



GW3-TRBO®
Group
Software Version 2.17.10
Module Book

GW3-TRBO®

600-2.17.10-L.1
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Refer to the *Troubleshooting & Support* section of the GW3-TRBO Manual Shell (Book 600-2.17.10-AA.1) for complete support and contact information.

Document History

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2.14	Revisions Before Release	JAW
2.15	Revisions Before Release	REB
2.16	Revisions Before Release	JPS

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Goals

This manual describes the role and function of the Group 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:** Defines the Group graphical user interface (GUI) and the organization of the group information.

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 defines the Group GUI and the organization of the group information.

This chapter contains the following sections:

- **What is Group?:** Defines the function and role of the Group module in the GW3-TRBO solution.
- **Terms:** Describes basic terms for the usage of the Group module in the GW3-TRBO solution.
- **Using the Group Tree:** Describes how to use the *Group Tree*.
- **Using Group Windows:** Describes how to use the group windows.
- **Using the Emergency Window:** Describes how to use the *Group Emergency* window.
- **Using the All Activity Window:** Describes how to use the *Group All Activity* window.

What is Group?

The Group GUI shows real-time group and individual (private and interconnect) activity. Group shows each group's activity and all individual activity for a system in customizable windows.

Call activity is shown in three types of standard windows:

- **Individual:** Shows all channel assignment activity (group, private, and interconnect) for all radio IDs in the current user's attachment list.
- **Multigroups:** Shows all multigroup activity for the window's multigroup and talkgroups within the multigroup (shown at the top of the group window).
- **Talkgroups:** Shows all group-based activity for the window's group (shown at the top of the group window)

Group has two additional windows: the *Emergency* window and the *All Activity* window. The *Emergency* window shows emergencies, sounding an alarm for each one until they are acknowledged (moved from the *Received* list to the *Acknowledged* list). See the *Using the Emergency Window* section of this document. The *All Activity* window shows all group-based activity that is valid for the user's attachment list. See *Chapter 1 - Using the All Activity Window*.

You can customize windows by changing their color, font, size, etc.

Make the fire department group red.

Make the police department group blue.

Make the Group GUI make sense to you.



The above rhyme was intentional.

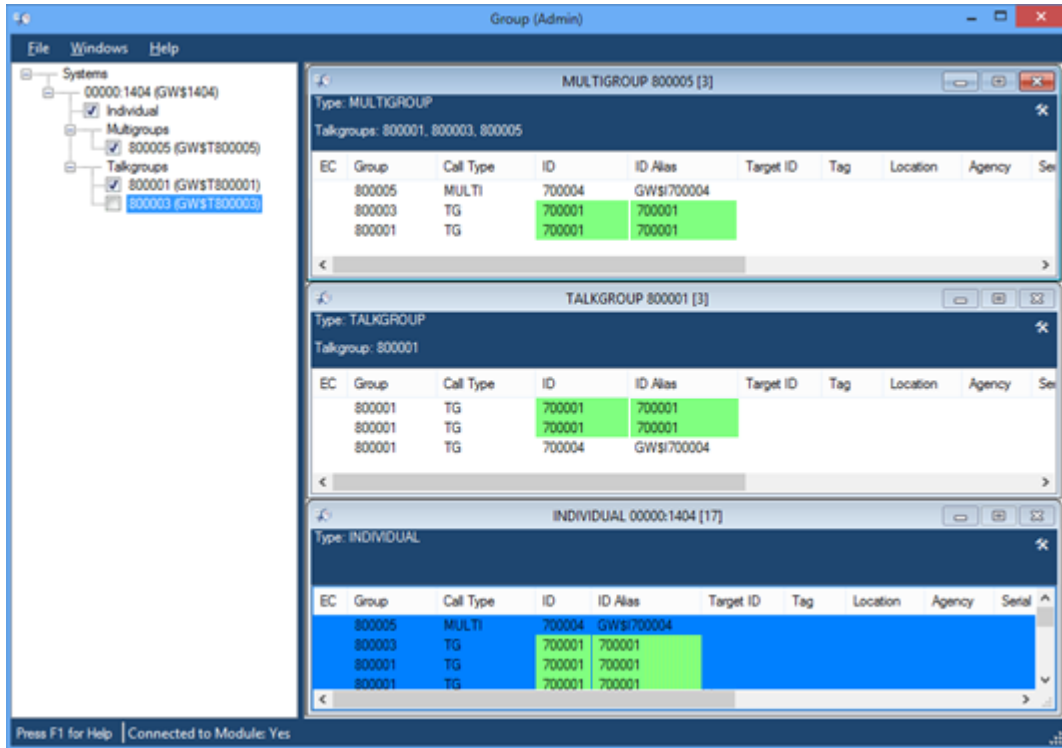


Figure 1.1 – Group GUI

Terms

- **Node:** An entry or item in a tree.
- **Individual Calls:** Individual calls include all group, private, and interconnect calls in the user's attachment list.
- **Attachment List:** The groups, sites and agencies assigned to a GW3-TRBO user in the Security module.

Using the Group Tree

The *Group Tree* contains a node for each known system and group. These groups are organized according to system. Each system also contains a node for individual calls.

You can view activity on the System level through the *Individual* window. This option allows you to view all PTT/call activity with one convenient window. Check an **Individual** node to open an *Individual* window and view PTT/call activity on the system.

This activity will only contain:

- Group activity based on your attachment list.
- Individual activity (private and interconnect) from radio IDs with a **Default Group** that is in your attachment list. (See the *GW3-TRBO Alias Module Book* for a description of Default Group.)
- Individual activity (private and interconnect) from radio IDs and group-based activity on sites in your attachment list.
- Individual activity (private and interconnect) from radio IDs and group-based activity from radio IDs and groups assigned to an agency in your attachment list. (See the *GW3-TRBO Alias Module Book* for a description of Agency.)



If the Group *ViewAllGroups*, *ViewAllAgencies* or *ViewAllSites* privilege is assigned to your user's role, then you will see all activity, regardless of your attachment list. These privileges are assigned in the Security GUI under the Group module in the Roles section.

Adding Groups

The *Individual* window will show group and private activity at the system level. If you wish to view activity for a specific group, you must add the group to the *Group Tree*.



Things to remember about searching for groups:

- The search results will not contain groups that are already in your *Group Tree*.
- The search results will only contain groups that are valid for your attachment list.

Multigroups

To add one or more multigroups, take the following steps:

1. Right-click on the **Multigroups** node under the system you wish to add multigroups under. This will open a context menu.
2. Click the **Add...** option: This will load the *Select Multigroups* window
3. Enter search criteria and click the **Search...** button. This will show each multigroup that meets your search criteria in the group list.
4. Check each multigroup that you wish to add to your *Group Tree* by double-clicking the multigroup in the list or checking the checkbox on the left of the row.
5. When finished selecting multigroups, Click the **OK** button. This will close the *Select Multigroups* window and add the selected multigroups under the **Multigroups** node.

Talkgroups

To add one or more groups, take the following steps:

1. Right-click on the **Talkgroups** node under the system you wish to add groups under. This will open a context menu.
2. Click the **Add...** option. This will load the *Select Talkgroups* window.
3. Enter search criteria and click the **Search** button. This will show each group that meets your search criteria in the group list.
4. Check each group that you wish to add to your *Group Tree* by double-clicking the group in the list or checking the checkbox on the left of the row.
5. When finished selecting groups, Click the **OK** button. This will close the *Select Talkgroups* window and add the selected groups under the **Talkgroups** node.

Removing Groups

Multigroups

To remove all multigroups under a system, take the following steps:

1. Right-click on the **Multigroups** node. This will open a context menu.
2. Click the **Remove All Multigroups** option. This will show a confirmation dialog.
3. Click **Yes**. This will remove all multigroups from the **Multigroups** node.

To remove a single multigroup from the **Multigroups** node, take the following steps:

1. Right-click on the multigroup that you wish to remove. This will open a context menu.
2. Click the **Remove** option. This will show a confirmation dialog.
3. Click **Yes**. This will remove the multigroup from the *Group Tree*.

Talkgroups

To remove all groups under a system, take the following steps:

1. Right-click on the **Talkgroups** node. This will open a context menu.
2. Click the **Remove All Talkgroups** option. This will show a confirmation dialog.
3. Click **Yes**. This will remove all groups from the **Talkgroups** node.

To remove a single group from the **Talkgroups** node, take the following steps:

1. Right-click on the group that you wish to remove. This will open a context menu.
2. Click the **Remove** option. This will show a confirmation dialog.
3. Click **Yes**. This will remove the talkgroup from the *Group Tree*.



Removing a group from the *Group Tree* does not delete this group from your Alias database. It only affects the *Group Tree*, and only for your user.



The next time you load the Group GUI, it will remember the groups in the *Group Tree* at the time it was closed.

Group Windows

Notice that each node in the *Group Tree* contains a checkbox (Figure 1.2). The checkbox indicates whether the group window for this group is loaded. Group windows reside in the space to the right of the *Group Tree*. You may have up to 10* group windows open at one time. Having all windows open is not necessary as the group activity is gathered behind the scenes for each group in the *Group Tree*, even if the group's window is not open.

Checking the checkbox of a group node will show the group window for the group. Unchecking the checkbox of a group node will hide the group window for the group.

If the group window for a node is visible, the right-click menu for that node will contain a **Minimize Window** or **Restore Window** option.

* - This restriction is in your license. If you wish to raise this number, please contact support.

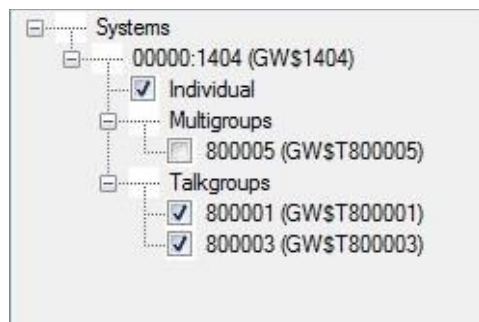


Figure 1.2 –Group Tree

Using Group Windows

Each group in the *Group Tree* has its own group window. The group window shows the activity that has occurred in the group since the Group GUI was opened. Each group window contains the following information in its activity list:

- **Type:** Group type. The types include:
 - **INDIVIDUAL** – Shows all channel assignment activity (group, private and interconnect) for all radio IDs in the current user’s attachment list

EC	Group	Call Type	ID	ID Alias	Target ID	Tag	Location	Agency	S
	800003	TG	700001	700001					
	800001	TG	700004	GW\$1700004					
	800003	TG	700001	700001					
	800003	TG	700004	GW\$1700004					

Figure 1.3 – Individual Window

- **MULTIGROUP** – Shows all multigroup activity for the selected multigroup (shown at the top of the group window).

EC	Group	Call Type	ID	ID Alias	Target ID	Tag	Location	Agency
	800003	TG	700001	700001				
	800001	TG	700004	GW\$1700004				
	800003	TG	700001	700001				
	800003	TG	700004	GW\$1700004				

Figure 1.4 – Multigroup Window

- **TALKGROUP** - Shows all group-based activity for the selected group (shown at the top of the group window)

EC	Group	Call Type	ID	ID Alias	Target ID	Tag	Location	Agency
	800003	TG	700004	GW\$1700004				
	800003	TG	700001	700001				
	800003	TG	700001	700001				
	800003	TG	700004	GW\$1700004				

Figure 1.5 – Talkgroup Window

- **Groups(s):** The group ID.
- **Activity:** Group activity. The group activity list can contain the following columns:
 - **EC:** This column will contain an **E** for emergency calls, a **C** for coded calls and an **EC** for emergency coded calls.
 - **Group:** The group ID involved in the activity.
 - **Call Type:** The type of call activity. This value can be:
 - **SYS:** System Wide
 - **MULTI:** Multigroup
 - **PHONE:** Interconnect
 - **PVT:** Private
 - **TG:** Dispatch or standard group-based
 - **Sitewide:** A call to all radios on the site
 - **ID:** Radio ID originating the activity
 - **ID Alias*:** Radio ID alias of the originating radio as provided in the Alias module
 - **Target ID:** The target radio ID, if the activity is private call. This will also show the alias of the radio ID in parentheses if it is no longer the default.
 - **Tag*:** Tag assigned to the originating radio
 - **Location*:** Location of the originating radio ID
 - **Agency*:** Agency of the originating radio ID
 - **Serial Number*:** Serial number of the originating radio ID
 - **Address*:** Address of the originating radio ID
 - **Last Contact:** The last date and time GW3-TRBO received activity for the call
 - **System:** System the activity originated on
 - **Zone:** Zone the activity originated on
 - **Site:** Site the activity originated on. For multisite data with a *Site ID List* field, this column shows the list of sites, and the source site ID is shown in parentheses.

* - Value assigned to the radio ID in the Alias GUI. See the *Alias Module Book* for more details.



The information in the Group windows is volatile. This means that when you close the Group GUI, the Group window activity is not saved.

Customizing Group Windows

Group windows allow you to customize their appearance. You can modify the following properties of each group window:

- **Window Size:**
 1. Move your mouse pointer over the edge of the window.
 2. When the mouse pointer changes to one of the resize pointers, hold down the left mouse button to resize the window.
- **Column Size:**
 1. In the column header section of the activity list, move your mouse pointer to the right side of the column to resize.
 2. When the mouse pointer changes to the resize pointers, hold down the left mouse button to resize the column.
- **Font:**
 1. Click the **List Options...** button toward the top of the group window. (Figure 1.6) This will result in a menu of options, including **Font...**
 2. Click the **Font...** option. This will result in a font dialog box (Figure 1.7).
 3. Choose the desired font options.
 4. Click the **OK** button.
- **Text Color:**
 1. Click the **List Options...** button toward the top of the group window. (Figure 1.6) This will result in a menu of options, including **Text Color...**
 2. Click the **Text Color...** option. This will result in a color dialog box. (Figure 1.8)
 3. Choose the desired color.
 4. Click the **OK** button.
- **Background color:**
 1. Click on the **List Options...** button toward the top of the Group window (Figure 1.6). This will result in a menu of options, including **Background Color.**
 2. Click the **Background Color...** option. This will result in a color dialog box (Figure 1.8).
 3. Click the desired color.
 4. Click the **OK** button.
- **Show Group Type:**
 1. Click on the **List Options...** button toward the top of the group window (Figure 1.6). This will result in a menu of options, including **Show Group Type.**
 2. Click the **Show Group Type** option. This will show/hide the **Group Type** header at the top of the group window (Figure 1.9).

- **Show Talkgroups List:**
 1. Click on the **List Options...** button toward the top of the group window (Figure 1.6). This will result in a menu of options, including **Show Talkgroups List**.
 2. Click the **Show Talkgroups List** option. This will show/hide the Talkgroups List header at the top of the group window (Figure 1.10).
- **Print:**
 1. Click on the **List Options...** button toward the top of the Group window you wish to print (Figure 1.6). This will result in a menu of options, including **Print...**
 2. Click on the **Print ...** option. This will show the printer options window specific to your default printer (Figure 1.11).
 3. Select the options for your printer. It is usually best to choose to print in landscape mode (not portrait).
 4. Click **OK**. This will print the activity in the group window.



Groups and radio IDs that are assigned non-default background or foreground colors in Alias will retain the color(s) even if the background or foreground color of the group window is changed.



Many of the options listed above are also available by right-clicking within the activity list of a group window.



Figure 1.6 – List Options

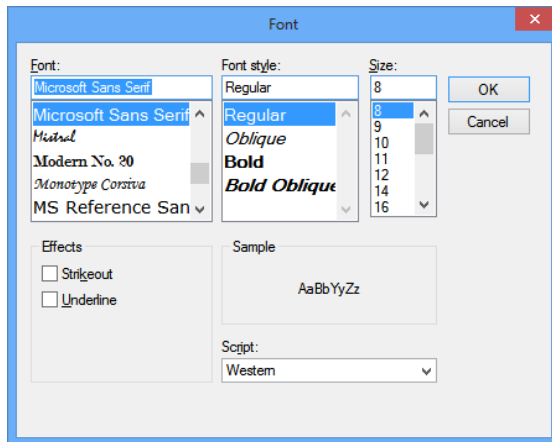


Figure 1.7 – Font Dialog

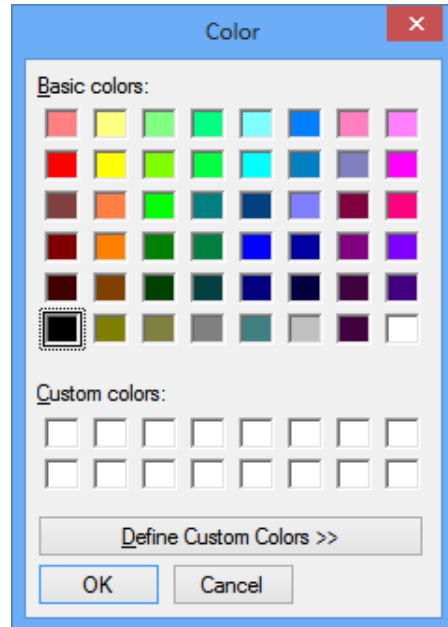


Figure 1.8 – Color Dialog

Type: TALKGROUP

Figure 1.9 – Group Type

Talkgroup(s): 5, 3

Figure 1.10 – Talkgroups List

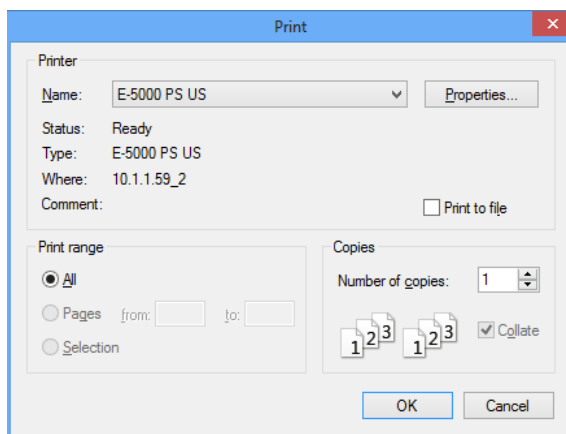
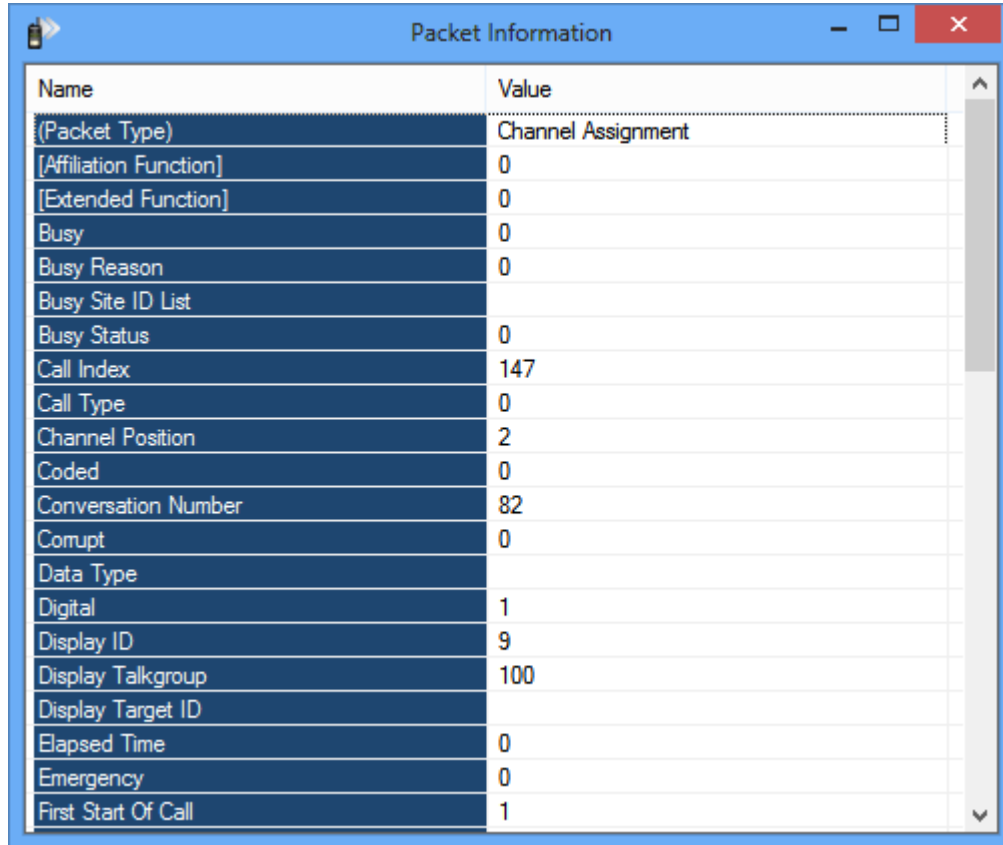


Figure 1.11 – Print Dialog

Viewing Packet Details

Each item in the group windows and the *All Activity* window has more detailed information available. To view the details of an activity, double-click on the activity item. This will load the *Packet Information* window (Figure 1.12).



The screenshot shows a window titled "Packet Information" with a blue header bar. The window contains a table with two columns: "Name" and "Value". The table lists various call parameters and their corresponding values. A vertical scrollbar is visible on the right side of the table.

Name	Value
(Packet Type)	Channel Assignment
[Affiliation Function]	0
[Extended Function]	0
Busy	0
Busy Reason	0
Busy Site ID List	
Busy Status	0
Call Index	147
Call Type	0
Channel Position	2
Coded	0
Conversation Number	82
Corrupt	0
Data Type	
Digital	1
Display ID	9
Display Talkgroup	100
Display Target ID	
Elapsed Time	0
Emergency	0
First Start Of Call	1

Figure 1.12 – Packet Information window

Windows Menu

The **Windows** menu is located at the top of the Group GUI, just above the *Group Tree*.

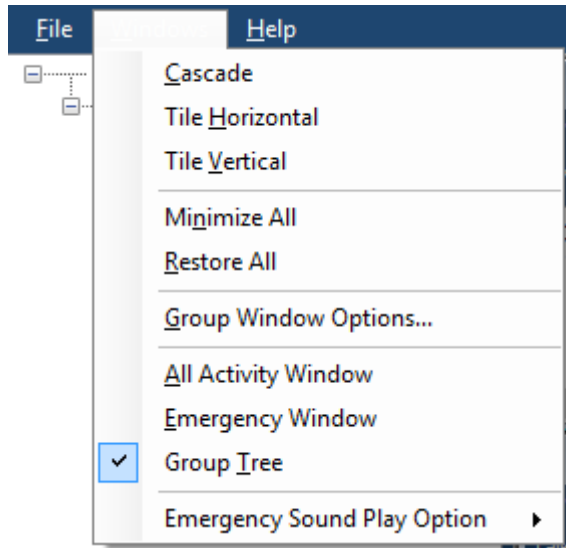


Figure 1.13 – Windows Menu

The **Windows** menu contains the following options:

- **Cascade:** Stacks all windows that are not minimized
- **Tile Horizontal:** Horizontally tiles all windows that are not minimized
- **Tile Vertical:** Vertically tiles all windows that are not minimized
- **Minimize All:** Minimizes all windows
- **Restore All:** Restores all windows
- **Group Window Options...:** Loads the *Group Window Options* window
- **All Activity Window:** Shows/hides the *All Activity* window
- **Emergency Window:** Shows/hides the *Emergency* window
- **Group Tree:** Shows/hides the *Group Tree* panel (also toggled by double-clicking the divider between the *Group Tree* and group windows)
- **Emergency Sound Play Option:**
 - **Never:** Never play the emergency siren sound when a new emergency is added to the receive list of the *Emergency* window
 - **Once On New Received:** Play the emergency siren sound only once when a new emergency is added to the receive list
 - **While Emergencies in Received List (default):** Continue to play the emergency siren sound while there are items in the received list of the *Emergency* window

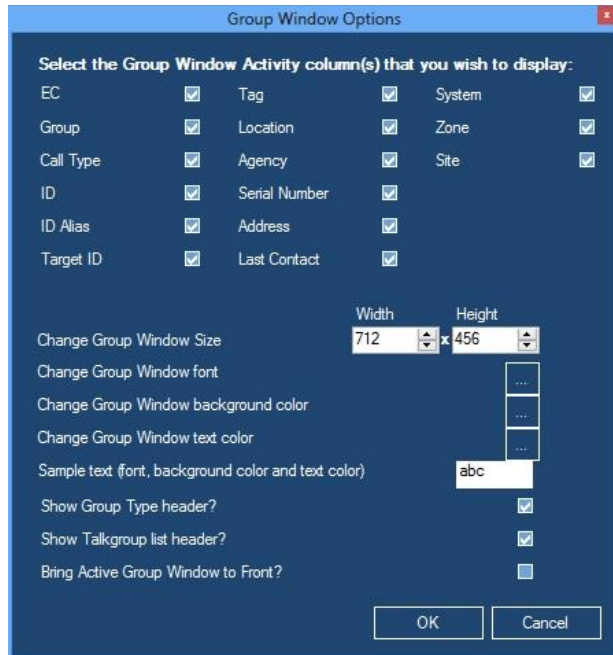


Figure 1.14 – Group Window Options Window

Group Window Options Window

The *Group Window Options* window allows you to customize multiple group windows at once, as well as define the defaults for any group windows you may open later. The options selected in this window will affect all **open** group windows. If you had a group window open and closed it (unchecked it) prior to making changes in the *Group Window Options* window, the closed group window will retain its previous settings and be unchanged by the *Group Window Options* changes.

The *Group Window Options* window allows you to select the following:

- **Group Window Columns:** Uncheck the column(s) that you do not wish to display in the group windows.
- **Group Window Size:** Select the width and height that you wish to set for each Group window.
- **Group Window Font:** Select the font that you wish to set for the group window's activity list.
- **Group Window Background Color:** Select the color that you wish to set for the group window's activity list.
- **Group Window Text Color:** Select the color that you wish to set for the group window's activity list text.
- **Show Group Type header:** Shows the group type in the top of each group window. Group types include talkgroup, multigroup and individual.
- **Show Talkgroup list header:** Shows a list of all talkgroups included in a group window.

- **Bring Active Group Window to Front:** When a group window receives activity, it will be restored (if minimized) and brought to the front of all group windows. This helps to determine which windows received recent activity. Only one window associated with this activity will be brought to the front. The *Individual* window will not be affected.

Using the Emergency Window

The Group GUI provides a section to view emergency activities.

The following emergency-level event is shown in the *Emergency* window:

- **Emergency Alarm:** Radio issued an emergency alarm (generally by pressing a preprogrammed emergency button on the radio). This puts the radio in emergency mode.

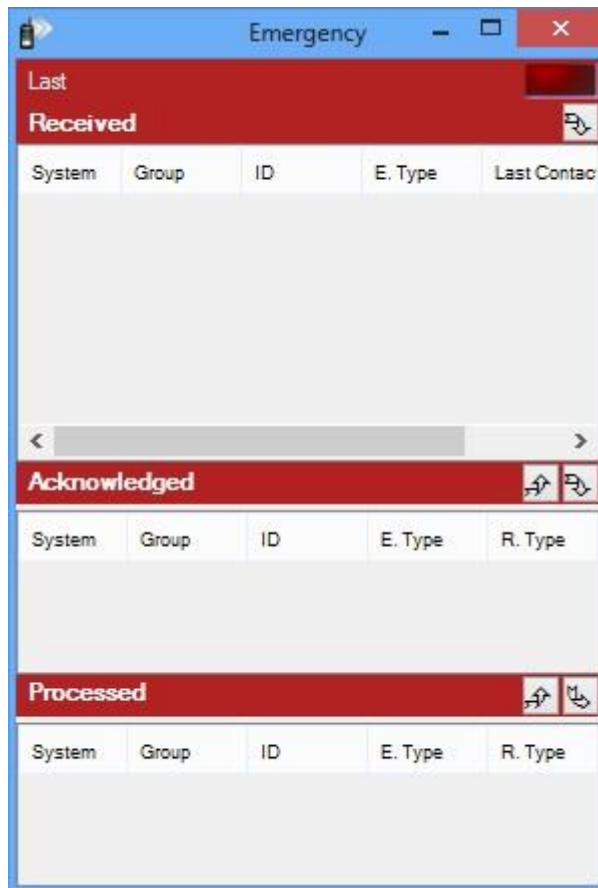



Figure 1.15 – Emergency Window

 Emergency alarms that occur within five seconds of another emergency alarm are considered duplicates and will not be displayed.

Emergency Window Lists

The *Emergency* window contains three lists:

- **Received:** Shows all emergencies that have been received and are awaiting acknowledgement.
- **Acknowledged:** Shows all emergencies that have been received and acknowledged. These emergencies are now ready to be moved to the *Processed* list.
- **Processed:** Shows the emergencies that have been received, acknowledged and processed. Emergencies can only be moved to the *Processed* list manually.

See the *Emergency Window Workflow* section below for a detailed description of the relationship between these lists.

The list below describes the columns that you will find in the *Received*, *Acknowledged* and *Processed* lists.

- **System:** The system ID on which the emergency took place.
- **Group:** The group ID on which the emergency took place.
- **ID:** The radio ID that sent the emergency.
- **E. Type:** The Type of emergency. This version of Group supports only the following emergency type:
 - **ALARM:** Emergency Alarm
- **R. Type:** Found in the *Acknowledged* and *Processed* lists only. The type of response. This can be only one of the following response types:
 - **ACK:** Emergency cleared via system event Emergency Acknowledgement.
 - **MANUAL:** Emergency cleared by the Group view user.
- **Last Contact:** The date and time the emergency was received.

Emergency Window Workflow

When an emergency alarm event is received, it is added to the *Received* list. While an event exists in the *Received* list, the emergency light will flash and an audible alarm will sound. Received emergencies are moved from the *Received* list to the *Acknowledged* list by two means:

- **System events:** Emergency Acknowledgement. If Group receives an Emergency Acknowledgement for an Emergency Alarm in the *Received* list, Group will automatically move the Emergency Alarm to the *Acknowledged* list.
- **Manually:** The Group GUI user selects one or more received emergencies and presses the down-arrow button under the *Received* list.



Moving an Emergency Alarm event from the *Received* List to the *Acknowledged* list in the *Group Emergency* window **does not** issue an Emergency Acknowledgement to the radio.



This workflow is not multiuser. Moving an Emergency Alarm event between the *Emergency* window lists in Group will not affect the *Emergency* window lists of another Group user.

Once in the *Acknowledged* list, the emergency can be manually moved to the *Processed* list. From the *Processed* list, the emergency can be removed from the *Emergency* window.

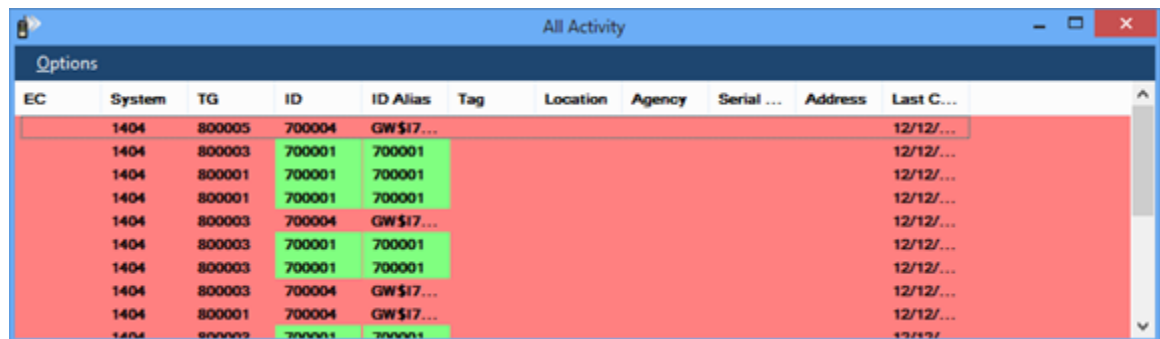
The GW3-TRBO Archiver module stores these emergency events as they occur. These events are available for reporting via the Reports module.

Using the All Activity Window

The *All Activity* window shows all group activity that occurs on a group or multigroup that is present in the *Group Tree* and that meets at least one of the following conditions:

- Originates on a group that is included by the user's attachment list
- Originates on a multigroup that is included by the user's attachment list
- Originates on a site in the user's attachment list
- Originates on a talkgroup assigned to an agency that is included by the user's attachment list
- Originates on a radio assigned to an agency that is included by the user's attachment list

As a result, the *All Activity* window combines activity from all valid groups, sites and radio IDs within the user's attachment list that originate on a group in the *Group Tree*.



The screenshot shows a window titled "All Activity" with a table of call data. The table has columns for EC, System, TG, ID, ID Alias, Tag, Location, Agency, Serial, Address, and Last Contact. The data is filtered to show calls from system 1404. The table is highlighted in red.

EC	System	TG	ID	ID Alias	Tag	Location	Agency	Serial ...	Address	Last C...
1404	800005	700004	700004	GW\$17...						12/12/...
1404	800003	700001	700001	700001						12/12/...
1404	800001	700001	700001	700001						12/12/...
1404	800001	700001	700001	700001						12/12/...
1404	800003	700004	700004	GW\$17...						12/12/...
1404	800003	700001	700001	700001						12/12/...
1404	800003	700001	700001	700001						12/12/...
1404	800003	700004	700004	GW\$17...						12/12/...
1404	800001	700004	700004	GW\$17...						12/12/...
1404	800001	700004	700004	GW\$17...						12/12/...

Figure 1.16 – All Activity Window

The *All Activity* window list contains the following columns:

- **EC:** **E** for emergency calls, **C** for coded calls or **EC** for emergency coded calls.
- **System:** System ID (and alias)
- **TG:** Group ID (and alias)
- **ID:** ID of the originating radio
- **ID Alias*:** Alias of the originating radio
- **Tag*:** Tag assigned to the originating radio ID
- **Location*:** Location of the originating radio ID
- **Agency*:** Agency of the originating radio ID
- **Serial Number*:** Serial number of the originating radio ID
- **Address*:** Address of the originating radio ID
- **Last Contact:** The last date and time activity was received for the call

* - Value assigned to the radio ID in the Alias GUI. See the *Alias Module Book* for more details.

Printing the All Activity Window Activity List

You may wish to print the contents of the *All Activity* window activity list. To print this list:

1. If you wish to print all the activity in the activity list, skip this step. Select the activity in the activity list that you wish to print. Select a range by clicking on the first activity and holding **Shift** while clicking on the last activity in the desired range.
2. Click on the **Options** menu toward the top of the *All Activity* window. This will result in a menu of options, including **Print...**
3. Click on the **Print ...** option. This will show the *printer options* window specific to your default printer (Figure 1.11).
4. Select the options for your printer. It is usually best to choose to print in landscape mode (not portrait).
5. Click **OK**. This will result in a dialog, asking if you want to print the selected items or all items.
6. Make your selection from the dialog. **Yes** or **No** will print. **Cancel** will cancel this print request.

Customizing the All Activity Window

The *All Activity* window allows you to customize its appearance. You can modify the following properties of the *All Activity* window:

- **Column Size:**
 1. In the column header section of the activity list, move your mouse pointer to the right side of the column to resize.
 2. When the mouse pointer changes to the resize pointers, hold down the left mouse button to resize the window.
- **Font:**
 1. Click the **Options** menu toward the top of the *All Activity* window. This will result in a menu of options, including **Font...**
 2. Click the **Font...** option. This will result in a font dialog box (Figure 1.7).
 3. Choose the desired font options.
 4. Click the **OK** button.
- **Text Color:**
 1. Click the **Options** menu toward the top of the *All Activity* window. This will result in a menu of options, including **Text Color...**
 2. Click the **Text Color...** option. This will result in a color dialog box (Figure 1.8).
 3. Choose the desired color.
 4. Click the **OK** button.
- **Background color:**
 1. Click on the **Options** menu toward the top of the *All Activity* window. This will result in a menu of options, including **Background Color.**
 2. Click the **Background Color...** option. This will result in a color dialog box (see Figure 1.8).
 3. Click the desired color.
 4. Click the **OK** button.
- **Print:** Described in the previous section.