



Type: guide	Northumbria Blood Bikes: Wave Dispatch – Controller User Guide		
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Approved:	April 2023	By:	Executive Committee
Doc Ref	Radio002	Version	1.2

A. Why do we need this guide

This document provides new and existing controllers with basic overview and operating instructions for the Wave Dispatch system.

B. Who is responsible for this guide

The Vice-Chair of the group is responsible for the maintenance of this guide.

The Executive Committee is responsible for approving this guide.

All members of NBB Controller roles should be familiar with the information in this guide.

C. When will this guide be reviewed

The guide will be reviewed a maximum of two years following its approval.

D. How will changes be notified

The latest version of the guide will be made available via the members' library on the group website. New versions will be announced via email to all members of the executive committee and relevant NBB personnel.

1. Aim of the User guide

- 1.1. To provide basic instruction for the installation and operation of the Wave Dispatch system.
- 1.2. Whilst this user guide is intended primarily for new controllers, it is available for all controllers to refer to as required.
- 1.3. The User guide has been written to provide the minimum assistance for accessing and operating this software and whilst the manufacturer's official user guide is available online to view, it is a very in-depth version that goes well beyond the needs of NBB operations.

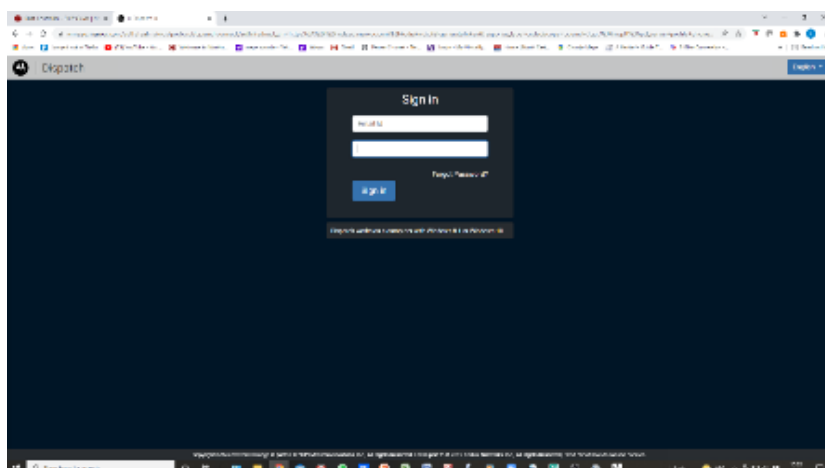
2. Access and Logins

- 2.1. The web address and controller logins will be available on the [NBB Confidential](#) Page.
- 2.2. To save you time later the web address can be saved as a bookmark/favourite on your browser.

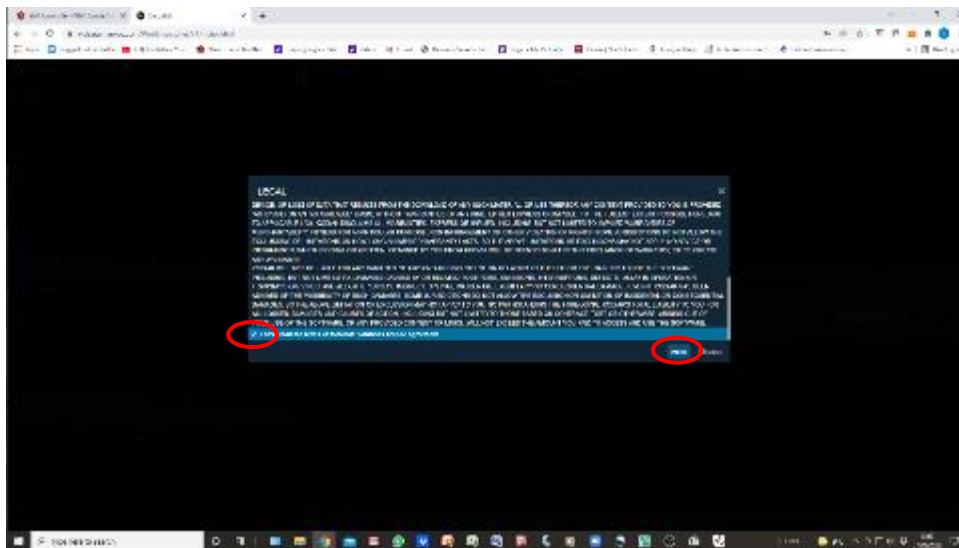
3. First time Access

The below information is only a guide, as all PC & browser combinations are different, you may get the below information in a slightly different order, duplicated or might not be asked to complete each of the steps. Should you experience any difficulties during this setup phase please contact your allocated trainer who will assist. For any other radio related faults, contact the Radio Comms team by using the [Fault Reporting System](#) where one of the team will help.

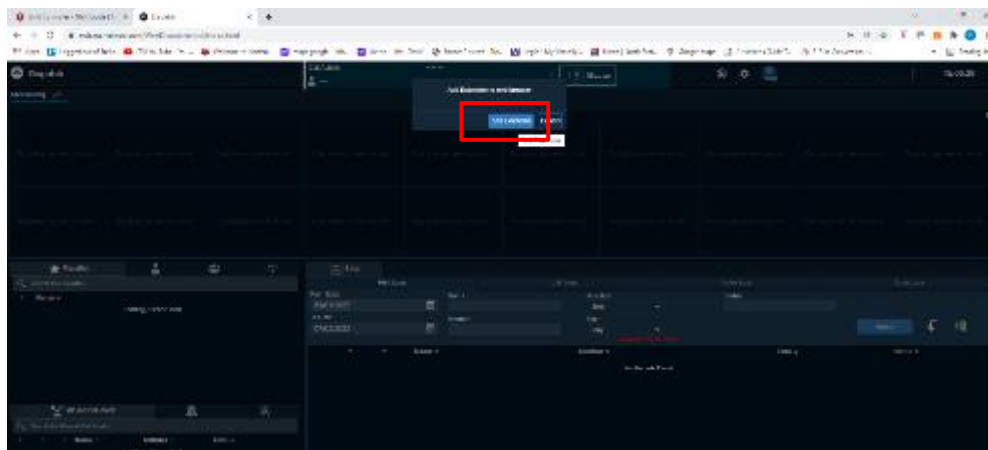
- 3.1. The 'Wave Dispatch' will only work within a Windows environment (min Win 10 is recommended), we have tested and found that 'Google Chrome' is the best browser to use. This guide is based around using Google Chrome, and you must ensure that this is installed and setup before proceeding with this guide.
- 3.2. Depending on whether a laptop or desktop PC is being used, your preferred microphone and speaker configuration will need to be setup to meet individual's needs.
- 3.3. Once the web address has been entered a 'cookie' message is displayed, select OK and the 'Sign in' window will display as below. Sign in using details in 'NBB Confidential'.



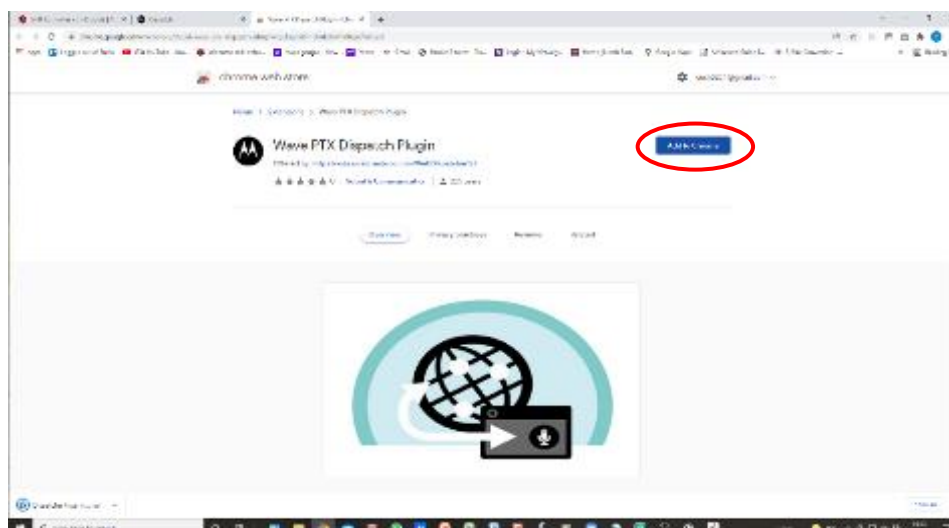
3.4. A Legal Disclaimer pop up window will also display. After reading and agreeing to all the 'Terms & Conditions' by ticking the box at the bottom of the agreement, selecting the 'Agree' button will move installation forward.



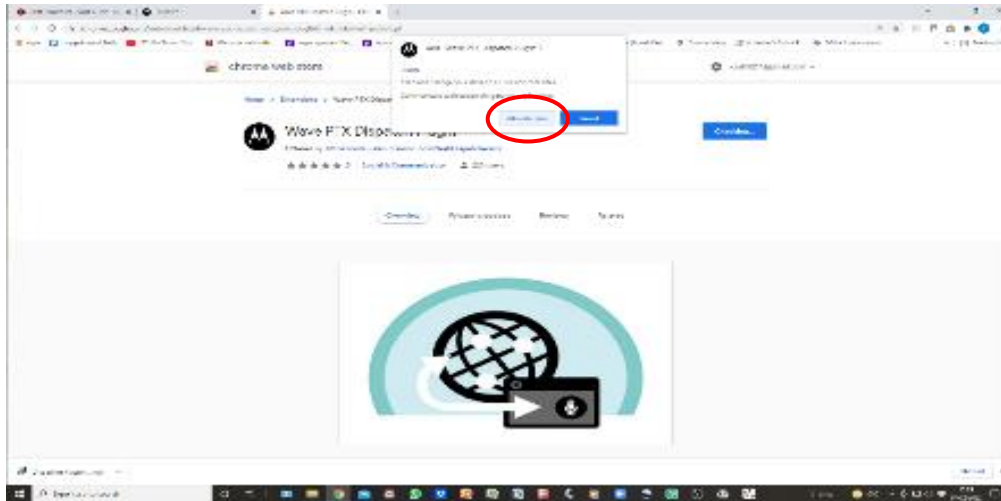
3.5. When the program loads for the first time, you will be asked to add an extension (or plugin) to your Chrome browser which **must** be completed for the Wave Dispatch to operate correctly.



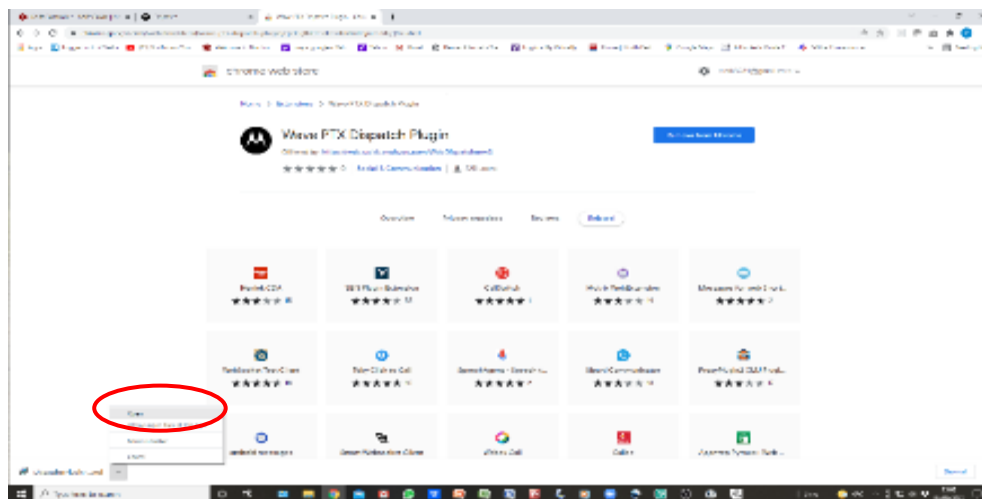
3.6. After clicking "Add Extension" the plugin will download within the screen below. Select 'Add to Chrome' button to initiate download.



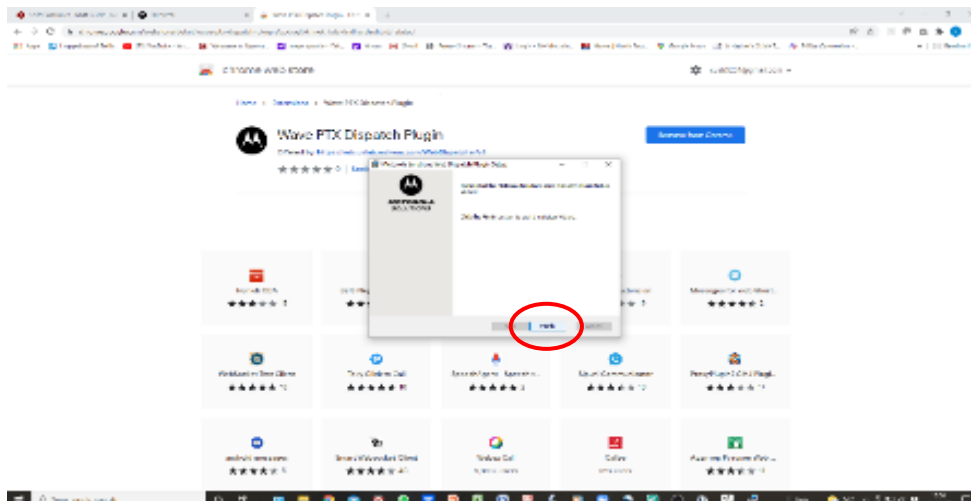
3.7. Once downloaded, in the popup window select 'Add Extension', to proceed.



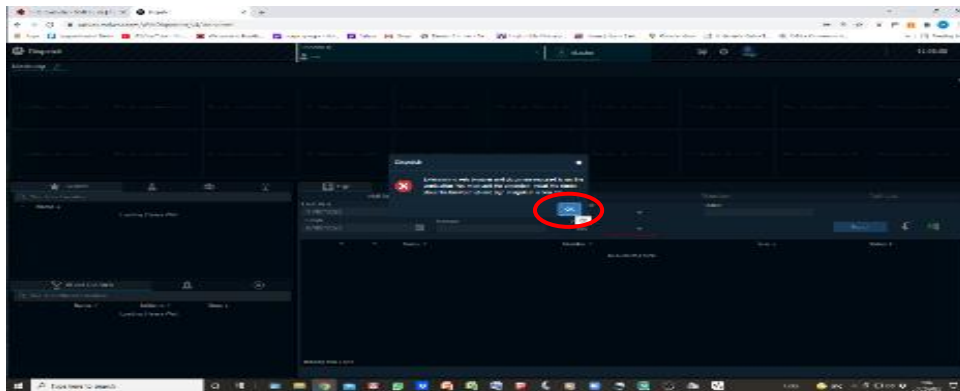
3.8. In order to initiate the plugin install onto your browser, in the bottom left hand corner of your screen click on the dropdown arrow and select 'Open' which runs the install wizard.



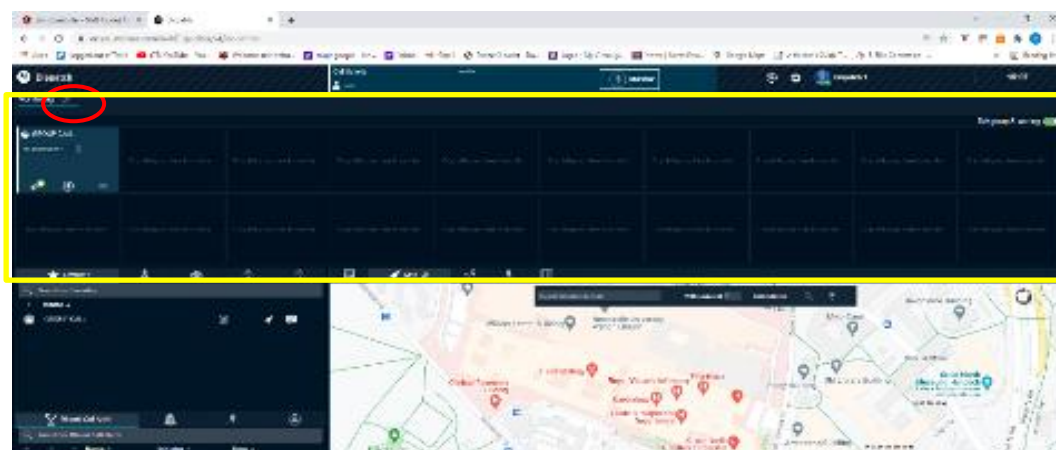
3.9. Once installed Click 'Finish' to complete the plugin operation.



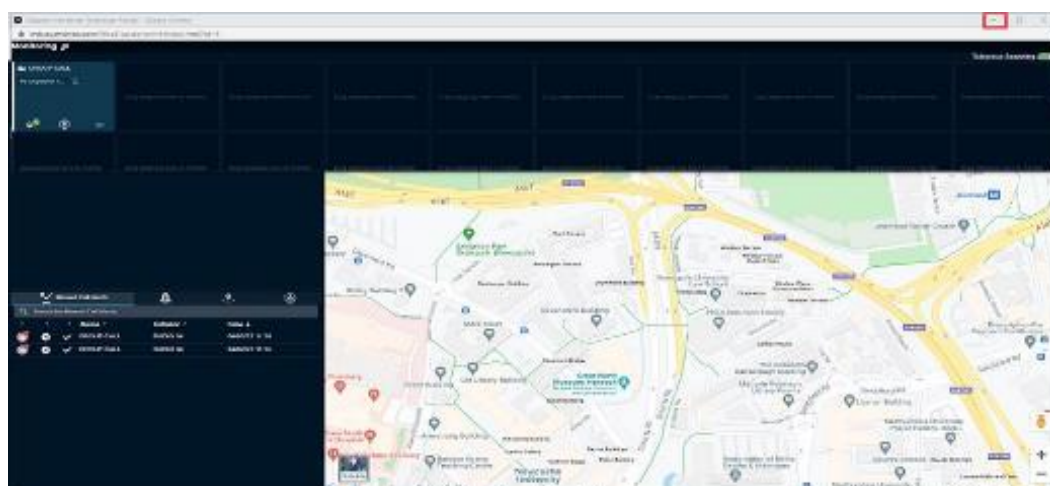
3.10. Close down the 'Chrome Web Store' window. Open the 'Dispatch' window which should now be showing a final dialogue box. Click 'OK' button as the final step of the install.



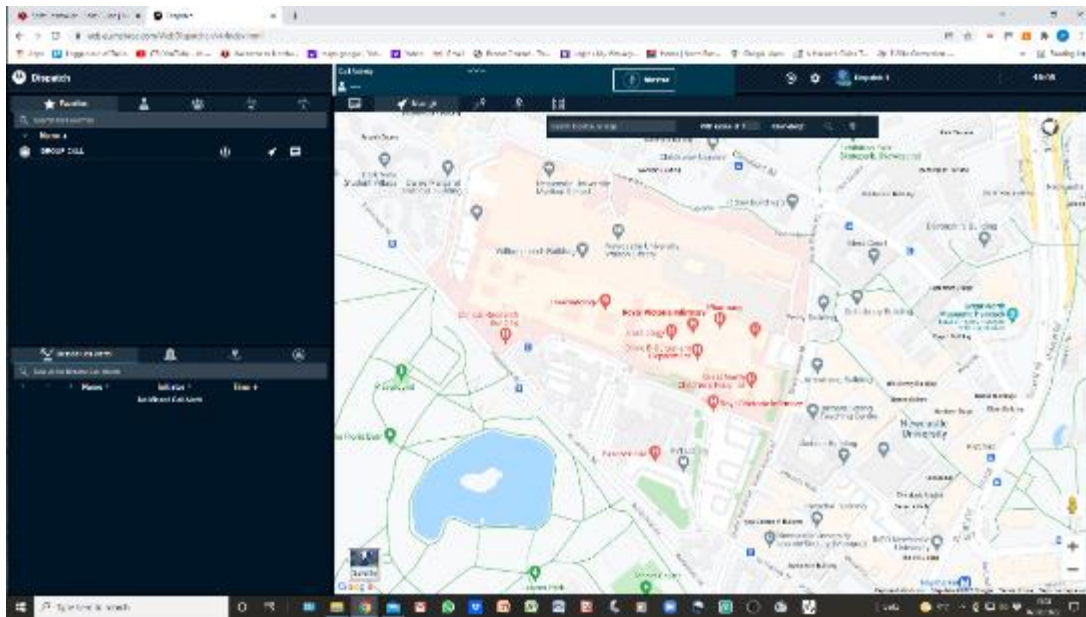
3.11. After final loading you should now see the Dispatch home screen that will display each subsequent time the webpage is loaded. To enable easier operation within the home screen, it is advisable to undock the 'Monitoring' pane (highlighted in yellow) as this is not required for our operations. This is achieved by **double clicking** the **red** highlighted 'undock' icon below.



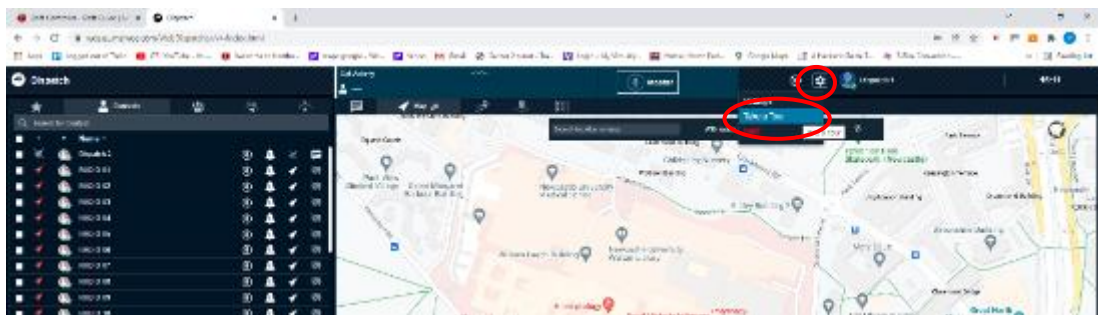
3.12. To remove the undocked 'Monitoring' pane, click on the minimise button as highlighted by the **red box** below.



3.13. You should now see our preferred home screen which has been configured to meet the needs of NBB operations.



3.14. To assist you in understanding what each section of the home screen provides, there is a 'Virtual Tour' option available but please beware that we do not operate all of the available options so please only use this as a familiarisation before your training begins. To view the tour at any time once logged in click the "settings" icon and select "Take a Tour". You will then be taken through a step by step tutorial that you can exit at anytime.

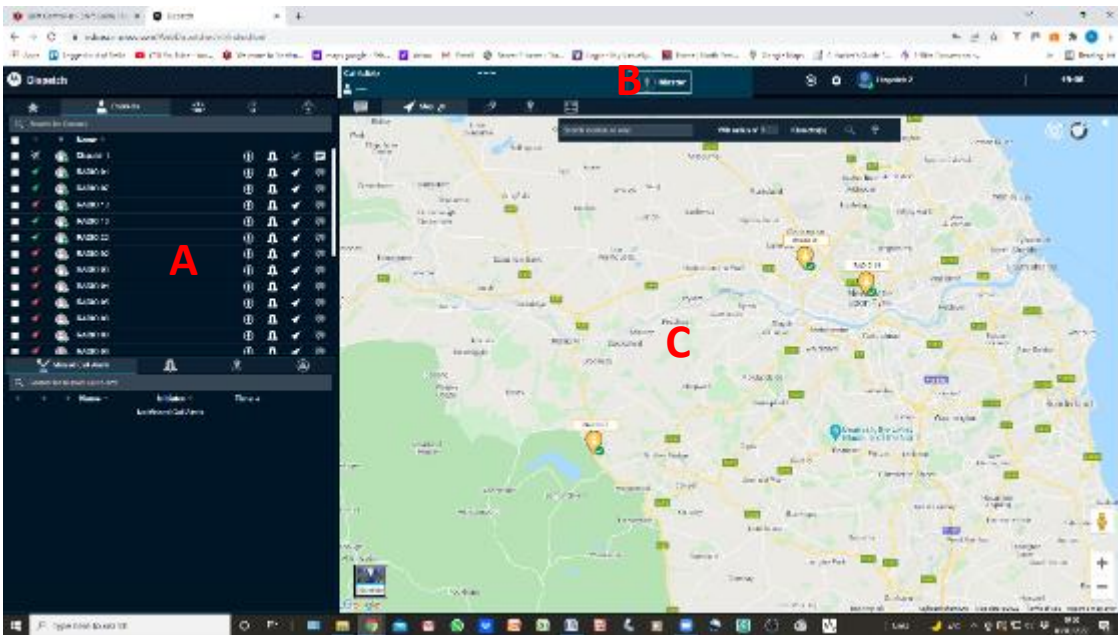


3.15. There is also a 'Help' option within the same dropdown box that will give you access to the full Motorola Wave User Guide but again it is very comprehensive and provides far more information than that required for NBB operations.

4. Standard controller functions

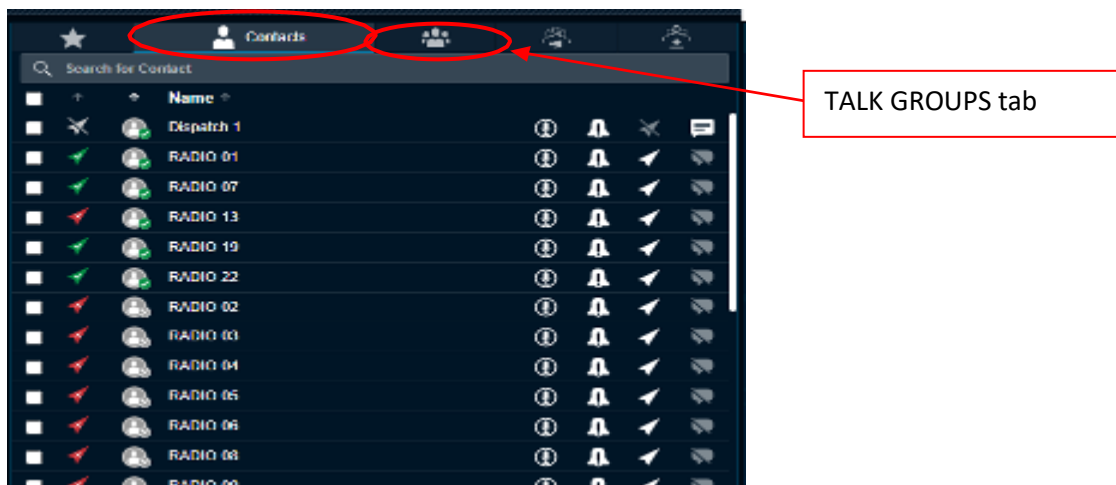
The 3 basic sections of the Wave Dispatch program that you need to understand in order to operate as a controller are: -

- A** – Contacts & Talk Groups
- B** – Call Activity Window
- C** – Mapping & Tracking






4.1. Contacts & Talk Group - **A**

These are the only tabs that are relevant for controller operation. The 'CONTACTS' tab has commands that only relate to individual radios listed below whereas the 'TALK GROUP' tab is configured to command all 'live' radios within our designated group therefore is the preferred option for NBB operations.



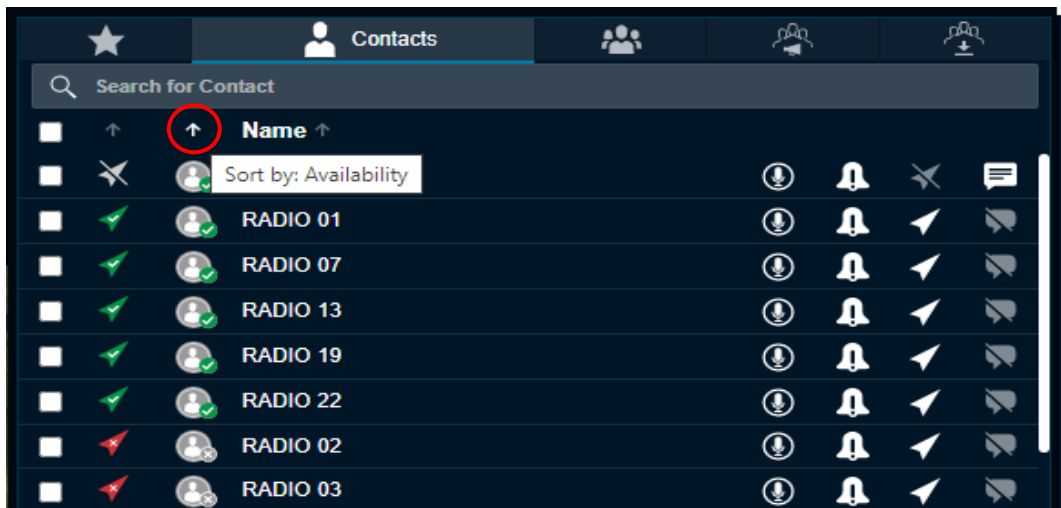
4.1.1. All the radios on the NBB network are pre-loaded onto the Dispatch system and are displayed in the 'CONTACTS' tab (see above)

4.1.2. Each radio has GPS functionality and its icons below give an indication of the status of each radio. By hovering your mouse over the status icon, it will display one of the following:

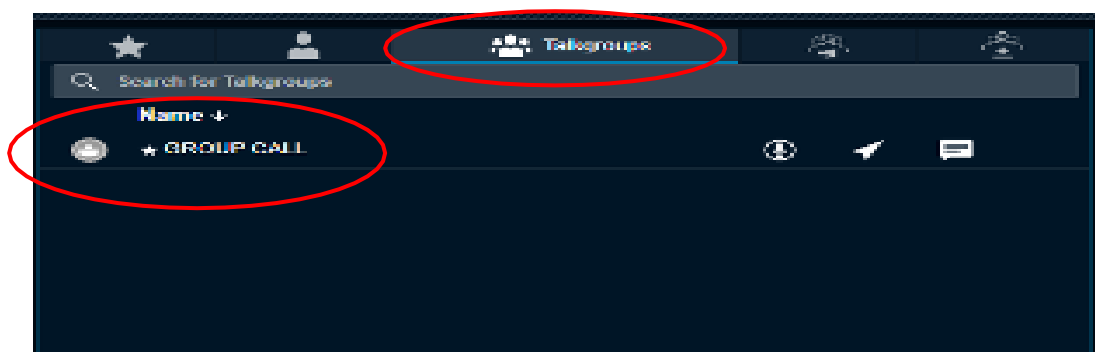
-  Location Available
-  Location Unavailable
-  Location Expired

4.1.3. Not all radios will be active, to easily view the live radios select the 'Sort' button until the live radios are at the top (indicated by the green tick on the person icon).

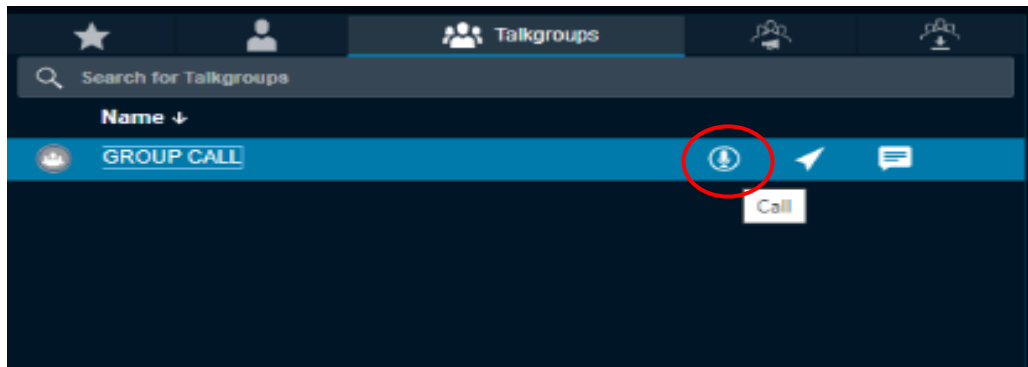
Once activated, automatic sorting should occur each time you logon.



4.1.4. DO NOT check fill any boxes to the left of the radio status on the previous screen as this will select only that radio for transmission. Whilst this is a function to allow for 'one to one' radio calling the preferred option for NBB operation is to always use the single 'GROUP CALL' in the 'TALK GROUPS' tab whereby all 'live' radios receive transmissions that are broadcast by the controller.

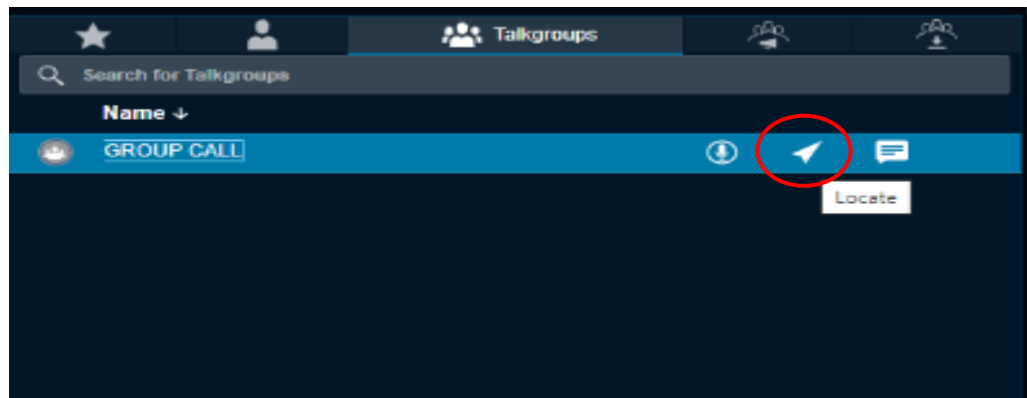


- 4.1.5.** To activate the 'GROUP CALL' facility within the 'TALK GROUPS' tab, selecting it will turn it green and open up that group of 'live' radios to transmit and receive calls.

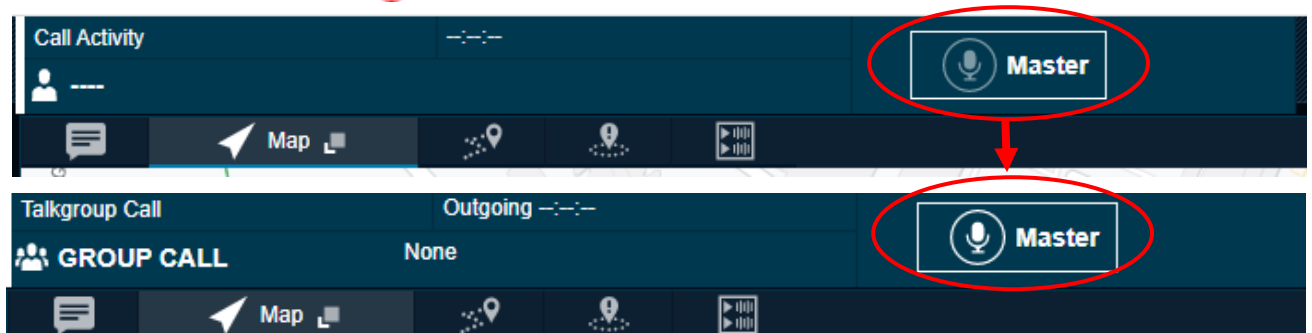



- 4.1.6.** To allow any radio transmissions to begin, the Talk group requires to be made fullyactive by selecting the 'Call' button as highlighted above.

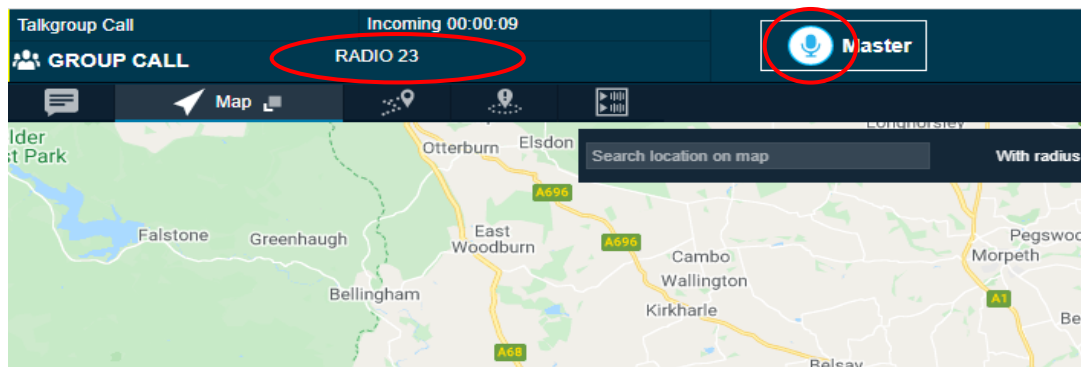
- 4.1.7.** Any 'live' radios should automatically be displayed and tracked on the adjacent map. If this isn't the case then select the 'Locate' button as below and the map should resize to display all tracked radios (unless there is an issue with any individual radio tracking). (Also see 5.3 for further guidance with radio tracking).



4.2. Call Activity Window – **(B)**



- 4.2.1. After activating the 'Call' button as in 4.1.6 above, the 'Press to Talk' (PTT) button above will change from a Grey to White border indicating it is ready to transmit.
- 4.2.2. In order to transmit to available radios **'left click and hold'** the  cursor within the PTT (Master) button box. The PTT button will change from a white to a blue border indicating the call has been connected. Wait until the beep has ended before speaking to ensure the initial part of the message is not lost.
- 4.2.3. Additional information will also display during that transmission, namely the controller ID, Call type (Incoming or Outgoing) & duration of call. When a radio transmission is underway, the radio number will display alongside the PTT button indicating which radio is trying to contact the controller (see below). Controllers should log these radio numbers against corresponding vehicles on their job logging sheets for easier identification later.



- 4.2.4. To end the call simply release the mouse button.
- 4.2.5. In order to keep a record of all calls made and received by a controller, the system has been set to 'auto record'. This function allows the playback of radio calls for the purpose of clarifying any transmissions (see 5.1 for further information).

4.3. Mapping & Tracking -

- 4.3.1. The mapping program within Dispatch is based on Google Maps with familiar features to regular users such as Satellite view, Traffic updates and Street view.
- 4.3.2. The map can be re-sized by either using the + or – tabs in the bottom right corner or right clicking on the map and using the 'zoom in & out' options. The scroll wheel (if available) on a PC mouse will allow quick zoom to be achieved with the cursor over the map. **Left click & hold** the mouse to move the map to your desired location.

4.3.3. When a radio goes 'live', it should automatically track its GPS location, if not select the 'Locate' button as described in 4.1.7. above. All 'live' radios will display on the mapping screen with its radio callsign. The mapping screen will automatically re-zoom to the radio locations.



4.3.4. Clicking on any radio icon will display further information on that radio i.e. Radio number, location, Talk Group & tracking time refresh interval.

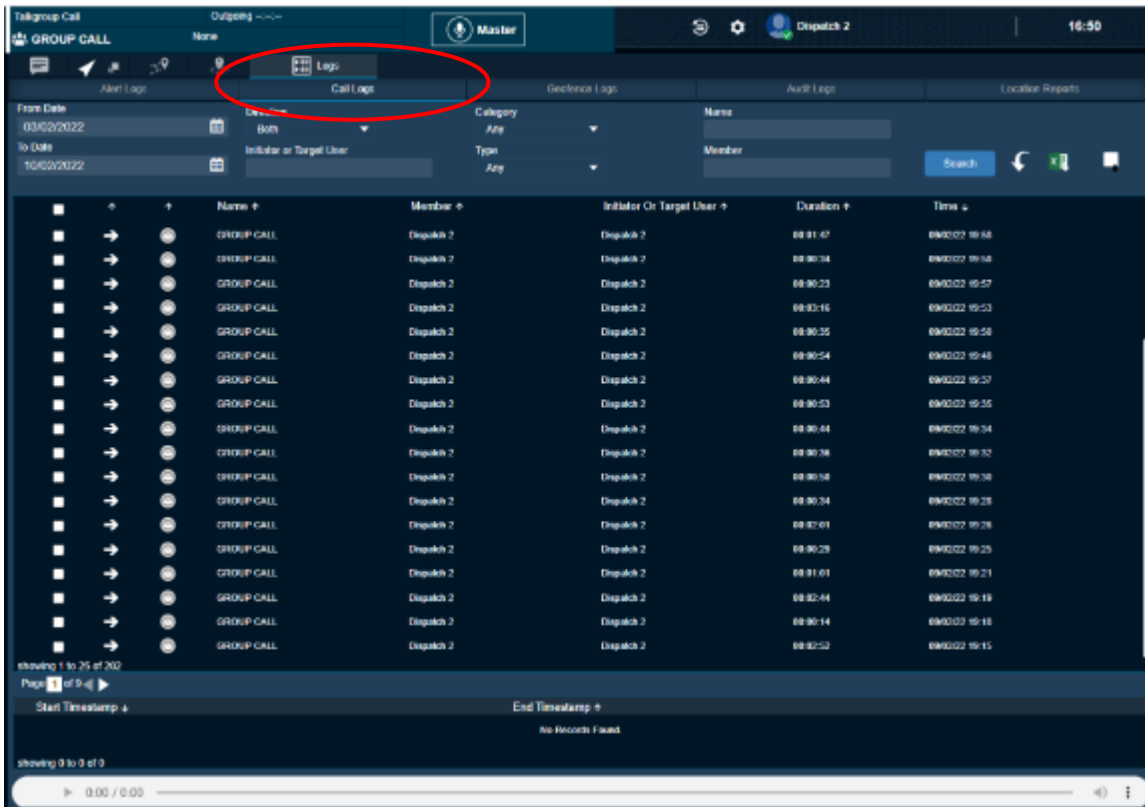


4.3.5. The 'Call', 'Personal Alert' and 'Message' icons at the bottom of the information window are NOT to be used since this will be 'one to one' communication which NBB are not advocating. The 'One Time location refresh' and 'Start periodic location refresh' icons should not be needed since the radio is tracked at the default interval set up by the Radio team.

4.3.6. This information window should therefore be used for information only and can be closed in the normal way of selecting 'Close' in the top right corner.

5. Additional features to assist controllers

5.1. Radio call playback is available (but only where they have been recorded). To access this feature, select the 'LOGS' tab in mapping window, then select 'CALL LOGS'.

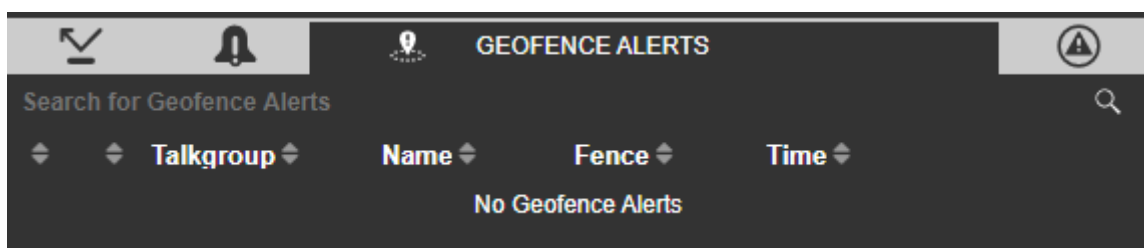


5.1.1. The call log is listed in date and time order with the latest radio calls listed at the top. The easiest way to listen to a call is to 'double click' the icon for the relevant transmission and the call will re-play or 'check' the relevant box and use the playback facility at the base of the window. This feature is useful for clarifying any discrepancies in information transmitted or received.

5.1.2. Whilst there is a facility to save recordings either as an excel spreadsheet or in MP3 format, it should not be necessary to do so during normal controller operations.

5.2. Geofencing

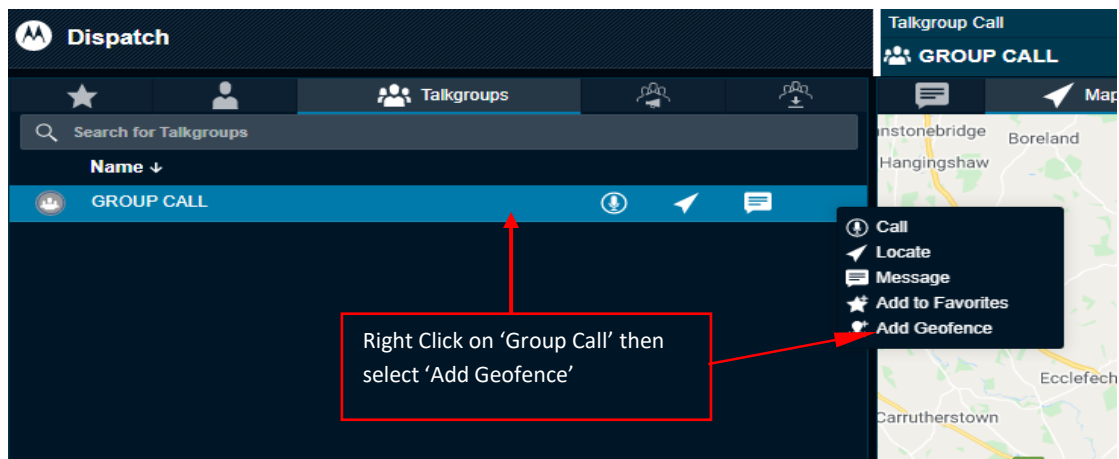
5.2.1. 'Geofencing' is a facility that allows specified locations to be geographically fenced. When any radio enters or exits a selected 'Geofenced' zone, it will alert the controller via the Alert window under 'Geofence Alerts' (bottom left pane on screen).



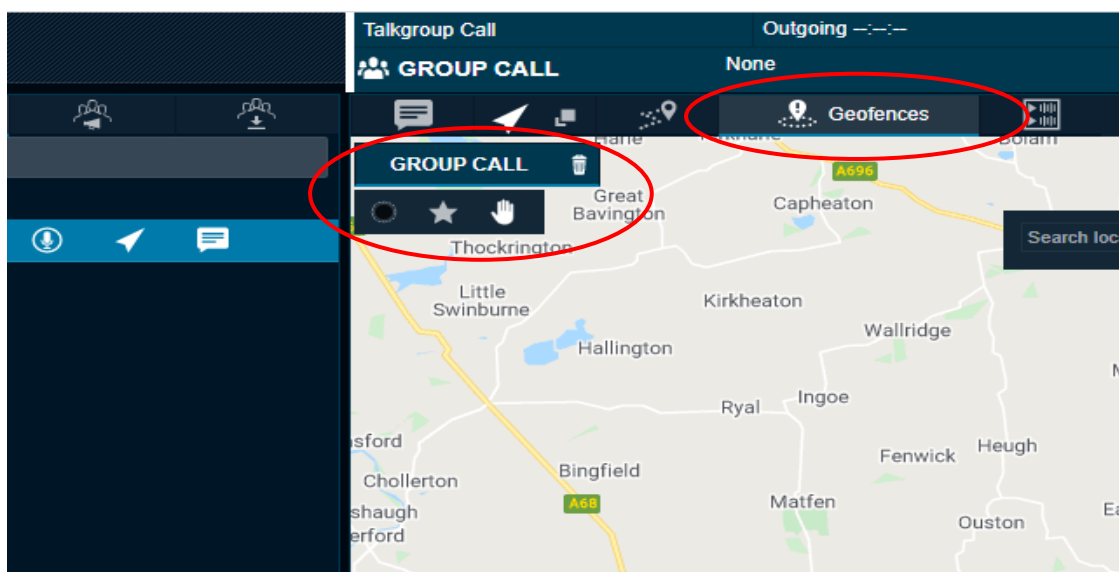
5.2.2. This will assist controllers to locate NBB vehicles without having to specifically search on the mapping screen. This facility is particularly useful to ascertain which vehicles are at key locations e.g. RVI when jobs are awaiting dispatch or for longer journeys e.g. Berwick or Darlington where vehicles may not be transmitting for some time
N.B. Only one Geofence can be selected at any one time so the controller should choose to use this function as required.

5.2.3. The NBB Geofences are pre-set into the Dispatch system but they need to be selected as required by the controller.

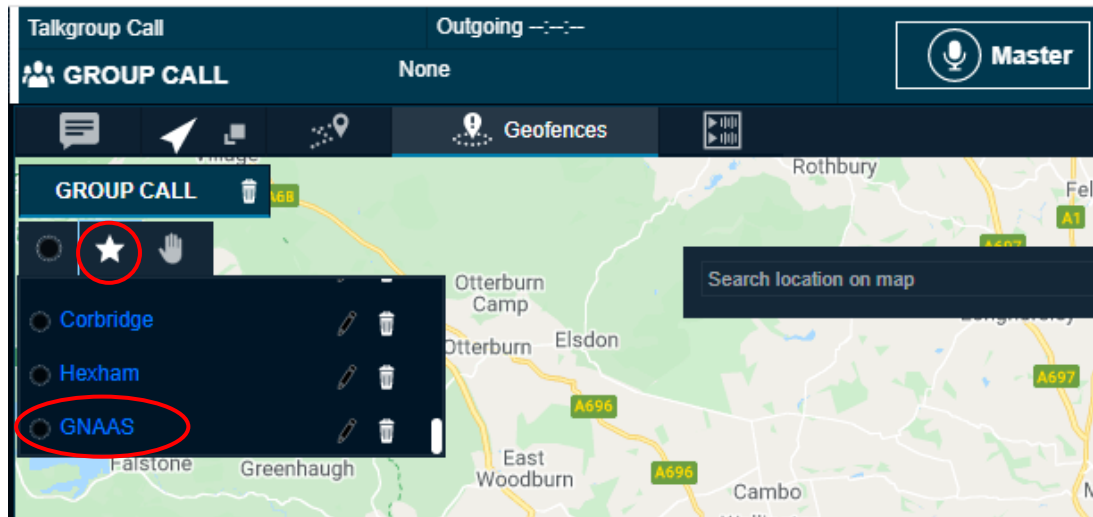
5.2.4. To select a pre-set Geofence, right click the 'Group Call' within the 'Talk group' tab and select 'Add Geofence' from the drop-down list.



5.2.5. Once selected the map screen changes to the GEOFENCES window with an additional selection window associated to the 'Group Call' talk group.

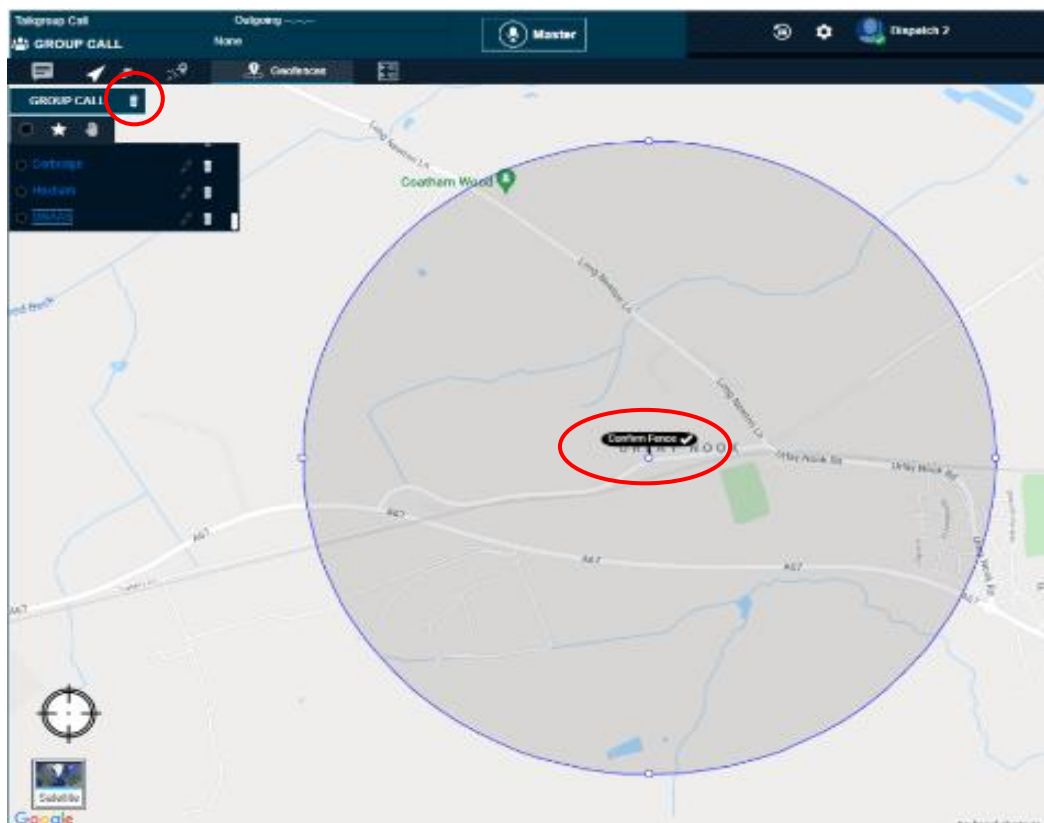


- 5.2.6. Within the Geofence window, selecting the 'Favourites' icon will reveal the pre-set list of locations.



- 5.2.7. Selecting the desired location e.g. GNAAS will pre-load the geofence onto the map. In order to fix the geofence to the map, it must be confirmed by selecting the 'Confirm Fence' message at the centre of the geofence and then 'Save' in the pop-up box.

N.B. DO NOT change any settings within the pre-loaded pop up box.



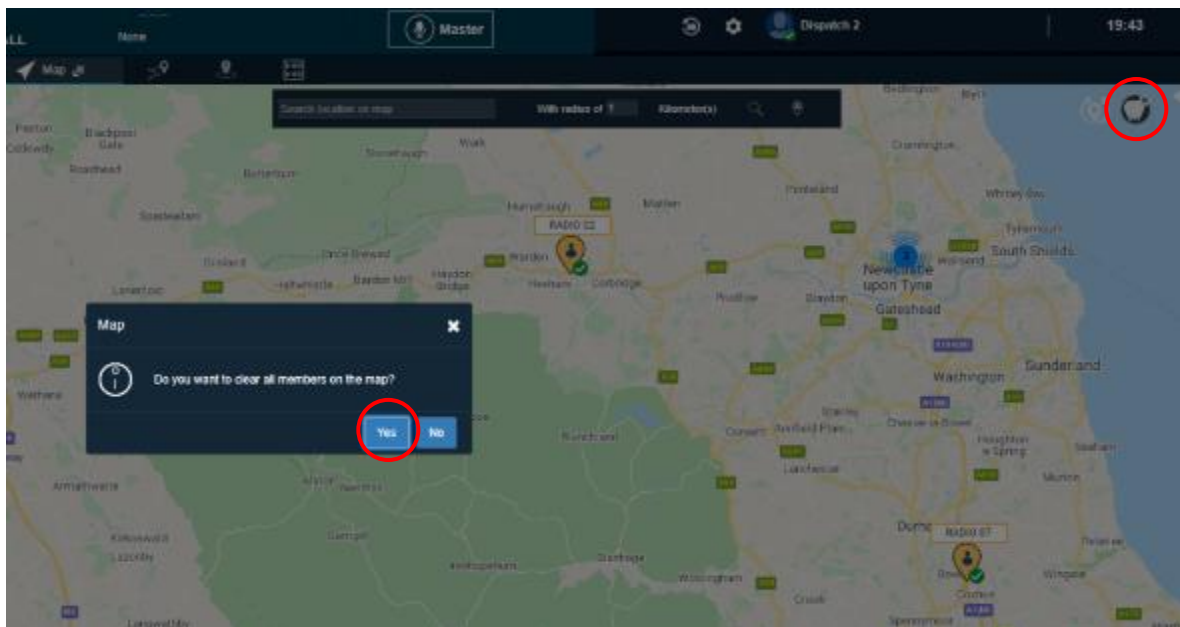
5.2.8. As only one geofence can be selected at any time, in order to change a location, the existing geofence will need to be removed either via the drop-down menu as acquired in 5.2.4. where the 'Add Geofence' will now display 'Remove Geofence', or alternatively, click on the bin icon within 'Group Call'. (This will only remove the fence from the map and not delete it from the 'Favourites' list).

REMEMBER to click back onto the main map by selecting the arrow symbol in the top selection bar, otherwise you won't be able to see vehicle locations.

5.3 Radio Tracking

5.3.1 In addition to the information provided in 4.1.7 & 4.3.3, where controllers are experiencing difficulties with radio tracking there is a facility to clear all existing radio users from the map and then refresh the radio locations using the 'Locate' icon as described earlier.

5.3.2 In top right corner of the map, click on the 'Clear all located users' icon which will bring up a dialogue box. Click 'Yes' and all the radio icons will be removed from the map.



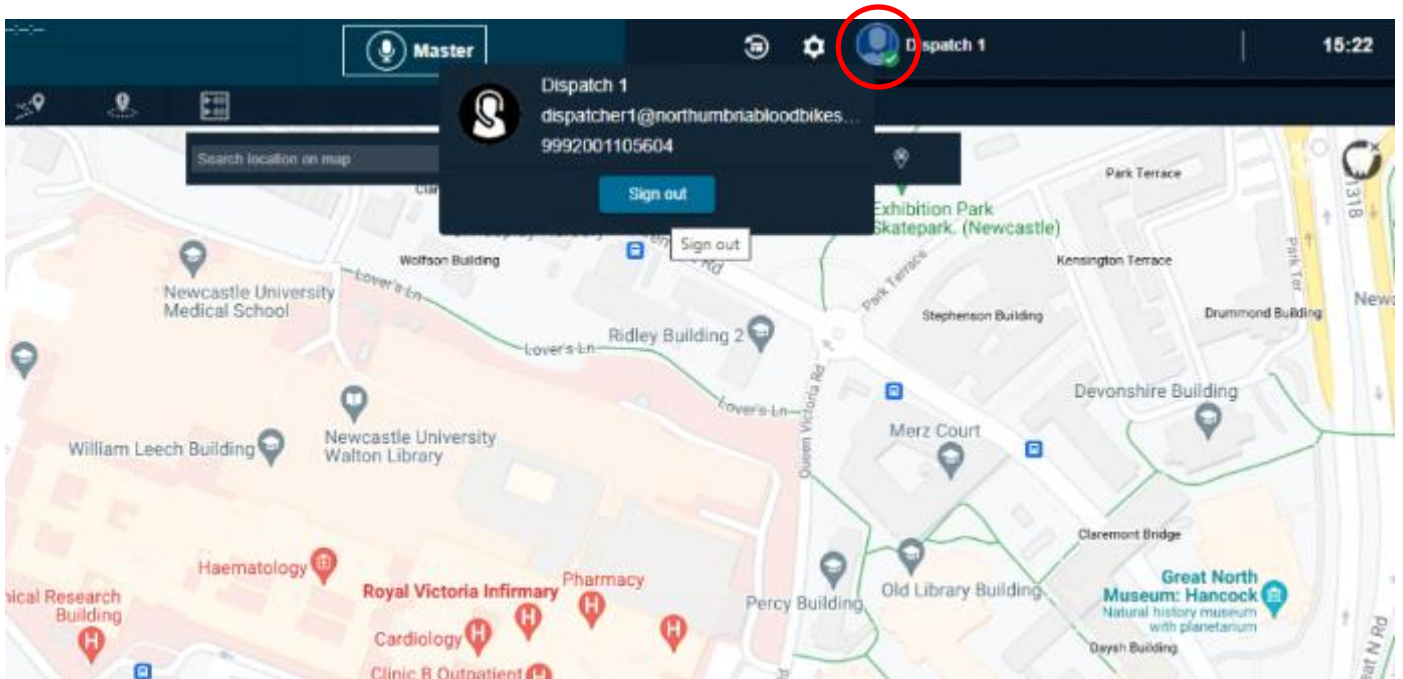
5.3.3 To re-locate the available radios, select the Locate icon as detailed in 4.1.7. This will ping all available radios which should bring them all back onto the map. There may be occasions where one or more radios fail to show due to several reasons (defective radio, atmospheric conditions or poor GPS signal) however they do very often re-appear when a GPS signal is restored. This is often outside our control so controllers should then reinforce to those riders/drivers that booking in & out of each location they visit is more important.

6. Logging off

6.1. Before logging off Dispatch, it would be prudent to remove any Geofence you have in use as this will remain on the system whenever the next controller logs on.

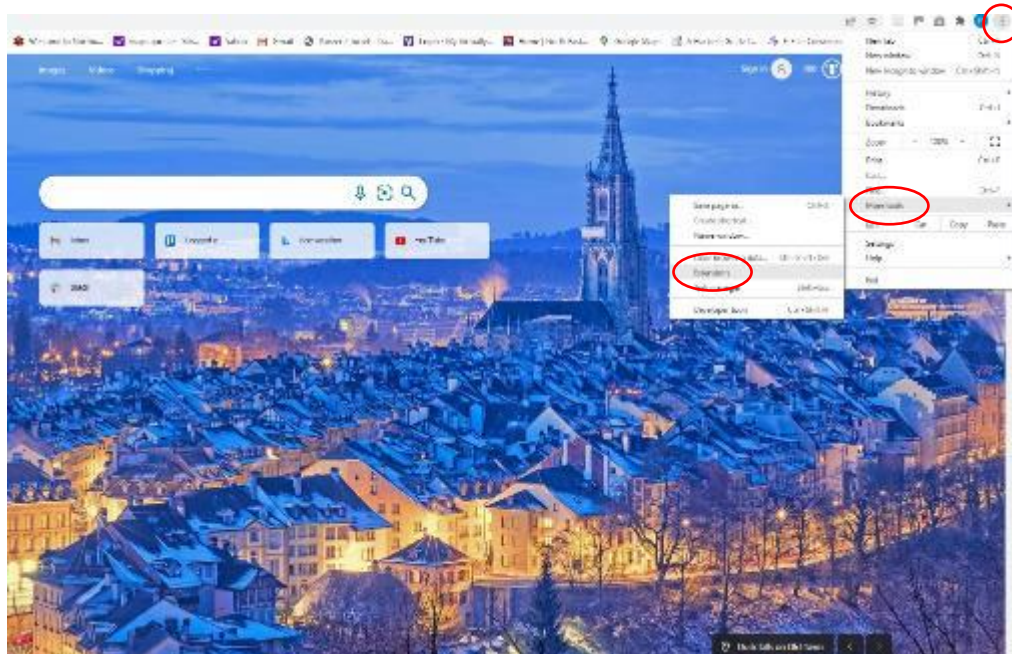
6.2. It is also good practice to remove all current radio locations to avoid switched off radios still showing on the map when logged on by following controller (see 5.3.2 above)

- 6.3.** Click on the 'Dispatch 1' person logo as highlighted below to access the 'Sign out' box, a confirmation will then display to finally log out.

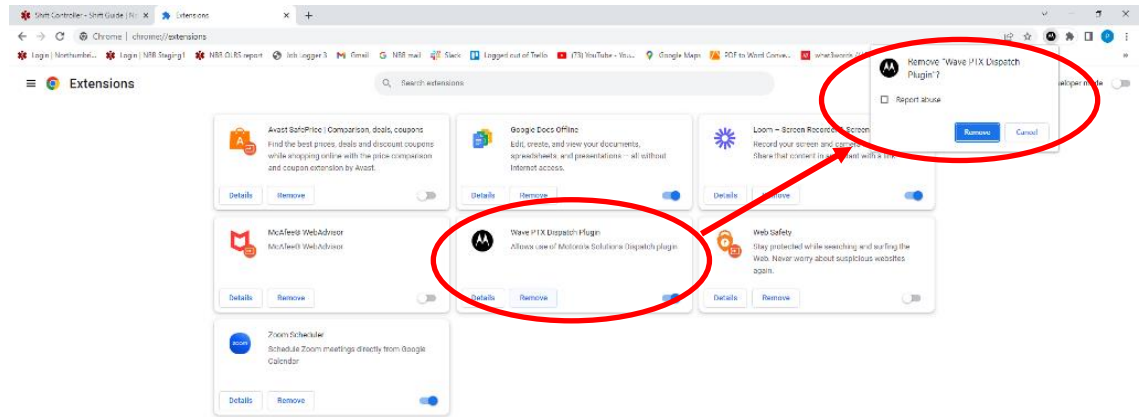


7 System Updates

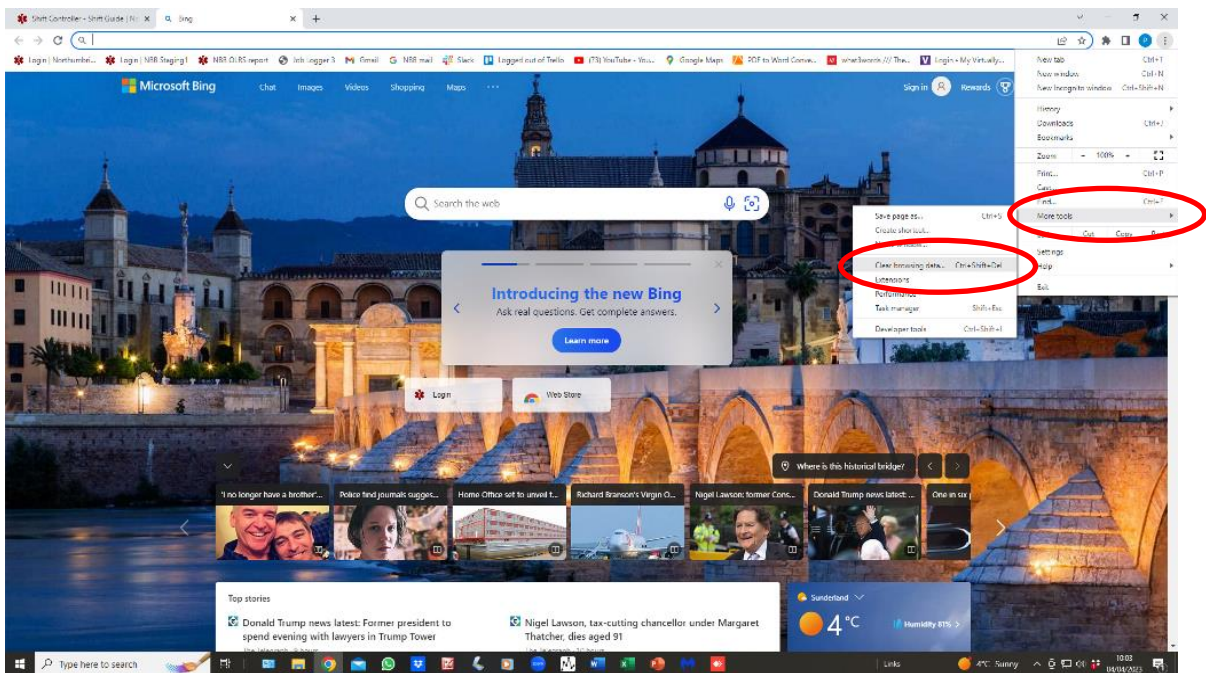
- 7.1** As with many IT based programs, the system operators will periodically update their software. Motorola do this in the form of an updated Chrome Plugin or extension as described in section 3 of this note. In order to update a Plugin, the existing Plugin must be removed from your Chrome Browser & Download folder to avoid conflicting with the new plugin installed.
- 7.2** To remove any existing plugin, access your Chrome 'Extensions' via the 'More tools' tab in the Customise option (3 dots at top right of browser screen).



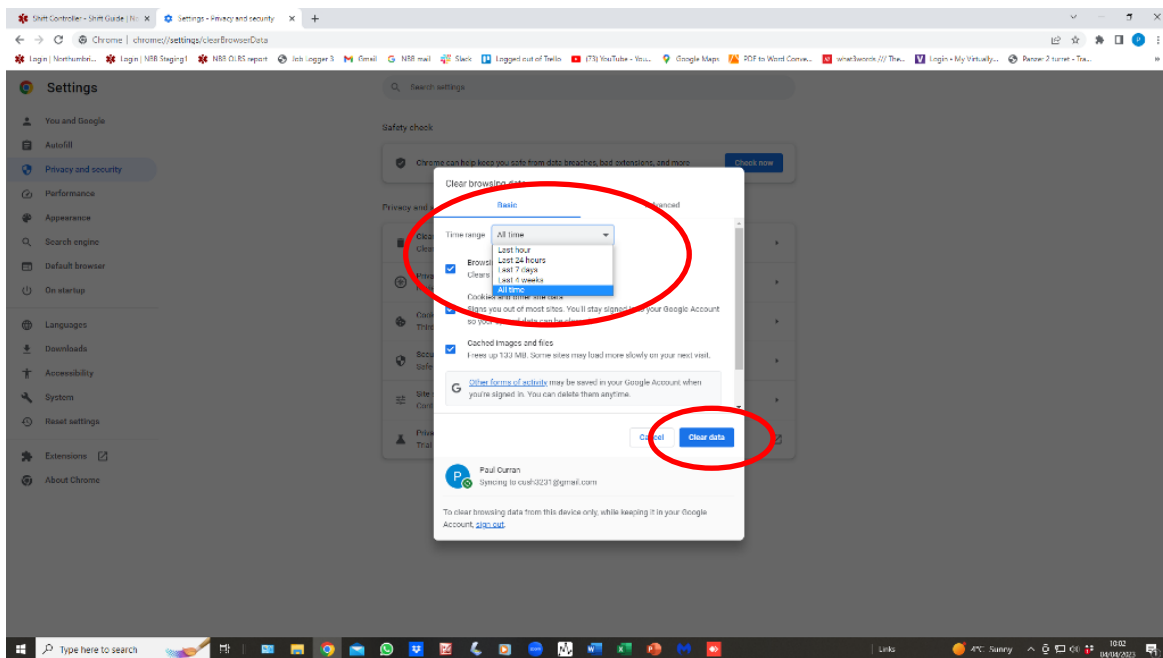
7.3 Click 'Remove' on the Wave Dispatch plugin and then 'confirm' as shown below.



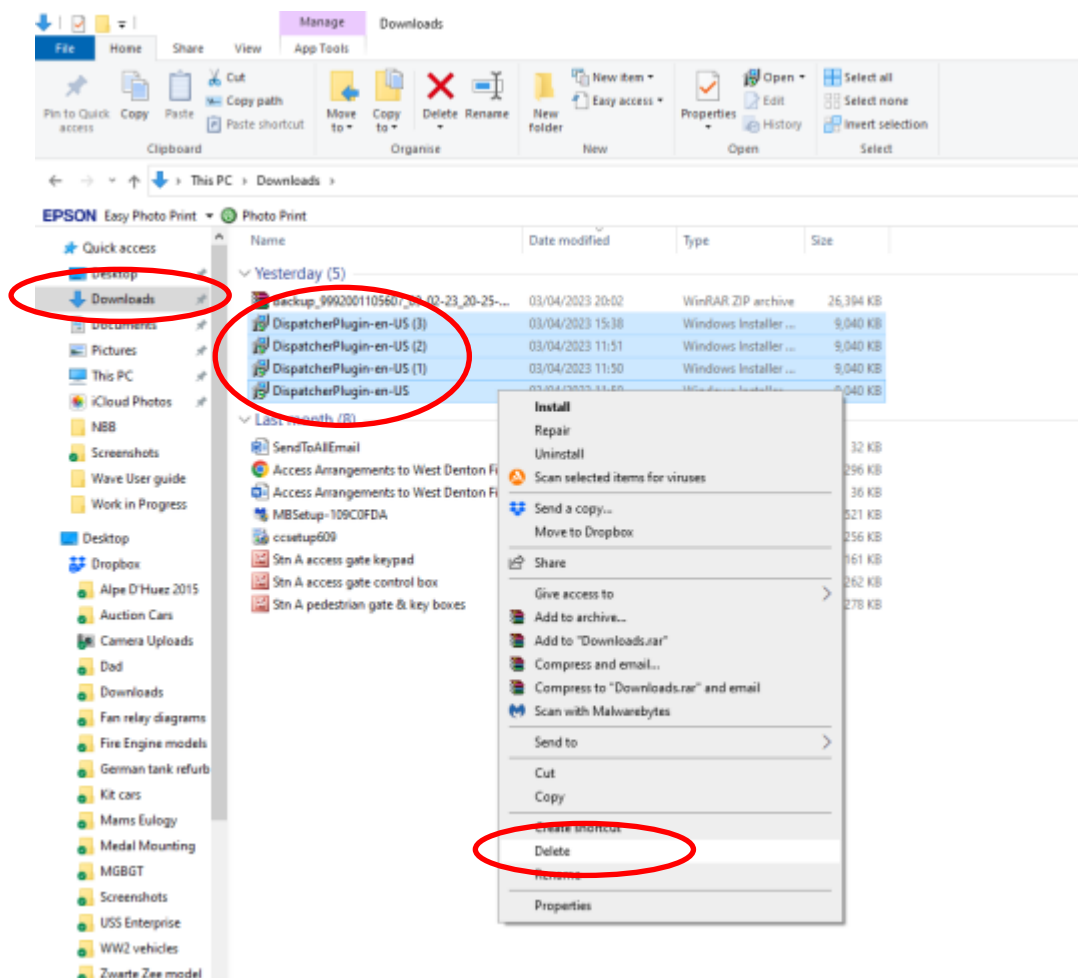
7.4 To ensure any reference to your old plugin is fully removed from your PC, it is also advisable to access and clear your cookie history by again selecting 'More Tools/Clear Browsing History' from the Chrome home page, similar to the above actions and highlighted below.



7.5 Then select 'All Time' from the drop down menu before clearing data to ensure all potential cookie conflicts are removed.



7.6 Also access your 'Download' Folder within your File Explorer then select and delete any previous downloaded plugins that exist there to avoid conflicts when the new Plugin is installed.



- 7.7** When you next log into Dispatch, it will detect there is no plugin loaded into your browser and will prompt you to reload the new plugin as detailed previously in section 3 of this guide.
- 7.8** If you experience login difficulties where a new plugin has not been made available then taking the actions highlighted in sections 7.4 – 7.6 above may well resolve the issue. If not then also removing and re-installing the plugin as highlighted above should resolve the problem. If problems still exist then report the fault as detailed in section 3 above.
- 7.9** Please be aware that your Chrome browser should also be kept up to date. This can be checked by clicking on the 3 buttons to the top right, select “Settings”, then select “About Chrome” and this will check you are on the latest version.

**Northumbria Blood Bikes:
Wave Dispatch – Controller User Guide**

Version Control and History

Date	Version	Author:	Reason For Change
April 2020	1.0	Paul Curran/Ronnie Paton	First Version
Feb 2022	1.1	Paul Curran/Ronnie Paton	Review of all sections to reflect significant update to Wave operating system. Additional section 7 added.
April 2023	1.2	Paul Curran	Further update to section 7 following login issues.