



TALLYMATICS®

A CALIAN® COMPANY

The **connection** of things.



## TRUDISPATCH CONSOLE SOLUTION

### Connecting Dispatchers to the Mobile Workforce

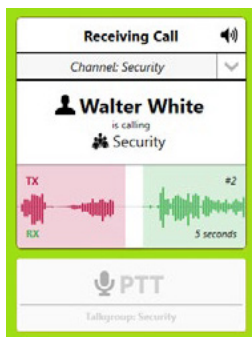
TruDispatch Console (TDC) is a software-based voice and text dispatch solution designed to bridge communication between mobile MOTOTRBO™ radio users and stationary PC users.

TDC connects a dispatcher with or without radio coverage to hundreds of devices and multiple sites on a radio network. With the push of a button, dispatchers can quickly make or receive calls with individuals or talkgroups, oversee network communication, playback audio and manage multiple resources in real-time.

# Streamline Communication Between Dispatchers & Mobile Radio Users

Tallymatics' IP-based software solution keeps your team in constant communication, whether they're in the office or in the field, TDC enables them to collaborate seamlessly.

From a single intuitive display, dispatchers have the ability to monitor or initiate voice conversations with radio users and talkgroups. Text messages can also be sent back and forth between the voice dispatcher and handsets to relay information as required. TDC automatically records and logs all conversations for quick playback and archiving.



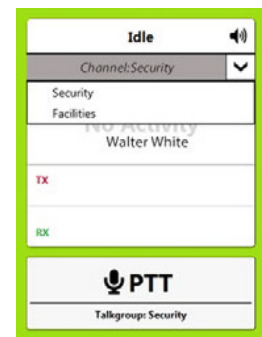
## Private & Group Calls

TruDispatch Console allows PC users to broadcast onto the radio network. Dispatchers can make & receive private calls to targeted MOTOTRBO™ users and talkgroups on the radio network.



## Text Messages

Keep radio users up-to-date by sending them important information and instructions via MOTOTRBO™ text message. Dispatchers can also receive text messages from radio users.



## Monitor Radio Channels

Dispatchers can select which radio channels they wish to monitor and will automatically hear all associated radio traffic. TDC records this audio in the background for future playback.

### Customizable User Interface

TDC is designed to adapt to your operational requirements. The software provides dispatchers with quick access to frequent users, talkgroups and channels.

### Easy to Operate

TDC's intuitive design makes it easy to learn and operate. Speak with radio users on different channels & locations with the push of a button.

### Emergency Alarms

Radio users can easily send dispatchers emergency notifications. On the dispatchers' screen, the alarm is displayed in the notification area until it is dismissed.

### Paging

Dispatchers can request a call back from unavailable individuals by paging them directly.

### Immediate Audio Playback

Dispatchers have quick access to the last 12 hours of user calls and can instantly replay conversations for verification.

### Call Logging & Archiving

TDC archives your data for future playback. Calls are stored as MP3 files and can be searched and filtered by time, Radio ID, and talkgroup.

#### Recent Playback#1 Playback#2

9 calls made in the last 12 hours

#	TIME	LENGTH	CALLER	TARGET	CHANNEL
	1 call / Sep 30 2015, 9:43:23 AM to 9:43:28 AM /		guest, Facilities		
	1 call / Sep 30 2015, 9:49:13 AM to 9:49:19 AM /		quest, Security		
	2 calls / Sep 30 2015, 9:49:34 AM to 9:49:47 AM /		quest, Walter White, Security		
	1 call / Sep 30 2015, 10:18:14 AM to 10:18:20 AM /		quest, Security		
1	10:18:14 AM	00:00:06	quest	Security	Security
	1 call / Sep 30 2015, 10:18:24 AM to 10:18:28 AM /		quest, Walter White		
1	10:18:24 AM	00:00:04	quest	Walter White	Security

localhost (v0.1.1) | guest (v0.1.1) | 0 Notices | Channel Idle



#### Improved Accountability

By monitoring and recording calls, companies can confirm employees are adhering to their standards, perform evaluations of dispatchers dealing with emergencies, and use the files for future training purposes. Additionally, the records can be used to minimize legal liabilities.



#### Increased Productivity

Manage your entire team more efficiently with a dispatch console. Dispatchers can communicate and manage multiple radio channels on a Windows PC and relay important information to and from work crews, supervisors, and field workers to maximize productivity.



#### Situational Awareness

Take command from virtually anywhere. TDC bridges communication between radio users whether they are in the office, on the road or in the field. Stay up-to-date of mobile workers' activities by enabling dispatchers to coordinate work orders, verify location, and provide real-time information.

#### Common Uses

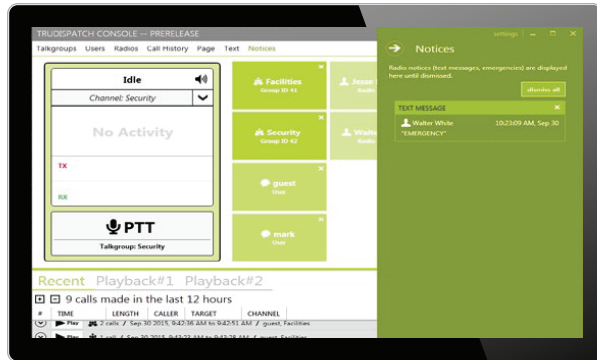
- Assign the nearest available HVAC technician to respond to an emergency situation
- Immediately playback audio to a supervisor to explain the situation
- Taxi driver calls into the dispatch center to find their next customer
- Relay work orders and information to or from work crews, supervisors and field workers
- Request a call back by paging mobile workers
- Easily find the MP3 file you are looking for in the call logs sorted by date, time and radio ID

#### Key Industries

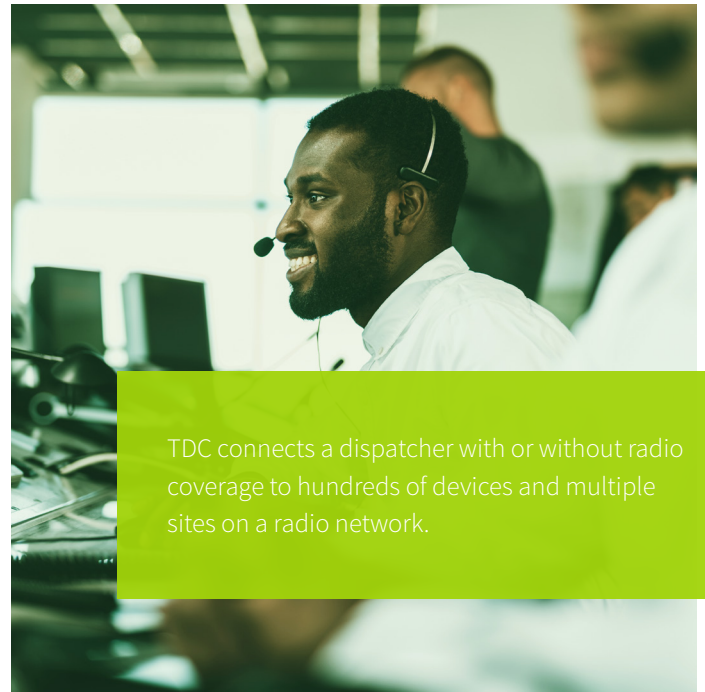
- Security
- School Buses
- Courier Service
- 24/7 Electrical/ HVAC
- Taxi
- Transportation

## Call Handling & Dispatching

The server interfaces to the radio system using a dedicated control station while the TruDispatch Manager administers the channels, and audio stream.



TRUDISPATCH CLIENT #1



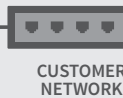
TDC connects a dispatcher with or without radio coverage to hundreds of devices and multiple sites on a radio network.



ADDITIONAL CLIENT



ADDITIONAL CLIENT



CUSTOMER NETWORK



DEDICATED CONTROL STATION FOR TRUDISPATCH



The TruDispatch Console software **can be installed on any networked computer** to communicate back with the server to place/receive calls and texts messages, and access recorded data and logs.

**About Tallymatics:** Tallymatics manufactures high performance, telematics products and solutions for a wide range of applications. With support for both RF wireless and data networks, Tallymatics enables high-resolution location awareness of mobile field assets across any type of wireless network. Tallymatics is a division of Tallysman. Learn more at [www.tallymatics.com](http://www.tallymatics.com)

© 2020 Tallymatics Inc. All rights reserved. Tallymatics, "The connection of things" tag line and the Tallymatics logo are trademarks or registered trademarks of Tallymatics Inc. and/or its affiliates in Canada and certain other countries. All other trademarks mentioned in this document are the property of their respective owners. The information presented is subject to change without notice. Tallysman assumes no responsibility for any errors or omissions in this document. Tallymatics is a division of Tallysman Inc. Tallymatics hereby disclaims any or all warranties and liabilities of any kind.

Tallymatics-TruDispatch-Console-Solution-Brochure-EN-v3.1 EN

**Contact us:**  
[info@tallymatics.com](mailto:info@tallymatics.com)  
**T: +1 613 591-3131**

[www.tallymatics.com](http://www.tallymatics.com)