The Dispatch Operator can show or hide the window as required.

Procedure:

To show or hide the **Auxiliary I/O Group** window, click the **Show/Hide Auxiliary I/O Window** toolbar button  .

8.7 Auxio Pairs

Auxio pairs indicate the status of the command that a dispatch operator triggered to control an external device. With auxio pairs, the dispatch operator can see that the command is in progress and when it is completed successfully.Auxiliary Pairs are two momentary auxios of different types that are *glued* together. The Auxiliary Input indicates the state of the external device. The purpose of the Auxiliary Output is to inform the Dispatch Operator that the outbound request to change the state of the Auxiliary Input was processed by the system.

The **Auxiliary Output** and the **Auxiliary Input** buttons may assume the following states:

Auxiliary Output inactive; Auxiliary Input inactive

The controlled device or feature is inactive.

Auxiliary Output active; Auxiliary Input inactive

The action triggered by the Dispatch Operator is in progress.

Auxiliary Output inactive; Auxiliary Input active

The Auxiliary Input indicates that the controlled device or feature is active. The Auxiliary Output button indicates that the triggered action ended.

NOTICE: The Auxiliary Output stays active until the state of the Auxiliary Input changes. After the state of the Auxiliary Input changes, the Auxiliary Output becomes inactive again.

8.7.1

Triggering Auxio Pair Actions

The Dispatch Operator may activate/deactivate a device or feature.

Procedure:

Click the **Auxiliary Output** button.

The state of the **Auxiliary Output** button changes into Active to indicate that triggered action is in progress. After the outbound request to change the Auxiliary Input state has been processed by the system, the **Auxiliary Input** button indicates that the controlled device or feature is active. The **Auxiliary Output** button indicates that the triggered action ended.

This page intentionally left blank.

Chapter 9

Resource Groups

Temporary Resource Groups can be created to contact multiple radios using different resources simultaneously, or to allow users from different frequencies to temporarily communicate with each other.Some groups are pre-programmed by the Administrator. If a Resource Group in a configuration displays a lock icon, it cannot be edited by the Dispatch Operator.

Resources can be grouped as:

Msel (Multiselect)
A group of resources usually monitoring different frequencies. By placing all resources in a Multiselect group, the Dispatch Operator can transmit on all of them simultaneously but the resources cannot communicate with each other.

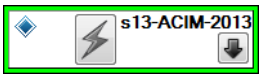
Patch
A group of resources that can receive messages from the console and transmit to all other members of the Patch group. Create a Patch group to allow users of dissimilar resources (different frequencies, different infrastructure) to communicate with each other. Patch groups appear with a symbol  on their resource tile. The Console Telephony feature makes it possible to add phone calls to patch groups. The feature is available on the MCC 7500 VPM and MCC 7500E Dispatch Consoles. You cannot patch a Channel Wide Talkgroup. See the *RF Site Technician Reference Guide* for details about Channel Wide Talkgroups.

Primary
Radio resources designated by system Administrators and Dispatch Operators with a higher handling priority and signified by a diamond symbol  on resource headers.
Primary resource editing can only be performed in the **Edit Resource Group** window. Any radio resource can be added to primary groups whether or not it already exists in Msel and Patch groups.

9.1 Primary Resource Indicators

Primary Resources are marked with a diamond symbol. The symbol has no effect on system operation; it merely aids in visual identification.

Unselected Primary Resource



Selected Primary Resource

During a transmission on a Primary Resource, the diamond symbol is replaced with a transmit indicator and returns after the transmission ends.

When a Primary Resource is not operational, it is marked with the following icon:

Inoperational Primary Resource indicator

Partially operational Primary Resource indicator

9.2 Designating Resources as Primary

The Dispatch Operator can designate resources as primary. Only radio resources can be made primary.

Procedure:

1. From the menu, select **Edit** → **Resource Groups**.

   NOTICE: If the group is locked by the Administrator, the **Lock Group** check box is checked and the arrow buttons are disabled. Locked groups cannot be edited by the Dispatch Operator.

2. In the **Edit Resource Groups** window, from the **Groups** drop-down list, select **Primary Resources**.
3. In the **Available** list, double-click a listed resource.

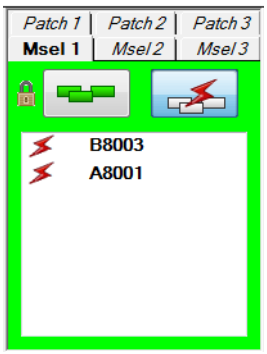
   The resource is moved into the **Selected** list and shows a diamond symbol, designating it as a primary resource.

9.3 Multiselect or Patch Groups

The **Msel and Patch Group** window contains the Multiselect and Patch group folders. Some Multiselect and Patch groups may have already been set up by the Administrator.

If a pre-programmed group is locked, a lock icon is visible on the Msel or Patch window. Locked groups cannot be edited by the dispatcher.

Figure 26: Msel and Patch Group Window



A dot next to Msel or Patch group name 

indicates that there is at least one resource in that group.

Temporary groups can be set up by the Dispatch Operator as needed. When a folder in the group window is selected, it moves to the front of the group window where its associated resources can be seen.

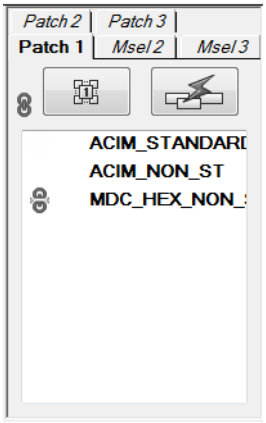
The group window displays the Multiselect or Patch buttons and the resources that belong to the group. In the **Msel and Patch Group** window, the names of Patch and Msel groups that contain members appear in non-italicized and bold type (for example, **Msel 1**) for visual identification purposes.

9.4 Enhanced Patch Groups

Typically for Patched Resources, only the audio from the selected Resources in the Patch is routed to the headset or the speaker for the selected audio. Enhanced Patch Groups make it possible to hear audio from all the resources in the patch in your headset or the speaker for selected audio without having to select them manually.

If an Administrator pre-configured an Enhanced Patch Group in an `.elt` configuration, the Dispatch Operator can see it in the **MultiSelect/Patch Group** window. An Administrator creates an Enhanced Patch Group by linking a Patch Group to a corresponding MultiSelect Group in the Elite Admin application. The MultiSelect Group to which the Patch Group is linked disappears from the **MultiSelect/Patch Group** window. The interlocking chain icon in the upper-left corner of the patch group tab indicates that this is an Enhanced Patch Group.

Figure 27: Enhanced Patch Group Indicator in the MultiSelect/Patch Group Window



NOTICE: Another icon typical for Enhanced Patch Groups is the broken interlocking chain icon that can appear next to a resource added to the Enhanced Patch Group. The icon appears for the resources that, for some reason, were not added to the Patch Group or the Multiselect Group that create the Enhanced Patch Group. If the broken interlocking chain appears next to a resource in the Enhanced Patch Group, the audio for this resource is routed as for a normal Patch Group resource or for a normal Multiselect Group.

Another difference between an ordinary Patch Group and an Enhanced Patch Group can be the **Transmit** button. If the MultiSelect Group to which the Patch Group is linked has the APB transmit capability, the **Patch Transmit** button in the **Enhanced Patch** tab is replaced with the **Msel Transmit** button.

If the Administrator does not lock the Enhanced Patch Group for editing, the Dispatch Operator can edit it like an ordinary Patch Group.

If the Dispatch Operator adds a Phone Resource to an Enhanced Patch Group, it is not selected automatically like Radio Resources. It must be selected manually.

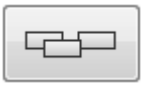
Dispatch Operator transmissions that use the **Msel Transmit** button on an Enhanced Patch Group have a higher priority than Dispatch Operator transmissions that use the **Patch Transmit** button on a standard patch group.

9.5 Creating Multiselect Groups

The Dispatch Operator can create a Multiselect Group. When creating a Multiselect Group, the Resource is selected when it is added to the Group.

Procedure:

1 In the **Multiselect/Patch Group** window, select the **Multiselect Group** folder tab.

The **Msel Edit** button  and **Msel Transmit** button  appear.

2 In the **Multiselect/Patch Group**, click the **Msel Edit** button to open the group for adding or removing Resources.

NOTICE: If the Multiselect Group is safety protected, click the **Safety Switch**  button, so it turns green  . Then you have a predetermined amount of time to select the desired Radio Resources. The default is 5 seconds.

The border around the group window turns green.

3 Add the Resources to be added to the group by clicking on the desired Radio Resources.

The Resource becomes part of the group and the name of the Resource appears in the group window.

NOTICE: Attempting to put resources with different transmit modes (secure and clear) in the same Msel group or Patchgroup causes the console to beep and display a warning message, indicating a transmit mode mismatch.

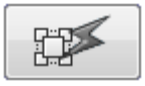
4 To close the group, click **Msel Edit**.

9.6 Creating Patchgroups

The Dispatch Operator can create a Patchgroup. Creating a Patchgroup places a patch icon in the resource window, showing the Patchgroup number.

Procedure:

1 In the **Multiselect/Patchgroup** window, select the **Patchgroup** folder tab.

The **Patch Edit** button  and **Patch Transmit** button  appear.

NOTICE: The Patch Edit button displays the number of the Patch folder currently on top.

2 In the **Multiselect/Patchgroup**, click the **Patch Edit** button to open the group for adding or removing Resources.

NOTICE: If the Patchgroup is safety protected, click the **Safety Switch**  button, so it turns green  . Then you have a predetermined amount of time to select the desired Radio Resources. The default is 5 seconds.

The border around the group window turns blue.

3 Add the Resources to be added to the group by clicking on the desired Radio Resources.

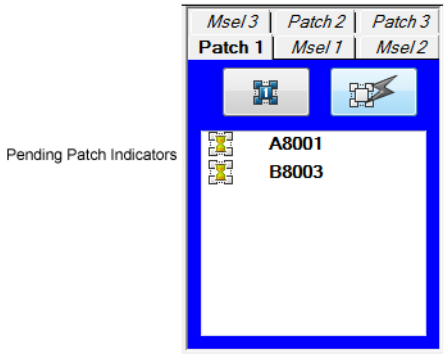
The Resource becomes part of the group and the name of the Resource appears in the group window.

NOTICE: Attempting to put resources with different transmit modes (secure and clear) in the same Msel group or Patchgroup causes the console to beep and display a warning message, indicating a transmit mode mismatch.
If the resource contains a patch icon, it belongs to a Patchgroup. If a resource has the patch icon, but there is no number on the icon, the resource is in a Patchgroup at another operator position and cannot be patched at this operator position. A resource cannot be put into more than one Patchgroup in the entire system at any time.

4 Close the group by clicking the **Patch Edit** button.

If there is no activity in a Patchgroup for a specific period of time (determined by the system administrator), the group folder name flashes to remind the operator that the Patchgroup still exists and that the operator may want to delete the members from that group.
If a resource in a Patchgroup becomes unavailable, the Pending Patch indicator appears in the resource header and in the Patchgroup window, next to the resource name. This indicator also appears if a resource that you are attempting to add to a Patchgroup is currently unavailable. After the resource becomes available, the Pending Patch indicator disappears and the resource rejoins the patch. The Pending Patch indicator is also displayed for a phone resource added to a Patchgroup without having any call active on it. The Pending Patch indicator disappears only when you have a call established on the phone resource.

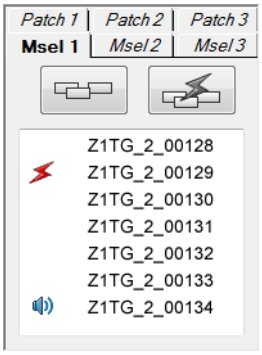
Figure 28: Pending Patch Indicators



9.7 Transmit and Receive Mode Indicators in Groups

When a resource in a Msel or Patch Group is transmitting, the **Transmit** indicator is displayed in the **Msel or Patch Group** window next to the name of that Resource. Similarly, when a resource in an Msel or Patch Group is receiving an inbound call, the **Inbound Call** indicator is displayed in the **Msel or Patch Group** window next to the name of that Resource.

Figure 29: Transmit and Inbound Call Indicators in the Msel or Patch Group Window



If the Console is configured in Elite Admin to generate Clear Audio Alerts, the **Msel and Patch Group** window displays the **Clear Audio Transmit** indicator or the **Clear Audio Receive** indicator when a resource in an Msel or Patch group is transmitting or receiving Clear Audio on a Secure-only Console.

9.8 Editing Resources in Multiselect or Patch Groups

The Dispatch Operator can change the resources in a temporary group at any time. Pre-programmed groups locked by the Administrator cannot be edited. A locked group displays a lock icon in the **Msel or Patch group** window.

One resource can be added to several Msel groups and only one Patch group in the system.

NOTICE: All Patches and Msels created by the Dispatch Operator are lost when the configuration is exited or the Dispatch Operator switches to a different configuration. Exiting Elite Dispatch removes all Resources added to Msel and Patch groups and ends all console transmissions.
If a Talkgroup is added to a Patch group, the Talkgroup does not receive calls from any Multigroup that it is associated with until it is removed from the patch.

Procedure:

1. In the Msel and Patch group window, select the folder of the group.
2. In the group window, perform one of the following actions:
   - To open a Multiselect group, click the **Msel** button.
   - To open a Patch group, click the **Patch** button.

   NOTICE: If the Multiselect Group is safety protected, from the toolbar select the **Safety Switch** button , so it turns green .
3. Select the resources to edit within the group. When finished using a group, delete all its members.
4. Close the group by performing one of the following actions:
   - To close an Msel group, click the **Msel** button.
   - To close a Patch group, click the **Patch** button.

9.9 Editing Resources in Any Group

The Dispatch Operator can edit Multiselect, Patch, and Primary Resource Groups not locked by the Administrator.

Procedure:

1. From the menu, select **Edit** → **Resource Groups**.
2. In the **Edit Resource Groups** window, from the **Groups** drop-down list, select an Msel, Patch, or Primary Resource Group.

   NOTICE: Primary Resource Groups that cannot be edited are marked by the disabled arrow buttons and the `View Only` status.
3. From the **Type** drop-down list, select **Radio** to see listed resources in the **Available** list.

   Only resources assigned to folders appear in the list.

NOTICE: A Radio Resource can be placed in only one Patch group in a configuration. However, a radio resource can be placed in multiple Multiselect groups.

4 Perform the following actions:

- To add a resource to the group, select it from the **Available** list and click on the right arrow button.
  The resource is added to the **Selected** list.
- To delete a resource from the group, select it from the **Selected** list and click on the left arrow button.
  The resource is removed from the **Selected** list and is available for assignment to another Group.

5 When all changes are made, click **Close**.

9.10 Transmitting to Patchgroups and Enhanced Patchgroups

Perform this procedure to transmit to Patchgroups and Enhanced Patchgroups.

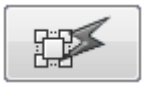
Procedure:

1 In the **MultiSelect/Patchgroup** window, select the Patchgroup to which you wish to transmit.

2 Optional: **For Enhanced Patch Groups only:** If you wish to hear the whole patch audio in the headset or selected speakers, open the Enhanced Patch Group by clicking the **Patch Edit** button  .

If you do not open the Enhanced Patch Group, the patch audio is streamed to the unselected audio destinations configured for the resources.

3 Perform the following actions:

- If the **Patch Transmit** button is available, click the **Patch Transmit** button  .
- If the **Patch Transmit** button has been replaced by the **Msel Transmit** button, click the **Msel Transmit** button  .

CAUTION: If you use a footswitch, microphone, or headset **General Transmit** button to transmit on the enhanced patchgroup, do not make the following changes to the enhanced patch group while you transmit on it:

- Do not open or close the enhanced patch group.
- Do not remove resources from the enhanced patch group.

4 Speak into the microphone.

5 When done speaking, release the **Transmit** button.

9.11 Sending General Transmits to Multiselect Groups

Perform this procedure to send General Transmits to Msel Groups.

Procedure:

1. Select the **Msel** folder of the group you wish to transmit to.

   The folder moves to the front and lists all the resources in the group.

2. On the left of the group window, click the **Msel** button.

   The group window and the borders of all resources in the group change to green. The combined audio of all resources in the group is heard from the select speaker.

3. Click and hold the **General Transmit** button.

   A red lightning bolt appears in all resources in the group for the duration of the transmission.

4. Speak into the microphone.
5. After you finish speaking, release the **General Transmit** button.

9.12 Sending APB and Patch Transmits

An All-Points Bulletin (APB) is a method of quickly transmitting to a Multiselect group without first opening the group. An APB transmission has the same priority as Instant Transmit.

The procedure for transmitting to a Patch Group is similar to an APB transmit, except that the Dispatch Operator selects a Patch group instead of a Multiselect group.

Procedure:

1. Select the desired group folder.
2. Perform one of the following actions:
   - To send an APB Transmit, click the **Msel Transmit** button.
   - To send a Patch Transmit, click the **Patch Transmit** button.

   A red lightning bolt appears next to all resources that are members of the group.
3. Speak into the microphone.
4. After you finish speaking, release the transmit button.

Chapter 10

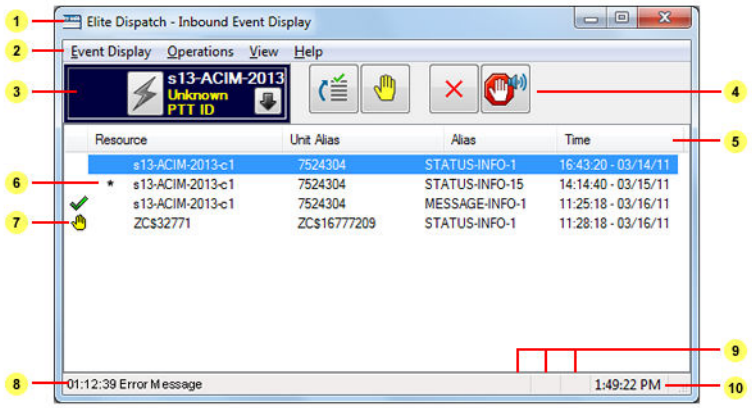
Event Display

Event Display is an optional feature that provides Dispatch Operators with a call queue window for radio messages, radio statuses, and emergency alarms (as opposed to handling inbound events through the resource windows).

10.1 Event Display Window Description

This figure shows an example of an **Event Display** window. The Administrator configure the columns, menu options, and buttons in this window. Each row in the display area of the window is an event. The number of rows can be between 25 and 1,000 and is also configured by the Administrator.

Figure 30: Event Display Window



1 **Title Bar**
Shows the name of the Event Display configuration.

2 **Menu Bar**
Displays the menus. The Administrator configures the contents.

3 **Preview Tile**
Displays the radio resource currently acknowledged in the **Event Display** list.

4 **Operations Buttons**
Displays the buttons available to a Dispatch Operator used to respond to inbound events. The Administrator configures the contents.

5 **Column Title Button**
Displays columns for event message data configured by the Administrator. Column width can be changed by clicking and dragging a column divider.

6 **Primary Resource Indicator**
If configured, displays an asterisk (*) beside resources designated as primary.

7 Status Indicators
Displays an icon for the status of the message event as shown below. No status indicator for an event means no action has yet been taken.

8 Error Log
Displays timestamp and error messages (if any).

9 Indicator Panes
Appears in the status line at the bottom of the **Event Display** window. Icon indicators are displayed for error messages, resources disabled, and system status.

10 Clock
Displays the current time; it is synchronized with the console Windows domain controller.

10.2 Event Display Menu Options

This table presents all possible options and operations of the **Event Display**. Because the system Administrator customizes the window to suit the needs of operators, your configuration may not include all items shown here.

Table 2: Event Display Menu Options

Menu Option	Menu Item	Description
Event Display	Hide	Hides the **Event Display** window. To show the window, select **Show Event Display** from the **View** menu of the main **Dispatch** window.
Operations	Acknowledge	Acknowledges a selected event and opens communication between a Dispatch Operator and the resource through the **Transmit** button on the preview tile in the **Event Display** window. Audio is routed to the Select speaker.
	Acknowledge Next	Acknowledges the entry at the top of the list.
	Hold	Puts a selected event on hold.
	Delete	Deletes the selected event.
	Delete by Unit	Deletes all messages in the queue associated with the selected unit.
	Delete by Resource	Deletes all messages in the queue associated with the selected resource.
	Delete All	Deletes all events without selecting any item in the **Event Display** queue.
	Clear Error Line	Clears the error message in the status line at the bottom of the **Event Display** window.
	End Emergency Tones	Stops all emergency tones.
	Audible Indication	Plays an audible tone when the console receives an event. You can configure the audible tone to play for events from Primary Resources or from all Resources. You can set the audible tone to repeat at an interval of

Menu Option	Menu Item	Description
		3-60 seconds when events in the queue are unacknowledged or on hold.
View	Activity Log	Shows/hides the **Activity Log** window.
	Auxiliary I/O Window	Shows/hides the **Auxiliary I/O (Auxio)** window.
	Error Log	Shows/hides the error log.
Help	Contents	Opens the Online Help for the Elite Dispatch application.
	About MCC 7500 Elite/About MCC 7500E Elite/About MCC 7100 Elite	Displays copyright information and software version number.

10.3

Event Display Operations Toolbar Buttons

The **Event Display Operations** toolbar provides quick access to frequently used menu items. Because the system Administrator customizes the operations buttons to suit the needs of operators, your configuration may not include all buttons shown here.

Acknowledge
Acknowledges a selected event and opens communication between a Dispatch Operator and the resource through the **Transmit** button on the preview tile in the **Event Display** window. Audio is routed to the Select speaker.

Acknowledge Next
Acknowledges the entry at the top of the list.

Hold
Puts a selected event on hold.

Delete
Deletes the selected event.

Delete by Unit
Deletes all messages in the queue associated with the selected unit.

Delete by Resource
Deletes all messages in the queue associated with the selected resource.

Delete All
Deletes all events without selecting any item in the **Event Display** queue.

End Emergency Tones
Stops the emergency tone at the dispatch position.

Audible Indication

Plays an audible tone when the console receives an event. You can configure the audible tone to play for events from Primary Resources or from all Resources. You can set the audible tone to repeat at an interval of 3-60 seconds when events in the queue are unacknowledged or on hold.

10.4

Responding to Calls in the Event Display

An incoming event from a radio resource is added to the **Event Display** queue. Several sorting orders are in the **Event Display** that can be configured by the Administrator. Likewise, a double-click action on an entry can be configured to automatically acknowledge an event or place an event on hold. Ask your system administrator or consult your organizational documentation to see how your system functionality has been configured.

Procedure:

1. Select the event entry in the queue.
2. In the **Operations** toolbar, perform one of the following actions:
   - If the **Acknowledge** button is available in the **Operations** toolbar, click the **Acknowledge** button.
   - If the **Acknowledge** button is not available in the **Operations** toolbar, from the **Event Display** menu, choose **Operations** → **Acknowledge**.

   The preview tile appears at the top of the **Event Display** window.
3. Optional: To open a compressed preview tile, on the preview tile in the **Event Display** window, click the down arrow button.

   All the feature buttons for that resource are displayed within the **Event Display** window.
4. To communicate with the radio, on the preview tile, click the **Instant Transmit** button.

   NOTICE: Only one resource can be acknowledged at a time. Depending on the sorting order configured by the system Administrator, an acknowledged event may change its position in the queue.

10.4.1

Placing Events on Hold

A Dispatch Operator can place events temporarily on hold.

Procedure:

Select the event entry in the queue and click the **Hold** button in the **Operations** toolbar.

- If the **Hold** button is not available in the **Operations** toolbar, select the entry and from the **Event Display** menu, choose **Operations** → **Hold**.
- If the Administrator provides a proper configuration, you can put events on hold by double-clicking them.

10.4.2

Deleting Entries from the Event Display Queue

The Dispatch Operator can delete unnecessary entries from the Event Display Queue.

Procedure:

Select the entry and click the **Delete** button in the **Operations** toolbar.

- If the **Delete** button is not available in the **Operations** toolbar, select the entry and from the **Event Display** menu, choose **Operations** → **Delete**.
- If the Administrator provides a proper configuration, you can automatically delete events by clicking the **Acknowledge** or **Acknowledge Next** button.

10.5 Responding to Emergency Alarms in the Event Display

An Emergency Alarm appears in bold red font in the **Event Display** window. The outline of the preview tile changes color when the emergency is acknowledged.

Procedure:

1. In the **Event Display** queue, select the Emergency Alarm event.
2. In the **Event Display Operations** toolbar, click the **Acknowledge** button.
3. Communicate with the radio.

When an emergency alarm is acknowledged from either the **Event Display** or the **Elite Dispatch** main window, both interfaces are updated accordingly.
After all emergency events for a channel or talkgroup have been acknowledged, deleting the last acknowledged emergency event for the resource from the **Event Display** causes the Emergency Knockdown operation to be executed, which in turn causes the **Elite Dispatch** main window interface to be updated.

10.6 Modifying Event Display Preferences

If the Administrator has allowed modifications in the Dispatch Application, an operator can change the **Event Display** preferences. Changes made by the operator remain in effect only until **Elite Dispatch** is exited.

Procedure:

1. In the **Elite Dispatch** main menu, select **Edit** → **Event Display**.
2. In the **Properties and Customize** panel, select **Preferences**.
3. In the **Preferences** pane, click the **Customize** button.
4. To show the **Event Display** window upon Dispatch startup, in the **Customize Event Display Preferences** window, click the **Show Event Display** check box.
5. In the **Customize Event Display Preferences** window, perform the following actions:
   a. To cause an audible tone at the console when an event is received, select the **Enable Audible Indication** check box.
   b. Choose whether the audible tone applies to events for Primary Resources only or all Resources by selecting one of the buttons.
   c. To cause an audible tone to repeat at intervals when events in the queue are unacknowledged or on hold, select the **Repeat Every** check box. In the spin box, select the interval in seconds.

      The repeat interval for the audible indication can be set in the range of 3-60 seconds. In Elite Dispatch, changes to the repeat interval are applied immediately.
6. In the **Total Rows** field, select the total number of rows on the **Event Display** window.

7 In the **Selected Content** list, select the check boxes for the columns you want to display in the **Event Display** window. See Event Display Window Columns on page 136.

8 Change the order of the content by selecting an item and using the **Move** buttons to move it up or down in the list.

If **Event State** is selected, it must be the top entry in the list.

Items in the list are displayed from left to right in the **Event Display** window.

9 To accept the preferences settings and close the dialog, click **OK**.

Related Links

Event Display Window Columns on page 136

10.6.1

Event Display Window Columns

The Dispatch Operator can select the columns displayed in the **Event Display** window. The following list describes the options available for selection.

Event State
The state of the event, either `Unacknowledged`, `Acknowledged`, or `Held`.

Resource
The resource name/the phone line.

Unit Alias
The alias name for the radio unit, the called phone, or the called phone number.

Alias
The alias for the status code/message code.

Time
The time stamp of the event.

Site
The RF site ID from which the event was received.

Zone
The zone ID in which the event was received.

Primary Resource
Allows a primary resource indicator (an asterisk *) to be displayed next to resources designated as primary. No indicator means the resource is not primary.

Unit ID
The ID of the radio unit or the ID of the called phone unit.

Event
Either a text wording of the message or status code, or the event type (for example, Emergency Alarm).

Code
The message/status code of the event.

Secure Key
The encryption key number for a resource.

Sequence Number
The events are numbered in a sequence of 1, 2, 3, and so on. The top entry in the queue has a sequence number 1. When an entry in the queue is added, removed, or changes position, the sequence numbers are updated accordingly.

Elapsed Timer

The time from the first event for a given radio displayed in the **Event Display** window, regardless of the event type. A blank entry is used for the first event for a given radio.

Related Links

Modifying Event Display Preferences on page 135

10.7

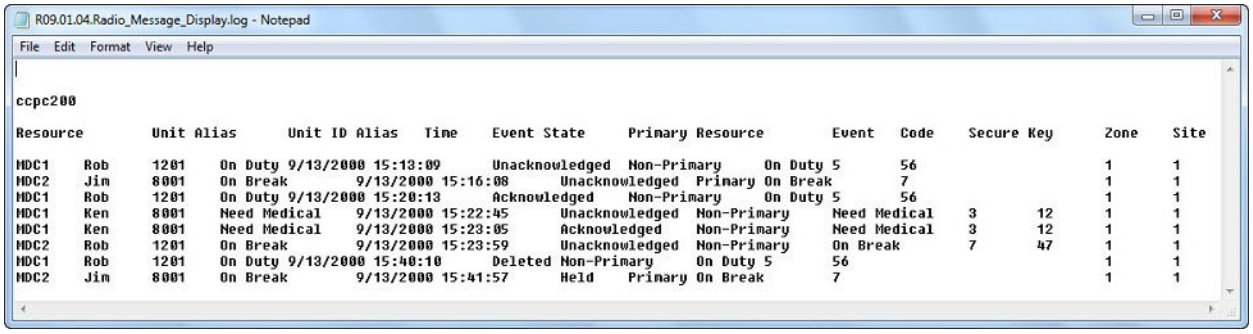
Event Display Log Files

You can save all Event Display message event data regardless of the selected columns. You can open log files with Notepad and import them into Microsoft Excel.

Table 3: Default Log File Settings

Description		Setting
Default location for saving log files	MCC 7500 VPM Dispatch Consoles	`C:\ProgramData\Motorola MCC 7500\MessageMonitorLogs`
	MCC 7500E Dispatch Consoles	`C:\ProgramData\Motorola MCC 7500E \MessageMonitorLogs`
	MCC 7100 Dispatch Consoles	`C:\ProgramData\Motorola MCC 7100\MessageMonitorLogs`
Default log file name		***<Current_ELT_Name>.<Current_IED_Name>*** `.log`

Figure 31: Event Display Log File - Example



This page intentionally left blank.

Chapter 11

Troubleshooting

This chapter describes various events that can occur during the daily operation of the Motorola Elite Dispatch, and explains what to do in case of hardware or software failure.

11.1 Error Messages

If the console beeps indicating that an action could not be completed, see the error message displayed in the status line at the bottom of the Elite Dispatch window for an explanation.

Most error messages are self-explanatory and occur if an action is attempted that is not possible at the time (such as attempting to patch transmit to a group with no members). Warnings and informational messages also appear in the status line. Some of the messages are also logged to the Windows Application Event Log.

`Cannot begin Private Call: resource is unavailable`
The Private Call cannot be initiated because the resource is not available.

`ZIPC_900001 not assigned – already assigned elsewhere on console position`
Only one Private Call Resource can be assigned at this console and the resource has already been assigned.

`Critical configuration parameters have changed – please reply the PC to utilize the updates`
If the system is configured for Dynamic System Resilience (DSR), a critical configuration change causes this message to be displayed.

Some error messages instruct the Dispatch Operator to contact the System Administrator. Please notify the supervisor or the System Administrator if this error message appears at the console.

- If the computer screen freezes and does not respond to the keyboard or the mouse, call the system administrator for assistance.
- If Trunked Resources fail after the Dispatch Operator position has been reprogrammed, restart the Elite Dispatch program.
- If the computer is powered up but there is no display on the monitor, ensure that all cables are securely plugged into the back of the computer and the monitor. Ensure that the computer and monitor power cords are securely plugged into a 120 VAC, 60 Hz grounded power outlet.
- If a problem appears to be with the computer itself, see the manuals that came with the computer.
- If a problem with the console is suspected, notify the supervisor.

Related Links

Viewing Previously Displayed Error Messages on page 140
Clearing the Status Line on page 140

11.1.1
Viewing Previously Displayed Error Messages

Procedure:

1. At the end of the status line, click the down arrow button.

   A list of the most recent error messages is displayed.

2. To close the list, click anywhere within the Elite Dispatch application.

Related Links

Error Messages on page 139

11.1.2
Clearing the Status Line

Procedure:

1. From the menu, select **Features** → **Clear Status Line**.

   NOTICE: The previous messages are still viewable by using the down arrow button at the end of the status line.

Related Links

Error Messages on page 139

11.2
System Status Indicator

The **System Status** indicator appears in the status line at the bottom of the Elite Dispatch window.

The indicator appears under the following conditions:

- If the system goes into a non-functional or partially functional state
- If the radio system controller becomes unable to communicate with the console
- If the system switches to Conventional Site operation (whereby calls are routed through conventional channels co-located at your console site)

If this indicator appears in the status line, click it to open the **System Status** window in which you can determine what has changed in the status of the system.

Related Links

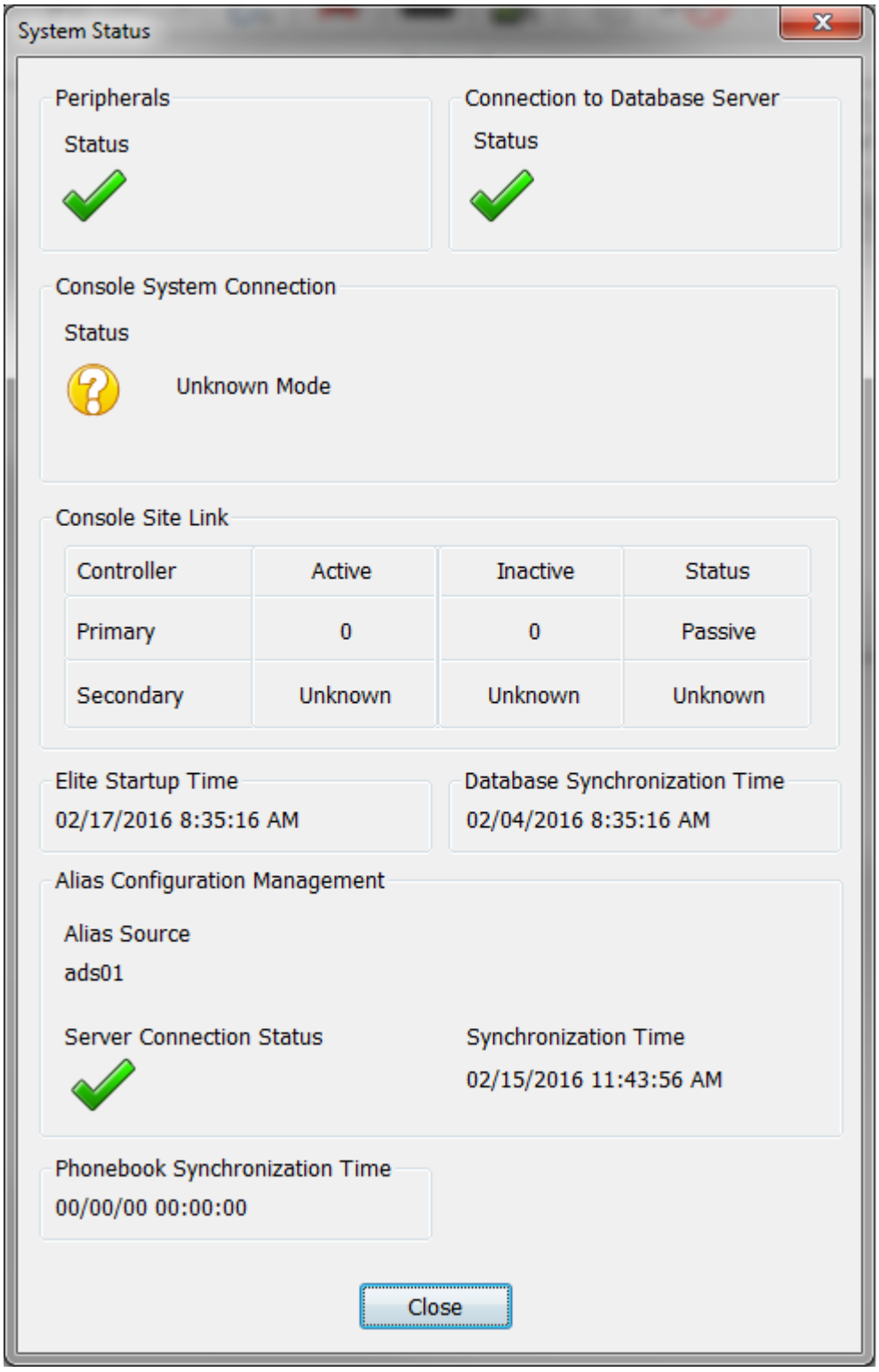
Investigating Changes in System Status
Viewing System Status on page 142

11.3
System Status

The System Status feature provides a mechanism to report the current system status at an operator position.

The **System Status** window has several sections as shown in the following example:

Figure 32: System Status Window Overview



Related Links

System Components Status Indicators on page 142
Viewing System Status on page 142

11.3.1

Viewing System Status

The Dispatch Operator can view reports on the current system status at their position.

Procedure:

To open the **System Status** window, perform one of the following actions:

- On the toolbar, click the **System Status** button.
- From the menu, select **Features** → **System Status**.
- On the status line, click the **System Status** indicator.

The **System Status** window appears and the Dispatch Operator can view the status of the different parts of the system.

Related Links

System Status on page 140
System Components Status Indicators on page 142
System Status Indicator on page 140

11.3.2

System Components Status Indicators

The System Status feature allows the Dispatch Operator to view the status of peripherals, the trunking system, the conventional system, and localized aliasing as well as the Console Link Status. The different statuses are represented by icons.

Peripherals Status Indicators

All peripheral ports on the Voice Processor Module (VPM) are functional.

None of the peripheral ports on the VPM are functional.

Only some of the peripheral ports on the VPM are functional.

Console Connection Status Indicators

Console is functioning in PRIMARY mode and connected with a Controller in wide mode. Or this Console is connected to a Primary Controller.

Console is in IDLE mode.

Console is connected to a Controller in BACKUP mode or connected to a Backup Controller.

System is in UNKNOWN mode.

Console Site Link Indicators

Status

- Active – Console owns the Active link to the Primary/Secondary Controller
- Inactive – Console owns the Inactive link to the Primary/Secondary Controller
- Passive – Console does not own any link to the Primary/Secondary Controller

Active Console
The last octet of the IP address of the Active Console for the Primary/Secondary Controller.

Inactive Console
The last octet of the IP address of the Inactive Console for the Primary/Secondary Controller.

Localized Aliasing (Console Alias Manager) Indicators

The alias source from which Console downloads radio aliases can be either the hostname of Advanced Distribution Server (ADS) or Console Alias Manager (CAM) server, or the hostname of Zone Database System (ZDS) for backward compatibility (prior A7.17 releases).

Connection with the alias source (indicated in the above Alias Source field) is fully functional.

Connection with the alias source is not functional.

Connection status with the alias source is unknown.

Related Links

System Status on page 140
Viewing System Status on page 142

11.4
Audio Processing Messages

The Audio Processing Status messages provide a user with real-time status indications of the audio processing subsystem through both initialization and run-time phases of operation.

When the audio processing subsystem becomes unavailable, a message window appears with a reason for the outage. This information is not necessarily directly useful to dispatch operators, but it enables service technicians and support personnel to quickly identify root causes of the problem and take action to resolve it.

Depending on the status of the audio connections in your system configuration, Elite Dispatch may display the following messages:

Initializing Audio Hardware
This message appears during the initialization phase of the audio processing subsystem and can be present for up to three minutes. It disappears on its own after the audio processing subsystem and/or peripherals breakout device complete initialization. If the message persists, contact your system technician.

Audio Processing is not available
This message appears when the audio processing subsystem and/or peripherals breakout device are unable to provide audio processing services.

The causes of the problem can be failures at run-time such as loss of connectivity between the computer host and peripherals breakout device, or failures during the initialization of the audio processing subsystem and/or peripherals breakout device.

In addition to the information about the audio processing unavailability, the message provides the user with specific reason codes.

Several evolutions of the audio processing subsystem and peripherals breakout devices are in use. Service technicians can help identify which subsystems are in use at the console site.

The Voice Processing Module (VPM) is identified by a LAN connection between the computer host and VPM.

The Audio Interface Module (AIM) is identified by a USB connection between the computer host and AIM. The AIM peripheral breakout device is an optional component of the audio processing subsystem on the MCC 7100 and the MCC 7500E platform and does not directly affect audio processing status. However, some of the reason codes for audio processing service states apply for resources of the audio processing subsystem within the computer host.

Table 4: Audio Processing Message Reason Codes, Causes and Possible Resolutions

Audio Processing Status	Reason Code	Causes and Possible Resolution
Audio Processing Not Available	No valid configuration data or valid database present.	Confirm that the console/ Archiving Interface Server (AIS) position is configured correctly at the Network Management interface provided for your system.
	Computer Host application is not configured for Console or Logging Interface Server operation.	Confirm that the computer host is configured for console or logging interface server (AIS) functionality at the Network Management interface provided for your system.
	Unknown computer Host application configuration.	Confirm that the computer host is configured for console or logging interface server (AIS) functionality at the Network Management interface provided for your system.
	Network or Connection interface between computer and audio subsystem or peripherals breakout device is disconnected/missing.	**For VPM-based peripheral devices:** Confirm the computer host and VPM have IP connectivity to the Console LAN.
	Audio Processing subsystem or peripheral breakout device is reporting out of service.	Audio processing services are not available for reasons unspecified. Contact service personnel for assistance in diagnosing potential problems with configuration or run-time events such as loss of connectivity between computer host and peripherals breakout de-

Audio Processing Status	Reason Code	Causes and Possible Resolution
		vice that can contribute to this issue. If this message is displayed **intermittently, for 10 seconds or less:** Check speed/duplex of all devices attached to the console LAN to verify all devices are configured for 100 Mbit/Full Duplex operation. Switches on the console LAN must also be set for 100/Full and not configured for auto-negotiate. If this message is displayed **continuously, for longer than five minutes:** Confirm that the computer host has IP connectivity to the Console LAN and is using the correct IP address. VPM-based peripheral devices only: Confirm that the VPM has IP connectivity to the Console LAN and is using the correct IP address.
	Critical components of the audio processing subsystem have failed or could not be initialized.	Audio processing services are not available due to failed initialization of the audio processing subsystem or peripherals breakout device. Confirm configuration settings of the computer host and peripherals breakout device (if applicable).
	USB connection was lost and restored (due to plugging and unplugging the USB AIM device).	USB AIM device may occasionally stop transmitting or playing audio after re-plugging it into the same USB port. Depending on how many times AIM device was re-plugged, you may see: • A warning against potential audio loss • A prompt to reboot the computer Verify that the USB AIM device is not transmitting or playing audio but there is no problem with the connectivity. The

Audio Processing Status	Reason Code	Causes and Possible Resolution
		following indications are visible in the user interface: • The red lightning bolt appears on the selected resource when pressing General Transmit or Instant Transmit. • The speaker icon appears on a selected resource when inbound call is initiated. • VU-Meter is not showing volume change in both inbound and outbound calls. **NOTICE:** Perform the first step and continue only if the audio is not being processed and VU-meter is not showing volume change. **1** Replug AIM USB device to another USB port. **2** Restart Motorola Elite Dispatch. **3** Restart the Dispatch Console computer.
Audio Processing Initializing	Initializing network connectivity, preparing configuration.	Communication is being established with the audio processing subsystem and/or peripherals breakout device to prepare for configuration data from computer host.
	Audio subsystem and peripherals breakout device initialization in progress.	Initialization of the audio processing subsystem and/or peripherals breakout device is in progress. The process can take up to three minutes.

11.5 Responding to the Application Deactivated Message

If Elite Dispatch goes out of service, the `Application Deactivated` message is displayed.

Procedure:

1 Perform one of the following steps:
- Wait until Elite Dispatch is back in service.

- Shutdown the application by clicking the **Shutdown** button.

NOTICE: If you choose to wait until Elite Dispatch is back in service, wait until the `Application Deactivated` message disappears. After this message disappears, the configuration file that was open at the time that Elite Dispatch went out of service may be automatically reloaded.

This page intentionally left blank.