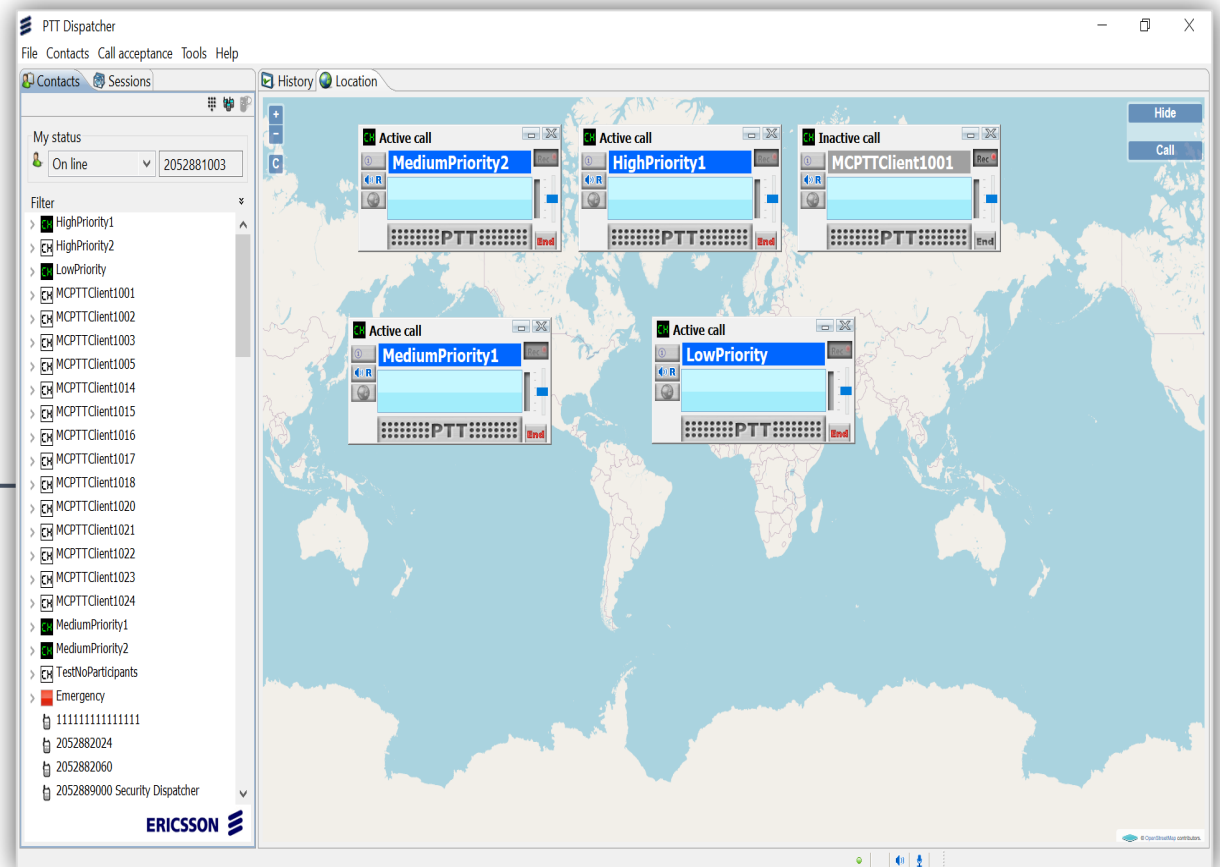


# LINC MCPTT DISPATCHER OVERVIEW

October 2021



PROPERTY OF SOUTHERN LINC. DO NOT DISTRIBUTE WITHOUT PERMISSION.

# Downloading Linc MCPTT Dispatcher software

The following links take the user to the Linc MCPTT Dispatcher software on AppCenter.

[https://install.appcenter.ms/orgs/southern-linc/apps/linc-mcptt-dispatcher/distribution\\_groups/public](https://install.appcenter.ms/orgs/southern-linc/apps/linc-mcptt-dispatcher/distribution_groups/public)

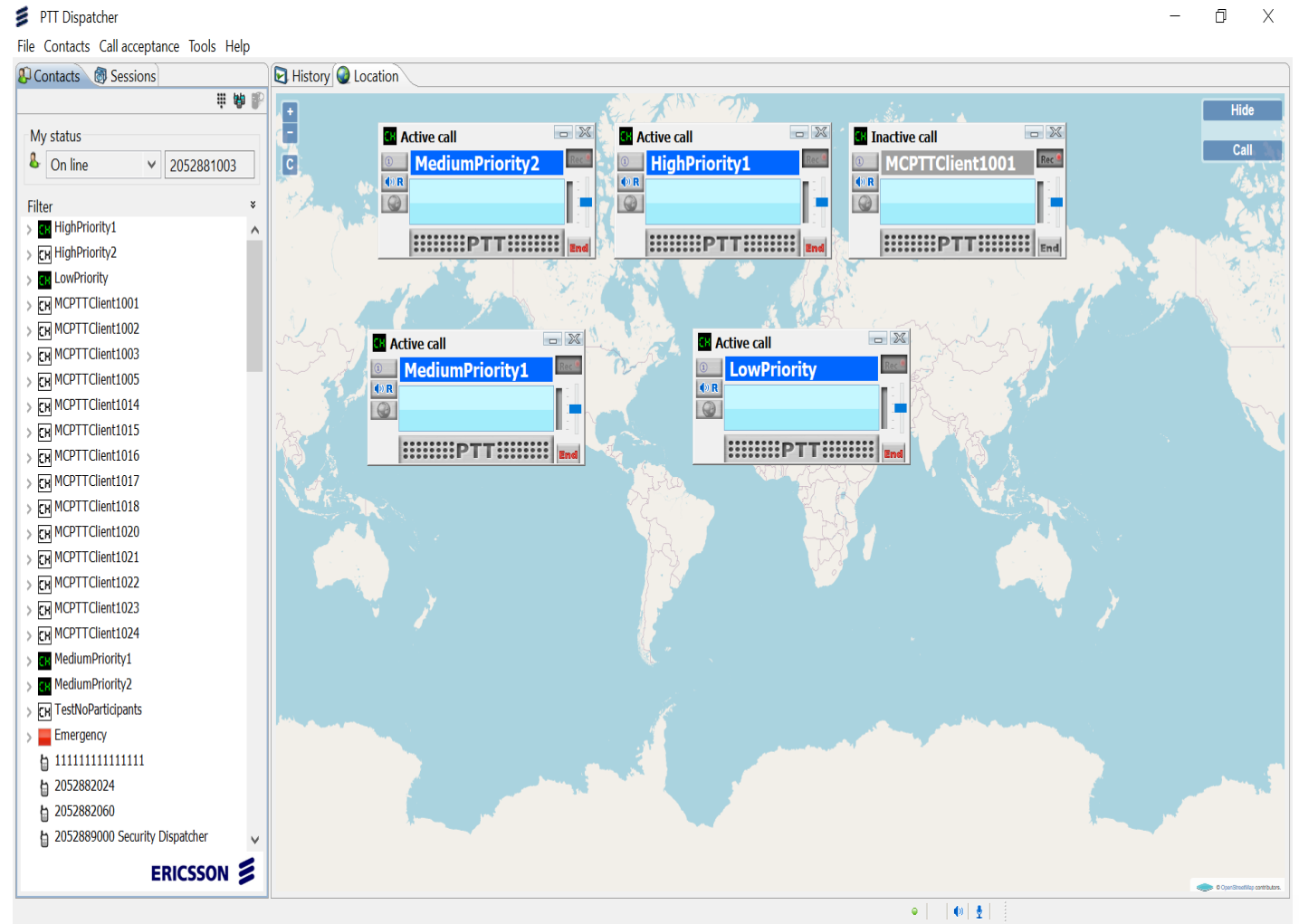
<https://bit.ly/37LiAoK>

Users will need a Linc MCPTT Dispatcher User ID and Password to log in to the application

# System Requirements

## System Requirements

- Laptop/desktop
- Windows 10 operating System
- 64-bit operating system, x64-based processor
- Intel® Core™ Intel Core I5 (10500T) – 1.70Ghz
- 16.0 GM RAM
- 400 MB free space
- Windows Power Mode: “Best Performance”
- Sound card compliant with DirectX© 9.0c and Java Sound© (JRE1.6 upd 2)
  - Input device
  - Output device
- IP-based Connectivity
- *Please see Dispatcher User Guide for complete list*



**Dispatcher**



# Linc MCPTT Dispatcher

## Accessories

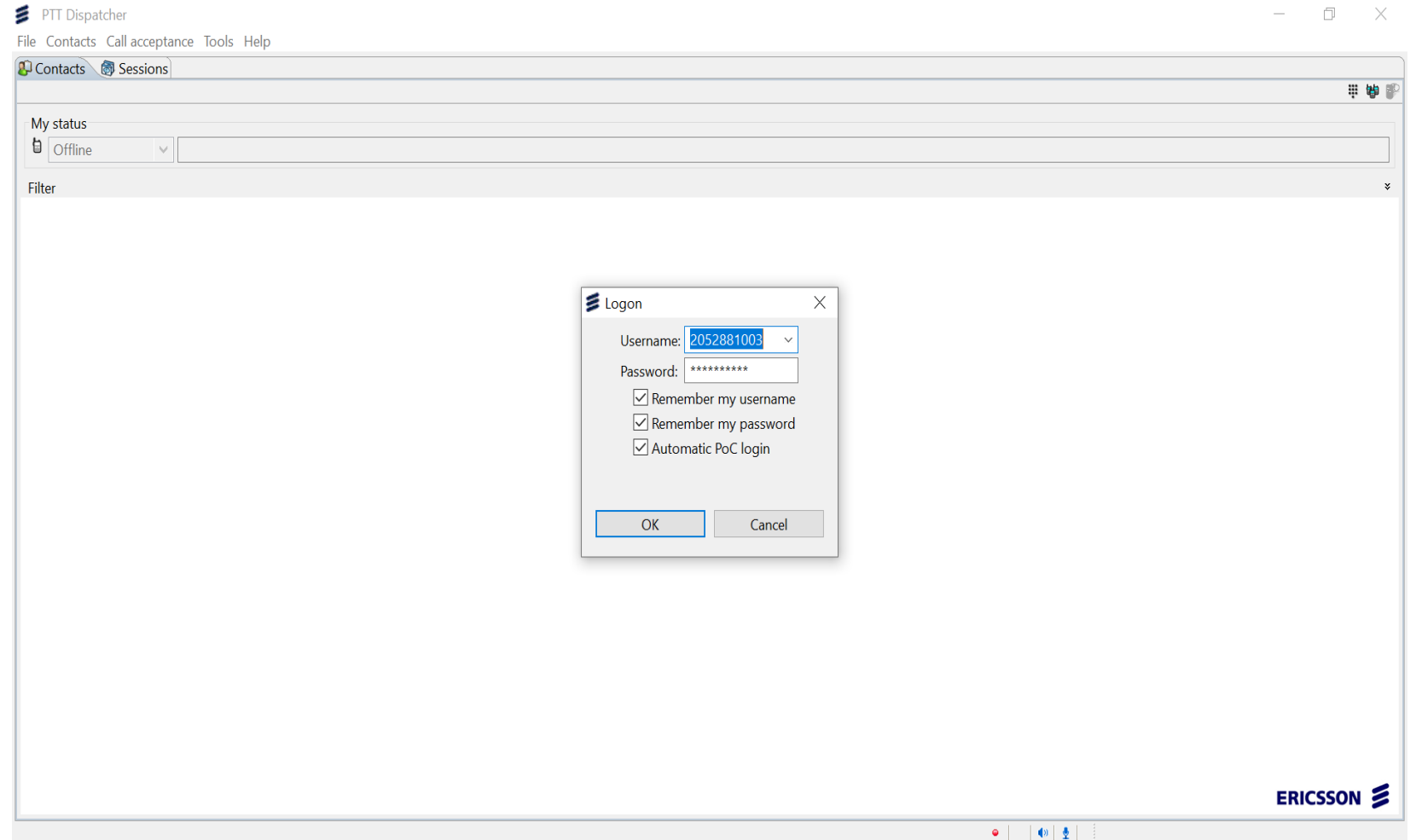
- LMC Systems FTT-100 Foot Pedal
- Programmed as a space bar
  
- Most USB connected Headsets and microphones will work. The following have been tested:
- Logitech H390 Wired Headset
- Liangstar USM Computer Mic
- Amazon Basics USB Gaming Mic



# Linc MCPTT Dispatcher Login

## Login:

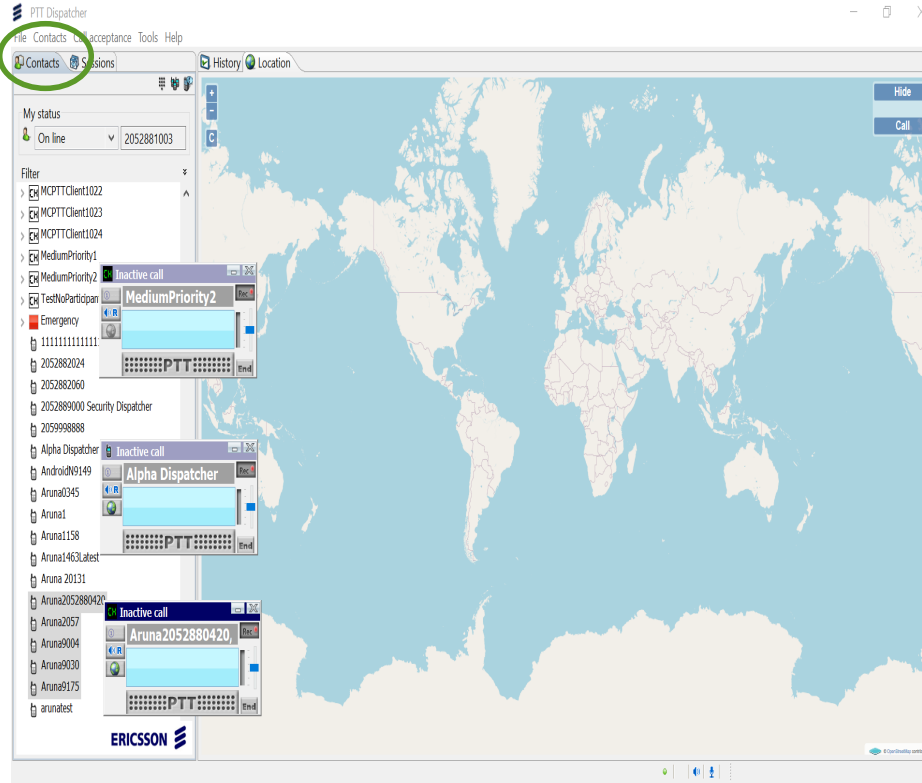
- Manual login using the provided User ID and Password
- Requires an Internet connection



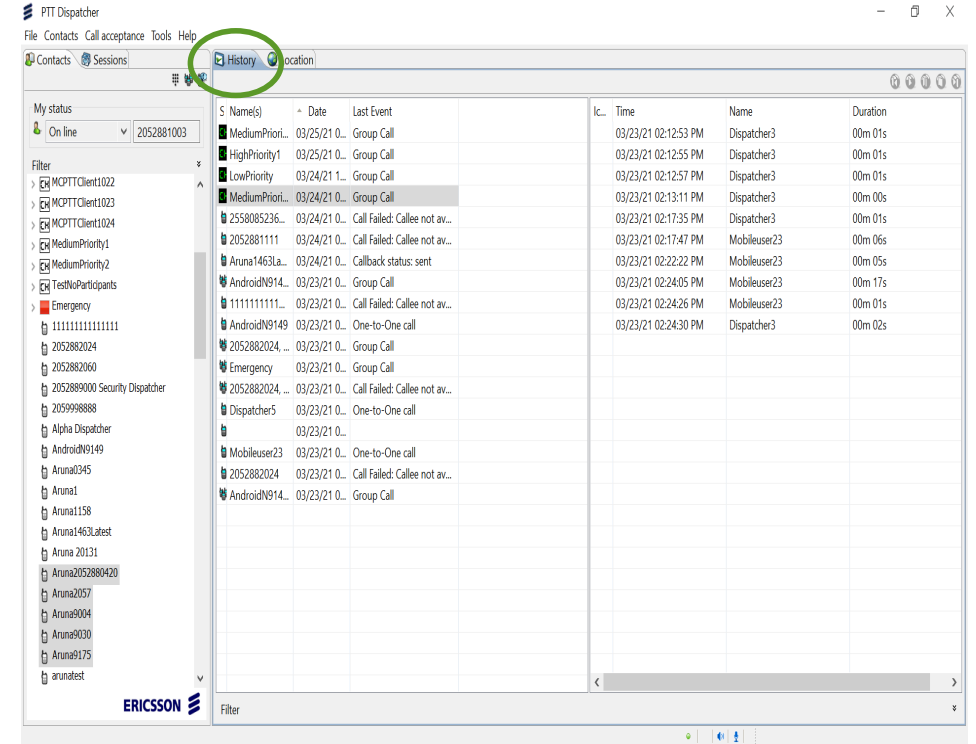
Dispatcher Login Page

# Linc MCPTT Dispatcher highlights

- Group Calls
- Private Calls
- Call History
- View Call History details and hear recorded PTT calls



Group and Private Call list

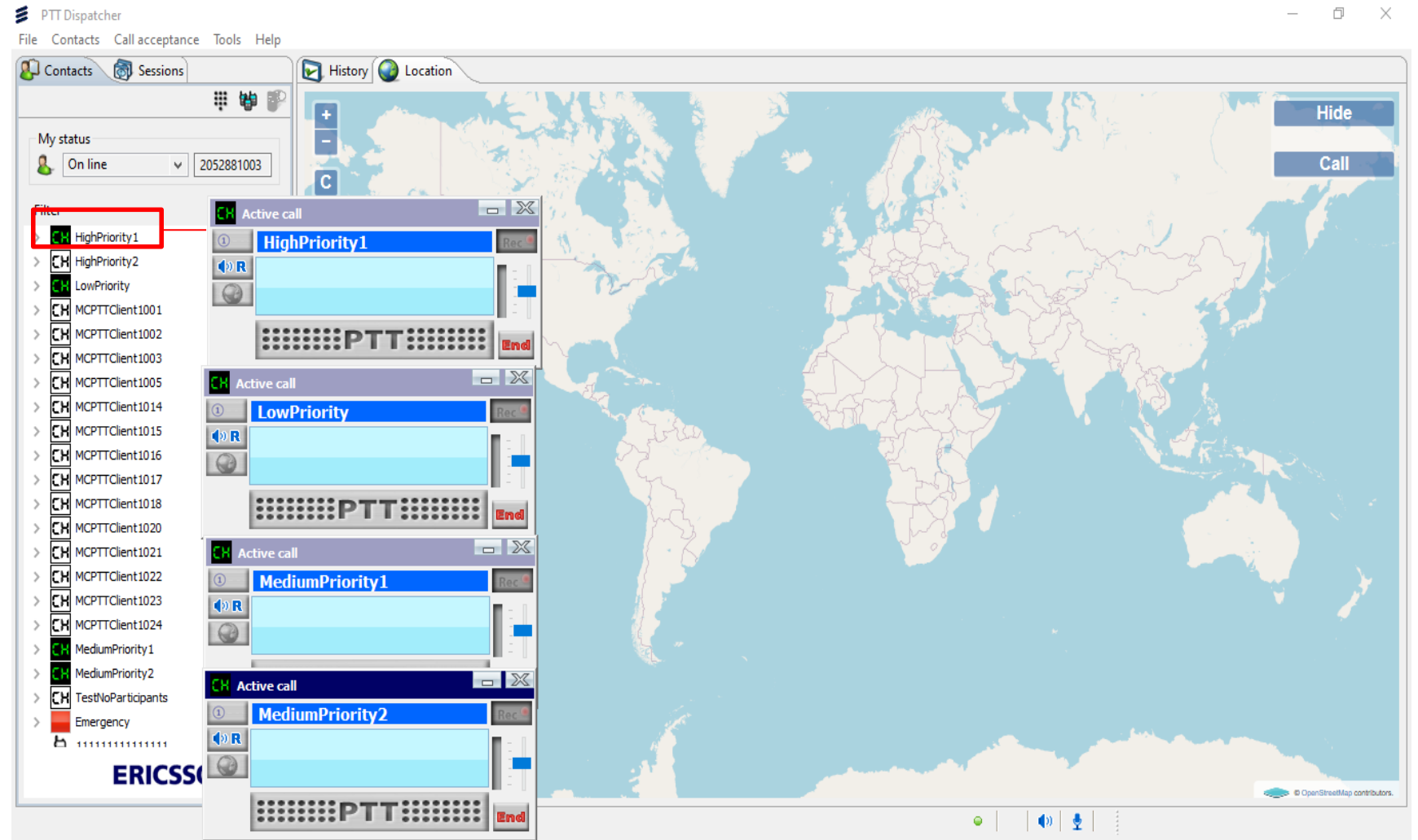


Call History and Call History Details

# Auto Affiliation of groups

## Auto Affiliation of groups:

- Administrator controls Auto-affiliation On/Off setting
- Auto-affiliated groups will automatically connect by opening the group call window box.
- All the auto joined and manually joined groups will be highlighted in Green
- To make a group call, click/press on PTT button.
- Click and hold PTT button to talk

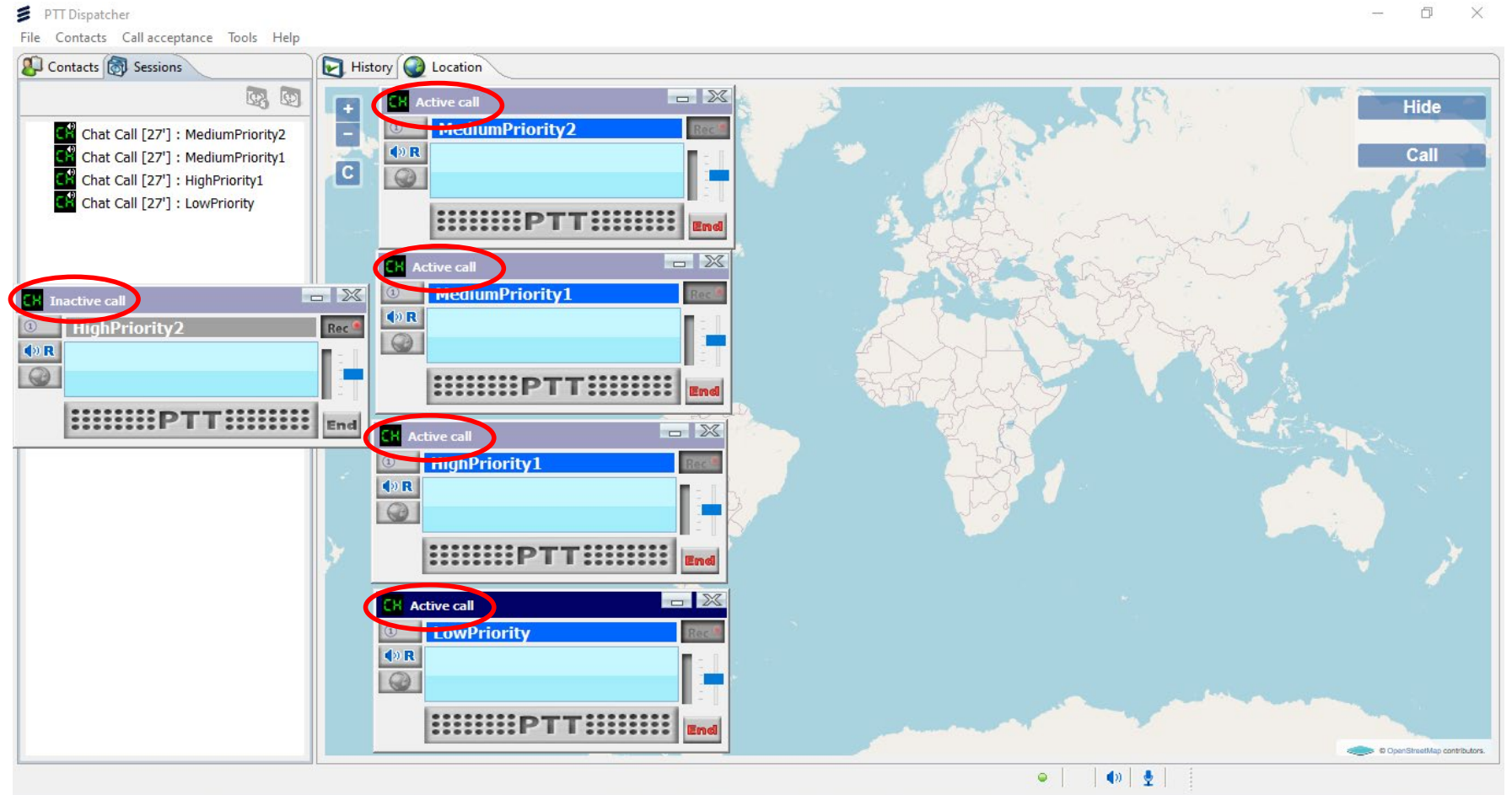


**Default Affiliation groups**

# Connected Groups

## Sessions Tab:

- The connected groups (Active calls) can be seen in the Sessions Tab list
- The disconnected groups (Inactive calls) will not display in the list
- The Dispatcher can be a member of up to 300 groups



Connected groups list in Sessions tab

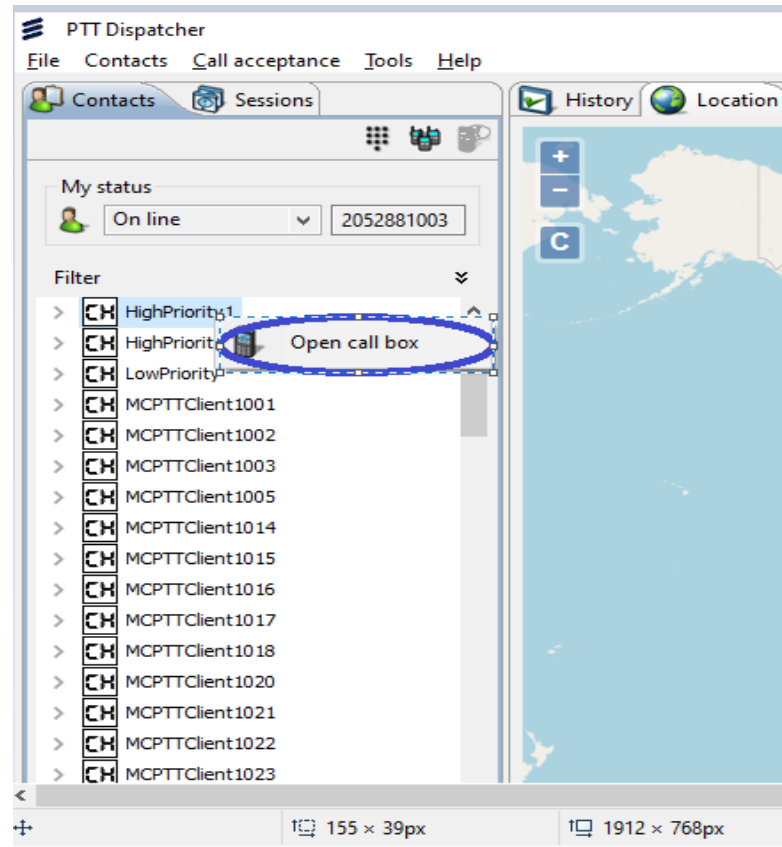


# Group Call Flow

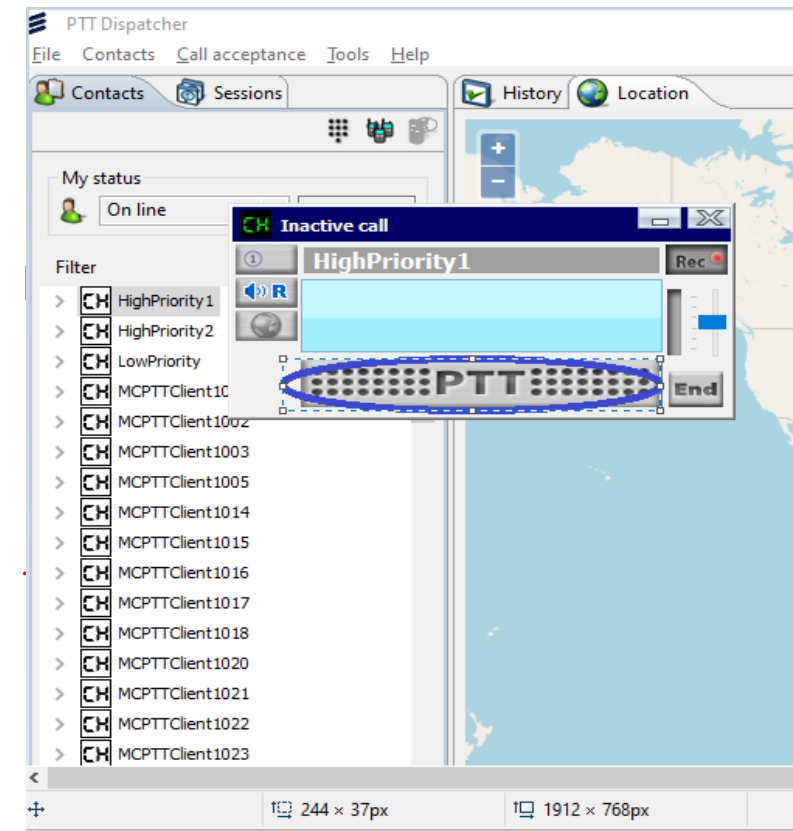
## Group Call:

- In the Contacts tab, when a group is not connected, select the group and right click > Click “Open call box” or double click on the selected group
- A group call window opens; click on the PTT button to initiate a call
- After the call expires, the group stays in connected state

**Note:** User can also initiate call from the History Tab.



Open call box

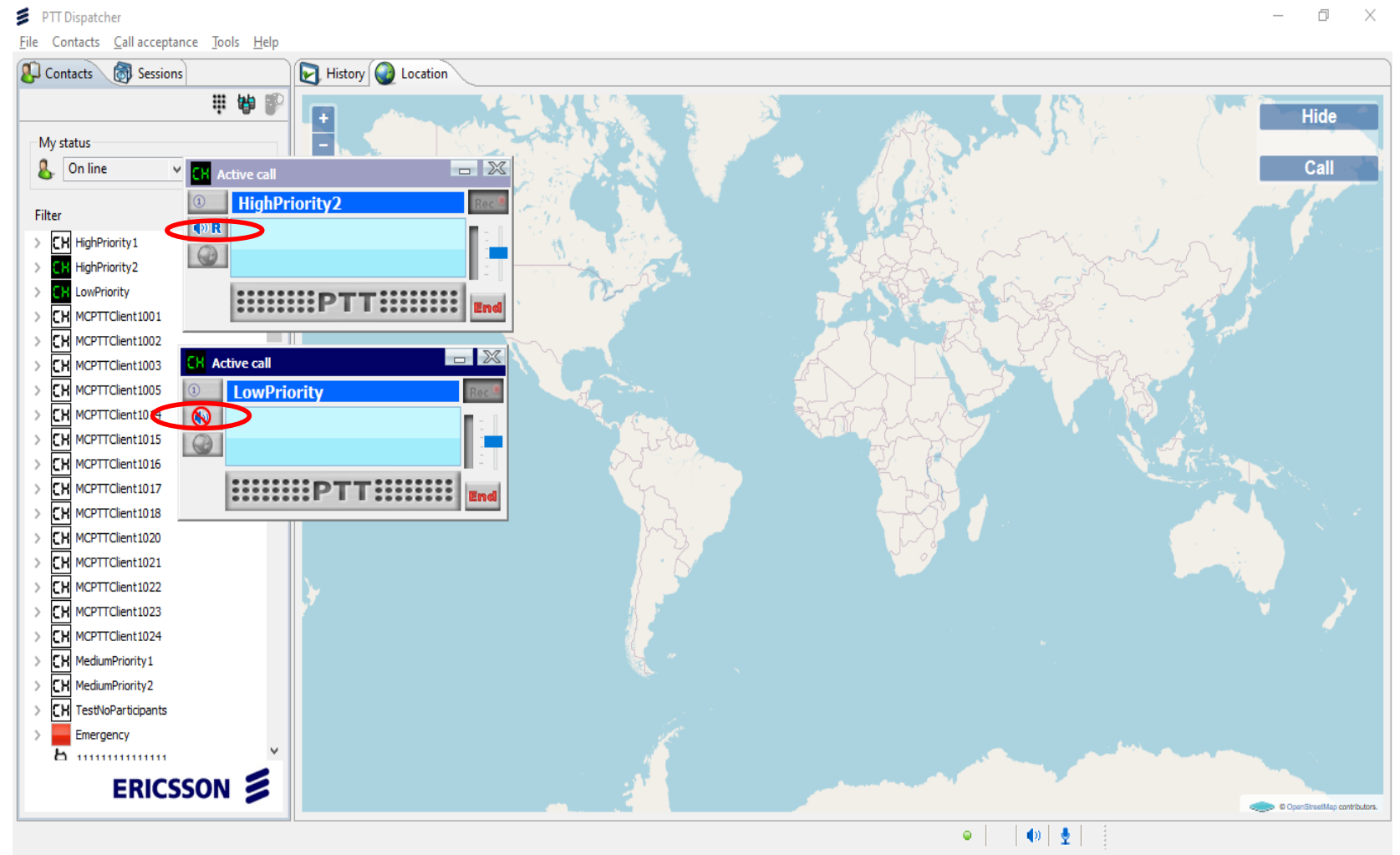


Group Call window

# Group Call Flow

## Simultaneous group calls:

- The dispatcher will hear the audio from multiple groups simultaneously
- Switch which ear is getting the audio by clicking the speaker icon in the left middle of the call box.



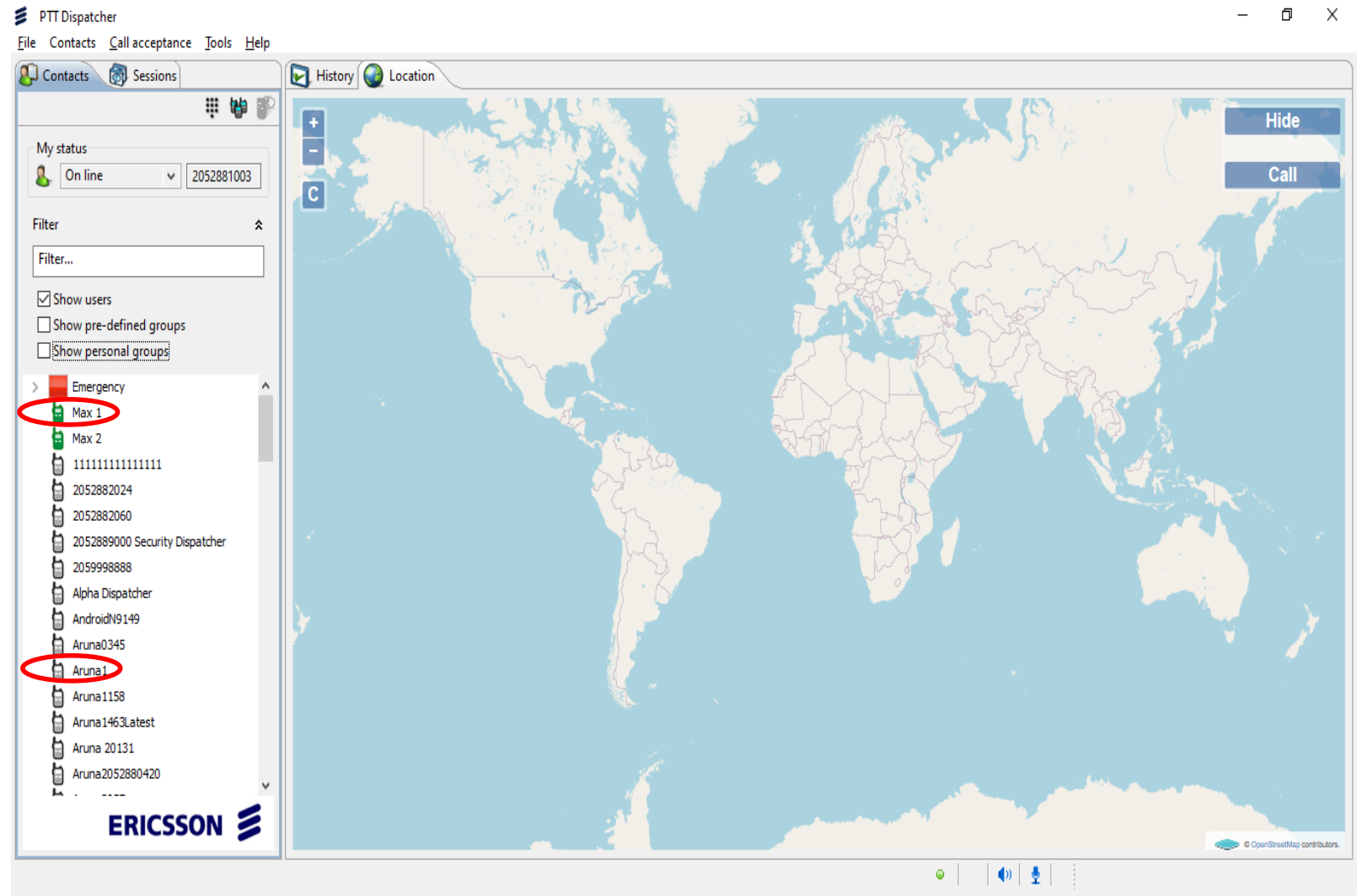
Switching the group audio

# Contacts Presence

## Presence of contacts:

Presence of contacts is shown in Green/Grey

- Active user Green
- Inactive user Grey

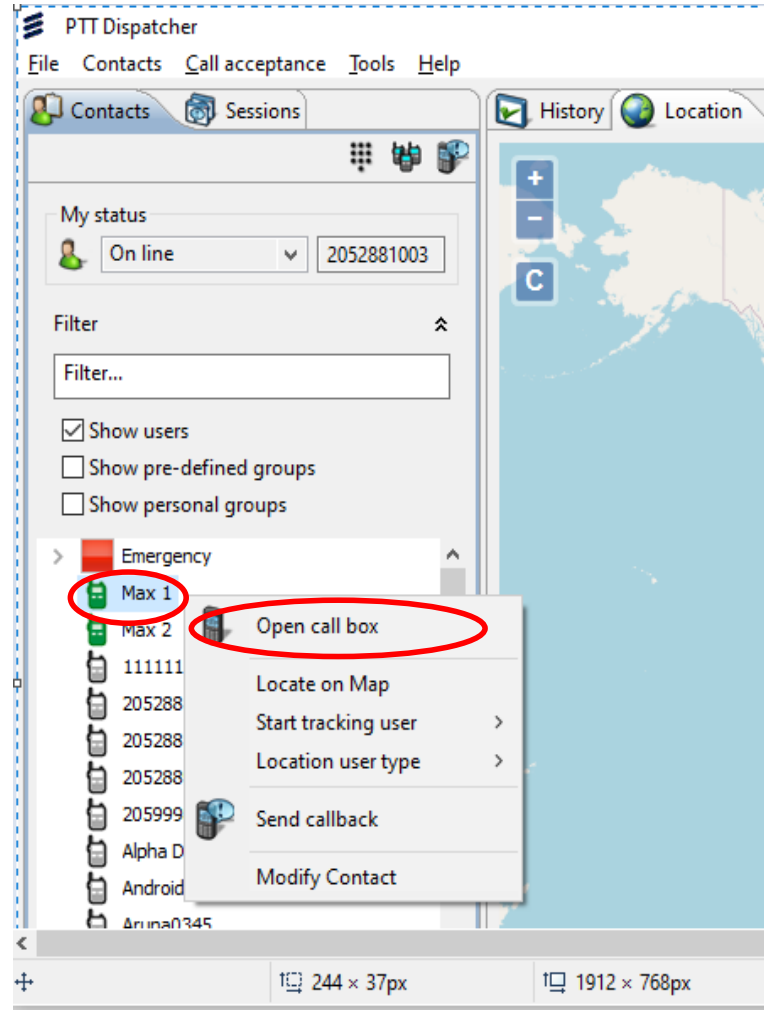


**Presence of Contacts**

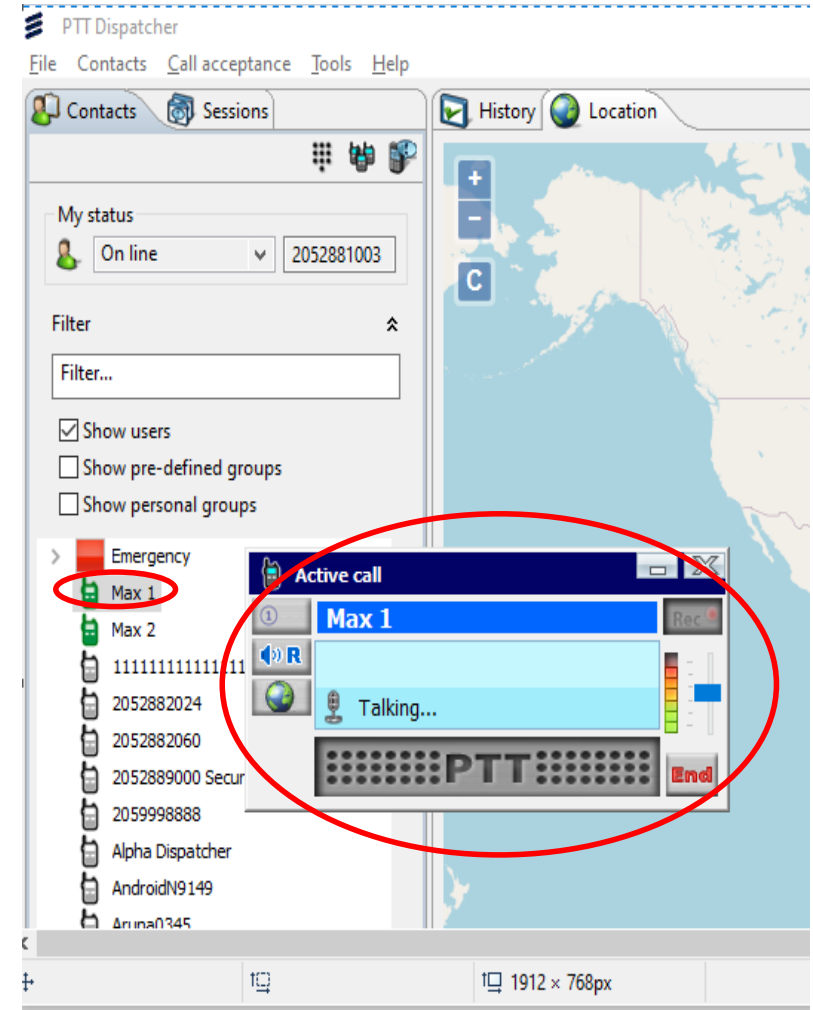
# Private Call

## Private calls:

- User can initiate a private 1-to-1 call by selecting the contact/user in the Contacts tab then right click > Click “Open call box” or double click on the selected contact.
- A 1-to-1 call window opens, click and hold on PTT button to initiate a call and talk
- After the call expires, the call becomes inactive
- User has ability to end the call by pressing End button



Open call box



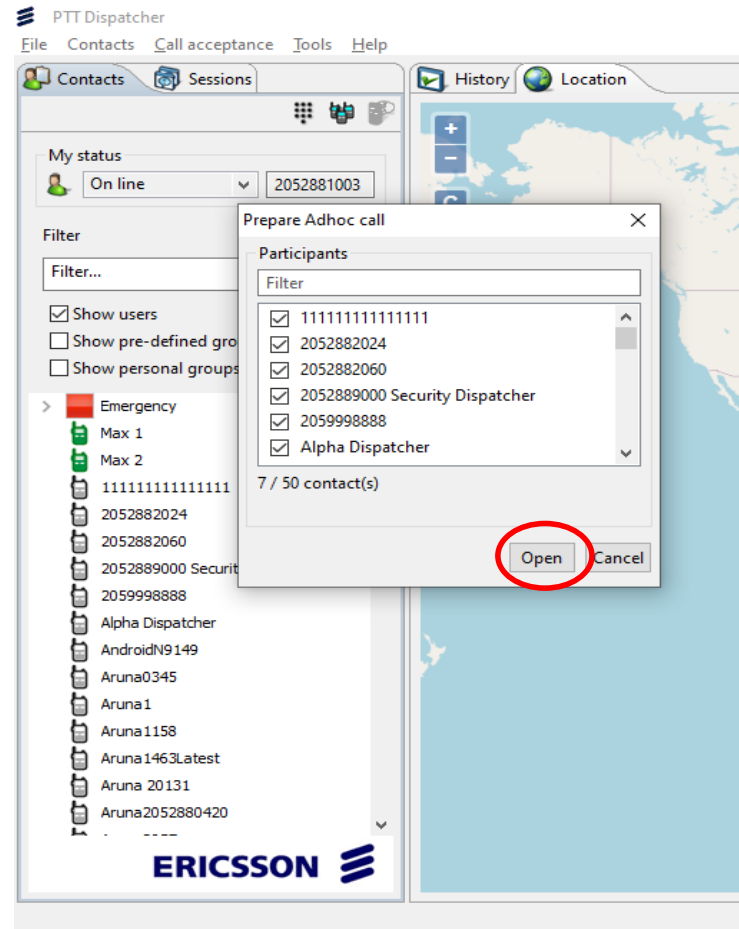
1-to-1 call window

# Adhoc Call

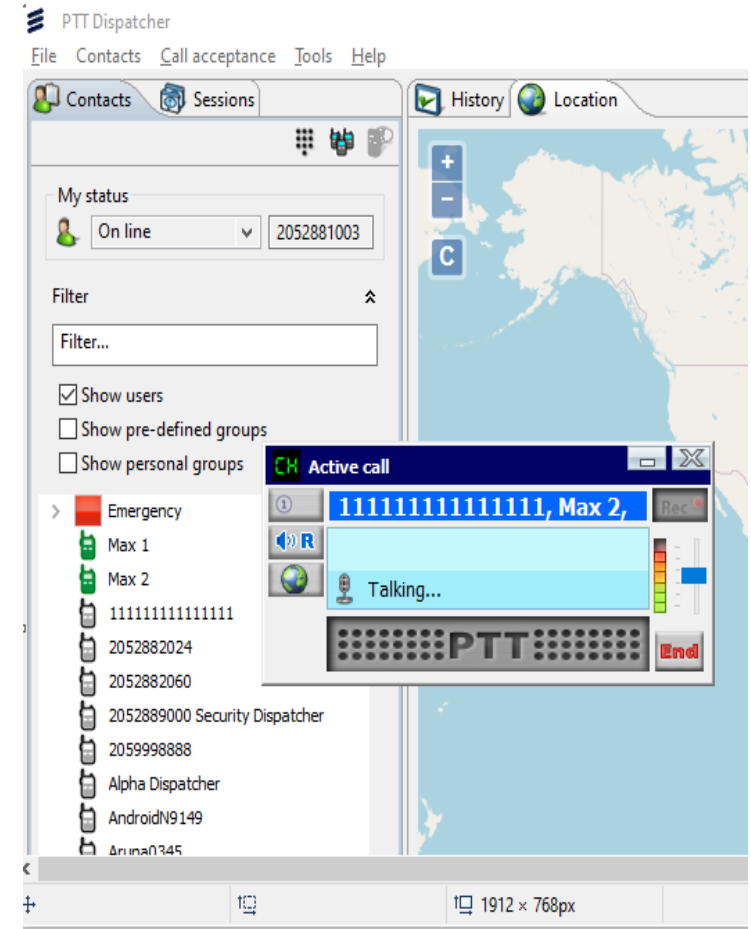
## Adhoc calls:

- User can initiate an Adhoc call by selecting the contacts/users in the Adhoc window and clicking “Open”
- An adhoc call window opens, click and hold on PTT button to initiate a call and talk
- After the call expires, the call becomes inactive
- User has ability to end the call by pressing End button

Note: Users can initiate an adhoc call by selecting the users in the contact list and then right click > click Open call box > press and hold PTT button



Adhoc Call contact list

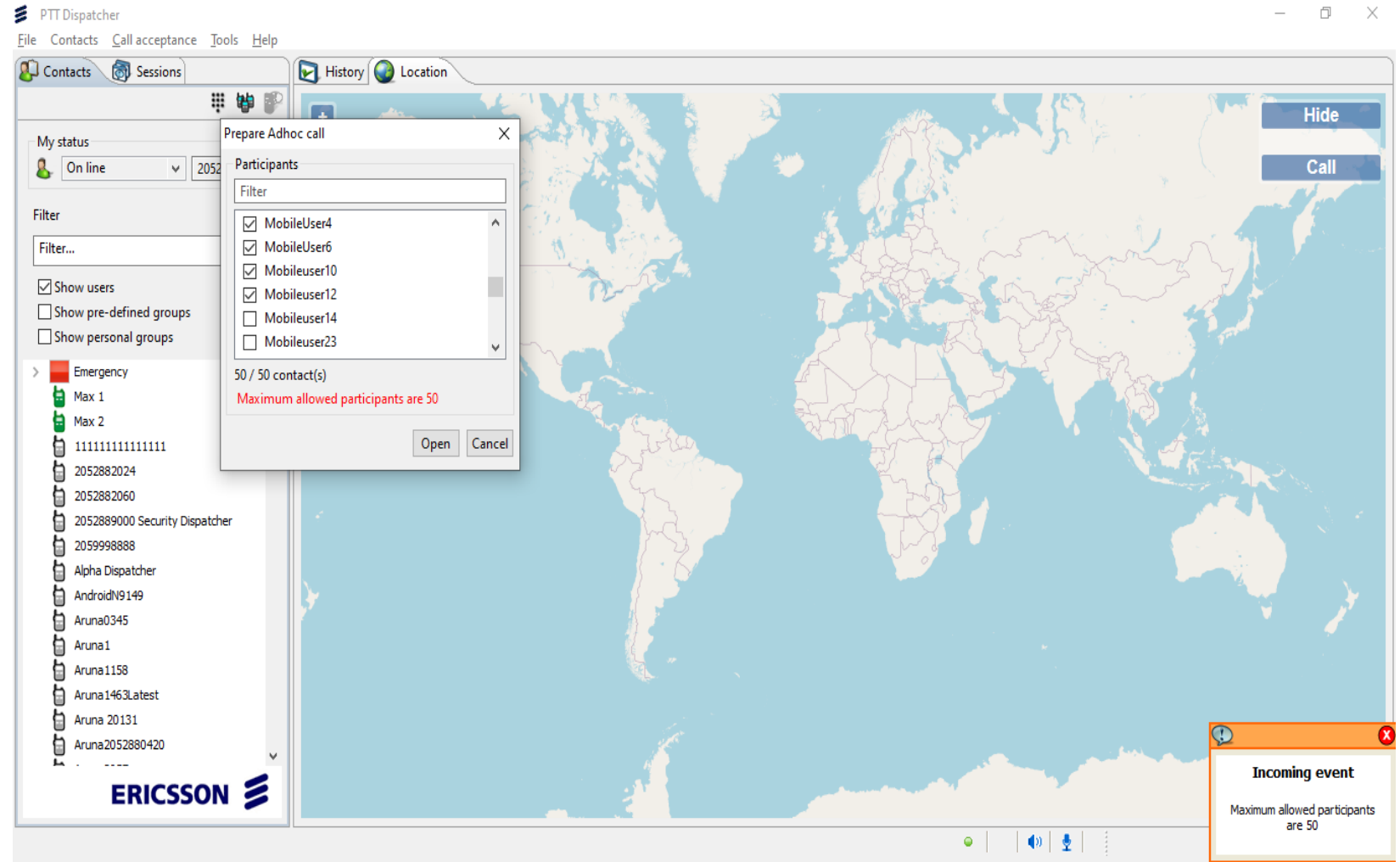


Adhoc call window

# Adhoc Call

## Adhoc calls:

- The maximum users in the adhoc group call is 50 Users.

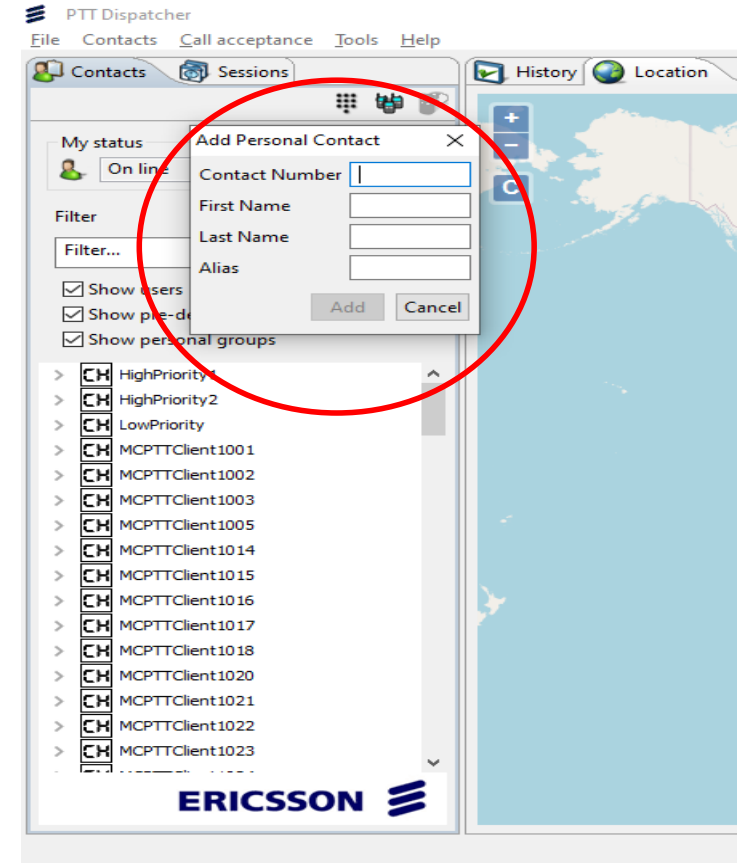
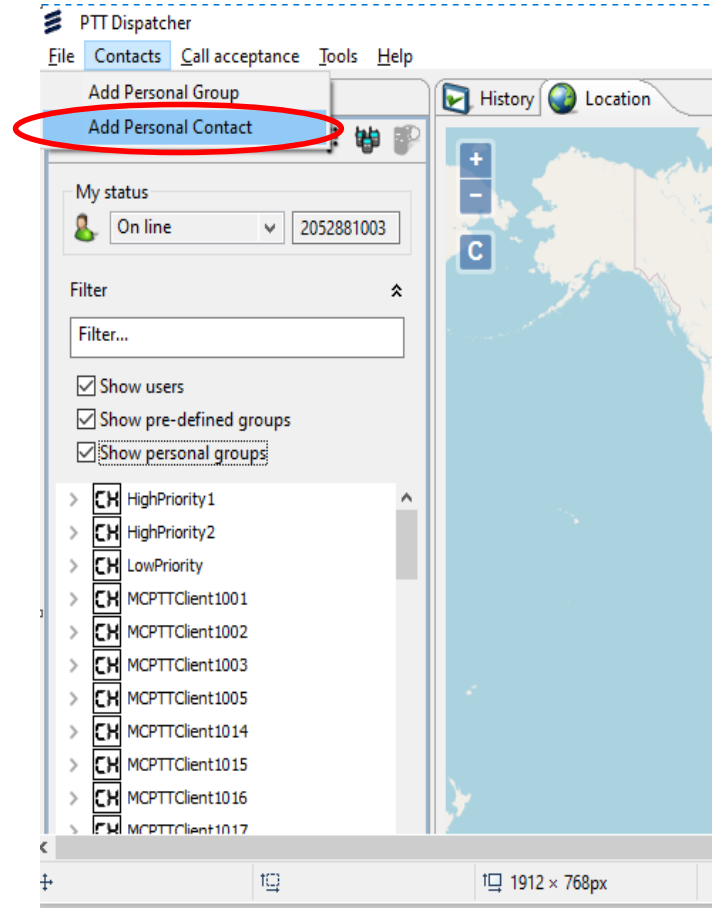


**Adhoc call maximum users error notification**

# Personal Contact

## Adding a Personal Contact:

- Navigate to contacts option and select add personal contact
- Enter the contact number, FN, LN and alias and click on add.
- A personal contact is added to the contact list
- Dispatcher allows creation of up to 300 personal contacts

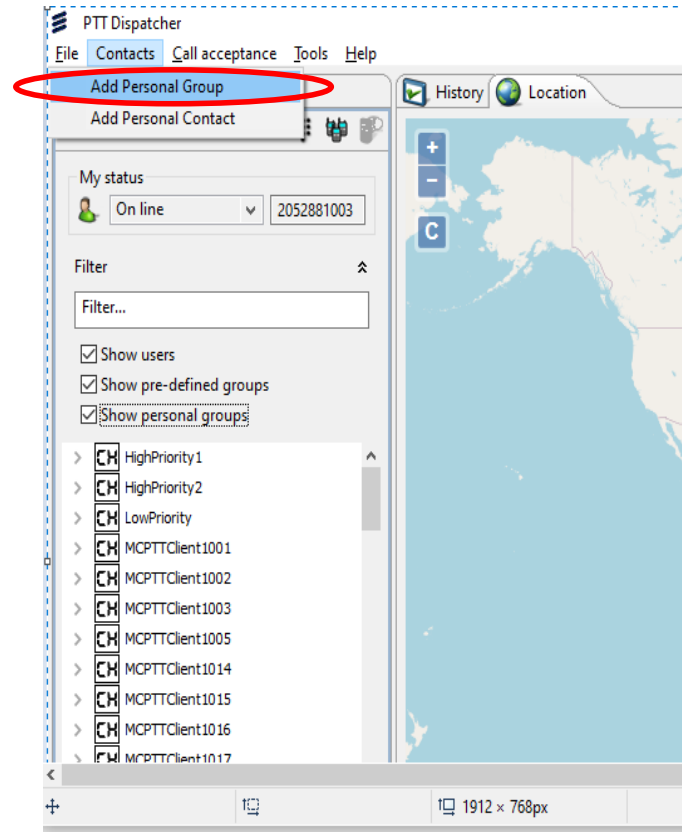


**Add Personal Contact**

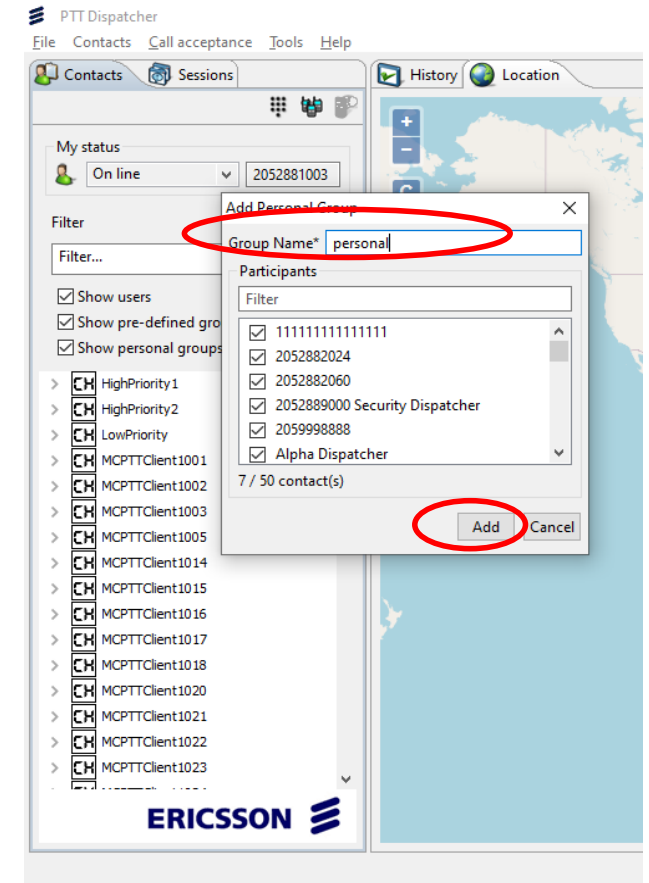
# Personal Group

## Creating a Personal Group:

- Navigate to Contacts tab and select add personal Group
- Select contacts in the contact list, name the Group, and click “Add”
- The personal group is added to Contact list
- Dispatcher has a maximum of 50 users in a personal group



**Add Personal Group**

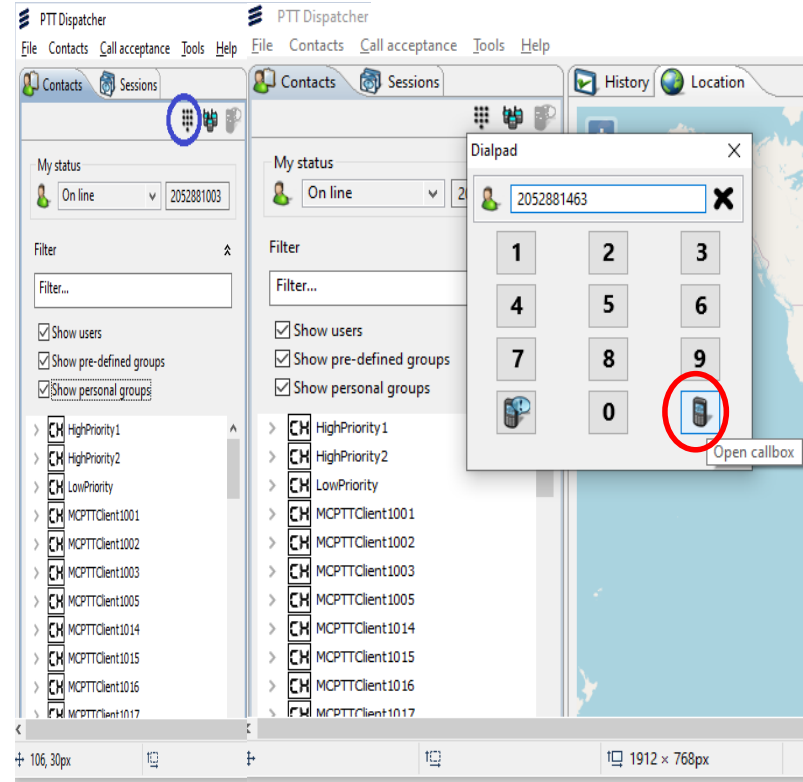




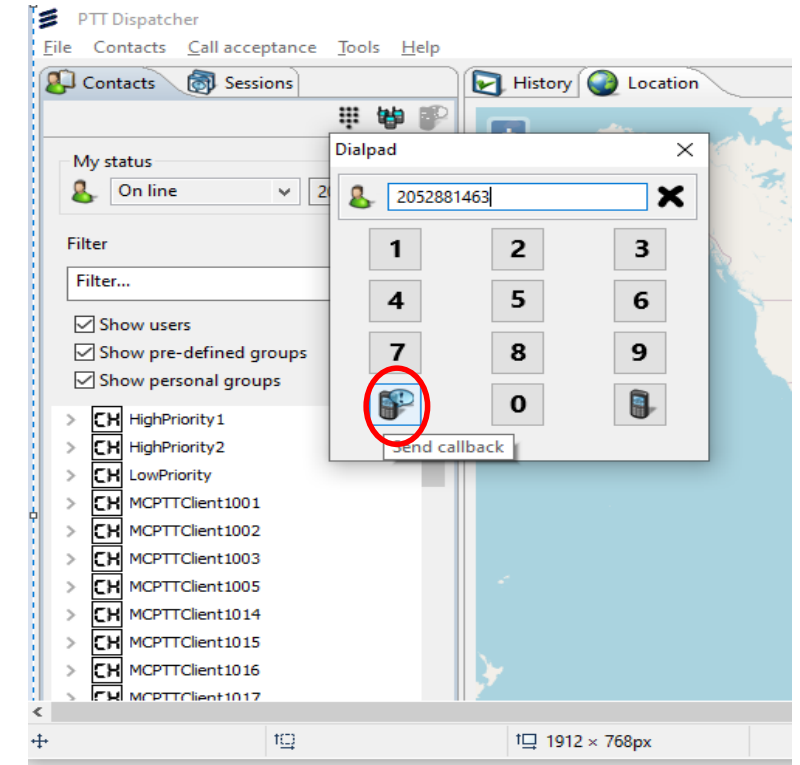
# Dialpad

## Dialing a Private Call:

- Navigate to Dialpad by clicking on dialer icon under Contacts tab
- Initiate a private call by dialing the target's MCPTT ID on the dialpad  
*(Target may be any user in the Southern Linc MCPTT subscriber population across all enterprises)*
- Click on the “Open callbox” icon. A call window opens and in the 1-to-1 call window, press and hold on PTT button to talk
- User can send a call alert to dialed MCPTT ID as well by clicking the “Send callback” icon on the left of the Dialpad



Open callbox



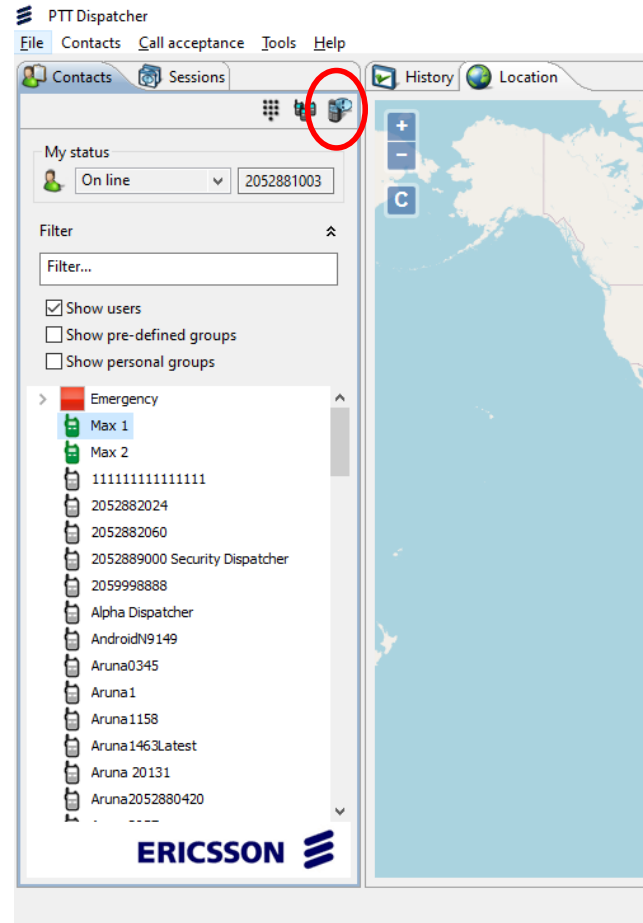
Send callback

# Send callback alert

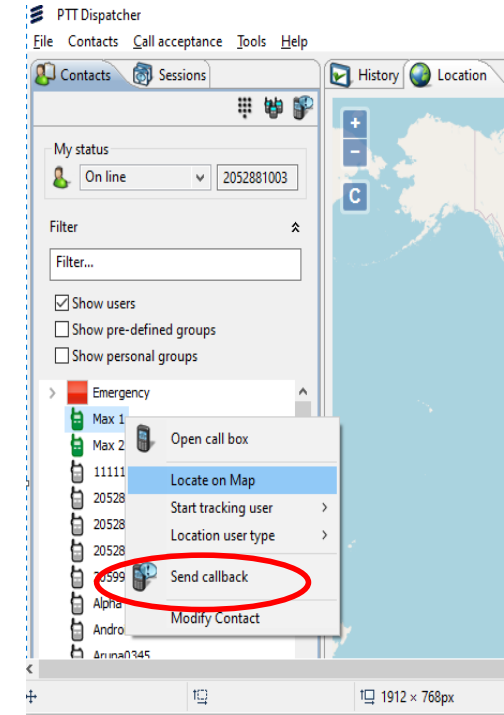
## Sending a Call Alert:

(from one user to another user)

- Select any contact from the Contact list and click on the “Send callback” icon in the upper right of the tab. You can also select your contact and right click to open a dropdown box. Click “Send callback” from the box to send an alert
- When receiving a Call Alert, a pop up will display with Accept /Reject buttons.



Send callback icon



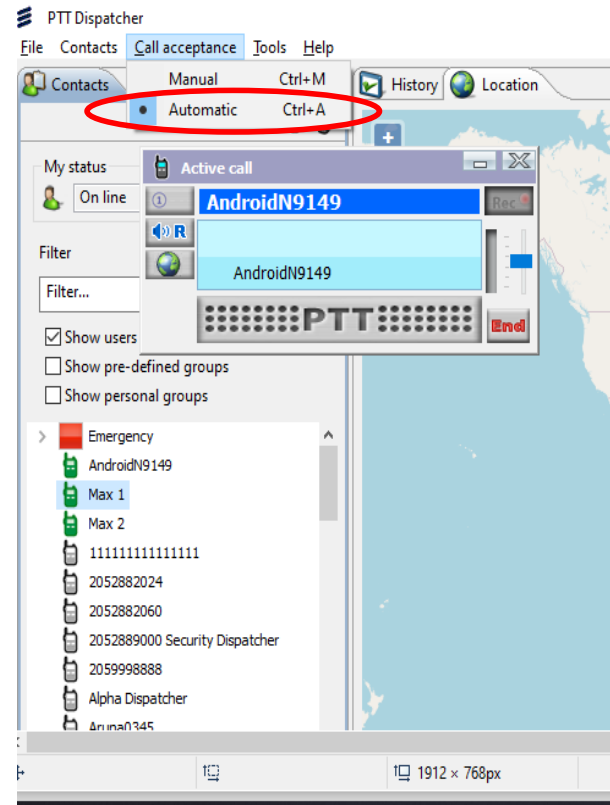
Right click

# Call Acceptance

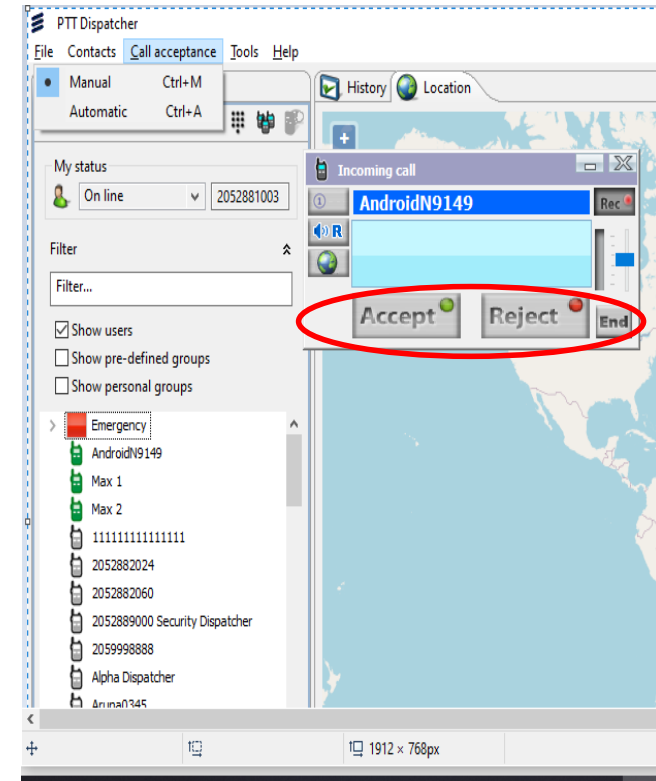
## Call Acceptance:

There are two Call Acceptance options, Manual and Automatic

- If Call Acceptance is set to Manual, incoming calls will ask the user to accept/Reject the call
- If Call Acceptance is set to Automatic, the call will connect automatically without asking the user to accept/reject it



Automatic

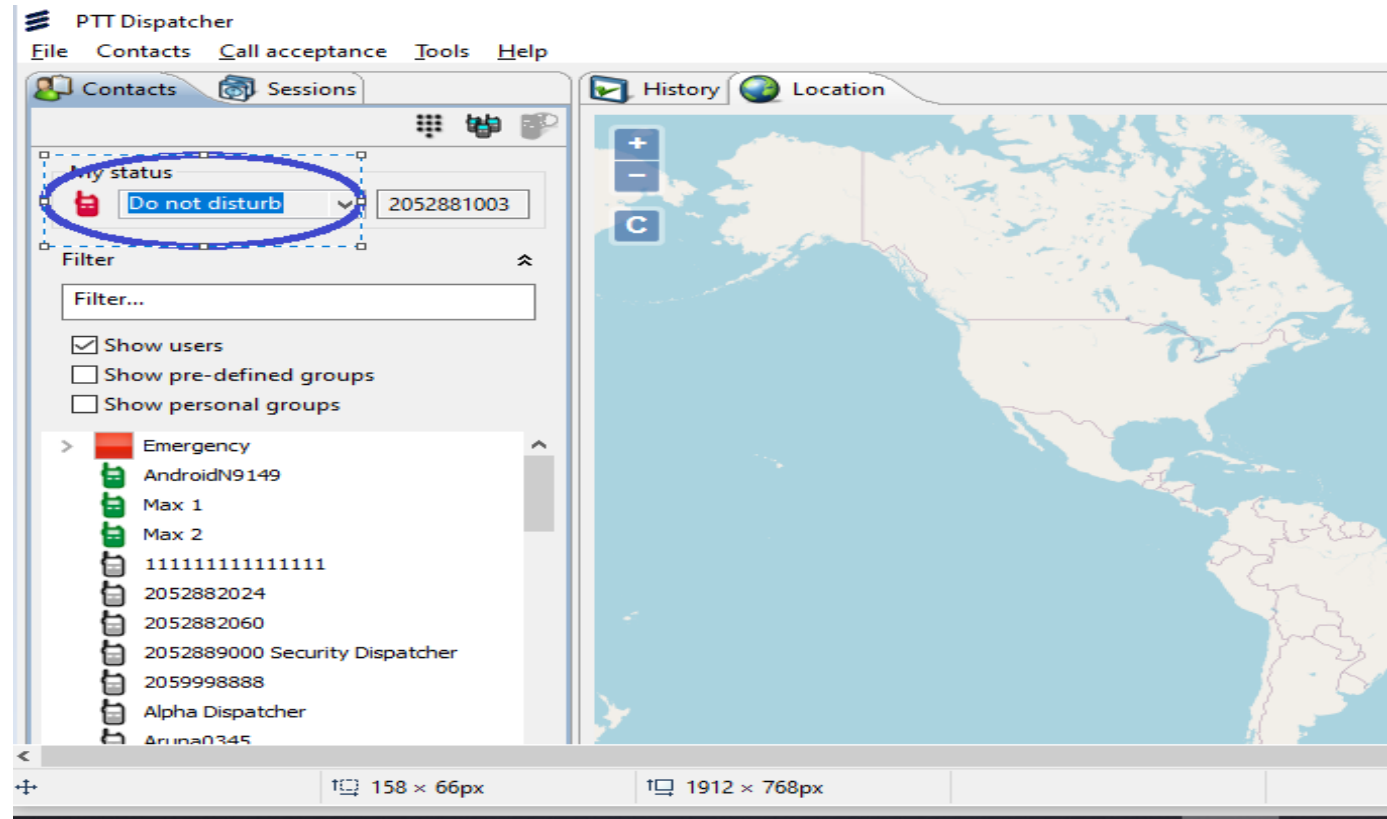


Manual

# DND (Do Not Disturb)

## DND:

- When status is set to DND, the dispatcher will not receive any private/1-to-1 PTT calls
- Dispatcher will not receive Call Alerts
- Dispatcher will not receive the adhoc group calls
- Dispatcher can initiate a 1-to-1 call and adhoc group calls
- Dispatcher will receive/initiate a group call



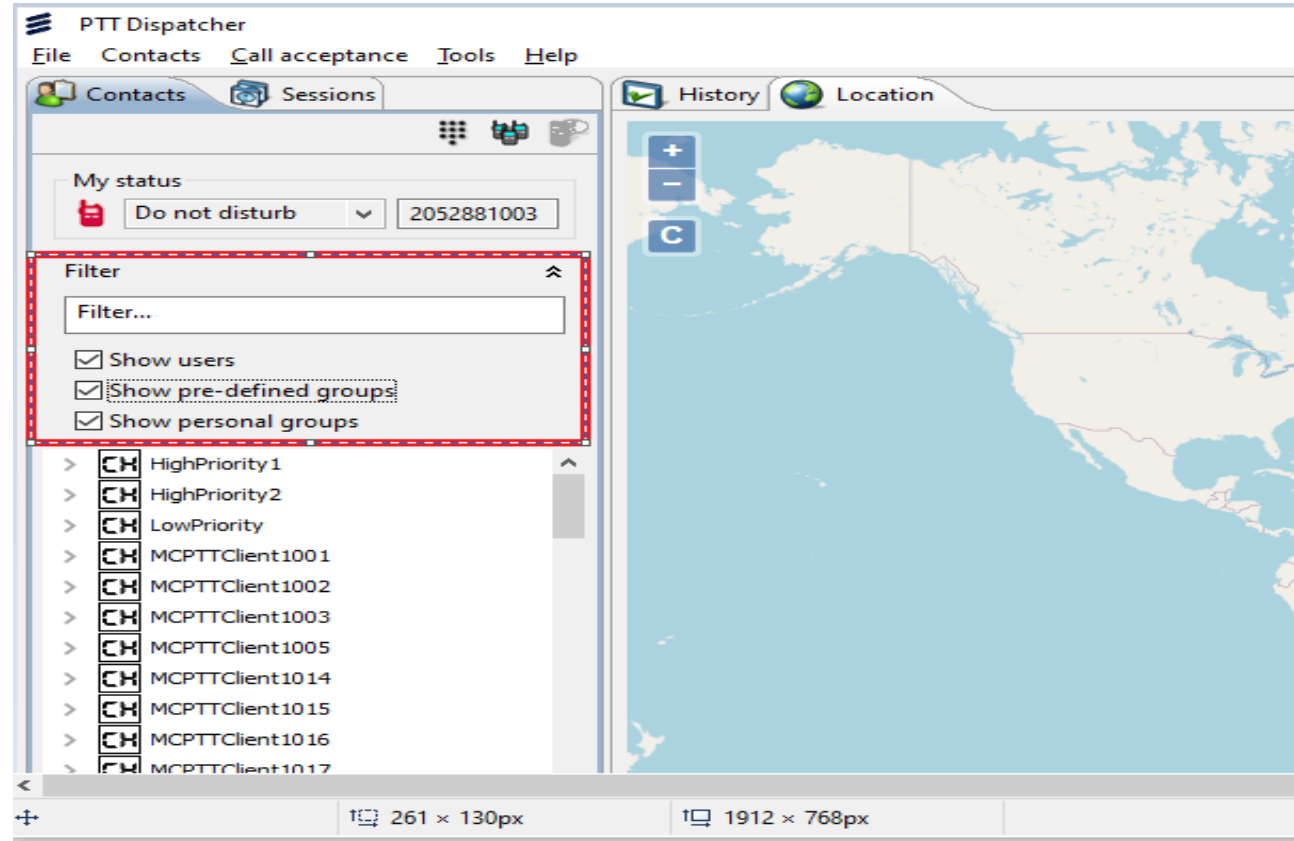
**Do Not Disturb (DND)**

# Filter/Search

## Filter:

There are 3 filter options:

- Show Users
- Show pre-defined groups
- Show personal groups



Filter

# Linc MCPTT Dispatcher color code info

- **Red** → *Call Box that will be used with the foot pedal*
- **Yellow** → *Call cannot use the foot pedal (but can receive audio)*

 → *Connected and Active call Box*

 → *No call Box open*

 → *Inactive Call Box*