Release 11.3
Carrier-based Deployment

Corporate Admin Tool
User Guide

APRIL 2022

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

• Before reloading software

• To confirm troubleshooting results and analysis before taking action

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Document History

Version	Description	Date
MN008558A01-002	Improved structure navigation	April 2022
MN008558A01-001	Initial version	March 2022

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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 Corporate Admin Tool is a web-based management tool that consists of **Contact and Talkgroup Management** and **License Management**. The **License Management** displays when your corporation has subscribers provisioned with the license packs. This document describes the purpose and usage of the Corporate Admin Tool. To know the purpose and usage of the License Management, refer to the License Management Tool user guide.

The following is a description of the Contact and Talkgroup Management key features:

PTT Users
Allows you to manage the PTT user profile, such as name, email ID, and permission type; assign contacts; view assigned talkgroups; and manage features for the PTT user. For more information, refer to PTT Users on page 25.

Talkgroup Management
Allows you to create talkgroups, assign an avatar, assign talkgroup scanning, perform a supervisory override, and configure call permission to the talkgroup members. You can manage three types of talkgroups: standard, dispatch, and broadcast. You can create talkgroups and share the groups with other corporations for intercommunication between the members. For more information, refer to Talkgroups on page 48.

User Profile
Allows you to create and assign a profile with a set of features, contacts, and talkgroups to a user. In that role, the only specific configuration is available for the user. For more information, refer to User Profiles on page 95.

Group Profile Management
Group Profile allows you to create a profile with predefined properties such as the name of the talkgroup, the type of talkgroup, an avatar, an MCX group, an operational status message, and talkgroups. For more information, refer to Group Profile Management on page 99.

External User Management
Allows you to create users external to the corporation. For more information, refer to External Users on page 72.

Integrated User Management
Allows you to manage the users of types, such as Integrated Mobile, Integrated Tracking, and Integrated Web. For more information, refer to Integrated Users on page 76.

Interop Connection Management
Allows you to manage the users between the Interop and PTT. For more information, refer to Interop Connections on page 85.

User Sets
Allows you to create the user sets for PTT users, Talkgroups, or Integrated Users. For more information, refer to User Sets on page 105.

OSM Configuration
Allows you to configure the operational status messages for the PTT users in your corporation. For more information, refer to OSM Configuration on page 114.

The features included in each feature set are as follows:

Collaboration

The Collaboration feature set is the base set of features, which include the following:

- PTT Calling, Presence, IPA

- Broadcast Calling

- Messaging—Text and Multimedia

- Voice Messaging

- Standard Talkgroups (up to 250 members)

- Priority Talkgroup Scanning

- Location Services

MCPTT

The MCPTT feature set provides an advanced set of MCPTT features and capabilities and includes the following feature set:

- Group Profile

- MCX Talkgroups (up to 100,000 members)

- Operational Status Messaging (OSM)

- User Profiles

Add-on Features (Added to Each Selected Feature Set)

- Video Services

1.1

What's New in This Release?

The following features are new in this release:

- Supports right-to-left languages.

- Added Broadcast calls and full duplex calls are not supported for Discreet Listening.

- Changed text to read: Enter the Email ID associated with your account. See Resetting the Password on page 20 section.

Getting Started

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

2.1
Prerequisites

The Corporate Admin Tool requires the following prerequisites:

2.1.1
Browser Requirements

Ensure that the browser you are using meets the following requirements:

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

2.1.2
Hardware Requirements

Your PC must have the minimum hardware to launch the Corporate Admin Tool. The recommended RAM size is 8 GB.

2.1.3
Website Display Requirements

Enabling Pop-Ups

The Corporate Admin Tool opens in a new browser window. Ensure that you enable pop-ups to access the tool.

Resetting Zoom

To display the Corporate Admin Tool correctly, ensure 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
Logging In to the Corporate Admin Tool

Depending on your service provider, you receive the login method. Check with your service provider for access to the Corporate Admin Tool.

When and where to use: The service provider provides login methods are as follows:

Procedure:

1 In your registered email, you receive one of the following login methods:

- **Web-based Customer Support Representative (WCSR) portal** - You receive a username and password along with a link to log in to the web-based Customer Support Representative (WCSR) portal. For more information on how to access the Corporate Admin Tool through WCSR, refer to the WCSR User Guide.

- **URL** - You receive a username and password in your email along with a link to directly log in to the Corporate Admin Tool.

- **Email** - You receive an email that contains a link to log in to the Corporate Admin Tool. Clicking the link takes you to the choose password page of the Corporate Admin Tool.

2 For the web-based WCSR portal method, from the landing page choose **Contact and Talkgroup Management**. Refer to

The **Contact and Talkgroup Management** main page displays. You can now manage your contacts and talkgroups.

3 For the **URL** or **Email** method, click the link in the email.

A **Cookies** pop-up displays. Click **OK** to accept or close the pop-up.

4 For the **URL** method, enter the received **username** and **password** and click **Sign In**.

The **Contact and Talkgroup Management** main page displays. You can now manage your contacts and talkgroups.

5 For the **Email** method, a **Choose Password** page displays.

a Enter and confirm the password. The password must meet the minimum requirements of the Corporate Admin Tool's password policy. The password must meet the following minimum requirements:

1 Six characters

2 One lowercase letter between a and z

3 One uppercase letter between A and Z

4 One number between 0 and 9

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

> **NOTE:** If the entered password does not match the password requirement, an error message displays.

The Contact and Talkgroup Management login page displays. Log in using the username and password.

2.2.1

Resetting the Password

If you have forgotten the password, you can reset it by clicking the **Forgot Password** link on the login page of the Corporate Admin Tool.

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

Procedure:

1   From the login page of the Corporate Admin Tool, click **Forgot Password**.

2   Enter the Email ID associated with your account and click **Send Email**. Email is sent to all valid users; please check and reset the password.

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

4   Click the link received in your email ID.

5   Enter the new password and click **Submit**.

2.3

Cookies

Whenever you log in to the Corporate Admin Tool, a pop-up displays so that you can choose your browser preferences. When you log in to the Corporate Admin Tool using a browser that uses cookies, the browser remembers your registered login, password details, and language preferences. It is mandatory to accept the cookies to use the Corporate Admin Tool. Click **What are cookies?** to learn about the cookies used by the tool.

2.4

Taking a Tour

A **Take a Tour** page displays when you log in to the Corporate Admin Tool and shows the basic features and application demo.

Clicking **View Tour** takes you to the basic operation of the Corporate Admin Tool. Use the **Next** button to view the demo and its introductions. You can click the **Close** icon to cancel the **Take a Tour** view.
If you do not want the Corporate Admin Tool to display the **Take a Tour** page whenever you log in, select the checkbox **Do not show again** and click the **Close** icon.

2.5
Landing Page

A landing page displays when you log in to the Corporate Admin Tool through the WCSR portal.

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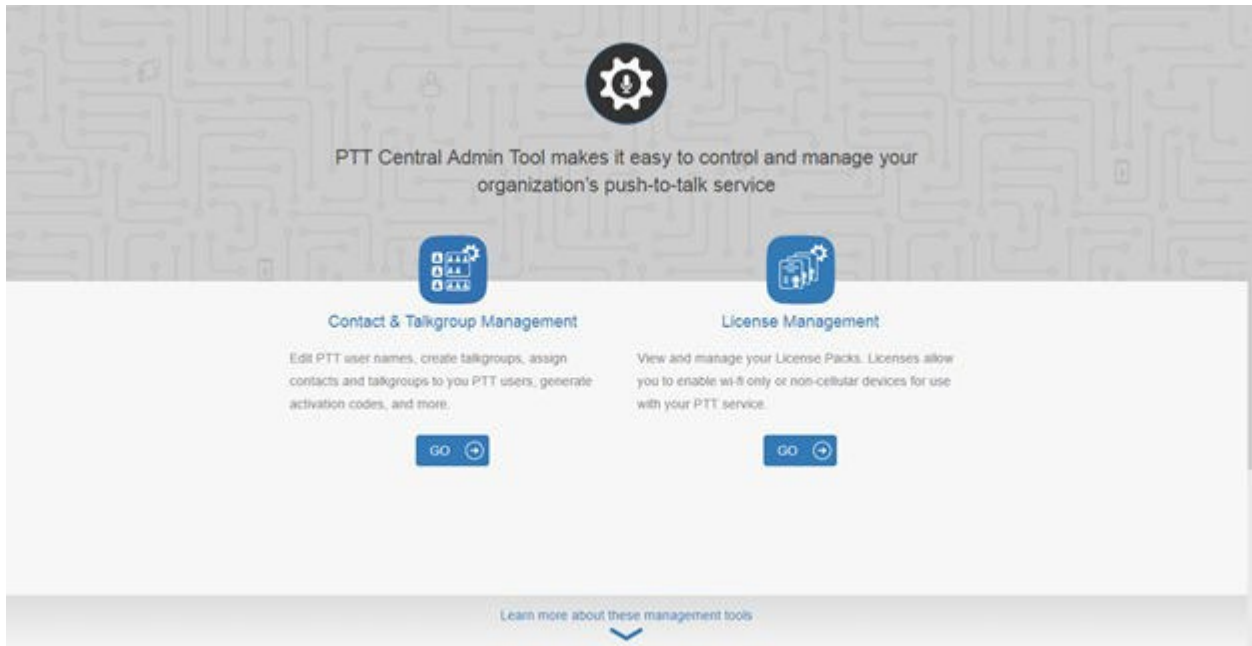
The management-tool landing page displays the **Contact and Talkgroup Management** and **License Management**. Select **Contact and Talkgroup Management** or click the **Go** button on the tool. **License Management** displays when your corporation has subscribers provisioned with the license packs.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

Chapter 3

Contact and Talkgroup Management

Contact and Talkgroup Management is a centralized web portal, which helps in managing contacts and talkgroups for PTT communications.

Contact and Talkgroup Management allows you to manage PTT Users, Talkgroups, Dispatch, External Users, Integrated Users, Interop Connections, Operational Status Message (OSM) and configure user features.

3.2
Common Icons

This icon indicates a user.

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.
Tools		Click to activate multiple operations for multiple selections, including to 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 when the Tools icon is clicked.

Name	Icons	Description
Close or Cancel		Click to close or cancel in the 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 regenerate an activation code.
Generate Activation Codes		Click to generate activation codes for multiple selected users. This icon is active 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.

Name	Icons	Description
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.
User Set		Click to view the user set of which you are not a member.
User Set Member		Click to view the user set of which you are a member.
View Distribution		Click to view the user set Distribution.
Manage User Set		Click to modify the user set details.

Name	Icons	Description
Go to Top		Click to go to the top of the window.
Append Message		Click to allow append messages for the PTT user to add 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.
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.

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 section of this document.

Figure 2: PTT User Main Screen
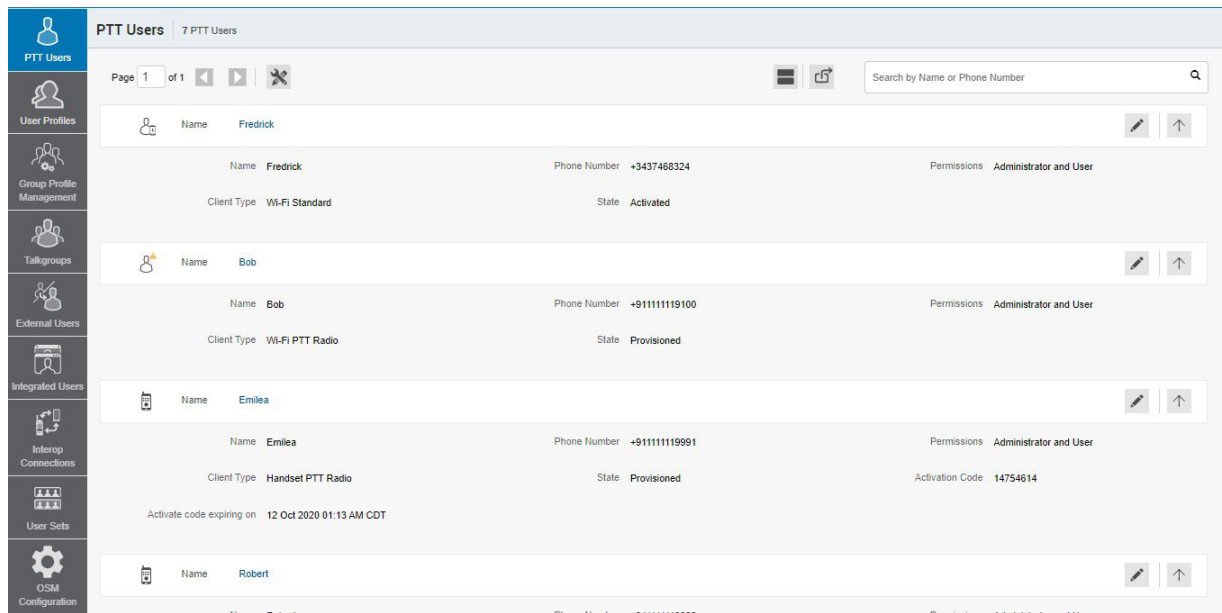
The "PTT Users" work area displays the following user types. You can identify the PTT users with unique icons as described in the of this document.

- 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 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** checkbox. To select one or multiple users, click the **Tools** icon and click the checkboxes associated with the users you want to select.

> **NOTE:** By default, the Corporate 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 Contact and Talkgroup Management.

Name	Icons	Description
Cross Carrier Standard		This icon indicates a Cross Carrier Standard.

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Name	Icons	Description
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 need 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. A 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 when there is no activation code.
Handset PTT Radio		This icon indicates a Handset PTT Radio.
Handset PTT Radio Warning		This icon indicates that a Handset PTT Radio needs attention when there is no activation code.
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.

Name	Icons	Description
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.

3.3.2
Viewing a User

To view a user, click the **PTT Users** menu from the Contact and Talkgroup Management navigation. The following screen shows the **PTT Users** main screen.

Figure 3: PTT Users Main Screen
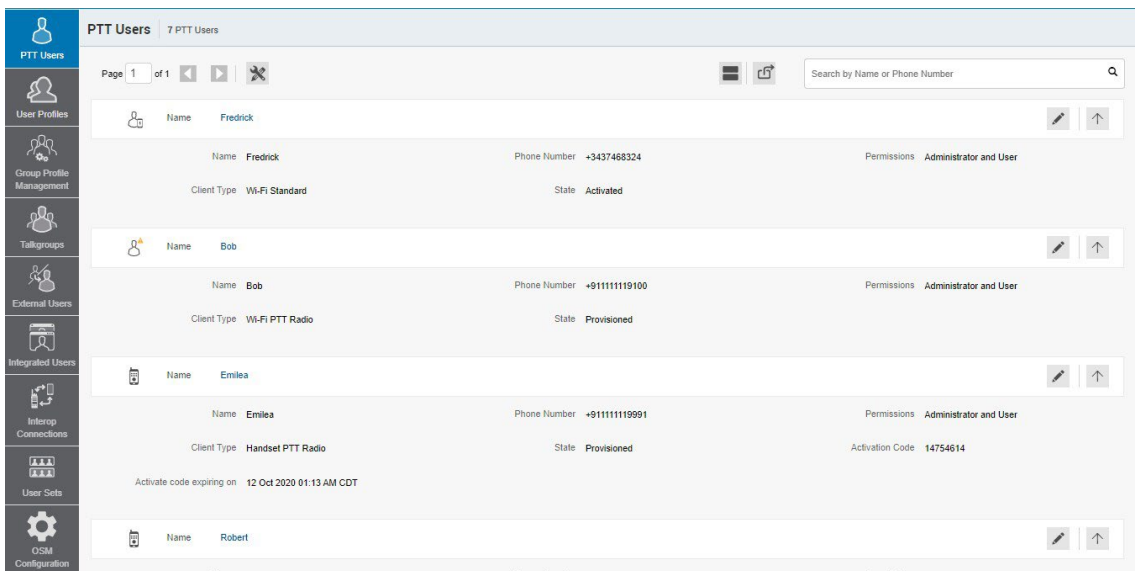
> **NOTE:** To edit the name, click the **Name** field, and change the name as desired.

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
- User ID
- Activation Code

You can use the **Export** icon to export the page data in CSV format. For more information, refer to

You can use the search operation using specific parameters. Refer to Search on page 94.

To select one or multiple users, click the **Tools** icon on the top and select the checkboxes associated with the users you want to select.

3.3.3
Editing a User

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

Figure 4: Single User Selection

The details of a user profile are 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 Billing Number on page 30.

- **Permissions** - Displays the permissions type of the user. You can edit this field. For more information, refer to Permissions on page 30.

- **State** - Displays the activation state of the user. You cannot edit this field. For more information, refer to State on page 30.

- **Expiring On** - Displays the expiration date of the activation code. You cannot edit this field. For more information, refer to Expiring On on page 31.

- **Client Type** - Displays the client type of the user. You cannot edit this field. For more information, refer to Client Type on page 31.

- **Email ID** - Displays the email ID of the user. You can edit this field. For more information, refer to Email ID on page 31.

- **Activation Code** - Displays the activation code of the user. You cannot edit this field. For more information, refer to Activation Code on page 81.

- **Authorized User** - Allows enabling and disabling the authorization for the remote supervision of the members. For more information, refer to Enable Authorization for Remote Supervision Features on page 41.

- **MC Device** - Allows enabling and disabling the Mission Critical device option. When selected, the userless mode is enabled and the device authenticates to PTT service using the device phone number. The user logs in using a username and password after the device is authenticated and logged in for PTT service using a default configuration.

> **NOTE:** The Contact and Talkgroup Management restricts an administrator from changing the client type from PTT Radio to PTT Standard for users provisioned as Mission Critical.

> **NOTE:** When changing the client type from PTT Standard to PTT Radio, the Contact and Talkgroup Management 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.

Billing Number

You can provision the following types of clients in the system for commercial users.

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

The billing system assigns a billing number to these license packs. The system generates pseudo phone numbers for each billing number.

The billing number cannot have PTT service and thus is not available in the work area. For

users without a license pack, the phone number and the billing number are the same.

Permissions

Select the new user 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 system admin.
- **Administrator and User** - These users can receive contacts and talkgroups from a system admin and are capable of defining and managing 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 system generated once you select the **Generate Activation Code**. The activation code typically expires within 7 days from generation.

Email ID

Enter or update the user email in the **Email ID** field. The activation code is sent to this email ID.

3.3.4
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 Connections and Interop Talkgroups do not need an activation code, and these clients are in an "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. For example, a department store where there is no cellular coverage indoors.

3.3.4.1
Generating Activation Codes

An activation code is used to register or activate a PTT User, a Dispatch, and an Integrated User. The system admin must generate and communicate the code with the user to activate the client.

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

Procedure:

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

2 Click the **Generate Activation Code** icon. A pop-up message 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 activation code window displays.

4 Click the **Send Email** button to send the newly generated activation code.

5 After generating the activation code, the activation code expiration date appears on the user details page in the **Expiring On** field.

3.3.4.2

Generating Activation Codes for Multiple Users

If you want, you can generate activation codes for multiple PTT Users, a Dispatch, and an Integrated User at once.

Procedure:

   1   In the work area, click the **Tools** icon.

   2   Click one of the following:

   •   **Select All** checkbox for all records.

   •   More than one individual checkbox.

   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 reactivate 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: `Success Multiple Users updated successfully.`

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

3.3.4.3

Resending an Existing Generated Activation Code without Regenerating

You can resend an existing activation code to a PTT User, a Dispatch, and an Integrated User without generating it again.

Procedure:

   1   From the 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 details page.

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

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

3.3.4.4

Regenerating an Activation Code

Activation codes can be regenerated for a PTT User, a Dispatch, and an Integrated User.

Procedure:

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

   2   To regenerate the activation code, click **Regenerate Activation Code** on the user details 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 reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.`

3 Click **OK** to 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?`

4 Click **OK** to send the new activation code to the email ID of the user. A send email activation code pop-up displays.

5 To send the regenerated activation code, click the **Send Email** button.

6 After regenerating the activation code, the activation code expiration date appears on the user details page in the **Expiring On** field.

3.3.5
Resyncing a User

For more information, refer to the .

3.3.6
Managing Contacts

There are two types of PTT contacts: the contacts that are personal and managed on the phone, and the contacts that you manage. This section covers the PTT contacts that you manage.

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

3.3.6.1
Assigning Contacts

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

Procedure:

1 Select a user as explained in

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

Figure 5: Assign Contacts

3   Select the contacts you want to assign to the phone book of the user by selecting the applicable checkboxes. Only unassigned contacts are available to the user for selection. You can also select multiple contacts by selecting the checkbox before the Name header, which functions as a select all checkbox.

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

> **NOTE:** You can 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.

> **NOTE:** You can select a combination of up to 200 individual contacts or any number of user sets at one time until you reach the maximum of 1000 (new and existing) total contacts. When completed, click the **Save** button to save all the records. The data does not save until you click the **Save** button.

3.3.6.2
Removing Contacts

To remove a contact, follow these steps.

Procedure:

1   Select a user as explained in

2   In the work area, click the **Tools** icon.

3   From the **Contacts** tab, select the checkbox associated with the contact you choose to delete.

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

Figure 6: Removing Contacts

5 To remove, click the **Delete** icon. A confirmation message displays stating that the PTT user
   has been updated successfully. The contacts selected for removal are deleted from the
   Contacts tab, and the total contacts count decreases.

> **NOTE:** You can select up to 200 individual contacts or any number of user 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.

3.3.8
Managing User Sets for PTT Users

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 Contact and Talkgroup Management.

For more information, refer to Managing User Sets Assigned to PTT Users, Talkgroups, or
Integrated Users on page 111.

3.3.8.1
Adding a User Set as Contacts to a User

To add a user set as contacts of a user, refer to Assigning a User Set on page 112. User set updates
are propagated automatically.

When and where to use: To add a user set 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 7: Add User Sets as Members of a Contact
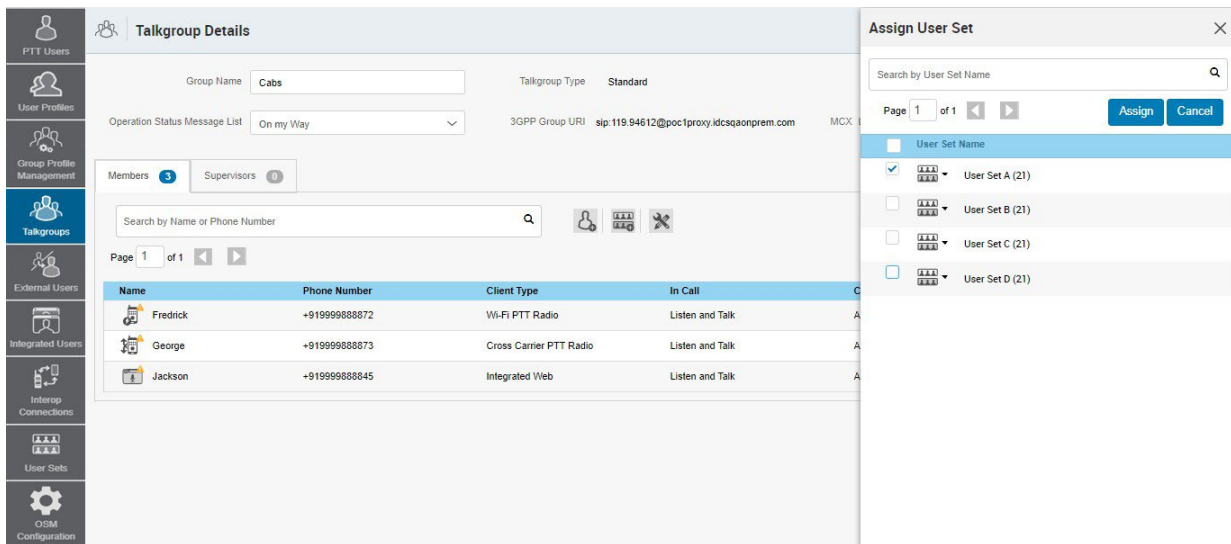
3 Select the user sets and click the **Assign** button.

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

3.3.8.2
Remove a User Set from a User

To remove a user set from a user of which you are not a member, refer to Removing a User Set on page 112.

To remove a user set from a user of which you are a member, refer to Removing Members from a User Set on page 109.

Figure 8: Remove a User Set from a Contact
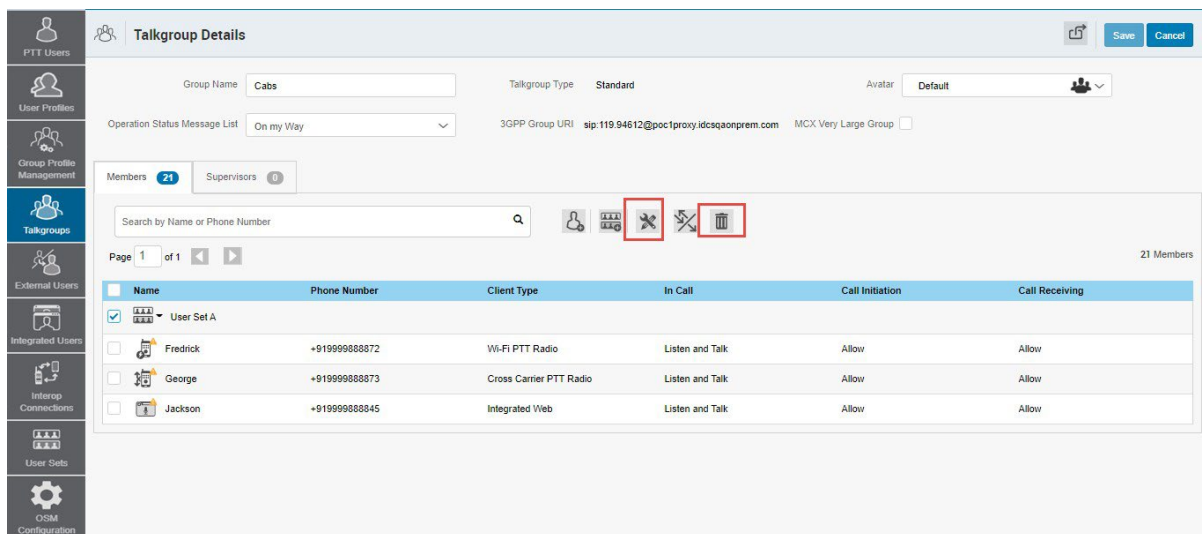
3.3.8.3
Viewing User Set Members Associated with a User

To view user set members associated with a user, refer to Viewing User Set Members on page 112.

3.3.9
Managing Talkgroups for PTT Users

For more information, refer to

3.3.10
Changing Permissions for Multiple Users

You can change user permissions, messaging permissions, and location-sharing permissions, and generate activation codes for multiple users from the PTT Users work area. To select multiple users, click the **Tools** icon. To select all members, click the **Select All** checkbox. You can also click one or more individual checkboxes. 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 typing a page number in the text field.

3.3.10.1
Changing Permissions and Generating an Activation Code for Multiple Users

When and where to use: To change the user permissions, messaging, and location sharing, and generate an activation code for multiple users, follow these steps:

Figure 9: Multiple Users Selection
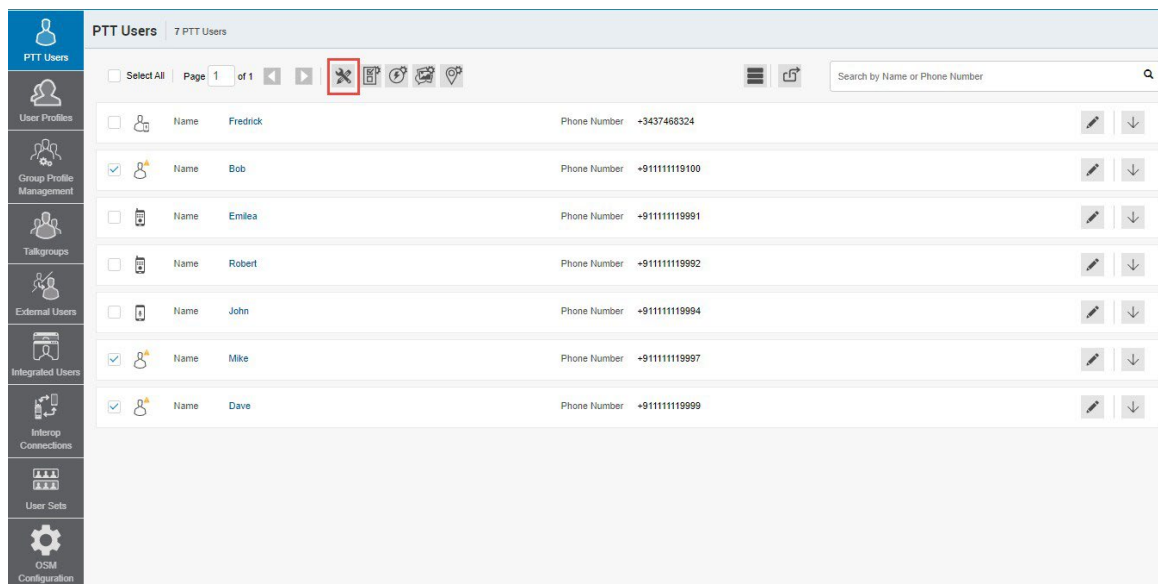
Procedure:

1 To change the user permissions to Administrator or Administrator and User, select the **Tools** icon and follow these steps:

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

        • **Administrator**

        • **Administrator and User**

        NOTE: 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, select the **Tools** icon and follow these steps:

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

   - **OK** to generate the codes.
   - **Cancel** to cancel the action.

3 To change the messaging permissions, select the **Tools** icon and follow these steps:

   a Select the **Set Messaging** icon. From the drop-down, select one of the following.

   - **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).

4 A confirmation message displays depending on your selection.

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

5 To change location sharing permissions, select the **Tools** icon and 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.

3.3.11
Exporting PTT Users

The export function allows you to export records of an individual or multiple PTT users. Exported files are stored in a .csv file and help you to modify the users' details in bulk. You can then import this .csv file to Contact and Talkgroup Management to apply the changes. This section describes how to export records for an individual or all PTT users.

3.3.11.1
Opening a CSV File

When and where to use: To open a CSV file in Excel, follow these steps:

Procedure:

1 Open Excel.

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

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

4 Select the **Text File** from the **Open** dialog box.

The **Open** dialog box appears. Select text files (*.prn,*.txt,*.csv) from the drop-down in the lower right corner.

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

3.3.11.2
Exporting PTT User Details

You can export PTT user details to a CSV file on your local PC.

3.3.11.2.1
Exporting Details of an Individual PTT User

When and where to use: To export details of an individual PTT user, follow these steps:

Procedure:

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

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

3.3.11.2.2
Exporting Details of All PTT Users

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

Procedure:

From the PTT Users work area, click the **Export** icon in the work area. The PTT users' details download automatically.

3.3.12
Features

The **Features** tab under the edit **PTT Users** screen shows the Packages, Device Info, Messaging, Location Sharing, Automatic Location Publish Control, Emergency, Authorized User information, and Streaming Video. Mouse-hover on the **Help** icon to display the details of each feature.

Figure 10: Features Tab

NOTE: The emergency-specific information is not shown under the **Features** tab for older than 9.0 clients.

3.3.12.1
Packages

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

3.3.12.2
Device Info

Displays the information related to the Manufacturer, Model, Operating System (OS), and Application of the user device.

3.3.12.3
Messaging

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

- **Text Multimedia** - This 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.

Refer to Enable Features to PTT Users on page 45 to enable the messaging capabilities of the user.

3.3.12.4
Automatic Location Publishing Control

Allows you to enable or disable the location publishing capabilities for the user. To configure the location publishing capabilities, refer to Enable Features to PTT Users on page 45.

3.3.12.5
Emergency

The following emergency configuration is available for the administrator.

Figure 11: 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 talkgroup lists. If you select **Admin Selected Contact or Talkgroup**, 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**, an emergency alert is sent to the user, and press the PTT button to initiate the emergency call. If you select **Automatic**, an emergency alert is sent, and the emergency call starts.

  - **Cancellation** - From the drop-down, you can select **Yes** or **No**. If you select **Yes**, the user can cancel their own emergency. If you select **No**, only authorized users can cancel the initiated emergency.

- **Special Notification** - From the drop-down, select one of the following:

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

Refer to to enable the emergency feature capabilities of the user.

3.3.12.6
Enabling Authorization for Remote Supervision Features

You can authorize a user to do the remote supervision for the assigned contacts. The Remote Supervision feature includes a 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 .

Figure 12: Enabling Authorization-Editing Screen

> **NOTE:** The authorization checkbox is not available for the users before 9.0 clients. If they are not provisioned with the emergency feature package, the authorization checkbox 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 the user check, ambient listening, and discreet listening to collect information of that member. You can allow the following features for the authorized user from the edit user screen:

- **Remote Supervision** - When you select remote supervision, the authorized user can view information such as 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 microphone of the member remotely. This operation allows the authorized user to listen to the surroundings of the member without alerting them and take necessary actions such as remote emergency and enable or disable the device of the member.

- **Discreet Listening** - This allows the authorized user to listen to any call to and from the selected member without them knowing. Broadcast calls and full duplex calls are not supported for Discreet Listening.

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

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

3.3.12.6.1
Authorizing Features to Contacts

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

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

Procedure:

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

2 Ensure that the **Authorized User** checkbox is checked.

3 In the work area, click the **Tools** icon under the **Contacts** tab.

4 Select the member or the members of the user set for which you want to enable the feature.

Figure 13: 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 displays: `You are about to update remote supervision, discrete listening, unconfirmed pull on the selected contacts. Are you sure?`

  • Click **OK** to continue.

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

> **NOTE:** 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 Contact and Talkgroup Management.

3.3.12.6.2
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 perform to the selected PTT user.

Figure 14: Authorized User Features

Authorized Users ⑦			
Name	Remote Supervision	Ambient Listening	Discrete Listening
Michael George	✔	✔	✔
Daniel	✔	✔	✔

3.3.12.7
Streaming Video

Streaming Video allows you to enable or disable the live video stream session feature for individual users. When you enable this feature, users can send one-way, streaming live videos with audio to another user. You can configure whether the type of video stream pull is Confirmed (initiate video stream after the confirmation from the recipient) or Unconfirmed (no confirmation needed for video stream).

Figure 15: Streaming Video

The following selections are available for you to configure the streaming video:

Video
Allows you to enable or disable the video stream for the selected user to send and receive one-to-one, talkgroup, and quick group video streams.

Initiating confirmed pull
If you select **Yes**, the user needs to accept the request received from the authorized user to start the video stream on the device. If you select **No**, the video stream starts on the device of the user without the acceptance.

Receiving group video
If you select **Yes,** the user can receive a talkgroup video stream. If you select **No**, the user cannot receive talkgroup video streams from the user assigned a talkgroup list but can receive one-to-one video streams.

Refer to Enabling Features to PTT Users on page 45 to enable the streaming video capabilities
of the user.

3.3.12.8
Enabling Features to PTT Users

You can enable specific ones or all the features to selected PTT users, such as Streaming Video,
Messaging, Location Publish, and Emergency. You can also enable specific ones or all the features
in Messaging, such as Text, Multimedia, and Location.

3.3.12.8.1
Enabling Features for an Individual PTT User

This section provides the procedure to enable or disable the features to the PTT users.

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 16: Enabling Feature-Individual User

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

3.3.12.8.2

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 checkboxes next to the contacts and go to the features **Set Messaging** and **Set Location Sharing**.

3 Click one of the following

- **Yes** to continue.

- **No** to cancel.

Figure 17: Enable Features - Multiple Users

3.3.13

Device Resync

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 the data shown on the Contact and Talkgroup Management, resync the device.

3.3.13.1

Resyncing a Device

When and where to use: To resync a device, follow these steps:

Procedure:

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

Figure 18: Resyncing Corporate Data from the Work Area

2 Click the **Resync** button to synchronize the available data to the device. A confirmation window displays.

3 Click **OK** to complete the resync command. A success message displays.

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

3.3.14
Device Sharing

This feature allows users to log in from any device or share the same device to log in with multiple users. To log in to shared devices, the user needs a user ID and password. Each user is assigned with a User ID for login purposes. The User ID can have the following fields:

- System ID
- Phone Number
- Email ID

You can choose the device type from the **Device** field that the user is using to log in. The following options are available:

1 **Shared device or no phone number** - The user can log in from any supported device. To log in to the device, the user must have either an email ID or a system ID as a user ID.

2 **Device with a phone number** - The user owns a device with a phone number. The phone number is mandatory when you select this option. Ensure that the phone number does not exist in the system or is assigned to another user license. To log in to the device, use the phone number as a user ID.

Figure 19: Device Sharing

3.3.14.1
Configuring a Device for Sharing

When and where to use: To configure a device for device sharing, follow these steps:

Procedure:

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

2. From the **Device** drop-down list, do one of the following:

   • Select **Device with a Phone Number**. A **Phone Number** field displays.

   • Select **Shared Device or No Phone number**.

3. For **Device with a Phone Number**, enter the phone number of the device that a user can use as a User ID to log in to the device.

4. For **Shared Device or No Phone number**, enter the email ID under the **User ID** box that a user can use as a User ID to log in to the device.

5. Click the **Generate Temporary Password** icon.

   The system administrator communicates the User ID and temporary password to the user by email, SMS, or offline. The user needs to change the password on their first login.

6. Click **Save**.

3.6
Talkgroups

The Talkgroups section allows you to manage the talkgroups for the PTT users. The **Talkgroups** work area displays the list of talkgroups within your corporation. 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

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 an MCX group with up to 100,000 members. At a time only 3,000 members can be affiliated for calling and messaging. An MCX group icon shows next to the talkgroup icon for an MCX group. You can assign an MCX Group only through the User Profiles. Refer to

You can identify the Talkgroup icons from

For common icons, refer to

Figure 20: Talkgroups Main Screen
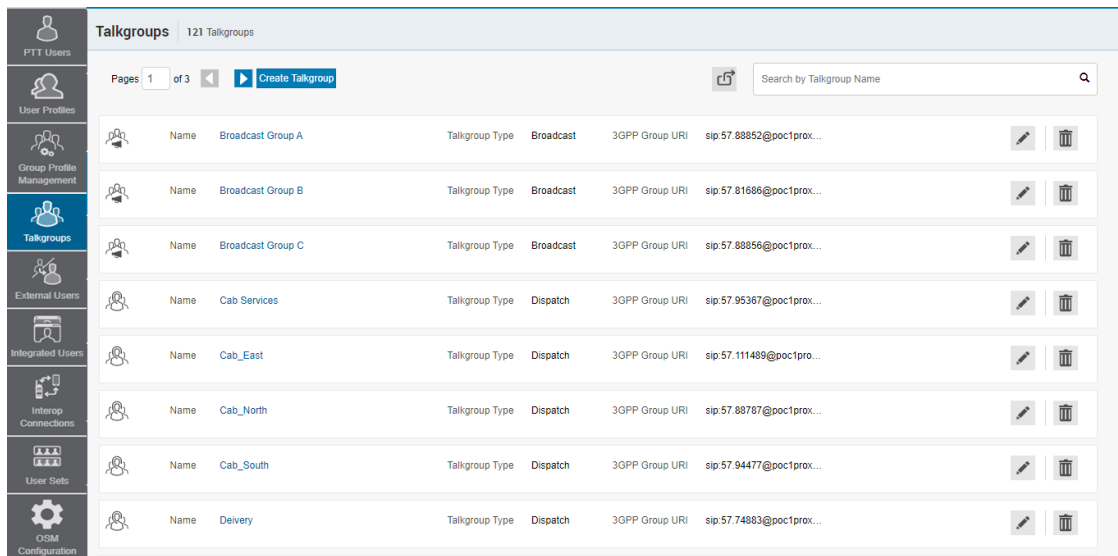
You can identify the talkgroups with unique icons as described in Talkgroup Icons on page 49. You can also assign a specific avatar to talkgroups as described in Avatars on page 51.

Talkgroups display the following types:

•   Broadcast

•   Dispatch

•   Standard

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

3.6.1
Talkgroup Icons

The following table lists the Contact and Talkgroup Management 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.

Name	Icons	Description
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.
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 missing information.
Large Talkgroup		This icon indicates the large talkgroup, up to 3,000 members, in the list area and work areas.
MCX Standard Group		This icon indicates that the talkgroup is an MCX (very large talkgroup) group in the list area and work areas.

Name	Icons	Description
MCX Standard Group Warning		This icon indicates that an MCX standard group needs attention when there is missing information.

3.6.2
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 Contact and Talkgroup Management.

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.
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.

Name	Icons	Description
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 is 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.
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.

3.6.3
Viewing a Talkgroup

To view a talkgroup, click the **Talkgroup** menu from the Contact and Talkgroup Management navigation.

The work area lists the name, type of the talkgroup, and numbers of members. You can change the name, but you cannot change the type of the talkgroup or numbers of members. To edit the name, click the name field and change the name as desired.

Figure 21: Talkgroup Main Screen

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

3.6.4
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 a user, follow these steps:

Procedure:

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

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

Figure 22: View Talkgroups Assigned to a User

NOTE: If there is no talkgroup displayed for a selected user, create a talkgroup. For information on creating talkgroups, refer to Create Talkgroup on page 54.

3.6.5
Create Talkgroup

The Contact and Talkgroup Management supports the following talkgroup types:

Standard Talkgroup
A standard talkgroup can have one or more supervisors assigned. For more information, refer to Supervisory Override and Location Capabilities

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. For more information, refer to Dispatch

Broadcast Group
A broadcast group is a special type of talkgroup in which 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. For more information, refer to Manage Broadcast Groups

3.6.5.1
Creating a Talkgroup

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

Procedure:

1 From the **Talkgroups** work area, click **Creating a Talkgroup**.

Figure 23: Creating a Talkgroup

2   Select a talkgroup from the **Talkgroup Type** drop-down.

3   Enter the talkgroup name in the **Name** field. The name should be fewer 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 on page 51.

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

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

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

Figure 24: Add Individual Members

7 Select the members you want to add to the talkgroup by selecting the applicable checkboxes. 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 checkbox next to the Name header; it functions as a select all checkbox.

8 If you want the talkgroup to be a very large talkgroup, select the **MCX Group** checkbox. A confirmation message displays: `Very large group feature will be enabled. Any member level data assigned will be lost. Do you want to continue?`

> **NOTE:** Only Standard talkgroups are allowed as very large talkgroups.

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

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

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

11 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.`

12 Click **OK** to continue the confirmation message that appears. Once the updated talkgroup is synced to the user handset, a success message displays stating that your talkgroup added successfully.

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

3.6.6
Managing Dispatch Groups

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

3.6.6.1
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 25: Creating a Dispatch Group

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

Figure 26: Assigning Dispatchers

4 If required, assign an avatar from the **Avatar** drop-down.

5 If required, assign a status message from the **Operational Status Message** drop-down.

6 To add the members to the talkgroup, follow the same steps as described in Create Talkgroup on page 54.

7 In the **Dispatchers** tab, click the **Assign Dispatcher** icon. An **Assign Dispatcher** window displays.

8 Select the checkboxes next to the dispatchers and click **Assign**.

9 To change the call permissions for a member, follow the same steps as described in Call Permissions Configurations on page 61.

10 To add supervisors to the talkgroup, follow the same steps as described in Supervisory Override and Location Capabilities

11 Type a name for the talkgroup in the **Talkgroup Name** field.

12 Click one of the following:

- **Save** to continue.

- **Cancel** to discard the changes.

13 If you select **Save**, a confirmation message displays: `Confirm the automatic contacts assignment If the checkbox 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.`

> **NOTE:** 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, check the dispatcher confirmation checkbox.

14 Click one of the following:

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

- **Cancel** to discard the changes.

3.6.6.2
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.

> **NOTE:** If you want to delete a dispatcher, click the **Tools** icon. Select the checkbox 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 27: Assigning Dispatcher

4 Select a dispatcher.

5 Click **Assign**.

6 A confirmation message displays: `Confirm the automatic contacts assignment If the checkbox 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.
```

7   To allow the fleet members to receive dispatcher information, select the **Dispatcher Confirmation** checkbox. 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.

3.6.6.3
Deleting a Dispatch Group

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

Procedure:

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

2   To remove the dispatcher as a contact from the talkgroup, select the **Dispatcher Confirmation** checkbox. 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.

3.6.7
Editing a Talkgroup

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

3.6.7.1
Renaming a Talkgroup

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

Procedure:

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

Figure 28: 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 it.

3.6.7.2
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 **Talkgroup** 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 29: Adding Members

4 Select the members you want to add to the talkgroup by checking the applicable checkboxes. 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. Select all members of a talkgroup by clicking the checkbox before the name header, which functions as a select all checkbox.

5 Click **Assign** once you finish selecting the members. The members that you select to add display in the **Members** tab, and the total member count increases accordingly. Default call permissions are automatically assigned. To change the call permissions for a member, refer to Call Permissions Configurations on page 61.

3.6.7.3
Call Permissions Configurations

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

3.6.7.3.1
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 checkbox 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.

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

4 Click one of the following:

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

- **Cancel** to cancel the action.

3.6.7.3.2
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 checkbox associated with the member to assign permissions.

2 From the **Permissions** drop-down, do one of the following:

- 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 displays: `You are about to update Call Initiation Permission for the selected Subscriber. Are you sure?`

4 Do one of the following:

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

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

3.6.7.3.3
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 checkbox 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 displays: `You are about to update Call Receiving Permission for the selected Subscriber. Are you sure?`

4 From the message, click one of the following:

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

- **Cancel** to cancel the action.

3.6.7.4
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 **Talkgroup** work area and click the **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 checkboxes.

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

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

3.6.7.5
Managing User Sets of a Talkgroup

A user set is a faster way to program multiple handsets easily. It is a logical set of users in which each member of the user set is assigned as a contact to another. User sets are only visible and manageable from the Contact and Talkgroup Management.

For more information, refer to

3.6.7.5.1
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 User sets updates are propagated automatically.

When and where to use: To add a user set 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 30: Add User Sets as Members of a Talkgroup
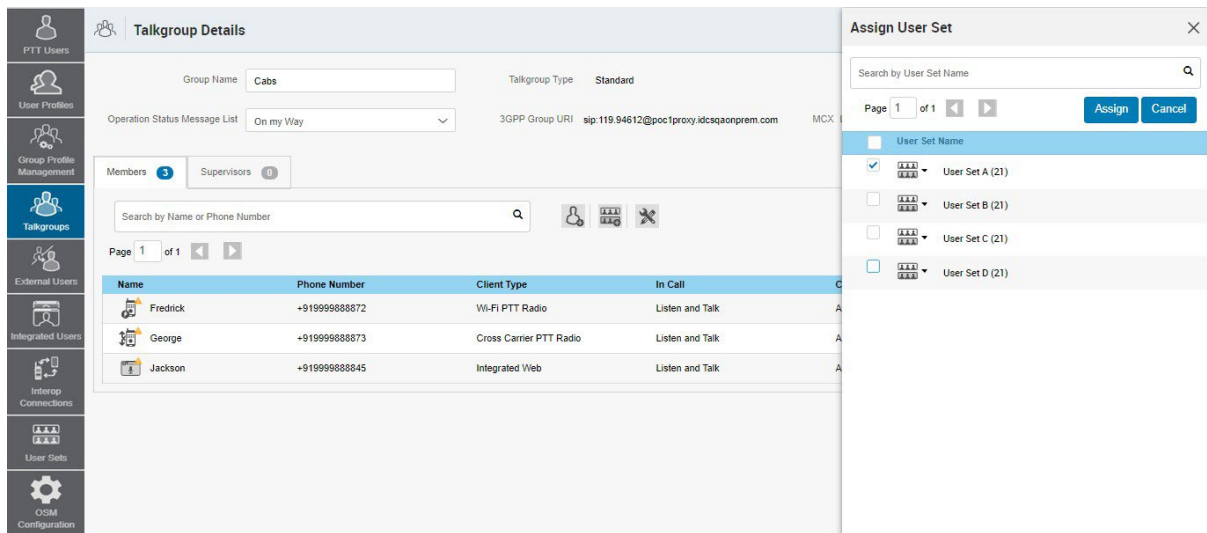
3 Select the user sets and click the **Assign** button.

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

3.6.7.5.2
Removing a User Set from a Talkgroup

Using the user sets, you can remove user sets from a talkgroup. To learn more about user sets, refer to User Sets on page 105.

When and where to use: To remove a 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 31: Removing a User Set from a Talkgroup
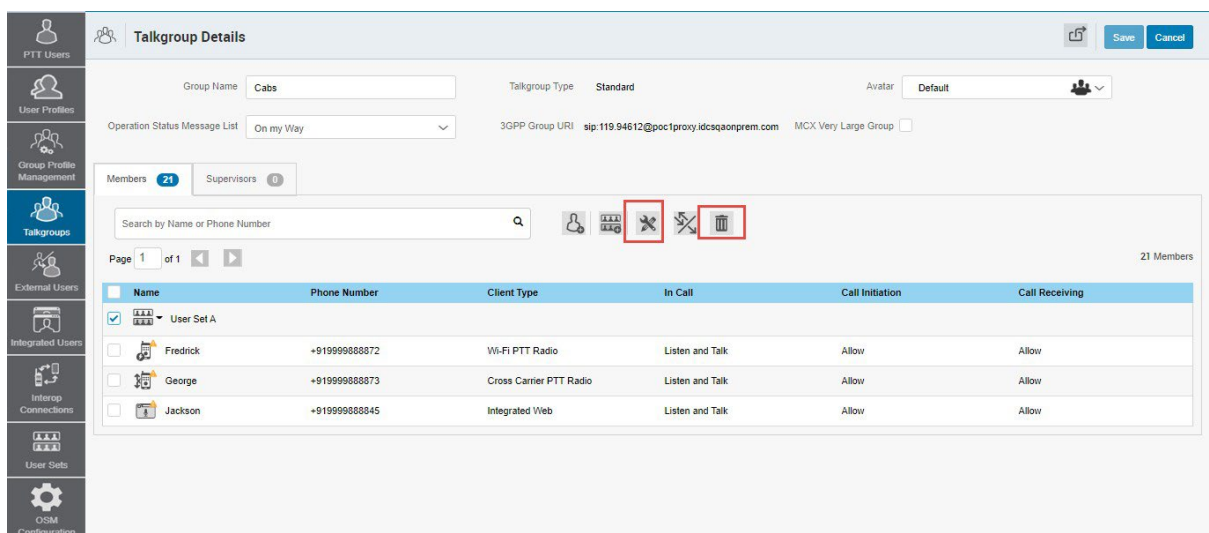
4 Click the **Close** icon. The members of the user set are removed from the subscriber and the total contact count decreases.

3.6.7.5.3
Viewing the User Set Distribution to a Talkgroup

Using user sets, you can view user set distribution with a talkgroup. To learn more about user sets, refer to Viewing User Set Distribution on page 113.

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

Procedure:

1 Select the talkgroup from the **Talkgroups** tab and click the **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 32: Viewing User Set Distribution to a Talkgroup

3.6.7.6
Saving Changes to a Talkgroup

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

Procedure:

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

3.6.8
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 its members. Are you
sure?
```

2 Click **OK** to delete the talkgroup.

Exporting Talkgroups

The export function allows you to export records of an individual or multiple talkgroups. Exported files are stored in a .csv file and help you to modify the users' details in bulk. You can then import this .csv file to Contact and Talkgroup Management to apply the changes. This section describes how to export records for a single or all talkgroups.

Opening a CSV File

When and where to use: To open a CSV file in Excel, follow these steps:

Procedure:

1   Open Excel.

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

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

4   Select the **Text File** from the **Open** dialog box.

The **Open** dialog box appears. Select text files (*.prn,*.txt,*.csv) from the drop-down in the lower right corner.

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

Exporting Talkgroup Details

You can export talkgroup details to a CSV file on your local PC.

Exporting Details of an Individual Talkgroup

When and where to use: To export details of an individual talkgroup, follow these steps:

Procedure:

1   From the Talkgroups work area, click the **Edit** icon associated with the talkgroup in the work area. The talkgroup details display.

2   Click the **Export** icon in the work area. The talkgroup details download automatically.

Exporting Details of All Talkgroups

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

Procedure:

From the Talkgroups work area, click the **Export** icon in the work area. The talkgroup details download automatically.

3.7

Group Sharing

Group Sharing allows you to create talkgroups and share the groups with other corporations for communication between the members. The owner is the creator of the talkgroup. The shared corporation can add the contacts that are available to its corporation. The shared corporation does not have edit permission of shared talkgroups and can assign these talkgroups only through the **User Profile**. The following table lists the Contact and Talkgroup Management Group Sharing icons.

Name	Icons	Description
Owned Broadcast Group		This icon indicates that a Broadcast Group is owned by its own corporation in the list area and work areas.
Shared Broadcast Group		This icon indicates that a Shared Broadcast Group is shared from another corporation.
Owned Dispatch Group		This icon indicates that a Dispatch Group is owned by its own corporation in the list area and work areas.
Shared Dispatch Group		This icon indicates that a Shared Dispatch Group is shared from another corporation.
Owned MCX Standard Group		This icon indicates that an MCX Standard Group is owned by its own corporation in the list area and work areas.
Shared MCX Standard Group		This icon indicates that a Shared MCX Standard Group is shared from another corporation.
Owned MCX Standard Group warning		This icon indicates that an 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 that a Standard Group is owned by its own corporation in the list area and work areas.
Shared Standard Group		This icon indicates that a Standard Group is shared from another corporation.

Name	Icons	Description
Owned Standard Group warn-Ing		This icon indicates the stand-ard talkgroup owned by its own corporation in the list area and work areas.
Shared Standard Group warn-ing		This icon indicates that a shared standard talkgroup needs attention.

3.7.1
Sharing Groups
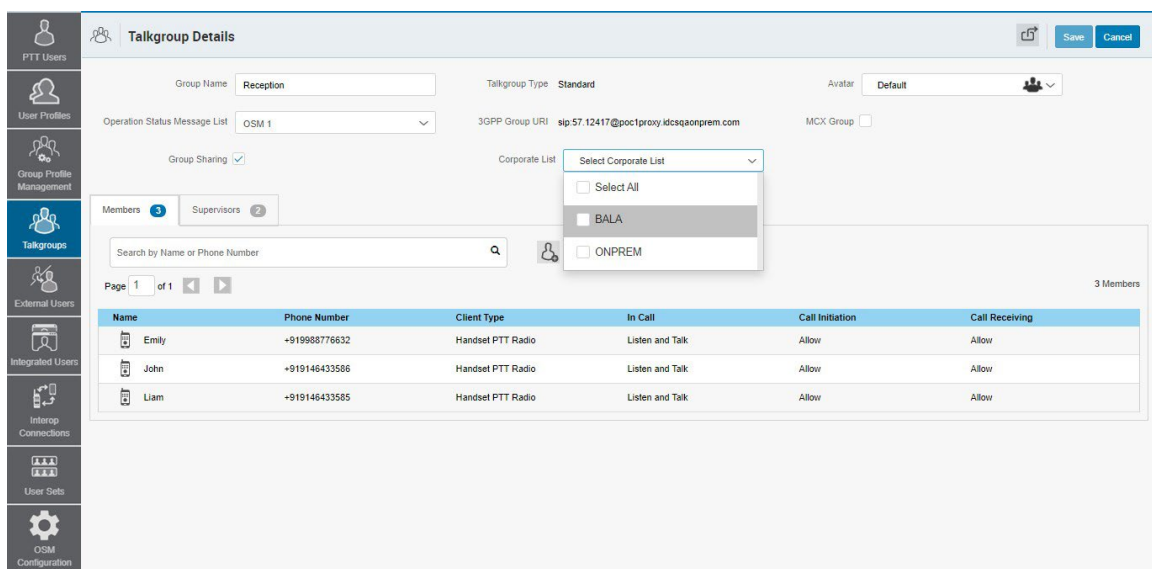
When and where to use: To share groups to the shared corporations, follow these steps:

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 any group. To make the group an **MCX Group**. select the checkbox. A warning message displays: `Very large group feature will be enabled. Any member level data assigned will be lost. Do you want to continue?`

> **NOTE:** An MCX Group can support up to 300,000 users and can affiliate only 3,000 users at any time.

7 Select **OK**.

Figure 33: Sharing a Talkgroup to Shared Corporations

8 Select the **Group Sharing** checkbox to share the talkgroup across the corporations.

9 Select a group profile to which you want to associate the talkgroup.

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

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

11 Click **Save**.

3.7.2
Viewing and Assigning Shared Talkgroups

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 corporations do not have permission to edit the shared talkgroup details. You can assign shared talkgroups to users only through the **User Profile**.

Figure 34: Viewing Shared Talkgroups

To assign shared talkgroups to a user, follow these steps:

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

2 Select the Talkgroup tab.

Figure 35: Assign Shared Talkgroups to the User
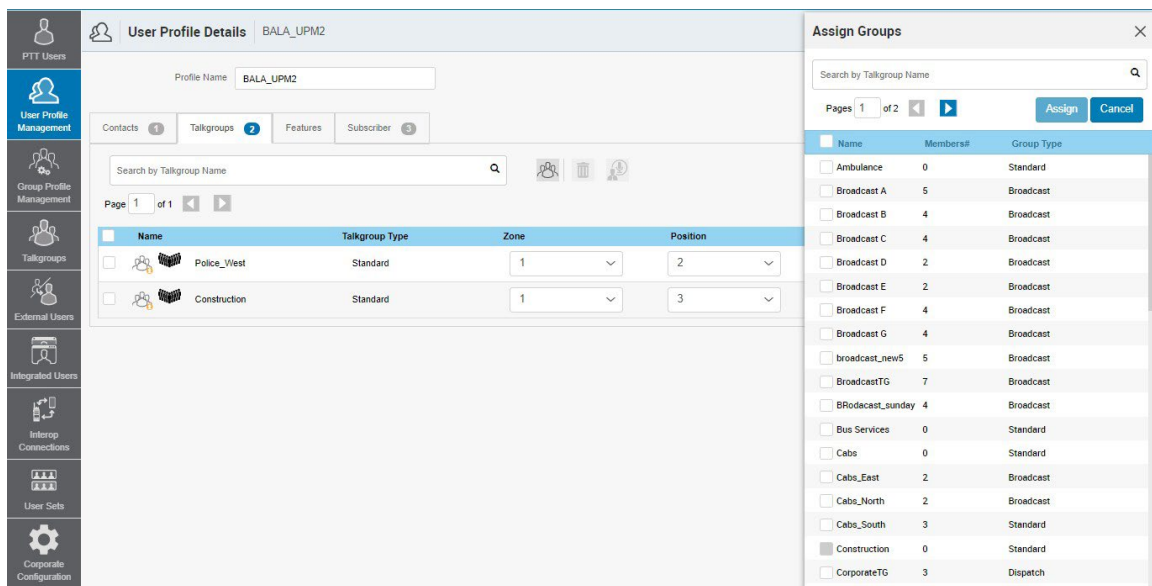
3 Click the **Assign Talkgroups** icon. An Assign Groups window displays.

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

3.7.2.1
Viewing and Assigning Shared Talkgroups to a User

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

Procedure:

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

2 Select the **Talkgroup** tab.

Figure 36: Assigning Shared Talkgroups to a User
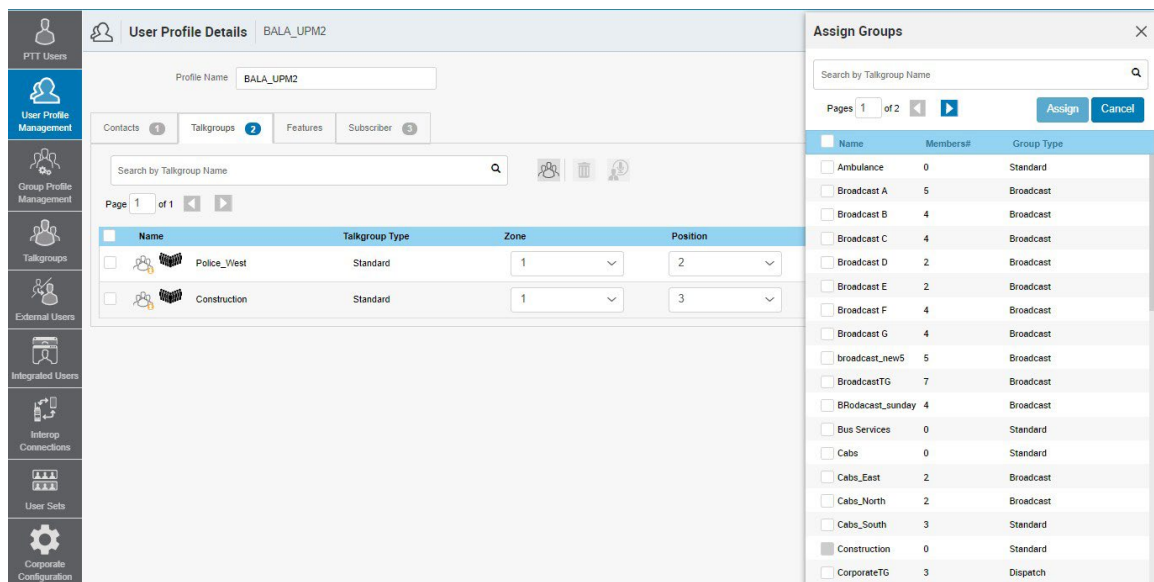
3 Click the **Assign Talkgroups** icon. An **Assign Groups** window displays.

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

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3.8
External Users

The **External Users** work area displays the list of external users outside of your corporation. The external users could be the vendors or the partners of the corporation. You can add a phone number signed up for 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 **External Users** work area has options to search for a specific external user by name or phone number. For details, refer to .

For common icons, refer to .

For details on searching, refer to .

Figure 37: External Users Main Screen
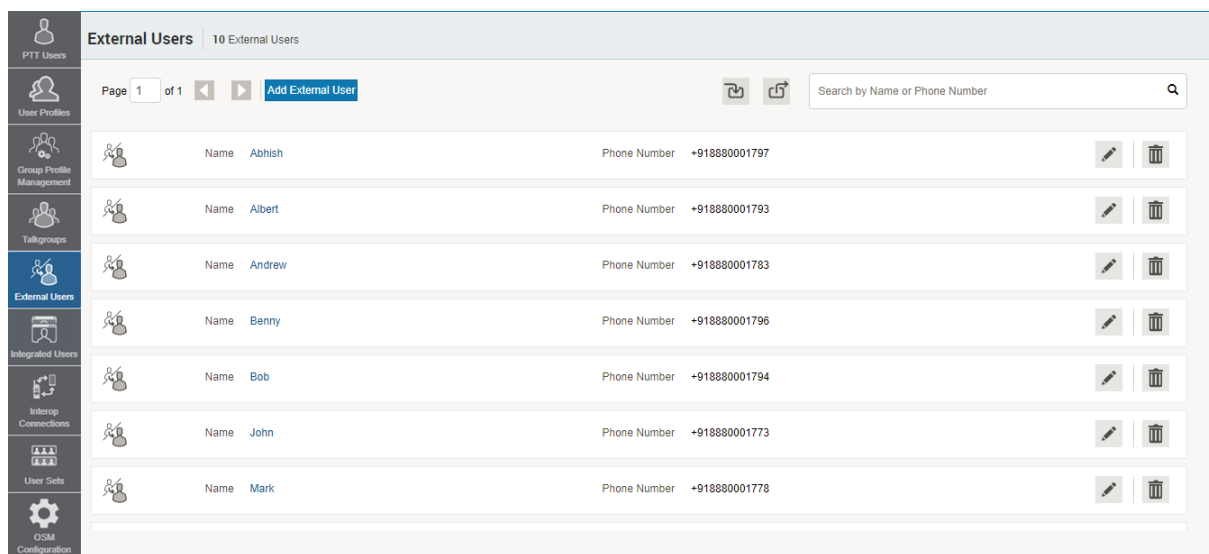
You can identify the icons from .

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

3.8.1
External User Icons

The following table lists the External Users icon you see in the Contact and Talkgroup Management.

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

3.8.2
Viewing an External User

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 Search on page 94.

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

3.8.3
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 38: Adding an External User

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

NOTE: You cannot add Dispatcher, Interop Connection, Interop Talkgroup, and Administrator users as external users.

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

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

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

3.8.4

Deleting an External User

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

Procedure:

1   Click the **Delete** icon associated with the External User in the work area. A confirmation
    message displays: `You are about to delete External Contact "<Name>" from`
    `the system. Since External Contacts are shared with other Corporate`
    `Admin, this might affect users, user sets or talkgroups that are not`
    `managed by you. Are you sure?`

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

3.8.5

Exporting External Users

The export function allows you to export records of an individual or multiple External Users. Exported
files are stored in a .csv file and help you to modify the users' details in bulk. You can then import
this .csv file to Contact and Talkgroup Management to apply the changes. This section describes how
to export records for a single or all external users.

3.8.5.1

Opening a CSV File

When and where to use: To open a CSV file in Excel, follow these steps:

Procedure:

1   Open Excel.

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

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

4   Select the **Text File** from the **Open** dialog box.

    The **Open** dialog box appears. Select text files (*.prn,*.txt,*.csv) from the drop-down in the lower
    right corner.

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

3.8.5.2

Exporting External User Details

You can export External User details to a CSV file on your local PC.

3.8.5.2.1

Exporting Details of an Individual External User

When and where to use: To export details of an individual External User, follow these steps:

Procedure:

1   From the External Users work area, click the **Edit** icon associated with the External User in the
    work area. The External User details display.

2   Click the **Export** icon in the work area. The External User details download automatically.

3.8.5.2.2
Exporting Details of All External Users

When and where to use: To export details of all External Users, follow these steps:

Procedure:

From the External Users work area, click the **Export** icon in the work area. The External Users details download automatically.

3.8.6
Importing External Users
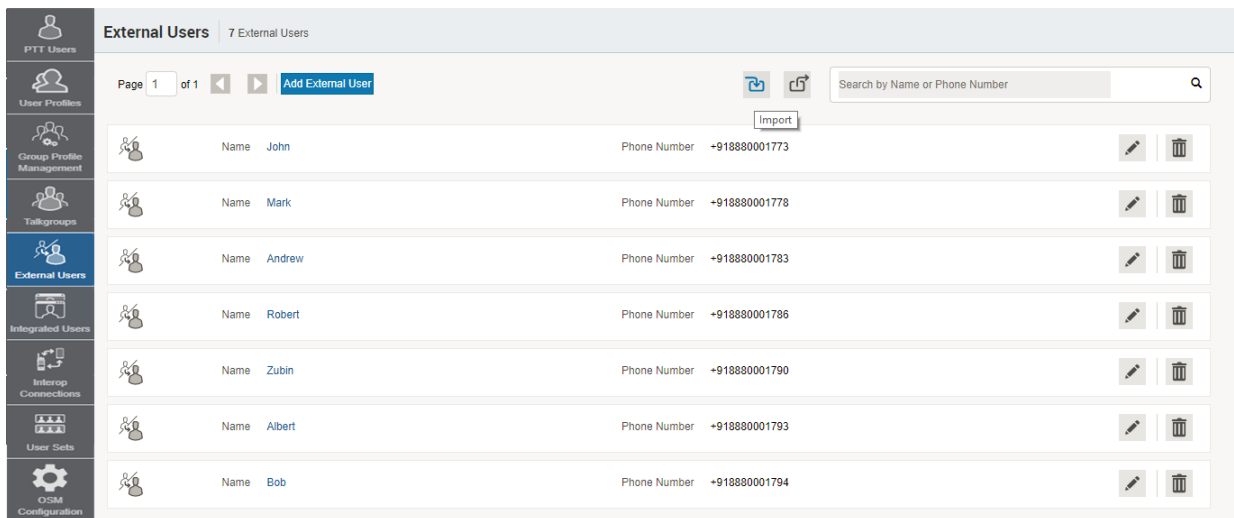
The import feature allows you to import the external contacts from a CSV or Excel file in bulk to the Contact and Talkgroup Management. The information in the imported CSV or Excel file columns contains the name and phone numbers of the external user.

When and where to use: To import the users to the Contact and Talkgroup Management, follow these steps:

Procedure:

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

Figure 39: Importing External Users

2 A choose file window opens.

Figure 40: Choosing File Import

> **NOTE:** 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**.

3.9
Integrated Users

The Integrated Users work area displays the list of Integrated Users within your corporation. Integrated Users are the third-party applications, such as workforce management, developed using a PTT communication platform. This work area displays the list of Integrated PTT users within your corporation.

The Integrated Users work area has options to search for specific users by name, phone number, state, type, Interop feature, or permissions. For more information, refer to

You can identify the Integrated User icons from

For common icons, refer to

Figure 41: Integrated Users Main Screen
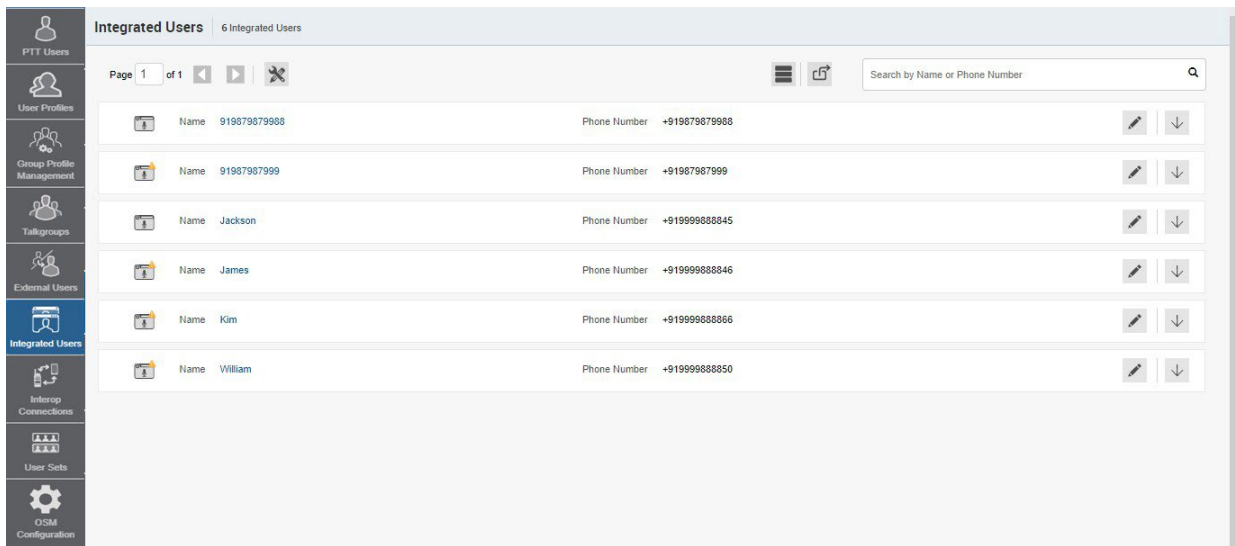
You can identify the icons from

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

3.9.1
Integrated User Icons

The following table lists the Integrated User icons you see in the Contact and Talkgroup Management.

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.

Name	Icons	Description
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.

3.9.2
Viewing an Integrated User

To view a user, click the Integrated Users menu from the Contact and Talkgroup Management navigation. The Integrated Users main screen displays.

Figure 42: Integrated Users Main Screen
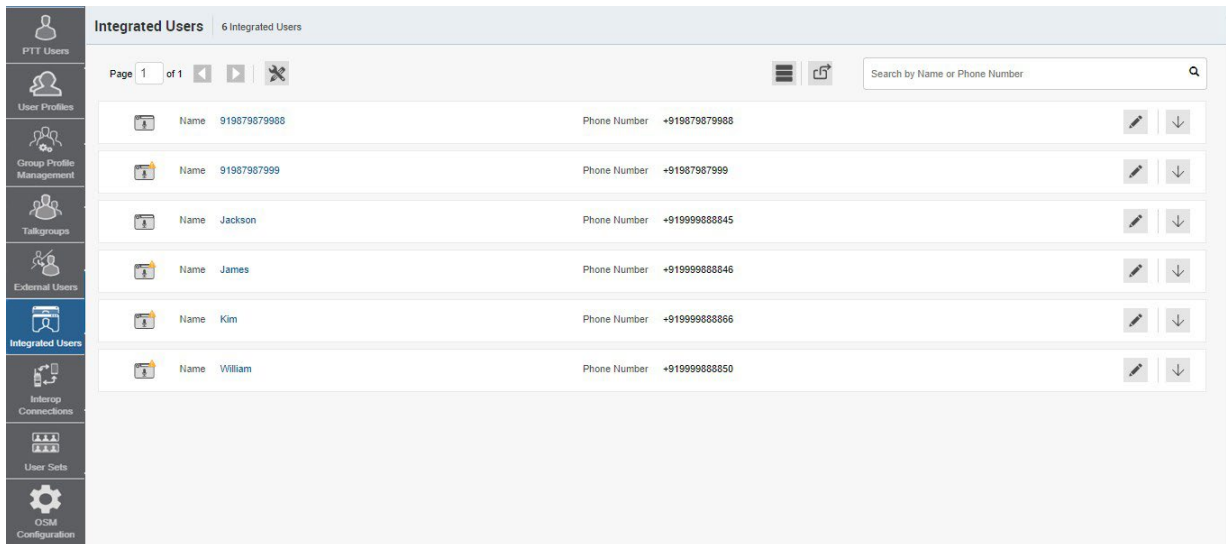
> **NOTE:** To edit the name, click the Name field and change the name as desired.

The **Integrated Users** work area has options to search for a specific partner by name, phone number, state, and type. For more information, refer to

The Integrated Users section displays the following user 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 by 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

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

For common icons, refer to Common Icons on page 22.

3.9.3
Editing an Integrated User

To edit a single Integrated User, click the **Edit** icon associated with the username from the work area. The user details display.

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

Figure 43: Single Integrated User Selection

The details of user information are 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 Billing Number on page 80.

- **Permission** - Displays the type of the user. You can edit this field. For more information, refer to Permission on page 80.

- **State** - Displays the activation state of the user. You cannot edit this field. For more information, refer to State on page 80.

- **Expiring On** – Displays the expiration date of the activation code. You cannot edit this field. For more information, refer to Expiring On on page 81.

- **Client Type** - Displays the client type of the user. You cannot edit this field. For more information, refer to Client Type on page 80.

- **Email ID** - Displays the email ID of the user. You can edit this field. For more information, refer to Email ID on page 81.

- **Activation Code** - Displays the activation code of the user. You cannot edit this field. For more information, refer to Activation Code on page 81.

You can click the **Show More for All** option in the Integrated Users work area 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 details, which consist 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, the 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. Contact and Talkgroup Management 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. The 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, which are as follows:

- Integrated Mobile

- Integrated Tracking

- Integrated Web

Expiring On

When you select the **Generate Activation Code** button, Expiring On shows the validity of the generated code. The activation code typically expires within 7 days from generation.

Email ID

Enter or update the user email 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 Connections and Interop Talkgroups do not need an activation code, and these clients are in an "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. For example, a department store where there is no cellular coverage indoors.

3.9.4.1
Generating Activation Codes

An activation code is used to register or activate a PTT User, a Dispatch, and an Integrated User. The system admin must generate and communicate the code with the user to activate the client.

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

Procedure:

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

2 Click the **Generate Activation Code** icon. A pop-up message 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 activation code window displays.

4 Click the **Send Email** button to send the newly generated activation code.

5 After generating the activation code, the activation code expiration date appears on the user details page in the **Expiring On** field.

3.9.4.2
Generating Activation Codes for Multiple Users

If you want, you can generate activation codes for multiple PTT Users, Dispatches, and an Integrated User at once.

Procedure:

1 In the work area, click the **Tools** icon.

2 Click one of the following:

   • **Select All** checkbox for all records.

   • More than one individual checkbox.

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 reactivate 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: `Success: updated successfully.`

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

3.9.4.3
Resending an Existing Generated Activation Code without Regenerating

You can resend an existing activation code to a PTT User, a Dispatch, and an Integrated User without generating it again.

Procedure:

1   From the 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 details page.

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

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

3.9.4.4
Regenerating an Activation Code

Activation codes can be regenerated for a PTT User, a Dispatch, and an Integrated User.

Procedure:

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

2   To regenerate the activation code, click **Regenerate Activation Code** on the user details 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 reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.`

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

4   Click **OK** to send the new activation code to the email ID of the user. A send email activation code pop-up displays.

5   To send the regenerated activation code, click the **Send Email** button.

6   After regenerating the activation code, the activation code expiration date appears on the user details page in the **Expiring On** field.

3.9.5
Resyncing a User

For more information, refer to .

3.9.6
Managing Contacts

For more information, refer to Managing Contacts on page 33.

3.9.7
Managing Talkgroups

For more information, refer to Talkgroups on page 48.

3.9.8
Changing Permission of Integrated Users

Contact and Talkgroup Management allows you to change the permission for the Integrated Users. You can change the permission for individual and multiple users at a time. 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.

To change the permission for multiple users, click the **Tools** icon in the work area and click the **Select All** checkbox for all records. You can also select and click the users individually by clicking more than one individual checkbox.

When and where to use: You can change the permission as follows:

Figure 44: Selecting Multiple Integrated Users
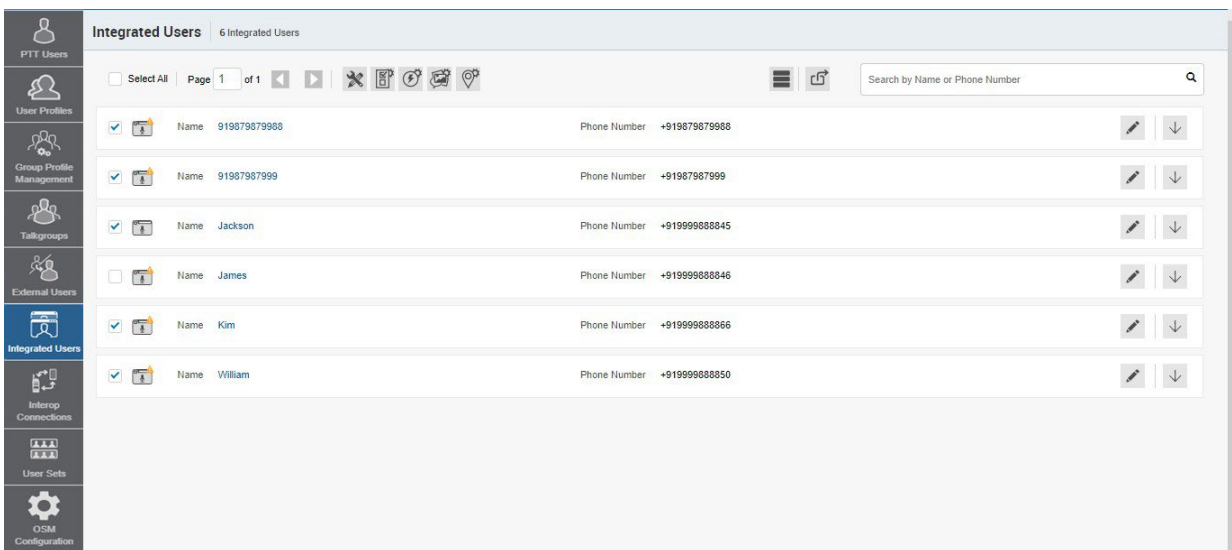
Procedure:

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

   • Administrator

   • Administrator and User

   > **NOTE:** 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.

3.9.9
Exporting Integrated Users

The export function allows you to export records of an individual or multiple Integrated Users. Exported files are stored in a .csv file and help you to modify the users' details in bulk. You can then import this .csv file to Contact and Talkgroup Management to apply the changes. This section describes how to export records for a single or all Integrated Users.

3.9.9.1
Opening a CSV File

When and where to use: To open a CSV file in Excel, follow these steps:

Procedure:

1 Open Excel.

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

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

4 Select the **Text File** from the **Open** dialog box.

The **Open** dialog box appears. Select text files (*.prn,*.txt,*.csv) from the drop-down in the lower right corner.

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

3.9.9.2
Exporting Integrated User Details

You can export Integrated User details to a CSV file on your local PC.

3.9.9.2.1
Exporting Details of an Individual Integrated User

When and where to use: To export details of an Integrated User, follow these steps:

Procedure:

1 From the Integrated Users work area, click the **Edit** icon associated with the Integrated User in the work area. The Integrated User details display.

2 Click the **Export** icon in the work area. The Integrated User details download automatically.

3.9.9.2.2
Exporting Details of All Integrated Users

When and where to use: To export details of all Integrated Users, follow these steps:

Procedure:

From the Integrated Users work area, click the **Export** icon in the work area. The Integrated Users details download automatically.

3.9.10
Enabling Authorization for User Monitoring Features

For more information, refer to the Enabling Authorization for Remote Supervision Features on page 41.

3.10
Interop Connections

The Interop Connections work area displays the list of Interop Connections within your corporation. Interop Connection is a special type of user that facilitates communication between Land Mobile Radio (LMR) and Broadband PTT networks. These users are restrictive, and corporate admins 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 Connections to more than one talkgroup is not allowed.

The Interop Connections work area has options to search for a specific Interop Connection by name, phone number, state, type, linked, or permissions.

Figure 45: Interop Connection Main Screen
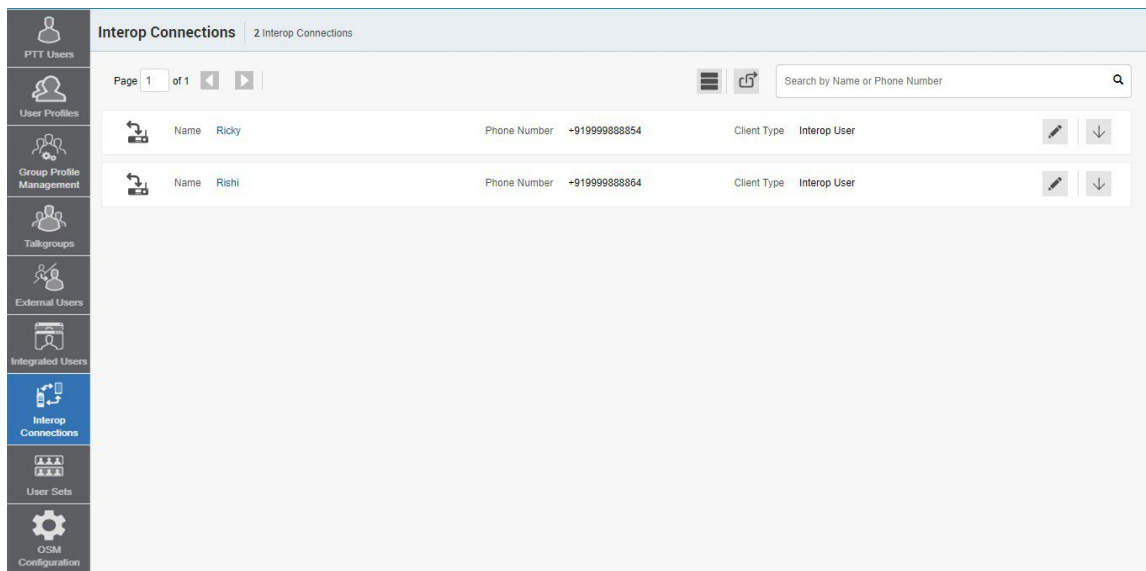
You can identify the icons from The

following types of users display in the Interop Connections section:

- Interop Radio

- Interop Connection

- Interop Talkgroup

There are the following types of Interop Connection users:

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

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

You can assign an LMR User as a contact to a Broadband PTT user for one-to-one communication. The LMR username assigned by you is the talker's identity during those calls. You cannot add an LMR User to a Broadband PTT Talkgroup.

You can link an LMR Talkgroup to only one Broadband PTT Talkgroup. The talker's identity during the group call uses the LMR Talkgroup name that you assign. To communicate during an Interop call, a Broadband PTT user must have the Interop Connection 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 an Interop Connection MRC feature in a linked Broadband PTT Group. However, the Interop call is not connected to a PTT user unless an Interop Connection MRC feature is provisioned for the user.

You can identify the Interop Connection icons from

For common icons, refer to

3.10.1
Interop Connection Icons

The following table lists the Interop Connection icons you see in the Contact and Talkgroup Management.

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.
Link to LMR		This icon indicated that the PTT Talkgroup on an Interop Console link to LMR users.
Interop Connection		This icon indicates an Interop Connection. There is no warning icon associated with the Interop Connection.
Interop feature enabled		This icon indicates that the Interop feature is enabled for the user.
Donor Radio		This icon indicates a Donor Radio user.

3.10.
Viewing Interop Connections

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

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

Procedure:

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

> **NOTE:** To edit the name, click the name field and change the name as desired.
> **Figure 46: Viewing Interop Connections**

3.10.3
Creating an Interop Talkgroup

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

Procedure:

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

Figure 47: Creating 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 48: Assigning Members to a New Interop Talkgroup

7 Click **Assign** to add the assigned members to the Interop talkgroup.

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

9 Click **OK**.

3.10.4
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**.

3.10.5
Deleting an Interop Talkgroup

The procedure for deleting an Interop talkgroup is the same as the procedure described in .

3.10.6
Exporting Interop Connections

The export function allows you to export records of an individual or multiple Interop Connections. Exported files are stored in a .csv file and help you to modify the users' details in bulk. You can then import this .csv file to Contact and Talkgroup Management to apply the changes. This section describes how to export records for a single or all Interop Connections.

3.10.6.1
Opening a CSV File

When and where to use: To open a CSV file in Excel, follow these steps:

Procedure:

   1   Open Excel.

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

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

   4   Select the **Text File** from the **Open** dialog box.

   The **Open** dialog box appears. Select text files (*.prn,*.txt,*.csv) from the drop-down in the lower right corner.

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

3.10.6.2
Exporting Interop Connection Details

You can export Interop Connection details to a CSV file on your local PC.

3.10.6.2.1
Exporting Details of an Individual Interop Connection

When and where to use: To export details of an Interop Connection, follow these steps:

Procedure:

1 From the Interop Connections work area, click the **Edit** icon associated with the Interop Connection in the work area. The Interop Connection details display.

2 Click the **Export** icon in the work area. The Interop Connection details download automatically.

3.10.6.2.2
Exporting Details of All Interop Connections

When and where to use: To export details of all Interop Connections, follow these steps:

Procedure:

From the Interop Connections work area, click the **Export** icon in the work area. The Interop Connection details download automatically.

3.1
Navigating the Contact and Talkgroup Management

The main screen layout of the Contact and Talkgroup Management contains three common navigational features **Header Area on page 91**, **Navigation Area on page 93**, and common Work Area. The header area is at the top, the navigation area is to the left, and the work area is in the center.

Figure 49: Contact and Talkgroup Management Main Screen
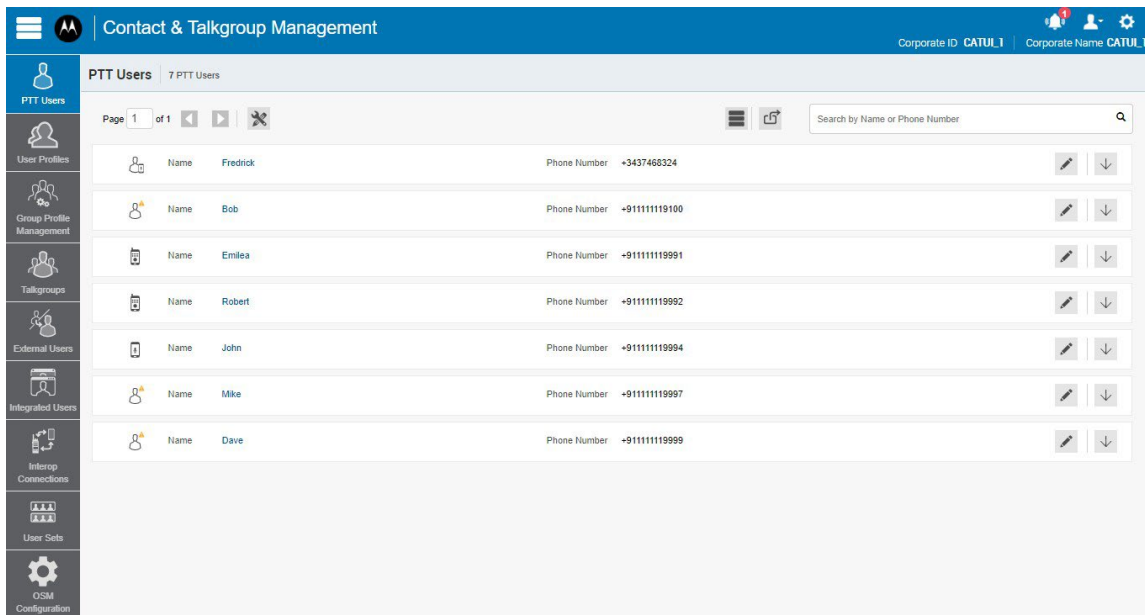
3.1.1
Header Area

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

3.1.1.1
Menu

The Menu allows you to access Contact and Talkgroup Management and the License Management Tool (LMT).

• **Home** - This allows you to go back to the home page to select the type of tool.

• **Contact and Talkgroup Management** - This allows you to select Contact and Talkgroup Management.

• **License Management Tool (shows only for commercial users)** - This allows you to launch the License Management Tool application in the same window. The License Management Tool allows viewing and managing the license packs for the following types of clients:

  - Cross Carrier Standard

  - Cross Carrier PTT Radio

  - Dispatch

  - Integrated Mobile

  - Integrated Tracking

  - Integrated Web

  - Interop Talkgroup

  - Interop Connection

  - Wi-Fi Standard

  - Wi-Fi PTT Radio

In the header, the tool always shows the Contact and Talkgroup Management option. The License Management Tool option displays when provisioned.

3.1.1.2
My Account

My Account allows you to log out or exit the Contact and Talkgroup Management.

When you click the **Exit** option, a dialog box displays: `Do you want to exit Contact and Talkgroup Management?` To exit the program, click **Exit**, or to go back to your previous operation, click **Cancel**. The following table lists the Contact and Talkgroup Management My Account icon.

Name	Icons	Description
My Account		Click to exit the application.

3.1.1.3
Notifications

Notifications allow you to view the changes that you made recently to any of the users and talkgroups on the Contact and Talkgroup Management.

When you click the **Notification** icon, the recent changes display. The following table lists the Contact and Talkgroup Management notification icon.

Name	Icons	Description
Notifications		Click to view the recent changes that you made on the Contact and Talkgroup Management.

3.1.1.4
Settings

The **Settings** option allows you to do the following:

- **Language** - This allows you to select a supported language.

- **Max rows per page** - 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 by up to 200 from the drop-down.

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

- **Copyright** - Displays the product copyright 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** - Provides basic features and a demo of the application.

- **Help** - This allows you to access the PTT product page when you click **Help**.

- **NOTE:** Enable browser pop-ups to access the **Help** page.

The following table lists the Contact and Talkgroup Management settings icon.

Name	Icons	Description
Settings		Click to access the settings. Refer to Settings on page 92.

3.1.1.5
Header Area Icons

The following table lists the Corporate Admin Tool header icons.

Name	Icons	Description
My Account		Click to exit the application.

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

3.1.2

Navigation Area

The left pane of the Contact and Talkgroup Management is the navigation area. This area contains menus, which provide quick navigation to the **PTT Users**, **User Profiles, Group Profile Management,**

Talkgroups, **External Users**, **Integrated Users**, **Interop Connections**, **User Sets**, and **OSM Configuration** work areas.

Figure 50: Contact and Talkgroup Management Navigation Area
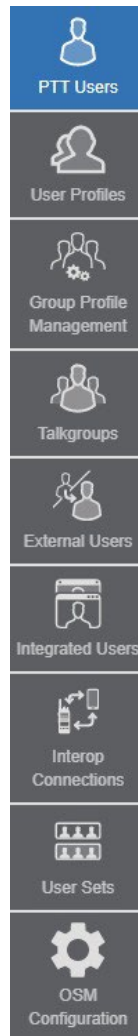
3.1.3
Searching

You can search for a specific name in the work areas on the user interface of the Contact and Talkgroup Management.

Figure 51: Search Screen

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

> 📝 **NOTE:** 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 Connections 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.

3.1.3.1
Search 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. The parameters are as follows:

- **Name** - Enter up to a 30-alphanumeric character name.

- **Phone Number** - Enter up to a 30-alphanumeric 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: **Administrator and User**.

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

- **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-alphanumeric character name.

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

3.4
User Profiles

The user role authorizes a user for services required to fulfill the duties in that role. In that 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 authorize. You assign contacts, talkgroups, and configure features for that 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, the user can log in to the PTT application with the assigned user profile other than the default System Profile. The user profile does not support Talkgroup Scanning mode in the Contact and Talkgroup Management.

3.4.1
Viewing a User Profile

To view a user profile, click the **User Profile** menu from the Contact and Talkgroup Management 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.

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

3.4.2
Creating a User Profile

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

Procedure:

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

> **NOTE:** Ensure that you have already created user sets for your corporation. For more information, refer to User Sets on page 105.

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

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

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

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

> **NOTE:** 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 checkboxes next to the talkgroups and click **Assign**.

7 From the **Features** tab, select the feature checkboxes and configure the features that you want to enable for the user profile. For more information on features, refer to Features on page 39.

   • 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.

3.4.3
User Profile Feature Configuration

You can configure the features for the user profile to allow access only a specific set of features once the user selects the user profile to log in.

Figure 52: User Profile Feature Configuration

Select the **Features** tab in the **User Profile Management** menu to configure the features. Once configured, click **Save**. For more information on how to configure features, refer to Features on page 39.

3.4.4
Assigning Subscribers

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

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

Procedure:

1 From the **User Profile** 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 checkboxes next to the subscribers and click **Assign**.

3.4.5

Editing a User Profile

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

> **NOTE:** Any modification to the user profile does not sync to devices or users in real time. The change can take a few minutes, depending upon your PTT system network settings (typically up to 27 minutes).

3.4.5.1

Renaming a User Profile

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

Procedure:

1 From the **User Profile** 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.

3.4.5.2

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** 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 checkbox next to the user set and click **Assign**.

> **NOTE:** 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.

3.4.5.3

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

2 From the **Contacts** tab, select the checkboxes 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.

3.4.5.4

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

2 Select the **Talkgroups** tab, then click **Assign Talkgroup**. An **Assign Groups** window displays.

3 Select the checkboxes next to the talkgroups and click **Assign**.

- Click **Save** to apply the changes.
- Click **Cancel** to discard the changes.

3.4.5.5
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** work area, click the **Edit** icon associated with the user profile.

2 From the **Talkgroups** tab, select the checkboxes 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.

3.5
Group Profile Management

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 53: Group Profile Management

The set of talkgroups created under the group profile show in the **Talkgroups** list and have the 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 Profiles**. The group profile configuration properties are associated with the talkgroup and not with the individual members. You can delete the talkgroups and also import the talkgroups from a .CSV file in the group profile.

3.5.1

Creating a Talkgroup Profile

You can create a 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 Profile Name** field. The name should be fewer 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 section.

Figure 54: Creating a Group Profile

5   A checkbox selection displays, depending on the group type. Do one of the following:

•   If you have selected **Group Type** as **Standard**, the **MCX Group** checkbox displays. If you want the group profile to be an MCX group, select the checkbox.

•   If you have selected **Group Type** as **Broadcast**, select the **Broadcast to DND?** checkbox that displays. This allows the user to receive the broadcast messages even if they are in Do Not Disturb state.

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

7   If you want to share the group profile with another corporation, select the **Group Sharing** checkbox.

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

b   Select the corporation 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, 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**.

3.5.2
Editing a Group Profile

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

> **NOTE:** Any group profile modification does not sync to devices or users in real time. The change can take a few minutes depending upon your PTT system network settings (typically up to 27 minutes).

3.5.2.1
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 55: Adding Groups

3 Enter the name of the group in the **Group Name** field.

4 Click **Save** once you finish adding the group.

3.5.2.2
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 56: Renaming 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 it.

3.5.2.3
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 57: Enable Group Sharing in Group Profile

2 Select the **Group Sharing** checkbox. The list of corporations available to your corporation displays.

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

Click **Save** to save your changes.

3.5.2.4
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 the **Edit** icon associated with the group profile you want to edit.

2 Click the **Tools** icon.

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

Figure 58: Removing a Group from a Group Profile

4 Click the **Delete** icon to remove talkgroup members. A success message displays: `<Group Profile> updated successfully.`

> **NOTE:** Until you click the **Save** button, the remove operation is not complete.

3.5.3
Viewing and Assigning Shared Talkgroups

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 corporations do not have permission to edit the shared talkgroup details. You can assign shared talkgroups to users only through the **User Profile**.

Figure 59: Viewing Shared Talkgroups
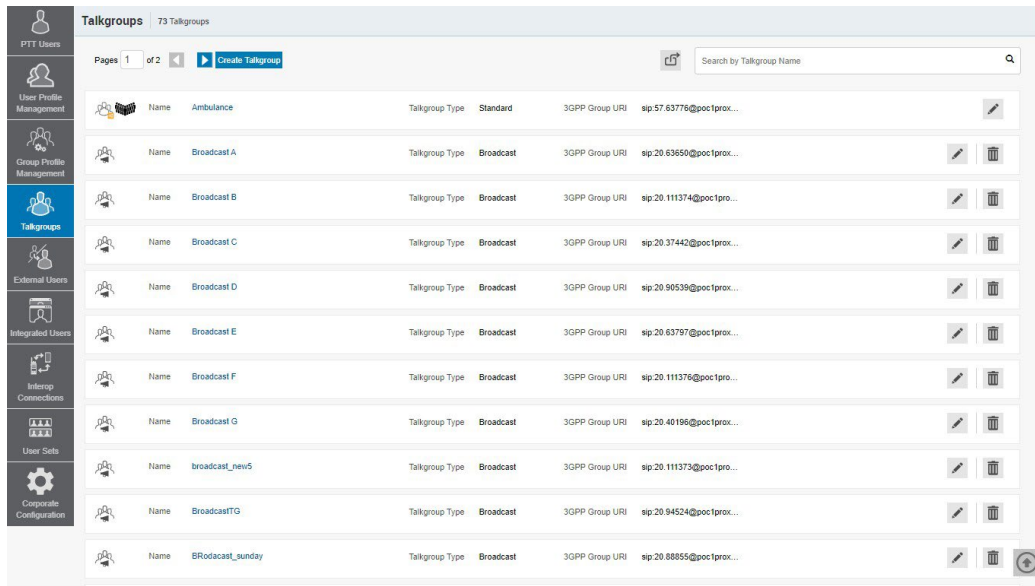
To assign shared talkgroups to user, follow these steps:

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

2 Select the Talkgroups tab.

Figure 60: Assigning Shared Talkgroups to the User
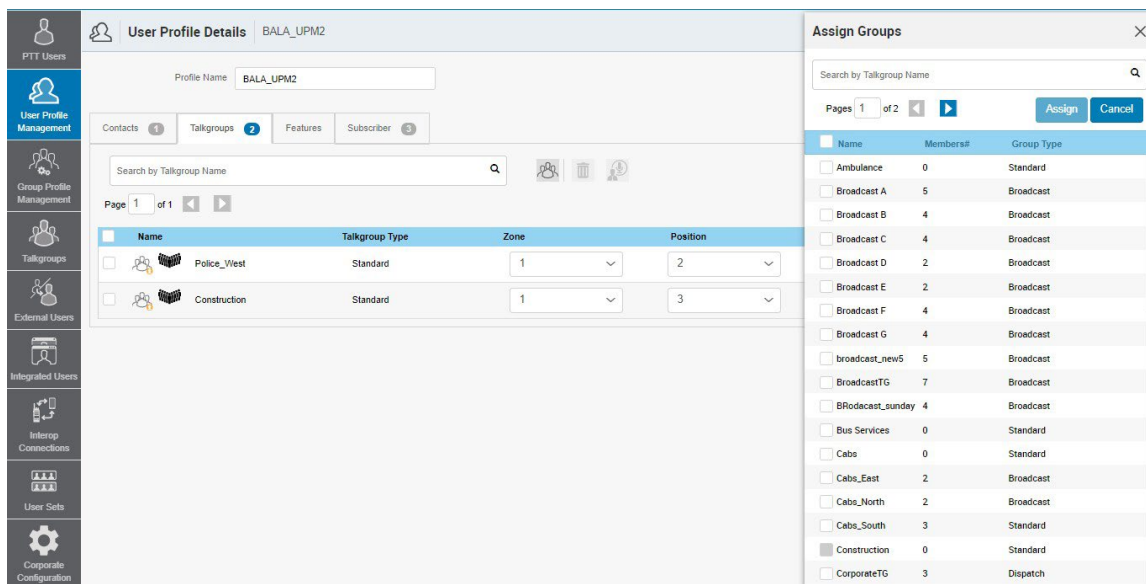
3 Click the **Assign Talkgroups** icon. An Assign Groups window displays.

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

3.5.3.1
Viewing and Assigning Shared Talkgroups to a User

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

Procedure:

1. From the **User Profile Management**, click the **Edit** icon associated with the user profile.
2. Select the **Talkgroups** tab.

   Figure 61: Assigning Shared Talkgroups to the User

3. Click the **Assign Talkgroups** icon. An **Assign Groups** window displays.
4. Select the checkboxes next to the shared talkgroups that you want to assign.

3.11
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 others. The user sets are only visible and manageable from the Contact and Talkgroup Management.

For common icons, refer to

3.11.1
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 62: Viewing User Sets
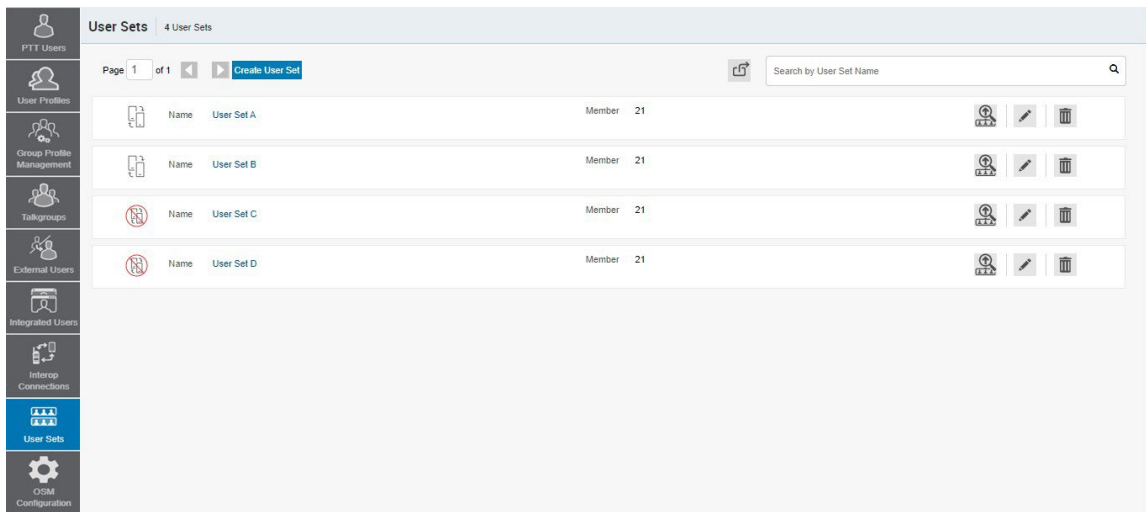
> ✏️ **NOTE:** For some small corporations, the auto-pairing feature creates a user set named "all-users-user-set" automatically when there is no corporate administration access. As the auto-paired corporation grows, corporate administration access is required to manage the contacts and talkgroups. Not all corporations are auto-paired. If your corporation was auto-paired previously and you have access to the admin tool now, that means your corporation is no longer auto-paired, but you can manage the previously created auto-paired user set like any other user set.

3.11.2
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 63: Viewing User Sets
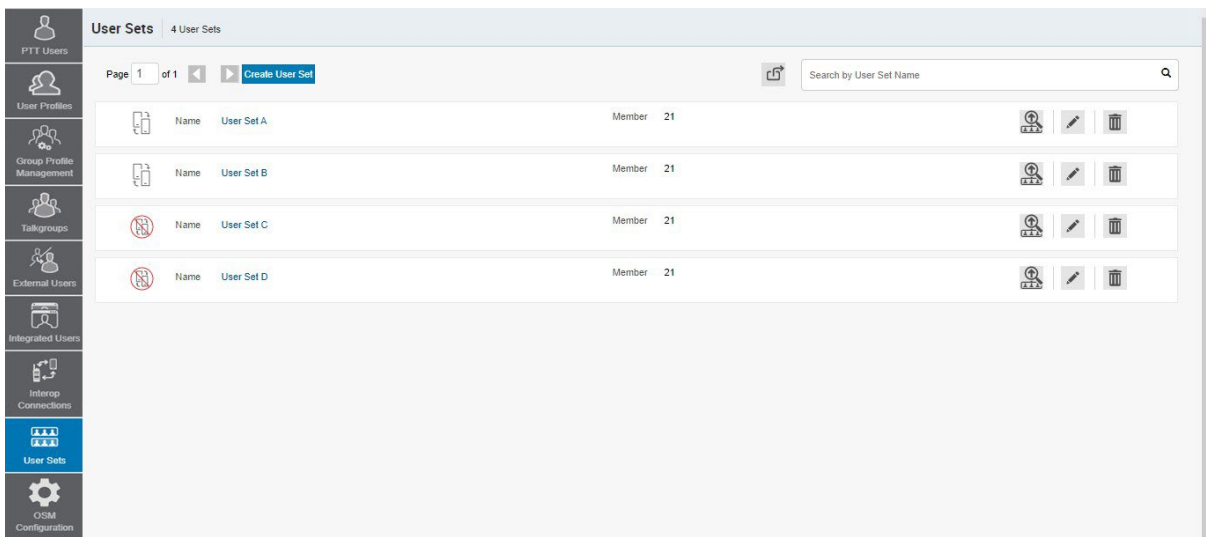
2 Click the **Create User Set** button. A **Create User Set** window displays.

Figure 64: Creating User Set

3   Enter the user set name in the **User Set Name** field. The name should be fewer than or equal 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 65: Assigning Members to a User Set

5   Select the members that you want to add to the user set by checking the applicable checkboxes. 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 checkbox before the name header, which functions as selecting all checkboxes.

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 displays: `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.`

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

> **NOTE:** Each member of the user set is assigned as a contact with other members. Thus, if you have created a user set with three members—Bob, Rob, and Joe—Bob 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 Connections and Interop Talkgroups cannot be a member of a user set and thus are not available for selection on Pick **Contacts** window. You cannot create a user set until you click the **Add** button. The user set must have at least two members in it. The total number of members that can be added to a user set is 250, but you can add a maximum of 50 new members to a user set in one add operation.

3.11.3
Editing a User Set

You can modify the user set details such as renaming, adding, or removing a member.

3.11.3.1
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 66: Editing a User Set

3 Click the **User Set Name** field to modify the user set name.

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

> **NOTE:** You can perform other operations, such as adding or removing members of the user set, in the same operation.

3.11.3.2
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.

   Figure 67: Assigning Members to an Existing User Set
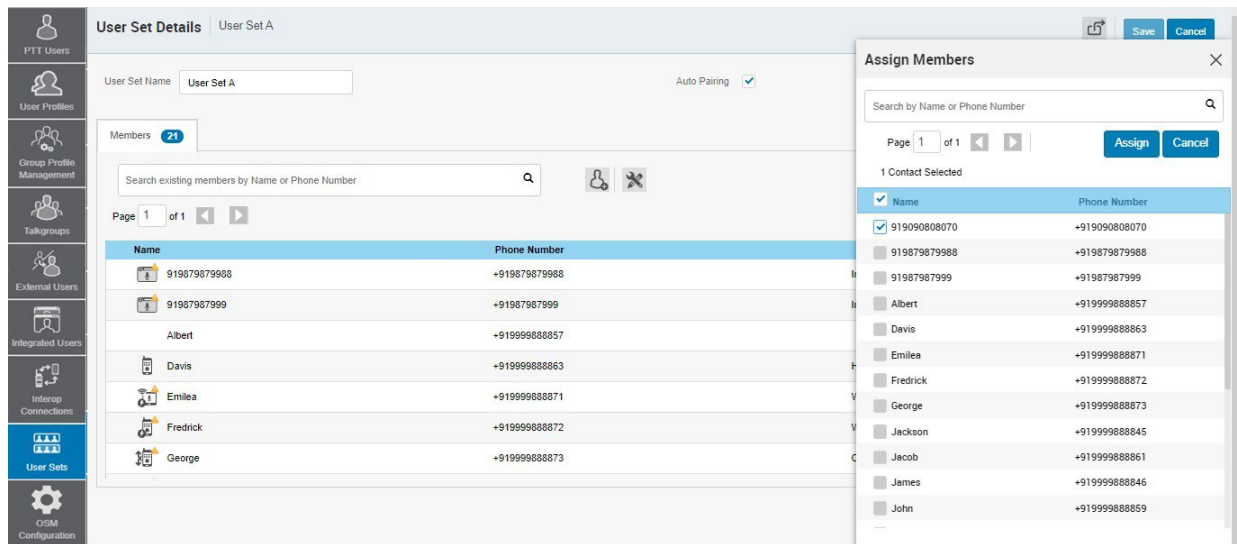
3   Select the members that you want to add to the user set by checking the applicable checkboxes. Only those members that are not already a member of the user set are available for selection. You can pick a maximum of 200 members at a time for an addition. You can also select all members by clicking the checkbox before the name header, which functions as selecting all checkboxes.

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

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

3.11.3.3
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 checkbox associated with the member to be removed.

5   Click the **Delete** icon.

Figure 68: Removing Members from a User Set
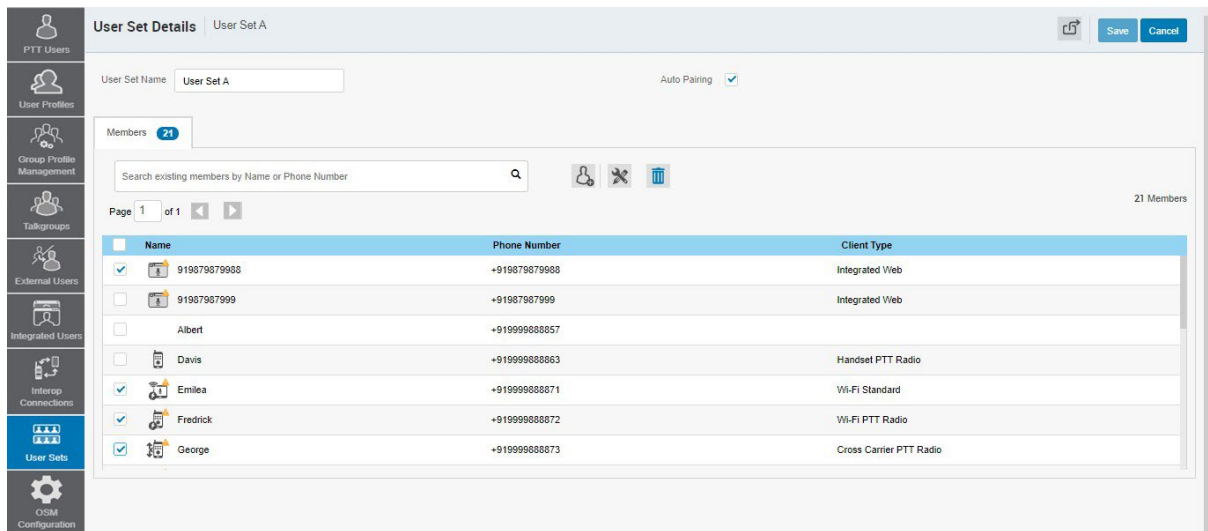
6 Click **Save** to save your changes. A delete confirmation message displays.

3.11.3.4
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.

3.11.4
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 displays:
   ```
   You are about to delete User Set "<Name>" from the system. It shall be
   deleted from its members as well as from non-members and talkgroups to
   which it is distributed to.
   ```

3 Click one of the following:

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

   • **Cancel** to cancel the action.

User set updates are propagated automatically.

3.11.5

Exporting User Sets

Exporting user sets allows you to export single or multiple user sets to a CSV file on your local PC.

3.11.5.1

Opening a CSV File

When and where to use: To open a CSV file in Excel, follow these steps:
Procedure:

1   Open Excel.

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

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

4   Select the **Text File** from the **Open** dialog box.

The **Open** dialog box appears. Select text files (*.prn,*.txt,*.csv) from the drop-down in the lower right corner.

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

3.11.5.2

Exporting an Individual User Set

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

Procedure:

1   From the navigation area, click the **User Set** menu. 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.

3.11.5.3

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** menu. The user set details display.

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

3.11.6

Managing 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.

3.11.6.1

Assigning a User Set

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

> **NOTE:** You can only assign user sets to a User Profile with **Auto Pairing** 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.

3.11.6.2

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, refer to Removing Members from a User Set on page 109.

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 checkboxes, click the **Tools** icon.

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

5 Click the **Delete** icon.

User set updates are propagated automatically.

3.11.6.3

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.

3.11.7
Assigning More than 250 Contacts to Each User through User Sets

The maximum number of users in a user set is 250. If your corporation 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 corporation wants to assign more than 250 PTT users to each other as contacts, follow this method.

When and where to use:

> **NOTE:** The following scenario used for illustrations is that your corporation 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 user sets combine to cover all 500 PTT users.

2 From the PTT Users work area, select a user of the first user set and click the **Assign User Set** button to assign the user to the other two user sets of which 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.

3.11.8
Viewing User Set Distribution

When and where to use: To view the user set distribution, follow these steps:

Procedure:

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

Figure 69: View User Set Distribution
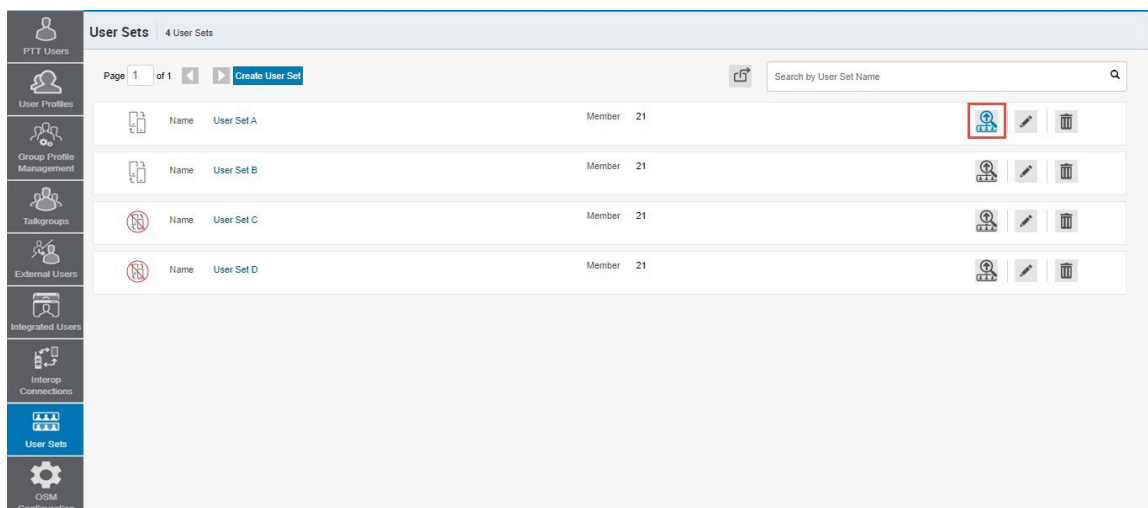
3.12

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

3.12.1

Creating an 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   An **Operational Status Messaging Configuration** page displays.

   Figure 70: Create Operational Status Message

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

4 Click **Add New Message.**

> **NOTE:** You can also import the status messages from a file or already available list of messages in your Contact and Talkgroup Management.

Figure 71: 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 is 1-15 characters (10 default) including special characters based on system configuration.

7 Enter the description of the status message in the **Long Message** field. The length of the long message is 300 characters (100 default) based on system configuration.

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

- **Yes** to allow appending the message,
- **No** to denying the appending message.

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

- **Yes** for users 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 the previous action to be available for the user.

Figure 72: Create Status Message

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

> **NOTE:** You can select only one list name as the 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 a list page.
- **Cancel** to continue status message creation.

3.12.2

Assigning Operational Status Message to a 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 73: Assign Status Message to Talkgroup
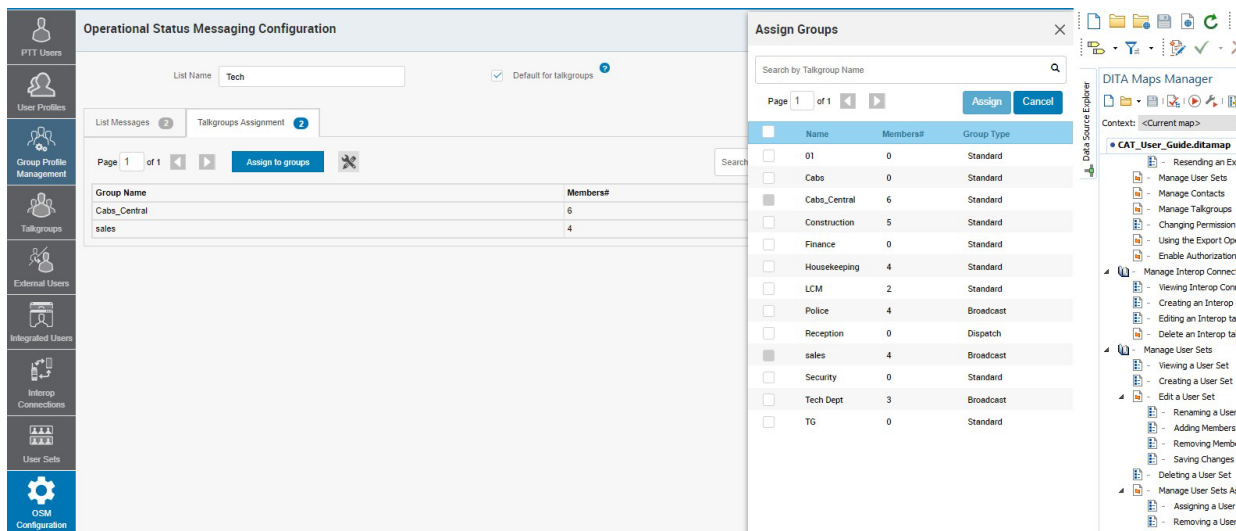
3 Select the groups and click one of the following:

- **Assign** to assign the status message to the group.
- **Cancel** to cancel the action.

3.12.3
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 checkboxes next to the talkgroups.

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

Figure 74: Remove Talkgroups from the Status Message

5 A confirmation message displays: `Are you sure you want to delete the Groups from this OSM List?`

6 Do one of the following:

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

3.12.4
Importing Operational Status Messages

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

3.12.4.1
Importing Operational Status Messages from a File

When and where to use: To import operational status message from a file on 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 75: Import Status Message from a File in Local PC

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

Figure 76: 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.

3.12.4.2
Importing from the Existing List of Operational Status Message

When and where to use: To import operational status message from a file on 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 77: Import Status Message from an Existing List

3 A message selection list pop-up opens.

   Figure 78: Import Status Message Selection List Pop-Up

4 Select the checkboxes 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.

3.13
Multiple Administrators Logged in at the Same Time

Multiple administrators can use the Contact and Talkgroup Management at the same time. If one administrator updates the data, the changes by another administrator cannot be accepted and the second administrator can see the message: `Data is updated by another admin. Please refresh the page to get the updated result.`

3.14
Troubleshooting

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

3.14.1
Login Issues

After I log in, no users show up on the landing page of PTT users.

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

When logging in, an "Invalid Corporate ID" error displays.

Contact your service provider. Your corporation setup may not be correct.

3.14.2
User Interface Issues

When I click on the Contact and Talkgroup Management link, nothing happens.

Enable your browser pop-ups. For more information on how to enable pop-ups in your web browser, refer to Website Display Requirements on page 18.

The layout of the tool is not displaying correctly, and some UI components are not functioning correctly.

Ensure that you are using the right version of the browser. For more information, refer to Browser Requirements on page 18.

Also, if you are using IE11 and above, check whether the compatibility mode is turned off. IE 11 has a caching issue that always selects the cached data to display. To avoid loading a saved UI that does not take the latest updates, clear the browser cache. Also, ensure the zoom is set to 100%. For more information, refer to Reset Zoom on page 18.

The resync button is disabled and does not work.

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

The Update/Save button is disabled.

There are no changes to save.

Why is the Authorized User checkbox not showing?

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

Resolution

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

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

Resolution

Request that the user upgrade the handset client.

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

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

- If you are using Chrome, click the **More Option** in the top right of the browser. Go to **More tools→Extensions.**

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

3.14.3
Issues with Managing Contacts

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

To select the user to delete, select the corresponding checkbox 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 checkbox. Click the **Generate Activation Code** icon.

Selected contact A and gave B as a 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.

3.14.4
User Set Issues

I added Sofia to a user set where Bob is also a member. Bob got Sofia as a 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 right 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 the title "East Zone," but the handset of the members does not show that user set. Why?

The visibility of the user set is in the Contact and Talkgroup Management only. The members of the user set get each other as contacts. Thus, each member of "East Zone" gets all other members as contacts.

3.14.5
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 the 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.

Chapter 4

License Management Tool

The **License Management** displays when your corporation has subscribers provisioned with the license packs.

The License Management Tool (LMT) allows you to view and manage the license packs. This is applicable for the following types of clients:

- Cross Carrier Standard
- Cross Carrier PTT Radio
- Dispatch
- Integrated Mobile
- Integrated Tracking
- Integrated Web
- Interop Talkgroup
- Interop Connection
- Patch Endpoint
- Wi-Fi Standard
- Wi-Fi PTT Radio

For more information on License Management, refer to the License Management Tool User Guide.