

KenCall CAD: Overview

This is the KenCall CAD (**C**omputer **A**ided **D**ispatch) system. It is designed to work with all Kenwood radios which have the enhanced FleetSync option. Its purpose is to allow a dispatcher to see incoming voice calls and messages and process them when needed. In addition to seeing this information the dispatcher can talk to or send a message to a specific radio or a group of radios.

The main KenCall window consists of 6 windows that are designed to show information and control the radio system:

- Call List Window 0
- Radio List Window 0
- Message List Window 0
- Radio Control/Status Window 0
- Channel Window 0
- Volume Window 0

Radio Connection

The radio must have 1 comport, which may require a KCT-31 PC Serial Interface Data Cable. The radio dealer must have enabled this port for DATA mode.

If available, the radio should be programmed for Version 2 of the PC Interface Protocol. It is recommended that the radios using the Version 2 interface protocol are configured as follows:

- Display Character set to Zone-CH/GID Number.
- All FleetSync and 2-Tone Auto Reset Timer(s) set to 1 second.
- Status Message, Short Message, Unit ID, and J Command Serial Output set to enabled (Checked).
- Status Message, Short Message, and Caller ID Stack set to disabled (Unchecked).
- Serial Input Data Override set to enabled (Checked).

There are no other special interface boxes or modification that need to be made to connect to the radio.

Data Comport Setup: Set this value for the computer comport that is connected to the radio comport that has been defined for DATA mode.

Call List Window

The Call List window shows voice calls designated for the CAD dispatcher. It indicates all information including the time and priority of the call.

Double Click: To answer a call in the call list, double click on the desired call record. This will cause the call information to be copied to the Transmit Information box in the Radio Control/Status window. To simplify replying to a call, the Push to Talk button will automatically gain focus. This will allow the dispatcher to use the space bar to transmit to the selected radio.

Right Click: Right clicking will bring up a menu allowing the following selections:

- **Display Call:** Select this item to display a dialog box containing the radio description, time of the call, and editable call notes.
- **Mark Replied to:** Sets the records Replied to field to be true. This can be used in conjunction with the Display Filter options to show only calls that have not been responded to.
- **Fleet/Channel Call:0** Allow for fleet, channel, and ID calls.
- **Delete:** Delete the selected call record.
- **Delete All Displayed:** Delete all the displayed calls in the call list.
- **Call List Setup:0** Display the Call List Setup window.

Radio List Window

The Radio List window shows the available radios assigned to the dispatcher. When calls and messages are received, the system looks at the data in the Radio List to assign a name to the incoming data. This list **must** contain all radios that the dispatcher wishes to communicate with.

Speed Search: The boxes at the bottom of the Radio List window can be used to quickly search through the list of radios. Each box is associated to the record column above it. Typing in the desired box will filter the radios that have that description.

Double Click: To place a call to a specific radio, double click on the desired radio record. This will cause the radio information to be copied to the Transmit Information box in the Radio Control/Status window. To simplify making a call to a radio, the Push to Talk button will automatically gain focus. This will allow the dispatcher to use the space bar to transmit to the selected radio.

Right Click: Right clicking will bring up a menu with the following item:

- **Fleet/Channel Call:0** Allow for fleet, channel, and ID calls.
- **Send Message:0** Allows a message to be sent to the selected radio.
- **Request Status:** Request the status of the radio. This can be used to see if a radio has been stunned.
- **Remote Radio Functions:0** Allows commands to be sent to a remote radio.
- **Radio List Setup:0** Display the Radio List Setup window.

Radio Control/Status Window

This window displays radio system information and allows control of the radio connected to the computer running KenCall. It consists of 3 groups of items and 4 buttons.

Receive Identification: This group contains information about the radio currently transmitting on the radio system or the radio that last transmitted. This can be considered a caller ID.

Transmit Identification: This group contains identification of the radio(s) that will be transmitted to when the Push to Talk or L button is pressed. To quickly select All-ALL for the Fleet/ID the All button can be pressed.

Status: Status will show when the dispatcher radio is transmitting or receiving a transmission.

Transmit: If this indicator is yellow, the radio is attempting to transmit. If this indicator is red, the radio is actively transmitting.

Receive: If this indicator is red, the incoming radio call is for the dispatcher. If this indicator is Fuchsia, the call is not for the dispatcher.

Scan: Toggles the scan function on the radio.

Mon: Toggles the monitor function on the radio.

Push to Talk: Press this button to transmit to the radio(s) displayed in the Transmit Identification area.

L: This will lock transmit until the button is pressed again.

Channel Window

This window allows the channel of the radio to be changed.

To change the system/group on the radio, press the up or down arrows. To change directly to a system/group, enter the desired system/group in the boxes in the bottom of the window and press the change button.

The name of the channel will be displayed at the top of the window if it has been entered in the [Channels List 0](#) dialog.

Volume Window

This shows the current volume setting on the radio and allows the volume to be changed by pressing the up or down arrows.

Message List Window

The Message List window shows dispatch messages designated for the CAD dispatcher. It indicates all information including the time and priority of the message and also the message itself.

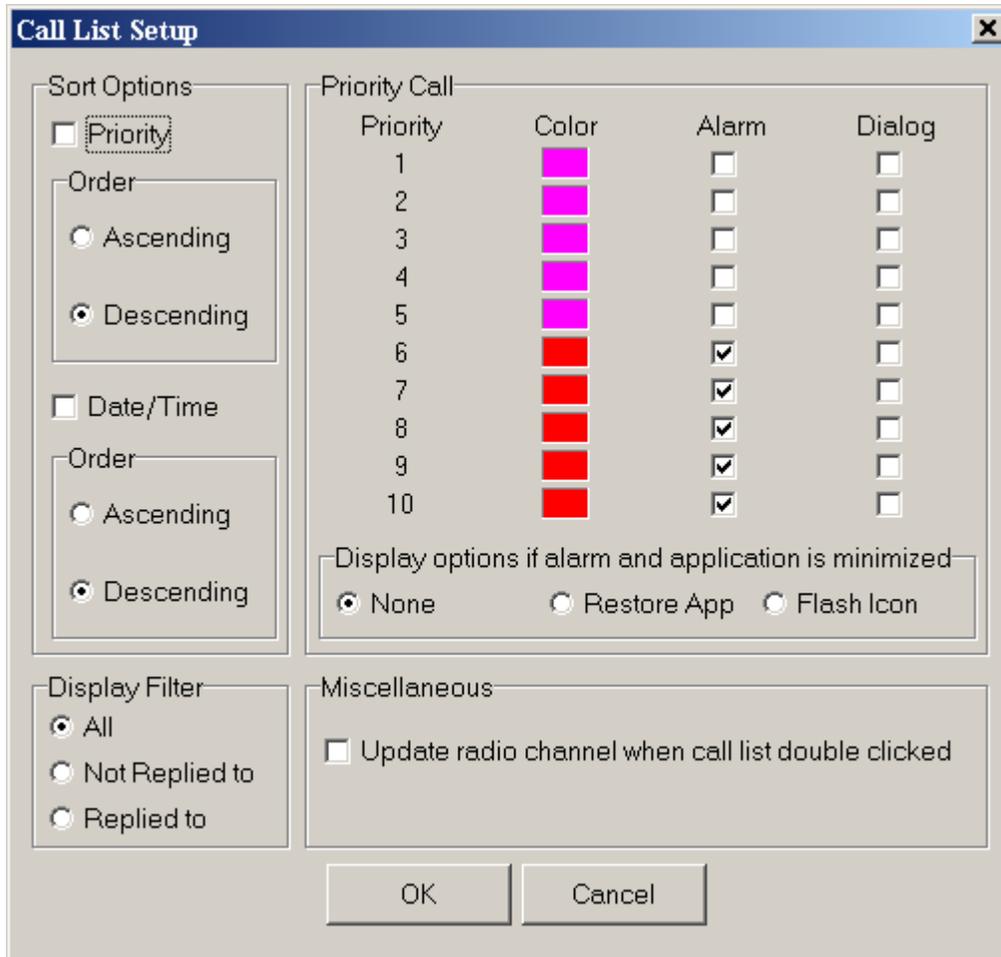
Double Click: To view an entire message, mark it as read, and edit the message notes, double click it.

Right Click: Right clicking will bring up a menu allowing the following selections:

- **Display Message:** This has the same effect as double clicking the message. It will display the radio description and message text for the selected message, and allow the message notes to be edited.
- **Mark Read:** This will mark the currently selected record as read.
- **Reply to Sender:** Allows a reply message to be sent to the selected radio. Selecting this item will display the **Send Message 0** dialog box.
- **Send Message:0** Allows a message to be sent to the selected radio.
- **Resend Message:** Allows a sent message to be resent to a radio.
- **Request Status:** Request the status of the radio. This can be used to see if a radio has been stunned.
- **Delete:** Delete the selection message record.
- **Delete All Displayed:** Delete all of the message records that are currently displayed. The display filter determines the records that are displayed. To delete all records be sure the display filter is set to all.
- **Message List Setup:0** Display the Message List Setup window.

Call List Setup

This dialog box is used to control the operation of the Call List window in the main KenCall window.



The dialog box is titled "Call List Setup" and contains several sections for configuring the call list window. It includes a "Priority Call" table with columns for Priority, Color, Alarm, and Dialog. There are also sections for "Sort Options", "Display Filter", and "Miscellaneous".

Sort Options

- Priority
- Order:
 - Ascending
 - Descending
- Date/Time
- Order:
 - Ascending
 - Descending

Priority Call

Priority	Color	Alarm	Dialog
1	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
2	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
3	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
4	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
5	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
6	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Display options if alarm and application is minimized

- None
- Restore App
- Flash Icon

Display Filter

- All
- Not Replied to
- Replied to

Miscellaneous

- Update radio channel when call list double clicked

OK Cancel

Call List: Sort Options

This group of controls determines the sort order of the call list in the Call List window.

Priority: If this checkbox is selected the call list will be sorted by priority. Selecting the order below the priority checkbox will determine if the sort order is in ascending or descending order.

Date/Time: Checking this checkbox will cause the call list to be sorted by date and time. Select the order for Date/Time to sort the list in ascending or descending order.

If both Priority and Date/Time are selected the list will be sorted by priority first and then by date and time. If neither of these checkboxes are selected the list will be sorted by fleet and id.

Call List: Display Filter

This group determines which display filter is applied to the Call List window in the main KenCall window.

All: All calls will be displayed.

Not Replied to: Only calls that have not been marked replied to will be displayed.

Replied to: Only calls that have been marked replied to will be displayed.

Call List: Priority Call

This group of items control how priority calls are handled and what to do when they are received.

Color: Double click this panel to change the color of the priority call when it is received. This color will be the background color of the message which is displayed in the call list dialog box.

Alarm: If this checkbox is checked, the audio alarm will play when a call at this priority is received. If this checkbox is not checked and a call with this priority is received, the computer will play the windows asterisk sound.

Dialog: If this checkbox is checked and the Alarm checkbox is checked, the alarm wav file will play. It will continue until the dialog box is closed. If this checkbox is not checked and the Play audio alarm checkbox is checked, the alarm wav file will repeat 3 times.

Display options if alarm and application is minimized: If an emergency level priority call is received and the KenCall application is minimized, the selected options will be processed.

Restore App: Restore KenCall to it's previous size before it was minimized.

Flash Icon: Flash the Icon on the windows task bar.

Call List: Miscellaneous

Update radio channel when call list double clicked: When this checkbox is checked, the radio channel will be changed to the channel that the selected call came in on. This will happen only if the call list is double clicked.

Call List: Fleet/Channel Call

This dialog box allows the dispatcher to set fleet, channel, and id calls.

Broadcast to fleet: Set a call to all radios in the selected fleet.

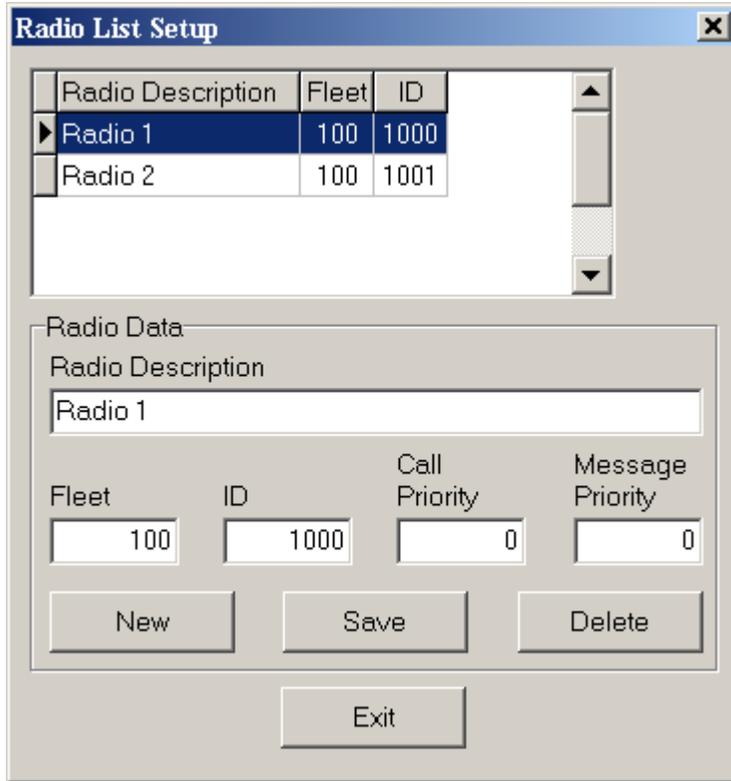
Broadcast to ID: The Transmit Information will be set to an ID. This ID in all fleets will hear the call.

Broadcast on channel: Set a call to all fleets and id's. All radios on a channel will hear the call.

To apply the selected call type, press the set button.

Radio List Setup

This dialog box is used to add and delete radios and change their information. All radios that are to be communicated with **must** be added in this window.



The dialog box titled "Radio List Setup" contains a table with the following data:

Radio Description	Fleet	ID
Radio 1	100	1000
Radio 2	100	1001

Below the table is a section titled "Radio Data" with the following fields:

- Radio Description: Radio 1
- Fleet: 100
- ID: 1000
- Call Priority: 0
- Message Priority: 0

Buttons: New, Save, Delete, Exit

Radio List: Available Radios

This is the list of all radios available to the dispatcher.

Radio List: Radio Data

This group of items contains the detailed information for the radio selected in the Available Radio List.

Radio Description: Text description for the radio. Enter a description of the radio so the dispatcher will be able to easily identify it.

Fleet: The fleet number assigned to the radio. This information is entered into the radio by the radio dealer.

ID: The ID number assigned to the radio. This information is entered into the radio by the radio dealer.

Call Priority: Assign a priority to calls coming from this radio.

Message Priority: Assign a priority to messages coming from this radio.

New: Creates a new radio record.

Save: Save the changes made to the radio record.

Delete: Delete the currently selected record.

Message List Setup

This dialog box is used to control the operation of the Message List window in the main KenCall window.

Message List Setup

Sort Options

Priority

Order

Ascending

Descending

Date/Time

Order

Ascending

Descending

Fleet/ID

Order

Ascending

Descending

Display Filter

All

Sent

Received

Not Read

Read

Latest Only

Priority Message

Priority	Color	Alarm	Dialog
1	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
2	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
3	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
4	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
5	Magenta	<input type="checkbox"/>	<input type="checkbox"/>
6	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10	Red	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Display options if alarm and application is minimized

None Restore App Flash Icon

Message Attempt Timeouts (Seconds)

Status message:

Short message:

Long message:

OK Cancel

Message List: Sort Options

This group of controls determines the sort order of the message list in the Message List window.

Priority: If this checkbox is selected, the message list will be sorted by priority. Selecting the order below the priority checkbox will determine if the sort order is in ascending or descending order.

Fleet/ID: If this checkbox is selected, the message list will be sorted by Fleet and ID. Selecting the order below the priority checkbox will determine if the sort order is in ascending or descending order.

Date/Time: Checking this checkbox will cause the message list to be sorted by date and time. Select the order for Date/Time to sort the list in ascending or descending order.

If more than one of the checkboxes is checked the list will be sorted first by priority, followed by Fleet/ID, and finally Date/Time. If none of these checkboxes are selected the list will be sorted by Fleet and ID.

Message List: Display Filter

This group determines which display filter is applied to the Message List window in the main KenCall window.

All: All message records will be displayed.

Sent: Only message sent by the dispatcher will be displayed.

Received: Only messages that have been received will be displayed.

Not Read: Only messages that have not been read will be displayed.

Read: Only messages that have been read will be displayed.

Latest Only: Display only the latest message for each radio.

Message List: Priority Message

This group of items control how priority messages are handled and what to do when they are received.

Color: Double click this panel to change the color of the priority message when it is received. This color will be the background color of the message which is displayed in the message list box.

Alarm: If this checkbox is checked, the audio alarm will play when a call at this priority is received. If this checkbox is not checked and a message with this priority is received, the computer will play the windows asterisk sound.

Dialog: If this checkbox is checked and the Alarm checkbox is checked, the alarm wav file will play. It will continue until the dialog box is closed. If this checkbox is not checked and the Play audio alarm checkbox is checked, the alarm wav file will repeat 3 times.

Display options if alarm and application is minimized: If an emergency level priority message is received and the KenCall application is minimized, the selected options will be processed.

Restore App: Restore KenCall to it's previous size before it was minimized.

Flash Icon: Flash the Icon on the windows task bar.

Message List: Message Attempt Timeouts

This group determines the timeout time for sending messages. All times are in seconds.

Status message: Determines the amount of time the system will wait before considering that a status message send attempt has failed.

Short message: Determines the amount of time the system will wait before considering that a short message send attempt has failed.

Long message: Determines the amount of time the system will wait before considering that a long message send attempt has failed.

Send Message

This dialog box is used to send a message to a group of radios or a specific radio. Both status and text (short and long) messages can be sent.

Message Destination

Group Send

- Send message to Fleet
- Fleet
- Send message to ID
- ID
- Broadcast on channel

Radio Description	Fleet	ID
Radio 1	100	1000
▶ Radio 2	100	1001

Message Contents:

Status Message

- Send Status
- Emergency
- Terminate
- Emergency
- Horn Honk

ID	Description
▶ 10	Available
11	Out of service

Close window when message successfully sent

Send Message: Message Destination

This group of items determines the destination that the message is to be sent.

Group Send: If multiple radios are to be sent a message, select a checkbox from this area. A Fleet, ID, or all radios on a channel can be sent a message by picking one of the checkboxes.

Available Radios: If the message is to be sent to a specific radio, it should be selected from the available radio group.

Send Message: Message Contents

Type in a text message to send to the selected radio(s) in this box. Messages that are less than or equal to 48 characters in length will be displayed on the radio. These are considered to be short messages. Messages greater than 48 characters in length will be sent as a long message. Long messages will **not** display on the radio display. Long messages will only be displayed on an optional keypad units. If a long message is sent to a radio without a keypad unit the radios user will see nothing and will have no idea the message has been sent.

Note: To help indicate a long message the color of the text in the message box will change to a blue color.

Send Message: Status Message

Send Status: Select this item to send a status message instead of a text message.

Emergency: This will force the status message to be an emergency message. An emergency status message is a number 99. Double-clicking this item will unselect it, allowing a status message from the Status Message List to be sent instead.

Terminate Emergency: This will force the status message to be a terminate emergency message. A terminate emergency status message is a number 88. Double-clicking this item will unselect it, allowing a status message from the Status Message List to be sent instead.

Horn Alert: This will force the status message to be a horn alert request message. A horn alert request status message is a number 89. Double-clicking this item will unselect it, allowing a status message from the Status Message List to be sent instead.

Status Message List: This is the status message that will be sent if Emergency, Terminate Emergency, or Horn Alert is not selected. See the [Status Messages List 0](#) to enter and edit status messages.

Channels List

This dialog box is used to add and edit the available channels in KenCall. The selected channels must be programmed into the radio by the radio dealer.

Channel List

Setup
Zone
1 [▲▼] [Auto Detect]

Channel
Name
Radison

Priority Call: 0 [▲▼] Level: 0 [▲▼]

Priority Message: 0 [▲▼] Level: 0 [▲▼]

Active	Priority Call	Level	Priority Message	Level
<input type="checkbox"/> Channel: 001				
<input type="checkbox"/> Channel: 002				
<input type="checkbox"/> Channel: 003				
<input type="checkbox"/> Channel: 004				
<input type="checkbox"/> Channel: 005				
<input type="checkbox"/> Channel: 006				
<input type="checkbox"/> Channel: 007				

OK

Channels List: System/Group

This box will allow the System/Group to be changed.

Channels List: Auto Detect

This button will cause KenCall to attempt to find all of the available Groups for the specified System.

Channels List: Group/Channel

The active radio channels are selected and other information is entered in this group.

Name: This is the name associated with the radio channel. This name will be displayed at the top of the Channel window in the main KenCall window.

Active: The channel will be set to active if checked.

Priority Call: The channel will be set to a priority call channel if checked.

Priority Call Level: Enter the desired priority call level assigned to the channel.

Priority Message: The channel will be set to a priority message channel.

Priority Message Level: Enter the desired priority message level assigned to the channel.

Status Messages List

This dialog box is used to create and edit status messages. It is recommended that the status messages in the radio and KenCall are programmed identically.

ID	Description	Priority
10	Available	5
11	Out of service	8

Status Data

ID: 10 Priority: 5

Description: Available

New Save Delete

Exit

Status Message: Available Status List

This is the list of all status messages available to the dispatcher.

Status Message: Status Data

This group of items contains the detailed information for the status message selected in the Available Status Message List.

ID: This is the status ID. This number is valid from 10 to 79.

Priority: This is the priority level of the status message.

Description: This is a description for the status message. It is recommended that the description is the same as in the radios.

New: Allows a new status record to be created.

Save: Save the Status Data.

Delete: Delete the current status message record.

Priority Messages List

This dialog box is used to setup a list of messages that can be assigned a priority. If a message is received that is on the list, the appropriate priority level will be assigned to it.



Message	Priority
	0
	0
	0
	0
	0
	0

Priority Message: Message/Priority

This group of items allows for defining message text that will be assigned a priority.

Message: The text of the received message to assign a priority level.

Priority: The priority level assigned to the message.

Remote Radio Functions

This dialog box is used to send commands to a selected radio.

Some functions may not be displayed depending on the settings in the [General Setup 0](#) or the radio connected to KenCall.

Remote Radio Functions

Radio Selection

Radio Description	Fleet	ID
▶ Radio 1	100	1000
Radio 2	100	1001

Stun

- Turn Stun Off
- Stun Radio (No TX)
- Stun Radio (No TX/PX audio)

Send

Remote Transmit

Transmit time (sec)

Silent Transmission

Send

Emergency

Emergency Terminate

Horn Alert Request

Send

Cancel

Remote Radio Functions: Stun

This group sends the selected radio one of the following stun commands:

- **Turn Stun Off:** Turn stun off on the selected radio.
- **Stun Radio (no TX):** Stun the selected radio so it can hear but not transmit.
- **Stun Radio (no TX/RX audio):** Stun the selected radio so it cannot transmit or hear radio traffic.

This group is not displayed if the 'Password protect Stun Radio' option is checked in the [General Setup dialog 0](#) and the supervisor password is disabled in the [Supervisor Password dialog. 0](#)

Remote Radio Functions: Radio Selection

This group contains a list of all the radios available to the dispatcher.

The boxes below the radio list can be used to quickly search through the list of radios. Each box is associated to the record column above it. Typing in the desired box will filter the radios that have that description.

Remote Radio Functions: Remote Transmit

This group sends the selected radio a command to begin transmitting with the following options:

- **Transmit time (sec):** The time, in seconds, the selected radio should transmit. The valid range for this value is 1 - 255.
- **Silent Transmission:** When checked, the selected radio will not indicate that it is transmitting. When unchecked, the transmit light and display will indicate the radio is in remote transmit mode.

This group is only available if the radio connected to KenCall is using PC Interface Protocol Version .2.

Remote Radio Functions: Emergency

Emergency: This will send an emergency status message to the selected radio. An emergency status message is a number 99.

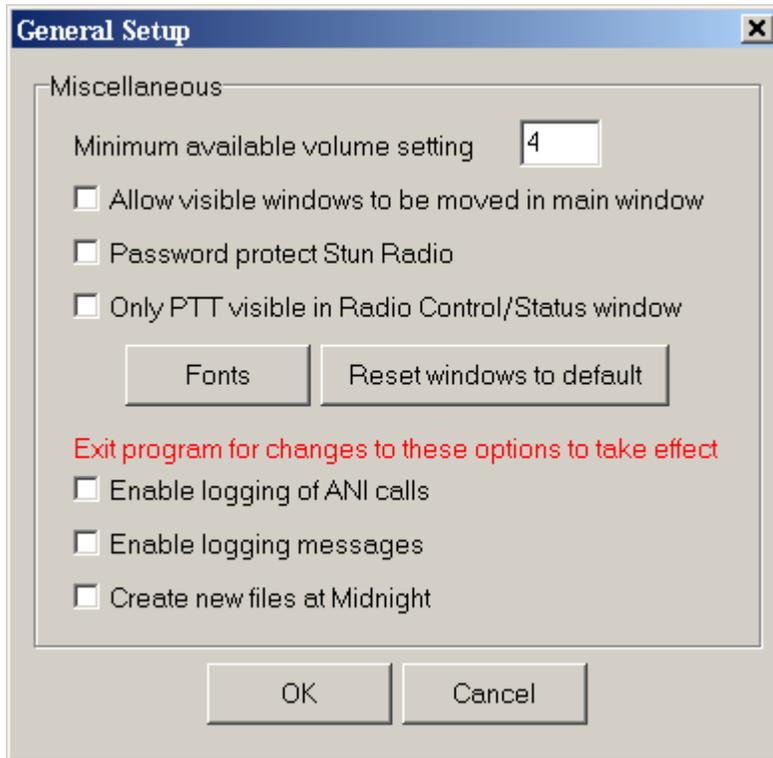
Terminate: This will send a terminate emergency status message to the selected radio. A terminate emergency status message is a number 88.

Remote Radio Functions: Horn Alert

Horn Alert: This will send a horn alert request status message to the selected radio. A horn alert request status message is a number 89.

General Setup

This dialog box is where general settings are made.



General Setup: Miscellaneous

This group allows miscellaneous setting on KenCall to be changed.

Minimum available volume setting: The volume on the main window will be limited to this setting or above.

Allow visible windows to be moved in main window: If this checkbox is checked, it will allow visible windows in the main KenCall window to be moved. Windows may be moved by dragging it in the main window. This will also allow the Call List, Radio List, and Message List windows to be re-sized.

Password protect Stun Radio: Make the Stun Radio options password protected. This will cause the Stun group in the [Remote Radio Functions dialog 0](#) to be displayed only if the supervisor password is enabled.

Only PTT visible in Radio Control/Status window: Make all other buttons in the Radio Control/Status window inactive.

Font: Changes the font used in KenCall. The font is not changed until the OK button is pressed.

Reset the visible windows to their default locations: This resets all windows to their original settings, including the font, window size and location, and table column order and width. The windows are not reset until the OK button is pressed.

Enable logging of ANI calls: Log ANI calls to a text file.

Enable logging messages: Log messages to a text file.

Create new file at Midnight: Automatically create a new ANI and Message files at midnight.

OK Button

Applies the changes and closes the current window.

Cancel Button

Closes the current window without applying changes.

Network Setup

This dialog box is where network settings are made. Network setup allows multiple dispatchers to be connected to one or more other dispatchers, any or all of which may be connected to a radio. These dispatchers can be on the same or different radio systems.

Description	Address	Description	Address
Dispatch 1	10.0.0.100		
Dispatch 2	10.0.0.120		
Dispatch 3	10.0.0.250		

Network Setup: Network Controls

This group allows network controls to be configured.

Enable Networking: Check this box to enable networking for this dispatcher. If this is a single dispatcher that does not need the networking functionality, leave this box unchecked.

Radio Connected: This box should be checked if a radio is connected to this dispatcher.

Accept External Messages: Allow messages from other dispatchers to be added to the message queue. These messages will be processed in the order that they are received. If this checkbox is not checked, no dispatch messages from any other dispatcher will be processed.

Allow Messages To Radios Not In Radio List: Allow messages to be sent to radios that are not in this dispatchers radio list.

Network Setup: Peer Dispatchers

This group determines which peers will have data sent to them.

Enter the peer IP addresses or computer names in these boxes.

Supervisor Password

This dialog box will allow a supervisor to enable password protection for the KenCall program.

Mask Password: Checking this checkbox will cause text typed in to be masked with * characters.

New: Press this button to change the current password.

Close: Close the supervisor password dialog box.

Disable: Disable password access after the supervisor enables it. This button should always be pressed after the supervisor is done changing password protected options.

ANI History List

This dialog box displays a list of ANI calls. Data consists of voice calls and includes the following information.

Start or Stop Call(Call Type): Shows either a call start or call stop and the call type. The call type is one of the following:

- i:** Indicates a call that is not selective.
- s:** Indicates a selective call.
- t:** Indicates a transmission by the dispatch radio.

Fleet and ID (Radio Description): Shows the Fleet, ID, and the radio description of the radio being called.

Date of Call: Shows the date of the call.

Time of Call: Shows the time of the call.

Keyboard Shortcut Keys

Special functions can be accomplished by holding down the <CTRL> key and pressing another key simultaneously.

The following is a list of active keyboard shortcuts:

<CTRL> + A	Activate all call in the Radio Control/Status window.
<CTRL> + B	Back to the previous window.
<CTRL> + C	Jump to the Call List window.
<CTRL> + G	Jump to the Channel window.
<CTRL> + M	Jump to the Message List window.
<CTRL> + N	Jump to the next window.
<CTRL> + R	Jump to the Radio List window.
<CTRL> + S	Jump to the Radio Control/Status window.
<CTRL> + V	Jump to the Volume window.
<ENTER>	Will emulate a double click.
<SPACE>	Activates Push to Talk if the button has focus.

