

WebChat
User Guide
Dispatcher

**ACT
AS
ONE**



v. 2.4.12

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1. OVERVIEW

With team on the run's (TOTR) Geolocation service, you can manage your teams on the field by getting real-time position tracking on the map.

This Geolocation service allows you (as a Dispatch Manager) to locate other users on the map and it also allows continuous real-time tracking on the map. The service even allows you to type in an address and see which team member is currently closest.

Real-Time Geolocation tracking coupled with Web RTC makes a complete tracking and communication system. You can instantly send messages or call team members with one click directly from the map. You can also initiate a Push-to-Talk session that your team member can reply to with a hands-free accessory.

The Geolocation service also supports Bluetooth beacon technology. This allows you to locate company users more accurately using Bluetooth in locations where the GPS signal is poor or unavailable.

You can also generate reports and analyze each user's activity (number of trips per day/week, time spent on site, etc.)

- **Trip Minimum Distance:** The minimum distance between two geolocation points to consider it a move (in meters).
- **Trip Minimum Stop Duration:** The minimum time interval between two geolocation points to consider it a stop (in seconds).
- **Trip Max Duration:** The maximum duration between two geolocation points allowed in a trip (in seconds).

This centralizes your activity, saves time, and allows operations to run smoothly, directly from the web-based control panel.

All these features are available in the **TOTR Geolocation** package.

2. HOW IT WORKS

The feature has three levels of rights, each with specific features:

1. From the Company Admin, the Admin activates the **Geolocation** option for the users and assigns users as Dispatch Managers.

Note 1: As an admin, you will have a limited number of users to assign as Dispatch Managers. When this limit is reached, the admin will be informed.

Note 2: As a Dispatch Manager, you will only be able to track and locate the users you were given rights over. The location of users outside this list will be displayed as not available.

2. From WebChat or mobile, you can track users with the **Geolocation** option active.

Note 3: A user can be a Dispatch Manager and can also be tracked as a user.

3. The users are located with their mobiles (thanks to their mobile GPS/3G/4G/5G network or Wi-Fi). They can deactivate the option from **Settings**.

Note 4: For better position tracking, it is recommended that mobile users keep the mobile data and Wi-Fi on at the same time.

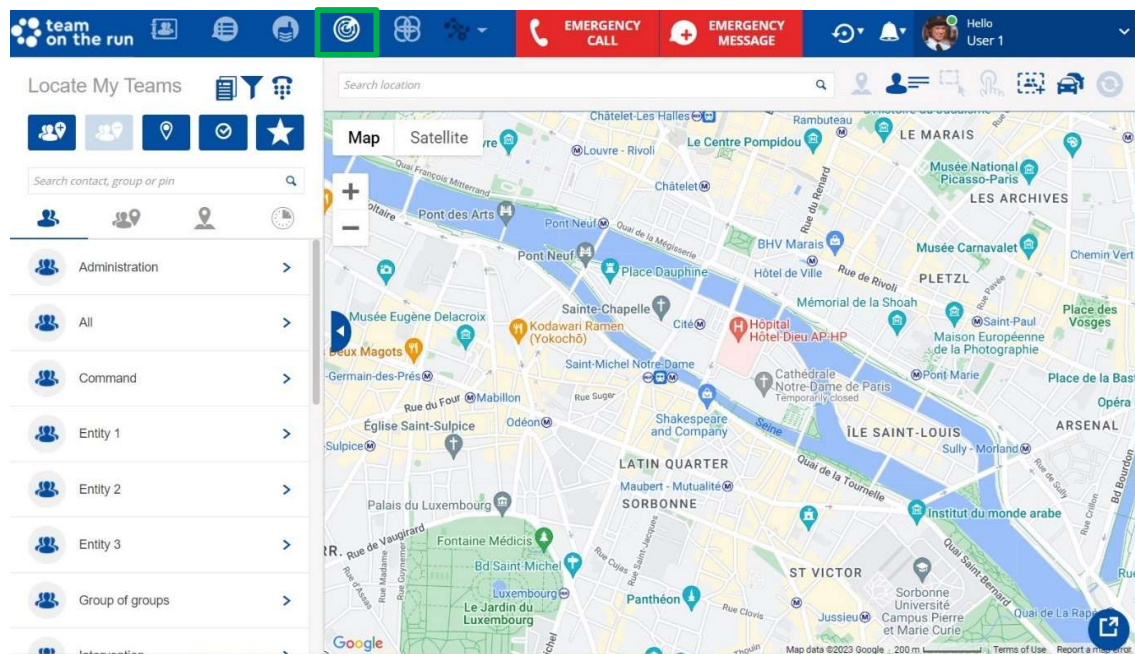
Note 5: If the **Geolocation** feature is activated but you do not have Internet access for several days, all the requests (positions to be sent to the Backend) are saved, and once the Internet connection is established, all these saved positions are sent in a batch to reduce the number of requests and avoid the application crashing.

If a user agrees to be tracked, old positions are sent to know about their previous itinerary. For personal data reasons, shared location is only available for 30 days (customizable), not longer.

3. DISPATCH MANAGER RIGHTS

The Dispatch Manager has the following rights:

- Locate the users from WebChat (they need to have the **WebChat** option activated) or from the mobile application
- Create Dispatch Groups
- Dispatch users to addresses depending on their location
- Call or send messages from the map
- Get users' location history
- Refresh users' location on the map
- Search for an address to see which users are closer
- See the area traffic (if the **Display Traffic Layer on the Map** option is activated)
- Access the available **My Tools** packages directly from the menu



Geolocation map

Note: If you have any problems using the maps in Geolocation, contact your Company Admin.

You can choose to see the map either in full display or standard mode by using the following buttons:



Collapse left column



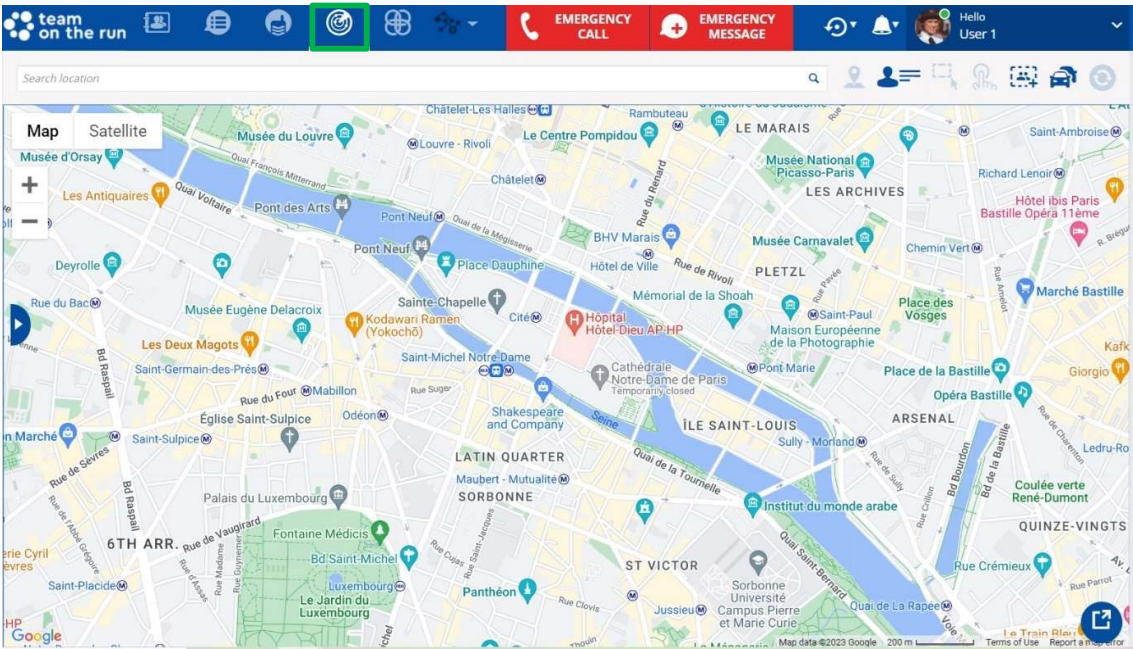
Expand left column



Full display



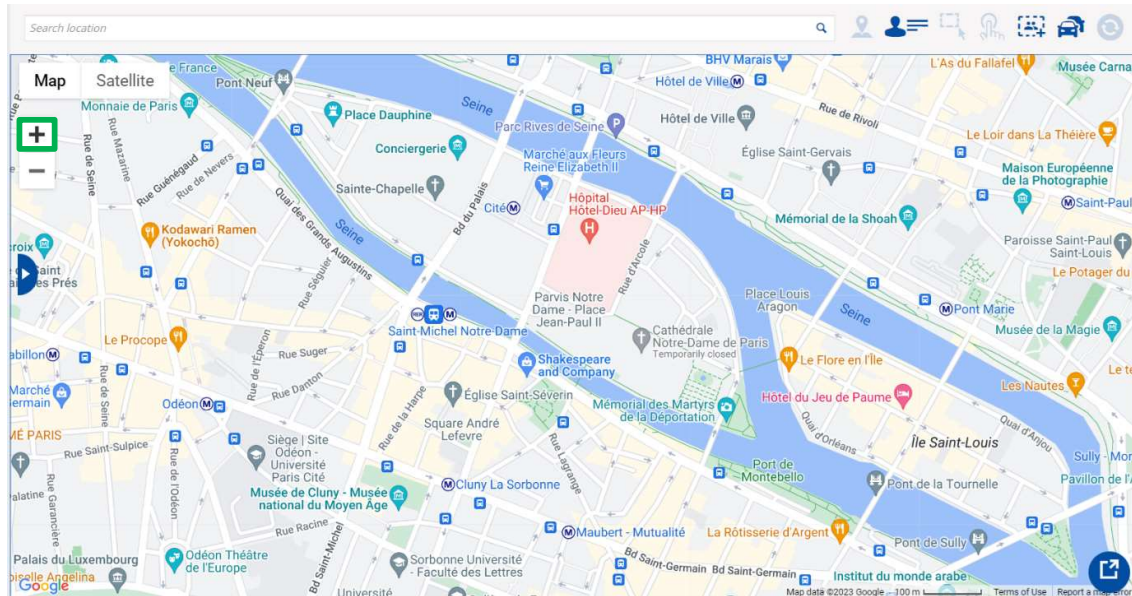
Standard display



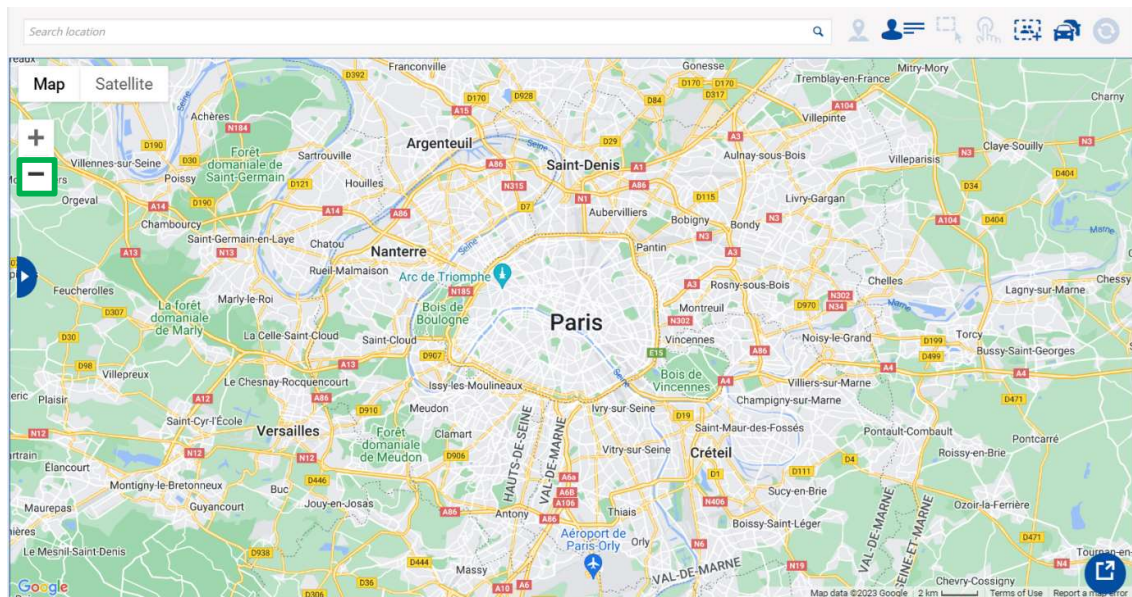
Geolocation map in full display mode

You can also choose to **Zoom In** or **Zoom Out** using one of the following ways:

- Use the **Zoom In/Zoom Out** buttons
- Use your mouse to **Scroll** forward/backward
- Use your mouse buttons: Double click the left button to **Zoom In**, double click the right button to **Zoom Out**



Geolocation map > Click Zoom In



Geolocation map > Click Zoom Out

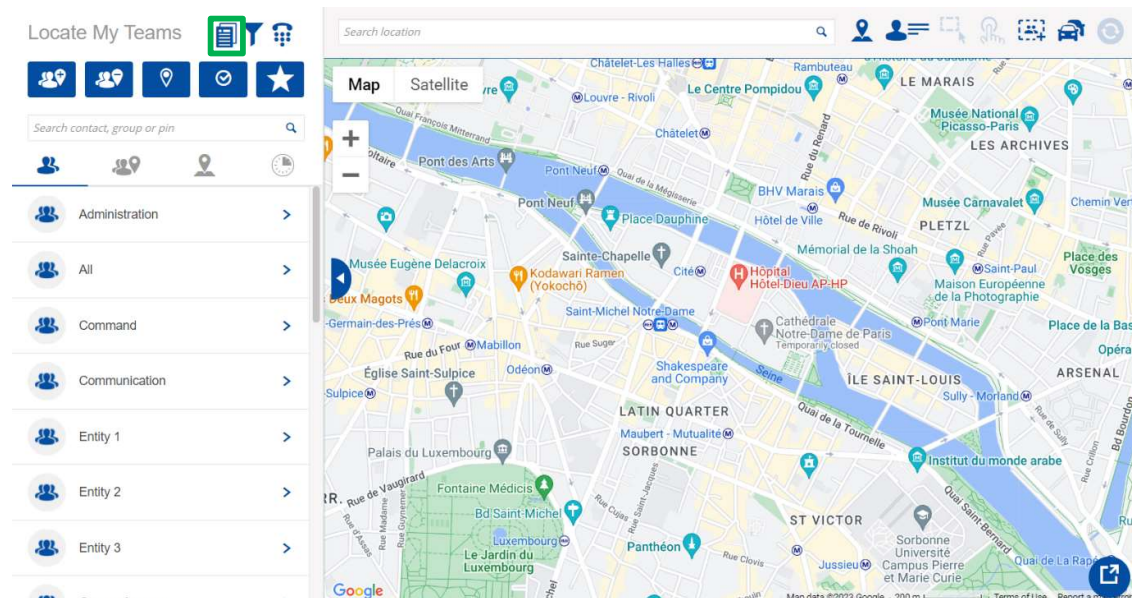
4. MY REPORTS

You can view or download the requested weekly reports (for single user/multiple users/group/Dispatch group) by clicking the **My Reports** button.

The generation request flow for weekly reports will remain unchanged.

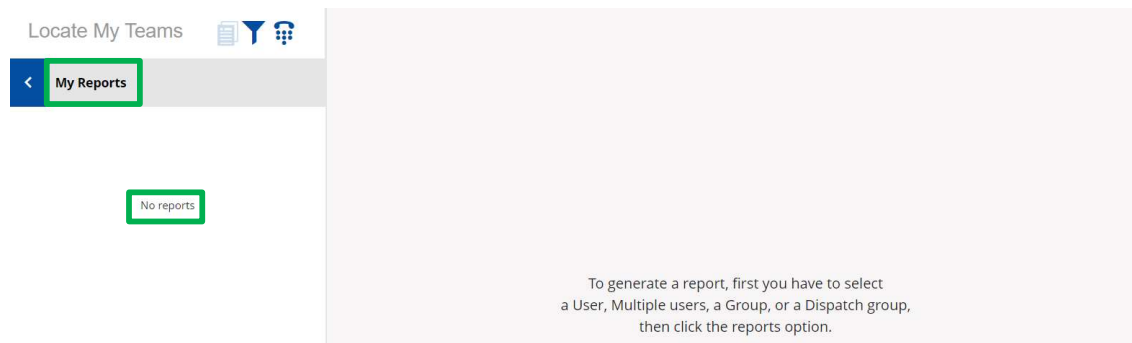
For more information on how to generate weekly reports, go to the **Weekly Report** section in the guide (Multi-Selection > Reports).

The difference in the flow is that the reports will not be generated immediately.



Geolocation map > My reports

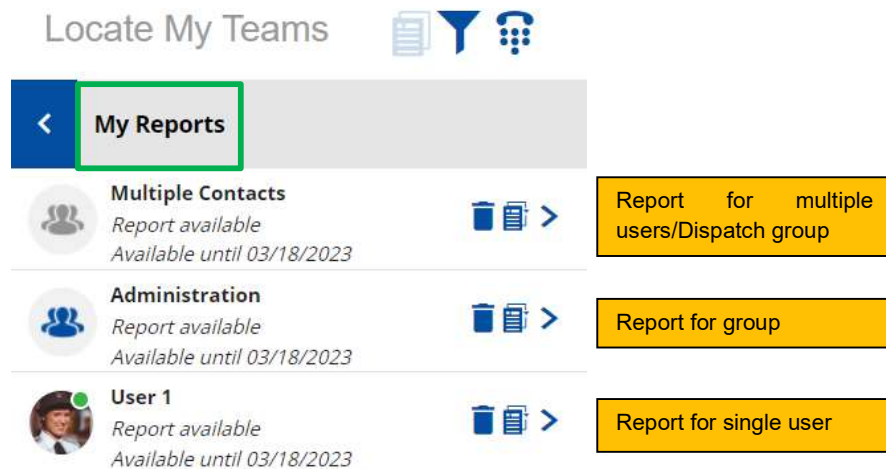
If you did not generate any weekly reports, there will be no reports available when you click the **My Reports** button.



Geolocation map > No reports generated

If you generated one or more weekly reports, a list of the requested reports appears on the left side of the screen when you click the **My Reports** button.

The reports are organized in chronological order, beginning with the most recent request (Date/Time) and ending with the oldest.

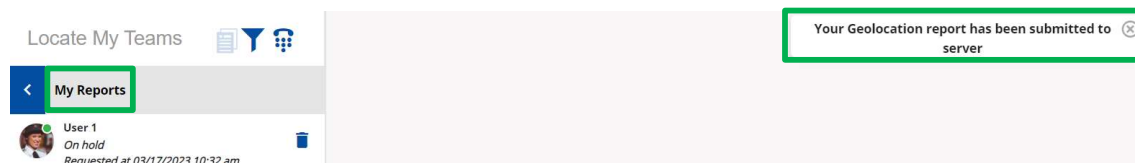


Geolocation map > Weekly reports generated for single user/multiple users/group/Dispatch group

Depending on its status, each requested report contains the following information:

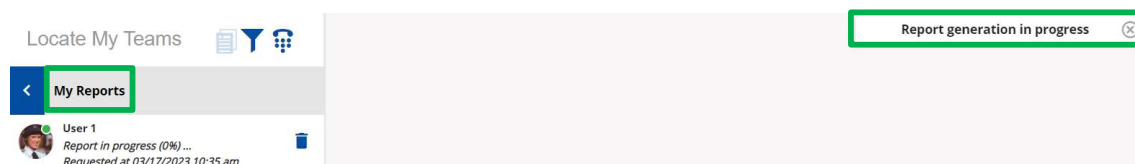
- **On Hold:** The report's generation has not yet begun.
- **In Progress:** This status is displayed immediately after the report is requested.
- **Available:** You can view the report's details or download it.

When you request a weekly report, a notification appears on the right side of the screen that says, "Your Geolocation report has been submitted to server".



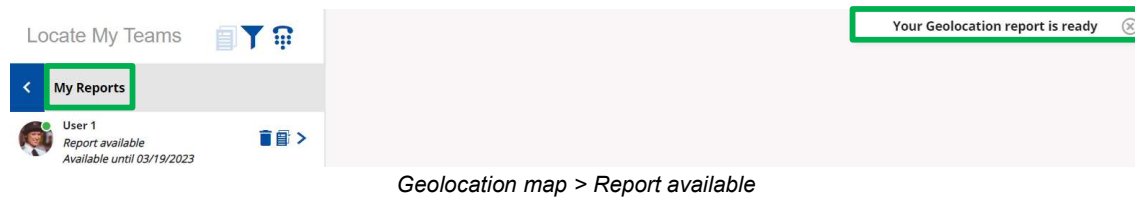
Geolocation map > Report on hold (submitted to the server)

When the report is in progress, a notification appears on the right side of the screen that says, "Report generation in progress".



Geolocation map > Report in progress

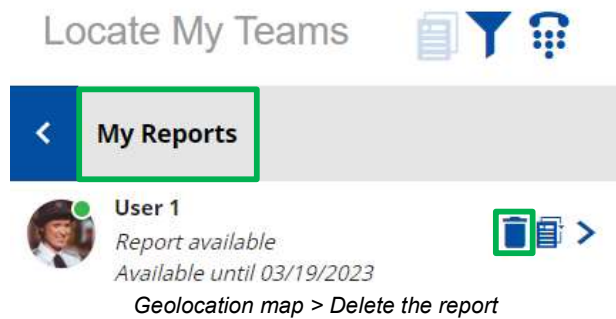
When the report is available, a notification appears on the right side of the screen that says, "Your Geolocation report is ready".



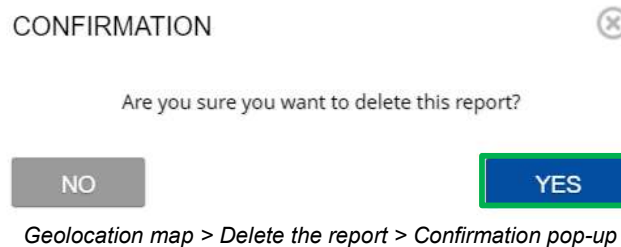
The report has three options:

1. Delete

You can delete the report by clicking the **Delete** button.

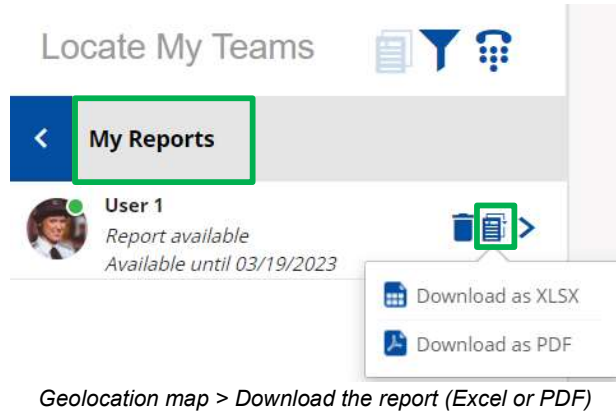


Before deletion, a confirmation pop-up window is displayed. Click **Yes** to confirm.



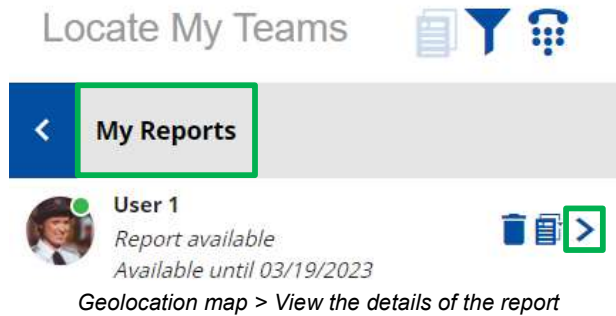
2. Download

You can download the report as an Excel or PDF file by clicking the **Download** button. When you select one of the options, the Excel or PDF report is downloaded automatically. The report content is identical to what is currently in place.



3. Details

You can view the report's details, including a list of all the trips, by clicking the **Details** button.



When you select a day, a list of trips appears on the right side of the screen.

Click the arrow once more to close this view.

Locate My Teams

My Reports

User 1
Report available
Available until 03/19/2023

Default Rule
Location update every 1 minute

REPORT SUMMARY

03/18/2023 - 03/12/2023

S S M T W T F
03/11 03/12 03/13 03/14 03/15 03/16 03/17

Trips Summary

NUMBER OF TRIPS	TOTAL TRAVEL DURATION	TOTAL TRAVEL DISTANCE
5	9h 59min	63.29 mi
AVERAGE SPEED	MAXIMUM SPEED	
6.33 MPH	109.86 MPH	

Total Shift Duration

START OF FIRST TRIP	END OF LAST TRIP	TOTAL SHIFT DURATION
03/16/2023 11:46 am	03/17/2023 10:26 am	15h 31min

Total shift duration excluding first and last trip

ARRIVAL AT FIRST LOCATION	DEPARTURE FROM LAST LOCATION	TOTAL SHIFT DURATION
03/16/2023 07:00 pm	03/17/2023 12:41 am	5h 41min

Time on site

NUMBER OF ON-SITE LOCATIONS	TOTAL ON-SITE DURATION
3	4h 54min

Collapse

S S M T W T F
03/11 03/12 03/13 03/14 03/15 03/16 03/17

Select a day from the left of the screen to display all trip information for this day

03/18/2023 - 03/12/2023

Click on the Week button to get back to displaying all the information of the week

Geolocation map > Report summary

After the process is complete, the requested reports are saved for three days (the default value). This is a platform-level configuration parameter.

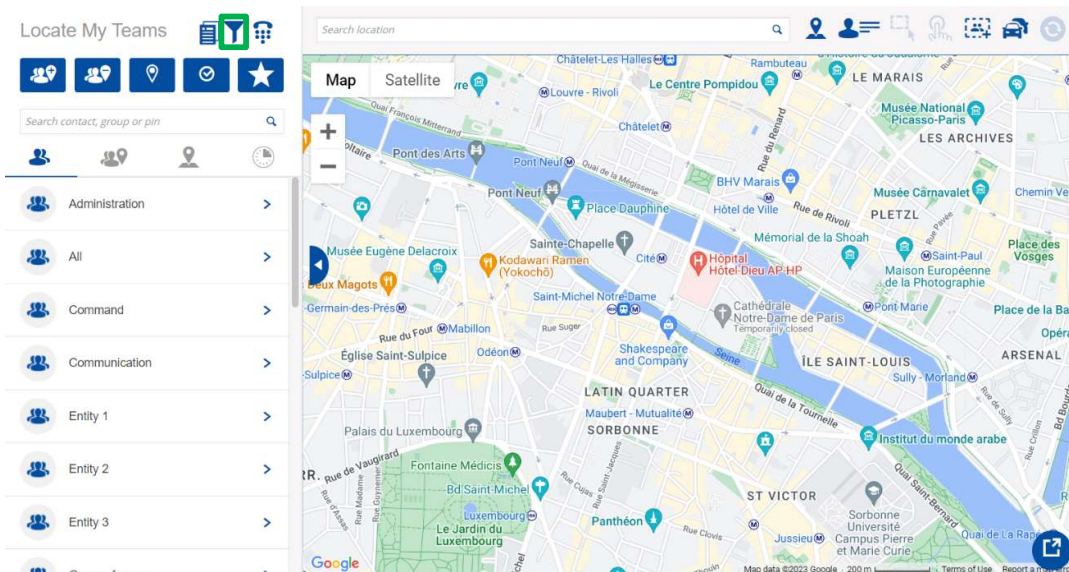
The list of requested reports is not shared among Dispatch Managers from the same organization. A Dispatch Manager can only see the reports that have been requested by them.

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5. FILTER

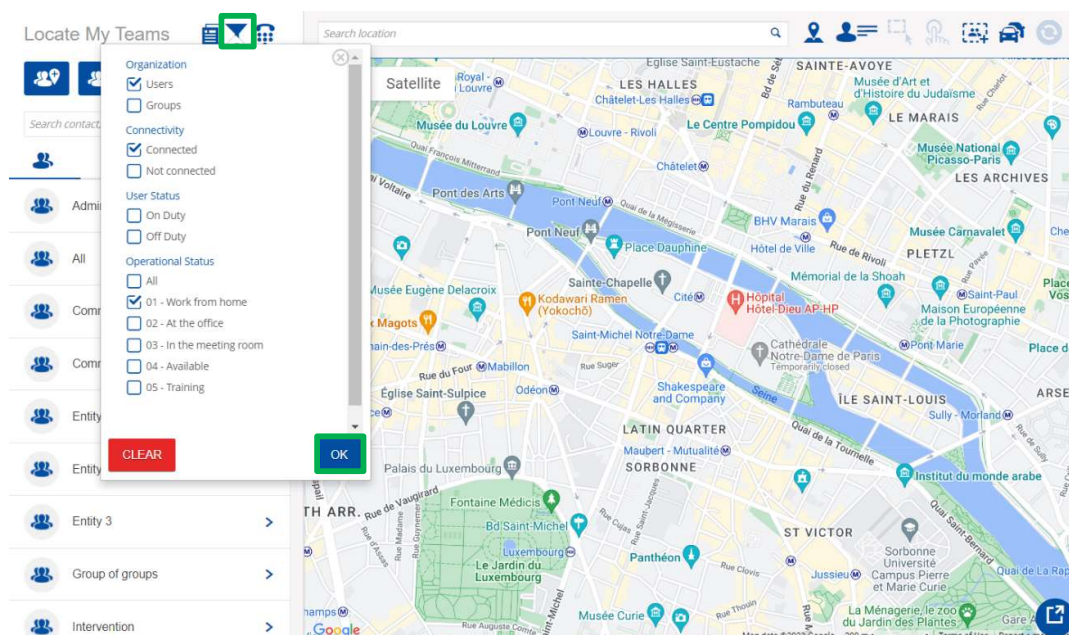
You can display the contacts by using the **Filter** based on the following criteria:

- **Organization:** Users/Groups
- **Connectivity:** Connected/Not connected
- **User Status:** On Duty/Off Duty
- **Operational Status** (if available)



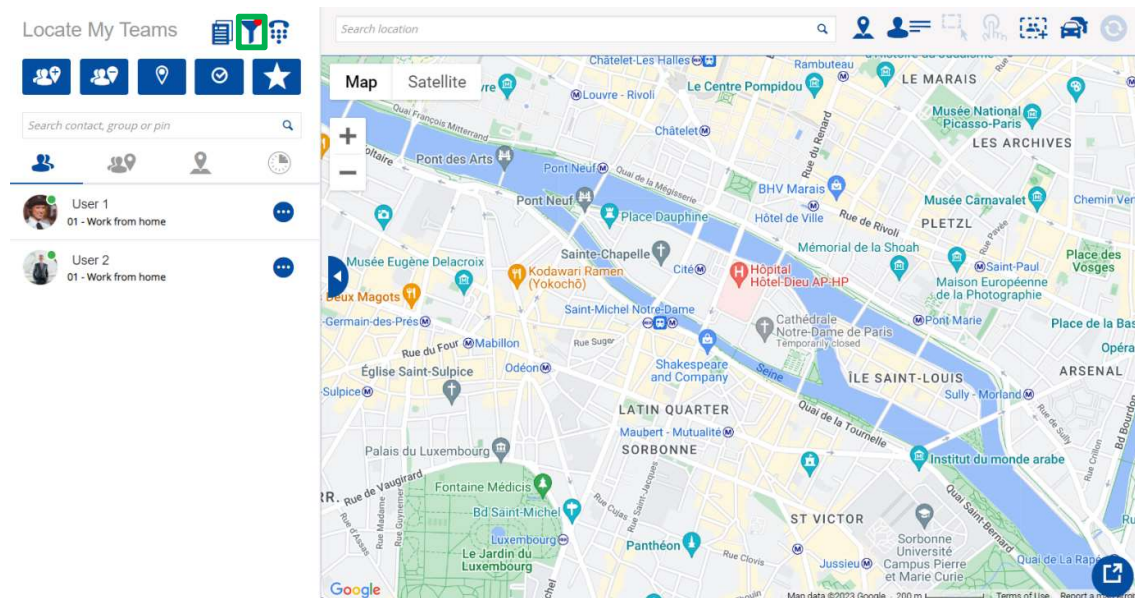
Geolocation map > Filter

Select the needed categories and click **OK** to apply the filter.



Geolocation map > Filter > Select categories

Once applied, a red dot will indicate that the filter is active. To remove the filter, click **Clear**.



Geolocation map > Filter applied

If you apply the **Connected** filter, the list will display only the connected users. Otherwise, not connected users will be displayed in gray:



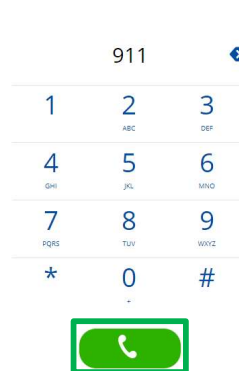
Geolocation map > Not connected user

6. DIALER

Using the **Dialer** feature, you can quickly call an external number.

You can call an external number that is not part of TOTR. WebChat will not make any translation for national numbers, meaning that the number will not be verified, and you will be able to insert any number or characters.

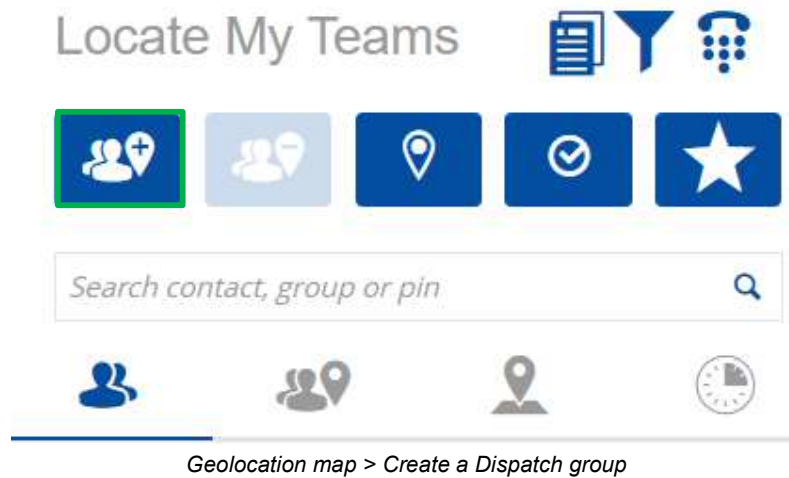
After dialing the number, click the green **Call** button.



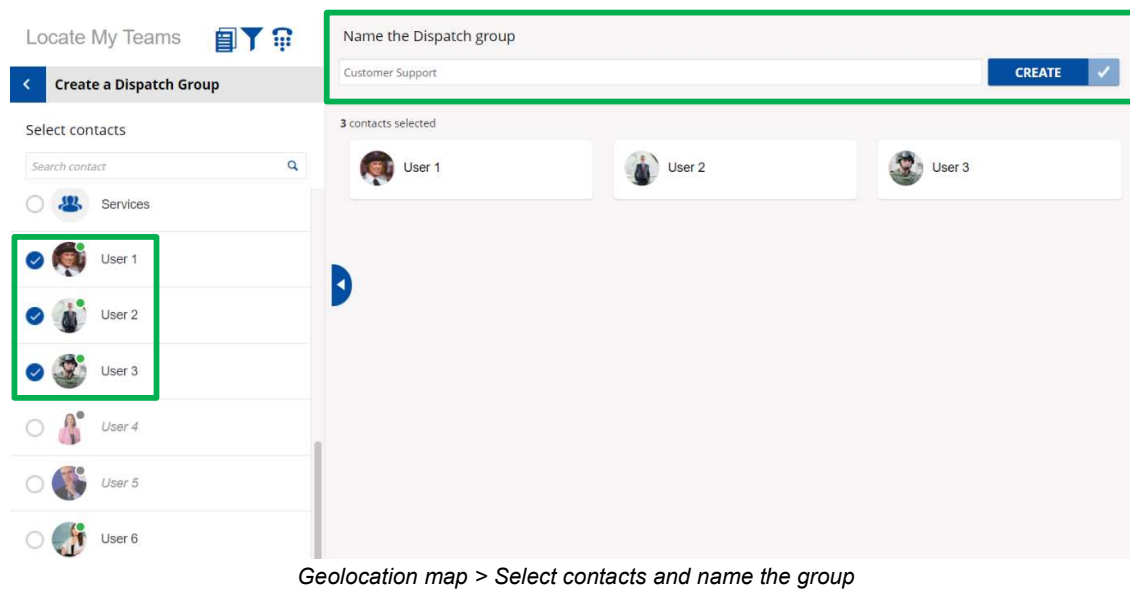
Geolocation map > Dialer > Outgoing call out via PBX to an external number

7. CREATING A DISPATCH GROUP

From Geolocation, click the **Create a Dispatch Group** button.

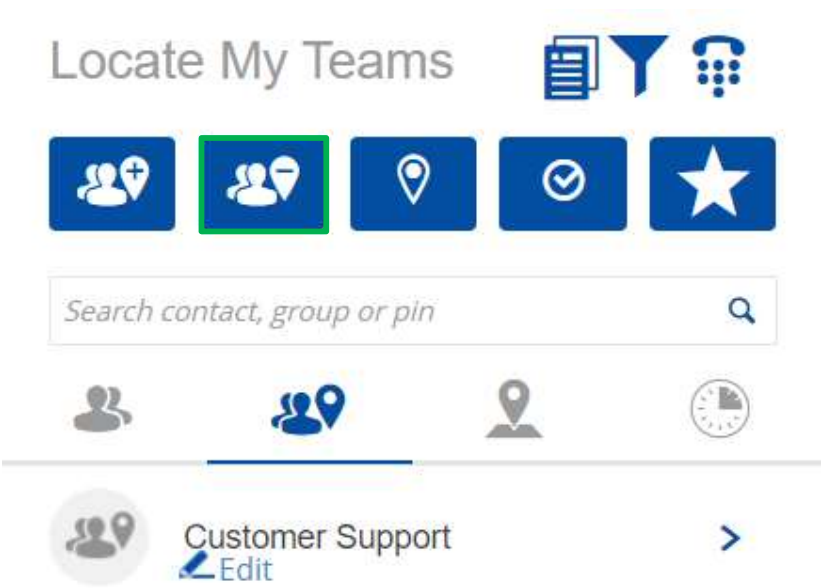


The creation page is displayed. Select the contacts (individual users and/or groups) for the Dispatch Group and name it.



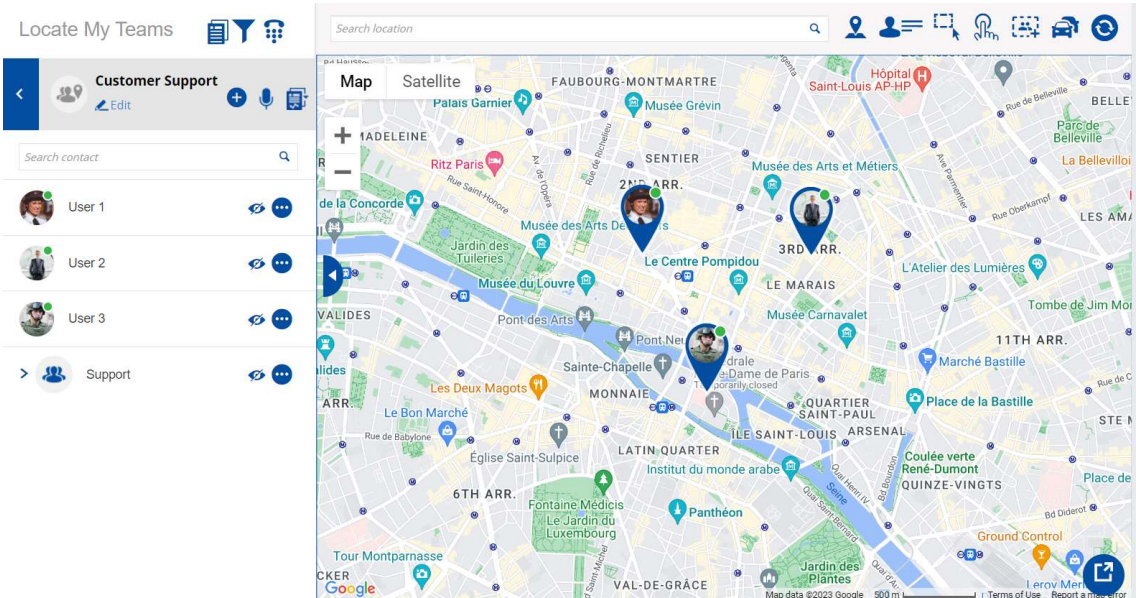
Click the **Create** button. The Dispatch Group is created.

All Dispatch Groups you create will be displayed in the list of Dispatch Groups.



Geolocation map > Dispatch groups list

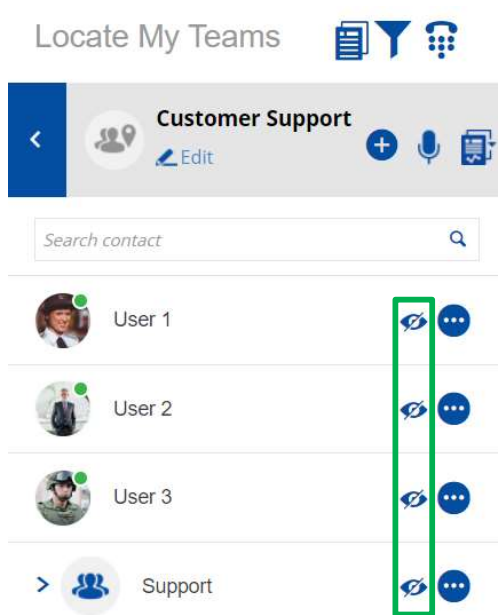
When you select a Dispatch Group, its members will be automatically located on the map.



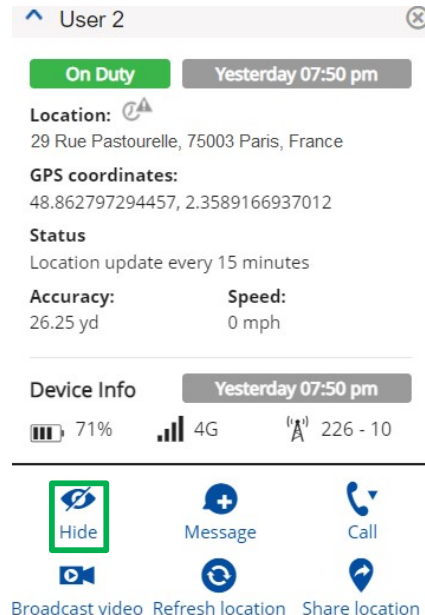
Geolocation map > Dispatch group selected

Hide/Show Icon

To hide or show back contacts (individual users/entire groups) on the map, click the corresponding **Hide/Show** icon from the **Contacts** list displayed on the left or from the pop-up information window displayed on the map after having selected an individual user.

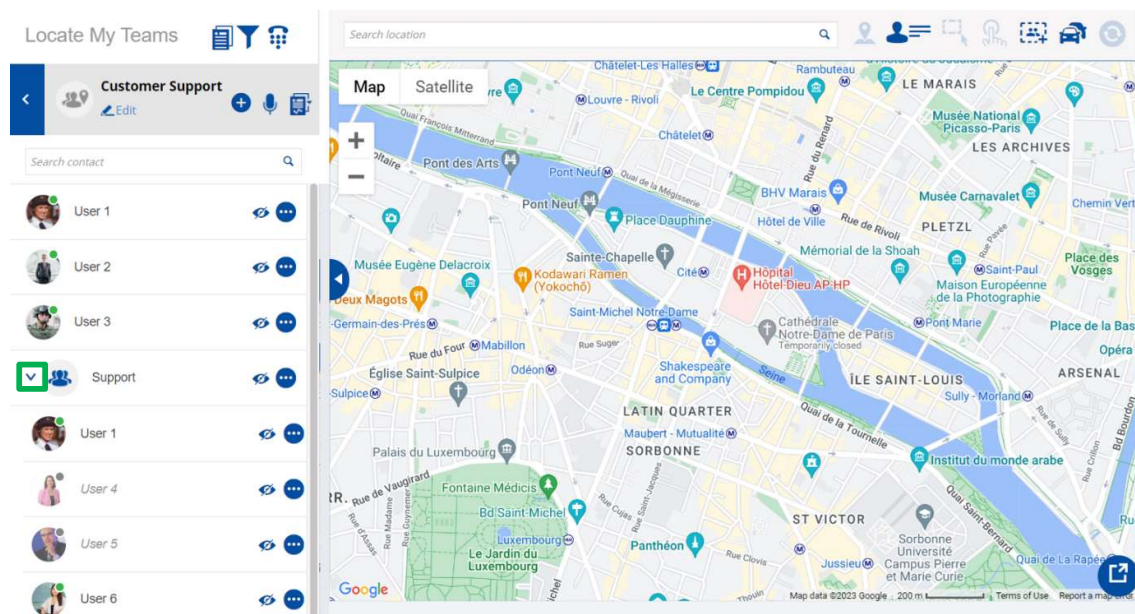


Geolocation map > Dispatch groups > Selected Dispatch group > Hide/Show



Geolocation map > Dispatch groups > Selected Dispatch group > Selected user > Hide/Show

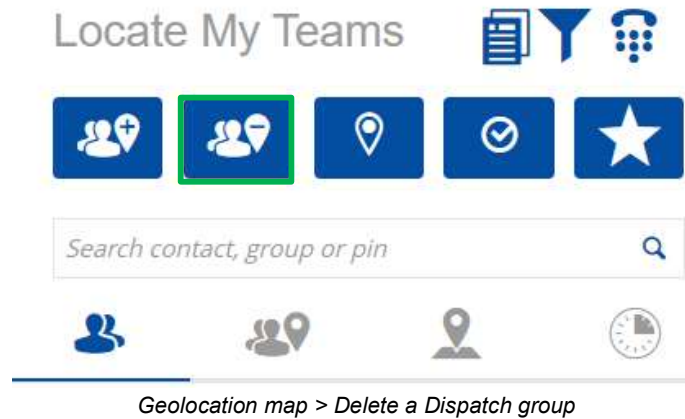
To hide or show back on the map only some members of a group, click the blue arrow to expand the group and then the corresponding **Hide/Show** icon.



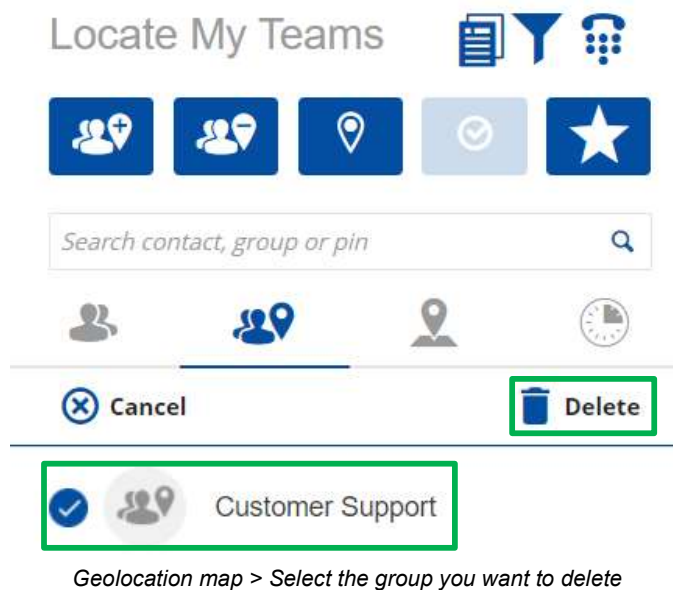
Geolocation map > Dispatch groups > Selected Dispatch group > Expanded group > Expand/Collapse

8. DELETING A DISPATCH GROUP

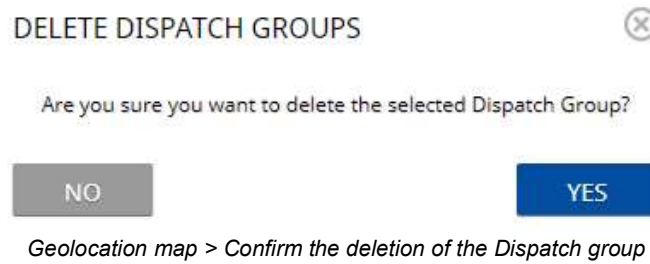
From Geolocation, click the **Delete a Dispatch Group** button.



Select the Dispatch Group you want to delete.

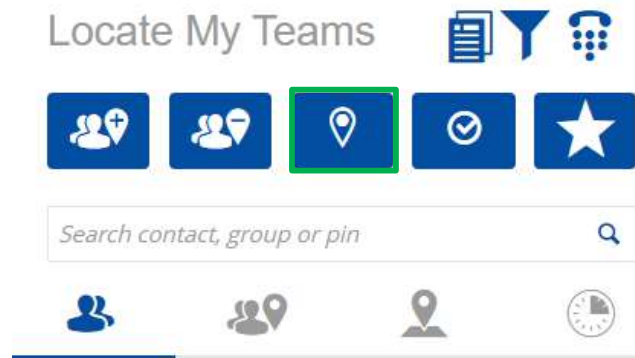


Click **Delete** and then **Yes**.



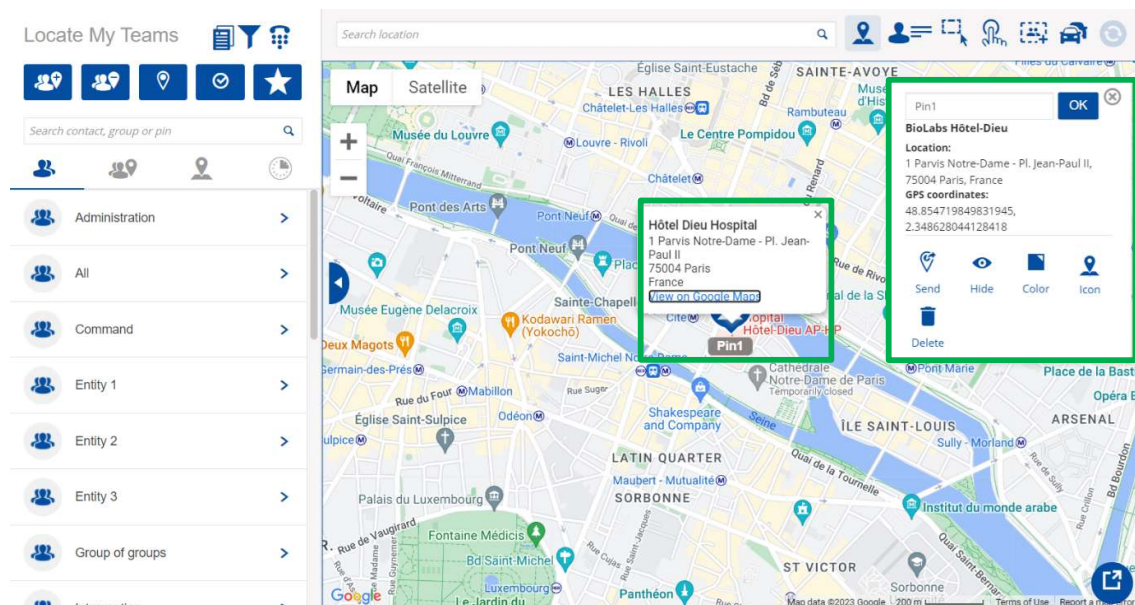
9. SETTING PINS ON MAP AND SENDING THEM TO USERS

The **Geolocation** feature allows setting pins (points of interest) on the map and sending the pins to users. For example, if there are drivers who need to stop in several locations to pick up packages, you can send them a list with these locations, each of them marked by a pin.



Geolocation map > Set Pins on map

After setting the pin, a box is displayed on the map with the location and the GPS coordinates of the pin. Since this is the first pin, its default name is Pin1, but you can change it. You can also change the color and the icon of the pin.



Geolocation map > Pin 1 added on map > Click OK

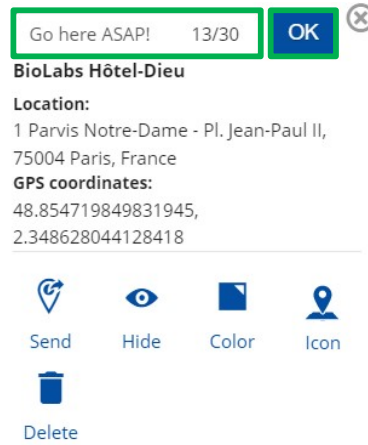
Note 1: You can move a pin on the map by using the Drag and Drop method. When you do that, both its location address and GPS coordinates are going to change accordingly.

By clicking the **Edit** button, you can change the name of the pin.

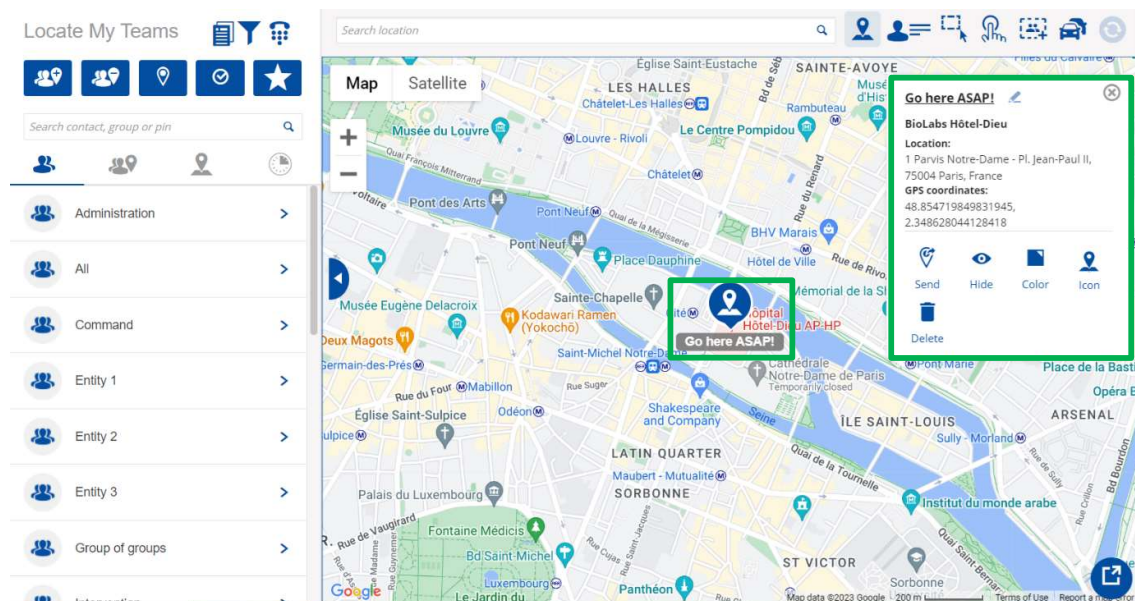
Note 2: You cannot type more than the highlighted word limitation, which is 30 letters.



Geolocation map > Click the Edit button



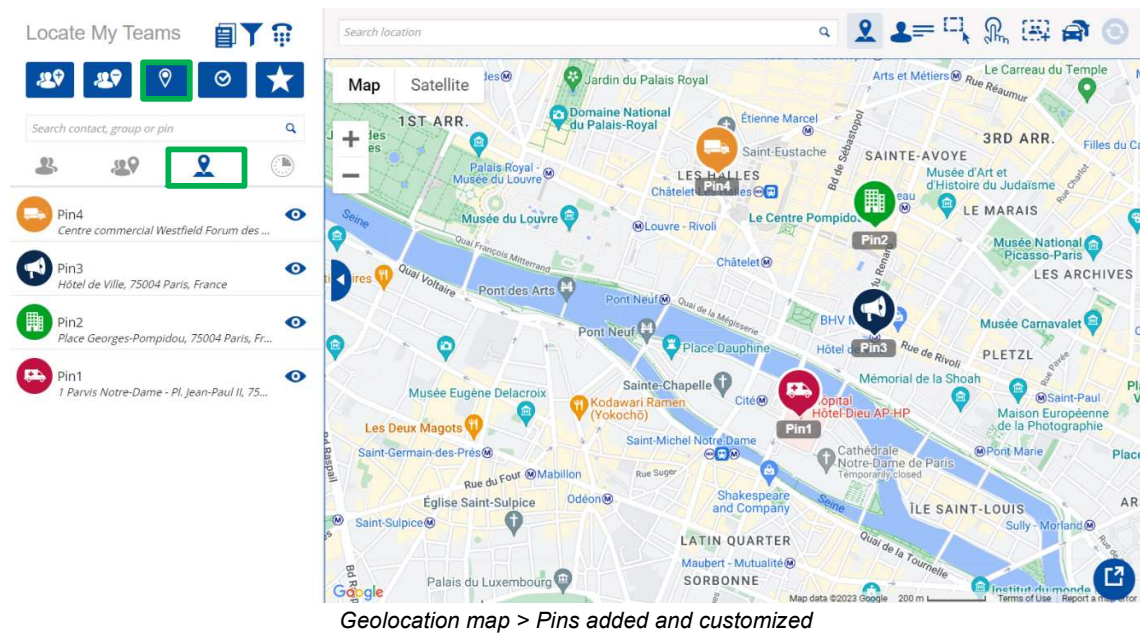
Geolocation map > Edit the pin's name> Click OK to confirm the change



Geolocation map > Name of the pin is changed

Adding More Pins

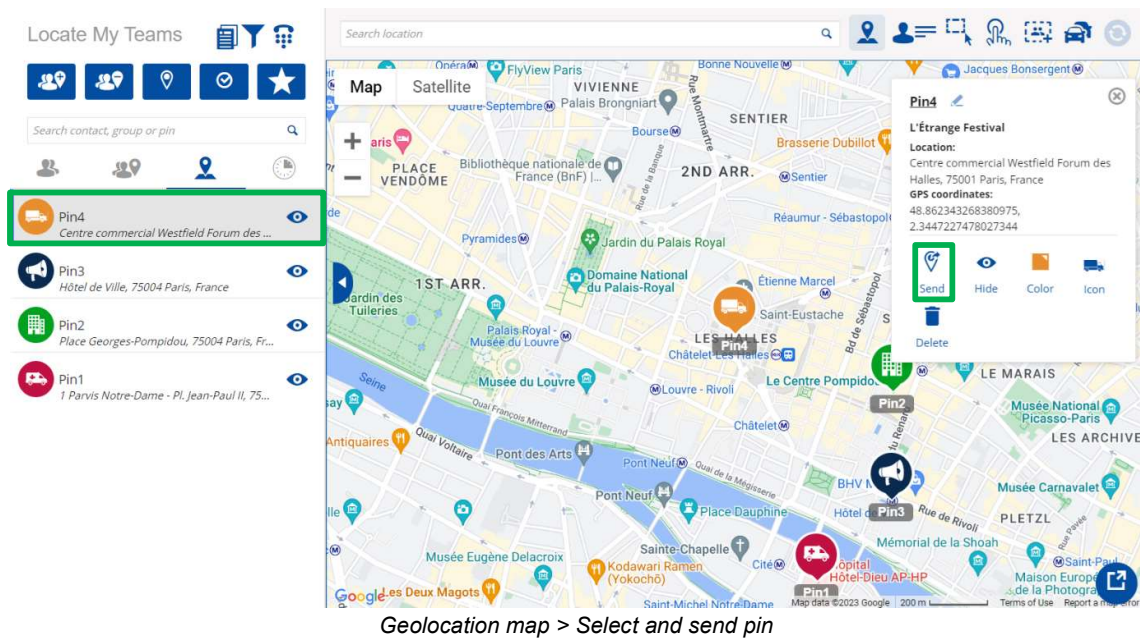
To add more pins, click the **Set Pin on Map** button and repeat the above steps.



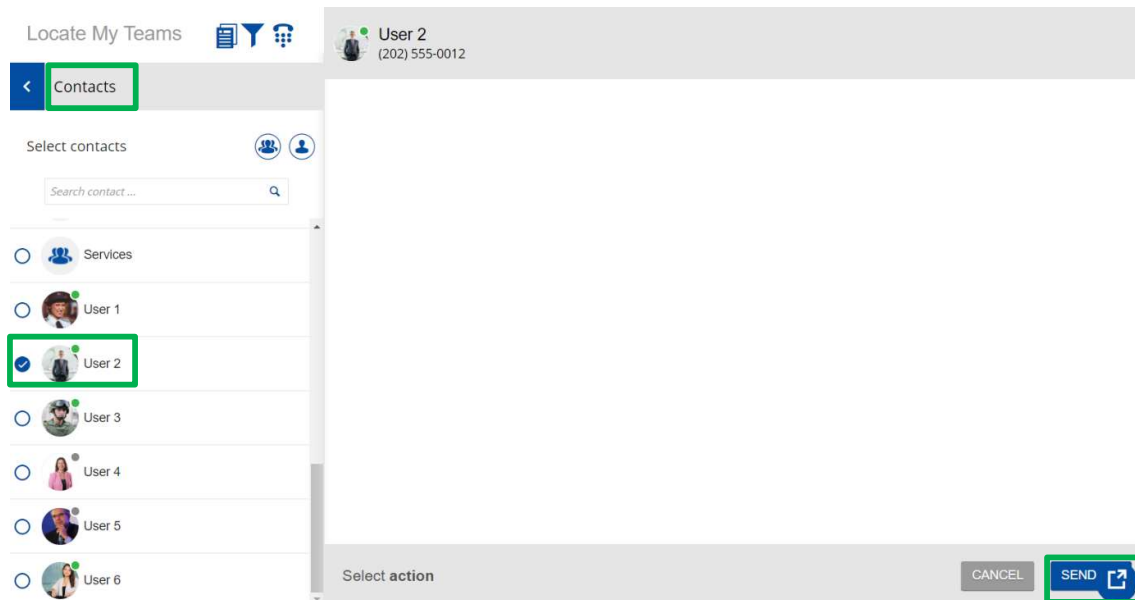
9.1. Sending Pins

Sending One Pin to a User

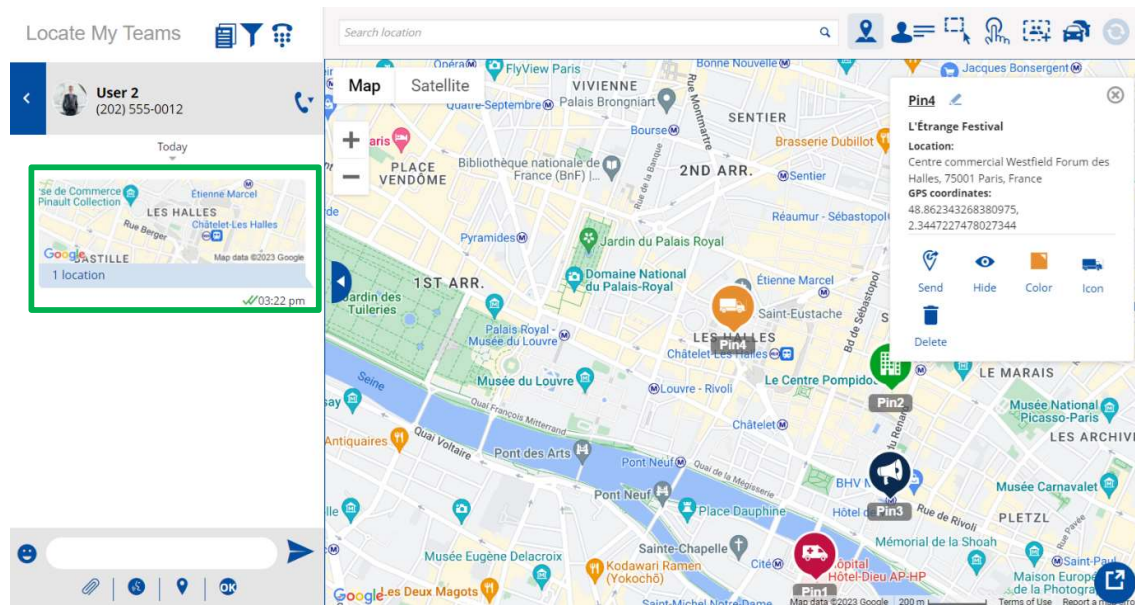
To send a pin to a user, select the desired pin, and click the **Send** button.



From the **Contacts** page, select the user you want to send the pin to. Click the **Send Pin** button.

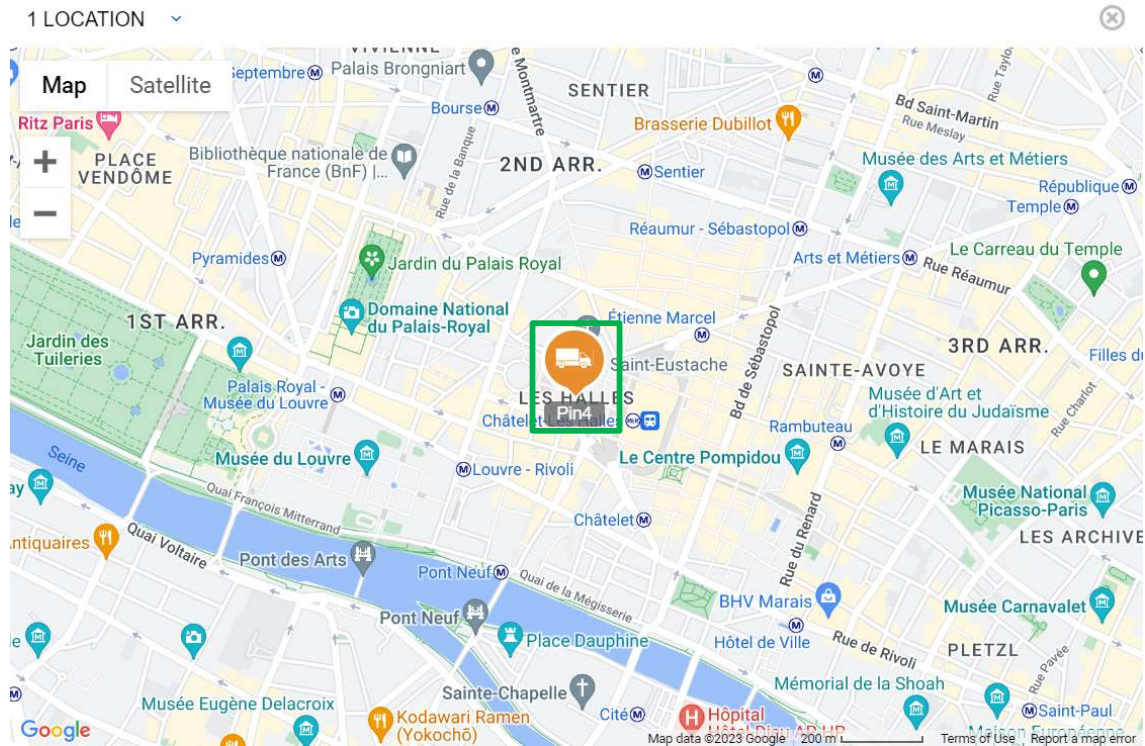


Geolocation map > Select a user from the Contacts list > Click Send pin



Geolocation map > Pin's location sent to the selected user

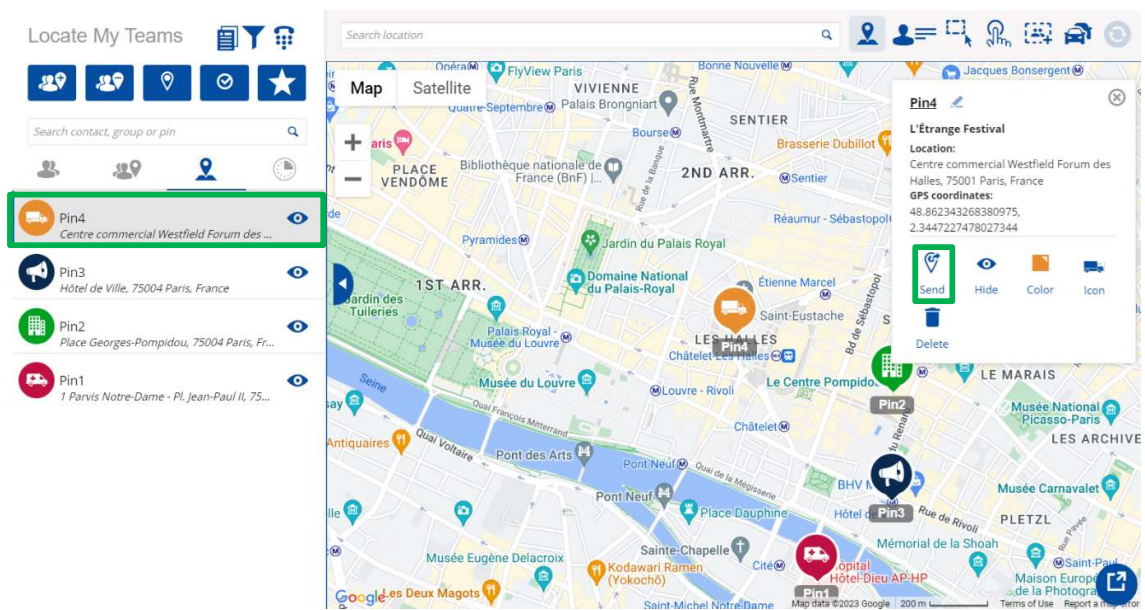
When you click the attached map in the conversation on the left, the location of the pin appears.



Geolocation map > Pin's location in full display mode

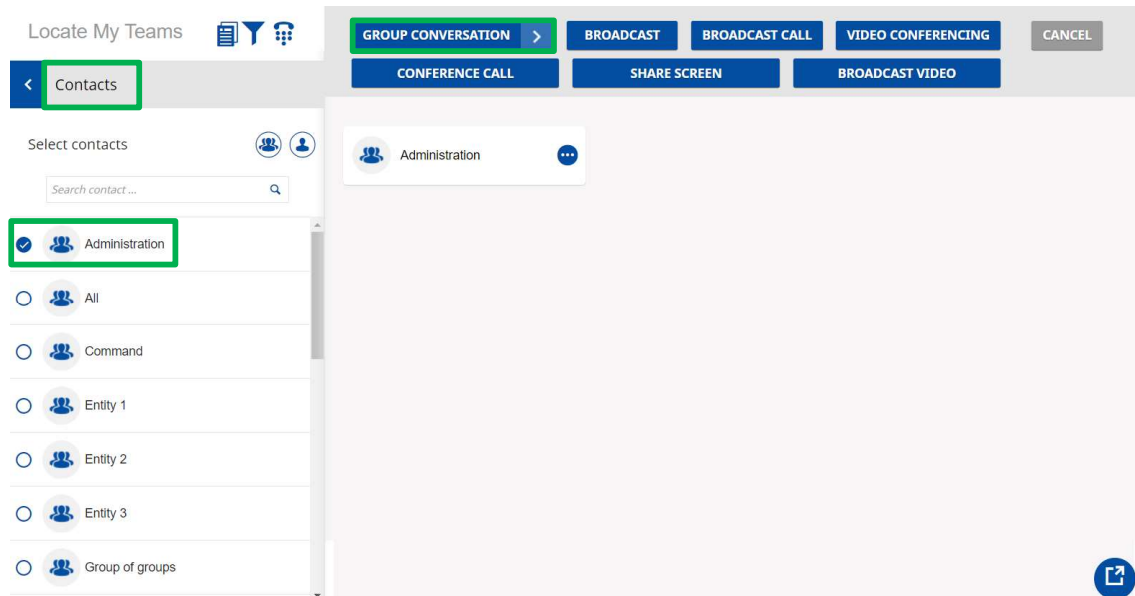
Sending One Pin to a Group

To send a pin to a group, select the desired pin, and click the **Send** button.



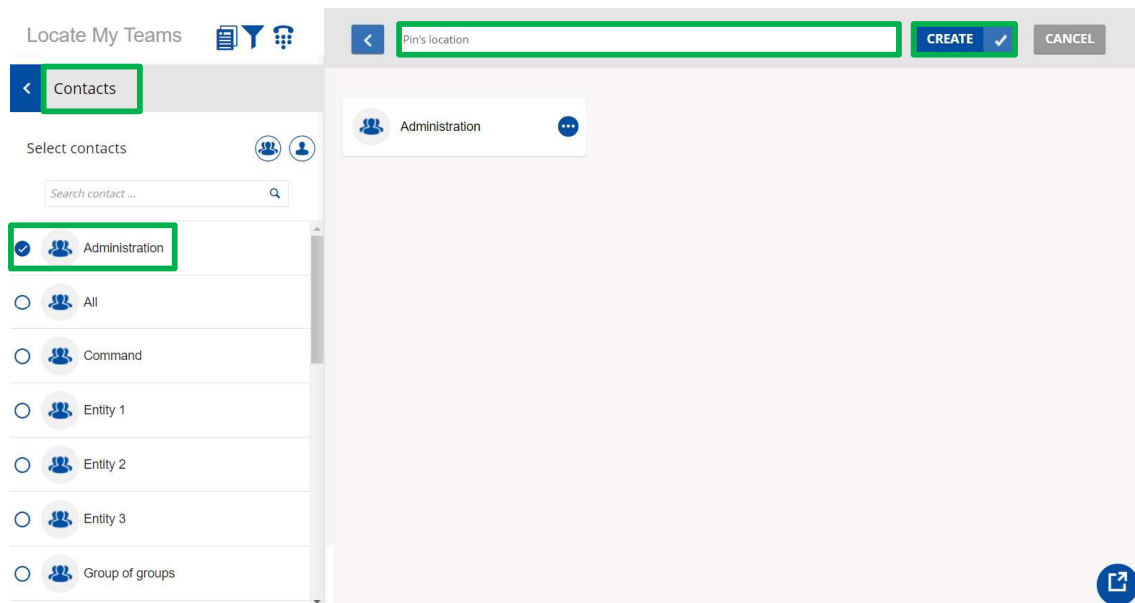
Geolocation map > Select and send pin

From the **Contacts** page, select the group you want to send the pin to. Then click the **Group Conversation** button.

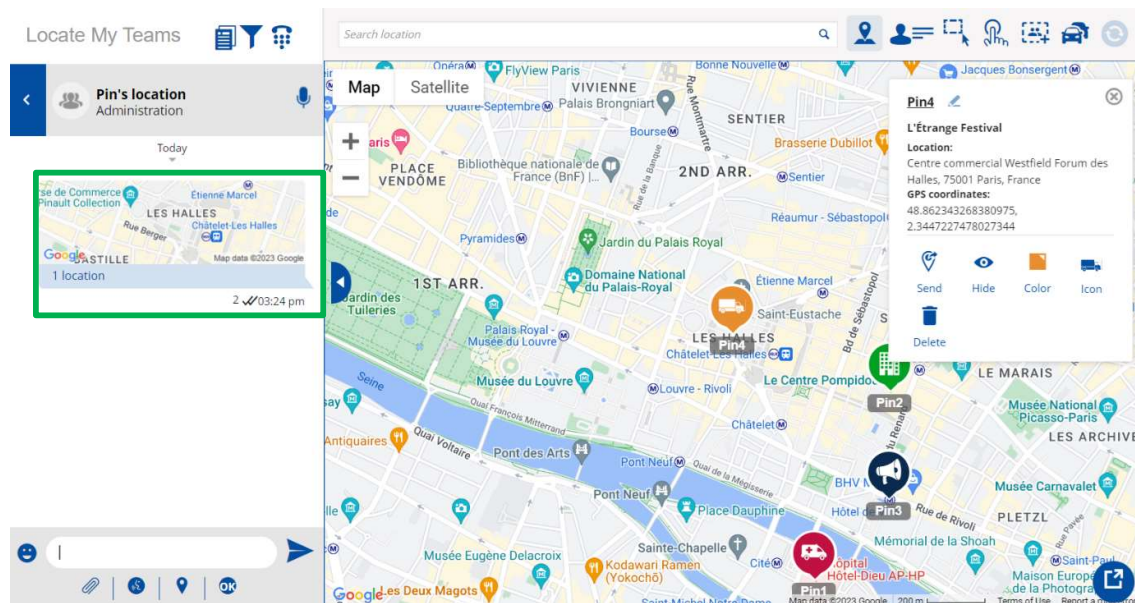


Geolocation map > Select a group from the Contacts list > Click Group conversation

Give a name to the conversation. Then click the **Create** button.



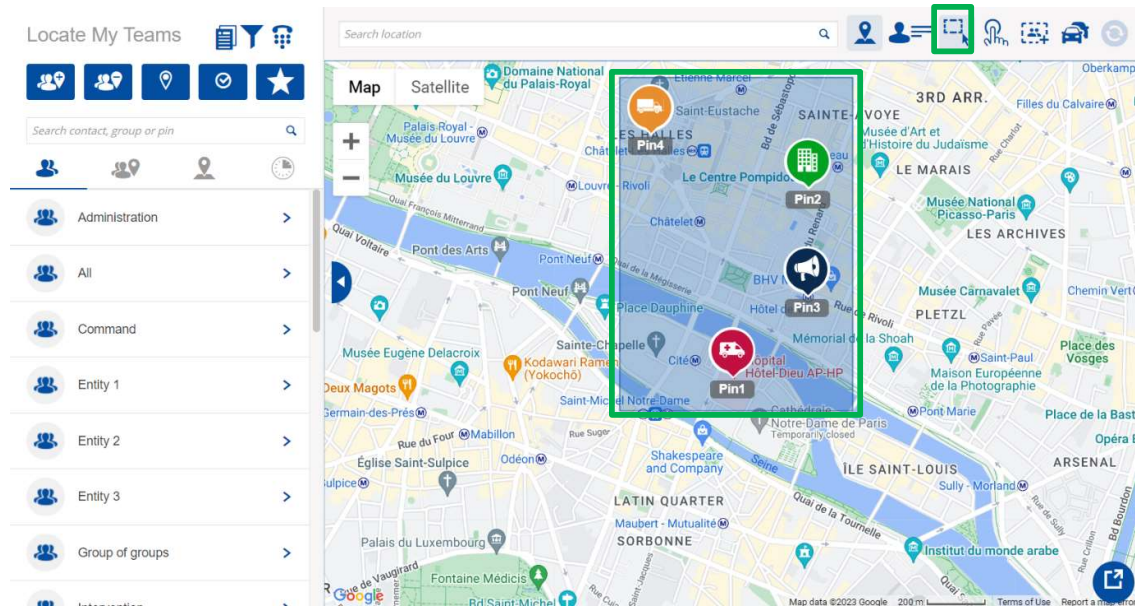
Geolocation map > Name the conversation > Click Create



Geolocation map > Pin's location sent to the selected group

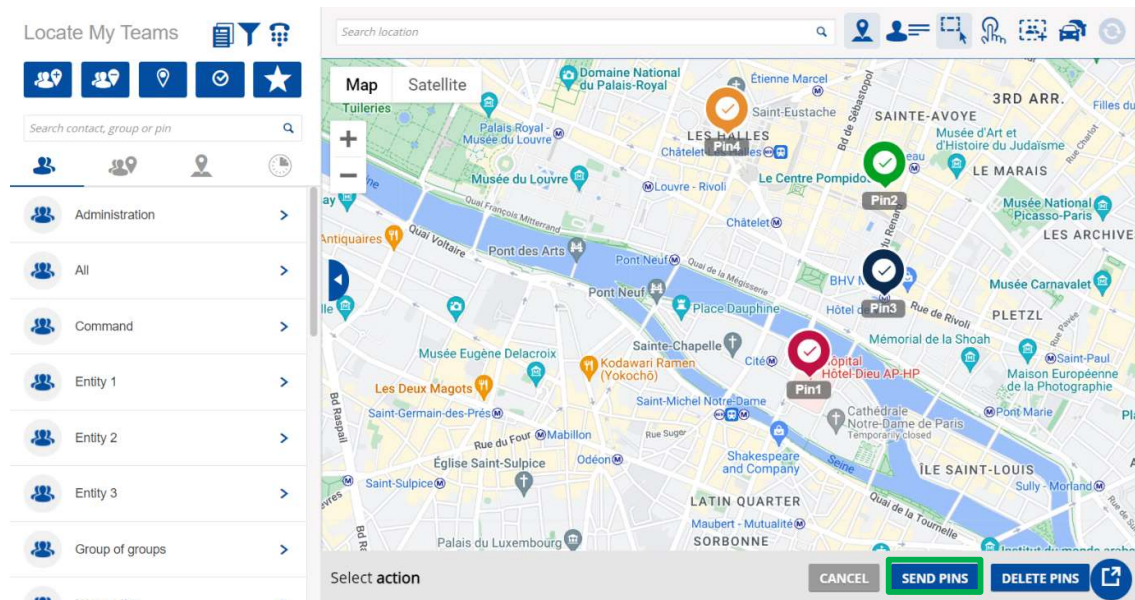
Sending Multiple Pins to a User

To send multiple pins to a user, select the desired pins by clicking the **Select Contacts on the Map** button. Using the mouse, include all the pins in a frame.



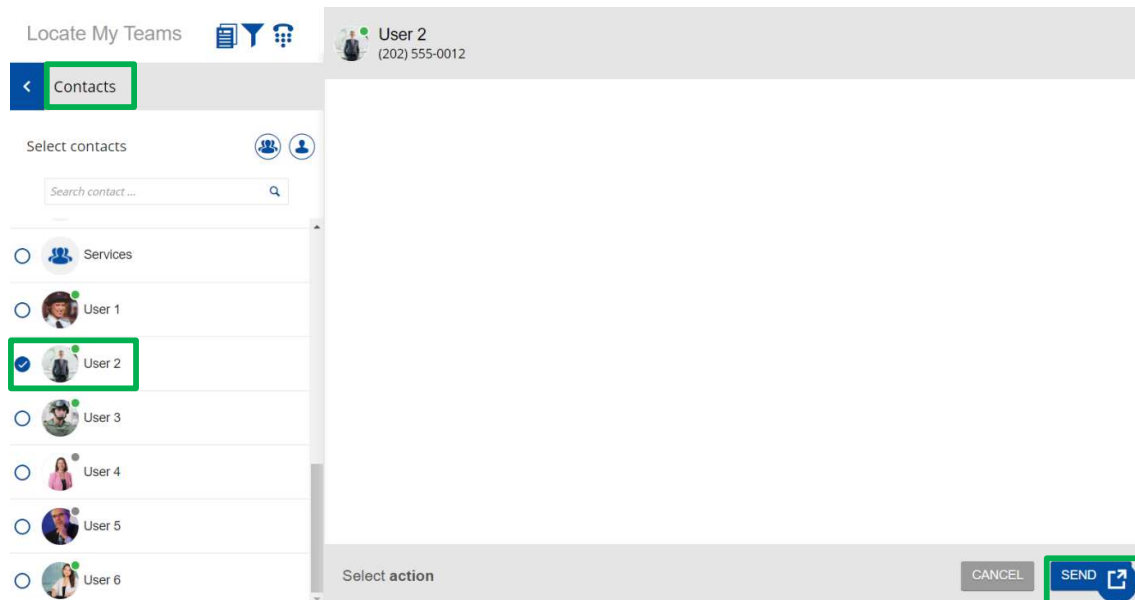
Geolocation map > Select pins by clicking the Select contacts on the map button

Click the **Send Pins** button.

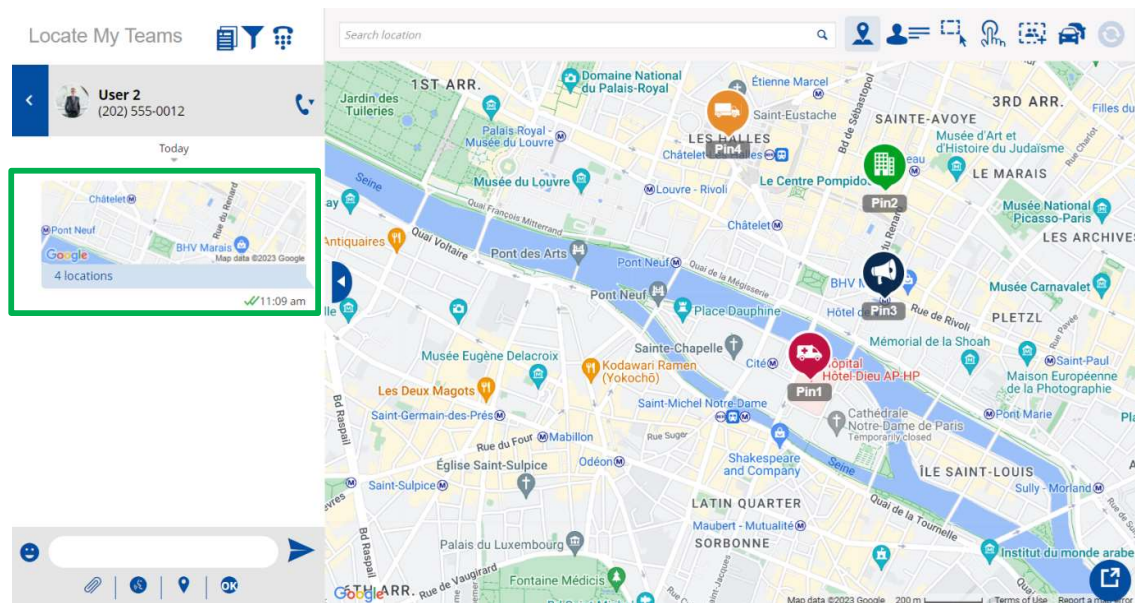


Geolocation map > Send pins

From the **Contacts** page, select the user you want to send the pins to. Click the **Send Pins** button.

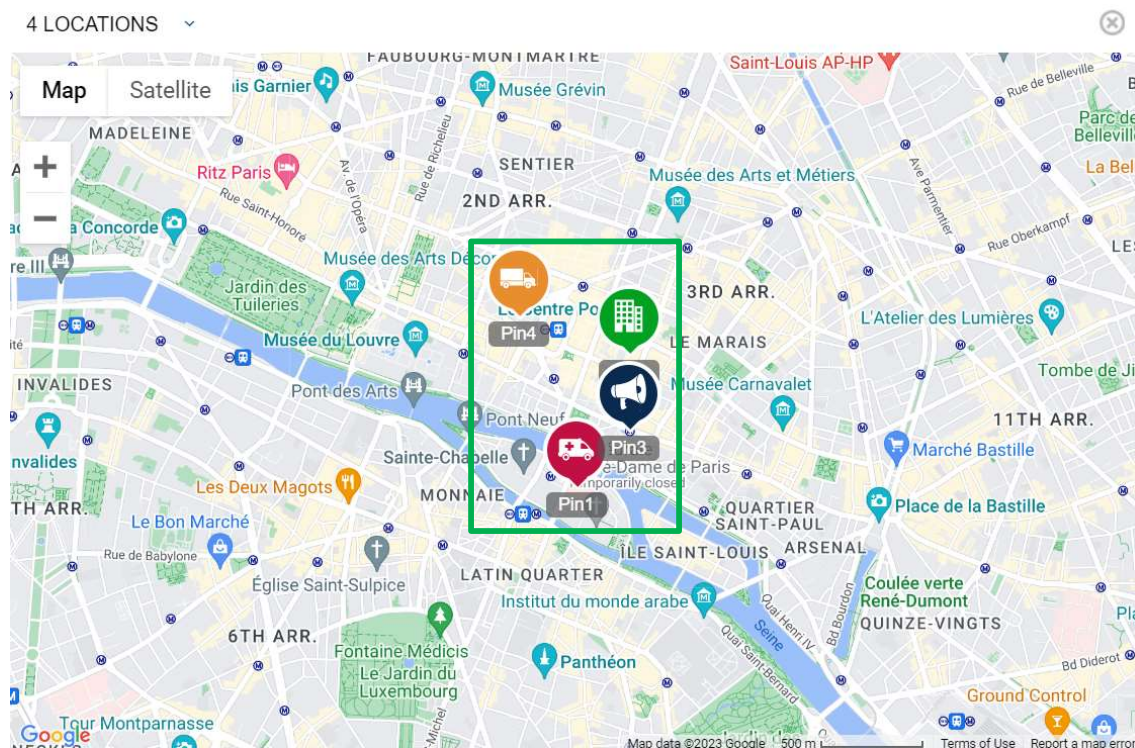


Geolocation map > Select a user from the Contacts list > Click Send pins



Geolocation map > Pins location sent to the selected user

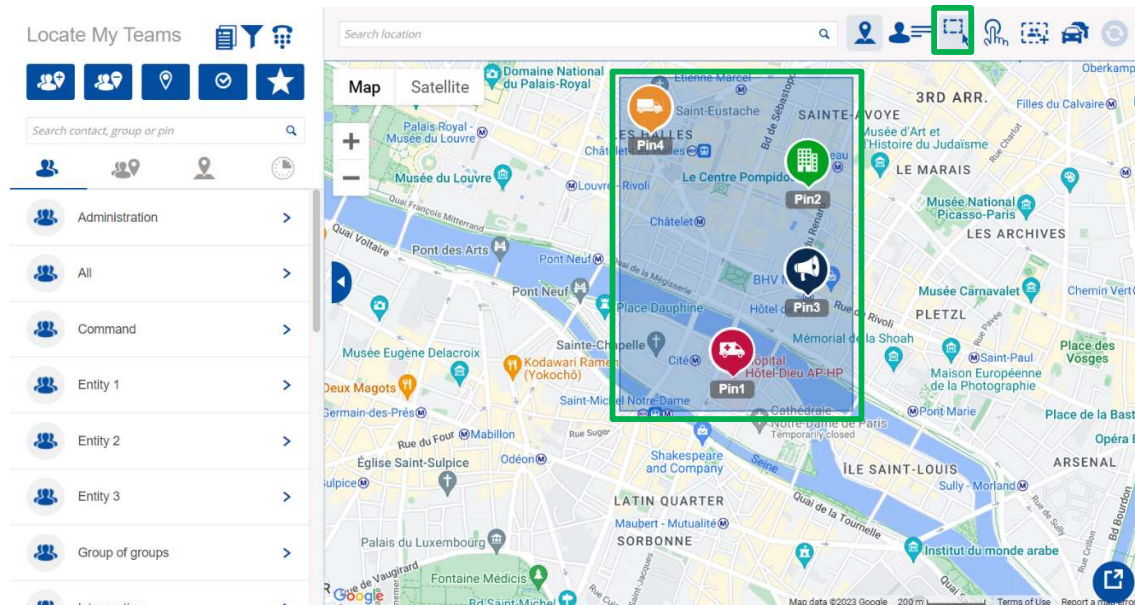
When you click the attached map in the conversation on the left, the location of the pins appears.



Geolocation map > Pins location in full display mode

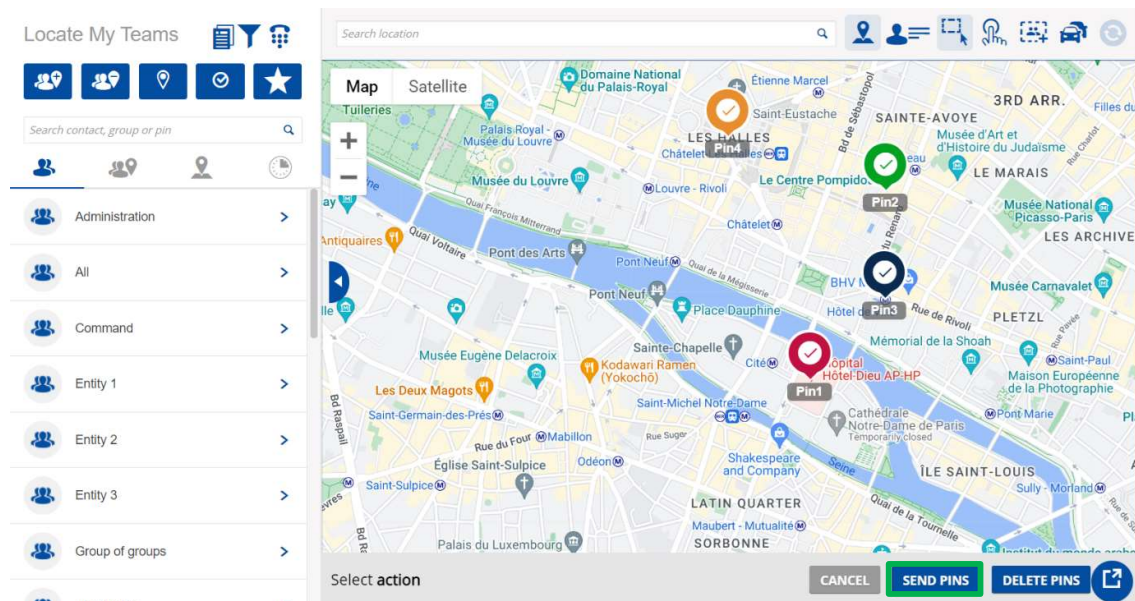
Sending Multiple Pins to a Group

To send multiple pins to a group, select the desired pins by clicking the **Select Contacts on the Map** button. Using the mouse, include all the pins in a frame.



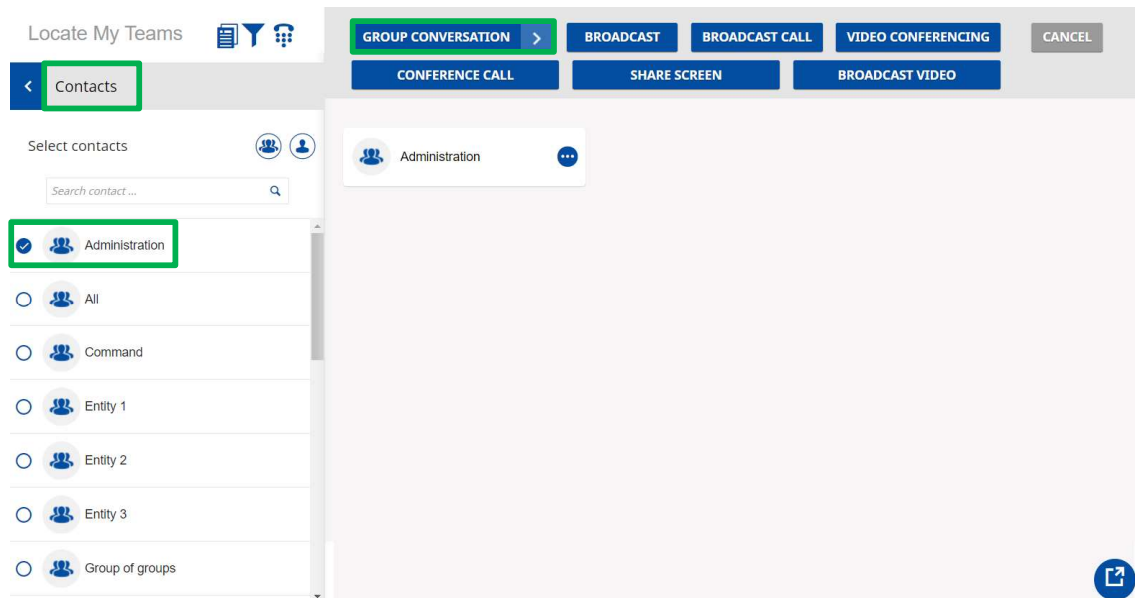
Geolocation map > Select pins by clicking the Select contacts on the map button

Click the **Send Pins** button.



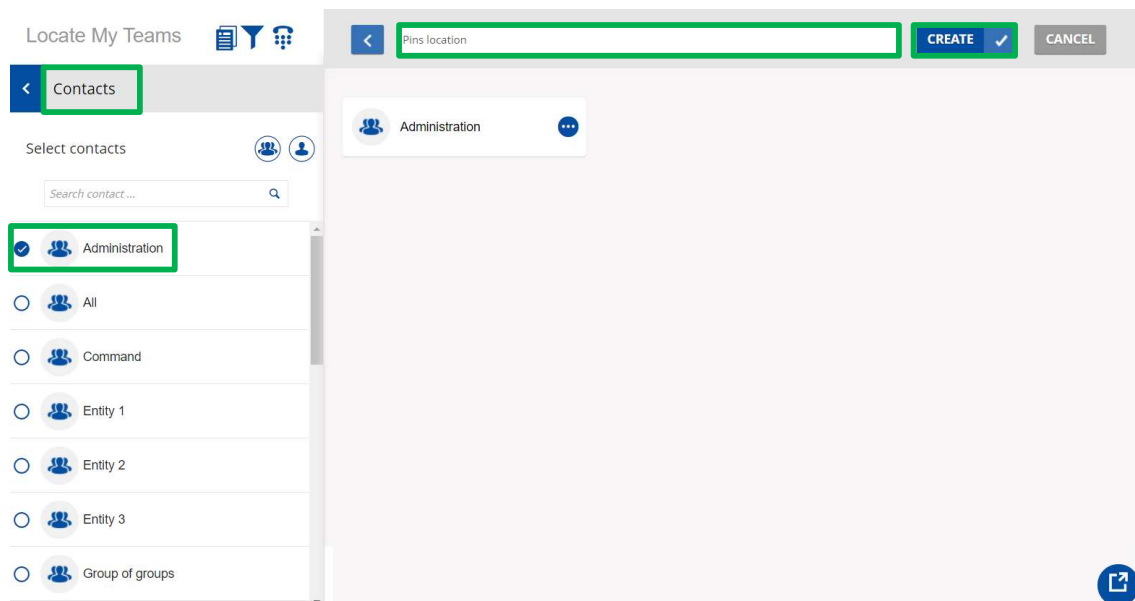
Geolocation map > Send pins

From the **Contacts** page, select the group you want to send the pins to.

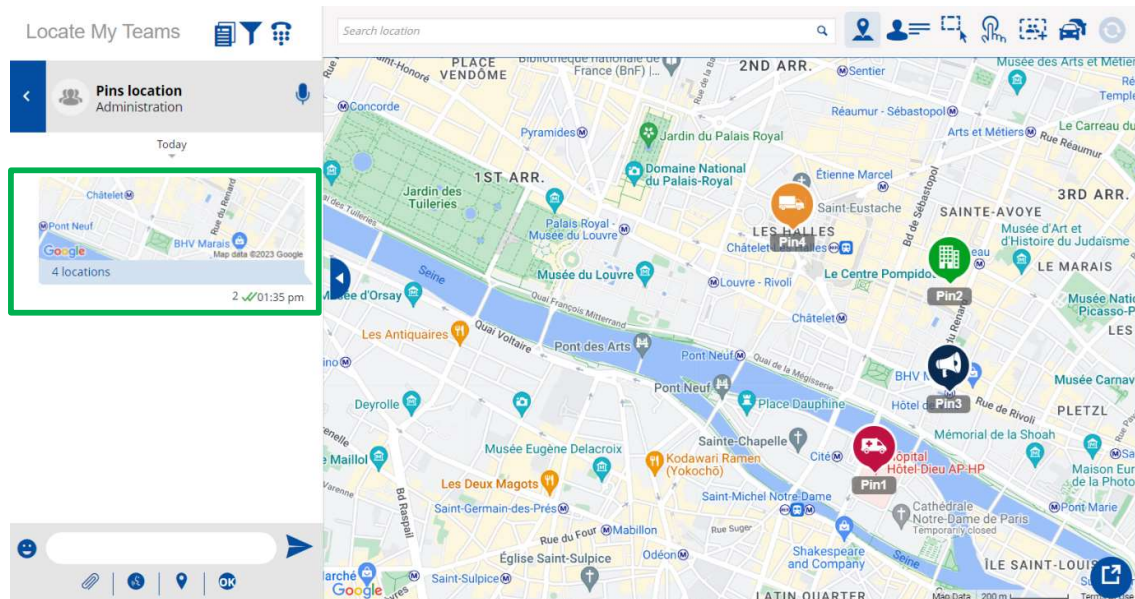


Geolocation map > Select a group from the Contacts list > Click Group conversation

Give a name to the conversation. Then click the **Create** button.



Geolocation map > Name the conversation > Click Create



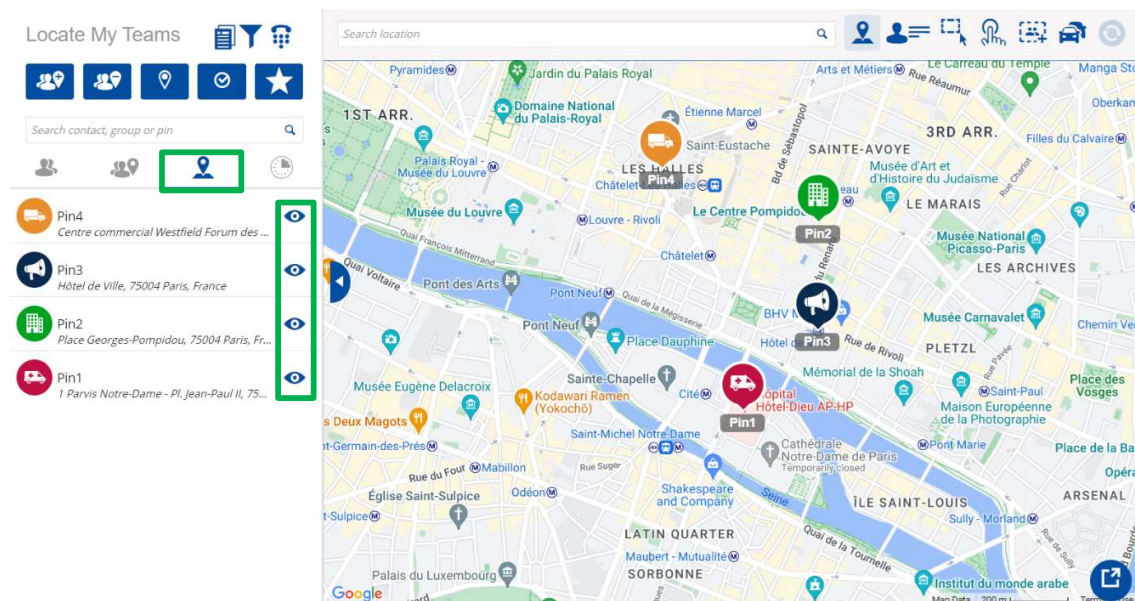
Geolocation map > Pins location sent to the selected group

9.2. Hiding/Showing Pins

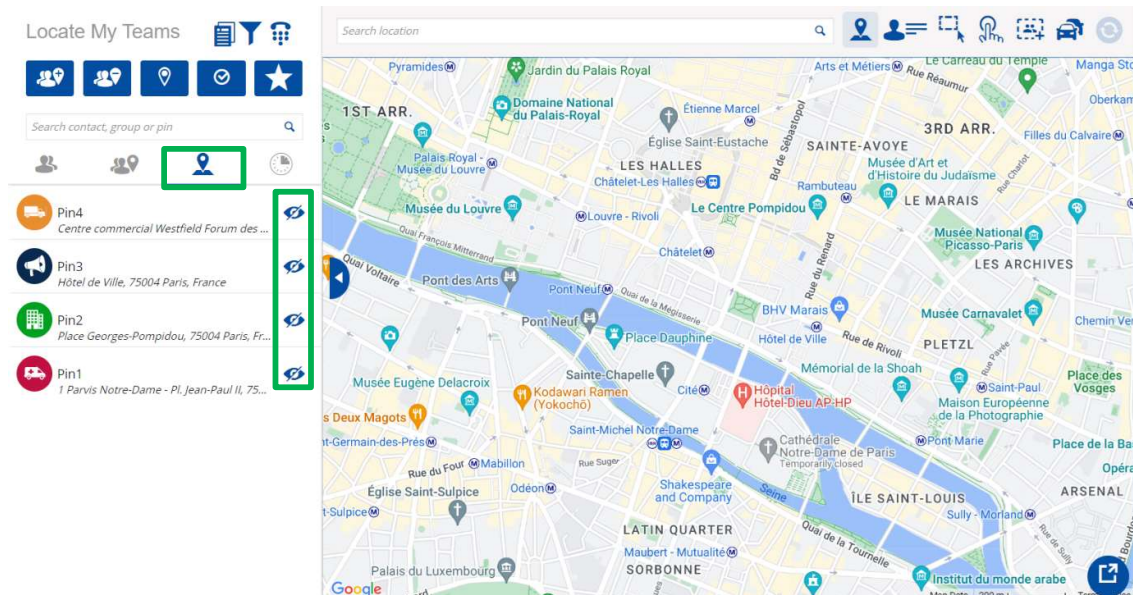
There are two ways to hide or show pins on the map.

1. Click the **Locations** button from the left. There you will find the list of all added pins.

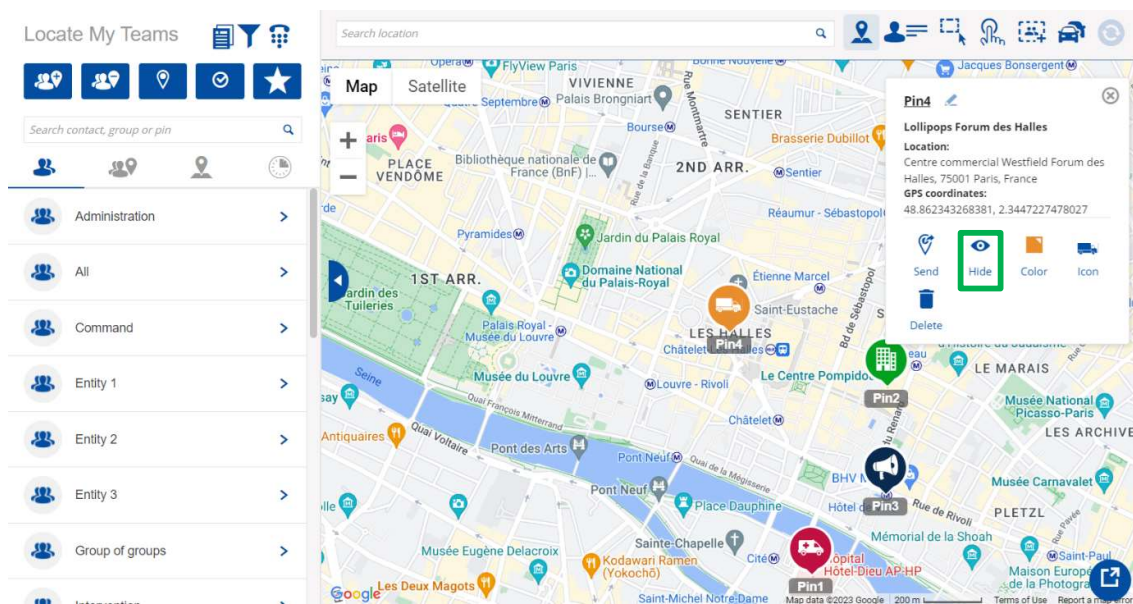
Click the **Hide/Show** button as needed.

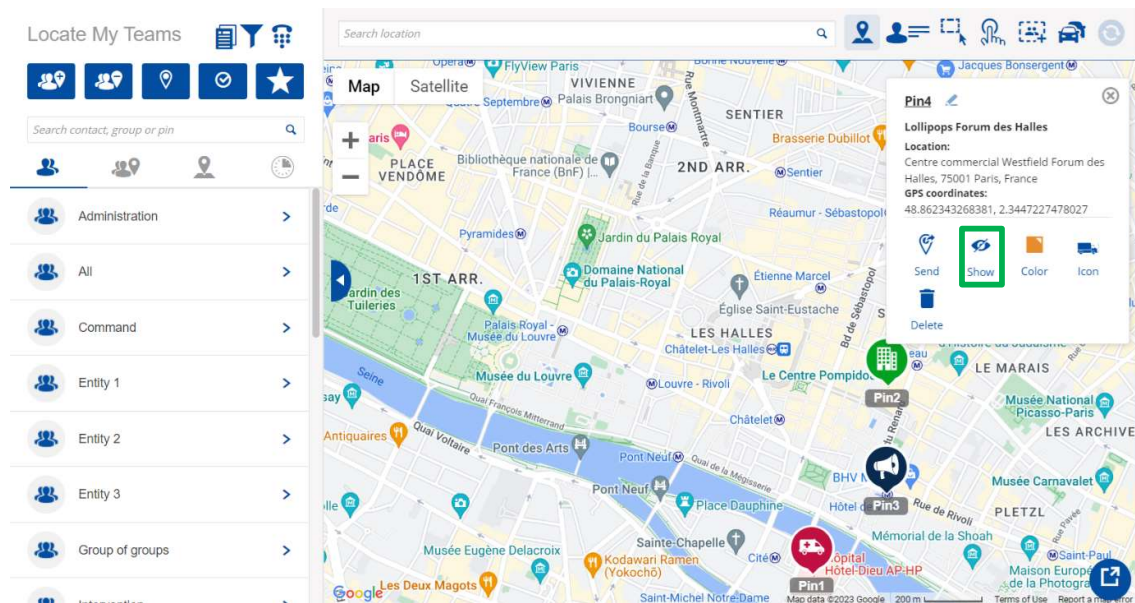


Geolocation map > The pins are displayed on the map



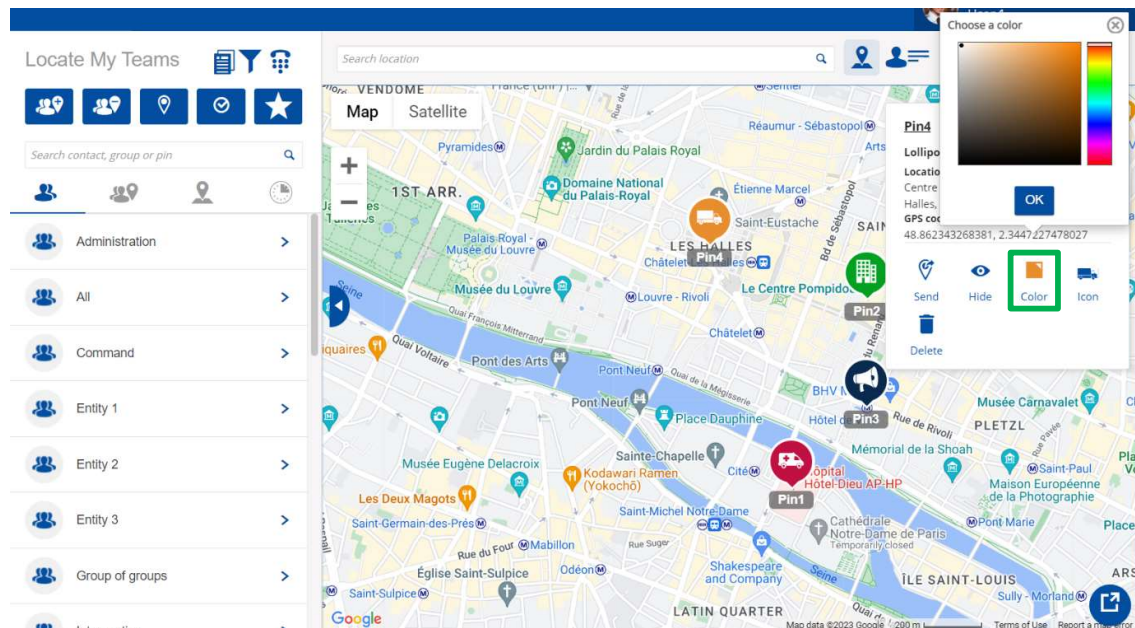
2. Click the **Hide/Show** button from the pop-up information window displayed on the map after having selected a pin.





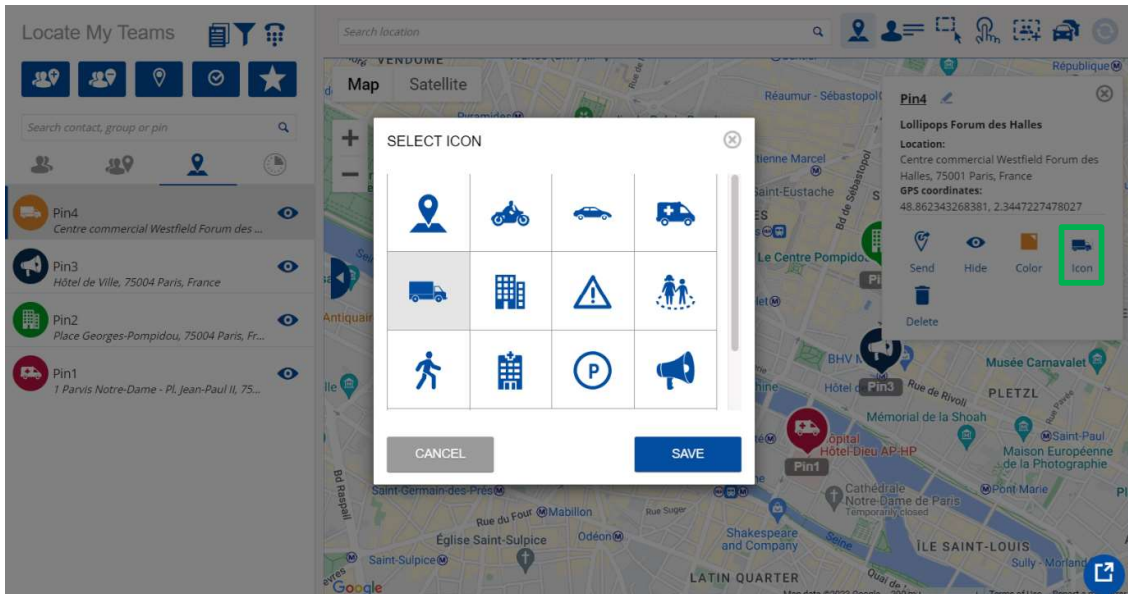
9.3. Setting a Color

Any newly created pin has a color by default but can be changed. You can choose a color from the provided color palette for each pin.



9.4. Setting an Icon

Any newly created pin has an icon by default but can be changed. You can choose an icon from the list.

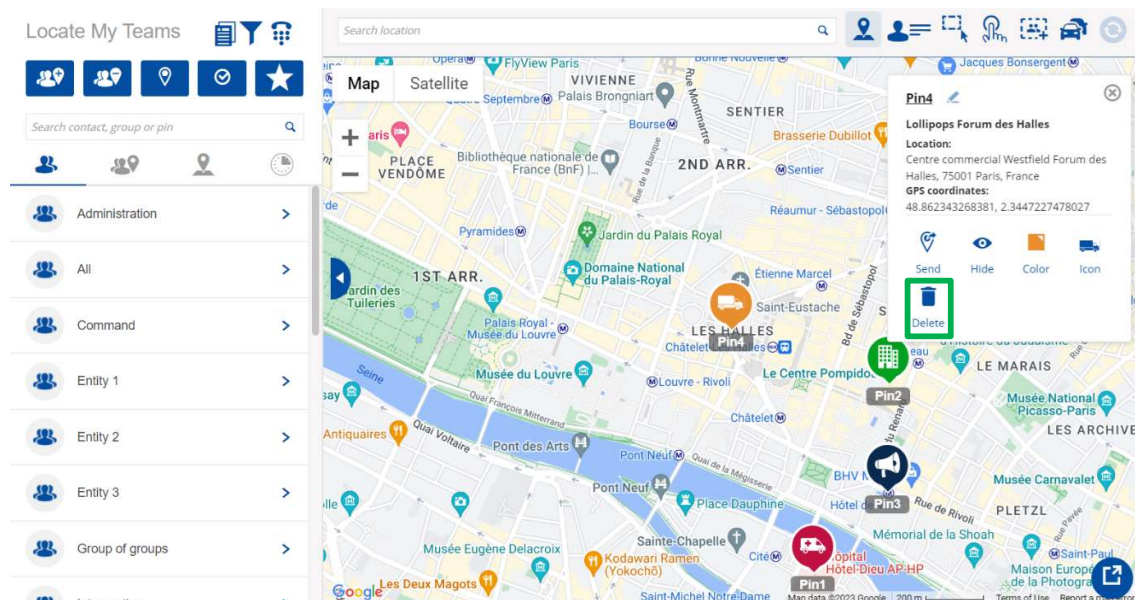


Geolocation map > Choose an icon for the pin

9.5. Deleting Pins

Deleting One Pin

Click the **Delete** button from the pop-up information window displayed on the map after having selected a pin.



Geolocation map > Delete pin

Before deletion, a confirmation pop-up window is displayed. Click **Yes** to confirm.

DELETE PIN

You are about to delete this Pin. Are you sure?

NO

YES

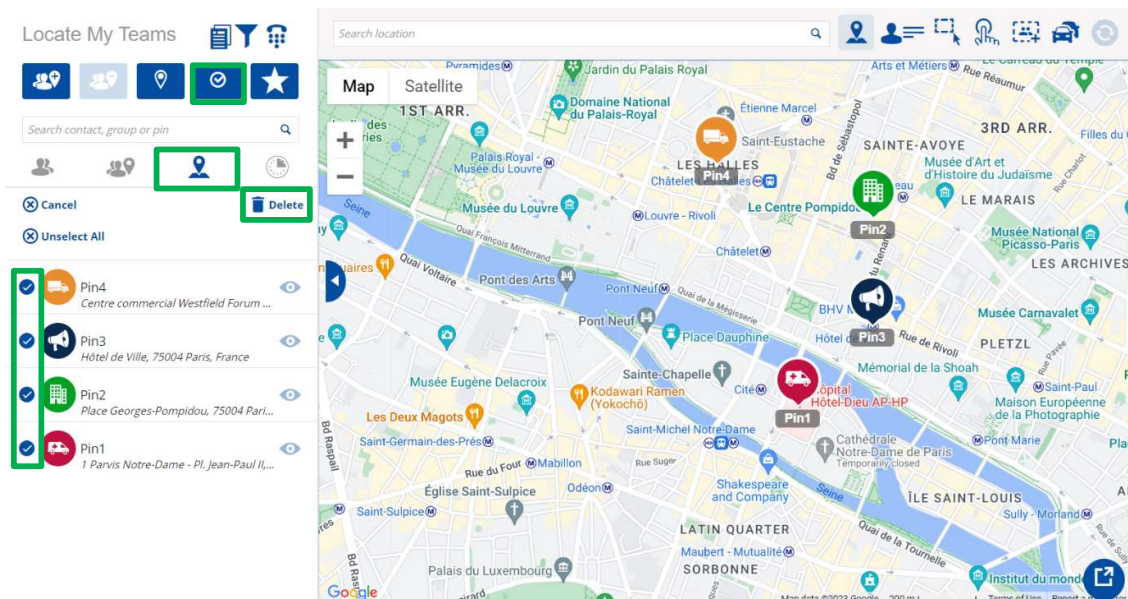
Geolocation map > Delete pin > Confirmation pop-up

Deleting Multiple Pins

There are two ways to delete pins.

1. Click the **Locations** button from the left. There you will find the list of all added pins.

Click the **Multi-Selection** button. This will allow you either to select one, multiple, or all pins at once to delete.



Geolocation map > Delete pins

Before deletion, a confirmation pop-up window is displayed. Click **Yes** to confirm.

DELETE PINS

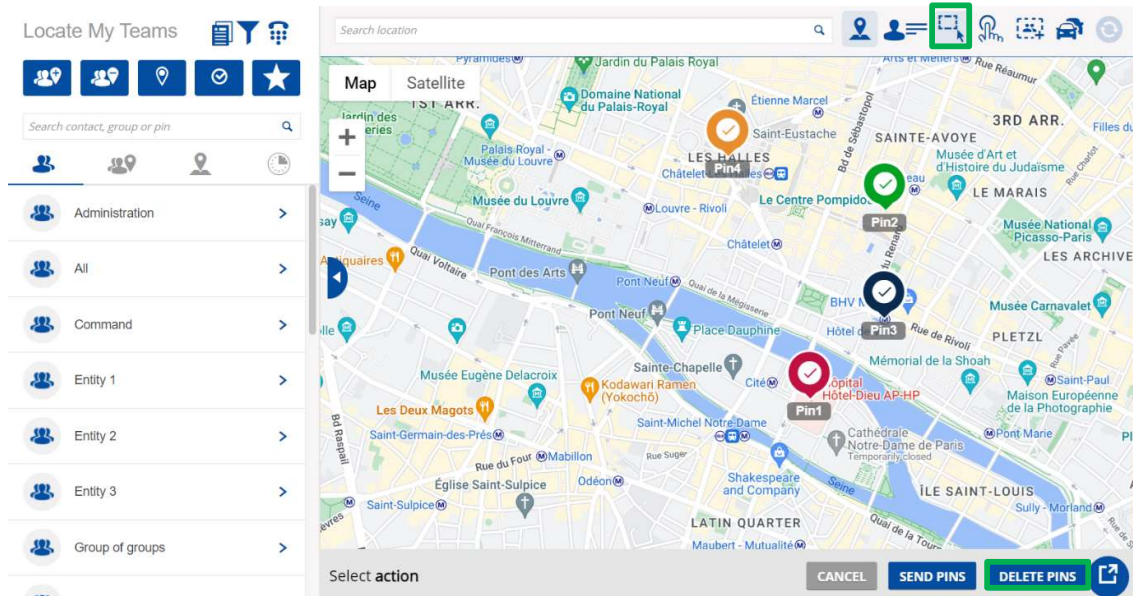
You are about to delete all selected Pins. Are you sure?

NO

YES

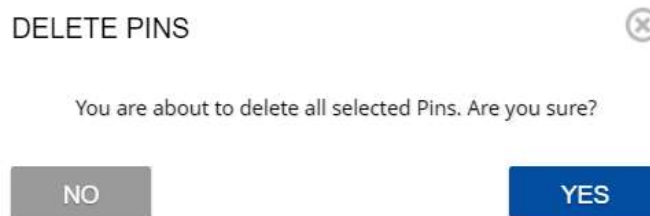
Geolocation map > Delete pins > Confirmation pop-up

2. When you select multiple pins using the **Select Contacts on the Map** button, you have the option to delete them.



Geolocation map > Delete pins

Before deletion, a confirmation pop-up window is displayed. Click **Yes** to confirm.



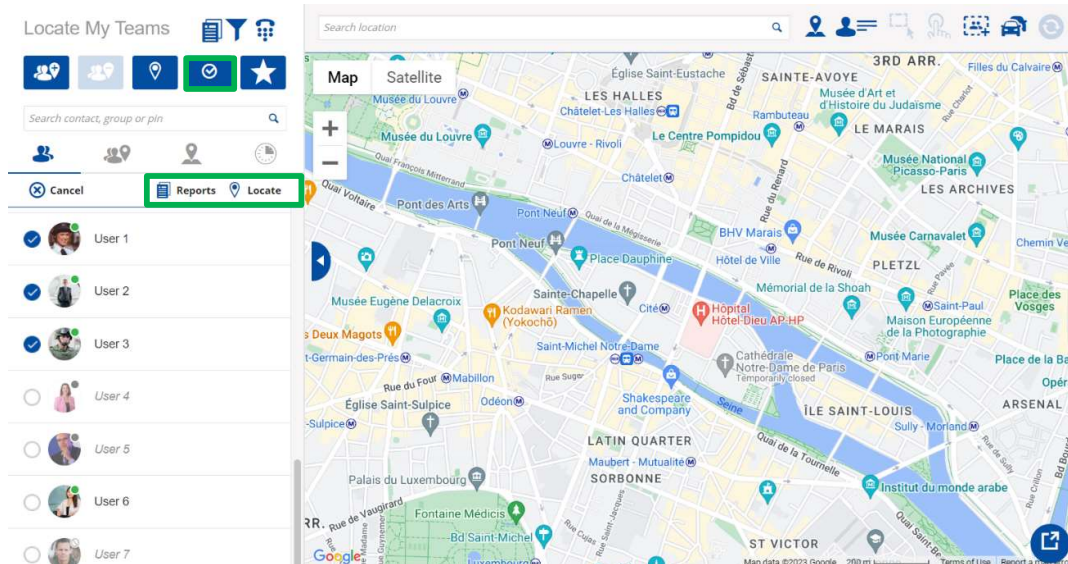
Geolocation map > Delete pins > Confirmation pop-up

10. MULTI-SELECTION

Select several contacts on the list using the **Multi-Selection** option. You can select both individual users and groups.

Two options are available:

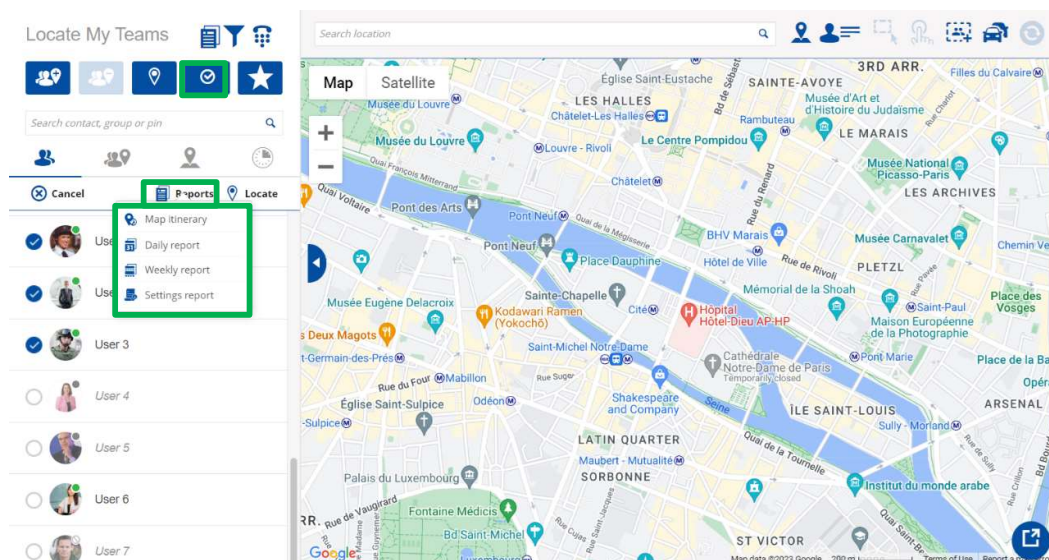
1. **Reports** (generate reports)
2. **Locate** (show them on the map)



Geolocation map > Contacts > Multi-selection

10.1. Reports

Click the **Reports** button to generate different reports.



Geolocation map > Contacts > Multi-selection > Reports

10.1.1. Map Itinerary

For users with the **Tracking** option active, you can generate itineraries on the map that show the distance and the route selected by a user. For each point on the itinerary, you can get the location info, date, and time, etc.

Note 1:

- Geolocation data history max-age is 30 days (default value)
- Geolocation data history interval search is seven days (default value)

Note 2: If the **High-Speed Geolocation Tracking** feature is enabled, the coordinates will be displayed in the map itinerary reports. If disabled, the physical addresses will be displayed.

Note 3: To ensure a more accurate position for complete geolocation results, the time may update more frequently than set in the **Time-Frequency Tracking** option.

When generating the map itinerary, you can retrieve data for the past 30 days, but the interval of each report is per seven days. Data exceeding 30 days (default value) is not retrievable.

MAP ITINERARY

Select the time period for which you want to see the itinerary on the map

Start date From

25/03/2022 00:00

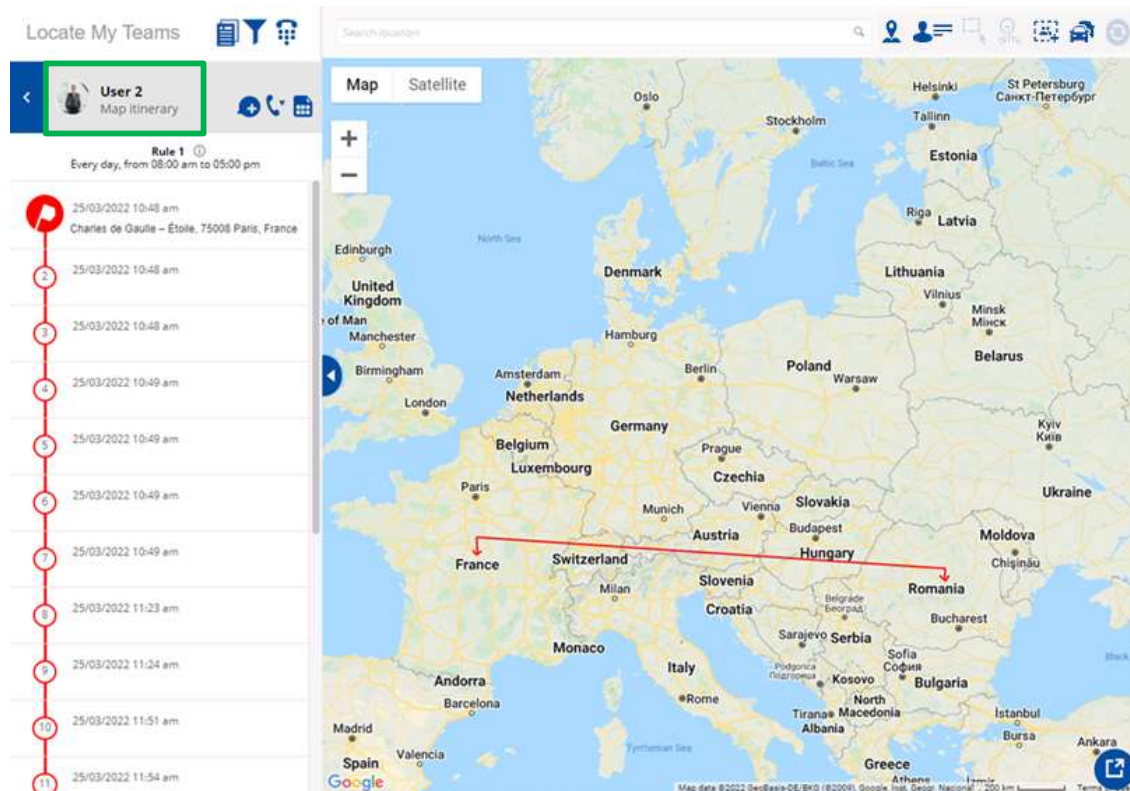
End date To

25/03/2022 Now

Number of points 50

CANCEL OK

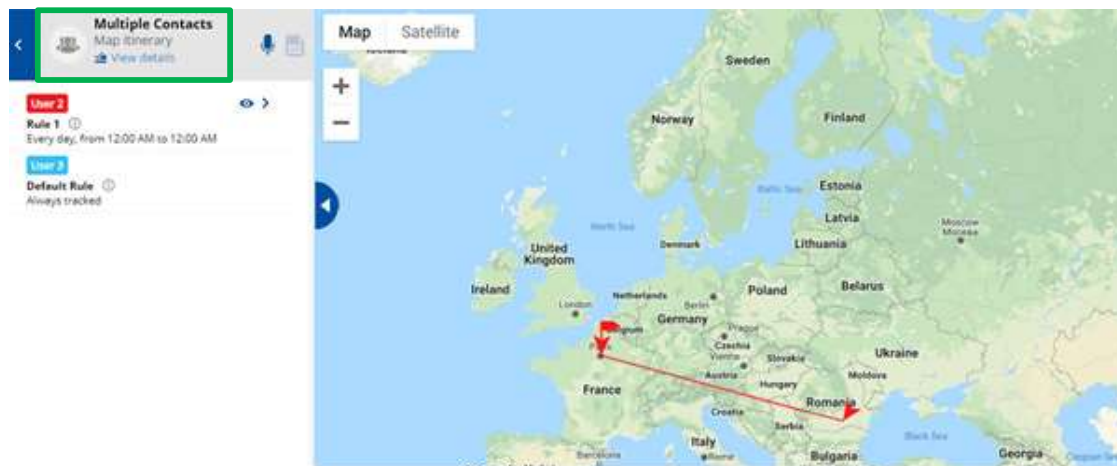
Geolocation map > Contacts > Multi-selection > Reports > Select the map itinerary



Geolocation map > Contacts > Multi-selection > Reports > Single user map itinerary

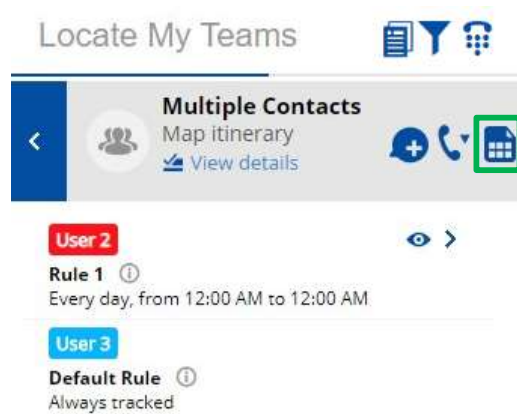
You can generate map itineraries for one or multiple users. In this case, each user will have a different color, to distinguish them on the map.

By clicking the user's name, you will see their itinerary for the selected time frame and be able to click each location to get information such as time, location, speed, and accuracy.



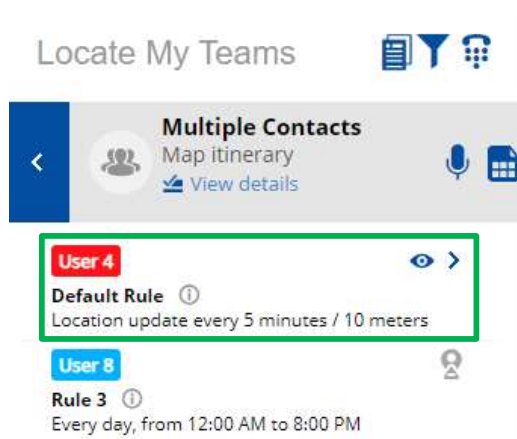
Geolocation map > Contacts > Multi-selection > Reports > Multiple users map itinerary

You can export the map itinerary in Excel format by clicking the button shown in the image below. The report includes all the locations for selected users and the selected time frame.



Geolocation map > Contacts > Multi-selection > Reports > Export the map itinerary

When tracking a user with Distance Tracking interval enabled, the tracking rules will be displayed in Geolocation:



*Geolocation map > Contacts > Multi-selection > Reports > Multiple users map itinerary
(User 4 has Distance tracking enabled)*

10.1.2. Daily Report

For users with the **Tracking** option active, you can get daily reports on the users' location, including the number of trips during a day, total travel time and distance traveled, average, and maximum speed, shift duration, and time spent on site. The departure location and time are shown.

DAILY REPORT
✕

Select the day for which the report will be generated

Select date

05/05/2019

📅

CANCEL

OK

Geolocation map > Contacts > Multi-selection > Reports > Select the daily report

Locate My Teams

User 2
Daily report

Default Rule: Always tracked

05/05/2019

Trips Summary

NUMBER OF TRIPS	TOTAL TRIP TIME	TOTAL DISTANCE
14	2h 32min	48.85 km
AVERAGE SPEED	MAXIMUM SPEED	
19.24 km/h	64.48 km/h	

Total Shift Duration

START OF FIRST TRIP	END OF LAST TRIP	TOTAL SHIFT DURATION
4:27 AM	6:40 PM	14h 12min

Total shift duration excluding first and last trip

ARRIVAL AT FIRST LOCATION	DEPARTURE FROM LAST LOCATION	TOTAL SHIFT DURATION
4:41 AM	6:25 PM	13h 43min

Time on site

NUMBER OF LOCATIONS (LOCATIONS)	TOTAL TIME ON SITE
13	11h 40min

Trip number	Departure location	Departure time	Arrival location	Arrival time	Travel duration
1	7 Aleea Băiculești, Sector 1, București, Municipiul București, Roumanie	4:27 AM	7 Aleea Băiculești, Sector 1, București, Municipiul București, Roumanie	4:41 AM	13min
2	7 Aleea Băiculești, Sector 1, București, Municipiul București, Roumanie	8:29 AM	5 Bulevardul Proșperității, Sector 1, București, Municipiul București 014192, Roumanie	8:43 AM	14min
3	5 Bulevardul Proșperității, Sector 1, București, Municipiul București 014192, Roumanie	9:32 AM	12 Strada Cantonului, Balotești, Județul Ilfov 077015, Roumanie	9:57 AM	24min
4	12 Strada Cantonului, Balotești, Județul Ilfov 077015, Roumanie	10:09 AM	Balotești, Județul Ilfov 077015, Roumanie	10:16 AM	1min
5	Balotești, Județul Ilfov 077015, Roumanie	10:43 AM	Strada Cantonului, Dumbrăveni 077015, Roumanie	10:46 AM	3min
6	Strada Cantonului, Dumbrăveni 077015, Roumanie	10:57 AM	Strada Cantonului, Dumbrăveni 077015, Roumanie	11:06 AM	8min
7	Strada Cantonului, Dumbrăveni 077015, Roumanie	11:25 AM	12 Strada Cantonului, Balotești, Județul Ilfov 077015, Roumanie	11:26 AM	1min
8	12 Strada Cantonului, Balotești, Județul Ilfov 077015, Roumanie	11:31 AM	7 Aleea Băiculești, Sector 1, București, Municipiul București, Roumanie	11:57 AM	25min
9	7 Aleea Băiculești, Sector 1, București, Municipiul București, Roumanie	3:19 PM	Calea Radu Vădeniș, Sector 1, București, Municipiul București 077190, Roumanie	3:32 PM	12min
10	Calea Radu Vădeniș, Sector 1, București, Municipiul București 077190, Roumanie	4:18 PM	Unnamed Road, Sector 1, București, Municipiul București, Roumanie	4:32 PM	14min
11	Unnamed Road, Sector 1, București, Municipiul București, Roumanie	4:43 PM	Unnamed Road, București 077190, Roumanie	4:45 PM	2min
12	Unnamed Road, București 077190, Roumanie	5:14 PM	Unnamed Road, Sector 1, București, Municipiul București, Roumanie	5:18 PM	4min
13	Unnamed Road, Sector 1, București, Municipiul București, Roumanie	5:30 PM	Unnamed Road, Sector 1, București, Municipiul București, Roumanie	5:40 PM	9min

Geolocation map > Contacts > Multi-selection > Reports > Single user daily report

The daily reports can be generated for one or multiple users. For multiple users' daily reports, you can see each user's number of trips and detailed reports.

By clicking each user's name, you see the daily report.

Locate My Teams

Multiple Contacts
Daily report
[View details](#)

04/13/2019

Team Summary

Team Trips Summary

NUMBER OF TRIPS	TOTAL TRAVEL DURATION	TOTAL DISTANCE
15	1h 44min	10.41 km

Team Averages Summary

AVERAGE DISTANCE	AVERAGE SPEED
5.20 km	5.97 km/h

User 2
 User 3

Trip number	Departure location	Departure time	Arrival location	Arrival time	Travel duration
1	7 Strada Săculești, Bucarest, Bucarest 013189, Roumanie	7:27 AM	2-22 Strada General Athanasie Enescu, Bucarest, Bucarest 012176, Roumanie	7:41 AM	14min
2	2-22 Strada General Athanasie Enescu, Bucarest, Bucarest 012176, Roumanie	7:47 AM	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	7:56 AM	9min
3	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	10:35 AM	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	10:43 AM	7min
4	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	12:35 PM	38 Bulevardul Dinicu Golescu, Bucarest, Bucarest 010873, Roumanie	12:38 PM	2min
5	38 Bulevardul Dinicu Golescu, Bucarest, Bucarest 010873, Roumanie	12:55 PM	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	1:03 PM	8min
6	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	3:07 PM	Bulevardul Dinicu Golescu, Bucarest, Bucarest, Roumanie	3:16 PM	9min
7	Bulevardul Dinicu Golescu, Bucarest, Bucarest, Roumanie	5:25 PM	178 Calea Grivitei, Bucarest, Bucarest 010751, Roumanie	5:37 PM	12min
8	178 Calea Grivitei, Bucarest, Bucarest 010751, Roumanie	5:45 PM	17AA-17AB Calea Grivitei, Bucarest, Bucarest, Roumanie	5:47 PM	2min
9	17AA-17AB Calea Grivitei, Bucarest, Bucarest, Roumanie	8:09 PM	220-232 Calea Grivitei, Bucarest, Bucarest, Roumanie	8:15 PM	5min
10	220-232 Calea Grivitei, Bucarest, Bucarest, Roumanie	8:21 PM	230-232 Calea Grivitei, Bucarest, Bucarest 01076A, Roumanie	8:22 PM	6min
11	230-232 Calea Grivitei, Bucarest, Bucarest 01076A, Roumanie	8:29 PM	401 Calea Grivitei, Bucarest, Bucarest 010723, Roumanie	8:30 PM	6min
12	401 Calea Grivitei, Bucarest, Bucarest 010723, Roumanie	8:38 PM	7 Strada Săculești, Bucarest, Bucarest 013189, Roumanie	8:49 PM	12min

User 2
 User 3

Geolocation map > Contacts > Multi-selection > Reports > Multiple users daily report

The reports can be exported in Excel or PDF formats.

Locate My Teams

Multiple Contacts
Daily report
[View details](#)

05/05/2019

Team Summary

User 2
 User 3

Download as XLSX
Download as PDF

Geolocation map > Contacts > Multi-selection > Reports > Export the daily report

10.1.3. Weekly Report

For users with the **Tracking** option active, you can get weekly reports, containing the same information as daily reports but for a weekly time frame.

Weekly reports can be generated for individual or multiple users. Click each day of the week to see its summary.

WEEKLY REPORT

Select the starting day of the week for which the report will be generated

Start date

04/11/2019

End date

04/17/2019

CANCEL

OK

Geolocation map > Contacts > Multi-selection > Reports > Select the weekly report

Locate My Teams

User 2

Weekly report

Default Rule

Always tracked

05/04/2019 - 05/10/2019

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F

Trips Summary

NUMBER OF TRIPS

7

TOTAL TRAVEL DURATION

1h 20min

TOTAL DISTANCE

32.70 mi

AVERAGE SPEED

24.43 MPH

MAXIMUM SPEED

60.34 MPH

Total Shift Duration

START OF FIRST TRIP

7:54 AM

END OF LAST TRIP

6:22 PM

TOTAL SHIFT DURATION

10h 28min

Total shift duration excluding first and last trip

ARRIVAL AT FIRST LOCATION

8:02 AM

DEPARTURE FROM LAST LOCATION

6:13 PM

TOTAL SHIFT DURATION

10h 11min

Time on site

NUMBER OF ON-SITE LOCATIONS

6

TOTAL ON-SITE DURATION

9h 7min

Trip number	Departure location	Departure time	Arrival location	Arrival time	Travel duration
1	7 Alea Băiculești, Sector 1, București, Municipiul București, Roumanie	7:54 AM	5 Bulevardul Primăverii, Sector 1, București, Municipiul București 014192, Roumanie	8:02 AM	7min
2	5 Bulevardul Primăverii, Sector 1, București, Municipiul București 014192, Roumanie	8:42 AM	Unnamed Road, Județul Ilfov 077015, Roumanie	8:54 AM	12min
3	Unnamed Road, Județul Ilfov 077015, Roumanie	9:33 AM	Unnamed Road, Județul Ilfov 077015, Roumanie	9:38 AM	5min
4	Unnamed Road, Județul Ilfov 077015, Roumanie	11:13 AM	1 Bulevardul Primăverii, Sector 1, București, Municipiul București, Roumanie	11:37 AM	24min
5	1 Bulevardul Primăverii, Sector 1, București, Municipiul București, Roumanie	12:08 PM	7 Alea Băiculești, Sector 1, București, Municipiul București, Roumanie	12:16 PM	8min
6	7 Alea Băiculești, Sector 1, București, Municipiul București, Roumanie	5:15 PM	7 Bulevardul Primăverii, Sector 1, București, Municipiul București 014192, Roumanie	5:29 PM	13min
7	7 Bulevardul Primăverii, Sector 1, București, Municipiul București 014192, Roumanie	6:13 PM	7 Alea Băiculești, Sector 1, București, Municipiul București, Roumanie	6:22 PM	8min

Geolocation map > Contacts > Multi-selection > Reports > Single user weekly report

Locate My Teams

Multiple Contacts
Weekly report
[View details](#)

04/11/2019 - 04/17/2019

T F S S M T W
04/11 04/12 04/13 04/14 04/15 04/16 04/17

Team Summary

Team Trips Summary

NUMBER OF TRIPS	TOTAL TRAVEL DURATION	TOTAL DISTANCE
10	2h 12min	11.84 mi

Team Averages Summary

AVERAGE DISTANCE	AVERAGE SPEED
5.92 mi	5.35 MPH

Team Trips Summary

TOTAL TRIPS DURATION	TIME ON SITE
17h 12min	14h 59min

Team Averages Summary

AVERAGE TRIPS DURATION	AVERAGE TIME ON SITE
8h 36min	7h 29min

User 2
User 3

User 2 NUMBER OF TRIPS: 7

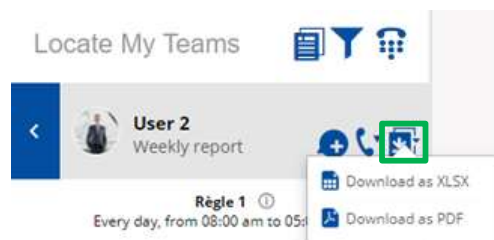
Trip number	Departure location	Departure time	Arrival location	Arrival time	Travel duration
1	7 Strada Băiculești, Bucarest, Bucarest 013189, Roumanie	7:37 AM	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	8:12 AM	35min
2	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	11:48 AM	Strada Buzzești, Bucarest, Bucarest, Roumanie	12:04 PM	16min
3	Strada Buzzești, Bucarest, Bucarest, Roumanie	12:14 PM	Strada Atelierului, Bucarest, Bucarest, Roumanie	12:15 PM	0min
4	Strada Atelierului, Bucarest, Bucarest, Roumanie	12:24 PM	Strada Mircea Vulcănescu, Bucarest, Bucarest 010818, Roumanie	12:25 PM	0min
5	Strada Mircea Vulcănescu, Bucarest, Bucarest 010818, Roumanie	1:03 PM	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	1:09 PM	5min
6	34-42 Strada Făgăraș, Bucarest, Bucarest 010898, Roumanie	5:33 PM	Strada Paul Ionescu 19, București, Romania	5:46 PM	13min
7	Strada Paul Ionescu 19, București, Romania	5:53 PM	7 Strada Băiculești, Bucarest, Bucarest 013189, Roumanie	6:31 PM	37min

User 3 NUMBER OF TRIPS: 3

Trip number	Departure location	Departure time	Arrival location	Arrival time	Travel duration
1	Strada Făgăraș 25, București, Romania	11:09 AM	Strada Făgăraș 25, București, Romania	11:10 AM	0min
2	Strada Făgăraș 25, București, Romania	4:59 PM	Drumul Taberei 40a, București 061344, Romania	5:15 PM	15min
3	Drumul Taberei 40a, București 061344, Romania	5:21 PM	Strada Valea Argeșului 2A, București 061934, Romania	5:28 PM	6min

Geolocation map > Contacts > Multi-selection > Reports > Multiple users weekly report

The reports can be exported in Excel or PDF formats.



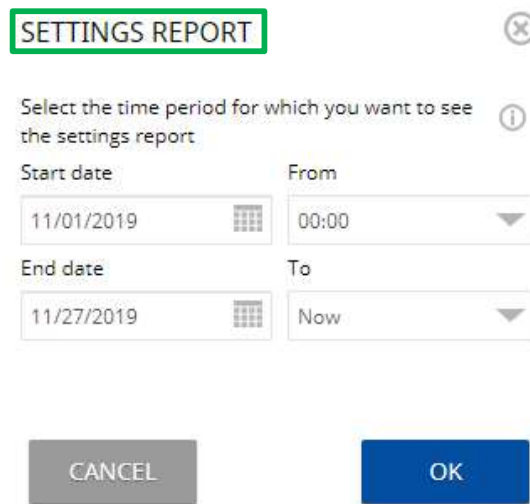
Geolocation map > Contacts > Multi-selection > Reports > Export the weekly report

10.1.4. Settings Report

You should have the right, like for the other report type, to generate a report for:

- One user only
- Multiple users or user's groups
- Dispatch Groups

You will need to select a time frame for generating the report (same behavior as for the map itinerary). The same storage time interval should be used for other geolocation data for these events.



Geolocation map > Contacts > Multi-selection > Reports > Select the settings report

After filling in all the information required, an Excel report will be downloaded (like for map itinerary report).

Report for one user

The report includes the following columns: Date, Time, Contact (first and last name), Event (Application Geolocation Option disabled/enabled, Device Location Service disabled/enabled, Beacon detection disabled/enabled, Device Bluetooth disabled/enabled).

Report for multiple users/groups/Dispatch Groups

The report includes the following columns: Date, Time, Contact (first and last name), Event (Application Geolocation Option disabled/enabled, Device Location Service disabled/enabled, Beacon detection disabled/enabled, Device Bluetooth disabled/enabled).

Explanation of Labels when No Location Data

The new reasons and labels should be displayed in:

- The map itinerary Excel report
- The map itinerary displayed on WebChat

Label details:

- **Device location service disabled:** When the user disabled the Geolocation service on their device.
- **Application Geolocation option disabled:** When the user disabled the Geolocation service on their application.
- **Administrator tracking rule restriction:** When the user uses Geolocation's rules (e.g. business hour) that exclude the sending of position.
- **Device GPS accuracy above [X] meters:** 1. When the accuracy of the received location is higher than the desired accuracy set for the organization. 2. Poor GPS signal.
- **Device not ready:** Location in the past: system returns a location with the timestamp in the past.
- **Device in deep sleep mode:** Device is in deep sleep mode.
- **Location retrieval timeout:** Unknown reasons.
- **Application suspended/closed (1):**

Configuration:

- At device level: Geolocation permission for TOTR application is set to "Only when application is active".
- At the application level: the parameter "Keep Geolocation running in background" is disabled.

If the option "Keep Geolocation running in background" is disabled and the user is not moving, the application remains in this state for a while (around three minutes) until it is suspended by the system.

- **Application suspended/closed (2):**

Configuration:

- At device level: Geolocation permission for TOTR application is set to "Only when application is active".
- At the application level: the parameter "Keep Geolocation running in background" is enabled.

If the option "Keep Geolocation running in background" is disabled and the user is not moving, the application remains in this state for a while (around three minutes) until it is suspended by the system. The application keeps sending locations during this state.

If the option "Keep Geolocation running in background" is disabled and the user is moving, the application can retrieve the location when there has been a change in the device's location, such as 100 meters.

- **Application suspended/closed (3):**

Configuration:

- At device level: Geolocation permission for TOTR application is set to "Always".
- At the application level: the parameter "Keep Geolocation running in background" is disabled.

If the option "Keep Geolocation running in background" is disabled and the user is not moving, the application remains in this state for a while (around three minutes) until it is suspended by the system. The application keeps sending locations during this state.

If the option "Keep Geolocation running in background" is disabled and the user is moving, the application can retrieve the location when there has been a change in the device's location, such as 100 meters.

- **Application suspended/closed (4):**

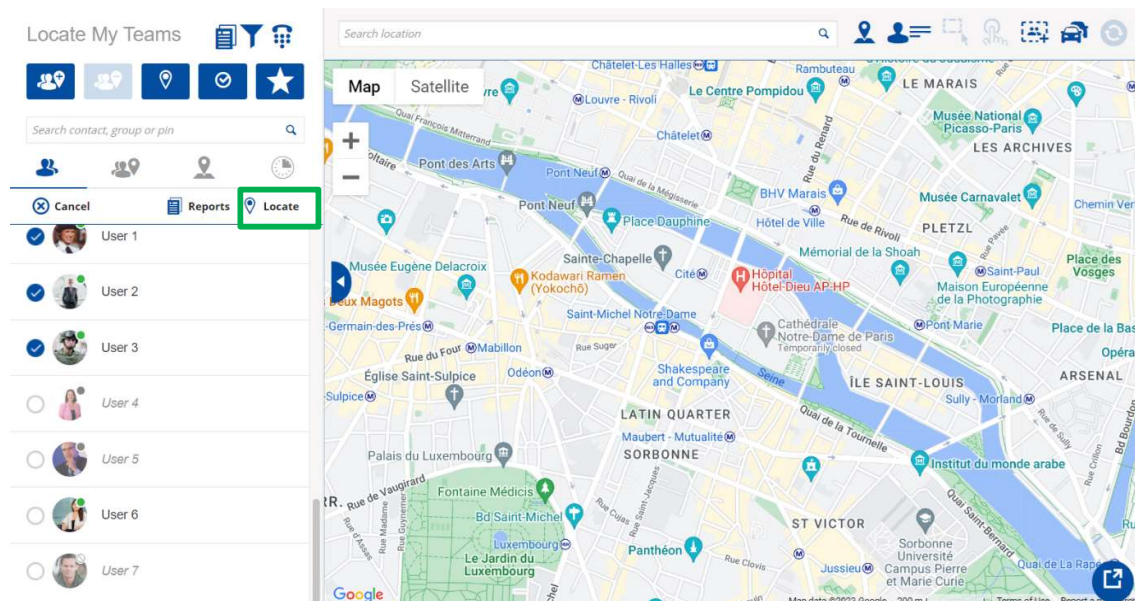
Configuration:

- At device level: Geolocation permission for TOTR application is set to "Always".
- At the application level: the parameter "Keep Geolocation running in background" is enabled.

If the **Keep Geolocation Running in Background** option is enabled and the user is not moving, the application remains in this state for a long period until it is suspended by the system.

10.2. Locating

Click the **Locate** button to show the users on the map.



Geolocation map > Contacts > Multi-selection > Locate users

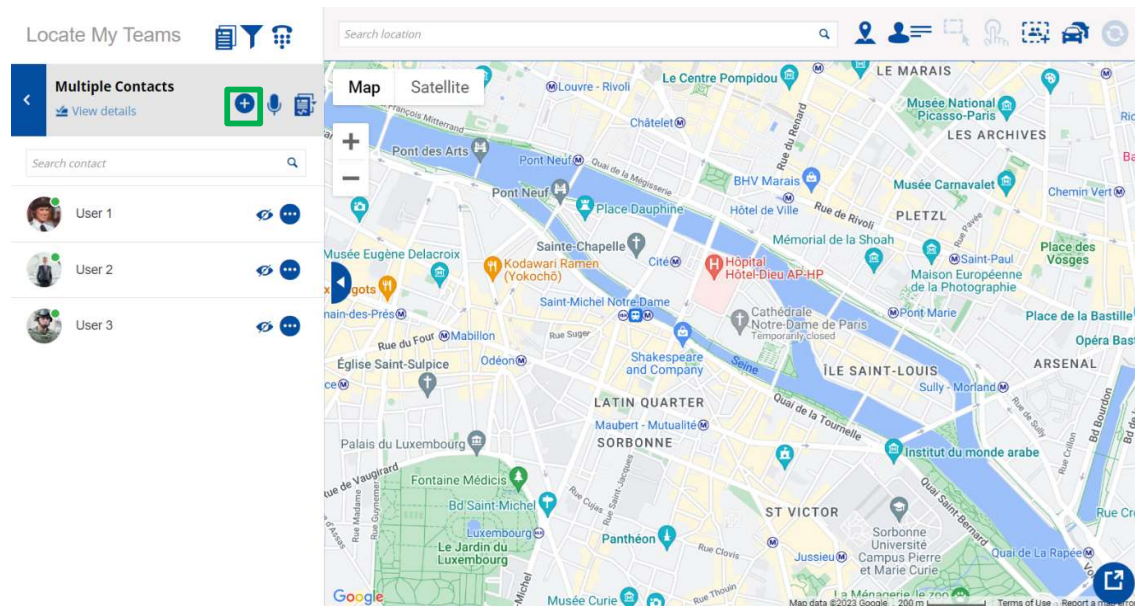
To hide/show back a located contact (individual user/group), click the corresponding **Hide/Show** icon.

To hide or show back only some members of a group, you must expand the group and then click the corresponding **Hide/Show** icon.

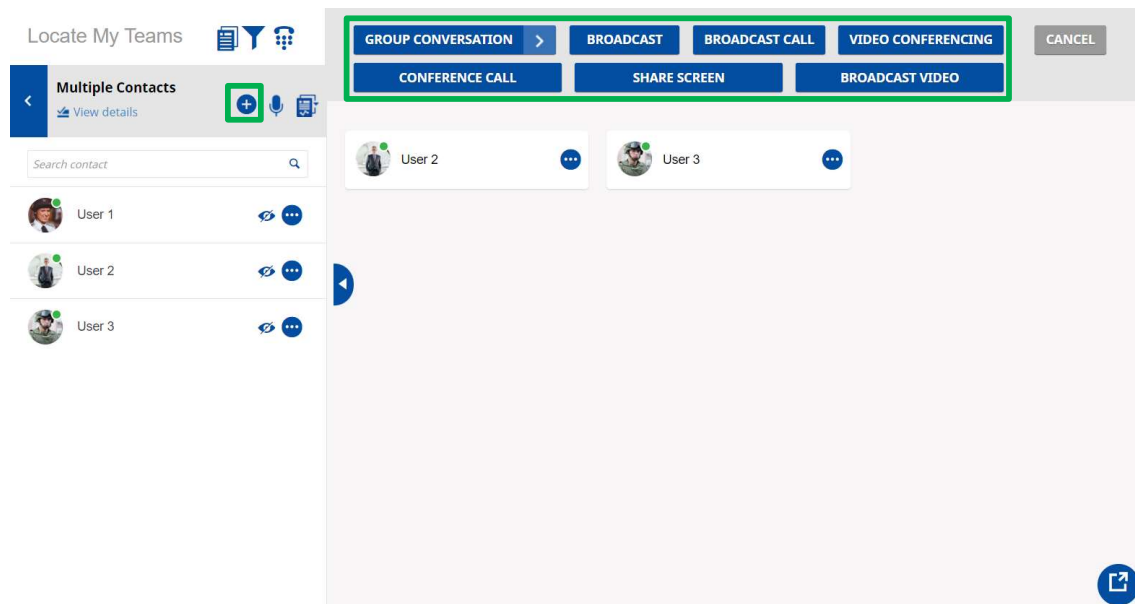
*For more information about this feature, go to the **Hide/Show Icon** section in the guide (Creating a Dispatch Group).*

10.2.1. More Actions

Click the **More Actions** icon shown in the image below and initiate a group conversation, Broadcast conversation, Broadcast Call, Video Conferencing, Conference Call, Share Screen, or Broadcast Video.



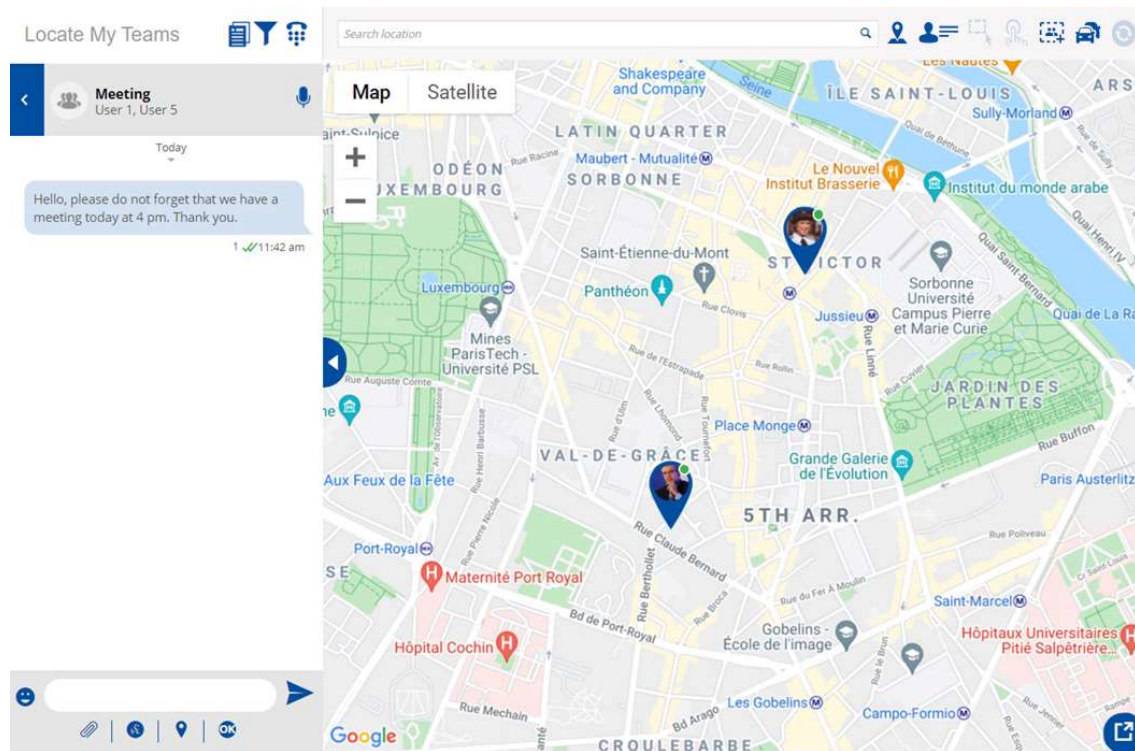
Geolocation map > Contacts > Multi-selection > Locate users > More actions



Geolocation map > Contacts > Multi-selection > Locate users > Options from the More actions

10.2.1.1. Group Conversation

The conversation thread will be displayed to the left of the map, so you can continuously monitor the location of your contacts.



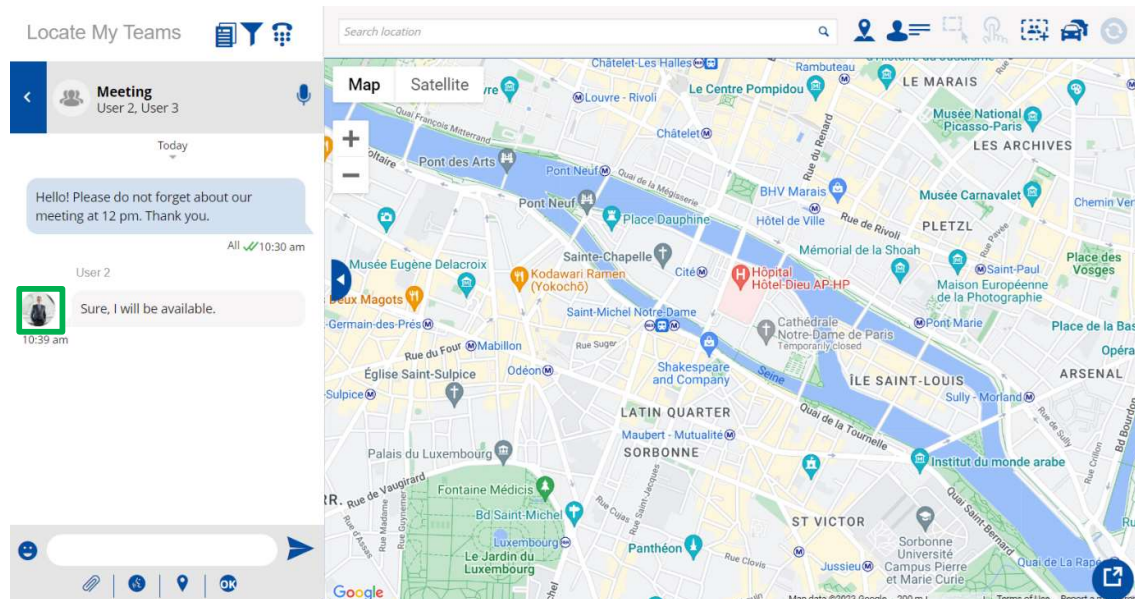
Geolocation map > Contacts > Multi-selection > Locate users > More actions > Group conversation

User Details

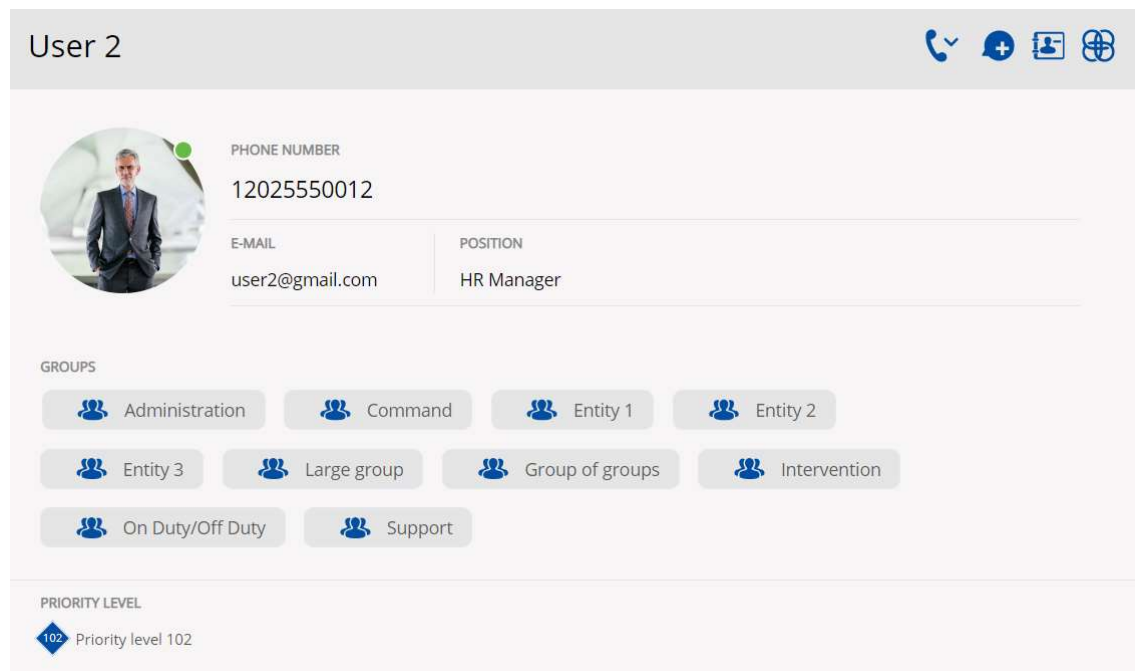
You can access the details of a user from the group conversation.

There are two ways to access a User's Details from the group conversation:

- Hover over the user's avatar icon that is going to be circled in blue, then simply click on it so that you will be directed to that user's details page.

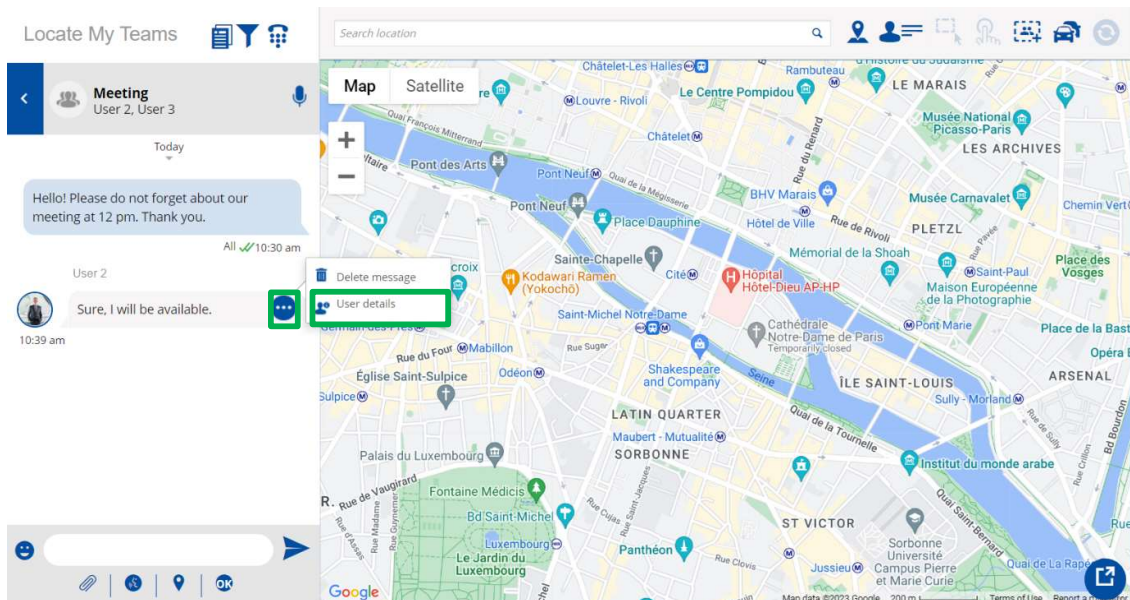


Geolocation map > Contacts > Multi-Selection > Group conversation > User's avatar

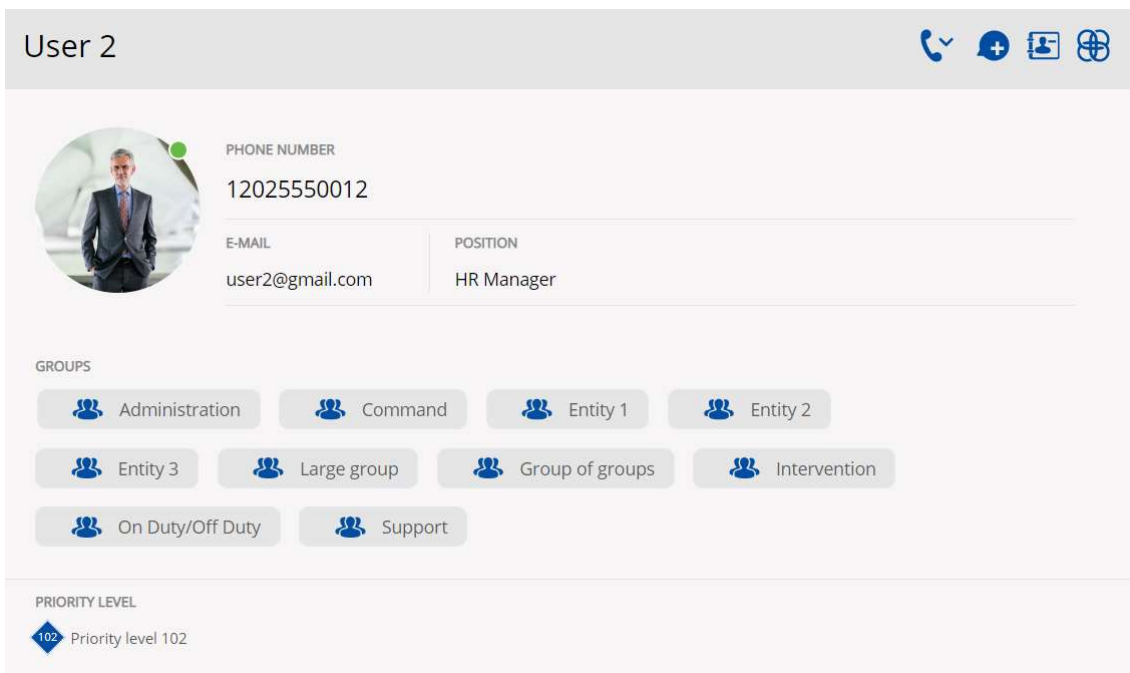


Geolocation map > Contacts > Multi-Selection > Group conversation > User's avatar > After clicking the user's avatar

- On the right side of the user's text message, click the three dots button and then select **User Details**.



Geolocation map > Contacts > Multi-Selection > Group conversation > Message options > User details

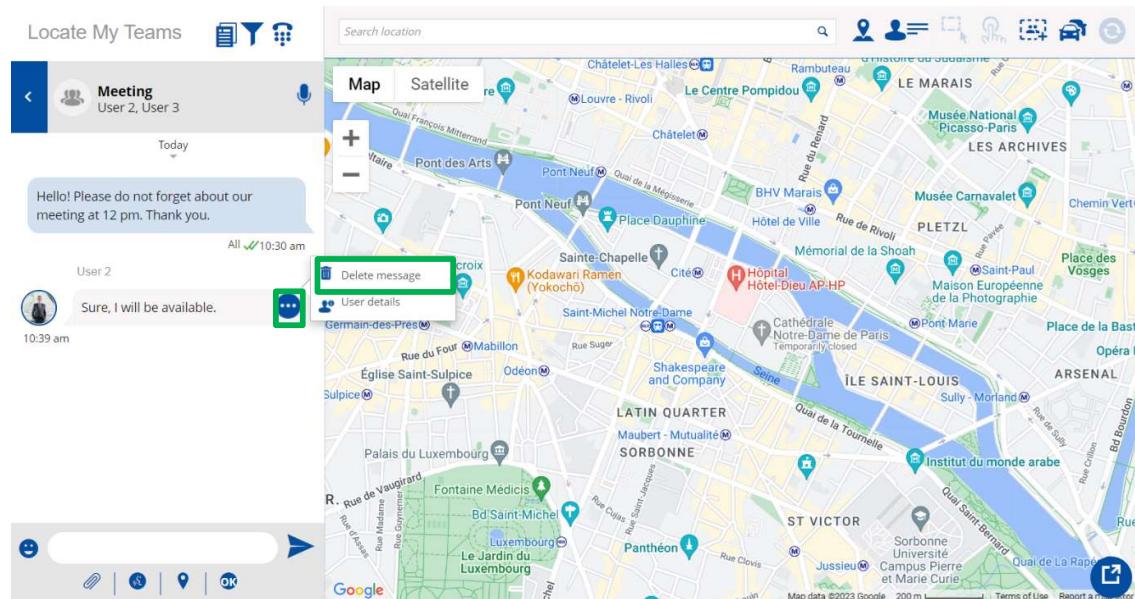


Geolocation map > Contacts > Multi-Selection > Group conversation > Message options > User details > After clicking the user's details

For more information about the **Messages** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

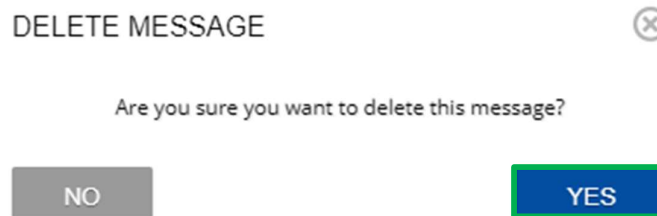
Deleting a Message

In case you sent the wrong message inside a group conversation or a private one, you can still have that message deleted. To do so, click the three dots next to that message and then select **Delete Message**.



Geolocation map > Contacts > Multi-Selection > Group conversation > Message options > Delete message

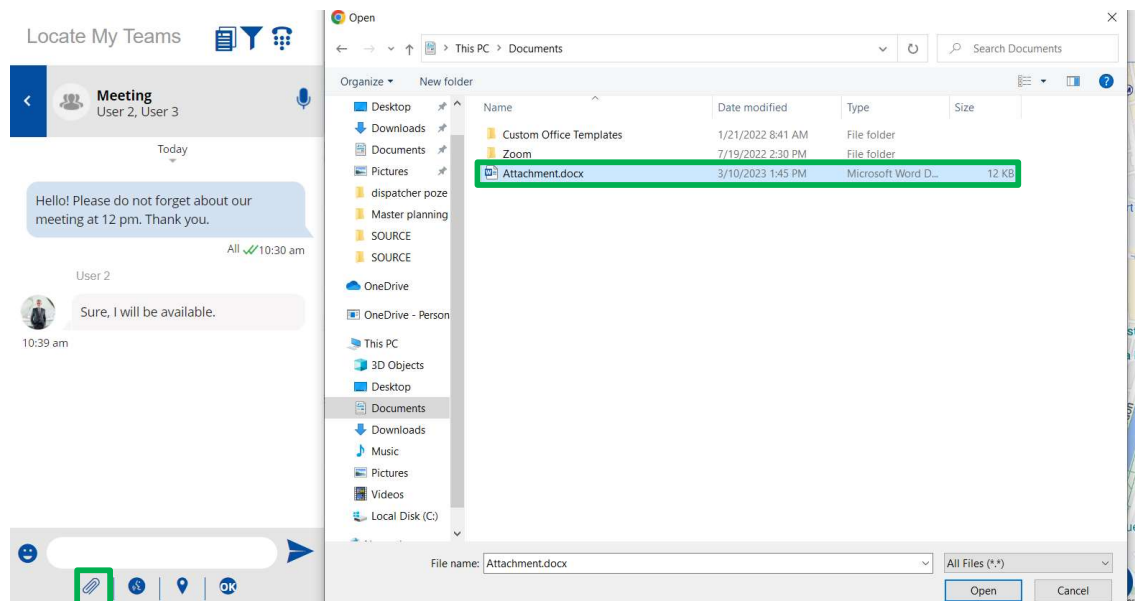
A confirmation pop-up will appear. Click **Yes** to confirm the deletion of the selected message.



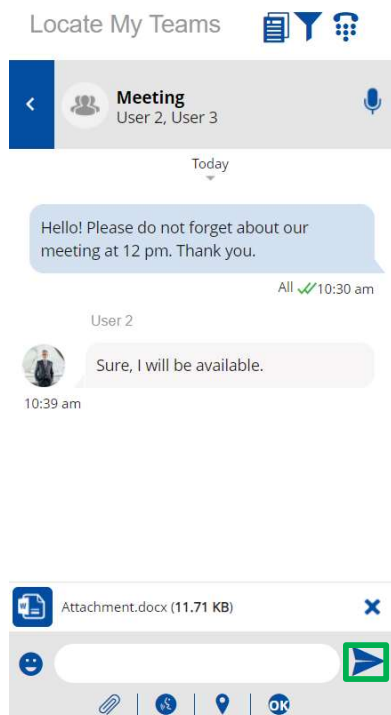
Geolocation map > Contacts > Multi-Selection > Group conversation > Message options > Delete message > Confirmation pop-up > Click Yes

Attachment

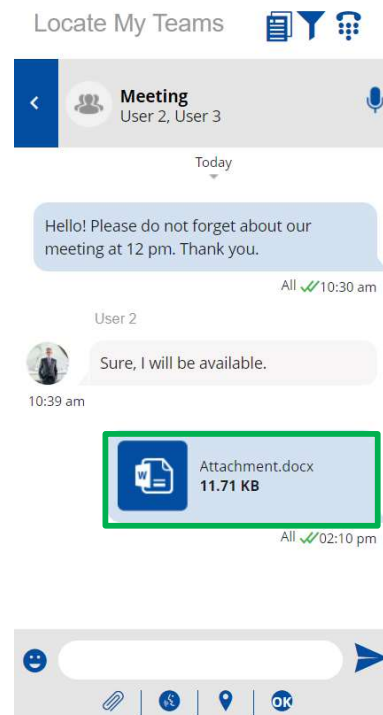
By clicking the **Attachment** button below, you can choose to attach a file and send it in the conversation.



Geolocation map > Contacts > Multi-Selection > Group conversation > Attachment > Select the file you want to attach



Geolocation map > Contacts > Multi-Selection > Group conversation > The selected file is attached > Click Send

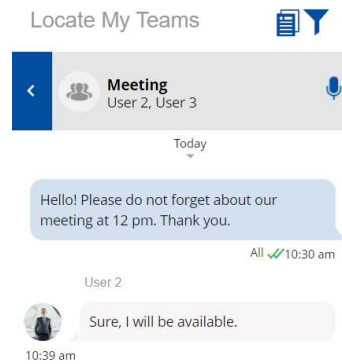
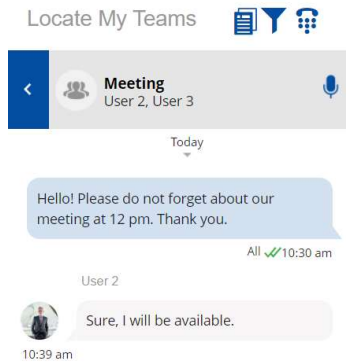


Geolocation map > Contacts > Multi-Selection > Group conversation > Attachment sent

Voice Message

You can use the **Voice Message** button to send recorded voice messages to the user with whom you are communicating with.

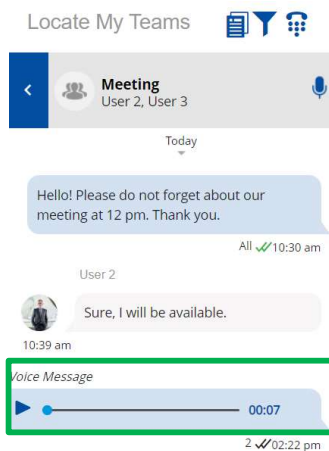
Note: You can also choose to delete the **Voice Message** before sending it by clicking, while the message is recording, the **Delete** button.



Geolocation map > Contacts > Multi-Selection > Group conversation > Voice message



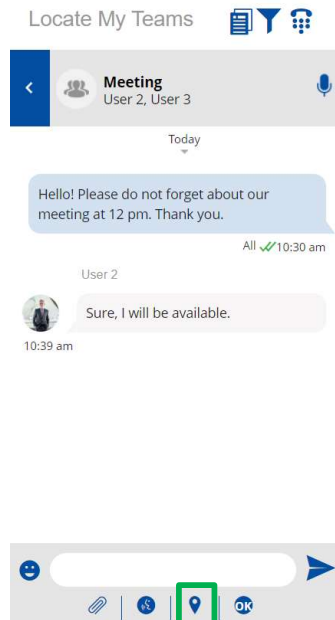
Geolocation map > Contacts > Multi-Selection > Group conversation > Record the voice message > Click Send



Geolocation map > Contacts > Multi-Selection > Group conversation > Voice message is sent

Location

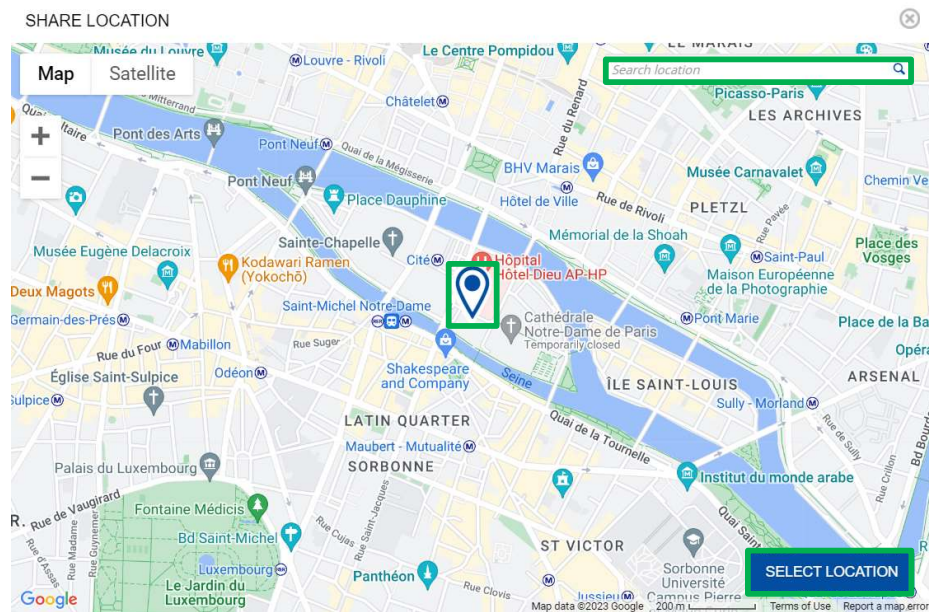
You can send a particular location inside a conversation by first clicking the **Location** button.



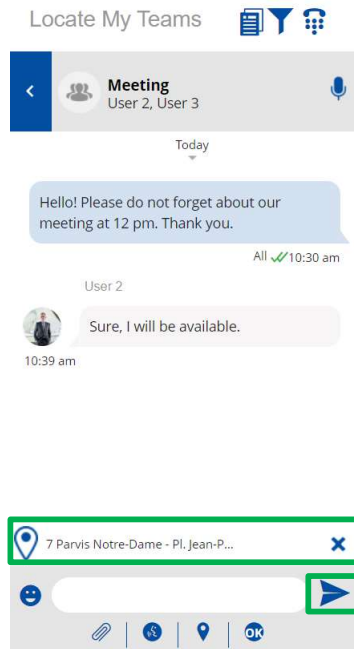
Geolocation map > Contacts > Multi-Selection > Group conversation > Location

You can either move the pin to roam around different places or to use the **Search Location** bar. After you select that location you need, click the **Select Location** button.

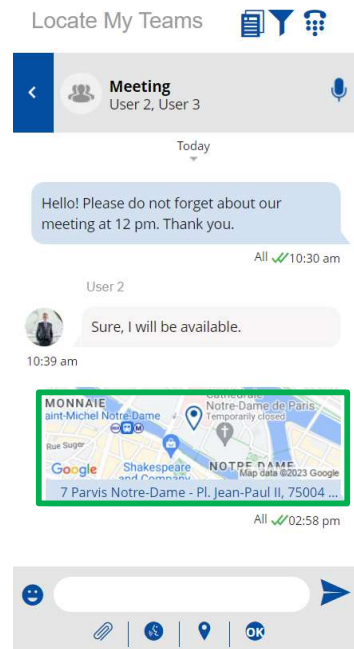
Note: Whenever you are using the search bar, the search request will wait for one second while typing before displaying the result.



Geolocation map > Contacts > Multi-Selection > Group conversation > Select the location (either move the pin or use the Search bar) > Click Select location



Geolocation map > Contacts > Multi-Selection > Group conversation > Location is selected > Click Send

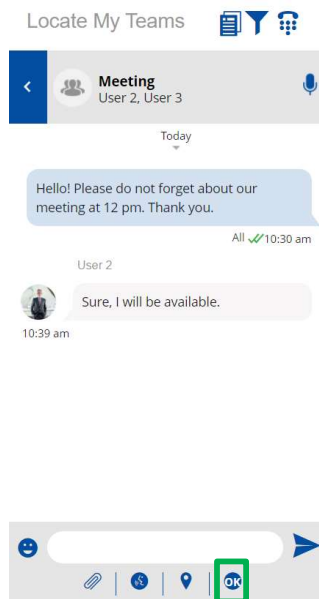


Geolocation map > Contacts > Multi-Selection > Group conversation > The selected location is sent

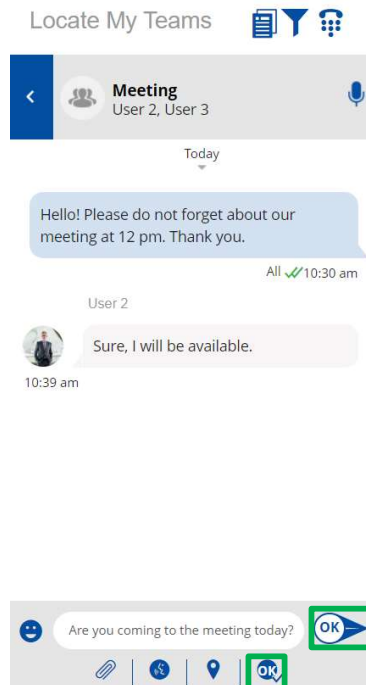
Request Confirmation

You can send messages that require the recipient's acknowledgment. The message is displayed to the recipient with an **OK** button next to it. Clicking **OK** lets the other user know that the message has been seen.

You can change the default send button directly from the conversation screen by clicking **Request Confirmation**.

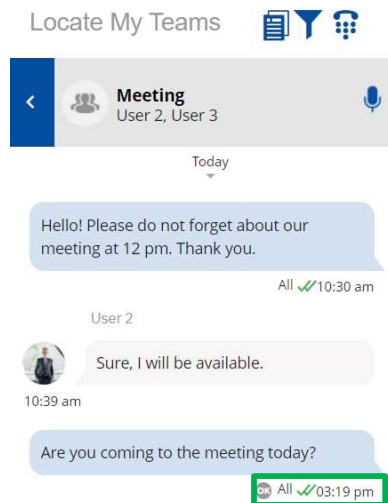


Geolocation map > Contacts > Multi-Selection > Group conversation > Message > Click Request confirmation

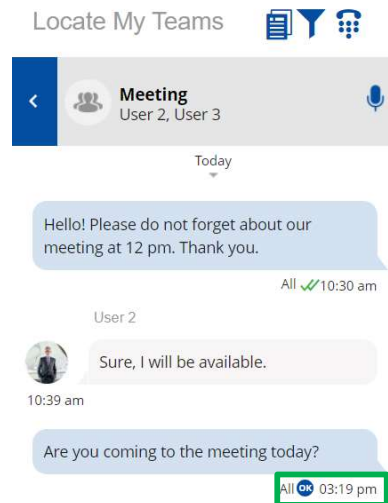


Geolocation map > Contacts > Multi-Selection > Group conversation > Message > Request confirmation is enabled

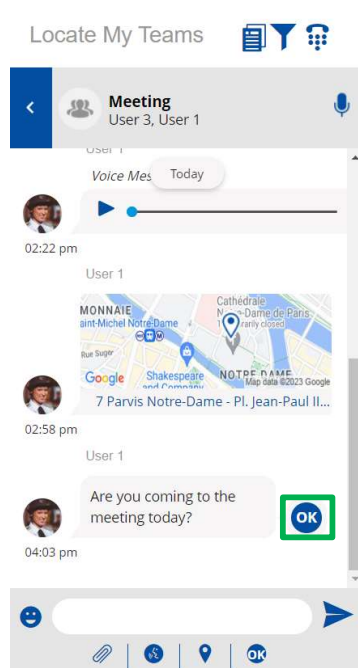
Type and send your message as seen below. You will see the **OK** bubble in grey if the receiver has not acknowledged the message; once they do, the bubble turns blue.



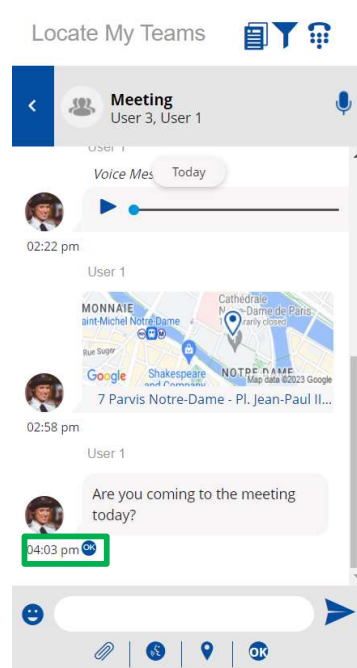
Geolocation map > Contacts > Multi-Selection > Group conversation > Message sent but not acknowledged (OK bubble is grey)



Geolocation map > Contacts > Multi-Selection > Group conversation > The recipients acknowledged the message (OK bubble is blue)



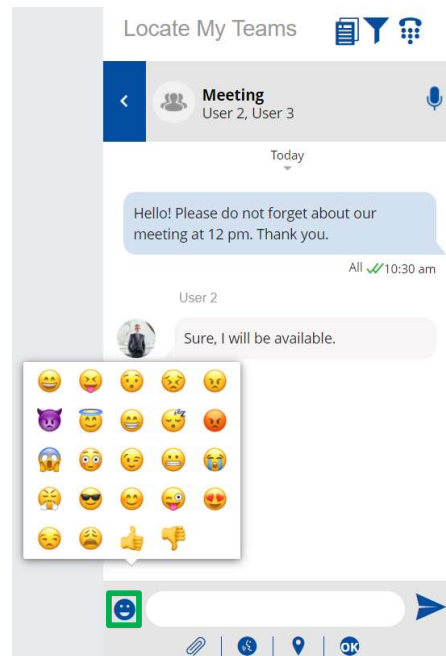
Geolocation map > Contacts > Multi-Selection > Group conversation > Recipient > Message received but not acknowledged (OK displayed next to message)



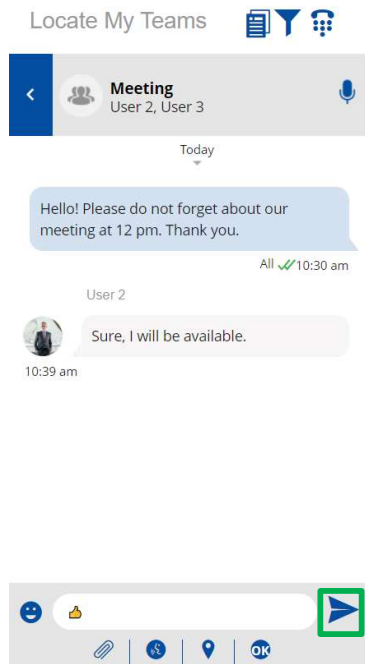
Geolocation map > Contacts > Multi-Selection > Group conversation > Recipient > Click OK > Message acknowledged (OK displayed below message)

Emojis

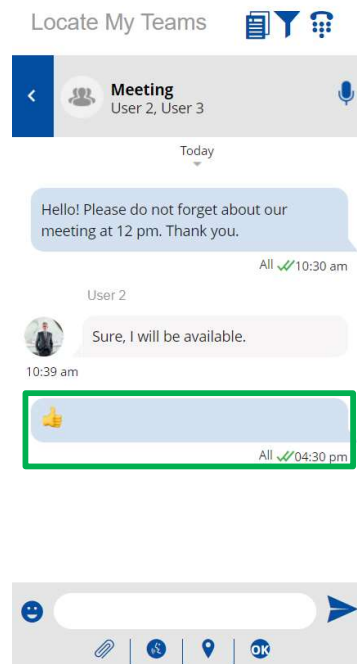
You can choose from the given **Emojis** an Emoji to send to the user with whom you are in a conversation.



Geolocation map > Contacts > Multi-Selection > Group conversation > Emojis > Choose an emoji



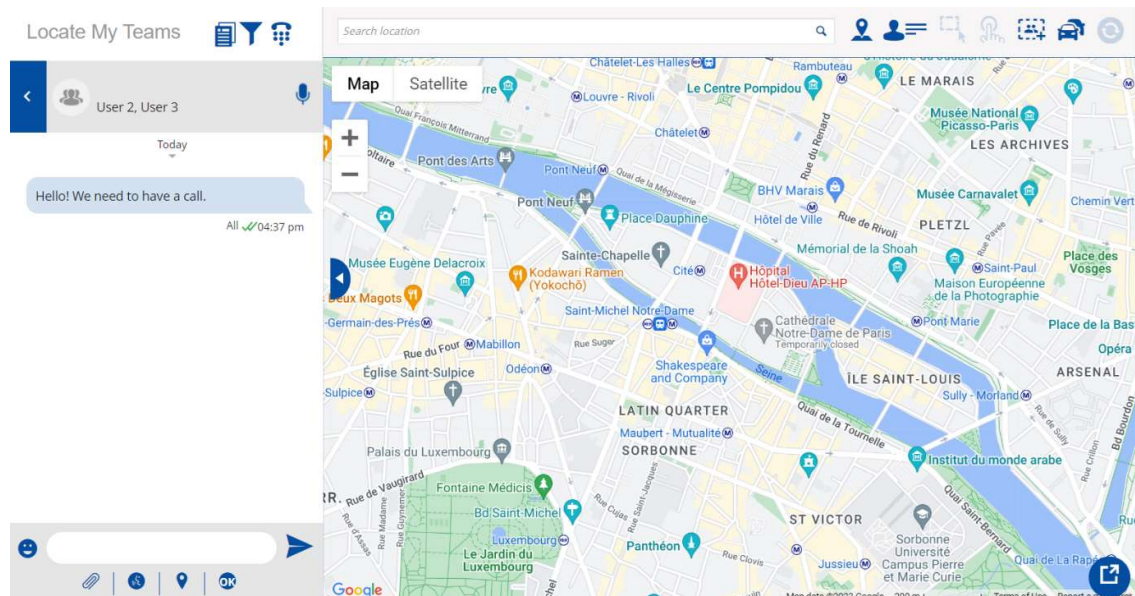
Geolocation map > Contacts > Multi-Selection > Group conversation > Emojis > Click Send



Geolocation map > Contacts > Multi-Selection > Group conversation > Emojis > Emojis sent

10.2.1.2. Broadcast Conversation

Create a broadcast conversation with several recipients. Replies to this broadcast conversation are sent to you only (other recipients are not aware of everyone's response) and displayed in individual threads.



Geolocation map > Contacts > Multi-selection > Locate users > More actions > Broadcast conversation

For more information about the **Broadcast Conversation** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

10.2.1.3. Broadcast Call

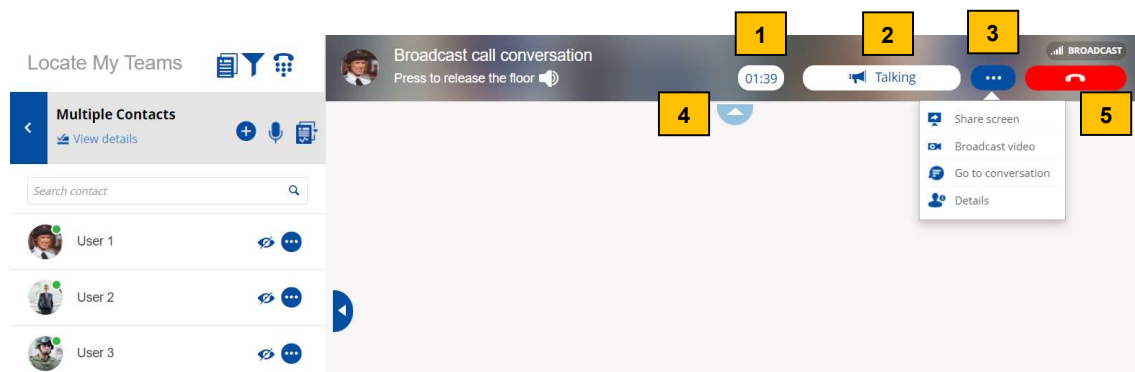
A Broadcast Call is a special group call where the Mission Critical Push-To-Talk initiator is the only one able to speak and send messages in the new conversation automatically created. It is a Push-To-Talk group call with implicit floor control. It will be auto answered and once the call is hung up by the initiator, the call is ended.

Because there is a default maximum idle time of 10 seconds during a Broadcast Call, the Broadcast Call ends after 10 seconds.

The default **Broadcast Call Hang Time** value is configured at the organization level on the **Super Admin** and **Company Admin** interfaces.

A call banner is displayed on top of the screen, showing the following:

1. Call timer
2. **Push-To-Talk** button: Click the button to talk. When you finish talking, release the Push-To-Talk button to release the floor
3. **More** button: Share Screen, Broadcast Video, Go to conversation, Details
4. **Hide/Show Call Banner** button
5. **End Call** button

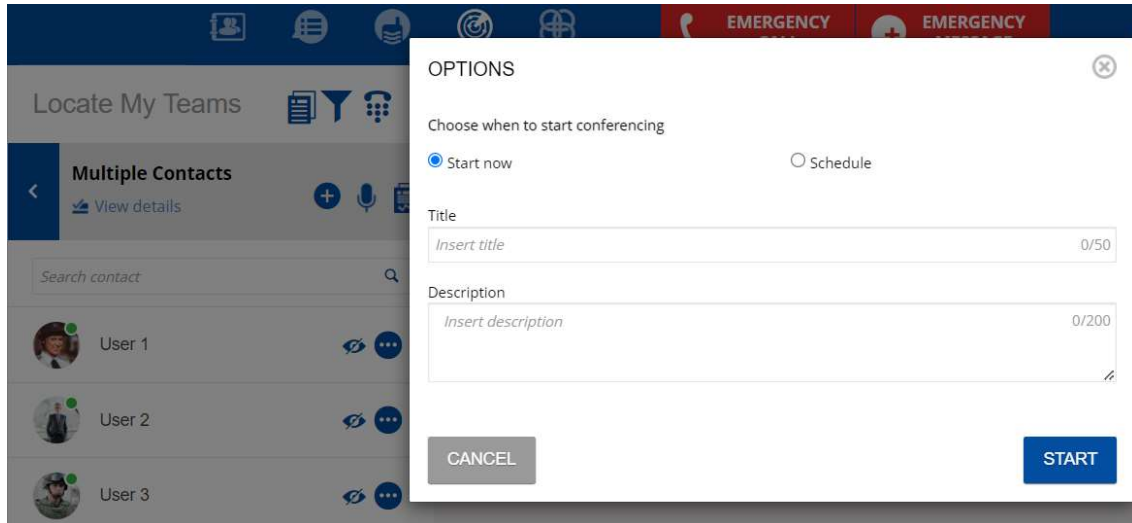


Geolocation map > Contacts > Multi-selection > Locate users > More actions > Broadcast call

For more information about the **Broadcast Call** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

10.2.1.4. Video Conferencing

A Video Conferencing is a visual communication session between two or more users regardless of their location, providing real-time streaming of audio and video content. A session is open if at least one user is connected to the meeting.



Geolocation map > Contacts > Multi-selection > Locate users > More actions > Video conferencing

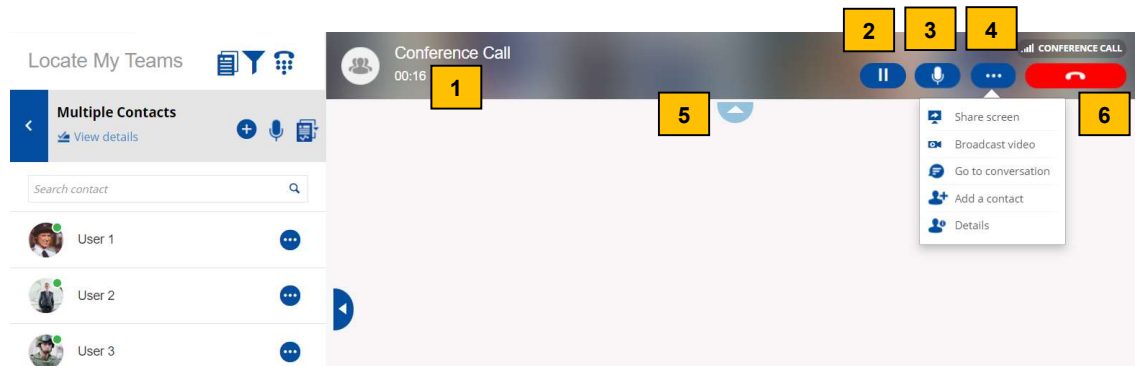
For more information about the **Video Conferencing** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

10.2.1.5. Conference Call

A Conference Call is a communication session between at least three users who can talk to each other at the same time. You can start one or more Conference Calls so that everyone can speak without having to wait for the floor to be available.

A call banner is displayed on top of the screen, showing the following:

1. Call timer
2. **Call on Hold** button
3. **Mute/Unmute** button
4. **More** button: Share Screen, Broadcast Video, Go to conversation, Add a contact, Details
5. **Hide/Show Call Banner** button
6. **End Call** button



Geolocation map > Contacts > Multi-selection > Locate users > More actions > Conference call

For more information about the **Conference Call** feature, go to *SW_TOTR_WebChat_UserGuide_General*.

10.2.1.6. Share Screen

This feature allows sharing your screen with a group of users so that everyone can see what is currently displayed on your screen.

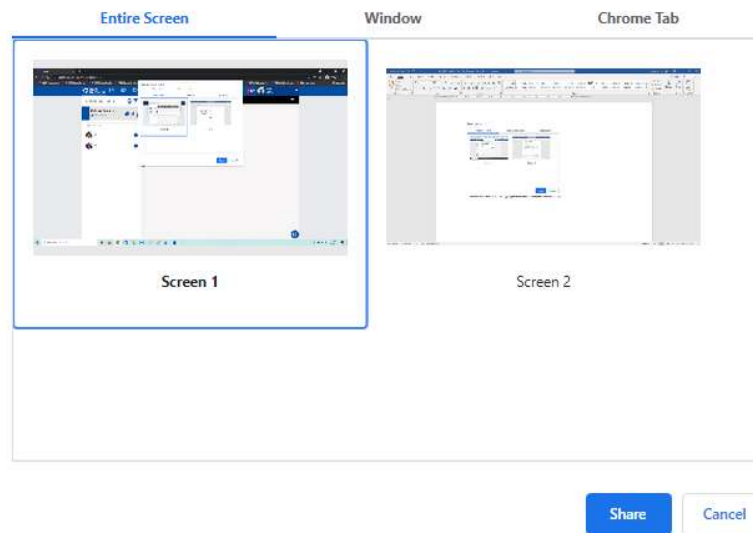
Note 1: The maximum limit of users is 100.

Note 2: Depending on the browser used, you can choose the window or area to share.

Before the session starts broadcasting, a screen selection window is displayed to select what visual content to share:

- Entire screen
- Window
- Chrome tab

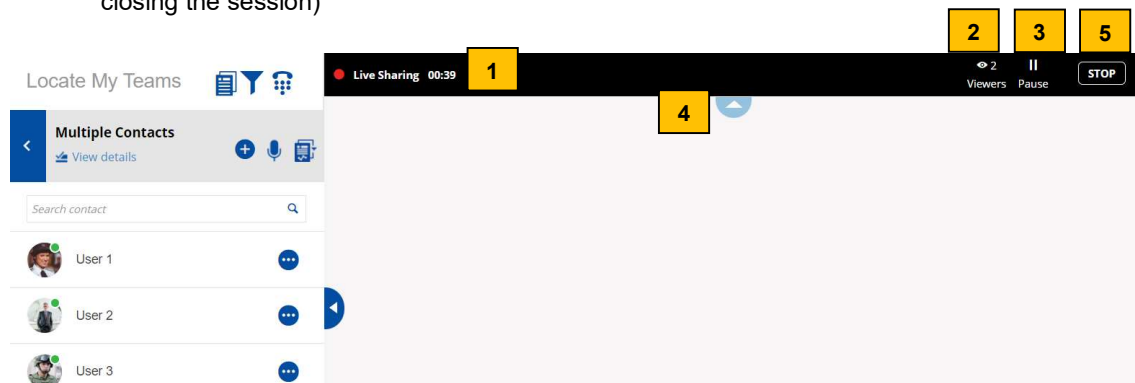
Choose what to share



Geolocation map > Contacts > Multi-selection > Locate users > More actions > Share screen > Select the screen to be shared

After you selected the screen to be shared, the session will start, and a call banner is displayed on top of the screen, showing the following:

1. Call timer
2. **Viewers** button (check who is viewing)
3. **Pause/Resume** button
4. **Hide/Show Call Banner** button
5. **Stop** button (when pressed, a confirmation pop-up window is displayed to prevent accidentally closing the session)



Geolocation map > Contacts > Multi-selection > Locate users > More actions > Share screen



Geolocation map > Contacts > Multi-selection > Locate users > More actions > Share screen > Viewers list

CONFIRMATION



Are you sure you want to close the Live Sharing?

NO

YES

Geolocation map > Contacts > Multi-selection > Locate users > More actions > Stop the share screen > Confirmation request

Note 3: While a Share Screen is ongoing, you cannot start another one (the **Share Screen** button will be displayed as grayed out).

For more information about the **Share Screen** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

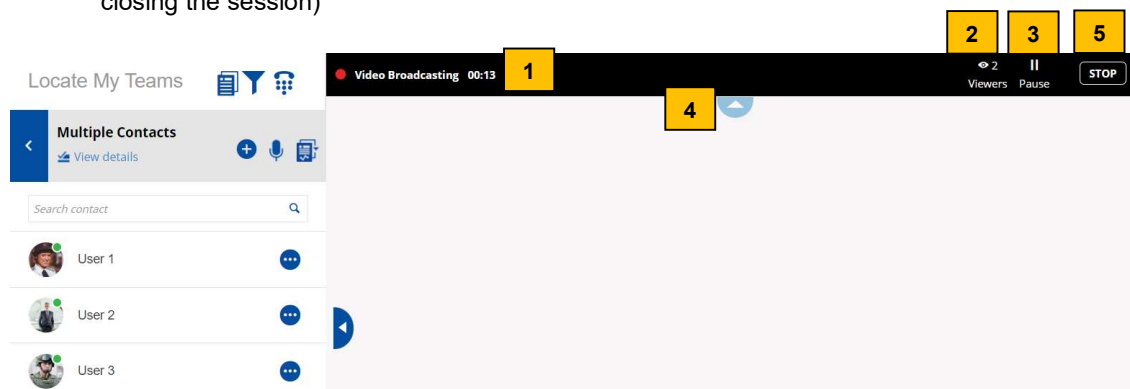
10.2.1.7. Broadcast Video

This feature allows sharing access to your computer camera/webcam.

Note: The maximum limit of users is 100.

The session will start, and a call banner is displayed on top of the screen, showing the following:

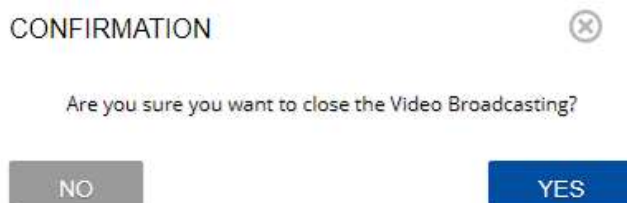
1. Call timer
2. **Viewers** button (check who is viewing)
3. **Pause/Resume** button
4. **Hide/Show Call Banner** button
5. **Stop** button (when pressed, a confirmation pop-up window is displayed to prevent accidentally closing the session)



Geolocation map > Contacts > Multi-selection > Locate users > More actions > Broadcast video



Geolocation map > Contacts > Multi-selection > Locate users > More actions > Broadcast video > Viewers list

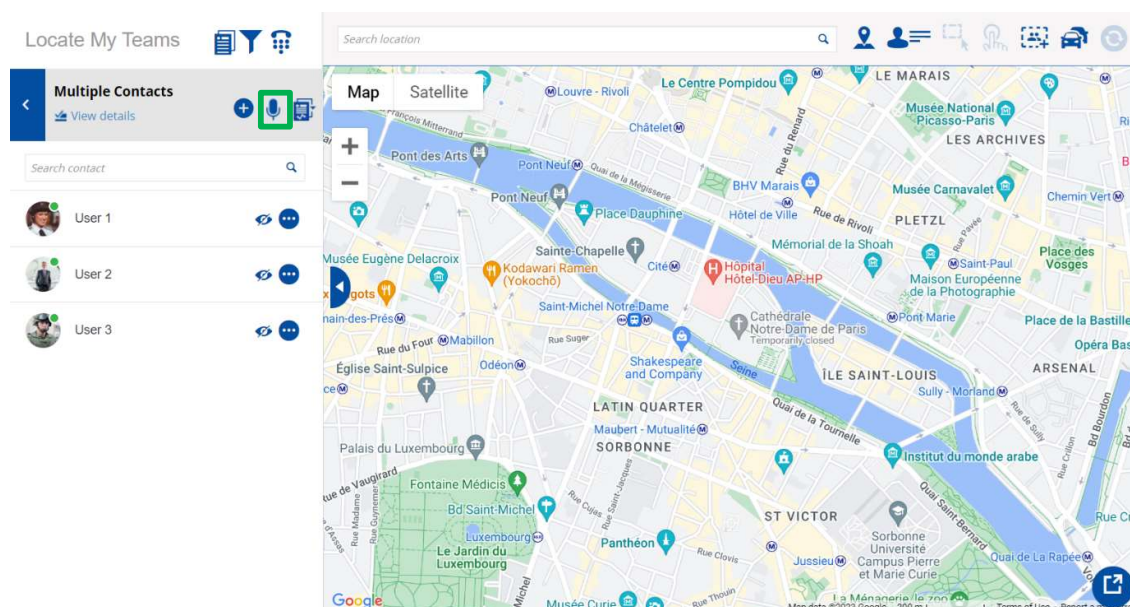


Geolocation map > Contacts > Multi-selection > Locate users > More actions > Stop the broadcast video > Confirmation request

For more information about the **Broadcast Video** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

10.2.2. Push-To-Talk

Click the **Push-To-Talk** button shown in the image below and make a Push-To-Talk call with the selected contacts.



Geolocation map > Contacts > Multi-selection > Locate users > Push-To-Talk

Calling ..



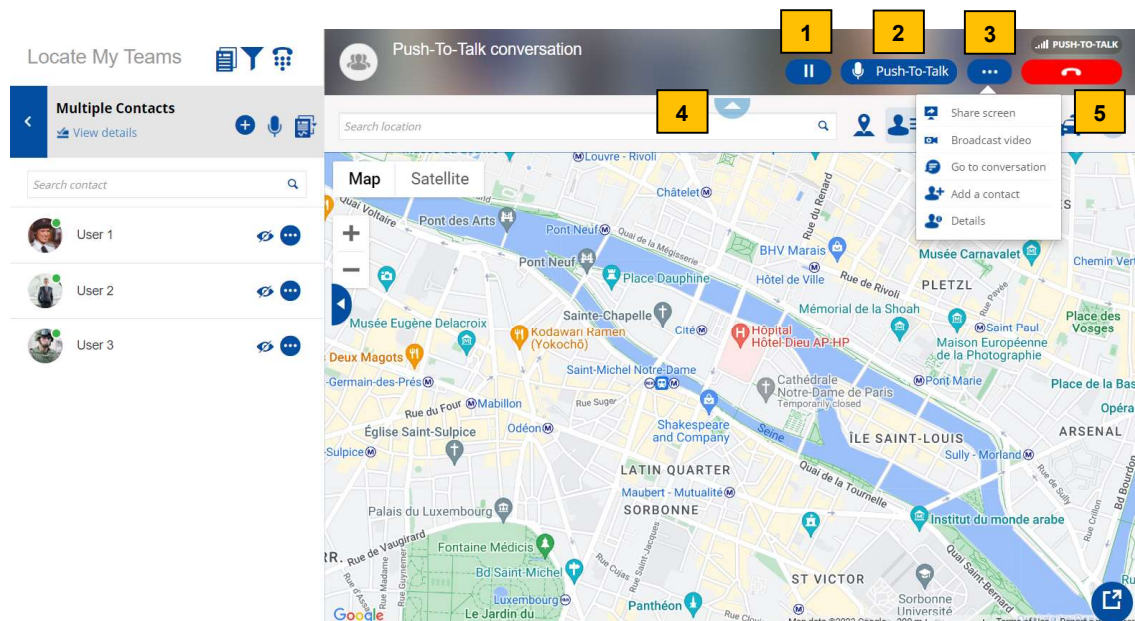
User 2, User 3



Geolocation map > Contacts > Multi-selection > Locate users > Outgoing Push-To-Talk call

If the call is accepted, a call banner is displayed on top of the screen, showing the following:

1. **Call on Hold** button
2. **Push-To-Talk** button: Click and hold the button to talk. When you finish talking, release the **Push-To-Talk** button to free the floor. If the maximum talking time is reached, the floor is automatically released to let other participants talk.
3. **More** button: Share Screen, Broadcast Video, Go to conversation, Add a contact, Details
4. **Hide/Show Call Banner** button
5. **End Call** button



Geolocation map > Contacts > Multi-selection > Locate users > Push-To-Talk banner

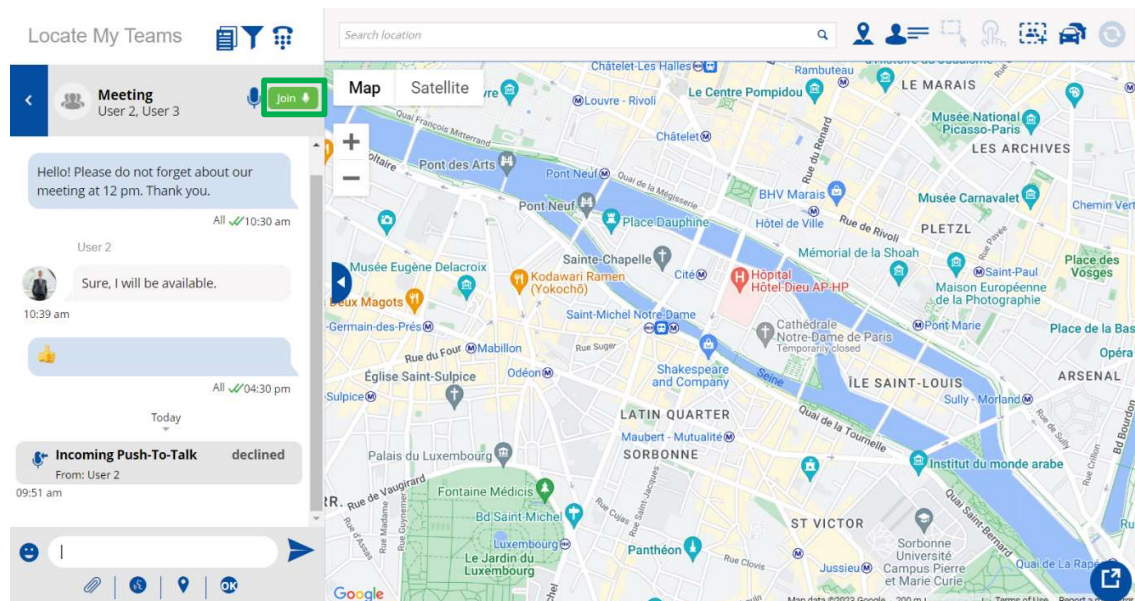
For more information about the **Push-To-Talk** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

Push-To-Talk Late Group Call Entry

If you reject, miss a group call (no matter if the device was turned on or off) or you accept it and then end it while it is still going on between at least two participants, you can still join the group call by simply clicking the **Join** button, no matter how many times you have already joined the Push-To-Talk group call.

The **Join** button will be displayed on the **Geolocation** page with:

- **Contacts** tab selected: When a group was selected for conversation, the conversation thread is displayed, and a Push-To-Talk group call was missed/rejected/joined at least once with that group.
- **Dispatch Groups** tab selected: When a group was selected for conversation, the conversation thread is displayed, and a Push-To-Talk group call was missed/rejected/joined at least once with that group.
- **Locations** tab selected: When pins are sent to multiple contacts, a conversation is created, and a Push-To-Talk group call was missed/rejected/joined at least once with that group.



Geolocation map > Join Push-To-Talk

For more information about the **Late Call Entry** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

10.2.3. Reports

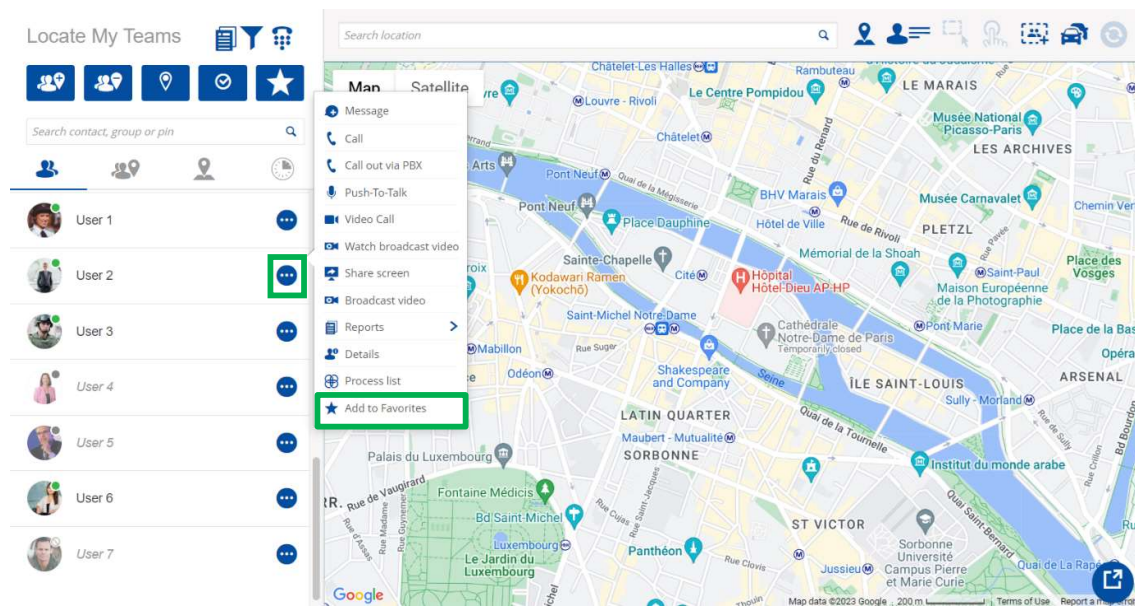
For more information about this feature, go to the **Reports** section in the guide (Multi-Selection).

11. ADDING USERS/GROUPS AS FAVORITES

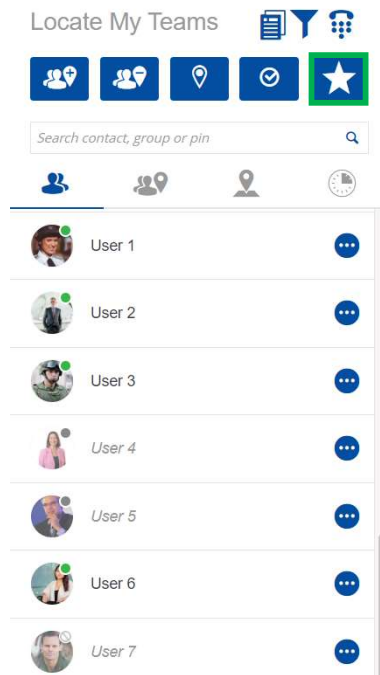
You can set individual users or groups as favorite contacts to have them displayed at the beginning of the **Contacts** list so that you do not need to search for them every time you want to contact them.

To add a user/group to **Favorites**, choose one of the two methods presented below:

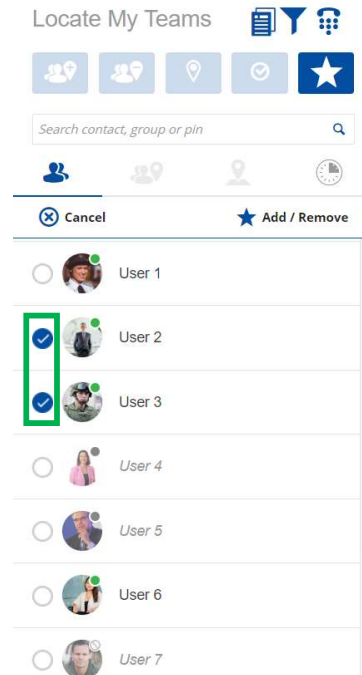
1. Click the three dots button on the right of the contact (individual users/groups) from the **Contacts** list, then choose from the available options **Add to Favorites**.



- Click **Add to Favorites** (the star-shaped icon) at the top of the **Contacts** list. You will be redirected to the Multi-Selection mode to choose one or more contacts (individual users and/or groups). After selecting them, click **Add**.

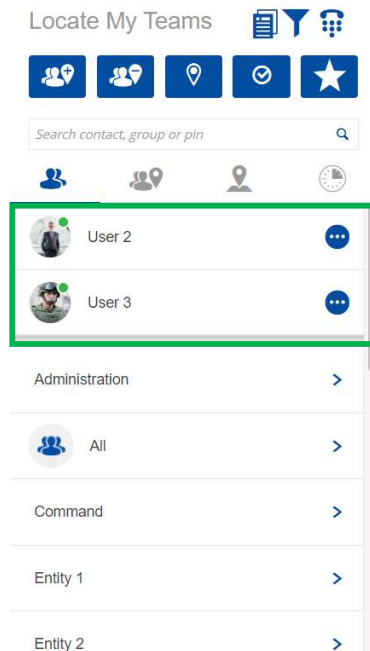


Geolocation map > Contacts > Add to Favorites



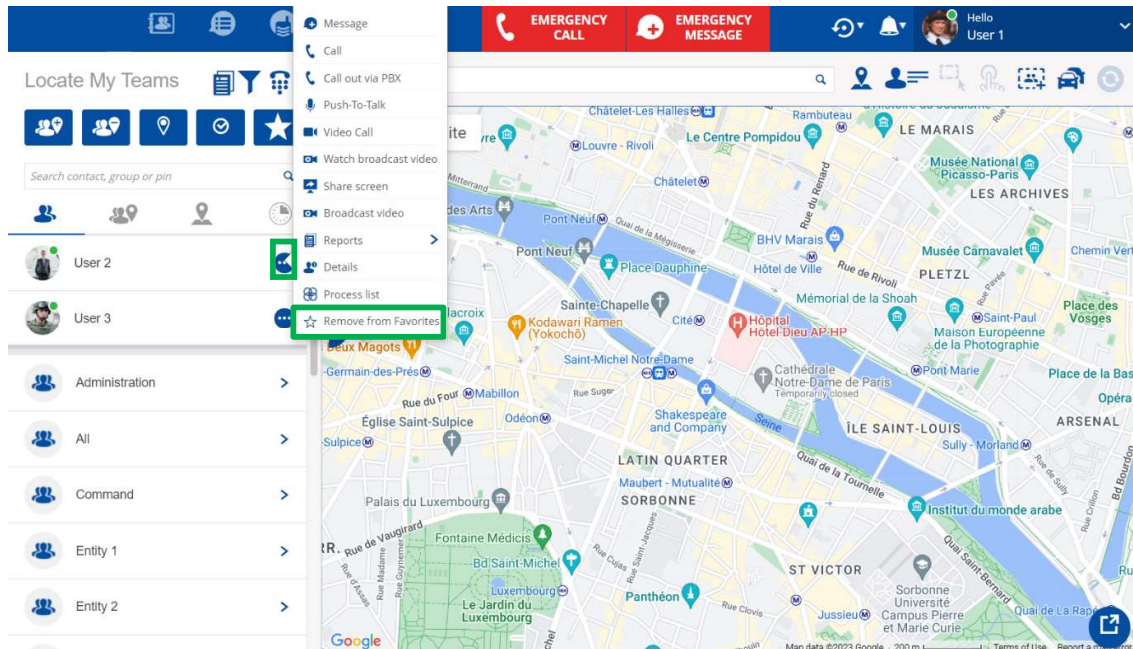
Geolocation map > Contacts > Add to Favorites > Multi-selection > Selecting contacts

Then the contacts added to Favorites will be displayed at the beginning of the **Contacts** list.



Geolocation map > Contacts > Favorites users

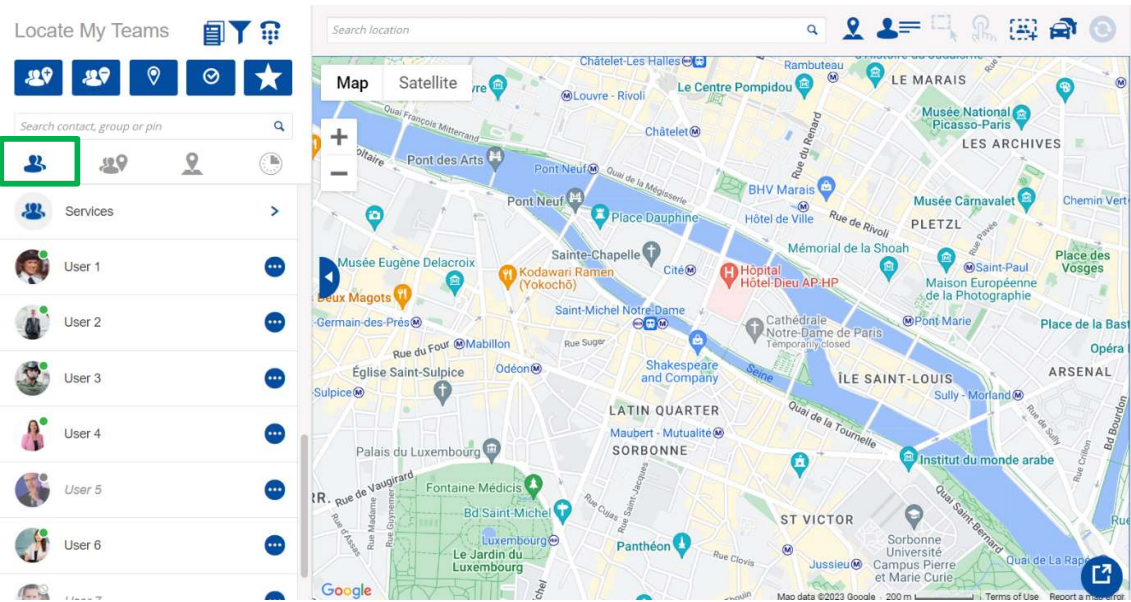
To remove a user/group from **Favorites**, click **Remove from Favorites** from the favorite Contact Options.



Geolocation map > Contacts > Favorites users > Remove from Favorites

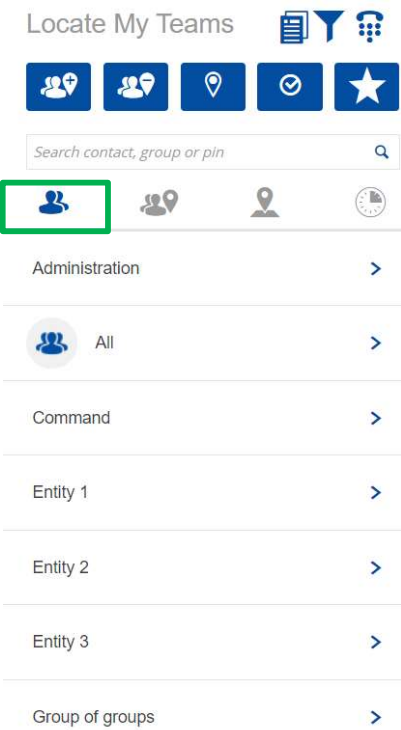
12. CONTACTS

See all the contacts in your organization.



Geolocation map > Contacts

12.1. Groups

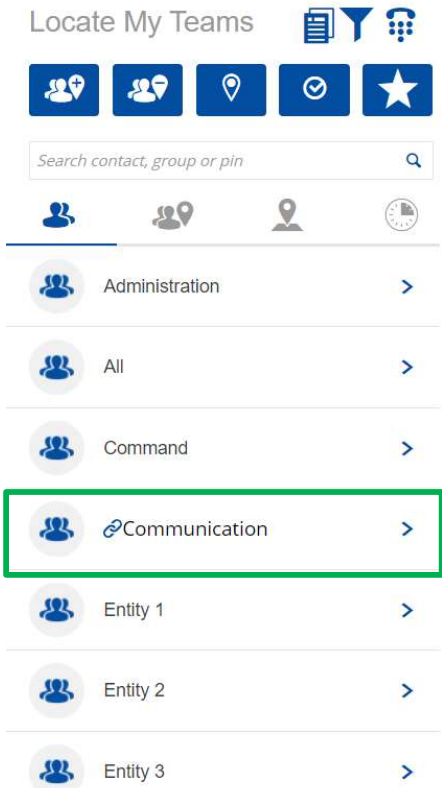


Geolocation map > Contacts > Groups

12.2. Displaying Group when Linked to Another Organization

If the Company Admin enables the **Link Channels** feature, a group from your organization can be linked with a group from another organization. The users will be able to interact via a common channel in the **Channels** tab and common group conversations in the **Conversation** tab, where they can use all the normally available features, except for the **Conference Call** feature.

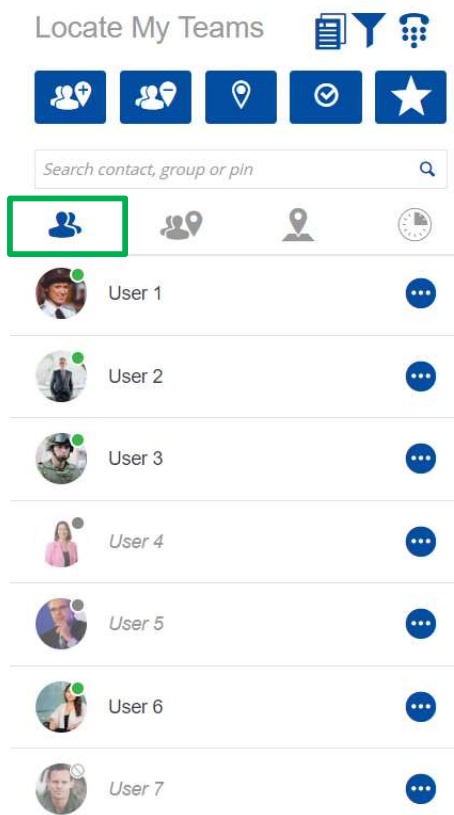
You can identify the Linked Channel/Group in your **Channels** and **Contacts** lists by the specific icon that appears next to it.



Geolocation map > Contacts > Link channel displayed

For more information about the **Link Channels** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

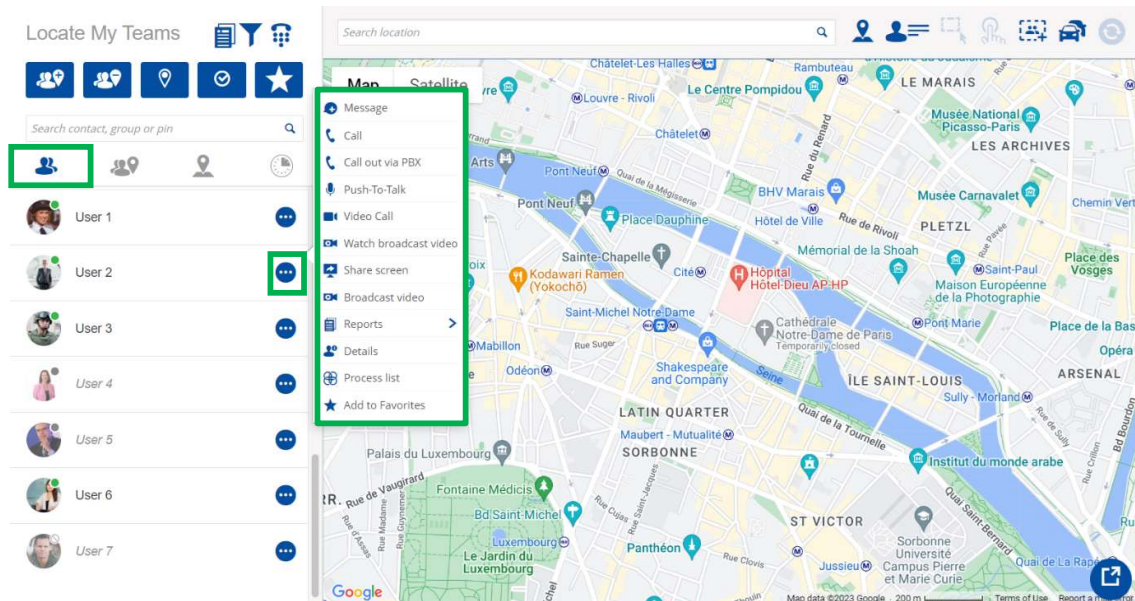
12.3. Individual Contacts



Geolocation map > Contacts > Individual contacts

12.4. Contact Options

Click the three dots button on the right of a contact's name to see the available options.

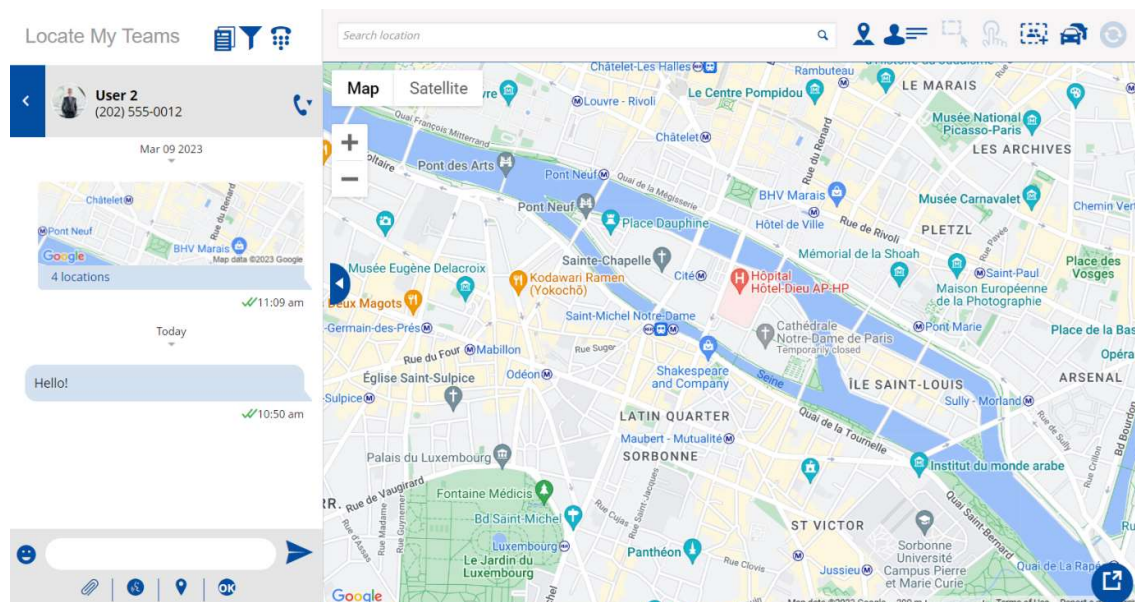


Geolocation map > Contact options

12.4.1. Message

You can send a message to a contact or a group from Geolocation.

To send a message, select a contact from the list, click the three dots button on the right of the contact's name, then the **Message** button. The conversation thread will be displayed to the left of the map, so you can continuously monitor the location of your contacts.



Geolocation map > Contact options > Message > Conversation created on the left

For more information about the **Messages** feature, go to the **Group Conversation** section in the guide (Multi-Selection > Locating > More Actions).

12.4.2. Private Call (VoIP)

You can make a call to contacts from Geolocation.

To make a call, select a contact from the list, click the three dots button on the right of the contact's name, then the **Call** button.

Calling ..



User 2



Geolocation map > Contact options > Private call (VoIP) > Outgoing private call (VoIP)

If the call is accepted, a call banner is displayed on top of the screen, showing the following:



Geolocation map > Contact options > Outgoing private call (VoIP) banner

For more information about the **Private Call (VoIP)** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

Call Forward

If the **Call Forward** feature is enabled, the calls you make from Geolocation map to a user who does not answer or is already in a call will be forwarded to another user set by the Company Admin. The user who did not answer or was already in a call will see a **Missed Call** notification. The user who receives the forwarded call will see in the **Incoming Call** notification from whom the call was forwarded.

For more information about the **Call Forward** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

Call Transfer

If the **Call Transfer** feature is enabled, when a person (TOTR or external user) makes a call, the user who took the call can transfer the caller to another TOTR user in the phonebook.

For more information about the **Call Transfer** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

12.4.3. Call Out via PBX

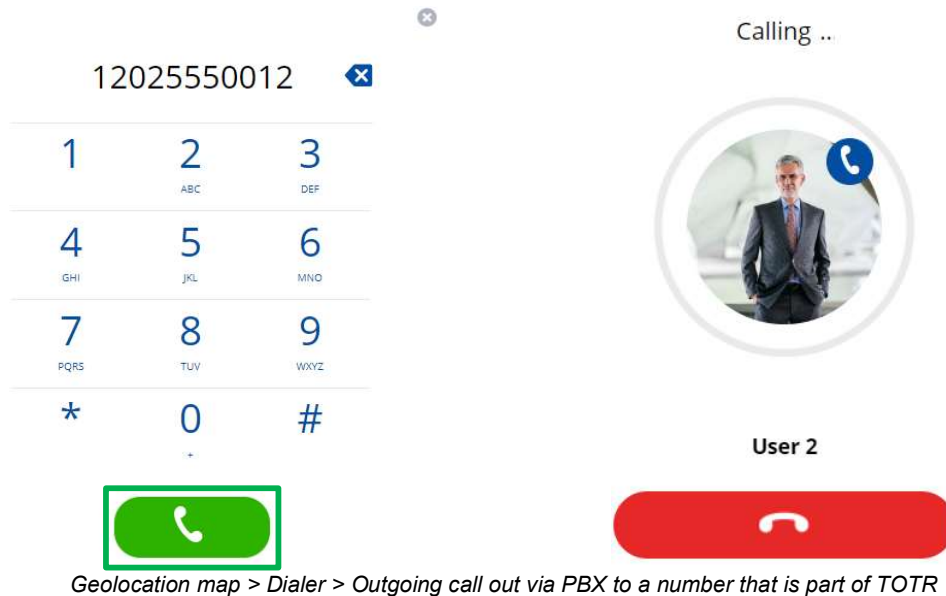
You can make a Call Out via PBX from Geolocation in two ways:

1. Click the **Dialer** button.



When you type a number in the Dialer (including the country code) that belongs to another TOTR user, the call is routed internally (VoIP free call) to that user.

After dialing the number, click the green **Call** button.



2. Select a contact from the list, click the three dots button on the right of the contact's name, then the **Call Out via PBX** button.

Calling ..



User 2



Geolocation map > Contact options > Outgoing call out via PBX to a number that is part of TOTR

Note: In both cases, the recipient will receive this call as a regular GSM call.

If the call is accepted, a call banner is displayed on top of the screen, showing the following:



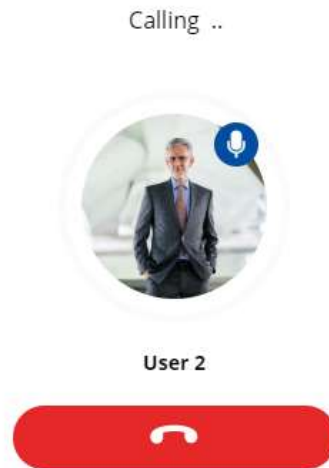
Geolocation map > Contact options > Outgoing call out via PBX banner

For more information about the **Call Out via PBX** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

12.4.4. Push-To-Talk

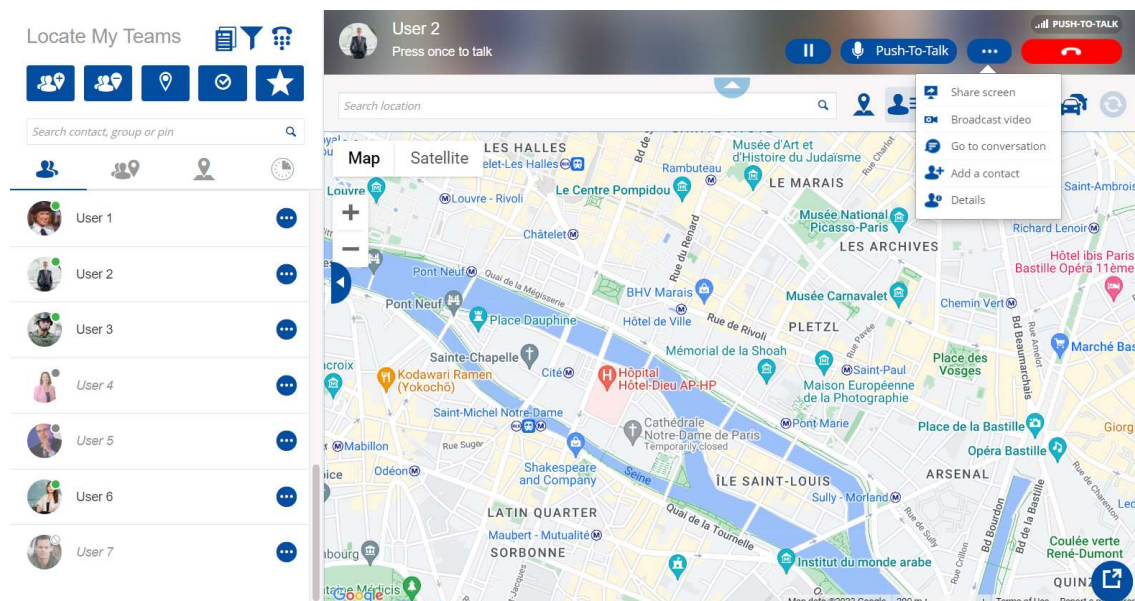
You can make a Push-To-Talk call to contacts from Geolocation.

To make a Push-To-Talk call, select a contact from the list, click the three dots button on the right of the contact's name, then the **Push-To-Talk** button.



Geolocation map > Contact options > Push-To-Talk > Outgoing Push-To-Talk

If the call is accepted, a call banner is displayed on top of the screen, showing the following:



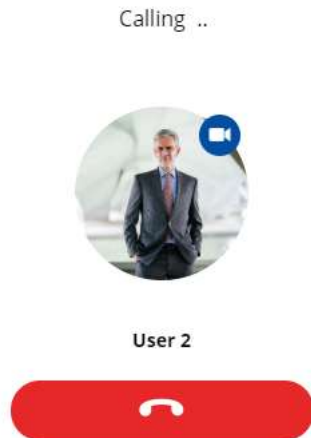
Geolocation map > Contact options > Outgoing Push-To-Talk banner

For more information about the **Push-To-Talk** feature, go to the **Push-To-Talk** section in the guide (Multi-Selection > Locating).

12.4.5. Video Call

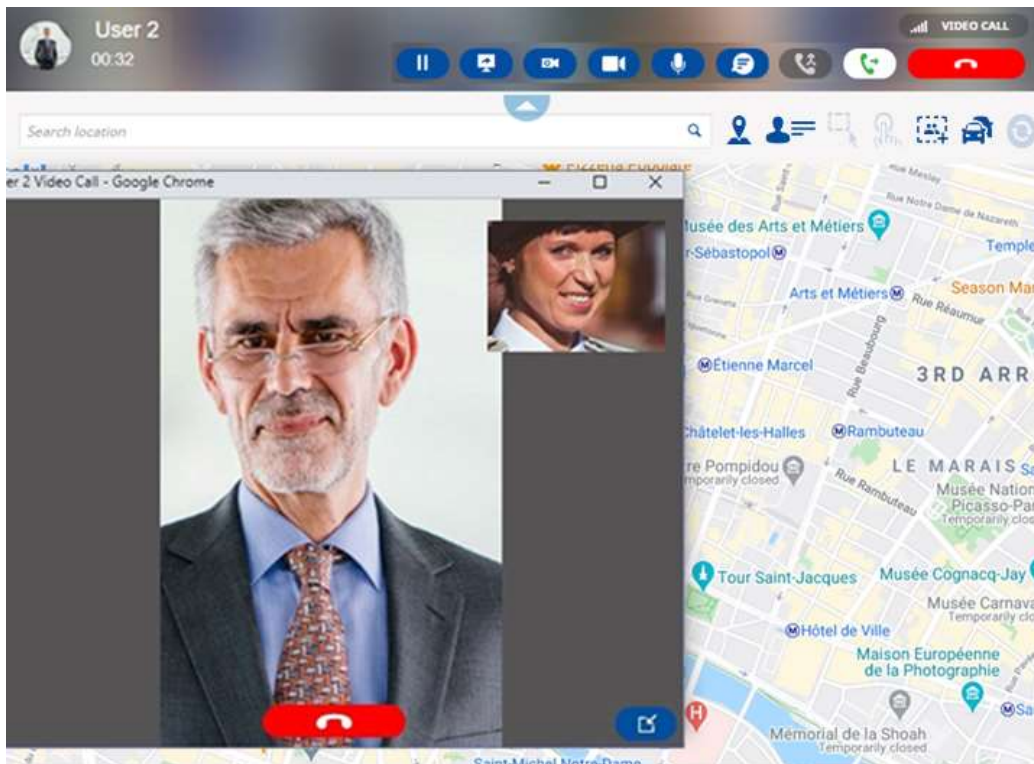
You can make a Video Call to contacts from Geolocation.

To make a Video Call, select a contact from the list, click the three dots button on the right of the contact's name, then the **Video Call** button.



Geolocation map > Contact options > Video call > Outgoing video call

If the call is accepted, a call banner is displayed on top of the screen, showing the following:



Geolocation map > Contact options > Outgoing video call banner

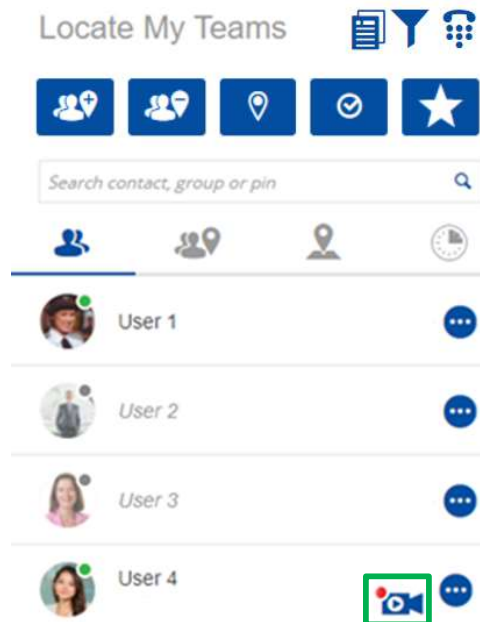
For more information about the **Video Call** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).

12.4.6. Watching Broadcast Video

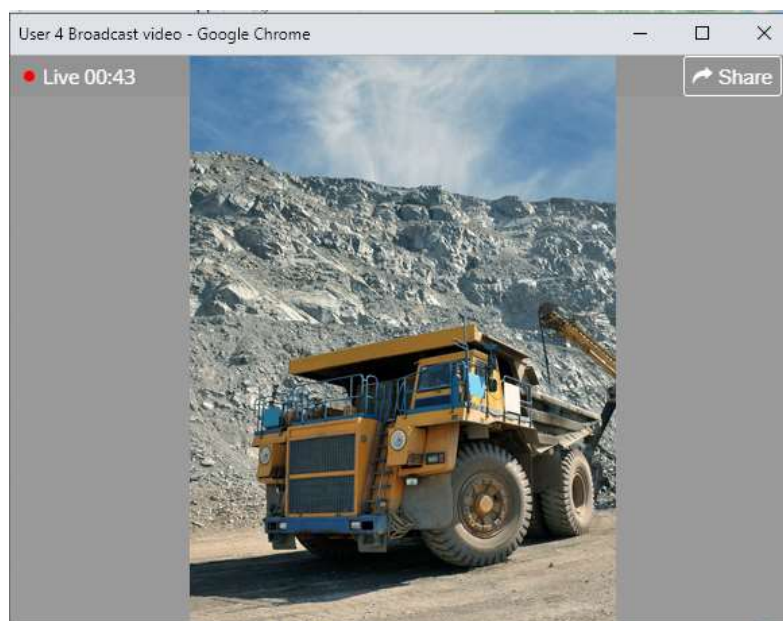
You can watch the Broadcast Video started by a mobile user with the Dispatch Managers.

There are two use cases:

1. The user has started the Broadcast Video with Dispatch Managers. A specific icon will be displayed. If you click it, a window will display the Broadcast Video shared by that user.

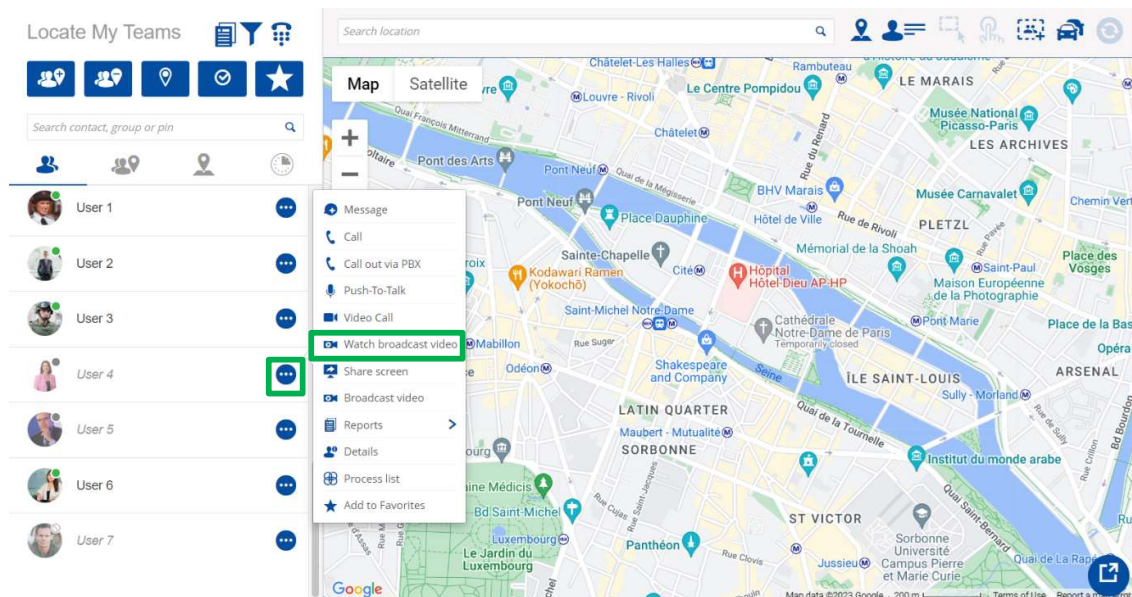


*Geolocation map > Contacts
(User 4 has started Broadcast Video with Dispatch managers)*

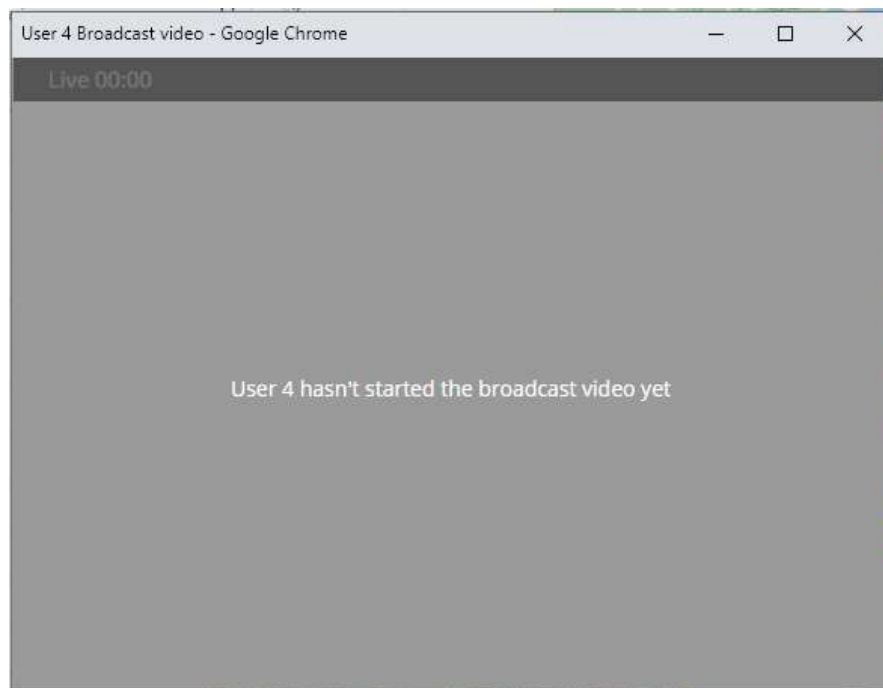


*Geolocation map > Contacts > Contact options > Watch Broadcast Video
(Broadcast Video started by User 4)*

2. The user has not started yet the Broadcast Video with Dispatch Managers. To watch it, choose Watch Broadcast Video from the Contact Options and it will be displayed as soon as the mobile user starts Broadcast Video with Dispatch Managers.



Geolocation map > Contacts > Contact options > Watch Broadcast video



*Geolocation map > Contacts > Contact options > Watch Broadcast video
(User 4 has not started the Broadcast video yet)*

For more information about the **Broadcast Video** feature, go to the **Broadcast Video** section in the guide (Multi-Selection > Locating).

12.4.7. Share Screen

You can start a Share Screen session with contacts from Geolocation.

To start a Share Screen session, select a contact from the list, click the three dots button on the right of the contact's name, then the **Share Screen** button.

*For more information about the **Share Screen** feature, go to the **Share Screen** section in the guide (Multi-Selection > Locating).*

12.4.8. Broadcast Video

You can start a Broadcast Video session with contacts from Geolocation.

To start a Broadcast Video session, select a contact from the list, click the three dots button on the right of the contact's name, then the **Broadcast Video** button.

*For more information about the **Broadcast Video** feature, go to the **Broadcast Video** section in the guide (Multi-Selection > Locating).*

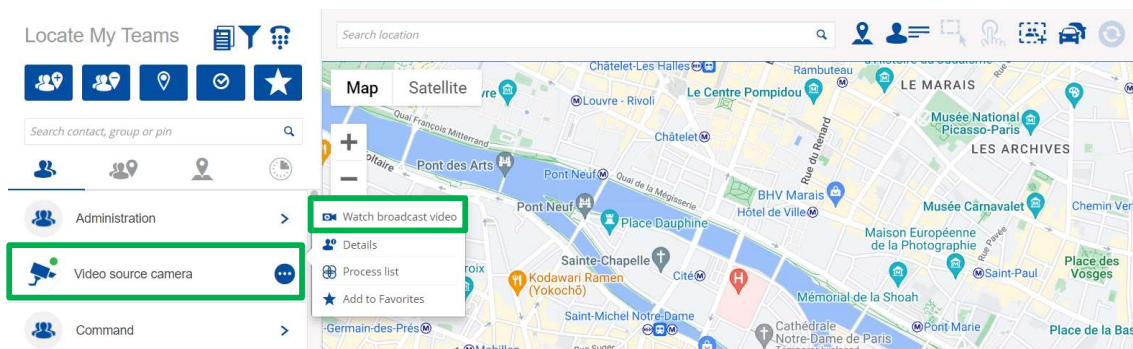
External Video Source

TOTR allows you to receive a Broadcast Video from an External Video Source, such as a surveillance camera.

Note: This feature is only available if your Company Admin has previously activated and set up the External Video Source.

Go to your **Contacts** list and find the users with a **Camera** icon next to their names. These are the external video emitters and have been created by your Company Admin to act as an External Video Source.

Click the three dots button on the right of the camera and then Broadcast Video.



Geolocation map > Contact options > Broadcast video > External video source

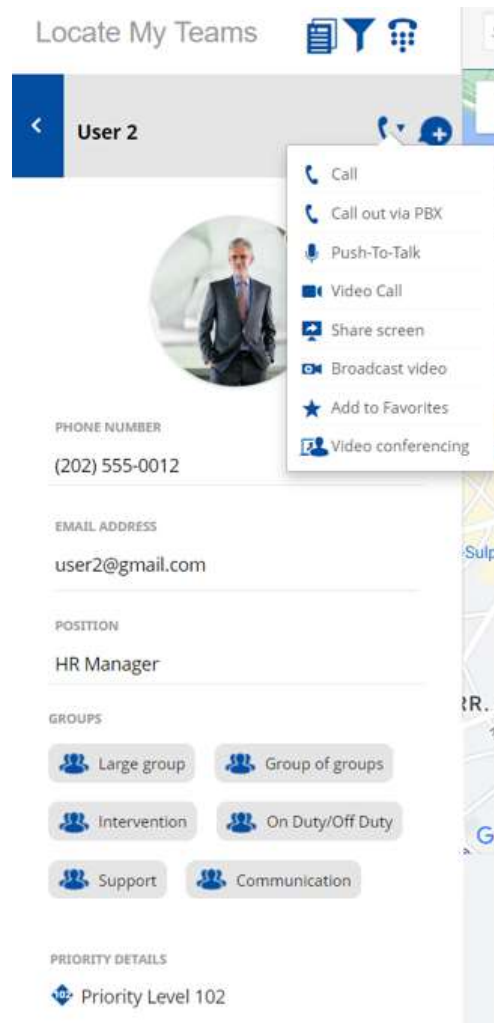
*For more information about the **External Video Source** feature, go to SW_TOTR_WebChat_UserGuide_General.*

12.4.9. Reports

For more information about this feature, go to the **Reports** section in the guide (Multi-Selection).

12.4.10. Details

In this section, you will find all the information about a contact: Name, Photo, Phone number, Email address, Position, the Groups it belongs to, Priority details.



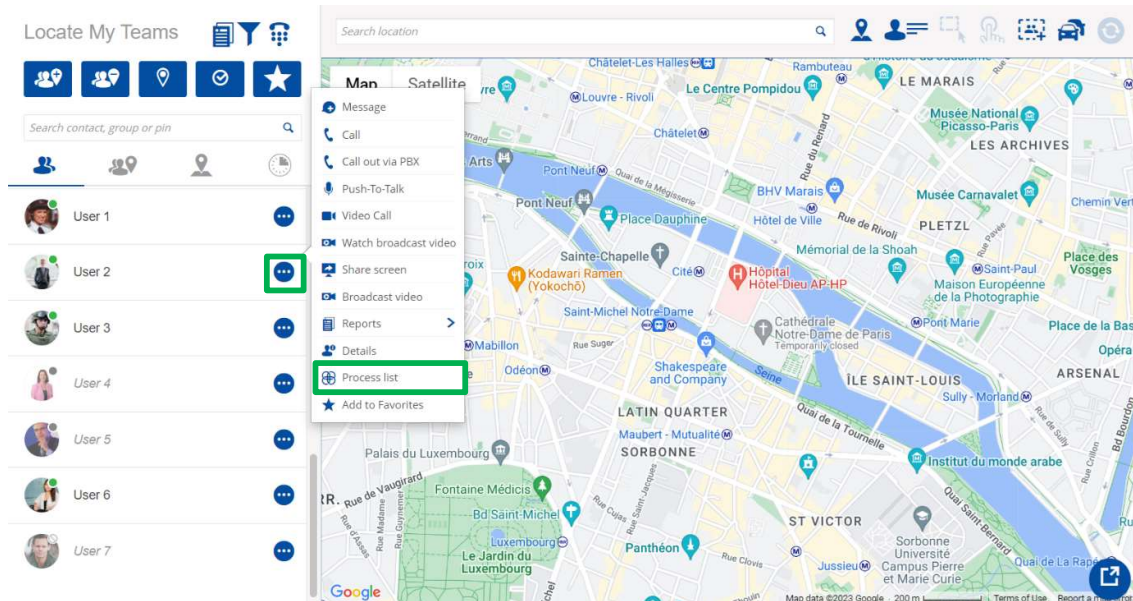
Geolocation map > Contact options > Details

From here, you can make various calls (Private Call: VoIP, Call Out via PBX, Push-To-Talk, Video Call, Share Screen, Broadcast Video, Video Conferencing), Add to Favorites or start a new conversation.

For more information about the **Calls** and **Messages** features, go to *SW_TOTR_WebChat_UserGuide_General*.

12.4.11. Process List

To easily have access to all the processes in which a specific user is assigned, go to the **Contacts** tab, click the three dots next to this particular user, then **Process List**.



Geolocation map > Contact options > Process list

This will directly take you to the **My Business** tab, where the **Search** field is pre-filled with the user's first and last name, and you can see the whole list of processes in which that user is involved, whatever the status of the process.



My Business after clicking Process list logo

12.4.12. Adding to Favorites

In this section you can add individual users/groups as favorite contacts to have them displayed at the beginning of the **Contacts** list so that you do not need to search for them every time you want to contact them.

*For more information about the **Add to Favorites** feature, go to the dedicated section in the guide (Adding Users/Groups as Favorites).*

12.5. Car Trackers

If set by the Company Admin, you can see also car trackers as users.

The car tracker is a rechargeable tracking device, including a SIM card and an IMEI, which sends real-time information about the geolocation. The device is magnetic, and it can be applied either in the interior or in the exterior of a vehicle.

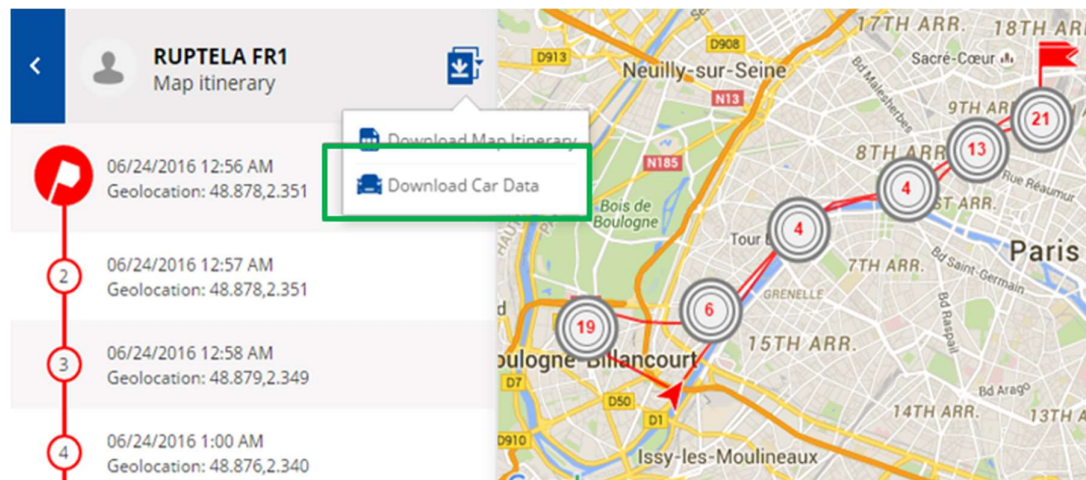
Note 1: Providing and configuring the car tracker devices and solutions is not in STREAMWIDE's scope.

TOTR is configured to integrate both Ruptela and Mojio car trackers.

You will see the car trackers as regular users in the **Geolocation** tab, but all the Contact Options are disabled so that you cannot send messages or call the device.

Note 2: The car trackers will not be visible on the mobile TOTR application.

Thus, you can see the real-time location as well as the itinerary on the map for a selected period. You will also be able to generate geolocation reports for the car tracker and to export all car tracker raw data into a CSV file. This data can be analyzed by the customer's system.



Geolocation map > Car tracker map itinerary

	A	B	C	D	F	G	H	I	J	K
1	DateTime	Geolocation_latitude	Geolocation_longitude	Geolocation_altitude	Geolocation_satellites	Geolocation_speed	Geolocation_HDOP	Device_DIN1	Device_DIN2	Device_DI
2	06/24/2016 12:56:32 AM	48.879042	2.331398	0	6	0	1.5	FALSE	FALSE	FALSE
3	06/24/2016 12:57:02 AM	48.879028	2.331375	333.1	6	0	1.5	FALSE	FALSE	FALSE
4	06/24/2016 12:57:18 AM	48.879015	2.331355	9.9	6	1.388888889	1.5	FALSE	FALSE	FALSE
5	06/24/2016 12:57:39 AM	48.879447	2.3508	311.1	5	9.444444444	2.7	FALSE	FALSE	FALSE
6	06/24/2016 12:58:00 AM	48.879548	2.349863	355.4	6	0	1.5	FALSE	FALSE	FALSE
7	06/24/2016 12:58:30 AM	48.879508	2.349803	355.4	8	0	1.2	FALSE	FALSE	FALSE
8	06/24/2016 12:58:42 AM	48.879177	2.349507	340.5	7	7.222222222	1.4	FALSE	FALSE	FALSE
9	06/24/2016 12:58:52 AM	48.879443	2.348788	273.6	7	8.611111111	1.2	FALSE	FALSE	FALSE
10	06/24/2016 12:59:09 AM	48.878998	2.347213	244.2	7	12.22222222	1.2	FALSE	FALSE	FALSE
11	06/24/2016 12:59:15 AM	48.878425	2.345207	240.2	7	11.94444444	1.4	FALSE	FALSE	FALSE
12	06/24/2016 12:59:30 AM	48.877592	2.343373	236.9	7	11.38888889	1.4	FALSE	FALSE	FALSE
13	06/24/2016 12:59:51 AM	48.876522	2.341203	232.6	7	11.94444444	1.4	FALSE	FALSE	FALSE
14	06/24/2016 1:00:08 AM	48.876032	2.340027	206.2	8	0.277777778	1	FALSE	FALSE	FALSE
15	06/24/2016 1:00:19 AM	48.8751	2.339393	210.6	6	13.05555556	1.5	FALSE	FALSE	FALSE
16	06/24/2016 1:00:58 AM	48.87412	2.339152	209.8	8	0	1.4	FALSE	FALSE	FALSE
17	06/24/2016 1:01:36 AM	48.87326	2.338785	172.4	8	2.777777778	1.2	FALSE	FALSE	FALSE
18	06/24/2016 1:02:03 AM	48.87246	2.338467	215.8	8	2.5	1	FALSE	FALSE	FALSE
19	06/24/2016 1:02:15 AM	48.87171	2.338043	246.8	8	6.944444444	1	FALSE	FALSE	FALSE
20	06/24/2016 1:02:36 AM	48.871438	2.33653	251.2	8	13.05555556	1	FALSE	FALSE	FALSE
21	06/24/2016 1:02:48 AM	48.87116	2.335172	255.4	8	4.166666667	1	FALSE	FALSE	FALSE
22	06/24/2016 1:03:18 AM	48.870935	2.333912	247.2	8	0.555555556	1.2	FALSE	FALSE	FALSE
23	06/24/2016 1:03:32 AM	48.870925	2.333573	280.6	8	1.944444444	1	FALSE	FALSE	FALSE
24	06/24/2016 1:04:03 AM	48.870813	2.332943	244.7	8	0	1	FALSE	FALSE	FALSE

Geolocation map > Car data

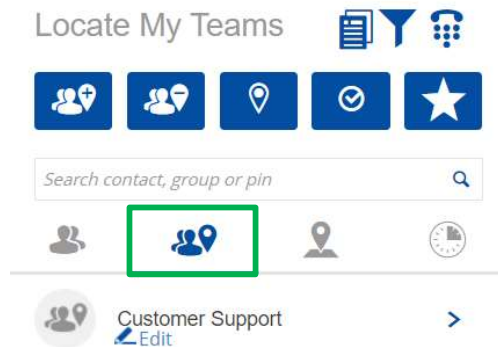
The GPS module of the device will send not only the geolocation but also other information, based on its capability and configuration, for example, the following info can be sent:

- Fuel consumption
- Temperature control
- CAN (Car Area Network) data
- Car technical reports

All data will be stored in the TOTR server database ready to be presented or integrated with the customer's system through APIs.

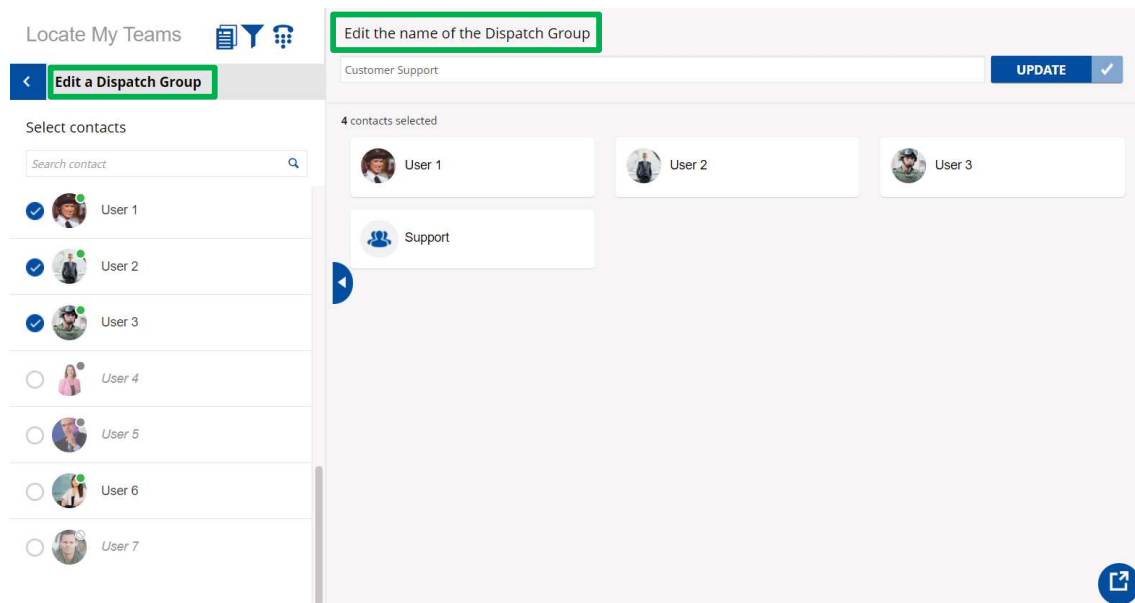
13. DISPATCH GROUPS CREATED

See the Dispatch Groups created.



Geolocation map > Dispatch groups option

If you click the **Edit** button, you can select/deselect users and edit the name of the Dispatch Group.



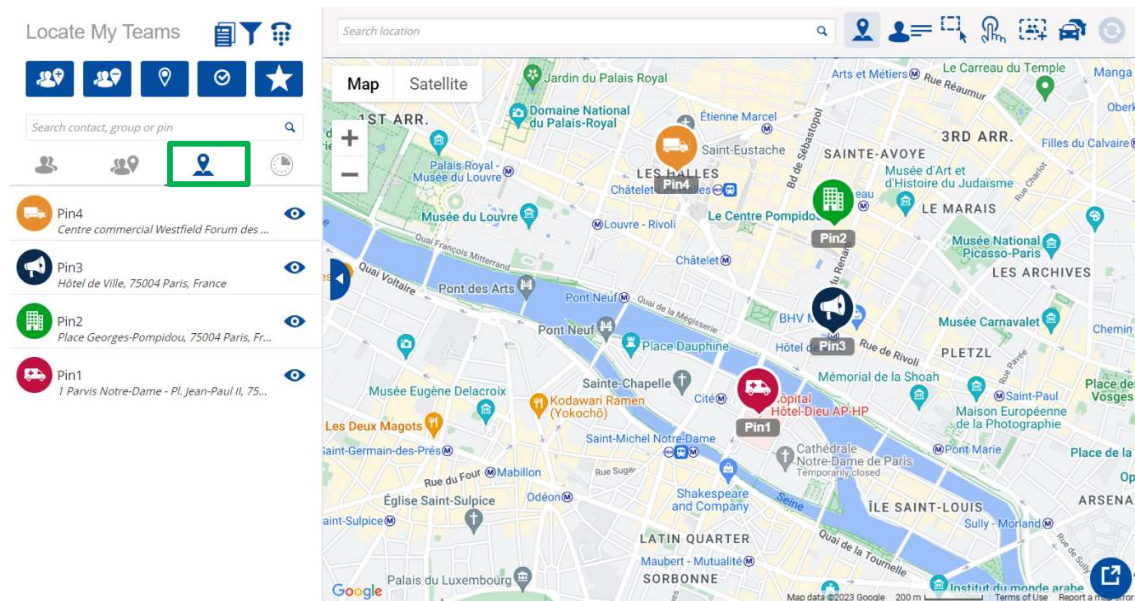
Geolocation map > Select contacts and edit the group name

When you access the Dispatch Group, the following options are available: More Actions, Push-To-Talk, Reports.

For more information about these features, go to the **More Actions**, **Push-To-Talk**, and **Reports** sections in the guide (Multi-Selection > Locating).

14. LOCATIONS

See the pins created.



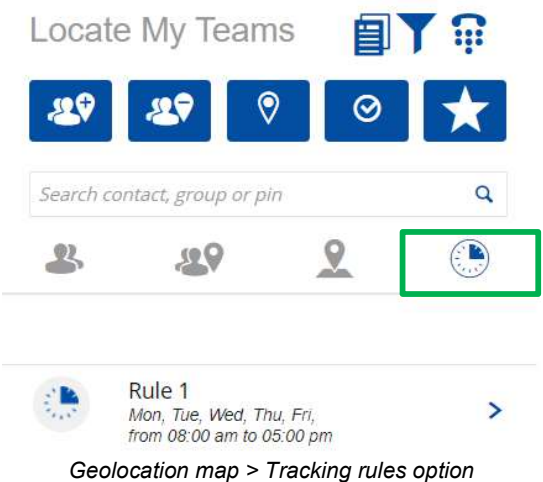
Geolocation map > See the pins created

You can click a pin and see its details.

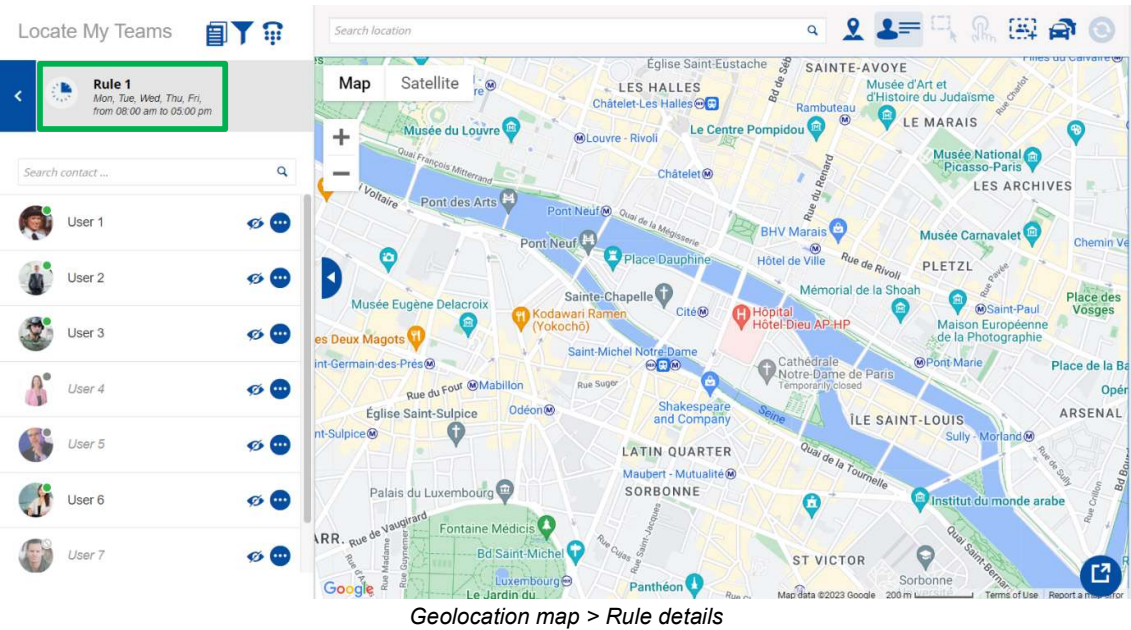
For more information about this feature, go to the **Setting Pins on Map and Send Them to Users** section in the guide.

15. TRACKING RULES

See the rules created by the Company Admin.



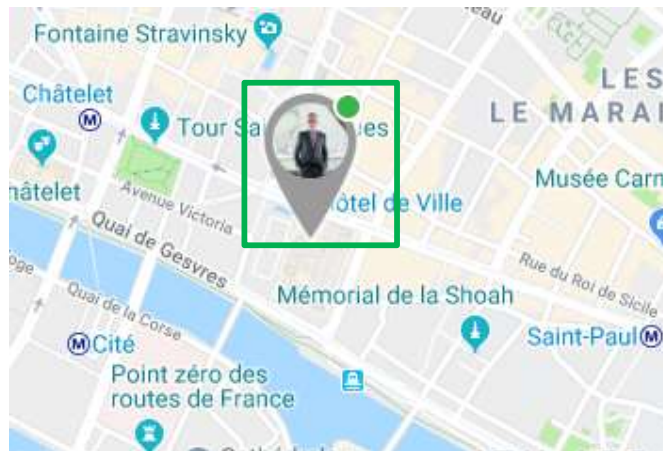
Click the rule to see its details.



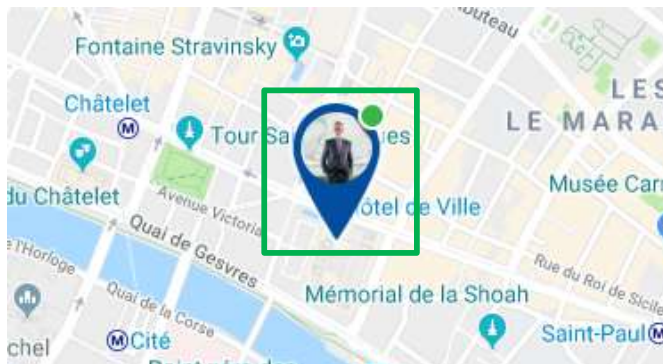
16. GEOLOCATION STATUS

16.1. Status

- **Geolocation on Demand:** Time and date of last location; address; status; options: call, send message, and refresh location.
- **Tracking:** Time and date of last location; address; frequency tracking; status; options: call, send message, and get location history.



Geolocation map > Geolocation on demand (grey pin)



Geolocation map > Tracking (blue pin)

- No geolocation status might occur for the following reasons:
1. **Application not installed:** The Company Admin has activated **Geolocation** for this user, but the user did not install the TOTR application on the mobile phone.

NO LOCATION DATA AVAILABLE

You cannot get the location of this contact because the Team on the Run application is not installed on the contact's mobile phone.

OK

Geolocation map > Application not installed

2. **Geolocation deactivated in the application:** The Company Admin has activated **Geolocation** for this user, but the user deactivated the Geolocation by setting it inactive in the application (*Settings > Options > Geolocation*).

NO LOCATION DATA AVAILABLE

You can not retrieve the location of this contact because the geolocation service is not enabled on the contact's mobile phone.

OK

Geolocation map > Geolocation deactivated in the application

3. **Location services disabled on the device:** The Company Admin has activated **Geolocation** for this user, but the user deactivated location services on the mobile phone: GPS service is disabled, airplane mode is activated, the user has logged out, etc.

NO LOCATION DATA AVAILABLE

You can not retrieve the location of this contact because the geolocation service is not enabled on the contact's mobile phone.

OK

Geolocation map > Location services disabled on the device

4. **Contact cannot be located:** The Company Admin has not activated **Geolocation** for this user. If you click the user, a pop-up will be displayed to let you know that the option is not activated.

NO LOCATION DATA AVAILABLE

You cannot get the location of this contact because your Company Administrator has not activated the "Geolocation on Demand" or "Tracking" option for this contact.

OK

Geolocation map > Contact cannot be located

5. **Outside tracking rules:** The user has the **Geolocation** active only for a certain tracking period (certain days/hours - ex.: business hours). Out of this tracking period, the location data will not be available.
6. **Location not accurate:**
- The accuracy of the received location is higher than the desired accuracy set for the organization.
 - The system returns a location with a timestamp in the past.
 - Poor GPS signal.

16.2. Geolocation/GPS Deactivated

As soon as a user deactivates or activates the **Geolocation** in TOTR again or the device's location in **Settings**, TOTR will send a notification to you if you are allowed to locate this user (depends on the rights configured by the Company Admin).

The notification will be displayed in two different ways: on a pop-up and from the notification area.

You will be able to export the data in an Excel file.

16.2.1. Pop-up Notification

On the **Geolocation** tab, the notification will be displayed in a pop-up.

- TOTR settings:
 - [username] disabled Application Geolocation Option [Date/Time]
 - [username] enabled Application Geolocation Option [Date/Time]
- Device's location settings:
 - [username] disabled Device Location Service [Date/Time]
 - [username] enabled Device Location Service [Date/Time]

If beacon support is activated for the user and My Tools Beacon Indoor Geolocation package is activated for the organization, extra labels could be displayed:

- Beacon detection in user settings:
 - [username] disabled Beacon detection [Date/Time]
 - [username] enabled Beacon detection [Date/Time]
- If the user has Beacon detection activated but there is a change in mobile's Bluetooth:
 - [username] disabled Device Bluetooth [Date/Time]
 - [username] enabled Device Bluetooth [Date/Time]

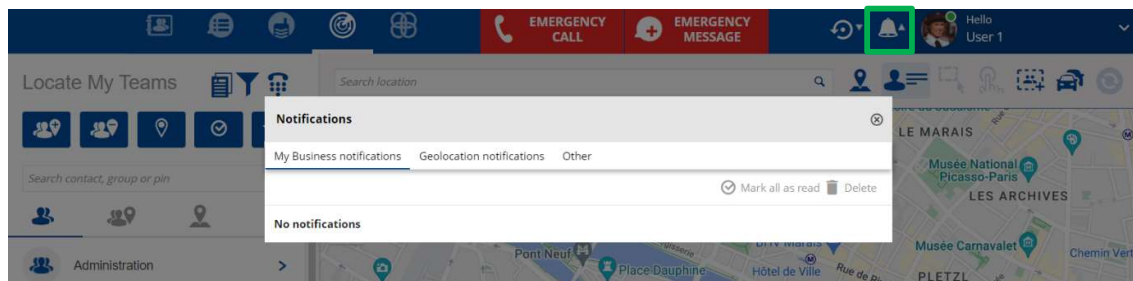
The date and time format used in the notification should follow the ones used by the WebChat (currently depending on the languages for date and time).

Pop-up Display Logic

If one or more users deactivate/activate one of the Geolocation parameters, a pop-up will be displayed regardless of the menu you are in: Contacts/Conversations/Channels/My Business/My Tools/Settings.

At WebChat connection, if you access the **Geolocation** tab, a pop-up listing all the events since the last connection (WebChat login) should be displayed. The events will be ordered from the most recent to the oldest one.

If multiple users deactivate/activate one of the settings at the same moment, these events will be aggregated in one pop-up.



Geolocation map > Pop-up notification > Geolocation notifications

16.2.2. Notification Area

If you click the **Notifications** button, you will see three tabs (**My Business Notifications** - if available, **Geolocation Notifications**, **Other**) as well as three options (**Mark All as Read**, **Delete**, and **Download** - if there are notifications).

The **Geolocation Notifications** display all changes related to the location settings made by the users.

Notifications ⓧ

My Business notifications **Geolocation notifications** Other

✓ Mark all as read 🗑 Delete ⬇ Download

🟢 User 1 enabled Device Bluetooth. 22/06/2021 11:50 am	✕
🟢 User 1 enabled Device Location Service. 22/06/2021 11:49 am	✕
🔴 User 1 disabled Device Location Service. 22/06/2021 11:49 am	✕
🟢 User 5 enabled Application Geolocation Option. 22/06/2021 11:46 am	✕
🔴 User 5 disabled Application Geolocation Option. 22/06/2021 11:45 am	✕
🟢 User 5 enabled Device Location Service. 22/06/2021 11:45 am	✕
🔴 User 5 disabled Device Location Service. 22/06/2021 11:44 am	✕
🔴 User 5 disabled Device Bluetooth. 22/06/2021 11:44 am	✕

Notifications > Geolocation notifications

If you want to be notified when users you can locate deactivate/activate the **Geolocation** feature, go to Settings > Geolocation Map, and activate the **Geolocation Notification** option.

The user's location services can be displayed in real time if you activate the **Display Notification on Geolocation Map** option from Settings > Geolocation Map.

GEOLOCATION MAP

Select distance unit ⓘ	Yard
Geolocation notification ⓘ	Active
Display notification on Geolocation map ⓘ	Active

Settings > Geolocation map

To download the notifications report, click the **Download** button from the right. Select the time period (date and time) for which you want to download all the geolocation notifications. The Excel file will be automatically downloaded.

Note: If there is no notification report found in the selected time, an error will be displayed.

DOWNLOAD GEOLOCATION NOTIFICATIONS

Select the time period for which you want to download the geolocation notifications

Start date

22/06/2021

From

00:00

End date

22/06/2021

To

Now

OK

CANCEL

Notifications > Geolocation notifications > Download

The report includes the following columns: Date, Time, Contact (first and last name), Event (Application Geolocation Option disabled/enabled, Device Location Service disabled/enabled, Beacon detection disabled/enabled, Device Bluetooth disabled/enabled).

17. LOCATION INFORMATION

When a user is displayed on the map, you can get the following information in a pop-up:

- User status: On Duty or Off Duty
- Date/time of the last location received
- Location address
- GPS coordinates
- Status:
 - If the user has the **Tracking** option: Frequency tracking info (time and distance, if activated)
 - *Location update every X minutes/X meters*
 - If the user has the **On Demand** option: *Location on demand*
 - If the user has deactivated the option, or mobile location services are disabled, this information is also displayed.
- Accuracy of location
- Speed between two locations
- Battery level
- Network type and signal strength
 - If the user is connected through Wi-Fi, the icon will indicate the strength of the signal:



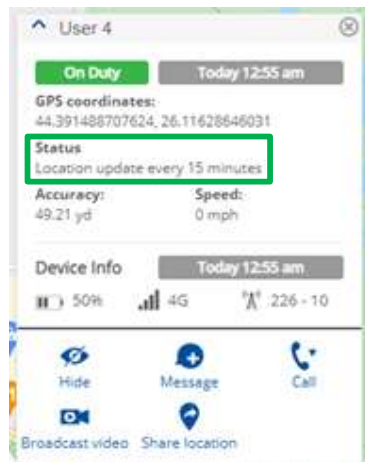
Wi-Fi icons with signal strength from none to full

- If the user has Wi-Fi connection but the app cannot retrieve the signal strength, a particular icon will be displayed:

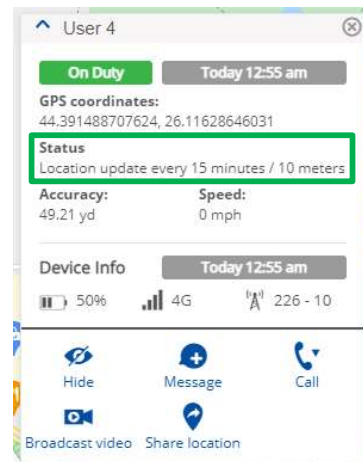


Wi-Fi icon indicating that the app cannot retrieve the signal strength

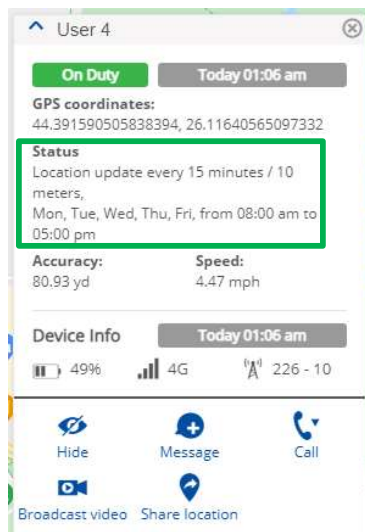
- PLMN: The Public Land Mobile Network (PLMN) number will be displayed for the users tracked and will be visible to you. The number is only applicable to 2G/3G/4G/5G. Not applicable to Wi-Fi.



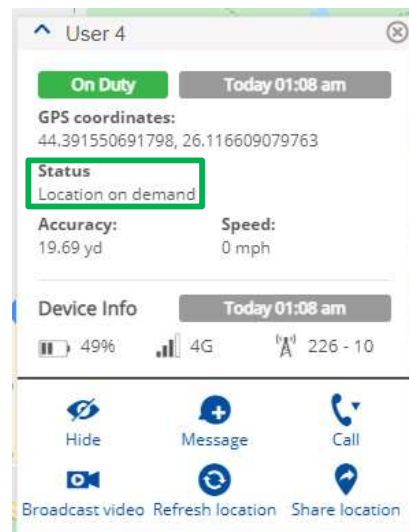
User with "Tracking" status (no period rule activated)



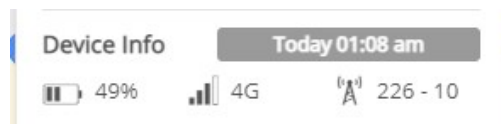
User with "Tracking" status and distance frequency tracking (no period rule activated)



User with "Tracking" status and distance frequency tracking (with period rule activated)



User with "On Demand" status



Geolocation map > PLMN feature activated on 4G

You can choose to compress/expand or close the location information through the two buttons from the upper side of the pop-up window.



Geolocation map > Compress/Expand and Close buttons

Beacon Indoor Geolocation

If you need to locate users inside a building or in an underground location where the GPS signal is weak or unavailable, TOTR also allows you to use Bluetooth beacons to accurately locate users indoors.

This is part of the **Beacon Indoor Geolocation** package, and it needs to be activated in the Company Admin.

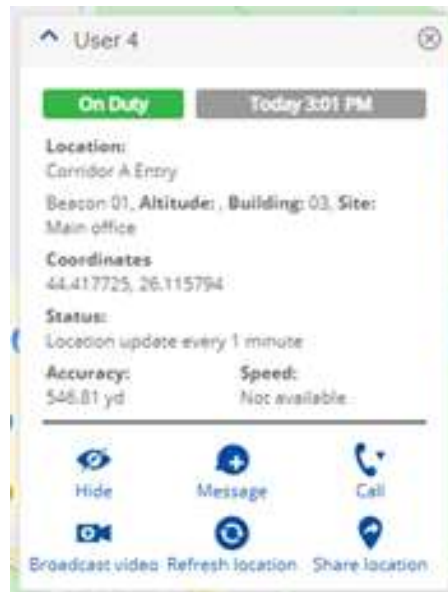
Beacons are small battery-powered Bluetooth radio transmitter devices that provide more accurate location information compared to GPS. This makes them more reliable and ideal for tracking users' locations indoors or underground.

To allow indoor location tracking, Bluetooth beacons need to be set up in TOTR Company Admin and then placed all around the building or underground base.

Users with the TOTR application installed on their mobile device will detect the beacons in range. Upon request, you will receive the user's location information.

Click a contact's name to view their location on the map along with the following information in a pop-up:

- User status: On Duty or Off Duty
- Date/time of the last location received
- Location information as it was defined by the Company Admin in the beacon setup step. This can include location, altitude, building, site, longitude, and latitude.
- Status: When the location was last updated
- Accuracy of location
- Speed between two locations



Geolocation map > Location information provided by the beacon

Below the location information, you have the options to send a Message, make a Call or a Push-To-Talk call, Broadcast Video, generate reports, or share the location. These options function in the same way as in the **Geolocation** package.

Note 1: To ensure accurate indoor location tracking with beacons, all users will need to activate the following options on their mobile devices:

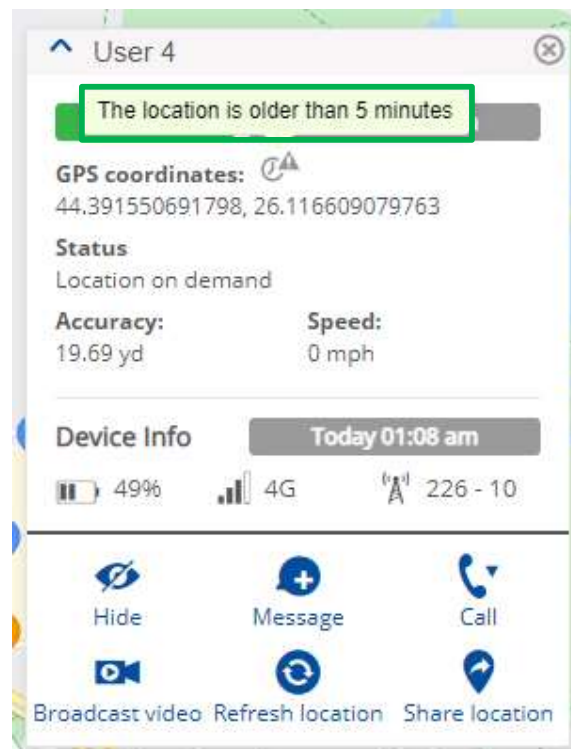
- From the TOTR mobile application's Options menu: Activate **Geolocation** and **Beacon Detection**
- From the mobile device Settings: Activate **Bluetooth** and **Location**

Note 2: If the **Beacon** feature is activated but you do not have Internet access for several days, all the requests (positions to be sent to the Backend) are saved, and once the Internet connection is established, all these saved positions are sent in a batch to reduce the number of requests and avoid the application crashing.

If a user agrees to be tracked, old positions are sent to know about their previous itinerary. For personal data reasons, shared location is only available for 30 days (customizable), not longer.

18. OUTDATED LOCATION

Due to network issues, the location's reception time can exceed the frequency tracking period (for both Geolocation on Demand and Tracking option), in which case you will see an icon indicating that the location is older than five minutes.



Geolocation map > Outdated location

19. USER STATUS

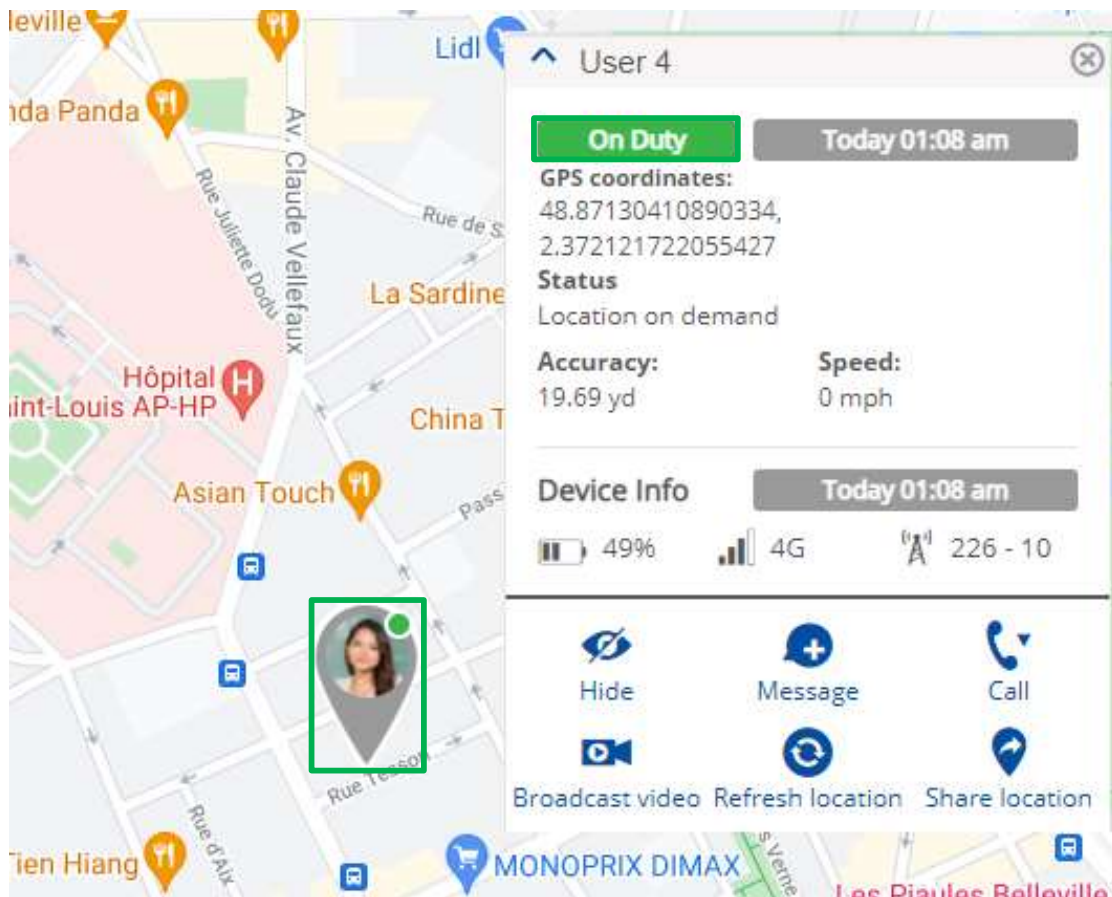
It is set by the user on mobile or WebChat. They can define if they are:

19.1. On Duty

- A green sticker is displayed on the picture.
- The available status will be displayed in the location information pop-up.



Geolocation map > User On Duty



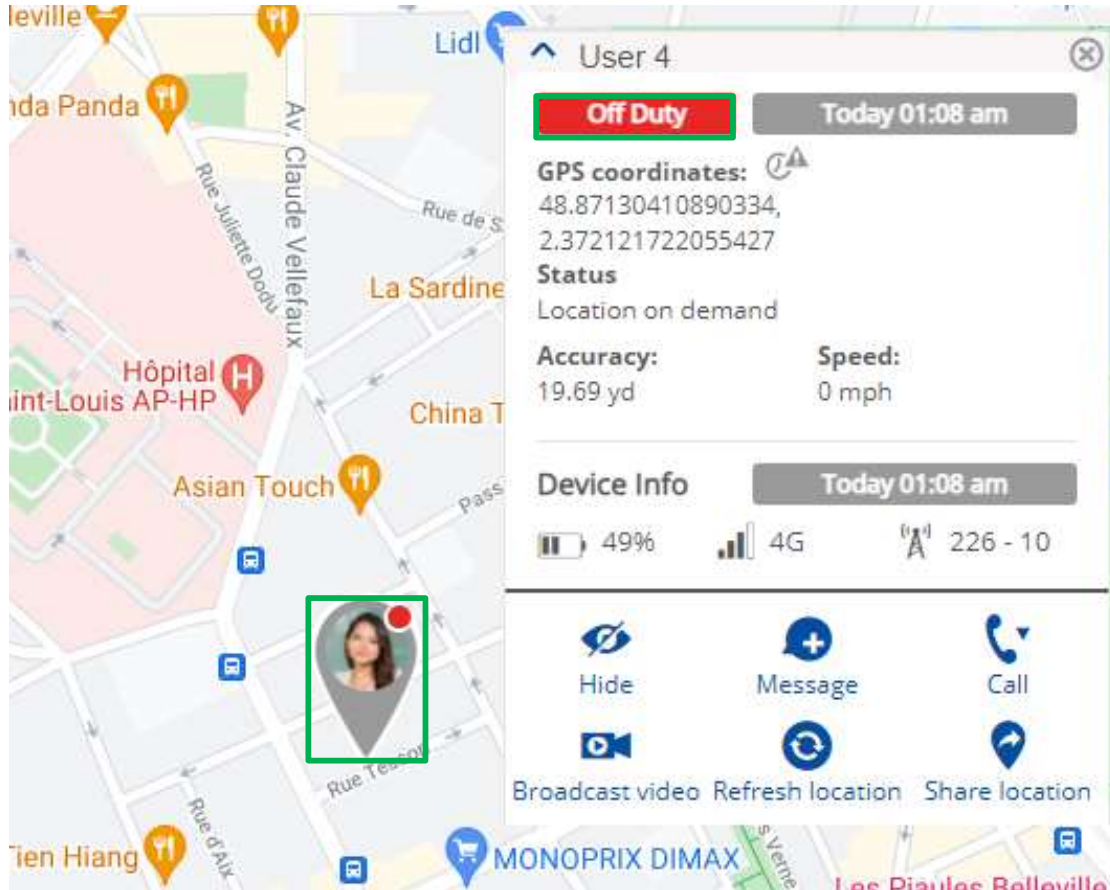
Geolocation map > Location information pop-up: User On Duty

19.2. Off Duty

- A red sticker is displayed on the picture.
- The busy status will be displayed in the location information pop-up.



Geolocation map > User Off Duty



Geolocation map > Location information pop-up: User Off Duty

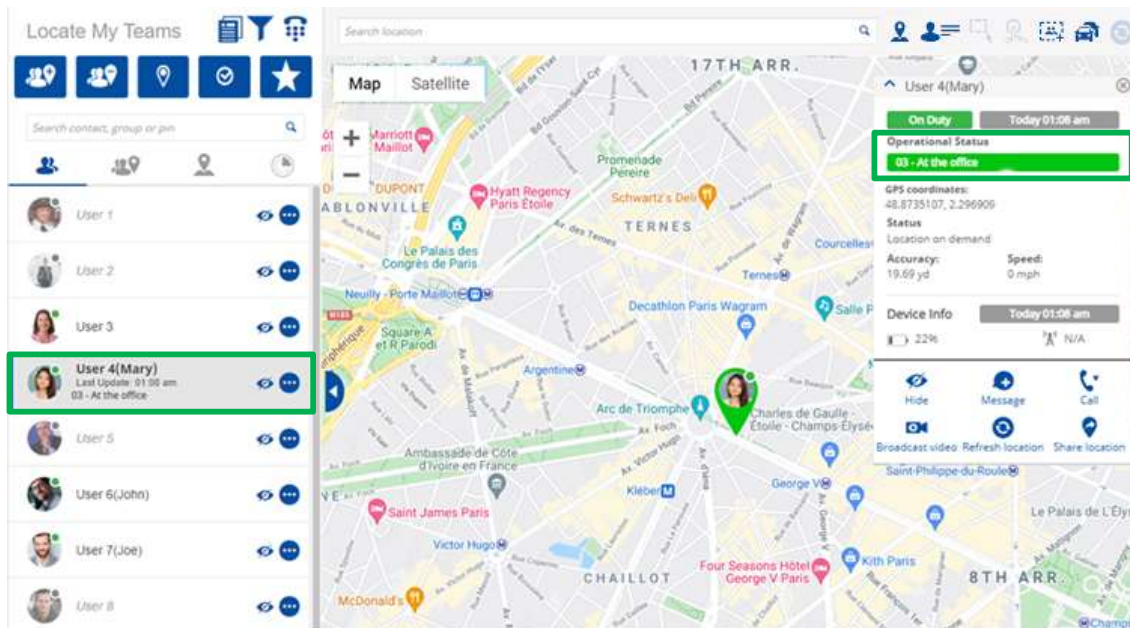
19.3. Operational Status

The Operational Status will be displayed in the User card (under On Duty/Off Duty) and User status in the Contact list (below user's name).

The Operational Status will be displayed in the Map itinerary (Excel file).

The color of the Operational Status will be displayed in:

- User PIN (on the map)
- User card



Geolocation map > Operational status display

Use case for Geolocation on Demand and Tracking Options

If the user has selected an Operational Status from the list, the pin color for **Geolocation On Demand** and **Tracking** options will be the one used for the Operational Status. If the user has not selected an Operational Status from the list, the pin for **Geolocation On Demand** and **Tracking** options will have the color by default (grey pin for Geolocation On Demand and blue pin for Tracking).

Use case for On Duty and Off Duty Status

Whether the user has selected an Operational Status or not, the sticker for On Duty and Off Duty status will have the color by default (green sticker for On Duty and red sticker for Off Duty).

Use case for Emergency Call and Emergency Message

Whether the user has selected an Operational Status or not, when an Emergency Call or Emergency Message is made, the pin will have the color by default (red pin for emergency alerts).

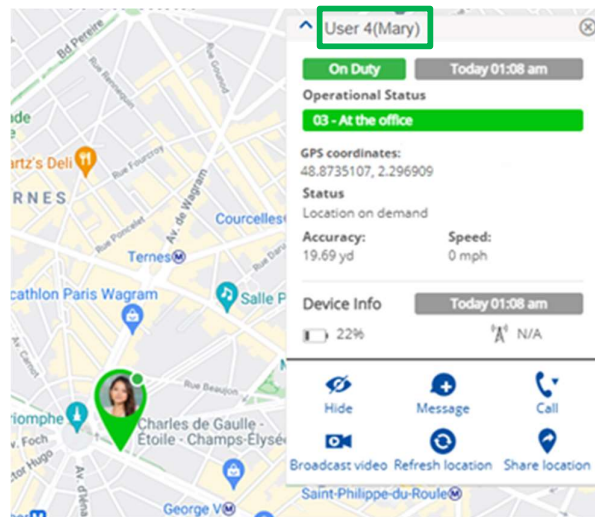
Operational Status in Large Organizations

When the **Large Organization** feature is set as active in the Super Admin interface, you are not able to see the Operational Statuses of the users in the **Contacts** tab. You will still be able to filter the users based on Operational Status on the Geolocation map.

19.4. Alias

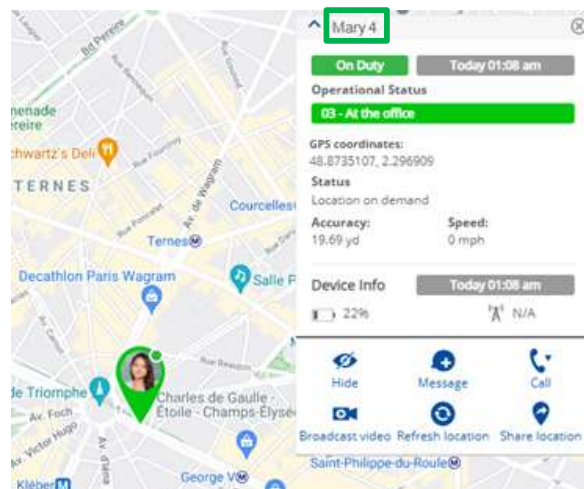
On the Geolocation map, you can see the other users' name and/or alias, based on the settings made by the Super Admin.

Use case 1: The Super Admin activates the **Alias** feature and selects Name and Alias to be seen by other users. For users who have set their alias, you will see their name and alias.



Geolocation map > Name and alias

Use case 2: The Super Admin activates the **Alias** feature and selects Alias to be seen by other users. For users who have set their alias, you will only see their alias.



Geolocation map > Alias only

The alias or name and alias of the users will also be displayed as shown below:

- On the **Contacts** page: Users will be able to search by alias in the Search field.
- On the **Conversations** page, in conversation threads, message details, and call screens.
 - In VoIP calls, the alias is displayed on the screen.
 - In Push-To-Talk calls, the alias replaces the name on the screen when an event occurs (user is speaking, user left the call, user is trying to reconnect etc.).
 - In Call details, the alias replaces the name.
- On the **Channels** page, in the Connected Users pop-up and on the labels for events.
- In notifications for new messages, missed calls, and incoming calls.
- In reports, in exported message files, and in messages forwarded by email.
- On the **Contact Details** screen.

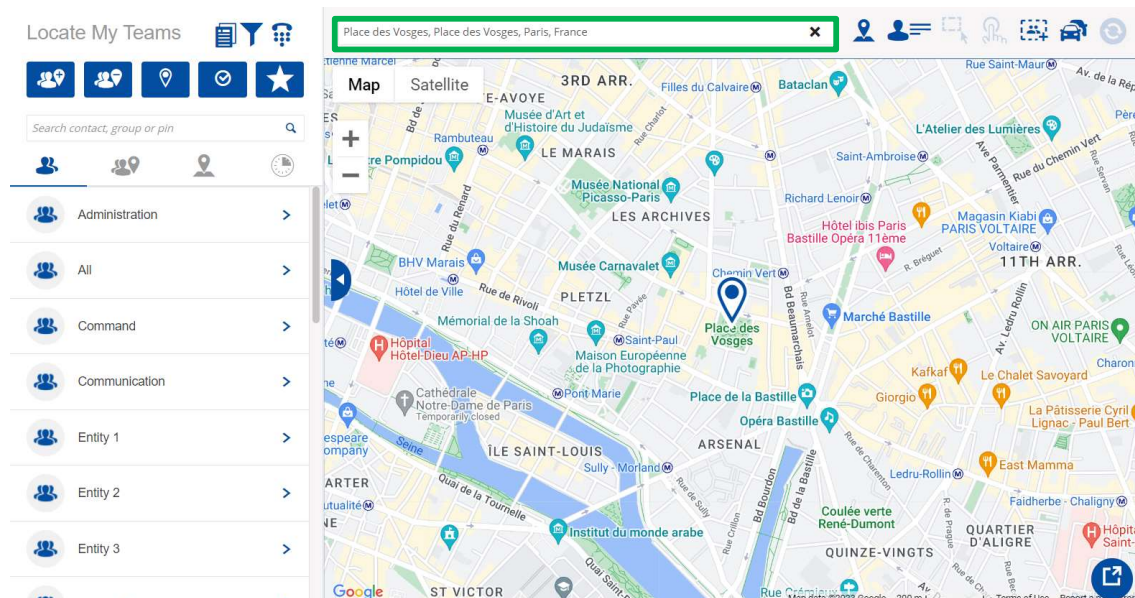
20. SEARCHING FOR AN ADDRESS

There are two use cases for knowing the closest contacts to an address:

Use case 1: You have a list of users displayed on the map, and you perform an address search. The map is centered on the selected address, and the list on the left is reorganized by distance to address.

Use case 2: There is no user on the map, and you perform an address search. The map is centered on the selected address. However, if you make a selection while the search is active, the same thing happens as in use case 1: the list of users is ordered by distance, and the map is centered on the address pin.

Note: Whenever you are using the search bar, the search request will wait for one second while typing before displaying the result.



Geolocation map > Search for an address

Select one or multiple contacts and send them a message. The searched address can be automatically added as an attachment to the message.

ADD SEARCHED ADDRESS IN YOUR MESSAGE 

The address that you have entered will be automatically added as an attachment of your message.

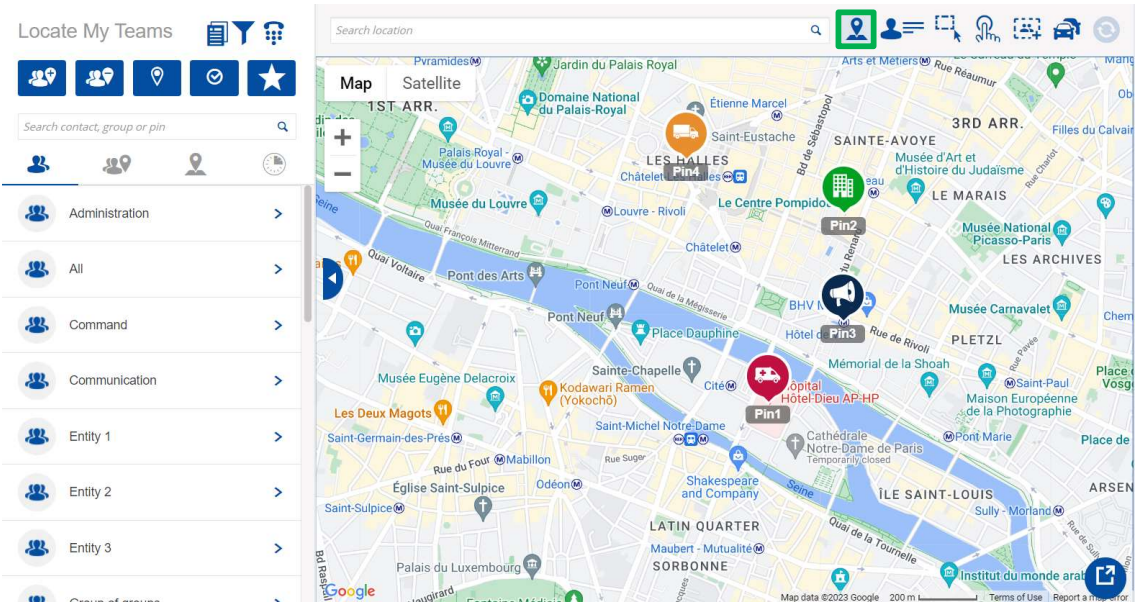
NO

YES

Geolocation map > Send an address

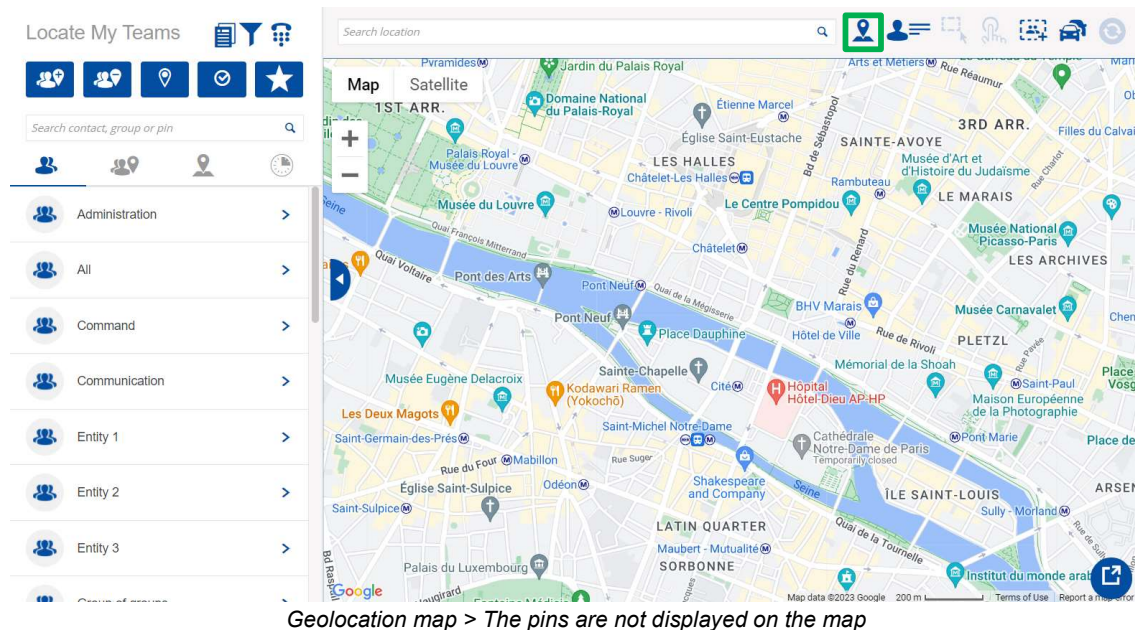
21. SHOWING PINS ON MAP

Click the **Show Pins on Map** button to show the pins.



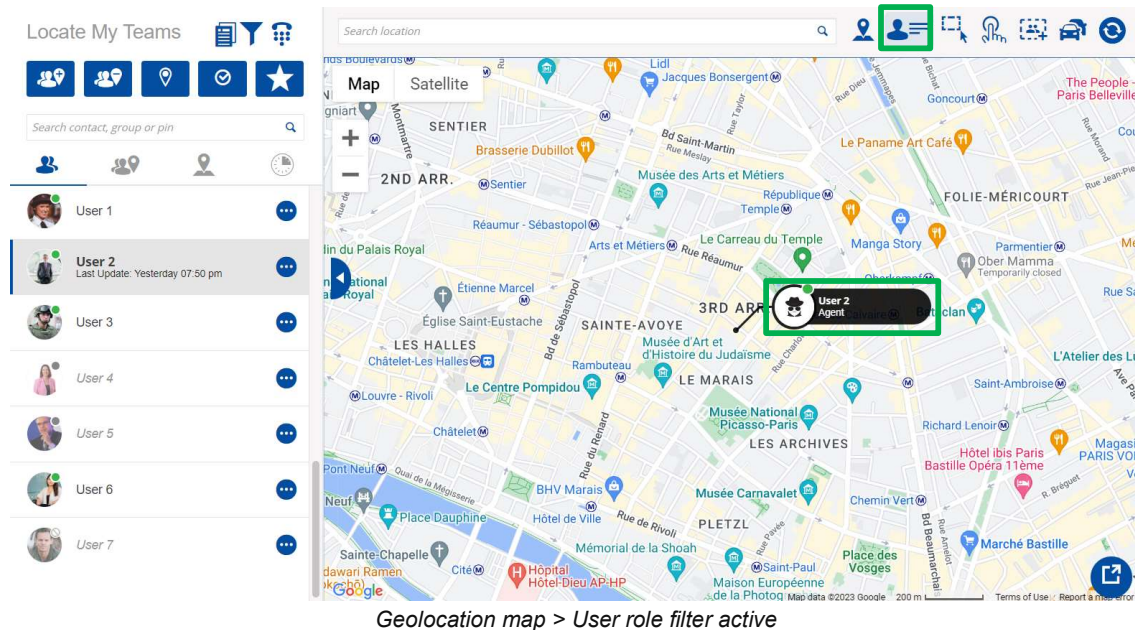
Geolocation map > The pins are displayed on the map

If this option is not enabled, then the pins will not be displayed.



22. SHOWING USER ROLE

If the **User Role** is activated for the organization, a new filter will be displayed: **Show User Role**. If you click this button, the users will be shown on the map with their role icons as set by the Company Admin.



The **User Role** displays:

- **User Role** picture/icon set by the Company Admin
- **On Duty/Off Duty** badge (small circle next to the role picture)
- User's name
- User role name

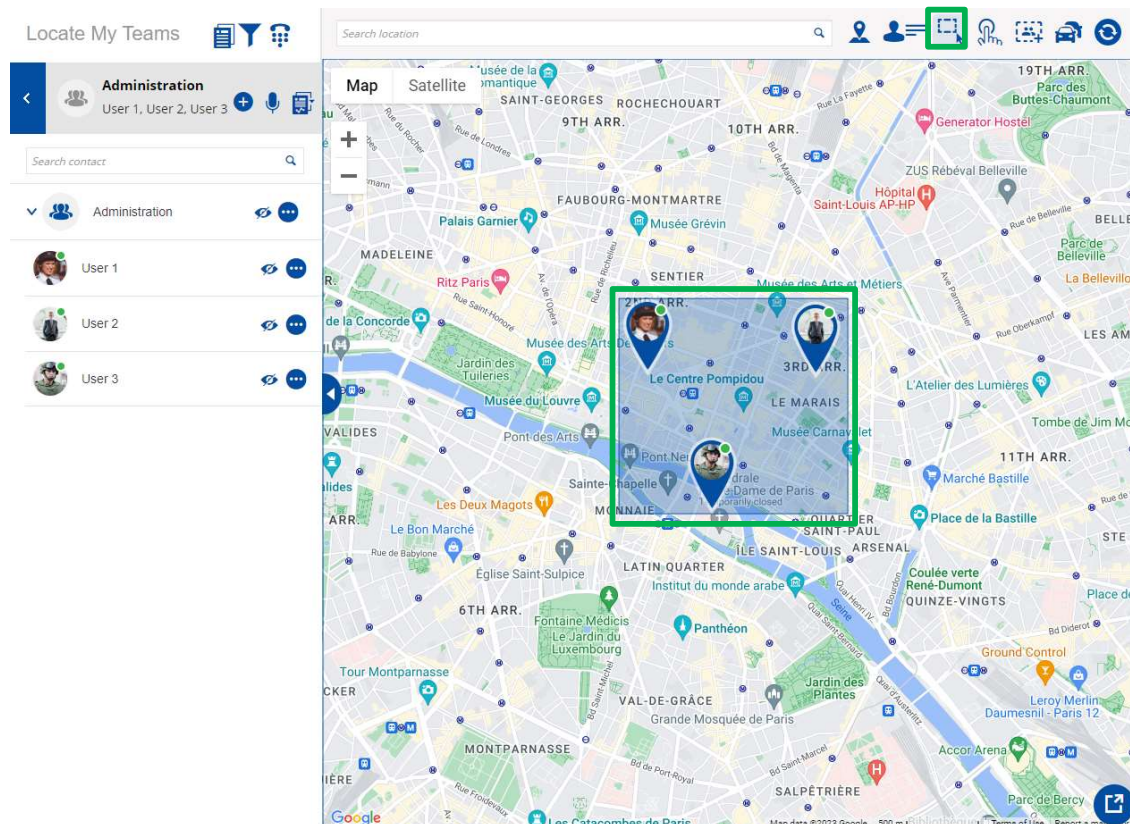


Geolocation map > User role

Note: If the Operational Status is on and the user has an Operational Status with a certain color, the User Role will be displayed in that color.

23. SELECTING CONTACTS ON THE MAP

When you click the **Select Contacts on the Map** button, you can include more than one user located on the map and perform certain actions. Using the mouse, include all the users in a frame.



Geolocation map > Select multiple users on the map

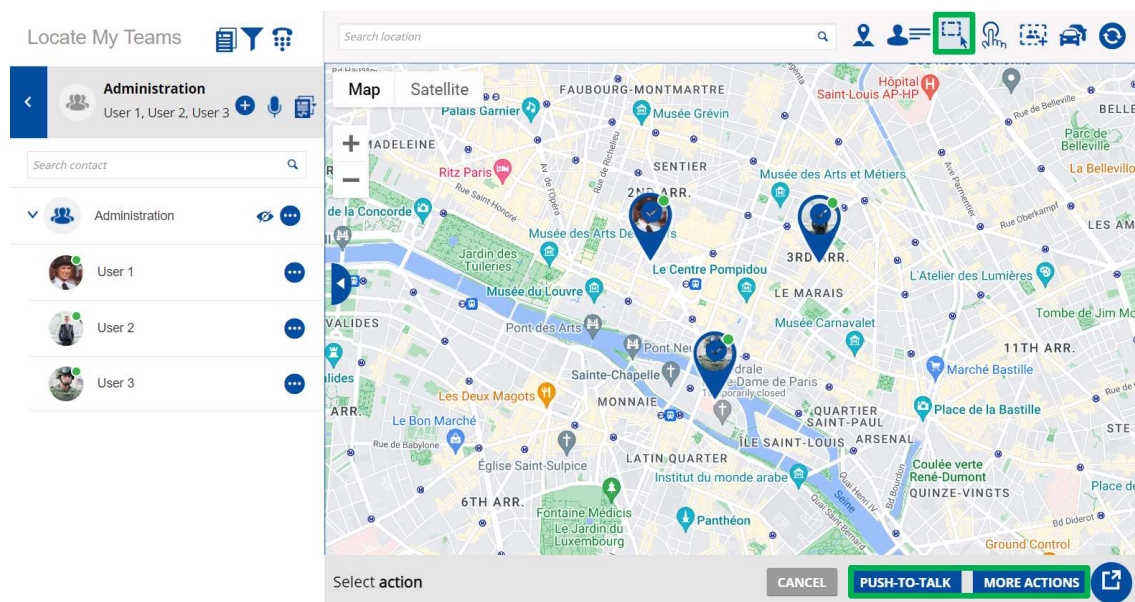
The available options are **Push-To-Talk** and **More Actions**.

Note 1: When you click the **Push-To-Talk** button, a Push-To-Talk call will be made to the selected users.

For more information about the **Push-To-Talk** feature, go to the **Push-To-Talk** section in the guide (Multi-Selection > Locating).

Note 2: When you click the **More Actions** button, the following features are available: group conversation, Broadcast conversation, Broadcast Call, Video Conferencing, Conference Call, Share Screen, Broadcast Video.

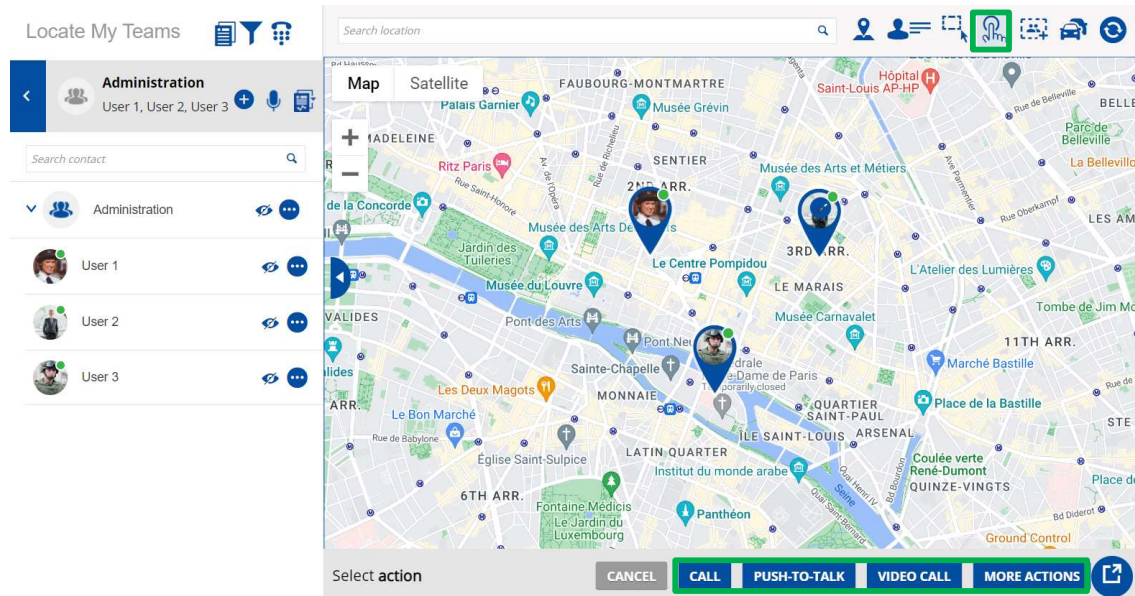
For more information about these features, go to the dedicated sections in the guide (Multi-Selection > Locating > More Actions).



Geolocation map > Perform actions with the selected users

24. SELECTING A CONTACT ON THE MAP

When you click the **Select Contact on the Map** button, you can select one user located on the map and perform certain actions.



Geolocation map > Select a user on the map

The available options are **Call**, **Push-To-Talk**, **Video Call**, and **More Actions**.

Note 1: When you click the **Call** button, a private call (VoIP) will be made to the selected user.

*For more information about the **Private Call (VoIP)** feature, go to the **Private Call (VoIP)** section in the guide (Contacts > Contact Options).*

Note 2: When you click the **Push-To-Talk** button, a Push-To-Talk call will be made to the selected user.

*For more information about the **Push-To-Talk** feature, go to the **Push-To-Talk** section in the guide (Contacts > Contact Options).*

Note 3: When you click the **Video Call** button, a Video Call will be made to the selected user.

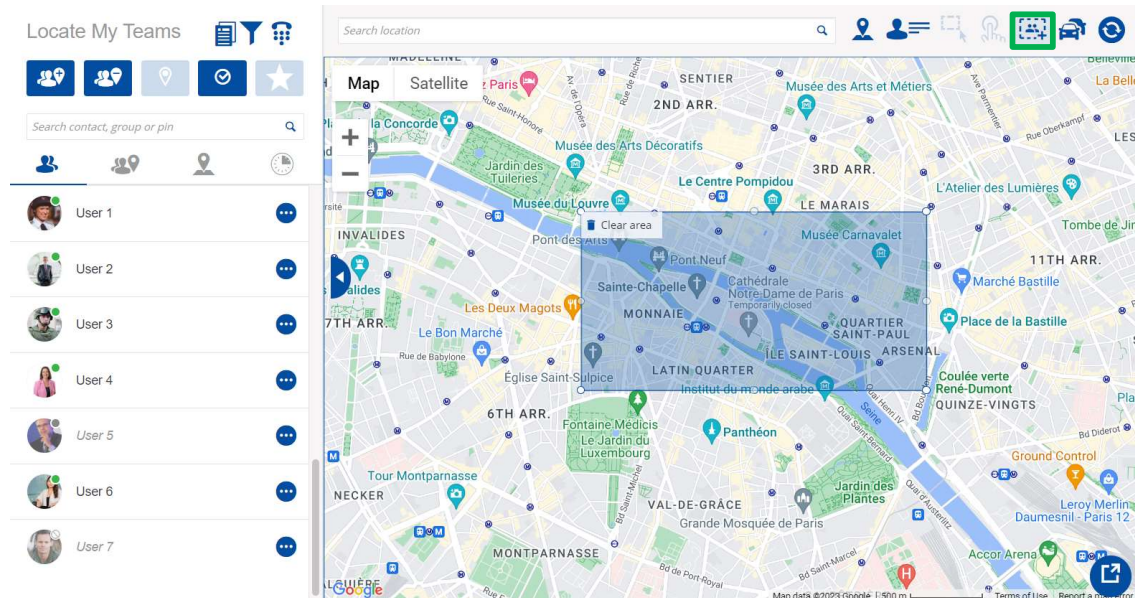
*For more information about the **Video Call** feature, go to the **Video Call** section in the guide (Contacts > Contact Options).*

Note 4: When you click the **More Actions** button, you can send messages to the selected user.

*For more information about the **Message** feature, go to the **Message** section in the guide (Contacts > Contact Options).*

25. DRAWING AREA

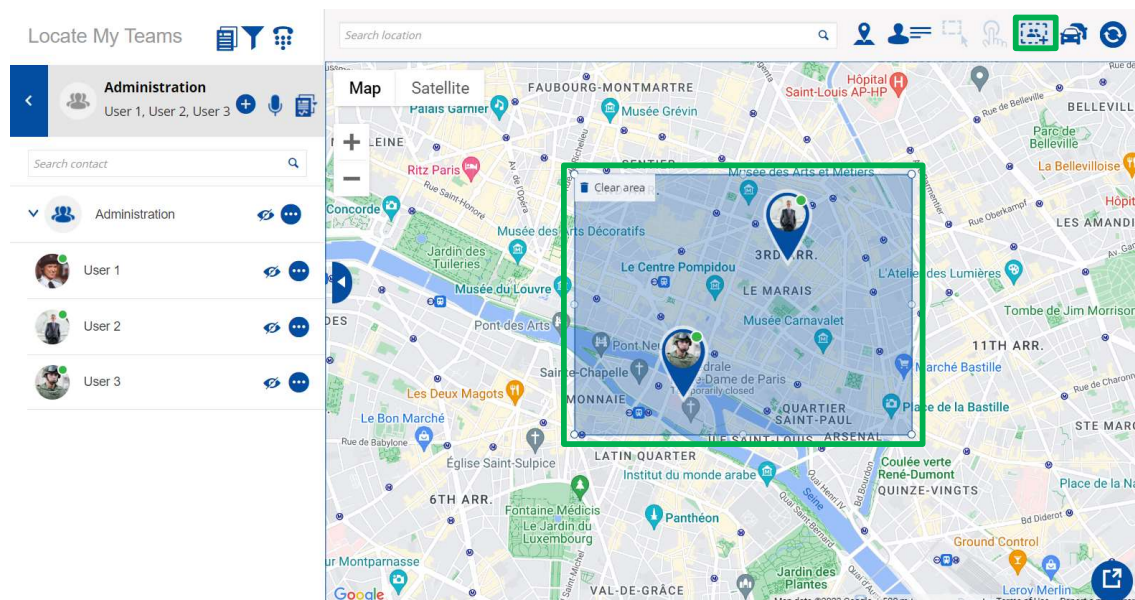
When you click the **Draw Area** button, the map only shows users who are in the area you previously defined. Users outside of this area will no longer be displayed.



Geolocation map > Draw area

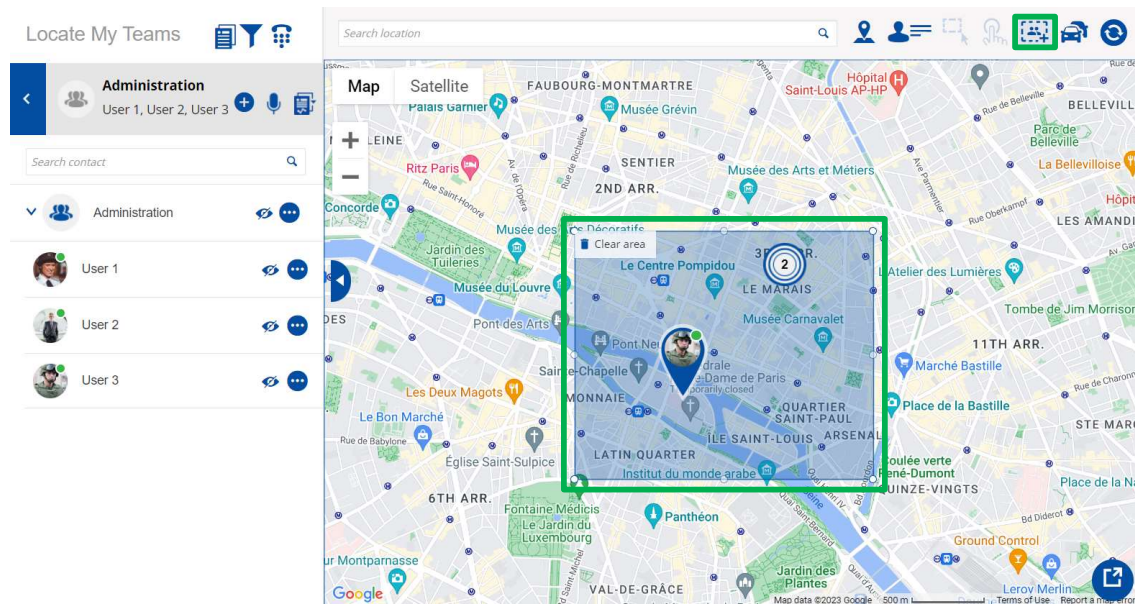
Note 1: When you enable the **Draw Area** feature, the following features are automatically disabled (greyed out): **Set Pin on Map**, **Add Favorites**, **Select Contacts on the Map**, **Select Contact on the Map**.

Select one or multiple users from a group, and then click the **Draw Area** button. Using the mouse, start drawing the desired area.



Geolocation map > Users are part of the drawn area

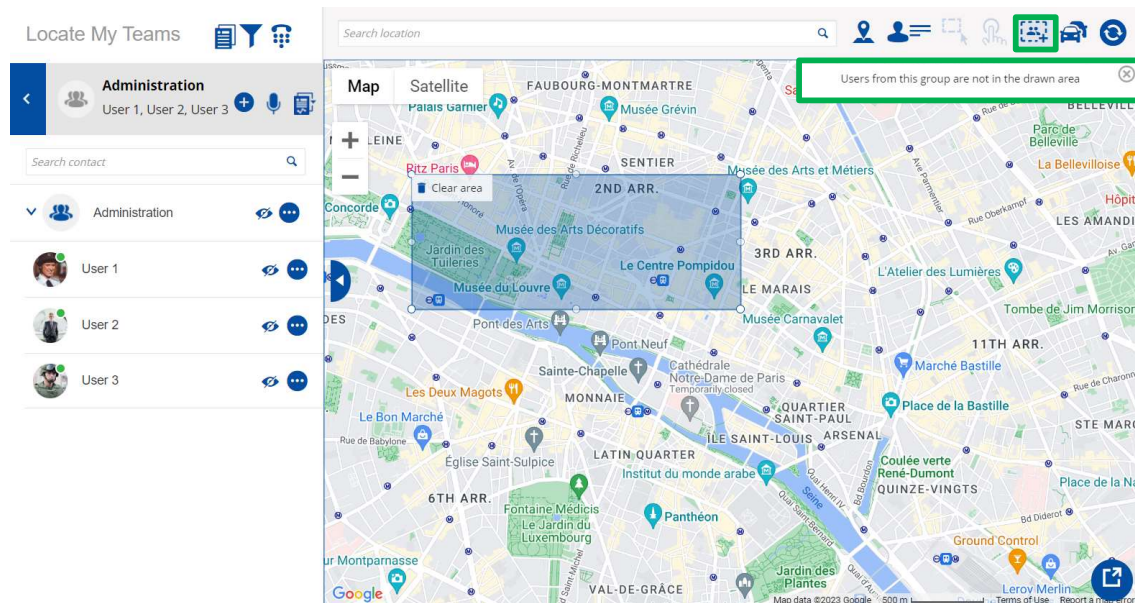
Note 2: If there are multiple users in the same location, a cumulative counter will appear.



Geolocation map > Multiple users in the same location

A notification appears in the top right of the map if one or multiple users are not in the drawn area.

- Notification for one user: The selected user is not in the drawn area.
- Notification for multiple users: Users from this group are not in the drawn area.

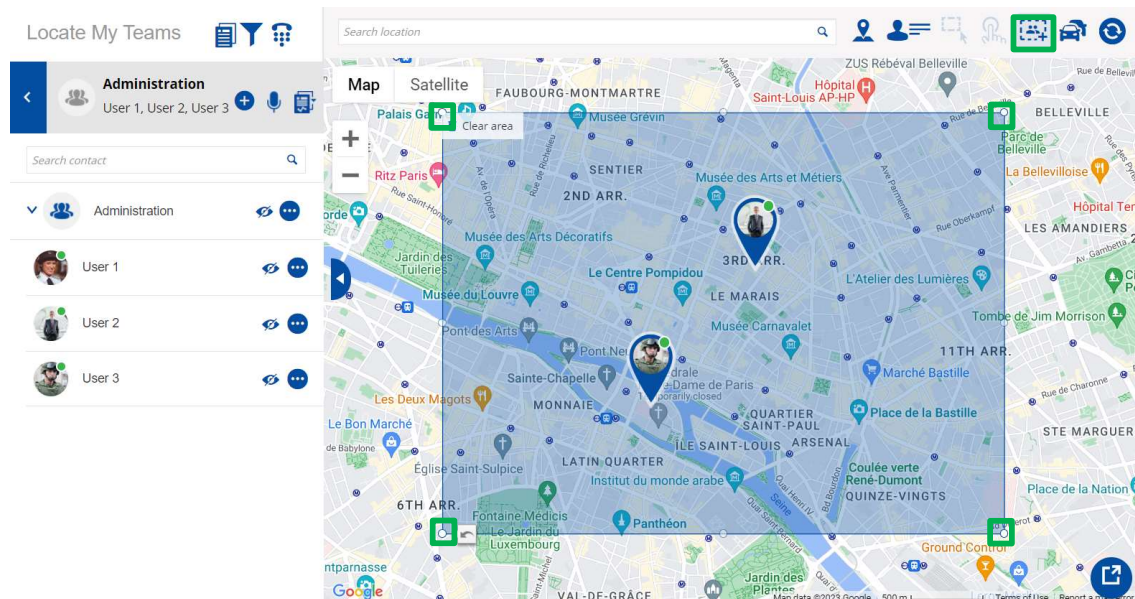


Geolocation map > Users are not in the drawn area

If you navigate to another **WebChat** page (Contacts, Conversations, Channels, My Business, or Settings), when you return to the **Geolocation** page, you will see the same information as when you left the page (the drawn area and its users are still visible).

Editing the Drawn Area

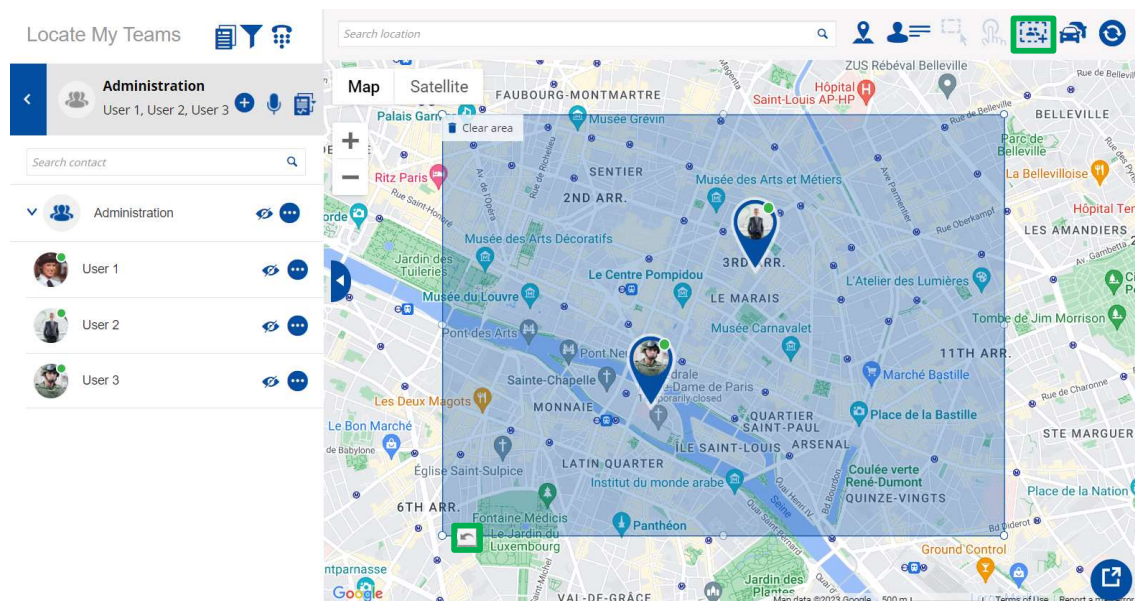
Using the four corners, you can extend or reduce the drawn area on the map proportionally in height or width. The area is selected when you release your mouse.



Geolocation map > Edit the drawn area

Undoing Last Edit

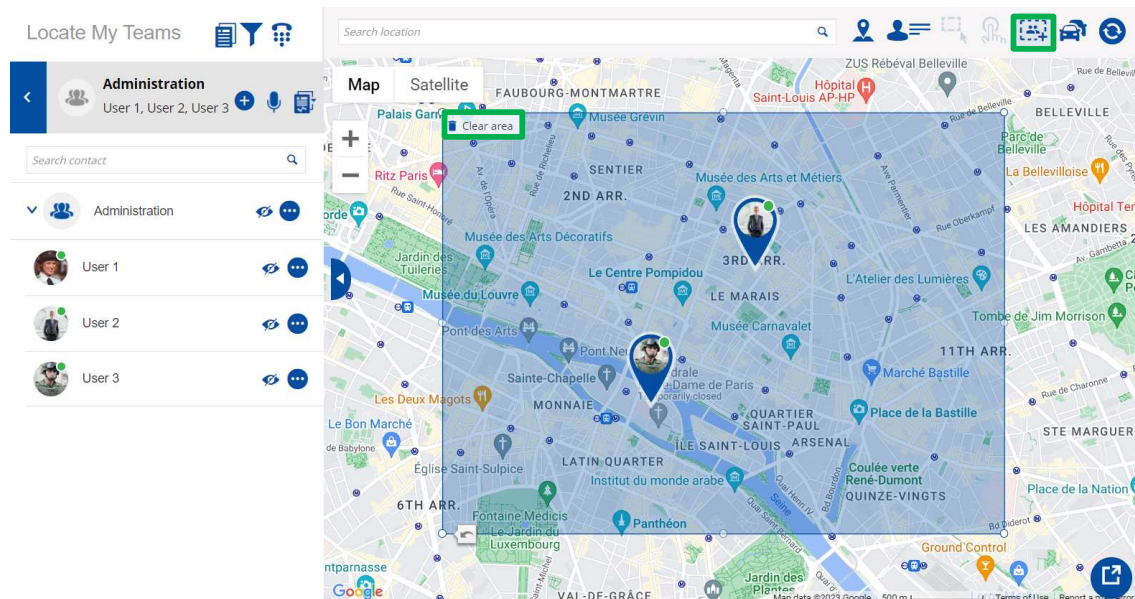
Click the **Undo Last Edit** button if you want to go back to the last change you made.



Geolocation map > Undo last edit

Deleting the Drawn Area

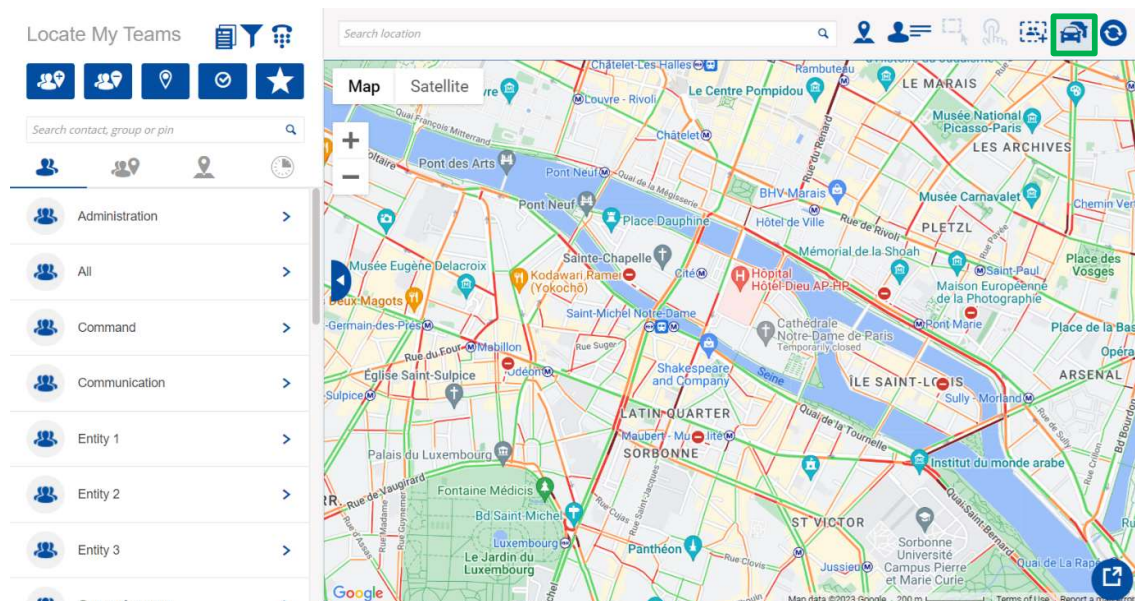
If you want to delete or remove the drawn area, click the **Clear Area** button. The drawn area will be deleted immediately without any notification.



Geolocation map > Delete the drawn area

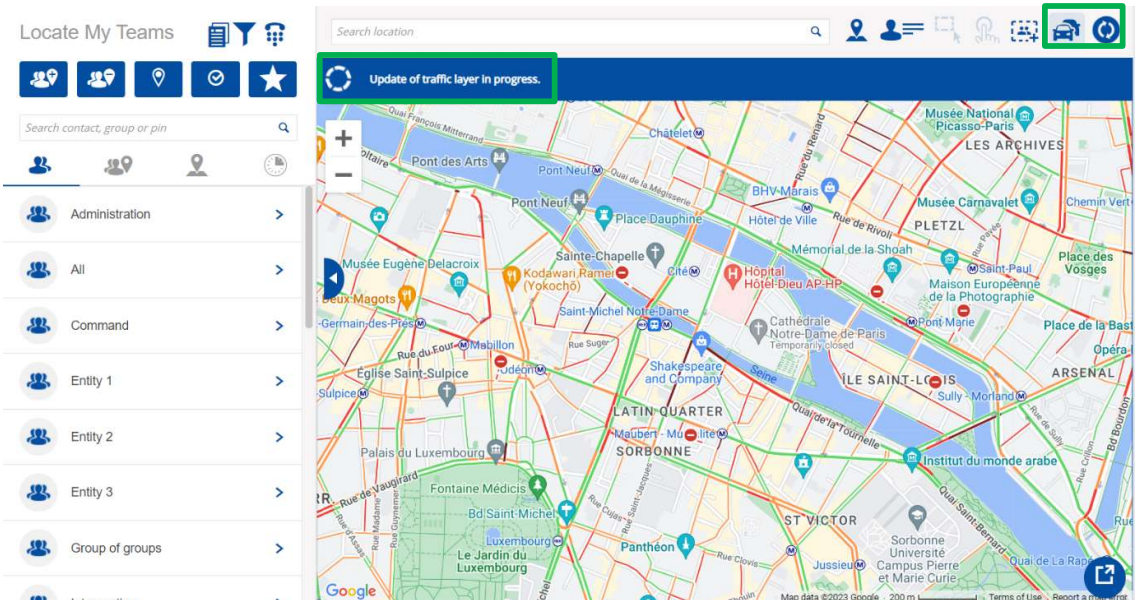
26. DISPLAYING TRAFFIC LAYER ON THE MAP

If you want to see the traffic movement on the map, click the **Display Traffic Layer on the Map** button.

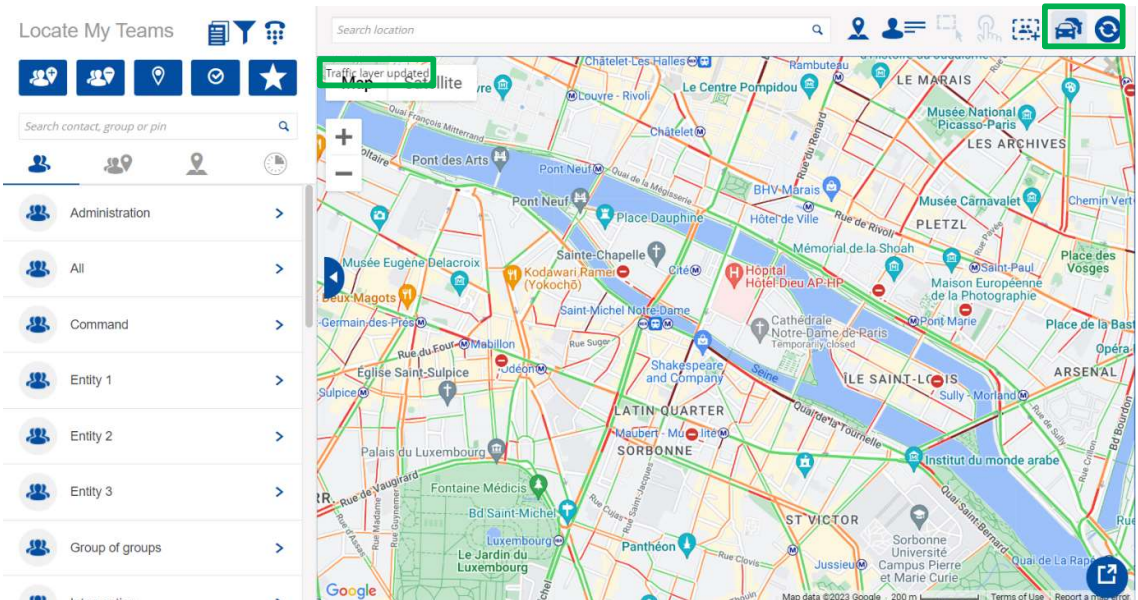


Geolocation map > Traffic movement is displayed on the map

After clicking the **Display Traffic Layer on the Map** button, you can simultaneously use the **Refresh** button to update the traffic movement.



Geolocation map > Update of traffic layer in progress

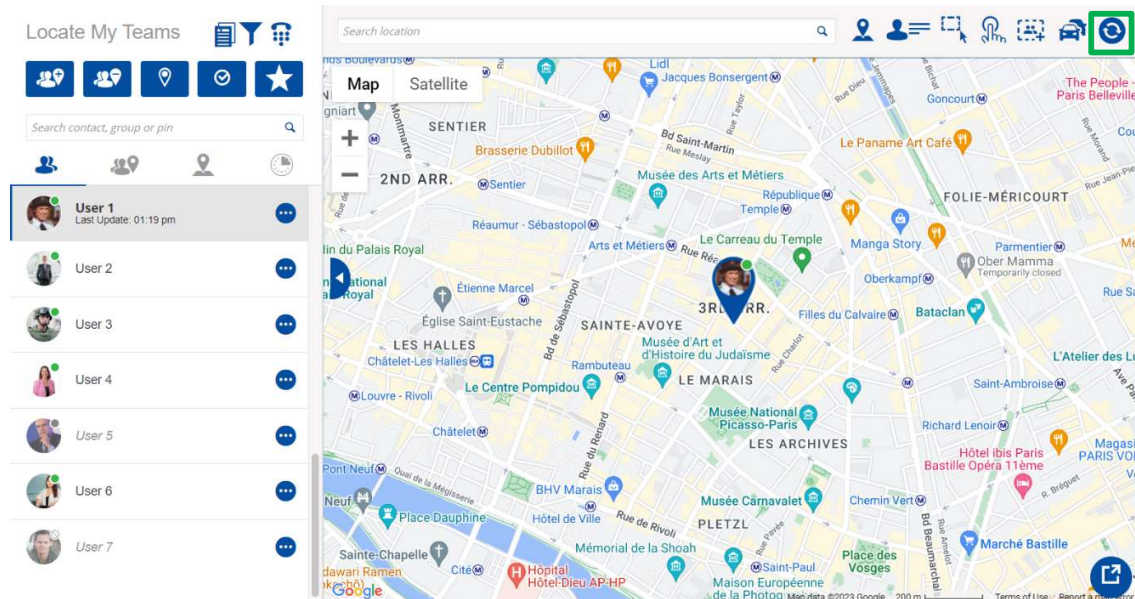


Geolocation map > Traffic layer updated

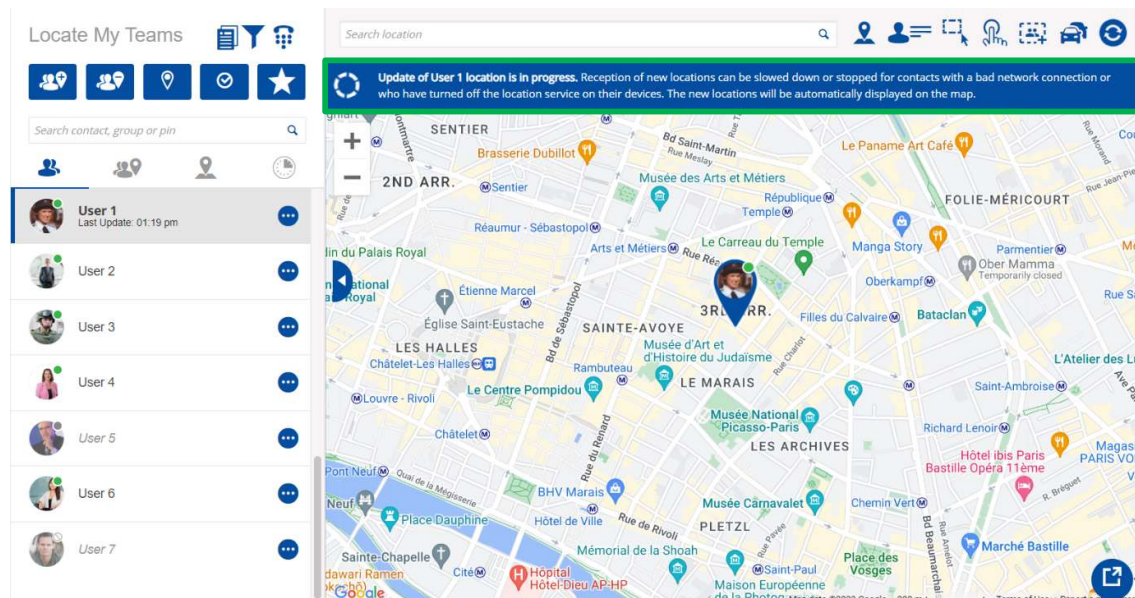
27. REFRESHING LOCATION

You can refresh the location of contacts:

- With Geolocation On Demand
- Selected from the **Contacts** list to be displayed on the map, regardless of their Geolocation status



Geolocation map > Refresh location



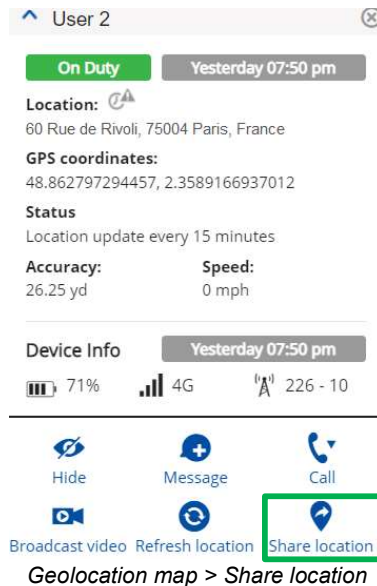
Geolocation map > Refresh location in progress

Once the location has been refreshed, a confirmation message is displayed on the top of the map.

28. SHARING LOCATION

You can also share the location of a specific user by generating a temporary URL that can be sent to an external contact. By clicking the URL, the user's location will be displayed on the map on the web page.

From the Contact pop-up, select **Share Location**.



A pop-up displays the **Share Location** options:

- Open URL
- Copy URL
- Share by email: Automatically opens the default email client installed on the desktop, with a temporary URL with the user's location and the date until the URL is accessible.

SHARE LOCATION



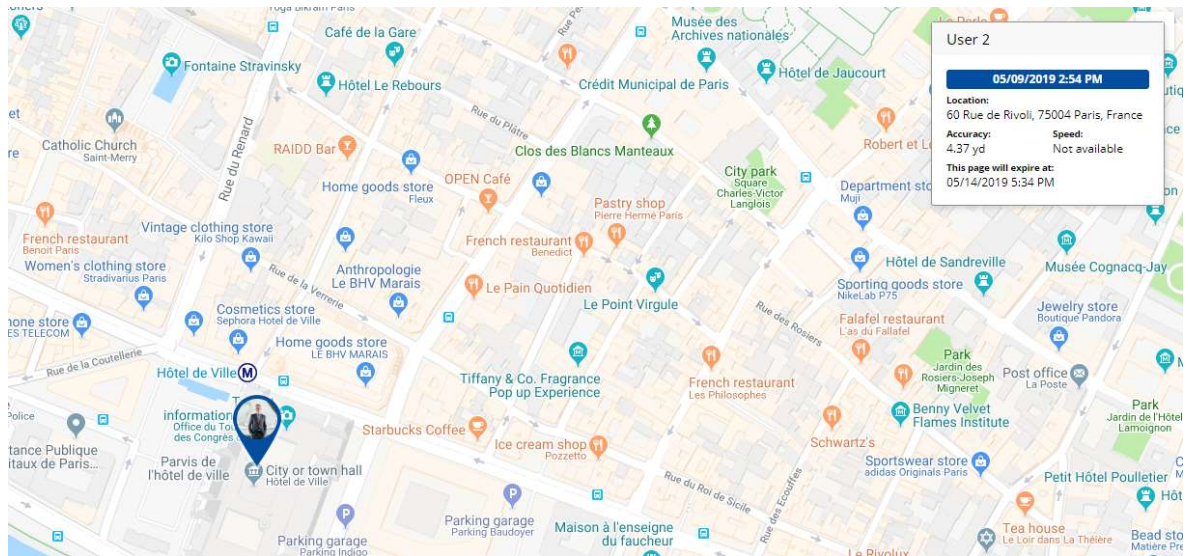
A temporary URL has been generated to allow you to share User 2's location with other contacts on a web page.

Note: This URL will be accessible until 05/14/2019 5:34 PM



Geolocation map > Share location pop-up

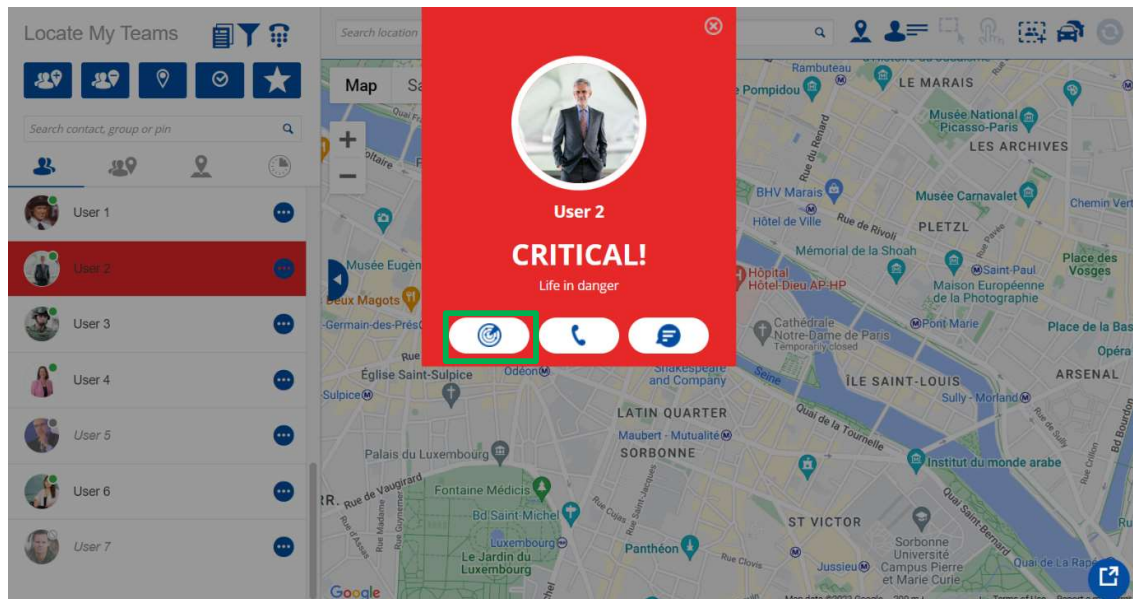
Location is displayed on the map from the temporary URL.



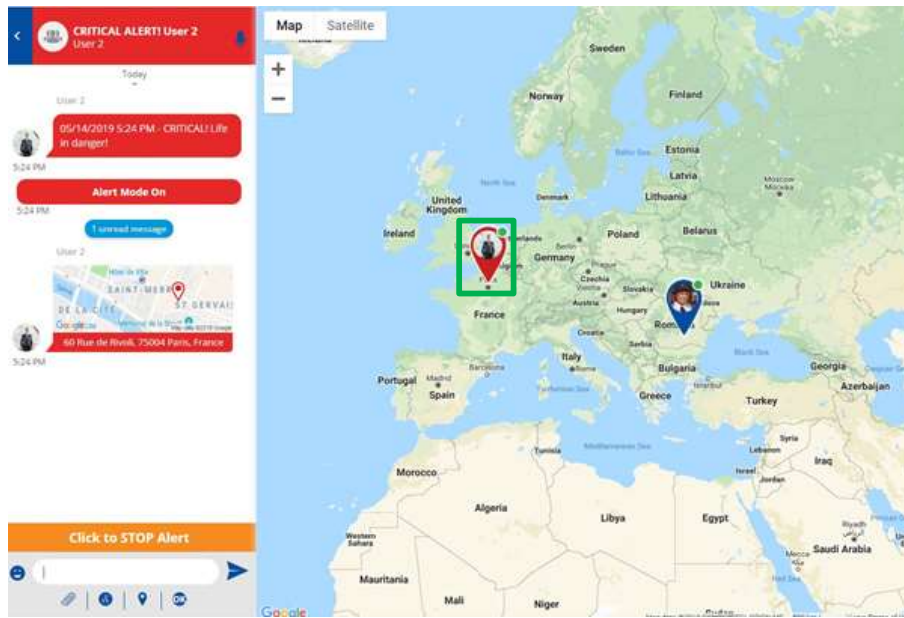
Geolocation map > URL opened

29. USERS IN EMERGENCY MODE

If a user sends an emergency alert, you will see a pop-up message and be able to locate the user on the map by clicking the **Geolocation** button.



Geolocation map > Emergency alert pop-up and Geolocation button



Geolocation map > Contact in emergency alert shown on the map (red pin)

*For more information about the **Emergency Alert** feature, go to [SW_TOTR_WebChat_UserGuide_General](#).*

