ICOM-UK

User Guide

RMS-IP

Revision 1.5

CONTENTS

SETTING UP A USER ACCOUNT

New User Account

Please contact any of the Icom UK LTE Team to set up a New User Account for RMS-IP. You can contact the team by Telephone on 01227 741741 to set up the New User Account, which can be done during the duration of the call.

Alternatively, please email any of the team members below with the following details: Your Full Name, Your Email Address that you wish the Account to be associated with and a Contact Telephone Number.

The team will then forward on to you several emails – the first will be an email verification which you must confirm that email address to be used with RMS-IP, the second email will be a randomly generated Password that will allow you access to your User Account. Please log in to your User Account and change the Password to something memorable to yourself.

RMS-NET Cloud can be found at https://www.icomuklte.co.uk/

Icom UK LTE Team Members

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RMS-IP – Systems

Systems Overview

The Systems tool is a feature that has been designed to help dealers and operations managers to monitor all radio assets quickly and simply. The Systems Tool overlay can be used to assign multiple radios into groups be it a construction site, an entertainment event such as a concert or sporting event, a charity fun run or vehicle tracking.

Numerous Licences can be used within each individual System depending on the Client's needs, these features include **RMS** which can log and monitor all radio traffic and **GPS History** so that the radio location can be tracked in real time to follow a user's movement. Other features are being planned and these will be introduced into the Systems Tool later, these include **Emergency SMS and Email notifications** and a **Call Log** for example.

The Systems Tool is a subscription based service and the charges are based the number of radios that are assigned to each system, the charges for maintaining the system are linked to SIM Card used in the assets and will be invoiced alongside the monthly SIM Card subscription fees for using those assets. All Licences are time managed and can be set to expire at a date required by the operator, which will be very useful for Seasonal Operators, Construction Site Managers and Contract Hire Radio suppliers, who can run a System for a select amount of time needed and then the transceivers can be re-purposed into another System where necessary.

All Systems are not mutually exclusive, this means that individual radios can be assigned to multiple Systems, each with their own licences – This means that for example, one radio can be used by a Senior Operations Manager to monitor multiple sites or events.

Note
RMS-IP System Tool is under constant development and the User Guide may not always reflect the latest additions or changes to current format. Icom-UK Limited will endeavour to keep the User Guide as up to date as possible.

E&OE

Additional Note
RMS-IP System Tool is designed primarily for the following Web Browsers only, it may work with other browsers, but these will not be supported moving forward

Microsoft Edge (Chromium Edition), Google Chrome, Firefox, Android Internet, Apple Safari.

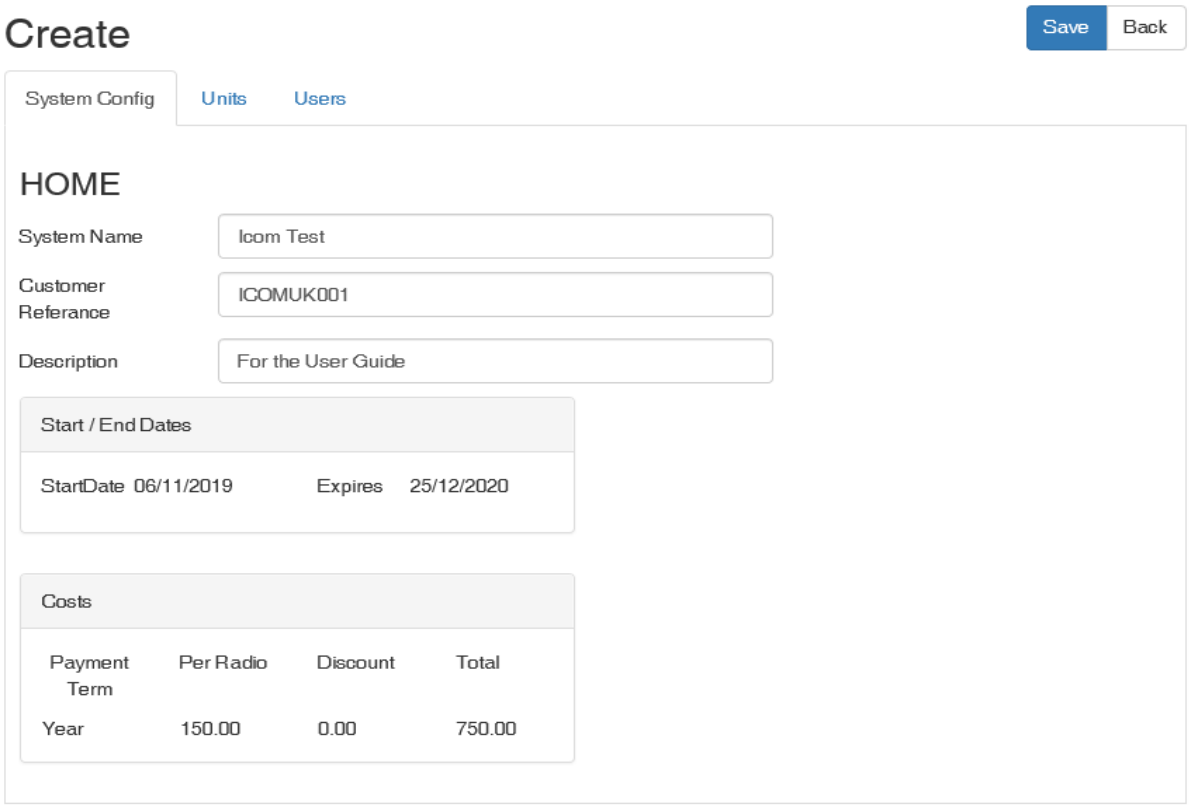
Creating a New System

System Config

Log into the Icom UK LTE website at http://www.icomuklte.co.uk/ using your credentials. Navigate on your homepage using the Left-Hand Side Menu options to the Systems Tab - This brings you to your Systems Index. Click **Create** to begin the process. Within the **Systems Config Tab** you give the System a Unique **System Name**, a **Customer Reference** – This could be a Sales Account Number and a **Description** of the System.

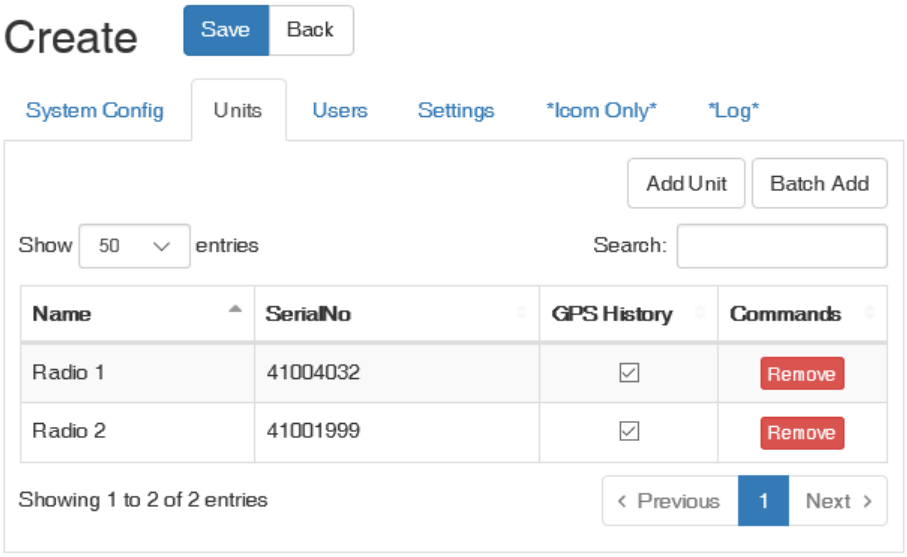
The **Start/End Dates** Section shows the Start and Finish Dates for the System once it has been created – these dates would have universally agreed by the Customer and Dealer and set by the System Administrator when the System was created. These dates can only be amended by the System Administrator in the event the system finishes early or over-runs.

The **Costs** Section can be used by the Dealer to see how much the System will cost over the project so these can be accommodated into operation running costs or for use in future tenders so that any overheads in a project can be budgeted for in advance. Costs can be displayed in Weeks, Months or Years and is calculated automatically – dependent upon number of units and features incorporated into the System.



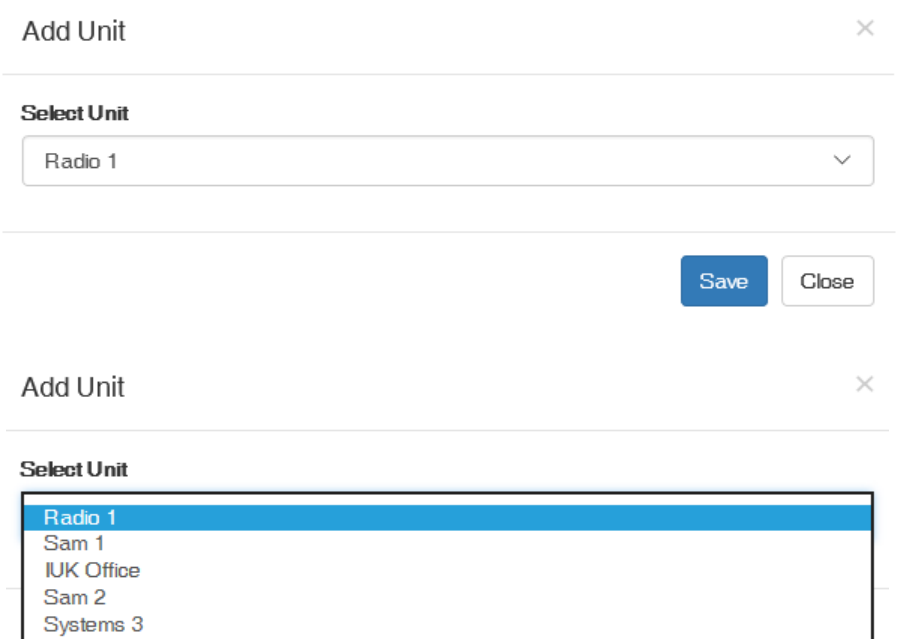
Adding Units

The Units Tab allows us to add the radios that are to be used within the System, the assets can be added in one of two ways, via the **Add Unit** button or the **Batch Add** button.



Add Unit

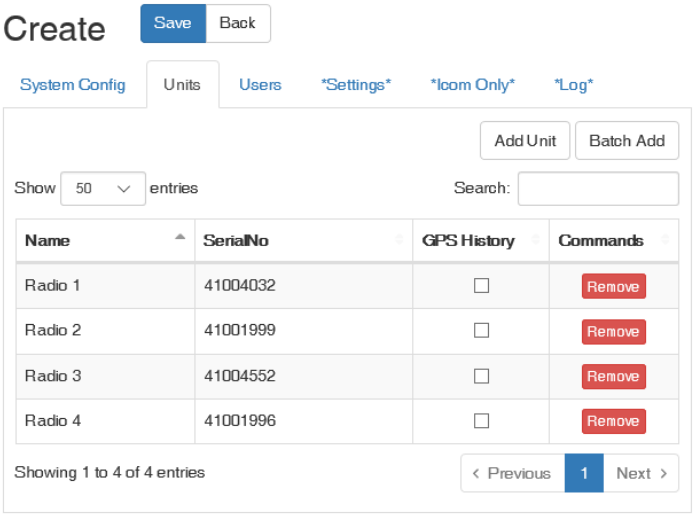
Clicking the Add Units button calls up a pop-up window which shows the first radio in your fleet, clicking the **[▼]** button calls up a drop-down list of all units assigned to your LTE Account. Select the required asset from the list and click the **[Save]** button, that asset will then appear in the background list. The pop-up window remains open until all assets have been added and saved into the system. Once all the units have been added click **[Close]**



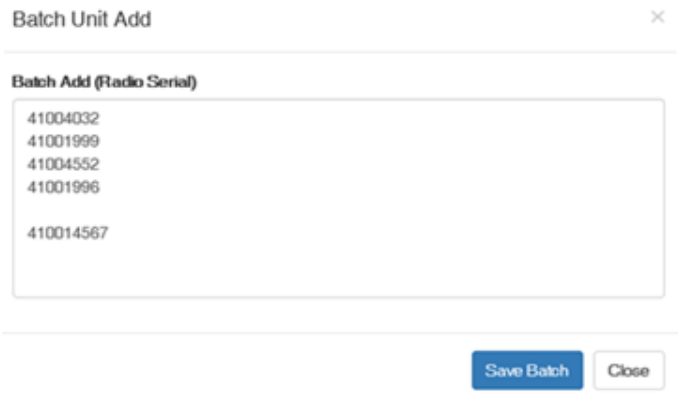
Batch Add

It is now possible to add multiple units to a system by using the device serial number. All units can be added by typing the Serial number or scanning the Serial Number Barcode into a text pop-up box with 1 serial per line. The database will be scanned for all those serial numbers and the units will be added to the System accordingly. If a Serial number is incorrectly typed, then a warning at the top of the results page will notify if an incorrect number was added and will also advise which Serial Numbers were incorrect. Please see the following images showing the Batch Add Icon, Serial Number Entry and Error notification when adding Batched Serial Numbers.

Batch Add



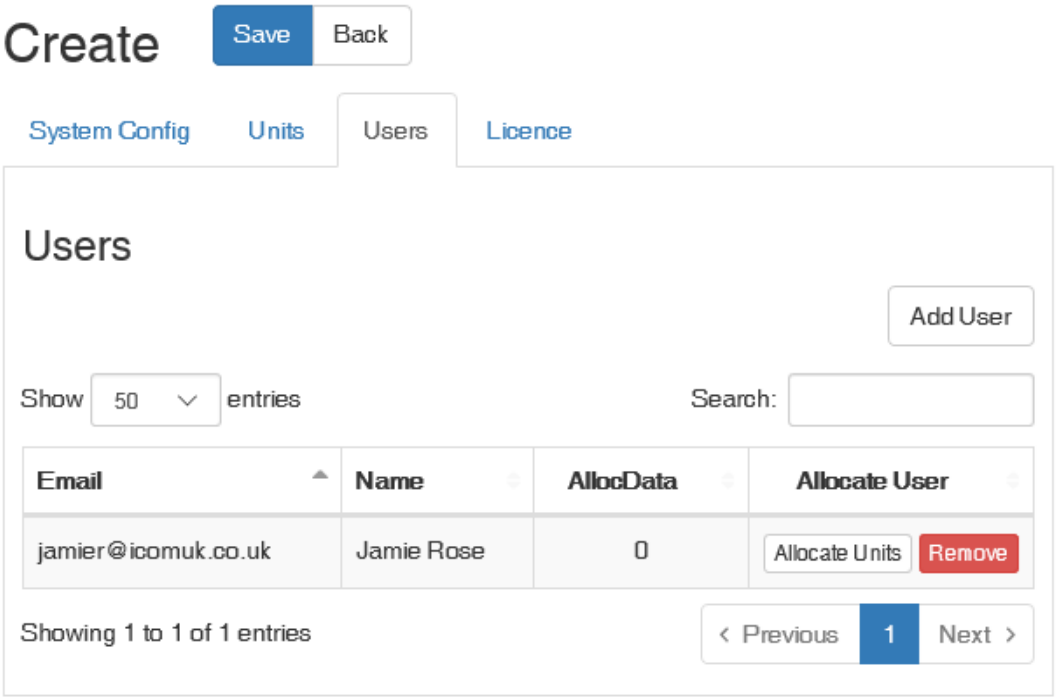
Batch Add Serial No. Entry



Serial No. Entry Error Pop-Up

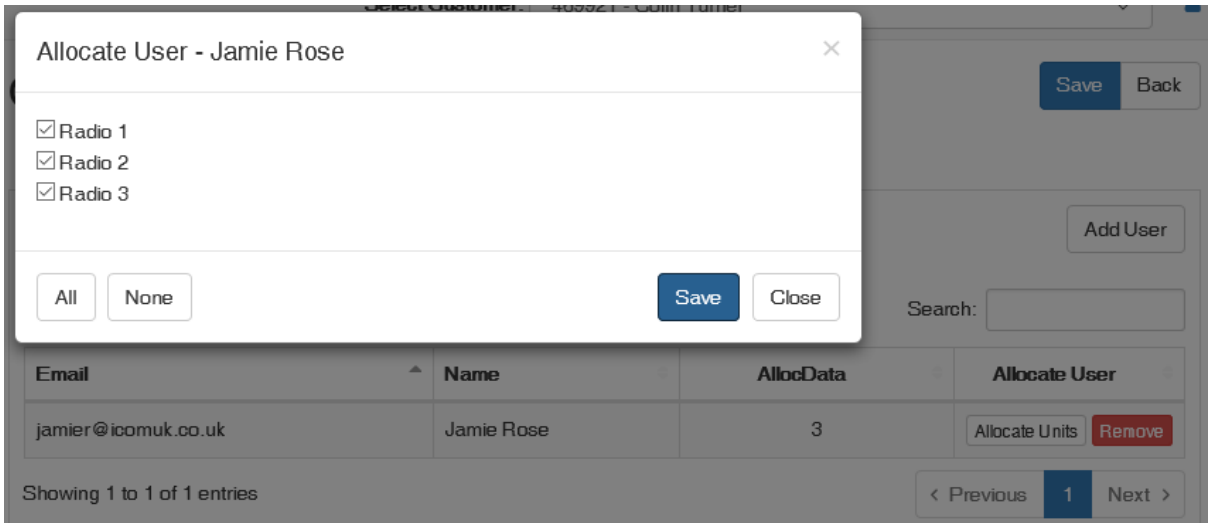
Adding Users

Opening the **User Tab** allows you to assign who is allowed access to the system, the **Add User** button calls up a pop-up Window and allows you to assign any registered Users from your list. Each user must be added individually by selecting them and Clicking **Save** to confirm them to the System. Once all units have been added – Click **Close** to close the pop-up window.



Allocating Units

Once the all the Users have been added, they then need to have the individual radios allocated to them. Clicking the **Allocate Units** button will call up a list of all the assets previously added to the System. By using a checkbox method, it is possible to select from the list of all the assets, which radios can be monitored**.** The checkbox method allows the units to be allocated individually, however at the bottom of the pop-up window is an **[All]** button which ticks every checkbox within the list and the **[None]** button can clear all the checkboxes if a mistake is made or mass changes are required to a user's radio allocation.



This method of allocating radios to user within a System is very useful, especially for multi-site Systems or for Nationwide deployment of radio assets. For example, the Senior Project Manager can have all the radios allocated to them, allowing them to monitor every asset within the fleets. However, a Site Manager can have just the assets at only one location allocated, thereby reducing the amount of information displayed on screen and allowing them to locate all those units on site. This gives a great deal of flexibility as to who can access the available information – such as within the Mapping Software Suite.

Saving the System

Once the System has been created Click the **[Save]** button at the Top Right-Hand Corner of the Page, this creates the System and makes it available for review. After consultation with Icom UK – the System will be approved, and the appropriate Licences and Time period will be allocated to the System. If any changes are made at any point in the life of the System, it is imperative that they are saved before closing or leaving the Browser.

Emergency Settings Overview

When included within the System Set Up, Emergency SMS and Email Notifications can be generated in response to the Emergency Mode being activated on either the IP-501H/IP-503H Handheld LTE Transceivers or the IP-501M Mobile LTE Transceiver. This feature will notify the Operations Manager/Supervisor or the System separately to the LTE Radio network and will be especially useful within workplaces that are operational 24 hours per day 7 days per week – Any off duty management personnel can immediately switch on their LTE Transceiver and react to the developing situation and advise accordingly.

Setting Up Emergency Notifications

The Emergency Settings are located within the Settings Tab within the Create Systems Page. The Settings Tab consists of 3 simple Sub Menus to enable Emergency Notifications. To generate Emergency Notifications firstly click the Tick Box labelled **Enable Emergency Features**.

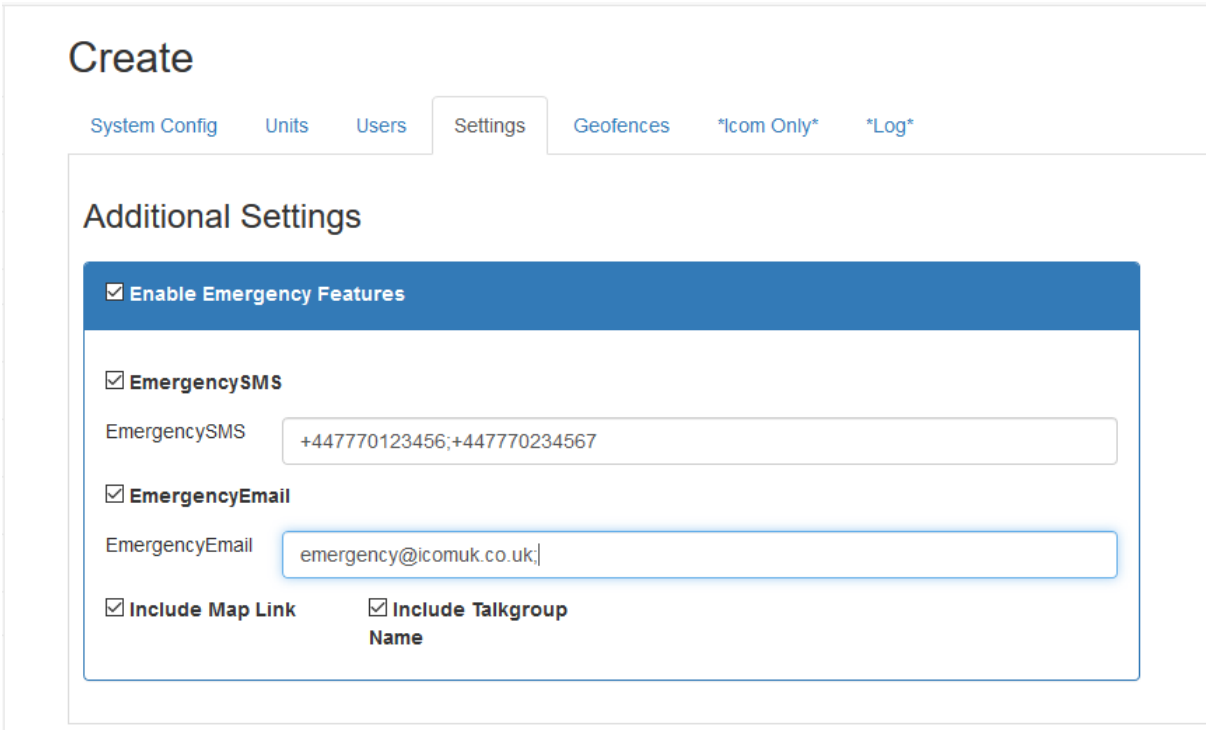
To Generate Emergency SMS Notifications, Please Click the Tick Box Labelled **Emergency SMS**. Mobile Telephone Numbers are entered into the **Emergency SMS** Text Box. **Please Note** All Mobile Numbers must be entered **in International Number Format** – For the United Kingdom this is **+44;** Example **+44**7770123456

To Generate Emergency Email Notifications, Please Click the Tick Box Labelled **Emergency Email**. Email addresses are entered into the **Emergency Email** Text Box.

***NB** Multiple Mobile Numbers and Email Addresses must be separated by a semi-colon **" ; "**

Enabling the check box **"Include Map Link"** function will open the map and display the emergency radio.

Enabling the check box **"Include Talkgroup Name"** function will display the Talkgroup name against the radio on the map. Left mouse click "Save" button top right to complete.

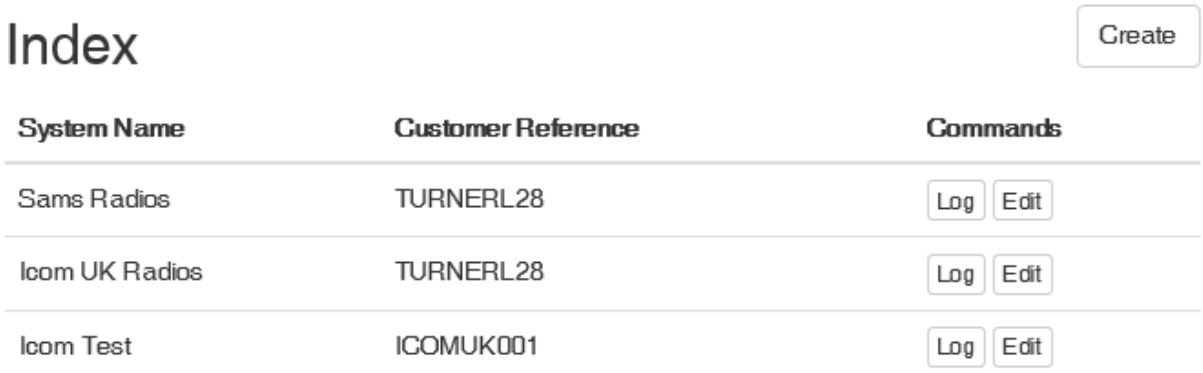


Log Feature Overview

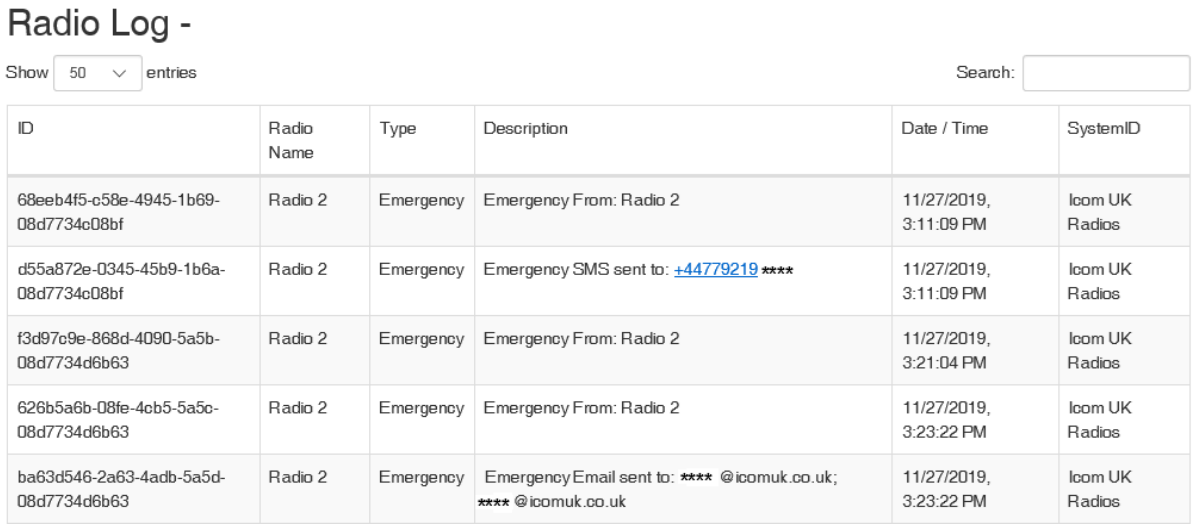
There are two Systems Logs available to Systems administrators, the First log, which, is accessible from the Systems Front Page is the Radio Log which monitors the Emergency Button Feature from the LTE transceivers in operation within the System and Records the subsequent actions taken by the Systems Feature. The Log Records the Radio ID, Radio Name, The Date and Time the Emergency Button was pressed, and it also records the Radio System ID. Any subsequent action such as the response of the System is also recorded, this includes the Email Addresses and Mobile SMS that Notifications were sent to – these actions are immediate and occur within a second of the Emergency Button being pressed.

The Radio Log at present is a Work in Progress and additional transceiver actions will be recorded and displayed here. Other features will include Log Querying and Log Export to a Microsoft Excel type format.

Radio Log Location



Radio Log Details



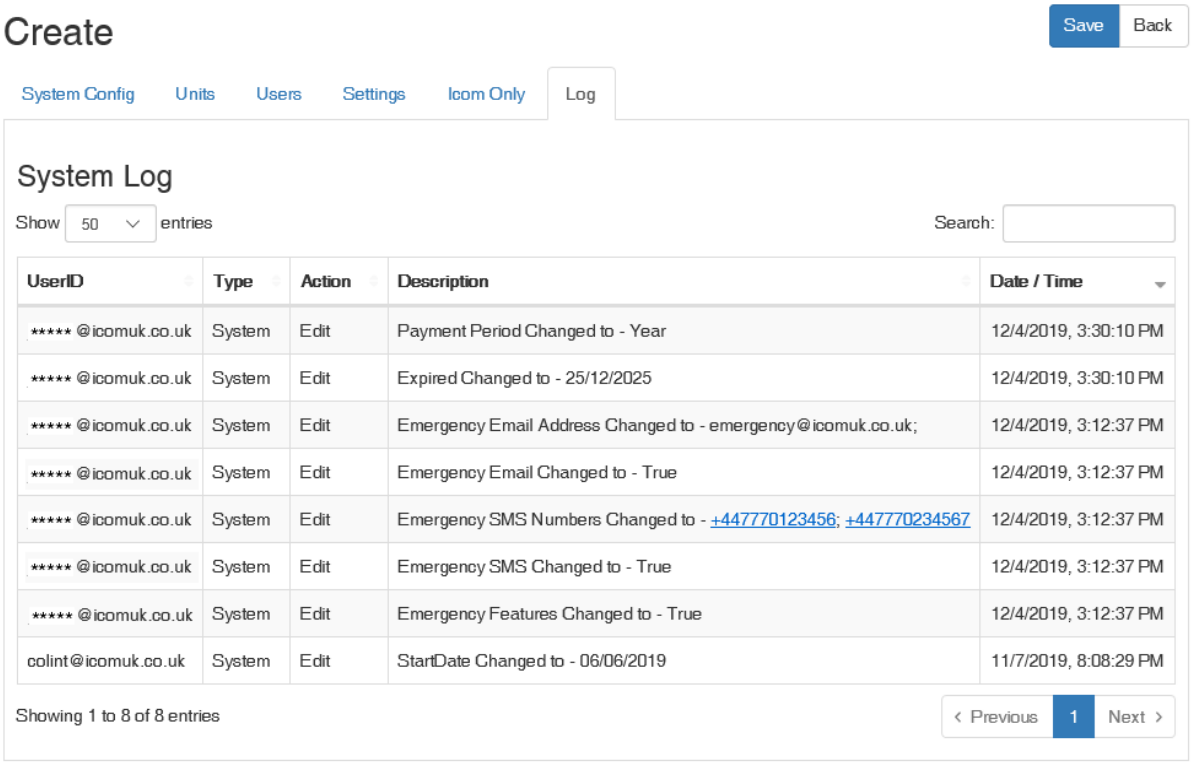
Systems Log Overview

The Systems Log records any changes to the System itself. The Systems Log records every change to the System from the initial creation to the present time. The log records the User ID – registered Users/Managers of the System, Type of Action, Description of the Action and the Date and Time that change was made.

The Type of Action can cover.

Creation Events – adding Users, Radios to a System.
Deletion Events – Removing Users, Radios from a System.
Editing Events – Changing or Adding Email Addresses and Mobile Numbers to the System, as well allocation of Radios to the different Users within the System.

Systems Log Location



RMS-NET CLOUD – MAPPING

Mapping Overview

The Mapping Tool works in conjunction with the GPS History Licence that is available when setting up a Radio System. The GPS History not only offers live tracking of all transceivers currently in use, it can also display records for every transceiver used on the System over a period time set by the operator. In scenarios where assets are not in daily use, the Mapping Tool highlights which days on the Calendar that History Data has been recorded.

The Mapping Tool is not limited to displaying just one System at a time, multiple Systems can be displayed on screen at the same time, this gives the operator a fantastic tool at their disposal, for example in a three system set-up consisting of a Home Base/Factory location, Logistics Division and Construction site, operators can monitor radio communications between site and the factory, whilst tracking deliveries between the two locations in real time. The GPS data sent by the assets can be configured to send a data broadcast at a user defined period to track radio movements as required.

Another example of a two System set-up could be managing a Fun Run Event, Course Marshalls and First Aid Teams could be set up on one system and dispersed at even intervals around the course building up a course outline, whilst a second system could be allocated to Pacesetters and Support Crews that are moving along with the participants, allowing the Event Managers to divert useful key resources to alternative locations when the last runners and participants have passed them. Different colours can be used to define assets on screen to help distinguish between different users.

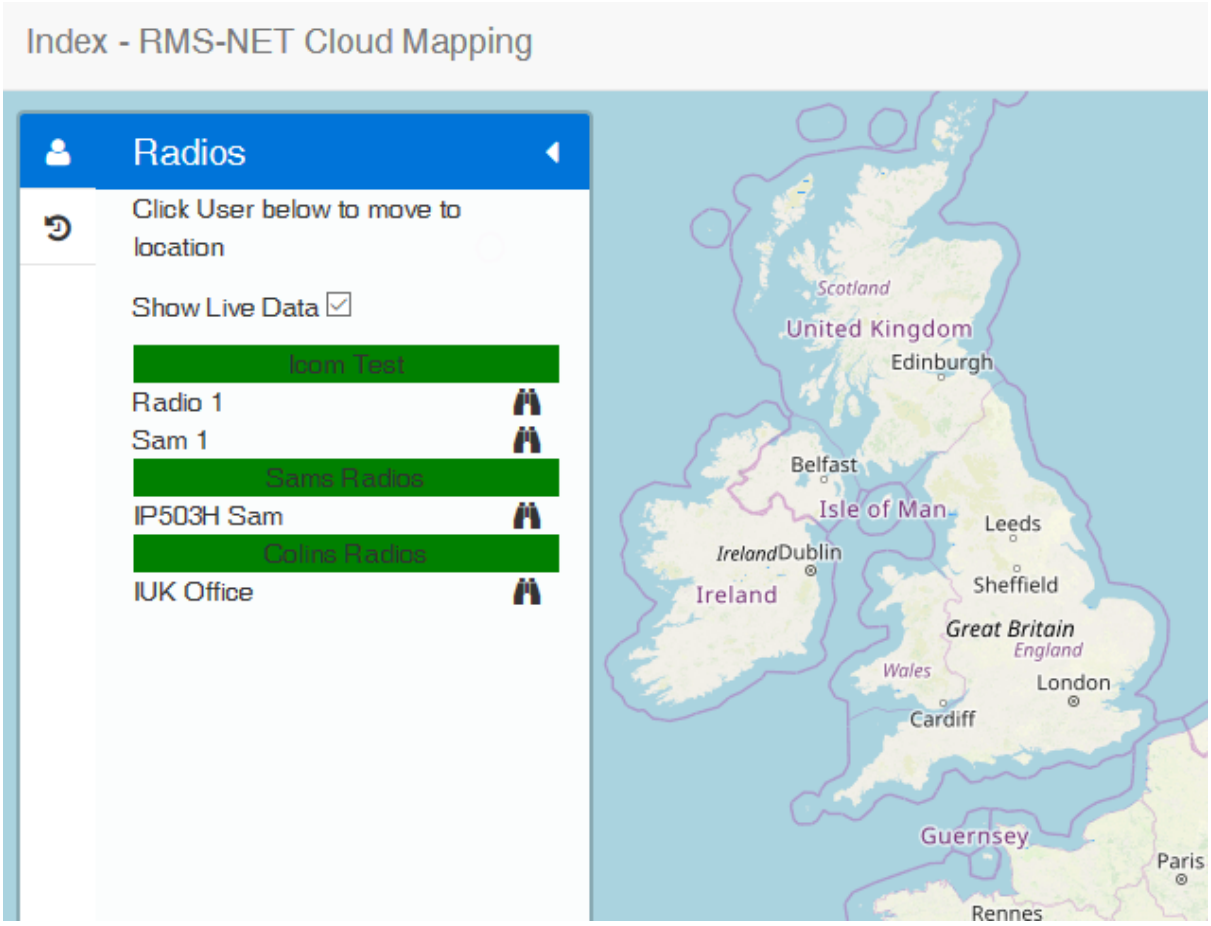
Geofencing allows the selection of an area on a map to detect whether a user or users have moved into or out of the selected geofenced area. A geofence can be a circle, square / rectangle or a polygon multiple points to match a perimeter of the grounds of a building or piece of land. Further details are in the Geofencing section.

How to Use the Mapping Software

Log into the Icom UK LTE website at http://www.icomuklte.co.uk/ using your credentials. Navigate on your homepage using the Left-Hand Side Menu options to the Mapping Tab - This brings you to Map Screen.

First, we must check that the operator is registered to a System or each System which will be monitored, on the Map Screen please click the **Person Icon** at the top left of the Map Menu. This will show which Systems are available **(Highlighted in Green)** to be monitored by the Current User and the individual assets that are allocated to that User within that System. When the assets are active, clicking the **Binoculars Icon** will Centre and Zoom that radio to the map

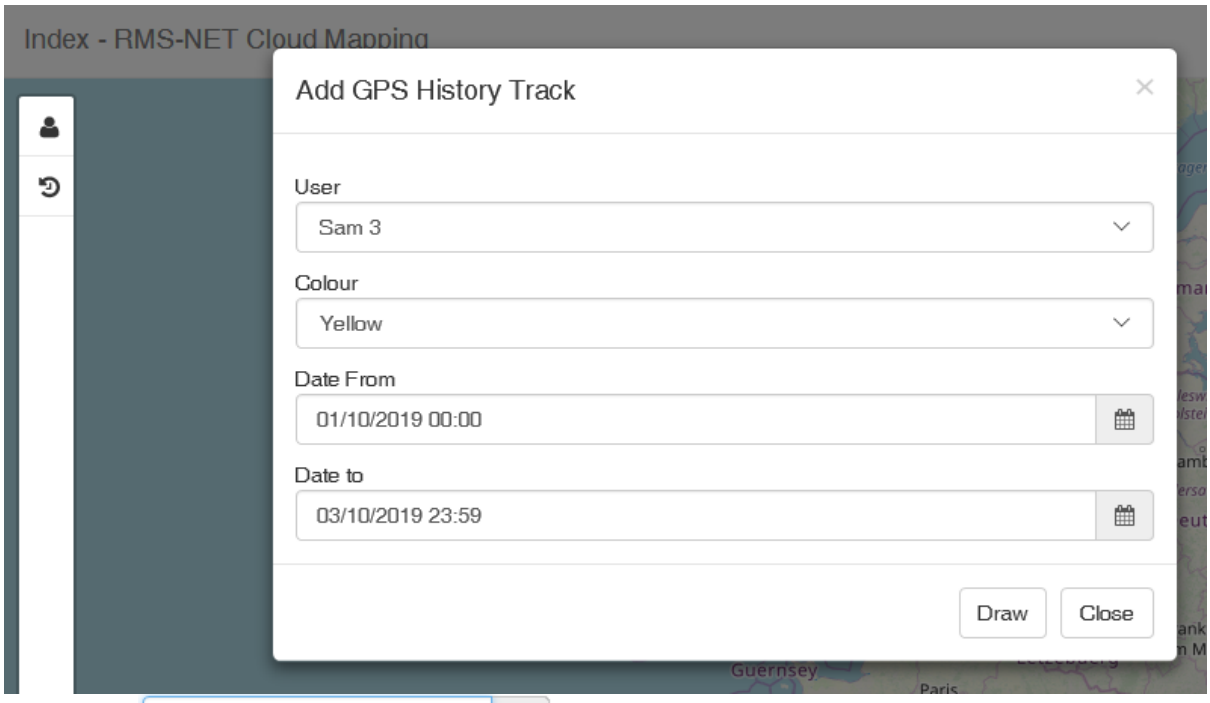
There is a **Show Live Data Tick-box** which must be checked to ensure a continuous feed of data is showed in real time – In case this box is left unchecked, all data is still recorded but can only be looked at later on.

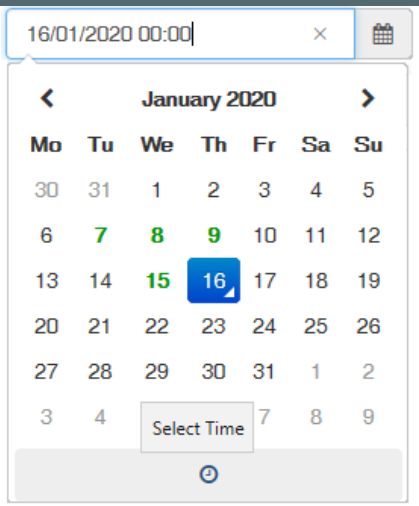


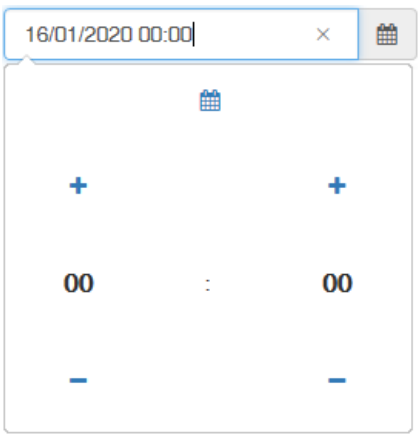
Adding the GPS Track

To Add GPS Data Tracks to the Map, select the **Clock Symbol with the Rewind Arrow**. We can now click the **Add Track** button, and this will bring up 4 more user configurable fields. The **User** Field contains the Radio Assets from all the available Systems, select the asset required, then choose the display **Colour** to distinguish it from any subsequent tracks and finally choose the **From** and **To Date** ranges. If the To Date field matches the current date this ensures that Live data so far recorded from today is displayed.

The dates and times in the track can be typed into the boxes manually, however, a **Calendar** button is provided so that you can choose a specific date. Any date that has GPS Tracking Data will have the day number highlighted in a **Green Font** enabling the user to only select valid dates. The from date sets when you want to begin the track and the to date sets when the track will end. At the bottom of the calendar screen is a **Clock** button, this will enable user to specify a specific time window on a date/s in question. Once all parameters are correctly set click the **Draw** Button to display the data on screen





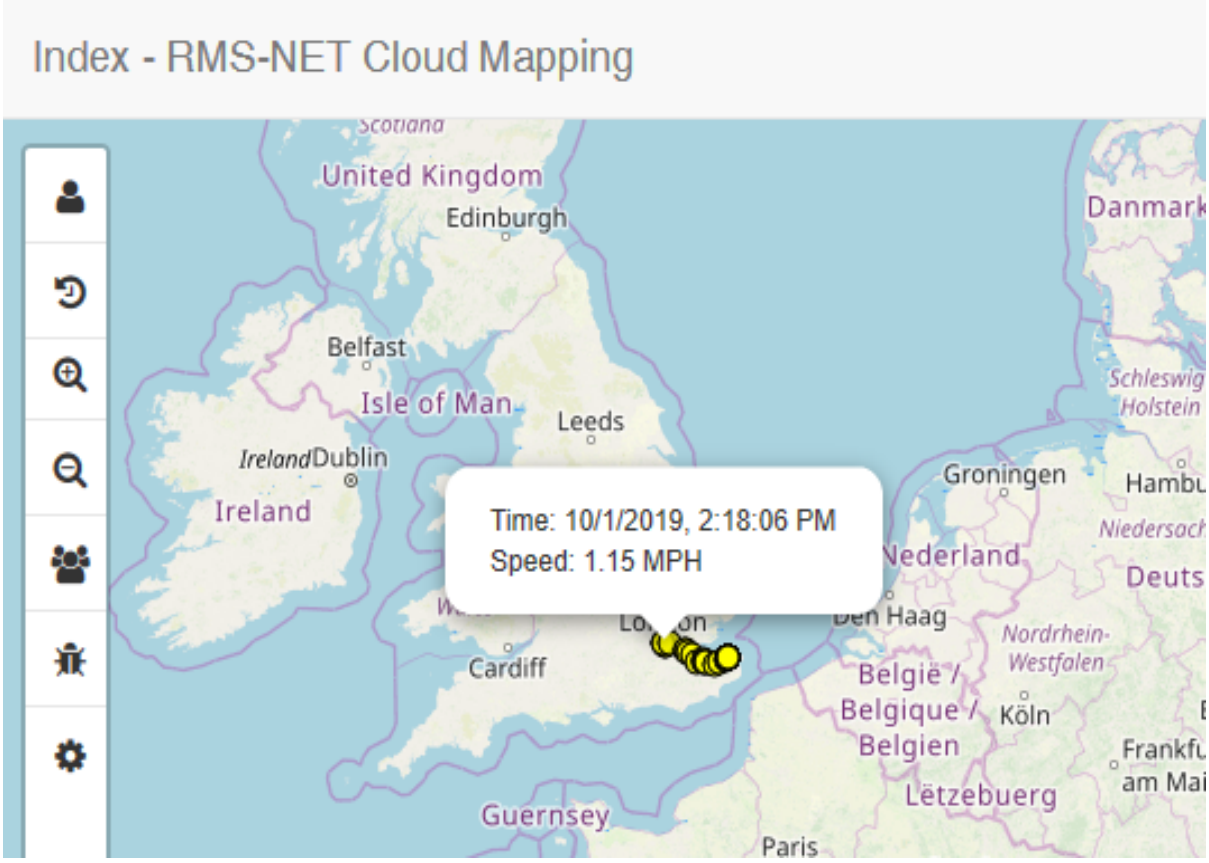


Viewing the GPS Track

To view in more detail the specific track we need centre and zoom in to our track, the Mapping Software does not automatically centre on the track – the data is just displayed. We can scroll the map using the **Left, Right, Up** and **Down Arrow** keys on the Keyboard, we can **Click and Hold the Left Mouse button** anywhere on the map and use the mouse the centre on our chosen track as well.

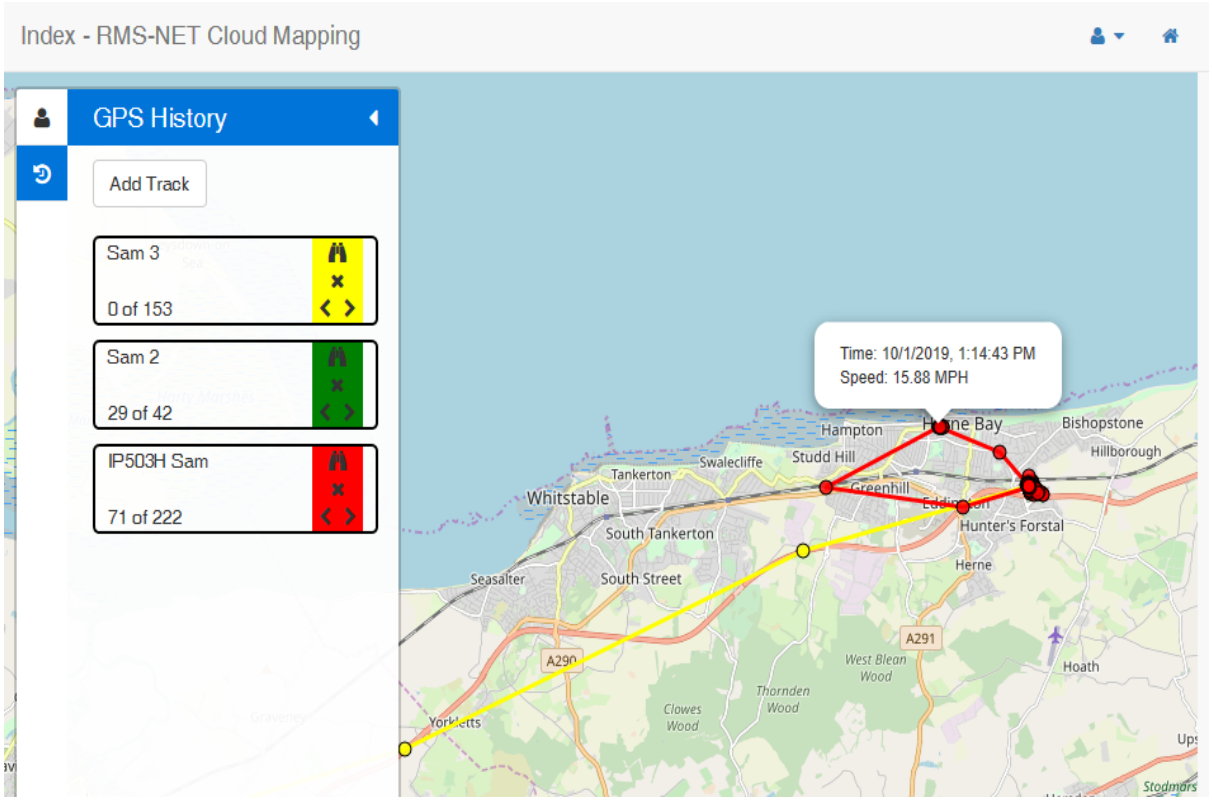
To **Zoom "In"** and "**Out",** there are 3 ways to do this from the Main Map Screen. These are **Plus** and **Minus Magnification** Buttons in Left Hand Map Menu, the **Mouse Wheel** will zoom in and out as long as the **Mouse Cursor** is located anywhere on the map, the map will move to re-centre towards the location the mouse cursor is placed, so it is best to place the cursor over your GPS Track. The final method is to **Double Click** on any of the **Track Points**, this will zoom in to that Track point in small steps.

Additional Tracks must be added individually, and this is achieved in the same manner as adding the first track. It is a good idea to set a different colour scheme for any subsequent tracks. At present only 4 colours are available, but this will be expanded dependent on the client's requirements.



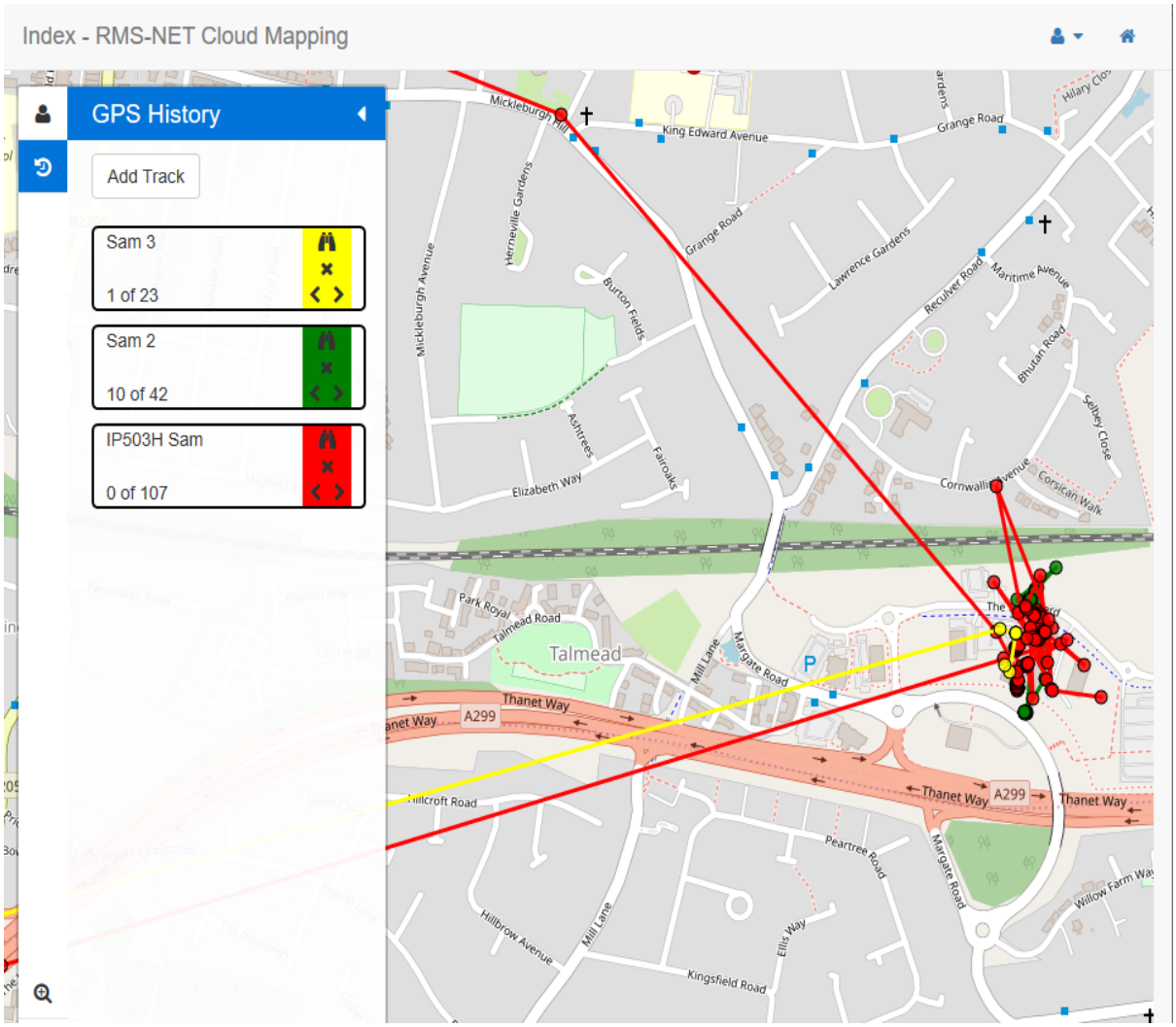
i. Viewing the GPS Track

Within the GPS History Tab there are 3 additional buttons for each track that is overlaid. The **Binoculars** Button automatically centres and zooms in so that the entire track is shown on screen. The **"X"** symbol is used to remove the track from the mapping tool should the data no longer be needed or incorrectly entered. The final buttons are the **Left "<"** and **Right ">"** Arrow buttons – these allow the use to view information about each individual track point on screen so that the operator can follow the movements of the radio operator in real time, or review their movements in the past.



ii. Viewing the GPS Track

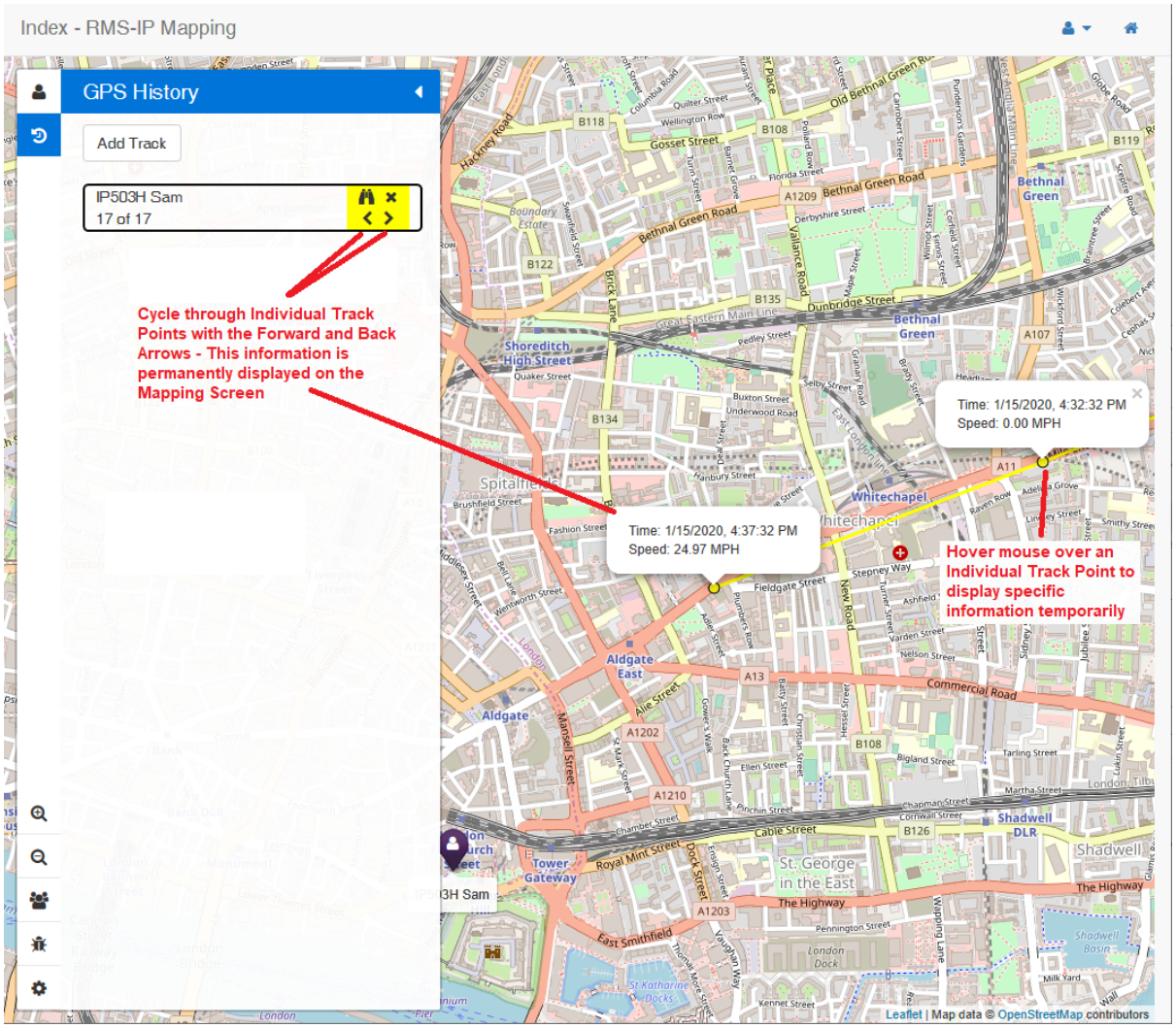
Each Track Point contains the exact time and date when the GPS data was recorded and speed the asset was moving at the point of recording. The track data and must be configured suitably for each type of operator, typically for a person on foot the data is recorded every 300seconds to give a general idea of movement around a premises of location – such a time period when set for a vehicle will result in significant jumps between each track point and may need to be adjusted if the user is regularly using motorways. If the time period is too long for each Track Point, then is will appear that the Asset User has travelled through buildings and across fields and railway lines. Update timing is configured at point of supply to suit application. Minimum GPS update time is 30seconds.



iii. Viewing the GPS Track

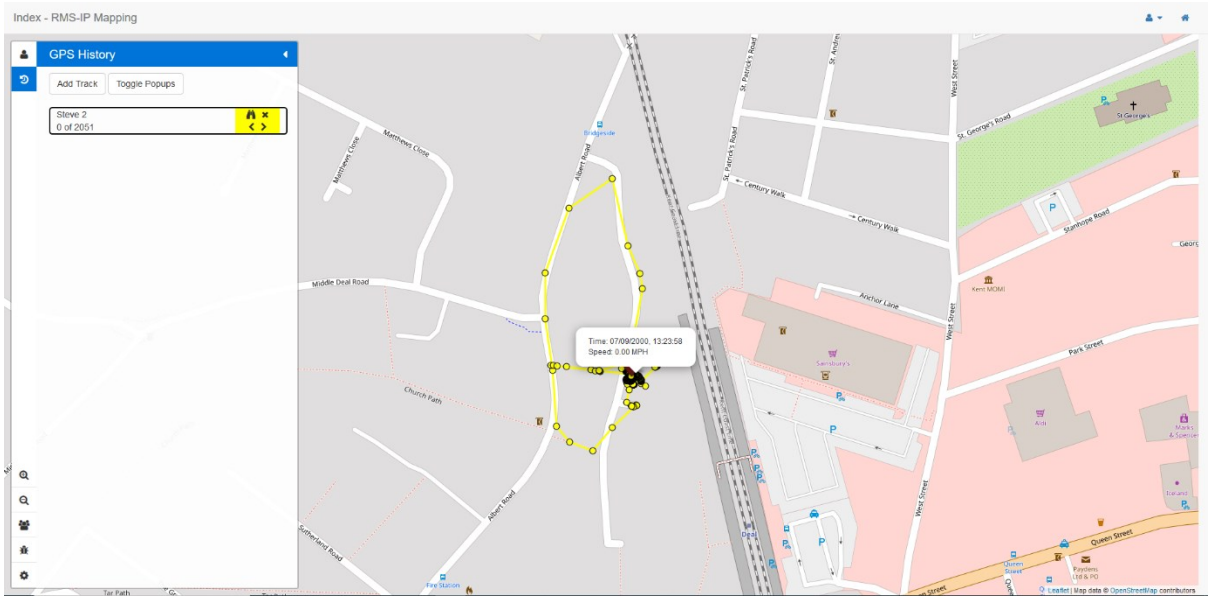
Time, Position and Recorded Speed Track Point data is permanently displayed on the Mapping Screen via an arrow text box and is linked to the Track Point that is selected beneath the Radio Asset Name – in the picture below – Track Point 17 of 17 is highlighted and permanently displayed on the Mapping Screen.

It is also possible to **mouse-over** an additional track point within the mapping screen. **Hovering** over a point will bring up an additional text box which will show the date, time and speed of the user at that moment – this text box is a temporary window and will disappear once the mouse is moved. In the picture below the previous Track Point is hovered over (Point 16 of 17).

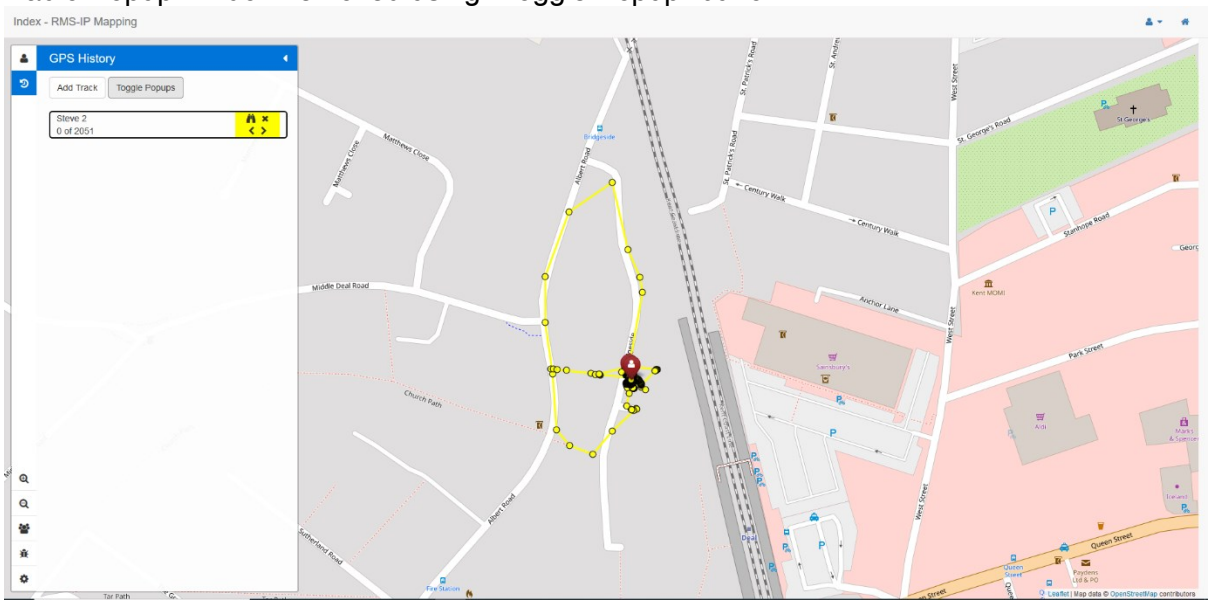


iv. Viewing the GPS Track

Radio Popup window displayed



Radio Popup window removed using “Toggle Popup” button



Geofencing

There are three types of Geofence.

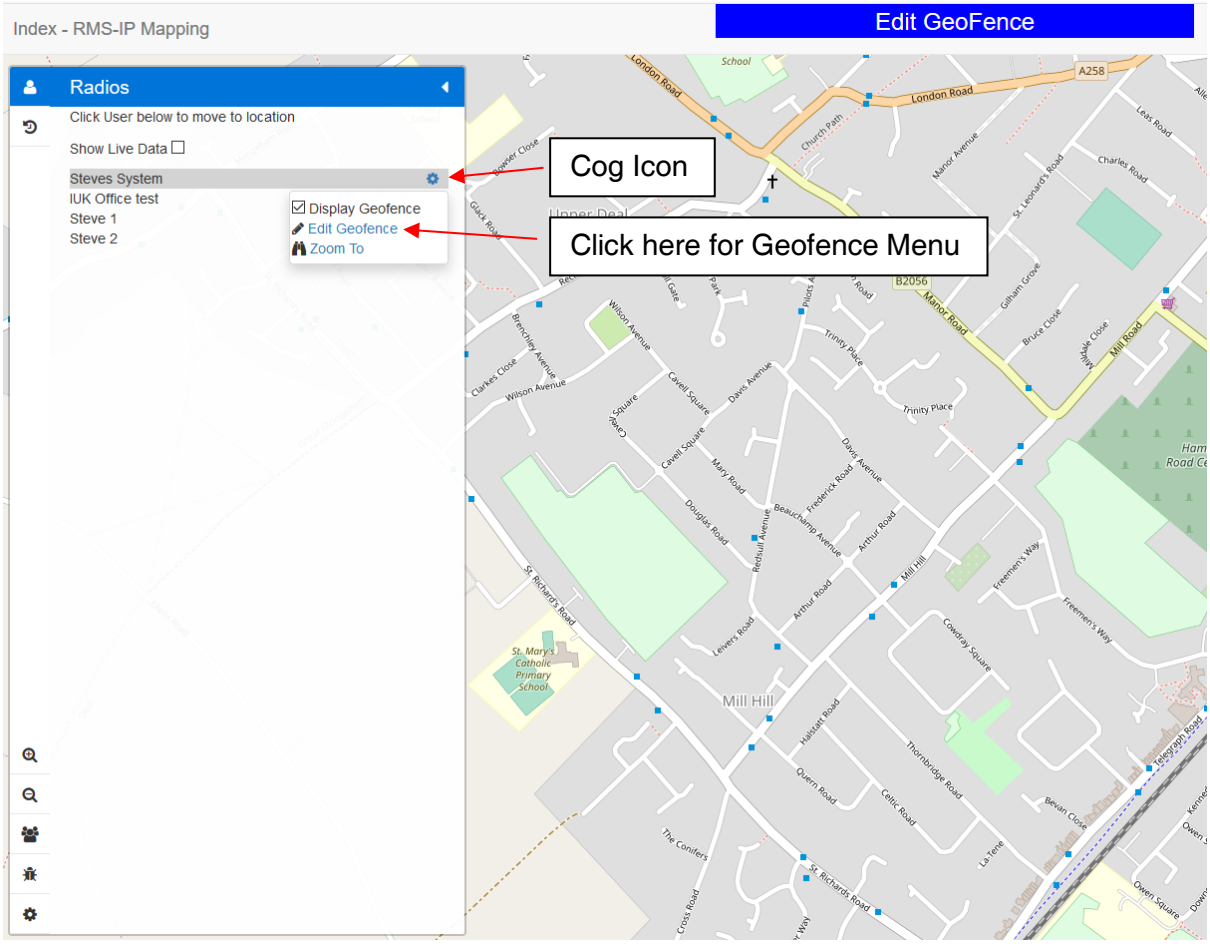
Circle – Centre point and radius drawn on map enclosing an area.

Rectangle / Square - Made up of four fixed points drawn on map enclosing an area.

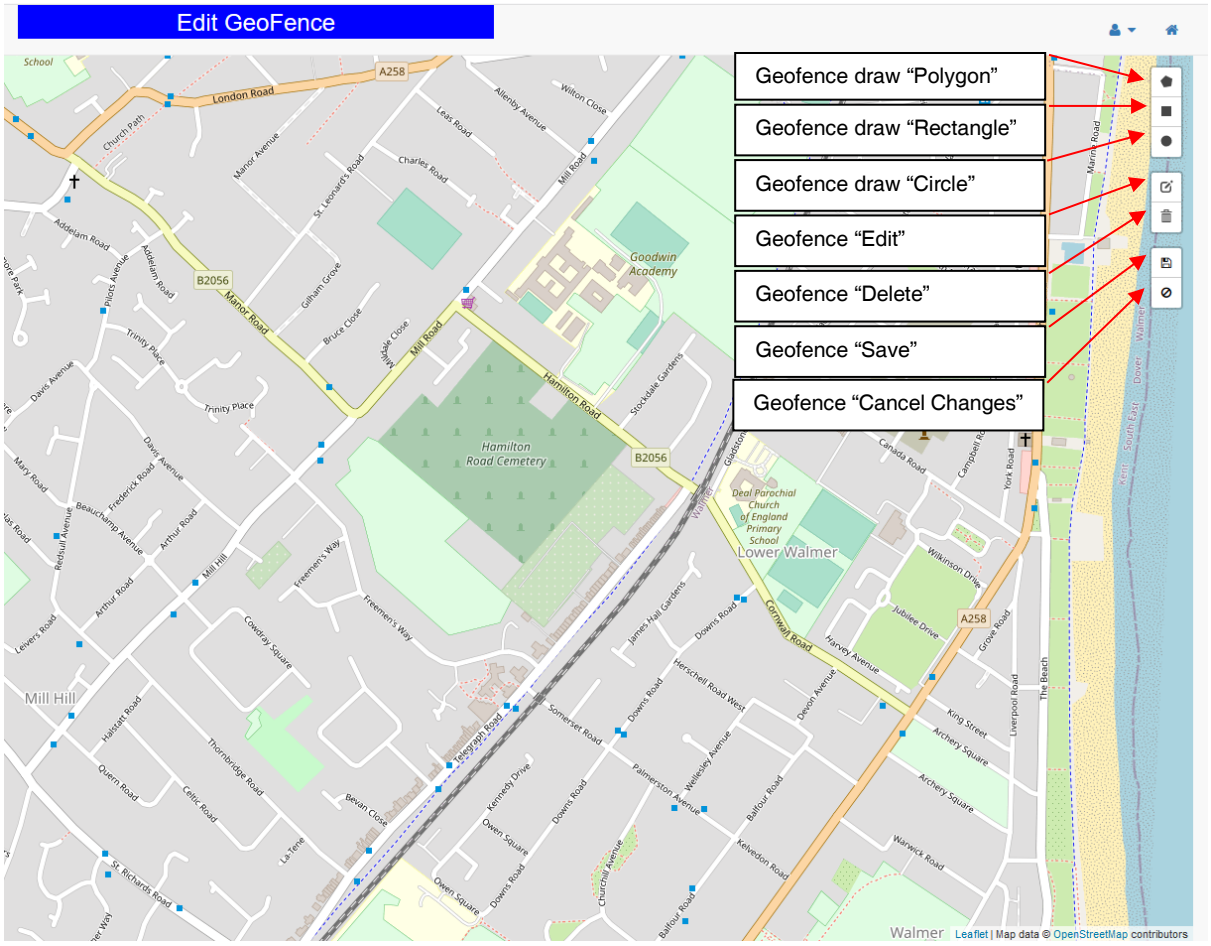
Polygon – Multiple fixed points drawn on map enclosing a defined area.

Adding a Geofence

Click the **Person Icon** at the top of the vertical **Map Menu** on left hand side of the screen this will expand and show your system. Click on the **Cog Icon** and a dropdown menu will appear. Tick the check box **Display Geofence** then click on **Edit Geofence**.

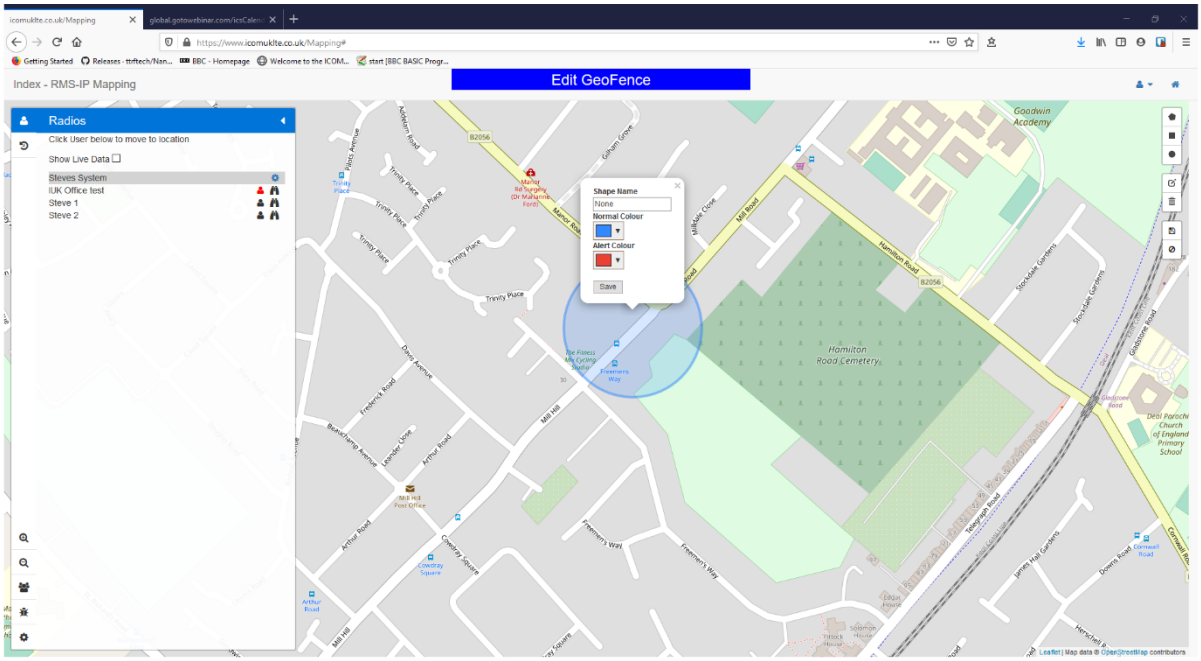


The Geofence Menu bar will now appear on the right side of the map.

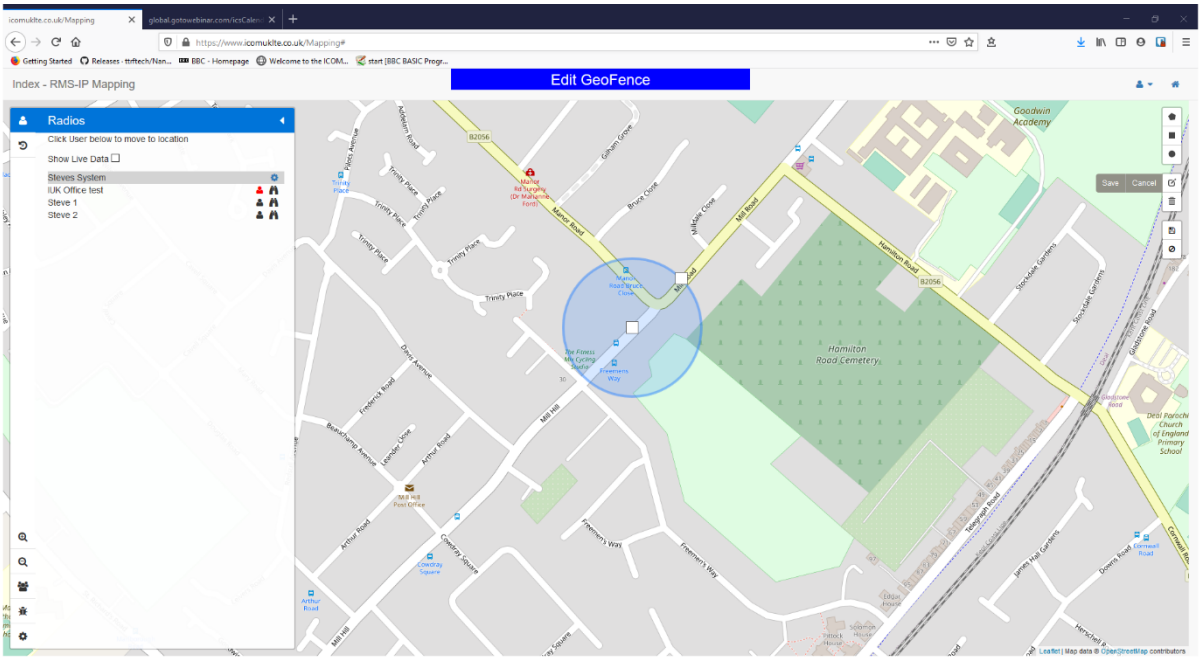


Draw a Circle

Click on the Circle Icon. Navigate with the mouse to position the centre of the circle and left mouse click and drag anchor the centre point and draw radius. Release left button a popup window will appear which will allow you to **"name"** the shape drawn default is "**None**" and set the **"Normal"** and **"Alert"** colour. Press the **"Save"** button once complete. If you wish to change these setting just left click over the geofence again for the settings. Remember to press **"Save"** once any changes are made.

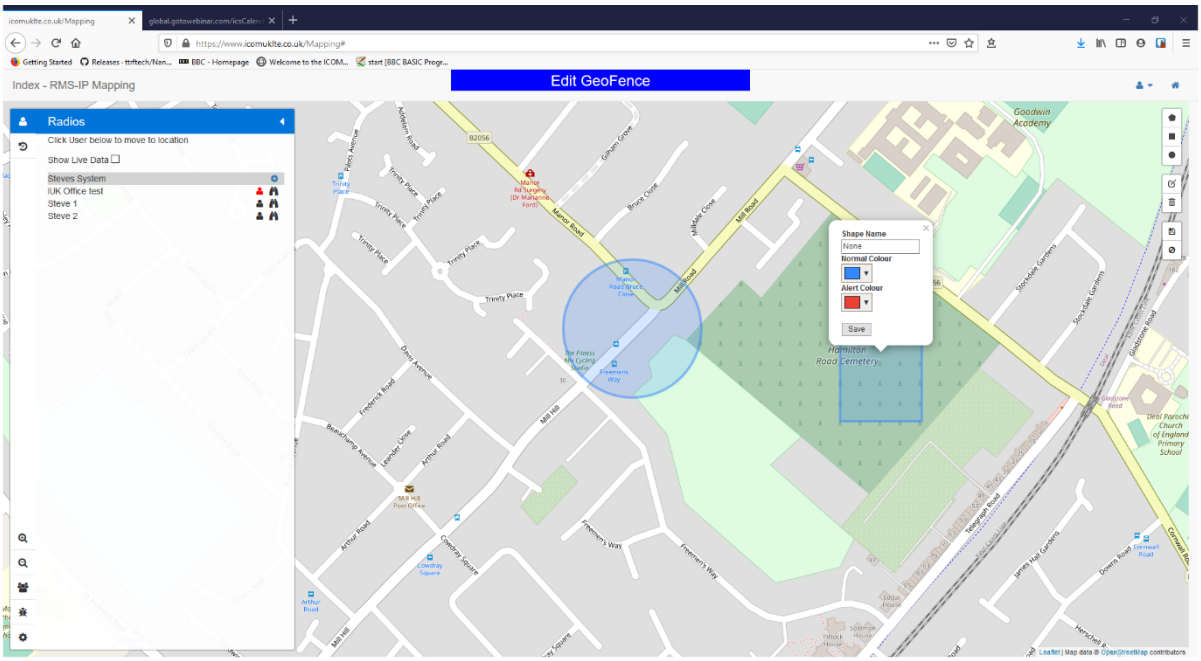


If you need to change the position or radius of the circle left mouse click the **"Edit"** Icon the circle will now show two small white squares one indicating the centre of the circle and the other one on the circumference. Left mouse click the centre square to drag the circle at the current radius to its new position release button. Left mouse click the square on the circumference to change the radius release button. Then press the **"Save"** button on the flyout window of the **"Edit"** Icon. The two white squares will then disappear.

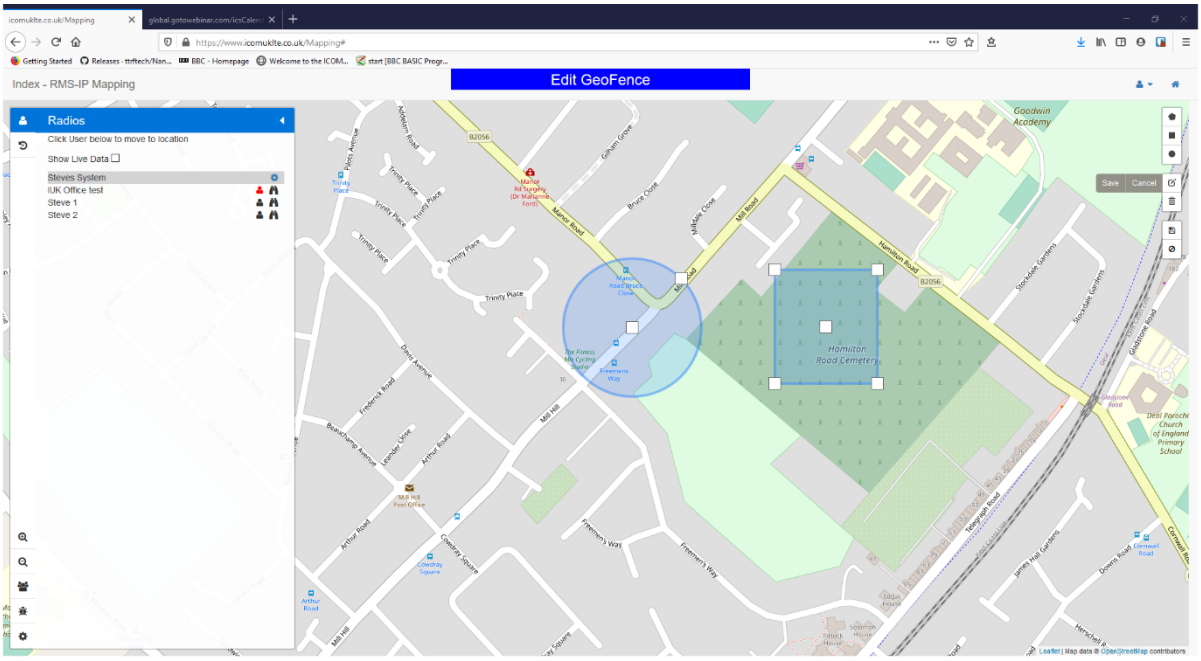


Draw a Rectangle / Square

Click on the Square Icon. Navigate with the mouse to position the centre of the square and left mouse click and drag anchor the centre point and draw the square. Release left button a popup window will appear which will allow you to **"name"** the shape drawn default is "**None**" and set the **"Normal"** and **"Alert"** colour. Press the **"Save"** button once complete. If you wish to change these setting just left click over the geofence again for the settings. Remember to press **"Save"** once any changes are made.

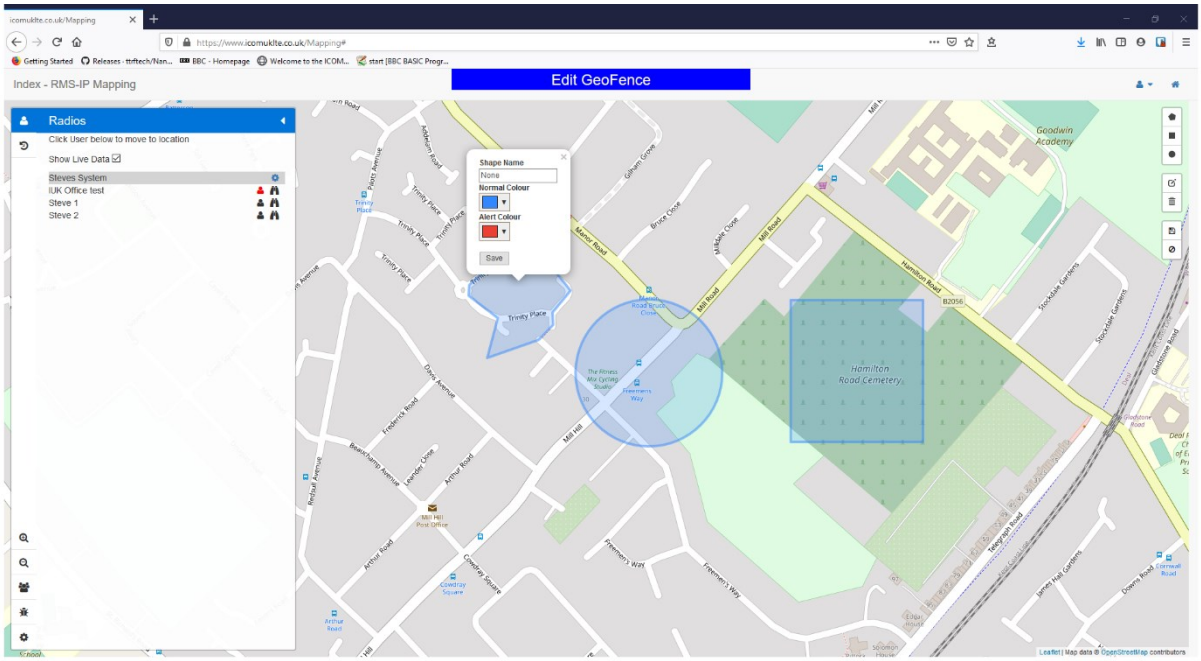


If you need to change the position or dimensions of the square left mouse click the "Edit" Icon the square will now show five small white squares one indicating the centre of the square and the others on each of the four corners. Left mouse click the centre square to drag the square at the current dimensions to its new position release button. Left mouse click the square on one of the four corners to change the dimension release button. This can be repeated on the other corners if required. Then press the "Save" button on the flyout window of the **"Edit"** Icon. The five white squares will disappear.

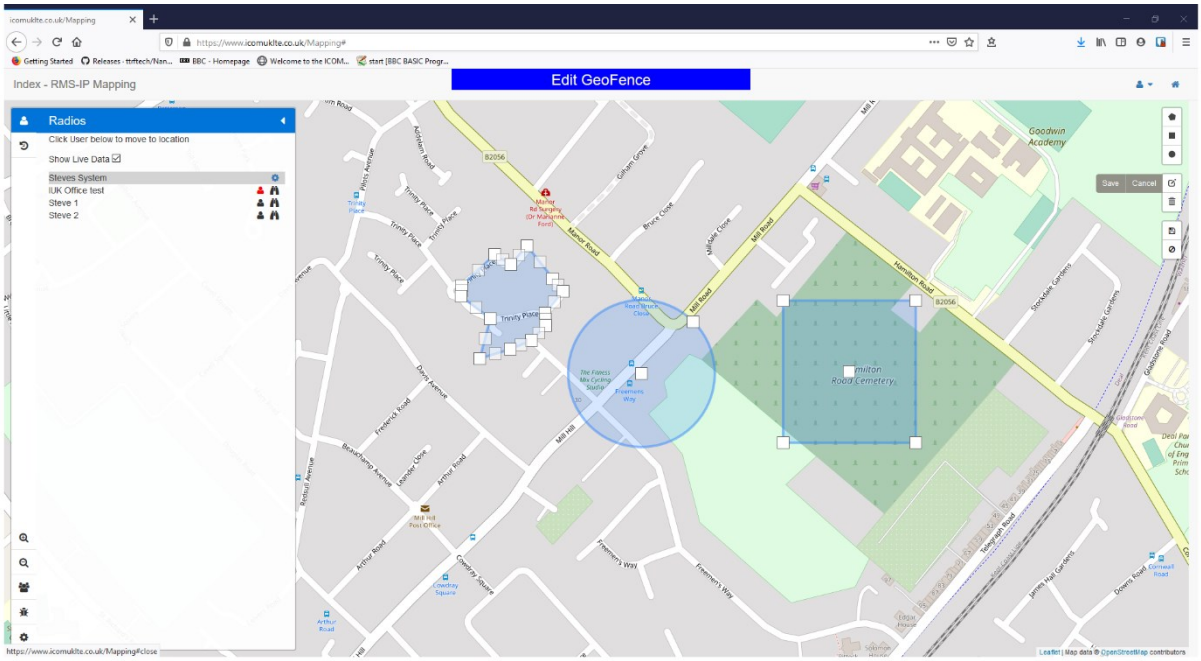


Draw a Polygon

Click on the Polygon Icon. Navigate with the mouse to the start position of the polygon and left mouse click then repeat adding further points of the area of interest. Close the polygon shape by click on the first point made. Release left button a popup window will appear which will allow you to **"name"** the shape drawn default is "**None"** and set the **"Normal"** and **"Alert"** colour. Press the **"Save"** button once complete. If you wish to change these setting just left click over the geofence again for the settings. Remember to press **"Save"** once any changes are made.



If you need to change the position or dimensions of the polygon, left mouse click the **"Edit"** Icon. The polygon will now show small white squares indicating the marked points. Left mouse click a point and drag to a new position and release button. Additional points may be added during this process. This can be repeated on the other marked points if required. Then press the "Save" button on the flyout window of the "Edit" Icon. The white squares will disappear.



Saving the Geofences

Once you have completed adding geofences you must click on the “Save” Icon in the Geofence menu. The Geofence menu will disappear.

Allocating Radios and Setup Alerts for Geofence

Allocating Radios to a Geofence

From the Edit Geofence page left mouse click on the “Home” Icon this will take you to the home page. Left click on the **“Systems”** button on the left side of screen and an index of the systems will be shown. Select the required system by left mouse clicking on the **“Edit”** button.

In the Create window select “Geofences” tab a list of geofences will be seen with the names of the geofence. If you have not edited the geofence name, then **“None”** will be shown. Allocated users will be zero initially on any newly created geofence. Left mouse click **“Allocated Units”.** This will open a new window with the radios which are in the system. Select the radios required for the geofence selected. Radios can be allocated individually by left mouse clicking each check box in turn or select **“All”**. Clicking the **“None”** button will deselect all radios.

Setup Alerts to a Geofence

Alerts can be to the Browser, an email or SMS or all.

There are two conditions that can produce an Alert.

1. Each User Outside / Inside

   An alert will be sent when any radio allocated to the geofence exits and enters the geofence.

2. All Users Outside / Inside

   An alert will be sent when All radios allocated to the geofence exit or enter the geofence.

Left mouse click on the **“Alerts”** button and setup to the criteria above. Once complete click on the blue **“Save”** button.

Click on the blue **“Save”** button on the Create window top right to finalise settings.

Click on the **“Mapping”** button to return to the map to display radios and geofences.

Voice Recording

Overview

Voice recording is an additional feature to the System Tool. The System Tool can be used to configure the recording of voice traffic of an individual radio of a system or many radios within a system. The recording can be played back via the web client interface and can also be saved onto the local client PC for playback later. File location will generally be the “Downloads” Folder. The downloaded format is Opus which Windows10 can play directly with its built-in media player.

Server recordings will be kept for a finite time period in agreement with Icom-UK Limited when voice recording is requested. The default time period is 90days after this the recordings will be automatically deleted.

Additional cost will be incurred if recordings are to be kept beyond the default 90days.

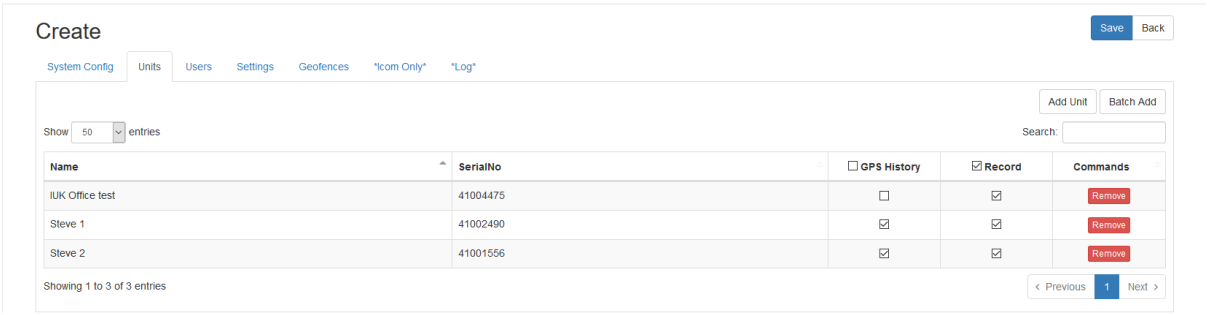
Note the playback of the recording will not be of the same quality as recovered audio from a radio. This is due to the reduced sampling rate of the recording. A compromise has been made against overall voice quality and the amount of storage required for the recordings.

Playback quality of a recording is more than adequate as the person speaking can be readily identified.

Adding Voice Recording to the System

Adding voice recording is carried out via the System – Create – Units tab.

A Record column is present on this page. The check box in the Record title box using a left mouse click will toggle ON and OFF all radios in the Units list. Additional check boxes are present against each radio in the Units table to be able to select or deselect radios for recording. To complete the Unit selection’s press the blue “Save” button top right of screen.



Record Playback

Record Playback is made via the System Index page and left mouse click on the **"Log"** button.

The Radio Log page appears which will show no entries.

The Filter section contains a **"User Filter"**, **"Call Type"**, **"Date From + Time"**, **"Date To + Time"**, **"Apply"** and **"Reset"** buttons.

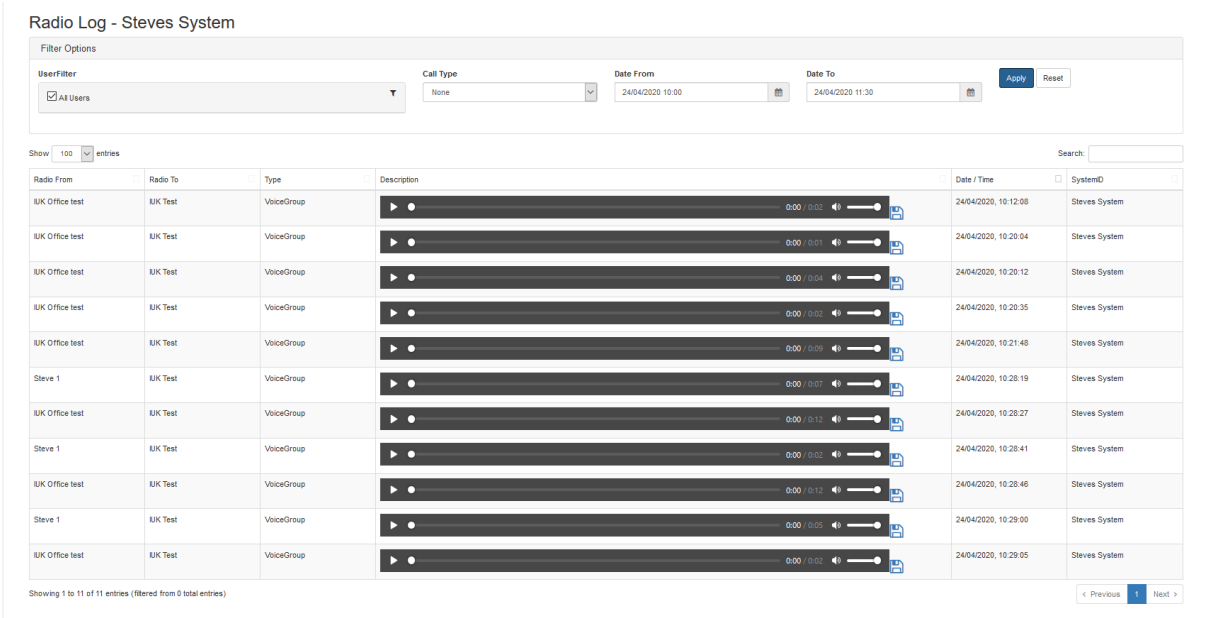
User Filter

Left mouse click on the "Funnel" Icon will open up a dropdown window containing the radios that by default will be listed in the results table below the Filter section once the **"Call Type"** **"Date From + Time"** and **"Date To + Time"** are selected and applied – **"Apply"** Button.

Note: The Filter settings can be reset at any time by left clicking the **"Reset"** button.

Once the **"Apply"** is actioned a "Processing" popup window will appear on screen followed by a list of recordings assuming the **"Date From + Time"** and **"Date To + Time"** valid.

"Processing" popup window may be on screen for a while depending on the number of entries there are within the filter date + time settings.



The log reports in columns - Radio From, Radio To, Type, Description - Voice recording player with play button, progress/cue indicator, volume control and "Save" Icon to local device, Date/Time, System ID.

When Saving the recording to a local device the file will be named in the following form "Radio From - yyyymmdd-hhmmss.opus

VOICE DISPATCHER

Overview

The Voice Despatcher is a Virtual Radio that exists within the RMS-IP Portal that can be configured to work with all the customers physical handheld and mobile units that are in use. The Voice Dispatcher can be used to make calls on Talk Groups or can make Individual Calls to a specific unit as well as sending 24-character long text messages to the physical radios. It is also possible to have any calls made by the Dispatcher logged and recorded within the System it is assigned to.

The Voice Dispatcher is registered to a Company by Icom UK Ltd. (Registered Voice Dispatcher) and is not transferable.

The Registered Voice Dispatcher is allocated to a System. Each Registered Voice Dispatcher is allocated a Portal login on the System. The Registered Voice Dispatcher is allocated to an individual login.

Where a Registered Voice Dispatcher has multiple users, it is recommended that a common login is generated that all the users can login into the system with as only one login is permitted per voice dispatch at one terminal.

Where multiple uses of the Voice Dispatcher are required a license is required for each user.

The Voice Despatcher has two screens of operation within the Portal.

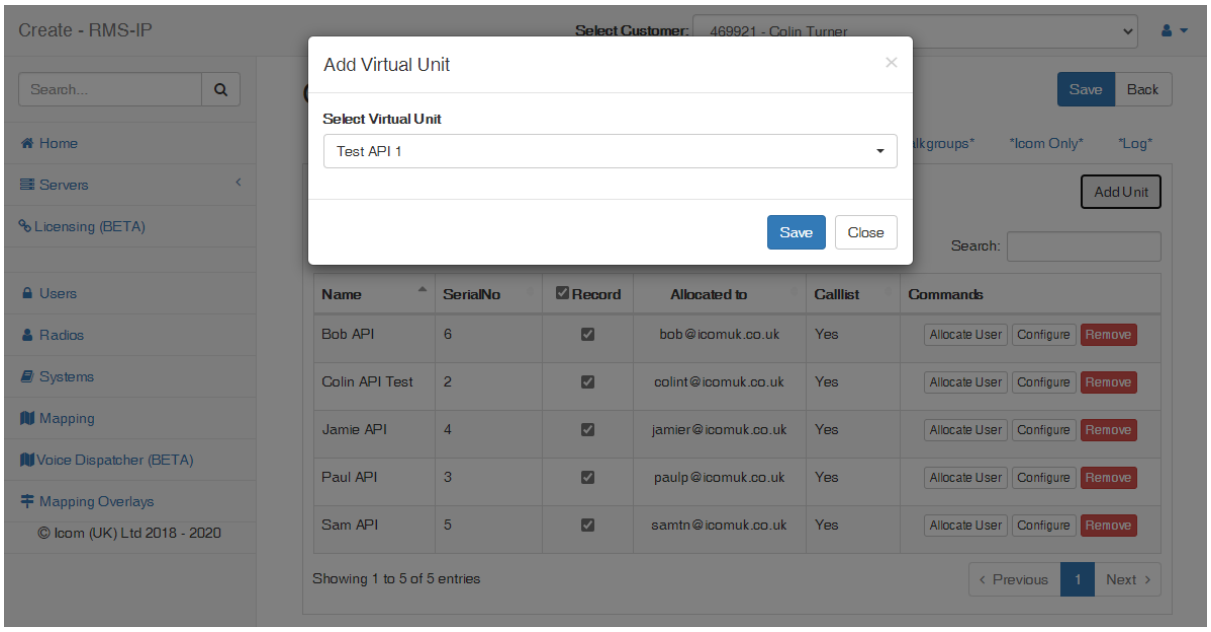
The first screen is a dedicated Voice Dispatcher Webpage, with the Voice Dispatcher shown in its full display format permanently.

The second screen is set within the Mapping Screen, where a Mini Voice Dispatcher is available allowing the system operator to oversee Live positioning information of all units and to identify which transceiver should be called up for an Individual Call. Having the Voice Dispatcher accessible within the mapping screen, allows the dispatcher to be used in conjunction with the Geo-Fencing feature. It is possible to immediately call any active unit that has exceeded the Geo-Fence, without the operator needing to change web pages to access the Voice Despatcher.

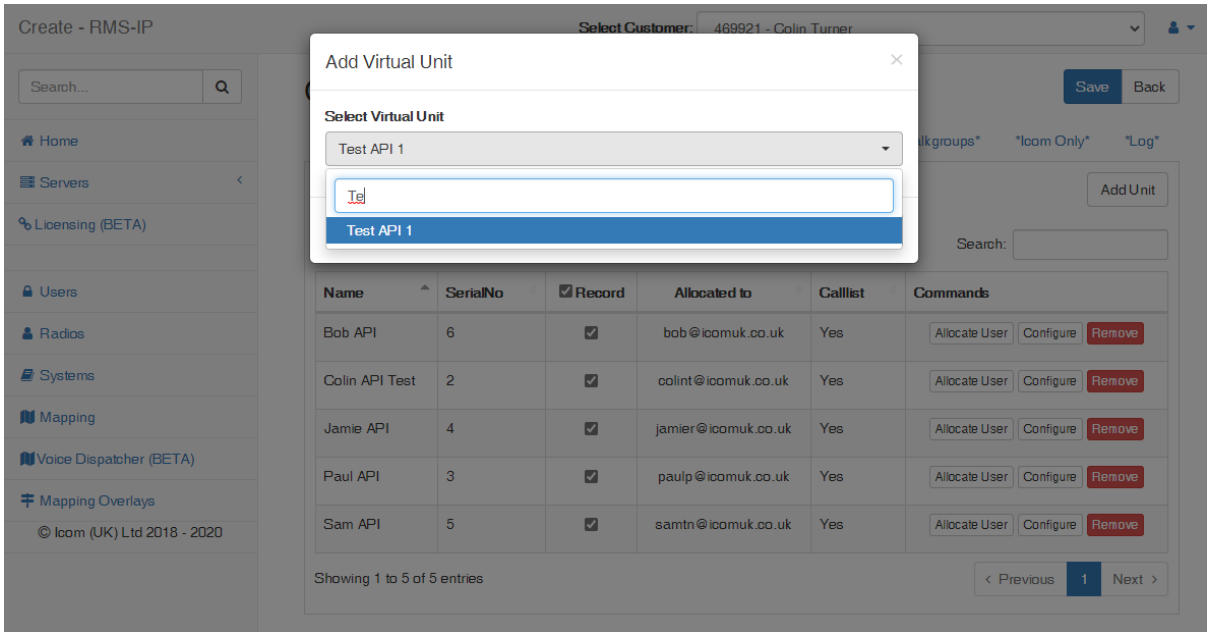
Setting Up the Voice Dispatcher

Within the Virtual Radios tab in the Create and Edit Systems page is where the Licensed Voice Dispatcher are located. Virtual Radios are created by Icom(UK) Ltd. and assigned to the Customer Account, the Dispatcher can be given any name by the customer and this will be set upon creation, it is possible to rename the Dispatcher, however this must be done by the team at Icom(UK) Ltd.

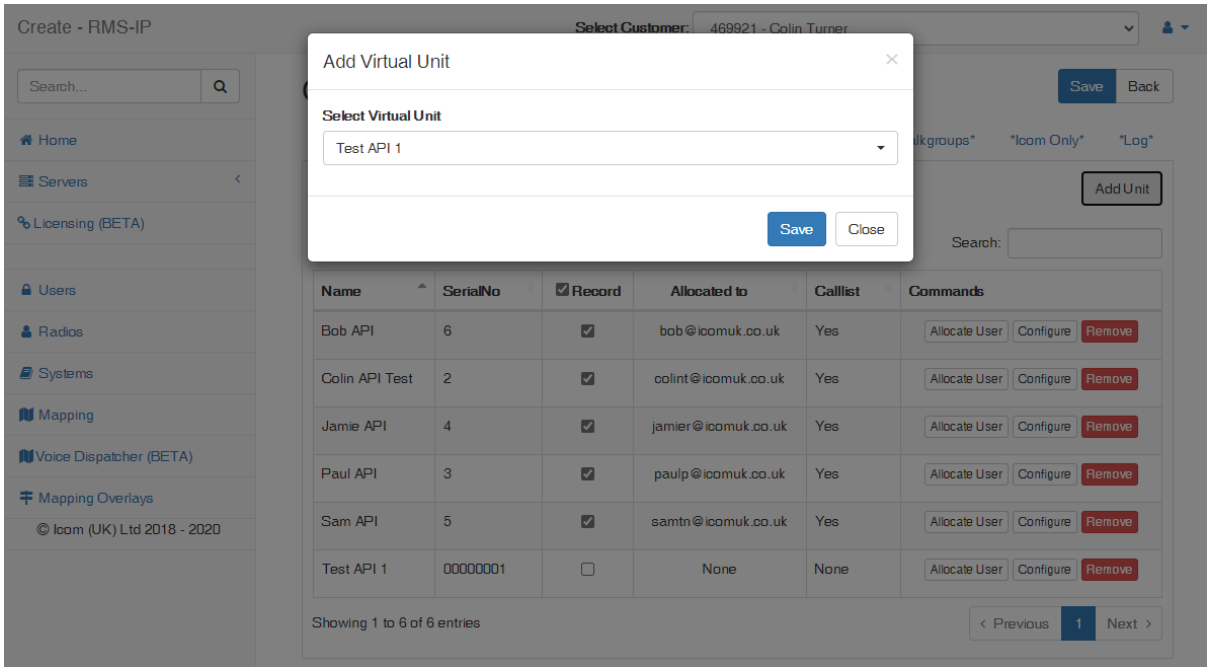
Pressing **[Add Unit]** allows you to select which Licensed Voice Dispatcher you wish to add to the system.



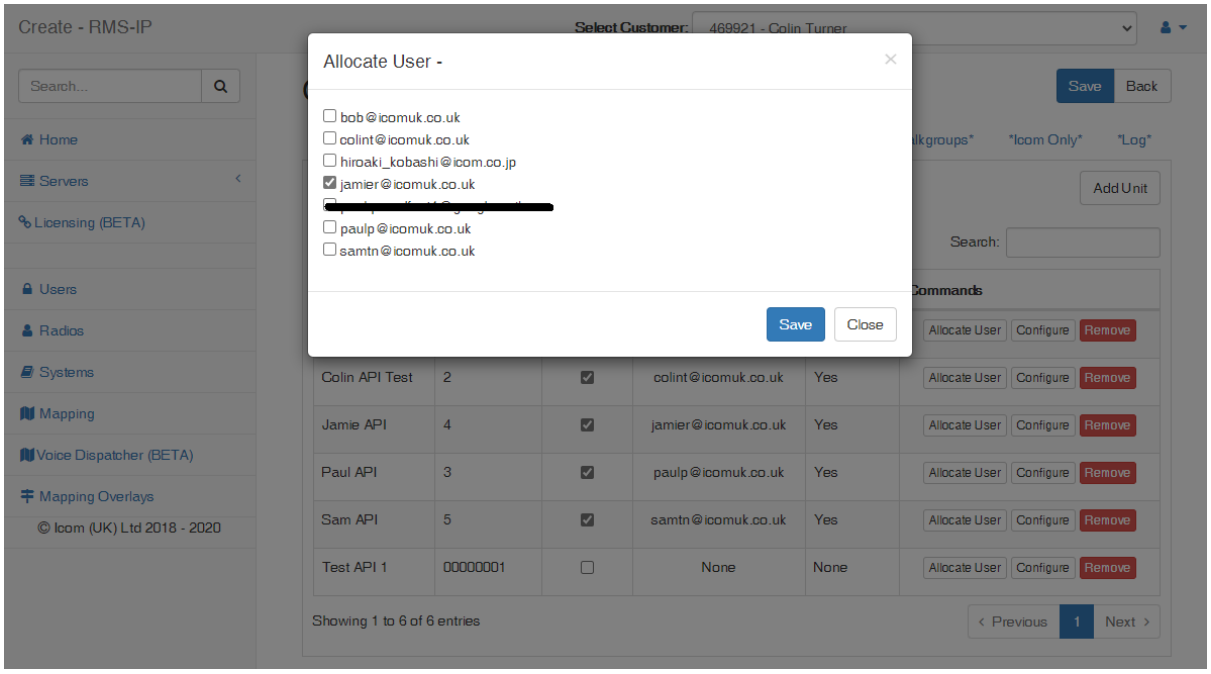
The first available Voice Dispatcher appears in the text box, pressing the [Down Arrow] button at the right hand end of this box will cause a drop down list of all the available dispatchers to appear along with an additional text based search box, by typing within this frame it is possible to filter down the number of possible choices.



Click the required Voice Dispatcher and it will appear in the Select Virtual Unit Selection Box, clicking **[Save]** will add the new Voice Dispatcher to the list in the Background window.



Repeat this process to add an additional Voice Dispatcher, or click **[Close]** to return the System's Virtual Radios tab. Click [Allocate User] and a drop down list with all Users assigned to the System will appear, Click the check box next to the User of the Voice Dispatcher and then Click **[Save]** to assign the Voice Dispatcher to that User.

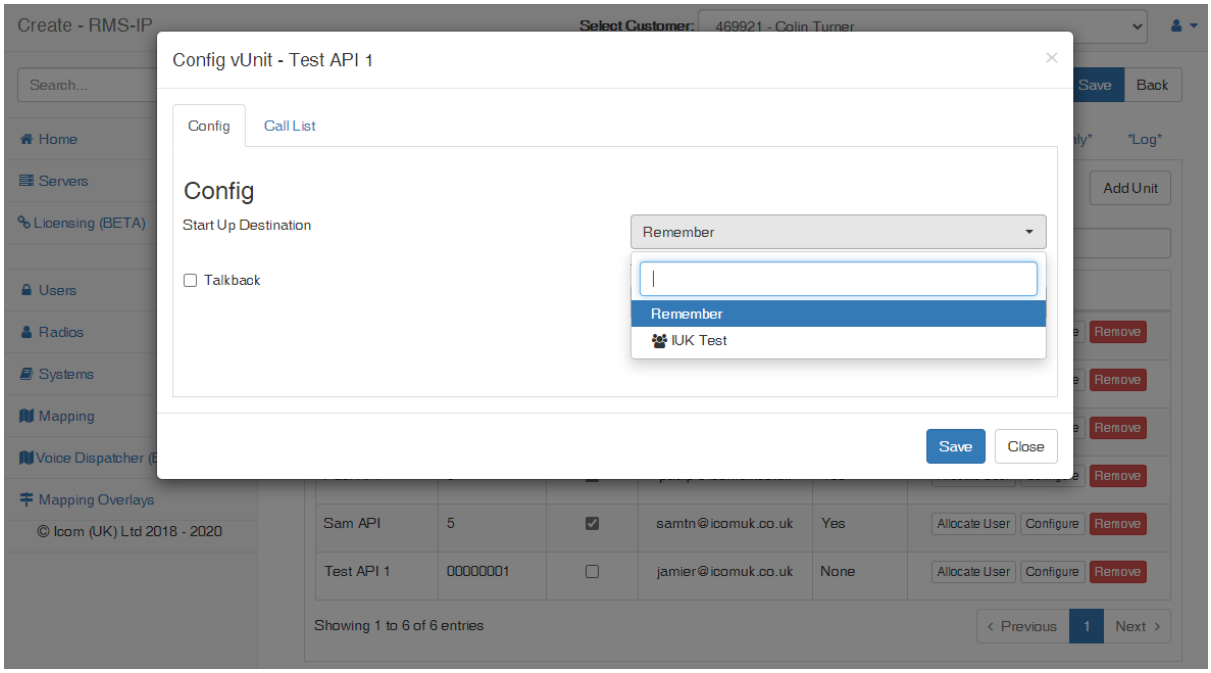


The Voice Dispatcher can only be assigned to one User at any given time so if a second operator wishes to use the Dispatcher, for example at the start of the next shift, they will need to enter the System and change the allocated user to themselves.

Click **[Configure]** to set up the Voice Dispatcher for its operation, this will open a pop-up window with two tabs to set up the unit for operation. The Config Tab sets up the Start Up Destination and the allows to Talkback to be enabled.

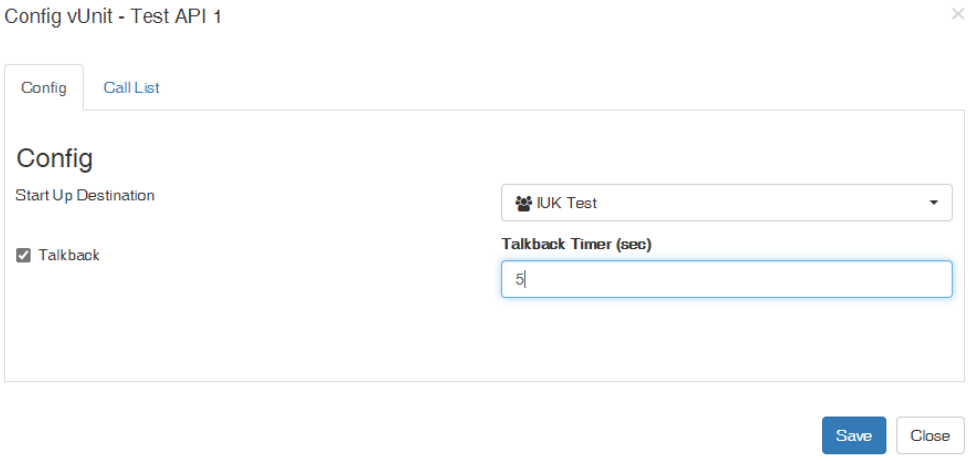
Start Up Destination

The Start-up destination can be set to two different settings, either we can set a specified Destination, from the list of Talk Groups assigned to the System, or it can be set to Remember – which will Set the dispatcher to the last used Talkgroup. In the drop-down box, a text-based search bar is also included to help filter down the number of Talkgroups.



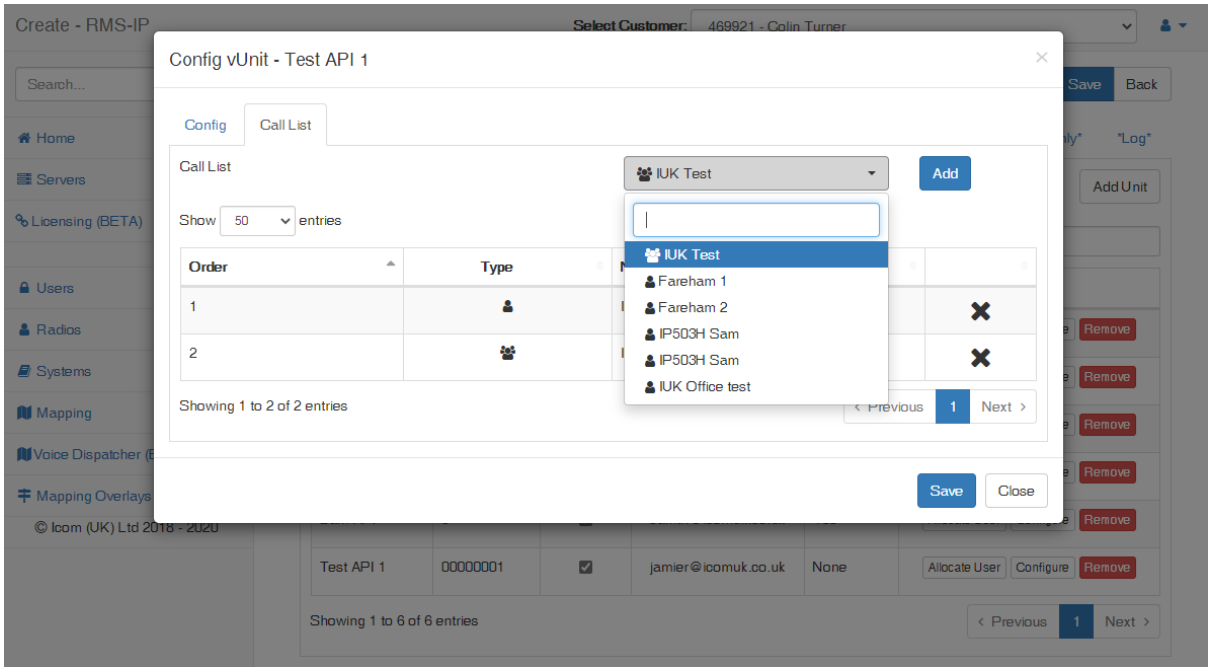
Talkback

Talkback is used when the operator comes out of the Talkgroup and participates in Individual calls to a unit. With the Talkback Timer Enabled (Default Time is 5secs) the Individual Call is given priority over Group Calls. This allows the Voice Dispatcher to continue calls with that single unit continuously until the Talkback Timer Enabled timer expires Once expired the Voice Dispatcher returns to main Talkgroup as the priority channel.

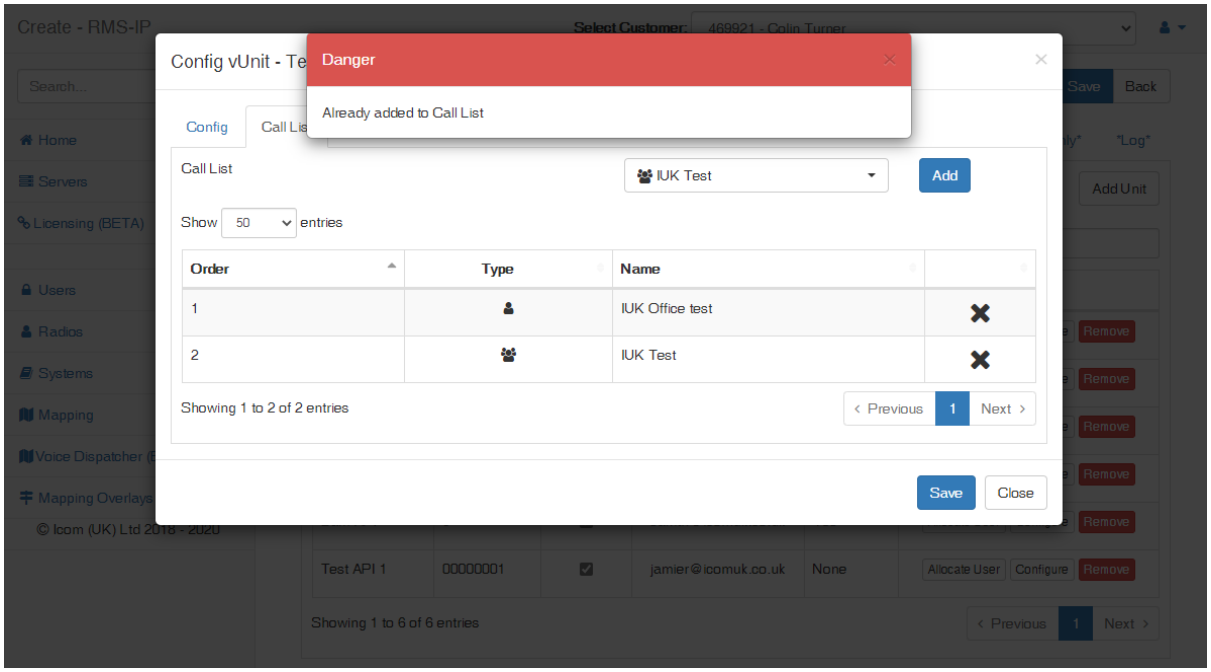


Call List Tab

The Call List Tab is where all the Talkgroups and Individual Units are added for the Voice Dispatcher. A Dropdown box with a text-based search box to filter results contains a list of all the available Talkgroups and Units and Clicking the **[Add]** button populates the list beneath. Please note that Talkgroups for the Voice Dispatcher can only be added by Icom (UK) Ltd. Individual Calls are attributed to Units assigned to the System – detailed earlier in the manual.



It is not possible to add duplicate units or groups, in the event you try a warning pop up notification will appear on screen.

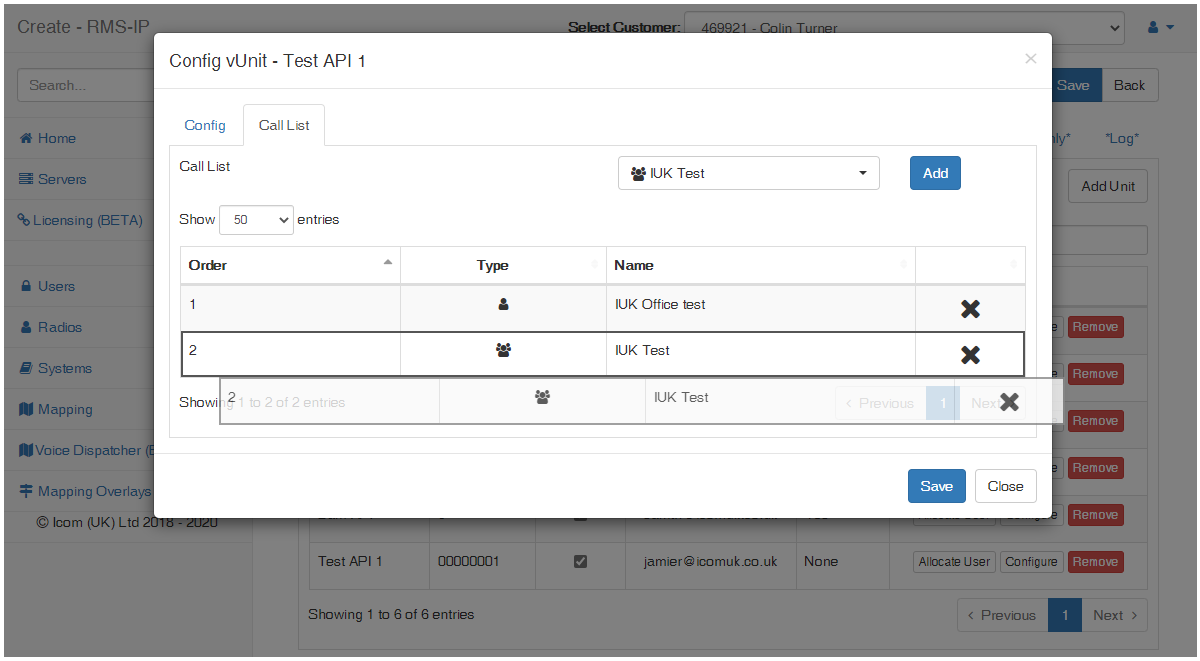


The Call List is fully customisable, the number of entries visible in the list can be changed from 25 to a maximum of 250 on one page with access to additional pages beneath the list on the right-hand side.

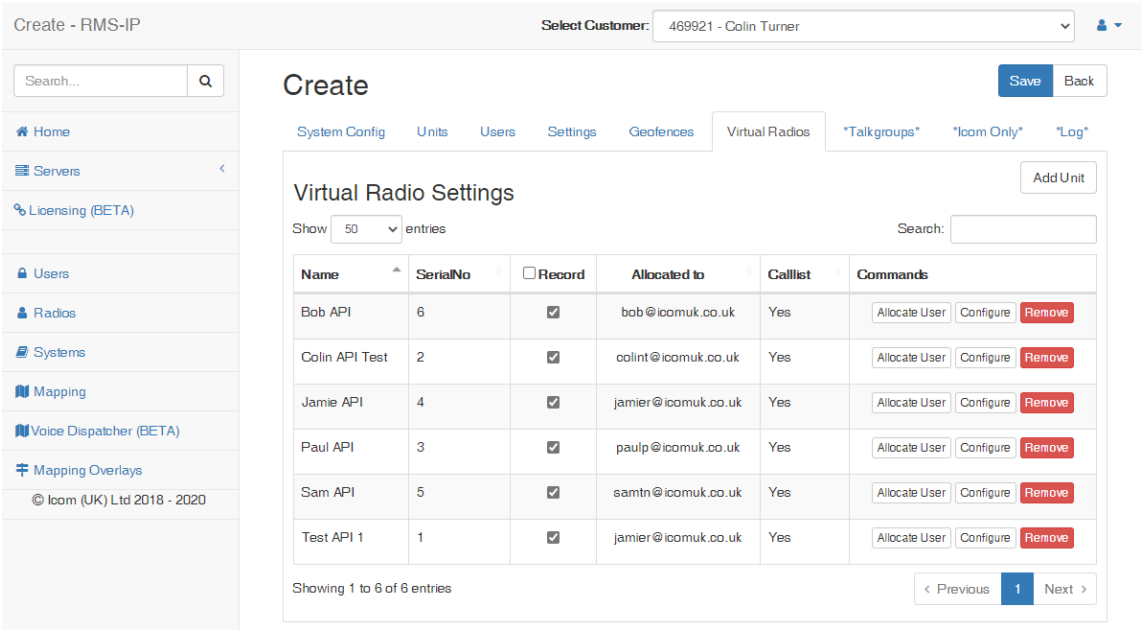
The Call List order can be changed in a multitude of ways. By clicking in the **'Order Column'** the call list will appear from the 1st added entry to the last added entry, clicking **the 'Order Heading'** inverts the list.

By Clicking the **'Type Heading'** you can collate the Call List into Groups and Individual Call Types. The Name Heading sorts the list of entries alphabetically either from A-Z or Z-A. A lit Grey up or down arrow appears in the Column Header depending on which is chosen.

It is also possible to drag and drop each type of call into your preferred order. **By 'Left Clicking and Holding the Left Mouse Button in the Order No. Cell of the Call required,'** the Talkgroup or Individual Call can be moved up and down the list to your preferred direction.

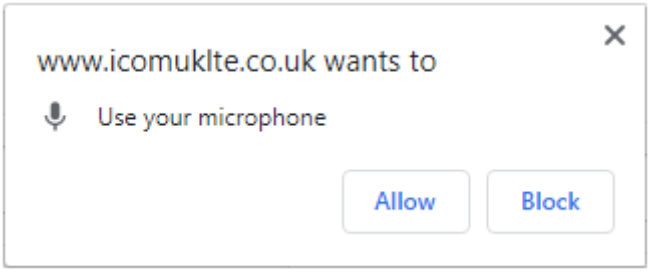


Once the preferred order has been decided Click **[Save]** to complete both the Configuration and Call List settings. Please also ensure that the Entire System is Saved by clicking **[Save]** to confirm all changes to the System, this may be done in the event that you wish to allocate the Voice Dispatcher to another user during the changeover of the work shift.



Using the Voice Dispatcher

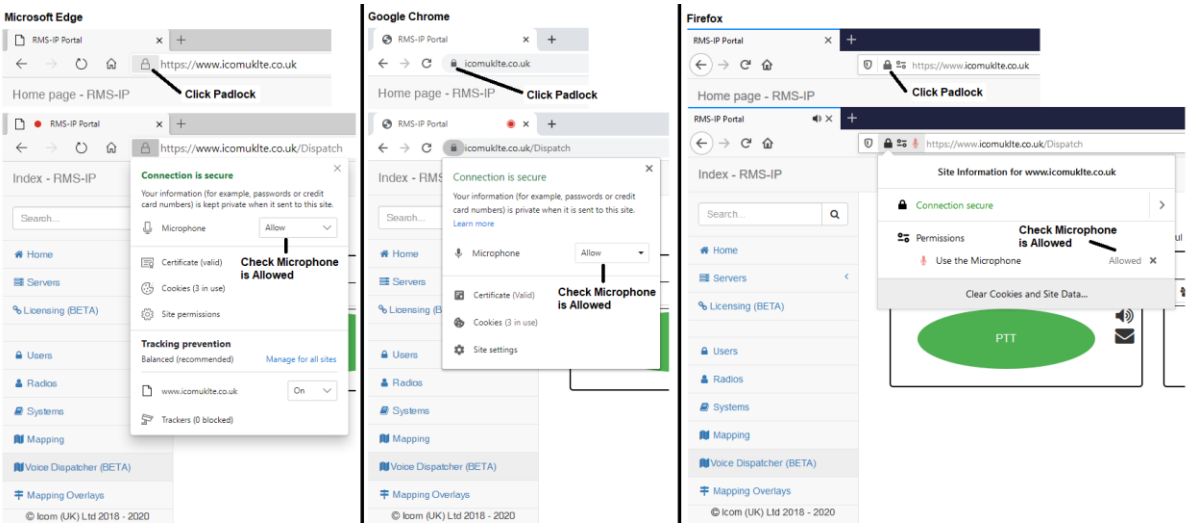
Returning to the RMS-IP Portal homepage – https://www.icomuklte.co.uk the Voice Dispatcher can be used, there are two available options, the dedicated Voice Dispatcher Page or from the Mapping Screen. For first time use it is recommended to use the Voice Dispatcher Web Page. Your Web Browser will recognize that a microphone can be used on this page and will ask for permission to use your connected device. Please click **[Allow]** to enable transmissions from your Microphone.



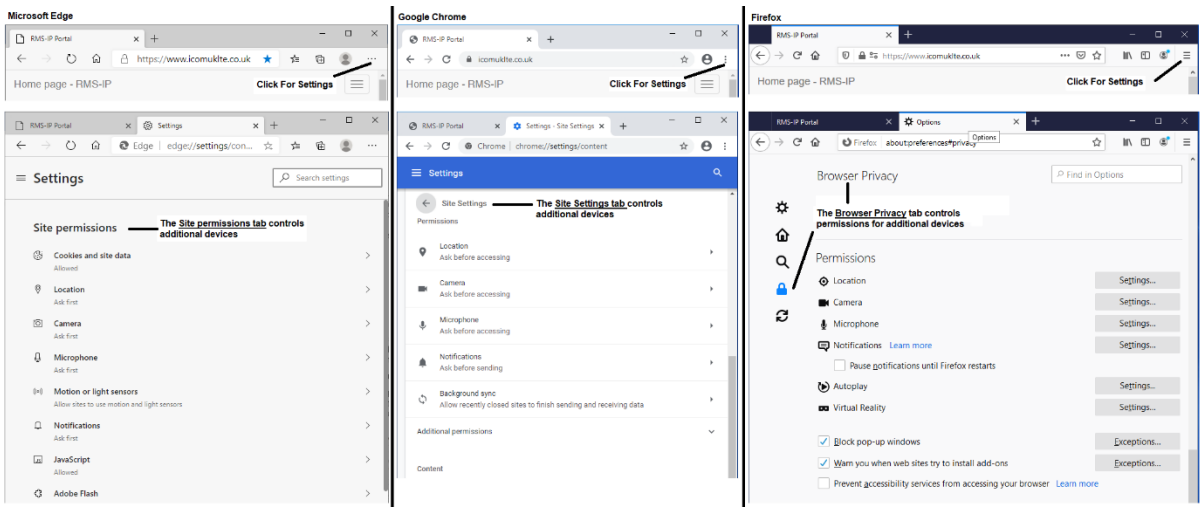
Once the microphone has been enabled it will be remembered by the browser. You can manually add permission in the Check Permissions within the Browser.

Microsoft Edge, Google Chrome, Firefox Browsers

You can verify the Microphone is enabled for all these 3 Windows Based Web Browsers. Next to the Icom UK LTE web address is a padlock symbol, **'click the padlock with the left mouse button'** to open the Website Secure Connection Status which also contains the Web Site permissions for attached devices. Verify that the Microphone is 'allowed.'

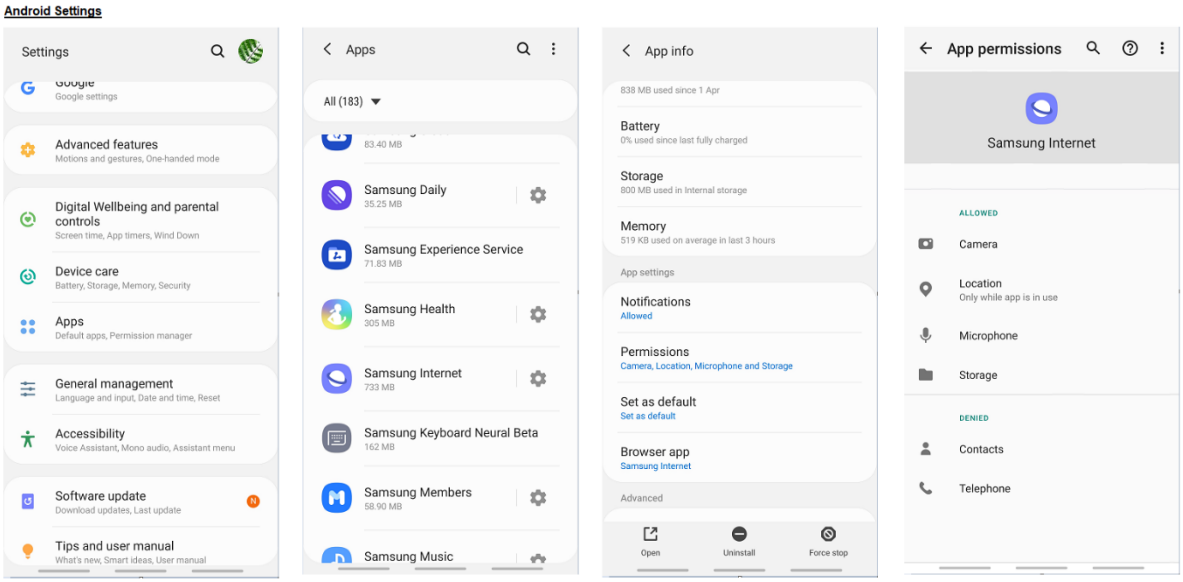


It is also possible to check that the microphone is enabled from the Web Browsers Settings or Options Tab.



Android Internet Browser – Samsung Internet

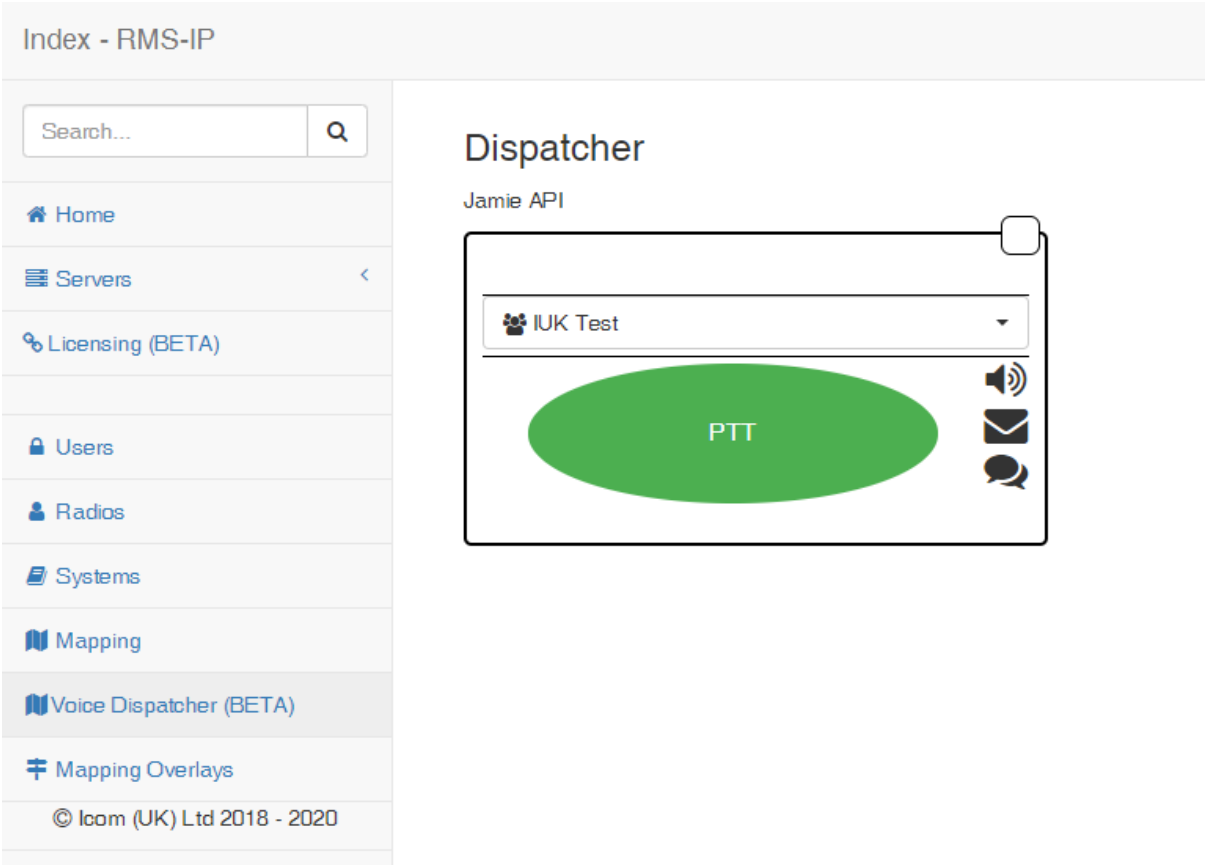
To check permissions on an Android Device, the Settings Application controls all Application permissions for each App individually. Click the **'Settings Icon (cog symbol ⚙)-** Then **'choose Apps'** to find your Android device Web Browser. Once you have found your Browser, scroll down **to 'App Settings and Permissions'** and check the Microphone is within the **'allowed section'** of permissions.



Safari Settings

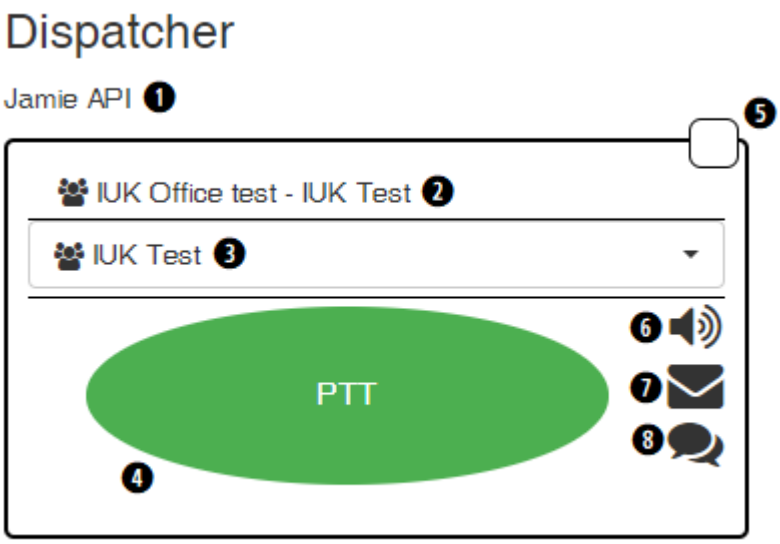
Awaiting an Apple Product to test these settings 😉

Voice Dispatcher Web Page - https://www.icomuklte.co.uk/Dispatch



The Voice Dispatcher home page is very simple and features the side navigation menus and the Dispatcher interface only. This interface features only the information and buttons needed to operate what essentially is an IP Transceiver built into an Internet Browser Webpage.

Dispatcher Layout



Item List

1. **Dispatcher Name**
2. **Last Rx'd ID or TG**
3. **Current/Default TG**
4. **PTT Button**
5. **Status Indicator**
6. **Volume Adjustment**
7. **Message Button**
8. **Message Log**

Dispatcher Item Description

❶ **Dispatcher Name -** The Dispatcher Name is set up by Icom (UK) Ltd. and this is how it appears in the radio ID list to the other Portable and Mobile units. The customer can request the name of their dispatcher, although a suitable one will be assigned if not advised.

❷ **Last Received ID or TG -** On initial logging into the Dispatcher, this section is blank as it contains details of the last received call from either an Individual Unit or from a Talkgroup, this visual aid will help the Dispatcher operator choose the correct Talkgroup or ID to reply to.

❸ **Current/Default TG –** The Default Talkgroup will be set here if configured in the initial set up, otherwise if the initial set up was configured to remember then the last used Talkgroup will be set here. This line contains the transmit path for when the PTT button is pressed. The dropdown arrow calls up the list of all the configured Talkgroups and Individual IDs, clicking one from list will enable that for PTT. Please note if a Talkback Timer is enabled then PTT must be performed within the timer frame otherwise the Dispatcher will revert-back to the Default or Last Remembered destination.

❹ **PTT Button** – Press-To-Talk to your selected Destination – The PTT button turns from Green to Red when pressed.

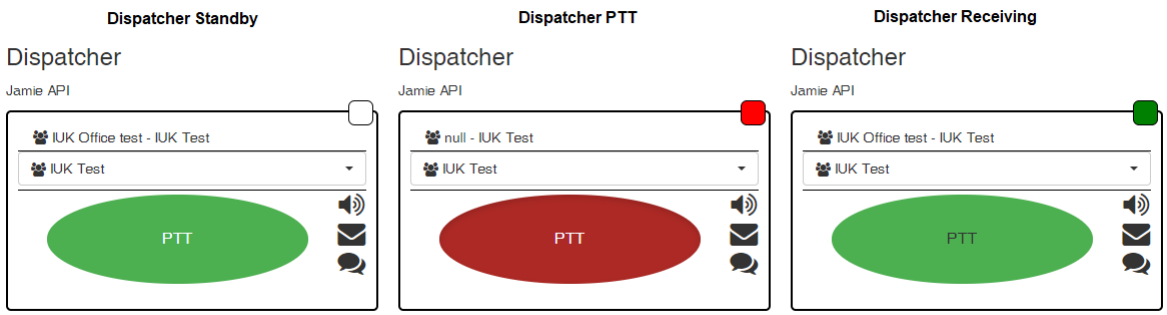
❺ **Status Indicator** – This will change to multiple colours depending on the Status of the Dispatcher. **White** – Unit is in Standby, **Red** – Unit is Transmitting, **Green** – Unit is Receiving, **Amber** – Unit is in Duplex Mode – when enabled.

❻ **Volume Adjustment** – This has 3 set steps, Volume Off, Volume Low and Volume Max and is a quick adjustment for incoming calls.

❼ **Message Button** – Click to type in a 24 Character Message to a Talkgroup or Individual Unit – **See Page 40**

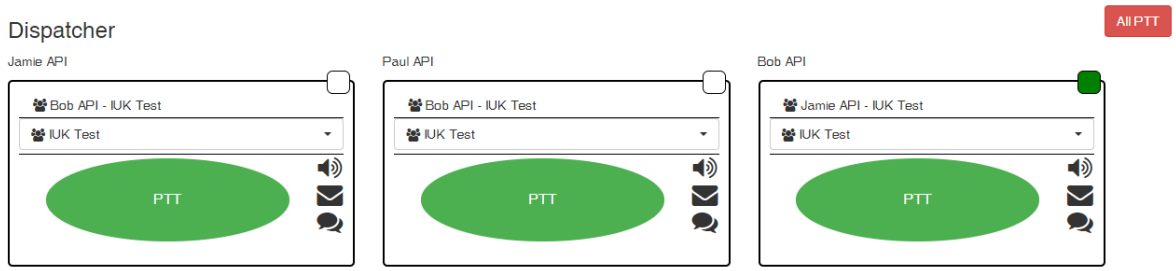
❽ **Message Log** – Opens the Message Log, which contains full details of any text messages sent or received by the Dispatcher. The Details include, the ID of the Unit, if the message was transmitted or received, the message itself and date and time of that message. **See Page 41**

Dispatcher Status



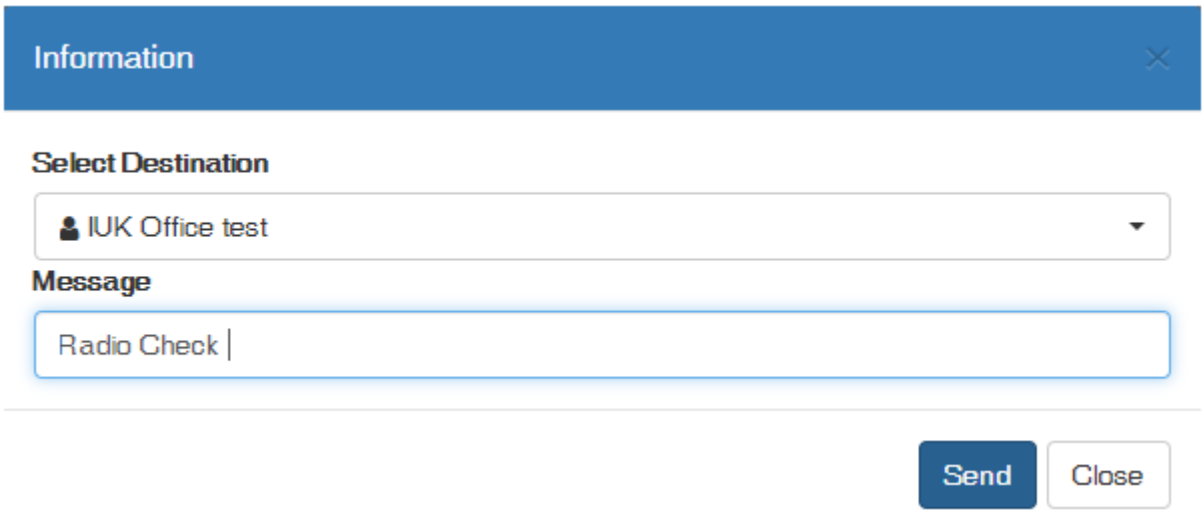
Multiple Voice Dispatchers

It is possible to have multiple Voice Dispatchers allocated to one system in numerous configurations and locations, each Dispatcher can be set up independently of each other, therefore it is possible to have multiple users each operating one of the Voice Dispatchers allocated to a system, or have one operator assigned multiple Dispatchers to monitor several Talkgroups at once. In the event multiple dispatchers are assigned to one user an additional PTT function appears on screen, which is an **[ALL PTT]** button. This will enable all Voice Dispatchers to transmit simultaneously and if set up can broadcast to multiple Talkgroups via this function.

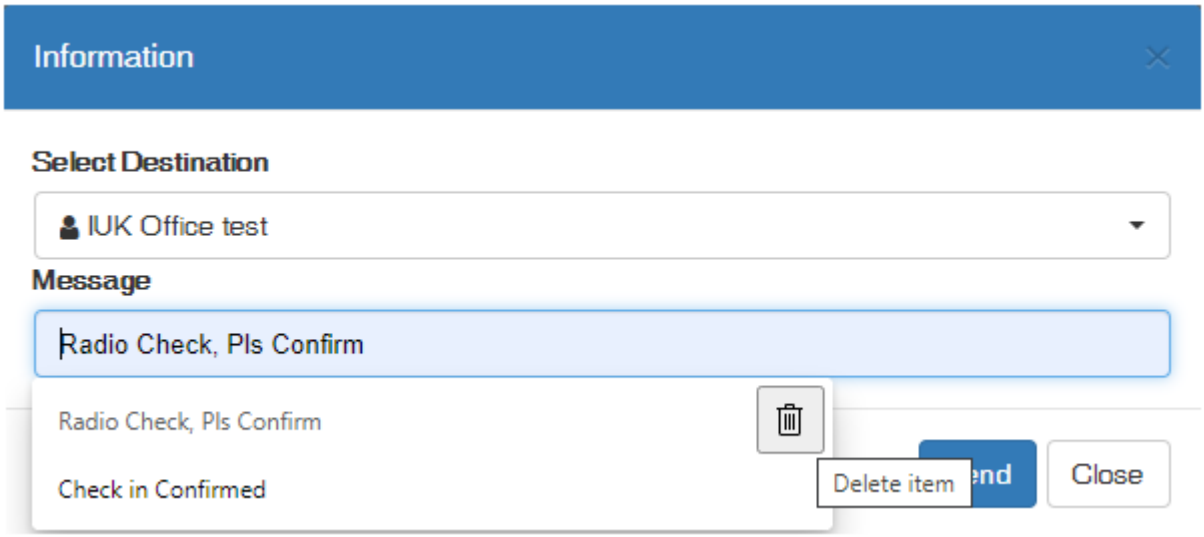


Text Messaging

The Voice Despatcher has a text-based messenger service. With this function the Dispatcher Operator can text an Individual Unit or Talkgroups. The message is limited to 24 characters so it can be displayed fully on the LCD's of the receiving radios.



The Select Destination drop down box allows the operator to select the destination for the message and the Message Window is where the 24-character message can be typed. The Message window will store several messages so that you can quickly select regularly typed messages. Messages can be stored or deleted from within the Message box.

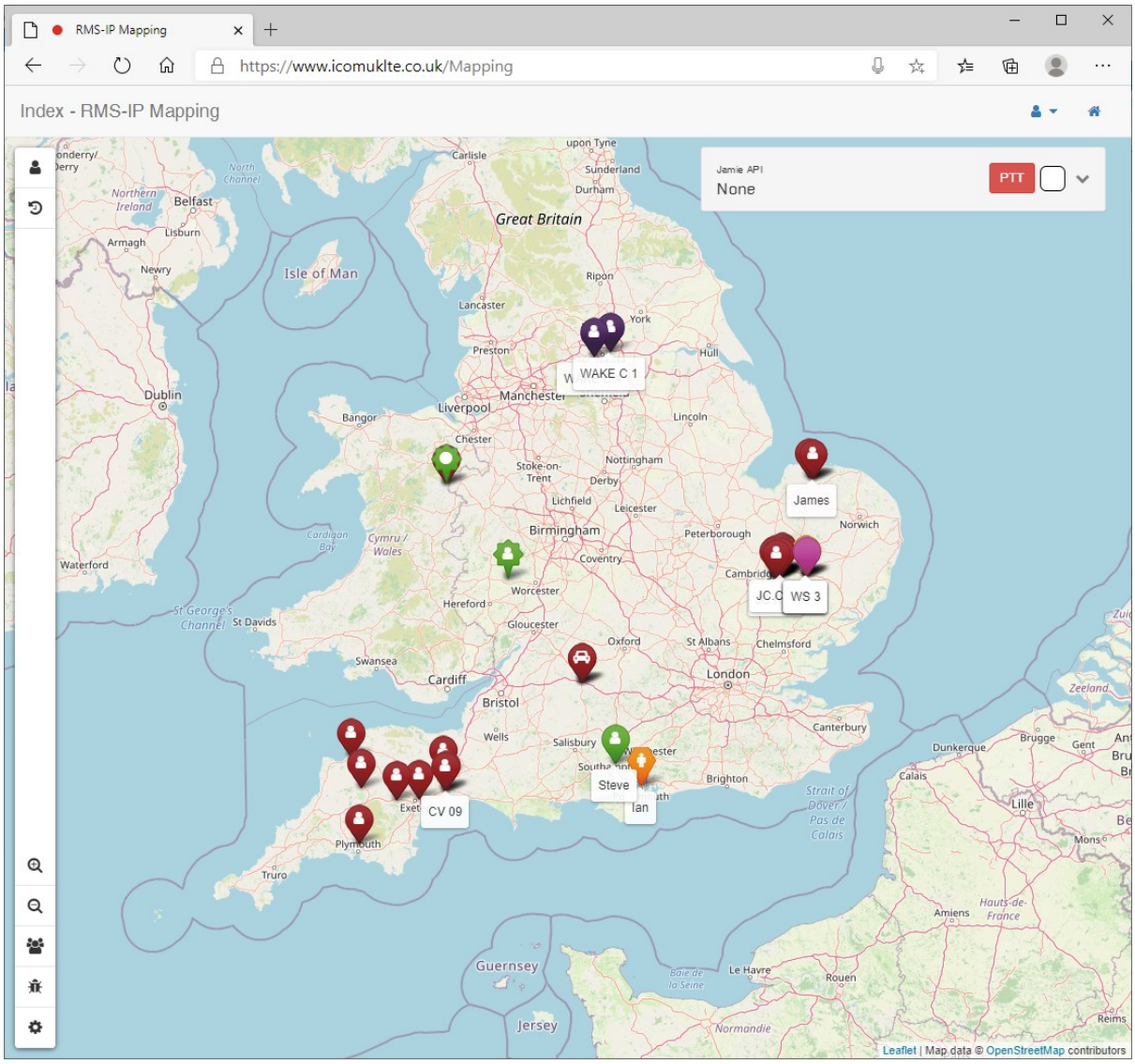


Message Log

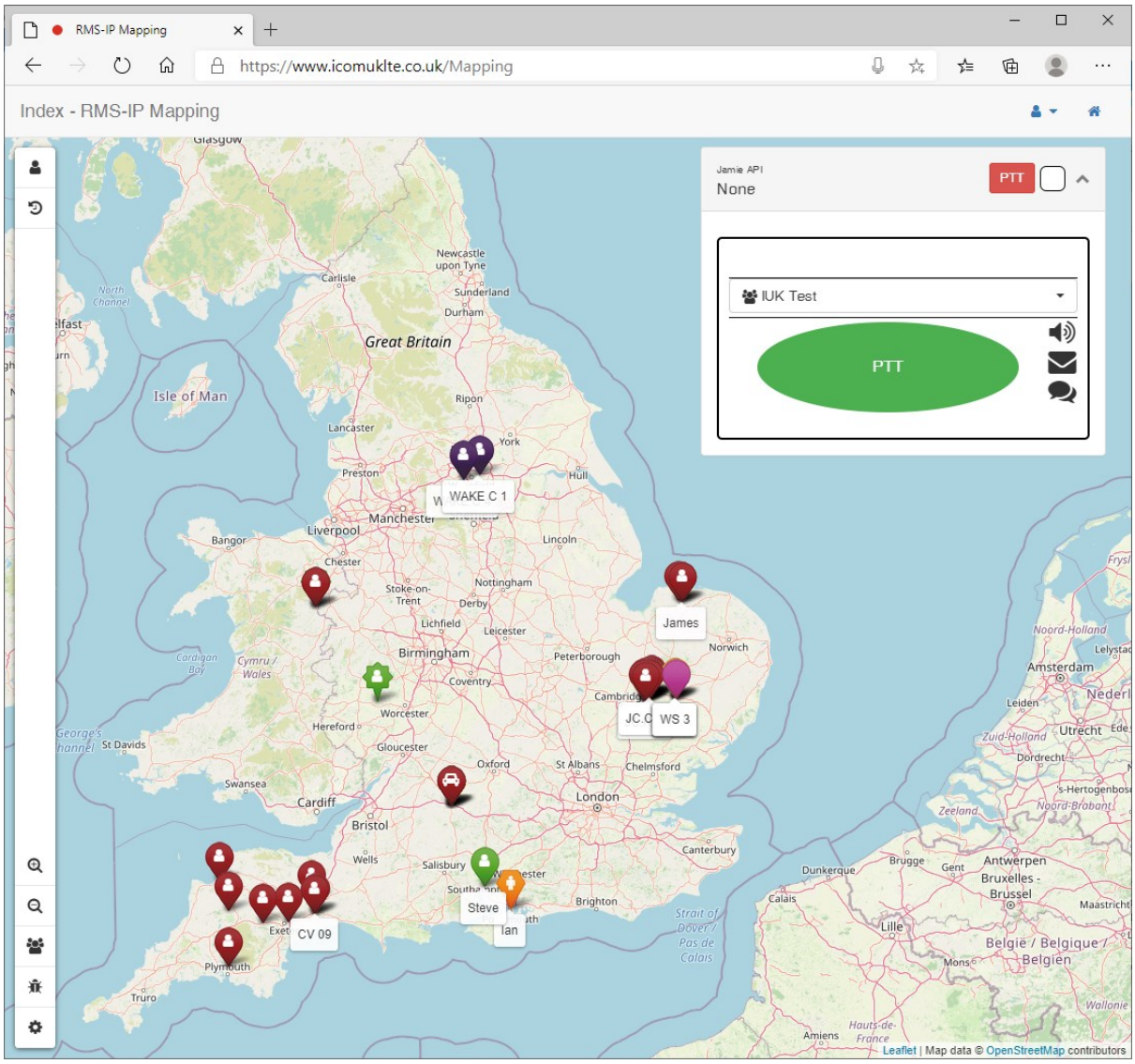
The message log accessed by the Speech Bubbles icon contains a full log of any transmitted and received calls to and from the Voice Dispatcher. The Log contains details of transmitted Destination or Source ID of a received message and notes the type of message (Tx or Rx). The log also contains the full message content as well as the time and date that the message was sent or received. The message log is deleted when the system is modified or when the user logs out of the RMS-IP Portal.

Mapping Voice Dispatcher

Within Mapping Screen exists a collapsed version of the Voice Dispatcher that has a minimal footprint to stop the mapping screen being obscured from view and potentially covering up positions of units in the field. However, by clicking on the **[Down Arrow]** on the Right Hand Edge of the Mini Dispatcher, it can be expanded to look like the Dispatcher found on the Main Voice Dispatcher webpage.

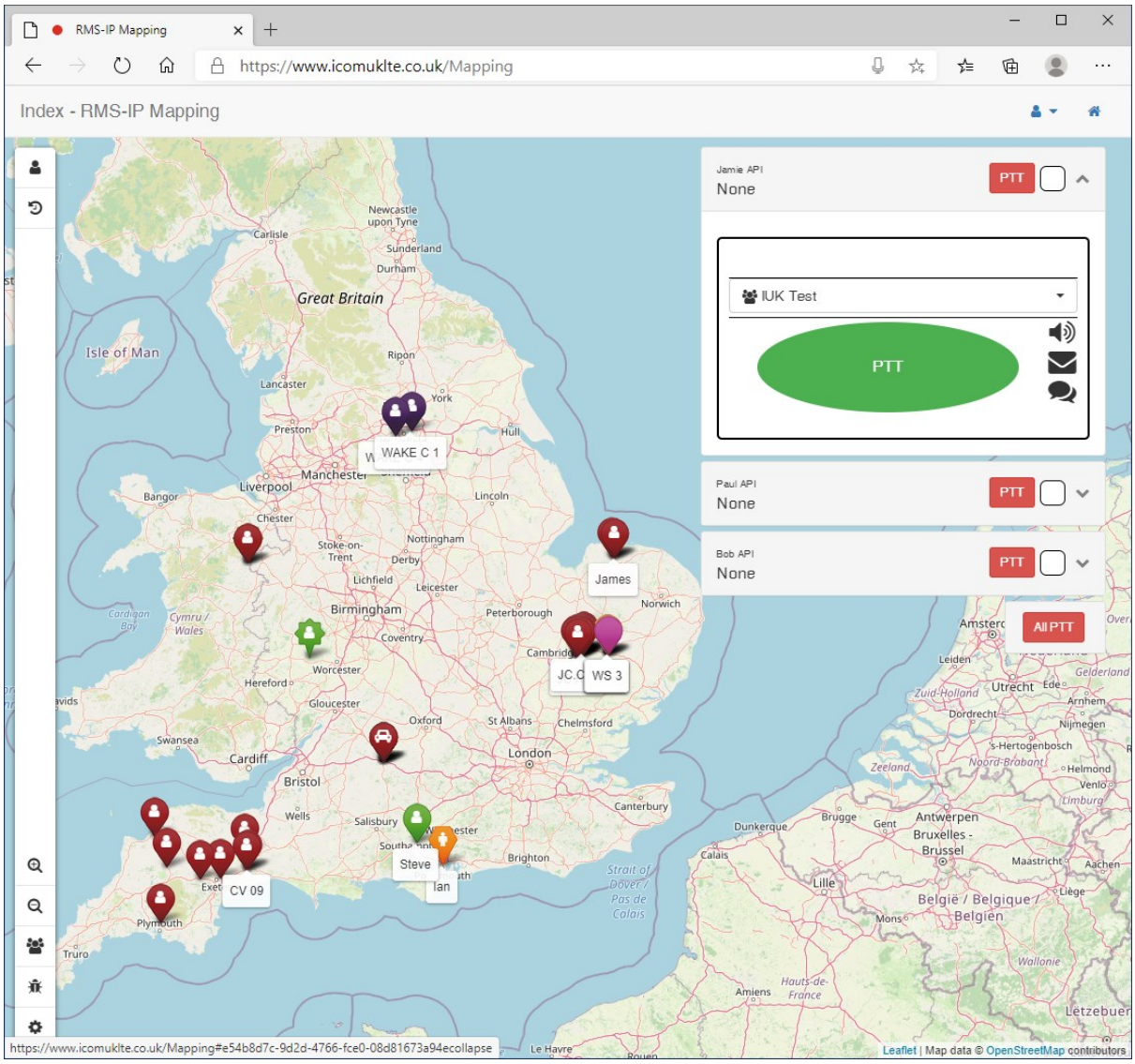


Expanded Voice Dispatcher View



Multiple Mapping Page Voice Dispatcher

The mapping page can have multiple Voice Dispatchers assigned to it. Initially all Voice Dispatchers are collapsed, however, it is possible to expand one of the Dispatchers using the **[Down Arrow],** but it is only possible to expand one Voice Dispatcher at a time. In addition to the Voice Dispatchers the **[ALL PTT]** button appears to enable all Dispatchers to transmit at once.



BUTTON GUIDE

Important Buttons – Systems

Create	Create a New System
Add Unit	Add Units to the System
Add User	Add Users to the System
Save Back	Save the Created System and Back to cancel all changes

Important Buttons – Mapping

	Select User
	Add GPS Track
	Zoom In
	Zoom Out
	Show Track on Map
	Delete Track on Map
	Navigate to Previous/Next Track Point
Add Track	Add New Track to the Map

Important Buttons - Geofence

	Polygon Geofence
	Rectangle / Square Geofence
	Circle Geofence
	Edit Layers
	Delete Layers
	Save Changes
	Cancel Changes

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Note
RMS-IP System Tool is under constant development and the User Guide may not always reflect the latest additions or changes to current format. Icom-UK Limited will endeavour to keep the User Guide as up to date as possible.

E&OE

Change Log

Highlighted as Red Text in Latest Version of Manual

Changes Dated 13/01/2020 Rev 1.1

1. **ADDED: Option for select all or none on Systems units** **See Page 9**
2. **ADDED: Batch add of units from serial number** **See Page 6 & 7**
3. **ADDED: Option in system for Icom only to add users by email address can be used for debugging and system issues**
4. **ADDED: Updated Email template for system edits to stop the Start / expire dates being reported as (01/01/0001)**
5. **ADDED: GPS Track Points Data window to remain permanently on, hovering over additional Points brings up a small window with the details of that point – this window will disappear and refresh with new data if an alternate point is selected and hovered over.** **See Page 19**

Changes Dated 05/03/2020 Rev 1.2

6. **AMENDED: Batch add of units from Serial Number - Now considered as standard procedure and documented as such** **See Page 6**
7. **AMENDED: Option to select All or None won Systems Unit – Now considered as standard procedure and documented as such** **See Page 8**
8. **AMENDED: GPS Track Points – Track Data Window remaining permanently on and Hover Window is now considered as Standard Procedure** **See Page 18**

Changes Dated 29/04/2020 Rev 1.3

9. **UPDATED: Emergency features - Map link and Include Talkgroup name** **See Page 9**
10. **UPDATED: Viewing GPS History Track -GPS Update time** **See Page 17**
11. **ADDED: Viewing GPS History Track – Toggle Popup** **See Page 19**
12. **ADDED: Geofencing Section** **See Page 20**
13. **ADDED: Important Buttons – Geofence** **See page 26**

Changes Dated 30/04/2020 Rev 1.4

Changes Dated 09/07/2020 Rev 1.5