TRBONET Dispatch Systems

neocom software

AUTHORIZED APPLICATION PROVIDER DIMETRA™ MOTOROLA SOLUTIONS

AUTHORIZED APPLICATION PROVIDER MOTOTRBO™ MOTOROLA SOLUTIONS

TRBOnet Enterprise | PLUS

Radio Allocation

User Guide

Version 6.5

Last revised on 15 June 2026

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Contents

1 Introduction 3
1.1 About This Guide 3
1.2 About TRBOnet 3
1.3 Contacts 3
2 Overview 4
3 Taking/Returning Radios by Dispatcher 5
3.1 Taking/Returning Radio 5
4 Taking/Returning Unit by Field User 6
4.1 Configuring Radio User 6
5 Radio Allocation Module 8
5.1 Configuring TRBOnet Dispatch Console 8
5.1.1 Custom Fields 8
5.1.2 Logical Groups 8
5.1.3 Users 9
5.1.4 Radios 11
5.2 Connecting Barcode Scanner 12
6 Reports 15
6.1 Radio Allocation 15
6.2 Checked Out Radios 16

1 Introduction

1.1 About This Guide

This document is intended for administrators setting up evaluation and proof-of-concept deployments of MOTOTRBO Dispatch over IP solutions. The document describes how to use the Radio Allocation feature in the TRBOnet Enterprise software.

1.2 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.

1.3 Contacts

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

The TRBOnet Radio Allocation feature is used to check out/check in (allocate/reallocate) radios to selected employees. This can be done either by the dispatcher in the Dispatch Console application, or by the radio user directly from the radio.

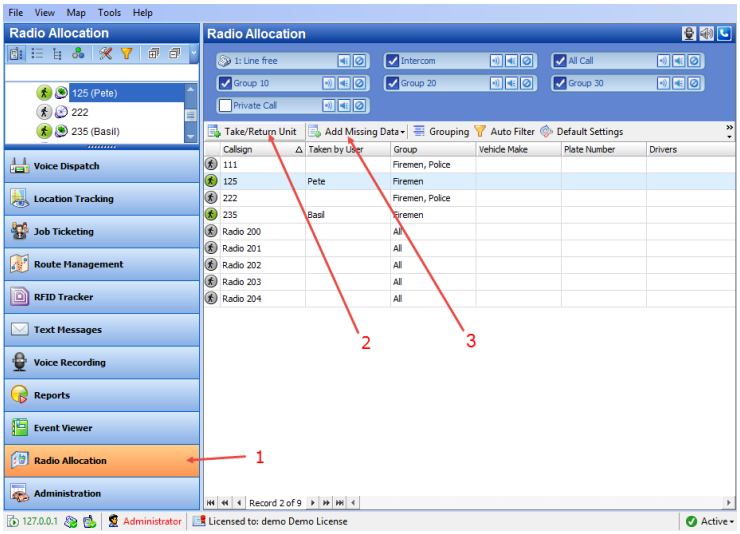
In addition, the Radio Allocation module can be used to automate checking out/checking in (allocating/reallocating) radios using 'Honeywell Xenon 1900' barcode scanners. The automatic check-in/check-out procedure is quite easy and fast. The user first scans the radio's barcode and then scans their own badge. If the user is authorized, they can check out/check in the radio.

3 Taking/Returning Units by Dispatcher

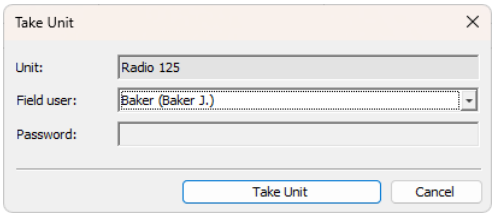
This section describes how to allocate/reallocate (take/return) units to field users by the dispatcher in TRBOnet Dispatch Console.

3.1 Taking/Returning Unit

- Click the **Radio Allocation** tab (1):



- Select the radio in the list and click the **Take/Return Unit** button (2):



  - **Unit**
    This box displays the selected unit.
  - **Field User**
    From the drop-down list, select the field user to allocate (check out) the unit to.
  - **Password**
    Enter the password for the selected user.
  - Click the **Take Unit** button to assign the unit to the selected field user.

Note: The unit is returned (checked in) by the dispatcher in a similar way.

You can also add required allocation data by clicking the **Add Missing Data** button (3) and selecting either **Manually** or **From File** from the drop-down menu.

Note: If you select **From File**, the CSV file must contain 4 fields: Radio ID, User's display name, Date/Time taken, Date/Time returned. For example,

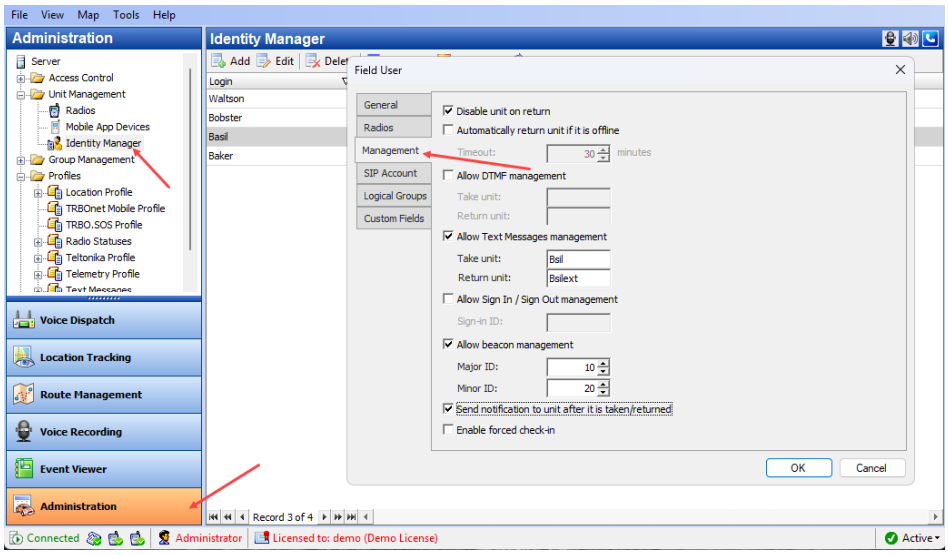
```
1,John,2024-04-27 12:00,2024-04-27 16:00
2,Tim,2024-04-27 12:00,2024-04-27 16:00
```

4 Taking/Returning Unit by Field User

This section describes how to appropriately configure the field user in TRBOnet Dispatch Console so that a unit can be allocated/reallocated (taken/returned) by the field user directly from the unit.

4.1 Configuring Field User

- Go to **Administration**, **Unit Management > Identity Manager** to add/edit/delete field users in the system.



- Click either **Add** to add a user to the system, or **Edit** to edit the selected field user.
- Switch to the **Management** tab and specify the following parameters:
  - **Disable unit on return**
    Select this option so that a unit will be disabled after the users returns it.
  - **Automatically return unit if it is offline**
    Select this option so that a unit will be automatically returned if it is offline for the specified time interval.

- **Timeout**
  Specify the offline timeout period, in minutes.

- **Allow DTMF management**
  Select this option to allow taking/returning units by sending the specified DTMF tones.
  - **Take radio**
    Specify DTMF tones to be sent by the user to take a unit.
  - **Return radio**
    Specify DTMF tones to be sent by the user to return a unit.
- **Allow Text Messages management**
  Select this option to allow taking/returning units by sending specified text messages.
  - **Take unit**
    Specify the text of the message to be sent by the field user to take a unit.
  - **Return unit**
    Specify the text of the message to be sent by the field user to return a unit.
- **Allow Sign In / Sign Out management**
  Select this option to allow taking radios when the field user signs in to a radio.
  - **Sign-in ID**
    Specify the password that the user enters to sign in when they take a radio.
- **Allow beacon management**
  Select this option and enter **Major ID** and **Minor ID** of the beacon that will be used for taking/returning units. When a unit enters/leaves the range of the specified beacon, this radio will be considered taken/returned by the user.

  Note: This functionality is available only if the radio is equipped with an option board.
- **Send notification to unit after it is taken/returned**
  Select this option so that a notification is sent to a unit every time the user takes/returns it.
- **Enable forced check-in**
  This option affects the Radio Allocation module. If enabled, the user will be able to return any radio, regardless of who has taken the unit.

5 Radio Allocation Module

This section describes how to configure the TRBOnet Dispatch Console and TRBOnet One applications so that the Radio Allocation module can be used to automate checking out/checking in (allocating/reallocating) radios using 'Honeywell Xenon 1900' barcode scanners.

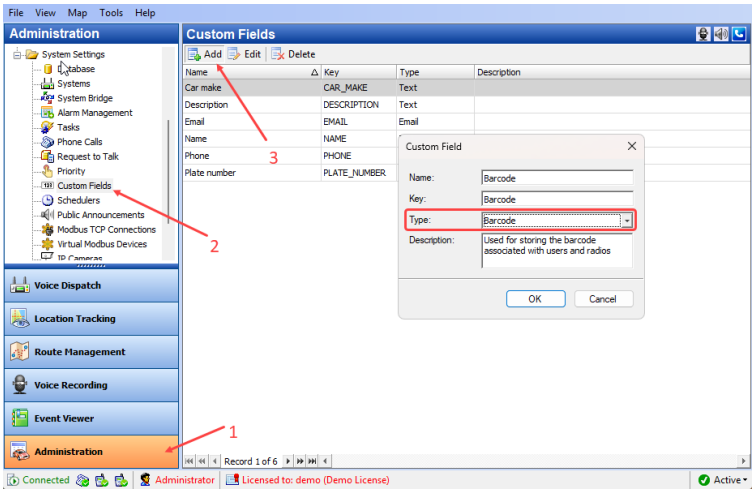
5.1 Configuring TRBOnet Dispatch Console

This section describes how to appropriately configure the users and radios in TRBOnet Dispatch Console.

5.1.1 Custom Fields

This section describes how to add a custom field of the Barcode type.

- Go to **Administration** (1), **System Settings** > **Custom Fields** (2)

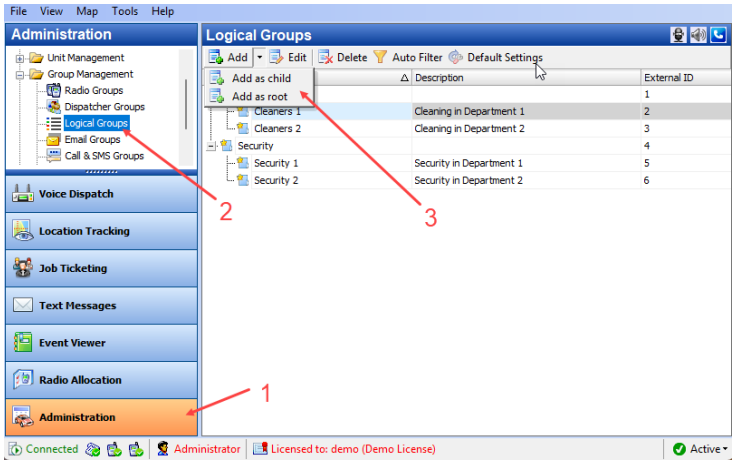


- Click the **Add** button (3).
- In the **Custom Field** dialog box, specify the parameters of the field, making sure that the Type value is **Barcode**.

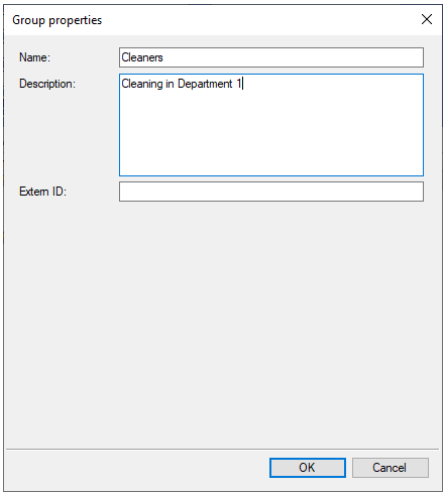
5.1.2 Logical Groups

This section describes how to create logical groups. You must create at least one logical group that will be common to both the User and Radio so that the User will be able to check out that Radio.

- Go to **Administration** (1), **Group Management** > **Logical groups** (2):



- Click **Add** (3) to add a logical group.
  - Select **Add as a Root** to add a logical group as a root folder.
  - Select **Add as a Child** to add a logical group as a child folder.

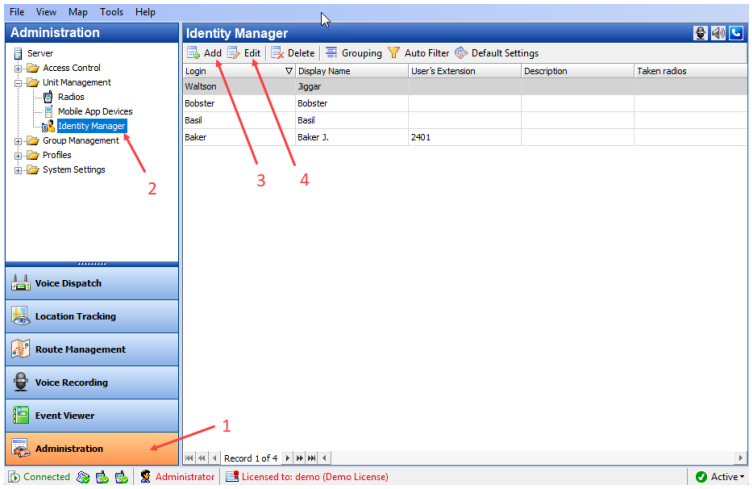


  - Specify a **Name** and **Description** for the logical group.
  - Click **OK** to add the logical group.

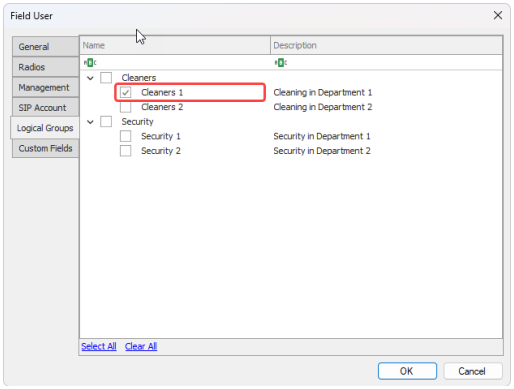
5.1.3 Field Users

This section describes to appropriately configure the field user so that they can check out radios.

- Go to **Administration** (1), **Unit Management > Identity Manager** (2) to add/edit/delete users in the system:



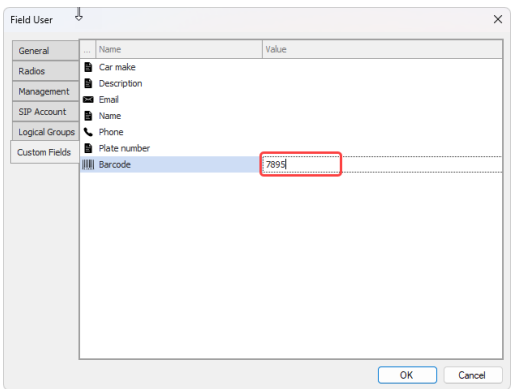
- Click either **Add** (3) to add a user to the system, or **Edit** (4) to edit the selected field user:
- In the dialog box that opens, go to the **Logical Groups** tab.



  - Make sure that at least one logical group is selected.

> Note: This logical group must be common with the radio's logical group so that the user will be able to check out that radio.

- Go to the **Custom Fields** tab.



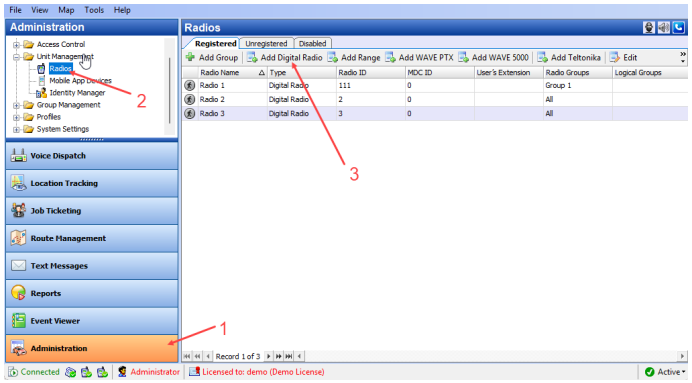
- Make sure that the Barcode field is populated with a unique value identifying the user.

Note: Print this value as a barcode and keep as the user's badge.

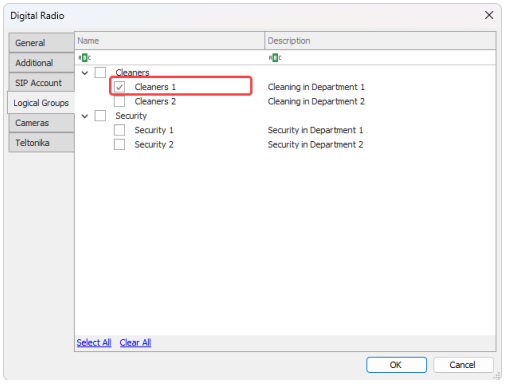
5.1.4 Radios

This section describes to appropriately configure the radio so that it can be checked out to users.

- Go to **Administration** (1), **Unit Management > Radios** (2).



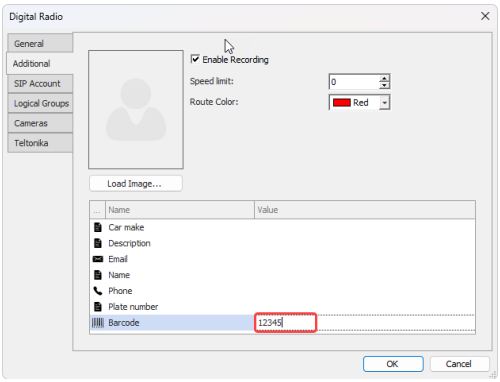
- Click **Add Digital Radio** (3) to add a new radio or double-click the selected radio.
- In the dialog box that opens, go to the **Logical Groups** tab.



- Make sure that at least one logical group is selected.

Note: This logical group must be common with the user's logical group so that that user will be able to check out the radio.

- Go to the **Custom Fields** tab.



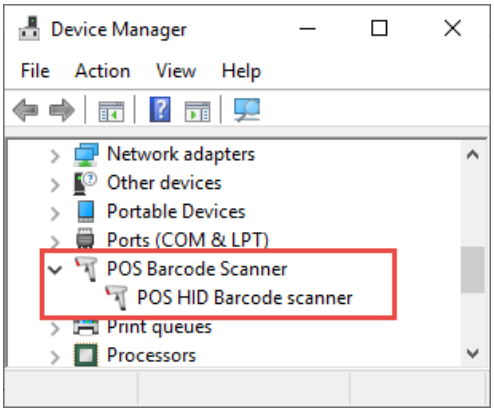
- Make sure that the Barcode field is populated with a unique value identifying the radio.

Note: Print this value as a barcode and keep as the radio's barcode.

5.2 Connecting Barcode Scanner

This section describes how to connect and configure a barcode scanner.

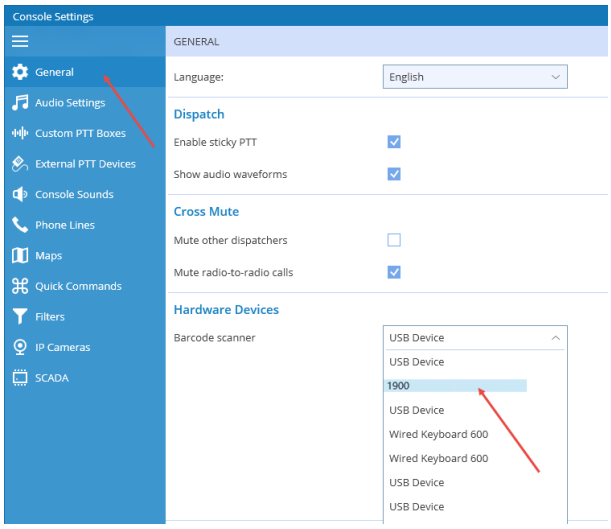
- Connect the barcode scanner to a PC via the USB cable and see it displayed in the Device Manager as a "POS HID Barcode scanner".



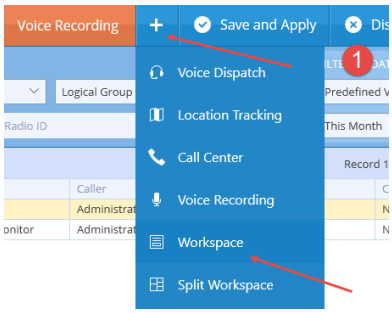
Note: If you don't see the barcode scanner as a HID device, scan the barcode below to appropriately program the scanner (see also the user manual at https://www.honeywellaidc.com/-/media/en/files-public/technical-publications/barcode-scanners/xenon/xenon-ug.pdf):



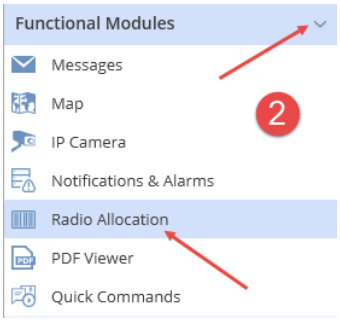
- Run the TRBOnet One application.
- Go to
  Console Settings > General > Hardware Devices > Barcode scanner.
- From the drop-down list, select **1900**.



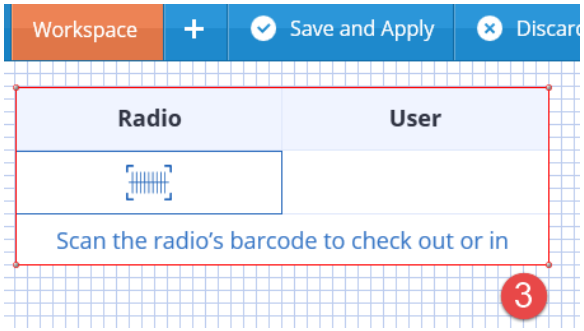
- Enable the Design Mode.
- Add a **Workspace** tab (1).



- In the right pane, go to **Functional Modules > Radio Allocation** (2).



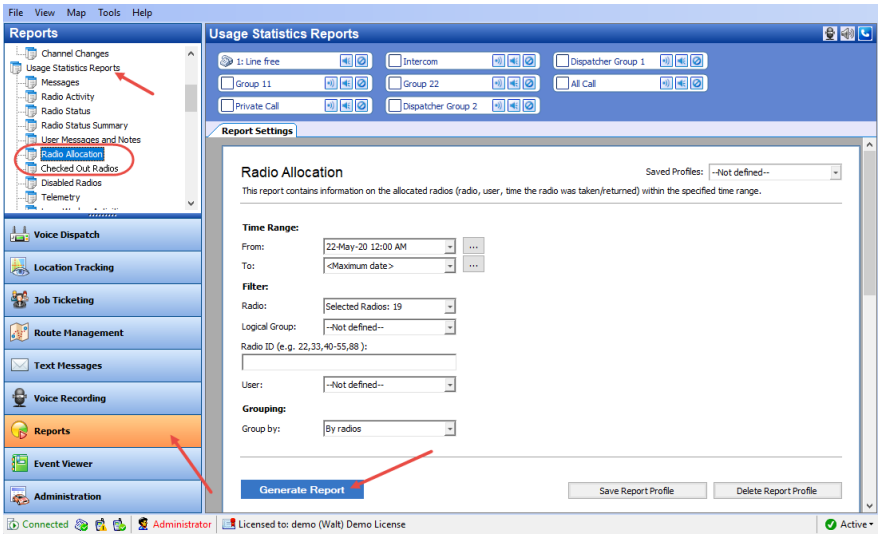
- Drag it to the newly created workspace (3).


Workspace
Save and Apply
Radio
User
Scan the radio's barcode to check out or in
3

6 Reports

The administrator/dispatcher can generate reports on the allocated radios and checked out radios.

- Click the **Reports** tab, and in the **Reports** pane, select **Usage Statistics Reports > Radio Allocation** or **Checked Out Radios**:
- Enter the required report parameters and click **Generate Report**.



6.1 Radio Allocation

This report contains information on the allocated radios (radio, user, time the radio was taken/returned) within the specified time range.

Filter

- **Radio**
  In the list, select the desired radio(s).
- **Logical Group**
  In the list, select the logical group(s).
- **Radio ID**
  Enter a Radio ID or multiple Radio IDs of the radio(s) whose information to include in the report.
- **User**
  From the list, select the field user whose information to include in the report.

Grouping

- **Group by**
  From the list, select how to group records in the report, by radios or by users.

6.2 Checked Out Radios

This report contains information on the radios that were checked out (taken) and not checked in (returned) during the specified time period.

Filter

- **Radio**
  In the list, select the desired radio(s).
- **Logical Group**
  In the list, select the logical group(s).
- **Radio ID**
  Enter a Radio ID or multiple Radio IDs of the radio(s) whose information to include in the report.
- **User**
  In the list, select the field user(s) whose information to include in the report.