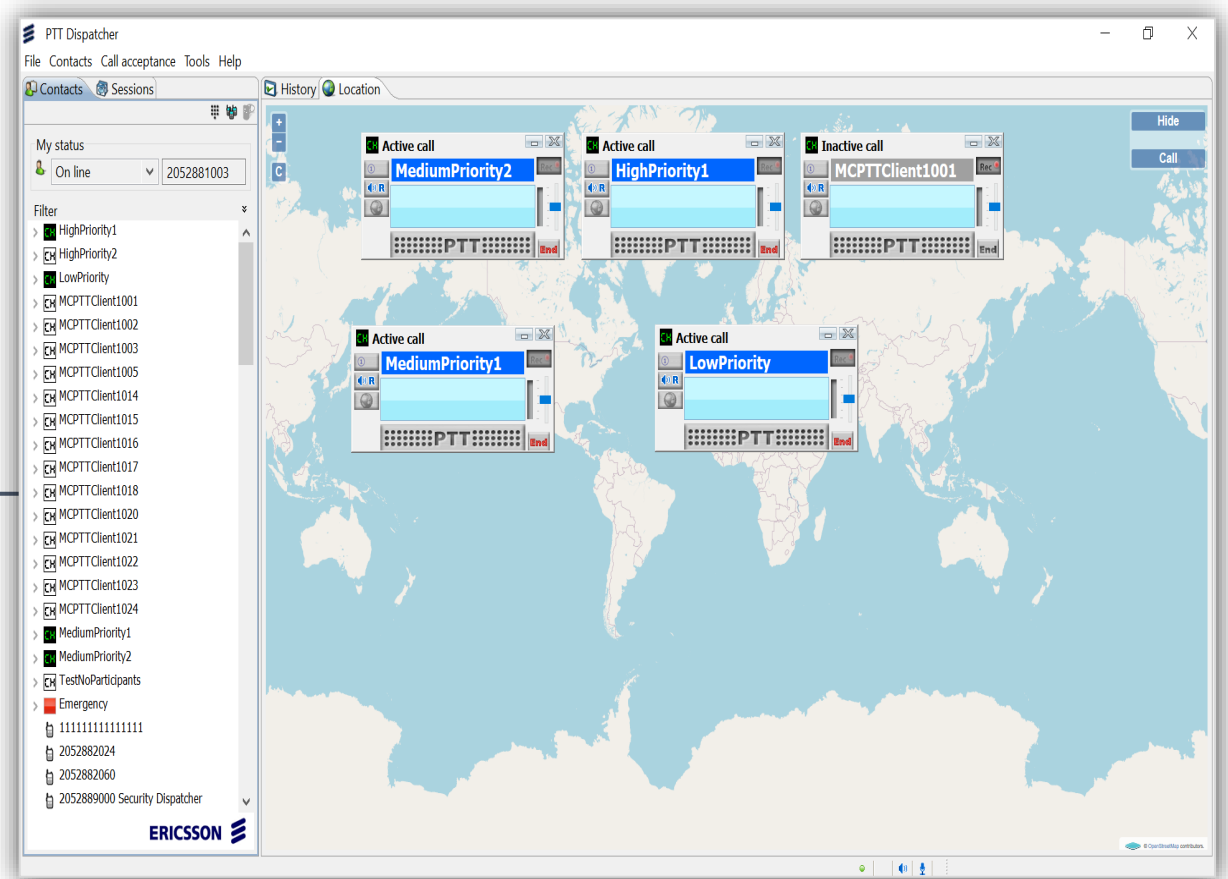


LINC MCPTT DISPATCHER OVERVIEW

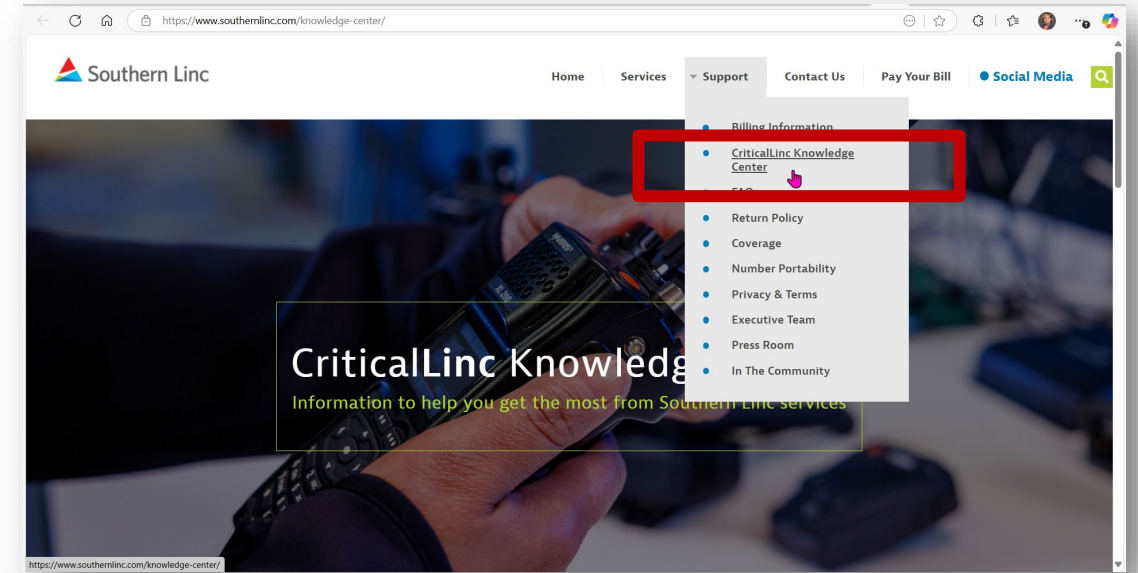


Downloading Linc MCPTT Dispatcher software

1. Go to www.southerlinc.com
2. From the home screen click on **Support**, then **Critical Linc Knowledge Center**
3. Scroll down to the bottom of the page to **Other Resources**
4. Click on “**Linc MCPTT Dispatcher Application download**”

NOTE:

If you do not already have a Dispatcher subscription, please contact your Sales representative or Customer Solutions Center for help



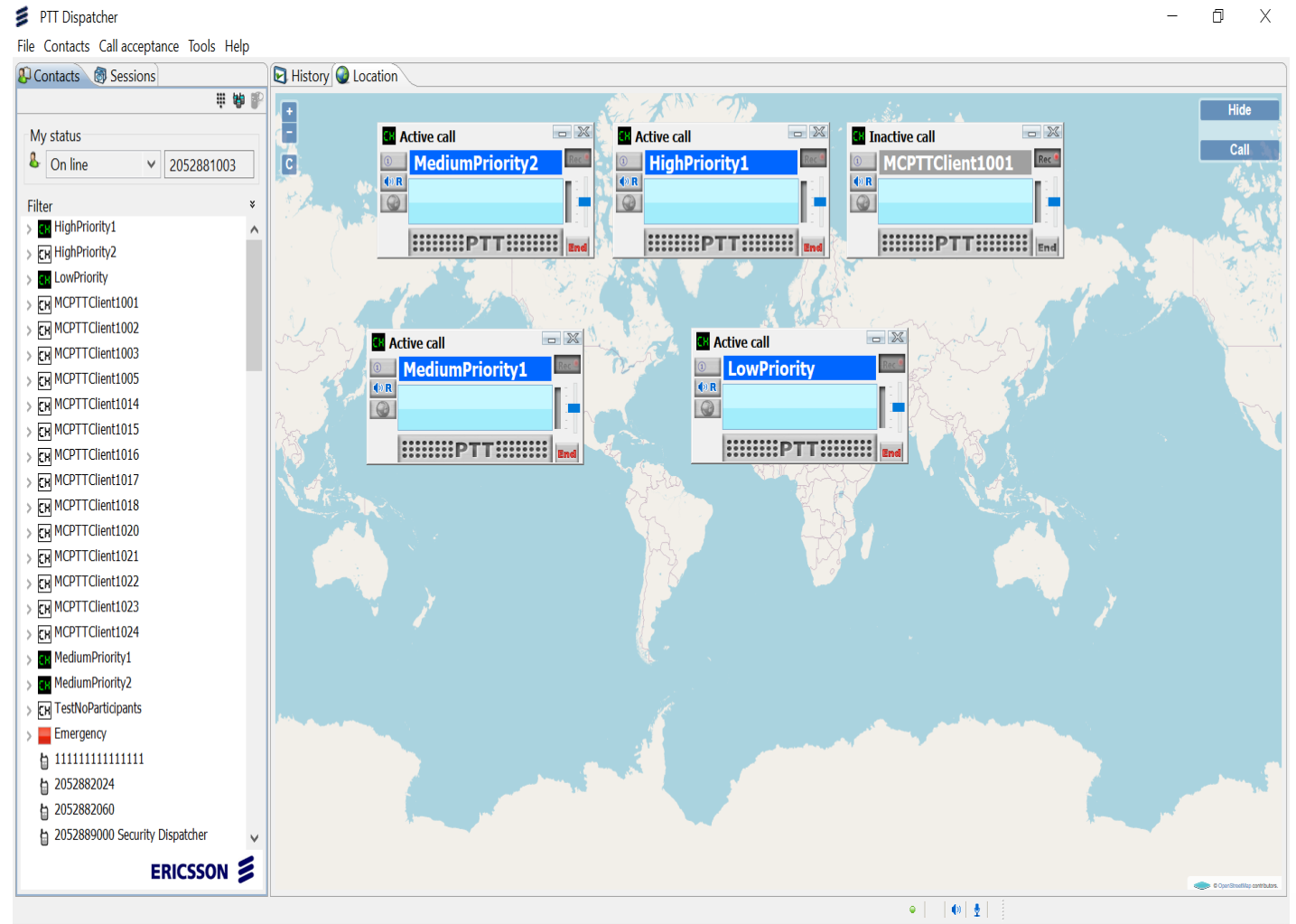
Other Resources

- > [Customer Self-Care Portal User Guide](#)
- > [Linc MCPTT Dispatcher Application download](#)
- > [How to install Linc MCPTT for the XP5s](#)
- > [How to install Linc MCPTT for the XP8](#)
- > [Mobile Hotspot — Franklin Wireless R717 Quick Setup Sheet](#)
- > [Wireless Accessibility](#)

System Requirements

System Requirements

- Laptop/desktop
- Windows 10 operating System or higher
- 64-bit operating system, x64-based processor
- Intel® Core™ Intel Core I5 (10500T) – 1.70Ghz
- 16.0 GM RAM
- 400 MB free space
- Windows Power Mode: “Best Performance”
- Sound card compliant with DirectX© 9.0c and Java Sound© (JRE1.6 upd 2)
 - Input device
 - Output device
- IP-based Connectivity
- *Please see Dispatcher User Guide for complete list*



Dispatcher



Linc MCPTT Dispatcher

Accessories

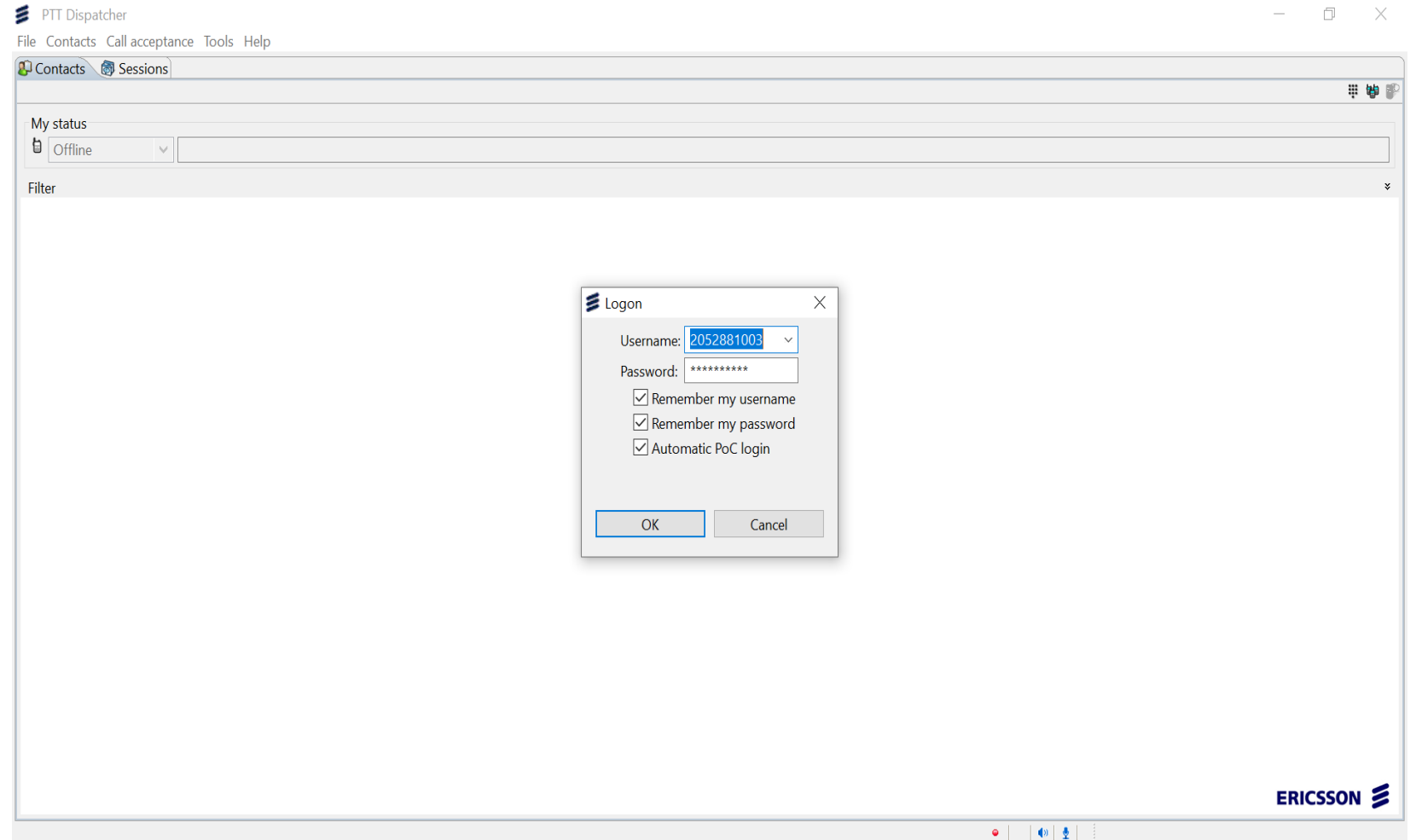
- LMC Systems FTT-100 Foot Pedal
 - Programmed as a space bar
-
- Most USB connected Headsets and microphones will work. The following have been tested:
 - Logitech H390 Wired Headset
 - Liangstar USM Computer Mic
 - Amazon Basics USB Gaming Mic



Linc MCPTT Dispatcher Login

Login:

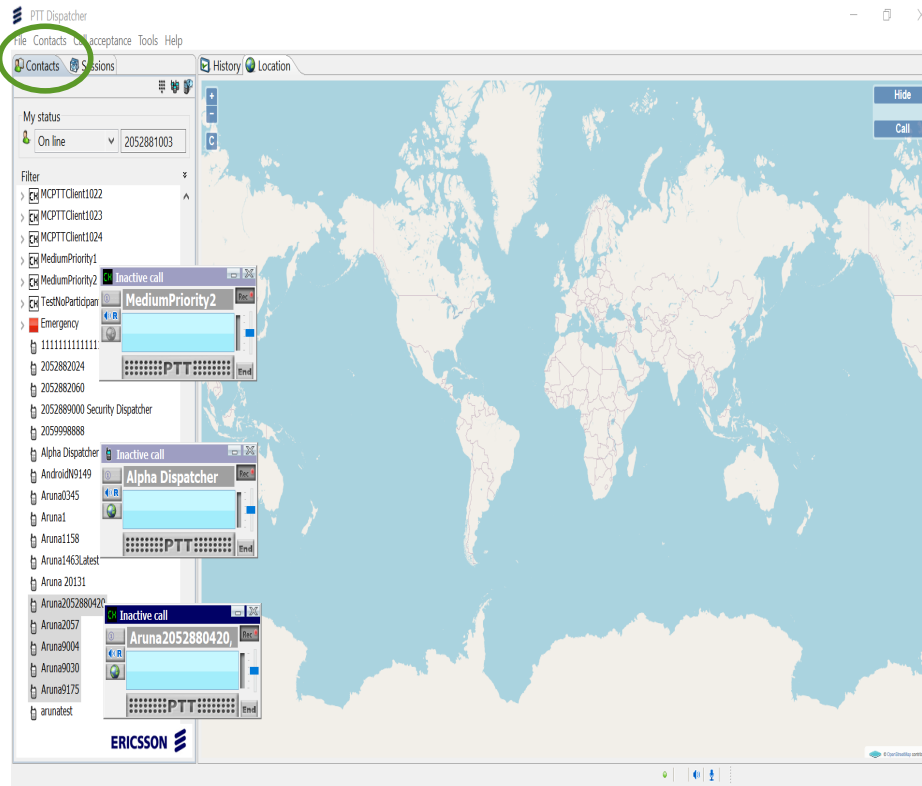
- Manual login using the provided User ID and Password
- Requires an Internet connection



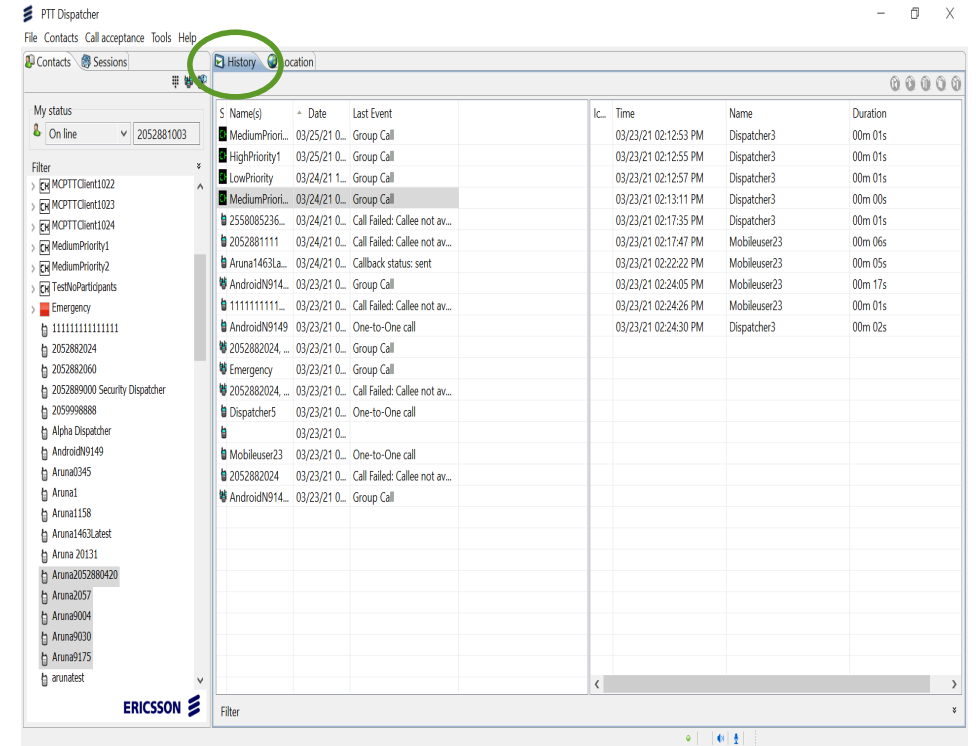
Dispatcher Login Page

Linc MCPTT Dispatcher highlights

- Group Calls
- Private Calls
- Call History
- View Call History details and hear recorded PTT calls



Group and Private Call list

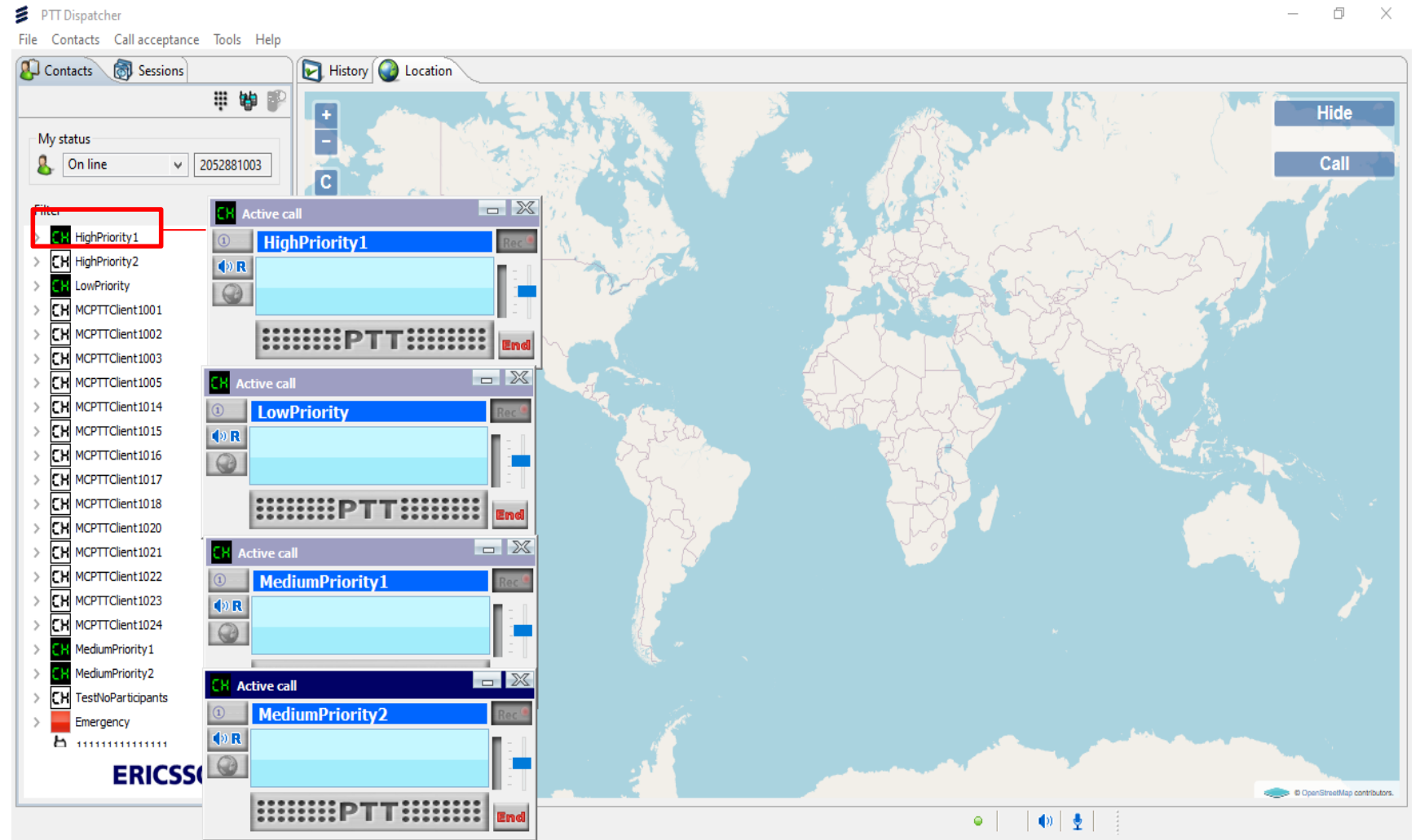


Call History and Call History Details

Auto Affiliation of groups

Auto Affiliation of groups:

- Administrator controls Auto-affiliation On/Off setting
- Auto-affiliated groups will automatically connect by opening the group call window box.
- All the auto joined and manually joined groups will be highlighted in Green
- To make a group call, click/press on PTT button.
- Click and hold PTT button to talk

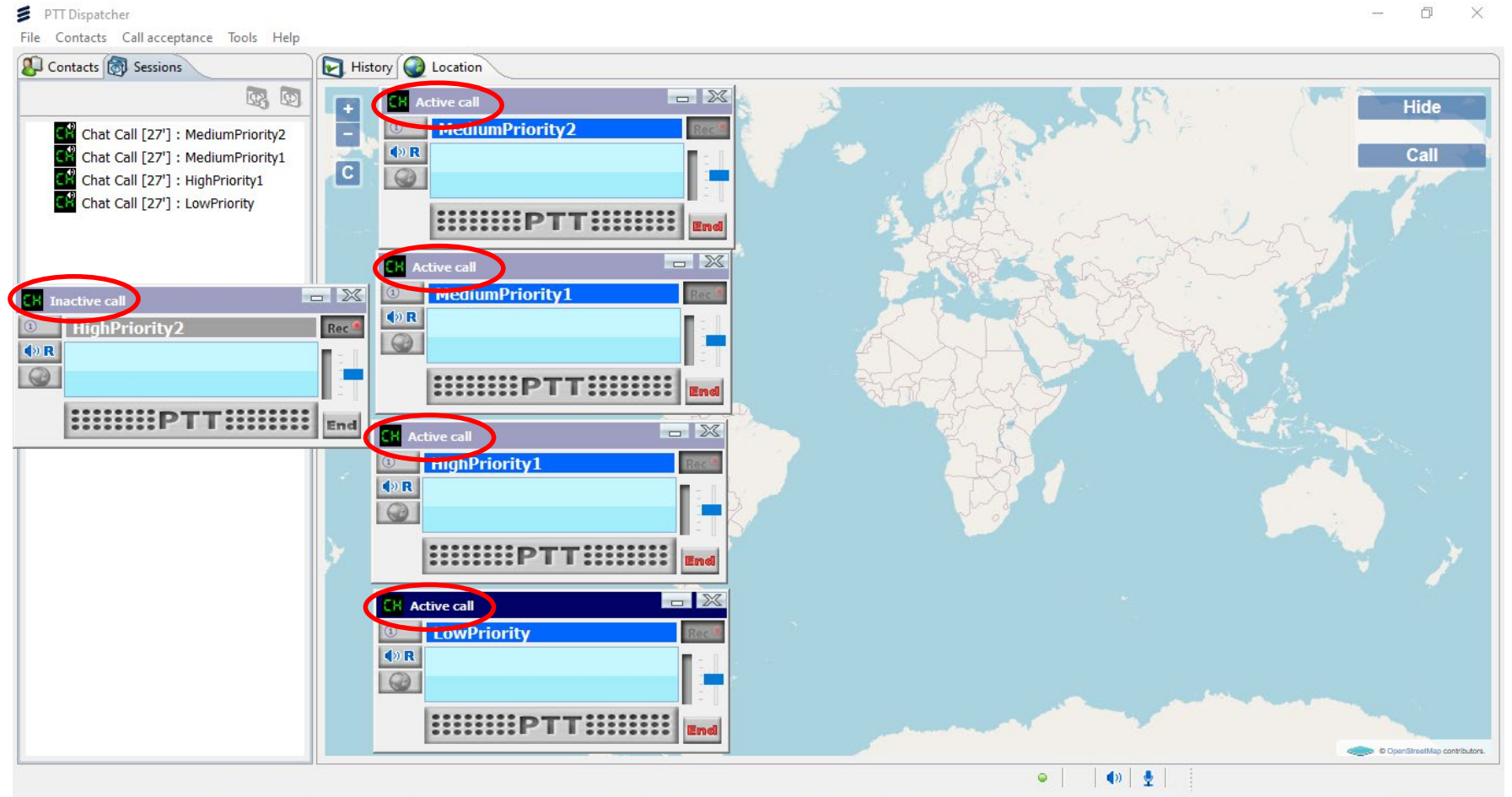


Default Affiliation groups

Connected Groups

Sessions Tab:

- The connected groups (Active calls) can be seen in the Sessions Tab list
- The disconnected groups (Inactive calls) will not display in the list
- The Dispatcher can be a member of up to 300 groups



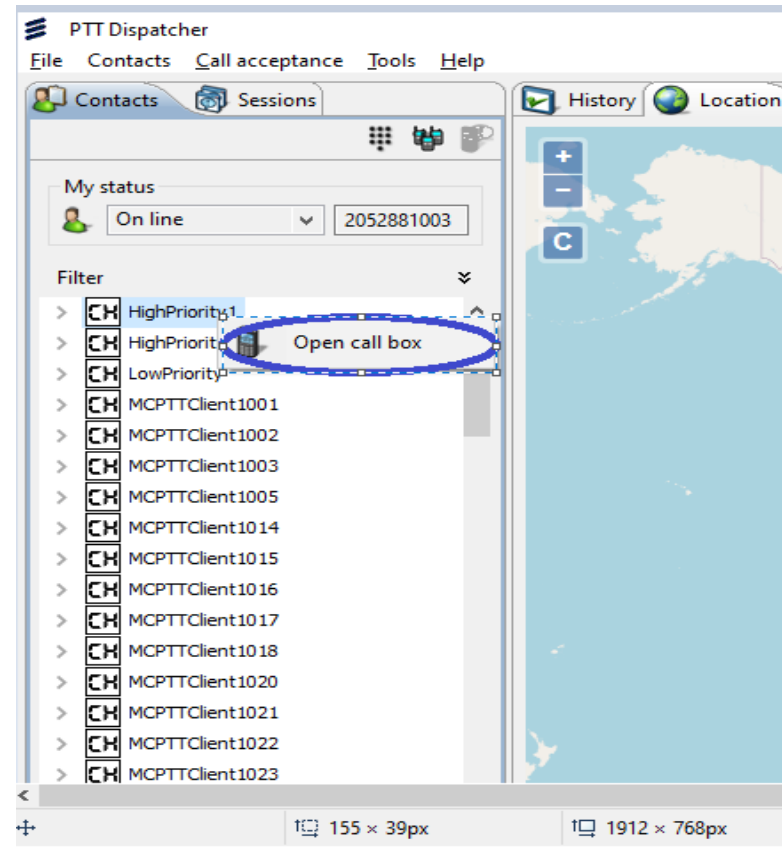
Connected groups list in Sessions tab

Group Call Flow

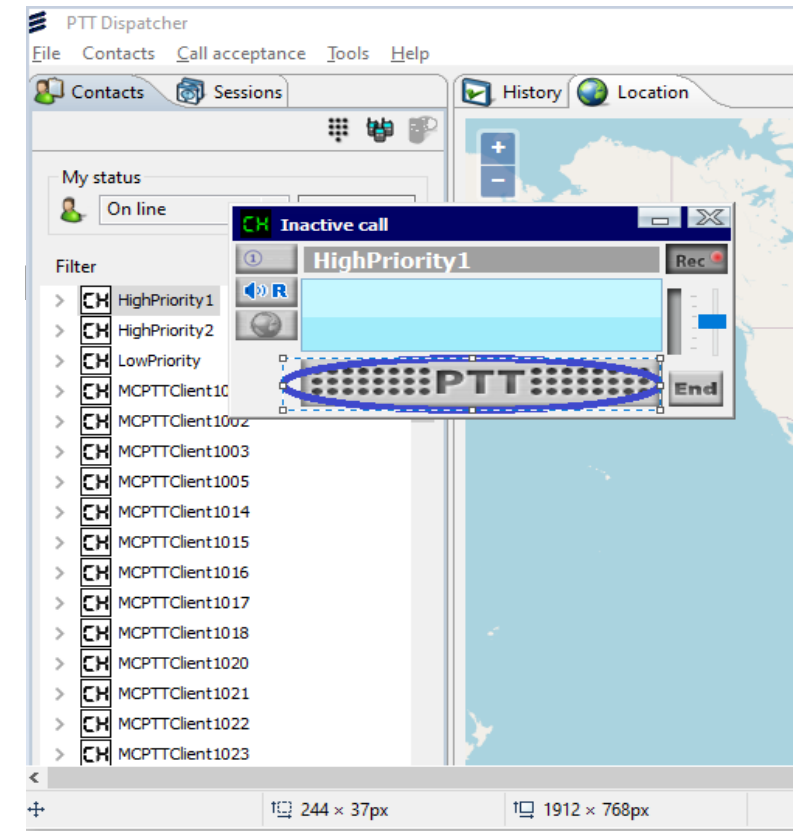
Group Call:

- In the Contacts tab, when a group is not connected, select the group and right click > Click “Open call box” or double click on the selected group
- A group call window opens; click on the PTT button to initiate a call
- After the call expires, the group stays in connected state

Note: User can also initiate call from the History Tab.



Open call box

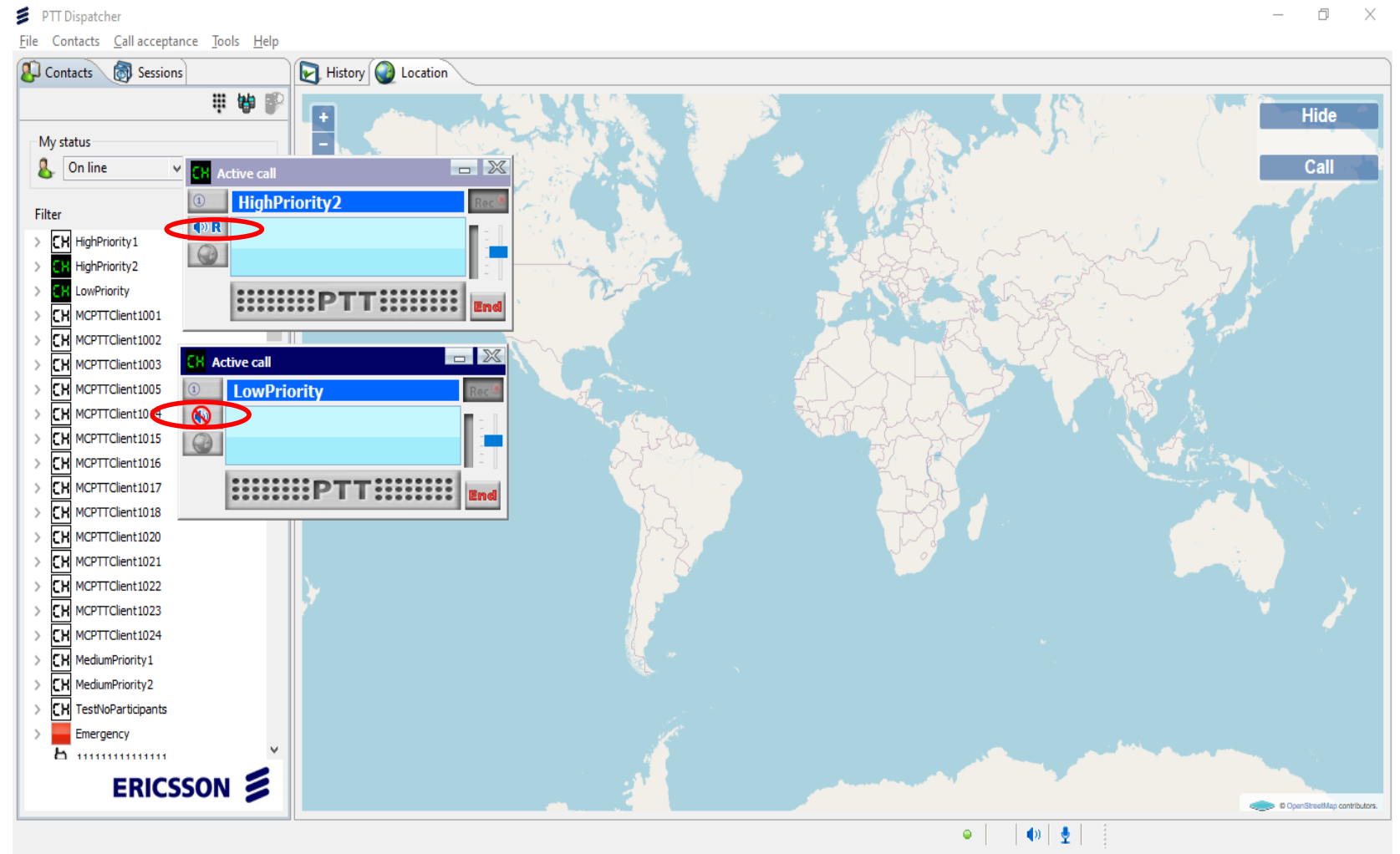


Group Call window

Group Call Flow

Simultaneous group calls:

- The dispatcher will hear the audio from multiple groups simultaneously
- Switch which ear is getting the audio by clicking the speaker icon in the left middle of the call box.



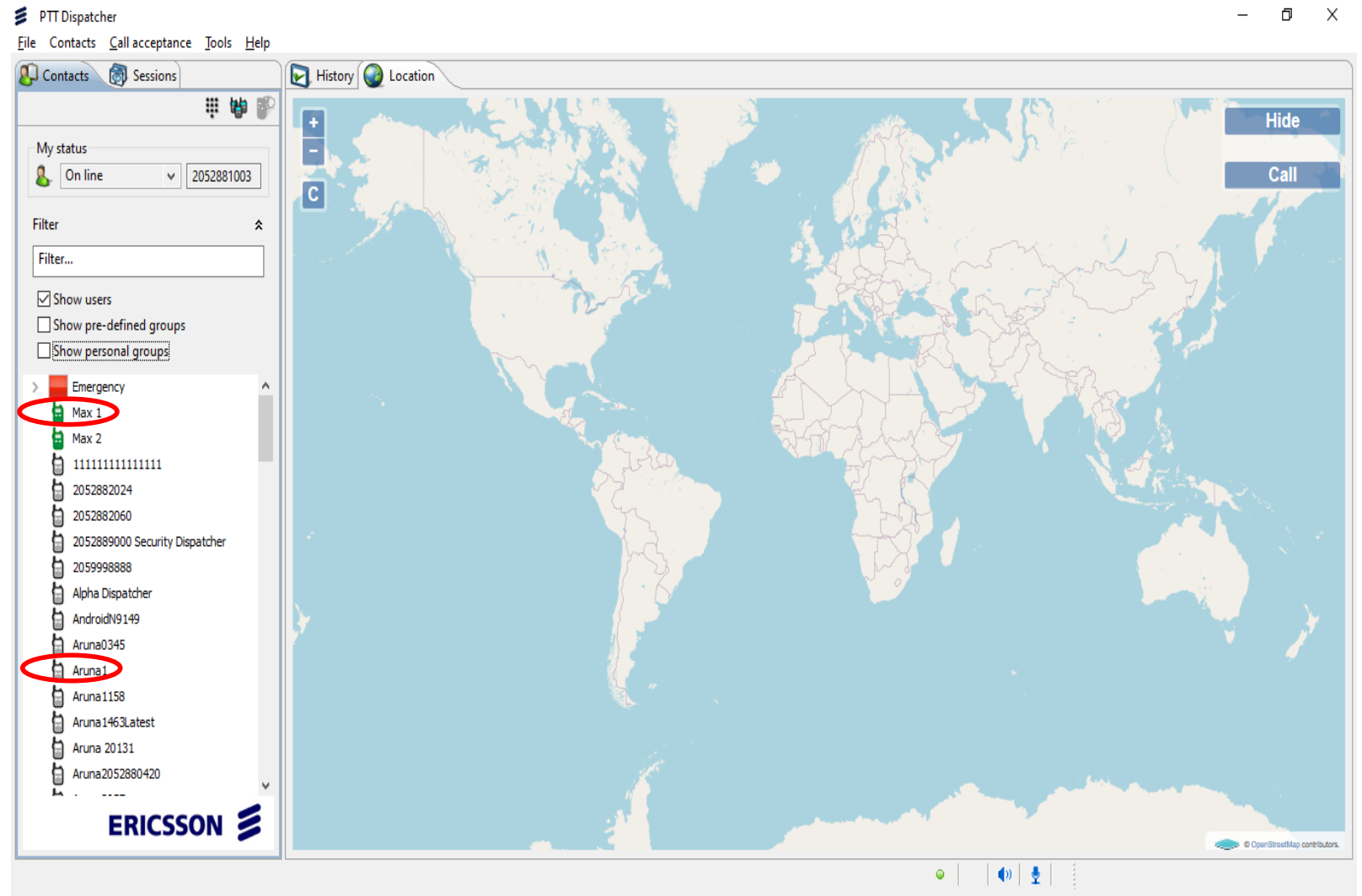
Switching the group audio

Contacts Presence

Presence of contacts:

Presence of contacts is shown in Green/Grey

- Active user Green
- Inactive user Grey

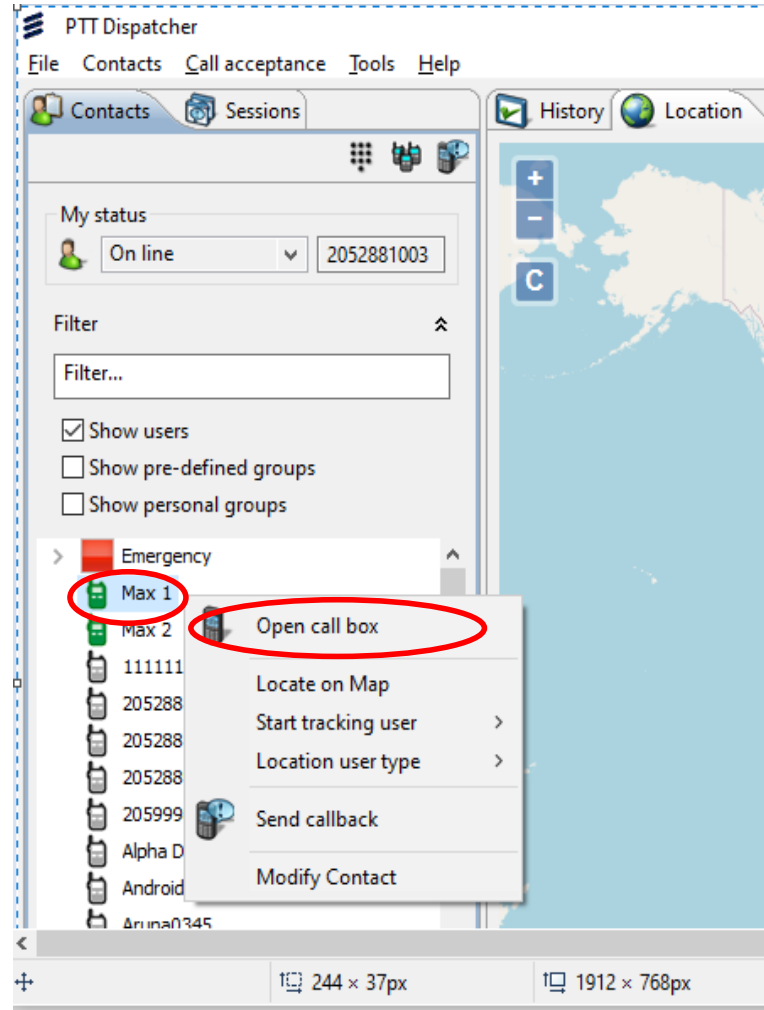


Presence of Contacts

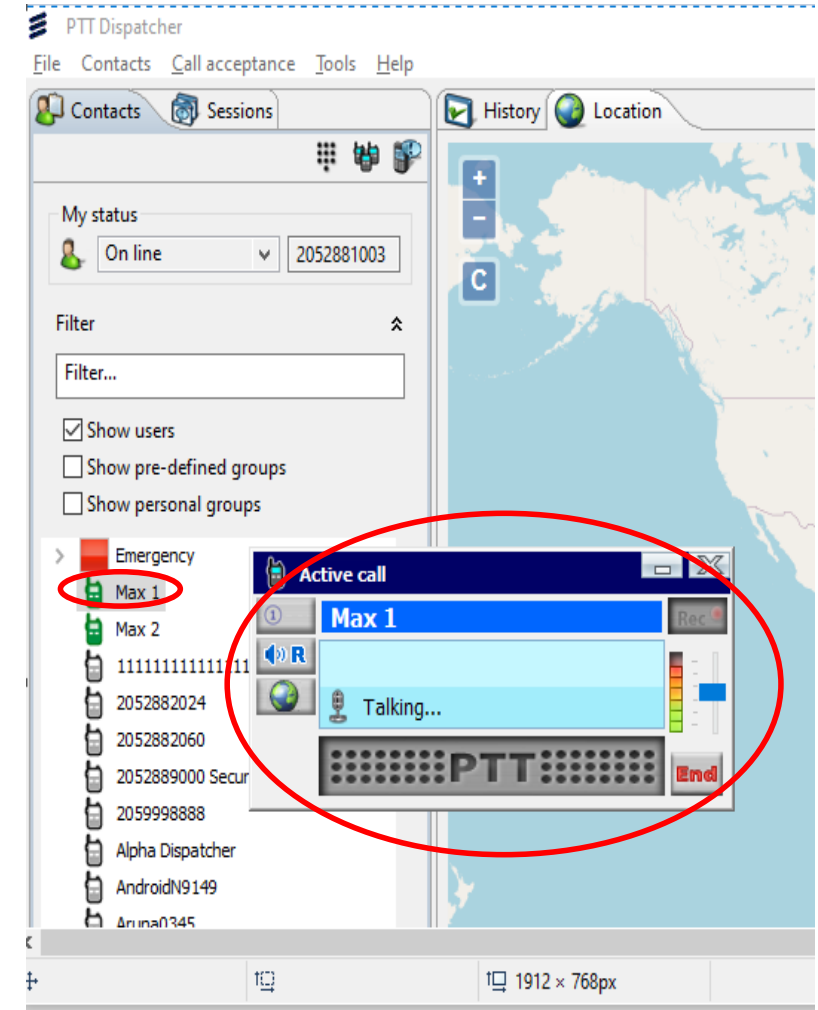
Private Call

Private calls:

- User can initiate a private 1-to-1 call by selecting the contact/user in the Contacts tab then right click > Click “Open call box” or double click on the selected contact.
- A 1-to-1 call window opens, click and hold on PTT button to initiate a call and talk
- After the call expires, the call becomes inactive
- User has ability to end the call by pressing End button



Open call box



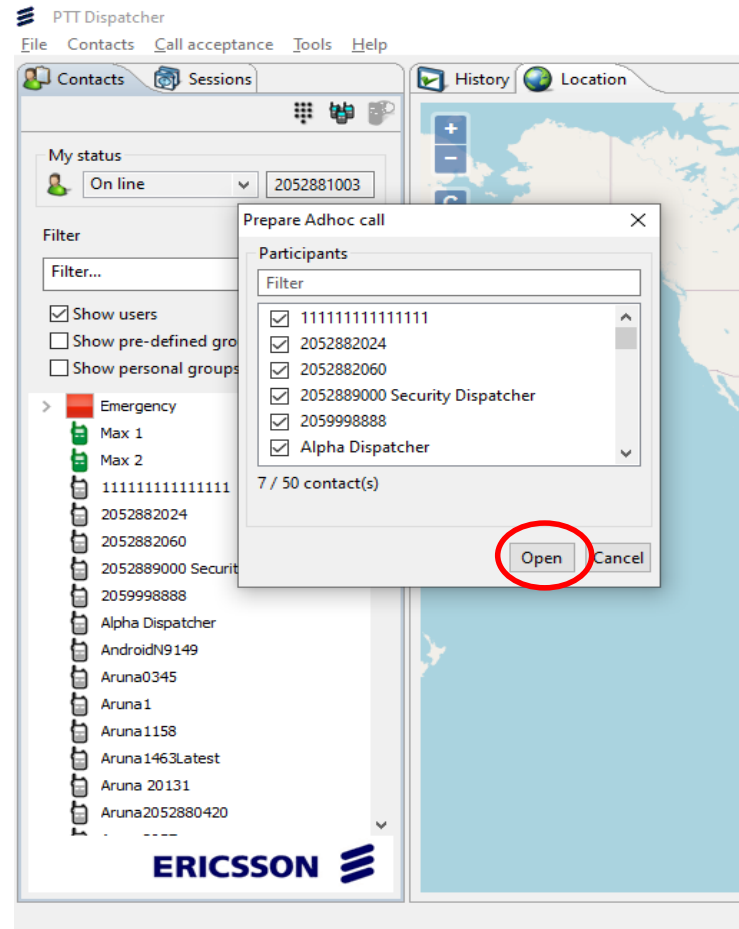
1-to-1 call window

Adhoc Call

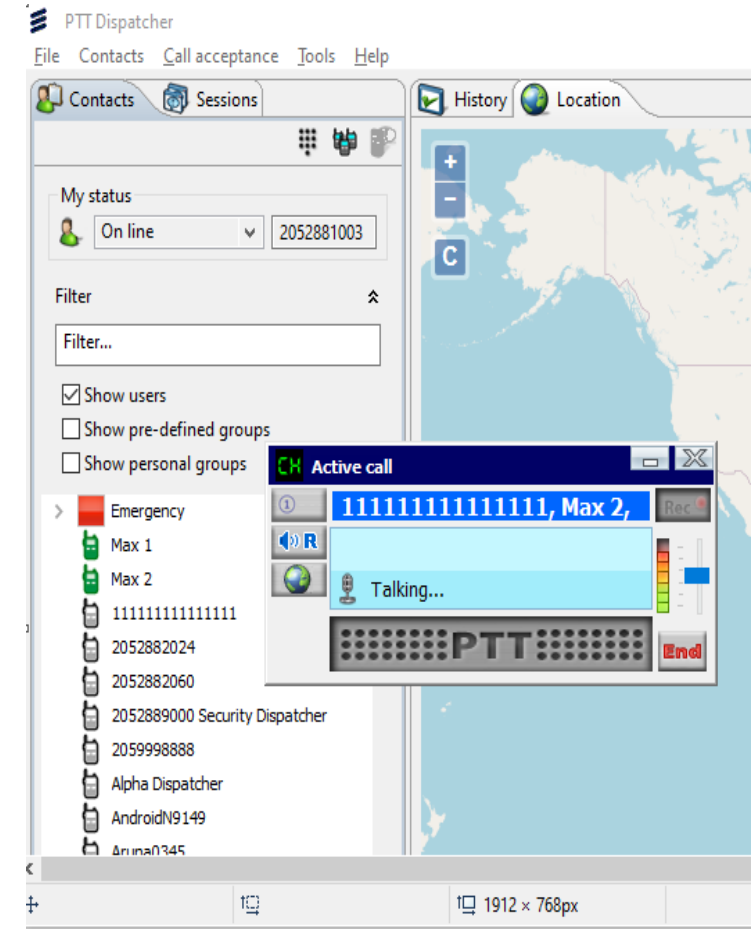
Adhoc calls:

- User can initiate an Adhoc call by selecting the contacts/users in the Adhoc window and clicking “Open”
- An adhoc call window opens, click and hold on PTT button to initiate a call and talk
- After the call expires, the call becomes inactive
- User has ability to end the call by pressing End button

Note: Users can initiate an adhoc call by selecting the users in the contact list and then right click > click Open call box > press and hold PTT button



Adhoc Call contact list

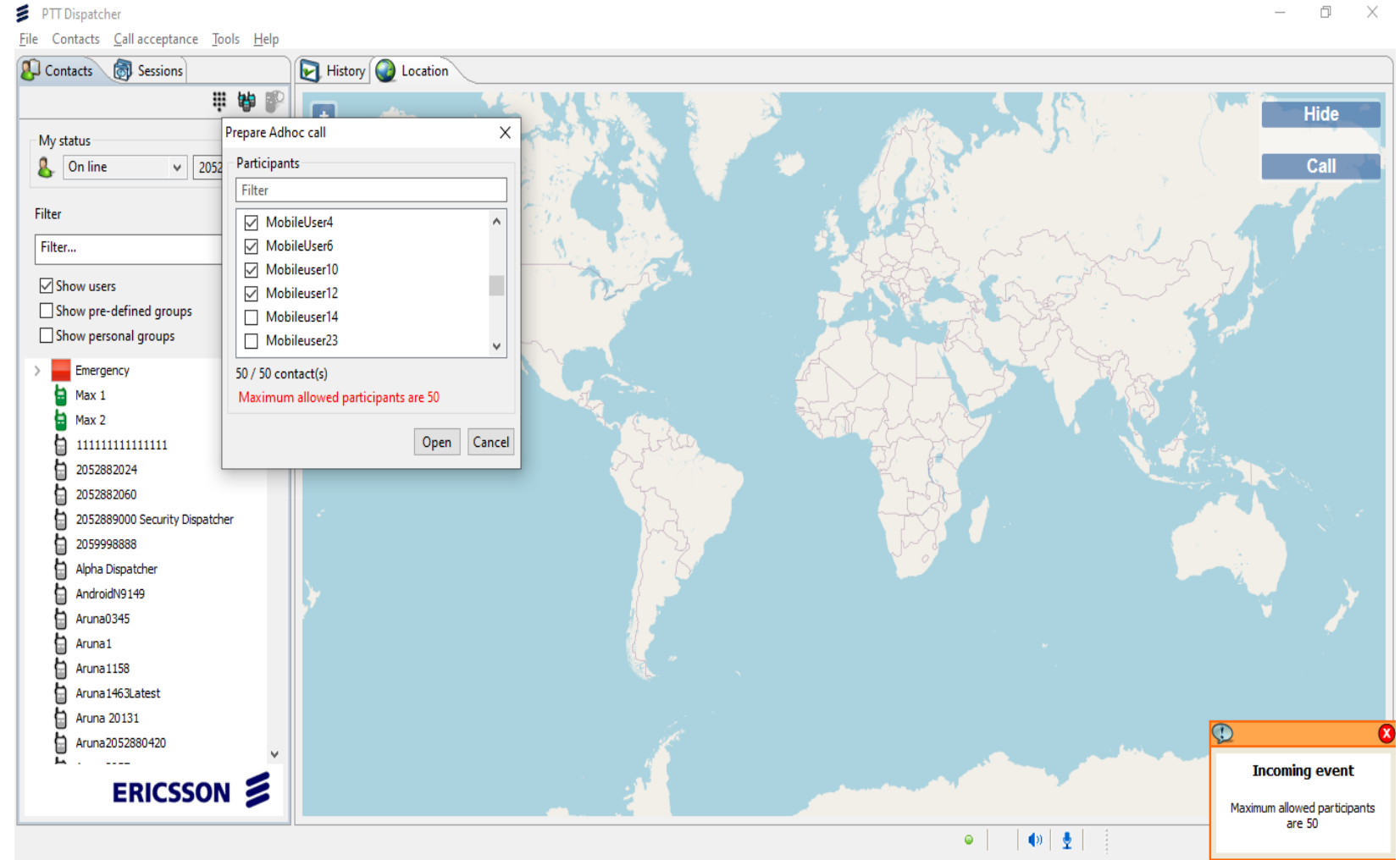


Adhoc call window

Adhoc Call

Adhoc calls:

- The maximum users in the adhoc group call is 50 Users.

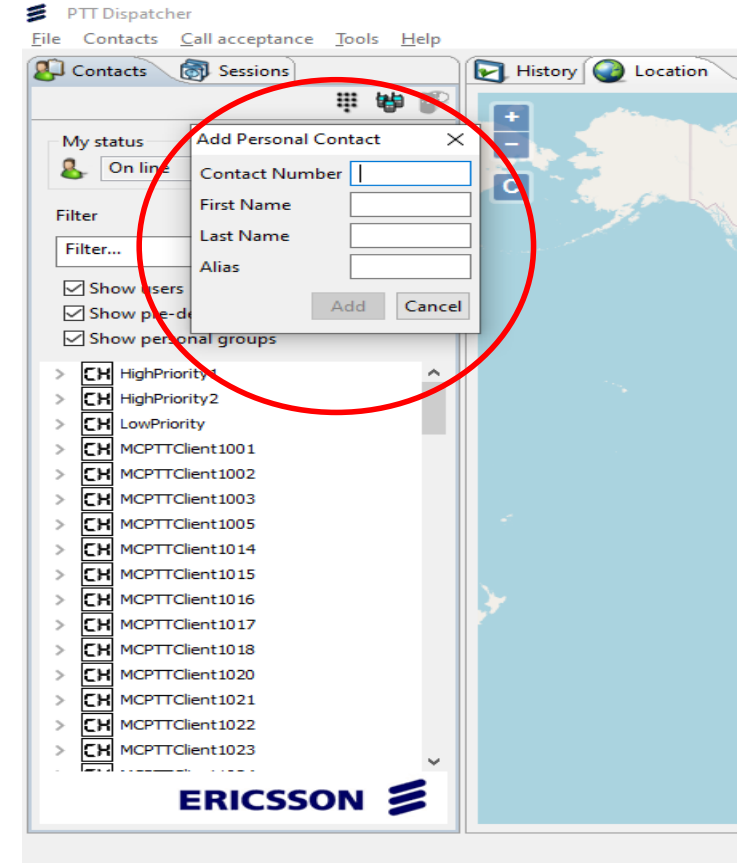
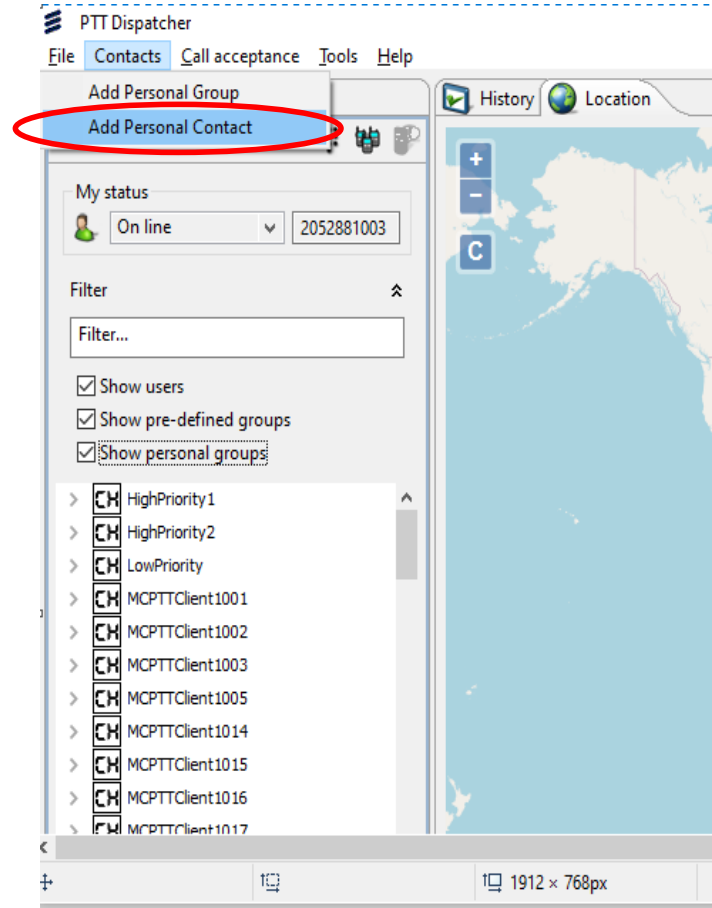


Adhoc call maximum users error notification

Personal Contact

Adding a Personal Contact:

- Navigate to contacts option and select add personal contact
- Enter the contact number, FN, LN and alias and click on add.
- A personal contact is added to the contact list
- Dispatcher allows creation of up to 300 personal contacts

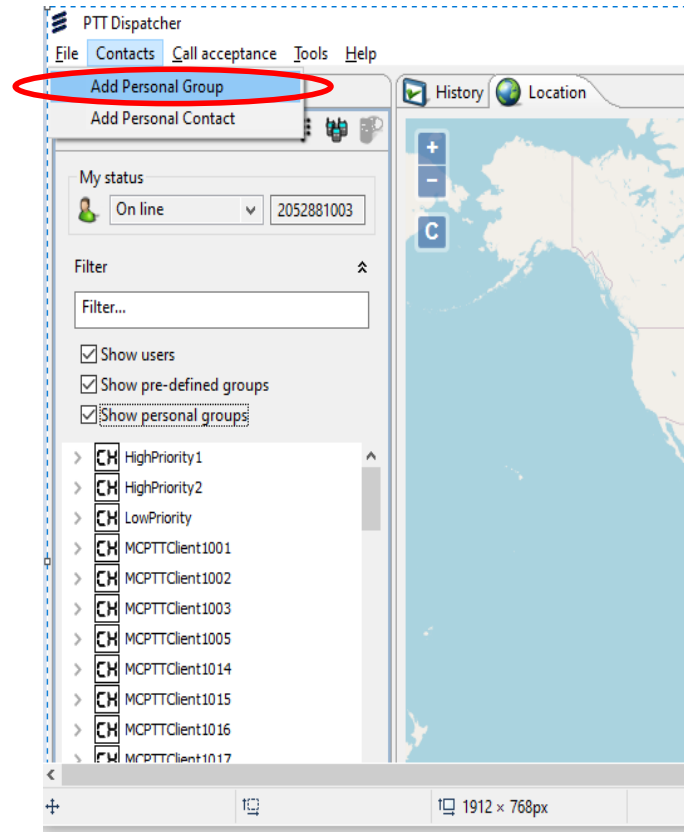


Add Personal Contact

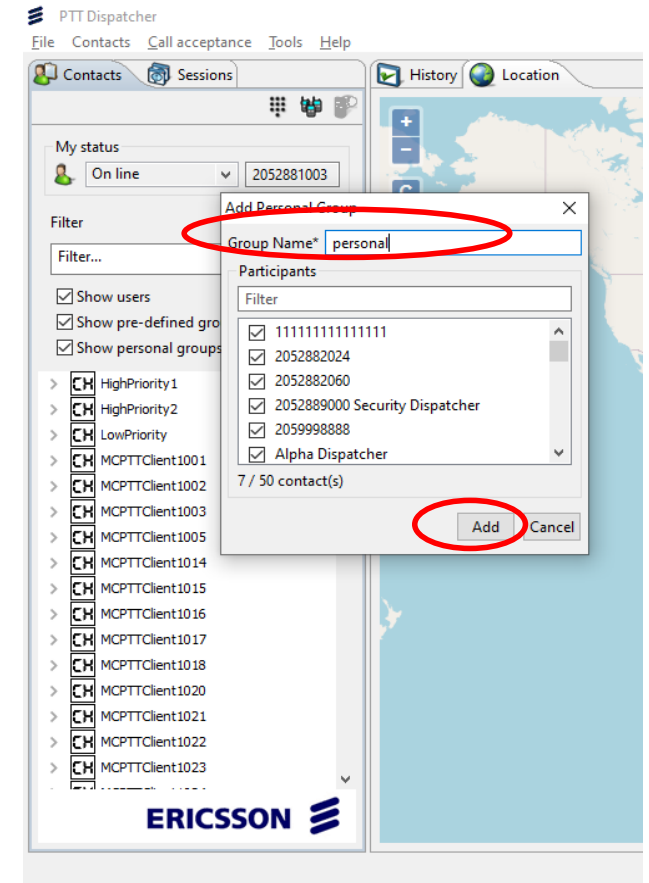
Personal Group

Creating a Personal Group:

- Navigate to Contacts tab and select add personal Group
- Select contacts in the contact list, name the Group, and click “Add”
- The personal group is added to Contact list
- Dispatcher has a maximum of 50 users in a personal group



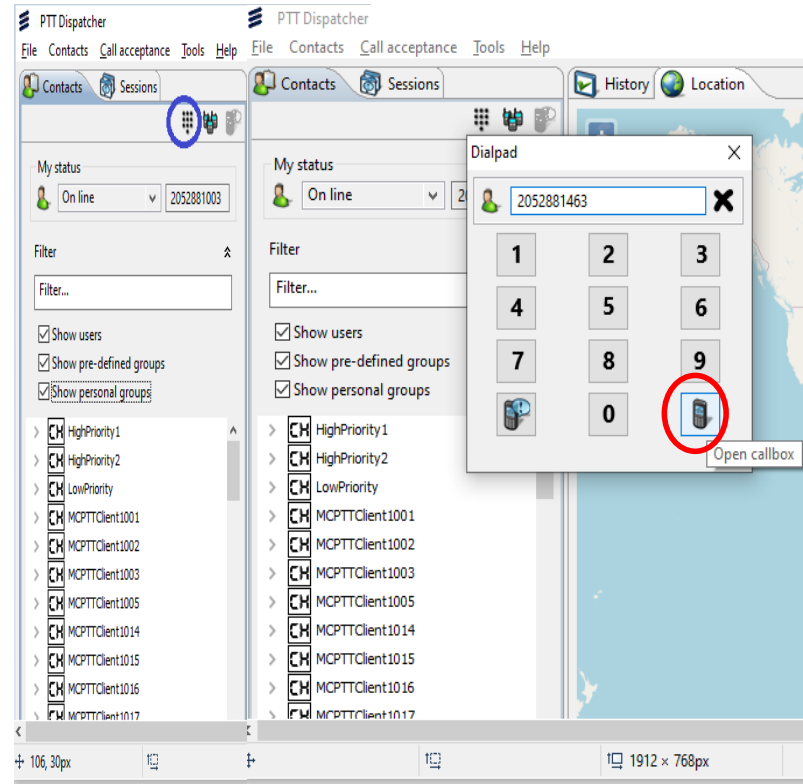
Add Personal Group



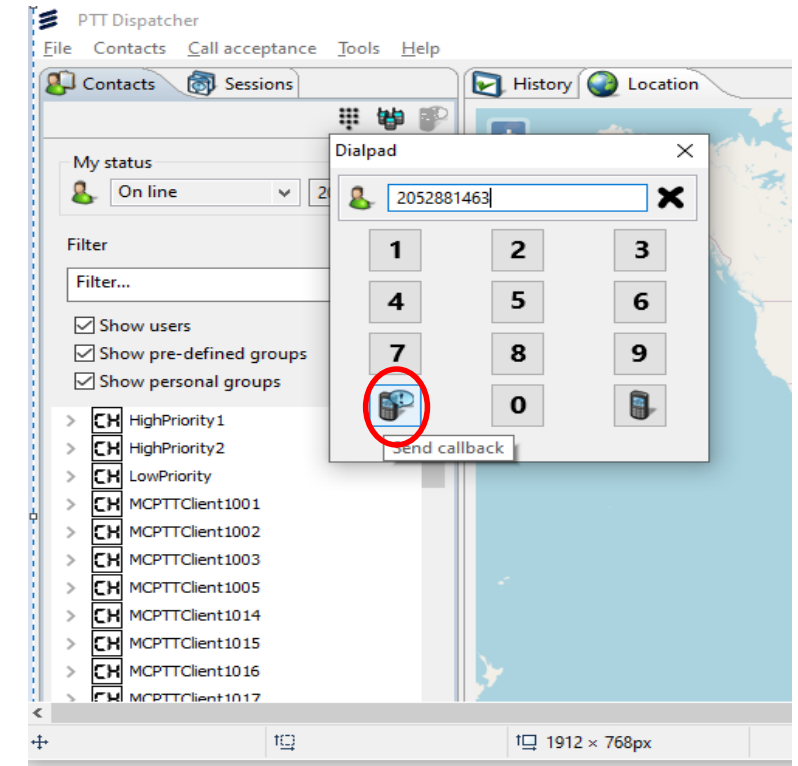
Dialpad

Dialing a Private Call:

- Navigate to Dialpad by clicking on dialer icon under Contacts tab
- Initiate a private call by dialing the target's MCPTT ID on the dialpad
(Target may be any user in the Southern Linc MCPTT subscriber population across all enterprises)
- Click on the “Open callbox” icon. A call window opens and in the 1-to-1 call window, press and hold on PTT button to talk
- User can send a call alert to dialed MCPTT ID as well by clicking the “Send callback” icon on the left of the Dialpad



Open callbox



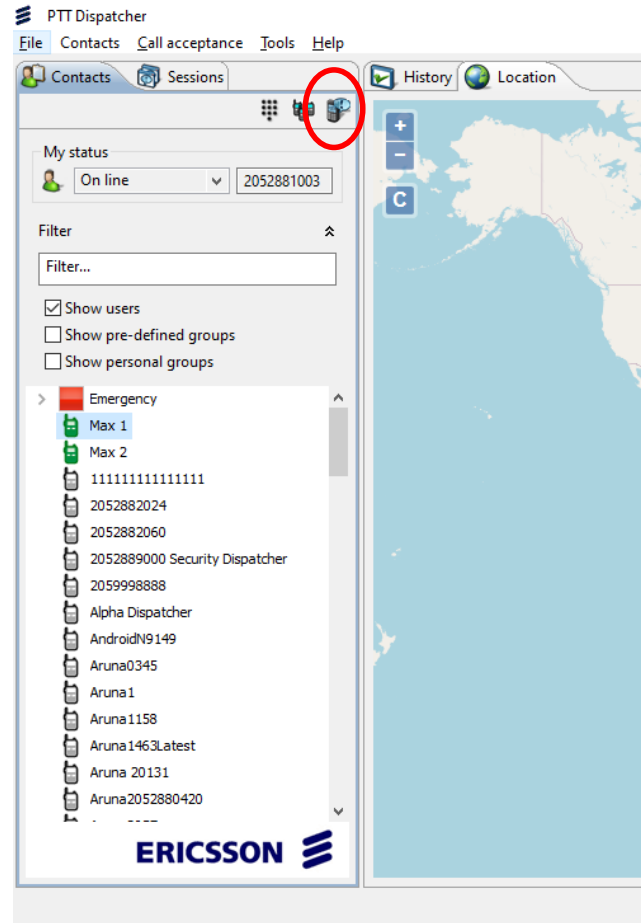
Send callback

Send callback alert

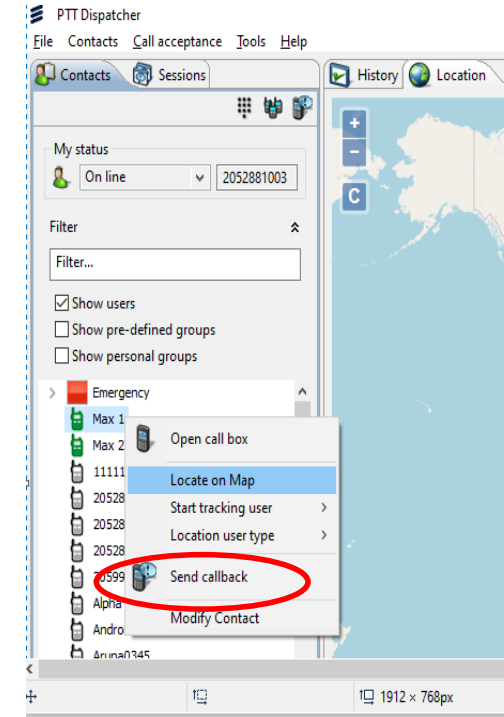
Sending a Call Alert:

(from one user to another user)

- Select any contact from the Contact list and click on the “Send callback” icon in the upper right of the tab. You can also select your contact and right click to open a dropdown box. Click “Send callback” from the box to send an alert
- When receiving a Call Alert, a pop up will display with Accept /Reject buttons.



Send callback icon



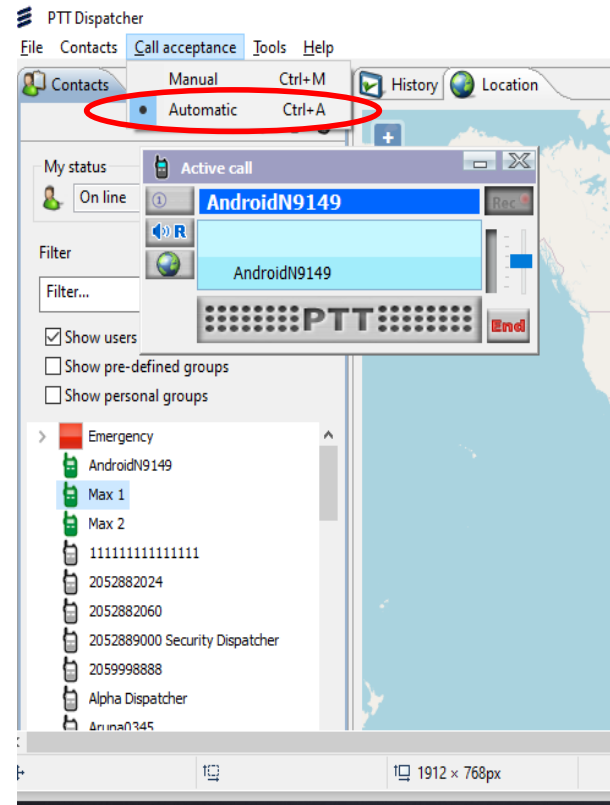
Right click

Call Acceptance

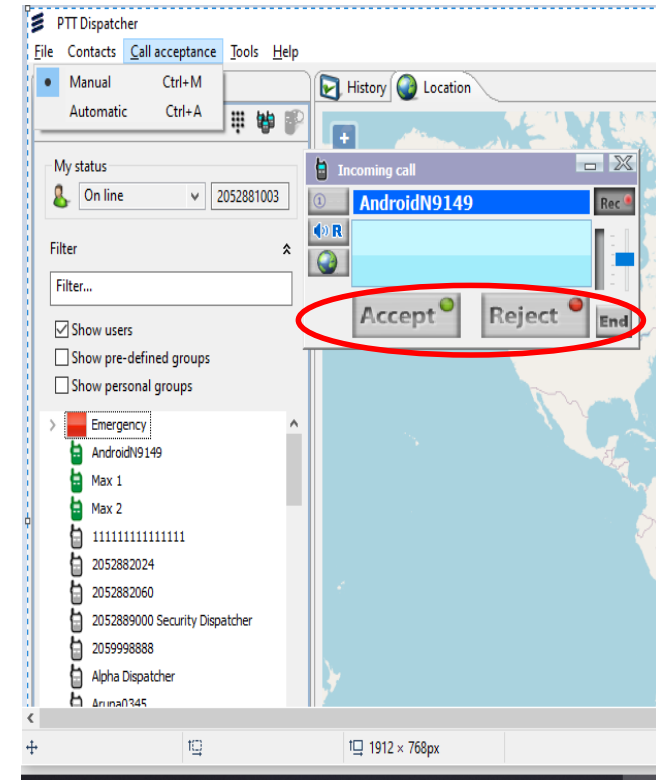
Call Acceptance:

There are two Call Acceptance options, Manual and Automatic

- If Call Acceptance is set to Manual, incoming calls will ask the user to accept/Reject the call
- If Call Acceptance is set to Automatic, the call will connect automatically without asking the user to accept/reject it



Automatic

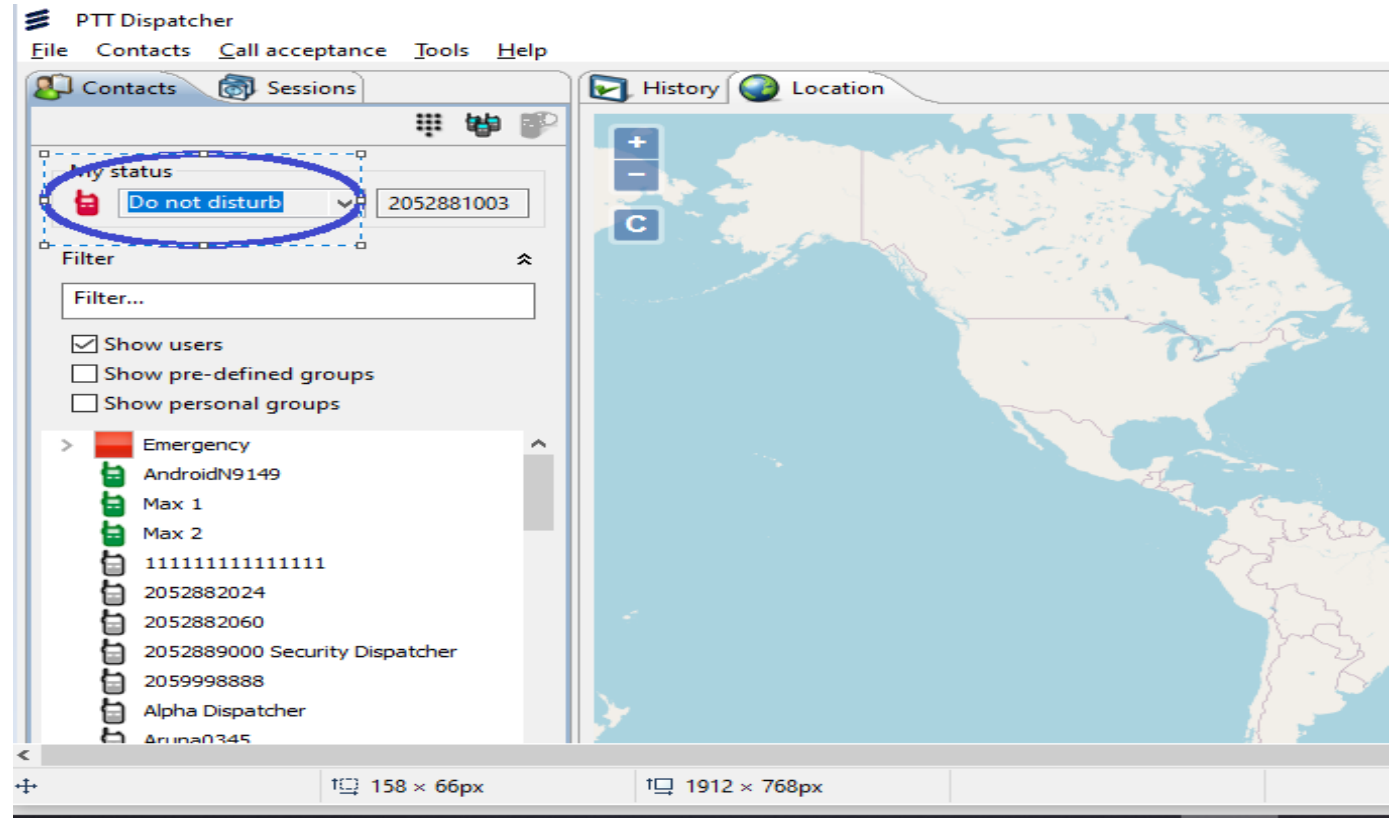


Manual

DND (Do Not Disturb)

DND:

- When status is set to DND, the dispatcher will not receive any private/1-to-1 PTT calls
- Dispatcher will not receive Call Alerts
- Dispatcher will not receive the adhoc group calls
- Dispatcher can initiate a 1-to-1 call and adhoc group calls
- Dispatcher will receive/initiate a group call



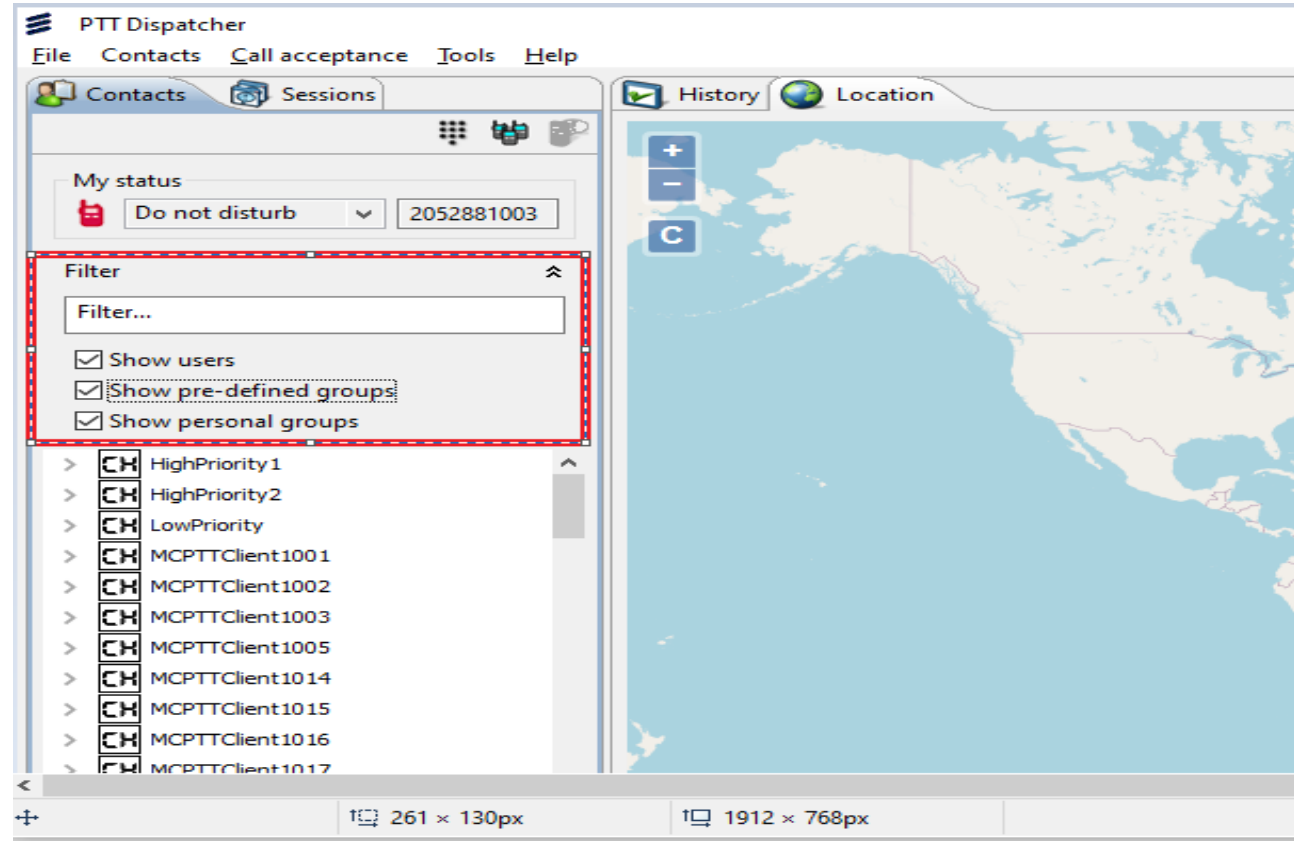
Do Not Disturb (DND)

Filter/Search

Filter:

There are 3 filter options:

- Show Users
- Show pre-defined groups
- Show personal groups



Filter

Linc MCPTT Dispatcher color code info

- **Red** → *Call Box that will be used with the foot pedal*
- **Yellow** → *Call cannot use the foot pedal (but can receive audio)*

 → *Connected and Active call Box*

 → *No call Box open*

 → *Inactive Call Box*