

## Versatile Fleet Management Tool for voice and data communications

- Single Client or sophisticated multiple position operation with shared data base
- Multimode connectivity options radio, landline, LAN, WAN, ADSL
- Radio Systems customisation options
- Upgradeable to voice plus fleet tracking with dual screens
- A proven integral part of Radio Systems Keynet solutions.



**Radio Systems Limited** Highlode Industrial Estate, Ramsey, Cambridgeshire, PE26 2RB Tel +44(0)1487 815111 Fax +44 (0)1487 814973 sales@radio-systems.co.uk www.radio-systems.co.uk

CONTE	NTS
-------	-----

SECTION	DESCRIPTION	PAGE
1.	Introduction	2
2.	Operational Overview	2
3.	Voice Features	2
4.	Despatcher Operation	3
	4.1.Voice Calls(Ref. Fig 1)4.1.1.Incoming Calls	3 3
	4.1.2. Incoming Call Selection (Ref. Fig 2)	4
	4.1.3. Call Time (Ref. Fig 3)	4
	4.1.4. Outgoing Speech Calls	5
	4.1.5. Call Clearance (Ref. Fig 4)	5
	4.1.6. Call Ident	6
	4.1.7. Group and Global Ident (Ref. Fig 5)	7
	4.1.8. Emergency Speech Calls (Ref. Fig 6)	8
	4.1.8.1. Silent Mic Operation (Ref. Fig 7)	9
	4.1.9. Call Stack Deletion	10
	4.2. Status Messages	11
	4.2.1. Incoming Status Message (Ref. Fig 8)	11
	4.3. Screen Appearances	12
	4.3.1. Radio Despatcher Operator Screen (Ref. Fig. 9)	12
	4.3.2. Manual Ident Entry (Ref. Fig. 10)	13
	4.3.3. Failure to Connect Indications (Ref. Figs. 1 12)	1& 14
Annex 1	Keyboard Assignments	15

## 1. INTRODUCTION

The new Radio Systems Voice Despatcher has been tailored, where possible, to meet the requirements a range of users. It provides the additional functionality offered by the Keynet II system with access to many operational features that are inherently available in the MPT1327 trunked system design. The main difference from the early versions is the provision of sounds to draw attention to incoming calls as well as sounds to indicate that the operator has performed a function.

The package is valid for radio, landline, LAN, WAN, ADSL or most industry standard forms of connectivity.

## 2. OPERATIONAL OVERVIEW

Operation is achieved using a standard desk top PC with either keyboard entry with assigned keys or by using the mouse to control these functions. The assigned keys are listed in the table provided later in this document. The appearance of the Voice Despatcher has been kept as simple as possible, but takes full advantage of the Keynet II Trunked system features.

## 3. VOICE FEATURES

Received audio from mobiles and portable radios is provided through desk top loudspeakers with adjustable volume. These are connected to the standard audio output ports at the back of the PC.

Transmitted audio is provided from a desk top microphone with a muting switch. The transmitted audio is processed through an automatic gain controlled amplifier (VOGAD) unit to allow for the variation in operator voice levels therefore maintaining a relatively constant modulation voice level.

Alternatively, when used with a radio Despatcher, the normal fist microphone or an adapted desk-top microphone may be used directly connected to the voice radio.

#### 4. DESPATCHER OPERATION

#### 4.1 Voice Calls

The Despatcher Operator Screen (Fig.1) is the opening screen and used for day-to-day communications control. Call management may be performed by using the keyboard or the mouse depending upon the preference of the operator. The mouse icon can be used to set up calls from the Despatcher screen.

aro iL	Fleet Number	Registration No.	Last Status	Time of Call	Bus Type	CustData3	CustData4	
	Tieetivumber	Registration No.	Lasi sialus	Time of Can	Dus Type	Cusidaias	CusiDaia4	
n 10	Fleet Number	Registration No.	Bus Type	CustData3 .				
3921	39728	Registration No.	Bus Type Enviro 200	CustData3_				
392) 392:	3 39728 3 39729	NK58AHX NK58AHY		CustData3				
392) 392) 393)	3 39728 3 39729 3 39730	NK58AHX NK58AHY NK58AHZ	Enviro 200 Enviro 200 Enviro 200	CustData3_1				
392) 392) 393) 393)	3 39728 39729 39730 39730	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200	CustData3_1				
392) 392) 393) 393 393	3 39728 3 39729 3 39730 3 39730 3 39731 2 39732	NK58AHX NK58AHY NK58AHZ	Enviro 200 Enviro 200 Enviro 200	CustData3 ▲				
392) 392 393 393 393 393	3 39728 39729 39729 39730 39730 39731 2 39732 39732	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200	CustData3 ▲				
392  392  393  393  393  783  783	3 39728 3 39729 3 39730 39731 2 39731 2 39732 3 All Buses All Inspectors	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200					
392  392  393  393  393  783  783	3 39728 39729 39729 39730 39730 39731 2 39732 39732	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200					
392  392  393  393  393  783  783	3 39728 3 39729 3 39730 39731 2 39731 2 39732 3 All Buses All Inspectors	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200					
392 393 393 393 393 783 783 785 785	3 39728 3 39729 3 39729 3 39730 2 39731 2 39732 3 All Buses 3 All Inspectors 3 All Call	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200					
3921 393 393 393 393 783 785 785 785 790	3 39728 3 39729 3 39729 3 39730 3 39730 3 4II Buses 4 AII Buses 4 AII Buses 4 AII Buses 4 AII Call 4 AII Call 4 Cal	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200					
3921 393 393 393 783 785 785 790	3 39728 3 39729 3 39729 3 39730 2 39731 2 39732 3 All Buses 3 All Inspectors 3 All Call	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200					
3921 393 393 393 783 785 785 790 Progr	3 39728 3 39729 3 39729 3 39730 3 39730 3 4II Buses 4 AII Buses 4 AII Buses 4 AII Buses 4 AII Call 4 AII Call 4 Cal	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200					
3921 393 393 393 393 785 785 785 785 785 785 785 785 785 785	3 33728 3 33728 3 33730 3 33730 3 4II luses All luses All Leal Cleared	NK58AHX NK58AHY NK58AHZ NK58AJO NK58AJU	Enviro 200 Enviro 200 Enviro 200 Enviro 200 Enviro 200					
3921 393 393 393 393 785 785 785 785 785 785 785 785 785 785	3 39728 3 39729 3 39729 3 39730 3 39730 3 4II Buses 4 AII Buses 4 AII Buses 4 AII Buses 4 AII Call 4 AII Call 4 Cal	NK58AHX NK58AHY NK58AHZ NK58AJO	Enviro 200 Enviro 200 Enviro 200 Enviro 200 Enviro 200		Call En	d Call		
3921 393 393 393 393 785 785 785 785 785 785 785 785 785 785	3 33728 3 33728 3 33730 3 33730 3 4II luses All luses All Leal Cleared	NK58AHX NK58AHY NK58AHZ NK58AJO NK58AJU	Enviro 200 Enviro 200 Enviro 200 Enviro 200 Enviro 200		Call En	d Call		

## Fig. 1. Opening Screenshot of the Keynet PC Despatcher System

4.1.1 **Incoming Calls** that have been initiated by drivers come in via Status messages as "Call Requests" and immediately appear at the top of the call stack box at the top of the screen. The details about the call are visible in the table and it is possible, where more than one call is waiting, for the operator to select calls in any order they may feel appropriate from the list.

4.1.2 Incoming Call Selection may be made using the Up/Down arrow keys to select the call from the call stack followed by pressing the F1 function key. Alternatively the operator may use the mouse to control the screen icon on to the desired caller in the Call stack (Fig.2). After selection, at pressing the F1 key the Ident will be copied to the Outgoing Call area at the bottom of the screen in the "Ident" box and the call will be set up with the caller. Similarly this action can be performed by placing the mouse icon on the "Call" box and clicking the left hand mouse button. Successful establishment of the call will be indicated by the word "Connected" being displayed in the "Call Progress" dialogue box. The Operator will then be able press the PTT switch on the microphone and commence speaking with the caller.

Begistration No.     Bus Type     CustData3     1       19141     Enviro 400     53/03/2009 17:18:36     Enviro 400       19142     Enviro 400     53/03/2009 17:18:36     Enviro 400       19143     Enviro 400     53/03/2009 17:18:36     Enviro 400       19144     Enviro 400     53/03/2009 17:18:36     Enviro 400       19143     Enviro 400     53/03/2009 17:18:36     Enviro 400       19145     Enviro 400     53/03/2009 17:18:36     Enviro 400       19144     Enviro 400     53/03/2009 17:18:36     Enviro 400       19145     Enviro 400     53/03/2009 17:18:36     Enviro 400       19146     Enviro 400     53/03/2009 17:18:36     Enviro 400	39729     NKSBAHY     Call Request     03/03/2009 17:14:16     Enviro 200       1     Call Request     03/03/2009 17:12:21
Registration No.     Bus Type     CustData3       19148     Enviro 400     19141       19144     Enviro 400     19141       19142     Enviro 400     19141       19143     Enviro 400     19141       19144     Enviro 400     19141       19145     Enviro 400     19142       19146     Enviro 400     19143       19146     Enviro 400     19144       19146     Enviro 400     19144       19146     Enviro 400     19144       19148     Enviro 400     19148	Number     Registration No.     Bus Type     CustData3       19148     Enviro 400
r     Registration No.     Bus Type     CustData3       19141     Erwire 400	Number     Registration No.     Bus Type     CustData3       19141     Enviro 400
19141     Erwire 400       19142     Erwire 400       19143     Erwire 400       19144     Erwire 400       19145     Erwire 400       19146     Erwire 400       19147     Erwire 400       19148     Erwire 400       19149     Erwire 400	19141     Enviro 400       19142     Enviro 400       19143     Enviro 400       19144     Enviro 400       19145     Enviro 400       19146     Enviro 400       19147     Enviro 400       19148     Enviro 400       19147     Enviro 400       19148     Enviro 400
19141     Erwire 400       19142     Erwire 400       19143     Erwire 400       19144     Erwire 400       19145     Erwire 400       19146     Erwire 400       19147     Erwire 400       19148     Erwire 400       19148     Erwire 400	19141     Enviro 400       19142     Enviro 400       19143     Enviro 400       19144     Enviro 400       19145     Enviro 400       19146     Enviro 400       19147     Enviro 400       19148     Enviro 400       19147     Enviro 400       19148     Enviro 400
Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	Erwiro 400 Erwiro 400 Erwiro 400 Erwiro 400 Erwiro 400 Erwiro 400 Erwiro 400 Erwiro 400 Erwiro 400
19142     Erwiro 400       19143     Erwiro 400       19144     Erwiro 400       19145     Erwiro 400       19146     Erwiro 400       19147     Erwiro 400       19148     Erwiro 400       19149     Erwiro 400       19148     Erwiro 400	19142     Erwiro 400       19143     Erwiro 400       19144     Erwiro 400       19145     Erwiro 400       19146     Erwiro 400       19147     Erwiro 400       19148     Erwiro 400
19143     Erwiro 400       19144     Erwiro 400       19145     Erwiro 400       19146     Erwiro 400       19147     Erwiro 400       19148     Erwiro 400       19148     Erwiro 400	19143     Enviro 400       19144     Enviro 400       19145     Enviro 400       19146     Enviro 400       19147     Enviro 400       19148     Enviro 400
19144     Erwiro 400       19145     Erwiro 400       19146     Erwiro 400       19147     Erwiro 400       19148     Erwiro 400	19144     Enviro 400       19145     Enviro 400       19146     Enviro 400       19147     Enviro 400       19148     Enviro 400
19145 Erwiro 400 19146 Erwiro 400 19147 Erwiro 400 19148 Erwiro 400	19145     Enviro 400       19146     Enviro 400       19147     Enviro 400       19148     Enviro 400
19146 Erwino 400 19147 Erwino 400 19148 Erwino 400 ▼	19146 Enviro 400 19147 Enviro 400 19148 Enviro 400 ↓
19147 Enviro 400 19148 Enviro 400 1	19147 Enviro 400 19148 Enviro 400
19148 Enviro 400	19148 Enviro 400
19148 Enviro 400	19148 Enviro 400
Speech Status Call End Call	1 Speech Status Call End Call
Speech Status Call End Call	Speech Status Call End Call

Fig. 2. Call Stack appearance

4.1.3 **Call Time** is indicated at the bottom of the Despatcher screen to the left of the date text box as a count down time in seconds whilst a call is in progress. The start time is dependent upon the system setting for the time-out period that will limit the maximum call length. If the timer is set to 120 seconds the time will decrement from 120 downward.

	Fleet Number	Registration No.	Bus Type	CustData3	•				1
3928	3 39728	NK58AHX	Enviro 200						
3929	39729	NK58AHY	Enviro 200						
3930	39730	NK58AHZ	Enviro 200						
3931	39731	NK58AJO	Enviro 200					/	
3932	39732	NK58AJU	Enviro 200					· · · · ·	
	All Buses								
	All Inspectors								
7900	All Call				-			· · · · ·	
Call Progr	nected								
Con	mecieu								
l Ident		eech	Stat	tus	Ca	End Call	]	1	
l Ident		eech	Stat	tus	Ca	End Call	]	i i	
l Ident			Stat		Ca dio In Servi		Call Time - 10	   	Thursday 26 Feb 2009 12:19

Fig. 3. Call Timer and Call "Connected"

- 4.1.4 **Outgoing Speech Calls** can be initiated by the Operator using either:
  - 4.1.4.1 Using the **F1** function key to set up the call with the call at the top of the stack, (most recent call request)
  - 4.1.4.2 Selecting from the Incoming Call stack using the mouse, then using the **Call Button.**
  - 4.1.4.3 By direct number entry into the Outgoing Call **Ident** text box, then using the **Call Button** to set the call up,
  - 4.1.4.4 From the **"Look-up List"** above the "Call Progress" text box by selecting the radio Ident using the mouse icon and scroll-down bar, then the pressing the **Call Button** to set the call up.

#### 4.1.5 Call Clearance

For voice calls set up using the **Voice Despatcher** screen, call clearance is achieved by pressing the **F8** function key or by placing the mouse icon over the "**End Call**" box and clicking the left hand mouse button. Successful disconnection of the call is indicated by the word "**Call Cleared**" being displayed in the "**Call Progress**" box (**Fig. 4**).

(adio ID	Fleet Number	Registration No.	Bus Type	CustData3						
3928	39728	NK58AHX	Enviro 200							
3929	39729	NK58AHY	Enviro 200							
3930	39730	NK58AHZ	Enviro 200	_						
3931	39731	NK58AJO	Enviro 200							
3932	2 39732	NK58AJU	Enviro 200							
7830	) All Buses									
	All Inspectors		(3) (3)							
7900	) All Call				-					
				•						
				<u>12</u>						
	a**			<u>10</u>						
Call Progre										
Call Progre	ess Cleared				<u></u>					
					<u> </u>					
Call Progre Call dent	Cleared				<u>.</u>	[	)	ו		
Call Progre Call dent	Cleared	Speech	[		<u>.</u>	Call	End Call	]		
Call Progre Call dent		Speech		Status	<u>.</u>	Call	End Call	]		
Call Progre Call dent	Cleared	Speech			<u>.</u>	Call	End Call	]		
Call Progre Call dent	Cleared	Speech			<u>.</u>	Call	End Call	]		
Call Progre Call dent	Cleared	Speech	[		<b>_</b>	Call	End Call	]		
Call Progre Call	Cleared	Speech			<b>-</b>	Call	End Call	]		

Fig. 4. "Call Cleared" indication

- 4.1.6 **Call Ident** is always a 4-digit number using 0's ahead for any lesser number to make up the 4-digit field and can be of:-
  - 4.1.6.1 an individual vehicle radio.
  - 4.1.6.2 an **individual Inspector.**
  - 4.1.6.3 a **Group Ident** to a specified group of vehicles and/or Inspectors.
  - 4.1.6.4 a **Global Ident** to all vehicles and inspectors logged on to the system at the time of the call.

4.1.7 **Group and Global Ident** information is held in the database in the PC. The number can be entered manually into the Ident box before using the **Call Button** to transmit the message to a **Group** or make a **Global** call.

These numbers in the 79xx or 78xx series are also selectable from the "Outgoing Call" list where they will be found by scrolling to the bottom of the list.

Fig. 5 below shows a Group call in progress to Group ID 7900. Other Group numbers are held in the look-up listing, for example 7830 "All Buses" and 7850 "All Inspectors" are assigned and useable.

3928 3929 3930 3931 3932	39728 39729 39730	Registration No. NK58AHX NK58AHY NK58AHZ	Bus Type Enviro 200 Enviro 200	CustData3				
3929 3930 3931 3932	39729 39730	NK58AHY						
3930 3931 3932	39730							
3931 3932			Enviro 200					
3932		NK58AJO	Enviro 200	-	<u>.</u>			
	39732	NK58AJU	Enviro 200	-				
	All Buses	141007000	Enviro Loo	-	1			
	All Inspectors			-				
	All Call	-	+	-	-			
			Contraction of the second	,				
100 C								
Call Progre	iss							
Con	nected							
001	neoleu							
Ident	C C							
-	000		1000					
1	' <b>900</b> s	peech	Sta	itus		Call	Call End Call	Call End Call
1								
						<u> </u>		
	Maste		ocalDB	Paul	1	- In Service	In Convice	- In Service Call Time - 109

Fig. 5. Group Call to 7900 in progress

4.1.8 Emergency Speech Calls incoming to the Despatcher operator will result in a large, white dialogue box opening containing the word "*Alarm*" in large red letters. There will be an audible alarm that continues until the Emergency call in selected using the Call Button or the F1 function key.

The Emergency call will also be displayed at the top of the **Call Stack** with the word Emergency in black font on red background in the "**Last Status**" column and it will remain at the top of the call stack until it is actually cleared from the screen using the **F10** function key.

Fleet						
	Number Registrat	ion No. Last Status	Time of Call	Bus Type	CustD	ata3
1948	19148	Emergency		20:01 Enviro 400		
3929 4001	39729 NK58AHY	Call Request		14:18 Enviro 200	-	_
01		Call Request	03/03/2009 17	17:21	-	
	Number Registrat		CustData3 _			
dio ID Fleet		Enviro 400				
1941	19141					
1941 1942	19141 19142	Enviro 400				
1941 1942 1943	19141 19142 19143	Enviro 400 Enviro 400				
1941 1942 1943 1944	19141 19142 19143 19144	Enviro 400 Enviro 400 Enviro 400				
1942 1943 1944 1945	19141 19142 19143 19144 19144 19145	Enviro 400 Enviro 400 Enviro 400 Enviro 400				
1941 1942 1943 1944 1945 1946	19141 19142 19143 19144 19145 19145 19146	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400				
1941 1942 1943 1944 1945 1946 1947	19141 19142 19143 19144 19145 19146 19146 19147	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400				
1941 1942 1943 1944 1945 1946 1947 1948	19141 19142 19143 19144 19145 19145 19146	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400				
1941 1942 1943 1944 1945 1946 1947 1948	19141 19142 19143 19144 19145 19146 19146 19147	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400				
1941 1942 1943 1944 1945 1946 1946 1947 1948	19141 19142 19143 19144 19145 19146 19146 19147	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	×			
1941 1942 1943 1944 1945 1946 1947 1948	19141 19142 19143 19144 19145 19146 19146 19147	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	×			
1941 1942 1943 1944 1945 1946 1946 1947 1948 Call Progress	19141 19142 19143 19144 19145 19146 19146 19147	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400				
1941 1942 1944 1944 1945 1946 1947 1947 1948 Call Progress	19141 19142 19143 19144 19145 19145 19146 19147 19148	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400			]	
1941 1942 1943 1944 1945 1946 1946 1947 1948 L L Call Progress	19141 19142 19143 19144 19145 19145 19146 19147 19148	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400		Call En	d Call	

## Fig. 6 Emergency Incoming Call – "Alarm"

When an Emergency call is connected to the Despatcher the Alarm sound will cease. When the Emergency call is cleared the Alarm sound will restart and the only way to stop this from sounding is to either reconnect to the radio originating the Emergency call or by deleting it from the call Stack using the F10 key.

## 4.1.8.1 Silent Microphone Operation

Silent Microphone operation is a function provided within the vehicle radios to enable the Despatcher Operator to listen to any activity in the cab after an Emergency call has been initiated by that vehicle's driver.

Where a vehicle has been fitted with an Emergency Call red button, pressing this will initiate an Emergency Speech request to the Control Despatcher. The destination of this request message is pre-programmed in the vehicle radio.

On receipt of the Emergency Speech request the PC Despatcher displays a white screen with red text "Alarm", and the alarm sounds from the loudspeaker.

Direct speech call set-up by the mobile to the Control Despatcher is not allowed, but there is a message sent to the vehicle radio that a request has been received, but there is no indication either audible or visible at the vehicle radio.

When the operator selects the Alarm call, this action automatically stops the alarm sounding from the Despatcher PC, but does not initiate a return Emergency Speech call to the vehicle. There are two ways to initiate contact with this vehicle:

- a) Pressing the F1 key will connect to the vehicle radio to start a two-way speech call. The PC mouse may also be used to select the Call button.
- b) Using PC mouse and selecting the Status button will bring up the Status message list. By selecting Status 27 message and pressing Call will connect to the vehicle radio. (See Fig. 7 on next page)

At this point a traffic channel on the radio system is commandeered, closing any conversation that may have been taking place on that channel if it was busy at that time.

Once the Alarm call has been selected by the controller using a Status 27 call, the vehicle radio automatically transmits for 15 seconds once the call has been set-up. As the vehicle microphone is live during the periods of transmission the Controller can hear what is happening in the cab of the vehicle.

After the 15 second period of transmit the vehicle radio switches back to receive giving the controller an opportunity to speak to the driver if this is considered safe and necessary. After a further 15 seconds the vehicle radio will revert back to transmit.

adio ID	Fleet Number	Registration No.	Last Status	Time of Call	Bus Type	CustData3	CustData4	
								O design Chabas
								Outgoing Status Status Text
								1 Status 1
								2 Status 2
								3 Status 3
								4 Status 4
								5 Status 5
								6 Status 6
								7 Status 7
								8 Status 8
								9 Status 9 10 Status 10
								11 Status 11
								12 Status 12
								13 Status 13
1604	Fleet Number	Registration No. N704LTN	Bus Type Cust Volvo Olympian	Data3 <u>*</u>				14 Status 14
1605		N705LTN	Volvo Olympian Volvo Olympian					15 Status 15
1606		N706LTN	Volvo Olympian					16 Status 16
1607		N707LTN	Volvo Olympian					17 Status 17
1608		N708LTN	Volvo Olympian					18 Status 18
1609		N709LTN	Volvo Olympian					19 Status 19 20 Status 20
1611		N711LTN	Volvo Olympian					21 Status 21
1900	19200	NK07DWE	Enviro 400	<u> </u>				22 Status 22
								23 Status 23
all Progres	\$\$							24 Status 24
_								25 Status 25
								26 Status 26
dent			(°					27 Silent Mic
		a a a a b	Chatur			0.0		28 Status 28 29 Status 29
	5	peech	Status		Call End	Call		30 Status 30
								31 Status 31

Fig. 7 Outgoing Status Messages –Selection column

During this type of operation there is no indication visible or audible that the radio is active that may compromise the driver.

This alternating transmit/receive operation will continue until:

- The call timer reaches the end of the 4½ minutes timeout period, or
- The driver presses the PTT switch. At this action the radio will return to normal transmit and receive speech call operation, or
- The supply power to the vehicle radio has been removed or interrupted.

Once the Emergency call has been cleared the radio will return to normal operation.

4.1.9 Call Stack Deletion is achieved by placing the mouse icon over the call to be cleared and clicking the LH mouse key. Using the F10 function key will remove the individual call information line. If the mouse icon is placed over the bottom most, oldest call record, and selected for deletion, as the F10 key is pressed successively then each of the oldest calls will be progressively deleted from the stack from bottom upward. Multiple call deletion from Call Stack is not possible.

All call information is permanently retained in the Call Record day log in the database and this is not affected by the call stack deletion process.

#### 4.2 Status Messages

4.2.1 Incoming Status Message from the Buses or Inspectors are displayed in the "Incoming Calls" stack under the heading "Last Status" – (See Fig. 6). Any necessary response will be at the discretion of the Despatcher operator.

			1		-8		44	
Radio ID	Fleet Number	Registration No.	Last Status	Time of Call	Bus Type	CustData3	CustData4	
3929	39729	NK58AHY	Call Request	03/03/2009 17:14:18	Enviro 200			
4001		1	Call Request	03/03/2009 17:17:21				Sel
1948	19148	<b>\</b>	Call Reguest	03/03/2009 17:18:36	Enviro 400			
			~					

Fig. 8 Incoming Call Stack – "Last Status" column

#### 4.3 Screen Appearances

#### 4.3.1 Radio Despatcher Operator Screen (Fig 7)

Fig 7 shows the operator screen which the first screen to open when the Despatcher Program is opened on the PC. This screen gives access to all the functions provided in the system and the default opening window is for Voice Call operation.

Despatcher								_
infiguration M	1ap Font Size							
Radio ID	Fleet Number	Registration No.	Last Status	Time of Call	Bus Type	CustData3	CustData4	
					2			
Radio ID	Fleet Number	Registration No.	Bus Type	CustData3 🔺				
2237	2203		Man ALX 300					
2238	2203		Man ALX 300					
2239	2203		Man ALX 300					
2240	2204		Man ALX 300					
2241	2204		Man ALX 300					
2242	2204		Man ALX 300					
2243	2204		Man ALX 300					
2244	2204	14	Man ALX 300	<u> </u>				
Call Progres	\$\$							
Ident	C							
		2						
		Speech	Sta	atus	Call En	d Call		
1								
	Mas	terDB	ocalDB	Radio - In	Service			Thursday 26 Feb 2009 12:07
						1.	1	

Fig. 9 Radio Despatcher Screen

## 4.3.2 Manual Ident Entry

By clicking the mouse with its icon in the Ident text window an ident can be typed in from the keyboard. To connect to that radio merely requires using the mouse to click on the "Call" button. "**Waiting**" will appear in the Call Progress box and this will change to "**Connected**" one the call is established.

io ID Fleet Number	Registration No.	Last Status	Time of Call	Bus Type	CustData3	CustData4	T	
DIFLeet Number	Registration No.	Bus Type	CuelData3 *					
	Registration No.	Bus Type	CustData3					
941 191	41	Enviro 400	CustData3					
941 191 942 191 943 191	41 42 43	Enviro 400 Enviro 400	CustData3					
941 191 942 191 943 191	41 42 43	Enviro 400	CustData3 +					
1942 191 1943 191	41 42 43 44	Enviro 400 Enviro 400 Enviro 400	CustData3 _					
1941 191 1942 191 1943 191 1944 191	41 42 43 44 45	Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3 *					
941     191       1942     191       1943     191       944     191       1945     191       1946     191       1947     191	41 42 43 44 45 46 46 47	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400						
941 191 942 191 943 191 944 191 945 191 945 191 946 191 947 191	41 42 43 44 45 46 46 47	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400						
341     191       342     191       343     191       344     191       345     191       346     191       347     191	41 42 43 44 45 46 46 47	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400						
41 191 42 191 43 191 44 191 45 191 46 191 46 191 47 191 48 191	41 42 43 44 45 46 46 47	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3 ^					
41 191 42 191 43 191 44 191 45 191 46 191 46 191 47 191 48 191	41 42 43 44 45 46 46 47	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400						
41 191 42 191 43 191 44 191 45 191 46 191 46 191 47 191 48 191 gress	41 42 43 44 45 46 46 47	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400						
941 191 942 191 943 191 944 191 945 191 945 191 946 191 947 191 948 191	41 42 43 44 45 46 46 47	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400						
941     191       942     191       943     191       944     191       945     191       946     191       947     191	41 42 43 44 45 46 46 47	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400						
941 191 942 191 944 191 944 191 945 191 946 191 946 191 948 191 orgets aiting	41 42 43 44 45 46 47 48	Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400		Call	d Call			
41 191 42 191 43 193 44 191 45 191 46 191 47 191 48 191 47 191 48 191 47 47 48	41 42 43 44 45 46 46 47	Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400		Call End	d Call			
1 191 2 191 2 191 4 191 5 191 6 191 6 191 8 191 8 191 ress ress ress	41 42 43 44 45 46 47 48	Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400		Call End	d Call			
11 191 12 191 12 191 13 191 14 191 15 191 15 191 16 191 17 191 18 191 yess iting	41 42 43 44 45 46 47 48	Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400 Erviro 400		Call End	d Call			

Fig. 10 Radio Despatcher Screen – Manual Ident Entry

## 4.3.3 Failure to Connect Indications

In the event that the mobile is out of radio range of the system or switched off then the call will fail resulting in either of the following screens, Figs. 9 and 10:

1946 19146 Enviro 400   1947 19147 Enviro 400   1948 19148 Enviro 400   Call Progress Image: Call Progress	1944	19144	Enviro 400		
1947     19147     Enviro 400       1948     19148     Enviro 400       Call Progress     Image: Call Progress       Failed     Image: Call Progress	1945	19145	Enviro 400		
1948 19148 Enviro 400   Call Progress   Failed	1946				
Call Progress					
Cal Progress	1948	19148	Enviro 400	-	
1943 Speech Status Call End Call					
	Failed				

Fig. 11 Radio Despatcher Screen – Failed to Connect

Radio ID	Fleet Number	Registration No.	Bus Type	CustData3
2229	22029		Man ALX 300	
2230	22030		Man ALX 300	
2231	22031		Man ALX 300	
2232	22032		Man ALX 300	
2233	22033		Man ALX 300	5
2234	22034		Man ALX 300	
2235	22035		Man ALX 300	
2236	22036		Man ALX 300	
•				<u> </u>
Call Progre	\$\$			
LINO	htainahla			
Uno	btainable			

Fig. 12 Radio Despatcher Screen – Unobtainable

## **ANNEX 1**

# Keynet Despatcher Keyboard Assignments

F1	Connect key for latest entry at the top of the Call Stack and EMERGENCY Calls.
F2	Not Assigned.
F3	Not Assigned.
F4	Not Assigned.
F5	Not Assigned.
F6	Not Assigned.
F7	Not Assigned.
F8	Clears a connected call.
F9	Not Assigned.
F10	Deletes an entry from the call stack.
Numerical Keys	The default state of numerical keys on the keyboard is to enter numbers into the <b>Ident</b> box.
	Note that all keyboard shortcuts can also be entered using the mouse to activate the <b>Call</b> and <b>End Call</b> buttons