

TRBOnet Enterprise Quick Reference Guide

Version 6.4

Last revised on 6 October 2025

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1 Introduction

The Quick Reference Guide covers the basic operation of the TRBOnet Dispatch application.

NOTE: Refer to the *TRBOnet Enterprise User Manual* for more details on your Dispatch Console's operations and features.

The interface of your Dispatch Console may have been customized for your specific needs. Check with your system administrator for more information.

1.1 About TRBOnet

TRBOnet is a suite of professional applications for MOTOTRBO digital two-way radio networks. TRBOnet manages voice and data communication paths across network endpoints. It provides a unified graphical dispatcher workbench interface for the entire range of workforce fleet management tasks.

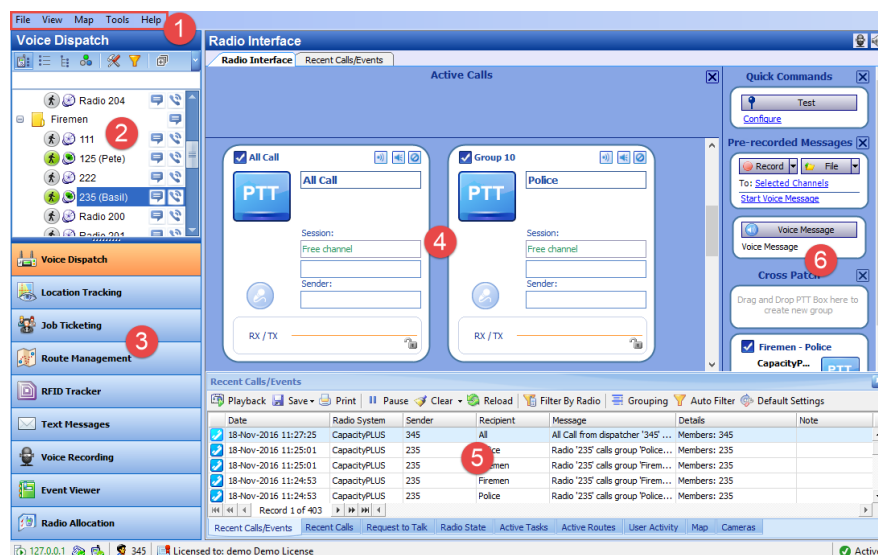
For more information about TRBOnet products, refer to our [website](#).

1.2 Contacts

Region	Phone	Email & Support
EMEA	+44 203 608 0598	info@trbonet.com — general and commercial inquiries
Americas	+1 872 222 8726	support@trbonet.com — technical support
APAC	+61 28 607 8325	https://trbonet.com/kb/ — online knowledge base

2 Dispatch Console window

When the TRBOnet Dispatch application is initially launched, the default Dispatch Console window will be displayed with the **Voice Dispatch** tab being active.



The main user interface elements are as follows:

1. Main menu
2. Radio list pane
3. Modules tab pane
4. Radio Interface pane
5. Activity Monitor panel
6. Quick Panels pane

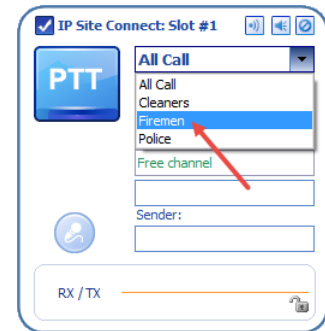
Note: The look of the Dispatch Console windows may have been customized for your specific operation.

3 Radio Calls

This section contains step-by-step instructions for a Dispatcher to configure a Hot Key for Group Calls and making those Group Calls. Also, it contains instructions for Making a Private Call.

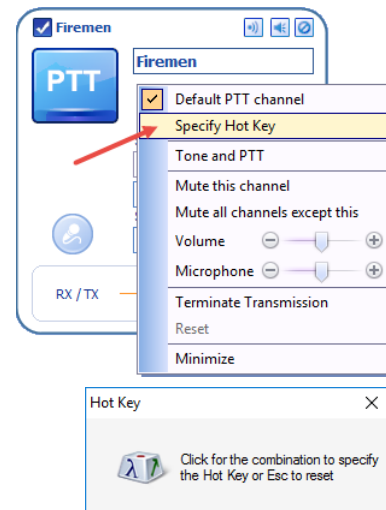
3.1 Making a Group Call

- In the **Radio Interface** pane, select the Group PTT box and from the drop-down list, select a group.
- Click the **PTT** button.




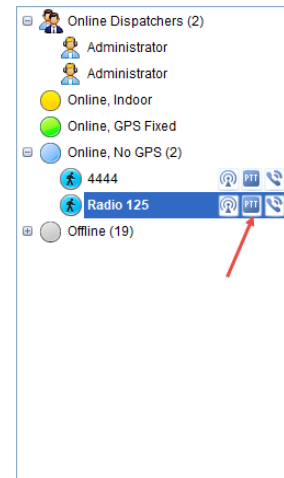
3.2 Specifying a Hot Key for a Group Call

- Right-click on a group PTT box and on the drop-down menu click **Specify Hot Key**.
- When the prompt appears, press the desired key or key combination.



3.3 Making a Private Call

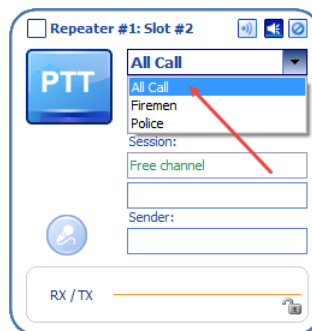
- In the **Radio List** pane, select a radio.
- Click the  button on the right.
- Or:
- Right-click on a radio and from the menu select **Private Call**.



3.4 Making an All Call

The dispatcher can make a call to all online radios registered in the system (for example, in the case of alarm). To make a call from the Dispatch Console to all radios registered in the system, do the following:

- From the drop-down list, select **All Call**.



- Click the **PTT** button.

3.5 Making an Intercom Call

- In the **Radio Interface** pane, select the Intercom PTT box and from the drop-down list, select either All Call, or a group of dispatchers, or an individual dispatcher.
- Click the **PTT** button.



4 Text Messaging

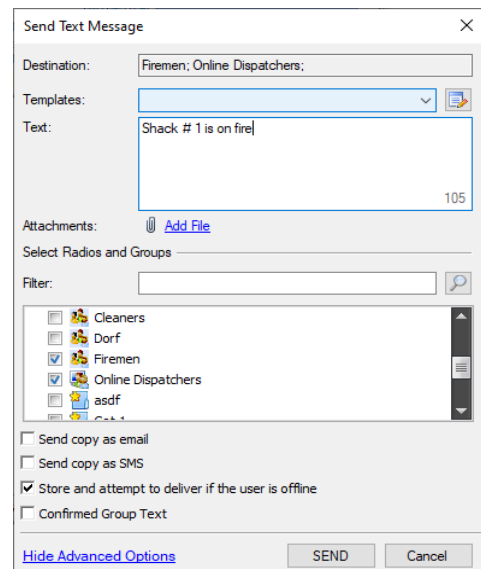
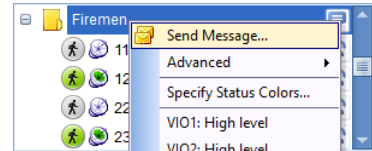
This feature provides the Dispatcher the option of sending text messages to individual radios, radio groups, or other Dispatchers.

4.1 Sending a Text Message

- In the Radio List pane, right-click on the radio, the radio group, or the dispatcher icon that a text message is to be sent to.
- Choose **Send Message** from the drop-down menu.
- In the **Text** box, enter the text message.

Note: You can insert a template of a text message by selecting one from the **Templates** drop-down list that's located above the **Text** box.


- Click **Send**.

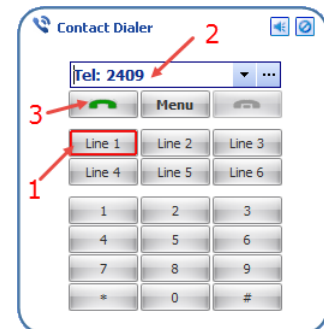


5 Phone Calls

This section contains step-by-step instructions on making and receiving phone calls, as well as forwarding ongoing calls to radios.

5.1 Making an Outgoing Call

1. Select the Line.
2. Enter the phone number.
3. Click the  off-hook button.

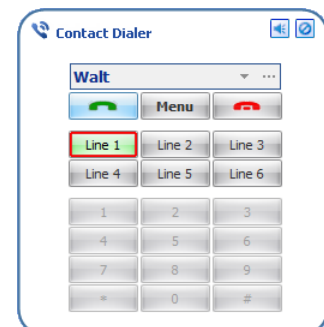


To terminate the phone call:

- Click the  on-hook button.

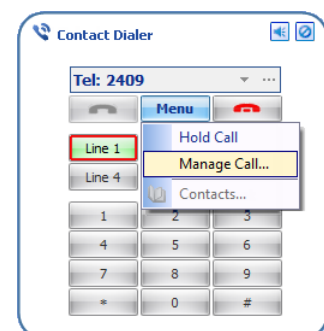
5.2 Answering an Incoming Call

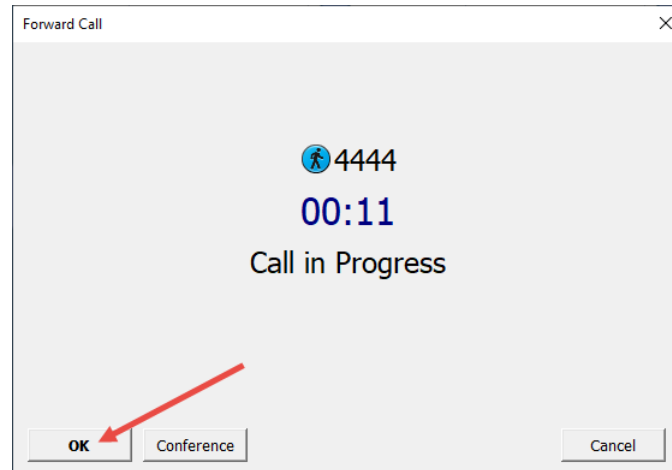
- Click the  off-hook button.



5.3 Forwarding a Call

- While in a call, click **Menu > Manage Call**
- In the **Call** dialog box that opens, select the desired contact and click **Forward**.
The **Forward Call** dialog box will open.

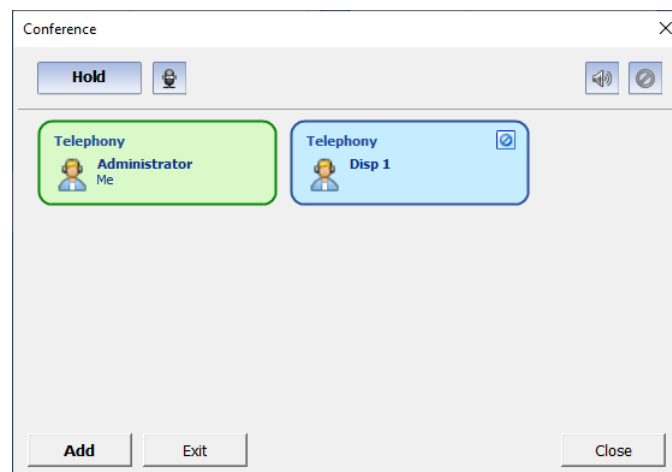




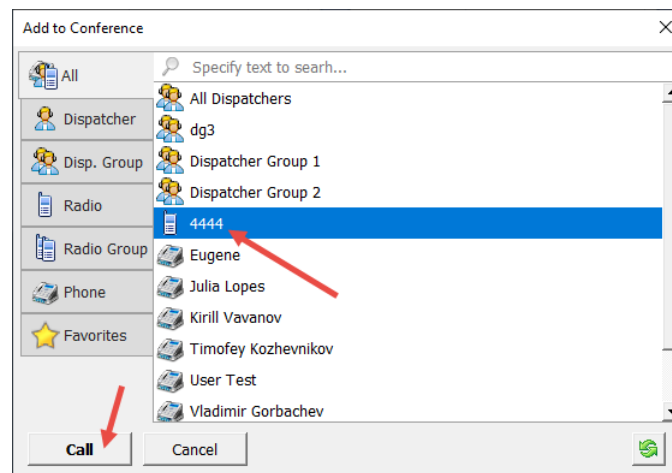
- When the second call is established, click **OK**.

5.4 Creating a Conference Call and Adding Participants

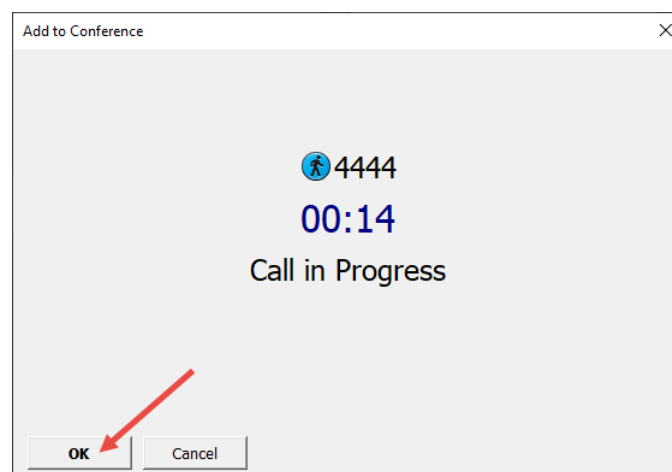
- While in a call, click **Menu > Manage Call**.
- In the **Call** dialog box that opens, click **Conference**.
- In the **Conference** dialog box that opens, click **Add**.



- In the **Add to Conference** dialog box that opens, select the desired contact and click **Call**.



- When the second call is established, click **OK**.



6 Video Calls

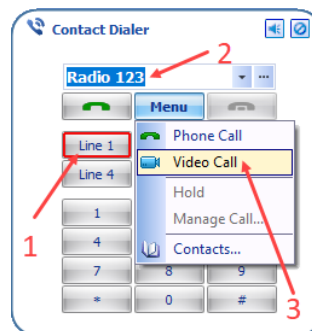
The Video Calls feature allows making video calls from Dispatch Console/Phone user/Mobile Client user to Dispatch Console/Phone user/Mobile Client user.

Note: For how to select video call quality on Android smartphones, see comparative test results at [UL Solutions](#). Based on the 3DMark Wild Life test score, select video quality on a smartphone as follows:

3DMark Wild Life score	Video quality
1500+	LD (144p)
2500+	SD (480p)
4000+	HD (720p)

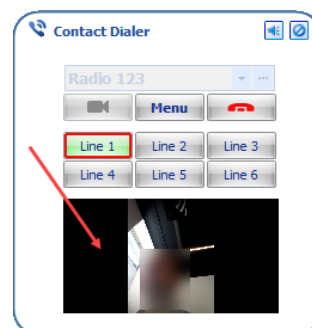
6.1 Video Calls from Dispatch Console

To make a video call from the Dispatch Console:



- In the Contact Dialer box, select the Line (1), select a contact (2) and click **Menu > Video Call** (3).

Once the call is answered, you will see the bottom pane in the Contact Dialer box.

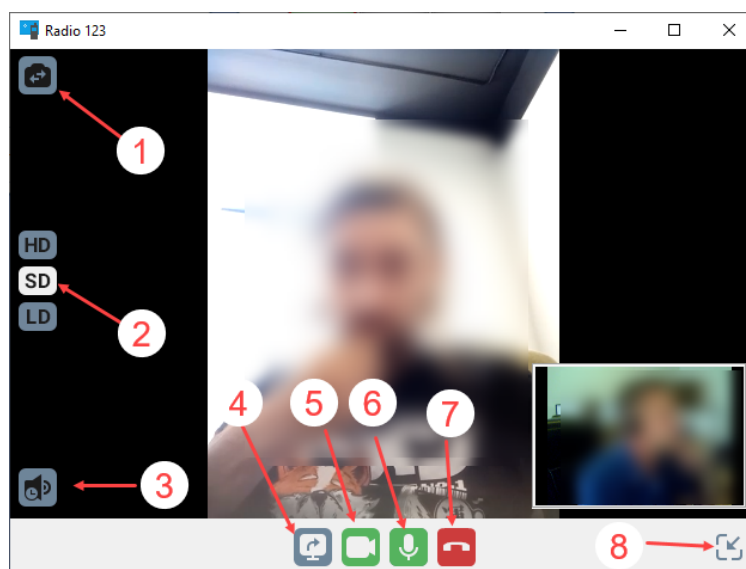


In the bottom pane, you can click the following icons:



1. Switch the view between the local and remote cameras.
2. Share your screen with the remote participant.
3. Turn off your camera.
4. Open a pop-up window of the video call.


6.1.1 Video pop-up window

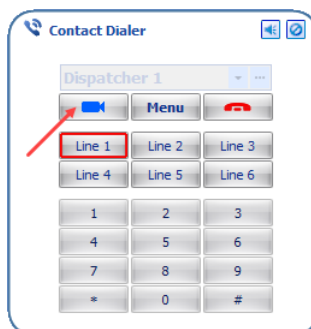


While in this window, you can use the following buttons to control the video call:

1. Switch between the cameras of the remote participant.
2. Adjust the video quality (HD/SD/LD).
3. Adjust the delay between video and audio streams.
4. Share your screen with the remote participant.
5. Turn off/on your camera.
6. Turn off/on your microphone.
7. Terminate the call.
8. Close the window.

6.2 Answering an Incoming Video Call

When there is an incoming video call, click the  button to accept the call.

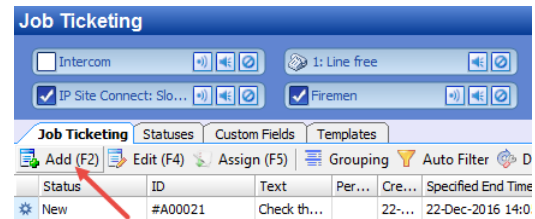


7 Job Ticketing

This section contains step-by-step instructions on creating Job Tickets (with Deadlines) and assigning them to radios.

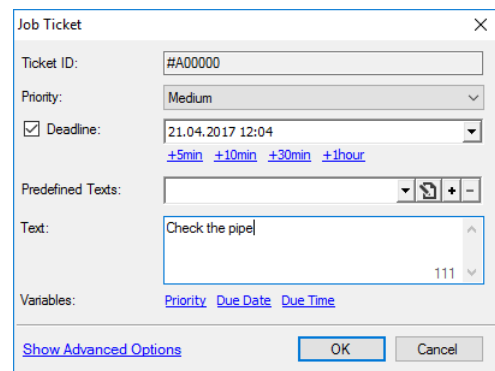
7.1 Adding a Job Ticket

- In the **Modules** tab pane, select the **Job Ticketing** tab.
- In the **Job Ticketing** pane, click the **Add** button, or press **F2**.



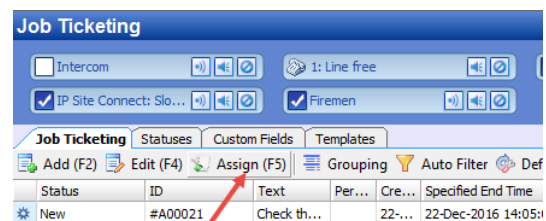
In the **Job Ticket** dialog box that appears:

- Select the **Deadline** checkbox, then in the box to the right enter a due date and time.
- In the **Text** entry box, add the text that is appropriate for the job task.
- Click **OK**.



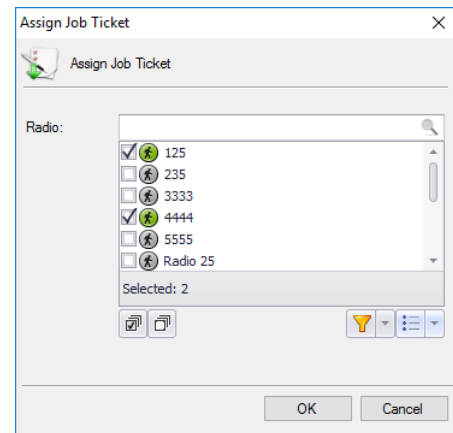
7.2 Assigning a Job Ticket

- In the **Job Ticketing** pane, select a ticket, then click the **Assign** button, or press **F5**.



In the **Assign Job Ticket** dialog box that appears:

- Select a radio, or a selection of radios to which to assign the job ticket.
- Click **OK** to assign the task to selected radio(s).

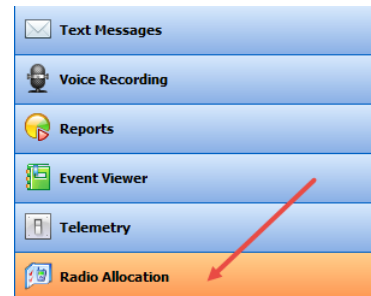


8 Radio Allocation

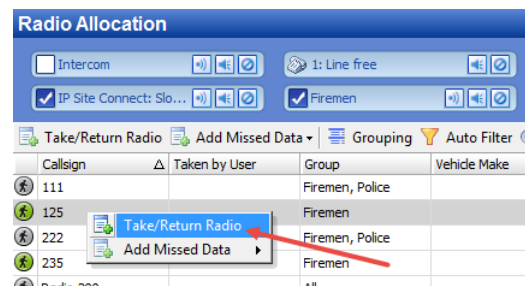
This section contains step-by-step instructions on assigning and turning in (for service) radios to/from users.

8.1 Assigning a Radio to a User

- In the **Modules** tab pane, select the **Radio Allocation** tab.

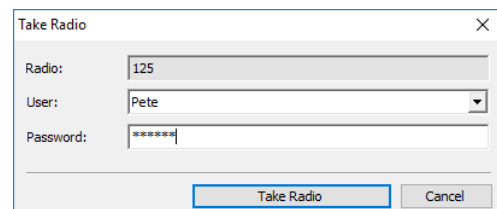


- In the **Radio Allocation** pane, right-click the desired radio and choose **Take/Return Radio**.



In the **Take Radio** dialog box that appears:

- Select the **User** from the drop-down list to assign the radio.
- Enter the **Password** for the selected user.
- Click **Take Radio**.

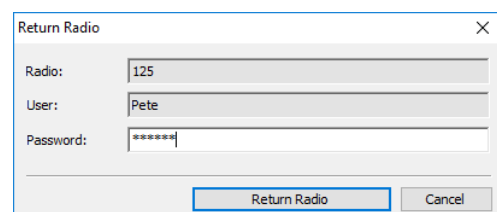


8.2 Returning a Radio

- In the **Radio Allocation** pane, right-click the desired radio and choose **Take/Return Radio**.

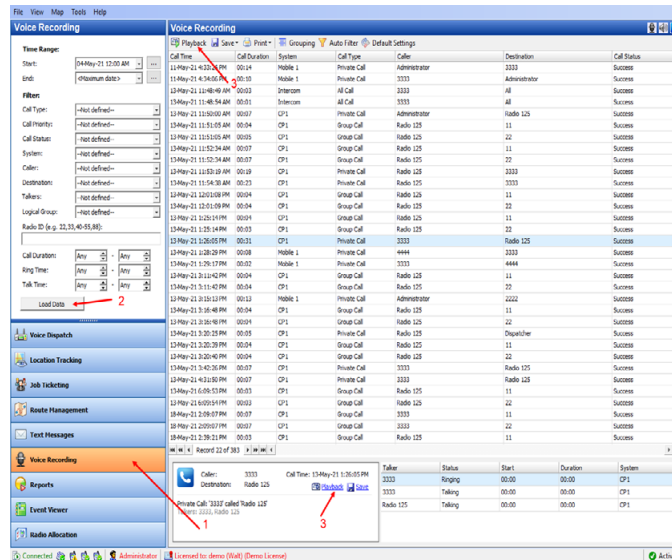
In the **Return Radio** dialog box that appears:

- Enter the **Password** for the user returning the radio.
- Click **Return Radio**.



9 Voice Recording

On the **Voice Recording** tab, the dispatcher can display the list of calls according to certain criteria, listen to the calls and save them to file.



- Click the **Voice Recording** tab (1).
- In the **Voice Recording** panel, specify the criteria according to which you want to display call records, and click **Load Data** (2).
- In the right pane, you will see the list of calls according to the criteria you have specified.
- To play back a record, select it in the list and click **Playback** (3).

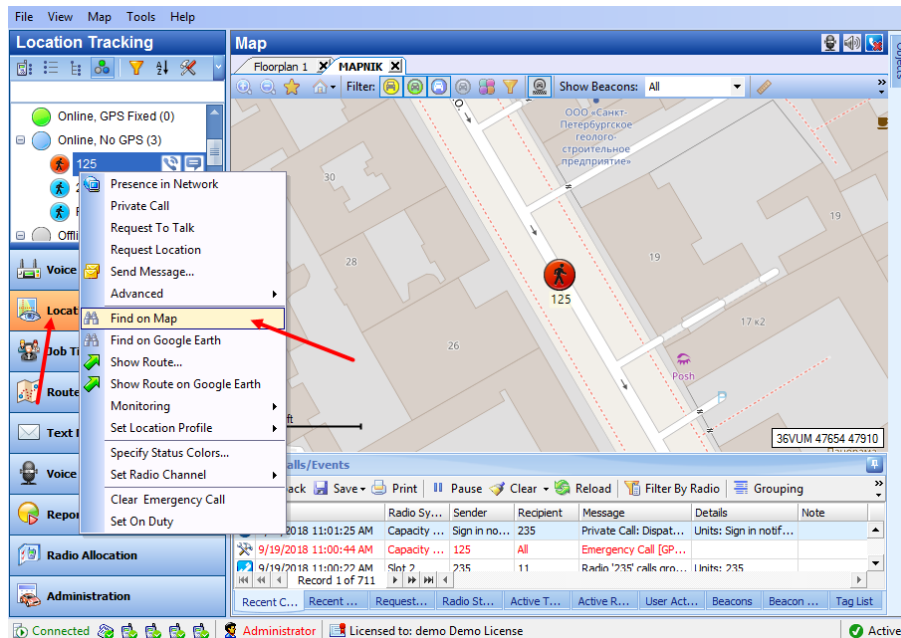
10 Map Operations

This section contains step-by-step instructions on performing the following fundamental and basic operations on Maps: Finding radios on map, Geofencing and Route history.

10.1 Finding Radios on Map

- In the **Modules** tab pane, click the **Location Tracking** tab
- In the **Radio List** pane, select a radio and right-click.
- On the shortcut menu, choose **Find on Map**.

As a result, the desired radio will be displayed in the center of the Map pane.



Hint: Clicking the radio icon on the map will start/end a private call to the radio.


10.2 Geofencing

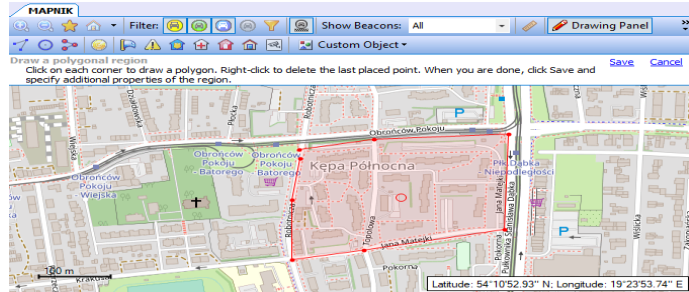
The Geofencing feature uses the global positioning system (GPS) to not only define geographical regions on a map, but to also monitor the location and speed of radios. Below are the steps on how to create a region and apply a Geofencing rule for it.

10.2.1 Drawing a Map Region


- In the **Modules** tab pane, select the **Location Tracking** tab.

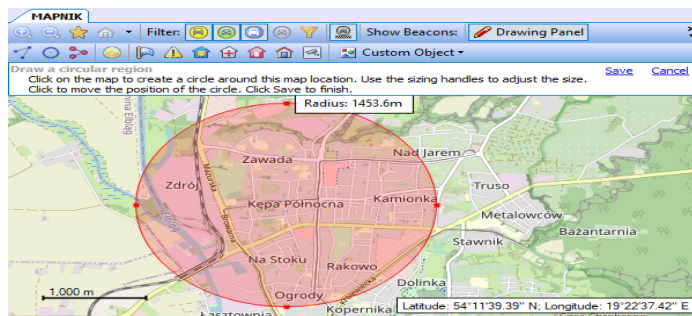
- On the **Map** toolbar (located in the upper part of the **Map** pane) click the **Drawing Panel** button. The **Drawing** toolbar will be displayed immediately underneath the Map toolbar.

- In the **Drawing** toolbar, click  and choose **Draw on the map**.
- Use the left mouse button to click on the map to mark the corners of the new map region.
- Click the **Save** link.



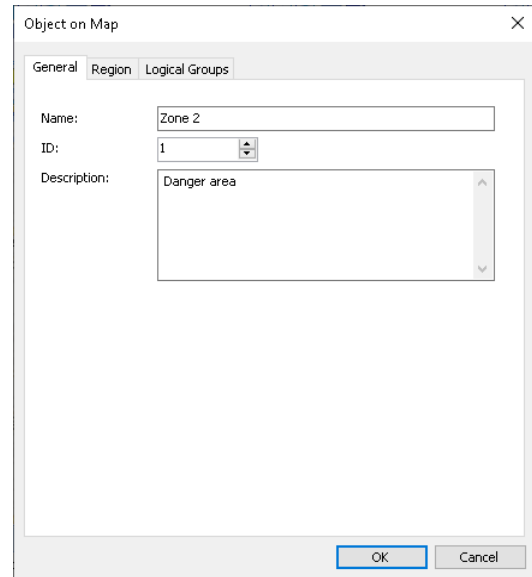
Or, to draw a circular region:

- In the **Drawing** toolbar, click  and choose **Draw on the map**.
- Click on the map to place the center of the region. Drag the sizing handles to adjust the radius of the region. To change the center position of the region, click another place on the map.
- Click the **Save** link.



In the **Object on Map** dialog box that appears:

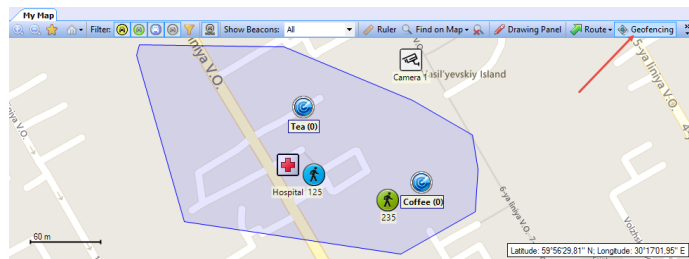
- **Name**
Enter the name of the new map region.
- **Description**
Enter the description for the new map region.
- Click **OK**.



The 'Object on Map' dialog box has three tabs: General, Region, and Logical Groups. The General tab is active, showing fields for Name (Zone 2), ID (1), and Description (Danger area). There are OK and Cancel buttons at the bottom right.

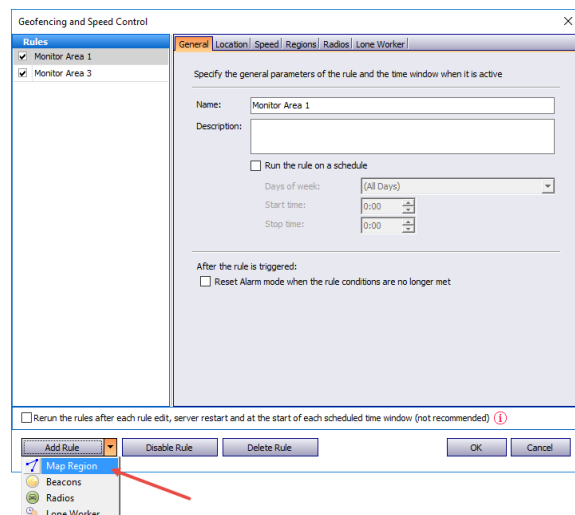
10.2.2 Creating a Geofencing Rule for a Region

- On the **Map** toolbar, click the **Geofencing** button.



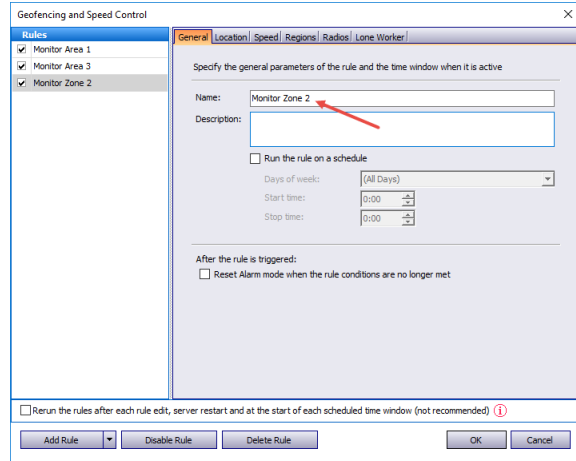
In the **Geofencing and Speed Control** dialog box that appears:

- Click the **Add Rule** button and select **Map Region** from the drop-down menu.

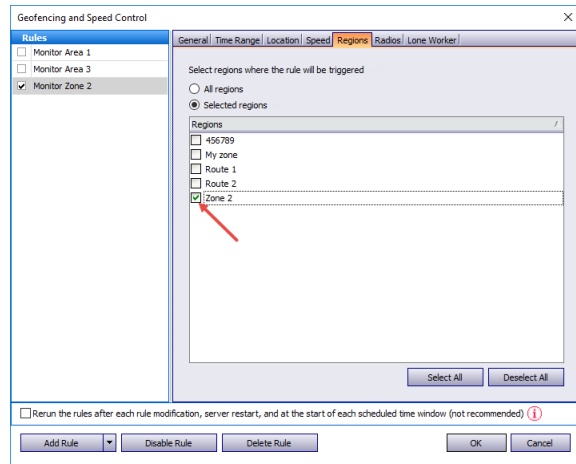


The 'Geofencing and Speed Control' dialog box has several tabs: General, Location, Speed, Regions, Radios, and Lone Worker. The General tab is active. It contains fields for Name (Monitor Area 1) and Description. There are checkboxes for 'Run the rule on a schedule' and 'Reset Alarm mode when the rule conditions are no longer met'. At the bottom, there is an 'Add Rule' button with a dropdown menu. The 'Map Region' option is selected in the dropdown menu, indicated by a red arrow.

- **Name**
Enter the name of the new rule.



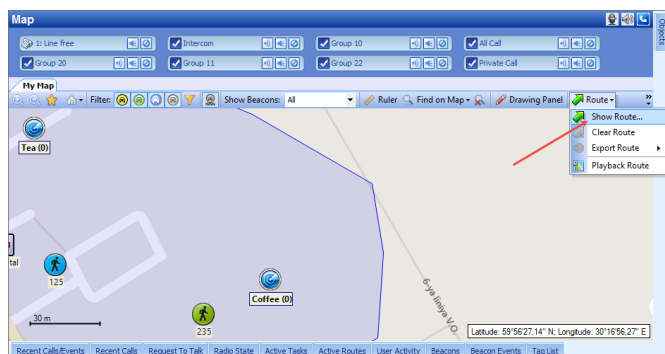
- Click the **Regions** tab.
- Select the region(s) to apply the rule.



10.3 Radio's Route History

This section contains step-by-step instructions on how to display a route traveled by a radio for a certain time period.

- On the **Map** toolbar (located in the upper part of the Map pane) click the **Route** button. From the drop-down menu, select **Show Route**.



In the **Show Route** dialog that appears:

- Select a radio and the color with which to display the route for the radio.
- **Route Type**
Select 'Static' from the drop-down list.
- **From/To**
Specify the start and end dates of the time period for which to show the route.

