

# KODIAK PTT Central Admin Tool User Guide

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# **Revision History**

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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 Central Admin Tool (CAT) helps in managing a corporate user's contacts and talkgroups.

The following is a brief description of key features of the Central Admin Tool:

**PTT Users Management** – Allows you to manage the PTT user profile such as name, email ID and permission type.

**Talkgroups Management** – Allows you to manage Talkgroups including, assigning avatar, 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.

**Integrated Users Management –** Allows you to manage the users of types, such as Integrated Mobile, Integrated Tracking, and Integrated Web.

**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, Talkgroups, or Integrated Users.

# 2. Getting Started

This section describes the steps you must take to start using the Central Admin Tool.

This section is organized as follows:

# 2.1. Prerequisites

- Prerequisites
- Required Browsers
- Hardware Requirements
- Ensuring Correct Display of the Website
- · Log into the Central Admin Tool
- Forgot Password
- Take a Tour
- Landing Page

#### 2.1.1. Required Browsers

The Central Admin 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

#### 2.1.2. Hardware Requirements

Your PC must have the following recommended hardware to launch the Central Admin Tool.

• Recommended RAM size 8 GB.

## 2.1.3. Ensuring Correct Display of the Website

#### **Enabling Pop-ups**

The Central Admin Tool opens in a new browser window. Be sure to enable pop-ups to access the tool.

#### **Reset Zooming**

To display the Central Admin 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.

# 2.2. Log into the Central Admin Tool

Depend on your service provider, you will be provided with the log in method as mentioned below:

- 1. Please check with your service provider for access to the Central Admin Tool.
  - Or

You will be communicated with the log in ID and Password along with the sign in link to access. Or

An account activation mail along with the link to sign in to the Central Admin Tool will be sent to your registered email id. Clicking the link will take you to the choose password page of the Central Admin Tool as shown below.

Choose a password Password* Confirm Password* Continue Password* Continue	KODIAK a Metersia Seluters Company	Corporate Administration	Tool		English
	readers for the company	Corporate Administration	Choose a password Password*	At least 6 characters At least one lowercase letter (a-z) At least one uppercase letter (A-Z) At least one number (0-9) At least one of these special	English
Version: 09.000.00a Dispatch works on a computer with Windows 8.1 or Windows 10 Copyright In this material belongs in part to © 2019 Motorola Solutions, Inc., All Rights Reserved, and In part to © 2019 Kodiak Networks, Inc., All Rights Reserved   Read about how do we use cookies.			Version: 09.000.00.00a Dispatch works on a computer with Windows 8.1 or Windows 10		

**Choose Password** 

When you click on the link, a cookies page is displayed. Select your preferences. It will ask you to choose the password. The password must meet the minimum requirements of password policy of Central Admin Tool. If the password chosen do not match the password specification, then an error will be displayed. The password must meet the following minimum requirements:

- 1. At least six characters
- 2. At least one lower case letter between a to z
- 3. At least one upper case letter between A to Z
- 4. At least one number between 0 to 9
- 5. At least one of these special characters @#\$%^&+=

Once you choose the password, a Central Admin Tool sign in page is displayed as shown below.

KODIAK Corporate Administratio	n Tool	English
900	Sign in	
	michael.george@org.com Forgot Password?	7
	Sign in	
	Antorola Solutions, Inc., All Rights Reserved, and in part to © 2019 Kodiak Networks, Inc., Al	

Sign in - Central Admin Tool

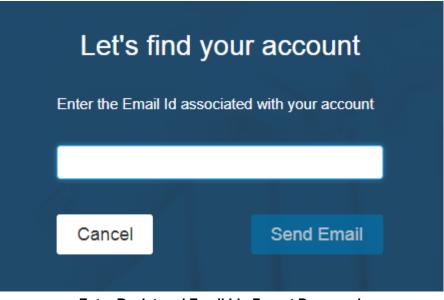
## 2.2.1. Forgot Password

If you have forgotten your password, then you can reset it by clicking on the "Forgot Password" link on the sign in page of the Central Admin Tool. Follow the steps below to reset the password:

1. From the sign in page of Central Admin Tool, click Forgot Password.

Sign in
michael.george@org.com
•••••
Forgot Password
Sign in
Forgot Password

2. A dialog box will be shown to enter the email id associated with your account.



- Enter Registered Email Id Forgot Password
- 3. Enter the registered email id and click Send Email button.
- 4. If you did not receive the mail, click Send it again.
- 5. Click the link received in your email id.
- 6. Enter the new password to reset the password.Cookies

Whenever you sign in to the Central Admin Tool, a pop-up block will be displayed to choose your browser preferences. When you sign in Central Admin Tool using a browser, that uses cookies, it remembers your registered sign in, password details, and language preferences. It is mandatory to accept the cookies to use Central Admin Tool. Click "What are cookies?" to know about the cookies used by the tool.

# 2.3. Take a Tour

Take a tour shows the basic features and demo of the application. A Take a Tour page is displayed when you signed into the Central Admin Tool. Clicking on **View Tour** takes you to the basic operation of the central Admin Tool. Use the **Next** button to view the demo and their introductions.

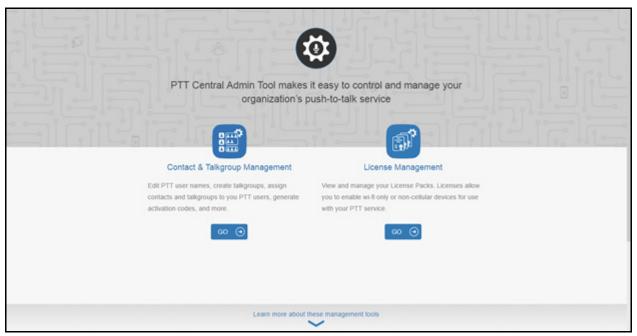
You can click the Close  $\bigotimes$  icon to cancel the Take a Tour view.

If you do not want Central Admin Tool to display the Take a Tour page, whenever you sign in, then

select the checkbox "**Don't show again**" and click the **Close** icon.

# 2.4. Landing Page

A landing page is displayed when you sign in to the Central Admin Tool as shown below.



#### Landing Page

The management tool landing page displays the Contact & Talkgroup Management and License Management as shown in the previous image. If your corporation does not have subscriber(s) with the license pack(s) then the License Management will not be displayed. Select Contact & Talkgroup Management or click the **Go** button below the description of the tool. For License Management, refer to License Management Tool User Guide.

# 3. Navigate the Central Admin Tool

The generic screen layout of the Central Admin 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
- Integrated Users
- Integrated Users Icons
- Interop Users
- Interop Users Icons
- Work Area Navigation
- Search
- Using Parameters
- Common Icons

<b>≡ к</b> өг	DIAK   c	ontac	t & Talkgroup Management			Corporate ID 8886	2- Corporate Name	
8 P	TT Users 23	60 PTT U	Jsers					
	Pages 1 of 48	KI	> *		<b>_</b> d'	Search by Name or Phone Number		۹
Talkgroups	*	Name	1234123411	Phone Number	+1111222233		<i>▶</i> ↓	
ternal Users	\$a	Name	91111111002	Phone Number	+91111111002		<b>*</b>	
egrated Users	\$e	Name	91111111005	Phone Number	+91111111005		<i>▶</i>	
	\$±	Name	91111111006	Phone Number	+91111111006		<i>▶</i>	
	ŝ.	Name	91111111007	Phone Number	+91111111007		<i>▶</i>	
User Sets	ŝ.	Name	91111111008	Phone Number	+91111111008		<i>▶</i>	
	\$e	Name	91111111009	Phone Number	+91111111009		<i>▶</i>	
	ر م	Name	912222200012	Phone Number	+912222200012		<i>▶</i>	
	٤.	Name	912222200013	Phone Number	+912222200013		<i>▶</i>	
	-							

**Central Admin Tool Main Screen** 

# 3.1. Header Area

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

#### Header Area

## 3.1.1. Menu

Allows you to launch the License Management Tool (LMT). Please refer to the License Management Tool User Guide for more details.

- Home Allows you to go back to the landing page.
- License Management Tool Allows you to launch the License Management Tool application. License Management Tool will launch in the same window. The License Management Tool allows to view and manage the license packs for the following types of clients: Cross Carrier Standard, Cross Carrier PTT Radio, Dispatch, Integrated Mobile, Integrated Tracking, Integrated Web, Interop Talkgroup, Interop User, Wi-Fi Standard, and Wi-Fi PTT Radio. Please refer to the License Management Tool User Guide for more details.

The Home and CAT options will always be displayed. If you are entitled for LMT, then LMT option will be shown.

## 3.1.2. My Account

My Account allows you to exit the Central Admin Tool.

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

#### 3.1.3. Settings

The settings are listed as follows:

- Language Allows you to select the language, if another language is supported.
- Max rows per pages Displays the number of rows to be shown per page in the work area. By default, the 50 contacts will be shown per page. You can change the number of contacts displayed up to 200 from the drop-down.

# **Note:** For the purpose of this document, 200 contacts is considered as the number of rows displayed.

- About Displays the version number of the product you are logged into.
- **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 Allows you to access various documents such as user guide when you click on the Help.

**Note:** Ensure to enable pop-ups in the browser to access the "Help" page.

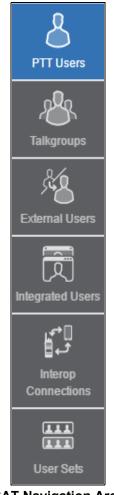
#### 3.1.4. Header Area Icons

The following table lists the Header Area icons you will see in the Central Admin Tool.

Name Icons		Description				
My Account	Ł	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.				

# 3.2. Navigation Area

The left pane of the Central Admin 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", "Integrated Users", "Interop Connections" and "User Sets" work areas.



# CAT Navigation Area

# 3.3. 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, Client Type, Interop Feature and Permission. This area also has options to search for specific user parameters. For details, refer to the "Search" section of this document.

8	PTT Users	87 PTT Users							
PTT Users	Pages 1	of 2	*			<b>- </b>	Search by Name or Pho	one Number	٩
Talkgroups		Name Mike							 $\uparrow$
External Users		Name	Mike	Phone Numbe	+919999444442		Permissions	Administrator and User	
		Client Type	Handset PTT Radio	State	Provisioned		Activation Code	None	
Integrated Users		Expiring On	N/A						
الم ج Interop	a	Name John							$\uparrow$
Connections		Name	John	Phone Numbe	+919999966660		Permissions	Administrator and User	
User Sets		Client Type	Handset Standard	State	Provisioned		Activation Code	None	
		Expiring On	N/A						
	_								
				PTT Users I	Main Scre	een			

# 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.

- Cross Carrier PTT Client
- Cross Carrier Standard
- Dispatch
- Handset PTT Radio
- Handset Standard
- Needs Attention
- Wi-Fi PTT Radio
- 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.

**Note:** By default, 50 users will be displayed. To view up to 200 users, change the "Max rows per page" from the Settings in the header.

## 3.3.1. PTT Users Icons

The following table lists the PTT Users icons you will see in the Central Admin Tool.

Name	Icons	Description
Cross Carrier Standard		This icon indicates a Cross Carrier Standard.
Cross Carrier Standard Warning	28 <b>•</b>	This icon indicates that a Cross Carrier Standard needs attention. Cross Carrier Standard typically need attention when there is no activation code.
Cross Carrier PTT Radio		This icon indicates a Cross Carrier PTT Radio.
Cross Carrier PTT Radio Warning		This icon indicates that a Cross Carrier PTT Radio needs attention. Cross Carrier PTT Radios typically need attention when there is no activation code.
Dispatch	0	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	Č.	This icon indicates a Wi-Fi Standard.

Name	Icons	Description
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.
Wi-Fi PTT Radio	<b>S</b>	This icon indicates a Wi-Fi PTT Radio.
Wi-Fi PTT Radio Warning		This icon indicates that a Wi-Fi PTT Radio needs attention. A Wi-Fi PTT Radio will typically need attention when there is no activation code.

# 3.4. 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 or Interop Type. For details, refer to the "Search" section of this document.

$\cup$	Talkgroups	7 Talkgroups							
PTT Users	Page 1 of 1		Create Talkgroup			ഗ	Search by Talkgroup Name		٩
Talkgroups	<i>.</i> ®.	Name	Facilities	Talkgroup Type	Dispatch	Member	53		/
External Users	.®.	Name	Field Service	Talkgroup Type	Dispatch	Member	99	60 60	/
Integrated Users	恣	Name	Managers	Talkgroup Type	Standard	Member	47		/
[می فی	<i>1</i> 8,	Name	Urgent Response	Talkgroup Type	Dispatch	Member	6		/
Interop Connections	18	Name	Zone 1	Talkgroup Type	Standard	Member	4		1
User Sets	ß	Name	Zone 2	Talkgroup Type	Standard	Member	4		1
	ß	Name	Zone 3	Talkgroup Type	Standard	Member	28		1

#### **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.

# 3.4.1. Talkgroup Icons

The following table lists the Talkgroup icons you will see in the Central Admin 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	$\mathcal{O}$	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	C	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.
Change In Call Permissions		This icon allows you to change or edit the in call permissions for a dispatch group type. Available options are as follows: Allow, Do not allow.
Dispatch Group	B	This icon indicates the dispatchers or dispatcher group in the list area and work areas.
Dispatch Group Warning	S.	This icon indicates that a dispatch group needs attention. Dispatch Group will typically need attention when there is no activation code.
Talkgroup	Ŕ	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	285	This icon indicates the standard talkgroup in the list area and work areas.

Name	Icons	Description
Standard Talkgroup Warning		This icon indicates that a standard talkgroup needs attention. Standard Talkgroup will typically need attention when there is no activation code.

## 3.4.2. 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 Central Admin Tool.

Name	Icons	Description
Default	4	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	٩Ĩ)	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	$\succ$	The envelope icon associated with a Talkgroup.
Field Service	R	The field service icon associated with a Talkgroup.
Flower	*	The flower icon associated with a Talkgroup.

Name	Icons	Description
Front Desk	<u><u></u>.</u>	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	٩.	The telephone icon associated with a Talkgroup.
Tree	•	The tree icon associated with a Talkgroup.
Truck	<b>.</b> .	The truck icon associated with a Talkgroup.
Warehouse		The warehouse icon associated with a Talkgroup.
Worker		The worker icon associated with a Talkgroup.

# 3.5. 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.

8	External Use	IS 10 External Users		
PTT Users	Page 1 of 1	1 Add External User	Search by Name or Phone Number	٩
Talkgroups	*8	Name Abhish	Phone Number +918880001797	× 1
External Users	*8	Name Albert	Phone Number +918880001793	× 🟛
Integrated Users	*8	Name Andrew	Phone Number +918880001783	1
ہمی ٹے 1 Interop	*8	Name Benny	Phone Number +918880001796	1
Connections	*8	Name Bob	Phone Number +918880001794	1
User Sets	*8	Name John	Phone Number +918880001773	1
	*8	Name Mark	Phone Number +918880001778	1

#### 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.

#### 3.5.1. External Users Icon

The following table lists the External Users icon you will see in the Central Admin Tool.

Name	Icons	Description
External User	8-22 B	This icon indicates that a user is a different corporation.

# 3.6. Integrated Users

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

The Integrated Users work area has options to search for a specific Users by Name or Phone Number or State or Type or Interop Feature or Permissions. For details, refer to the "Search" section of this document.

$\cup$	ntegrated Us	ers 10	4 Integrated Users						
PTT Users	Page 1 of 1		*		≡	വ്	Search by Name or Phone Number		٩
Talkgroups		Name	Indy Gibson		Phone Number	91999	8433152	1	$\checkmark$
External Users		Name	Larry Johnson		Phone Number	91999	8433153	1	$\checkmark$
ntegrated Users		Name	Joe Foster		Phone Number	91999	8433150		$\checkmark$
۔ تب≣	C A	Name	CORP8886		Phone Number	91999	8433151	1	$\checkmark$
Interop Connections		Name	Rachel Thomas		Phone Number	91999	8433221	1	$\checkmark$
User Sets		Name	Alex Voortman		Phone Number	91999	8433222	1	$\checkmark$
		Name	Calvin Jameson		Phone Number	91999	8433223	/	$\checkmark$

#### Integrated Users Main Screen

Icons are identified in the "Integrated Users Icons" section of this document.

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

#### 3.6.1. Integrated Users Icons

The following table lists the Integrated Users icons you will see in the Central Admin Tool.

Name	Icons	Description
Integrated Mobile		This icon indicates an Integrated Mobile.
Integrated Mobile Warning		This icon indicates that an Integrated Mobile needs attention. Integrated Mobile users will typically need attention when there is no activation code.
Integrated Tracking		This icon indicates an Integrated Tracking.
Integrated Tracking Warning		This icon indicates that an Integrated Tracking needs attention. Integrated Tracking users will typically need attention when there is no activation code.
Integrated Web		This icon indicates an Integrated Web.

Name	Icons	Description
Integrated Web Warning		This icon indicates that an Integrated Web needs attention. Integrated Web users will typically need attention when there is no activation code.

# 3.7. 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 or Linked or Permissions.

8	Interop Cor	nnections	30 Interop Connections									
PTT Users	Page 1 c	of 1 【 🚺					📕 ග්	Search t	by Name or Phone Number	,	م	
Talkgroups	<b>اللہ</b>	Name	CORP8886	Ph	one Number	919998433154		User Type	Interop User	1	$\downarrow$	
External Users		Name	CORP8886	Ph	one Number	919998433155		User Type	Interop User	1	•	
Integrated Users	<b>ال</b> الح	Name	CORP8886	Ph	one Number	919998433156		User Type	Interop User	1	$\downarrow$	
۔ ≎م}	<b>ال</b> وع	Name	CORP8886	Ph	one Number	919998433157		User Type	Interop User	1	$\downarrow$	
Interop Connections	<u>ل</u>	Name	CORP8886	Ph	one Number	919998433158		User Type	Interop User	1	•	
User Sets		Name	EMS	Ph	one Number	919998433159		User Type	Interop Talkgroup	1	•	
		Name	Fire	Ph	one Number	919998433160		User Type	Interop Talkgroup	1	$\downarrow$	
	6							·· -	=			

#### 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

## 3.7.1. Interop Users Icons

The following table lists the Interop Users icons you will see in the Central Admin Tool.

Name	Icons	Description		
Interop Radio		This Icon indicates the Interop Radio or Interop Talkgroup. This feature allows the interoperability between the KODIAK Pushto-Talk Over Cellular (PoC) system and Interop networks using the Interop Radio solution.		
Link to Interop Talkgroup	6	This icon indicates a Link to Interop Talkgroup.		
Interop Talkgroup	<b>ut</b>	This icon represents a PTT Talkgroup on an Interop Console.		
Interop User	<u>L</u>	This icon indicates an Interop User. There is no warning icon associated with the Interop User.		
Interop feature enabled		This icon indicates that the Interop feature is enabled for the user.		

# 3.8. 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.

**Note:** By default, 50 users will be displayed. To view up to 200 users, change the "Max rows per page" from the Settings in the header.

# 3.9. Search

You can search for a specific name in the work areas on the user interface of the Central Admin 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, Integrated 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, type and Interop type in the search box.

To search the User Set, enter the name of the User Set in the search box.

#### 3.9.1. 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.
- Client 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.

# 3.10. Common Icons

The following table lists the common icons you will see in the Central Admin Tool.

Name	Icons	Description	
Allow Location		Displayed when the Tools is clicked.	
Allow Multimedia	<b>U</b>	Displayed when the Tools is clicked.	
Allow Text		Displayed when the Tools is clicked.	

Name	Icons	Description	
Assign Contacts	S	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	$\times$	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	$\times$	Click to close user sets for PTT Users, Talkgroups, External Users, Integrated Users and Interop users.	
Collapse Details	0	Click to collapse the details for a single PTT User and Integrated Users.	
Delete		Click to delete the record data.	
Edit	A ROAD	Click to edit the record data.	
Error	8	This icon indicates an unsuccessful operation. Click to close the error message.	
Expand Details	0	Click to expand the details for a single PTT User and Integrated Users.	
Export	Ċ	Click to export all tabular data in CSV file format.	

Name	Icons	Description	
Import	لح	Click to import External Users to the tool.	
Generate Activation Code	#	Click to re-generate an activation code.	
Generate Activation Codes	(F)*	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, Integrated 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	Q	Displays in the search text box.	
Send Email	<b>D</b>	Click to send an activation code using email.	
Show Less	$\leftarrow$	Click to show fewer record details.	

Name	Icons	Description			
Show More	$\rightarrow$	Click to show more record details.			
Users	8	This icon indicates a user.			
Success	$\bigcirc$	This icon indicates a successful operation.			
User Set	LLL Se	Click to view the User Set that you are not a member of.			
User Set Member	1	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	1	Click to view the information.			
Copy/Paste	ß	Click to copy/paste the talkgroup details from one PTT Radio to another PTT Radio user.			

# 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, Integrated Users, Interop Connections and User Sets using the Central Admin 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
- 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
- Copy and Paste Talkgroup details
- Generate Activation Codes for Multiple Users
- Using the Export Operation
- Enable Features to PTT Users
- Enable feature to individual PTT user
- Enable features to multiple PTT users
- Change Client Type
- Enable Authorization for Remote Supervision Features
- Features Authorization
- Features
- Packages
- Device Info
- Messaging
- Automatic Location Publish Control

- Emergency
- Authorized User Features

## 4.1. 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.

PTT Users	87 PTT Users								
Pages 1	of 2	*			📕 ഥ്	Search by Name or Phe	one Number		٩
	Name Mike								$\uparrow$
	Name	Mike	Phone Number	+919999444442		Permissions	Administrator and User		
	Client Type	Handset PTT Radio	State	Provisioned		Activation Code	None		
	Expiring On	N/A							
÷	Name John								$\uparrow$
	Name	John	Phone Number	+919999966660		Permissions	Administrator and User		
	Client Type	Handset Standard	State	Provisioned		Activation Code	None		
	Expiring On	N/A							
	Pages 1	Pages 1 or 2 I I I I I I I I I I I I I I I I I I	Name Mike Client Type Handset PTT Radio Expliring On N/A	Pages       or 2       Image: The second sec	Pages       or 2       Image: The second sec	Pages of z Image: mile   Image: mile Name: Mile   Name: Mile Phone Number - 91999944442   Client Type: Handset PTT Radio State: Provisioned   Expiring On: N/A Name: John   Name: John Phone Number - 91999966660   Client Type: Handset Standard State: Provisioned	Pages 1 of 2       Image: Search by Name of Phone         Image: Name Mike       Name Mike         Name Mike       Phone Number +91999944442         Name Mike       Provisioned         Client Type       Handset PTT Radio         State       Provisioned         Expiring On       NA         Name John       Phone Number +91999966660         Name John       Phone Number +91999966660         Client Type       Handset Standard         State       Provisioned	Pages of z Image: Sarch by Name or Phone Number   Image: Name Name   Name Name   Clent Type Handset PTT Radio   Expring On NA     Name John     Name John     Name John     Phone Number •91999944442   Permissions Administrator and User   Clent Type Handset PTT Radio   State Provisioned   Activation Code None     Clent Type Handset Standard   State Provisioned        Attivation Code None	Pages 1 of 2 I To 1 I To 2

#### **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
- Client Type
- Permissions
- State
- Expiring On
- Email ID
- Activation Code

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.

# 4.2. Edit a User

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

PTT Users	PTT User Details Adrian +9999200000091		Save Cancel Resync
	Name Adrian	Phone Number +999920000091	Client Type Dispatch
Talkgroups	Billing Number +91999999911	State Provisioned	Permissions Administrator and User ~
External Users	Expiring On	Email ID rajan.das@motorolasolutions.com	Activation Code
Integrated Users	Authorized User Contacts 50 Talkgroups 20 Features		
Interop Connections	Search by Name or Phone Number	۹ 🖧 🚟 🗙	50 Contacts
User Sets	Name	Phone Number	Client Type
0301 066	919605111273	+919605111273	External User
	919605111274	+919605111274	External User
	<u>919605111275</u>	+919605111275	External User

#### 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 "Permissions" 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.
- **Client Type** Displays the client type of the user. This field can be edited. For more information, refer to the "Client 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.

You can use the Show More for All icon to view the details of all the users expanded at once.

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. Cross Carrier PTT Radio

- Cross Carrier PTT Standard
- Dispatch
- Integrated Mobile
- Integrated Tracking
- Integrated Web
- Interop Talkgroups
- Interop Users
- Wi-Fi Standards
- Wi-Fi PTT Radio

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 admin.
- Administrator and User These users can receive contacts and talkgroups from a corporate admin 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.

#### Client Type

The Client Type represents the read-only information about the client type and are as follows:

- Cross Carrier PTT Radio
- Cross Carrier Standard
- Dispatch
- Handset PTT Radio
- Handset Standard
- Wi-Fi 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, Integrated Users, and Interop Talkgroup 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.

## 4.3. Re-Sync a User

For more information, refer to the "Re-sync a Device" section in this document.

# 4.4. Generate Activation Codes

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

PTT Users	PTT User Details Andy Graves +919099999990 -			Save Cancel Resync
~&	Name Andy Graves	Phone Number +91909999990	Client Type	Handset Standard 🗸 🗸
Talkgroups	Billing Number +919099999990	State Provisioned	Permissions	Administrator and User 🗸 🗸
External Users	Expiring On	Email ID abc@org.com	Activation Code	P., 🗲
Ŕ	Contacts 100 Talkgroups 17 Features			Generate Activation Code
Integrated Users	Search by Name or Phone Number	۹ 🖁 🚟 💥		100 Contacts
Interop Connections	Pages 1 of 2			
	Name	Phone Number	Client Type	
	A 919605111273	+919605111273	External User	
User Sets	A 919605111274	+919605111274	External User	
	919605111275	+919605111275	External User	
	919731020704	+919731020704	External 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.

Email Ad	ctivation Code Handset PTT Radio	×
То	agraves@org.com	
From	donotreply@corporateadmin.com	
Subject	Installation Instructions for PTT Radio Handset Client	
Your Activ THE CODE I To setup 1. Downloo 2. Downloo 3. Instal	19998433167 - Andy Graves vation Code for PTT Radio Handset Client is wgY62d5. WILL EXPIRE ON 23 May 2017 07:15:58 AM IST your PTT Radio Handset client follow below steps: ad the software from http://link_to_PTT_Radio_Handset_client_software ad the installation instructions from http://link_to_installation_instruction 1 the software as per the instructions. You will need above activation code d ad the user guide from http://link_to_user_guide R:	s uring th
Sen	d Email Cancel	

#### Send New Activation Code to User

- 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.Regenerate an Activation Code
- 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?'
- 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.

PTT Users	PTT User Details Andy Graves +919099999990					Carl Save Ca	ancel R	lesync	
	Name Andy Graves	Pho	ne Number	+919099999990	Client Type	Handset Standard		~	
Talkgroups	Billing Number +919099999990		State	Provisioned	Permissions	Administrator and User	r	~	
External Users	Expiring On 30 Jul 2018 01:17 AM CDT		Email ID	abc@org.com	Activation Code	6541930	R, #	5	
Ì	Contacts 100 Talkgroups 17 Features		Email A	Activation Code Handset Sta	Indard		×		
Integrated Users	Search by Name or Phone Number	۹	То	abc@org.com					
Interop	Pages 1 of 2		From	donotreply@corporateadmin.com				:ts	
Connections	Name	Phone Numb	Subject	Installation Instructions for PTT Radio	Handset Client				
	919605111273	+9196051112							
User Sets	919605111274	+9196051112		919099999990 - Andy Graves Your Activation Code for PTT Ra THE CODE WILL EXPIRE ON 30 July		30.			
	919605111275	+9196051112	-						
	919731020704	+9197310207		<ol> <li>Download the installation in</li> <li>Install the software as per</li> <li>Download the user guide from</li> </ol>	structions from http://link the instructions. You will http://link_to_user_guide	_to_installation_in need above activatio	structior on code c	]	
	9999200000011	+9999200000		DISCLAIMER:					
	9999200000012	+999920000(							
	9999200000013	+9999200000	Se	end Email Cancel					
	····								

#### 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.

#### 4.4.1. Resend an Existing Generated Activation Code without Regenerating

- 1. From the PTT Users or Integrated 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.

Email Ac	ctivation Code Integrated Web	×
То	igibson@org.com	
From	donotreply@corporateadmin.com	
Subject	Installation Instructions for 3rd Party POC Client	
Your Activ	19998433152 - Indy Gibson vation Code for 3rd Party POC Client is TD7u6jN VILL EXPIRE ON 28 April 2117 09:26:25 AM IST	
1. Downloa 2. Downloa 3. Instal	your 3rd Party POC client follow below steps: ad the software from http://link_to_3rd_Party_POC_client_software ad the installation instructions from http://link_to_installation_instructions I the software as per the instructions. You will need above activation code du ad the user guide from http://link_to_user_guide	iring th
DISCLAIME	ς:	
Sen	d Email Cancel	

#### Resend an Existing Generated Activation Code without Regenerating

4. Click the Send Email button to resend the existing activation code.

# 4.5. 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 250 Contacts to Each User through User Sets" section of this document.

### 4.5.1. 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.

PTT Users	PTT User Details Andy Graves +919099999990		Assign Contacts to "Andy Graves"	×
Ł	Name Andy Graves	Phone Number +919099999990	Search by Name or Phone Number	٩
Talkgroups	Billing Number +919099999990	State Provisioned	Pages 1 of 3 🔣 🕨	Assign Cancel
Å8	Expiring On 30 Jul 2018 01:17 AM CDT	Email ID abc@org.com	Name 919605111273	Phone Number
External Users	Contacts 50 Talkgroups 17 Features		919605111273	+919605111273
ر کر J Integrated Users			919605111275 919731020704	+919605111275 +919731020704
∏می جہ≣	Search by Name or Phone Number	م کی 🚟 💥	999920000011	+9999200000011
Interop Connections	Page 1 of 1		999920000012	+9999200000012
	Name	Phone Number	999920000013	+9999200000013
	Chetana9.0	+919999666450	999920000014	+9999200000014
User Sels	Chetana9.0	+919999666451	999920000015	+9999200000015
	Chetana9.0	+919999666452	999920000016	+9999200000016
	Chetana9.0	+919999666453	999920000017	+999920000017
		+919999666454	999920000018	+999920000018
	Chetana9.0	+919999000404	999920000019	+9999200000019
	Chetana9.0	+919999666455	999920000020	+999920000020
	Chetana9.0	+919999666456	999920000021	+999920000021
	b and an		000000000000	.000030000033

#### **Assign Contacts**

- 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 also select multiple contacts by clicking the check box before the Name header, which functions as a Select All check box.
- 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. A success message is displayed. The assigned contacts will be synced to the user's handset.
- **Note:** You can select a combination of up to 200 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.

#### 4.5.2. 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.
- 4. You can also search for the contact by selecting a parameter.

PTT Users	PTT User Details Andy Graves +919099999990		G Save Cancel Resync
Ŕ	Name Andy Graves	Phone Number +91909999990	Client Type Handset Standard V
Talkgroups	Billing Number +91909999990 Expiring On 30 Jul 2018 01:17 AM CDT	State Provisioned	Permissions     Administrator and User       Activation Code     6541930
Ŕ	Contacts 50 Talkgroups 11 Features		
Integrated Users	Search by Name or Phone Number Page 1 of 1	م کی 🚟 🖈 🛍 Delete	50 Contacts
Connections	Name	Phone Number	Client Type
	Chetana9.0	+919999666450	Handset PTT Radio
User Sets	Chetana9.0	+919999666451	Handset PTT Radio
	Chetana9.0	+919999666452	Handset PTT Radio
	Chetana9.0	+919999666453	Handset PTT Radio
	Chetana9.0	+919999666454	Handset PTT Radio
	Chetana9.0	+919999666455	Handset PTT Radio
	Chetana9.0	+919999666456	Handset PTT Radio

#### **Remove Contacts**

5. Click the **Delete** icon to perform the removal operation. A confirmation message is displayed stating PTT user 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 200 individual contacts or any number of users sets at a time for removal. When completed, click the Save button to save all records. The data is not saved until the Save button is clicked.

# 4.6. 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 Central Admin Tool (CAT).

For more information, refer to the "Manage User Sets Assigned to PTT Users, Talkgroups, or Integrated Users" section in this document.

## 4.6.1. 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.

User Sets updates are propagated automatically.

#### To add a User Sets to a group

- 1. Select a group from the **Talkgroups** tab and click edit button.
- 2. Click the **Assign User Set** tab and a pop-up assign user set window is displayed.

PTT Users	🛞 Talkgroup Details		Assign User Set	×		
PTT Users	Talkgroup Name Construct	ion	Talkgroup Type Standard		Search by User Set Name	٩
Talkgroups	Members 3 Supervisors 2				Page 1 of 1 View Description	Assign Cancel
External Users	Search by Name or Phone Number			*	✓ (11) ← east (6)	
Integrated Users	Page 1 of 1	Phone Number	User Type	In Call	<b>4 A A v</b> north (1) <b>4 A A v</b> south (1)	
∎•ي ب	.∎	+919008447696	Handset Standard	Listen and Talk	✓	
Interop Connections	917567894299	+917567894299	Cross Carrier PTT Radio	Listen and Talk	▲▲▲         ▼ user set all (100)           ▲▲▲         ▼ west (7)	
User Sets	Wifi STD IOS	+917567890169	Wi-Fi Standard	Listen and Talk		

Add User Sets as Members of a Group

- 3. Select the user sets and click the **Assign** button.
- 4. Click **OK** to continue the confirmation message that appears.

## 4.6.2. 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.

PTT Users	🛞 Talkgroup Details					Save Cancel
	Talkgroup Name Construction		Talkgroup Type Standar	d	Avatar Supervisor	
Talkgroups	Members (13) Supervisors (2)					
External Users	Search by Name or Phone Number		م گ	* * 0 0	Delete	13 Members
Integrated Users	Name	Phone Number	User Type	In Call	Call Initiation	Call Receiving
لم می وب Interop Connections						
		+919008447696	Handset Standard	Listen and Talk	Allow	Allow
User Sets	917567894299	+917567894299	Cross Carrier PTT Radio	Listen and Talk	Allow	Allow
	Wifi STD iOS	+917567890169	Wi-Fi Standard	Listen and Talk	Allow	Allow

#### Remove a User Set from a Talkgroup

## 4.6.3. View User Set Members Associated with a User

To view user set members associated with a user, refer to "View User Set Members".

# 4.7. Manage Talkgroups

For more information, refer to the "Manage Talkgroups" section in this document.

# 4.8. 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.

8	PTT Users	90 PTT	l Users										
PTT Users	Select Al	Page	es 1 of 2 🗸	* 8		tivation Codes		;	ſ	Ì	Search by Name or Phone Number		٩
Talkgroups	• • • • • • • • • • • • • • • • • • •	Name	Adrian		Generate AC		Phone Number	+9999200000091				1	* ↓
External Users	•	Name	Alastair				Phone Number	+999920000092				1	* ↓
Integrated Users	✓ Ø <sup>*</sup>	Name	Albert				Phone Number	+9999200000093				1	≁ ↓
ۍ. م		Name	Alden				Phone Number	+999920000094					* ↓
Interop Connections		Name	Alex				Phone Number	+999920000008				1	* ↓
User Sets	□ ( <b>Q^</b> *	Name	Alexander				Phone Number	+9999200000095				1	* ↓
	□ \$ <mark>1^</mark>	Name	Anderson				Phone Number	+9999200000090				1	* ↓

#### Selecting Multiple Users

You can change the Type as explained below:

- 1. Select the **Change Type icon** to display the following options for the selection.
  - 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 Messaging permissions for users the following options:

None

The selected user can not send and receive any message.

#### • Text?

The selected user can send and receive text messages.

#### • Text and Multimedia?

The selected user can send and receive text and multimedia messages (image, video, audio, and file).

#### • Set Location Sharing?

The selected user can send and receive location information.

To enable or disable the features, do the following:

 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.

# 4.9. Copy and Paste Talkgroup details

You can copy and paste the assigned talkgroup details of one PTT Radio user to another PTT Radio user in your corporation. This will copy all the talkgroups, zones, positions and scan talkgroup priority for that PTT Radio user. When you paste the copied details, the PTT Radio user for talkgroups will look exactly the same as the PTT Radio user till there are additional unassigned talkgroups already existed for the user.

To copy and paste the talkgroup details, do the following:

- 1. From PTT User work area, click the Edit icon associated to the PTT user.
- 2. In the Talkgroups tab, click the **Copy/Paste** icon. Or

Right-click anywhere in the Talkgroups tab.

PTT Users	PTT User Details sam +9	19191919181 -					ර් Save Can	cel Resync	
Å	Name sam		Phone Number	+919191919181		Client Type	Handset PTT Radio	~	
Talkgroups	Billing Number +919191	919181	State	Provisioned		Permissions	Administrator and User	~	
External Users	Expiring On		Email ID	sam.123@org.com		Activation Code		M, 7	
Ŕ	Contacts 🕕 Talkgroups 2	Features							
Integrated Users	Search by Talkgroup Name		۹ 🛐						
ہی ہے Interop	Page 1 of 1	Page 1 of 1		Copy Enable Talkgroup Scanning Paste			2 Talkgrou		
Connections	Name 🔺	Talkgroup Type	Zone		Position	S	can List Priority		
User Sets	Br CAB_South	Standard	Not As	signed V	Not As	signed	Not in Scan List		
User Sels	Br GRP_A3	Standard	Not As	signed V	Not As	signed	Not in Scan List		

**Copy Talkgroup Details** 

- 3. From the drop down select **Copy**. The talkgroup details will be copied.
- 4. Go to the PTT user to which the talkgroup details need to be pasted.

PTT Users	PTT User Details Vadi +9198	98989898 -					Save Cancel Resyn
ala	Name Russel		Phone Number	+919898989898		User ID	System ID 919898989898
raikgroups							Email ID sdgss@g.vom
<u>بر</u>	Device Shared devi	ice or No Phone Number $ \checkmark $	Client Type	PTT Radio	~	Billing Number	+919898989898
ternal Users			State	Provisioned De		Permissions	Administrator and User
grated Users	Contacts 0 Talkgroups 10 Search by Talkgroup Name	Features	٩				10 7.1
Interop nnections	Page 1 of 1		Сору	nable Tall	group Scanning		10 Talkgroup
AIIICCIOIIS	Name 🔺	Talkgroup Type	Paste zone		Position	S	Scan List Priority
111	BGC121	Broadcast	N/A		N/A	т	alkgroups not in scan list
Jser Sets	BGC121	Broadcast	N/A N/A		N/A N/A		alkgroups not in scan list alkgroups not in scan list

#### Paste Talkgroup Details

5. In the Talkgroups tab, click the Copy/Paste icon.

Or

Right-click anywhere in the talkgroups tab.

6. From the drop down select **Paste**. The talkgroup details will be pasted.

Note: You can copy the talkgroup details once and paste multiple times.

- **Note:** If PTT Radio user has already previous talkgroup assigned then, they may be preserved and set to unassigned. Recommendation is to paste to a new PTT Radio user without any prior talkgroup assignments.
- 7. A success message is displayed.

**Note:** You can copy and paste the talkgroup details of Handset, Cross Carrier and Wi-Fi type PTT Radio users only.

# 4.10. 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."

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

# 4.11. Using the Export Operation

For more information, refer to the "Using the Export Operation" section in this document.

# 4.12. Enable Features to PTT Users

You can enable the specific or all the features to selected PTT users such as Location History, Geofence and Messaging. You can also enable the specific or all the features in Messaging such as Text, Multimedia and Location.

#### 4.12.1. Enable feature to individual PTT user

To enable the features to individual PTT users, do the followings:

- 1. In the work area, click the Edit icon associated with the user.
- 2. Click the Features tab.
- 3. Enable the features from the drop-downs.

- 4. Click **Save** to save the changes.
  - Or

Click Cancel to cancel the action.

PTT Users	PTT User Details Adrian +999920000009	п 😑				Save Cancel R	Resync
2 PTT Users	Name Adrian	Phone N	lumber	+9999200000091	Client Type	Dispatch	
Talkgroups	Billing Number +919999999911		State	Provisioned	Permissions	Administrator and User	~
External Users	Expiring On	Er	mail ID	rajan.das@motorolasolutions.com	Activation Code	R;	۶
Ŕ	Authorized User						
Integrated Users	Contacts 50 Talkgroups 2 Features						
لمحمل محمل Interop Connections	Packages Command Package Ø						
User Sets	Device Info Manufacturer: N/A	0	DS: N/A				
	Model: N/A	A	pplicatio	n: N/A			
	Automatic Location Publish Control Publish Location? の	Yes 🗸					
	Emergency Allow Emergency Initiation?	No Yes No ~					
	Special Notification	None (Regular call notification) $$					5

Enable Feature - Individual User

**Note:** The feature drop-downs will appear only for the activated 8.3 or above clients. The emergency related features drop-downs will appear for 9.0 or above clients.

## 4.12.2. Enable features to multiple PTT users

To enable the features to multiple PTT users, do the following:

- 1. In the work area, click the **Tools** icon associated with the user.
- 2. Select the checkbox(es) next to the contact(s) and select the features Set Messaging and Set Location Sharing.
- 3. Click **Yes** to continue.

Or

Click **No** to cancel.

$\cup$	PTT Users	90 PTT	Users						
	Select Al	Page	is 1 of 2 🚺 🕨	🗙 🗊 🧭 🞑 💝 Set Messaging		<b>_</b> மீ	Search by Name or Phone Number		۵
kgroups	• ( <b>(</b> )	Name	Adrian		Phone Number	+999920000091			$\downarrow$
nal Users	□ ( <b>©</b> <sup>↑</sup>	Name	Alastair		Phone Number	+9999200000092		<i>.</i>	$\downarrow$
ated Users	□ ( <b>©</b> ^	Name	Albert		Phone Number	+9999200000093		<i>.</i>	$\downarrow$
	□ ( <b>Q^</b> ^	Name	Alden		Phone Number	+9999200000094		<i>.</i>	$\downarrow$
nterop	V 👔	Name	Alex		Phone Number	+999920000008		, dir	$\downarrow$
ser Sets	□ ( <b>©</b> <sup>↑</sup>	Name	Alexander		Phone Number	+9999200000095		<i>.</i>	$\downarrow$
	□ \$a^	Name	Anderson		Phone Number	+999920000090			$\downarrow$

Enable Features - Multiple Users

# 4.13. Change Client Type

You can change the client type of the Handset Standard, Cross Carrier Standard and Wi-Fi Standard from the drop-down in the work area of the user details. To change the client 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 Client Type drop-down.

8	PTT User Details Antony +919440000008			Save Cancel Resync
PTT Users	Name Antony Billing Number +919440000008	Phone Number +919440000008 State Provisioned		Handset Standard   Handset Standard Handset PTT Radio Moministrator and User
External Users	Expiring On	Email ID abc@org.com	Activation Code	R. 7
	Authorized User			
Integrated Users	Contacts 50 Talkgroups 🚯 Features			
Interop Connections	Search by Name or Phone Number Page 1 of 1	Q 🖧 🏭 💥		50 Contacts
1400 (2002)	Name	Phone Number	Client Type	
User Sets	919605111273	+919605111273	External User	
	919605111274	+919605111274	External User	
	A 919605111275	+919605111275	External User	

### Change Client Type

- 3. Select the type of client 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.

# 4.14. Enable Authorization for Remote Supervision Features

You can authorize a user to do the remote supervision for the assigned contacts. Remote Supervision feature includes user check and enable or disable the contact. After evaluating and accessing the information, you can activate ambient listening and discrete listening for the user. You can only authorize PTT users and Integrated Users for user monitoring. To authorize a user, refer to the "Features Authorization" section of this document.

PTT Users	PTT User Details A	ntony +919992222222 -				Save Canc	Resync
28	Name	Antony	Phone Number	+91999222222	Client Type	Handset Standard	~
Talkgroups	Billing Number	+919992222222	State	Provisioned	Permissions	Administrator	~
External Users	Expiring On		Email ID	xyz@org.com	Activation Code		R, #
Integrated Users	Authorized Use Contacts 50 Talkgr	rr 🗸 Features					
لم الم حيث Interop Connections	Search by Name or Phor Page 1 of 1	ne Number		Han X			50 Contacts
	Name	Phone Number	Client Type	Remote Supervision	Ambient Listening	Discrete Listening	
User Sets	919605111273	+919605111273	External User	Do not allow	Do not allow	Do not allow	
	919605111274	+919605111274	External User	Do not allow	Do not allow	Do not allow	
	919605111275	+919605111275	External User	Do not allow	Do not allow	Do not allow	

**Enable Authorization - Edit Screen** 

# **Note:** The authorization checkbox will not be available for the users before 9.0 clients. The authorization checkbox will not be available to the user if they are not provisioned with the emergency feature package.

Once user is authorized, they can monitor the current situation of a member who is not responding to the calls, IPAs and messages. The authorized user then, can activate user check, ambient listening and discreet listening to collect information of that member. You can allow following features for the authorized user from the edit user screen:

 Remote Supervision - When the remote supervision is selected, the authorized user can view information like the member's location, presence status, battery status, emergency state and signal strength of Wi-Fi or LTE of the member's device. The authorized user can remotely enable or disable the user's device and can start or cancel the remote emergency.

- Ambient Listening Once the user check informations are displayed, the authorized user can select ambient listening which then activates the member's device Mic remotely and allows authorized user to listen to the member's surroundings without knowing them and take necessary actions like remote emergency, and enable or disable the member's device.
- **Discreet Listening** Allows the authorized user to listen to any call to and from the selected member without knowing them.

Check or uncheck the previous feature checkboxes to enable or disable the features respectively for the authorized user.

**Note:** To activate remote supervision, ambient listen or discreet listen, the feature should be available for the configuration and the user device should support to use these feature.

### 4.14.1. Features Authorization

You can authorize individual or multiple members for the remote supervision, ambient listening and discreet listening from the edit screen of a user.

To authorize individual or multiple members, do the following:

- 1. Form the PTT Users work area, click the **Edit** icon associated with the user.
- 2. Make sure that the Authorized User checkbox is checked.
- 3. In the Work area, click the **Tools** icon under the **Contacts** tab.
- 4. Select the member or the members of the user set to which features need to be enabled.

PTT User Details Antony	+919992222222 =				Save	Cancel Resys
	Antony	Phone Number	+919992222222	Client Type	Handset Standard	
s Billing Number +9	19992222222	State	Provisioned	Permissions	Administrator	
Expiring On		Email ID	xyz@org.com	Activation Code		R, 9
Authorized User	•					
Contacts 50 Talkgroups	Features					
Search by Name or Phone Num	ber	٩ کې 🚟	± (∞ -C +9 ±			
Page 1 of 1						50 Contac
Name	Phone Number	Client Type	Remote Supervision	Ambient Listening	Discrete Listening	
919605111273	+919605111273	External User	Do not allow	Do not allow	Do not allow	
919605111274	+919605111274	External User	Do not allow	Do not allow	Do not allow	
919605111275	010005111075	External User				
<u>Å</u> 919605111275	+919605111275	External User	Do not allow	Do not allow	Do not allow	
9195051112/5	+919605111275	External User	Do not allow	Do not allow Do not allow	Do not allow	
919731020704	+919731020704	External User	Do not allow	Do not allow	Do not allow	
919731020704	+919731020704 +9999200000011	External User Integrated Web	Do not allow Do not allow	Do not allow Do not allow	Do not allow Do not allow	
A1         919731020704           T         9999200000011           T         9999200000012	+919731020704 +9999200000011 +9999200000012	External User Integrated Web	Do not allow Do not allow Do not allow	Do not allow Do not allow Do not allow	Do not allow Do not allow Do not allow	
919731020704 9999200000011 9999200000012 999920000013	+919731020704 +999920000011 +9999200000012 +9999200000013	External User Integrated Web Integrated Web Integrated Web	Do not allow Do not allow Do not allow Do not allow	Do not allow Do not allow Do not allow Do not allow	Do not allow Do not allow Do not allow Do not allow	

#### Features Authorization

5. Click the **Remote Supervision** icon. A Select the Configuration block opens.

- 6. Select from the below options
  - a. Change Remote Supervision
  - b. Change Ambient Listening
  - c. Change Discreet Listening
- 7. Click Allow to authorize

Or

Click **Do not allow** to unauthorize the feature.

8. Click **Apply** to save the changes.

Or

Click **Cancel** to cancel the action.

	FAN Anudeep_FA	N1 (Anudeep_FAN)	BAN Auto_	.70_PAM (7474747474222)			
ریجر) Integrated Users	Authorized User 🗸						
<del>ل</del> ه ا	Confirmation You are about to	update remote supervision on the s	elected contacts. Are you sure?			OK Cancel	
Interop	Contacts 50 Talkgroups 2	Features					
Connections	Search by Name or Phone Number			* (** 1			50 Contacts
User Sets	Page 1 of 1 🚺 🕨						of contacto
	Name	Phone Number	Client Type	Remote Supervision	Ambient Listening	Discrete Listening	
	O_Activated_WebDispatche     r_	+9999200021044	Dispatch	Do not allow	Do not allow	Do not allow	
	O_Activated_WebDispatche     r_2	+9999200021045	Dispatch	Do not allow	Do not allow	Do not allow	
	0_Anudeep_14March_Devi ceSharin	+9999200021213	Wi-Fi PTT Radio	Do not allow	Do not allow	Do not allow	
	0_AnudepMDN MDN1	+91900022626	Integrated Mobile	Do not allow	Do not allow	Do not allow	
	0_BGC_PTXEnabledUsers	+91900022101	Handset Standard	Do not allow	Do not allow	Do not allow	
	0_Handset_Activated2	+91900022105	Handset Standard	Do not allow	Do not allow	Do not allow	
	0_Mar8_2_TGSC1	+9999200021205	Wi-Fi Standard	Do not allow	Do not allow	Do not allow	
	0_TempPwdissue111_Ren amed1	+9999200021207	Wi-Fi Standard	Do not allow	Do not allow	Do not allow	$\bigcirc$

#### Feature Authorization Confirmation Message

9. A confirmation messages is displayed. Click **OK** to continue.

Or

Click **Cancel** to cancel the action.

**Note:** You cannot activate remote supervision, ambient listening and discreet listening for a dispatcher. An error message is displayed if you select dispatcher for authorization.

**Note:** A PTT User that uses a feature phone may not work as an Authorized User even if assigned from the Central Admin Tool.

# 4.15. Features

The Features tab under the edit PTT Users screen shows the Packages, Device Info, Messaging, Location Sharing, Automatic Location Publish Control, Geofence and Emergency specific information. Mouse hover on the Help icon displays the details of each feature assigned to the user.

Contacts 50	Talkgroups 🕢	Features			
Packages Command Packa QPP Package 4 <sup>1</sup> Premium Dispato Inter-Op User MF	ග <sub>ch Console</sub> ග				
Device Info Manufacturer: LE Model: 20J5A0E				OS: Windows10 Application: knwds-09_000_00_06C_DISP	
Automatic Locatio Publish Location?			Yes 🗸		
Emergency Allow Emergency In Special Notification Talkgroup Steering	Ø		No V None (Regular call notification) V Yes V		•



**Note:** The Emergency specific information will not be shown under the Features tab for older than 9.0 clients.

Below are the information displayed in the Features tab:

## 4.15.1. Packages

Displays the type of package assigned to the user. These packages includes Tired Package and Add-on Packages.

## 4.15.2. Device Info

Displays the information related to Manufacturer, Model, OS and Application of the user's device.

## 4.15.3. Messaging

Displays the messaging capability of the user. You can configure the messaging capability of the user as below.

- Text Multimedia Allows you to provide permission from one of the following:
  - None No messaging capabilities.
  - Text Only text messaging

• Text and Multimedia - Both text and multimedia messaging.

**Location Sharing** - Allows you to provide permission for sharing member's location capability in messages.

Geofence - Allows you to enable the geofence capability for the user.

## 4.15.4. Automatic Location Publish Control

Allows you to enable or disable the location publish capabilities for the user.

### 4.15.5. Emergency

The following emergency configuration are available for the administrator.

Emergency	
Allow Emergency Initiation?	Yes V
Special Notification 7	For received emergency calls 🗸
Talkgroup Steering Ø	Yes 🗸
Destination $^{m O}$	Admin Selected Contact or Talkgroup 🗸
	Primary:  Talkgroup Contact
	CAB_East 🗸
	Secondary: None  Talkgroup Contact
	Administration V
Call Initiation Type $^{m O}$	Manual     Automatic
Cancellation	No, only authorized user can cancel the emergency for the user $\checkmark$

#### **Emergency Notifications**

If configured, the administrator can configure the following:

- Allow Emergency Initiation? From the drop-down, you can select Yes or No to enable or disable emergency initiation respectively for the user. If you select Yes, the following options are displayed:
  - Destination From the drop-down, you can select "User Selected Talkgroup or Admin Selected Contact or Talkgroup." If you select "User Selected Talkgroup" then the user can initiate the emergency to any of the assigned talkgroup list. If you select "Admin Selected Contact or Talkgroup" then you can choose the destination of the emergency to Primary and Secondary contacts or talkgroups. From the drop-down, choose the talkgroup or contact where you want the user to initiate the emergency.
  - Call Initiation Type You can select Manual or Automatic. If you select Manual, then an emergency alert will be sent to the user and the PTT button need be pressed to initiate the

emergency call. If you select **Automatic**, then an emergency alert will be sent and the emergency call will start.

- **Cancellation** From the drop-down, you can select **Yes** or **No**. If you **Yes**, then the user can cancel their own emergency. If you select **No**, then only authorized user can cancel the initiated emergency.
- Special Notification From the drop-down, select one of the followings:
  - None (Regular call notification) If you want the user to be notified for regular call notifications.
  - For received emergency calls If you want the user to be notified for the received emergency calls only.
  - For initiated emergency calls If you want the user to be notified for the initiated emergency calls only.
  - For both If you want the user to be notified for both the initiated and received emergency calls.
- **Talkgroup Steering** From the drop-down, select **Yes** or **No**. If you select **Yes**, then the user will automatically join the emergency. The User will not join the emergency automatically if you select **No**.

### 4.15.6. Authorized User Features

The authorized user for the selected user for the selected PTT user will be displayed under the **Features** tab in a tabular format showing the operations that can be performed by the authorized user for the selected PTT user.

Authorized Users <sup>®</sup>			
Name	Remote Supervision	Ambient Listening	Discrete Listening
Bob	~	~	•

**Authorized User Features** 

# 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
- Edit a Talkgroup
- Rename a Talkgroup
- Add Members to a Talkgroup
- Change Call Permissions
- Remove a Member from a Talkgroup
- Manage User Sets
- Save Changes to a Talkgroup
- Delete a Talkgroup

# 5.1. 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.

Q <sub>g</sub>	Page 1 of 1		Create Talkgroup			വ്	Search by Talkgroup Name		(
proups	.®.	Name	Facilities	Talkgroup Type	Dispatch	Member 5	13	1	Ō
al Users	,®.	Name	Field Service	Talkgroup Type	Dispatch	Member 9	19	000 000 /	Ô
Q led Users	<i>1</i> 85,	Name	Managers	Talkgroup Type	Standard	Member 4	17	1	Ô
⊷ ¢	./ <u>8</u> \	Name	Urgent Response	Talkgroup Type	Dispatch	Member 6	3	1	Î
ections	ß	Name	Zone 1	Talkgroup Type	Standard	Member 4	L	1	Î
r Sets	ß	Name	Zone 2	Talkgroup Type	Standard	Member 4	L Contraction of the second	1	Î
	<i>1</i> 83,	Name	Zone 3	Talkgroup Type	Standard	Member 2	18	1	Î

#### 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.

# 5.2. View Talkgroups Assigned to a User

- 1. Select a user from the **PTT Users** menu to display the User Profile page and click **Edit** icon.
- 2. Click the Talkgroups tab to display the assigned talkgroups for the selected user as shown below.

PTT Users	PTT User Details Chet	ana9.0 +919999666460 –					Save Can	cel Resync
- PH Users	Name	Chetana	Phone Number	+919999666460		Client Type	Handset PTT Radio	~
Talkgroups	Billing Number +9	19999666460	State	Provisioned		Permissions	Administrator and User	~
External Users	Expiring On		Email ID	abcd@org.com		Activation Code		R, #
Integrated Users	Authorized User							
	Contacts 91 Talkgroup	is 2 Features						
ہمی مہر Interop Connections	Search by Talkgroup Name		۹					2 Talkgroups
	Page 1 of 1 🚺 🚺			<ul> <li>Enable Talkgr</li> </ul>	roup Scanning			
	Name 🔺	Talkgroup Type	Zone		Position	Sc	can List Priority	
User Sets	Fire Fire	Broadcast	N/A		N/A	Та	lkgroups not in scan list	
	.B. test	Standard	Not As	signed V	Not Assigned		Not in Scan List	

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.

# 5.3. Create a New Talkgroup

The following talkgroup types are supported in the Central Admin Tool.

**Standard Talkgroup** – A standard talkgroup can have one or more supervisors assigned to it. Refer to "Supervisory Override and Location Capabilities" for more details.

**Dispatch Talkgroup** – A Dispatch talkgroup is a standard talkgroup with the additional capability to assign a dispatcher to it. 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.

**Note:** Standard, Dispatch and Broadcast talkgroups can have up to 3000 members. The maximum numbers of members in a talkgroup depends on the server configuration.

A large talkgroup icon will be shown next to the talkgroup name if the talkgroup consists up to 3000 members. You cannot enable Geofence and Geo Location features for large talkgroup and dispatcher or supervisor will not receive the location updates from the large talkgroup members.

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

$\sim$	🛞 New Talkgroup						Save Cancel
PTT Users	Talkgroup Name		Talkgroup Type	Standard	Avatar	Default	~
Talkgroups	Members 0 Supervisors	0					
External Users	Search by Name or Phone Nu	mber	٩ گ				
Ŕ	Page () of 0						0 Member
Integrated Users	Name	Phone Number	User Type	In Call	Call Initiation	n Call Receiving	
ہے۔ جے ا Interop Connections			Assig	n one or more Member(s)			
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 is listed in the "Avatars" section within this document.

#### **Note:** You can change the avatars only for PTT Radio users.

5. Click the **Assign Members** button to assign members. The **Assign Members** pop-up window is displayed as shown below.

C. Talkgroup Details				Assign M	embers	
Taligroup Name Urge	nt Response	Talignup Type Dispat		Search by N	ame or Phone Number	
Menters () Supervisors ()	Department ()			Pages 1	es 🚺 🚺	Assig
and a starm o	Colores 0				Name	Phone Numb
Search by Name or Phone Number		۹ 🕹 🚟	40		Andy Graves	97999643376
		Cô mộ	~		Bob Milligen	91999643316
Page 1 of 1					Tony Medina	91999643316
Name	Phone Number	User Type	In Call		Liz Schwartz	91999643317
					Latisha Green	91999643317
Antly Graves	919996433167	Handset PTT Radio	Listen and Talk	0	Bonnie Jackson	91999643317
Bob Milipan	919996433168	Handset Standard	Listen and Talk	8	Site Manager	97999843377
					Site Foreman	91999043311
Latisha Green	919996433171	Kandset Standard	Littlen and Talk	0	Service Tech Manager	91999643311
Lt: Schwartz	919996433170	Handset Standard	Liden and Talk		Security Manager	91999643317
-				0	CORPESSE	91999643317
Tony Medina	919996433169	Handset Standard	Liden and Talk		CORPERIS	97999643317
				0	CORPERE	91999643317
					CORPERE	91999643318
					CORPENSE CORPENSE	91999843318

#### 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 200 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.
- 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.

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

# 5.4. Edit a Talkgroup

## 5.4.1. Rename a Talkgroup

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

PTT Users	🛞 Talkgroup Details					Save Cancel
	Talkgroup Name Urgent	Response	Talkgroup Type Dispatc	1	Avatar Default	~
	Members 6 Supervisors 2	Dispatchers				
dernal Users	Search by Name or Phone Number			*		
<b>A</b>	Page 1 of 1					5 Members
legrated Users	Name	Phone Number	User Type	In Call	Call Initiation	Call Receiving
] ←ي نب	Andy Graves	919998433167	Handset PTT Radio	Listen and Talk	Allow	Allow
Interop Connections	🕴 Bob Miligan	919998433168	Handset Standard	Listen and Talk	Allow	Allow
	Latisha Green	919998433171	Handset Standard	Listen and Talk	Allow	Allow
User Sets	Liz Schwartz	919998433170	Handset Standard	Listen and Talk	Allow	Allow
	🚹 Tony Medina	919998433169	Handset Standard	Listen and Talk	Allow	Allow

#### Rename a Talkgroup

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

# 5.4.2. 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.

S. Talkgroup Detail	1			Assign M	embers	
Taligroup Name Urgent Response		Talignup Type Depart		Search by N	ame or Phone Number	
Menters () Supervis	n Ø Digathen Ø			Pages 1	es 🚺 🚺	Ausign C
					Name	Phone Number
Search by Name or Phone Number		۹ 🕹 🚟	40		Andy Graves	919996433167
		C0 140	~		Bob Milligen	919996433768
Page 1 of 1					Tony Medina	919996433169
Name	Phone Number	User Type	In Call		Liz Schwartz	919996433170
					Latisha Green	919996433171
Anty Graves	919996433967	Handsel PTT Radio	Lielen and Talk	0	Bonnie Jackson	919996433172
Bob Milipan	919996433168	Handset Standard	Littlen and Talk	8	Site Manager	979996433173
					Site Foreman	919990433174
Lataha Green	919996403171	Handset Standard	Littlen and Talk		Service Tech Manager	919996433175
E Lt Schwartz	919996433170	Handset Standard	Littlen and Talk		Security Manager	919996433176
-				0	CORPESSE	919996433177
Tony Medina	919096433169	Handset Standard	Liden and Talk	0	CORPERE	979996433178
				0	CORPERE	919996433179
					CORPERE	919996433180
					CORPOBL	919996433181
					CORPOSE	\$19996433182

#### Add Members

- 4. 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 200 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.
- 5. 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. To change the call permissions for a member, see "Change Call Permissions" section in the document.

## 5.4.3. Change Call Permissions

There are three types of call permissions that you can assign to a member as listed in the following table.

Function	Permission	Description
In Call	Listen and Talk	While In call permission is set to Listen and Talk, PTT user can listen to the PTT call session as well as allowed to transmit/talk to the active PTT call session. This is default permission to all the talkgroup members.
	Listen Only	While In call permission is set to Listen only, PTT user is only allowed to listen to the PTT call session but NOT allowed to transmit/talk to the active PTT call session.

Function	Permission	Description
Call Initiation	Allow	When set to Allow, PTT user can initiate new PTT call session to the predefined talkgroup. PTT user is also allowed to rejoin to the session that is missed due to network issues, busy in other call etc. reasons. This is default permission for all talkgroup members.
	Do not Allow	When set to Do not Allow, PTT user is NOT allowed to initiate new PTT call session or rejoin existing active PTT call session.
Call Receiving	Allow	When set to Allow, PTT user is configured to receive all the calls on the predefined talkgroup that user is part of. PTT user is paged for all the calls that are initiated on the talkgroup by other members. There is no retry for paging if user missed the call for any reason. This is default permission to all the talkgroup members.
	Do not Allow	When set to Do not Allow, PTT user is NOT allowed to receive any incoming PTT call session. PTT user is not paged for any calls that are initiated on that talkgroup by other members.

Call Permissions icons are identified in the "Talkgroup Icons" section of this document.

#### **Change In Call Permissions**

- 1. From the *Members* tab, click the **Tools** icon, and select the check box associated with the member to assign permissions.
- 2. From the Permissions drop-down, select Listen and Talk or Listen Only.
- 3. Click **Apply** to save the changes.

Or

Click **Cancel** to Cancel the action.

An information message displays, "You are about to update In Call Permission for the selected Subscriber. Are you sure?"

4. Click **OK**. A success message is displayed.

Or

Click Cancel to Cancel the action.

#### Change Call Initiating Permissions

- 1. From the **Members** tab, click the **Tools** icon, and select the check box associated with the member to assign permissions.
- 2. From the Permissions drop-down, select Allow or Do not Allow.
- 3. Click **Apply** to save the changes.

Or

Click **Cancel** to Cancel the action.

An information message displays, "You are about to update Call Initiation Permission for the selected Subscriber. Are you sure?"

- 4. Click **OK**. A success message is displayed.
  - Or

Click **Cancel** to Cancel the action.

#### Change Call Receiving Permissions

- 1. From the **Members** tab, click the **Tools** icon, and select the check box associated with the member to assign permissions.
- 2. From the Permissions drop-down, select Allow or Do not Allow.
- 3. Click **Apply** to save the changes.

Or

Click Cancel to Cancel the action.

An information message displays, "You are about to update Call Receiving Permission for the selected Subscriber. Are you sure?"

 Click **OK**. A success message is displayed. Or

Click **Cancel** to Cancel the action.

### 5.4.4. 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 200 members at a time for removal.

#### 5.4.5. 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 Central Admin 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".

User Sets updates are propagated automatically.

#### To add a User Sets to a group

- 1. Select a group from the **Talkgroups** tab and click edit button.
- 2. Click the **Assign User Set** tab and a pop-up assign user set window is displayed.

PTT Users	🛞 Talkgroup Details				Assign User Set	×
	Talkgroup Name Construction		Talkgroup Type Standard		Search by User Set Name	٩
Talkgroups	Members (3) Supervisors (2)				Page 1 of 1	Assign Cancel
External Users	Search by Name or Phone Number			*	east (6)	
<u>ک</u>	Page 1 of 1				$\begin{bmatrix} \underline{1} & \underline{1} & \underline{1} \\ \underline{1} & \underline{2} & \underline{1} \end{bmatrix} \leftarrow \text{ north (1)}$	
Integrated Users محم وعم ا	Name	Phone Number +919008447696	User Type Handset Standard	In Call Listen and Talk	✓ IIII → user set (5)	
Interop Connections	917567894299	+917567894299	Cross Carrier PTT Radio	Listen and Talk	LIII vuser set all (100)	
	Vifi STD IOS	+917567890169	Wi-Fi Standard	Listen and Talk	LIII III ▼ west (7)	
User Sets						

#### Add User Sets as Members of a Talkgroup

- 3. Select the user sets and click the **Assign** button.
- 4. Click **Close** icon to continue on the confirmation message that appears.

#### 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".

- 1. Select the group from the Talkgroups tab and click edit button.
- 2. Click the Tool icon.
- 3. Select the user set in the work area and click the **Delete** icon to remove the user set (and thus the members of the user set as contacts) from the talkgroup.

PTT Users	🖄 Talkgroup Details					Save Cancel
25 A	Talkgroup Name Construction		Talkgroup Type Standard		Avatar Supervisor	
	Members (13) Supervisors (2)					
External Users	Search by Name or Phone Number			* % 0 0	Delete	13 Members
Integrated Users	Name	Phone Number	User Type	In Call	Call Initiation	Call Receiving
_مي م∎	east					
Interop Connections	LIII vuser set					
		+919008447696	Handset Standard	Listen and Talk	Allow	Allow
User Sets	917567894299	+917567894299	Cross Carrier PTT Radio	Listen and Talk	Allow	Allow
	Wifi STD IOS	+917567890169	Wi-Fi Standard	Listen and Talk	Allow	Allow

Remove a User Set from a Talkgroup

4. Click **Close icon.** The members of the user-set are removed from the subscriber and the total contacts count decreases.

### 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".

Perform the steps below to identify the talkgroups that a user set is a member.

- 1. Select the talkgroup from the **Talkgroups** tab and click edit button.
- 2. Click the **View Distribution** drop-down of the user set on the work area of the talkgroup page to view the list of talkgroups in which this user set is added as a member. The View Distribution page appears as shown below.

PTT Users	🛞 Talkgroup Details					C Save Cancel
×	Talkgroup Name Administra	ation	Talkgroup Type Stand	ard	Avatar Car	
Talkgroups	Members (93) Supervisors (0					
External Users	Search by Name or Phone Number		٩ 🖧 🏭	*		
Ē	Page 1 of 1					93 Members
Integrated Users	Name	Phone Number	Client Type	In Call	Call Initiation	Call Receiving
	Plano					
Interop Connections	919605111273	+919605111273	External User	Listen and Talk	Allow	Allow
	919605111274	+919605111274	External User	Listen and Talk	Allow	Allow
User Sets	919605111275	+919605111275	External User	Listen and Talk	Allow	Allow
	919731020704	+919731020704	External User	Listen and Talk	Allow	Allow
		+9999200000011	Integrated Web	Listen and Talk	Allow	Allow
	9999200000012	+9999200000012	Integrated Web	Listen and Talk	Allow	Allow
	999920000013	+9999200000013	Integrated Web	Listen and Talk	Allow	Allow
	9999200000014	+9999200000014	Integrated Web	Listen and Talk	Allow	Allow

View User Set Distribution to a Talkgroup

# **5.4.6. 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.

# 5.5. 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.

# 6.1. 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.

	Name Andy Graves	PI	hone Number	+919099999990	Client Type	Handset PTT Radio	
5	Billing Number +919099999990		State	Provisioned	Permissions	Administrator and User	
ers	Expiring On		Email ID	abc@org.com	Activation Code		M, 9
Contacts	5 (98) Talkgroups (20) Features						
Searc	ch by Talkgroup Name	٩					
	of 1 🚺 🕨			Enable Talkgroup Scanning		:	20 Talkgrou
15	Name 📥	Talkgroup Type		Talkgroup in Scan list	Priority		
<b>A</b>	Brd_July24	Broadcast		Talkgroups not in scan list			
~ <del>8</del> ×	CAB_East	Standard			Priority 2	~	
,1 <u>8</u> 2,	CAB_North	Dispatch			Priority 1	~	
181	CAB_South	Dispatch			Priority 7	~	
./ <u>8</u> 2	CAB_West	Dispatch			Priority 8	~	
,BL	Dispatch-July24	Dispatch					

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.

PTT Users	PTT User Details Andy Graves +919099999	990 -			Save Cancel Resync
- As	Name Andy Graves	Phone Numb	er +919099999990	Client Type	Handset PTT Radio 🗸
Talkgroups	Billing Number +919099999990	Sta	te Provisioned	Permissions	Administrator and User 🗸 🗸
External Users	Expiring On	Email	D abc@org.com	Activation Code	D. #
Ā	Contacts (98) Talkgroups (20) Features				
Integrated Users	Search by Talkgroup Name	٩			
Interop Connections	Page 1 of 1		Enable Talkgroup Scanning		20 Talkgroups
	Name 📥	Talkgroup Type	Talkgroup in Scan list	Priority	
User Sets	Pag Brd_July24	Broadcast	Talkgroups not in scan list		
0000 0000	PR CAB_East	Standard		Priority 2	~
	, 명리 CAB_North	Dispatch	$\checkmark$	Priority 1	~
	,(왕) CAB_South	Dispatch		Priority 7	~
	, (양), CAB_West	Dispatch		Priority 8	~
	恩、 Dispatch-July24	Dispatch			
	, BL Dispatch-July241	Dispatch		Priority 5	~

#### 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.

# 6.2. 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.

# 6.3. 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.

# 6.4. 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.

PTT Users	PTT User Details Chetana9.0	+919999666448 😑					G Save Ca	ncel Resync		
<sub>ይ</sub> ዮጲ	Name Chetana		Phone Number	+919999666448		Client Type	Handset PTT Radio	~		
Talkgroups	Billing Number +91999966644	18	State	Provisioned		Permissions	Administrator and User	~		
	Expiring On		Email ID	xyza@org.com		Activation Code		R, 7		
<u></u>	Authorized User									
itegrated Users	Contacts 100 Talkgroups 6	Features								
Interop Connections	Search by Talkgroup Name		۹					6 Talkasauna		
	Page 1 of 1			<ul> <li>Enable Talk</li> </ul>	group Scanning		6 Talkgro			
User Sets	Name 🔺	Talkgroup Type	Zone		Position	S	ican List Priority			
0361 0613	, 29, Administration	Standard	Not Ass	signed ~	Not Assigned		Not in Scan List			
	B Dispatch-July24	Dispatch	Not As:	signed V	Not Assigned		Not in Scan List			
	, 🖳 Dispatch-July241	Dispatch	Not As	signed V	Not Assigned		Not in Scan List			
	Page Fire	Broadcast	N/A		N/A	т	alkgroups not in scan list			
	Fire_South	Broadcast	N/A		N/A	т	alkgroups not in scan list			

**Talkgroup Scanning for 7.10 Onward Clients** 

# 6.5. Position and Talkgroup Scanning for PTT Radio Users

The talkgroup which has PTT Radio, Handset PTT Radio or Cross carrier PTT Radio as a member needs a position for talkgroup calling. You can assign talkgroups to zones for a PTT Radio user type. A zone is used to categorize channels into logical groupings. Each talkgroup can be assigned to a single channel. Each channel can be assigned to a single zone. The number of channels allowed per zone is configurable. Talkgroup scanning with position assignment (1–16 position) and scan list priority (Priority 1–16 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.

PTT Users	PTT User Details Andy Grav	ves +919099999990 -				ර Save Ca	ncel Resync
恣	Name Andy G	Braves	Phone Number +91909999999	0	Client Type	Handset PTT Radio	~
Talkgroups	Billing Number +919099	9999990	State Provisioned		Permissions	Administrator and User	~
External Users	Expiring On		Email ID abc@org.com	1	Activation Code		P., 7
tegrated Users	Authorized User						
ہے۔ جے ا	Contacts (98) Talkgroups (9	Features					
Connections							
	Search by Talkgroup Name Page 1 of 1	٥		nable Talkgroup Scanning			9 Talkgroups
		C Talkgroup Type		nable Talkgroup Scanning Position		Scan List Priority	9 Talkgroups
User Sets	Page 1 of 1		✓ Er		~	Not in Scan List	9 Taikgroups
User Sets	Page 1 of 1	Talkgroup Type	Zone	Position		Not in Scan List Not in Scan List Low Priority Priority 1	
User Sets	Page 1 of 1 🚺 💽 Name 🔺 Page Brd_July24	Taikgroup Type Standard	Zone 2	Position       I       Instrument       Instrument	~	Not in Scan List Not in Scan List Low Priority Priority 1 Priority 2 Priority 3 Priority 4	
User Sets	Page 1 of 1 I	Talkgroup Type Standard Standard	Zone 2 Not Assigned	Position       V     1       V     Not As       V     Not As	✓	Not in Scan List Not in Scan List Low Priority Priority 1 Priority 2 Priority 3	
User Sets	Page 1 of 1 ▲ ► Name ▲ Brd_July24 & CAB_East & CAB_North	Taikgroup Type Standard Standard Dispatch	Zone 2 Not Assigned Not Assigned	Position     I     Not As     Not As     Not As	ssigned	Not in Scan List Not in Scan List Low Priority Priority 1 Priority 2 Priority 3 Priority 3 Priority 4 Priority 6	

# **Assign Priority Scanning**

If you change the client 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.

	PTT User Details Annie +91	9990001111 =					Save Cance	Resync
PTT Users	Name Annie		Phone Number	+919990001111		Client Type	Handset PTT Radio	~
Talkgroups	Billing Number +91999000	1111	State	Provisioned		Permissions	Administrator and User	~
	Expiring On		Email ID	abcd@org.com	Act	ivation Code	C	2, 🗲
Ŕ	Authorized User				Not Assigned 1 2 3			
Integrated Users	Contacts 50 Talkgroups 4	Features			4 5			
ہے۔ العوال Connections	Search by Talkgroup Name		٩		6 7 8 9		4	t Talkgroups
	Page 1 of 1		Enable Talkgroup S 10 11					
User Sets	Name 🔺	Talkgroup Type	Zone		12 13	Sca	an List Priority	
0361 0615	Brd_July24	Broadcast	N/A		14 15 16	Tali	kgroups not in scan list	
	St Dispatch-July24	Dispatch	1	$\checkmark$	1 ~	1	Not in Scan List 🗸 🗸	
	Sec Dispatch-July241	Dispatch	5	~	1 ~	N	Not in Scan List 🛛 🗸	
	, Br, test	Standard	4	~	1 ~	1	Not in Scan List 🛛 🗸	

**Assign Position** 

# 7. Supervisory Override and Location Capabilities

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). Location Capabilities allows a supervisor to track the location of the talkgroup members. Supervisor can track the location of the talkgroup member by using the Location History feature.

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

PTT Users	🛞 Talkgroup Details				C Save Cancel
恣	Talkgroup Name Fire		Talkgroup Type Dispatch	Avatar	Default 😃 🗸
	Members (3) Supervisors (1)	Dispatchers (2)			
External Users	Search by Name or Phone Number		م 👌 🗶 😰 🏁 面		1 Supervisor
Integrated Users	Page 1 of 1				
	Vame Name	Phone Number	Client Type	Supervisory Override	Location Capabilities
∏ ←ي د ب	Daniel	+91666666683	Handset PTT Radio	Yes	No
Interop Connections					
User Sets					

2. Click the **Supervisors** tab.

#### 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.

Takgroup Hane Takgroup Tye Dipatch     Takgroup Hane Takgroup Tye Dipatch     Page 1 of 1 Dipatch     Takgroup Hane Point Lackson     Page 1 of 1 Dipatch     Takgroup Hane Point Lackson     Page 1 of 1 Dipatch     Takgroup Hane Point Lackson     Page 1 of 1 Dipatch     Takgroup Hane Point Lackson     Page 1 of 1 Dipatch     Takgroup Hane Dipatch     Page 1 of 1 Dipatch     Takgroup Hane Point Lackson     Page 1 of 1 Dipatch     Takgroup Hane Point Lackson     Page 1 of 1 Dipatch     Takgroup Hane Point Lackson     Page 1 of 1 Dipatch     Takgroup Hane Dipatch     Page 1 of 1 Dipatch     Takgroup Hane Dipatch     Takgroup Hane Dipatch     Page 1 of 1 Dipatch     Takgroup Hane Dipatch     Takgroup Hane Dipatch     Page 1 of 1 Dipatch     Takgroup Hane Dipatch        Takgroup Hane Dipatch <th>PTT Users</th> <th>🛞 Talkgroup Details</th> <th></th> <th></th> <th></th> <th>Assign Su</th> <th>ipervisors</th> <th></th> <th>×</th>	PTT Users	🛞 Talkgroup Details				Assign Su	ipervisors		×
Name Phone Number   Image: Control Line   Image: Control Line <th>~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~</th> <th>Talkgroup Name Facilities</th> <th></th> <th>Talkgroup Type Dispatch</th> <th></th> <th></th> <th></th> <th></th> <th></th>	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Talkgroup Name Facilities		Talkgroup Type Dispatch					
Search by Name or Phone Number       Image: Compage:		Members 50 Supervisors 5	Dispatchers 3			Page			Incel
Name       Phone Number       User Type       Supervisory         I Bob Miligan       919998433163       Handset Standard       9199843317         I Bob Miligan       919998433172       Handset Standard       Yes       CORP8865       91999843376         I CORP8865       919998433172       Handset Standard       Yes       CORP8865       91999843376         I CORP8865       919998433172       Handset Standard       Yes       CORP8865       91999843376         I Security Manager       919998433175       Handset Standard       Yes       CORP8865       91999843318         I Security Manager       919998433175       Handset Standard       Yes       CORP8865       919998433182         I Security Manager       919998433175       Handset Standard       Yes       CORP8865       919998433182         I Security Manager       919998433175       Handset Standard       Yes       CORP8865       919998433182         I Security Manager       919998433175       Handset Standard       Yes       CORP8865       919998433182         I Security Manager       919998433175       Handset Standard       Yes       CORP8865       91999843318         I Security Manager       919998433175       Handset Standard       Yes       CORP8865	External Users	Search by Name or Phone Number		۹ 🕹 💥					
Name     Phone Number     User Type     Supervisory on particular to the supervisory on the rop on the rop on	Ī	Page 1 of 1					Ben Chapman	919998433242	
Image: Secury Manager       91999433168       Handset Standard       Yes       Image: CORP8886       9199943317         Image: Secury Manager       91999433172       Handset Standard       Yes       Image: CORP8886       9199943317         Image: Secury Manager       91999433176       Handset Standard       Yes       Image: CORP8886       9199943316         Image: Secury Manager       91999433176       Handset Standard       Yes       Image: CORP8886       9199943316         Image: Secury Manager       91999433175       Handset Standard       Yes       Image: CORP8886       9199943316         Image: Secury Manager       91999433175       Handset Standard       Yes       Image: CORP8886       9199943316         Image: Secury Manager       91999433175       Handset Standard       Yes       Image: CORP8886       9199943318         Image: Secury Manager       91999433175       Handset Standard       Yes       Image: CORP8886       9199943318         Image: Secury Manager       91999433175       Handset Standard       Yes       Image: CORP8886       9199943318         Image: Secury Manager       91999433175       Handset Standard       Yes       Image: CORP8886       9199943318         Image: Secury Manager       91999433175       Handset Standard       Yes	Integrated Users	Name	Phone Number	User Type	Supervisory Ov		-		
Intercorp Connections         Image: Security Manager         919998433172         Handset Standard         Yes         Image: CORP8886         919998433179           User Sets         Image: CORP8886         919998433173         Handset Standard         Yes         Image: CORP8886         919998433179           Image: Security Manager         919998433176         Handset Standard         Yes         Image: CORP8886         91999843318           Image: Security Manager         919998433175         Handset Standard         Yes         Image: CORP8886         91999843318           Image: Security Manager         919998433175         Handset Standard         Yes         Image: CORP8886         91999843318           Image: Security Manager         919998433175         Handset Standard         Yes         Image: CORP8886         91999843318           Image: Security Manager         919998433175         Handset Standard         Yes         Image: CORP8886         91999843318           Image: Security Manager         919998433175         Handset Standard         Yes         Image: CORP8886         91999843318           Image: Security Manager         919998433175         Handset Standard         Yes         Image: CORP8886         91999843316           Image: Security Manager         919998433175         Image: Corp88865	Le+ []	+ Bob Miligan	919998433168	Handset Standard	Yes				
Connections         CORP8886         919998433177         Handset Standard         Yes         CORP8886         919998433173           User Sets         Security Manager         919998433175         Handset Standard         Yes         CORP8886         91999843318           Security Manager         919998433175         Handset Standard         Yes         CORP8886         91999843318           Security Manager         919998433175         Handset Standard         Yes         CORP8886         91999843318           CORP8886         919998433175         Handset Standard         Yes         CORP8886         91999843318           CORP8886         919998433175         Handset Standard         Yes         CORP8886         91999843318           CORP8886         919998433175         Handset Standard         Yes         CORP8886         91999843317									
Image: CORP8886         919998433177         Handset Standard         Yes         CORP8866         919998433180           User Scits         I Security Manager         919998433176         Handset Standard         Yes         CORP8866         919998433180           Iser Scits         I Security Manager         919998433175         Handset Standard         Yes         CORP8866         919998433182           Iser Scits         I Security Manager         919998433175         Handset Standard         Yes         CORP8866         919998433182           Iser Scits         I CORP8866         919998433175         Handset Standard         Yes         CORP8866         919998433182           Iser Scits         I CORP8866         919998433175         CORP8865         919998433183		Bonnie Jackson	919998433172	Handset Standard Yes					
Image: Security Manager         919998433175         Handset Standard         Yes         CORP8866         91999843318           Image: Service Tech Manager         919998433175         Handset Standard         Yes         CORP8866         91999843318           Image: Service Tech Manager         919998433175         Handset Standard         Yes         CORP8866         91999843318           Image: Service Tech Manager         919998433175         Handset Standard         Yes         CORP8866         91999843318           Image: Compression Service Tech Manager         919998433175         Handset Standard         Yes         CORP8866         91999843318           Image: Compression Service Tech Manager         919998433175         Handset Standard         Yes         CORP8865         91999843316           Image: Compression Service Tech Manager         0         CORP8865         919998433216         CORP8865         919998433218		CORP8886	919998433177	Handset Standard	Yes				
User Sets         Service Tech Manager         919998433175         Handset Standard         Yes         CORP8866         919998433182           CORP8866         919998433175         CORP8866         919998433183         CORP8866         919998433162           CORP8866         919998433162         CORP8866         919998433162         CORP8866         919998433216           CORP8866         919998433216         CORP8866         919998433218         CORP8866         919998433218		Security Manager	010008422176	Handaat Standard	Yes				
H         Service Tech Manager         91999433175         Handset Standard         Yes           CORP8886         91999433175         CORP8886         91999433183           CORP8886         91999433216           CORP8886         91999433216           CORP8886         91999433218	User Sets		313330433170	Tranuser Stanuaru	105				
CORP8886 919998433216 CORP8886 919998433217 CORP8886 919998433218		Service Tech Manager	919998433175	Handset Standard	Yes				
CORP8886 919998433217 CORP8886 919998433218									
CORP8886 919998433218									
CORP8866 919994433219									
							COHP8886	919998433219	

#### **Assign Supervisors**

4. 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, and Interop users are not allowed to be supervisors and thus will not be available on the Assign Supervisors window for selection.

- 5. Click **Assign**. A Success message displays a message stating that the Talkgroup was updated successfully.
- 6. 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.

# 7.1. Enable Supervisory Override or Location Capabilities

To enable supervisory override or location capabilities of the talkgroup member, do the following:

- 1. From the Talkgroups edit screen, select the Supervisors tab.
- 2. Click the **Tools** icon.
- 3. Select the member(s) you want to enable supervisory override or location capabilities.

PTT Users	🛞 Talkgroup Details			G Save Cancel
8	Talkgroup Name Fire	Talkgroup Type Dispatch	Avatar	Default
Talkgroups	Members 3 Supervisors 1 Dispatchers 2			
External Users	Search by Name or Phone Number	۹ 🕹 💥 🕻		1 Supervisor
Ā	Page 1 of 1		Select the Configuration:	X Supervisor
Integrated Users	Vame Phone Number	Client Type	Supervisory Override: No Change  No Change	Location Capabilities
∎⊷ي دب∎	✓ Daniel +916666666683	Handset PTT Rat	Location Capabilities: Allow Do not allow	No
Interop Connections			Apply Cancel	
User Sets				

#### Enable Supervisory Override

- 4. Click Supervisory Permissions icon.
- 5. From the Supervisory Override or Location Capabilities drop-down, Click Allow or Do not allow.
- 6. Click **Apply** to save the changes. Or

 $\label{eq:click} Click \ \textbf{Cancel} \ to \ cancel \ the \ action.$ 

8	i Information You are	about to change Supervisor Override for the	selected Subscribers to "Yes". Are you sure?		OK Cancel ve Cancel
PTT Users					
×	Talkgroup Name	ire	Talkgroup Type Dispatch	Avatar Default	<b>₩</b> ~
Talkgroups	Members 3 Superviso	rs 1 Dispatchers 2			
External Users	Search by Name or Phone N	lumber	۹ 🕹 🗙 🔊 🎢 🛍		
Ā	Page 1 of 1				1 Supervisor
Integrated Users	Name	Phone Number	Client Type	Supervisory Override	Location Capabilities
ا~ي ¢_	Daniel	+91666666683	Handset PTT Radio	Yes	No
Interop Connections					
User Sets					

#### **Confirmation Message**

7. A confirmation message is displayed.

8. Click **OK** to continue.

Or

Click **Cancel** to cancel the action.

# 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:

# 8.1. View a Broadcast Group

- · View a Broadcast Group
- Create a Broadcast Group
- Edit a Broadcast Group
- Delete Broadcast Members in a Talkgroup
- Delete 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.

8	Talkgroups	10 Talk <u>o</u>	groups							
PTT Users	Page 1 of	1	Create Talkgroup			പ്		np Type: Broadcast ▼ × y Talkgroup Name		Clear All
<u>پې</u> ر									3 Matc	hes Found
External Users	4	Name	Broadcast	Talkgroup Type	Broadcast	Member	13			Ŵ
Integrated Users	<b>A</b>	Name	Broadcast All	Talkgroup Type	Broadcast	Member	51		1	Î
ا⊶ي مي∎	<b>A</b>	Name	Manager Broadcast	Talkgroup Type	Broadcast	Member	4		1	Î
Interop Connections										
User Sets										

#### View a Broadcast Group

For details, refer to the "Search" section of this document.

# 8.2. 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.

PTT Users	A Talkgroup Details		Assign Broadcasters	×
Talkgroups	Talkgroup Name Broadcast	Talkgroup Type Broadcast	Search by Name or Phone Number	Q Assign Cancel
External Users	Members (1) Broadcasters (1)		Name Bob Milligan	Phone Number 919998433168
Integrated Users	Search by Name or Phone Number	٩ 🕹 🛪		
¶مي مي	Name	Phone Number		
Interop Connections	Bob Milligan	919998433168		
User Sets				

#### **Assign Broadcasters**

5. 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.

- 6. Type a name for the talkgroup in the **Name** field.
- 7. Follow the same steps to add the members to the talkgroup as described in the "Create a New Talkgroup" section of this document.
- 8. 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?"
- 9. Click **OK** and a success message displays stating that the '*Broadcast Group*' added successfully. The broadcast group is now added to the Talkgroup list.

**Note:** Broadcast group will not be synced to the handset users of the broadcast group.

# 8.3. 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.

8	A Talkgroup Details		Assign Broadcasters	×
PTT Users	Talkgroup Name Broadcast	Talkgroup Type Broadcast	Search by Name or Phone Number	Q Assign Cancel
External Users	Members (13) Broadcasters (1)		Name Bob Milligan	Phone Number 919998433168
Integrated Users	Search by Name or Phone Number Page 1 of 1	۵ کی 🛪		
ہے۔ اnterop Connections	Name Bob Milligan	Phone Number 919998433168		
User Sets				

#### **Assign Broadcasters**

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

# 8.4. 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.

# 8.5. 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. 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
- Migrate Desktop Dispatch to Web Dispatch

# 9.1. View Dispatchers

8	Talkgroups	7 Talkgr	roups									
PTT Users	Page 1 of	K	Create Talkgroup			വ്		Talkgroup Type: Dispatch  X Search by Talkgroup Name			Clear Al	ai
										<b>3</b> Ma	tches Foun	nd
External Users	.8.	Name	Facilities	Talkgroup Type	Dispatch	Member	53			1	Î	
Integrated Users	<i>.</i> 8.	Name	Field Service	Talkgroup Type	Dispatch	Member	99		00	*	Î	
مي مه	<i>.</i> 8.	Name	Urgent Response	Talkgroup Type	Dispatch	Member	6			1	Ī	
Interop Connections												
User Sets												

#### 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 ware as explained in the "Search" section of this document.

For common icons, refer to the "Common Icons" section of this document.

# 9.2. 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.

# 9.3. 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.

# 9.4. Manage Dispatch Groups

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

#### 9.4.1. 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.

•	🛞 New Talkgroup					Save	Cancel
PTT Users	Talkgroup Name		Talkgroup Type Disp	patch	Avatar Default	~	
Talkgroups	Members 🕕 Supervisors	Dispatchers					
External Users	Search by Name or Phone Numb	ier	٩ 🕹 🎾	ĸ		0.Di	spatcher
Integrated Users	Page 0 of 0			in Call			
Interop Connections	Name	Phone Number	User Type Please ass	sign a Dispatcher(s)	Call Initiation	Call Receiving	
User Sets							

#### Create a Dispatch Group

3. Click the **Assign Dispatchers** icon to assign a dispatcher to the talkgroup.

PTT Users	🛞 Talkgroup Details		Assign Dispatchers					
Talkgroups	Talkgroup Name Dispatch		Search by Name or Phone Number Page 1 of 1	Q Assign Cancel				
External Users	Search by Name or Phone Number Page 1 of 1		2 Contacts Selected Name PCdisp_upg itg	Phone Number +917777700004				
Integrated Users	Name	Phone Number	Client Type In Call		PCdisp_upg itg	+917777700019		
ا~ي ¢ب≣	O_Anudeep_WD1	+917777700050	Dispatch	Listen and Talk	PCdisp_upg itg Piyush_WD	+91777700007		
Interop Connections	O_Anudeep_WD2	+917777700051	Dispatch	Listen and Talk	plm	+917777700031		
	O_Anudeep_WD3	+917777700052	Dispatch	Listen and Talk	✓ tulasi	+917777700010		
111	0_WDSecurityTest	+917777700053	Dispatch	Listen and Talk	Tulasi_WDS_New	+919987944912		
User Sets	Nidhi_Dispatch	+917777700008	Dispatch	Listen and Talk	Veerendra Veerendra	+917777700011		
	Piyush_WD	+91777700007	Dispatch	Listen and Talk	yuga yugandhar	+917777700015 +917777700017		

#### **Assign Dispatcher**

- 4. Follow the same steps to add the members to the talkgroup as described in the "Create a New Talkgroup" section of this document.
- 5. Follow the same steps to change the call permissions for a member, see "Change Call Permissions" section in the document.
- 6. Follow the same steps to add supervisors to the talkgroup as described in the "Supervisory Override and Location Capabilities" section of this document.
- 7. Type a name for the talkgroup in the Talkgroup Name field.
- 8. Click Save to continue.

OR

Click **Cancel** to discard the changes.

9. 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.

10. Click **OK** to continue. A success message displays.

OR

Click **Cancel** to discard the changes.

#### 9.4.2. 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.

	🛞 Talkgroup Details		Assign Dispatchers				
- HI USEIS	Talkgroup Name Dispatch	DT	Talkgroup Type Dis	patch	Search by Name or Phone Number	٩	
Talkgroups	Members 6 Supervisors 0	Dispatchers 6	Page 1 of 1	Assign Cancel			
xternal Users	Search by Name or Phone Number		٩ ٢	×	Name	Phone Number	
Ī	Page 1 of 1				PCdisp_upg itg	+917777700004	
egrated Users					PCdisp_upg itg	+917777700019	
	Name	Phone Number	Client Type	In Call	PCdisp_upg itg	+917777700020	
•• €→	0_Anudeep_WD1	+917777700050	Dispatch	Listen and Talk	Piyush_WD	+917777700007	
Interop Connections	O_Anudeep_WD2	+917777700051	Dispatch	Listen and Talk	plm	+917777700031	
	O_Anudeep_WD3	+917777700052	Dispatch	Listen and Talk	✓ tulasi	+917777700010	
	0_WDSecurityTest	+917777700053	Dispatch	Listen and Talk	Tulasi_WDS_New	+919987944912	
User Sets	Nidhi_Dispatch	+917777700008	Dispatch Listen and Talk		veerendra veerendra	+917777700011	
					yuga	+917777700015	
	Piyush_WD	+917777700007	Dispatch	Listen and Talk	yugandhar	+917777700017	

#### Assign Dispatcher

- 4. Select a dispatcher.
- 5. Click Assign.
- 6. 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.

#### 9.4.3. 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, and 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.

# 9.5. Migrate Desktop Dispatch to Web Dispatch

The Corporate Admin can migrate the Desktop Dispatch user to Web Dispatch user. Migration to Web Dispatch will no longer allow the dispatcher to use the Desktop Dispatch. The dispatcher needs a valid email id and browser to use the Web Dispatch. For supported browser, refer to "Required Browsers" section of this document. Once migrated to Web Dispatch, the Central Admin Tool will not show the Generate Activation and Resend Activation icons for that user. The dispatcher needs to verify the link received in their registered email and follow the process as mentioned in the Dispatch user guide to sign into the Web Dispatch. Once account is verified by the dispatcher, the Pending Verification icon in the Central Admin Tool will change to Verified state.

To migrate the Desktop Dispatch to Web Dispatch, do the following:

- 1. Form the PTT User work are, click the edit icon associated with the user.
- 2. Check the Web Dispatch checkbox. A warning message is displayed.

~)	P 🛕 Warni		nfirm that you want the dispatcher to access Dis application anymore.	patch Console through a web browser	r only. The dispatcher will not longer be able to acces	ess using the	OK Cancel	Cancel Resync
		Name	Rober Kepler	Phone Numb	per 917567896040	Billing Numbe	918885612356	
		Permissions	Administrator and User	<ul> <li>Sta</li> </ul>	ate Provisioned	Expiring O	n	
		User Type	Dispatch	Email	ID robert.k@org.com	Activation Cod	e	R, #
		Web Dispatch						
	Contacts 0	Talkgroups	0					
	Search by Na	ime or Phone N	umber	م گ				0 Contact
	Page () of 0							0 Comac
	Name			Phone Number		User Type		

Migration from Desktop Dispatch to Web Dispatch

3. Click **OK** to confirm the migration. Or

Click **Cancel** to cancel the action.

- 4. Enter the email id in the in the **User Id** box and click the **Save** button.
- 5. A confirmation message is displayed for the migration of phone number of Desktop Dispatch to Web Dispatch.
- 6. Click **OK** to continue.
  - Or

Click Cancel to cancel the action.

8	Confirmation You have created User ID 'michael.george@org.co	m' for Web Dispatch Phone Number '+919986944716'. Are you sure?	OK Cancel Resync
PTT Users			
ß	Name 919986944716	Phone Number +919986944716	Client Type Dispatch
Talkgroups	Billing Number +919986944716	State Provisioned	Permissions Administrator and User 🗸
External Users	User ID* michael george@org.com		
	Contacts (108) Talkgroups (5) Features		
Integrated Users	Search by Name or Phone Number	۹ 🕹 🚟 🗙	
ہمی میں Interop Connections	Pages 1 of 3		108 Contacts
Connections	Name	Phone Number	Client Type
	918867876786	+918867876786	Handset PTT Radio
User Sets	A 919906602234	+919906602234	External User
	<b>3</b> 919909898979	+919909898979	Cross Carrier PTT Radio
	919923434565_ju6	+919923434565	Handset PTT Radio

**Confirmation Message - Migration to Web Dispatch** 

Admin can grant permissions for Messaging, Location History and Geofence to the dispatcher once migration is finished. To do this check the checkbox(ex) next to the features and click the **Save** button.

Note: The micro service feature checkboxes will appear only for the activated Web Dispatchers.

PTT Users	PTT User Details Adrian +9999200000091 =		Save Cancel Resync
- PH Users	Name Adrian	Phone Number +9999200000091	Client Type Dispatch
Talkgroups	Billing Number +91999999911	State Provisioned	Permissions Administrator and User
External Users	Expiring On 30 Jul 2018 09;32 PM CDT	Email ID Klpd@org.com	Activation Code 1706978
R	Authorized User		
Integrated Users	Contacts 122 Talkgroups 🔕 Features		
ہمی جے Interop	Search by Name or Phone Number	۹ 🖧 🏭 💥	
Connections	Pages 1 of 2		122 Contacts
	Name	Phone Number	Client Type
User Sets	Bano Plano		
	919000090009_test_july24	+919000090009	Handset PTT Radio
	919605111273	+919605111273	External User
	A 919605111274	+919605111274	External User
	A 919605111275	+919605111275	External User
	A 919731020704	+919731020704	External User

#### Web Dispatch User

Corporate Admin can assign the Web Dispatch anytime to a different user. To do this, the Corporate Admin needs to change the email id in the **User Id** box and click the **Save** button. Clicking the **Save** button will display a confirmation message that the phone number is assigned to a new user.

# **10. 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
- Import External Users
- Using the Export Operation

## **10.1. 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.

You can use the **Import** icon to bulk import the external contacts from a CSV file to the corporation. For more details, see the "Import External Users" section of this document.

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

# 10.2. Add an External User

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

8	External Users	10 Ex	ternal Users				New External U	Jser		×
PTT Users	Page 1 of 1		Add External User		Ъ	്	* Name * Phone			
Talkgroups	×8	Name	Abhish	Phone Number	+9188800017	97	Number		Sa	ive Cancel
External Users	×8	Name	Albert	Phone Number	+9188800017	93				
Integrated Users	*8	Name	Andrew	Phone Number	+9188800017	83				
ہے۔ بے Interop	*8	Name	Benny	Phone Number	+9188800017	96				
Connections	**8	Name	Bob	Phone Number	+9188800017	94				
User Sets	*8	Name	John	Phone Number	+9188800017	73				
	**	Name	Mark	Phone Number	+9188800017	78				

#### Add an External User

2. Enter the name in the **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 allowed in the corporation but you will receive a warning message.

**Note:** Dispatcher, Interop user, Interop Talkgroup, and Administrator users cannot be added as an external user.

3. Enter a valid User 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.

## 10.3. Delete an External User

- 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 Admin, 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.

# **10.4. Import External Users**

The import feature allows you to import the external contacts from a CSV or Excel file in bulk to the CAT. The information in the CSV or Excel file must have the following columns to import the external users to the Central Admin Tool:

- Name of the external user
- Phone number of the external user.

#### To import the users to the Central Admin Tool, do the following:

1. From the External Users work area, click the Import icon.

8	External Users	7 Exte	ernal Users					
PTT Users	Page 1 of 1	KI C	Add External User		<mark>ک ک</mark>	Search by Name or Phone Number		٩
Talkgroups	*8	Name	John	Phone Number	+918880001773		1	Ŵ
External Users	*8	Name	Mark	Phone Number	+918880001778			Ô
Integrated Users	*8	Name	Andrew	Phone Number	+918880001783			Ŵ
ا مي ج• ب	×8	Name	Robert	Phone Number	+918880001786			Ŵ
Interop Connections	**	Name	Zubin	Phone Number	+918880001790			Ŵ
User Sets	×8	Name	Albert	Phone Number	+918880001793			Ŵ
	*8	Name	Bob	Phone Number	+918880001794			Ŵ

- Import External Users
- 2. A choose file window opens.

Choose a csv or excel file to a sample file.	o upload. (	Click <u>here</u>	to download
Select file format	CSV	$\sim$	
	CSV		
Choose File No file chos	EXCEL		
		Import	Cancel

Choose file - Import

#### Note: Click "here" in the message to view the sample file.

- 3. From the **Select file format** drop-down choose the format.
- 4. Click Choose file. A file window opens.
- 5. Select the CSV or Excel file and click **Open**.
- 6. Click Import to import the contacts.

# **10.5. Using the Export Operation**

For more information, refer to the "Using the Export Operation" section in this document.

# **11. Manage Integrated Users**

This work area displays the list of Integrated Push-to-Talk (PTT) users within your corporation.

Integrated Users icons are identified in the "Integrated 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 an Integrated User
- · Edit an Integrated User
- Re-Sync a User
- Generate Activation Codes
- Regenerate an Activation Code
- Resend an Existing Generated Activation Code without Regenerating
- Manage User Sets
- Manage Contacts
- Manage Talkgroups
- Select Multiple Integrated Users
- Using the Export Operation
- Enable Authorization for User Monitoring Features

# 11.1. View an Integrated User

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

8	Integrated U	Jsers 104 Integrated Users		
	Page 1 of		Search by Name or Phone Number	٩
Talkgroups		Name Indy Gibson	Phone Number 919998433152	
External Users	<del>ک</del>	Name Larry Johnson	Phone Number 919998433153	✓
D Integrated Users		Name Joe Foster	Phone Number 919998433150	
ب 1 1	<u>*</u>	Name CORP8886	Phone Number 919998433151	<i>▶</i> ↓
Interop Connections		Name Rachel Thomas	Phone Number 919998433221	
User Sets		Name Alex Voortman	Phone Number 919998433222	
	<b>3</b>	Name Calvin Jameson	Phone Number 919998433223	

Integrated Users Main Screen

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

The Integrated Users work area has options to search for a specific partners by Name, Phone Number, State and Type. For details, refer to the "Search" section of this document.

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

- Integrated Mobile Have integrated PTT with their mobile application and can be used as PTT clients.
- **Integrated Tracking –** Have integrated PTT with existing application where tracking and dispatch like functionality are implemented and can be used as PTT clients.
- Integrated Web Have integrated PTT with their applications and can be used as PTT clients.

You can view the following information on clicking the **Show More for All** icon to view an individual Integrated Users specific details:

- Name
- Phone Number
- Permission
- Client Type
- State
- Activation Code
- Expiring On

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

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

For common icons, refer to the "Common Icons" section of this document.

## 11.2. Edit an Integrated User

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

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

PTT Users	Integrated User Details	9999200000011 +99992	00000011 -			Save Cancel Resync
Å	Name	idy Gibson		Phone Number +9999200000011	Billing Number	+919999999992
Talkgroups	Permissions Ad	dministrator and User	~	State Provisioned	Expiring On	
External Users	Client Type Inte	egrated Web		Activation Code		
	Authorized User					
integrated Users ہے۔	Contacts (197) Talkgroup	ps (17) Features				
⊑ <i>←</i> Interop	Search by Name or Phone No	umber	٩			
Connections	Pages 1 of 3	l				197 Contacts
	Name		Phone Number	r	Client Type	
User Sets	t Plano					
	919000090009_test_	july24	+91900009000	9	Handset PTT Radio	
	g19605111273		+919605111273	1	External User	

Single Integrated User Selection

The following details of a user profile information 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 Phone 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.
- **Permission** Displays the type of the user. This field can be edited. For more information, refer to the "Permission" 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.
- Client Type Displays the client type of the user. This field can not be edited. For more
  information, refer to the "Client 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.

You can use the **Show More for All** option to view the details of all the users expanded at once and export the same in a CSV format.

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 users are provisioned in the system in the form of license packs.

- Integrated Mobile
- Integrated Tracking
- Integrated Web

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.

#### Permission

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

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

- Administrator These users will only receive contacts and talkgroups from a corporate admin.
- Administrator and User These users can receive contacts and talkgroups from a corporate admin 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 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.

#### Client Type

The Client Type represents the read-only information about the client type are as follows:

- Integrated Mobile
- Integrated Tracking
- Integrated Web

#### **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 Standard, Handset PTT Radio, Wi-Fi Radio, Interop User, and Interop Talkgroup 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-F.

# 11.3. Re-Sync a User

For more information, refer to the "Re-sync a Device" section in this document.

## **11.4. Generate Activation Codes**

PTT Users	Confirmation Activation code successfully get	nerated. Would you like to send an e	imail?		OK Cancel	ancel Resynd
×8×	Name Integrated Mobile	PI	none Number +919956745644		ing Number +919956745644	
Talkgroups	Permissions Administrator and User	~	State Provisioned		Expiring On 02 Oct 2018 01:45 AM C	DT
External Users	Client Type Integrated Mobile		Email ID rajan.das@motorolasolutions	s.com Acti	vation Code j <b>D5uW6y</b>	P., 4
Integrated Users	Authorized User					
∏≁ى	Contacts 0 Talkgroups 0 Features					
Interop Connections	Search by Name or Phone Number	٩	<b>८, ⊞</b> ☆			0.0
	Page 0 of 0 🖌 🕨					0 Contact
User Sets	Name	Phone Number		Client Type		

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

Generate Activation Code for an Integrated 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.

Ŕ	Name Integrated Mobile	Phone Nu	umber +919956745644 Billing Number +919956745644	
Talkgroups	Permissions Administrator and User ~		State Provisioned Expiring On 02 Oct 2018 01:46 AM CDT	
Å8	Client Type Integrated Mobile	Em	nail ID rajan.das@motorolasolutions.com Activation Code 11AO7Uj 🕰 🗲	ţ.
External Users	Authorized User	En	mail Activation Code Integrated Mobile	
Integrated Users	Contacts 0 Talkgroups 0 Features	То	rajan.das@motorolasolutions.com	
ہے۔ اnterop Connections	Search by Name or Phone Number	Q From	om donotreply@corporateadmin.com	
	Page 0 of 0	Sub	bject Installation Instructions for Mobile API Client	ict
User Sets	Name	Phone Number Wel	<pre>lome 919956745644 - Integrated Mobile Your Activation Code for Mobile API client is 11A07Uj THE CODE WILL EXPRES ON 00 20toExperiment 215:18 PM IST To setup your Mobile API client follow below steps: 1. Download the software from http://link_to_Mobile_API_client_software 2. Download the installation instructions from http://link_to_installation instruction 3. Inwised the software from http://link_to_user_guide 0. Download the user guide from http://link_to_user_guide DISCLAIMER:</pre>	
			Send Email Cancel	

Send New Activation Code to an Integrated User

- 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.

#### **11.4.1. 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, and "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.

Email Ad	ctivation Code Integrated Web
То	igibson@org.com
From	donotreply@corporateadmin.com
Subject	Installation Instructions for 3rd Party POC Client
Your Acti	19998433152 - Indy Gibson vation Code for 3rd Party POC Client is 5ck15dx WILL EXPIRE ON 28 April 2117 09:21:59 AM IST
1. Downlo 2. Downlo 3. Instal	your 3rd Party POC client follow below steps: ad the software from http://link_to_3rd_Party_POC_client_software ad the installation instructions from http://link_to_installation_instructions 1 the software as per the instructions. You will need above activation code during th ad the user guide from http://link_to_user_guide
DISCLAIME	R:
Sen	d Email Cancel

Send Email Activation Code to an Integrated user

- 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.

#### 11.4.2. Resend an Existing Generated Activation Code without Regenerating

- 1. From the Integrated 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.

Email Ac	tivation Code Integrated Web	×
То	igibson@org.com	
From	donotreply@corporateadmin.com	
Subject	Installation Instructions for 3rd Party POC Client	
Your Activ THE CODE W To setup y	19998433152 - Indy Gibson /ation Code for 3rd Party POC Client is TD7u6jN /ILL EXPIRE ON 28 April 2117 09:26:25 AM IST /our 3rd Party POC client follow below steps:	
<ol> <li>Downloa</li> <li>Install</li> </ol>	ad the software from http://link_to_3rd_Party_POC_client_software ad the installation instructions from http://link_to_installation_instructions I the software as per the instructions. You will need above activation code dur: ad the user guide from http://link_to_user_guide	ing th
DISCLAIMER	R:	
Send	d Email Cancel	

Resend an Existing Generated Activation Code without Regenerating

4. Click the **Send Email** button to resend the existing activation code.

## 11.5. 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 Central Admin Tool (CAT).

For more information, refer to the "Manage User Sets" section in this document.

# 11.6. Manage Contacts

For more information, refer to the "Manage Contacts" section in this document.

# 11.7. Manage Talkgroups

For more information, refer to the "Manage Talkgroups" section in this document.

## **11.8. Select Multiple Integrated 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 more than one individual check box.

The 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.

PTT Users         Select Al         Page 1 of 1         Image Performance         Search by Name or Phone Number           Page 1         of 1         Image Performance         Phone Number - 999920000011         Phone Number - 999920000012           Proce Number 1         Phone Number - 999920000012         Phone Number - 999920000012         Phone Number - 999920000012           Proce Number 1         Phone Number - 999920000012         Phone Number - 999920000012         Phone Number - 999920000012           Proce Number 1         Phone Number - 999920000013         Phone Number - 999920000013         Phone Number - 999920000013           Proce Number 1         Phone Number - 999920000013         Phone Number - 999920000013         Phone Number - 999920000013           Proce Number 1         Phone Number - 999920000014         Phone Number - 999920000014         Phone Number - 999920000014	
Image: Subscience of the subscience	٩
demail Users         Image         999920000012         Phone Number         +999920000012           image         image         99920000013         Phone Number         +999920000013           image         image         99920000014         Phone Number         +999920000014           image         image         99920000015         Phone Number         +999920000014           image         Name         999920000015         Phone Number         +999920000014	✓
Bygraled Users         Phone Number         +\$99920000014           Interop Donnections         Name         999920000015         Phone Number         +\$99920000015	$\checkmark$
Intercore         Image: Second s	<b>₽</b>
onnections Name 9999200000015 Phone Number +9999200000015	<b>●</b>
Image: Sets         Name         9999200000016         Phone Number         +9999200000016	<b>●</b>
Name 9999200000017 Phone Number +9999200000017	<i>▶</i>

#### Select Multiple Integrated Users

You can change the Type as explained below:

- 1. Select the **Change Type** icon to display the following options for the selection.
  - 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 for all the selected users to Administrator. Are you sure?"

2. Click **OK** to save the changes.

# **11.9. Using the Export Operation**

For more information, refer to the "Using the Export Operation" section in this document.

# **11.10. Enable Authorization for User Monitoring Features**

For more information, refer to the "Enable Authorization for Remote Supervision Features" section in this document.

# **12. 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 admin 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.

There are following types of Interop Connection users:

- 1. LMR User These are used for the one to one communication during a P25 interoperability.
- 2. LMR Talkgroup Provides link between Broadband PTT talkgroup and LMR talkgroup during an Interop call.

LMR User can be assigned as a contact to a Broadband PTT user for one to one communication. The LMR User name assigned by you is the talker identity during those calls. LMR User cannot be added to a Broadband PTT Talkgroup.

LMR Talkgroup can be linked to one and only one Broadband PTT Talkgroup. LMR Talkgroup name assigned by you is used as the talker identity during the group call. In order to communicate on an Interop call, a Broadband PTT user must have Interop User MRC feature provisioned from the Billing

Interface. There is a special additional icon is displayed for the PTT user when the feature is provisioned. Even if the user without Interop User MRC feature is allowed to be added in a linked Broadband PTT Group the Interop call is not terminated to a PTT user unless Interop User MRC feature is provisioned for the user.

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

### **12.1. 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.

8	Interop Conr	nections	30 Interop Connections									
PTT Users	Page 1 of		3				📕 ග්	Search t	oy Name or Phone Numbe	,		٩
Talkgroups	€-]	Name	Sales	Phone	Number	919998433154		Client Type	Interop User		/	$\downarrow$
External Users	€ <b>→</b> -	Name	Marketing	Phone	Number	919998433155		Client Type	Interop User		/	$\checkmark$
Integrated Users	€ <b>→</b>	Name	Delivery zone 1	Phone	Number	919998433156		Client Type	Interop User		/	$\checkmark$
- می ٹی	<b>€</b> }_	Name	Delivery zone 2	Phone	Number	919998433157		Client Type	Interop User		/	$\checkmark$
Interop Connections	€-}-	Name	Cab services East	Phone	Number	919998433158		Client Type	Interop User		/	$\downarrow$
User Sets		Name	EMS	Phone	Number	919998433159		Client Type	Interop Talkgroup		I	$\checkmark$
		Name	Fire	Phone	Number	919998433160		Client Type	Interop Talkgroup		/	$\downarrow$
	5								··· <b>=</b>			

**View Interop Connection** 

# 12.2. 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.

8	🛞 New Talkgr	oup					Save	Cancel
PTT Users	Talkgroup Na	me	Talkgroup Type Star	dard	Avatar	Default	~	
X						Deladat		
Talkgroups	Members 🕕 S	supervisors 0						
*8			0 0					
External Users	Search by Name or		٩ 🖧	ð				0 Member
Ì	Page 0 of 0							
Integrated Users	Name	Phone Number	User Type	In Call	Call Initiation	n	Call Receiving	
المحمي محمي Interop Connections			Assign one	or more Member	( <b>s</b> )			
User Sets								

#### 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.

8	🛞 New Talkgro	ир			Assign Member	s		×
PTT Users	Talkgroup Nam	1e	Talkgroup Type Sta	ndard	User Type: Interop T			Clear All
Talkgroups		pervisors 0	0		Page 1 of 1			Cancel
External Users	Search by Name or P Page 0 of 0		م کے ا		7 Contacts Found		Phone Number	
Integrated Users	Name	Phone Number	User Type	In Call	EM		919998433159	
المج لوب Interop Connections			Assign one	e or more Member(s)	Pol	ice Main Dispatch /	919998433160 919998433161 919998433162 919998433163	
						RP8886 RP8886	919998433164 919998433165	
User Sets								

#### 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**.

# 12.3. 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.

# 12.4. 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.

# 13. 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 Central Admin 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, Talkgroups, or Integrated Users
- Assign a User Set
- Remove a User Set
- View User Set Members
- Assign More than 250 Contacts to Each User through User Sets
- View User Set Distribution

## 13.1. View a User Set

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

8	User Sets	3 User Se	ts										
	Page 1	of 1		Create User Set					ഥ്	Search by User Set	Name		٩
Talkgroups	Name	UserSet-1					Member	50				ø	Ŵ
External Users	Name	UserSet-2					Member	1					Ŵ
Integrated Users	Name	UserSet-3					Member	50				ø	Ŵ
Integrated Osers													
User Sets													

- View User Sets
- Note: For some small corporations, auto-pairing feature creates a user set named 'allusers-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.

## 13.2. Create a New User Set

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

8	User Sets	3 User Se	əts								
PTT Users	Page 1	of 1	Create User Se	L.				്	Search by User Set Name		٩
Talkgroups	Name	UserSet-1				Member	50				Ŵ
External Users	Name	UserSet-2				Member	1			<i>.</i>	Ŵ
ā	Name	UserSet-3				Member	50				1
Integrated Users											
User Sets											

#### View User Sets

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

8	New User Set			Save Cancel
PTT Users	User Set Name			
Talkgroups	Members 0			
External Users	Search existing members by Name or Phone Number	٩ 🕹 🛪		
ā	Page 0 of 0			0 Member
Integrated Users	Name	Phone Number	User Type	
Interop Connections		Assign one or more Men	nber(s)	
User Sets				

#### **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.

8	New User Set	Assign Members	×
PTT Users	User Set Name	Search by Name or Phone Number	٩
Talkgroups	Members 0	Pages 1 of 6	Assign Cancel
External Users	Search existing members by Name or Phone Number Q	Andy Graves	Phone Number 919998433167
Ē	Page 0 of0	Bob Milligan	919998433168
ریکر J Integrated Users	Name Phone Number	Tony Medina     Liz Schwartz	919998433169 919998433170
[ جي		Latisha Green	919998433171
¶مي م∎	Assign one or more Member(s)	Bonnie Jackson	919998433172
Interop Connections		Site Manager	919998433173
		Site Foreman Service Tech Manager	919998433174 919998433175
User Sets		Security Manager	919998433176
User Sets		CORP8886	919998433177
		CORP8886	919998433178
		CORP8886	919998433179
		CORP8886	919998433180

#### 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 200 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.
- 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 and Interop Talkgroup and 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 250, but you can add a maximum of 50 new members to a user set in one add operation.

# 13.3. Edit a User Set

#### 13.3.1. 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.

8	User Set Details Plano		Cancel Save Cancel
PTT Users	User Set Name Plano		
	Members 3		
External Users	Search existing members by Name or Phone Number	۹ 🕹 💥	5 Members
Integrated Users	Page 1 of 1	Dhara Musikar	
	Name	Phone Number	User Type
¶مي مه∦	🕴 Bob Milligan	919998433168	Handset Standard
Interop Connections	Liz Schwartz	919998433170	Handset Standard
	Security Manager	919998433176	Handset Standard
User Sets	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.

#### 13.3.2. 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.

8	User Set Details Plano		Assign Members	×
PTT Users	User Set Name Plano		Search by Name or Phone Number	٩
Talkgroups	Members 6		Pages 1 of 6	Assign Cancel
External Users	Search existing members by Name or Phone Number	۹ 🕹 💥	Andy Graves	Phone Number 919998433167
			Bob Milligan	919998433168
Ŕ	Page 1 of 1		Tony Medina	919998433169
Integrated Users	Name	Phone Number	Liz Schwartz	919998433170
]مي ب	🛓 Bob Milligan	919998433168	Latisha Green	919998433171
			Bonnie Jackson	919998433172
Interop Connections	Liz Schwartz	919998433170	Site Manager	919998433173
CONNECCEURS	* Security Manager	919998433176	Site Foreman	919998433174
	1		Service Tech Manager	919998433175
User Sets	Service Tech Manager	919998433175	Security Manager	919998433176
0381 3815	Tony Medina	919998433169	CORP8886	919998433177
			CORP8886	919998433178
			CORP8886	919998433179
			CORPSSS	919998433180

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 200 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.
- 4. Click **Assign**. The members selected for addition are displayed on the **Members** tab and the total members count is increased accordingly.

#### 13.3.3. 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.

PTT Users	User Set Details Plano		വ്	Save Cancel
恣	User Set Name Plano			
	Members 🕖			
External Users	Search existing members by Name or Phone Number Page 1 of 1	م کی 🛪 🖻		7 Members
Integrated Users	Name	Phone Number	User Type	
ا می مہ∎	Bob Miligan	919998433168	Handset Standard	
Interop	Bonnie Jackson	919998433172	Handset Standard	
Connections	Liz Schwartz	919998433170	Handset Standard	
	Security Manager	919998433176	Handset Standard	
User Sets	Service Tech Manager	919998433175	Handset Standard	
	Site Manager	919998433173	Handset Standard	
	+ Tony Medina	919998433169	Handset Standard	

**Remove Members from a User Set** 

#### 13.3.4. Save Changes to a User Set

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

1. A delete confirmation message is displayed. Click **OK** to continue on the confirmation message that displays.

## 13.4. Delete a User Set

Perform the following steps to delete a user set.

- 1. Click the **User Sets** button.
- 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."Click **OK** to continue. A success message is displayed.
  - Or

Click Cancel to cancel the action.

User Set updates are propagated automatically.

# 13.5. Manage User Sets Assigned to PTT Users, Talkgroups, or Integrated Users

#### 13.5.1. Assign a User Set

You can assign a user set to PTT Users, Talkgroups, or Integrated Users

Perform the following steps to assign a user set:

- 1. Select the appropriate User Set menu (PTT Users, Talkgroups, and Integrated Users) 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.

#### 13.5.2. Remove a User Set

You can remove a user set assigned to PTT Users, Talkgroups, or Integrated Users 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, Talkgroups, and Integrated Users) 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.

#### **13.5.3. View User Set Members**

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

Perform the following steps to view the user set members:

- 1. Select the appropriate menu (PTT Users, Talkgroups, and Integrated Users) 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.

# 13.6. Assign More than 250 Contacts to Each User through User Sets

The maximum number of users in a User Set is 250. If your organization has fewer than 250 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 250 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 two separate user sets, with each containing 250 members. The two 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 the second set.

## **13.7. 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.

PTT Users	User Set Assignments Plano 😑			Back
	User Set Name Plano	Members 92		
Talkgroups	Users 3 Talkgroups 1			
External Users	Search by Name or Phone Number	٩		
Ŕ	Page 1 of 1			Assigned to 3 Users
Integrated Users	Name	Phone Number	Client Type	
[مي دي	Adrian	+999920000091	Dispatch	
Interop Connections	Andy Graves	+91909999990	Handset Standard	
	a Antony	+91999222222	Handset Standard	
User Sets				

View User Set Distribution

# 14. 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 Central Admin 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.

PTT Users	PTT User Details Chetana	Activated 9.0 +919923434222	-			ර් Save Ca	ncel Resync
Å	Name Bob		Phone Number	+919923434222	Client Type	Handset PTT Radio	~
Talkgroups	Billing Number +9199	23434222	State	Activated	Permissions	Administrator and User	~
External Users	Expiring On		Email ID	abcdf@org.com	Activation Code		R, 7
	Authorized User 🗸						
Integrated Users	Contacts 91 Talkgroups	7 Features					
Interop Connections	Search by Name or Phone Num	ber	٩ 🖧 🏭	*			
	Page 1 of 1						91 Contacts
User Sets	Name	Phone Number	Client Type	Remote Supervision	Ambient Listening	Discrete Listening	
User Sets	T → Plano						
	t userset						
	Integrated user	+919999966678	Integrated Web	Allow	Allow	Allow	
	Mark	+919945656604	Handset PTT Radio	Do not allow	Do not allow	Do not allow	

**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.

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

# **15. Using the Export Operation**

This section describes how to export records for a single or all PTT Users, Talkgroups, Integrated Users, 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

# 15.1. 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**.

# **15.2. Export User or Talkgroup Details**

### 15.2.1. 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.

### 15.2.2. 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.

# **15.3. Export User Sets**

### 15.3.1. 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.

#### 15.3.2. 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.

# **16. Using the Tool by more than one ADMIN**

Multiple Administrators can use the Central Admin 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."

# 17. Troubleshooting

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

This section is organized as follows:

- Log In Issues
- User Interface Issues
- Manage Contacts Issues
- User Set Issues
- Generic

# 17.1. Log In 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.

## **17.2. User Interface Issues**

#### When I click on the Central 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.

#### Why don't I see the Authorized User Checkbox?

1. The user has not purchased a package with emergency feature in it.

**Resolution** - Please check with your provider to add either Business Critical or Command package to the user

2. The user's handset is using a legacy client prior to 9.0 release.

**Resolution** - Request the user to upgrade the handset client.

#### I can see multiple incorrect numbers for one contact under "Assign Contacts" block.

Check for any Skype extension Add-ons in your browser. If this add-on is enabled, disable it and refresh the page. To disable the add-ons do the following:

- 1. If you are using Chrome browser, then click the more option in the top right of the browser. Go to **More tools-->Extensions.**
- 2. If you are using IE, then click Setting icon on the top right corner and select **Manage add-on**. Select the Skype extension Add-ons and disable.

## **17.3. 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.

## 17.4. 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 Central Admin 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.

# 17.5. Generic

I gave the permissions to User 'A' to perform the Ambient Listening on User 'B'. But User 'A' is not able to Ambient Listen.

1. User 'B' may be using a legacy client prior to 9.0 release.

**Resolution** - Request the user to upgrade the handset client.

2. User 'B 'may be using the application in standard mode.

**Resolution** - Change the User 'B's user type to "Standard" from "PTT Radio" if ambient listening is required on User 'B'.

# I changed the mode from "PTT Radio" to "Standard" and now the emergency calls are not working.

In order for the emergency call to work in standard mode, user has to have a destination contact or talkgroup assigned.

I have setup the user where Authorized User can start or cancel the emergency remotely. But now the Authorized User is not able to start the emergency. What went wrong?

In order for the remote emergency call to work, the destination contact or talkgroup has to be set for the user.