MOTOROLA

Simplify your radio dispatch operations.
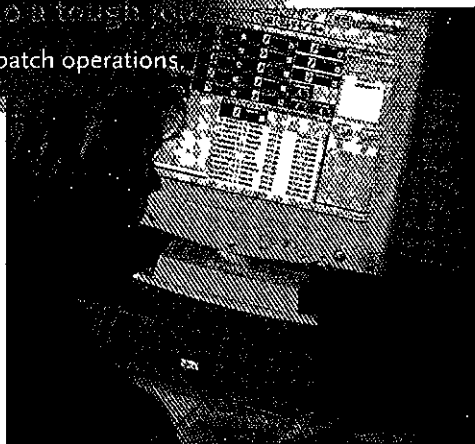
CENTRACOM Gold Series™
CENTRACOM Elite Admin User's Guide

Foreword

Computer Software Copyrights

The Motorola products described in this user's guide include a copyrighted Motorola computer program. Laws in the United States and other countries, as well as International Treaties, preserve for Motorola the exclusive rights for Motorola's copyrighted computer programs, including the exclusive right to copy, reproduce, distribute, or otherwise transfer said computer program(s). Accordingly, the copyrighted Motorola computer programs contained in this user's guide may not be copied, decompiled, reverse engineered, disseminated, distributed, disassembled, modified, adapted, used to prepare derivative works or reproduced in any manner, on or within any media without the express written permission of Motorola. Furthermore, the purchase of Motorola products shall not be deemed to grant either directly or by implication, estoppel, or otherwise, any license under the copyrights, patents, or patent applications of Motorola, except for the normal non-exclusive, royalty-free license that arises by operation of law in the sale of a product.

Motorola Limited Hardware Warranty

This warranty for CENTRACOM Gold Series products is provided in lieu of the Commercial Warranty (Standard) for certain Motorola manufactured products, as set forth in General Information, CENTRACOM Warranty of the Motorola Electronic Catalog (Domestic User Price Book). This warranty is extended by Motorola, Inc., 1301 E. Algonquin Road, Schaumburg, Illinois 60196 to the original end user purchaser when purchasing for commercial, agricultural or governmental use. This warranty is not assignable or transferable to any other party and applies only within the 50 United States.

This plan extends the coverage of the Commercial Warranty (Standard) from one year parts and 120 days labor to one year parts and one year labor for CENTRACOM Gold Series products, with the first 120 days labor to be provided on-site, and labor for the remainder of the year to be provided at the designated depot service center. ALL REFERENCES TO THE WARRANTY PERIOD BEGIN AT TIME OF ORIGINAL SHIPMENT.

I. GENERAL PROVISIONS

This warranty sets forth the full extent of MOTOROLA'S responsibilities regarding the Product. Motorola's total liability and the purchaser's sole remedy for any breach of this Warranty will be limited to, at Motorola's option, repair, replacement or refund of the purchase price of the product(s). MOTOROLA DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL MOTOROLA BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.

II. WHAT THIS WARRANTY COVERS

Parts:

All CENTRACOM Gold Series product parts are warranted to be free from defects in material and workmanship for a period of ONE (1) YEAR from the date of shipment. Motorola will furnish free of charge parts that Motorola finds defective within the full warranty period.

Labor:

Labor to repair or replace defective parts within the original shipped products will be provided for one (1) year from the date of purchase. Motorola will pay for on-site labor to repair or replace any defective parts for one hundred twenty (120) days from the date of shipment. For the remainder of the one (1) year period from the date of shipment, defective parts must be returned for depot repair.

THIS PLAN DOES NOT COVER defects, malfunctions, performance failures or damages to the parts resulting from:

Use in other than its normal and customary manner

Misuse, vandalism, accident or neglect; or

Improper disassembly, testing, operation, maintenance, installation, modification, adjustment, alteration, or repair.

How To Receive Depot Warranty Service

All CENTRACOM Gold Series parts covered by the Warranty for CENTRACOM Gold Series Products that require depot service must be sent or taken to the following depot:

Motorola System Support Center
1311 East Algonquin Road
Schaumburg, IL 60196
Phone: 800-323-9949

Motorola Limited Software Warranty

For the first one hundred twenty (120) days following its initial shipment, Motorola warrants that, when properly used, its software will be free from reproducible defects that cause a material variance from its published specification. However, Motorola does not warrant that program operation will be uninterrupted or error-free, that each defect will be corrected, or that any program will meet Licensee's particular requirements.

Motorola's total liability and Licensee's sole remedy for any warranted software shall be limited to, at Motorola's option, repair or replacement of Motorola software or the payment of Licensee's actual damages, not to exceed the total licensed charge paid by Licensee to Motorola for the item of software that caused the damage.

IN NO EVENT SHALL MOTOROLA BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING WITHOUT LIMITATION LOSS OF USE, TIME OR DATA, INCONVENIENCE, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS) TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW EVEN IF MOTOROLA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR FOR ANY CLAIM AGAINST LICENSEE BY ANY OTHER PARTY.

MOTOROLA IS NOT RESPONSIBLE AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR: (1) ANY HARDWARE, FIRMWARE OR SOFTWARE PROBLEMS CAUSED BY CHANGES IN THE OPERATING CHARACTERISTICS OF COMPUTER HARDWARE OR COMPUTER OPERATING SYSTEMS WHICH MAY BE MADE TO THE HOST COMPUTER, WHICH CHANGES ARE MADE AFTER THE RELEASE OF THE SOFTWARE PRODUCT AND ITS INSTALLATION ON THE HOST

COMPUTER; (2) ANY HARDWARE, FIRMWARE OR SOFTWARE PROBLEMS WHICH ARE CAUSED, DIRECTLY OR INDIRECTLY, BY THE INTERACTION OF THE SOFTWARE PRODUCT WITH NON-MOTOROLA CENTRACOM GOLD SERIES™ SOFTWARE PRODUCTS; AND (3) ANY HARDWARE, FIRMWARE OR SOFTWARE PERFORMANCE PROBLEMS WHICH ARE CAUSED, DIRECTLY OR INDIRECTLY, BY USING NON-MOTOROLA CENTRACOM GOLD SERIES™ SOFTWARE ON THE SAME HOST COMPUTER WITH THE SOFTWARE PRODUCT.

This warranty extends only to the first licensee; subsequent transferees accept these programs "as is" and without warranties of any kind. **THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

The classification of defects in Motorola supplied software shall be the responsibility of Motorola. Remedy of defects is at the sole discretion of Motorola. If Motorola agrees to remedy a software defect, the new software will be warranted until the end of the original warranty period.

Replacement of any software defect shall constitute Motorola supplying the customer with the appropriate software media and authorization key. Field installation and configuration are not included.

All warranty service will be performed at service locations designated by Motorola. Travel and associated expenses of the Licensee or such expenses incurred by Motorola for visits to Licensee's location by Motorola personnel are not covered by this warranty. This warranty does not cover an item of Software (i) used in other than its normal and customary manner; (ii) subjected to misuse; (iii) subjected to modifications by Licensee or by any party other than Motorola without the prior written consent of Motorola.

For the first 120 days following its initial shipment, Motorola warrants that the media carrying the software will be free from defects which damage the performance of the software. Motorola will replace any damaged media free of charge during the warranty period. Warranted media is limited to that which is used to transport the software (e.g. floppy disks and authorization key). PROMs which may store the software in equipment are covered in the hardware warranty.

Field software updates/upgrades and new enhancement option software will be warranted for one hundred twenty (120) days from the date of initial shipment.

All special software ("SP") provided to customers by Motorola will be warranted as set forth herein.

Documentation Copyrights

No duplication or distribution of this document or any portion thereof shall take place without the express written permission of Motorola. No part of this manual may be reproduced, distributed, or transmitted in any form or by any means, electronic or mechanical, for any purpose without the express written permission of Motorola. To order additional copies contact your Motorola sales representative.

Disclaimer

The information in this document is carefully examined, and is believed to be entirely reliable. However, no responsibility is assumed for inaccuracies. Furthermore, Motorola reserves the right to make changes to any products herein to improve readability, function, or design. Motorola does not assume any liability arising out of the applications or use of any product or circuit described herein; nor does it cover any license under its patent rights nor the rights of others.

Trademark Information

Motorola, the Motorola logo, CENTRACOM™, CENTRACOM Elite™, CENTRACOM Gold Series™, iDEN™, Digital Voice Privacy™, DVP™, SmartZone™ are registered trademarks of Motorola, Inc.

Windows NT® and Windows 2000® are trademarks of the Microsoft Corporation.

Any other brands or product names are trademarks or registered trademarks of their respective holders.

FCC Interference Warning

The FCC requires that manuals pertaining to Class A computing devices must contain a warning about possible interference with local residential radio and TV reception. This warning reads as follows:

This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause interference to radio communication. This equipment has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference. In this case users are required, at their own expense, to correct the interference.

Regional Languages

The CENTRACOM Gold Series Elite and Elite Admin applications support regional languages. To configure the application to support a regional language, refer to the Motorola Console Regional Language Support User's manual which is located on the CENTRACOM Gold Series CD-ROM.

Read/Write Limitations of Directories and Files

Directories and files may be set-up to have Read Only permissions. However, for Elite to work properly, the following three directories must have read/write permissions:

C:\Program Files\CENTRACOM Gold (and sub-directories or any other directory that was chosen to contain the CENTRACOM Gold files)

C:\Temp

C:\Winnt

For instructions on setting permissions, please refer to your Windows NT User's documentation.

Autostarting Dispatch

Elite Dispatch can be set to startup after a user logs in.

1. In Windows Explorer, navigate to and open the Startup folder inside the Programs folder.

2. Navigate to and open the CENTRACOM Gold folder and locate the Elite Dispatch program icon.

   ⚡ elite.exe

3. Using the right mouse button click, hold and drag the icon into the Startup folder. Select "Create Shortcut(s) Here" from the appearing window.

4. Using the right-mouse button Click on the newly created shortcut and select "Properties" then the Shortcut tab.

5. In the command line for the shortcut, add the filename of the configuration file (files that have the extension .elt) surrounded by quotation marks ("filename") used by Elite and typically found in the Config folder of the CENTRACOM Gold folder. Here's an example of a command line:

   ```
   "C:\Program Files\CENTRACOM Gold\bin\elite.exe"
   "config.elt"
   ```

   (There is to be an empty space between elite.exe" and "config.elt" on the command line in the sample above).

Getting Help

Please read this manual before using Elite Admin.

When a program is activated, select the **Help** menu at the top of the screen for the Help file to be displayed.

If there is a problem loading Admin, or if the console does not appear to be working properly, refer to the section titled "Troubleshooting," or contact the supervisor for help.

To request technical assistance, call the Motorola System Support Center at:

- Motorola and MMS - (800) 221-7144
- End Users or Customer - (800) 323-9949

Please have the following information ready when calling for technical assistance:

- The Customer name and phone number.
- The Service Shop or Provider name and phone number.
- A description of the problem.
- Any remote dial-up numbers (if applicable).
- Serial number of equipment.
- Gold CD-ROM number or CDM/ADM/Elite software version number.
- COIM Firmware version.
- If upgraded, the Factory order number of the upgrade.
- Proof of coverage under warranty, maintenance agreement or a valid P.O. number for flat rate charge.

Software Products/Software Add-ons

Special Products (SPs)/software "add-ons" may be available and/or referenced in this manual. For further information or to purchase such features, contact your authorized Motorola sales representative.

Contents

This page intentionally left blank.

Chapter 1   Basics

What is a Console?

This section provides:

- An overview of the CENTRACOM Elite Dispatch system.

- An overview of the functions performed through the Admin application.

- A procedure for starting the Admin application.

- A description of the Admin Graphical User Interface (GUI) screen components.

- An overview of the application menu commands.

Each operator position in the dispatch center consists of an IBM-compatible personal computer (PC) and a CENTRACOM Gold Series Console Interface Electronics (CIE) unit. The PC, while it is running the Dispatch software, controls the operation of the CIE. The CIE is the physical equipment interface between the Central Electronics Bank (CEB) and operator personnel. The CEB contains the equipment that routes audio between the base stations and the operators. All of the operator PCs in the dispatch center are connected to each other in a Local Area Network (LAN) so they can share information.

A block diagram of a typical CENTRACOM radio system is shown on the following page. An incoming call from a radio in the field is received by the base station. The base station sends the call to the CEB, where it is decoded and sent to the operator consoles that are monitoring that radio's channel. The Dispatch software then displays the incoming call information on the PC screen.

The Console Operator Interface Module (COIM) provides the link between dispatch positions and the CEB. The COIM contains all the electronics to convert and route audio from the dispatch position and the CEB TDM (Time Division Multiplex) buses. The COIM's "personality" is programmed via the Console Database Manager (CDM) over the LAN. Aliases are programmed using the Alias Database Manager (ADM) over the LAN.

BASE STATIONS

BASE
INTERFACE
MODULE

BASE
INTERFACE
MODULE

BASE
INTERFACE
MODULE

CENTRACOM
GOLD SERIES
CEB

COIM
MODULE

COIM
MODULE

DISPATCHER

DISPATCHER

Local Area Network (LAN)
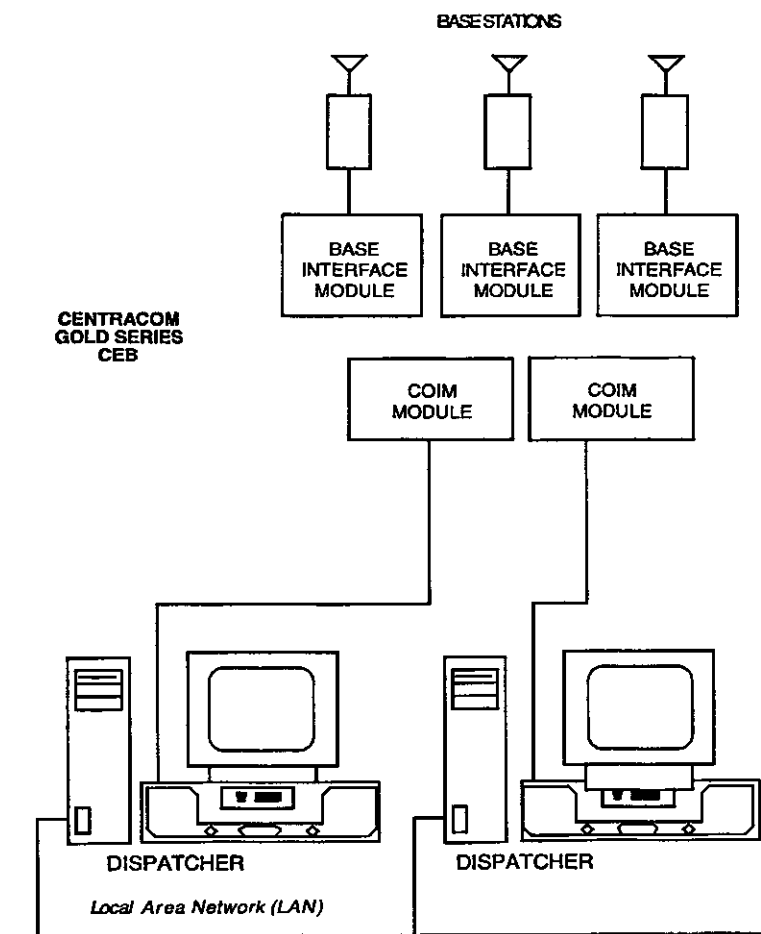
CEN002
101395JNM

A Typical CENTRACOM System

Admin Overview

The Admin software runs on a PC equipped with a Windows® operating system. The software creates a virtual desktop on the screen where resources that are part of the dispatch system are displayed graphically. Resources are grouped into *folders*, and one or more folders are stored as a *configuration*.

The system administrator uses the Admin software to set up configurations for the Dispatch desktops that group resources together in a logical way.

The system administrator interacts with the Admin software using the keyboard and a pointing device such as a mouse or a trackball.

The Admin software cannot monitor actual resources; its only purpose is to set up desktop configurations for use by dispatch operators.

Note: If a feature described in this manual does not appear on the Admin screen, it may not be available at this dispatch center. Contact the supervisor if there are questions about the CENTRACOM Gold Series Elite features that the dispatch center has purchased.

How to Start and Exit Admin

From Windows, click **Start / Programs / CENTRACOM Gold Series / Elite Admin.** The main Elite Admin window displays, with the Welcome window on top, and the Activity Log below:
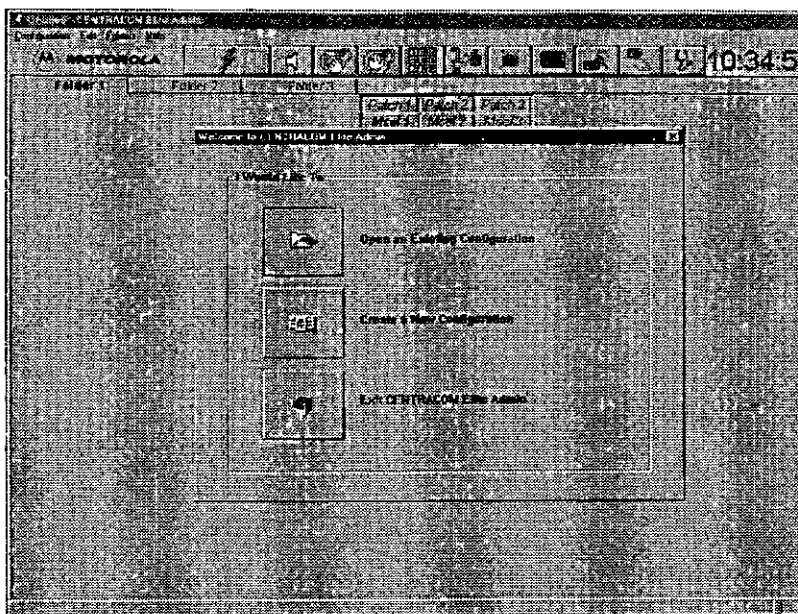
The title bar (grayed out at the top) displays the configuration name: "Untitled - CENTRACOM Elite Admin." Once a configuration is opened, its name with the extension .ELT will appear here. From the Welcome window a user selects Open or Create Configuration, or Exit.

Exiting Admin

To exit the Elite Admin application:

1. Choose **Exit** from the Configuration menu. If changes were made to the open configuration the program prompts to save changes.

2. Choose **Yes** to save the changes, **No** to exit without saving changes, or **Cancel** to return to Admin.

Using the Admin Screen

A typical Admin screen is shown below with elements labeled.

The screen items are listed below:

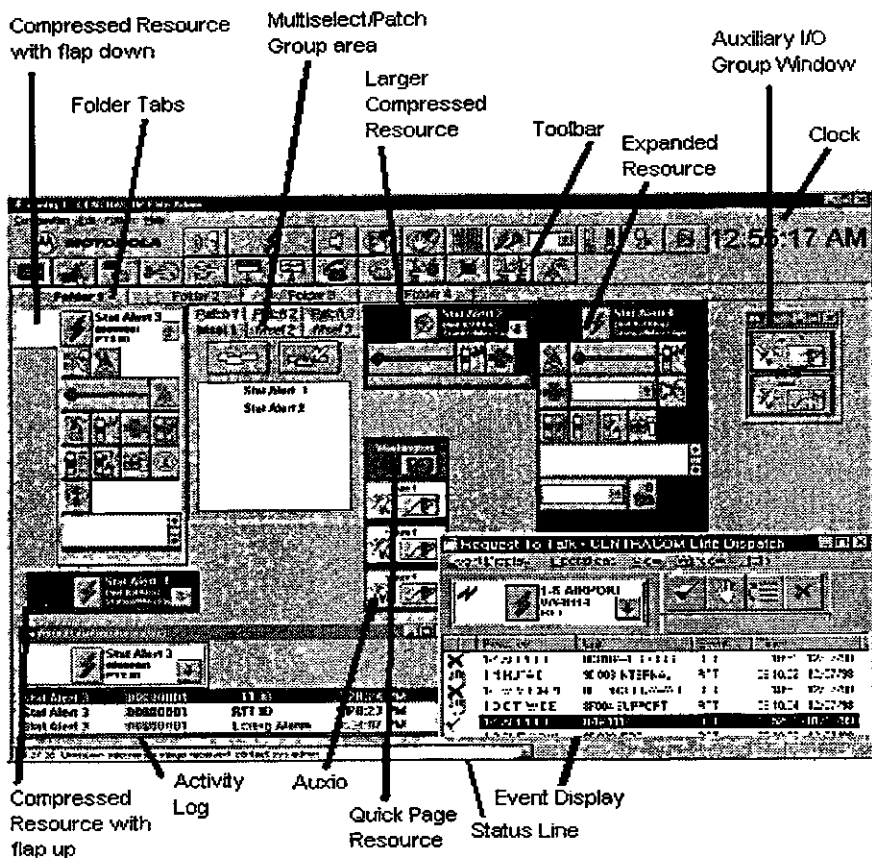|	
Multi-select/ patch area	Displays the folders and multiselect or patch window associated with the selected configuration.
Title bar	Shows the name of the configuration currently chosen.
Menu bar	Displays the menus available in Dispatch.
Toolbar	Displays icons representing commonly used menu items.
Folder Tabs	Shows all folders in the current configuration. The resources in the highlighted folder are shown on the desktop.
Radio resource	Displays the characteristics and call status of a radio.
Phone resource	Displays the characteristics and call status of a telephone.
Resource area	Displays all resources in the selected folder. To conserve screen space, some resources may be compressed. They can be expanded using the arrow button at the bottom right corner of the resource window.
Multi-select or Patch window	Lists the resources in the currently selected multiselect (MSEL) or patch group.
Activity log	Lists the most recent calls received at the console. This is an optional display; it may not appear on the monitor.
Event Display	Lists prioritized and sorted Inbound Radio Message Events and enables operator interaction. This is an optional software add-on display; it may not appear on the monitor.
Auxio	Allows control of an external device and displays the status – usually on/off or open/close – such as a door, light or alarm, monitored by the control center.
Status line	Displays status and error messages. To see a list of the most recent messages, select the down arrow to the right of the status line. To close the list, select the arrow again.
System Status display	Clickable status icons are presented here.
Quick page resource	A Quick Page can be sent by clicking the Quick Page button on a resource. If a resource represents a group, pages will be sent to all members of the group.

Overview of Admin Menus

Configuration Menu

The Configuration menu allows the operator to create new configurations, open existing configurations to make changes to them, save the changes, and save the changes as a new configuration.
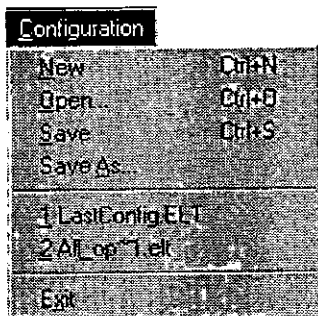
New	Creates new configurations.
Open	Displays a list of all configurations to choose from. The default file extension for CENTRACOM Elite configuration files is .ELT.
Save	Saves changes to a configuration file.
Save As	Saves a new configuration which has been created or saves a changed configuration with a new name.
Exit	Closes Admin.

The numbered menu choices below the **Save As** option are the last four desktop configuration files that have been opened. The user can quickly open one of these configurations by selecting it without having to first click on Open.

Edit Menu

Use the **Edit** menu to change configuration files in the following ways:

- Customize the appearance of resources.
- Add or remove resources from folders.
- Add or remove resources from Resource Groups.
- Edit Auxiliary I/O Groups.
- Edit a Current Configuration.
- Edit or Create an Event Display (a software add-on)
- Arrange toolbar items.
- Configure user preferences.
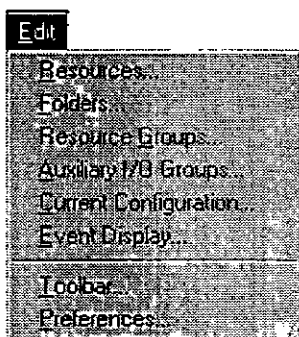
Selection	Description
Resources	Sets up the way the resources in a configuration are displayed; that is, the buttons in a resource can be arranged.
Folders	Assigns resources to folders.
Resource Groups	Set up or modifies groups of Primary Resources, Multiselect or Patch.
Auxiliary I/O Groups...	Launches a dialog box which allows the creation, modification and deletion of Auxiliary I/O groups
Current Configuration	Modifies the number and location of patch and multiselect groups, and other general characteristics.

Selection	Description
Event Display	Enables creation or editing of an Inbound Event Display interface (an optional software add-on)
Toolbar	Determines which functions appear (and in which order they appear) on either toolbar 1 or toolbar 2, in each configuration.
Preferences	The following groups of preferences are provided:

Activity Log: Allows the changing of the number of columns, and the information represented in each of the columns for the Activity Log.

Auxiliary I/O Window: Launches a dialog box for Assigning / Deassigning an Auxiliary group to/from the Auxiliary I/O Window and controls the Auxiliary I/O Window visibility (Hide, Show).

Custom List: Allows a custom Quick List to be configured for each resource.

Menu Items: Allows the items in the Edit, View, Features, Phone, page and Folders menu items to be to be customized.

Page List: Allows the creation of a custom list of pre-programmed pages.

Speed Dial: Allows the creation of a custom phone book for phones and allows entry of custom speed dial aliases for the configuration.

Folders Menu

Use the **Folders** menu to change configuration files in the following ways:

- Add folders.
- Remove folders.
- Change the width of the folder tabs.
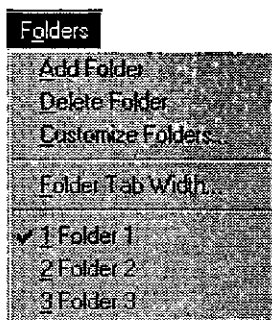
Selection	Description
Add Folder	Creates a new folder and adds it to the configuration file.
Delete folder	Deletes an empty folder from the configuration file.
Customize Folders	Changes the names and order of folders, patch groups, and multiselect groups.
Folder Tab Width	Changes the width of the folder tabs as they appear across the top of the desktop.

Help Menu

The **Help** menu provides the operator with access to on-line help while working with Admin.
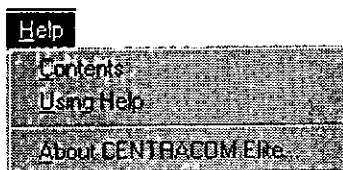
Selection	Description
Contents	Provides On-Line Help.
Using Help	Provides instructions on how to use Windows on-line help.
About CENTRACOM Elite	Displays copyright information and software version number for CENTRACOM Gold Series Elite Admin.

Toolbar

One or two toolbars can be configured to provide quick access to often-used features of Dispatch. Toolbar items can be arranged in any order. This overview describes all available toolbar items.

Icon	Item	Description
	Activity Log Show/Hide	Shows or hides an Activity Log.
	All Mute	Silences all unselected audio for a preprogrammed time period, or until All Mute is removed. The default time period is 30 seconds and can be changed using the Console Database Manager software application. When the muting time is complete, the unselected audio returns to its previous level.
	Alert	Used to transmit specified alert tones to the selected resource.
	Auxiliary I/O Window Show/Hide	Shows or hides an Auxiliary I/O Window.
	Base Intercom	Allows a voice message to be heard by maintenance personnel at a base station or by an operator at a remote desktop console.
	Channel Marker	Channel Marker allows a console operator to send a tone burst on all currently selected conventional resources.
	Delete Single Stack Entry	Deletes the most recently selected stack entry.
	Delete Entire Stack	Deletes the entire contents of the stack with the most recently selected entry.

Icon	Item	Description
	End Audible Alarm	Silences the audible alarm indicating an event has occurred requiring immediate attention. Choosing End Audible Alarm silences the audible tone only and does not affect the event that triggered the alarm.
	End Emergency Tones	Used to discontinue all emergency tones being generated at the console position but does not change the state of the emergency that triggered the alarm.
	General Transmit	Equivalent to pressing the Transmit switch on the console or pressing the right footswitch. Selecting General Transmit initiates a transmission on all currently selected resources.
	Intercom Call	Engages operator-to-operator(s) audio communication. The intercom dialog window appearing after clicking this button is used to perform Selective intercom call or All call intercom functions. All Call allows a console position to send a voice message to all active console positions in the zone that are not acoustically crossmuted with the initiating console. Also, both features cannot be used at the same time.
	Momentary Override	Momentary Override allows temporary selection of a voice encryption key and initiates a Push-To-Talk (PTT) function. Invoking this causes the console position to send the appropriate commands to that resource in order to use the selected key for encrypting voice traffic, and then initiate a transmission in secure mode.

Icon	Item	Description
	Monitor Squelch	Disables the squelch on the currently selected resources, allowing the operator to hear all of the audio regardless of the private line code. See General Transmit for details on Frequency Select, Private Line and Monitor Mode .
	Enable / Disable Operator Position	Opens a dialog box that will allow an operator to enable or disable a particular console position.
	Page, **Standard**	Brings up the standard page dialog box for a standard page session. It does not start the session yet.
	Page, **Abort**	Aborts a paging session.
	Page, **Checklist**	Starts a CheckList paging session.
	Page, **Send**	Sends page to a collection of page resources created in a standard page or checklist page session.
	Page, **Re-Send**	Send button changes to resend when one or more pages fail to be sent. Pressing this button resends the pages that failed to be sent in the previous paging session.
	Phone Hold	Places a telephone call on the selected phone on hold.
	Put Phone on Hook	Puts selected telephone on-hook.
	Public Address	Used to transmit over a public address system.

Icon	Item	Description
	Real Time Dialing	Brings up the console telephone keypad, allowing the operator to make a call on the selected phone.
	Safety Switch	Allows activation of a safety protected resource after a delayed period of seconds. This feature is also available under the Features menu.
	System Status	Clicking on this indicator opens the System Status dialog.

Overview of the Auxiliary I/O Group Window

An Auxiliary I/O Group Window is always positioned on top of the Elite Desktop.
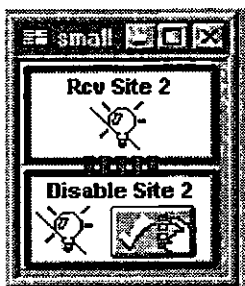
When setting up an Auxiliary I/O Group Window, note the following:

Position on the screen: The position of the Auxiliary I/O Window when the configuration file is saved in Elite Admin is the initial position of the Auxiliary I/O Window when the configuration file is loaded into Elite Dispatch.

Title: The name appearing on the Auxiliary I/O Window title bar. This is the name of the Auxiliary I/O Group.

Chapter 2   Configurations

In this section, the operator will learn how to:

- create a new configuration file.
- open an existing configuration file.
- save a configuration file.

Creating a New Configuration

The following can be defined for each configuration:

- Whether or not a password is needed to open the configuration.
- The number of folders in the configuration.
- The number of multiselect and patch groups in the configuration.
- The location of the MSel/Patch area on the screen.
- Whether or not the dispatch operator is allowed to temporarily change folder resource assignments.
- Whether or not the dispatch operator is allowed to move a resource within a folder.
- Whether or not tones should be generated when a message is received in regards to a radio status or message.
- If the phone dialer will automatically open when the phone is taken off hook.
- Whether or not the Dispatch operator is allowed to modify the primary resource group.

To create a new configuration:

1. Choose **New** from the **Configuration menu**. Admin displays the New Configuration dialog box. A new configuration can also be created from the Admin startup screen.

2. Configuration Password: Type a password if operators are to enter a password when the configuration is opened, which can be up to 14 characters long. Skip this field if a password is not required.

3. Number of: From the applicable drop-down lists select the number of folders (up to six), multiselect groups (up to three), and patch groups (up to sixteen).

4. Set the position using the **arrow** buttons for the MSel/Patch area in main window.

5. Define the height of the MSel/Patch area using the up and down **arrows**.

6. Choose the following selections that are applicable to this configuration.

   - Select the **Allow Dispatcher Assign/Deassign** checkbox to grant the operator the capability to temporarily change folder resource assignments during Dispatch.

   - Select the **Allow Dispatch Resources to be Moveable** checkbox to grant the operator the capability to move the resource within the folder. If the checkbox is left unselected, then the Dispatch operator is not allowed to move the resource within the folder. Resources can always be moved within a folder while using Admin.

   - Select the **Enable Tones on Status/Message** checkbox to generate tones on reception of radio statuses and radio messages.

   - **Display Phone Dialer when Phone is Selected** will be selected by default. This selection will cause the Phone dialer to display, in Dispatch, when the phone is selected and the resource is in the on-hook state.

   - Check **Allow Primary Resource Group Modification** to give Dispatch users the ability of modifying Primary Resource Groups. New configurations default to having this checkbox checked.

7. When finished setting up the new configuration, choose **Close** from the Configuration menu.

8. Save the new configuration file by choosing **Save** or **Save As...** from the Configuration menu.

   - Type the desired name for the configuration. The configuration file's path name can be changed if desired.

   - Refer to the section entitled "Folders and Resources Set Up" for detailed instructions on setting up the items within a configuration.

9. To review or alter the saved configuration, choose Current Configuration from the Edit menu.

Opening an Existing Configuration

To open an existing configuration file, do one of the following:

- Choose one of the four most recently accessed configurations from the Configuration menu.

- Choose Open from the Configuration menu, then choose the configuration to open from the Open Configuration dialog box. If necessary, use the scroll bar to the right of the file list to find the desired configuration.

Saving the Configuration

The user can save the modified configuration under its original name, or it can be saved with a new name to create a new configuration and leave the original file unchanged.

1. To save changes to an existing configuration, choose **Save** from the Configuration menu.
   If the configuration has already been saved at least once, Admin saves all changes made to that configuration.

2. To save the changes as a new configuration, choose **Save As** from the Configuration menu.
   Admin displays the **Save As** dialog box.

3. Type a name for the configuration. The default extension is .ELT for Elite files. Using **Save As** preserves the original configuration by saving all the changes as a new configuration.

Chapter 3

Folders and Resources Set up

This section describes how to assign resources to configurations, and how to set up the options available for each resource. The section also describes how to add, modify, and remove folders from configuration files.

Note: If the master database is changed while Elite Admin is running, Admin will need to be restarted in order to recognize the changes.

Note: Changes made by choosing "Resource Header, "Audio" or "Features" on the Set Up Resources dialog are lost unless you choose "View Resource" and then "Accept" before leaving the Set Up Resources dialog . The change is also accepted if the resource is currently placed on a folder, or if the resource is placed on a folder before saving the configuration file.

In Admin, drop down lists are used to help the user set up folders and resources. Drop down lists contain a list of items that the user can enter as part of the configuration for the resource. The user can click on the scroll arrow of the drop down list to display the contents of the list and locate the desired item to appear in the text box. In many cases, the drop down list may contain a very long list of items and it is easier to locate the item with an alphabetical search.

The List box Multi-Letter Search feature can be used throughout the set up process to alphabetically locate items within the drop down list.

Complete the following steps to use the List box Multi-Letter Search feature to locate a desired item within a drop down list.

1.   Click on the text box of the drop down list. The text box will highlight.

2.   Type the first few characters of the desired item. The first item that matches the entered characters will display in the text box.

3.   The item will also highlight in the drop down list and the drop down list scrolls to the updated alphabetical position. If the item displayed in the text box is not the desired item, it is now easier to locate the item within the list using the scroll arrow.

Setting Up Folders

Resources can be added to, or deleted from, existing folders or temporary folders that the user has created.

1. To assign resources to a folder, choose Folders from the Edit menu.
   The Edit Folder Resources dialog box is displayed, with the currently selected folder displayed in the Folder drop-down list.

2. Choose the appropriate folder from the Folder drop-down list

3. Select the type of resources to be assigned from the Resource List Type drop-down list. The available resource choices are Aux, Aux Groups, Phone, Page, Radio, or All.

4. Choose a resource to be assigned to the folder from the list on the left.

5. To choose how the resource is displayed initially upon opening the configuration, click on the Compressed or Expanded checkbox as appropriate.

6. Use the Select or Unselect drop-down lists to specify the speaker destination of a talk resource. If the chosen resource is not a talk resource, then the Audio area of the dialog box is disabled.

7. Use the Volume drop-down list to set the default volume.

8. Use the Ring Tone drop-down list to specify the sound used when a phone resource receives an inbound call.

9. Click on the **right arrow** button to assign the resource to the folder.

   Note: If this resource already exists in another folder and the user has specified different audio settings, a dialog box containing the following message appears:

   ```
   This resource is already in use,
   proceeding will change the current audio
   settings. Continue?
   ```

10. Click **OK** to continue. The resource now appears on the right and has been removed from the list on the left, which shows the remaining available resources.
    Click **Cancel** to end the procedure.

11. To remove a resource from the folder, choose the resource from the list on the right.

12. Click on the **left arrow** button.

    Note: If this folder is the only one containing this resource, a dialog box containing the following message appears:

    ```
    This is the last View of this Resource.  Do
    you want to remove it?
    ```

13. Click **Yes** to continue and return the resource to the list on the left.

    • Click **No** to end the procedure.

14. Repeat steps 3 through 13 to edit more resources in the folder.

15. Click **Close** when finished editing resources. The Edit Folder Resources dialog box closes, and the screen reflects the changes made.

Setting Up Talk Resources

Resource characteristics may be defined even if they are not placed on a folder. Characteristics that can be changed are:

- The resource header.
- The features available for the resource.
- The speaker assignment for the select and unselect audio.

Resource Header Initial Default Settings

- Upon opening the Resource Header Dialog box for a Resource that was not previously configured, the default Resource Classification is Non-Primary.
- A Resource previously configured defaults to that setting.
- A Resource from an old configuration file that does not have the Primary Resource capability will have a default setting of Non-Primary.

Viewing Resource Settings

The current settings for a resource can be viewed before making changes.

1. Choose **Resources** from the **Edit** menu.
   - The "Set Up Resources" dialog box is displayed.

2. Choose the desired type of resource from the **Resource Selector** drop-down list called **Type**. The available choices are **All, Aux, Page, Phone, and Radio**.

3. To view the resource's Compressed and Expanded current appearance click the **View Resource** button.

4. Clicking **Accept, Cancel** or the window close **box** returns the user to the Set Up Resources dialog box.

5. Click **Cancel** to return to the Set Up Resources dialog box. None of the checkmarks are green indicating that the resource settings have not been accepted.

6. Repeat steps 3 through 5 to view the remaining resources.

Chapter 3

Folders and Resources Set up

This section describes how to assign resources to configurations, and how to set up the options available for each resource. The section also describes how to add, modify, and remove folders from configuration files.

Note: If the master database is changed while Elite Admin is running, Admin will need to be restarted in order to recognize the changes.

Note: Changes made by choosing "Resource Header, "Audio" or "Features" on the Set Up Resources dialog are lost unless you choose "View Resource" and then "Accept" before leaving the Set Up Resources dialog . The change is also accepted if the resource is currently placed on a folder, or if the resource is placed on a folder before saving the configuration file.

In Admin, drop down lists are used to help the user set up folders and resources. Drop down lists contain a list of items that the user can enter as part of the configuration for the resource. The user can click on the scroll arrow of the drop down list to display the contents of the list and locate the desired item to appear in the text box. In many cases, the drop down list may contain a very long list of items and it is easier to locate the item with an alphabetical search.

The List box Multi-Letter Search feature can be used throughout the set up process to alphabetically locate items within the drop down list.

Complete the following steps to use the List box Multi-Letter Search feature to locate a desired item within a drop down list.

1. Click on the text box of the drop down list. The text box will highlight.

2. Type the first few characters of the desired item. The first item that matches the entered characters will display in the text box.

3. The item will also highlight in the drop down list and the drop down list scrolls to the updated alphabetical position. If the item displayed in the text box is not the desired item, it is now easier to locate the item within the list using the scroll arrow.

Setting Up Folders

Resources can be added to, or deleted from, existing folders or temporary folders that the user has created.

1. To assign resources to a folder, choose Folders from the Edit menu.

    *   The Edit Folder Resources dialog box is displayed, with the currently selected folder displayed in the Folder drop-down list.

2. Choose the appropriate folder from the Folder drop-down list

3. Select the type of resources to be assigned from the Resource List Type drop-down list. The available resource choices are Aux, Aux Groups, Phone, Page, Radio, or All.

4. Choose a resource to be assigned to the folder from the list on the left.

5. To choose how the resource is displayed initially upon opening the configuration, click on the Compressed or Expanded checkbox as appropriate.

6. Use the Select or Unselect drop-down lists to specify the speaker destination of a talk resource. If the chosen resource is not a talk resource, then the Audio area of the dialog box is disabled.

7. Use the Volume drop-down list to set the default volume.

Defining the Resource Header

The user has the ability to have three lines of resource information displayed in the Header of a talk resource. The first line of information is reserved for the resource name and cannot be changed. The second and third lines of the Header may be defined by the user to contain either feature status information or text. The user also has the ability to define the border color of the resource header.

Complete the following steps to edit the Resource Header information.

1. Choose the Resource Header checkbox from the Set Up Resource dialog box.

2. The Resource Header dialog box displays and contains the resource name in the title of the dialog box. A preview of the resource as it will appear on the dispatch screen is shown in the preview section of the dialog box. Line 1 of the Resource Header contains the name of the resource. This line cannot be edited.

3. To display a feature status on Line 2 or Line 3, choose the Feature button from either line.

4. The Text box becomes disabled.

5. Select a feature status selection from the Feature edit box drop down list. Any function that the resource is capable of performing is shown in the drop down list.

   - If the resource is a signaling resource, then the default selection for Line 2 is "Unit ID/Alias" and the default selection for Line 3 is "Status/Message".

   - If the resource is a non-signaling resource, then the default selections for both Line 2 and Line 3 is "Blank (none)".

   - If the resource header has been previously configured, then the previous configuration settings are the default selections for Lines 2 and 3.

   - If the resource is an Auxiliary I/O or a Page resource, then Lines 2 and 3 are disabled.

6. To display text in Line 2 or Line 3, select the Text button from either line.

   - The Feature edit box becomes disabled.

7. Click on the Text box and enter text, if desired.

8. Choose a Border color for the resource by choosing a color button from the Border color area of the window.

9. Click **OK** to implement the changes.

   - Click **Cancel** to exit this dialog box without saving the changes and return to the Set Up Resources dialog box.

   - Note that the Resource Header checkmark is now green indicating that the resource appearance has been defined.

8. Use the Ring Tone drop-down list to specify the sound used when a phone resource receives an inbound call.

9. The default setting for all radio resources, in an old or new .elt configuration file, is to have their Emergency Tone generating ability enabled. From within Elite Admin (not Dispatch), users can enable or disable the Emergency Tone (shortcut key Alt + m), for a radio resource by highlighting the resource in the list then clicking the Enable Emergency Tone checkbox. A checkmark in the box enables the alarm. If a non-radio resource is selected, the checkbox becomes unchecked and disabled (grayed out). If the dialog is closed without adding the resource to a folder, the resource will not change from its previous setting.

10. Click on the **right arrow** button to assign the resource to the folder.

   Note: If this resource already exists in another folder and the user has specified different audio settings, a dialog box containing the following message appears:

   ```
   This resource is already in use, proceeding
   will change the current audio settings.
   Continue?
   ```

   • Click **OK** to continue. The resource now appears on the right and has been removed from the list on the left, which shows the remaining available resources. Click **Cancel** to end the procedure.

11. To remove a resource from the folder, choose the resource from the list on the right.

12. Click on the **left arrow** button.

   Note: If this folder is the only one containing this resource, a dialog box containing the following message appears:

   ```
   This is the last View of this Resource.  Do
   you want to remove it?
   ```

   • Click **Yes** to continue and return the resource to the list on the left. Click **No** to end the procedure.

13. Repeat steps 3 through 12 to edit more resources in the folder.

14. Click **Close** when finished editing resources.

Setting Up Talk Resources

Resource characteristics may be defined even if they are not placed on a folder. Characteristics that can be changed are:

- The resource header.
- The features available for the resource.
- The speaker assignment for the select and unselect audio.

Resource Header Initial Default Settings

- Upon opening the Resource Header Dialog box for a Resource that was not previously configured, the default Resource Classification is Non-Primary.
- A Resource previously configured defaults to that setting.
- A Resource from an old configuration file that does not have the Primary Resource capability will have a default setting of Non-Primary.

Viewing Resource Settings

The current settings for a resource can be viewed before making changes.

1. Choose **Resources** from the **Edit** menu.
   - The "Set Up Resources" dialog box is displayed.

2. Choose the desired type of resource from the **Resource Selector** drop-down list called **Type**. The available choices are **All, Aux, Page, Phone, and Radio.**

3. To view the resource's Compressed and Expanded current appearance click the **View Resource** button.

4. Clicking **Accept, Cancel** or the window close box returns the user to the Set Up Resources dialog box.

5. Click **Cancel** to return to the Set Up Resources dialog box. None of the checkmarks are green indicating that the resource settings have not been accepted.

6. Repeat steps 3 through 5 to view the remaining resources.

Statalert2: Resource Header Configuration

Preview

Statalert2
Unit ID/Alias
Status/Messag

Line 1

Statalert2

Line 2

○ Feature | Unit ID/Alias |
○ Text | |

Line 3

○ Feature | Status/Message |
○ Text | |

Border Color

○ Dark Blue   ○ Yellow
○ White   ○ Magenta
○ Light Blue

[OK]   [Cancel]

Defining the Feature Display

This dialog box allows the user to define the features that appear on the compressed and expanded views of each resource, and in what order the features appear on the resource.

Note: Some features shown in the dialog box below may not be available at this dispatch center.

Changing Resource Feature Appearance

To change the way the resource's features appear onscreen:

1. Choose the **Features** button from the Set Up Resources dialog box. The Set Up Features dialog box is displayed.

    Note: If the resource is an Auxiliary I/O, refer to the section entitled, "Setting Up Auxiliary I/O Resources" for further instructions. If the resource is a Page, refer to the section entitled, "Setting Up Page Resources" for further instruction.

    Select the View to be edited by clicking on the appropriate tab;
    Compressed View
    Expanded View, or
    Preferred View

2. Edit the required view (see the following pages for details).

3. Click **OK** to accept the editing changes, and close the Set Up Features dialog box.

    Note: If the resource size overlaps another resource in a folder, a warning message appears and the changes do not take effect until sufficient room exists or resource feature buttons are removed or stack size reduced.
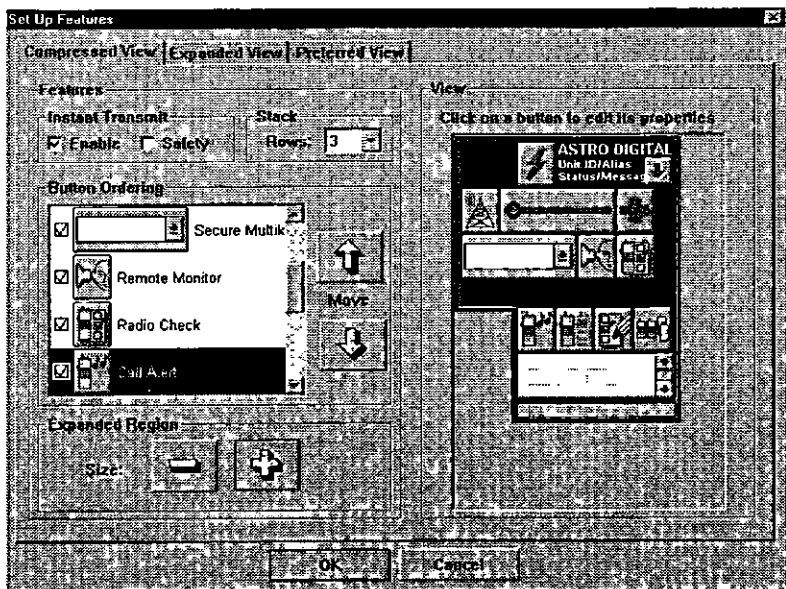
Editing the Compressed & Expanded View of a Resource

The compressed view of the resource can be edited from the **Compressed View** folder tab as follows:

1. The number of Rows displayed in the Stack can be configured by selecting the desired number from the drop-down list. For more stack configuration details, see **Configure the Stack** in this section of the manual.

2. The ordering of the feature on the resource can be changed by selecting the feature in the Button Ordering list-box and then clicking on the **up** or **down arrow** button to change its layout position.

3. Check the Feature checkbox labeled Instant Transmit, Enable if the instant transmit button is desired on the resource. If the operator is to actuate the safety switch before doing an instant transmit, check the Instant Transmit, Safety checkbox.

4. The size of the uncompressed region (i.e. the view of the resource that is always visible) can be increased or decreased using the Expanded Region, Size plus and minus buttons. For example, the Compressed View window (on previous page) shows a view of the compressed resource after the plus button has been clicked twice to increase.

Editing the Expanded View

The expanded view of the resource can be edited from the **Expanded View** folder tab.

This folder is edited in the same manner as the Compressed View folder, except that the Expanded View folder does not include the Expanded Region, Size plus and minus buttons.
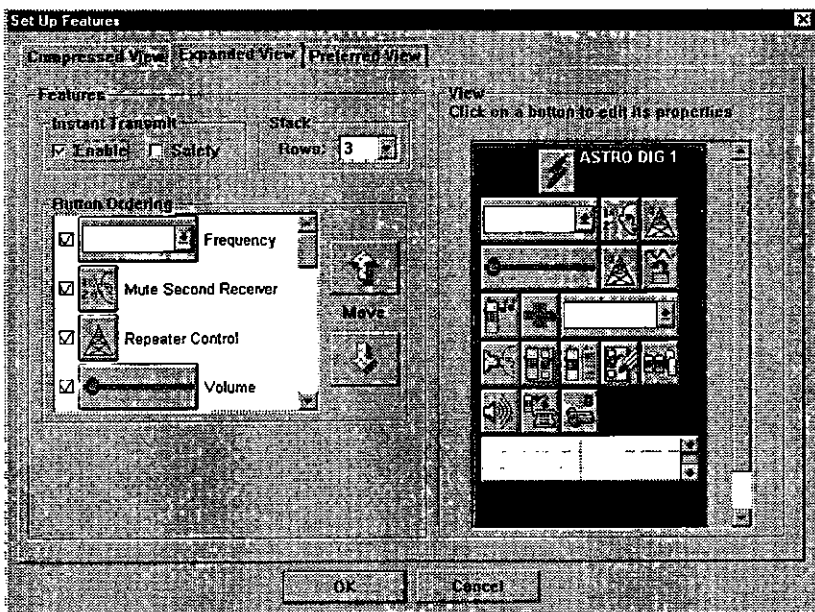
Editing Bitmap & Microhelp

The **bitmap** and **microhelp** for some features can be edited from the Compressed View or Expanded View folder tab by clicking on their button in the resource View window. When the button of a feature that has this capability is clicked, a dialog box similar to the following will display:
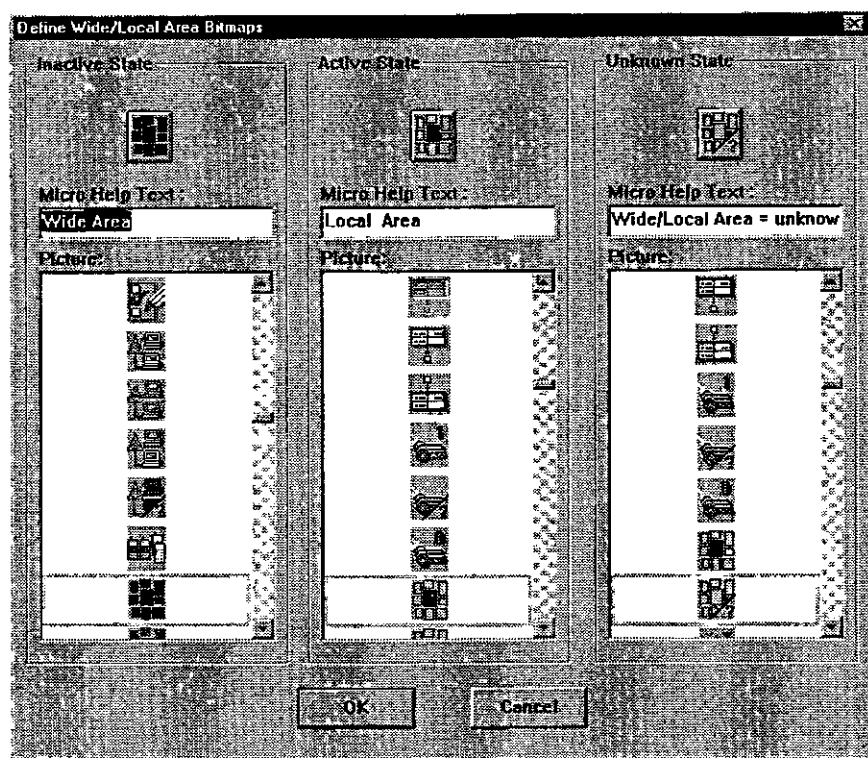
From this dialog box, the bitmap and microhelp to display for each of the feature supported states can be selected.

1. Use the scroll boxes to highlight the bitmap to be used for each of the button's states. The button's appearance is previewed at the top of each box.

2. The microhelp associated with each of the states of the button can be changed by entering the desired text in the Micro Help Text boxes.

3. Click **OK** to accept the changes or **Cancel** to discard them.

4. Repeat steps 1 through 3 to alter the appearance of other editable · buttons.

   Note: Some buttons have fewer than three valid states. In these cases, the corresponding scroll bars and microhelp text boxes are disabled. Also, in some cases, the bitmaps and microhelp for certain states will depend on those selected for other states. The preview buttons are automatically updated to reflect this.

Sort Order of a Drop-down list

The sort order of a drop-down list can be altered from the **Compressed View** or **Expanded View** folder tab.

If a sortable resource is clicked on, the following dialog box appears:
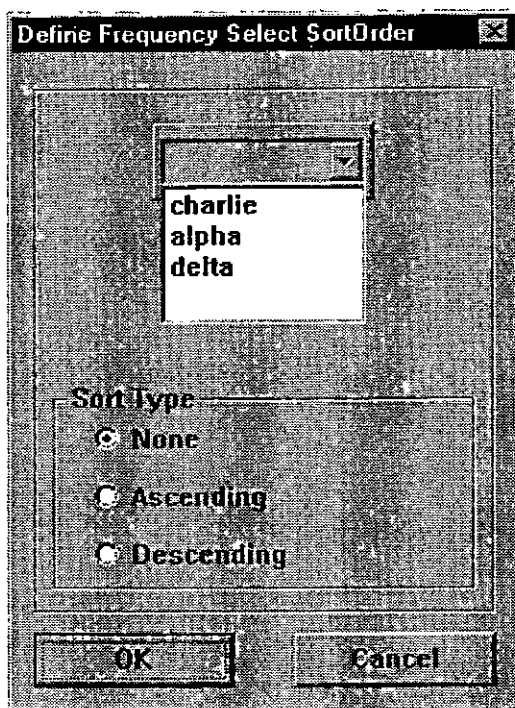
1. Choose the desired sort type.

2. Click **OK** to accept the changes or **Cancel** to discard them.

3. Repeat steps 1 and 2 to alter the sort order of other drop-down lists.

Default and Preferred Resource View

The default resource view can be selected from the **Preferred View** folder tab.
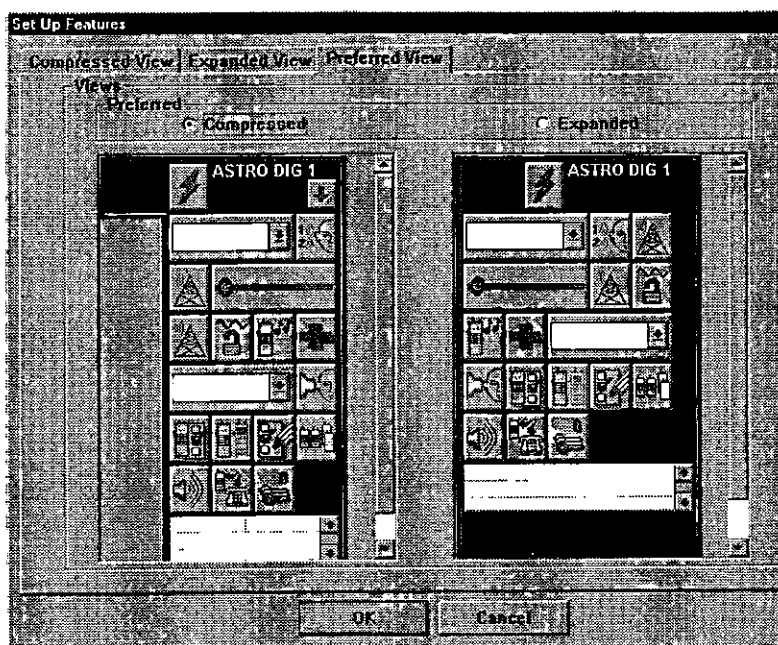
The preferred view of a resource can be a **Compressed view** or an **Expanded view** of the feature.

Note: Changing the Preferred View will not change the view of resources already placed on a folder. To change resources that have already been placed, remove the resource from the folder then re-add it.

Configure the Stack (Window)

Right Column Display Mode

The left column of the stack will always display the ID or Alias of the incoming subscriber.

The second or "right" column can be configured with various features and functions; any configurations made to the Stack Configuration will be visible in compressed or expanded view.

Two display modes available are **Status** and **Time** that a call is received for a resource. A third mode such as that for ASTRO CAI resources is the **Secure Key** option, but this is only shown in the list if the resource has been configured with the "Inbound Secure Key" capability from within the Console Database Manager (CDM).

While working in this menu, to move a selection to another position in the list and the order in which it will appear in the stack second (or "right") column, use the **Up** or **Down arrows**. Whichever item is positioned at the top of the list becomes the default display mode in Dispatch.

To configure the stack, open the Configure Stack dialog by clicking on the stack area of the Set Up Resources dialog, and complete the following steps:

1. Select the modes that can display in the right column of the stack. At least one selection must be chosen.

2. To arrange the order that the modes will display, when toggled in Dispatch, use the Up and Down Move arrows.

3. Click **OK** to complete the selection or click **Cancel** to return to the Set Up Features dialog without configuring the stack.

Configure Stack

Right Column Display Modes

- ☑ Status
- ☑ Time
- ☑ Secure Key

Move ↑

↓

Double Click Action

Call Alert ▼

OK   Cancel
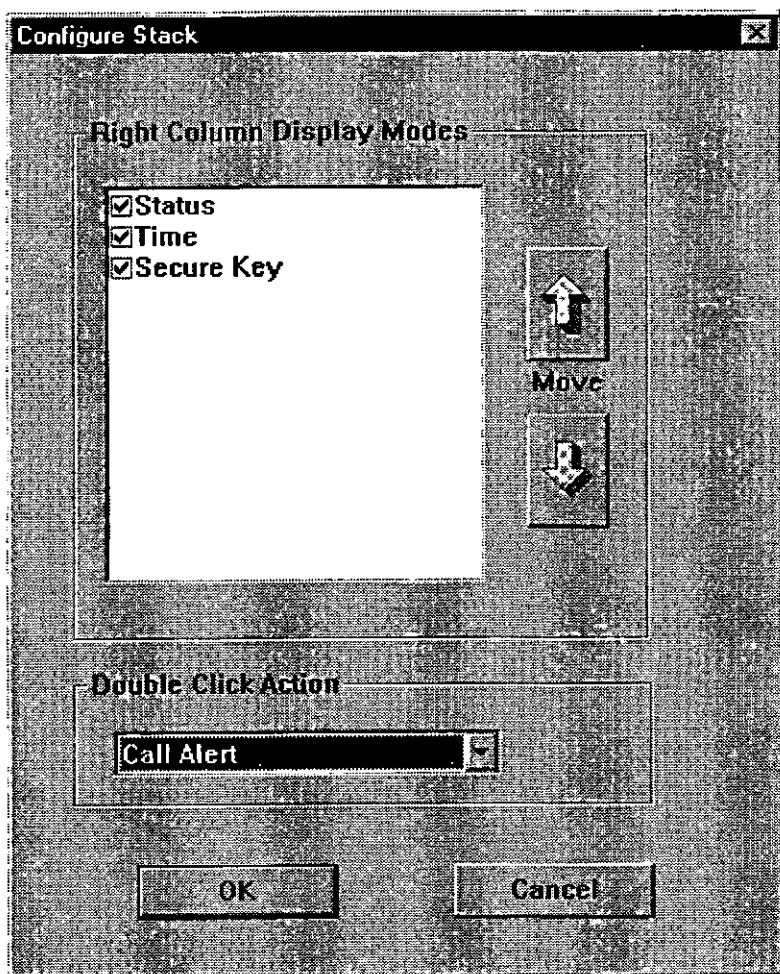
Double-Click Feature

Each mode selected (checked) in the list can be assigned one left mouse button "double-click" function, but only if the function is part of the resources assigned dispatch capabilities from within the CDM (see the following table). Functions set for double-click capability will appear bold in the right-mouse pop-up menu.

Action	Resource Capabilities (in CDM)
(None)	n/a
Acknowledge Emergency Alarm	Emg Recog
Send Call Alert	Call Alert Out
Send Private Call	Private Call
Send Radio Check	Radio Check
Send Radio Disable	Radio Disable
Send Radio Enable	Radio Disable
Send Remote Monitor	Remote Monitor
Send Status Request	Status Request
Send Voice Selective Call	Vc SelCall Out

Double-click Function Assignments

Note: For an existing configuration created with an old version of Admin without the Double-Click functionality, the Double-Click Action will be set to "(None)" for each resource when the configuration file is viewed using the newer version of Admin.

Note: If the dispatch capability of a previously set Double-Click Action has been removed in the CDM and the Stack Configuration Dialog is brought up a warning message will display informing the user the capability no longer exists. The Double-Click Action for the resource will be set to "(None)".
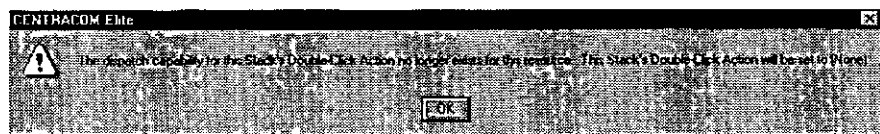
If the user attempts to remove a chicklet associated with a currently saved Double-Click Action in the Set Up Feature dialog , a message box will be displayed to inform the user that the Double-Click Action must be changed before the chicklets can be removed.

To remove a chicklet associated with a currently saved Double-Click Action property the user will have to change the Double-Click Action to some other action or "(None)". This requirement applies to both the compressed and expanded tile views.

Defining the Three Line Display

The user has the ability to have three lines of resource information displayed on a talk resource. The user may define the lines to contain either feature status information or text. The Three Line Display is similar to the Resource Header feature. The difference is that the Three Line Display can be configured and moved about the resource just like any other feature control while the Resource Header line display is anchored within the Header.

Complete the following steps to edit the Three Line Display information.

1.   Select the **Features** button from the Set Up Resources dialog box.

   •   The Set Up Features dialog box will display.

2.   Select the View to be edited by clicking on the appropriate tab: **Compressed View** or **Expanded View**.

3.   Select the **Three Line Display** checkbox from the **Button Ordering** area of the dialog box. By default the Three Line Display selection will be unchecked.

   •   The **View** area of the dialog box displays a preview of how the resource will appear on the dispatch screen.
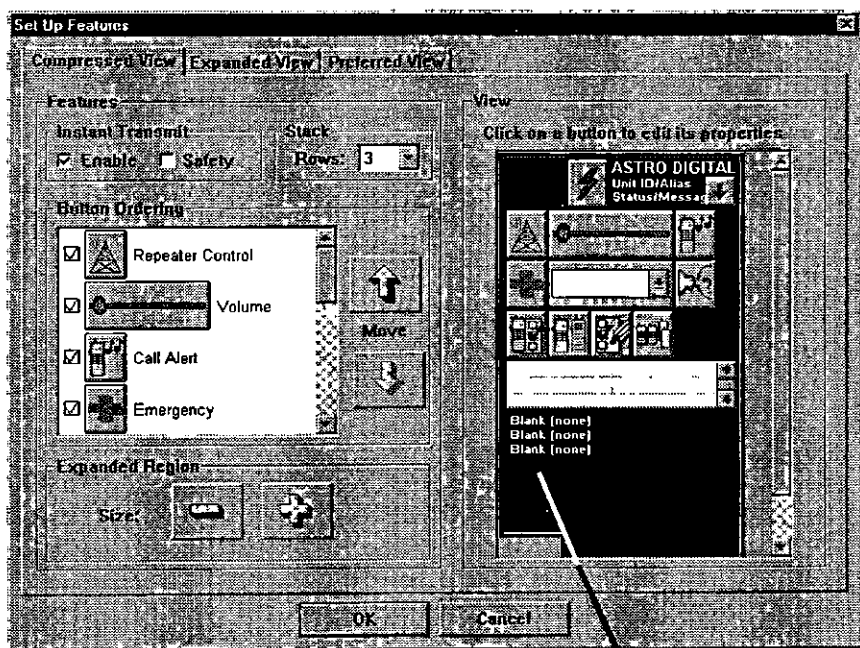
Click here to
display the Three
Line Display
dialog box.

4. Click on the resources Three Line Display region in the **View** area.

- The Three Line Display Configuration dialog box will display and contain the resource name in the title of the dialog box.

5. To display a feature status in Line 1, Line 2 or Line 3, select the **Feature** button from any line.

- The Text box becomes disabled.

Preview:

This is a Three
Line Display
Unit ID / Alias

Line 1:
- ◯ Feature:
- ◉ Fixed Text: This is a Three

Line 2:
- ◯ Feature:
- ◉ Fixed Text: Line Display

Line 3:
- ◉ Feature: Unit ID / Alias
- ◯ Fixed Text:

[OK]   [Cancel]
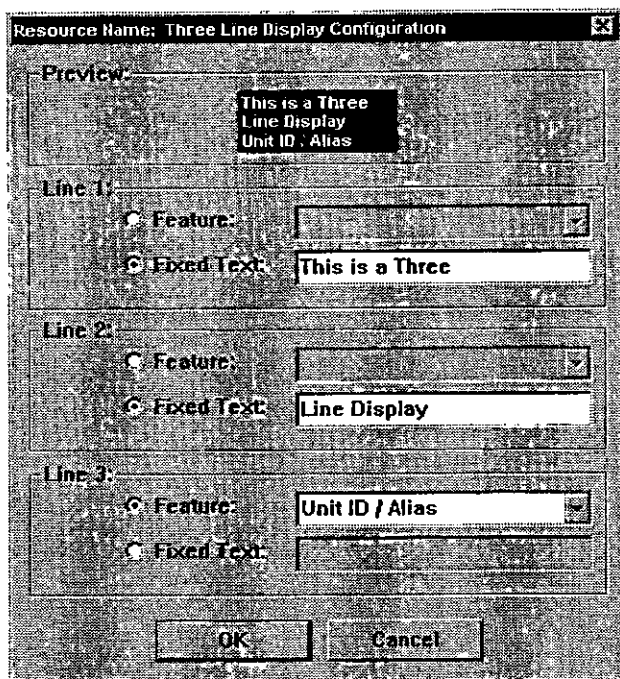
6. Select a feature status selection from the Feature edit box drop down list. Any function that the resource is capable of performing is shown in the drop down list.

    • The default selection for each line is "Blank (none)".

7. To display text in Line 1, Line 2 or Line 3, select the Text button from any line.

    • The Feature edit box becomes disabled.

8. Click on the **Text** box and enter the desired text.

9. Click **OK** to save the changes. The changes are displayed in the resources Three Line Display region of the View area.

    • Click **Cancel** to exit this dialog box without saving the changes. The previous Three Line Display configuration is left intact.

Defining the Audio Destination

Complete the following steps to define the audio destination and the
initial volume level of a selected talk resource. The operator can change
the volume level, but it reverts to the level set in Admin when the
operator exits Dispatch.

1. Choose **Resources** from the **Edit** menu.

    *   The **Set Up Resources** dialog box is displayed.

2. Choose the type of resources to view from the Resource Selector
    drop-down list.

    *   The available resource choices are All, Aux, Page, Phone, and
        Radio.

3. Choose the resource to be defined. Then choose the **Audio** button
    to define the resource's audio destination.

    *   The Set Up Audio dialog box is displayed.

    *Note: The Audio button is enabled only for Radio and Phone
    resources.*

4. Choose the speaker destination for the resource's select and unselect audio from the drop-down lists.

   Note: The number of monitor speakers shown in the list is determined by the maximum number of speakers available at any one console position in the dispatch center.

5. Choose the initial volume from the Initial Volume drop-down list. The choices are 1 (softest) through 7 (loudest).

6. If the resource is a phone, then a box for selecting the ring tone is enabled. Choose the desired ring tone.

7. Click **OK** to save the changes. The screen returns to the Set Up Resources dialog box. Note that the Audio checkmark is now green.

   • Click **Cancel** to exit this dialog box without saving the changes and return to the Set Up Resources dialog box.

   • Click **Close** to exit the Set Up Resources dialog box.

Setting Up Auxiliary I/O Resources

Auxiliary I/Os (auxiliary inputs/outputs) are external devices such as fire alarms, burglar alarms, and door locks that can be monitored and/or controlled by the operator. Admin can define the appearance of the Auxiliary I/O in Dispatch and configure an Auxiliary I/O so a safety switch must be actuated before the Auxiliary I/O status can be changed. Admin can also configure an Auxiliary I/O to cause an audible alarm.

Defining Auxiliary I/O characteristics.

1. Choose **Resources** from the **Edit** menu.

   - The Set Up Resources dialog box is displayed.

2. Choose **Aux** from the Resource Selector drop-down list.

   - All Auxiliary I/Os are displayed in the list.

3. Choose the Auxiliary I/O to be defined from the list.

4. To set resource border color, choose the **Resource Header** button.

   - The Resource Header Configuration dialog box displays with the resource name in the title.

5. To change the border color select the checkbox of the desired color.

6. Click **OK** to accept the Auxiliary I/O border color and return to the Set Up Resources dialog box.

   - Click **Cancel** to close this dialog box without saving the change and return to the Set Up Resources dialog box.

7. Click the **Features** button from the Set Up Resources dialog box.

   - The Define Aux I/O Features dialog box appears.

8. To require the operator to actuate the safety switch before changing the status of the Auxiliary I/O, check the Safety Protected checkbox.

9. To have the Auxiliary I/O sound an audible alarm, check the **Audible Alarm** checkbox.

10. Define Auxiliary I/O appearance on screen by choosing from the State 1 and State 2 lists. Choose the State 1 and State 2 bitmaps to best suit the type of Auxiliary I/Os the Dispatch console is monitoring, and what condition is represented by the Auxiliary I/O.

Note: For Auxiliary inputs State 1 is where the input is open circuited and State 2 is where the input is closed circuited (shorted).

11. Click **OK** to accept the Auxiliary I/O display and return to the Set Up Resources dialog box.

    • Click **Cancel** to close this dialog box without saving the change and return to the Set Up Resources dialog box.

12. Repeat the procedure as required to define the appearance of all Auxiliary I/Os included in the configuration.

Defining the Audio Destination

Complete the following steps to define the audio destination and the initial volume level of a selected talk resource. The operator can change the volume level, but it reverts to the level set in Admin when the operator exits Dispatch.

1. Choose **Resources** from the **Edit** menu.

    • The **Set Up Resources** dialog box is displayed.

2. Choose the type of resources to view from the Resource Selector drop-down list.

    • The available resource choices are All, Aux, Page, Phone, and Radio.

3. Choose the resource to be defined. Then choose the **Audio** button to define the resource's audio destination.

    • The Set Up Audio dialog box is displayed.

    Note: The Audio button is enabled only for Radio and Phone resources.

4. Choose the speaker destination for the resource's select and unselect audio from the drop-down lists.

    Note: The number of monitor speakers shown in the list is determined by the maximum number of speakers available at any one console position in the dispatch center.

5. Choose the initial volume from the Initial Volume drop-down list. The choices are 1 (softest) through 7 (loudest).

---

6. The default setting for all radio resources in an old or new .elt
    configuration file, is to have their Emergency Tone generating
    ability enabled. From within Elite Admin (not Dispatch), a user
    can enable or disable the Emergency Tone for a radio resource by
    clicking the Enable Emergency Tone checkbox as shown above.
    A check in the box (shortcut Alt + m) enables the alarm for that
    resource to be heard at the Console. If a non-radio resource is
    selected, the checkbox is made invisible in the Set Up Audio
    dialog.

7. If the chosen resource is a phone, then a box for selecting the ring
    tone is displayed and enabled as shown below. Choose the desired
    ring tone.
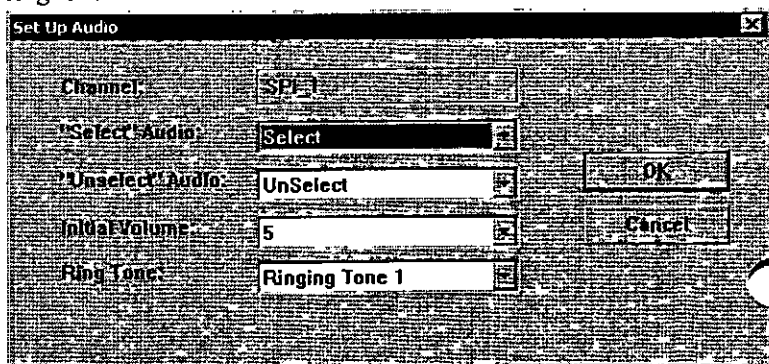
8. Click **OK** to save the changes. The screen returns to the Set Up
    Resources dialog box. Note that the Audio checkmark is now
    green.

    •   Click **Cancel** to exit this dialog box without saving the
        changes and return to the Set Up Resources dialog box. Click
        Close to exit the Set Up Resources dialog box.

Setting Up Page Resources

The paging feature is used for sending pages to individuals or groups. Admin can be used to define the appearance of a Page in Dispatch. Admin can also be used to configure a Page so that a safety switch must be actuated before the Page can begin.

The procedure for defining Page Characteristics is provided below.

1.   Choose **Resources** from the **Edit** menu.

    •   The Set Up Resources dialog box is displayed.

2.   Choose **Page** from the Resource Selector drop-down list.

    •   All Pages are displayed in the list.

3.   Choose the Page to be defined from the list.

4.   To set the resources border color, choose the **Resource Header** button.

    •   The Resource Header Configuration dialog box displays with the resource name in the title.

5.   To change the border color, select the appropriate checkbox of the desired color.

6.   Click **OK** to accept the Page border color and return to the Set Up Resources dialog box.

    •   Click **Cancel** to close this dialog box without saving the change and return to the Set Up Resources dialog box.

7.   Click the **Features** button from the Set Up Resources dialog box.

    •   The Define Page Features dialog box appears.

8.   To require the operator to actuate the safety switch before changing the status of the Page, check the Safety Protected checkbox.

9.   Define the Page's appearance on screen by choosing from the Idle list.

10. Click **OK** to accept the Page display and return to the Set Up Resources dialog box.

    •   Click **Cancel** to close this dialog box without saving the change and return to the Set Up Resources dialog box.

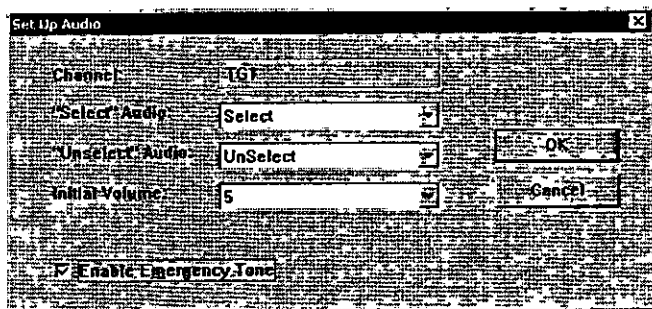**11.** Repeat the procedure as required to define the appearance of all Pages included in the configuration.
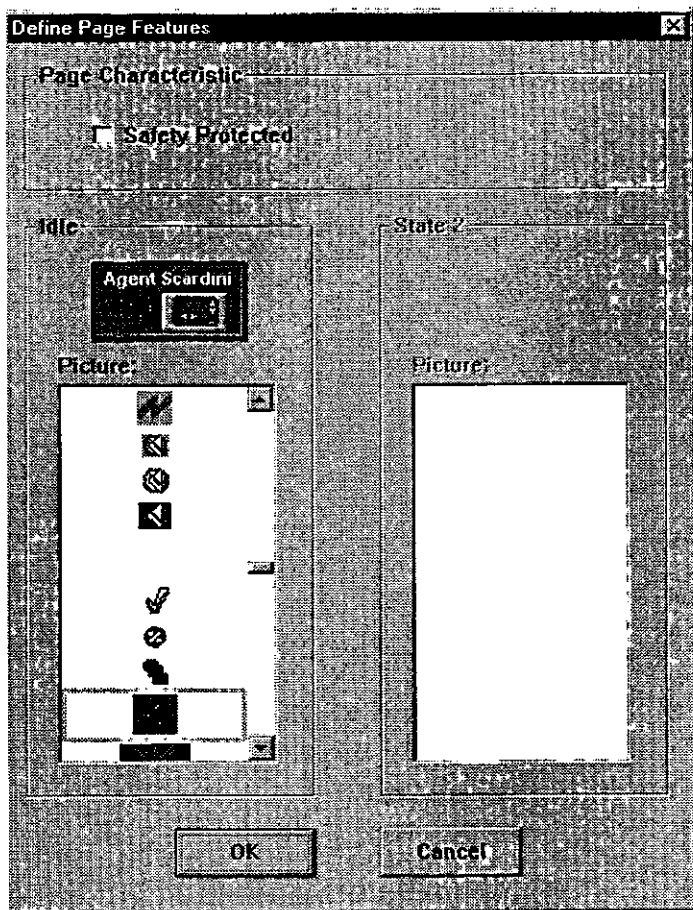
Defining the Default Resource

The CENTRACOM Gold Series™ Admin application allows, through the use of Default Resources, a mechanism to define a default presentation for resources. These default attributes are imposed on any resource when it is assigned in Elite Dispatch if the resource was not configured or placed on a folder in Elite Admin. Note: The default attributes are not imposed on any resources in Elite Admin.

There are four Default Resources available for configuration: Default Aux., Default Radio, Default Pager, and Default Phone.

To configure one of the Default Resources, follow the procedure described in the section titled "Setting Up Resources". Select the desired type of default resource (Default Aux., Default Radio, Default Pager or Default Phone) to configure from the list provided in the Set Up Resources window.

Note: In the Set Up Features window, the Default Resources displays the sum of all features in the master database. However, only some of the features are available on the actual resource when assigned in the CENTRACOM Gold Series™ Elite application.

Note: When the configuration (for default settings) has been selected, the configuration for that resource must be viewed and accepted. This saves the settings as the default configuration and a check mark appears beside the default resource. If this step is omitted, changes made to the default configuration are not saved.

This page intentionally left blank.

Chapter 4   Customizing Folders

Folders in a configuration may be customized. New folders can be named and the names of existing folders can be edited.

Change Desktop Order

The desktop order (left to right) of the folders may be changed.

1. Choose **Customize Folders** from the Folders menu.

   • The Customize Folders dialog box is displayed.

2. To change a folder's name, click on the **Folder Names** tab.

   • The currently used folder names appear.

3. Select the current name of the folder to be edited.

4. Type in a new name for the folder.

5. Click **OK** to accept the changes and close the dialog box.

   • Click **Cancel** to close the dialog box without applying the changes.

   • Click **Apply** to accept the changes and continue to customize folders.

6. Choose the MSel Names tab to change the name of a multiselect group.

   • The currently used multiselect group name appears.

7. Select the current name to be edited.

8. Type in new name for the multiselect group.

Customize Folders

Folder Names | User Names | Patch Names | Reorder

Folder 1: `Day shift`

Folder 2: `Night shift`

Folder 3: `Folder 3`

Folder 4: `Folder 4`

External Assignment Folder:

`Folder 4`
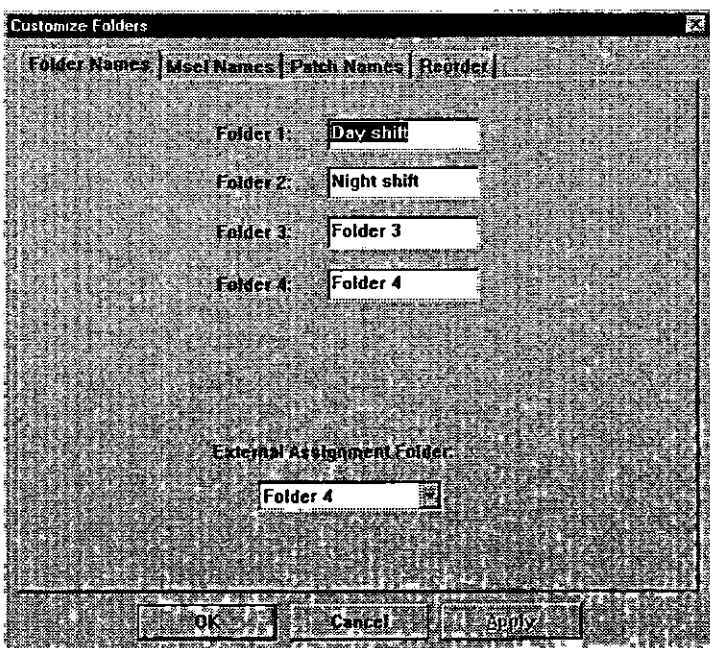
OK   Cancel   Apply

9.   Click **OK** to accept the changes and close the dialog box.

• Click **Cancel** to close the dialog box without applying the changes.

• Click **Apply** to accept the changes and continue to customize folders.

10.   Choose **Patch Names** to change the name of a patch group.

• The currently used patch name appears.

11.   Select the current name to be edited.

12.   Type in a new name for the patch group.

13.   Click **OK** to accept the changes and close the dialog box.

• Click **Cancel** to close the dialog box without applying the changes.

• Click **Apply** to accept the changes and continue to customize folders.

14.   Choose **Reorder** to change the order in which the folders appear on the screen.

- A list of the configuration's folders, in the current order, appears. The folder at the top of the list will appear furthest to the left when the configuration is opened.

15. Choose the folder to reorder. Then, use the **up** or **down arrow** to change the folder's order in the list.

16. Click **OK** to accept the changes and close the dialog box.

- Click **Cancel** to close the dialog box without applying the changes.

- Click **Apply** to accept the changes and continue to customize folders.

Adding a Folder

Complete the following steps to add a new folder to a configuration:

1. Choose Add Folders from the Folders menu.

- An empty folder with the default name of "Folder (n)" is added to the configuration.

2. To name the new folder, follow the steps outlined in the section titled "Customizing Folders".

Empty and Delete a Folder

To delete a folder from a configuration, the folder must first be empty.

To **empty** the folder:

1. Choose the folder to be removed from the configuration by clicking on its folder tab.

2. To remove resources from the folder, choose **Folders** from the **Edit** menu.

- The Edit Folders dialog box appears, with the currently selected folder shown in the Folder drop-down list.

3. Choose a resource from the Resources Assigned to Folder list on the right.

4. Choose the **left arrow** to remove the resource from the folder.

- The resource now appears on the left and has been removed from the list on the right, which shows the remaining resources on the folder.

5. Repeat the previous two steps to remove the rest of the resources from the folder.

6. When all resources have been removed from the folder, choose **Close**.

- The dialog box closes. The folder can now be deleted.

To **delete** the folder:

1. With the empty folder selected, choose **Delete Folder** from the **Folders** menu.

- The folder is removed from the configuration.

Changing the Folders Tab Width

The width of the folders tab can be resized to a setting of Large, Medium or Small. The default setting for a Large folder tab width is 800 x 600 and allows 6 folders to be placed in the work area. For a Medium folder tab width is 2/3 of the default Large folder tab. The Small folder tab width is 1/2 of the default Large folder tab.

The default value tab widths for the Large, Medium and Small folders can be overridden by setting the registry values LargeFolderTabSize, MediumFolderTabSize and SmallFolderTabSize. Please see the registry section for more details.

The folders tab label is truncated if the folders tab are resized such that they are smaller than their labels.

To change the folder tab width:

1. Choose **Folder Tab Width** from the **Folders** menu.

- The Folder Tab Width dialog box appears, indicating the current folder size.

2. Set the folder tab width by selecting one of the three option buttons for the folder tab width setting; **Large, Medium or Small.**
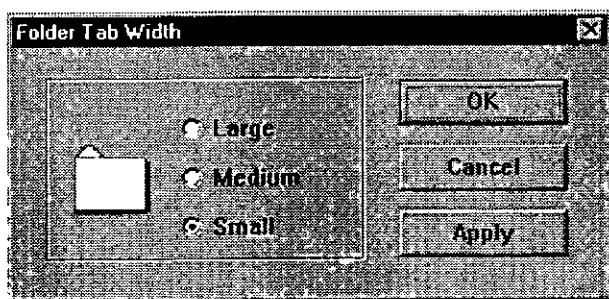
3. Click **OK** to resize the folders tab and close the dialog box.

- Click **Cancel** to close the dialog box without applying the change in size.
- Click Apply to accept the change in size without closing the dialog box.

External Resource Assignments

An External Resource Assignment is an assignment which is not initiated by the console operator either explicitly or through an .elt file. Externally assigned resources are placed on the "External Assignment Folder". Once placed on a folder, an externally assigned resource (such as one initiated by a CAD application) can be used as any other resource available to the Elite Application operator.

Enabling External Assignments

To enable the Elite application to receive external assignments, the registry value SharedResourceControl must be added and enabled. Please see the registry section for more details.

Selecting the External Assignment Folder

Any existing folder can be chosen as the External Assignment Folder.

1. Choose **Customize Folders** from the Folders menu.

2. The Customize Folders dialog box displays.

3. Select the **Folders Name** folder tab.

4. Choose the folder to be used for External Assignments from the External Assignment Folder drop-down list.

   • Click **OK** to accept the changes and close the dialog box.

   • Click **Cancel** to close the dialog box without applying the changes.

   • Click **Apply** to accept the changes and continue to customize folders.
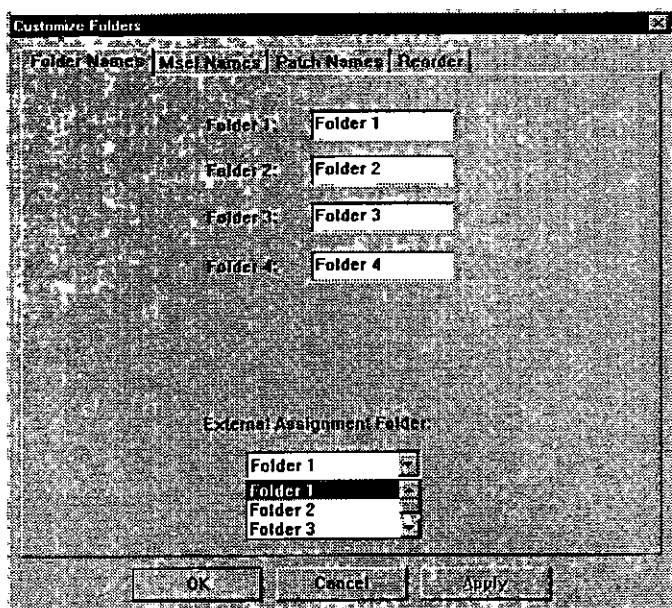
Selecting an External Resource Assignment Folder

This page intentionally left blank.

Chapter 5   Resource Groups

Multiselect (MSEL) Group

An operator can transmit to many different resources at once when those
resources are collected into an MSEL group. These resources include
trunking talkgroups, conventional channels and phone lines. Private calls
and multigroups may not be included in an MSEL group. Up to three
different MSEL groups per console can be configured.

Patch

A Patch is created to allow users of dissimilar resources (different
frequencies, different infrastructure) to communicate with each other.
Telephones and radio resources can be patched together. A patch is a
way of connecting resources so that when a call is received on one
resource the audio is passed along to another resource. Operators would
use it to allow radios on different systems to talk to each other directly.

Primary Resources

Primary Resources are radio resources designated by system
administrators and dispatchers for a higher handling priority and are
signified on resource headers with a "diamond" symbol.

Resource Groups such as Primary, Patch and Multiselect can be configured by the administrator and have settings defined when a new configuration is created.

The following figure shows the Number of Folders, Msels and Patch Groups from the New Configuration window.

The position of the Msel/Patch window in the Dispatch interface can be designated by the horizontal and vertical arrow buttons. Once the configuration is saved, the Msel/Patch window will always appear in this same position on the screen.
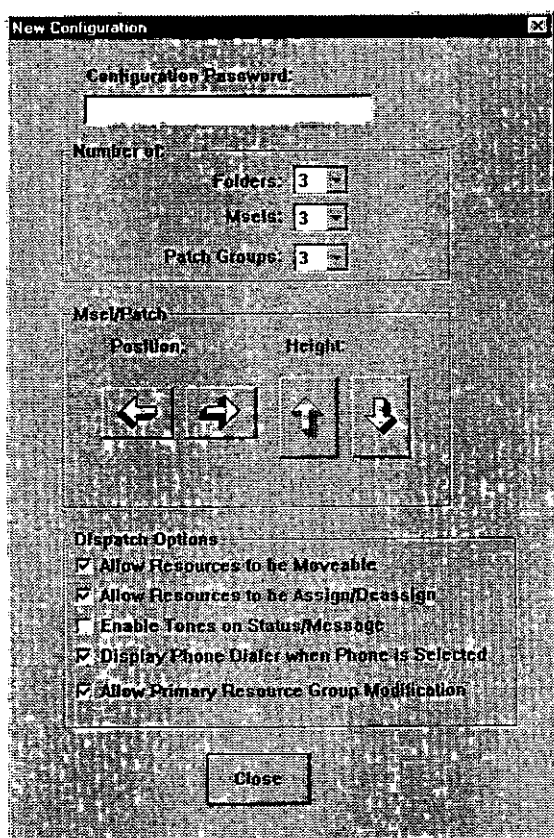
The Dispatch Options portion of the window enables:

- Resources on the screen to be Movable.
- Resources to be Assigned or Deassigned.
- Enable Tones on Status/Message.
- Display Phone Dialer when a phone is selected by a user.
- Allow Primary Resource Group Modification from within the Dispatch application.

Settings can be changed later by accessing Current Configuration from the Edit menu.

Editing Msel/Patch Configurations

Complete the following steps to change Msel/Patch settings.

1. Choose **Current Configuration** from the **Edit** menu. The Edit Configuration window appears.

2. Set the number of multiselect groups (zero through three), and patch groups (zero through sixteen) by choosing from the drop-down lists.

3. Set the position of the MSel/Patch area on the desktop using the left and right **arrows**.

4. Set the size of the MSel/Patch area using the **up** and **down arrow** buttons.

    Note: The MSel/Patch area can be moved only if the destination area is empty on all folders. This is to prevent a resource from being inadvertently hidden behind the Msel/Patch area.

5. Click the **Close** button.

Setting Up Resource Group Configurations

Radio resources to be included in resource groups can be specified for every configuration. Then, when the configuration is opened in Dispatch the groups automatically contain the radio resources assigned to them.
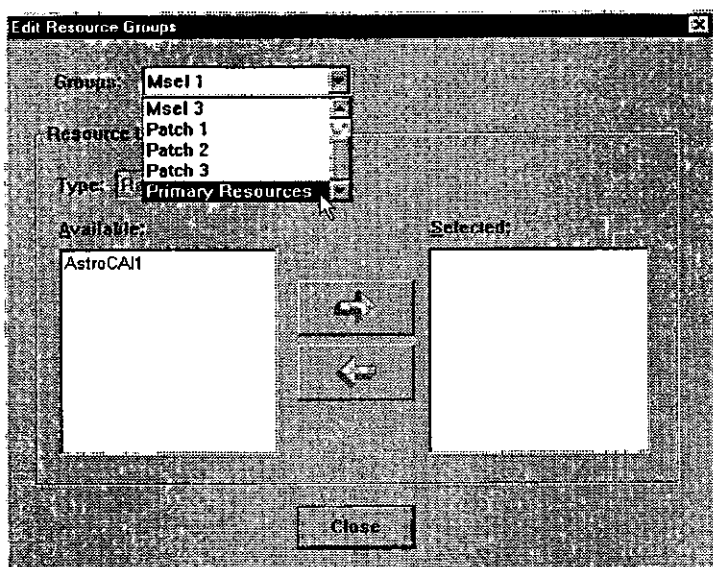
1. From the **Edit** menu choose **Resource Groups**.

   • The Edit Resource Groups dialog box appears, listing resources available for assigning to groups.

2. From the **Groups** drop-down list box, Primary Resources, Msel and Patch can be selected.

3. Choose the Primary Resource, Patch or Multiselect group to be set up or edited from the drop-down list at the top of the dialog box.

4. Choose Radio, Telephone, or All from the Type drop-down list to see the resources in the Available list. Only resources assigned to folders appear in the list.

   Note: Phone resources must be added to patches by the operator during Dispatch because a telephone has to be off-hook before it can be added to a patch group.

Note: Telephone resources cannot be placed in multiselect groups. If a multiselect group is edited, then only radio resources are available from the Resource Type list.

Note: A radio resource can be placed in only one patch group in a configuration. A radio resource can be placed in multiple multiselect groups.

*Note: All assigned or **unassigned** radio resources that have NOT been designated as **Primary Resources** will be shown in the Available list box when a user selects Primary Resource from the Groups drop-down list.*

5. To add a resource to the selected group, choose it from the Available list and click on the **right arrow** button to place the resource in the Selected group.

6. Repeat steps 2 through 5 as required for each resource to be added to the group.

7. To delete a resource from the group, choose it from the list on the right. Then use the **left arrow** button to remove it from the group.

   • The resource now appears in the list on the left and is available for assignment to another group.

8. Repeat the previous step for all resources to be removed from the group.

9. When all changes have been made, choose **Close** to exit the dialog box.

Note: The administrator should be aware that Msel and Patch Group are considered temporary by the system and tabs of an idle patch start to flash after a predefined time; this can be annoying to dispatchers. The dispatcher can set up and remove groups as needed from Dispatch.

This page intentionally left blank.

Chapter 6   Setting Up
Auxiliary Input/Outputs

Auxiliary I/Os (auxiliary inputs/outputs); external devices such as fire alarms, burglar alarms and door locks- can be monitored and possibly controlled by the console operator. The Admin application can be used to define the appearance of the Auxiliary I/O in Dispatch. Admin also can be used to configure an Auxiliary I/O so that a safety switch must be actuated before the status of the Auxiliary I/O can be changed. The Auxiliary I/O can also be configured to initiate an audible alarm.

The procedure for defining Auxiliary I/O characteristics is provided below.

1.   Choose Resources from the Edit menu.

- The Set Up Resources dialog box displays.

2.   Choose Aux from the Resource Selector drop-down list. All Auxiliary I/Os are displayed in the list.

3.   Choose the Auxiliary I/O to be defined, from the list.
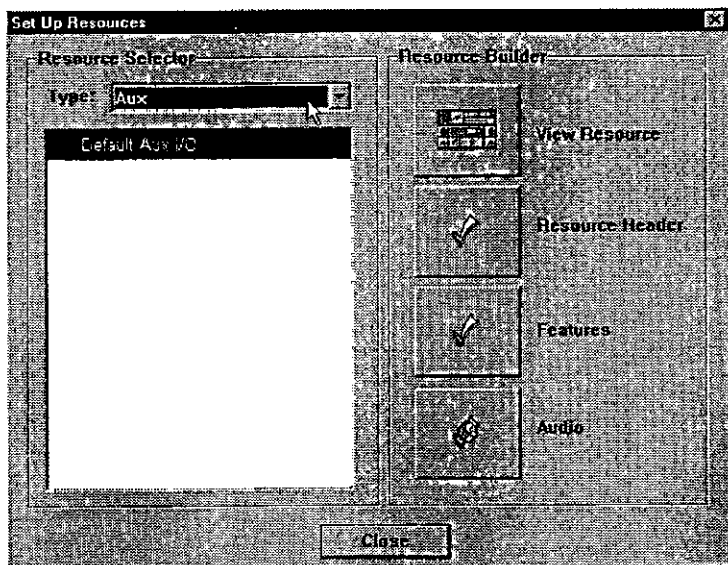
4. To set the resources border color, choose the Resource Header button.

    • The Resource Header Configuration dialog box displays with the resource name in the title.

5. To change the border color, select the appropriate checkbox of the desired color.

6. Click **OK** to accept the Auxiliary I/O border color and return to the Set Up Resource dialog box or click **Cancel** to close this dialog box without saving the change and return to the Set Up Resources dialog box.

7. Choose the **Features** button from the Set Up Resources dialog box.

    • The Define Aux I/O Features dialog box appears.
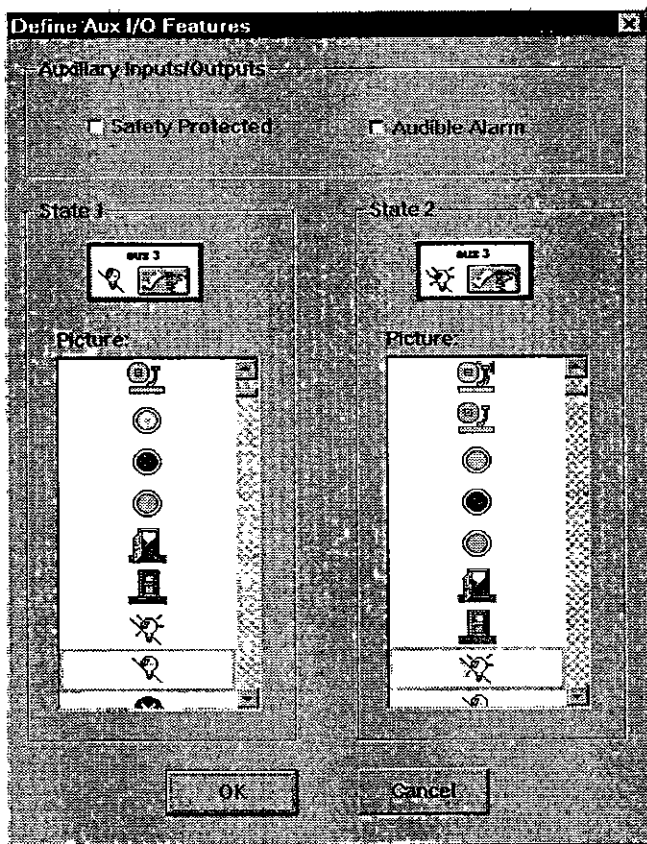
8. To require the operator to actuate the safety switch before changing the state of the Auxiliary I/O, check the Safety Protected checkbox.

9. To have the Auxiliary I/O to sound an audible alarm, check the Audible Alarm checkbox.

   Note: If Safety Protected and Audible Alarm are checked, their associated tool bar buttons must be added manually. Refer to 'Configuring the Toolbar' section of this manual for instructions.

10. Define the Auxiliary I/O's appearance on screen by choosing from the State 1 and State 2 lists. Choose from the State 1 and State 2 bitmaps to best suit the type of Auxiliary I/Os the Dispatch console is monitoring, and what condition is represented by the Auxiliary I/O.

11. Click **OK** to accept the Auxiliary I/O display and return to the Set Up Resources dialog box or click Cancel to close this dialog box without saving the change and return to the Set Up Resources dialog box.

12. Repeat the procedure as required to define the appearance of all Auxiliary I/Os included in the configuration.

Setting Up Auxiliary I/O Groups

Auxiliary I/O Groups contain Auxiliary I/O's organized into functional dispatch groupings.

Administrators can define as many Auxiliary I/O Groups as desired. One or more groups can be placed on the Elite desktop but only one group can be placed in the Auxiliary I/O Window.

Editing Auxiliary I/O Groups

To set up Auxiliary I/O Groups:

1. Choose Auxiliary I/O Groups... from the Edit menu. The **Auxiliary I/O Group** dialog box displays.
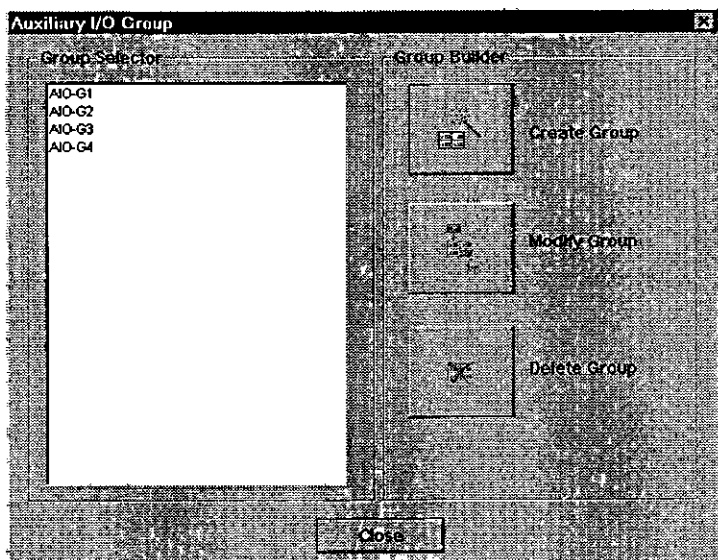
The following options are available:

*   **Create** a new group by clicking on the **Create Group** button.

*   **Modify** an existing and selected group by clicking on **Modify Group** button.

*   **Delete** an existing and selected group by clicking on **Delete Group** button.

Create New Auxiliary I/O Groups

1. Click on the Create Group button.

2. The Edit **Auxiliary I/O Group** Create/Modify dialog box displays.

3. Assign a name to the Aux I/O group in the Name edit box.

4. Select the number of columns for the group by selecting it from the drop-down box labeled Maximum number of columns

5. Select the desired Aux I/O's from the list box labeled Auxiliary I/O by clicking on the check box attached to each of them.

   • The Aux I/O tile is automatically placed in the group.

   • If desired, move the position of the Aux I/O tile by selecting the tile in the list box and then using the **Up/Down arrow** button to change its position within the list.

   • As the tile position within the list changes, its position within the group is also changed.

6. Change the color of the interlock indicators by choosing a selection from the Interlock Color combo box.

7. Aux I/O tiles can be removed from the group by deselecting them in the list box.

8. Click **OK** to accept the Auxiliary I/O Group and return to the Auxiliary I/O Group dialog box.

   • Click **Cancel** to return to the Auxiliary I/O Group dialog box without creating a new Auxiliary I/O Group.

Modify Auxiliary I/O Groups

To modify Auxiliary I/O Groups:

1. To modify an existing Aux I/O group, select the group name from the list box and click on the Modify Group button.
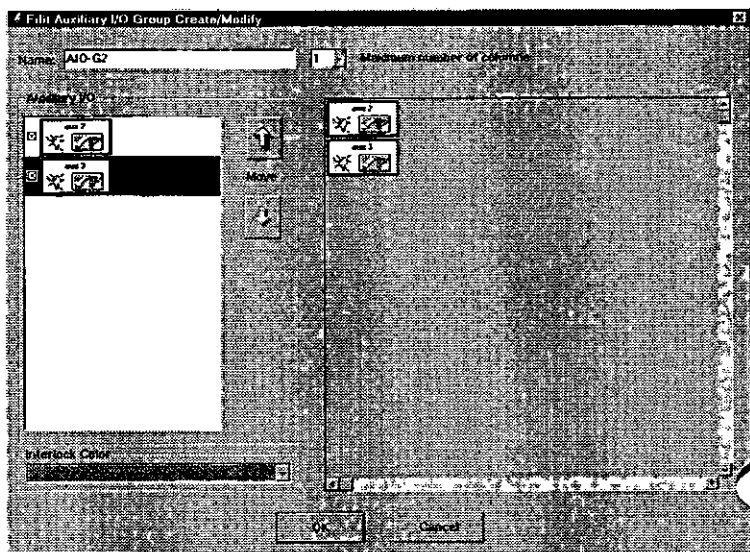
2. If desired, change the Aux I/O assignments by following steps 2 to 8 of the "Creating a new Group" section.

Delete Auxiliary I/O Groups

To Delete Auxiliary I/O Groups

1. Remove the Aux Group from Aux I/O window if necessary.

2. To delete an Aux I/O group, select the group name from the list box and click on the Delete Group button.

3. Follow the steps outlined in the "Setting Up Folders" section to remove an Auxiliary I/O Group from a folder.

Setting Up Auxiliary I/O Groups on the Elite Desktop

Follow the procedure in Chapter 3, "Folders and Resources Set Up" under "Setting Up Auxiliary I/O Resources"

Chapter 7   Configuring the Toolbar

The CENTRACOM Gold Series™ Elite application supports multiple toolbars, toolbar button placements, toolbar button inclusion/exclusion from the toolbar, and a clock display. Refer to the "Basics" section for description of each toolbar feature.

1. To configure the toolbar choose **Toolbar** from the **Edit** menu; this causes the Design Toolbar window to appear. The default configuration for the toolbar is:

   - Toolbar 1 selected for button assignment changes.
   - Toolbar 1 included on console.
   - Toolbar 2 not included on console.
   - Show clock.

2. Select the **Include Toolbar 1 on Console** checkbox if this toolbar is to be displayed on the Dispatch console.
   Select the **Include Toolbar 2 on Console** checkbox if this toolbar is to be displayed on the Dispatch console.
   Select the Show Clock checkbox if the clock is to be displayed to the right of the top toolbar (i.e., Toolbar 1).

   Tip: *Due to the limit of screen area, the clock (next to Toolbar 1) may be displayed off the right side of the screen. To allow space for the time to be displayed, move toolbar items from Toolbar 1 to Toolbar 2.*

3. If changes are to be made to the buttons displayed on the toolbar, select the desired toolbar button from the top of the Toolbar Design window:

   - select the **Toolbar 1** option button, or
   - select the **Toolbar 2** option button.

4. Arrange the toolbar buttons on the toolbar:

   - Select the toolbar button to be moved up/down in the provided list.
   - Click the **up arrow** button to move the selected toolbar button up the list. Click the **down arrow** button to move the selected toolbar down the list. **Up** moves things to the left on the toolbar and **Down** moves them to the right on the toolbar.
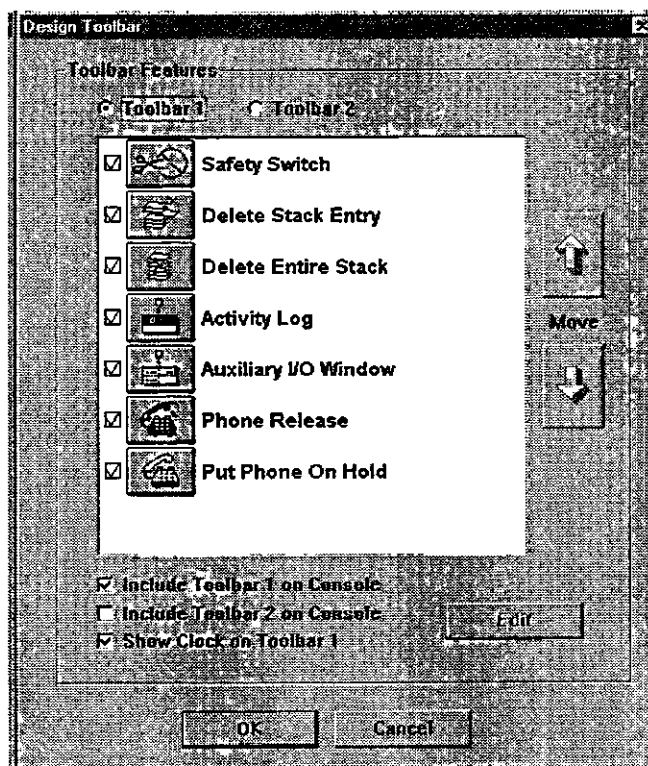
5. Add/remove toolbar buttons from the toolbar by selecting the checkbox next to each toolbar button that is to be displayed in the toolbar, or de-selecting the checkbox for buttons that are not to be displayed.

6. Change the icon and tooltips (microhelp) used for the toolbar buttons:

   • Select the toolbar button to be edited, and ensure that it has been added to the toolbar as described above. The **Edit** button becomes enabled.

   • Click the **Edit** button. See the section titled "Defining the Feature Display" for details of its operation.

7. Save the changes made to the toolbar by clicking the **OK** button. The changes made to the toolbar are updated on the current screen.

   • Click **Cancel** to return to the Design Toolbar window without saving the changes.

Chapter 8   Editing Preferences

The Preferences menu item provides access to a dialog box that allows the configuration of the Activity Log , Auxiliary I/O Window, Custom List (Radio), Menu Items, Page List and Speed Dial.

Activity Log

To customize the view of the activity log:

1. Choose **Preferences** from the Edit menu to open the Preferences dialog box.

2. Select the **Activity Log** tab.

3. If desired, select the **Show Activity Log** check box.

    - If checked, the activity log will initially be shown in Dispatch.
    - If not checked, the activity log will have to be opened in Dispatch via View/Activity Log.

4. If desired, select the **Allow Activity Log Modification in Dispatch** check box. If checked the activity log parameters can be modified in Dispatch.

5. In **Log to File** (only available when running Windows® 2000 or later) checking the box enables saving all activity log data regardless of selected content columns to a log file that has the extension *.log*. The default naming configuration is *[Current_elt_Name].activity.log* and these files can be opened with Notepad or imported into Microsoft Excel. The default saving location is C:\Documents and Settings\All Users\Documents\CENTRACOM\Activity Log. To change this location, see the Registry Settings section (ActivityLogPath) of this chapter.
    The File Size limit choices range from 1 to 20 megabytes which can be set using the scrollable box.

Note: Windows Explorer may display the path differently between operating system versions. For example, in Windows XP the Documents folder is displayed as Shared Documents.

Note: Unless the log file is backed up once the designated file size is reached, data added to the log file will be lost. Also note a separator line is added to the log file after each Dispatch session. This happens when Dispatch is started up or the dispatch user changes to another configuration file then back to the current configuration file.

6. To configure the number of rows the Activity log window will contain select the appropriate number from **Total Rows.**

7. To configure the type of information to display in each column, and the number of columns the activity log will have, perform the following steps:

    - From the Selected Contents screen area, select each item to be displayed in the activity log.

    - Determine the order the items will appear in the activity log by highlighting the Selected item and using the **Move Arrows.**

    Note: During this operation, the View Activity Log area of the screen will be active and will reflect the changes made in the selection and ordering of the in the items in the activity log.

8. When you are satisfied with the setup of the activity log:
    - Click **OK** to accept the changes and close the dialog box.
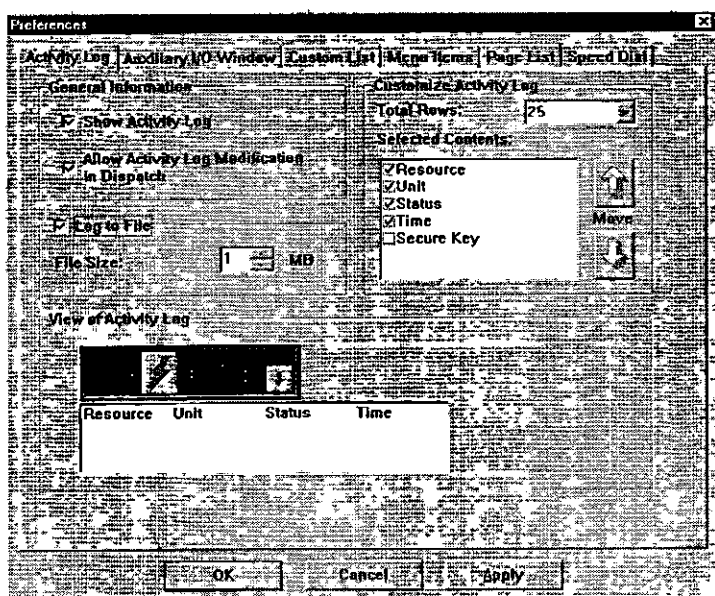
Chapter 8   Editing Preferences

The Preferences menu item provides access to a dialog box that allows the configuration of the Activity Log , Auxiliary I/O Window, Custom List (Radio), Menu Items, Page List and Speed Dial.

Activity Log

To customize the view of the activity log:

1. Choose Preferences from the Edit menu to open the preferences dialog box.
2. Select the **Activity Log** tab.

3. If desired, select the **Show Activity Log** check box.

- If checked, the activity log will initially be shown in Dispatch. If not checked, the activity log will have to be opened in Dispatch via View/Activity Log.

4. If desired, select the **Allow Activity Log Modification in Dispatch** check box.

- If checked the activity log parameters can be modified in Dispatch.

5. In **Log to File** (only available when running Windows® 2000), checking the box enables saving all activity log data, regardless of selected content columns, to a log file that has the extension *.log* and a default naming configuration of *[Current_elt_Name].activity*. *.log* files can be opened with Notepad or imported into Microsoft Excel.
The default saving location is C:\Documents and Settings\All Users\Application Data\CENTRACOM for the current .elt.
The File Size limit choices range from 1 to 20 megabytes which can be set using the scrollable box.

*Note: If the log file is not **backed up** once the designated file size limit is reached data thereafter will be lost.*
*Also note **a separator line** is added to the log file after each Dispatch session. This happens when Dispatch is started up or the dispatch user changes to another configuration file then back to the current configuration file.*

6. To configure the number of rows the Activity log window will contain select the appropriate number from **Total Rows.**

7. To configure the type of information to display in each column, and the number of columns the activity log will have, perform the following steps:

- From the Selected Contents screen area, select each item to be displayed in the activity log.

- Determine the order the items will appear in the activity log by highlighting the Selected item and using the **Move Arrows.**

Note: During this operation, the View Activity Log area of the screen will be active and will reflect the changes made in the selection and ordering of the in the items in the activity log.
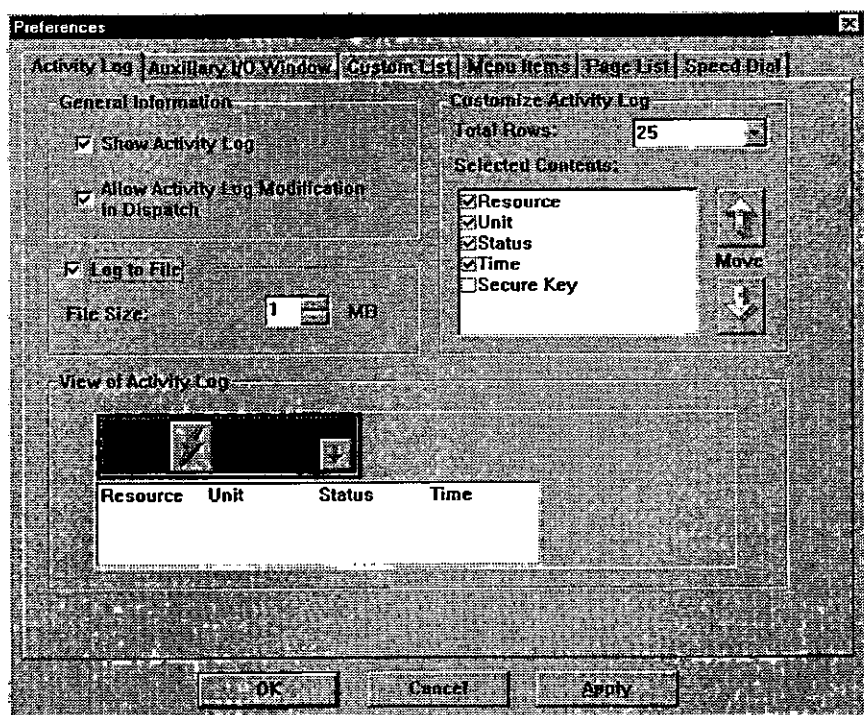
# Chapter 8   Editing Preferences

The Preferences menu item provides access to a dialog box that allows the configuration of the Activity Log , Auxiliary I/O Window, Custom List (Radio), Menu Items, Page List and Speed Dial.

Activity Log

To customize the view of the activity log:

1. Choose Preferences from the Edit menu to open the preferences dialog box.

2. Select the **Activity Log** tab.
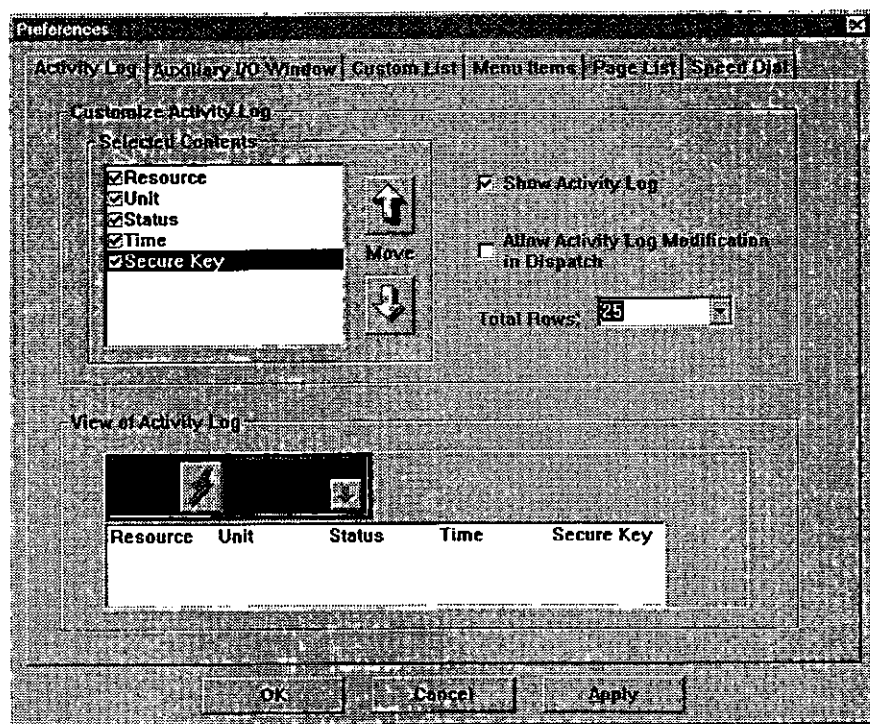
3. If desired, select the Show Activity Log check box.

    •   If checked, the activity log will initially be shown in Dispatch.
        If not checked, the activity log will have to be opened in
        Dispatch.

4. If desired, select the Allow Activity Log Modification in Dispatch
    check box.

    •   If checked, the activity log parameters can be modified in
        Dispatch. If not checked, the activity log cannot be modified
        in Dispatch.

5. To configure the number of rows that the activity log will contain,
    select the appropriate number from the Total Rows drop-down list.

6. To configure the type of information to display in each column,
    and the number of columns the activity log will have perform the
    following steps:

7. From the Selected Contents screen area, select each item to be
    displayed in the activity log.

8. Determine the order the items will appear in the activity log by
    highlighting the Selected item and using the Move Arrows.

    *Note: During this operation, the View Activity Log area of the
    screen will be active and will reflect the changes made in
    the selection and ordering of the in the items in the activity
    log.*

9. When you are satisfied with the setup of the activity log:

10. Click **OK** to accept the changes and close the dialog box.

    •   Click **Cancel** to close the dialog box without applying the
        changes.

    •   Click **Apply** to accept the changes and continue to edit
        preferences.

8. When you are satisfied with the setup of the activity log:
   - Click **OK** to accept the changes and close the dialog box.
   - Click **Cancel** to close the dialog box without applying the changes.
   - Click **Apply** to accept changes and continue to edit preferences.

Auxiliary I/O Window

To customize the view of the Auxiliary I/O Window:

1. Select Preferences from the Edit menu to open the preferences dialog box.
2. Select the Auxiliary I/O Window tab.

   This dialog box allows the user to:
   - Set the contents of the Auxiliary I/O Window.

   Set the initial visibility of the Auxiliary I/O Window (Hidden/shown)

3. To place an Aux I/O group in the Auxiliary I/O Window, select the group name from the list box and click on the **right arrow** button.

   - The Aux I/O group appears in the Auxiliary I/O Window which is initially maximized to the size of its content and positioned in the lower left corner of the screen.

4. To remove an Aux I/O group from the Auxiliary I/O Window, click on the **left arrow** button.

   - The Aux I/O group is removed from the Auxiliary I/O Window and the Aux I/O group name re-appears in the list box.

5. Set the visibility of the Auxiliary I/O Window by checking the Show **Auxiliary I/O Window** checkbox

6. The Auxiliary I/O Window can also be hidden and redisplayed via a toolbar button (see Configuring the Toolbar).

7. Click **OK** to accept the changes and close the dialog box.

   - Click **Cancel** to close the dialog box without applying the changes.

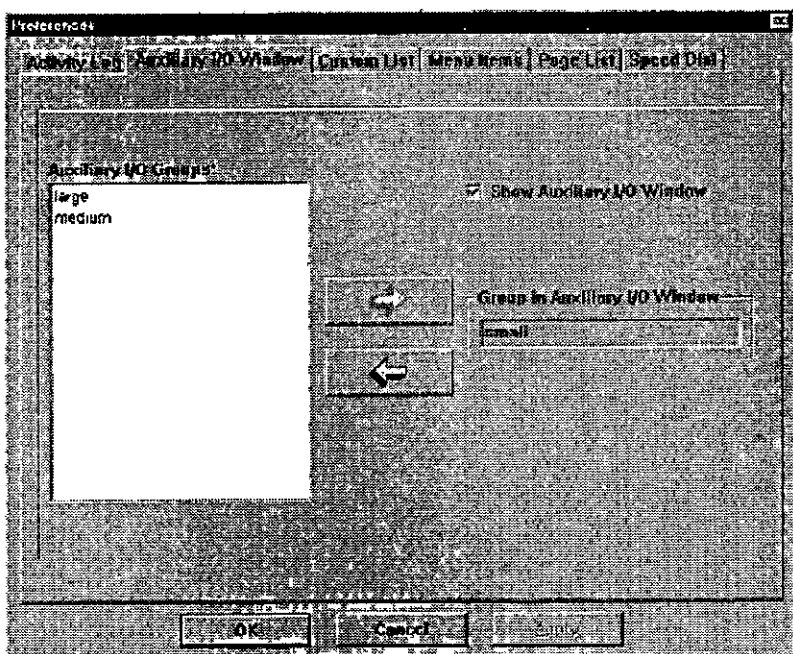   - Click **Apply** to accept the changes and continue to edit preferences.

Custom List (Radio)

In Dispatch, each QuickList can display 2 sets of aliases: Master and Custom. The Custom List is configured in Admin through the Edit | Preferences Dialog.
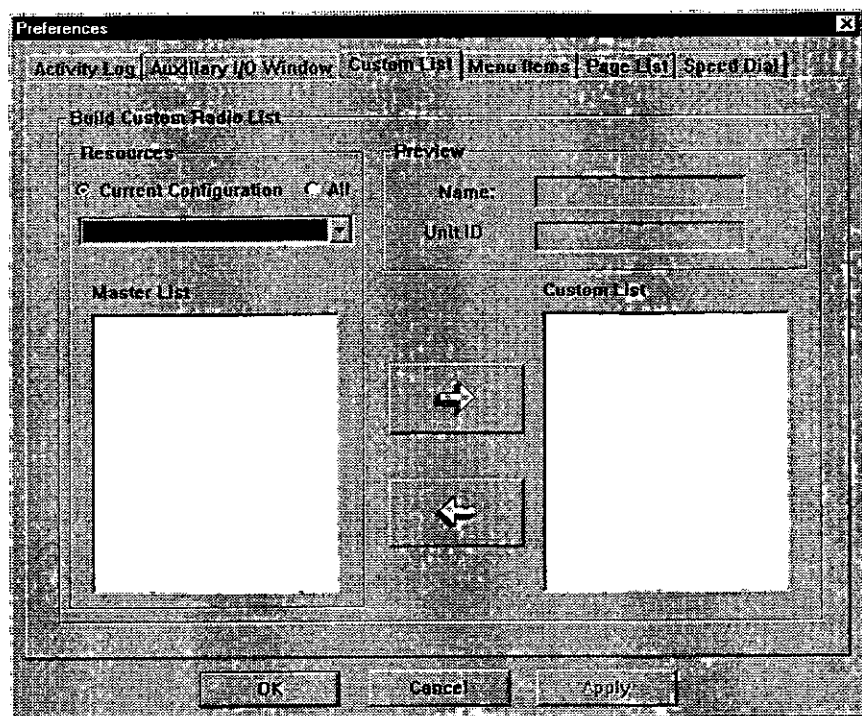
To view the dialog to change the Custom List:

1. Choose **Preferences** from the **Edit menu.**
2. Click on the **Custom List** tab.

To add a new Alias to the Custom List,

1. Two resource lists are available. Select the appropriate list by clicking on either the **Current Configuration** or **All** option button.

    • If Current Configuration button is selected, then only the currently assigned resources in the configuration file are listed. Otherwise, all the available resources in the Master Database are listed.

2. Choose a resource from the drop-down box. The list of aliases available to this resource are displayed in the Master List.

3. Select the desired alias from the Master List.

4. Click on the right arrow button to add the selected alias to the Custom List.

    • The selected alias is removed from the Master List and is added to the Custom List.

5. Click **OK** to accept the changes and close the dialog box.

    • Click **Cancel** to close the dialog box without applying the changes.

    • Click **Apply** to accept the changes and continue to edit preferences

To remove an existing Alias from the Custom List,

1. Select the alias to be removed from the Custom List.

2. Click on the **left arrow** button.

    • The selected alias disappears from the Custom List.

    • If the alias being removed is a valid alias for the currently selected resource, then the alias appears in the Master List. Otherwise, the Master List remains unchanged.

3. Click **OK** to accept the changes and close the dialog box.

    • Click **Cancel** to close the dialog box without applying the changes.

    • Click **Apply** to accept the changes and continue to edit preferences.

Auxiliary I/O Window

To customize the view of the Auxiliary I/O Window:

1. Select Preferences from the Edit menu to open the preferences dialog box.

2. Select the Auxiliary I/O Window tab.

    This dialog box allows the user to:

   - Set the contents of the Auxiliary I/O Window.

    - Set the initial visibility of the Auxiliary I/O Window (Hidden/shown)

3. To place an Aux I/O group in the Auxiliary I/O Window, select the group name from the list box and click on the **right arrow** button.

- The Aux I/O group appears in the Auxiliary I/O Window which is initially maximized to the size of its content and positioned in the lower left corner of the screen.

4. To remove an Aux I/O group from the Auxiliary I/O Window, click on the **left arrow** button.

- The Aux I/O group is removed from the Auxiliary I/O Window and the Aux I/O group name re-appears in the list box.

5. Set the visibility of the Auxiliary I/O Window by checking the Show **Auxiliary I/O Window** checkbox

6. The Auxiliary I/O Window can also be hidden and redisplayed via a toolbar button (see Configuring the Toolbar).

7. Click **OK** to accept the changes and close the dialog box.

- Click **Cancel** to close the dialog box without applying the changes.

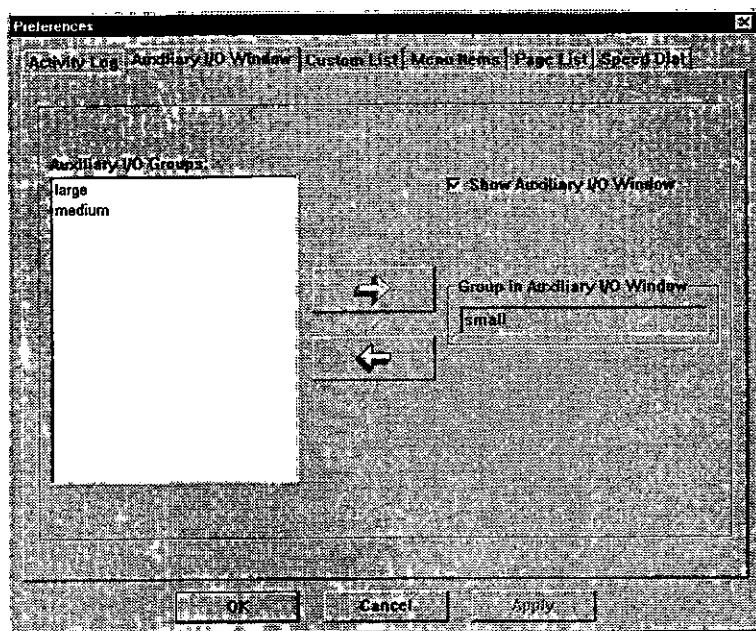- Click **Apply** to accept the changes and continue to edit preferences.

Menu Items

The Edit Menu feature is used to define the contents of the menus that appear at the top of Elite's Dispatch screen. There are six menus whose contents can be defined by the user: Edit, View, Features, Phone, Page and Folders.
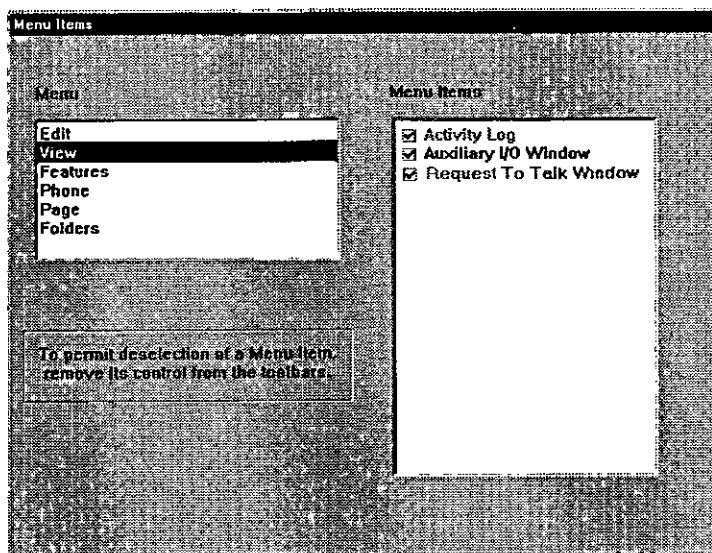
To change the Menu Items List:

1. Choose **Preferences** from the **Edit menu**.

2. Click on the **Menu Items** tab.

To edit the contents of a menu:

1. Select a menu from the box labeled Menu. This causes its corresponding menu items to appear in the box labeled Menu Items.

   - A checkbox appears to the left of each menu item. A checked box beside menu items indicate that they are displayed on the menu. Menu Items that are not checked indicate menu items that are not displayed. Disabled (shown as grayed) menu items are frozen in the selected state, indicating that they cannot be removed.

2. **Toggle** the state (displayed / not displayed) of a menu item by clicking on its checkbox.

   Note: Those menu items that have an associated toolbar button being displayed on the screen are not allowed to be removed from the menu. To remove these menu items, first remove the associated toolbar button from the toolbar.

   Note: If a toolbar button is added to the toolbar, then the corresponding menu item is automatically added to the appropriate menu if not included previously.

3. Click **OK** to accept the changes and close the dialog box.

   - Click **Cancel** to close the dialog box without applying the changes.

   - Click **Apply** to accept the changes and continue to edit preferences.

Page List

In CENTRACOM Elite, the Standard Page feature provides the user with two page lists: Master and Custom. The Custom Page List is configured in CENTRACOM Elite Admin through the Edit I Preferences Dialog. It should be noted that only one Custom Page List is associated with each configuration file
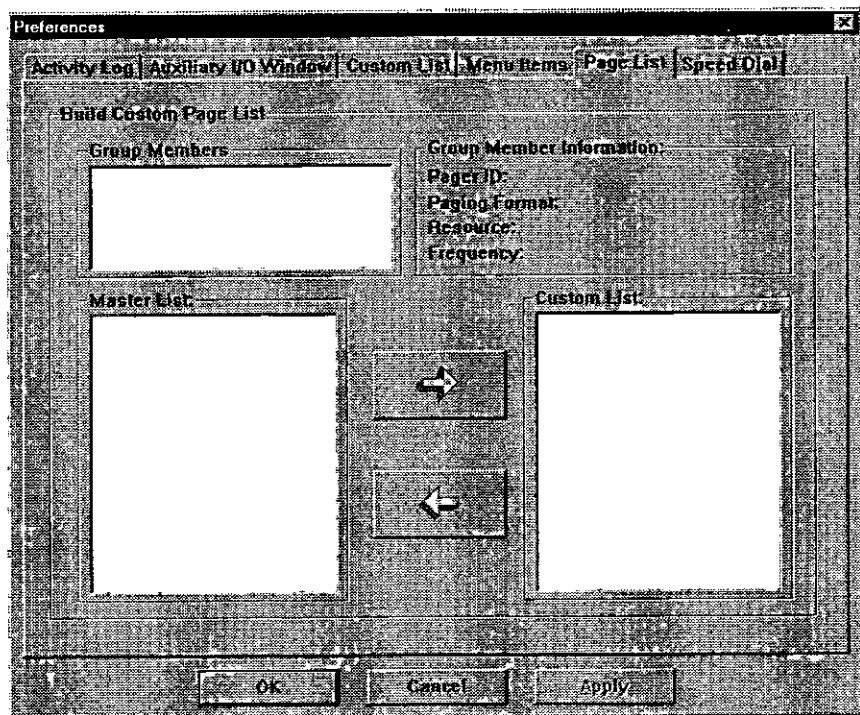
To add a new Name to the Custom Page List:

1. Select **Preferences** from the **Edit** menu.

2. Click on the tab for the **Page List** page.

3. Select the desired Name from the Master List.

   • The name and associated information appears in the Details Box.

4. Click on the right arrow button to add the selected alias to the Custom List.

   • The selected Name is removed from the Master List and added to the Custom List.

To remove an existing Name from the Custom Page List:

1. Select the **Name** to be removed from the Custom Page List. The name and number appear in the Details box.

2. Click on the **left arrow** button.

   • The selected alias is removed from the Custom List and added to the Master List.

3. Click **OK** to accept the changes and close the dialog box.

   • Click **Cancel** to close the dialog box without applying the changes.

   • Click **Apply** to accept the changes and continue to edit preferences.

Speed Dial

In CENTRACOM Elite, the Speed Dial feature provides the user with two phone lists: Master and Custom. The Custom Phone List is configured in CENTRACOM Elite Admin through the **Edit I Preferences** Dialog. It should be noted that only one Custom Phone List is associated with each configuration file.
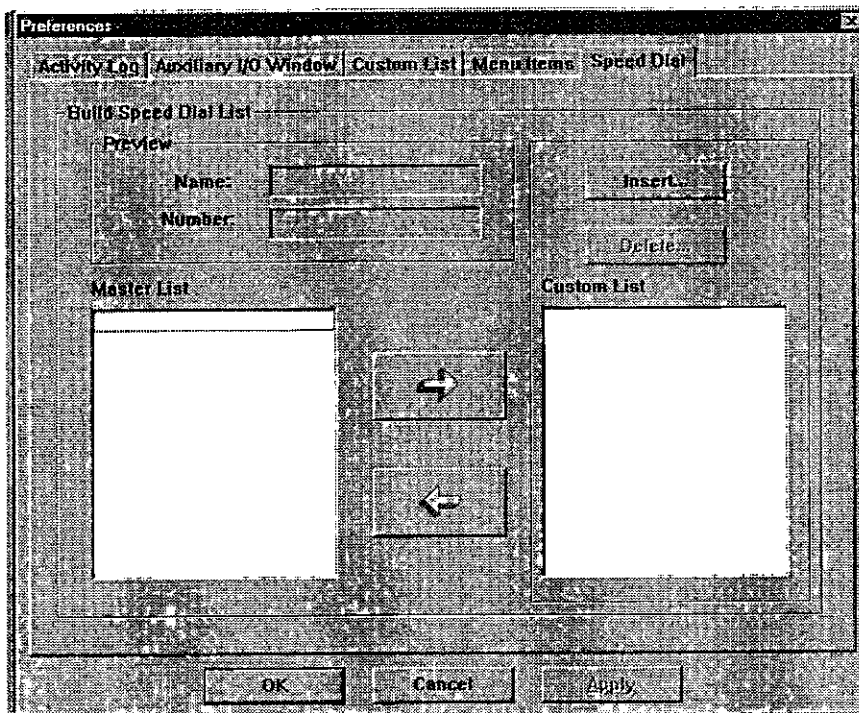
To add a Name from the Master Phone List to the Custom Phone List:

1. Select **Preferences** from the **Edit** menu.

2. Select the **Speed Dial** folder tab.

3. Select the desired **Name** from the **Master List**. The name and number will appear in the Preview Box.

4. Click on the **right arrow** button to add the selected alias to the Custom List.

    - The selected Name is removed from the Master List and added to the Custom List.

5. Add a new name to the Custom Phone List using the **Insert Button**. This allows entry of speed dial aliases that are visible only to the configuration file where they were entered.

6. Click the **Insert** button located above the Custom Phone List.

    - The Insert to Custom List screen will open.

7. Enter the new name and number into the appropriate name and number fields.

8. Click the **OK** button. This will cause the new name to appear in the Custom Phone List.

    - Click **Cancel** to return to the Preference screen without inserting a speed dial alias.

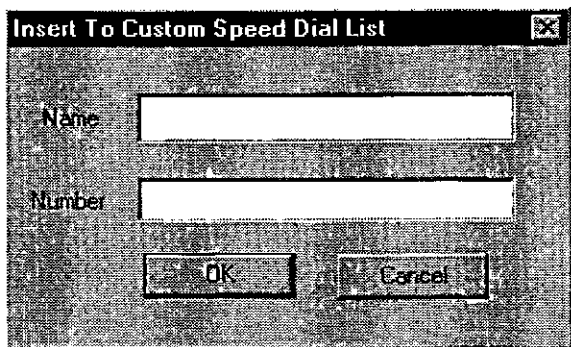*Note: The maximum number of entries into the Custom List is 1000.*

Speed Dial

In CENTRACOM Elite, the Speed Dial feature provides the user with two phone lists: Master and Custom. The Custom Phone List is configured in CENTRACOM Elite Admin through the **Edit |
Preferences** Dialog. It should be noted that only one Custom Phone List is associated with each configuration file.

Warning: *Do not create a Speed Dialing alias name in Elite Admins Speed Dial Custom List with identical spelling to that which exists in the ADM.*

To add a Name from the Master Phone List to the Custom Phone List:

1. Select **Preferences** from the **Edit** menu.

2. Select the **Speed Dial** folder tab.

3. Select the desired **Name** from the **Master List**. The name and number will appear in the Preview Box.

4. Click on the **right arrow** button to add the selected alias to the Custom List.

   - The selected Name is removed from the Master List and added to the Custom List.

5. Add a new name to the Custom Phone List using the **Insert Button**. This allows entry of speed dial aliases that are visible only to the configuration file where they were entered.

6. Click the **Insert** button located above the Custom Phone List.

   - The Insert to Custom List screen will open.

7. Enter the new name and number into the appropriate name and number fields.

8. Click the **OK** button. This will cause the new name to appear in the Custom Phone List.

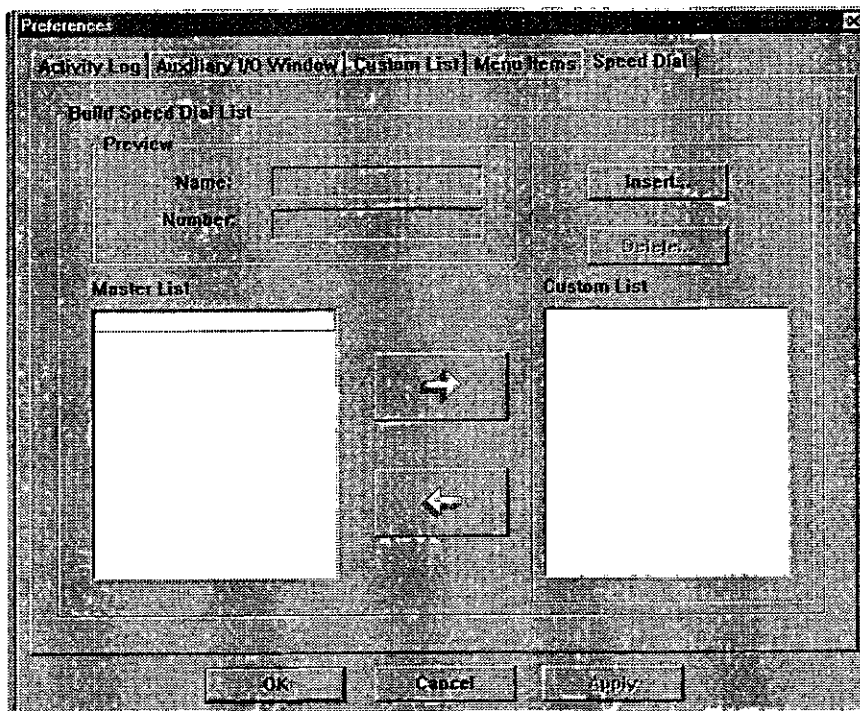   - Click **Cancel** to return to the Preference screen without inserting a speed dial alias.

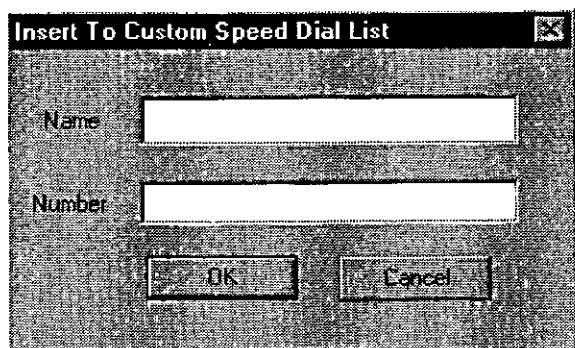*Note: The maximum number of entries into the Custom List is 1000.*

To remove an existing Name from the Custom Phone List:

1. Select the **Name** to be removed from the Custom Phone List. The name and number will appear in the Preview box. Perform either of the following steps:

    •   To move the name into the Master List click the left **arrow** (if enabled.)

    •   Click the **Delete** button to remove aliases entered via the Insert button.

2. To save the Custom Phone List, click the **Apply** button.

3. To save and exit the dialog box, click the **OK** button

Setting the Clock

The clock, optionally displayed to the right of the top toolbar, might need to be set due to:

•   power interruption, or

•   during initial system set-up.

To set the clock for the Dispatch system:

1. Log in to the PC which is the Primary Supervisor Operator position, with the Elite Admin password.

    •   Ensure that a Dispatch session is running on the PC which is the Primary Supervisor Operator position. This allows the time to be controlled by the local PC clock.

2. Change the time on the local PC through Windows/NT.

Registry Settings

The Elite application supports several registry values which can be used to control the behavior of certain aspects of the dispatch interface. The following table summarizes these values, however, Motorola assumes no responsibility for user manipulation of the Microsoft Registry.

The key is:

HKEY_LOCAL_MACHINE/SOFTWARE/Motorola/Console/Elite.

Name	Type	Valid Value	Explanation
SharedResourceControl	REG_DWORD	1	Allow CAD assignment.
		0	Not allowed.
RadioPhoneDeassign	REG_SZ	Deassign All	Deassign all radio and phone resources
		Deassign None	Deassign no radio and phone resources
		Deassign Elite	Deassign elite assigned radio and phone
AuxioDeassign	REG_SZ	Deassign All	Deassign all Auxiliary I/O resources
		Deassign None	Deassign no Auxiliary I/O resources
		Deassign Elite	Deassign elite assigned Auxiliary I/O only
ConfigPath	REG_SZ	No restriction	Default path of configuration file
Status LineWidth	REG_DWORD	No restriction	Status Line width
Status Line QueueSize	REG_DWORD	No restriction	Status Line queue size
SafetySwitchUnlockDuration	REG_DWORD	No Restriction	Determines the length of the safety Switch unlock timer in seconds. It also determines the length of delete stack entry and delete entire stack activation in seconds.
PagingResendTimeout	REG_DWORD	No Restriction	Determines the length of time before resend button of paging changes back to send if it is not pressed.
HysteresisX	REG_DWORD	No Restriction	The hysteresis variable for the resource tile for the X component. This controls how far the user must drag the resource tile before it will move on the dispatch screen. Suggestion minimum 5.
HysteresisY	REG_DWORD	No Restriction	The hysteresis variable for the resource tile for the Y component. This controls how far the user must drag the resource tile before it will move on the dispatch screen. Suggestion minimum 5.
LargeFolderTabSize	REG_DWORD	50 < x < screen resolution / 6	The width of the folder tab for a "Large" setting
MediumFolderTabSize	REG_DWORD	50 < x < screen resolution / 6	The width of the folder tab for a "Medium" setting
SmallFolderTabSize	REG_DWORD	50 < x < screen resolution / 6	The width of the folder tab for a "Small" setting.
MomentaryToneDuration	REG_DWORD	> 0	Determines the duration in seconds that Elite will filter out duplicate type of Momentary Tones.
ActivityLogPath	REG_SZ	No restriction	Path to the log file of the Activity Log

Dispatch Interface Registry Values

To remove an existing Name from the Custom Phone List:

1. Select the **Name** to be removed from the Custom Phone List. The name and number will appear in the Preview box. Perform either of the following steps:

    *   To move the name into the Master List click the **left arrow** (if enabled.)

    *   Click the **Delete** button to remove aliases entered via the Insert button.

2. To save the Custom Phone List, click the **Apply** button.

3. To save and exit the dialog box, click the **OK** button

Setting the Clock

The clock, optionally displayed to the right of the top toolbar, might need to be set due to:

*   power interruption, or

*   during initial system set-up.

To set the clock for the Dispatch system:

1. Log in to the PC which is the Primary Supervisor Operator position, with the Admin password.

    *   Ensure that a Dispatch session is running on the PC which is the Primary Supervisor Operator position. This allows the time to be controlled by the local PC clock.

2. Change the time on the local PC through Windows/NT.

Registry Settings

The Elite application supports several registry values which can be used to control the behavior of certain aspects of the dispatch interface. The following table summarizes these values.

The key is:

HKEY_LOCAL_MACHINE/SOFTWARE/Motorola/Console/Elite.

Name	Type	Valid Value	Explanation
SharedResourceControl	REG_DWORD	1	Allow CAD assignment.
		0	Not allowed.
RadioPhoneDeassign	REG_SZ	Deassign All	Deassign all radio and phone resources
		Deassign None	Deassign no radio and phone resources
		Deassign Elite	Deassign elite assigned radio and phone
AuxioDeassign	REG_SZ	Deassign All	Deassign all Auxiliary I/O resources
		Deassign None	Deassign no Auxiliary I/O resources
		Deassign Elite	Deassign elite assigned Auxiliary I/O only
ConfigPath	REG_SZ	No restriction	Default path of configuration file
Status LineWidth	REG_DWORD	No restriction	Status Line width
Status Line QueueSize	REG_DWORD	No restriction	Status Line queue size
SafetySwitchUnlockDuration	REG_DWORD	No Restriction	Determines the length of the safety Switch unlock timer in seconds. It also determines the length of delete stack entry and delete entire stack activation in seconds.
PagingResendTimeout	REG_DWORD	No Restriction	Determines the length of time before resend button of paging changes back to send if it is not pressed.
HysteresisX	REG_DWORD	No Restriction	The hysteresis variable for the resource tile for the X component. This controls how far the user must drag the resource tile before it will move on the dispatch screen. Suggestion minimum 5.
HysteresisY	REG_DWORD	No Restriction	The hysteresis variable for the resource tile for the Y component. This controls how far the user must drag the resource tile before it will move on the dispatch screen. Suggestion minimum 5.
LargeFolderTabSize	REG_DWORD	50 < x < screen resolution / 6	The width of the folder tab for a "Large" setting
MediumFolderTabSize	REG_DWORD	50 < x < screen resolution / 6	The width of the folder tab for a "Medium" setting
SmallFolderTabSize	REG_DWORD	50 < x < screen resolution / 6	The width of the folder tab for a "Small" setting.
MomentaryToneDuration	REG_DWORD	> 0	Determines the duration in seconds that Elite will filter out duplicate type of Momentary Tones.

Dispatch Interface Registry Values

Chapter 9   Troubleshooting

This section lists problems that may occur with CENTRACOM Gold
Series Elite and suggests corrective actions. If the supervisor is unable to
solve the problem, refer to the "Getting Help" paragraph in the Foreword
section for instructions on contacting the System Support Center.

If the PC screen "freezes" and does not respond to the keyboard or the
mouse, reboot by pressing the Control, Alt, and Delete keys
simultaneously. Admin must be restarted after the reboot.

If the problem recurs, notify the supervisor.

If the PC is powered up, but there is no display on the monitor, ensure
that the monitor cable is securely plugged into the back of the PC and the
monitor. Ensure that the monitor's power cord is securely plugged into a
120 VAC, 60 Hz grounded power outlet.

If there appears to be a problem with the PC itself, refer to the manuals
that came with the PC.

Error Messages

Error messages are displayed in the status line located at the bottom of the
Dispatch desktop. Most error messages which may occur during Dispatch
operation are self-explanatory. Some error messages instruct the operator
to contact the system administrator and occur if the operator attempts an
action that is not possible at the time.

When debugging a problem, check this list first. If the problem still exists,
contact the System Support Center. The paragraph entitled "Getting
Help" in the Foreword provides instructions for contacting the System
Support Center.

Internal database error contact sys admin
The properties on the master database may be set incorrectly. Find the
master database file by looking up the path using the CENTRACOM
Gold Series Configuration program, and make sure the file properties are
not set to Read Only. Also, make sure no one else is running the Console
Database Manager program at another PC using the same master
database.

Not ready - can't find database: contact sys admin

Elite cannot find the local database on this PC. Run the CENTRACOM
Gold Series Configuration program, and re-install "Elite Support".

Not ready - link between the CIE/speakers and CEB is down

Make sure that the cable between the CIE and the CEB is securely
plugged in and that the CIE is powered up. Also make sure that the
diagnostic LED on the COIM board for this operator position is currently
green. If the COIM is not green, please refer to the COIM maintenance
guide for assistance.

Not ready - link between the PC and CIE/speakers is down

Make sure that the cable between the PC and the CIE is securely plugged
in and that the CIE is powered up. Ensure the cable is plugged into the
correct serial port. The serial port being used can be checked and changed
using the CENTRACOM Gold Series Configuration program.

OP is not ready for use: contact sys admin

The operator tried to perform an operation while the console was not
ready. Look in the error history of the console that had the error, and look
for an error that begins with "Not ready." Take appropriate action based
on that error message.

**"Resource" not assigned - exceeded max assignments: contact sys
admin**

Either increase the number of allowable assignments in the CDM for this
operator position; remove some resources from the configuration file; or
instruct the operator not to assign any new resources.

System Errors

System errors are indicated by the presence of a gray exclamation point on a red background displayed in the lower right-hand corner of the Dispatch screen. If a system error occurs on an operator's console, check the fault maintenance printer for details on the error.

To clear a system error in Dispatch, choose the Clear System Error toolbar icon, or choose **Clear System Error** from the **Options** menu.

System could not be initialized properly because of a database mismatch error. Please contact the system administrator.
The PC may be connected to the wrong COIM board in the CEB. Check the Time Division Multiplexing (TDM) slot setting for this PC in the CDM, and verify that the DIP switch settings on the COIM board are correct.

System could not be initialized properly because of a network communication failure. Please contact the system administrator.
The local area network is down. Check to make sure all network cables are securely plugged in. Check all network hardware to make sure it is powered up and running.

System could not be initialized properly because the database could not be found. Please contact the system administrator.
The master or local database was moved after initial installation. Verify that the CENTRACOM Gold Series Configuration program points to the correct location for the master database. If this parameter is correct, reload the local database by re-installing "Elite Support."

System could not be initialized properly because the database software is out of date. Please contact the system administrator.

The local and master databases for the system are not in sync. Either the master database was upgraded to a new version and the local wasn't, or vice versa. Make sure all the local and master databases were loaded from the same version of the CENTRACOM Gold Series Configuration program.

This page intentionally left blank.

Glossary

TERM	DEFINITION
ADM	Alias Database Manager - A CENTRACOM Gold Series application program that configures aliases for subscriber radio units, status and message numbers, and phone numbers.
ADMI	Alias Database Manager Interface - This card interfaces to the CEB in Classic systems to program the aliases.
AEB	Ambassador Electronics Bank - Large audio switch that can interface up to 32 CEBs or channel banks.
Aliasing	The console feature that allows the users to assign names to trunking talk groups, unit IDs, or BIMs. For more information, refer to the Alias Database Manager User's Manual (68P81096E50).
All Mute	A feature which mutes all unselected audio, allowing the operator to hear the select audio more clearly.
All Mute Delay	The delay between the time the all mute feature mutes the speakers and the time that the normal volume is restored. The default is 30 seconds. It can be changed to any time from 1 to 255 seconds.
All Mute Level	The output level for the audio when the ALL MUTE feature is invoked. The default is 42 dB. This can be changed to 0 dB, 6 dB, 12 dB, 18 dB, 24 dB, 32 dB, and 36 dB using CDM.
API	Application Program Interface - API is the software interface for the Elite positions.
Asblown	The printout produced by the Trunked CENTRACOM Field PROM programmer which describes the configuration of the console.
Asbuilt	The printout produced by the factory which describes the configuration of the console.
Assignability	The console feature that allows CCMs to be dynamically assigned to specific channels.
Assignable Speakers	A feature which permits the assignment of specific channel audio to auxiliary speakers.
ASYNC	Asynchronous - A type of protocol that is used in the Gold Series.
Audible Alarm	A loud tone generated by the console to indicate that an event has occurred which requires the operator's immediate attention. Sometimes referred to as sonalert.
Automatic Switching	An option which causes the idle trunking central controller to become active automatically when the console determines that there is a failure in both data links to the active trunking central controller.
Auxio	Auxiliary I/O line on a CEB board - An auxiliary output can be activated by a CCSM closure. An auxiliary input can be routed to light a CCSM LED.
Auxio Card	The card installed in the CEB above a BIM, TBIM or DR to buffer auxios.
Auxio Safety Switch	A safety switch which prevents the operator from accidentally selecting an auxio.
Base Stations	The repeater which is the source of audio received by the console, and the destination of audio transmitted from the console.
Baud Rate	Number of bits transferred per second.

TERM	DEFINITION
BID Code	Base ID Code - The code used to identify a talk channel.
Busy/Callback	In trunking and iDEN systems, if all repeaters are busy, and an operator attempts to make a call, the console provides a busy indication and alerts the operator when a channel becomes available.
Busy Override	A trunking feature that allows one operator to take control of a resource from another operator.
CAD	Computer Aided Dispatch - Console feature that allows dynamic reconfiguration of the system via a computer.
CAD Host	The computer system that supports the CAD system. May be connected to the console via a CAD interface or the Elite API.
Call Alert	A signaling feature which permits the operator to send an alert tone to a radio, alerting its user to call in to the operator.
CCM	Channel Control Module - The hardware module on a Classic Buttons and LEDs or Classic Compact operator position containing eight switches, which generally control one or two channels. There are eight CCMs on a CCP.
CCP	Channel Control Panel - One of the panels containing space for eight CCMs on the operator position of a Classic Buttons and LEDs.
CCSM	Channel Control Switch Module - One switch/LED combination on an operator position.
CCW	Channel Control Window - Used on Classic CRT for each channel/talk group.
CDM	Console Database Manager - A CENTRACOM Gold Series application program that permits reconfiguration of a control center.
CEB	Central Electronics Bank - A rack or multiple racks of card cages containing the circuit boards which are connected to a common TDM bus.
Central Switch	The mechanism by which the console switches central controllers in trunking systems.
CENTRALINK 2000	A 911 system user interface that can run on the same PC as CENTRACOM Gold Elite.
Channel Disable	A supervisory feature which permits the supervisor console to disable specific channels at another console.
Channel Marker (Priority)	The configurable feature that causes a half second tone burst to be transmitted on a selected channel every 10 seconds to identify that channel as a priority channel. Note: Channel Marker does not work on all system types.
CIE	Console Interface Electronics - This is used with the Classic CRT and Elite dispatch positions. The CIE contains speakers, vu meter, and a front panel transmit switch.
Clock Display	The central display on the master control panel. The time is set by the supervisor and the clocks at all other operator positions are then synchronized. The clock display is also used for task-specific displays.
COIM	Console Operator Interface Module. - The CEB board that interfaces to operator positions in the CENTRACOM Gold Series system.
Common Database	Databases that must be the same in all the COIMs in the system.
Conditional Switching	The console keeps track of the number of channels that are active on both trunking centrals in a SMARTNET system. The conditional switching option causes the console to deny any attempt to switch to a central with fewer channels active.
Console	A console is made up of one or more operator positions and a CEB.
Conventional	A non-trunked channel; a channel that always transmits at a specified

TERM	DEFINITION
Channel	frequency.
Conventional Systems	A basic radio system, without trunking capability that transmits voice and limited data.
Data Logger	A data logger records console data. It can be used with signaling systems only.
Database	File containing theconsole system configuration data
DCCM	Display CCM - CCM with an 8-digit 5 x 7 dot matrix display, and four LED annunciators, for displaying data.
De-Assign	The ability to unassign a channel.
Dedicated Auxios	Auxios which perform a function related to the channel for the BIM they are assigned to. Examples: Main Standby, Supervisor Takeover. Dedicated auxios are always assigned to the same auxio number.
Dedicated Fallback CCM	CCM which is only used in fallback mode.
Dekey	Stop transmitting.
Download	Transfer data to the personal computer's disk through the local area network.
DPI	Direct Phone Interface - A BIM which interfaces to a phone line. Allows the operator to answer or initiate a call on a telephone line.
DPL	Digital Private Line - This is a squelch type that can used by incoming subscribers or base stations.
DR	Dual Receive board - A board in the CEB which interfaces with 2 base station receive channels. A DR takes up two TDM slots.
Duplex	Simultaneous two-way audio.
Duplex Patch	A patch wherein communication can occur in both directions at the same time.
Duplex Patch Dropout	The interval between the time that the activity on a patch stops, and the time that the channel dekeys. The default value is 5 seconds as opposed to 3 seconds to dekey a channel normally. This can be changed to any value from 1 to 255 seconds.
DVP	Digital Voice Privacy encryption - Base station feature which encrypts audio for privacy.
Elite	Graphical User Interface for dispatching on the CENTRACOM Gold Series.
Embassy System	A radio system that has a capacity of more than 96 channels. An Embassy system can be trunking or conventional, and may or may not be equipped with signaling capability.
Emergency Acknowledge	An operator position uses emergency acknowledge to inform parallel operator positions that the emergency is being handled.
Emergency Reset	After an inbound emergency call is received, the operator must reset the emergency indicator on the DCCM.
Enter ID	Permits the operator to enter the ID of a single radio and transmit a signal to only that radio. Enter ID is used with signalling systems only.
Failsoft Mode	Operation of the trunking system when the SmartNet trunking central controller is not operational. One repeater is designated for each talkgroup to use during failsoft mode.
Fallback Mode	The mode entered when the link to the Classic CAD host fails.
Fallback Status	Status for each assignable channel which denotes one of three possible courses of action during fallback mode: keep the current assignment, revert to the fallback CCM, or deassign the current assignment.
FILO	First In Last Out.

TERM	DEFINITION
Footswitch	A pedal-operated switch located on the floor beneath most consoles. Pressing the right pedal is equivalent to pressing the Transmit bar on the console. Pressing the left pedal is equivalent to pressing the Monitor switch.
Frequency Select	In a multi-frequency base station, this feature allows the console to select the desired Transmit/Receive frequencies.
Group Page	Several radios can be grouped and paged simultaneously.
Group/Regrouping	In trunking systems, radios are assigned to talkgroups, and the trunking central controller assigns channels to the talkgroups as required. Group Regrouping is a feature that permits several talkgroups to be combined into a multigroup using the multiselect or patch feature.
ICOM	Intercom Interface.
Inbound Emergency	A feature that allows a radio to transmit an emergency signal to the console in signalling or trunking systems.
Individual ID	ID of a radio or console in a talkgroup.
Instant Transmit	A feature that allows the operator to transmit to an unselected resource. Each channel has its own Instant Transmit switch.
Intelligent Call LED	Intelligent Call LED shows a different indication for calls on channels/talk groups that are not selected anywhere on the console.
Intercom	A feature which permits voice communication between consoles.
Interlocked Auxios	Only one interlocked auxio can be chosen at a time; choosing one releases another.
Kbps	Kilobits per second. This is a signaling rate.
Keying	Turning on a repeater.
Local Auxios	Auxios on a COIM which are only used on the operator position connected to the same COIM.
mA	milli-Amps.
Main/Alternate	A feature which allows for manual or automatic switching between two Base Interface Modules (BIMs).
Main/Standby	This feature allows the operator to manually choose to use a standby repeater if the main repeater fails.
Mbps	Million Bits Per Second.
MCP	Master Control Panel.
MDC (a.k.a. STAT-ALERT)	Motorola Data Communication signalling format supported by the console.
Mic	Microphone.
MID code	Module ID Code - Every board in the CEB that does not have a BID code has an MID code. MID codes start with a letter indicating the type of board it belongs to, followed by a 2-digit decimal number.
Monitor	This feature temporarily suppresses the squelch on a muted channel, so the operator can monitor the channel for call activity before transmitting on it, thus preventing the operator from interrupting a call in progress.
MSEL	Multiselect.
Multigroup	Two or more talkgroups can be combined into a multigroup in trunking systems. Calls to the multigroup reach all members of the talkgroups included in the multigroup.
Multigroup Channel	A channel that transmits to all groups in a multigroup.

TERM	DEFINITION
Multikey	Using Multiple Encryption Keys on a secure channel is called Multikey.
Multiport	Having multiple ports on a controller is called Multiport.
Multi-select	A method of combining several radios into a group so that all can be called at once.
Mute Second Receiver	This is a function that mutes the second receiver on multireceiver base stations (T22R, T44R).
OMI Muting	A signaling feature which mutes Stat-Alert data bursts from being heard at the dispatcher's speakers.
Operator Disable	A supervisory feature which permits the supervisor console position to disable another console position.
Operator Position	The interface to the operator.
OPs	Operator Positions.
Page Safety Switch	Prevents accidental pages from the console. The safety switch must bepssed before sending a page.
Paging	The ability to send paging tonesover the air.
Paging Disable	A supervisory feature which permits the supervisor console to disable paging capability at another console. Classic systems only.
Patch	A console feature that permits resources of different types to communicate directly.
Patch Idle Delay	The amount of time when there is no activity on a patch before the patch ACTIVE/IDLE LED flashes. The default is 30 seconds. It can be changed to any value from 1 to 255 seconds.
Patch Setup	The process by which the operator places resources into a patch.
Patch Transmit	The act of transmitting to all patch members from the console.
Personality	The specific customer configuration of the console.
Phone Patch	A BIM which interfaces to a phone line rather than a base station. Allows patches between phone lines and radios.
PL Strip	A BIM option which allows paging without PL (Private-Line Coded Squelch).
Positive Mode Control	This is used to key the DIU/CIU or base station when encryption is used in a Gold Series Console.
Primary Resource	A radio resource selected by an administrator as high priority, designated on the resource display with a diamond symbol.
Primary Supervisor	The console position with the highest transmitting priority, and the ability to use supervisory features.
Private Call	A type of trunking channel used to talk to one individual radio.
Private Line	Private Line - This is a squelch associated with subaudible tones.
PROM	Programmable Read Only Memory.
PTT - (Press To Talk)	Another term for keying up a radio.
PTT ID	A signalling feature that causes the ID of a radio to be displayed on the channel when the radio keys up.
Public Address	The ability to address an overhead paging system.
Radio Check	A signaling feature that allows the operator to check on whether an individual radio is operating.
Radio Enable/Disable	A signaling feature which allows the console operator to remotely turn on a radio and cause it to transmit audio. If the radio has been lost or stolen, the

TERM	DEFINITION
	operator can use radio disable to prevent misuse of the radio by unauthorized persons.
RCM	Radio Control Module - The control module containing the clock and keypad.
RCP	Radio Control Panel. - The lowest numbered CCP which contains the RCM.
Recall Recorder	A recorder hooked up to the console which records calls for an op position
Regroupable	A talkgroup is regroupable if it can be redefined with another talkgroup into a multigroup during a patch or multiselect operation, and using one repeater.
Relay Keying Control	An option to a BIM in which a relay is used to key the base station.
Remote Monitor	A signalling feature which allows the operator to remotely key a radio without alerting its user.
Repeater Enable	This enables/disables the repeat mode of a base station.
Resource	A generic term that refers to radio channels and phone lines connected to the CENTRACOM Gold Series console.
RF	Radio Frequency.
Secondary Supervisor	The console position with the second-highest transmitting priority
Select	Choosing a resource by pressing its Select switch routes audio to select speaker.
Select Audio	Audio routed to a select speaker.
Select Speaker	The console speaker through which the audio of the selected resource(s) is heard.
Selective Call	A call which is directed to either a single radio or a group of radios. See call alert or voice alert.
Self-Repeat	Also referred to as Talk-Through - Allows the Repeat path to be enabled.
Sequential Paging	Sequentially sending out pages (Check List Paging).
Serial Link Baud Rate	The baud rate of the link from the COIM to the operator position.
Signalling	The ability to send data on a conventional channel to support signalling features such as PTT ID
Simplex Muting	Muting Audio on a simplex channel.
Simplex Patch	A patch wherein communication can occur in one direction at a time.
Single Tone	An audible tone to control subscriber access to a repeater (similar to PL).
Sitewide	A fall back mode in SmartZone radio systems.
Smplx	Simplex- Radio communication is transmitted and received on one frequency.
Sonalert	The console audible alarm, which indicates that an event has occurred which requires the operator's immediate attention.
SP	Special Product - A special enhancement to the Gold Series system that is not standard.
SPI	Smart Phone Interface.
Stack Delete	The feature which clears the receive ID stack in a DCCM.
Stacking	The ability of a DCCM to store up to 10 receive IDs in memory.
Stat-Alert	Preamble Signaling at the start or end of an audio transmission. Same as MDC1200
Status/Message	A signaling feature which sends a status or message to a dispatch position.

TERM	DEFINITION
	Only available on Classic Buttons and LEDs and Elite GUI.
Status Request	A signaling feature which requests the status of a subscriber unit.
Supervisor Status	The supervisory level for each operator position. Primary, secondary, and non-supervisor are the different supervisory levels.
Supervisor Takeover	A switch on the operator position which controls an auxio on a BIM which inhibits T1600 or Series 90 type controllers from using a base station.
Supervisory Capabilities	Console capabilities that can be performed at the supervisory console only.
SYNC	Synchronous - A type of data transmission protocol.
System ID	The trunking system ID as it is known to the trunking central controller.
System-related K Options	K options which are associated with a trunking system ID, such as central switch buttons.
System-wide Channel	A channel whose talk group is the whole trunking system.
Takeover	Takeover refers to a dispatcher taking over a subscriber's audio transmission.
Talkgroup	A subgrouping of the channels in a trunking system.
Talk-Through	Also referred to as Self-Repeat, allows the audio to be repeated in a base station.
TBIM	Trunking Base Interface Module - A BIM for trunking channels.
telco	Telephone company.
Terminal Baud Rate	The baud rate of the diagnostic terminal link.
TnnR	A single-transmitter, with multiple receivers, n indicates the quantity of frequencies.
TnRn	A single transmitter and single receiver, n indicates the quantity of frequencies in the base station.
TRACKBALL	A peripheral device used to point the cursor on a Classic CRT or Elite console.
Transmit	To originate a call to selected resources, either from the console or from a radio.
Transmit Priority	The ability of a higher-priority operator or transmission to take over a channel from a lower-priority operator or transmission.
TRC	Tone Remote Control - This is used to remotely control a tone remote base station.
Trunking	A method of allotting a limited number of channels to many radios, based on the principle that not all radios are in use at the same time. In trunking systems, the trunking central controller assigns channels to radios as required.
Trunking Central Controller	The controller hardware which coordinates trunking repeater assignments. The TIMI interfaces directly to the trunking central controller.
Trunking Channel	A channel that is part of a trunking system. It is not associated with a particular base station since it can be allocated dynamically to any base station in the trunking system which the channel belongs to.
Trunking Talkgroup	The system, group, and talkgroup that a trunking channel belongs to.
UNSELECT	Unselect audio is usually non-working dispatch channels going through the unselect speaker.
Unselect Speaker	The console speaker through which all but the selected audio is heard.

TERM	DEFINITION
Voice Alert	A signalling call type sent to a radio to alert the user that a voice call from the console is being sent. This is useful if the radio user is out of the vehicle and cannot hear a voice call.
Voting Comparator	A device which compares the received signals from two different receivers and selects the stronger of the two.
VOX	Voice detection - This is used to indicate call indication.
Wildcard	Wildcard tones can be sent to the base station to perform certain functions.
Xmit	Transmit.
ZC	Zone Controller

Index

This page intentionally left blank.