SafeDispatch 5

User'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.

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1 Introduction

SafeDispatch 5 is a set of modules primarily designed for monitoring distribution from your facility with GPS based location information and environmental data provided by your radio systems.

This guide walks you through the SafeDispatch 5 application.

1.1 Before using SafeDispatch 5

- Make sure that you have properly installed and configured the system. Read the *SafeMobile SafeDispatch Installation and Configuration Guide*.
- Make sure that the Application Server and the MOTOTRBO® Gateway are running in the background by double-clicking the corresponding icons from your desktop and minimizing the applications.

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2 SafeDispatch 5 at a Glance

This section gives an overview on how the SafeDispatch 5 interface looks like.

2.1 Log into SafeDispatch 5

To log into the SafeDispatch 5 application:

1. Double-click the icon from your desktop. The Login page displays.

2. From the **Login** drop-down list select the username (**default** is a user predefined in the system to help you walk through the application) and in the **Password** field enter the **User Password** set at installation or provided to you by the designated administrator.
3. Select the preferred language (Default value is English) and click the **Login** button.

The SafeDispatch workspace opens **Live.**

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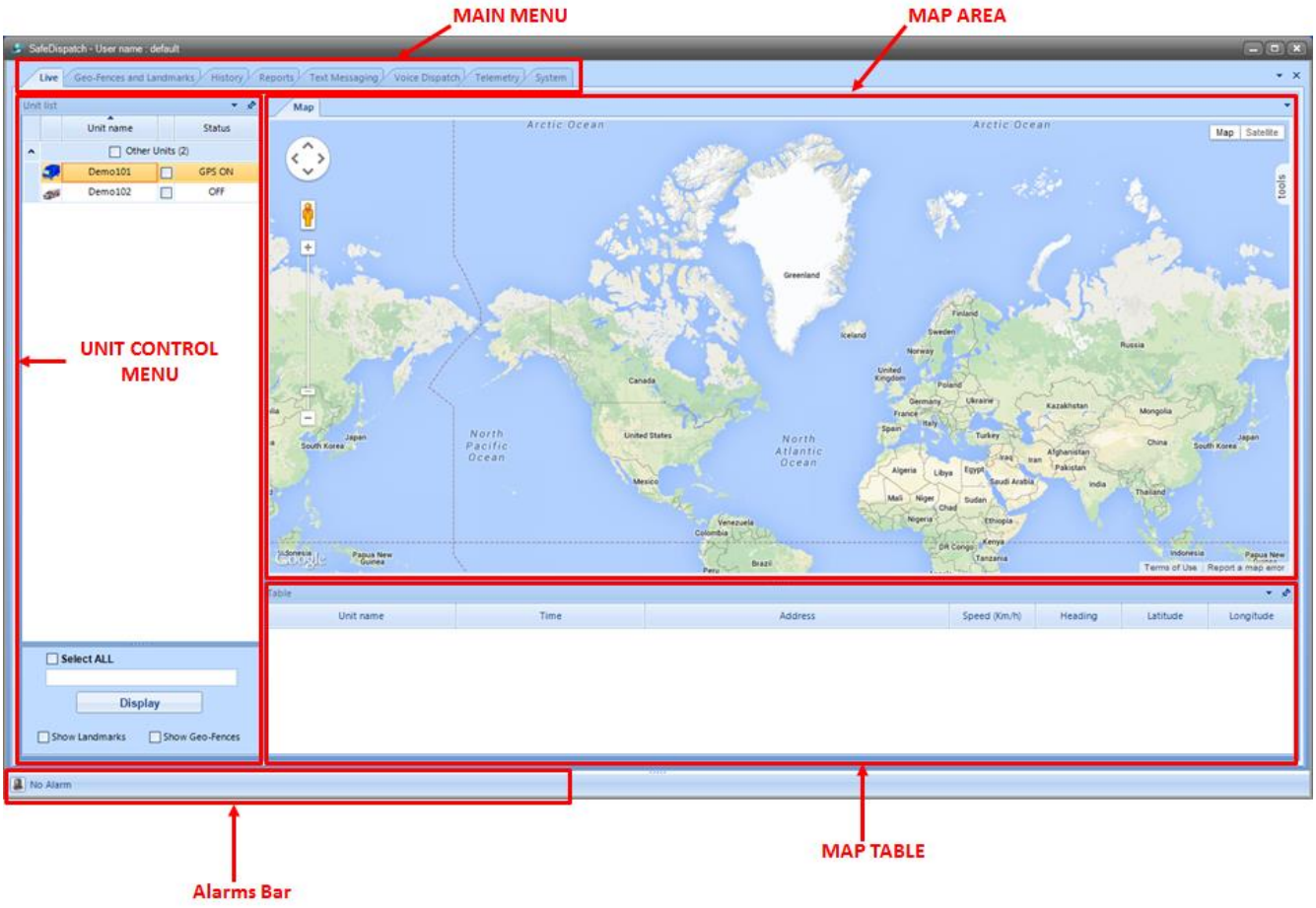

2.1.1 Mapping Area

The Mapping Area displays the location of your units on the map.

Use the + / - icons to zoom in and out within the selected map. You can **Pan** the map by selecting and dragging your mouse within the Mapping Area to your desired viewpoint, or by using the button on the map.

The **Map View Tools** allow you to change your view based on the information that you need from the map:

- **Map**: displays street map detail.
- **Satellite**: displays satellite imagery.

The **Tools** icon on the right of the map allows you to access traffic patterns and to look for the desired addresses.

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2.1.2 Main Menu

The Main Menu contains tabs which allow you to access your data, communicate with your fleet and report information related to your business:

- **Live**: Track your mobile assets.
- **Geo-Fences and Landmarks**: Set up zones and monitoring parameters.
- **History**: View the tracking history of your assets.
- **Reports**: Review reports available for monitoring purposes.
- **Text Messaging**: Send and receive text messages.
- **Voice Dispatch**: Communicate from your computer through the control station to the unit(s) in the field.
- **Telemetry**: Monitor and trigger digital events.
- **System**: View software event logs.

2.1.3 Unit Control Menu

The **Unit Control Menu** provides the means to view units on the map. You can input any number of units, manually select to view each individually or view groups of your units all at one time on the map.

2.1.4 Alarms Bar

Notifies you on alarms that might occur.

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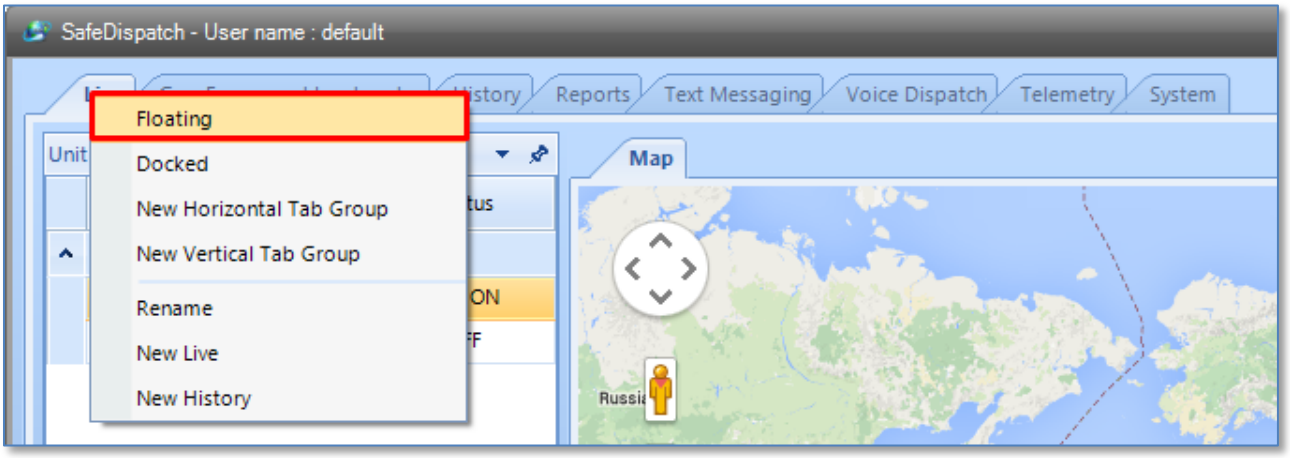
2.2 Multi-Screen Customization

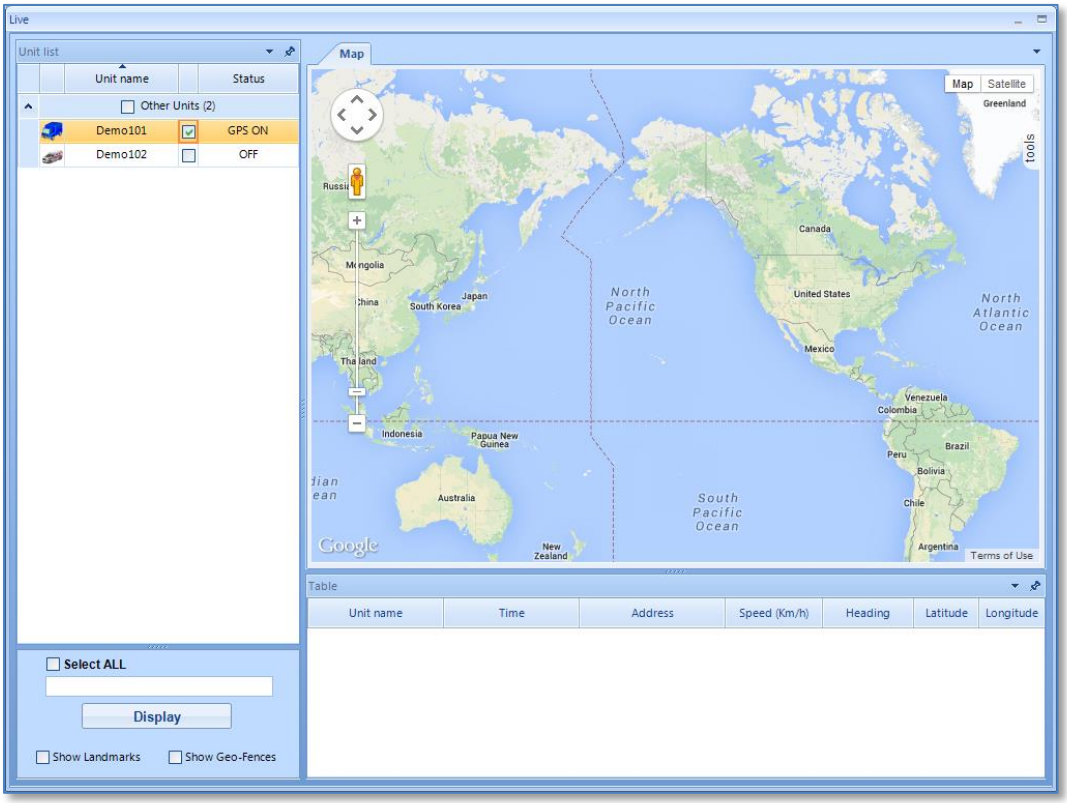
Multi-Screen customization is available on a computer that is able to support multiple monitors. SafeDispatch has a built-in feature that allows you to designate tasks and suites separately to different screens within their workstation.

To assign tabs to different screens:

1. Place the cursor over the tab you wish to detach from the **Main Menu**.
2. Right-click on the desired tab and select the **Floating** option.



The selected tab is detached from the **Main Menu** and you can relocate it to another screen.



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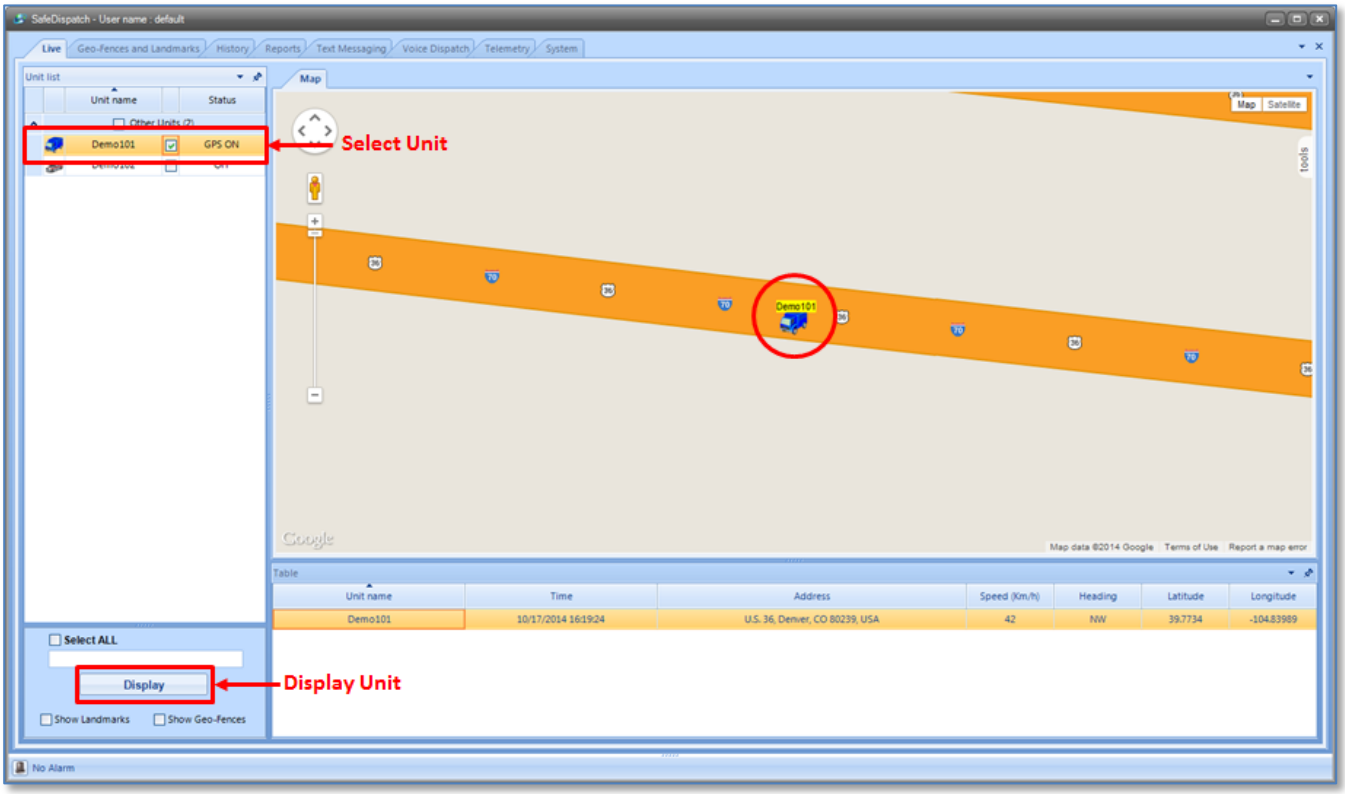
3 Viewing Units Live Information

The SafeDispatch **Live** workspace allows you to track the mobile assets in real-time.

3.1 View units on the map

To view a specific unit on the map:

1. From the **Main Menu** click the **Live** tab.
2. From the **Unit Control Menu**, select the desired unit(s).
   If you want to view all units on the map, click the **Select All** checkbox.
3. Click the **Display** button.



The Status indicator indicates the status of the radio station:

- **ON** – The radio is on.
- **GPS ON** – The radio is sending GPS position from the GPS message transmission until GPS POOR.
- **NO GPS FIX** – The radio is on without GPS signal (not sending location information).
- **GPS POOR** – The radio is on but no GPS signal has been received from time GPS signal received until the number of heart beats set in the Administrative module; whereas default value is two hear beats.
- **MADE OFF** – The radio status is unknown. When in a car; the radio station is forced to power-off from the engine instead of using the shutdown command, SafeDispatch will receive no GPS report

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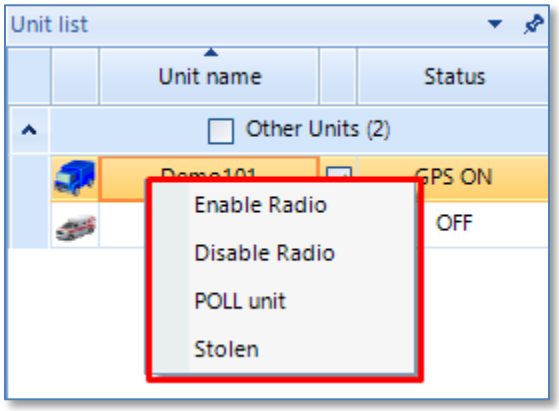
and after a number of unsuccessful interval requests set in the Administrative module (whereas default is four heart beats), the radio station status will be set to **MADE OFF**.

- **OFF** - The radio is off.
- **Enable/Disable –** Indicates whether you have enabled / disabled the unit.
- **Emergency –** Indicates whether the selected unit has an emergency.

3.2 Select unit status

To set the status of a specific unit:

1. From the **Main Menu** click the **Live** tab.
2. From the **Unit Control Menu**, right-click on the desired unit.

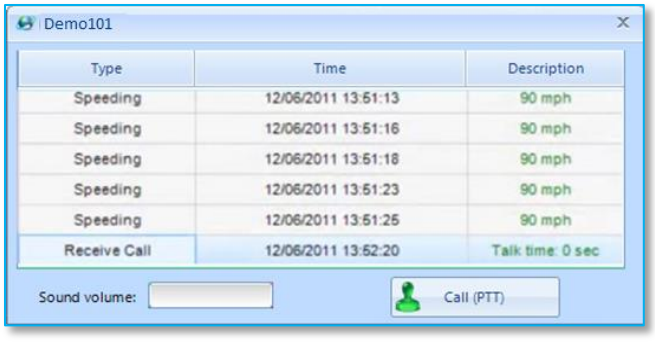


3. Choose the status from the list.

3.3 Quick view unit log details

To view historical details of a unit:

1. From the **Main Menu** click the **Live** tab.
2. From the **Unit Control Menu**, double-click on the desired unit.



A page displays the historical details of the selected unit including: alarms, text messages and calls initiated/received.

If **Voice Dispatch Suite** is enabled, you can make direct calls to the selected unit by clicking the Call (PTT) button.

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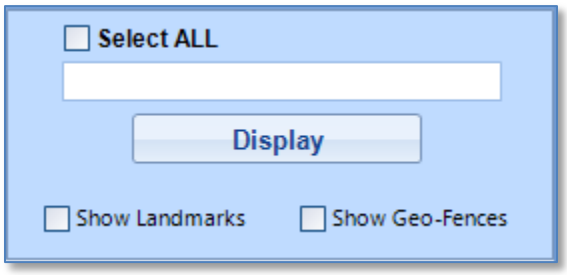
3.4 Search a specific unit

You can find your unit by either scrolling-down the **Unit list** or by entering using the Search box under the Units list.

To search for a specific unit:

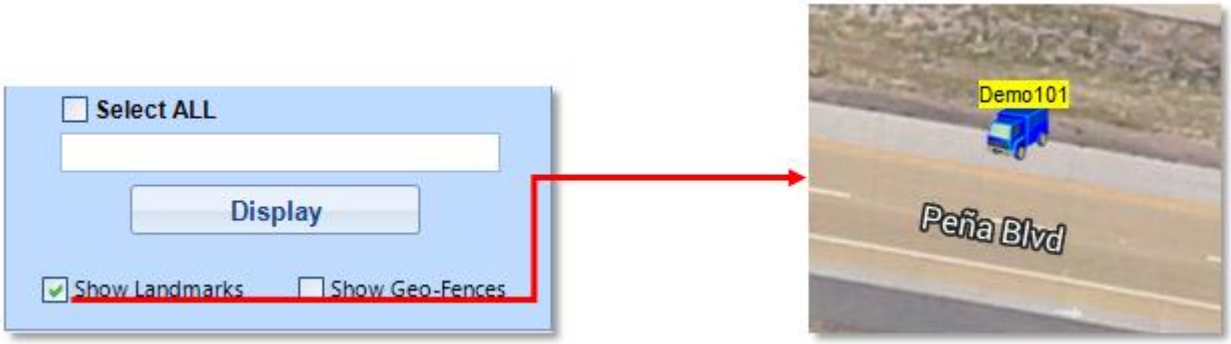
1. From the **Main Menu** click the **Live** tab.
2. Under the Unit list, in the Search box enter the unit name and click the **Display** button.



3.5 View unit Landmarks and Geo-Fencing details

To quickly view Landmarks and Geo-Fencing details for a specific unit:

1. From the **Main Menu** click the **Live** tab.
2. From the **Unit Control Menu**, select the desired unit and under the **Unit list** select either the **Show Landmarks** option or the **Show Geo-Fences** option (of both).
3. From the **Main Menu** click the **Live** tab.



4. Click the **Display** button. The unit displays on the Map with Landmark and /or Geo=Fencing details as previously selected.

3.6 View alarms

To view existing alarms:

1. From the **Main Menu** click the **Live** tab.
2. At the bottom left-corner of the Live page, double-click the **Alarms** icon.

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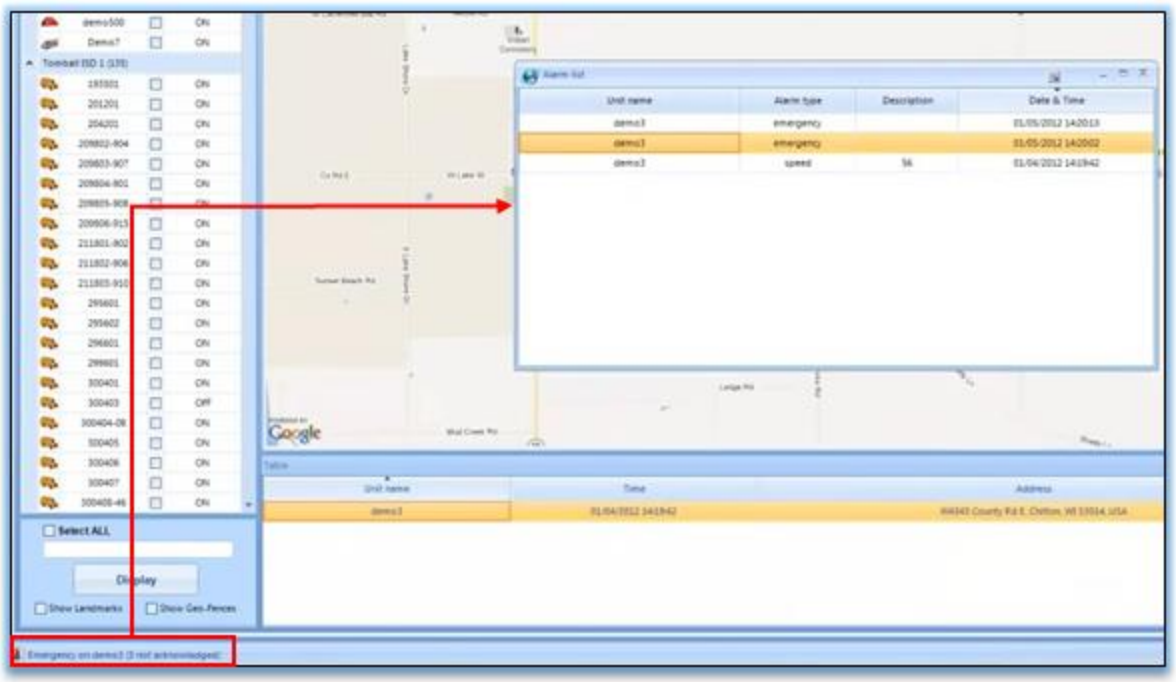

Alarms appear based on the following policies:

- **Geo-Fencing / Landmarks Policy**: When a subscriber leaves a region or particular location.
- **Speed Policy**: When a subscriber has exceeded the predefined speed limit.
- **Emergency situations that have arisen / Lone Worker Policy**: The dispatcher can set a time interval in which a communication with the radio station user is expected. This setting is made within the MOTOTRBO® CPS.
- **Telemetry:** Indicate telemetry states as configured in the Administrative module.

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4 Using Geo Fencing and Landmarks

SafeDispatch Geo-Fencing allows you to establish specific zones on the map which help you identify when a unit travels the defined area (e.g. delivery route, city limits, and campus or property lines).

SafeDispatch Landmarks allows you to notate important points on your map which help you when a unit is near that location. (e.g., delivery locations, your warehouse, service stations).

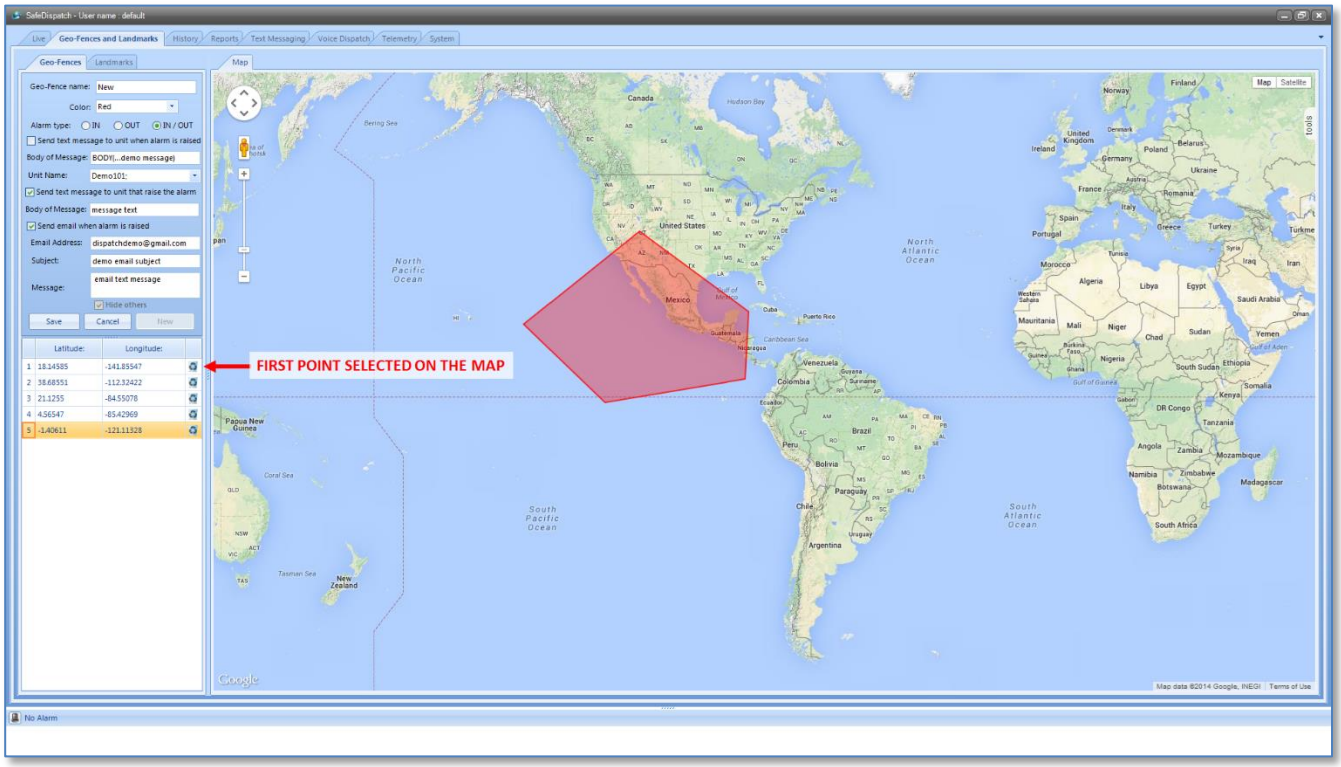
4.1.1 Create a Geo-Fence

To create a Geo-Fence:

1. From the **Main Menu** click the **Geo-Fencing and Landmarks** tab.
2. Select the **Geo-Fences** tab and click the **New** button.
3. Enter a name for the new Geo-Fence, select the colour of the Geo-Fence, select the **Unit Name** and optionally choose to send a message to the unit when an alarm appears and set the details of the message to be sent.
4. Within the Mapping Area select the zone points to define the geographical area by selecting and dragging the mouse within the Mapping Area to your desired view point.

NOTE: Select at least three points in order to create the Geo-Fence.

The latitude and longitude coordinates will be automatically displayed.



5. Click the **Save** button and the Geo-Fence is created.

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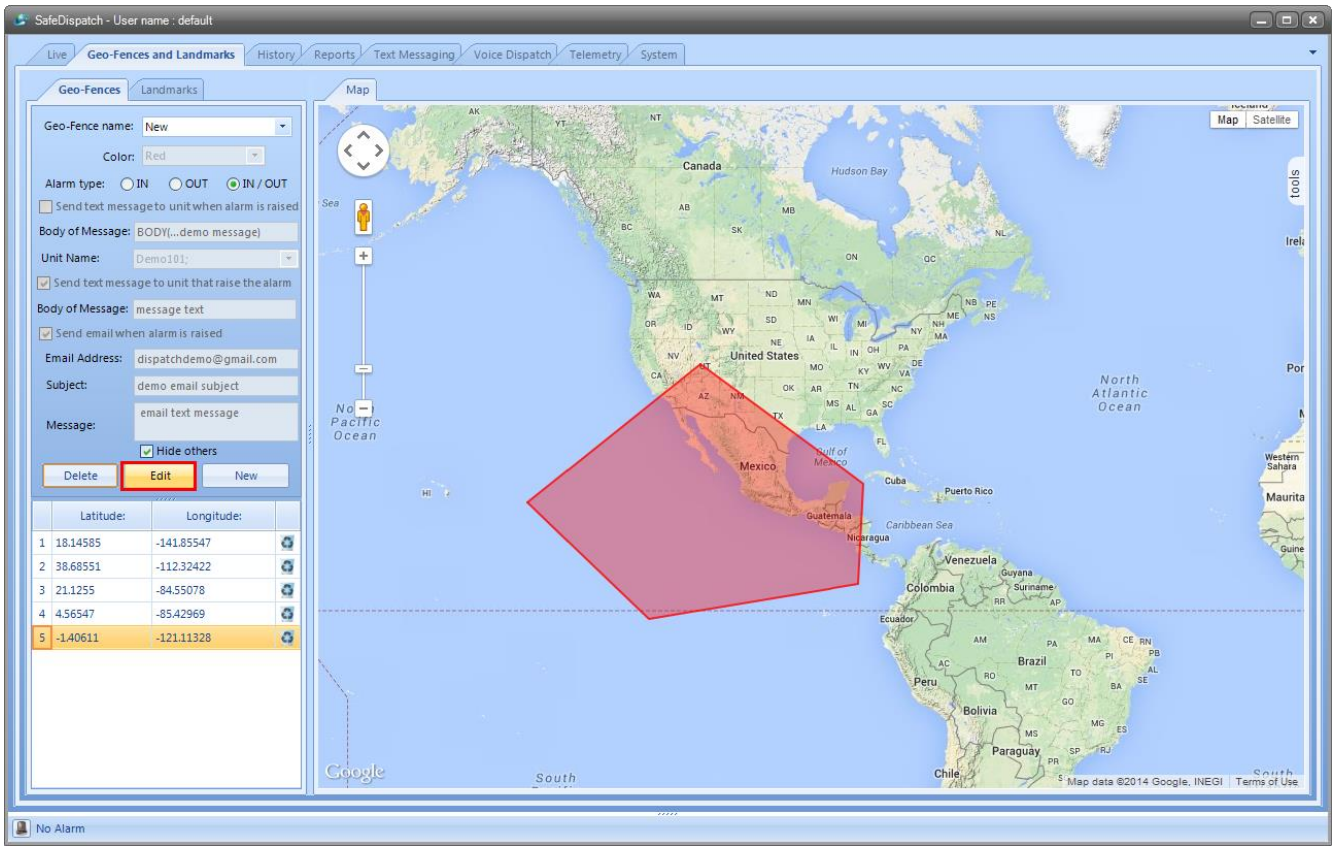
4.1.2 Edit a Geo-Fence

To edit a Geo-Fence:

1. From the **Main Menu** click the **Geo-Fencing and Landmarks** tab.
2. Select the **Geo-Fences** tab.
3. From the **Geo-Fence Name** drop-down list select the desired Geo-Fence and click the **Edit** button.



4. Make the desired settings then click the **Save** button.

4.2 Delete a Geo-Fence

To delete a Geo-Fence:

1. From the **Main Menu** click the **Geo-Fencing and Landmarks** tab.
2. Select the **Geo-Fences** tab.
3. From the **Geo-Fence Name** drop-down list select the desired Geo-Fence and click the **Delete** button. A confirmation dialog is displayed.
4. Click **Yes** to confirm the Geo-Fence deletion.

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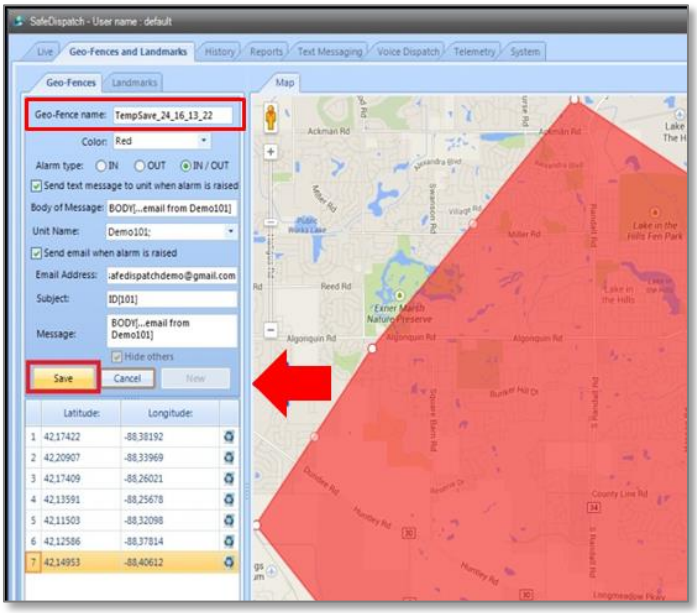
4.3 Save a draft Geo-Fence

If during the creation of a Geo-Fence you navigate to a different page, the Geo-Fence is saved in a temporary file within the system.

To save the Geo-Fence you previously started to create:

1. From the **Main Menu** click the **Geo-Fencing and Landmarks** tab.
2. Select the **Geo-Fences** tab.
3. From the **Geo-Fence Name** drop-down list select the temporary created Geo-Fence (its name starts with **Temp**), continue setting the Geo-Fence if you previously did not finished creating it and click the **Save** button.



4.4 Create a Landmark

To create a Landmark:

1. From the **Main Menu** click the **Geo-Fencing and Landmarks** tab.
2. Select the **Landmarks** tab and click the **New** button.
3. Enter the Landmark name and description.
4. Click the **Map** icon next to the Latitude and Longitude fields.
5. Find on the map the desired location and double-click it. The **Latitude** and **Longitude** fields are automatically filled in with the coordinates of the selected location on the map.
6. Select the **Landmark Type** from the corresponding drop-down list.

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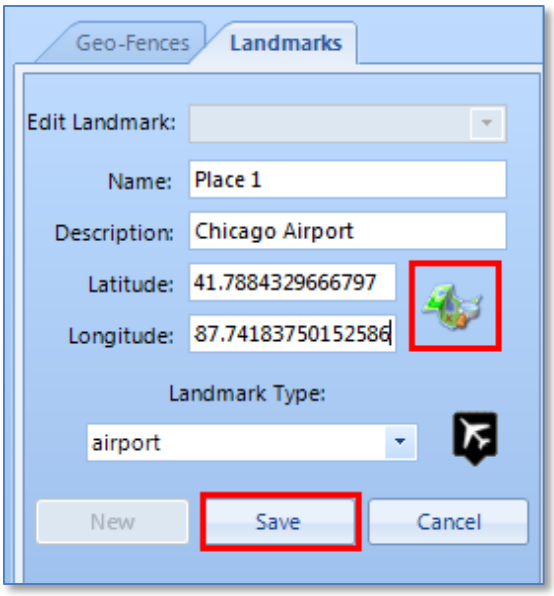

7. Click the **Save** button.

The landmark is saved and it displays in the Mapping Area.

4.5 Edit a Landmark

To edit a Landmark:

1. From the **Main Menu** click the **Geo-Fencing and Landmarks** tab.
2. Select the **Landmarks** tab.
3. From the **Edit Landmark** drop-down list select the desired Landmark name and click the **Edit** button.
4. Make the desired settings then click the **Save** button.

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4.6 Delete a Landmark

To delete a Landmark:

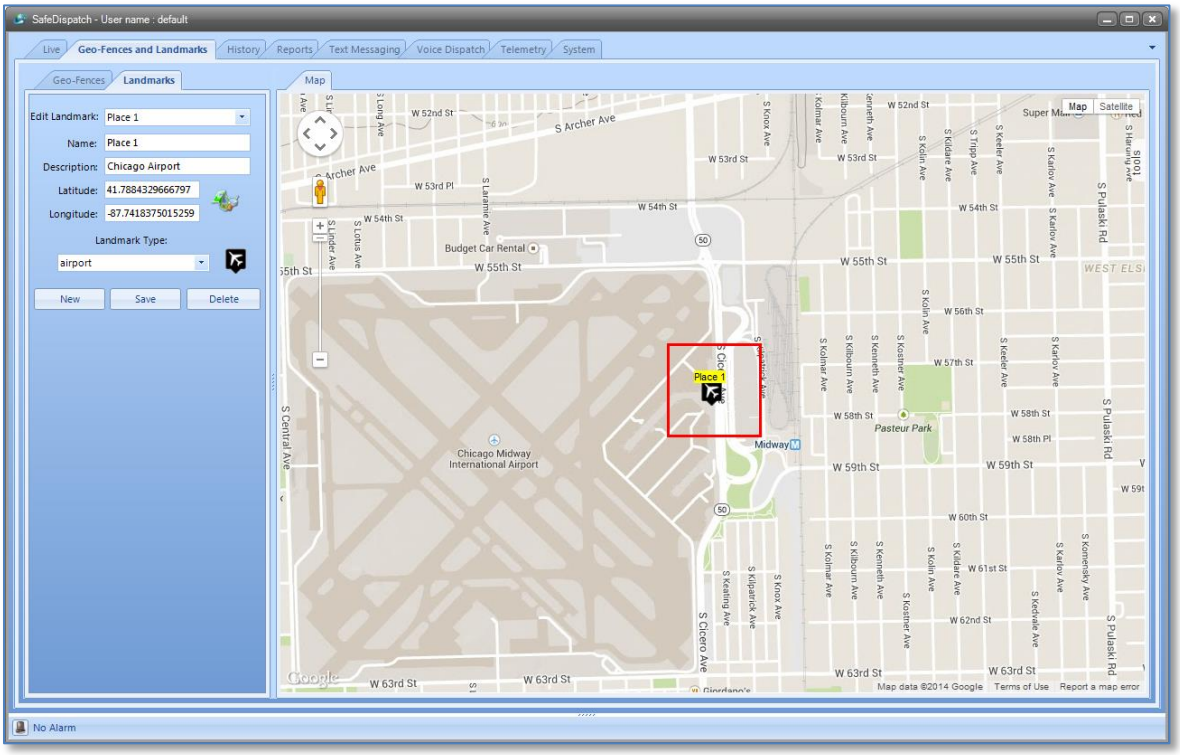
1. From the **Main Menu** click the **Geo-Fencing and Landmarks** tab.
2. Select the **Geo-Fences** tab.
3. From the **Edit Landmark** drop-down list select the desired Landmark and click the **Delete** button. A confirmation dialog is displayed.
4. Click **Yes** to confirm the Landmark deletion.

4.7 Display Landmarks on the map

The Landmarks Mapping Area also interacts with Google Maps to display the location of your **Landmarks** on the map.

To display a landmark on the map:

1. From the **Main Menu** click the **Geo-Fencing and Landmarks** tab.
2. Select the **Landmarks** tab.
3. From the **Edit Landmark** drop-down list select the desired Landmark name. The landmark will display on the map.



The **Tools** icon at the upper-right corner of the Map allows you to access traffic patterns and to look for desired addresses in relation to your specific Landmark.

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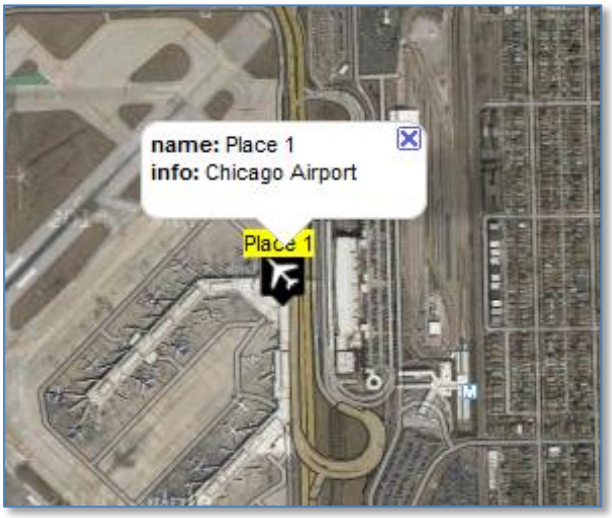
To view details of a landmark on the Map, click the **Landmark** icon on the map.



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5 Viewing Historical Information

The route data of your units is stored in the SafeDispatch database either for the last twenty-four hours or during an interval defined in the Administrative module. For details on how to set this interval, read the *SafeDispatch Installation and Configuration Guide*.

To view the route data of your units, from the **Main Menu** click the **History** tab.

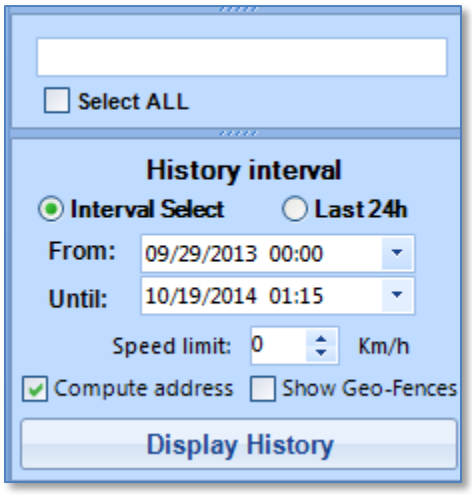
5.1 View units route

1. Select the desired unit by clicking it in the **Unit Name** list.

   You can select multiple units to view on the map multiple, however we recommend you to change units color by clicking the dot in front of the unit name and selecting different color for your units in order to properly track them on the map.

   You can choose to see all units on the map by clicking the **Select All** checkbox.

2. Set the history storage interval by selecting either **Interval Select** or **Last 24h**.



   If you select an interval, select from the drop-down lists a start and end date to replay.

3. Optionally, select the **Compute addresses** checkbox in order to view detailed information for each position on the map.

4. Click the **Display History** button.

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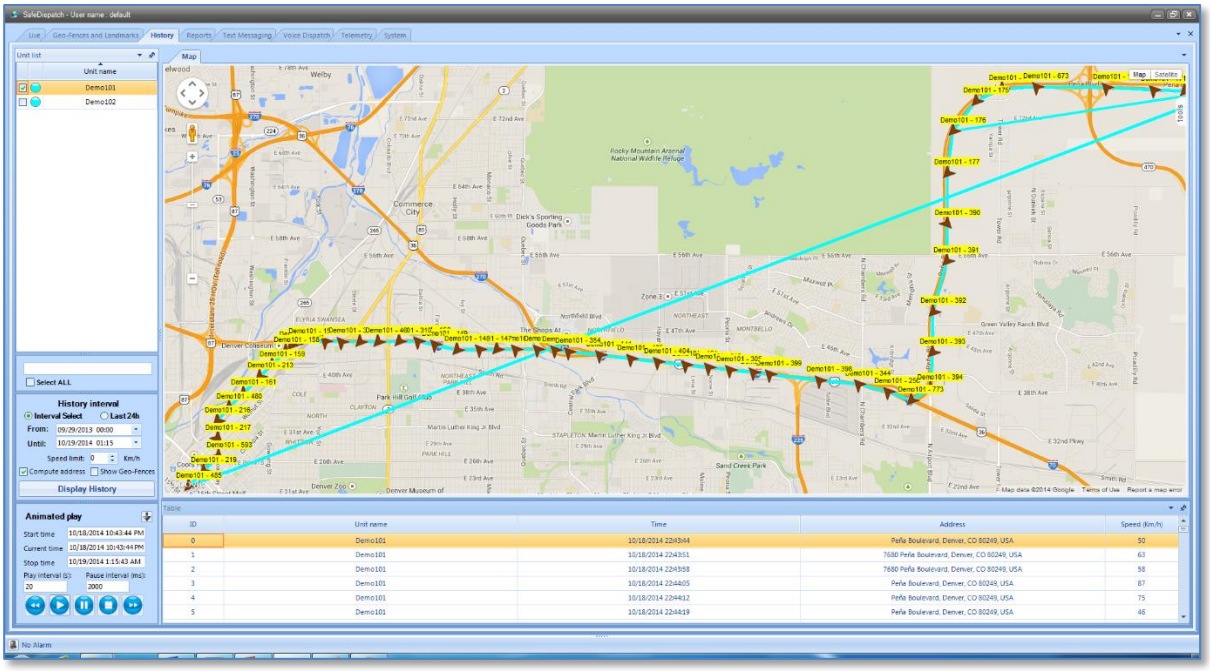


5.2 View animated units route

SafeDispatch also allows you to view animated, displaying an outline of the units movements within a selected period of time.

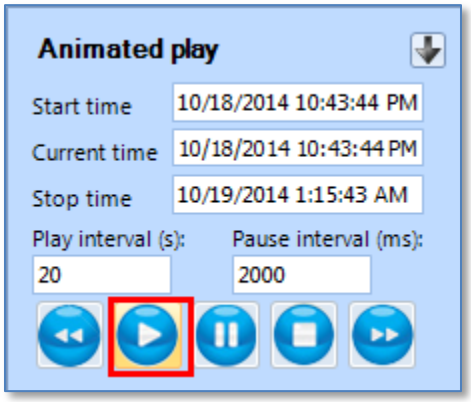
1. Select the desired unit by clicking it in the **Unit Name** list.

   You can select multiple units to view on the map multiple, however we recommend you to change units color by clicking the dot in front of the unit name and selecting different color for your units in order to properly track them on the map.

   You can choose to see all units on the map by clicking the **Select All** checkbox.

2. In the Animated play section, enter a selected Start Time, the Current Time and a desired Stop Time.

3. Set the rate of the animation playback by setting the **Play Interval** and **Pause Interval** fields.



4. Click the **Play** button.

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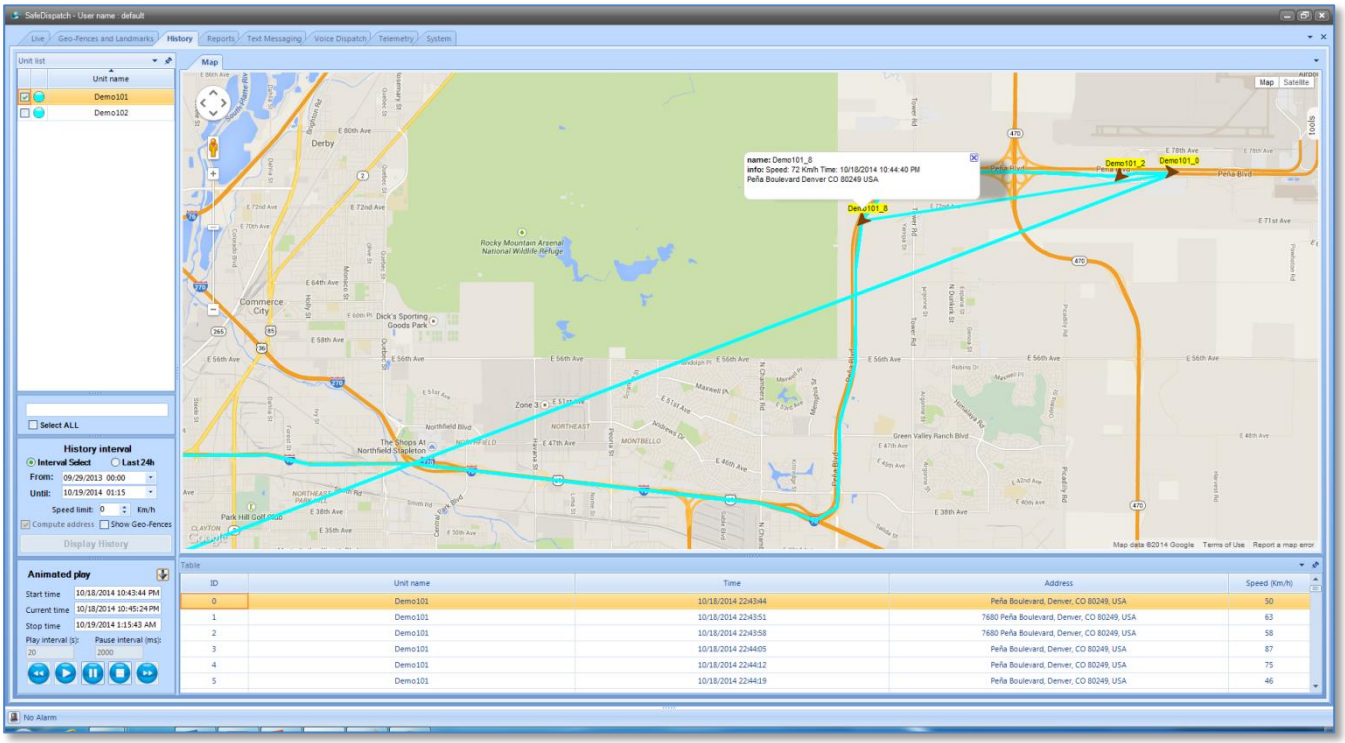
The animation play displays on the map.



The historical data pertaining to the selected unit is represented by positions in the table below the Map Area. You can filter the data within the table by a column by clicking the spefici statistic's header.

To view a specific statistic on the map (movement speed, address or time), double-click a line from the table.

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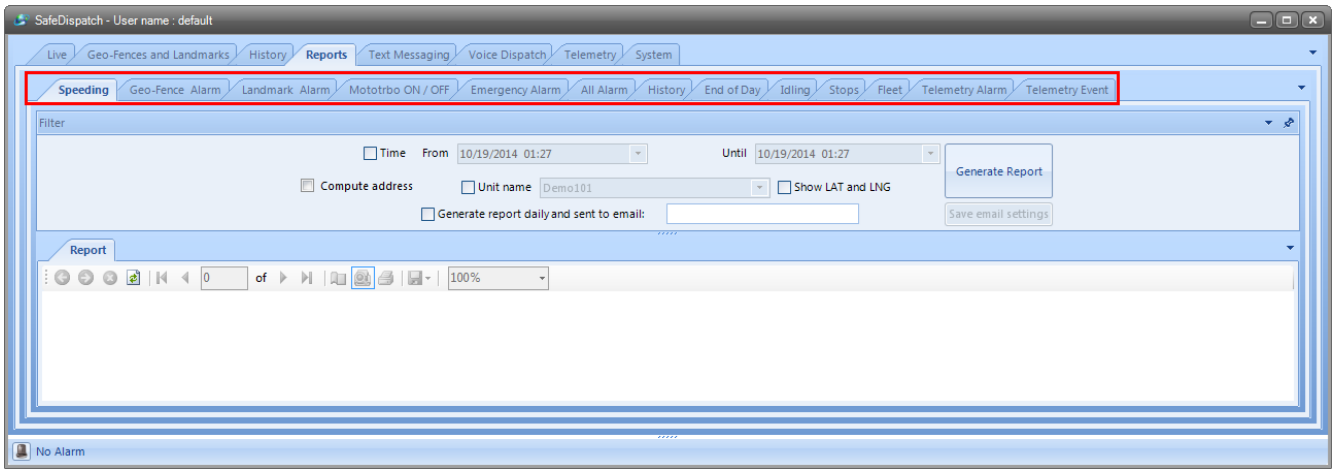
6 Working with Reports

The SafeDispatch reports assist you in monitoring the performance of your personnel, help enforce safety and provide the status of your radios, while maintaining an activity trail of pertinent information for further study.



SafeDispatch provides an enhanced set of predefined reports which allow you to easily analyze the data:

- **Speeding**: Review when and where a speed policy violation has occurred.
- **Geo-Fence Alarm**: Monitor whether a unit has moved outside of a defined area.
- **Landmark Alarm**: Monitor whether a unit has arrived or left a landmark area.
- **Mototrbo On /Off:** Observe when units are on or off during a time period.
- **Emergency Alarm**: Examine emergency situations that have arisen.
- **All Alarm**: Detail all alarms at a glance.
- **History**: Record historical data in detail.
- **End of Day**: Recap operating activity per unit for a given day.
- **Idling:** Review Idling events for vehicles.
- **Stops**: Notate stops along a unit's daily route.
- **Fleet**: Daily activity of your entire fleet.
- **Telemetry Alarm**: Factor major events significant to fleet performance.
- **Telemetry Event**: View actions important to fleet operation.

The types of reports displays as a menu under the **Main Menu.**

NOTE: Please pay special attention that the following types of reports display **statistical information** based on rough information from the database: **End of Day**, **Idling**, **Stops** and **Fleet**.

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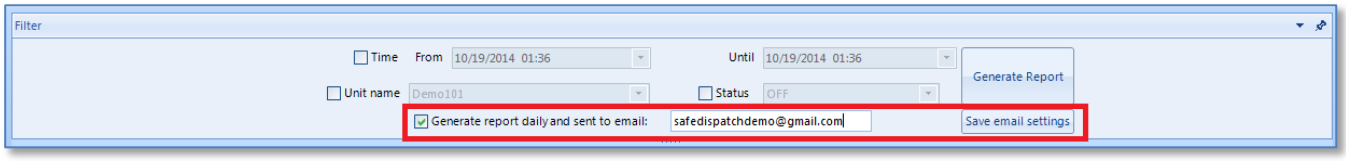
6.1 Generate a report

To generate a report:

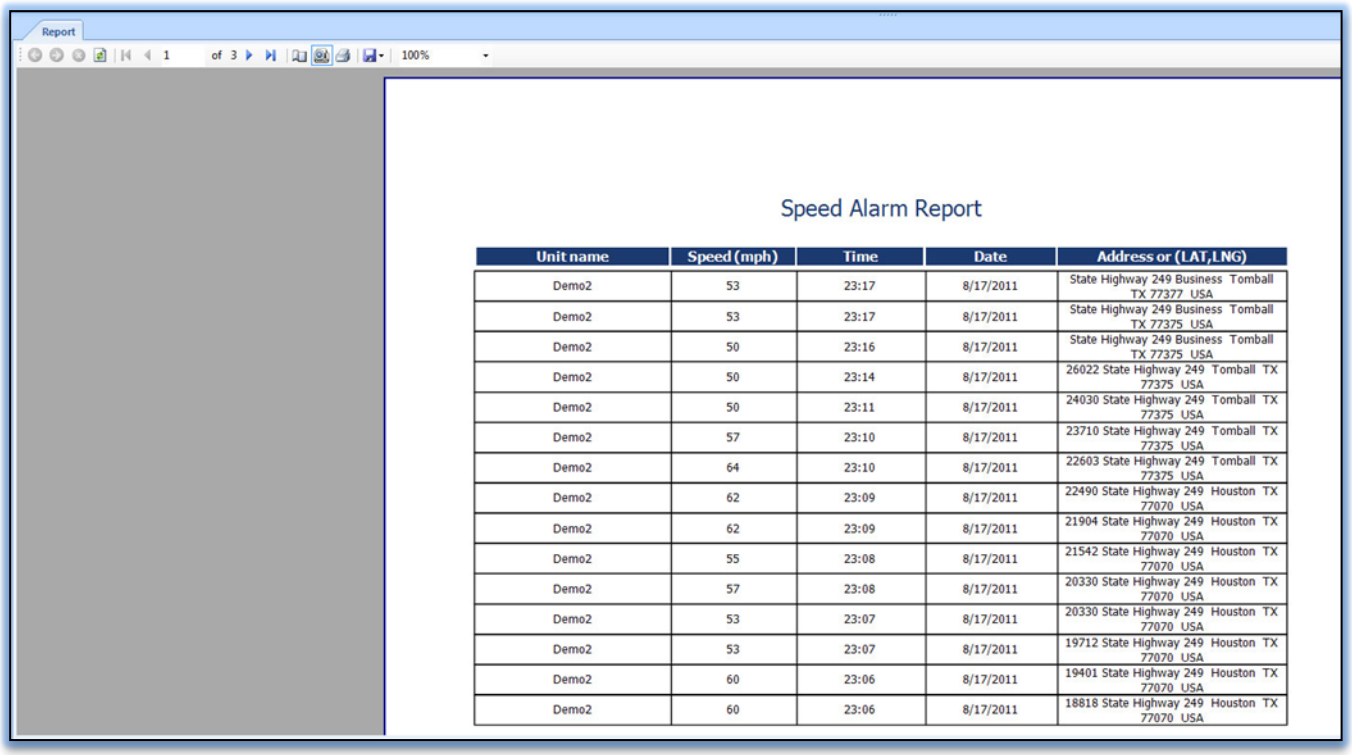
1. On the **Main Menu**, click the **Reports** tab.
2. On the **Reports Type** menu, click the tab corresponding to the type of report you want to generate.
3. Enter the mandatory parameters and select the unit for which you want to view data.

   If you want the report to be daily generated and sent to you by email, check the **Generate the report daily and send to email** checkbox, enter the E-mail address and click the **Save email settings** button.



4. Click the **Generate Report** button.

A preview of the requested report will display.



Unit name	Speed (mph)	Time	Date	Address or (LAT,LNG)
Demo2	53	23:17	8/17/2011	State Highway 249 Business Tomball TX 77377 USA
Demo2	53	23:17	8/17/2011	State Highway 249 Business Tomball TX 77375 USA
Demo2	50	23:16	8/17/2011	State Highway 249 Business Tomball TX 77375 USA
Demo2	50	23:14	8/17/2011	26022 State Highway 249 Tomball TX 77375 USA
Demo2	50	23:11	8/17/2011	24030 State Highway 249 Tomball TX 77375 USA
Demo2	57	23:10	8/17/2011	23710 State Highway 249 Tomball TX 77375 USA
Demo2	64	23:10	8/17/2011	22603 State Highway 249 Tomball TX 77375 USA
Demo2	62	23:09	8/17/2011	22490 State Highway 249 Houston TX 77070 USA
Demo2	62	23:09	8/17/2011	21904 State Highway 249 Houston TX 77070 USA
Demo2	55	23:08	8/17/2011	21542 State Highway 249 Houston TX 77070 USA
Demo2	57	23:08	8/17/2011	20330 State Highway 249 Houston TX 77070 USA
Demo2	53	23:07	8/17/2011	20330 State Highway 249 Houston TX 77070 USA
Demo2	53	23:07	8/17/2011	19712 State Highway 249 Houston TX 77070 USA
Demo2	60	23:06	8/17/2011	19401 State Highway 249 Houston TX 77070 USA
Demo2	60	23:06	8/17/2011	18818 State Highway 249 Houston TX 77070 USA

6.2 Export a report

You can save the report on your disk by clicking the **Save** icon at the upper-left corner of the report and choosing the desired output format for the report.

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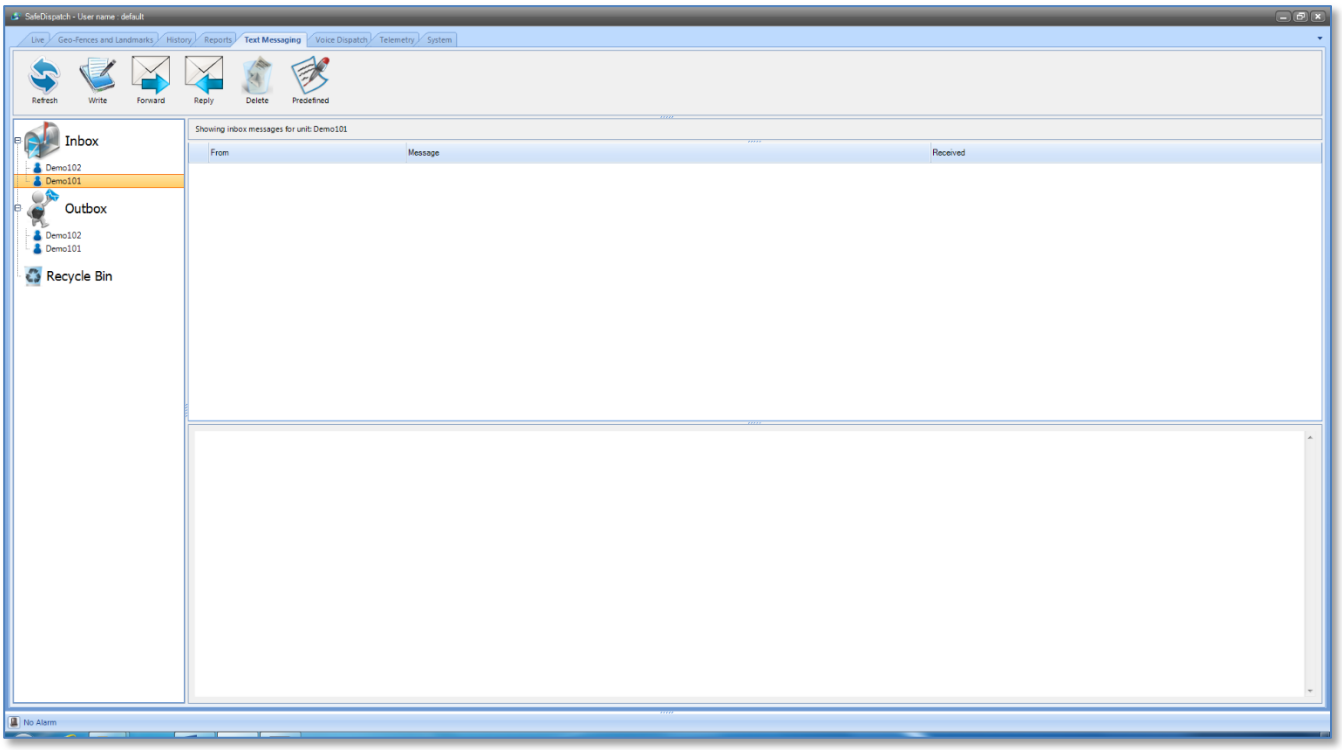
7 Sending / Receiving Text Messages

SafeDispatch 5.0 allows sending text messages between units and your dispatcher through the **Text Messaging** tab. The messaging interface is arranged like email with an **Inbox**, **Outbox** and **Recycle Bin**.



SafeDispatch allows text messages to be sent from an email address to a unit and from a unit to any email address.

7.1 Send a new message

To send a new message to a unit:

1. On the **Main Menu**, click the **Text Messaging** tab.
2. From the text messages options, click **Write.**
3. From the Units list select the unit to which you will send the message.
4. Write the text message or select it from the list of predefined messages.

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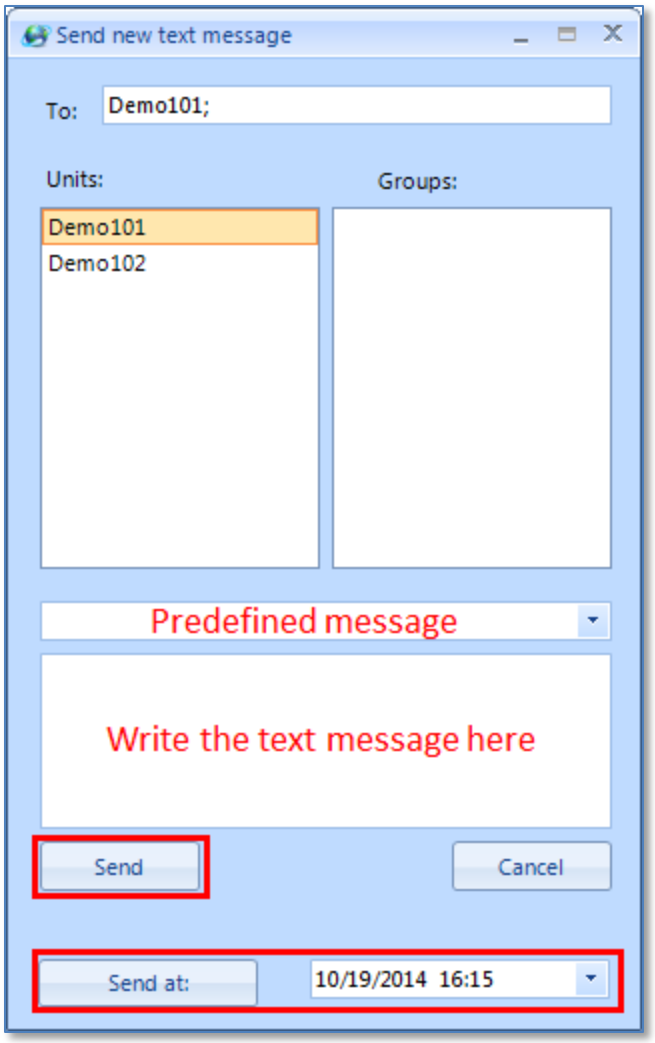

NOTE: Messages are limited to 140 characters

5. You can either instantly send the text message to the intended recipient by clicking the **Send** button or you can send at a specific date and time by choosing it from the drop-down list next to the **Send at** button, then clicking the **Send at** button.

7.2 Create predefined text messages

Predefined messages are customizable quick texts that can be set for repetitive use.

To create a predefined text message:

1. On the **Main Menu**, click the **Text Messaging** tab.
2. From the text messages options, click **Predefined**.

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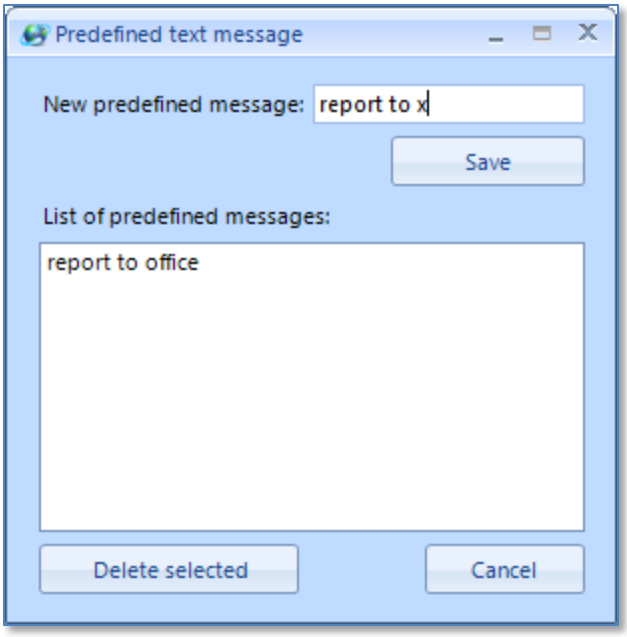

3. Enter the text message in the **New predefined message** field and click the **Save** button. The message will be displayed in the **List of predefined messages** section.

7.3 Send a message to a group of units

To send a text message to a group of units at the same time:

1. On the **Main Menu**, click the **Text Messaging** tab.
2. From the text messages options, click **Write.**
3. From the Units list select multiple units to which you will send the message.

> **NOTE**: The maximum number of text messages send from the base station at the same time is 10. Therefore, if you choose more than 10 units, some of the recipients will not receive the message.

4. Write the text message or select it from the list of predefined messages.

> **NOTE**: Messages are limited to 140 characters

5. You can either instantly send the text message to the intended recipient by clicking the **Send** button.

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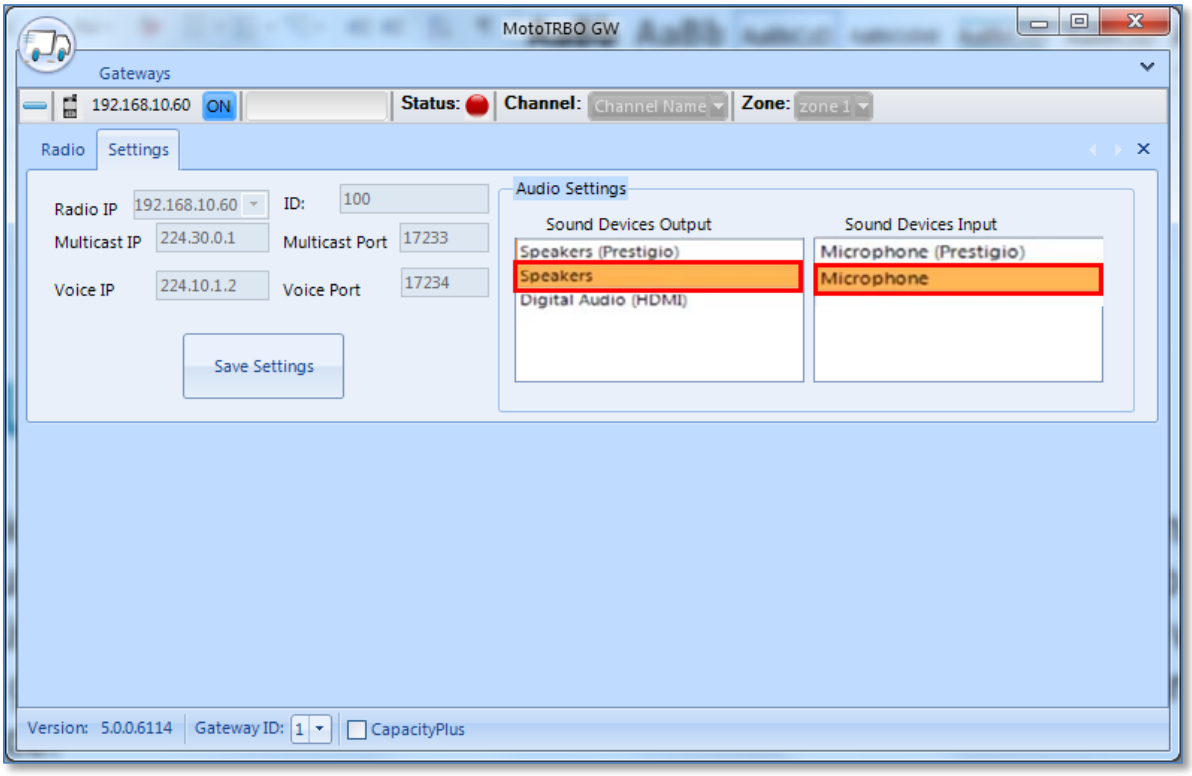
8 Using Voice Dispatch

The **Voice Dispatch** suite allows you to communicate from your computer through the control station to the unit(s) in the field. The **+** icon in front of a unit allows you to expand a unit within the Radio Menu List and select setting or answer/initiate a call. You can send voice messages to the entire fleet, certain groups or converse with a unit alone in a private call. Exchanges are recorded for later reference.

NOTE: A unit will not be able to receive any voice from dispatchers that are monitoring on different channels. A call from unit to unit will not display within SafeDispatch.

8.1 Configure settings for Voice Dispatch

1. Open the MOTOTRBO Gateway application by double-clicking the icon on your desktop.
2. Click the **+** icon in front of the gateway to expand gateway settings.
3. Click the **Settings** tab and on the Audio Settings section select the **Speakers** as your output device and **Microphone** as your Input device.



4. On your computer, go to **Start**>**Control Panel**>**Hardware and Sound**>**Sound** and click the **Playback** tab and select **Speakers**.

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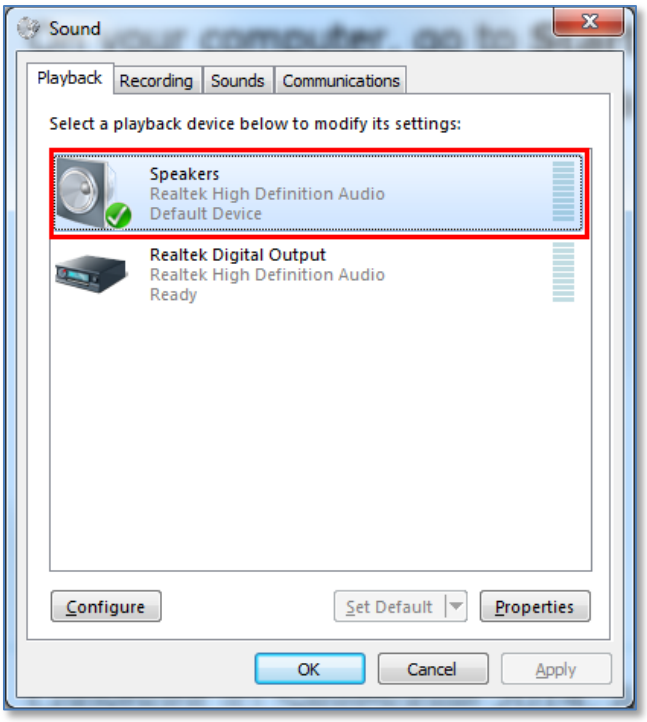
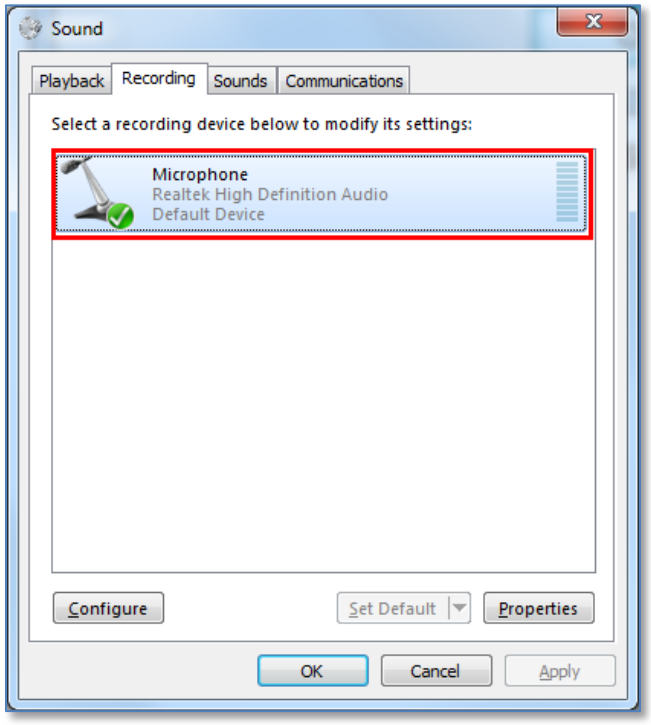


5. Click the **Recording** tab and select **Microphone**.



6. Go to the SafeDispatch application and on the Main menu click the **Voice Dispatch** tab.
7. Click the **Settings** tab in order to configure the Push-to-Talk settings.

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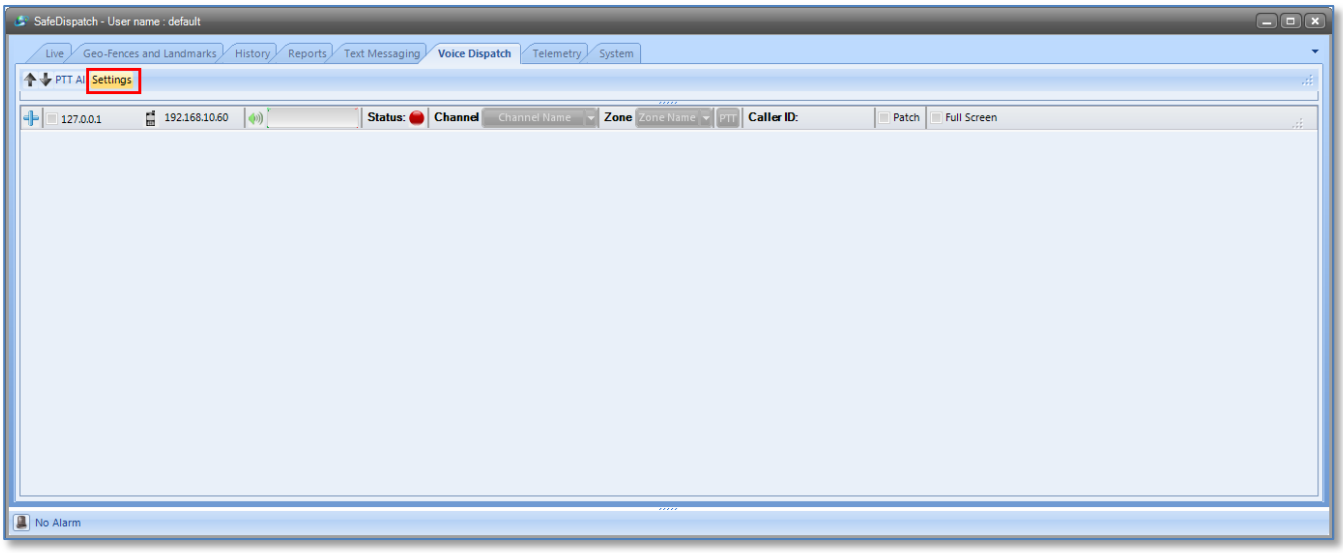
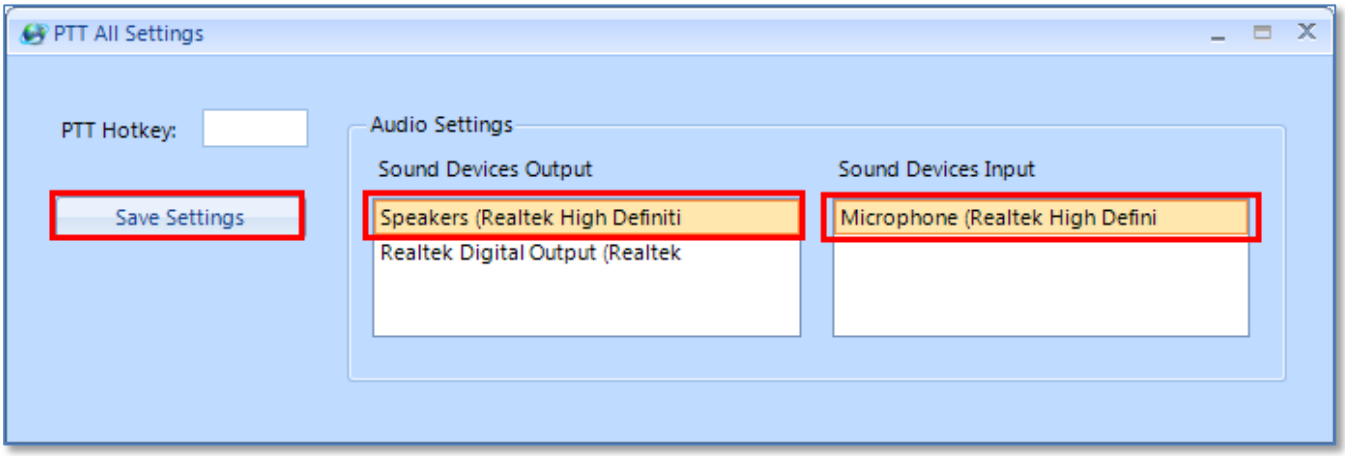


The PTT All Settings window displays.

8. Choose which audio devices the application should use to establish communication and click the **Save Settings** button.



9. Restart the SafeDispatch application in order for the audio settings to take effect.

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8.2 Initiate a call

To initiate call:

1. On the Main menu click the **Voice Dispatch** tab.
2. Click the **+** icon in front of the desired gateway.
3. Select the call type:
   - **All Call**: to call the entire fleet.
   - **Group Call**: to call a specific fleet group by entering the Group ID.
   - **Private Call**: to call a specific unit by selecting from the units drop-down list the unit name.
4. Click the **PTT** button.

8.3 Remote monitor units

To remote monitor units:

1. On the Main menu click the **Voice Dispatch** tab.
2. Click the **+** icon in front of the desired gateway.
3. From the units drop-down list select the unit name you want to remote monitor or in the blank field in front of the **Remote Monitor** button enter the unit ID.
4. Click the **Remote Monitor** button.

The microphone of the selected subscriber radio(s) will be activated without them to notice.

You can setup the duration of remote monitor in Motorola CPS under the Signaling Systems section.

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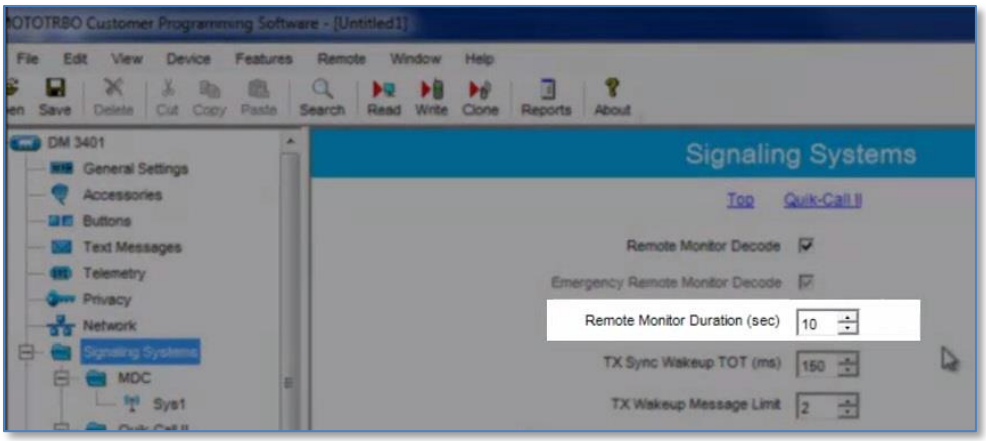

8.4 Receive a call

The incoming call displays on the screen.

To clear the channel, or to disconnect, click the **DKey** button.

NOTE: A unit will not be able to receive any voice from dispatchers that are monitoring on different channels. A call from unit to unit will not display within SafeDispatch.

From the MOTOTRBO Gateway application, you can additionally add channels to zones allowing you to divide groups of channels. Thus facilitating the use of specific zones for emergency situations or management only communications.

8.5 View recorded calls

Calls received through the Voice Dispatch are recorded.

In order to review the incoming calls:

1. On the Main menu, click the **Voice Dispatch** tab.
2. Click the **+** icon in front of the desired gateway.
3. Click the **Recording** tab.
4. In the Recording menu, click the green play icon in front of each record.

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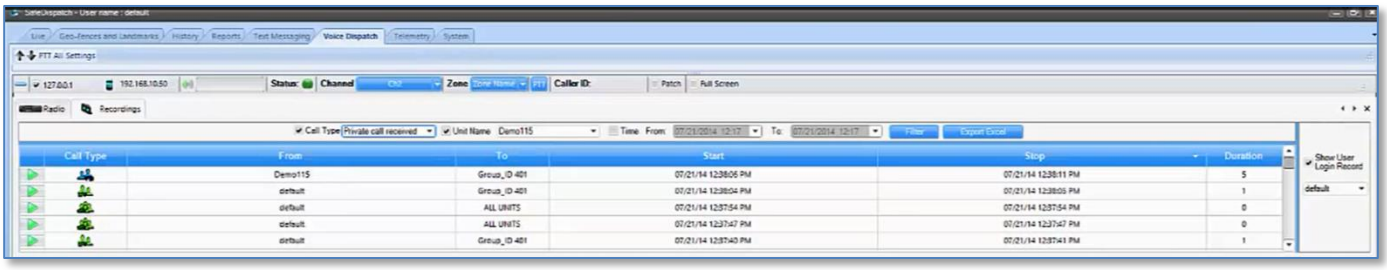


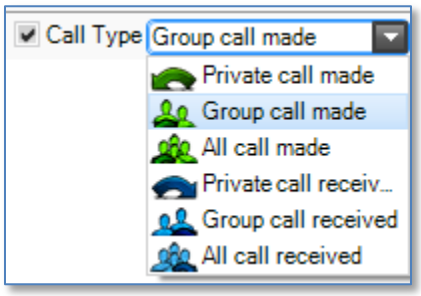
If the **Show Unit Login Record** option is selected, the Voice Dispatch suite will also record the user's outgoing communication as well.

8.5.1 Filter recordings

In order to filter recordings, select the desired filter(s) and click the **Filter** button.

The following filters are available:

- **Call Type** – Select the **Call Type** option from the Filters area and from the drop-down list select the desired call type then click the **Filter** button.



- **Unit Name** – Displays recordings for the selected unit.
- **Time** – Displays all recordings within the selected time interval.

8.5.2 Export call logs

You can export the call logs by clicking the **Export Excel** button. A notification pop-up displays which provides you the path to the Excel file created.

Please note that only the recordings showing in the table (based on the selected filter criteria) will be exported to the Excel file.

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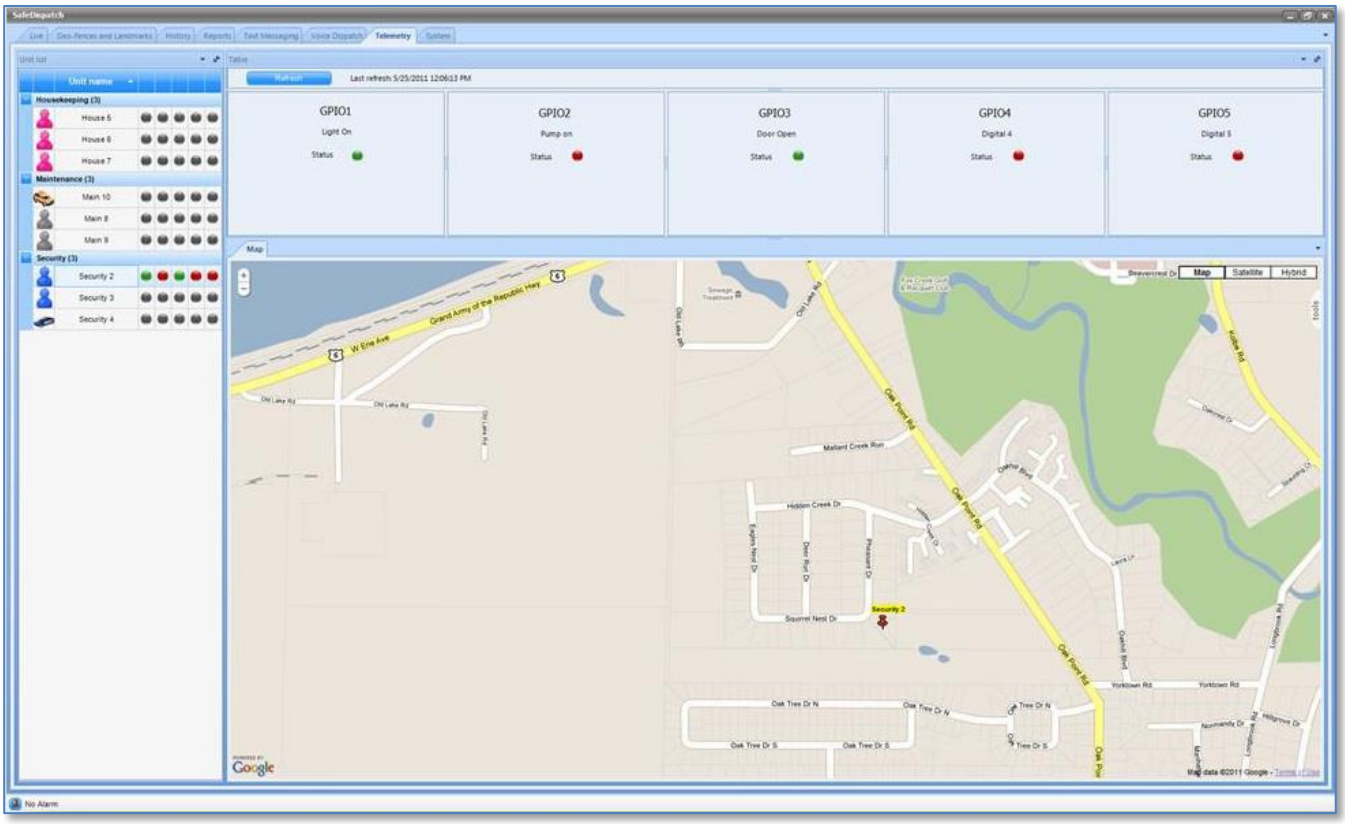
9 Using Telemetry

Telemetry functions can either send commands to other radio stations or perform functions '**on**' receipt of commands from other radio stations via General Purpose Input /Output (GPIO) messages.

An example of telemetry would be a truck with a snow plow. The truck transmits the status of the snow plow, whether it is active (down) or inactive (up).

To view telemetry on the **Main Menu**, click the **Telemetry** tab.



The type of message you choose in the Motorola CPS to send to the unit transmitting telemetry will determine what is displayed as GPOI1, GPOI2 and GPOI3 in SafeDispatch.

The status of Telemetry settings is displayed on the screen with either **Green (On)** or **Red (Off).**

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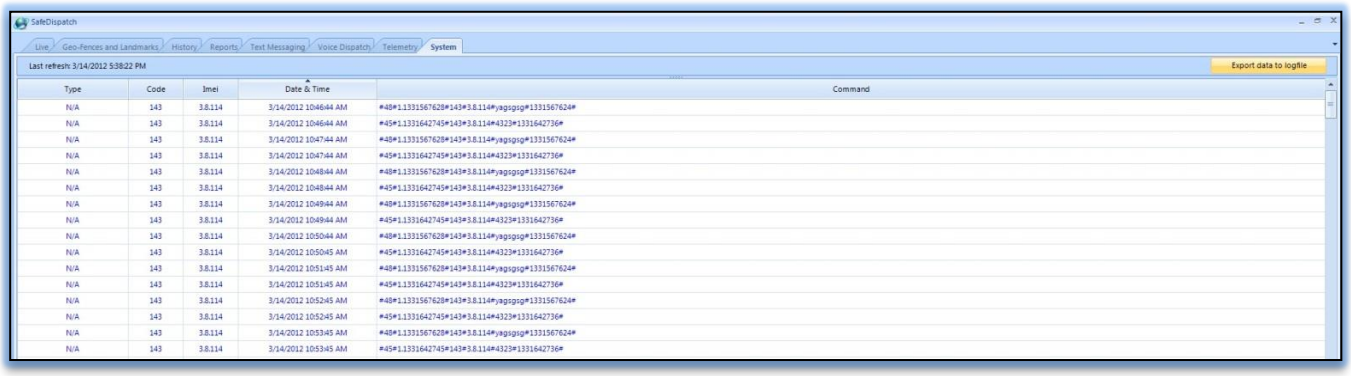
10 Troubleshooting SafeDispatch

If any issues occur and you need technical support from SafeMobile:

1. From the **Main Menu** click the **System** tab. All SafeDispatch activity logs display.



2. At the upper-right corner of the page, click the **Export data to log file** button.
3. Send an E-mail to support@safemobile.com attaching the log file and giving a brief description of the issue that occurs.

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