

### General

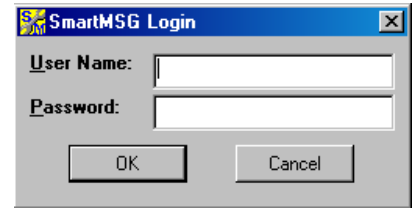
SmartMsg broadcasts urgent and time-critical messages to users or groups of users. The Dispatch Console is a client tool used to facilitate and organize multiple communication groups, with the added ability to set audio options and audio playback. It also supports video communication. It allows the user to set up and communicate with Talk Groups and Standby Channels. The Dispatch Console is useful for communicating with large amounts of users instantly.

**To Access the Dispatch Console:**  
 Double click on the Dispatch Console icon.

**-OR-**

Go to Start > Programs > Codespear > Dispatch Console

Log in by entering your username and password.



### Creating Standby Channels

Standby Channels permit the dispatcher to open up multiple channels of communication and keep them available (on standby) for whenever the need arises to communicate with them quickly. This feature also allows the dispatcher to quickly communicate with the same device/user in multiple sessions by putting them into talk groups.




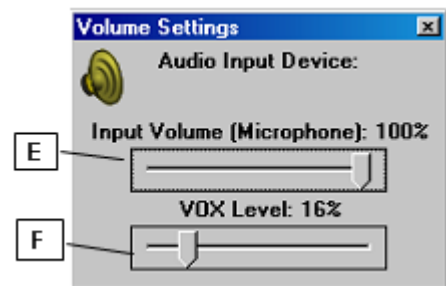
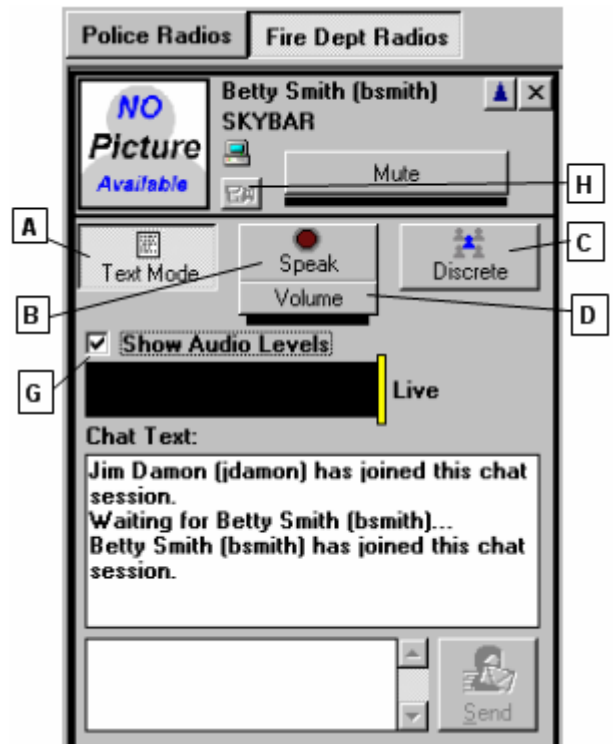
- Click on the **Standby Channels** button to open the Standby Channels window.
- Right click in the **Standby Channel** window and select **Add Channel Container**.
- Enter a name for the container in the textbox and click **OK**.
- Click on the **Object Selection** button to open up the Object Selection form.
- Click and drag a **User** from **Object Selection** to the new **Container**.
- To remove a User from the Standby Channel, right click on the User in the Standby Channel window and select **Remove Selected Channel**.

### Using Standby Channels

- A) Click the **Text Mode** button to open up the Chat Text window, which allows the user to view text from the users in the container and enter text to chat. It also converts text to speech for non-text devices (i.e. cell phones and radios).
- B) Click the **Speak** button to communicate with the container members over audio rather than text. If you prefer to always use the Speak option, there is a setting in Tools>Configuration Options for **Automatically Select Speak**.
- C) Click the **Discrete** button if you would only like to hear the audio coming from this standby channel. This feature is helpful when you have multiple channels talking at once, and you want to concentrate on one at a time.
- D) **Volume** – Opens the **Volume Settings** for the Audio Input Device (i.e. microphone). Slide the arrows to set the strength of each volume setting.
- E) **Input Volume (Microphone)** – Adjusts the dispatcher’s volume going to the recipient.
- F) **VOX Level** – Adjusts the sensitivity of the volume controls as far as when it picks up the dispatcher’s audio. If it is set too high, it might not pick up your voice unless you speak really loudly. If it is set too low, it might pick up peripheral noises in the room that shouldn’t be sent to the recipient.

- G) Check the **Show Audio Levels** box to view up to 300 seconds of live streaming audio from the Standby Channel. When audio is transmitting, you will see activity in the black bar that will stream across it. Drag the yellow bar to the left to replay prior parts of the audio communication.

- H) When a user has enabled their video, the Video button will become available . Click on the button for the video image to appear from the recipient.



## Creating Talk Groups

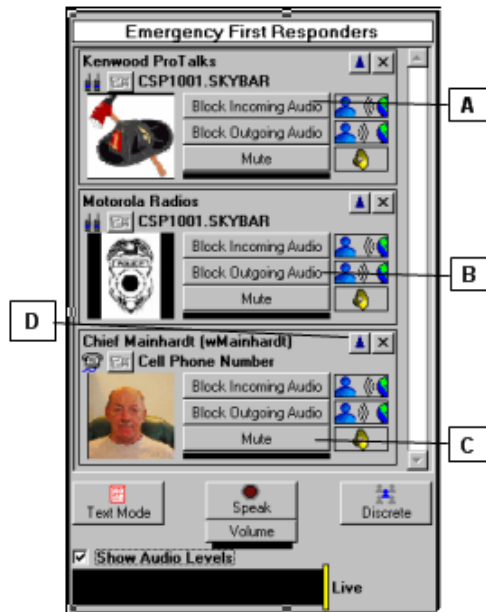
A Talk Group is a collection of Users and Devices assembled into one, easily accessible chat session. All members of a talk group can communicate with each other via text, speech, or video. Communication can bridge across phones, computers, and radios. The dispatcher can control a talk group – he/she can restrict who is present in a talk group, and limit how some members can communicate.



- Click on the **Talk Groups** button to open the Talk Groups window.
- Right click in the **Talk Groups** window and select **New Talk Group**.
- Enter a name for the talk group in the textbox and click **OK**.
- Click on the **Object Selection** button to open up the Object Selection form.
- Click and drag a **User** from **Object Selection** to the new **Talk Group**.

It is important that the User has a status of “Online” (indicated by a blue icon). If an offline user is selected (indicated by a red icon), it will not connect them to the Talk Group and an error message will flash at the bottom of the Dispatch Console. When the user you wish to communicate with is offline, you may attempt to add one of their devices to the container. Although the user is “offline”, the system will try to reach them on the specific device selected.

- To remove a User from the Talk Group, right click on the User in the Talk Group window and select **Remove Selected Talk Group Member**.



## System Talk Groups

Talk groups that are created and saved for later use are called System Talk Groups. There are 2 ways to create a system talk group:

- Right click on the existing Talk Group and select **Save As System Talk Group**
- Or, select **New System Talk Group** from the **System Talk Groups** menu. A new form will appear where you can configure the System Talk Group Settings.

*Note: The Dispatch Console user must have permissions to a group with the System Talk Group Creation security permission in order to be able to create System Talk Groups.*

## Security

There are two types of security associated with System Talk Groups:

- System Talk Group Security – required to access System Talk Groups.
- System Talk Group Creation Security – required to create System Talk Groups.

Security groups with these security types are created within the Administrator Tool. See the *SmartMsg Security Guide* for more information.

## Using Talk Groups

Text Mode, Speak, Video, Volume, Discrete, and Show Audio Levels work the same as they do in Standby Channels. Talk Groups have additional controls for each user.

### The dispatcher has 3 buttons to control individual Users in the Talk Group

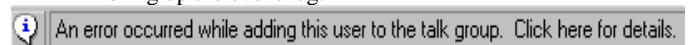
- Block Incoming Audio** - Clicking on this button will disallow this User from receiving audio from this Talk Group
- Block Outgoing Audio** - Clicking on this button will disallow this User from sending audio to this Talk Group.
- Mute** - Mutes that user’s audio to the dispatcher (you).
- This button minimizes the User in the window, so you can view many users in the talk group’s window more easily.

## Event Log



The Event Log tracks errors, SmartMsg alerts, and Chat Requests.

- Click on the **Event Log** button to open up the Event Log.
- Or double click on an error, alert, or chat request message to bring up the event log.



Event Type	Date/Time	Description
Information	1/6/2006 4:45:56 PM	User Jim Damon [jdamon] is disconnected.
SmartMsg	1/6/2006 4:34:58 PM	Msg ID: 1-1, From: [jdamon], Subject: Test, Body: This ...
Error	1/6/2006 4:34:58 PM	modMain.LogEvent - 39602. Key is not unique in colle...

## Send Message



- Click on the Send Message button.
- Fill out all necessary information for the alert and click **Send**.

