CENTRALIZED COMMUNICATIONS ANYWHERE

UNIFIED COMMUNICATIONS WEB DISPATCH

MOTOROLA SOLUTIONS

DISPATCH FROM ANY INTERNET-ENABLED LOCATION

Simplify day-to-day operations with the Unified Communications Web Dispatch application. Log in using any internet connection and get access to all the communication tools you need to manage your resources and coordinate an effective operation. With Web Dispatch you're just a click away regardless of your location.

Web Dispatch is a feature-rich browser-based application that allows organizations to use push-to-talk (PPT) communications to effectively manage their day-to-day dispatch operations. Running on an internet-connected PC, Web Dispatch provides you with easy access to key features such as PTT calling, talkgroup scanning, call recording and GPS location information.

SETUP OPERATIONS ANYWHERE
Web Dispatch lives in the cloud, not on your PC, freeing you from maintenance and manual software updates. Securely sign into the Web Dispatch application from anywhere with an internet connection and a standard web browser.

COMMUNICATE IN AN INSTANT
Keep in touch with your teams and field personnel wherever they are with Web Dispatch. Monitor communication traffic and instantly connect with groups and individuals at the touch of a button.

SHARE THE DETAILS
When the details are important, ensure your team has all the information they need. With integrated messaging you can send text, photos, video, voice recordings and files to groups and individuals in a familiar message thread format. See the location of your team, search for an address or point of interest and improve coordination and planning.

EFFICIENTLY LOCATE, MANAGE AND COMMUNICATE WITH YOUR MOBILE WORKFORCE

Web Dispatch provides the communication tools needed to effectively manage and rapidly respond to incidents, events, customer requests and other situations that require immediate attention. Instant PTT communications, talkgroup monitoring, integrated secure messaging, mapping and a host of other advanced features allow dispatchers to simplify operations and increase team efficiency.

ADVANCED PTT CALLING

With the Web Dispatch application, dispatchers have the ability to make or receive calls from pre-defined groups, ad hoc groups, or individual users. Dispatchers can also use broadcast calling to deliver important information quickly to a very large group, with broadcast calls taking precedence over any on-going PTT communication.

CALL RECORDING

Call Recording allows the dispatcher to record important PTT calls in which they are a participant either manually or automatically, with the recordings stored for playback or export.

TALKGROUP SCANNING WITH PRIORITY

Talkgroup scanning allows dispatchers to monitor up to 20 talkgroups, scanning the configured list of groups for active calls. A configurable number of scanned talkgroups can be designated priority groups, with calls on higher priority groups preempting calls on lower priority groups.

INTEGRATED SECURE MESSAGING

Integrated Secure Messaging makes it possible for dispatchers to push as well as receive messages with multimedia content, including text, images, videos, recorded audio, and documents, as well as location data. The multimedia exchange can be with individual users as well as groups, with the ability to forward messages and view past messages in the history folder.

LOCATION AND MAPPING

Dispatchers can use a map-based display to quickly identify the location of one or more users, with automatic and on demand location updates, in-map communication, and location history and replay.

Location history allows a dispatcher to track the path a user has traversed on the map for a specific duration. Dispatchers can select the user and the duration for which the path should be tracked. The path traversed will be shown on the map with Start and End icons for each of the selected users, along with a unique color associated with each one.

In addition to location history, geofencing allows dispatchers to define a geographic area to track the location activity of all talkgroup members, receiving a notification whenever they enter or leave the area. The geofence is circular in shape and, once it has been defined and enabled, is displayed on the map with each talkgroup member's location. When any talkgroup member crosses the fence boundary, the dispatcher receives a notification.
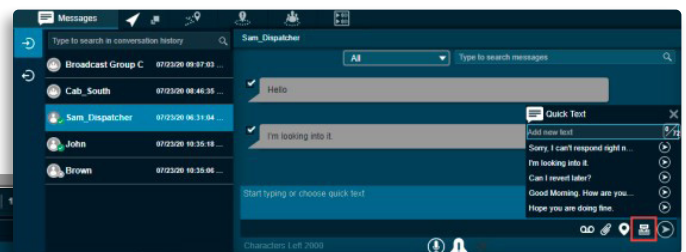
WEB DISPATCH MESSAGING SCREEN

WEB DISPATCH HOME PAGE
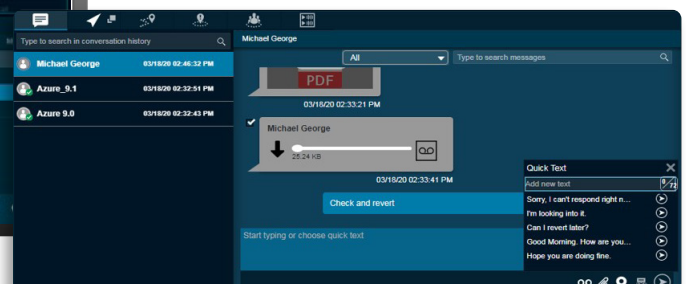
INTEGRATED SECURE MESSAGING

ENHANCE SAFETY AND IMPROVE SITUATIONAL AWARENESS

The Web Dispatch application also supports a set of features, including emergency calling/alerting, remote user check, dynamic location-based talkgroups and streaming video that significantly enhance safety for field personnel and improve overall situational awareness.

EMERGENCY CALLING AND ALERTING
Emergency calling and alerting allows a dispatcher to declare an emergency on behalf of a user and participate in the emergency call to get them the assistance they need. When dispatchers receive an emergency alert, they can place a call, locate the user, message them or start a user check.

REMOTE USER CHECK
Dispatchers can use remote user check to get information on a user's device, including battery level, signal strength and location. From the remote user check window, dispatchers can also initiate ambient or discreet listening, disable the PTT application on the device or commence an emergency declaration for the user.

DYNAMIC LOCATION-BASED TALKGROUPS
Dynamic, area-based talkgroups helps to reduce communication chatter by focusing PTT communication on specific talkgroup members. Area-based talkgroups allows a dispatcher to set up a temporary talkgroup with membership based on whether a user has entered or left a geofenced area. Dispatchers can also designate certain users to be statically assigned to the talkgroup so their membership is not dependent on their location.

STREAMING VIDEO
Streaming video makes it possible for dispatchers to see what is taking place in the field, providing context to other communication and enhancing their understanding of the situation. Dispatchers can be the recipients of video streams initiated by other users, request video from a user and switch between video streams on different monitored talkgroups.

WEB DISPATCH STREAMING VIDEO

WEB DISPATCH EMERGENCY ALERT WINDOW
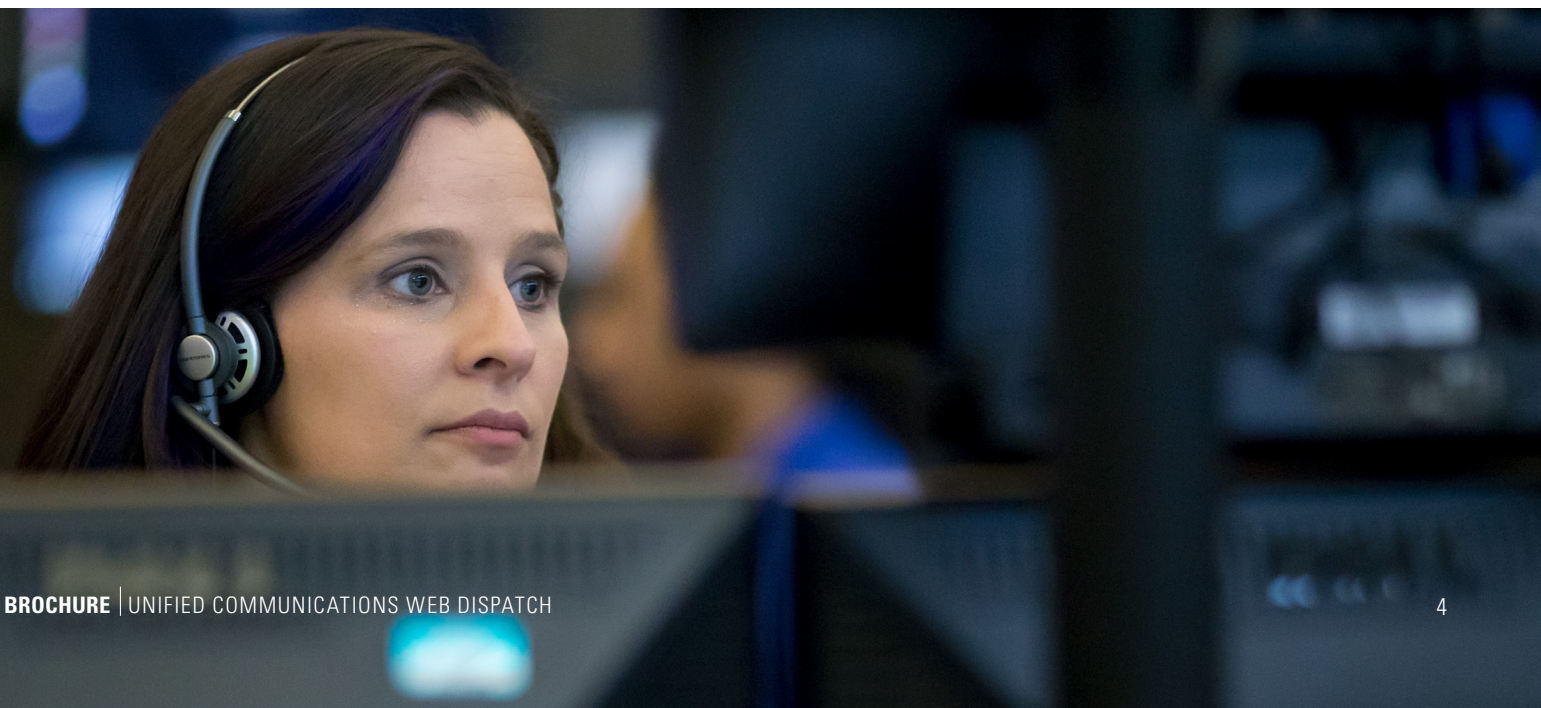
KEEPING UP WITH RAPIDLY CHANGING EVENTS

The Web Dispatch application has just introduced a new set of MCPTT-compliant features to make it possible for dispatchers to more easily stay abreast of rapidly changing events. The new features include simultaneous audio sessions, affiliation monitoring and remote talkgroup select.

SIMULTANEOUS AUDIO SESSIONS
With simultaneous audio sessions, dispatchers can monitor voice activity on up to 20 talkgroups, keeping them up to date on team communications and improving situational awareness. Additionally, dispatchers have up to five dynamic sessions to allow for incoming and outgoing private, broadcast, quick group, ambient listening, discreet listening and any calls that are not part of the monitoring window.

A call in progress indication, along with talker identification, is shown for each simultaneous audio session. Dispatchers also have the ability to mute, un-mute, and control the volume for each monitored talkgroup independently to prioritize calls.
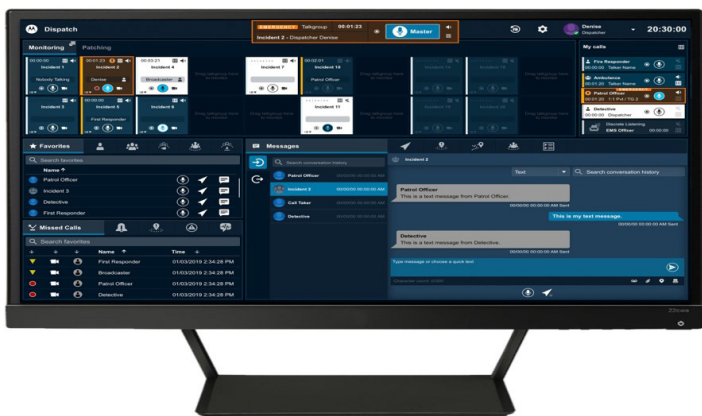
TALKGROUP AFFILIATION
Talkgroup affiliation allows a dispatcher to affiliate with the communication events for a specific talkgroup by adding that group to the monitoring window. If talkgroup affiliation is disabled, then a dispatcher can add talkgroups to the monitoring window and assign priorities 1 to 3 or No Priority.

AFFILIATION MONITORING
With Affiliation Monitoring, a dispatcher can request the affiliated member list for a talkgroup or the affiliated talkgroup list for a contact. When a dispatcher does affiliation monitoring for a talkgroup, a Scanned and Selected icon shows on the profile of the member to identify the scanned and selected member of the talkgroup. A Member in Emergency icon shows if the selected member of the talkgroup is in an emergency state. Dispatchers also receive notifications every time a group member affiliates or disaffiliates, so they have an accurate view of which talkgroup to use to reach the right users.

REMOTE TALKGROUP SELECT
Remote talkgroup select makes it possible for dispatchers to remotely change a user's talkgroup affiliation. Upon changing the selected talkgroup of a user, the user starts receiving audio from that group whenever there is an active communication. If the user is in an active PTT call when their group affiliation is changed, that PTT call ends and the user is moved to the new talkgroup affiliation.

OPERATIONAL STATUS MESSAGING
Operational Status Messaging (OSM) allows users with PTT Radio Mode to push status alerts, such as on-duty, on-route, busy, at-incident, off-duty, to dispatchers. Dispatchers receive the message originator's name and presence, status code and short description, timestamp when the message was originated, additional message details (if appropriate), and the user's location when the message was originated.
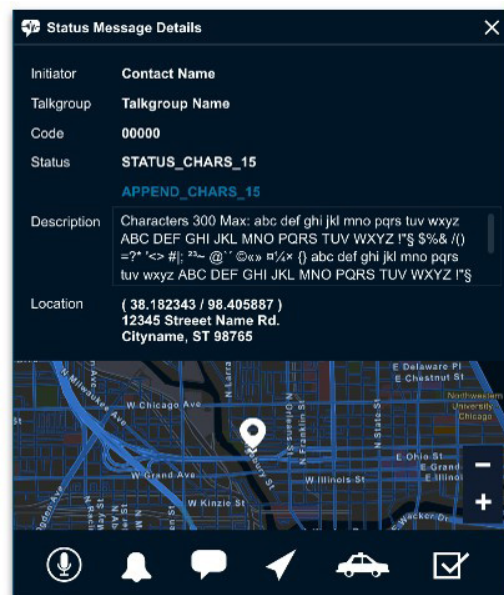
EASY TO INSTALL

The Web Dispatch application will easily run on any desktop or laptop computer that meets the hardware and software requirements included in the table below.

Hardware	Processor: Dual Core 2.1 GHz (minimum) Intel Core i5 or above
	RAM (Recommended): 8 GB (minimum)
	A standard sound card supporting a headset and speaker
Operating System	Windows 8.1/10 Pro or Enterprise 32-bit version Windows 8.1/10 Pro or Enterprise 64-bit version
Browser	Chrome 45 and higher or Firefox 76 and higher
Data Connectivity	2 Mbps or greater
Input Accessory Devices	External Microphone (1/8" jack) Headset with PTT (USB)
	Internal Microphone (supported by system hardware)
Output Accessory Devices	External Speakers (1/8" jack) Headset with PTT (USB)
	Internal Speakers (supported by system hardware)

SUMMARY

Simple to install and easy to use, Web Dispatch makes it possible for dispatchers to direct the activities of mobile broadband PTT users working in the field, sending them where they are needed to ensure customer requests, facility incidents and other situations are responded to quickly and efficiently.

Our broadband push-to-talk solutions are unbounded by coverage, area, network technology or device type, allowing you to more effectively communicate whenever and wherever. Web Dispatch and other applications in our Unified Communications portfolio enhance collaboration and increase productivity with the push of a button, helping everyone stay connected, informed and safe. Backed by a trusted, 90-year communication expert and the industry's first and only mission-critical ecosystem, our portfolio is transforming the broadband experience. Combined with command center software, video intelligence and analytics and world-class services, our ecosystem is the technology lifeline your mission depends on. Our mission is to never stop advancing it.

For additional information, please visit: motorolasolutions.com/broadbandptt

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