



Mobi-Dispatch

Introducing, Mobi-Dispatch, the all in one Messaging, AVL and Dispatch System.

The ideal solution for any radio dispatch system

Designed to operate with Kenwood TK-7180/8180 Fleetsync radios

Main Features

- ❖ **Short and Long Messages (with KDS100)**
- ❖ **Status message tables showing remote unit status at a glance**
- ❖ **Automatic Vehicle Location (GPS Positioning)**
 - **Control autopoll in remote units by placing units on and off duty in Mobi-Dispatch**
- ❖ **Voice Free Dispatching**
 - **Create new calls and place in database queue ordered by date and time**
 - **Dispatch units based on proximity to pickup point or based on First in First Out (FiFo) rules**
 - **Dispatched calls are visible to operator**
 - **Protocol based confirmation that remote unit has received the dispatch message**
 - **Calls not confirmed are flagged back to operator**
 - **'Picked Up' indicator controlled by Status message from remote unit**
 - **Calls when completed can be cleared by Status message from remote unit or manually by operator**
 - **When a call is cleared the remote unit is placed back in dispatch rotation**
 - **Comprehensive archives of all Messaging, AVL and Dispatch data**
 - **View and print from data with the archive viewer tool.**

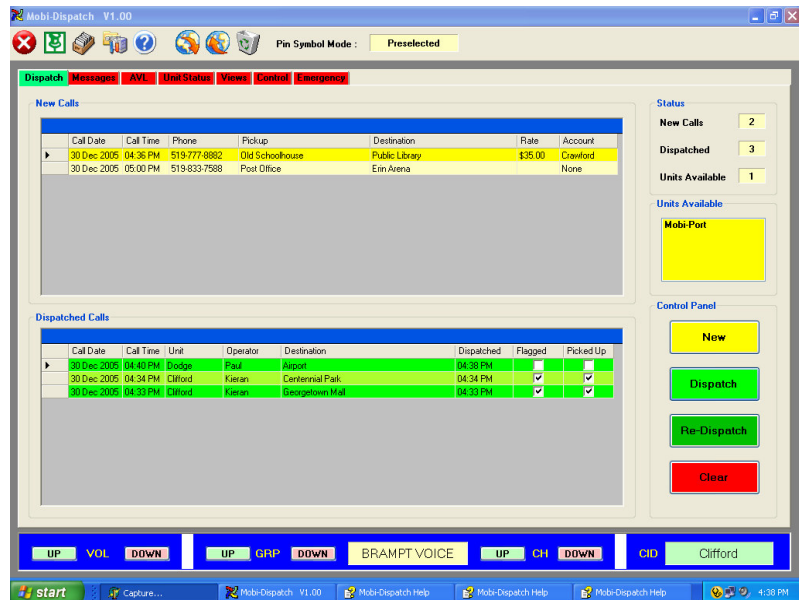
Fleetsync™ Kenwood Communications

Contact us at: PO Box 426, Erin, Ontario, N0B1T0
support@mobi-com.ca
sales@mobi-com.ca

Tel: (519) 833-7588
Fax: (519) 833-7588

www.mobi-com.ca

Dispatch System Overview



The basic process flow for Mobi-Dispatch is :

- [NEW CALL](#) is created when a customer calls requesting a pickup and delivery.
- The [NEW CALL](#) is entered into the New Call [TABLE](#).
 - [EDIT](#) the New Call if required by double clicking on the ROW of the New Call [TABLE](#).
- [DISPATCH](#) the call by clicking on the ROW of the New Call Table and clicking the Dispatch button.
 - The Call is entered into the Dispatched Calls [TABLE](#) automatically once it is received by the remote unit, and then deleted from the New Calls table.
 - [EDIT](#) the Dispatched Call if required by double clicking on the ROW of the Dispatched Calls [TABLE](#).
 - [RE-DISPATCH](#) the call if necessary.
 - [CANCEL](#) call if necessary.
- [CLEAR](#) the call when completed and the details are entered into the [ARCHIVE](#) Database.

FiFo (First in First out) is an option in the [Setup Screen](#) of Mobi-Dispatch. When selected, a unit that is [CLEARED](#) from a call is placed at the bottom of the list of available units. If this option is not selected then the units are alphabetically sorted.

[STATUS](#) - shows the current status of the call count and units available

Automatic functions from remote units:

Picked Up - [Status Message 71](#) from the remote unit will change the Picked Up indicator in the Dispatched Calls [TABLE](#).

Clear - [Status Message 72](#) from the remote unit will [CLEAR](#) the call automatically.

Contact us at: PO Box 426, Erin, Ontario, NOBITO
support@mobi-com.ca
sales@mobi-com.ca

Tel: (519) 833-7588
 Fax: (519) 833-7588

www.mobi-com.ca

New Call

The screenshot shows a software window titled "New Call" with a blue title bar and a close button. The window contains several input fields and sections:

- Phone #**: 519-555-1616
- Pickup**: 29 Wellington Rd
- Destination**: Airport
- Name**: Harry Smit
- Booked Date**: 30 Dec 2005 (dropdown)
- Booked Time**: 04:45 PM (time picker)
- Call Date**: 30 Dec 2005 (dropdown)
- Call Time**: 05:45 PM (time picker)
- Flagged Call**: A section with a checkbox labeled "Flagged Call" (unchecked), a "Unit" dropdown, and "Date" and "Time" input fields.
- Rate**: A section with radio buttons for "Flat" (selected) and "Meter", a dropdown for "Airport" (selected), and a text field showing "\$85.00".
- Account**: A section with radio buttons for "Yes" (selected) and "No", a dropdown for "None" (selected), and an empty text field.
- New**: A large yellow button with the text "New" in black.

Description

Mandatory fields are :

Phone #, Pickup, Destination

Failure to enter these will result in a warning message

Options:

Flagged Call - If the call is the result of a Flag then check Flagged Calls and the name of the remote units must be selected.

Flat/Meter - These options indicate if the call is to be billed on a flat rate basis or measured by the meter.

Account - If the call is to be placed on a customer account then this option should be chosen and the customer account selected.

Contact us at: PO Box 426, Erin, Ontario, NOBITO
support@mobi-com.ca
sales@mobi-com.ca

Tel: (519) 833-7588
Fax: (519) 833-7588

www.mobi-com.ca

New Calls Table

New Calls							
	Call Date	Call Time	Phone	Pickup	Destination	Rate	Account
▶	30 Dec 2005	05:00 PM	519-777-8882	Old Schoolhouse	Public Library	\$35.00	Crawford
	30 Dec 2005	05:00 PM	519-833-7588	Post Office	Erin Arena		None
	30 Dec 2005	05:45 PM	519-555-1616	29 Wellington Rd	Airport	\$85.00	None

Single Click - the left hand column of the row to be selected to [DISPATCH](#).

Double Click - the left hand column of the row to be [EDITED](#).

Edit New Calls Table

New Calls							
Phone #	519-777-8882	Booked Date	30 Dec 2005	<div>Edit</div> <div>Delete</div> <div>OK</div> <div>Cancel</div>			
Pickup	Old Schoolhouse	Booked	04:36 PM				
Destination	Public Library	Call Date	30 Dec 2005				
Name	Mr Oliver	Call Time	05:00 PM				
Rate		Account					
Orangevill \$35.00		Crawford 34112					

Edit - Removes read only from data fields and allows user to edit data.

Delete - Deletes record from New Calls [TABLE](#).

OK - Saves changes and returns to the New Calls [TABLE](#).

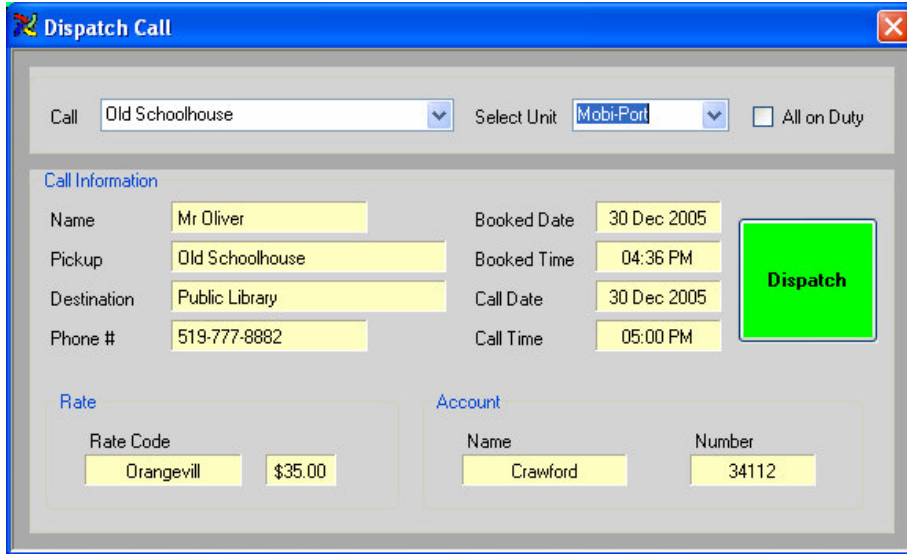
Cancel - Cancels EDIT operation and returns to the New Calls [TABLE](#).

Contact us at: PO Box 426, Erin, Ontario, NOBITO
support@mobi-com.ca
sales@mobi-com.ca

Tel: (519) 833-7588
Fax: (519) 833-7588

www.mobi-com.ca

Dispatch Call

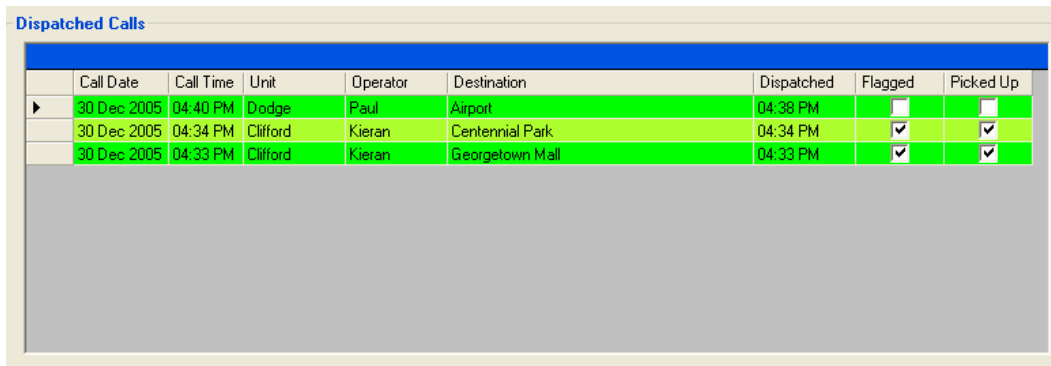


Select Unit - Dispatcher must select a unit to send the call to.

All on Duty - Allows the dispatcher to send the call to a Unit currently dispatched.

When the call is dispatched the call details are sent to the remote unit. Information contained in the message is selected by pre-determined configurations as selected by Message Type on the Administration TAB of the Setup Screens. (Please see the Help on the Setup Screen for further information)

Dispatched Calls Table



	Call Date	Call Time	Unit	Operator	Destination	Dispatched	Flagged	Picked Up
▶	30 Dec 2005	04:40 PM	Dodge	Paul	Airport	04:38 PM	<input type="checkbox"/>	<input type="checkbox"/>
	30 Dec 2005	04:34 PM	Clifford	Kieran	Centennial Park	04:34 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	30 Dec 2005	04:33 PM	Clifford	Kieran	Georgetown Mall	04:33 PM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Single Click - the left hand column of the row to be selected to CLEAR.

Double Click - the left hand column of the row to be EDITED.

Contact us at: PO Box 426, Erin, Ontario, NOBITO
support@mobi-com.ca
sales@mobi-com.ca

Tel: (519) 833-7588
Fax: (519) 833-7588

www.mobi-com.ca

Edit Dispatched Call/Cancel Call

Dispatched Calls

Phone #	519-555-1212	Booked Date	30 Dec 2005
Pickup	30 Madison Sq Gdns	Booked	04:35 PM
Destination	Airport	Call Date	30 Dec 2005
Name	Holly	Call Time	04:40 PM
Rate Code	Airport	Dispatched	30 Dec 2005
Rate	\$85.00	Dispatched	04:38 PM
Account	White	Unit Name	Dodge
Account	1245558	Operator	Paul

Cancel Call

Cancel

Cancel Call - Sends a Call Cancellation to the Dispatched Unit and clears the call from the Dispatched [TABLE](#). The call information is entered into the [ARCHIVE](#) database.

Cancel - Cancels Edit operation and returns to the Dispatched Calls [TABLE](#).

Re-Dispatch Call

Re Dispatch Call

Old Unit: Dodge Select New Unit: ☐ All on Duty

Call Information

Pickup	30 Madison Sq Gdns	Booked Date	30 Dec 2005
Destination	Airport	Booked Time	04:35 PM
Phone #	519-555-1212	Call Date	30 Dec 2005
Name	Holly	Call Time	04:40 PM

Re-Dispatch

Rate

Rate Code	Rate
Airport	\$85.00

Account

Name	Number
White	1245558

Select New Unit - Selects a new unit to dispatch call to.

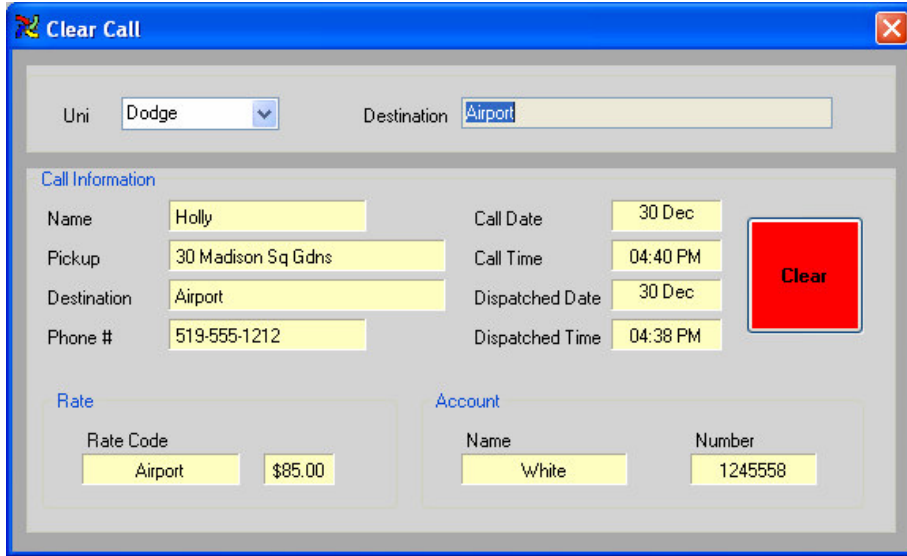
All on Duty - Allows the dispatcher to send the call to a Unit currently dispatched.

Contact us at: PO Box 426, Erin, Ontario, NOBITO
support@mobi-com.ca
sales@mobi-com.ca

Tel: (519) 833-7588
Fax: (519) 833-7588

www.mobi-com.ca

Clear Call



Uni: Dodge Destination: Airport

Call Information

Name: Holly Call Date: 30 Dec

Pickup: 30 Madison Sq Gdns Call Time: 04:40 PM

Destination: Airport Dispatched Date: 30 Dec

Phone #: 519-555-1212 Dispatched Time: 04:38 PM

Rate

Rate Code: Airport \$85.00

Account

Name: White Number: 1245558

Clear

Clears the call, removes it from the Dispatched Calls [TABLE](#) and enters the data into the [ARCHIVE](#) database.

Status



Status

New Calls: 1

Dispatched: 3

Units Available: 1

Units Available

Clifford

New Calls - shows number of records in New Calls table waiting to be dispatched.

Dispatched - shows total number of calls currently dispatched waiting to be completed and cleared

Units Available - shows number of units which are on duty and not currently handling a Dispatched call. Units in the process of a Flagged Call remain in the list and are deemed to be available.

Contact us at: PO Box 426, Erin, Ontario, NOBITO
support@mobi-com.ca
sales@mobi-com.ca

Tel: (519) 833-7588
Fax: (519) 833-7588

www.mobi-com.ca

Data Table Contents

New Calls

Phone	Customer Telephone Number
Name	Customer Name
Pickup	Customer Pickup Point
Destination	Customer Destination
Booked Date	Date call was booked
Booked Time	Time call was booked
Call Date	Date Pickup Required
Call Time	Time Pickup Required
Rate Destination	Description of Flat Rate Charge
Charge	Cost of Service
Account Name	Customer Account Name
Account Number	Customer Account Number

Dispatched Calls

Phone	Customer Telephone Number
Name	Customer Name
Pickup	Customer Pickup Point
Destination	Customer Destination
Booked Date	Date call was booked
Booked Time	Time call was booked
Call Date	Date Pickup Required
Call Time	Time Pickup Required
Rate Destination	Description of Flat Rate Charge
Charge	Cost of Service
Account Name	Customer Account Name
Account Number	Customer Account Number
Unit	Unit Call Dispatched to
Operator	Operator of Remote Unit
Dispatched Date	Date Call Dispatched to Remote Unit
Dispatched Time	Time Call Dispatched to Remote Unit
Flagged	Indicates if the Call was a Result of Flag
In Progress	Indicates if the Remote Unit Operator has Picked Up

Contact us at: PO Box 426, Erin, Ontario, N0B1T0
support@mobi-com.ca
sales@mobi-com.ca

Tel: (519) 833-7588
Fax: (519) 833-7588

www.mobi-com.ca

Archived Calls

Phone	Customer Telephone Number
Name	Customer Name
Pickup	Customer Pickup Point
Destination	Customer Destination
Booked Date	Date call was booked
Booked Time	Time call was booked
Call Date	Date Pickup Required
Call Time	Time Pickup Required
Rate Destination	Description of Flat Rate Charge
Charge	Cost of Service
Account Name	Customer Account Name
Account Number	Customer Account Number
Unit	Unit Call Dispatched to
Operator	Operator of Remote Unit
Dispatched Date	Date Call Dispatched to Remote Unit
Dispatched Time	Time Call Dispatched to Remote Unit
Flagged	Indicates if the Call was a Result of Flag
In Progress	Indicates if the Remote Unit Operator has Picked Up
Cleared Date	Date Call Completed
Cleared Time	Time Call Completed

Contact us at: PO Box 426, Erin, Ontario, N0B1T0
support@mobi-com.ca
sales@mobi-com.ca

Tel: (519) 833-7588
Fax: (519) 833-7588

www.mobi-com.ca