Agnet Dispatcher

User Guide

Tactilon® Agnet 500

PS11866CENAA01
07/2022

AIRBUS

DOCUMENT AMENDMENTS

VERSION	DATE	COMMENTS	CHAPTER UPDATED
AENAA01	01/02/19	Creation of the document.	All
AENAB01	28/11/19	Update of the document.	All
AENAC01	13/05/20	Update of the document.	All
BENAA01	06/05/21	Addition of new sections: • User Status • On Duty users • Contacts - Push-To-Talk: • Conversations • Individual users • Group Conversation • Edit group conversation • Leave conversation • Delete Group Conversation Admin from the Organization • Talk groups - Priority Level • POI - Delete several POI • Notification Area (Bell) • Call • Lifeguard • Connecting to Agnet Dispatcher • Contacts • Conversations • Talk groups • Geolocation map • Screen sharing with a group of users • Settings	All

VERSION	DATE	COMMENTS	CHAPTER UPDATED
BENAB01	27/08/21	Addition of new sections: • Technically Disconnected Users • Filters • Contacts - Deny to transmit • Contacts - Live Replay • Conversations - Close Conversation • Geolocation map - Distance Based Location • Emergency call: - Making an Emergency Call - Answering an Emergency Call • Emergency messages: - Making a standard Emergency Message - Answering an Emergency Message - Deactivating the Emergency Message • Emergency Ambient Listening Call • PTT Group Call Late Entry - Automatic Late Entry in group calls • Operational Status - Automatic Operational Status Change Modification of the paragraphs: • Contacts - On Duty users • Contacts - Group Conversation • Talk groups - Introduction • Geolocation map - Action bar • Emergency calls - Introduction • Emergency messages - Introduction • Settings	All

VERSION	DATE	COMMENTS	CHAPTER UPDATED
BENAC01	28/01/22	Addition of new sections: • Call Out via PBX • External user invitation • List of all members of a predefined group • Options in the thread Conversation • Message notification without acknowledgment • Message notification with acknowledgment • Standard mode • Advanced mode • Advanced mode • Reach Back Request • Transfer a private call to an external user • Call merge for internal use with invite • Call on Hold • Conference Call • Automatically take the floor in Emergency PTT Call • Adding Users from Connected Talk groups as recipients • Alias • Call forward	All

CENAA01	12/07/22	Backend version: 2.4.9.
		Addition of new sections:
		• Contacts: - Add to favorites
		• Conversations - Conference option - Whiteboard
		• Workflows
		• Call:
		  - Send a Voicemail
		  - Receive a Voicemail
		  - End a Conference Call when initiator leaves
			All

VERSION	DATE	COMMENTS	CHAPTER UPDATED

CENAA01 (Cont'd)		• Deactivating the Emergency Call
		• Settings:
		  - Push-To-Talk Take the floor mode
		  - Auto-answer
		  - Workflows
		Modification of the following sections:
		• First Connection
		• Layout Principles - How to access the main functions
		• Contacts:
		  - Introduction
		  - Groups/Departments users
		  - Individual users
		  - Group Conversation
		  - Broadcast Call
		• Talk groups - Priority Level
		• Geolocation map - Introduction
		• Video - Video streaming
		• Answering an Emergency Message
		• Settings:
		  - Introduction
		  - Call forward	

To supplement our efforts in developing this document, we invite readers to send us their corrections and suggestions for improvement on an Anomaly and Improvement Form (AIF).

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First Connection (1/3)

1

The URL, Organization ID, Activation code and Login (phone number) are sent by email.

To activate the account:

• Click on the URL to access the Dispatcher login page directly
  Or

• Open your browser (Chrome, Firefox) and copy and paste this link into the address bar (**1**)

• Enter your Organization ID (**2**)

• Click on the **CONTINUE** button (**3**)

Warning: The illustrations, Man Machine Interfaces (MMIs), notifications and colors shown in this document may differ from those displayed on the application.

2

3

Tactilon Agnet

LOG IN TO YOUR ACCOUNT

Enter your Organization ID:

CONTINUE

Welcome to **Tactilon Agnet**
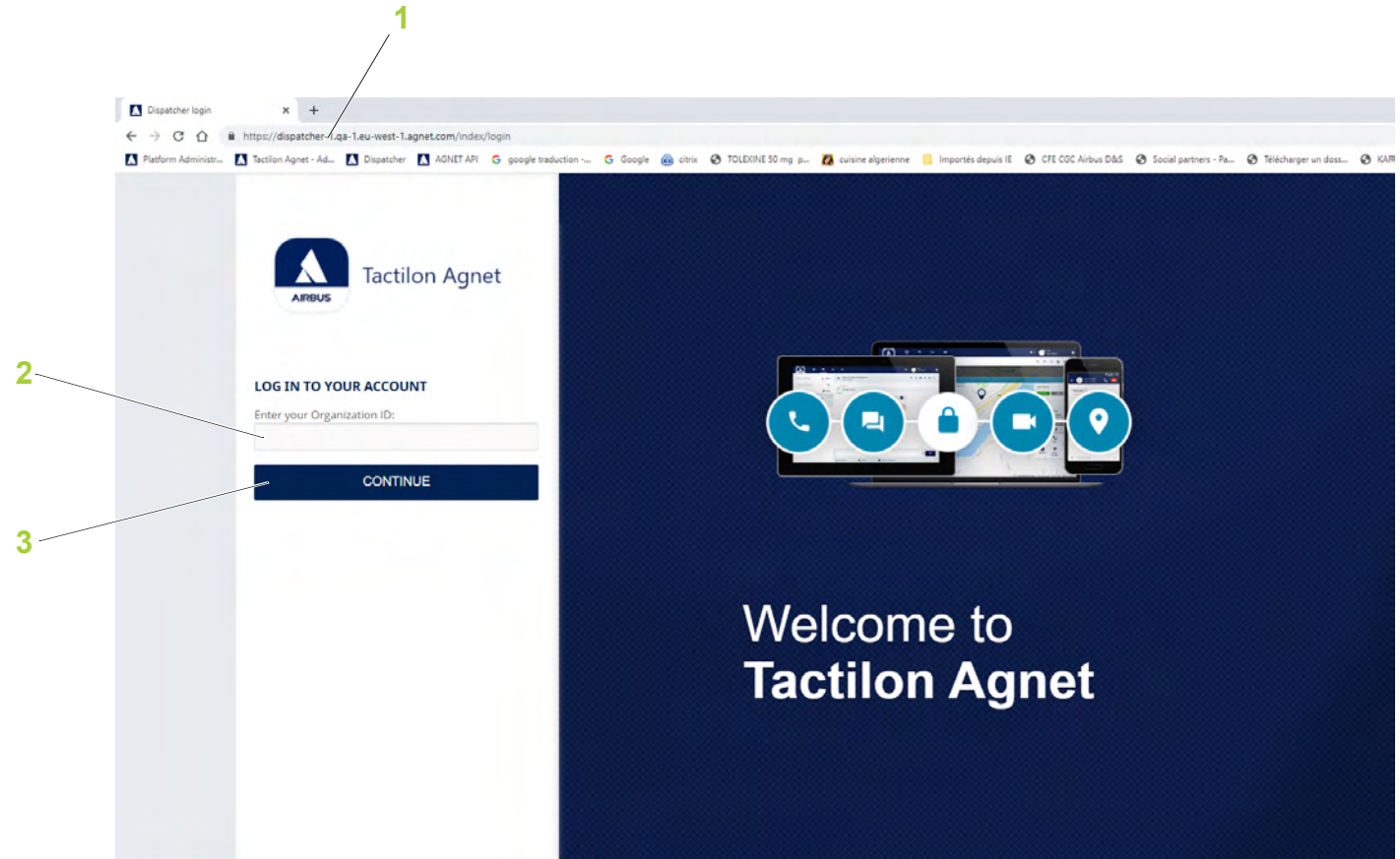
First Connection (2/3)

To activate the account:

- Click on the checkbox to accept the Terms of use and privacy policy (**1**)
- Click on the **GET STARTED** button (**2**)
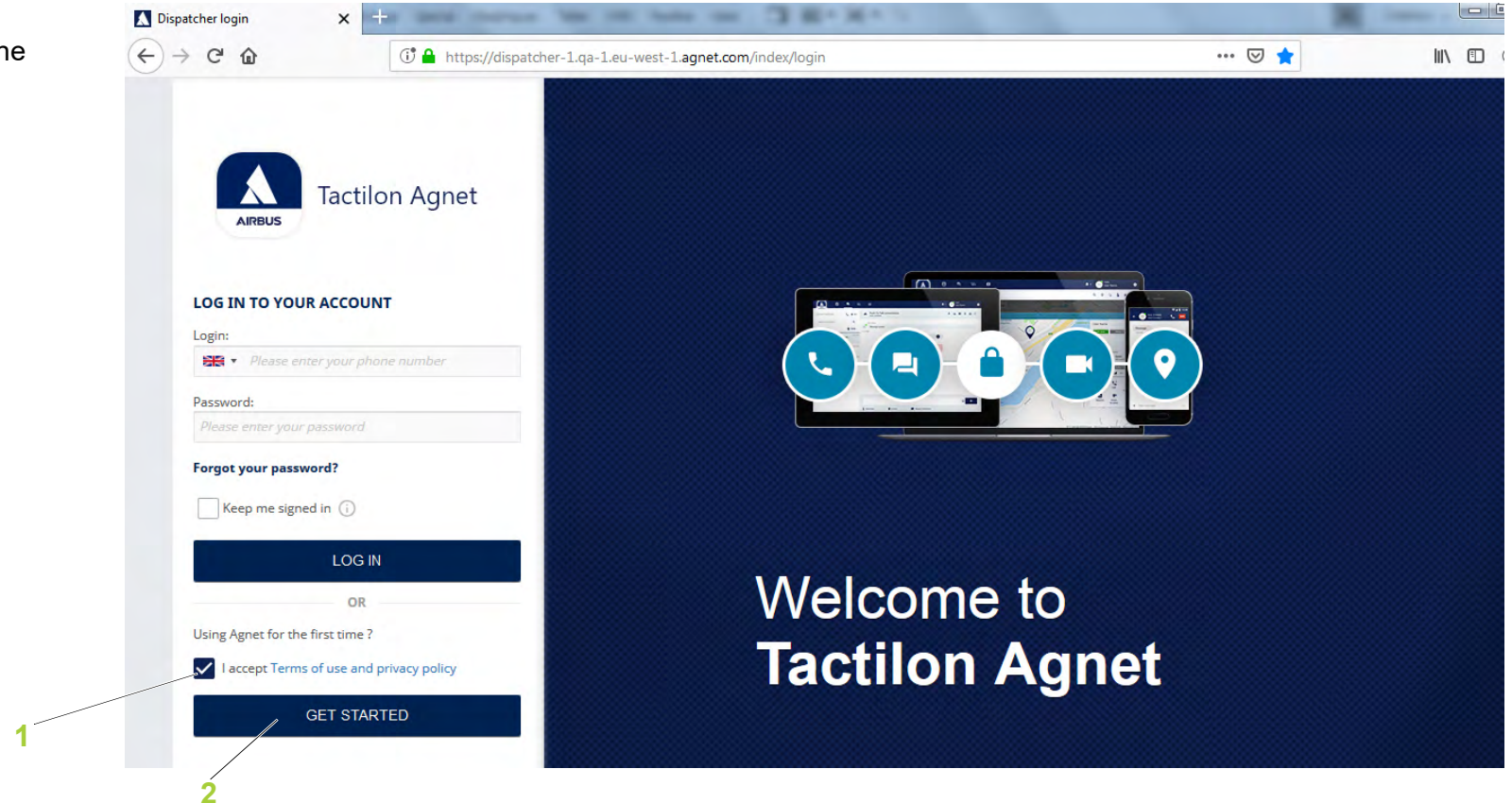
Connecting to Agnet Dispatcher (3/4)

First Connection (3/3)

A dialog box opens to invite you to perform **STEP 1**:

• Enter your phone number (**1**)

• Click on the **NEXT STEP** button (**2**)
  The **STEP 2** dialog box is displayed:

• Enter your activation code (**3**)

Note: • *If you have not received the activation code, click on the link (4) to receive a new Activation Code by SMS and/or by email.*

  • *There must be 190 seconds between new code requests. The account will be blocked at the fourth code request and you will have to wait 24 hours before requesting a new one.*

• Click on the **NEXT STEP** button (**5**)
  The **STEP 3** dialog box is displayed:

• Enter your password twice (**6**)

  Note: The password must contain at least:

    • *8 characters*

    • *1 lowercase letter*

    • *1 uppercase letter*

    • *1 digit [0-9]*

    • *1 special character*

• Click on the **VALIDATE** button (**7**)
  The Agnet Dispatcher tool opens.

STEP 1: ENTER YOUR PHONE NUMBER

Please enter your phone number below

🇬🇧 ▾ Mobile phone

CANCEL   NEXT STEP

1   **2**

STEP 2: ENTER YOUR ACTIVATION CODE

Please enter the Activation Code

Activation Code

I have not received any code. Please send me a new one.

CANCEL   NEXT STEP

3   **4**   **5**

STEP 3: CREATE YOUR DISPATCHER PASSWORD

Define your Password   New Password

Confirm your Password   Retype new Password

☐ Keep me signed in

CANCEL   VALIDATE

6

7

Connecting to Agnet Dispatcher (4/4)

Authentication

- Open the internet browser (**1**)
- Connect to the Agnet Dispatcher URL (**2**)
- Enter the Login/Password (**3**)

Note: • *The account will be locked after the fifth incorrect login attempt. Contact the "Web Organization Administrator" to unlock your account.*

   • *If you have forgotten your password, click on the* **"Forgot your Password?"** *link (4) and follow the same steps as for the First Connection.*

Interaction between GSM calls and Agnet functions

If you receive a GSM call to your dispatcher phone number while you are using the Dispatcher tool, you can continue operating normally in the Dispatcher tool and answer the call on your mobile phone.

Layout Principles - How to access the main functions

The screen is divided into three parts:

- **Action bar** (**1**) that contains:
  - **Contacts** (**2**): to view and search for users or groups
  - **Conversations** (**3**): to exchange messages and see communication with users and groups
  - **Talk groups** (**4**) (optional): to view and select the groups you want to join
  - **Geolocation map** (**5**): to view users and other assets on the map
  - **Workflows** (**6**) (optional): to view and use process templates
  - **Emergency Call** (**7**) (optional): to make an emergency call to all users in a pre-defined group
  - **Emergency Message** (**8**) (optional): to select an emergency alert message
  - **Talk group reach back requests** (optional) (**9**): to see new request
  - **Notifications** (**10**): to see Geolocation notifications and others
  - **Login details** (**11**)
  - **Profile** (**12**): to access the **Settings** and **Logout options**
- **Main view** (**13**): displays the selected function
- **Functions view** (**14**) to manage functions **2** to **8** found in the action bar (**1**)
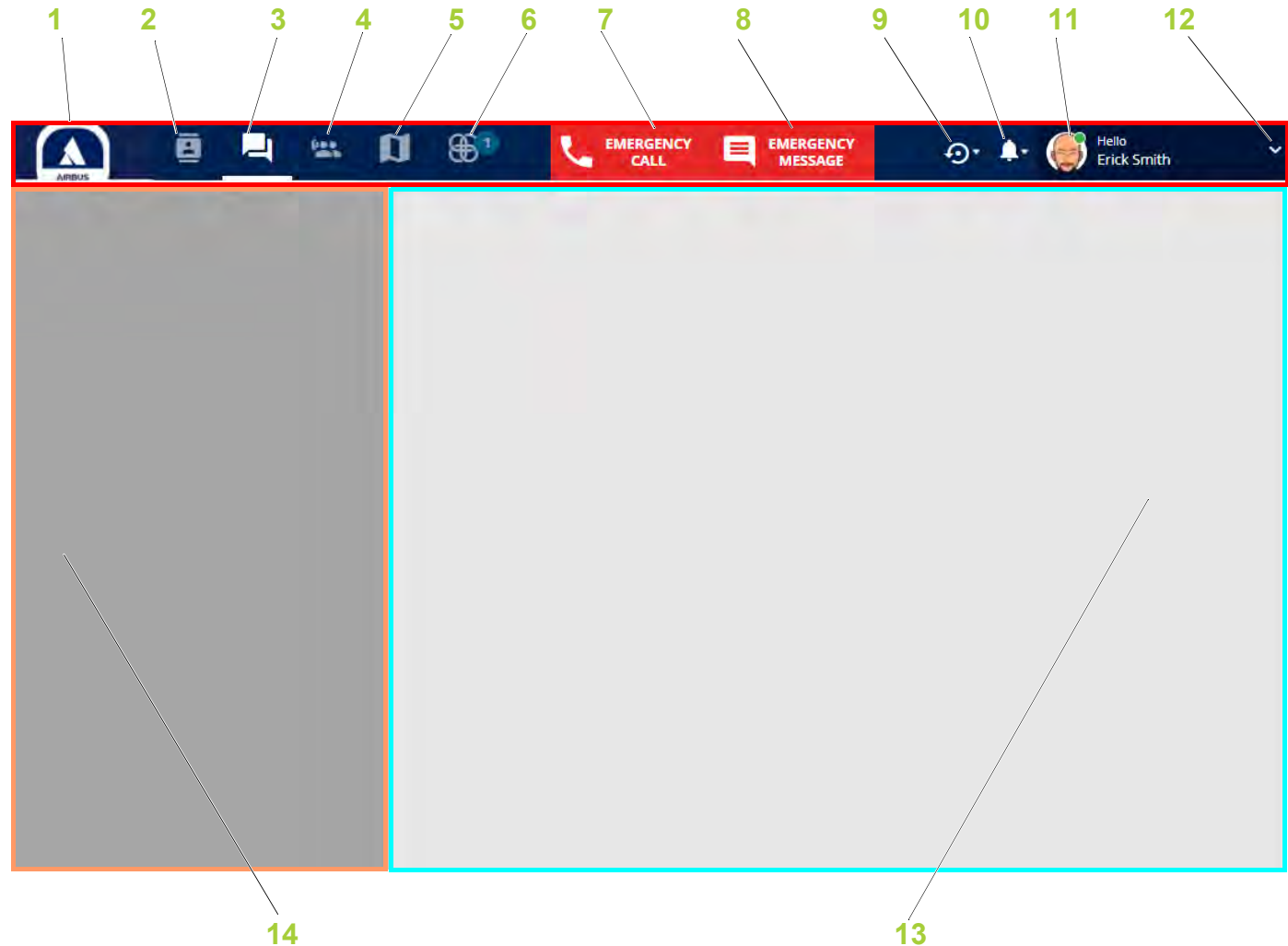
Introduction

The **Contacts list** allows you to:

- Obtain information about users and groups
- Access the threads of associated data exchanges and calls
- Make calls (voice and video), exchange data, find and locate a user on the map, etc.

The **Contacts** tab (**1**) contains:

- **Call Out via PBX** button (**2**): to add an external user (see Call Out via PBX section)
- **External user invitation** button (**3**): to add an external user (see External user invitation section)
- **Filter** button (**4**): to display the contacts according to criteria (see Filters section)'
- **Actions banner** (**5**): to use the action buttons for the selected user or group
- **Contacts list** (**6**): to see the list of users and user groups/departments and use the option button (**7**)

  Note: • All users and user groups/departments are displayed by default

  • The selected user or group is highlighted and marked with a vertical bar.

- **Multi-selection** box (**8**): to show the **Contacts list** as a selection list with checkboxes allowing you to select two or more users and/or groups to form a group (see Multi-selection section)
- **Search bar** (**9**): to search for users and groups
- **Add to favorites** (**10**): to set individual users or groups as favorite contacts (see Add to Favorites section)
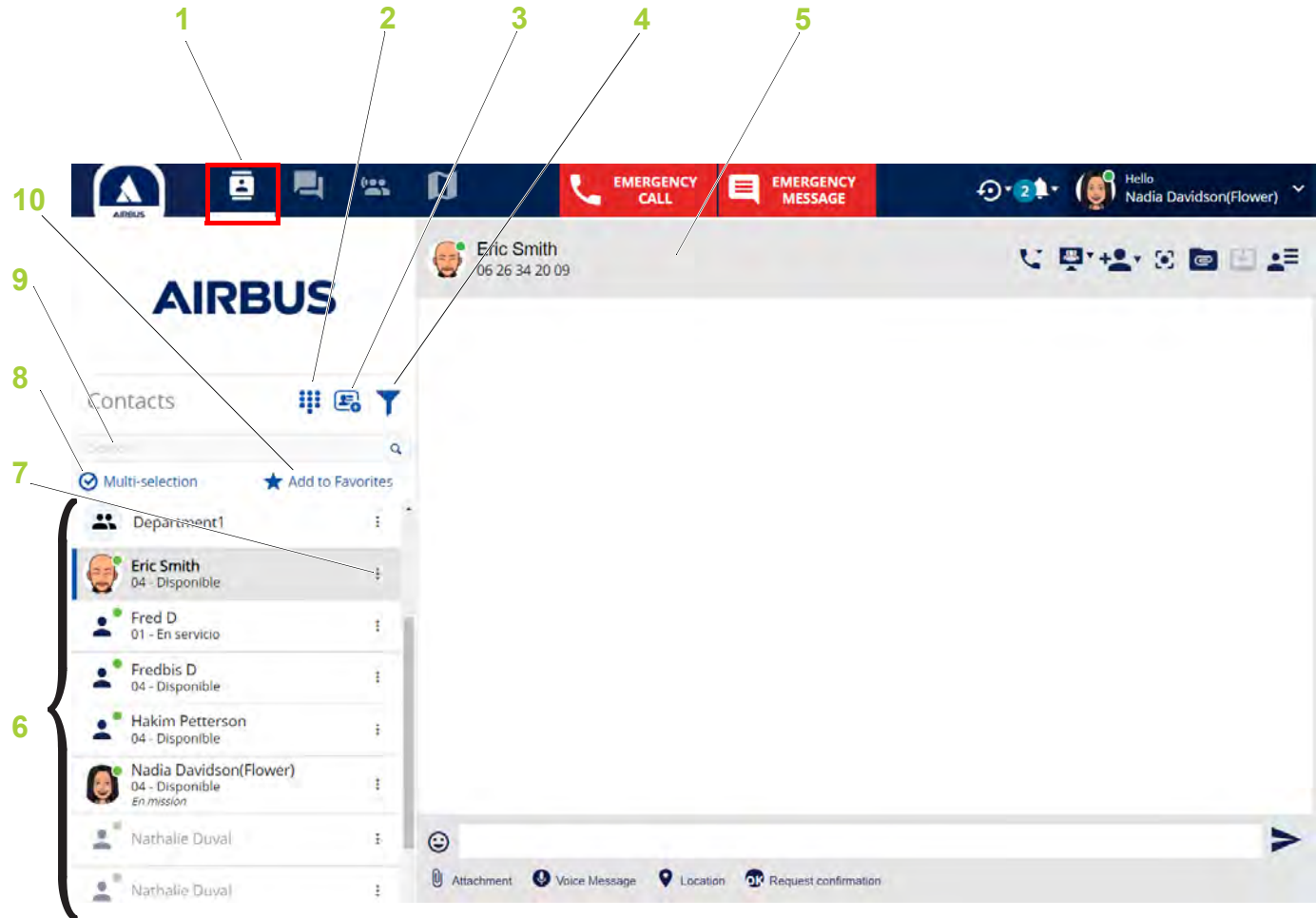
User Status

A user may have one of several statuses:

- **Unauthenticated** (1): an unauthenticated user who has never logged into the application is displayed with a ban sign
- **Not Connected** (2): a user is not connected to the Dispatcher tool and Mobile. A grey dot is displayed on the user's profile picture and the user's card is transparent
- **On Duty** (3): a user is connected to the Dispatcher tool and/or Mobile. A green dot is displayed on the user's profile picture
- **Off Duty** (4): a user is connected to the Dispatcher tool and/or Mobile, but the user is busy. A red dot is displayed on the user's profile picture

1 — U8 User 8

2 — HP Hakim Petterson

3 — FD Fred D

4 — ND **Nadia Davidson**
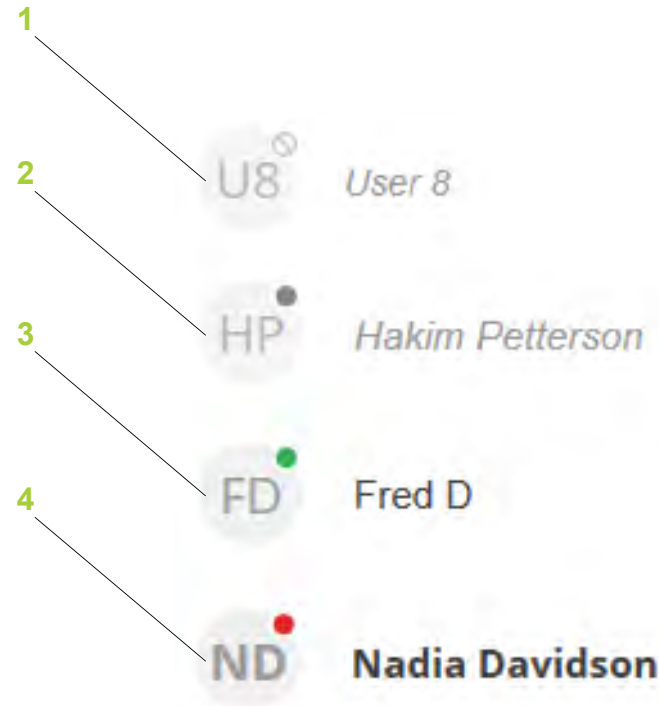
Technically Disconnected Users

The "Web Organization Administrator" has to enable the **Always Connected Mode** feature for you.

Users will be displayed as disconnected when they are not reachable by the server for technical reasons.

Users that are logged out or locally disconnected will be updated in the Contacts list. The new status for disconnection (not reachable) will be visible by clicking on the user's name or by starting a conversation.

Example: Several users are disconnected but the user **Eric Smith** is seen as connected. In fact, this user is not reachable (technically disconnected) since the Contacts list does not update automatically. To check his actual status, click on his name in the Contacts list. This user is shown as disconnected.
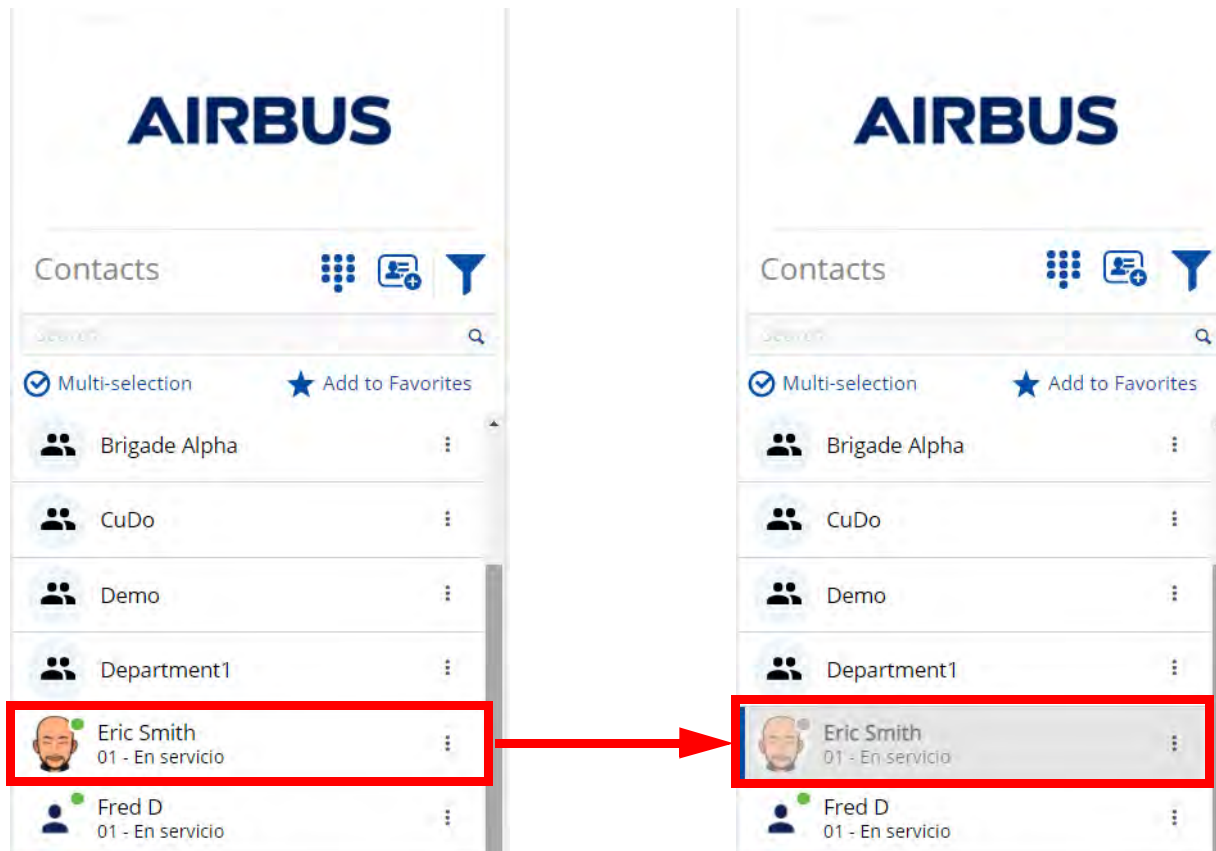
Call Out via PBX (1/3)

Introduction

The **Call Out via PBX** feature is activated/deactivated by your organization's "Web Organization Administrator".

The **Call Out via PBX** feature allows you to call an Agnet user or an external user. The recipient receives this call as a regular GSM call.

To make a Call Out via PBX, use either:

• The **Call Out via PBX** button (see Making a Call Out via PBX via the button section)

• The **Call Out via PBX** option (see Making a Call Out via PBX via the option section)

Making a Call Out via PBX via the button

1 Click on the **Call Out via PBX** button (**1**)

The **Dialer** window opens (**2**).

2 Type a number

Note: The Agnet Dispatcher app will not convert national numbers (the number will not be verified). Any numbers or characters can be inserted.

3 Click on the **Call green** button

The call is initiated (**3**).
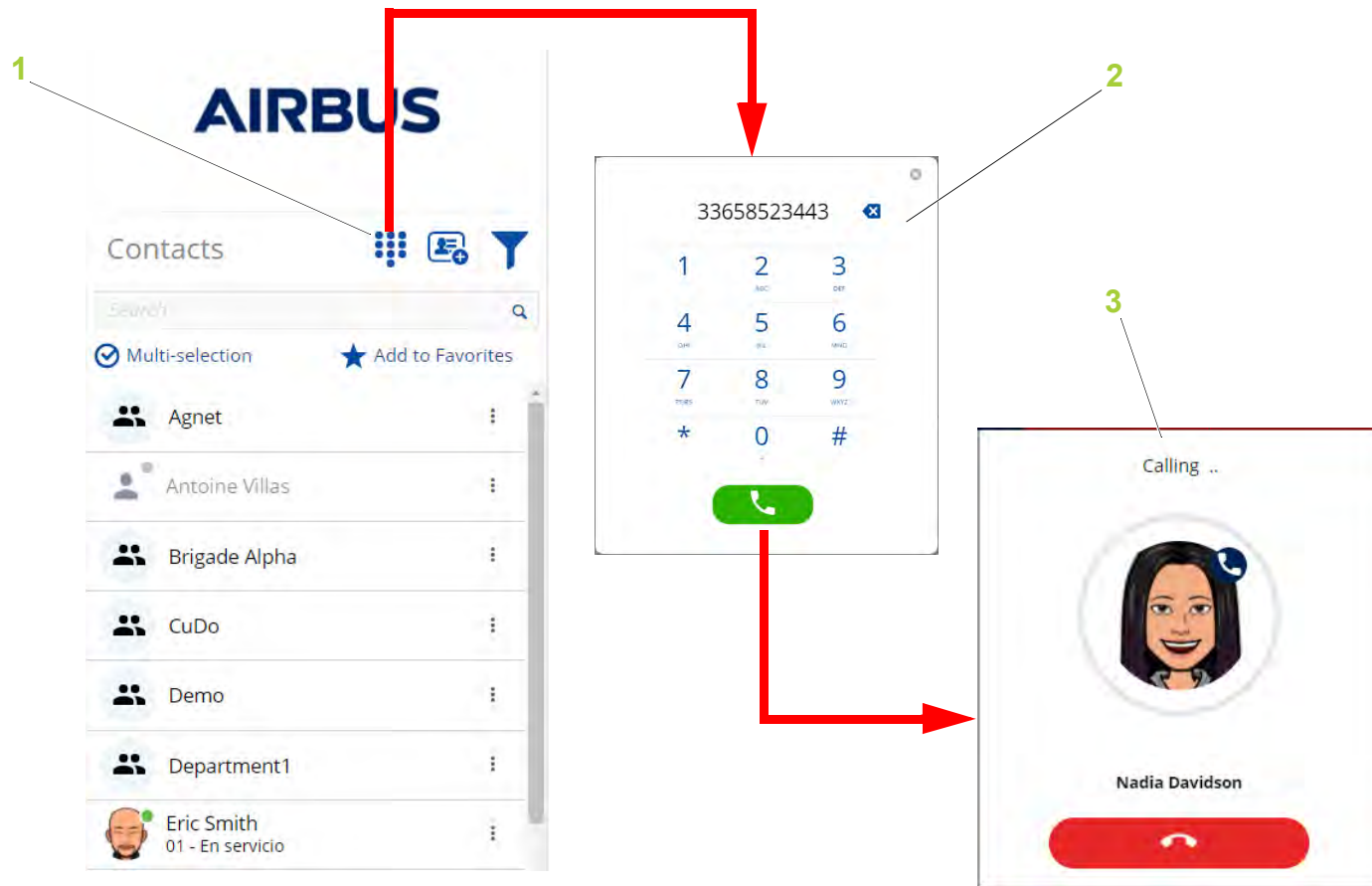
Call Out via PBX (2/3)

Making a Call Out via PBX via the option

1 Select the **Three dots** button (**1**) next to the name of the user to be called

2 Select the **Call out via PBX** option

The call is initiated (**2**).

Anonymous Call Out via PBX

The **Anonymous Call Out via PBX** feature allows you to mask the phone number, name, and alias when calling out to an external number via PBX.

To call an external number anonymously via PBX, use **Anonymous Call Out** from Settings (see Settings section) and add #31# ahead the number.
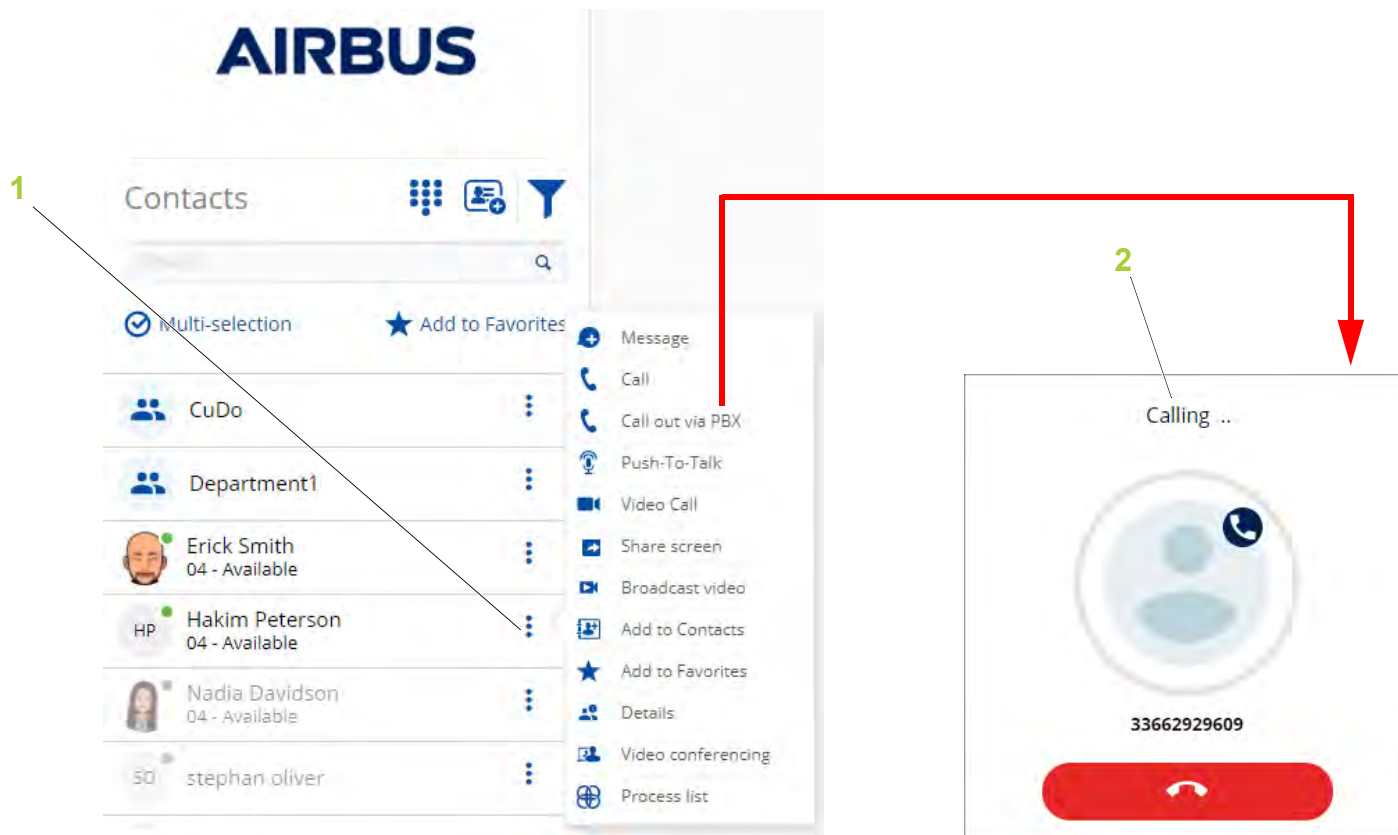
Call Out via PBX (3/3)

Redial

The **Redial** feature allows you to call the last number dialed (internal or external contact).

To call the last number:

1 Click on the **Call Out via PBX** button (**1**)

The **Dialer** window opens (**2**).

2 Click on the **Redial** button

The last dialed number is displayed (**3**).

3 Click on the **green Call** button

The call is initiated (**4**).
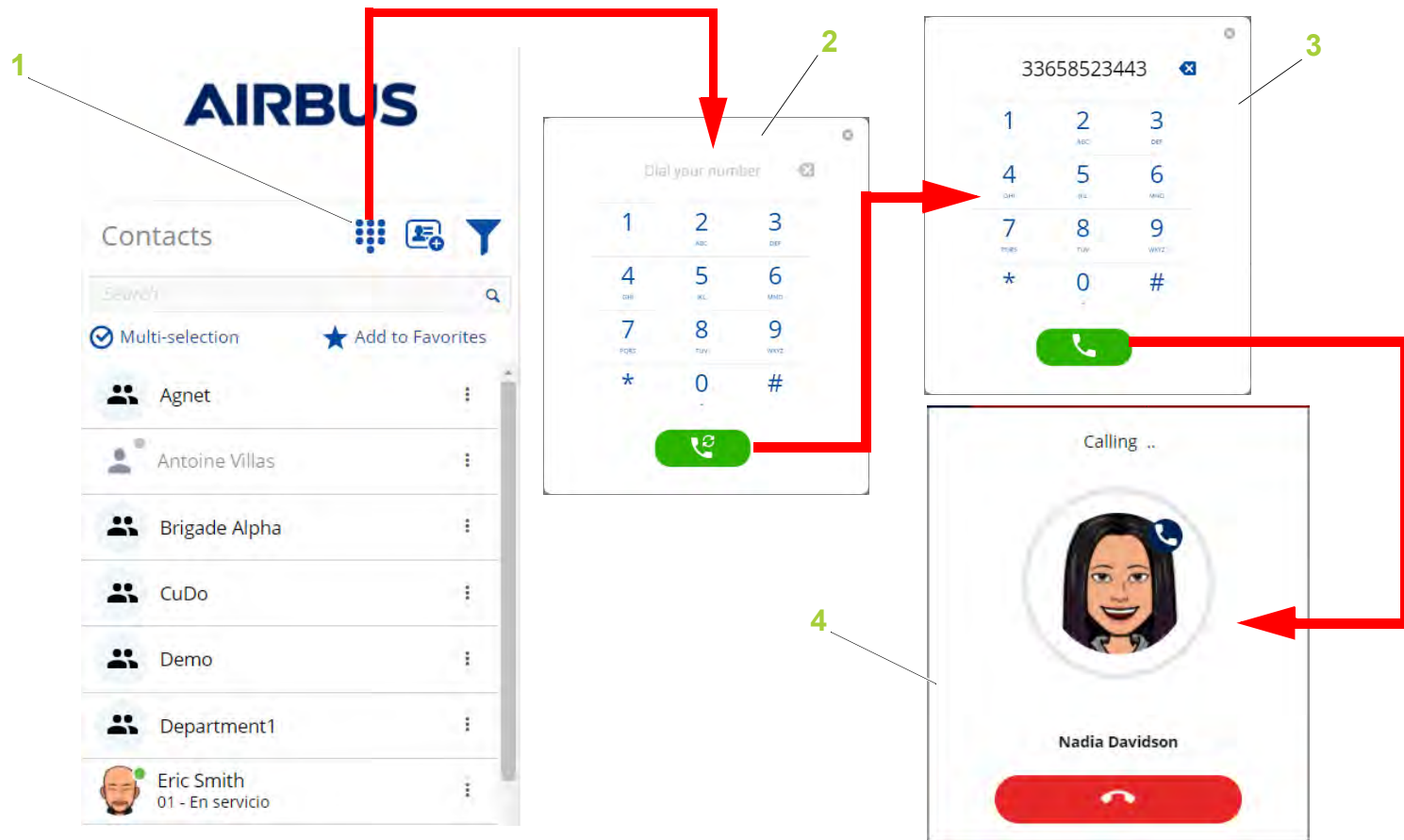
External user invitation (1/3)

Introduction

The "Web Organization Administrator" has to enable the **Authorize users to invite guests** feature for you.

The **External User Invitation** button (**1**) allows you to add a Guest to the Organization. This Guest becomes a user and has access to the same features as all other Agnet users.

A Guest:

• Is a contact invited into an Organization by an Agnet user

Note: *The "Web Organization Administrator" cannot add a Guest.*

• Is automatically invited into the main department

• Is counted in both the department and the total number of users in the Organization

• Cannot be added to a group or transferred to a different department

• Cannot be seen in the department details, nor receive any communications directed to this department and nor see its Talk group in the Talk groups tab

• Has access only to the features configured in the Guest profile options defined by the "Web Organization Administrator"

Note: *If the Guest profile options are edited, the changes will apply to both newly and previously added Guests.*
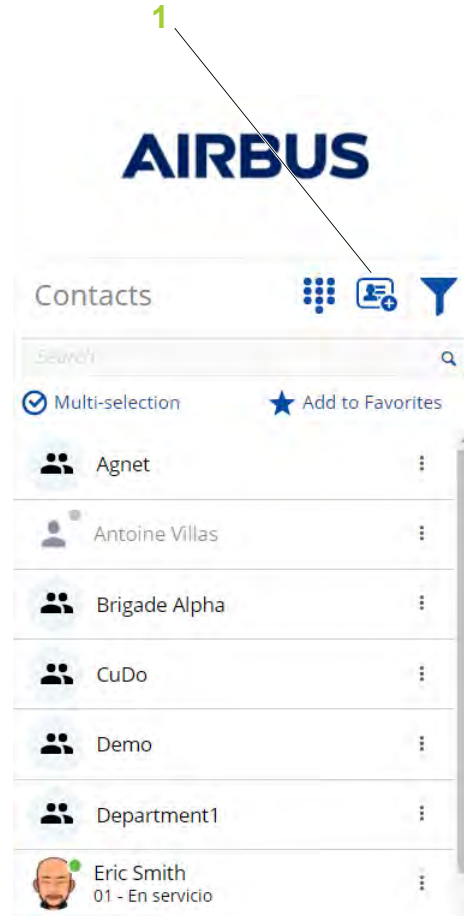
External user invitation (2/3)

Adding a Guest

To add a guest:

1 Click on the **External User Invitation** button (**1**)

The **External User Invitation** window opens (**2**).

2 Enter a name in the **First name** field

3 Enter a name in the **Last name** field

4 Enter an email address in the **Email Address** field

5 Enter a number in the **Phone Number** field

6 If necessary, deselect **SMS** or **Email** in the **Invitation mode** area

7 If necessary, enter some details in the **Details** area

8 Click on the **Send** button

The invitation is sent to the Guest and the Guest appears in the **Contacts list**.

You can send an External User Invitation from:

- The **Contacts** tab
- An existing private conversation (see Individual users section)
- An existing group conversation (see Add internal or external member(s) section)

External user invitation (3/3)

Unable to send an invitation

If the **Send Account SMS** and **Send Account Email** features are disabled for the Organization, a message is displayed informing you that the invitation cannot be sent.

Contact your "Web Organization Administrator" to activate these features.

Filters (1/2)

Filter logic

The filter can be made according to:

- Organization (**1**). When:
  - **Users** is selected, the users are shown in the Contacts list
  - **Groups** is selected, the groups are shown in the Contacts list
  - **Users** and **Groups** are selected or not, both individual users and groups are shown in the Contacts list
- Connectivity (**2**). When:
  - **Connected** is selected, the users and groups that contain at least one connected user are shown in the Contacts list
  - **Not Connected** is selected, the users and groups that contain at least one disconnected user are shown in the Contacts list
  - **Connected** and **Not Connected** are selected or not, both Connected and Not Connected users are shown in the Contacts list
- User Status (**3**). When:
  - **On Duty** is selected, the users and groups that contain at least one On Duty user are shown in the Contacts list
  - **Off Duty** is selected, the users and groups that contain at least one Off Duty user are shown in the Contacts list
  - **On Duty** and **Off Duty** are selected (or not), both On Duty and Off Duty users are shown in the Contacts list
- Operational Status (**4**). The individual users and groups that contain at least one user with the selected Operational Status are shown in the Contacts list.

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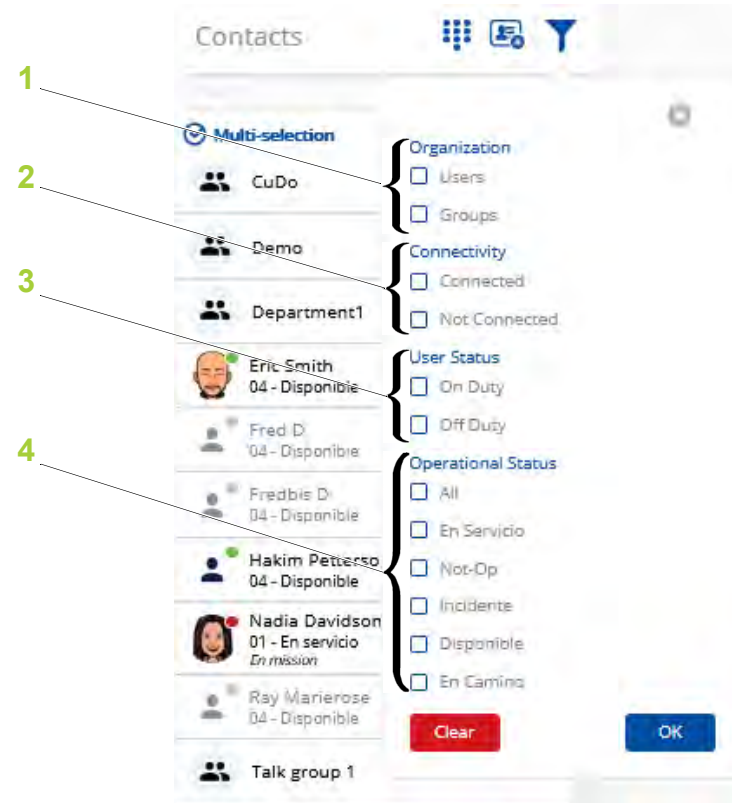
Filters (2/2)

Activating filters

To activate the filters:

1 Click on the **Filter** button (**1**)

The filter dialog box opens.

2 Select one or several options

3 Click on the **OK** button (**3**)

When the filter is active, a red dot is displayed on the filter ▼.

The **DEFAULT** button to apply the default filter is set by the "Web Organization Administrator".

Note: *This **DEFAULT** button will be displayed only if the "Web Organization Administrator" is set to "On" in the Default Filter to All Users feature.*

The filter can be cleared via the **CLEAR** button (**2**).
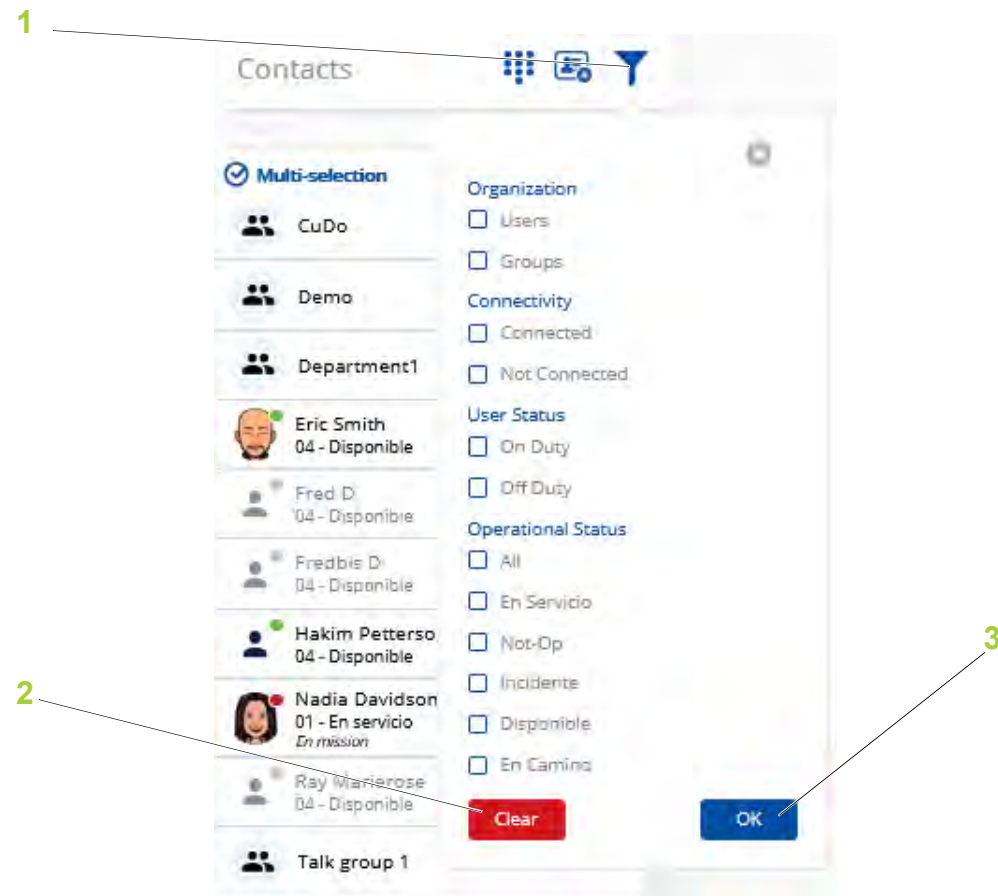
Groups/Departments users (1/3)

Communication actions

> • The Dispatcher can display only Group/ Department users with the **Filter** button (see Filters section)
> • Group contacts are pre-arranged groups defined by your "Web Organization Administrator"

Note: The selected group is highlighted and marked with a vertical bar (1)

The **Group Communication options** available for the selected group appear in an:

• **Action window** (2) to:
 - Send messages
 - Make a PTT call (see Push-To-Talk section)
 - Share your screen with a group of users (see Screen sharing with a group of users section)
 - Share access to your computer camera/webcam
 - Make a conference call
 - Set groups as favorite contacts (see Add to Favorites section)
 - See details of the selected group (see List of all members of a predefined group section)
 - Make a video conference (not used)
• **Action banner** (3) (see Multi-selection section)
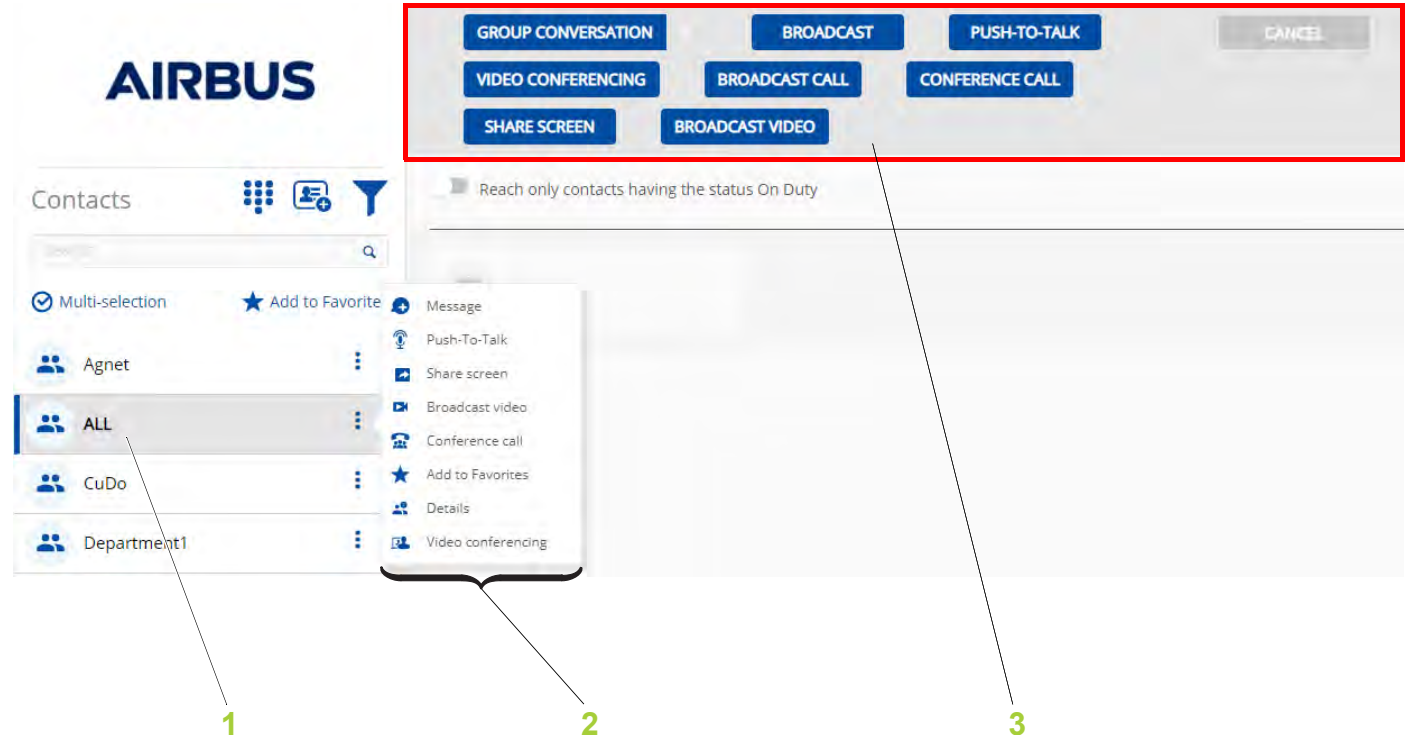
Groups/Departments users (2/3)

List of all members of a predefined group

To see all the members of a predefined group and to see who is connected at that moment:

1 Open the **Contacts** tab (see Contacts section)

2 Select the **Three dots** button for the selected group (see Groups/Departments users section)

3 Select the **Details** menu

The Group screen opens and lists all users.
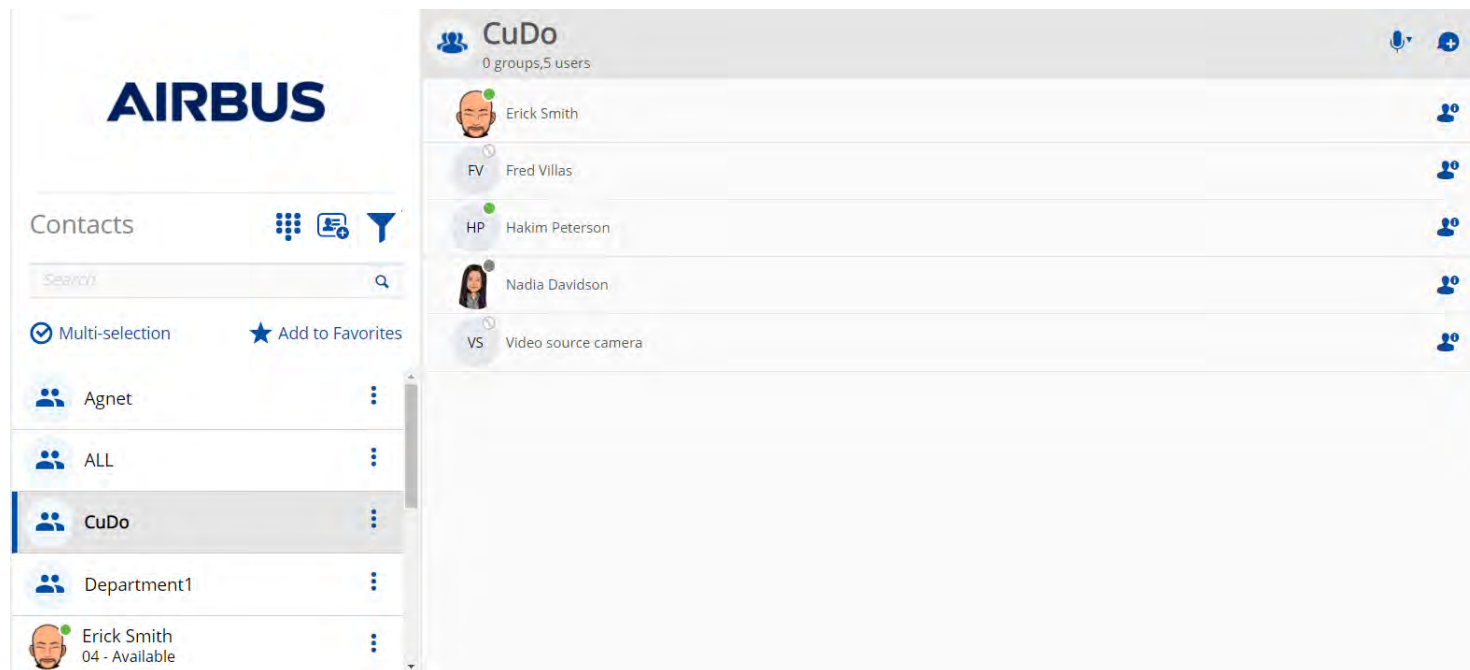
Groups/Departments users (3/3)

Deny to transmit

The **Deny to Transmit** feature is activated/ deactivated by your organization's "Web Organization Administrator"

- If the **Deny to Transmit** feature is activated for a talk group and you are not set as an exception, you are not allowed to start any type of conversation in this group. In this case:
  - Only the **Add to Favorites** and **Details** options appear in the **Action window** (**1**).
  - The **Action banner** is disabled (**2**)

Note: • *The Dispatcher can:*
  - *Receive messages* (**3**)
  - *Be contacted*
  - *See attachments*
  - *Export conversations*
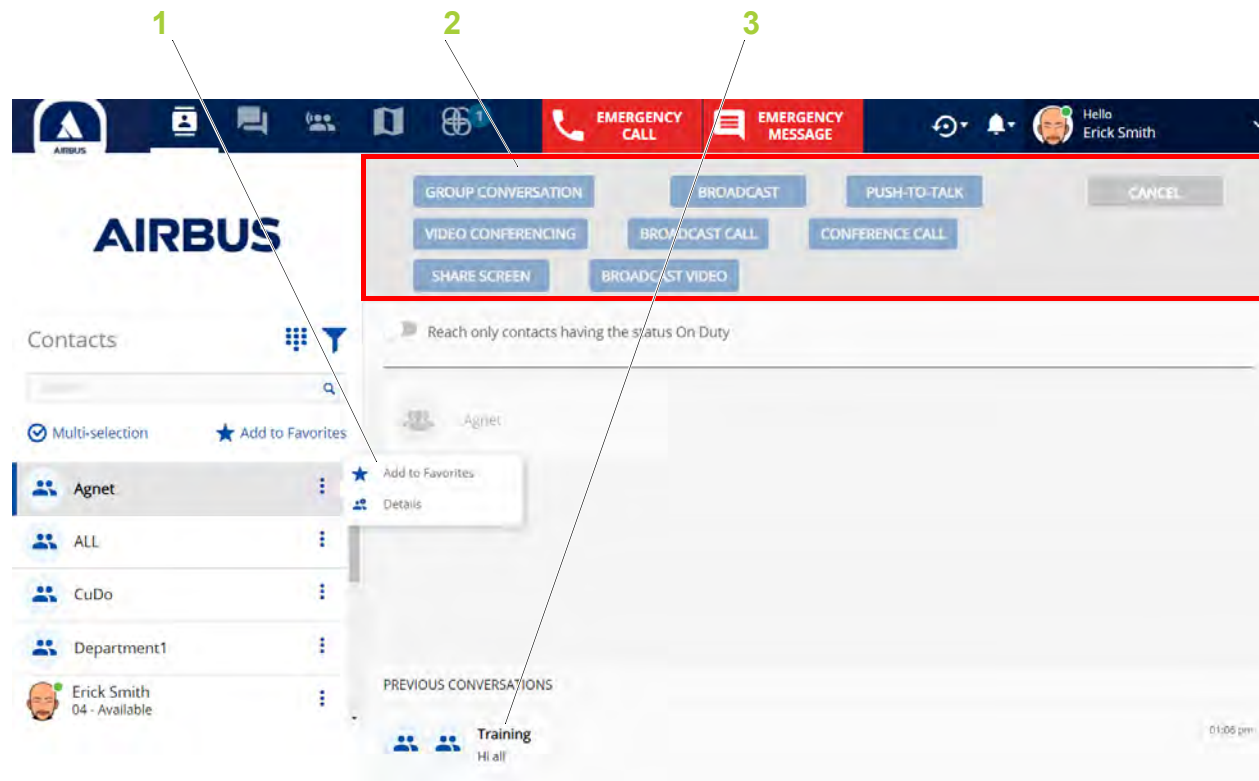
Individual users (1/2)

INFO The Dispatcher can display only users with the **Filter** button (see Filters section).

Note: The selected user is highlighted and marked with a vertical bar (1)

The **Individual Communication options** available for the selected user appear in an:

• **Action window** (2) to:
  - Send messages
  - Make a voice call (see Call section)
  - Make a call out via PBX (see Call Out via PBX section)
  - Make a PTT call (see Push-To-Talk section)
  - Make a video call (see Video call section)
  - Share your screen with a group of users (see Screen sharing with a group of users section)
  - Share access to your computer camera/ webcam
  - Set user as a favorite contact (see Add to Favorites section)
  - See details of the selected user
  - Make a video conference (not used)
  - Access all the Workflow processes of the selected user
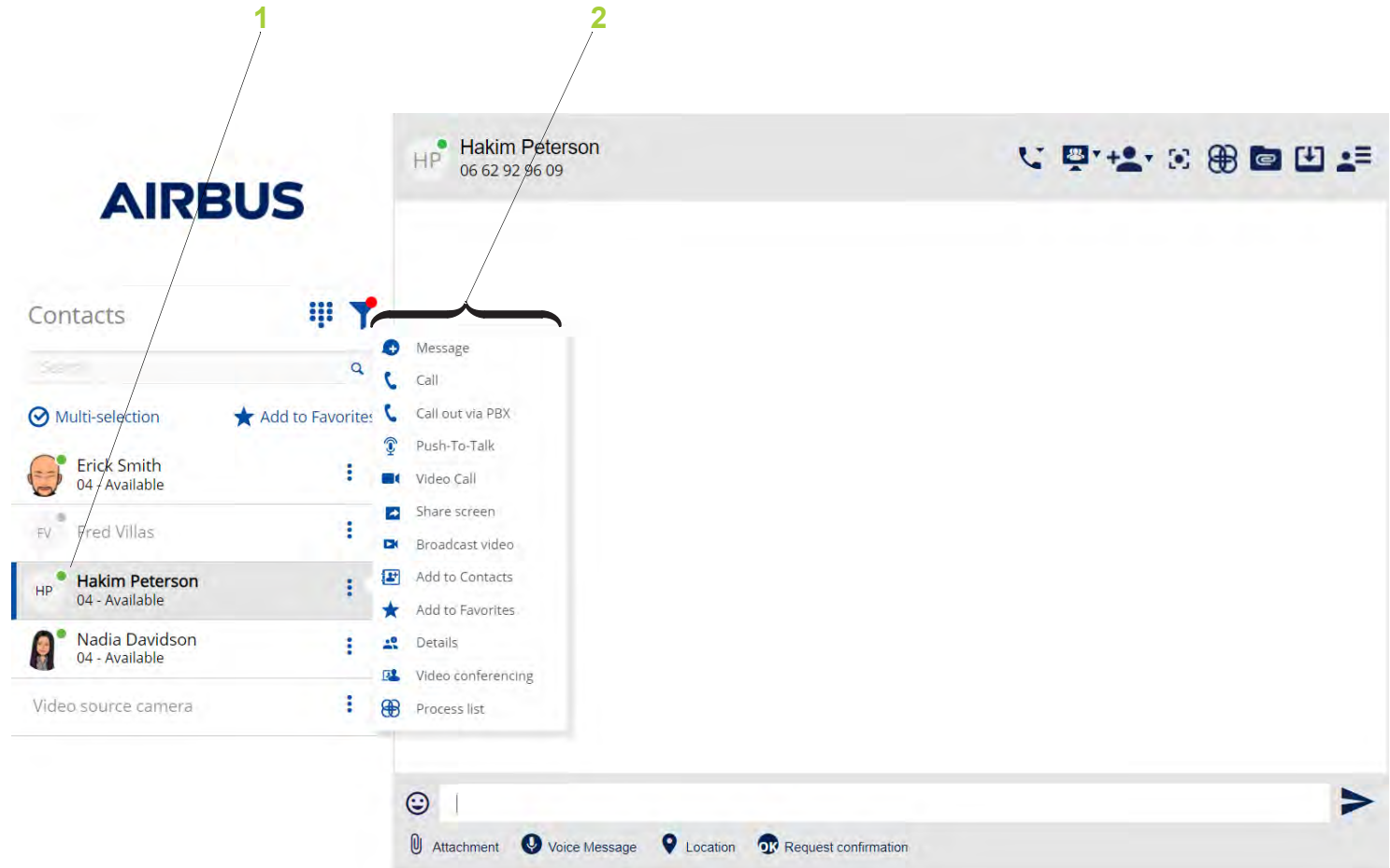
Individual users (2/2)

- **Action banner** (**1**) with the following buttons:
  - **Call options** (**2**) to:
    - Make a voice call
    - Make a call out via PBX
    - Make a PTT call (see Push-To-Talk section)
    - Make a video call (see Video call section)
    - Make a video conference (not used)
  - **Conference option** (**3**) to:
    - Share your screen with a group of users (see Screen sharing with a group of users section)
    - Share access to your computer camera/webcam
    - Use a common share board with other users (see Conference option - Whiteboard section)
    - Make a video conference (not used)
  - **Create group conversation** (**4**): to add a guest and/or select one or more users and/or groups to form a group
  - **Locate** (**5**): to show the location of the selected user on the map
  - **Workflows** (**6**): to manage the processes (see Workflows section)
  - **Attachments** (**7**): to display the attachments shared with the selected user
  - **Export** (**8**): to export messages, NFC messages and attachments
  - **User details** (**9**): to display the telephone number, email and position of the selected user and the talk groups to which the user belongs
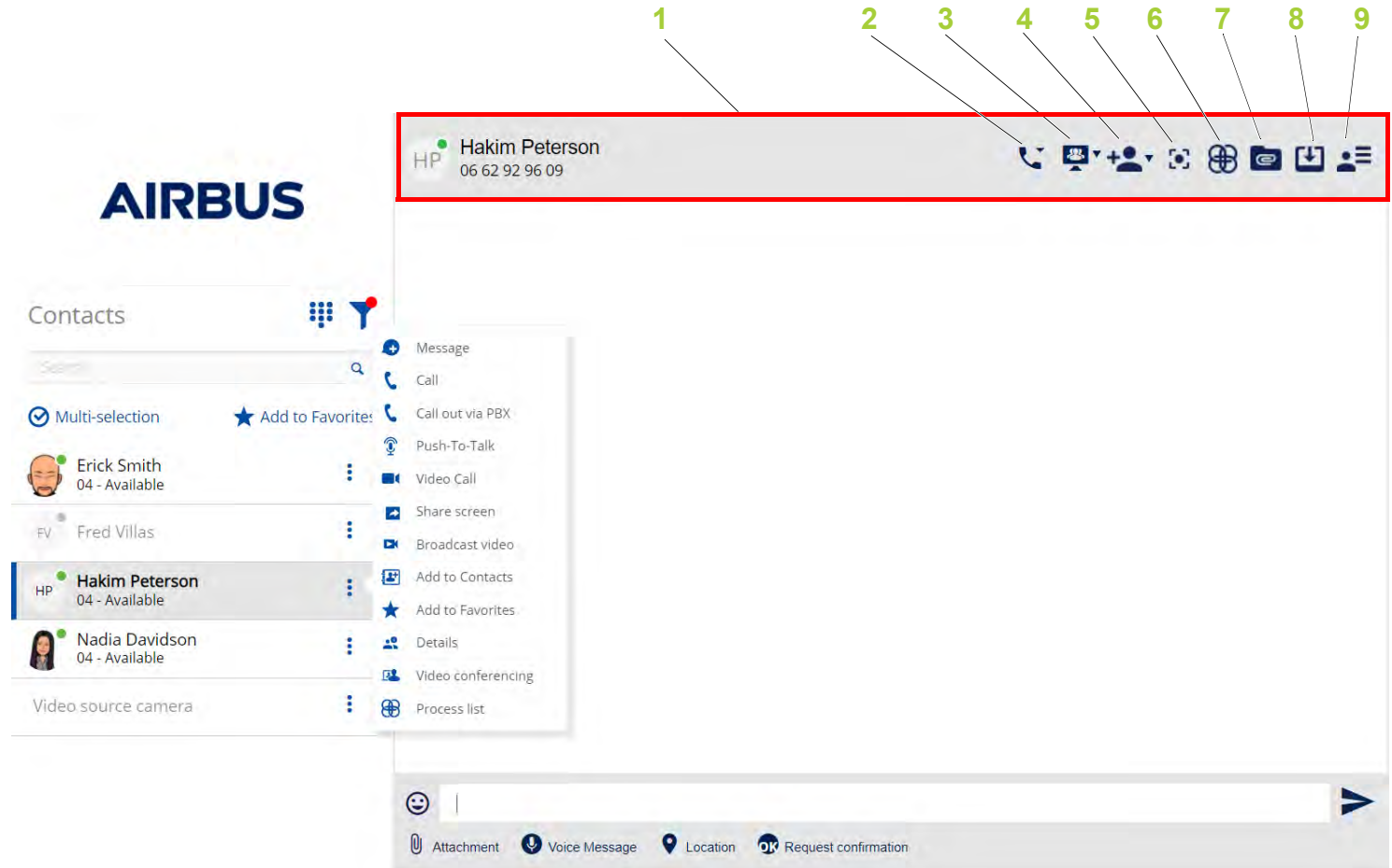
On Duty users

- The users are connected to the Dispatcher tool and/or Mobile. A green dot is displayed on the user's profile picture
- The Dispatcher can display only On Duty users by using the **Filter** button (see Filters section)

To display only On Duty users:

1 Click on the **Filter** button

The filter dialog box opens.

2 Select the **Users** and **On duty** options

3 Click on the **OK** button

The users and groups that contain at least one On Duty user are shown in the Contacts list

Function buttons for the selected user are the same as the Individual users (see Individual users section).

Note: The individual contacts with an "Off Duty" status will not be displayed.
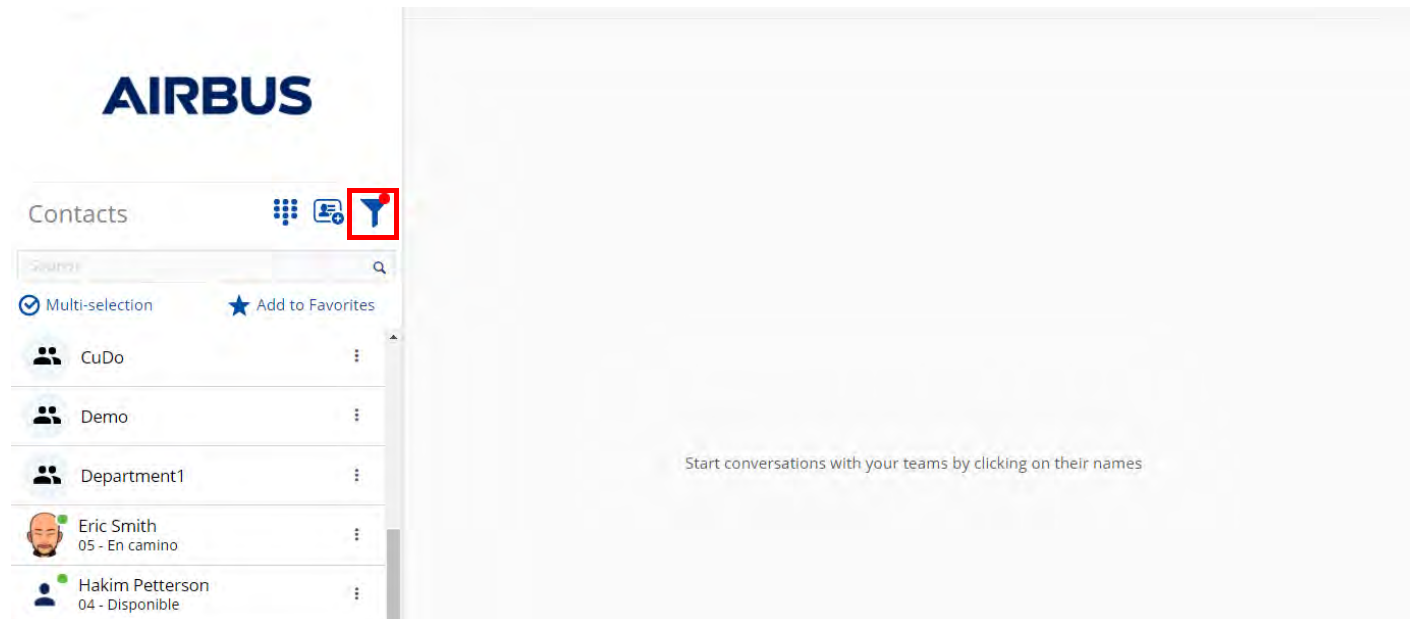
Add to Favorites

The **Add to favorites** feature allows you to set individual users or groups as favorite contacts which will be displayed at the top of contacts.

Add one User or Group as Favorites

To add one user or group:

1 Open the **Contacts** tab (see Contacts section)

2 Select the **Three dots** button for the selected:

- User (see Individual users section)
- Group (see Groups/Departments users section)

3 Select the **Add to Favorites** option

The user(s) and/or group(s) are displayed at the top of the **Contacts list** (**4**).

Add several Users/Groups as Favorites

To add several user**s** and/or group**s** at the same time:

1 Open the **Contacts** tab (see Contacts section)

2 Select the **Add to Favorites** button (**1**)

3 Select users and/or groups using the checkboxes (**2**)

4 Select the **Add /Remove** button (**3**)

The user(s) and/or group(s) are displayed at the top of the **Contacts list** (**4**).

Remove from Favorites

Remove one User or Group from Favorites

To remove one user or group:

1 Open the **Contacts** tab (see Contacts section)

2 Select the **Three dots** button for the selected:

• User (see Individual users section)
• Group (see Groups/Departments users section)

3 Select the **Remove from Favorites** option

The user(s) and/or group(s) are removed from the top of the **Contacts list** (**4**).

Remove several Users/Groups from Favorites

To remove several users and/or groups at the same time:

1 Open the **Contacts** tab (see Contacts section)

2 Select the **Add to Favorites** button (**1**)

3 Select users and/or groups using the checkboxes (**2**)

4 Select the **Add /Remove** button (**3**)

The user(s) and/or group(s) are removed from the top of the **Contacts list** (**4**).
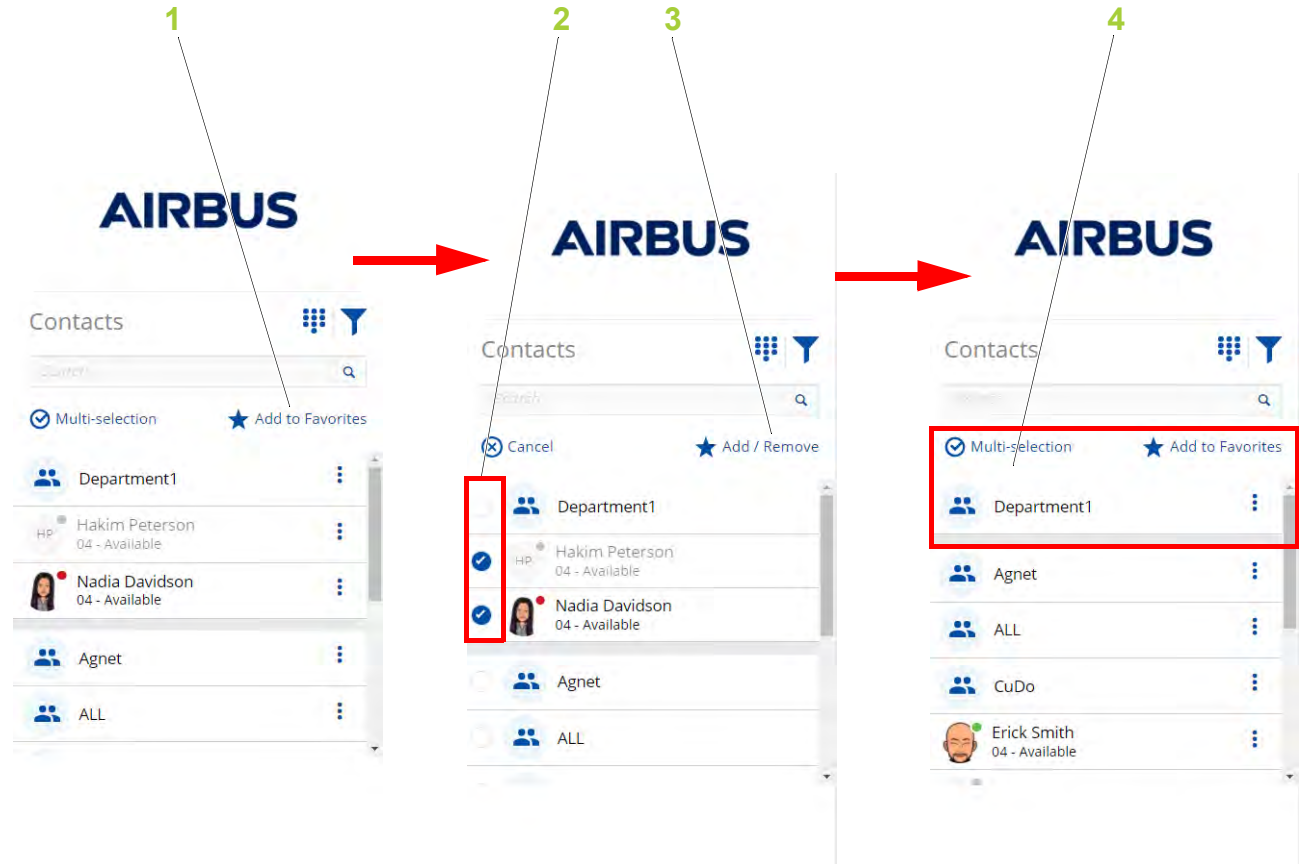
Multi-selection

The **Multi-selection** box (see Contacts section) shows the **Contacts list** as a selection list with checkboxes allowing you to select two or more users and/or groups to form a group.

When two or more users and/or groups are selected, the following functions are available:

• **Reaching only the contacts with the status On Duty** (**1**): to reach only the contacts whose status is "On Duty". Users who set their status to "Off Duty" will not be reached

Note: This button will be displayed only if the "Web Organization Administrator" activates it.

• **Group conversation** (**2**): to create a group conversation. Messages are sent to group members and replies are visible to all members in this group (see Group Conversation section)

• **Share screen** (**3**): to share your screen with a group of users (see Screen sharing with a group of users section)

• **Broadcast video** (**5**): to share access to your computer camera/webcam

• **Broadcast call** (**6**): to make a call (see Outgoing call section)

• **Broadcast** (**7**): to create a broadcast conversation. Messages are sent to group members and their replies are visible only to the creator of the group (see Broadcast conversation section)

• **Conference call** (**8**): to make an audio conference with internal and/or external users (see Conference Call section)

• **Push-To-Talk** (**9**): to make a PTT call to all members in the group (see Push-To-Talk section)
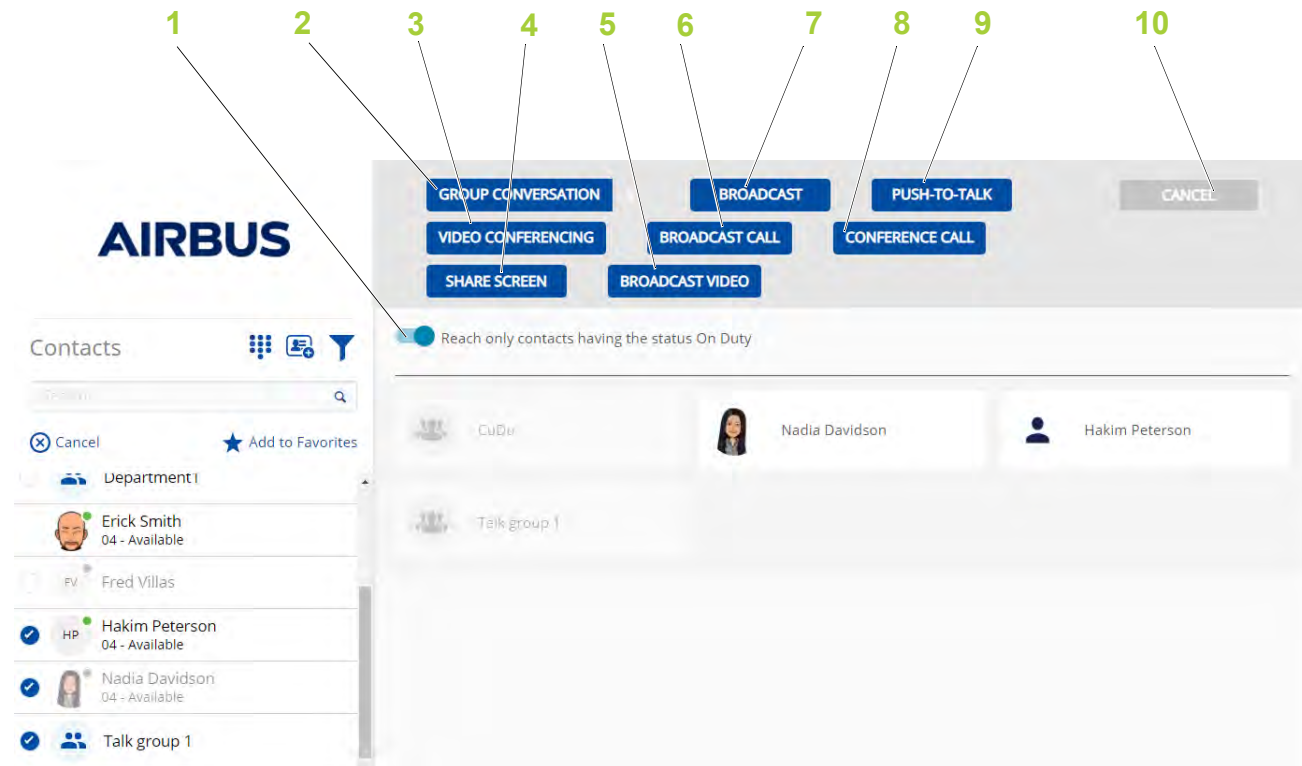
Note: • *The **Video conferencing** button (**4**) is not used.*
• *The **Cancel** button (**10**) is used to cancel the multi-selection.*

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Group Conversation (1/2)

To communicate with several users and/or pre-arranged groups at the same time, you have to create an ad-hoc group and start a conversation with this group. When you initiate a Group conversation, you will be assigned the role of "Group Conversation Admin" (initiator).

To initiate a Group conversation:

1 Open the **Contacts** tab (see Contacts section)

There are two possibilities:

2 Select the **Multi-selection** box (see Contacts section)

3 Select users and/or groups using the checkboxes and go to step 6

or

4 Select a user and then select the **Create group conversation** button (see Individual users section) from the selected user bar

5 Add other users or groups

6 Select the **Group conversation** button (see Multi-selection section)

7 Give the Group conversation a name (**1**)

8 Select the **Create** button (**2**)

A **Group conversation view** opens.

Group Conversation (2/2)

The **Group conversation** view is open in the **Contacts** tab (see Contacts section).

The "Group Conversation Admin" can use the following functions:

- **Thread Conversation** (1): to send messages, voice messages, attachments and location.
- **Push-To-Talk** (2): to make a PTT call to all members in the group (see Push-To-Talk section)
- **Conference call** (3): to make an audio conference with internal and/or external users (see Conference Call section)
- **Conference option** (4): to share a:
  - Screen
  - Broadcast a video
  - Whiteboard with other users (see Conference option - Whiteboard section)

  Note: The "Video conferencing" option is not in use.

- **Edit group conversation** (5): to see and edit the members and the "Group Conversation Admin" of the group conversation (see Edit group conversation (Group Conversation Admin view) section)
- **Locate** (6): to locate the members/Group Conversation Admin
- **Attachments** (7): to display the attachments shared with the group
- **Export** (8): to export messages, NFC messages and attachments
- **Close conversation** (9): to close the group conversation (see Close Conversation section)
- **Leave conversation** (10): to leave the group (see Leave conversation (Group Conversation Admin view) section)
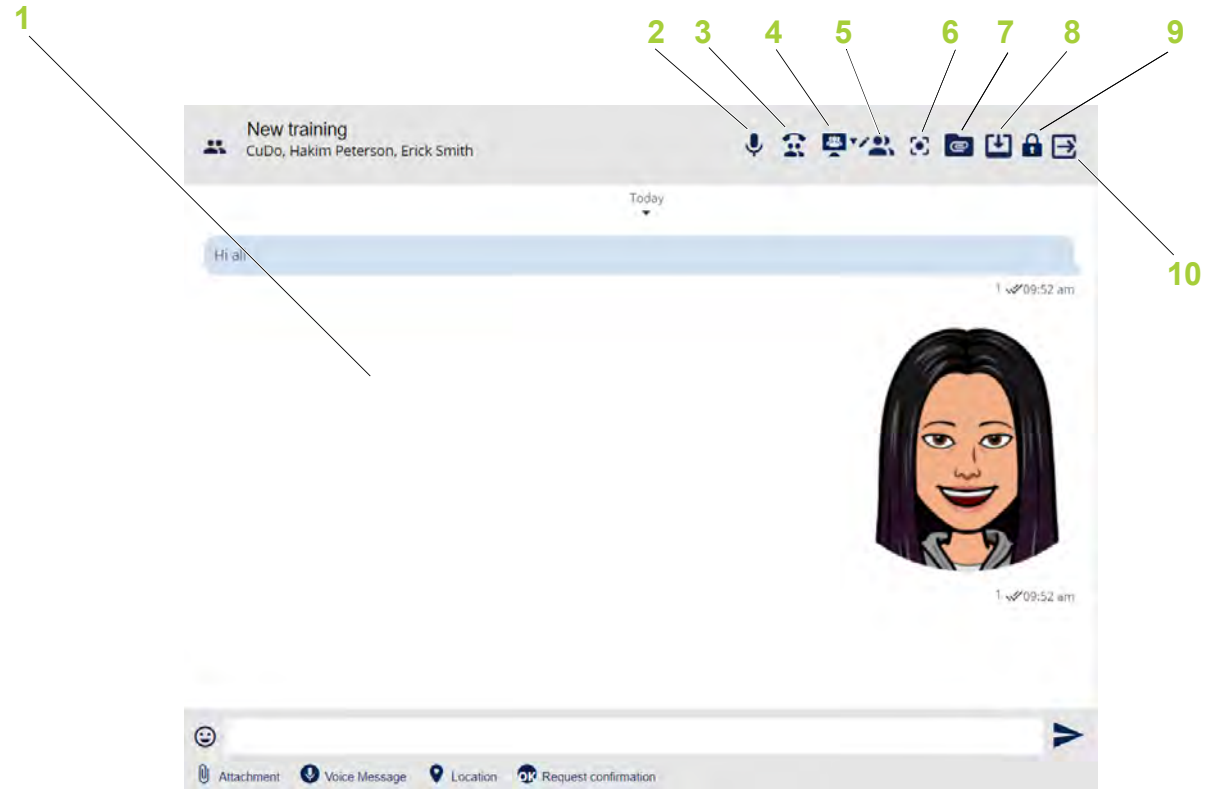
Note: If the public visibility feature has been activated by the "Web Organization Administrator", you can make PTT calls with Agnet contacts who can either be from another organization or from the same organization, but not visible to you (departments or groups).

Broadcast conversation

To share information with several users who do not need to communicate with each other, you can create an ad-hoc group of users and/or pre-arranged groups and initiate a broadcast conversation.

To initiate a broadcast conversation:

1 Open the **Contacts** tab (see Contacts section)

There are two possibilities:

2 Select the **Multi-selection** box (see Contacts section)

3 Select users and/or groups using the checkboxes and go to step 6

or

4 Select a user and then select the **Create group conversation** button (see Individual users section) from the selected user bar

5 Add other users or groups

6 Select the **Broadcast** button (see Groups/ Departments users section)

The conversation view opens.

7 Call, send messages, share screen, etc. to the group

Note: You can also initiate group and broadcast conversations from the map view (see Communication and information section).

Note: Broadcast conversations are marked with the Megaphone symbol. Replies to a broadcast conversation are only sent to the creator and displayed in the conversation between the creator and the user who replied. This also applies to a broadcast conversation of a single pre-arranged group.

Push-To-Talk (1/6)

Outgoing call

Push-To-Talk allows the user to make a PTT call to a single user or all members in the group.

To initiate a PTT call for a user:

1 Open the **Contacts** tab (see Contacts section)

2 Select the **Three dots** button for the user to call (see Individual users section)

3 Select the **Push-to-Talk** menu

To initiate a PTT call for a group of users:

1 Select the **Multi-selection** box (see Contacts section)

2 Select users and/or groups using the checkboxes

3 Select the **Push-to-Talk** button (see Multi-selection section)

Note: You can initiate a PTT call via a group conversation (see Group Conversation section).
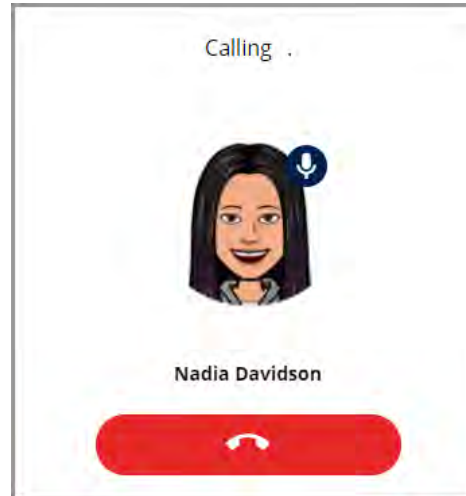
Push-To-Talk call outgoing
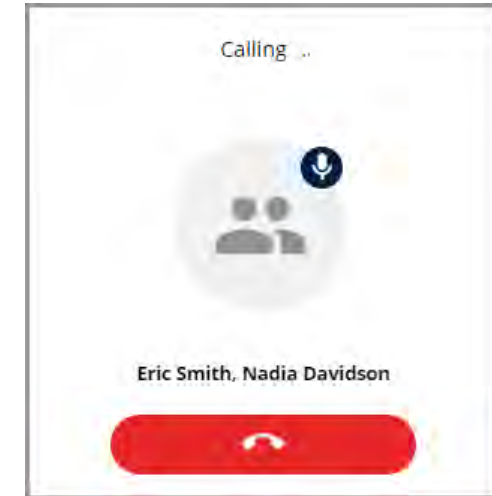
Push-To-Talk group call outgoing

Push-To-Talk (2/6)

Incoming call

Once the Push-To-Talk call is accepted, each party must click the Push-To-Talk button to take the floor and talk.

To Answer a PTT call:

1 Accept the call with the **Accept** button (**1**)

Or

2 Reject the call with the **Reject** button (**2**)

Note: The incoming call can also be displayed as a notification (3) if the Dispatcher tool window is minimized.
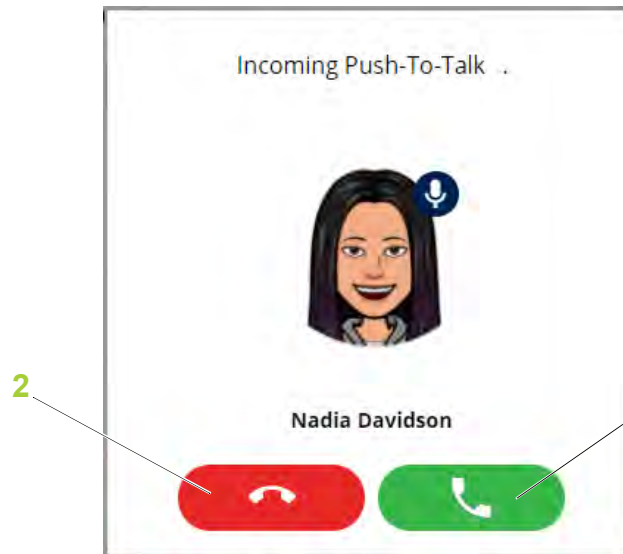
Push-To-Talk call incoming

Push-To-Talk group call incoming

Push-To-Talk (3/6)

Push-To-Talk call with an Individual user

Push-To-Talk is displayed in a call banner (**1**).

Use cases:

- You initiate (or answer) a Push-To-Talk call with User (**2**)

- You press the Push-To-Talk button to take the floor (**3**)
  A timer indicates how many minutes you have left to speak. Once you stop talking, the timer becomes an option to put the call on hold.

- The User takes the floor in the Push-To-Talk group call (**4**)

  Note: The priority level of the user is displayed on the contact icon (see Priority Level section for more information).

- The User releases the floor. The time when the user released the floor is displayed (**5**)
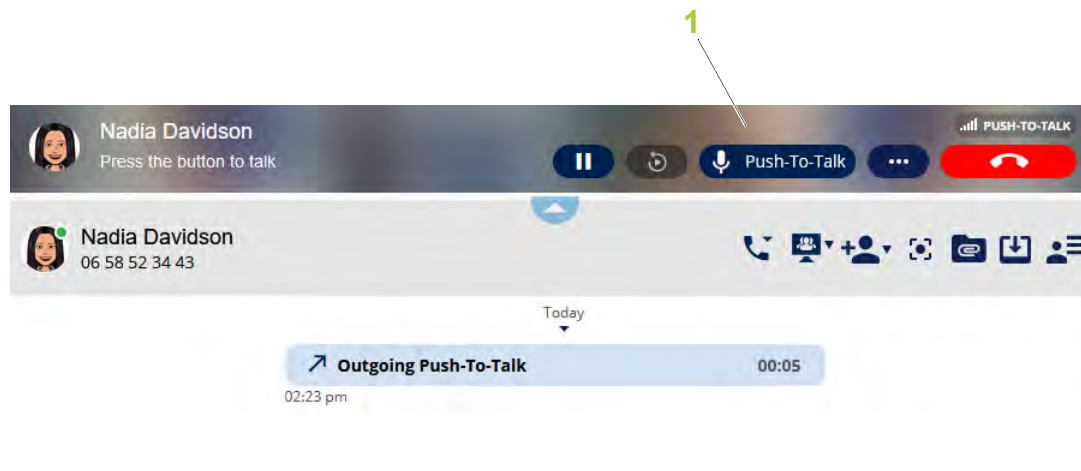
Push-To-Talk (4/6)

Group call

Push-To-Talk is displayed in a call banner (**1**).

The last user who took the floor will be displayed in the Push-To-Talk group call banner.

Use cases:

- You initiate (or answer) a Push-To-Talk call to the group (**2**)
- User 1 takes the floor in the Push-To-Talk group call (**3**)

Note: *The priority level of the user is displayed on the contact icon (see Priority Level section for more information).*

- User 1 releases the floor (**4**). The time when the user released the floor is displayed. This time will be displayed until another user takes the floor (**5**)
- User 2 released the floor and disconnected from the Push-To-Talk group call. The time when the user released the floor will still be displayed until another user takes the floor (**4**)
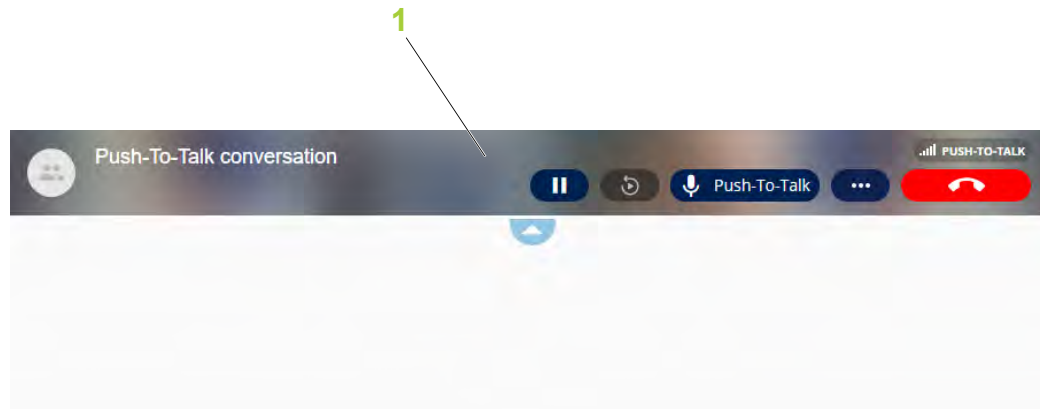
Push-To-Talk (5/6)

Call on Hold

INFO If a Push-To-Talk Call is launched with a user or a group of users, you can put it on hold if you:

- Need it for some reason
  - Receive another call and you accept this call.

Use case 1: put a Push-To-Talk Call on hold for some reason

- Select the **On Hold** button (**2**)
  The User is put on hold (**1**).

- Select the **Play** button (**3**) to restart the conversation

Use case 2: put a Push-To-Talk Call on hold when you receive another call.

An **ANSWER CALL** window opens (**4**).

- Choose "Put User 1 on hold" option (**5**)
- Click on the **OK** button (**6**)
  User 1 is put on hold (**8**)

  Select the **Switch** button (**7**) to restart the conversation

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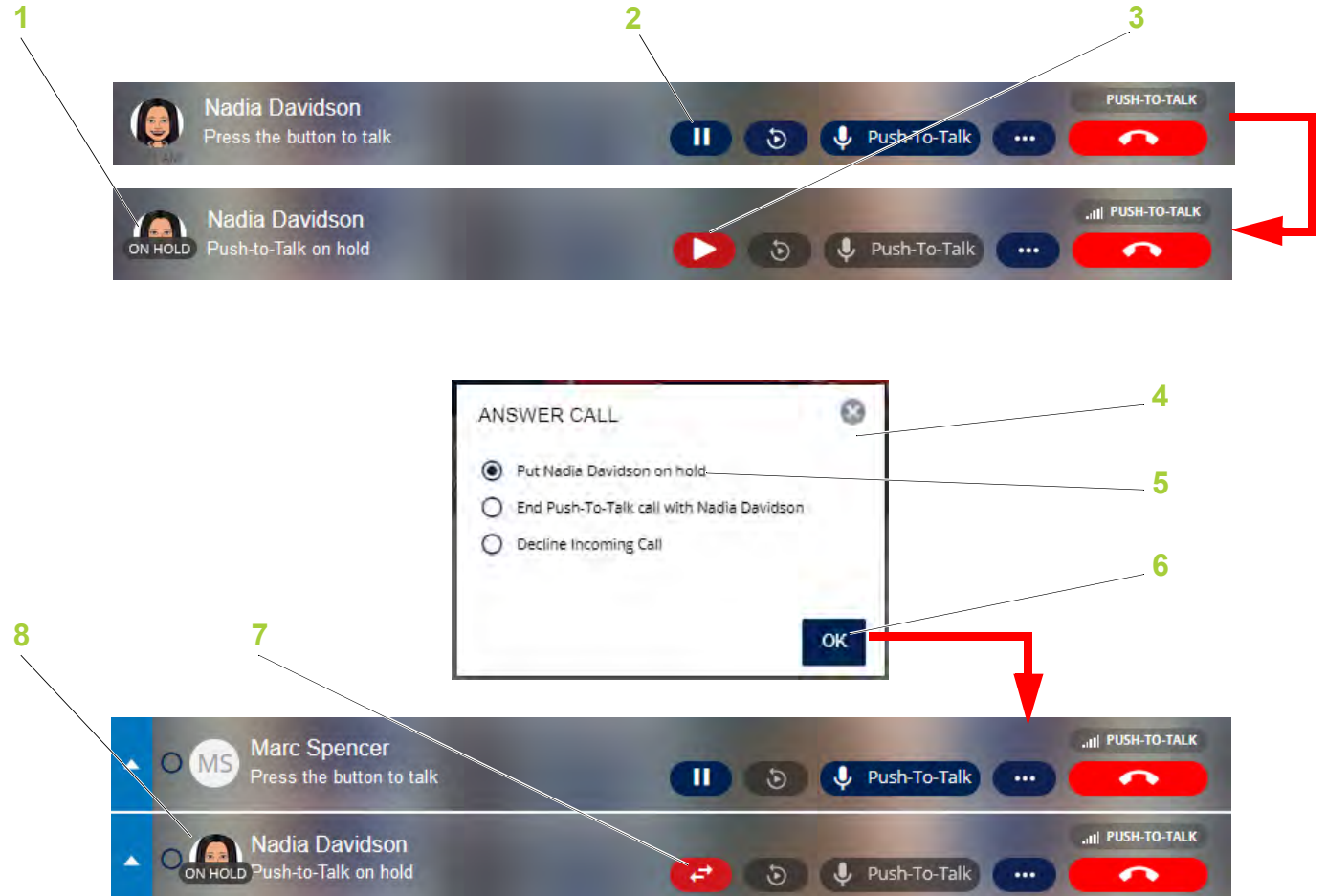
Push-To-Talk (6/6)

Live Replay

The **Live Replay** feature is activated/ deactivated by your organization's "Web Organization Administrator".

The **Live Replay** feature allows you to hear the last recording from a group Push-To-Talk Call.

Note: The activity of a PTT Group Call may be replayed only starting from the moment that you joined the Group Call.

The **Live Replay** button can have the following states:

• Inactive (**1**): no recording

• Active (**2**): at least one recording to listen to

• Pressed (**3**): the **REPLAY RECORDING** window is open to listen to the recording(s)

The last available recording will be displayed with:

• The name of the speaker

• The time that the recording ended

• The duration of the recording

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Broadcast Call (1/3)

Introduction

The **Broadcast Call** feature is activated/deactivated by your organization's "Web Organization Administrator".

The **Broadcast Call** is a special group call where the initiator is the only one able to speak and send messages in the new automatically created conversation. It will be auto-answered and the call is ended once the initiator hangs up.

Note: • *If two Broadcast Calls are launched at the same time by different initiators, the first Broadcast Call received will belong to the initiator with higher priority.*

• *A Broadcast Call will not override another Broadcast Call even if the second initiator has higher priority. The second Broadcast Call will impact only the users who are not in the first Broadcast Call.*

Outgoing call

• To initiate a Broadcast Call for a group:
1 Select a group from the **Contacts list**

2 Select the **BROADCAST CALL** button from the **Action banner**

• To initiate a Broadcast Call for several users and/or groups:
1 Select the **Multi-selection** box (see Groups/Departments users section)

2 Select users and/or groups using the checkboxes

3 Select the **BROADCAST CALL** button in the **Action banner**
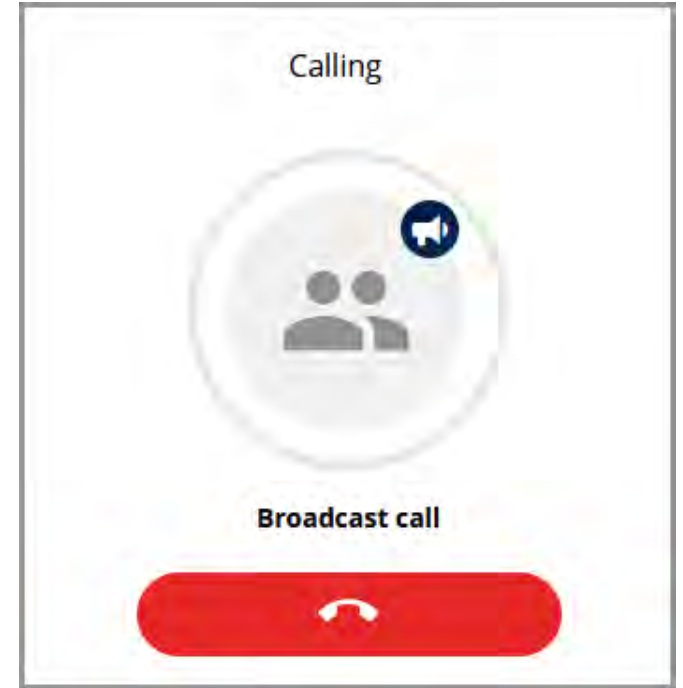
Broadcast Call (2/3)

Outgoing call

Note: The initiator will not be able to launch another Broadcast Call if the first one is still active.

When the call is triggered, the timer will start, and the initiator will begin talking after the delay set by the "Web Organization Administrator" (from 0 to 30 seconds) (**1**).

The "Web Organization Administrator" can choose an inactivity period (from 0 to 30 seconds) between two consecutive transmissions. If the inactivity period is set to 0, the Broadcast Call will have a maximum duration of two minutes (**2**).

Note: The initiator can close the Broadcast Call manually within two minutes or it will be closed automatically when the two minutes have passed.

Use cases:

• The Broadcast Call is established, and an Emergency Call is received. The Emergency Call has priority and will cut the Broadcast Call.

• During the Broadcast Call, the initiator receives a call (VoIP, PTT, Video Call). The ongoing call can be put on hold and all other calls received will automatically be rejected. In the conversations list, the initiator will see the missed call events (**3**).
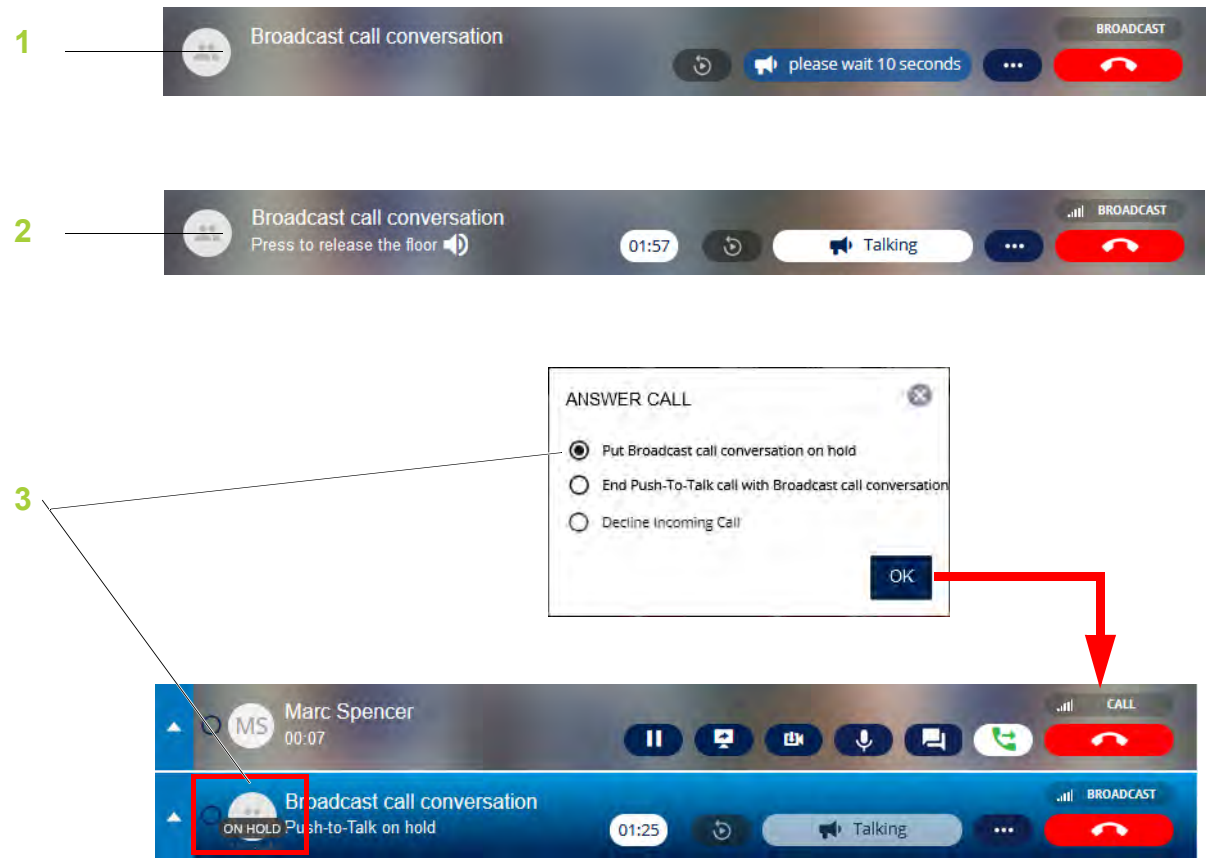
Broadcast Call (3/3)

Incoming call

Once a Broadcast Call is received, it will force the auto-response.

When the Broadcast Call has a delay defined by the "Web Organization Administrator" (from 0 to 30 seconds), the initiator cannot start talking (**1**).

When the delay is over, the initiator may start talking (**2**).

If you already are in a call (VoIP, PTT, Video Call) when you receive a Broadcast Call, the previous call is put on hold until the Broadcast Call ends (**3**).

While the Broadcast Call is ongoing, every other type of call received will be automatically rejected and marked as missed in the Conversations list as you are not able to end the Broadcast Call or to accept any other incoming calls.

1

Broadcast call conversation

2

Broadcast call conversation
Eric Smith is talking

3

Marc Spencer
ON HOLD   00:35

Introduction

Conversations allow the user to:

- Send and receive messages (with or without attachments) to/from other users or groups
- Follow the conversation threads

Note: Only the 50 latest conversations will be loaded in the list.

The **Conversations** tab (**1**) contains:

- **Internal conversations** (**2**): to view conversations with Agnet users and/or groups
- **External conversations** (**3**): to view conversations with external users and/or groups
- **Conversations list** (**4**): to access the history of all communications with a given contact or group of contacts
- **Actions banner** (**5**): see Individual users section or Group Conversation (Group Conversation Admin view) section
- **User/Group conversations content** (**6**): this section includes the function bar for sending any kind of messages (voice, text, location and attachment), and shows the call log, conversation thread and attachments
- **Request confirmation** (**7**): to request an acknowledgment or receipt
- **Location** (**8**): to send the location via the map
- **Voice message** (**9**): to send a voice message
- **Attachment** (**10**): to select and send an attachment

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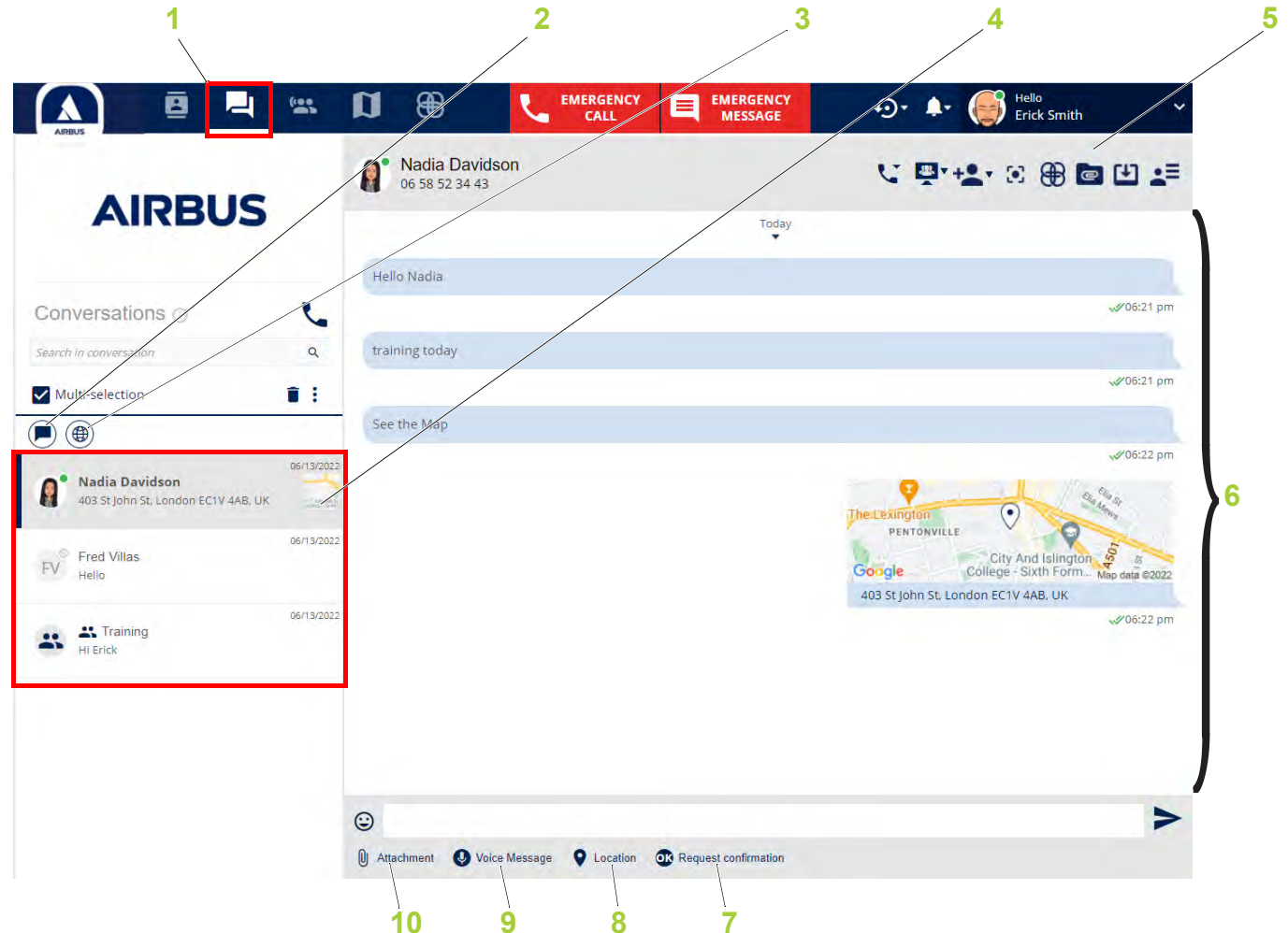
Individual users

Conversations allow the user to:

- Find an old conversation with an individual user
- Continue an existing conversation

Note: The selected User conversation (1) is highlighted and marked with a vertical bar.

The **User conversation content** view (**3**) is open when the User conversation is selected (**1**).

For more information on:

- The functions of the **Actions banner** (**2**), see Individual users section
- The other functions, see Conversations section

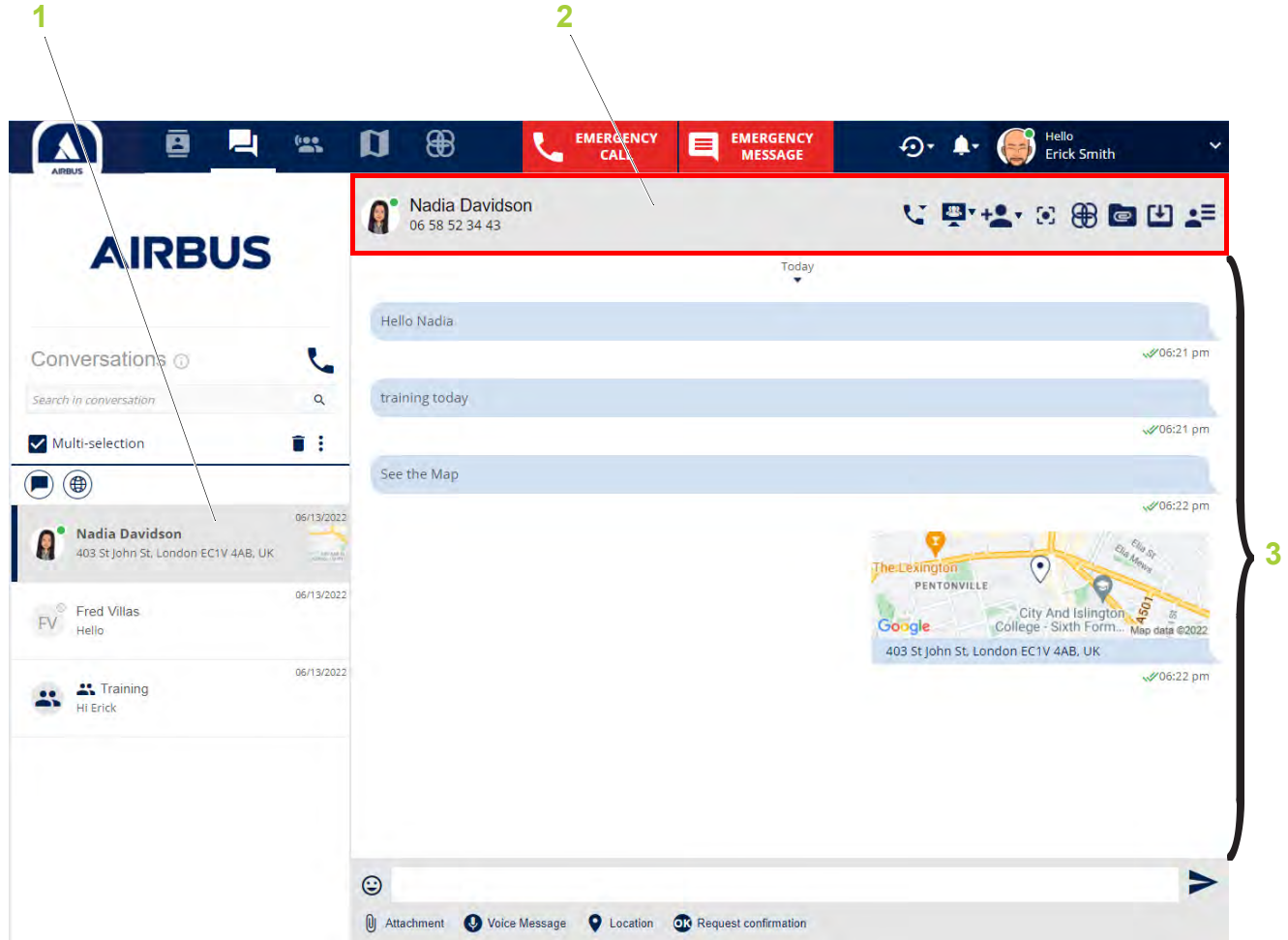## Group Conversation (Group Conversation Admin view)

Conversations allow the user to:

- Find an old conversation with a group
- Continue an existing conversation

Note: The selected Group conversation is highlighted and marked with a vertical bar (1).

The **Group conversation content** view (**4**) is open when the Group conversation is selected (**1**).

The "Group Conversation Admin" can use the same functions of the **Actions banner** (**2**) as when the Group conversation was created (see Group Conversation section) and can also:

- Rename the Group conversation:
- **1** Click on the name of the Group conversation (**3**) to edit the title
- **2** Modify the name
- **3** Click on the **OK** button

►Layout Principles - How to access the main functions◄   ► AIRBUS contacts◄
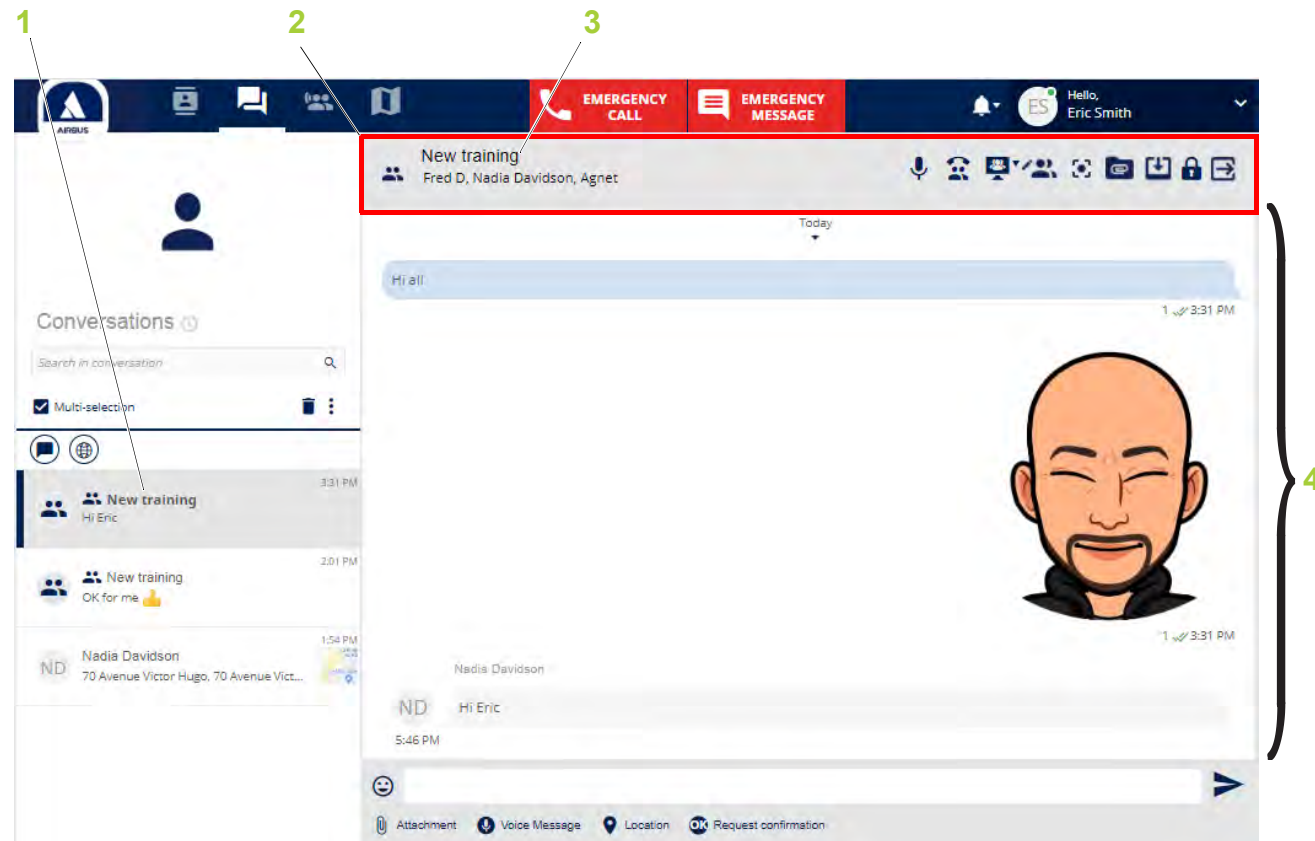
Edit group conversation (Group Conversation Admin view) (1/6)

See members

The Edit group conversation option allows the user:

• To see members and the "Group Conversation Admin"

• To add/remove one or several members

• To assign/remove a member as a "Group Conversation Admin"

To see the members of the group conversation and the "Group Conversation Admin":

1 Click on the **Edit group conversation** button (see Group Conversation (Group Conversation Admin view) section)

Two tabs appear:

- Members (**1**): contains users and/or the pre-arranged groups
- Admin(s) (**2**): contains the "Group Conversation Admin"

Note: The status of each user is visible: green for "On Duty" status and red for "Off Duty" status.

2 Click on the **Cancel** button (**3**) to return to the **Group conversation** view
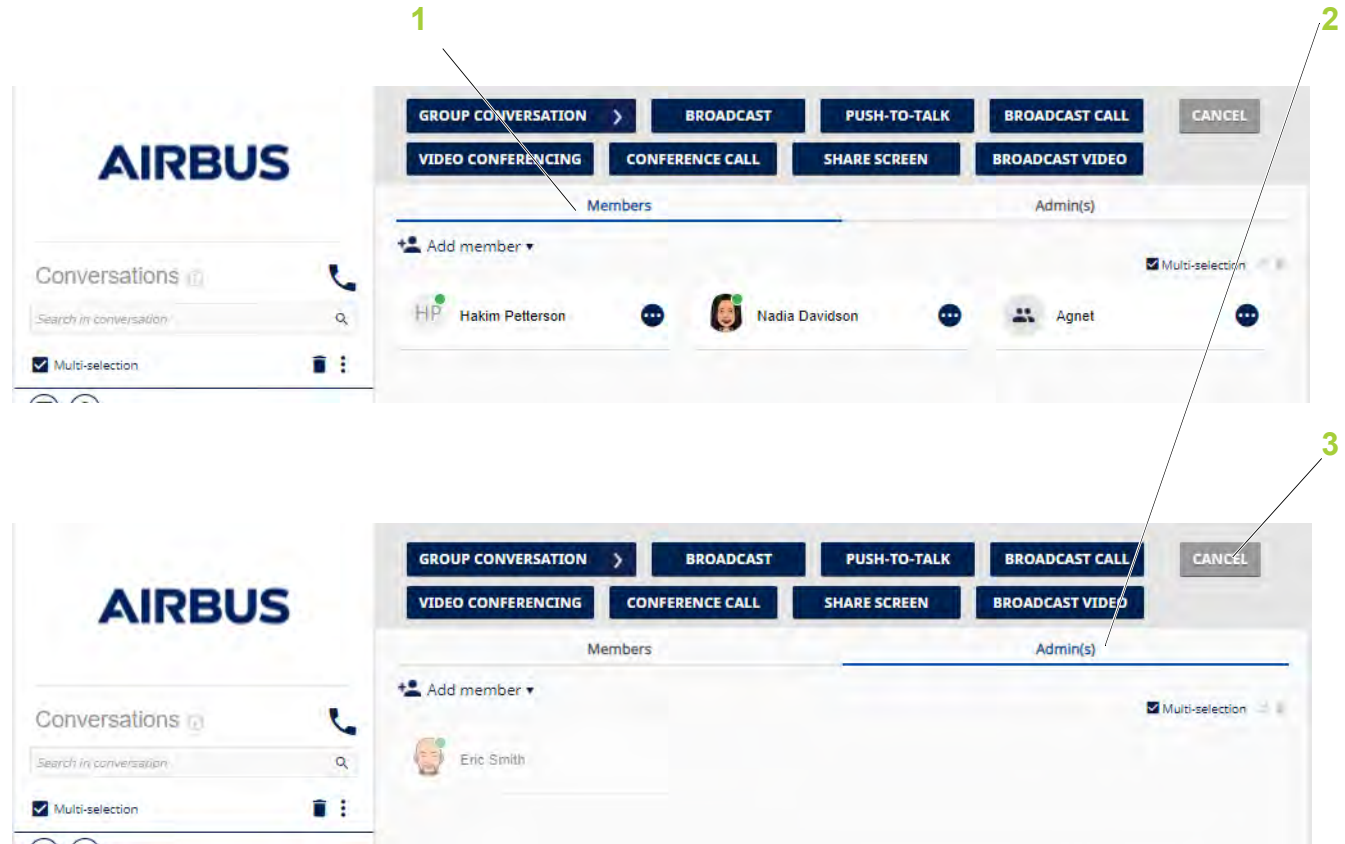
Edit group conversation (Group Conversation Admin view) (2/6)

Add internal or external member(s)

- To add internal member(s) from the Group conversation:

1 Select the **Edit group conversation** button (see Group Conversation (Group Conversation Admin view) section)

2 Click on the **Add member** button (**2**)

3 Select the **Company Contact(s)** option (**3**)

4 Select one or several members from the **Contacts list** (**1**)

The member(s) are added to the **Members** tab (**5**).

5 Click on the **Save** button (**6**)

The internal member(s) are added, and the other members of the conversation are informed of the addition.
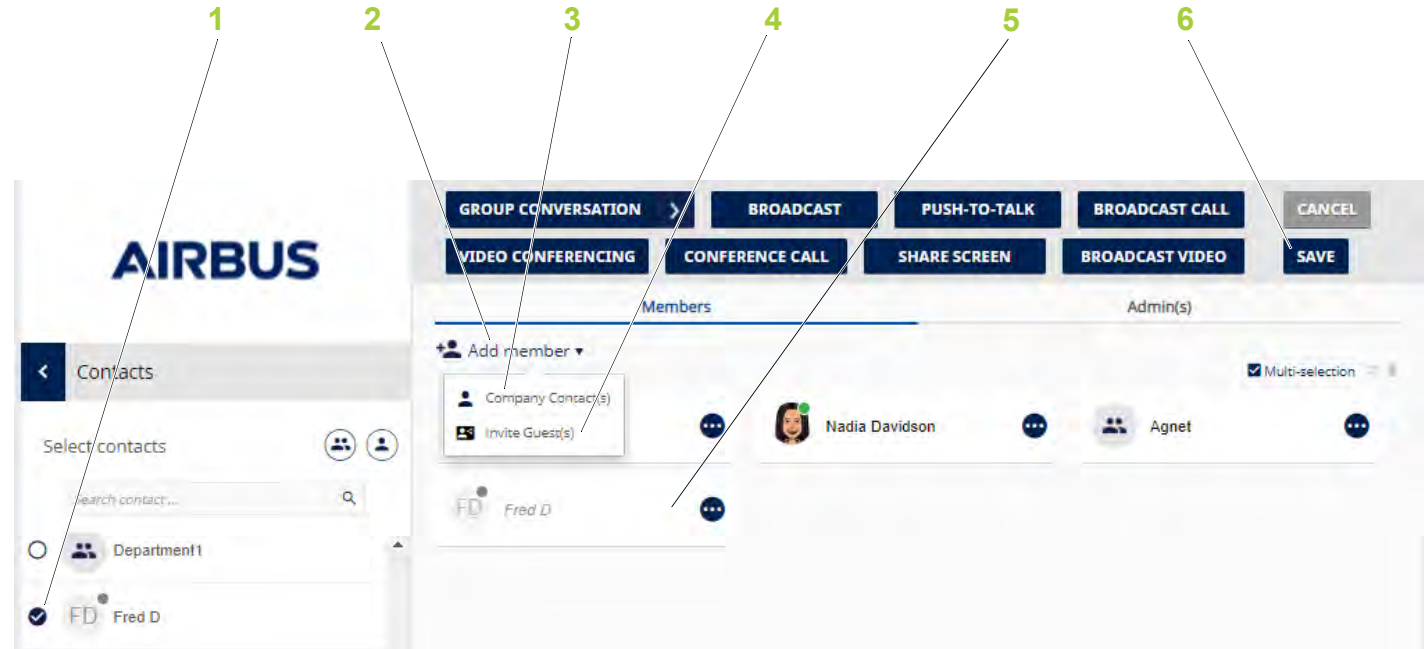
- To add external member(s) to the Group conversation:

1 Select the **Edit group conversation** button (see Group Conversation (Group Conversation Admin view) section)

2 Click on the **Add member** button (**2**)

3 Select **Invite Guest(s)** option (**4**)

The **External User Invitation** window opens (see Adding a Guest section)

Edit group conversation (Group Conversation Admin view) (3/6)

Remove one member

To remove one member from the Group conversation:

1 Select the **Edit group conversation** button (see Group Conversation (Group Conversation Admin view) section)

2 Select the **Three dots** button (**1**) for the member or the pre-arranged group to be removed

Note: As the "Group Conversation Admin", you cannot be removed from the group conversation by the other members but you can leave the conversation.

3 Click on the **Remove from conversation** button (**2**) for the member to be removed

A **Confirmation** window opens.

4 Click on the **Yes** button

The member is removed and the other members of the conversation are informed of the removal.

Note: The removed user can only access the history of the conversation that took place while he/she was an active member.

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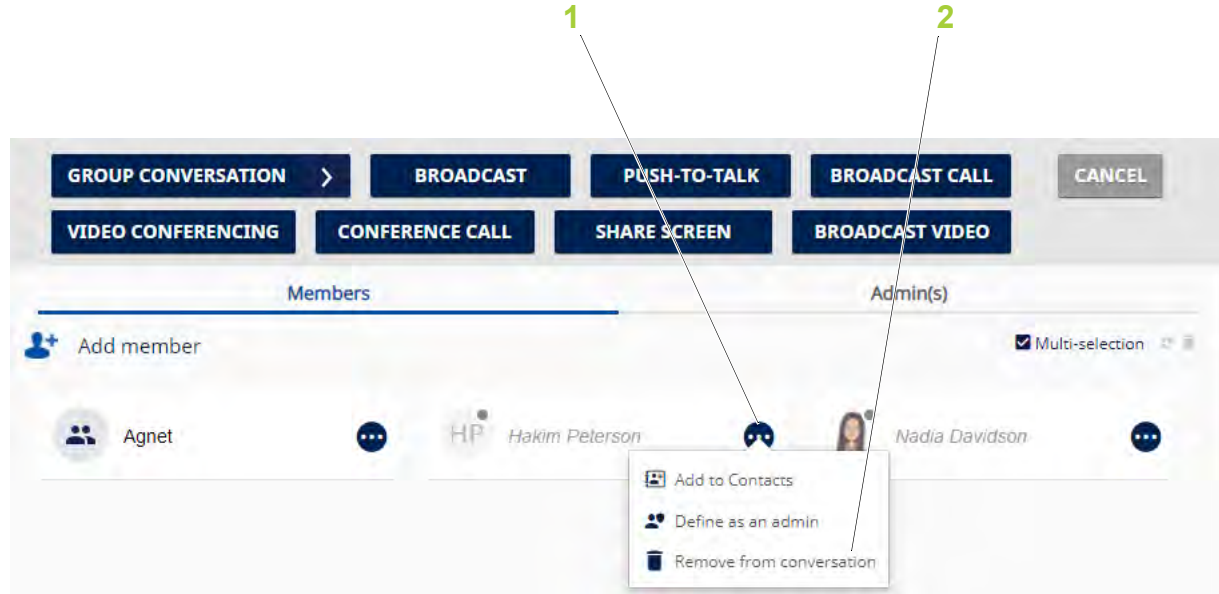
Edit group conversation (Group Conversation Admin view) (4/6)

Remove several members

To remove several members from the Group conversation:

1 Select the **Edit group conversation** button (see Group Conversation (Group Conversation Admin view) section)

2 Select the **Multi-selection** box (**1**)

A checkbox appears next to the user's profile picture.

3 Check several checkboxes to select desired members

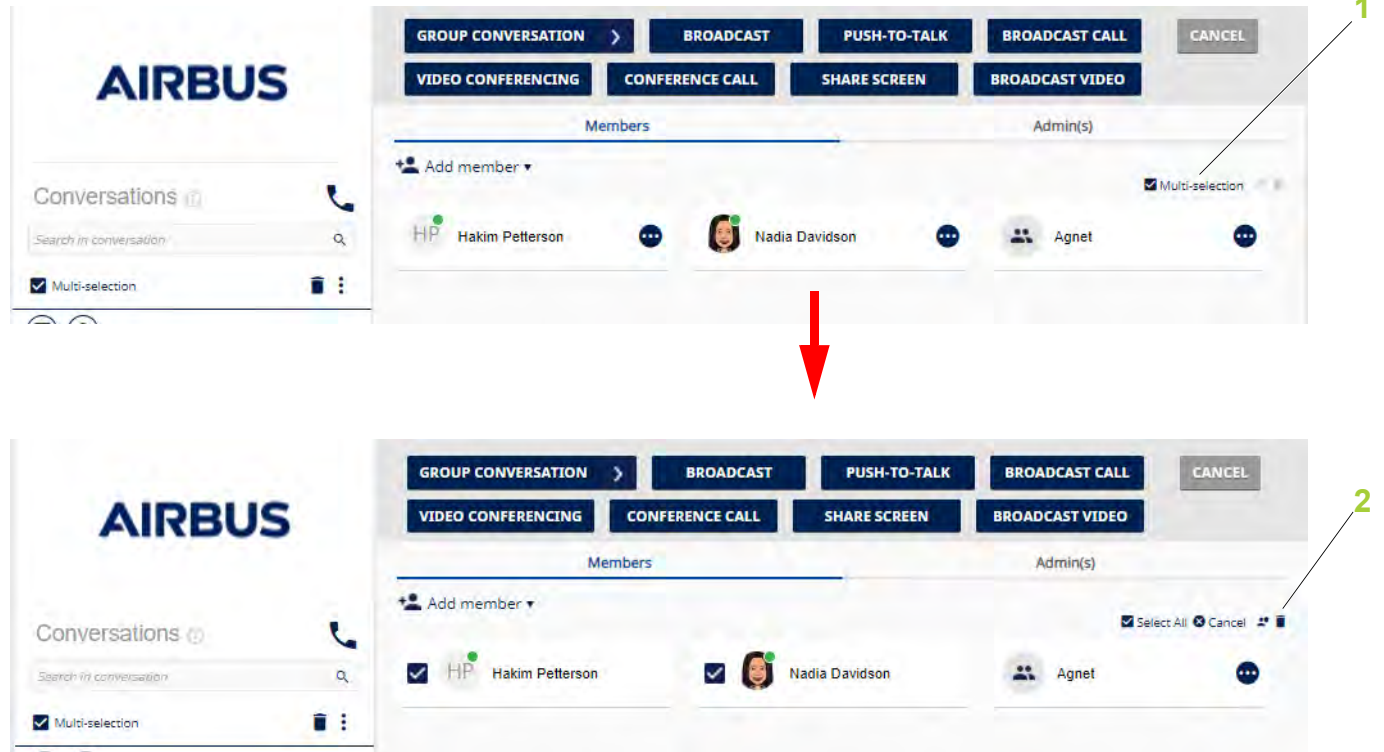**4** Click on the **Delete** button (**2**)

A **Confirmation** window opens.

5 Click on the **Yes** button

The member is removed and the other members of the conversation are informed of the removal.

Note: *The removed user can only access the history of the conversation that took place while he/she was an active member.*

Edit group conversation (Group Conversation Admin view) (5/6)

Assign one member as a "Group Conversation Admin"

A new "Group Conversation Admin" can:

- Add/remove one or several members
- Assign/remove a member as a "Group Conversation Admin" (except from the initiator for the group conversation)
- Rename the Group conversation

To assign one member from the Group conversation:

1 Select the **Edit group conversation** button (see Group Conversation (Group Conversation Admin view) section)

2 Select the **Three dots** button (**1**) for the member to be assigned

3 Click on the **Define as an admin** button (**2**) for the member to be assigned

An **Assign Administration Role** window opens.

4 Click on the **Yes** button

The member is transferred to the **Admin(s)** tab

5 Click on the **Save** button (**3**)

The member is assigned and the other members of the conversation are informed of the assignment.

Edit group conversation (Group Conversation Admin view) (6/6)

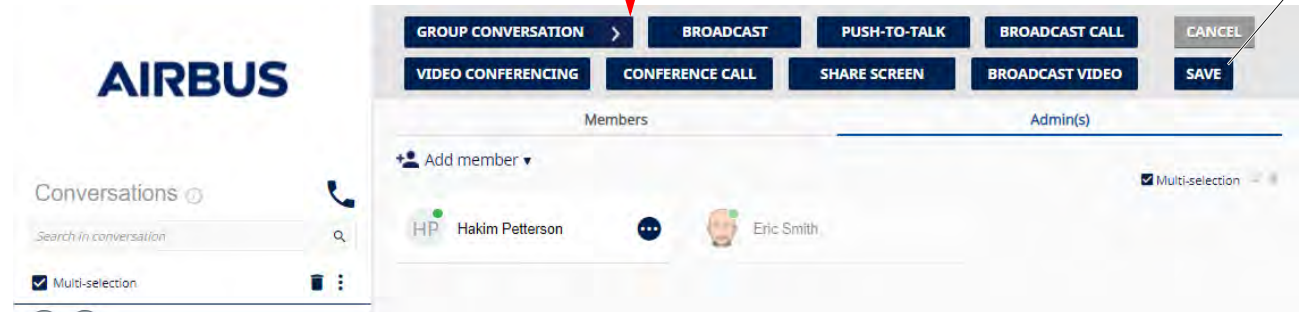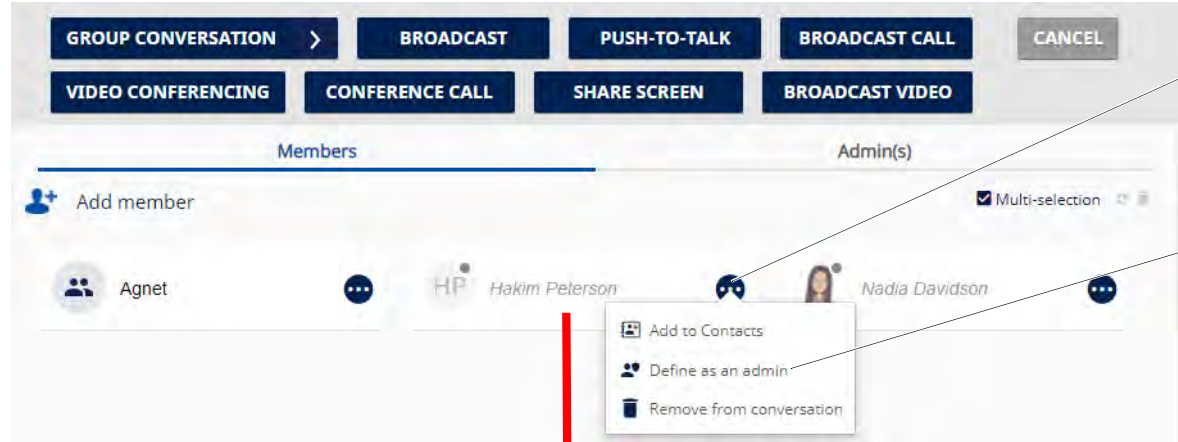**Assign several members as a "Group Conversation Admin"**

To assign several members from the Group conversation:

1 Select the **Edit group conversation** button (see Group Conversation (Group Conversation Admin view) section)

2 Select the **Multi-selection** box (**1**)

A checkbox appears next to the user's profile picture.

3 Check several checkboxes to select desired members
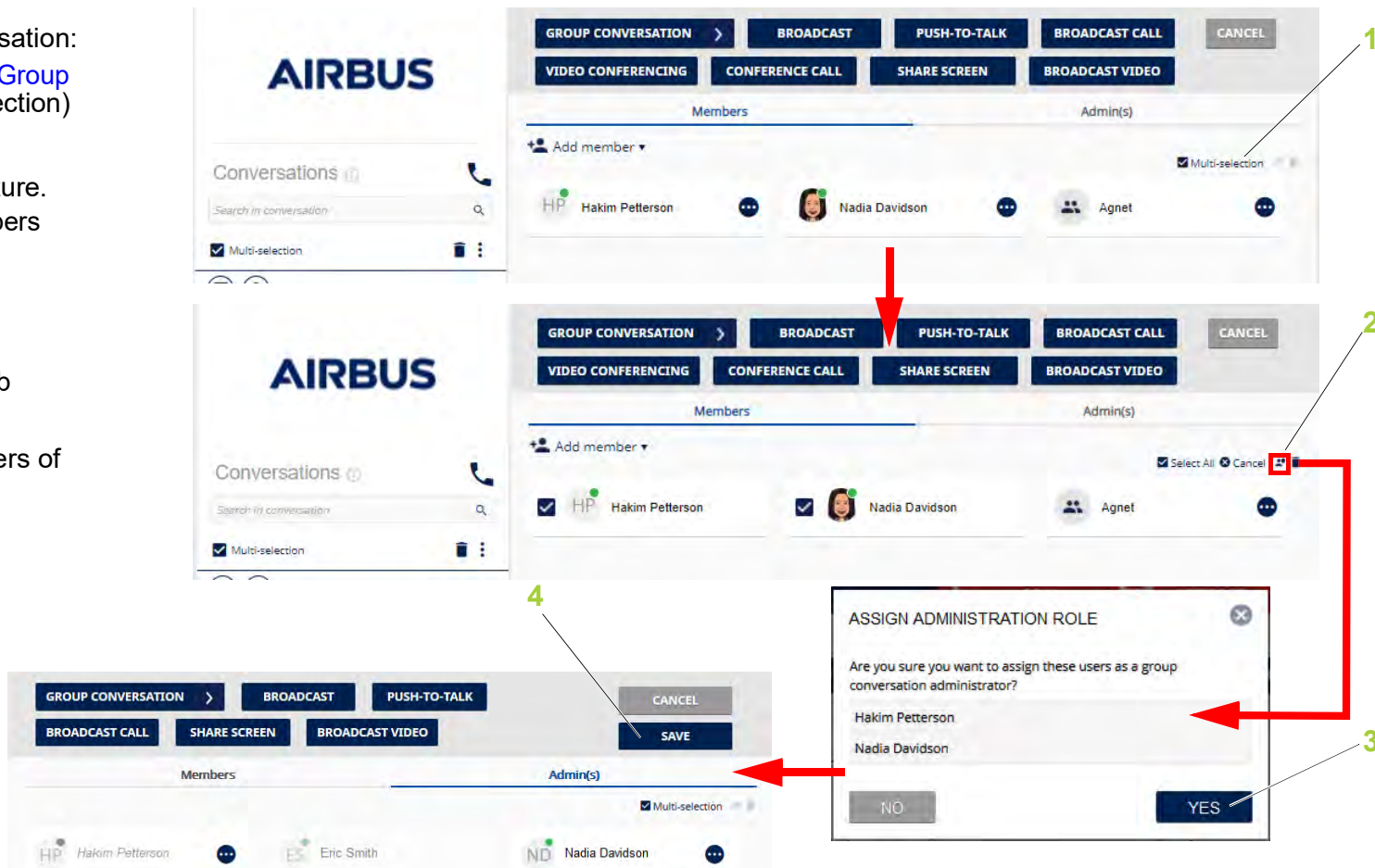
4 Click on the **Define as an admin** button (**2**)

An **Assign Administration Role** window opens.

5 Click on the **YES** button (**3**)

The members are transferred to the **Admin(s)** tab

6 Click on the **Save** button (**4**)

The members are assigned and the other members of the conversation are informed of the assignment.

Leave conversation (Group Conversation Admin view) (1/2)

Only one "Group Conversation Admin"

To leave the group conversation when you are the only "Group Conversation Admin":

1 Select the **Leave conversation** button (**1**)

Note: The Leave conversation button is deactivated when a group is integrated into the group conversation.

An **Assign New Administrator** window opens.

2 Click on the **Assign** button (**2**)

A **Select new administrator(s)** window opens.

3 Check one or several checkboxes to select desired members

4 Click on the **OK** button (**3**)

An **Assign administration role** window opens.
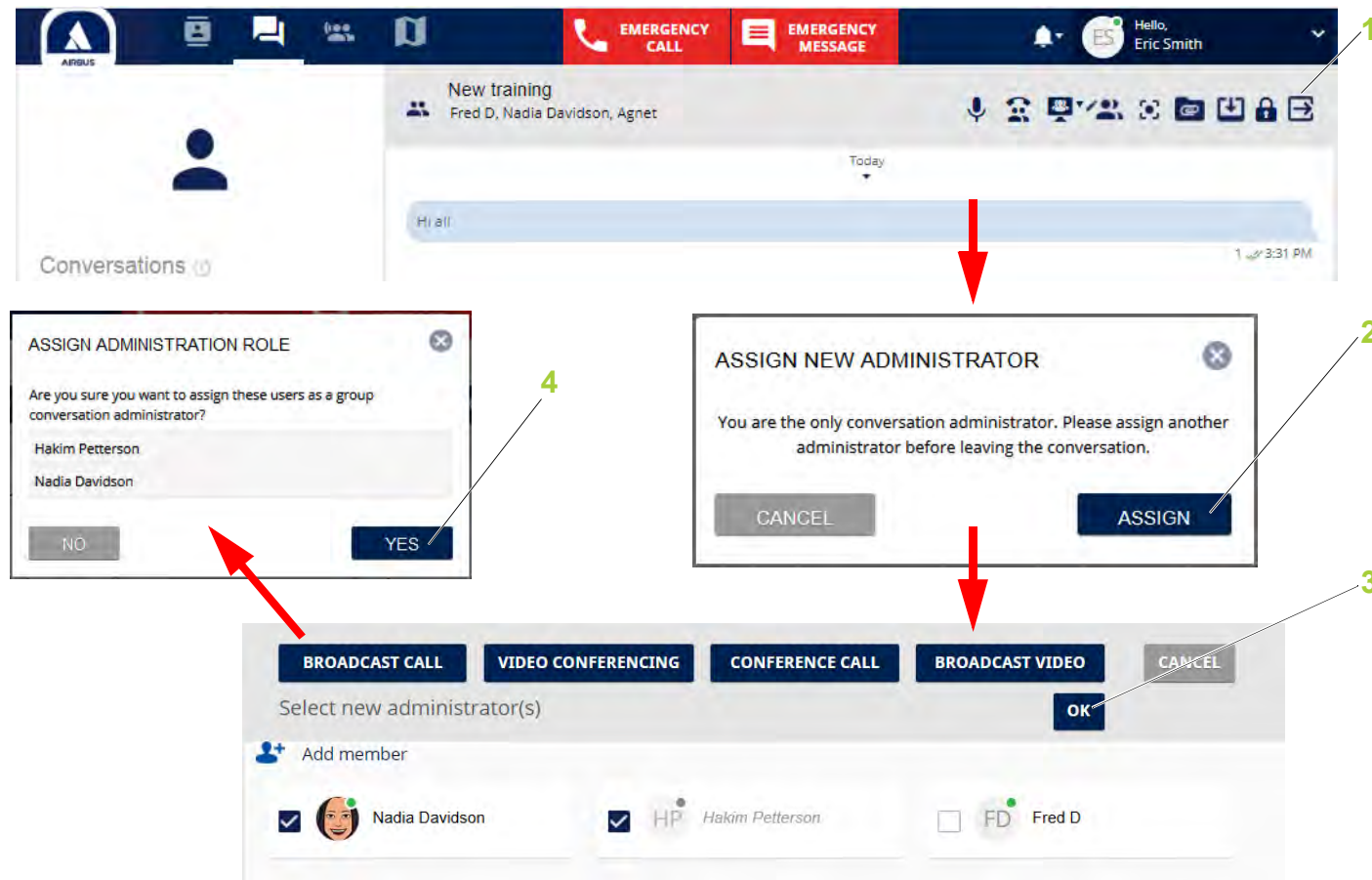
5 Click on the **Yes** button (**4**)

The member(s) are assigned and are informed of the assignment.

The other members are informed of the assignment.

The "Group Conversation Admin" leaves.

Other members are informed that "Group Conversation Admin" has left.

Note: You can only access the history of the conversation that took place before you left.

Leave conversation (Group Conversation Admin view) (2/2)

Several "Group Conversation Admins"

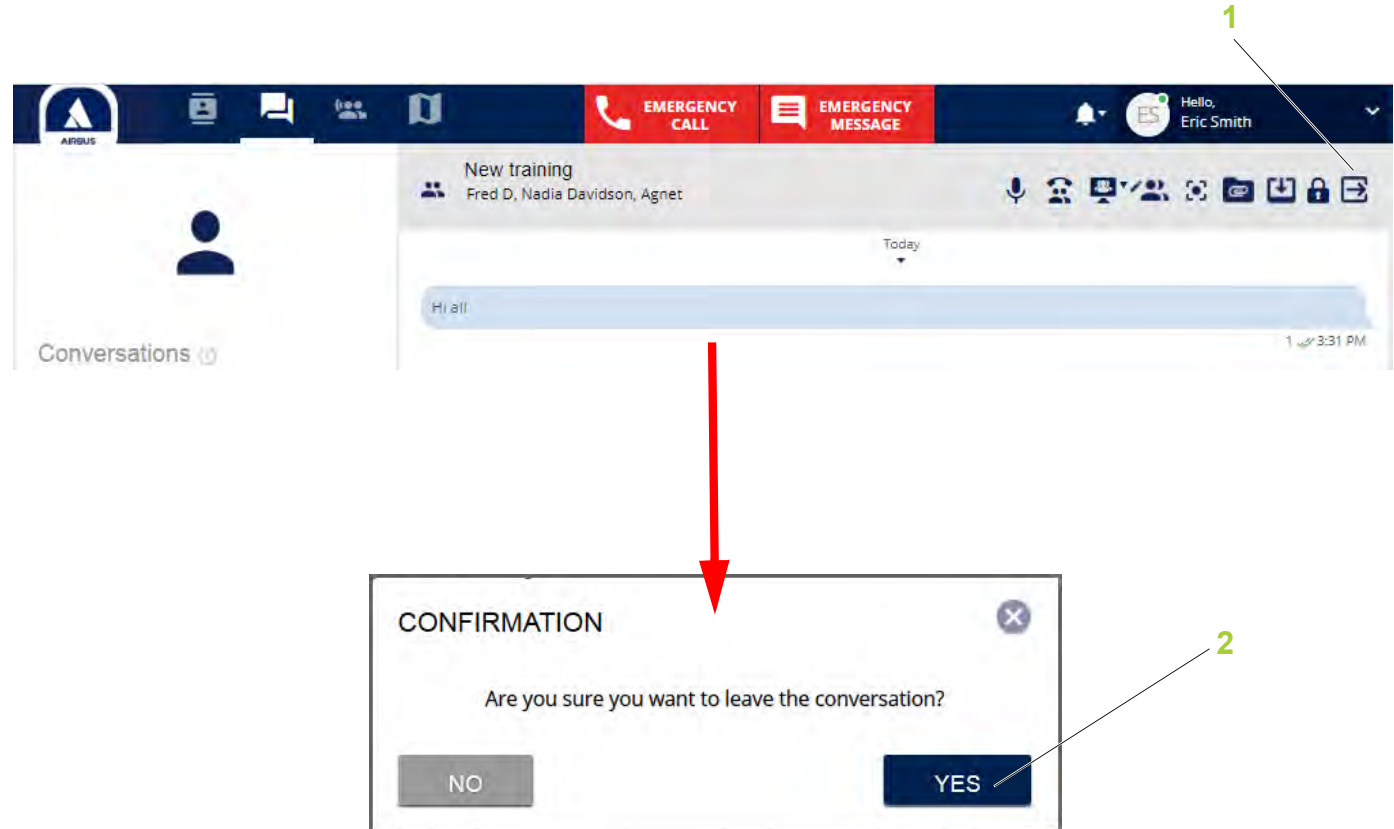To leave the group conversation when there are several "Group Conversation Admins":

1 Select the **Leave conversation** button (**1**)

A **Confirmation** window opens.

2 Click on the **Yes** button (**2**)

Other members of the conversation are informed that a "Group Conversation Admin" has left.

Note: You can only access the history of the conversation that took place before you left.

Delete Group Conversation Admin from the Organization

In the event that the only "Group Conversation Admin" is deleted from the Organization by your "Web Organization Administrator", all the remaining members of that group conversation are assigned automatically "Group Conversation Admins". An information message is displayed with the list of the new "Group Conversation Admins" in the **Group conversation content** view.

Example: There are three members and one "Group Conversation Admin" in the conversation. The "Group Conversation Admin" is deleted. All three members will be assigned as "Group Conversation Admins".

Note: If there is more than one "Group Conversation Admin", no information message is displayed.
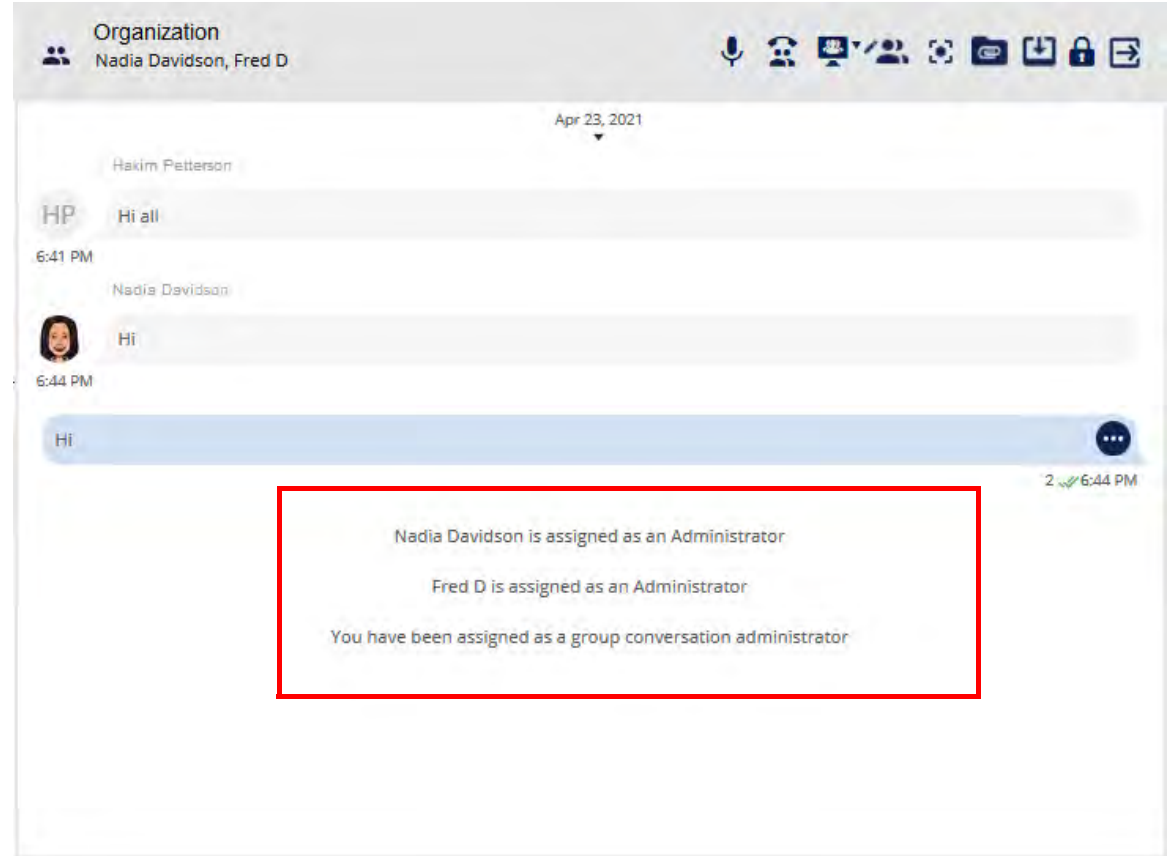
Close Conversation

To close the conversation:

1 Select the **Close conversation** button (**1**)

A **CONFIRMATION** dialog box opens.

2 Click on the **YES** button (**2**)

The members are informed that the conversation has been closed.

Note: Once closed, no change or action may be made in that conversation, but the history of the closed conversation (messages, attachments, NFC) is still accessible for export.
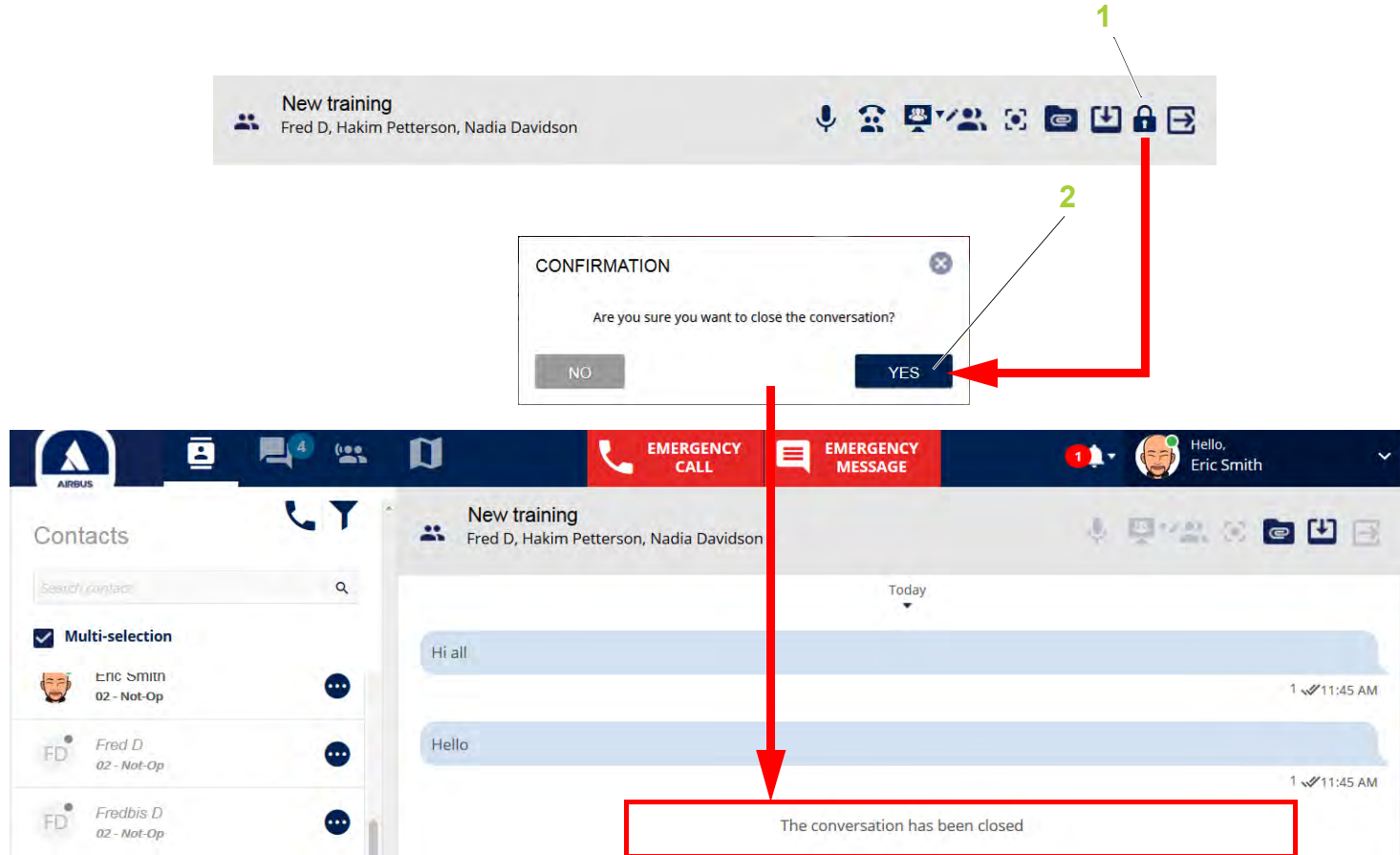
Options in the thread Conversation

In the **Thread Conversation** view, options are available for a sent or received message.

To use the options:

1 Hover the mouse cursor over the message to display the **Three dots** button (**1**).

2 Select the **Three dots** button (**1**)

An options window opens (**2**) with the following options:
- View details
- Delete message
- Forward by email
- Forward to Tactilon Agnet

Message notification without acknowledgment
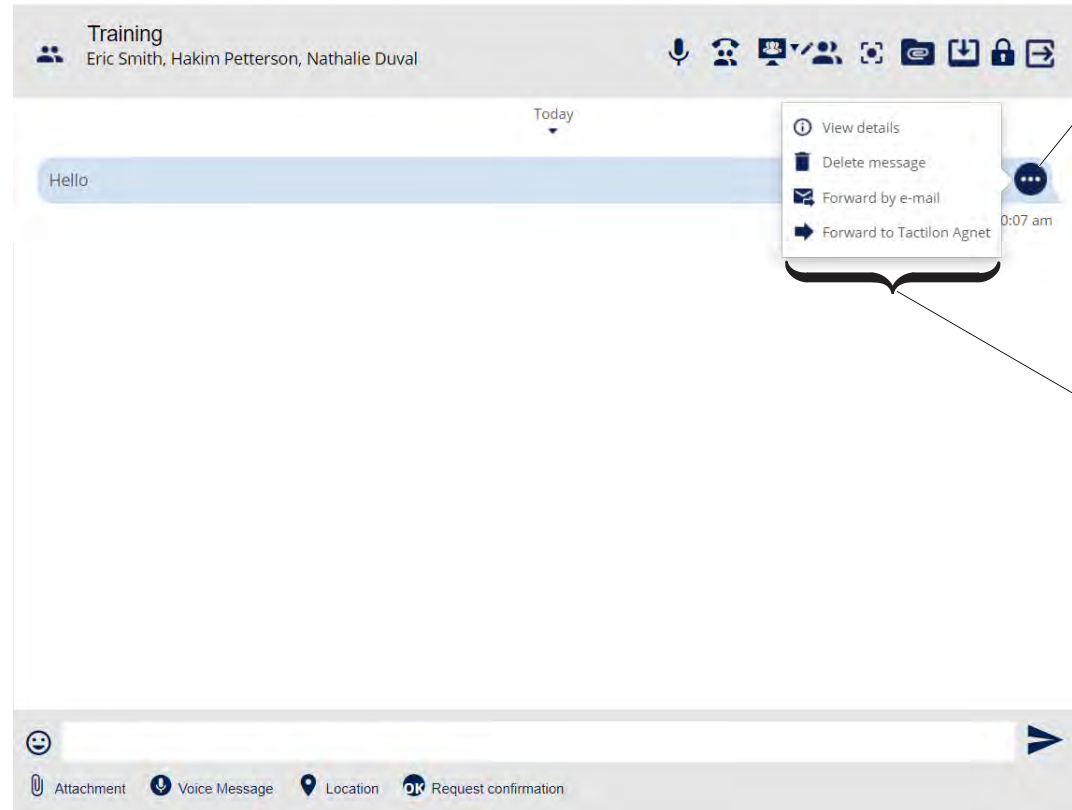
By default, messages are sent without acknowledgment of receipt.

When a message is sent, the following notifications may be displayed:

- Under the message in the **Thread Conversation** view (**1**):

  • ✓ : successfully sent message but not received by recipient

  • ✓✓ : sent and received by at least one recipient but not read

    Note: *The number indicates the number of users who received the message.*

  • ✓✓ : sent, received, and read by at least one recipient

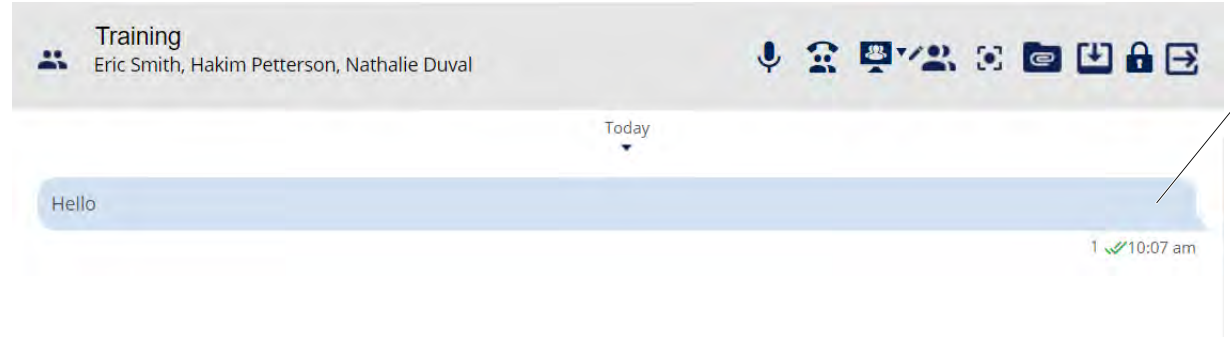   *Note:* *The number indicates the number of users who read the message.*

- In the **MESSAGE DETAILS** window (**2**):

  Note: *To open the window, see Options in the thread Conversation section.*

1 : ✓ : message not received by the recipient

2 : ✓✓ : message received by the recipient but not read

3 : ✓✓ : message read by the recipient

Message notification with acknowledgment (1/2)

Initiator

You can send messages which require acknowledgment of receipt by the recipient. This applies to private and group conversations.

To send one or more messages with acknowledgment:

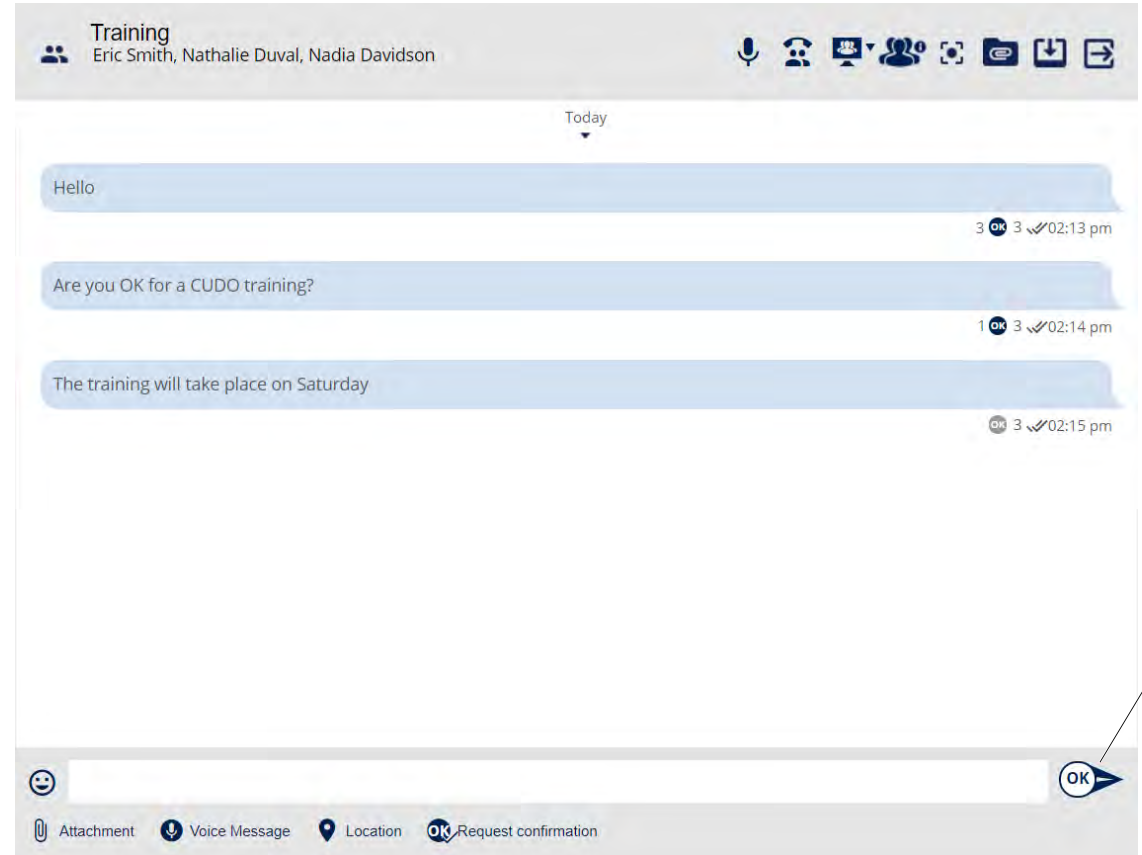**1** Click on the **Request confirmation** button (see Introduction section)

The ➤ next to the message to be sent is replaced by (OK)➤ (**1**).

2 Tap the message and click on the (OK)➤ button

Examples of message notifications:

- (OK) 3 ✓✓02:15 pm: message sent and received by at least one recipient

- 1 (OK) 3 ✓✓02:14 pm: message sent and received by at least one recipient and message confirmed by at least one recipient

To see which user read the message, open the **MESSAGE DETAILS** window (see Message notification without acknowledgment section) by selecting the **View details** option (see Options in the thread Conversation section).

Training
Eric Smith, Nathalie Duval, Nadia Davidson

Today

Hello

3 (OK) 3 ✓✓02:13 pm

Are you OK for a CUDO training?

1 (OK) 3 ✓✓02:14 pm

The training will take place on Saturday

(OK) 3 ✓✓02:15 pm

1

😊   (OK)➤

📎 Attachment   🎤 Voice Message   📍 Location   (OK) Request confirmation

Message notification with acknowledgment (2/2)

Recipient

When a message with acknowledgment of receipt is received by the recipient, the ⊙ button (**2**) is displayed next to the message.

To confirm receipt, tap the ⊙ button (**2**).

The ⊙ button (**2**) disappears, OK notification (**1**) appears next to the time stamp, and the initiator receives an acknowledgment of receipt.

1   **2**

Training
Eric Smith, Nathalie Duval, Nadia Davidson

Today

Nadia Davidson

Hello

03:16 pm OK

Nadia Davidson

Are you OK for à CUDO training?   OK

03:17 pm

Attachment   Voice Message   Location   OK Request confirmation
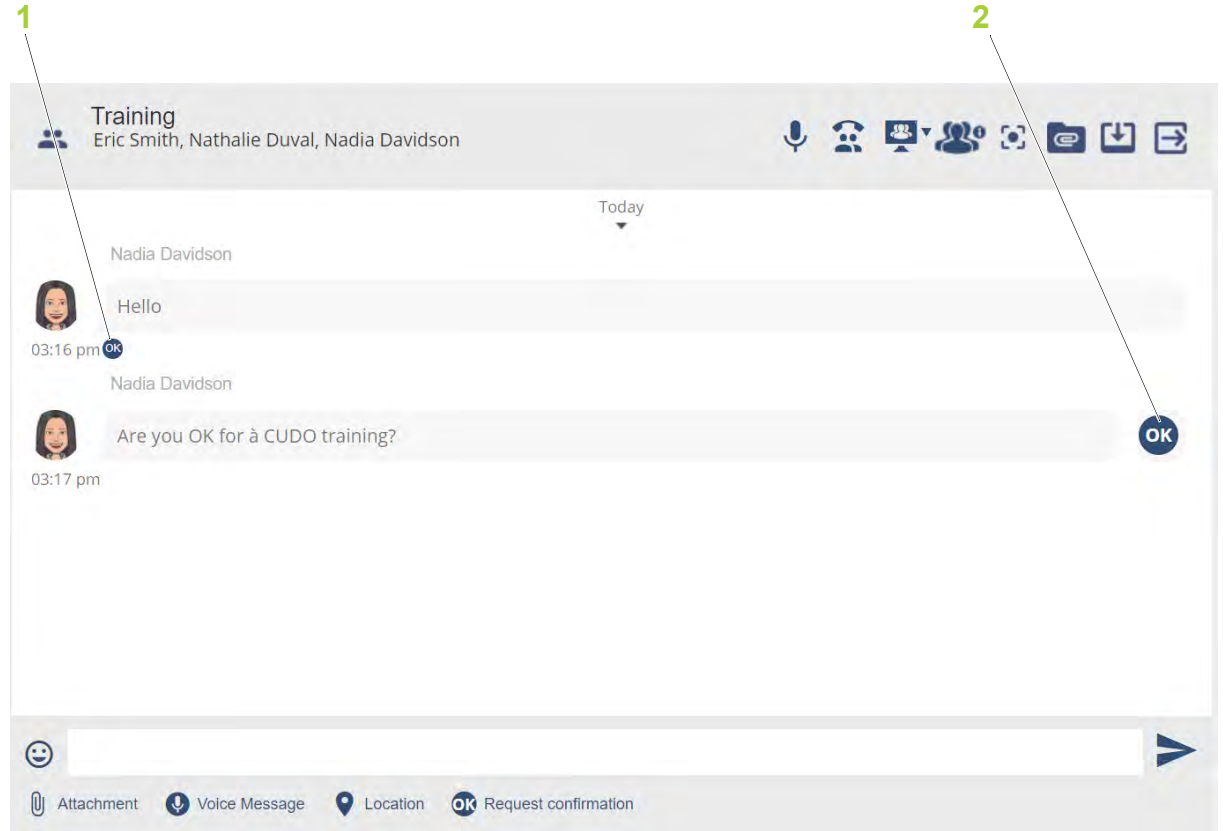
Conference option - Whiteboard (1/2)

- The **User/Group conversation** view (**1**) replaces the **Conversations list** on the left side.
- The **whiteboard** view (**2**) replaces the **User/Group conversation** view on the right side.

To initiate a shared whiteboard with a user:

1 Select:

- A User conversation in the **User/Group conversation** view (see Individual users section)
- A User from the **Contacts** tab (see Individual users section)

2 Select the **Conference option** button from the **Actions banner**

3 Select the **Whiteboard** menu

To initiate a shared whiteboard with a group of users:

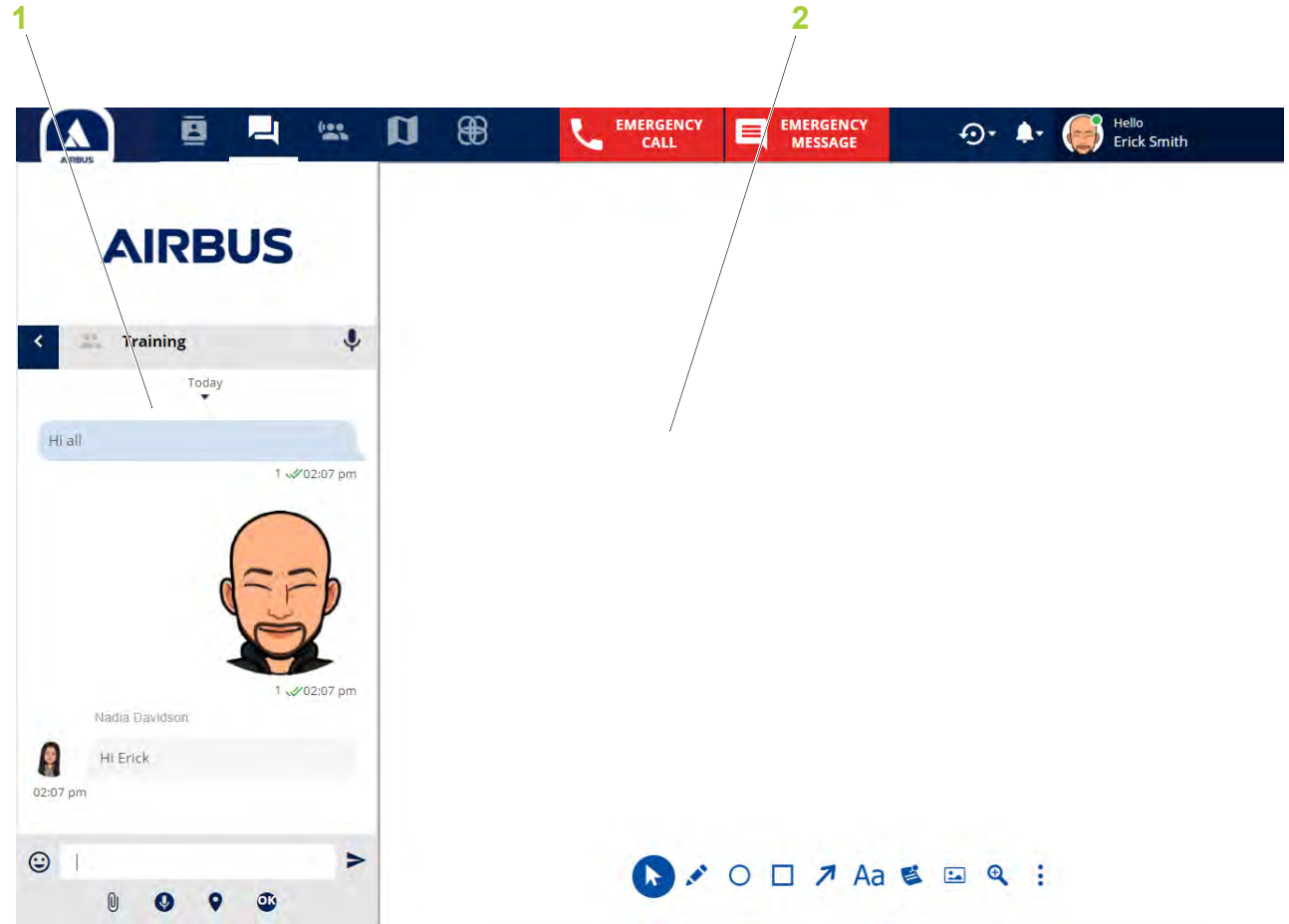**1** Select an existing Group conversation in the **User/Group conversation** view (see Group Conversation (Group Conversation Admin view) section) and go to step 3

or

2 Create a Group conversation in the **Contacts** tab (see Group Conversation section)

3 Select the **Conference option** button

4 Select the **Whiteboard** menu

Conference option - Whiteboard (2/2)

The whiteboard contains the following tools:

- Control (**1**): to select, resize and place elements added to the whiteboard
- Free drawing (**2**): to manually draw on the whiteboard (color and size can be chosen)
- Circle (**3**): to create circular shapes on the whiteboard (color and size can be chosen)
- Rectangle (**4**): to create rectangular shapes on the whiteboard (color and size can be chosen)
- Arrow (**5**): to create arrow shapes on the whiteboard (color can be chosen)
- Text (**6**): to type information on the whiteboard (font, color and thickness can be chosen)
- Post-it (**7**): to put notes on the whiteboard
- Load image (**8**): to add **.jpg** and **.png** files to the whiteboard
- Zoom In (**9**): to focus on an element from the whiteboard
- Clear (**10**): to delete all the current elements on a whiteboard
- Export (**11**): to store a whiteboard in .json format
- Open project (**12**): to recall a whiteboard from storage
- Save project (**13**): to generate a screenshot of the current whiteboard in **.png**, **.jpg** or **.pdf** format
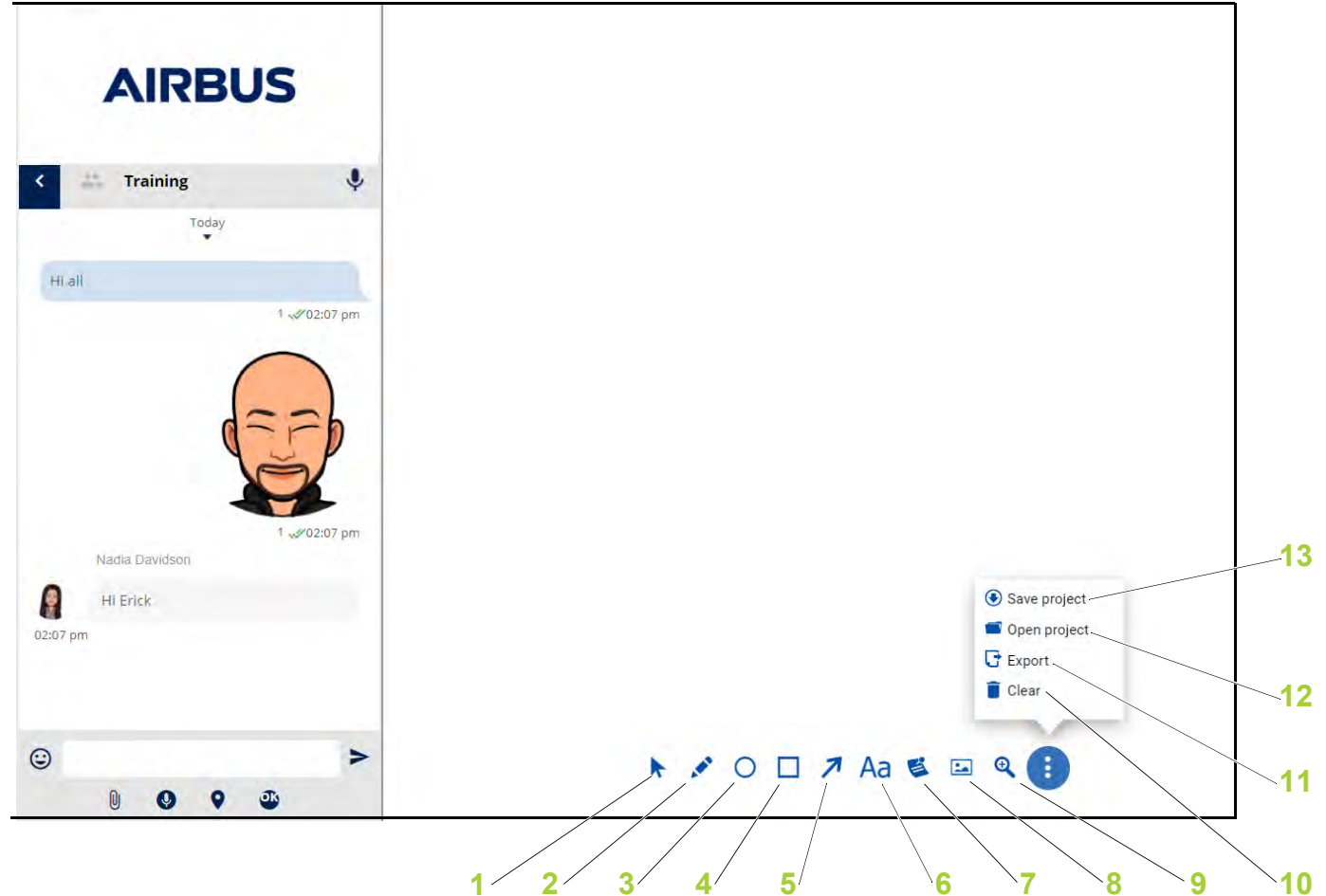
Talk groups (1/7)

Introduction

Talk groups (**1**) allow you to:

- Select and monitor or listen to groups and their members
- Talk to group members (PTT)

Note: The selected group is highlighted and marked with a vertical bar (2).

The **Talk groups** tab contains:

- **Toggle switch** (**3**): to "connect to" or "disconnect from" groups
- **Volume** (**4**): to adjust the group call volume
- **Share screen** (**5**): to share your screen
- **Broadcast video** (**6**): to share access to your computer camera/webcam
- **Details** (**7**): to display all members of the group (see Priority Level section)
- **PTT** (**8**): to talk to the group
- **Live replay** (**9**): to hear the last recording (see Live Replay section)

Following the **Advanced Talk groups Mode** option from **Settings** menu (see Settings section), the Talk group banners are displayed either in:

- Standard mode (see Standard mode section)
- Advanced mode (see Advanced mode section)
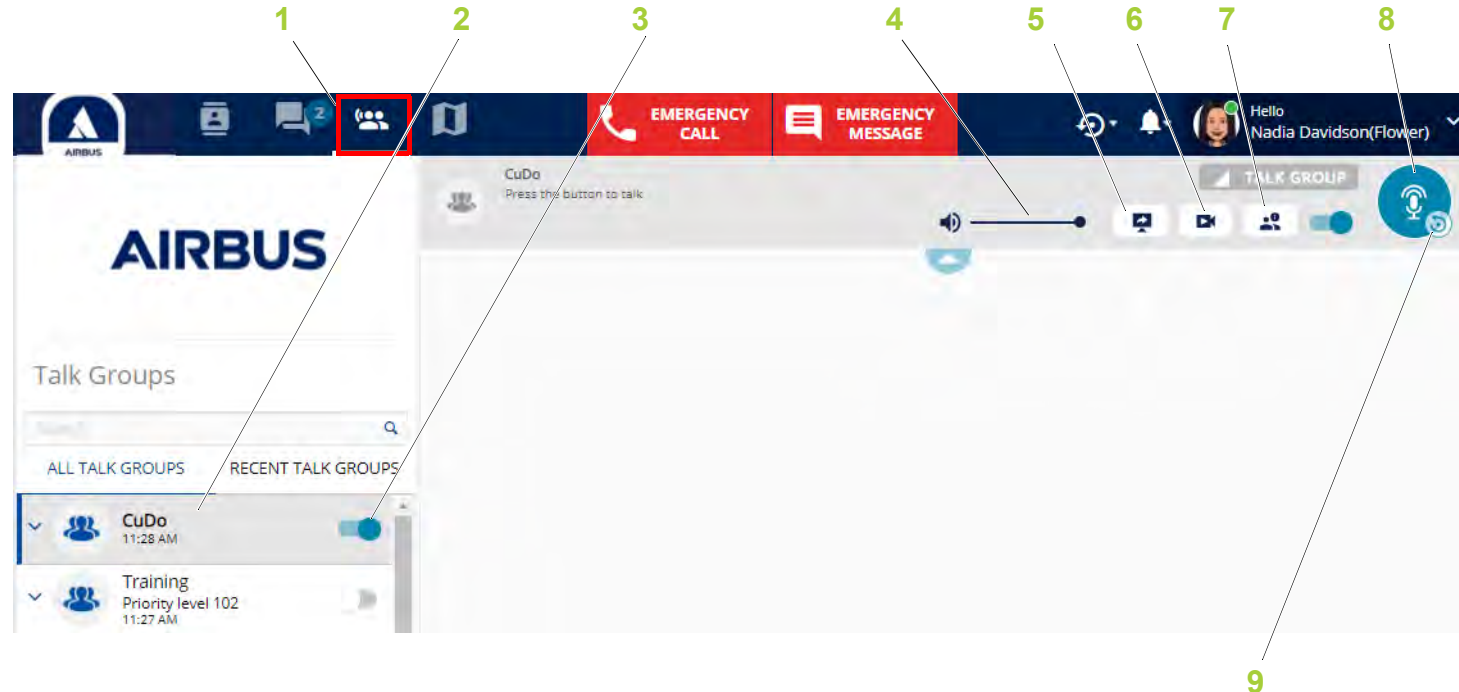
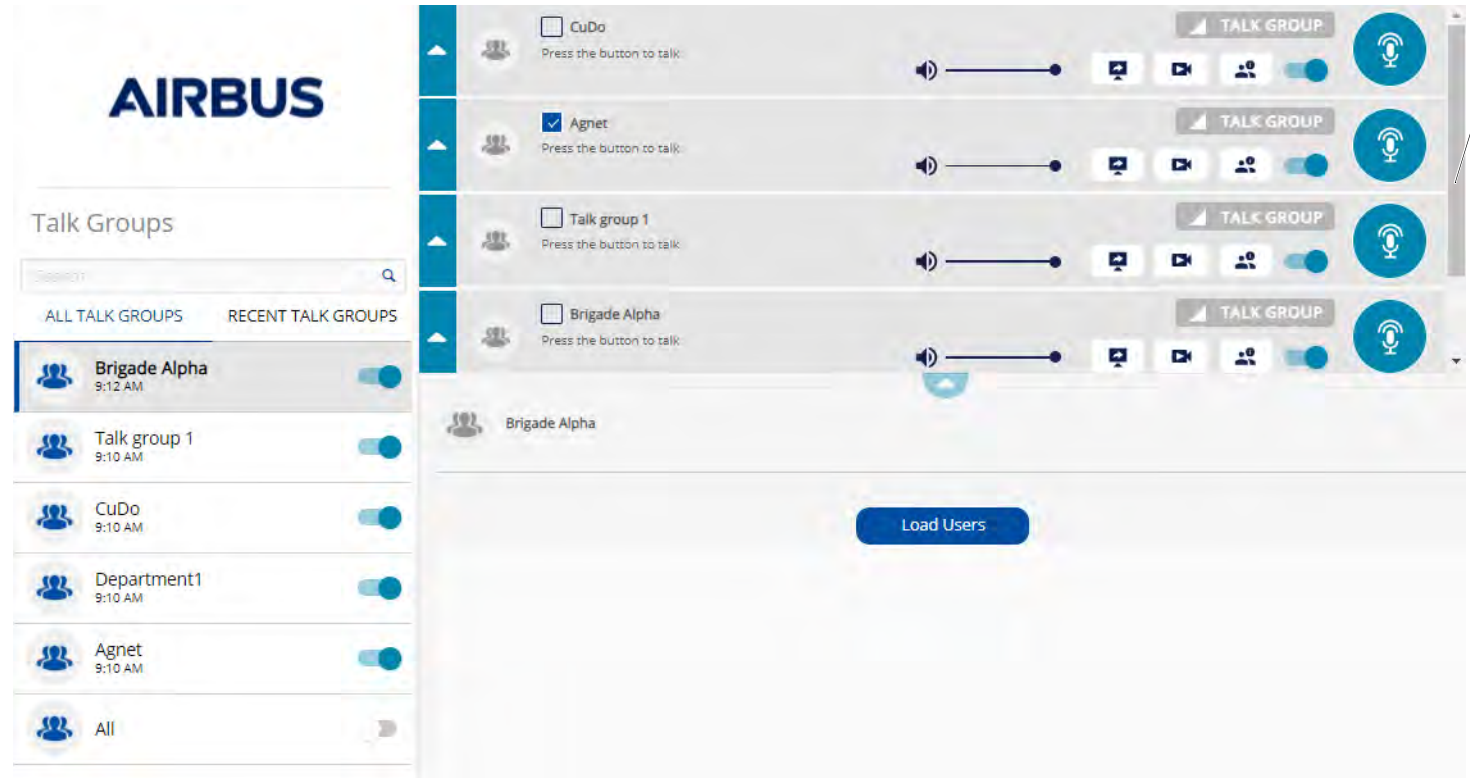## Standard mode

In **Standard Talk groups mode**, no more than four banners will be displayed in the **Main view**, even if you are connected to more than four Talk groups.

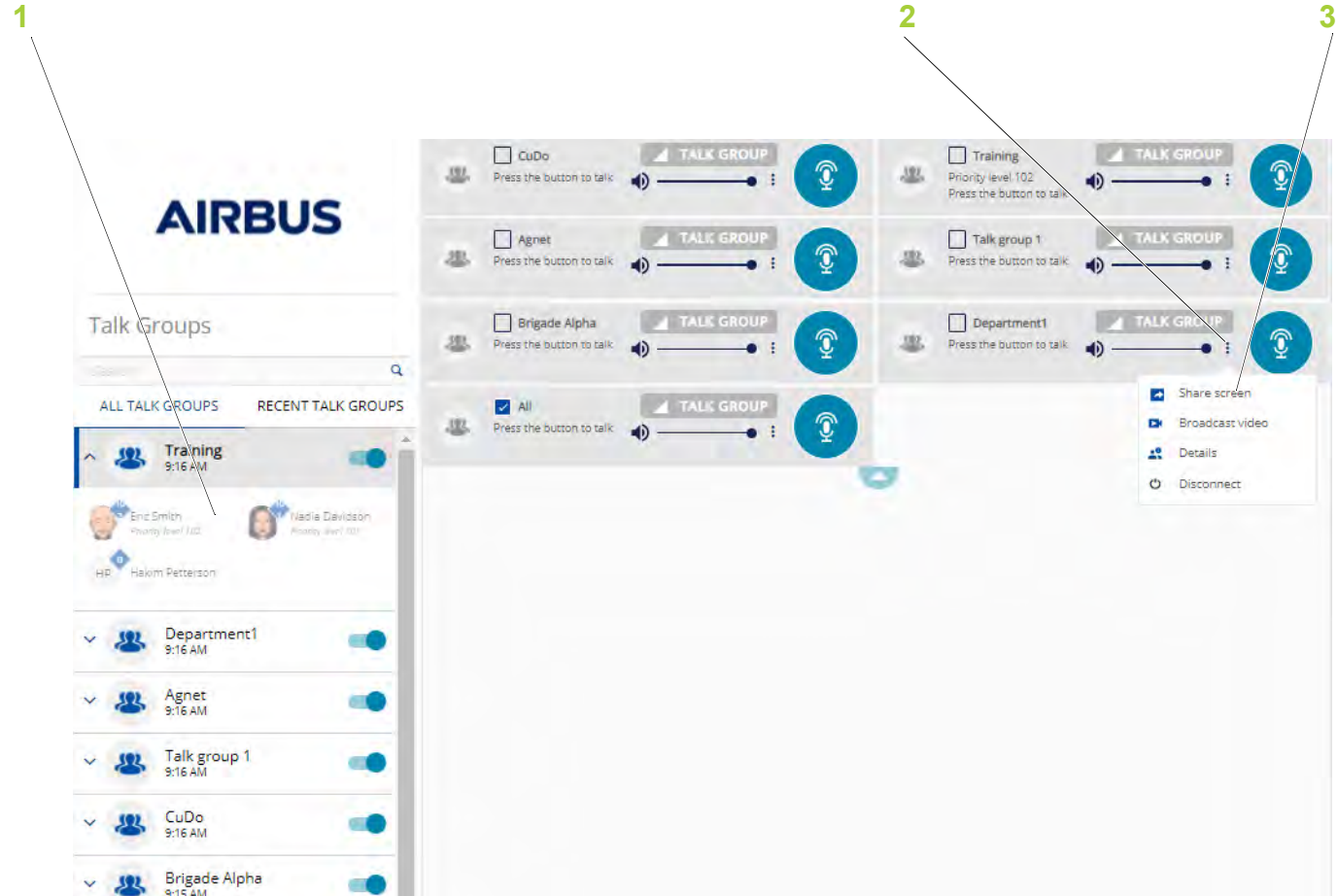The scroll bar (**1**) allows you to see all of the Talk groups.

1

Advanced mode

In **Advanced Talk groups mode**, over fifteen Talk group banners can be displayed.

To see the members, you can expand the selected Talk group (**1**).

The three vertical dots (**2**) allows you to display the options from a window (**3**):
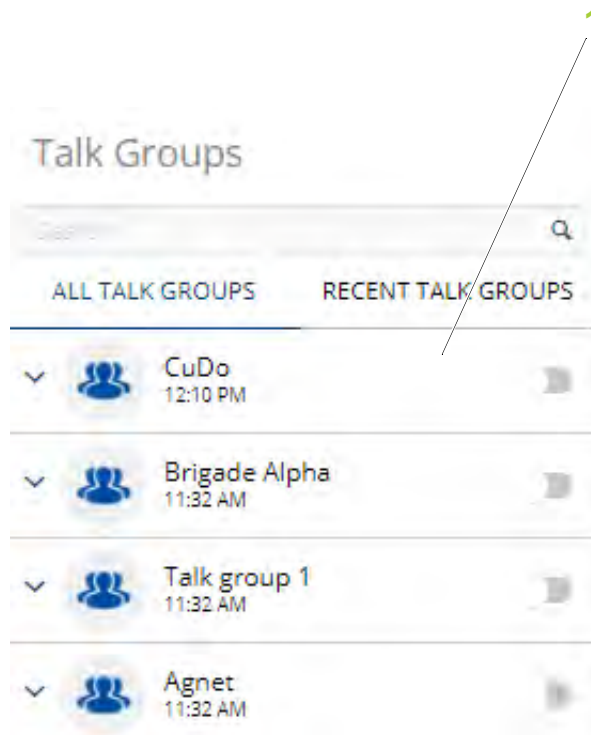• Share Screen
• Broadcast Video
• Details
• Disconnect

Group Auto-connect

The **Automatic Connection** feature is activated/deactivated by your organization's "Web Organization Administrator".

- If you are part of an automatic connection talk group, this group:
  - Is not visible in the **Talk groups** tab in the Agnet Dispatcher tool (**1**)
  - Is only visible on your mobile

- If you are set as an exception for a talk group, this group is visible:
  - In the **Talk groups** tab in the Agnet Dispatcher tool (**2**). You can manually disconnect from the group with the **Toggle switch**
  - On your mobile

Auto-connect talk group
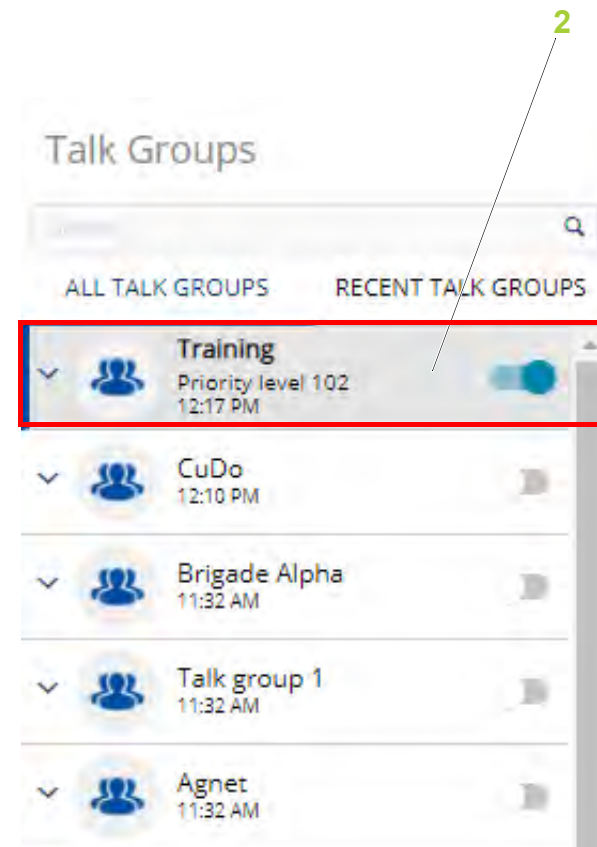
Auto-connect talk group where you are set as an exception

Deny to Transmit

The **Deny to Transmit** feature is activated/ deactivated by your organization's "Web Organization Administrator"

- If the **Deny to Transmit** feature is activated for a talk group and you are set as an exception, you are able to transmit in the talk group. In this case:
- The **PTT** button (**2**) is displayed as active
- The "Press the button to talk" label (**1**) appears

- If the **Deny to Transmit** feature is activated for a talk group and you are not set as an exception, you cannot transmit in this group. In this case:
  - The **PTT** button (**4**) is displayed as inactive
  - The "You are not allowed to transmit" label (**3**) appears
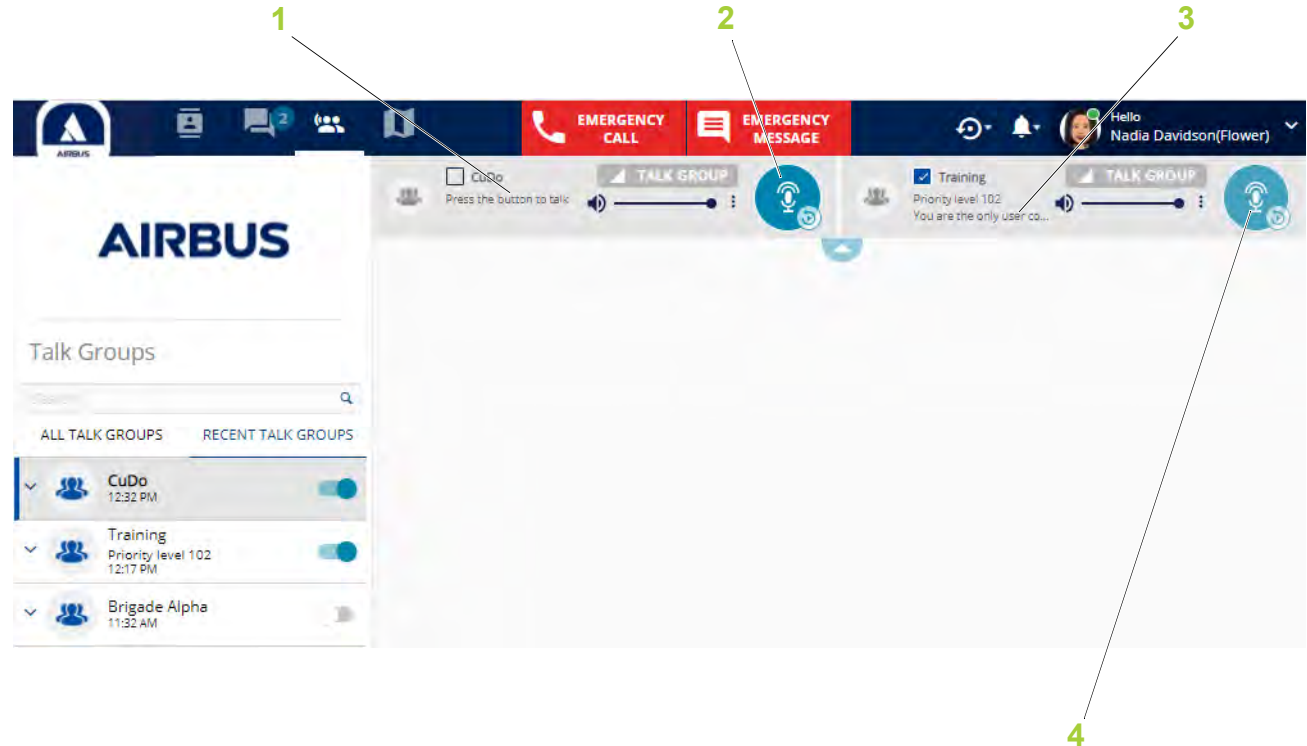
Priority Level

The **Priority level** feature can be set for some users by your organization's "Web Organization Administrator"

The user with a higher priority level will be able to take the floor and start talking at any time during a Push-To-Talk call over a lower priority user (even if the lower priority user is speaking).

Note: The default priority level for a user is 100.

The priority level of a user is displayed in:

• "My Account" in the Settings (**1**)
• The contact details (**2**) via the **Details** option (see Individual users section)
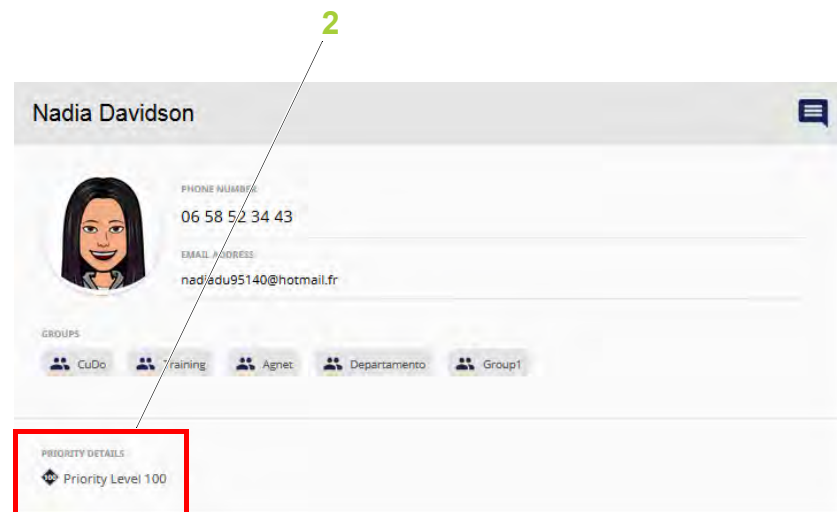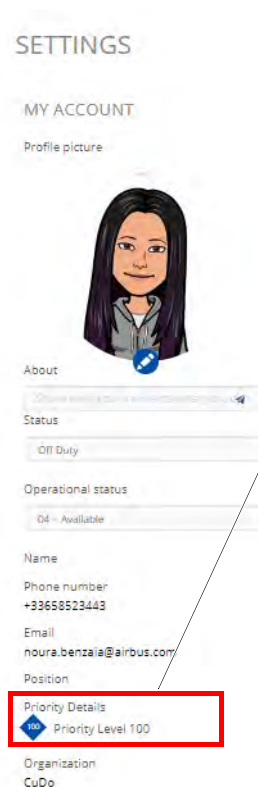
Reach Back Request

The **Reach Back Request** feature:

- Allows you to receive a regular or urgent reach back request from a user to notify you that you must take the floor in that Talk group.

  Note: The Reach back request is applied to all types of Talk groups, including Deny to Transmit.

- Is activated/deactivated by your organization's "Web Organization Administrator".
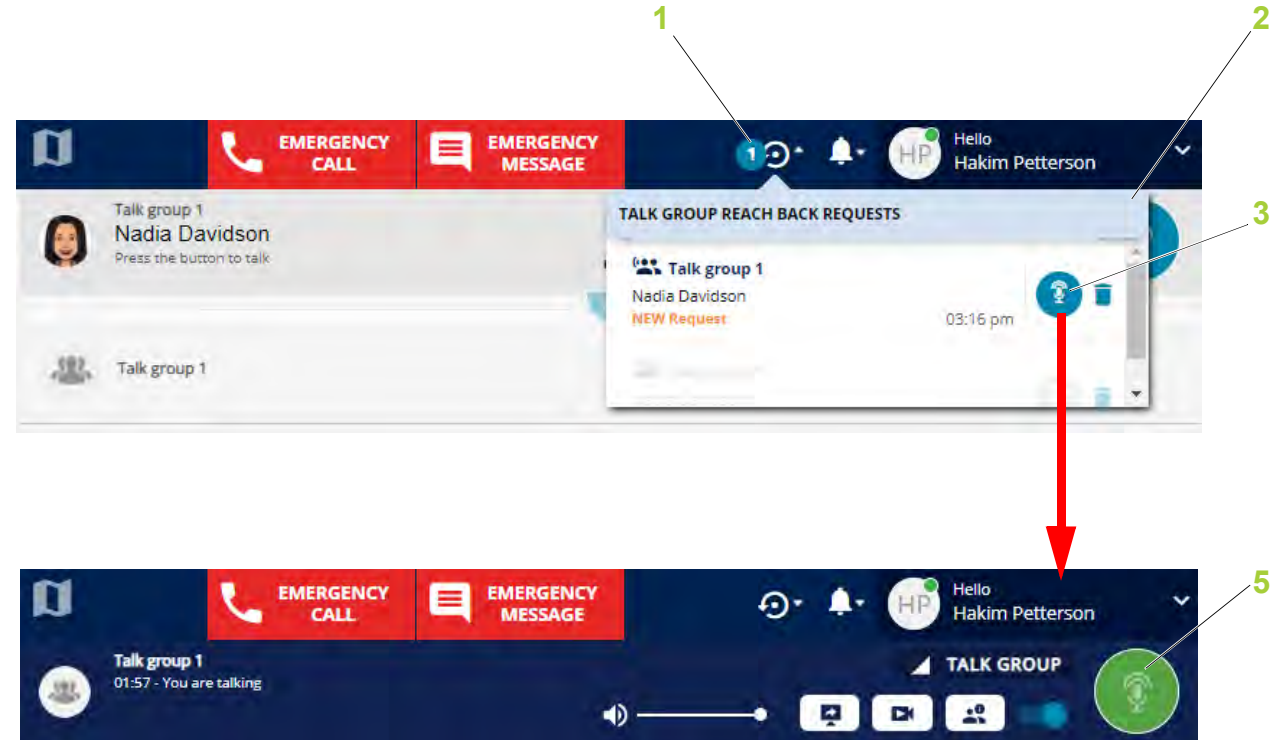
To answer a Reach Back Request:

1 Select the **Reach Back Request** button (**1**)

A **TALK GROUP REACH BACK REQUESTS** pop-up window is displayed (**2**)

2 Select the **PTT** button (**3**)

The **PTT** button (**4**) in the Push-To-Talk group call banner is automatically activated.
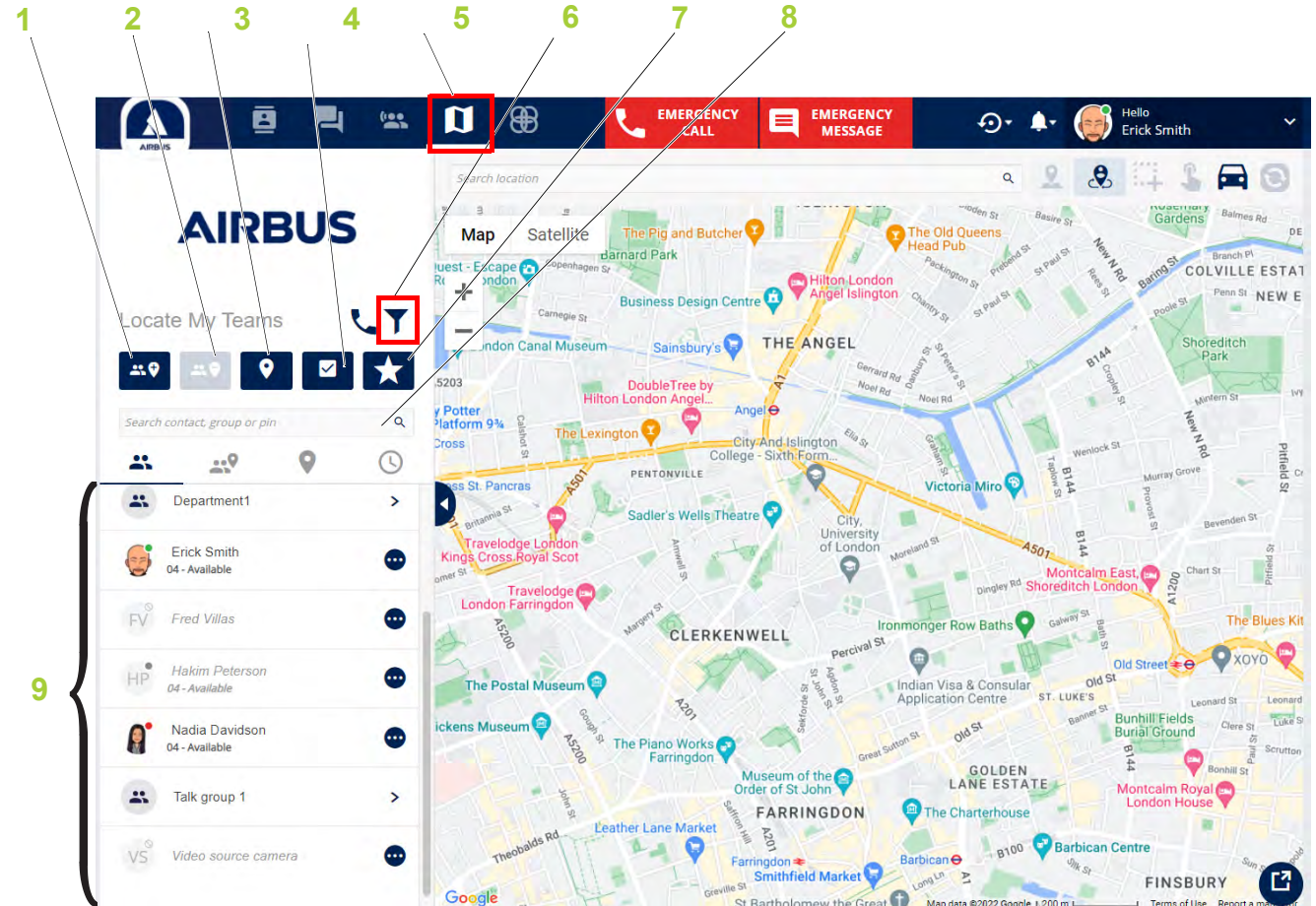
Geolocation map (1/14)

Introduction

The geolocation map (**5**) allows you to:

- See the selected users and group members on the map
- Make calls, send messages, etc. from the map or from the list (same functions as in the **Contacts list** view)

Note: The geolocation map is accessible only if the "Web Organization Administrator" has configured you to be a dispatcher.

The **Geolocation map** tab contains:

- **Create a Dispatch Group** button (**1**): to create a group with users and/or groups
- **Delete a Dispatch Group** button (**2**): to delete a dispatch group
- **Set pin on map** button (**3**): to put a pin on the map (see Create, modify and display a POI section)
- **Multi-selection** button (**4**): to select users and/or groups for locating and generating reports
- **Filter** button (**6**): to display the contacts according to criteria (see Filters section)
- **Favorites** button (**7**): set users and/or groups as favorite contacts (see Add to Favorites section)
- **Search bar** (**8**): to search for users, groups or pins
- **List of users, dispatch groups**, **pins** or **tracking rules** to be monitored (**9**)
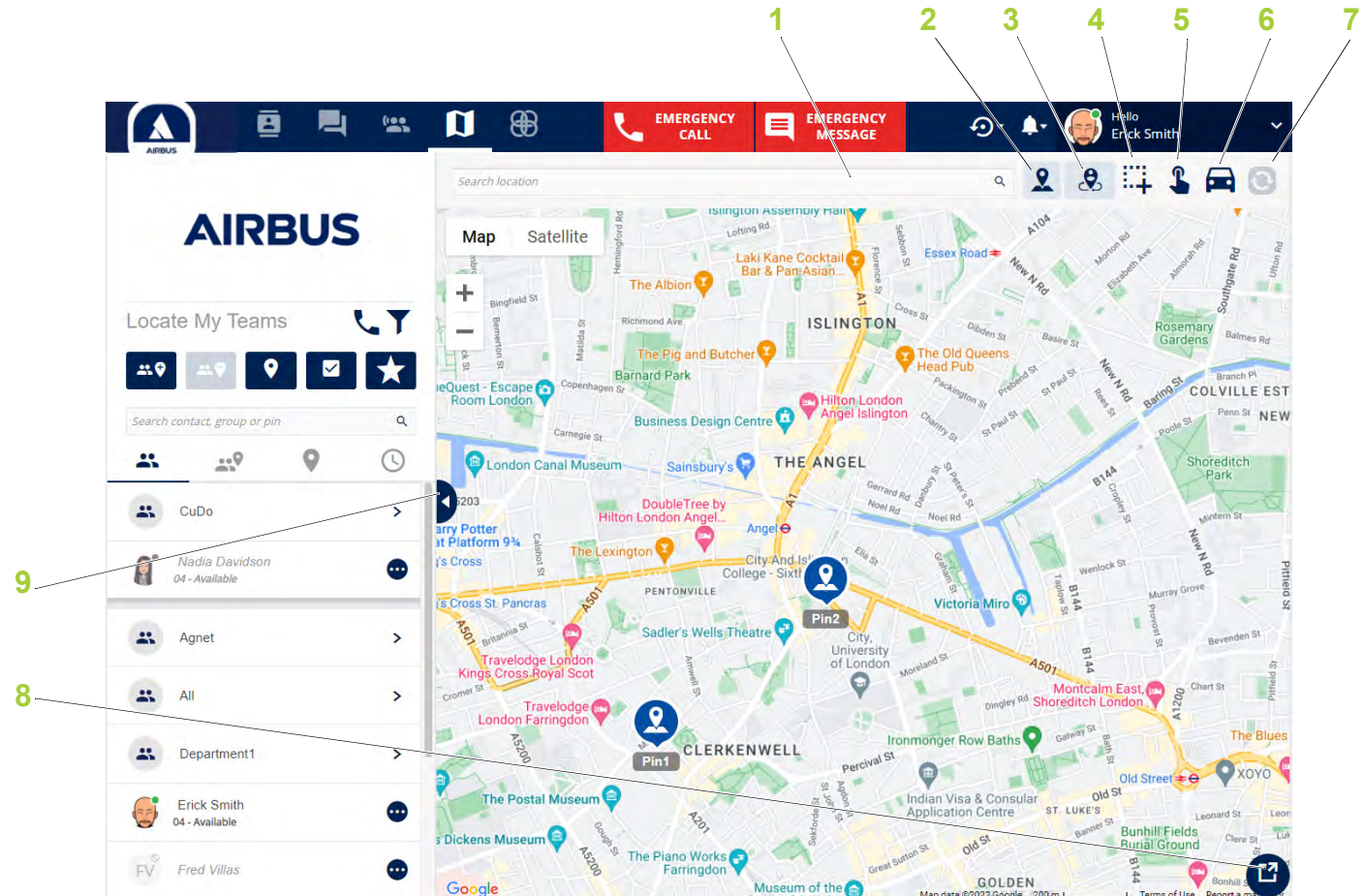
Geolocation map (2/14)

Action bar

The **Action** bar contains:

- **Search bar** (**1**): to search for a location
- **Show pins on the map** button (**2**): to display the points of interest created by the dispatcher
- **Show user Role** button (**3**): to see user role PINs on the map (see User role icon section)
- **Select Contacts on the Map** button (**4**): to select multiple users and pins in a defined area on the map
- **Select Contact on the Map** button (**5**): to select one or several users or pins on the map
- **Traffic** button (**6**): to display the traffic on the map
- **Refresh** button (**7**): to refresh users' positions
- **Full/Standard** display button (**8**): to display the map only
- **Expand/Collapse** button (**9**): to Expand/Collapse the Main view

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Geolocation map (3/14)

Communication and information

Note: *The selected user or group is highlighted and marked with a vertical bar (1). A pin is also displayed on the map (3).*

Function buttons for the selected user are:

- **Communication** and **information options** (**2**): to send messages, to make voice calls, PTT calls or video calls, share your screen, stream videos, and see reports and details of the selected user
- **Pin** (**3**): to show the location of a member of the selected group
- **User information** (**4**): to see details of the selected user

To initiate a Group conversation or a Broadcast conversation:

- Select the **Select Contacts on the Map** button (see Action bar section)
- Select the group members on the map
- Select the **Send message** button
- Select the **Group conversation** or **Broadcast** button
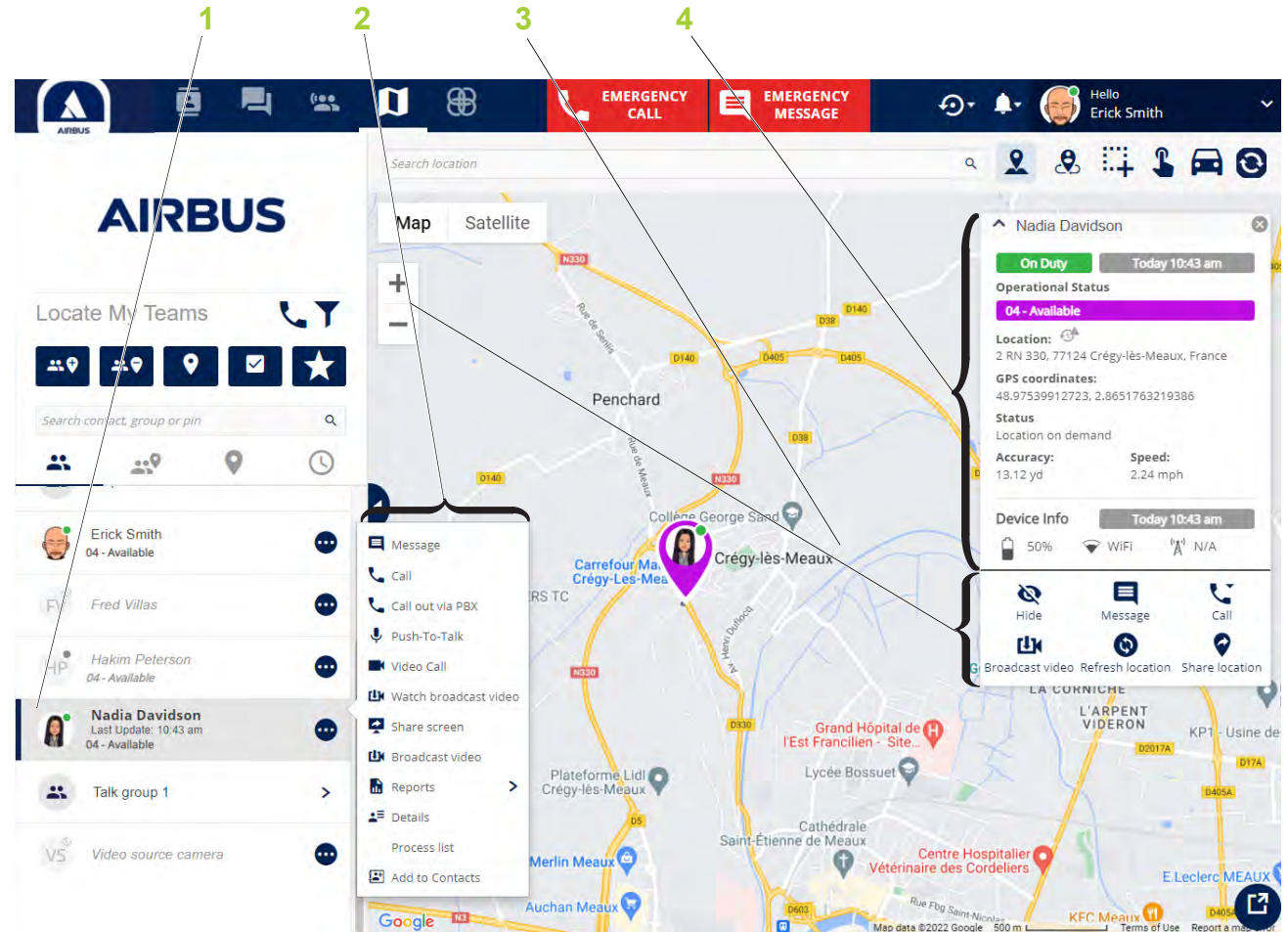
Distance Based Location

The "Web Organization Administrator" needs to enable the **Distance Based Location** feature for each user.

The location of the user will be sent when the user moves more than a specific distance set up for your Organization.

Example: a tracked user has the **Time-frequency tracking** feature set to 1 minute and the **Distance frequency tracking** feature set to 30 meters (these features are defined by the "Web Organization Administrator").

If the user is walking at a speed of 100 meters per minute, the user sends the following locations:

• T0: 30 meters walked, one location sent
• T1: another 30 meters walked, second location sent
• T2: another 30 meters walked, third location sent
• T3: 1 minute since the last location update has been sent (T2), fourth location sent

*Note: The Time-frequency tracking information appears in the **Status** area (1) in the **User information** pop-up.*
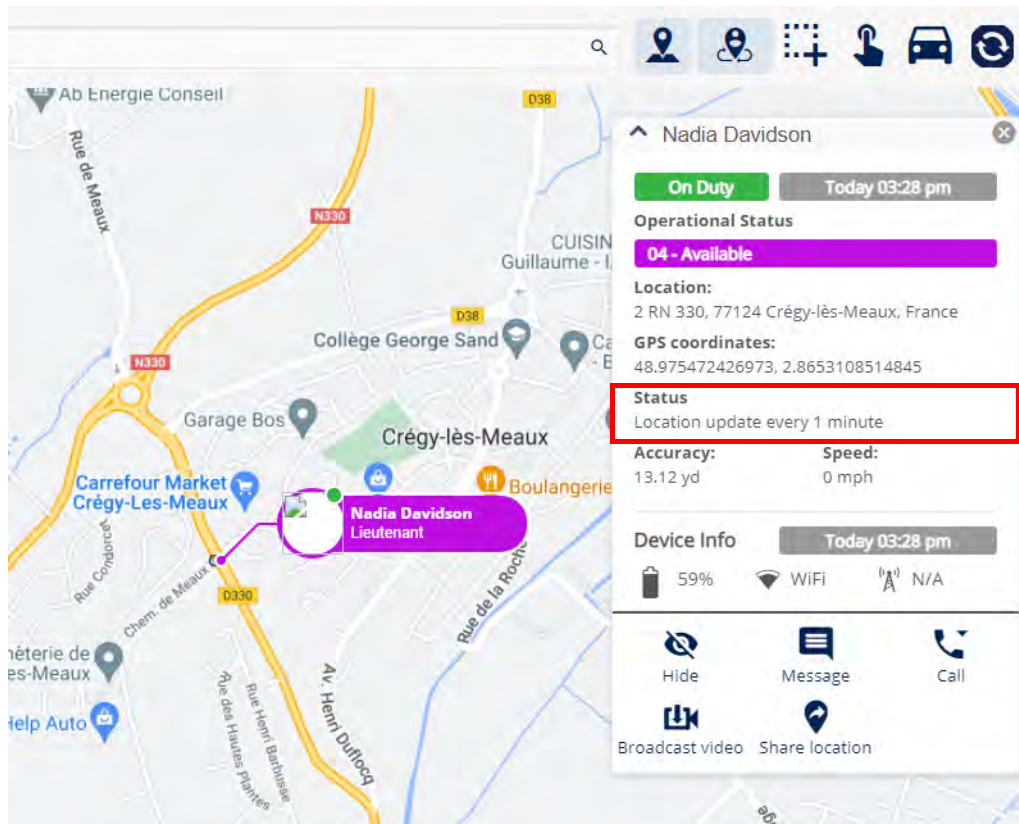
Geolocation map (5/14)

PTT and Message communication

- To make a PTT call to a group of users:
1 Select several users with the **Select Contacts on the Map** button (**1**)

   A ✓ icon appears on the pin of each selected user
2 Select the **PUSH-TO-TALK** button (**3** or **4**)

   A Calling window opens.

   Note: To make a PTT call, you have to use a microphone.

- To send a message to a group of users:
1 Select several users with the **Select Contacts on the Map** button (**1**)

   A ✓ icon appears on the pin of each selected user
2 Select the **SEND MESSAGE** button (**2** or **5**)
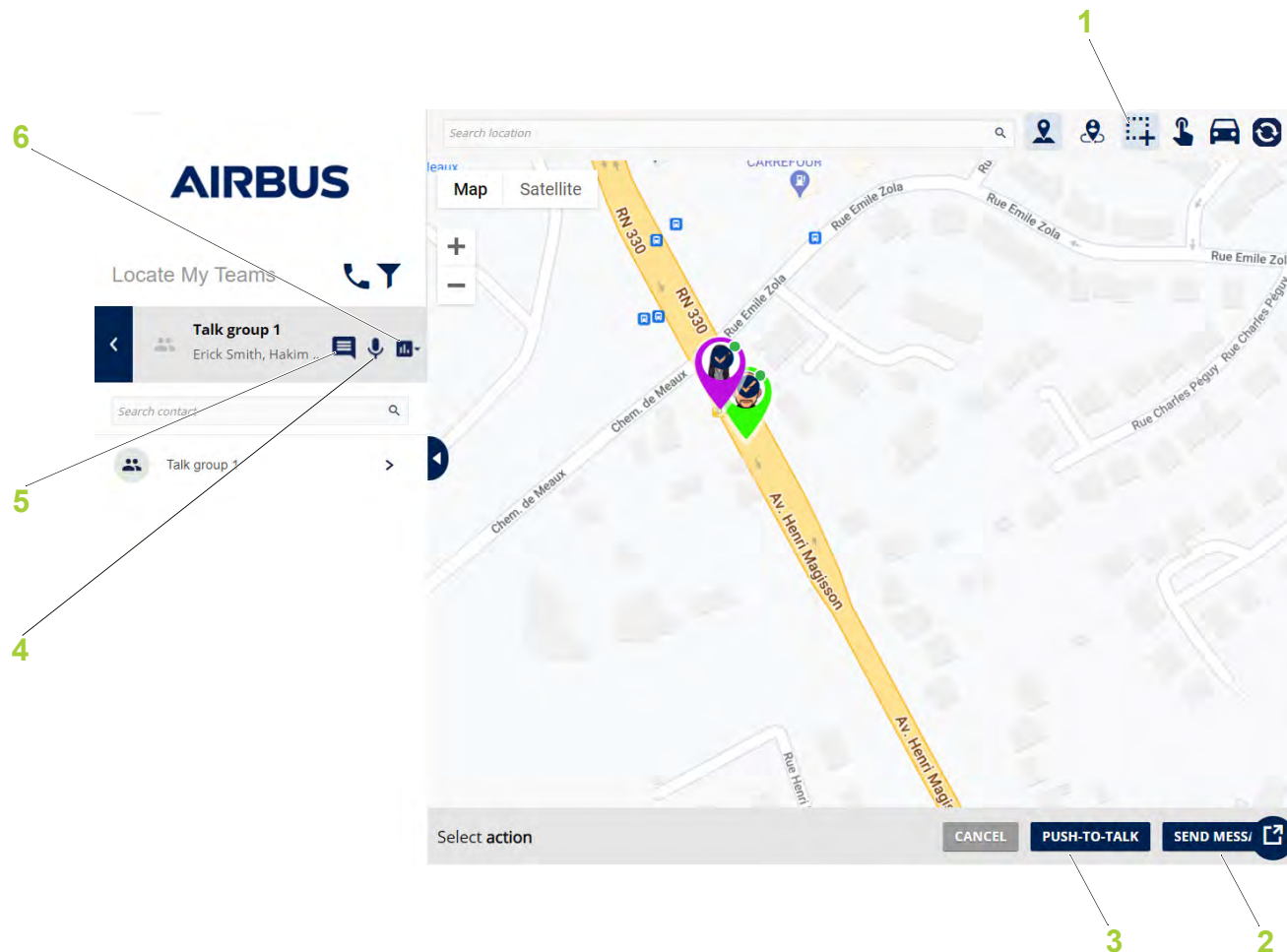
   A **Group conversation** view opens.
3 Select the **Group conversation** button (see Group Conversation section)

   or
4 Select the **Broadcast** button (see Broadcast conversation section)

*Note: The **Reports** button (**6**) allows you to generate reports for each user selected (map itinerary, daily or weekly report). You can save this report in PDF or XLSX format.*

Operational Status (1/3)

Settings

The operational status describes the various steps of an operational workflow for an operational user.

Each status consists of:

• A code composed of two digits
• A name
• A description

By default the Operational Status is **Off**.

You can change your **Operational Status** (**1**) on the **Settings** page. The arrow button (**2**) allows you to access the **Settings** option.

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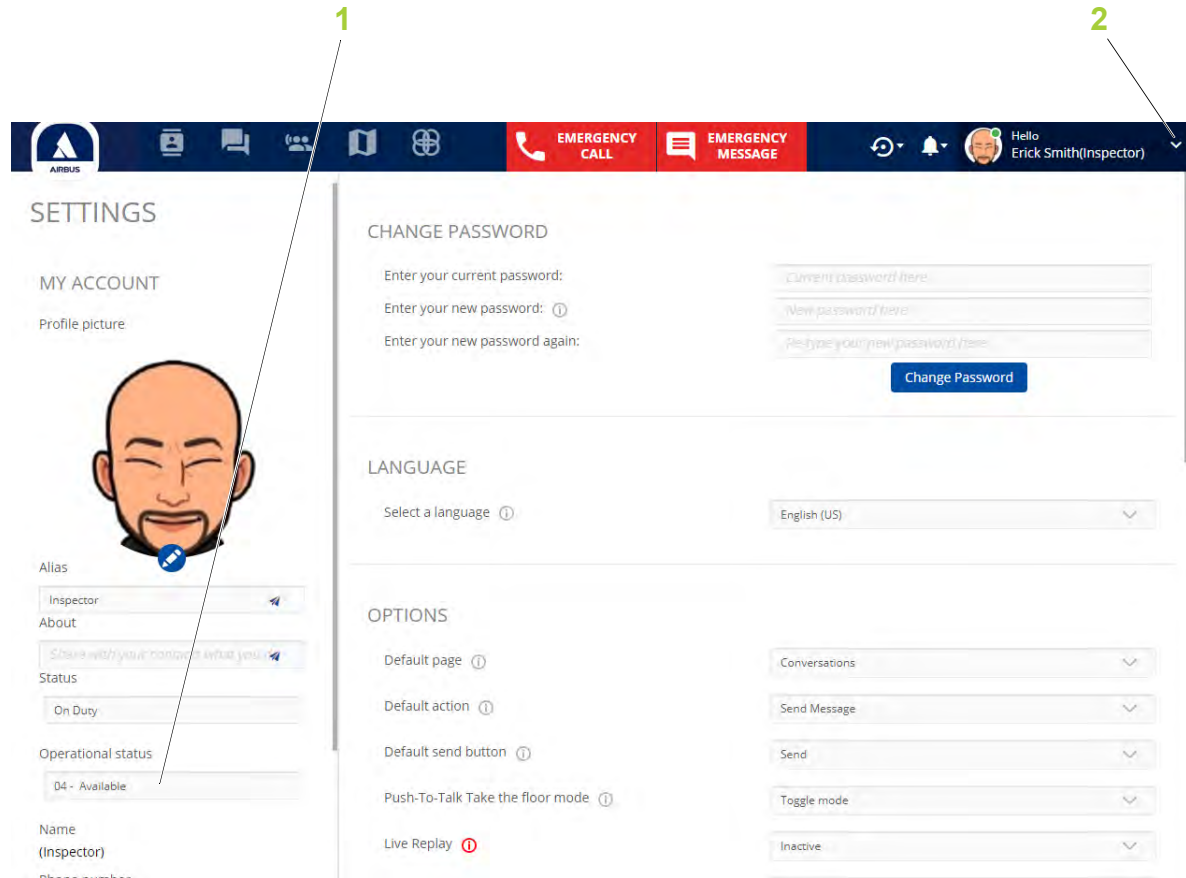
Operational Status (2/3)

Information and Status filter

You can verify the Operational Statuses for the users.
The Operational status is displayed in the:

• List of the users (**1**)
• Color of the pin (**2**)
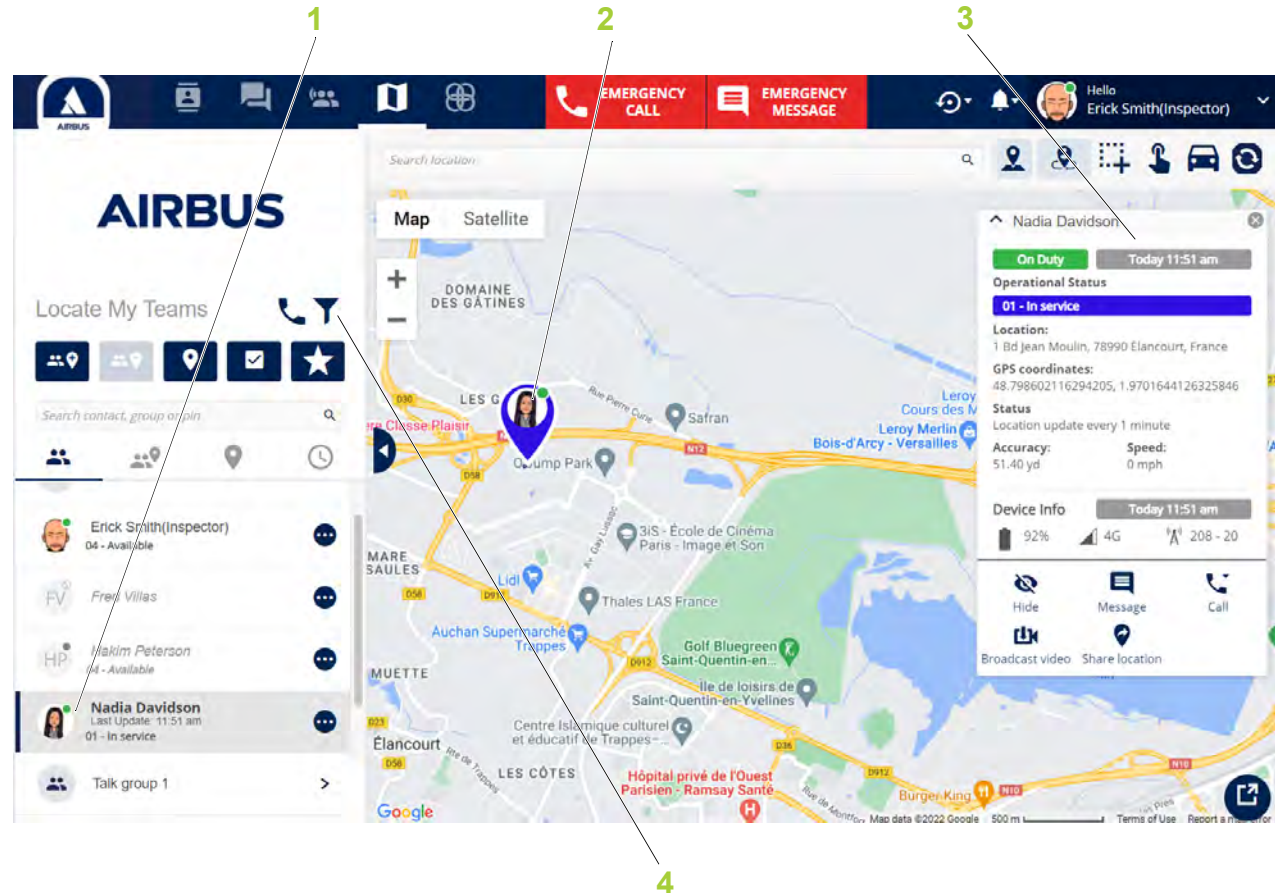• User information (**3**)

The **Filter** button (**4**) (see Filters section) allows you to filter the users by Status and Operational Status to see them on the map.

Operational Status (3/3)

Automatic Operational Status Change

The Operational Status can be automatically changed to a specific Operational Status set by the "Web Organization Administrator" for two cases:

- **Case 1**:
  You are logged out from the application for more than X hours.

  Example: The automatic change should be triggered after one hour (period selected by the "Web Organization Administrator").

  When you are disconnected for over an hour, your Operational Status will automatically change to the status value assigned by the admin for this event.

- **Case 2**:
  You open the application (login or after closing the app).
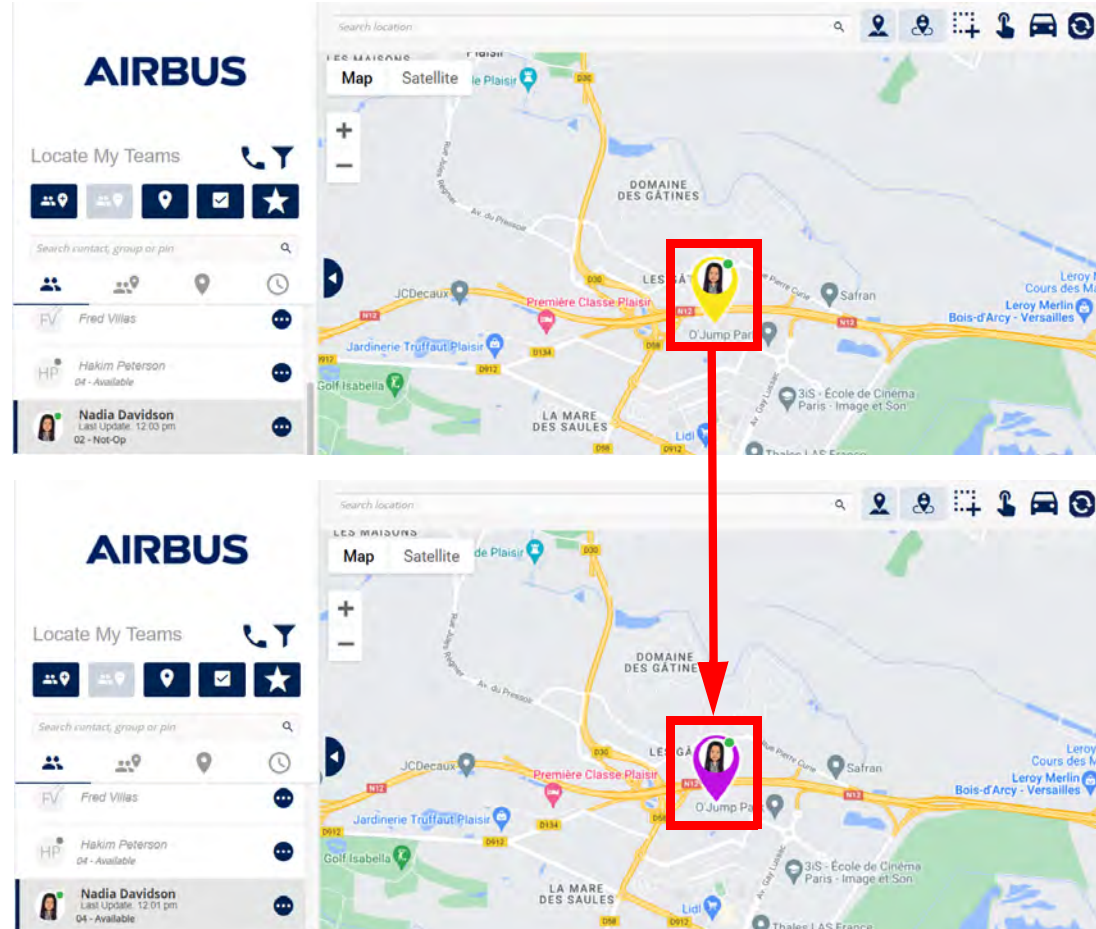
User role icon

If the **User Role** feature is activated by your organization's "Web Organization Administrator" and user roles have been set, the **Show User** button (**1**) is enabled and you can see user role PINs on the map.

The user role PIN (**2**) contains:

• User role picture/icon set by the "Web Organization Administrator"

• On Duty/Off Duty badge (green/red sticker)

• User name

• User role name

If a user has the operational status ON, the operational status value defines the color of the user role PIN.

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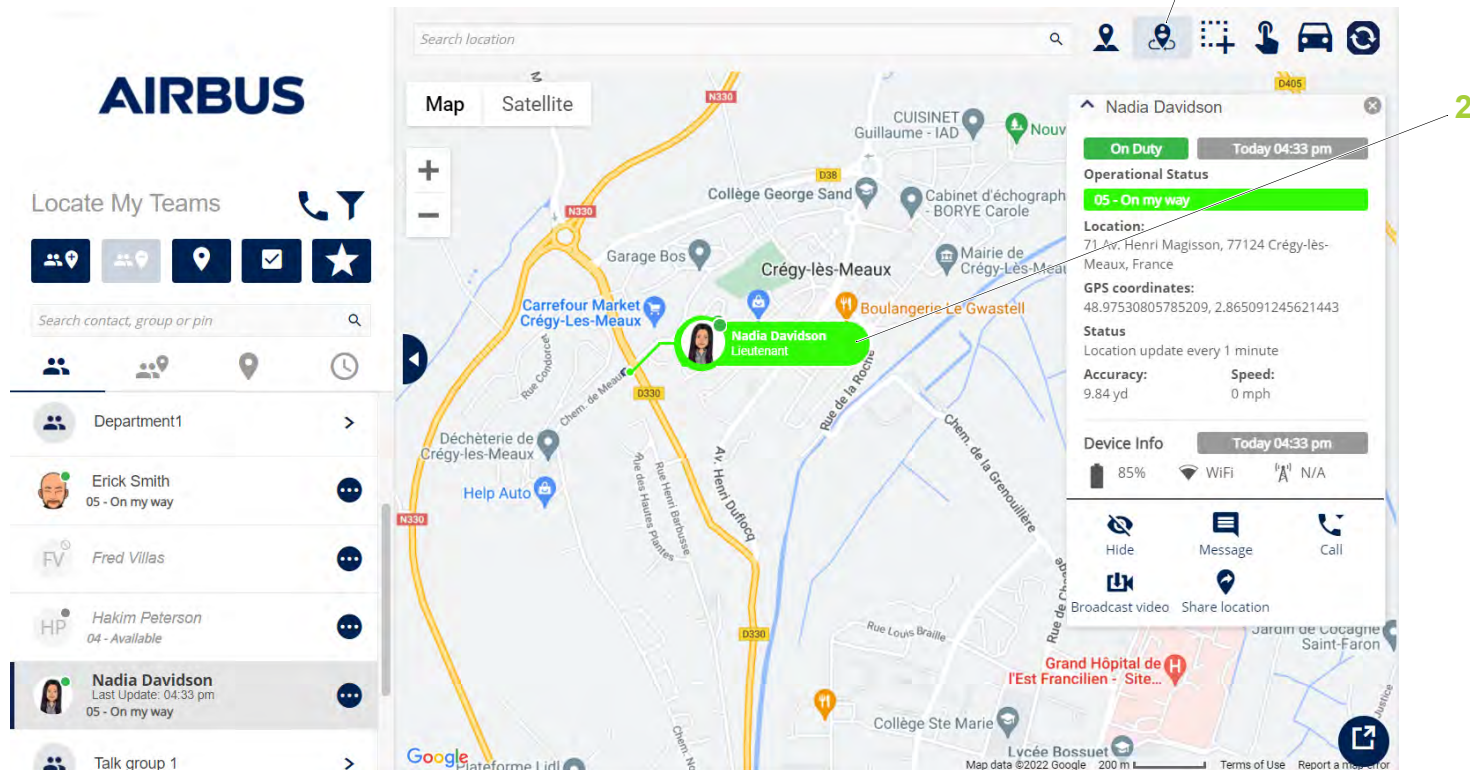
POI (Point Of Interest) (1/2)

Create, modify and display a POI

• To create a POI:
1 Select the **Set pin on map** button (**1**)

2 Click directly on the map

A POI pin is created.
or
1 Search a location with the **Search bar** (**2**)

A navy blue pin appears on the location.
2 Click on this navy blue pin to create a POI

A POI pin replaces the navy blue pin.

• To modify a POI:
1 Select **the pin** (**6**)

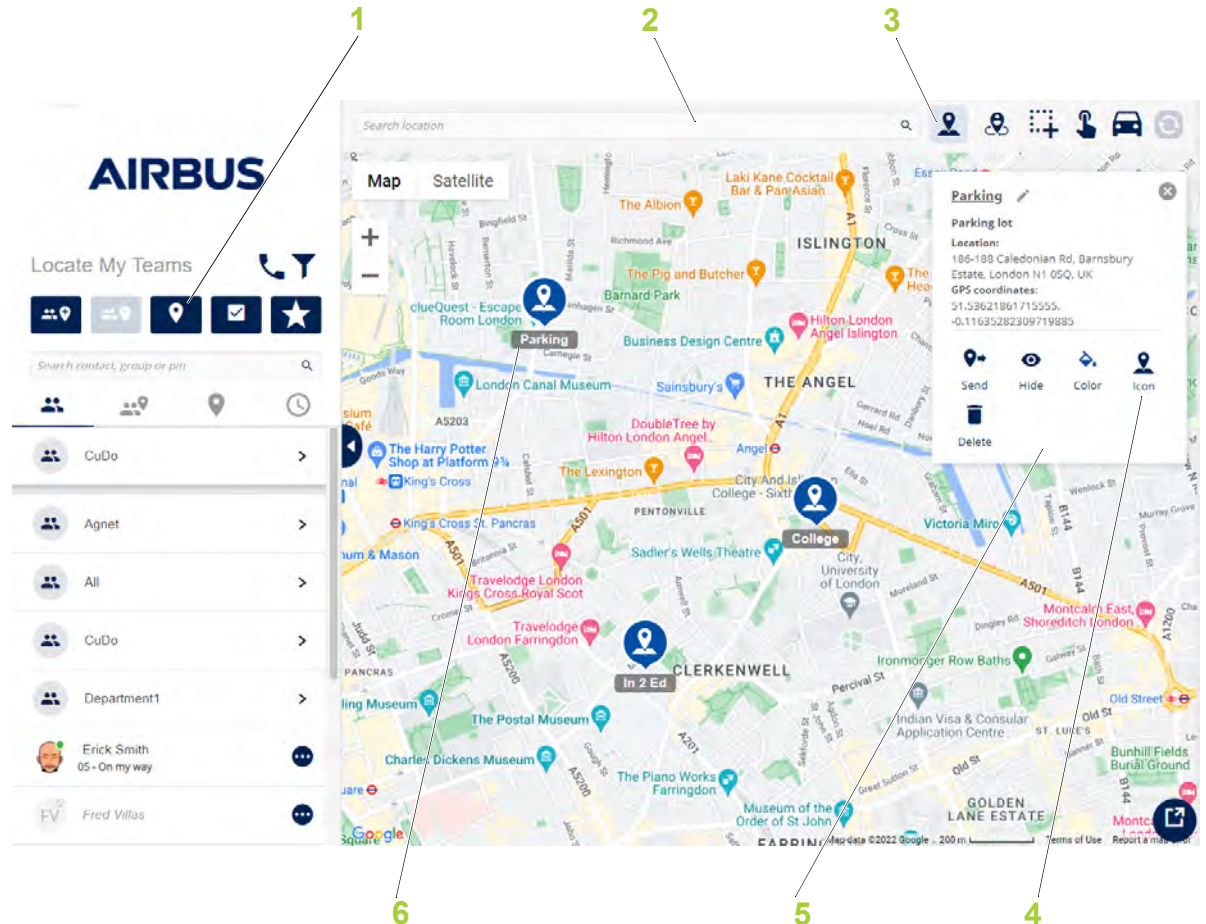The window of the selected pin opens (**5**).
2 Edit the attributes of the pin.

*Note: You can change the icon of the pin by clicking on the **Icon** (4). A new window opens with several icon options (car, ambulance, building, pedestrian, etc.)*

• To display the POI:
1 Select **the Show pins on the map** button (**3**)

All POIs appear on the map.

POI (Point Of Interest) (2/2)

Delete several POIs
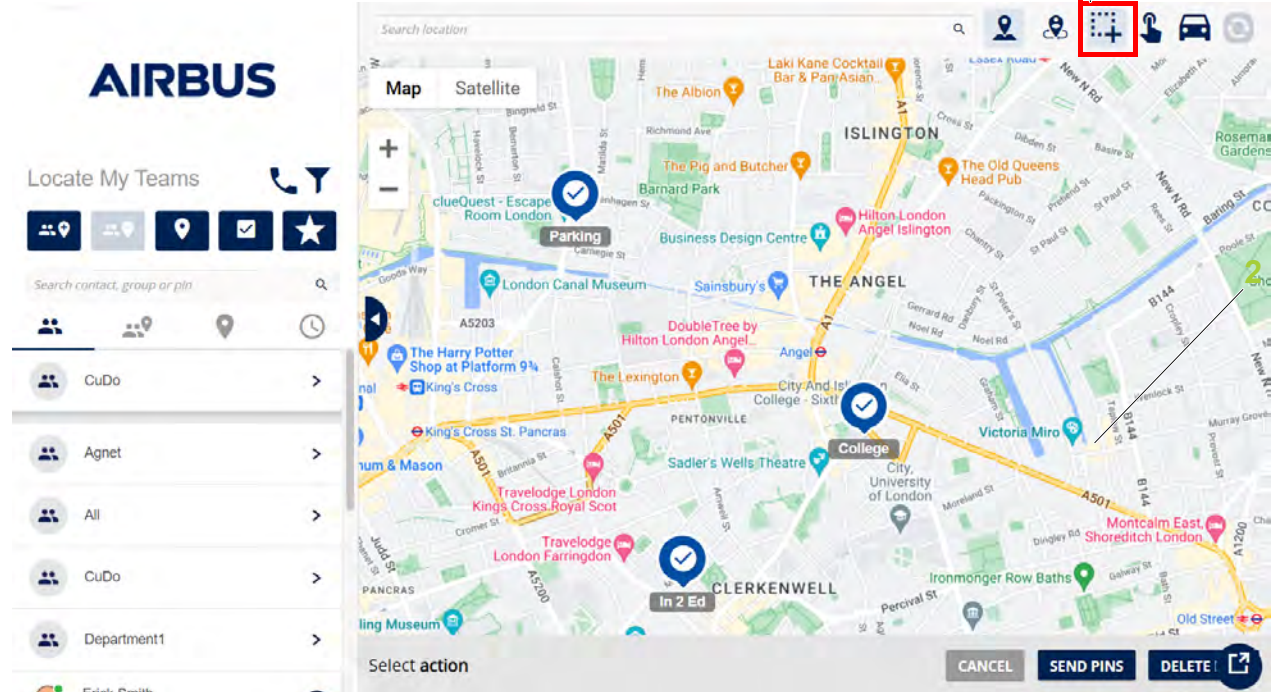
- To delete POIs:
1 Select several POIs with the **Select Contacts on the Map** button (**1**)

   A ☑ icon appears on the pin of each selected POI
2 Select the **DELETE PINS** button (**2**)

   A **DELETE PINS** window opens.
3 Click on the **Yes** button

Notification Area (Bell) (1/3)

See and export Geolocation notifications

- The **Geolocation Notifications** feature allows you to display all changes related to the location settings made by the users.
- To deactivate/activate the **Geolocation notification**, change the configuration from the **Settings** (see Settings section).

To see the notifications:

1 Select the **Bell** button (**1**)

A Notification pop-up window is displayed (**2**)

2 Click on the **Geolocation notifications** tab (**4**)
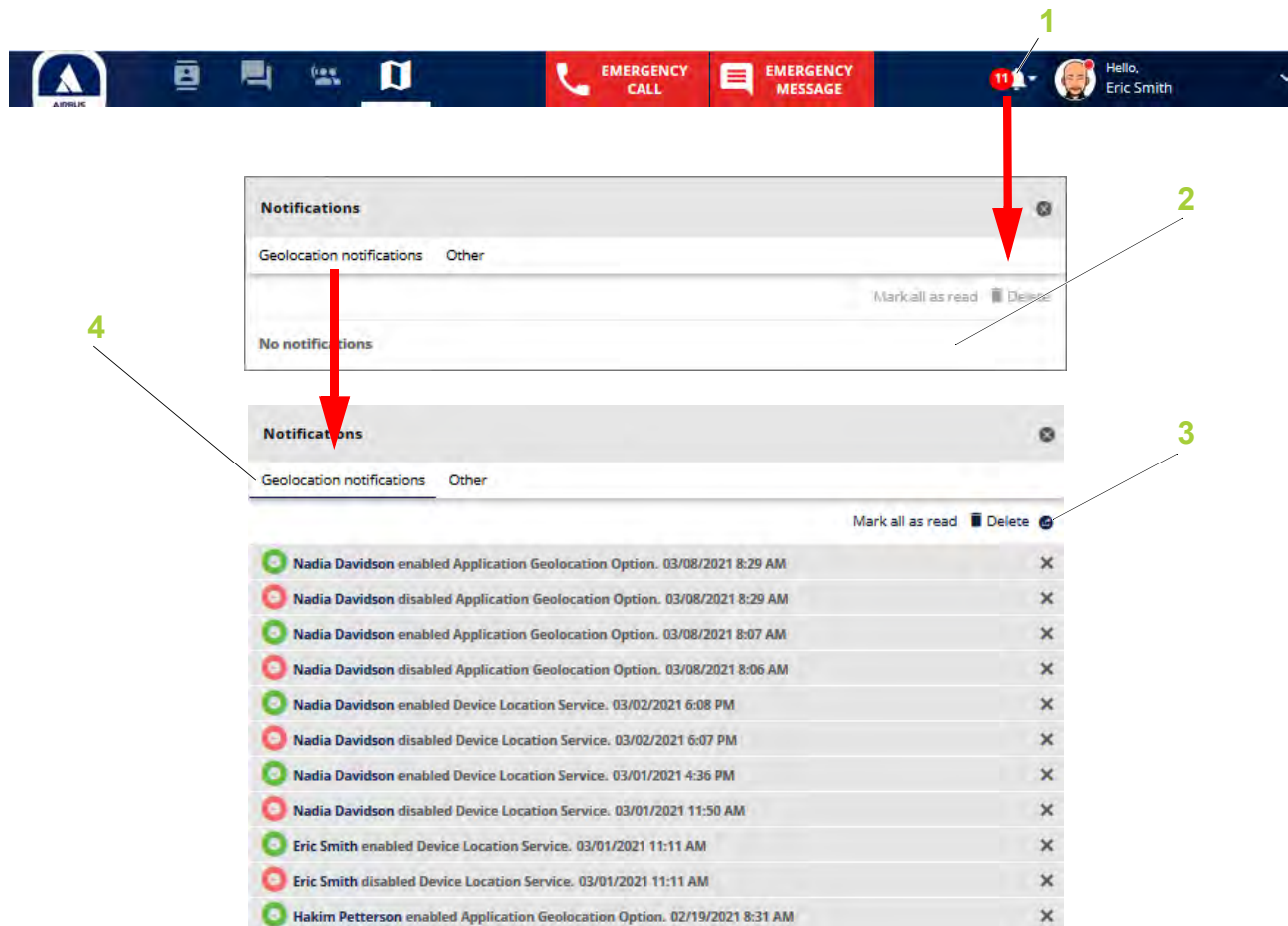
All notifications appear.

To export the notifications:

1 Select the **Export** button (**3**)

Save the xlsx file.

The report includes the following columns: Date, Time, Contact (first and last name), Event (Application Geolocation Option disabled/enabled, Device Location Service disabled/enabled, Device Bluetooth disabled/enabled).

Notification Area (Bell) (2/3)

Delete a Geolocation notification

To delete a notification:

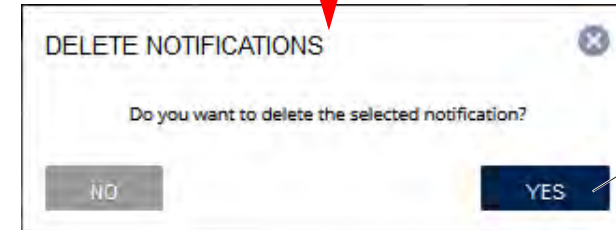**1** Select the **X** button (**1**)

A **Delete notifications** window opens.

2 Click on the **YES** button (**2**)

The selected notification is deleted.

PS11866CENAA01   ►Layout Principles - How to access the main functions◄   ► AIRBUS contacts◄   84

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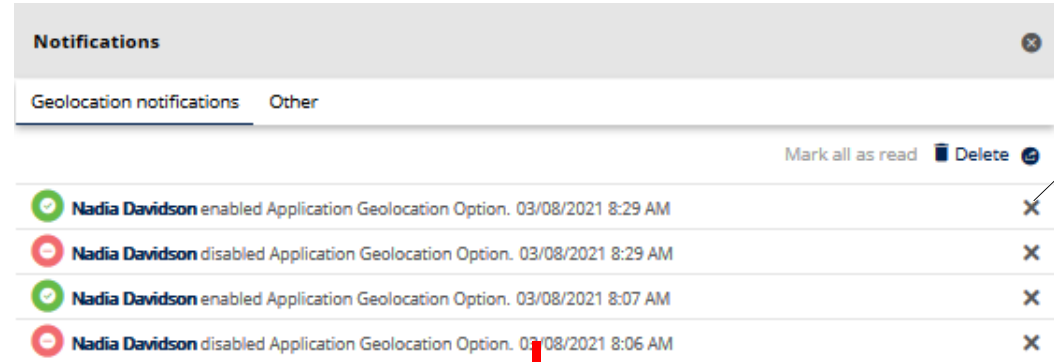
Notification Area (Bell) (3/3)

Delete several Geolocation notifications

To delete several notifications:

1 Select the **Delete** button (**1**)

   A checkbox appears next to the user notification.

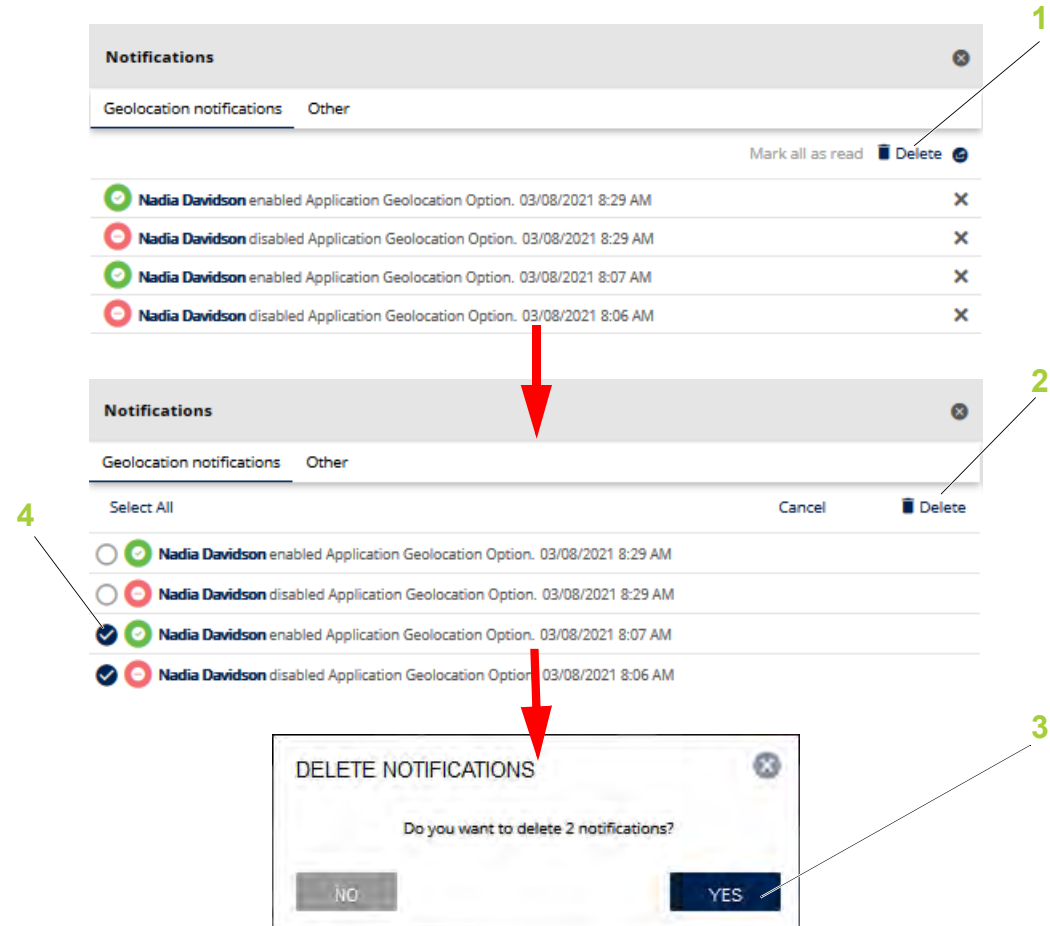**2** Select several checkboxes (**4**) to select desired members

3 Select the **Delete** button (**2**)

   A **Delete notifications** window opens.

4 Click on the **YES** button (**3**)

   The selected notifications are deleted.

Workflows (1/4)

Introduction

The **Workflows** feature is activated/deactivated by your organization's "Web Organization Administrator".

The **Workflows** tab (**1**) allows you to automate recurrent and time-consuming tasks via process templates.

You can instantly access the resources needed to submit a request or perform a certain task assigned to you and communicate about your work from anywhere, with real-time synchronization on any device: smartphones, tablets or PCs.

The **Workflows** tab contains:

• An **Activity** tab (**2**) (see Activity tab section)
• A **Start** tab (**3**) (see Start tab section)
• A **Reports** menu (**4**) (see Reports section)
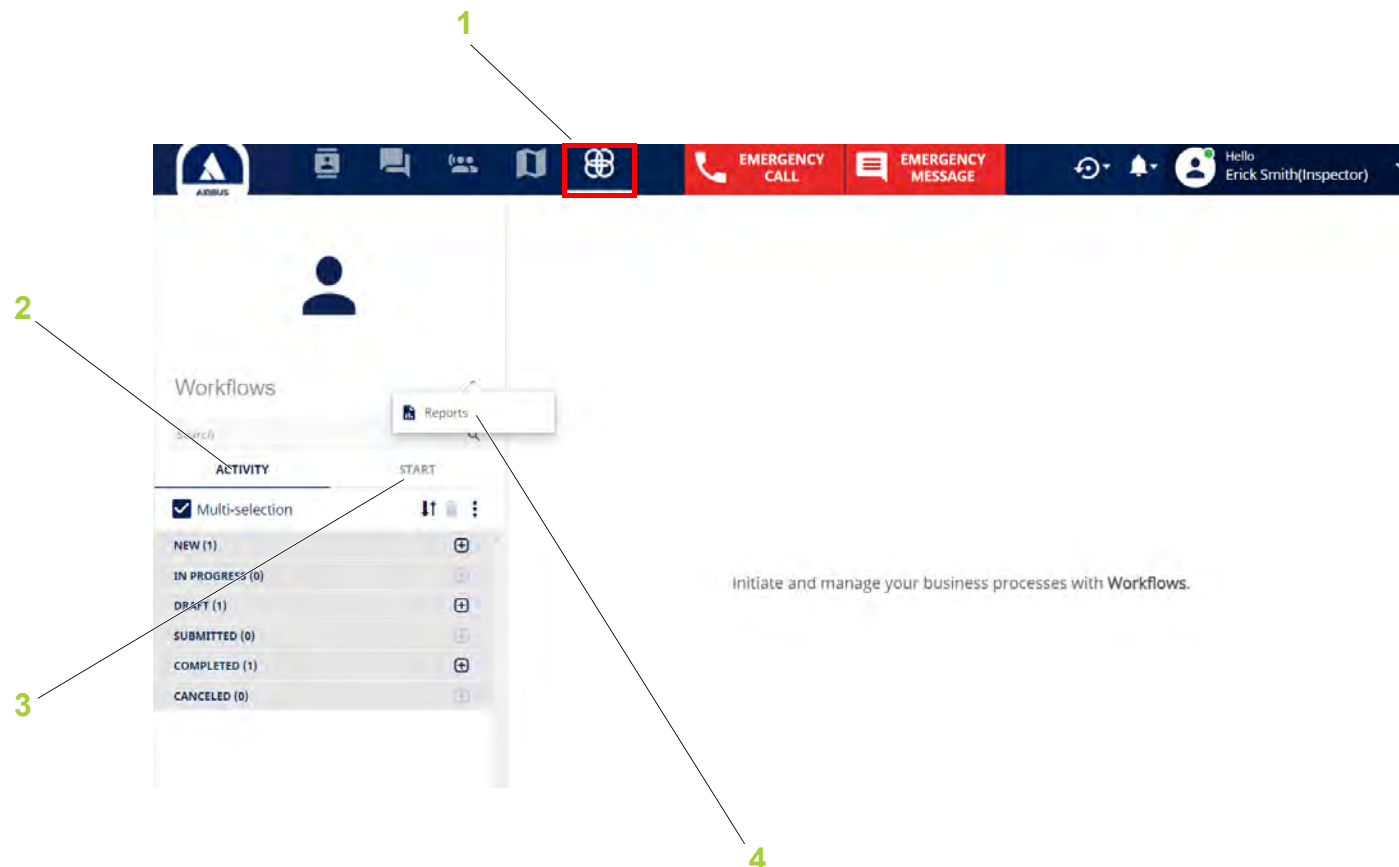
Workflows (2/4)

Activity tab

The **Activity** section contains processes organized as follows:

- **NEW** (**1**): new received processes that you have not accessed yet
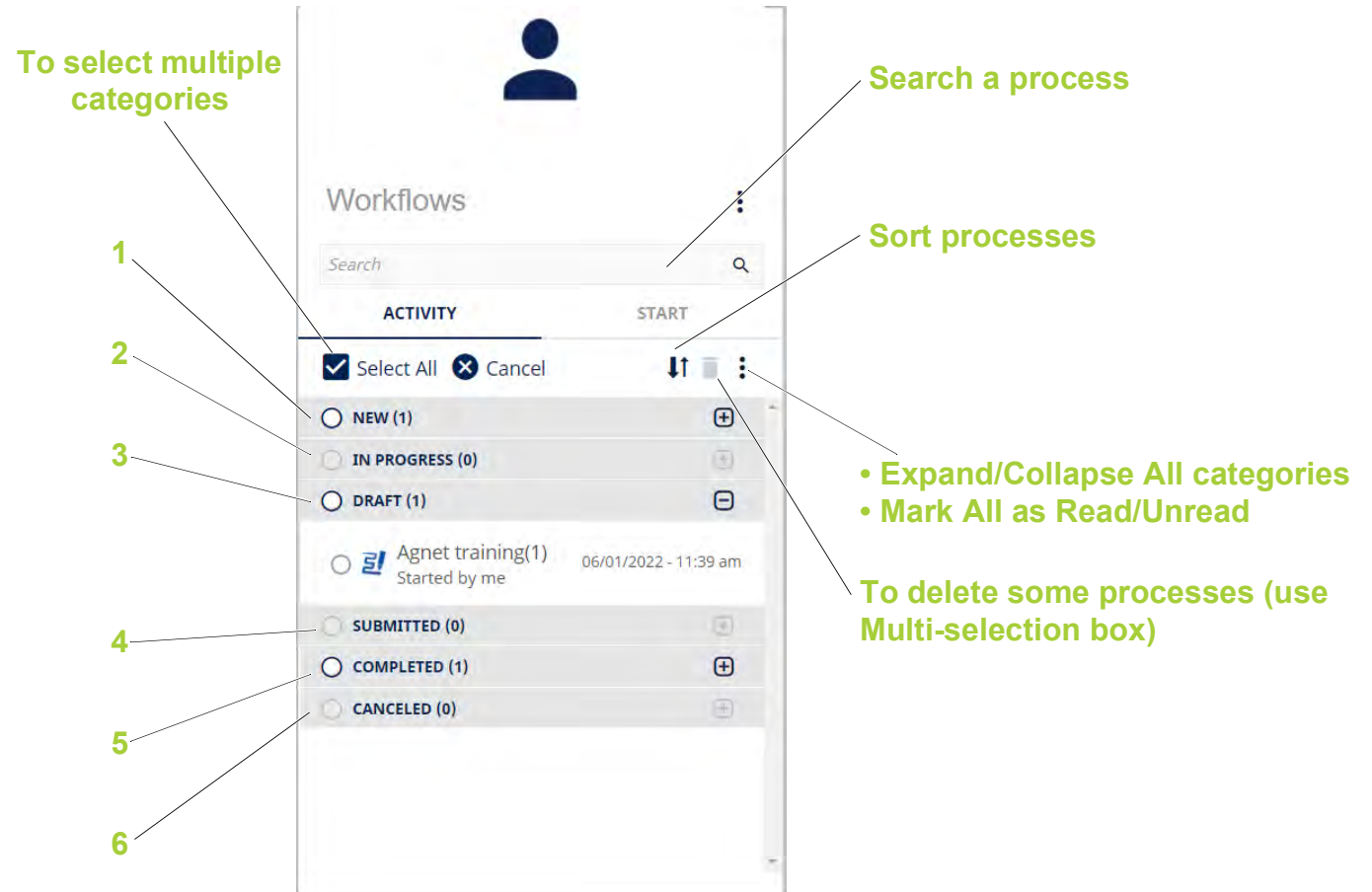
- **IN PROGRESS** (**2**): processes that you have started to complete but have not sent to any other user and processes owned by you but not yet submitted

- **DRAFT** (**3**): processes that you have started working on but have not yet sent to users. The process can be updated later

- **SUBMITTED** (**4**): processes initiated by you, updated by you or another user

- **COMPLETED** (**5**): processes that have been completed either by the initiator or by the recipients

- **CANCELED** (**6**): processes that have been canceled. A process can be canceled by any participant

The processes have the following statuses:

- **Started**: User who started the process
- **Owned**: User who is currently working on the process
- **Updated**: The last user to work on the process
- **Completed**: User who completed the process
- **Canceled**: User who canceled the process

To select multiple categories

Search a process

Sort processes

• Expand/Collapse All categories
• Mark All as Read/Unread

To delete some processes (use Multi-selection box)

1
2
3
4
5
6

Workflows (3/4)

Start tab

The **Start** section contains all the process templates assigned by the "Web Organization Administrator". All the process updates performed are synchronized in real-time on the mobile application of the users.

Categories:

• Are defined by the "Web Organization Administrator" and cannot be changed by you.

• Represent an Organization's departments or specific projects, such as HR, Sales, Marketing, Administration, etc.

If the same process is used frequently, you can add this process to Favorites by clicking the star-shaped button on the right of the process name. Once a process has been marked as a favorite, it will be displayed in the **FAVORITES** area with its icon.

Latest processes initiated

Categories

Favorite process
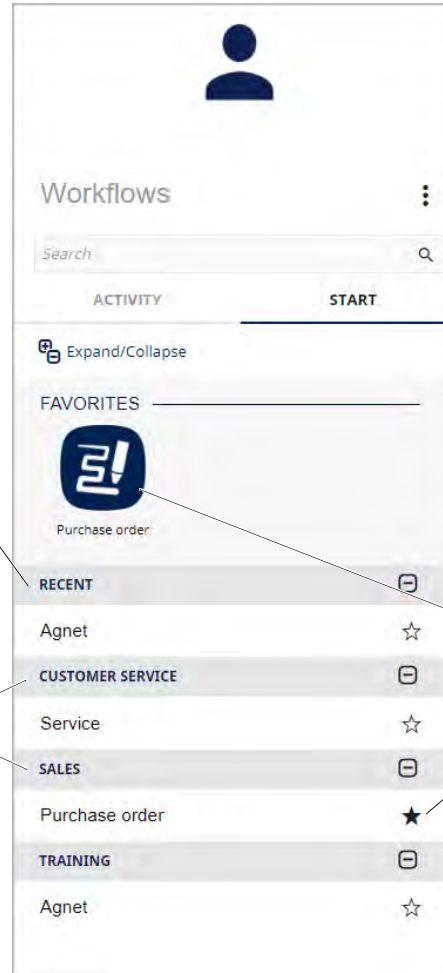
Workflows (4/4)

Reports

The **Reports** menu (see Introduction section) allows you to generate reports in PDF and/or Excel formats on processes that you have submitted or received from other users. For example, you can quickly find out how many processes you've been involved in over the past month, which ones had high priority, etc.

Multiple filters can be applied, such as:

• **Timeframe** (**1**): to create a report with processes exchanged between certain dates.

• **Resources** (**2**): to choose which processes to include in the report.

   Note: Only processes assigned to you can be included.

• **Users** (**3**):
   - **Initiator**: user who creates the report.
   - **Participants**: type the names to see if they were involved in one of the processes initiated by you

• **Status** (**4**)

• **Priority** (**5**)

• **Due date** (**6**)

All the processes initiated by users are displayed on the right side of the screen.

The blue arrow button (**7**) before each process name allows you to display all processes.

Two types of reports can be generated: A Full Report (**8**) (shorter version) and a Customized Report (**9**) (longer version)

Call (1/14)

Private call (1/8)

Outgoing and Incoming calls

Calling allows the user to make a call to a single user.

- To initiate a call:
1 Open the **Contacts** tab (see Contacts section)

2 Select the **Three dots** button for the user to call (see Individual users section)

3 Select the **Call** menu

- To answer a call:
1 Accept the call with the **Accept** button (**1**)

Or

2 Reject the call with the **Reject** button (**2**)

*Note: The incoming call can also be displayed as a notification (**3**) if the Dispatcher tool window is reduced.*
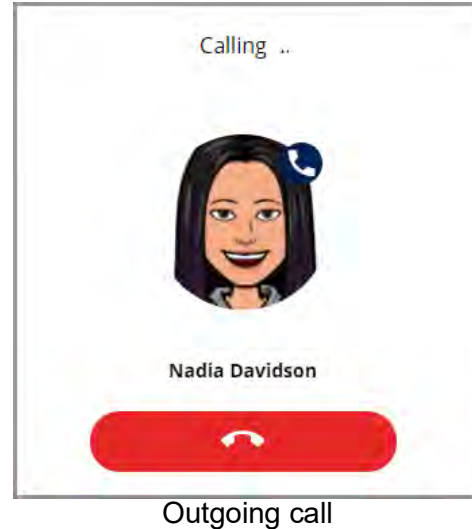
Outgoing call

Incoming call
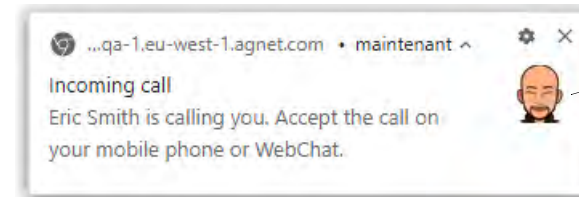
Private call (2/8)

Call with a user

The Call is displayed in a call banner (**1**).

Functions in the call banner are the following:

- **Pause call** button (**2**): to pause the call and then resume the call
- **Share screen** button (**3**): to share your screen
- **Broadcast** button (**4**): to share access to your computer camera/webcam
- **Mute call** button (**5**): to mute the call so that the interlocutor cannot hear the Dispatcher
- **Messaging** button (**6**): to send messages to the user
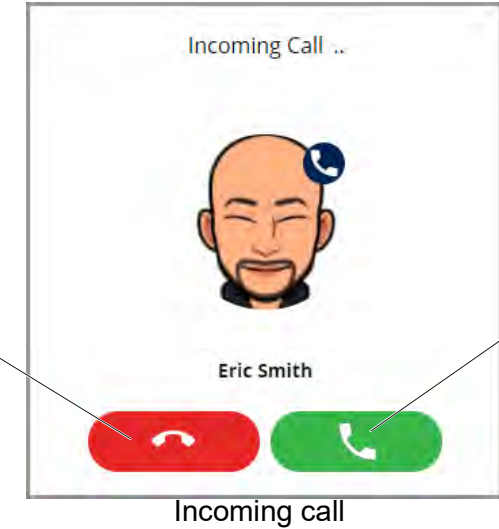- **Merge calls** button (**7**): to merge two ongoing individual calls into a conference group call
- **Transfer call** button (**8**): to transfer the call to another user (see Transfer a private call to an internal user section)
- **Hang up** button (**9**): to end the call

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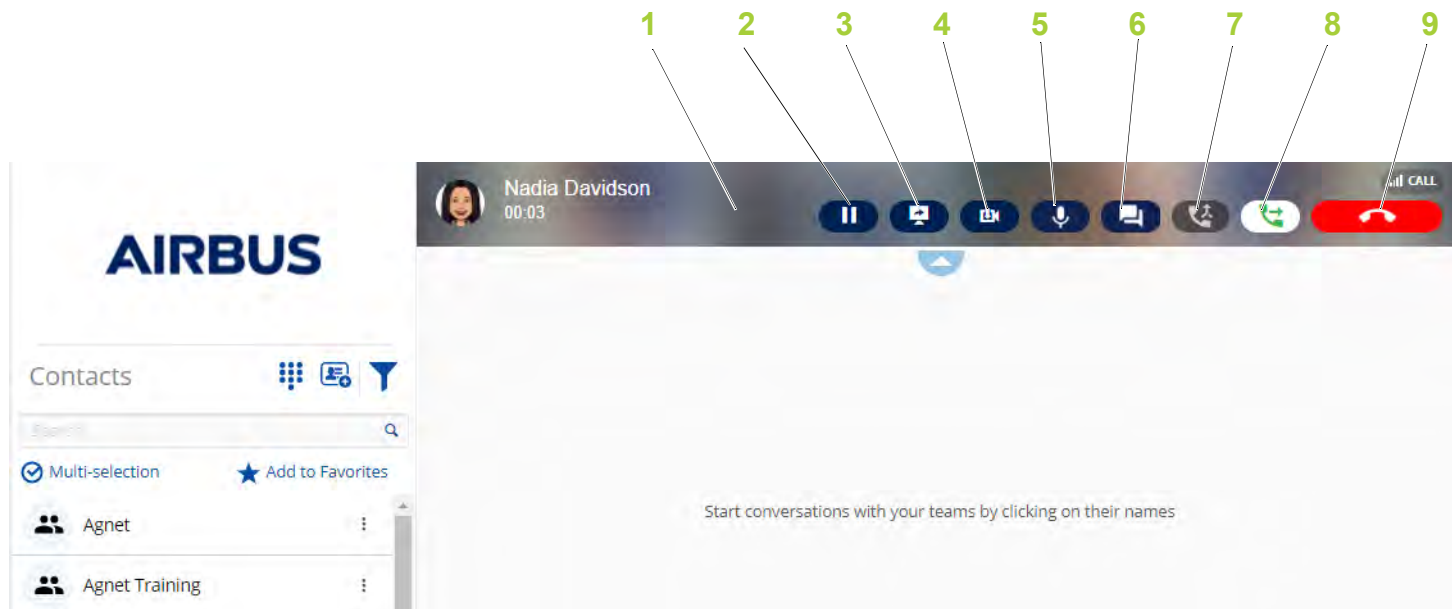
Call (3/14)

Private call (3/8)

Transfer a private call to an internal user

The Transfer Call feature allows you to redirect a call to another internal user.

To initiate a call transfer:

1 Click on the **Transfer call** button (**1**)

2 Select the **Contacts** option (**2**)

3 Select a user using the checkboxes (**3**)

4 Click on the **Transfer Call** button (**4**)

The call is transferred to the selected user (**5**).

Private call (4/8)
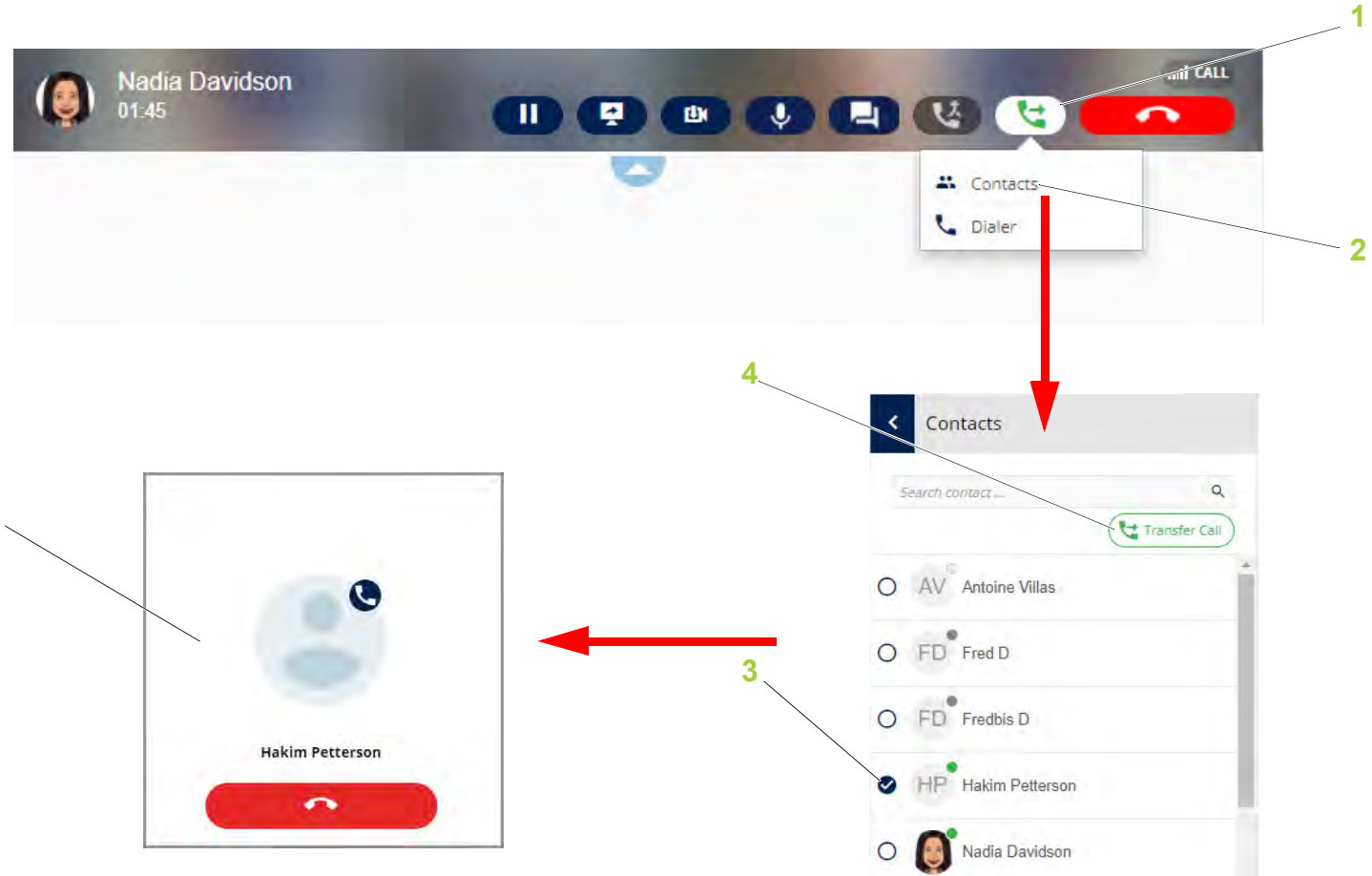
Transfer a private call to an external user

The Transfer Call feature allows you to redirect a call to another external user.

To initiate a call transfer:

1 Click on the **Transfer call** button (**1**)

2 Select the **Dialer** option (**2**)

The **Dialer** window opens

3 Type a number

Note: • *The Agnet Dispatcher app will not convert national numbers (the number will not be verified). Any numbers or characters can be inserted.*

• *The screen displays the number (3), the number of matching Agnet users and/or external users. You can tap on the number to see all matching Agnet users and/or external users.*

4 Click on the **Transfer call** button (**4**)

The transfer call is initiated (**5**).
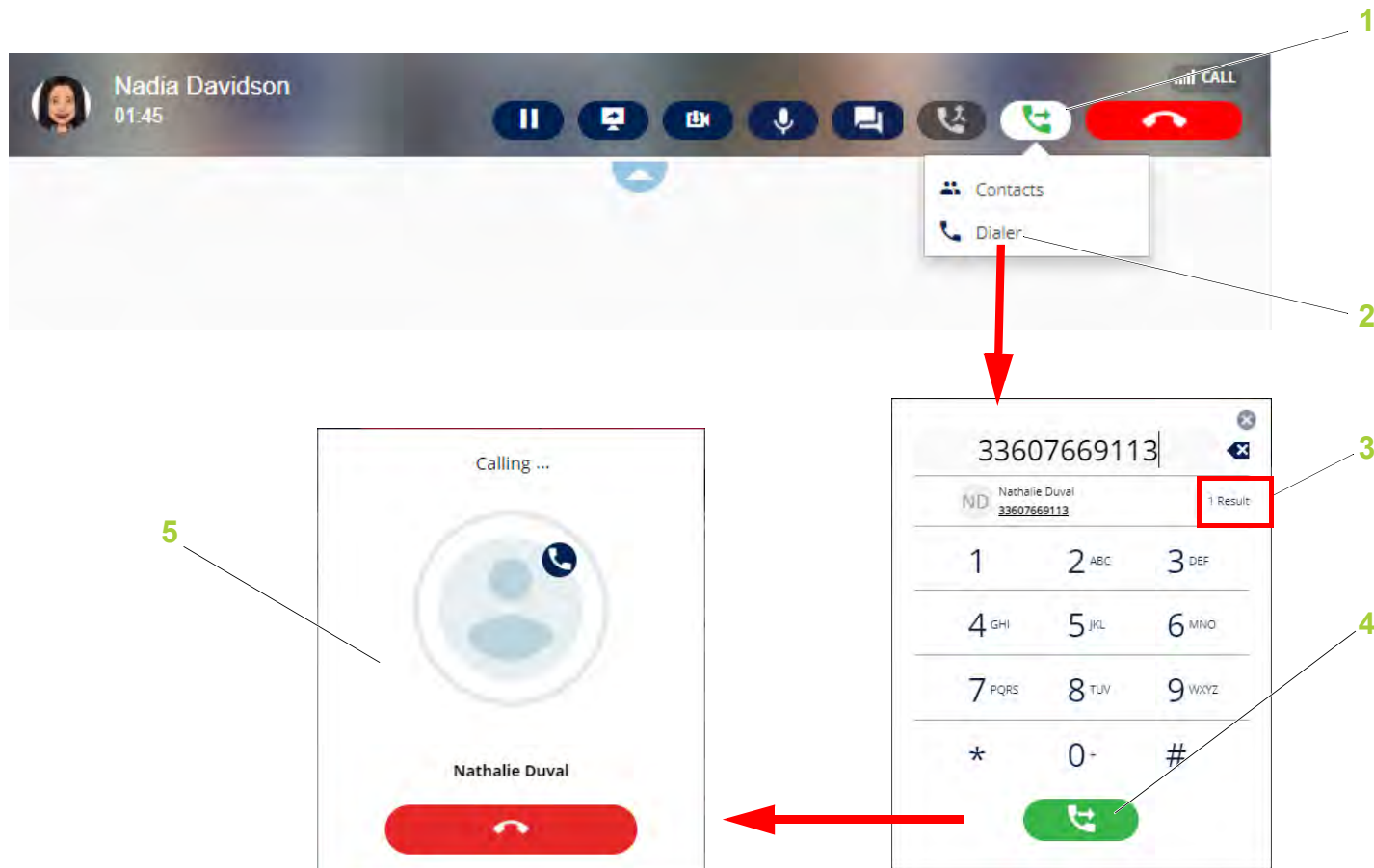
Private call (5/8)

Call merge for internal use with invite

The Merge Call feature allows you to merge two ongoing individual calls into a conference group call.

- You are on an ongoing call with an Agnet user
- You receive a call from another Agnet user
  To make a call merge:

1 Answer the calling Agnet user

The **ANSWER CALL** window opens

2 Choose "Merge call with User" option (**1**)

3 Click on the **OK** button (**2**)

The two calls are merged into a Conference Call.
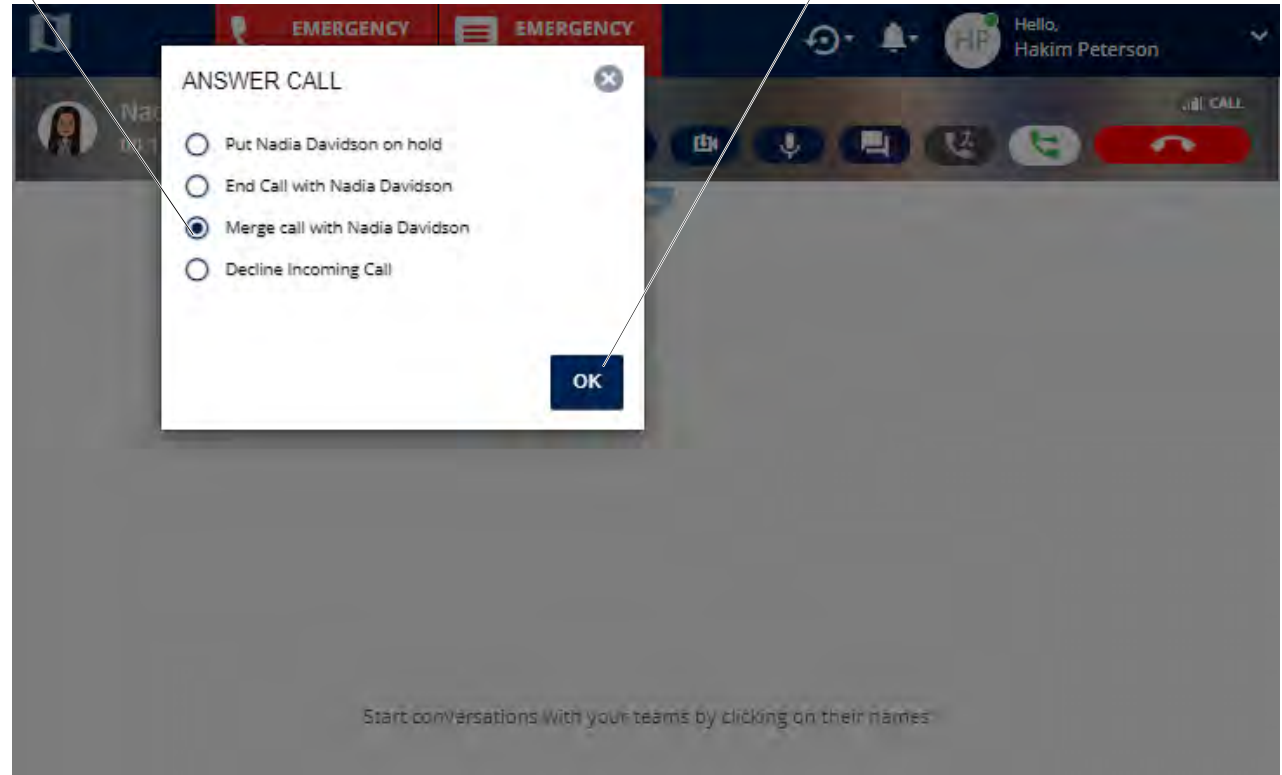
Private call (6/8)

Call forward

The Call Forward features allows the "Web Organization Administrator" to transfer calls from an internal or external mobile user of his/her choice when you are busy, do not answer, or you are unreachable.

Note: *The "Web Organization Administrator" can allow you to make changes (see Call forward in Settings section).*

The user who did not answer or was already in a call will see a **Missed Call** notification (**1**).

The user who receives the forwarded call will see who the call was forwarded from (**2**) in the **Incoming Call** notification.
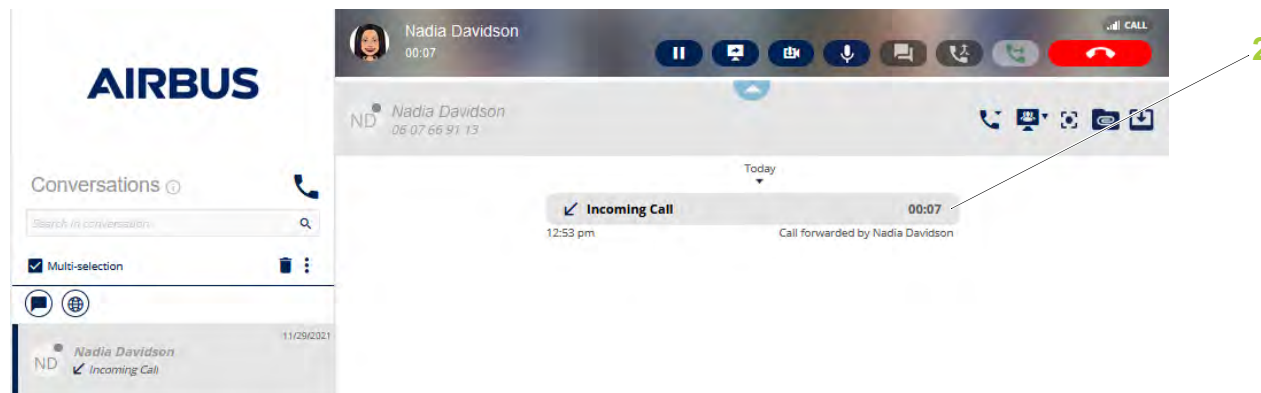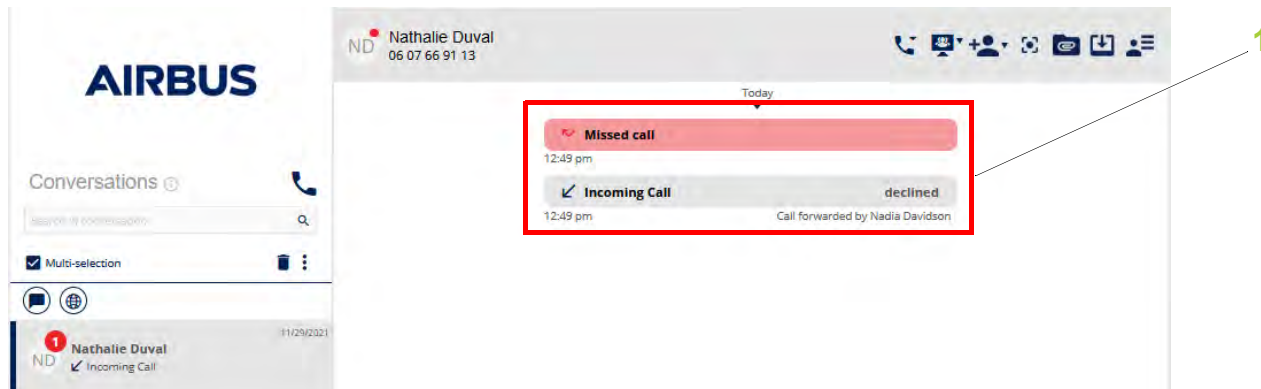
Private call (7/8)

Send a Voicemail

The voicemail is a message with an audio attachment.

The voicemail is applicable when:

- User 1 (Agnet user or external user) calls User 2
- User 2 has the **Call Forward** settings (When busy/When unreachable/When unanswered) set to Voicemail (see Call Forward settings section)

Use case:

- User 1 calls User 2
- User 2 is busy/unreachable/not answering
- The call is sent to voicemail
- A default greeting is played
- After the default greeting, a beep sounds indicating the start of recording
- User 1 leaves a voicemail
- User 1 hangs up after leaving a voice message

Note: • *There is no voicemail if you hang up before the beep. The recording is terminated when the caller hangs up.*

• *When you reach the end of the maximum recording duration, meaning 35 seconds, the recording is terminated*

• *The voicemail will not be visible on your side.*
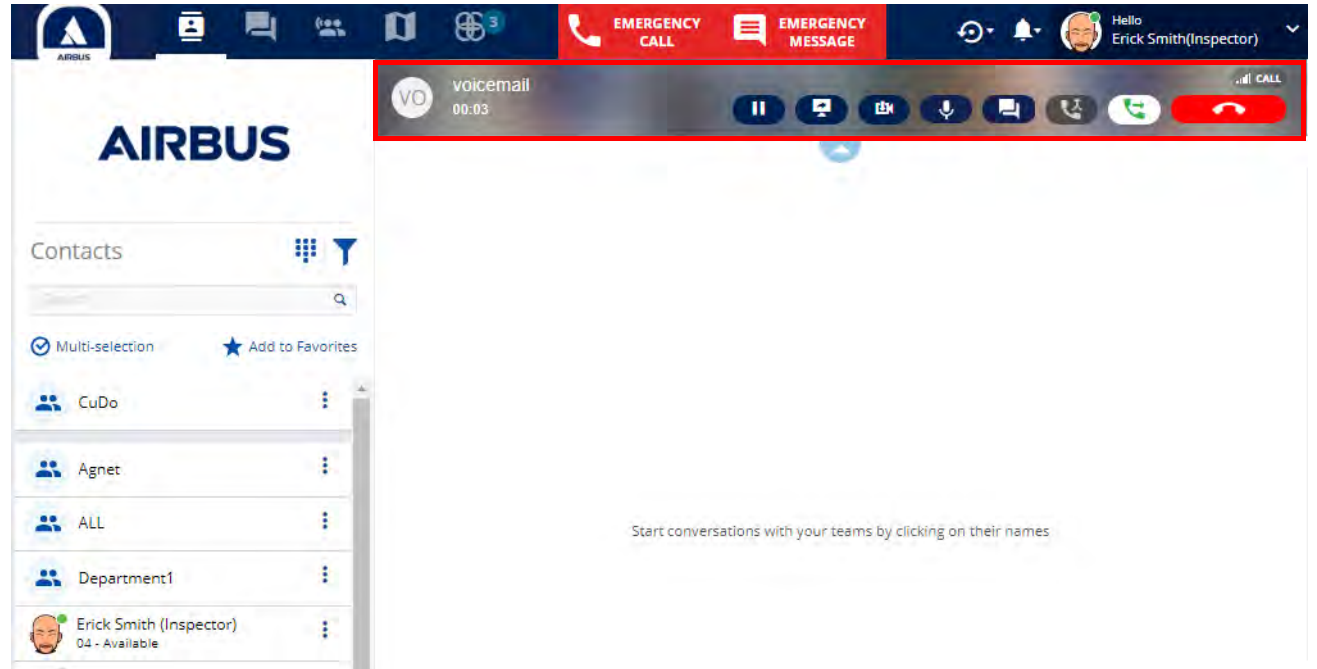
Private call (8/8)

Receive a Voicemail

As the recipient, you will be notified whenever you receive a Voicemail message which you can listen to in the **User conversations content** (see Introduction section).

Use case:

• User 2 is notified if User 1 has left a voicemail
• The voicemail includes the caller's name, date, time and duration

Call on Hold

If a Call is launched with a user, you can put it on hold if you:

- Need it for some reason
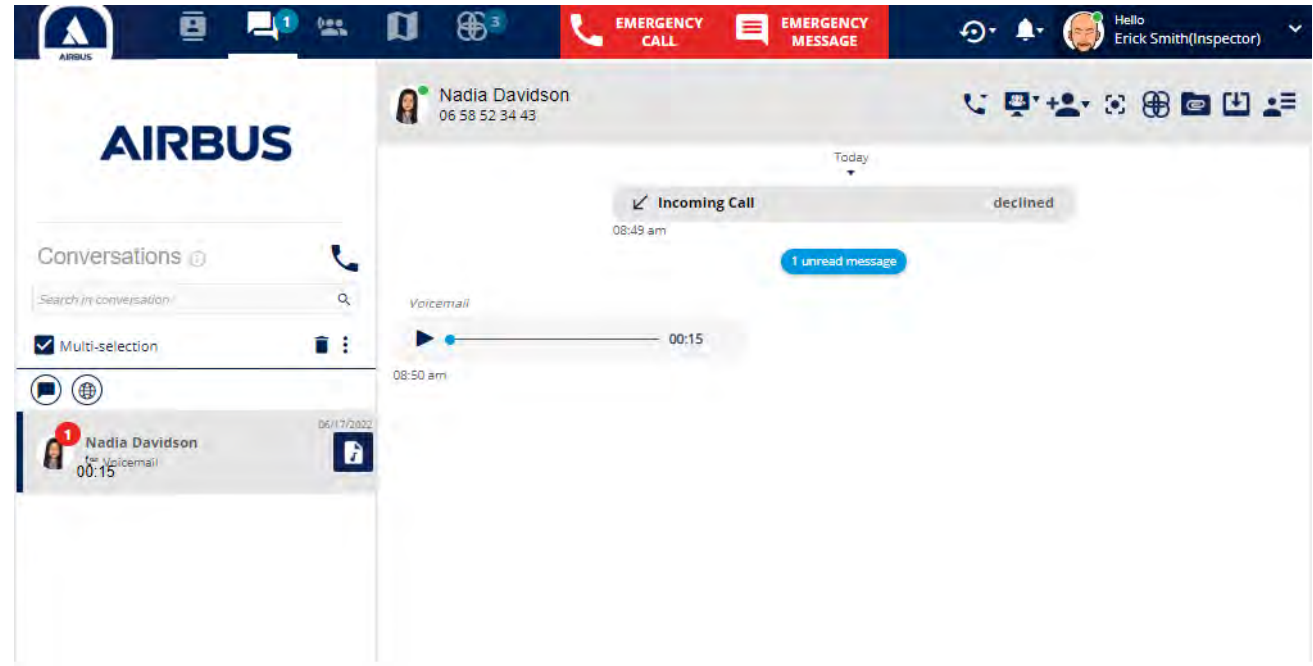- Receive another call and you accept this call.

Use case 1: put a Call on hold for some reason

- Select the **On Hold** button (**2**)
  The User is put on hold (**1**).
- Select the **Play** button (**3**) to restart the conversation

Use case 2: put a Call on hold when you receive another call.

An **ANSWER CALL** window opens (**4**).

- Choose the "Put User on hold" option (**5**)
- Click on the **OK** button (**6**)
  User 1 is put on hold (**8**)
  Select the **Switch** button (**7**) to restart the conversation

1 **2** **3**

Nadia Davidson
00:03

Nadia Davidson
ON HOLD 00:42

4

ANSWER CALL

- Put Nadia Davidson on hold
- End Call with Nadia Davidson
- Merge call with Nadia Davidson
- Decline Incoming Call

5

6

OK

8 **7**

Nathalie Duval
00:12
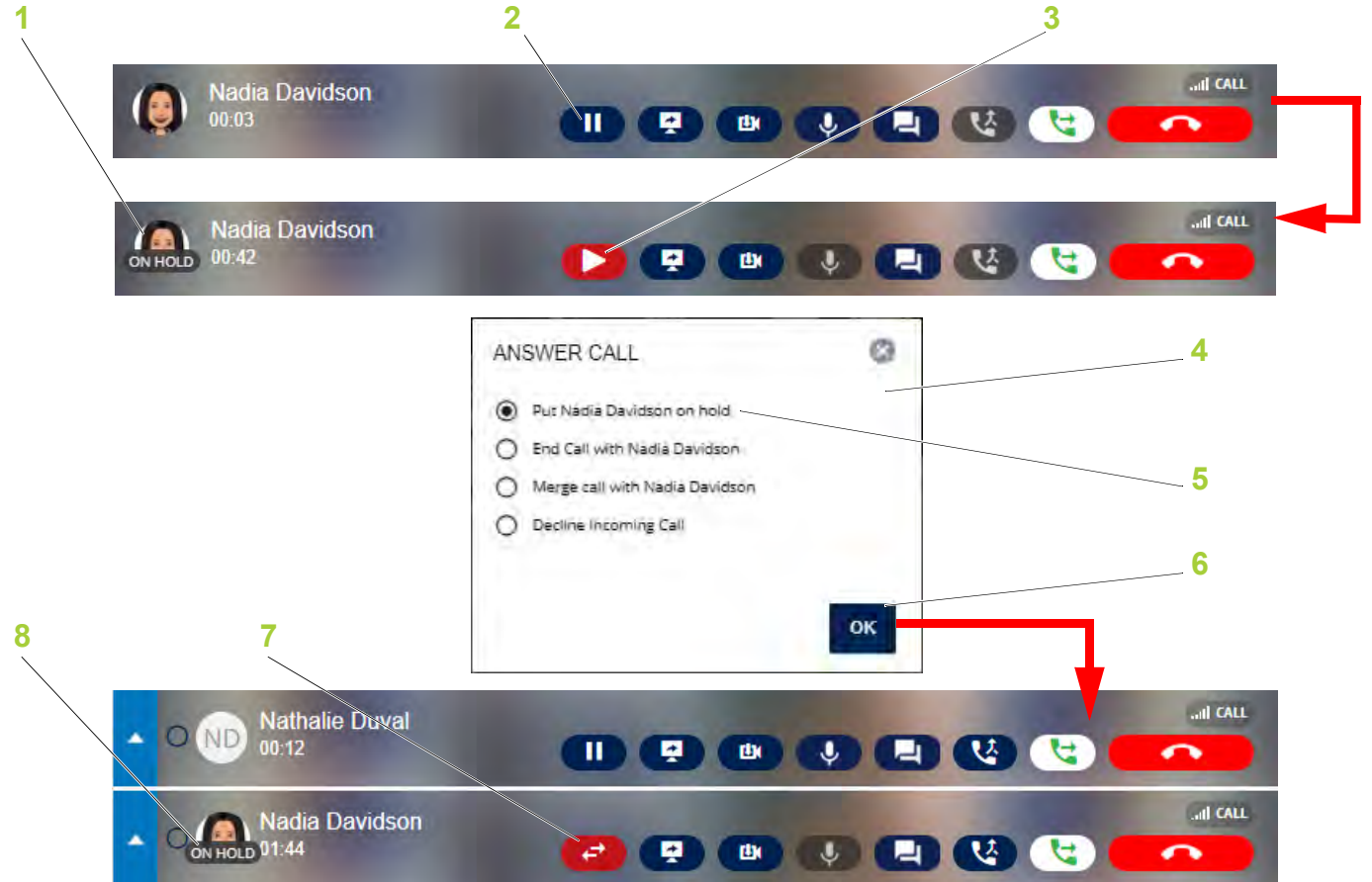
Nadia Davidson
ON HOLD 01:44

Conference Call (1/5)

Conference call with internal users (1/2)

The **Conference call** with internal users allows you to have a communication session between at least three internal users at the same time.

To initiate a Conference call with internal users and/or groups:

1 Select the **Multi-selection** box (see Contacts section)

2 Select users and/or groups using the checkboxes

3 Select the **Conference call** button (see Multi-selection section)

Note: You can initiate a Conference call via a group conversation (see Group Conversation section).
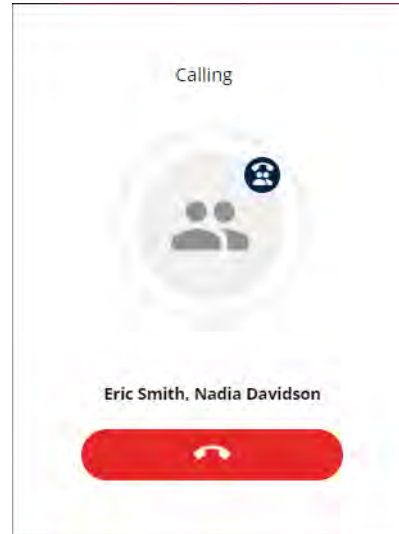The Conference Call is initiated.

• To answer a conference call:
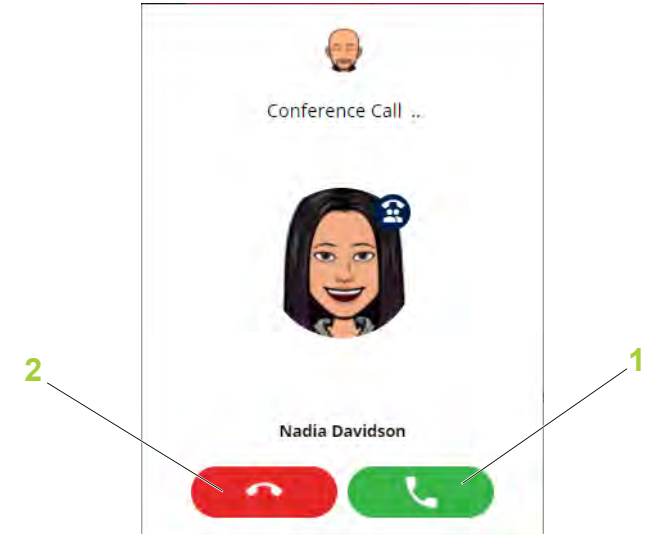**1** Accept the conference call with the **Accept** button (**1**)
   Or
2 Reject the conference call with the **Reject** button (**2**)

Note: The incoming conference call can also be displayed as a notification if the Dispatcher tool window is minimized.

Outgoing conference call

Incoming conference call

Conference Call (2/5)

Conference call with internal users (2/2)

The **Conference call** is displayed in a call banner (**1**).

Functions in the conference call banner are the following:

- **Pause call** button (**2**): to pause the call and then resume the call
- **Mute call** button (**3**): to mute the conference call so that the interlocutors cannot hear the Dispatcher
- **Options** button (**4**):
  - **Share screen**: to share your screen
  - **Broadcast video**: to share access to your computer camera/webcam
  - **Go to conversation**: to send messages
  - **Add a contact**: to send messages
  - **Details**: to display all participants of the group
- **Hang up** button (**5**): to end the call

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Conference Call (3/5)

Conference call with internal and external users

To have a communication session between at least three internal and external users at the same time, the Dialer feature must be used.

You are on an ongoing call with several Agnet users.

To add an external user:

1 Select the **Options** button on the conference call banner (see Conference call with internal users section)

2 Select the **Add a contact**: option

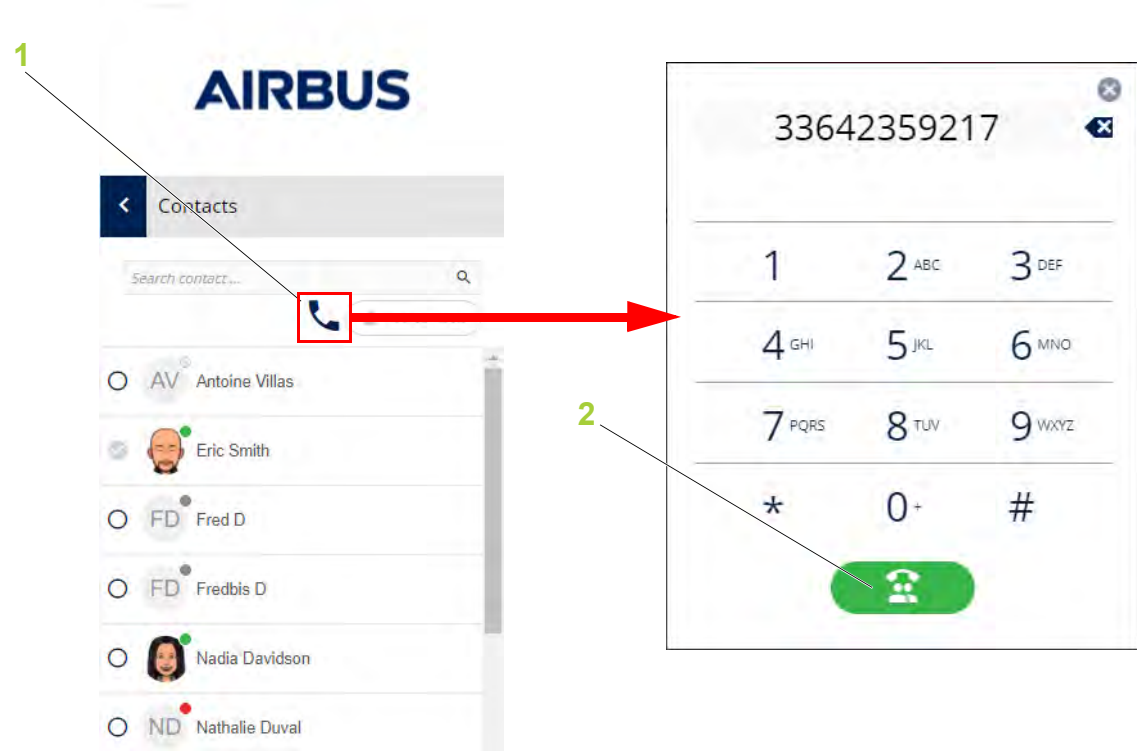**3** Select the **Phone** button (**1**).

The **Dialer** window opens.

4 Enter a number

Note: The Agnet Dispatcher app will not convert national numbers (the number will not be verified). Any numbers or characters can be inserted.

5 Click on the **Conference Call green** button (**2**).

The external user enters the Conference call.

Conference Call (4/5)

Conference Call Late Entry

- For a Conference Call Late Entry, click on the **Join** button by selecting the Conference call from the **Conversations** tab

The **Conference Call Late Entry** function allows you to join the conference call while the conference call is still going on between at least two participants.

The **Join** button is displayed if you:

- Reject a conference call
- Miss a conference call
- Accepted a conference call and then ended it
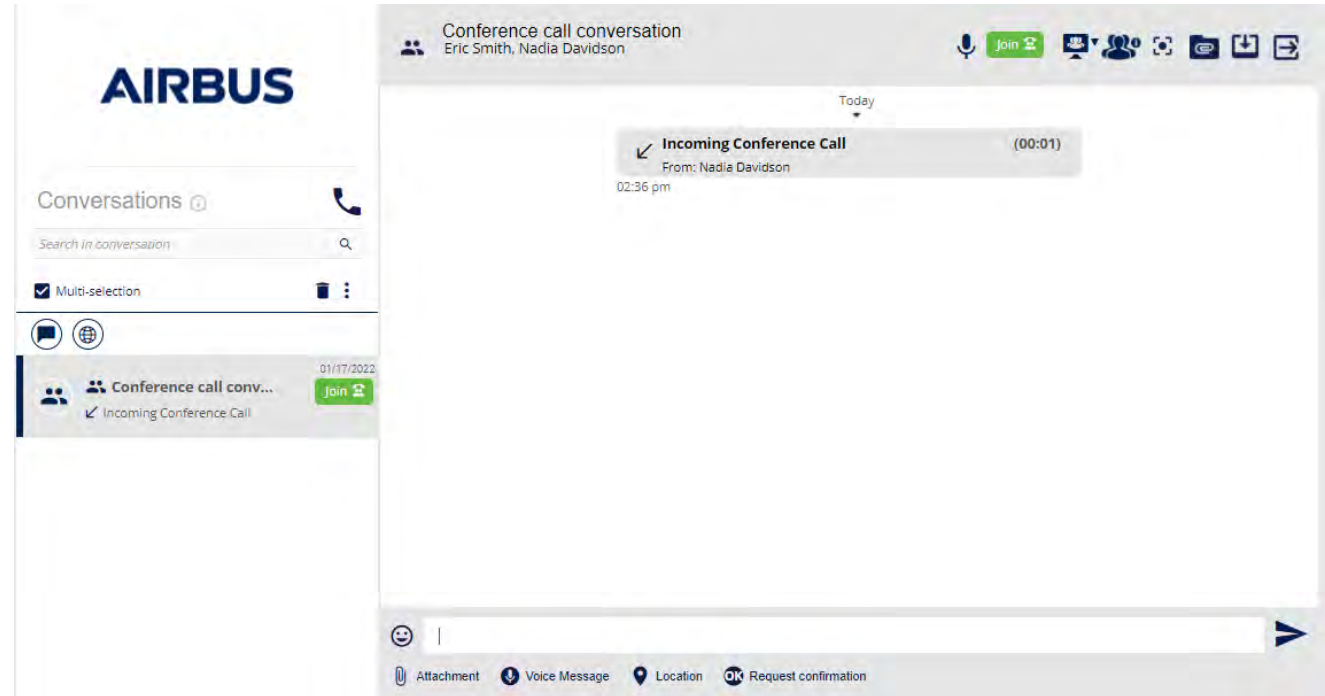
Conference Call (5/5)

End a Conference Call when the initiator leaves

The **End Conference Call when initiator leaves** feature is activated/deactivated by your organization's "Web Organization Administrator".

Use case:

• User 1 (initiator) makes a Conference Call to User 2, User 3 and User 4
• User 2 ends the call: User 1, User 3, and User 4 are still in the call
• User 1 ends the call: the call will end for all participants

Note: When a user is added to an existing Conference Call, this does not change the call initiator.

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Video (1/2)

Video call

- A video call is an individual call where the call participants share real time videos with each other.
- To make an individual video call, select the **Video call** option from the user contacts list (via **Contacts** or **Geolocation map** tabs)

Functions in the video call window are the following:

- **Interlocutor** (1): selected user
- **Outgoing video call screen** (2): dispatcher
- **Full screen** button (3): to display the call in full screen mode

Other functions appear on the bar in the Map view:

- **Pause call** button (4): to pause the video and then resume the video call
- **Share screen** button (5): to share your screen
- **Broadcast** button (6): to share access to your computer camera/webcam
- **Video call** button (7): to display or hide the video call window
- **Mute call** button (8): to mute the call so that the interlocutor cannot hear the Dispatcher
- **Messaging** button (9): to send messages to the other user
- **Transfer call** button (10): to transfer the call to other users
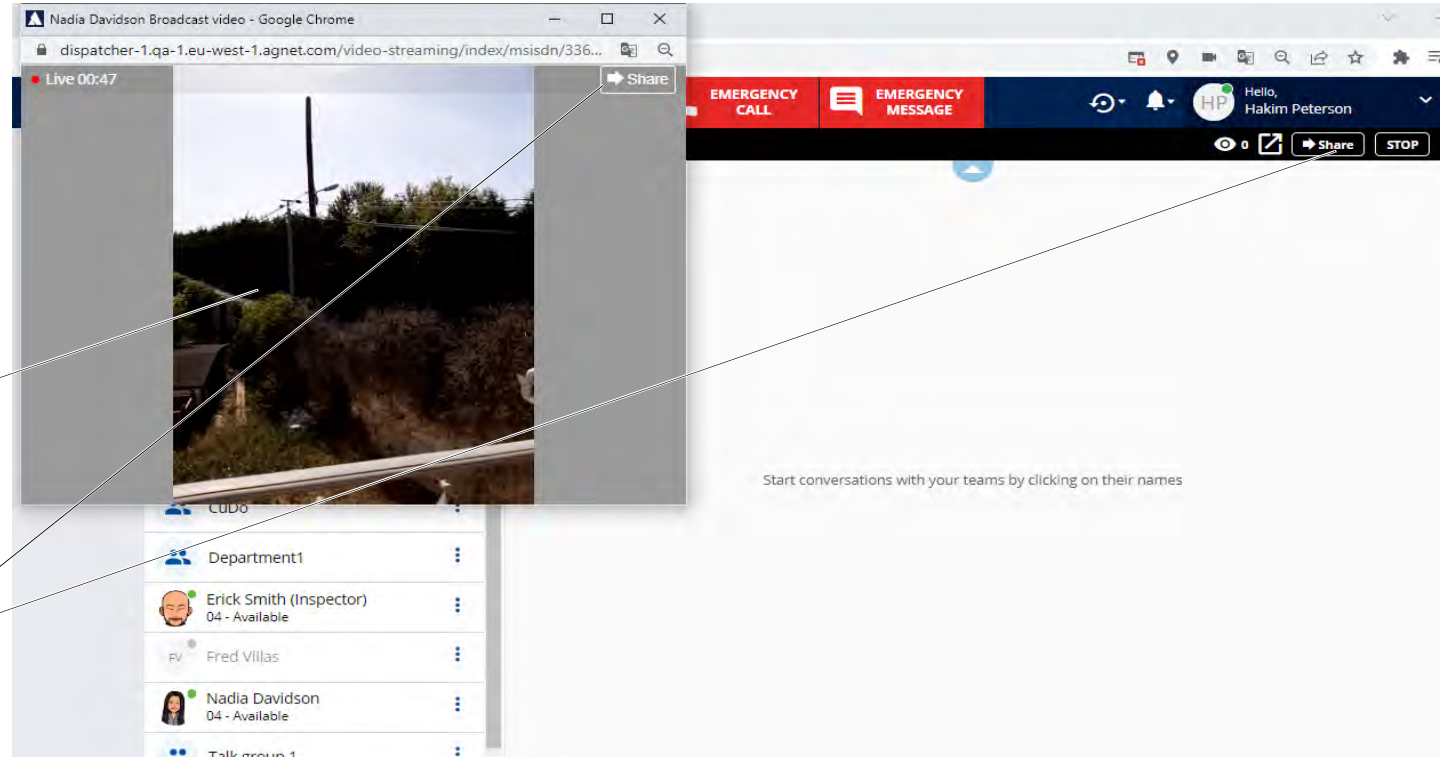- **Hang up** button (11): to end the video call
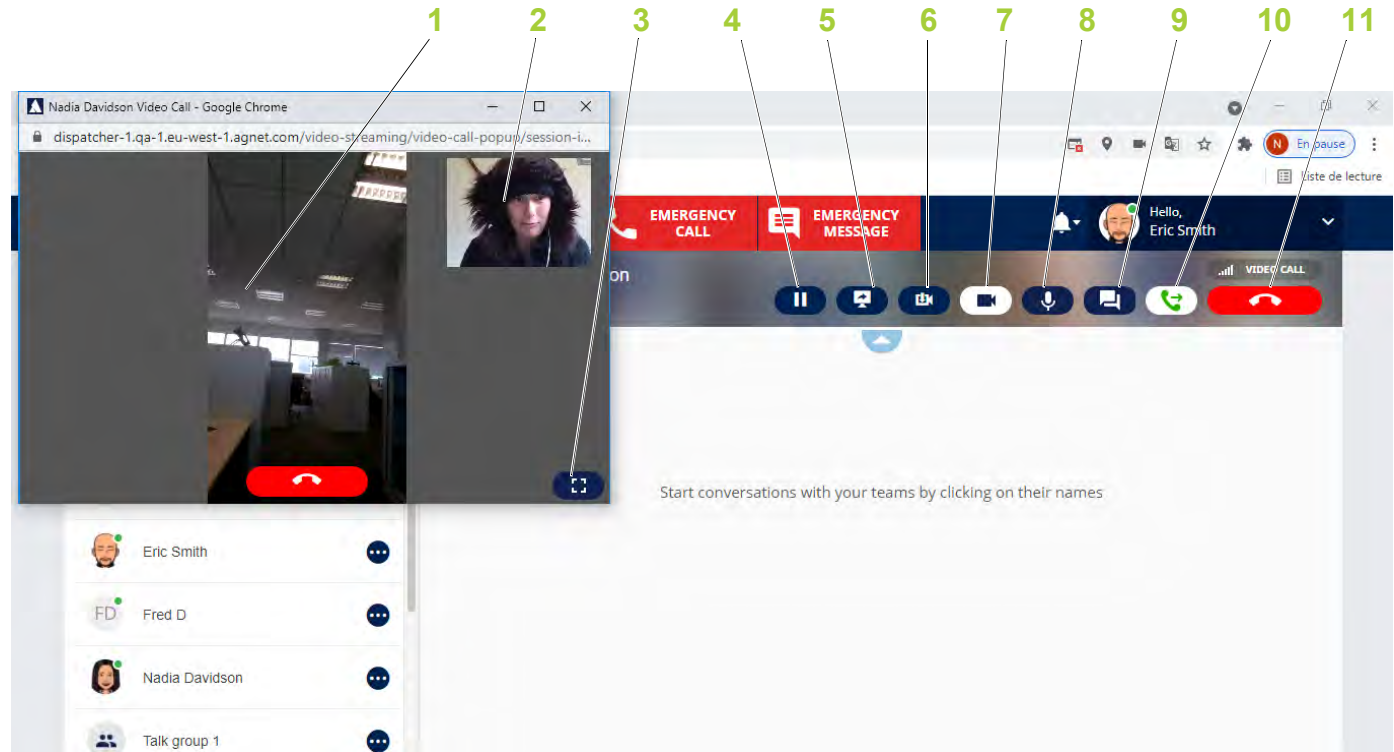
Video (2/2)

Video streaming

The **Video streaming** feature allows a user or a dispatcher to share live video with one or more users.

User sharing a video

To share the video with one or more users

Emergency calls (1/5)

Introduction

The "Web Organization Administrator" has to enable the **EMERGENCY MESSAGE** button for you.

The emergency conversation includes all users in a pre-defined group.

The emergency call ends if none of the recipients answer after a certain amount of time, however the emergency mode remains active.

A new conversation is created each time a user makes an emergency call.
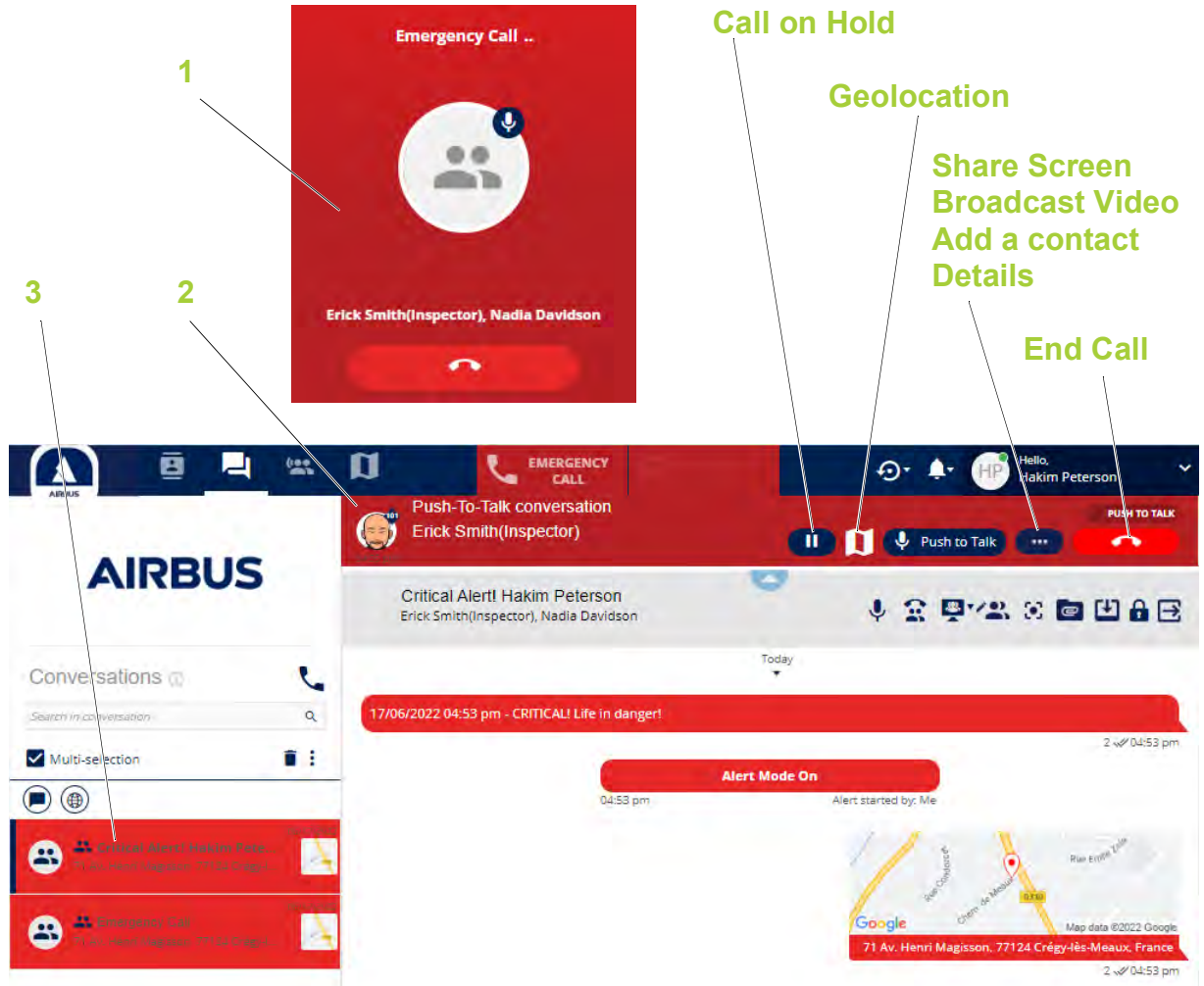
Making an Emergency Call

To make an Emergency call:

1 Click on the **EMERGENCY CALL** button in the **Action bar**

An **Emergency Call** window opens (**1**).

If the Emergency call is accepted, a call banner (**2**) is displayed and a Critical Emergency Message is sent in a new conversation (**3**).

1

3 **2**

Call on Hold

Geolocation

Share Screen
Broadcast Video
Add a contact
Details

**End Call**

Emergency calls (2/5)

Automatically take the floor in Emergency PTT Call

The "Web Organization Administrator" has to enable the **Automatic floor control after the alert is triggered** feature for you.

The **Automatic floor control after the alert is triggered** feature allows you to automatically take the floor in an Emergency Call when you are in distress without pressing the screen or accessories.

Push-to-talk button activated automatically
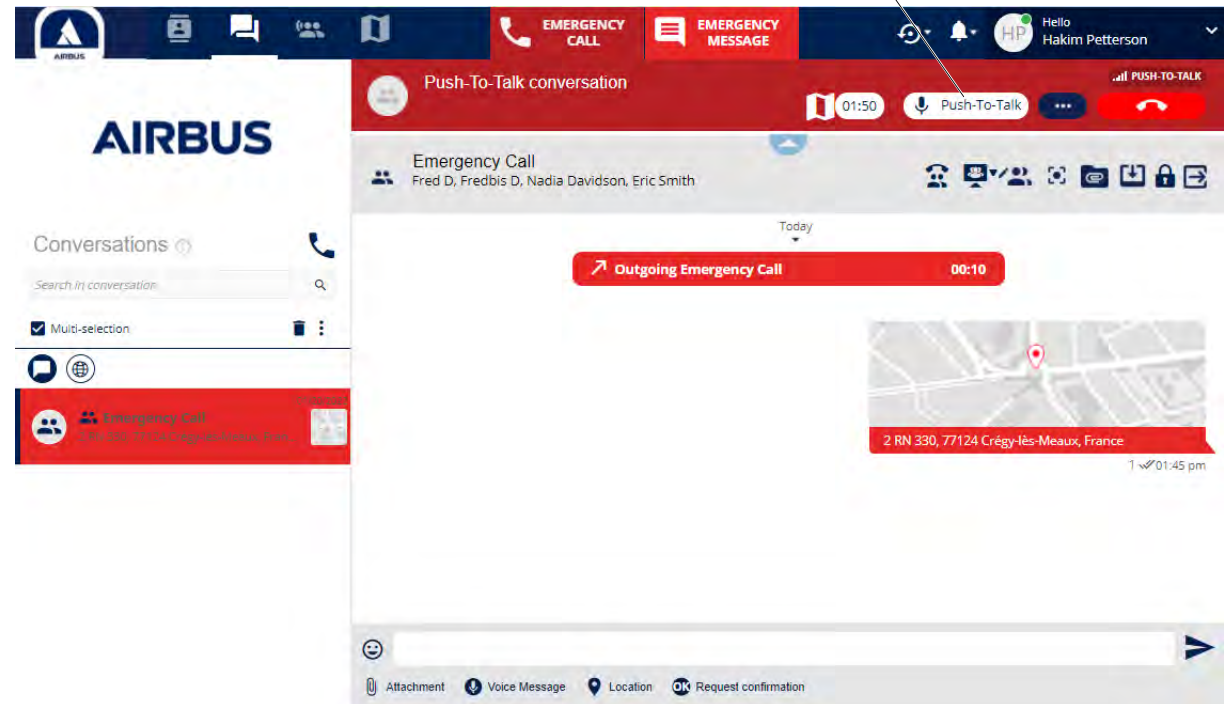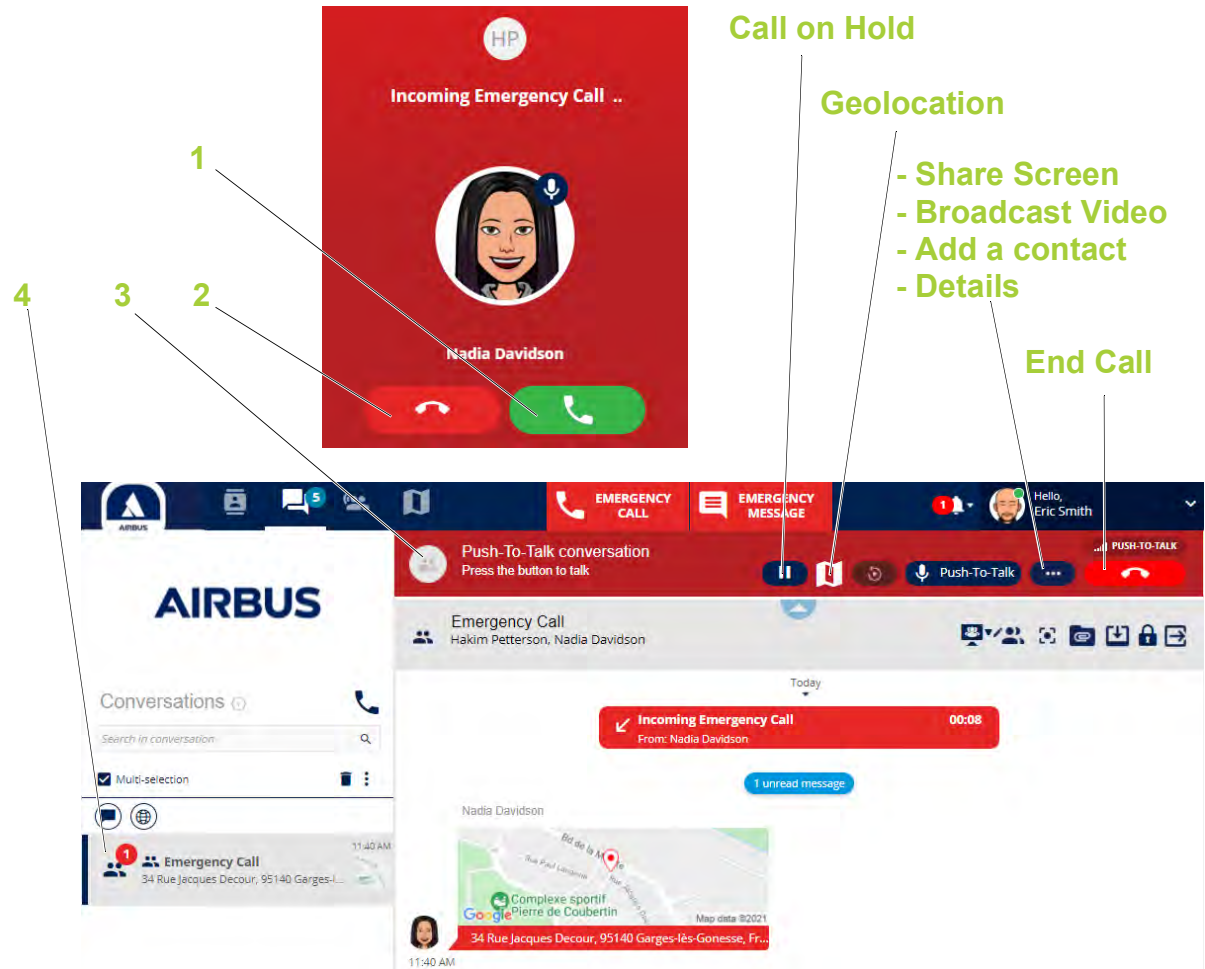
Emergency calls (3/5)

Answering an Emergency Call

To answer an Emergency call:

1 Accept the call with the **Accept** button (**1**)

Or

2 Reject the call with the **Reject** button (**2**)

If the Emergency call is accepted, a call banner (**3**) is displayed and a Critical Emergency Message appears in a new conversation (**4**).

Call on Hold

Geolocation

- **Share Screen**
- **Broadcast Video**
- **Add a contact**
- **Details**

End Call

Emergency calls (4/5)

Deactivating the Emergency Call

The **Emergency Call** can be deactivated by the initiator or the recipient. The Alert is stopped and an Alert mode off green notification is displayed.
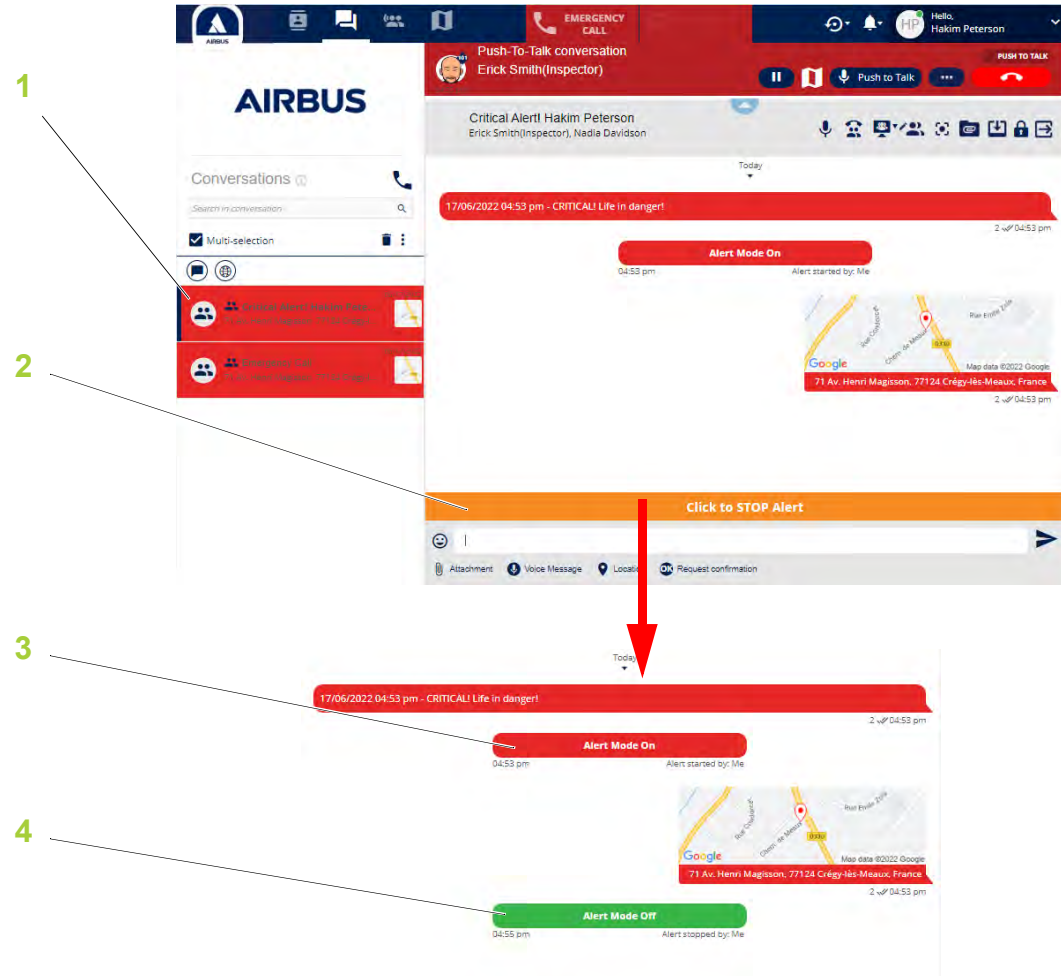
To stop the Alert:

1 Open the Alert conversation (**1**) by tapping on it in the **Conversations** tab

2 Click on the **Click to STOP Alert** orange button (**2**)

The Alert is stopped and an Alert Mode Off green notification is displayed (**3**).

Note: The Alert mode On/Off notifications display the name of the one who initiated the alert (3) and the one who stopped the alert (4).

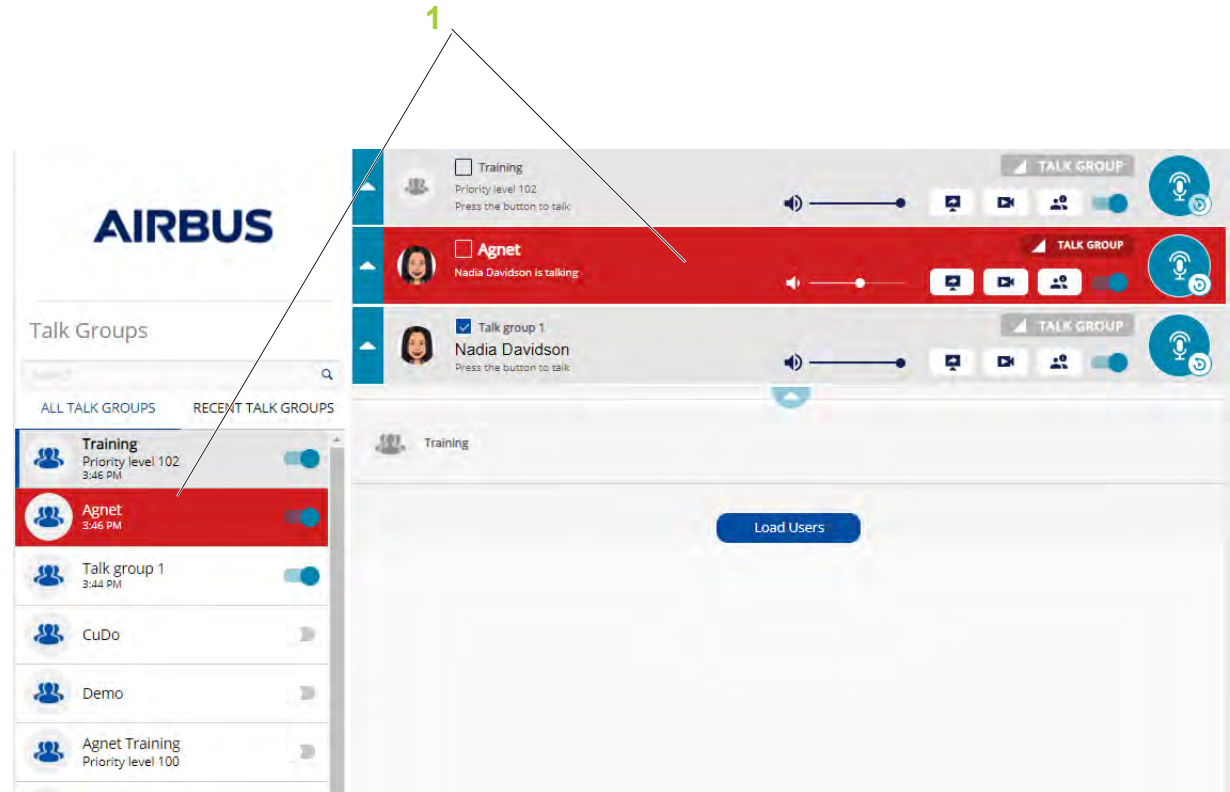## Adding Users from Connected Talk groups as recipients

The "Web Organization Administrator" has to enable the feature for you.

When an Emergency Call is initiated by a user mobile, an alert conversation is sent to:

• The users in a predefined group by your "Web Organization Administrator"

• The users who are connected to the same Talk groups as the user mobile

Use case:

• You are connected to three Talk groups: **Training**, **Agnet** and **Talk group 1**

• A user mobile initiates an Emergency Call

• The Emergency call is sent to the recipients defined by the "Web Organization Administrator" and all users in those three Talk groups

• One of the Talk group becomes red for the Emergency call (**1**)

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Emergency messages (1/3)

Introduction

The "Web Organization Administrator" has to enable the Emergency Message button for you.

The emergency message includes all members in a predefined group.

A new conversation is created each time a user sends an emergency message.

The "Web Organization Administrator" may have chosen:

• A standard message (see Making a standard Emergency Message section)

• A customized alert message defined by the "Web Organization Admin"

Making a standard Emergency Message

1 Tap the **EMERGENCY MESSAGE** button

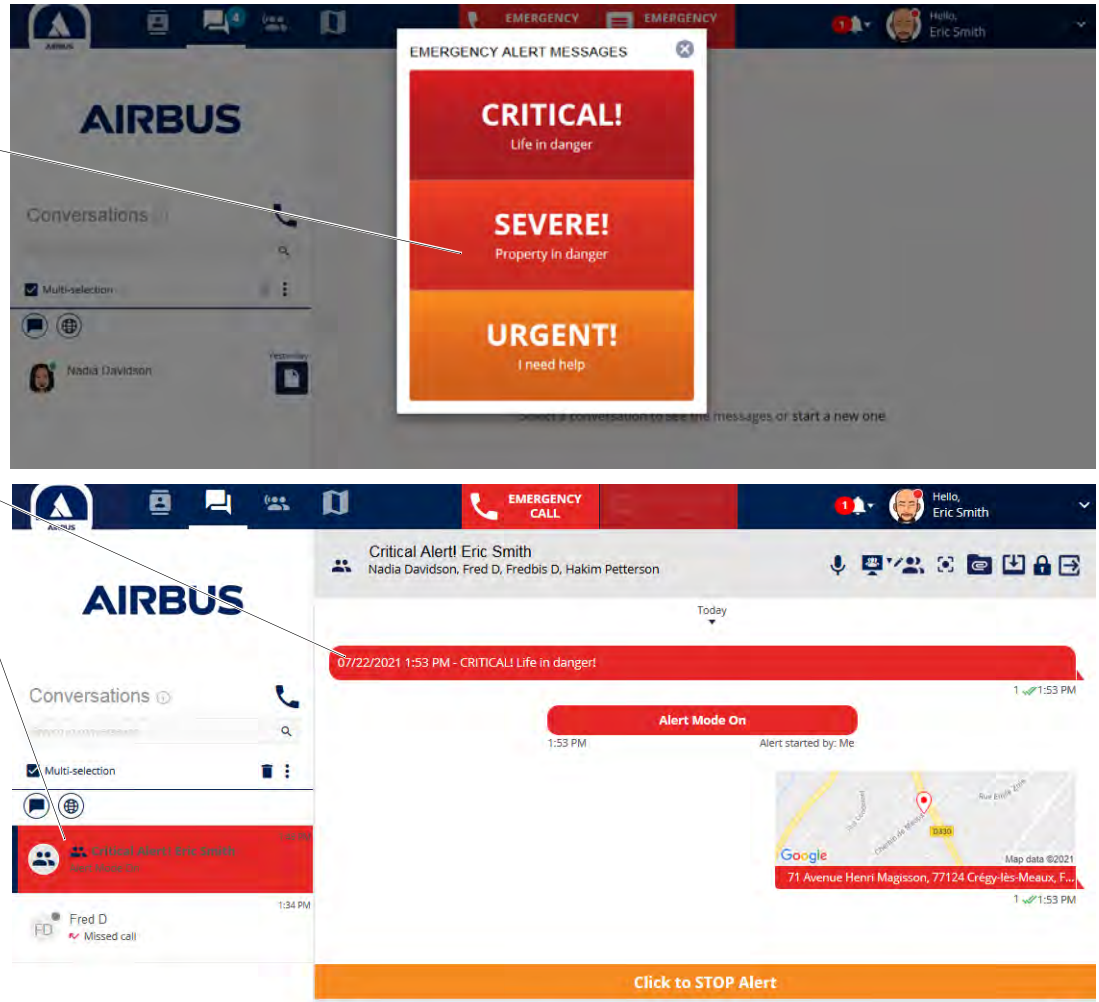An **EMERGENCY ALERT MESSAGES** dialog box opens (**1**).

2 Choose one of the three standard alert messages

A new Emergency Message (**2**) is automatically sent to the Emergency group in the **Conversations** tab.

Note: *The alert conversations cannot be deleted while the alert is still active.*

Answering an Emergency Message

The incoming Emergency Message can be:

- Sent by a user for all kinds of reasons
- An automatic alert sent whenever immobility is detected by a smartphone when the user is not moving due to sickness, an attack or other reasons.

The incoming Emergency Message screen allows the Dispatcher to:

- Geolocate the alerting user (1)
- Call the alerting user (2)
- Send a message to the alerting user (3)

  Note: The Close button closes the window but does not stop the alert (4).
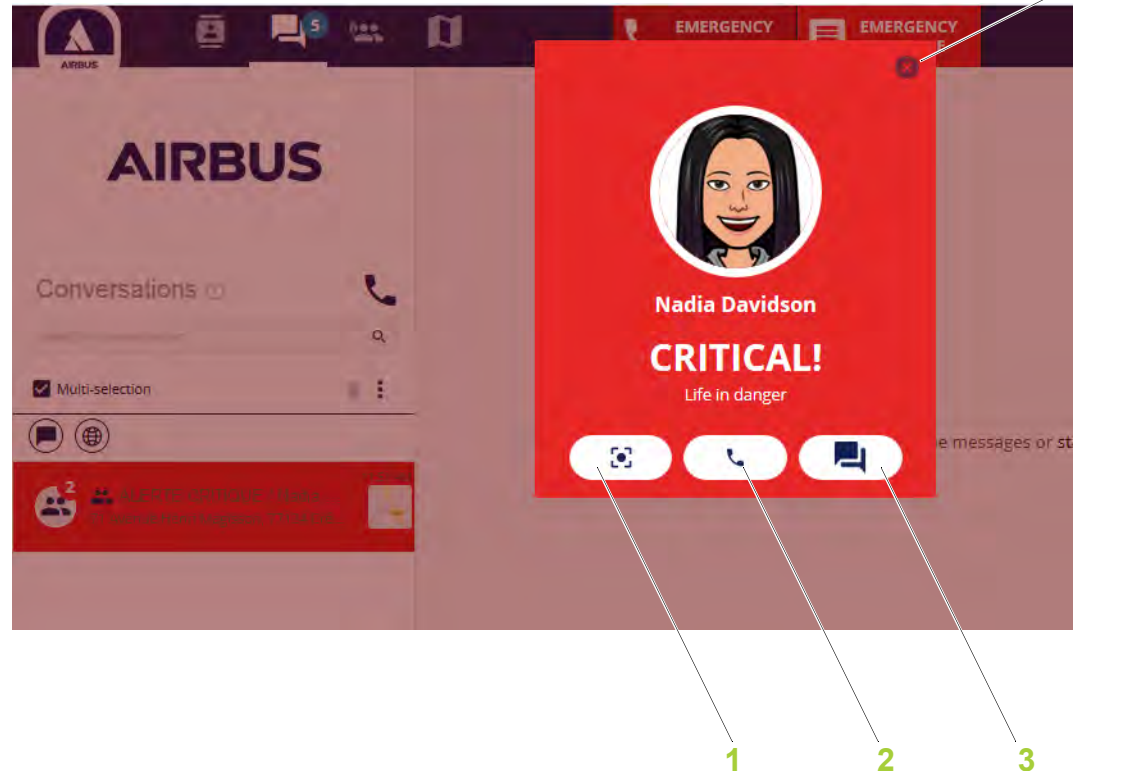
Emergency messages (3/3)

Deactivating the Emergency Message

The **Emergency Alert Message** can be deactivated by the initiator or the recipient. The Alert is stopped and an Alert mode off green notification is displayed.

To stop the Alert:

1 Open the Alert conversation (**1**) by tapping on it in the **Conversations** tab

2 Click on the **Click to STOP Alert** orange button (**2**)

The Alert is stopped and an Alert Mode Off green notification is displayed (**4**).

*Note: The Alert mode On/Off notifications display the name of the one who initiated the alert (**3**) and the one who stopped the alert (**4**).*

Emergency Ambient Listening Call (1/2)

Introduction

Only one recipient can be set for the Emergency Ambient Listening Call profile.

The call will be auto-answered if the **Push-To-Talk Auto-answer** option is enabled.

The Emergency Ambient Listening Call allows a User or a Dispatcher to listen to the environment of the calling member.

The Emergency conversation includes all members in a predefined group.

A new conversation is created only for the receiving User or Dispatcher each time a user makes an Emergency Ambient Listening Call, including the location of the initiator.

Answering an Ambient Listening Call

To answer an Emergency Ambient Call:

1 Accept the call with the **Accept** button (**1**)

  Or

2 Reject the call with the **Reject** button (**2**)

  If the Emergency call is accepted, a call banner (**3**) is displayed and a Critical Emergency Message appears in a new conversation (**4**).

  Note: Alert mode On notifications display the name of the person who initiated the alert (5).

Call on Hold

Geolocation

  - **Go to conversation**
  - **Details**

Sends the location of the initiator in the conversation
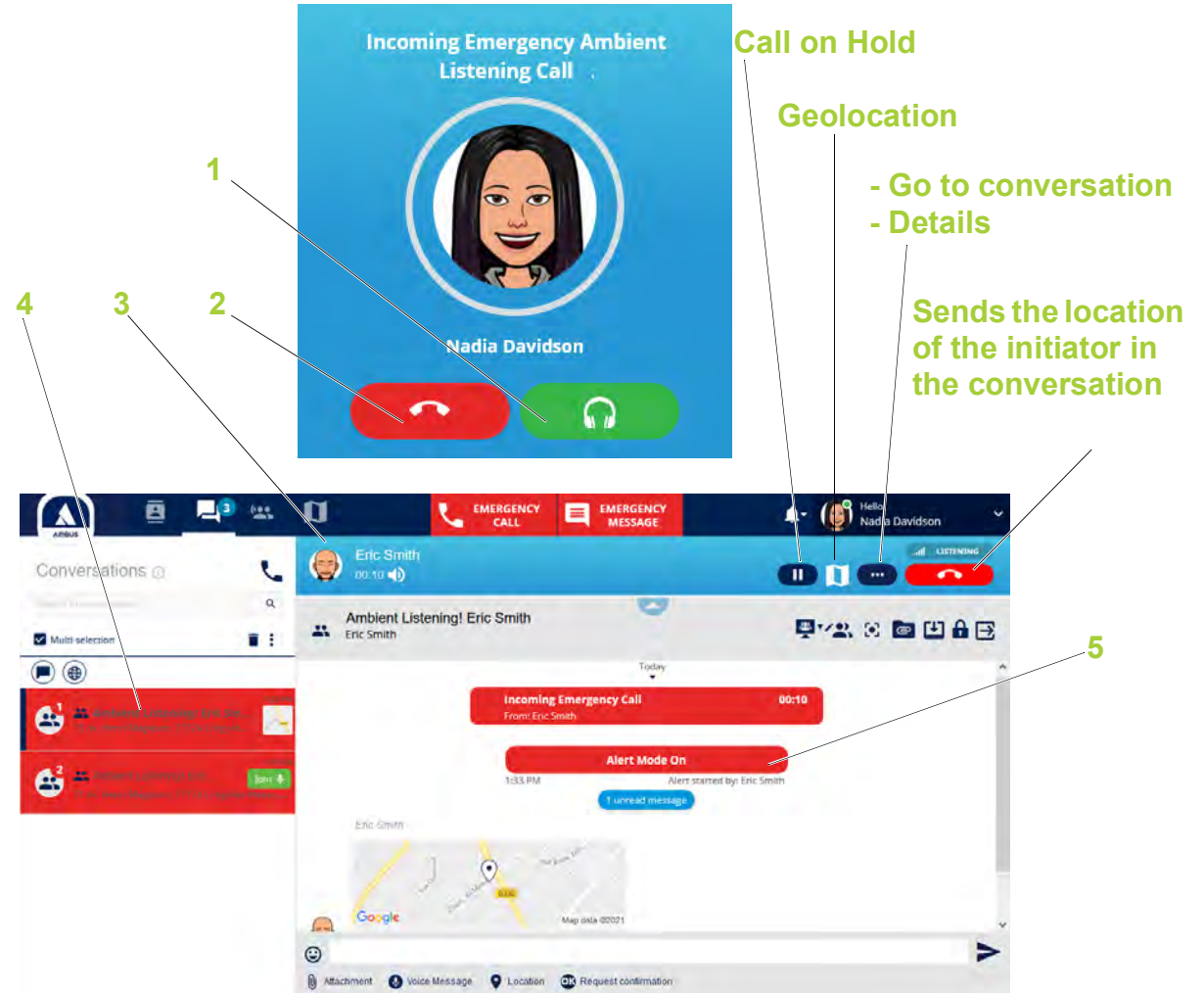
Emergency Ambient Listening Call (2/2)

Deactivating the Ambient Listening Call

Emergency Ambient Listening can be deactivated by the recipient.

To stop the Alert:

1 Open the Alert conversation (**1**) by tapping on it in the **Conversations** tab

2 Click on the **Click to STOP Alert** orange button (**2**)

Note: The Alert mode On/Off notifications display the name of the person who initiated the alert (3) and the person who stopped the alert (4).
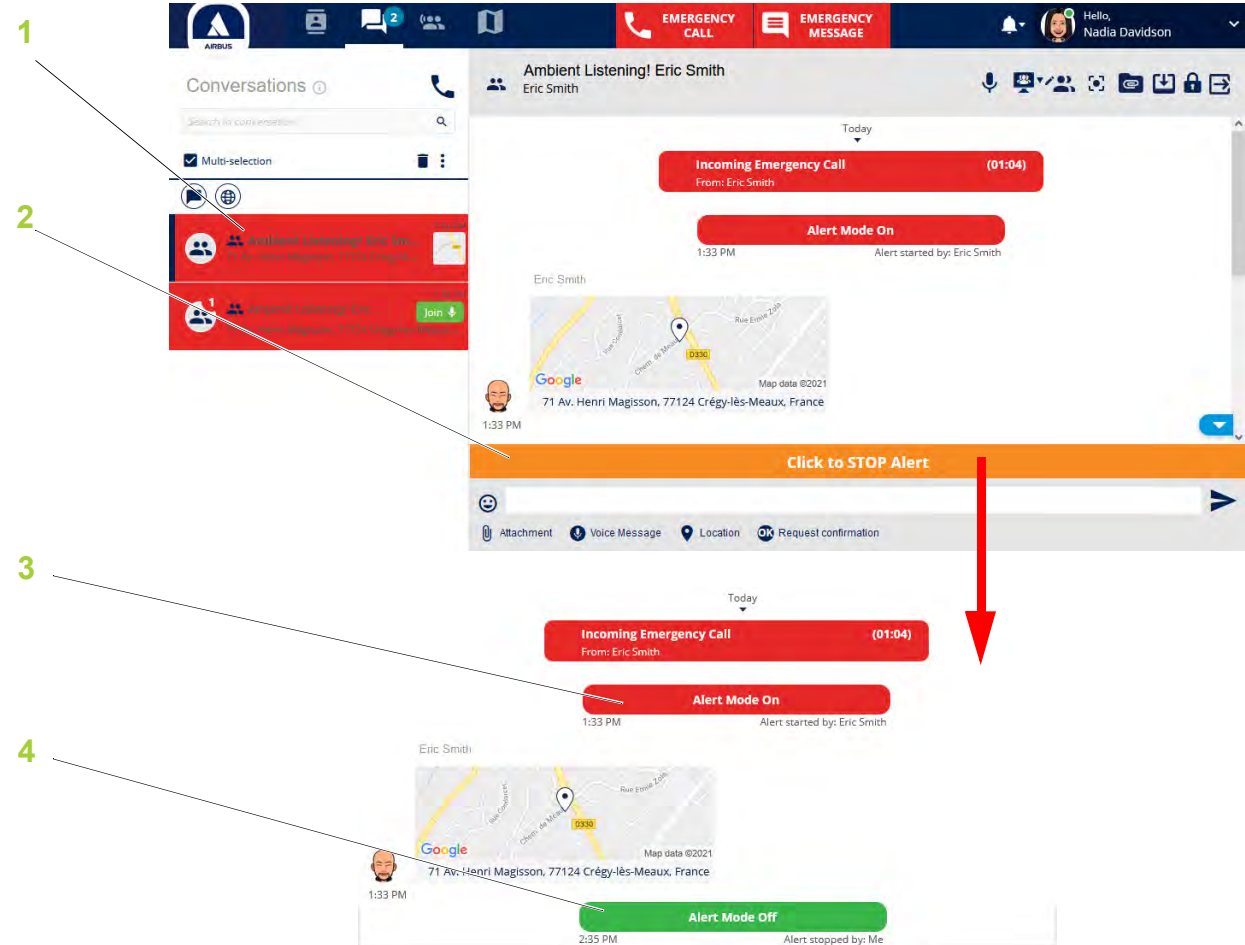
Lifeguard

Note: The "Web Organization Administrator" has to enable the **Lifeguard**.

- The Lifeguard feature is for employees working in isolated environments, without close or direct supervision.
- Automatic alerts are sent to designated recipients whenever the device detects falls.

If the dispatcher is in the list of recipients, the dispatcher receives an alert in the **Man Down - Detected** dialog box and can:

- Geolocate the alerting user (**1**).
- Call the alerting user (**2**).
- Send a message to the alerting user (**3**).

If you're not on the Dispatcher page, a notification is displayed on the bottom right side of the screen (**4**).
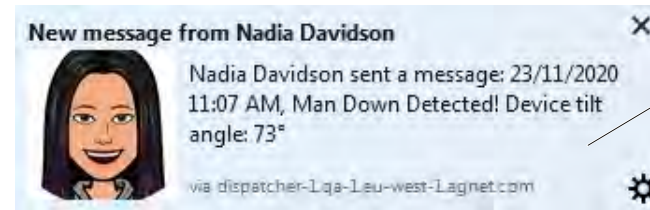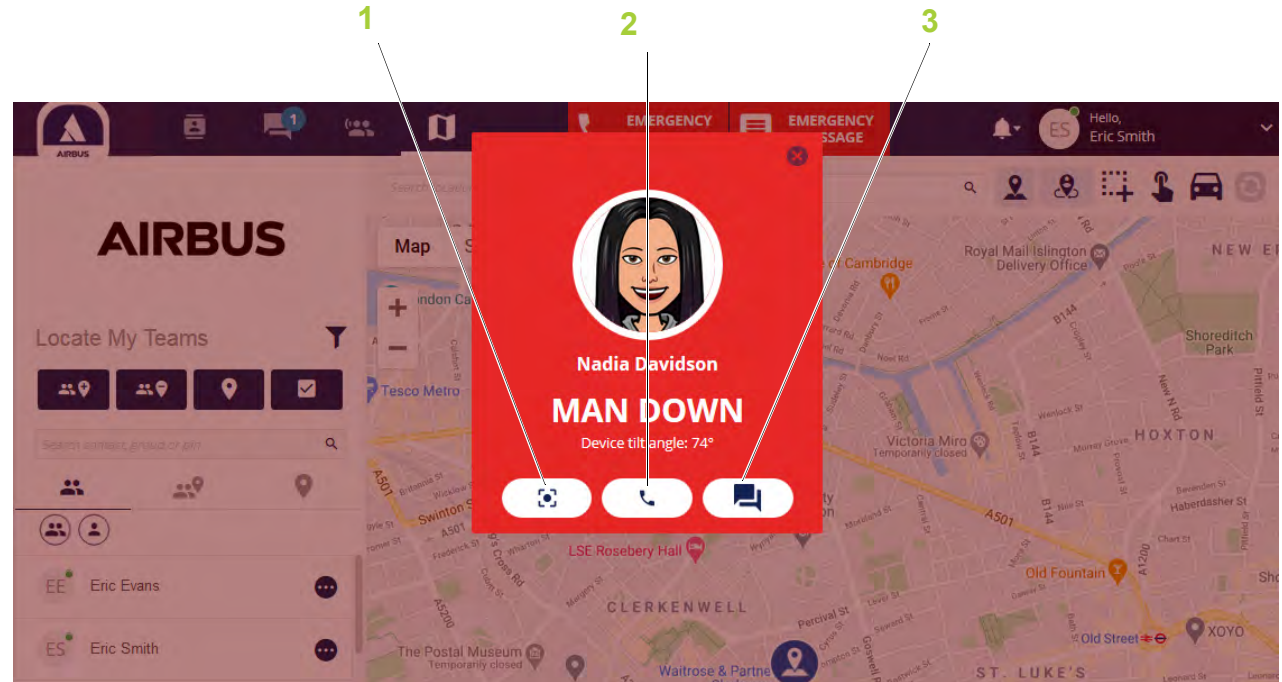
PTT Group Call Late Entry

- To make a PTT Call Late Entry, click on the **Join Call** button by selecting the group from the:
  - **Contacts** tab
  - **Conversations** tab
 - **Geolocation map** tab

The **PTT Call Late Entry** function allows you to join the group call while the call is still going on between at least two participants.

The **Join Call** button is displayed if you:

- Reject a group call
- Miss a group call
- Accepted a group call and then ended it

Automatic Late Entry in group calls

- If a user is added to a prearranged group/department while the group/department has an ongoing call, the newly added user will automatically receive this call.
- If a user is removed from a prearranged group/department while this group/department has an ongoing call, the removed user will automatically be disconnected from the call too, unless it is an Emergency call
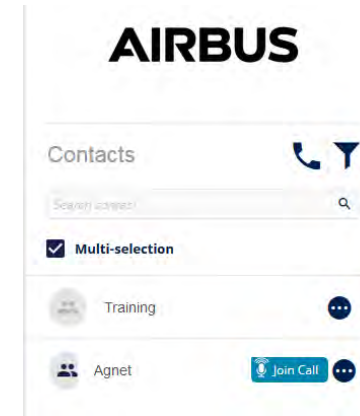
Screen sharing with a group of users (1/2)

To share your screen with a group of users, the **Share Screen** button or option is available from the **Contacts** tab

Note: *The maximum limit of users is 100.*

To initiate a shared screen:

1 Open the **Contacts** tab (see Contacts section)

2 Select the **Three dots** button for the group with which to share the screen (see Groups/Departments users section)

3 Select the **Share screen** menu

A screen selection window is displayed to choose the visual content to share:

• On Chrome:
- Your Entire Screen (**1**)
- Application Window (**2**)
- Chrome Tab (**3**)

• On Firefox:
- Your Window or Screen (**4**)
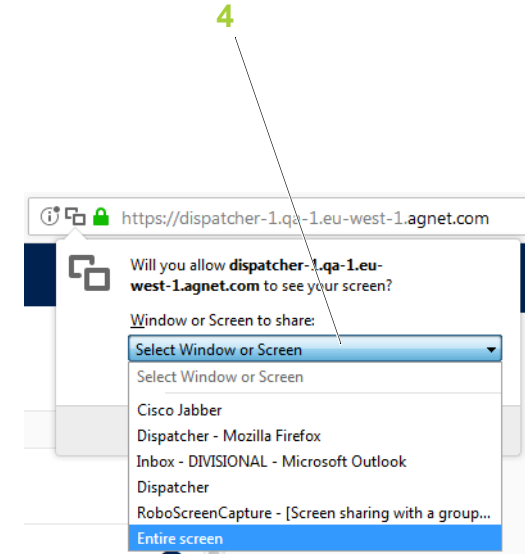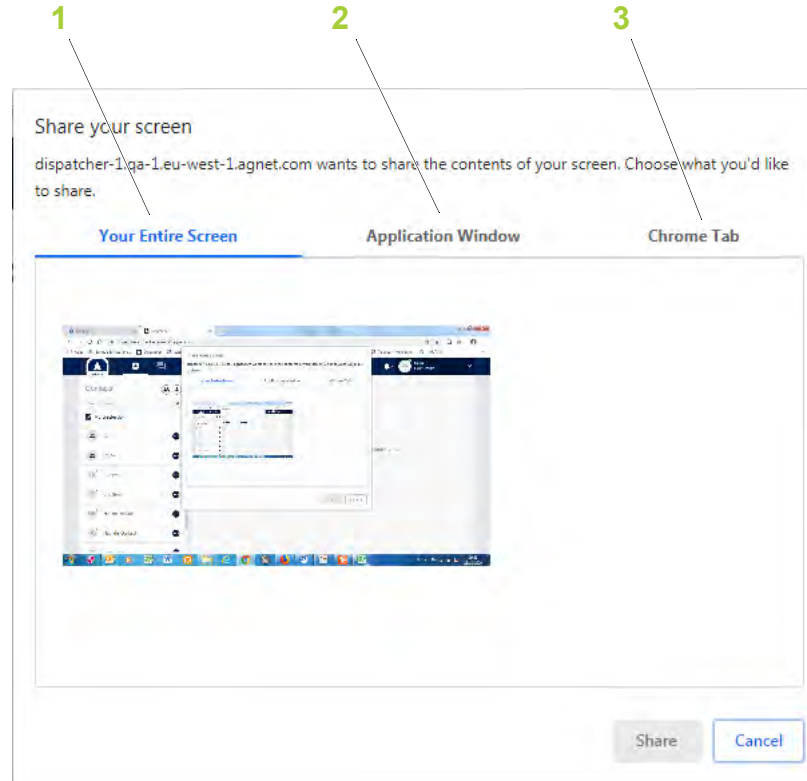
Screen sharing with a group of users (2/2)

After selecting the screen to be shared, the session starts and a call banner is displayed on top of the screen with the following elements:

• Call timer (1)

• **Viewers** button (2): to check who is viewing

• **Pause/Resume** button (3): to pause the screen sharing and then resume sharing your screen

• **Stop** button (4): to stop sharing your screen. A confirmation pop-up window is displayed to prevent you from accidentally closing the session

Note: While a Share Screen session is in progress, you cannot start another one.
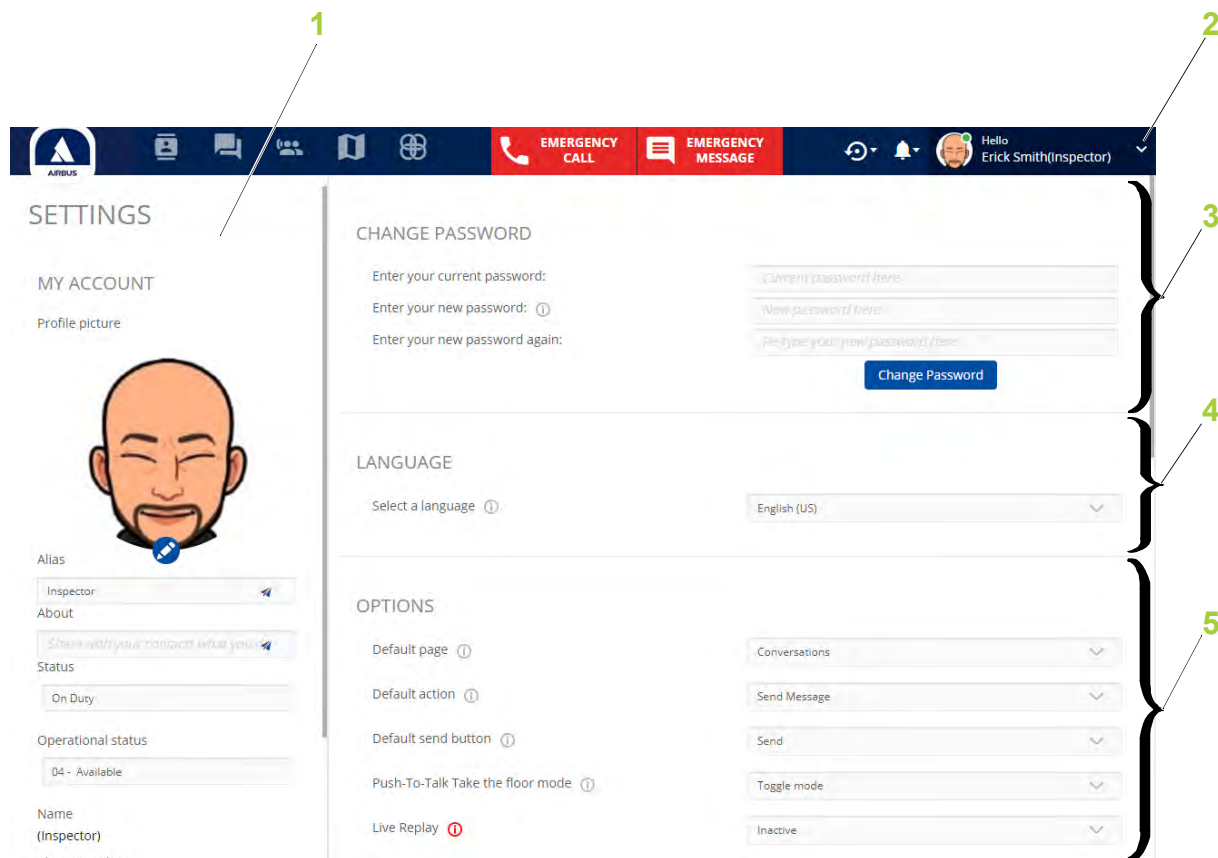
Introduction (1/3)

Settings allow you to view and modify the parameters of your account and Dispatcher tool.

The arrow button (**2**) allows you to access the **Settings** option.

Note: Use the ⓘ button to see detailed information for each setting.

The Settings is divided into seven functional areas:

- **My account** (**1**) contains:
- Alias (Optional) (see Alias section)
- Information about you
- Status and Operational status
- Priority level
- Organization ID
- **Change password** (**3**): to change the current password
- **Language** (**4**): to change the language of the user interface
- **Options** (**5**): to modify:
  - Default page
  - Default action
  - Default send button
  - PTT Take the floor mode (see Push-To-Talk Take the floor mode section)
  - Live replay (see Live Replay section)
  - Talk groups Playback Mode
  - Advanced Talk groups Mode
  - Locked Position for Talk Group Banners
  - Hear Other Talk groups While Talking
  - Confirmation window display
 - Conversations with On Duty contacts
 - Sort contacts by

Introduction (2/3)

- **Auto-answer** (**1**) for:
  - Ambient listening Auto-answer (see Emergency Call auto-answer section)
  - Emergency Ptt Call auto-Answer (see Emergency Call auto-answer section)
  - Push-To-Talk Auto-answer (see Call auto-answer section)
  - Call Auto-answer (see Call auto-answer section)
  - Conference Call Auto-answer (see Call auto-answer section)
- **Advanced telephony** (**2**) for:
  - Anonymous Call Out: to hide your phone number when calling out to an external number via PBX. The recipient will not be able to contact the caller.
  - Call forward (see Call forward section)
- **Notifications and alerts** (**3**) for:
  - Messages sound
  - Workflows Notification Sound
  - Call sound
  - Push-To-Talk sound
  - Message read confirmation
- **Geolocation map** (**3**) for:
  - Select distance unit
  - Geolocation notification
  - Display notification on Geolocation map
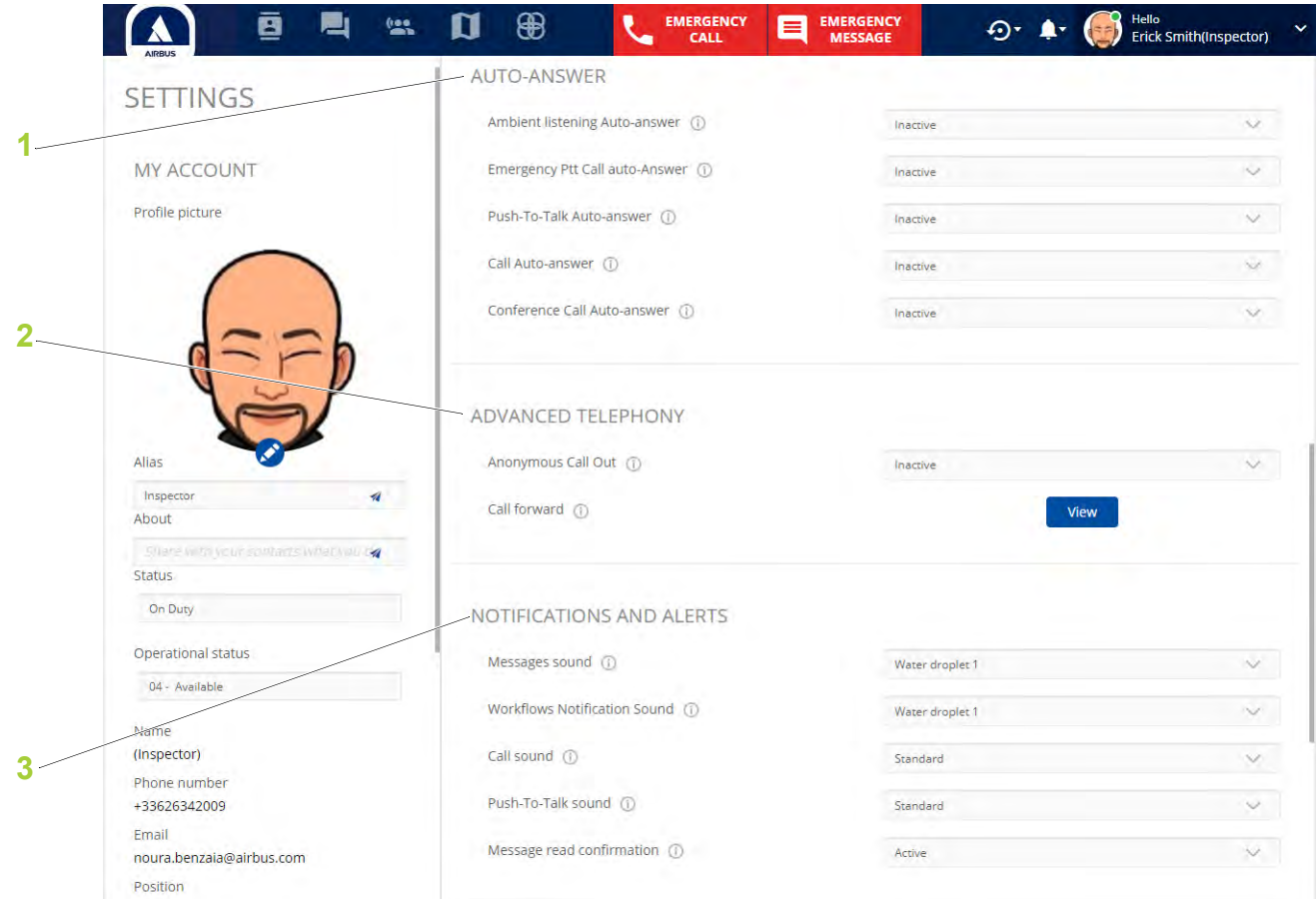
Introduction (3/3)

- **Geolocation map** (1) for:
  - Select distance unit
  - Geolocation notification
- **Workflows** (2) for:
  - Default tab: to choose the default tab to be displayed
  - Process Auto-Saving
  - Confirmation window display: request confirmation when performing actions on processes
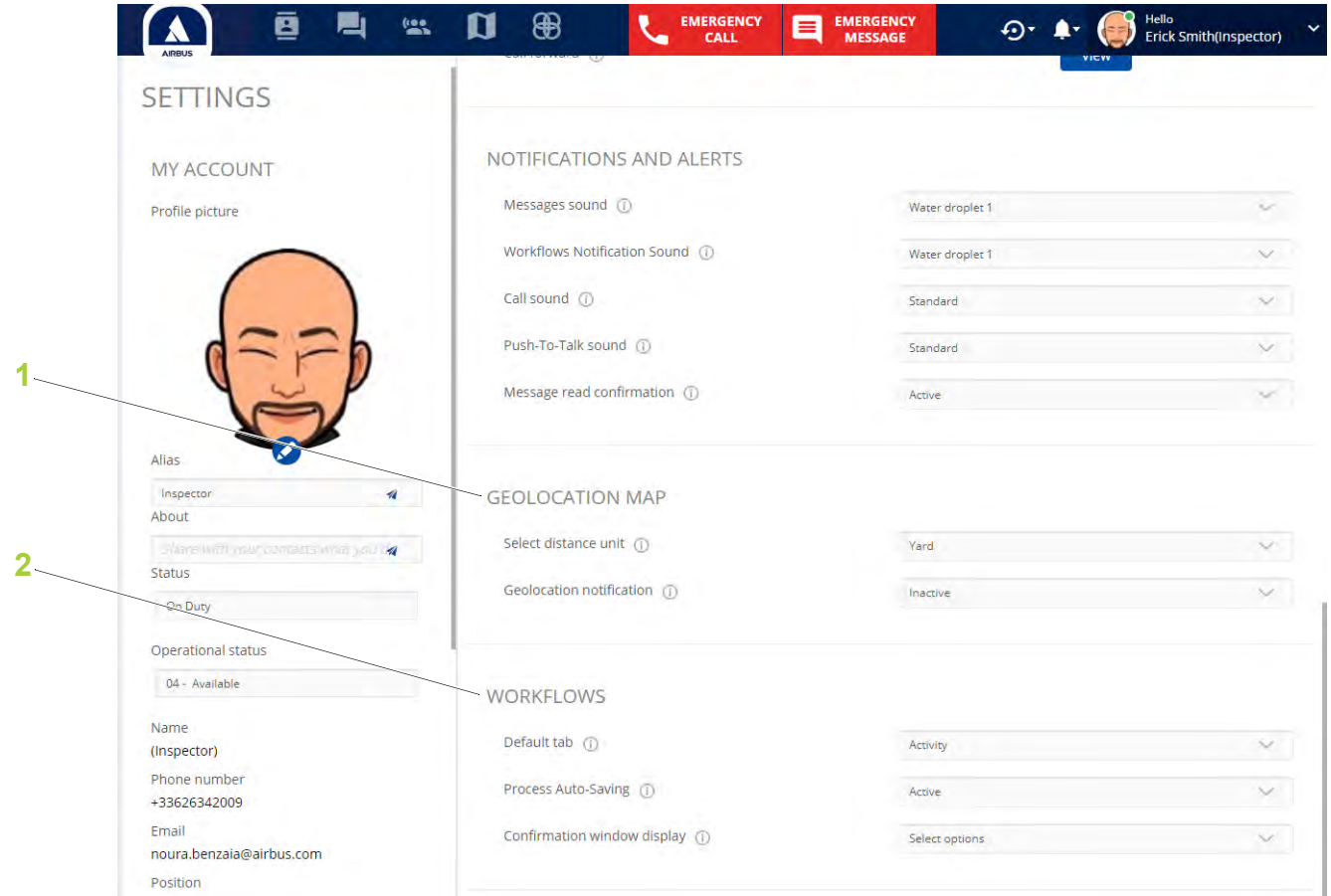
Alias (1/2)

Introduction

The **Alias** feature (**1**) is activated/deactivated by your organization's "Web Organization Administrator"

The "Web Organization Administrator" can:

• Set the **Name and Alias** option: both will be displayed
• Set only **Alias** option: the name is replaced by the Alias
• Allow a user to change or not change his/her alias

The alias is visible to the other users mobile on the following screens:

• Call screen, missed calls, incoming calls
• Messaging screen
• Contacts screen, Contact Details screen
• Talk groups screen details
• Geolocation screen
• Notifications of new messages
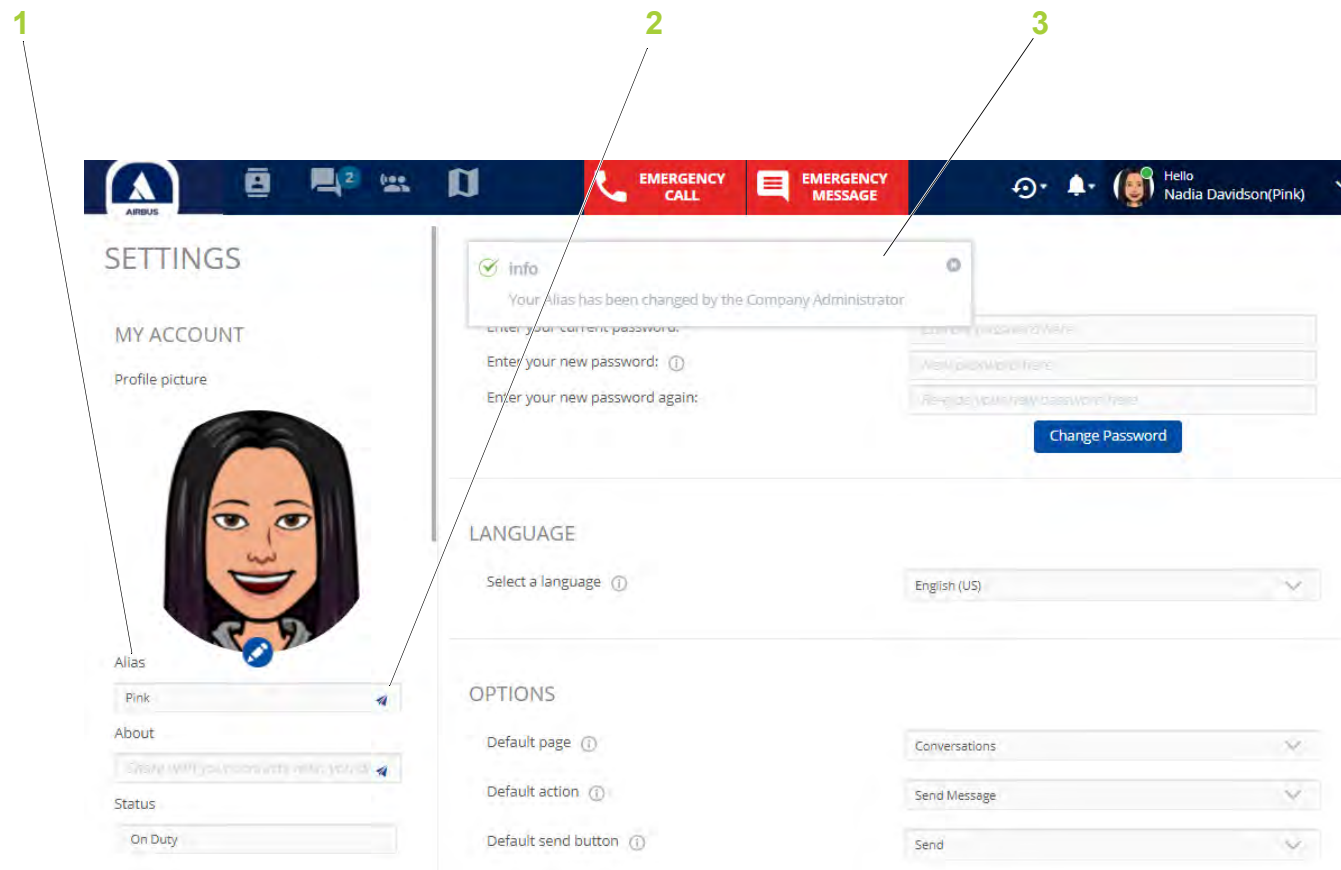
Alias (2/2)

Change Alias

To change Alias:

1 Edit the Alias (**1**)

Note: *The alias field can be left empty.*

2 Select the **Arrow** button (**2**)

The Alias is changed.

When the "Web Organization Administrator" changes the parameters of the Alias, an **info** window (**3**) appears.

Push-To-Talk Take the floor mode

The **Push-To-Talk Take the floor mode** feature can be set to:

- Push-To-Talk mode: to keep the button pressed while talking
- Toggle mode: to tap the button once to talk and again to stop
- Both.

Auto-answer (1/2)

Emergency Call auto-answer

When active, the **Ambient listening/Emergency Ptt Call Auto-answer** features allow you to automatically be connected to an Emergency Call and hear the user in distress.

Use cases:

1 If you are already on a normal call and receive an Emergency Ambient Listening/PTT Call, the first call is put on hold and the Emergency call is auto-answered.

2 If you are already engaged in another Emergency Call and receive an Emergency Ambient Listening/PTT Call, you can choose whether to put the new call on hold or to answer it.

AUTO-ANSWER

Ambient listening Auto-answer ⓘ	Active ⌄
Emergency Ptt Call auto-Answer ⓘ	Active ⌄
Push-To-Talk Auto-answer ⓘ	Inactive ⌄
Call Auto-answer ⓘ	Inactive ⌄
Conference Call Auto-answer ⓘ	Inactive ⌄

Auto-answer (2/2)

Call auto-answer

When active, the **PTT call/Call/Conference call Auto-answer** features allow you to be automatically connected to a Call (PTT call/Call/Conference call).

For **PTT call/Call Auto-answer** features, the options are:

• **Any PTT call/Any call**: this option allows you to be automatically connected to all calls (PTT calls/Calls), including when a call is already in progress.

> *Note: Auto-answer applies to all PTT calls/Calls, including second calls (no exception for auto-answering).*

• **First PTT Call only/First Call only**: this option only connects you to a first call (PTT call/Call). If you are already in a call, you have the option to choose whether or not to answer.

> *Note: Auto-answer applies to all calls, except for any second calls (no auto-answer when receiving a second call while already in a call).*

• **By priority**: First PTT call/Call will be auto-answered. This option only connects you to a first call (PTT call/Call). However, if you are in a call and the second call has a higher priority than the current call, the current call ends and you are automatically connected to the second call.

> *Note: Auto-Answer applies to any first PTT call/Call, but for the second call, it will take into consideration the priority level of the second call initiator. If the priority of the second call is higher, the first call will be terminated.*

AUTO-ANSWER

Ambient listening Auto-answer ⓘ	Active ⌄
Emergency Ptt Call auto-Answer ⓘ	Active ⌄
Push-To-Talk Auto-answer ⓘ	Any PTT Call ⌄
Call Auto-answer ⓘ	First Call only ⌄
Conference Call Auto-answer ⓘ	Active ⌄

Call forward (1/2)

Introduction

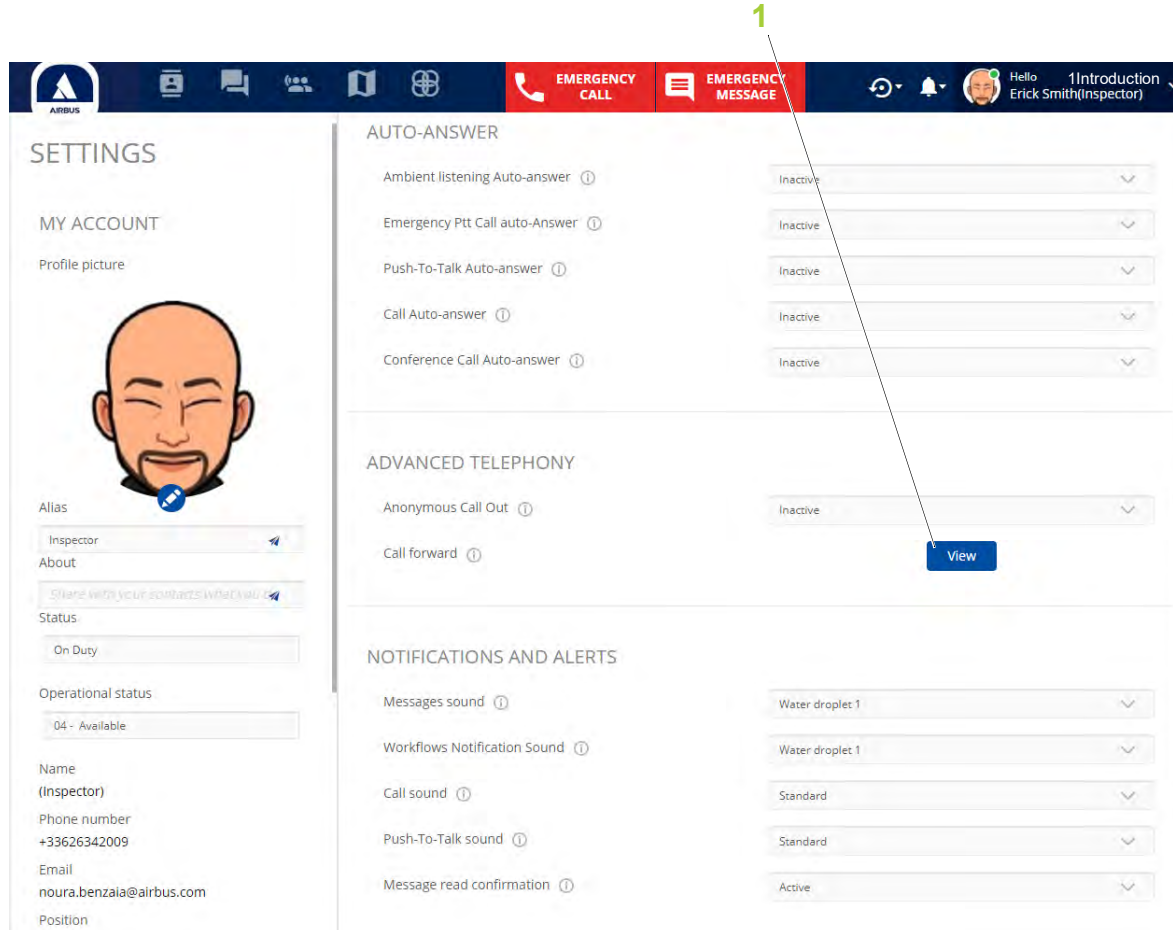The **Call Forward** feature allows you to set up a call forward for specific call types, such as:

• **When Busy**: when you decline to answer, all calls are forwarded to a chosen number
• **When Unanswered**: when you do not answer, all calls are forwarded to a chosen number
• **When Unreachable**: when there is no network connection, all calls are forwarded to a chosen number
• **Always**: this type of call forward automatically forwards all calls without disturbing you. This option will override all the other types of call forward.
The "Web Organization Administrator" can:

• Not allow users to change settings (see Not allowed to change the Call forward settings section)
• Allow users to change settings (see Allowed to change the Call forward settings section)

Not allowed to change the Call forward settings

If the "Web Organization Administrator" does not allow you to make changes, the **View** button (**1**) is displayed.

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Call forward (2/2)

Allowed to change the Call forward settings

If the "Web Organization Administrator" does not allow you to make changes, the **Settings** button (**1**) is displayed.

To make changes:

1 Select the **Settings** button (**1**)

The **CALL FORWARD** window opens.

*Note: The **CALL FORWARD** window may already be pre-completed by the "Web Organization Administrator".*

2 Select **Voicemail**, **Contacts** or **External number** from the drop-down menu (**2**) next to the option to change

Note: The Always option (5) will override all the other options.

The **Search contact** or **Enter phone number** field (**3**) appears according to the chosen menu.

• For the **Search contact** field, tap a letter
  A contacts list appears.

• Select the contact to be reached
  or

• For the **Enter phone number** field, tap the phone number of the contact to be reached

3 Click on the **Save** button (**4**)

ADVANCED TELEPHONY

Anonymous Call Out ⓘ   Inactive

Call forward ⓘ   Settings

CALL FORWARD   ✕

When Busy ⓘ   Contacts

                                            Eric Smith   🔍

When Unanswered ⓘ   Contacts

   Fred D   🔍

When Unreachable ⓘ   Contacts

                                            Hakim Petterson   🔍

Always ⓘ   Inactive

Cancel   Default   Save

Workflows

The **Workflows** area contains the following features:

- **Default tab** (**1**): to choose the default page to be displayed when opening Workflows:
  - Activity
  - Start
- **Process Auto-Saving** (**2**): when active, the edited processes are auto-saved as in **Progress** every two minutes
- **Confirmation window display** (**3**): request confirmation when performing actions on processes:
  - Take the lead
  - Untake the lead
  - Complete process
  - Cancel process
  - Cancel repeat process
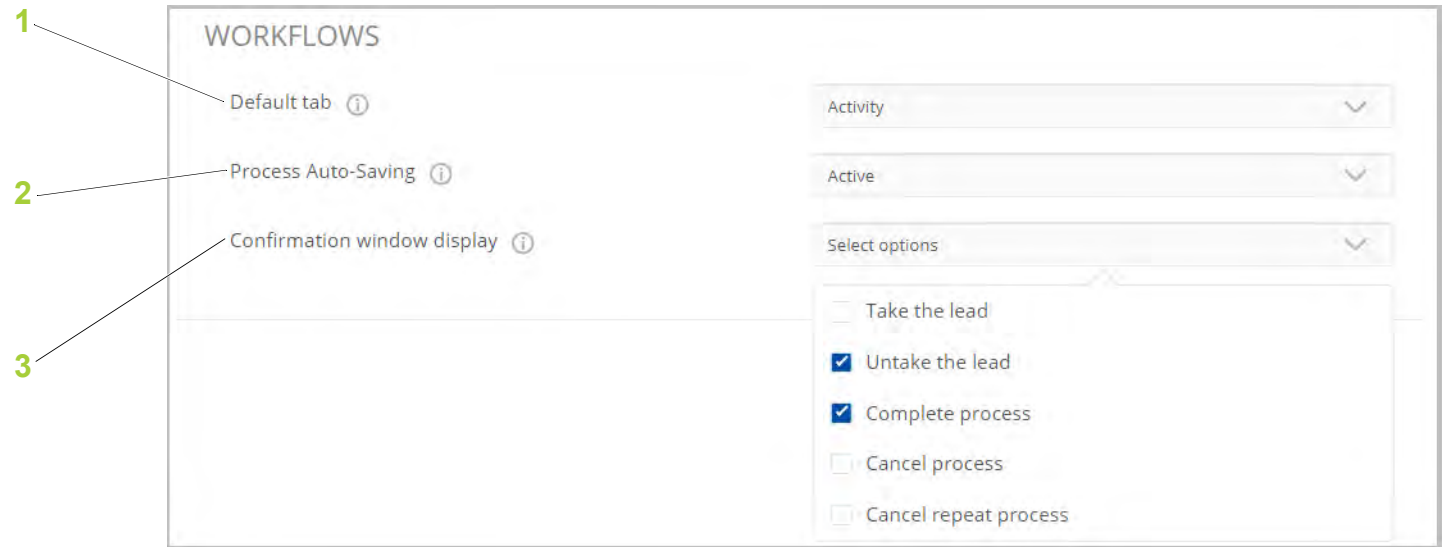
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