



Dispatch Console Installation & User Guide

Release 3.5.21

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Getting Started

System Requirements

To install the Andromeda Dispatcher you will need a computer which meets these requirements:

- Windows 7, Vista or XP (32 or 64 bit)
- 1 Ghz Intel or AMD processor
- 512 MB of RAM
- 400 MB of available disk space
- Administrator access rights
- Broadband internet connection (wired or wireless, wired is recommended)
- Speaker and microphone (telephony headset is highly recommended)

The configuration of your broadband internet connection can significantly impact the quality and end-to-end delay of audio through the Andromeda Dispatcher. For more information on network configuration please refer to the appendices.

Important: If you have Microsoft Security Essentials installed on your PC, please refer to the appendices for further configuration information.

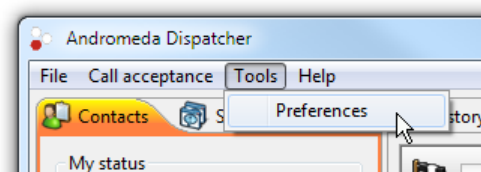
Installation

1. Download the Andromeda Dispatcher installer by clicking the link provided in your provisioning email
2. **Double click** the installation file, e.g. "*Andromeda_Dispatcher_v3.5.9.exe*"
3. Acknowledge any security warnings with "**Run**", "**Okay**" or "**Yes**" as appropriate
4. On the "*Welcome to the Andromeda Dispatcher Setup Wizard*" screen click **Next**
5. On the "*Choose Install Location*" screen accept the default by clicking **Next**
6. On the "*Choose Users*" screen accept the default by clicking **Next**
7. On the "*Shortcuts*" screen accept the default by clicking **Install**
8. When installation is complete, click **Finish** to exit the installer

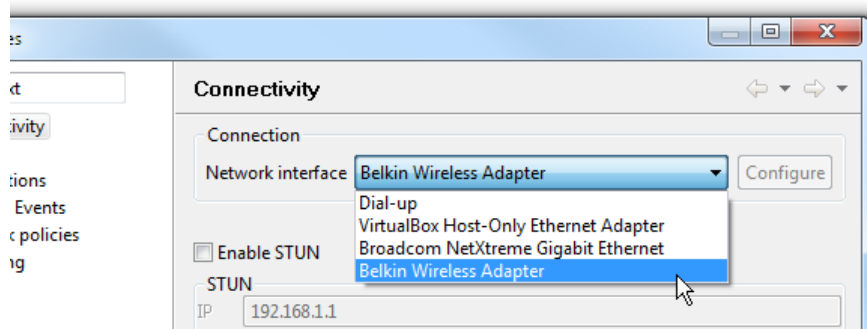
Network Interface Configuration

If your computer has multiple enabled network interfaces, for example wired and wireless interfaces, you need to select the interface that should be used by the Andromeda Dispatcher.

1. **Double-click** the Andromeda Dispatcher icon in the start menu or on the desktop
2. Acknowledge any security warnings with “**Run**”, “**Okay**” or “**Yes**” as appropriate
3. The Andromeda Dispatcher splash screen will display, then after a few seconds the main window will appear
4. From the menu bar at the top of the window click **Tools** then **Preferences**



5. In the *Connectivity* box, select the correct network interface



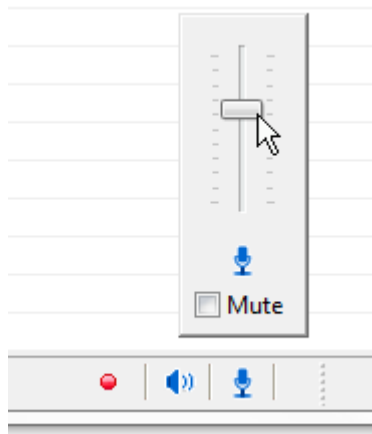
6. Click **Apply** then **OK**

Audio Device Configuration

The Andromeda Dispatcher will automatically use your computers default speaker and microphone device and the currently configured volume levels. To change your default speaker and/or microphone please consult your products documentation or contact your system administrator.

To increase or decrease the microphone sensitivity:

1. Click the microphone symbol in the audio status bar
2. Adjust the slider until you achieve the desired sensitivity level



To increase or decrease the master audio output level:

1. Click the speaker symbol in the audio status bar
2. Adjust the slider until you achieve the desired sensitivity level

Muting speaker and/or microphone:

1. Click the speaker symbol in the audio status bar and check the mute box
2. Click the microphone symbol in the audio status bar and check the mute box

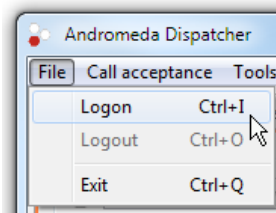
Important: To avoid audio problems you must ensure that neither the speaker nor the microphone icons have a red line through them (see below). This indicates the audio devices are either muted or not working correctly. Follow the procedure above to unmute the devices. For audio troubleshooting consult your products documentation or contact your system administrator.



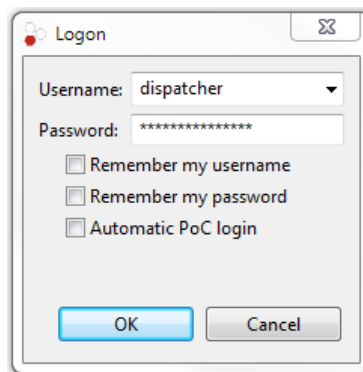
Basic Operation

Logging On

1. From the menu bar at the top left of the window click **File** then **Logon**



2. Enter the username and password as provided in your provisioning email

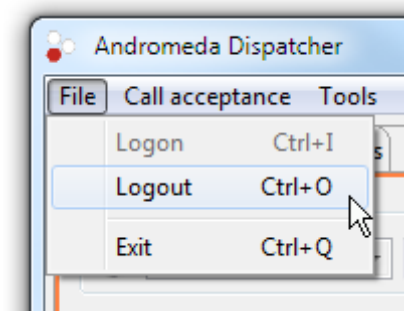


3. Optional:
 - a. Check the “*Remember my username*” option if you want the Andromeda Dispatcher to automatically enter your username in future
 - b. Check the “*Remember my password*” option if you want the Andromeda Dispatcher to automatically enter your password in future
 - c. Check the “*Automatic PoC login*” option if you want the Andromeda Dispatcher to automatically log you on in future using the credentials provided above
4. Click **OK** to begin the logon process
5. After a few seconds the Andromeda Dispatcher main screen will be displayed

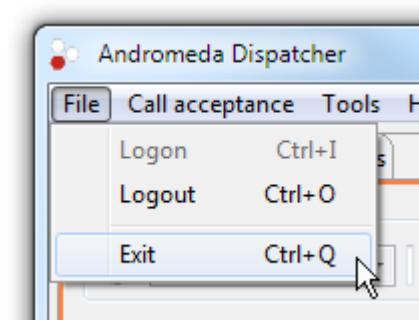
Important: Simultaneous sessions from the same dispatcher account are not permitted. If someone logs on using the same dispatcher account from a different location the first user will be disconnected. Please contact your Andromeda dealer for additional dispatcher accounts.

Logging Out

1. From the menu bar at the top left of the window click **File** then **Logout**

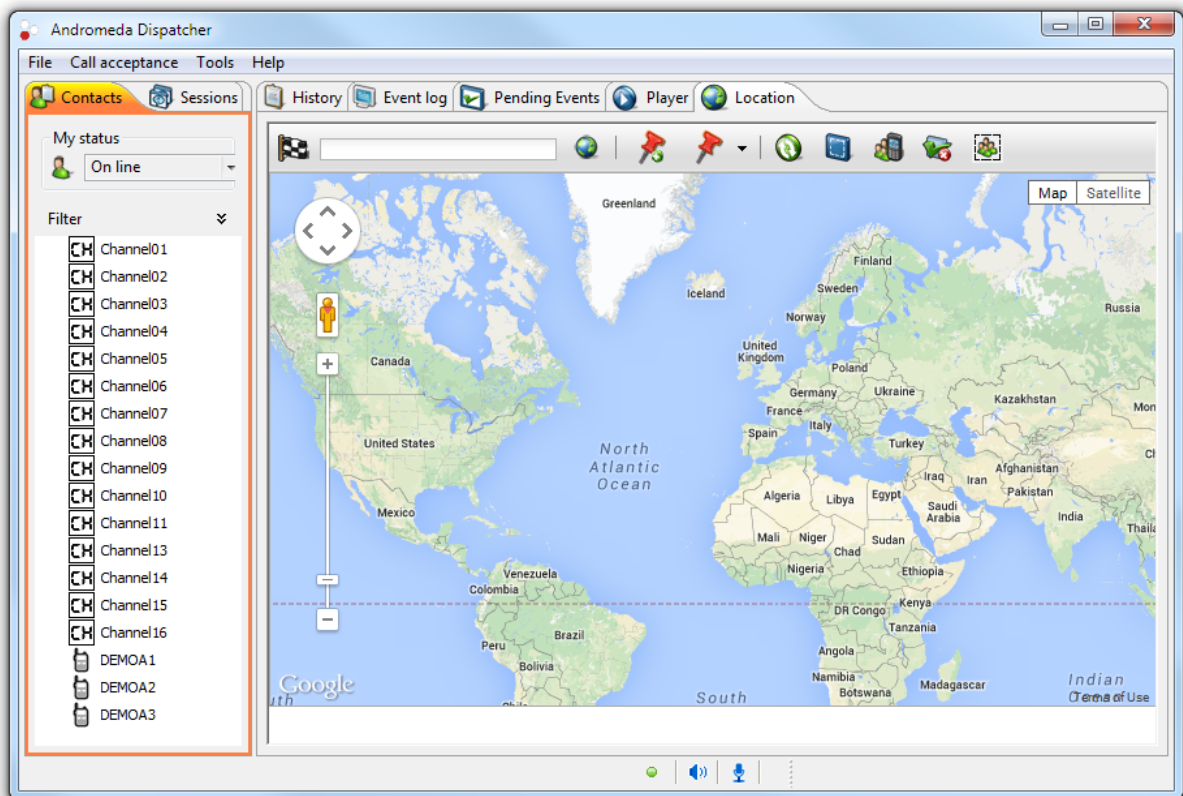


2. Any active sessions will be closed and you will be disconnected
3. To close Andromeda Dispatcher completely click **File** then **Exit**



Main Screen

After successfully logging on the Andromeda Dispatcher main screen will be displayed:



Menu Overview

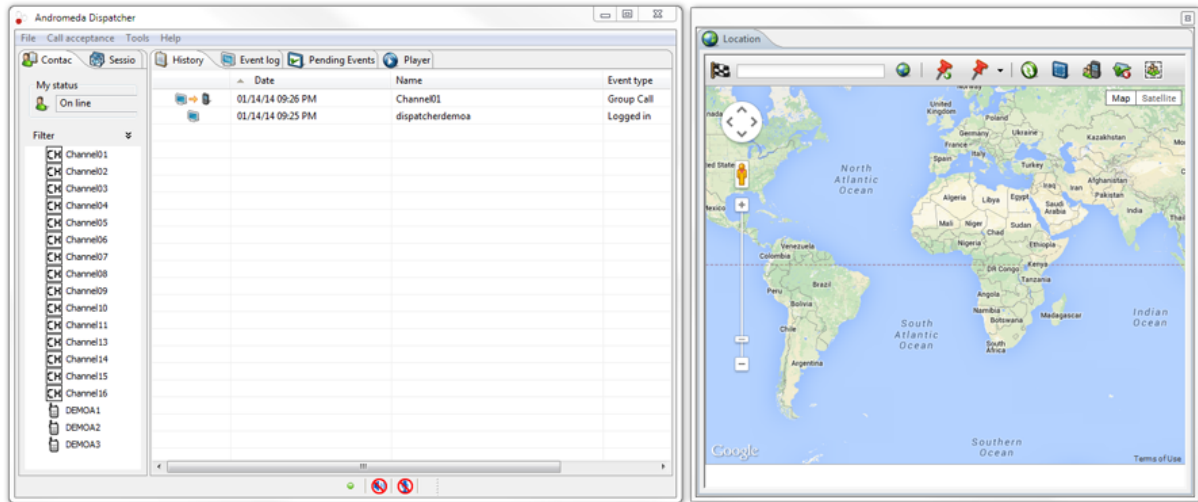
File	Used for logging on, logging out and exiting the application
Call acceptance	Toggles acceptance of incoming calls between automatic and manual
Tools	Gives access to the preferences menu for advanced configuration
Help	Gives access to version information and help resources

Tabs Overview

Contacts	Lists all channels, all mobile users and their current status (online/offline)
Sessions	Lists all active group and individual calls
History	Chronologically ordered list of events involving the dispatcher
Event log	Error and informational messages
Pending Events	List of unattended events such as unanswered calls and callback requests
Player	List of recorded conversations and a recording playback tool
Location	Map displaying position of GPS tracked mobile users

Multi-Screen Support

For computers with multiple monitors you can optionally split one or more tabs onto a separate screen. For example you may wish the map or pending events tabs to be displayed on a separate screen or a projector in a control room scenario.



To detach a tab to a new window:

1. **Right-click** the tab you wish to detach to a separate window
2. Click **Detached**
3. To close the separate window click the **X** in the top-right of the window

Dispatcher Communications

Group Call vs Individual Call

Andromeda Dispatcher users will typically use two types of communication:

- **Group Calls** are initiated by joining a channel and pressing the push-to-talk button. All users on the channel will hear the communication. Group calls are generally used when there is a requirement for team members to be informed of other member's activities so they can offer assistance as required, or where dispatchers need to broadcast a message to a large number of people.
- **Individual Calls** are made from one user to another. Only the two users involved in the call will hear the communication. Individual calls are generally used where team members do not need to be informed of other member's activities, or where confidential information needs to be passed.

Group Call

1. Double-click any channel name to open the call box, or right-click any mobile user with a green icon and select open call box
2. To join the channel either press and release the PTT button, or press and release the keyboard space bar
3. To transmit:
 - a. Press and Hold the PTT button or the keyboard space bar
 - b. Wait for the talk permit tone
 - c. Speak
 - d. Release when you have finished speaking

Important: If there are no mobile users currently connected to the group and you attempt to transmit you will see the message *"Talkburst denied. Deny code = 0"*

4. Received audio will automatically be played and the name of the transmitting mobile user will be displayed in the call box
5. To leave the channel click the End button
6. To close the call box click the X in the top-right of the call box

Individual Call

1. Double-click any mobile user with a green icon to open the call box, or right-click any mobile user with a green icon and select open call box
2. To call the mobile user either press and release the PTT button, or press and release the keyboard space bar
3. If the mobile user accepts the call, the call box will display *Active Call*
4. To transmit:
 - a. Press and Hold the PTT button or the keyboard space bar
 - b. Wait for the talk permit tone
 - c. Speak
 - d. Release when you have finished speaking
5. Received audio will automatically be played
6. To leave the channel click the End button
7. To close the call box click the X in the top-right of the call box

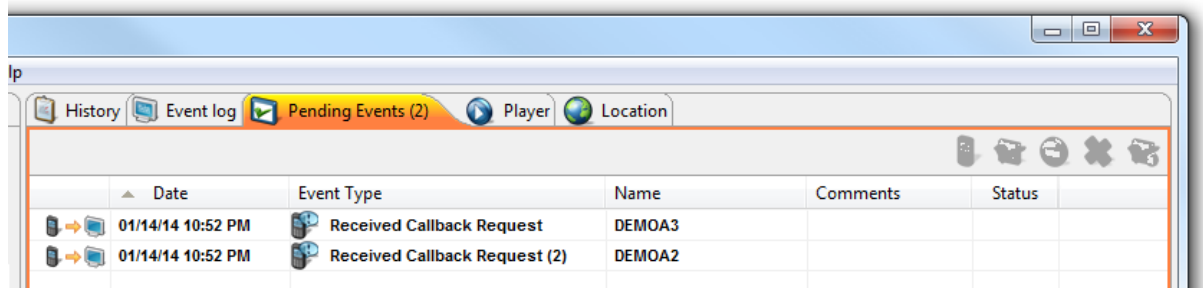
Important: Individual calls will automatically end after 30 seconds inactivity

Dispatcher Callback Requests

With large fleets and busy talk groups it may be preferable for mobile units to signal their desire to communicate with a central control when a dispatcher is available. Dispatcher callback requests from mobile users are queued. The dispatcher may then respond with a group or individual call as appropriate.

To view dispatcher callback requests:

- Click the Pending Events tab
- All dispatcher callback requests are listed in chronological order
- Unacknowledged callback requests are highlighted in bold



Date	Event Type	Name	Comments	Status
01/14/14 10:52 PM	Received Callback Request	DEMOA3		
01/14/14 10:52 PM	Received Callback Request (2)	DEMOA2		

To respond to a dispatcher callback request:

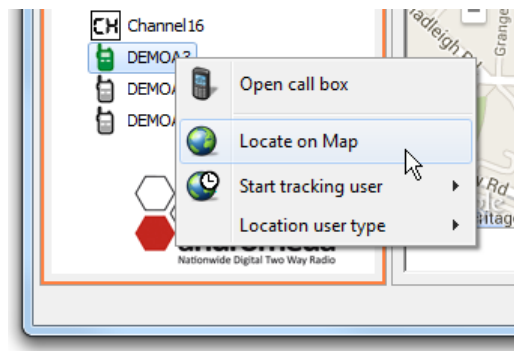
- Right-click the callback request
- Click "Open Call box to initiate call"
- To call the mobile user either press and release the PTT button, or press and release the keyboard space bar
- If the mobile user accepts the call, the callback request is automatically acknowledged

GPS Positioning

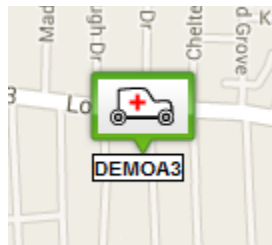
The Andromeda network supports GPS tracking of mobile users. For more detailed information on how GPS positioning works please refer to the GPS Positioning Whitepaper from Andromeda.

Single Location Request

1. Right-click mobile user in Contacts list
2. Click Locate on Map



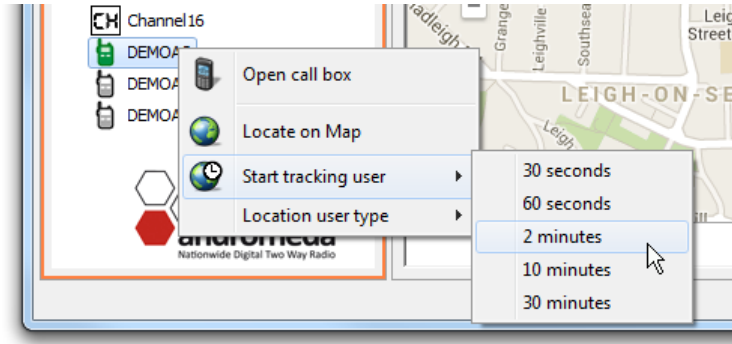
3. A location request will be sent to the mobile user
4. If location data is available then the mobile users location is displayed on the map



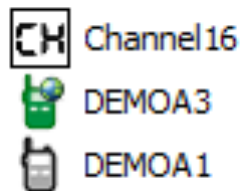
Note: Location data depends on the mobile user having a GPS signal. Please refer to the GPS whitepaper for further details on GPS support within Andromeda products.

Enabling Automated Tracking

1. Right-click mobile user in Contacts list
2. Hover the mouse over Start tracking user and select the update frequency



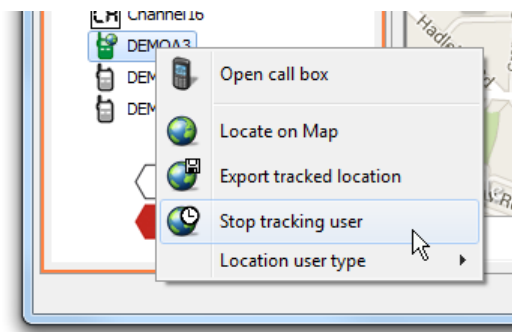
3. Note the mobile user icon changes to include a small planet logo



Note: Increasing the GPS update frequency will reduce the battery lifetime.

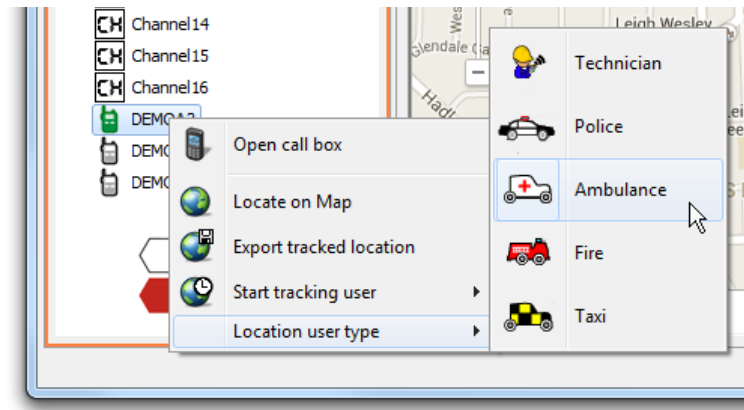
Disabling Automated Tracking

1. Right-click mobile user in Contacts list
2. Click Stop tracking user



Selecting Map Icon

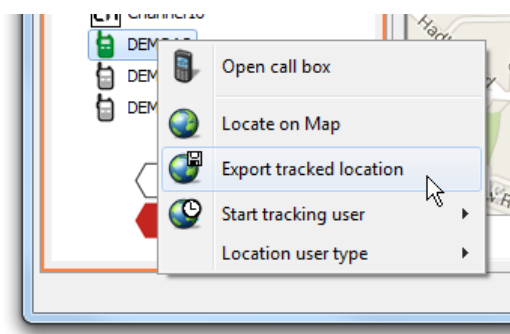
1. Right-click mobile user in Contacts list
2. Hover the mouse over Location user type
3. Select the most appropriate icon



Exporting Tracked Data

If there is GPS positioning data recorded against a mobile unit, then you can export it in KML format. This file can be imported into Google Earth and similar mapping tools.

1. Right-click mobile user in Contacts list
2. Click Export tracked location



3. Save the file to a location of your choice

Appendices

A: Microsoft Security Essentials

Microsoft Security Essentials (also known as Microsoft Endpoint Protection) is a free suite of antivirus software from Microsoft. It is known to cause the Andromeda Dispatch software to run very slowly, and it will also prevent the online/offline status of mobile devices from displaying correctly. To prevent this behaviour you must configure an “excluded processes” exception:

1. Exit the Andromeda Dispatch software, if running
2. Click the **Start** menu, then click **All Programs** then click **Microsoft Security Essentials**
3. Click the **Settings** tab
4. Click the **Browse** button
5. Click **Local Disk (C:) > Program Files (x86) > Andromeda > Andromeda Dispatcher > Andromeda Dispatcher.exe**
6. Click **Okay**
7. Click **Add** to apply the exception
8. Click **Save Changes**

If the exception has been applied correctly then you will see the path to the Andromeda Dispatch software listed in the second box at the bottom of the window. You should now find the Andromeda Dispatch software runs noticeably faster and more reliably.

B: Network Firewall Configuration

The Andromeda Dispatch Console will automatically connect to the service in many typical network scenarios and through most firewall configurations without requiring any changes. However if you experience connectivity problems and/or poor audio performance, then you may need to modify your network devices configuration.

We recommend the following network configuration:

- Broadband internet connection (wired or wireless) – wired is recommended
- Direct access to the internet – proxy servers are supported but not recommended
- Wherever possible, a public IP address to avoid intermediate NAT

Intermediate firewalls must allow communication on the following:

- Outbound from PC to Internet (95.129.105.76):
 - TCP port 8080
 - TCP and UDP port 6074
 - UDP ports 4000-4499
- Inbound from Internet (95.129.105.76) to PC:
 - UDP ports 5060-5064
 - TCP ports 10000-10100
 - TCP ports 12000-12100
- You should disable any "SIP Fix up"/ALG (Application-level gateway) settings or features

If connectivity problems persist, please refer to your firewall manufacturer's guidelines for enabling VoIP communication. Andromeda cannot assist with modifying the configuration of network devices.