

## 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.



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SECTION	DESC	RIPTION		PAGE
1.	Introd	luction		2
2.	Opera	ational Overview		2
3.	Voice	Features		2
4.	Desp	atcher Operation		3
	4.1.	Voice Calls 4.1.1. Incoming Calls	(Ref. Fig 1)	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 12)	(Ref. Figs. 11 &	14
Annex 1	Keyb	oard 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.

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Conf	iguration Map Font Size							
		1	1			1		-
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-			1					
F	Radio ID Fleet Number	Registration No.	Bus Type	CustData3 🔺				
	3928 3972	8 NK58AHX	Enviro 200					
	3929 3972	9 NK58AHY	Enviro 200					
	3930 3973	0 NK58AHZ	Enviro 200					
	3931 3973	1 NK58AJO	Enviro 200					
llŀ	3932 3973 3930 All Duran	2 NK58AJU	Enviro 200					
llŀ	7030 All buses		_					
	7900 All Call							
		1	1	•				
	Call Progress							
	Call Cleared							
	1							
	7830	Speech		Status	Call End	Call		
	Mas	terDB	ocaIDB	Radio - In	Service		Th	ursday 26 Feb 2009 12:01

## 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.

39723         NKSBAHY         Call Request         03/03/2009 17:14:18         Enviro 200           13148         Call Request         03/03/2009 17:17:21         1           13148         Call Request         03/03/2009 17:18:36         Enviro 400           19141         Enviro 400         1         1           19142         Enviro 400         1         1           19144         Enviro 400         1         1           19145         Enviro 400         1         1           19145         Enviro 400         1         1           19148         Enviro 400         1         1           19148         Enviro 400         1         1           19148         Enviro 400         1         1
Call Request         03/03/2009 17:17:21           19148         Call Request         03/03/2009 17:18:36           Enviro 400         Enviro 400           19141         Enviro 400           19142         Enviro 400           19143         Enviro 400           19144         Enviro 400           19142         Enviro 400           19143         Enviro 400           19144         Enviro 400           19143         Enviro 400           19144         Enviro 400           19145         Enviro 400           19144         Enviro 400           19145         Enviro 400           19148         Enviro 400           19149         Enviro 400
19148       Cell Request       03/03/2009 17:18:36 Enviro 400         19141       Enviro 400       1         19142       Enviro 400       1         19143       Enviro 400       1         19144       Enviro 400       1         19145       Enviro 400       1         19146       Enviro 400       1         19147       Enviro 400       1         19148       Enviro 400       1         19149       Enviro 400       1
Der         Registration No.         Bus Type         CustData3           19141         Envire 400         19143           19142         Envire 400         19143           19143         Envire 400         19144           19144         Envire 400         19145           19145         Envire 400         19147           19146         Envire 400         19147           19147         Envire 400         1           19148         Envire 400         1           19148         Envire 400         1
ber         Registration No.         Bus Type         CustData3           19141         Enviro 400
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19142     Enviro 400       19143     Enviro 400       19144     Enviro 400       19145     Enviro 400       19146     Enviro 400       19147     Enviro 400       19148     Enviro 400       Speech     Status
19143     Enviro 400       19144     Enviro 400       19145     Enviro 400       19146     Enviro 400       19147     Enviro 400       19148     Enviro 400       19149     Speech       Speech     Status
1914     Enviro 400       19145     Enviro 400       19146     Enviro 400       19147     Enviro 400       19148     Enviro 400       19149     Speech
9145         Enviro 400           9146         Enviro 400           9147         Enviro 400           9148         Enviro 400           Speech         Status
19146     Enviro 400       19147     Enviro 400       19148     Enviro 400       Speech     Status       Call     End Call
19147     Enviro 400       19148     Enviro 400       Speech     Status       Call     End Call
Speech Status Call End Call
Speech Status Call End Call
Speech Status Call End Call
Speech Status Call End Call
Speech Status Call End Call
Speech Status Call End Call
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.

<ul> <li>Enviro 200</li> </ul>					
				i i i	
Z Erwiro 200 D Erwiro 200 J Erwiro 200					
) Enviro 200 J Enviro 200				i i	
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Sta	atus	Call E	nd Call	i -	
	LocalDB	Status LocalDB Pradio	Status Call E	Status Call End Call	Status Call End Call

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									
7850	All Inspectors		(3) (3)							
7900	) All Call				-					
				<u>12</u>						
all Progre	a**			<u>10</u>						
] Call Progre	ess									
LI Call Progre Call	ess Cleared				<u></u>					
Call Progre	ess Cleared				<u> </u>					
Lall Progre Call dent	ess Cleared				<u>.</u>	[	)	ו		
Call Progre Call dent	Cleared	Speech	[	Status	<u>.</u>	Call	End Call	]		
Lall Progre Call dent 7	Cleared	Speech		Status	<u>.</u>	Call	End Call	]		
Lall Progre Call dent 7	Cleared	Speech		Status	<u>.</u>	Call	End Call	]		
Lill Progre Call <u>dent</u> 7	Cleared	Speech		Status	<u>.</u>	Call	End Call	]		
Lil Progre Call dent 7	Cleared	Speech	[	Status	<b>_</b>	Call	End Call	]		
Call Progre Call dent 7	Cleared	Speech		Status	<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 7830	39728 39729 39730 39730	NK58AHX NK58AHY NK58AHY	Enviro 200 Enviro 200	Gustibulus				
3929 3930 3931 3932 7830	39729 39730 39731	NK58AHY	Enviro 200					
3930 3931 3932 7830	39730 39731	NKERAH7	Letter Coco					
3931 3932 7830	39731		Enviro 200					
3932 7830	00101	NK58AJO	Enviro 200	-	<u>.</u>			
7830	39732	NK58A II I	Emairo 200	-				
1000	All Buses	141007-000	Enviro Loo	-	1			
7850	All Inspectors			-				
7900	All Call	-	+	-	-			
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Call Progre	iss							
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1	900 s	peech	Sta	tus		Call	Call End Call	Call End Call
1								
						<u> </u>		
	Maste		acalDR	Paul	1	In Convice	In Convice	In Convince

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.

Iset Number         Registration No.         Last Status         Time of Call         Bus Type         Item of Call         Bus Type         Call Request         03/03/2009 17:210         Envire 400	Iseet Number         Registration No.         Last Status         Time of Call         Bus Type         Ise of Call         Ise of Call         Bus Type         Ise of Call         Ise of Call	Iteet Number         Registration No.         Last Status         Time of Call         Bus Type         Item of Call         Bus Type         Call Pequest         03/03/2009 17:211         Envire 400           39729         NK58AHY         Call Pequest         03/03/2009 17:117:21         Item of Call         Envire 300         Item of Call         It						
19148         Descention         0.903/2009 17:2:01         Enviro 400           39729         NK58AHY         Call Request         0.903/2009 17:11:21         Enviro 200           Call Request         0.903/2009 17:11:21         Enviro 200         Enviro 200           19141         Enviro 400         17:11:21         Enviro 400           19141         Enviro 400         19:14:1         Enviro 400           19142         Enviro 400         19:14:2         Enviro 400           19144         Enviro 400         19:14:2         Enviro 400           19145         Enviro 400         19:14:3         Enviro 400           19148         Enviro 400         19:14:3         Enviro 400           19148         Enviro 400         19:14:3         Enviro 400	1948       1948       09/03/2009 17:20.01       Envire 400         3929       39729       NK58AHY       Call Request       03/03/2009 17:11       Envire 200         4001       Call Request       03/03/2009 17:17:21       Image: Call Request       03/03/2009 17:17:21       Image: Call Request       03/03/2009 17:17:21         1941       19141       Enviro 400       Enviro 400       Image: Call Request       03/03/2009 17:17:21       Image: Call Request       03/03/2009 17:17:21         1941       19141       Enviro 400       Enviro 400       Image: Call Request       03/03/2009 17:17:21       Image: Call Request         1942       19142       Enviro 400       Image: Call Request       03/03/2009 17:17:21       Image: Call Request         1943       19142       Enviro 400       Image: Call Request       03/03/2009 17:17:21       Image: Call Request         1944       19142       Enviro 400       Image: Call Request       Image: Call Request       Image: Call Request         1946       19145       Enviro 400       Image: Call Request       Image: Call Request       Image: Call Request       Image: Call Request         1946       19149       Enviro 400       Image: Call Request       Image: Call Request       Image: Call Request       Image: Call Request       Image: Ca	1946       19148       03/03/2019 17.20.01       Envire 400         3823       39729       NK58AHY       Call Request       03/03/2009 17.11.18       Envire 200         001       Call Request       03/03/2009 17.17.21       Image: Call Request       03/03/2009 17.17.21         101       19141       19141       Enviro 400       Image: Call Request       03/03/2009 17.17.21         111       19141       19141       Enviro 400       Image: Call Request       03/03/2009 17.17.21         112       19141       19141       Enviro 400       Image: Call Request       03/03/2009 17.17.21         1141       19141       Enviro 400       Image: Call Request       03/03/2009 17.17.21         1141       19141       Enviro 400       Image: Call Request       Image: Call Request         1142       Enviro 400       Image: Call Request       Image: Call Request       Image: Call Request         1142       19142       Enviro 400       Image: Call Request       Image: Call Request       Image: Call Request         1143       19143       Enviro 400       Image: Call Request       Image: Call Request       Image: Call Request         1144       Enviro 400       Image: Call Request       Image: Call Request       Image: Call Request       Image: C	dio ID Fleet Num	nber Registra	tion No. Last Status	Time of Ca	all Bus Type	
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19143         Erwire 400           19144         Erwire 400           19145         Erwire 400           19146         Erwire 400           19147         Erwire 400           19148         Erwire 400           19149         Erwire 400           19149         Erwire 400           19149         Erwire 400           19148         Erwire 400           Speech         Status	1943     19143     Erwire 400       1944     19144     Erwire 400       1945     19145     Erwire 400       1946     19146     Erwire 400       1947     19147     Erwire 400       1948     19148     Erwire 400       Call Call     End Call	1943 19143 Enviro 400 1944 19144 Enviro 400 1945 19145 Enviro 400 1946 19146 Enviro 400 1947 19147 Enviro 400 1948 19148 Enviro 400 ▼ Progress ¥ 4001 Speech Status Call End Call	adio ID Fleet Num 1941	1ber Registra	tion No. Bus Type Erviro 400	CustData3		
19144         Erwire 400           19145         Erwire 400           19146         Erwire 400           19147         Erwire 400           19148         Erwire 400           001         Speech	1944     19144     Enviro 400       1945     19145     Enviro 400       1946     19146     Enviro 400       1947     19147     Enviro 400       1948     19148     Enviro 400       Call Progress       Call Progres       Speech       Status       Call End Call	1944     19144     Enviro 400       1945     19145     Enviro 400       1946     19146     Enviro 400       1947     19147     Enviro 400       1948     19148     Enviro 400	adio ID Fleet Num 1941 1942	19141 19142	ttion No. Bus Type Enviro 400 Enviro 400	CustData3		
19145         Erwire 400           19146         Erwire 400           19147         Erwire 400           19148         Erwire 400           19148         Erwire 400           2         2           001         Speech         Status         Call         End Call	1945     19145     Erwire 400       1946     19146     Erwire 400       1947     19147     Erwire 400       1948     19148     Erwire 400       Call Progress     1	1945 19145 Envire 400 1946 Envire 400 1947 19147 Envire 400 1948 19148 Envire 400 ₽ Progress 2 4001 Speech Status Call End Call	Radio ID Fleet Num 1941 1942 1943	19141 19142 19143	ttion No. Bus Type Enviro 400 Enviro 400 Enviro 400	CustData3 _		
19146          Erwire 400           19147         Erwire 400           19148         Erwire 400           19148         Erwire 400           0         Speech	1946     19146     Erwiro 400       1947     19147     Erwiro 400       1948     19148     Erwiro 400       Call Progress	1946     19146     Enviro 400       1947     19147     Enviro 400       1949     19148     Enviro 400       Progress         #     #       4001     Speech   Status Call End Call	Radio ID Fleet Num 1941 1942 1943 1944	1 <b>ber Registra</b> 19141 19142 19143 19144	ttion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3		
19147         Enviro 400           19148         Enviro 400           001         Speech         Status     Call   End Call	1947         19147         Enviro 400           1988         19148         Enviro 400           Call Progress         Image: Call Speech         Call End Call	1947         19147         Enviro 400           1948         19148         Enviro 400           Progress         Image: Speech         Image: Speech           8         Gall         End Call	Radio ID Fleet Num 1941 1942 1943 1944 1945	19141 19142 19143 19144 19144 19144 19145	ttion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3		
19148 Enviro 400 Y B B Call End Call	1948     19148     Enviro 400       Cal Progress       Ident       4001       Speech       Status       Call	1948  19148  Enviro 400 ¥ Progress 2 4001 Speech Status Call End Call	tedio ID Fleet Num 1941 1942 1943 1944 1945 1945	Registra           19141           19142           19143           19144           19145           19146	tion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3		
001 Speech Status Call End Call	Cal Progress	Progress 4001 Speech Status Call End Call	tadio ID Fleet Num 1941 1942 1943 1944 1945 1945 1945 1945	ber         Registra           19141         19142           19143         19144           19145         19145           19146         19147	ttion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3		
BOO1 Speech Status Call End Call	Call Progress       Ident       4001       Speech       Status       Call       End Call	4001 Speech Status Call End Call	tadio ID Fleet Num 1941 1942 1943 1944 1945 1946 1945 1946 1947 1948	Registra           19141           19142           19143           19144           19145           19146           19147           19148	ttion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3		
001 Speech Status Call End Call	4001 Speech Status Call End Call	4001 Speech Status Call End Call	adio ID Fleet Num 1941 1942 1943 1944 1945 1945 1946 1947 1947	bber         Registra           19141         19142           19143         19143           19144         19145           19145         19146           19146         19147           19148         19148	tion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3		
001 Speech Status Call End Call	4001 Speech Status Call End Call	4001 Speech Status Call End Call	dio ID Fleet Num 1941 1942 1943 1944 1945 1946 1946 1947 1948 1948 1949	bber         Registre           19141	ttion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3 *		
001 Speech Status Call End Call	4001 Speech Status Call End Call	4001 Speech Status Call End Call	dio ID Fleet Num 1941 1942 1943 1944 1945 1946 1947 1948 J al Progress	bber         Registra           19141         19142           19143         19144           19145         19146           19146         19148	tion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3		
UUI Speech Status Call End Call	4UUI Speech Status Call End Call	4UUI Speech Status Call End Call	adio ID Fleet Num 1941 1942 1943 1944 1945 1946 1947 1948 Call Progress	bber         Registra           19141         19142           19143         19143           19144         19145           19145         19146           19147         19148	tion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3		
			Radio ID         Fleet Num           1941         1942           1943         1944           1944         1945           1945         1946           1946         1947           1948         1           Call Progress         1	ber         Registra           19141	ttion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3 ▲		
			Stadio ID         Fleet Num           1941         1942           1942         1943           1944         1945           1945         1945           1946         1948           1         Call Progress           Ident         4001	bber         Registra           19141         19142           19143         19144           19145         19146           19146         19147           19148         Speech	ttion No. Bus Type Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400 Enviro 400	CustData3	Call Er	nd 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.

onfiguration							
	Map Font Size						
Radio II	D Fleet Number	Registration No.	Last Status	Time of Cal	ll Bus Typ	e CustData3	
						6	
Dedie II			Last and				
	Elect Number	Pagistration No.	Buc Typo				
Radio II 160	D Fleet Number	Registration No.	Bus Type Volvo Olympian	CustData3			
160 160	D Fleet Number 4 16704 5 16705	Registration No.	Bus Type Volvo Olympian Volvo Olympian				
160 160 160	D Fleet Number 4 16704 5 16705 6 16706	Registration No.	Bus Type Volvo Olympian Volvo Olympian Volvo Olympian				
160 160 160 160 160	D Fleet Number 4 16704 5 16705 6 16705 7 16705	Registration No.           N704LTN           N705LTN           N706LTN           N706LTN           N707LTN	Bus Type Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar				
160 160 160 160 160 160	D Fleet Number 4 16704 5 16705 6 16706 7 16707 8 16706	Registration No.           N704LTN           N705LTN           N706LTN           N707LTN           N708LTN	Bus Type Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar				
160 160 160 160 160 160	D Fleet Number 4 1670 5 1670 6 1670 7 1670 8 1670 9 1670	Registration No.           N704LTN           N705LTN           N706LTN           N707LTN           N708LTN           N708LTN	Bus Type Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar				
160 160 160 160 160 160 160 160	Fleet Number           4         16704           5         16705           6         16706           7         16707           8         16706           9         16705           1         16711	Registration No.           N704LTN           N705LTN           N706LTN           N706LTN           N707LTN           N709LTN           N709LTN           N709LTN           N709LTN	Bus Type           Volvo Olympiar           Volvo Olympiar				
160 160 160 160 160 160 161 161	D Fleet Number 4 16704 5 6 16705 6 8 16705 7 16707 8 16705 9 16705 1 16701 0 19200	Registration No.           N704LTN           N705LTN           N706LTN           N705LTN           N705LTN           N705LTN           N707LTN           N707LTN           N707LTN           N707LTN           N707LTN           N707LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN	Bus Type Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Enviro 400				
160 160 160 160 160 160 160 161 190	D Fleet Number 4 16704 5 16705 6 16700 7 16707 8 16705 9 16705 9 16705 1 16701 0 19205	Registration No.           N704LTN           N705LTN           N705LTN           N707LTN           N708LTN           N708LTN           N708LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN	Bus Type Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Enviro 400				
Radio II 160 160 160 160 160 161 190 <□ Call Prop	D Fleet Number 4 1670 5 1670 6 1670 7 1670 8 1670 9 1670 9 1670 1 1671 0 1920	Registration No.           N704LTN           N705LTN           N706LTN           N7070LTN           N708LTN           N708LTN           N708LTN           N708LTN           N708LTN           N708LTN           N708LTN           N709LTN           N709LTN           N709LTN           N709LTN	Bus Type Valvo Olympiar Valvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Volvo Olympiar Enviro 400				
reaction     160     160     160     160     160     160     160     160     160     161     190      Call Prog	D Fleet Number 4 16704 5 16705 6 16705 6 16705 8 16705 9 16705 9 16705 9 16705 1 16711 0 19205 19205	Registration No.           N704LTN           N705LTN           N706LTN           N706LTN           N707LTN           N708LTN           N708LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN	Bus Type Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Enviro 400				
Kadio II     160     160     160     160     160     160     160     161     190        Call Prog	D Fleet Number 4 16704 5 16705 6 16705 7 16705 8 16705 9 16705 9 16705 1 167	Registration No.           N704LTN           N705LTN           N706LTN           N7070LTN           N708LTN           N708LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN           N709LTN	Bus Type Valva Olympiar Valva Olympiar Valva Olympiar Valva Olympiar Valva Olympiar Valva Olympiar Enviro 400				
Teacho II           160           160           160           160           160           160           160           160           160           160           160           160           160           161           190              Call Prog	D Fleet Number 4 16704 5 16706 6 16706 7 16707 8 16706 9 16708 9 16708 1 16701 1 0 19200 ress	Registration No.           N704LTN           N705LTN           N706LTN           N7070LTN           N708LTN           N708LTN           N709LTN           N711LTN           NK07DWE	Bus Type Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Enviro 400				
	D Fleet Number 4 16704 5 16705 6 16705 6 16705 8 16705 9 16705 9 16705 9 16705 1 16711 0 19205 ress	Registration No.           N704LTN           N705LTN           N706LTN           N7070TN           N708LTN           N708LTN           N709LTN           N709LTN           N701LTN           N701LTN	Bus Type Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Enviro 400				
Kadio II     160     160     160     160     160     160     160     160     160     161     190        ✓	D Fleet Number 4 16704 5 16705 6 16705 6 16705 8 16705 9 16705 9 16705 1 167	Registration No.           N704LTN           N705LTN           N705LTN	Bus Type Valva Olympiar Valva Olympiar Valva Olympiar Valva Olympiar Valva Olympiar Valva Olympiar Enviro 400	us	Call	End Call	
readio         160           160         160           160         160           160         160           161         190           ▲         ■           Call Prog         ■           Ident         ■	D Fleet Number 4 16704 5 16706 6 16706 7 16707 8 16706 9 16709 9 16709 1 16701 1 0 19200 ress	Registration No.           N704LTN           N705LTN           N706LTN           N7070LTN           N708LTN           N708LTN           N709LTN           NK07DWE           Peech	Bus Type Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Valvo Olympiar Enviro 400		Call	End Call	

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.

Radio ID	Fleet Number	Registration No.	Last Status	Time of Call	Bus Type	CustData3	CustData4	1
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 Request	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							
figuration Map Font Size							
Radio ID Fleet Number	Registration No.	Last Status	Time of Call	Bus Type	CustData3	CustData4	
20							
Radio ID Fleet Number	Registration No.	Bus Type	CustData3 🔺				
2237 22	037	Man ALX 300					
2238 22	038	Man ALX 300					
2239 22	039	Man ALX 300					
2240 22	040	Man ALX 300					
2241 22	041	Man ALX 300					
2242 22	042	Man ALX 300					
2243 22	043	Man ALX 300					
2244 22	044	Man ALX 300	· ·				
Lall Progress							
Ident							
	Casaab	C1-		0-11	4.0-11		
	Speech	512	nus		id Call		
1							
	eterDB	ocalDB	Badio - In 9	Service			Thursday 26 Eab 2009 12:07
I I I I I I I I I I I I I I I I I I I	in the second se	ocale b	riduid - III a	ien vice			Thursday 26 Feb 2009 12:07

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.

Despatcher nfiguration M	lap Font Size		_			_		
Radio ID	Fleet Number	Registration No.	Last Status	Time of Call	Bus Type	CustData3	CustData4	
		1	1					
1941	Fleet Number	Registration No.	Enviro 400	JustData3				
1942	1914	2	Enviro 400					
1943	1914	3	Enviro 400	B				
1944	1914	4	Enviro 400					
1945	1914	5	Enviro 400					
1946	1914	7	Enviro 400					
1948	1914	8	Enviro 400					
d l			1					
Cal Damas								
Call Progres	•							
Wait	ing							
, Ident	C							
4	040		Ch-L					
13	943	pheecu	Statu	5	Call End	-dil		
				[				
		torDB	ocalDB	Redic In	Sanico			Thursday, 25 Each 2000, 12,20
	Mas		Journe Participation of the second se	Ficuno - In	ab fice			Thursday 20 Feb 2003 12:20

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:

<b>194</b> 3	Speech	Status	Call	End Cal
Call Progress Failed				
		· · · ·		
1948	19148	Enviro 400		
1946	19146	Enviro 400		
1945	19145	Enviro 400	_	
1944	19144	Enviro 400		
1943	19143	Enviro 400		

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	
2234	22034		Man ALX 300	
2235	22035		Man ALX 300	69 67
2236	22036		Man ALX 300	
				<u>•</u>
Call Progre	\$\$			
LINO	htainable			
Call Progre	∞ 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	