grouptalk
for Dispatcher

Requirements

- Google Chrome browser is highly recommended for best user experience. Firefox, Safari, Edge or IE11+ browser is supported with a reduced set of features. (See *Browser Compatibility*)
- Microphone and speaker
- Network connection and access to internet
- *Optional:* USB accessory button for Push-To-Talk (Supported on Chrome only)

Login

To login to the dispatcher go to https://dispatcher.grouptalk.com and login using email and password.
Make sure a working microphone and speaker is installed and available.
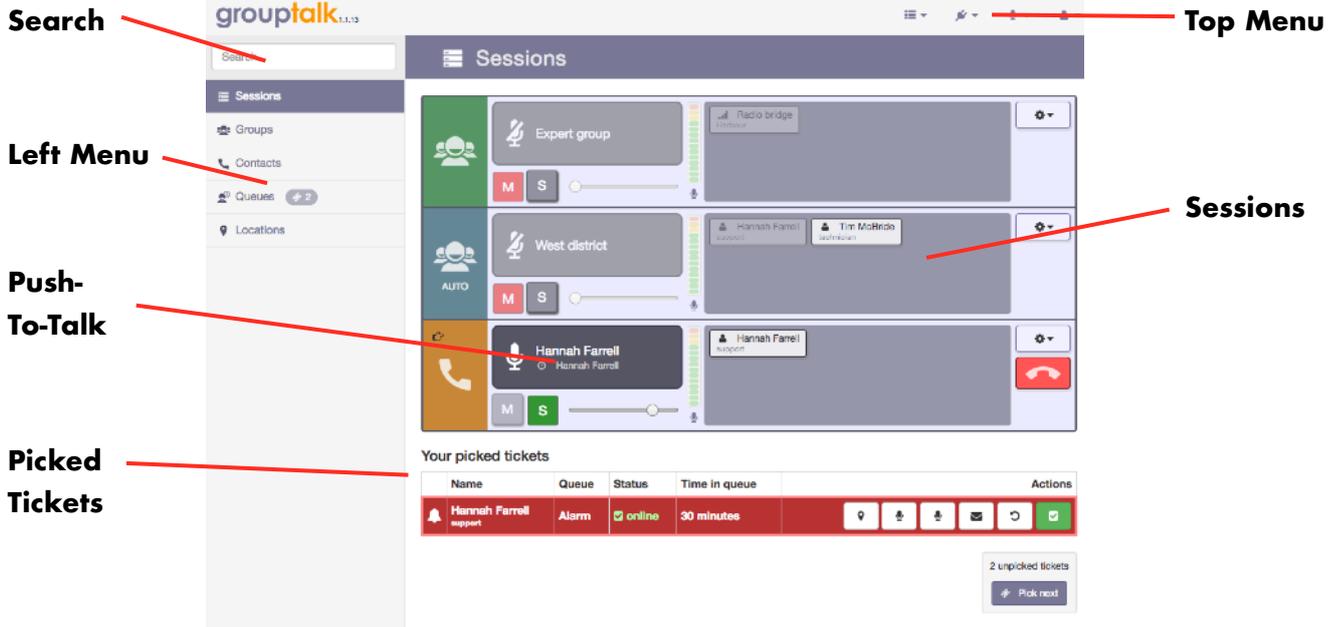
Please Sign In

E-mail

Password

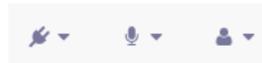Login

Quick Start

To quickly test the dispatcher:

- Select **Groups** in the left menu and **Join** one or many groups.
- Select **Sessions** in the left menu.
- Press and hold the **PTT button** while speaking.

Overview

Top Menu

Some useful menus are available in the top right menu bar:

USB accessory. This will appear when a supported USB accessory such as a desktop microphone with PTT buttons, foot pedal or USB button is connected to the dispatcher. USB accessories are supported on the Chrome browser.

Microphone input source. Used to quickly change microphone source. If this option does not appear in the menu bar, microphone source can instead be changed in the system. The web service should be reloaded after changing microphone source in the system.

Settings for the local dispatcher environment. (See *Settings* below.)

Logout. Contrary to many online web services the dispatcher will never logout automatically after a certain time, even if not active. This is to avoid that transmissions, queue or alarm tickets are missed. To login as another user or to remove login credentials from the local browser to prevent unauthorized access, logout using this option.

If logging out or simply closing the web service, the connection to the GroupTalk service will be terminated and the dispatcher user appear as **offline** in the GroupTalk system. If not logged out, the next time the page is visited a connection will automatically be established without entering login credentials.

Sessions

The session page is the main working area with access to joined groups, active private calls and queues.
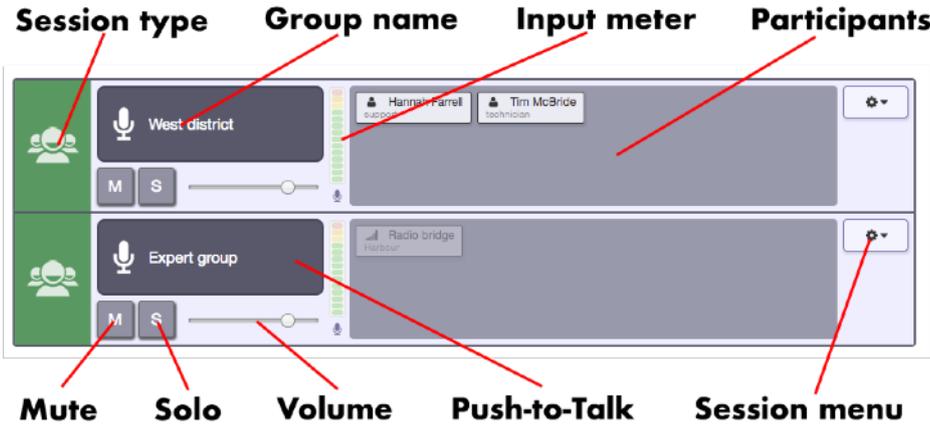
- **Session type** is the leftmost area of a session. It can be any of the following:

  PTT Group: These group sessions are active because they have been selected from the list of available groups. Unless a timeout has been configured they will stay active for as long as the group is joined. (see *PTT Groups* below)

  Private Call: These sessions starts when an incoming or outgoing private call is made. They will stay active until nobody has talked for 70 seconds or until only one participant is left in the session. (see *Private Calls* below)
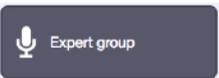
  Autojoined PTT group: These sessions are similar to normal PTT group sessions. (see *PTT Groups* below)
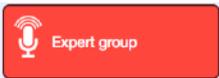
- The **Push-to-Talk button** is used to talk in a specific session. Keep the PTT button pressed for as long as you need to talk. It can have the following states:

  Idle: The session is idle and open for traffic.

  Transmitting: You are transmitting audio.
  All participants in the session will hear the transmission.

  Receiving: You are receiving audio. The name of the speaker can be seen on the button as well as in the participant list (highlighted in green).

  Muted: If this session is muted by either clicking the **mute** button or if clicking the **solo** button on *another* group, no audio will be received, nor transmitted in this session.

  Override: If hovering with the mouse over the push-to-talk button while receiving, it will turn yellow to indicate that it is possible to override this transmission.

Session Menu

The **session menu** shows actions that can be performed on a specific session such as a **PTT Group**.

- Select **Join** or **Autojoin** to change state of participation in this group. This is the same as visiting the group page and do the same selection there. This option is only available for *PTT Group* types of sessions.

- Use **Mute** (or the **M** button) to mute this group to not receive any audio for this session. Note that while muting a session it is still possible to visually see if someone is talking in the session.

- Use **Solo** (or the **S** button) to exclusively receive/transmit in this session. (Effectively muting all other sessions.) Private calls are as default solo. (Can be changed in *Settings*.)

- **Detach** will pop out this session in its own window. This feature only work in some browsers. (See *browser feature table*) Detaching a session can be useful to free up some screen space.

- **Show on map** will open a map showing the position of all and only those users currently active in this session.
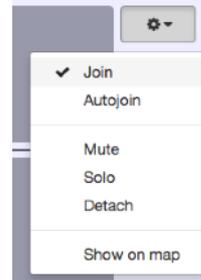
PTT Groups

PTT (Push-To-Talk) groups are similar to traditional two way radio channels. The **groups** page is used to select which PTT groups to be active in. For every group joined, a session will be started and available in the sessions list. Groups can be joined or autojoined. (see below)

Tip: To quickly join multiple groups, first filter the groups and then click **Join All**. All filtered groups will then be joined.

Autojoined PTT Groups

Autojoined groups work like normal PTT groups with one exception. If there are no participants in the group or if all the participants in the group have only autojoined the group themselves, the session will be inactive. When the first participant joins the group the session will automatically become active. When the last participant leaves the group, it will become inactive again. Only dispatchers and radio bridges can autojoin groups. This feature is mainly useful to monitor pool based autojoined radio bridges without actually allocating the radios.

Contacts / User Menu

The **contacts** page shows a list of all accessible users and contacts in the system. Online users are marked and are always shown on top of the list. Clicking on a user will open the user action menu. This menu can also be accessed from either the participant area of the sessions page or when right clicking a user marker on a map. The following actions may or may not be available depending on configuration:

- **Make PTT Call** will initiate a private call to a user. Just like an ordinary call the recipient may choose to accept or refuse the call. If accepted a private call session will be started.

- **Make auto-answer PTT Call** will start a private call immediately without any ringing signals.

- **Phone-number:** Will use systems built in capabilities (if any) to call the users phone-number.

- **Email:** Will open an email app (if any) to start compose a new email to this user.

- **Show location:** Will show the location of this specific user if the user is configured to expose its location. To see locations of users they must have their GPS functionality active on their devices.

- **Follow:** Will follow this user on the map and update the map when the user moves. This option is only accessible from the map page.

- **Open in Google Maps:** Will open this users location in **www.google.com/maps**.

Private Calls

Private calls are short lived one-to-one PTT (Push-to-Talk) calls initiated from mobile or dispatch users. The callee will, just like a normal phone call, get a ringing signal and can choose to answer or reject the call. When the callee answer the call (or immediately in case of auto-answer) a session will be started. Other sessions are muted during a private call by default. (This behavior can be changed in *Settings*.) The call is terminated when nobody have sent any transmissions for 70 seconds or if either part closes the call.

- To initiate a private call, open the contacts page, find the user in the list and choose either **Make PTT Call** or **Make auto-answer PTT Call** from the context menu.
- To end a private call click the **End Call** button.
- The same options are available from participant lists, map views, as well as queue and emergency tickets.

Group Calls

Group calls are a concept very similar to private calls and are initiated in the same way. The only difference is that multiple users which are online in the call group will get called up simultaneously. As soon as the first callee answers the call is opened and the conversation can be started. Other users of the call group will enter the call as they accept the call. When only one participant remains in the call, the call is automatically terminated and the session closed.

Please note the difference between a **Group Call** and an ordinary **PTT group**:

- A **Group Call** is a short lived call to a predefined set of users.
- A **PTT group** is a persistent channel where users who have access to it may enter and leave to participate in the conversation just like a traditional radio channel.

Queues

Queues can be used to manage incoming requests or other actions from a mobile workforce so that they can be processed one at the time. The mobile users will get one or many buttons with which they can place themselves in one or many queues. Multiple queues can be configured and be set different priority. Tickets from higher priority queues will always show up higher in the list.

On the queue page an aggregated list of who have opened tickets as well as which queue they have entered, online status, amount of time in queue and number of presses can be seen.

To edit which queues to see click **Edit Filter**.

As long as there are opened tickets and no tickets are currently being processed, a notification sound will play every 5 minutes. (This can be changed in *Settings*)

When picking a ticket it will show up under **Your picked tickets** and access to common actions such as **Make PTT call** and **Show on map** will be available.

To close a ticket click the **Close ticket** button.

Emergency Alarms

Handling emergency alarms is a lot like handling queues (see *queues* above) except that emergency alarms will be flashing red, sound alarm and have higher priority.
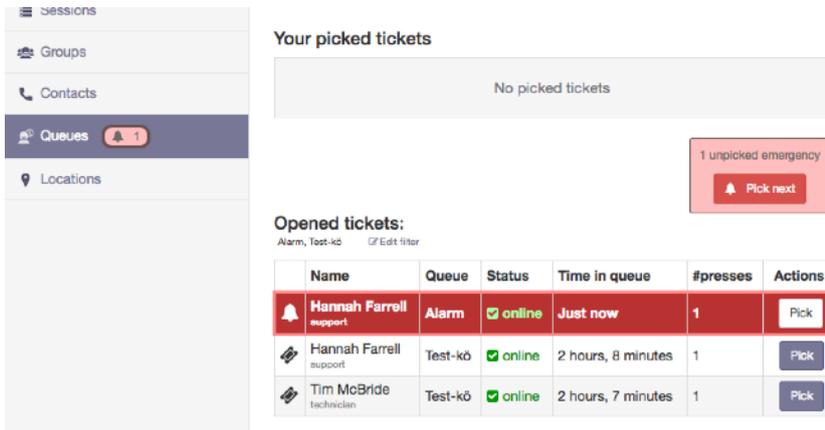
After picking an alarm, options to make a **PTT call**, open a map with the location of the alarming user, etc will be available depending on configuration.


Location

Map views will show users which are configured to be visible to the dispatcher. The users need to be online in GroupTalk as well as have their GPS active on their phone to get reliable location updates. Depending on context a different selection of users will appear on the map. The map will automatically scale and zoom in to cover the selection in question. The following contexts are available:

- **All users:** This context is default when clicking on the **Locations** tab in the menu.

- **Specific group:** This context is used if selecting **Show on map** from a specific session from the session menu. Only users currently in the group will be visible on the map.

- **Specific user:** This context is used if selecting **Show location** from a user menu or queue ticket. Only the specific user will be visible on the map.

The color of the user marker show the user status:

- **Online**

- **Alarm activated**

- **Offline**
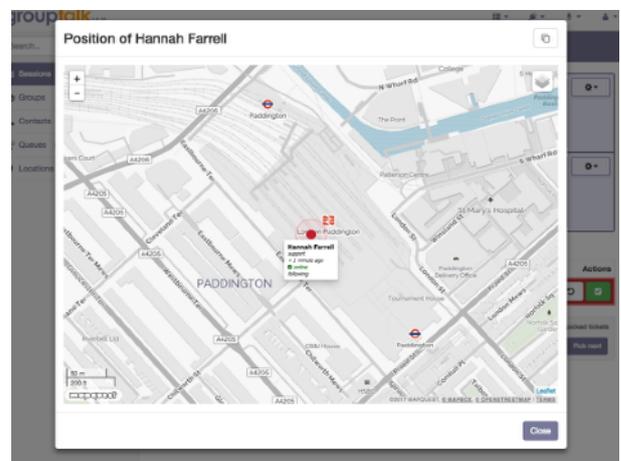
- A small arrow will show current bearing (if any) and a circle will show the accuracy of the position.

- Clicking on a user will open a menu of common actions such as making a **PTT call**.

- Users with offline status will show their latest position they had when they went offline. Note that it is not possible to make a PTT call to offline users.

Settings

Enter the Settings from the menu in the top right corner of the web service.

General

- **Mute other channels in private calls.** Having this enabled will "solo" any started private call by muting other active groups during the call. When the private call ends, the groups will be unmuted again.
- **Show volume controls in session list.** As default, volume controls will be shown for all sessions. If screen space is limited, this option can be turned off to reduce the space taken up by the session list.
- **Sound notification when sending starts.** Enabling this will play a chirp sound when starting a transmission.
- **Sound notification when sending stops.** Enabling this will play a chirp sound when stopping a transmission.
- **Recording latency compensation (in milliseconds).** Increase this value if sound is cut off after a transmission on the receiver side. Likewise decrease this if the beginning of a transmission is lost.
- **Automatic gain control of sound input.** Having this enabled will automatically increase sound input to suitable levels.
- **Dark user interface theme.** This will invert colors to a dark theme, useful for nighttime usage.

Queue

- **Play alerts for queue tickets:**
  - **When available:** Will only play queue alert sounds as long as there are no picked tickets
  - **Always:** Will always play queue alert sounds for all new tickets
  - **Never:** Will never play queue alert sounds
- **Remind me of unpicked tickets.** If enabled will keep playing the queue alert sound as long as there are unpicked tickets.
- **Reminder interval (in minutes).** How long time between reminders that there are unpicked tickets.
- **Queue alert sound.** Select preferable sound for queue alerts.

Emergency

> The same options as for queue are available but for emergency tickets.

USB Push-To-Talk Accessories

Some USB Accessories are available for Chrome browsers such as foot pedals, microphones with PTT buttons or stand alone buttons. Setup as follows:

- Plug in the USB accessory.
- Select **Install GroupTalk USB Helper** from the top right menu and click **Add app**
- Ensure that the **USB connected icon** 🔌 can be seen in the top menu.
- Select **focus** by clicking on the session type area. Focused session mapped to the accessory will be indicated with the focus icon: 👉
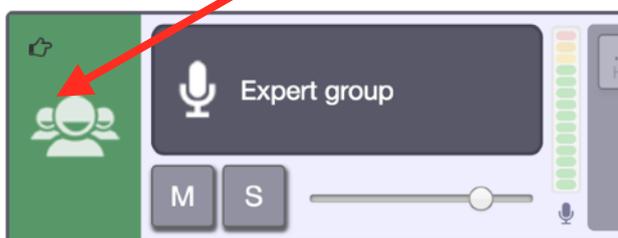
Browser compatibility

Some features of the dispatcher is restricted depending on what browser is used. For best compatibility use the Chrome browser which includes all available features.

	Chrome v58.0.3029.110	Firefox v53.0.3	Safari v10.1.1	Edge v38.14393.1066.0	IE11 v11.1198.14393.0
Do not require flash	✔	✔	✘	✔	✘
USB accessories	✔	✘	✘	✘	✘
Notifications	✔	✔	✔	✔	✘
Pop-out windows	✔	✔	✔	✘	✘
Select microphone source	✔	✔	✘	✔	✘

Tips and Tricks

- Use the Pop-out button ⧉ to put sections of the dispatcher in their own window. This can be used to put a session, a map view or a contact list on a second monitor. (Will only work on some browsers, see above)

- If your microphone is not recording for some reason a warning will appear. Check that the correct microphone source is used, that the microphone is plugged in correctly and not muted. If the problem persists, try reload the web service and as last resort try to restart the browser. (Warning will only show for non-flash browsers, see above)

- If the dispatcher is put in the background, GroupTalk will still function as normal. A system notification will appear for incoming calls. (Notifications will only show for some browsers, see above)

- In the scenario that multiple dispatchers are working on the same queue, but one dispatcher should have priority to pick the items in the queue: Click **Edit filter** on the queue page and set **Select unpicked entries after 5 minutes** (or whatever suitable time) for queues that are not prioritized for this dispatcher. This way if the primary assigned dispatcher does not pick the ticket, it will fall back to the secondary dispatchers.

- Multiple map layers are available for different scenarios. It can be changed in the map views in the top right corner.