Prochat Trunking System

Dispatcher Manual

Content

1. System Instructions 3

2. System Operation Instructions 3

2.1 Sign in Interface 3

2.2 Main Interface 4

2.2.1 Fixed Menu Bar 4

3. Operations 21

4. Frequently Questions 22

4.1 System Login Failure 22

4.2 The User Name or Password is Incorrect 22

4.3 User Location is not Displayed 23

4.4 Positioning Position Drift 23

1. System Instructions

The "ProChat" dispatcher system is a multimedia integrated dispatching platform that combines video call,GIS location information and MIS workflow.

The main purpose of this document is to introduce the overall functions and usage of the "ProChat" dispatcher system, and to guide industry users on how to quickly use the "ProChat" dispatcher system and eventually manage the platform on their own.

The platform mainly faces the industry users including: public security, armed police, border defense, urban management, railroad, electric power, forestry, petroleum and petrochemical, transportation, government agencies, airports and airlines, large gatherings, etc., to meet the needs of customers to improve emergency response speed, work efficiency and management analysis level.

2. System Operation Instructions

Open your browser (Firefox or Chrome is recommended). Enter the IP address of the web server in the address bar (e.g. 47.91.73.9//IOTPM/#), and the dispatcher system interface will appear.

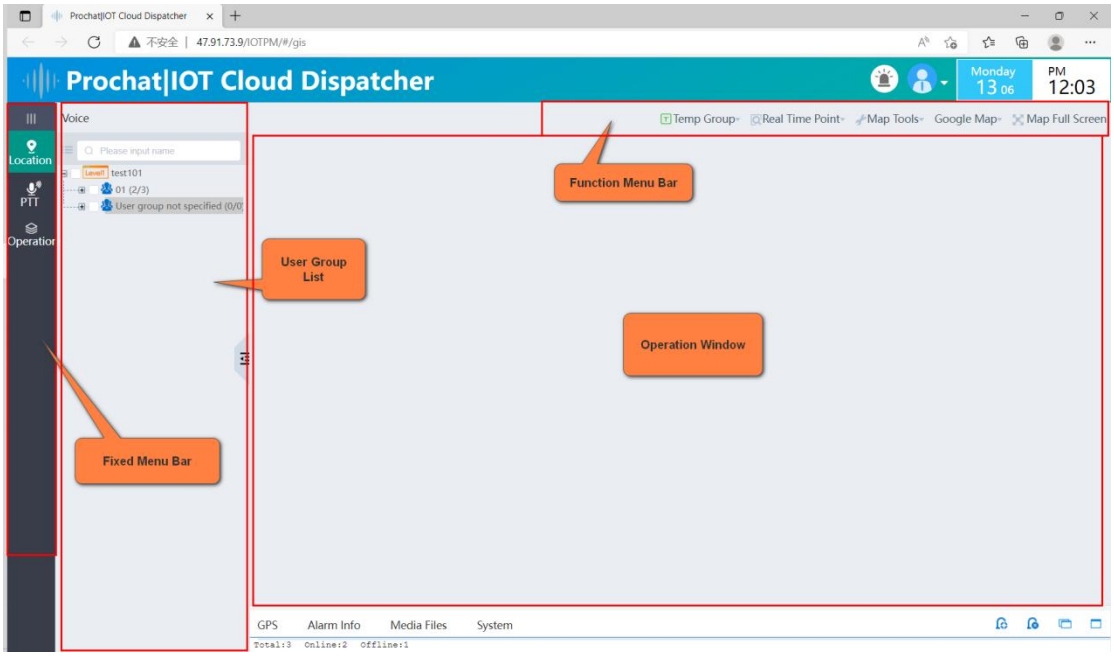
2.1 Sign in Interface

Select system operating language: Simplified Chinese(简体中文）,Traditional Chinese（繁体中文） or English in the sign in interface.

Input the User Name and Password to sign in dispatcher system.

2.2 Main Interface

After sign in the dispatcher system, will enter the voice dispatch interface.

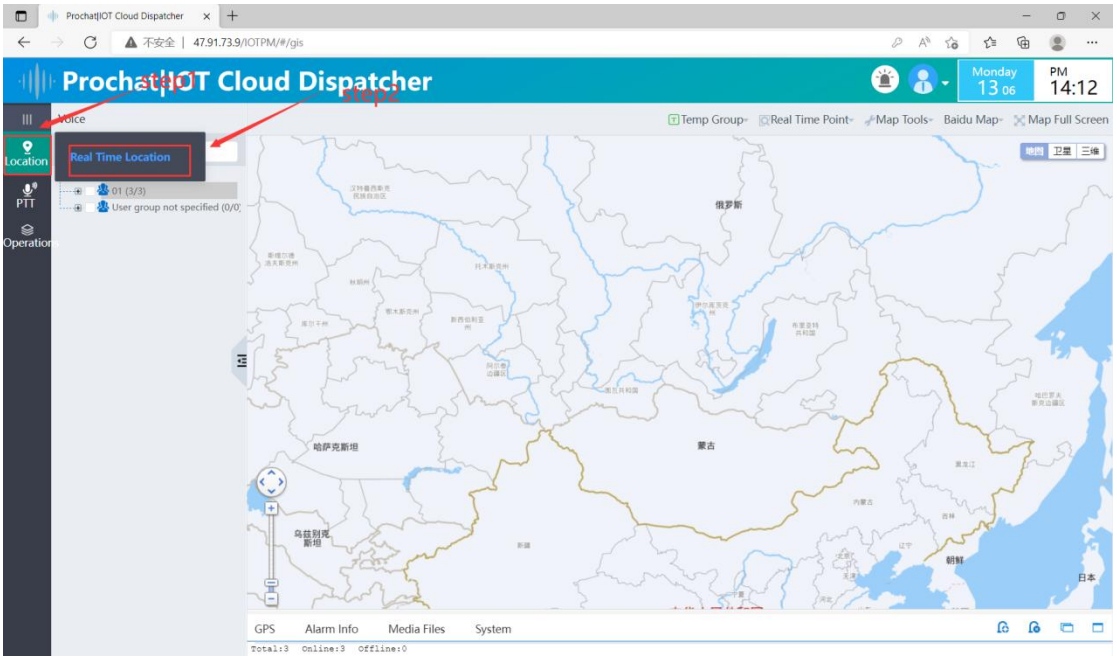


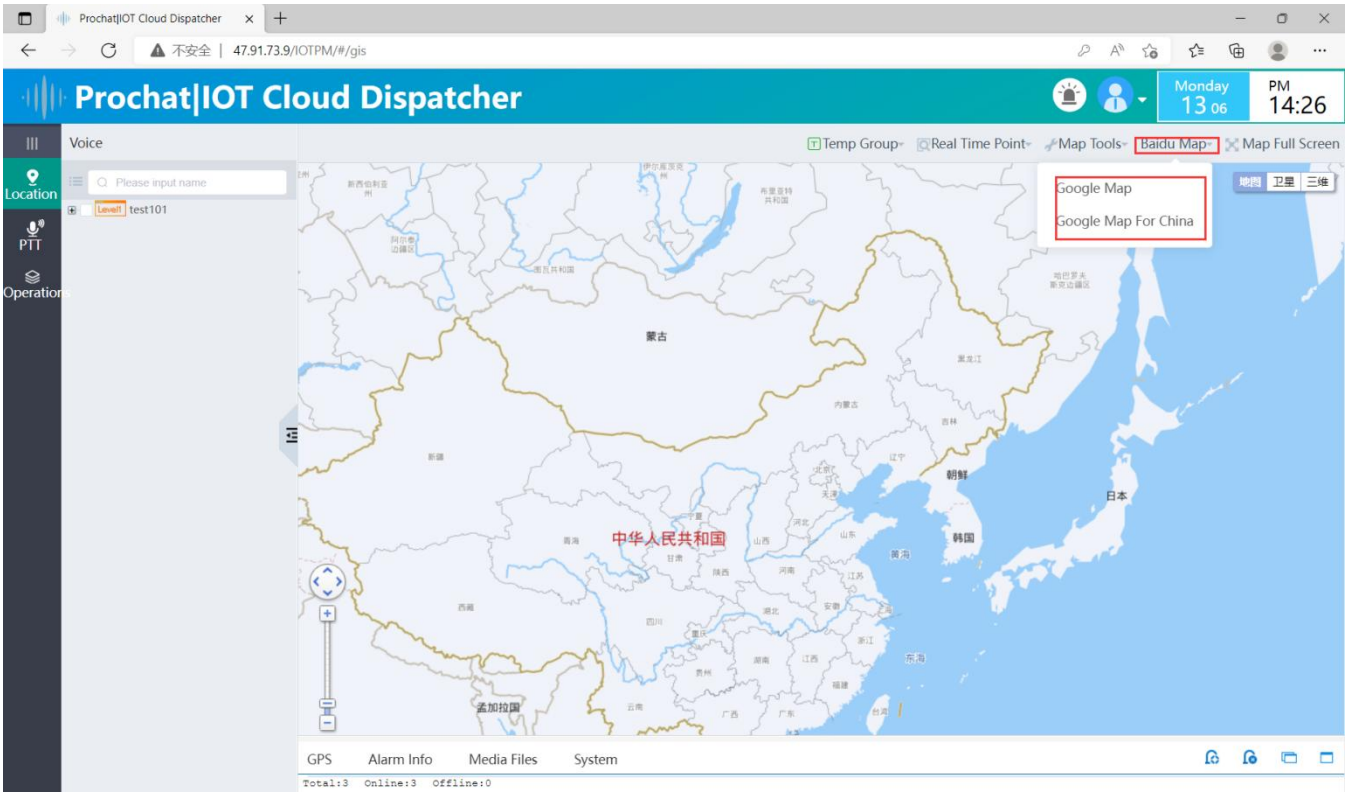
2.2.1 Fixed Menu Bar

2.2.1.1 Location

Click on the **"Location"** option in the fixed menu bar on the left to select the “**Real Time Location**” option to view the user's location on the electronic map on the right.

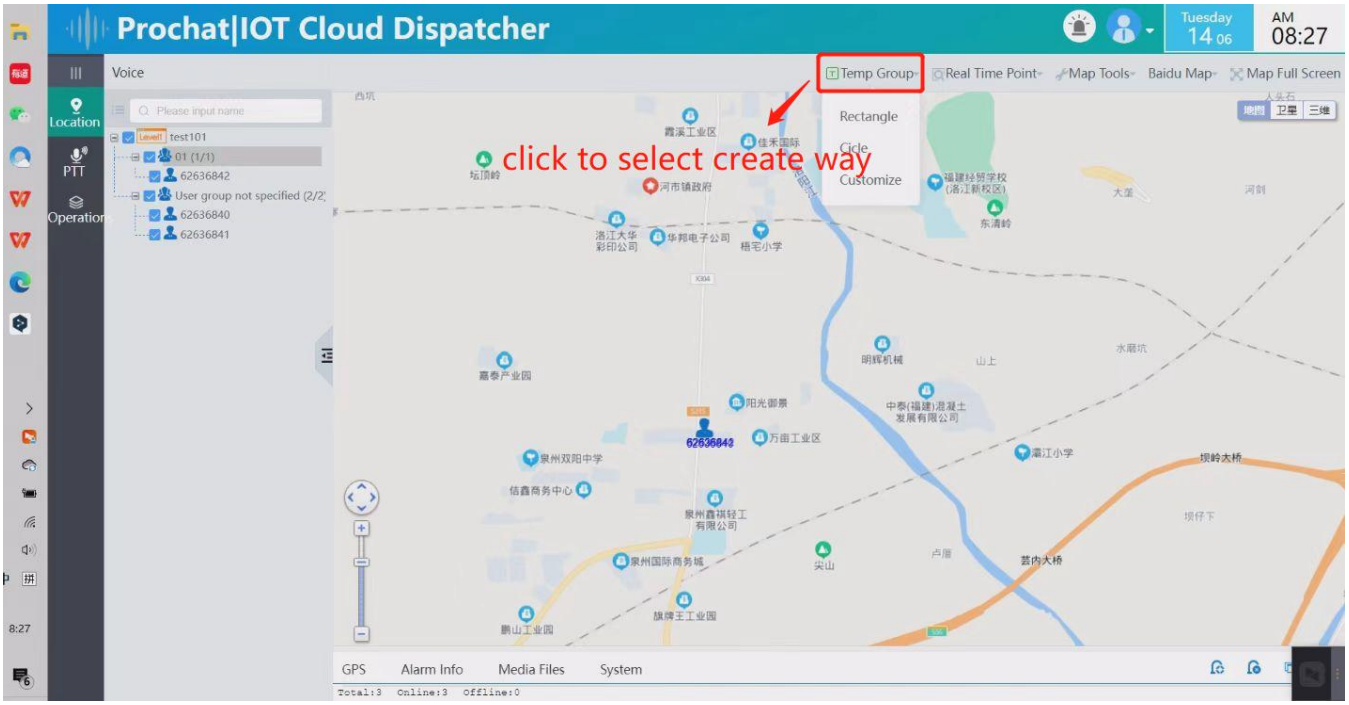
There are 3 types of maps to choose from on the **Function Menu Bar**, need to select the corresponding map to display it.



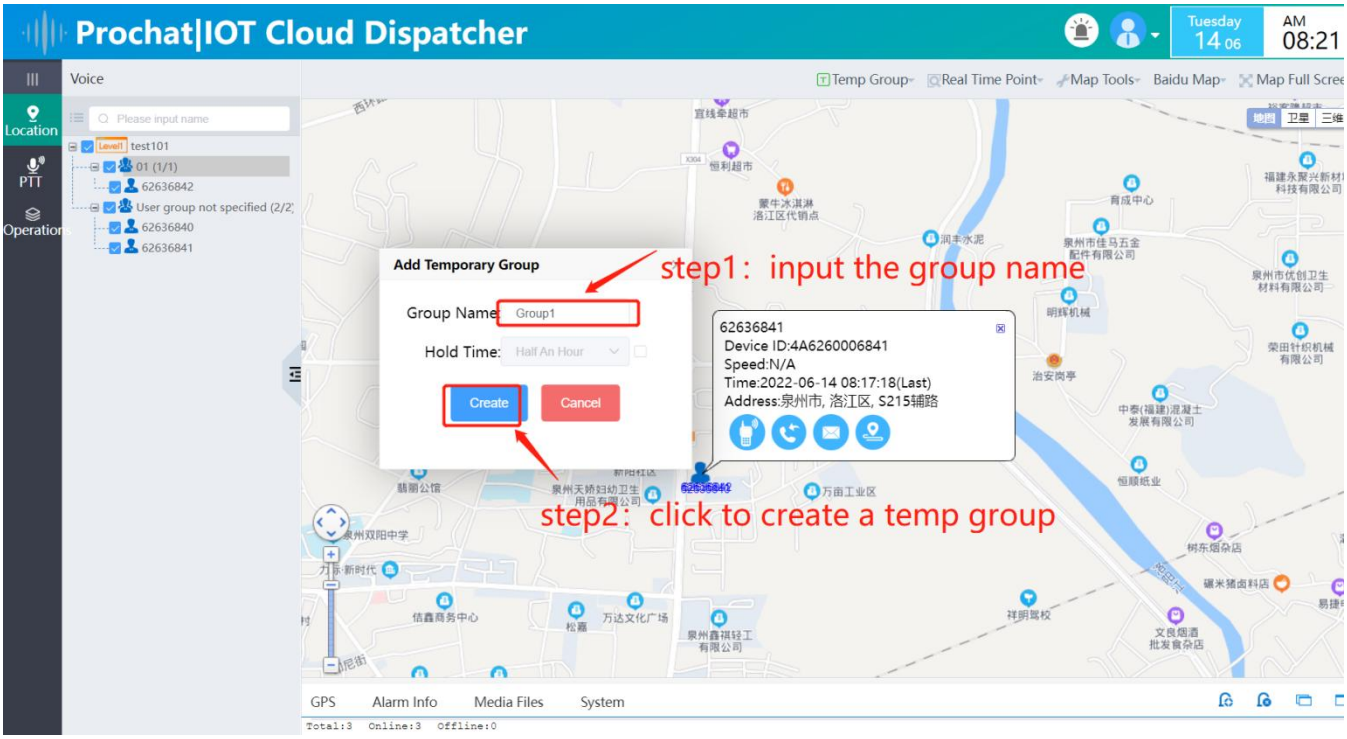


2.2.1.1.1 Temp Group

Click the "Temp Group" button, there are three ways to create temp group: rectangle, circle and customize.

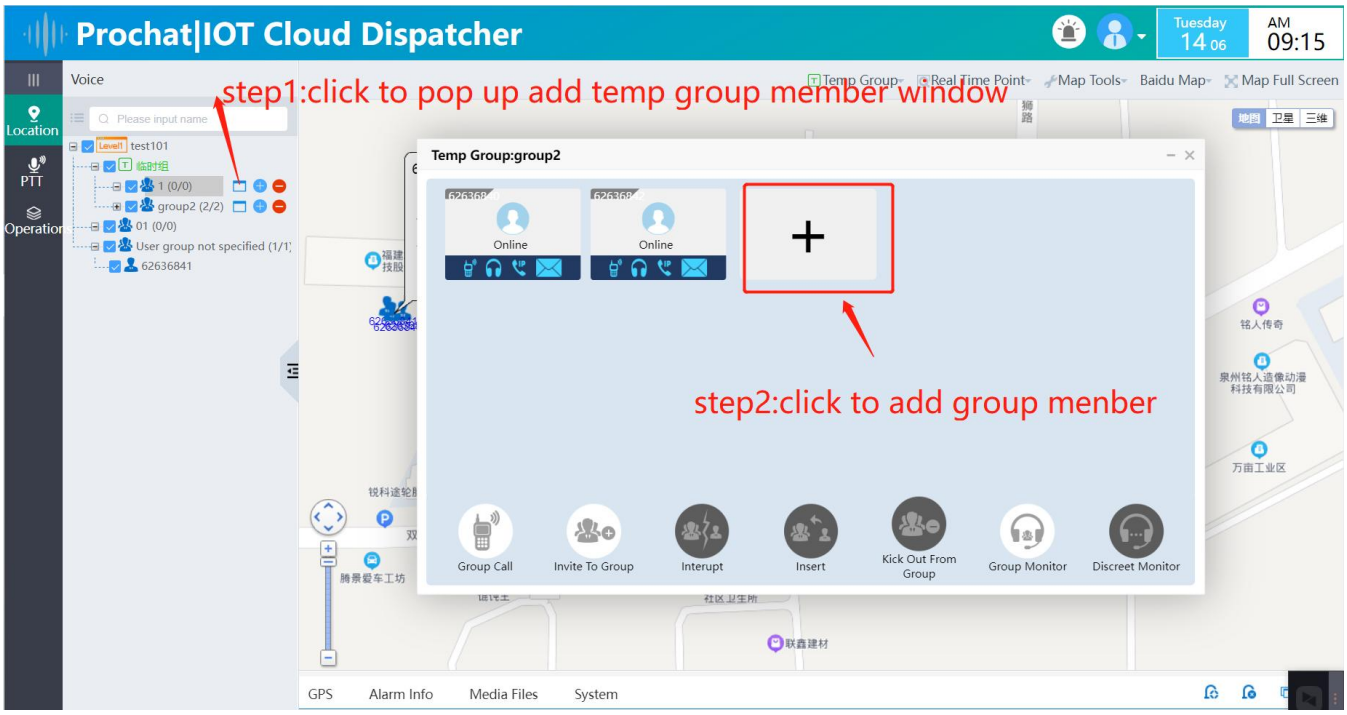


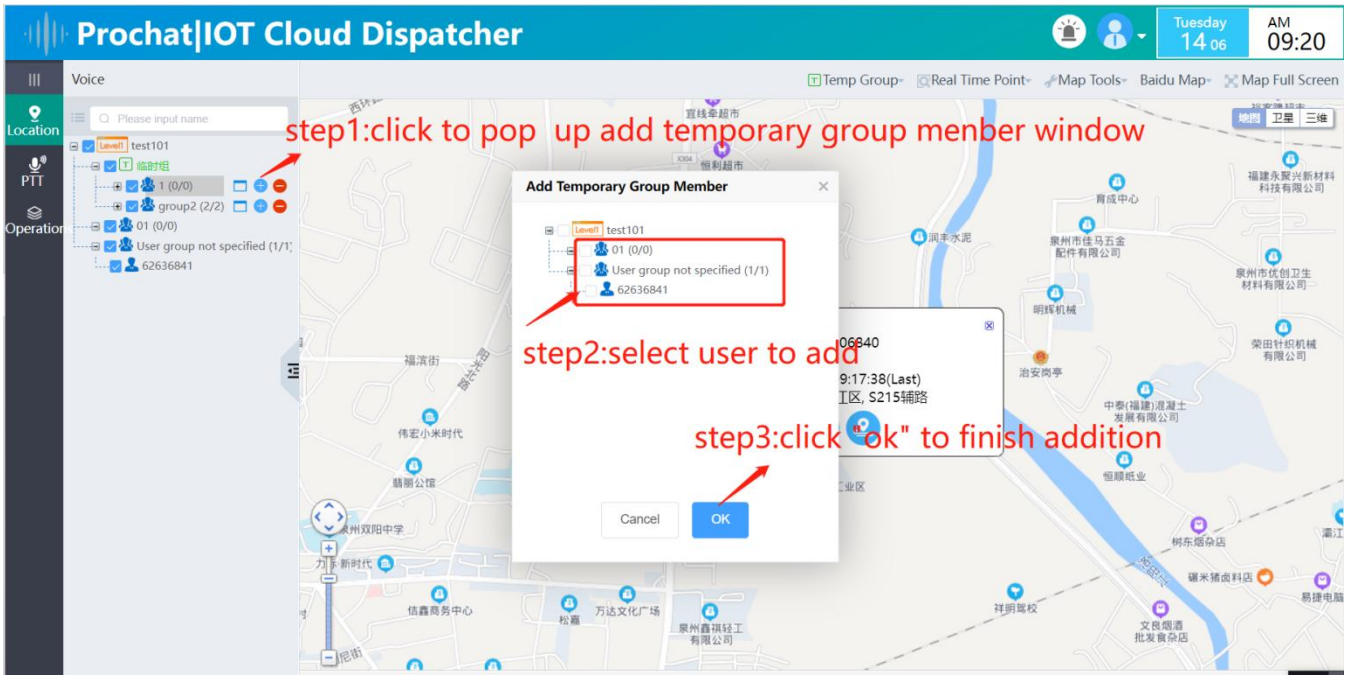
Select one way to create a temp group will pop up a “Add Temporary Group Member”window, fill in the group name of the temporary group and click the "Create" button , the temporary group is created and displayed in the temporary group list.



Using the rectangle or circle creation way: users surrounded by graphics on the electronic map will automatically form a temporary group, and users outside will have to add them manually.

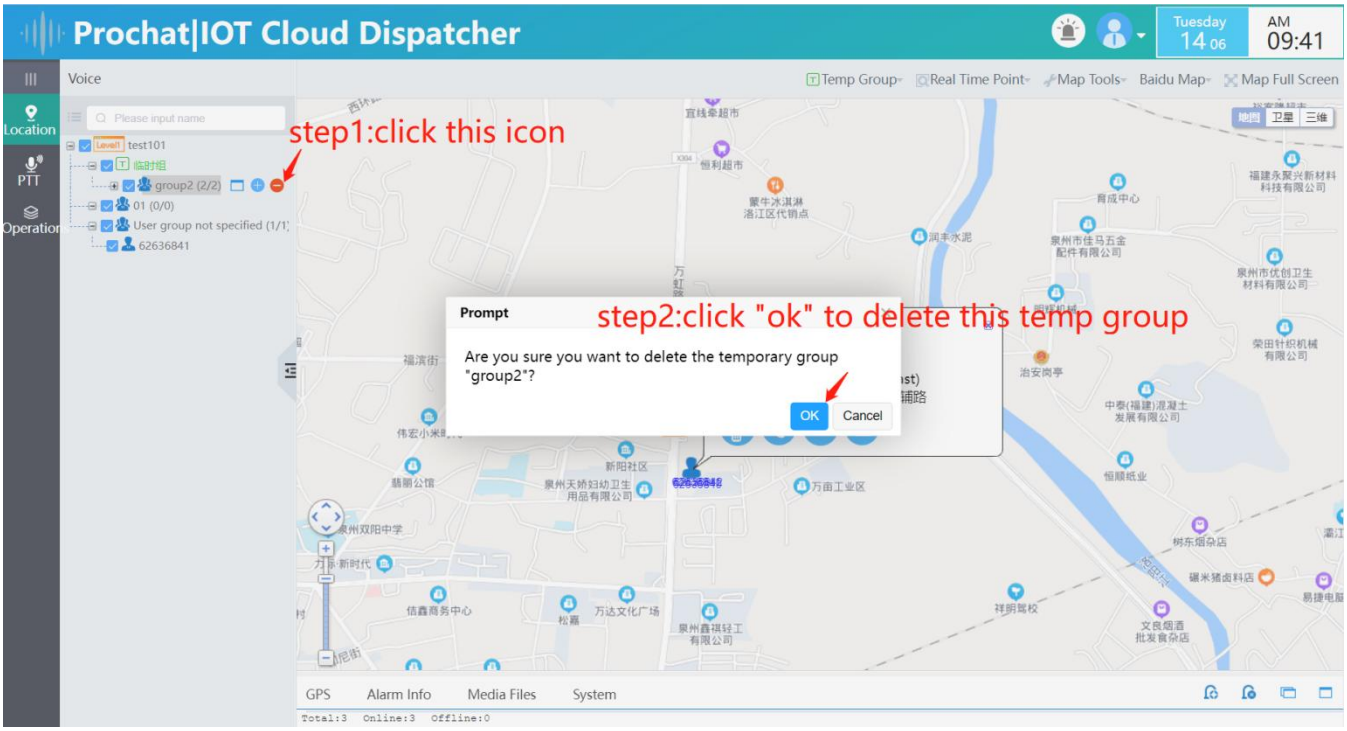
Customizing the method of adding members: Click the icon or behind the group name of the **temp group(临时组)** you want to add members to and a window will pop up to add members to the temporary group, then select the members you want to add.





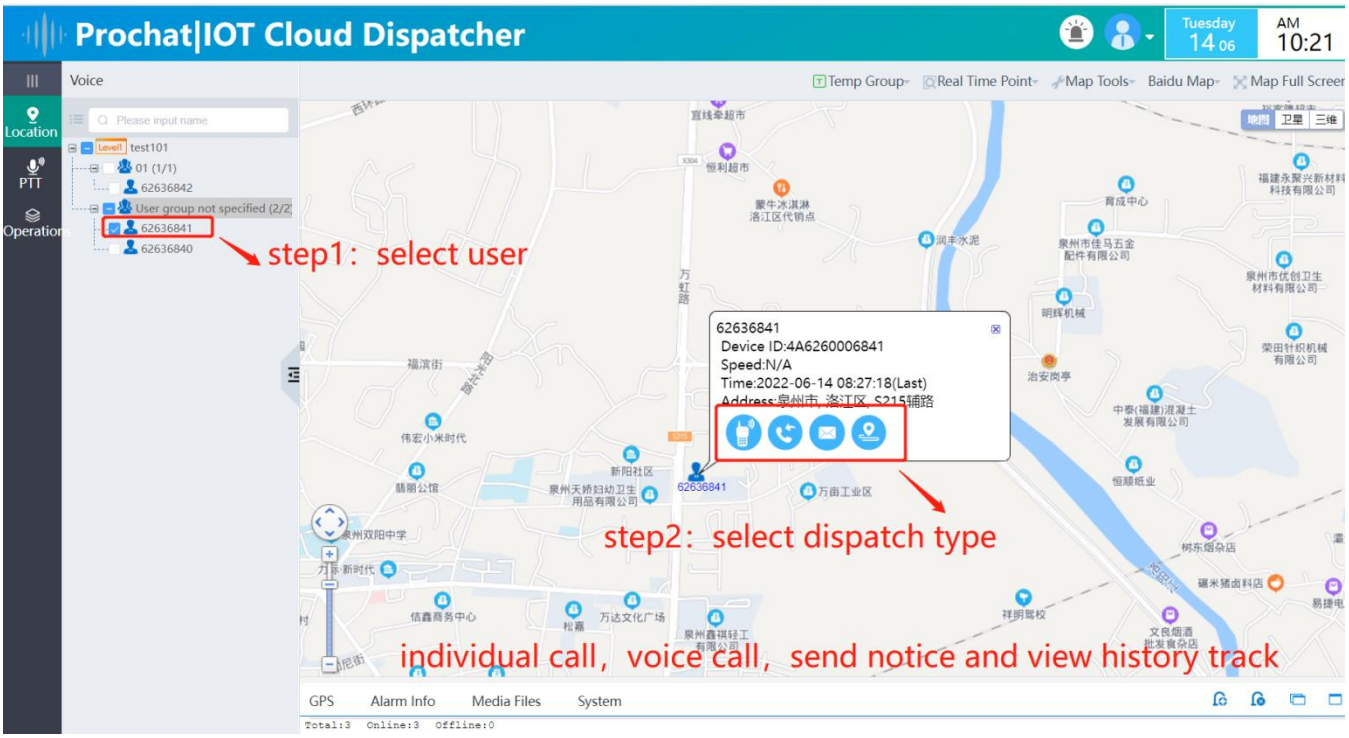
2.2.1.1.2 Delete Temp Group

Click the icon behind the temporary group you want to delete to dissolve the currently selected temporary group, and the members in the temporary group will return to their original group.



2.2.1.1.3 GIS Dispatch

Select the user to whom you want to dispatch in the **Voice** bar on the left, and the user's information will be displayed on the map after selecting. You can initiate a individual call or voice call to this user, send notifications and view the history of this user's track.

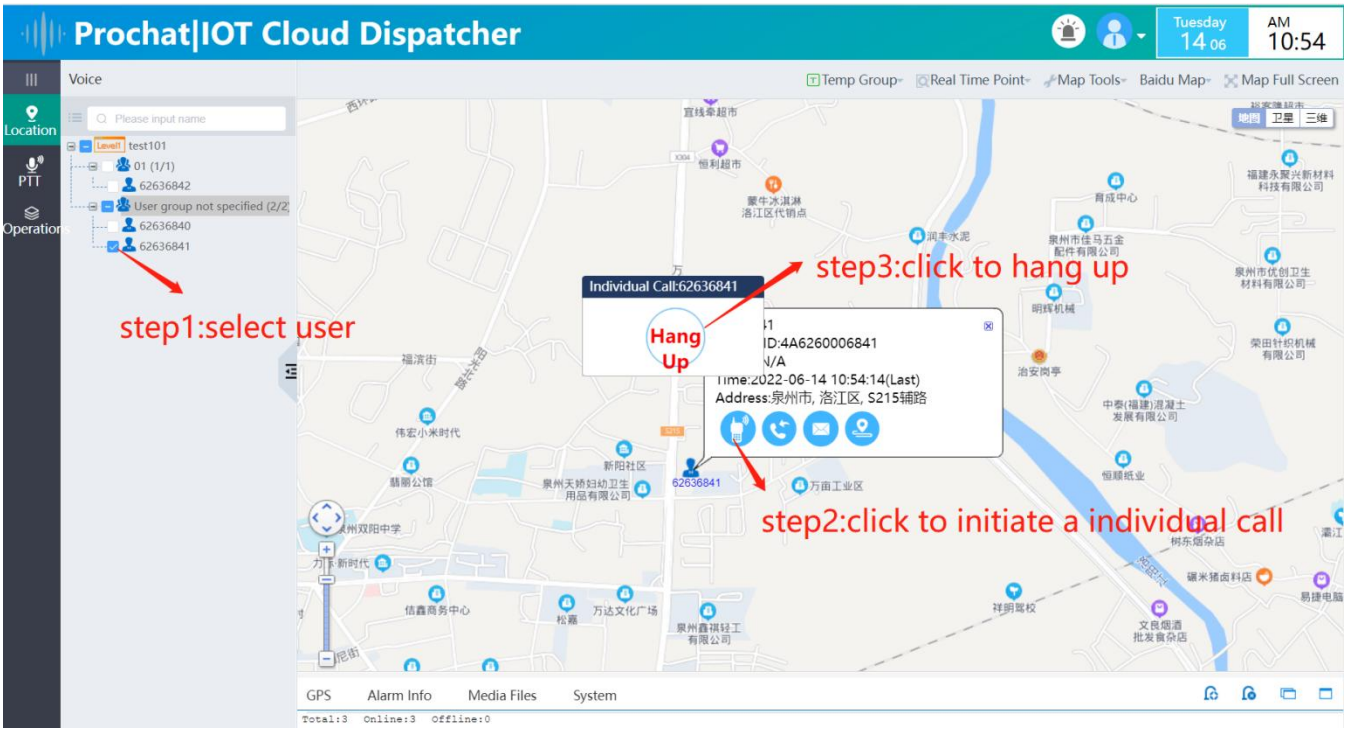


2.2.1.1.3.1 Individual Call

Select the user you want to initiate a individual call from the user list on the left, the user will appear on the map, click the individual call button to initiate an individual call for this user.

Clicking the **Hang Up** button

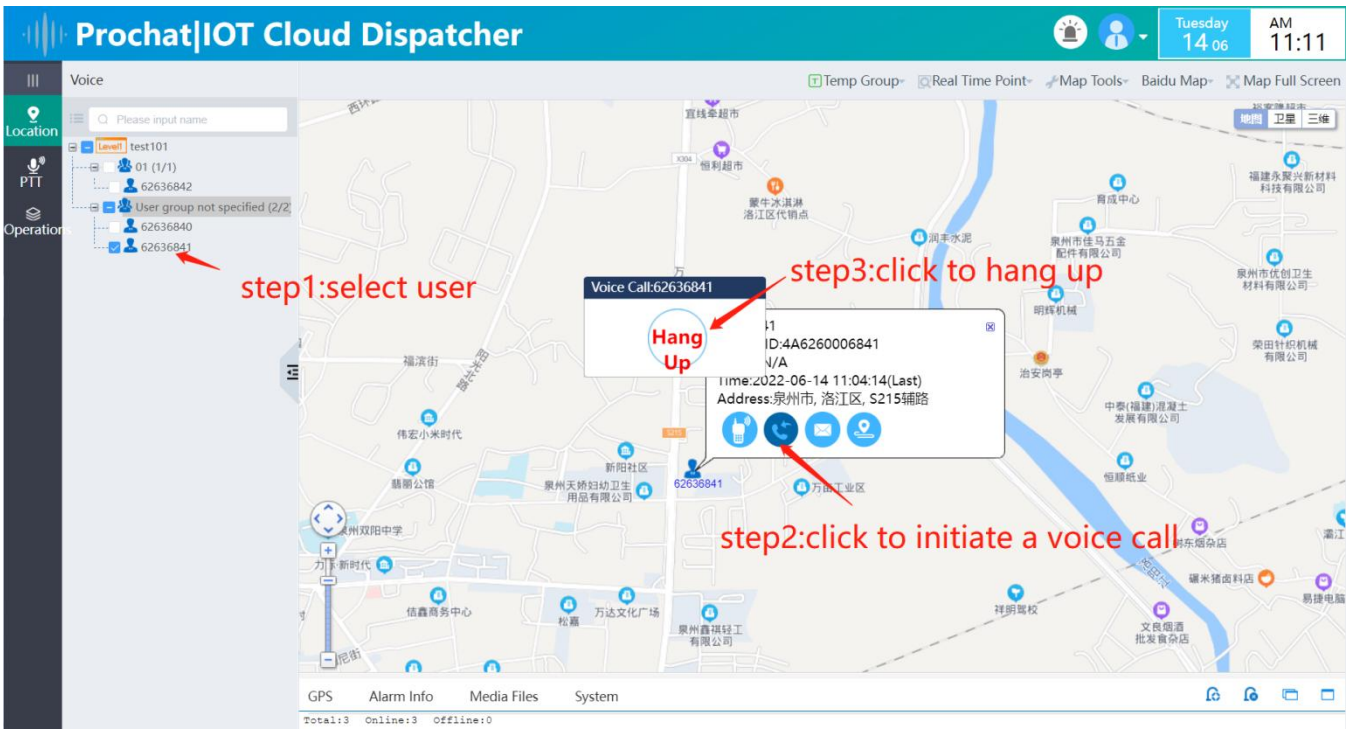
to end the individual call.



2.2.1.1.3.2 Voice Call

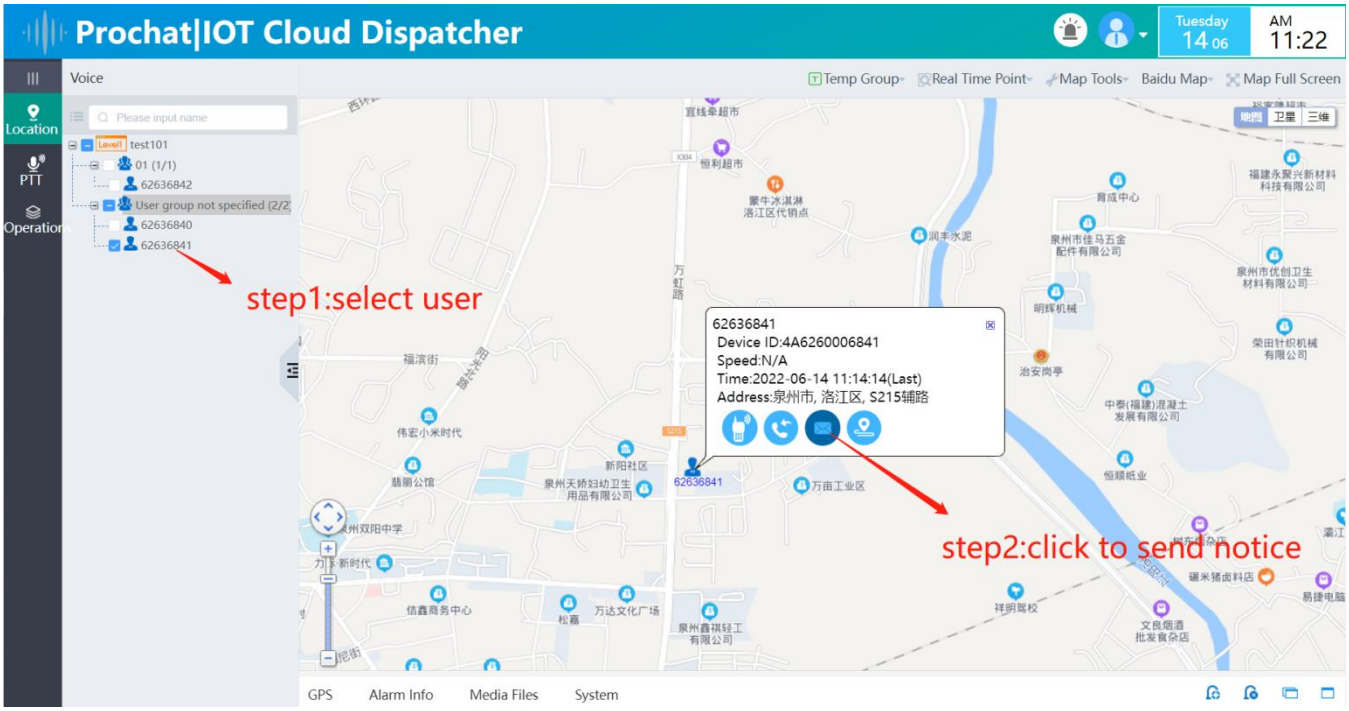
Select the user you want to initiate a voice call from the user list on the left, the user will appear on the map, click the Voice Call button to initiate a voice call to this user.

Clicking the **Hang Up** button to end the individual call.

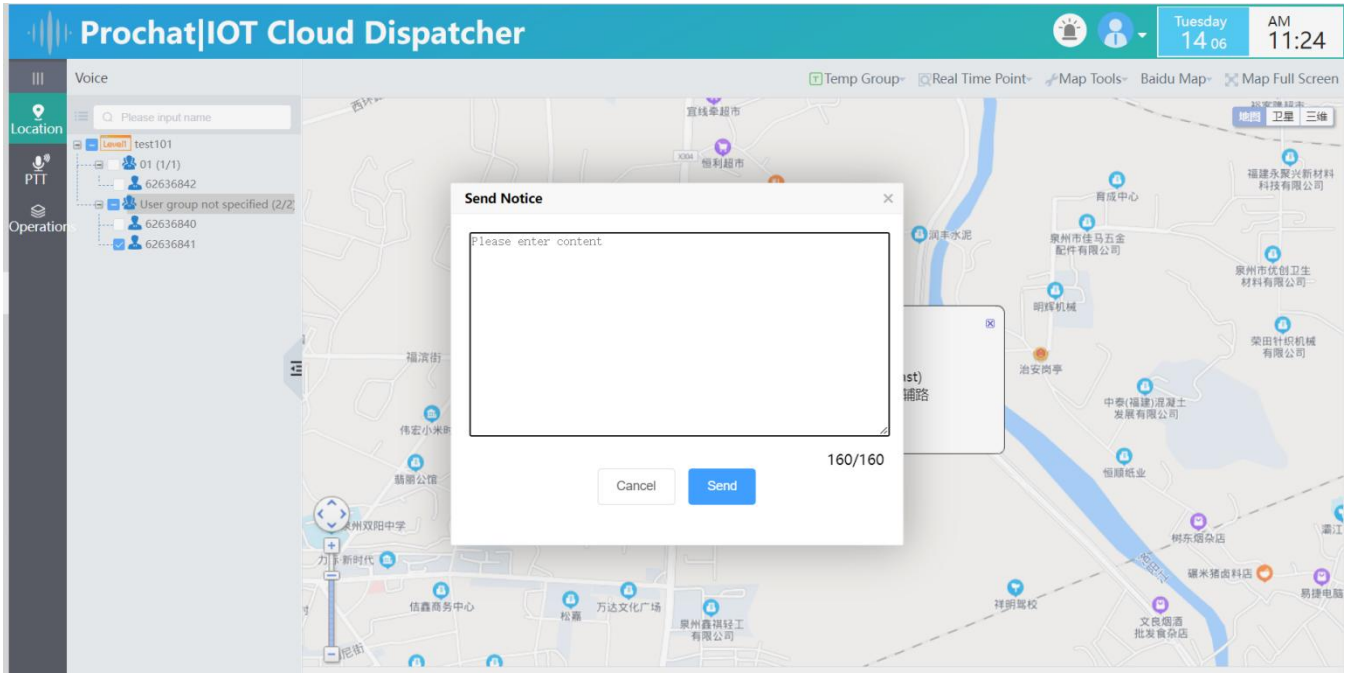


2.2.1.1.3.3 Send Notice

Select the user you want to send notice to in the user list on the left, the user will appear on the map, click the send notice button to send notice to this user.

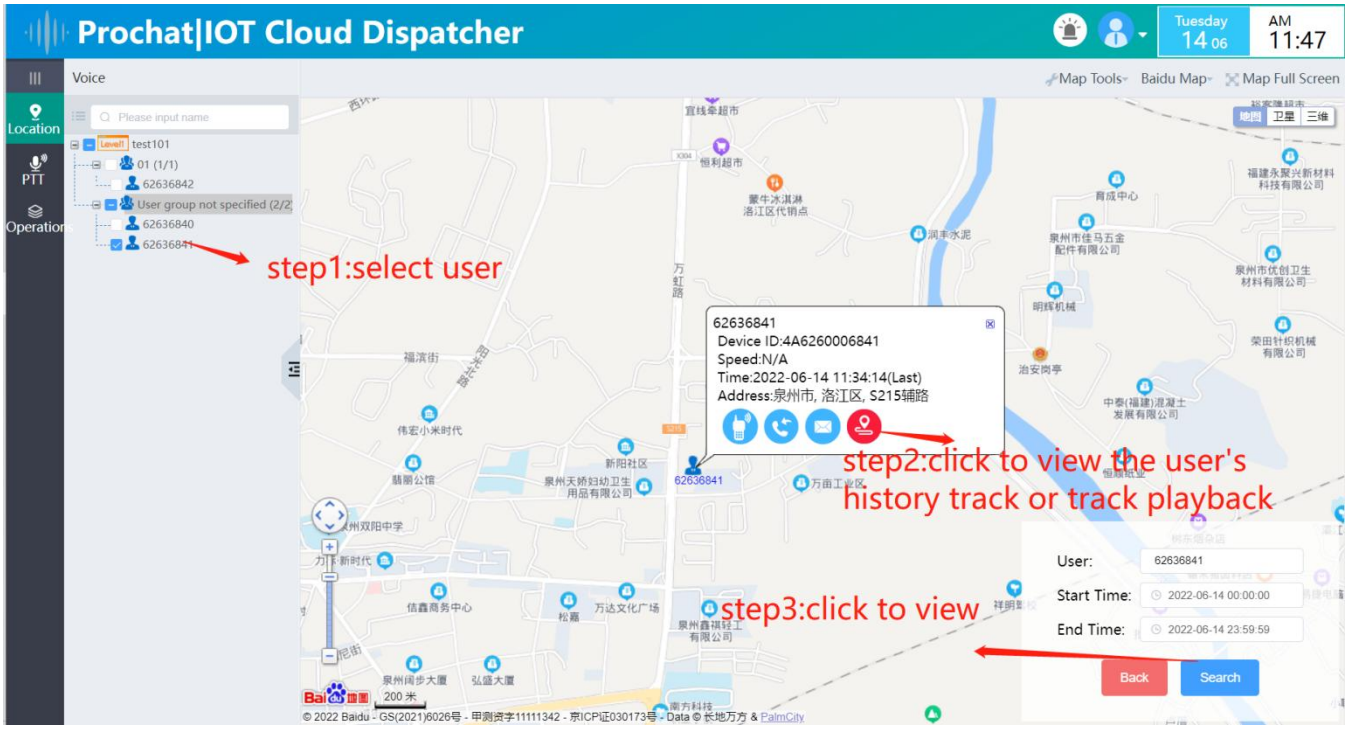


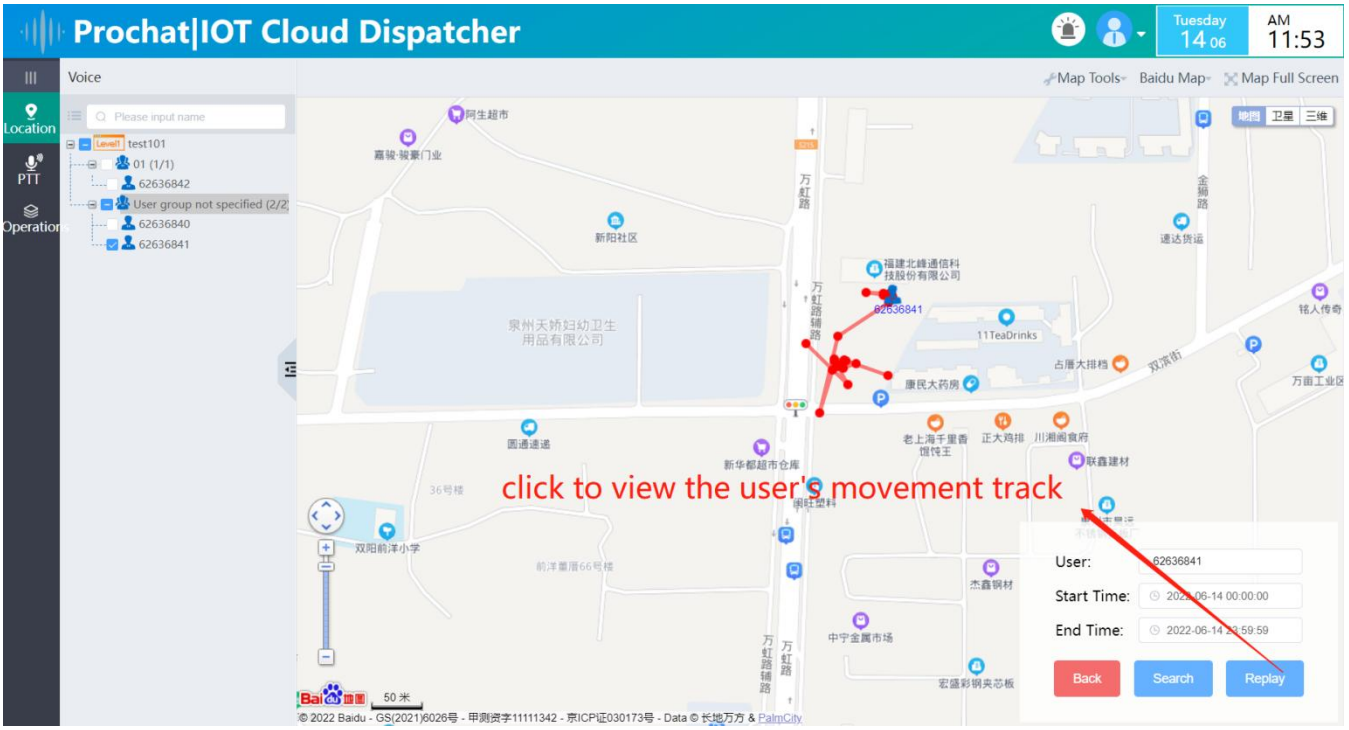
Enter the content of the notice, which cannot exceed 16 characters.



2.2.1.1.3.4 Track History/Track Playback

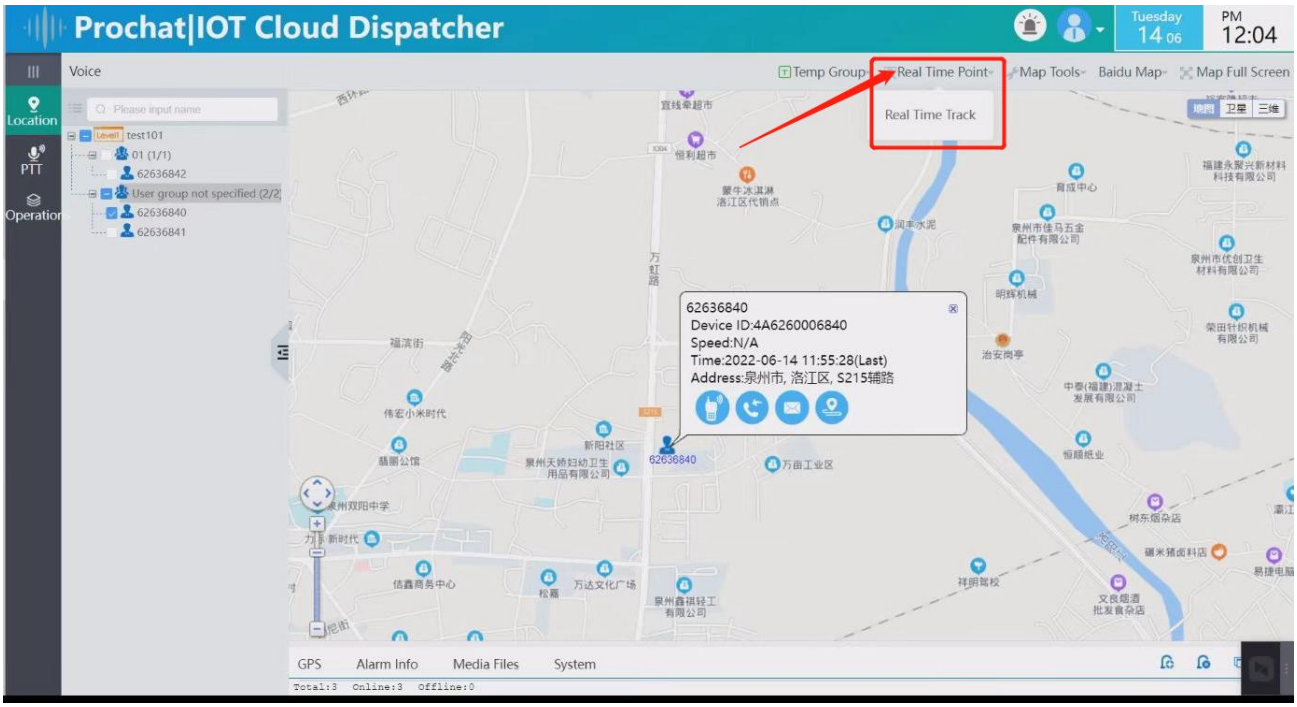
Select the user you want to view in the user list on the left, the user will be displayed on the map, click the Track History/Track Playback button and then click the Search button to view the track of the user.





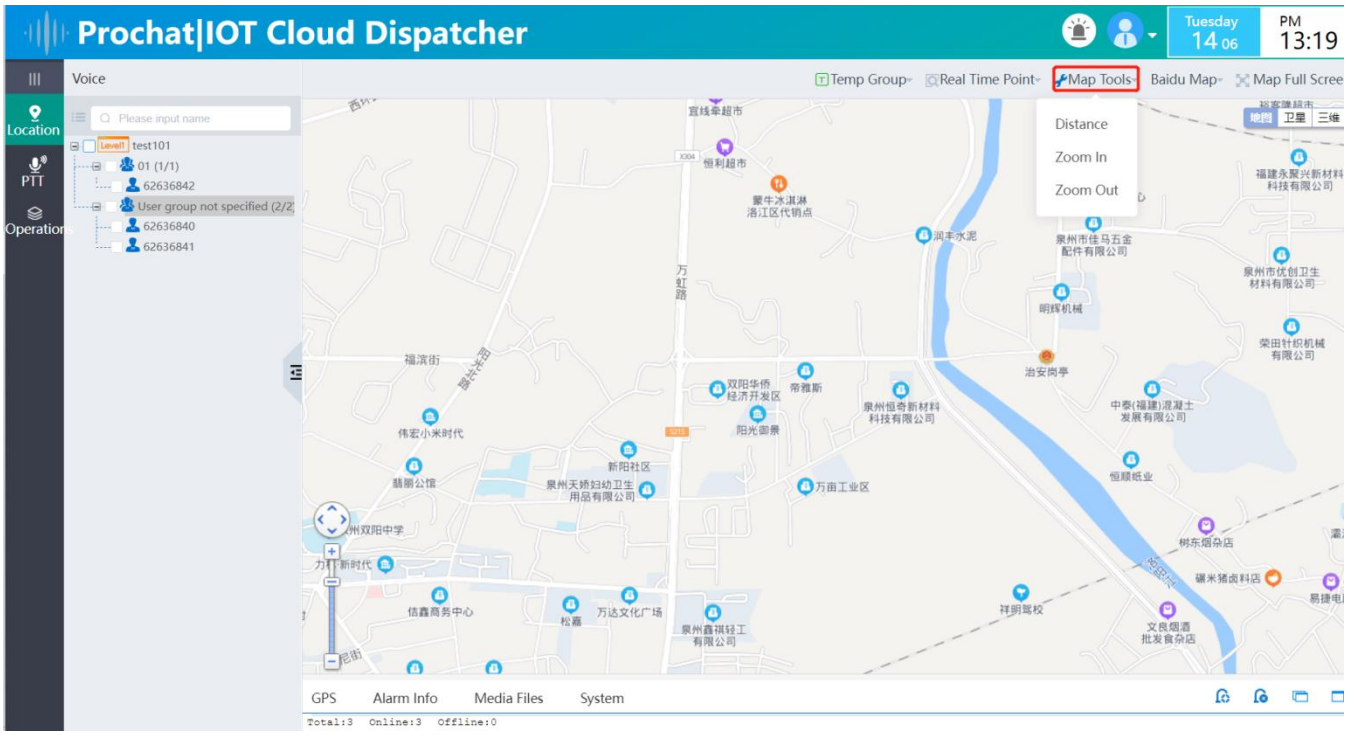
2.2.1.1.4 Real Time Point

Click the **Real Time Point button and** select **Real Time Track** option(This function is only available if the user is selected in the user list on the left).
This feature has the same function as "2.2.1.1.3GIS Dispatch",please refer to it.



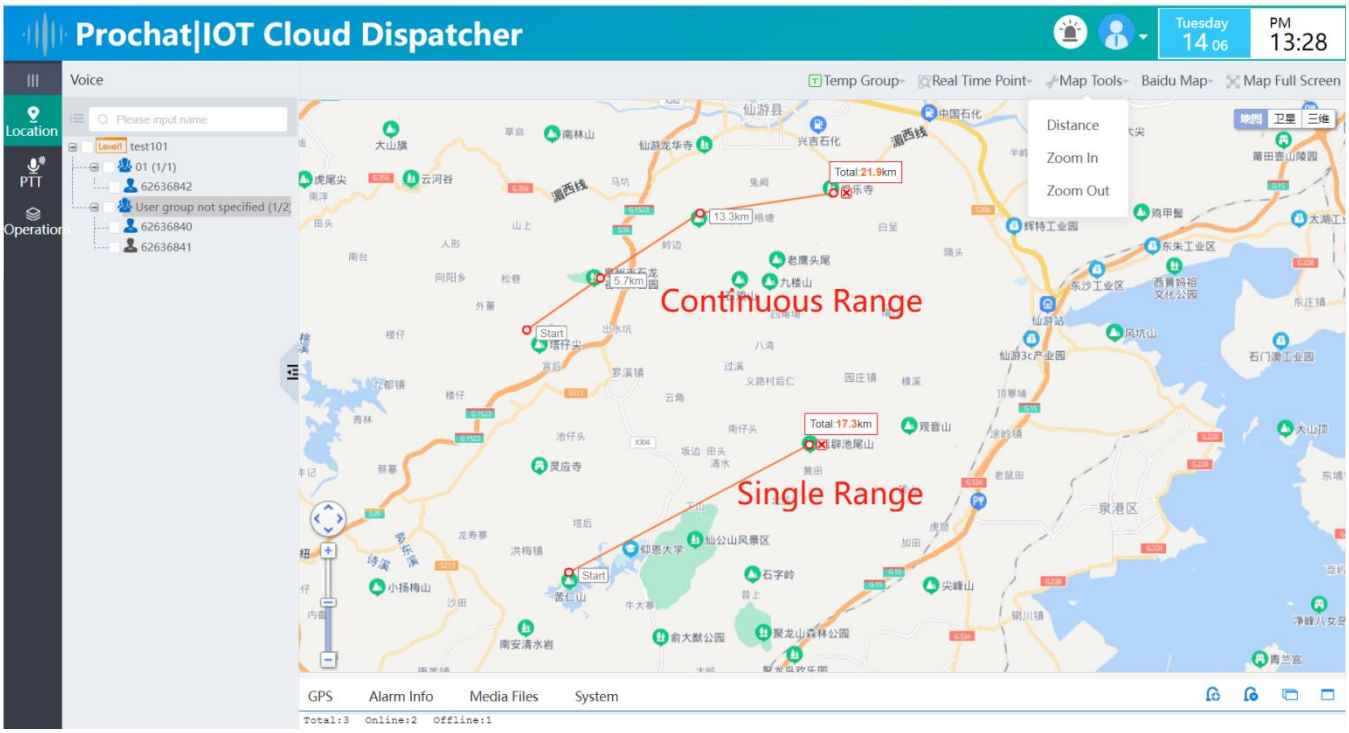
2.2.1.1.5 Map Tools

Click the Map Tools,there are three tool options: Distance,Zoom In and Zoom Out.



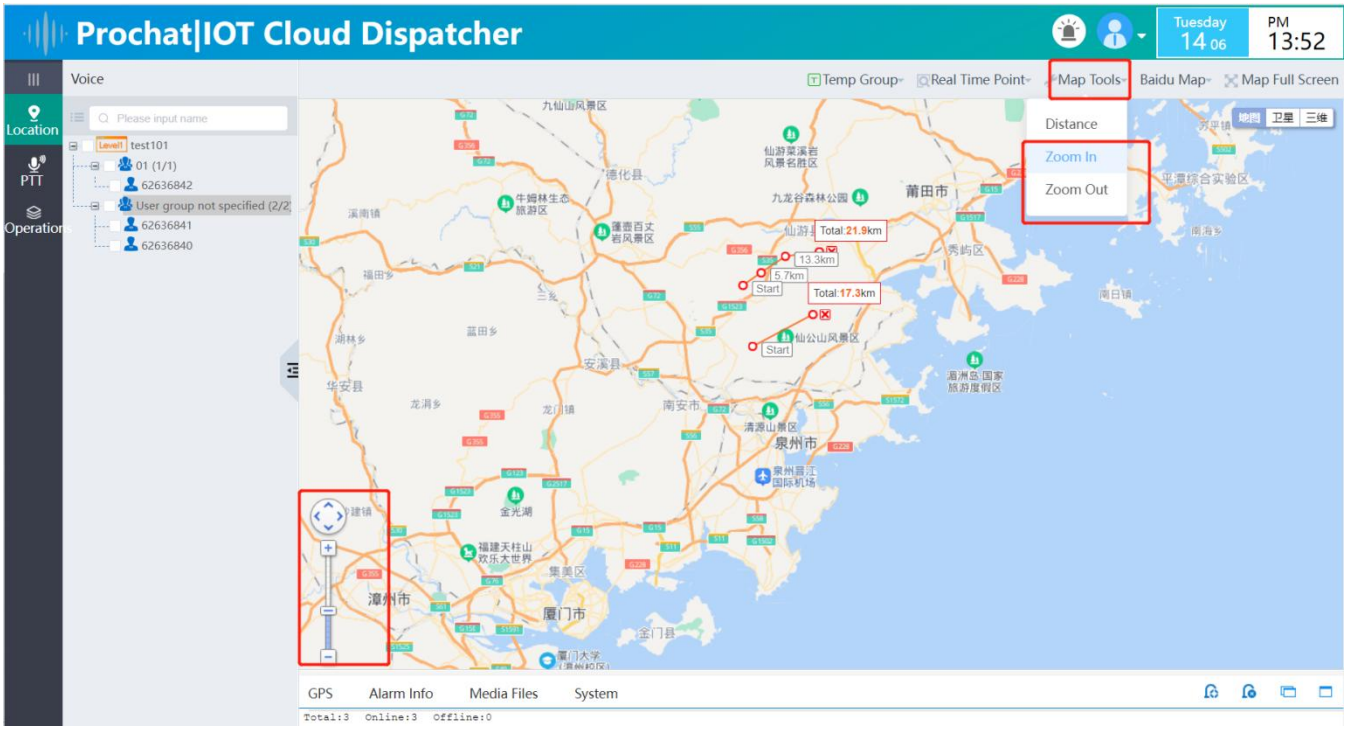
- **Distance**

Click **Distance to** measure the distance between two points on the map, and it can be done single time or multiple times in a row. After clicking "Distance", left-click on the starting point and then click on the end point to measure the distance between the two points, and right-click to cancel the distance measurement. Click on the icon to clear the distance trace on the map.



- **Zoom In and Zoom Out**

The map can be zoomed in or out by selecting the map tool in the top toolbar. You can also zoom in or out by moving the zoom in/out bar in the bottom left corner of the map, pull up to zoom in and pull down to zoom out. You can also zoom in and out by using the mouse wheel.



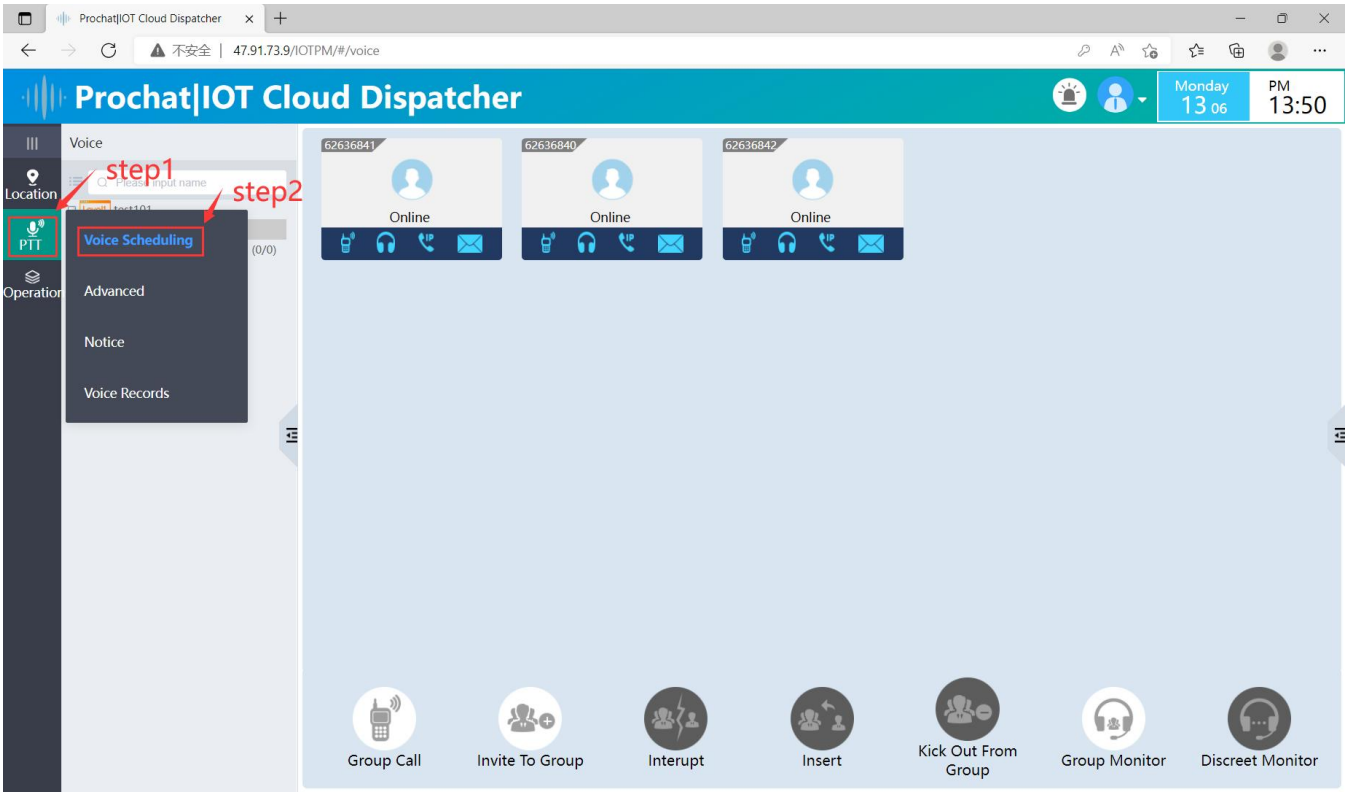
2.2.1.1.6 Select Map

Select a suitable map：Baidu Map, Google Map for China or Google Map.

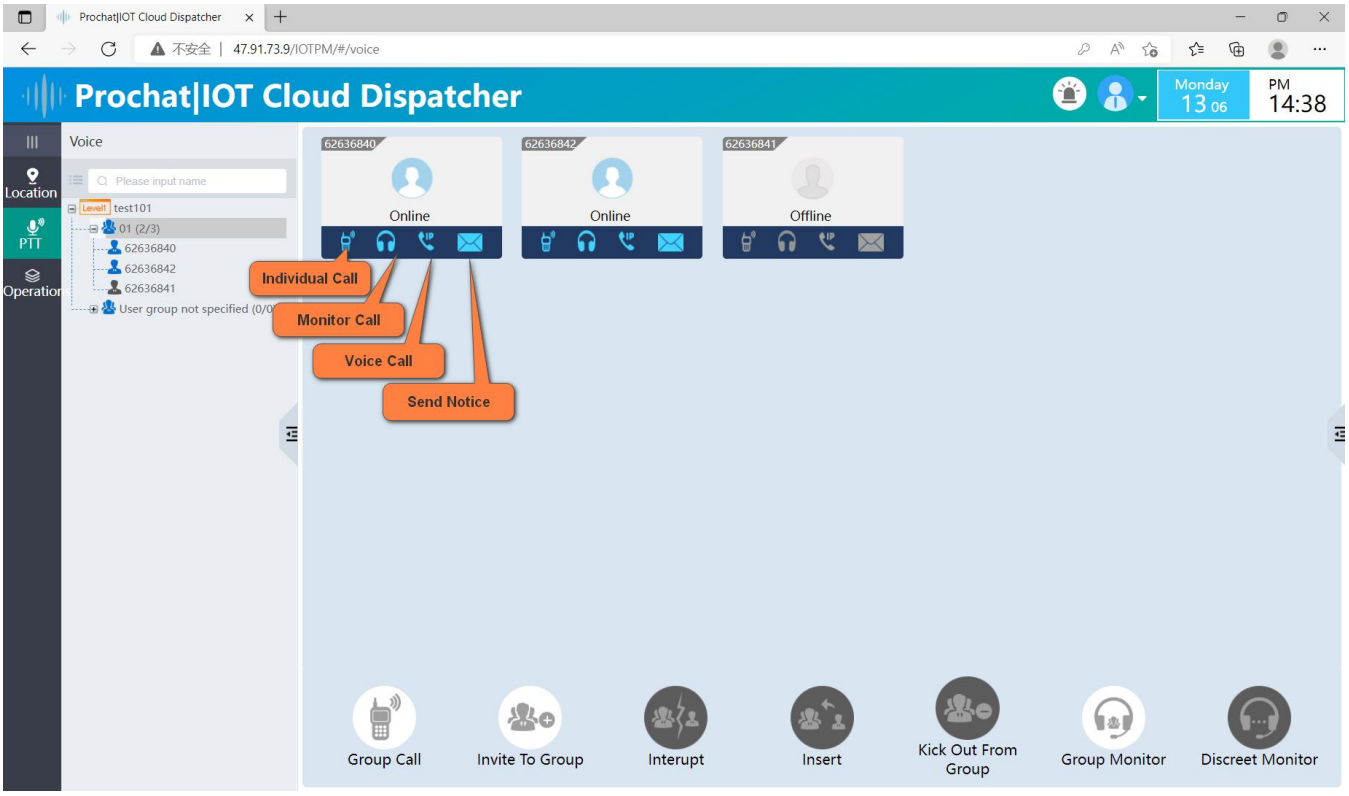
2.2.1.2 PTT

2.2.1.2.1 Voice Scheduling

Click "PTT" on the left fixed menu bar and select the "Voice Scheduling" option to enter the voice dispatch interface.

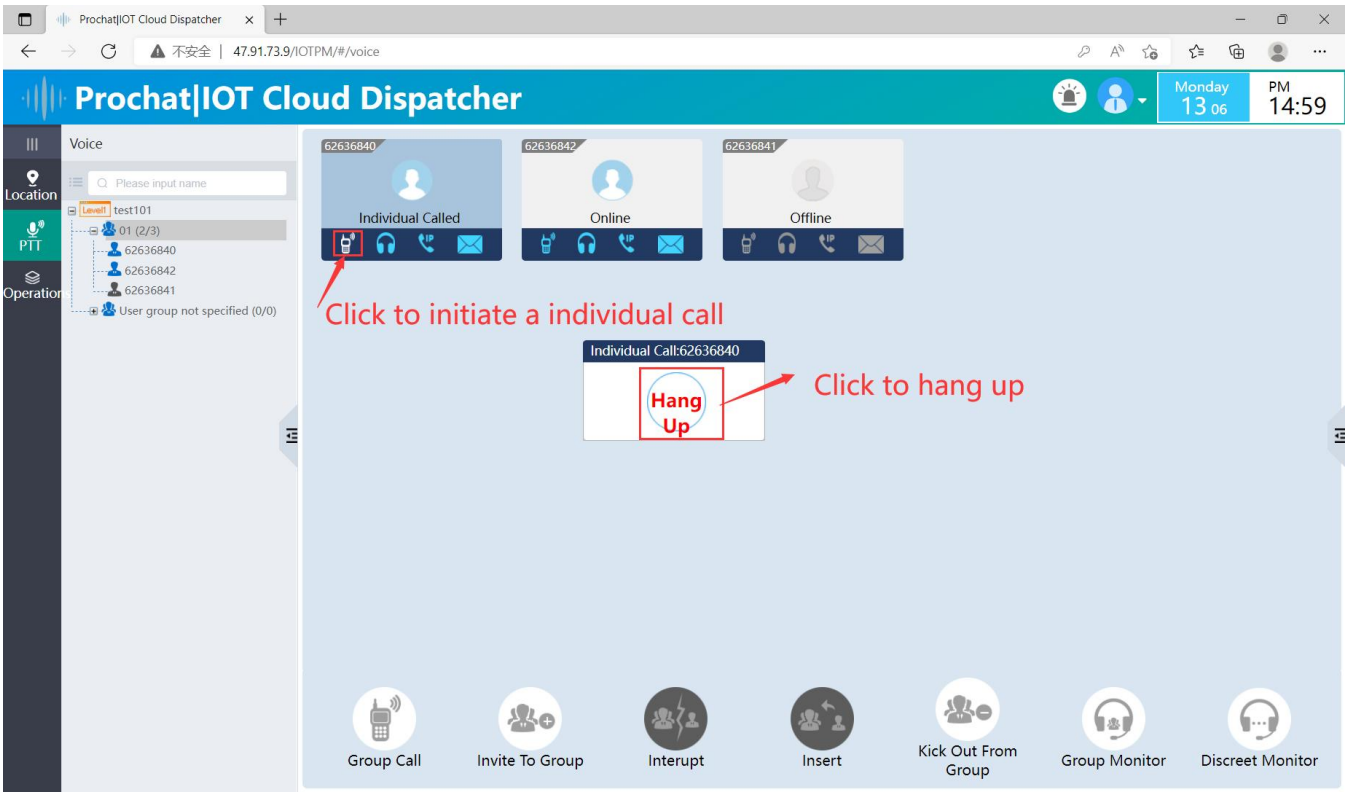


Selecting a group, the current group status will be displayed, and the status of each user will be displayed in the operation window.For online users, the icon is lit, and for non-online users, it is grayed out. There is a toolbar under each user icon in the operation area, and by clicking on the corresponding icon you can initiate individual call, monitor user, voice call and send notice to user.



2.2.1.2.1.1 Individual Call

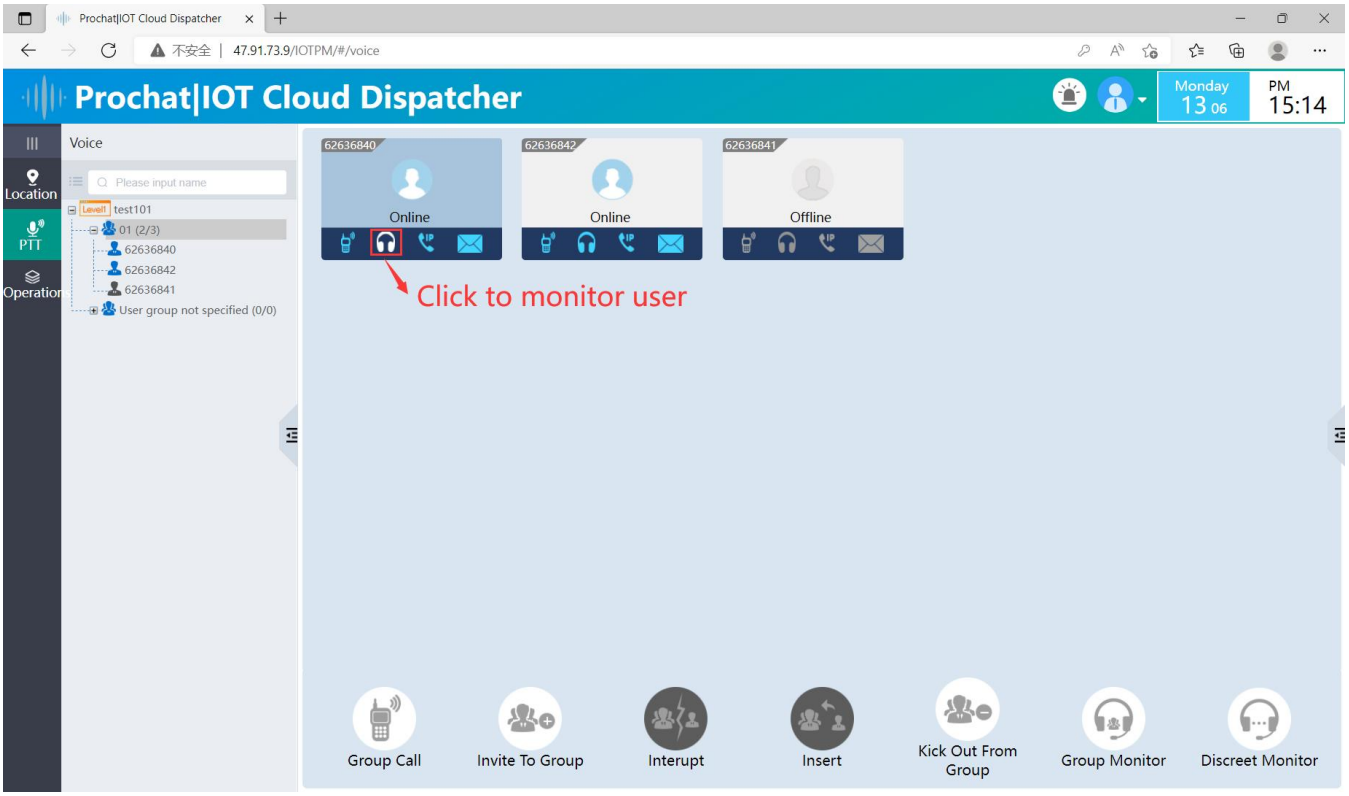
Double click the group in the left group list to display the current user in the operation area, select a user and click **Individual Call** button in the user box to initiate a individual call.



Clicking the **Hang Up** button to end the individual call.

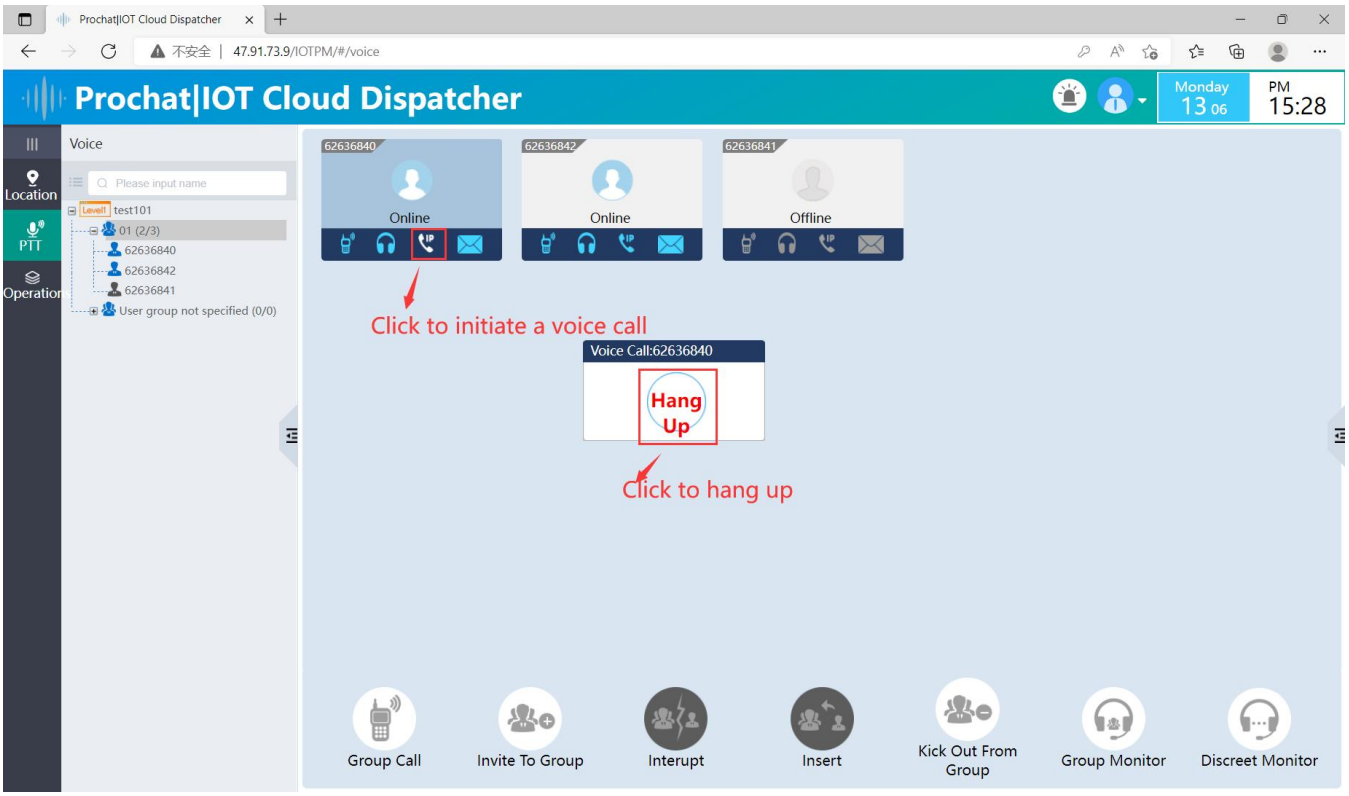
2.2.1.2.1.2 Monitor User

Select the user you want to monitor and click the "Monitor User" button to monitor the user's call.



2.2.1.2.1.3 Voice Call

Select the user and click the "Voice Call" button to initiate a voice call to the selected user.

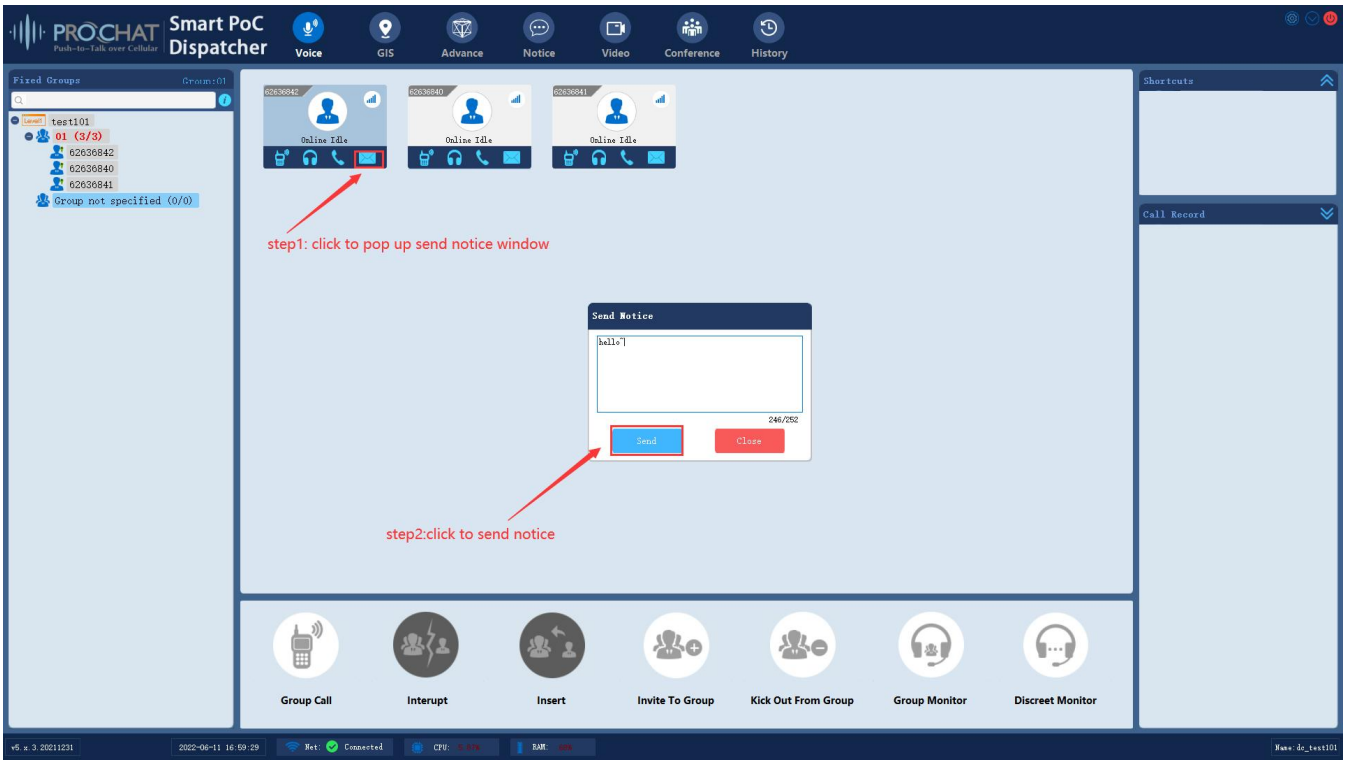


Clicking the **Hang Up** button

to end the voice call.

2.2.1.2.1.4 Send Notice

Select the user you want to send notice and click the "Send Notice" button to send notice to the selected users.

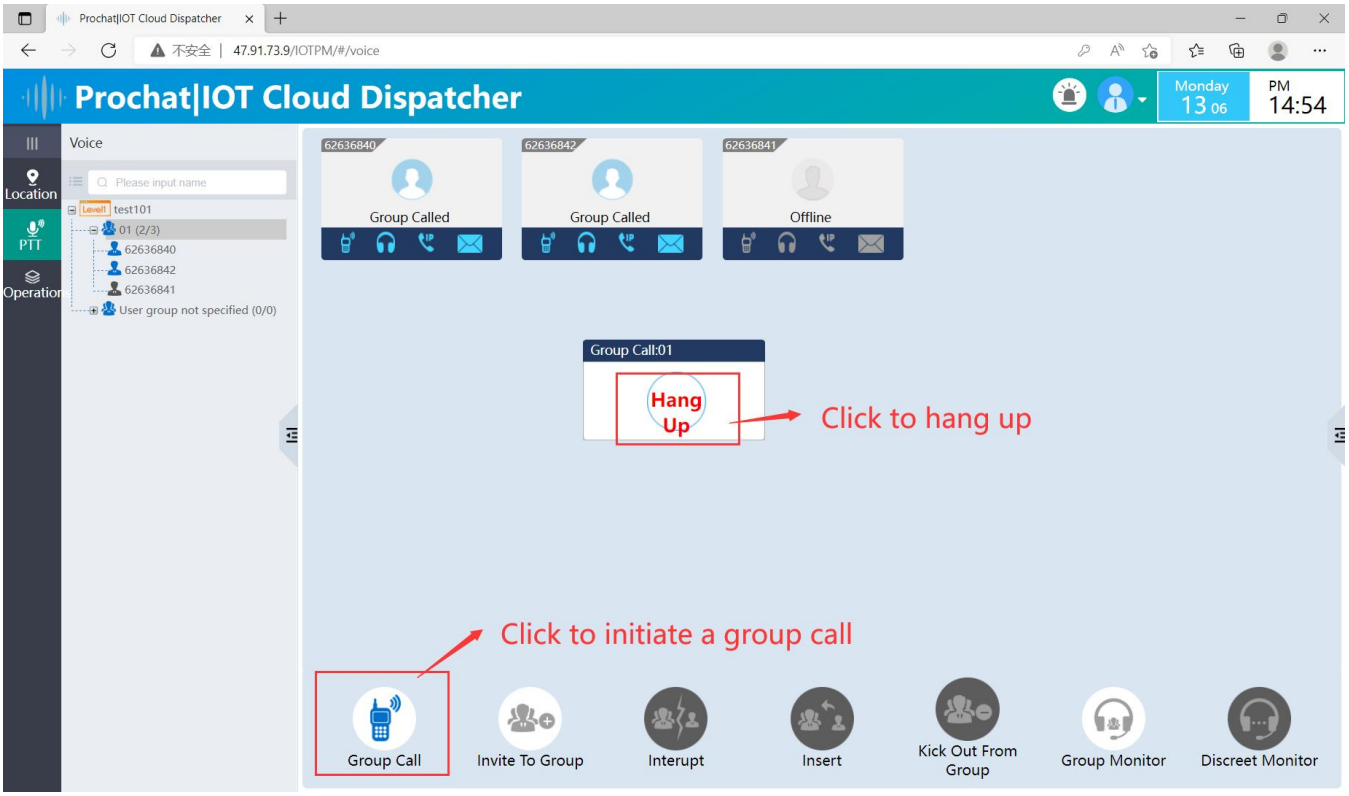


Clicking the **Hang Up** button

to end the voice call.

2.2.1.2.1.5 Group Call

Double click on a group in the group list on the left,the users of the selected group are displayed in the operation area.Click the "Group Call" icon to initiate a group call at the bottom.



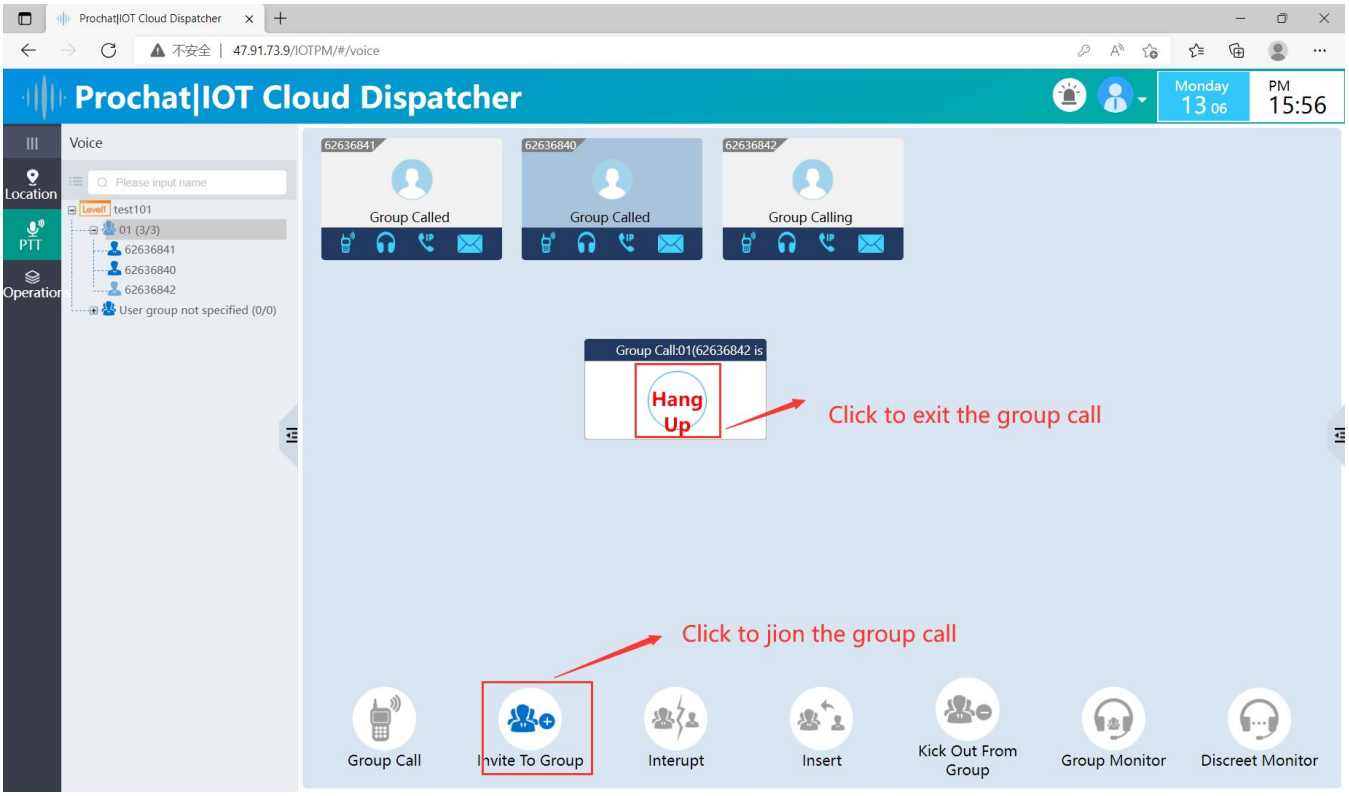
Clicking the **Hang Up** button

to end the group call.

2.2.1.2.1.6 Invite to Group

Double click the group you want to join, click "Invite To Group" button to join the group call and hear the current group call conversation, click the **Hang Up** button

to exit the current group call.



2.2.1.2.1.7 Interrupt

Double click to select the group which want to interrupt, if the group is initiating a group call, the "Interrupt" button

will be lit at the bottom.Click the "Interrupt" button at the bottom without selecting any user will end the current group call. Select a user and click the "Interrupt" button to make the user end the call and can no longer hear the group conversation.

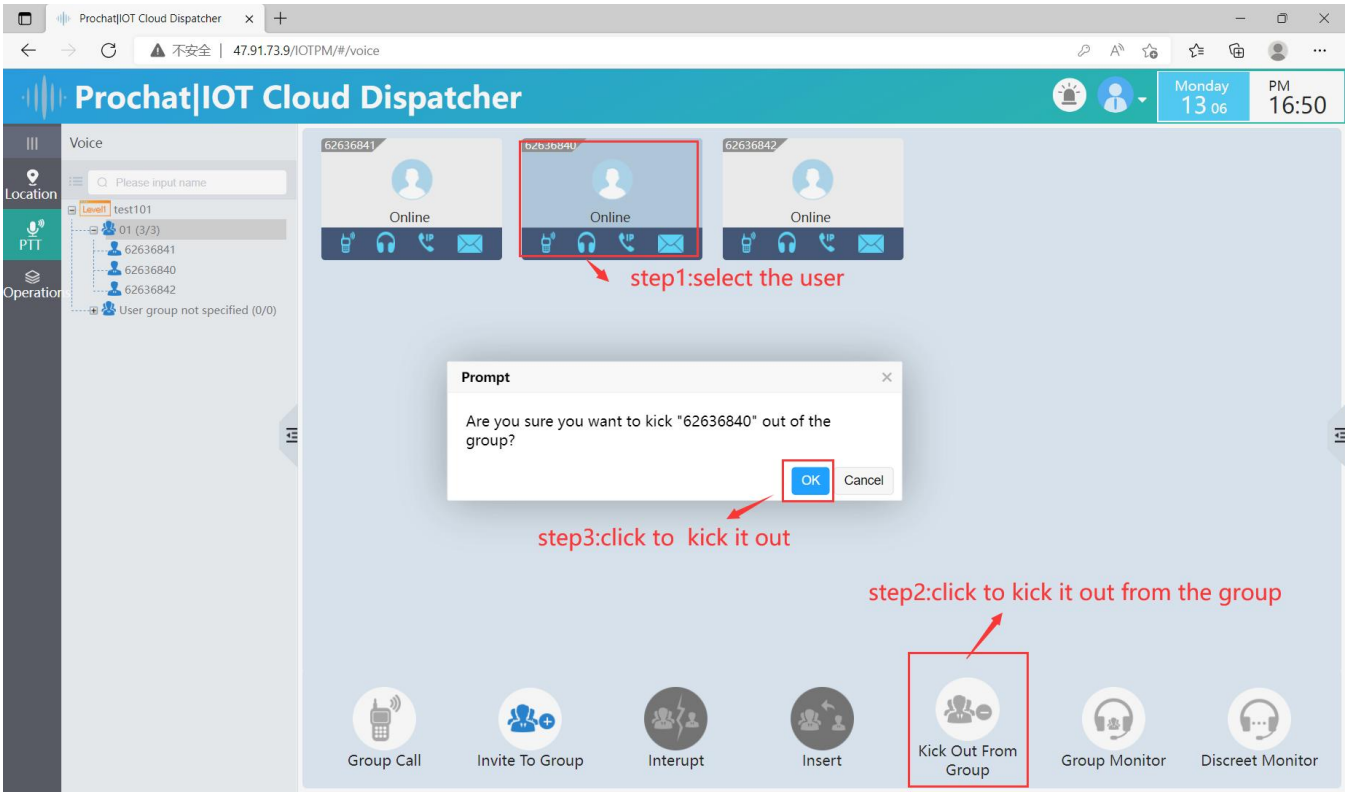
2.2.1.2.1.8 Insert

Double click the group in the left group list, the currently selected users of the group display in the operation area. If user initiating a group call the "Insert" button will be lit at the bottom, the user's call is occupied by the dispatcher after it clicks "Insert" button, and the channel is released when the dispatcher clicks "**Hang Up**"

button.

2.2.1.2.1.9 Kick Out From Group

Double click the group in the left group list, the currently selected users of the group display in the operation area.Select the user which want to kick out and click "Kick Out From Group" bottom in the toolbar to kick the user out from the group. The prompt window pop up and click "OK" to kick the user out of the group.



Note: After kicking a user out from group, must use the WEB management platform to add the user to the group again.

2.2.1.2.1.10 Group Monitor

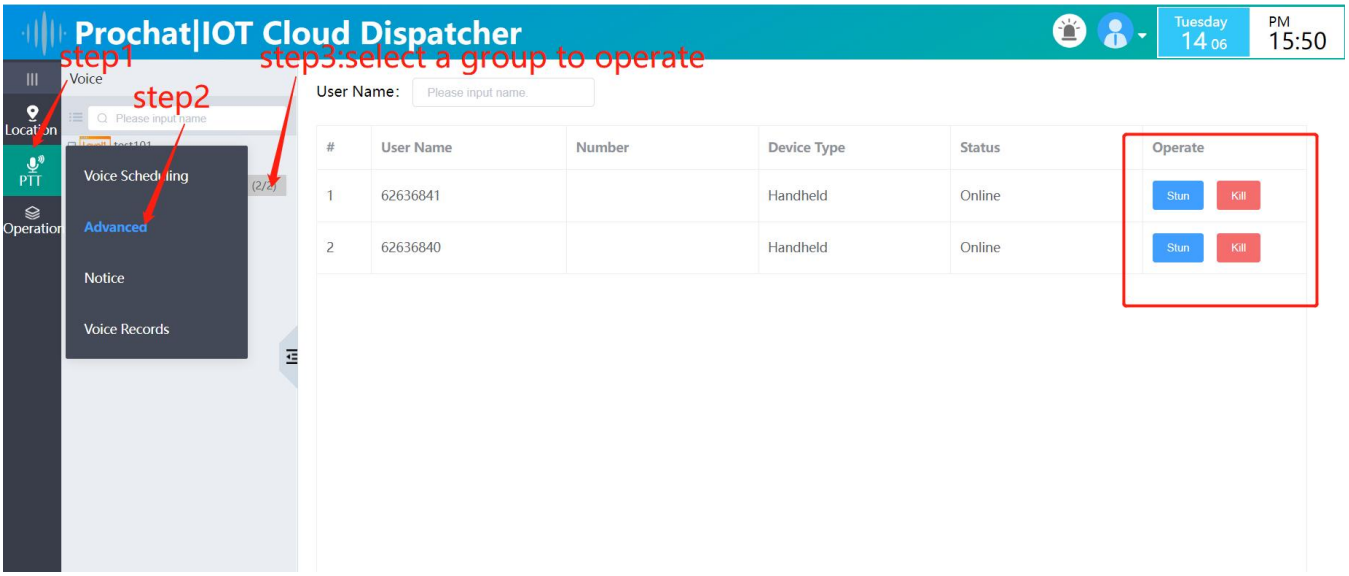
Double click the group in the left group list, the current user list will be displayed in the operation area, click “**Group Monitor**” button at the bottom to monitor the sound of the current group user call.

2.2.1.2.1.11 Discreet Monitor

Double click the group in the left group list,the current group users will list in the operation area,select the user and click "Discreet Monitor" button at the bottom to discreet monitor the user.
Discreet monitor: The dispatcher cannot hear the user's voice when the user is making a call, and the dispatcher can hear the user's ambient voice when the user is idle.

2.2.1.2.2 Advance

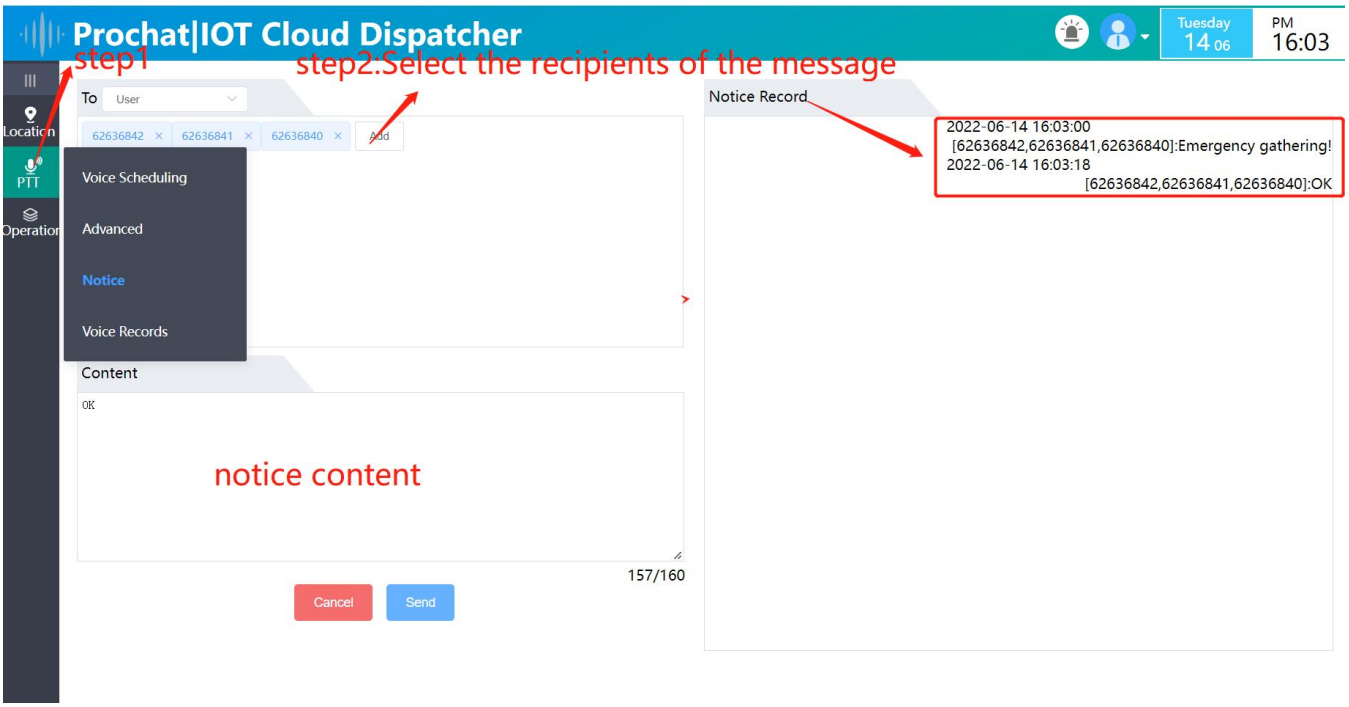
Click “PTT”and select “Advance”.Select the group which you want to operate,select the user which you want to perform the operation on and you can perform stun or kill on it.



Stun: users who have been stunned can only receive and not transmit, and can be activated on the platform for them.
Kill: users who have been killed can not receive and transmit, but the device has to be sent back to the manufacturer for brushing and unbinding after being killed. (Notice：use this function with caution)

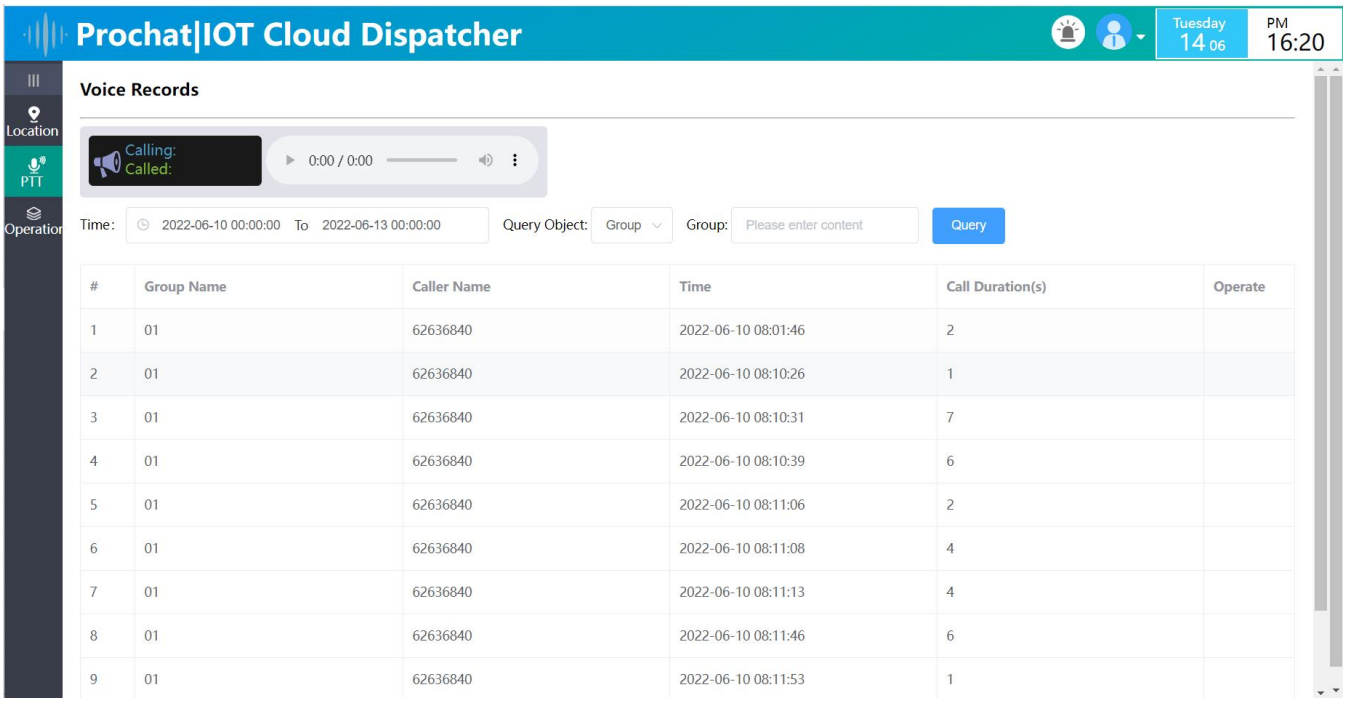
2.2.1.2.3 Notice

Click “PTT”and select “Notice”.You can edit the content of notification to users in this interface(SMS content supports up to 160 bytes).
You can check the notification records sent by the dispatcher on the notification interface.



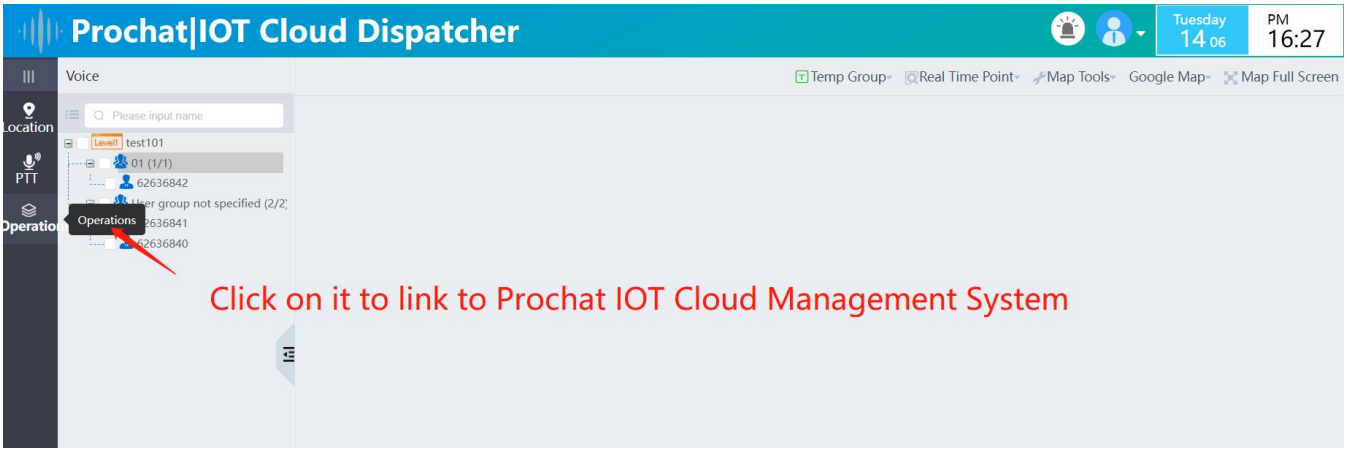
2.2.1.2.4 Voice Records

You can query by time, query object , group, and in the list of records you can see the group name,caller name,time , call duration, operation, etc..
If the query object is a user, you can also select a call type: all/individual call/group call/voice call, and the list can also display the call type and caller/called information

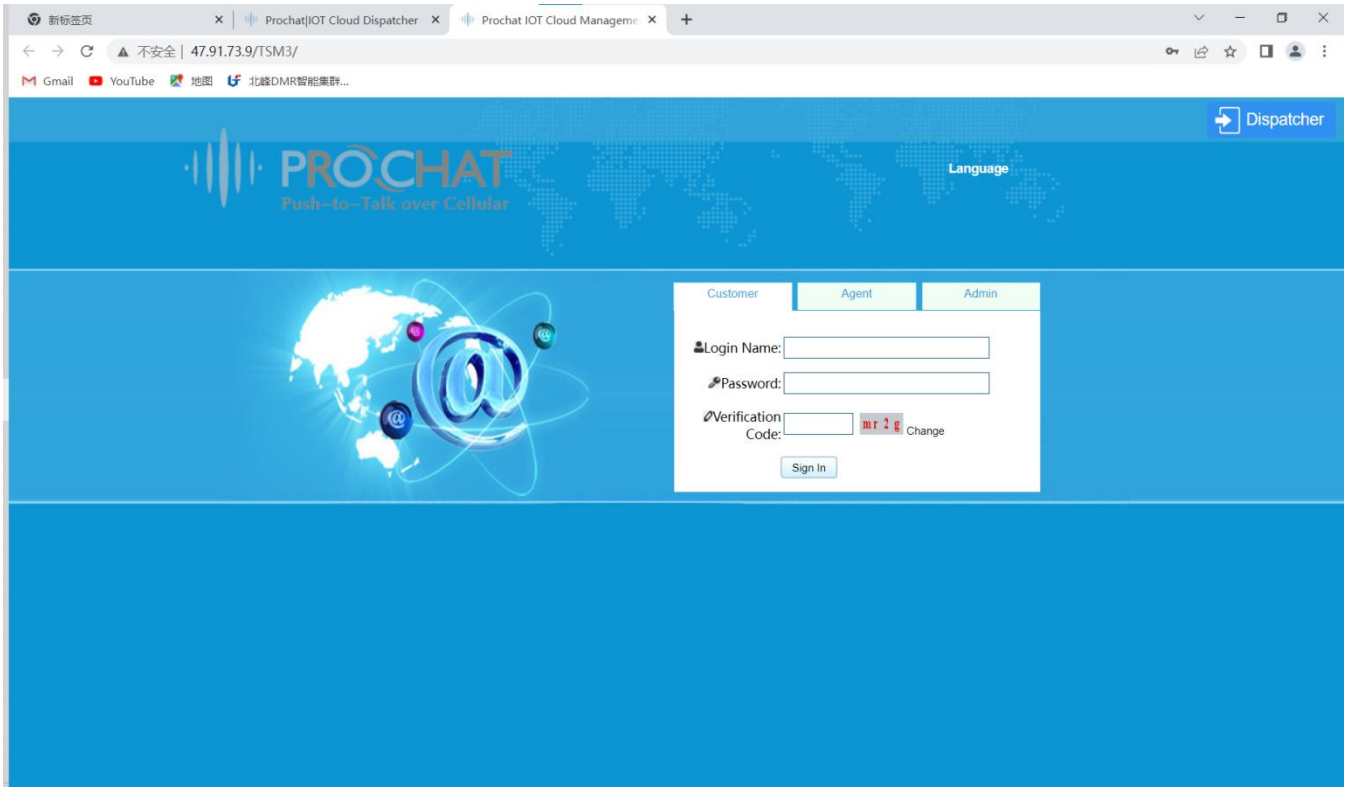


3. Operations

Click on “Operations” to link to Prochat IOT Cloud Management System.



This module is documented in more detail, please refer to it.



4. Frequently Questions

4.1 System Login Failure

Generally speaking, when such a situation occurs, first of all, you should be sure whether your computer can access the Internet normally.Secondly, check whether the IP address of the software is set incorrectly, if the above are normal, please contact the customer service staff in time.

4.2 The User Name or Password is Incorrect

This is usually caused by entering an invalid username or password, or by ignoring case, or by forgetting your username or password. If you have forgotten your username or password, you can contact Customer Service to obtain it.

4.3 User Location is not Displayed

Please be sure whether the equipment has the positioning function and whether the positioning switch is turned on. If the above conditions are confirmed and still cannot be positioned, such a situation is generally caused by the bad signal of satellite positioning, which may be caused by the obstacle in the area where the end user is located.

4.4 Positioning Position Drift

This is the case of satellite positioning signal drift, because the GPS positioning is calculated from the coordinates of three satellites to calculate the current position of the user, so there will be a switch of satellites, and the switch of satellites also leads to the problem that the user's position in the same place is constantly drifting. (Any satellite positioning device will have this problem, we have minimized the drift distance).