

TRBOnet One

Quick Reference Guide

Version 6.4

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1 Introduction

1.1 About This Guide

This document covers the basic operation of TRBOnet One.

NOTE: Refer to the TRBOnet One User Guide for more details on TRBOnet One's operations and features.

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](#).

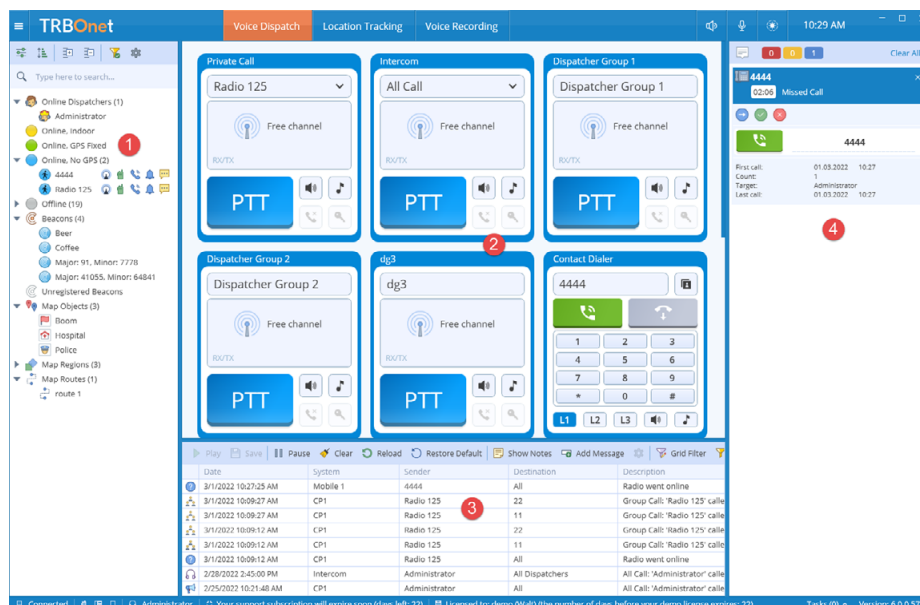
1.3 Contacts

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

2 TRBOnet One window

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

When the Voice Dispatch tab is selected, the dispatcher can make and receive radio calls, monitor recent calls and events, etc.



The main user interface elements are as follows:

1. Radio List panel
2. Radio Interface panel
3. Activity Monitor panel
4. Notification panel

Switching from light to dark theme

To switch from the light theme to dark theme, click the **Change theme** icon on the right side of the title bar (🌙).

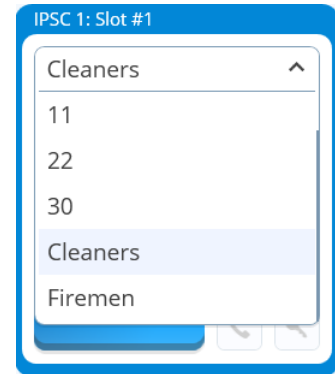
Note: The look of TRBOnet One Console windows may have been customized for your specific operation. Check with your system administrator for more information.

3 Radio Calls


This section contains step-by-step instructions of how to make radio calls.

3.1 Making a Group Call

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



3.2 Making a Private Call

- In the **Radio List** pane, select a radio.
- Click the  button on the right.

Or

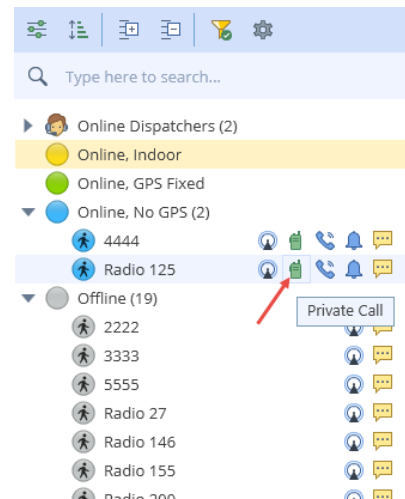
- Right-click on a radio and from the menu select **Private Call**.

To make a full-duplex call:

- Click the  button on the right.

Or

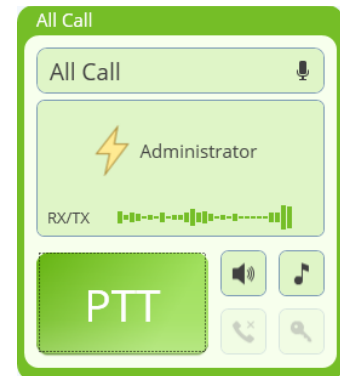
- Right-click on a radio and from the menu select **Full-Duplex Call**.



3.3 Making an All Call

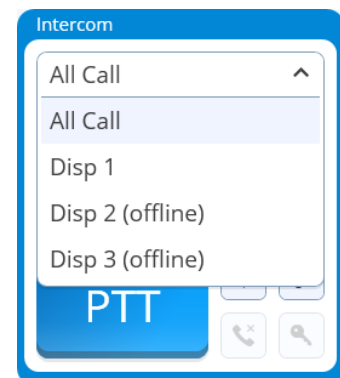
The dispatcher can make a call to all online radios registered in the system (for example, in the case of alarm). To make a call to all radios registered in the system, do the following:

- In the **Radio Interface** panel, select the **All Call** PTT box and click the **PTT** button.



3.4 Making an Intercom Call


- In the **Radio Interface** panel, 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 Requests To Talk

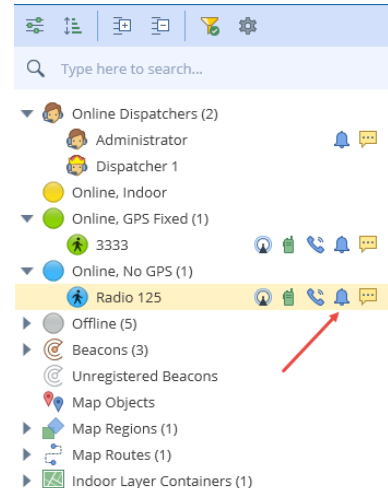
This section describes how to send and receive requests to talk.

4.1 Sending a Request To Talk

- In the **Radio List** pane, select a radio.
- Click the  button on the right.

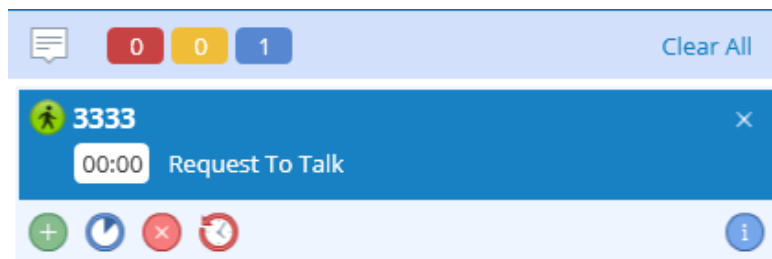
Or


- Right-click on a radio and from the menu select **Request To Talk**.



4.2 Receiving a Request To Talk


When a request to talk arrives, you will see it in the Notification panel on the right of the desktop.



Click the **Accept** () icon to start a private call to the call request sender.

Click the **Queue** () icon to queue the RTT.


Click the **Reject** () icon to reject the RTT for the dispatcher. Note that the RTT will keep showing to other dispatchers.

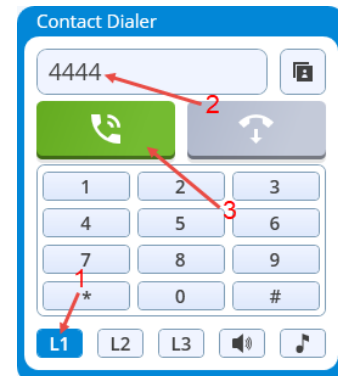
Click the **Hide** () icon to hide the RTT for the dispatcher for the time period selected from the drop-down list. Note that the RTT will keep showing to other dispatchers

5 Phone Calls

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

5.1 Making an Outgoing Call

1. Select the Line.
 2. Enter the phone number.
 3. Click the  button.
- Or:
1. Click the button on the right of the dial string.
 2. In the **Call Destination** dialog box that opens select the desired contact and click **Call**.

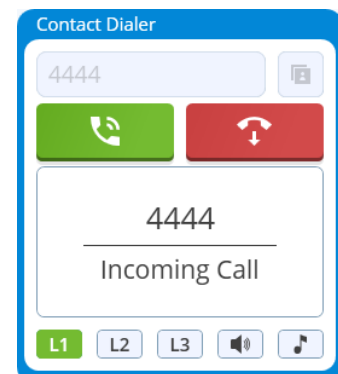


To terminate the call:

- Click the  button.

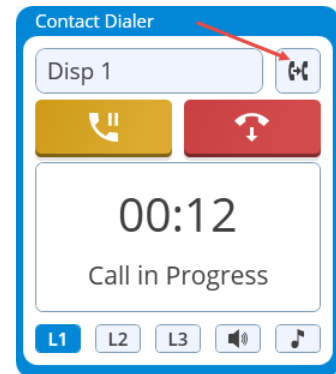
5.2 Answering an Incoming Call

- Click the  button.

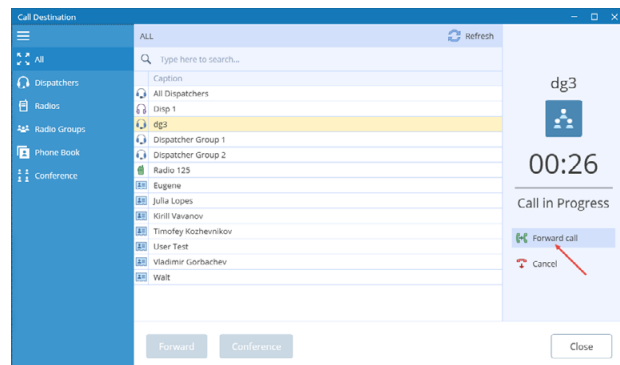


5.3 Forwarding an Ongoing Call

- While in a call, click the **Manage Call** button on the right of the dial string.
- In the **Call Destination** dialog box that opens select the desired contact and click **Forward**.

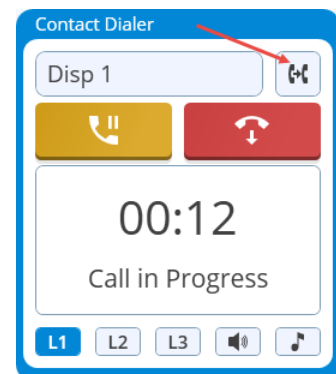


- When the second call is established, click **Forward call** in the right pane.

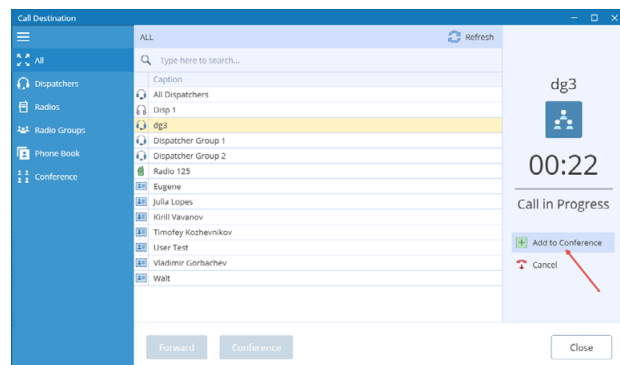


5.4 Creating a Conference Call

- While in a call, click the **Manage Call** button on the right of the dial string.
- In the **Call Destination** dialog box that opens select the desired contact and click **Conference**.



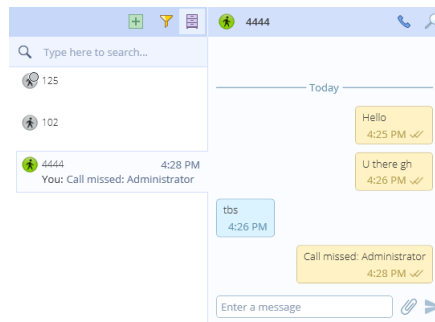
- When the second call is established, click **Add to Conference** in the right pane.



6 Chats

This section contains instructions on how to manipulate chats, send and receive messages, attach files and view received attachments.

Note: You must previously create a Chat widget in the Design mode.
See *TRBOnet One User Guide, section 9.6.1, Chat panel*.



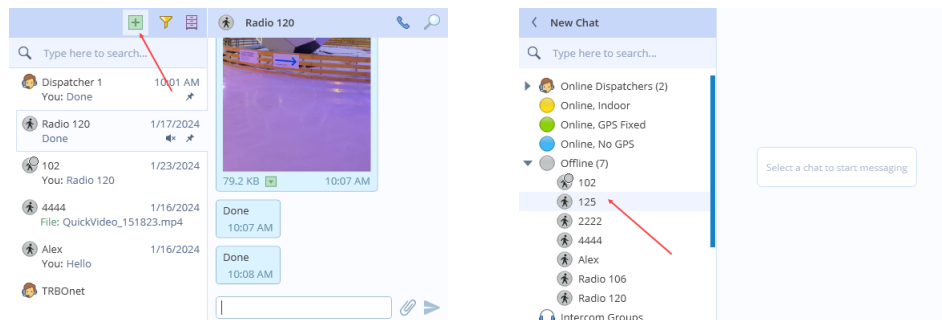
6.1 Manipulating Chats

This section describes how to manipulate chats.

6.1.1 Creating Chats

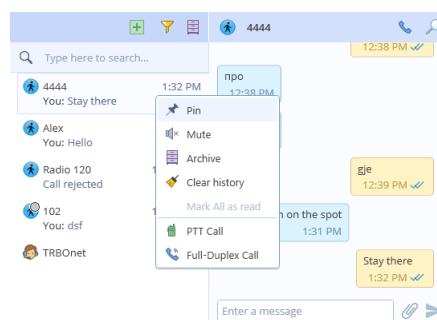
To create a chat:

- Click the plus icon on top of the chats list.
- In the list that appears, select and click the required contact.

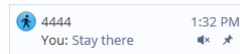


6.1.2 Pinning/Muting

- Right-click on a chat in the list of chats:



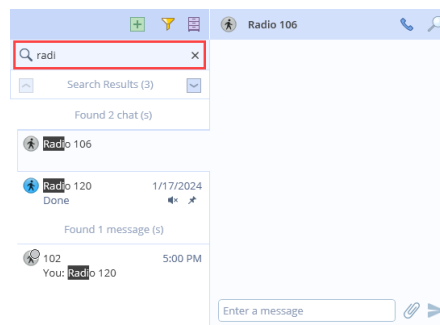
- Choose **Pin** to pin the chat.
As a result, the chat will be pinned on top of the chat list.
- Choose **Mute** to mute the chat.
Note that when a chat is pinned and/or muted, the corresponding icons appear on the right of the chat name.



6.1.3 Searching for Chats and Messages

To search for chats or messages:

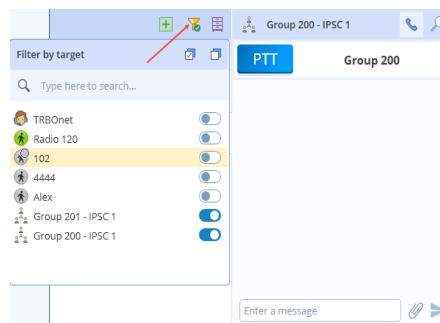
- Type the name of a chat or message text in the box next to the search icon (🔍).



6.1.4 Filtering Chats

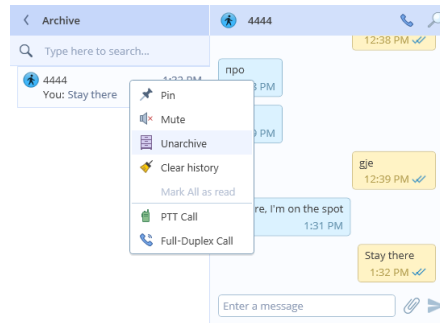
You can determine which chats to show in the list of chats.

- Click the filter icon on top of the chats list, and in the list that opens select/unselect required chats.



6.1.5 Archiving/Unarchiving

- To archive a chat, right-click it and choose **Archive**.
Once you have archived a chat, it will disappear from the Chats list and appear in the Archived Chats list.
- To enter the list of archived chats, click the Archive button (📁) on top right of the list of chats.
- In the list of archived chats, right-click on a chat and in the context menu that opens choose **Unarchive**.



6.1.6 Clearing Chat History

- To clear history of a chat, right-click it and choose **Clear history**.

6.1.7 Marking Chat as Read

- To mark a chat as read, right-click it and choose **Mark All as read**.

6.2 Messages

6.2.1 Sending Messages

To send a message:

- Type your message in the edit box, then tap the **Send** button (➤) on the right.

Note: A text message can be typed in any language. The length of a text message is restricted to 400 characters. Messages that exceed the maximum allowed length will be truncated.

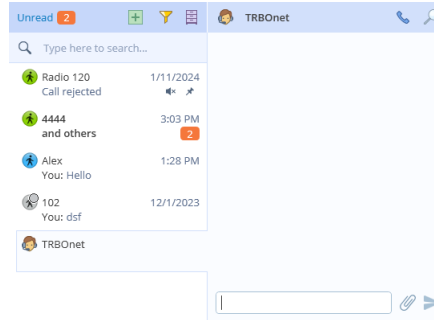
6.2.2 Message Statuses

There are the following indications of message statuses:

- ✓ Sent
- ✓✓ Delivered
- ✓✓ Read
- ✗ Error

6.2.3 Receiving Messages

When you get an incoming message, you hear a sound notification. Chats with unread messages are displayed in bold. In addition, the number of unread messages is displayed in an orange circle on the right of the chat's name.



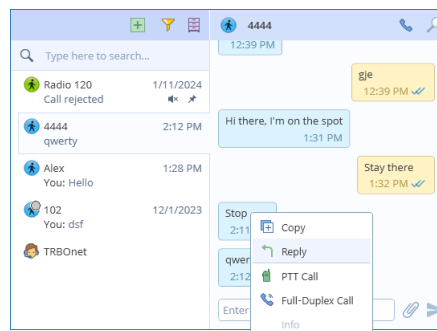
When you enter a chat with unread messages, their status changes to Read.

6.2.4 Replying to Messages

To reply to a message:

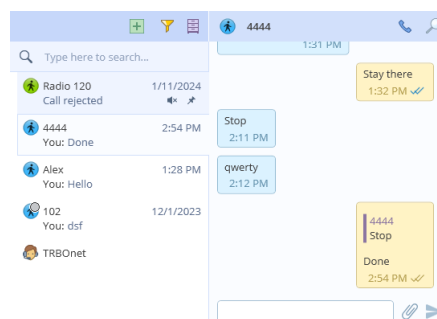
- Right-click on a message you want to reply to and in the context menu that opens, choose **Reply**. You can also copy the message by choosing **Copy**.

Note: You can also reply to a message with a PTT call or a full-duplex call. Just choose the corresponding item in the context menu.



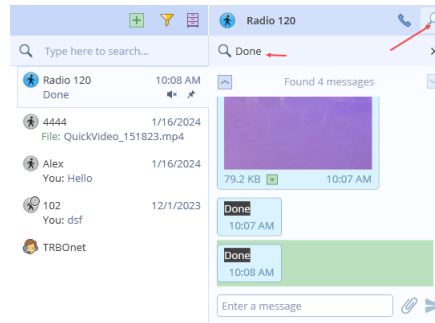
- When the reply is activated, enter your message, and tap the **Send** button (➤) to send the reply.

As a result, the response will be displayed with a quote from the original message you replied to.



6.2.5 Searching for Messages

While in a chat, you can search for messages. Click the lens button on the top right and enter the text you want to search for.

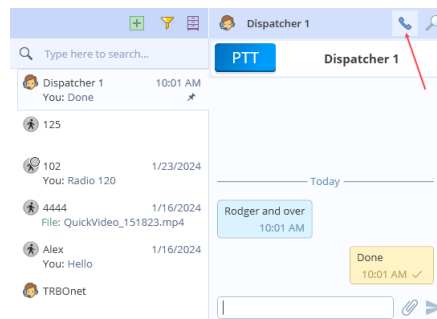


6.2.6 PTT Button

While in a chat, you can use the PTT button for radio calls.

To show/hide the PTT button:

- Click the receiver icon on the top right of a chat.




6.3 Attachments

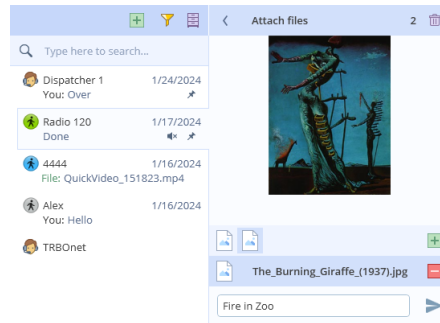
You can attach videos, photos, audios, and files of any type to a TRBOnet user (Mobile Client user or Dispatcher). The audio and video attachments are displayed as thumbnails, with the original file size and its type shown under a thumbnail.

Note: A radio user cannot receive attachments. If you send an attachment without text, a radio user will receive an empty message.

6.3.1 Sending Attachments

To attach a file to a message:

- Tap the paperclip icon on the right (), and then navigate to the desired file and click **Open**.



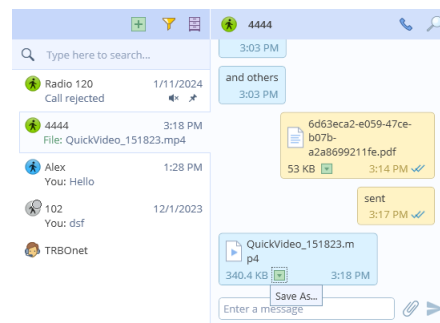
- To add an attachment, tap the plus icon on the right (+).

Notes: The size of the attachment is limited to 2,5 MB for a group chat and 100 MB for a private chat. No more than 10 attachments can be sent simultaneously.

6.3.2 Receiving Attachments

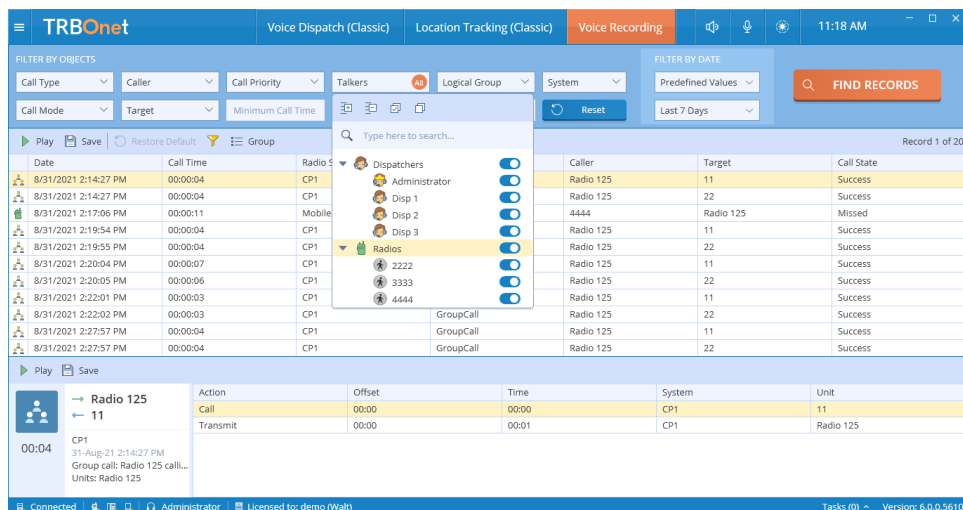
When a message with attachments is received, you can open the attachment in the corresponding application. Just click the icon on the left of the file name.

Or, you can save it by clicking the **Save As** icon (📄) under the file name.



7 Voice Recording

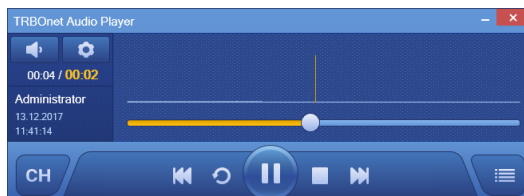
On the **Voice Recording** tab, the dispatcher can display the list of calls according to certain criteria, listen to the calls and save them to file.



- In the Filter by Objects and Filter by Date panels, click the desired field(s), and on the drop-down list select the desired value(s).
- Click **Find Records**.

7.1 Playing Back a Recording

- To play back a voice recording, select it in the list and click the **Play** button on the toolbar.



8 Map Operations

This section contains step-by-step instructions on performing fundamental and basic operations on Maps.

8.1 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.

