



Corporate Administrator Tool (CAT)

User Guide V8.3

Bell

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1. Introduction and Key Features

The Push-to-Talk (PTT) service provides instant communication to individuals and talkgroups at the push of a button. The Corporate Administration Tool (CAT) helps in managing a corporate user's contacts and talkgroups.

Following is a brief description of key features of the Corporate Administration Tool:

PTT Users Management – Allows you to manage the PTT user profile such as name and subscription type.

Talkgroups Management – Allows you to manage Talkgroups including, Talkgroup scanning, supervisory override, permission to the talkgroup members for call initiation, and receive and in call accessibility. There are three types of talkgroups that you can manage: standard, dispatch, and broadcast groups.

External Users Management – Allows you to manage users external to the corporation.

Interop Connections Management – Allows you to manage the users between the Interop and PTT.

User Sets – Allows you to manage the user sets to PTT Users or Talkgroups.

2. Getting Started

This section describes the steps you must take to start using the Corporate Administration Tool.

This section is organized as follows:

- [Prerequisites](#)
- [Log into the Corporate Administration Tool](#)

Prerequisites

Required Browsers

The Corporate Administration Tool requires one of the following browsers. You must ensure that the browser you are using meets the following requirements:

- Apple Safari 8 or higher
- Google Chrome 45 or higher
- Microsoft Internet Explorer (IE) 11
- Microsoft Edge 25 or higher
- Mozilla Firefox 41 or higher

Ensuring Correct Display of the Website

Enabling Pop-ups

The Corporate Administration Tool opens in a new browser window. Be sure to enable pop-ups to access the Corporate Administration Tool.

Reset Zooming

To display the Corporate Administration Tool properly, make sure that the browser you are using has a zoom setting of 100%. To reset the zoom to 100%, press **CTRL+0** (zero) on your keyboard.

Log into the Corporate Administration Tool

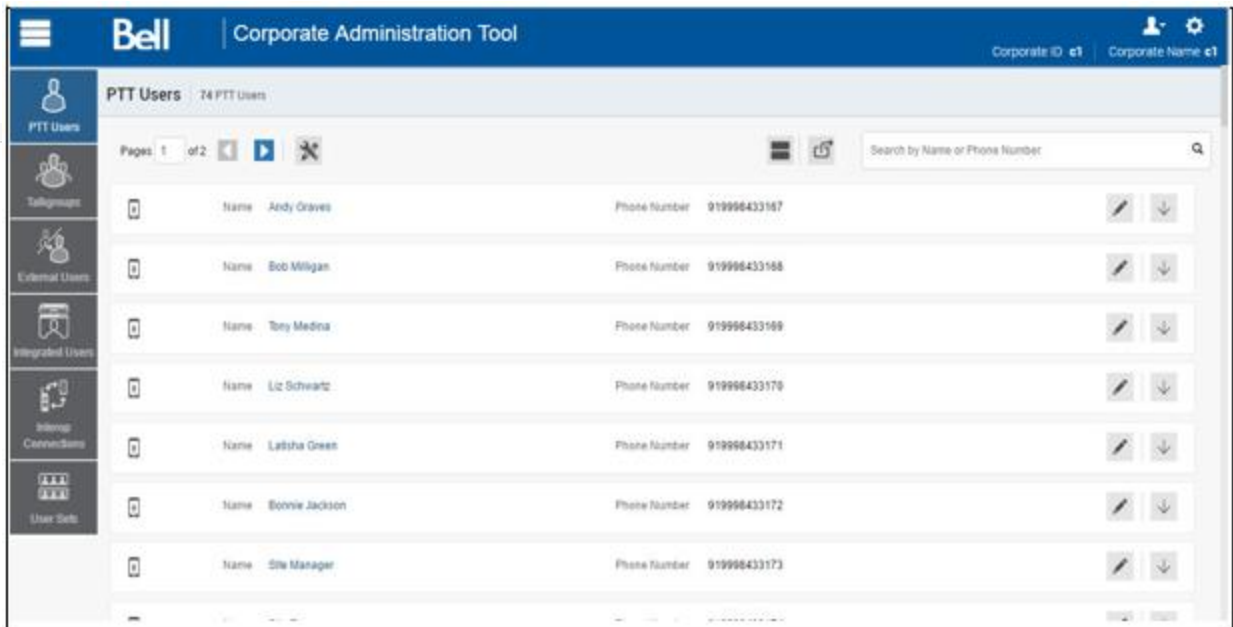
Please check with your service provider for access to the Corporate Administration Tool.

3. Navigate the Corporate Administration Tool

The generic screen layout of the Corporate Administration Tool contains three common navigational features (Header Area, Navigation Area, and the Work Area). The header area is at the top, the navigation area is located to the left, and the work area is in the center.

This section is organized as follows:

- Header Area
 - Menu
 - My Account
 - Settings
 - Header Area Icons
- Navigation Area
- PTT Users
 - PTT Users Icons
- Talkgroups
 - Talkgroup Icons
 - Avatars
- External Users
 - External Users Icon
- Interop Users
 - Interop Users Icons
- Work Area Navigation
- Search
 - Using Parameters
- Common Icons



Corporate Administration Tool Main Screen

Header Area

The header area contains a Logo, My Account, Settings, as well as the Corporate ID and Corporate Name.



Header Area

My Account

My Account allows you to exit the Corporate Administration Tool.

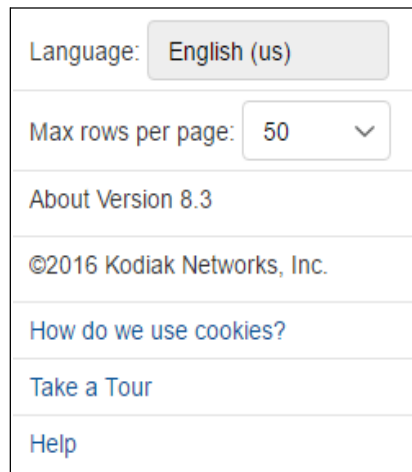
When you click the **Exit** option, a dialog box is displayed. "Do you want to exit Corporate Administration Tool?". Click **Exit** to exit the program or click **Cancel** to go back to your previous operation.

Settings

The settings are listed as follows:

- **Language** — Allows you to select the language from the drop-down, if another language is supported.
- **Max rows per pages** — Displays the number of rows to be shown per page in the work area.
- **About** — Displays the product version number of the product you are logged in
- **Copyright** — Displays the product copyright details.
- **How do we use cookies** — Displays how do we use cookies to save user's browsing preferences depend upon the server configuration.
- **Take a Tour** — Shows basic features and demo of the application.
- **Help** — Takes you to the Bell PTT support page on Bell.ca.

Note: Ensure to enable pop-ups in the browser to access the help page.




A screenshot of a settings menu. The menu is a vertical list of items, each in a separate row. The first row is 'Language: English (us)' with a dropdown arrow. The second row is 'Max rows per page: 50' with a dropdown arrow. The third row is 'About Version 8.3'. The fourth row is '©2016 Kodiak Networks, Inc.'. The fifth row is 'How do we use cookies?'. The sixth row is 'Take a Tour'. The seventh row is 'Help'. The menu is enclosed in a thin black border.

Language: English (us)
Max rows per page: 50
About Version 8.3
©2016 Kodiak Networks, Inc.
How do we use cookies?
Take a Tour
Help

Settings

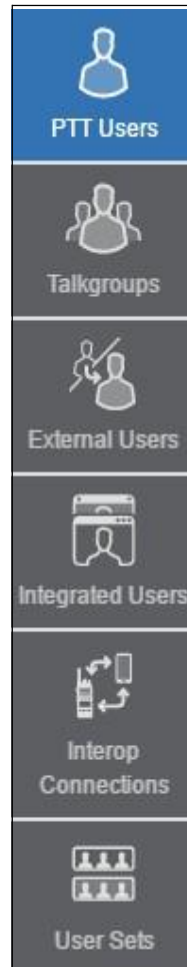
Header Area Icons

The following table lists the Header Area icons you will see in the Corporate Administration Tool.

Name	Icons	Description
My Account		Click to exit the application.
Menu		Click to access any available associated applications, such as License Management Tool.
Settings		Click to access the Language setting, Max rows per page, About version, How do we use cookies, Take a tour, Copyright, and Help.

Navigation Area

The left pane of the Corporate Administration Tool is the navigation area. This area contains menus which provide quick navigation to the corporate data information such as PTT Users, Talkgroups, External Users, Interop Connections and User Sets work areas.

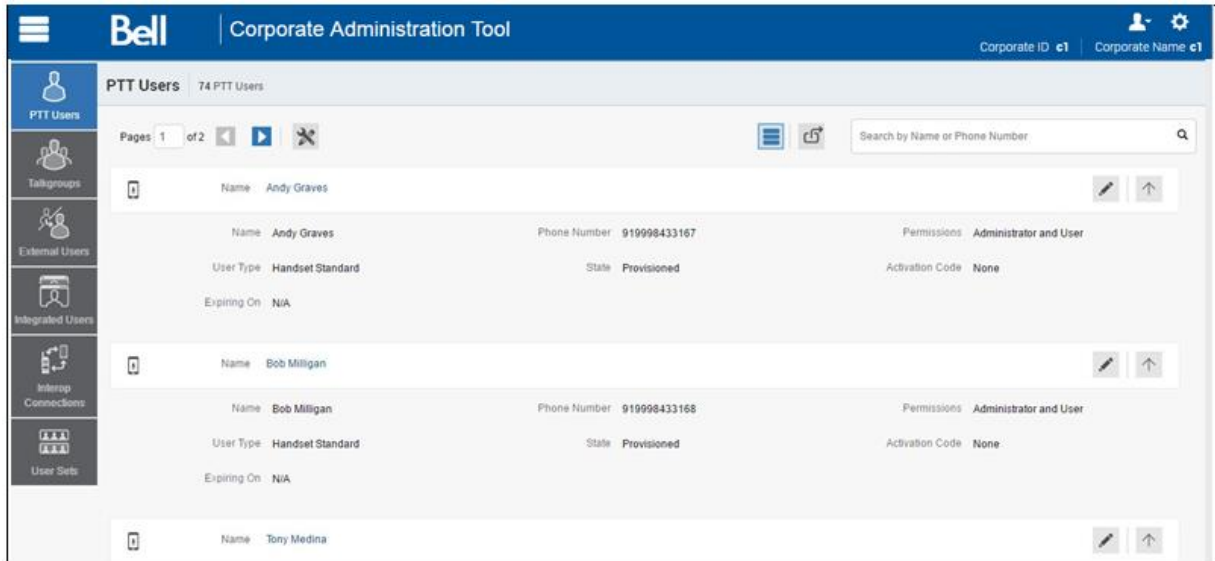


CAT Navigation Area

PTT Users

The PTT Users work area displays the list of users within your corporation. You can click the **PTT Users** menu in the navigation area.

You can search for a PTT User Name, Phone Number, State, User Type and Permission. This area also has options to search for specific user parameters. For details, refer to the ["Search"](#) section of this document.



PTT Users Main Screen

The following user types are displayed in the PTT Users work area. PTT Users are identified with unique icons as described in the ["PTT Users Icons"](#) section of this document.









- Dispatch
- Handset PTT Radio
- Handset Standard
- Needs Attention
- Wi-Fi Standard

In this work area, to select a single user, click the user row.

To select up to 200 users in a single instance, click the **Tools** icon and click the **Select All** check box. To select one or multiple users, click the **Tools** icon and click the check boxes associated with the users you want to select.

PTT Users Icons

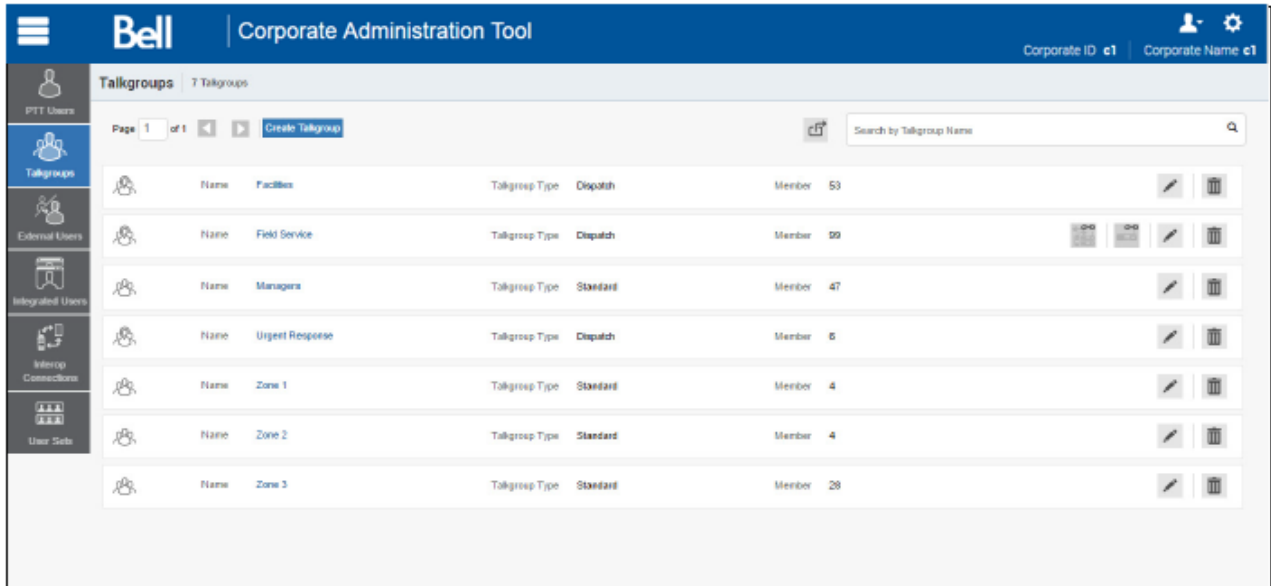
The following table lists the PTT Users icons you will see in the Corporate Administration Tool.

Name	Icons	Description
Dispatch		This icon indicates the dispatch console or dispatch group in the list area and work areas.
Dispatch Warning		This icon indicates that a dispatch needs attention. Dispatch will typically need attention when there is no activation code.
Handset Standard		This icon indicates a Handset Standard.
Handset Standard Warning		This icon indicates that a Handset Standard needs attention.
Handset PTT Radio		This icon indicates a Handset PTT Radio.
Handset PTT Radio Warning		This icon indicates that a Handset PTT Radio needs attention.
Wi-Fi Standard		This icon indicates a Wi-Fi Standard.
Wi-Fi Standard Warning		This icon indicates that a Wi-Fi Only Standard needs attention. A Wi-Fi Standard will typically need attention when there is no activation code.

Talkgroups

The Talkgroups work area displays the list of talkgroups within your corporation. To view the talkgroups, click on the **Talkgroups** menu in the navigation area.

You can search for a Talkgroup Name or Type. For details, refer to the ["Search"](#) section of this document.



Name	Facilities	Talkgroup Type	Dispatch	Member	53
Name	Field Service	Talkgroup Type	Dispatch	Member	09
Name	Managers	Talkgroup Type	Standard	Member	47
Name	Urgent Response	Talkgroup Type	Dispatch	Member	5
Name	Zone 1	Talkgroup Type	Standard	Member	4
Name	Zone 2	Talkgroup Type	Standard	Member	4
Name	Zone 3	Talkgroup Type	Standard	Member	28

Talkgroups Main Screen

Talkgroups are identified with unique icons as described in the ["Talkgroup Icons"](#) section of this document. A Talkgroup can also be assigned a specific Avatar as described in the ["Avatars"](#) section of this document.












The following types of talkgroups are displayed in the Talkgroups for creation:

- Broadcast
- Dispatch
- Standard

Click the **Create Talkgroup** button to create a new talkgroup.












Talkgroup Icons














The following table lists the Talkgroup icons you will see in the Corporate Administration Tool.



Name	Icons	Description
Broadcast Group		This icon indicates the broadcast group.
Broadcast Group Warning		This icon indicates that a broadcast group needs attention. Broadcast groups will typically need attention when a talkgroup does not meet the minimum requirements or exceeds the maximum requirements than allowed.
Broadcaster		This icon indicates that the user is a broadcaster of the broadcast group.
Change Call Initiating Permissions		This icon allows you to change or edit the call initiating permissions for a dispatch group type. Available options are as follows: Allow, Do not allow.
Change Call Receiving Permissions		This icon allows you to change or edit the call receiving permissions for a dispatch group type. Available options are as follows: Listen and Talk, Listen Only.
Dispatch Group		This icon indicates the dispatchers or dispatcher group in the list area and work areas.
Dispatch Group Warning		This icon indicates that a dispatch group needs attention. Dispatch Group will typically need attention when there is no activation code.
Talkgroup		This icon indicates a talkgroup in the list area and work areas.
Interop Talkgroup		This icon indicates a PTT Talkgroup on an Interop Console.
Standard Talkgroup		This icon indicates the standard talkgroup in the list area and work areas.
Standard Talkgroup Warning		This icon indicates that a standard talkgroup needs attention. Standard Talkgroup will typically need attention when there is no activation code.

Avatars

The following table lists the Avatar icons that you can assign to a Talkgroup to be displayed on the PTT Radio user type in the Corporate Administration Tool.

Name	Icons	Description
Default		The default icon associated with a Talkgroup.
Airplane		The airplane icon associated with a Talkgroup.
Book		The book icon associated with a Talkgroup.
Car		The car icon associated with a Talkgroup.
Construction		The construction icon associated with a Talkgroup.
Delivery		The delivery icon associated with a Talkgroup.
Desktop PC		The desktop PC icon associated with a Talkgroup.
Dispatcher		The dispatcher icon associated with a Talkgroup.
Driver		The driver icon associated with a Talkgroup.
Envelope		The envelope icon associated with a Talkgroup.
Field Service		The field service icon associated with a Talkgroup.

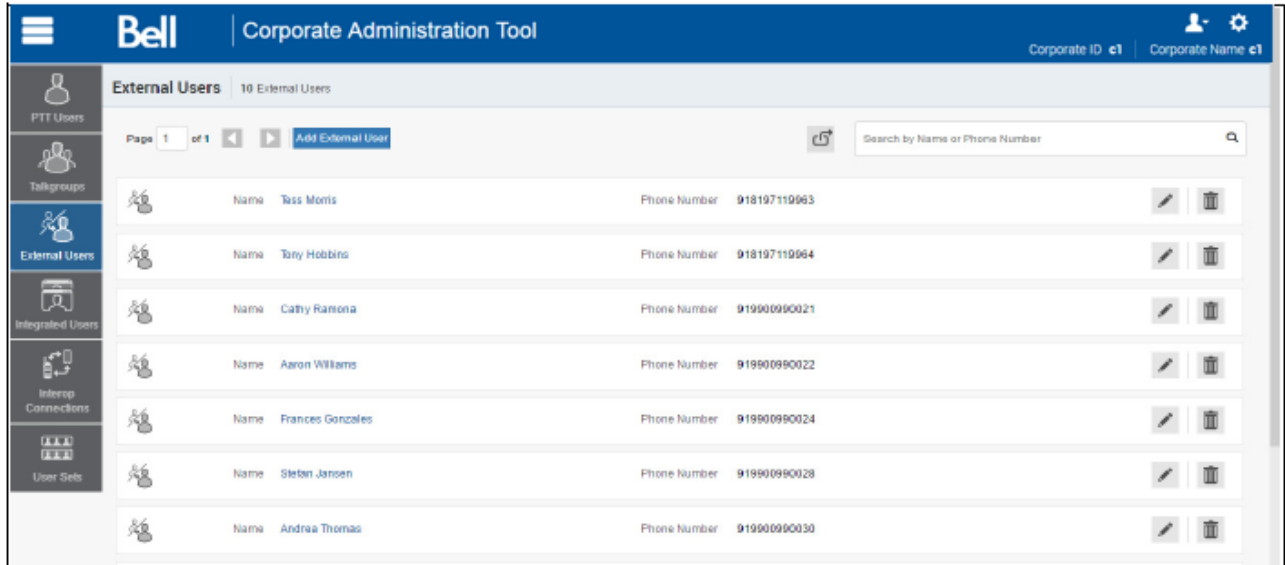
Name	Icons	Description
Flower		The flower icon associated with a Talkgroup.
Front Desk		The front desk icon associated with a Talkgroup.
Housekeeping		The housekeeping icon associated with a Talkgroup.
Laptop		The laptop icon associated with a Talkgroup.
Medical		The medical icon associated with a Talkgroup.
Notepad		The notepad icon associated with a Talkgroup.
PTT Phone		The PTT phone icon associated with a Talkgroup.
Room Service		The room service icon associated with a Talkgroup.
Security		The security icon associated with a Talkgroup.
Supervisor		The supervisor icon associated with a Talkgroup.
Telephone		The telephone icon associated with a Talkgroup.
Tree		The tree icon associated with a Talkgroup.
Truck		The truck icon associated with a Talkgroup.

Name	Icons	Description
Warehouse	 A simple line-art icon of a warehouse or storage area, featuring a rectangular structure with a flat roof and several small squares representing items or shelves inside.	The warehouse icon associated with a Talkgroup.
Worker	 A simple line-art icon of a worker wearing a hard hat, shown from the chest up.	The worker icon associated with a Talkgroup.

External Users

The External Users work area displays the list of external Users outside of your corporation.

The External Users work area has options to search for a specific external user by Name or Phone Number. For details, refer to the ["Search"](#) section of this document.



External Users Main Screen

Icons are identified in the ["External Users Icon"](#) section of this document.


The following types of users are displayed in the External Users section:

- External Users

Click the **Add External Users** button to create a new External Users.

External Users Icon

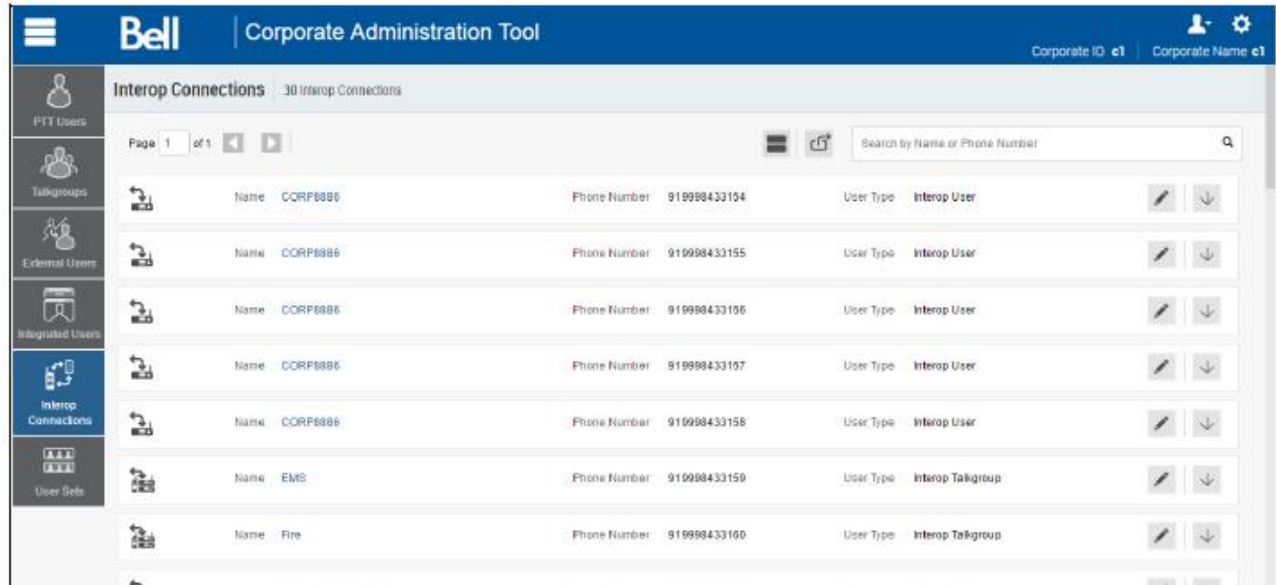
The following table lists the External Users icon you will see in the Corporate Administration Tool.

Name	Icons	Description
External User		This icon indicates that a user is a different corporation.

Interop Users

The Interop Users work area displays the list of Interop users within your corporation.

The Interop Users work area has options to search for a specific Interop user by Name or Phone Number or State or Type.



Name	Phone Number	User Type
CORP8886	91998433154	Interop User
CORP8886	91998433155	Interop User
CORP8886	91998433156	Interop User
CORP8886	91998433157	Interop User
CORP8886	91998433158	Interop User
EMS	91998433159	Interop Talkgroup
Fire	91998433160	Interop Talkgroup

Interop Users Main Screen







Icons are identified in the ["Interop Users Icons"](#) section of this document.

The following types of users are displayed in the Interop Users section:

- Interop Radio
- Interop User
- Interop Talkgroup
- Patch User

Interop Users Icons

The following table lists the Interop Users icons you will see in the Corporate Administration Tool.

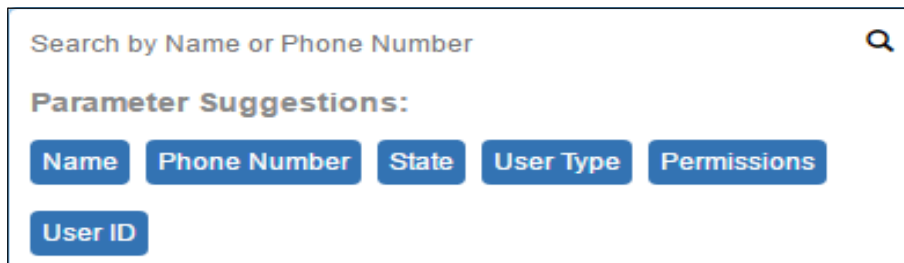
Name	Icons	Description
Interop Radio		This Icon indicates the Interop Radio or Interop Talkgroup. This feature allows the interoperability between the Kodiak Push-to-Talk Over Cellular (PoC) system and Interop networks using the Interop Radio solution.
Link to Interop Talkgroup		This icon indicates a Link to Interop Talkgroup.
Interop Talkgroup		This icon represents a PTT Talkgroup on an Interop Console.
Interop User		This icon indicates an Interop User. There is no warning icon associated with the Interop User.
Patch User		This icon indicates an Patch User.
Linked to Patch Endpoint		This icon indicates a Link to Patch Endpoint.

Work Area Navigation

Users are listed alphabetically in the work area. You can navigate through the pages by using the arrows at the top-left of the page or type a page number in the text field. A maximum of 200 users can be displayed for each page.

Search

You can search for a specific name in the work areas on the user interface of the Corporate Administration Tool.



Search Screen

The search narrows down and shows matching results as you are typing. The search is not case-sensitive. The result is a list with the search string anywhere in the Name or Phone number.

Note: Special characters are filtered from the search string while searching for the User using its Phone Number.

You can search for PTT Users, External Users and Interop Users by entering the Name or Phone number in the search box.

You can search for Talkgroups by entering the Talkgroup Name and type in the search box.













Using Parameters















You can use the following parameters to narrow your search results. Select the desired parameter and begin typing. Not all parameters are available for every work area. These parameters are as follows:










- **Name** — Enter up to a 30-alpha numeric character name.
- **Phone Number** — Enter up to a 30-alpha numeric character number.
- **User Type** — Click the drop-down and select the available options. Types are available based on the work area.:
- **State** — Click the drop-down and select the available options: Active, Provisioned, or Suspended.
- **Permission** — Click the drop-down and select the available options: Corporate and Corporate and User.

Common Icons

The following table lists the common icons you will see in the Corporate Administration Tool.

Name	Icons	Description
Allow Location		Displayed when the Tools is clicked.
Allow Multimedia		Displayed when the Tools is clicked.
Allow Text		Displayed when the Tools is clicked.
Assign Contacts		Click to assign a contact.
Assign User Set		Click to assign a user set for a single PTT user.
Tools		Click to active multiple operations for multiple selections including change permission and generate activation codes.
Cancel or Close		Click to cancel or close the current operation.
Change Permission		Click to change type Administrator or Administrator and User. This icon is active in when Tools is clicked.
Close		Click to close the current window.
Close User Set		Click to close user sets for PTT Users, Talkgroups, External Users and Interop users.
Collapse Details		Click to collapse the details for a single PTT User.
Delete		Click to delete the record data.

Name	Icons	Description
Edit		Click to edit the record data.
Error		This icon indicates an unsuccessful operation. Click to close the error message.
Expand Details		Click to expand the details for a single PTT User.
Export		Click to export all tabular data in CSV file format.
Generate Activation Code		Click to re-generate an activation code.
Generate Activation Codes		Click to generate activation codes for multiple selected users. This icon is active in Tools is clicked.
Show More for All		Click to show more for all record details.
Show Less for All		Click to show less for all record details.
Assign User Set		Click to manage the user sets for PTT Users, Talkgroups, External Users and Interop users.
Next Page		Click to display the next page of records.
Previous Page		Click to display the previous page of records.
Save Name		Click to save the record.
Name Change Cancel		Click to cancel the name change.
Search		Displays in the search text box.

Name	Icons	Description
Send Email		Click to send an activation code using email.
Show Less		Click to show fewer record details.
Show More		Click to show more record details.
Users		This icon indicates a user.
Success		This icon indicates a successful operation.
User Set		Click to view the User Set that you are not a member of.
User Set Member		Click to view the User Set that you are a member of.
View Distribution		Click to view the User Set Distribution.
Go to Top		Click to go to top of the window.
Information		Click to view the information.

4. Manage PTT Users

The Manage PTT Users section describes how to manage the user profile in the work area (PTT Users, Talkgroups, External Users, Interop Connections and User Sets using the Corporate Administration Tool (CAT).

PTT Users icons are identified in the "[PTT Users Icons](#)" section of this document.

For common icons, refer to the "[Common Icons](#)" section of this document.

This section is organized as follows:

- [View a User](#)
- [Edit a User](#)
- [Re-Sync a User](#)
- [Generate Activation Codes](#)
 - [Regenerate an Activation Code](#)
 - [Resend an Existing Generated Activation Code without Regenerating](#)
- [Manage Contacts](#)
 - [Assign Contacts](#)
 - [Remove Contacts](#)
- [Manage User Sets](#)
 - [Add a User Set as Contacts to a User](#)
 - [Remove a User Set from a User](#)
 - [View User Set Members Associated with a User](#)
- [Manage Talkgroups](#)
- [Select Multiple Users](#)
- [Generate Activation Codes for Multiple Users](#)
- [Using the Export Operation](#)
- [Enable Features to PTT Users](#)
- [Change User Type](#)

View a User

To view a user, click the **PTT Users** menu from the CAT navigation. The PTT Users main screen is displayed as shown below.

The screenshot displays the 'PTT Users' main screen in the Bell Corporate Administration Tool. The header shows the Bell logo and 'Corporate Administration Tool' with 'Corporate ID e1' and 'Corporate Name e1'. The left sidebar contains navigation icons for PTT Users, Talkgroups, External Users, Integrated Users, Intraop Connections, and User Sets. The main content area shows a list of users with the following details:

Name	Phone Number	User Type	State	Permissions	Activation Code
Andy Graves	019998433167	Handset Standard	Provisioned	Administrator and User	None
Bob Milligan	019998433168	Handset Standard	Provisioned	Administrator and User	None
Tony Medina					

PTT Users Main Screen

Note: To edit the name, double-click the Name field and change the name as desired.

You can view the following information on clicking the **Show More for All** icon to view an individual PTT User details:

- Name
- Phone Number
- User Type
- Permissions
- State
- User ID

You can use the **Export** icon to export the page data in CSV format. For more details, see the ["Using the Export Operation"](#) section in this document.

You can use the search operation using specific parameters, refer to the ["Search"](#) section of this document.

To select one or multiple users, click the **Tools** icon and click the check boxes associated with the users you want to select.

Edit a User

To edit a single user, click the **Edit** icon associated with the user name from the work area. The user profile is displayed.

The screenshot displays the 'PTT User Details' page for user 'Andy Graves'. The page includes a navigation sidebar on the left with options like 'PTT Users', 'Talkgroups', 'External Users', 'Integrated Users', 'Interop Connections', and 'User Sets'. The main content area shows user information in a form-like layout with fields for Name, Phone Number, Billing Number, Permissions, State, Expiring On, User Type, Email ID, and Activation Code. Below this is a section for 'Contacts' and 'Talkgroups' with a search bar and a table listing contacts. The table has columns for Name, Phone Number, and User Type.

Name	Phone Number	User Type
UserSet-1		
UserSet-2		
Ann Garner	919998433186	Dispatch

Single User Selection

The following details of a User profile is shown as follows:

- **Name** — Displays the name of the user. This field can be edited.
- **Phone Number** — Displays the number of the user. This field cannot be edited.
- **Billing Number** — Displays the billing phone number of the user. This field cannot be edited. For more information, refer to the ["Billing Phone Number"](#) section in this document.
- **Permissions** — Displays the corporation type permissions of the user. This field can be edited. For more information, refer to the ["Permissions"](#) section in this document.
- **State** — Displays the activation state of the user. This field cannot be edited. For more information, refer to the ["State"](#) section in this document.
- **Expiring On** — Displays the expiration date of the activation code. This field cannot be edited. For more information, refer to the ["Expiring On"](#) section in this document.
- **User Type** — Displays the client type of the user. This field can be edited. For more information, refer to the ["User Type"](#) section in this document.
- **Email ID** — Displays the email ID of the user. This field can be edited. For more information, refer to the ["Email ID"](#) section in this document.
- **Activation Code** — Displays the activation code of the user. This field cannot be edited. For more information, refer to the ["Activation Code"](#) section in this document.

The user's profile is shown on the top portion of the work area, which consists of the following information.

Billing Phone Number

The following types of clients are provisioned in the system in the form of license packs.

- Dispatch
- Interop Talkgroups
- Interop Users
- Patch Endpoint
- Wi-Fi Standards

The billing system assigns a Billing Phone Number to these license packs. The system generates Pseudo Phone Numbers for each Billing Phone Number.

The Billing Phone Number cannot have PTT service and thus is not available in the work area.

In case, the user is not a license pack user, Phone Number and the Billing Phone Number are the same.

Permissions

Select the new users **Permission** from the drop-down.

You can manage Administrator or Administrator User types only. You are not allowed to manage Public user permissions. User permission can have the following values.

- **Administrator:** These users will only receive contacts and talkgroups from a corporate administrator.
-
- **Administrator and User:** These users can receive contacts and talkgroups from a corporate administrator and have the capability to define and manage their own contacts and talkgroups. They can make and receive calls outside the corporation.

State

The State field represents the user service status. It is assigned by the billing system and can have one of the following options.

- **Provisioned** – The user has signed up for a service but has not yet activated the client for use.
- **Activated** – The user has downloaded and activated the client and has the necessary configuration for the user to start using the service.
- **Suspended** – The user's service is currently suspended. The user can maintain their configuration, contacts, and talkgroups but cannot use the service.

User Type

The User Type represents the read-only information about the user type and are as follows:

- Dispatch
- Handset PTT Radio

- Handset Standard
- Tablet PTT Radio
- Wi-Fi Standard

Expiring On

The Expiring On is a system generated once the Generate Activation Code button is selected. The activation code typically expires within seven days from generation.

Email ID

Enter or Update the user e-mail in the Email ID field. The activation code is sent to this Email ID.

Activation Code

The clients other than Handset, Handset PTT Radio, Interop Radio, Interop Talkgroup, and Patch Endpoint need a special code for activation. This is called an activation code.

Interop User and Interop Talkgroup do not need an activation code and these clients will be in 'Active' state immediately after provisioning.

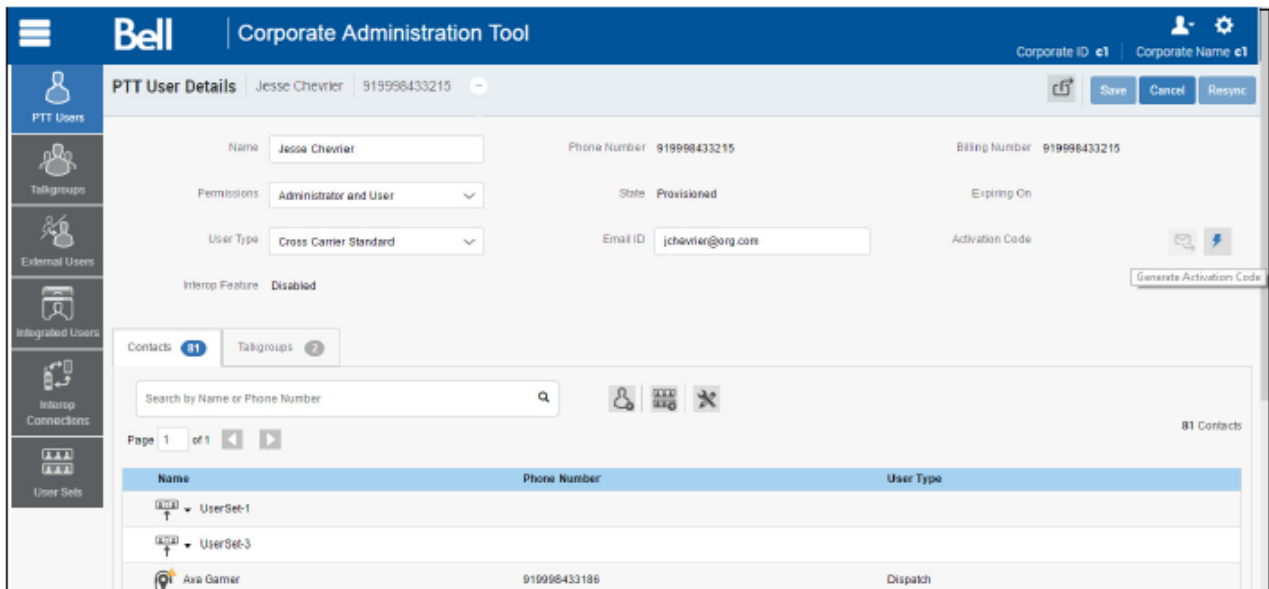
For Handset and Interop Radio clients, generating an activation code is optional and required only if the user wants to activate over the Wi-Fi network. An example of this would be a department store where there is no cellular coverage indoors. Refer to ["Generate Activation Codes"](#) on how to generate an activation code for handset users activating over Wi-Fi. A similar method is followed to activate other types of clients.

Re-Sync a User

For more information, refer to the ["Re-sync a Device"](#) section in this document.

Generate Activation Codes

1. From the PTT Users work area, click the **Edit** icon associated with the user.



Generate Activation Code for a User

2. Click the **Generate Activation Code** icon. A pop-up message window is displayed, "*Activation code successfully generated. Would you like to send an email.*"
3. Click **OK** to send the new activation code to user's Email ID. A Send Email with Activation Code to Handset Client pop-up window displays.
4. Click the **Send Email** button to send the newly generated activation code.
5. After generating the activation code, the activation code expiry date appears on the **User Profile** page in the **Expiring On** field.

Email Activation Code Handset PTT Radio ✕

To:

From: donotreply@corporateadmin.com

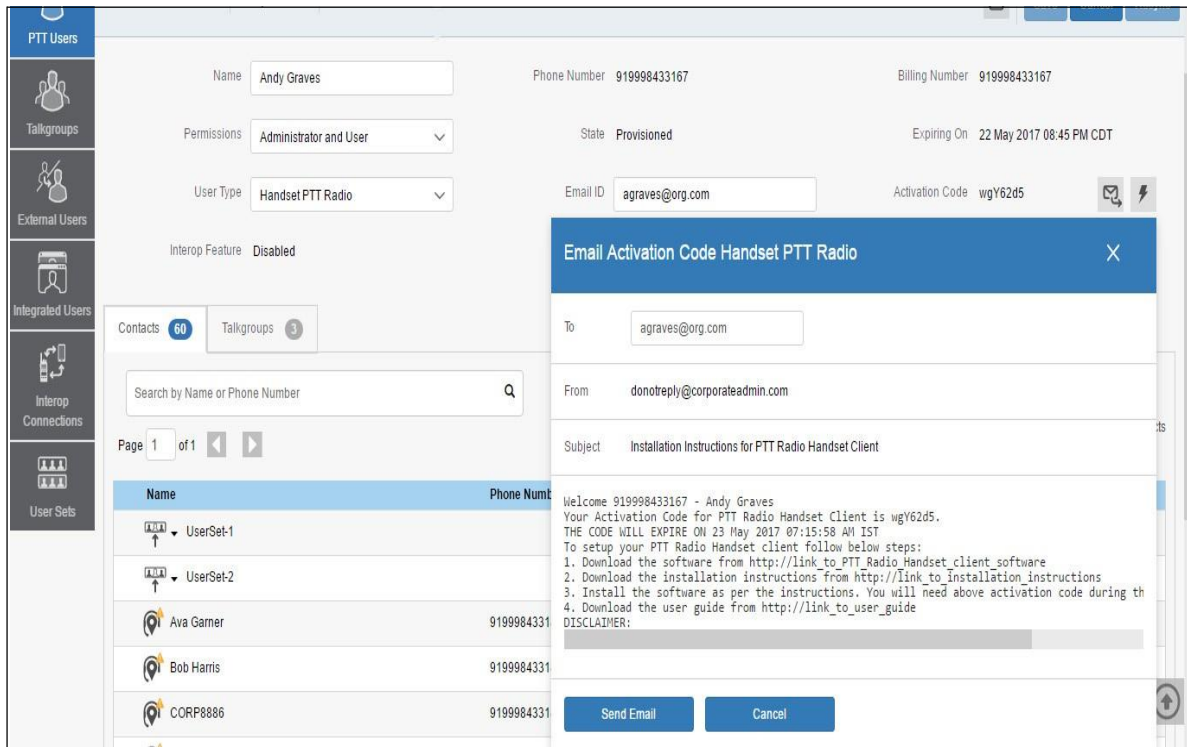
Subject: Installation Instructions for PTT Radio Handset Client

Welcome 919998433167 - Andy Graves
Your Activation Code for PTT Radio Handset Client is wgY62d5.
THE CODE WILL EXPIRE ON 23 May 2017 07:15:58 AM IST
To setup your PTT Radio Handset client follow below steps:
1. Download the software from http://link_to_PTT_Radio_Handset_client_software
2. Download the installation instructions from http://link_to_installation_instructions
3. Install the software as per the instructions. You will need above activation code during th
4. Download the user guide from http://link_to_user_guide
DISCLAIMER:

[Send New Activation Code to User](#)

Regenerate an Activation Code

1. Click **Regenerate Activation Code** on the **User Profile** page to regenerate the activation code. Regenerating an activation code for already activated clients deactivates the client, thus a confirmation message window is displayed, *"You have selected to generate a new activation code. Existing activation code will be invalidated. Client will have to re-activate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation."*
2. Click **OK** to confirm for the regeneration of a new activation code. A pop-up message window is displayed, *"Activation code successfully generated. Would you like to send an email."*
3. Click **OK** to send the new activation code to the user's Email ID. A Send Email with Activation Code to Handset Client popup window is displayed.



Send Email Activation Code

4. Click the **Send Email** button to send the regenerated activation code.
5. After regenerating the activation code, the activation code expiry date appears on the **User Profile** page in the **Expiring On** field.

Resend an Existing Generated Activation Code without Regenerating

1. From the PTT Users work area, click the **Edit** icon associated with the user.
2. Click **Email Activation** icon on the **User Profile** page to open an email with the current activation code.
3. Click the **Email Activation Code** button to resend the existing activation code to the user's Email ID. A 'Send Email with Activation Code' pop-up window displays.
4. Click the **Send Email** button to resend the existing activation code.

Email Activation Code Integrated Web ✕

To:

From: donotreply@corporateadmin.com

Subject: Installation Instructions for 3rd Party POC Client

Welcome 919998433152 - Indy Gibson
Your Activation Code for 3rd Party POC Client is TD7u6jN
THE CODE WILL EXPIRE ON 28 April 2117 09:26:25 AM IST

To setup your 3rd Party POC client follow below steps:
1. Download the software from http://link_to_3rd_Party_POC_client_software
2. Download the installation instructions from http://link_to_installation_instructions
3. Install the software as per the instructions. You will need above activation code during th
4. Download the user guide from http://link_to_user_guide

DISCLAIMER:
[Redacted]

Resend an Existing Generated Activation Code without Regenerating

Manage Contacts

There are two types of Push-to-Talk (PTT) contacts: those that are personal and managed on the phone, and those that are managed by you. This section covers the PTT contacts that are managed by you.

The phone book management for contacts is designed with three tabs under the **Manage Contact** tab. An administrator can navigate between these tabs, perform the required changes, and later update the changes.

There are two ways that you can assign contacts to a user.

1. Selecting individual members from user's list.
2. Creating or assigning a user set to a user.

This section describes the first method. For the second method, refer to the ["Assign More than 200 Contacts to Each User through User Sets"](#) section of this document.

Assign Contacts

Perform the following steps to assign contacts.

1. Select a user as explained in the ["View a User"](#) section of this document.
2. From the Contacts tab, click the **Assign Contacts** button.

The screenshot shows the 'PTT User Details' for Andy Graves (Phone Number: 919998433167). The 'Assign Contacts to "Andy Graves"' dialog box is open, displaying a search bar and a table of contacts. The table has columns for 'Name' and 'Phone Number'.

Name	Phone Number
Bob Milligan	919998433168
Tony Medina	919998433169
Liz Schwartz	919998433170
Latisha Green	919998433171
Bonnie Jackson	919998433172
Site Manager	919998433173
Site Foreman	919998433174
Service Tech Manager	919998433175
Security Manager	919998433176
CORP886	919998433177
CORP886	919998433178
CORP886	919998433179

Assign Contacts

Note: The **Assign Contacts** button is disabled if the selected user has exceeded the maximum limit of the total contacts. To re-enable this button, remove some individual contacts or user sets assigned to the user.

3. Select the contacts you want to assign to the user's phone book by selecting the applicable check boxes. Only those contacts that are not already assigned to the user are available for selection. You can pick a maximum of 50 contacts at a time. You can also select up to 50 contacts by clicking the check box before the Name header, which functions as a **Select All** check box. In that case, the first 50 contacts are selected for assignment.
4. Click **Assign**. The assigned contacts are displayed in the **Contacts** tab and the total contacts count is increased accordingly.

Note: You may receive an error if you select an External Contact(s) which is not part of the Corporation.

5. Click **Save** to save your changes. A confirmation message is displayed. The assigned contacts will be synced to the user's handset.

Note: You can select a combination of up to 50 individual contacts or any number of user sets at one time until you reach the maximum of 1000 (new and existing) total contacts. When completed, click the **Save** button to save all records. The data is not saved until the **Save** button is clicked.

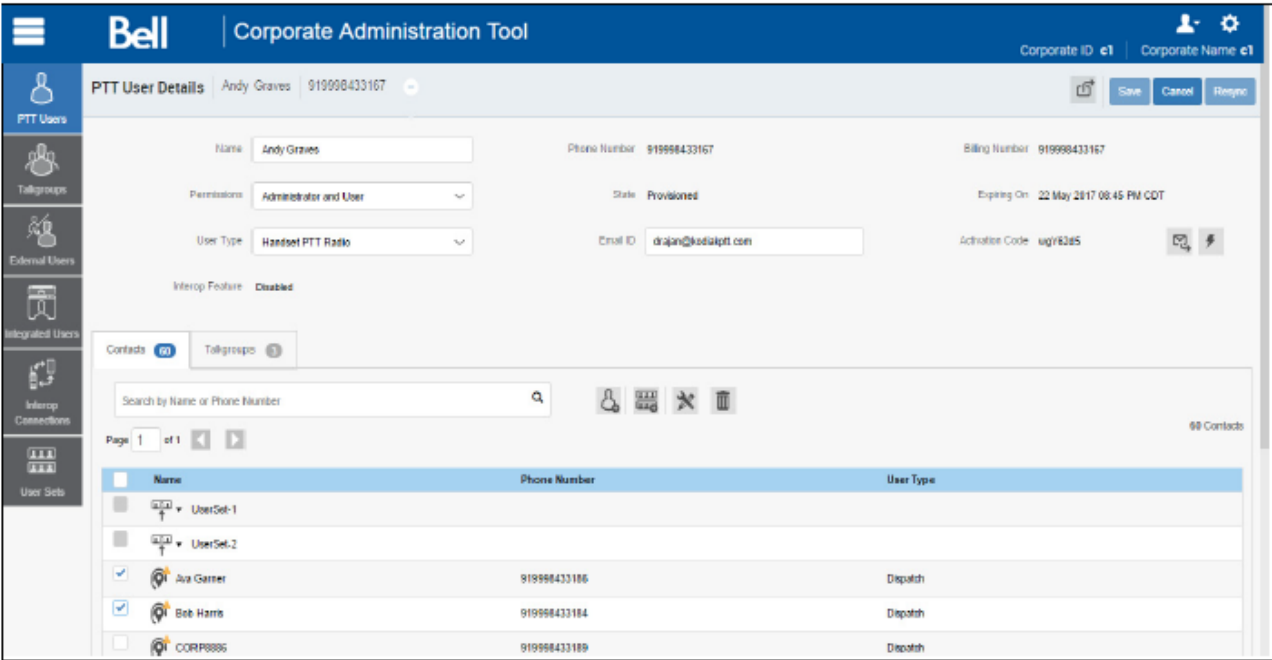
Remove Contacts

Perform the following steps to remove a contact.

1. Select a user as explained in the ["View a User"](#) section of this document.

2. In the work area, click the **Tools** icon.
3. From the **Contacts** tab, select the check box associated with the contact to be deleted.

You can also search for the contact by selecting a parameter.



Remove Contacts

4. Click the **Delete** icon to perform the removal operation. A confirmation message is displayed stating user name profile was updated successfully. The contacts selected for removal are removed from the Contacts tab, and subsequently, the Total Contacts count decreases.

Note: You can select up to 50 individual contacts or any number of user sets at a time for removal. You can also click the **Remove All** link to remove up to 50 individual contacts or any number of user sets in one save operation. When completed, click the **Save** button to save all records. The data is not saved until the **Save** button is clicked.

Manage User Sets

A user set is a faster way to program multiple handsets easily. It is a logical set of users where each member of the user set is assigned as a contact to other. The user sets are only visible and manageable from the Corporate Administration Tool (CAT).

For more information, refer to the ["Manage User Sets Assigned to PTT Users or Talkgroups"](#) section in this document.

Add a User Set as Contacts to a User

To add a user set as contacts of a user, refer to ["Assign a User Set"](#) section in this document.

Remove a User Set from a User

To remove a user set from a user that you are not a member of, refer to ["Remove a User Set"](#) section in this document.

To remove a user set from a user that you are a member of, refer to ["Remove Members from a User Set"](#) section in this document.

View User Set Members Associated with a User

To view user set members associated with a user, refer to ["View User Set Members"](#).

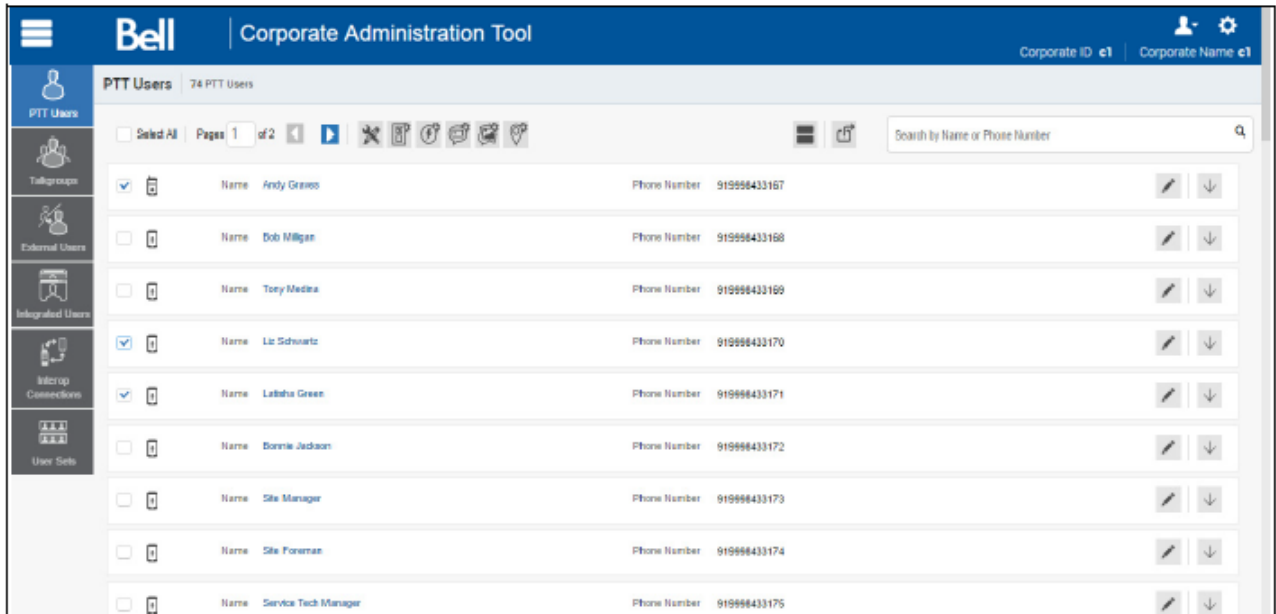
Manage Talkgroups

For more information, refer to the ["Manage Talkgroups"](#) section in this document.

Select Multiple Users

To select multiple users, you can select and click the users from the work area individually by clicking the **Tools** icon and clicking the **Select All** check box for all records or clicking one or more individual check box.

Users are displayed alphabetically in the work area in pages. You can navigate through the pages by using the arrows at the top-left of the page or type a page number in the text field.



Selecting Multiple Users

You can change the Type as explained below:

1. Select the **Change Type icon** to display the following options for theselection.
 - Administrator
 - Administrator and User

Note: You will see an Information message based on your selection of Administrator or Administrator and User type selected. For example: “*You are about to change the types of all the selected users to Administrator. Are you sure?*”

2. Click **OK** to save the changes or **Cancel** and your changes will be lost.

You can change the PTX permissions for the users for the following options:

- Allow Text?
 - Allow Multimedia?
 - Allow Location?
1. Click the respective icon and select **Yes** to allow.

Or

Click **No** to deny the permission.

2. Click **OK** to save the changes or **Cancel** and your changes will be lost.

Generate Activation Codes for Multiple Users

You can generate activation codes for multiple users by performing the following steps.

1. In the work area, click the **Tools** icon (if available) and click the **Select All** check box for all records or click more than one individual check box.
2. Click the **Generate Activation Codes** icon. An information message displays, *"You have selected to generate new activation codes. Existing activation codes if any will be invalidated. Client will have to re-activate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation."*
3. Click **OK** to generate the activation code. A confirmation message displays stating, *"Success Multiple Users updated successfully."*
4. Click **Close** icon to close the confirmation window.

Note: If any of the selected users are already active or have an activation code, only then will you get the pop-up message.

Using the Export Operation

For more information, refer to the ["Using the Export Operation"](#) section in this document.

Change User Type

You can change the user type of the Handset Standard and Wi-Fi Standard from the drop-down in the work area of the user details. To change the user type do the following:

1. From the PTT Users work area, click the **Edit** icon associated with the user.
2. In the Work area, select the User Type drop-down.
3. Select the type of user you want to change and click **Save** button.
4. A confirmation message is displayed. Click **OK** to continue.

Or

Click **Cancel** to cancel the action.

Bell | Corporate Administration Tool Corporate ID: e1 | Corporate Name: e1

PTT User Details | Raja Client_HS1 | 919940654639 Save Cancel Resync

Name: Raja Client_HS1 | Phone Number: 919940654639 | Billing Number: 919940654639

Permissions: Administrator and User | State: Activated | Expiring On: [blank]

User Type: **Handset Standard** | Email ID: donoreply@kodialnetworks.com | Activation Code: [blank]

Messaging: Text Multimedia Location

Contacts: 4 | Talkgroups: 5

Search by Name or Phone Number [input] [icon] [icon] [icon]

Page 1 of 1

Name	Phone Number	User Type
New		
Michael George Not in Use	918888888809	Dispatch
Michael George	918888888861	Dispatch

Change User Type

5. Manage Talkgroups

The Manage Talkgroups section describes the talkgroups that are managed by you.

There are two types of Talkgroups: those that are personal and managed on the phone and those that are managed by you.

Talkgroup icons are identified in the ["Talkgroup Icons"](#) section of this document.

For common icons, refer to the ["Common Icons"](#) section of this document.

This section is organized as follows:

- [View a Talkgroup](#)
- [View Talkgroups Assigned to a User](#)
- [Create a New Talkgroup](#)
- [Patched Talkgroup](#)
- [Edit a Talkgroup](#)
 - [Rename a Talkgroup](#)
 - [Add Members to a Talkgroup](#)
 - [Remove a Member from a Talkgroup](#)
 - [Manage User Sets](#)
 - [Save Changes to a Talkgroup](#)
- [Delete a Talkgroup](#)

View a Talkgroup

To view a Talkgroup, click the Talkgroup menu from the CAT navigation. The Talkgroups main screen is displayed as shown below.

The work area lists the name, type of the talkgroup, and number of members. You can change the name but you cannot change the type of the talkgroup or number of members.

Note: To edit the name, double-click the Name field and change the name as desired.

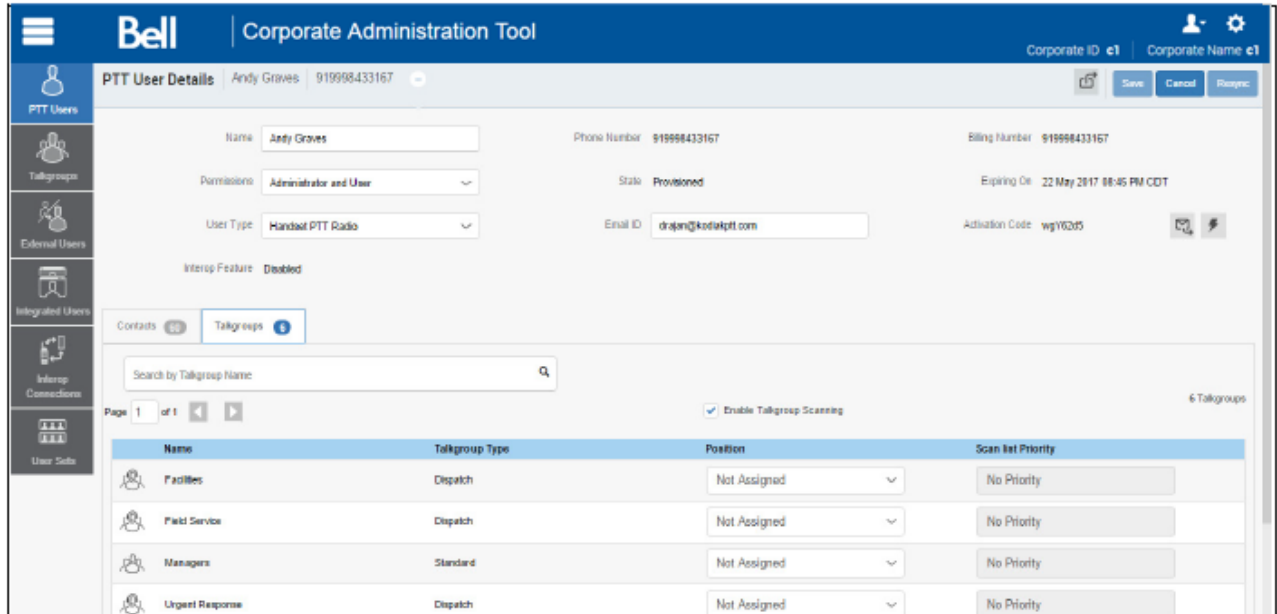
Name	Facilities	Talkgroup Type	Dispatch	Member	53
Name	Field Service	Talkgroup Type	Dispatch	Member	99
Name	Managers	Talkgroup Type	Standard	Member	47
Name	Urgent Response	Talkgroup Type	Dispatch	Member	6
Name	Zone 1	Talkgroup Type	Standard	Member	4
Name	Zone 2	Talkgroup Type	Standard	Member	4
Name	Zone 3	Talkgroup Type	Standard	Member	28

Talkgroups Main Screen

Note: For some small corporations, the auto-pairing feature creates a talkgroup named '*all-users-talkgroup*' automatically when there is no corporate administration access. As the auto-paired corporation grows, the corporate administration access is required to manage the contacts and talkgroups. Not all corporations are auto-paired. If your corporation is auto-paired previously and you are given an access to Admin tool now, that means your corporation is no longer auto-paired, but you can manage the previously created auto-paired talkgroup as any other talkgroup.

View Talkgroups Assigned to a User

1. Select a user from the **PTT Users** menu to display the User Profile page.
2. Click the **Edit** icon in the user's profile.
3. Click the Talkgroups tab to display the assigned talkgroups for the selected user as shown below.



The screenshot shows the 'PTT User Details' page for Andy Groves. The 'Talkgroups' tab is active, showing a search bar and a table of assigned talkgroups. The table has columns for Name, Talkgroup Type, Position, and Scan list Priority. The table contains four rows: Facilities (Dispatch, Not Assigned, No Priority), Field Service (Dispatch, Not Assigned, No Priority), Managers (Standard, Not Assigned, No Priority), and Urgent Response (Dispatch, Not Assigned, No Priority).

Name	Talkgroup Type	Position	Scan list Priority
Facilities	Dispatch	Not Assigned	No Priority
Field Service	Dispatch	Not Assigned	No Priority
Managers	Standard	Not Assigned	No Priority
Urgent Response	Dispatch	Not Assigned	No Priority

View Talkgroups Assigned to a User

Note: If there is no talkgroup displayed for a selected user, you will need to create a talkgroup. For information on creating talkgroups, refer to the ["Create a New Talkgroup"](#) section of this document.

Create a New Talkgroup

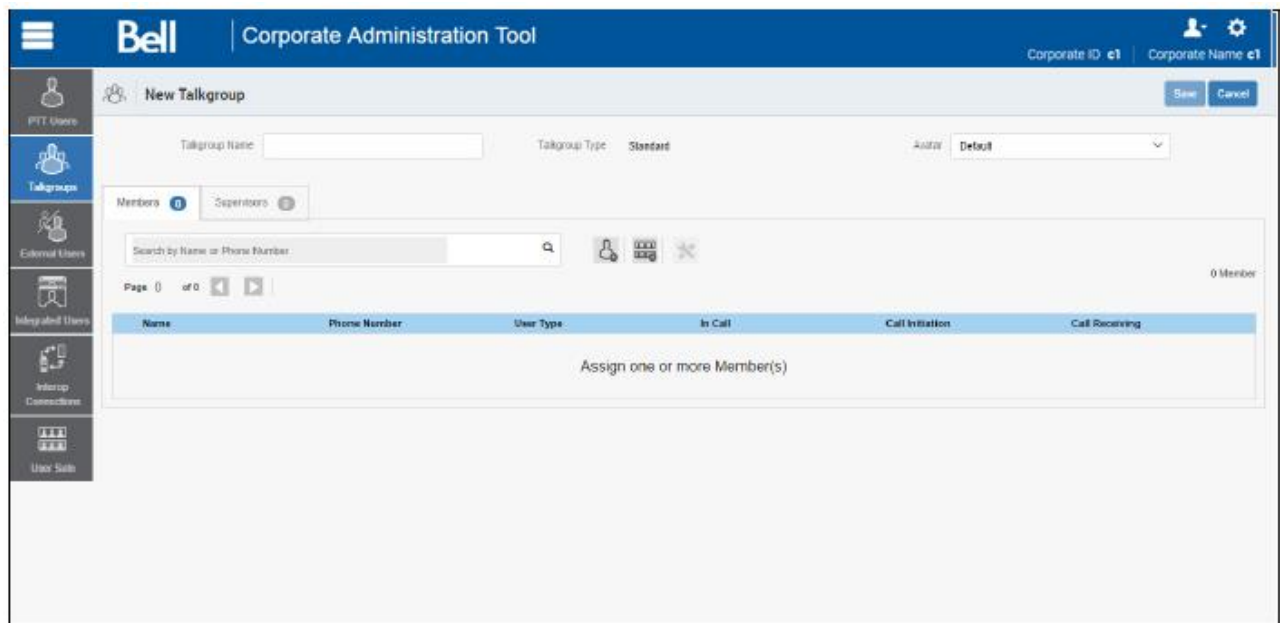
The following talkgroup types are supported in the Corporate Administration Tool.

Standard Group: A Standard talkgroup can have up to 250 members. A standard talkgroup can have one or more supervisors assigned to it. Refer to "[Supervisory Override](#)" for more details.

Dispatch Group: A Dispatch group is a standard talkgroup with the additional capability to assign a dispatcher to it. A Dispatch Group can have up to 250 members including the Dispatcher. The members of the talkgroup are called fleet members. Refer to "[Dispatch](#)" for more details.

Broadcast Group: A Broadcast group is a special type of talkgroup where the communication is one way from the broadcasters of the talkgroup to the members. A Broadcast Group can have up to 500 members including the Broadcaster. These types of talkgroups allow a broadcaster to make high-priority calls typically used for making important announcements. Refer to "[Manage Broadcast Groups](#)" for more details.

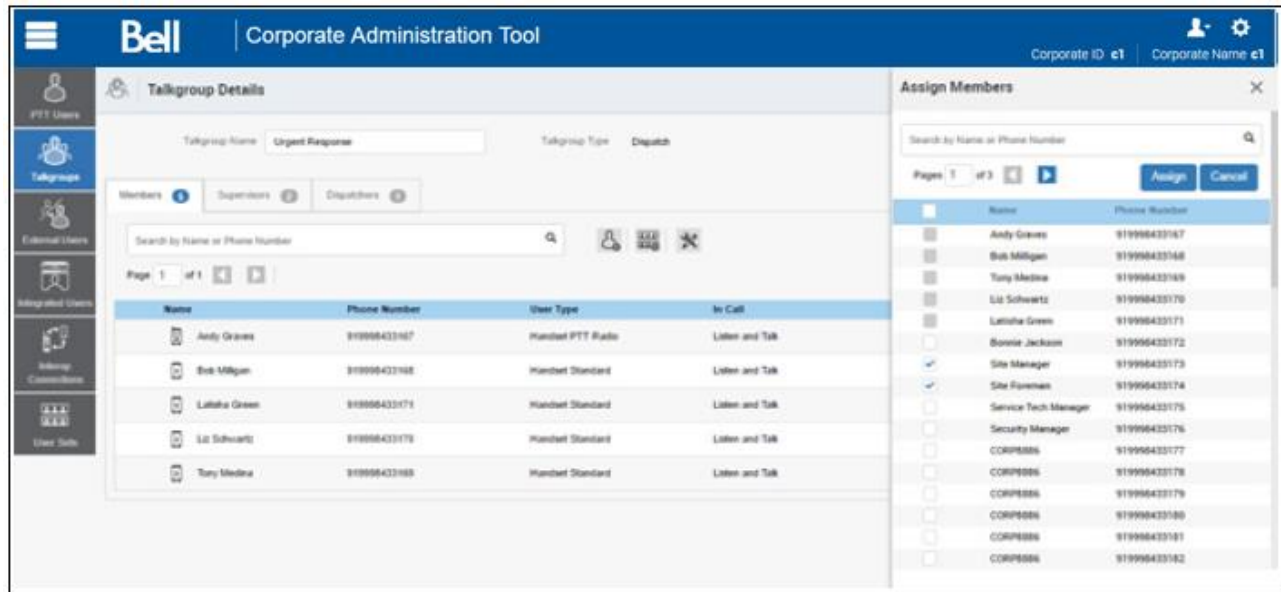
1. From the Talkgroups work area, click **Create Talkgroup** to create a new talkgroup as shown below.



The screenshot shows the 'New Talkgroup' form in the Bell Corporate Administration Tool. The form includes a 'Talkgroup Name' field, a 'Talkgroup Type' dropdown menu set to 'Standard', and an 'Avatar' dropdown menu set to 'Default'. Below these fields are buttons for 'Members' (0) and 'Supervisors' (0). A search bar labeled 'Search by Name or Phone Number' is present, along with a table with columns: Name, Phone Number, User Type, In Call, Call Initiation, and Call Receiving. The table is currently empty, displaying the text 'Assign one or more Member(s)'. The interface also features a sidebar with navigation options like 'PTT Users', 'Talkgroups', 'External Users', 'Integrated Users', 'Interup Capabilities', and 'User Sets'.

Create New Talkgroup

2. Select a talkgroup from the **Talkgroup Type** drop-down.
3. Enter the talkgroup name in the **Name** field. The name should be less than 30-characters long and it should have at least one non-space character. Duplicate names are not allowed in the corporation.
4. Select an **Avatar** from the drop-down. A list of all available Avatars are listed in the "[Avatars](#)" section within this document.
5. Click the **Assign Members** button to assign members. The **Assign Members** pop-up window is displayed as shown below.



Add Individual Members

6. Select the members to be added to the talkgroup by checking the applicable check boxes. Only those members that are not already a member of the talkgroup are available for selection. The talkgroup must have at least two members in it. You can pick a maximum of 50-members at a time for an addition. You can also select members by clicking the check box next to the Name header, which functions as a Select All check box. In that case, the first 50-members are selected for an addition.
7. Click **Assign**. The members selected for addition are displayed in the Talkgroup tab and the total members count is increased accordingly.
8. Click **Save** to add the talkgroup. A confirmation message displays, *"Talkgroup will be created and distributed to members. Are you sure? Note: DO NOT CREATE a talkgroup with all external contacts only. Make sure that there is at least one internal user in it."*
9. Click **OK** to continue the confirmation message that appears. The updated talkgroup will be synced to the user's handset. A Success message displays stating that your 'talkgroup' added successfully.

Note: The talkgroup is not added to the corporation until you click the **Save** button.

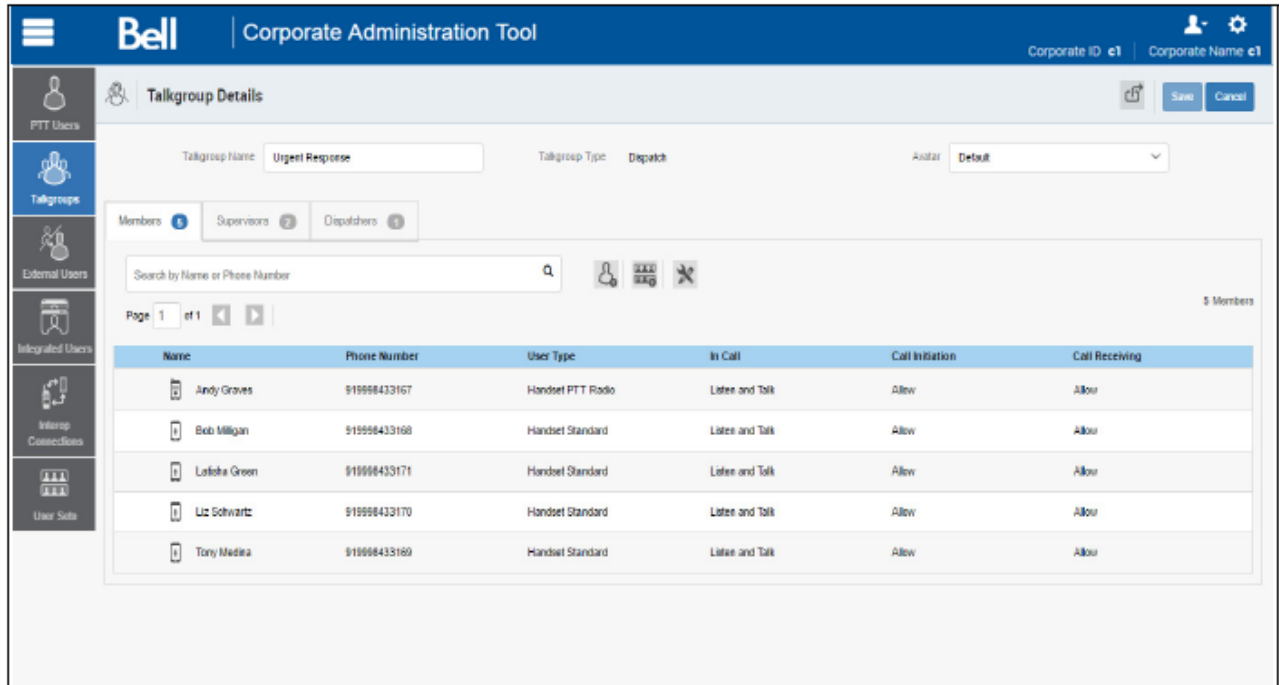
Patched Talkgroup

When the talkgroup has patch as a member, it is a patched talkgroup. A talkgroup can add maximum of 8 patched members. An Interop user cannot be patched with the patch user in a talkgroup.

Edit a Talkgroup

Rename a Talkgroup

1. Select the talkgroup from the Talkgroups work area and click the **Edit** icon associated with the Talkgroup to be edited.

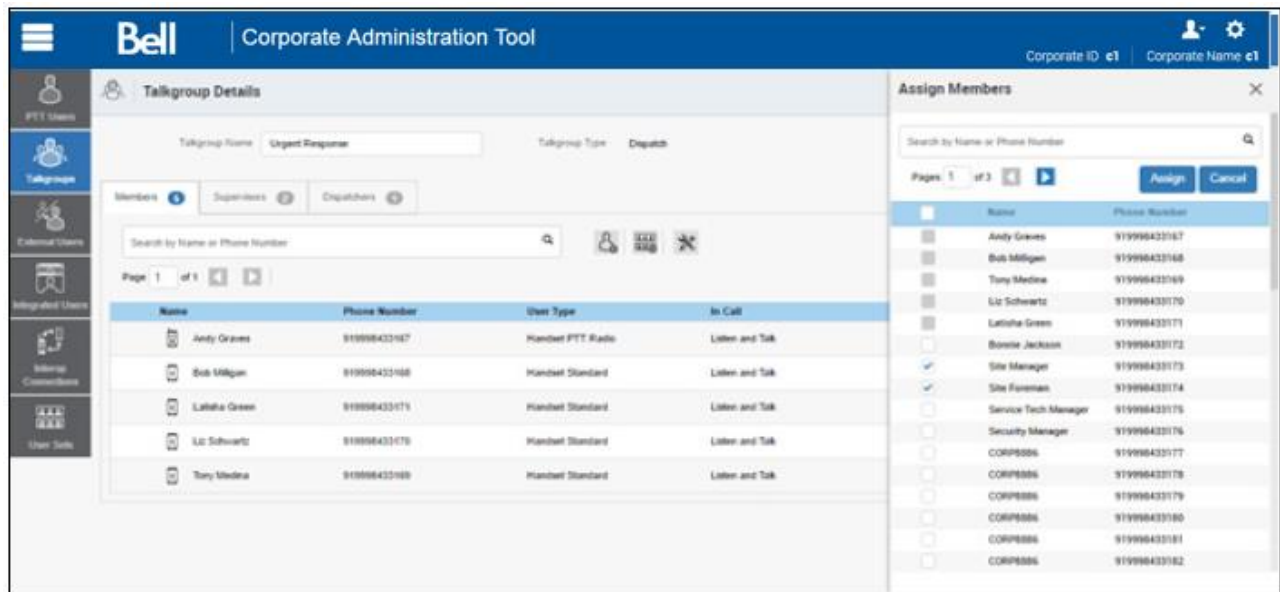


Rename a Talkgroup

2. Modify the talkgroup name in the **Name** field.
3. Click **Save** to save your changes. A Success message displays, “<Talkgroup Name>' updated successfully.”

Add Members to a Talkgroup

1. Select the talkgroup from the **Talkgroups** work area and click the **Edit** icon.
2. Select the **Members** tab to display the individual members in the selected talkgroup.
3. Click the **Assign Members** button to add more members. The Assign Members pop-up is displayed as shown below.



Add Members

- Select the members to be added to the talkgroup by checking the applicable check boxes. Only those members that are not already a member of the talkgroup are available for selection. You can pick a maximum of 50-members at a time for an addition. You can select all members of a talkgroup by clicking on the check box before the Name header, which functions as a Select All check box. In that case, the first 50-members are selected for addition.
- Click **Assign** once you are done selecting the members. The members selected for addition are displayed in the **Members** tab and the total members count is increased accordingly. Default call permissions are automatically assigned.

Remove a Member from a Talkgroup

1. Select the talkgroup from the **Talkgroups** work area and click **Edit** icon associated with the Talkgroup to be edited.
2. Click the **Members** tab to display the individual members in the selected talkgroup.
3. Click the **Tools** icon.
4. Select the members to be removed from the talkgroup by checking the applicable check boxes.
5. Click the **Delete** icon to remove talkgroup members. A Success message displays, “<Talkgroup Name>' updated successfully.”

Note: Unless the **Save** button is clicked, the remove operation is not complete. You can select up to 50-members at a time for removal. You can also click the **Remove All** link to select all the contacts for removal in a single operation. If there are more than 50-members in the list, only the first 50-members are chosen for removal.

Manage User Sets

A user set is a faster way to program multiple handsets easily. It is a logical set of users where each member of the user set is assigned as a contact to other. The user sets are only visible and manageable from the Corporate Administration Tool (CAT).

For more information, refer to the ["Manage User Sets"](#) section in this document.

Add User Sets as Members of a Talkgroup

Using User Sets, you can quickly add members to a talkgroup. To learn more about User Sets, refer to ["Manage User Sets"](#).

Remove a User Set from a Talkgroup

Using User Sets, you can remove User Sets from a talkgroup. To learn more about User Sets, refer to ["Manage User Sets"](#).

View User Set Distribution to a Talkgroup

Using User Sets, you can view User Sets distribution with a talkgroup. To learn more about User Sets, refer to ["View User Set Distribution"](#).

Save Changes to a Talkgroup

Perform the following steps to save changes to a talkgroup.

1. Click **Save** or **Assign** to save your changes.
2. Click **OK** to continue the confirmation message that displays.

Delete a Talkgroup

Perform the following steps to delete a talkgroup.

1. From the Talkgroup work area, click the **Delete** icon next to the talkgroup that you want to delete. A delete confirmation window is displayed, “*You are about to delete <Talkgroup Name> from the system. It shall be deleted from it's members. Are you sure?.*”
2. Click **OK** to delete the talkgroup.

6. Talkgroup Scanning

Talkgroup Scanning allows a user to receive incoming Push-to-Talk (PTT) calls from a selected list of assigned talkgroups. Calls from other corporate and public talkgroups are filtered and no missed call alerts are presented to the user for filtered talkgroup calls (except for Dispatch users). The scan talkgroups can be assigned a priority. An incoming priority talkgroup call preempts an ongoing call. The Talkgroup Scanning does not prevent the user from initiating any calls.

This section is organized as follows:

- [Create a Talkgroup Scan List for 7.6 and before \(except 7.6 Android\)](#)
- [Edit a Talkgroup Scan List for 7.6 and before \(except 7.6 Android\)](#)
- [Disable the Talkgroup Scan List for 7.6 and before \(except 7.6 Android\)](#)
- [Talkgroup Scanning for 7.10 onward clients \(Except PTT Radio Clients\)](#)
- [Position and Talkgroup Scanning for PTT Radio Users](#)

You manage the Talkgroup Scan List for 7.6 and before users (except 7.6 Android).

7.10 and above users with the exception of the PTT Radio user are capable of managing the Talkgroup scan list from the user itself. For these users, you can just enable/disable this functionality.

Note: 7.6 Android and 7.7 users support the Talkgroup Select from the handset itself and you do not manage the Talkgroup Select for them.

Interop users do not support any Talkgroup scanning.

Dispatch users manage the scan list from the dispatch user itself. You do not manage the feature for the dispatch users.

Create a Talkgroup Scan List for 7.6 and before (except 7.6 Android)

1. Select a user from the Talkgroup work area list to display the User Profile page.
2. Click the **Edit** icon associated with the Talkgroup to edit.
3. Click the Talkgroups tab to display the assigned groups for the selected user as shown below.

The screenshot shows the 'PTT User Details' page for Andy Graves. The user's name is Andy Graves, phone number is 919998433167, and billing number is 919998433167. The user's state is 'Provisioned' and the expiration date is 22 May 2017 08:45 PM CDT. The user type is 'Handset PTT Radio' and the email ID is dragan@kodiakptt.com. The interop feature is disabled. The 'Talkgroups' tab is selected, showing a search bar and a table of assigned talkgroups. The table has columns for Name, Talkgroup Type, Position, and Scan list Priority. The 'Enable Talkgroup Scanning' checkbox is checked.

Name	Talkgroup Type	Position	Scan list Priority
Facilities	Dispatch	Not Assigned	No Priority
Field Service	Dispatch	Not Assigned	No Priority
Managers	Standard	Not Assigned	No Priority
Urgent Response	Dispatch	Not Assigned	No Priority

Create a Talkgroup Scan List

Note: If there is no talkgroup displayed for a selected user, then you need to create a talkgroup. For information on creating talkgroups, refer the "[Create a New Talkgroup](#)" section of this document.

4. Check the **Enable Talkgroup Scanning** check box. Two new columns are displayed in the talkgroups table as shown below.

The screenshot shows the 'PTT User Details' page for Andy Graves. The 'Enable Talkgroup Scanning' checkbox is checked. The table of assigned talkgroups now has two additional columns: 'Position' and 'Scan list Priority'. The 'Position' column shows values like '5' and '4', and the 'Scan list Priority' column shows 'No Priority'.

Name	Talkgroup Type	Position	Scan list Priority
Facilities	Dispatch	Not Assigned	No Priority
Field Service	Dispatch	5	No Priority
Managers	Standard	4	No Priority
Urgent Response	Dispatch	Not Assigned	No Priority

Enable Talkgroup Scanning

5. Select the check box under the ***Talkgroup in Scan List*** header for the talkgroup(s) you want to include in the scan list.
6. Select the priority for the talkgroup from the ***Priority*** drop-down. Repeat Steps 4-5 for the talkgroups that you want to add to the scan list.
7. Click **Save** to save your changes.

Edit a Talkgroup Scan List for 7.6 and before (except 7.6 Android)

1. Select a user from the Talkgroup work area to display the User Profile page.
2. Click the **Edit** icon to display the assigned talkgroups for the selected user.
3. If you want to change the priority of an already selected talkgroup, select the new priority from the Priority drop-down.
4. If you want to remove the talkgroup from a scan list, clear the check box under ***Talkgroup in Scan List*** for the talkgroup.
5. Repeat the step above for the talkgroups you want to remove from the scan list.
6. Click **Save** to save the changes.

Disable the Talkgroup Scan List for 7.6 and before (except 7.6 Android)

To disable the scan list temporarily, clear the ***Enable Talkgroup Scanning*** check box. This will not remove the scan talkgroups and priorities. You can enable the scanning any time by simply checking the ***Enable Talkgroup Scanning*** check box

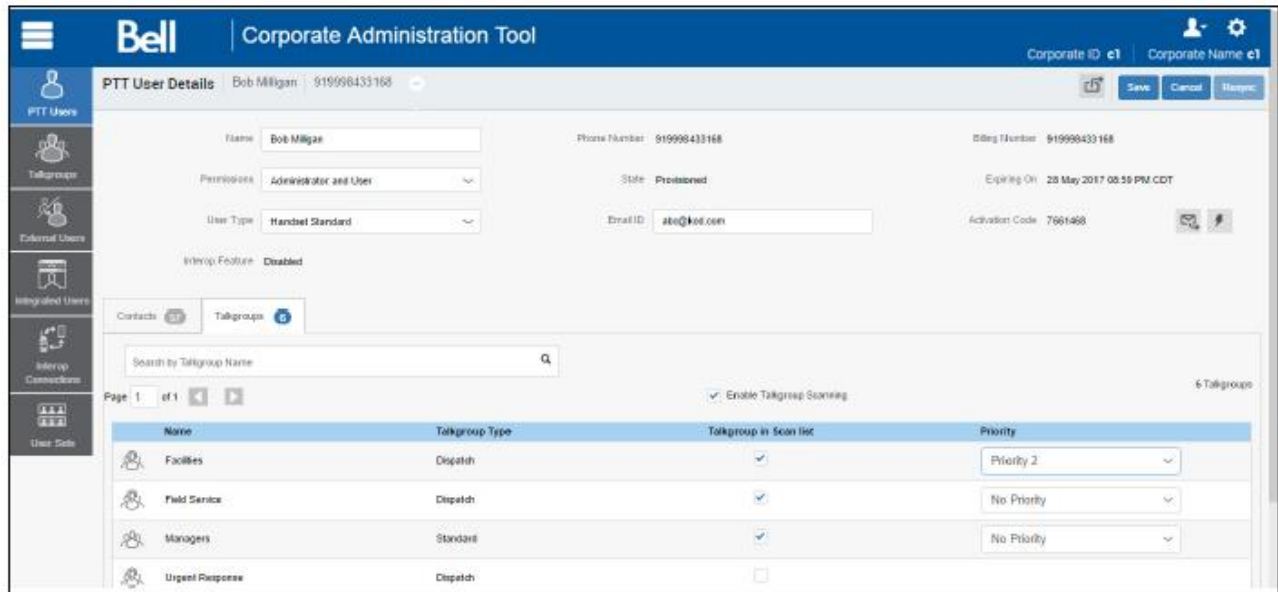
Talkgroup Scanning for 7.10 onward clients (Except PTT Radio Clients)

7.10 and onward clients manage the Talkgroup scan list from the client itself. You do not manage their scan list but you can control whether the user can use the Talkgroup Scanning functionality or not.

The Talkgroups tab of each user allows you to enable or disable the Talkgroup Scanning feature for that user.

When the ***Enable Talkgroup Scanning*** check box is checked, it means Talkgroup Scanning is enabled for the user and the users can select their own scan list. When the check box is cleared, it means Talkgroup Scanning is disabled for the user.

Note: In the above scenarios, you will not see the Talkgroup in Scan List? and Priority columns.



Talkgroup Scanning for 7.10 Onward Clients

Position and Talkgroup Scanning for PTT Radio Users

The talkgroup which has PTT Radio or Handset PTT Radio as a member needs a position for talkgroup calling. Talkgroup scanning with position assignment (1–8 position) and scan list priority (Priority 1–3 and No Priority) can be assigned to all talkgroup types with the exception for broadcast talkgroups:

1. When a PTT Radio user is member of the broadcast talkgroup, you cannot assign a Position or Scan List Priority.
2. When a PTT Radio user is a broadcaster of the broadcast group and not a member, you can assign a Position but not a Scan List Priority. Thus the Scan List Priority column indicates “Not in Scan List”.

You can assign a Scan List Priority only when the **Enable Talkgroup Scanning** check box is selected.

Bell Corporate Administration Tool

Corporate ID: e1 | Corporate Name: e1

PTT User Details | Bonnie Jackson | 919900585654

Name: Bonnie Jackson | Phone Number: 919900585654 | Billing Number: 919900585654

Permissions: Administrator and User | State: Provisioned | Expiring On:

User Type: Handset Standard | Email ID: dorply@kodialnetworks.com | Activation Code:

Search by Talkgroup Name

Page 1 of 1 | Enable Talkgroup Scanning | 7 Talkgroups

Name	Talkgroup Type	Talkgroup in Scan list	Priority
CAB Services2	Standard	<input checked="" type="checkbox"/>	Priority 1
Construction	Dispatch	<input checked="" type="checkbox"/>	Priority 3
Construction_std	Standard	<input checked="" type="checkbox"/>	Priority 5
Field Service	Dispatch	<input checked="" type="checkbox"/>	Priority 7

Assign Priority Scanning

If you change the user type from any of the previously mentioned users, then the priority scan list feature will be shown as disabled. To enable the priority scan list, the user needs to be assigned with a position. When you assign a position to the talkgroup, the priority scan list will be enabled to select for the priority.

Bell Corporate Administration Tool

Corporate ID: e1 | Corporate Name: e1

PTT User Details | Bonnie Jackson | 919900585654

Name: Bonnie Jackson | Phone Number: 919900585654 | Billing Number: 919900585654

Permissions: Administrator and User | State: Provisioned | Expiring On:

User Type: Handset PTT Radio | Email ID: dorply@kodialnetworks.com | Activation Code:

Search by Talkgroup Name

Page 1 of 1 | 7 Talkgroups

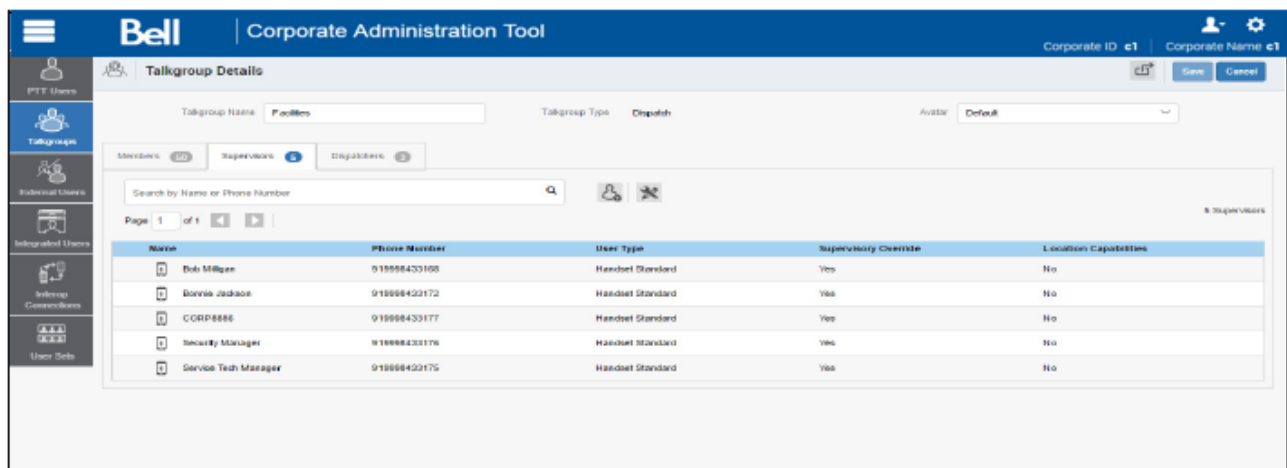
Name	Talkgroup Type	Scan list Priority
CAB Services2	Standard	No Priority
Construction	Dispatch	No Priority
Construction_std	Standard	No Priority
Field Service	Dispatch	No Priority

Assign Position

7. Supervisory Override

Supervisory Override allows a Talkgroup member to be designated by an administrator to have the privilege to take the floor and speak at any time during a call, even if someone else has the floor. When the supervisor takes the floor while someone else is speaking, the floor will be revoked from the speaker and given to the supervisor. One or more members of a Talkgroup can be designated as a supervisor. If there are two or more supervisors in the same talkgroup, each supervisor can interrupt the other(s).

1. From the Talkgroups work area, click the **Edit** icon associated with the talkgroup that you want to edit.
2. Click the **Supervisors** tab.



The screenshot shows the 'Talkgroup Details' page for 'Fieldops'. The 'Supervisors' tab is active, showing a list of users with the following columns: Name, Phone Number, User Type, Supervisory Override, and Location Capabilities. The table contains five rows of data.

Name	Phone Number	User Type	Supervisory Override	Location Capabilities
Bob Milligan	919998433160	Handset Standard	Yes	No
Bonnie Jackson	919998433172	Handset Standard	Yes	No
CORP8886	919998433177	Handset Standard	Yes	No
Security Manager	919998433176	Handset Standard	Yes	No
Service Tech Manager	919998433175	Handset Standard	Yes	No

Assign a Supervisor to a Talkgroup

3. Click the **Assign Supervisor** button to assign supervisors to the talkgroup. The Assign Supervisor pop-up window displays.

The screenshot shows the 'Assign Supervisors' window in the Bell Corporate Administration Tool. The main interface displays 'Talkgroup Details' for 'Facilities' with 5 supervisors. The 'Assign Supervisors' window shows a list of users with checkboxes for selection.

Name	Phone Number	Supervisory Over
<input type="checkbox"/> Andy Groves	919998433167	
<input type="checkbox"/> Anita Modi	919998433213	
<input type="checkbox"/> Ben Chapman	919998433242	
<input type="checkbox"/> Bob Milligan	919998433168	
<input type="checkbox"/> Bonnie Jackson	919998433172	
<input type="checkbox"/> CORP0395	919998433177	
<input checked="" type="checkbox"/> CORP8886	919998433178	Yes
<input checked="" type="checkbox"/> CORP8886	919998433179	Yes
<input checked="" type="checkbox"/> CORP8886	919998433180	Yes
<input type="checkbox"/> CORP0395	919998433181	
<input type="checkbox"/> CORP8886	919998433182	
<input type="checkbox"/> CORP8886	919998433183	
<input type="checkbox"/> CORP0395	919998433216	
<input type="checkbox"/> CORP0395	919998433217	
<input type="checkbox"/> CORP8886	919998433218	
<input type="checkbox"/> CORP8886	919998433219	

Assign Supervisors

- Select the talkgroup members to be assigned as supervisors for the talkgroups. If the user is already assigned as supervisor, they will not show up on this window.

Note: External Contacts, Interop Talkgroups, Patch Endpoint, and Interop users are not allowed to be supervisors and thus will not be available on the Assign Supervisors window for selection.

- Click **Assign**. A Success message displays a message stating that the Talkgroup was updated successfully.
- Click the close icon to dismiss the message. The users selected to be a supervisor are displayed in the **Supervisors** tab and the total supervisors count is increased accordingly.

8. Manage Broadcast Groups

Broadcast calling enables a broadcaster to make a one-way talkgroup call to the broadcast group members.

Broadcast Group icons are identified in the ["Talkgroup Icons"](#) section of this document.

For common icons, refer to the ["Common Icons"](#) section of this document.

This section is organized as follows:

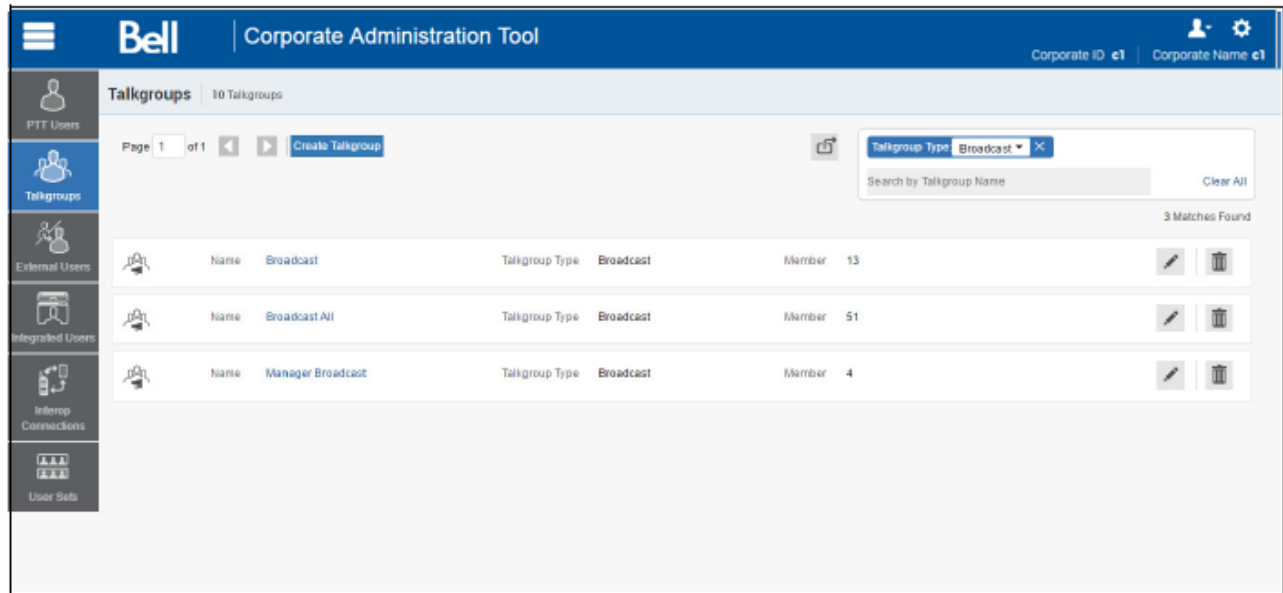
- [View a Broadcast Group](#)
- [Create a Broadcast Group](#)
- [Edit a Broadcast Group](#)
- [Delete Broadcast Members in a Talkgroup](#)
- [Delete a Broadcast Group](#)

View a Broadcast Group

From Talkgroups work area, you can view all Broadcast groups.

The work area displays the name, type of the talkgroup, and number of members. You can change the name but you cannot change the type of the talkgroup or number of members.

For common icons, refer to the "[Common Icons](#)" section of this document.



The screenshot shows the Bell Corporate Administration Tool interface. The top navigation bar includes the Bell logo, the title 'Corporate Administration Tool', and user information (Corporate ID: e1, Corporate Name: e1). The left sidebar contains navigation options: PTT Users, Talkgroups (selected), External Users, Integrated Users, Interop Connections, and User Sets. The main content area is titled 'Talkgroups' and shows '10 Talkgroups'. It includes a 'Page 1 of 1' indicator, a 'Create Talkgroup' button, and a search bar with 'Talkgroup Type' set to 'Broadcast'. Below the search bar, a table displays three broadcast groups:

Name	Talkgroup Type	Member
Broadcast	Broadcast	13
Broadcast All	Broadcast	51
Manager Broadcast	Broadcast	4

View a Broadcast Group

For details, refer to the "[Search](#)" section of this document.

Create a Broadcast Group

Perform the following steps to create a Broadcast group.

1. Click the Create Talkgroup button from the Talkgroups work area to add a talkgroup.
2. Select the **Broadcast Group** option from the *Talkgroup Type* drop-down.
3. Click **Assign Broadcasters** button. The **Assign Broadcasters** pop-up window displays.

Note: The Broadcast group can have more than one broadcaster. You must select at least one broadcaster for the talkgroup.

4. Select one or more broadcasters that you want to assign as a broadcaster to the talkgroup.

The screenshot displays the 'Bell Corporate Administration Tool' interface. The main window is titled 'Talkgroup Details' and shows a talkgroup named 'Broadcast' of type 'Broadcast'. The 'Broadcast to DND?' checkbox is checked. Below this, there are sections for 'Members' (13) and 'Broadcasters' (1). A search bar is present with the text 'Search by Name or Phone Number'. A table below the search bar shows one member: 'Bob Milligan' with phone number '919998433168'. An 'Assign Broadcasters' modal window is open on the right, showing a search bar and a table with one entry: 'Bob Milligan' with phone number '919998433168'. The modal has 'Assign' and 'Cancel' buttons.

Assign Broadcasters

- Click the Assign button.

Note: Any client that was created in releases prior to 7.10 will not be allowed to be assigned as broadcasters.

- Type a name for the talkgroup in the **Name** field.
- Follow the same steps to add the members to the talkgroup as described in the "Create a New Talkgroup" section of this document.
- Click the **Save** button. A confirmation window displays, "You are about to save a broadcast group. Broadcast group allows the broadcaster(s) of the talkgroup to make a one way call to the members. Do you want to continue?"
- Click **OK** and a success message displays stating that the 'Broadcast Group' added successfully. The broadcast group is now added to the Talkgroup list.

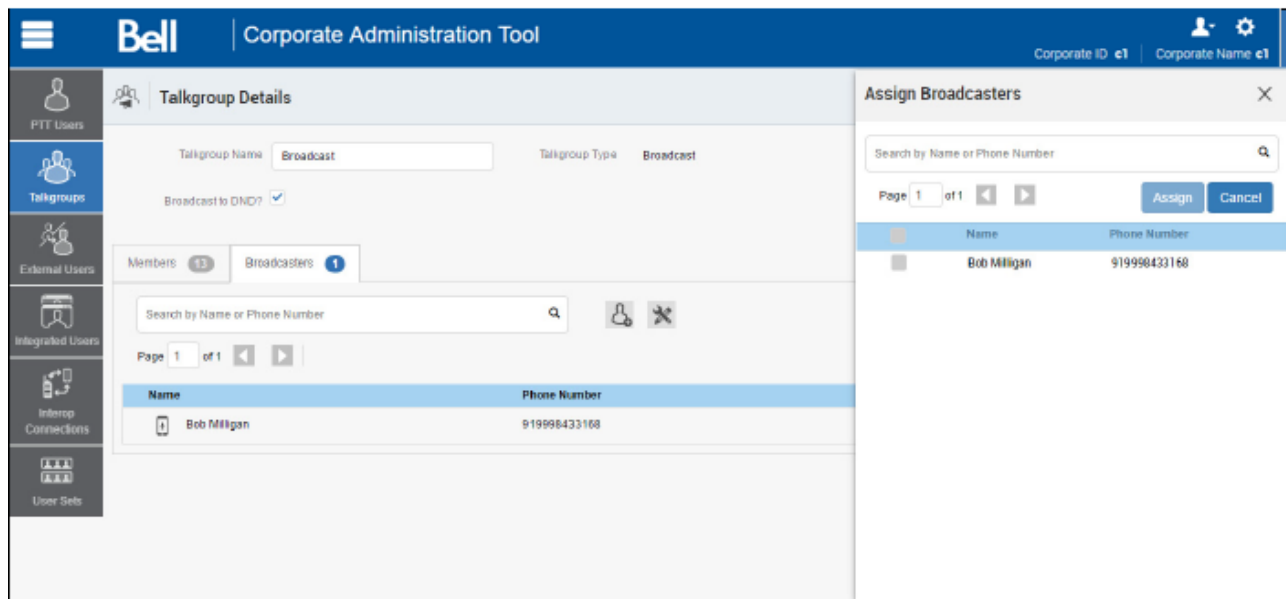
Edit a Broadcast Group

Perform the following steps to rename the talkgroup or change the broadcaster.

1. From Talkgroups work area, click the **Edit** icon associated with the Broadcast group to edit.
2. To change the name of the Broadcast group, enter a new name in the **Name** field.
3. To change the broadcaster, click the **Broadcaster** tab.

Note: If you need to delete a broadcaster, select the check box associated with the broadcaster to delete. Then click the **Delete** icon.

4. To assign a broadcaster, click the **Assign Broadcaster** button. The **Assign Broadcasters** pop-up window displays.



Assign Broadcasters

5. Select the Broadcaster you want to assign to the talkgroup.
6. Click **Assign**.
7. Click **Save** to save your changes.

Delete Broadcast Members in a Talkgroup

1. From Talkgroups work area, click the **Edit** icon next to the Broadcast group.
2. Select the **Members** tab, click the **Tools** icon, and select the check box associated with the member to delete.
3. Click the **Delete** icon to remove talkgroup members.
4. Click **Save** to save.

Delete a Broadcast Group

1. From the Talkgroups work area, click the **Delete** icon associated with the talkgroup to delete. A confirmation message displays, “*You are about to delete Broadcast Group '<Talkgroup Name>' from the system. It shall be removed from Broadcaster's client.*”
2. Click **OK** to continue. A success message displays.

9. Manage External Users

The external users could be the vendors or the partners of the corporation. You can add a phone number signed up for Push-to-Talk (PTT) service from corporations other than yours. The external users in your corporation are shown in the External Users work area.

External Users icons are identified in the "[External Users Icon](#)" section of this document.

For common icons, refer to the "[Common Icons](#)" section of this document.

For details on searching, refer to the "[Search](#)" section of this document.

This section is organized as follows:

- [View an External Users](#)
- [Add an External User](#)
- [Delete an External User](#)
- [Using the Export Operation](#)

View an External Users

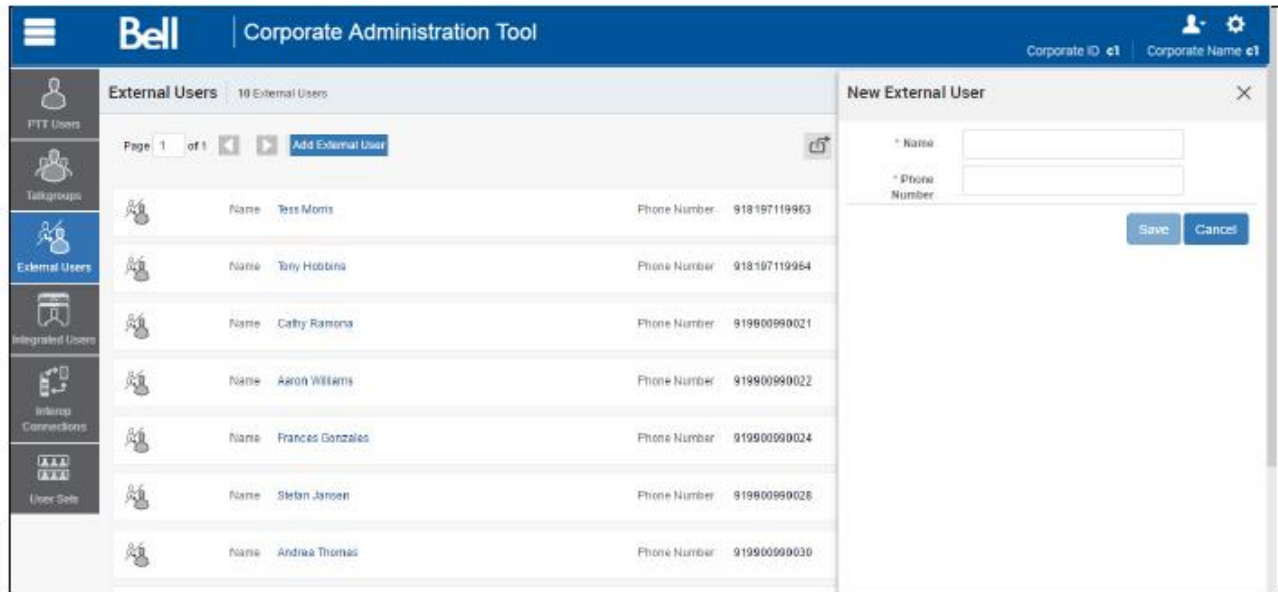
The External Users work area has options to search for a specific external users by Name and Phone Number. You can also use the search operation using specific parameters, refer to the ["Search"](#) section of this document.

You can use the **Export** icon to export the page data in a CSV format. For more details, see the ["Using the Export Operation"](#) section in this document.

Note: To edit the name, double-click the Name field and change the name as desired.

Add an External User

1. Click the **Add External User** button from the **External Users** as shown below.



Add an External User

2. Enter the name in the **Name** field. The name should be less than 30-characters long and it should have at least one non-space character. Duplicate names are allowed in the corporation but you will receive a warning message.

Note: Dispatcher, Interop user, Interop Talkgroup, and Patch Endpoint cannot be added as an external user.

3. Enter a valid Public or Administrator and User PTT user's Phone number in the **Phone Number** field.

Note: Enter 10-digits in the case of local numbers. Add the + prefix and the country code in the case of an international number.

4. Click **Save** to add an external contact to the corporation.

Delete an External User

1. Click the **Delete** icon associated with the External User in the work area. A confirmation message is displayed., “*You are about to delete External Contact '<Name>' from the system. Since External Contacts are shared with other Corporate Administrators, this might affect users, user sets or talkgroups that are not managed by you. Are you sure?*”
2. Click **OK** on the confirmation message window that appears.

Using the Export Operation

For more information, refer to the ["Using the Export Operation"](#) section in this document.

10. Dispatch

The Dispatch allows a dispatcher to operate from a centralized corporate facility and manage the activities for a set of mobile PTT clients (also called fleet members) working in the field. This enables an organization to effectively manage day-to-day dispatch operations and rapidly respond to incidents, urgent situations, customer requests, facility events, and other situations that require quick actions.

Dispatch Group icons are identified in the ["Talkgroup Icons"](#) section of this document.

For common icons, refer to the ["Common Icons"](#) section of this document.

This section is organized as follows:

- [View Dispatchers](#)
- [Manage Contacts for Dispatchers](#)
- [Generate an Activation Code for a Dispatcher](#)
- [Manage Dispatch Groups](#)
 - [Create a Dispatch Group](#)
 - [Change a Dispatcher for a Dispatch Group](#)
 - [Delete a Dispatch Group](#)

View Dispatchers

Name	Facilities	Talkgroup Type	Dispatch	Member
Name	Facilities	Talkgroup Type	Dispatch	Member 53
Name	Field Service	Talkgroup Type	Dispatch	Member 99
Name	Urgent Response	Talkgroup Type	Dispatch	Member 6

View Dispatchers

The work area lists the name, type of the talkgroup, and number of members. You can change the name but you cannot change the type of the talkgroup or number of members.

You can search on dispatchers by filtering in the work area as explained in the ["Search"](#) section of this document.

For common icons, refer to the ["Common Icons"](#) section of this document.

Manage Contacts for Dispatchers

The contacts management for Dispatchers is same as any other client. Refer to the ["Manage Contacts"](#) section of this document for more details. You can assign a dispatch as a contact for another dispatcher.

Generate an Activation Code for a Dispatcher

The Dispatch requires a special type of activation using an activation code. You have to generate and communicate the activation code either using email or verbally. Refer to the ["Generate Activation Codes"](#) and ["Generate Activation Codes for Multiple Users"](#) sections for details on how to generate an activation code.

Manage Dispatch Groups

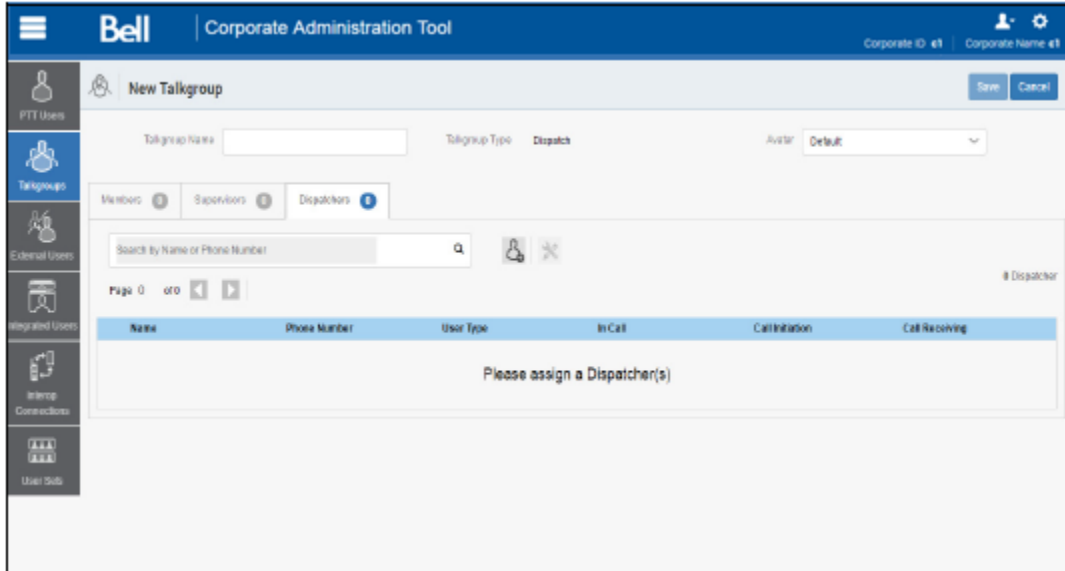
Dispatch groups are talkgroups that you can create for the Dispatch clients.

Create a Dispatch Group

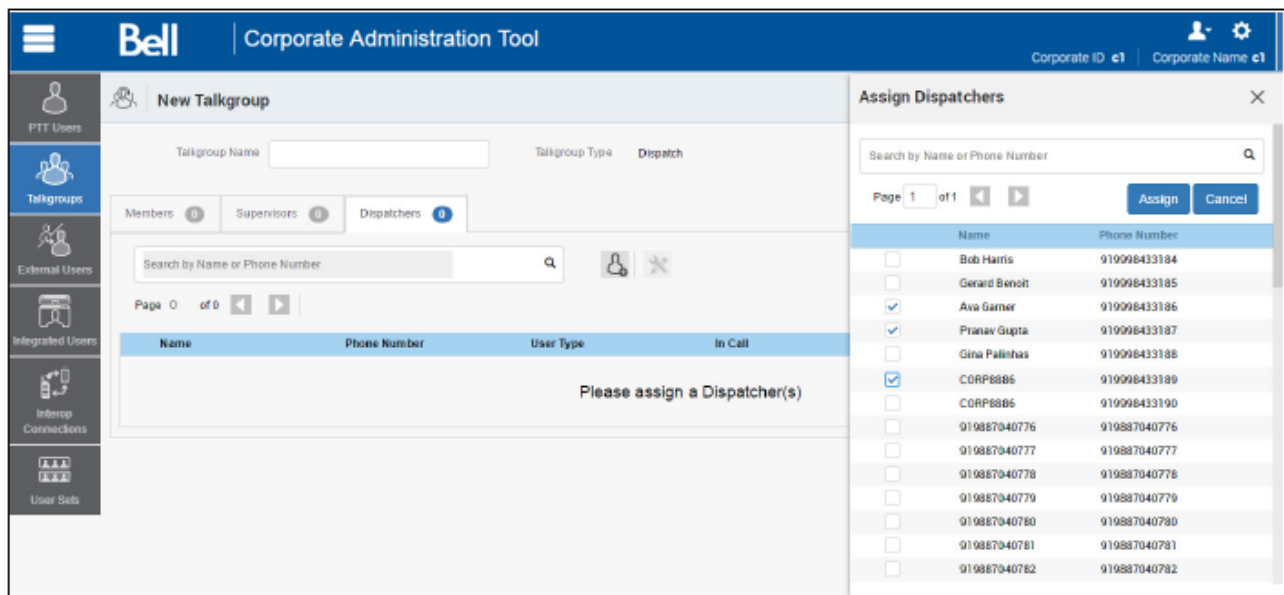
1. Click the **Create** Talkgroup button from the work area to add a talkgroup.

2. Select the **Dispatch** from the Talkgroup Type drop-down.

Create a Dispatch Group



3. Click the Assign Dispatchers icon to assigned a dispatcher to the talkgroup.



Assign Dispatcher

1. Follow the same steps to add the members to the talkgroup as described in the ["Create a New Talkgroup"](#) section of this document.
2. Follow the same steps to add supervisors to the talkgroup as described in the ["Supervisory Override"](#) section of this document.
3. Type a name for the talkgroup in the Talkgroup Name field.
4. Click **Save** to continue.
OR
Click **Cancel** to discard the changes.
5. If you selected **Save**, a confirmation message displays, *"Confirm the automatic contacts assignment"*

If the checkbox is checked, then following is done for you automatically.

1. The members are assigned as contacts to dispatcher(s)
2. The dispatcher(s) is(are) assigned as contacts to each member
3. The dispatcher(s) is(are) assigned as contacts to each other

Note that the dispatcher cannot get location of a talkgroup member unless the member is in the contact list. Click 'Ok' to continue and 'Cancel' to abort the operation.”

Note: Only the location of contacts assigned to the dispatcher is available on the Dispatch client. As such, if you want the talkgroup members' location to be available to the Dispatcher, be sure to check the dispatcher confirmation check box.

6. Click **OK** to continue. A success message displays.
OR
Click **Cancel** to discard the changes.

Change a Dispatcher for a Dispatch Group

Perform the following steps to change a dispatcher for a Dispatch Group.

1. Click the **Edit** icon associated with the Dispatch Group from the **Talkgroups** work area.
2. Click the **Dispatchers** tab.

Note: If you need to delete a dispatcher, click the **Tools** icon and select the check box associated with the dispatcher to delete. Then click the **Delete** icon.

3. Click the **Assign Dispatchers** button. The Assign Dispatchers pop-up window displays.

Name	Phone Number
<input type="checkbox"/> Bob Harris	919998433184
<input type="checkbox"/> Gerard Benoit	919998433185
<input checked="" type="checkbox"/> Ava Garner	919998433186
<input checked="" type="checkbox"/> Pranav Gupta	919998433187
<input type="checkbox"/> Gina Palinhos	919998433188
<input checked="" type="checkbox"/> CORP8886	919998433189
<input type="checkbox"/> CORP8886	919998433190
<input type="checkbox"/> 919887040776	919887040776
<input type="checkbox"/> 919887040777	919887040777
<input type="checkbox"/> 919887040778	919887040778
<input type="checkbox"/> 919887040779	919887040779
<input type="checkbox"/> 919887040780	919887040780
<input type="checkbox"/> 919887040781	919887040781
<input type="checkbox"/> 919887040782	919887040782

Assign Dispatcher

4. Select a dispatcher.
5. Click **Assign**.
6. Click **Save** to save your changes. A confirmation message displays, “*Confirm the automatic contacts assignment*”
If the checkbox is checked, then following is done for you automatically.

1. *The members are assigned as contacts to dispatcher(s)*
2. *The dispatcher(s) is(are) assigned as contacts to each member*
3. *The dispatcher(s) is(are) assigned as contacts to each other*

Note that the dispatcher cannot get location of a talkgroup member unless the member is in the contact list. Click 'Ok' to continue and 'Cancel' to abort the operation."

7. Select the **Dispatcher Confirmation** check box to allow the fleet members to receive dispatcher information, and for the dispatcher to get the talkgroup members as contacts automatically.
8. Click **OK** to continue. A success message displays.
OR
Click **Cancel** to discard the changes.

Delete a Dispatch Group

1. From the Talkgroups work area, click **Delete** icon associated with the dispatch group to delete. A delete confirmation window displays. A confirmation message displays, "*Confirm the automatic contacts assignment*
If the checkbox is checked, then following is done for you automatically.
 1. *The members are removed from contact list of the dispatcher(s).*
 2. *Dispatcher(s) is(are) removed from contact list of each member.*
 3. *Dispatcher(s) is(are) removed from contact list of the other dispatcher(s).**Caution - This will remove the member as contact irrespective of whether the contact is assigned through this talkgroup, some other talkgroup, sub-list or directly by you.*
Click 'Ok' to continue and 'Cancel' to abort the operation."
2. Select the **Dispatcher Confirmation** check box to remove the dispatcher as a contact from the talkgroup and the previously assigned talkgroup members as contacts from the dispatcher.
3. Click **OK** to continue. A success message displays.
OR
Click **Cancel** to discard the changes.

11. Manage Interop Connections

Interop Connection is special type of user, which facilitates communication between Land Mobile Radio (LMR) and Push-to-Talk (PTT) networks. These users are restrictive and corporate administrators cannot assign any contacts to these users. Because of this, the assign contacts and assign user sets buttons are disabled. In addition, these users can be members of only one talkgroup. The addition of Interop users to more than one talkgroup is not allowed.

Interop User icons are identified in the ["Interop Users Icons"](#) section of this document.

For common icons, refer to the ["Common Icons"](#) section of this document.

This section is organized as follows:

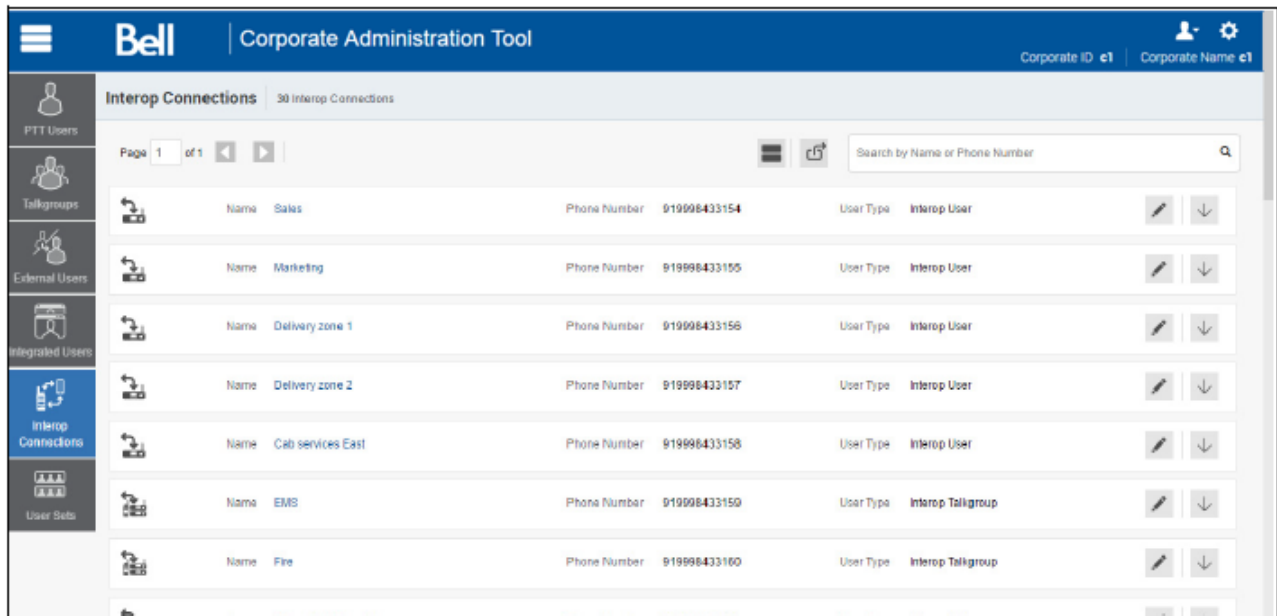
- [View Interop Connection](#)
- [Create a New Interop talkgroup](#)
- [Edit an Interop talkgroup](#)
- [Delete an Interop talkgroup](#)

View Interop Connection

Interop connection are shown with an icon under the **Interop Connection** work area.

1. From the **Interop Connection** work area, click the **Show More** icon associated with the Interop connections icon to view the Interop connection details.

Note: To edit the name, double-click the Name field and change the name as desired.



The screenshot displays the 'Interop Connections' section of the Bell Corporate Administration Tool. The interface includes a sidebar with navigation options: PTT Users, Talkgroups, External Users, Integrated Users, Interop Connections (selected), and User Sets. The main content area shows a list of 30 Interop Connections. The table below represents the data shown in the screenshot.

Name	Phone Number	User Type
Sales	919998433154	Interop User
Marketing	919998433155	Interop User
Delivery zone 1	919998433156	Interop User
Delivery zone 2	919998433157	Interop User
Cab services East	919998433158	Interop User
EWS	919998433159	Interop Talkgroup
Fire	919998433160	Interop Talkgroup

View Interop Connection

Create a New Interop talkgroup

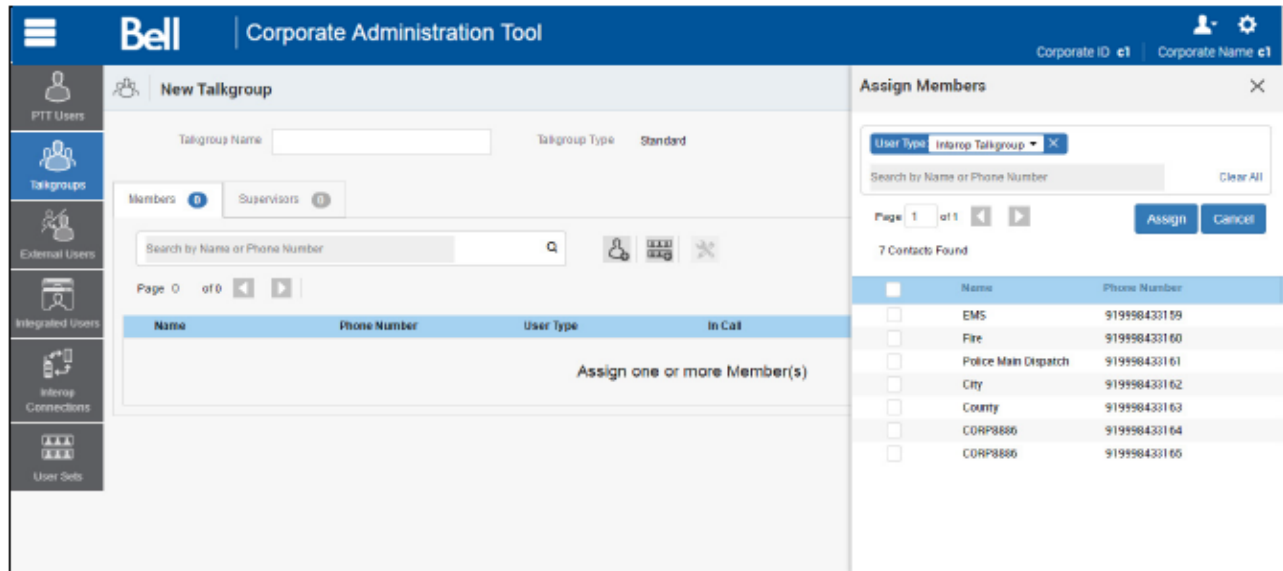
1. From the Talkgroups work area, click the **Create** Talkgroup button to create a new Interop talkgroup as shown below.

The screenshot shows the 'New Talkgroup' page in the Bell Corporate Administration Tool. The page has a blue header with the Bell logo and 'Corporate Administration Tool'. The left sidebar contains navigation icons for PTT Users, Talkgroups, External Users, Integrated Users, Interop Connectors, and User Sets. The main content area is titled 'New Talkgroup' and contains a form with the following fields and controls:

- Talkgroup Name:** An empty text input field.
- Talkgroup Type:** A dropdown menu set to 'Standard'.
- Avatar:** A dropdown menu set to 'Default'.
- Members:** A button with a count of 0.
- Supervisors:** A button with a count of 0.
- Search:** A search bar with the text 'Search by Name or Phone Number' and a search icon.
- Table:** A table with columns: Name, Phone Number, User Type, In Call, Call Initiation, and Call Receiving. The table is currently empty and contains the text 'Assign one or more Member(s)'.

Create a New Interop Talkgroup

2. Select the Talkgroup Type as **Standard Talkgroup** from the drop-down. The **Talkgroup Details** page displays.
3. Enter the name in the **Name** field.
4. Select an Avatar from the drop-down.
5. Click the **Assign Members** button to assign members. The Assign Members pop-up window is displayed.
6. Select the individual talkgroup members to be assigned to the Interop talkgroup. The talkgroup is changed to an Interop talkgroup (indicated by an Interop icon) only when there is one Interop added to it.



Assign Members to a New Interop Talkgroup

7. Click **Assign** to add the assigned members to the Interop talkgroup.
8. Click **Create** to create the Interop talkgroup. A confirmation message displays, "Talkgroup will be created and distributed to members. Are you sure? **Note:** DO NOT CREATE a talkgroup with all external contacts only. Make sure that there is at least one internal user in it."
9. Click **OK**.

Edit an Interop talkgroup

Perform the following steps to edit an Interop talkgroup.

1. From the **Interop Connections** work area, click the **Edit** icon associated with the Interop Talkgroup that you want to edit.
2. To change the name of the Interop talkgroup, enter a new name in the **Name** field.
3. To change the members, click the **Manage Members** sub-tab.
4. To add a member, click the **Assign Members** button. The Assign Members pop-up window displays.
5. Click **Assign** once you are done picking the members.

Delete an Interop talkgroup

The procedure for deletion of Interop talkgroup is the same as the procedure described in the ["Delete a Talkgroup"](#) section of this document.

12. Manage User Sets

A user set is a faster way to program multiple handsets easily. It is a logical set of users where each member of the user set is assigned as a contact to other. The user sets are only visible and manageable from the Corporate Administration Tool (CAT).

For common icons, refer to the ["Common Icons"](#) section of this document.

This section is organized as follows:

- [View a User Set](#)
- [Create a New User Set](#)
- [Edit a User Set](#)
 - [Rename a User Set](#)
 - [Add Members to a User Set](#)
 - [Remove Members from a User Set](#)
 - [Save Changes to a User Set](#)
- [Delete a User Set](#)
- [Manage User Sets Assigned to PTT Users or Talkgroups](#)
 - [Assign a User Set](#)
 - [Remove a User Set](#)
 - [View User Set Members](#)
- [Assign More than 200 Contacts to Each User through User Sets](#)
- [View User Set Distribution](#)

View a User Set

1. In the navigation area, click the **User Set** button to display all user sets as shown below.

The screenshot shows the 'User Sets' page in the Bell Corporate Administration Tool. The page title is 'User Sets' with a sub-header '3 User Sets'. There is a search bar labeled 'Search by User Set Name' and a 'Create User Set' button. The main content area contains a table with the following data:

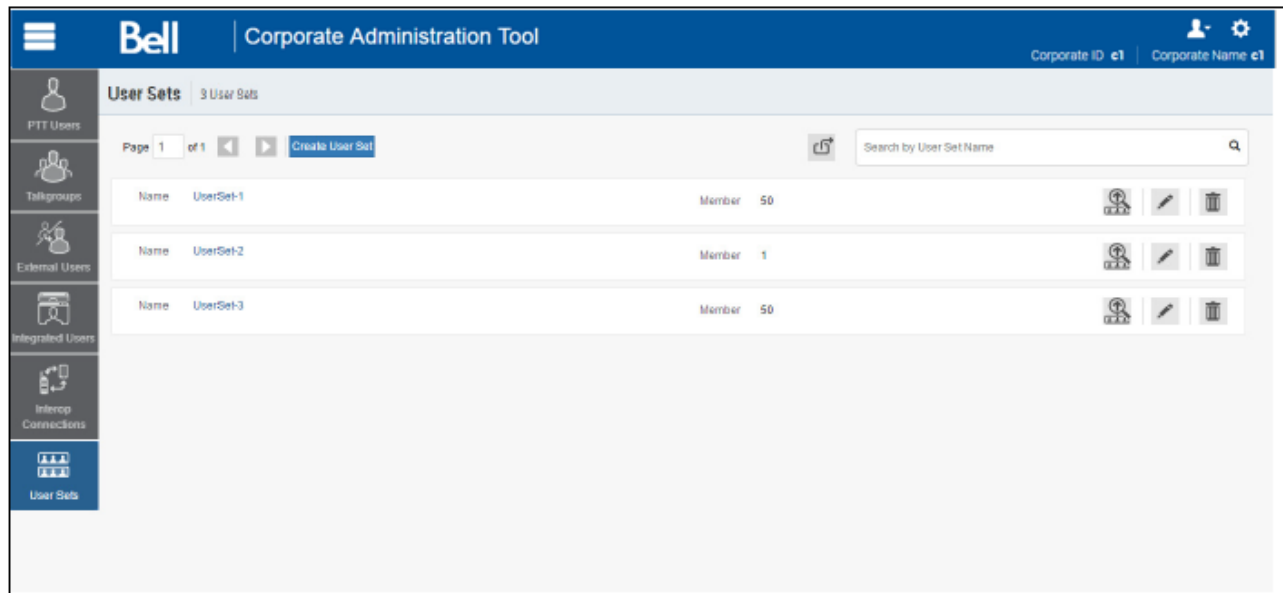
Name	Member	Actions
UserSet-1	50	[Add] [Edit] [Delete]
UserSet-2	1	[Add] [Edit] [Delete]
UserSet-3	50	[Add] [Edit] [Delete]

[View User Sets](#)

Note: For some small corporations, auto-pairing feature creates a user set named '*all-users-user-set*' automatically when there is no corporate administration access. As the auto-paired corporation grows, the corporate administration access is required to manage the contacts and talkgroups. Not all corporations are auto-paired. If your corporation is auto-paired previously and you are given an access to Admin tool now, that means your corporation is no longer auto-paired, but you can manage the previously created auto-paired user set as any other User Set.

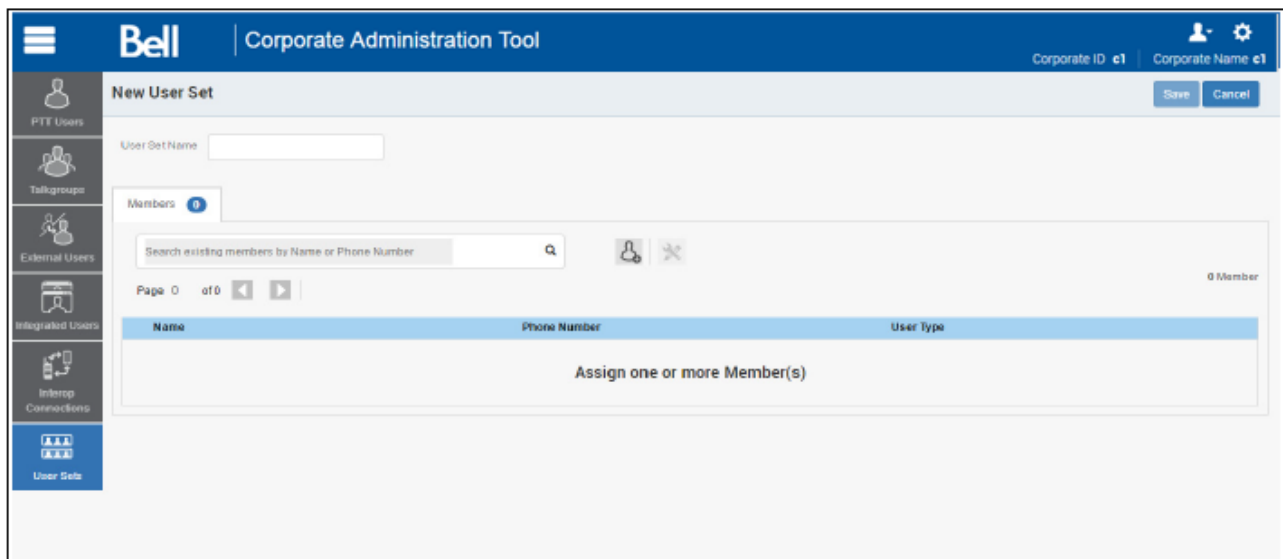
Create a New User Set

1. In the navigation area, click the **User Set** button to display all user sets as shown below.



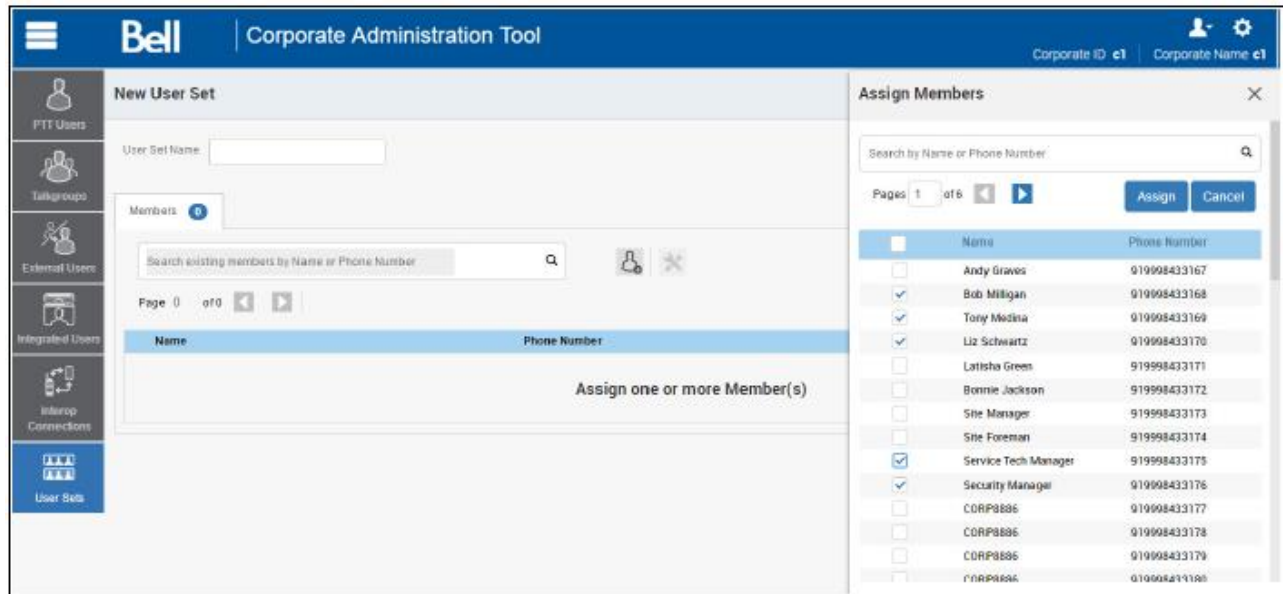
View User Sets

2. Click the **Create User Set** button. A Create User Set window is displayed as shown below.



Create User Set

3. Enter the user set name in the **User Set Name** field. The name should be less than or equals to 30-characters long and it should have at least one non-space character. Duplicate names are not allowed in the corporation.
4. Click the **Assign Members** button to assign members. The Assign Members pop-up is displayed as shown below.



Assign Members to a User Set

5. Select the members to be added to the user set by checking the applicable check boxes. Only those members that are not already a member of a user set are available for selection. You can pick a maximum of 50 members at a time for an addition. You can also select all members by clicking on the check box before the Name header, which functions as **Select All** check box. In that case, the first 50 members are selected for addition.
6. Click **Assign**. The members selected for addition are displayed in the **Members** tab and the total members count is increased accordingly.
7. Click **Save** to add the user set. A confirmation message displays, “User Set will be created and distributed to all the members. Are you sure? DO NOT CREATE a User Set with all external contacts only. Make sure that there is at least one internal user in it.”
8. Click **OK** to continue on the confirmation message that displays. The updated user set will be synced to the user’s handset.

Note: Each member of the user set is assigned as a contact with other members. Thus, if you have created a user set with three members: Bob, Rob, and Joe; Bob will get Rob and Joe as contacts, Rob will get Bob and Joe as contacts and Joe will get Bob and Rob as contacts. Dispatch and Interop connections cannot be members of a user set.

Interop User, Interop Talkgroup and Patch Endpoint cannot be a member of a user set and thus are not available for selection on Pick Contacts Window.

The user set is not created until the **Add** button is clicked. The user set must have at least two members in it. The total members that can be added to a user set are 200, but you can add a maximum of 50 new members to a user set in one add operation.

Edit a User Set

Rename a User Set

1. In the navigation area, click the **User Sets** button.
2. Click the **Edit** icon associated with the User Set that you want to edit.

The screenshot shows the 'User Set Details' page for a user set named 'Plano'. The page includes a search bar for members, a table of 5 members, and a 'Save' button.

Name	Phone Number	User Type
Bob Milligan	919998433168	Handset Standard
Liz Schwartz	919998433170	Handset Standard
Security Manager	919998433170	Handset Standard
Service Tech Manager	919998433175	Handset Standard
Tony Medina	919998433169	Handset Standard

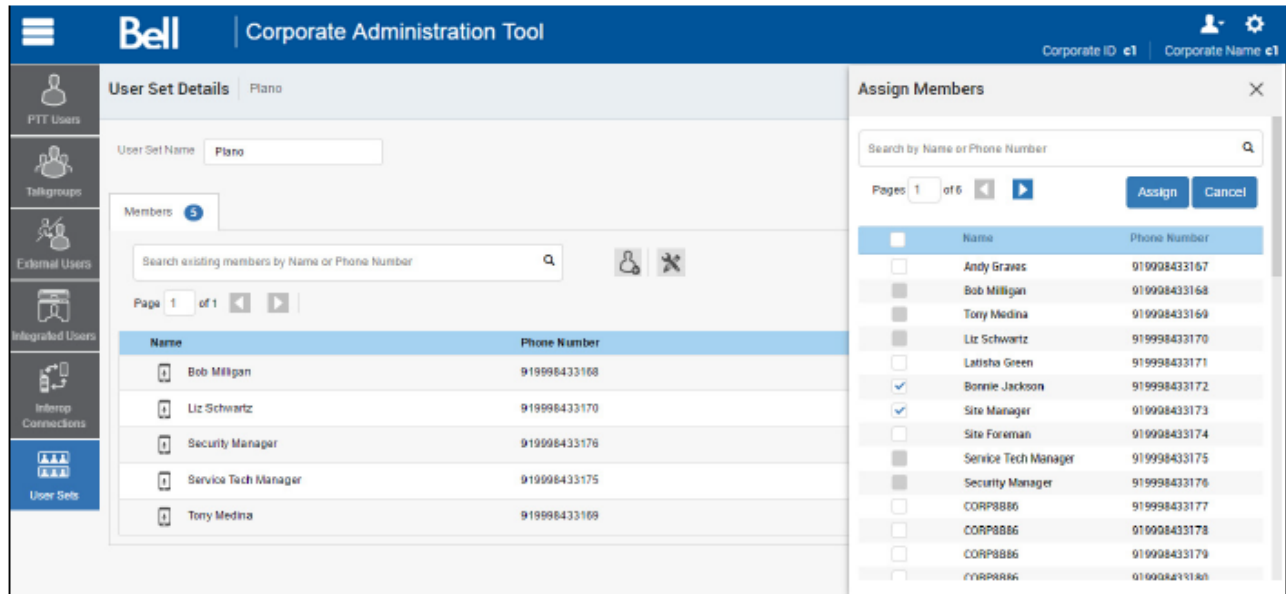
Edit a User Set

3. Click the Name field to modify the User Set name.
4. Click **Save** to save your changes.

Note: You can perform other operations like adding or removing members of the User Set in the same operation.

Add Members to a User Set

1. Select the **Members** tab to display the members of the user set.
2. Click the **Assign Members** button to add additional members. The Pick user set Members pop-up window displays as shown below.



Assign Members to a Existing User Set

3. Select the members to be added to the user set by checking the applicable check boxes. Only those members that are not already a member of the user set are available for selection. You can pick a maximum of 50 members at a time for an addition. You can also select all members by clicking the check box before the Name header, which functions as Select All check box. In that case, the first 50 members are selected for addition.
4. Click **Assign**. The members selected for addition are displayed on the **Members** tab and the total members count is increased accordingly.

Remove Members from a User Set

1. In the navigation area, click the **User Set** button.
2. Click the **Edit** icon associated with the User Set that you want to edit.
3. Click the **Tools** icon.
4. Select the check box associated with the member to be removed.
5. Click the **Delete** icon.

Bell Corporate Administration Tool

Corporate ID e1 | Corporate Name e1

User Set Details Plano

User Set Name: Plano

Members 7

Search existing members by Name or Phone Number

Page 1 of 1

<input type="checkbox"/>	Name	Phone Number	User Type
<input checked="" type="checkbox"/>	Bob Milligan	919998433168	Handset Standard
<input checked="" type="checkbox"/>	Beesie Jackson	919998433172	Handset Standard
<input type="checkbox"/>	Liz Schwartz	919998433170	Handset Standard
<input checked="" type="checkbox"/>	Security Manager	919998433176	Handset Standard
<input type="checkbox"/>	Service Tech Manager	919998433175	Handset Standard
<input type="checkbox"/>	Site Manager	919998433173	Handset Standard
<input type="checkbox"/>	Tony Medina	919998433169	Handset Standard

Remove Members from a User Set

Save Changes to a User Set

Perform the following steps to save changes to a User Set.

- Click **OK** to continue on the confirmation message that displays.

Delete a User Set

Perform the following steps to delete a user set.

1. Click the **User Sets** button.
2. Click the **Delete** icon associated with the User Set to delete shown below. A confirmation message displays, *“You are about to delete User Set “<Name>” from the system. It shall be deleted from it’s members as well as from non-members and talkgroups to which it is distributed to.”*
3. Close the success message.

User Set updates are propagated automatically.

Manage User Sets Assigned to PTT Users or Talkgroups

Assign a User Set

You can assign a user set to PTT Users or Talkgroups

Perform the following steps to assign a user set:

1. Select the appropriate User Set menu (PTT Users and Talkgroups) from the Navigation Area.
2. Click the **Edit** icon associated with the user or talkgroup to edit.
3. Click the **Assign User Sets** icon.
4. Select the user set to assign.
5. Click the **Assign** button. A success message displays.

User Set updates are propagated automatically.

Remove a User Set

You can remove a user set assigned to PTT Users or Talkgroups that you are not a member of from these work areas,

To remove a user set that you are a member of, see ["Remove Members from a User Set"](#) in this document.

Perform the following steps to remove a user set:

1. Select the appropriate menu (PTT Users and Talkgroups) from the Navigation Area.
2. Click the **Edit** icon associated with the user or talkgroup to edit.
3. Click the **Tools** icon to see the check boxes.

4. From the Contacts or Members tab, select the check box associated with the desired user set that you are not a member of.
5. Click the **Delete** icon.

User Set updates are propagated automatically.

View User Set Members

You can view the user set members for PTT Users or Talkgroups

Perform the following steps to view the user set members:

1. Select the appropriate menu (PTT Users and Talkgroups) from the Navigation Area.
2. Click the **Edit** icon associated with the user or talkgroup to view.
3. From the Contacts tab, click the **User Set** or **User Set Member** icon. A drop-down will display all members associated with the user set.

Assign More than 200 Contacts to Each User through User Sets

The maximum number of users in a User Set is 200. If your organization has fewer than 200 PTT users, you can choose to create just one User Set, make all the PTT users as members of the single user set, and assign all of them to each other as contacts in an efficient way. If, however, your organization wants to assign more than 200 PTT users to each other as contacts, you will need to use the following method.

Note: The scenario used for illustrations below is that your organization wants to assign 500 PTT users to each other as contacts.

1. Create three separate user sets, with each containing fewer than 200 members. The three user sets combined cover all 500 PTT users.
2. From the PTT Users *work area*, select a user of the first user set, click the **Assign User Set** button to assign the user to the other two user sets that the user is not a member.
3. Repeat the process above for all the other members of the first user set.
4. Repeat the steps above for each member of the second and third user sets.

View User Set Distribution

1. In the work area, click the **View Assignment to Users & Talkgroup** icon associated with the User Set to view the distribution.

Bell Corporate Administration Tool Corporate ID e1 Corporate Name e1

User Set Assignments Plano Back

User Set Name: Plano Members: 7

Users 1 Talkgroups 1

Search by Name or Phone Number

Page 1 of 1 Assigned to 1 User

Name	Phone Number	User Type
Andy Graves	91898433167	Handset PTT Radio

PTT Users
Talkgroups
External Users
Integrated Users
Interop Connections
User Sets

[View User Set Distribution](#)

13. Re-sync a Device

After every save operation, the user's device is synced with the server in real time. However, if for some reason the device data is not matching with the data shown on the Corporate Administration Tool, the Re-Sync operation can be performed.

1. In the **PTT Users** work area, click **Edit** icon associated with the user. The user profile is displayed.

The screenshot shows the 'PTT User Details' page for Andy Graves. The user's phone number is 919998433167, and the billing number is 919998433167. The user's state is 'Provisioned', and the activation code is 'ugY6285'. The user type is 'Handset PTT Radio'. Below the user details, there is a 'Contacts' section with a search bar and a table listing contacts. The table has columns for Name, Phone Number, and User Type. The contacts listed are:

Name	Phone Number	User Type
Plazo		
UserSet-1		
UserSet-2		
Bob Harris	919998433184	Dispatch
CORP0886	919998433180	Dispatch

Re-Sync Corporate Data from the Work Area

2. Click the **Re-Sync** button to sync the available data to the device. A confirmation window is displayed.
3. Click **OK** to complete the re-sync command. A success message is displayed.
4. Click **OK** to continue.

Note: The **Re-Sync** button is disabled for provisioned and suspended users. It is also disabled if your changes are not saved.

14. Using the Export Operation

This section describes how to export records for a single or all PTT Users, Talkgroups, Interop Users, and User Sets details using the export operation.

This section is organized as follows:

- [Open CSV File](#)
- [Export User or Talkgroup Details](#)
 - [Export Details of a Single User or Talkgroup](#)
 - [Export Details of all users or Talkgroups](#)
- [Export User Sets](#)
 - [Export a Single User Set](#)
 - [Export All User Sets](#)

Open CSV File

Open a CSV file in the Excel as follows:

1. Open Excel program.
2. Click the **File** tab, and then click **Open**.
3. Browse to the location to where the CSV file is downloaded.
4. Select **Text File** from the **Open** dialog box.

The Open dialog box appears and you select Text Files (*.prn,*.txt,*.csv) from the drop-down in the lower right-hand corner.

5. Browse for the CSV file and click **Open**.

Export User or Talkgroup Details

Export Details of a Single User or Talkgroup

1. From the work area, click the **Edit** icon associated with the user or Talkgroup in the work area. The User Details is displayed.
2. Click the **Export** icon in the work area. The user or Talkgroup details are automatically downloaded.

Export Details of all users or Talkgroups

1. From the work area, click the **Export** icon in the work area. The user or Talkgroup details are automatically downloaded.

Export User Sets

Export a Single User Set

1. From the navigation area, click the **User Set** icon. The User Set details are displayed.
2. Click the **Edit** icon associated with the User Set in the work area. The User Set details are displayed.
3. Click the **Export** icon in the work area. The User Set details are automatically downloaded.

Export All User Sets

1. From the navigation area, click the **User Set** icon. The User Set details are displayed.
2. Click the **Export** icon in the work area. The user set records are automatically downloaded.

15. Using the Tool by more than one ADMIN

Multiple Administrators can use the Corporate Administration Tool at the same time. If one administrator updates the data, the changes by another administrator will not be accepted and the second administrator will see, *“Data is updated by Another admin. Please refresh the page to get the updated result.”*

16. Troubleshooting

This section describes common issues that have been identified and their corrective action.

This section is organized as follows:

- [Log On Issues](#)
- [User Interface Issues](#)
- [Manage Contacts Issues](#)
- [User Set Issues](#)

Log On Issues

After I login, I don't see any users in the landing page of PTT Users.

Please contact your service provider. There may not be any PTT users added to your corporation.

When I login, I get an "Invalid Corporate Id" error

Please contact your service provider. Your corporation may not have been set up correctly.

User Interface Issues

When I click on the Corporate Admin Tool link nothing happens.

Enable pop ups on your browser. Refer to the Ensuring Correct Display of the Web Site section of this document for more information on how to enable popups in your web browser.

The layout of Tool is not displaying properly and some UI Components are not functioning properly.

Please make sure you are using the right version of the browser. Refer to "**Required Browsers**" for more information.

Also if you are using IE11 and above check whether compatibility mode is turned off. IE 11 has a caching issue which always selects the cached data to display. Clear the browser cache to avoid loading saved UI which does not take the latest updates. Also make sure that the zoom is set to 100%. Refer to "[Reset Zooming](#)" for more information.

I can't re-sync. The button is disabled.

Save your changes by clicking the **Update/Save** button.

The Update/Save button is disabled.

There are no changes to save.

Manage Contacts Issues

I can't delete an assigned user. The button is disabled.

Select the corresponding checkbox to select the user to delete and click on delete icon.

I can't generate activation code for multiple PTT users. The button is disabled.

Select bulk operation and select the corresponding checkbox to select the user and click on generate activation code icon.

I selected Bob and gave him Jen as contact. But when I select Jen, I don't see Bob as her contact.

The assignment of contacts does not work both ways. For this example, select Jen and manually assign Bob as a contact to her from the Manage Contacts tab.

User Set Issues

I added Sofia to a User Set where Bob is also a member. Bob got Sofia as contact, but Sofia didn't get Bob as a contact. Why?

External User's contacts and talkgroups are not managed by you. They are managed by the administrator of his or her corporation. You do not have the rights to push any contacts or talkgroups to an external contact. Contact the external user's administrator to perform the reverse assignment.

I created a user set titled "East Zone" but the handset of the members do not show that user set. Why?

A User Set's visibility is in the Corporate Administration Tool only. The members of the user set get each other as contacts, thus each member of "East Zone" will get all other members as contacts.