System Release 7.17.2
ASTRO® **25**
INTEGRATED VOICE AND DATA

Elite Admin
User Guide

NOVEMBER 2017

MN004385A01-A

Copyrights

The Motorola Solutions products described in this document may include copyrighted Motorola Solutions computer programs. Laws in the United States and other countries preserve for Motorola Solutions certain exclusive rights for copyrighted computer programs. Accordingly, any copyrighted Motorola Solutions computer programs contained in the Motorola Solutions products described in this document may not be copied or reproduced in any manner without the express written permission of Motorola Solutions.

© 2017 Motorola Solutions, Inc. All Rights Reserved

No part of this document may be reproduced, transmitted, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, without the prior written permission of Motorola Solutions, Inc.

Furthermore, the purchase of Motorola Solutions 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 Solutions, except for the normal non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Disclaimer

Please note that certain features, facilities, and capabilities described in this document may not be applicable to or licensed for use on a specific system, or may be dependent upon the characteristics of a specific mobile subscriber unit or configuration of certain parameters. Please refer to your Motorola Solutions contact for further information.

Trademarks

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners.

European Union (EU) Waste of Electrical and Electronic Equipment (WEEE) directive

The European Union's WEEE directive requires that products sold into EU countries must have the crossed out trash bin label on the product (or the package in some cases).

As defined by the WEEE directive, this cross-out trash bin label means that customers and end-users in EU countries should not dispose of electronic and electrical equipment or accessories in household waste.

Customers or end-users in EU countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

This page intentionally left blank.

Limited Hardware Warranty

This warranty for Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E products is provided in lieu of the Commercial Warranty (Standard) for certain Motorola Solutions manufactured products, as set forth in General Information, Motorola Warranty of the Motorola Electronic Catalog (Domestic User Price Book). This warranty is extended by Motorola Solutions, Inc., 1301 E. Algonquin Road, Schaumburg, Illinois 60196, to the original end 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 and Canada.

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 Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E 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 Solutions' responsibilities regarding the Product. Motorola Solutions' total liability ad the purchaser's sole remedy for any breach of this warranty will be limited to, at Motorola Solutions' option, repair, replacement or refund of the purchase price of the product(s). MOTOROLA SOLUTIONS 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 SOLUTIONS BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE FULL EXTEND SUCH MAY BE DISCLAIMED BY LAW.

II. WHAT THIS WARRANTY COVERS

Parts:

All Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E 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 Solutions will furnish free of charge parts that Motorola Solutions finds defective within the full warranty period.

Labor:

Labor to repair to replace defective parts within the original shipped products will be provided for ONE (1) YEAR from the date of purchase. Motorola Solutions 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.

III. HOW TO RECEIVE DEPOT WARRANTY SERVICE

All Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E parts covered by the Warranty for Motorola MCC 7100, MCC 7500 VPM, and MCC 7500E Products that require depot service must be sent or taken to the Motorola Solutions Support Center. Please contact your Motorola Solutions representative for detailed contact and shipping information. For more information, see Getting Help.

This page intentionally left blank.

Limited Software Warranty

For the first one hundred twenty (120) days following its initial shipment, Motorola Solutions warrants that, when properly used, its software will be free from reproducible defects that cause a material variance from its published specification. However, Motorola Solutions 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 Solutions' total liability and Licensee's sole remedy for any warranted software shall be limited to, at Motorola Solutions' option, repair or replacement of Motorola Solutions software or the payment of Licensee's actual damages, not to exceed the total licensed charge paid by Licensee to Motorola Solutions for the item of software that caused the damage.

IN NO EVENT SHALL MOTOROLA SOLUTIONS 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 SOLUTIONS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR FOR ANY CLAIM AGAINST LICENSEE BY ANY OTHER PARTY.

MOTOROLA SOLUTIONS 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 RE 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 MCC 7100, MCC 7500 VPM, AND MCC 7500E SOFTWARE PRODUCTS; AND (3) ANY HARDWARE, FIRMWARE OR SOFTWARE PERFORMANCE PROBLEMS WHICH ARE CAUSED, DIRECTLY OR INDIRECTLY, BY USING NON-MOTOROLA MCC 7100, MCC 7500 VPM, AND MCC 7500E 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 Solutions supplied software shall be the responsibility of Motorola Solutions. Remedy of defects is at the sole discretion of Motorola Solutions. If Motorola Solutions 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 Solutions 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 Solutions. Travel and associated expenses of the Licensee or such expenses incurred by Motorola Solutions for visits to Licensee's location by Motorola Solutions 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) subject to misuse; (iii) subjected to modifications by Licensee or by any party other than Motorola Solutions without the prior written consent of Motorola Solutions.

For the first 120 days following its initial shipment, Motorola Solutions warrants that the media carrying the software will be free from defects which damage the performance of the software. Motorola Solutions 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. 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.

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 Solutions reserves the right to make changes to any products herein to improve readability, function, or design. Motorola Solutions 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.

This page intentionally left blank.

Trademark Information

MOTOROLA and the Stylized M Logo are registered in the U.S. Patent & Trademark Office. All other product or service names are the property of their respective owners.

This page intentionally left blank.

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.

This page intentionally left blank.

EU Class A ITE (EN55022) Warning

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

15

This page intentionally left blank.

Getting Help

Please read this documentation before using the Elite Dispatch application.

When using the software, Help is available by selecting the Help menu at the top of the screen. If there is a problem loading the Elite Dispatch application, or if a console does not appear to be working properly, please refer to any troubleshooting procedures or contact the supervisor.

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

• Motorola Solutions Support Center (SSC): (800) 221-7144

• End User 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

• CD-ROM number or software version number

• If upgrade, the Factory order number of the upgrade

• Proof of coverage under warranty, maintenance agreement or a valid P.O. number for flat rate charge

This page intentionally left blank.

Contact Us

Motorola Solutions Support Center

The Solutions Support Center (SSC) is the primary Motorola Solutions support contact. Call:

- Before any software reload.

- To confirm troubleshooting results and analysis before removing and replacing a Field Replaceable Unit (FRU) and Field Replaceable Entity (FRE) to repair the system.

For...	Phone
United States Calls	**800-221-7144**
International Calls	**302-444-9800**

North America Parts Organization

For assistance in ordering replacement parts or identifying a part number, contact the Motorola Solutions Parts organization. Your first response when troubleshooting your system is to call the Motorola Solutions SSC.

For...	Phone
Phone Orders	**800-422-4210** (US and Canada Orders)
	For help identifying an item or part number, select choice 3 from the menu.
	302-444-9842 (International Orders)
	Includes help for identifying an item or part number and for translation as needed.
Fax Orders	**800-622-6210** (US and Canada Orders)

Comments

Send questions and comments regarding user documentation to documentation@motorolasolutions.com.

Provide the following information when reporting a documentation error:

- The document title and part number

- The page number with the error

- A description of the error

We welcome your feedback on this and other Motorola Solutions manuals. To take a short, confidential survey on Motorola Solutions Customer Documentation, go to docsurvey.motorolasolutions.com or scan the following QR code with your mobile device to access the survey.

This page intentionally left blank.

Document History

Version	Description	Date
MN004385A01-A	Original release of the *Elite Admin User Guide*	November 2017

This page intentionally left blank.

Contents

List of Figures

This page intentionally left blank.

List of Tables

This page intentionally left blank.

List of Procedures

This page intentionally left blank.

About Elite Admin User Guide

Provides administrators with information on configuring and administering the Elite Admin software application to enable communication paths between dispatch console operators and radio system resources for the MCC 7500 VPM, MCC 7500E and MCC 7100 Dispatch Consoles.

What is Covered in this Manual

This manual contains the following chapters:

Helpful Background Information

Motorola Solutions offers various courses designed to assist in learning about the system. For information, go to http://www.motorolasolutions.com/training to view the current course offerings and technology paths.

Related Information

See the following documents for associated information about the radio system.

Related Information	Purpose
Standards and Guidelines for Communication Sites	Provides standards and guidelines that should be followed when setting up a Motorola Solutions communications site. Also known as R56 manual. This document may be purchased by calling the North America Parts Organization at 800-422-4210 (or the international number: 302-444-9842).
System Overview and Documentation	Provides an overview of the ASTRO® 25 new system features, documentation set, technical illustrations, and system-level disaster recovery that support the ASTRO® 25 radio communication system.

This page intentionally left blank.

Chapter 1

Elite Admin Basics

The MCC 7100, MCC 7500 VPM, and MCC 7500E Dispatch Consoles are based on the Elite Graphical User Interface (GUI) which allows the user to quickly perform dispatch operations by interacting with resources displayed graphically on the computer screen.

1.1
MCC 7500 VPM Dispatch Console

The MCC 7500 VPM Dispatch Console is based on a commercially available personal computer with Motorola Solutions-provided hardware and software.

The hardware provided by Motorola Solutions includes:

• A computer/laptop connected through the IP network to a Voice Processor Module (VPM)

• Desktop speakers (up to eight)

• Headset jacks (up to two)

> **NOTICE:** The headset jacks contain provisions for connecting third-party handsets to them instead of headsets for those users who require handset operation. These handsets are not provided as part of the Motorola MCC 7500 VPM product.

• A desktop microphone

• A footswitch

The console computer/laptop and VPM provide the connections for the following items:

• Speakers

• Headset Jacks

• Microphone

• Footswitch

• Local Logging Recorder

• 911 Telephone Headset

• Instant Recall Recorder for Radio and Telephone

1.2
MCC 7100 and MCC 7500E Dispatch Consoles

The MCC 7100 and MCC 7500E Dispatch Consoles are software-based and do not require the external Voice Processor Module (VPM) as the Microsoft Windows operating system performs audio vocoding.

The MCC 7100 and MCC 7500E Dispatch Consoles support the following third-party peripherals:

• 8 speakers

• USB footswitch

• Headset with Push-to-Talk (PTT)

• Desktop microphone

The MCC 7500E Dispatch Console installed on an HP Z2 Mini workstation additionally uses the following third-party peripherals:

- External CD/DVD drive

- 7-Port USB 3.0 hub

- USB 3.0 Network Interface Card (NIC)

The USB Audio Interface Module (USB AIM) can be used to connect the peripherals provided by Motorola Solutions to the MCC 7100 and MCC 7500E Dispatch Consoles. The USB AIM provides connections for the following peripherals:

- Headset Jacks

- Microphone

- Footswitch

- External Paging Encoder

- Telephone/Headset Port

- Local Logging Recorder

- Auxiliary Output Port for Four Generic Auxiliary Output Channels

The optional encryption and decryption services for the dispatch console support multiple simultaneous encryption/decryption sessions using multiple algorithms and multiple secure keys.

The console workstation uses a Windows operating system. Motorola Solutions software provides call processing services.

The dispatch console provides a suite of Application Programming Interfaces (APIs) that may be used by third parties to interface Computer Aided Dispatch (CAD) systems, non-Motorola Solutions dispatch consoles, or other devices with the Motorola Solutions radio system.

1.3
Elite Admin Overview

The Elite Admin software runs on a computer/laptop equipped with a Windows operating system.The software creates a virtual workspace 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 Elite Admin software to set up configurations for the Elite Dispatch desktops that organize resources to meet specific user needs.

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

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

NOTICE: If a feature described in this documentation does not appear on the Elite Admin screen, it may not be available at this dispatch center. Contact the supervisor with questions about the Elite Admin features that the dispatch center has purchased.

1.4
Elite Admin Main Window

This section shows an example of an Elite Admin window.

Figure 1: Elite Admin Main Window
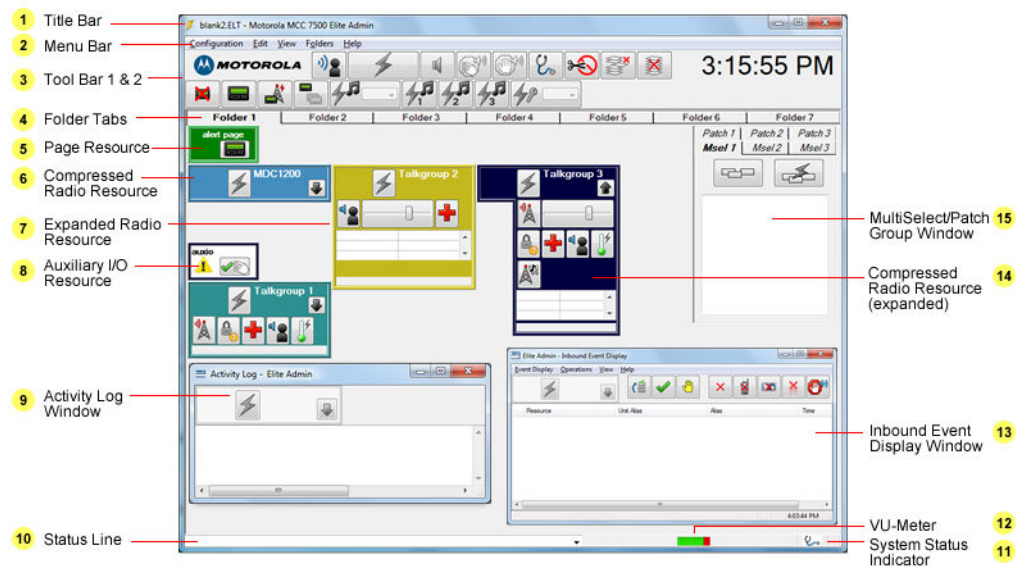
① Title Bar
Shows the name of the configuration currently open.

② Menu Bar
Displays the menus available in Elite Admin.

③ Toolbar 1 and Toolbar 2
Toolbars display shortcut buttons for commonly used menu items and features. Toolbar contents are configured by the Administrator.

④ Folder Tabs
The resources in a configuration are grouped into folders to simplify desktop organization. Resources in the selected folder appear on the desktop. To select a different folder, choose its folder tab. Only one folder can be selected at a time.

⑤ Page Resource
Paging resources are small windows with an Alias name and a **QuickPage** button.

⑥ Compressed Resource
A Compressed Resource window hides the resource features and includes a down arrow which, when clicked, displays the features. Resources that can be compressed are radio and phone resources.

⑦ Expanded Resource
A Resource that is set up to always display all features. It is locked so that the set of displayed features cannot be compressed by the Dispatch Operator.

⑧ Auxiliary I/Os or Auxio Resources
Auxiliary I/Os (auxiliary inputs and outputs) are non-voice lines such as fire alarms, door locks, or temperature sensors that are monitored and/or controlled at the console.

⑨ Activity Log Window
An Activity Log contains a record of the most recent inbound call activity. Using Elite Admin, the System Administrator can determine whether or not the Activity Log is displayed on the Elite Dispatch desktop at program startup.

10 **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.

11 **System Status Indicator**

Appears in the lower right-hand corner of the Elite desktop if there is a change in system status.

12 **VU-Meter**

Appears in the status line and indicates the audio level of incoming or outgoing audio transmissions.

13 **Inbound Event Display Window**

Optional window positioned on top of the Elite desktop that contains inbound radio activity.

14 **Compressed Resource (expanded)**

When the operator clicks the down arrow of a Compressed Resource, the Resource expands to display all the features of the Resource. Resources that can be compressed are Radio and Phone Resources.

15 **MultiSelect/Patch Group Window**

Displays the MultiSelect (Msel) and Patch folders associated with the selected configuration and lists the resources in the currently selected Msel or Patch folder. If the Msel or Patch folder includes a lock icon, the resources included in the group cannot be edited by the Dispatch operator.

1.5
VU-Meter

The VU-Meter feature on the MCC 7100, MCC 7500 VPM, and MCC 7500E Dispatch Consoles provides a visual indication of audio input/output levels. Using the VU-Meter, a Dispatch user can adjust the volume of the speakers or reposition the microphone for optimal audio levels.

Each Configuration file in the Dispatch application is configured by the Administrator either to show or hide the VU-Meter information. Depending on your configuration settings, this information is shown in:

- The Status Bar – if your configuration settings do not include the VU-Meter, you see only a place-holder displayed.

- The Toolbar – the VU-Meter indication can be added to Toolbar 1 or Toolbar 2.

- The VU-Meter Floating Window – a separate window showing VU-Meter indications. Use the **View** menu to toggle the display of this window.

The VU-Meter includes up to 11 LED units; 9 green and 2 red. The number of LEDs in the indicator synchronizes with the loudness of the audio. If the audio level is too low, no LED units are displayed in the VU-Meter indicator. If the audio is too loud, all 11 LEDs are displayed. A red LED indicates the audio has exceeded the threshold level.

The icon to the left of the VU-Meter indicates the audio source being measured, either receive audio or transmit (microphone) audio.

VU-Meter Levels are described in the following list:

🔑▐▐▐▐▐▐▐▌

VU-Meter at Level 9 for microphone audio

🔊▐▐▐▐▐▐▐▌

VU-Meter at Level 9 for receive audio

🔑▐▐▐▐▐▐▐▐▌

VU-Meter at Level 10 for microphone audio; the red LED indicates that volume has exceeded the threshold level

1.6
Elite Admin Menu Options

The following options are available in the Elite Admin menu bar:

- Configuration Menu on page 41

- Edit Menu on page 41

- View Menu on page 42

- Folders Menu on page 43

- Help Menu on page 43

1.6.1
Configuration Menu

The **Configuration** menu allows the user to create new configurations, open existing configurations to make changes to them, save the changes, and save the changes as a new configuration.

The **Configuration** menu contains the following options:

New
Creates new configurations.

Open
Displays a list of all configurations to select from. The default file extension for MCC 7100, MCC 7500 VPM, and MCC 7500E Elite configuration files is `.elt`.

Save
Saves changes to an existing configuration file.

Save as
Saves a newly created configuration or saves a changed configuration with a new name.

Exit
Closes the Elite Admin application.

The four `.elt` files available in the **Configuration** menu are the desktop configuration files opened recently. You can quickly access them for further configuration by selecting them from the list.

1.6.2
Edit Menu

Use the **Edit** menu to customize configuration files, resources, folders, and resource groups.

Figure 2: Edit Menu
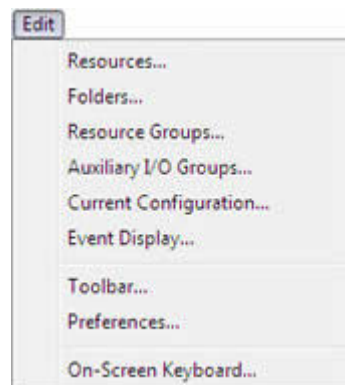
The **Edit** menu contains the following options:

Resources

Edits the appearance and features of the resources.

Folders

Assigns resources to folders.

Resource Groups

Sets up or modifies Multiselect groups, Patch groups, and groups of Primary Resources.

Auxiliary I/O Groups

Creates, modifies, and deletes Auxiliary I/O groups.

Current Configuration

Modifies the general settings of the currently open configuration, for example, the number and location of Patch and Multiselect groups.

Event Display

Creates or edits an Inbound Event Display interface.

Toolbar

Allows to determine which functions, and in what order, appear on Toolbar 1 or 2.

Preferences

Allows to configure the Activity Log and Auxiliary I/O Window views, build custom radio and page lists, define menu items for dispatchers, configure security and phone options for dispatchers, define VU Meter settings, and configure the Group Text Messaging feature.

On-screen Keyboard

Displays an on-screen keyboard on the console monitor that can be used for text entry. Useful in environments where computer keyboards are not provided.

1.6.3
View Menu

Use the **View** menu to display or hide Inbound Event Display, Activity Log, Auxiliary I/O Window, Group Text Messaging Window, or the VU Meter Window. A check mark next to the menu item indicates it is visible on the desktop.

The **View** menu contains the following options:

Inbound Event Display

Toggles the **Event Display** window. If the window is hidden, this menu option is used to restore the window.

Activity Log

Toggles the **Activity Log** window. If the Activity Log is hidden, this menu option is used to restore the window.

Auxiliary I/O Window

Toggles the **Auxiliary I/O** window. If the window is hidden, this menu option is used to restore the window.

Group Text Messaging Window

Opens the **Group Text Messaging** window.

VU Meter Window

Toggles the **VU Meter** window. If the window is hidden, this menu option is used to restore the window.

Speakers Volume Window

Toggles the **Speakers Volume** window. If the window is hidden, this menu option is used to restore the window. Available for MCC 7500E Dispatch Consoles.

1.6.4
Folders Menu

Use the **Folders** menu to add, delete, or customize folders. Select a Folder Name in the menu list to display it.

Figure 3: Folders Menu
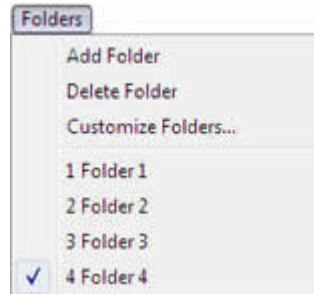
The **Folders** menu contains the following options:

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.

1.6.5
Help Menu

The **Help** menu provides access to the Windows standard Elite Admin Help for the Motorola Elite Admin applications.

Figure 4: Help Menu
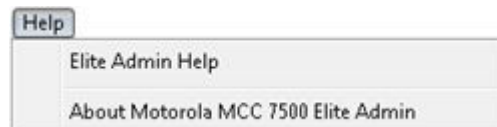
The **About Motorola** *<Console Model>* **Elite Admin** option displays the copyright date and version number of the software.

1.7
Elite Admin Toolbar

One or two toolbars can be configured to provide quick access to often used features in Elite Dispatch. Toolbar buttons can be arranged in any order.

Toolbar items are described in the following list:

Activity Log
Shows/hides the **Activity Log** window.

Alert Tone Selector

Allows the dispatch operator to send one of the 15 predefined tones to a radio and/or console. Alert tones are a consistent means of notifying radios or consoles of a certain condition.

An alert tone cannot be sent to a receive-only resource or at the same time as any of the following:

- another Alert Tone

- a General Transmit

- a Patch Transmit

- a Page

- an APB Transmit

Alert Tone (individual)

Allows the Dispatch Operator to send a predefined tone to a radio and/or console. These toolbar buttons can be numbered from 1 to 15.

Auxio Window

Shows or hides the **Auxiliary Input/Output** window.

Delete Single Stack Entry

Deletes the currently selected stack entry.

Delete Entire Stack

Deletes the entire contents of the stack.

End Emergency Tones

Discontinues all emergency tones being generated at the console position but does not change the state of the emergency that triggered the alarm.

End Audible Alarm

Allows the operator at the console position to reset the indicator (buzzer, alarm or light) associated with the Auxiliary I/O.

General Transmit

Equivalent to pressing the right footswitch. Selecting **General Transmit** initiates a transmission on all currently selected resources.

Group Text Messaging

Opens the **Group Text Messaging** window. In Elite Dispatch, it allows the Dispatch Operator to send text messages to radio subscribers using trunking talkgroup resources.

Momentary Override

Momentary Override allows temporary selection of a voice encryption key and initiates a Push-To-Talk (PTT) function. Invoking this override causes the console position to use the selected key for encrypting voice traffic, and then initiate a transmission in secure mode.

Monitor Squelch

Disables the squelch on currently selected conventional resources, allowing the operator to hear all audio regardless of the private line code.

On-Screen Keyboard

Displays a keyboard on the monitor.

Show/Hide Inbound Event Display

Shows or hides the **Inbound Event Display** window.

Shows or hides the **Speakers Volume** window. Available for MCC 7500E Dispatch Consoles.

Standard Page

Allows you to select Resources to send a Page to.

CheckList

Allows you to create a collection of Pages.

Send Page

Sends a page. Toggles to **Page Resend** after a paging session ends.

Page Resend

Resends a failed page. This icon will remain for 20 seconds unless the following actions are taken:

• If you click the **Abort Page** icon , the **Page Resend** icon disappears and the **Send Page** icon will become available.

• If all the pages in the queue are sent successfully and a new page is added to the queue, the **Page Resend** icon disappears and the **Send Page** icon will become available.

Once the 20 seconds have lapsed, the **Page Resend** icon disappears and the **Send Page** icon will become available.

NOTICE: When a page is sent, the **Page Resend** icon will appear to indicate a paging session has been created. The **Page Resend** icon is available on the toolbar for you to resend failed pages. This icon will remain for 20 seconds unless action is taken. During these 20 seconds, you may resend failed pages. By clicking the **Page Resend** icon , the successful pages are cleared from the paging queue, and a new paging session is created. The failed pages are then sent again. When this new paging session ends, these pages are marked as either successful or failed.

Abort Page

Stops the current Paging session.

Safety Switch

Allows activation of a safety-protected Resource within a configurable period of time. This Resource can pertain to safety-protected:

- Transmit buttons

- Aux I/Os

- Resource selection actions

- Adding or removing resources from Msel/Patch Groups

System Status

Opens the System Status dialog.

Put Phone On Hold

Puts on hold a call active on the currently selected phone resource. Available for MCC 7500 VPM and MCC 7500E Dispatch Consoles only.

Phone Release

Puts on hook the currently selected phone resource. Available for MCC 7500 VPM and MCC 7500E Dispatch Consoles only.

Call Forwarding

Allows the Dispatch Operator to forward all calls incoming to the dispatch position to another phone number. If you click the button when call forwarding is inactive, it opens the Forward dialog in which you specify the forwarding phone number. If you click the button when call forwarding is active, it cancels forwarding calls to other consoles. Available for MCC 7500 VPM and MCC 7500E Dispatch Consoles only.

Phone Transfer

Opens a window in which a Dispatch Operator specifies a phone number to which the call active on the resource is to be transferred. The Dispatch Operator can dial the number manually or use the local or shared phone book. This is an unattended transfer: the call is transferred to the new number directly, without the Dispatch Operator talking with the party receiving the transferred call. Available for MCC 7500 VPM Dispatch Consoles.

Attended Call Transfer

Opens a window in which a Dispatch Operator specifies a phone number to which the call active on the resource is to be transferred. The Dispatch Operator can dial the number manually or use the local or shared phone book. Attended Call Transfer allows the Dispatch Operator to talk with the party receiving the transferred call before the call is actually transferred. Available for MCC 7500E Dispatch Consoles.

Mute Headset Microphone

Allows the Dispatch Operator to mute a phone line so the person on the other end of the phone line cannot hear the dispatcher, but the dispatcher can still hear the caller. This feature does not affect dispatcher audio for radio resources and is only available when the Dispatch Operator is using a headset. Available for MCC 7500E Dispatch Consoles.

Real-Time Dialing

Click to manage active calls, dial phone numbers, and view entries in shared and local phone books. Available for MCC 7500 VPM and MCC 7500E Dispatch Consoles only.
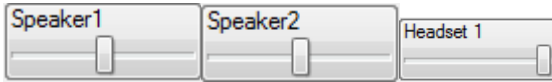
Individual Speaker and Headset Volume Controls

Available for MCC 7100 and MCC 7500E Dispatch Consoles only. Allow the Dispatch Operator to change the volume for the individual third-party speakers and headset mapped to the dispatch console. The maximum number of volume controls added to the toolbar is nine - one for the headset and eight for speakers. They are displayed together with the aliases that are assigned to them in the .ELT file and support a range of volumes from 1 to 30, where 1 is mute and 30 is full volume. If an individual speaker or headset volume control is greyed out, no peripheral is mapped to it.

VU Meter

Provides a visual indication of audio input/output levels. The VU-Meter includes up to 11 LED units: 9 green and 2 red. A red LED indicates the audio has exceeded the threshold level.

VU Meter Window

Shows/hides the **VU Meter** window.

Enhanced Instant Recall Recorder

Opens the Enhanced Instant Recall Recorder (EIRR) application. Using this application, the Dispatch Operator can replay specific parts of the audio traffic recorded by the EIRR software on the dispatch console.

1.7.1
Configuring the Toolbar

The Elite Admin applications support two toolbars, toolbar button placement, toolbar button inclusion/exclusion, and a clock display.

Prerequisites: To use custom images for the toolbar buttons, see Using Custom Images on page 55.

Procedure:

1 From the main menu, select **Edit → Toolbar**.

2 In the **Design Toolbar** window, perform one of the following actions:

   • Select Toolbar 1 for editing by selecting the **Toolbar 1** button.

   • Select Toolbar 2 for editing by selecting the **Toolbar 2** button.

3 In the **Toolbar Features** list, perform the following actions:

   • Deselect a check box next to a listed toolbar button to make it disappear from the toolbar.

   • Select a check box next to a listed toolbar button to make it appear on the toolbar.

4 Arrange the order of the buttons on the toolbar by clicking the **Move up** and **Move down** arrow keys.

   The higher the position in the list, the further left the button appears in the Toolbar.

5 Optional: To change the icon, tooltip text, or color for a button, select the button in the **Toolbar Features** list and click **Edit**.

    a In the **Define Bitmaps** window, select a picture or type the tooltip text as desired.

    b To use custom images, find them at the bottom of the Picture lists. Click **Set Color**. In the **Colors** window, select a standard or custom color. Click **OK**.

6 Optional: To make Toolbar 1 and/or Toolbar 2 appear on Console, perform the following steps:

- To make Toolbar 1 appear on Console, select the **Include Toolbar 1 on Console** checkbox.
- To make Toolbar 2 appear on Console, select the **Include Toolbar 2 on Console** checkbox.

7 Optional: To show the clock on Toolbar 1, select the **Show Clock on Toolbar 1** check box.

> **NOTICE:**
> Due to limited screen space, a message that asks you to rearrange the Elite window elements can appear.
>
> Due to limited space on toolbars, you may need to move some items from Toolbar 1 to Toolbar 2 to display the clock on Toolbar 1.

8 Customize the size of the toolbars by using the toolbar size drop-down lists.

> **NOTICE:** Due to limited screen space, a message that asks you to rearrange the Elite window elements can appear.

9 To save the configuration, click **OK**.

The changes made to the toolbars appear on the screen.

1.7.2
Configuring Volume Sliders

Volume sliders are available for MCC 7100 and MCC 7500E Dispatch Consoles only. Up to nine volume sliders are available on the toolbar to the Dispatch Operator — one for a headset and eight for individual speakers.

> **NOTICE:** The volume sliders for individual speakers are active only when you map the speakers in the Peripheral Configuration Tool and connect them to the dispatch console.
> The **Headset 1** slider is active only when the peripheral or peripherals mapped in the Peripheral Configuration Tool are non-Motorola Solutions peripherals.
>
> The **Headset 1** slider is not active for the Motorola Solutions-standard headset connected to the USB Audio Interface Module.
>
> The **Headset 1** slider is not active when the non-Motorola Solutions peripheral or peripherals mapped in the Peripheral Configuration Tool as Headset 1 are not connected to the Dispatch Console.

When and where to use: Follow this procedure to add a volume slider to the toolbar and configure it.

Procedure:

1 From the **Edit** menu, select **Toolbar**.

2 In the **Design Toolbar** window, select the toolbar you wish to configure by clicking the respective buttons:

- To configure Toolbar 1, select the **Toolbar 1** button.
- To configure Toolbar 2, select the **Toolbar 2** button.

3 In the **Toolbar Features** list, select the check boxes next to the volume sliders that you wish to add to the toolbars.

4 In the **Toolbar Features** list, select the volume slider that you wish to edit. Click **Edit**.

The selected volume slider row is marked in black.

5 In the **Define Bitmaps** window, go to the **Volume** pane and set the default volume for the slider.

The volume range is from 1 to 30, where 1 is mute and 30 is full volume.

6 To save your changes, click **OK**.

1.7.3
Configuring Alert Tones

Alert tones are a consistent means of notifying radios or consoles of a certain condition. The Dispatch Operator can use 15 predefined alert tones. The alert tones can be default tones provided by Motorola Solutions, or customized tones created by the organization to meet their specific requirements.

Procedure:

1 From the **Edit** menu, select **Toolbar**.

2 In the **Design Toolbar** window, select the toolbar you wish to configure by clicking the respective buttons:

- To configure Toolbar 1, select the **Toolbar 1** button.
- To configure Toolbar 2, select the **Toolbar 2** button.

3 In the **Toolbar Features** list, select the check boxes next to the alert tones that you wish to add to the toolbars.

4 In the **Toolbar Features** list, select the alert tone that you wish to edit. Click **Edit**.

The selected alert tone is marked in black.

5 In the **Define Bitmaps** window, go to the **Transmit Mode** pane and perform the following actions:

- If you want the alert tone to be sent only when you press the **Alert Tone** icon on the toolbar, select **Momentary**.
- If you want the alert tone to be sent for a predefined period of time after you press the **Alert Tone** icon on the toolbar, select **Latched**.

6 To save your changes, click **OK**.

1.8
Activity Log Window

The **Activity Log** is a floating window that maintains a record of the most recent call activity in Elite Dispatch.

If calls come in to the console too quickly for the Dispatch Operator to answer, the Dispatch Operator can use the **Activity Log** window to contact resources that have called. The **Activity Log** window is always positioned on top of the Elite Admin desktop. The Dispatch Operator can select and arrange the contents to be displayed in the window.

Figure 5: Blank Activity Log Window
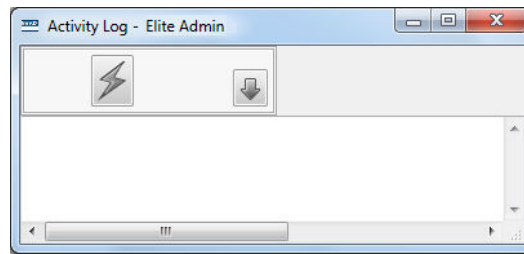
Related Links

Customizing the Activity Log on page 93

1.9
VU Meter Window

The **VU Meter** window is a floating window that shows the VU Meter for the currently ongoing call at the Dispatch Operator position. The VU Meter provides a visual indication of audio input/output levels, which allows the Dispatch user to adjust the volume of the speakers or reposition the microphone for optimal audio levels.

Figure 6: VU Meter Window
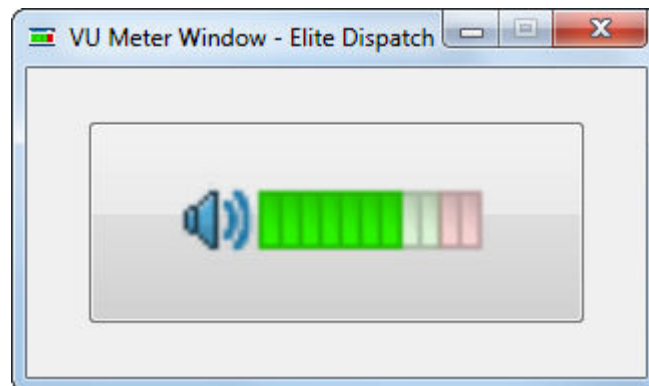
Use the **View** menu or the Toolbar **VU Meter Window** button to toggle the display of this window.

For more information, see: Configuring the VU Meter on page 102.

1.10
Tooltips

A tooltip is typically used to alert users to the intended use of a control. It is a small window that is displayed when the user places the mouse cursor over a control. In both Elite Admin and Dispatch applications, tooltips are provided for toolbar buttons and for the Stack feature.

The Elite Admin and Dispatch applications support alias names of up to 16 characters and sometimes they are truncated because of the control size. In this case, tooltips are employed to display the full version of an alias name.

Figure 7: Tooltip Example

1.11
Micro Help

Micro Help text is a brief description at the bottom of a resource window. As a user moves the cursor over a resource button or feature, micro help is displayed.

Figure 8: Micro Help Example

1.12
Starting Elite Admin

Perform this procedure to start the Elite Admin.

Procedure:

1 From the **Start** menu, select the **Elite Admin** shortcut icon.

2 In the welcome window, perform one of the following actions:

- To open an existing configuration, click **Open an Existing Configuration**.

- To create a new configuration, click **Create a New Configuration**.

3 In the **Login** window, enter username and password. Use the same username and password that you use to access Domain Controller.

> **NOTICE:** If the dispatch console is on the ASTRO® 25 system domain, you do not have to enter the credentials. Elite Admin uses Windows login credentials to authenticate with the Network Manager.

If the entered credentials are accepted, the database status is checked. If the system database was updated since the last time the console was started and the console is not set up to auto-authenticate, an information dialog box with the message `New Database Exists` is displayed.

> **NOTICE:** While Elite Admin is waiting for the user to respond to the `New Database Exists` message, if another DUI (Dispatch User Interface) grants the new database on the same console, Elite Admin behaves as if this user has granted the new database.

4 Optional: If the `New Database Exists` message appears, continue with the procedure. Otherwise skip the following steps.

5 In the dialog box containing the message, perform one of the following actions:

- To update the database with the new information, click **Yes**.

- To use the old database and continue start-up, click **No**.

> **NOTICE:** If a new database becomes available while Elite Admin is running, the following message is displayed in the status line: `A new database exists, please restart the application to use it.`

6 Optional: To close the application while database synchronization is in progress, click the **Shutdown** button.

7 In the confirmation dialog box, perform one of the following actions:

- To shut down the application, click **Yes**.

- To return to database synchronization, click **No**.

The Elite Admin main window appears.

1.13
Exiting Elite Admin

When and where to use: Use the following procedure any time you want to close the Elite Admin application. You must perform this procedure any time you shut down or restart the operator position workstation or switch between the Windows operating system accounts on the operator position.

Procedure:

1 From the menu, select **Configuration** → **Exit**.

If changes were made to an open configuration, the program prompts you to save changes.

2 In the confirmation dialog box, select one of the following options:

- To save the changes, click **Yes**.

- To exit without saving changes, click **No**.

- To return to Elite Admin without saving changes, click **Cancel**.

Chapter 2

Configuration Management

The Administrator can define a series of options for each configuration. Available options include:

- The number of folders in the configuration.
- The number of Multiselect and Patchgroups in the configuration.
- The location of the MSEL/Patch area on the screen.
- Whether the Dispatch Operator is allowed to temporarily change folder resource assignments.
- Whether the Dispatch Operator is allowed to move a resource within a folder.
- Whether the Dispatch Operator is allowed to modify the primary resource group.
- Whether the Dispatch Operator needs to actuate the safety switch every time before selecting a single resource.
- Whether the Dispatch Operator needs to actuate the safety switch every time before editing Patch and Msel groups.

2.1
Creating New Configurations

Perform this procedure to create a new configuration file.

Procedure:

1   From the menu, select **Configuration → New**.

2   In the **Number of:** panel, set the following parameters:

   a   From the **Folders:** drop-down list, select the number of folders.

   The Administrator can configure up to 20 folders.

   b   From the **Msels:** drop-down list, select the number of MSEL groups.

   The Administrator can configure up to 16 MSEL groups.

   c   From the **Patch Groups:** drop-down list, select the number of Patchgroups.

   The Administrator can configure up to 16 patchgroups.

3   In the **Size** panel, customize the size of the **Msel/Patch** window, the height of the folder tabs, and the height of the status bar.

4   In the **Msel/Patch** panel, set the position and height of the MultiSelect/Patch Group Window in the main Elite window:

   a   Move the **MultiSelect/Patch Group** window horizontally by using the **Position** arrows.

   b   Set the height of **MultiSelect/Patch Group** window by using the **Height** arrows.

5   To define the Dispatch Options, select the appropriate checkboxes in the **Dispatch Options** panel. For more information see . Click **Close**.

6   Save the new configuration:

   a   From the menu, select **Configuration → Save**.

   b   Enter the name for the configuration.

   c   Specify the location for the configuration.

7 Optional: To review and/or alter the saved configuration, from the menu, select **Edit → Current Configuration**.

Related Links

2.1.1
Dispatch Options

The Administrator can define Dispatch Options for a specific configuration in the **Edit Configuration** dialog box. This list describes the available options.

Allow Resources to be Moveable
Allows the Dispatch Operator to move the Resource within the folder. Resources can always be moved within a folder while using Elite Admin.

Allow Resource Assignment / Deassignment in Dispatch
Allows the Dispatch Operator the capability to temporarily change folder Resource assignments during Elite Dispatch operation.

Display Phone Dialer when Phone is Selected
Displays the **Phone Dialer** window automatically when a Phone Resource is selected.

Single Select Safety Switch
If checked, selecting a single resource will require activating the safety switch.

Patch/Msel Safety Switch
If checked, editing Msel/Patch groups will require activating the safety switch.

Related Links

2.2
Opening Existing Configurations

Procedure:

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

• From the menu, select **Configuration** and choose one of the four recently accessed configurations.

• From the menu, select **Configuration → Open**. In the **Open** dialog box, choose a configuration.

2.3
Saving Configurations

Perform this procedure to save a configuration file under its original name or save it under a new name, leaving the original file unchanged. Configurations are saved as `.elt` files.

Procedure:

To save the edited configuration, choose one of the following options:

If…	Then…
If you want to save changes to an existing configuration,	from the menu, select **Configuration → Save**
If you want to save changes as a new configuration,	perform the following actions: **a** From the menu, select **Configuration → Save As**. **b** In the **File name** text box, type a name for this configuration. The default extension for Elite files is `.elt`. **c** Click **Save**.

2.4
Custom Configuration

It is possible to customize your Elite application with your own, custom-prepared icons. See Using Custom Images on page 55 and Custom Image Specifications on page 56.

2.4.1
Using Custom Images

To use your own customized icons instead of the icons available in the Elite user interface, create images that meet the requirements necessary for the Elite user interface so that it can display them and put them into a pre-defined folder on the dispatch console laptop or workstation.

Perfrom this procedure to customize the Elite application with your custom icons.

Procedure:

1 Create an image that meets the necessary specifications. See Custom Image Specifications on page 56.

2 Depending on the kind of the dispatch console software that you use, place the image in one of the following directories:

- For the MCC 7500 VPM Dispatch Console, place the image in the `C:\Users\Public \Public Documents\Motorola MCC 7500\customImages` directory.

- For the MCC 7100 IP Dispatch Console, place the image in the `C:\Users\Public \Public Documents\Motorola MCC 7100\customImages` directory.

- For the MCC 7500E Dispatch Console, place the image in the `C:\Users\Public\Public Documents\Motorola MCC 7500E\customImages` directory.

3 Restart the Elite Admin application or load a different `.elt` configuration.

4 Use the image for the toolbar and resource buttons, or page or Aux I/O states:

- To use the image for toolbar buttons, see Configuring the Toolbar on page 47.

- To use the image for resource buttons, see Editing Button Icons on page 67 and Editing Micro Help Text on page 68.

- To use the image for page states, see Editing Page Resource Features on page 75.

- To use the image for Aux I/O states, see Defining Auxiliary I/O Features on page 77.

2.4.2
Custom Image Specifications

Instead of choosing from the icons available in the Elite user interface, create your own customized icons and use them for the toolbar buttons, feature buttons on resources, page states, or Aux I/O states.

2.4.2.1
Dimension and Format Specifications

IMPORTANT: Before you create and use your own elements for the Elite user interface, ensure that they do not create a confusing experience for dispatchers.

To be compatible with the Elite user interface, the custom images must meet the following requirements:

* They are in the `.png` format

* They support transparency - they have alpha channel defined or enabled

* They meet the following dimensions specifications:

  - To use the image for square feature buttons such as Instant Transmit, the dimensions are 32x32 pixels

  - To use the image for rectangular feature buttons such as General Transmit on a toolbar, the dimensions are 96x32 pixels.

NOTICE: To use the images for 2x or 3x sizes of resources and toolbars, you may want higher resolution versions to look better on the larger buttons. You can accomplish it by using images that use dimensions 2x or 3x of the base dimensions. However, use this method sparingly, because the `.elt` file must store the images uncompressed and a large number of large images can dramatically increase the `.elt` file size.

2.4.2.2
Custom Images Behavior Within the Elite Application

Each `.elt` configuration file loaded in the Elite Admin application, in the Picture lists available for the toolbar buttons, resource buttons, Aux I/O states, and page states, displays the following custom images:

* Images stored in the customImages folder on the dispatch console position on which the application is open.

* Images saved for this `.elt` configuration file. Custom images saved for an `.elt` configuration file are images selected for toolbar buttons, resource buttons, Aux I/O states, or page states within this file.

The images are loaded for a configuration the moment you open the configuration in the Elite Admin application. Any changes you make to the customImages folder, when a configuration file is open in the Elite Admin application, are not visible for the configuration file, until you restart the application or load another configuration file.

See the following scenarios to better understand the behavior of the custom images in the Elite Admin application:

* If you add a new custom image to the customImages folder, it is not visible on the Picture lists in the Elite Admin application before you restart the application or load another `.elt` file.

* If you select a custom image for a feature button, page state, or Aux I/O state within an `.elt` configuration file, the image is saved for this `.elt` configuration file. You can use the `.elt` configuration file on a different dispatch console position without moving the image to the

customImages folder on the other dispatch console position, and the image is still available on the Picture lists within this configuration file.

- If you overwrite a custom image within the customImages folder, after you restart the Elite Admin application or load another `.elt` configuration file, one of the following situations takes place:

  - If you open an `.elt` configuration file in which the overwritten image is currently not used for a feature button, page state, or Aux I/O state, the new version of the image appears on all the Picture lists instead of the previous version.

  - If you open an `.elt` configuration file in which the overwritten image is used for a feature button, page state, or Aux I/O state, the new version of the image appears on all the Picture lists in addition to the previous version.

- If you remove an image from the customImages folder:

  - It is available for the `.elt` configuration file currently loaded in the Elite Admin application

  - It is available for the `.elt` configuration files in which the image is configured for buttons or resources

  - It is not available for `.elt` configuration files created in the Elite Admin application after the image is removed

  - It is not available for `.elt` configuration files in which the image is not configured for buttons or resources

This page intentionally left blank.

Chapter 3

Resources Setup

Resources can be Radios, Phones, Pages, Speed Dials, or Auxiliary I/Os. Unique characteristics can be assigned to each resource in a system using selections made in the **Set Up Resources** window. The available options are viewing Resource settings, modifying Resource Headers, selecting features included on a Resource, and assigning the Audio speakers for a radio select and unselect audio.

3.1
Defining Default Resources

You can configure the following resources: Default Aux I/O, Default Radio, Default Phone, and Default Page. You can impose default attributes on any resource not configured or placed in a folder.For radio, page, and Aux I/O objects, you can modify settings for individual resources. For phone resources, only the Administrator modifies default settings that apply to all the phone resources.

Procedure:

1   From the application main menu, select **Edit → Resources**.

2   In the **Set Up Resources** dialog box on the **Resource Selector** panel, from the **Type** list, select **All**.

3   From the **Resource Selector** panel, select a Default Resource.

4   Set the default header attributes for the Default Resource.

   a   Click the **Resource Header** button and configure the headers.

   b   To return to the **Set Up Resources** dialog box, click **OK**.

5   Set the default feature attributes for the Default Resource.

   a   Click the **Features** button and configure the features.

   b   To return to the **Set Up Resources** dialog box, click **OK**.

6   Optional: Set the default audio attributes for the Default Resource.

   The **Audio** button may be disabled depending on the configuration set up by the administrator.

   a   Click the **Audio** button and configure the audio attributes.

   b   To return to the **Set Up Resources** dialog box, click **OK**.

7   In the **Set Up Resources** dialog box, click the **View Resource** button.

8   Verify that the Default Resource views are correct by checking the preview on the right. Click **OK**.

The settings are saved as the default configuration and a check mark appears beside the Default Resource name in the list.

Related Links

Defining Resource Headers on page 60
Phone and Radio Resource Features Setup on page 61
Editing Page Resource Features on page 75

3.2
Viewing Resource Settings

You can view the current settings for a Resource to check its configuration.

Procedure:

1 From the application main menu, select **Edit → Resources**.

2 In the **Set Up Resources** window, from the **Resource Selector** panel, select the type of resource you want to view by clicking **Type**.

3 From the **Resource Selector** panel, select a resource you want to view. Click **View Resource**.

   The **View Resource** window opens displaying the **Compressed View**, **Expanded View**, and **Summary** information about the selected resource.

4 Accept the current settings and return to the **Set Up Resources** window by clicking **OK**.

3.3
Defining Resource Headers

Three lines of resource information can be displayed in the Resource Header of a Radio Resource. If the resource is a Page, only Line 1 is displayed. The first line is reserved for the resource name and cannot be changed. The second and third lines may be defined to contain either feature status information or text. You can also define the border color and background color of the Resource.

Procedure:

1 From the menu, select **Edit → Resources**.

2 From the **Resource Selector** list in the **Set Up Resources** window, select a resource.

3 Click the **Resource Header** button.

4 In the **Line 2** pane of a **Resource Header Configuration** dialog box, choose the information displayed in Line 2 from the following options:

   • If you want Line 2 to display a feature, click on the **Feature** button and select a feature from the drop-down list.

   • If you want Line 2 to display text, click on the **Text** button and enter the text to be displayed.

5 Repeat step 4 for Line 3.

6 Optional: To change Resource colors, perform the following actions:

   a To choose a color of the text strings displayed for the lines, click the **Text Color** button under the line for which you want to change the text color and select a color. Click **OK**.

   a To choose a color of the resource border, click the **Border Color** button and select a color. Click **OK**.

   a To choose a color of resource background, click the **Background Color** button and select a color. Click **OK**.

   a To display various shades of the resource background color, select the **Background Gradient** check box.

7 To save the changes click **OK**.

3.4
Phone and Radio Resource Features Setup

An Administrator defines the features and appearance of Phone and Radio Resources. For Phone Resources, the Administrator edits the Default Phone view settings that apply to all Resources. For Radio Resources, it is additionally possible to edit the settings for individual Resources.

> **NOTICE:** Radio Resources are available on the MCC 7100, MCC 7500 VPM, and MCC 7500E Dispatch Consoles. Console Telephony is a feature available only on the MCC 7500 VPM and MCC 7500E Dispatch Consoles.

The following procedures apply both to default phone settings and default and individual radio settings:

- Adding Features to Phone and Radio Resources
- Editing Button Icons
- Editing Micro Help Text
- Editing the Three-Line Display
- Adding an Auxiliary I/O to a Resource
- Adding Button Separators

The following procedures apply only to default and individual radio settings:

- Editing the Order of Drop-Down Items
- Editing the Stack
- Adding a Main/Alternate Channel Control to a resource
- Defining the Audio Destination for Radio Resources
- Setting a Resource for Treating Emergency Calls as Normal Calls
- Enabling the Custom Text Feature

The following procedure applies only to default phone settings:

- Setting the Minimum Volume for Phone Lines

3.4.1
Adding Features to Phone and Radio Resources

An Administrator can define the features and appearance of Phone and Radio Resources. For Phone Resources, the Administrator edits the Default Phone view settings that apply to all Resources. For Radio Resources, it is additionally possible to edit the settings for individual Resources. The following procedure applies to editing views for default Phone and Radio Resources and individual Radio Resources.

When and where to use: Follow this procedure to change the features and appearance of a radio resource.

Procedure:

1. From the menu, select **Edit → Resources**.
2. From the **Resource Selector** panel in the **Set Up Resources** dialog box, select the Resource that you want to edit.
3. Click the **Features** button.
4. From the **Set Up Features** dialog box, select the **Compressed View** tab.
5. Set the preferences in the **Instant Transmit** panel.

* If you want the **Instant Transmit** button to appear on the Resource, select the **Enable** check box.

* If you want the Dispatch Operator to actuate the safety switch before an instant transmit, select the **Safety** check box.

6 From the **Rows** drop-down list in the **Stack** panel, select the number of rows to display in the Stack.

7 Optional: To make it possible for the Dispatch Operator to add Phone Resources to patches, in the **Patch** panel, select the **Enable** check box.

This option is available for Phone Resources only.

8 If you want the dispatch console to indicate decryption failures to the Dispatch Operator, in the **Key Failure Events** panel, select the **Enable** check box.

If the dispatch console cannot decrypt a secure call, the Dispatch Operator receives a sound indication and an error message appears in the Status Line.

9 From the **Button Ordering** list, select the check boxes of feature buttons that you want available on the Resource.

> **NOTICE:** See Radio Resource Features on page 63 and Phone Resource Features on page 66 for a complete list of the feature buttons and their descriptions.

10 To change the order of the feature buttons, click the arrows next to the **Button Ordering** list.

11 To change the appearance of the expanded region of the Resource, click the **Vertical Resize** and **Horizontal Resize** buttons in the **Expanded Region** panel.

The **View** panel displays the Resource preview.

12 Optional: To edit the expanded view of the Resource, click the **Expanded View** tab.

You can edit the expanded view of a Resource in the same manner as the compressed view, except that it does not include the **Expanded Region** panel with the **Resize** buttons.

The **View** panel displays the Resource preview.

13 Select the **Preferred View** tab and choose the default view of the Resource.

* To display the Resource in compressed view, select **Compressed View**.

* To display the Resource in expanded view, select **Expanded View**.

> **NOTICE:** Changing the preferred view does not change the view of Resources already placed on a folder. To change Resources that have been placed on a folder, remove the resource from the folder and then add it again.

14 To confirm the changes, click **OK**.

> **NOTICE:** If the changes made cause the Resource to overlap with another Resource on a folder, an error message appears requesting that you move the Resource to a different location on the folder. The changes do not take effect until sufficient space is available or the resource size is reduced.

Related Links

Radio Resource Features on page 63
Phone Resource Features on page 66

3.4.1.1
Radio Resource Features

The features for each Radio Resource are configured in the Elite Admin application through the **Set Up Features** dialog box. The following list describes all the features available in the MCC 7100, MCC 7500 VPM, and MCC 7500E Dispatch Consoles. Feature buttons in the list are displayed in their default states. Button icons for most features can be edited.

Transmit Mode
Allows the Dispatch Operator to select the transmit mode used for outbound transmissions on a specific Resource.

Call Alert
Feature which provides an indication on the console position or radio that a call is requested with a specific unit.

Private Call
Feature used to establish private communication between a console position and a radio.

Volume
Adds a volume control to the Resource so the Dispatch Operator can adjust the audio volume for the radio.

Emergency
Allows the Dispatch Operator to quickly respond to an Emergency Call. When clicked, this button displays the Emergency Quicklist on the Dispatch Operator console.
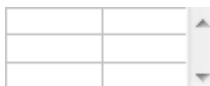
Stack
Adds a multi-line stack which displays incoming calls on a Resource. The left-hand column displays the alias or ID of the initiating radio, the right-hand column is configurable. See Editing the Stack on page 70.

Three-Line Display
Adds a three-line display to the Resource. The Administrator can configure the content in each line. See Editing the Three-Line Display on page 68.
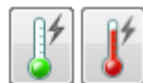
Priority Select (Normal, Tactical)
Feature button used to switch between Normal Priority (green) and Tactical Priority (red) for a Resource. A Dispatch Operator may use this feature to assign a higher priority, giving the Resource a better chance of gaining communication access during a repeater busy scenario. Only Emergency Calls have a higher priority than tactical.

Repeater Enabled/Disabled

Allows the audio received from the base station to be repeated to other subscriber units or whether those received calls will only be heard at console positions.

Console Repeat Enabled/Disabled

Allows a Dispatch operator to enable and disable the Console Repeat feature. If enabled, the Console Repeat feature causes the console to key the station. Depending on whether the feature is configured to work in the normal (non-latched) or latched mode, the console keys the station in one of the following ways:

- If the feature is in a normal (non-latched) mode, the console keys the station whenever there is an inbound radio call on the channel and causes the inbound audio to be routed to the transmitter and repeated.

- If the feature is in a latched mode, the console keys the station as soon as the feature is enabled and any inbound audio is routed to the transmitter and repeated. It leaves the station keyed even when there is no inbound radio audio on the channel. The station is not dekeyed until the feature is disabled. Scanners remain on that channel as long as the carrier is present and people near the scanners hear all the activity on that channel without interruption due to scanning other channels. These scanners are typically used by public safety officials that are listening to the radio traffic associated with a particular event.

The feature can be configured to be automatically disabled after a predefined time. Before it happens, a timeout warning appears in the status line at the bottom of the Elite Dispatch window. If an inbound radio call is active when the feature is about to be disabled, the automatic disable is postponed. In this case, the feature is disabled when the inbound radio call ends.
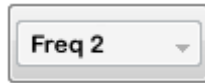
Frequency Select

If a Resource is equipped with multiple frequencies, the desired frequency can be selected from the **Frequency Select** drop-down list. The order of options in this list can be edited. See: Editing Drop-Down Items Order on page 70.

Secondary Receiver Muted/Unmuted

Some radios are equipped with a talkaround switch that allows them to transmit to each other without going through the system repeaters. Consoles may have a secondary receiver tuned to the talkaround frequency, allowing the operator to hear talkaround conversations at the console. The Mute Secondary Receiver feature allows the Dispatch Operator to mute the receiver tuned to the talkaround frequency so talkaround conversations cannot be heard at the console.

Remote Monitor

Allows a Dispatch Operator to remotely command a radio to key-up its microphone and transmit for a short period. It is a listen-only mode and the radio shows no indication that it is transmitting. The feature is used if a radio is stolen or if the user is not responding to calls.

Radio Check

Allows a Dispatch Operator to check if the subscriber unit is functioning on a resource, without causing interruption to the specific unit. It can be used as a routine preventive maintenance check or as a specific action, when the operator has some reason to doubt the availability of the unit.

Radio Enable/Disable

Allows a Dispatch Operator to enable or disable the subscriber unit remotely. It can be used to disable a stolen or lost unit or to enable a previously disabled unit.

Status Request

Allows a Dispatch Operator to remotely interrogate a subscriber unit and obtain its status.

Voice Sel Call

Allows the console or radio user to communicate with a single console or radio unit without having other units on the same channel listening to the conversation. It eliminates the annoyance of users having to listen to traffic that has nothing to do with them.

Channel Marker Available/Activated

Allows a Dispatch Operator to activate a channel marker button on a Resource to identify a channel as priority and to warn non-critical radio users not to transmit. All parallel Dispatch consoles see an activated channel marker and any operator position can deactivate it. A single operator position is permitted to activate up to 5 channel markers.
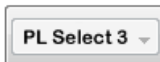
Private Line Select

If a resource is equipped with Private Line capability, the desired Private Line can be selected from the drop-down list. The order of options in this list can be edited. See: Editing Drop-Down Items Order on page 70

External Controller Enabled/Disabled

Known as *Takeover*, this feature allows a Dispatch Operator to take over or cease the communications being initiated from a remote console. The Takeover Switch inhibits or permits the circuit used by these remote positions to communicate with the system. By default the circuit allowing the remote console to operate is enabled.

Outbound Secure Key

Available for digital conventional and analog conventional resources. Allows a Dispatch Operator to select from a list of encryption keys for secure transmission. The order of options in this list can be edited. See: Editing Drop-Down Items Order on page 70

Main/Alternate Channel control

Allows a Dispatch Operator to choose which channel is active for a conventional site. A Dispatch Operator can choose the active channel by toggling the **Main/Alternate** button to switch between the main and alternate channel. The **Main/Alternate** button may appear on the resource in one of three states: Main channel active, Alternate channel active, Main/Alt state Unknown.

Channel-associated Public Aux I/O

An **Auxiliary I/O** button may appear on the resource in one of three states: Inactive, Active, or Unknown. A safety-protected Aux I/O button includes a red icon at the top left side of the Inactive

state button .

Group Text Messaging

Opens the **Group Text Messaging** window. In Elite Dispatch, it allows the Dispatch Operator to send text messages to radio subscribers through trunking talkgroup resources.

Wildcards I and II

Similar to the Auxiliary I/O controls, **Wildcards** can be used to toggle the state of an external control at a base station.

Generic Resource Controls

For each Radio Resource, an Administrator can add and configure up to ten generic resource controls. See: Editing Button Icons on page 67 and Editing Micro Help Text on page 68.

Related Links

3.4.1.2
Phone Resource Features

The features for each Phone Resource are configured in the Elite Admin application through the **Set Up Features** dialog box. The following table describes all the features available in the MCC 7500 VPM and MCC 7500E Dispatch Consoles. Feature buttons in the table are displayed in their default states. Button icons for most features can be edited.

Volume

Adds a volume control to the Resource so the Dispatch Operator can adjust the audio volume for the Phone Resource.

Phone Hold

Puts on hold the call that is active on the Resource.

Phone on Hook

Ends a call in progress and puts the Phone Resource on hook. You can also use it to put a selected Phone Resource on hook when no call is active on it. For example, after you select the Resource for dialing, you choose to cancel the dialing operation.

Phone Transfer

Opens a window in which a Dispatch Operator specifies a phone number to which the call active on the resource is to be transferred. The Dispatch Operator can dial the number manually or use the local or shared phone book. This is an unattended transfer: the call is transferred to the new number directly, without the Dispatch Operator talking with the party receiving the transferred call. Available for MCC 7500 VPM Dispatch Consoles.

Attended Call Transfer

Opens a window in which a Dispatch Operator specifies a phone number to which the call active on the resource is to be transferred. The Dispatch Operator can dial the number manually or use the local or shared phone book. Attended Call Transfer allows the Dispatch Operator to talk with the party receiving the transferred call before the call is actually transferred. Available for MCC 7500E Dispatch Consoles.

Mute Headset Microphone

Allows the Dispatch Operator to mute a phone line so the person on the other end of the phone line cannot hear the dispatcher, but the dispatcher can still hear the caller. This feature does not affect dispatcher audio for radio resources and is only available when the Dispatch Operator is using a headset. Available for MCC 7500E Dispatch Consoles.

Three-Line Display

Adds a three-line display to the resource. The Administrator can configure the content in each line. See Editing the Three-Line Display on page 68.

Generic Resource Control

For each Phone Resource, an Administrator can add and configure up to ten generic resource controls. See Editing Button Icons on page 67 and Editing Micro Help Text on page 68.

Related Links

3.4.2

Editing Button Icons

The button icons for some features can be selected from the list of available icon images.

Prerequisites: If you want to use custom images for the feature buttons, see Using Custom Images on page 55.

Procedure:

1 From the menu, select **Edit → Resources**.

2 In the **Set Up Resources** dialog box, select the Resource you want to edit and click the **Features** button.

3 In the **Set Up Features** dialog box, click a feature button in the **View** panel.

If the button is editable, the **Define Bitmaps** dialog box appears.

4 Select an icon from the **Picture** lists to be used for each of the button states.

> **NOTICE:** If you want to use custom images, you can find them at the bottom of the Picture list.

5 To change the color of the button:

    a Click the **Set Color** button.

    b In the **Colors** window, select a standard or custom color. Click **OK**.

6 To save the changes click **OK**.

> **NOTICE:** Some buttons have fewer than three valid states. In these cases, the corresponding scroll bars are disabled. Also, in some cases, the bitmaps and micro help for certain states depend on the buttons selected for other states. The preview buttons are automatically updated to reflect this situation.

3.4.3
Editing Micro Help Text

The Administrator can edit the micro help text for feature buttons on selected resources.

Procedure:

1 From the menu, select **Edit → Resources**.

2 In the **Set Up Resources** dialog box, select the Resource you want to edit and click the **Features** button.

3 In the **Set Up Features** dialog box, click a feature button in the **View** panel.

If the button is editable, the **Define Channel Marker Bitmaps** dialog box appears.

4 Type the desired micro help text in the text boxes for each button state.

5 To save the changes, click **OK**.

> **NOTICE:** Some buttons have fewer than three valid states. In these cases, the corresponding micro help text boxes are disabled. Also, in some cases, micro help for certain states depends on selections made for other states. The preview buttons are automatically updated to reflect this situation.

3.4.4
Editing the Three-Line Display

The Administrator can set the three lines of resource information displayed on a talk resource. The Administrator can 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 moved on a resource while the Resource Header line display is always anchored.

Procedure:

1 From the menu, select **Edit → Resources**.

2 In the **Set Up Resources** dialog box, select the Resource you want to edit and click the **Features** button.

3 In the **Button Ordering** list of the **Set Up Features** dialog box, click the **3 Line Display** check box to include it on the Resource.

The **View** panel of the dialog box displays the resource with this feature added.

4 In the **View** panel, click the **Three-Line Display**.

5 In the **Three Line Display Configuration** dialog box, perform one of the following actions:
  - If you want Line 1 of the Three-Line Display to show a feature, click the **Feature** button in **Line 1** panel and select a function from the drop-down list.
  - If you want Line 1 of the Three-Line Display to show custom text, click the **Text** button in **Line 1** panel and type the text you want displayed in Line 1.

6 Repeat step 5 for Line 2 and Line 3.

7 Optional: To change the color of the text strings displayed for the lines:
  a Under the line for which you want to change the text color, click the **Text Color** button.
  b In the **Colors** window, select a standard or custom color. Click **OK**.

8 To save the changes click **OK**.

3.4.5
Adding Auxiliary Inputs and Outputs to Resources

Auxiliary Inputs/Outputs (I/Os) are external devices such as fire alarms, burglar alarms, and door locks. The Administrator can add Auxiliary I/Os to a selected Resource.

Procedure:

1 From the menu, select **Edit → Resources**.

2 From the **Type** list of the **Set Up Resources** dialog box, select **Radio**.

3 From the list of the available Radio Resources, select the Resource to which you want to add Auxiliary I/Os and click the **Features** button.

4 In the **Button Ordering** panel of the **Set Up Features** dialog box, on the **Compressed View** or **Expanded View** tab, click the **AuxIO** button.

5 From the **Type** list of the **Add Aux I/O to Resource** dialog box, select the Auxiliary I/O type that you want to add to the Resource.

6 From the **Available** list, select the Auxiliary I/O and move it to the **Added** list by clicking the right arrow button. Click **Close**.

The selected Auxiliary I/Os or Auxiliary I/Os associated with the selected Auxiliary Pairs and Groups are added to the **Button Ordering** list of the **Compressed View** or **Expanded View** tab.

7 Add the Auxiliary I/O buttons to the Resource by clicking the check box next to the Auxiliary I/Os in the **Button Ordering** list.

8 Optional: Customize the Aux I/O buttons by clicking them in the **View** panel and editing the icons and micro help text associated with them.

9 To save the resource configuration, click **OK** in the **Set Up Features** dialog box.

Related Links

Editing Button Icons on page 67
Editing Micro Help Text on page 68

3.4.6
Adding Button Separators

The Administrator can use Separator buttons to create blank spaces between various features added to Resources and to group the features. It can be useful when, for example, single Auxiliary I/Os and Auxiliary Pairs or Groups are added to a Resource. A Separator button between two Aux I/Os helps a Dispatch Operator recognize that they are single Aux I/Os. If no Separator button is between two Aux I/Os, it means that they are a pair or a group.

Procedure:

1 From the menu, select **Edit → Resources**.

2 From the **Type** list of the **Set Up Resources** dialog box, select the type of the resource you want to edit.

3 From the list of the available resources, select the resource to which you want to add a Separator and click the **Features** button.

4 In the **Button Ordering** panel of the **Set Up Features** dialog box, on the **Compressed View** or **Expanded View** tab, click the **Separator** button.

   The Separator button is added to the **Button Ordering** list.

5 To add the Separator button to the Resource, in the **Button Ordering** list, click the check box next to the Separator button.

6 Optional: Edit the appearance of the Separator button by clicking it in the **View** panel.

7 Change the position of the Separator button by using the up and down arrows next to the **Button Ordering** list.

8 To save the changes, click **OK**.

3.4.7
Editing Drop-Down Items Order

Some features included on radio resources contain drop-down lists. The Administrator can determine the order in which those items are listed.

Procedure:

1 From the menu, select **Edit → Resources**.

2 In the **Set Up Resources** dialog box, select the resource you want to edit and click the **Features** button.

3 In the **View** panel of the **Set Up Features** dialog box, click on the feature button that contains a drop-down list.

4 In the **Define Select SortOrder** dialog box, click on one of the **Sort Type** buttons.

5 To save the changes, click **OK**.

3.4.8
Editing the Stack

Radio Resources can include the stack feature. The left column of the stack always displays the unit ID or alias of the calling radio. The right column can be configured to display any of the following: Status, Time, Zone, Zone ID, Site, Site ID, KeySet ID, or Secure Key.

Procedure:

1 From the menu, select **Edit → Resources**.

2 In the **Set Up Resources** dialog box, select the Resource you want to edit and click the **Features** button.

3 From the **Rows** drop-down field in the **Set Up Features** dialog box, choose the number of rows to be included in the Stack.

4 In the **View** panel, click on the stack area.

5 In the **Configure Stack** dialog box, select the modes to display in the right column of the Stack by checking the desired boxes in the **Right Column Display Modes** panel.

At least one check box needs to be selected.

6 To change the order of the list, click on the up and down **Move** arrows.

7 For each mode checked, assign a left mouse button double-click action by selecting a function from the drop-down list.

The **None** option is also available.

8 In **Allow unknown unit IDs in the stack** section, check or uncheck **Enable** field, according to your preferences:

- Checked: Inbound call from a radio with unknown Unit ID is displayed (Unit ID is viewed as **Unknown**).

- Unchecked: Inbound call from a radio with unknown Unit ID is not displayed.

9 To save the changes, click **OK**.

3.4.9
Adding Main/Alternate Channel Controls to Resources

The Main/Alternate Channel Control feature allows a Dispatch Operator to choose which channel is active for a conventional site. A Dispatch Operator can choose the active channel by toggling the **Main/ Alternate** button to switch between the main and alternate channel.

> **IMPORTANT:** If the System Administrator re-configures Main/Alternate conventional channel pairs, all console operator positions that use these Main/Alt channel pairs must be restarted.

Procedure:

1 From the menu, select **Edit → Resources**.

2 In the **Set Up Resources** dialog box, select the Resource you want to edit and click the **Features** button.

3 From the **Button Ordering** list in the **Set Up Features** dialog box, select the check box next to the **Main/Alt Channel Control**.

The button is added to the Resource and is visible in the **View** panel.

4 Optional: To edit the button icon or micro help text for the **Main/Alt Channel Control**, click on it in the **View** panel and configure the options in the **Define Bitmaps** dialog box.

5 To save the changes, click **OK**.

Related Links

Editing Button Icons on page 67
Editing Micro Help Text on page 68

3.4.10
Defining Audio Settings for Radio Resources

The Administrator can define the audio destination and the initial volume level of the selected Talk Resource. The Dispatch Operator can change the volume level but it reverts to the level set in Elite Admin when the operator exits Elite Dispatch.

Procedure:

1 From the menu, select **Edit → Resources**.

2 From the **Type** drop-down list in the **Set Up Resources** dialog box, select **Radio**.

3 From the list of the available Radio Resources, select the Resource you want to edit and click the **Audio** button.

4 In the **Set Up Audio** dialog box, from the **Select Audio** drop-down menu, select the speaker to which the audio is routed when the Resource is selected.

5 From the **Unselect Audio** drop-down menu, select the speaker to which the audio is routed when the Resource is not selected.

6 From the **Minimum Volume** drop-down menu, select the softest volume value available for the Radio Resource.

7 From the **Initial Volume** drop-down menu, select the volume setting to be default for the Radio Resource when the Dispatch Operator opens the configuration.

> **NOTICE:** The available values depend on the minimum volume settings. The initial volume cannot be softer than the minimum volume.

8 Optional: If you want the Select audio routed to your headset, from the **Headset Behavior** drop-down list, choose one of the following options.

   • To hear the Select audio only through your headset, choose **Use headset for select**.

   • To hear the Select audio through your headset and through the Select speaker, choose **Use headset & speaker for select**.

> **NOTICE:** If one of these options is selected and the headset is not plugged into the headset jack box, the audio defaults to the Resource Select speaker.

9 From the **Emergency Volume** drop-down menu, select the volume level for the emergency calls on the radio resource.

> **NOTICE:** The available values depend on the minimum volume settings. The emergency volume cannot be softer than the minimum volume.

10 Optional: If you want Emergency Alarms simulated when new Emergency Calls are received, select the **Simulate Emergency Alarm upon receiving a new Emergency Call** check box.

11 To save the changes, click **OK**.

Related Links

Setting the Minimum Volume for Phone Lines on page 73
Defining Audio Destinations and Ringtones for Phone Lines on page 99

3.4.11
Setting the Emergency Calls as Normal Calls Feature

For the radio resources available in your configuration, you can modify the way in which the console treats emergency calls received on these resources. You can change settings for individual resources or for the default radio resource. Change the settings by modifying the emergency button icon of the resource.

Send Feedback

Procedure:

1 From the menu, select **Edit → Resources**.

2 From the **Type** drop-down list in the **Set Up Resources** dialog box, select **Radio**.

3 From the list of the available Radio Resources, select the Resource you want to edit and click the **Features** button.

4 From the **Button Ordering** list in the **Set Up Features** dialog box, select the check box next to the **Emergency** button.

5 In the **View** panel, click the **Emergency** button on the resource view.

6 In the **Emergency Indications** panel of the **Define Emergency Bitmaps** dialog box, define the ways in which the console treats Emergency Calls received on the Resource by selecting one of the following options for each channel type:

  • To see and hear indications of the Emergency Calls and alarms incoming on a specific channel type, select the **Visual** and **Audible** check boxes for that channel type.

  • To see indications of the Emergency Calls and alarms incoming on a specific channel type, select the **Visual** check box for that channel type.

  • To see and hear indications of the Emergency Calls and alarms incoming on a specific channel type, clear the **Visual** and **Audible** check boxes for that channel type.

  > **NOTICE:** You cannot select only audible indications of the incoming Emergency Calls and Alarms.

7 To save the changes, click **OK**.

3.4.12
Setting the Minimum Volume for Phone Lines

Perform this procedure to specify the lowest volume values the Dispatch Operator can set for various phone calls. Specify the value per phone number and not per a Phone Resource. Also specify the value for a default phone line. The minimum volume specified for the default phone line is used for calls with phone lines for which there are no specific settings in the configuration.

> **NOTICE:** Console Telephony is a feature available only on the MCC 7500 VPM and MCC 7500E Dispatch Consoles.

Procedure:

1 From the menu, select **Edit → Resources**.

2 From the **Type** drop-down list in the **Set Up Resources** dialog box, select **Phone**.

3 Select **Default Phone** and click the **Audio** button.

4 In the **Phone** dialog box, specify the minimum volume for an existing phone line by performing the following actions:

  a From the **Custom Phone Line** list, select the phone number that you want to edit.

  b From the **Minimum Volume** drop-down menu, select the softest volume value the Dispatch Operator can set for a phone call with the phone line and click **Apply**.

  > **NOTICE:** You can select values from 0 (mute) to 7 (loudest) as the **Minimum Volume** parameter for all phone lines.. The **Initial Volume** value can be 5 or more. If you set the **Minimum Volume** parameter to more than 5, the **Initial Volume** value is updated to be the same as the **Minimum Volume** value. If you set the **Minimum Volume** parameter to less than 5, the **Initial Volume** value is updated to 5.

5 Specify the minimum volume for unconfigured phone lines by performing the following actions:

   a From the **Custom Phone Line** list, select **DEFAULT**.

   b From the **Minimum Volume** drop-down menu, select the softest volume value the Dispatch Operator can set for a phone call with the unconfigured phone lines and click **Apply**.

> **NOTICE:** You can select values from 0 (mute) to 7 (loudest) as the **Minimum Volume** parameter for all phone lines.. The **Initial Volume** value can be 5 or more. If you set the **Minimum Volume** parameter to more than 5, the **Initial Volume** value is updated to be the same as the **Minimum Volume** value. If you set the **Minimum Volume** parameter to less than 5, the **Initial Volume** value is updated to 5.

6 Specify the minimum volume for a new phone line by performing the following actions:

   a In the **Custom Phone Line** list panel, click **Add**.

   b Specify the phone number for which you want to set the audio destination.

      The phone number that you need to specify is the phone number of the PBX line dialed by the caller, not the ID information of the caller.

   c Optional: Select the ring tone for the specified phone number.

   d Optional: From the **Chosen Speaker** drop-down menu, select the speaker for the phone call on a selected Resource.

   e Optional: From the **Unchosen Speaker** drop-down menu, select the speaker for the phone call on an unselected Resource.

   f Click **OK**.

   g From the **Minimum Volume** drop-down menu, select the softest volume value the Dispatch Operator can set for a phone call with the phone line and click **Apply**.

> **NOTICE:** You can select values from 0 (mute) to 7 (loudest) as the **Minimum Volume** parameter for all phone lines.. The **Initial Volume** value can be 5 or more. If you set the **Minimum Volume** parameter to more than 5, the **Initial Volume** value is updated to be the same as the **Minimum Volume** value. If you set the **Minimum Volume** parameter to less than 5, the **Initial Volume** value is updated to 5.

7 To save the changes click **OK**.

3.4.13
Enabling the Custom Text Feature

Custom text lines enable third-party applications such as Computer-Aided Dispatch (CAD) software to source text notifications on a resource by using the Application Programming Interfaces (APIs) provided by the Motorola MCC 7500 Software Development Kit. A single radio resource can display up to five messages - two in the header and three in the three-line display. The number of characters displayed for the resource depends on the resource size. The displayed custom text can be truncated if it does not fit on the resource.

When and where to use: Perform this procedure to configure a radio resource for displaying custom text messages.

Procedure:

1 From the menu, select **Edit → Resources**.

2 In the **Resource Selector** list, select a radio resource for which you want to display custom text messages.

3 Depending on where you want to display the custom text message, perform one of the following actions:

If…	Then…
If you want to display the custom text message in the header of the resource,	perform the following actions: **a** Click the **Resource Header** button. **b** Under the line in which you want to display the text, click the **Feature** button. **c** From the **Feature** drop-down list, select the custom text corresponding to the messages that you want to display. **d** Click **OK** to save the changes.
If you want to display the custom text message in the 3 Line Display of the resource,	perform the following actions: **a** Click the **Features** button. **b** In the **Button Ordering** list, click the **3 Line Display** check box. **c** In the **View** panel, click on the three-line display. **d** Under the line in which you want to display the text, click the **Feature** button. **e** From the **Feature** drop-down list, select the custom text corresponding to the messages that you want to display. **f** Click **OK** to save the changes.

3.4.14
Group Text Messaging

The Group Text Messaging feature allows the Dispatch Console Operator to send text messages to radio subscribers through trunking talkgroup resources. The configuration options include:

- Logging sent messages to a file
- Creating predefined messages for the Dispatch Operator
- Configuring the information visible on the Outbound Messages list
- Adding the Group Text Messaging button to the Toolbar and/or Radio Resources
- Adding the Group Text Messaging Window option to the View menu.

For detailed configuration instructions, see Customizing Group Text Messaging on page 94.

3.5
Editing Page Resource Features

The Administrator can edit the Page Resources to customize their appearance.

Prerequisites: To use custom images for the page states, see Using Custom Images on page 55.

Procedure:

1 From the menu, select **Edit → Resources**.

2 From the **Type** drop-down list in the **Set Up Resources** dialog box, select **Page**.

3 From the Resource list, select a Page Resource and click the **Features** button.

4 If you want the Dispatch Operator to actuate the safety switch before transmitting the page, in the **Define Page Features** dialog box, select the **Safety Protected** check box.

5 From the **Picture** list, select an icon you want displayed for the Page Resource.

NOTICE: To use a custom image, find it at the bottom of the **Picture** list.

6 To save the changes, click **OK**.

Auxiliary Input/Output Setup

Auxiliary Inputs/Outputs (Auxiliary I/Os) are external devices such as fire alarms, burglar alarms, and door locks that can be monitored and possibly controlled by the console operator.Use the Elite Admin application to configure and define the Auxiliary I/Os. These configurations includes defining the appearance of the Auxiliary I/O in Elite Dispatch, configuring an Auxiliary I/O with a safety switch, or enabling an audible alarm when an Auxiliary I/O is activated.

Auxiliary I/Os are displayed on the console desktop as described in the following list:

As a stand-alone resource tile
> See: Defining Auxiliary I/O Features on page 77 and Configuring Audible Alarms for Auxiliary I/Os on page 78.

As part of an Auxiliary I/O Pair or an Auxiliary I/O Group
> See:

- Configuring Auxiliary I/O Pairs on page 79
- Auxiliary I/O Groups on page 79
- Creating Auxiliary I/O Groups on page 80
- Editing Auxiliary I/O Groups on page 80
- Deleting Auxiliary I/O Groups on page 81

Associated with a Radio Resource
> See Adding Auxiliary Inputs and Outputs to Resources on page 69.

4.1
Defining Auxiliary I/O Features

Prerequisites: To use custom images for the Aux I/O states, see Using Custom Images on page 55.

Procedure:

1   From the menu, select **Edit → Resources**.

2   From the **Resource Selector Type** drop-down list, select **Aux**.

3   Click on an Auxiliary I/O that you wish to define.

4   To set the border color, perform the following actions:

    a To open the **Resource Header Configuration** dialog box, click the **Resource Header** button.

    b Select the button for the desired color and click **OK**.

5 To open the **Define Aux I/O Features** dialog box, click the **Features** button.

6 In the **Auxiliary Inputs/Outputs** pane, perform one of the following actions:

- To require the Dispatch Operator to actuate the safety switch before changing the state of the Aux I/O, select the **Safety Protected** check box.

- To cause a relay inside the Dispatch Operator Equipment to close when the associated Aux I/O is activated, select the **Audible Alarm** check box. This relay may be connected to an indicator such as an external audible alarm or light, if needed.

> **NOTICE:** If either the **Safety Protected** check box or **Audible Alarm** check box is selected, manually add the associated toolbar buttons for the dispatch configuration. The Safety Protected feature requires that a **Safety** button be added to the toolbar configuration. The Audible Alarm feature requires that an **End Audible Alarm** button be added. See Configuring the Toolbar on page 47 for instructions.

7 From the **Picture** list in the **State 1** pane, select the icon for the initial state of the Aux I/O.

8 From the **Picture** list in the **State 2** pane, select the icon for the second state of the Aux I/O.

9 To save your changes, click **OK**.

4.2
Configuring Audible Alarms for Auxiliary I/Os

The Administrator can configure specific public Auxiliary I/Os to cause a relay inside the dispatch operator equipment to close when the Aux I/O is activated (this relay may be connected to an external audible or visual alarm, if needed).If an Auxiliary I/O includes the audible alarm capability, add the **End Audible Alarm** button to the toolbar and to the **Feature** menu for the saved configuration.

When and where to use: Use this procedure to enable the audible alarm feature for an Auxiliary I/O.

Procedure:

1 From the menu, select **Edit → Resources**.

2 From the **Resource Selector Type** drop-down list in the **Set Up Resources** dialog box, select **Aux**.

3 Select the Auxiliary I/O for which you wish to enable the audible alarm.

4 To open the **Define Aux I/O Features** dialog box, click the **Features** button.

5 Select the **Audible Alarm** check box. Click **OK**.

6 To add the **End Audible Alarm** button to the toolbar, perform the following actions:

    a From the menu, select **Edit → Toolbar**.

    b In the **Toolbar Features** list in the **Design Toolbar** dialog box, select the **End Audible Alarm** check box. Click **OK**.

7 To add the **End Audible Alarm** option to the **Features** menu, perform the following actions:

    a From the menu, select **Edit → Preferences**. Select the **Menu Items** tab.

    b In the **Menu** list, select **Features**.

    c In the **Menu Items** list, select the **End Audible Auxiliary I/O Alarm** check box. Click **OK**.

4.3
Configuring Auxiliary I/O Pairs

Auxiliary pairs are two momentary Aux I/Os of different types that are *glued* together.The Auxiliary Input indicates the state of the device or feature. The Auxiliary Output provides acknowledgement to the Dispatch Operator that the outbound request to change the state of the Auxiliary Input was processed by the system. This system provides two types of indications: the first one when the system processes your request, and another one when the requested action is completed.

Procedure:

1   From the menu, select **Edit → Auxiliary I/O Groups**.

2   In the **Auxiliary I/O Group** dialog box, click the **Create Group** button.

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

3   In the **Name** text box, enter a name for the pair.

4   In the **Auxiliary I/O** list, perform the following actions:

   a   Choose one momentary Auxiliary Input by selecting the check box next to the Auxiliary Input.

   b   Choose one momentary Auxiliary Output by selecting the check box next to the Auxiliary Output.

   > **IMPORTANT:** It is very important to select two momentary Auxiliaries of different types. Two Auxiliaries of the same type do not work properly. You cannot select an Auxiliary that is already used in another pair.

   The **Auxio Pair** pane becomes active.

5   Specify the source and destination Auxios of the Auxio Pair by performing the following actions:

   a   From the **Source** list, select the Auxiliary Output.

   b   From the **Destination** list, select the Auxiliary Input.

6   In the **View Auxio Group** panel, verify the appearance of the pair. If necessary, modify it by performing the following actions:

   a   From the **Maximum number of columns** drop-down list, select the maximum number of columns.

   Aux I/Os are arranged vertically or horizontally.

   b   Define the sequence of the Aux I/Os in the pair by clicking the **Move up** and **Move down** arrows.

   c   From the **Interlock Color** drop-down list, select a color for the interlock bars.

7   To save your changes, click **OK**.

4.4
Auxiliary I/O Groups

Auxiliary I/Os can be organized into functional dispatch groups. 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. An Auxiliary I/O Group window is always positioned on top of the Elite Admin desktop.

Figure 9: Auxiliary I/O Group Window

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. The title bar of the window displays the name of the Auxiliary I/O Group.

4.4.1
Creating Auxiliary I/O Groups

Perform this procedure to create an Auxiliary I/O Group.

Procedure:

1. From the menu, select **Edit → Auxiliary I/O Groups**.

2. In the **Auxiliary I/O Group** dialog box, click the **Create Group** button.

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

3. In the **Name** text box, enter a name for the group.

4. From the **Auxiliary I/O** list, select the check boxes next to the Auxiliary I/Os that you wish to add to the group.

   > **NOTICE:** If you create a group that contains two momentary Auxiliaries, only the **Auxio Pair** pane becomes active. Do not set any values in the **Auxio Pair** pane.

5. From the **Maximum number of columns** drop-down list, select the maximum number of columns.

6. In the **View Auxio Group** panel, verify the appearance of the group. If necessary, modify it by performing the following actions:

   a. From the **Maximum number of columns** drop-down list, select the maximum number of columns.

      Aux I/Os are arranged vertically or horizontally.

   b. Define the sequence of the Aux I/Os in the pair by clicking the **Move up** and **Move down** arrows.

   c. From the **Interlock Color** drop-down list, select a color for the interlock bars.

7. To save your changes, click **OK**.

4.4.2
Editing Auxiliary I/O Groups

Perform this procedure to edit Auxiliary I/O groups.

Procedure:

1. From the menu, select **Edit → Auxiliary I/O Groups**.

2. From the **Group Selector** list, select the group you wish to modify.

3. Click the **Modify Group** button.

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

4 Edit the group by performing the following actions:

    a From the **Maximum number of columns** drop-down list, select the maximum number of columns.

      Aux I/Os are arranged vertically or horizontally.

    b Define the sequence of the Aux I/Os in the pair by clicking the **Move up** and **Move down** arrows.

    c From the **Interlock Color** drop-down list, select a color for the interlock bars.

5 To save your changes, click **OK**.

4.4.3
Deleting Auxiliary I/O Groups

Perform this procedure to delete Auxiliary I/O groups.

Prerequisites: Remove the Auxiliary I/O Group from all floating windows and folders. See Removing Resources from Folders on page 85.

Procedure:

1 From the menu, select **Edit → Auxiliary I/O Groups**.

2 From the **Group Selector** list in the **Auxiliary I/O Group** dialog box, select the group you wish to delete.

3 Click the **Delete Group** button.

4 Click **Close**.

This page intentionally left blank.

Chapter 5

Folder Management

This chapter describes the following topics:

- Adding Folders
- Adding Resources to Folders
- Adding Speed Dials to Folders
- Removing Resources from Folders
- Customizing Folders
- Emptying and Deleting a Folder
- External Assignment Folder
- Setting Existing Folders as External Assignment Folders

5.1
Adding Folders

Perform this procedure to add folders.

Procedure:

> From the menu, select **Folders → Add Folders**.

> An empty folder with the default name `Folder` *<n>* is added, where *<n>* is the number of the subsequent folder.

Related Links

5.2
Adding Resources to Folders

Perform this procedure to add resources to folders.

Procedure:

1. From the menu, select **Edit → Folders**.
2. From the **Folders** drop-down list in the **Edit Folder Resources** window, select a folder.
3. From the **Type** drop-down list, select the Resource Type to be assigned.

   Available Resources are listed in the left-side pane. Resources of the selected type present in the selected Folder are listed in the right-side pane.

4. From the list on the left-hand side, select a Resource to be assigned.
5. In the **Size** pane, set the display size of a Resource in a folder by perform one of the following actions:

   - To display the resource window without including its features, select the **Compressed** button.
   - To display the resource window including all its features, select the **Expanded** button.

6 Optional: Resize the resource to 2x or 3x its default size by selecting the appropriate option from the **Size** drop-down list.

Figure 10: Available Folder Resource Sizes

By resizing a resource, you change the size of the resource itself and the size of all the QuickLists available on the resource.

7 To set the audio route for a resource, select the resource and choose an option from the following drop-down menus:

Select

To choose the speaker to use for this resource Select audio.

Unselect

To choose the speaker to use for this resource Unselect audio

Volume

To set a value for the audio volume. If the resource is included in another folder with different audio settings, changing the volume here changes all current audio settings.

8 Optional: To route Select audio to your headset, from the **Headset Behavior** drop-down list, select one of the following options:

- To hear the Select audio only through your headset, select **Use headset for select**.

- To hear the Select audio through your headset and through the Select speaker, select **Use headset & speaker for select**.

> **NOTICE:** If one of these options is selected and the headset is not plugged into the headset jack box, the audio defaults back to the Select speaker of the Resource.

9 Move the selected Resource to the list on the right-hand side by clicking the **Right arrow** button.

10 Click **Close**.

5.3
Adding Speed Dials to Folders

Speed Dials are Resources that can be added to folders. They allow Dispatch Operators to dial a specific phone number with one click.An Administrator can create speed dials from local phone book and the shared phone book entries.

Prerequisites: Ensure that your local phone book or shared phone book contains the required speed dial phone number.

Procedure:

1 From the menu, select **Edit → Folders**.

2 From the **Folder** drop-down list in the **Edit Folder Resources** dialog box, select a folder.

3 From the **Type** drop-down list, select the **Speed Dial** option.

Available speed dials are listed on the left-hand side list. Speed dials present in the selected Folder are listed on the right-hand side list.

4 From the list on the left-hand side, select a speed dial to be assigned.

5 Move the Resource to the list on the right-hand side by clicking the **Right arrow** button.

6 Click **Close**.

5.4
Removing Resources from Folders

Perform this procedure to remove resources from folders.

Procedure:

1 From the menu, select **Edit → Folders**.

2 From the **Folders** drop-down list, select a folder.

3 From the list on the right-hand side, select a Resource. Click the **Left arrow** button.

4 Click **Close**.

5.5
Customizing Folders

The Administrator can specify names of new folders, edit the names of existing folders, and change their order on the desktop.

Procedure:

1 From the menu, select **Folder → Customize Folders**.

2 In the **Folders** tab, customize the names and appearance of the folders:

If…	Then…
If you want to change the name of a folder,	in the text box next to it, enter a new name for the folder.
If you want to change the background color of a single folder,	perform the following actions: a Click the **Background Color** button next to the folder that you want to modify. b In the **Colors** window, select a standard or custom color. c Click **OK**.
If you want to change the background color of all the folder at once,	perform the following actions: a In the **All Folders** pane, click the **Background Color** button. b In the **Colors** window, select a standard or custom color. c Click **OK**.
If you want to reset the back-ground color setting for all the folders,	in the **All Folders** pane, click the **Reset Color** button.

3 In the **Msels** tab, customize the names and appearance of the multiselect groups:

If…	Then…
If you want to change the name of a multiselect group,	in the text box next to it, enter a new name for the group.
If you want to change the background color of a single multiselect group,	perform the following actions: **a** Click the **Background Color** button next to the multiselect group that you want to modify. **b** In the **Colors** window, select a standard or custom color. **c** Click **OK**. **NOTICE:** Avoid picking green or blue colors similar to the colors that indicate that a patch or multiselect group is open. It can create a confusing experience for dispatchers.
If you want to change the background color of all the multiselect groups at once,	perform the following actions: **a** In the **All Msels** pane, click the **Background Color** button. **b** In the **Colors** window, select a standard or custom color. **c** Click **OK**. **NOTICE:** Avoid picking green or blue colors similar to the colors that indicate that a patch or multiselect group is open. It can create a confusing experience for dispatchers.
If you want to reset the background color setting for all the multiselect groups,	in the **All Msels** pane, click the **Reset Color** button.

4 In the **Patches** tab, customize the names and appearance of the patch groups:

If…	Then…
If you want to change the name of a patch group,	in the text box next to it, enter a new name for the group.
If you want to change the background color of a single patch group,	perform the following actions: **a** Click the **Background Color** button next to the patch group that you want to modify. **b** In the **Colors** window, select a standard or custom color. **c** Click **OK**. **NOTICE:** Avoid picking green or blue colors similar to the colors that indicate that a patch or multiselect group is open. It can create a confusing experience for dispatchers.
If you want to change the background color	perform the following actions: **a** In the **All Patches** pane, click the **Background Color** button.

If…	Then…
of all the patch groups at once,	**b** In the **Colors** window, select a standard or custom color. **c** Click **OK**. 📝 **NOTICE:** Avoid picking green or blue colors similar to the colors that indicate that a patch or multiselect group is open. It can create a confusing experience for dispatchers.
If you want to reset the background color setting for all the patch groups,	in the **All Patches** pane, click the **Reset Color** button.

5 In the **Reorder** tab, change the order in which the folders appear on the screen:

    a Select the folder to reorder.

    b Use the arrow buttons to change the position of the folder in the list.

6 Perform one of the following actions:

    • To save the changes and close the dialog box, click **OK**.

    • To close the dialog box without saving the changes, click **Cancel**.

    • To save the changes and continue to customize folders, click **Apply**.

7 To save your changes click **OK**.

5.6
Emptying and Deleting Folders

The folders you want to delete from a configuration must be empty.

Procedure:

    1 Select the folder tab to be removed from the configuration.

    2 Empty the folder.

        a From the menu, select **Edit → Folders**.

            The **Edit Folders** dialog box opens with the selected folder in the **Folder** drop-down list.

        b From the list on the right-hand side in the **Edit Folders** dialog box, select a resource and click the left arrow button to remove the resource from the folder. Repeat this action for every resource in the folder.

        c After removing all resources from the folder, click **Close**.

    3 Select the empty folder you want to delete. From the menu, select **Folders → Delete Folder**.

5.7
External Assignment Folder

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 Dispatch Operator. Any existing folder can be chosen as the External Assignment Folder. To enable the Elite application to receive external

assignments, the registry value `SharedResourceControl` must be added and enabled. See Registry Settings on page 103 for more details.

Related Links

Registry Settings on page 103

5.7.1
Setting Existing Folders as External Assignment Folders

Perform this procedure to set existing folders as external assignment folders.

Procedure:

1 From the menu, select **Folders → Customize Folders**.

2 In the **Customize Folders** window, select the **Folders Name** tab.

3 From the **External Assignment Folder** drop-down list, select the folder to be used for External Assignments.

4 To save the changes, click **OK**.

Chapter 6

Resource Groups

Temporary Resource Groups can be created to contact multiple radios using different resources simultaneously, or to allow users from different frequencies to temporarily communicate with each other.

Three types of Resource Groups are:

Multiselect (MSEL) Group
A Dispatch Operator can transmit on many different resources simultaneously when these resources are added to an MSEL group. These resources include trunking talkgroups, conventional channels, and private calls. Multigroups cannot be included in an MSEL group. Up to 16 different MSEL groups per console can be configured.

Patchgroup
A Patch is created to allow users of different Resources (different frequencies, different infrastructure) to communicate with each other. Patching is connecting Resources to pass audio received on one Resource to another resource. Dispatch Operators patch radios on different systems to allow them to talk to each other directly. They are marked by the **Patchgroup** indicator

in the indicator area on the Resource.

Primary Resource Group
Primary Resources are Radio Resources designated by System Administrators and dispatchers for

a higher handling priority. They are marked by the **Primary Resource** indicator in the indicator area on the Resource.

Administrators can pre-program Resource Groups such as MSEL, Patch, and Primary Resource Groups and lock the groups by selecting the **Lock Group** option in the **Edit Resource Groups** dialog. If an administrator locks the resource groups in the Elite Admin application, dispatch operators cannot edit them.

Administrators can define the settings of resource groups in the **New Configuration** window, or change them at any time by selecting **Edit → Current Configuration** from the menu. For example, they can set the position and height of the MultiSelect/Patch Group Window in the Elite Dispatch interface by using the horizontal and vertical arrows. After an administrator saves the configuration, the MultiSelect/Patch Group Window always appears in the specified position on the screen.

6.1
Editing MSEL/Patch Configurations

Perform this procedure to edit the MSEL/Patch configurations.

Procedure:

1 From the menu, select **Edit → Current Configuration**.

The **Edit Configuration** window opens.

2 In the **Number of** panel, perform the following actions:

a From the **Folders** drop-down list, select the number of folders.

The Administrator may select up to 20 folders.

b From the **Msel** drop-down list, select the number of MSEL Groups.

The Administrator may select up to 16 Msel Groups.

   c From the **Patch Groups** drop-down list, select the number of Patchgroups.

   The Administrator may select up to 16 Patchgroups.

3 In the **Msel/Patch** panel, set the position and height of the **MultiSelect/Patch Group** window in the main Elite window by performing the following steps:

   a Move the **MultiSelect/Patch Group** window horizontally by using the **Position** arrows.

   b Set the height of **MultiSelect/Patch Group** window by using the **Height** arrows.

4 Click **Close**.

Related Links

Saving Configurations on page 54

Creating New Configurations on page 53

6.2

Creating Resource Groups

The Administrator can specify which Radio Resources to include in Resource Groups for every configuration. When the configuration is opened in Elite Dispatch, the groups automatically contain the Radio Resources assigned to them.

Procedure:

1 From the menu, select **Edit → Resource Groups**.

2 From the **Groups** drop-down list in the **Edit Resource Groups** window, select the Resource Group you wish to configure.

3 From the **Type** drop-down list, select the type of Resources you wish to add to the group or remove from the group.

   Resources assigned to folders appear in the list.

> 📝 **NOTICE:** If **Primary Resources** is the selected group, only assigned or unassigned radio resources that are not designated as primary resources appear in the Available list. A radio resource can be placed in only one Patchgroup in a configuration but can be placed in multiple Multiselect Groups.

4 Manage the Resources by performing the following actions:

   • To add a Resource to the group, select it from the **Available** list and move it to the **Selected** list by clicking the right arrow.

   • To remove a Resource from the group, select the radio from the **Selected** list and move it to the **Available** list by clicking the left arrow.

5 Optional: If you wish to prevent Dispatch Operators from editing group members, select the **Lock Group** check box.

   A locked Multiselect or Patchgroup includes a lock icon on the folder in the **Dispatch Configuration** window.

6 Click **Close**.

                                               Send Feedback

6.3
Creating Enhanced Patches

When you patch Resources the traditional way, only the audio from the selected Resources in the patch is routed to the headset or the speaker for the selected audio. To hear audio from all the Resources in the patch in your headset or the speaker for selected audio, enhance the patch.

Procedure:

1 From the menu, select **Edit → Resource Groups**.

2 From the **Groups** drop-down list in the **Edit Resource Groups** window, select the Patchgroup you wish to enhance.

3 Select the **Link to Msel** check box.

   The patch is enhanced only by linking it to the corresponding Multiselect Group.

   Step example: Enhancing Patch 1 requires linking it to Msel 1.
   In the **MultiSelect/Patch Group** window, the Multiselect Group to which you link the patch disappears. The interlocking chain icon in the upper-left corner of the Patchgroup tab indicates that it is an Enhanced Patch Group. If the Multiselect Group to which you link the patch group has the APB transmit capability, the **Patch Transmit** button in the **Enhanced Patch** tab is replaced with the **Msel Transmit** button.

4 Click **Close**.

When a Dispatch Operator uses the Enhanced Patch, the audio from all the Resources added to the patch is routed to their headset or the speaker for selected audio.

6.4
Disabling Patch Idle Indication

If no activity takes place on a patch for a predefined period of time, the patch starts to blink which is the patch idle indication. You can disable this indication.

Procedure:

1 From the menu, select **Folders → Customize Folders**.

2 In the **Customize Folders** window, select the **Patches** tab.

3 In the **Patch Idle Indication** pane, clear the **Enabled** check box.

4 Click**OK**.

This page intentionally left blank.

Chapter 7

Preferences Customization

The **Preferences** option under the **Edit** menu allows the configuration of several areas of the Elite Admin Application.

Customization options include:

7.1

Customizing the Activity Log

Perform this procedure to customize the activity log.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Activity Log** tab.

3 Optional: If the Activity Log is to be shown automatically when Elite Dispatch is launched, in the **General Information** pane, select the **Show Activity Log** check box.

   If the check box is left unselected, the Activity Log must be opened manually through the **View** menu.

4 Optional: If you wish to allow Elite Dispatch Operators to modify activity log settings, in the **General Information** pane, select the **Allow Activity Log Modification in Dispatch** check box.

5 Optional: If you wish to save all activity log data to a `.log` file, select the **Log to File** check box.

   The default location of the log file is:

- For MCC 7500 VPM: `C:\ProgramData\Motorola MCC 7500\MessageMonitorLogs`

- For MCC 7100: `C:\ProgramData\Motorola MCC 7100\MessageMonitorLogs`

- For MCC 7500E: `C:\ProgramData\Motorola MCC 7500E\MessageMonitorLogs`

a If the **Log to File** check box is selected, set the maximum log file size by entering a value in Megabytes in the **File Size** text box.

> **NOTICE:** After this file size is reached, additional data added to the log file will be lost. Backup log files when they reach the designated file size.

6 In the **Customize Activity Log** pane, perform the following actions:

a In the **Total Rows** text box, enter the maximum number of rows for the Activity Log to contain.

b In the **Selected Contents** list, select columns to be displayed in the **Activity Log** window by selecting the check boxes next to the column names.

c Rearrange the order of the Selected Contents by clicking the **Move up** and **Move down** arrows.

7 To save your changes, click **OK**.

7.2
Customizing the Auxiliary I/O Window

Perform this procedure to customize the **Auxiliary I/O** window.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Auxiliary I/O Window** tab.

3 Make the **Auxiliary I/O** window visible by selecting the **Show Auxiliary I/O Window** check box.

If the check box is left unselected, the **Auxiliary I/O** window needs to be opened manually through the toolbar.

4 Perform one of the following actions:

If…	Then…
If you want to add an Auxiliary I/O Group to the Auxiliary I/O window,	perform the following actions: a In the **Auxiliary I/O Groups** list, highlight the group that you want to display in the Auxiliary I/O window. Click the right arrow. b Customize the size of the Auxiliary I/O window by using the **Size** drop-down menu.
If you want to remove an Auxiliary I/O Group from the Auxiliary I/O window,	click the left arrow. The group name returns to the **Auxiliary I/O Groups** list.

5 To save your changes, click **OK**.

7.3
Customizing Group Text Messaging

Perform this procedure to configure Group Text Messaging.

Prerequisites: The Group Text Messaging feature is enabled for your Console.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Group Text Messaging** tab.

3 To display the **Group Text Messaging** window when starting Elite Dispatch, check the **Show Window** check box on the **Group Text Messaging Window** pane of the **Preferences** dialog box.

4 To log all messages sent by the Console to a log file, check the **Log to File** check box, and set the maximum log file size by entering a value in Megabytes in the **File Size** text box. The size limit for the log file is 20 megabytes.

   The default location of the log file is:

   • For MCC 7500 VPM: `C:\ProgramData\Motorola MCC 7500\MessageMonitorLogs`

   • For MCC 7100: `C:\ProgramData\Motorola MCC 7100\MessageMonitorLogs`

   • For MCC 7500E: `C:\ProgramData\Motorola MCC 7500E\MessageMonitorLogs`

5 In the **Columns** pane of the **Preferences** dialog box, configure the columns available on the **Outbound Messages** list, in the **Group Text Messaging** window.

   a To show a column on the list, select the check box next to the column name.

   b To remove a column from the list, clear the check box next to the column name.

   c To change the order of columns on the list, click the **Move** arrow buttons.

6 Optional: Configure predefined messages for the Dispatch Operators. To do this follow: Configuring Predefined Messages on page 95.

7 To save your changes, click **OK**.

7.3.1

Configuring Predefined Messages

Perform this procedure to add, modify, or delete predefined text messages for the Group Text Messaging feature.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Group Text Messaging** tab.

3 In the **Predefined Messages** pane of the **Preferences** dialog box, perform one of the following actions:

   • To add a new predefined message, click **New**.

      1 In the **Predefined Message** window, in the **Title** text box, type the title for the new message.

      2 In the **Predefined Message** window, in the **Text** text box, type the message text. The limit is 160 characters. A used/remaining characters counter is provided in the **Predefined Message** window.

      3 To save your changes, click **OK**.

         NOTICE: If you create a predefined message with an empty title, the title is set to the message text.

> 📝 **NOTICE:** If you create a predefined message with an empty text, a warning message appears.

- To edit an existing predefined message, highlight it on the **Predefined Messages** list and click **Edit**.

    1 Modify the title in the **Title** text box of the **Predefined Message** window.

    2 Modify the message text in the **Text** text box of the **Predefined Message** window. The limit is 160 characters. A used/remaining characters counter is provided in the **Predefined Message** window.

    3 To save your changes, click **OK**.

    > 📝 **NOTICE:** If you create a predefined message with an empty title, the title is set to the message text.

    > 📝 **NOTICE:** If you create a predefined message with an empty text, a warning message appears.

- To delete an existing predefined message, highlight it on the **Predefined Messages** list and click **Delete**. The message is removed from the list.

4 To save your changes, click **OK**.

7.4
Creating a Custom Radio List

In Elite Dispatch, a QuickList can display both Master and Custom aliases. The Custom List is a subset of aliases from the Master list and is configured in Elite Admin through the **Preferences** dialog box.

Procedure:

1 From the menu, select **Edit** → **Preferences**.

2 In the **Preferences** dialog box, select the **Custom List** tab.

3 Select the resources to use in the Custom List by performing one of the following actions:

- To choose from all available resources, select the **All** button.

- To choose from the resources available in the current configuration, select the **Current Configuration** button.

4 Choose a resource by selecting it from the drop down-list in the **Resources** pane.

The aliases available on this resource are displayed in the **Master List**.

5 To add an alias to the **Custom List**, select an alias from the **Master List** and click the right arrow to add it to the **Custom List**.

6 Optional: To remove an alias from the **Custom List**, select it from the **Custom List** and click the left arrow.

The resource returns to the **Master List**.

7 To save your changes, click **OK**.

7.5
Creating a Custom Page List

The Page List is a subset of the Master List, and is configured in Elite Admin through the **Preferences** dialog box.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Page List** tab.

3 To add a page to the **Custom List** select a preconfigured page from the **Master List** and click the right arrow.

4 To save your changes, click **OK**.

7.6
Defining Menu Items for Dispatch Operators

The Administrator defines the Edit, View, Features, and Folders menus in Elite Dispatch.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Menu Items** tab.

3 From the **Menu** list, select the menu to define.

4 In the **Menu Items** list, choose the options to appear in the selected menu by selecting the check boxes next to the respective option names.

> 📝 **NOTICE:** Menu items with an associated toolbar button cannot be removed from the menu unless the corresponding button is first removed from the toolbar.

5 To save your changes, click **OK**.

Related Links

Configuring the Toolbar on page 47

7.7
Changing Font Size in Elite Dispatch GUI

Some users may want to change the font size in GUI, for example to make sure that all characters in alias name are visible.

Procedure:

1 In Windows search field, type in `regedit` and press **ENTER**.

2 Go to **HKEY_LOCAL_MACHINE → SOFTWARE → Wow6432Node → Motorola → Console → Elite**.

3 Right-click anywhere and select **New → DWORD (32bit) Value**.

4 Type in `MediumFontHeight` and the desired font size (14 by default).

5 Repeat step 3 and type in `LargeFontHeight` and the desired font size (16 by default).

   `Medium` value applies to Page, Auxio and Speed Dial resources. `Large` value applies to Talk resources.

7.8
Changing Font Type in Elite Dispatch GUI

To change the font type in Elite Dispatch GUI, do the following:

Procedure:

1 In Windows search field, type in `regedit` and press **ENTER**.

2 Go to **HKEY_LOCAL_MACHINE → SOFTWARE → Microsoft → Windows NT → CurrentVersion → FontSubstitutes**.

3 Right-click **MS Shell Dlg** and select **Modify..** .

4 In the **Value Data** field, type in the name of the font of your choice. Click **OK**.

> **NOTICE:** This change will affect all applications that use system font.

7.9
Setting Secure Operation Parameters in the Elite Admin

On consoles equipped with secure hardware and configured with multiple keysets, the Elite Administrator can set the secure operation parameters by using the **Preferences** dialog box.

Procedure:

1 From the Elite Admin menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Secure** tab.

3 Permit the Dispatch Operator to change the Active Keyset by selecting the **Allow Keyset Selection** check box.

4 Configure Clear Audio Alerts by performing the following actions:

   a To generate an alert tone and display an indicator on a Resource transmitting clear audio, select the **Transmit** check box.

   b To generate an alert tone and display an indicator on a Resource receiving clear audio, select the **Receive** check box.

5 To save your changes, click **OK**.

7.10
Enabling Deletion of Secure Keys

Perform this procedure to allow Dispatch Operators to delete secure keys on software-based dispatch consoles.

> **NOTICE:** Sending a software command to delete secure keys is available only on the MCC 7100 and 7500E Dispatch Consoles.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Secure** tab.

3 In the **Secure** tab, allow the Dispatch Operator to zeroize secure key material by selecting the **Delete Secure Keys** check box.

4 To save your changes, click **OK**.

7.11

Provisioning Shared Phone Books

Perform this procedure to provision Shared Phone Books.

> **NOTICE:** Console Telephony is a feature available only on the MCC 7500 VPM and MCC 7500E Dispatch Consoles.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** window, select the **Phone** tab.

3 In the **Phone Book Download** pane, browse for the shared phone book `.csv` file.

   For the location of the shared phone book `.csv` file, contact the System Administrator.

4 From the **Download Interval** drop-down list, select the intervals for the synchronization between the console and the `.csv` file.

   > **NOTICE:** If you set the **Download Interval** parameter to **Never**, the console does not synchronize with the `.csv` file.

5 To save your changes, click **OK**.

7.12

Defining Audio Destinations and Ringtones for Phone Lines

The Administrator can apply custom audio settings to phone lines.

> **NOTICE:** Console Telephony is a feature available only on the MCC 7500 VPM and MCC 7500E Dispatch Consoles.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box , select the **Phone** tab.

3 Perform the configuration procedure for one or more of the following phone lines.

If…	Then…
If you want to specify an audio destination for a new phone line,	perform the following actions: a In the **Custom Phone Line List** panel, click **Add**. b Specify the phone number for which you want to set the audio destination. > **NOTICE:** The phone number that you specify is the phone number of the PBX line dialed by the caller, not the ID information of the caller. c Select the ringtone for the specified phone number. d From the **Chosen Speaker** drop-down menu, select the speaker for the phone call on a selected resource. e From the **Unchosen Speaker** drop-down menu, select the speaker for the phone call on an unselected resource.
If you want to edit audio destination for an ex-	perform the following actions:

If…	Then…
isting phone line,	**a** From the **Custom Phone Line List** panel, select the phone line that you want to edit and click **Edit**. **b** Select the ringtone for the existing phone line. **c** From the **Chosen Speaker** drop-down menu, select the speaker for the phone call on a selected resource. **d** From the **Unchosen Speaker** drop-down menu, select the speaker for the phone call on an unselected resource.
If you want to specify audio destination for calls from un-configured phone lines,	perform the following actions: **a** From the **Custom Phone Line List** panel, select **DEFAULT** and click **Edit**. **b** Select the ringtone for the unconfigured phone line. **c** From the **Chosen Speaker** drop-down menu, select the speaker for the phone call on a selected resource. **d** From the **Unchosen Speaker** drop-down menu, select the speaker for the phone call on an unselected resource.

4 To save the changes, click **OK**.

7.13
Blocking Calls from Unconfigured Phone Lines

The Administrator can configure the settings so that only calls from configured phone lines are received.

> **NOTICE:** Console Telephony is a feature available only on the MCC 7500 VPM and MCC 7500E Dispatch Consoles.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Phone** tab.

3 In the **Custom Phone Line List** panel, select the **Only Allow Calls from Configured Lines** check box.

4 To save the changes, click **OK**.

7.14
Editing a Local Phone Book

The Administrator can create a local phone book to facilitate the management of phone numbers.

> **NOTICE:** Console Telephony is a feature available only on the MCC 7500 VPM and MCC 7500E Dispatch Consoles.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 From the **Preferences** dialog box, select the **Speed Dial** tab.

3 To add shared phone book entries to the local phone book, perform the following actions:

a In the **Master List** window, select the entry that you want to add to the local phone book.

b Use the right arrow key to move the selected entry to the **Custom List** window.

4 To remove a shared phone book entry from your local phone book, perform the following actions:

a In the **Custom List** window, select the entry that you want to remove.

b Use the left arrow key to remove the selected entry from the **Custom List** window.

5 To manually add a new entry to the local phone book, perform the following actions:

a Click **Insert**.

b Input the number that you want to add the local phone book and the name for that number. Click **OK**.

6 To edit a manually added entry, perform the following actions:

a In the **Custom List** window, select the entry that you want to edit and click **Edit**.

b Make the required changes to the entry. Click **OK**.

7 To remove a manually added entry from the local phone book, select the entry that you want to remove from the **Custom List** window and click **Delete**.

8 To save the changes, click **OK**.

7.15
Setting Alert Tone Preferences

Alert tones are a consistent means of notifying radios or consoles of a certain condition. The Dispatch Operator can use 15 predefined alert tones. Perform the following procedure to configure all the alert tones in a single window.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Alert Tones** tab.

3 For each of the 15 alert tones, select one of the following transmit modes:

- If you want the alert tone to be sent only when you press the **Alert Tone** icon on the toolbar, select **Momentary**.

- If you want the alert tone to be sent for a predefined period of time after you press the **Alert Tone** icon on the toolbar, select **Latched**.

  NOTICE: You can stop sending a latched alert tone before the predefined period of time ends by pressing the **Alert Tone** icon once again.

4 To save the changes, click **OK**.

7.16
Customizing the Speakers Volume Window

The **Speakers Volume** window allows the user to modify the volume of a speaker or headset. This window is available for MCC 7500E Dispatch Consoles only.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Speakers Volume** tab.

3 From the list of speakers and headsets, select a device.

a To display the speaker or headset in the **Speakers Volume** window, select the **Show on speakers list** check box.

b To set your own name for the device, select the **Use custom name** check box and type a name in the text box provided.

c To set the default volume available for the device, type a number in the **Volume** text box.

4 Repeat step 3 for each device on the list.

5 Save your changes by clicking **OK**.

7.17
Setting Enhanced Instant Recall Recorder Startup Options

The Enhanced Instant Recall Recorder (EIRR) is an application that makes it possible to record and replay calls that take place on the dispatch console on which it is installed. Obtain this licensed application together with the Dispatch Console software. If the EIRR application is available on a dispatch console, the Dispatch Operator can start it from the Windows operating system or from the Elite Dispatch application. You can also set it to always start when the Dispatch Operator starts the Elite Dispatch.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **Enhanced Instant Recall Recorder Configuration** tab.

3 To open the EIRR application at the startup of Elite Dispatch, select the **Start Enhanced Instant Recall Recorder with Elite** check box.

4 To save the changes, click **OK**.

7.18
Configuring the VU Meter

Perform this procedure to configure the VU meter.

Procedure:

1 From the menu, select **Edit → Preferences**.

2 In the **Preferences** dialog box, select the **VU Meter** tab.

3 Optional: If you want to show the **VU Meter** on the status bar in Elite Dispatch, select the **Show on Status Bar** check box in the **Status Bar** pane.

4 Optional: In the **VU Meter Window** pane, perform the following actions:

- To show the **VU Meter** window automatically when Elite Dispatch is launched, select the **Show Window** check box.

- To select the size of the **VU Meter** window, select one of the options in the **Size** drop-down list.

5 To save your changes, click **OK**.

7.19
System Clock

The clock can be optionally displayed to the right of the top toolbar and is automatically synchronized with the console Windows domain controller. The format of the clock display can be modified in the Regional Settings of the Windows Control Panel.

Send Feedback

⬦ **IMPORTANT:** Do not set the clock manually.

7.20
Registry Settings

The following tables list registry settings supported by the dispatch console and the console application. Motorola Solutions takes no responsibility for user manipulation of the Microsoft Registry.

The Elite application supports several registry values which can be used to control the behavior of certain aspects of the dispatch interface.
The key for Windows OS is: `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Motorola\Console\Elite`.

Table 1: Registry Values Used to Control the Dispatch Interface

Name	Type	Valid Value	Explanation
SharedResourceControl	REG_DWORD	1	Allow CAD assignment.
		0	Not allowed.
RadioPhoneDeassign	REG_SZ	Deassign All	Deassign all radio resources
		Deassign None	Deassign no radio resources
		Deassign Elite	Deassign Elite assigned radio
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
FontHeight	REG_DWORD	MediumFontHeight	Default: 14. Applies to Page, Auxio and Speed Dial resources.
		LargeFontHeight	Default: 16. Applies to Talk resources.
MinimizeAndExit	REG_SZ	The maximum number of characters is 255	Password required to minimize or close Elite Dispatch application
StatusLineWidth	REG_DWORD	No restriction	Status Line width
StatusLineQueueSize	REG_DWORD	No restriction	Status Line queue size

Table continued…

Name	Type	Valid Value	Explanation
SafetySwitchUnlock-Duration	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.
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.
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
EventDisplayPath	REG_SZ	No restriction	Path to the Event Display log file
U	REG_SZ	The maximum number of characters is 49	User name used for Elite authentication
P	REG_SZ	The maximum number of characters is 49	Password used for Elite authentication

To change the type of font in Elite Dispatch GUI, go to `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\FontSubstitutes`. See Changing Font Type in Elite Dispatch GUI on page 98

7.21
Local AuxI/O Relays

The Dispatch Console controls the behavior of the local AuxI/O relays based on settings received from the Configuration Manager in K core systems or Provisioning Manager in L core and M core systems.

The registry settings for local AuxI/O relays are not used.

Local AuxI/O relays are configured to any of the following:

- Local Console Push-to-Talk (PTT) Indication
- Received Audio on Selected Radio Resource Indication
- Emergency Alarm Indication
- AuxIO Alarm Indication
- Telephone Line Selected Indication
- Unused

NOTICE: It is possible to configure all local AuxI/O relays with the same choice.

This page intentionally left blank.

Event Display Setup

Event Display is an optional feature that provides Dispatch Operators with a call queue window for radio messages, radio statuses, and emergency alarms (as opposed to handling inbound events through **Resource** windows).

The following graphic presents an example of an **Elite Dispatch Event Display** window. The Administrator configures columns, menu options, and buttons in this window.

Figure 11: Elite Dispatch Inbound Event Display Window
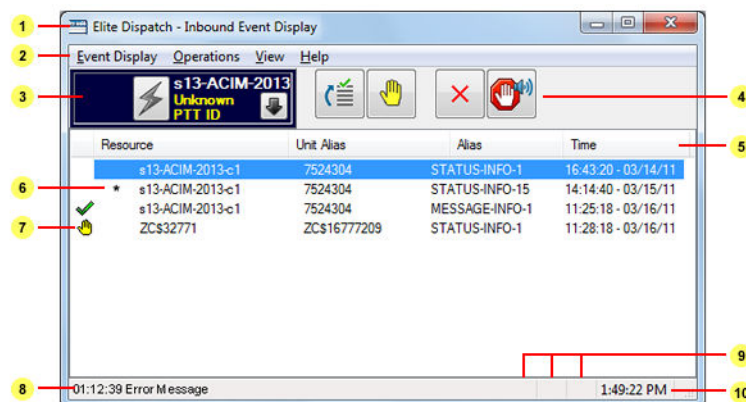
1 **Title Bar**
Shows the name of the Event Display configuration.

2 **Menu Bar**
Displays the menus. The Administrator configures the contents.

3 **Preview Tile**
Displays the Radio Resource currently acknowledged in the Event Display list.

4 **Operation buttons**
Buttons that allow a Dispatch Operator to act upon inbound events. The Administrator configures the contents.

5 **Column title buttons**
The Administrator configures columns for event message data .

6 **Primary Resource Indicator**
If configured, displays an asterisk (*) beside resources designated as primary.

7 **Status Indicators**
Displays an icon for the status of the message event.

8 **Error Log**
Displays timestamps and error messages (if any).

9 **Indicator panes**

Appear in the status line at the bottom of the Event Display window. In the Dispatch application, displays icon indicators for errors, availability of Resources, and system status (not used in Admin application).

10 **Clock**

Displays the current time; it is synchronized with the Windows domain controller of the console.

8.1

Configuring the Event Display

A series of Wizard screens allows easy configuration of an **Event Display** window. Use the buttons at the bottom of each wizard screen while configuring the Event Display window.

Procedure:

1. From the menu, select **Edit → Event Display**.

   If no **Event Display** window has previously been configured, the Event Display Wizard opens.

2. In the **Event Display Wizard** dialog box, enter a name for the **Event Display** window in the **Event Display Name** field. The length of the name cannot exceed 256 characters. The name is displayed in the title bar of the **Event Display** window. Click **Next**.

3. To specify the event types to be included in the Event Display, perform these actions:

   a. To monitor emergency alarms for all Radio Resources, select the **Emergency Alarm** check box.

   b. To monitor message codes for all Radio Resources, select the **Message** check box, then perform one of the following actions:

      • To monitor all message codes for all radios, select the **All Message Codes** button.

      • To monitor one or more specific codes, select the **Message Codes*** button. Enter the codes in the text box in any of the following ways:

         • As a series of numbers separated by a comma; a code can be identified by any number between 1 and 65535. Example: `2, 3, 4, 5`

         • As a range. Example: `1-6`

         • As part of a set. A set identifier is a number between 1 and 2000 followed by a colon, followed by the code values to use from that set as either a series or a range. Message sets and/or status sets are defined by the Provisioning Manager application. Example: `340 : 1, 3`

         • As multiple values separated by the *or* operator (|). Example: `1 : 1, 3 | 2 : 5-8`

   c. To monitor status codes for all Radio Resources select the **Status** check box, then perform one of the following actions:

      • To monitor all status codes for all radios, select the **All Status Codes** radio button.

      • To monitor one or more specific statuses, select the **Status Codes*** radio button and enter the codes in the text box, as a series of numbers separated by a comma, as a range, as part of a set, or as multiple values separated by the "or" operator (|). Examples of valid entries are provided in the previous step.

   d. Click **Next**.

4. To specify the sorting criteria for events in the Event Display, follow these steps:

    a Click the **Sort by Classifications** check box to have Event Display sort messages by classification.

    b In the **Order of Classifications** pane, click the check boxes of the classifications you would like sorted. To change the sorting priority, use the **Move** arrow buttons to move a selected classification up or down in the list.

    c In the **Order within Classifications** pane, use the **Move** arrow buttons to change the sorting priority and move a selected option up or down in the list. The contents of this pane depend on the Classification type selected in the **Order of Classifications** pane.

    d Click **Next**.

    The **Configuration Summary** screen opens. The Event Display Interface Preview panel shows how the Event Display window will appear to the dispatch operators.

5 In the **Properties and Customize** pane on the **Configuration Summary** screen, review the tree structure. Select an item in the tree to display its details in the **Property Preview** pane.

6 To save your changes click **Finish**.

Postrequisites: For more information on customizing the preferences, resources, event types, sorting, and operations of the configuration, see Event Display Customization on page 109.

8.2
Event Display Customization

Event Display preferences and display filter properties can be customized through the **Properties and Customize** pane in the **Configuration Summary** window.

An Administrator may customize any of the following:

- Preferences
- Resources
- Message Codes
- Status Codes
- Emergency Alarms
- Sorting
- Operations

8.2.1
Customizing Event Display Preferences

Perform this procedure to change the name, enable event logging to a file, enable audible event indication at the console, and select and arrange the **Event Display** window content.

Procedure:

1 From the menu, select **Edit → Event Display**.

2 From the **Properties and Customize** pane, select **Preferences**. Click the **Customize** button.

3 In the **General Information** pane, set a name for the Event Display by entering it in the **Name** text box.

4 In the **General Information** pane, perform the following actions:

- Make the **Event Display** window appear upon Dispatch startup by selecting the **Show Event Display** check box.

- To show the **Preview Tile** in the **Event Display** window, select the **Show Preview Tile In Event Display** check box.

- To enable the Dispatch Operator to make modifications to the **Event Display** window, select the **Allow Modifications In Dispatch** check box.
  The **Event Display** option is added to the **Edit** menu in the Dispatch application.

5 Allow logging events by selecting the **Log to File** check box. In the **File Size** spin box, define the maximum size of the log file (in MB).

The size limit for the log file is 20 megabytes.

6 Enable an audible tone at the console when an event is received by selecting the **Enable Audible Indication** check box. Perform one of the following actions:

- To enable the audible tone to sound on events for Primary Resources, select the **Primary Resources** button.

- To enable the audible tone to sound on events for all Resources, select the **All Resources** button.

- To cause the audible tone to repeat at intervals when events in the queue are unacknowledged or on hold, select the **Repeat Every** check box. In the spin box, select the interval in seconds.
  The repeat interval for the audible indication can be set in the range of 3-60 seconds.

7 In the **Customize Event Display** pane, perform the following actions:

a From the **Total Rows** drop-down list, select the total number of rows visible in the **Event Display** window.

Available options are 25, 50, 75, 100, 200, 300, 400, 500, 600, 700, 800, 900, or 1000.

b From the **Selected Content** list, choose the message data columns to be visible in the **Event Display** window. For available options, see: Event Display Selected Content Types on page 110.

c Click the **Move** arrows to change the order of the content.

In the **Event Display** window, items in the list are displayed from left to right.

> **NOTICE:** If **Event State** is selected, it must be the top entry in the list.

8 To save your changes, click **OK**.

Related Links

Event Display Message Data Logs on page 117

8.2.1.1
Event Display Selected Content Types

The Administrator can select the message data columns to display in the **Event Display** window. The following list describes available content types.

Event State
The state of the event, either Unacknowledged, Acknowledged, or Held.

Resource
The Resource name.

Unit Alias
The alias name for the radio unit, the called phone, or the called phone number.

Alias
The alias for the status code/message code or the caller alias.

Time

The time stamp of the event.

Site

The RF site ID from which the event was received.

Zone

The zone ID in which the event was received.

Primary Resource

Allows a **Primary Resource** indicator (an asterisk *) to be displayed next to Resources designated as primary. No indicator means the Resource is not primary.

Unit ID

The ID of the radio unit or the ID of the called phone unit.

Event

Either the text of the message or status code, or the event type (for example, Emergency Alarm).

Code

The message/status code of the event.

Secure Key

The encryption key number of a Resource.

Sequence Number

The events are numbered in a sequence of 1, 2, 3, and so on. The top entry in the queue has a sequence number 1. When an entry in the queue is added, removed, or changes position, the sequence numbers are updated accordingly.

Elapsed Timer

The time from the first event for a given radio displayed in the **Event Display** window, regardless of the event type. A blank entry is used for the first event for a given radio.

8.2.2

Customizing the Resource Display Filter

The Resource Display Filter allows the Administrator to select Resources to be monitored by the Event Display.

Procedure:

1   From the menu, select **Edit → Event Display**.

2   In the **Properties and Customize** panel of the **Configuration Summary** dialog box, expand the `Display Filter` folder.

3   From the `Display Filter` folder, select **Resources**. Click **Customize**.

4   In the **Customize Resource Display Filter** dialog box, to monitor Radio Resources in the Event Display, select the **Radio** check box. Specify the Resources to monitor by selecting them from the drop-down list next to the **Radio** check box. Available options are **All**, **Primary**, or **Non-Primary**.

5   To monitor other Resources, select the **Additional Resources** check box.

6   From the **Type** drop-down list in the **Additional Resources** pane, select the Resource type.

Resources of a particular type are displayed in the **Available** list.

7   To move the selections between the **Available** list and the **Monitored** list, use the arrows.

8   To save your changes, click **OK**.

8.2.3
Customizing the Message Code Display Filter

The Message Code Display Filter allows the Administrator to specify the message codes to be monitored within Event Display.

Procedure:

1 From the menu, select **Edit → Event Display**.

2 In the **Properties and Customize** pane of the **Configuration Summary** dialog box, expand `Event Types` folder.

3 From the `Event Types` folder, select **Message Codes**. Click **Customize**.

4 In the **Customize Message Code Display Filter** dialog box, to monitor message codes select the **Monitor Message Codes in Event Display** check box. Perform the following actions:

- To choose all monitored Resources, select the **All Monitored Resources** button.

- To choose Primary and Non-Primary Resources, select the **Primary/Non-Primary Resources** check box.

5 Optional: If you selected the **Primary/Non-Primary Resources** button, perform one of the following actions:

- To monitor Primary Resources, select the **All Primary Resources** button.

- To monitor Non-Primary Resources, select the **All Non-Primary Resources** button.

6 To monitor Radio Resources displaying customized message codes by selecting the **Special Resources** check box. From the list in the **Special Resources** pane, choose the Resources to be monitored by selecting the check boxes next to the Resource names.

7 For each Resource group selected, perform one of the following actions:

- To monitor all message codes for the designated Resources, select the **All Message Codes** button.

- To monitor one or more specific codes, select the **Message Codes*** button. Enter the codes in the text box in any of the following ways:

  - As a series of numbers separated by a comma; a code can be identified by any number between 1 and 65535. Example: `2, 3, 4, 5`

  - As a range. Example: `1-6`

  - As part of a set. A set identifier is a number between 1 and 2000 followed by a colon, followed by the code values to use from that set as either a series or a range. Message sets and/or status sets are defined by the Provisioning Manager application. Example: `340 : 1, 3`

  - As multiple values separated by the *or* operator (`|`). Example: `1 : 1, 3 | 2 : 5-8`

8 To save your changes, click **OK**.

8.2.4
Customizing the Status Code Display Filter

The Status Code Display Filter allows the Administrator to specify the status codes to be monitored in the Event Display.

Procedure:

1 From the menu, select **Edit → Event Display**.

2 In the **Properties and Customize** pane of the **Configuration Summary** dialog box, expand the `Event Types` folder.

3 From the `Event Types` folder, select **Status Codes**. Click **Customize**.

4 In the **Customize Status Code Display Filter**, to monitor status codes in the Event Display, select the **Monitor Status Codes in Event Display** check box. Perform the following actions:

- To choose all monitored Resources, select the **All Monitored Resources** button.

- To choose Primary and Non-Primary Resources, select the **Primary/Non-Primary Resources** check box.

5 Optional: If you selected the **Primary/Non-Primary Resources** button, perform one of the following actions:

- To monitor Primary Resources, select the **All Primary Resources** button.

- To monitor Non-Primary Resources, select the **All Non-Primary Resources** button.

6 To monitor Radio Resources displaying customized message codes select the **Special Resources** check box. From the list in the **Special Resources** pane, choose the Resources to be monitored by selecting the check boxes next to the Resource names.

7 For each Resource group selected, perform one of the following actions:

- To monitor all message codes for the designated Resources, select the **All Message Codes** radio button.

- To monitor one or more specific codes, select the **Message Codes*** radio button. Enter the codes in the text box in any of the following ways:

  - As a series of numbers separated by a comma; a code can be identified by any number between 1 and 65535. Example: `2, 3, 4, 5`

  - As a range. Example: `1-6`

  - As part of a set. A set identifier is a number between 1 and 2000 followed by a colon, followed by the code values to use from that set as either a series or a range. Message sets and/or status sets are defined by the Provisioning Manager application. Example: `340 : 1, 3`

  - As multiple values separated by the *or* operator (`|`). Example: `1 : 1, 3 | 2 : 5-8`

8 To save your changes click **OK**.

8.2.5
Customizing the Emergency Alarm Display Filter

The Emergency Alarm Display Filter allows the Administrator to specify the resources to be monitored for emergency alarms in the Event Display.

Procedure:

1 From the menu, select **Edit → Event Display**.

2 In **Properties and Customize** pane of the **Configuration Summary** dialog box, expand the `Event Types` folder.

3 From the `Event Types` folder, select **Emergency Alarm**. Click **Customize**.

4 In the **Customize Emergency Alarm Display Filter** dialog box, to enable emergency alarm monitoring, select the **Monitor Emergency Alarms in Event Display** check box. Perform one of the following actions:

- To enable emergency alarm monitoring on all monitored Resources, select the **All Monitored Resources** button.

- To enable emergency alarm monitoring on Primary or Non-Primary Resources, select the **Primary/Non-Primary Resources** button.

5 Optional: If you selected the **Primary/Non-Primary Resources** button, perform one of the following actions:

- To monitor Primary Resources, select the **All Primary Resources** button.

- To monitor Non-Primary Resources, select the **All Non-Primary Resources** button.

6 To monitor specific Radio Resources for emergency alarm events, select the **Special Resources** check box. From the list in the **Special Resources** pane, choose the Resources to be monitored by selecting the check boxes next to the Resource names.

7 To save your changes, click **OK**.

8.2.6
Customizing Event Display Sorting

Perform this procedure to customize Event Display Sorting.

Procedure:

1 From the menu, select **Edit → Event Display**.

2 In the **Properties and Customize** pane, select **Sorting**. Click **Customize**.

3 In the **Received Time Order** pane of the **Customize Event Display Sorting** dialog box, perform the following actions:

- To display the newest events on top, select the **Newest on top** button.

- To display the oldest events on top, select the **Oldest on top** button.

4 Optional: To further sort inbound events select the **Sort by Classifications** check box. Perform the following actions:

a In the **Order of Classifications** pane, select the classifications you want sorted in the Event Display by selecting the check boxes next to the respective classification names.

b In the **Order within Classifications** pane, select an item to rearrange. Change the order of the content by clicking the **Move** arrow buttons.

If the **Sort by Classification** check box is not selected, the only sorting criteria is the Received Time Order. If the **Sort by Classification** check box is selected, the Received Time Order is applied within each of the classifications, not between classifications.

5 To save your changes, click **OK**.

8.2.6.1
Event Display Sorting Examples

The following examples show how customized sorting options display inbound calls in an **Event Display** window. The tables illustrate the order only; they do not represent the actual appearance in the **Event Display** window.

Sorted by Received Time Order (Newest On Top)

Table 2: Inbound Events Sorted by Received Time Order (Newest On Top)

Event State	Unit ID	Resource	Time
Acknowledged	00000008	Primary	12:22

Table continued…

Send Feedback

Event State	Unit ID	Resource	Time
Held	00000004	Non-Primary	12:14
Unacknowledged	00000006	Primary	12:11
Held	00000005	Primary	12:09
Unacknowledged	00000007	Non-Primary	12:08
Acknowledged	00000001	Non-Primary	12:05
Acknowledged	00000002	Primary	12:04

Sorted by Event State, then by Primary/Non-Primary

Table 3: Inbound Events Sorted by Event State, then by Primary/Non-Primary

Event State	Unit ID	Resource	Time
Acknowledged	00000002	Primary	12:04
Acknowledged	00000008	Primary	12:22
Acknowledged	00000001	Non-Primary	12:05
Unacknowledged	00000006	Primary	12:11
Unacknowledged	00000007	Non-Primary	12:08
Held	00000005	Primary	12:09
Held	00000004	Non-Primary	12:14

Sorted by Primary/Non-Primary, then by Event State, then by Received Time Order (Oldest on Top)

Table 4: Inbound Events Sorted by Primary/Non-Primary, then by Event State, then by Received Time Order (Oldest on Top)

Event State	Unit ID	Resource	Time
Acknowledged	00000002	Primary	12:04
Acknowledged	00000008	Primary	12:22
Unacknowledged	00000006	Primary	12:11
Held	00000005	Primary	12:09
Acknowledged	00000001	Non-Primary	12:05
Unacknowledged	00000007	Non-Primary	12:08
Held	00000004	Non-Primary	12:14

Sorted by Event State, then Event Type (Radio Message then Radio Status*), then Primary/Non-Primary

Table 5: Inbound Events Sorted by Event State, then Event Type (Radio Message then Radio Status), then Primary/Non-Primary

Event State	Resource	Unit ID	Alias	Time
Acknowledged	Primary	00000002	PTT	12:04
Acknowledged	Non-Primary	00000008	PTT	12:05
Acknowledged	Primary	00000006	On scene	12:22
Unacknowl-edged	Primary	00000005	PTT	12:11
Unacknowl-edged	Non-Primary	00000001	On scene	12:08
Held	Primary	00000007	PTT	12:09
Held	Non-Primary	00000004	On scene	12:14

* *PTT* shown here is an example of a radio message while *On scene* is an example of a radio status.

8.2.7
Customizing Event Display Operations

Event Display operations can be customized by the Administrator to change the menu options, enable double-click actions on certain events, and select the buttons to be displayed in the Event Display toolbar.

Procedure:

1 From the menu, select **Edit → Event Display**.

2 In the **Properties and Customize** pane of the **Configuration Summary** dialog box, select **Operations.** Click **Customize**.

3 In the **Operations Menu Items** pane of the **Customize Event Display Operations** dialog box, select the check boxes for each item to be included in the **Operations** menu. For available operations, see Event Display Operations Menu Items on page 117.

4 To configure the **Acknowledge** and **Acknowledge Next** options, perform the following actions:

    a Remove the **Acknowledge** button from the **Event Display Toolbar** list by deselecting the **Acknowledge** check box.

    b Remove the **Acknowledge Next** button from the **Event Display Toolbar** list by deselecting the **Acknowledge Next** check box.

    c In the **Operations Menu Items** list, select either the **Acknowledge** or the **Acknowledge Next** check box. Click the **Configure** button.

    d In the **Configure Acknowledge Operations** dialog box, perform one of the following actions:

        • To remove the previously acknowledged event from the **Event Display** window, select the **Delete Event** button. Click **OK**.

        • To automatically put the previously acknowledged event on hold, select the **Hold Event** button. Click **OK**.

5 In the **Event Display Toolbar** pane, select the check boxes next to the buttons to be included in the toolbar. To rearrange the order of the content click the **Move** arrow buttons.

6 Optional: To permit the Dispatch Operator to perform a double-click action on an inbound event, select the action from the **Double-Click Action** drop-down list. The available options are **None**, **Acknowledge**, or **Hold**.

7 To save your changes click **OK**.

8.2.7.1
Event Display Operations Menu Items

The Administrator can select the contents to be included in the **Operations** menu of the Elite Dispatch application. The following list describes the available items.

Acknowledge
  Acknowledges a selected event and opens communication between the Dispatch Operator and the Resource through the **Transmit** button on the preview tile in the **Event Display** window. Audio is routed to the Select speaker.

Acknowledge Next
  Acknowledges the entry at the top of the list.

Hold
  Puts a selected event on hold.

Delete
  Deletes the selected event.

Delete by Unit
  Deletes all messages in the queue associated with the unit selected by the Dispatch Operator.

Delete by Resource
  Deletes all messages in the queue associated with the resource selected by the Dispatch Operator.

Delete All
  Deletes all events without selecting any item in the **Event Display** queue.

Clear Error Line
  Clears the error message in the status line at the bottom of the **Event Display** window.

End Emergency Tones
  Stops the emergency tone at the dispatch position.

Audible Indication
  Plays an audible tone when the console receives an event. You can configure the audible tone to play for events from Primary Resources or from all Resources. You can set the audible tone to repeat at an interval of 3-60 seconds when events in the queue are unacknowledged or on hold.

8.3
Event Display Message Data Logs

All inbound Event Display message event data, regardless of selected content columns, can be saved to a log file. Log files can be opened with Notepad or imported into Microsoft Excel.

The default name for log files is `[Current_elt_Name].[Current_IED_Name].log`. The default location for saving log files is:

For MCC 7500 VPM Dispatch Consoles: `C:\ProgramData\Motorola MCC 7500\MessageMonitorLogs`

For MCC 7100 IP Dispatch Consoles: `C:\ProgramData\Motorola MCC 7100\MessageMonitorLogs`

For MCC 7500E Dispatch Consoles: `C:\ProgramData\Motorola MCC 7500E`
`\MessageMonitorLogs`

8.3.1
Enabling Event Display Logging

Perform this procedure to enable Event Display Logging.

Procedure:

1   From the menu, select **Edit → Event Display**.

2   In the **Properties and Customize** pane of the **Configuration Summary** dialog box, select **Preferences**. Click **Customize**.

3   In the **Customize Event Display Preferences** dialog box, select the **Log to File** check box.

4   Define the maximum size of the log file (in MB) by entering it in the spin box.

   The maximum size of the log file is 20 megabytes.

   > ⊕ **IMPORTANT:** When the file size limit is reached, the log file is overwritten by the new information, beginning with the oldest data. Backup log files when they reach the designated maximum file size.

5   To save your changes, click **OK**.

8.3.2
Changing the Event Display Log File Location

Perfrom this procedure to change the Event Display Log File Location.

Procedure:

1   In the search field, type `regedit`.

2   In the **Registry Editor** window, navigate to `HKEY_LOCAL_MACHINE/SOFTWARE/` `Wow6432Node/Motorola/Console/Elite`.

3   Double-click the **EventDisplayPath** value.

4   In the **Edit String** dialog box, enter the new path to the Event Display log file. Click **OK**.

The Event Display log file is now saved at the new location.

Chapter 9

Elite Dispatch Autostart

The Elite Dispatch application can be set to autostart after a user logs in. This section assumes that the Administrator has already created an `.ELT` configuration file to autostart Elite Dispatch.

There are four ways to start Elite Dispatch automatically:

Auto Authentication with Configuration Selected
The user does not need to enter a Username and Password; Elite Dispatch application starts automatically with a specific configuration file.

Auto Authentication with Configuration Unselected
The user does not need to enter a Username and Password; Elite Dispatch application starts automatically but the Dispatch Operator must manually select the configuration file.

Authentication Required with Configuration Selected
The user needs to enter a Username and Password; Elite Dispatch application starts automatically with a specific configuration file.

Authentication Required with Configuration Unselected
The user needs to enter a Username and Password; Elite Dispatch application starts automatically but Dispatcher must manually select the configuration file.

9.1

Adding Authentication Usernames and Passwords to the Windows Registry

Perform this procedure only when you intend to have the Elite Dispatch application start with no authentication required.

Procedure:

1 In the search field, type `regedt32` and click **OK**.

2 In Registry Editor, navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Motorola\Console\Elite`.

3 Double click the **U** value.

4 In the **Edit String** dialog box, enter a valid Username for Network Authentication. Click **OK**.

5 Double click the **P** value.

6 In the **Edit String** dialog box, enter the Password for the Username entered in step 5. Click **OK**.

9.2

Configuring Auto Authentication With a Selected Configuration File

Perform this procedure to configure Elite Dispatch to autostart without Username and Password authentication and with a specific configuration file.

Prerequisites: Add dispatcher Usernames and Passwords to the Windows Registry. See Adding Authentication Usernames and Passwords to the Windows Registry on page 119.

Procedure:

1 To create a shortcut in the `Startup` folder, navigate to `C:\Users\`***`<Windows Username>`***
`\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup,` where
`<Windows Username>` is the username of the Windows user for which you wish to create the shortcut.

2 Right-click anywhere. From the context menu, select **New → Shortcut**.

3 In the **Create Shortcut** dialog box, enter
`"`***`<Path to elite.exe>`***`" "`***`<Path to .elt file>`***`" -authenticate`
where ***`<Path to elite.exe>`*** is the installation path of the MCC 7100, MCC 7500 VPM, or
MCC 7500E Dispatch Console and ***`<Path to .elt file>`*** is the path to the `.elt` file to be
used for autostarting Elite Dispatch.

> ✎ **NOTICE:** Include the quotation marks.

Example: For MCC 7500E Dispatch Console:
`"C:\Program Files (x86)\Motorola MCC 7500E\bin\elite.exe" "C:\Users`
`\Public\Public Documents\Motorola MCC 7500E\config\autostart.elt" -`
`authenticate`

4 Click **Next**.

5 Enter a name for the shortcut. Click **Finish**.**Example:** `AutostartEliteDispatch`

6 Reboot the computer and log in.

The **User Login** window appears with the **User Login Name** and **Password** fields disabled.

If the Username and Password provided in the Windows Registry are correct, the **User Login** window disappears and Elite Dispatch is started with the specific configuration.

If the Username and Password provided in the Windows Registry are not correct, a warning message is displayed.

9.3
Configuring Auto Authentication With a Configuration File Not Selected

Perform this procedure to configure Elite Dispatch to autostart without Username and Password authentication and without a specific configuration selected.

Prerequisites: Add dispatcher Usernames and Passwords to the Windows Registry. See .

Procedure:

1 To create a shortcut in the `Startup` folder, navigate to `C:\Users\`***`<Windows Username>`***
`\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup,` where
`<Windows Username>` is the username of the Windows user for which you wish to create the shortcut.

2 Right-click anywhere. From the context menu, select **New → Shortcut**.

3 In the **Create Shortcut** dialog box, enter `"`***`<Path to elite.exe>`***`" "″ -authenticate`
where ***`<Path to elite.exe>`*** is the installation path of the MCC 7100, MCC 7500 VPM, or
MCC 7500E Dispatch Console.

> ✎ **NOTICE:** Include the quotation marks.

Example: For MCC 7500E Dispatch Console:
```
"C:\Program Files (x86)\Motorola MCC 7500E\bin\elite.exe" "" —
authenticate
```

4 Click **Next**.

5 Enter a name for the shortcut. Click **Finish**. **Example:** `AutostartEliteDispatch`

6 Reboot the computer and log in.

   The **User Login** window appears with the **User Login Name** and **Password** fields disabled. If the Username and Password provided in the Windows Registry are correct, the **Login** window disappears and Elite Dispatch is started.

   If the Username and Password provided in the Windows Registry are not correct, a warning message is displayed.

   > **NOTICE:** The Dispatch Operator must manually select a configuration file after Elite Dispatch starts.

7 From the **Configuration** menu, select a configuration file. Click **Open**.

9.4
Configuring Mandatory Authentication With a Selected Configuration File

Perform this procedure to configure Elite Dispatch to autostart with mandatory Username and Password authentication and with a specific configuration file.

Procedure:

1 To create a shortcut in the `Startup` folder, navigate to `C:\Users\`***`<Windows Username>`*** `\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup`, where ***`<Windows Username>`*** is the username of the Windows user for which you wish to create the shortcut.

2 Right-click anywhere. From the context menu, select **New → Shortcut**.

3 In the **Create Shortcut** dialog box, enter "***`<Path to elite.exe>`***" "***`<Path to .elt file>`***" where ***`<Path to elite.exe>`*** is the installation path of the MCC 7100, MCC 7500 VPM, or MCC 7500E Dispatch Console and ***`<Path to .elt file>`*** is the path to the `.elt` file to be used for autostarting Elite Dispatch.

   > **NOTICE:** Include the quotation marks.

   Example: For MCC 7500E Dispatch Console:
   ```
   "C:\Program Files (x86)\Motorola MCC 7500E\bin\elite.exe" "C:\Users
   \Public\Public Documents\Motorola MCC 7500E\config\autostart.elt"
   ```

4 Click **Next**.

5 Enter a name for the shortcut. Click **Finish**. **Example:** `AutostartEliteDispatch`

6 Reboot the computer and enter the Username and Password in the **User Login** window.

Elite Dispatch is started with the specific configuration.

9.5
Configuring Mandatory Authentication With a Configuration File Not Selected

Perform this procedure to configure Elite Dispatch to autostart with mandatory Username and Password authentication and without a specific configuration selected.

Procedure:

1 To create a shortcut in the `Startup` folder, navigate to `C:\Users\`***`<Windows Username>`*** `\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\Startup,` where ***`<Windows Username>`*** is the username of the Windows user for which you wish to create the shortcut.

2 Right-click anywhere. From the context menu, select **New → Shortcut**.

3 In the **Create Shortcut** dialog box, enter "***`<Path to elite.exe>`***" where ***`<Path to elite.exe>`*** is the installation path of the MCC 7100, MCC 7500 VPM, or MCC 7500E Dispatch Console.

> **NOTICE:** Include the quotation marks.

Example: For MCC 7500E Dispatch Console:
`"C:\Program Files (x86)\Motorola MCC 7500E\bin\elite.exe"`

4 Click **Next**.

5 Enter a name for the shortcut. Click **Finish**. **Example:** `AutostartEliteDispatch`

6 Reboot the computer and enter the Username and Password in the **User Login** window.

Elite Dispatch is started.

The Dispatch Operator must manually select a configuration file after Elite Dispatch starts.

Troubleshooting

Chapter 10

Troubleshooting

This chapter describes various events that can happen during the daily operation of the MCC 7100, MCC 7500 VPM, or MCC 7500E Dispatch Console and suggests corrective actions.

> **NOTICE:** If the supervisor is unable to solve the problem, see Getting Help on page 17.

10.1
Resolving Hardware Problems

If a hardware problem occurs, perform the following procedure.

Procedure:

To resolve a hardware problem, perform the following actions:

If…	Then…
If the laptop/computer screen freezes and does not respond to the key-board or the mouse,	perform the following actions: **a** Reboot the computer by pressing the ALT + CONTROL + DELETE keys simultaneously. The Elite Admin application must be restarted after the reboot. **b** If the problem recurs, notify the supervisor.
If the laptop/computer is powered up, but nothing is displayed on the monitor,	perform the following actions: **a** Ensure that the monitor cable is securely plugged into the back of the laptop/computer and the monitor. **b** Ensure that the monitor power cord is securely plugged into a 120 VAC, 60 Hz grounded power outlet.
If there appears to be a problem with the laptop/computer itself,	refer to the manuals that came with the laptop/computer.

10.2
Error Messages

Error messages are displayed in the status line at the bottom of the Elite Dispatch desktop.

Most error messages that occur during Elite Dispatch operation are self-explanatory. Some error messages instruct the Dispatch Operator to contact the System Administrator and occur if the Dispatch Operator attempts an action that is not possible at the time.

In addition to error messages, the status line displays warnings and informational messages. Some of the messages are also logged to the Windows Application Event Log.

When debugging a problem, check this list first. If the problem still exists, contact the Motorola Solutions Support Center (SSC). See Getting Help on page 17.

This page intentionally left blank.