DMR Dispatch Station

User Guide

Beijing VIGOR Digital Communications Co., Ltd

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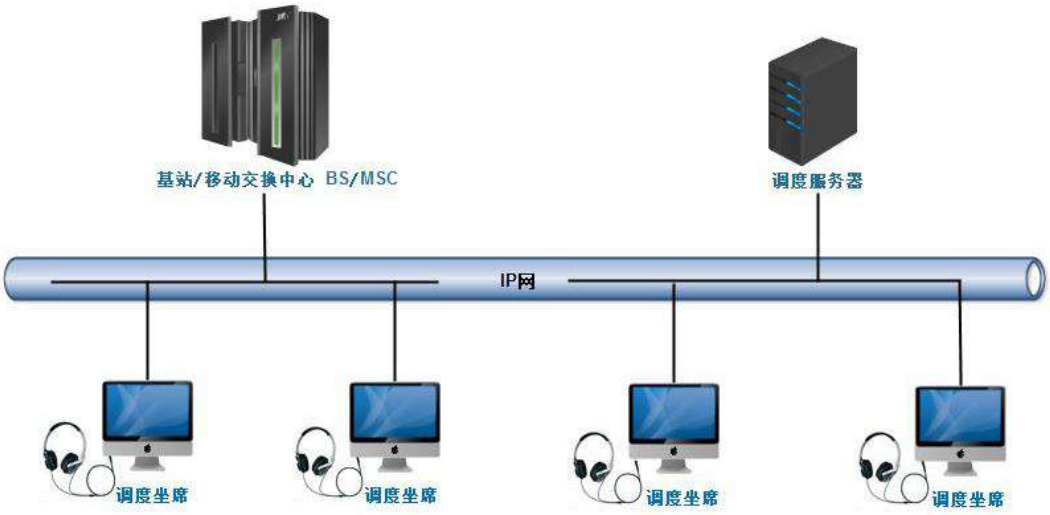
1 Dispatch Station Overview

1.1 Dispatch Station Introduction

DMR dispatch station, hereinafter referred to DIP, is a DMR conventional wired dispatch subsystem adopting c/s architecture based on unified IP platform. It supports dispatch of multiple wired agents, and provides users with comprehensive DMR command and dispatch service including voice, data, location, etc. The network architecture of the DMR dispatch station is shown in the following diagram.



The dispatcher server is the control core of the DMR dispatch subsystem. The dispatcher server is connected to the DMR system, receives the call request of the mobile user, distributes the call of the user to the designated agent based on the agreed allocation principle, and receives the instructions of each dispatch station, and delivers the instructions to the DMR system.

The dispatch terminal can be an ordinary PC. Install dispatch software and microphone, and carry out the command and dispatch of the DMR regular users. There is no need of a special agent phone or dispatching telephone to get an IP-based and software-based dispatch system.

1.2 Characteristics of Dispatch Station

- With call, monitor, recording, positioning, track playback, SMS and other functions
- Full IP architecture, support for 100 agent dispatch
- Support multiple maps, online and offline
- Support visual dispatch, can be called directly on the map
- Support split screen display, map display separately
- Support regional dispatch, different dispatchers define different dispatch ranges
- Professional MIC design, with seat type PTT, hand type PTT, pedal type PTT in various forms.

2 Dispatch Functions

The DMR dispatch station supports functions such as call, short message, visual dispatch, and terminal operation to provide voice, data, positioning, and management services.

2.1 Voice Service

2.1.1 Private Call

A private call between the dispatch station and a user.

2.1.2 Group Call

The dispatch station makes a one-to-many call to a group of users. The speaker's number is displayed in real time during the call.

2.1.3 Broadcast Call

The dispatch station initiates a broadcast call to the group user, allowing only the dispatch station to speak.

2.1.4 Private Call Dispatch Station

The user can initiate a call to the dispatch station, and the dispatch station reminds the incoming call when receiving the call request.

2.1.5 Emergency Call

The mobile terminal can initiate an emergency call to the dispatch station, when the user presses an alarm button in an emergency.

2.1.6 Analog call

The dispatch station can simulate the fixed analog number of the call, and the

analog number needs to be configured on the channel where the repeater is located;

2.1.7 Agent Application into Group

The dispatch station chooses to join a specific group. When the group calls up, the dispatch station will be able to participate in the call.

2.1.8 Recording/Record Query

The dispatch station can choose whether to record automatically.
The call record can be queried at the dispatch station, and can be played back.

2.1.9 Environmental Monitoring

The dispatch station can perform an environment monitoring on the remote idle users, while the listened user may be unaware of it.

2.2 Data Service

2.2.1 Short Message

The dispatch station can perform short data transmission with the mobile station, i.e., send and receive short messages, and support the dispatch station to send group messages.
Short messages can be pre-customized.

2.2.2 Status Message

The dispatch station can send status messages with the mobile station to achieve specific functions, such as one-click reporting, induction, and layoff. Different status codes correspond to different status messages and can be edited at the dispatch station.

2.3 Positioning Service

2.3.1 Satellite Positioning

The current location of the mobile station is displayed in real time on the map. The mobile station reports the location information by means of active reporting.

2.3.2 Support Multiple Maps

Google, OpenStreet, Bing, Gaode, etc., support common and satellite maps, support online and offline maps.

2.3.3 Click

Selecting an online mobile terminal in real time on the map can send a text message, status message or initiate a call.

2.3.4 Location Display of Mobile Station

Display the location information of the mobile station on the map.

2.3.5 Query Mobile Station for Quick Positioning

Query the mobile station on the map and display it in the center after positioning.

2.3.6 Mobile Station Real-time Tracking

The mobile station can be set to track in real time and always display its trajectory on the current screen.
Real-time tracking can be cancelled at any time.

2.3.7 Central Mobile Station

Set up a central mobile station on the map, and the map is always centered on it.

2.3.8 Mobile Station Positioning Hiding

Temporarily hide the location of a mobile station on the map. The location can be displayed by unit.
Unhide the location when needed.

2.3.9 Track Playback

The mobile station activity track can be queried according to the mobile station ID and the time period.

2.4 Dispatch Management Service

2.4.1 Plan Management

The supervising station with super users can perform user management and plan management. Users who are commonly used by the dispatch station are placed in the user list of the dispatch station. Each dispatch station adds the commonly used dispatch users to my plan according to its own dispatch requirements.

2.4.2 Dispatcher's Decentralized Partition Management

The dispatcher can set different permissions. For example, only the dispatch station with administrative rights can perform operations such as stun, revive. Different dispatchers can set different dispatch ranges, for example, the dispatch station of a police station can only schedule users under the police station.

2.4.3 Dispatch Status Display

The current dispatch status of the dispatch station is displayed, such as the calling and called information, the speaker during the call.

2.4.4 Stun/Revive

The dispatch station remotely controls stun/revive of the mobile station.
In the case of stun, the mobile station cannot receive and send a call until the dispatch station issues a revive command to start its service.

2.4.5 Online Test

Detect whether the private call number is online and return the response result;

2.4.6 Call Reminder

Remind the portable radio that the dispatch station will initiate a call and return the response result;

2.4.7 Log Recording

You can associate a call log and record some relevant text information.

2.4.8 Log Query

The information such as the call information and the short message record is stored in the database, and the dispatch station supports the query of the information. For example, the content of the call information includes the call type, the calling number, the called number, the calling time, the ending time, and the duration of the call.

2.4.9 Record Playback

When the log is queried, if it is displayed as a call record, its recording can be played.

3 Dispatch Station Installation

3.1 Database

3.1.1 Operating Environment Requirements

Version V5.1 and above Mysql database, the operating environment requires:

CPU Pentium iv processor or more

Hard disk 200G

Memory 1G

Operating system Windows 7 or higher

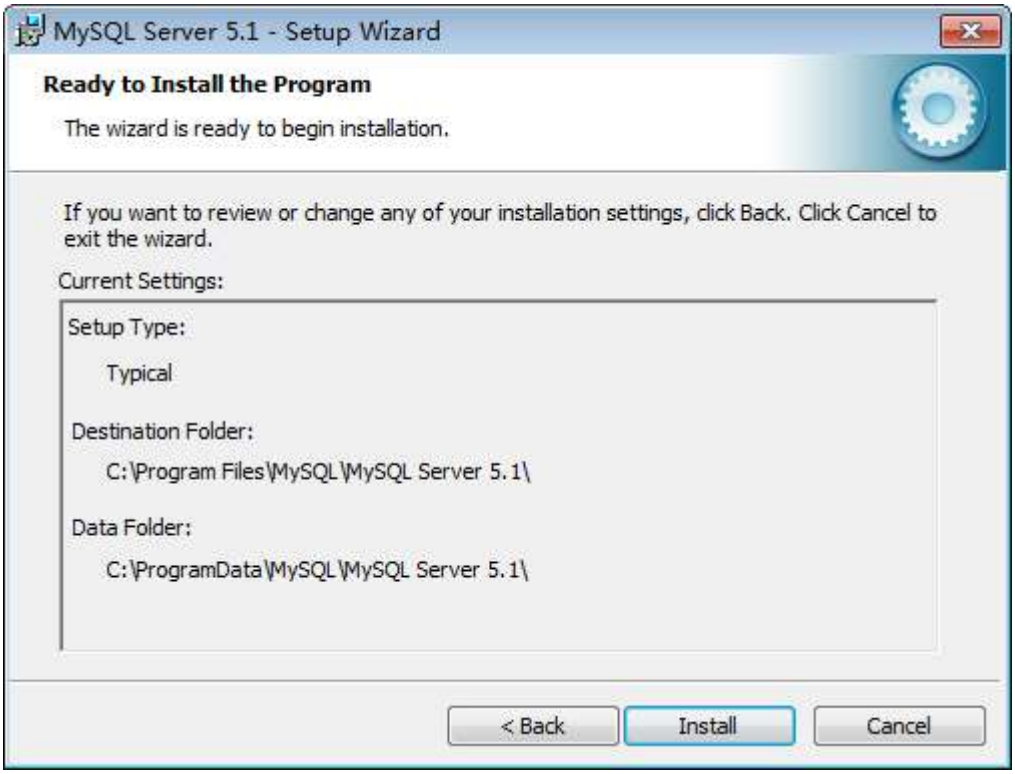
3.1.2 Install Database

Generally the database is installed on the computer where the dispatcher server is located. Take Mysql 5.1 as example below.

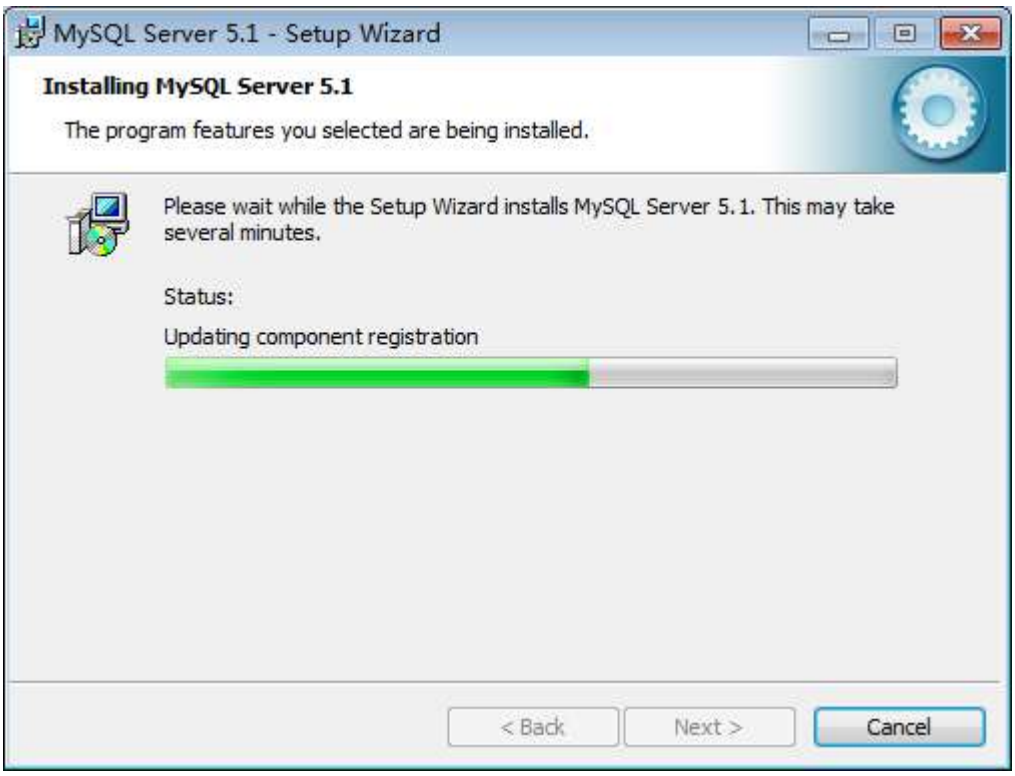
Open the downloaded setup file and the following interface appears:

The mysql Setup Wizard starts, click "next" to continue.

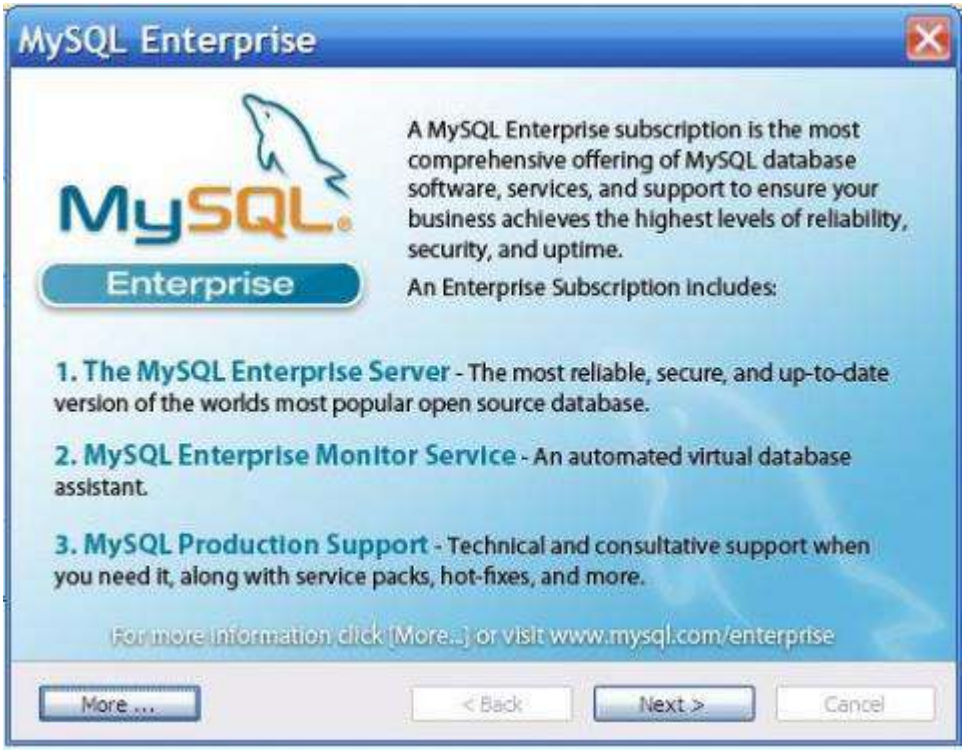
Select Setup Type "Typical".



Press "Install" to start the installation:



While installing, please wait until the following interface appears.



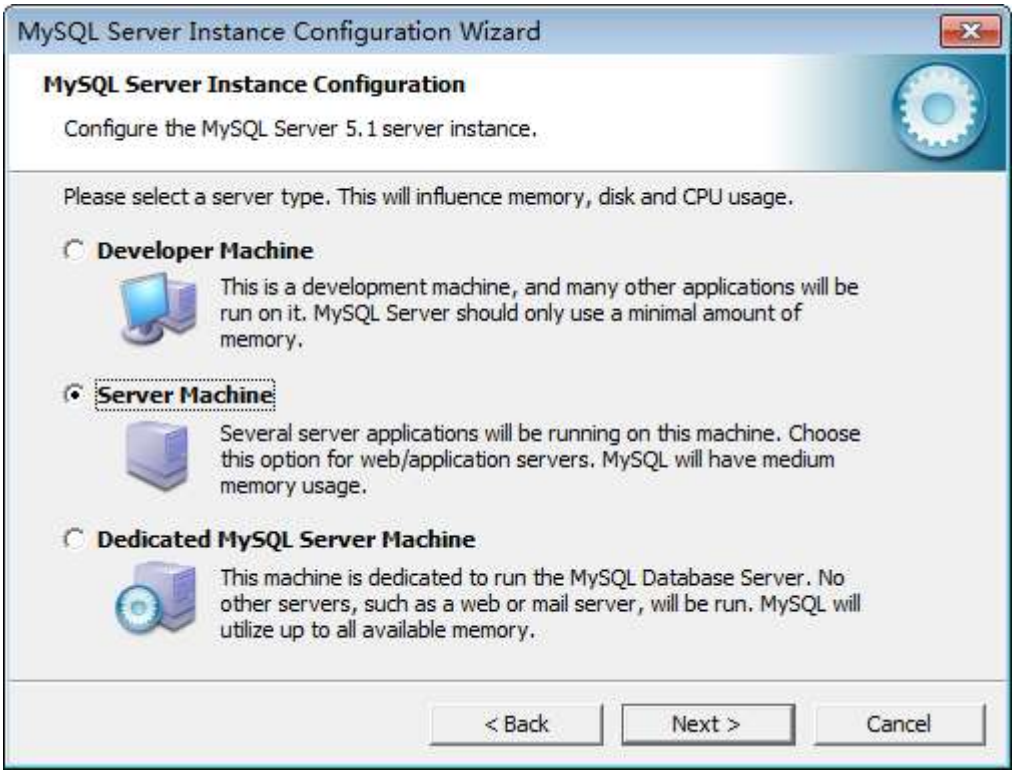
Click "next" to continue, the following interface appears.

Now the software is installed, and the above interface appears. Check "Configure the Mysql Server now", click "Finish" to end the software installation and start the mysql configuration wizard.

Click "Finsh", the following interface appears, and the MySQL Server Configuration Wizard starts.

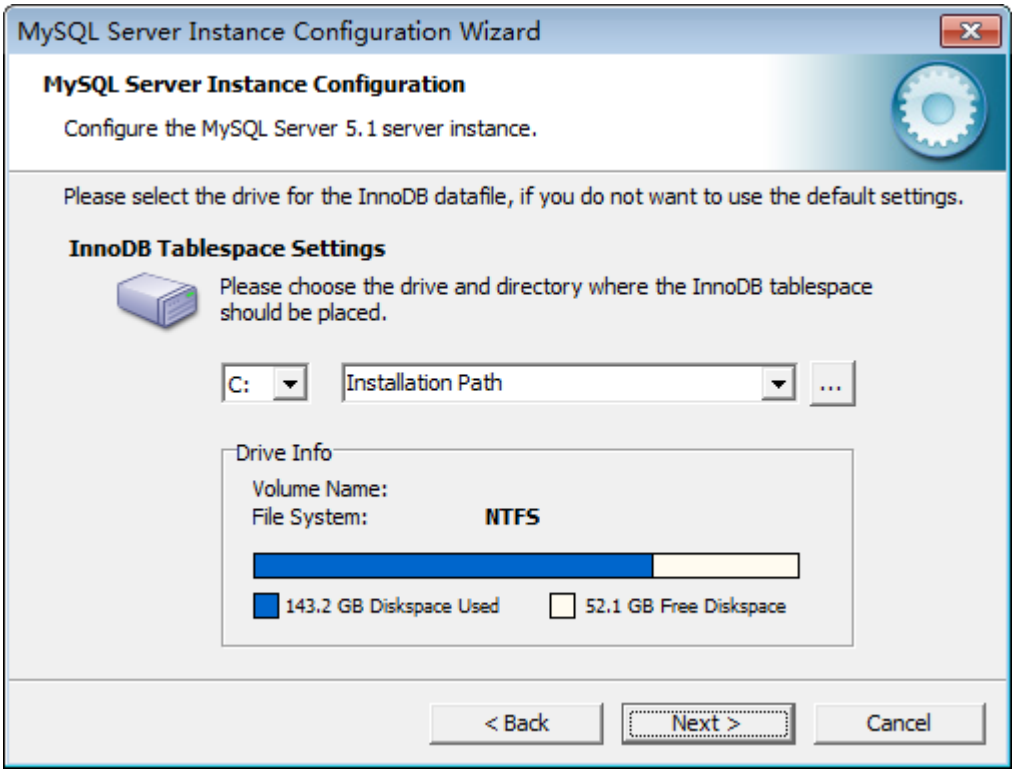
Click "next" and the following interface appears.

Select the configuration method "Detailed Configuration".



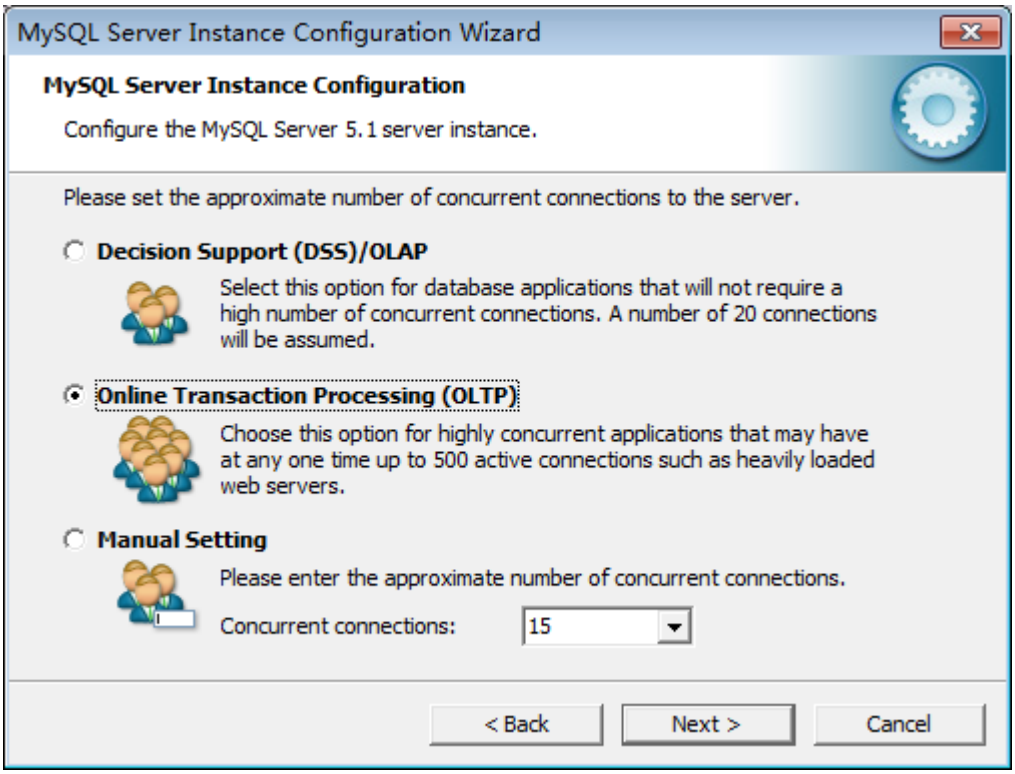
Select the server type "Server Machine".

Select the database usage of the mysql database, "Transactional Database Only", press "Next" to continue.



Configure the InnoDB Tablespace, which is to select a storage space for the InnoDB database file. If you modify it, remember the location and choose the same place when reinstalling. Otherwise, the database may be damaged.

However, there will be no problem if the database is backed up. Use the default installation path, just press "Next" to continue.



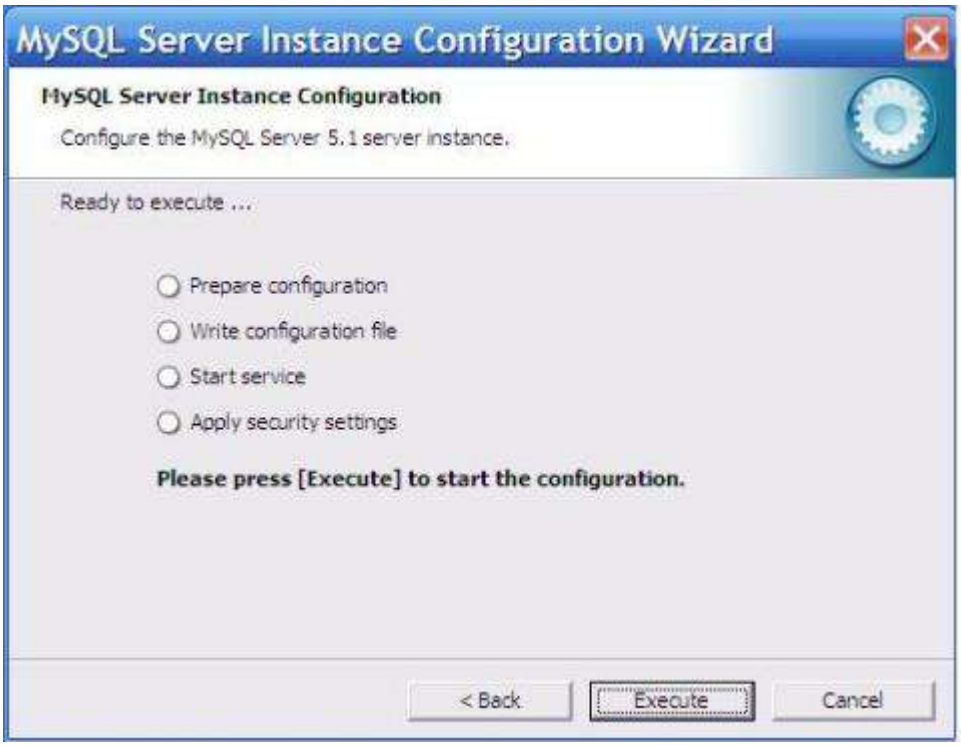
Select the general mysql access times, and set concurrent connections, "Online Transaction Processing (OLTP) (500 or so)", press "Next" to continue.

Press "Next" to continue:

Press "Next" to continue:

Press "Next" to continue.

This step asks if you want to change the password (the default is empty) of default root user (super management). If you want to modify "New root password", fill in the new password here (if it is reloaded, and the password has been set before. Changing the password here may be wrong, please leave it blank, and remove the checkmark in front of "Modify Security Settings". After the installation and configuration is complete, change the password separately. Fill in the "Confirm" to prevent the error. Check "Enable root access from remote machines". Finally, do not check "Create An Anonymous Account (Create an anonymous user who can connect to the database but can not operate data, including queries)". Press "Next" to continue.



Confirm if the settings are correct. If there is any error, press “Back” to return to check. Press "Execute" to make the settings take effect.

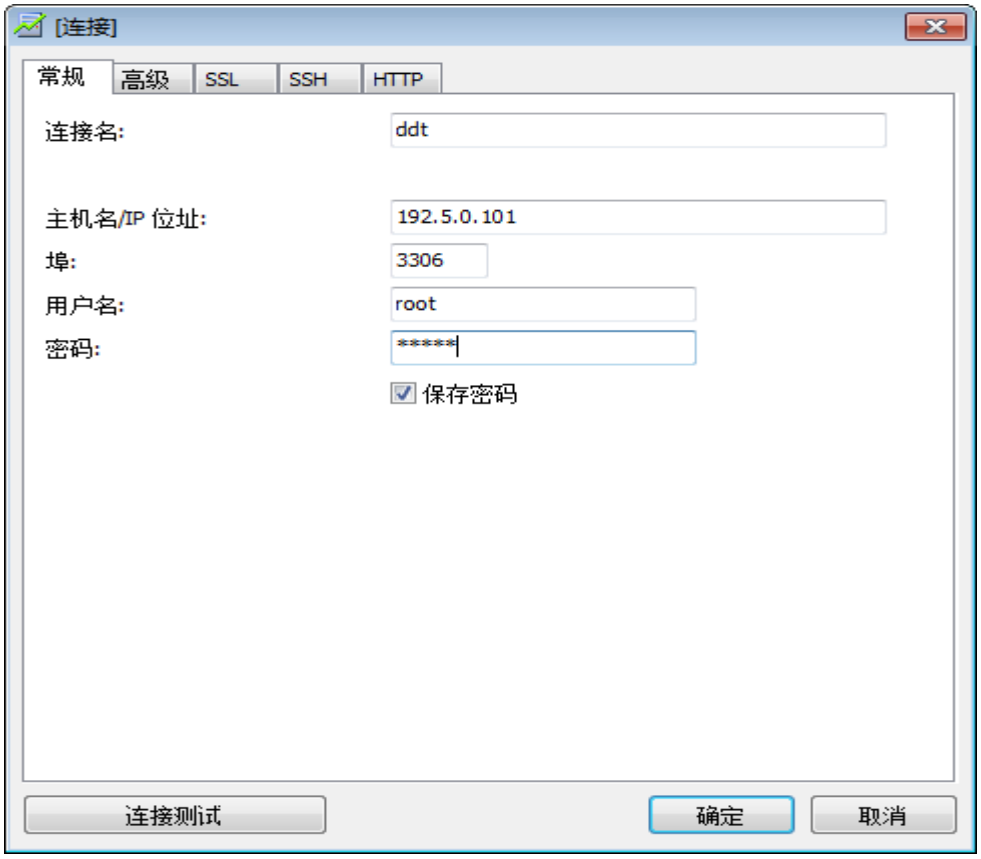
3.1.3 MySQL Tool Installation Instructions

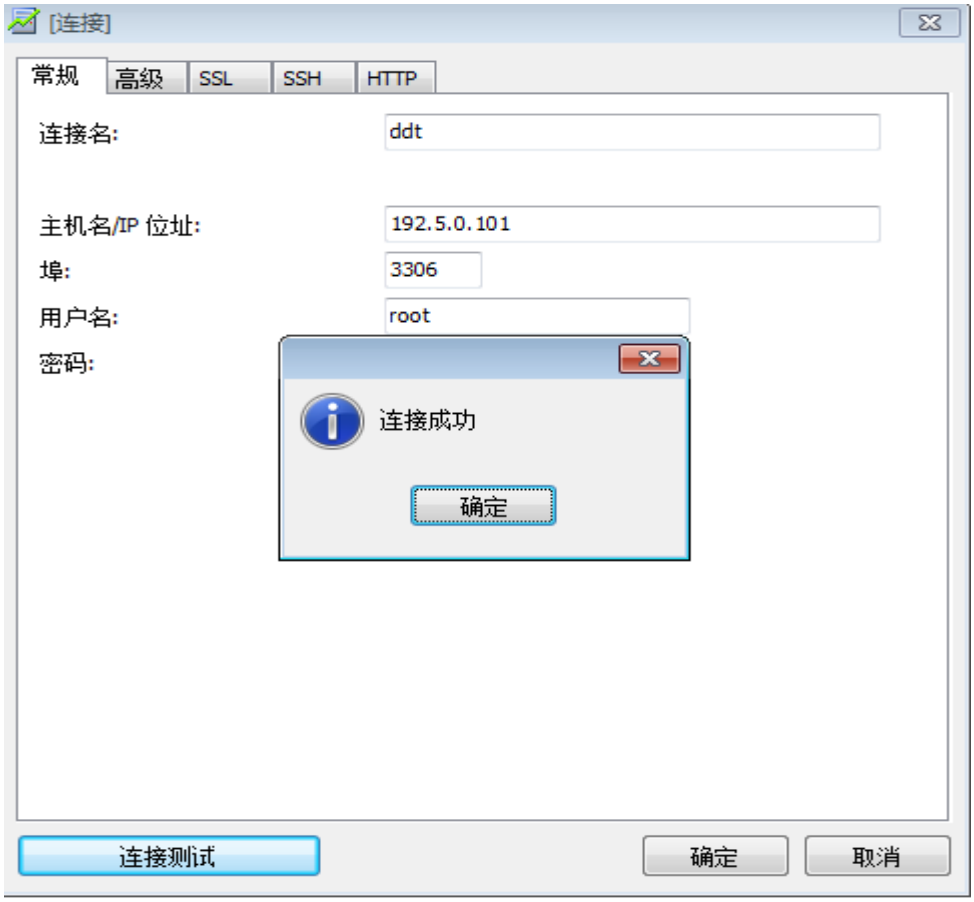
Before creating the database, you must ensure that Mysql is installed in the operating system and the Navicat Lite for MySQL tool is installed.

Step 1: Open the Navicat Lite for MySQL tool on your desktop

Step 2: After opening Navicat Lite for MySQL, select the connection, as shown in the figure:

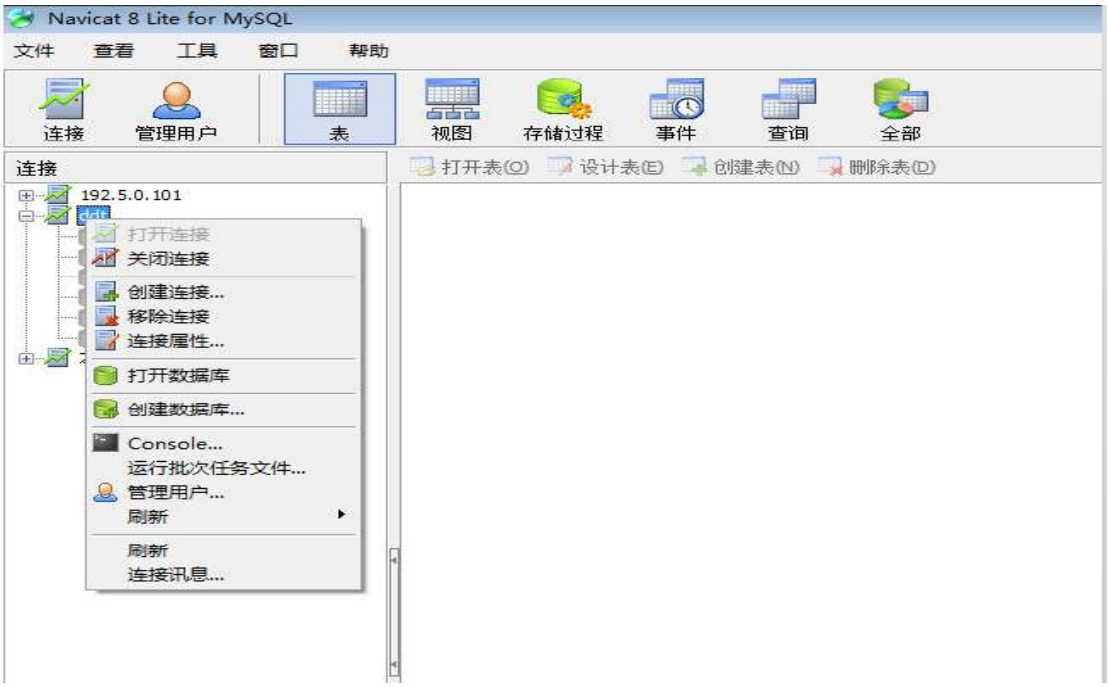
Step 3: connection test:

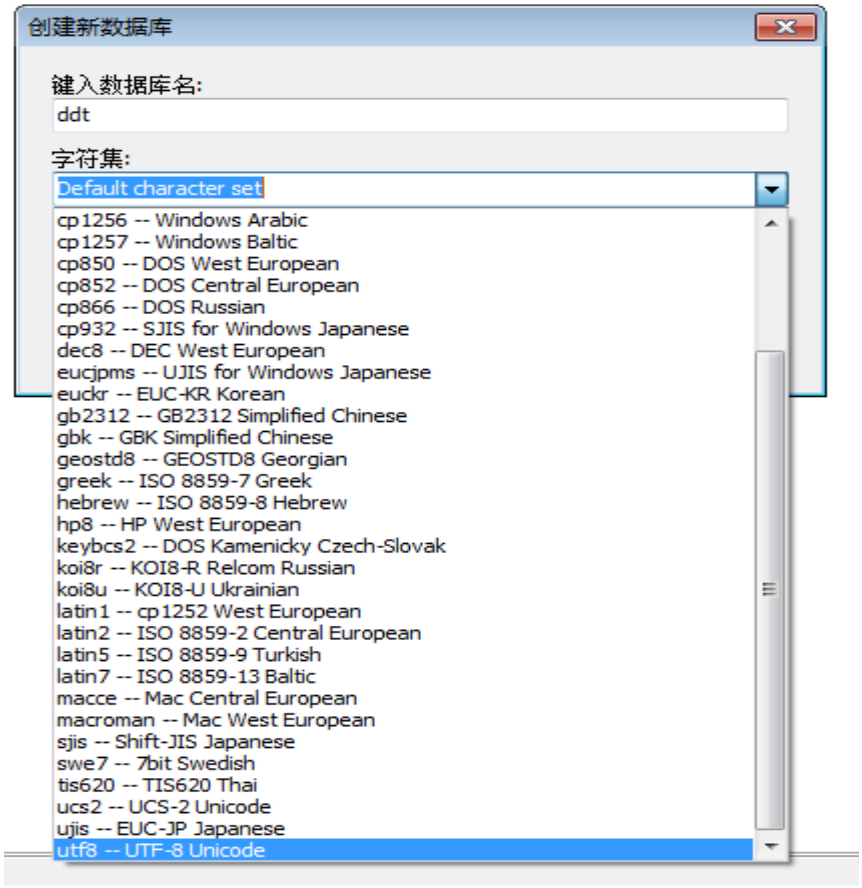




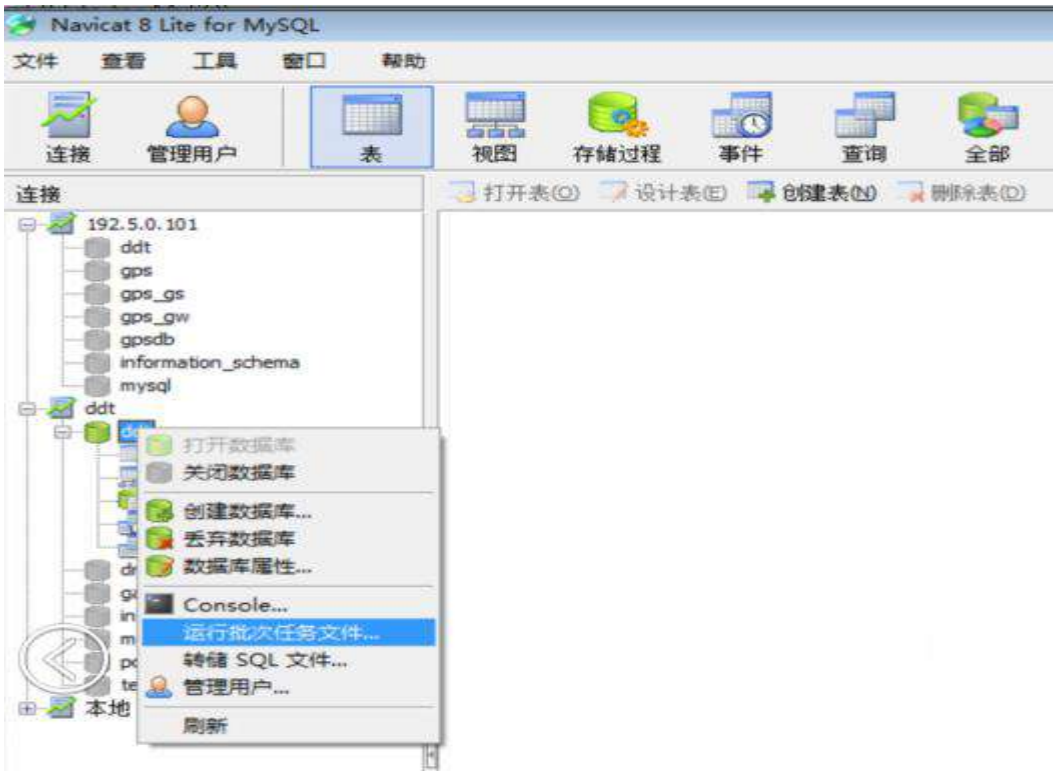
Step 4: Create a database and restore the database backup:

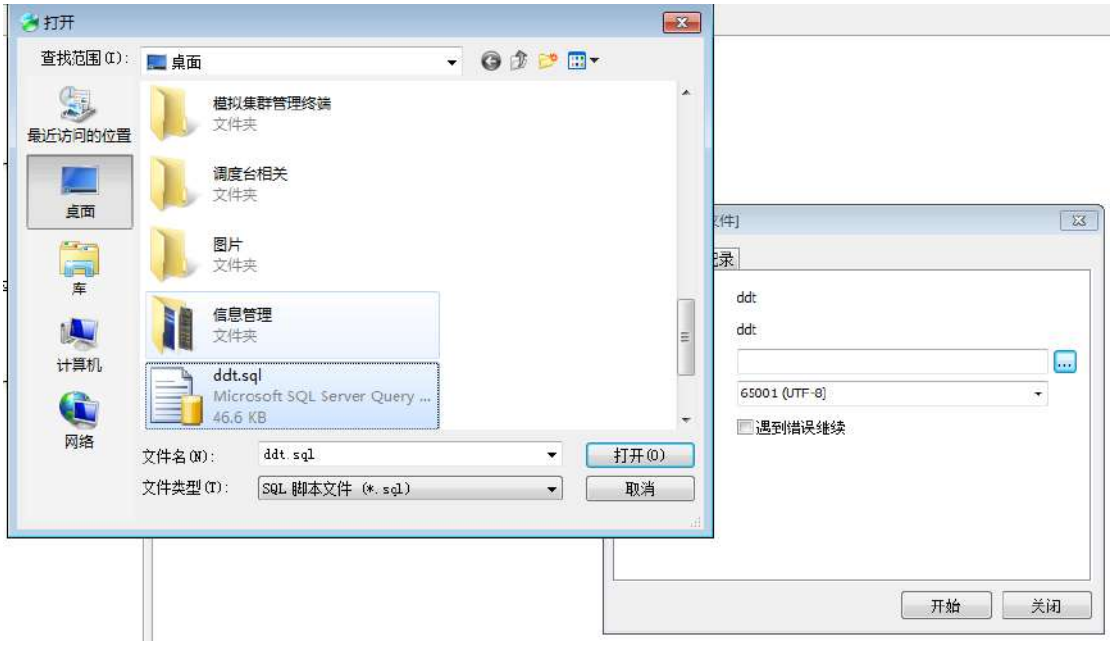
After connecting to the database, right click to create database ddt, for character set select UTF8





Step 5: Double-click the ddt database and right click to run the batch task file:





Click Start to import the data into the database;

3.2 Dispatcher server Installation Instructions

3.2.1 Software Requirements

Operating system Windows 7 or higher

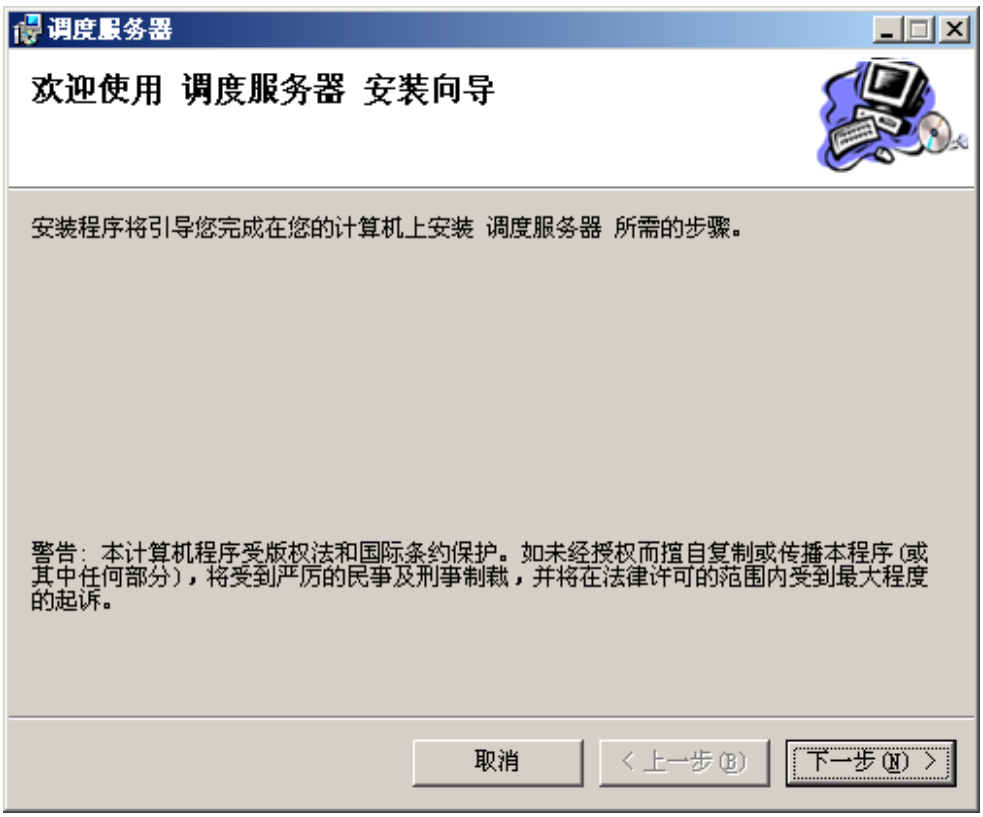
3.2.2 Hardware Requirements

Device	CPU	RAM
Dispatcher server	Intel core i3 or equivalent	4GB

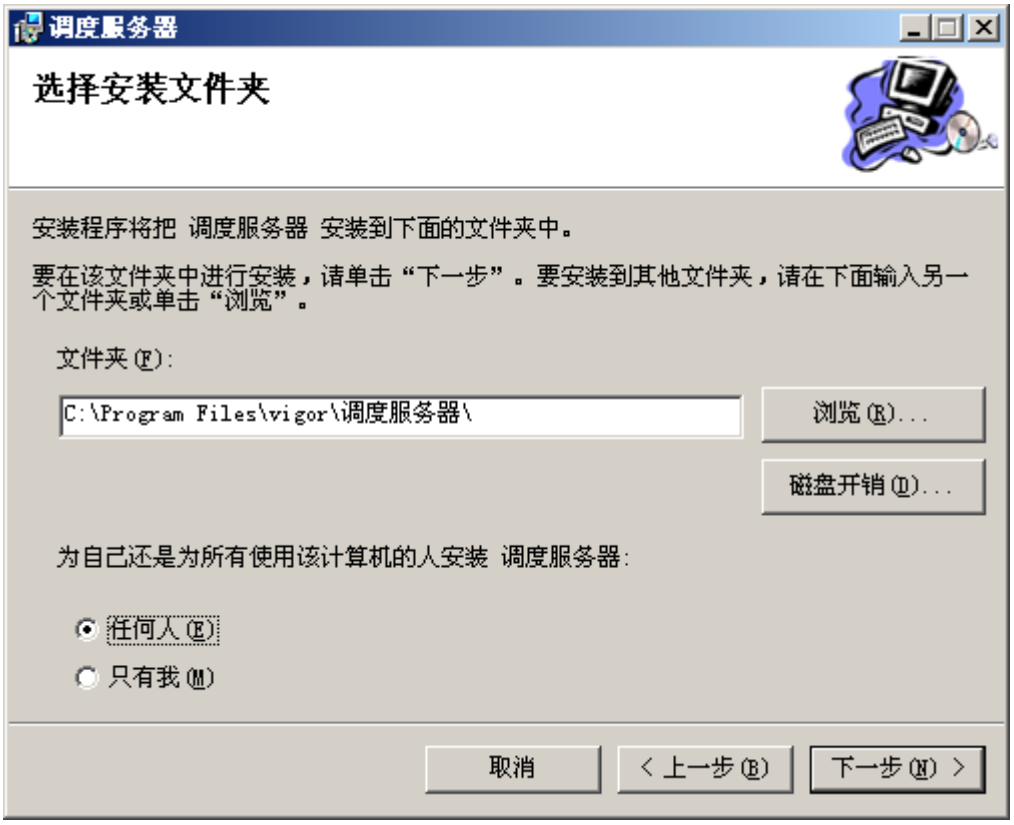
3.2.3 Installation Steps

1. Please confirm whether .Net Framework4.0 or above is installed. If not, please install Dotnetfx.exe, the installation program will automatically prompt to install .NetFramework4.0, please accept the installation.

2. Click the Setup.exe file in the dispatcher server directory in the installation disk.

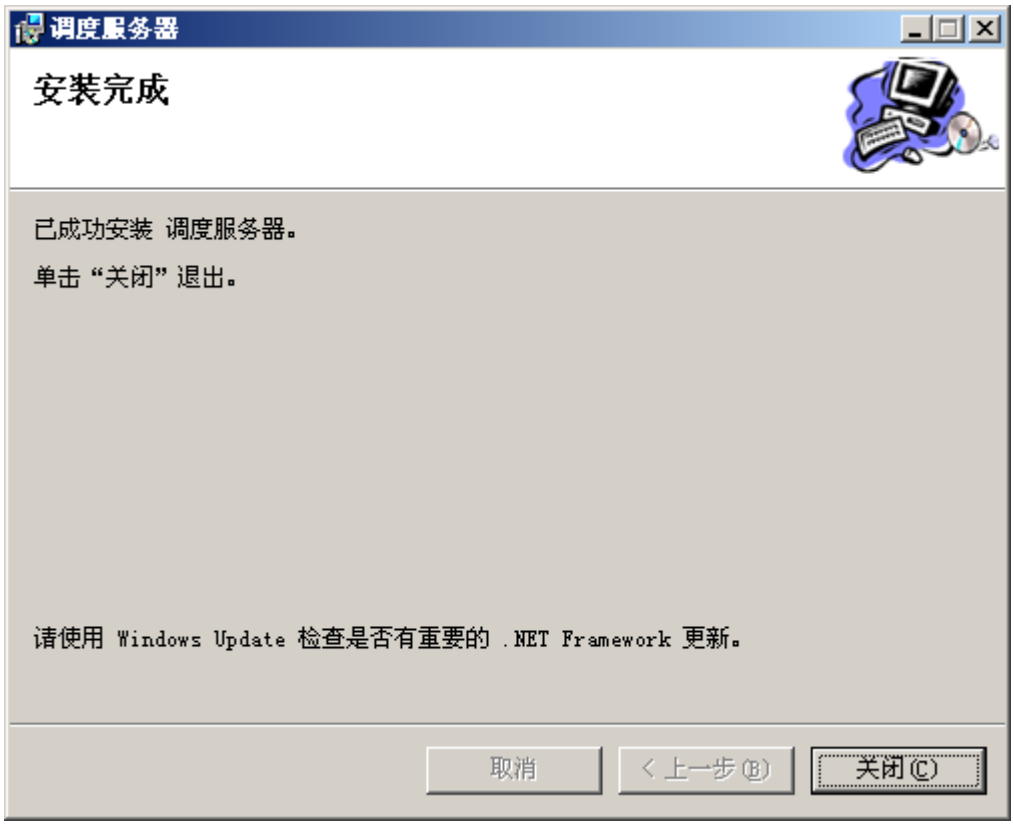


Click Next



Select the directory to install and click Next

Click Next to install.



Click Close when the installation is complete.

The installer will create shortcuts

as below on the desktop and in the program.

3.3 Dispatch Terminal Installation Instructions

3.3.1 Software Requirements

System with .Net Framework 4.0

Microsoft® Windows® XP/Win7 (Home or Professional)

3.3.2 Hardware Requirements

Device	CPU	RAM	Remarks
Dispatch Station	Intel core i3 or equivalent	4G	Configuring a sound card

3.3.3 Installation Steps

1. Please confirm whether .Net Framework4.0 or above is installed. If you do not install Dotnetfx.exe on the installation disk, the installation program will automatically prompt the installation. Please accept the installation.

2. Click the Setup.exe file on the installation disk to command the dispatch terminal directory to install.

Click Next to select the installation folder

Click Next to confirm the installation.

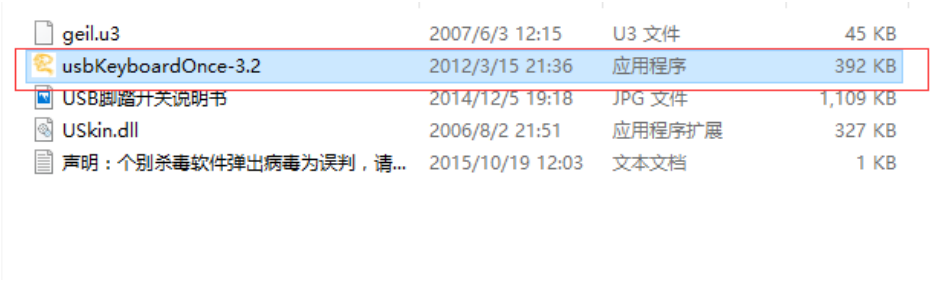
Click Next to install

Once the installation is complete, click close to exit and add a shortcut

on the desktop.

3.3.4 External PTT

To enable the external pedal device, set the PTT shortcut key, first install the pedal drive.



Double-click to run, check Ctrl, enter the keyboard PTT shortcut Ctrl+ number 1-9 you want to enable at the key definition, such as keyboard input Ctrl+1;

As shown below:

3.4 Fast Installation Guide

3.4.1 Dispatcher server

Require win7 or above operating system. Follow the steps below to install:

1) Install .Net Framework 4.0
2) Install dispatcher server
3) Install mysql 5.1
4) Install the database tool Navicat Lite for MySQL
5) Create database dmr
6) Import data dmr.sql
7) Run the dispatcher server and configure it accordingly
8) If you use offline maps, use the map tool to download

3.4.2 Dispatch Station

Require win7 or above operating system. The dispatch station can be installed in the same machine with the dispatcher server. Follow the steps below to install:

1) Install .Net Framework 4.0
2) Installation dispatch station
3) Copy the map file into the relevant directory
4) Run the dispatch station and configure accordingly

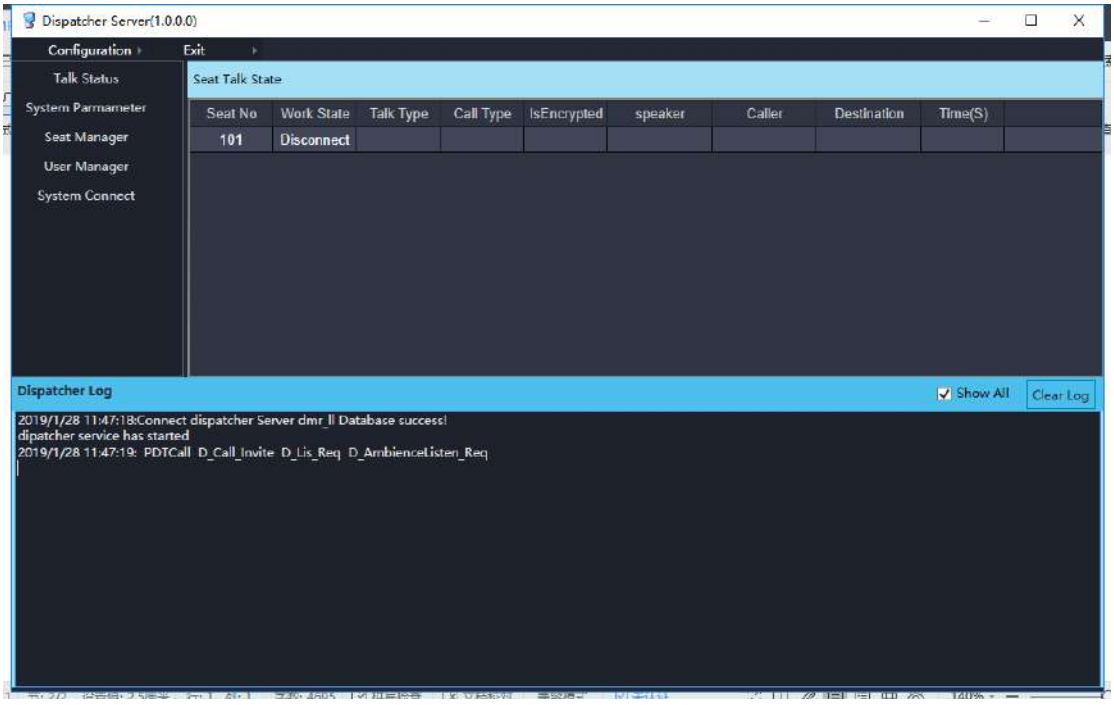
4 Dispatcher Server

4.1 Program Startup

Double-click the shortcut

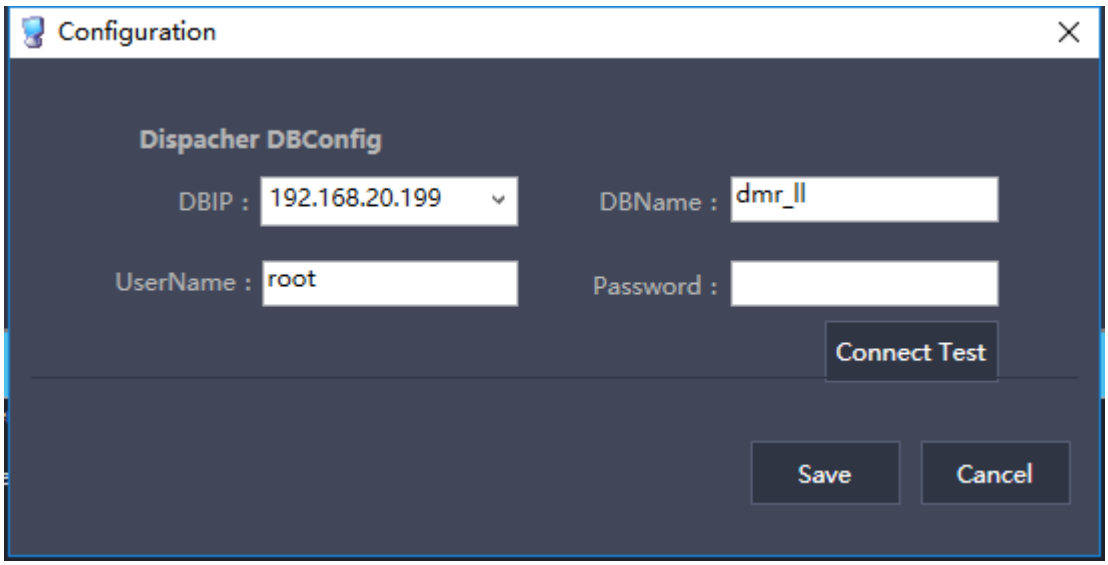
on the desktop and the following main interface appears.

The upper left part of the interface is the function selection tree, and the upper right is the function display area. The lower part is the dispatching log display area.



4.2 Database Access Configuration

To use the database for the first time, click [Configuration] – [Database Connection] on the menu for database configuration. See the following interface below:

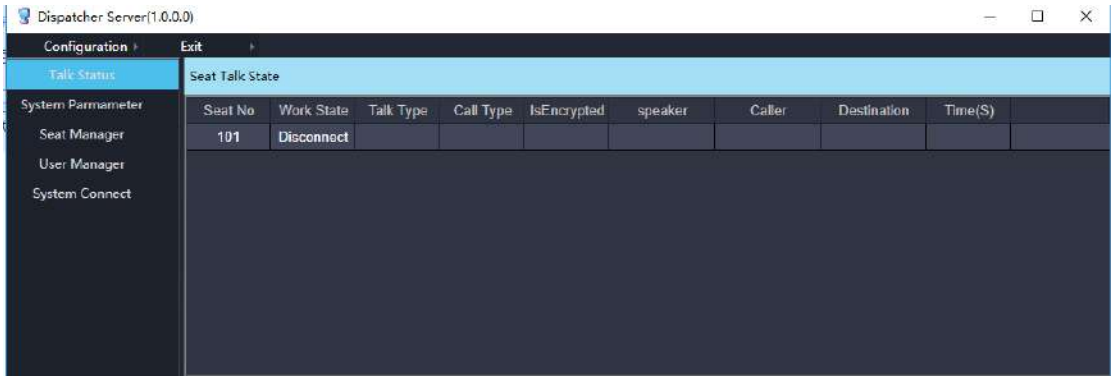


The dispatcher database is generally installed in the dispatcher server. The cluster database is generally installed in MSC. Click [Connect Test] to test whether the database connection is normal.

4.3 System Settings

4.3.1 Talk Status

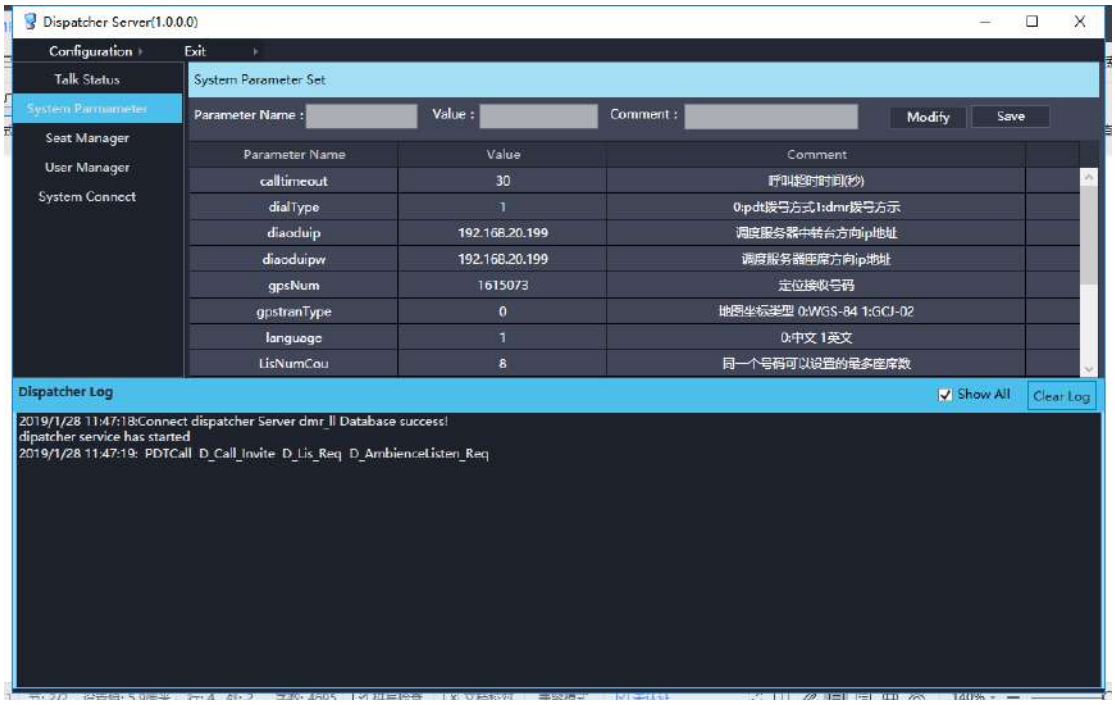
You can see if each agent is online, and if the agent is in talk and who the speaker is.



4.3.2 System Parameters

The parameters include IP address, port number setting and map configuration and so on. The parameters can only be modified and cannot be added. After the modification, the settings will take effect after restarting dispatcher server.

The interface is as follows:



The mainly used settings are as follows:

Diaoduip (cluster controller direction IP address): The IP address that the dispatcher server uses to connect to the cluster controller.

Diaoduipw (dispatcher server agent direction IP address): The IP address of dispatcher server relative to the agent. The dispatcher server uses dual network card.

gpstranType (map type): Select the map type displayed by the dispatch station.

dialType (dial mode): The dialing mode of the dispatch station call portable radio. For the normal mode selects 1;

Login_name (system login name): The login interface of dispatch station displayed.

Language: The language version of the dispatch, currently English and Chinese.

Gpstype (gps positioning mode): The GPS positioning method, mainly subscription and active reporting. Generally active reporting is adopted.

isMds (whether or not to use media gateway): Set whether the dispatch station voice uses the media gateway server.

gpsNum (gps positioning number): The number used for GPS positioning.

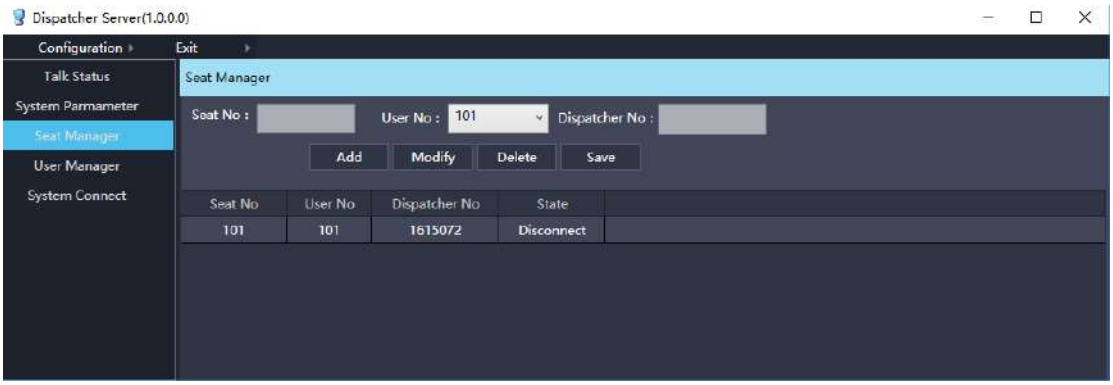
gpstranType (map coordinate type): The display type of latitude and longitude on the map.

4.3.3 Agent Management

The agent refers to the computer information that runs the command and dispatch terminal software which includes the seat number, the seat number must be three digits; the seat ip address; status; the connection status of the agent; the dispatch station number; the number dialed by the portable radio to call the dispatch station;

Each agent can belong to multiple dispatchers.

As shown below:



4.3.4 System Connection

You can view the connection status of the device and add, modify, delete and save. As shown below:

Devices that the dispatch station needs must be added to this connection table.

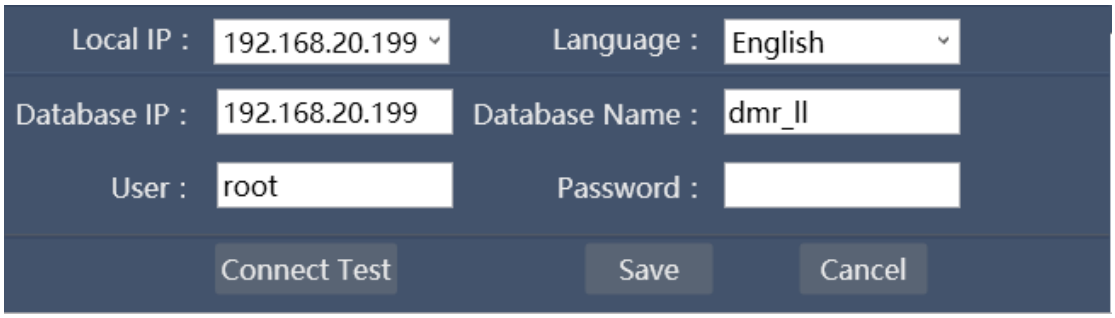
5 Dispatch Terminal

5.1 Log in

Run the dispatch terminal software and the login interface will pop up.

Enter the username and password and click [Login].If it is a super user, enter the configuration interface. If it is a normal user, enter the dispatch interface.

If you are logging in for the first time, first click [Login Set] to enter the configuration interface.



Enter the local ip and database configuration parameters, click [Connect Test]

to test whether the database can be connected normally, click [Save] to return to the login interface.

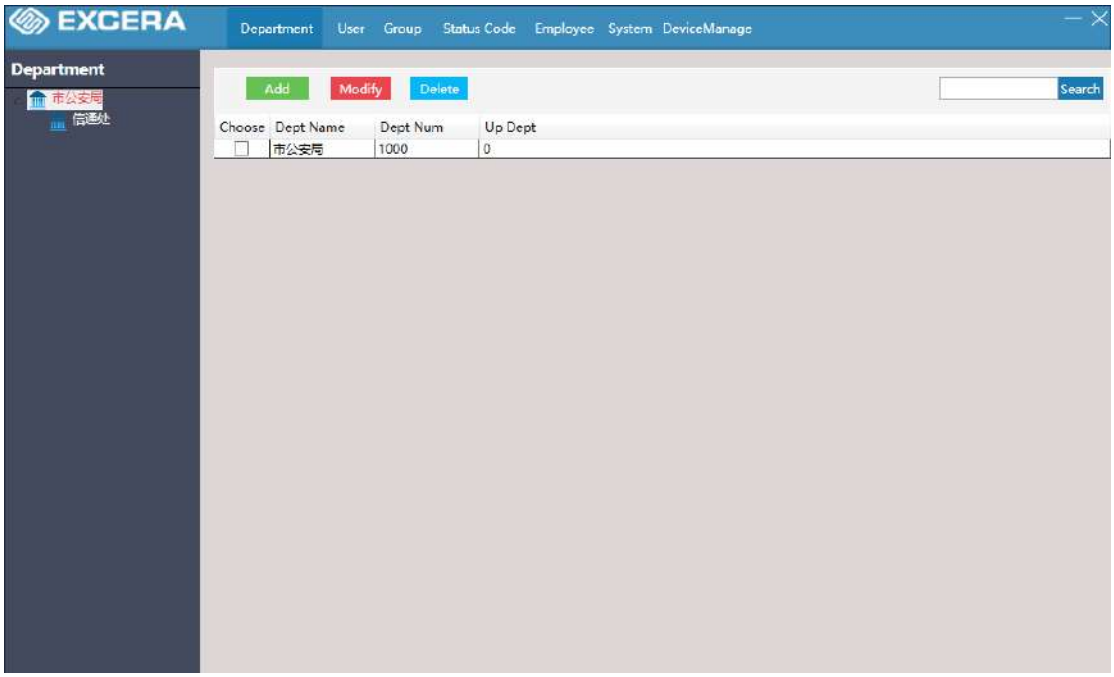
5.2 Dispatch Station Management

After logging in as a super user, start managing the dispatch station including department management, user management, subscription management, status code management, etc.

5.2.1 Department Management

The users to be dispatched are classified by department, and the users and group calls can belong to a department. The department allows two levels of settings.

Department management operations include adding, modifying, and deleting.



You can enter the department number or name to query.

Click [Add] to pop up the dialog box for adding departments.

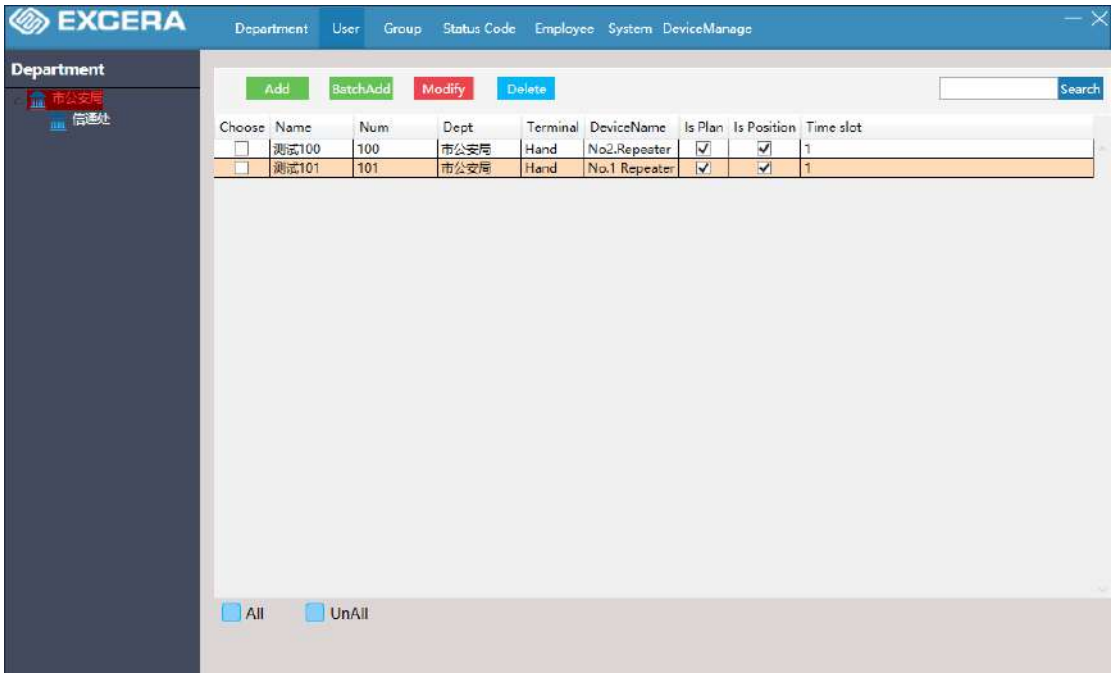
Enter the department name and number. Click [OK] to add it successfully and add it continuously.

When modifying, first check the department to be modified, and then click

[Modify].

5.2.2 User Management

Add, modify, and delete users, and users are displayed in different departments.



The user can set whether to pre-plan (Is Plan), that is, whether to display on the dispatch interface to filter users that the dispatcher does not care about.

Whether to support positioning (Is Position) refers to whether the mobile terminal corresponding to the user has a positioning function.

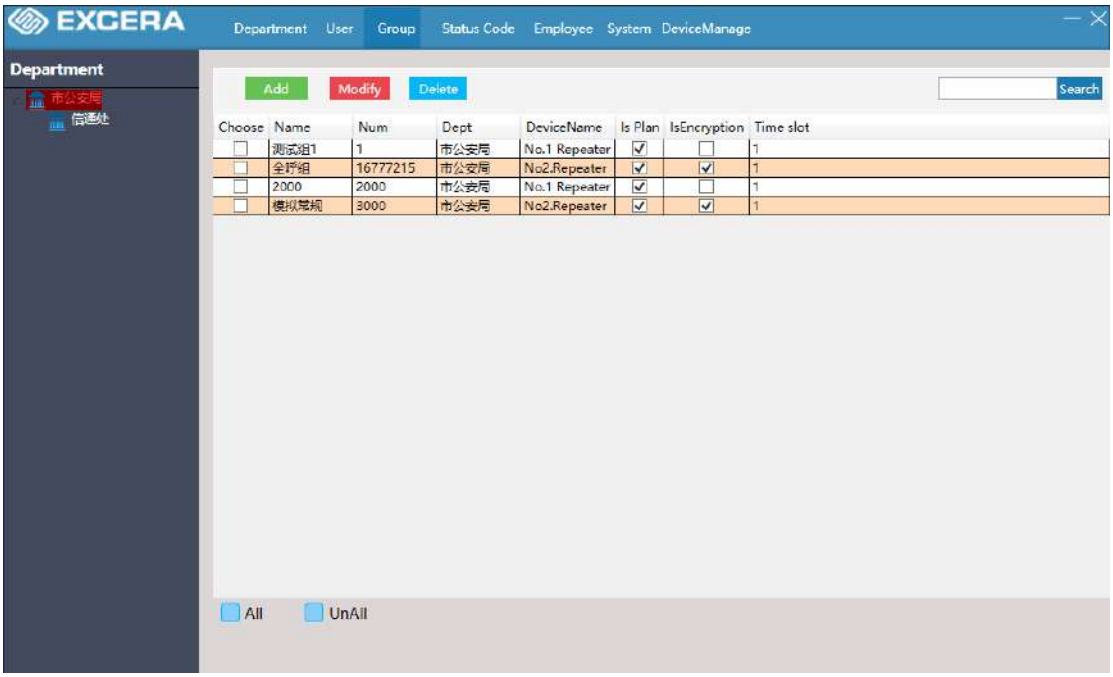
You can directly check Is Plan and Is Position to modify it.

[Select All] [Inverse Selection] is convenient for administrators to operate all users.

Click [Delete] to delete all checked users.

Enter the user number and click [Query] to quickly find the user.

5.2.3 Group Call Management

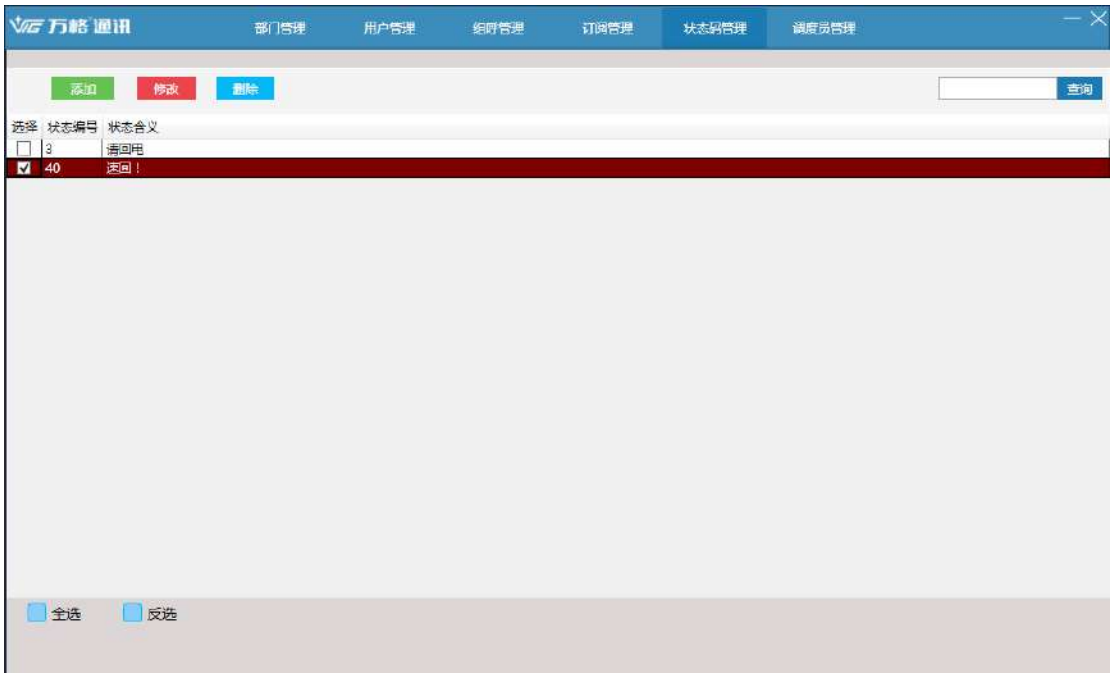


Add, modify, and delete group calls, and display group call by department.

The operation of group call management is same as user management.

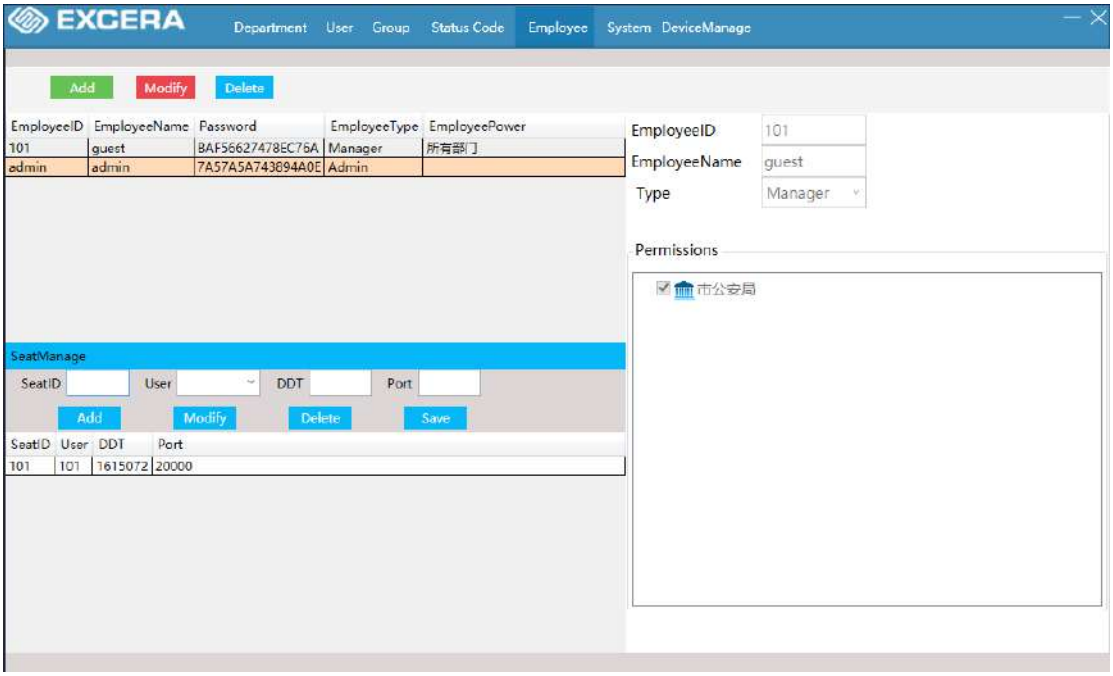
5.2.4 Status Code Management

Define the status message of the system.



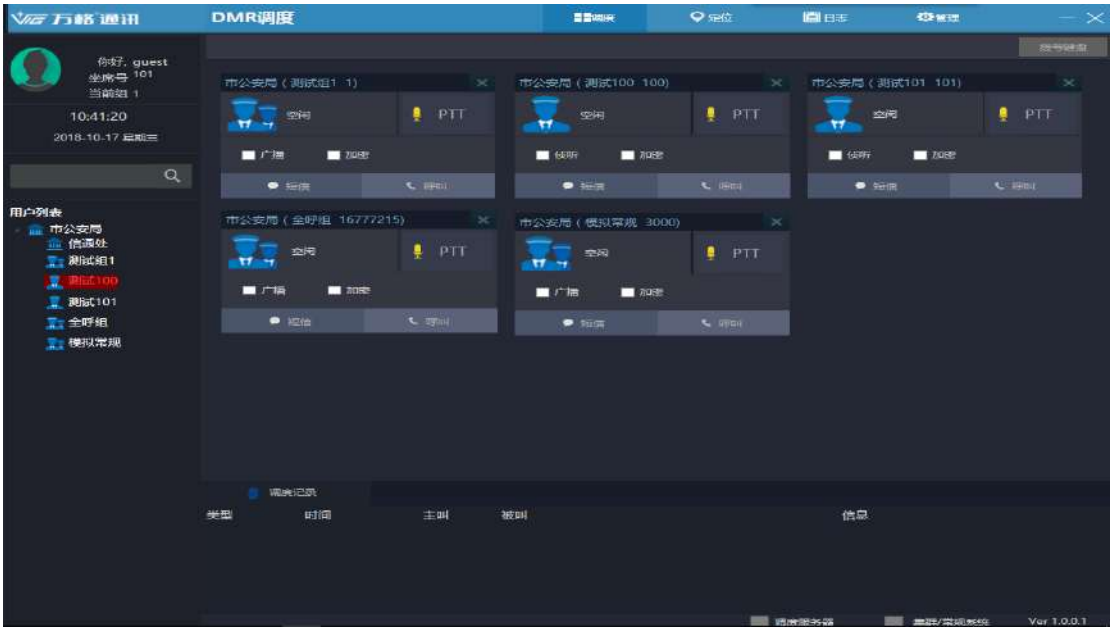
5.2.5 Dispatcher Management

Modify the departments that the dispatcher can manage and control the authority of the dispatcher;



5.3 Main Interface

After logging in as the dispatcher, the dispatch terminal displays the main interface (see the figure below). The main interface consists of a toolbar, a user list, a common plan, and a status bar.



As shown in the figure above, the login information is displayed on the upper left. The user list and all group calls are displayed by the department in the lower left user list. The function menus and speaker sound adjustments are displayed on the upper right. The common schedule is displayed in the right, and the most recent operation log is displayed on the lower right. The status bar shows the device connection status.

5.4 User Dispatch

5.4.1 Plan Management

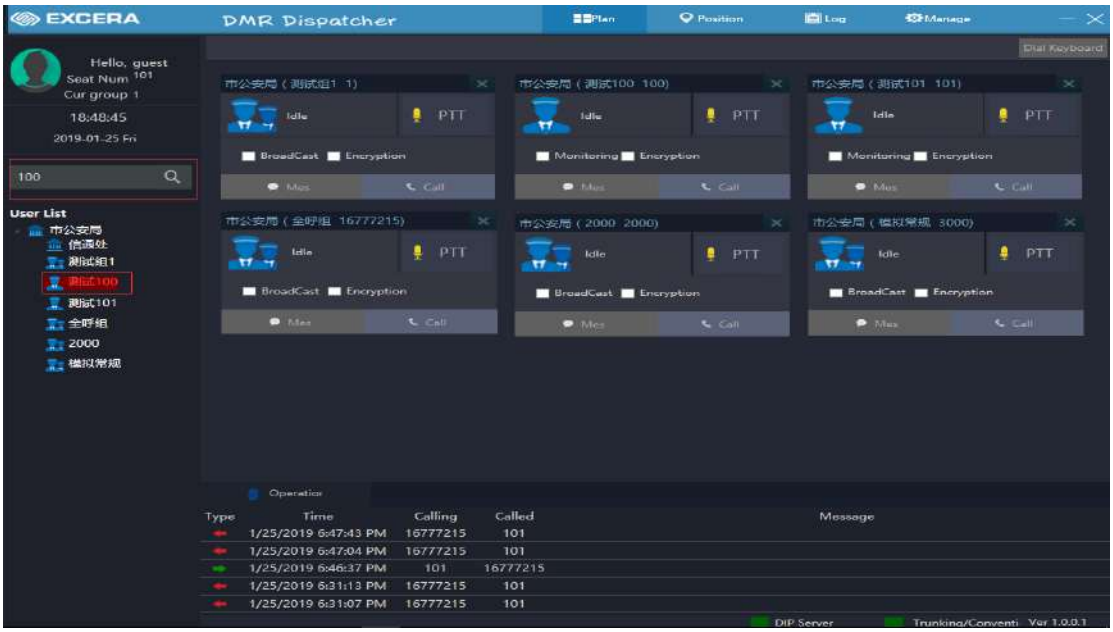
Right-click the user number in the user list and select [Add to schedule], then the user is added to the plan area, and the number of users in the plan area is up to 8.

The dispatcher can call and send text, etc. to the users in the plan area.

Click [x] in the plan to delete the user plan.

5.4.2 User Lookup

Enter the number you want to search in the search bar and click the query icon to automatically locate the number you are looking for, as shown below:



5.4.3 Call

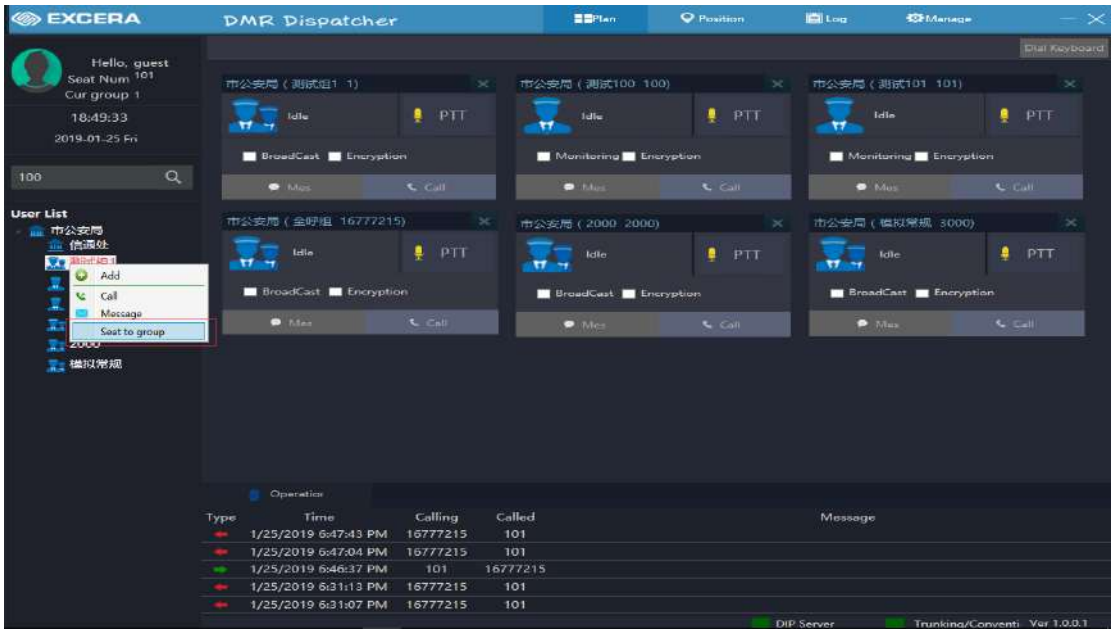
There are four ways to initiate a call:

- Click on the plan call button
- Right-click the user in the user list and select [Call] or [Emergency Call]
- Click [Dial Pad] to enter the user number to call
- In [Scheduled Record], double-click the relevant user call.
- There are four types of calls: group call--initiating calls to groups; analog conventional--calls to analog channels;

environmental monitoring-The portable radio can hear nearby speech without answering the call; the broadcast call- initiates a broadcast call to a portable radio, and the portable radio can only hear and cannot speak;

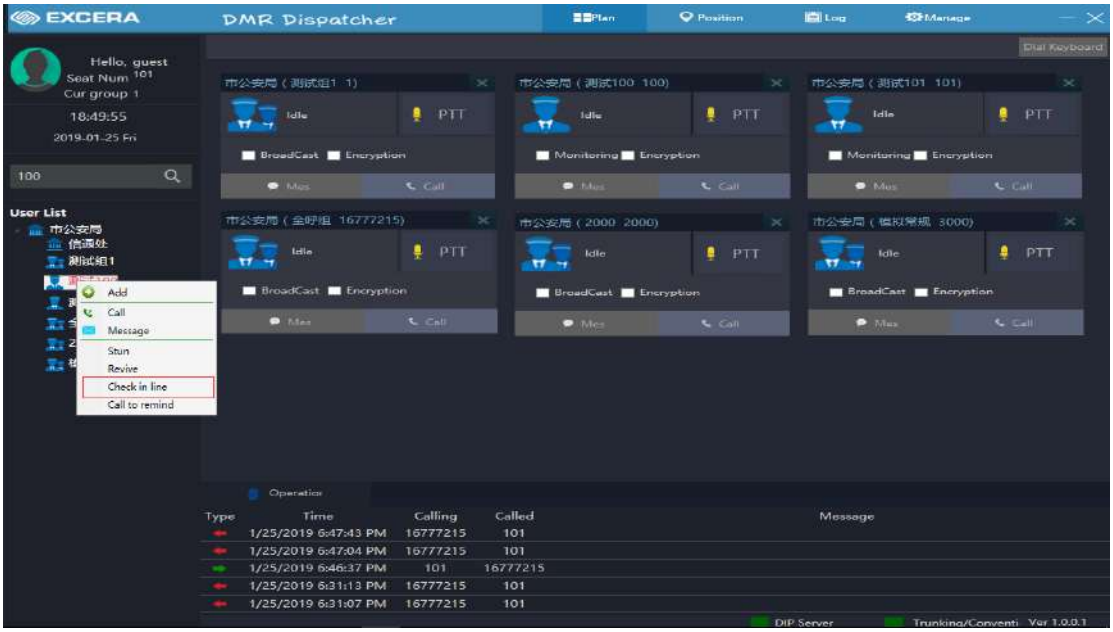
5.4.4 Agent Application into Group

Select and right click the group number to apply for entering the group and the current group number will changes into the number of target group. When the group calls up, the agent calls and can hear the voice speech in the group.



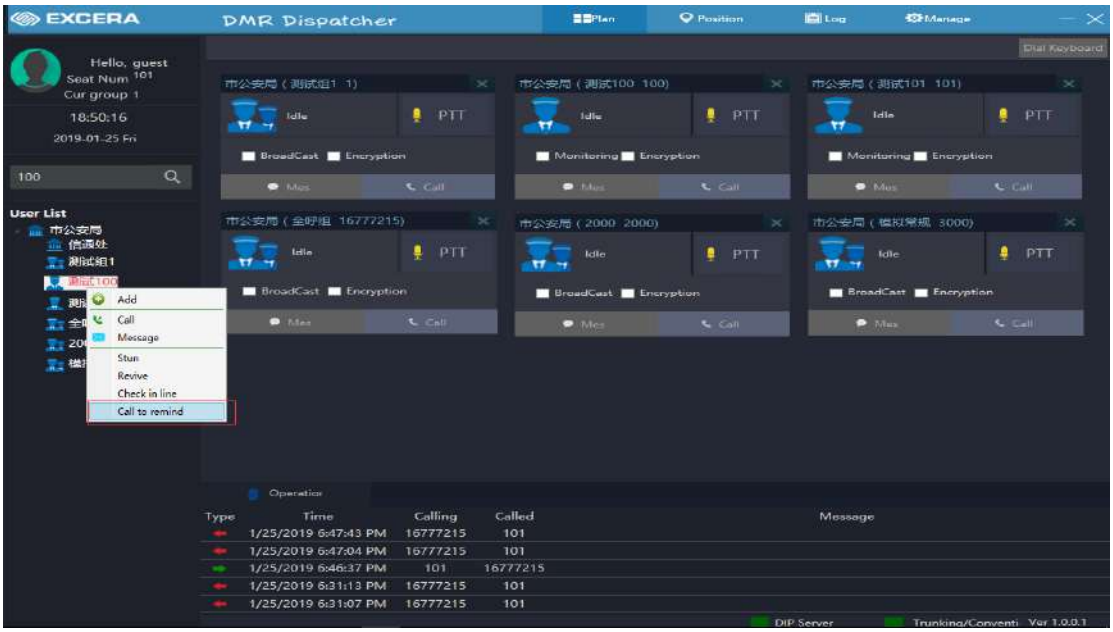
5.4.5 Online Test

Select a call number, click on the online test to detect whether the hand is turned on or off, and receive a reply message (success/failure);



5.4.6 Call Reminder

Select a call number, click on the call reminder to inform the portable radio that I want to initiate a call to you, please pay attention to the call and receive a reply message (success/failure);



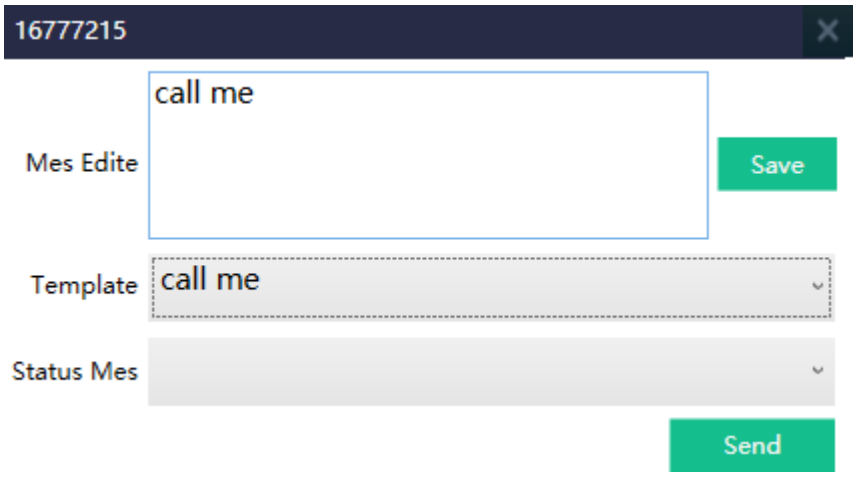
5.4.7 SMS or Status Message

There are four ways to initiate a text message or status message:

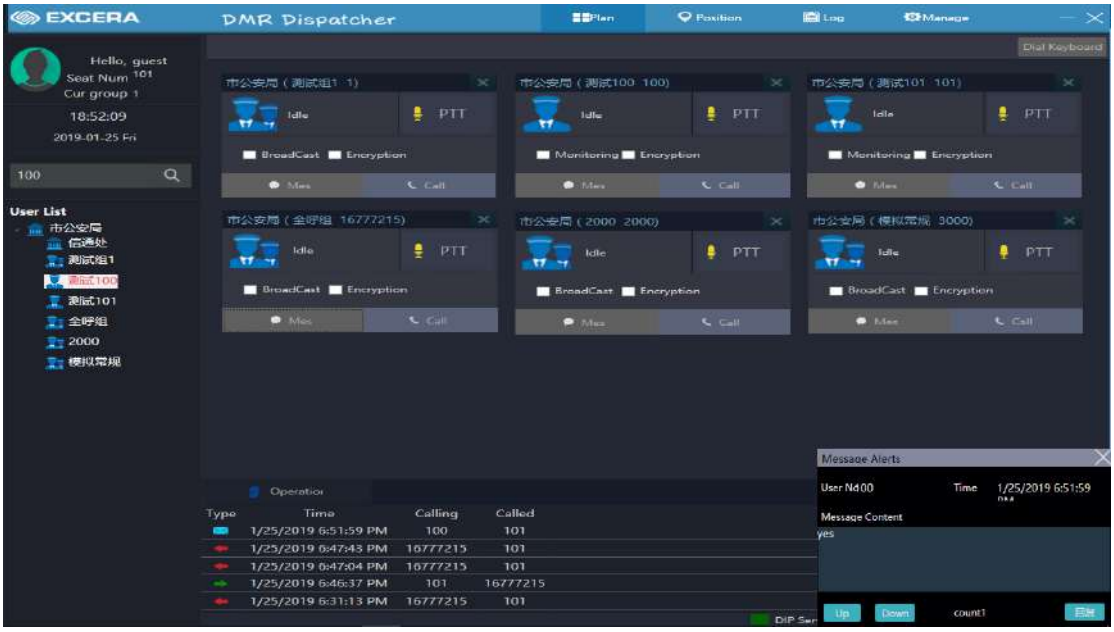
- Click the plan SMS button

- Right click on the user in the user list and select [SMS]
- Click [Dialpad] to select text schedule
- After receiving the text message, click Reply

Click on the plan to send a text message as shown below:

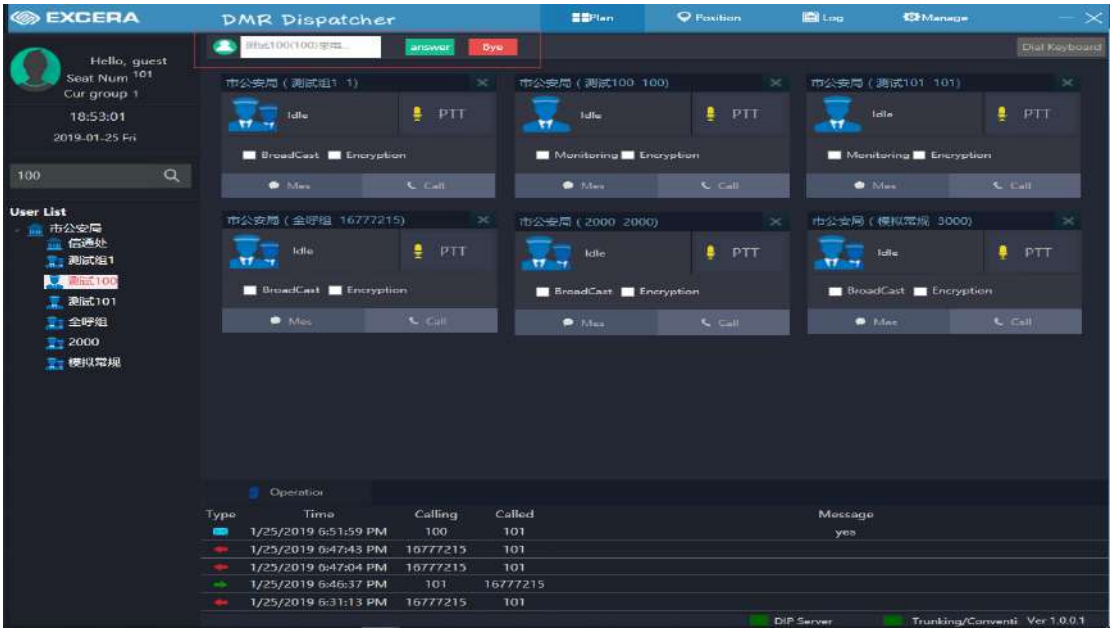


After receiving the SMS, the dispatcher will prompt you in the lower right corner of the screen.



5.4.8 User Call Dispatch Station

The user calls the dispatch station, and the dispatch station will display the incoming call. Click Answer to talk.



5.5 Positioning

5.5.1 Map Operation

Click [Position] on the toolbar to switch to the map interface.

Right click on the icon to display the user details: as shown below

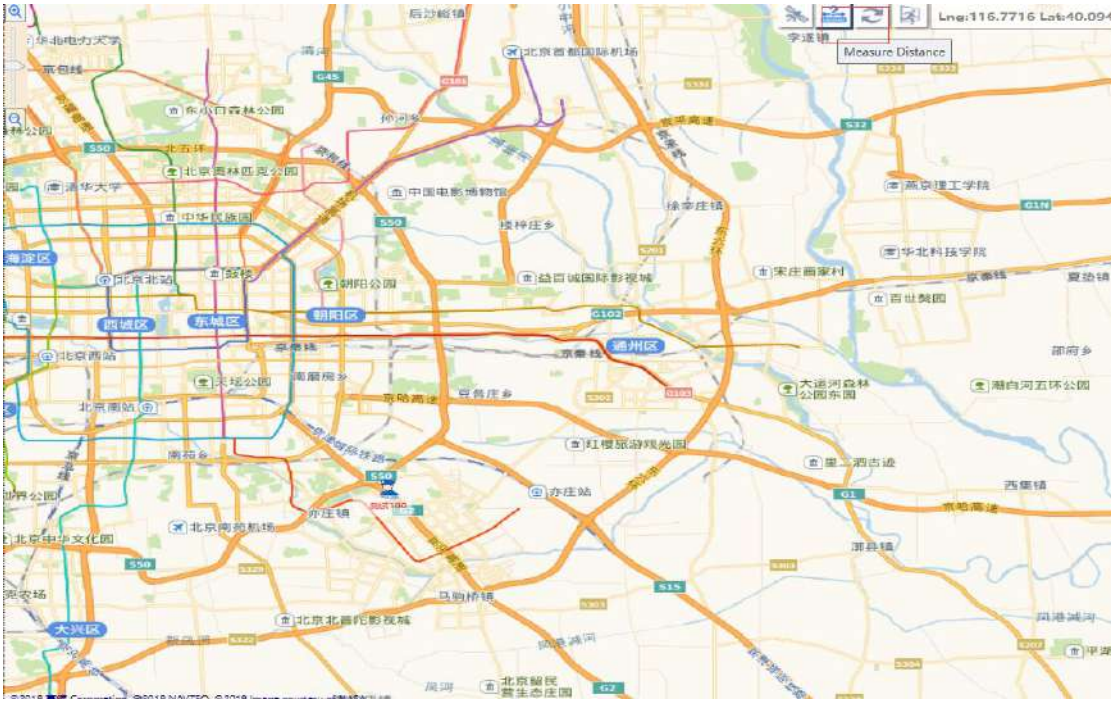
Common operations:

Zoom: Press the mouse wheel to zoom in and out. Each time you adjust one level, up to 20 levels.

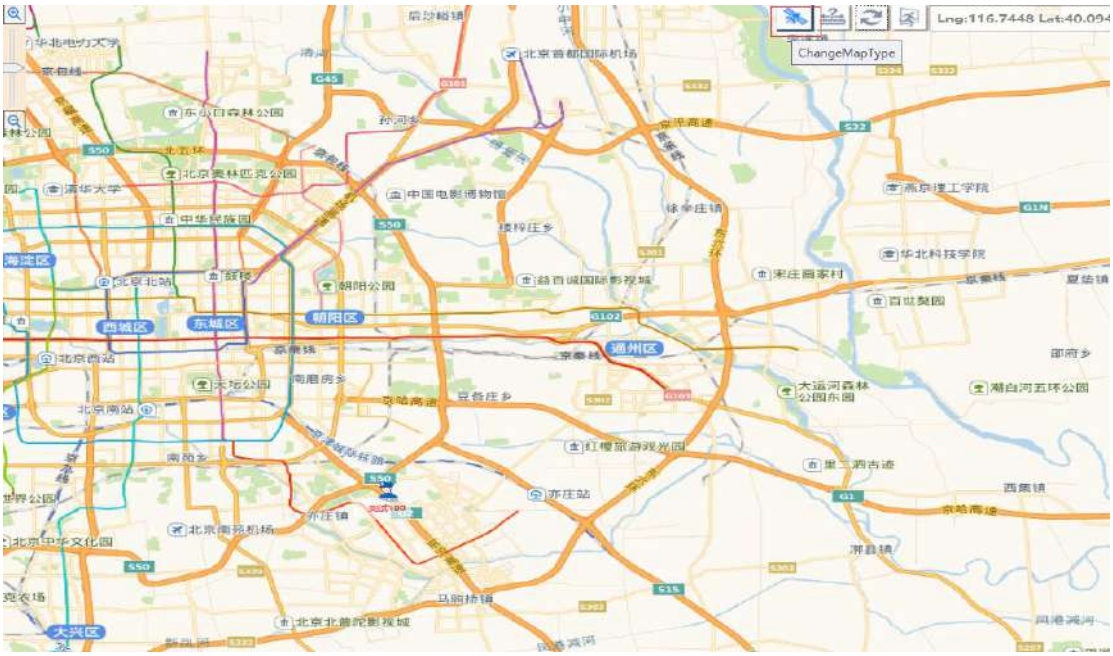
Roaming: Press the left mouse button to drag

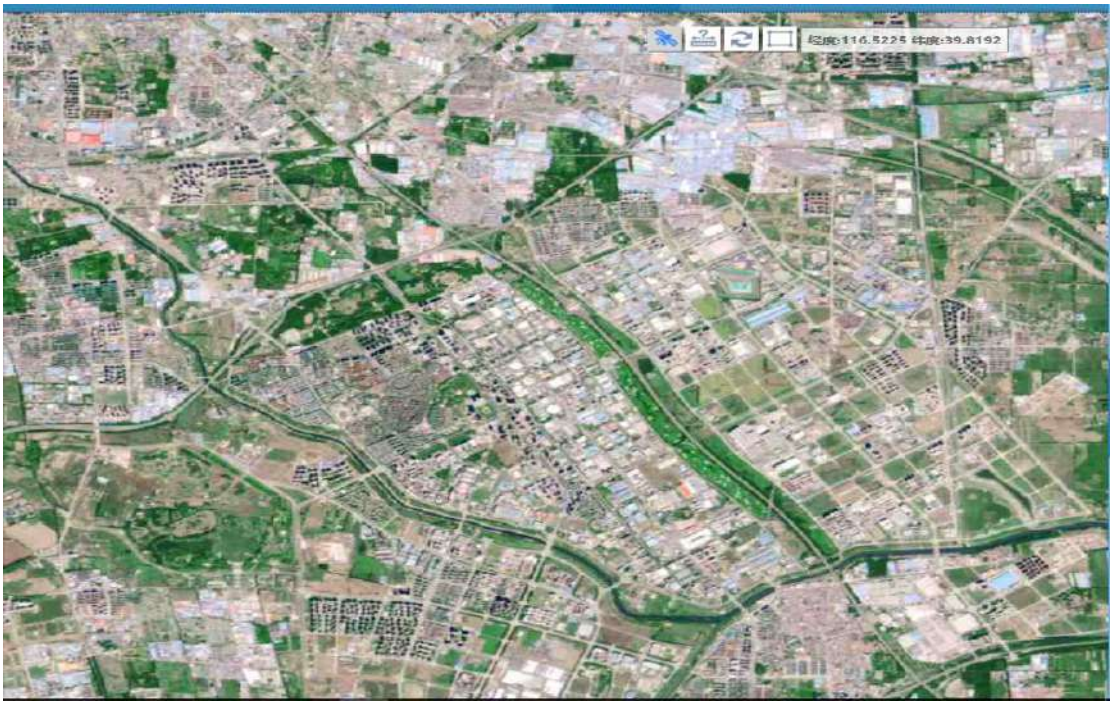
Longitude and latitude display: Move the mouse and display it in the upper right corner

Ranging: can measure between two or more points



Map mode switch: switch between normal or satellite map





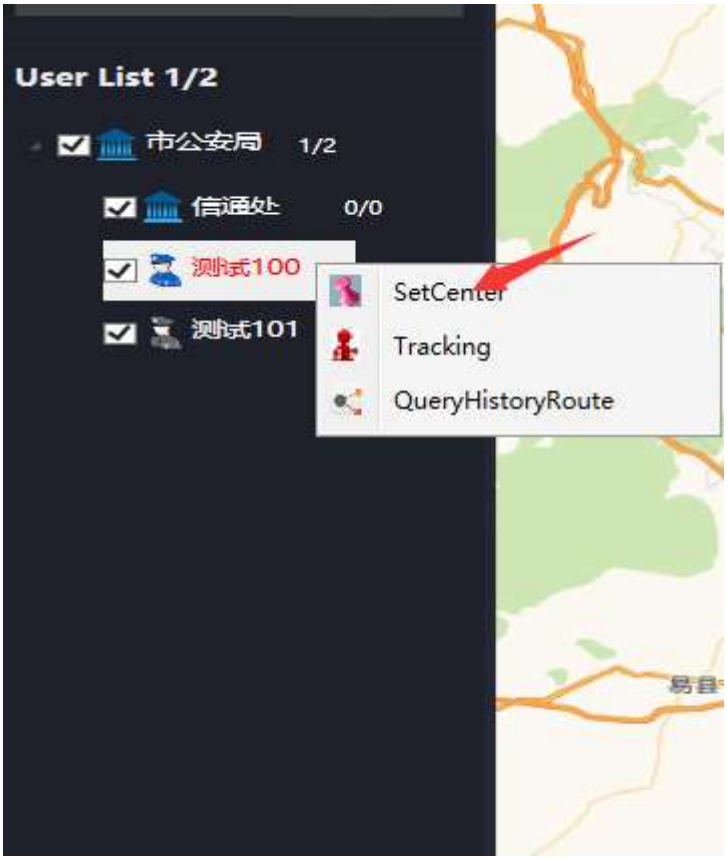
5.5.2 Positioning

After receiving the information reported by the mobile terminal, it will be displayed on the map in real time.

In the [Subscription List] of [Location Management], all users are displayed in separate departments, and the positioning information is displayed or hidden by checking or unchecking.

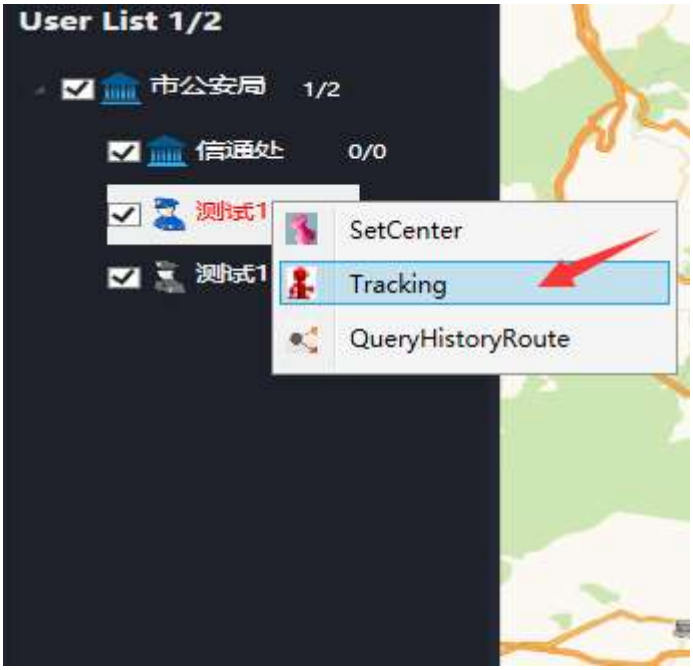
5.5.3 Central Positioning

Right-click the user in the user list and select [Set Center]. The map will always be centered on it.



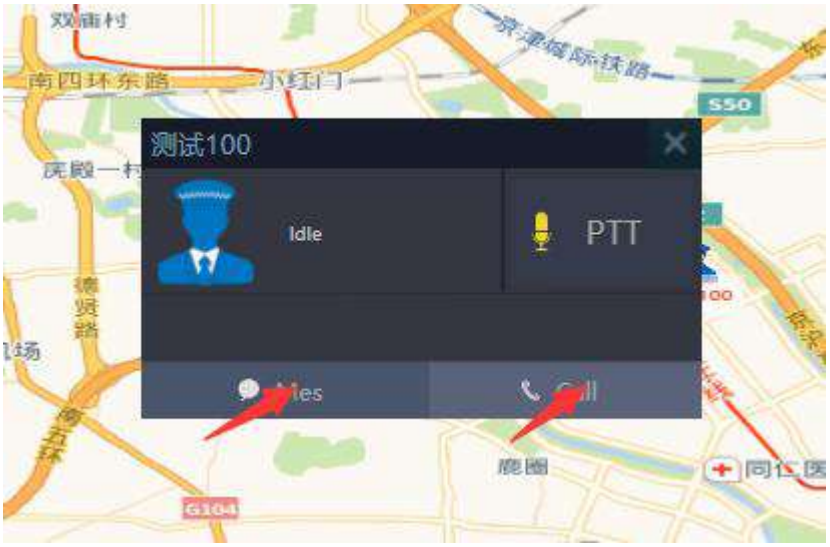
5.5.4 Real-time Tracking

Right-click the user in the user list and select [Tracking]. The map will display the user's activity track in real time.

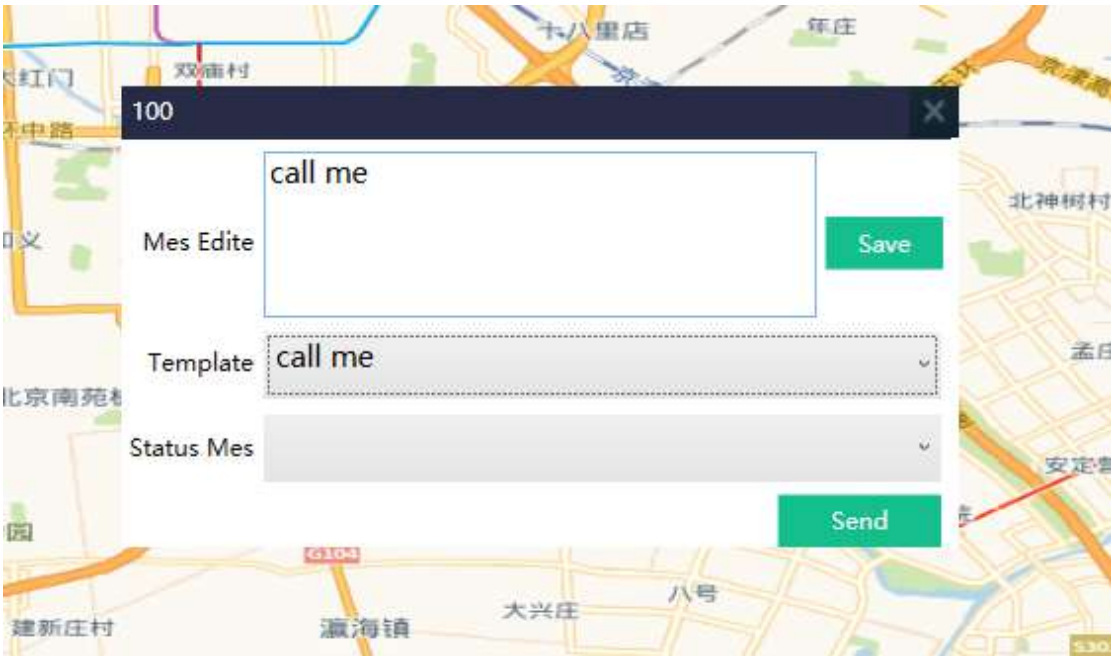


5.5.5 Radio Operation

You can call a located user by double-clicking it, or you can choose to send a text message.

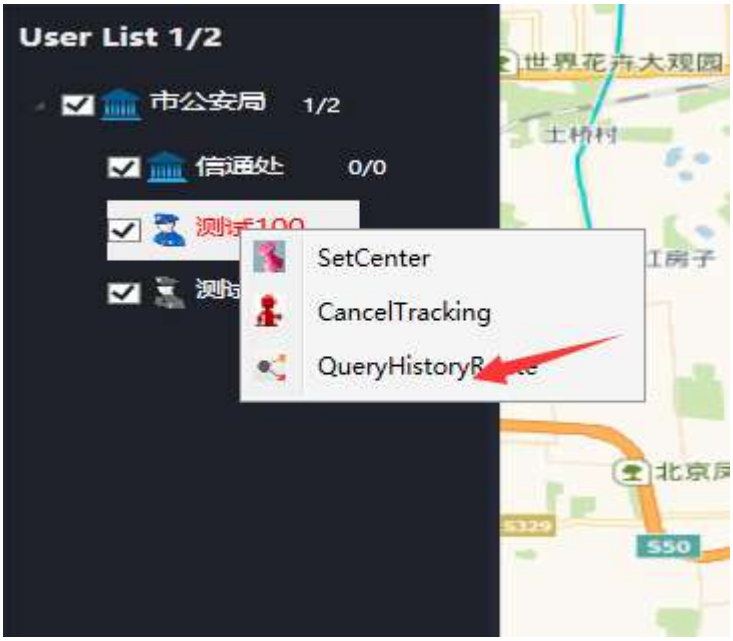


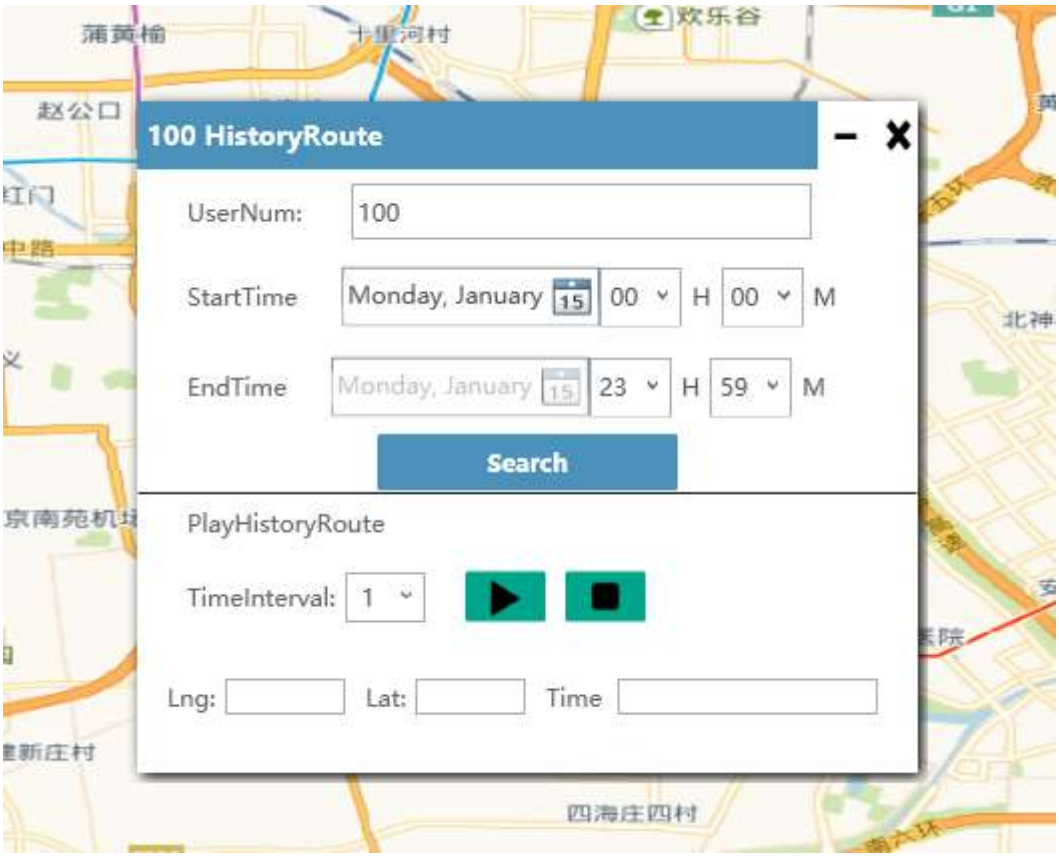
When sending a text message, you can directly edit the information, or save the commonly used words as a template to facilitate information editing and sending.



5.5.6 Historical Track

Right-click the user in the user list, select [Query History Track], and enter the start and end time, and the map will display the user's historical track.





Clicking on Play History Route, shows the latitude, longitude and time the user goes through each point.

5.5.7 Display of Electric Quantity and Field Intensity

The portable radio located by right-click on the map will display the detailed information of the user, field intensity and electric quantity of the radio.

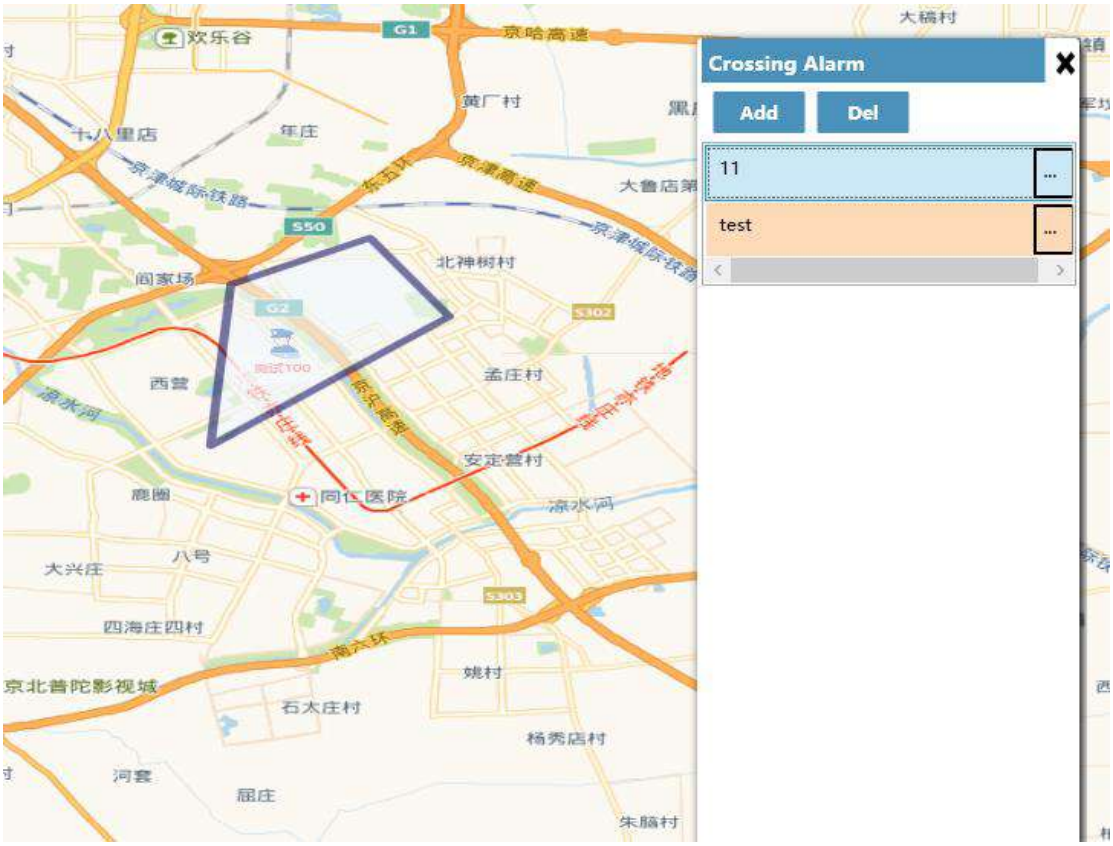
5.5.8 Cross-border Alarm

The cross-border alarm function allows the user to add the area to be managed on the map and edit the user who is active in the area. When the user crosses the border or returns to the area crossed, there will be corresponding prompt information.

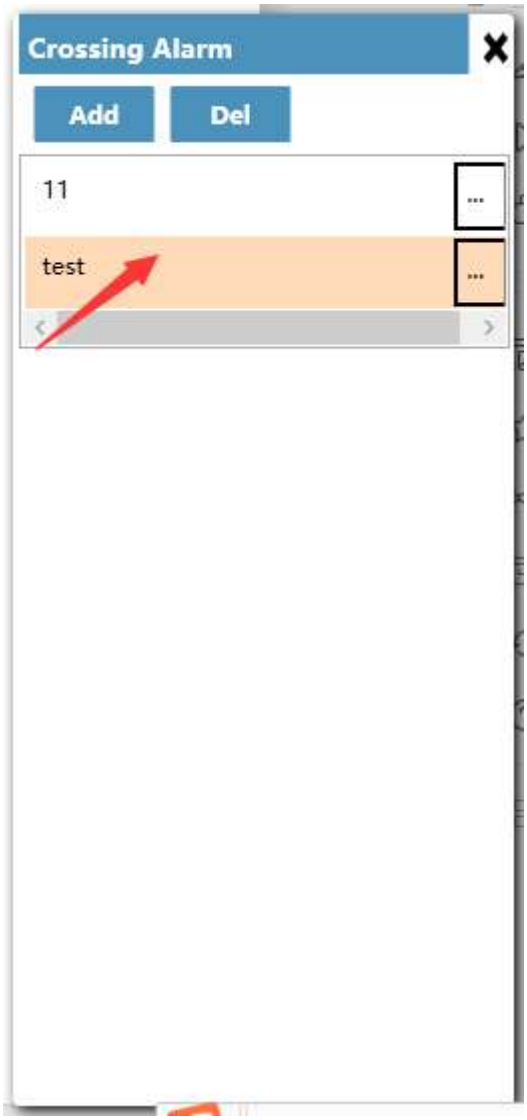
5.5.8.1 Add Alarm Area

Click the Cross-Border Alarm function button at the top right of the map, and the cross-border alarm management interface will pop up.

Click the Add button on the cross-border alarm management interface to set the alarm area on the map, click the right mouse button to set the alarm area, and then enter the area name in the cross-border management interface. The area name cannot be repeated. Finally, click Save to save the alarm area adding.



Then you can see the area we just added in the area list of the cross-border alarm management interface.

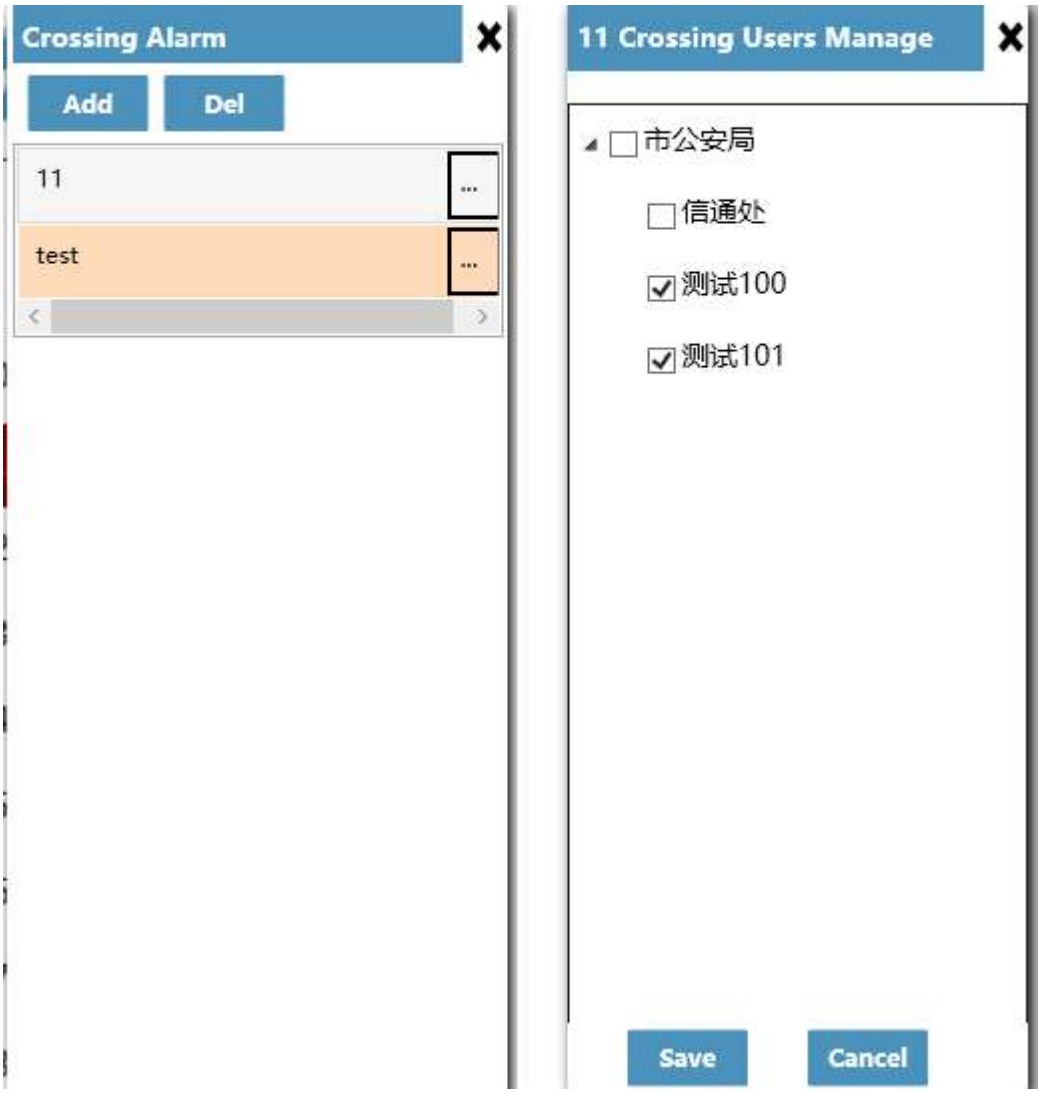


5.5.8.2 View Alarm Area

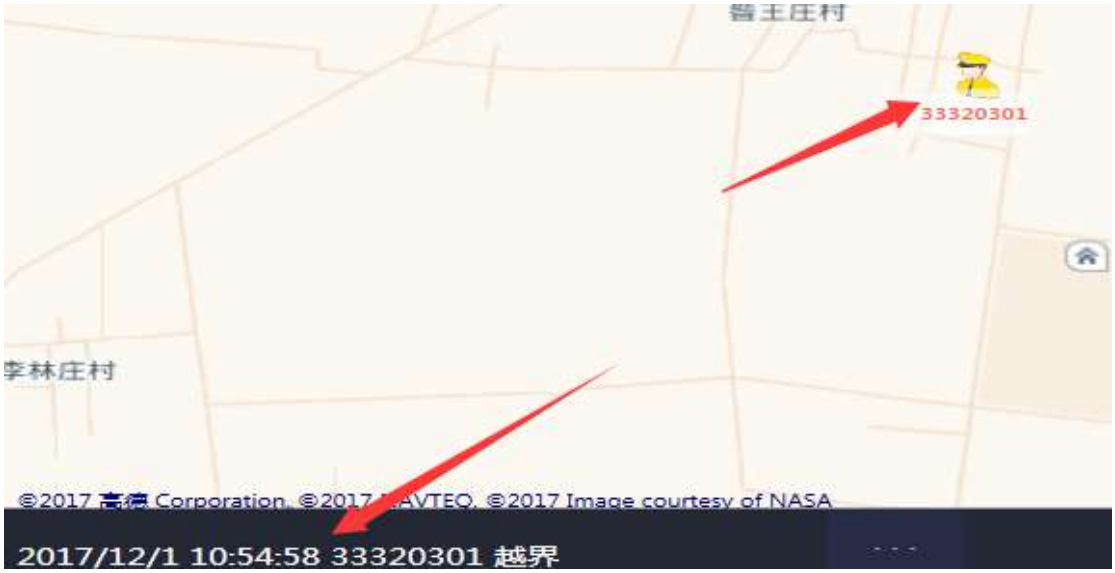
In the cross-border alarm management interface, we can view the area range set by clicking on the area name in the area list.

5.5.8.3 Cross-border User Editing

After the alarm area is set, edit the user of the alarm area to choose the users who will be cross-border monitored. First, click the edit button in the right of the area name in the area list of the cross-border alarm management interface, a list of users will pop up. Select the user who wants to cross-border alarm in the list, and click Save to complete the user editing.



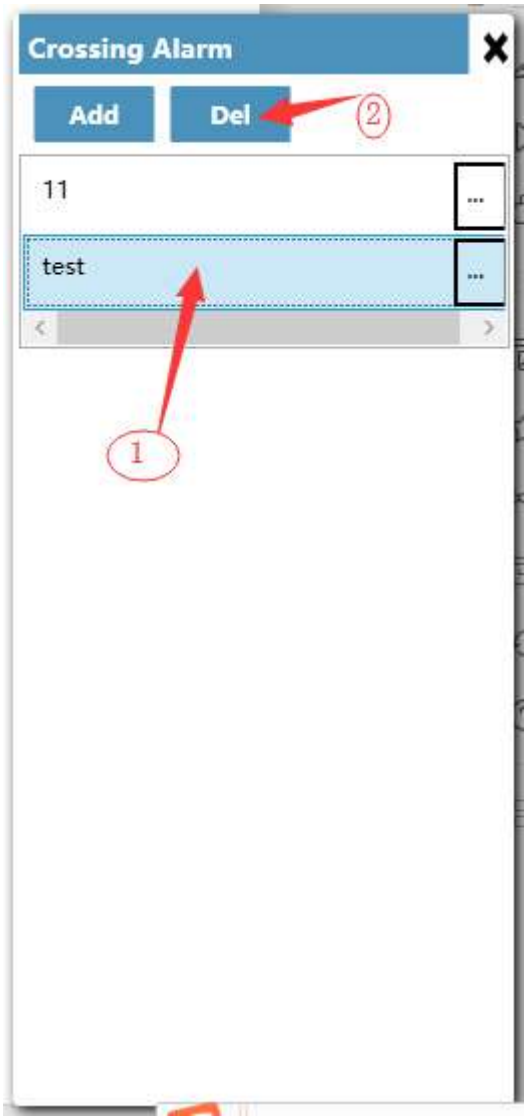
In this way, the cross-border alarm is implemented for the user in the alarm area. If a user crosses the boundary, the user cross-border time and the user number are displayed below the map, and the user mark on the map is set to a yellow mark dedicated for border crossing.



When the user returns to the alarm area again, the information prompt of the user "return" is displayed at the same position, and the user mark on the map is restored to normal.

5.5.8.4 Cross-border Alarm Area Deletion

In the cross-border alarm management interface, we can delete the unwanted alarm areas. Select the name of the area you want to delete in the area list and click the delete button.



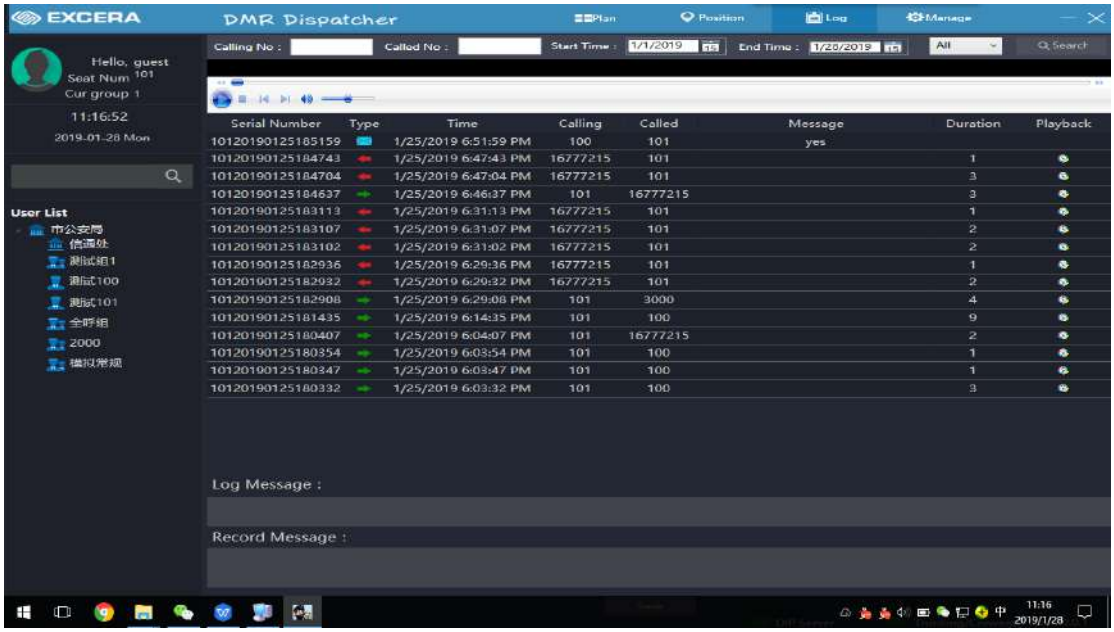
5.5.8.5 Cross-border Alarm Record View

At the bottom of the system interface, there is a button/ for querying the user's details, including the user number, name, time of the border crossing and return time.

5.6 Log

5.6.1 Log Query

Click [Log] on the toolbar to switch to the log interface.



5.6.2 Recording Playback

Click Playback in the record playback field, and the dispatch station plays the record back.

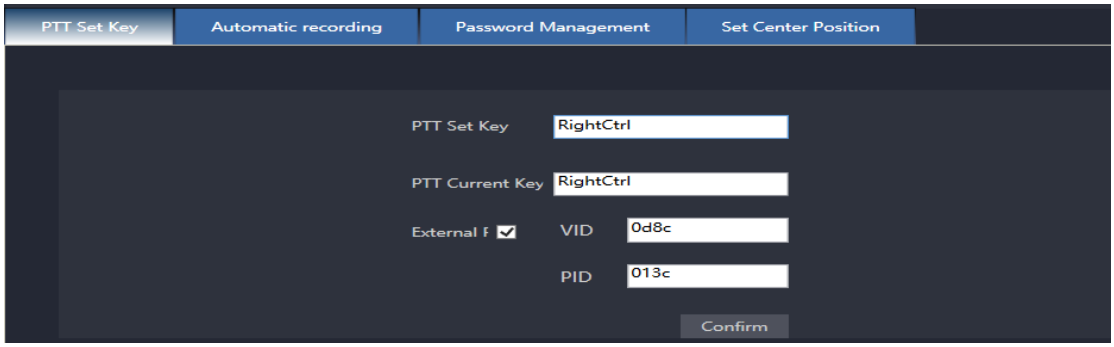
5.7 Dispatch Management

Click [Manage] on the toolbar to switch to the management interface.

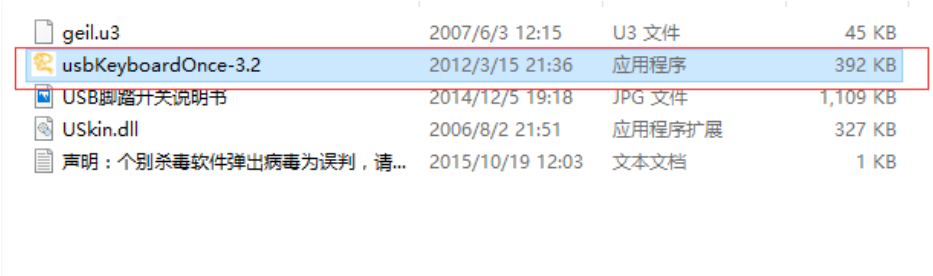
5.7.1 PTT Shortcut Settings and External Serial Port Settings

PTT shortcut keys can only be set using the composite key: Ctrl + number 1-9

External PTT: VID: 0d8c PID: 013c

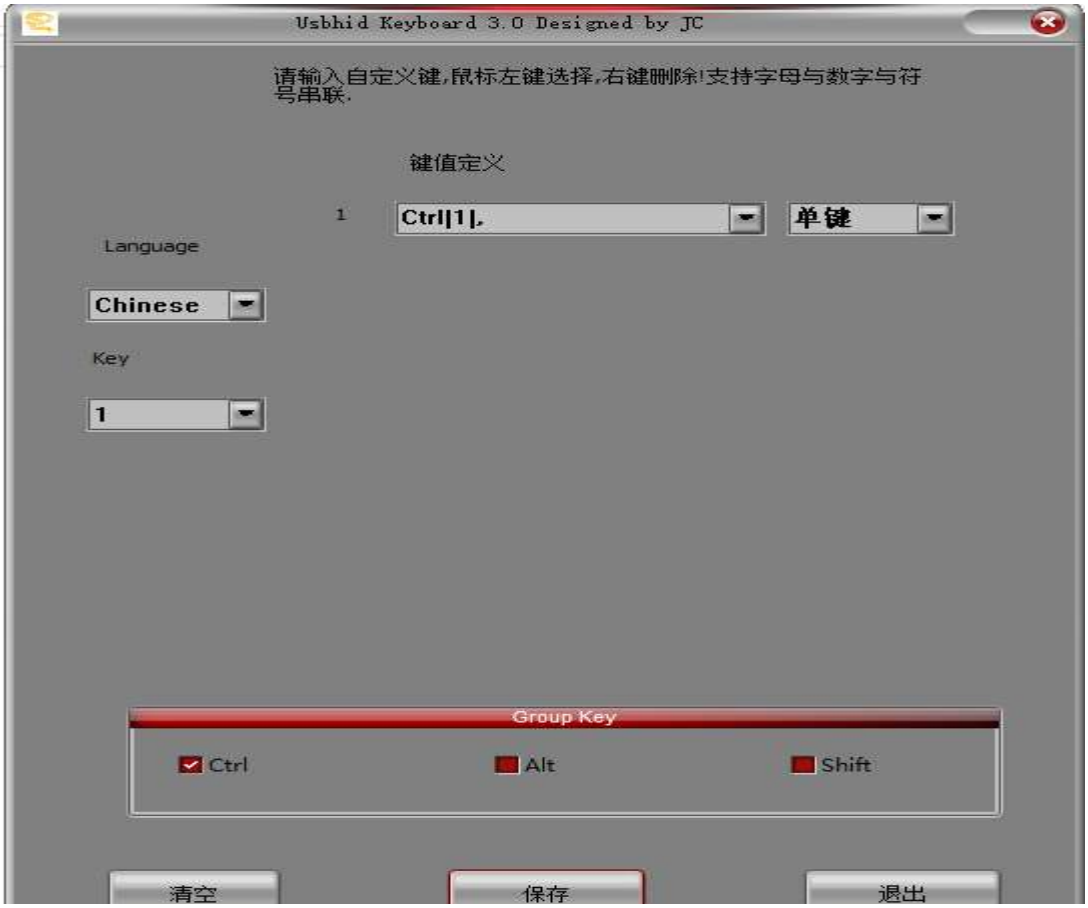


To enable the external pedal device, set the PTT shortcut key and install the foot drive. The foot drive shortcut key must be the same as the PTT shortcut key.



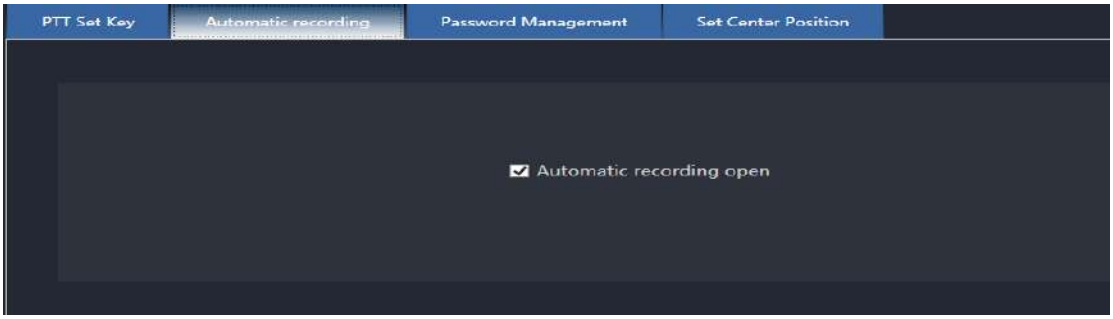
Double-click to run, check Ctrl, and enter the keyboard PTT shortcut Ctrl+ number 1-9 you want to enable at the key definition, such as keyboard input Ctrl+1;

As shown below:



5.7.2 Monitor Recording

Turn on automatic recording to record all calls that the dispatcher participates in.

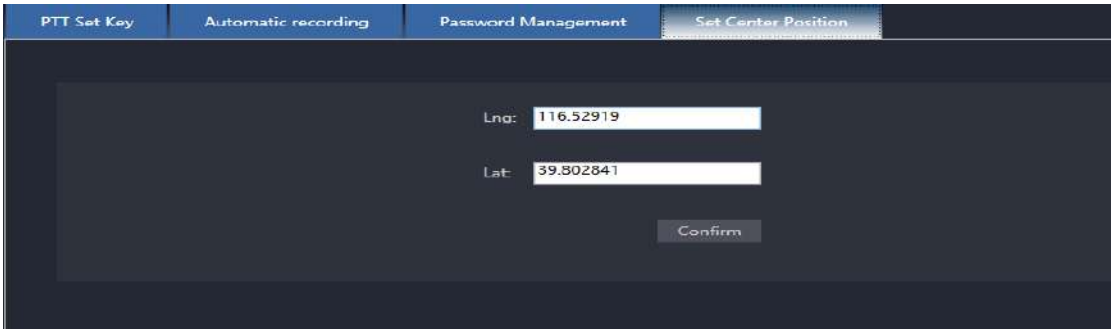


5.7.3 Password Management

Modify the dispatcher's own login password.

5.7.4 Set the Central Position

Set the center latitude and longitude of the map.



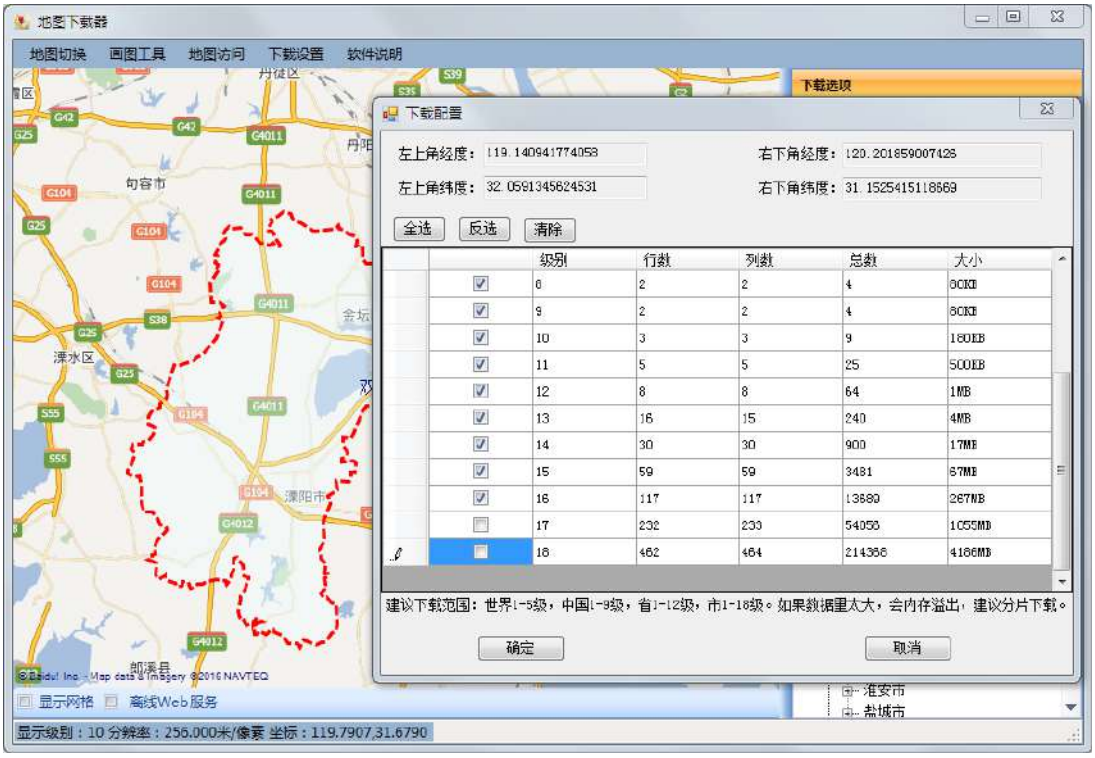
6 Map Download

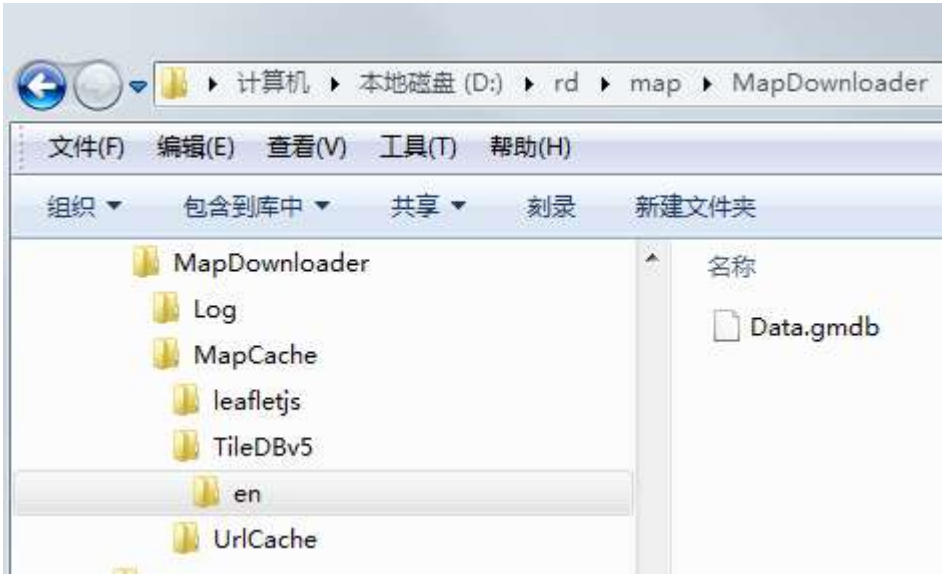
6.1 Main Interface

Double-click the download tool mapdownloader.exe, the main interface pops up as follows:

6.2 Map Download

Use menu [Map Switch] to select the map to be downloaded, such as the general map of Gaode, select the city in the list on the right, double-click the map selection area, and the download configuration interface pops up:



General City-level maps select 1-16 levels and click [OK] to start downloading.

The download file is in the subdirectory of the installation directory, with file name data.gmdb which is copied to the corresponding directory of the dispatcher.