

## **Network Trunking Dispatcher System**

**Push to Talk Cellular**  
**2G/3G/4G/WIFI SIM card radios**

# **Dispatcher Manual**

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**Push to Talk (PTT) Technology Solutions**

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## Login Settings

Download the Dispatcher software (Copy / paste or CLICK URL below)

[http://myrealmobile.com/Content/Images/uploadedREAL-PTT\\_Dispatcher.exe](http://myrealmobile.com/Content/Images/uploadedREAL-PTT_Dispatcher.exe)

After running the dispatcher program you can enter login interface of client program, as shown below.

Log-in using the account and password provided by REAL Mobile in the select area.

The account used to log in to the dispatcher is a user account that is added in the company management platform.

Select AREA. There are 28 servers around the world. Select the one that is closest to you. All servers are redundant so if one fails the others will step in. Nevertheless, it is best to select the closest for faster transmissions.

This account cannot be accessed simultaneously with the radio device.



REAL-PTT3.7.0

Account: realptt1

Password: ●●●●●●

Area: America

☒ Save Password

Login Exit

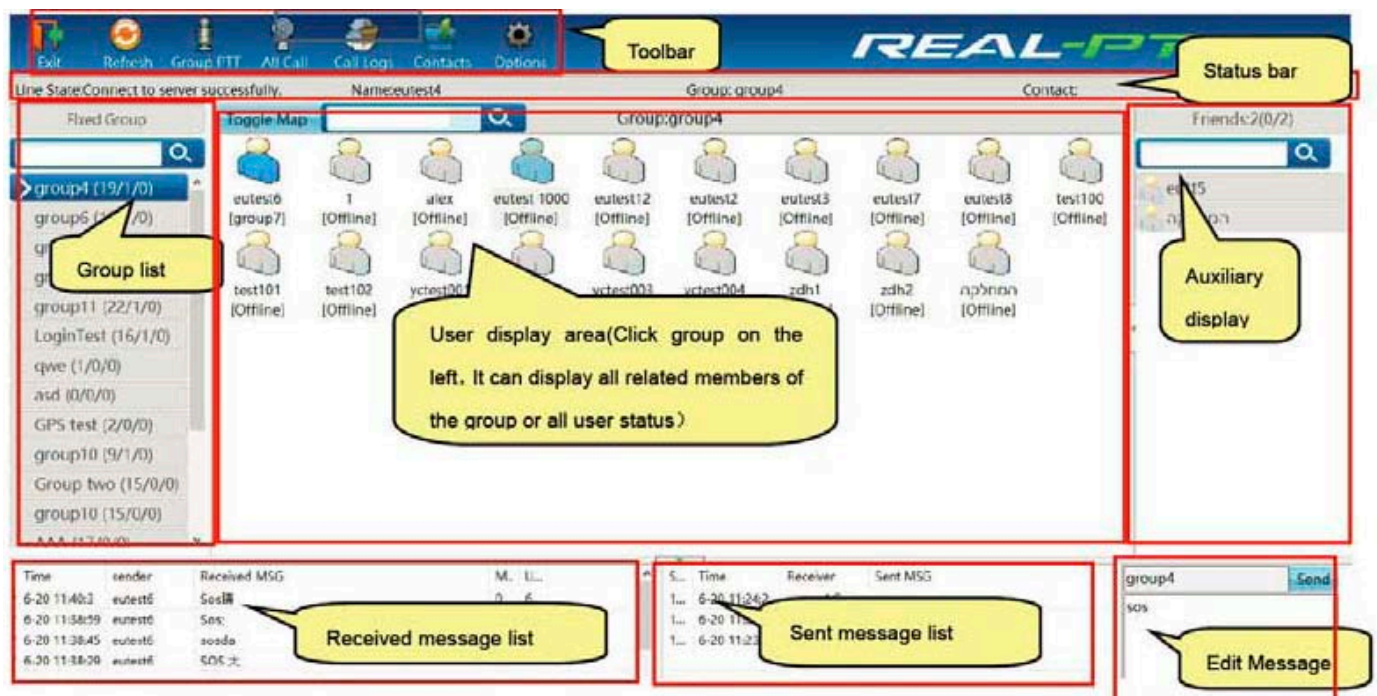
1024X768 resolution is recommended

## PTT Dispatcher Station

Real-PTT Dispatcher is a multifunctional and visualization dispatching system and includes private call, group calls, sending message inviting a dynamic group, disconnecting, stuning, monitoring, GPS tracking, and more. It can provide a REAL time dispatching function for any organization. Operating environment of RealPTT Dispatcher station is the Windows OS It is recommended to use 1024 x768 screen resolution.

## Interface instruction

After the user has successfully logged into the dispatcher station, the system automatically displays the main interface dispatch operations



## Dispatcher Main Interface

As shown above, main interface of dispatcher consists of the following components:

- ☐ **Toolbar:** It provides "exit", "refresh", "group calls", "all call", "call logs", "contacts" and "audios". It provides users a quick overview.
- ☐ **Status bar:** It can display the network state of dispatcher, the group info, the name of login and the call info.
- ☐ **Group list:** It is on the left side on the main interface, displays all groups and group information.
- ☐ **User display area:** It is on the right side of group directory, displays information and status of group members.

- ☐ **Auxiliary display area:** it is right side of user display area, assist dispatcher functions display, such as viewing friends, viewing audios, etc.
- ☐ **Received message list:** It is on the left bottom of missed call list. It shows all the received info.
- ☐ **Sent message list:** It is on the right bottom of received message list. It displays all the information that has been sent.
- ☐ **Message sent area:** It is on the lower right corner. Used to edit the message to be sent.

User status can be displayed by icons, the meaning is as follows:

## User online

User status icon: Shows that user is online but not in the current group so he cannot hear current group calls, at the same time he cannot make calls in the current group.

## Users in the group

User status icon: The user is in the currently selected group, he can make calls directly to the group.

## Offline status

User status icon: The user is not online, he cannot hear calls of current group.

## Users in the group

User status of map mode: The user is in the currently selected group, he can make calls directly to the group. This user can directly hear calls of the current group.

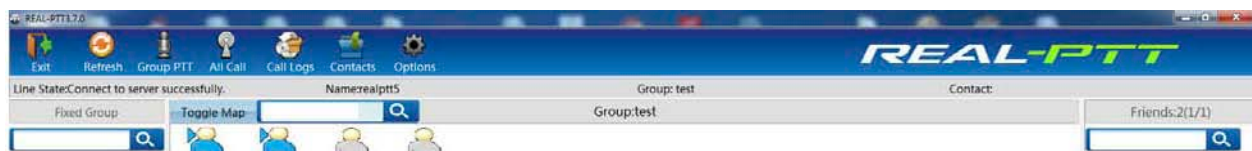
## User online

User status of map mode: It shows that user is online, but he cannot hear the current group calls, at the same time also he cannot make calls in this current group.

## User offline

User status of map mode: It shows that user is offline, he cannot hear calls in the current group

## Tool bar



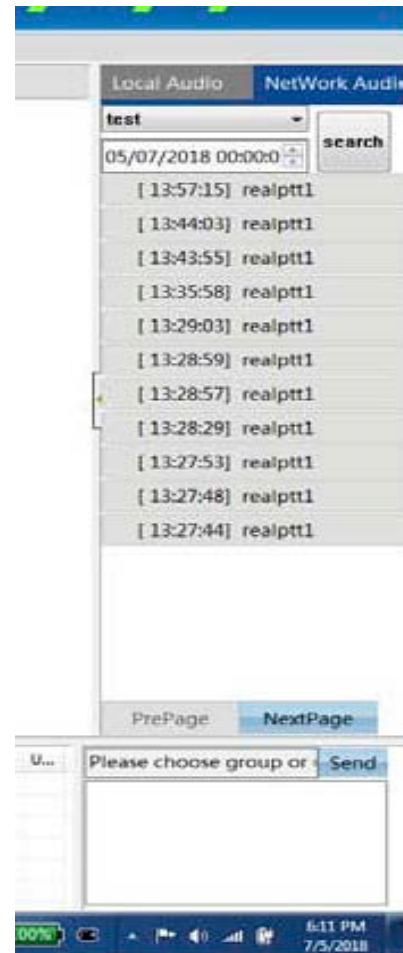
**Exit:** logout this dispatcher.

**Refresh:** refresh the user and group info.

**Group calls:** make calls to all members in this group, if the dispatcher is on the group of a private call or dynamic group calls, it shows a private call or dynamic group calls.

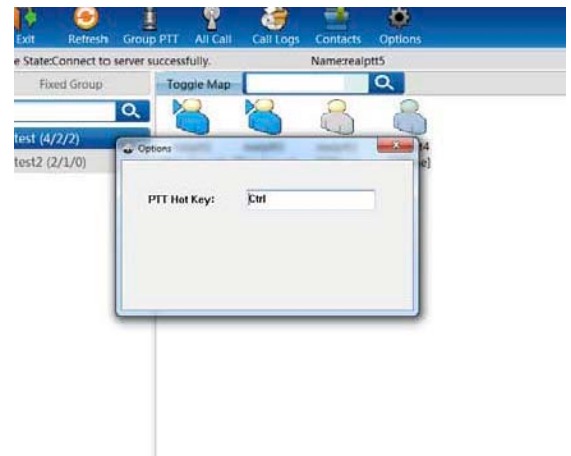
**All call:** Make calls to all users in the different groups, which show in the Pc dispatcher

**Call logs:** It can view this recent call logs, calls logs can be displayed in the right auxiliary display area, as shown. It can show these call logs when you double-click each record. Double click an entry and hear the recorded call.



**Contacts:** Shows friends and status of the dispatcher, It is shown at left. You can make a single call to the user when you double-click this user. Right click user to "send a message" and "stun" operation for the selected user.

**Options:** Set any ptt hot key to make calls in the PC dispatcher



## Status bar



**Status bar**

The status bar display: network connection status, the dispatcher name, dispatcher group, speech user info, etc.

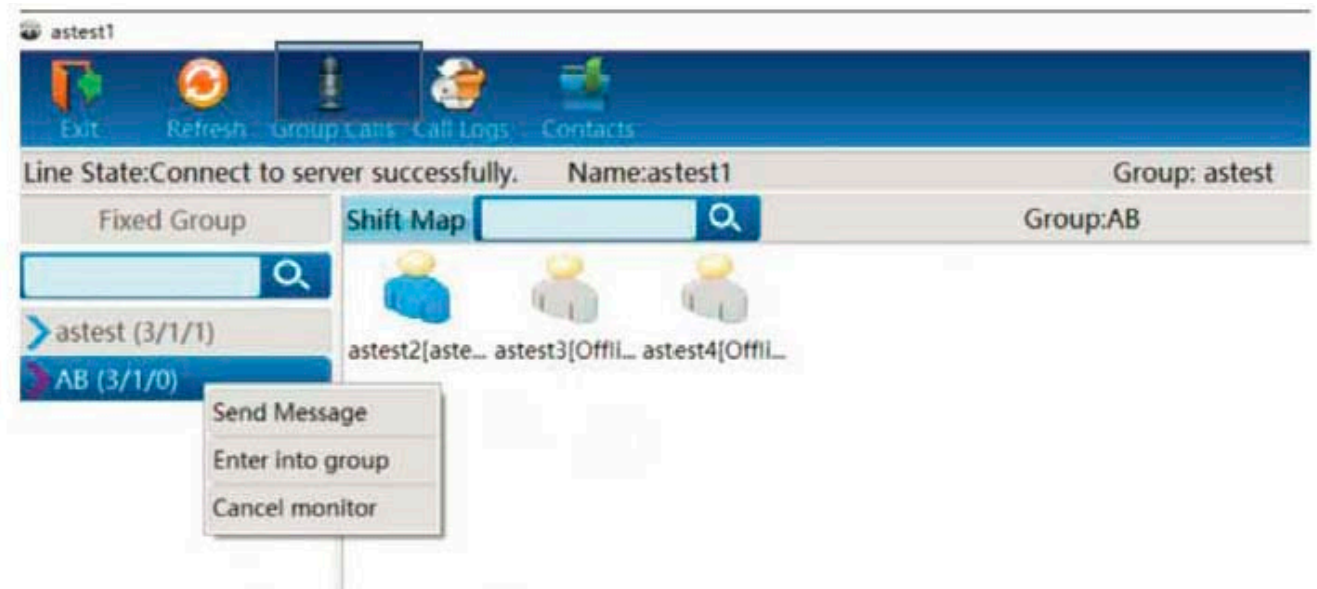
## Group operation

Group list can list all group information of the dispatcher.

The purple arrow shows dispatcher is monitoring this group,  
The blue arrow shows the talking group in the dispatcher.

Select group, display area can show the user information. Double-click to enter a group ;select a group, and operate “Send message”, “Enter into group”, etc. on the group through the right-click menu.

As Shown below.



**Group operation**

## User display area

User and group area shows user information of the selected group in the group list, including user status, user name and user's group information.

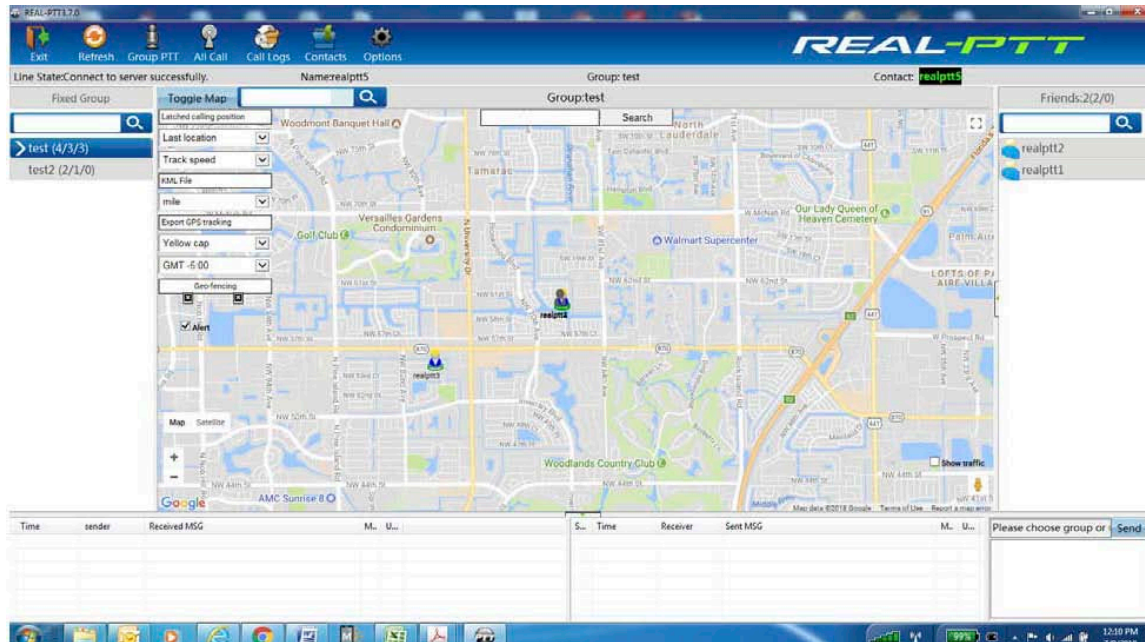
There are two modes: the one is users and groups mode, the other one is map mode. Change mode through the "Toggle map" button. As showed below:

The screenshot displays the REAL-PTT application interface. At the top, there is a navigation bar with icons for Exit, Refresh, Group PTT, All Call, Call Logs, Contacts, and Options. Below this, a status bar shows 'Line State: Connect to server successful', 'Name: eutest4', 'Group: group4', and 'Contact:'. The main area is divided into three sections: a left sidebar with a group list, a central grid of user avatars, and a right sidebar for friends. The group list on the left includes 'group4 (19/0/0)', 'group6 (10/0/0)', 'group7 (11/0/0)', 'group9 (12/0/0)', 'group11 (22/0/0)', 'LoginTest (16/0/0)', 'qwe (1/0/0)', 'asd (0/0/0)', 'GPS test (2/0/0)', 'group10 (9/1/1)', 'Group two (15/0/0)', 'group10 (15/0/0)', and 'AAA (17/0/0)'. The central grid shows 18 user avatars, each with a name and status (e.g., '1 [Offline]', 'alex [Offline]', 'eutest 1000 [Offline]', etc.). The right sidebar shows 'Friends: 2(1/1)' with a search bar and two entries: 'eutt5' and 'המחלקה'. At the bottom, there is a message log table and a chat input area.

Stat...	Time	sender	Received MSG	M..	USERID	S...	Time	Receiver	Sent MSG
*	6-20 11:38:29	eutest6	SOS 大	0	655388	1...	6-20 13:57:0	group4:Group	hello,everyone
*	6-20 11:38:13	eutest6	SOS	0	655388	1...	6-20 13:56:31	group4:Group	1234567
*	6-20 11:26:6	eutest6	sos	0	655388	1...	6-20 11:24:2	group4:Group	sos

group4 Send  
hello,everyone

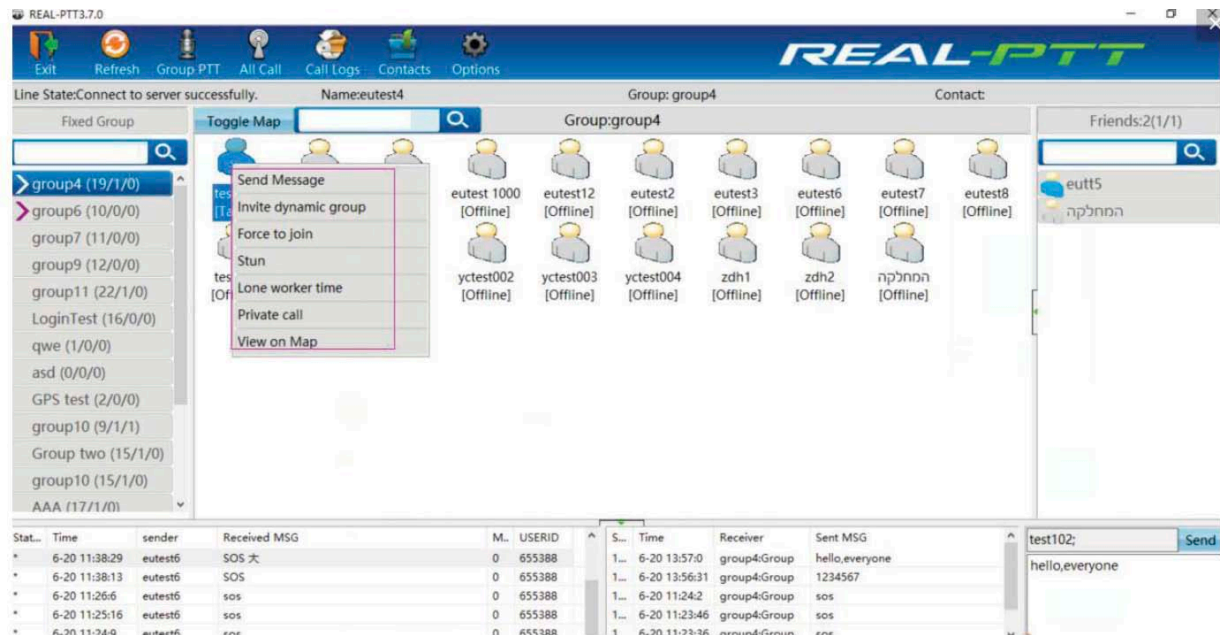
## Users and Groups Mode



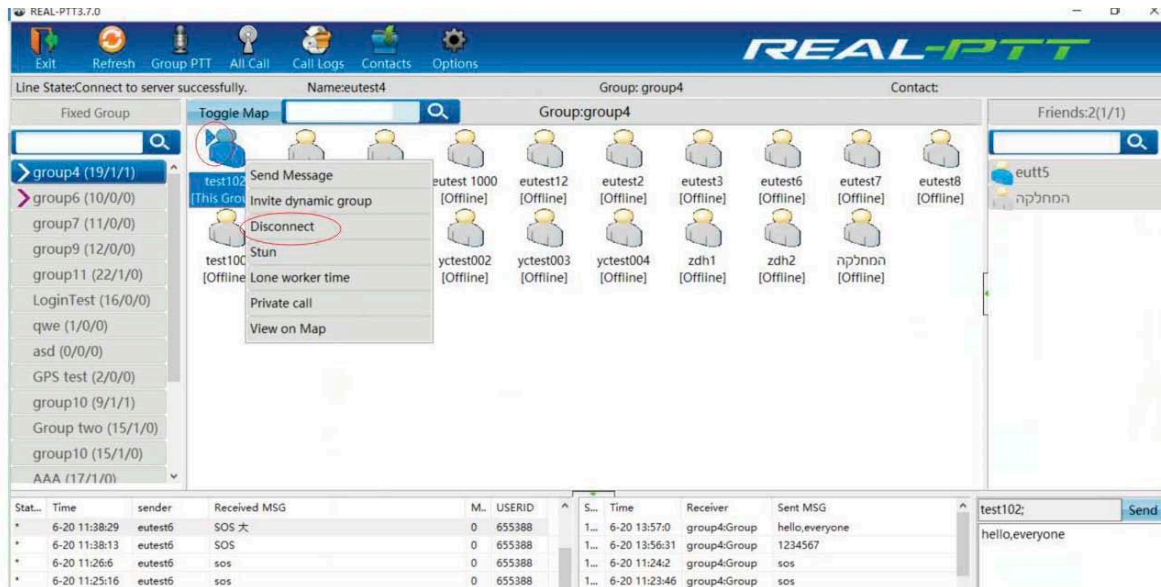
Map Mode

## Users and group mode functions

On the users who are not in the group, select user and operate user through the right-click menu. Operate “send message”, “invite dynamic group”, “force to join”, “stun” “lone worker time”, “private call”, “view on map”, as shown below:

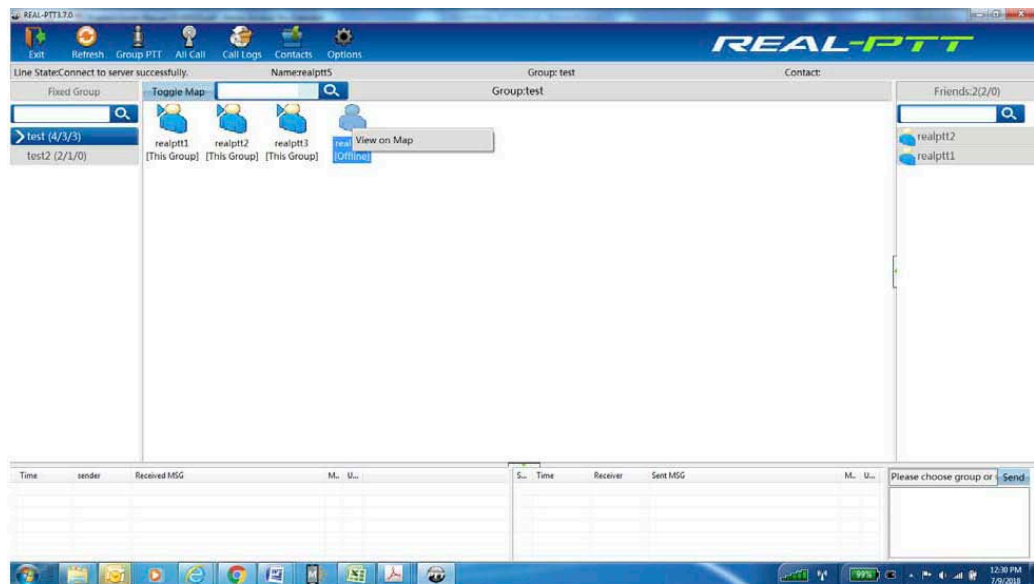


The users are in the group, Operate “send message”, “invite dynamic group”, “Disconnect”, “Stun” “Lone worker time”, “private call”, “view on map”, As shown below:



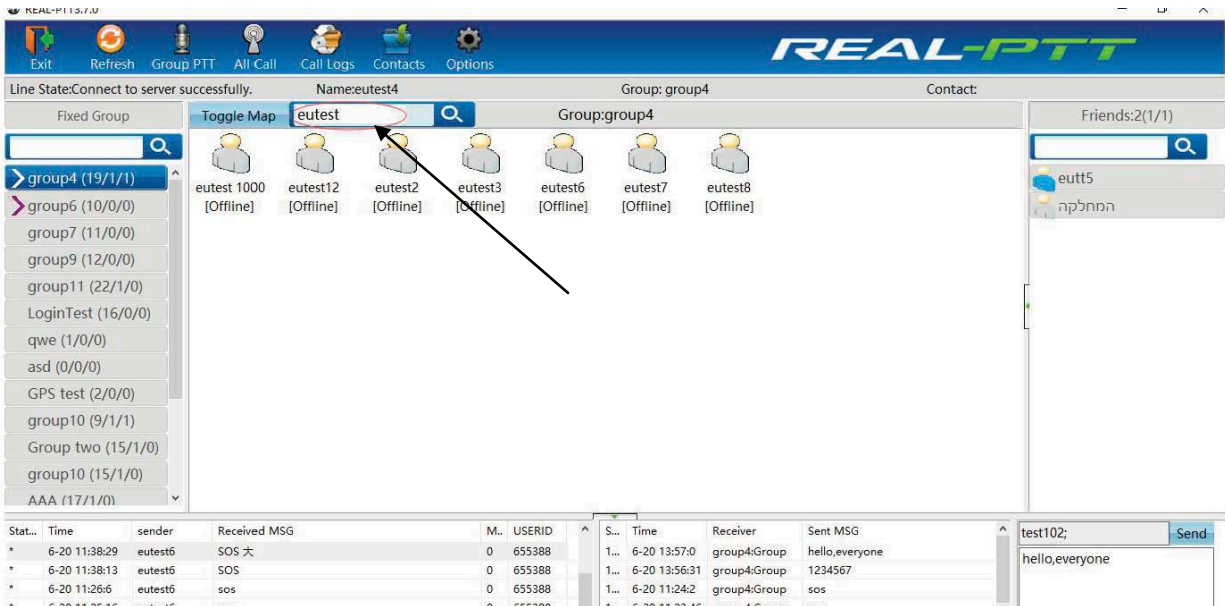
## Users are in the group

In the users and group mode, you can double-click offline user to view previous track. See below:



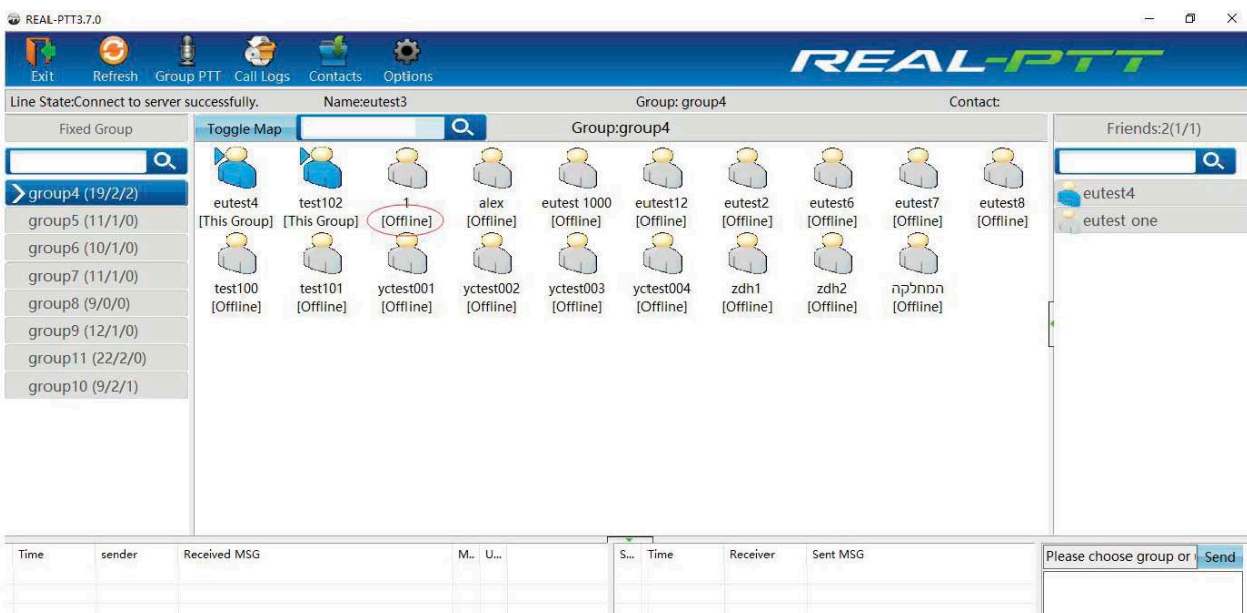
## Offline User show “view on map”

User search bar, input user name or character can search out the user. As shown in Figure



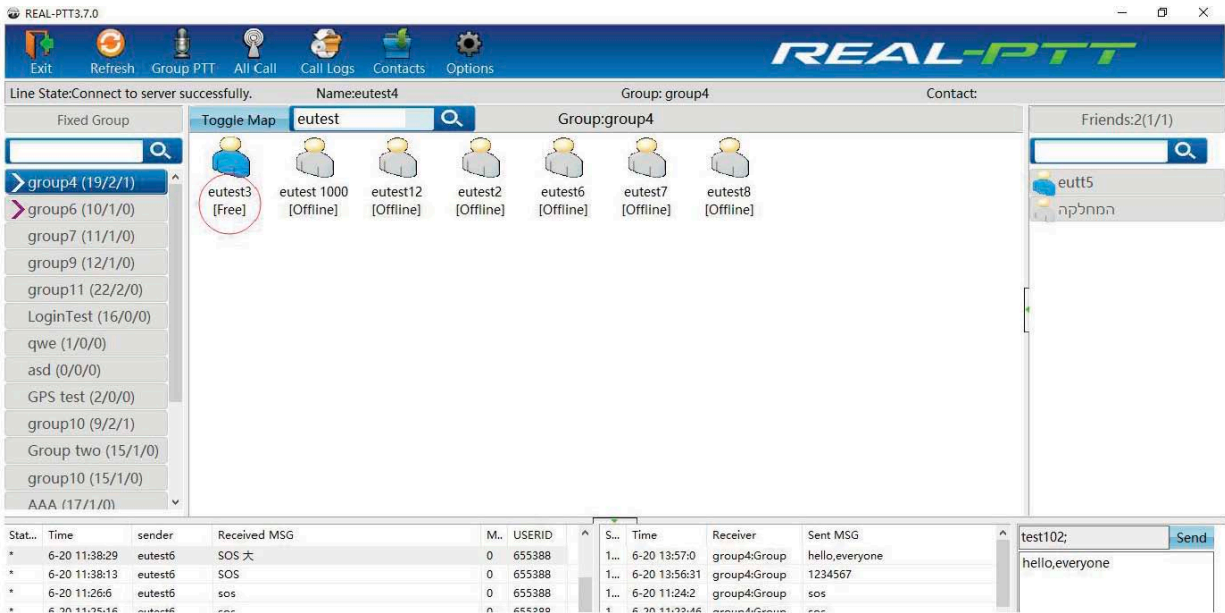
User search bar

User status is offline, offline icon is displayed in the user display area.



User status is offline

User status is free, which means the user is online but not in any group



User status is free

## Map mode functions

To see the user's location on map mode, the following settings are required:

For company platform

1. GPS positioning should be checked in the radio id account
2. GPS positioning and view location should be checked in the radio id account in the company platform, when login pc dispatcher
3. Set GPS, it should be more than 0 in the company platform

Radio device settings: If there are GPS options in the radio programming, GPS should be checked in the programming software.

The radio needs to be positioned outdoors. For rainy days, or with a bad signal reception, it may take more time to get GPS data.

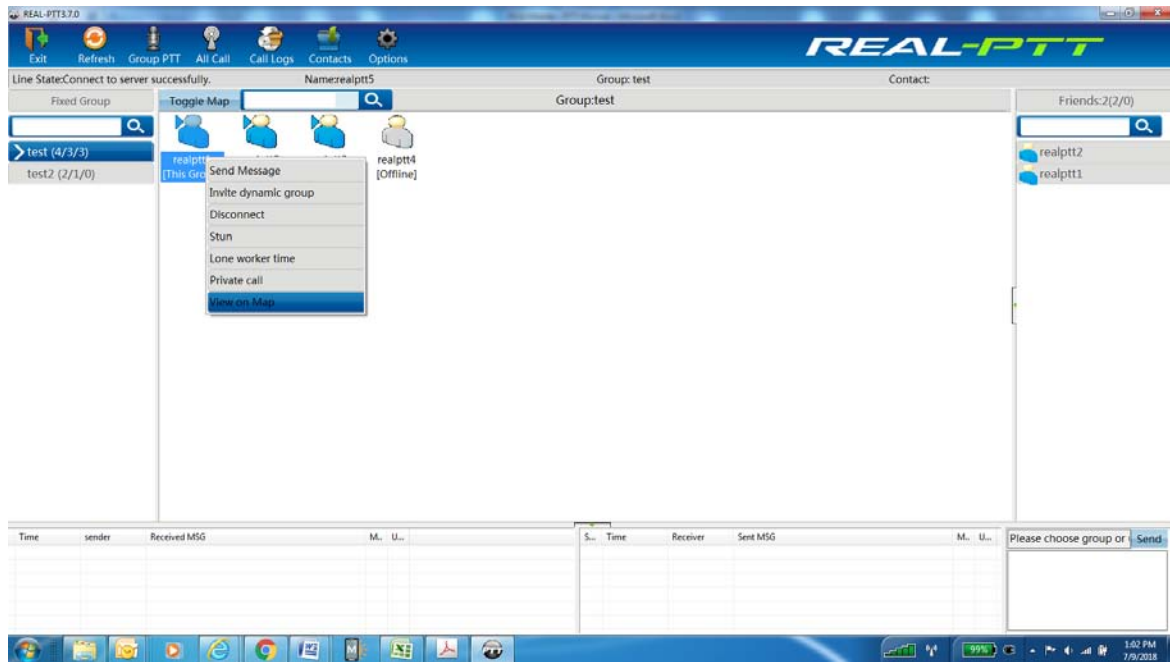
Select one user and right click then choose "View on map". See below; then you can operate "Latched calling position", "Last location", "track speed", "export gps tracking", "select gps ico", "select time zone", "Geo-fencing", select satellite and traffic map, etc.

The screenshot displays the REAL-PTT software interface. At the top, there's a menu bar with options like Exit, Refresh, Group PTT, All Call, Call Logs, Contacts, and Options. Below this, a status bar shows 'Line State: Connect to server successfully.' and 'Name: eutest4'. The main area is divided into a left sidebar with a 'Fixed Group' list (including group4, group6, group7, group9, group11, LoginTest, qwe, asd, GPS test, group10, Group two, group10, AAA), a central map of Shenzhen with various location markers and a 'Toggle Map' search bar, and a right sidebar with 'Friends: 2(1/1)' and a list of contacts including 'eutest5'. At the bottom, there's a table showing communication logs with columns for Time, sender, Received MSG, M., USERID, S..., Time, Receiver, and Sent MSG. The table contains several entries for SOS messages sent to group4.

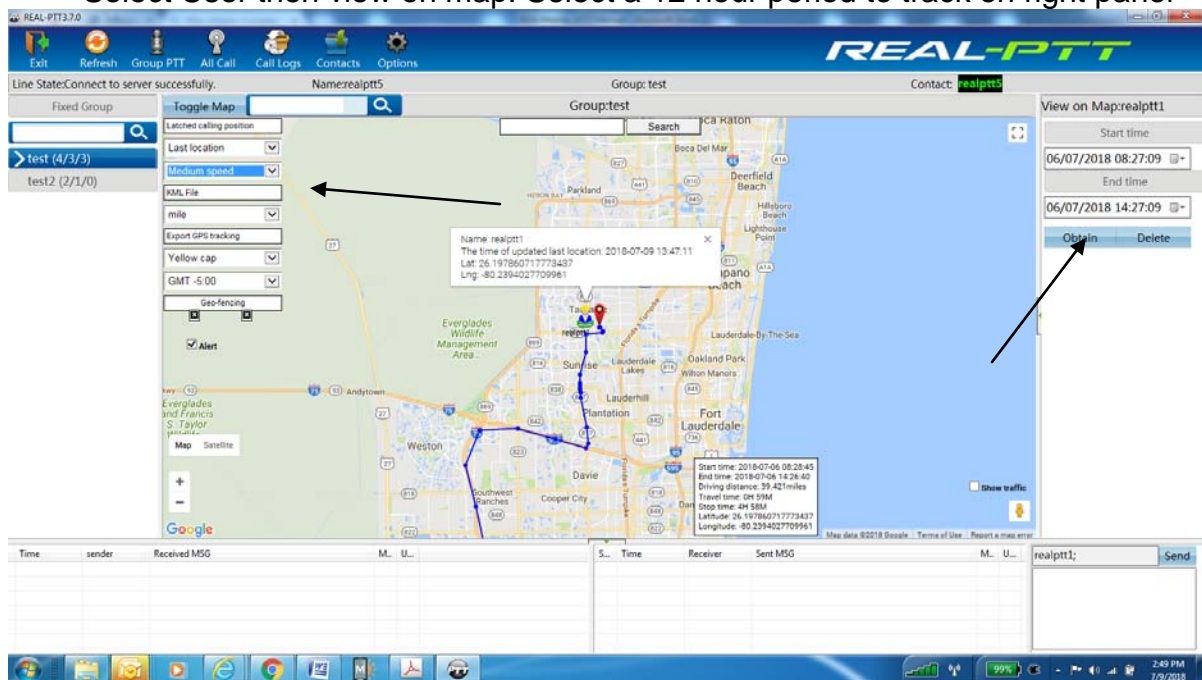
Stat...	Time	sender	Received MSG	M.	USERID	S...	Time	Receiver	Sent MSG
*	6-20 11:38:29	eutest6	SOS 大	0	655388	1...	6-20 13:57:0	group4:Group	hello,everyone
*	6-20 11:38:13	eutest6	SOS	0	655388	1...	6-20 13:56:31	group4:Group	1234567
*	6-20 11:26:6	eutest6	sos	0	655388	1...	6-20 11:24:2	group4:Group	sos
*	6-20 11:25:16	eutest6	sos	0	655388	1...	6-20 11:23:46	group4:Group	sos

## Check the user's gps track

Select the user and then right-click in the pop-up options box, select "View on map", modify the start time and end time on right panel. The default query is for the current hour ahead of the track, query a track time period of up to 12 hours.



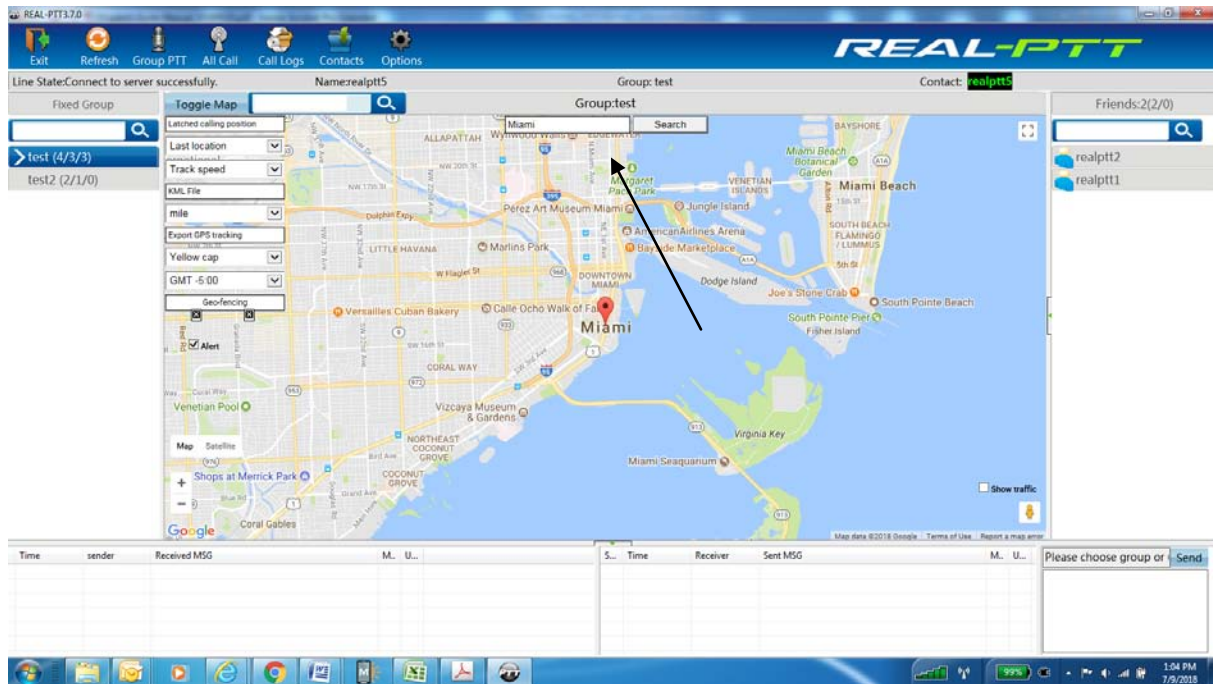
Select User then view on map. Select a 12 hour period to track on right panel



See the track history. Select Track Speed mode on left of screen. Hover User to see GPS information

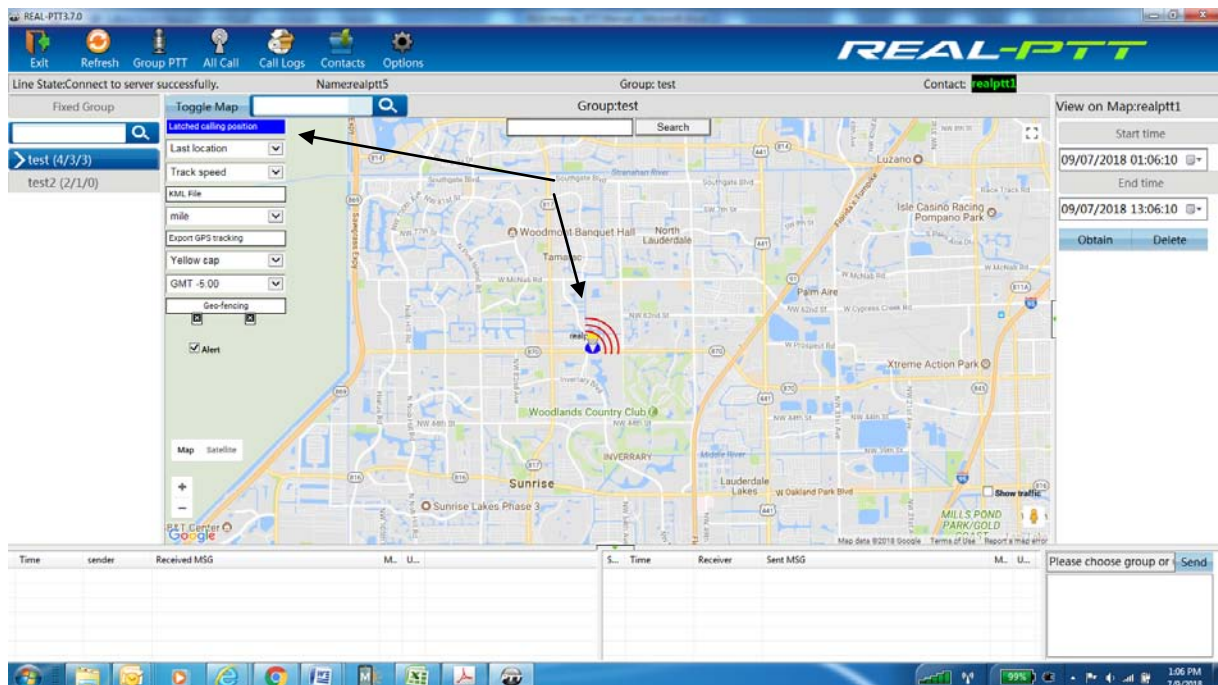
## Search detail location on the map

You can input some detail address to search location.



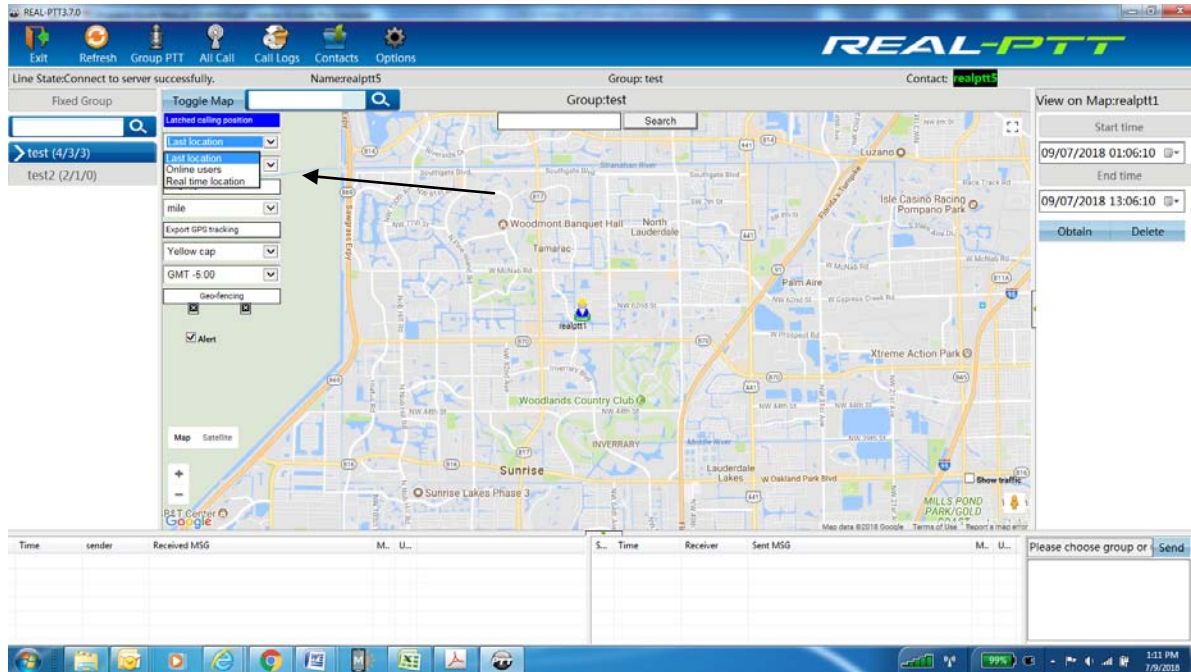
## Latched calling position

In the map mode, click "Latched calling position", the system can lock the calling position automatically. As shown below.



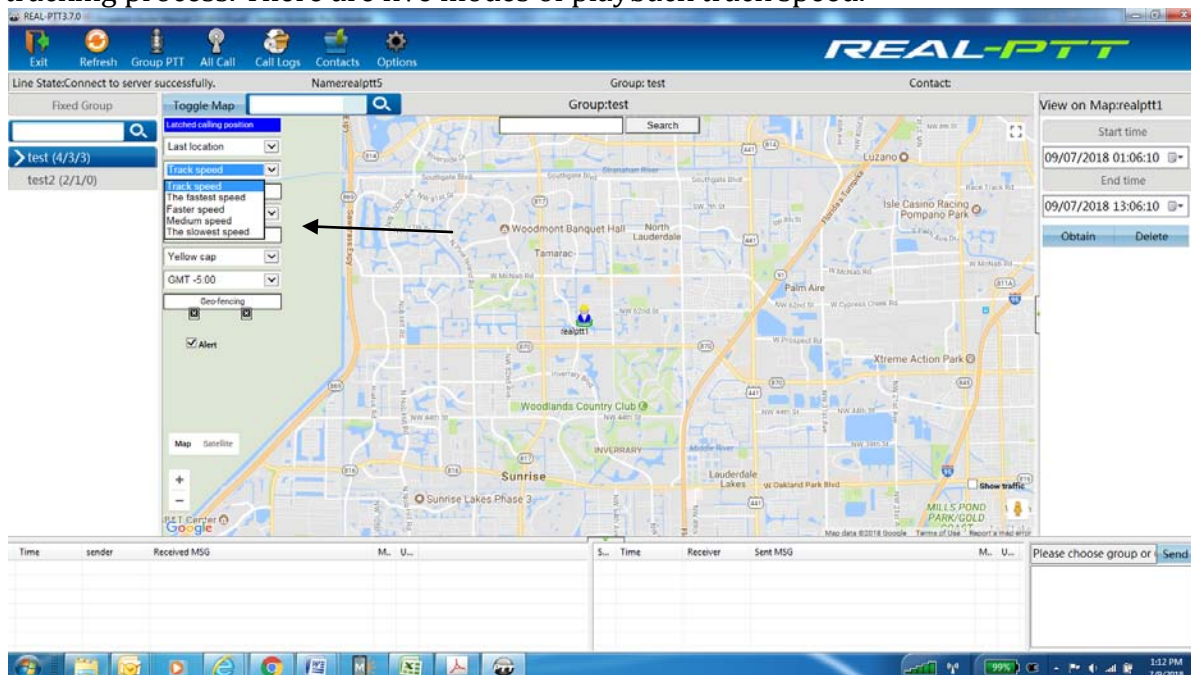
## Show last location, online users, real time location

The user's last location can be shown on the map, what is more, you can click online users, and real time location during last 15 minutes.



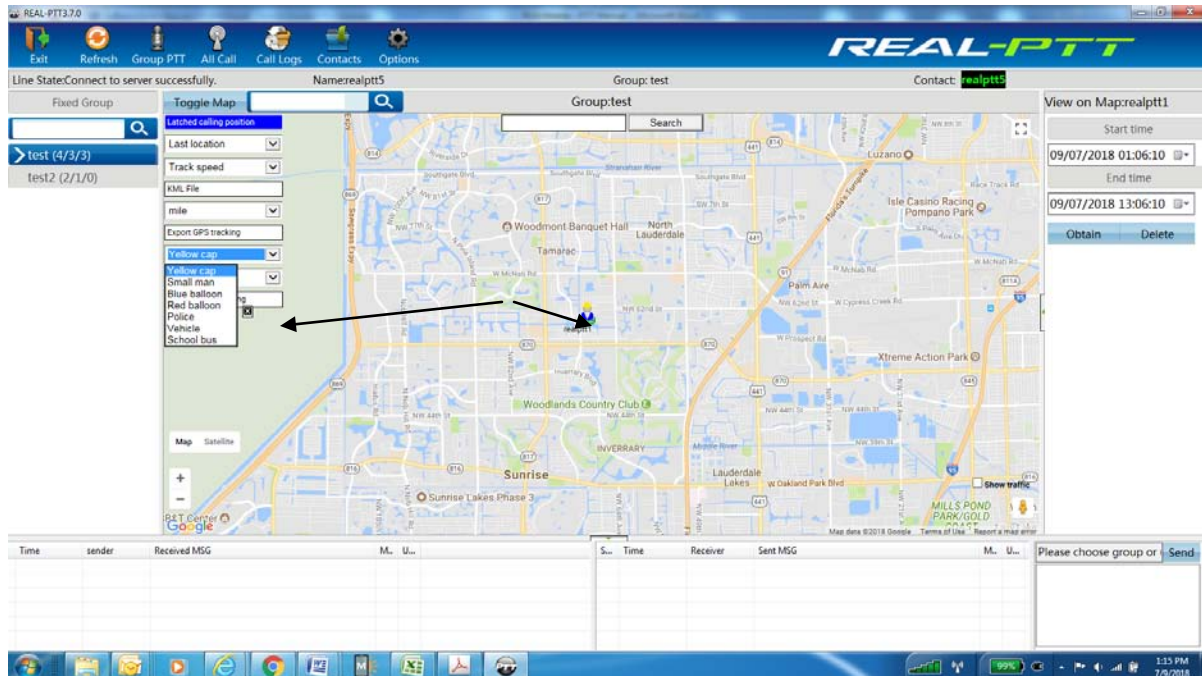
## Track speed

After checking the user GPS tracking, track speed can be used to simulate the user's tracking process. There are five modes of playback track speed.



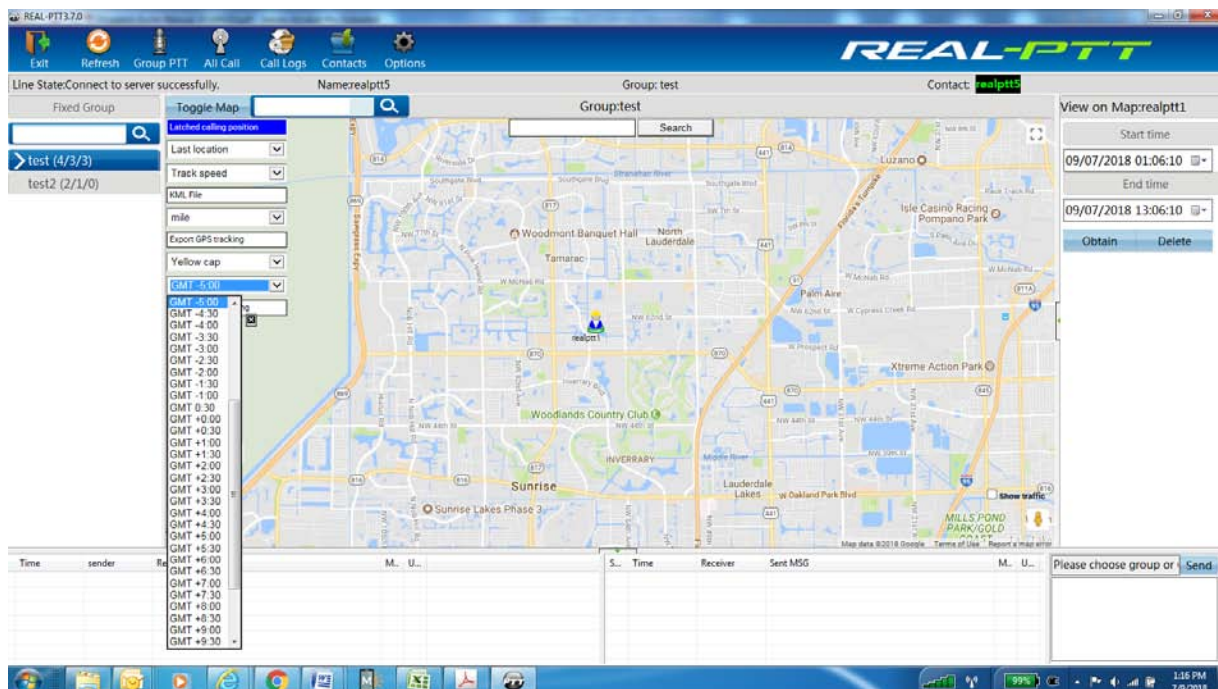
## Set User icon

You can select various icons to locate user's easier. Choose yellow cap, small man, blue balloon, red balloon, police, vehicle, school bus.



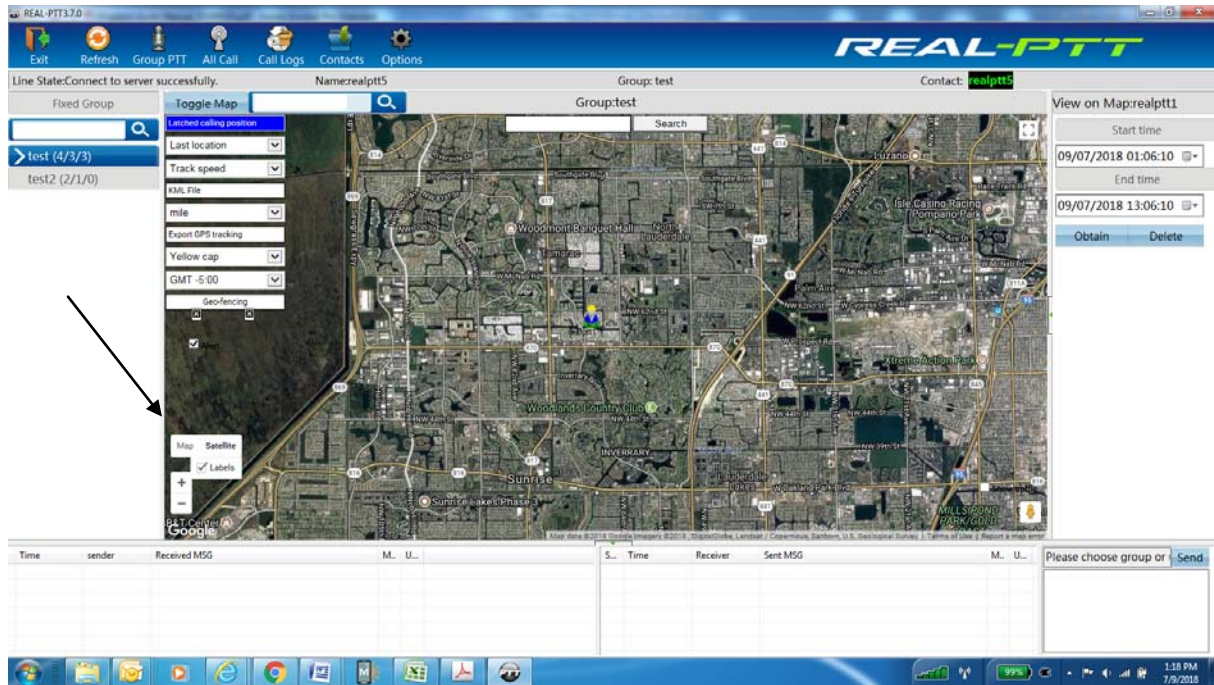
## Time Zone

You can select time zone according to your own location.



## Satellite map

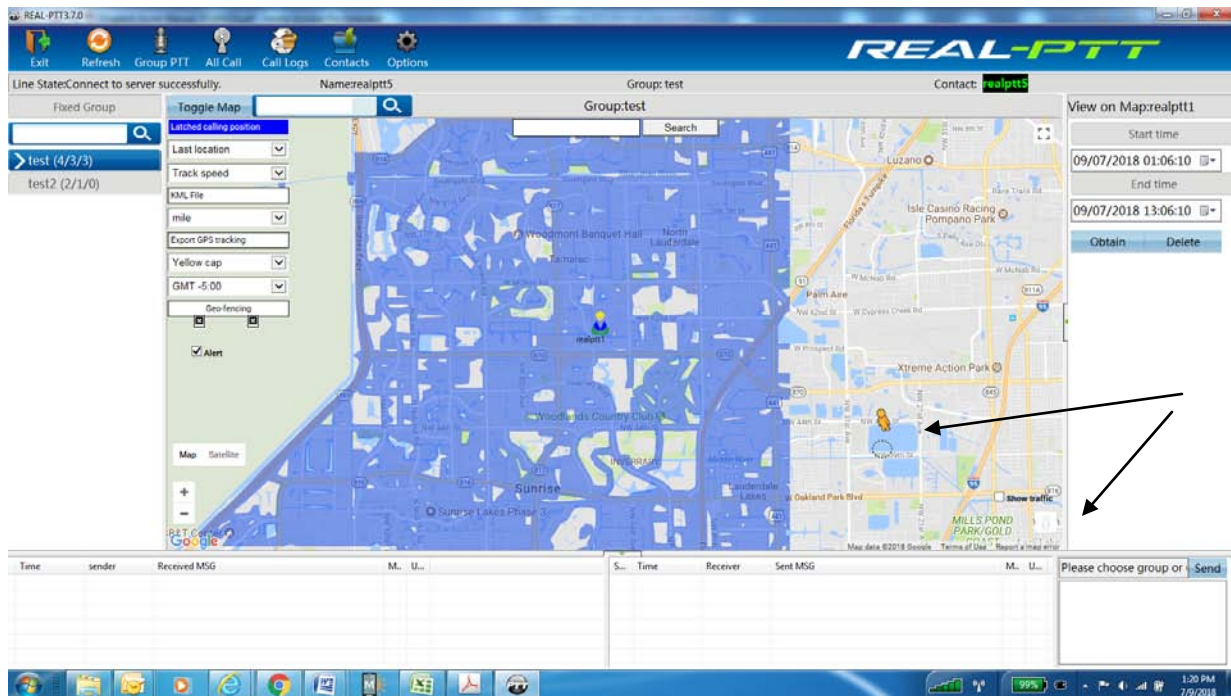
Click "Satellite", Satellite map will be shown

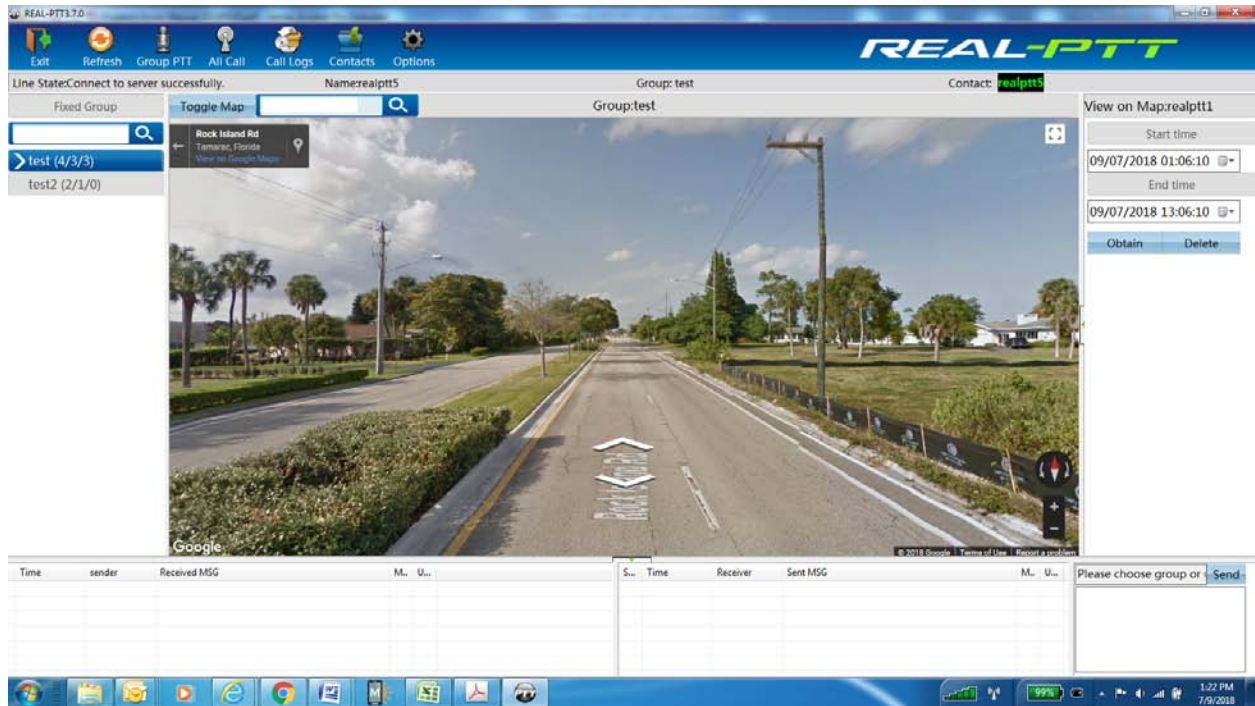


## Satellite map

## Street view

Moving pegman, street view will be shown on the map

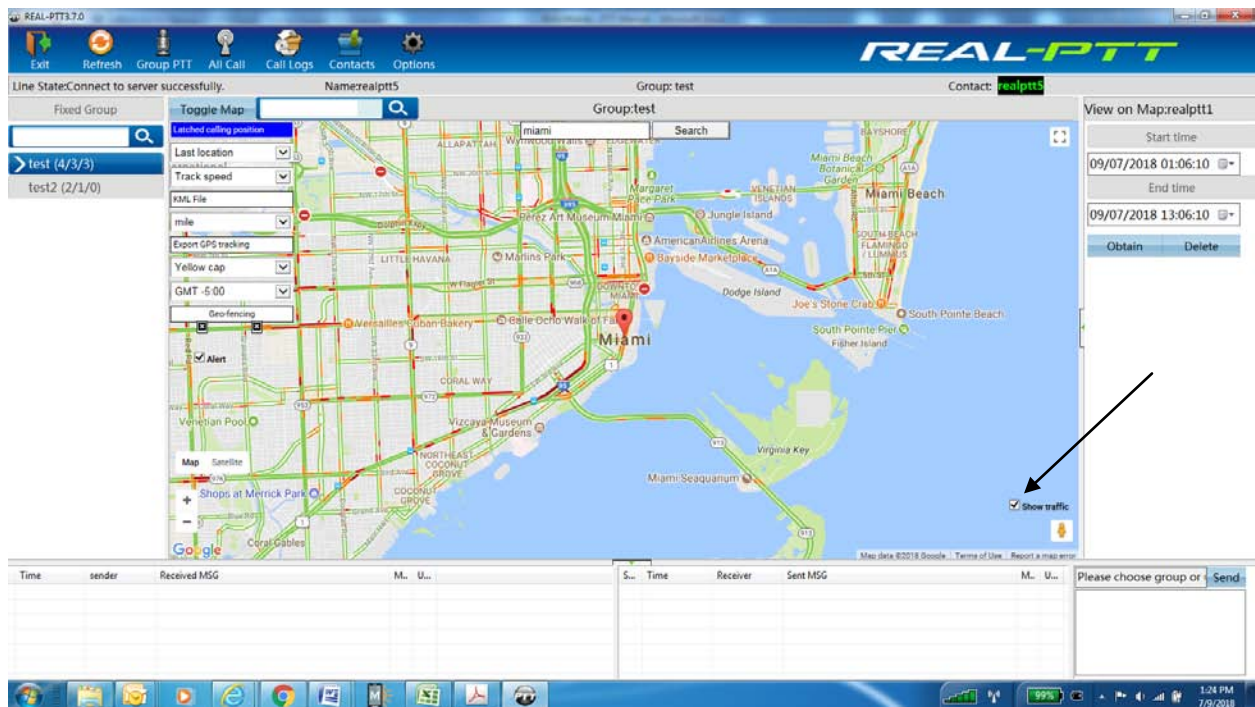




Street view

## Traffic map

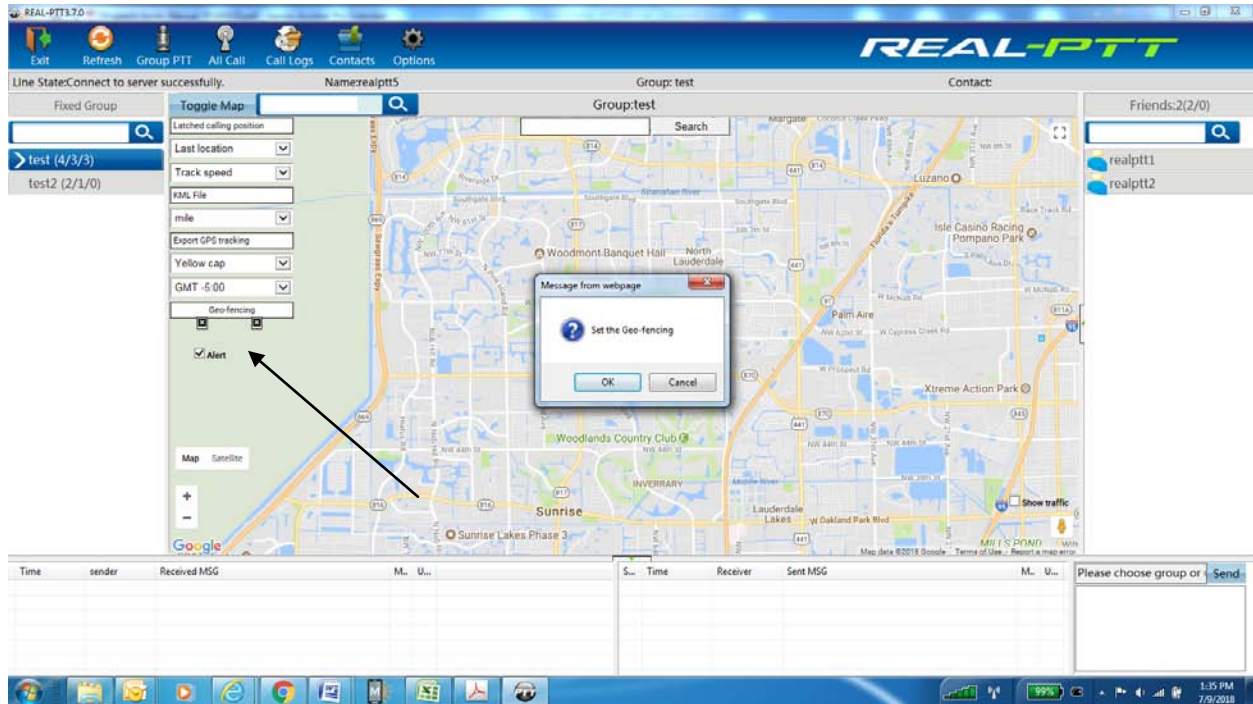
Click traffic map, then it will show road traffic situation.



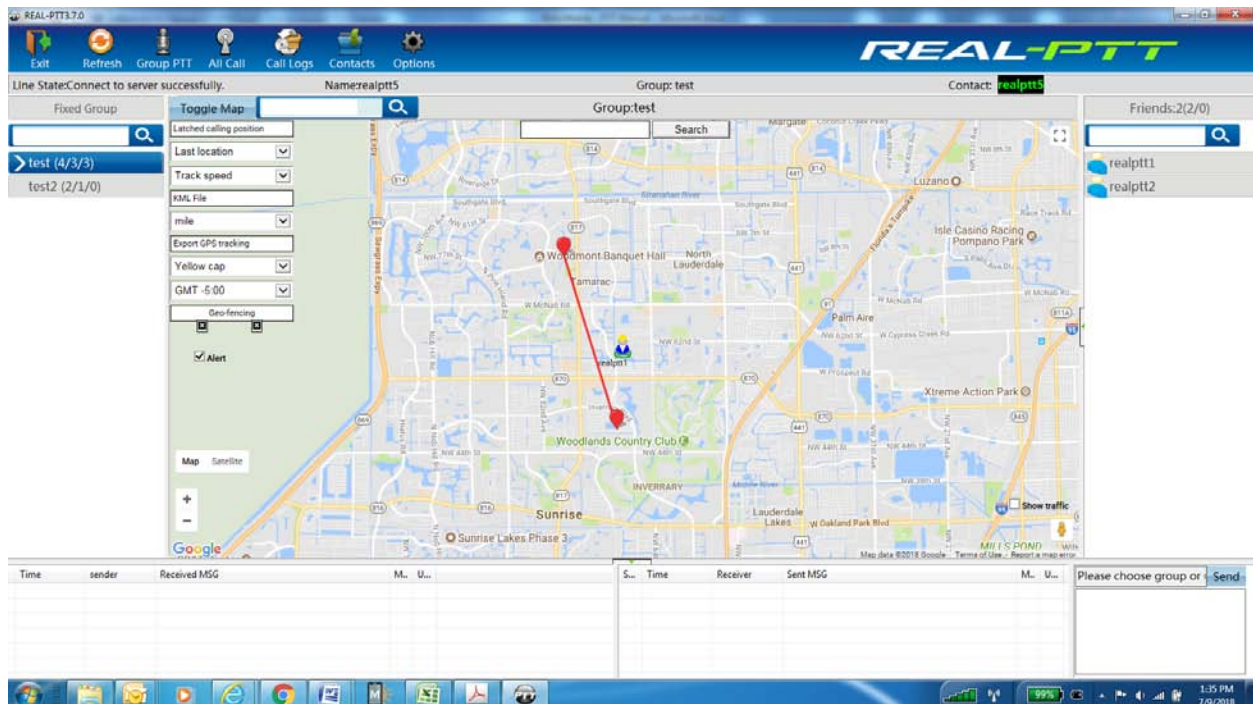
Traffic Map

## Geo-fencing

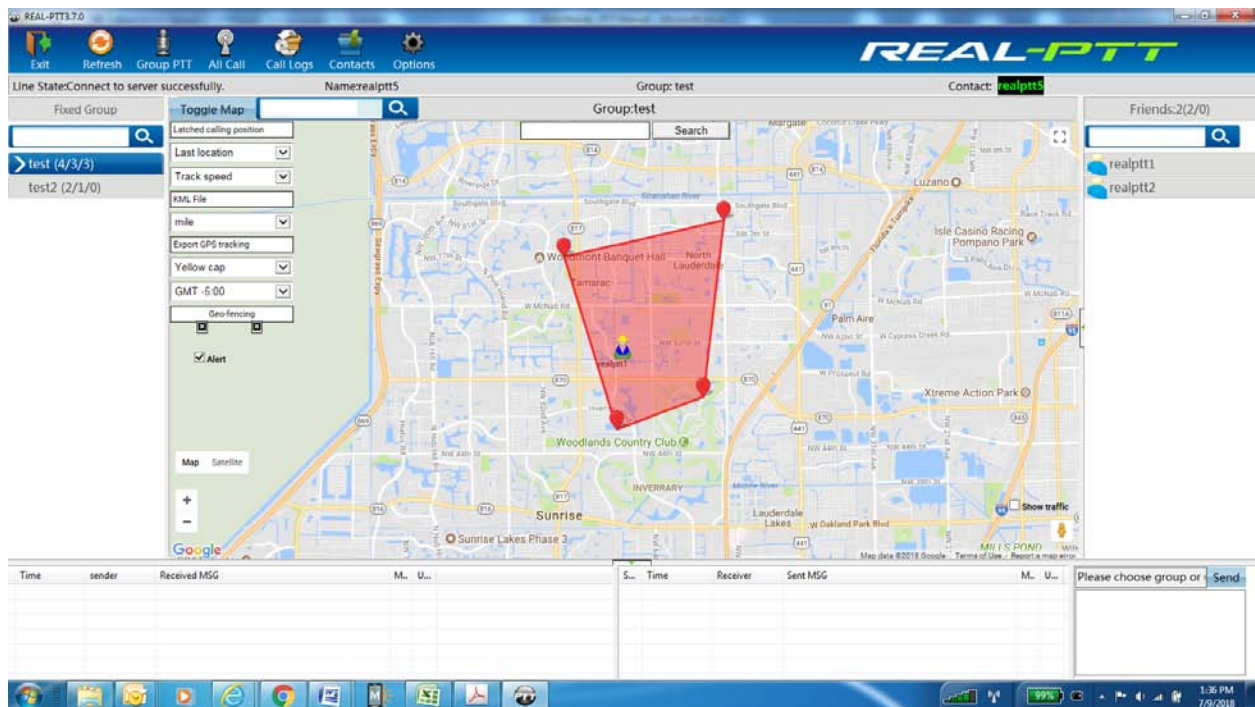
There is a small red icon used to set the geo-fencing. If there are some users are outside of the range, the alarm will sound on the dispatch station. In addition, there are text prompt box in the map interface.



Initiate Geo-fencing



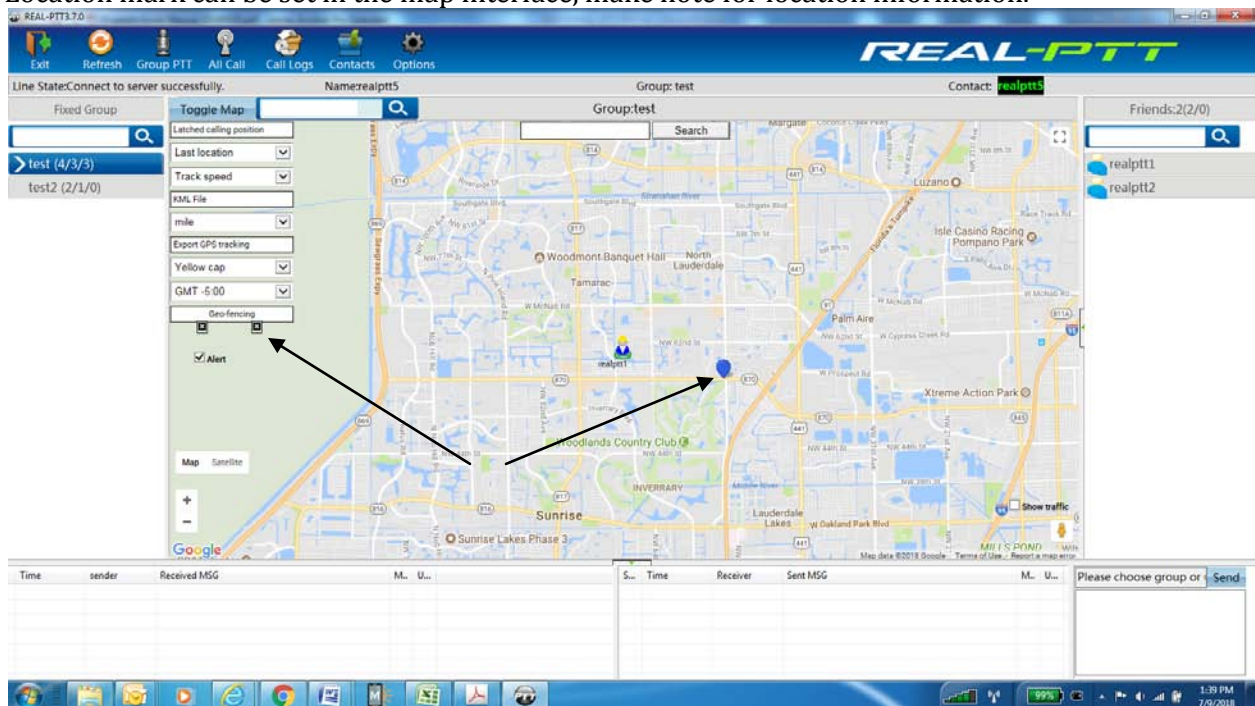
Set the parameters for Geo-fencing



Complete Geo-fencing area you wish to set for alerts

## Location mark

Location mark can be set in the map interface, make note for location information.



Set up markers for locations and places

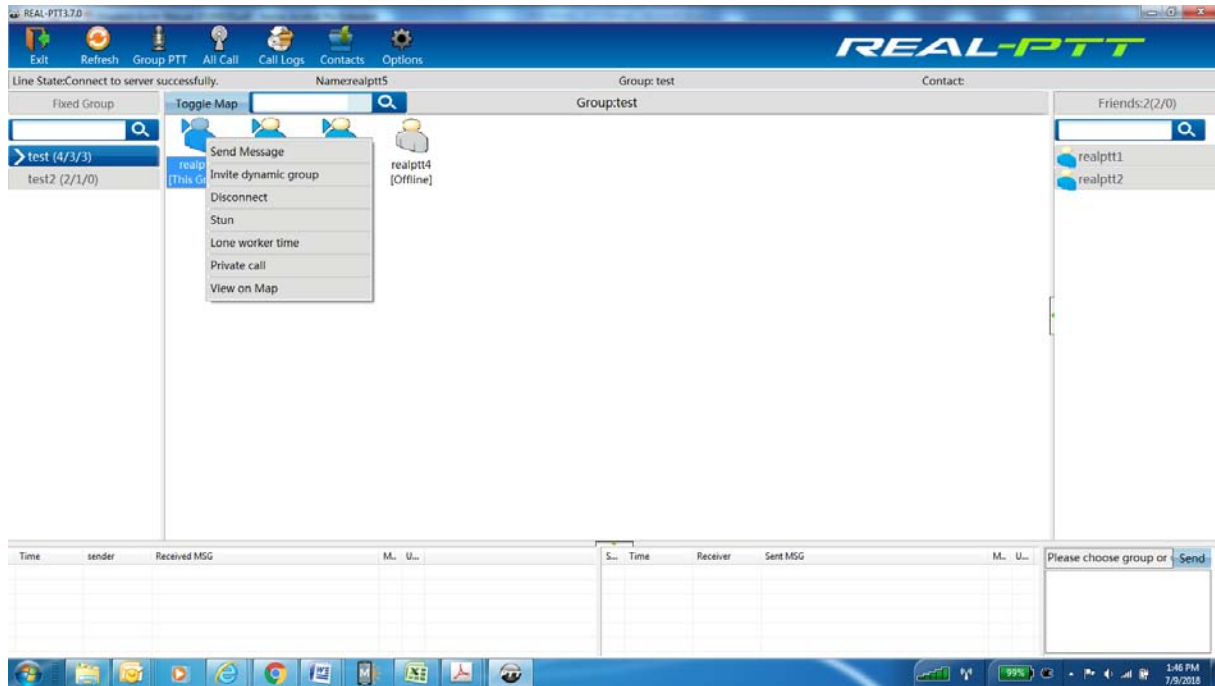
## Export GPS tracking

If you click "Export track" then it will be make a excel as shown below:

User	Date	GPS Lat	GPS Long
vq1	2016/4/1 14:32	22.35908	114.1244
vq1	2016/4/1 14:31	22.35904	114.12441
vq1	2016/4/1 14:30	22.35916	114.12421
vq1	2016/4/1 14:29	22.3592	114.12426
vq1	2016/4/1 14:28	22.35904	114.12444
vq1	2016/4/1 14:27	22.35899	114.12451
vq1	2016/4/1 14:26	22.36014	114.1256
vq1	2016/4/1 14:25	22.35979	114.12601
vq1	2016/4/1 14:24	22.35794	114.12377
vq1	2016/4/1 14:23	22.35676	114.12503
vq1	2016/4/1 14:22	22.35581	114.12604
vq1	2016/4/1 14:21	22.35223	114.12386
vq1	2016/4/1 14:20	22.35193	114.122
vq1	2016/4/1 14:19	22.35362	114.12196
vq1	2016/4/1 14:18	22.35373	114.12204
vq1	2016/4/1 14:17	22.35373	114.12197
vq1	2016/4/1 14:16	22.35362	114.12196
vq1	2016/4/1 14:15	22.35361	114.12196
vq1	2016/4/1 14:13	22.35357	114.12192
vq1	2016/4/1 14:12	22.35357	114.12191
vq1	2016/4/1 14:11	22.3537	114.12196
vq1	2016/4/1 14:10	22.35364	114.12194
vq1	2016/4/1 14:09	22.35365	114.12193
vq1	2016/4/1 14:08	22.35364	114.1219

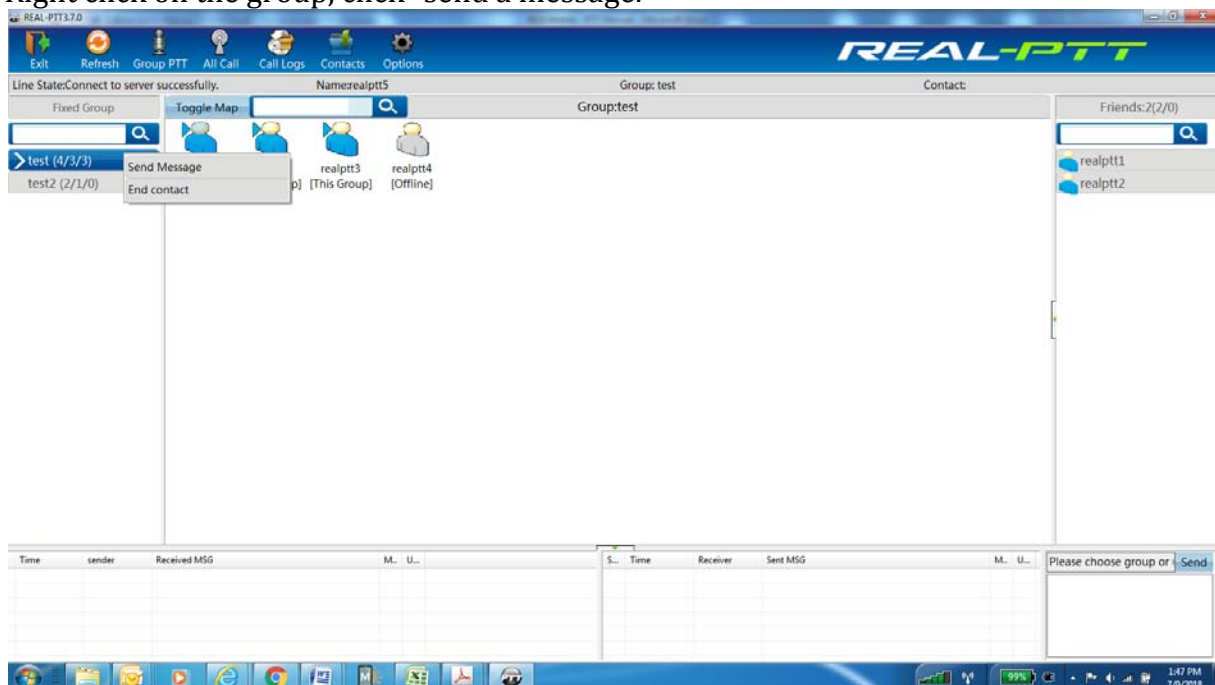
## Send message

To send messages to individual users Right click on the online user, select "send message", a maximum of 5 online users can be chosen to send message.



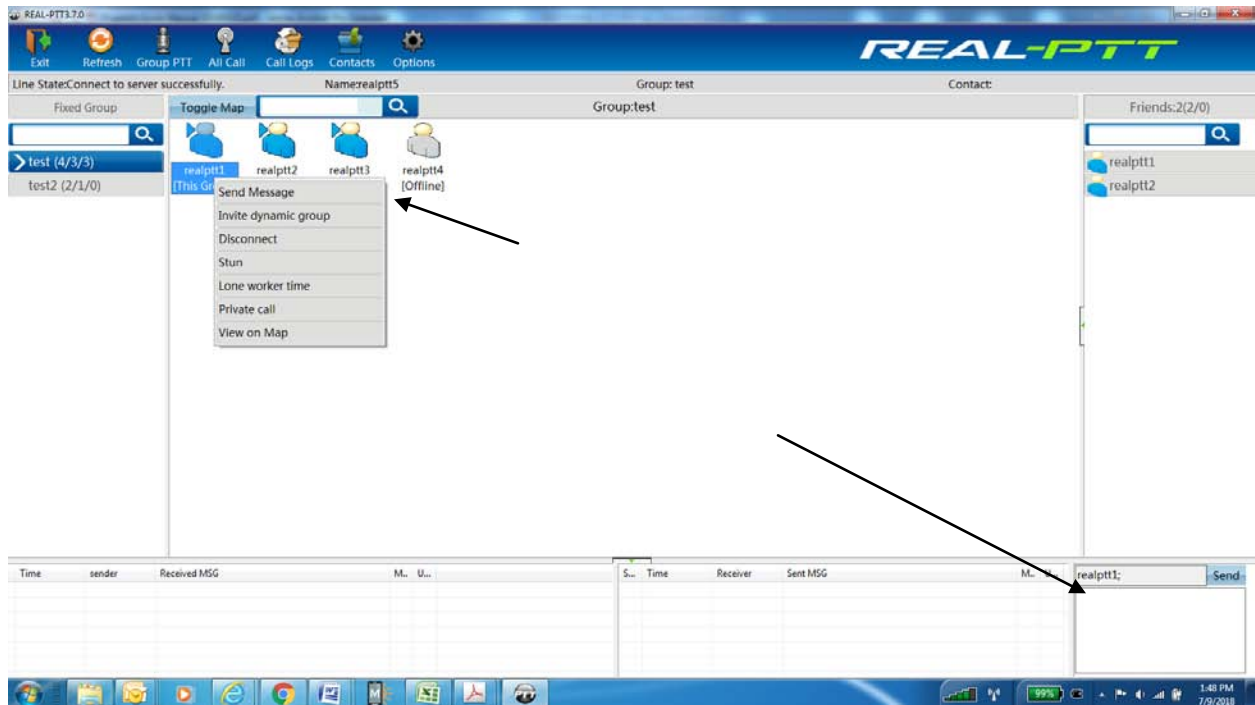
## Send message to the group

Right click on the group, click "send a message."



## Edit the message

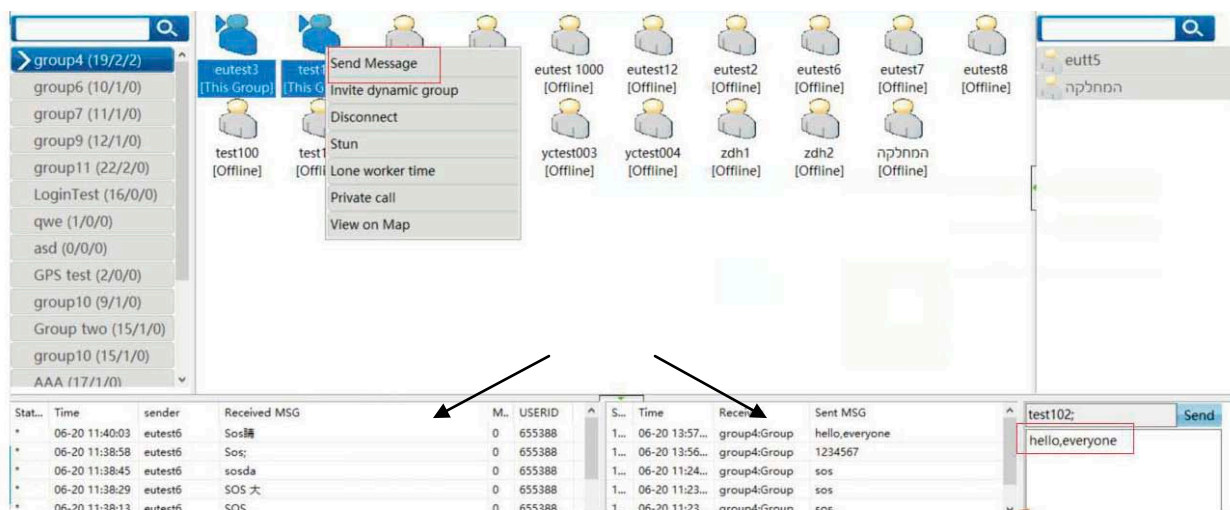
There is a message edit box in the lower right corner of the dispatcher console. Input the characters in the edit box. After editing the content, click "Send", the radios can receive messages when they have this function.



Edit the message

## Message sent status

Check the message sending time, message receiver and message content.



Complete log of messages sent / received

## **Message receiving status**

Check the message receiving time, sender, and received message content.