



Business critical Push-to-talk and collaboration

We hope you enjoy your GroupTalk free trial account and that our services meets your requirements.

This documents explains how to extend the GroupTalk usage from mobile devices to the GroupTalk PC Dispatch and how you can benefit from additional features.

If you need support or have questions, please send us an e-mail at info@grouptalk.com

PC Dispatch client

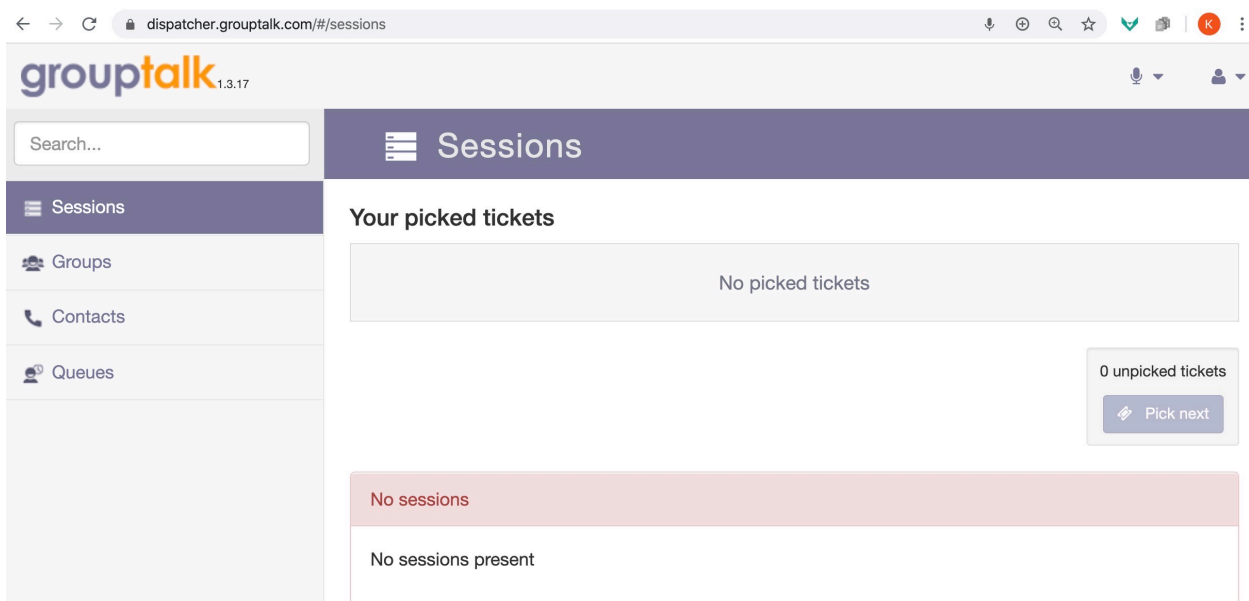
The GroupTalk PC Dispatch is a modern HTML5 based app running in a web browser (Google Chrome is preferred). A dispatch user can monitor multiple PTT groups and private calls simultaneously, as well as manage queues, panic alarms and view user locations in real-time. The exact feature set in the Dispatcher is centrally managed in the GroupTalk web admin.

Provide users access to the PC Dispatch:

- When adding users in GroupTalk web admin:
 - Select User Category “PC Dispatch users”
 - Include the users email address in the user information
 - Accept sending an introduction e-mail

The PC Dispatch is accessed from a web browser by clicking the link:

<https://dispatcher.grouptalk.com>



1. Click on “Groups” in the left side Menu and select the PTT-groups you would like to use.
2. Select “Sessions” from the left side menu to communicate in the selected PTT-Groups.

Note that queue requests and incoming alarms will appear as tickets.

User categories

A user category is an important central concept in GroupTalk. Users in the same user category are treated as users of the same type and will have access to the same resources such as PTT Groups and other features of the GroupTalk service.

When setting up user categories you should make one user category for every group of users which should have access to the same resources (PTT groups, Alarm, Queues etc).

User Categories can be divided by responsibility (function), geographical location, a combination thereof or whatever logical selection that make sense for your organisation.

In addition to setting a name and a description of the User Category you can enable access to the following features:

- PTT (Push-To-Talk) groups
- GroupTalk for mobile app
- GroupTalk web dispatcher
- Private calls
- Location
- Queues
- Panic alarms
- Web access
- Administration rights, this right is normally given to a limited number of users on “user level”

Two user categories "Mobile users" and "Central dispatchers" are included by default when setting up a trial account. You can make changes to these User Categories as you like.

After setting up User Categories, adding new users is quick and easy. New users are connected to a user category and everything associated with that user category will be accessible to the user.

It is possible for a user to be connected to multiple user categories to get access to multiple sets of resources. However, it is strongly recommended to only connect a user to one User Category to facilitate administration. It is important to give some thought into the structure of the User Categories, since this can significantly help in efficiently managing what resources users shall have access to.

The screenshot shows the GroupTalk administration interface. The main content area is titled "Security - User categories" and contains a table with the following data:

Name	Description	
Central dispatchers	Example user category for central dispatchers	🗑️
Mobile users	Example user category for mobile users	🗑️
2 total		

The interface also features a navigation menu on the left with sections for SECURITY, TRIAL (EXPIRES 2020-04-28), CONFIGURATION, and HISTORY. The CONFIGURATION section is expanded to show "User categories" selected. The top navigation bar includes the GroupTalk logo, user name (JOHN DOE), and language (EN).

How to create User Categories

- Select User Categories from the left side Menu
- Press the “+” icon up to the right
- Add Name and description (optional)
- Press create

To illustrate how user categories work, we will use a real-life example where the company Security LTD has received a new assignment and will start delivering service to their customer The Oxford Mall.

In order for Security LTD to provide communication to their onsite staff, they want to create a suitable setup.

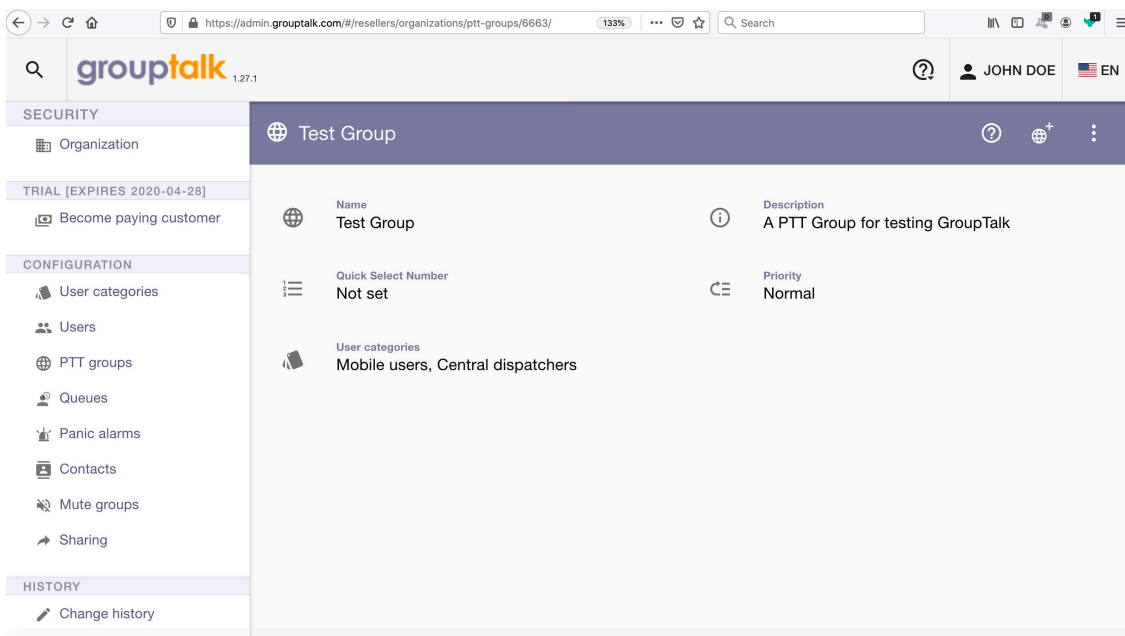
The first step is to create a User Category. As you can see from the picture below a new User Category is created named “The Oxford Mall”. The next step is to add PTT Groups to the group. In order to do that you need to continue reading under PTT Groups.

The screenshot displays the GroupTalk administration interface. The browser address bar shows the URL: <https://admin.grouptalk.com/#/resellers/organizations/user-categories/4043/>. The user is logged in as JOHN DOE with language set to EN. The left sidebar contains navigation menus for SECURITY, CONFIGURATION, and HISTORY. The main content area shows the configuration for the user category 'The Oxford Mall'. The configuration includes:

- Name:** The Oxford Mall
- Description:** For guards at the Oxford
- Roles:** Mobile
- PTT groups in this category:** No PTT groups
- Enable private calls:** Click to configure private calls
- Enable location information:** Click to configure location
- No queues:** Click to configure queues
- No alarms:** Click to configure alarms
- Users in this category:** No users
- Mute groups:** None

PTT Groups

PTT Groups in GroupTalk are very much like PTT groups in a Tetra system or like radio channels in a traditional two way radio system. You can add an unlimited number of PTT groups to your organisation. For a group to be accessible it needs to be assigned to at least one User Category. Users belonging to any of the assigned user categories may at any time enter or leave the PTT Group. Voice transmissions sent by anyone in the PTT Group will be received by all other users active in the PTT Group. Mobile users are typically active in one group at the time while a dispatcher can be active in multiple groups simultaneously. Mobile users can scan multiple groups and are able to listen in to multiple PTT Groups at the same time if needed.



How to create PTT Groups

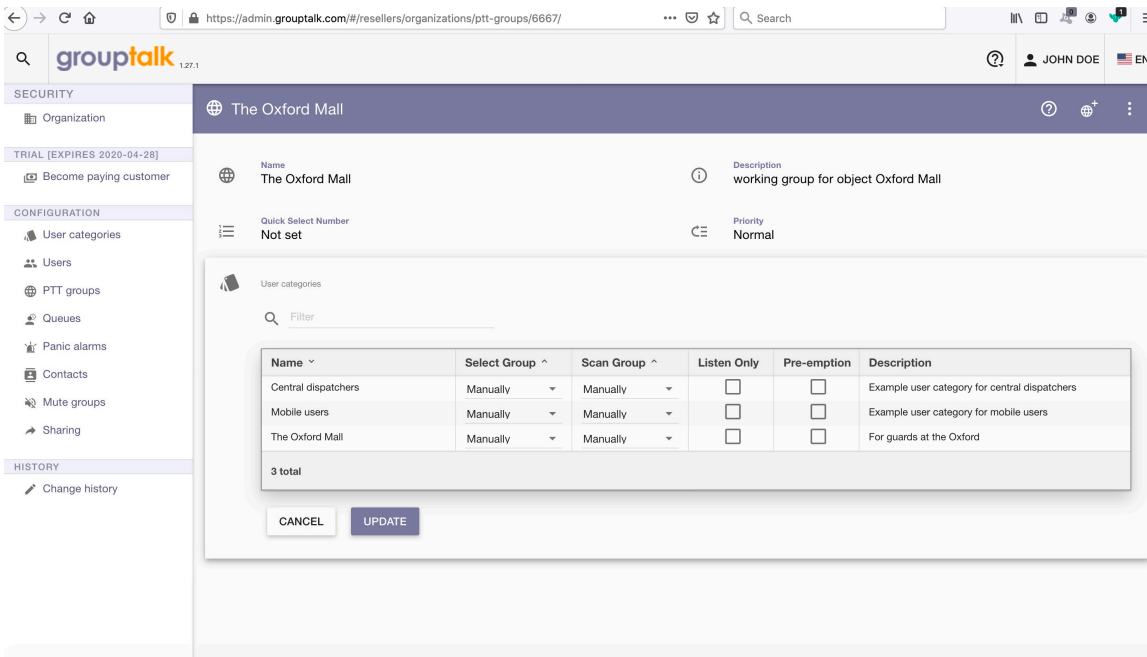
- Select PTT groups from the left side Menu
- Press the “+” icon up to the right
- Add Name and description (optional)
- Press create

Example continue: Picture below shows a new PTT Group to be used for the assignment at The Oxford Mall.

The new PTT Group are available for the three User Categories (Mobile users, Central dispatchers and the Oxford Mall) as “Manually” selectable.

Note, in the GroupTalk Mobile app users can select between PTT groups;

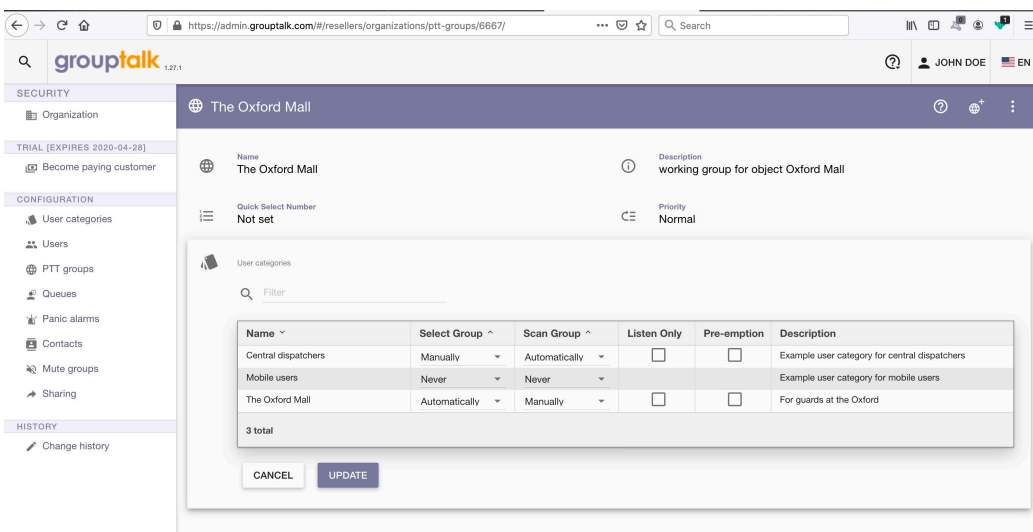
- *Select Group - Only one group can be selected at the time. When initiating a conversation from the mobile client, the “Select Group” will be the transmitting group.*
- *Scan Group - here the mobile phone user can add an unlimited number of PTT groups. When a conversation/message is sent on one of these the user will automatically be connected to the*



transmitting group, enabling the user to hear and respond in the group. When the conversation is ended, the user will automatically be moved back to the “Select” group. Please see the GroupTalk for smartphones manual for more information

For most organisation a more strict regime is needed for the PTT groups. To manage this GroupTalk administrators can set rules for how the different user categories can switch between groups.

In our example it is the case that management want that Users in the User category “The Oxford Mall” group always connect to the correct PTT Group when starting their shift.



PTT Group vs User Categories rules set

Name ^	Select Group ^	Scan Group ^	Listen Only	Pre-emption	Description
Central dispatchers	Manually ▾	Automatically ▾	<input type="checkbox"/>	<input type="checkbox"/>	Example user category for central dispatchers
Mobile users	Never ▾	Never ▾			Example user category for mobile users
The Oxford Mall	Automatically ▾	Manually ▾	<input type="checkbox"/>	<input type="checkbox"/>	For guards at the Oxford
3 total					

- **Never** - Users can not join this Group.
- **Manually** - Users can select to join this group manually.
- **Automatically** - Users automatically join this group on login but other groups can be selected.
- **Always** - Users always join this group and can not leave this group and no other group can be selected.
- **Listen Only** - Listen only group, the user is not permitted to talk back.
- **Pre-emption** - Prioritised PTT Group.

Queue

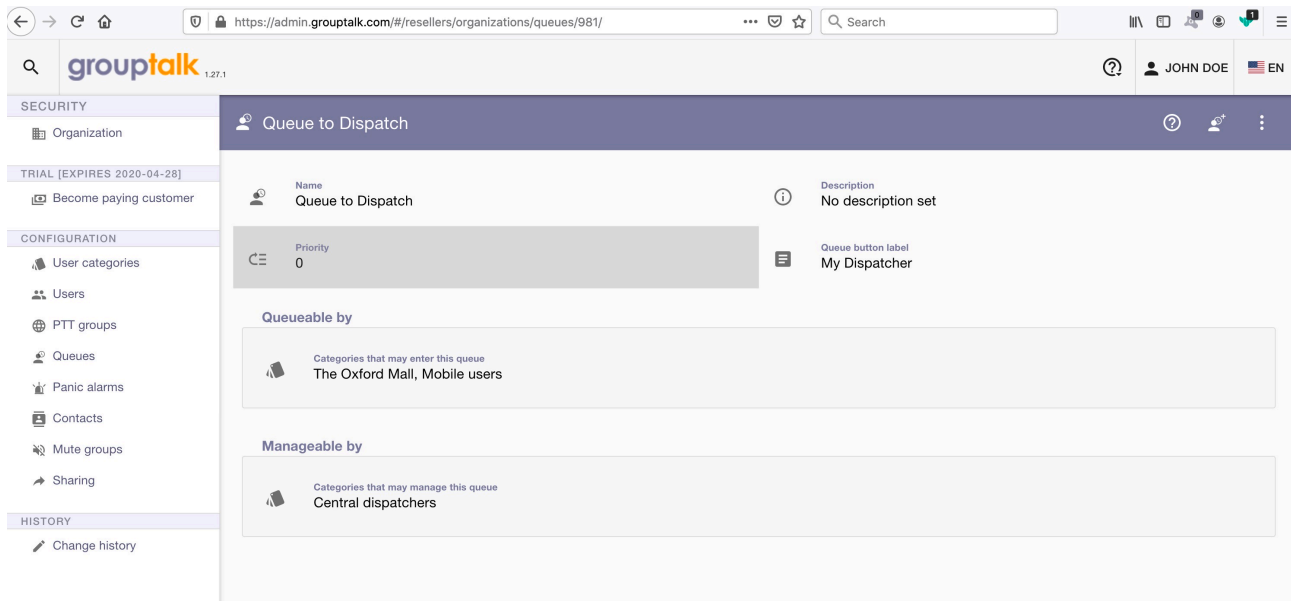
It is quite common that a Dispatcher do not want to be disturbed by “randomly” incoming voice messages, since it does not create a good work environment. This is solved by mobile users having to press a queue button in GroupTalk to get the attention from the Dispatcher. The dispatch picks a queue ticket and can respond to the individual user or to the PTT Group that user is in. Queues can also be used to get the attention of a Dispatcher that a truck is empty or a taxi is available. In such a usage scenario to queue buttons can be configured, one for “Assistance” and one that simply informs “Available”.

The Dispatcher(s) can see and manage the queue and take appropriate actions for each queue ticket. Multiple queues can be configured, with optional prioritisation. Multiple dispatchers can manage the same queues in an intuitive workflow.

How to create a Queue

- Select Queue from the left side menu
- Press the “+” icon up to the right
- Add Name
- Add Queue button label (Visible in the mobile application)
- Enter User Category that may enter the queue
- Enter User Category that may manage/receive Queue requests
- Press create

In the picture below Security LTD has created a queue for their field personnel. User Categories “The Oxford Mall” and “Mobile Users” can enter the queue notifying “Central Dispatchers”.



Panic alarm

For enhanced personnel safety panic alarms can be used. The alarm configuration is managed centrally and pushed to the users on login. Different security features may be enabled; when the alarm is triggered, for example: sending a SMS, automatic dial up for full duplex communications or listen-in, real time location tracking and notifications on co-worker and dispatcher devices.

SMS can be sent automatically by the phone to preconfigured phone number(s) with an alarm message based on a template. The message can contain name and other user information such as location and the time of the alarm. For iOS-based devices the message will be sent from the GroupTalk server instead. Android phones can be configured to automatically call a preconfigured number. This way a central may listen to and optionally talk to the user. Remote listen in using voice over IP is supported in the GroupTalk app for both Android and iOS.

The alarm can be configured to remain active until cleared by an authorised user. In this case the device will continually report its location to enable a dispatcher to follow the position of the device in real time. Alarms will also be clearly displayed and notified in the web Dispatcher and/or on mobile apps.

How to create an alarm

- Select Panic Alarms from the left side Menu
- Press the “+” icon up to the right
- Add Name and description(optional)
- Press create
- Enter User Category that can trigger this alarm
- Enter User Category that can manage this alarm
- Press create

The picture shows the alarm configured for our friends at Security LTD. Their alarm can be release by the User Categories “Mobile Users” and “The Oxford Mall” and received/ managed by their “Central dispatchers”.

The screenshot displays the Grouptalk administration interface for configuring a Panic alarm. The browser address bar shows the URL: <https://admin.grouptalk.com/#resellers/organizations/alarm-definitions/514/>. The user is logged in as JOHN DOE.

The interface is divided into several sections:

- SECURITY:** Organization
- TRIAL [EXPIRES 2020-04-28]:** Become paying customer
- CONFIGURATION:**
 - User categories
 - Users
 - PTT groups
 - Queues
 - Panic alarms
 - Contacts
 - Mute groups
 - Sharing
- HISTORY:** Change history

The main content area shows the configuration for the "Panic alarm":

- Name:** Panic alarm
- Description:** No description set
- Priority:** 0
- Allow the panic alarm to be cleared by the alarm triggerer:** Off
- Alarm to PTT group:** Off

Alarm triggering: Categories that can trigger this alarm: Mobile users, The Oxford Mall

Alarm management: Manageable by dispatchers and mobile users in these user categories: Central dispatchers

In need of more information?

Please visit www.grouptalk.com or contact us directly at info@grouptalk.com