



# SafeDispatch 5

## Administrator's Guide

SafeMobile offers a world of wireless applications that help organizations better manage their mobile assets, fleet and personnel. For more information, see [www.safemobile.com](http://www.safemobile.com).

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# 1 Introduction

The Administrative module allows you to configure all SafeDispatch applications. You are able to configure the active users, radio units, telemetry and GPS settings, your gateway and registration settings.

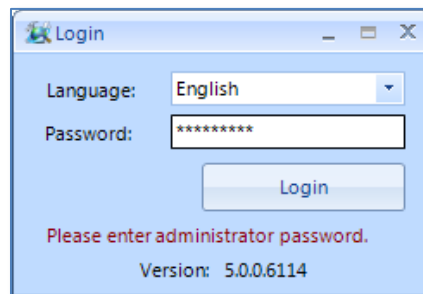
## 1.1 Before using the Administrative module

Make sure that the Application Server is running in the background by double-clicking the corresponding icon on your desktop and minimizing the application.

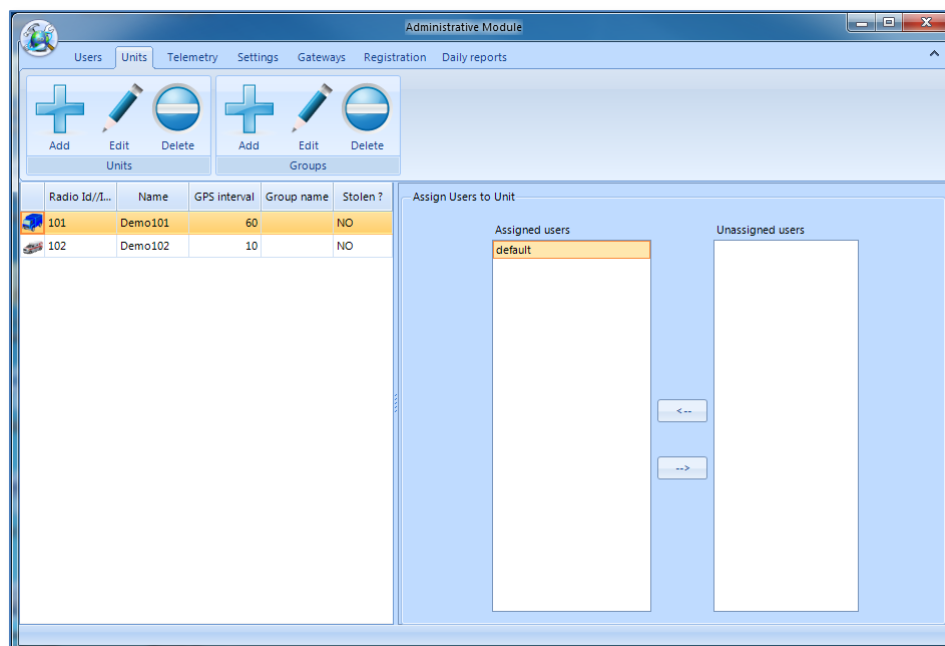
## 1.2 Log in

To log in to the Administrative module:

1. Double-click the Administrative Module icon on your desktop. The login window displays.



2. Select the desired **Language** from the drop-down and enter the password. This is the Admin Password set at installation; whereas default password is "password".
3. Click the **Login** button. The Administrative module opens.



## 2 Managing Gateways

This section describes how to properly set a gateway and radio control stations for future communication on the field:

1. Add the gateway.
2. Add the radio gateways.
3. Add radio zones for specific radio gateways.
4. Add radio channels for specific radio zones.

### 2.1 Add a gateway

If your radio system is comprised of several gateways, repeat steps below for each gateway:

1. On the main menu click the **Gateways** tab.
2. Enter the **IP** of the computer where the gateway is running and click the **Add** button.

The Gateway displays in the list of gateways.

The screenshot shows the 'Administrative Module' window with the 'Gateways' tab selected. The interface is organized into four columns, each with a title and a form:

- Add new Gateway:** Contains an 'IP' field with the value '10.120.1.10' and an 'Add' button. Below it is a table with columns 'Id' and 'IP'.
- Add new Radio Gateway:** Contains 'IP' (with 'Base station IP.' label), 'Radio Id: ID', and a 'Voice enabled' checkbox. Below it is a table with columns 'IP', 'Imei', and 'Voice'.
- Add new Radio Zone:** Contains 'Nr: 1' and 'Name: Zone Name' fields. Below it is a table with columns 'Nr' and 'Name'.
- Add new Radio Channel:** Contains 'Nr: 1' and 'Name: Channel Name' fields. Below it is a table with columns 'Nr' and 'Name'.

Each of the four tables has a 'Delete Selected' button at the bottom.

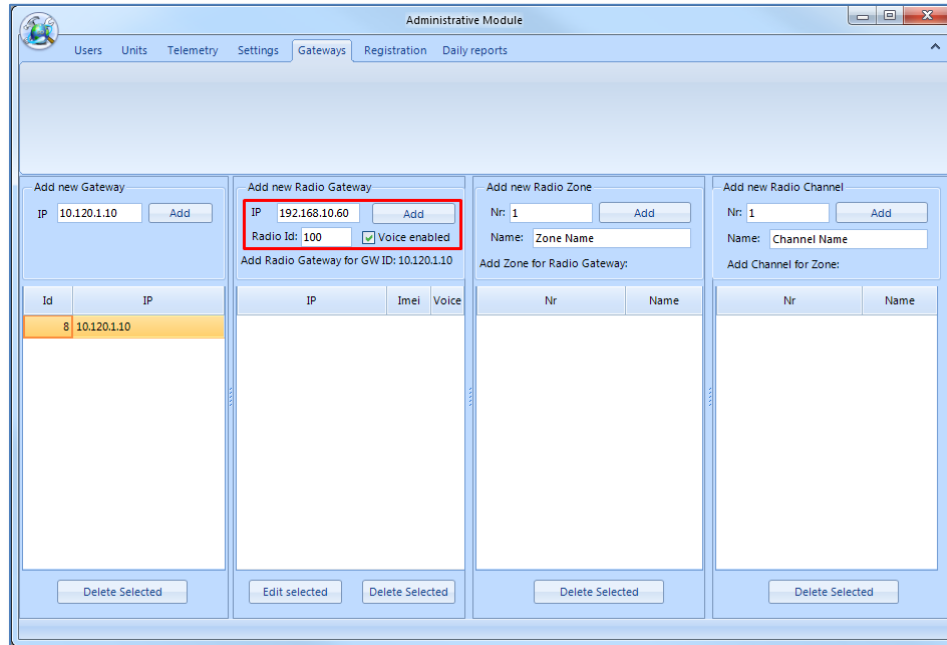
### 2.2 Add radio gateway

**NOTE:** If you have multiple control stations connected to the PC, each station should be configured with a different **Radio IP** address.

If your radio system is comprised of several base stations, repeat steps below for each station:

1. On the main menu click the **Gateways** tab.
2. On the right select the desired gateway from the list of defined / available gateways.

- Enter Radio **IP** address(s) and the **Radio ID** you set in the MOTOTRBO CPS, select the **Voice enabled** option and click the **Add** button.



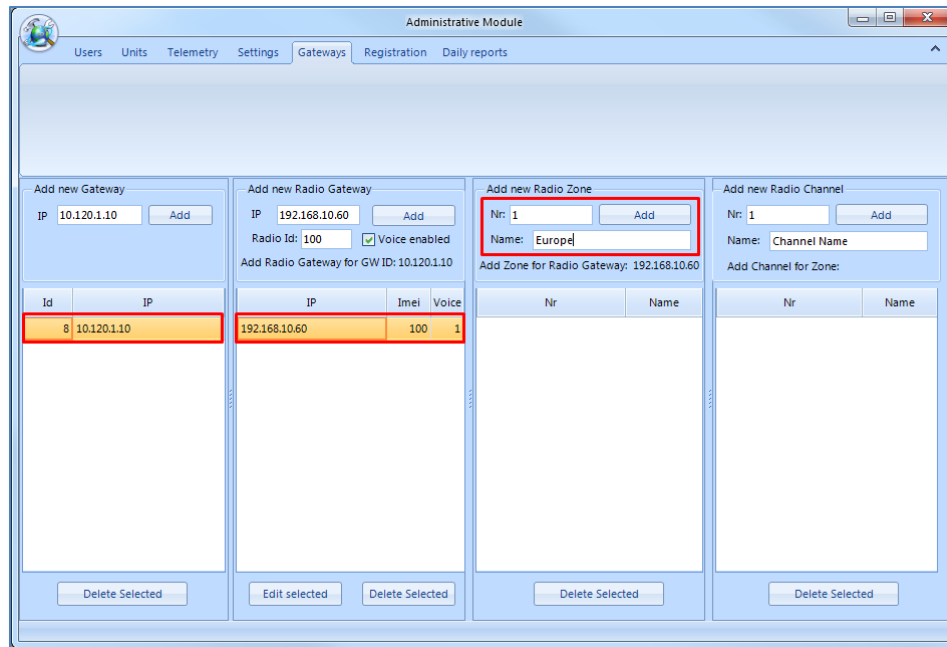
**NOTE:** If you do not select the **Voice enabled** option specific radio stations, they will not display in SafeDispatch nor in the Gateway application; however, GPS data will be transmitted for these radio stations.

The control stations will be displayed in the list of connected base stations to the selected gateway. The newly added radio gateway is configured with the IP address and the Radio ID of the control station that will be connected to the PC.

## 2.3 Add radio zones

To add a radio zone:

- On the main menu click the **Gateways** tab.
- Select the desired gateway and the control station to which you want to add the radio zone.
- Enter the radio zone number and name you already set in the MOTOTRBO CPS and click the **Add** button.

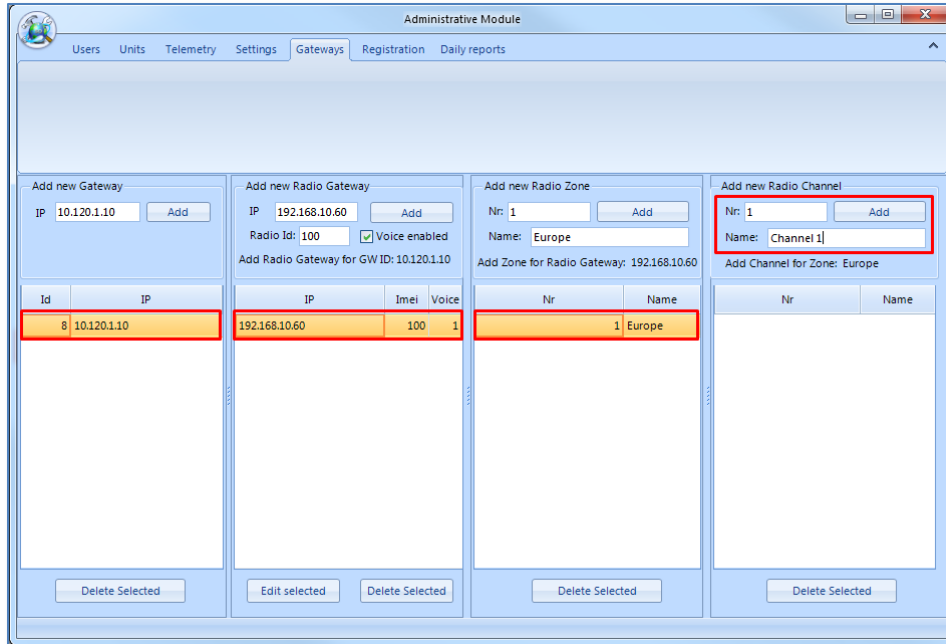


The radio zone will be displayed in the list of available radio zones for the selected radio station.

## 2.4 Add radio channels

To add a radio channel:

1. On the main menu click the **Gateways** tab.
2. Select the desired gateway select a control station and the radio zone to which you want to add the radio channel.
3. Enter the radio channel number and name you already set in the MOTOTRBO CPS and click the **Add** button.

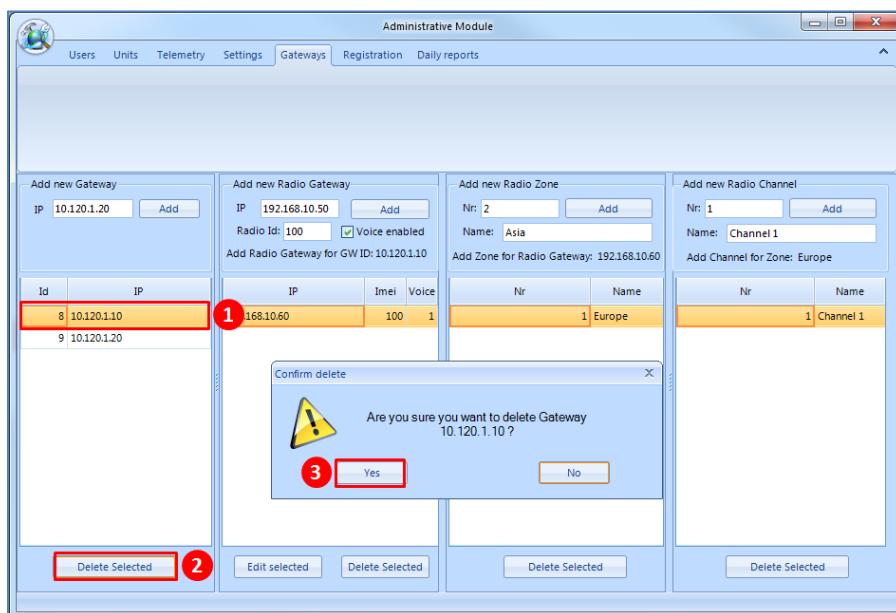


The radio channel will be displayed in the list of available radio channels for the selected radio zone.

## 2.5 Delete a gateway

To delete a gateway:

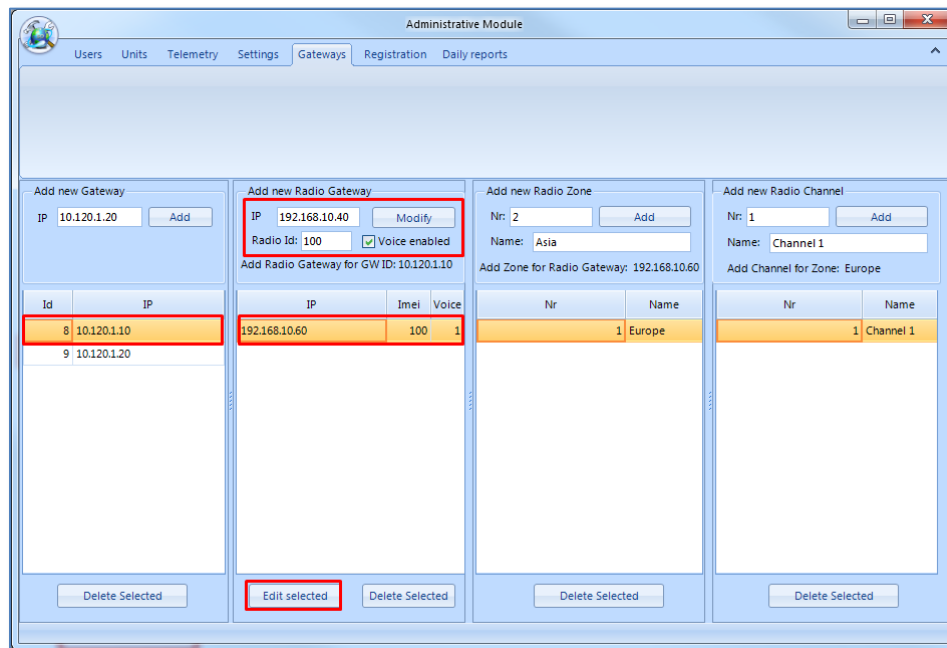
1. On the main menu click the **Gateways** tab.
2. Select the gateway you want to delete and click the **Delete Selected** button. A confirmation dialog is displayed.
3. Click **Yes** and the gateway is removed from the list.





## 2.6 Edit an existing radio gateway

1. To edit an existing radio gateway:
2. On the main menu click the **Gateways** tab.
3. Select the desired gateway and the radio gateway you want to edit then click the **Edit selected** button.
4. Make the desired changes and click the **Modify** button.



The radio gateway updates are saved into the database.

## 2.7 Delete a radio zone

To delete a radio zone:

1. On the main menu click the **Gateways** tab.
2. Select the gateway, select the radio gateway whose radio zone you want to delete and click the **Delete Selected** button. A confirmation dialog is displayed.
3. Click **Yes** and the radio zone is removed from the list.

## 2.8 Delete radio channel

To delete a radio channel:

1. On the main menu click the **Gateways** tab.
2. Select the gateway, select the radio gateway, select the radio zones whose radio channel you want to delete and click the **Delete Selected** button. A confirmation dialog is displayed.
3. Click **Yes** and the radio channel is removed from the list.

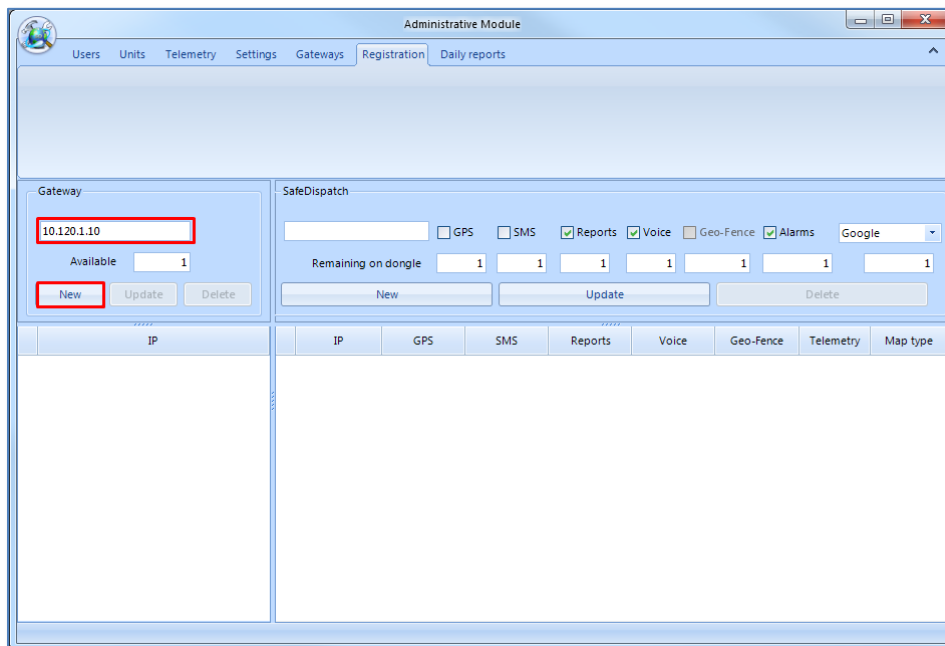
## 3 Registering SafeDispatch 5

A typical radio system may consist of multiple gateways and dispatcher PCs (SafeDispatch clients). The Administrative Module allows you to register the MOTOTRBO Gateways and the SafeDispatch clients.

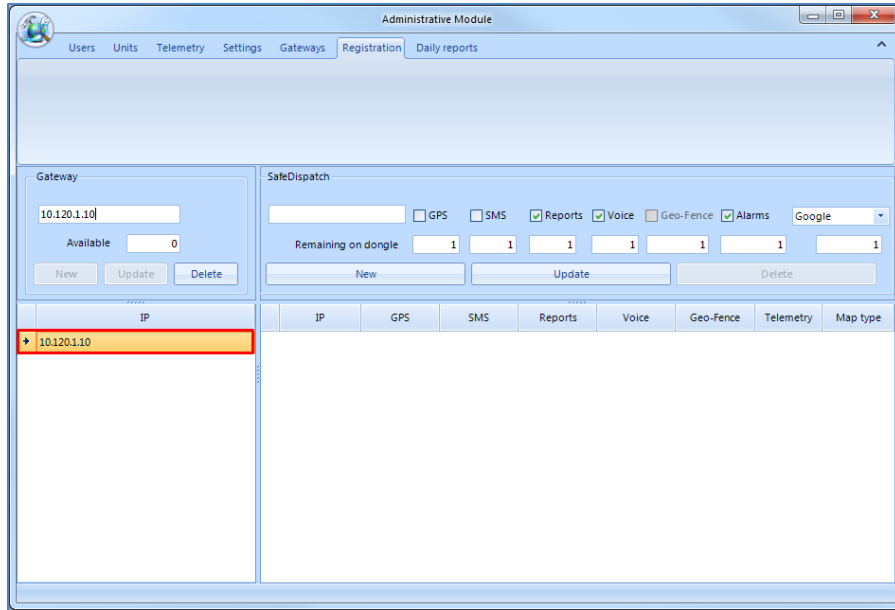
### 3.1 Register the MOTOTRBO Gateway

To register the MOTOTRBO Gateway:

1. On the main menu, click the **Registration** tab.
2. On the Gateway section, enter the IP address of the computer where the MOTOTRBO Gateway application is running.



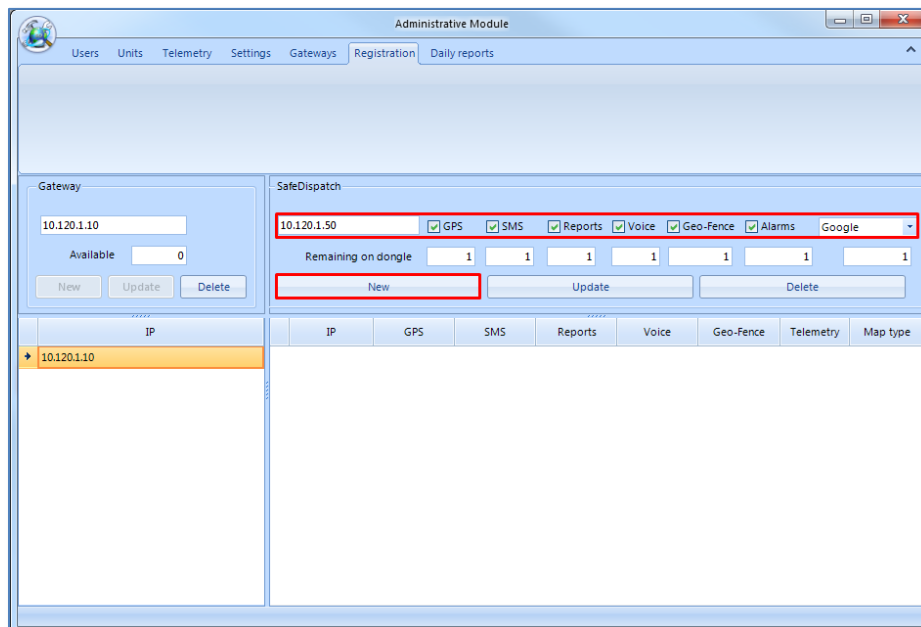
3. Click the **New** button. The previously entered gateway is now registered.



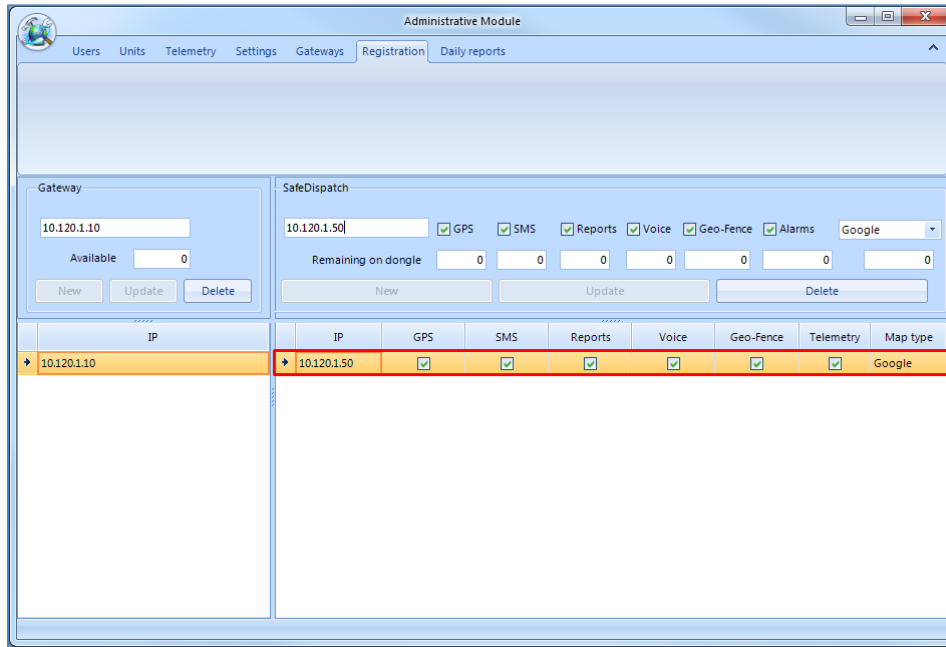
### 3.2 Register SafeDispatch clients

To register a SafeDispatch client:

1. On the main menu, click the **Registration** tab.
2. On the SafeDispatch section, enter the IP address of the computer where the SafeDispatch client is running.
3. Select the checkboxes corresponding to the SafeDispatch tabs you want to be visible into the SafeDispatch application for the selected client. From the **Map Type** drop-down list select the desired map to be shown to the selected SafeDispatch Client

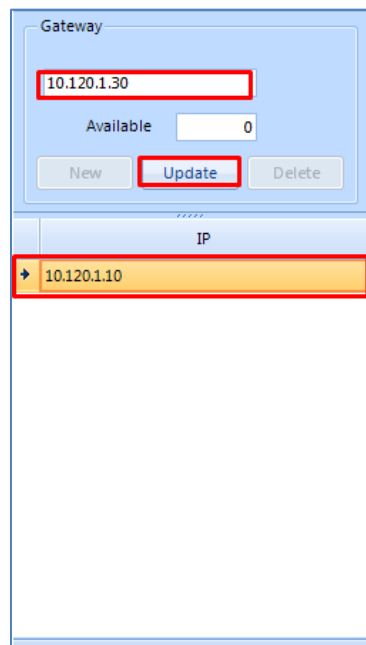


4. Click the **New** button. The previously entered SafeDispatch client is now registered.



### 3.3 Update registered gateway

1. On the main menu, click the **Registration** tab.
2. From the list of registered gateways, select the gateway you want to modify.
3. On the Gateway section, modify the gateway IP address and click the **Update** button.



### 3.4 Update registered SafeDispatch clients

1. On the main menu, click the **Registration** tab.
2. From the list of registered SafeDispatch clients, select the client you want to modify.
3. On the SafeDispatch section, make the desired changes and click the **Update** button.

The screenshot shows the 'SafeDispatch' configuration window. At the top, there is a text input field containing '10.120.1.50'. Below it, a row of checkboxes is visible:  GPS,  SMS,  Reports,  Voice,  Geo-Fence, and  Alarms. To the right of these is a dropdown menu showing 'Google'. Below the checkboxes are several input fields for 'Remaining on dongle', each containing the number '0'. At the bottom of the form area are three buttons: 'New', 'Update', and 'Delete'. The 'Update' button is highlighted with a red rectangular box. Below the form is a table with the following columns: IP, GPS, SMS, Reports, Voice, Geo-Fence, Telemetry, and Map type. The first row of the table is highlighted in yellow and contains the following data: IP: 10.120.1.50, GPS: , SMS: , Reports: , Voice: , Geo-Fence: , Telemetry: , and Map type: Google.

### 3.5 Unregister Gateway

1. On the main menu, click the **Registration** tab.
2. From the list of registered gateways, select the gateway you want to unregister.
3. On the Gateway section, click the **Delete** button. A confirmation dialog prompts you to confirm deletion.
4. Click **Yes** and the selected gateway will be unregistered.

### 3.6 Unregister SafeDispatch clients

1. On the main menu, click the **Registration** tab.
2. From the list of registered SafeDispatch clients, select the client you want to unregister.
3. On the SafeDispatch section, click the **Delete** button. A confirmation dialog prompts you to confirm deletion.
4. Click **Yes** and the selected SafeDispatch client will be unregistered.

## 4 Managing Users

This section describes how to manage SafeDispatch 5 users:

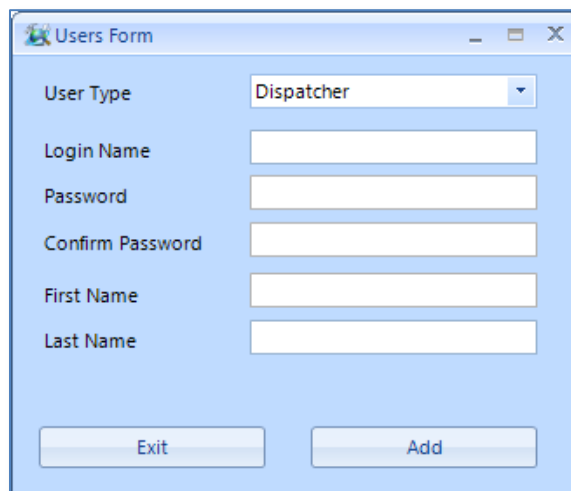
- Add new users
- Edit users
- Delete users
- Assign units to users
- Assign gateways to users

SafeDispatch 5 has two predefined users: a dispatcher (a user who logs into SafeDispatch) and an administrator (who logs into the Administrative module).

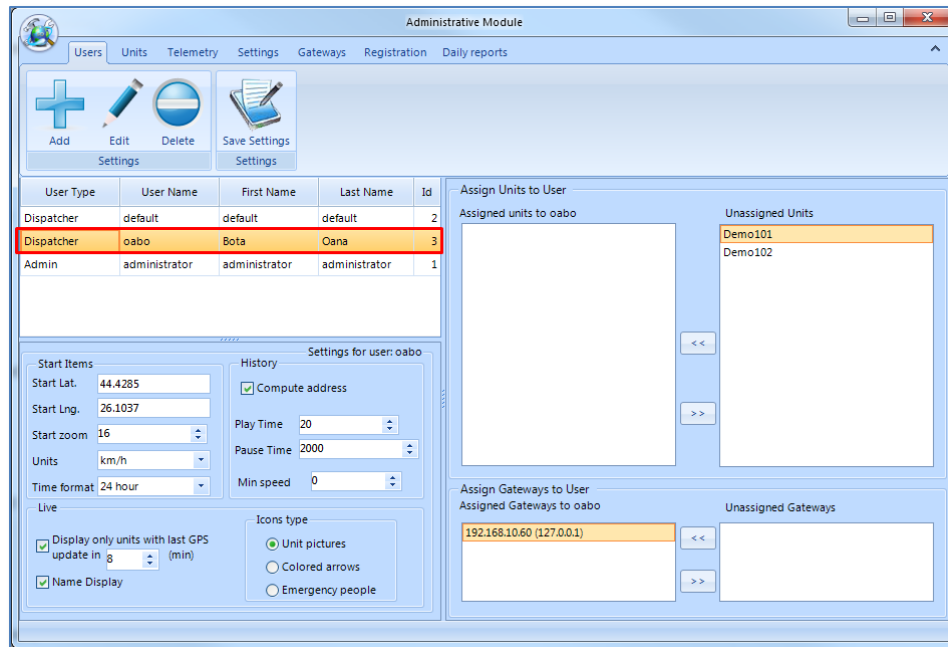
### 4.1 Add new users

To add a new user:

1. On the main menu, click the **Users** tab.
2. Click the **Add** icon. The Users Form will be displayed.



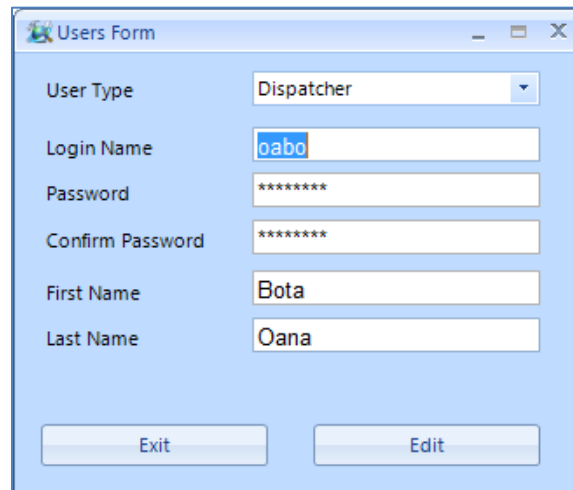
3. Select the **User Type** from the drop-down list based on the access privileges you want provide to the new user.
  - **Dispatcher** – complete set of privileges within the SafeDispatch application.
  - **Administrator** -
  - **Lite Dispatcher** – limited access privileges within the SafeDispatch application: Live, Geofences and Voice Dispatch.
4. Enter the credentials in the appropriate fields (**Login Name, Password**), confirm password, enter the user’s first name and last name and click the **Add** button. A pop-up will be displayed notifying you that the user has been successfully added to the database.
5. Click **OK**. The newly created user displays in the users list.



## 4.2 Edit users

To edit an existing user:

1. On the main menu, click the **Users** tab.
2. Select the user from the list of existing users and on the Users section click the **Edit** icon. The Users Form will be displayed.



Users Form

User Type: Dispatcher

Login Name: oabo

Password: \*\*\*\*\*

Confirm Password: \*\*\*\*\*

First Name: Bota

Last Name: Oana

Exit Edit

3. Make the desired changes and click the **Edit** button. A pop-up will be displayed notifying you that the user has been successfully updated.

Click **OK** to exit.

## 4.3 Delete users

To delete a user:

1. On the main menu, click the **Users** tab.
2. Select the user from the list of existing users and on the Users section click the **Delete** icon. A confirmation dialog prompts you to confirm deletion.
3. Click **Yes** and the selected user is successfully deleted from the system.



## 5 Managing units and unit groups

Once you have properly created the gateway with its radio gateways, zones and channels, you have to add your units within the system.

This section describes how to manage SafeDispatch 5 units:

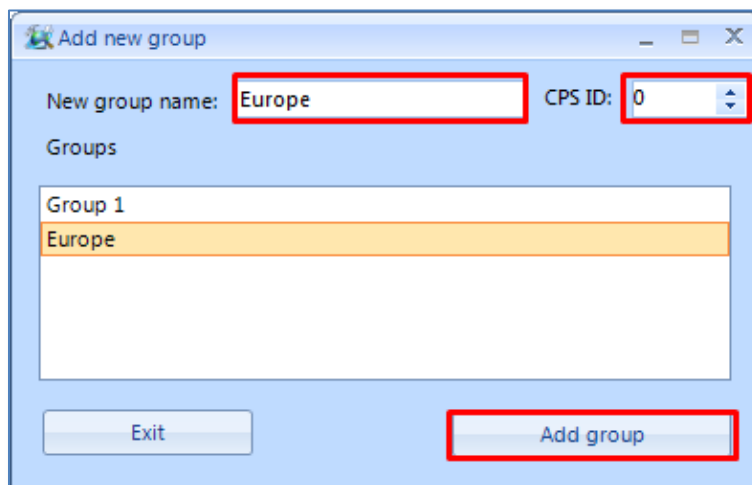
- Add new units
- Edit units
- Create unit groups
- Assign units to groups

### 5.1 Create a unit group

Groups are a convenient way to grant users access to a number of similar units. For example, all units from Europe could be in a group and all units from Asia in another group.

To create a new group:

1. On the main menu, click the **Units** tab.
2. From the Groups section, click the **Add** icon. The Add new group window will display.
3. Enter the group name and the **CPS ID** as identified within the Motorola CPS and click the **Add group** button.



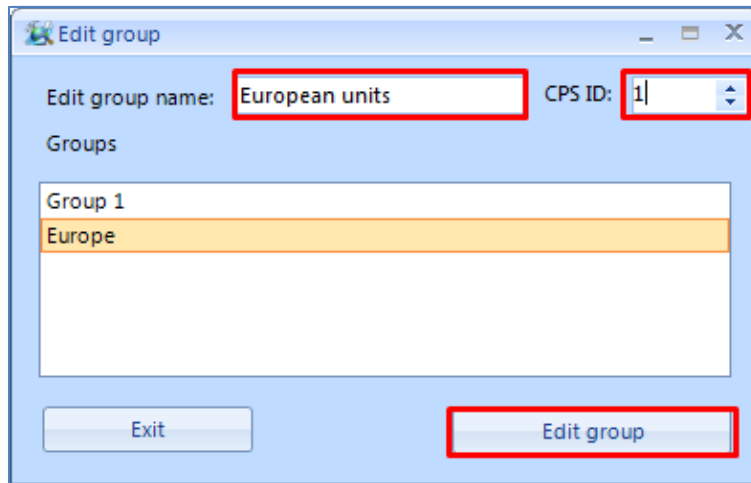
The group will be displayed on the list of groups defined.

To exit the window, click **Exit**.

## 5.2 Edit unit group

To edit an existing unit group:

1. On the main menu, click the **Units** tab.
2. From the Groups section, click the **Edit** icon. The Edit group window will display.
3. Make the desired group changes and click the **Edit group** button.

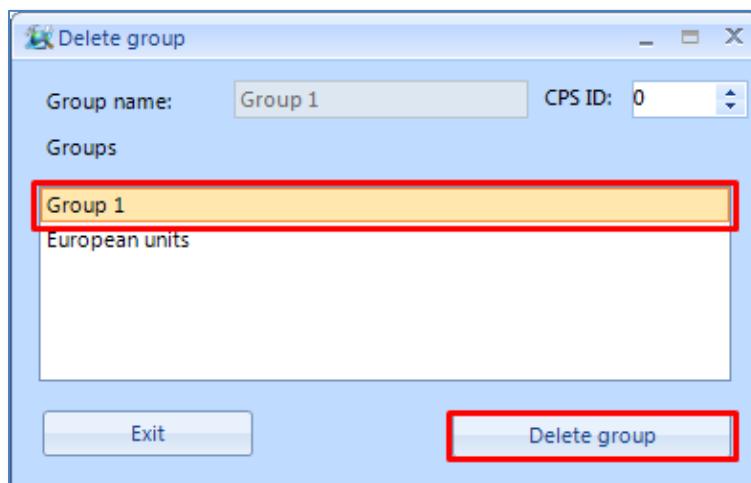


The unit group updates are saved into the system.

## 5.3 Delete unit group

To delete an existing unit group:

1. On the main menu, click the **Units** tab.
2. From the Groups section, click the **Delete** icon. The Delete group window will display.
3. Select the unit group you want to delete and click the **Delete group** button.



The unit group is deleted from the system.

## 5.4 Add new units

To add a new unit

1. On the main menu, click the **Units** tab.
2. From the Units section, click the **Add** icon. The Unit Settings page will be displayed.

3. Enter the **Radio ID** as set in the Motorola CPS, enter the **Unit Name** and from the **User** drop-down list select the user to whom you assign the unit. This is the user who will view unit data in the SafeDispatch application
4. In the **GPS reporting time interval** field, enter how often SafeDispatch will collect data from the database.

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**NOTE:** If the database is frequently updated with information (or if your units are reporting frequently) we highly recommend keeping this interval to at least 10 seconds. Optionally, you can make advanced settings by clicking the [Advanced settings](#) link:

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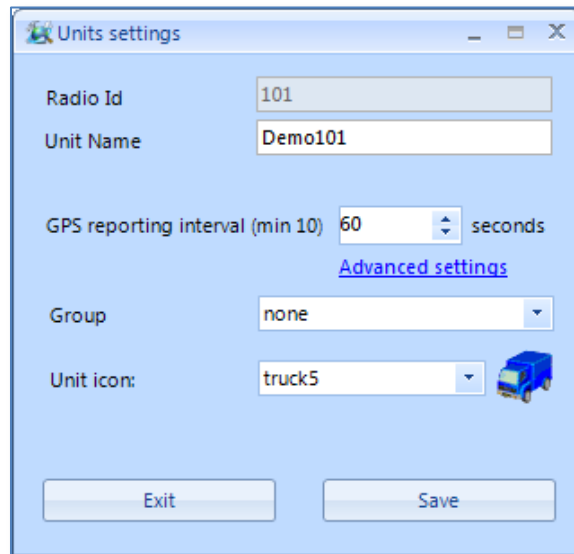
- **GPS POOR state after ... seconds without GPS** – Set the number of heart beats until the SafeDispatch application waits to receive another GPS signal until the status of the radio station will be set to **GPS POOR**. Default value is two heart beats (120 seconds).
  - **GPS OFF state after ... seconds without GPS** - Set the number of heart beats the SafeDispatch application receives no GPS signal until the status of the radio station will be set to **OFF**. Default value is four heart beats (240 seconds)
  - **MADE OFF state after ... seconds without GPS** - Set the number of heart beats the SafeDispatch application receives no GPS signal until the status of the radio station will be set to **MADE OFF**. The status of the radio status is unknown; for example, when in a car the radio station is forced to power-off from the engine instead of using the shutdown command.
5. From the **Group** drop-down list select the group to which you want the unit to be part of.

6. From the **Unit icon** drop-down list, select the icon that will identify the unit on the SafeDispatch map.
7. Click the **Add** button. The newly created unit displays in the units list.

## 5.5 Edit units

To edit an existing unit:

1. On the main menu, click the **Units** tab.
2. Select the desired unit from the units list and from the Units section click the **Edit** icon.



3. Make the desired changes and click the **Save** button in order to save the unit updates.

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**NOTE:** The **Radio ID** field is non-editable, therefore you are not able to modify the Radio ID.

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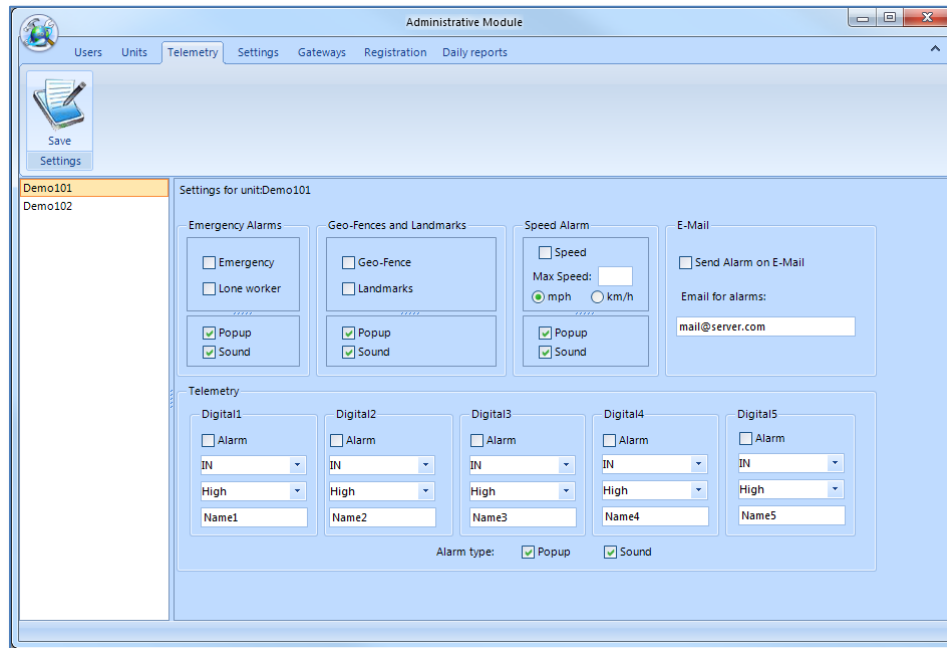
## 5.6 Delete a unit

To delete a unit from the system:

1. On the main menu, click the **Units** tab.
2. Select the desired unit from the units list and from the Units section click the **Delete** icon. A confirmation dialog prompts you to confirm deletion.
3. Click **Yes** and the unit is removed from the system.

## 6 Setting Alarms and Telemetry

In order to configure alarms and telemetry settings, on the **Main** menu click the **Telemetry** tab and from the list of units select the unit for which you want to set alarms and telemetry.



### 6.1 Set alarms

To set up alarms for specific units, Select the unit from the list of units on the select the desired alarm type from the available alarms and click the **Save** button at the upper-left corner of the page.

#### 6.1.1 Alarm Types

SafeDispatch 5 provides the following types of alarms: Emergency, Geo-Fences and Landmarks and Speed Alarms.

##### Emergency Alarms

- **Emergency.** If selected, when a subscriber presses the emergency button on the radio station, the emergency alarm is raised.
- **Lone Worker.** If selected, the Lone Worker policy lets the dispatcher set a time interval in which the communication with a subscriber is expected.

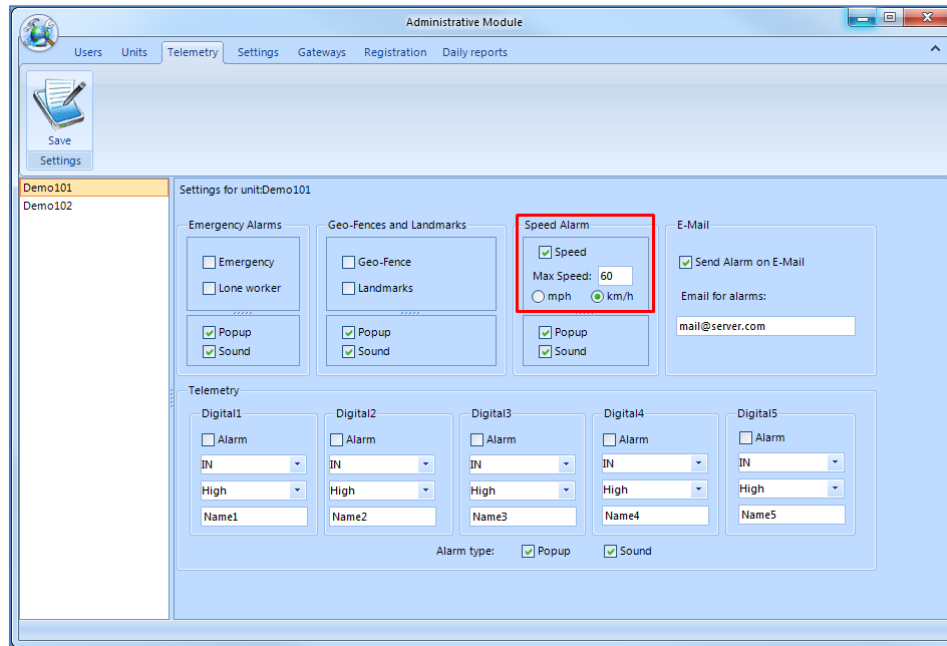
##### Geo-Fences and Landmarks

- **Geo-Fence.** If select, the dispatcher can limit the movement of units by adding regions on the map and making rules for entering or leaving a region.
- **Landmark.** If select, the dispatcher can limit the movement of units by adding specific locations on the map and making rules for reaching or leaving a location.

## Speed Alarm

The Speed Policy allows you to define the speed limit:

1. Select the **Speed** option.
2. In the **Max speed** field, enter the speed limit and choose the proper speed metric.



3. Click the **Save** button at the upper-left corner of the page.

When a subscriber will exceed the speed limit, a speed alarm will be raised notifying the dispatcher that the speed policy has been violated.

## 6.2 Set Telemetry

SafeDispatch 5 gets data from telemetry sensors allowing you to have a real-time view on specific events such as: fuel consumption, engine data, car doors, air pressure, etc.

Make the proper telemetry settings for specific actions as set in the Motorola CPS and click the **Save** button at the upper-left corner of the page.

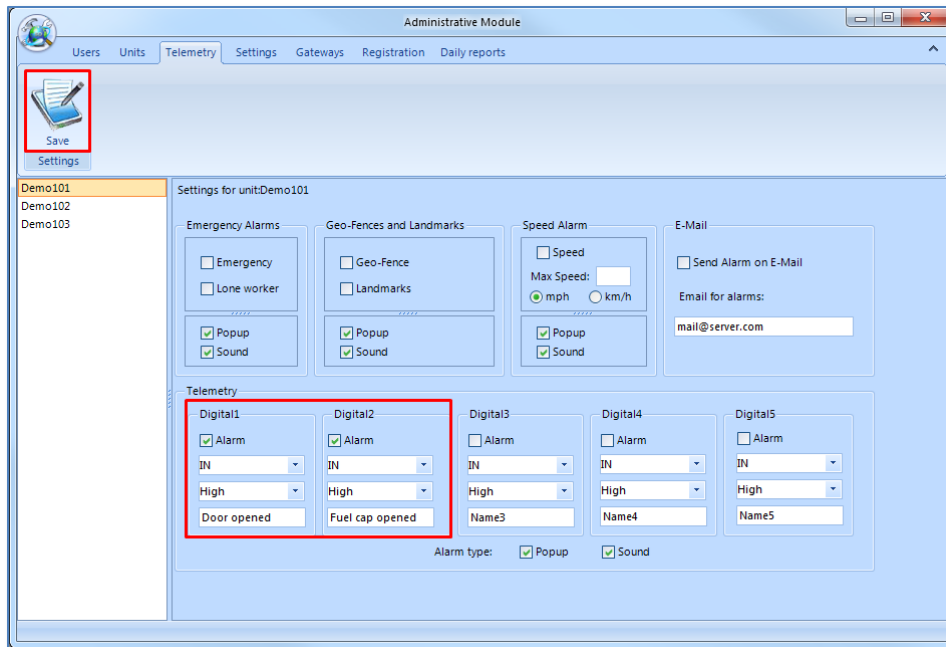
When a telemetry event occurs, the dispatcher will be notified about the telemetry.

### Telemetry example: Controlling the door open/closed state

The following telemetry settings have been defined in the Administrative module:

- **Door opened:** Digital 1, IN (Incoming), High
- **Fuel cap opened:** Digital 2, IN (Incoming), High

The telemetry settings have already been on the subscriber’s radio station using the Motorola CPS.



If a thief breaks into the car and attempts to steal it, the door open sensor raises the telemetry alarm notifying the dispatcher that the door has been opened. This telemetry setting allows you to real-time monitor the car from being stolen.

If the fuel cap is left opened, a telemetry alarm is also raised.

## 7 How do I ...

### 7.1 Customize units with my own icons

You can identify units on the map using your own icons.

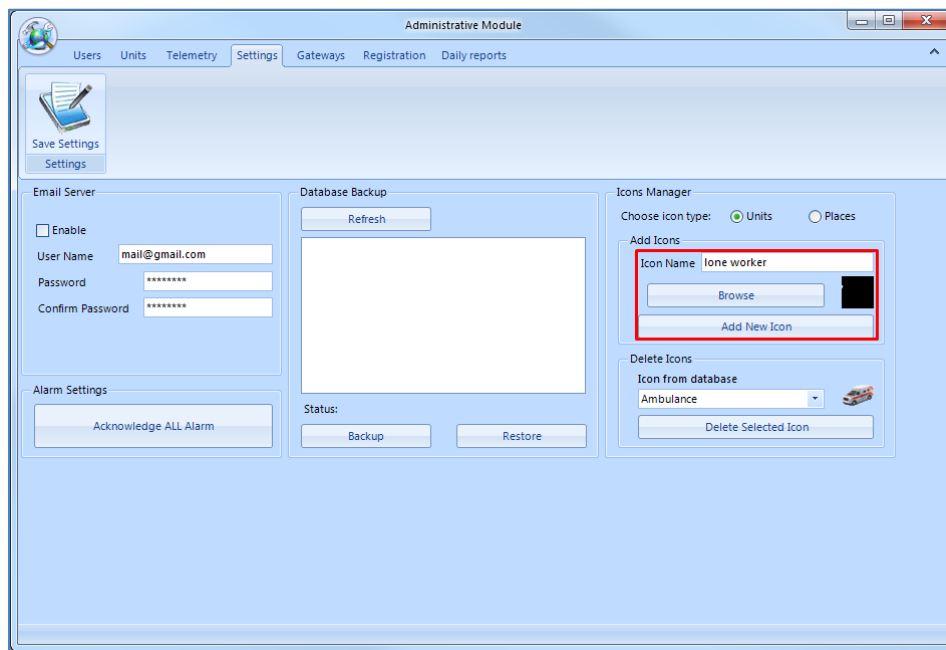
To assign an icon to a specific unit:

1. On the **Main** menu click the **Settings** tab.
2. On the Icons Manager section, choose the icon type **Units**.
3. In the **Icon Name** field, enter a name.
4. Browse for the icon file you want to use to identify the unit.

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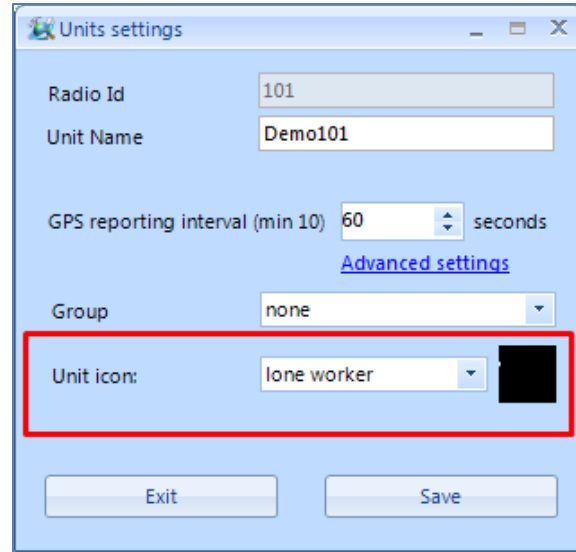
**NOTE:** The icon image size should be 32x32.

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5. Click the **Add New Icon** button. A pop-up will be displayed notifying you that the icon has been successfully added to the database. Click **OK** to close to exit.
6. On the **Main** menu, click the **Units** tab.
7. From the list of units, select the unit to which you want to add the previously added unit icon and from the Units section click the **Edit** icon. The Units settings window displays.
8. From the **Unit icons** drop-down list select your own icon.



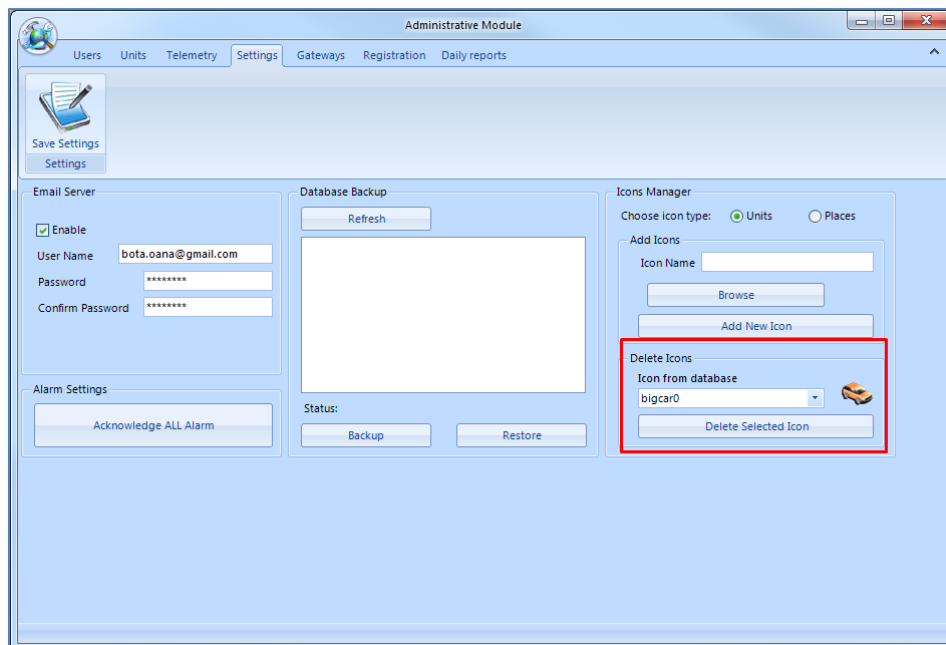


- Click the **Save** button. A dialog will be displayed notifying you that the icon has been successfully assigned to the selected unit. Click **OK** to exit.

The unit will be identified on the SafeDispatch map with the assigned icon.

## 7.2 Delete unit icons from the database

- On the **Main** menu click the **Settings** tab.
- On the Icons Manager > Delete Icons section, from the **Icon from database** drop-down list select the unit icon you want to delete and click the **Delete Selected Icon** button.



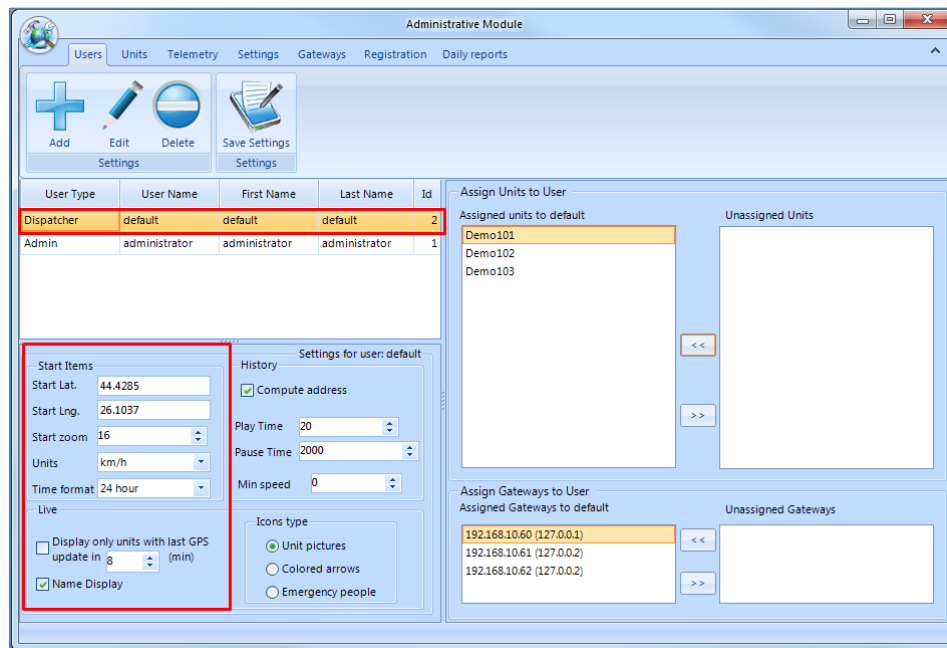
A pop-up prompts you to confirm deletion.

- Click **Yes** and the selected unit icon is successfully deleted from the database.

## 7.3 Customize SafeDispatch Live view

You can customize how dispatchers view units on the map, the map start coordinates and measurement units, the units display on the map, by clicking the **Users** tab on the **Main** menu and making the desired settings for the selected user.

Once you finish making the desired user settings click the **Save Settings** icon.



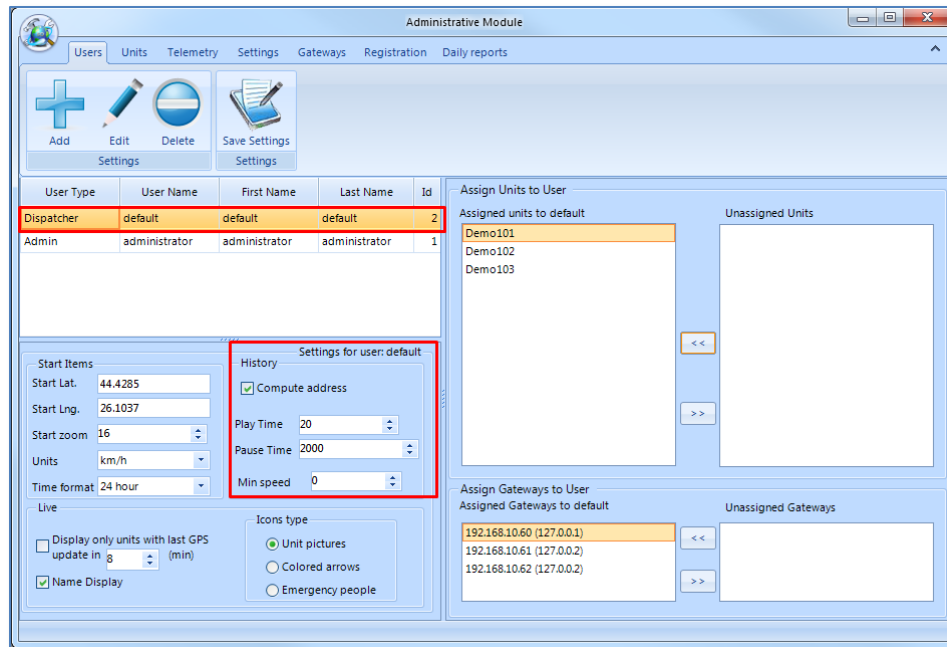
You can change the map display mode by selecting the **Display only units with last GPS update in x minutes** checkbox and entering the limit time value for last GPS received.

## 7.4 Customize the way historical information displays within SafeDispatch

You can customize the way historical information displays within the SafeDispatch application using historical data filters.

To set the SafeDispatch historical data filters:

1. On the **Main** menu, click the **Users** tab.
2. Select the user for which you want to customize the History settings.
3. On the History section make the desired settings:
  - To see all the positions on the map, set the speed limit to zero.
  - Set a speed limit to see only the positions that registered a speed over the defined speed limit.
  - Set **Play Time** and **Pause Time** values which will be default values for the Interval Select Menu within SafeDispatch each time you click on a unit to see historical information in the animated play.

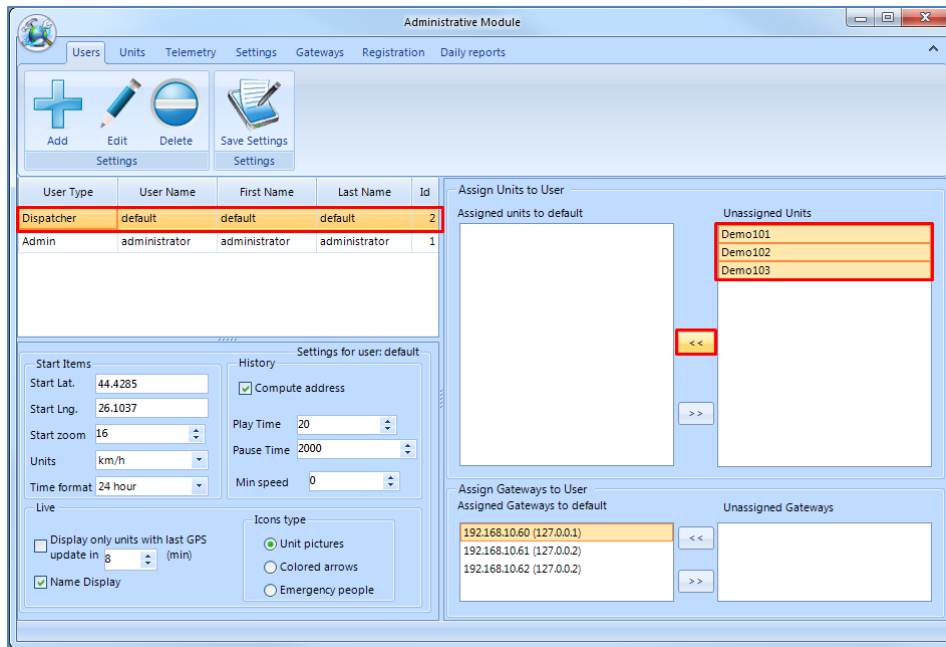


4. Click the **Save Settings** icon in order to save the changes.

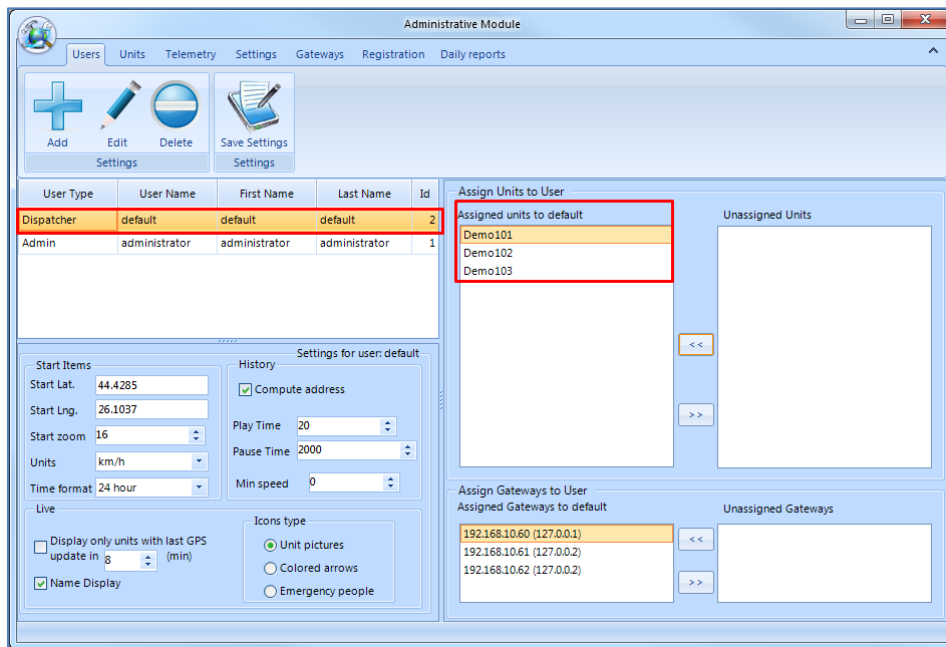
## 7.5 Assign units to a user

You can assign multiple units to a user:

1. On the **Main** menu, click the **Users** tab.
2. From the users list, select the user (dispatcher) to which you want to assign multiple units.
3. On the Assign Units to User section, from the **Unassigned Units** list select the desired units and click the << button.



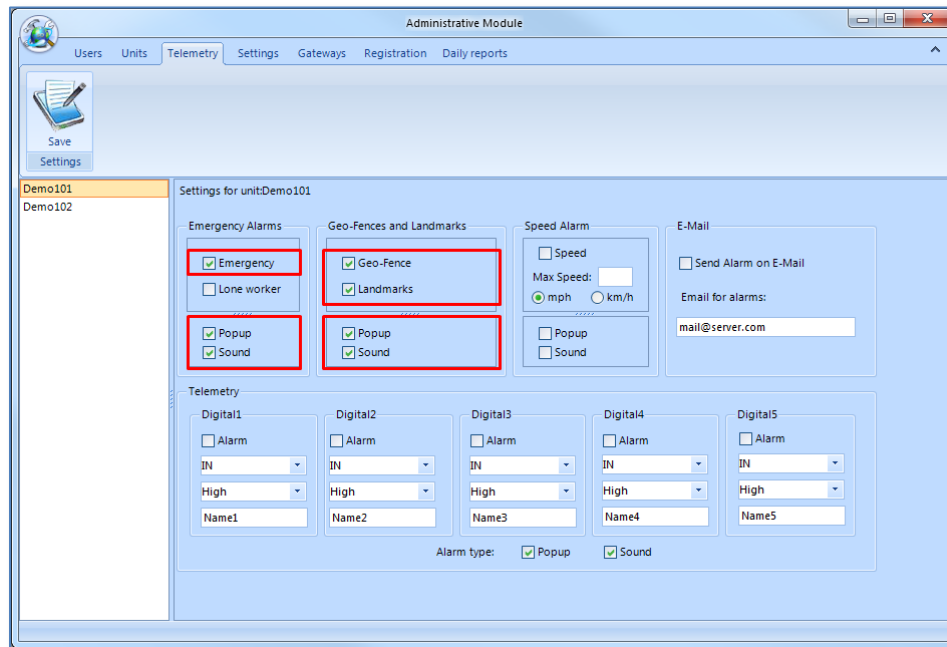
The selected units will be assigned to the specific user.



## 7.6 See notifications on the screen with sound

In order to view notifications / alarms on the screen with sound:

1. On the **Main** menu, click the **Telemetry** tab.
2. From the list of units defined, select the one for which you want to activate notifications on the screen with sound.
3. Select the desired alarms and make sure to select both **Popup** and **Sound** options under the sections where you have selected alarm types.

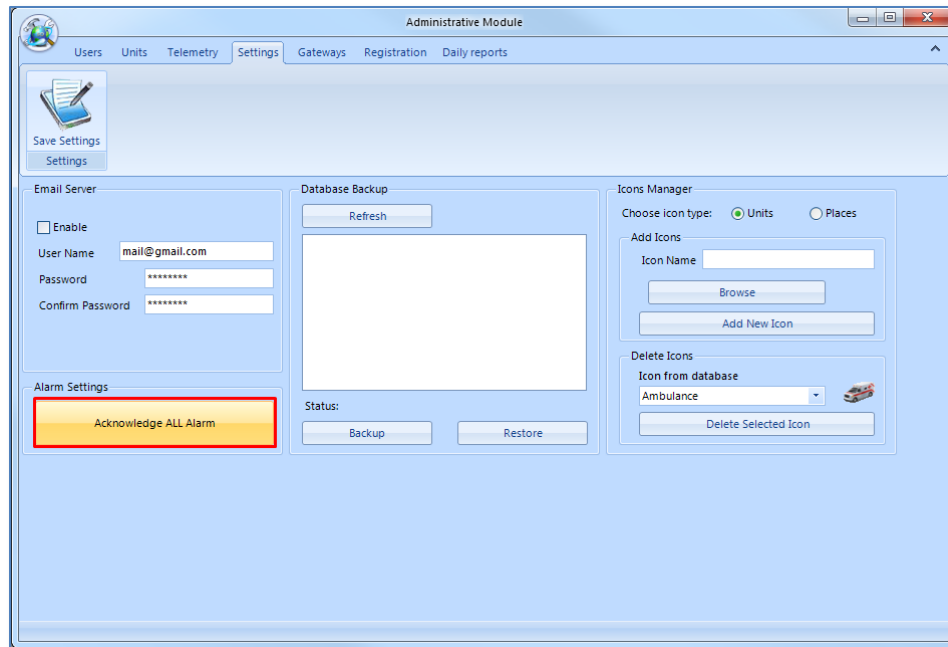


4. Click the **Save** icon at the upper-left corner of the page.

## 7.7 Delete alarms

To delete alarms (in case you have many alarms):

1. On the **Main** menu click the **Settings** tab
2. Click the **Acknowledge All Alarms** button.



A dialog notifies you that all alarms have been acknowledged.

## 7.8 Receive alarms notifications by E-mail

To receive alarms notifications to a specific E-mail address:

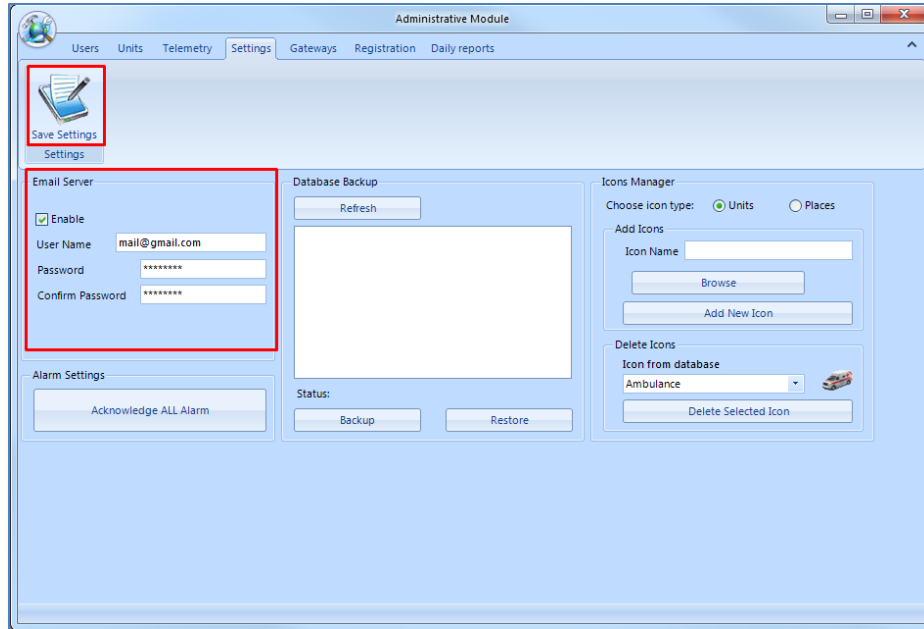
1. On the Main menu, click the **Settings** tab
2. On the E-mail Server section, select the **Enable** checkbox and set up the E-mail server details (username and password, confirm password).

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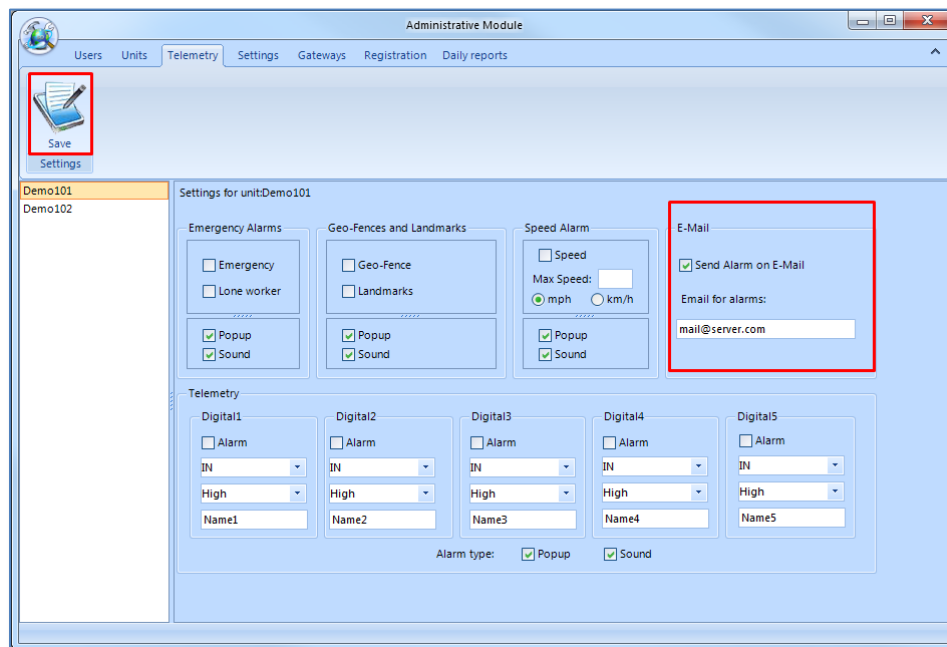
**NOTE:** The E-mail server assigned to SafeDispatch must be Gmail.

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3. Click the **Save Settings** icon at the upper-left corner of the page.



4. On the **Main** menu, click the **Telemetry** tab.
5. Select the unit from the list on the left side of the page.
6. On the E-mail section, select the **Send Alarm by E-mail** checkbox.
7. Enter the E-mail address to which the alarm notifications will be sent and click at the upper-left side of the page click the **Save** button.



When an alarm will be raised for the previously selected unit, a notification will be sent by E-mail to the recipient specified in the **E-mail for alarms** field.