KODIAK
Release 10.0.2

Central Admin Tool User Guide

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The European Union's WEEE directive requires that products sold into EU countries must have the crossed out trash bin label on the product (or the package in some cases).

As defined by the WEEE directive, this cross-out trash bin label means that customers and end-users in EU countries should not dispose of electronic and electrical equipment or accessories in household waste.

Customers or end-users in EU countries should contact their local equipment supplier representative or service centre for information about the waste collection system in their country.

Contact Us

Motorola Solutions Support Center

The Solutions Support Center (SSC) is the primary contact for technical support included in your organization's service agreement with Motorola Solutions.

Service agreement customers should be sure to call the SSC in all situations listed under Customer Responsibilities in their agreement, such as:

- Before reloading software.

- To confirm troubleshooting results and analysis before taking action.

Your organization received support phone numbers and other contact information appropriate for your geographic region and service agreement. Use that contact information for the most efficient response. However, if needed, you can also find general support contact information on the Motorola Solutions website, by following these steps:

- Enter motorolasolutions.com in your browser

- Ensure that your organization's country or region is displayed on the page. Clicking or tapping the name of the region provides a way to change it.

- Select "Support" on the motorolasolutions.com page.

Comments

Send questions and comments regarding user documentation to documentation@motorolasolutions.com.

Provide the following information when reporting a documentation error:

- The document title and part number

- The page number with the error

- A description of the error

Document History

Version	Description	Date
MN007034A01-A	Initial version.	November 2020

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Chapter 1

Introduction and Key Features

The Broadband Push-to-Talk (PTT) service provides instant communication to individuals and talkgroups at the push of a button. The Central Admin Tool (CAT) is a web-based management tool for user contacts and talkgroups.

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

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

Talkgroup 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. You can manage three types of talkgroups: standard, dispatch, and broadcast groups.

External User Management
   Allows you to manage users external to the corporation.

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

Interop Connection 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.

The features included in each feature set are as follows:

WAVE

• PTT Calling, Presence, IPA

• Messaging- Text, Image, Video, PDF, Location

• Voice Messaging

• Talkgroup up to 250

• Priority Talkgroup Scanning

• Broadcast Calling

• Location Services

• Geofence

• Quick Group

WAVE SafeGuard

Includes Standard Feature Set

• Emergency Calling/Alerting

• Ambient/Discreet Listening

• Talkgroup up to 3,000

• User Check/Monitor

• Area-based Talkgroups

- Geofence

WAVE SafeGuard Multi-Role

Includes Standard Feature Set

- Talkgroup Affiliation/Monitoring

- Talkgroup up to 300,000

- Operational Status Messages

- Remote Talkgroup Select

- Simultaneous Audio Sessions

- User Profiles (not for Dispatch)

- User Role-based Log in (not for Dispatch)

1.1
What's New in Release 10.0.2?

The following features are new in this release:

- Group sharing to share the talkgroups across the agencies within and outside the corporation. Refer to Group Sharing on page 65.

Chapter 2

Getting Started

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

2.1
Prerequisites

The Central Admin Tool requires the following.

2.1.1
Required Browsers

Make sure 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. Make sure that you enable pop-ups to access the tool.

Reset Zooming

To display the Central Admin Tool correctly, 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 in to the Central Admin Tool

Depending on your service provider, you get the log-in method.

When and where to use: Service provider can provide one of the following log in methods:

Procedure:

1 Check with your service provider for access to the Central Admin Tool.

2 You receive user name and password along with a link to access Central Admin Tool.

3 An account activation mail is received in your registered email id, which contains a link to sign in to the Central Admin Tool. Clicking the link takes you to the Choose Password page of the Central Admin Tool.

When you click the link, a cookies page displays. Select your preferences. A choose password page displays. Enter the password in the fields. The password must meet the minimum requirements of password policy of Central Admin Tool. If the password chosen does not match the password requirement, then an error message displays. The password must meet at least the following minimum requirements:

1 Six characters

2 One lower case letter between a to z

3 One upper case letter between A to Z

4 One number between 0 to 9

5 One of these special characters @#$%^&+=

Once you choose the password, a Central Admin Tool Sign In page displays. Signing in takes you straight to the Central Admin Tool home page.

2.2.1
Forgot Password

If you have forgotten the password, then you can reset password by clicking the "**Forgot Password**" link on the sign-in page of the Central Admin Tool.

When and where to use: To reset the password, follow these steps:

Procedure:

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

2 Enter the email ID associated with your account in the dialog box.

3 Enter the registered email ID and click **Send Email**.

4 If you did not receive the mail, click **Send it again**.

5 Click the link received in your email ID.

6 To reset the password, enter the new password.

2.3
Cookies

Whenever you sign in to the Central Admin Tool, a pop-up block displays so that you can choose your browser preferences. When you sign in to the 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 learn about the cookies used by the tool.

2.4
Take a Tour

Take a Tour shows the basic features and demo of the application. A Take a Tour page displays when you sign into the Central Admin Tool. Clicking **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** 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 check box **"Don't show again"** and click the **Close** icon.

2.5
Landing Page

A landing page displays when you sign in to the Central Admin Tool.

Figure 1: Landing Page
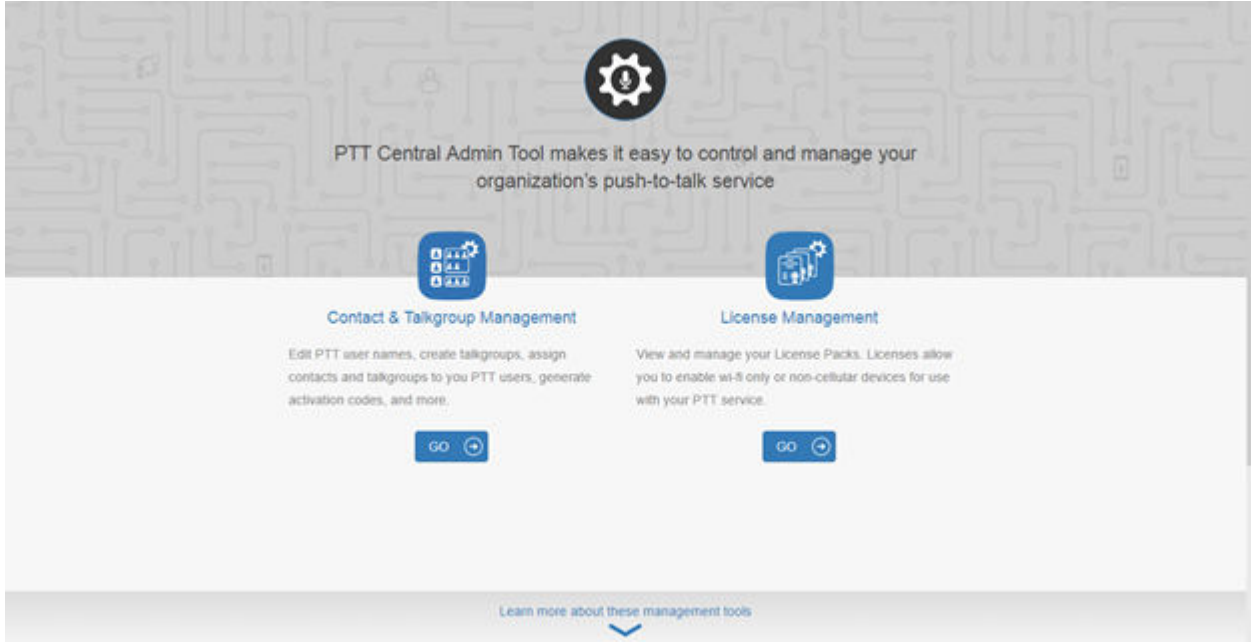
The management tool landing page displays the Contact and Talkgroup Management and License Management as shown in the previous image. License Management displays when your corporation has subscribers provisioned with the license packs. Select **Contact and Talkgroup Management** or click the **Go** button on the tool. For License Management, refer to the License Management Tool User Guide.

Chapter 3

Navigate the Central Admin Tool

The Main 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.

Figure 2: Central Admin Tool Main Screen
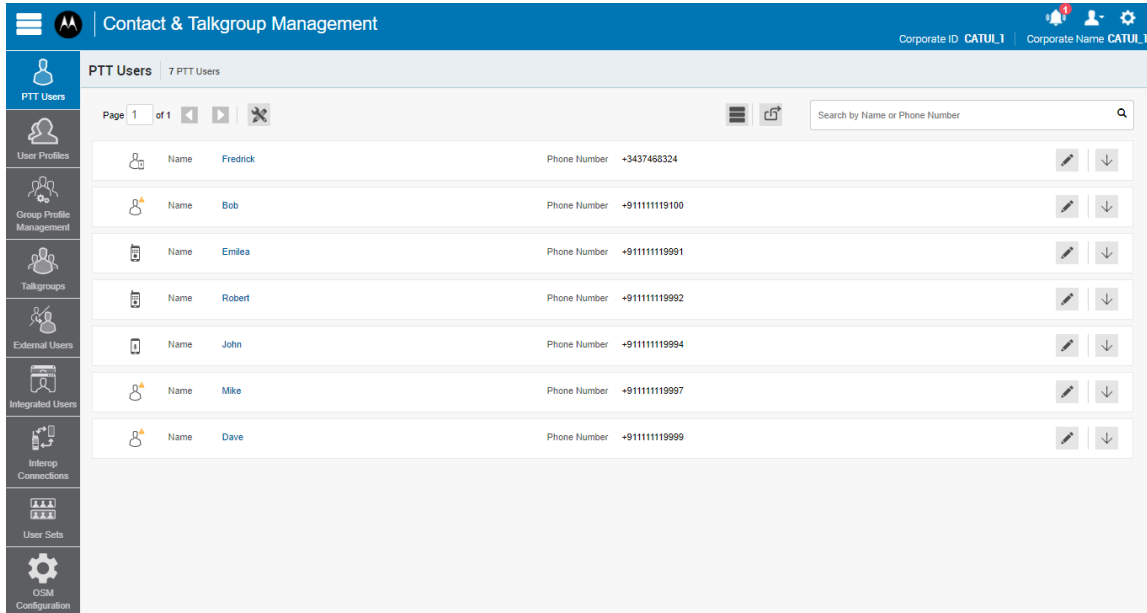
3.1
Header Area

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

Figure 3: Header Area

3.1.1
Menus

The Menu allows you to access Contact and Talkgroup Management.

- **Contact and Talkgroup Management**- Allows you to go back to the main page.

In the header, the tool always shows the Central Admin Tool (CAT) option.

3.1.2
My Account

My Account allows you to exit the Central Admin Tool.

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

3.1.3
Notifications

Notifications allows you to view the changes that you made recently to any of the User and Talkgroups on the Central Admin Tool.

When you click the **Notification** icon, the recent changes displays.

3.1.4
Settings

The settings are listed as follows:

- **Language –** Allows you to select a supported language.

- **Max rows per pages –** Displays the number of rows shown per page in the work area. By default, the 50 contacts display per page. You can change the number of contacts displayed up to 200 from the drop-down.

> **NOTICE:** Consider 200 contacts here as the number of rows that display.

- **About –** Displays the version number of the product.

- **Copyright –** Displays the product copy right details.

- **How do we use cookies** – Displays how we use cookies to save the browsing preferences of the user which are dependent 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 **Help**.

Enable browser pop-ups to access the "Help" page.

3.1.5
Header Area Icons

The following table lists the Central Admin Tool header icons.

Name	Icons	Description
My Account		Click to exit the application.
Menu		Click to access any available associated applications, such as License Management Tool.
Settings		Click to access the **Language** setting, **Max rows per page, About, How do we use cook-**

Name	Icons	Description
		ies, Take a tour, Copyright, and **Help**.
Notifications	🔔	Click to view the recent changes that you made on Central Admin Tool.

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", "User Profile Management", "Talkgroups", "External Users", "Integrated Users", "Interop Connections", "User Sets", and "Corporate Configuration" work areas.

Figure 4: CAT Navigation Area
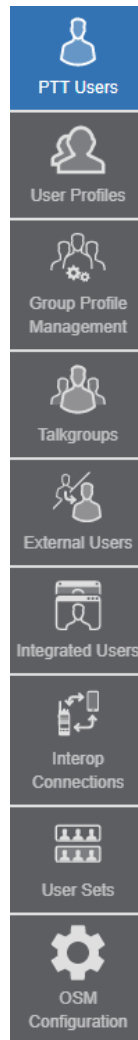
3.3
PTT Users

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

You can search for a user by Name, Phone Number, State, Client Type, Interop Feature, User ID, and Permission. This area also has options to search for specific user parameters. For details, refer to the Search on page 35 section of this document.

Figure 5: PTT User Main Screen
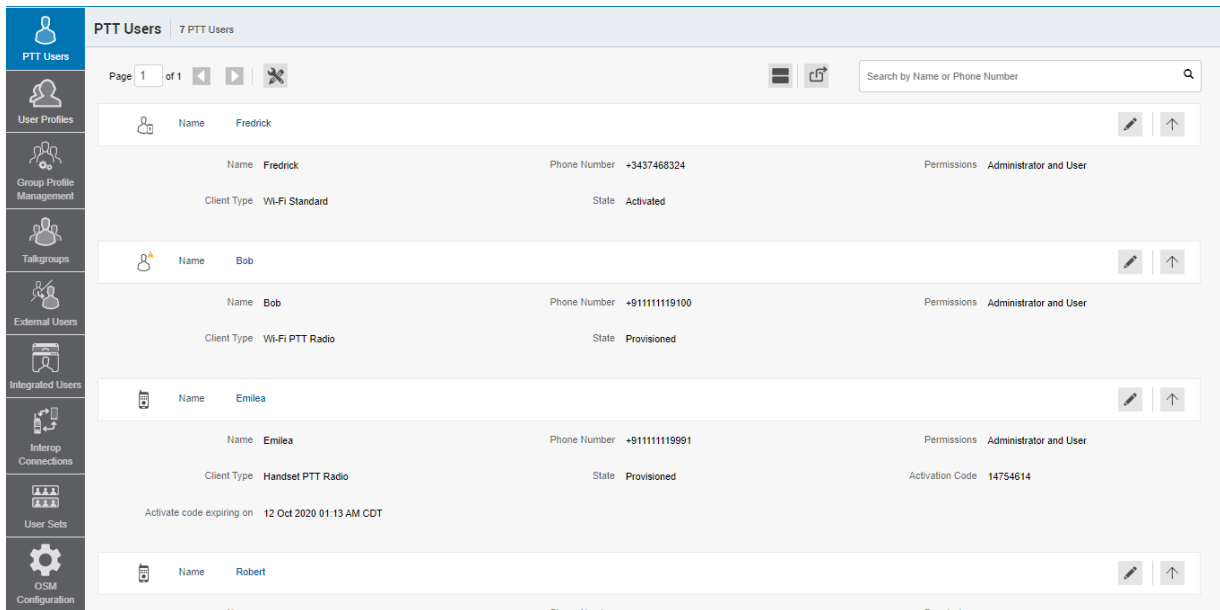
The "PTT Users" work area displays the following user types. You can identify the PTT Users with unique icons as described in the PTT User Icons on page 26 section of this document.

- Cross Carrier PTT Client

- Cross Carrier Standard

- Dispatch

- Handset PTT Radio

- Handset Standard

- Wi-Fi PTT Radio

- Wi-Fi Standard

A Needs Attention icon on the PTT user shows that the user that needs attention.

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

NOTICE: By default, the Central Admin Tool displays up to 50. To view up to 200 users, change the "Max rows per page" from the Settings in the header.

3.3.1
PTT User Icons

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

Name	Icons	Description
Cross Carrier Standard		This icon indicates a Cross Carrier Standard.
Cross Carrier Standard Warning		This icon indicates that a Cross Carrier Standard needs attention. Cross Carrier Standard, typically needs 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 needs attention when there is no activation code.
Dispatch		This icon indicates the dispatch console or dispatch group in the list area and work areas.
Dispatch Warning		This icon indicates that a dispatch needs attention. Dispatch typically needs 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.

Name	Icons	Description
Wi-Fi Standard		This icon indicates a Wi-Fi Standard.
Wi-Fi Standard Warning		This icon indicates that a Wi-Fi Only Standard needs attention. A Wi-Fi Standard typically needs attention when there is no activation code.
Wi-Fi PTT Radio		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 typically needs attention when there is no activation code.

3.4
Talkgroups

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

You can search for a Talkgroup Name, Type, Size, or Interop Type. For details, refer to the Search on page 35 section of this document.

Figure 6: Talkgroups Main Screen
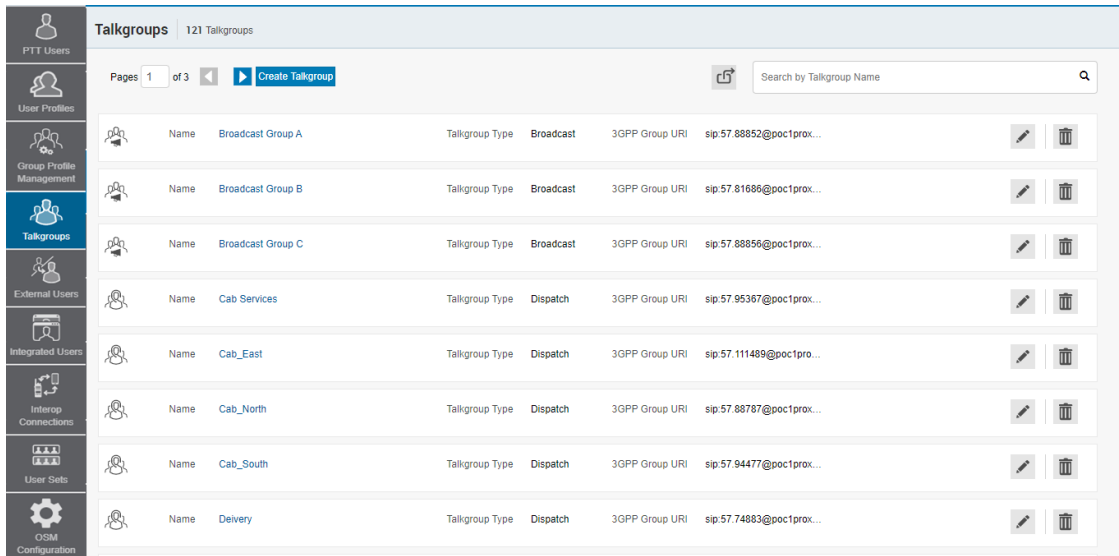
You can identify the talkgroups with unique icons as described in the Talkgroup Icons on page 28 section of this document. You can also assign a specific Avatar to talkgroup as described in the Avatars on page 29 section of this document.

Talkgroups displays the following types:

- Broadcast

- Dispatch

- Standard

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

3.4.1
Talkgroup Icons

The following table lists the Central Admin Tool Talkgroup icons.

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

Name	Icons	Description
Talkgroup		This icon indicates a talkgroup in the list area and work areas.
Interop Talkgroup		This icon indicates a PTT Talkgroup on an Interop Console.
Standard Talkgroup		This icon indicates the standard talkgroup in the list area and work areas.
Standard Talkgroup Warning		This icon indicates that a standard talkgroup needs attention. Standard Talkgroup typically needs attention when there is no activation code.
Large Talkgroup		This icon indicates the large talkgroup up to 3000 members in the list area and work areas.
MCX Standard Group		This icon indicates that the talkgroup is MCX (very large talkgroup) group in the list area and work areas.
MCX Standard Group Warning		This icon indicates that a MCX standard group needs attention.

3.4.2
Avatars

The following table lists the Avatar icons that you can assign to a Talkgroup to display on the PTT Radio user type in the Central Admin Tool.

Name	Icons	Description
Default		The default icon is associated with a Talkgroup.
Airplane		The airplane icon is associated with a Talkgroup.
Book		The book icon is associated with a Talkgroup.
Car		The car icon is associated with a Talkgroup.

Name	Icons	Description
Construction		The construction icon is associated with a Talkgroup.
Delivery		The delivery icon is associated with a Talkgroup.
Desktop PC		The desktop PC icon is associated with a Talkgroup.
Dispatcher		The dispatcher icon is associated with a Talkgroup.
Driver		The driver icon is associated with a Talkgroup.
Envelope		The envelope icon is associated with a Talkgroup.
Field Service		The field service icon is associated with a Talkgroup.
Flower		The flower icon is associated with a Talkgroup.
Front Desk		The front desk icon is associated with a Talkgroup.
Housekeeping		The housekeeping icon is associated with a Talkgroup.
Laptop		The laptop icon associated with a Talkgroup.
Medical		The medical icon is associated with a Talkgroup.
Notepad		The notepad icon is associated with a Talkgroup.
PTT Phone		The PTT phone icon is associated with a Talkgroup.
Room Service		The room service icon is associated with a Talkgroup.

Name	Icons	Description
Security		The security icon is associated with a Talkgroup.
Supervisor		The supervisor icon is associated with a Talkgroup.
Telephone		The telephone icon is associated with a Talkgroup.
Tree		The tree icon is associated with a Talkgroup.
Truck		The truck icon is associated with a Talkgroup.
Warehouse		The warehouse icon is associated with a Talkgroup.
Worker		The worker icon is associated with a Talkgroup.

3.5
External Users

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

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 on page 35 section of this document.

Figure 7: External Users Main Screen
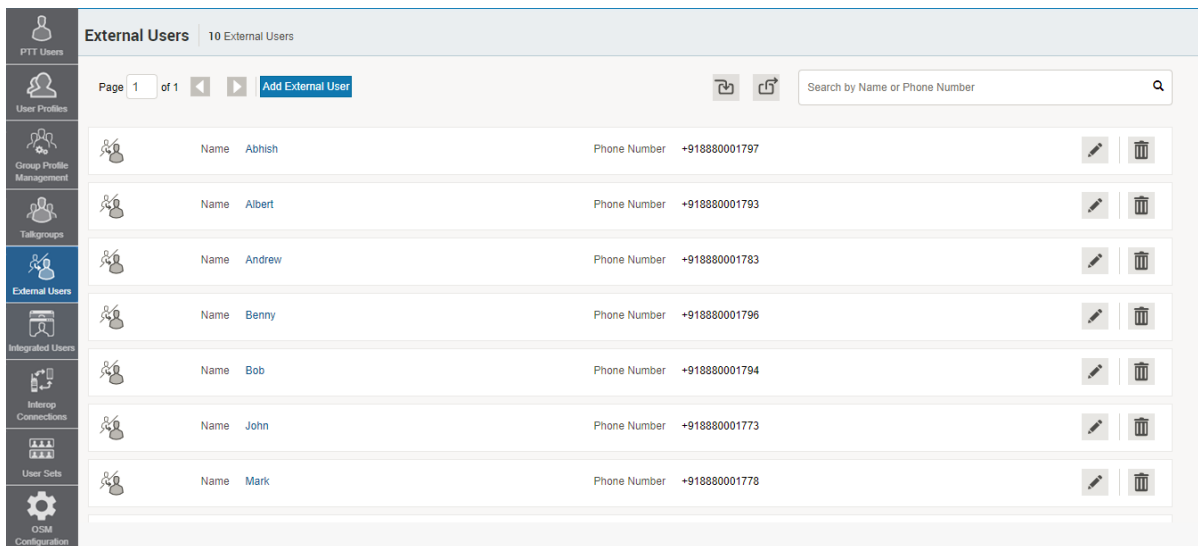
You can identify the icons from the External User Icons on page 32 section of this document.

Click the **Add External Users** button to create an External Users.

3.5.1
External User Icons

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

Name	Icons	Description
External User		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 organization.

The Integrated Users work area has options to search for specific Users by Name or Phone Number or State or Type or Interop Feature or Permissions. For details, refer to the Search on page 35 section of this document.

Figure 8: Integrated Users Main Screen
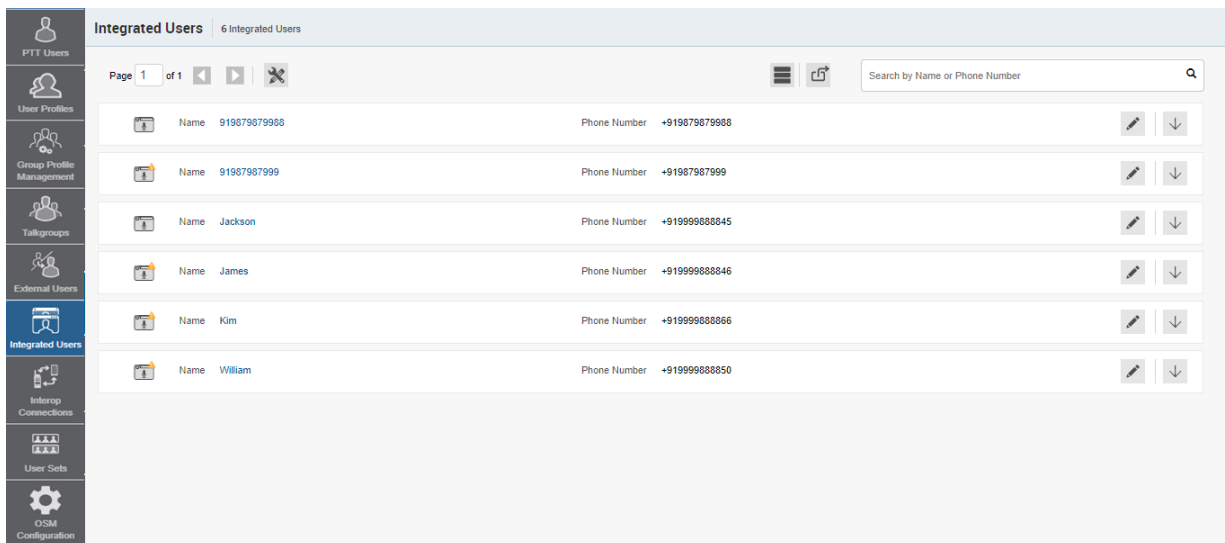
You can identify the icons from the Integrated User Icons on page 33 section of this document.

The following types of users display in the Integrated Users section:

• Integrated Mobile

• Integrated Tracking

• Integrated Web

3.6.1
Integrated User Icons

The following table lists the Integrated Users icons you 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 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 typically need attention when there is no activation code.
Integrated Web		This icon indicates an Integrated Web.
Integrated Web Warning		This icon indicates that an Integrated Web needs attention. Integrated Web users typically need attention when there is no activation code.

3.7
Interop Connections

The Interop Connection work area displays the list of Interop users within your organization.

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

Figure 9: Interop Connection Main Screen
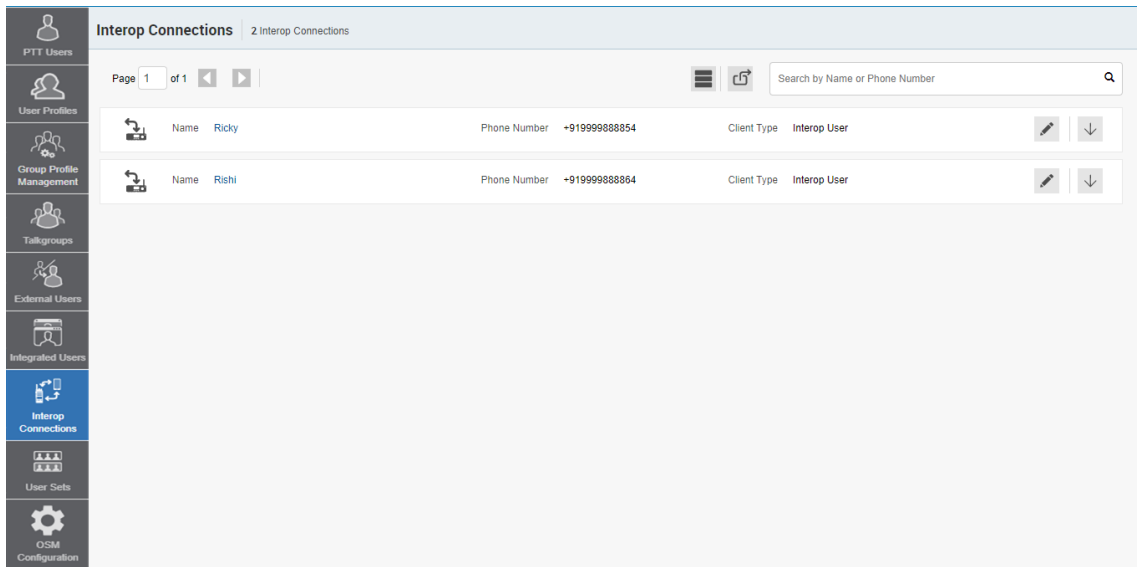
You can identify the icons from the Interop Connection Icons on page 34 section of this document.

The following types of users display in the Interop Connection section:

- Interop Radio
- Interop User
- Interop Talkgroup

3.7.1
Interop Connection Icons

The following table lists the Interop Connection icons you 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 Motorola Push-to-Talk Over Cellular (PoC) system and Interop networks using the Interop Radio solution.
Link to Interop Talkgroup		This icon indicates a Link to Interop Talkgroup.
Interop Talkgroup		This icon represents a PTT Talkgroup on an Interop Console.

Name	Icons	Description
Link to LMR		This icon indicated that the PTT Talkgroup on an Interop Console link to LMR user.
Interop User		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.
Donor Radio		This icon indicates a Donor Radio 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. Each page can display a maximum of 200 users.

NOTICE: By default, Central Admin Tool display 50 users. 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.

Figure 10: Search Screen
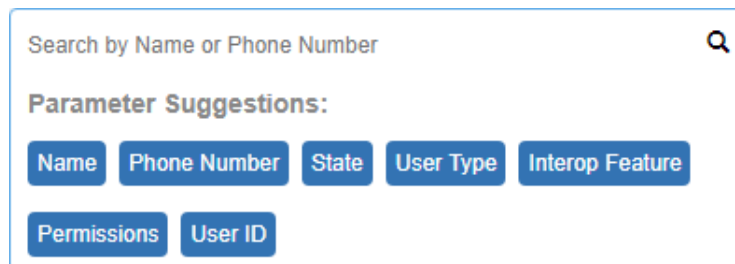
The search narrows down and shows matching results as you are typing. The search is not case-sensitive. The result is a list with the search string anywhere in the Name or Phone number.

NOTICE: When searching for the user using its Phone Number, the search string filters out the special characters.

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".

- **Talkgroup Type**- Click the drop-down and select Broadcast, Dispatch, Standard, and Talkgroups that needs attention.

- **Interop Type**- Click the drop-down and select Donor Radio, Interop Talkgroup and Patch Endpoint.

- **Talkgroup Size**- Click the drop-down and select Large, Normal, and MCX Group.

- **Linked**- Click the drop-down and select **Yes** or **No**.

- **User Set Name**- Enter up to a 30-alpha numeric character name.

- **List Name**- Enter up to a 30-alpha numeric character name.

3.10
Common Icons

The following table lists the Central Admin Tool common icons.

Name	Icons	Description
Allow Location		Displays when you click the **Tools** icon.
Allow Multimedia		Displays when you click the **Tools** icon.
Allow Text		Displays when you click the **Tools** icon.
Assign Contacts		Click to assign a contact.
Assign User Set		Click to assign a user set for a single PTT user.

Name	Icons	Description
Tools		Click to active multiple operations for multiple selections including change permission and generate activation codes.
Cancel or Close		Click to cancel or close the current operation.
Change Permission		Click to change type Administrator or Administrator and User. This icon is active in when the Tools icon is clicked.
Close or Cancel		Click to close or cancel in work area of PTT Users, Talkgroups, External Users, Integrated Users, and Interop users.
Collapse Details		Click to collapse the details for a single PTT User and Integrated Users.
Delete		Click to delete the record data.
Edit		Click to edit the record data.
Error		This icon indicates an unsuccessful operation. Click to close the error message.
Expand Details		Click to expand the details for a single PTT User and Integrated Users.
Export		Click to export all tabular data in CSV file format.
Import		Click to import External Users to the tool.
Generate Activation Code		Click to re-generate an activation code.

Name	Icons	Description
Generate Activation Codes		Click to generate activation codes for multiple selected users. This icon is active in when the Tools icon 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.
Next Page		Click to display the next page of records.
Previous Page		Click to display the previous page of records.
Save Name		Click to save the record.
Name Change Cancel		Click to cancel the name change.
Search		Displays in the search text box.
Send Email		Click to send an activation code using email.
Show Less		Click to show fewer record details.
Show More		Click to show more record details.
Users		This icon indicates a user.
Success		This icon indicates a successful operation.

Name	Icons	Description
User Set		Click to view the User Set that you are not a member.
User Set Member		Click to view the User Set that you are a member.
View Distribution		Click to view the User Set Distribution.
Manage User Set		Click to modify the User Set details.
Go to Top		Click to go to the top of the window.
Append Message		Click to allow append messages for the PTT user to extra text when sending a status message.
Auto Pair Enabled		Shows in the User Sets list when Auto Pairing is disabled.
Auto Pair Disable		Shows in the User Sets list when Auto Pairing is disabled.
MCPTT User		Indicates the MCPTT user type.
MCPTT User Warning		Indicates the MCPTT user needs attention.
Location Capabilities		Click to enable or disable the location capabilities of the user.
Supervisory Override		Click the enable or disable the supervisory override capability of the user.

Chapter 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).

You can identify the PTT Users icons from the PTT User Icons on page 26 section of this document.

For common icons, refer to the Common Icons on page 36 section of this document.

4.1
View a User

To view a user, click the **PTT Users** menu from the CAT navigation. The following screen shows the PTT Users main screen.

Figure 11: PTT Users Main Screen
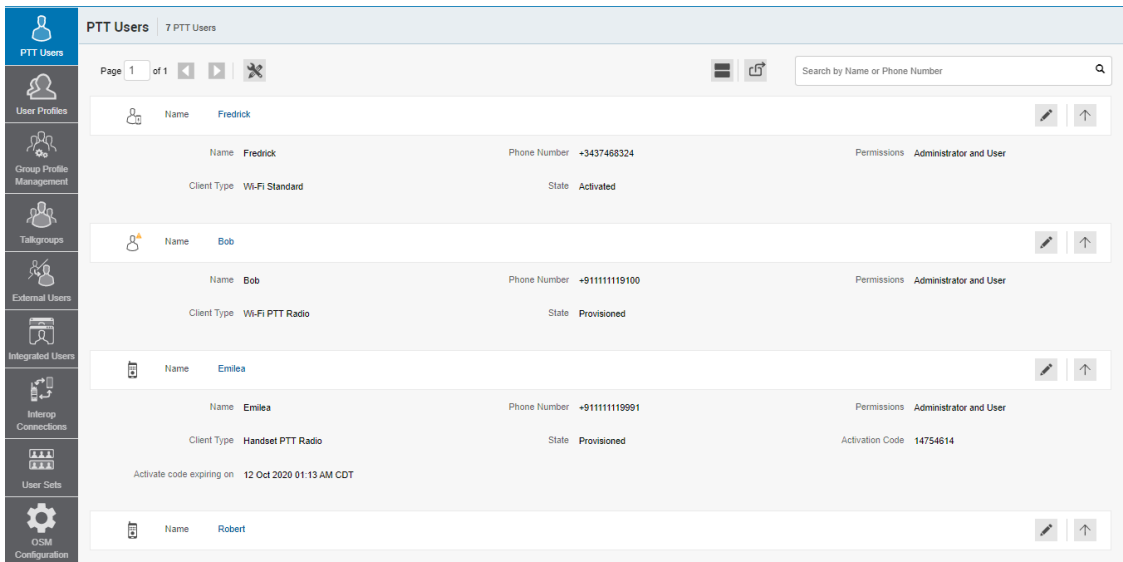
✎   **NOTICE:** To edit the name, click the Name field, and change the name as desired.

You can view the following information when you click the **Show More for All** icon to view individual PTT User details:

• Name

• Phone Number

• Client Type

• Permissions

• State

• Expiring On

• User ID

• Activation Code

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You can use the **Export** icon to export the page data in CSV format. For more details, see the Using the Export Operation on page 131 section in this document.

You can use the search operation using specific parameters; refer to the Search on page 35 section of this document.

To select one or multiple users, click the **Tools** icon and select 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 displays.

Figure 12: Single User Selection

The following details of a user profile are shown as follows:

- **Name** – Displays the name of the user. You can edit this field.

- **Phone Number** – Displays the number of the user. You cannot edit this field.

- **Billing Number** – Displays the billing phone number of the user. You cannot edit this field. For more information, refer to the #unique_44/unique_44_Connect_42_ID-00000625 section in this document.

- **Permissions** – Displays the corporation type permissions of the user. You can edit this field. For more information, refer to the Permissions on page 42 section in this document.

- **State** – Displays the activation state of the user. You cannot edit this field. For more information, refer to the State on page 42 section in this document.

- **Expiring On** – Displays the expiration date of the activation code. You cannot edit this field. For more information, refer to the Expiring On on page 43 section in this document.

- **Client Type** – Displays the client type of the user. You cannot edit this field. For more information, refer to the Client Type on page 42 section in this document.

- **Email ID** – Displays the email ID of the user. You can edit this field. For more information, refer to the Email ID on page 43 section in this document.

- **Activation Code** – Displays the activation code of the user. You cannot edit this field. For more information, refer to the Activation Code on page 43 section in this document.

- **Authorized User** – Allows to enable and disable the authorization for the remote supervision of the members. For more information, refer to the Enable Authorization for Remote Supervision Features on page 53 section in this document.

- **MC Device** – Allows to enable and disable the Mission Critical device option. When selected, the user-less mode enabled and device authenticates to PTT service using device phone number. Once logs in, the user logs in using user name and password after the device is authenticated and logged in for PTT service using default configuration.

> **NOTICE:** The Central Admin Tool restricts an administrator from changing the client type from PTT Radio to PTT Standard for users provisioned as MCPTT.

> **NOTICE:** When changing the client type from PTT Standard to PTT Radio, the Central Admin Tool uses the same tired package as originally provisioned.

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

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

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 receive contacts and talkgroups from a corporate admin.

- **Administrator and User** – These users can receive contacts and talkgroups from a corporate admin and capable to define and manage their contacts and talkgroups. They can make and receive calls outside the corporation.

State

The State field represents the user service status. The billing system assigns it 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 service is 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 is 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 you select the **Generate Activation Code**. 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 unique code for activation. This code is called an activation code.

Interop User and Interop Talkgroup do not need an activation code and these clients are 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 would be a department store where there is no cellular coverage indoors. Refer to Generating Activation Codes on page 43 on how to generate an activation code for handset users activating over Wi-Fi. To activate other types of clients, follow a similar method.

4.3
Re-sync a User

For more information, refer to the Re-syncing a Device on page 130 section in this document.

4.4
Generating Activation Codes

When and where to use: To generate the activation code, follow these steps:

Procedure:

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

   Figure 13: Generate Activation Code for a User

2   Click the **Generate Activation Code** icon. A pop-up message window displays, "Activation code successfully generated. Would you like to send an email?"

3 Click **OK** to send the new activation code to the email ID of the user. A Send Email with Activation Code to Handset Client pop-up window displays.

Figure 14: 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.

4.5
Regenerating an Activation Code

When and where to use: To regenerate the activation code, follow these steps:

Procedure:

1 To regenerate the activation code, click **Regenerate Activation Code** on the User Profile page. Regenerating an activation code for already activated clients deactivates the client, thus a confirmation message displays "You have selected to generate a new activation code. Existing activation code is invalidated. Client has 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 the regeneration of a new activation code. A pop-up message window displays, "Activation code successfully generated. Would you like to send an email?'

3 Click **OK** to send the new activation code to the email ID of the user. A Send Email with Activation Code to Handset Client pop-up displays.

Figure 15: Send Email Activation Code
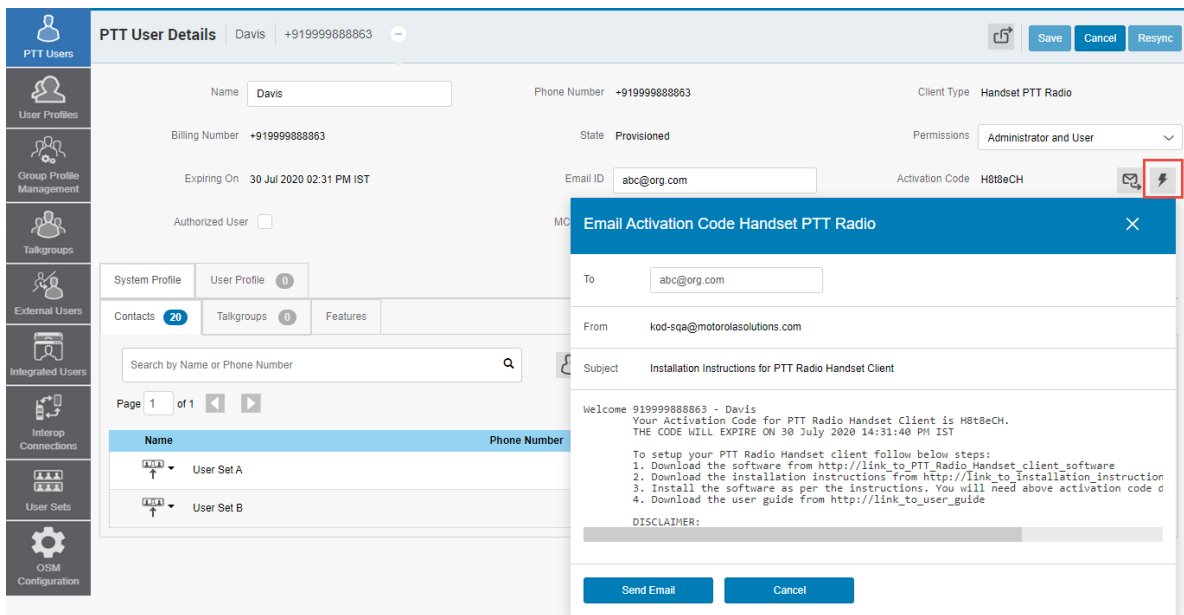
4   To send the regenerated activation code, click the **Send Email** button.

5   After regenerating the activation code, the activation code expiry date appears on the User Profile page in the Expiring On field.

4.5.1

Resending an Existing Generated Activation Code without Regenerating

When and where to use: To resend an existing generated activation code, follow these steps:

Procedure:

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

2   To open an email with the current activation code, click the **Email Activation** icon on the User Profile page.

3   To resend the existing activation code to the email ID of the user, click the **Email Activation Code** button. A 'Send Email with Activation Code' pop-up displays.

Figure 16: Resend an Existing Generated Activation Code without Regenerating
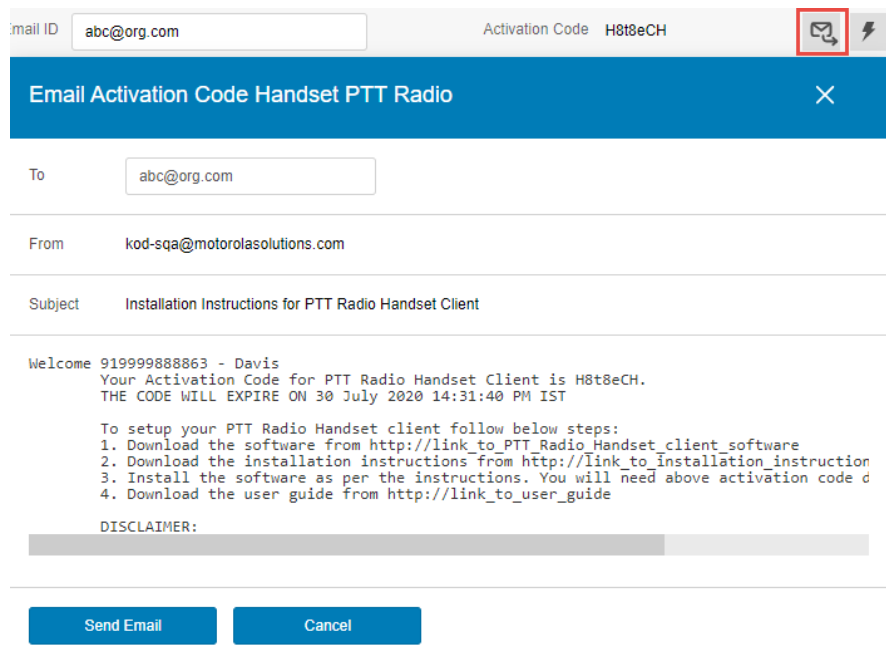
4 Click the **Send Email** button to resend the existing activation code.

4.6
Manage Contacts

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

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 the user list.

2 Creating or assigning a user set to a user.

This section describes the first method. For the second method, refer to the Assigning More than 250 Contacts to Each User through User Sets on page 121 section of this document.

4.6.1
Assigning Contacts

When and where to use: Perform the following steps to assign contacts.

Procedure:

1 Select a user as explained in the View a User on page 40 section of this document.

2 From the Contacts tab, click the **Assign Contacts** button.

Figure 17: Assign Contacts
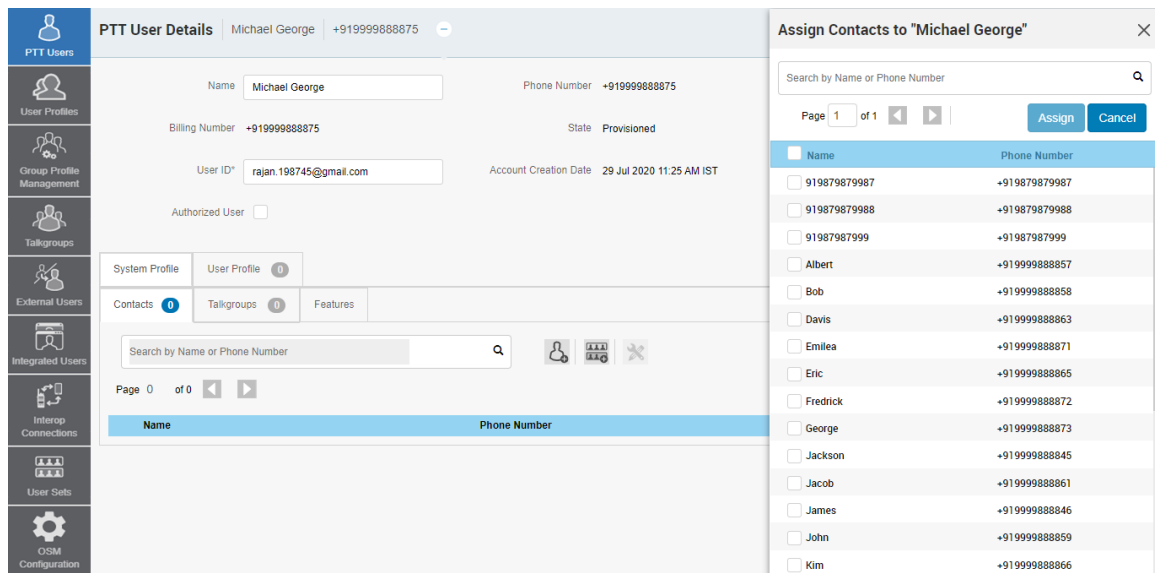
3 Select the contacts you want to assign to the phone book of the user by selecting the applicable check boxes. Only unassigned contacts are available to the user for selection. You can also select multiple contacts by selecting the check box before the Name header, which functions as a **Select All** check box.

4 Click the **Assign** button. The assigned contacts display in the Contacts tab and the total contacts count increases accordingly.

> **NOTICE:** You may receive an error if you select an External Contact, which is not part of the Corporation.

5 A success message displays. The assigned contacts sync to the handset of the user.

> **NOTICE:** 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 does not save until you click the Save button.

4.6.2
Removing Contacts

To remove a contact, follow these steps.

Procedure:

1 Select a user as explained in the 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 you choose to delete.

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

Figure 18: Remove Contacts
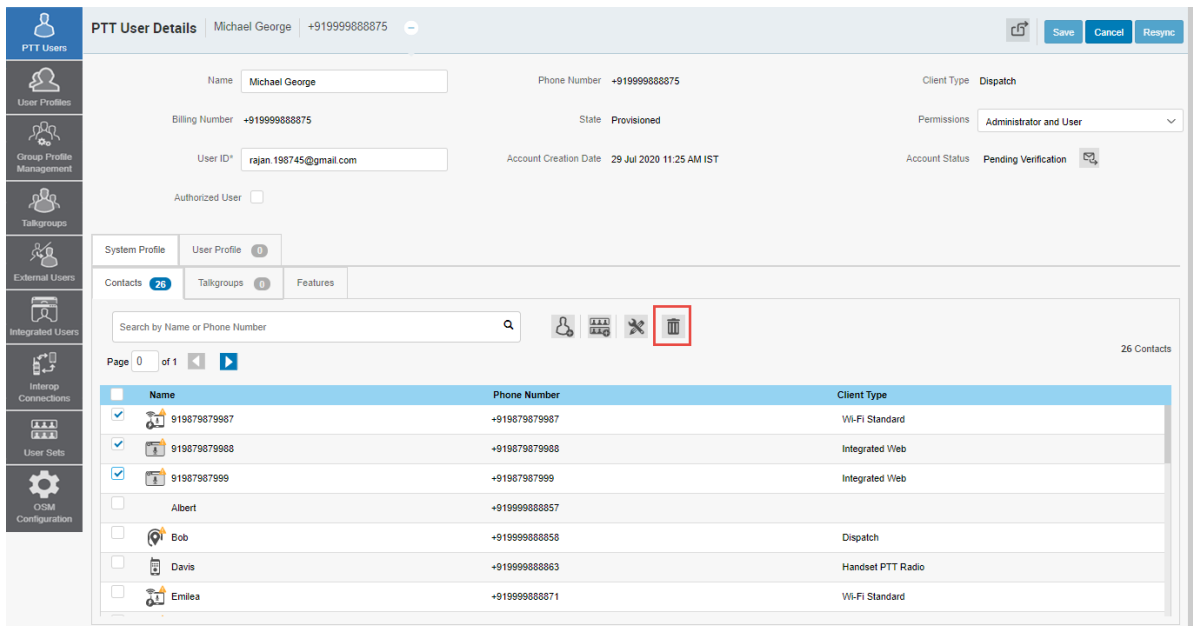
5 To remove, click the **Delete** icon. A confirmation message displays stating PTT user updated successfully. The contacts selected for removal are removed from the Contacts tab and the Total Contacts count decreases.

> **NOTICE:** 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 does not save until you click the **Save** button.

4.7
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 another. 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 on page 119 section in this document.

4.7.1
Adding a User Set as Contacts to a User

To add a user set as contacts of a user, refer to theAssigning a User Set on page 120 section of this document. User Sets updates are propagated automatically.

When and where to use: To add a User Sets to a group, follow these steps:

Procedure:

1 Select a group from the Talkgroups tab and click the **Edit** button.

2 Click the **Assign User Set** tab and a pop-up assign user set window displays.

Figure 19: Add User Sets as Members of a Contact
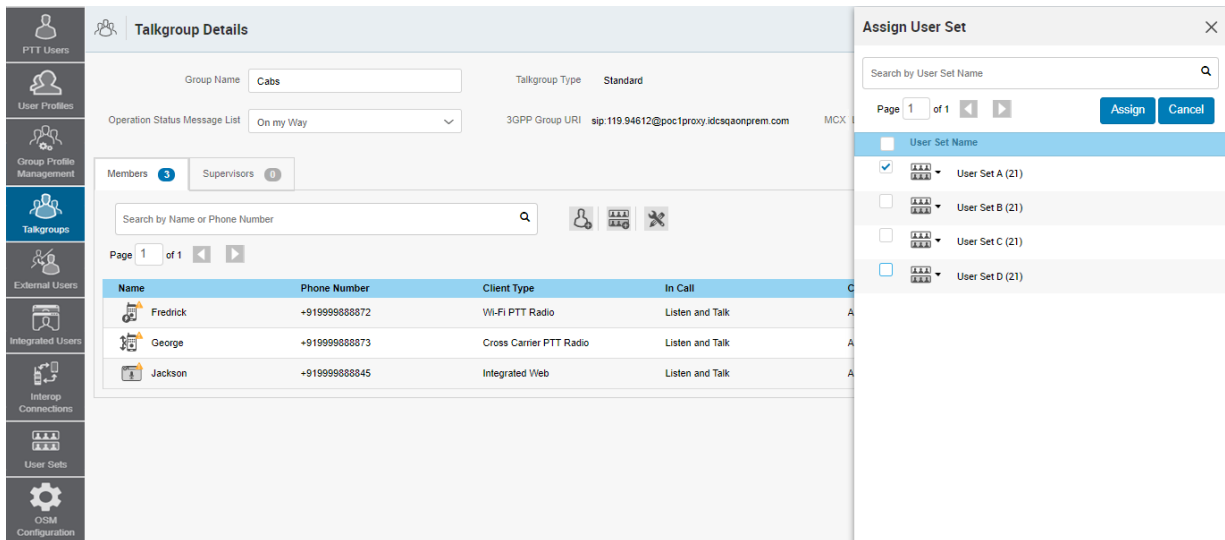
3 Select the user sets and click the **Assign** button.

4 Click **OK** to continue the confirmation message that appears.

4.7.2
Remove a User Set from a User

To remove a user set from a user that you are not a member of, refer to the Removing a User Set on page 120 section in this document.

To remove a user set from a user that you are a member of, refer to the Removing Members from a User Set on page 118 section in this document.

Figure 20: Remove a User Set from a Contact
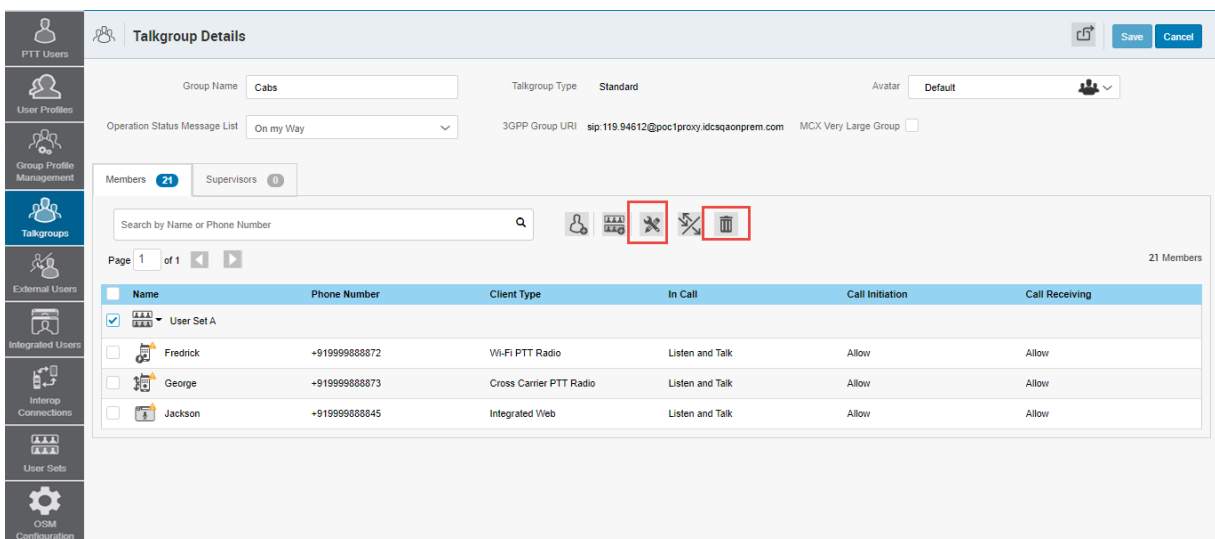
4.7.3
View User Set Members Associated with a User

To view user set members associated with a user, refer to the Viewing User Set Members on page 120 section of this document.

4.8

Manage Talkgroups

For more information, refer to the of this document.

4.9

Selecting Multiple Users to Change User Type and Permissions

To select multiple users, click the **Tools** icon. To select all the member, click the **Select All** check box. You can also click one or more individual check boxes. Users display 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.

When and where to use: You can change the type, messaging, and location sharing permissions as follows:

Figure 21: Selecting Multiple Users
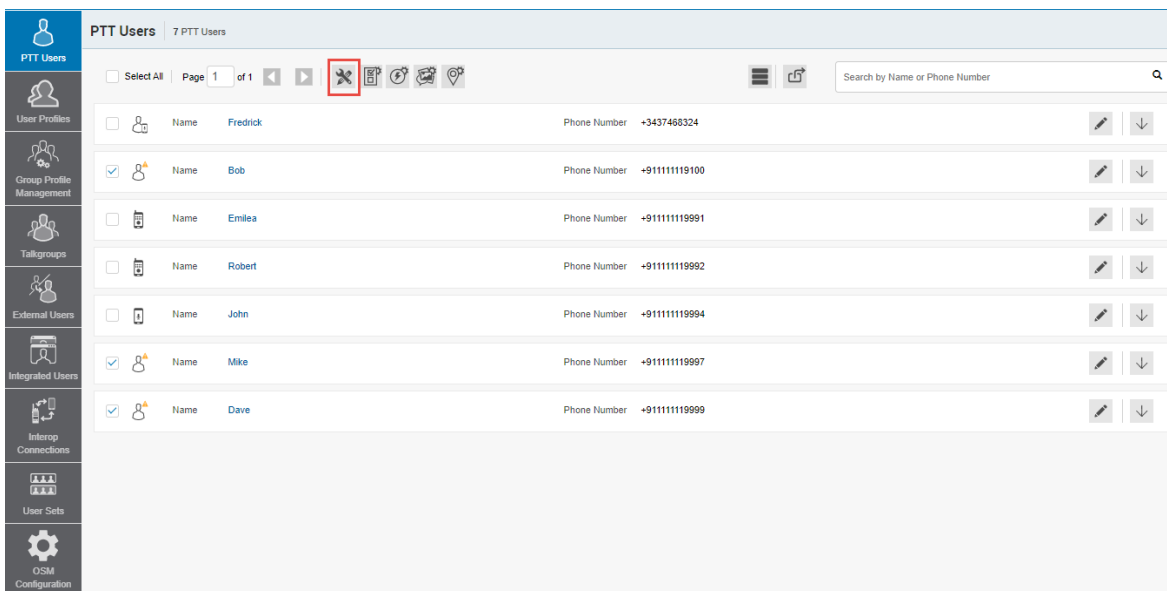
Procedure:

  1 To change the permissions, follow these steps:

   a Select the **Change Permission** icon to display the following options for the selection.

   • Administrator

   • Administrator and User

   > **NOTICE:** You can 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?**"

   b Click one of the following:

   • **OK** to save the changes.

   • **Cancel** and your changes are lost.

  2 To generate an activation code, follow thee steps:

   a Select the **Generate Activation Codes** icon. A warning message `You have selected few Web Dispatchers for which activation code is not applicable.`

> Proceeding with activation code generation excluding Web
> Dispatchers. displays.

- **OK** to save the changes.
- **Cancel** and your changes are lost.

3 To change the messaging permissions, follow these steps:

   a Select **Set Messaging** icon. A drop-down selection list displays.

- None- The selected user cannot 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).

   a A confirmation message displays depending on your selection.

- **OK** to save the changes.
- **Cancel** and your changes are lost.

4 To change location sharing permissions, follow these steps:

   a Select the **Set Location Sharing** icon. Selecting **Yes** allows the selected user to send and receive location information.

- **OK** to save the changes.
- **Cancel** and your changes are lost.

4.10
Generating Activation Codes for Multiple Users

You can generate activation codes for multiple users.

When and where to use: To generate the activation code for multiple users, follow these steps:

Procedure:

1 In the work area, click the **Tools** icon (if available).

2 Click one of the following:

- **Select All** check box for all records.
- More than one individual check box.

3 Click the **Generate Activation Codes** icon. An information message displays, "You have selected to generate new activation codes. Existing activation codes if any are invalidated. Client has 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."

4 Click **OK** to generate the activation code. A confirmation message displays stating, "Success Multiple Users updated successfully."

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

4.11
Using the Export Operation

For more information, refer to the 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

Enabling feature for an individual PTT user

When and where to use: To enable the features for individual PTT users, follow these steps:

Procedure:

1   In the work area, click the **Edit** icon associated with the user.

2   Select the Features tab.

3   Enable the features and configure from the drop-downs.

4   Click one of the following:

   •   **Save** to save the changes.

   •   **Cancel** to cancel the action.

   Figure 22: Enable Feature- Individual User

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

4.12.2

Enabling features for multiple PTT users

When and where to use: To enable the features for multiple PTT users, follow these steps:

Procedure:

1   In the work area, click the **Tools** icon associated with the user.

2   Select the check boxes next to the contacts and select the features Set Messaging and Set Location Sharing.

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3 Click one of the following

- **Yes** to continue.

-

    No to cancel.

Figure 23: Enable Features- Multiple Users
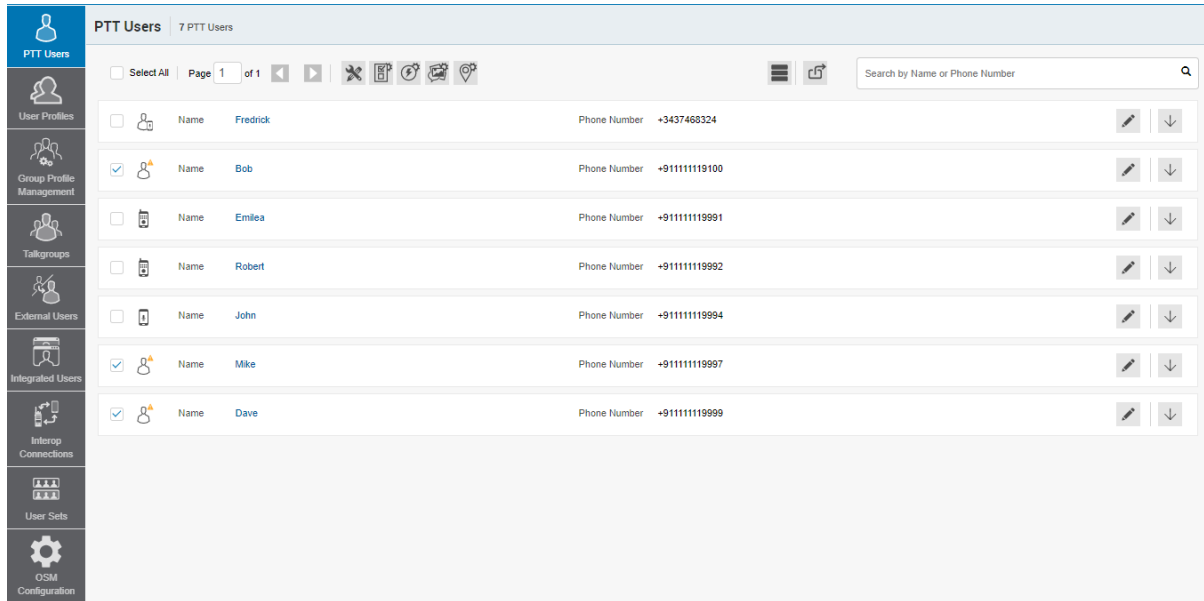
4.13
Enable Authorization for Remote Supervision Features

You can authorize a user to do the remote supervision for the assigned contacts. Remote Supervision feature includes user check and enables or disables 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 on page 55 section of this document.

Figure 24: Enable Authorization- Edit Screen
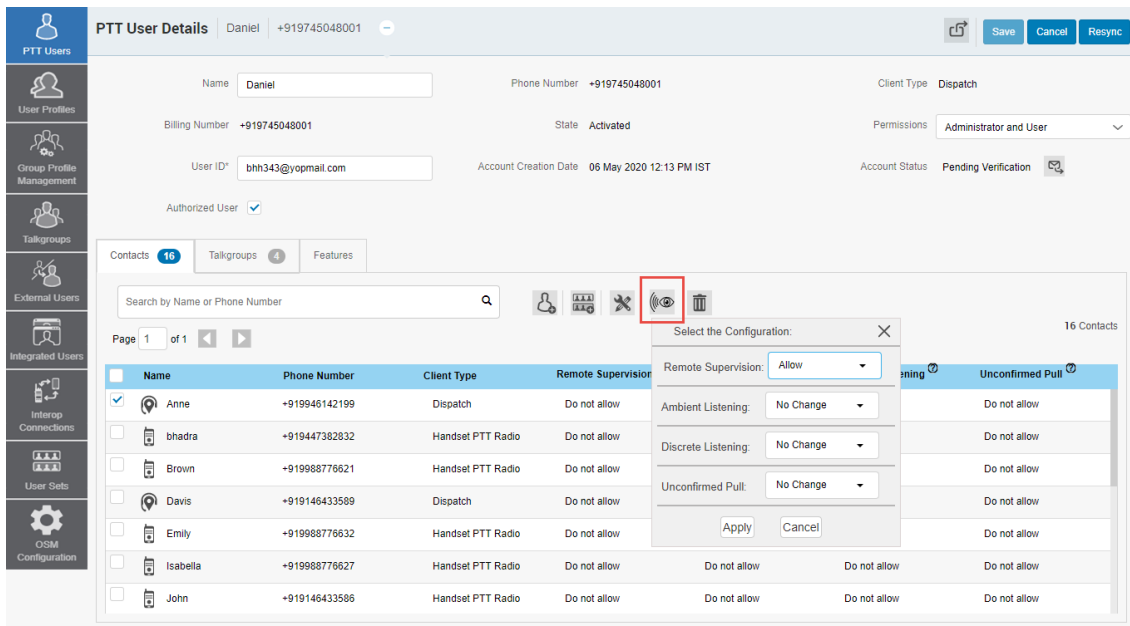
> 📝 **NOTICE:** The authorization check box is not available for the users before 9.0 clients. If they are not provisioned with the emergency feature package, the authorization check box is not available to the user.

Once a 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 you select the remote supervision, the authorized user can view information like the location, presence status, battery status, emergency state, and signal strength of Wi-Fi or LTE of the device of the member. The authorized user can remotely enable or disable the device of the user device and can start or cancel the remote emergency.

- **Ambient Listening**- Once the user check information displays, the authorized user can select ambient listening, which then activates the device Mic of the member remotely. This operation allows authorized user to listen to the surroundings of the member without knowing them and take necessary actions like remote emergency and enable or disable the device of the member.

- **Discreet Listening**- Allows the authorized user to listen to any call to and from the selected member without knowing them.

To enable or disable the features respectively for the authorized user, select or clear the previous feature check boxes.

> 📝 **NOTICE:** To activate remote supervision, ambient listening or discreet listening feature should be available for the configuration and the device of the user should support these features.

4.13.1
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.

When and where to use: To authorize individual or multiple members, do the following:

Procedure:

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

2 Make sure that the **Authorized User** check box 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 you want to enable the feature.

Figure 25: Features Authorization
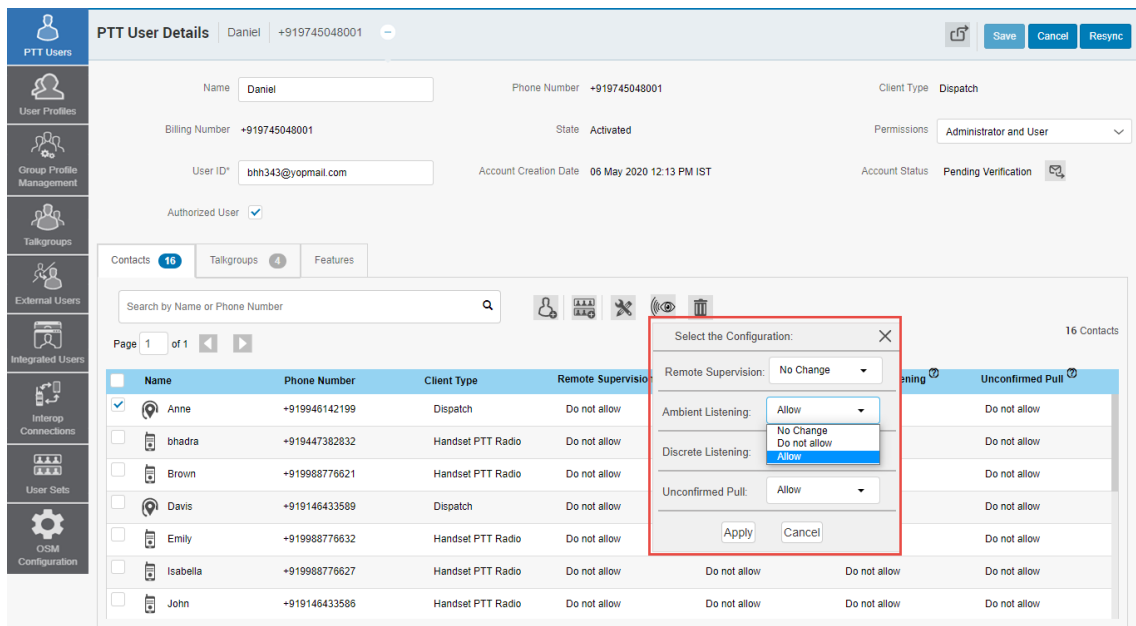
5 Click the **Remote Supervision** icon. A Select the Configuration block opens.

6 Select from the following options:

   • Change Remote Supervision

   • Change Ambient Listening

   • Change Discreet Listening

7 Click one of the following:

   • **Allow** to authorize
      the features.

   • **Do not allow** to remove the authorization features.

8 Once selected, do one of the following:

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

   • Click **Cancel** to cancel the action.

9 A confirmation message `You are about to update remote supervision,ambient listening,discrete listening,unconfirmed pull on the selected contacts. Are you sure?` displays.

- Click **OK** to continue.

- Click **Cancel** to cancel the action.

> **NOTICE:** You cannot activate remote supervision, ambient listening, and discreet listening for a dispatcher. If you select the dispatcher for authorization, an error message displays.
> A PTT User that uses a feature phone may not work as an Authorized User even if assigned from the Central Admin Tool.

4.13.2
Authorized User Features

The authorized user for the selected PTT user displays under the Features tab in a tabular format showing the operations that an authorized user can be performed for the selected PTT user.

Figure 26: Authorized User Features

4.14
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.

Figure 27: Features Tab

> **NOTICE:** The Emergency specific information is not shown under the Features tab for older than 9.0 clients.

4.14.1
Packages

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

4.14.2
Device Info

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

4.14.3
Messaging

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

- **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 location capability of the member in messages.

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

4.14.4
Automatic Location Publish Control

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

4.14.5
Emergency

The following emergency configuration is available for the administrator.

Figure 28: 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 display:

    - **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 talkgroups lists. 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. You cannot set both Primary and Secondary destinations to either as contact or talkgroup.

    - **Call Initiation Type**- You can select **Manual** or **Automatic**. If you select **Manual**, then an emergency alert is sent to the user and press the PTT button to initiate the emergency call. If you select **Automatic**, then an emergency alert is sent, and the emergency call start s.

    - **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 automatically joins the emergency. If you select **No**, then the user does not join the emergency automatically.

Chapter 5

User Profiles

The user role authorizes a user for services required to fulfill the duties in that role. In that particular role, the only specific configuration is available for the user. While the user is logged into the PTT application, they select a user profile from a list of user profiles that you authorizes. You assign contacts, talkgroups, and configure features for that particular user profile. You can only assign User Sets as contacts and cannot assign individual contacts. All contacts or talkgroups show based on the user profile configuration. A user can be assigned more than one role, but only a single role is active at a time. If the User Profile feature is enabled for the user then user can sign in to the PTT application with the assigned User Profile other than the default System Profile. User profile does not support Talkgroup Scanning mode in the Central Admin Tool.

5.1
View a User Profile

To view a User Profile, click the User Profile Management menu from the Central Admin Tool navigation. The User Profile main screen displays. The work area lists the name and number of subscribers assigned with that user profile. You can change the name, but you cannot change the number of subscribers.

NOTICE: To edit the name, click the Name field and change the name as desired.

5.2
Creating a User Profile

When and where to use: To create user profile, follow these steps:

Procedure:

1 From the User Profile Management work area, click **Create User Profile**.

> **NOTICE:** Make sure that you have already created User Sets for your corporation. For more information, refer to the Manage User Sets on page 114 section in this document.

2 Enter the name of the user profile in the Profile name field.

3 From the Contacts tab, click **Assign User Sets** icon. An Assign User Set window displays.

> **NOTICE:** Only User Sets with Auto Pairing disabled show in the Assign User Sets window.

4 Select the check box next to the user set and click **Assign**.

> **NOTICE:** You can select only one user set for a User Profile.

5 From the Talkgroup tab, click **Assign Talkgroup**. An Assign Groups window displays.

6 Select the check boxes next to the talkgroups and click **Assign**.

7 From the Features tab, select the feature check boxes and configure the features that you want to enable the user profile.

- Click **Save** to create the user profile.
- Click **Cancel** to cancel the action.

8 The user profile shows in the User Profile list in the work area.

5.3
User Profile Feature Configuration

You can configure the features for the User Profile that allows user to access only to a specific set of features, once the user selects the User Profile to log in.

Figure 29: User Profile Feature Configuration
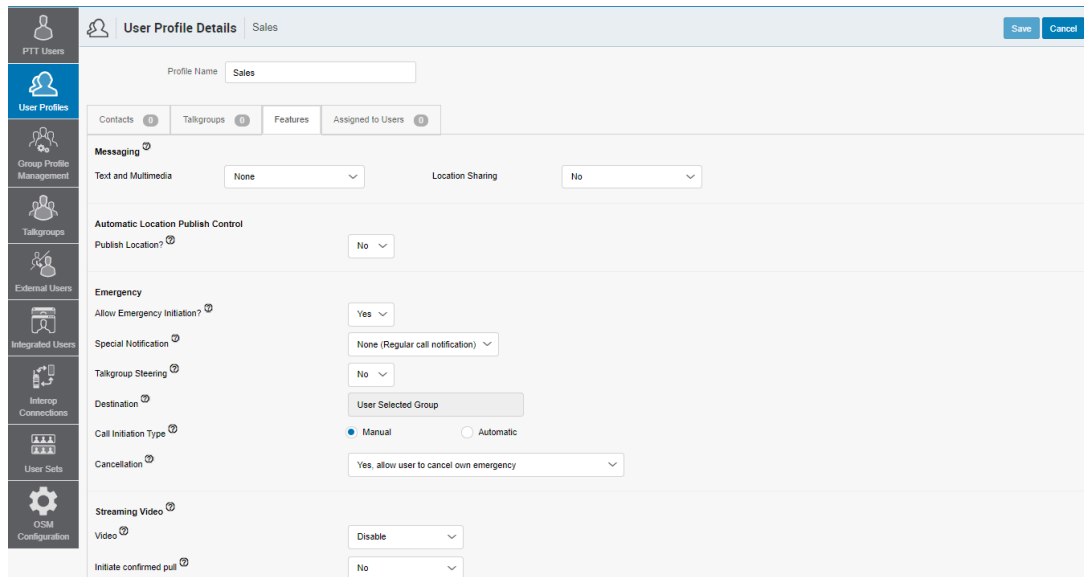
To configure the features, select the Features tab in the User Profile Management menu and configure the features. Once configured, Click **Save**.

5.4
Assigning subscribers

You can assign multiple user profiles to a subscriber. Whenever a subscribers logs in to the PTT application with the assigned User Profile, the subscriber profile displays the contacts, talkgroups, and features configured for that Use Profile.

When and where to use: To assign subscriber to a User Profile, follow these steps:

Procedure:

1 From the User Profile Management work area, click the **Edit** icon associated with the user profile.

2 Select the Subscriber tab and click the **Assign Subscriber** icon. An Assign subscriber window displays.

3 Select the check boxes next to the subscribers and click **Assign**.

5.5

Editing a User Profile

You can add and remove contacts, talkgroups, and subscribers associated with the user profile.

> **NOTICE:** Any User Profile modification does not sync to devices or users in the real time. The change can take few minutes depending upon your PTT system network settings (Typically up to 27 min).

5.5.1

Renaming a User Profile

When and where to use: To rename a User Profile, follow these steps:

Procedure:

1 From the User Profile Management work area, click the **Edit** icon associated with the user profile.

2 Change the name and click **Save**.

You can also click the Name field in the User Profile work area and change the name as desired.

5.5.2

Adding Contacts to a User Profile

When and where to use: To add contacts to a User Profile, follow these steps:

Procedure:

1 From the User Profile Management work area, click the **Edit** icon associated with the user profile.

2 From the Contacts tab, click **Assign User Set**. An Assign User Sets window displays.

3 Select the check box next to the user set and click **Assign**.

> **NOTICE:** When you choose to add a user set to the User Profile, the new user set replaces the existing user set.

4 Click **Save** to save the change.

5.5.3

Removing Contacts from a User Profile

When and where to use: To remove contacts from a User Profile, follow these steps:

Procedure:

1 From the User Profile Management work area, click the **Edit** icon associated with the user profile.

2 From the Contacts tab, select the check boxes next to the user set names.

3 Click the **Delete** icon. A delete confirmation message displays.

   • Click **OK** to delete.

   • Click **Cancel** to cancel the action.

5.5.4
Adding Talkgroups to a User Profile

When and where to use: To add talkgroups to a User Profile, follow these steps:

Procedure:

1 From the User Profile Management work area, click the **Edit** icon associated with the user profile.

2 Select the Talkgroups tab, click **Assign Talkgroup**. An assign groups window displays.

3 Select the check boxes next to the talkgroups and click **Assign**.

   • Click **Save** to apply the changes.

   • Click **Cancel** to discard the changes.

5.5.5
Removing Talkgroups from a User Profile

When and where to use: To remove talkgroup from a User Profile, follow these steps:

Procedure:

1 From the User Profile Management work area, click the **Edit** icon associated with the user profile.

2 From the Talkgroups tab, select the check boxes next to the talkgroups names.

3 Click the **Delete** icon. A delete confirmation message displays.

   • Click **OK** to delete.

   • Click **Cancel** to cancel the action.

Chapter 6

Group Profile Management

The set of talkgroups created under the Group Profile show in the Talkgroups list and have same properties as configured in the Group Profile. The groups that you create in the Group Profile can be assigned to a PTT User only through the User Profile.

Group Profile allows you to create a profile with predefined properties such as name of the talkgroup, type of talkgroup, an avatar, MCX group, Operational Status Message, talkgroups and group sharing capabilities.

Figure 30: Group Profile Management

The Group Profile configuration properties associated with the talkgroup and not with the individual members. You can delete the talkgroups and can also import the talkgroups from a .CSV file in the Group Profile.

6.1
Creating Talkgroup Profile

You can create group profile for all types of talkgroups.

When and where to use: To create a Group Profile, follow these steps:

Procedure:

  1 From the Group Profile Management, click **Create Group Profile**. A New Group Profile creation page displays.

  2 Enter the name of the Group Profile in the Group 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.

  3 Select the talkgroup type from the Group Type drop-down.

  4 Select an Avatar from the drop-down. A list of all available Avatars is listed in the "Avatars" section within this document.

Figure 31: Create Group Profile
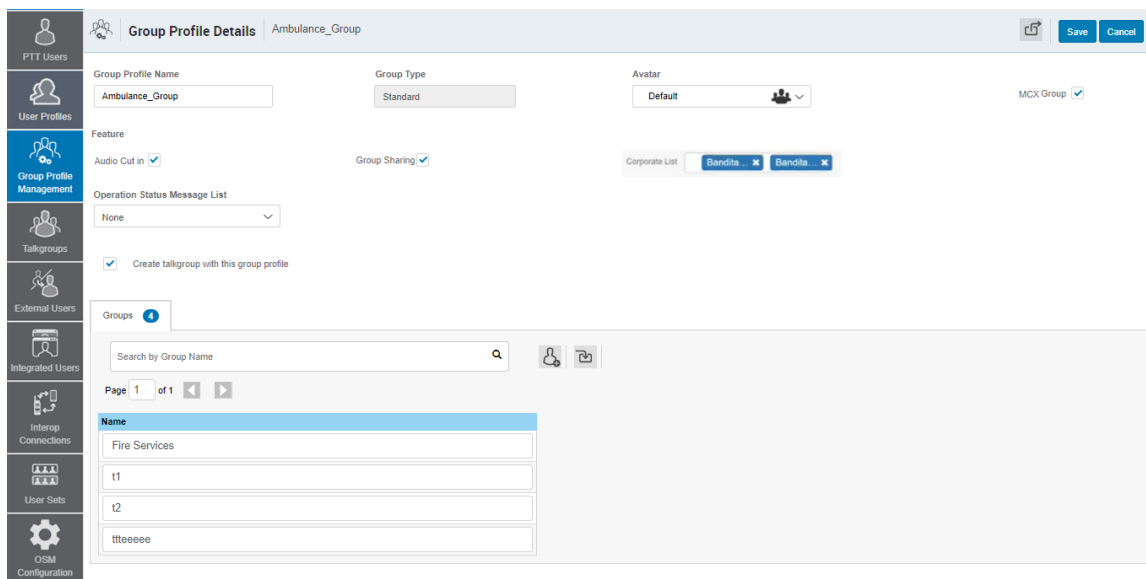
5   A check box selection displays depending on the group type. Do one of the following:

   • If you have selected Group Type as Standard then **MCX Group** check box displays. If you want the Group Profile to be a MCX group that supports 300,000 members in a talkgroup then select the check box.

   • If you have selected Group Type as Broadcast then select the **Broadcast to DND?** check box that displays.

6   If you want to allow the floor supervisory for all the members in the talkgroups, then select the **Audio Cut In** check box.

7   If you want to share the Group Profile to other corporation, then select the **Group Sharing** check box.

   a   A Corporate List drop-down appears to select the corporation.

   b   Select the corporate to which you want to share the talkgroups.

8   Select the status message list from the Operational Status Message List drop-down.

9   If you want to create groups in the Group Profile then Select the **Create talkgroup with this group profile**

   a   Click the **Add Groups** icon. A group name box displays.

   b   Enter the name of the group in the Group Name field.

   c   Click **Save**.

6.2
Group Sharing

Group Sharing allows you to create talkgroups and share the Groups to other corporations for intercommunication between the members. The owner is the creator of the talkgroup. The shared corporation can add the contacts that are available to their corporation. Group Sharing is supported only for the Mission Critical Large Talkgroups and Interop Talkgroups. The shared corporation do not

have edit permission of shared talkgroups can assign these talkgroups only through the User Profile. The following table lists the Central Admin Tool Group Sharing icons.

Name	Icons	Description
Owned Broadcast Group		This icon indicates a Broadcast Group is owned by the own corporation in the list area and work areas.
Shared Broadcast Group		This icon indicates a Shared Broadcast Group is shared from a other corporation.
Owned Dispatch Group		This icon indicates a Dispatch Group is owned by the own corporation in the list area and work areas.
Shared Dispatch Group		This icon indicates a Shared Dispatch Group is shared from a other corporation.
Owned MCX Standard Group		This icon indicates a MCX Standard Group is owned by the own corporation in the list area and work areas.
Shared MCX Standard Group		This icon indicates a Shared MCX Standard Group is shared from a other corporation.
Owned MCX Standard Group warning		This icon indicates that a owned MCX Standard Group needs attention.
Shared MCX Standard Group warning		This icon indicates that a shared MCX Standard Group needs attention.
Owned Standard Group		This icon indicates a Standard Group is owned by the own corporation in the list area and work areas.
Shared Standard Group		This icon indicates a Standard Group is shared from a other corporation.
Owned Standard Group warning		This icon indicates the standard talkgroup owned by the own corporation in the list area and work areas.

Name	Icons	Description
Shared Standard Group Warning		This icon indicates that a shared standard talkgroup needs attention.

6.3
Sharing Talkgroups

When and where to use: To share talkgroups to the shared corporations, follow these steps:

Procedure:
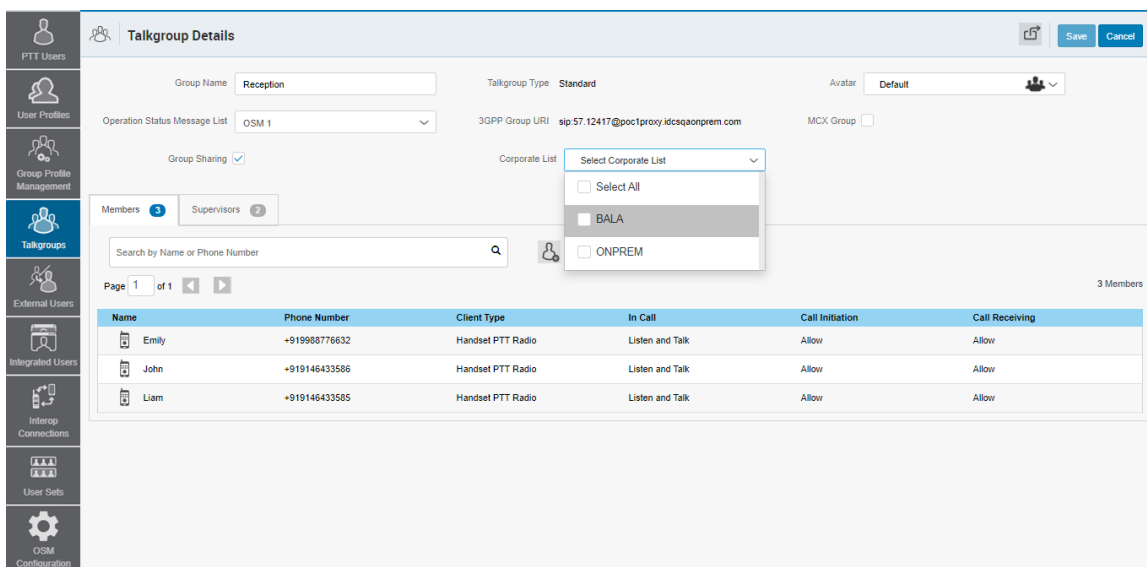
1 From the talkgroups tab, Click **Create Talkgroup**.

2 From the Create Talkgroup drop-down, select **Standard** type talkgroup.

3 Enter the name of the talkgroup in the Group name field.

4 Select an Avatar from the Avatar drop-down.

5 Select an operation status message from the Operational Status Message List drop-down. You can also choose to select None.

6 Select the MCX Group check box. A warning message `Very large group feature will be enabled, any member level data assigned will be lost. Do you want to continue?` displays.

> **NOTICE:** MCX group is a group that supports users up to 300,000 and allows to affiliate only 3000 users at any time.

7 Select **OK**.

Figure 32: Sharing Talkgroup to shared Corporation

8 Select a Group Profile to which you want to associate the talkgroup.

9 If you want to assign members to the talkgroup, then click the **Assign Member** icon and assign members to the talkgroup.

> **NOTICE:** You can only assign Interop, Patch Endpoint and CRI (Control Room Interface) clients as a member of the talkgroup.

10 Click **Save**.

6.4
Edit a Group Profile

You can modify the Group Profile details such as rename a talkgroup, add or remove talkgroup, and select operational status message. You cannot modify the group type and group size type.

> **NOTICE:** Any Group Profile modification does not sync to devices or users in the real time. The change can take few minutes depending upon your PTT system network settings (Typically up to 27 min).

6.4.1
Adding Groups to a Group Profile

When and where to use: To add groups to a group profile, follow these steps:

Procedure:

1. Select the group profile from the Group Profile work area and click the **Edit** icon.
2. Click the **Add Groups** button to add more groups. The group creation field displays.

   Figure 33: Add Groups
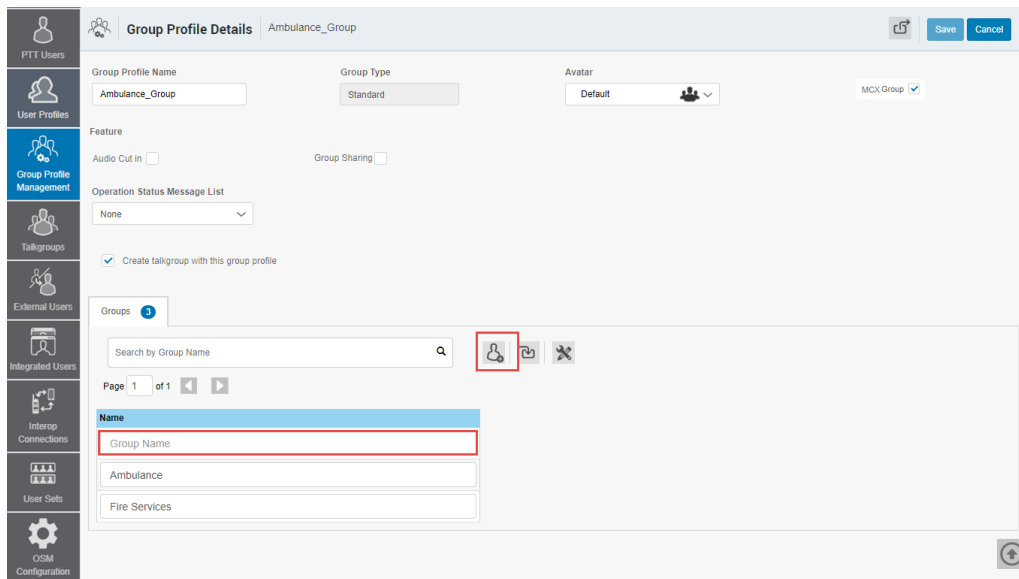
3. Enter the name of the group in the Group Name field.
4. Click **Save** once you finish adding group.

6.4.2
Renaming a Group Profile

When and where to use: To rename a Group Profile, follow these steps:

Procedure:

1. Select the Group Profile from the Group Profile work area and click the **Edit** icon associated with the profile you want to edit.

Figure 34: Rename a Group Profile
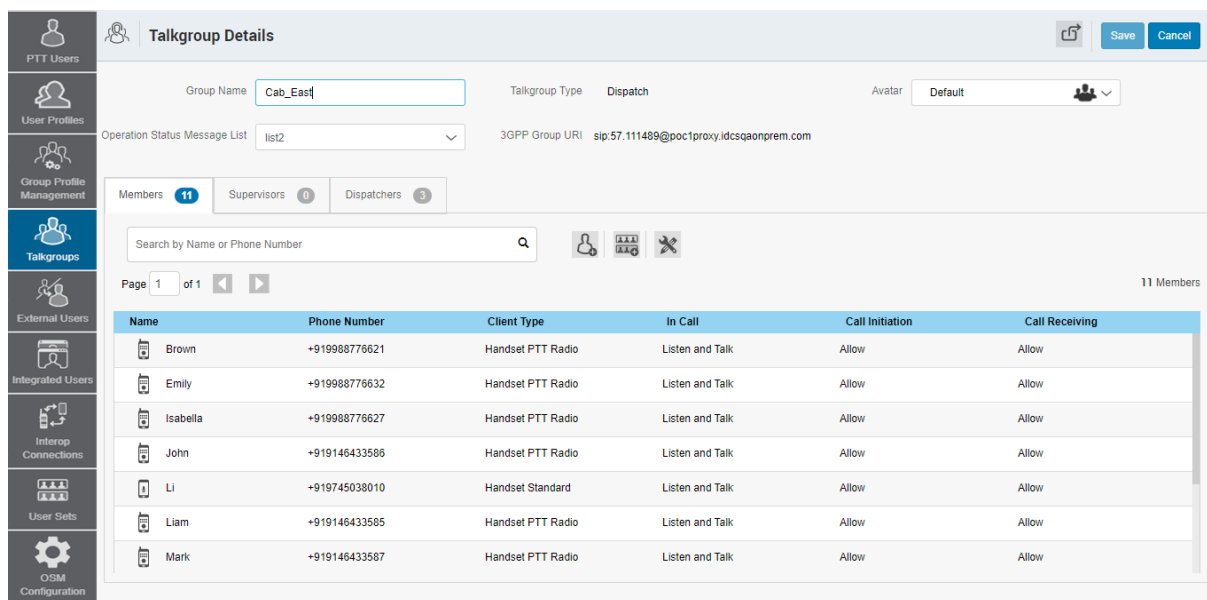
2   Modify the group profile name in the Name field.

3   Click **Save** to save your changes. A success message displays, "'<Group Profile Name>'
updated successfully."

You can also click the name of the group profile from the Group Profile list and rename.

6.4.3
Enabling Group Sharing in Group Profile

When and where to use: To enable Group Sharing in Group Profile, follow these steps:

Procedure:

1   Select the Group Profile from the Group Profile work area and click the **Edit** icon associated with
the profile you want to edit.

Figure 35: Enable Group Sharing in Group Profile
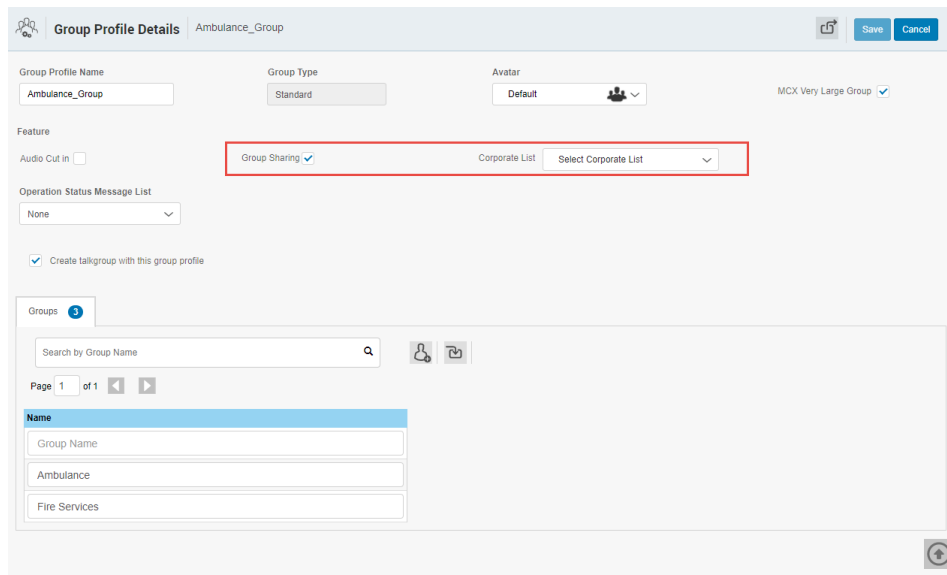
2 Select the **Group Sharing** check box. The list of corporations available to you corporation displays.

3 Select the check boxes next to the corporations to which you want to share the group profile.

Click **Save** to save your changes.

6.4.4
Removing a Group from a Group Profile

When and where to use: To remove a group from a group profile, follow these steps:

Procedure:

1 Select the group profile from the Group Profile work area and click **Edit** icon associated with the group profile you want to edit.

2 Click the **Tools** icon.

3 Select the check box next to the groups that you want to remove from the group profile.

Figure 36: Remove Group from a Group Profile
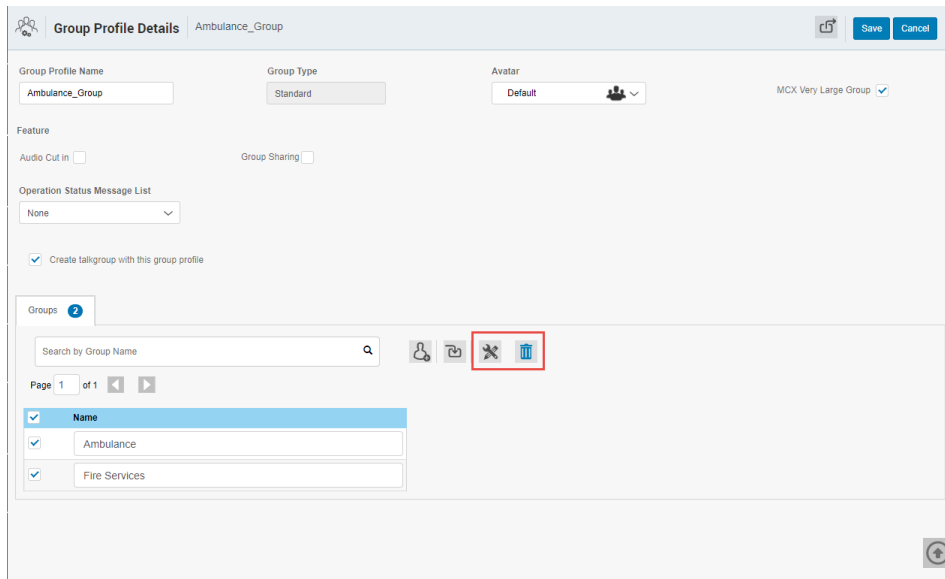
4 Click the **Delete** icon to remove talkgroup members. A Success message `<Group Profile>'` `updated successfully.` displays.

> **NOTICE:** Unless you click the **Save** button, the remove operation is not complete.

6.5
Viewing and Assigning Shared Talkgroups to User

The shared corporation can identify the shared talkgroups from the owned corporation with a shared icon on the talkgroup icon in the Talkgroups list. The shared corporation do not have permissions to

edit the shared talkgroup details. You can assign shared talkgroups to user only through the User Profile.

Figure 37: Viewing Shared Talkgroups
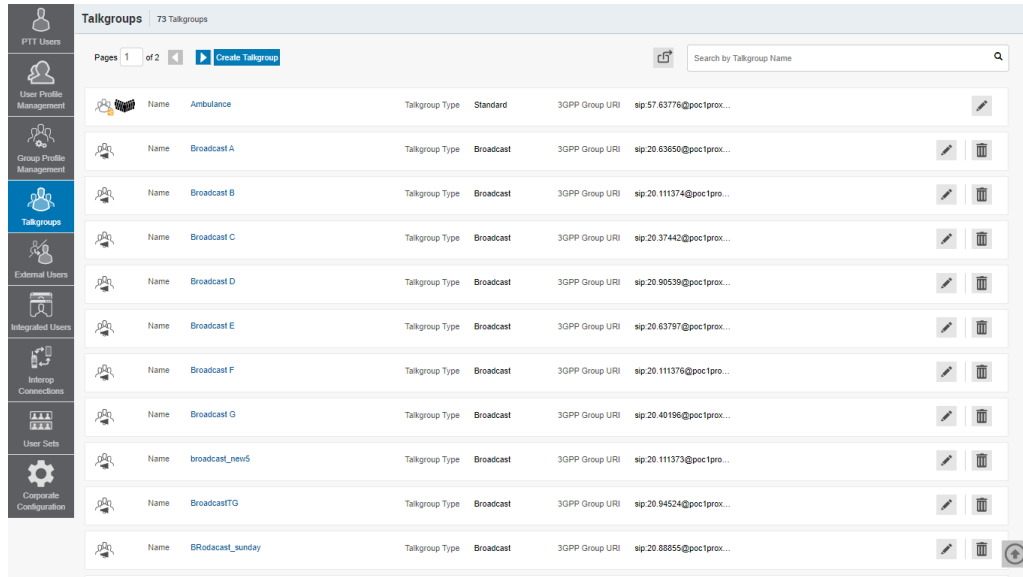
When and where to use: To assign shared talkgroups to user, follow these steps:

Procedure:

1 From the User Profile Management, Click the **Edit** icon associated to the User Profile.

2 Select the Talkgroup tab.

Figure 38: Assign Shared Talkgroups to the User
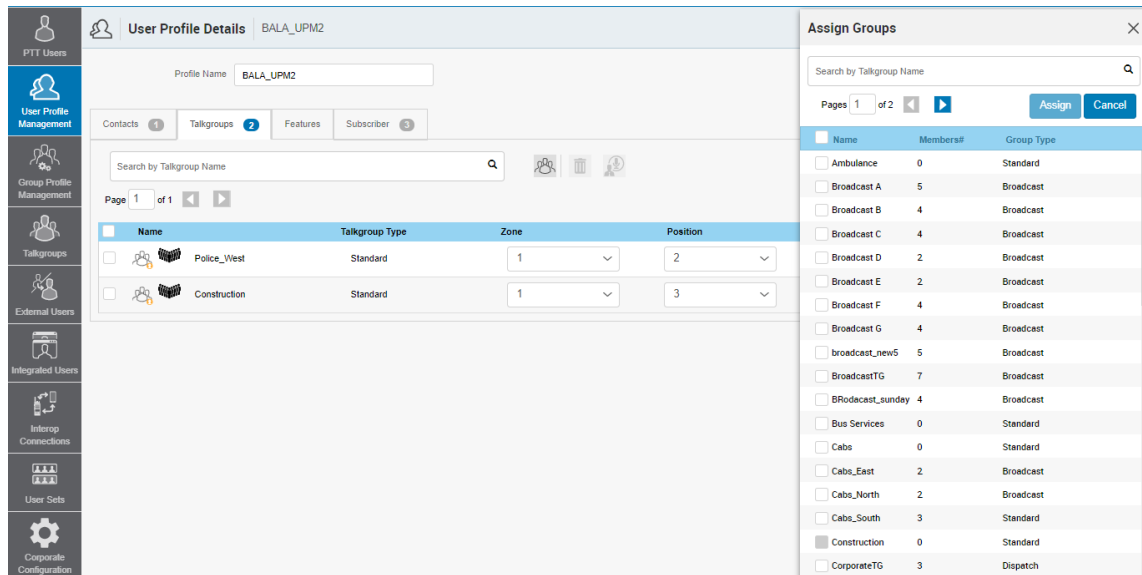
3 Click the **Assign Talkgroups** icon. An Assign Groups window displays.

4 Select the check boxes next to shared talkgroups that you want to assign.

Chapter 7

Manage Talkgroups

The Manage Talkgroups section describes the talkgroups that you manage.

There are two types of Talkgroups. The talkgroups that are personal and managed on the phone or Dispatch and talkgroups that you manage.

You can create a MCX group with up to 300,000 members. At a time only 3000 members can be affiliated for calling and messaging. A MCX group icon shows next to the talkgroup icon for MCX group. You can assign MCX Group only through the User Profiles. Refer to Adding Talkgroups to a User Profile on page 63.

You can identify the Talkgroup icons from the Talkgroup Icons on page 28 section of this document.

For common icons, refer to the Common Icons on page 36 section of this document.
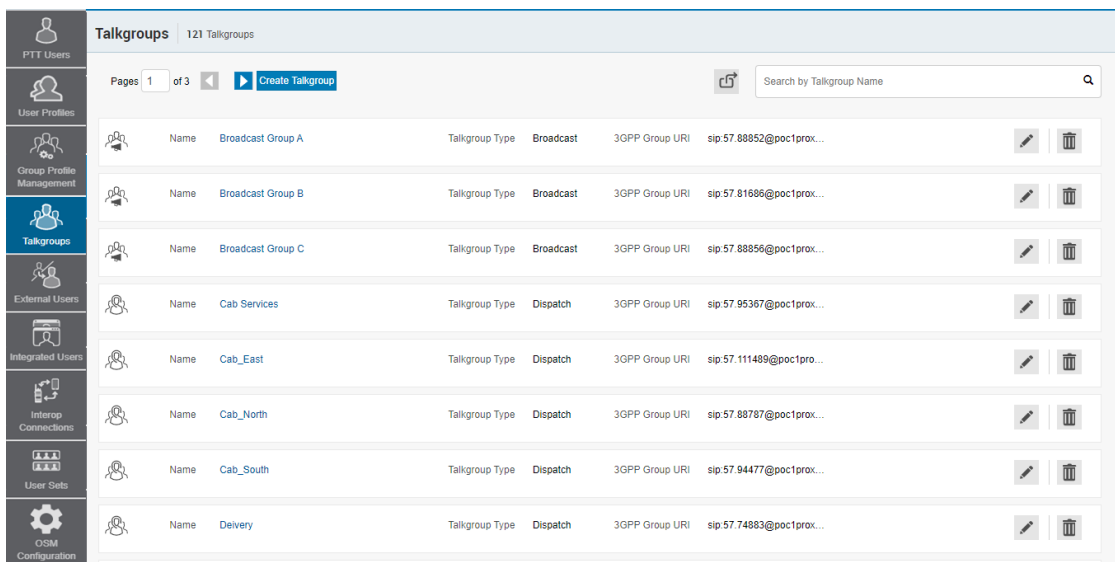
7.1

View a Talkgroup

To view a Talkgroup, click the **Talkgroup** menu from the CAT navigation.

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. To edit the name, click the Name field and change the name as desired.

Figure 39: Talkgroups Main Screen

NOTICE: 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, 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 access to Central 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.

7.2
Viewing Talkgroups Assigned to a User

You can view the talkgroups assigned to the PTT Users from the PTT Users menu.

When and where to use: To view talkgroups assigned to user, follow these steps:

Procedure:

1 Select a user from the PTT Users menu to display the User Profile page and click **Edit** icon.

2 To display the assigned talkgroups for the selected user, select the Talkgroups tab.

Figure 40: View Talkgroups Assigned to a User

> NOTICE: If there no talkgroup displays for a selected user, then create a talkgroup. For information on creating talkgroups, refer to the Create Talkgroup on page 73 section of this document.

7.3
Create Talkgroup

The Central Admin Tool supports following talkgroup types:

Standard Talkgroup

A standard talkgroup can have one or more supervisors assigned. Refer to Supervisory Override and Location Capabilities on page 86 for more details.

If your corporation

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 on page 92 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 on page 89 for more details.

7.3.1
Creating a Talkgroup

When and where to use: To create a talkgroup, follow these steps:

Procedure:

1 From the Talkgroups work area, click **Create Talkgroup**.

Figure 41: Create 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.

> **NOTICE:** You can change the avatars only for PTT Radio users.

5 If needed, select an status message from the Operational Status Message List drop-down.

6 If you want the talkgroup to support very large talkgroup then select the **MCX Group** check box.

7 Click the **Assign Members** button to assign members. The Assign Members pop-up window displays.

Figure 42: Add Individual Members
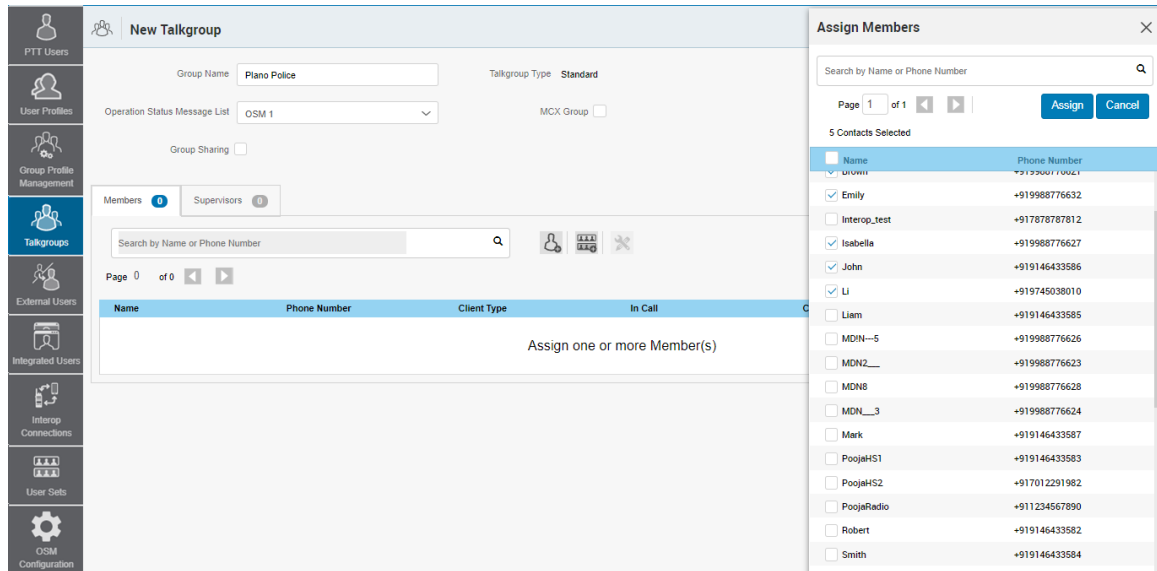
8 Select the members you want to add to the talkgroup by selecting the applicable check boxes. Only those members that are not already a member of the talkgroup are available for selection. You can also create a talkgroup without members. You can pick a maximum of 200 members at a time for an addition. You can also select members by selecting the check box next to the Name header; it functions as a Select All check box.

9 If you want the talkgroup to be a Very Large Talkgroup then select the **MCX Group** check box. A confirmation message `Very large group feature will be enabled, any member level data assigned will be lost. Do you want to continue?` displays.

> **NOTICE:** Only Standard talkgroups are allowed as Very Large Talkgroups.

10 Click **OK** to the message that displays.

11 Click **Assign**. The members selected for addition display in the Talkgroup tab and the total members count increases accordingly.

> **NOTICE:** For a MCX group, you can add only Interop Connections and Path End point as a members. Also, at a time you can add only one Interop Connections and Path End as a member.

12 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.`

13 Click **OK** to continue the confirmation message that appears. Once the updated talkgroup is 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.

7.4
Edit a Talkgroup

You can modify the talkgroup details such as rename a talkgroup, add or remove member in talkgroup, and change call permissions for the talkgroup.

7.4.1
Renaming a Talkgroup

When and where to use: To rename a talkgroup, follow these steps:

Procedure:

1 Select the talkgroup from the Talkgroups work area and click the **Edit** icon associated with the Talkgroup you want to edit.

Figure 43: Rename a Talkgroup
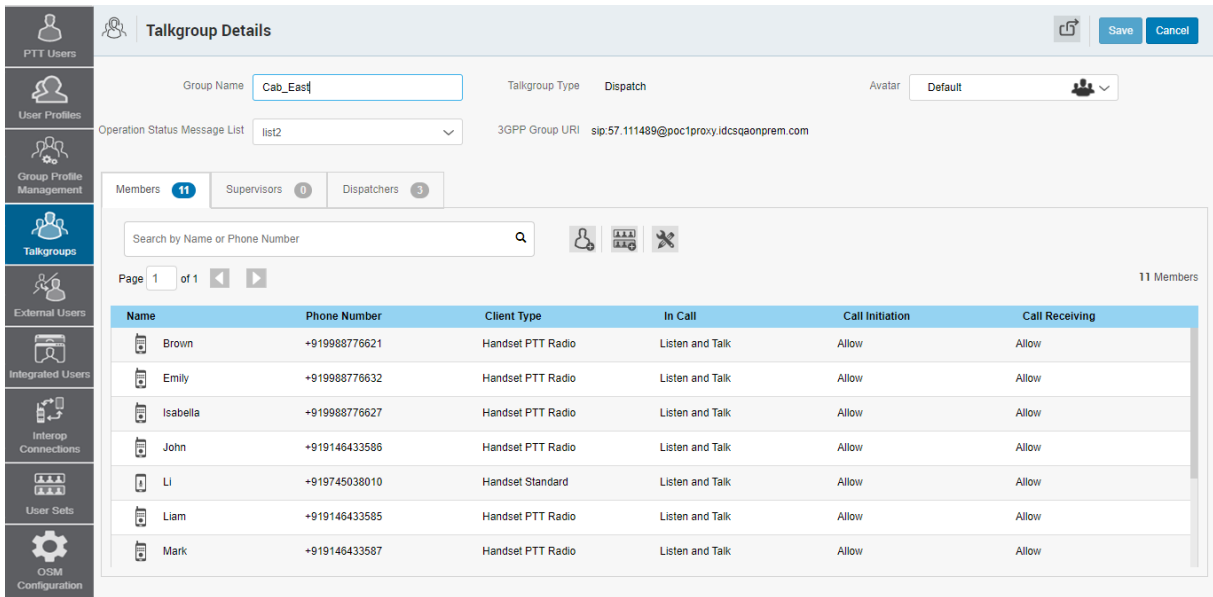
2 Modify the talkgroup name in the Name field.

3 Click **Save** to save your changes. A success message displays, "'<Talkgroup Name>' updated successfully."

You can also click on the name of the talkgroup from the talkgroup list and rename.

7.4.2
Adding Members to a Talkgroup

When and where to use: To add members to a talkgroup, follow these steps:

Procedure:

1 Select the talkgroup from the Talkgroups work area and click the **Edit** icon.

2 To display the individual members in the selected talkgroup, select the Members tab.

3 Click the **Assign Members** button to add more members. The Assign Members pop-up displays.

Figure 44: Add Members
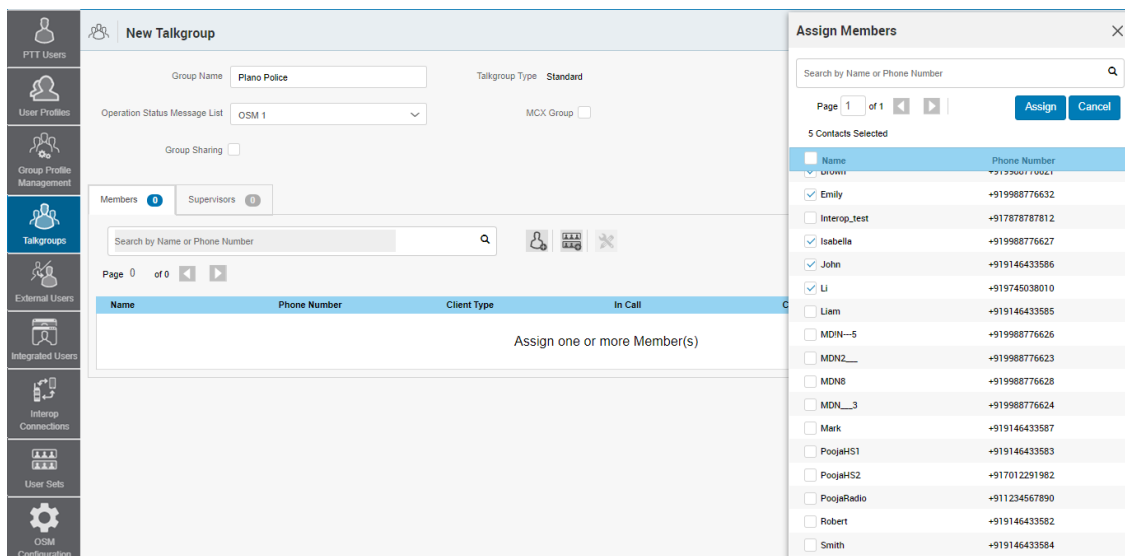
4 Select the members you want to add to the talkgroup by checking the applicable check boxes. Only those members that are not already a member of the talkgroup are available for selection. You can pick a maximum of 200 members at a time for an addition. You can select all members of a talkgroup by clicking the check box before the Name header, which functions as a Select All check box.

5 Click **Assign** once you finish selecting the members. The members that you select to add displays in the Members tab and the total members count increases accordingly. Default call permissions are automatically assigned. To change the call permissions for a member, see the Change Call Permissions on page 77 section in the document.

7.4.3
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 users can listen to the PTT call session as well as be allowed to transmit/talk to the active PTT call session. This permission is default for all the talkgroup members.
	Listen Only	While In call permission is set to Listen only, PTT users are only allowed to listen to the PTT call session but NOT allowed to transmit/talk to the active PTT call session.
Call Initiation	Allow	When set to Allow, PTT users can initiate a new PTT call

Function	Permission	Description
		session to the predefined talkgroup. PTT users are also allowed to rejoin to the session that is missed, for example, due to network issues, busy in other call. This permission is default for all talkgroup members.
	Do not Allow	When set to Do not Allow, PTT users are NOT allowed to initiate new PTT call session or rejoin existing active PTT call session.
Call Receiving	Allow	When set to Allow, PTT users can receive all the calls on the predefined talkgroup that user is a part. PTT users are 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 permission is default for all the talkgroup members.
	Do not Allow	When set to Do not Allow, PTT users are NOT allowed to receive any incoming PTT call session. PTT users are not paged for any calls that are initiated on that talkgroup by other members.

You can identify the Call Permissions icons from section of this document.

7.4.3.1
Changing In Call Permissions

When and where to use: To change the in call permissions for the member, follow these steps:

Procedure:

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**.

   • Select **Listen Only**.

3 Once selected,
   click one of the following:

   • **Apply** to save the changes.

   • **Cancel** to cancel the action.

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

4 Click one of the following:

- **OK**. A success message displays.

- **Cancel** to Cancel the action.

7.4.3.2
Changing Call Initiating Permissions

When and where to use: To change call initiation permissions, follow these steps:

Procedure:

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**.

- Select **Do not Allow**.

3 Once selected, click one of the following:

- **Apply** to save the changes.

- **Cancel** to Cancel the action.

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

4

- Click **OK**. A success message displays.

- Click **Cancel** to Cancel the action.

7.4.3.3
Changing Call Receiving Permissions

When and where to use: To change call receiving permissions, follow these steps:

Procedure:

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**.

- Select **Do not Allow**.

3 Once selected, click one of the following:

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

- Click **Cancel** to Cancel the action.

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

4

From the message, click one of the following:

- **OK**. A success message displays.

- **Cancel** to Cancel the action.

Removing a Member from a Talkgroup

When and where to use: To remove a member from a talkgroup, follow these steps:

Procedure:

1 Select the talkgroup from the Talkgroups work area and click **Edit** icon associated with the Talkgroup you want to edit.

2 To display the individual members in the selected talkgroup, click the Members tab.

3 Click the **Tools** icon.

4 Select the members you want to remove from the talkgroup by checking the applicable check boxes.

5 Click the **Delete** icon to remove talkgroup members. A Success message `<Talkgroup Name>' updated successfully.` displays.

> **NOTICE:** Unless you click the **Save** button, the remove operation is not complete. You can select up to 200 members at a time for removal.

Manage User Sets

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

For more information, refer to the Manage User Sets on page 114 section in this document.

Adding 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 on page 114. User Sets updates are propagated automatically.

When and where to use: To add a User Sets to a talkgroup, follow these steps:

Procedure:

1 Select a talkgroup from the Talkgroups tab and click the **Edit** button.

2 Click the **Assign User Set** tab and a pop-up assign user set window displays.

Figure 45: Add User Sets as Members of a Talkgroup
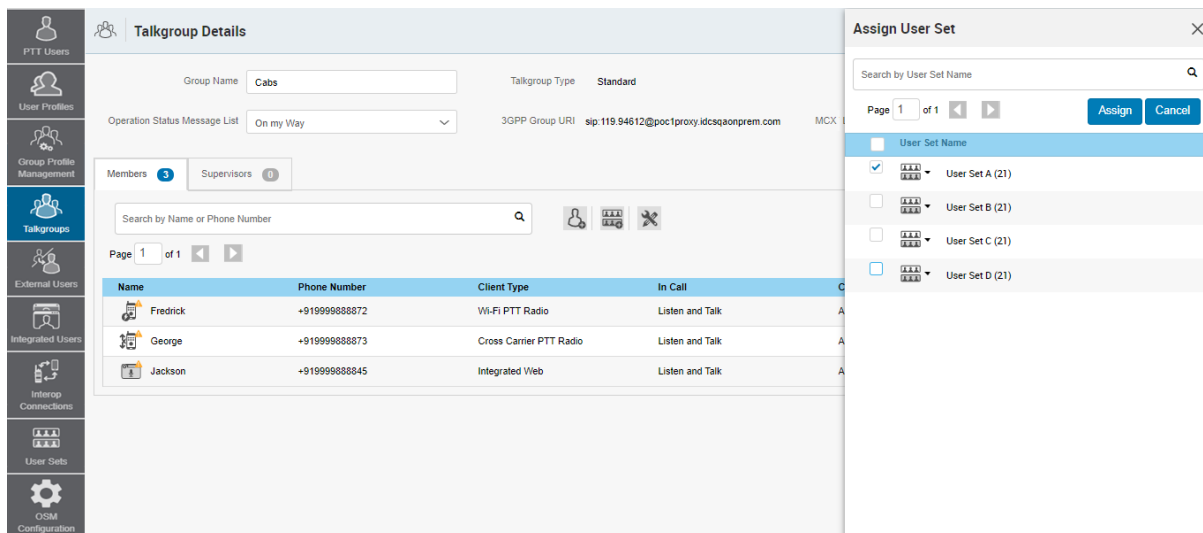
3   Select the user sets and click the **Assign** button.

4   To continue the confirmation message that appears, click **Close** icon.

7.4.5.2

Removing 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 on page 114.

When and where to use: To remove user set from a talkgroup, follow these steps:

Procedure:

1   Select the group from the Talkgroups tab and click the **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.

Figure 46: Remove a User Set from a Talkgroup
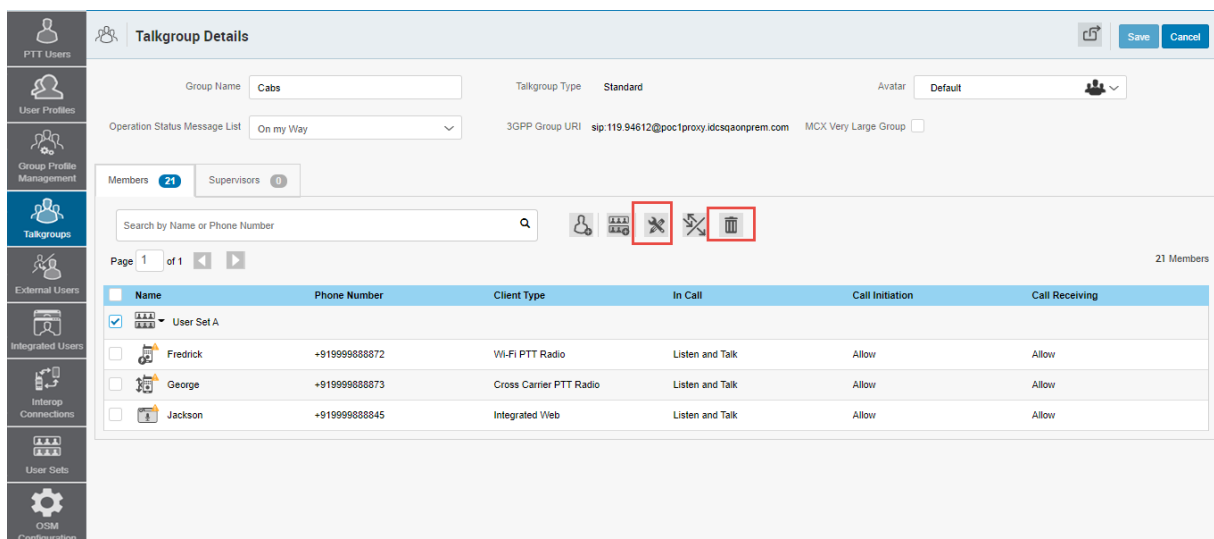
4 Click **Close** icon. The members of the user-set are removed from the subscriber and the total contacts count decreases.

7.4.5.3
Viewing 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 Viewing User Set Distribution on page 121.

When and where to use: Perform the following steps to identify the talkgroups that a user set is a member.

Procedure:

1 Select the talkgroup from the Talkgroups tab and click **Edit** button.

2 To view the list of talkgroups in which this user set is added as a member, click the **View Distribution** drop down of the user set on the work area of the talkgroup page. The View Distribution page appears.

Figure 47: View User Set Distribution to a Talkgroup

7.4.6
Saving Changes to a Talkgroup

To save changes to a talkgroup, follow these steps.

Procedure:

Click **Save** to save your changes. A confirmation message that displays.

7.5
Deleting a Talkgroup

To delete a talkgroup, perform the following steps.

Procedure:

1 From the Talkgroup work area, click the **Delete** icon next to the talkgroup that you want to delete. A delete confirmation window displays, "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.

<div style="background:#1a7de0;color:white;padding:8px;">**Chapter 8**</div>

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.

8.1
Talkgroup Scanning (Except PTT Radio Clients)

You manage the talkgroup scanning for the users.

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

When you select the **Enable Talkgroup Scanning** check box, the Talkgroup Scanning is enabled for the user and the users can select their own scan list. When you clear the check box, the Talkgroup Scanning is disabled for the user.

> **NOTICE:** In the preceding scenarios, you cannot see the Talkgroup in Scan List and Priority columns.

Figure 48: Talkgroup Scanning

8.2
Position and Talkgroup Scanning for PTT Radio Users

The talkgroup that 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 categorizes 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 are 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:

When a PTT Radio user is member of the broadcast talkgroup, you cannot assign a Position or Scan List Priority.

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.

Figure 49: Assign Priority Scanning
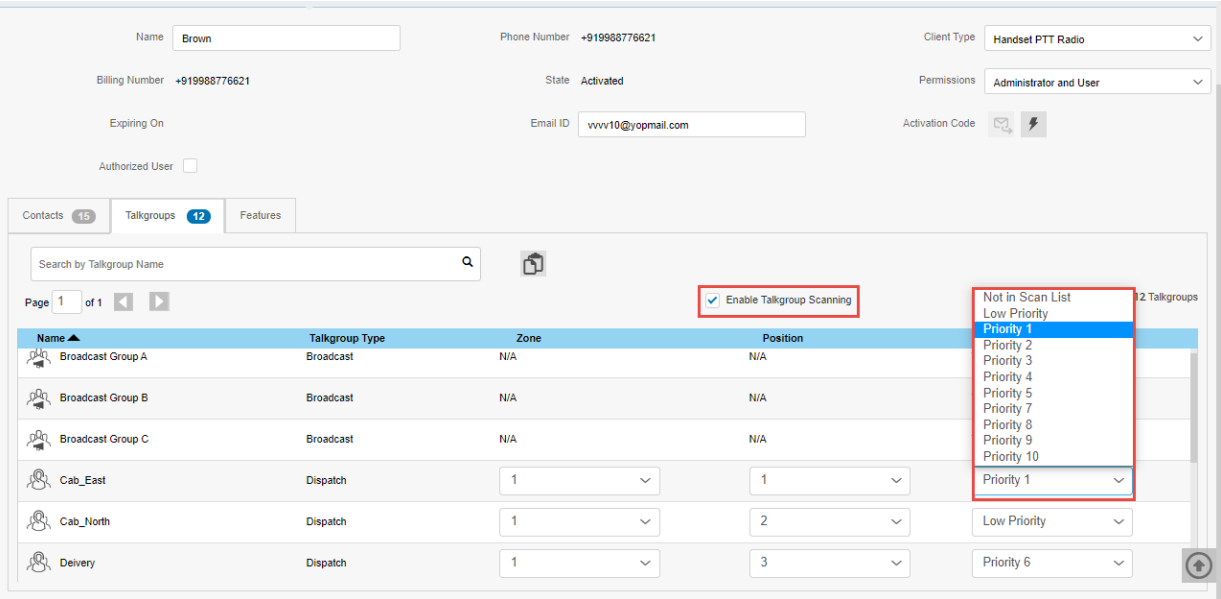
If you change the client type from any of the previously mentioned users, then the priority scan list feature is shown as disabled. To enable the priority scan list, the assign user with a position. When you assign a position to the talkgroup, the priority scan list is enabled to select for the priority.

Figure 50: Assign Position
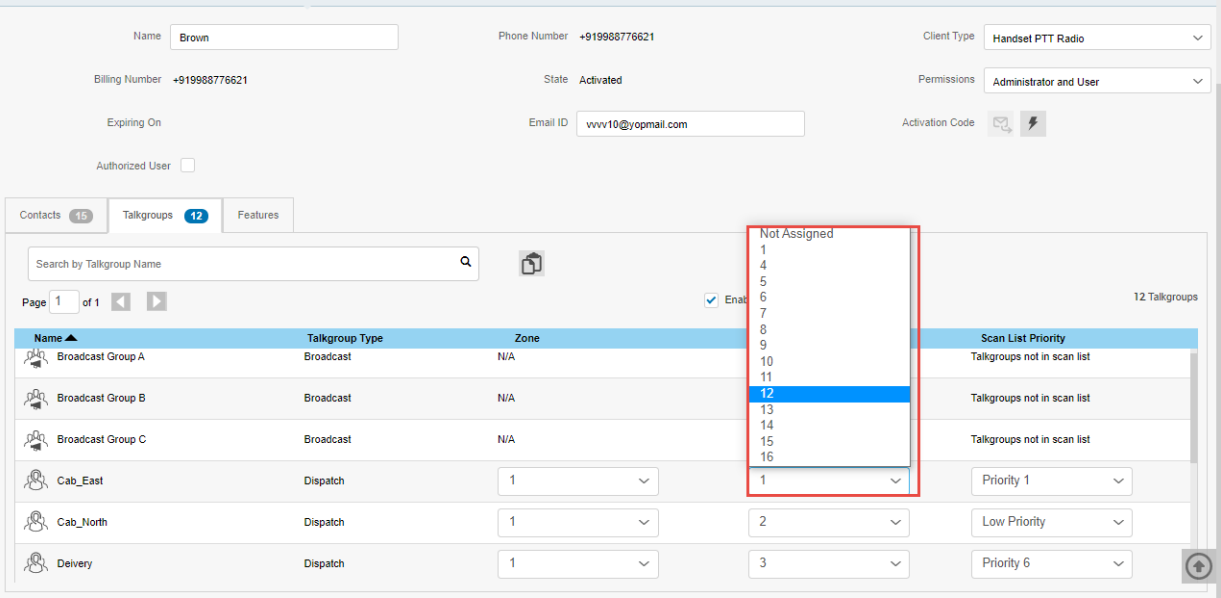
Chapter 9

Supervisory Override and Location Capabilities

Supervisory Override allows an administrator to designate a Talkgroup member 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 is revoked from the speaker and given to the supervisor. You can designate one or more members of a Talkgroup as a supervisor. If there are two or more supervisors in the same talkgroup, each supervisor can interrupt the others. 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.

Procedure:

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

2 Select the Supervisors tab.

Figure 51: Assign a Supervisor to a Talkgroup
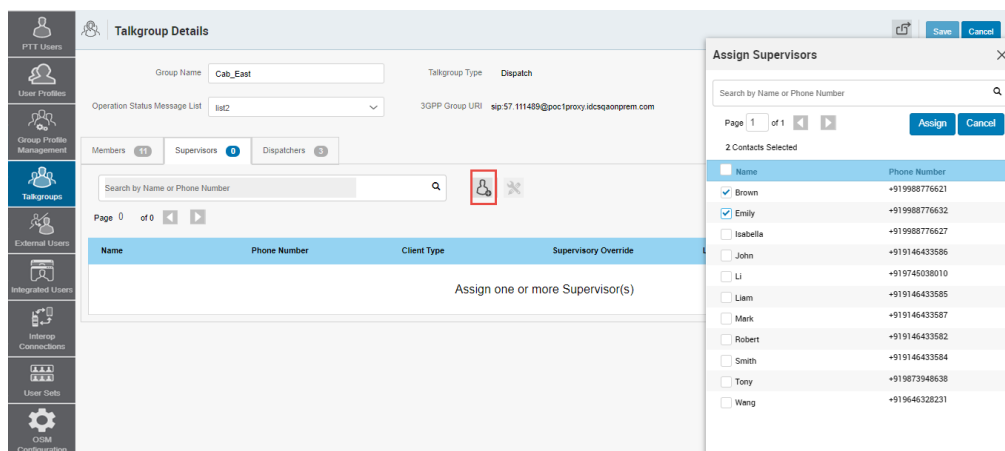
3 Click the **Assign Supervisor** button to assign supervisors to the talkgroup. The Assign Supervisor pop-up window displays.

Figure 52: Assign Supervisors

4   Select the talkgroup members you want to be assign as supervisors for the talkgroups. If the user is already assigned as supervisor, then they do not show up on this window.

> **NOTICE:** External Contacts, Interop Talkgroups, and Interop users are not allowed to be supervisors and are not 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   To dismiss the message, click the **Close** icon. The users selected to be a supervisor display in the Supervisors tab and the total supervisors count increase accordingly.

9.1
Enabling Supervisory Override or Location Capabilities

When and where to use: To enable supervisory override or location capabilities of the talkgroup member, do the following:

Procedure:

1   From the Talkgroups edit screen, select the Supervisors tab.

2   Click the **Tools** icon.

3   Select the members you want to enable supervisory override or location capabilities.

Figure 53: Enable Supervisory Override
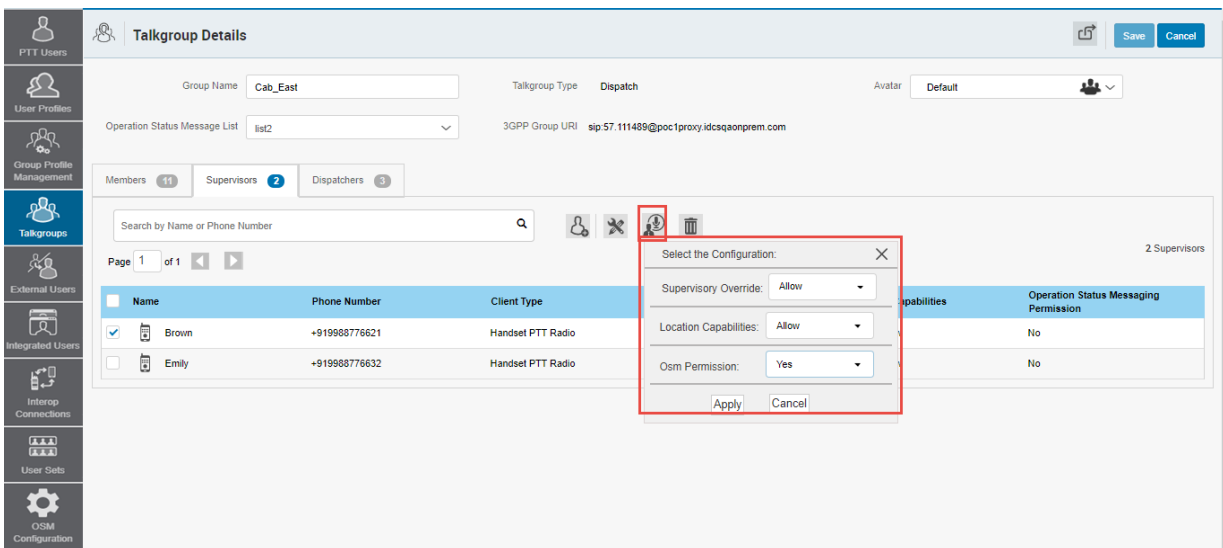
4 Click **Supervisory Permissions** icon.

5 From the Supervisory Override or Location Capabilities drop-down, Click one of the following:

- **Allow**.
- **Do not allow**.

6 Click one of the following:

- **Apply** to save the changes.
- **Cancel** to cancel the action.

7 A confirmation message `You are about to change Supervisor Override for the Selected Subscriber to Yes. Are you sure?` displays.

8 Click one of the following:

- **OK** to continue.
- **Cancel** to cancel the action.

Chapter 10

Manage Broadcast Groups

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

You can identify the Broadcast Group icons from Talkgroup Icons on page 28 section of this document.

For common icons, refer to the Common Icons on page 36 section of this document.

10.1
View a Broadcast Group

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

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

For common icons, refer to the Common Icons on page 36 section of this document.

Figure 54: View a Broadcast Group

For details, refer to the Search on page 35 section of this document.

10.2
Creating a Broadcast Group

When and where to use: To create a Broadcast group, follow these steps:

Procedure:
1 To add a talkgroup, click the **Create Talkgroup** button from the Talkgroups work area.
2 Select the **Broadcast Group** option from the Talkgroup Type drop-down.

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

> **NOTICE:** You can assign only activated users as a broadcaster to the Broadcast group.

> **NOTICE:** The Broadcast group can have more than one broadcaster. 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.

Figure 55: Assign Broadcasters
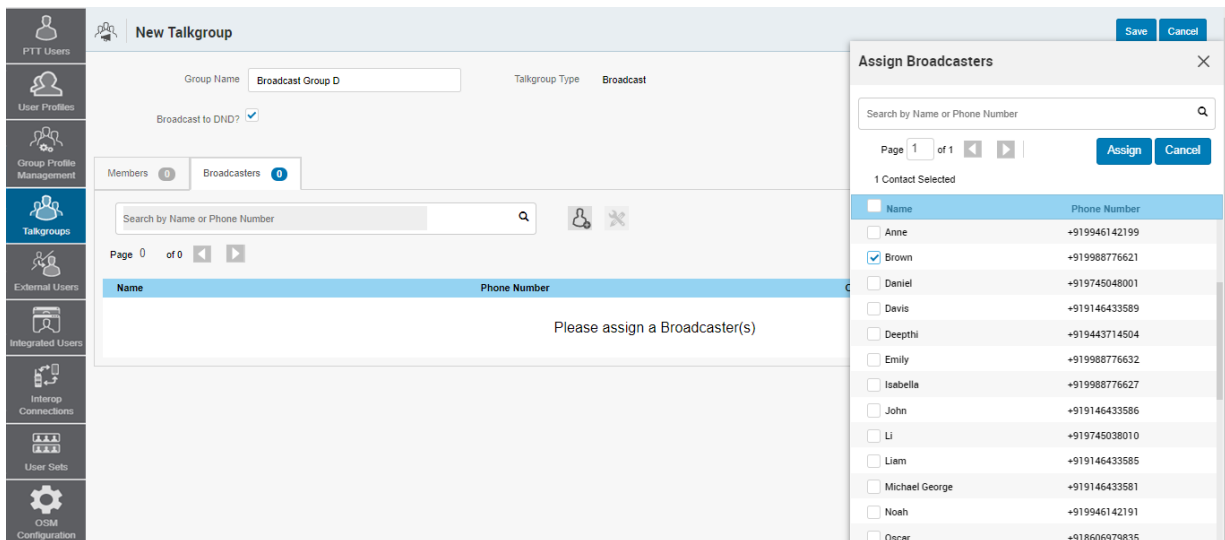
5 Click the **Assign** button.

> **NOTICE:** You cannot allow any client that was created in releases before 7.10 to assign 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 Talkgroup on page 73 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 broadcasters 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.

> **NOTICE:** Broadcast group cannot sync to the handset users of the broadcast group.

10.3
Editing a Broadcast Group

When and where to use: To rename the talkgroup or change the broadcaster, follow these steps:

Procedure:

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.

> **NOTICE:** If you want 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.

Figure 56: Edit Broadcast Group

5   Select the Broadcaster you want to assign to the talkgroup.

6   Click **Assign**.

7   Click **Save** to save your changes.

10.4
Deleting Broadcast Members in a Talkgroup

When and where to use: To delete a broadcast member from a talkgroup, follow these steps:

Procedure:

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.

10.5
Deleting a Broadcast Group

When and where to use: To delete a broadcast group, follow these steps:

Procedure:

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

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

Chapter 11

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. Dispatch application 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.

You can identify the Dispatch Group icons from the Talkgroup Icons on page 28 section of this document.

For common icons, refer to the Common Icons on page 36 section of this document.

11.1
View Dispatchers

Figure 57: View Dispatchers

The work area lists the name, type of the talkgroup, and the 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 on page 35 section of this document.

For common icons, refer to the Common Icons on page 36 section of this document.

11.2
Manage Contacts for Dispatchers

The contacts management for Dispatchers is same as any other client. Refer to the Manage Contacts on page 46 section of this document for more details. You can assign a dispatch as a contact for another dispatcher.

11.3

Generate an Activation Code for a Dispatcher

The Dispatch requires a special type of activation using an activation code. Generate and communicate the activation code either using email or verbally. Refer to Generating Activation Codes on page 43 and Generating Activation Codes for Multiple Users on page 51 sections for details on how to generate an activation code.

11.4

Manage Dispatch Groups

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

11.4.1

Creating a Dispatch Group

When and where to use: To create a dispatch group, follow these steps:

Procedure:

1 To add a talkgroup, click the **Create** Talkgroup button from the work area.

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

Figure 58: Create a Dispatch Group

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

Figure 59: Assign Dispatcher
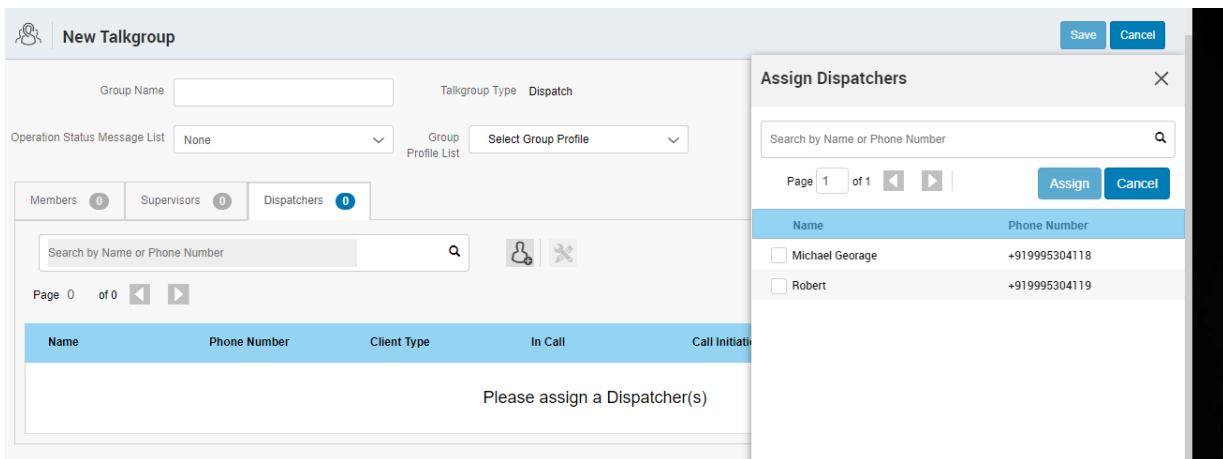
4 To add the members to the talkgroup, follow the same steps as described in the Create Talkgroup on page 73 section of this document.

5 To change the call permissions for a member, follow the same steps as described in the Change Call Permissions on page 77 section in the document.

6 To add supervisors to the talkgroup, follow the same steps as described in the Supervisory Override and Location Capabilities on page 86 section of this document.

7 Type a name for the talkgroup in the Talkgroup Name field.

8 Click of the following:

- **Save** to continue.

- **Cancel** to discard the changes.

9 If you selected **Save**, a confirmation message `Confirm the automatic contacts assignment`
`If the check box is checked, the following is done for you automatically.`
`1. The members are assigned as contacts to the 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.` displays.

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

10
Click one of the following:

- **OK** to continue. A success message displays.

- **Cancel** to discard the changes.

11.4.2
Changing a Dispatcher for a Dispatch Group

When and where to use: To change a dispatcher for a Dispatch Group, follow these steps:

Procedure:

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

2 Select the Dispatchers tab.

> 📝 **NOTICE:** If you want to delete a dispatcher, click the **Tools** icon. Select the check box associated with the dispatcher to delete and click the **Delete** icon.

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

Figure 60: Assign Dispatcher
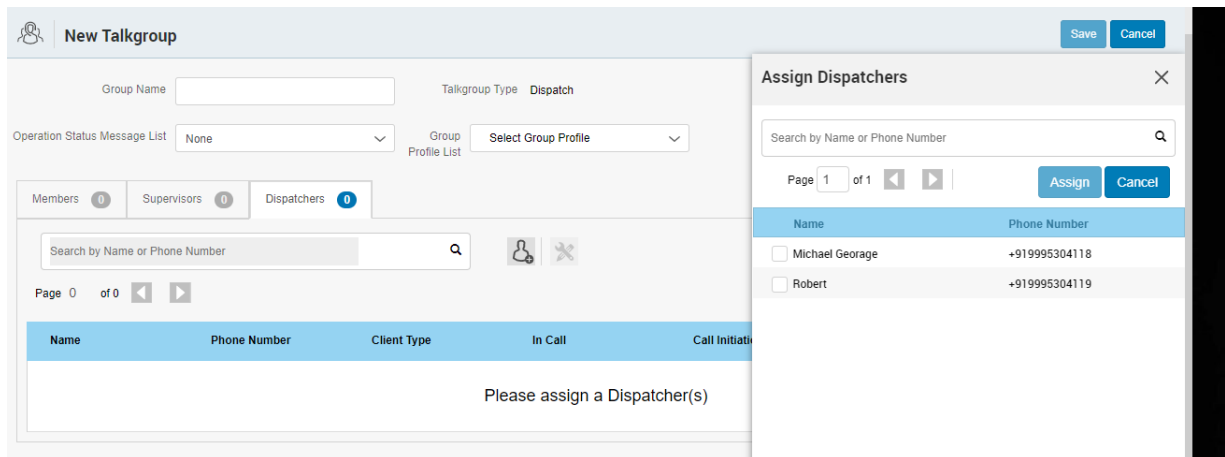
4 Select a dispatcher.

5 Click **Assign**.

6 A confirmation message `Confirm the automatic contacts assignment`
`If the check box is checked, the following is done for you`
`automatically.`
`1. The members are assigned as contacts to the 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.` displays.

7 To allow the fleet members to receive dispatcher information, select the **Dispatcher Confirmation** check box. The dispatcher gets the talkgroup members as contacts automatically.

8

Click one of the following:

• **OK** to continue. A success message displays.

• **Cancel** to discard the changes.

11.4.3
Deleting a Dispatch Group

When and where to use: To delete a dispatch group, follow these steps:

Procedure:

1   From the Talkgroups work area, click **Delete** icon associated with the dispatch group to delete. A delete confirmation message `Confirm the automatic contacts assignment`
    `If the check box 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.` displays.

2   To remove the dispatcher as a contact from the talkgroup, select the **Dispatcher Confirmation** check box. The previously assigned talkgroup members as contacts are removed from the dispatcher.

3   Click one of the following:

    •   **OK** to continue. A success message displays.

    •   **Cancel** to discard the changes.

11.5
Migrating Desktop Dispatch to Web Dispatch

The Corporate Admin can migrate the Desktop Dispatch user to Web Dispatch user. Once dispatcher Migrates the Desktop Dispatch to the Web Dispatch, dispatcher cannot use the Desktop Dispatch. The dispatcher needs a valid email ID and browser to use the Web Dispatch. For the supported browser, refer to Required Browsers on page 19 section of this document. Once migrated to Web Dispatch, the Central Admin Tool does not show the Generate Activation and Resend Activation icons for that user. The dispatcher has 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 the dispatcher verifies the account, the Pending Verification icon in the Central Admin Tool changes to Verified state.

When and where to use: To migrate the Desktop Dispatch to Web Dispatch, follow these steps:

Procedure:

1   Form the PTT User work are, click the **Edit** icon associated with the user.

2   Check the **Web Dispatch** check box. A warning message "Please confirm that you want the dispatcher to access Dispatch Console through a web browser only. The dispatcher will no longer be able to access using the Desktop application anymore"displays.

3
    Click one of the following:

    •   **OK** to confirm the migration.

    •   **Cancel** to cancel the action.

4   Enter the email ID in the User ID box and click the **Save** button.

5 A confirmation message "You have created User ID 'abc@org.com' for Web Dispatch Phone Number 'MDN'. Are you sure?" displays for the migration of phone number of Desktop Dispatch to Web Dispatch.

6 Click one of the following:

- **OK** to continue.

- **Cancel** to cancel the action.

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

NOTICE: The micro service feature check boxes appear only for the activated Web Dispatchers.

Figure 61: Web Dispatch User

Corporate Admin can assign the Web Dispatch anytime to a different user. To do change the dispatcher, the Corporate Admin has to change the email ID in the **User ID** box and click the **Save** button. When you click the **Save** button, a confirmation message displays that the phone number is assigned to a new user.

Chapter 12

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 work area shows the external users in your corporation.

You can identify the External Users icons from the section of this document.

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

For details on searching, refer to the section of this document.

12.1
View an External Users

The External Users work area has options to search for a specific external user by Name and Phone Number. You can also use the search operation using specific parameters; refer to the section of this document.

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

> **NOTICE:** To edit the name, click the Name field and change the name as desired.

12.2
Adding an External User

When and where to use: To add an external user, follow these steps:

Procedure:

1 Click the **Add External User** button from the External Users.

Figure 62: Add an External User
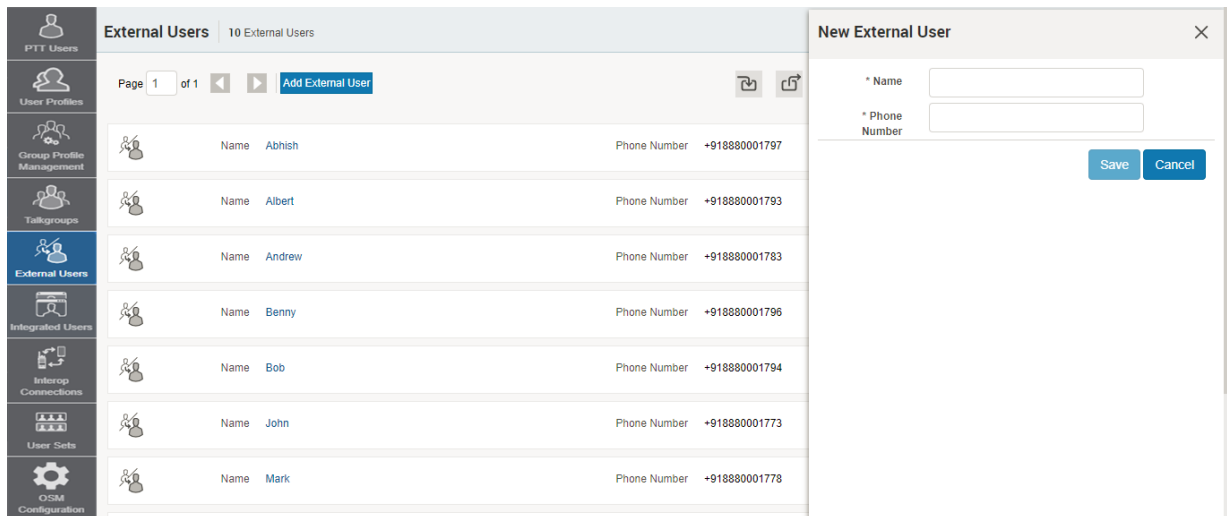
2 Enter the name in the Name field. The name should be less than or equals to 30-characters long and it should have at least one non-space character. Duplicate names are allowed in the corporation, but you receive a warning message.

> **NOTICE:** You cannot add Dispatcher, Interop user, Interop Talkgroup, and Administrator users as an external user.

3 Enter a valid User or Administrator and phone number of the PTT user in the **Phone Number** field.

> **NOTICE:** 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.

12.3
Deleting an External User

When and where to use: To delete and external user, follow these steps:

Procedure:

1 Click the **Delete** icon associated with the External User in the work area. A confirmation message `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?` displays.

2 Click **OK** on the confirmation message window that appears.

12.4
Importing 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 imported CSV or Excel file columns contain name and phone numbers of the external user.

When and where to use: To import the users to the Central Admin Tool, follow these step:

Procedure:

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

Figure 63: Import External Users
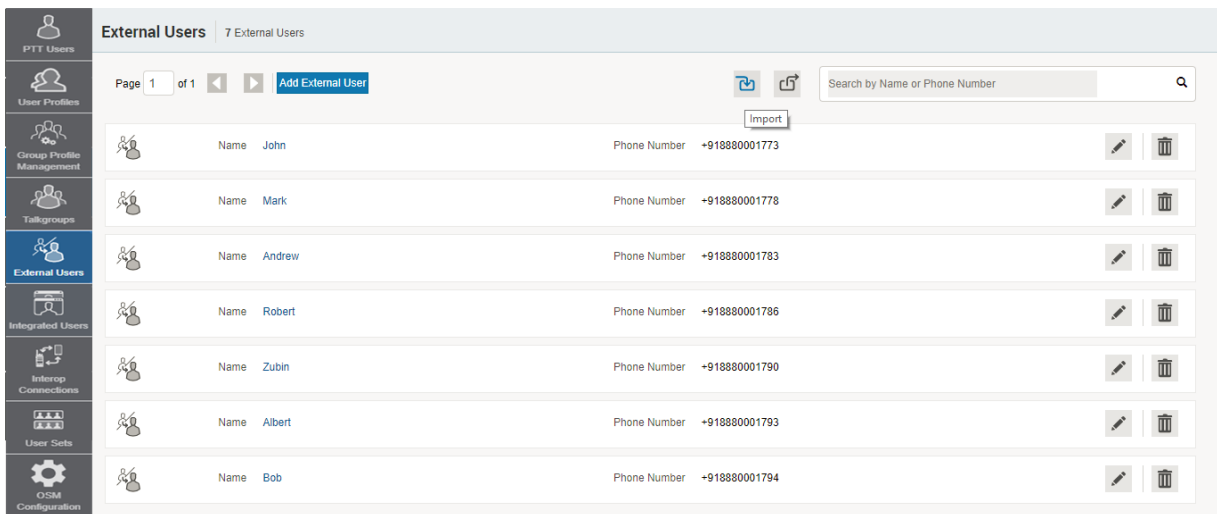
2 A choose file window opens.

Figure 64: Choose file- Import
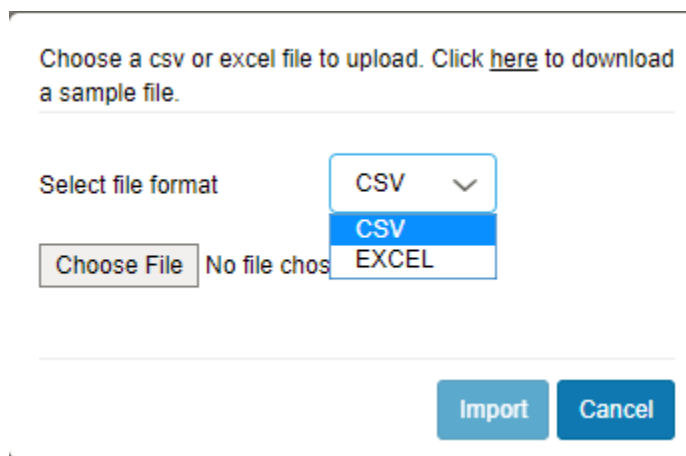
> **NOTICE:** To view the sample file,click "**here**" in the message.

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 To import the contacts, click **Import**.

12.5
Using the Export Operation

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

Chapter 13

Manage Integrated Users

Integrated Users are the third-party applications such as workforce management which are developed using PTT communication platform. This work area displays the list of Integrated Push-to-Talk (PTT) users within your corporation.

You can identify the Integrated Users icons from the Integrated User Icons on page 33 section of this document.

For common icons, refer to the Common Icons on page 36 section of this document.

13.1
View an Integrated User

To view a user, click the Integrated Users menu from the CAT navigation. The Integrated Users main screen displays.

Figure 65: Integrated Users Main Screen

> ✎ **NOTICE:** To edit the name, click the Name field, and change the name as desired.

The Integrated Users work area has options to search for a specific partner by Name, Phone Number, State, and Type. For details, refer to the Search on page 35 section of this document.

The Integrated Users section displays the following users types:

- **Integrated Mobile –** Have integrated PTT with their mobile application and can be used as PTT clients.

- **Integrated Tracking –** Have integrated PTT with the 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 individual Integrated Users specific details:

- Name

- Phone Number

- Permission

- Client Type

- State

- Activation Code

- Expiring On

You can use the **Export** button to export the page data in a CSV format. For more details, see the Using the Export Operation on page 131 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 on page 36 section of this document.

13.2
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 displays.

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

Figure 66: Single Integrated User Selection

The following details of a user profile information are shown as follows:

- **Name –** Displays the name of the user. You can edit this field.

- **Phone Number** – Displays the number of the user. You cannot edit this field.

- **Billing Number** – Displays the billing phone number of the user. You cannot edit this field. For more information, refer to the Billing Number on page 104 section in this document.

- **Permission** – Displays the type of the user. You can edit this field. For more information, refer to the Permission on page 104 section in this document.

- **State** – Displays the activation state of the user. You cannot edit this field. For more information, refer to the State on page 104 section in this document.

- **Expiring On** – Displays the expiration date of the activation code. You cannot edit this field. For more information, refer to the Expiring On on page 105 section in this document.

- **Client Type** – Displays the client type of the user. You cannot edit this field. For more information, refer to the Client Type on page 104 section in this document.

- **Email ID** – Displays the email ID of the user. You can edit this field. For more information, refer to the Email ID on page 105 section in this document.

- **Activation Code** – Displays the activation code of the user. You cannot edit this field. For more information, refer to the Activation Code on page 105 section in this document.

You can click 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 top portion of the work area shows the user profile, which consists of the following information.

Billing 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. Central Admin Tool does not allow you to manage Public user types. Subscription types can have the following values.

- **Administrator –** These users only receive contacts and talkgroups from a corporate admin.

- **Administrator and User –** These users can receive contacts and talkgroups from a corporate admin and can 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. Billing system assigns the state 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 service is 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 types are as follows:

- Integrated Mobile

- Integrated Tracking

- Integrated Web

Expiring On

When you select Generate Activation Code button, the Expiring On is a system generates. 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 code is called an activation code.

Interop User and Interop Talkgroup do not need an activation code and these clients are 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 condition would be a department store where there is no cellular coverage indoors. Refer to Generating Activation Codes on page 105 on how to generate an activation code for handset users activating over Wi-Fi.

13.3
Re-sync a User

For more information, refer to the Re-syncing a Device on page 130 section in this document.

13.4
Generating Activation Codes

When and where to use: To generate activation codes for the Integrated Users, follow these steps:

Procedure:

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

2 Click the **Generate Activation Code** icon. A pop-up message window `Activation code successfully generated. Would you like to send an email?` displays.

3 Click **OK** to send the new activation code to email ID of the user. A Send Email with Activation Code to Handset Client pop-up window displays.

Figure 67: Send New Activation Code to an Integrated User
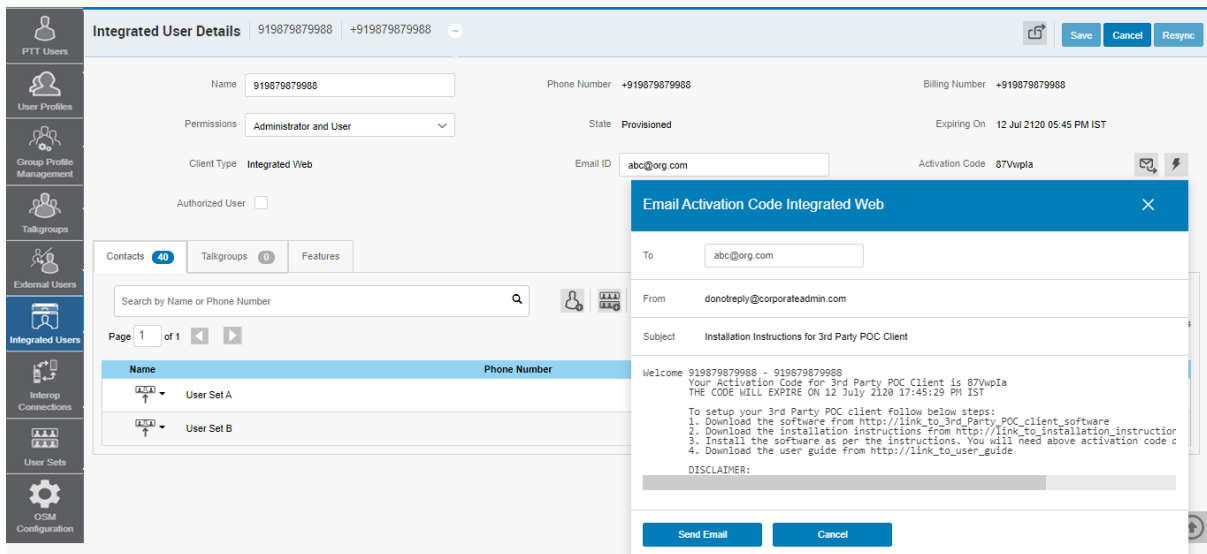
4   Click the **Send Email** button to send the newly generated activation code.

5   After generating the activation code, the activation code expiry date appears on the User Profile
    page in the Expiring On field.

13.4.1
Regenerating an Activation Code

When and where to use: To regenerate activation codes for the Integrated Users, follow these steps:

Procedure:

1   To regenerate the activation code, click **Regenerate Activation Code** on the User Profile page.
    Regenerating an activation code for already activated clients deactivates the client, thus a
    confirmation message window `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.` displays.

2   Click **OK** to confirm for the regeneration of a new activation code. A pop-up message window
    `Activation code successfully generated. Would you like to send an`
    `email?` displays.

3   Click **OK** to send the new activation code to the email ID of the user. A Send Email with
    Activation Code to Handset Client pop-up window displays.

Figure 68: 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.

13.4.2
Resending an Existing Generated Activation Code without Regenerating

When and where to use: To resend and existing generated activation to an Integrated User, follow these steps:

Procedure:

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

2 To open an email with the current activation code, click **Email Activation** icon on the User Profile page.

3 To resend the existing activation code to the email ID of the user, click the **Email Activation Code** button. A 'Send Email with Activation Code' pop-up window displays.

Figure 69: Resend an Existing Generated Activation Code without Regenerating
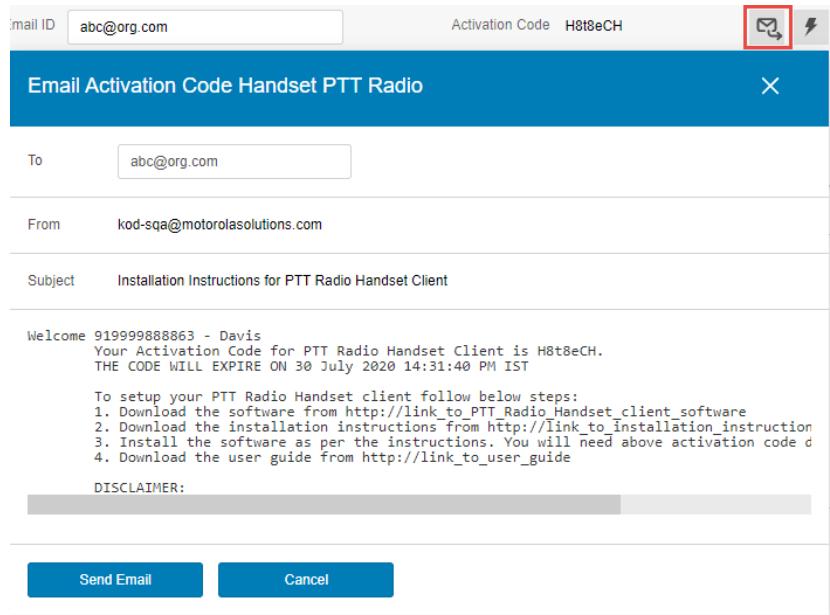
4   Click the **Send Email** button to resend the existing activation code.

13.5
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 on page 114 section in this document.

13.6
Manage Contacts

For more information, refer to the Manage Contacts on page 46 section in this document.

13.7
Manage Talkgroups

For more information, refer to the Manage Talkgroups on page 72 section in this document.

13.8
Changing Permission of Integrated Users

To select multiple users, click the **Tools** icon and click the **Select All** check box for all records. You can also select and click the users from the work area individually by 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.

When and where to use: You can change the Permission as following:

Figure 70: Select Multiple Integrated Users
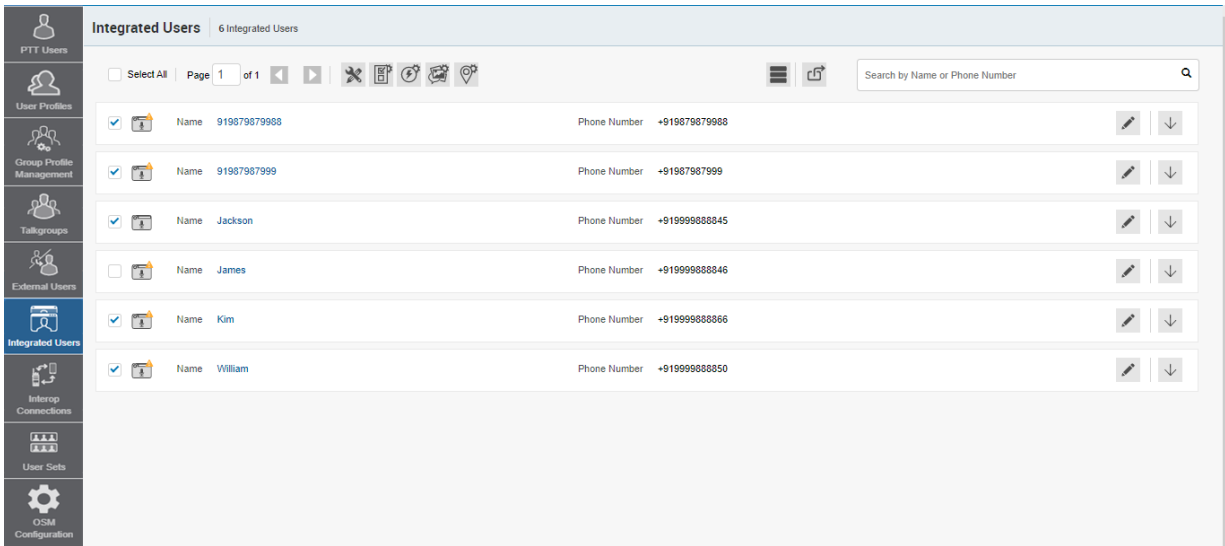
Procedure:

1 Select the **Change Permission** icon to display the following options for the selection.

• Administrator

• Administrator and User

> **NOTICE:** You can 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.

13.9
Using the Export Operation

For more information, refer to the Using the Export Operation on page 131 section in this document.

13.10
Enable Authorization for User Monitoring Features

For more information, refer to the Enable Authorization for Remote Supervision Features on page 53 section in this document.

Chapter 14

Manage Interop Connections

Interop Connection is the special type of user, which facilitates communication between Land Mobile Radio (LMR) and Broadband Push-to-Talk (PTT) networks. These users are restrictive and corporate admin cannot assign any contacts to these users. Because of this limitation, 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:

*   **LMR User**- These connections are used for the one to one communication during P25 interoperability.

*   **LMR Talkgroup**- Provides link between Broadband PTT talkgroup and LMR talkgroup during an Interop call.

You can assign LMR User 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. You cannot add LMR User to a Broadband PTT Talkgroup.

You can link LMR Talkgroup to only one Broadband PTT Talkgroup. The talker identity during the group call uses the LMR Talkgroup name that you assign. 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 icon display for the PTT user when the feature is provisioned. You can add a user without Interop User MRC feature in a linked Broadband PTT Group, however, the Interop call is not connected to a PTT user unless Interop User MRC feature is provisioned for the user.

You can identify the Interop User icons from the Interop Connection Icons on page 34 section of this document.

For common icons, refer to the Common Icons on page 36 section of this document.

14.1
Viewing Interop Connection

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

When and where to use: To view Interop Connections, follow these steps:

Procedure:

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

> **NOTICE:** To edit the name, click the Name field and change the name as desired.

Figure 71: View Interop Connection

14.2
Creating an Interop talkgroup

When and where to use: To create an Interop Connection, follow these steps:

Procedure:

1 From the Talkgroups work area, click the **Create Talkgroup** button to create an Interop talkgroup.

Figure 72: Create a New Interop Talkgroup
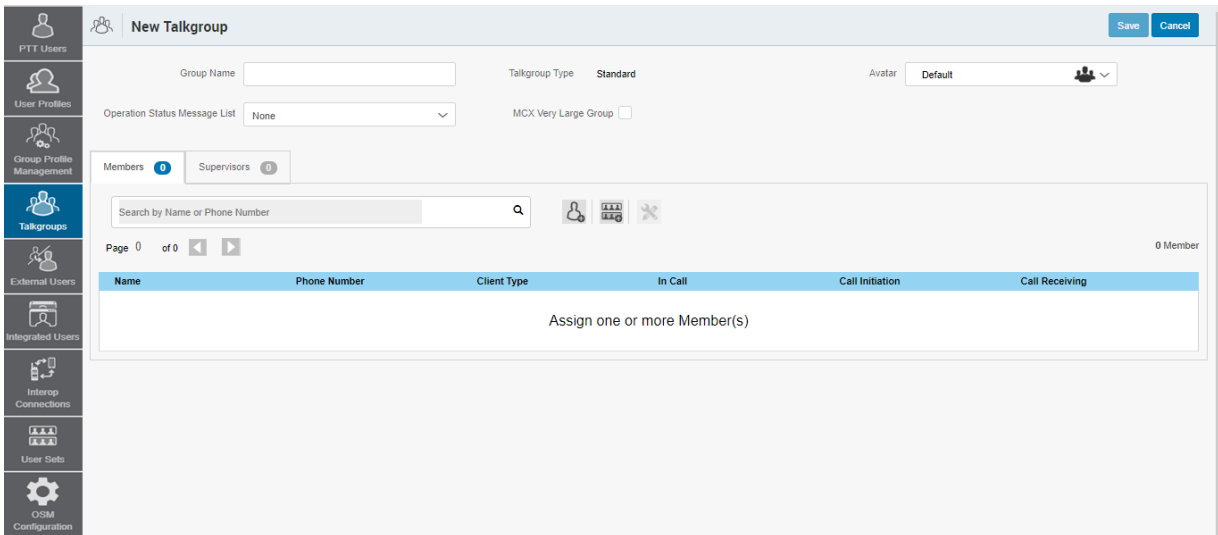
2 Select the Talkgroup Type as Standard Talkgroup from the drop-down. The Talkgroup Details page displays.

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 displays.

6 Select the individual talkgroup members that you want to assign 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 the talkgroup.

Figure 73: Assign Members to a New Interop Talkgroup
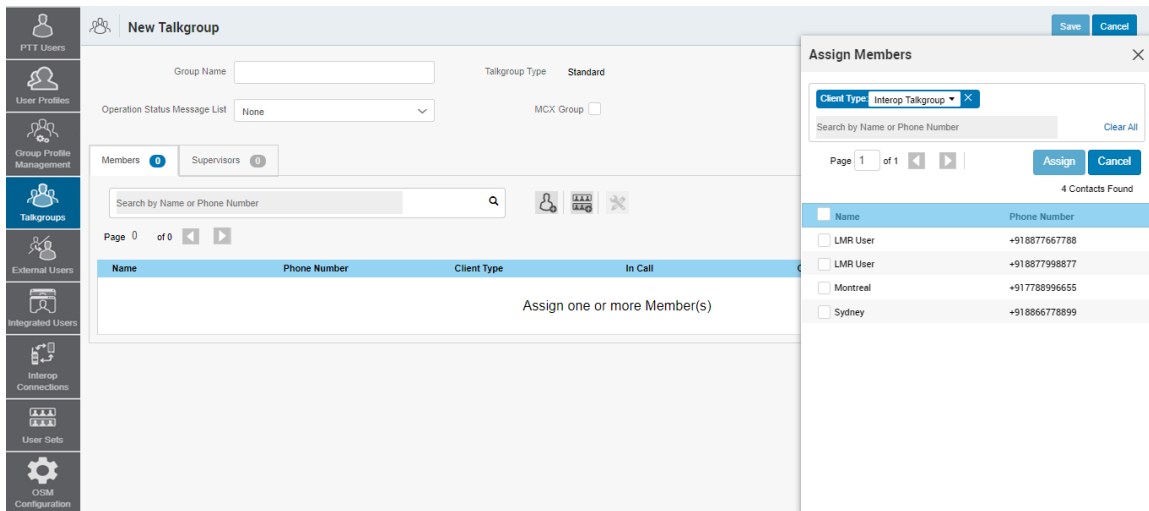
7 Click **Assign** to add the assigned members to the Interop talkgroup.

8 Click **Create** to create the Interop talkgroup. A confirmation message `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.` displays.

9 Click **OK**.

14.3
Editing an Interop talkgroup

When and where to use: To edit an Interop talkgroup,follow these steps:

Procedure:

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, select the Manage Members sub-tab.

4 To add a member, click the **Assign Members** button. The Assign Members pop-up window displays.

5 Select the members and click **Assign**.

14.4
Delete an Interop talkgroup

The procedure for deletion of Interop talkgroup is the same as the procedure described in the Deleting a Talkgroup on page 83 section of this document.

Chapter 15

Manage User Sets

A user set is a fast way to program multiple handsets easily. It is a logical set of users where each member 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 on page 36 section of this document.

15.1
Viewing a User Set

When and where to use: To view a User Set, follow these steps:

Procedure:

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

Figure 74: View User Sets
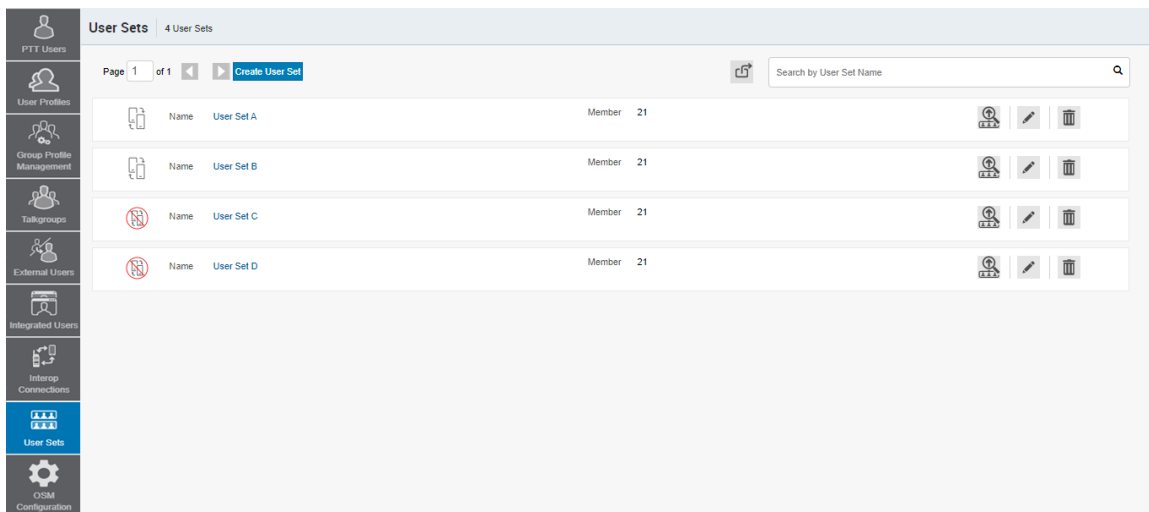
NOTICE: For some small corporations, auto-pairing feature creates a user set named 'all-users-user-set' automatically when there is no corporate administration access. As the auto-paired corporation grows, the corporate administration access is required to manage the contacts and talkgroups. Not all corporations are auto-paired. If your corporation is auto-paired previously and you have 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.

15.2
Creating a User Set

When and where to use: To create a User Set, follow these steps:

Procedure:

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

Figure 75: View User Sets
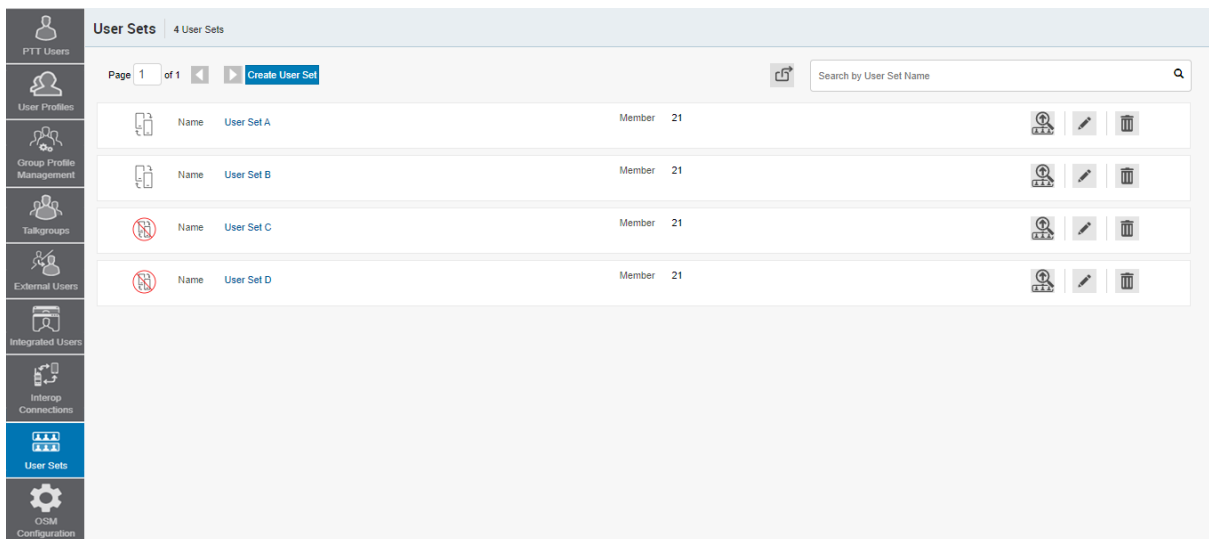
2   Click the **Create User Set** button. A Create User Set window displays.

Figure 76: Create User Set
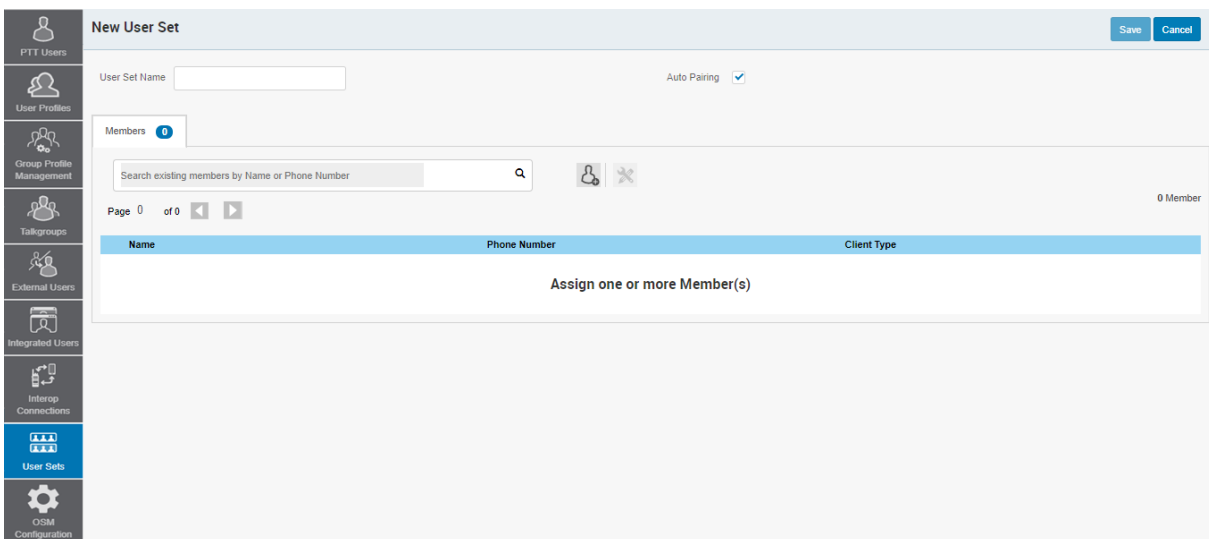
3   Enter the user set name in the User Set Name field. The name should be less than or equals to 30-characters long and it should have at least one non-space character. Duplicate names are not allowed in the corporation.

4   Click the **Assign Members** button to assign members. The Assign Members pop-up displays.

Figure 77: Assign Members to a User Set
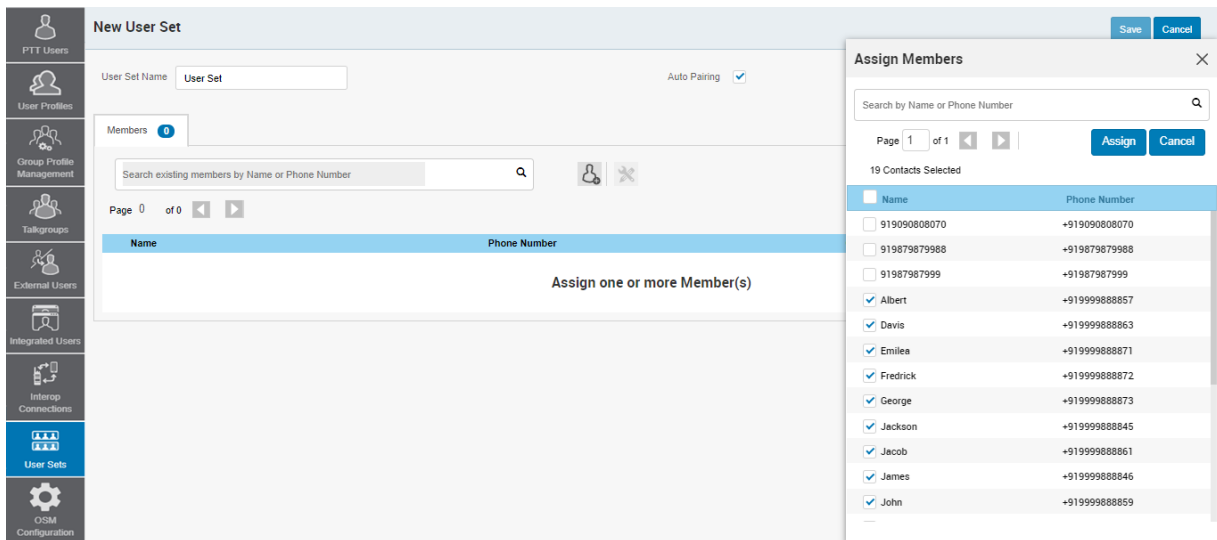
5 Select the members that you want to add to the user set by checking the applicable check boxes. Only those members that are not already a member of a user set are available for selection. You can pick a maximum of 200 members at a time for an addition. You can also select all members by clicking the check box before the Name header, which functions as Select All check box.

6 Click **Assign**. The members selected for addition display in the Members tab and the total members count increases accordingly.

7 Click **Save** to add the user set. A confirmation message `User Set is 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.` displays.

8 Click **OK** to continue the confirmation message that displays. The updated user set is synced to the handset of the user.

> **NOTICE:** 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 gets Rob and Joe as contacts, Rob gets Bob and Joe as contacts and Joe gets 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.
>
> You can not create user set until you click the **Add** button. The user set must have at least two members in it. The total member s 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.

15.3
Edit a User Set

You can modify the User Set details such as renaming, adding or removing a member

15.3.1
Renaming a User Set

When and where to use: To rename a User Set, follow these steps:

Procedure:

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.

Figure 78: Edit a User Set
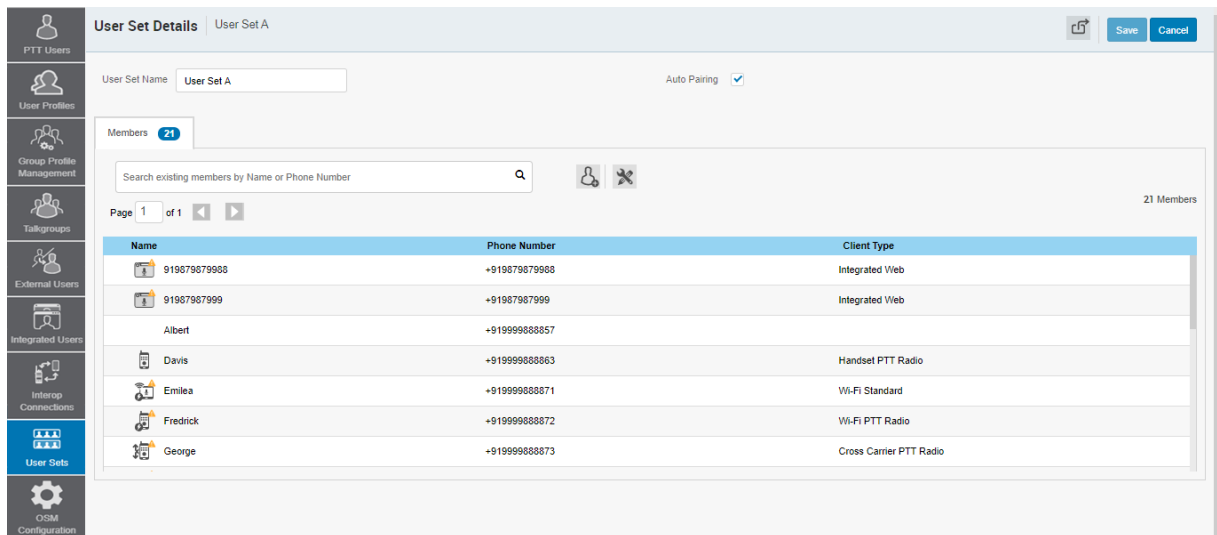
3 Click the Name field to modify the User Set name.

4 Click **Save** to save your changes.

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

15.3.2
Adding Members to a User Set

When and where to use: To add members to User Set, follow these steps:

Procedure:

1 Select the Members tab to display the members of the user set.

2 Click the **Assign Members** button to add more members. The following screen shows the pick user set members pop-up window.

Figure 79: Assign Members to an Existing User Set
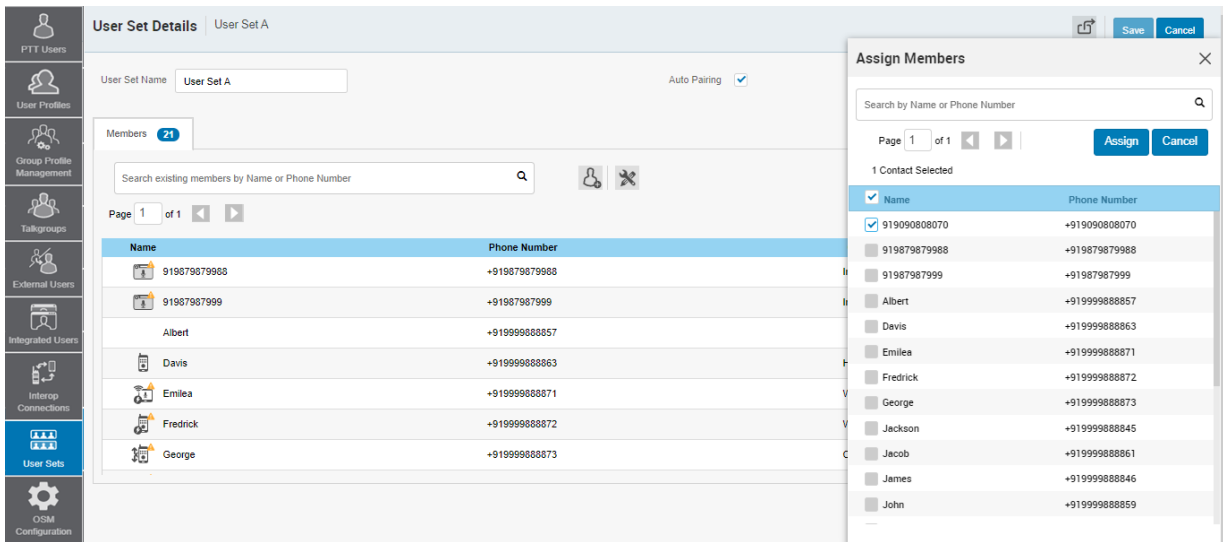
3 Select the members that you want to add to the user set by checking the applicable check boxes. Only those members that are not already a member of the user set are available for selection. You can pick a maximum of 200 members at a time for an addition. You can also select all members by clicking the check box before the Name header, which functions as Select All check box.

4 Click **Assign**. The members selected for addition display on the Members tab and the total members count increases accordingly.

15.3.3
Removing Members from a User Set

When and where to use: To remove members from User Sets, follow these steps:

Procedure:

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.

Figure 80: Remove Members from a User Set
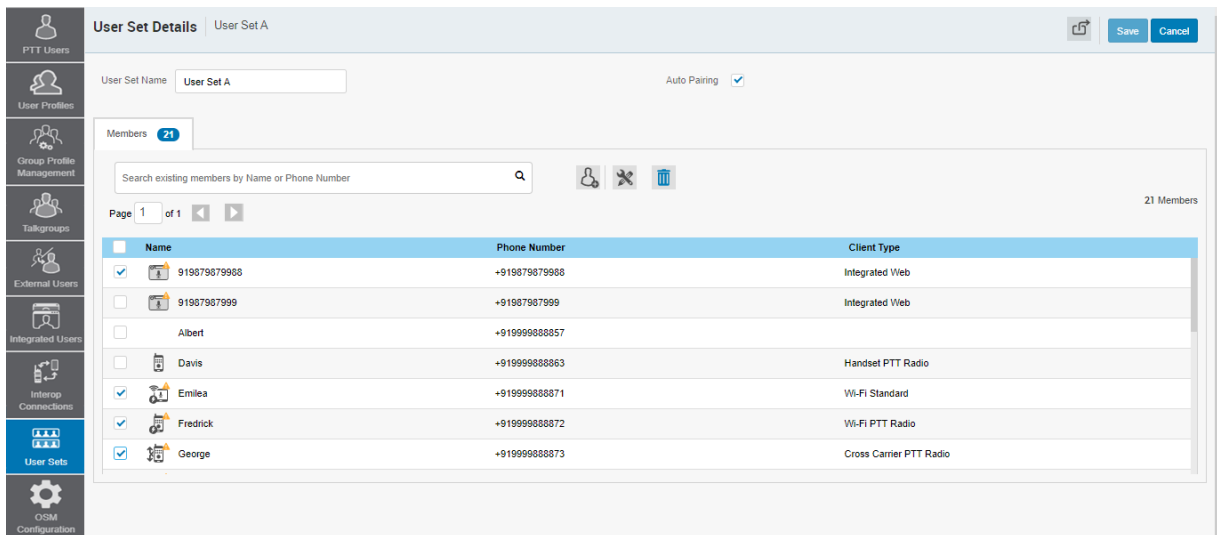
15.3.4
Saving Changes to a User Set

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

Procedure:

Click **Save** to save your changes. A delete confirmation message displays.

15.4
Deleting a User Set

When and where to use: To delete a User Set, follow these steps:

Procedure:

1   Click the **User Sets** button.

2   Click the **Delete** icon associated with the User Set to delete. A confirmation message `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.` displays.

3
   Click one of the following:

   •   **OK** to continue. A success message displays.

   •   **Cancel** to cancel the action.

User Set updates are propagated automatically.

15.5
Manage User Sets Assigned to PTT Users, Talkgroups, or Integrated Users

You can assign and remove User Sets assigned to PTT Users, Talkgroups, or Integrated Users.

15.5.1
Assigning a User Set

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

> **NOTICE:** You can only assign User Sets to an User Profile with Auto Paring disabled.

When and where to use: To assign a user set, follow these steps:

Procedure:

    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.

15.5.2
Removing 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.

Prerequisites: To remove a user set that you are a member of, see Removing Members from a User Set on page 118 in this document.

When and where to use: To remove a user set, follow these steps:

Procedure:

    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 To see the check boxes, click the **Tools** icon.

    4 From the Contacts or Members tab, select the check box associated with the user set that you are not a member.

    5 Click the **Delete** icon.

User Set updates are propagated automatically.

15.5.3
Viewing User Set Members

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

When and where to use: Perform the following steps to view the user set members:

Procedure:

    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** icon.

- Click the **User Set Member** icon.

4 A drop-down displays all members associated with the user set.

15.6

Assigning 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 them all 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, follow this method.

When and where to use:

> **NOTICE:** The following scenario used for illustrations is that your organization wants to assign 500 PTT users to each other as contacts.

Procedure:

1 Create two separate user sets, with each containing 250 members. The two users 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 preceding process for all the other members of the first user set.

4 Repeat the preceding steps for the second set.

15.7

Viewing User Set Distribution

When and where to use: To view the User Sets distribution, follow these steps:

Procedure:

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

Figure 81: View User Set Distribution

Chapter 16

OSM Configuration

OSM Configuration allows you to configure the operational status messages for the PTT Users in your corporation. You create the status messages and assign these messages to your talkgroups list. You can also import the status messages from a file or existing list of status messages already in the list.

You can search for a specific status message in the work areas on the user interface of the OSM Configuration by code, short text, or long text.

You can identify the OSM Configuration icons from the Common Icons on page 36 section of this document.

16.1
Creating Operational Status Message List

When and where to use: To create the operational status message list, follow these steps:

Procedure:

1 From the OSM Configuration work area, click **Create list.**

2 A create Operational Status Messaging page displays.

Figure 82: Create Operational Status Message

3 Enter the name of the message list in the List Name field.

4 Click **Add New Message.**

> **NOTICE:** You can also import the status messages from a file or already available list of messages in your CAT.

Figure 83: Status Message Work Area

5 Enter the status code in the Code field.

6 Enter a short message in the Short Message field. The length of the short message should not be more than ten letters.

7 Enter the description of the status message in the Long Message field.

8 From the Append Message, select one of the following:

- **Yes**.

- **No**.

9 You can also click the **Append Message** icon and select

- **Yes** for user to receive an extra field on their device to add a note along with the status message before sending.

- **No** if you do not want to the previous action to available for the user.

Figure 84: Create Status Message

10 You can select the "Default this list new group" check box if you want to make this status message default when you create talkgroups.

> NOTICE: You can select only one List Name as default status message.

11

Do one of the following:

- Click **Save** to save the status message.
- Click **Cancel** to cancel the create action.

12 If you click **Cancel**, a confirmation message displays. Select one of the following:

- **OK** to go to create list page.
- **Cancel** to continue status message creation.

16.2
Assigning Status Message to Talkgroup List

When and where to use: To assign the operational status message to the talkgroup, follow these steps:

Procedure:

1 From the OSM Configuration work area, select the Talkgroup Assignment tab.

2 Click **Assign to groups**. An Assign Groups pop-up displays.

Figure 85: Assign Status Message to Talkgroup
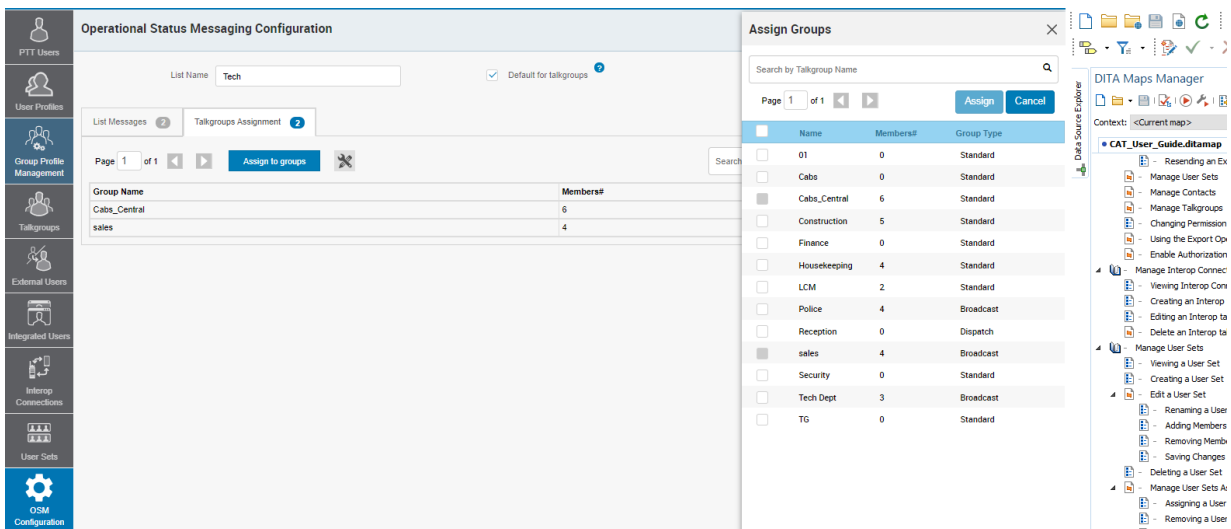
3 Select the groups and click one of the following:

- **Assign** to assign the status message to the group.

- **Cancel** the cancel the action.

16.3
Removing Talkgroups from the Assigned Status Message

When and where to use: To remove talkgroups from the assigned operational status message, follow these steps:

Procedure:

1 From the OSM Configuration work area, click the **Edit** icon associated with the status message.

2 Select the Talkgroup Assignment tab.

3 Click the **Tools** icon. This action enables the check boxes next to the talkgroups.

4 Select check boxes next to the talkgroups, which you want to remove from the assigned status message and click the **Delete** icon.

Figure 86: Remove Talkgroups from the Status Message
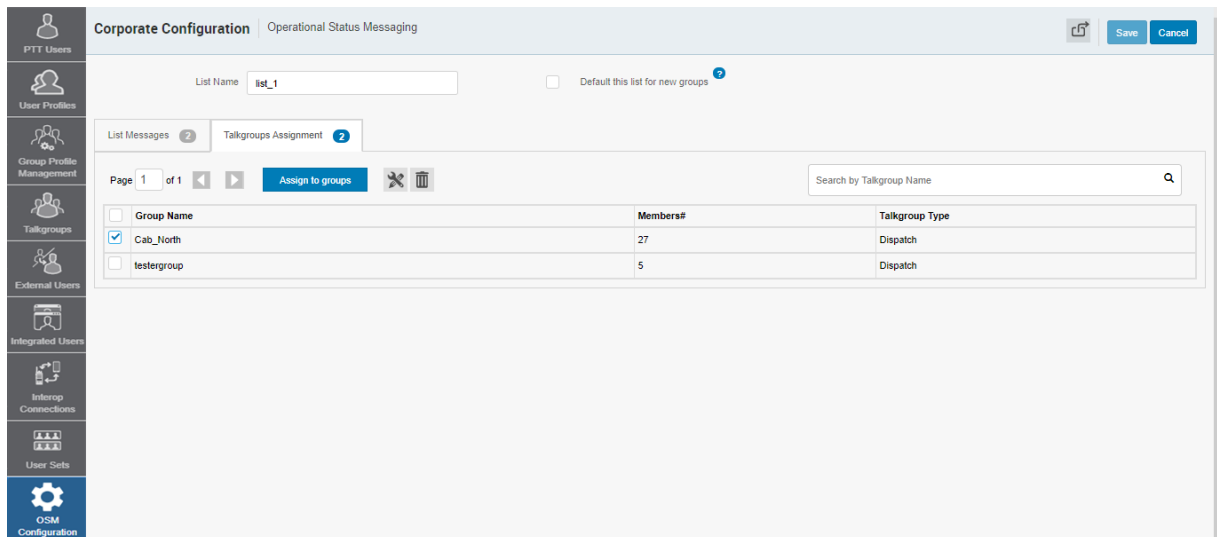
5 A confirmation message `Are you sure you want to delete the Groups from this OSM List?` displays.

6

Do one of the following:

- Click **OK** to remove the talkgroup.
- Click **Cancel** to cancel the action.

16.4
Import Status Message

You can import details of status messages from a file in your local PC or existing list of status message.

16.4.1
Importing Status Messages from a File

When and where to use: To import operational status message from a file in your local PC, follow these steps:

Procedure:

1 From the OSM Configuration work area, click one of the following:

- **Create list** to go to the create status message page.
- **Edit** icon associated with the status message.

2 In the List Message tab, click the **Import** icon and select **From a file**.

Figure 87: Import Status Message from a File in Local PC

3 A choose file pop-up block opens. Click **Choose File**.

Figure 88: Choose File- Import Status Message

4 A file selection window opens. Choose the file and click **Open**.

5 To import the status messages, click one of the following:

- **Import** to import the file.

- **Cancel** to cancel the import action.

6 Click one of the following:

- **Save** to save the changes.

- **Cancel** to cancel the changes.

16.4.2
Importing from the Existing List of Status Message
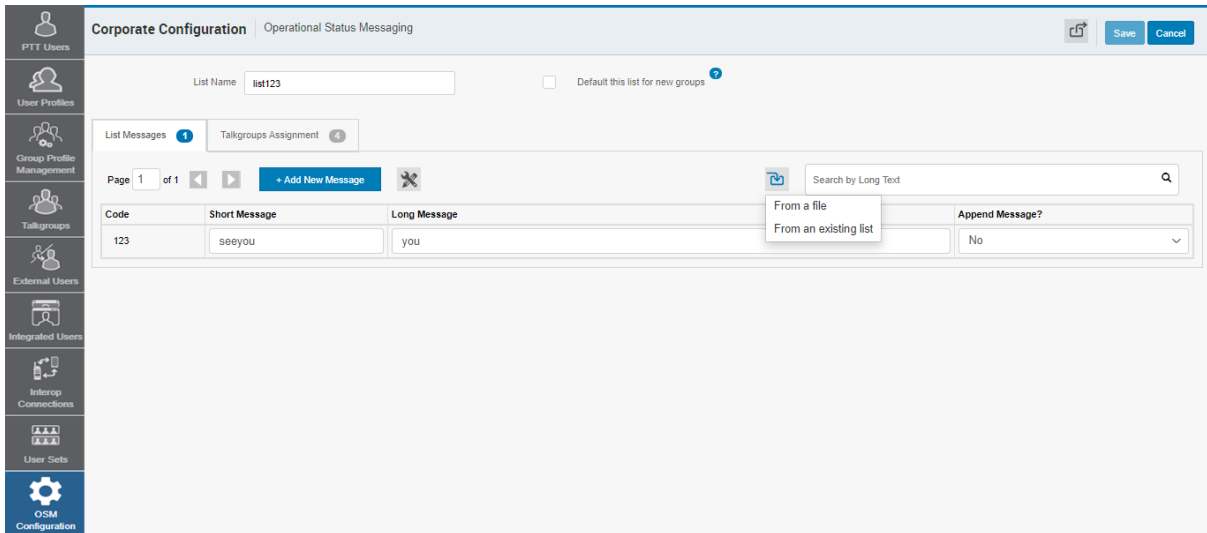
When and where to use: To import operational status message from a file in your local PC, follow these steps:

Procedure:

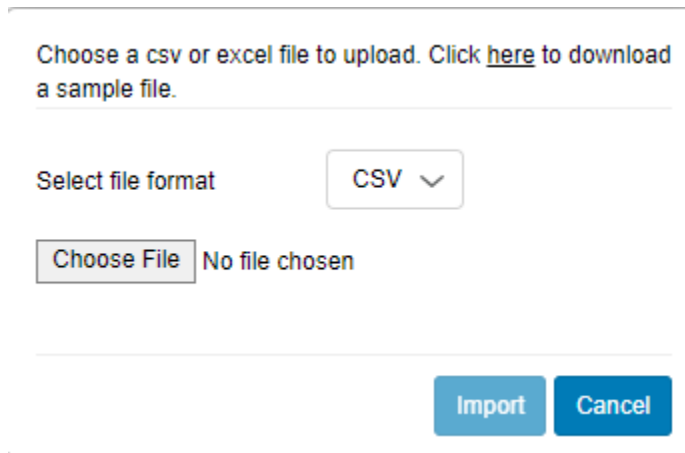**1** From the OSM Configuration work area, click one of the following:

- **Create list**.

- **Edit** icon associated with the status message.

2 In the List Message tab, click the **Import** icon and select **From an existing list**.

Figure 89: Import Status Message from an Existing List
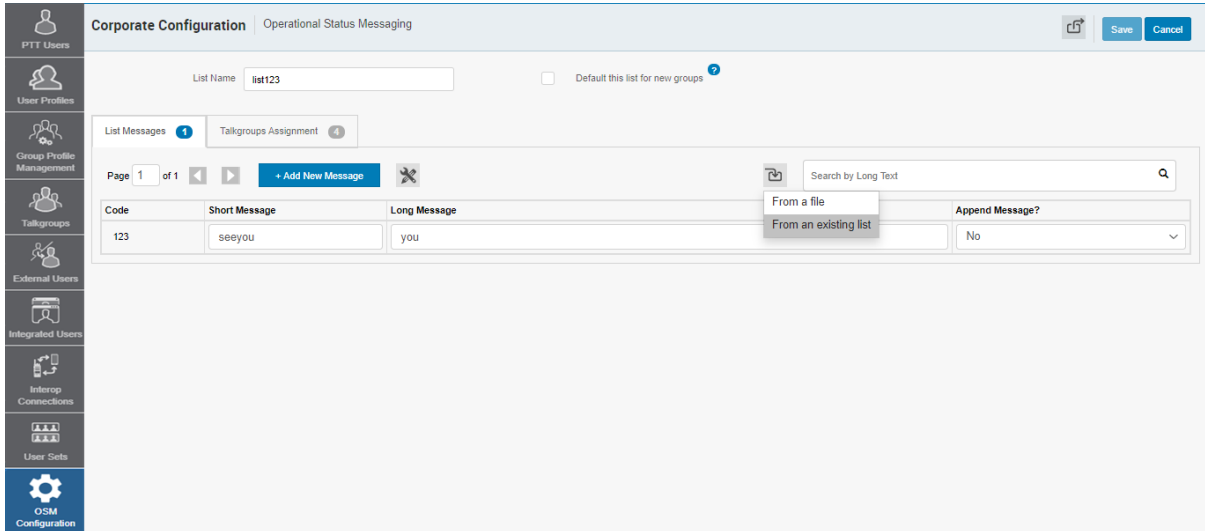
3 A message selection list pop-up opens.

Figure 90: Import Status Message selection List Pop-up
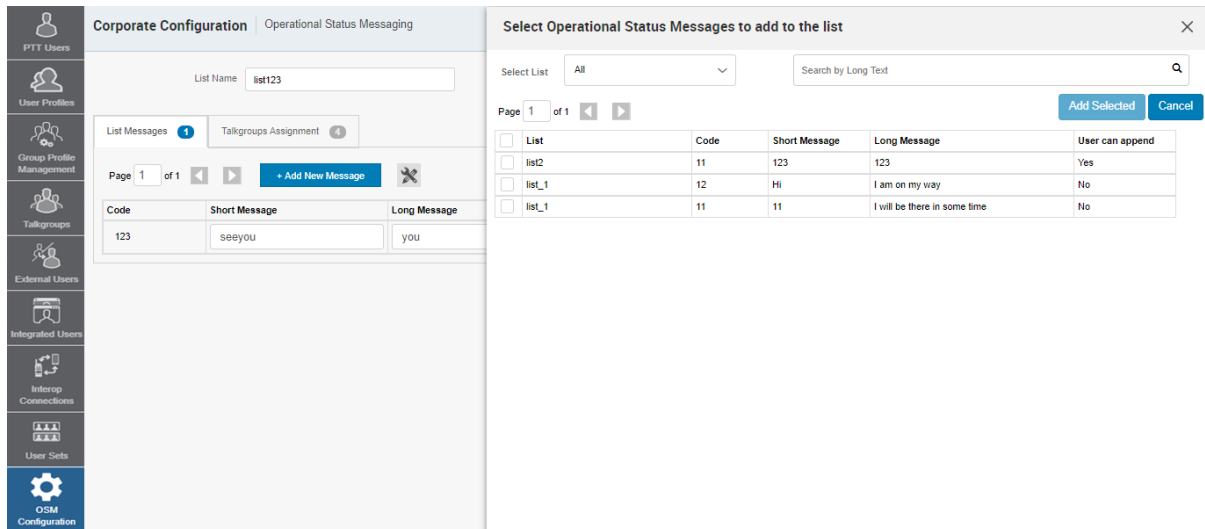
4 Select the check boxes next to the list and click one of the following:

- **Add Selected** to the status message.

- **Cancel** to cancel the action.

You can use the Select List drop-down to view the message lists. You can also search for the specific list name, code, short text, or long text in the search area of the message selection list pop-up.

5 Click one of the following:

- **Save** to save the changes.

- **Cancel** to cancel the action.

Chapter 17

Re-syncing a Device

After every save operation, the user 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, re-sync the device.

When and where to use: To re-sync a device, follow these steps:

Procedure:

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

Figure 91: Re-sync Corporate Data from the Work Area

2 Click the **Re-sync** button to synchronize the available data to the device. A confirmation window displays.

3 Click **OK** to complete the re-sync command. A success message displays.

> **NOTICE:** The Re-sync button is disabled for provisioned and suspended users. It is also disabled if you do not save the changes that you made.

Chapter 18

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.

18.1
Opening CSV File

When and where to use: To open a CSV file in the Excel as follows:

Procedure:

1   Open Excel program.

2   Select the File tab, and then click **Open**.

3   Browse to the location to where the CSV file is downloaded.

4   Select the **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**.

18.2
Export User or Talkgroup Details

18.2.1
Exporting Details of a Single User or Talkgroup

When and where to use: To export details of a user or talkgroup, follow these steps:

Procedure:

1   From the work area, click the **Edit** icon associated with the user or Talkgroup in the work area. The User Details display.

2   Click the **Export** icon in the work area. The user or Talkgroup details download automatically.

18.2.2
Exporting Details of all Users or Talkgroups

When and where to use: To export details of all users and talkgroups, follow these steps:

Procedure:

From the work area, click the **Export** icon in the work area. The user or talkgroup details downloads automatically.

18.3
Export User Sets

18.3.1
Exporting a Single User Set

When and where to use: To export details of a single user set, follow these steps:

Procedure:

   1 From the navigation area, click the**User Set** icon. The User Set details display.

   2 Click the **Edit** icon associated with the User Set in the work area. The User Set details display.

   3 Click the **Export** icon in the work area. The User Set details download automatically.

18.3.2
Exporting All User Sets

When and where to use: To export details of all the user sets, follow these steps:

Procedure:

   1 From the navigation area, click the**User Set** icon. The User Set details display.

   2 Click the **Export** icon in the work area. The user set records download automatically.

Chapter 19

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 cannot be accepted and the second administrator can see a message `Data is updated by Another admin. Please refresh the page to get the updated result.` displays.

Chapter 20

Troubleshooting

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

20.1
Log in Issues

After log in, no users show in the landing page of PTT Users.

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

When log in, an "Invalid Corporate ID" error displays

Please contact your service provider. Your corporation set-up may not have correct set-up.

20.2
User Interface Issues

When clicked on the Central Admin Tool link, nothing happens.

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

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

Make sure that you are using the right version of the browser. Refer to Required Browsers on page 19 for more information.

Also, if you are using IE11 and above check, whether compatibility mode is turned off. IE 11 has a caching issue that always selects the cached data to display. To avoid loading saved UI that does not take the latest updates, clear the browser cache. Also, make sure that the zoom is set to 100%. Refer to Reset Zooming on page 19 for more information.

The re-sync button is disabled does not work.

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

The Update/Save button is disabled.

There are no changes to save.

Why the Authorized User Check box is not showing?

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

Resolution

Please check with your provider to add Command package to the user.

The handset of the user is using a legacy client before 9.0 release.

Resolution

Request the user to upgrade the handset client.

Multiple incorrect numbers show for one contact under "Assign Contacts" block.

Check for any Skype extension Add-on in your browser. If Skype add-on is enabled, disable and refresh the page. To disable the add-on, 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.**

- If you are using Internet Explorer (IE), then click **Setting** icon on the top right corner and select **Manage add-on**. Select the Skype extension Add-on and disable.

20.3
Manage Contacts Issues

I cannot delete an assigned user. The button is disabled.

To select the user to delete, select the corresponding check box and click the**Delete** icon.

Unable to generate activation code for multiple PTT users. The button is disabled.

To select the user, select bulk operation and select the corresponding check box. Click the **Generate Activation Code** icon.

Selected contact A and gave B as contact. However, when selected B, the list does not show A as their contact.

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

20.4
User Set Issues

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

You do not manage external contacts and talkgroups of the user. The administrator of their corporation manages their external users. You do not have the rights to push any contacts or talkgroups to an external contact. To perform the reverse assignment, contact the administrator of the external user.

Created a user set with a title"East Zone" but the handset of the members do not show that user set. Why?

The visibility of the User Set is in the Central Admin Tool only. The members of the user set get each other as contacts. Thus, each member of "East Zone" gets all other members as contacts.

20.5
Generic

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

For the emergency call to work in standard mode, the user must have a destination contact or talkgroup assigned.

Configured the user where Authorized User can start or cancel the emergency remotely. However, now the Authorized User is not able to start the emergency. What went wrong?

For the remote emergency call to work, the destination contact or talkgroup must be set for the user.