



*Hytera HyTalk Web Dispatch
Operation Guide*



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Documentation Information

This section describes the audience, conventions and revision history of this manual.






Audience

This document is intended primarily for the following audiences:

- Project acceptance engineers
- Technical support engineers
- End users

Documentation Conventions

Instruction Conventions

Icon	Description
 Tip	Indicates information that can help you make better use of your product.
 Note	Indicates references that can further describe the related topics.
 Caution	Indicates situations that could cause data loss or equipment damage.
 Warning	Indicates situations that could cause minor personal injury.
 Danger	Indicates situations that could cause major personal injury or even death.

Notation Conventions

Item	Description	Example
Boldface	Denotes menus, tabs, parameter names, window names, dialogue names, and hardware buttons.	To save the configuration, click Apply .
		The Log Level Settings dialogue box appears.
		Press the PTT key.
" "	Denotes messages, directories, file names, folder names, and parameter values.	The screen displays "Invalid Battery!".
		Open "PDT_PSS.exe".
		Go to "D:/opt/local".
>	Directs you to access a multi-level menu.	In the Port text box, enter "22".
		Go to File > New .

Item	Description	Example
<i>Italic</i>	Denotes document titles.	For details about using the DWS, refer to <i>Dispatch Workstation User Guide</i> .
Courier New	Denotes commands and their execution results.	To set the IP address, run the following command: <code>vos-cmd - m name IP</code>

Revision History

Document Version	Product Version	Release Date	Description
00	V2.7	June 2020	Initial release.

1. Product Introduction

The Hytera HyTalk Web Dispatch system gives you the ability to dispatch groups and individuals by call or message, create and dispatch dynamic groups, and view live videos for intuitive dispatch. Adopting the browser/server architecture, the system allows you to log in through the web client anywhere with network access.

This document describes how to use the web client of the Hytera HyTalk Web Dispatch system.



All figures in this document are for your reference.

2. Before Use

2.1 Preparing Running Environment

To facilitate smooth operation of the web client, ensure that the PC where the web client runs meets the following requirements:

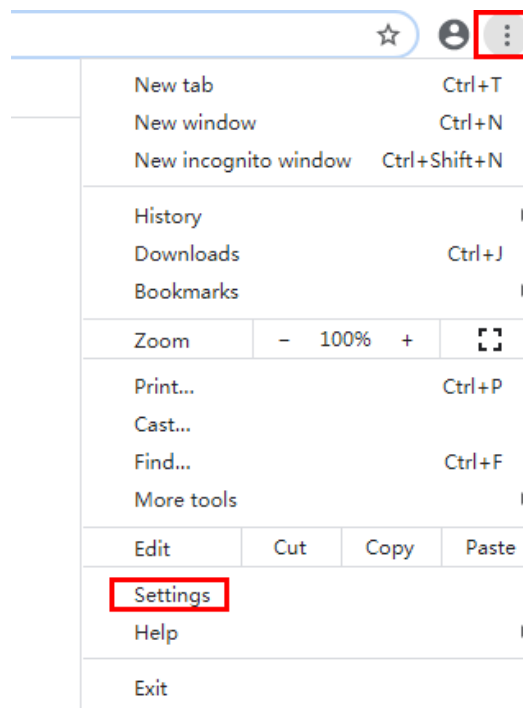
Hardware/Software	Description
CPU	Intel Core i5 or Intel Core i7
Memory	8 GB or larger
Sound card	At least one independent or integrated sound card
Microphone	At least one microphone for voice input
Speaker	At least one speaker for voice output
Browser	Google Chrome 69 to 74
Operating system	<ul style="list-style-type: none">● Windows 7 SP1, 64-bit version● Windows 10, 64-bit version

2.2 Importing the License

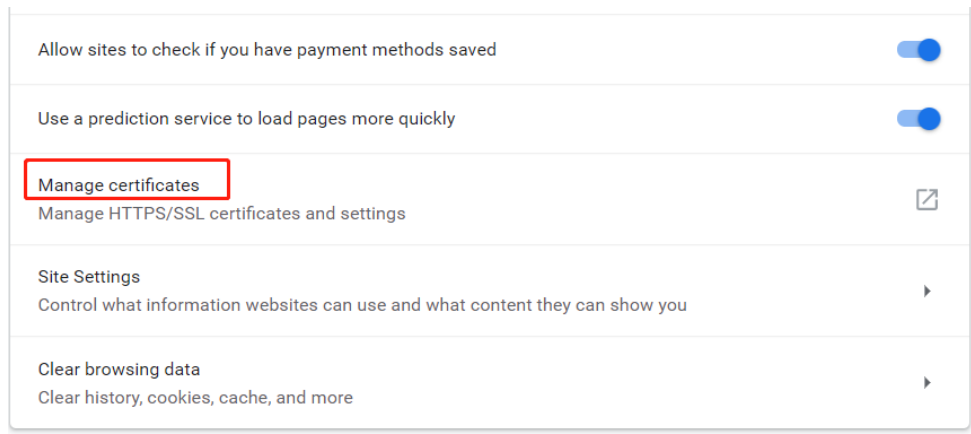
1. In the Google Chrome, enter the URL of the web client “https://*IP of the web client*:9800/login” (for example, https://10.110.12.118:9800/login), and then press **Enter**.
2. In the login interface, click **Security certificate Download**.
The security certificate is downloaded.



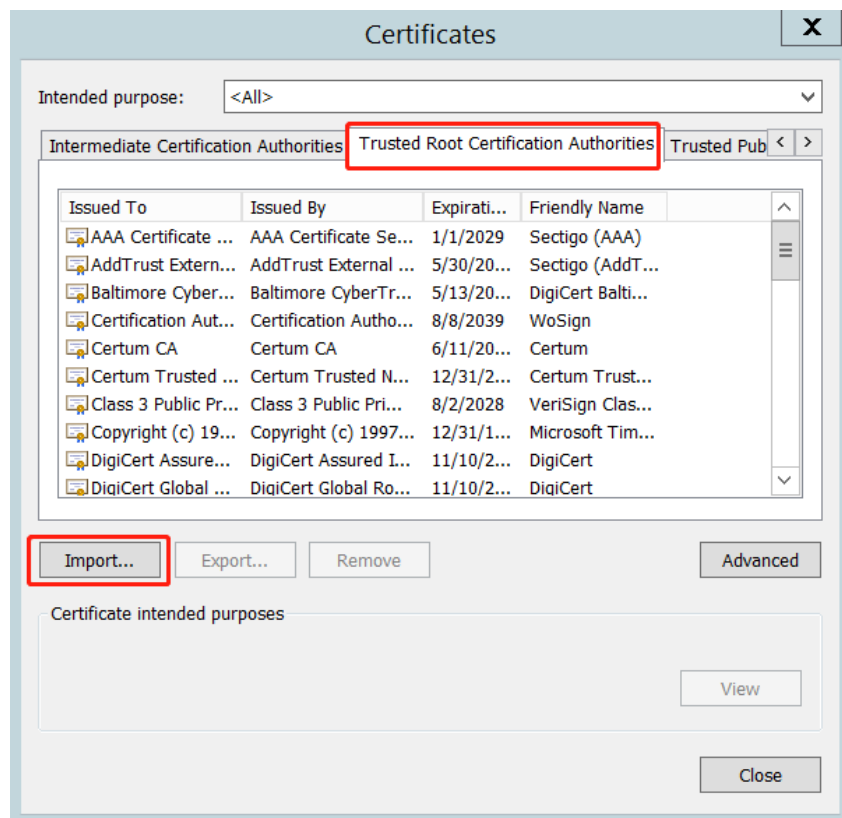
3. In the upper right corner of the Google Chrome, click , and then select **Settings**.



4. Scroll down the page until bottom, and then click **Advanced**.
5. In the **Privacy and security** area, click **Manage certificates**.



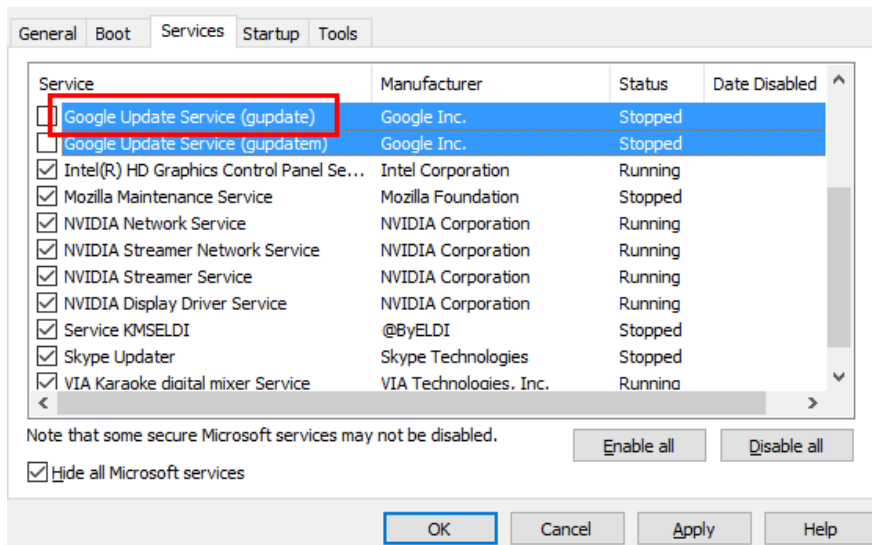
6. In the displayed **Certificates** dialog box, click the **Trusted Root Certification Authorities** tab.



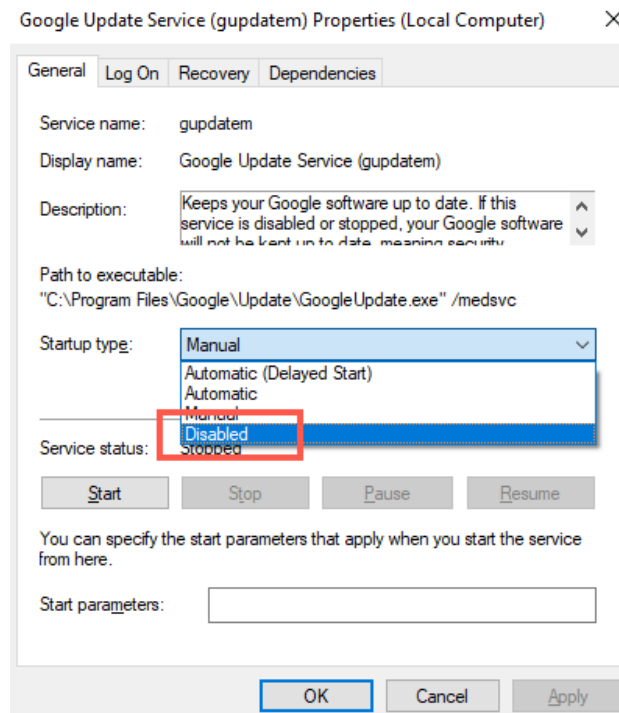
7. Click **Import**, and then import the security certificate downloaded in step 2.
8. Restart the browser.

2.3 Disabling Automatic Upgrade of the Browser

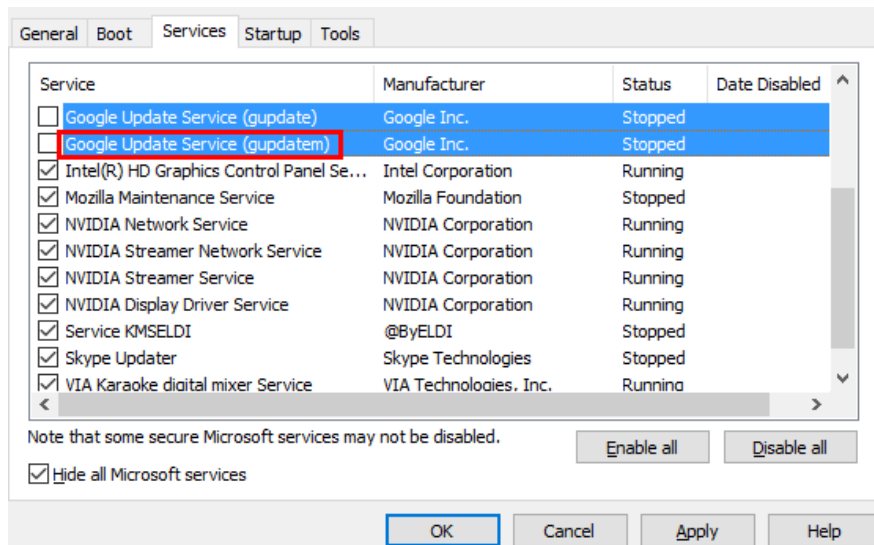
1. On your PC, go to **Start > Control Panel**.
2. Click **Administrative Tools**, and then double-click **Services**.
3. Double-click **Google Update Service (gupdate)**.



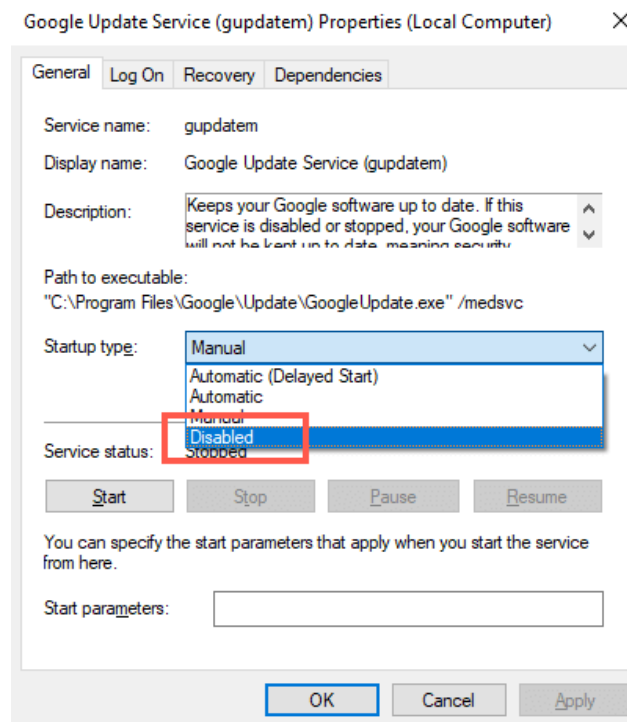
- In the displayed dialog box, select **Disabled** from the **Startup type** drop-down list box, and then click **OK**.



- Double-click **Google Update Service (gupdatem)**.



6. In the displayed dialog box, select **Disabled** from the **Startup type** drop-down list box, and then click **OK**.



7. Restart the PC.

The Google Chrome will not automatically update.

2.4 Disabling the Virtual NIC (Optional)

If you want to log in to the web client on a VMWare virtual machine with the virtual network interface card (NIC), you must disable the virtual NIC. Otherwise, the called party cannot hear you, and calls might automatically end.

1. On your desktop, double-click **Computer**, and then click **Network**.
2. Right-click the virtual NIC and select **Disable**.

3. Basic Operation

3.1 Logging In to the Web Client

Prerequisite

You have obtained **Direct Customer ID** from the Hytera HyTalk Web Dispatch system administrator.

Procedure

1. In the browser, enter "http://IP of the web server:9800/login", and then press **Enter**.
2. Enter the direct customer ID, user name, and password. Then click **Log in**.



Direct Customer ID


7000001

.....

Log In

English ▾ Security certificate Download

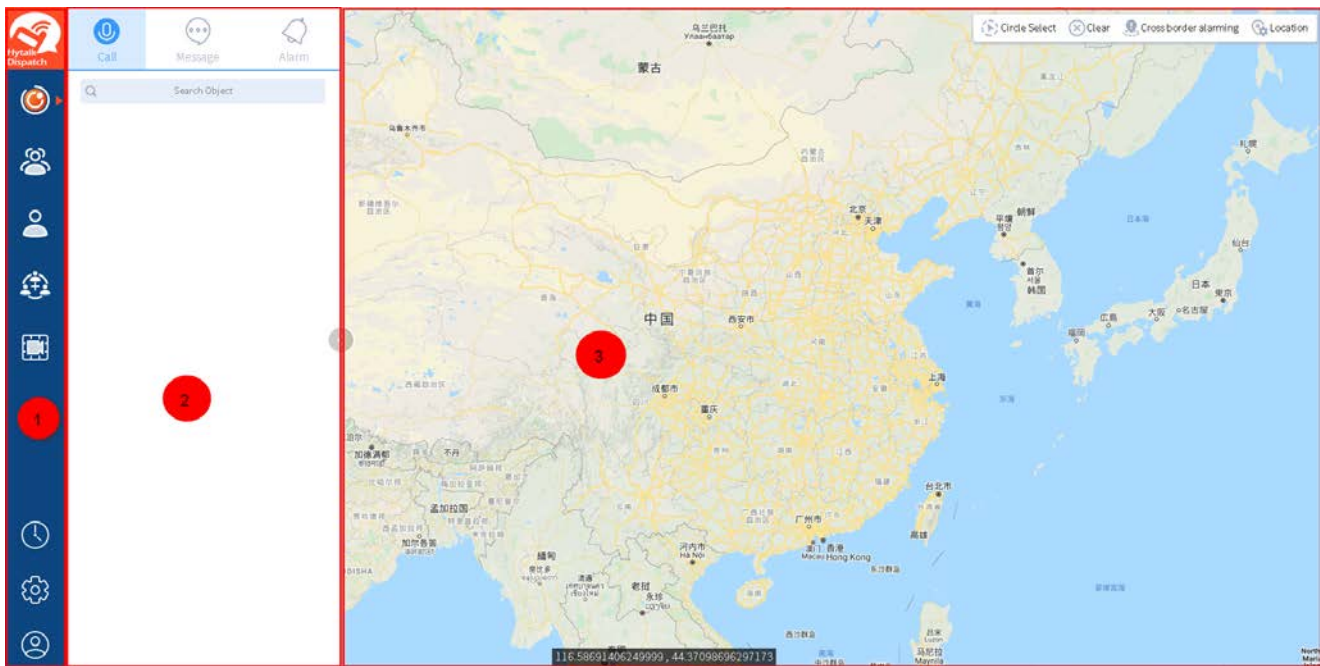
3.2 Logging out of Web Client
















1. In the navigation pane, click , and then click **Logout**.
2. Click **OK**.






3.3 Understanding the Main Interface

Understanding the main interface of the web client helps you get familiar with its functional modules, thereby improving your work efficiency.

The main interface of the web client is shown below:

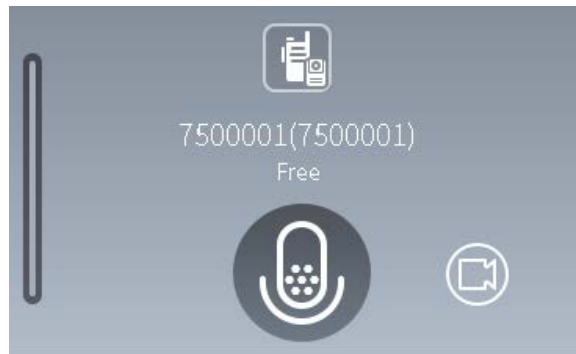


No.	Name	Description
1	Navigation pane	<ul style="list-style-type: none"> ● : allows you to view recent calls, messages, and alarms. ● : allows you to dispatch groups. ● : allows you to dispatch individuals. ● : allows you to use the dynamic group number assignment (DGNA) feature. ● : allows you to view surveillance videos. ● : allows you to view history calls, messages, status, emergency alarms, and geofencing alarms. ● : allows you to set the web client. ● : allows you to view the login user and log out.
2	Operation pane	<p>Allows you to do the following:</p> <ul style="list-style-type: none"> ● : view the organization. ● : view all or online resources. ● : show or hide resources under an organization. ● : send messages. ● : initiate a half-duplex voice call. ● : initiate a full-duplex voice call. ● : initiate a video call.





No.	Name	Description
		<ul style="list-style-type: none"> ●  : set the color of the location tag.
3	Map area	<ul style="list-style-type: none"> ●  : allows you to encircle resources on the map. ●  : allows you to clear drawings on the map. ●  : allows you to create, edit, delete, or view geofencing alarm areas and rules. ●  : allows you to modify, view, or unsubscribe location services.

3.4 Understanding the Voice Call Pane

The call pane that a call is not established is used as an example, as shown below.




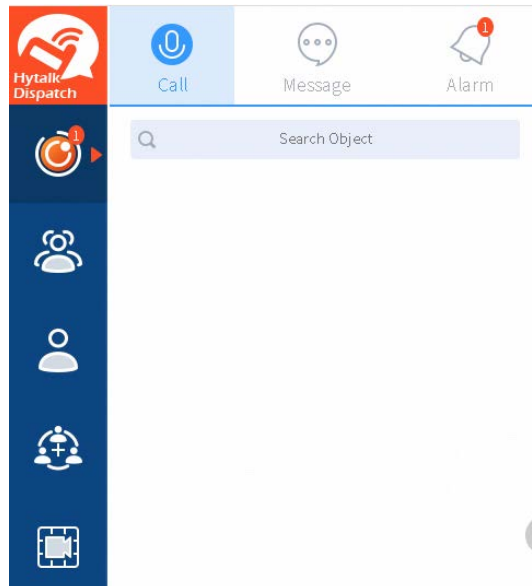
The following table describes icons in the call pane.

Icon	Description	Icon	Description
	Obtain or release the floor.		Push-to-talk (PTT)
	End a call.		Switch to the video call.

4. View of Recent Calls, Messages, and Alarms

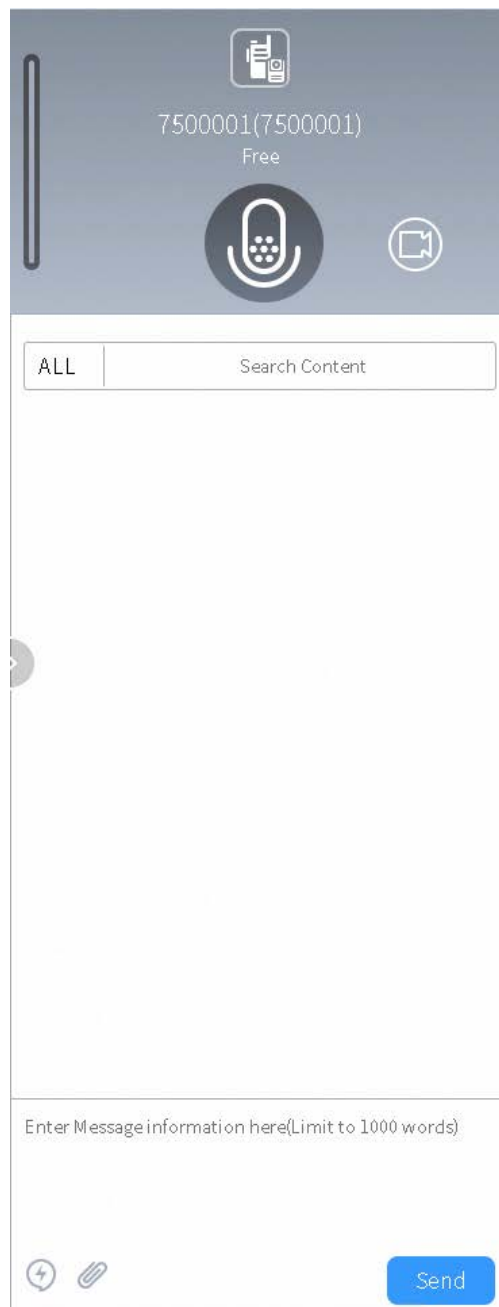
4.1 Viewing Recent Calls

1. In the navigation pane, click  to view recent calls.





2. Click a contact.

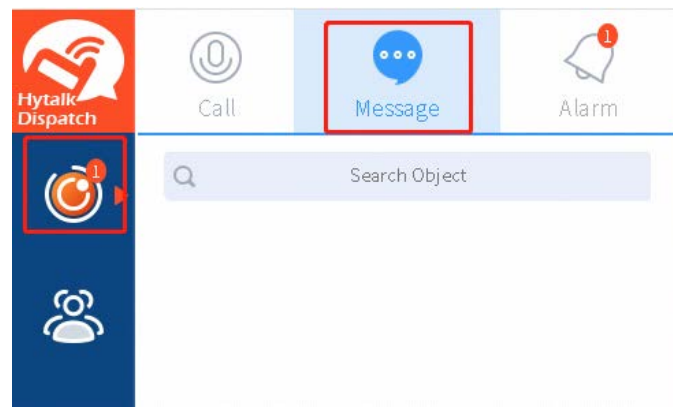
The call pane appears in the right area.



3. (Optional) Initiate a voice or video call, or send a message.

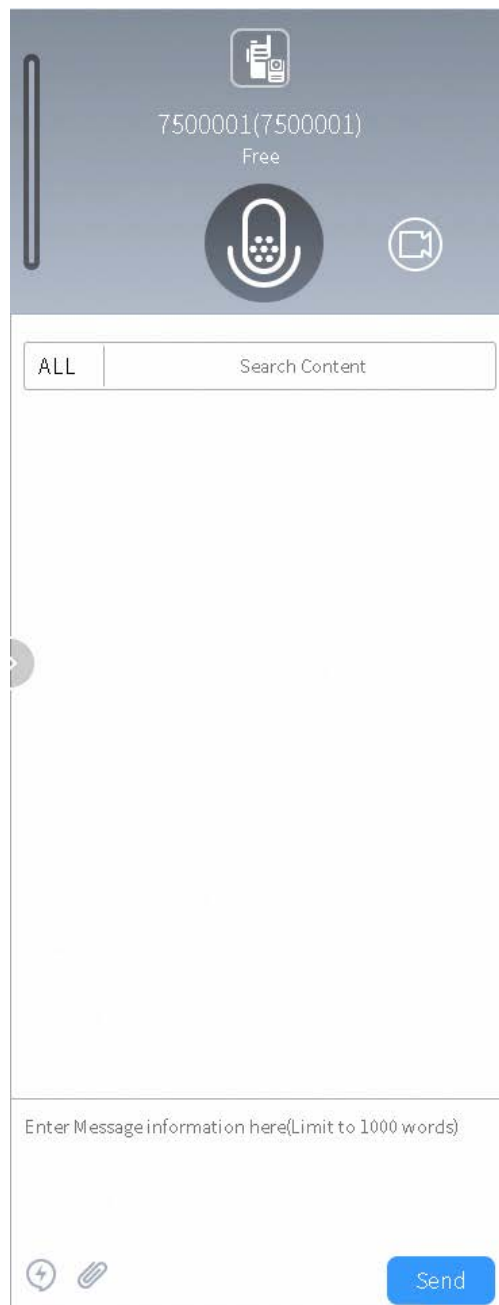
4.2 Viewing Recent Messages

1. In the navigation pane, click , and then click  to view recent messages.



2. Click a message.

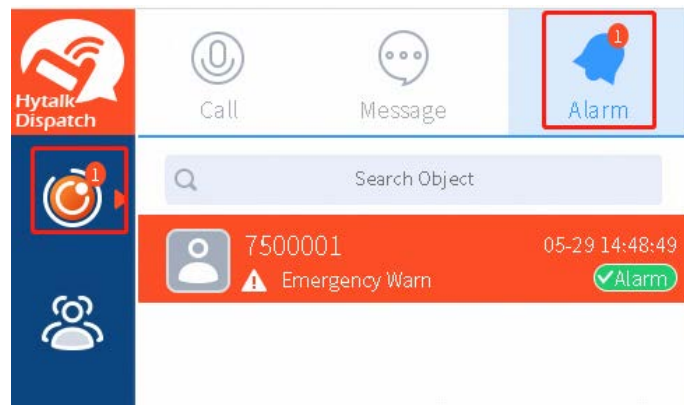
The call pane appears in the right area.



3. (Optional) Initiate a voice or video call, or send a message.

4.3 Viewing Recent Alarms



1. In the navigation pane, click , and then click  to view recent alarms.

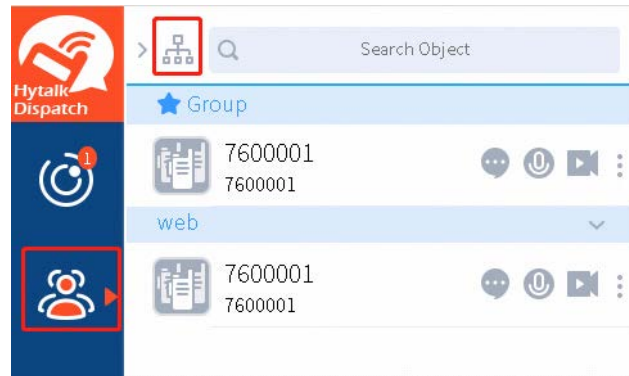


2. Do one of the following:
 - For an emergency alarm, handle the alarm.
 - For a geofencing alarm, you do not need to handle the alarm.

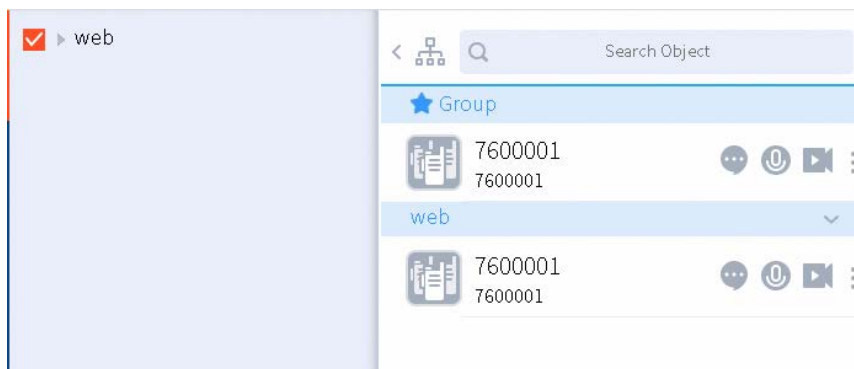
5. Operations on Groups

5.1 Showing an Organization in the Operation Pane

1. In the navigation pane, click , and then click .

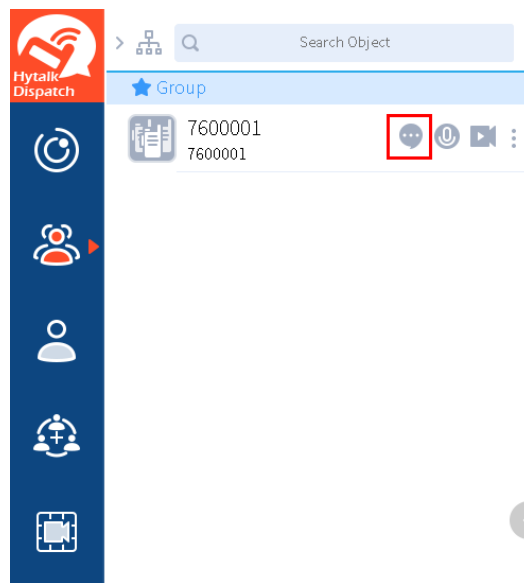


2. Select in front of an organization to show the organization in the operation pane.




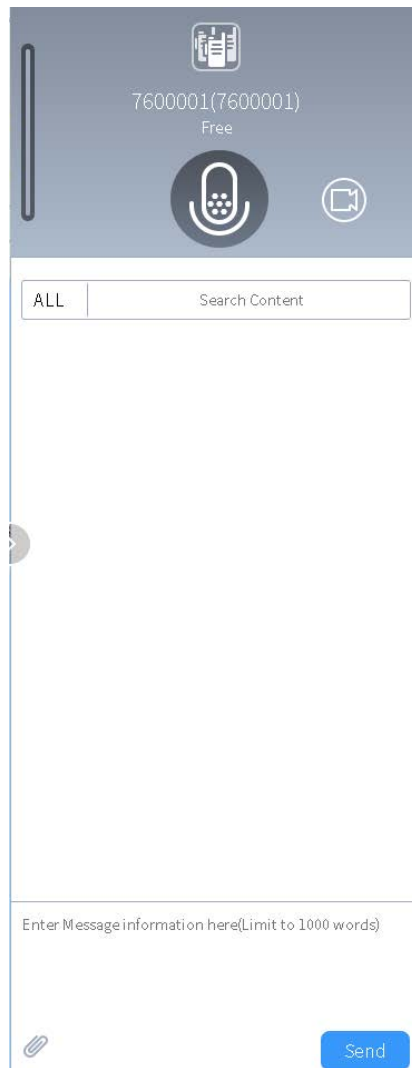
5.2 Sending a Message

1. In the navigation pane, click , and then click  following a group.



2. Do the following:

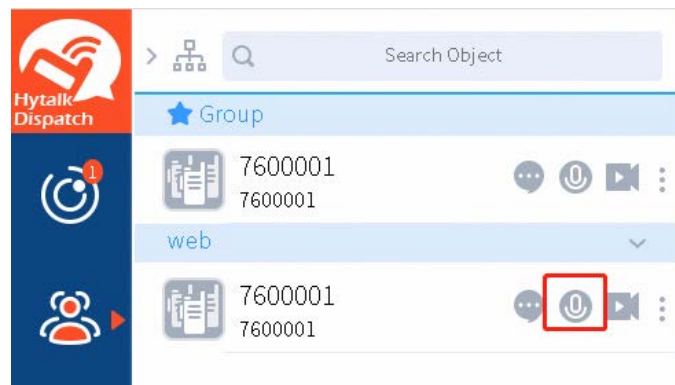
- To send a text message, enter your content.
- To send an attachment, click , and then select the attachment.




3. Click **Send**.

5.3 Initiating a Voice Call

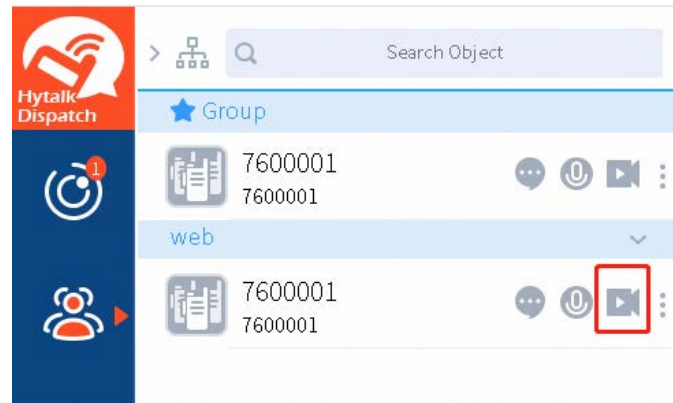
1. In the navigation pane, click , and then click  following a group.




2. In the call pane, click  to obtain or release the floor.

5.4 Initiating a Video Call

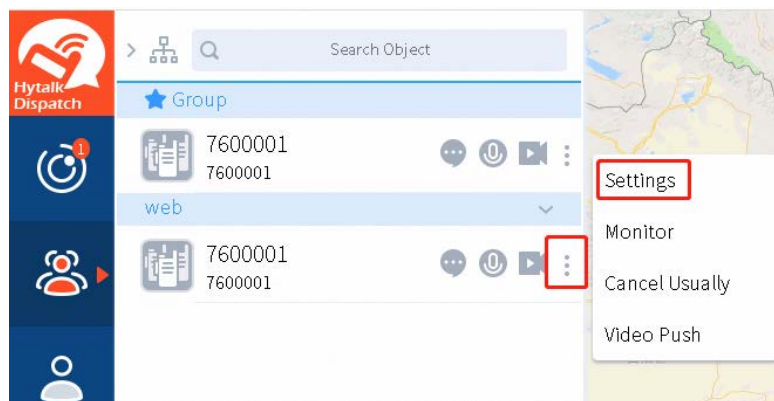
1. In the navigation pane, click , and then click  following a group.





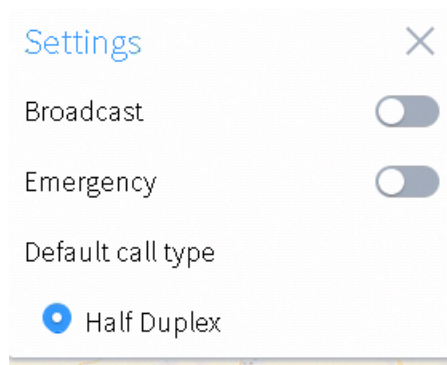
2. Click  to obtain or release the floor.

5.5 Setting the Call Type

1. In the navigation pane, click , click  following a group, and then select **Settings**.

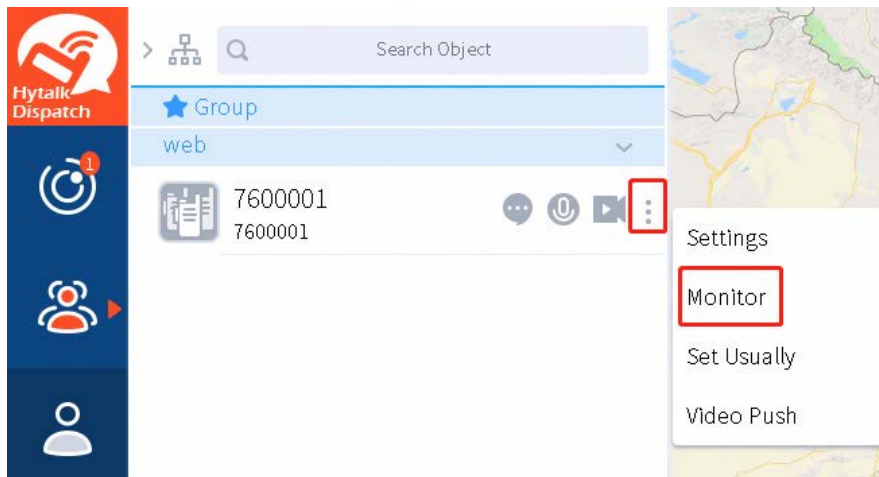


2. Do the following:
 - To enable the broadcast call, click  following **Broadcast**.
 - To enable the emergency call, click  following **Emergency**.

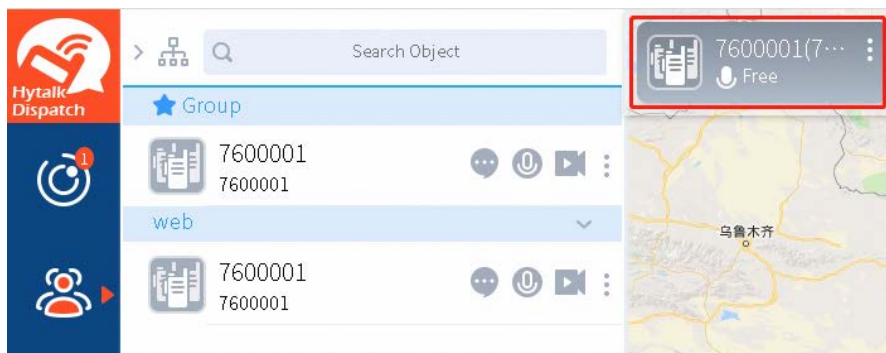


5.6 Monitoring a Group

1. In the navigation pane, click , click  following a group, and then select **Monitor**.




The group is being monitored.



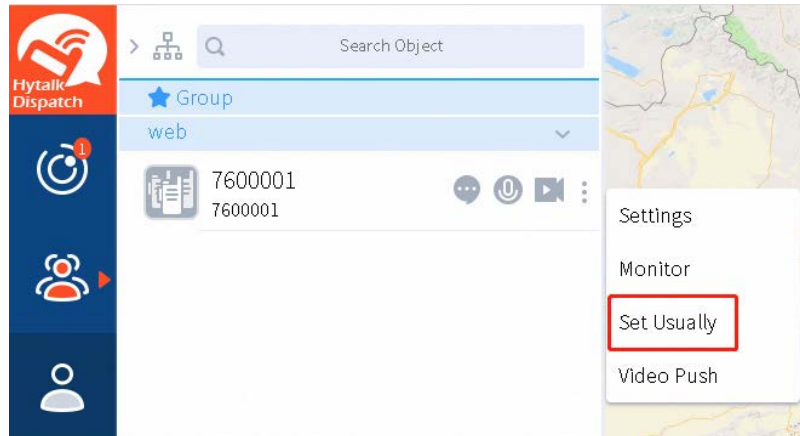
2. Click the group to show its call pane in the right area.

Related Operation

If You Want To...	Then...
Cancel monitoring of a group	Click  following the group, and then select Cancel Monitor .


5.7 Adding a Group to the Favorite List

In the navigation pane, click , click  following a group, and then select **Set Usually**.





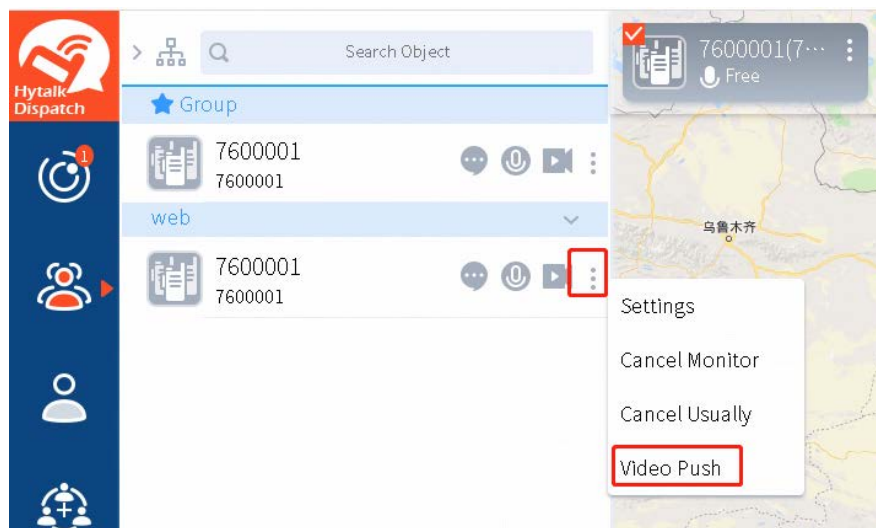
The group is added to the favorite list.

Related Operation

If You Want To...	Then...
Remove a group from the favorite list	Click  following a group, and then select Cancel Usually .

5.8 Pushing Videos



1. In the navigation pane, click , click  following a group, and then select **Video Push**.

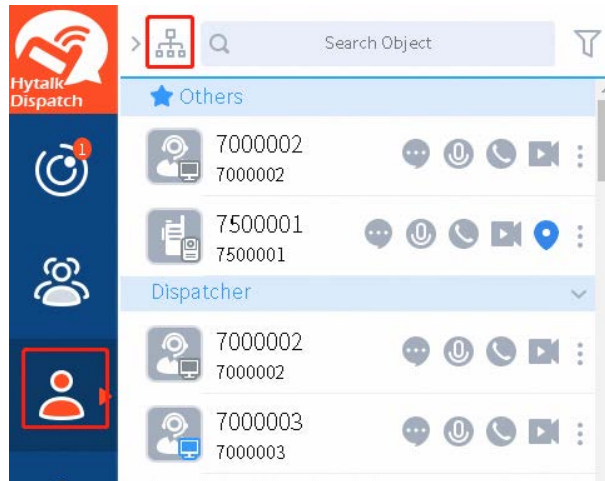


2. In the displayed dialog box, select a video, and then click **Open**.

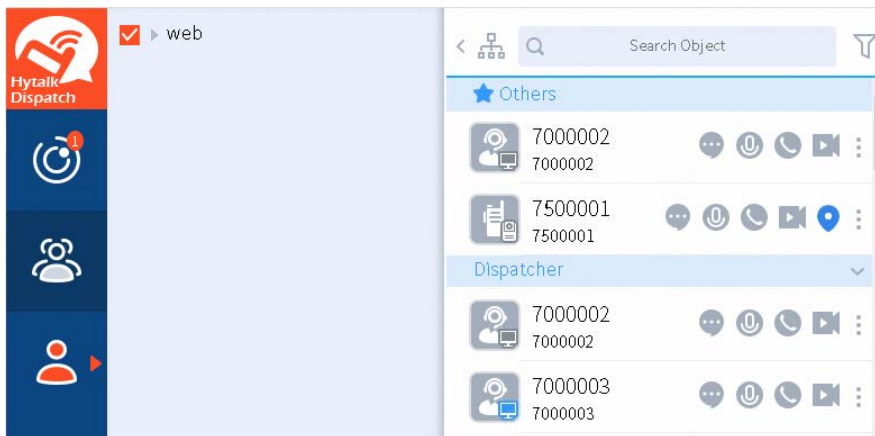
6. Operations on Radios

6.1 Showing an Organization in the Operation Pane

1. In the navigation pane, click , and then click .

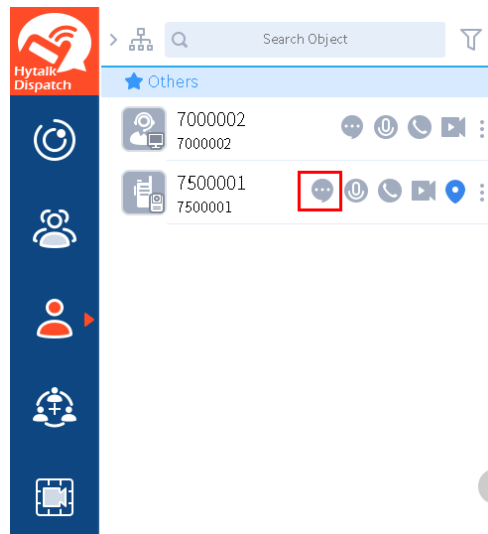


2. Select in front of an organization to show the organization in the operation pane.





6.2 Sending a Message

1. In the navigation pane, click , and then click  following a radio.





2. Do the following:

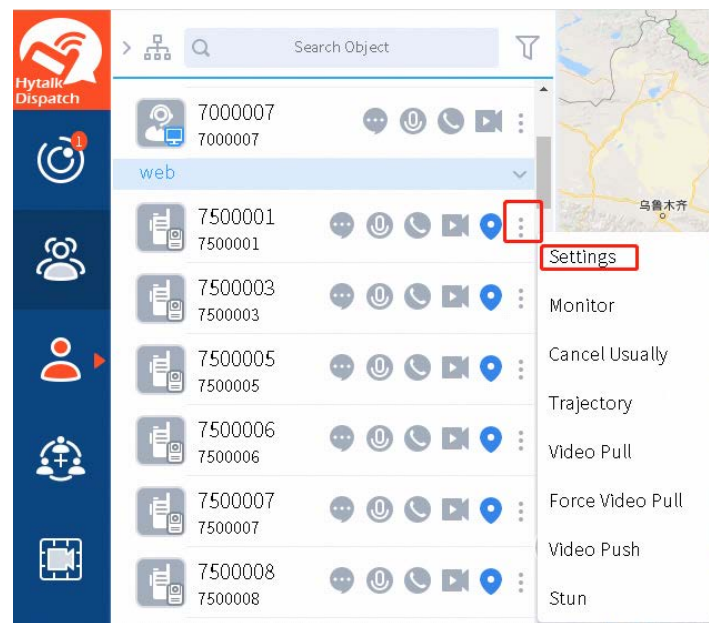
- To send a text message, enter your content.
- To send a status message, click .
- To send an attachment, click , and then select the attachment.



3. Click **Send**.

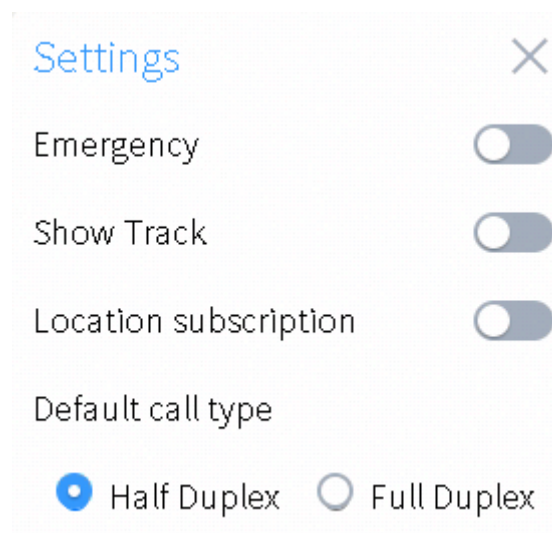
6.3 Setting the Call Type

1. In the navigation pane, click , click  following a radio, and then select **Settings**.



2. Do the following:

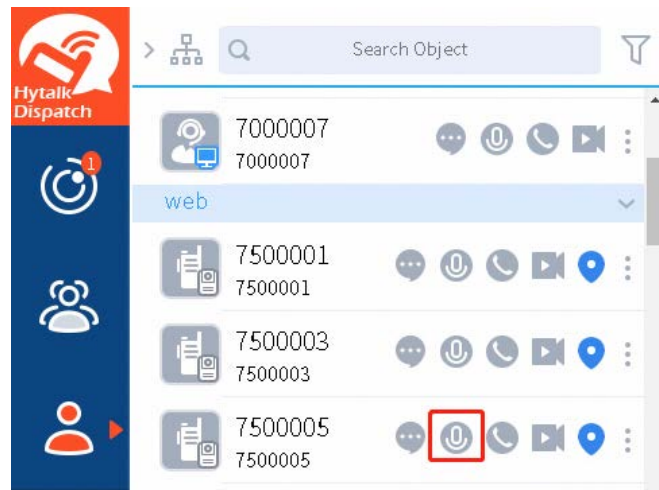
- To enable the emergency call, click following **Emergency**.
- To view tracks of the radio on the map, click following **Show Track**.
- To subscribe to location services of the radio, click following **Location subscription**.
- To set the subscription interval, click following **Location subscription**, click the time following **Subscription cycle**, and then select an interval.
- To set the default call type, select **Half Duplex** or **Full Duplex**.




6.4 Initiating an Individual Voice Call



6.4.1 Initiating a Half-Duplex Individual Voice Call

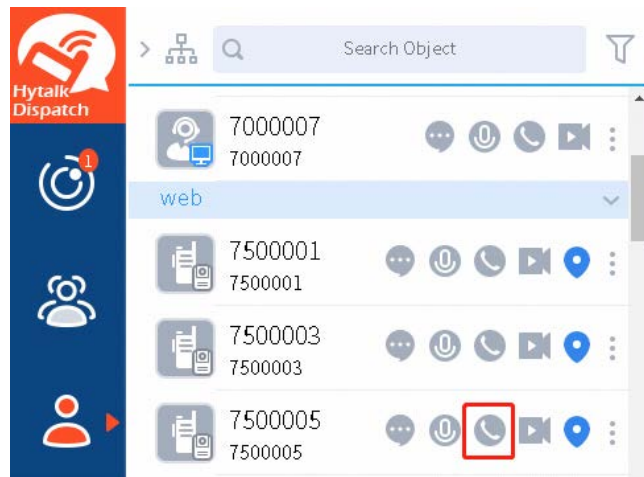
1. In the navigation pane, click , and then click  following a radio.



2. Click  to obtain or release the floor.

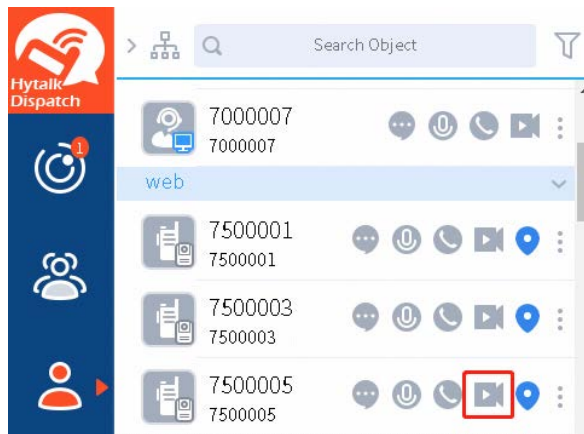
6.4.2 Initiating a Full-Duplex Individual Voice Call


In the navigation pane, click , and then click  following a radio..



6.5 Initiating an Individual Video Call

1. In the navigation pane, click , and then click  following a radio.



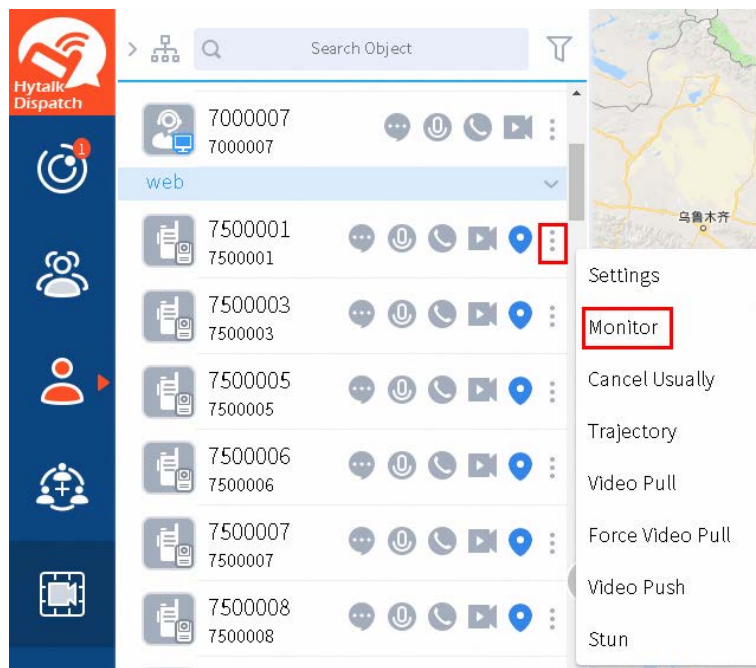
- (Optional) To close the video during the call, click .



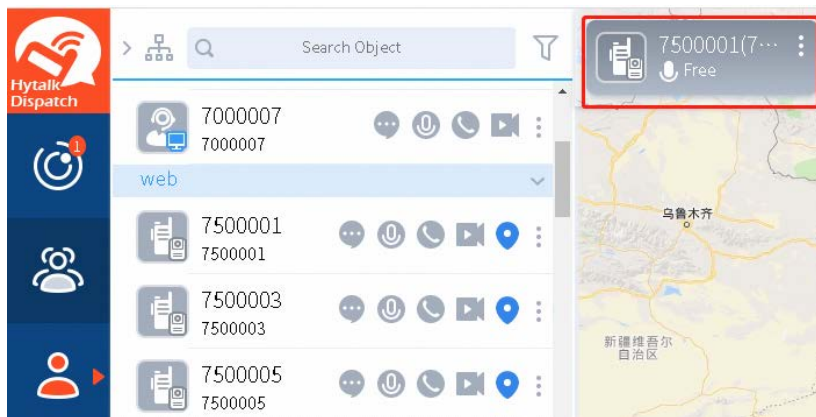
You can also click  to re-open the video.

6.6 Monitoring a Radio

- In the navigation pane, click , click  following a radio, and then select **Monitor**.




The radio is being monitored.



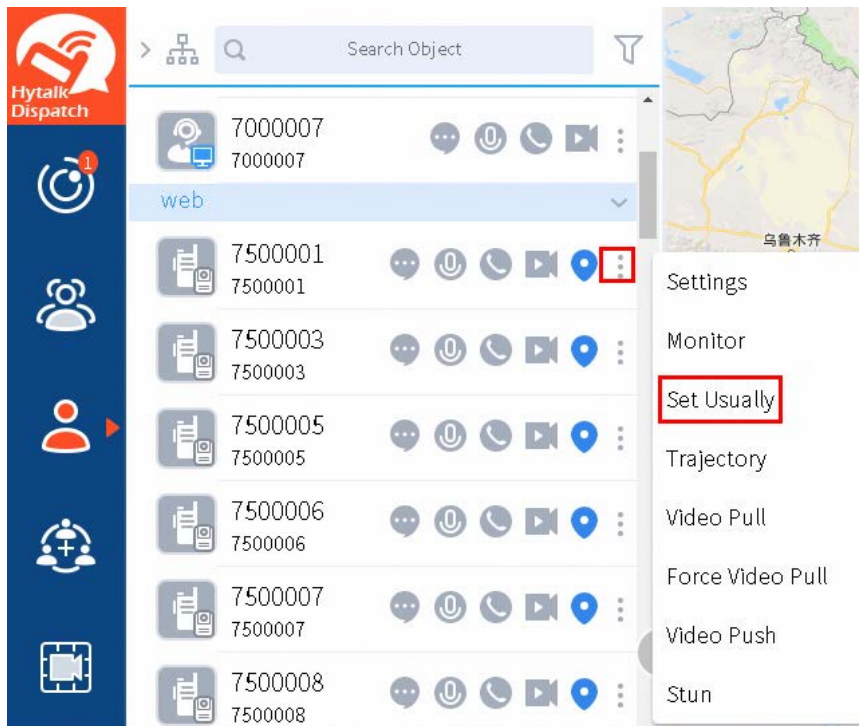
2. Click the radio to show its call pane in the right area.

Related Operation

If You Want To...	Then...
Cancel monitoring of a radio	Click  following the radio, and then select Cancel Monitor .


6.7 Adding a Radio to the Favorite List

In the navigation pane, click , click  following a radio, and then select **Set Usually**.





The radio is added to the favorite list.

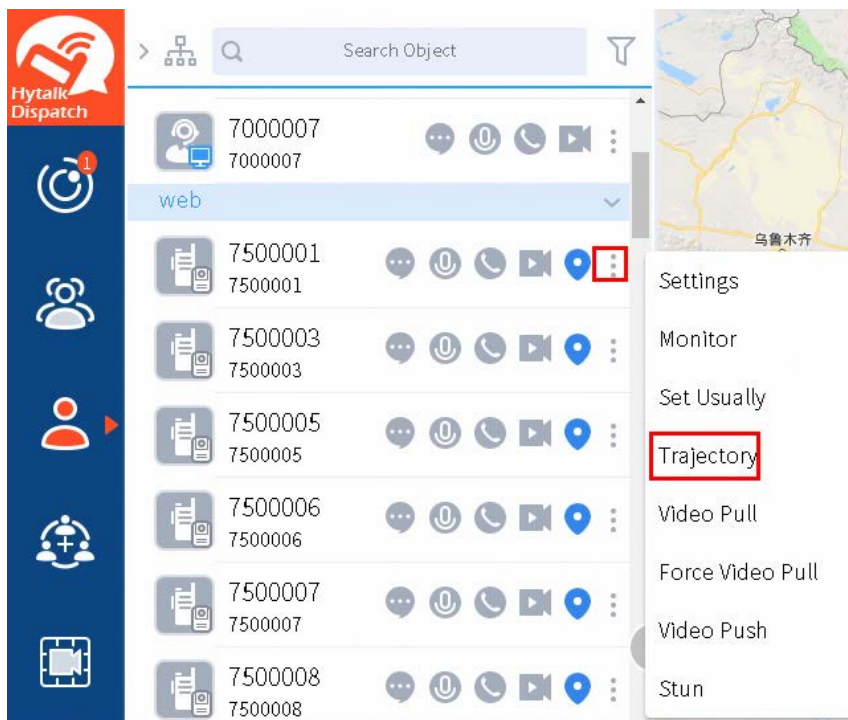
Related Operation

If You Want To...	Then...
Remove a radio from the favorite list	Click  following the radio, and then select Cancel Usually .

6.8 Playing back Tracks

- In the navigation pane, click , click  following a radio, and then select **Trajectory**.

A new webpage appears.



2. Set the time range, and then click **Search**.



All tracks within the time range are displayed.

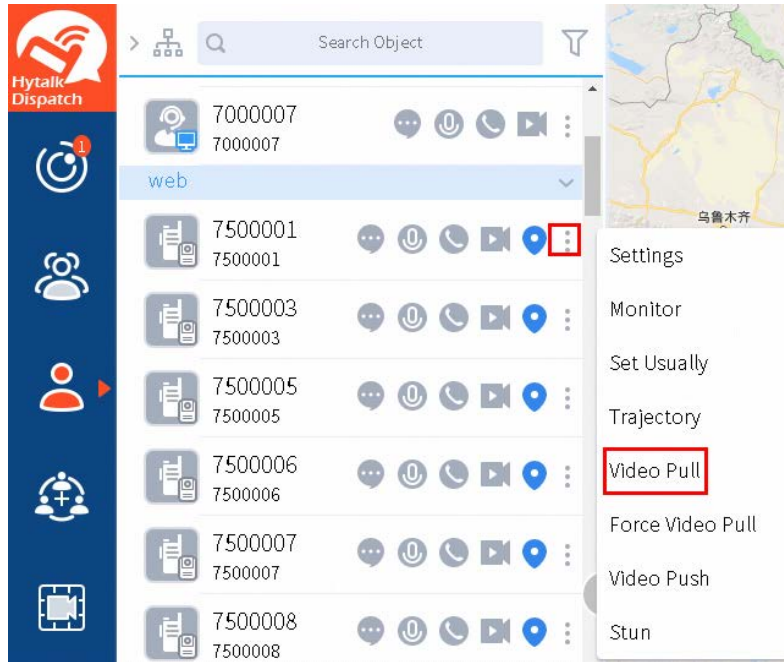


Related Operation






If You Want To...	Then...
Set the playback speed	Click Speed , and then select a value.
Play back tracks	Click Play . You can view track change within the time range on the map.
Export tracks	Click Export to export tracks within the time range to an Excel file.






6.9 Pulling Videos

- In the navigation pane, click , click  following a radio, and then select **Video Pull**.



- Do the following.

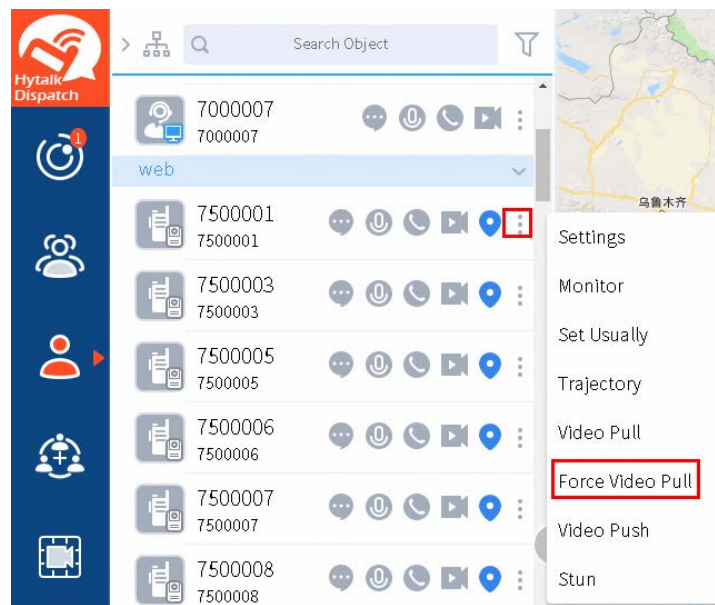
If You Want To...	Then...
Forward the video	<ol style="list-style-type: none"> In the video pane, move your cursor to the upper right part, and then click . In the displayed Transmit targets dialog box, drag radios or groups to the box. The pulled video is forwarded to these targets. (Optional) To remove a radio from the Transmit targets dialog box, click  following the radio.
Poll videos in the video pane	<ol style="list-style-type: none"> In the video pane, move your cursor to the upper right part, and then click . In the displayed Current polling targets display box, drag a radio to the box. At most two videos can be polled. Select the polling period from Period. Videos of the two radios are polled according to the set period. To remove a radio from the Current polling targets display box, click  following the radio.
Set the video	<ol style="list-style-type: none"> In a video pane, move your cursor to the upper right part, and then click .

If You Want To...	Then...
	2. Set the following parameters: <ul style="list-style-type: none"> ➤ Resolution ratio: select an option. ➤ Auto answer: If you select “Yes”, you can pull the video of the radio without the radio user's acceptance of your request. Otherwise, you can pull the video of the radio only after the radio user accepts your request. 3. Click Save .
Rotate the video	In the video pane, move your cursor to the upper right part, and then click  . The video rotates 90 degrees per each click of the icon.
Show the video in full screen	1. In the video pane, move your cursor to the upper right part, and then click  . 2. Press Esc to exit full screen.
Maximize or minimize the video pane	In the video pane, move your cursor to the upper right part, and then click  .
End video pulling	In the video pane, move your cursor to the upper right part, and then click  .
Take a screenshot	In the video pane, move your cursor to the upper right part, and then click  . The screenshot is automatically saved to a local path.

6.10 Pulling Videos Forcibly

You can pull the video of a radio without the radio user's acceptance of your request.



In the navigation pane, click , click  following a radio, and then select **Force Video Pull**.

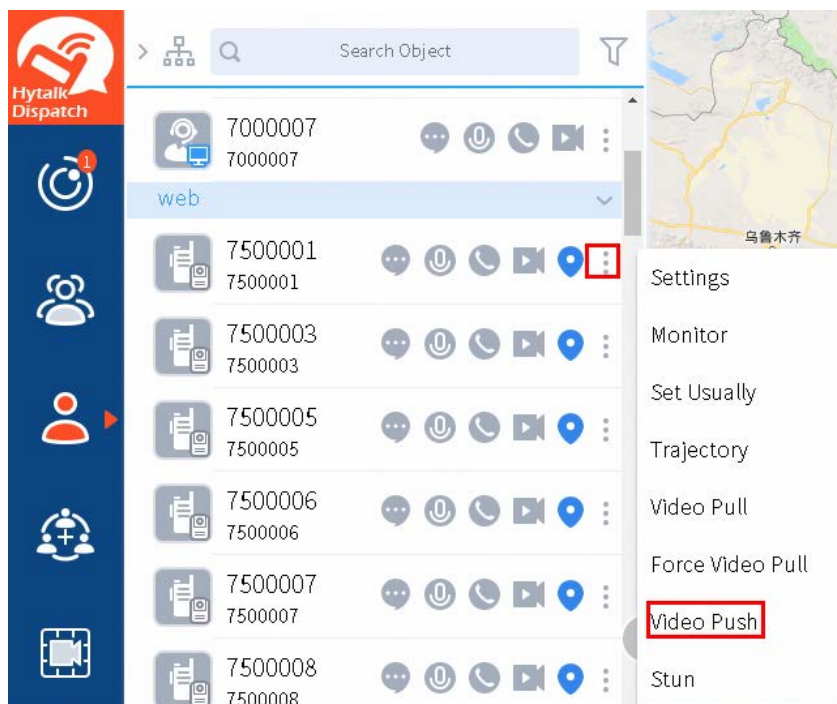


Related Operation

For related operations, see [6.9 Pulling Videos](#).

6.11 Pushing Videos

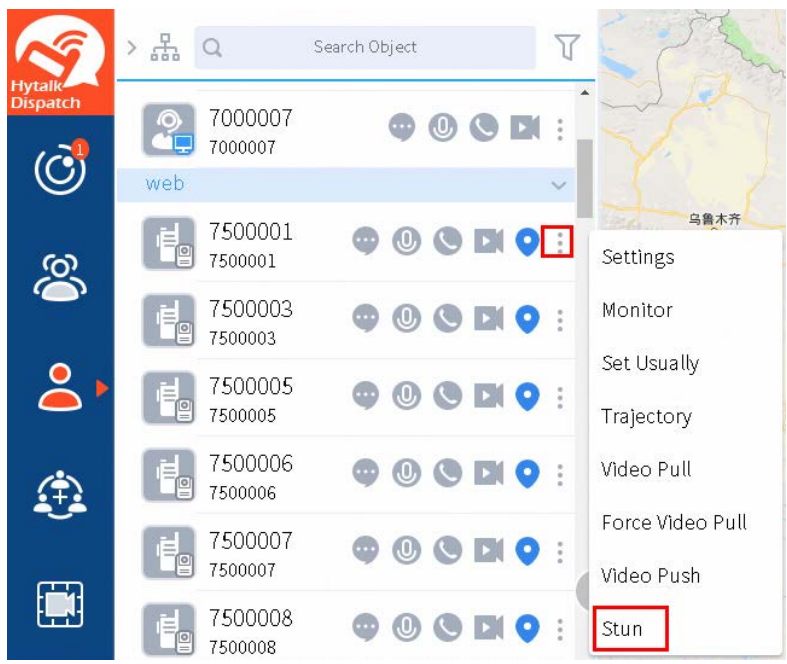
1. In the navigation pane, click , click  following a radio, and then select **Video Push**.



2. In the displayed dialog box, select a video, and then click **Open**.

6.12 Stunning a Video

1. In the navigation pane, click , click  following a radio, and then select **Stun**.



2. Click **OK**.



7. DGNA

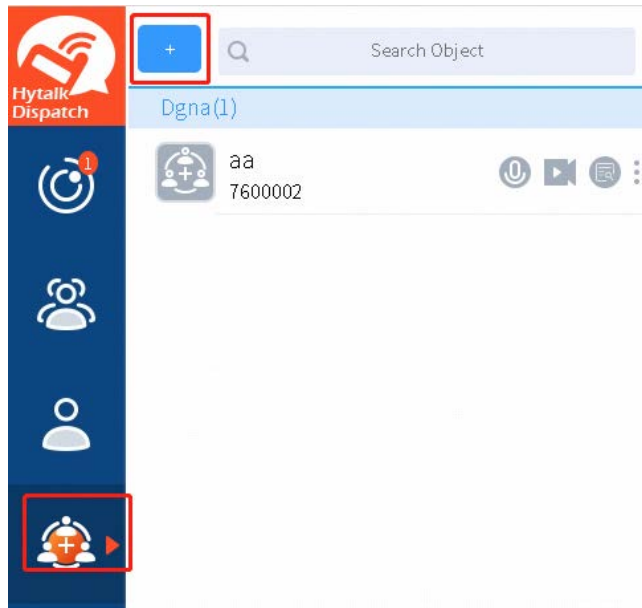
7.1 Creating a Dynamic Group

Prerequisite

Preconfigured dynamic groups have been created in the system.

Procedure

1. In the navigation pane, click , and then click .





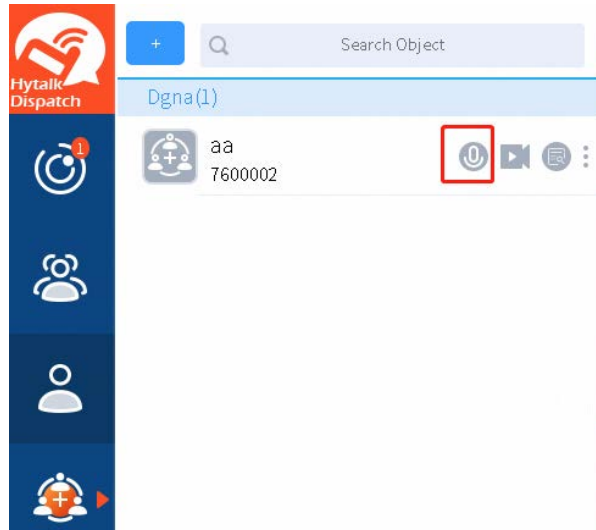
2. In the **Add DGNA** dialog box, name the new dynamic group, and then drag radios to the box.




3. Click **OK**.



7.2 Initiating a Half-Duplex Voice Call to a Dynamic Group

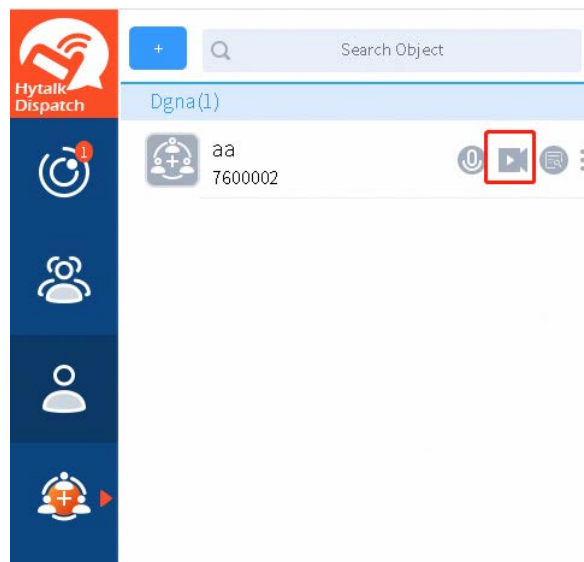
1. In the navigation pane, click , and then click  following a dynamic group.




2. Click  to obtain or release the floor.

7.3 Initiating a Video Call to a Dynamic Group



1. In the navigation pane, click , and then click  following a dynamic group.

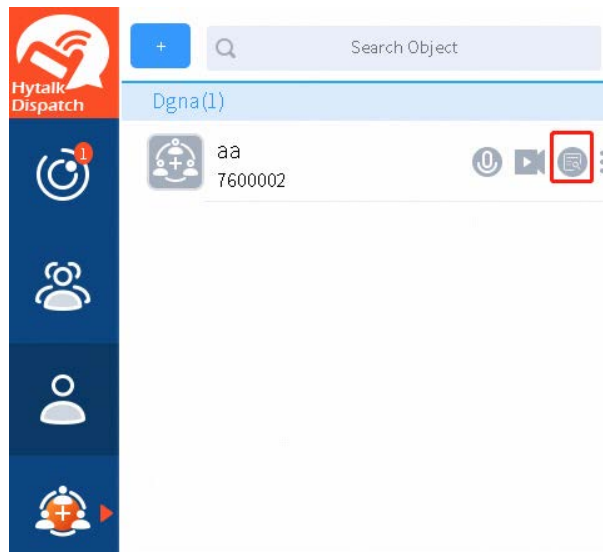


2. (Optional) To close the video during the call, click .

You can also click  to re-open the video.

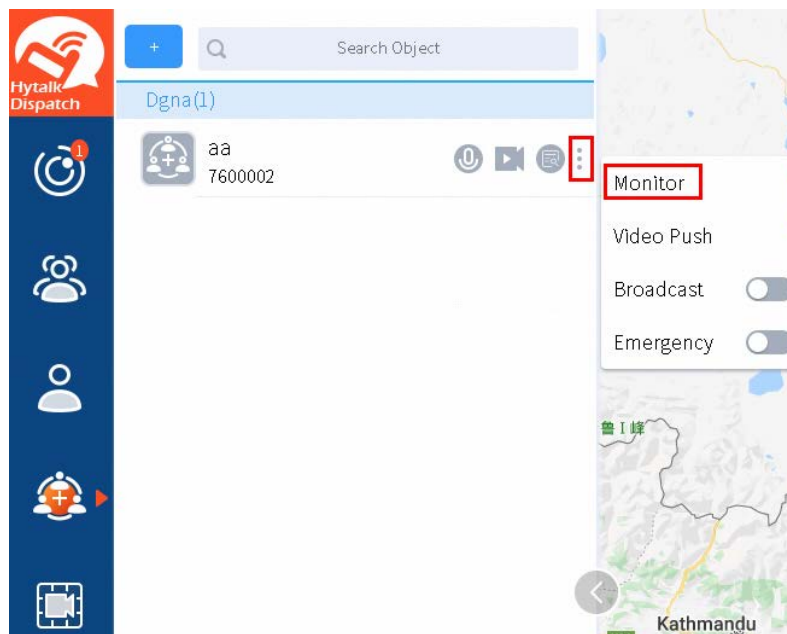
7.4 Viewing Information about a Dynamic Group

- In the navigation pane, click , and then click  following a dynamic group.

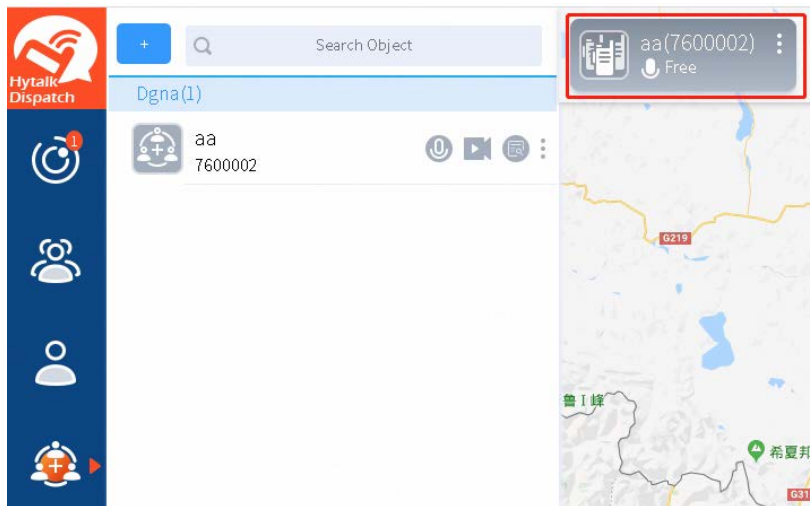


7.5 Monitoring a Dynamic Group

1. In the navigation pane, click , click  following a dynamic group, and then select **Monitor**.

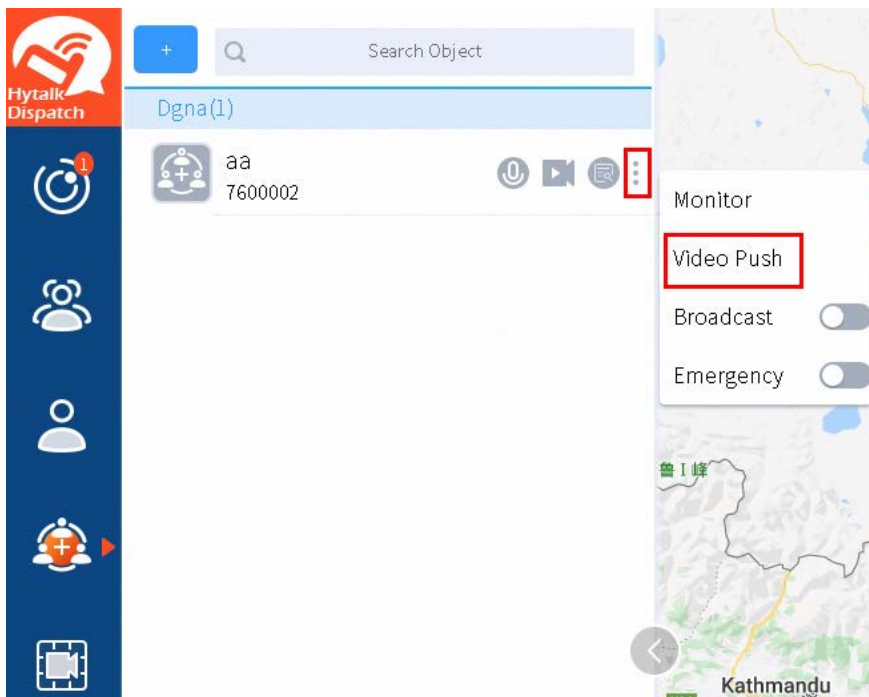


2. Click the dynamic group to show its call pane in the right area.






7.6 Pushing a Video to a Dynamic Group

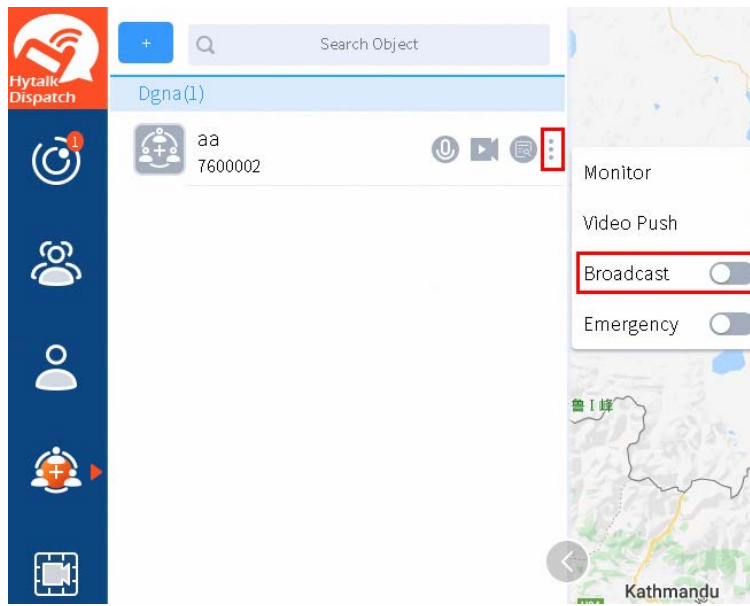
1. In the navigation pane, click , click  following a dynamic group, and then select **Video Push**.




2. In the displayed dialog box, select a video, and then click **Open**.

7.7 Initiating a Broadcast Call to a Dynamic Group

1. In the navigation pane, click .
2. Click  following a dynamic group, and then click  following **Broadcast**.

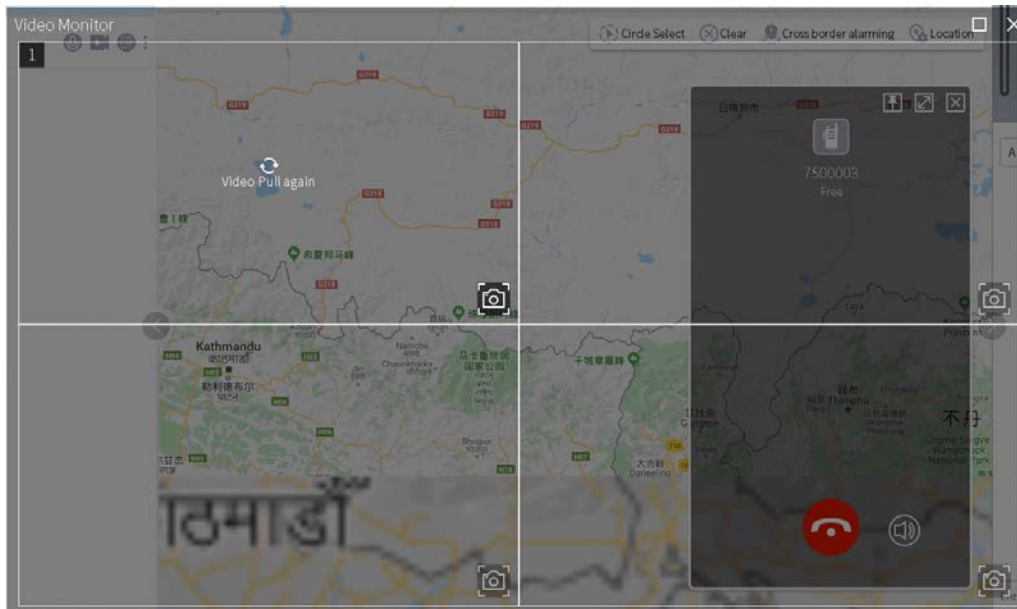


3. Click  following the dynamic group.

8. Video Surveillance

1. In the navigation pane, click .

The **Video Monitor** window appears.

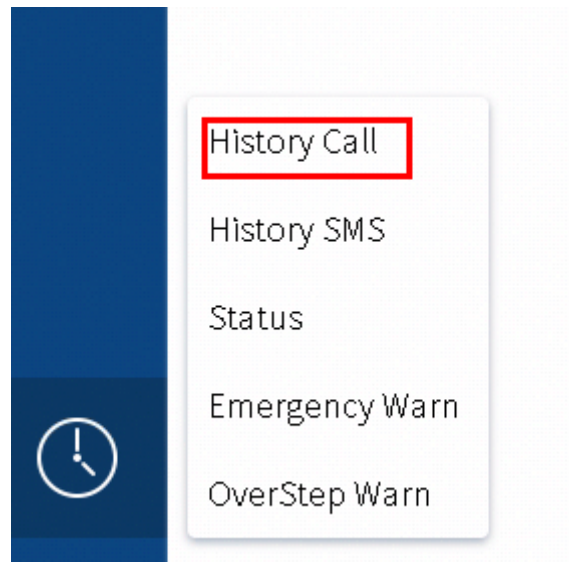


2. For related operations, see [6.9 Pulling Videos](#).

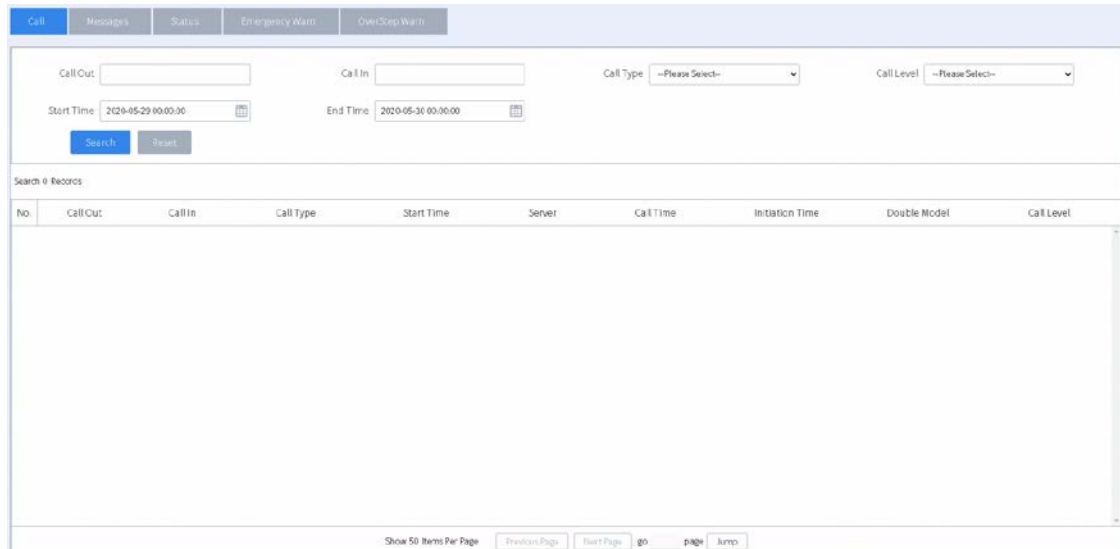
9. Information History View

9.1 Viewing Call History

1. In the navigation pane, click , and then select **History Call**.

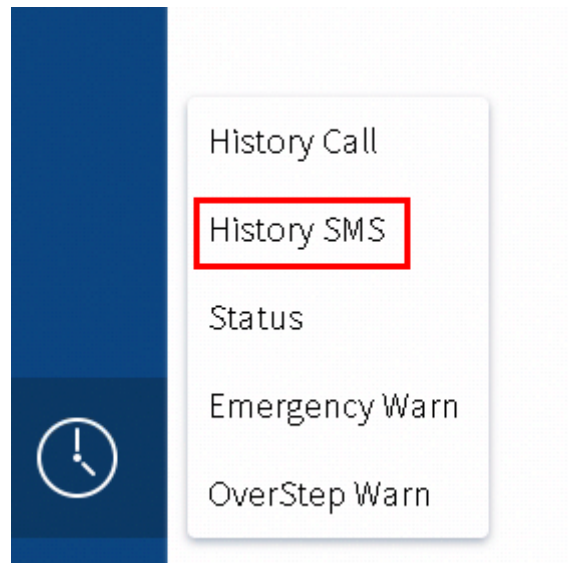


2. Set the search criteria, and then click **Search**.

A screenshot of a web application interface for searching call history. At the top, there are tabs for 'Call', 'Messages', 'Status', 'Emergency Warn', and 'OverStep Warn'. Below the tabs, there are search criteria fields: 'Call Out' and 'Call In' (text inputs), 'Call Type' and 'Call Level' (dropdown menus), and 'Start Time' and 'End Time' (date pickers). There are 'Search' and 'Reset' buttons. Below the search fields, it says 'Search 0 Records'. A table with the following columns is shown: 'No.', 'Call Out', 'Call In', 'Call Type', 'Start Time', 'Server', 'Call Time', 'Initiation Time', 'Double Model', and 'Call Level'. The table is currently empty. At the bottom, there is a pagination control showing 'Show 50 Items Per Page', 'Previous Page', 'Next Page', 'go', 'page', and 'Jump'.

9.2 Viewing Message History

1. In the navigation pane, click , and then select **History SMS**.



2. Set the search criteria, and then click **Search**.

Call Messages Status Emergency Warn OverStep Warn

Start Time: 2020-05-29 00:00:00 End Time: 2020-05-30 00:00:00 Sender: Recipient:

Message Type: --Please Select-- Send Type: --Please Select-- Status Code: --Please Select--

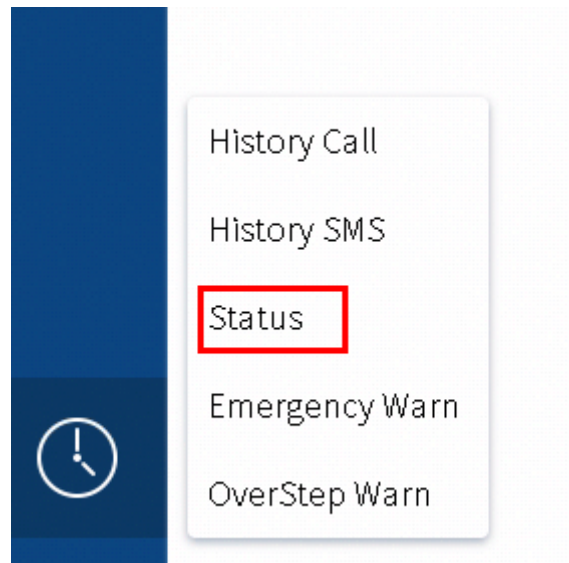
Search 0 Records

No.	Sender	Recipient	Send Time	Message Type	Send Type	Encrypt Type	Status Code	Message Content
-----	--------	-----------	-----------	--------------	-----------	--------------	-------------	-----------------

Show 50 Items Per Page go page

9.3 Viewing Online/Offline Status History

1. In the navigation pane, click , and then select **Status**.

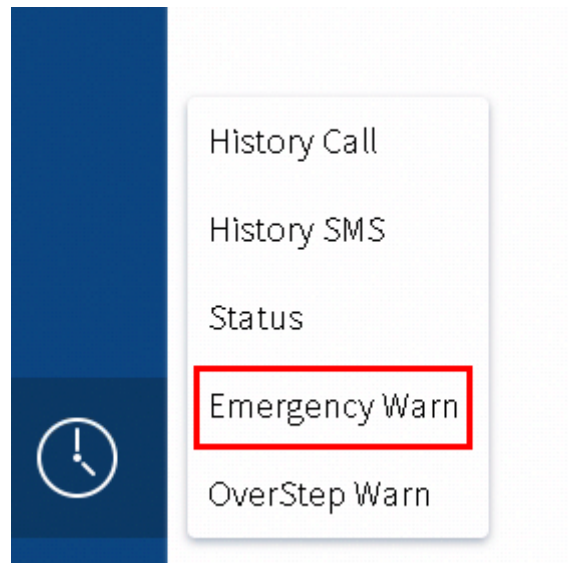


2. Set the search criteria, and then click **Search**.

A screenshot of the search interface for the 'Status' view. At the top, there are tabs for 'Call', 'Messages', 'Status', 'Emergency Warn', and 'OverStep Warn'. Below the tabs, there are search criteria fields: 'Start Time' (2020-05-29 00:00:00), 'End Time' (2020-05-30 00:00:00), 'Terminal' (empty), and 'Status' (Please Select...). There are 'Search' and 'Reset' buttons. Below the search criteria, it says 'Search 0 Records'. A table with columns 'No.', 'Terminal', 'Status', 'Time', and 'Type' is shown, but it is empty. At the bottom, there are pagination controls: 'Show 50 Items Per Page', 'Previous Page', 'Next Page', 'go page', and 'Jump'.

9.4 Viewing Emergency Alarm History

1. In the navigation pane, click , and then select **Emergency Warn**.



2. Set the search criteria, and then click **Search**.

Call Messages Status **Emergency Warn** OverStep Warn

Start Time: 2020-05-29 00:00:00 End Time: 2020-05-30 00:00:00 Alarm Terminal: Alarm Status: --Please Select--

Alarm Type: --Please Select--

Search Reset

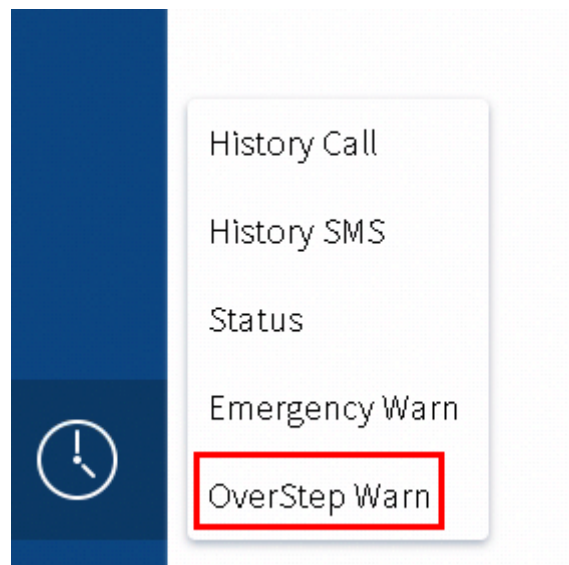
Search 0 Records

No.	Terminal	Alarm Status	Alarm Time	Handler	The Time To Cancel alarm

Show 50 Items Per Page Previous Page Next Page go page Jump

9.5 Viewing Geofencing Alarm History

1. In the navigation pane, click , and then select **OverStep Warn**.



2. Set the search criteria, and then click **Search**.

Call Messages Status Emergency Warn **OverStep Warn**

Start Time: 2020-05-29 00:00:00 End Time: 2020-05-30 00:00:00 Alarm Terminal: Alarm Status: --Please Select--

Alarm Type: --Please Select--

Search 0 Records

No.	Terminal	Alarm Time	Alarm Status	Alarm Type	Rule Name	Area Name	The Time To Cancel alarm
-----	----------	------------	--------------	------------	-----------	-----------	--------------------------


Show 50 Items Per Page go page

10. Map-based Service

10.1 Performing Dispatch by Encircling Radios




You can encircle radios to call or message these radios directly on the map.

Procedure

1. In the map area, click .



2. On the map, click at the point where you want to begin, continue holding your mouse button down as you drag towards any direction, and then release the mouse button when all the required radios are in the circle.
3. Perform operations according to the following table.

If You Want To...	Then...
Initiate a call to the encircled radios	Click  .
Save these radios as a dynamic group	Click  , and then name the dynamic group.
Delete a drawn circle	Click  .

10.2 Managing Geofencing Alarms


10.2.1 Adding an Area

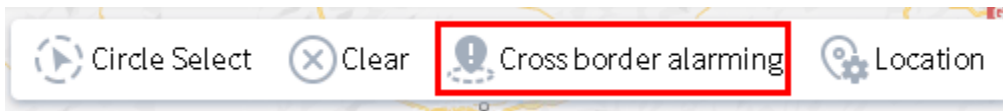
This section introduces how to add an area for geofencing alarms.

Prerequisite

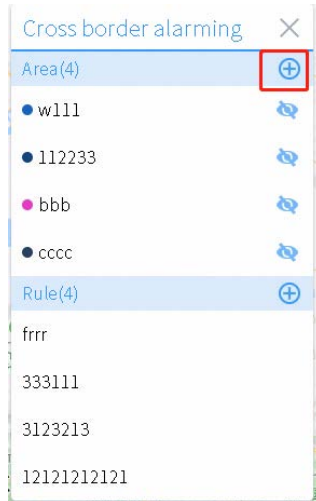
You have enabled the geofencing alarm feature in the SmartOne Dispatch configuration tool. For details, refer to the geofencing alarm settings section in *SmartOne Dispatch Configuration Tool Online Help*.

Procedure

1. In the toolbar of the map, click .

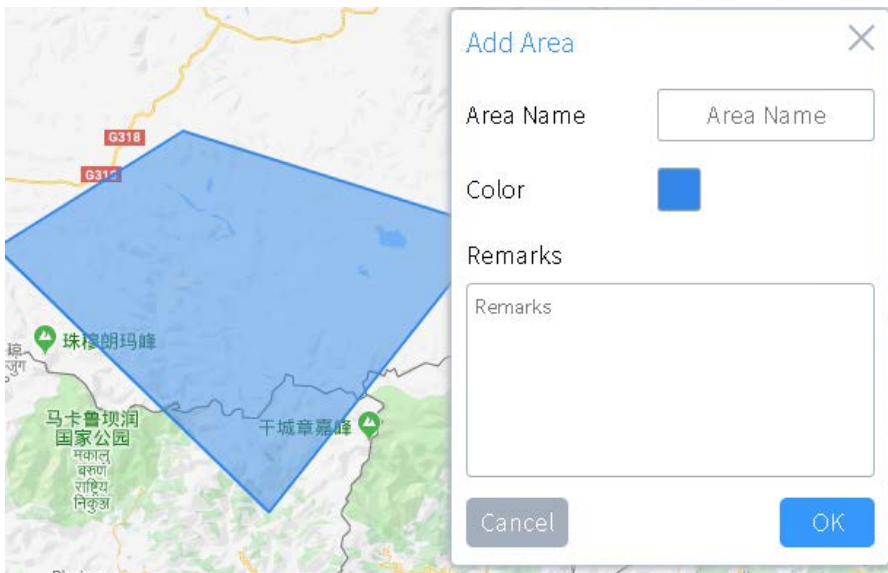


2. Click following **Area**.




3. On the map, click at the start point, keep clicking at each point of the area, and then double-click at the last point.

4. In the displayed **Add Area** dialog box, specify parameters of the area, and then click **OK**.




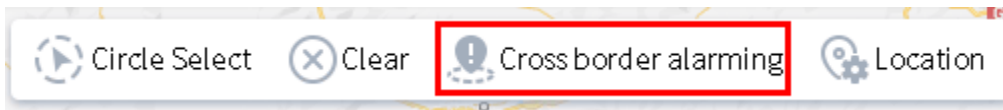
Related Operation

If You Want To...	Then...
Show or hide an area on the map	<ul style="list-style-type: none"> To hide the area, in the area list, click following the area. To show the area, in the area list, click following the area.
Edit an area	<ol style="list-style-type: none"> In the area list, select the area, and then click .

If You Want To...	Then...
	2. Change the parameters, and then click OK .
Delete an area	1. In the area list, select the area, and then click  . 2. Click OK .

10.2.2 Adding a Rule

- In the toolbar of the map, click .



- Click  following **Rule**.



- In the displayed **Add Rule** dialog box, specify parameters of the rule.

Add Rule
✕

Rule Name

Condition Leaving ▼

Enable

00 :00 - 23 :59

Alarm Area ^

w111
 112233
 bbb
 cccc

Alarm Person (0) ^

Drag objects here

Cancel
OK

**Note**

The rule can apply only to online radios.

4. Click **OK**.

Related Operation

If You Want To...	Then...
Edit a rule	<ol style="list-style-type: none"> 1. In the rule list, select the rule, and then click . 2. Change the parameters, and then click OK.
Delete a rule	In the rule list, select the rule, and then click .

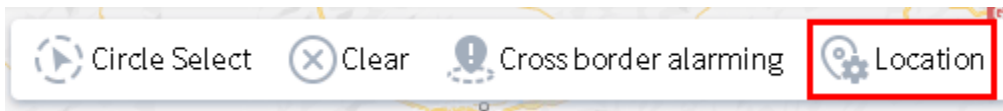
10.3 Subscribing to Location Services

After subscribing to location services of a radio, you can view its location on the map in real time.

If other dispatchers also subscribe to location services of the radio with different subscription intervals, the valid interval for the radio will be the minimum one. For example, if dispatcher A and B sets the subscription interval to 3s and 6s for a radio respectively, the valid interval for the radio is 3s.

Procedure

1. In the toolbar of the map, click .



2. In the search box, enter the alias of number of a radio, and then select the radio.

Location Subscribe Management ✕

Subscribe To An Object (1) 🔍 Search For Subscription Objects

<input type="checkbox"/>	Type	Number	Alias	Subscription Cycle	Subscription Time	Operate
<input type="checkbox"/>	1 Terminal	7500001	7500001	3 s	2020-05-29 15:23:57	✕

1/1page Show 50 Items Per Page Previous Page Next Page go page Jump

3. Click the time under **Subscription Cycle** of the radio, and then set the subscription interval.

Location Subscribe Management ✕

Subscribe To An Object (1) Q Search For Subscription Objects

<input type="checkbox"/>	Type	Number	Alias	Subscription Cycle	Subscription Time	Operate
<input type="checkbox"/>	Terminal	7500001	7500001	3 s	2020-05-29 15:23:57	✕

Interval s

Cancel Save

1/1page Show 50 Items Per Page Previous Page Next Page go page Jump


4. Click **Save**.

Related Operation

If You Want To...	Then...
Unsubscribe to location services of a radio	Click ✕ following the radio.
Edit the subscription interval of multiple radios	<ol style="list-style-type: none"> 1. Select these radios. 2. Click Modify Subscription Cycle, and then change the interval. 3. Click Save.
Unsubscribe to location services of multiple radios	<ol style="list-style-type: none"> 1. Select these radios. 2. Click Unsubscribe.

11. Other Features

11.1 Setting the Web Client


1. In the navigation pane, click .
2. In the displayed **Settings** dialog box, specify related parameters, and then click **Save**.

Settings ✕

Audio Input	<input type="text"/>
Video Input	<input type="text"/>
Audio Out...	<input type="text"/>
Video Filling	Default ▼
Show Style	Alias + Number ▼
Map source	Google Offline ▼
Map Offset ...	Disable ▼

Save

11.2 Viewing the Login User

In the navigation pane, click .

Login User:7000001 ✕

Login Time:05-29 14:40:36

Logout

12. Abbreviations

Abbreviation	Full Name
DGNA	Dynamic Group Number Assignment
NIC	Network Interface Card
PTT	Push-to-Talk



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