

Tait TeamPTT

Dispatch Application User's Guide

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Preface

Scope

This manual describes the Tait TeamPTT Dispatch Client application.

Document Conventions

Please follow exactly any instruction that appears in the text as an 'alert'. An alert provides necessary safety information as well as instruction in the proper use of the product. This manual may use the following types of alert:



This alert is used to warn about the risk of data loss or corruption.



This alert is used to highlight significant information that may be required to ensure procedures are performed correctly, or draw attention to ways of doing things that can improve efficiency or effectiveness.

Publication Record

Issue	Publication date	Description
04	June 2019	Added section – adding a new user Tidied up formatting
03	December 2018	Rebranded to Tait TeamPTT
02	March 2018	Significant expansion, clarification and editing
01	April 2017	First release describing application version 2.6.19

1 Introduction

Tait TeamPTT Dispatch enables dispatchers, supervisors and office personnel to communicate with their mobile workforce. Tait TeamPTT Dispatch supports smartphone location tracking.

Requirements:

1. PC running Windows 7 or later.
2. Sound capability to send/receive audio (for example, a sound card with a headset).
3. Network connection with the Tait TeamPTT provisioning and regional servers. Firewall exceptions may be required. Contact Tait TeamPTT support if necessary. For more information about Tait TeamPTT Firewall requirements, see the Tait TeamPTT System Manual section on Server Configuration (MNE-00031-xx).
4. Administrator or administrator-level access, based on the Windows configuration and privilege structure.

The on-screen PTT button can be used, or pressing the space bar. See also Section 8.2.3 External PTT Options.

2 Adding New Users

The Tait TeamPTT portal is used to create the user and obtain the provisioning code and software download link, which is sent via email. For this email to be sent, a user needs to be created using the steps below:

1. Navigate to: **Operation Functions** > **Customers** > [customer name] > **Departments** > [department name] > **Add**

The screenshot shows a web form titled "Add User (5 of 25 used, 20 remaining)". The form includes the following fields and options:

- User Login: (This field is required.)
- Department:
- First Name: (This field is required.)
- Last Name: (This field is required.)
- Phone Number: (Country code dropdown: 021 123 4567)
- Email:
- Activation Method: Automatic, Manual
- Send Text:
- Priority: 0
- Client Type: Dispatch PC
- Maximal Contacts:

Buttons: Submit, Cancel

Note: The **Client Type** is defined as Dispatch PC.

2. Click **Submit** to send an email to the new user containing a link that enables the **Dispatch Client** software to be downloaded.

3 Installation and Setup

To install the Tait TeamPTT Dispatch application:

1. Open the email from Tait TeamPTT Support, and click the link.

Tait TeamPTT Activation (taitna, Dispatcher)

 **Tait TeamPTT** <support.taitteamptt@taitradio.com>
to me

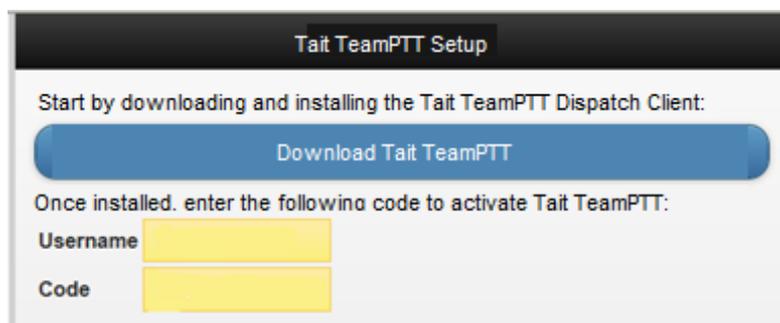
Please use the information on the following link to setup Tait TeamPTT:

<https://provision.taitteamptt.taitradio.com/setup.php?ac=>

If you require additional assistance, contact Tait TeamPTT Support at 6433578799.

Thank you,
The Tait TeamPTT Support Team

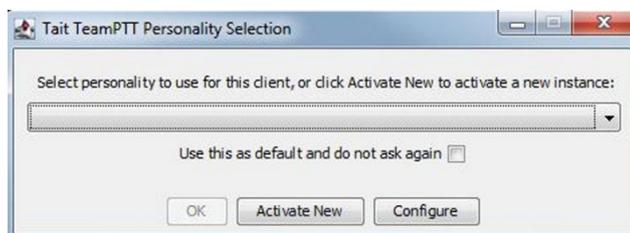
2. Copy the **Code** and then click **Download Tait TeamPTT**.



3. After the download has finished, install the Tait TeamPTT Dispatch application. This may include installing Java.
4. Start the **Tait TeamPTT Dispatch** application.

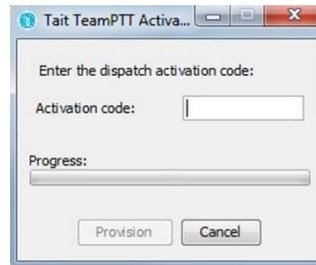


5. Click **Activate New**.

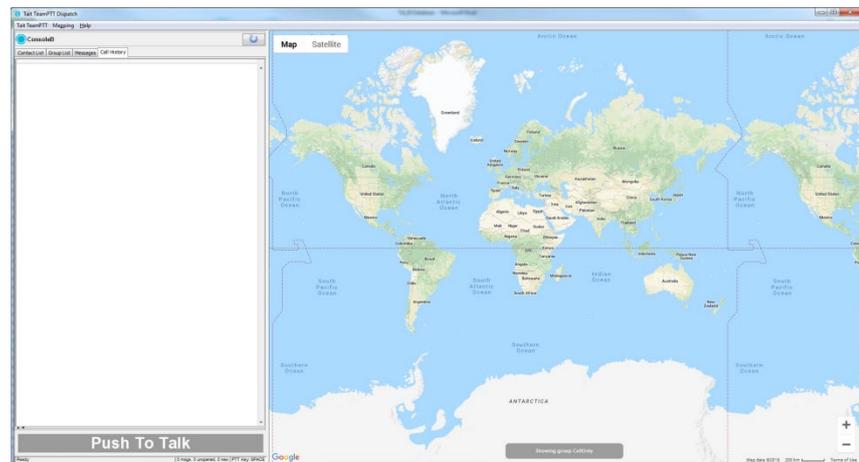


-  Each time the Tait TeamPTT Dispatch application is started, the Personality Selection dialog appears and defaults to the last personality selected.
- Select the **Use this as default and do not ask again** check box to prevent this dialog from reappearing. The personality can also be changed within the application.

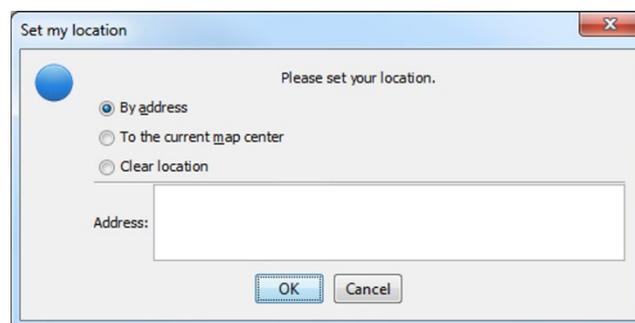
6. Paste the activation code from the setup email into the **Activation code** field and click **Provision**.



The Tait TeamPTT Dispatch application opens.



7. Select **Mapping > Set my location** and enter the street address.



8. Select **Mapping > Move map to my location**.

The map centers on the location of the dispatch client. The map also displays any contacts who are logged in.

-  When the Dispatch application is opened, a **Voice Recorder Error!** may appear if no input device is found. Users with USB headsets commonly experience this error. See 4 Audio Configuration for details.
-  At any time, click  to refresh the Dispatch application's information from the server.

4 Audio Configuration

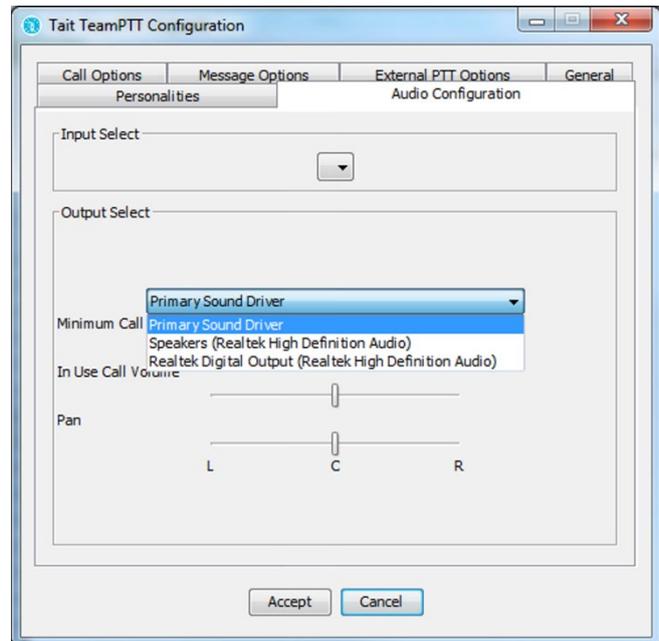
When the Dispatch application is open, a **Voice Recorder Error!** may appear if no input device is found. Users with USB headsets commonly experience this error.

To correct this, click **Tait TeamPTT > Options**, and then select the **Audio Configuration** tab.

The Dispatch application supports any audio device recognized by Windows. The default for input and output is **Primary Sound**.

Click the drop-down arrows to view other options and select the correct device.

Once the necessary changes have been made, click **Accept**.



5 Contact List tab

The Contact List tab displays all the contacts in the Tait TeamPTT Dispatch application and a presence icon to indicate their current status.

Contact List tab: Presence icons

-  User Available
-  User is On PTT Call
-  User is in Do Not Disturb (DnD) Mode
-  User is in Silent Mode
-  User is Signed out of ESChat
-  User's phone is off or out of wireless coverage
-  User is Blocked

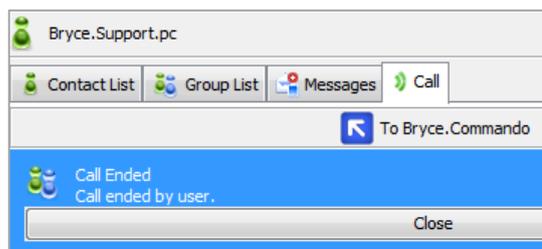
The Contact List can be managed via the Tait TeamPTT Administration Portal. For more information, see the Tait TeamPTT Administration Portal User's Guide (MNE-00025-xx).

5.1 Making calls

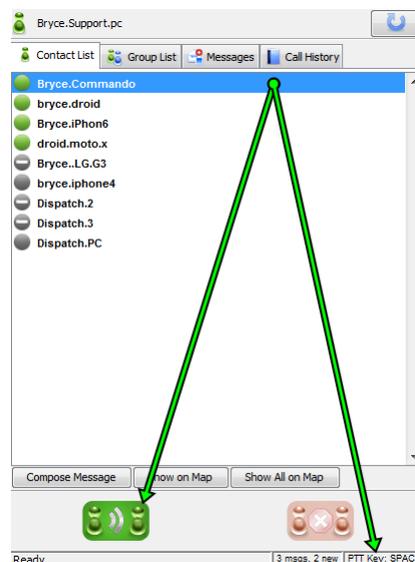
To initiate a call to one or multiple available contacts, highlight one or more contacts on the **Contact List** tab, then click the **green PTT** button. The space bar can also be used as the PTT button.

While in a chat session, the  icon identifies the user who is currently transmitting.

To end the session, click the  button. The call window displays a call ended notification.



Click **Close** to return to the **Contact List** tab.



5.2 Contact Options

To view additional options and information, right click on a contact:

- **Start Alert Call** sends a notification which the recipient must accept to begin the chat (useful when privacy is required).
- **Send Message** sends a Tait TeamPTT text message (with the option to include an image) to the user.
- **Show on Map** places a presence marker on the map for this contact only.
- **Show All on Map** places presence markers for all available contacts on the map.
- **Block Calls** temporarily blocks incoming calls from that contact, but allows all other Tait TeamPTT communications.

6 Group List tab

The **Group List** tab displays all the groups in the Tait TeamPTT Dispatch application and a presence icon to indicate their current status.

Group List tab: Presence icons



A group is a collection of contacts who can be called all together at the same time. Groups can be managed via the Tait TeamPTT Administration Portal. For more information, see the Tait TeamPTT Administration Portal User's Guide (MNE-00025-xx).

6.1 Group Types

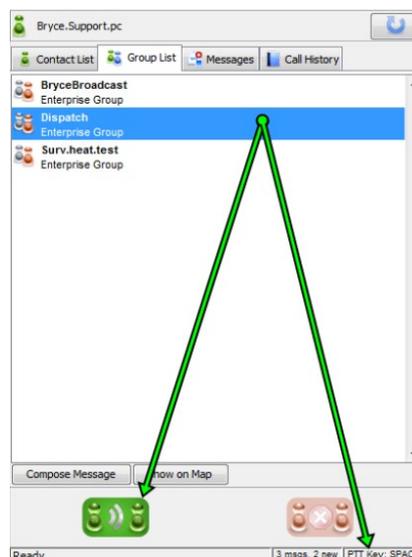
Groups can be predefined or Ad hoc (created spontaneously). Predefined Groups are listed in the **Group List** tab. Each group is listed with a name and an associated group presence.

To create an Ad hoc group, in the **Contact List** screen, select the required contacts and:

- make a call to the selected contacts
- send an alert or text message to the selected contacts
- display all the selected contacts on the map
- block calls from the selected contacts.

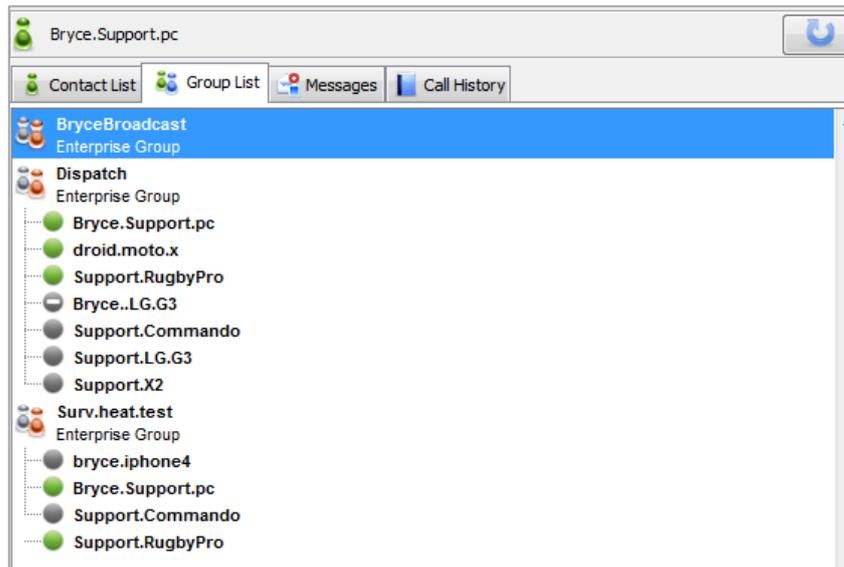
6.2 Making Group Calls

To initiate a call to a group, highlight a group in the **Group List** tab, and then use the **green PTT button**. The space bar can also be used as the PTT button.

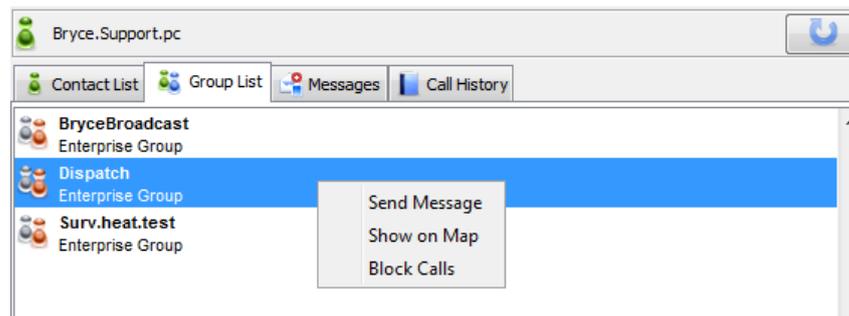


6.3 Group Options

To view group members' information, double-click the group name:



To view additional options and information, right-click on the group:

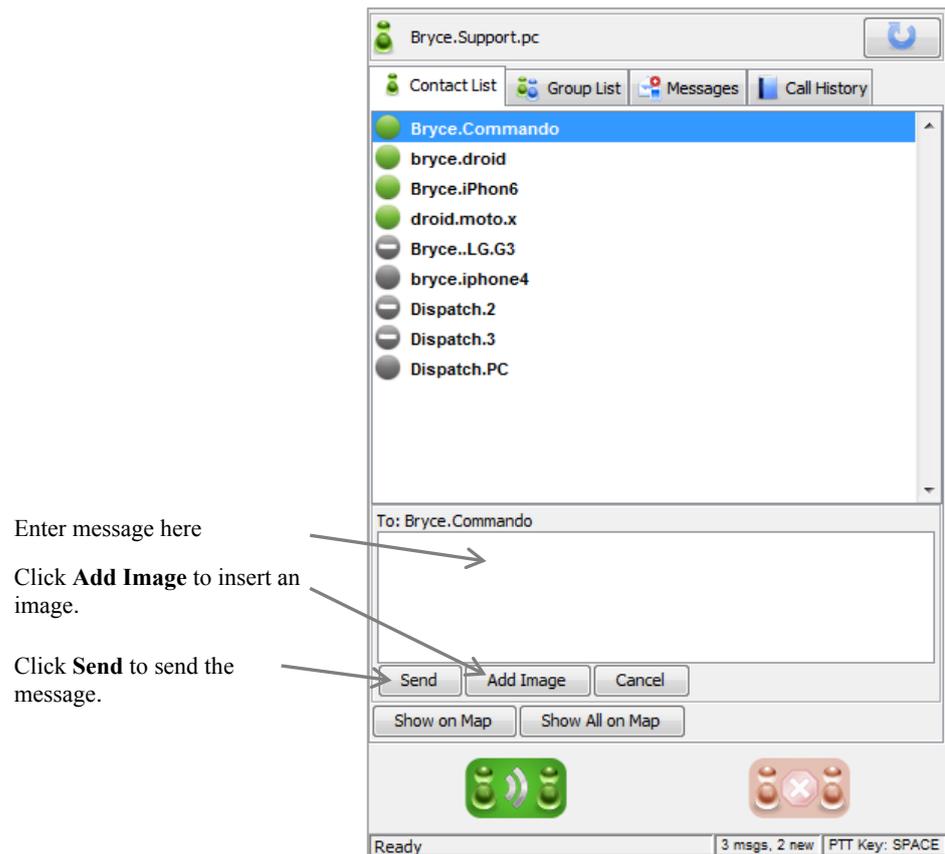


- **Send Message** sends a text message (with the option to include an image) to the user.
- **Show on Map** places a presence marker on the map for this group only.
- **Block Calls** temporarily blocks incoming calls from that group, but allows all other Tait TeamPTT communications.

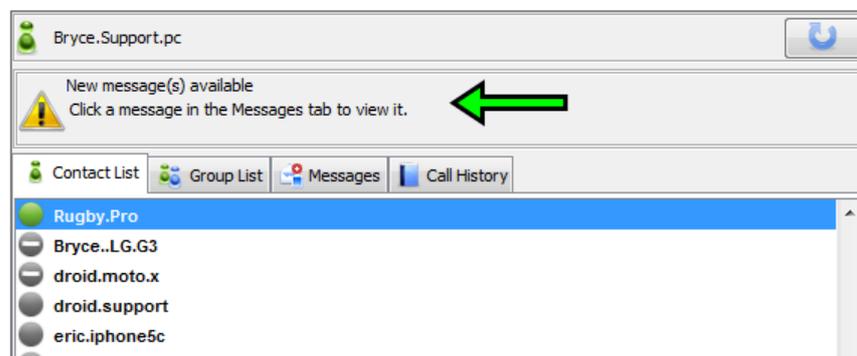
7 Messages tab

The Tait TeamPTT Dispatch application can receive text messages and send text messages to a single contact, multiple contacts or a predefined group. An image can also be attached to a text message.

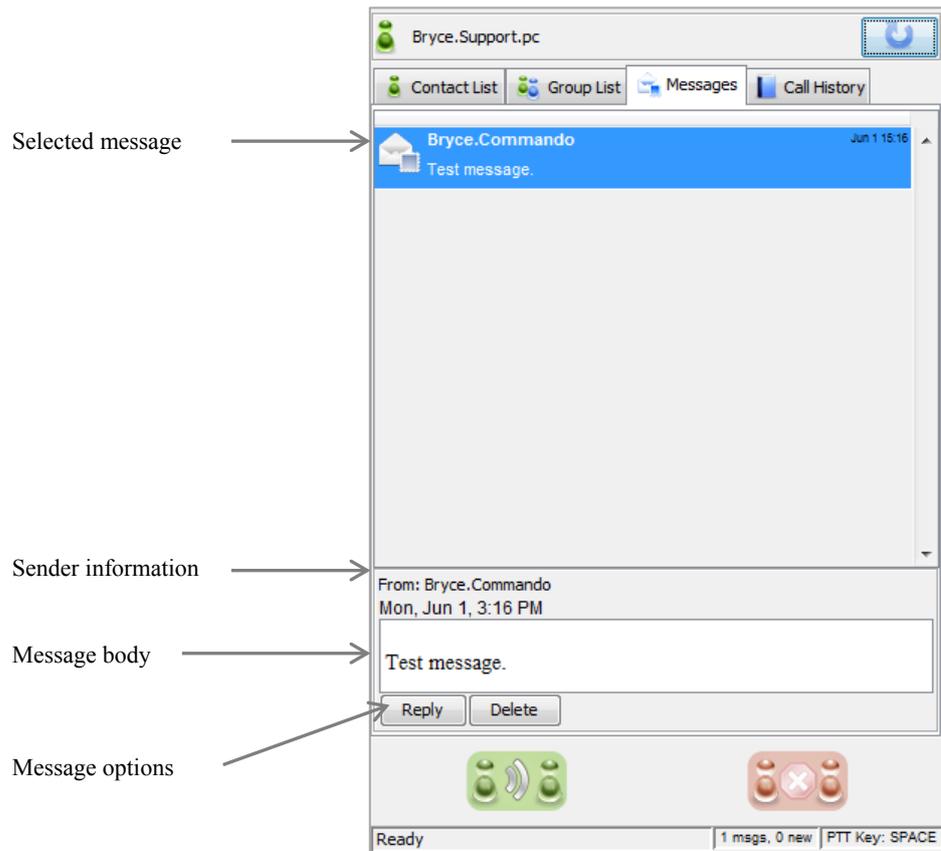
To send a text message, right-click the contact or group, and then select **Send Message**. A message window opens below the contact or group list.



When a message is received, a notification appears above the tabs:

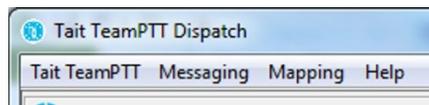


Click on the **Messages** tab to view the message:



7.1 Messaging Menu

The **Messaging** menu appears in the menu bar when the Dispatch application is open in the **Messages** tab.

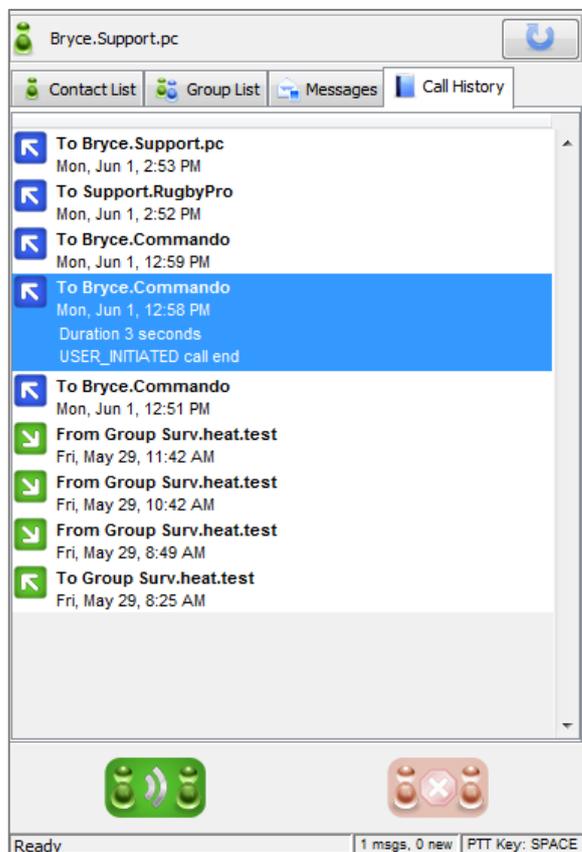


The **Messaging** menu offers the following options:

- **Show newest first** displays the most recent messages at the top of the list.
- **Mark all as read** marks all messages as read.
- **Delete all** deletes all messages in the **Messages** tab.

8 Call History tab

The **Call History** tab displays all completed incoming and outgoing calls. Click on a call to view detailed information about it.



A call can be initiated from the **Call History** tab by highlighting the record and then clicking the **green PTT button**.

At any time, click  to refresh the Dispatch application's information from the server.

9 Tait TeamPTT Menu

9.1 Do Not Disturb

To enable Do Not Disturb mode, click the **Tait TeamPTT** menu in the top left-hand corner and then click **Do Not Disturb**, (or Alt + D).

When Do Not Disturb is turned on, other users cannot call you. You can still:

- make calls
- receive emergency calls
- receive messages.

9.2 Options

9.2.1 Audio Configuration

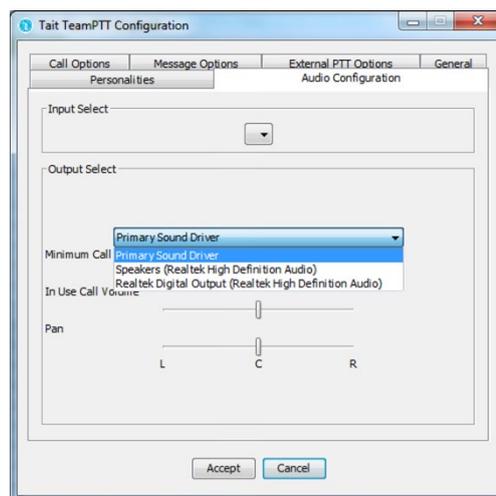
When the Dispatch application is open, a **Voice Recorder Error!** may appear if no input device is found. Users with USB headsets commonly experience this error.

To correct this, click **Tait TeamPTT** > **Options**, and then select the **Audio Configuration** tab.

The Dispatch application supports any audio device recognized by Windows. The default for input and output is **Primary Sound**.

Click the drop-down arrows to view other options and select the correct device.

Once all the necessary changes have been made, click **Accept**.



9.2.2 Call Options

The call options can be configured by selecting or clearing the check boxes as required. Click **Accept** to save the changes or **Cancel** to discard them.

Ringer

- **Ring on Incoming Call** select or clear the check box as required.
- **Alert Call Ring Time** use the drop-down list to set the alert call ring time (in seconds).

Tones

- **Play Grant Tone** plays a tone when a call is started.
- **Play Taken Tone** plays a tone when a call is answered.
- **Play Idle Tone** plays a tone after the dispatcher releases the PTT button.
- **Play Deny Tone** plays a tone when the dispatcher is denied the floor because another caller is talking.
- **Play Revoke Tone** plays a tone when the dispatcher has held the floor for too long.
- **Play Busy Bonk** plays a tone when the callee is already in a call.

Features

- **Foreground App on Call Start** brings the Dispatch app to the foreground when a call is received.
- **Center Map on Remote Talker** displays the current talker in the middle of the dispatcher's console map.
- **Show Call End Reason** displays the reason why a call was ended. The notification closes after 5 seconds.

9.2.3 External PTT Options

Keys outside of the **Dispatch** application can also be used for PTT. The key or keys to use can be configured by selecting or clearing the check boxes, or entering a specific key in the **Key** field. Click **Accept** to save the changes or **Cancel** to discard them.

- **Use External PTT Input** enables/disables using the specified external key or keys to PTT.
- **Key** specifies a keyboard key to use to PTT, alone or in combination with another selected key or keys below. For example, if the letter 'P' is entered into the **Key** field and the **Shift** check box is selected, pressing **Shift+P** on the keyboard will engage PTT.
- **Shift** select to use the **Shift** keyboard key to PTT, alone or in combination with other selected keys.
- **Control** select to use the **Ctrl** keyboard key to PTT, alone or in combination with other selected keys.
- **Alt** select to use the **Alt** keyboard key to PTT, alone or in combination with other selected keys.

9.2.4 Message Options

- **New message audio alert** select the check box to play a single beep when a message is received. Click **Accept** to save any changes or **Cancel** to discard them.

9.2.5 Personalities

Personalities for the Tait TeamPTT Dispatch application can be configured. Click **Accept** to save the changes or **Cancel** to discard them.

Personality

- **User Name** displays the username.
- **Enterprise** displays the organization.
- **Switch Personalities** displays the **Personality Selection** window. Search for the new personality in the drop-down list. Select the **Use this as default and do not ask again check box**, if required. Click **OK**.



- **Deactivate Personalities** deactivates the current personality.

Path

- Displays the pathway to the current personality.

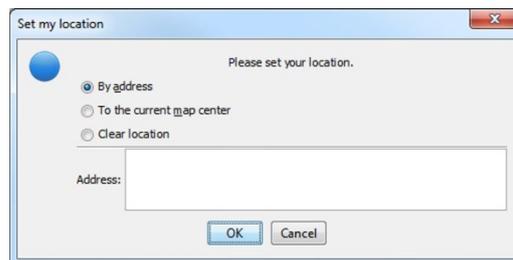
10 Mapping Menu

10.1 Set My Location

Displays the **Set my location** dialog. Location can be set:

- **By address** enter the address in the **Address** field, and then click **OK**.
- **To the current map center** sets location to the center of the current map.

To remove a location, select the **Clear location** check box, enter the address to be removed in the **Address** field, and then click **OK**.

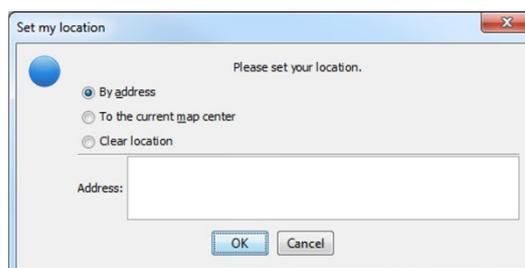


10.2 Hide My Location on Map

Click to hide a location on the map.

10.3 Move Map to My Location

Displays the **Set my location** dialog. To set a location, select the **By address** check box, enter the address in the **Address** field, and click **OK**.



10.4 Select Contacts in View

Selects the contacts that are visible in the current map view.

10.5 Show All Info Windows

Displays information windows for each contact on the map.

10.6 Close All Info Windows

Closes the information windows for each contact on the map.

11 Help and Troubleshooting

11.1 Help menu

11.1.1 Email support

Opens an email form to contact Tait TeamPTT Support.

1. Enter your email address (required) and phone number (not required), and type in the message.
2. Click **Upload** to submit the form and the log files to Tait TeamPTT Support.
3. Click **Cancel** to discard the message.

11.2 About

Displays current information about the Tait TeamPTT Dispatch application.



11.3 Troubleshooting

- If the error message UNKNOWN_FAILURE (Result Code 101) appears, contact Tait TeamPTT Support at support.taitteamptt@taitradio.com

Appendix: Sharing Dispatch Client Profiles Between Dispatch Client Applications

In Tait TeamPTT Dispatch application version 2.6.12 (and later), the location of the data directory can be configured. The data directory itself is named "eptt" and contains each provisioned Tait TeamPTT User Personality.

Put the directory in a centralized location to enable all Dispatch client applications to access the client Tait TeamPTT User Personality. This increases flexibility for administrators. It also provides shared access from multiple Windows workstations for multiple Windows users. This can be beneficial for Windows users who use Roaming Profiles or Active Directory. It is possible to log in to one of many Windows workstations, and use the local Dispatch application to access the licensed Tait TeamPTT Dispatch User Personality stored in the shared central data directory.

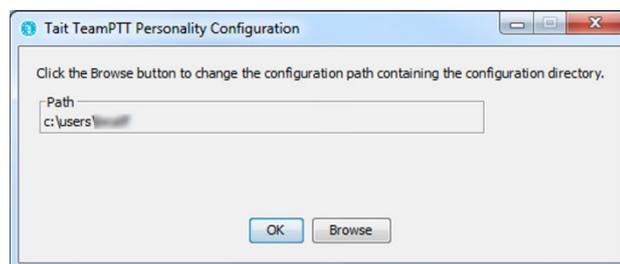
Procedure A

Follow this procedure to view or configure the data directory location of the Dispatch application when no Tait TeamPTT User Personality is selected.

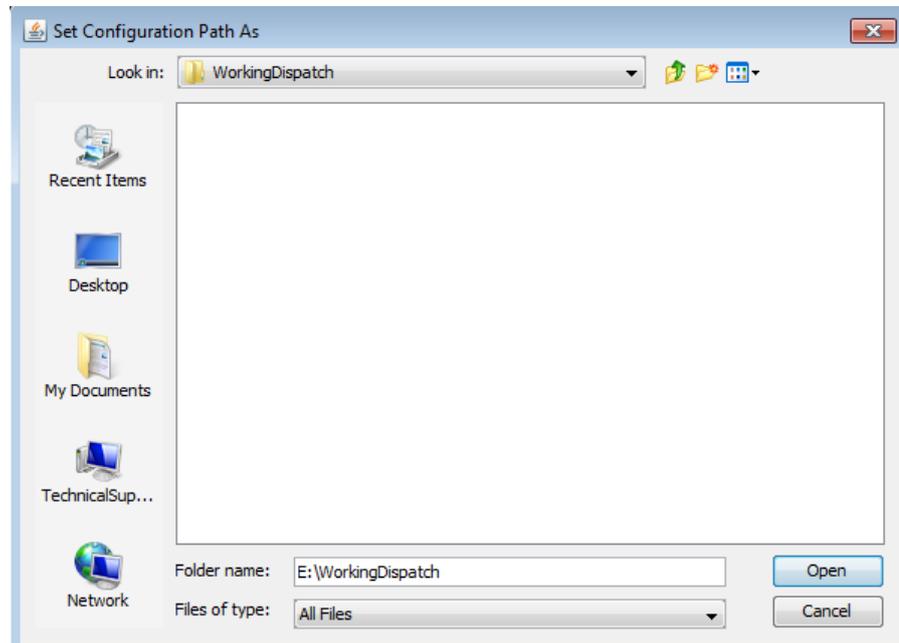
The Tait TeamPTT Personality Selection window is displayed when the Dispatch application starts up.



1. Click **Configure** to view or change the location of the data directory.



- In the Tait TeamPTT Personality Configuration window, click **Browse** to change the location in the **Set Configuration Path As** dialog (or click **OK** to close the dialog).



- Select the parent directory that contains an existing, or will contain a new, data directory. Do not select the "eptt" data directory itself.
- Click **Open** to change the directory (or click **Cancel** to close the dialog).
- Click **Yes** to change to the new location (or click **No** to dismiss).
- Click **OK** to leave the Tait TeamPTT Personality Configuration dialog.

The **Tait TeamPTT Personality Selection** dialog appears again.

Procedure B

Follow this procedure to view or configure the location of the data directory from the Windows Registry.

- Exit the Dispatch application, or follow the procedure when the Dispatch application is not installed.
- Start the Registry Editor (**Start > Run > regedit.exe**).
- Navigate to or create the following key name:

HKEY_CURRENT_USER\Software\JavaSoft\Prefs\com\slacorp\eptt\dispatchcommon

- View or create its **cfg_path** String Value name.

5. Configure its **cfg_path** Value Data to the required data directory's absolute path, formatted for Windows, for example:
 - For a local work station:
C:/Users/technical.support

Procedure C

Follow this procedure to view the data directory location from the Dispatch application while a Tait TeamPTT User Personality is running:

1. Run the Dispatch application as a Tait TeamPTT User Personality.
2. Click Tait TeamPTT > Options > Personalities to view the Path.
3. Click **Cancel** to close the dialog.

Notes

A new install of the Dispatch application stores the data directory in the default location:

Windows XP: C:\Documents and Settings\<<Windows Login ID>\eptt

Windows 7+: C:\Users\<<Windows Login ID>\eptt

A newly-created Tait TeamPTT Dispatch data directory contains no Tait TeamPTT Personality directories. Existing activated Tait TeamPTT Personality directories can be manually copied into a Tait TeamPTT Dispatch data directory, for example, an existing C:\Users\<<Windows Login ID>\eptt content can be copied into a new empty data directory location.

