

MCC 5500 Dispatch Console Simulator Demo Instructions



2215242G-02
June 2011



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ABOUT MCC 5500 DISPATCH CONSOLE SIMULATOR DEMO

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The MCC 5500 Dispatch Console Simulator was developed to provide you with a demo tool for the application that will look and respond like an actual MCC 5500 Dispatch Console — without all the backroom equipment. This simulator can be used at trade shows and with your customer.

This document will provide you with:

1. A Brief Overview Of The Demo CD Components and Operating Instructions
2. An MCC 5500 Introduction
3. Main Application Screen — Benefits to Customer
4. Instructions For A 10 Minute Customer Demo
5. Demo Instructions For A 30 Minute Customer Demo
6. Systems Components Of The MCC 5500 Dispatch Console
7. MCC 5500 Frequently Asked Questions

To further familiarize yourself with the MCC 5500 components, features, functionality and operations, the following information is available:

- MCC 5500 Dispatch Console Specification Sheet: R3-13-2007
- MCC 5500 Dispatch Console — Color Brochure: RC-13-2012
- MCC 5500 Dispatch Console Operator Manual: 6881005Y65



IMPORTANT

Before you begin, it is required that you have a working knowledge and understanding of dispatch consoles and radio systems.



WARNING

If you already have a version of the MCC 5500 Dispatch Console program installed on your computer, the simulator software overwrites it.

MCC 5500 SIMULATOR OPERATING INSTRUCTIONS

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When you insert the MCC 5500 Simulator CD into your computer, the CD starts automatically and the splash screen appears (unless AutoPlay is disabled).

The MCC 5500 Simulator splash screen presents three options for using the MCC 5500 Simulator CD. The three options appear in the lower right-hand corner of the screen.

1. Introduction — Play 45 Second MCC 5500 Overview

Click this command to play the 45-second overview. This is a flash presentation that highlights the MCC 5500 solution components and customer benefits. When the presentation finishes, click **Quit Intro** and this will bring you back to the title page where you can select the appropriate option.

2. Print MCC 5500 Demo Instructions

Click this command to open the MCC 5500 Simulator Demo Instructions document. An Adobe PDF file opens automatically. Use the Adobe Reader menu to print the document and follow along on your initial launch of the MCC 5500 simulator demo.

3. Install and run the simulator on your PC

You only need to do this once. Click this command to install the MCC 5500 simulator on your computer. Accept all default values during installation. After installation, an **MCC 5500 Demo** icon like the one below appears on your desktop.



After the MCC 5500 Simulator has been installed on your computer, you must close the simulator splash screen (press ESC) and return to your Windows desktop so you can double-click the **MCC 5500** icon.

MCC 5500 INTRODUCTION

MAJOR BENEFITS

- Provides a high tier feature set required to meet the needs of a complex dispatch console operation
- Configures on demand — the intuitive GUI allows for a flexible configuration
- Reduces training time with user-friendly menus, icons, and screen layouts
- System event statistics are available in real time or generated report format — resulting in operation efficiency
- Simplifies actions, with drag and drop actions
- Ensure optimal performance of system with on-demand or automated monitoring and testing; measures operational efficiency and effectiveness of dispatchers operations
- Multiple paging formats include 2-Tone, Quick Call I and II, DTMF, 5/6 Tone, Knox and custom formats
- Group Page and Single Button Page supported
- Decode and dispatch Push-To-Talk (PTT) identification(s) with STAT-ALERT™, ASTRO®, GE-STAR™, DTMF and iDEN signaling systems
- Allows supervisor the ability to amend options such as: Resource Allocation, Zoom, and color palate
- Can control 9-1-1, radio, mapping, CAD, AVL all from one computer with one integrated solution
- Offers compatibility with MCC 5500 and PlantCML VESTA Pallas E9-1-1 through Motorola certification. Cohabitated solution uses a single PC — one keyboard, one mouse — no need for 2 computers, less space required
- Provides real time information when and where you need it
- Provides peace of mind with Motorola service and support

IMPORTANT FEATURES AND FUNCTIONS

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NOTE

All items in bold italics are the recommended points to be stressed during a 10-minute demo.

- *Motorola's high tier conventional console*
- *The MCC 5500 Dispatch application runs on Windows Vista and Windows 7*
- Main application screen consists of:
 - Title Bar, Menu bar, Tool bar, Miscellaneous Window, Activity Log Window, Page History Window, Status Bar, Tab Indicators, Multiple Tab Window, Radio Channel Control
- Two security levels: dispatcher and supervisor; only the supervisor can change the layout of the console main screen and assign resources
- *36 operators and 128 channels capability*
- General I/O functions: up to 512 general I/O functions per dispatch console position
 - Up to 2048 general I/O functions per system
- *Single point of control for radio, telephone and paging operations*
- Multiple system support: *STAT-ALERT™*, *Securenet™* *ASTRO®*, and wireless interface for other systems using MCS2000, CDM1550 Series, XTL Console, and iDEN (using i325 or i365IS as a control station)
- Central point for access to critical control center applications: Radio, E9-1-1, Moscad Fire Station and Alerting, and Logging Recorder Devices
- Central switch with distributed processing and channel interfaces and a dispatcher position consisting of PC, audio distribution, and accessories
- Activity log with view of calls for better incident management
- *The dispatcher has the ability to control: integrated resources, alert tones, multi-select and patch, telephone interconnect, auxiliary I/O, radio and page activity logs, marker tones, multiple paging formats, and all mute*
- Online help

BEGINNING — KEY POINTS TO COVER

- Ability to have virtually unlimited folders
- Resources can be in multiple tabs
- Multiple configurations that can be stored
- Move between configurations if required
- Application is highly flexible
- MCC 5500 supports multiple systems: STAT-ALERT™, Securennet™, ASTRO® MCS2000, CDM1550 Series, XTL Consolette, and iDEN
- Online User Manual available on the Help menu bar on every console position
- Drag and drop actions can be used by the dispatcher to perform most commands
- Supports the standard paging formats, with Group Page and Single Button Page
- Creates paging and activity logs of all activity on the console main screen

FIGURE 2-1 MAIN APPLICATION SCREEN

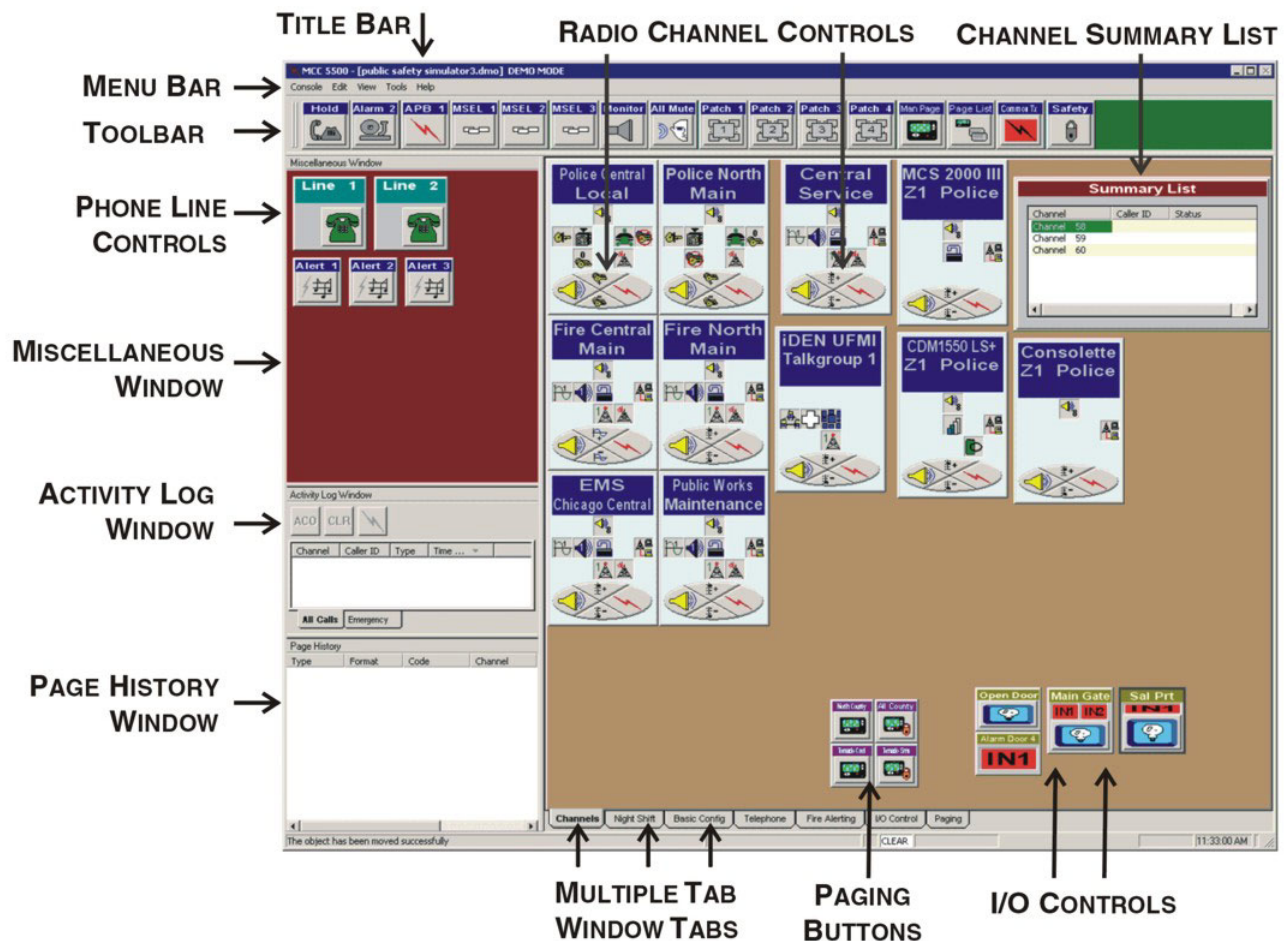


TABLE 2-1 MAIN APPLICATION SCREEN — BENEFITS TO CUSTOMER

Feature	Description	Benefit to Customer
Windows Application	<ul style="list-style-type: none"> • Uses familiar pull-down menus, drag and drop, tool-tips. 	<ul style="list-style-type: none"> • Multiple configurations — allows unique user configuration based on login. • Each dispatcher can have own configuration (certain dispatchers may be responsible for just certain items and not require all resources. • Flexibility for customer to change screens quickly.
Title Bar	<ul style="list-style-type: none"> • Shows current configuration in use. 	<ul style="list-style-type: none"> • Dispatcher has the ability to have access to many configurations. Title bar always displays the active configuration.
Toolbar	<ul style="list-style-type: none"> • Shows list of key functions e.g. radio assist, MSEL, All Points Bulletin, Patch, Monitor, Alert Tone, etc. 	<ul style="list-style-type: none"> • Can be customized for the customers specific requirements — key functions in one place.
Menu Bar	<ul style="list-style-type: none"> • Pull down menu with console, edit, view, tools, and help. 	<ul style="list-style-type: none"> • Easy access to functions. • Standard Windows operation minimizes training.
Miscellaneous Window	<ul style="list-style-type: none"> • Screen area that is always in view. 	<ul style="list-style-type: none"> • Allows dispatcher to keep frequently used resources and/or key functions on their desktop independent of which tab they have active. • Provides quick response to any available resource situation.
Radio Channel Resource	<ul style="list-style-type: none"> • Shows the buttons and indicators for the associated radio channel. • Each radio channel control represents one console audio channel. • The selected radio channel is a different color compared to unselected channel controls. 	<ul style="list-style-type: none"> • Simple control of radio resource features and functions. • Up to 60 radio channel resources can be assigned to each radio position.
Channel Summary List	<ul style="list-style-type: none"> • Allows a quick view and access to channels 	<ul style="list-style-type: none"> • Quick access to radio channels. • Can be used to initiate most of the same radio channel commands that can be initiated from a radio channel control.
Activity Log	<ul style="list-style-type: none"> • Shows a running log of calls coming into the dispatcher. 	<ul style="list-style-type: none"> • Provides Dispatcher with incoming call history. • Simple mechanism to respond to past calls. • 'Select', 'Unselect' and 'Emergency' filters provide focused operation. • Column and tabs shown can be customized.

TABLE 2-1 MAIN APPLICATION SCREEN — BENEFITS TO CUSTOMER (CONTINUED)

Feature	Description	Benefit to Customer
Page History	<ul style="list-style-type: none"> Shows a running log of pages sent from the dispatcher. 	<ul style="list-style-type: none"> Provides Dispatcher with complete paging history. Immediately lets dispatcher know if page has failed.
Tab Indicators/ Multiple Tab Windows	<ul style="list-style-type: none"> Provides the ability to organize the console into specific functions, or areas. Resources are assigned accordingly. 	<ul style="list-style-type: none"> No practical folder limitation. Flexibility for user to organize the console and resources for different operational scenarios, e.g. main screen, night shift, I/O modules, etc.
Paging Button	<ul style="list-style-type: none"> Button that is assigned to a pre-programmed page. Can be protected with the safety switch to prevent accidental transmission. 	<ul style="list-style-type: none"> Simplifies paging. Can be assigned to a single or group page.
Aux I/O control	<ul style="list-style-type: none"> Provides the ability to control external devices and report alarms. Provides comparator control. 	<ul style="list-style-type: none"> 512 controls supported. Flexible configuration. Provides alarm indication.

INSTRUCTIONS FOR 10-MINUTE DEMO

TABLE 3-1 INSTRUCTIONS FOR 10-MINUTE DEMO

Feature	Benefit	How to Demo
Log In		<ol style="list-style-type: none"> 1. User Name: MCCDEMOLOGIN. 2. Password: MCCDEMOLOGIN. 3. Click Login. The first time you log in, you are asked to select a demonstration configuration file. After the first time, the last-loaded configuration demonstration file is selected automatically. 4. Select any file and click OK.
Select Configuration	<ul style="list-style-type: none"> • A console can have multiple configurations saved — dispatchers can each have individual configuration settings, depending on their responsibilities — could save time on training. 	<ol style="list-style-type: none"> 1. Select Console > Load Configuration. 2. Select the file Public safety simulator.dmo. 3. Click Open.
Radio Channel — Selecting a radio channel (Central Service is selected at start-up).		<ol style="list-style-type: none"> 1. Click the label area of the Police Central resource. The resource control color changes from blue to green. This means that channel is now the selected channel. 2. Select any other channel by clicking on the label area of its control. The Police Central control changes to blue and the control of the newly selected channel changes to green.

TABLE 3-1 INSTRUCTIONS FOR 10-MINUTE DEMO (CONTINUED)


Feature	Benefit	How to Demo
Radio Channel — Indicator Area	<ul style="list-style-type: none"> Shows all features configured for the channel. You can use the shortcut menu to change frequencies, adjust volumes, etc., at the click of a mouse. The Up/Down arrows on the resource allow for complete flexibility 	<ol style="list-style-type: none"> Click the indicator area of Police Central. A shortcut menu opens up showing all the features configured for this channel. Click Frequency. Select Regional from the list of frequencies. The selected frequency is displayed in the label area below the channel name. <div>  <div> NOTE This resource has the Up/Down button configured for Key Select — so volume and frequency have to be changed using the shortcut menu. </div> </div> <ol style="list-style-type: none"> Click the Close (X) button (top right of shortcut menu) to close the shortcut menu.
Multiple Selection (MSEL)	<ul style="list-style-type: none"> 10 independent MSEL buttons can be stored at each position. Each MSEL button can have an associated APB button. A dispatcher can broadcast to many resources at the same time. A numbered MSEL button has memory and automatically stores the channels that are selected when it is active. After an MSEL button has been used once, a dispatcher can use it again and again to call the same people. 	<ol style="list-style-type: none"> Click MSEL 1 on the Toolbar. The square around the three rectangles on the button turns blue when it becomes active. Select channels to be included in the MSEL. Each channel control changes color from blue to green as it is added to the MSEL. To communicate with a single channel while an MSEL is active, click and hold the Instant Tx button on the control for that channel. To transmit to all resources within MSEL 1, click and hold Common Tx or APB 1. Click MSEL 1 a second time to deactivate it. The square around the three rectangles on the button turns clear when it becomes inactive. Click and hold APB 1 to show how a stored multiple selection can be used with a single action.

TABLE 3-1 INSTRUCTIONS FOR 10-MINUTE DEMO (CONTINUED)



Feature	Benefit	How to Demo
Patch	<ul style="list-style-type: none"> • 10 independent patches that can include up to 16 resources can be stored at each position. • Drag resources from Radio Channel Resource. • This operation allows for all parties included in the patch to hear both the incoming and outgoing communication. • Active telephone lines can be included in a patch. 	<ol style="list-style-type: none"> 1. Click Patch 1. The Patch 1 window opens. 2. Drag the resources you wish to tie together into the Patch 1 window. <div>  <div> NOTE Telephone lines and Call Director must already be off-hook when added to a patch. </div> </div> <ol style="list-style-type: none"> 3. When you click and hold the Transmit button on the Patch 1 window, the controls of the channels in the patch display a Transmit indicator (lightning bolt) to show that you are transmitting on all channels. 4. Audio transmitted by any resource (channels, telephone lines, Call Director) in a patch is retransmitted by all the other resources included in the patch. 5. Two ways to remove a resource from a patch: <ul style="list-style-type: none"> • Drag the resource onto the border of the Patch window. • Select the resource and press DELETE on the keyboard. 6. Close the Patch window.
PTT ID	<ul style="list-style-type: none"> • Allows the dispatcher to see who is calling on the certain channel. • Note the call entry in the Activity Log Window. 	<ol style="list-style-type: none"> 1. Select Tools > Demo. 2. From the Channel list, select Police Central. 3. Select PTT ID. 4. Type 1234 in the ID box. <div>  <div> NOTE Because this is a Stat-Alert channel, the entered code should be four-digits long. </div> </div> <ol style="list-style-type: none"> 5. Click the Call button. 6. The caller ID shows in the label area of the Police Central Channel. 7. Click Release to end the call. 8. Click the Close (X) button (top right of dialog box) to close the Demo: Incoming Activities dialog box.

TABLE 3-1 INSTRUCTIONS FOR 10-MINUTE DEMO (CONTINUED)

Feature	Benefit	How to Demo
Emergency Call	<ul style="list-style-type: none"> Provides a visual and audio alert to an incoming emergency situation. The emergency call is logged in the Emergency tab, the All Calls tab, and, depending on the state of the channel, either the Selected or the Unselected tab, if they are visible. If the emergency is on a channel for which the control appears only on a page that is not visible, the tab for that page turns red and displays an aid symbol (red cross). 	<ol style="list-style-type: none"> 1. Select Tools > Demo. 2. From the Channel list, select Police South. 3. Select Emergency. 4. Type 1234 in the ID box. 5. Click the Call button. The Night Shift tab indicates the emergency because the resource is on this tab is hidden. The Activity Log displays the emergency call and an audible alarm sounds. 6. Click the Night Shift tab. 7. The border of the Police South Radio Channel control is red. 8. Select the call in the Activity Log window. 9. Click the ACO button to silence the audible alarm. The resource border turns yellow. 10. Click the CLR button to clear the Emergency. 11. On the Demo: Incoming Activities dialog box, click Release to end the call. 12. Click the Close (X) button (top right of dialog box) to close the Demo: Incoming Activities dialog box.
Auxiliary I/O Module	<ul style="list-style-type: none"> Provides an interface for monitoring and controlling generic functions. There can be up to 512 general I/O controls from the console. They have site-specific labels, such as: Door, Lobby, Garage or Maintenance. 	<ol style="list-style-type: none"> 1. Select the Fire Alerting tab. 2. Select Tools > Demo. 3. From the Aux IO list, select Central Ack. 4. Select IND1 5. Select the Act. button. 6. Indicator 1 (IN1) of the Central Ack general I/O control turns green. In a live system, an alarm would also sound. 7. Select the Deact. button to end the signal. 8. Click the Close (X) button (top right of dialog box) to close the Demo: Incoming Activities dialog box.

TABLE 3-1 INSTRUCTIONS FOR 10-MINUTE DEMO (CONTINUED)

Feature	Benefit	How to Demo
Single Button Paging	<ul style="list-style-type: none"> • Allows the Dispatcher to quickly send pre-programmed pages. • Pre-programmed pages are defined through the Page List function. • Paging buttons can be protected with the safety switch preventing accidental transmission. 	<ol style="list-style-type: none"> 1. Select the Channels tab. 2. Click the North County paging button. The selected channel keys and the pages are sent. 3. Click the Tornado Srns paging button. No page is sent and a message appears in the left-most area of the status bar: "The safety button was not pressed. Please retry."
Supervisor Access	<ul style="list-style-type: none"> • Allows supervisor access to configure and make changes to the console layout and appearance without taking the console off line. 	<ol style="list-style-type: none"> 1. Select Edit > Allow Layout Reconfiguration. The Supervisor Access dialog box appears. 2. Type MCCSUPERDEMO in the User Name and Password boxes. 3. Click OK. You now have supervisor access.
Zoom	<ul style="list-style-type: none"> • Ability to increase or decrease the visual size of the resources. Changes are immediate — the supervisor sees changes immediately — ability to focus on mission critical resources quickly. 	<ol style="list-style-type: none"> 1. Select Edit > User Preferences. 2. Select the Zoom tab. 3. Under Zoom for, select the screen entity to which the zoom level will apply. 4. Under Factor (%), use the arrow buttons to select a magnification factor for buttons and controls that appear on the selected entity. 5. Click Preview to see how the changes look.

TABLE 3-1 INSTRUCTIONS FOR 10-MINUTE DEMO (CONTINUED)

Feature	Benefit	How to Demo
Multiple Tab Window	<ul style="list-style-type: none"> Organize resources all in one location — efficient, saves time, speeds communications. 	<ol style="list-style-type: none"> Select Edit > Multiple Tab Window. The Edit Multiple Tab Window dialog box appears. In the box at the top of the Tabs list, type East Town. The Add button becomes active. Click Add. East Town is added to list of tabs. Click OK. The Edit Multiple Tab Window dialog box closes. An East Town tab now appears as the last right tab of the Multiple Tab window. Open the Edit Multiple Tab Window dialog box again. To move East Town to the beginning of the tab list, select East Town. Click Move Up until East Town is at the top of the list. Click OK. The East Town tab now appears as the first left tab.
Activity Log Settings	<ul style="list-style-type: none"> Customize activity incoming calls to the dispatch center. 	<ol style="list-style-type: none"> Select Edit > User Preferences. Select the Activity Log Setting tab. Select a check box to add an item to the Activity Log or clear the check box to remove an item. For example, to remove the Caller ID, uncheck the Caller ID box.
Save Configuration	<ul style="list-style-type: none"> Supervisor can quickly save changes to configuration. 	<ol style="list-style-type: none"> Select Console > Save Configuration As. Type a name for the configuration file and click Save.

INSTRUCTIONS FOR 30-MINUTE DEMO

TABLE 4-1 INSTRUCTIONS FOR 30-MINUTE DEMO

Feature	Benefit	How to Demo
Log In		<ol style="list-style-type: none"> 1. User Name: MCCDEMOLOGIN. 2. Password: MCCDEMOLOGIN. 3. Click Login. The first time you log in, you are asked to select a demonstration configuration file. After the first time, the last-loaded configuration demonstration file is selected automatically. 4. Select any file and click OK.
Select Configuration	<ul style="list-style-type: none"> • A console can have multiple configurations saved — dispatchers can each have individual configuration settings, depending on their responsibilities — could save time on training. 	<ol style="list-style-type: none"> 1. Select Console > Load Configuration. 2. Select the file Public safety simulator.dmo. 3. Click Open.
Radio Channel — Selecting a radio channel (Central Service is selected at start-up).		<ol style="list-style-type: none"> 1. Click the label area of the Police Central resource. The resource control color changes from blue to green. This means that channel is now the selected channel. 2. Select any other channel by clicking on the label area of its control. The Police Central control changes to blue and the control of the newly selected channel changes to green.

TABLE 4-1 INSTRUCTIONS FOR 30-MINUTE DEMO (CONTINUED)


Feature	Benefit	How to Demo
Radio Channel — Indicator Area	<ul style="list-style-type: none"> Shows all features configured for the channel. You can use the shortcut menu to change frequencies, adjust volumes, etc., at the click of a mouse. The Up/Down arrows on the resource allow for complete flexibility 	<ol style="list-style-type: none"> Click the indicator area of Police Central. A shortcut menu opens up showing all the features configured for this channel. Click Frequency. Select Regional from the list of frequencies. The selected frequency is displayed in the label area below the channel name. <div>  <div> NOTE This resource has the Up/Down button configured for Key Select — so volume and frequency have to be changed using the shortcut menu. </div> </div> <ol style="list-style-type: none"> Click the Close (X) button (top right of shortcut menu) to close the shortcut menu.
Multiple Selection (MSEL)	<ul style="list-style-type: none"> 10 independent MSEL buttons can be stored at each position. Each MSEL button can have an associated APB button. A dispatcher can broadcast to many resources at the same time. A numbered MSEL button has memory and automatically stores the channels that are selected when it is active. After an MSEL button has been used once, a dispatcher can use it again and again to call the same people. 	<ol style="list-style-type: none"> Click MSEL 1 on the Toolbar. The square around the three rectangles on the button turns blue when it becomes active. Select channels to be included in the MSEL. Each channel control changes color from blue to green as it is added to the MSEL. To communicate with a single channel while an MSEL is active, click and hold the Instant Tx button on the control for that channel. To transmit to all resources within MSEL 1, click and hold Common Tx or APB 1. Click MSEL 1 a second time to deactivate it. The square around the three rectangles on the button turns clear when it becomes inactive. Click and hold APB 1 to show how a stored multiple selection can be used with a single action.

TABLE 4-1 INSTRUCTIONS FOR 30-MINUTE DEMO (CONTINUED)


Feature	Benefit	How to Demo
Patch	<ul style="list-style-type: none"> • 10 independent patches that can include up to 16 resources can be stored at each position. • Drag resources from Radio Channel Resource. • This operation allows for all parties included in the patch to hear both the incoming and outgoing communication. • Active telephone lines can be included in a patch. 	<ol style="list-style-type: none"> 1. Click Patch 1. The Patch 1 window opens. 2. Drag the resources you wish to tie together into the Patch 1 window. <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>NOTE</p> <p>Telephone lines and Call Director must already be off-hook when added to a patch.</p> </div> </div> <ol style="list-style-type: none"> 3. When you click and hold the Transmit button on the Patch 1 window, the controls of the channels in the patch display a Transmit indicator (lightning bolt) to show that you are transmitting on all channels. 4. Audio transmitted by any resource (channels, telephone lines, Call Director) in a patch is retransmitted by all the other resources included in the patch. 5. Two ways to remove a resource from a patch: <ul style="list-style-type: none"> • Drag the resource onto the border of the Patch window. • Select the resource and press DELETE on the keyboard. 6. Close the Patch window.
Manual Paging	<ul style="list-style-type: none"> • Dispatcher can create and send a page to any channel and frequency. 	<ol style="list-style-type: none"> 1. Click the Man Page button. 2. From the tabs above the keypad, select the paging format.: e.g., Custom, QCall II, Moto 2+2 3. In the Steering area, select a channel and frequency. 4. Use the keypad to type page number: e.g., 123A. 5. Click Send. The computer plays the paging tones. After the paging code is sent, the voice message follows. The Page History window displays page info. 6. When the page has completed, click Close.

TABLE 4-1 INSTRUCTIONS FOR 30-MINUTE DEMO (CONTINUED)

Feature	Benefit	How to Demo
Page List	<ul style="list-style-type: none"> Allows the dispatcher to select from a pre-defined list of pages that are sent when the list is selected. These pages are set up by a supervisor using the Page List function. Preprogrammed pages can include single page entries or group page entries. 	<ol style="list-style-type: none"> Click the Page List button. Click the Edit Mode button. Select Sequential from the Mode list. Click the Page Mode button. On the Fire tab, select Crew 1. Crew 1 is added to the Stack on the left side of the Paging Facility dialog box. Select Crew 2. Crew 2 is added to the Stack on the left side of the Paging Facility dialog box. Click Send. The pages are transmitted sequentially. The computer plays the paging tones. The Page History window displays page info.
Single Button Paging	<ul style="list-style-type: none"> Allows the Dispatcher to quickly send pre-programmed pages. Pre-programmed pages are defined through the Page List function. Paging buttons can be protected with the safety switch preventing accidental transmission. 	<ol style="list-style-type: none"> Click the North County paging button. The selected channel keys and the pages are sent. Click the Tornado Srns paging button. No page is sent and a message appears in the left-most area of the status bar: "The Safety button was not pressed. Please retry."
Demo Simulator	<ul style="list-style-type: none"> Provides a method of simulating incoming calls 	<ol style="list-style-type: none"> The simulator has a feature added to simulate incoming activities. That is, incoming calls, alarms, and I/O events. To access this feature Select Tools > Demo. The Demo: Incoming Activities dialog box appears. Select a feature to demo.

TABLE 4-1 INSTRUCTIONS FOR 30-MINUTE DEMO (CONTINUED)


Feature	Benefit	How to Demo
PTT ID	<ul style="list-style-type: none"> Allows the dispatcher to see who is calling on the certain channel. 	<ol style="list-style-type: none"> Select Tools > Demo. From the Channel list, select Police Central. Select PTT ID. Type 1234 in the ID box. <div>  <div> NOTE Because this is a Stat-Alert channel, the entered code should be four-digits long. </div> </div> <ol style="list-style-type: none"> Click the Call button. The caller ID shows in the label area of the Police Central Channel. Click Release to end the call. Click the Close (X) button (top right of dialog box) to close the Demo: Incoming Activities dialog box.
Emergency Call	<ul style="list-style-type: none"> Provides a visual and audio alert to an incoming emergency situation. The emergency call is logged in the Emergency tab, the All Calls tab, and, depending on the state of the channel, either the Selected or the Unselected tab, if they are visible. If the emergency is on a channel for which the control appears only on a page that is not visible, the tab for that page turns red and displays an aid symbol (red cross). 	<ol style="list-style-type: none"> Select Tools > Demo. From the Channel list, select Police South. Select Emergency. Type 1234 in the ID box. Click the Call button. The Night Shift tab indicates the emergency because the resource is on this tab is hidden. The Activity Log displays the emergency call and an audible alarm sounds. Click the Night Shift tab. The border of the Police South control is red. Select the call in the Activity Log window. Click the ACO button to silence the audible alarm. The resource border turns yellow. Click the CLR button to clear the Emergency. Click the Close (X) button (top right of dialog box) to close the Demo: Incoming Activities dialog box.

TABLE 4-1 INSTRUCTIONS FOR 30-MINUTE DEMO (CONTINUED)

Feature	Benefit	How to Demo
iDEN Radios	<ul style="list-style-type: none"> Communication with iDEN radios is supported. 	<ol style="list-style-type: none"> 1. Select Tools > Demo. 2. From the Channel list, select iDEN UFMI. 3. Select Regular Call. 4. Type 1*23*45 in the ID box. 5. Click the Call button. The caller ID shows in the label area of the iDEN UFMI Channel. The Activity Log Window shows GC Started and GC Continued. 6. Click Release to end the call. The Activity Log shows GC Stopped. 7. Click the Close (X) button (top right of dialog box) to close the Demo: Incoming Activities dialog box.
Auxiliary I/O Module	<ul style="list-style-type: none"> Provides an interface for monitoring and controlling generic functions. There can be up to 512 general I/O controls from the console. They have site-specific labels, such as: Door, Lobby, Garage or Maintenance. 	<ol style="list-style-type: none"> 1. Select the Fire Alerting tab. 2. Select Tools > Demo. 3. From the Aux IO list, select Central Ack. 4. Select IND1 5. Select the Act. button. 6. Indicator 1 (IN1) of the Central Ack general I/O control turns green. In a live system, an alarm would also sound. 7. Select the Deact. button to end the signal. 8. Click the Close (X) button (top right of dialog box) to close the Demo: Incoming Activities dialog box.

TABLE 4-1 INSTRUCTIONS FOR 30-MINUTE DEMO (CONTINUED)

Feature	Benefit	How to Demo
Telephone Interconnect (Answering an incoming call)	<ul style="list-style-type: none"> Console can be used for making and answering telephone calls. Dispatcher can join active calls — console can be used for 9-1-1 emergency situation 	<ol style="list-style-type: none"> 1. Select Tools > Demo. 2. In the Phone/Intercom list, select Line 1. 3. Click Call. The button on the Line 1 control in the Miscellaneous window shows the red Ringing indicator. 4. Click the button on the Line 1 control. The button on the Line 1 control shows the red Off Hook indicator. 5. Click the Hold button in the Toolbar to put Line 1 on hold. 6. Click the button on the Line 1 control again to pick-up the call from hold. 7. Click the button on the Line 1 control again to hang up. 8. In the Demo: Incoming Activities dialog box, click Hangup. 9. Click the Close (X) button (top right of dialog box) to close the Demo: Incoming Activities dialog box.
Supervisor Access	<ul style="list-style-type: none"> Allows supervisor access to configure and make changes to the console layout and appearance without taking the console off line. 	<ol style="list-style-type: none"> 1. Select Edit > Allow Layout Reconfiguration. The Supervisor Access dialog box appears. 2. Type MCCSUPERDEMO in the User Name and Password boxes. 3. Click OK. You now have supervisor access.
Activity Log Settings	<ul style="list-style-type: none"> Customize activity incoming calls to the dispatch center. 	<ol style="list-style-type: none"> 1. Select Edit > User Preferences. 2. Select the Activity Log Setting tab. 3. Select a check box to add an item to the Activity Log or clear the check box to remove an item. For example, to remove the Caller ID, uncheck the Caller ID box.
Zoom	<ul style="list-style-type: none"> Ability to increase or decrease the visual size of the resources. Changes are immediate — the supervisor sees changes immediately — ability to focus on mission critical resources quickly. 	<ol style="list-style-type: none"> 1. Select Edit > User Preferences. 2. Select the Zoom tab. 3. Under Zoom for, select the screen entity to which the zoom level will apply. 4. Under Factor (%), use the arrow buttons to select a magnification factor for buttons and controls that appear on the selected entity. 5. Click Preview to see how the changes look.

TABLE 4-1 INSTRUCTIONS FOR 30-MINUTE DEMO (CONTINUED)


Feature	Benefit	How to Demo
Folder Allocation	<ul style="list-style-type: none"> Allows the supervisor to customize the console according to their requirements. Supervisor can prioritize folders to provide maximum flexibility. Drag resources into folders — for quick set up. 	<ol style="list-style-type: none"> Select Edit > Multiple Tab Window. The Edit Multiple Tab Window dialog box appears. In the box at the top of the Tabs list, type East Town. The Add button becomes active. Click Add. East Town is added to list of tabs. Click OK. The Edit Multiple Tab Window dialog box closes. An East Town tab now appears as the last right tab of the Multiple Tab window. Open the Edit Multiple Tab Window dialog box again. To move East Town to the beginning of the tab list, select East Town. Click Move Up until East Town is at the top of the list. Click OK. The East Town tab now appears as the first left tab.
Allocating Resources (To a new tab)	<ul style="list-style-type: none"> Supervisor can quickly set up a new tab, and assign resources to handle all mission critical situations. Drag and drop function means new configuration is done quickly. 	<ol style="list-style-type: none"> Select Edit > Resources. In the Assigned resources pane, select the East Town tab. In the Global resources pane, select all the resources you want in the East Town tab. Press CTRL to select more than one resource. Drag all resources into the East Town tab. <div style="display: flex; align-items: center;">  <div style="margin-left: 10px;"> <p>NOTE</p> <p>Resources can be assigned from all tabs in the Global Resources pane.</p> </div> </div> <ol style="list-style-type: none"> Click OK. East Town resources are now assigned, and ready to use Select the East Town tab on the Multiple Tab window. Arrange the resources within the tab so that all are easily visible and accessible.

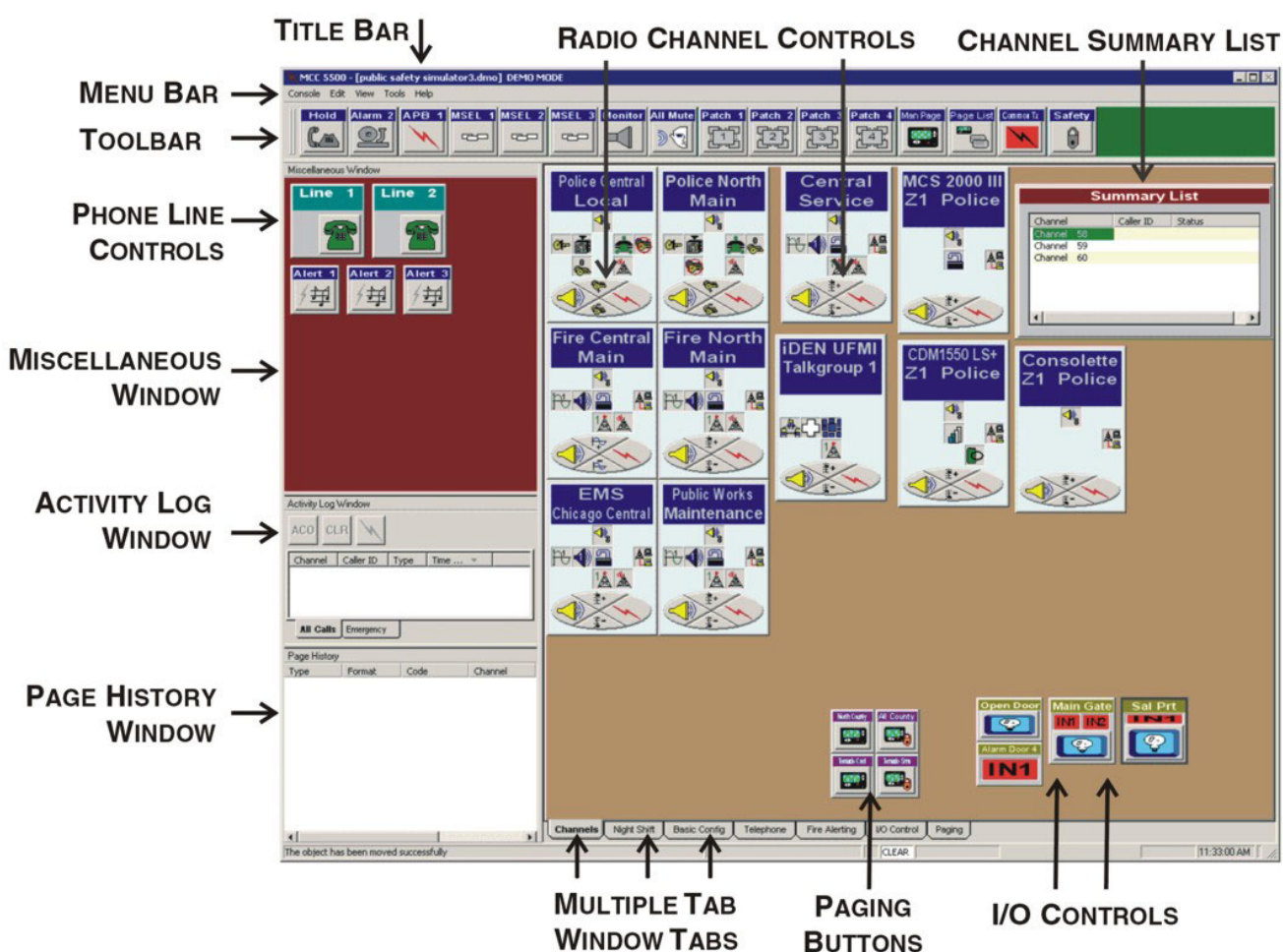
TABLE 4-1 INSTRUCTIONS FOR 30-MINUTE DEMO (CONTINUED)

Feature	Benefit	How to Demo
Creating new Page Entry	<ul style="list-style-type: none"> Supervisor can create new pre-programmed pages. 	<ol style="list-style-type: none"> Click the Page List button. Click Edit Mode. Under Entry, click Insert Single. In the Format list, select QCall II (Quick Call II). In the Name box, type a name for the page. Check the Assign Page Button option. Use the keypad to enter a code for the page: e.g., 123A. Click OK. <p>The new page name appears in the Fire tab with an asterisk (*) next to it, indicating it has been assigned to a paging button.</p> <ol style="list-style-type: none"> Add the new page button to a Multiple Tab page (Paging) by following the steps in "Allocating Resources" on page 21. The new page button can be found in the Paging tab of the Global Resources pane.
Save Configuration	<ul style="list-style-type: none"> Supervisor can quickly save changes to configuration. 	<ol style="list-style-type: none"> Select Console > Save Configuration As. Type a name for the configuration file and click Save.

MAIN APPLICATION SCREEN OF MCC 5500

This is the main screen, which provides a powerful tool set for maximum flexibility. All desktop layouts are configurable and can be set up to meet the dispatcher's needs. Configuration set up is completed with supervisor access.

FIGURE A-1 MAIN APPLICATION SCREEN



TITLE BAR



The title bar is located at the top left hand corner of your screen. The current configuration is displayed here.

FIGURE A-2 TITLE BAR

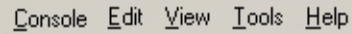


MENU BAR



Drop-down menus that allows the user to access the following items: **Console**, **Edit**, **View**, **Tools** and **Help**.

FIGURE A-3 MENU BAR



CONSOLE

- Load Configuration
- Save Configuration
- Save Configuration As
- Logout

TOOLS

- Manual Page
- Page List
- Caller ID
- Enable/Disable
- Enter RAC
- Speed Dial

EDIT

- Allow Layout Reconfiguration
- Multiple Tab Window
- Resources
- User Preferences
- System Settings
- Shortcuts
- Channels Configuration



NOTE

You must be logged in as a supervisor to have full access to the Edit menu.

HELP

At any time if you are not sure what a certain feature is or how to do something, access the on-line help function.

- What's This?
- Help Topics
- About

VIEW

- Patch Window
- Miscellaneous Window
- Toolbar
- Activity Log Window
- Page History
- Non Visible Resources
- Focus in Multiple Tab Window
- Focus in Miscellaneous Window
- Focus in Toolbar
- Focus in Activity Log Window
- Focus in Page History

TOOLBAR

The toolbar contains buttons that perform specific functions within the MCC 5500 Dispatch Console. Some of the buttons in the toolbar could include: Phone Assist, Radio Assist, MSEL 1, All Points Bulletin (APB), Base Icom, Patch, Monitor, Page List, Manual Page, and Supervisory.

FIGURE A-4 TOOLBAR



MISCELLANEOUS WINDOW

This window allows the user to keep frequently used resources at their fingertips. Any resources can be assigned to reside in this window.

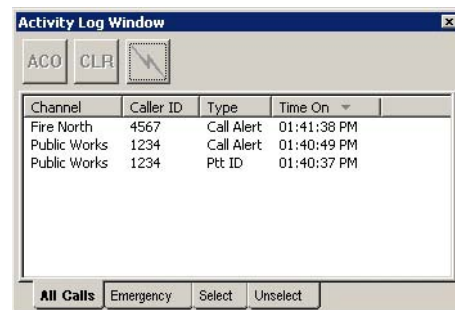
FIGURE A-5 MISCELLANEOUS WINDOW



ACTIVITY LOG WINDOW

All incoming radio activities (and outgoing on iDEN) between the console and subscribers appear in the Activity Log window. The dispatcher can quickly re-establish communications with previous callers by selecting the entry and pressing the transmit button. It also lets you respond to emergency radio calls to acknowledge the call and silence the alarm, and clear the emergency.

FIGURE A-6 ACTIVITY LOG WINDOW



PAGE HISTORY WINDOW

All pages sent from the console are logged in one location. The Paging History window contains information on paged calls: the type, the paging format, code, channel involved in the page, frequency of the channel, status of the page and duration of the page. The figure shows a wider view than is usually available on the screen. To access the hidden columns on the screen, you can use the horizontal scroll bar at the bottom of the Paging History window.

FIGURE A-7 PAGING HISTORY WINDOW

The screenshot shows a window titled "Page History" with a close button (X). The table below contains the following data:

Type	Format	Code	Channel	Frequency	Status	Time
Voice Ann	---	---	---	---	Pass	01:47:32 PM
Manual	Moto 2+2	123A	Police North	1	Pass	01:47:25 PM
Voice Ann	---	---	---	---	Pass	01:46:48 PM
Manual	MOTO 5	55533	Central	1	Pass	01:46:41 PM
Voice Ann	---	---	---	---	Pass	01:45:27 PM
North County*	QCall II	2547	Central	1	Pass	01:45:20 PM

STATUS BAR

The MCC 5500 Dispatch Console includes the Status Bar at the bottom of the program window.

Figure A-8 shows:

1. The purpose of, or instructions for, a screen component (instant help).
2. The current status of your console (system messages).
3. Alias Database Manager system status (if installed): green background means connected and synchronized; red background means not connected or not synchronized. Move pointer over icon for a status message.
4. **Clear** button: This button clears the system messages from the status bar.
5. Error messages: These messages appear on a red background (see Appendix A, "Status and Error Messages." for more information).
6. The VU (Volume Unit) meter indicates signal strength of incoming and outgoing select audio.
7. Reserved for future use.
8. Time: Displays the time.

FIGURE A-8 STATUS BAR DIAGRAM WITH KEY



Benefit to customer: Shows the customer the status of the console, any error - messages, current VU readings, in one convenient location. — Saves the dispatcher time.

TAB INDICATORS

The tabs visible at the bottom of the Multiple Tab window can be set to change color when a call arrives for a line or on a radio channel whose control is not visible.

- For telephone lines, the tab turns red and displays a phone symbol to let you know that this page holds the control for the line that is ringing.
- For an emergency radio call, the tab also turns red and an aid (cross) symbol appears instead of a phone symbol.
- The two symbols are combined if a phone call and an emergency radio call for which the controls are on a page that is not visible both arrive at the same time.

FIGURE A-9 TAB INDICATORS



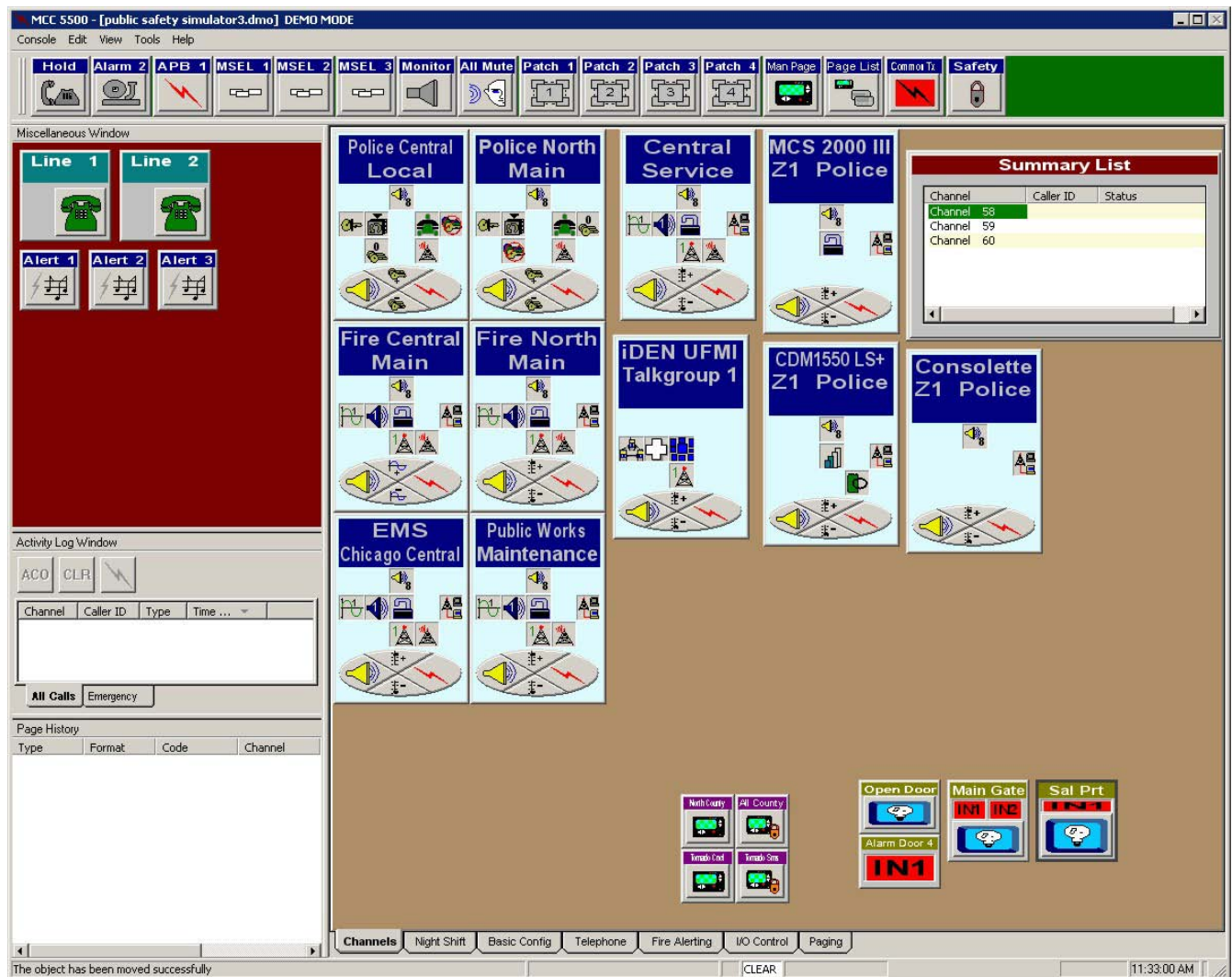
MULTIPLE TAB WINDOW

The **Multiple Tab** window provides access to groups of resources (buttons and controls) on separate tabbed pages. Clicking a tab makes the page associated with this tab active, and provides you access to the buttons and controls on that page. The tabs allow you to arrange resources by task or frequency of use.



NOTE

This is the only window that cannot be removed from the main window.

FIGURE A-10 MCC 5500 DISPATCH CONSOLE MAIN SCREEN

In the main screen of the Public Safety Simulator.dmo, you can see the following tabs: **Channels**, **Night Shift**, **Basic Config**, **Telephone**, **Fire Alerting**, **I/O Control**, and **Paging**. Each of these tabs is configured for specific channels or features. Click any tab to see what resources (buttons and controls) have been assigned to the page corresponding to that tab.

RADIO CHANNEL CONTROL

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- The MCC 5500 Dispatch Console program manages the radio channels with radio channel control(s) assigned to the **Miscellaneous** and/or **Multiple Tab windows**.
- The radio channel control contains the buttons and indicators for the radio channel and its associated frequencies.
- The program can have up to 128 radio channel controls.
- Each radio channel control represents one console audio channel.
- Only one radio channel per console audio channel can be selected at a time, unless its part of a Multi-Select, Pre-program Multi-Select or a Patch.



NOTE

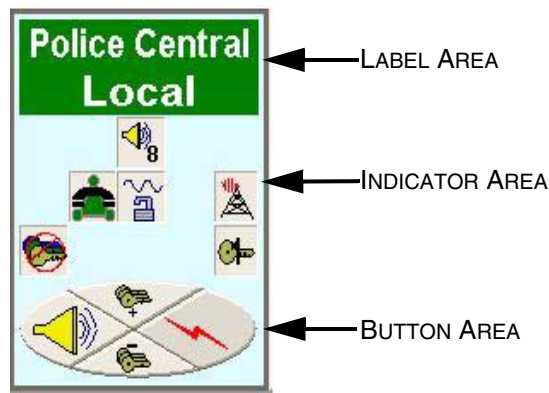
The default radio channel is the first one that was programmed.

- A channel can be configured as half duplex or full duplex (the latter requires different transmit and receive frequencies)
- The type of radio channel determines the features and functions available in the control.
- There are four basic types of channel controls, Analog, ASTRO, Mobile (SB9600), and iDEN. This is determined by the channel configuration defined in the CSDM
- The label area of a selected Radio Channel control has a different color than that of an unselected Radio Channel control.

LABEL AREA

The label area is located at the top of the radio channel control and uniquely identifies:

- Name of the radio/site/channel
- Frequency Alias (Multi-frequency station only)
- Radio ID/Alias
- Status/Message ID/Alias
- Incoming /Outgoing Key ID/Alias (ASTRO only)

FIGURE A-11 RADIO CHANNEL CONTROL

INDICATOR AREA

The indicator area is located in the center of the radio channel control, has two fixed and eleven configurable indicator spaces. The **Call** and **Transmit** indicator spaces are not configurable.

BUTTON AREA

The button area is located at the bottom of the radio channel control. It provides you with a possible combination of four buttons that allow you to control common radio channel and frequency adjustments. You can assign the **Up** and **Down** buttons to perform one of many different functions or remove them from the control.



NOTE

The **Mute** and **Instant Transmit** buttons are not configurable.

CHANNEL SHORTCUT MENU

When you click in the indicator area of the radio channel control, a channel shortcut menu appears. The shortcut menu lists the commands available for this radio channel.

Common shortcut commands:

- **Volume**
- **Display size**
- **Frequency** (analog and ASTRO only)
- **Site select**
- **Private line** (analog only)

- **Encryption mode** (analog and ASTRO only)
- **Repeat disable**
- **Takeover** (Parallel Unit; analog and mobile only)
- **Wildcard 1** (analog only)
- **Wildcard 2** (analog only)
- **Auxiliary I/O 1**
- **Auxiliary I/O 2**
- **Mute R2** (analog only)
- **Marker Tone**

Conventional ASTRO shortcut commands:

- **MRTI phone patch inhibit**
- **Scan control**
- **Key selected**
- **Auto key**
- **Key index**

iDEN radio shortcut commands:

- **Call Mode**
- **Talkgroup**
- **Group Call Area**
- **Group Call Modifier**
- **Private ID**
- **Call Alert Status** (FMID-configured channels only)
- **Exit Active Service**

The features available for SB9600 channels depend upon the radio and programming, however, the MCC 5500 supports all the functions of the following radios.

- ASTRO XTL5000 Consolette W9
- CDM1550 LS/LS+
- MCS2000 Model III

MULTIPLE SELECTION



- The Multiple Selection (**MSEL**) button allows the dispatcher to select to transmit on more than one radio channel at the same time.
- There are 10 **MSEL #** with memory buttons and one **MSEL w/o M** without memory button.
- Each **MSEL #** with memory button can also store up to 16 selected channels in memory.
- Once the multiple channels have been selected, using the MSEL is a single click operation.
- An **APB #** (All-Points Bulletin) button can be defined to correspond to each **MSEL #** with memory button.
- The dispatcher can hear the incoming audio from each of those radio channels on the select speaker, and still be able to transmit to all of those radio channels at the same time.
- MSEL is local to your console
- The multiply-selected channels cannot hear each other.

MSEL WITH MEMORY

Saves the list of channels for future reference (ten buttons available).

MSEL WITHOUT MEMORY

Provides a temporary way to select more than one radio channel at a time, for instance, to perform an all points broadcast (one button).

TELEPHONE INTERCONNECT



- The console includes basic telephone operations. This can be used for:
 - Making and answering calls on telephone lines
 - Using the intercom to call a dispatcher, or answering an intercom call from a dispatcher
 - Dispatchers can join active telephone calls
- Each console can have access to up to two telephone lines, but if the console is networked, you will have access to all the telephone lines available in the network.
- The network supports up to 36 consoles with two lines per console
- You have access to a maximum of 72 lines.



NOTE

Remember that only one (1) telephone (or intercom) line can be active at one time. The system automatically puts a line on hold, if you try to make another line active. You can put multiple lines on hold as long as only one call is active at a time. It is also important to know that patch containing telephone only is full duplex.

EMERGENCY ALARMS AND CALLS

Radio control channels on the MCC 5500 Dispatch Console can send emergency calls and receive them from radios.

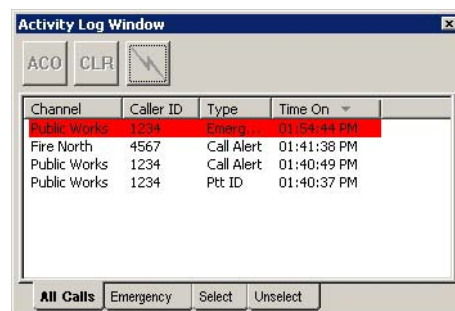
On ASTRO and MDC 1200 systems, a radio user activates the Emergency switch on their mobile radio to send an Emergency Alarm. The next transmission from the radio is an Emergency Call. All consoles that have that radio channel control hear a tone.

On iDEN radios, the user initiates an Emergency Group Call by pressing the Emergency Button on the radio, which emits an emergency start tone. Pressing the PTT button starts an emergency call in the currently selected Talkgroup Mode.

When the MCC 5500 Dispatch Console system receives an emergency radio call, the following happens:

- An audible alarm sounds at the console(s) where the radio channel is mapped.
- A unique emergency code identifies an incoming emergency alarm on a radio channel control.
- The radio identification appears in red on the radio channel control. The radio channel border changes color to identify an emergency call.
- The entry for the incoming emergency displays in the All Calls tab (highlighted red) and Emergency tab of the Activity Log Window.
- If the radio channel control with the emergency is on a hidden Multiple Tab Window, the tab turns red and displays a red cross.

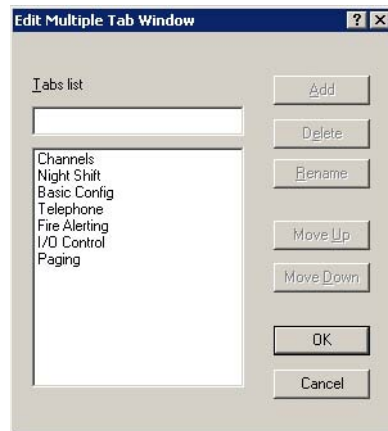
FIGURE A-12 ACTIVITY LOG WINDOW SHOWING EMERGENCY CALL



FOLDER ALLOCATION

The Folder allocation (or Multiple Tab window) allows for the supervisor access to customize the console with multiple tabs that are located at the bottom of your screen. The supervisor can add, change or delete folders on the desktop. Resource assignment is also available using folder allocation. All changes are immediate and permanent once the supervisor exits the edit function.

Priority of folders is allowed to provide maximum flexibility — this means that you can change the order of folders from left to right.

FIGURE A-13 EDIT MULTIPLE TAB WINDOW DIALOG BOX

PATCH

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A patch is a set of channels and/or telephone lines grouped together in a way that permits a dispatcher to control them as a whole. It is a conference call. Things to remember when dealing with patches:

- Patch operation is drag and drop.
- Selecting patch opens up a separate window.
- Removing resource from patch can be done with drag and drop action or the delete key.

Each console has 10 independent patches with memory, which can store up to 16 resources, including active telephone lines. An additional Patch window without memory is also available at each console.

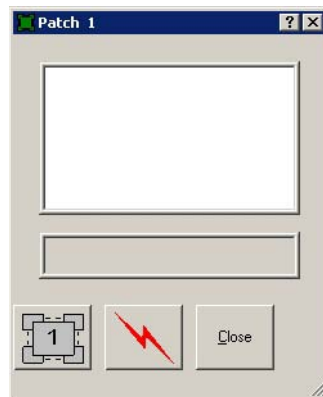
An active patch is reflected at every console that is mapped to at least one radio channel or active telephone line in the patch. Any dispatcher at any console involved in this patch can receive and transmit audio on all of the patched radio channels and telephone lines. You will hear the audio in the unselect speaker for patches containing a telephone line.

- When a patch consists of only telephone lines, you hear the line audio in the select speaker.
- When a patch contains unselected radio channel control(s) and telephone lines, you hear the audio in the unselect speaker.

The only exception is when a patch contains **selected** radio channel control(s) and telephone lines, THEN you hear the audio in the select speaker.

More than one dispatcher can have the same **Patch #** active. The only restriction is that the same active channel cannot be in multiple active patches. If you mute a radio channel control involved in an active patch, then all radio channel controls included in that patch are muted. Select and hold the **Radio Ast** (Assist) button to override the patched telephone voice detection and to give patched transmission priority to the radio channel.

FIGURE A-14 PATCH WINDOW



MCC 5500 SYSTEM COMPONENTS

Component	Details
Dispatcher Position	
Client Workstation	<ul style="list-style-type: none"> • Windows Vista Business SP2 or Windows 7 Professional Operating System SP1 (32-bit) • Monitor <ul style="list-style-type: none"> • Flat panel (LCD) Monitor • Touch screen • Mouse/key pad
Console Audio Box (CAB)	<ul style="list-style-type: none"> • Is the interface between the MCC 5500 dispatcher PC and the CES • Connection point for: <ul style="list-style-type: none"> • Headsets • Microphones • Footswitch • Speakers • Call Director • Logging Recorder • Can be mounted under the desktop or placed on the desktop beneath a monitor. • One CAB is required for each console position.
Backroom Electronics	
Console Electronic Shelf (CES)	<ul style="list-style-type: none"> • Is the heart of the MCC 5500 Dispatch Console system. • Houses the console processor (COP) module that controls the operation of the console and, with the other COPs in the system. • Coordinates the sharing of the resources among all the consoles that are connected. • Digital audio processor (DAP) modules, which manage the various audio pathways that are connected to the console. • There is one CES for each console position. • Resources can be shared or local. Local resources do not use slots on the network and are utilized by the dispatcher connected to that CES.
Console Processor (COP)	<ul style="list-style-type: none"> • The Central Processing Unit (CPU) of the MCC 5500 Dispatch Console. • It executes the main operating system including the call processing software. • The COP module is mounted in the console electronic shelf.

Component	Details
Digital Audio Processor (DAP)	<ul style="list-style-type: none"> • The DAP is a module designed to interface up to four channels. The channel types will be determined by which options are ordered (Analog, SB9600, ASTRO, or iDEN) • Each option provides access to two channels: <ul style="list-style-type: none"> • iDEN channels also support ASTRO, analog, and SB9600 operation. • ASTRO channels also support analog and SB9600 operation. • SB9600 channels also support analog operation. • DC signaling is provided by additional module on the DAP. Each DC module can support DC signaling on all four channels on the DAP. • Analog Keying control can be TRC, DC or Relay.
Power Supply Unit (PSU)	<ul style="list-style-type: none"> • Each power supply has the following features: <ul style="list-style-type: none"> • Power Supply Unit (PSU) is UL and CE approved • Each CES has an independent power supply unit • Power supply unit is mounted on carrier for quick replacement
System Management	
Console System Database Manager (CSDM)	<ul style="list-style-type: none"> • Is a powerful configuration and maintenance tool for the console • Is used to configure, monitor and troubleshoot the console. • The CSDM terminal is located in the backroom • Statistics are collected as long as the CSDM is connected to the console system. If the CSDM is not linked, each CES will store its data and upload to the CSDM once the connection to the console is re-established. • A dedicated PC is required for configuration and management of the console <ul style="list-style-type: none"> • This is required for all console configurations • Intuitive menu-drive interface • Local and remote connectivity available • 3 levels of access: <ul style="list-style-type: none"> • Regular • Supervisor (password protected) • Superuser (password protected) • Remote access available via pcAnywhere™ software for Motorola Systems Support • Logs all call information
Alias Database Manager (ADM) (optional)	<ul style="list-style-type: none"> • Is a program for managing centralized server-based access to Caller ID aliases. The sole purpose of LAN is to allow single point downloading of Alias Databases. • Each dispatcher position stores its database locally • Updates are distributed via LAN • The database can also be managed at each dispatcher PC and distributed using a disk or the CD

MCC 5500 DISPATCH CONSOLE COMPONENTS

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Each MCC 5500 Dispatch Console requires the following:

- 17" or larger touch-sensitive (optional) or non-touch screen monitor
- Personal computer (that is compatible with and runs Windows Business Vista SP2 or Windows 7 Professional Operating System SP1 (32-bit))
- Pointing device (mouse or trackball; optional for touch-sensitive screens, but required for regular screen consoles)
- Console Electronic Shelf (CES)
- Console Audio Box (CAB)
- Console System Database Manager (CSDM)
- Two external speakers
- Desk or gooseneck microphone or headset mic (optional)
- Headset interface (optional)
- Keyboard (optional)
- Dual-pedal footswitch (optional)

DISPATCH POSITION

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- Console Audio Box — can be mounted under the desktop or placed on the desktop beneath a monitor.
- PCs can be stowed beneath the desk or placed within hidden compartments in our optional Watson furniture.
- Client workstations are operating under Windows Vista Business SP 2 or Windows 7 SP1 (32-bit)
- Other connections on CAB include select and unselect speakers.
- PC Hardware:
 - Specific requirements change frequently based upon industry.

- Purchase computers through Motorola or consult Motorola for the current requirements.

If purchased from other sources, it must meet minimum specification as published in the System Planner.

**IMPORTANT**

Motorola does not guarantee compatibility of equipment not supplied by Motorola.

CONSOLE AUDIO BOX (CAB)

The Console Audio Box (CAB) is the interface between the MCC 5500 dispatcher PC and the CES, it provides connections for microphones, headsets, PTT switches, and speakers. There is one CAB for each console position.

BACKROOM ELECTRONICS

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CONSOLE ELECTRONIC SHELF (CES)

The Console Electronic Shelf (CES) is the heart of the MCC 5500 Dispatch Console system. It houses the console processor (COP) module that controls the operation of the console and, with the other COPs in the system, coordinates the sharing of the resources among all the consoles that are connected. Also housed in the CES are the digital audio processor (DAP) modules, which manage the various audio pathways that are connected to the console. There is one CES for each console position.

Resources can be shared or local. Local resources do not use slots on the network and are utilized by the dispatcher connected to that CES.

CES SPECIFICATIONS

- Modular configuration with 7.5' rack allowing up to 9 CES.
- H x W x D (6.8" x 16.60" X15.25").
- Each CES holds up to 3 DAPs.
- Each DAP supports up to 4 channels.
- Total channels per CES are a maximum of 12 channels.

DIGITAL AUDIO PROCESSOR (DAP)

The DAP is a module designed to interface up to four channels. The channel types are determined by which options are ordered (Analog, SB9600, ASTRO, or iDEN)

- Each option provides support for two channels:
 - iDEN channels also support ASTRO, analog, and SB9600 operation.
 - ASTRO channels also support analog and SB9600 operation.
 - SB9600 channels also support analog operation.
 - DC signaling is provided by additional module on the DAP. Each DC module can support DC signaling on all four channels on the DAP.
- Keying control can be Tone Remote Control (TRC), DC, Digital or Relay.



IMPORTANT

Customers looking to migrate to ASTRO can do so by purchasing ASTRO DAPs and programming them to analog until they are ready to make the change. This is an effective way to maximize their investment.

POWER SUPPLY

- Each power supply has the following features:
 - Power Supply Unit (PSU) is UL and CE approved.
 - Each shelf has an independent power supply unit.
 - Power supply unit is mounted on carrier for quick replacement.

TELEPHONE INTERFACE

- The telephone interface is provided by a plug in module on the Console Operator Processor (COP).
- Each module supports two Plain Old Telephone System (POTS) lines.
- The telephone interface will also support Caller ID — number only.

CONSOLE PROCESSOR (COP)

The Console Processes (COP) is the central processing unit (CPU) of the MCC 5500 Dispatch Console. It executes the main operating system including the call processing software. The COP module is mounted in the console electronic shelf.

SYSTEM MANAGEMENT

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CSDM — CONSOLE SYSTEM DATABASE MANAGER

- The Console System Database Manager (CSDM) is a powerful configuration and maintenance tool for the MCC 5500 Dispatch Console.
- It is used to configure an MCC 5500 Dispatch Console system, to monitor the system, and to troubleshoot console problems.
- The CSDM terminal is located in the backroom.
- Statistics are collected as long as the CSDM is connected to the console system. If the CSDM is not linked, each CES will store its data and upload to the CSDM once the connection to the console is re-established.
- A dedicated PC is required for configuration and management of the console:
 - This is required for all console configurations.
 - Intuitive menus drive the interface.
 - Local and remote connectivity are both available.
 - Three levels of access are provided:
 - Regular (no login)
 - Supervisor (password protected)
 - Superuser (password protected)
 - Remote access is available using pcAnywhere™ software for Motorola Systems Support.
- The CSDM logs all call information.
- The CSDM requires Windows Vista Business SP2 or Windows 7 Professional Operating System SP1 (32-bit).

ADM — ALIAS DATABASE MANAGER (OPTIONAL)

- The Alias Database Manager (ADM) is a program for managing centralized server-based access to Caller ID aliases. The sole purpose of LAN is to allow single point downloading of Alias Databases.
- Each dispatcher position stores its database locally.
- Updates are distributed via LAN.
- The database can also be managed at each dispatcher PC and distributed using a disk or the CD.
- The Server is optional but is strongly recommended for systems frequently making changes to their Alias database.

- The ADM server requires Windows Vista Business SP2, Windows 7 Professional Operating System SP1 (32-bit), Windows Server 2003 SP2, or Windows Server 2008 R2 SP1

MCC 5500 FREQUENTLY ASKED QUESTIONS

CONSOLE SYSTEM CONFIGURATION

1. How far does the equipment have to be from the client operator position?
 - Can support up to 4,000 feet between the Operator position and the CES backroom equipment.
 - Work with your account rep to determine your needs and they will provide the system design to best meet your requirements
2. What type of monitors can be used and can we buy from someone else?
 - Motorola offers CRT and LCD models with both touch and no touch ability
 - No, we recommend that you purchase our monitors which have been tested and certified to work in our system
3. What are the dimensions of the back room equipment?
 - The CES which is similar to the CEB in Elite is H x W x D (6.8" x 16.60" X15.25")
 - The 7.5' rack will accommodate up to 9 CES units
4. How many speakers can an MCC 5500 operator position handle?
 - MCC 5500 can support up to 8 speakers
5. What is the protocol running between the CAB and CES?
 - RS-422 (with or without modem)

FUNCTIONALITY/FEATURES

1. Can you make phone calls from the Operator Position?

- Yes, telephony can be part of the solution.
 - All operators have the ability to share these lines if they are available and configured for use.
2. What Operating System does the client run on?
 - Both the dispatch client and the CSDM client run on Windows Vista Business SP2 and Windows 7 Professional Operating System SP1 (32-bit).
 3. Is the console secure?
 - Yes, you can connect to DIUs and CIUs.
 4. What types of signaling does the MCC 5500 support?
 - ASTRO 25, MDC, GE-STAR, iDEN signaling are supported.

INTEGRATION OF RESOURCES

1. What products are certified for cohabitation with MCC 5500?
 - Motorola certifies the following products via the System Enhancement Release (SER) process to work with MCC 5500 on a single PC:
 - E9-1-1 — Vesta Pallas
 - Orion MapStar
 - Instant Recall Recorder
 - Fire Station and Alerting (FSA)
 - Logging Recorders
 - Watson Furniture
 - Please contact your Account Representative for details regarding these products.

PAGING

1. Is there single button paging?
 - Yes.
2. Is Group Paging available

- Yes.
3. Can you simultaneously send out pages?
 - No, the pages go out sequentially.
 4. Can it do Knox tone or Plectron paging?
 - Knox paging is available. Plectron paging is not available.
 5. Is the MCC 5500 capable of doing De-emphasis paging?
 - Yes this is available and configurable on a per channel basis.

MISCELLANEOUS

1. Can this console be used in a trunking system?
 - Yes, this is a high tier conventional console and can be used as a wireless console in a trunking system.
2. Is the SB9600 interface available?
 - The SB9600 interface is available, providing customers greater control over the radio used for wireless access.
3. What is the price point of the MCC 5500?
 - It is comparable to the pricing of Gold Elite.
 - If you contact your account representative they can design a system with your requirements and quote a price for you.

