



**GW3-TRBO®**  
**GEnSAC**  
**Software Version 2.23.5**  
**Module Book**

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***GW3-TRBO®***

**600-2.23.5-Z.1**  
**10/31/2023**



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Refer to the GW3-TRBO Manual Overview for your full license. All license information contained on pages 4-7 (Book 600-2.23.5-AA.1) are to be considered as contained herein.

## Support

Customer satisfaction is our number one priority at Genesis. We are here to provide you with the best software possible, and we want to know when you have any questions, concerns or problems with GW3-TRBO so that we can make it a better product for everyone.

Refer to the *Troubleshooting & Support* section of the GW3-TRBO Manual Shell (Book 600-2.23.5-AA.1) for complete support and contact information.

### ***Document History***

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2.17	Update hyperlinks	DW

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### Goals

This manual describes the role and function of the GEnSAC module in the GW3-TRBO solution.

### Who Should Read This Manual?

This manual is written for the intended audience of novice to mid-level MOTOTRBO radio system users and novice to mid-level PC users.

### How This Manual Is Organized

This manual is organized as follows:

- **Overview:** Provides an overview of the role and function of the GEnSAC module.
- **Hardware Setup:** Connecting input and output hardware to the PC.
- **Software Setup:** Configuring the GEnSAC module.
- **GEnSAC to Console Setup:** Wiring and programming your console for GEnSAC.
- **GEnSAC Troubleshooting:** GEnSAC FAQ.

This manual contains the following images, used to indicate that a segment of text requires special attention:



**Additional Information:** Additional information is used to indicate shortcuts or tips.



**Warning:** Warnings are used to indicate possible problem areas, such as a risk of data loss, or incorrect/unexpected functionality.





This chapter gives an overview of the GEnSAC (Genesis **Enhanced Stand Alone CEB**) module.

This chapter contains the following sections:

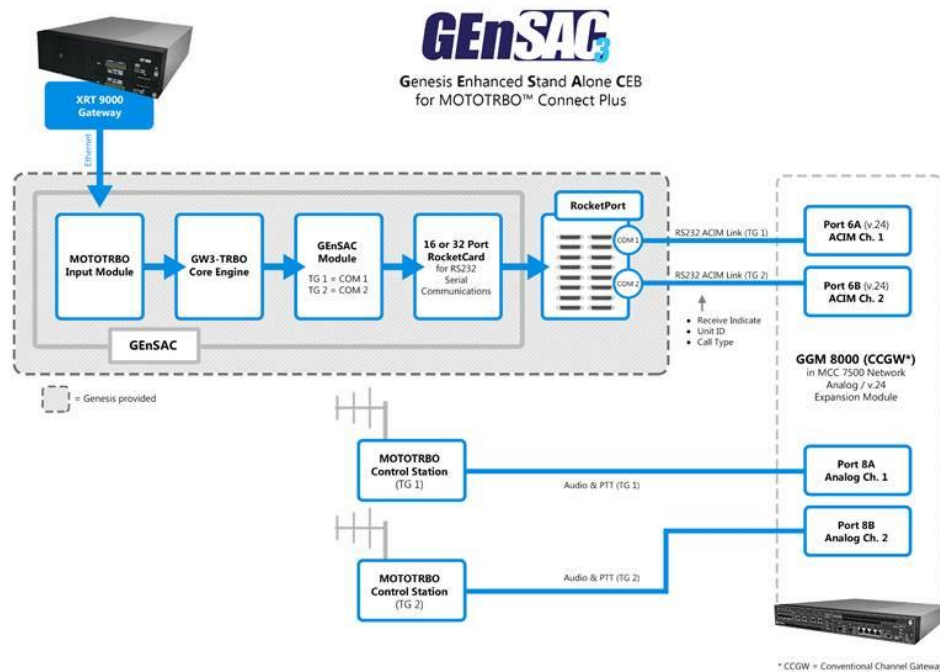
- **What is GEnSAC?:** Defines the GEnSAC module and graphical user interface (GUI).
- **Glossary:** Defines several acronyms used throughout this manual.
- **Feature List:** List of GEnSAC features.
- **Specifications:** Hardware and system impact details.
- **Power and Heat:** Watt usage and BTU output information.
- **Warranty:** Details about software and hardware warranties.
- **Knowledge Requirements:** Outlines the basic knowledge required to effectively operate GEnSAC.

### ***What is GEnSAC?***

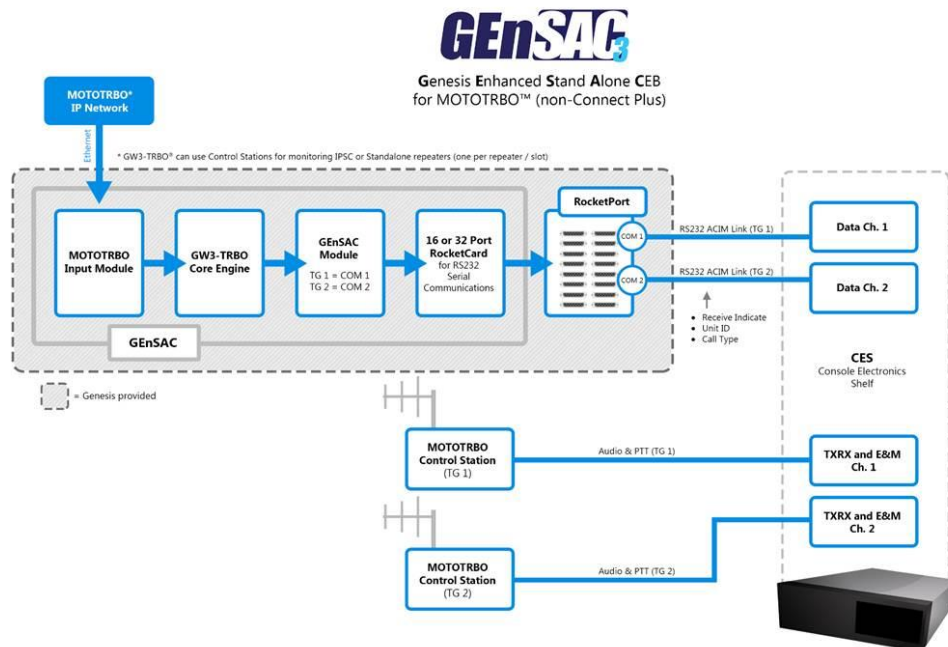
The GEnSAC module is a collaborative effort between Motorola field engineers and the Genesis Group. With GEnSAC, you can display IDs and emergency calls on their MCC 7500 or MCC 5500 operator positions, without connection to the Embassy Switch or AEB.

The GEnSAC solution provides an alternate means of sending call packet data to consoles. A PC running GEnSAC receives the packet information through a GW3-TRBO input module connection. It then separates those packets according to talkgroup and forwards them via RS-232 serial cables to DAP on the CEB (one talkgroup per card).

Altogether, the connection of all components looks like this:



**Figure 1.1 – GW3-TRBO with GEnSAC Solution (Connect Plus)**



**Figure 1.2 – GW3-TRBO with GEnSAC Solution (non-Connect Plus)**

This will be explained in a later chapter in detail, but basically what happens is this: GEnSAC comes loaded on a PC with a 16- or 32-COM Port Rocket® Board from Control Corp. You will connect one cable for each talkgroup from the GEnSAC PC COM Ports to each DAP in the CEB (Central Electronics Bank).

## **Glossary**

<b>AEB</b>	Ambassador Electronics Bank
<b>AUX I/O</b>	Auxiliary Input Output
<b>BIM</b>	Base Interface Module
<b>CEB</b>	Central Electronics Bank
<b>CES</b>	Console Electronics Shelf (MCC 5500)
<b>CSDM</b>	Console System Database Manager (MCC 5500)
<b>DAP</b>	Digital Audio Processor (MCC 5500)
<b>GEnSAC</b>	Genesis Enhanced Stand Alone CEB



On Connect Plus and Capacity Max systems, the data from GEnSAC will be delayed by up to 2 seconds due to buffering by the data source and/or input module.

## Feature List

GEnSAC will provide the following features:

- Routing of group calls to DAP.
- Routing of emergency PTTs to DAP.
- Routing of multigroup calls to DAP.
- Routing of emergency alarms to DAP.

## Specifications

See <https://genesworld.com/resources/specs-gensac/>

## Power and Heat

**PC:** At present, we use a current model Dell Dimension computer, and the numbers are from their website (subject to change based on current model).

- Wattage = 305W.
- Heat = 560 BTU fully loaded without monitor (which is the way we ship it).

**RocketPort Card:** The RocketPort Card will add:

- Wattage = zero since it is powered from the PC (5VCD bus~ 250mA, 12VCD bus~50mA).
- Heat = 5.87 BTU/hr.

## Warranty

**GENESIS:** GEnSAC software – 1 year after installation

**DELL:** PC – 5-year warranty including Next Business Day Parts and Labor.  
On-Site Response.

**COMTROL:** RocketPort – The warranty information on this product was included with your GEnSAC shipment. Be sure you fill out the warranty information and send it to Comtrol.

Hardware – 5 years from date of purchase.

Firmware and Software – 1 year from date of purchase.

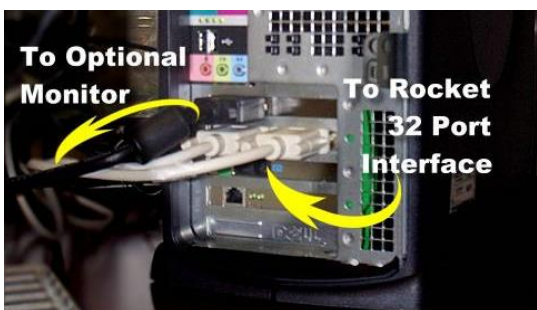
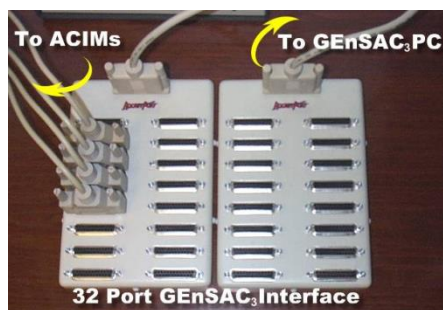
## Knowledge Requirements

GEnSAC and its manual will make a few assumptions about your knowledge level. For best success operating GEnSAC, we recommend you have a good working knowledge of the following:

- Your version of the Windows operating system
- MCC 7500 or MCC 5500 console setup and configuration
- Creating RS-232 cables

Welcome, and thank you for purchasing our GEnSAC solution. We are proud to have you as a customer and are confident that you will soon be benefiting from your new system.

Upon receiving your GEnSAC hardware, you will want to set up and connect the various components before booting the machine. Below is the general setup of the system.



You may have purchased a 4-, 8-, 16- or 32-port GEnSAC. To keep things simple, we are supplying a RocketPort Card that is capable of up to 32 ports. If you have purchased a GEnSAC that is 16 or fewer ports, you will receive one port adapter “brick” (see below). If you order a GEnSAC capable of 32 ports, you will receive two port adapter “bricks” (see below). Depending on which version of the GEnSAC port interface you purchased, you will have received one of the following:

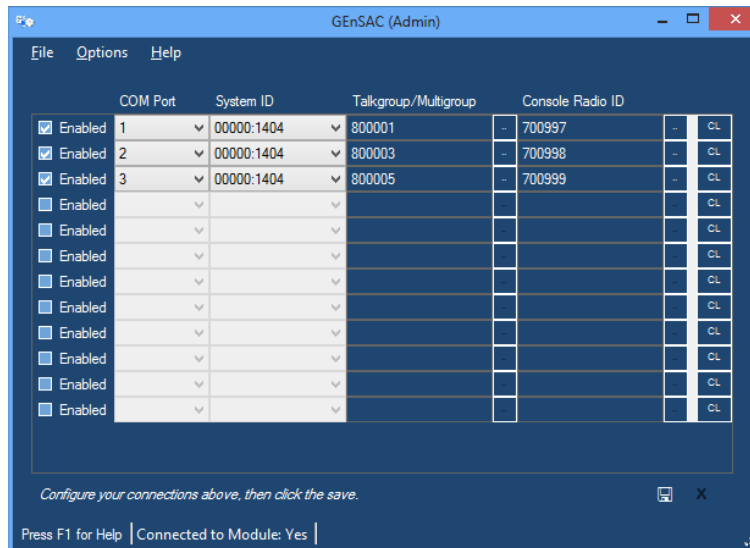
32 Port GEnSAC	2 RocketPort Adapters (as shown above)
16 or fewer Port GEnSAC	1 RocketPort Adapter

To set up your GEnSAC hardware, follow these steps:

1. **Power** – Hook up power to the GEnSAC PC, your data source and your monitor.
2. **Data Source** – Connect standard Ethernet network equipment and cables to the GEnSAC PC.
3. **RocketPort Cables** – Connect the RocketPort adapter cables to the back of the PC as shown in the picture. These cannot be extended as they are proprietary.
4. Connect your remaining COM Port cables to the RocketPort adapter and then to the DAP in the CES (MCC 5500).

This completes the hardware setup of GEnSAC.

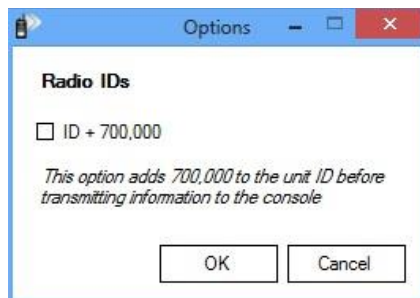
The GEnSAC GUI contains one or more rows of properties. Each row is a GEnSAC group-to-serial-port connection.



**Figure 3.1** – GEnSAC GUI

## Options

The GEnSAC module can output Radio IDs in one of two formats. By default, the output is the numeric radio ID. This can be changed to the ID plus 700,000 by selecting the **ID + 700,000** option.



**Figure 3.2** – GEnSAC Options Window

## Connection Properties

Each GEnSAC connection contains the following options:

- **Enabled:** Check this box to enable (start) a GEnSAC connection. Enabled connections must have a valid **COM Port**, **System ID**, **Talkgroup/Multigroup** and **Console Radio ID** before they can be saved.
- **COM Port:** This is the serial port to which you want to send any emergency or call events that occur for this connection.
- **System ID:** This is the ID of the system you are connecting to.
- **Talkgroup/Multigroup:** This is the group you wish to filter activity on this connection by. For example, if you select 1, all emergency alarm and call events that occur on talkgroup 1 from the selected system ID will be sent to the COM port specified for the connection.
- **Console Radio ID:** This is the radio ID of the console that GEnSAC is connected to. All status, emergency alarm and call events originated from this radio ID will be ignored and NOT sent on this connection.



When the console is keyed up, the call will appear with its radio ID set as the ID of the talkgroup on which it is broadcasting. For example, a call from the console on talkgroup 10001 will appear as a group call from radio ID 10001 on talkgroup 10001. To avoid an “echo chamber” effect, GEnSAC will ignore all activity from radio IDs equal to the IDs of the talkgroups for which it is configured. It is important, therefore, to avoid using the same ID for both a radio and a talkgroup on your system.

## Cancel

Click this button to abandon any changes made to the connection settings and reload previous settings from the database.

## Save

Click this button to save the current connection settings to the GW3-TRBO database. GEnSAC will start all enabled connections and stop all connections that are not enabled.



The number of connections available in the GEnSAC window is determined by the *Connections* property under the GEnSAC module in your GW3-TRBO license file. See the *GW3-TRBO Core Manual* for more information on licensing.

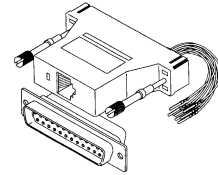


If your licensed number of GEnSAC connections is changed to a number lower than your previous license, connections are removed from the bottom of the connections list shown in GEnSAC.



### Cabling

This section may vary depending on the number of ports you purchased. Your objective is to get the data that is present on the RocketPort breakout box (brick) into the DAP (MCC 5500). In the case of the 32-port Rocket DB25 breakout, your easiest method is likely to be purchasing a DB25 / RJ45 adapter. You will need one adapter for each talkgroup. On the DB25 side, it needs to be male-to-male with the RocketPort ports. The next step will be to create the RJ45 to RJ45 cables for your installation. Use good RS-232 cable practices, being concerned with length limits. Lower peripheral speeds of up to 9600 baud serial interfaces can usually operate over cables up to 50 feet long. Use of special high-quality cable may, in some cases, allow this limit to be extended to as much as 150 feet. The last step in the cabling process is to configure the adapter pinouts, then plug everything together.



### MCC 5500

There are four connection points that are made to the MCC 5500:

1. **TX Audio**

This is a wired connection from the mic audio input and ground pins of the control station radio's accessory connector to J4 connector labeled TX/RX Audio on the back of the CES. Points of connection can be found in the MCC 5500 manual (6881005Y65-H), Table A-52.

2. **RX Audio**

This is a wired connection from the receive audio output and ground pins of the control station radio's accessory connector to J4 connector labeled TX/RX Audio on the back of the CES. Points of connection can be found in the MCC 5500 manual (6881005Y65-H), Table A-52.

3. **PTT Signaling**

This is a wired connection from the mic PTT and ground pins of the control station radio's accessory connector to J3 connector labeled E&M on the back of the CES. Points of connection can be found in the MCC 5500 manual (6881005Y65-H), Table A-56.

4. **Data Input**

This is a serial connection from GEnSAC to the MCC 5500. This comes out of GEnSAC via a 'Rocket Port' multi-RS232 board where each RS232 port is equivalent to ID information for one talkgroup. This comes into the MCC 5500 via J15 connector labeled DATA on the back of the CES. Points of connection can be found in the MCC 5500 manual (6881005Y65-H), Table A-49.

Here is the pinout configuration:

Channel	Description	MCC Connector	MCC Pin	XPR Voice Control Station	Radio Description	GenSac DB25 pin
1A	PTT	J3	28	8	Ground	
	PTT	J3	3	17	Mic PTT	
	TX-	J4	27	16	Ground	
	TX+	J4	2	11	Mic Audio	
	RX-	J4	28	12	Ground	
	RX+	J4	3	14	RX Audio	
	TX DATA	J15	2			3
	RX DATA	J15	28			2
	GND	J15	3			7
1B	PTT	J3	30	8	Ground	
	PTT	J3	5	17	Mic PTT	
	TX-	J4	29	16	Ground	
	TX+	J4	4	11	Mic Audio	
	RX-	J4	30	12	Ground	
	RX+	J4	5	14	RX Audio	
	TX DATA	J15	4			3
	RX DATA	J15	30			2
	GND	J15	5			7
1C	PTT	J3	32	8	Ground	
	PTT	J3	7	17	Mic PTT	
	TX-	J4	31	16	Ground	
	TX+	J4	6	11	Mic Audio	
	RX-	J4	32	12	Ground	
	RX+	J4	7	14	RX Audio	
	TX DATA	J15	6			3
	RX DATA	J15	32			2
	GND	J15	7			7
	PTT	J3	34	8	Ground	
1D	PTT	J3	9	17	Mic PTT	
	TX-	J4	33	16	Ground	
	TX+	J4	8	11	Mic Audio	
	RX-	J4	34	12	Ground	
	RX+	J4	9	14	RX Audio	

	TX DATA	J15	8			3
	RX DATA	J15	34			2
	GND	J15	9			7
	PTT	J3	36	8	Ground	
2A	PTT	J3	11	17	Mic PTT	
	TX-	J4	35	16	Ground	
	TX+	J4	10	11	Mic Audio	
	RX-	J4	36	12	Ground	
	RX+	J4	11	14	RX Audio	
	TX DATA	J15	10			3
	RX DATA	J15	36			2
	GND	J15	11			7
	PTT	J3	38	8	Ground	
2B	PTT	J3	13	17	Mic PTT	
	TX-	J4	37	16	Ground	
	TX+	J4	12	11	Mic Audio	
	RX-	J4	38	12	Ground	
	RX+	J4	13	14	RX Audio	
	TX DATA	J15	12			3
	RX DATA	J15	38			2
	GND	J15	13			7
	PTT	J3	40	8	Ground	
2C	PTT	J3	15	17	Mic PTT	
	TX-	J4	39	16	Ground	
	TX+	J4	14	11	Mic Audio	
	RX-	J4	40	12	Ground	
	RX+	J4	15	14	RX Audio	
	TX DATA	J15	14			3
	RX DATA	J15	40			2
	GND	J15	15			7
	PTT	J3	42	8	Ground	
2D	PTT	J3	17	17	Mic PTT	
	TX-	J4	41	16	Ground	
	TX+	J4	16	11	Mic Audio	
	RX-	J4	42	12	Ground	
	RX+	J4	17	14	RX Audio	
	TX DATA	J15	16			3

	RX DATA	J15	42			2
	GND	J15	17			7
	PTT	J3	44	8	Ground	
3A	PTT	J3	19	17	Mic PTT	
	TX-	J4	43	16	Ground	
	TX+	J4	18	11	Mic Audio	
	RX-	J4	44	12	Ground	
	RX+	J4	19	14	RX Audio	
	TX DATA	J15	18			3
	RX DATA	J15	44			2
	GND	J15	19			7
	PTT	J3	46	8	Ground	
3B	PTT	J3	21	17	Mic PTT	
	TX-	J4	45	16	Ground	
	TX+	J4	20	11	Mic Audio	
	RX-	J4	46	12	Ground	
	RX+	J4	21	14	RX Audio	
	TX DATA	J15	20			3
	RX DATA	J15	46			2
	GND	J15	21			7
	PTT	J3	48	8	Ground	
3C	PTT	J3	23	17	Mic PTT	
	TX-	J4	47	16	Ground	
	TX+	J4	22	11	Mic Audio	
	RX-	J4	48	12	Ground	
	RX+	J4	23	14	RX Audio	
	TX DATA	J15	22			3
	RX DATA	J15	48			2
	GND	J15	23			7
	PTT	J3	50	8	Ground	
3D	PTT	J3	25	17	Mic PTT	
	TX-	J4	49	16	Ground	
	TX+	J4	24	11	Mic Audio	
	RX-	J4	50	12	Ground	
	RX+	J4	25	14	RX Audio	
	TX DATA	J15	24			3
	RX DATA	J15	50			2

	GND	J15	25			7
--	-----	-----	----	--	--	---

Punchblock pinout top to bottom	
	1
	26
	2
	27
	3
	28
	4
	29
	5
	30
	...
	25
	50

**Note: This is different than most other vendors. Other vendors go 26,2,27,3,28,4....50,25)**

## MCC 7500

There are four connection points that are made to the MCC 7500:

### 1. TX Audio

This is a wired connection from the mic audio input and ground pins of the control station radio's accessory connector to the appropriate RJ45 connector on CCGW. Points of connection can be found in the Motorola CCGW Manual.

### 2. RX Audio

This is a wired connection from the receive audio output and ground pins of the control station radio's accessory connector to the appropriate RJ45 connector on CCGW. Points of connection can be found in the Motorola CCGW Manual.

### 3. PTT Signaling

This is a wired connection from the mic PTT and ground pins of the control station radio's accessory connector to the appropriate RJ45 connector on CCGW. Points of connection can be found in the Motorola CCGW Manual.

### 4. Data Input

This is a serial connection from GEnSAC to the MCC 7500. This comes out of GEnSAC via a 'Rocket Port' multi-RS232 board where each RS232

port is equivalent to ID information for one talkgroup. This comes into the MCC 7500 via the appropriate RJ45 connector on CCGW. Points of connection can be found in the Motorola CCGW Manual.

Here is the pinout configuration:

### CCGW ACIM Connections

GGM8000 (RJ45)	COLOR	SIGNAL	GW3 (DB25)
4	Blue/Wht	Gnd	7 red
5	Wht/Blue	RX Data	2 green
6	Grn/Wht	TX Data	3 yel

### CCGW 4Wire E&M Connections (XPR Control Station)

GGM8000 (RJ45)	COLOR	GGM8000 SIGNAL	XPR	RADIO SIGNAL
1	Wht/Org	Inbound Audio	14	Rx Audio
2	Org/Wh	Inbound Audio	12	Audio Gnd
3	Wht/Grn	PTT + (Output)	17	Ext PTT
4	Blu/Wht	Outbound Audio	11	Ext mic
5	Wht/Blue	Outbound Audio	16	Gnd
6	Grn/Wht	PTT - (Output)	8	Pwr Gnd
7	Wht/Brn	COR In (Input)	nc	
8	Brn/Wht	COR In (Input)	nc	

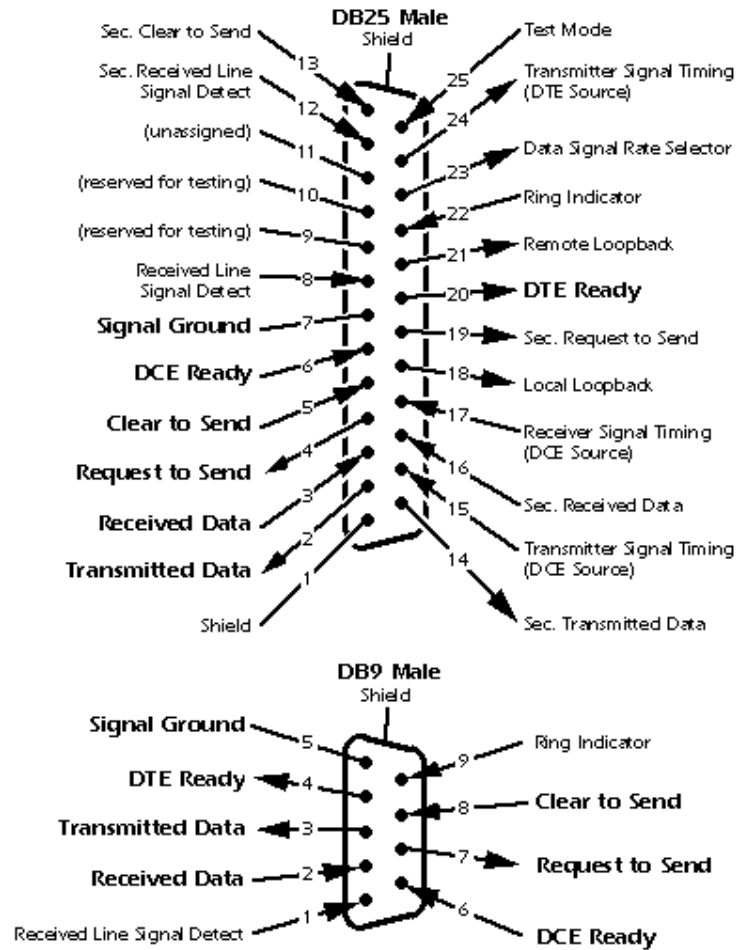
## The RS-232 standard

DB-25	DCE	DB-9			
1			AA	x	Protective Ground
2	TXD	3	BA	I	Transmitted Data
3	RXD	2	BB	O	Received Data
4	RTS	7	CA	I	Request to Send
5	CTS	8	CB	O	Clear to Send
6	DSR	6	CC	O	Data Set Ready
7	GND	5	AB	x	Signal Ground
8	CD	1	CF	O	Received Line Signal Detector
9			--	x	Reserved for data set testing
10			--	x	Reserved for data set testing
11				x	Unassigned
12	SCF			O	Secondary Received Line Signal Detector
13	SCB			O	Secondary Clear to Send
14	SBA			I	Secondary Transmitted Data
15	DB			O	Transmission Signal Element Timing
16	SBB			O	Secondary Received Data
17	DD			O	Receiver Signal Element Timing
18				x	Unassigned
19	SCA			I	Secondary Request to Send
20	DTR	4	CD	I	Data Terminal Ready
21	CG			O	Signal Quality Detector
22		9	CE	O	Ring Indicator
23	CH/CI			I/O	Data Signal Rate Selector
24	DA			I	Transmit Signal Element Timing
25				x	Unassigned



# STANDARD RS-232 PINOUT

## Looking Into the DTE Device Connector



## Programming



The information provided here about MCC 5500 programming is for simple reference only. Please refer to your Motorola documentation for full details regarding the MCC 5500 console programming.

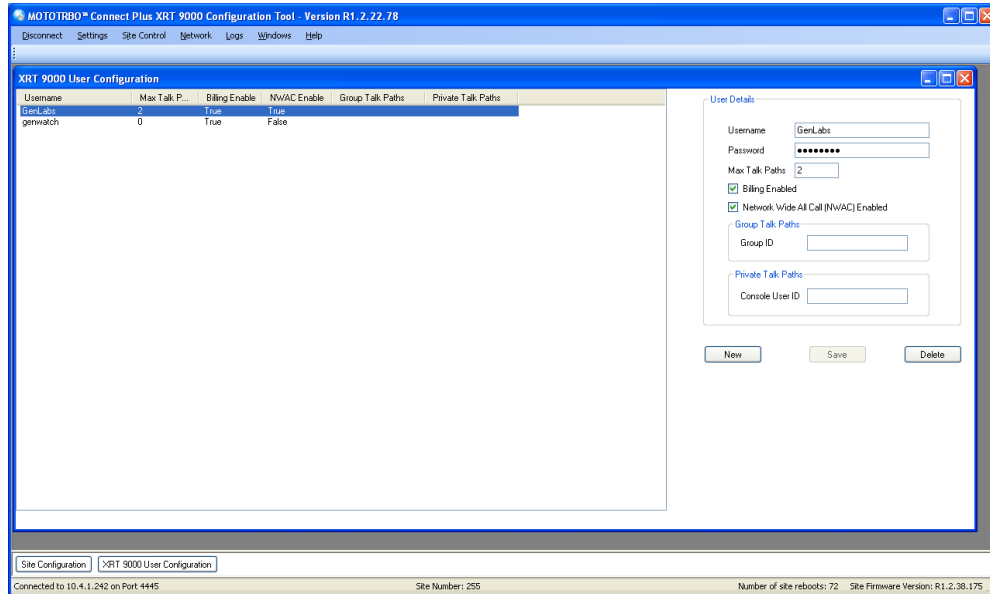
### MCC 5500

The primary settings that have been found to affect the operation of GEnSAC are regarding the “Caller ID Type” that is to be displayed. To program the MCC 5500, in the MCC 5500 **CSDM** do the following:

1. Configuration
2. Radio Channel
3. Configuration
4. Pick a Radio Channel to Configure (such as TalkGroup 7)
5. Click on **Edit** at the bottom of the window
6. **IMPORTANT**—Be sure that the Caller ID format is set to ASTRO® 25 or Mixed Mode
7. Press NEXT
8. Choose ASTRO® Settings
9. Select PTT ID
10. Select Ignore Mobile to Mobile
11. Select all necessary buttons to back out to the CSDM desktop
12. Select File
13. Select Load

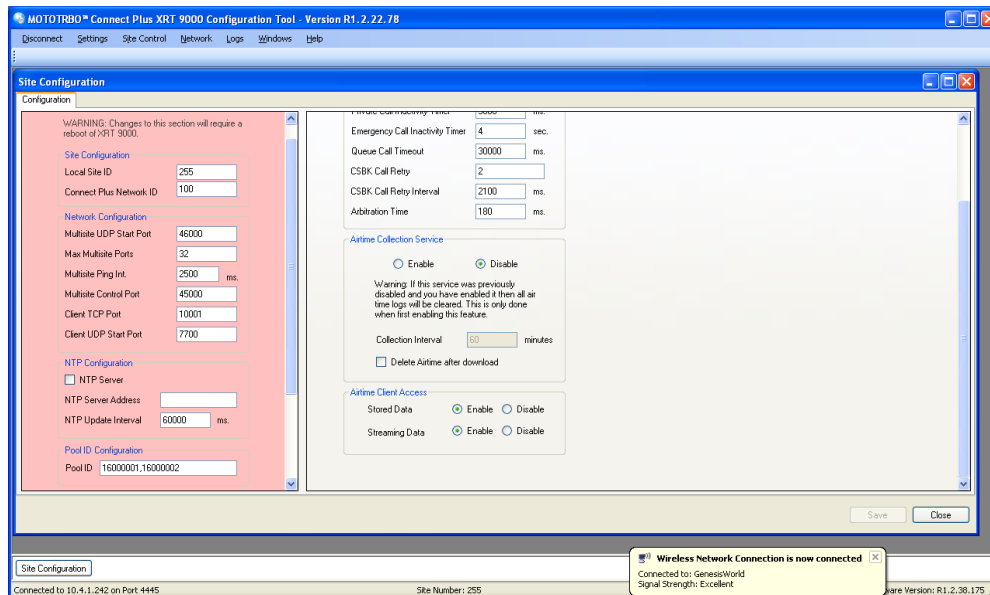
## XRT Setup for Connect Plus Systems

In the MOTOTRBO XRT Configuration Tool, first create an XRT user. You must assign the user several talkpaths equal to the number of talkgroups to be monitored.



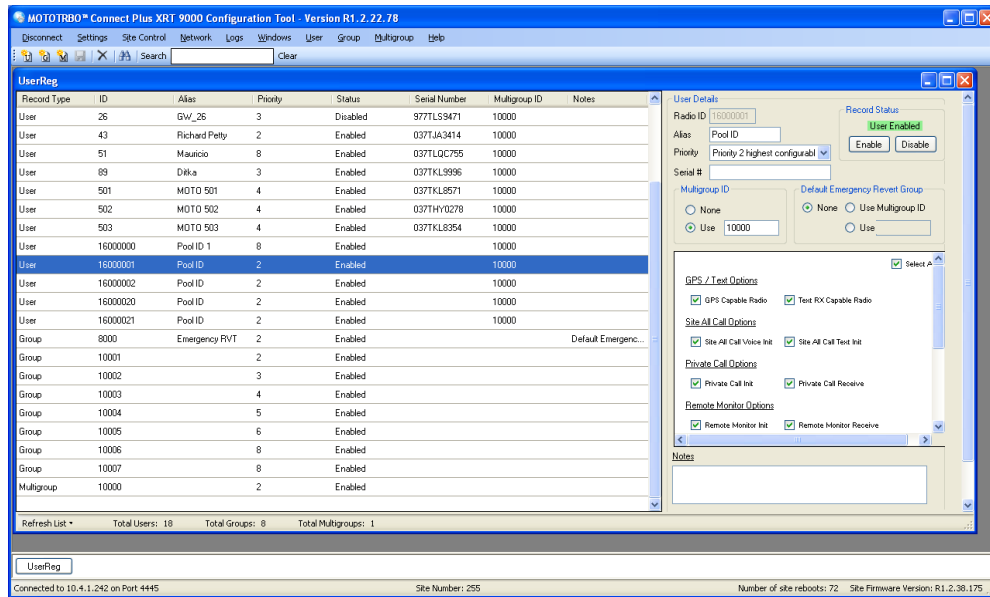
**Figure 4.1** – XRT Configuration Tool – XRT User Configuration

Next, in the general configuration window, assign a set of pool IDs to be used by the talkpaths.



**Figure 4.2** – XRT Configuration Tool – Site Configuration window

In the Users window, create a user for each pool ID, as shown.



**Figure 4.3 – XRT Configuration Tool – Users window**

## PC

The Genesis PC is set up per the instructions that are included with it. Be sure to turn off ALL power saving functions ensuring that the PC always remains ready. As noted earlier, specific talkgroups are routed to individual serial ports in the RocketPort that is installed in the PC. These must be configured on an individual basis. The PC acts as a filter, sending information recovered from the XRT 9000 that is relevant to the selected talkgroup to the designated COM Port as DIU formatted data. That data is then sent, via a cable, to the CES (MCC 5500).



This section of the manual is designed to help you answer some of the most frequently asked questions. It will also help to resolve some of the common errors.

**Q:** The red light in the tray never turns green, even after I double checked my settings.

**A:** The red light in the tray indicates that the connection is not receiving data. Below is a list of items that you should check.

- The Ethernet cable is plugged into your PC and into the network.
- The Connect Plus connection settings are correct in the Connect module.
- The XRT 9000 is turned on and connected to the network.
- There is network connectivity between the PC and XRT 9000. You can check this by performing a “ping” command from the Command Prompt on your PC.
- Attempt to restart the Connect Plus connection in the Connect module.

**Q:** I get an SQL error when I try to start GEnSAC, and it never starts.

**A:** Make sure that MSSQL server is running. You should see an icon in the Windows taskbar that looks like this one . If you see this icon  instead, then double-click it and press the **Start** button on the dialog that appears.

**Q:** I added a group to the GEnSAC module setup but I don't ever see that group's activity.

**A:** Make sure you checked the Enabled checkbox for that group.