KODIAK PTT Central Admin Tool User Guide

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Revision History

Version	Date	Author	Remarks
1.0	August, 2019	Motorola Solutions	Initial revision

Table of Contents

1. Introduction and Key Features

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

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

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

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

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

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

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

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

2. Getting Started

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

This section is organized as follows:

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

2.1. Prerequisites

2.1.1. Required Browsers

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

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

2.1.2. Hardware Requirements

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

- Recommended RAM size 8 GB.

2.1.3. Ensuring Correct Display of the Website

Enabling Pop-ups

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

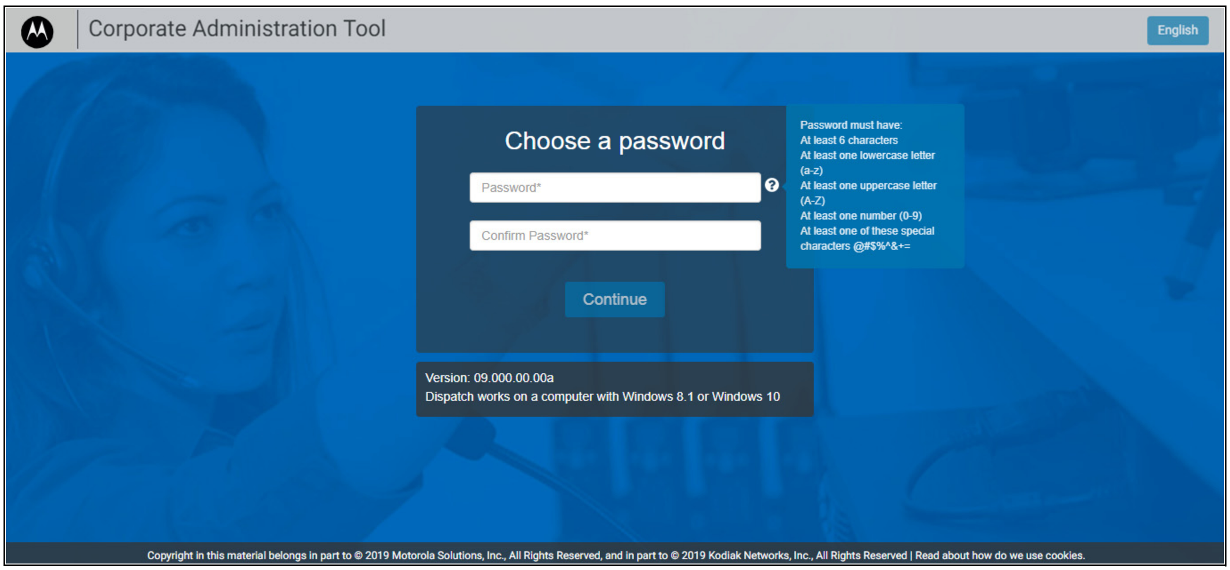
Reset Zooming

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

2.2. Log into the Central Admin Tool

Depending on your service provider, you get the log in method as follows:

1. Please check with your service provider for access to the Central Admin Tool.
   Or
   You receive user name and password along with a link to access Central Admin Tool.
   Or
   An account activation mail is received in your registered email id, which contains a link to sign in to the Central Admin Tool. Clicking the link takes you to the Choose Password page of the Central Admin Tool as shown below.

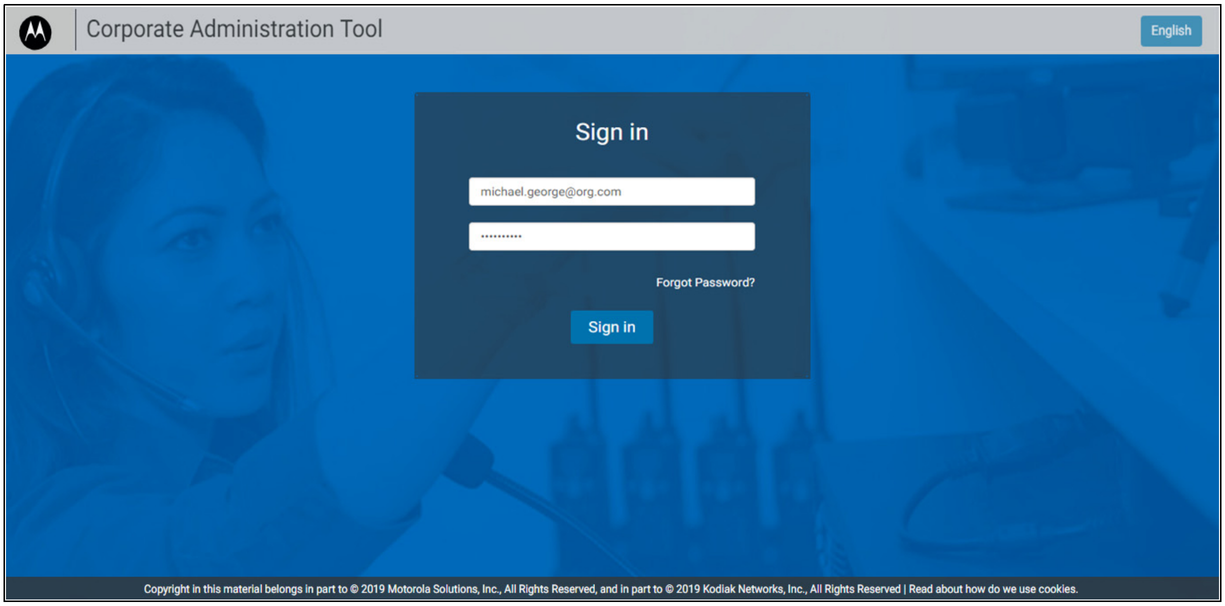


Choose Password

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

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

Once you choose the password, a Central Admin Tool Sign In page displays below as shown.

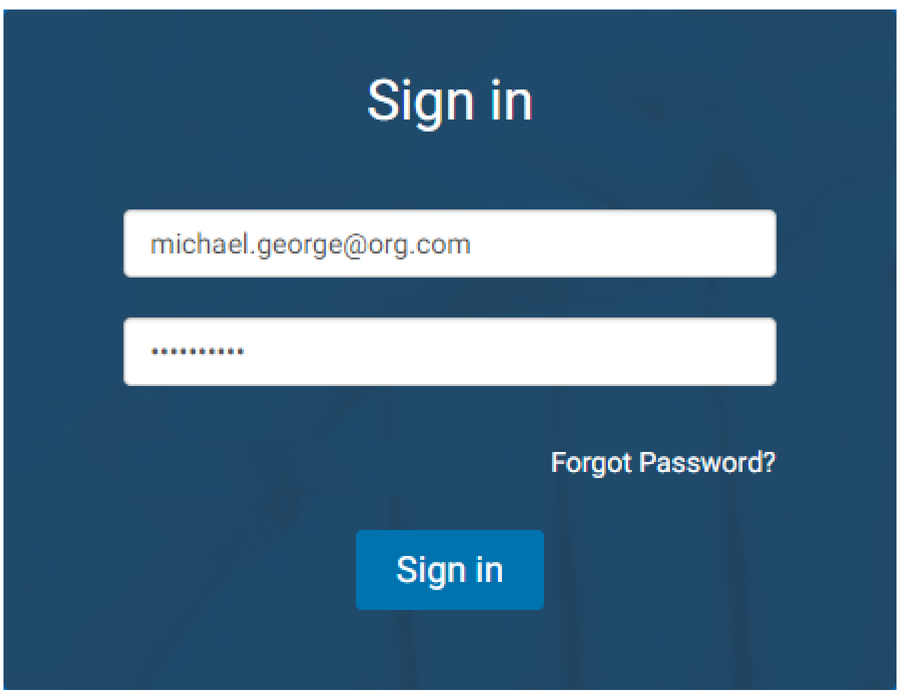


Sign in - Central Admin Tool

2.2.1. Forgot Password

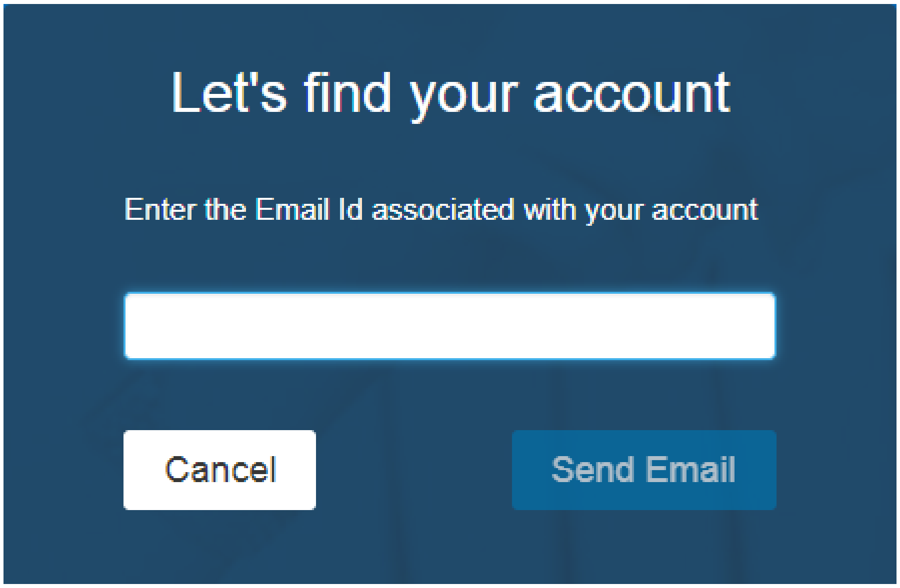
If you have forgotten your password, then you can reset it by clicking on the "**Forgot Password**" link on the sign in page of the Central Admin Tool. Follow the steps below to reset the password:

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



Forgot Password

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



Enter Registered Email Id - Forgot Password

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

2.3. Cookies

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

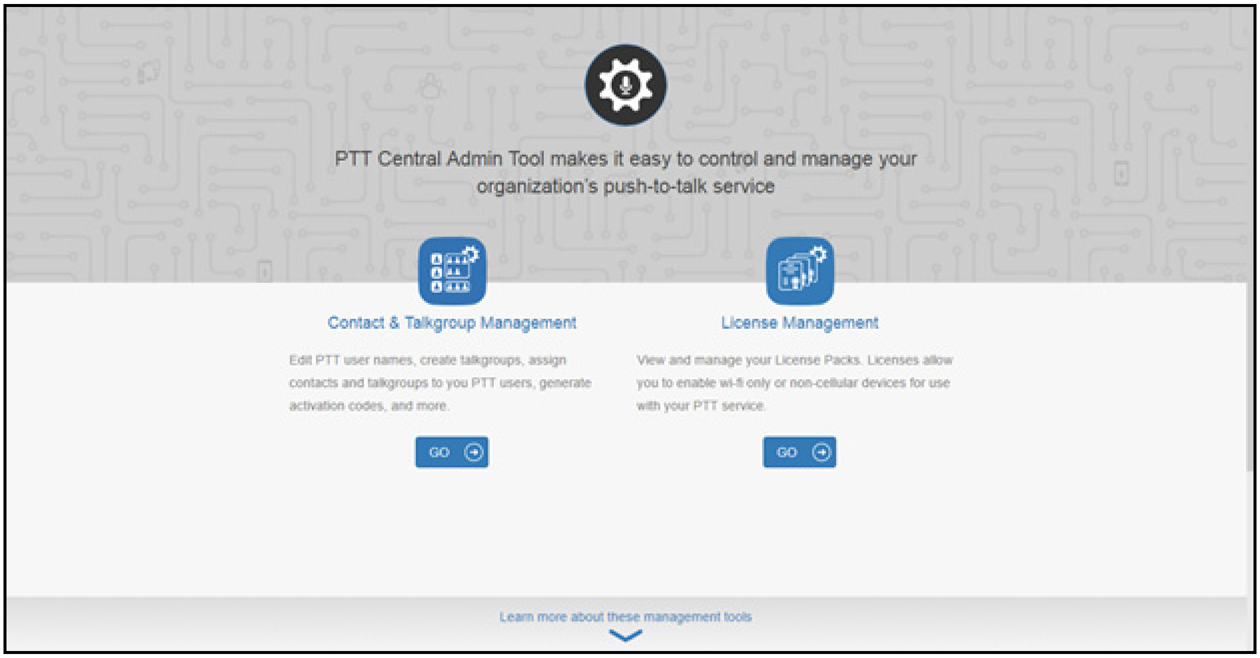
2.4. Take a Tour

Take a Tour shows the basic features and demo of the application. A Take a Tour page displays when you sign into the Central Admin Tool. Clicking on **View Tour** takes you to the basic operation of the Central Admin Tool. Use the **Next** button to view the demo and their introductions. You can click the **Close**  icon to cancel the Take a Tour view.

If you do not want Central Admin Tool to display the Take a Tour page, whenever you sign in, then select the check box **"Don't show again"** and click the **Close**  icon.

2.5. Landing Page

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



Landing Page

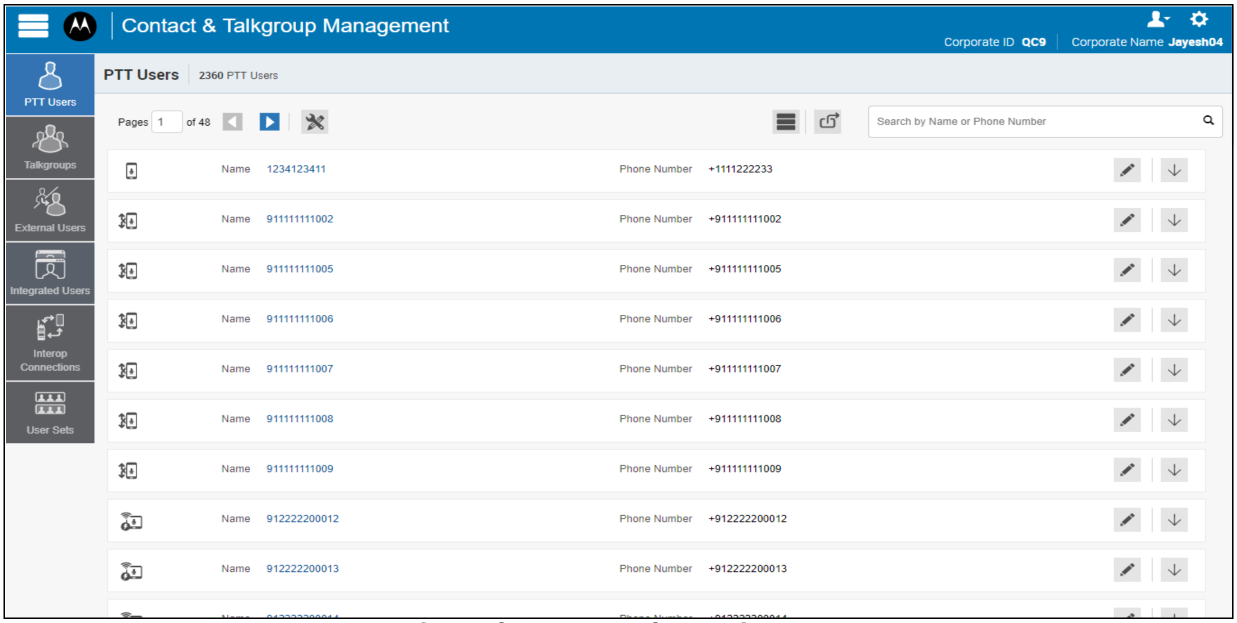
The management tool landing page displays the Contact & Talkgroup Management and License Management as shown in the previous image. License Management displays when your corporation has subscriber(s) provisioned with the license pack(s). Select **Contact & Talkgroup Management** or click the **Go** button below the description of the tool. For License Management, refer to License Management Tool User Guide.

3. Navigate the Central Admin Tool

The Main Screen layout of the Central Admin Tool contains three common navigational features (Header Area, Navigation Area, and the Work Area). The header area is at the top, the navigation area is located to the left, and the work area is in the center.

This section is organized as follows:

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



Central Admin Tool Main Screen

3.1. Header Area

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

Header Area

3.1.1. Menu

The Menu allows you to access Contact & Talkgroup Management and the License Management Tool (LMT). Please refer to the License Management Tool User Guide for more details.

- **Contact & Talkgroup Management** - Allows you to go back to the main page.
- **License Management Tool** – 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 User, Wi-Fi Standard, and Wi-Fi PTT Radio. Please refer to the License Management Tool User Guide for more details.

In the header, tool always shows the Central Admin Tool (CAT) option. LMT option displays when provisioned.

3.1.2. My Account

My Account allows you to exit the Central Admin Tool.

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

3.1.3. Settings

The settings are listed as follows:

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

Note: Consider 200 contacts here as the number of rows that display.

- **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 user’s browsing preferences which is dependent upon the server configuration.
- **Take a Tour –** Shows basic features and demo of the application.
- **Help –** Allows you to access various documents such as user guide when you click on **Help**.

Enable browser pop-ups to access the “Help” page.

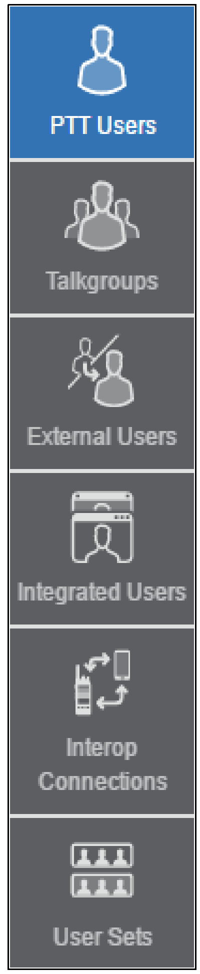
3.1.4. Header Area Icons

The following table lists the Central Admin Tool.

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

3.2. Navigation Area

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

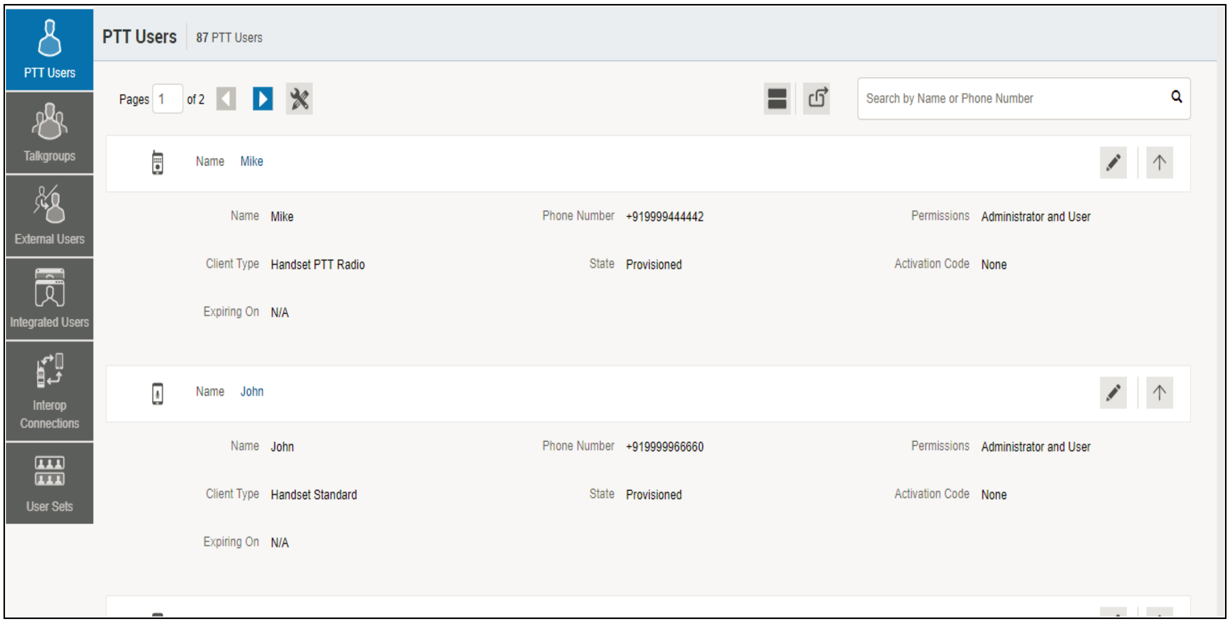


CAT Navigation Area

3.3. PTT Users

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

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



PTT Users Main Screen

The “PTT Users” work area displays the following user types. You can identify the PTT Users with unique icons as described in the "PTT Users Icons" section of this document.

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

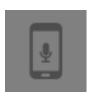
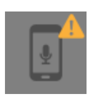
In this work area, to select a single user, click on user row.

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

Note: By default, Central Admin Tool display 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 Users Icons

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

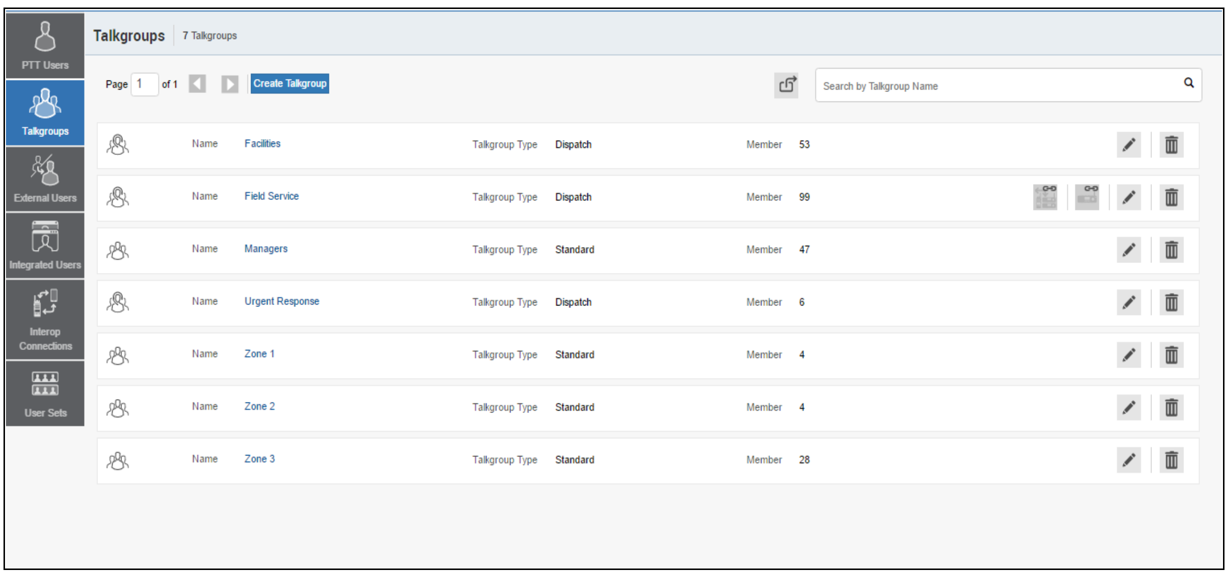
Name	Icons	Description
Cross Carrier Standard		This icon indicates a Cross Carrier Standard.
Cross Carrier Standard Warning		This icon indicates that a Cross Carrier Standard needs attention. Cross Carrier Standard, typically need attention when there is no activation code.
Cross Carrier PTT Radio		This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

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

3.4. Talkgroups

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

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



Talkgroups Main Screen

You can identify the talkgroups with unique icons as described in the "Talkgroup Icons" section of this document. You can also assign talkgroup with a specific Avatar as described in the "Avatars" section of this document.

Talkgroups displays the following types:

- Broadcast
- Dispatch
- Standard

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

3.4.1. Talkgroup Icons

The following table lists the Central Admin Tool Talkgroup icons.

Name	Icons	Description
Broadcast Group		This icon indicates the broadcast group.
Broadcast Group Warning		This icon indicates that a broadcast group needs attention. Broadcast groups typically needs attention when a talkgroup does not meet the minimum requirements or exceeds the maximum requirements than allowed.
Broadcaster		This icon indicates that the user is a broadcaster of the broadcast group.
Change Call Initiating Permissions		This icon allows you to change or edit the call initiating permissions for a dispatch group type. Available options are as follows: Allow, Do not allow.
Change Call Receiving Permissions		This icon allows you to change or edit the call receiving permissions for a dispatch group type. Available options are as follows: Listen and Talk, Listen Only.
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.

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

3.4.2. Avatars

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

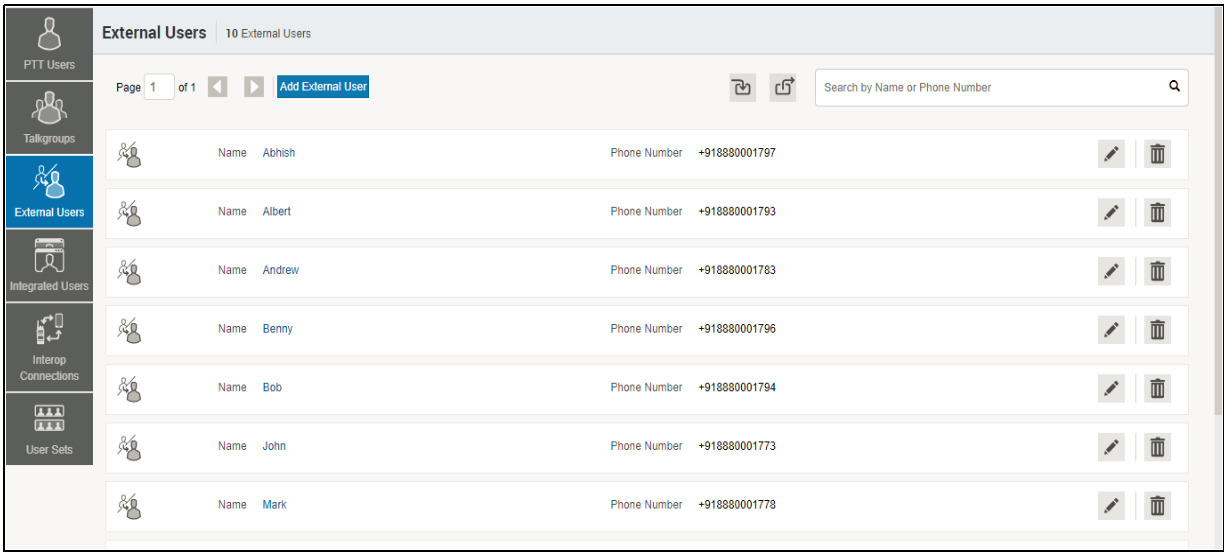
Name	Icons	Description
Default		The default icon associated with a Talkgroup.
Airplane		The airplane icon associated with a Talkgroup.
Book		The book icon associated with a Talkgroup.
Car		The car icon associated with a Talkgroup.
Construction		The construction icon associated with a Talkgroup.
Delivery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

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

3.5. External Users

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

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



External Users Main Screen

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

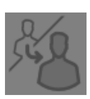
The following types of users display in the External Users section:

- External Users

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

3.5.1. External Users Icon

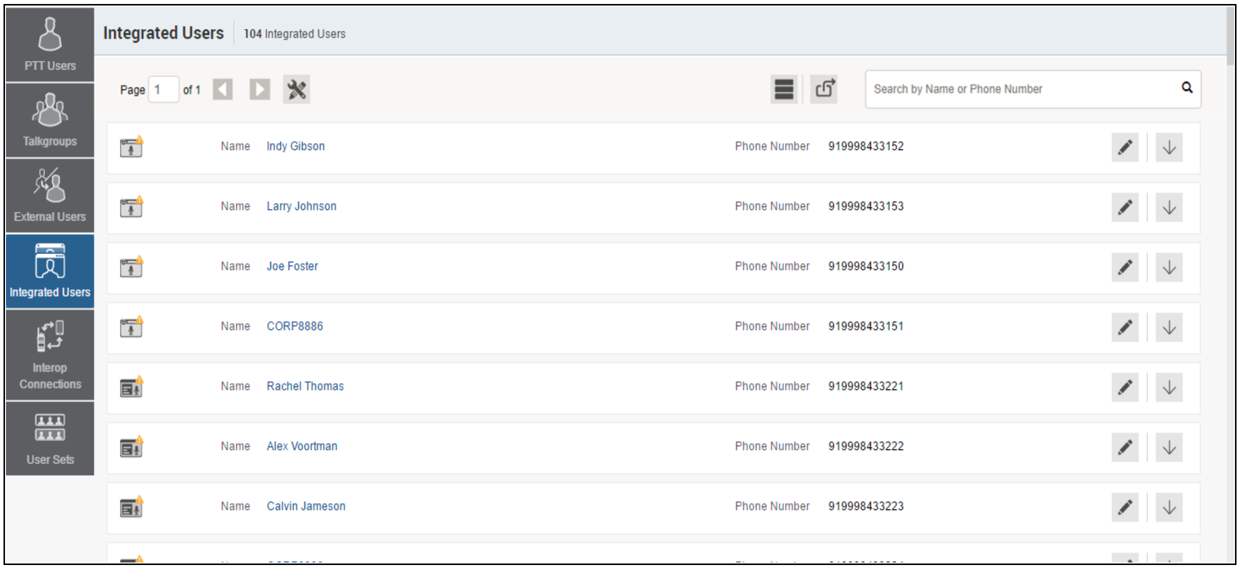
The following table lists the External Users icon you see in the Central Admin Tool.

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

3.6. Integrated Users

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

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



Integrated Users Main Screen

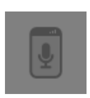
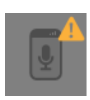
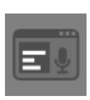
You can identify the icons from the "Integrated Users Icons" section of this document.

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

3.6.1. Integrated Users Icons

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

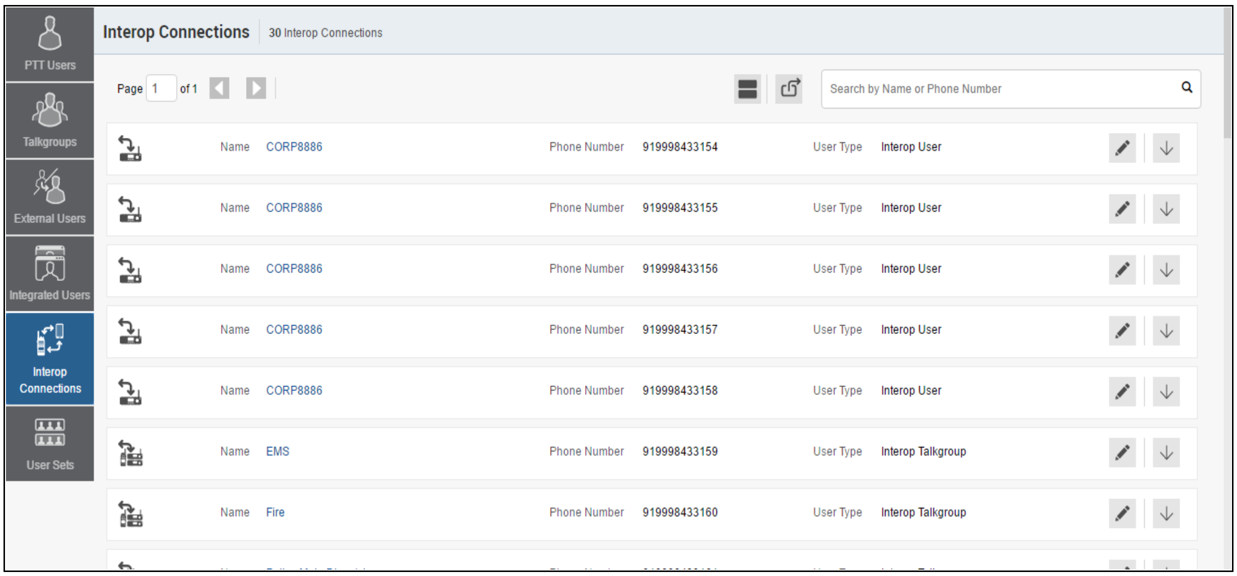
Name	Icons	Description
Integrated Mobile		This icon indicates an Integrated Mobile.
Integrated Mobile Warning		This icon indicates that an Integrated Mobile needs attention. Integrated Mobile users typically need attention when there is no activation code.
Integrated Tracking		This icon indicates an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

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

3.7. Interop Users

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

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



Interop Users Main Screen

You can identify the icons from the "Interop Users Icons" section of this document.

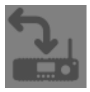
The following types of users display in the Interop Users section:

- Interop Radio
- Interop User
- Interop Talkgroup

3.7.1. Interop Users Icons

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

Name	Icons	Description
Interop Radio		This Icon indicates the Interop Radio or Interop Talkgroup. This feature allows the interoperability between the Motorola Push-to-Talk Over Cellular (PoC) system and Interop networks using the Interop Radio solution.

Name	Icons	Description
Link to Interop Talkgroup		This icon indicates a Link to Interop Talkgroup.
Interop Talkgroup		This icon represents a PTT Talkgroup on an Interop Console.
Interop User		This icon indicates an Interop User. There is no warning icon associated with the Interop User.
Interop feature enabled		This icon indicates that the Interop feature is enabled for the user.

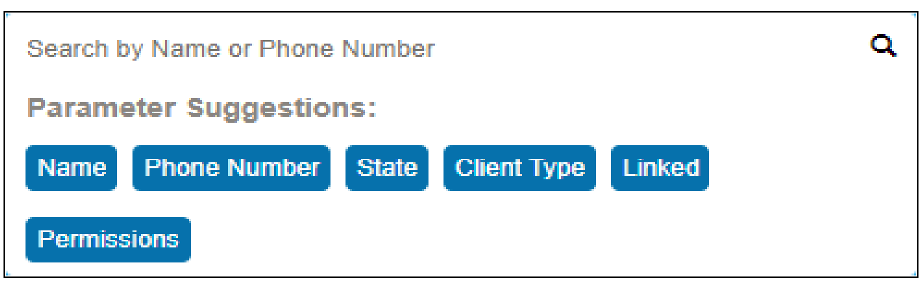
3.8. Work Area Navigation

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

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

3.9. Search

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



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 Users by entering the Name or Phone number in the search box.

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

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

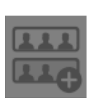
3.9.1. Using Parameters

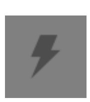
You can use the following parameters to narrow your search results. Select the desired parameter and begin typing. Not all parameters are available for every work area. These parameters are as follows:

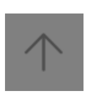
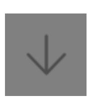
- **Name** – Enter up to a 30-alpha numeric character name.
- **Phone Number** – Enter up to a 30-alpha numeric character number.
- **Client Type** – Click on drop-down and select the available options. Types are available based on the work area.
- **State** – Click on drop-down and select the available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

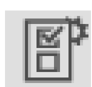
3.10. Common Icons

The following table lists the Central Admin Tool common icons.

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

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

Name	Icons	Description
Generate Activation Codes		Click to generate activation codes for multiple selected users. This icon is active in when the Tools icon is clicked.
Show More for All		Click to show more for all record details.
Show Less for All		Click to show less for all record details.
Assign User Set		Click to manage the user sets for PTT Users, Talkgroups, External Users, Integrated Users and Interop users.
Next Page		Click to display the next page of records.
Previous Page		Click to display the previous page of records.
Save Name		Click to save the record.
Name Change Cancel		Click to cancel the name change.
Search		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.

Name	Icons	Description
Success		This icon indicates a successful operation.
User Set		Click to view the User Set that you are not a member.
User Set Member		Click to view the User Set that you are a member.
View Distribution		Click to view the User Set Distribution.
Go to Top		Click to go to the top of the window.
Information		Click to view the information.
Copy/Paste		Click to copy/paste the talkgroup details from one PTT Radio to another PTT Radio user.
Append Message		Click to allow append message for the PTT user to additional text when sending a status message.

4. Manage PTT Users

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

You can identify the PTT Users icons from the "PTT Users Icons" section of this document.

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

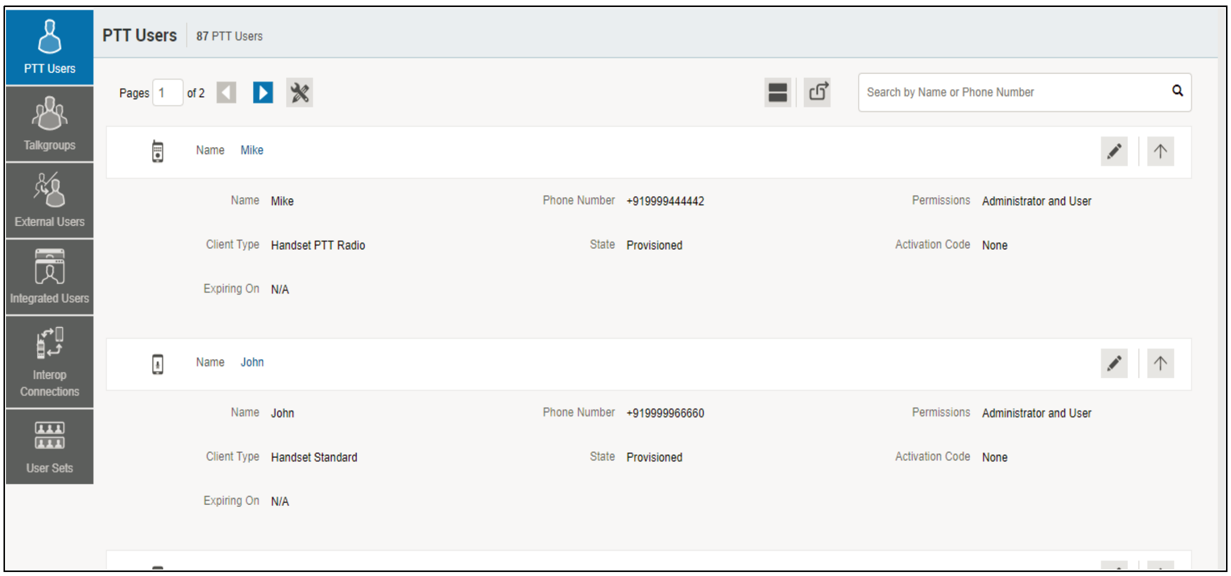
This section is organized as follows:

- View a User
- Edit a User
- Re-Sync a User
- Generate Activation Codes
- Regenerate an Activation Code
- Resend an Existing Generated Activation Code without Regenerating
- Manage Contacts
- Assign Contacts
- Remove Contacts
- Manage User Sets
- Add a User Set as Contacts to a User
- Remove a User Set from a User
- View User Set Members Associated with a User
- Manage Talkgroups
- Select Multiple Users
- Copy and Paste Talkgroup details
- Generate Activation Codes for Multiple Users
- Using the Export Operation
- Enable Features to PTT Users
- Enable feature for an individual PTT user
- Enable features for multiple PTT users
- Change Client Type
- Enable Authorization for Remote Supervision Features
- Features Authorization
- Features
- Packages
- Device Info
- Messaging

- Automatic Location Publish Control
- Emergency
- Authorized User Features
- Device Sharing
- Streaming Video

4.1. View a User

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



PTT Users Main Screen

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

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

- Name
- Phone Number
- Client Type
- Permissions
- State
- Expiring On
- Email ID
- Activation Code

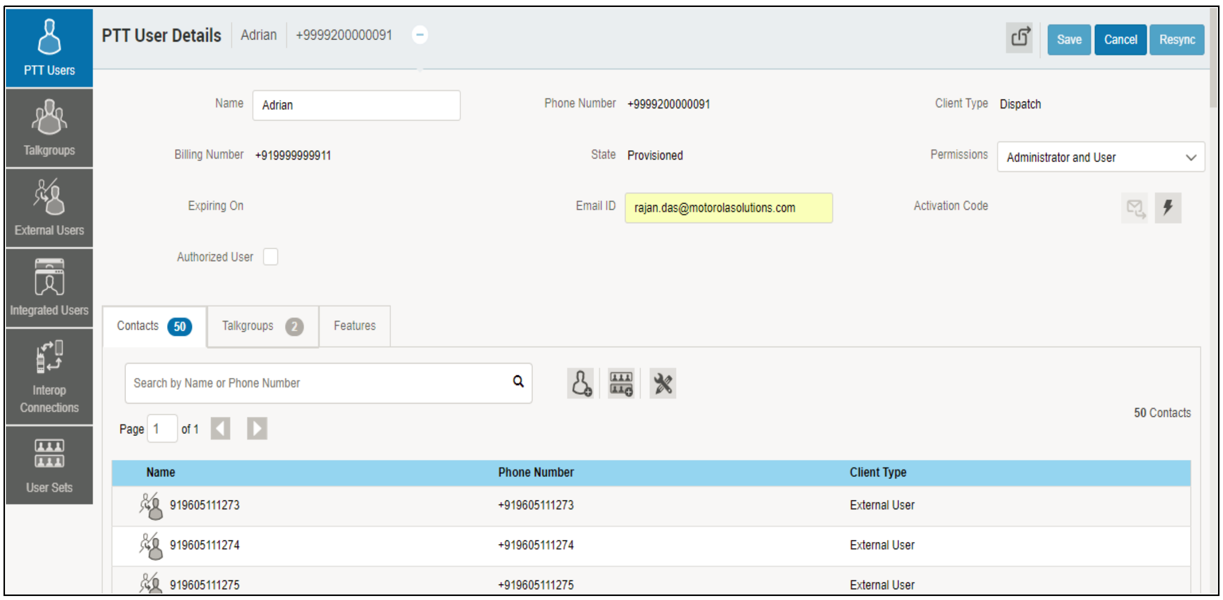
You can use the **Export** icon to export the page data in CSV format. For more details, see the "Using the Export Operation" section in this document.

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

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

4.2. Edit a User

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



Single User Selection

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

- **Name** – Displays the name of the user. You can this field.
- **Phone Number** – Displays the number of the user. You cannot this field.
- **Billing Number** – Displays the billing phone number of the user. You cannot this field. For more information, refer to the "Billing Number" section in this document.
- **Permissions** – Displays the corporation type permissions of the user. You can this field. For more information, refer to the "Permissions" section in this document.
- **State** – Displays the activation state of the user. You cannot this field. For more information, refer to the "State" section in this document.
- **Expiring On** – Displays the expiration date of the activation code. You cannot this field. For more information, refer to the "Expiring On" section in this document.

- **Client Type** – Displays the client type of the user. You can this field. For more information, refer to the "Client Type" section in this document.
- **Email ID** – Displays the email ID of the user. You can this field. For more information, refer to the "Email ID" section in this document.
- **Activation Code** – Displays the activation code of the user. You cannot this field. For more information, refer to the "Activation Code" section in this document.

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

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

Billing Number

You can provision following types of clients in the system in the form of license packs.

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

The billing system assigns a Billing 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.

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

Permissions

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

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

- **Administrator** – These users receive contacts and talkgroups from a corporate admin.
- **Administrator and User** – These users can receive contacts and talkgroups from a corporate admin and have the capability to define and manage their 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's service is currently suspended. The user can maintain their configuration, contacts, and talkgroups but cannot use the service.

Client Type

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

- Cross Carrier PTT Radio
- Cross Carrier Standard
- Dispatch
- Handset PTT Radio
- Handset Standard
- Wi-Fi PTT Radio
- Wi-Fi Standard

Expiring On

The Expiring On is a system generated, once you select the **Generate Activation Code**. The activation code typically expires within seven days from generation.

Email ID

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

Activation Code

The clients other than Handset, Handset PTT Radio, Interop Radio, Integrated Users, and Interop Talkgroup need a unique code for activation. This is called an activation code.

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

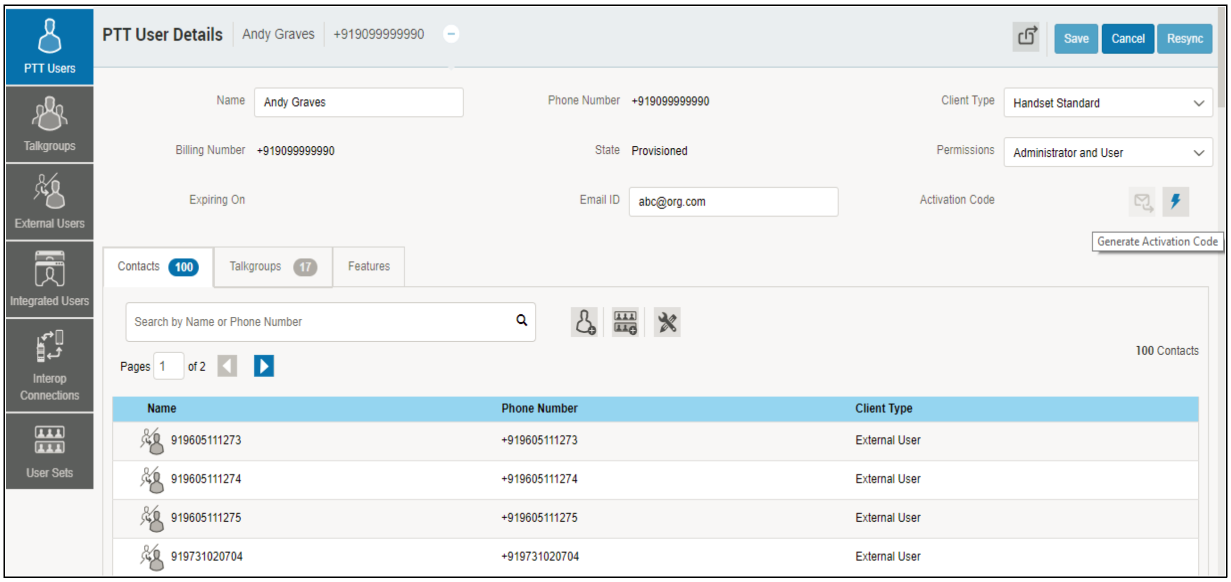
For Handset and Interop Radio clients, generating an activation code is optional and required only if the user wants to activate over the Wi-Fi network. An example of this would be a department store where there is no cellular coverage indoors. Refer to "Generate Activation Codes" on how to generate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

4.3. Re-Sync a User

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

4.4. Generate Activation Codes

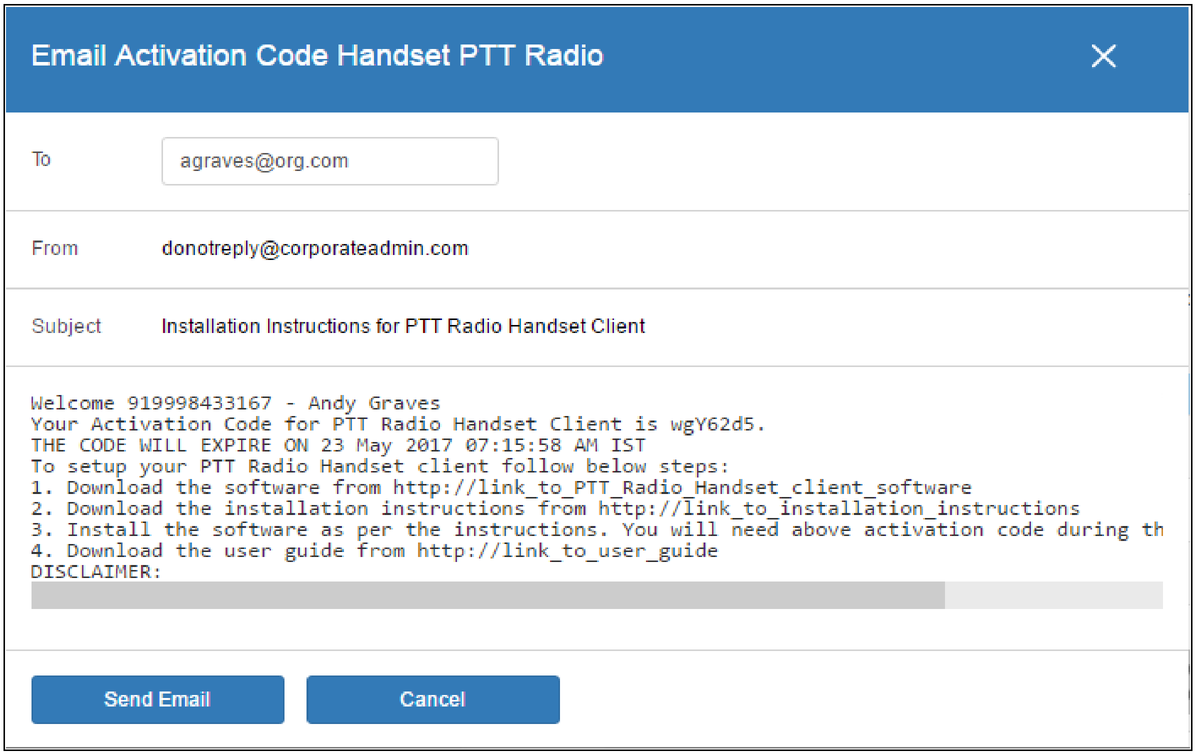
1. From the PTT Users or Integrated Users work area, click the **Edit** icon associated with the user.



Generate Activation Code for a User

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

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



Send New Activation Code to User

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

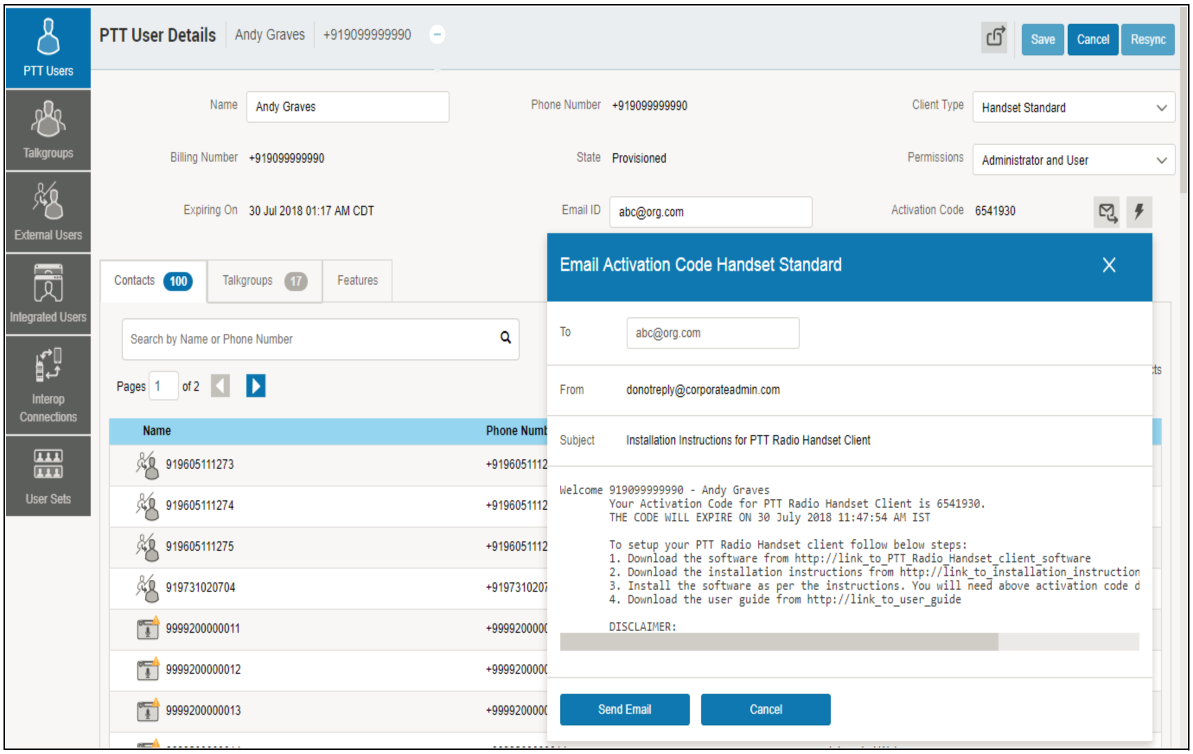
5. After generating the activation code, the activation code expiry date appears on the User Profile page in the Expiring On field.

4.5. Regenerate an Activation Code

1. Click **Regenerate Activation Code** on the User Profile page to regenerate the activation code. Regenerating an activation code for already activated clients deactivates the client, thus a confirmation message window displays "*You have selected to generate a new activation code. Existing activation code will be invalidated. Client will have to re-activate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.*"

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

3. Click **OK** to send the new activation code to the user's Email ID. A Send Email with Activation Code to Handset Client popup window displays.

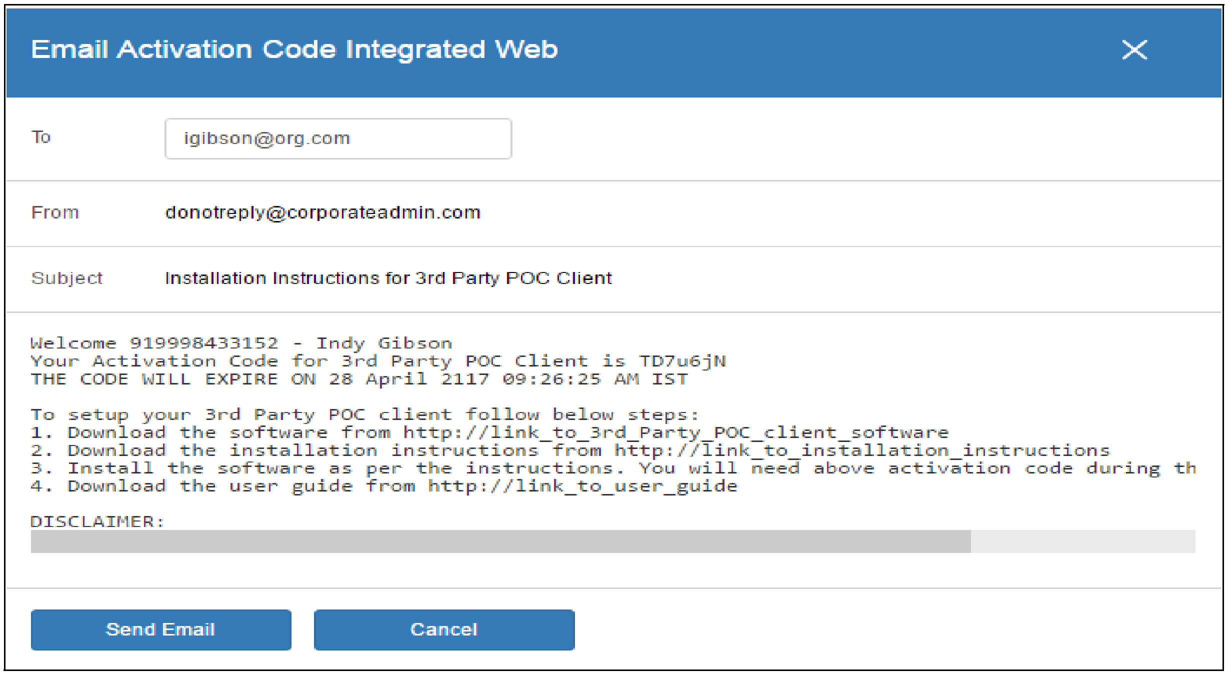


Send Email Activation Code

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

4.5.1. Resend an Existing Generated Activation Code without Regenerating

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



Resend an Existing Generated Activation Code without Regenerating

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

4.6. Manage Contacts

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

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

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

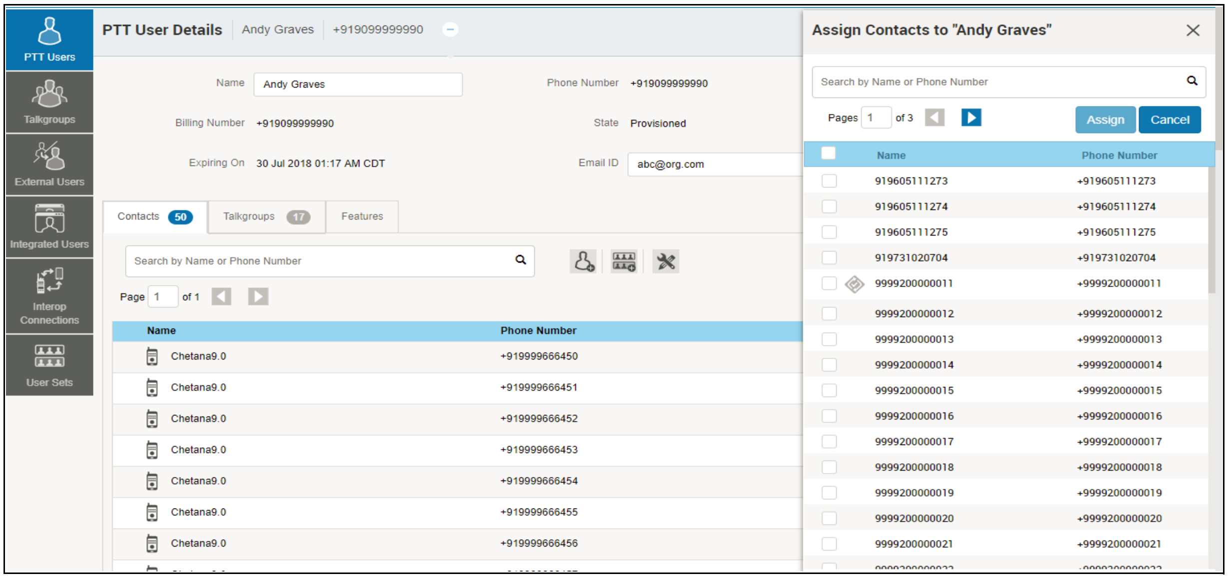
1. Selecting individual members from user’s list.
2. Creating or assigning a user set to a user.

This section describes the first method. For the second method, refer to the "Assign More than 250 Contacts to Each User through User Sets" section of this document.

4.6.1. Assign Contacts

Perform the following steps to assign contacts.

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



Assign Contacts

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

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

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

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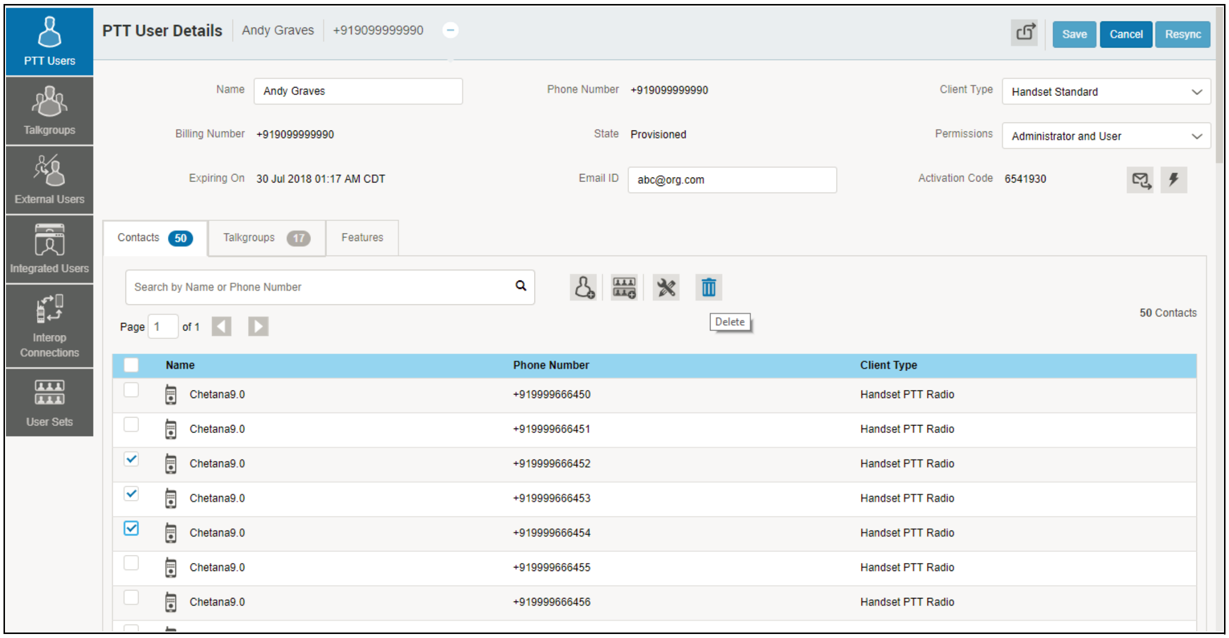
5. A success message displays. The assigned contacts sync to the user's handset.

Note: You can select a combination of up to 200 individual contacts or any number of user sets at one time until you reach the maximum of 1000 (new and existing) total contacts. When completed, click the Save button to save all records. The data does save until click the Save button.

4.6.2. Remove Contacts

Perform the following steps to remove a contact.

1. Select a user as explained in the "View a User" section of this document.
2. In the work area, click the **Tools** icon.
3. From the Contacts tab, select the check box associated with the contact you choose to delete.
4. You can also search for the contact by selecting a parameter.



Remove Contacts

5. Click the **Delete** icon to perform the removal operation. A confirmation message displays stating PTT user updated successfully. The contacts selected for removal are removed from the Contacts tab, and subsequently, the Total Contacts count decreases.

Note: You can select up to 200 individual contacts or any number of users sets at a time for removal. When completed, click the Save button to save all records. The data does not save until you click the Save button.

4.7. Manage User Sets

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

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

4.7.1. Add a User Set as Contacts to a User

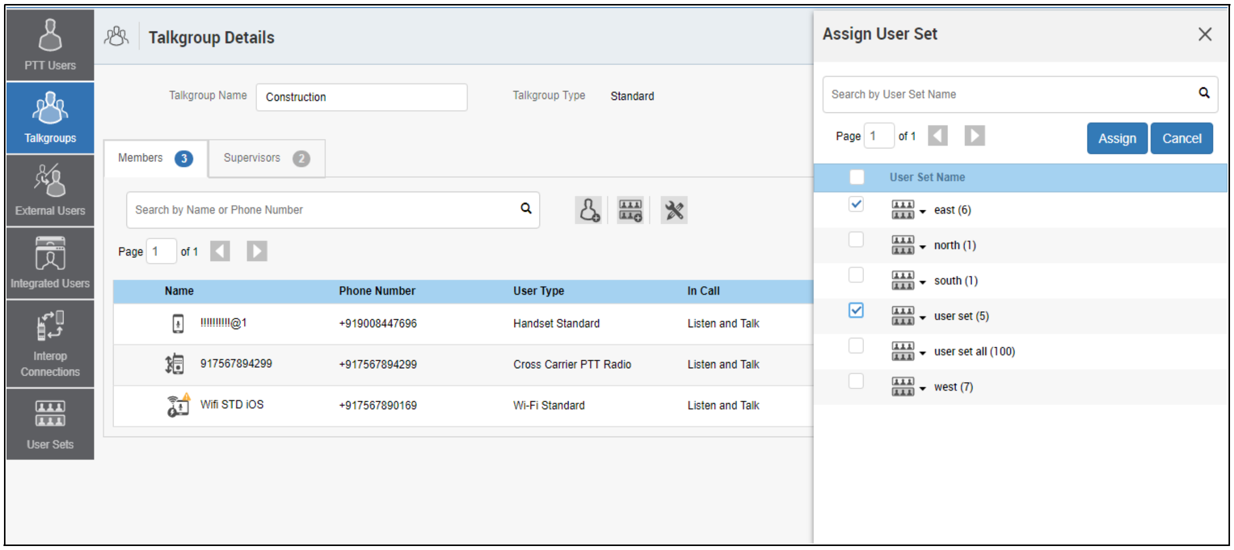
To add a user set as contacts of a user, refer to "Assign a User Set" section in this document.

User Sets updates are propagated automatically.

To add a User Sets to a group

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

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



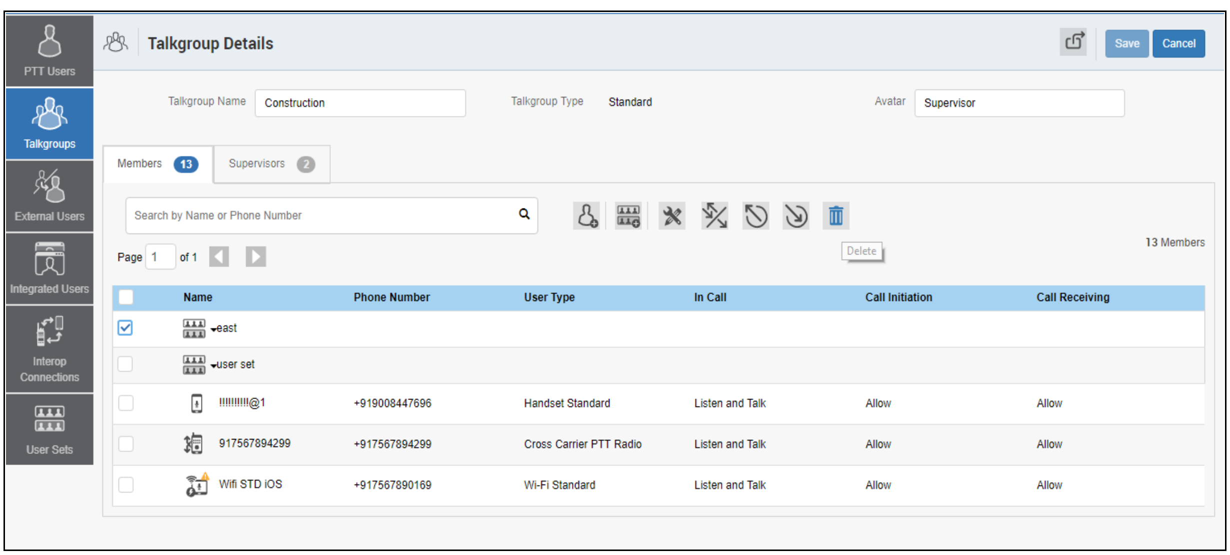
Add User Sets as Members of a Group

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

4.7.2. Remove a User Set from a User

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

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



Remove a User Set from a Talkgroup

4.7.3. View User Set Members Associated with a User

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

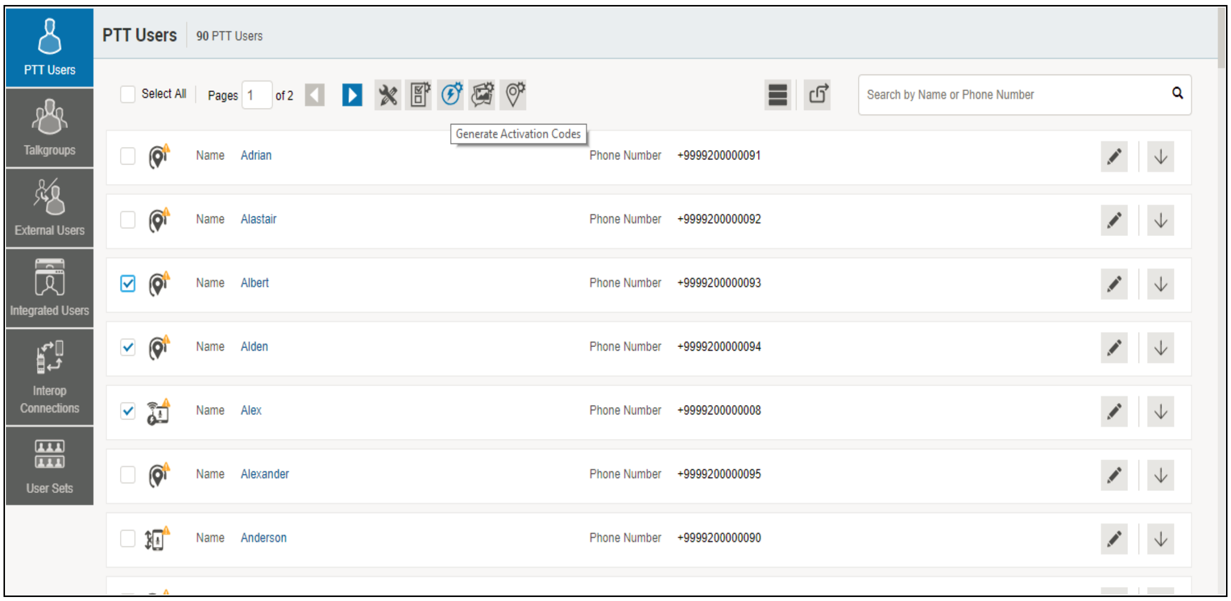
4.8. Manage Talkgroups

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

4.9. Select Multiple Users

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

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



Selecting Multiple Users

You can change the Type as explained below:

1. Select the **Change Type icon** to display the following options for 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?*"

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

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

- **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).

- **Set Location Sharing?**

The selected user can send and receive location information.

To enable or disable the features, do the following:

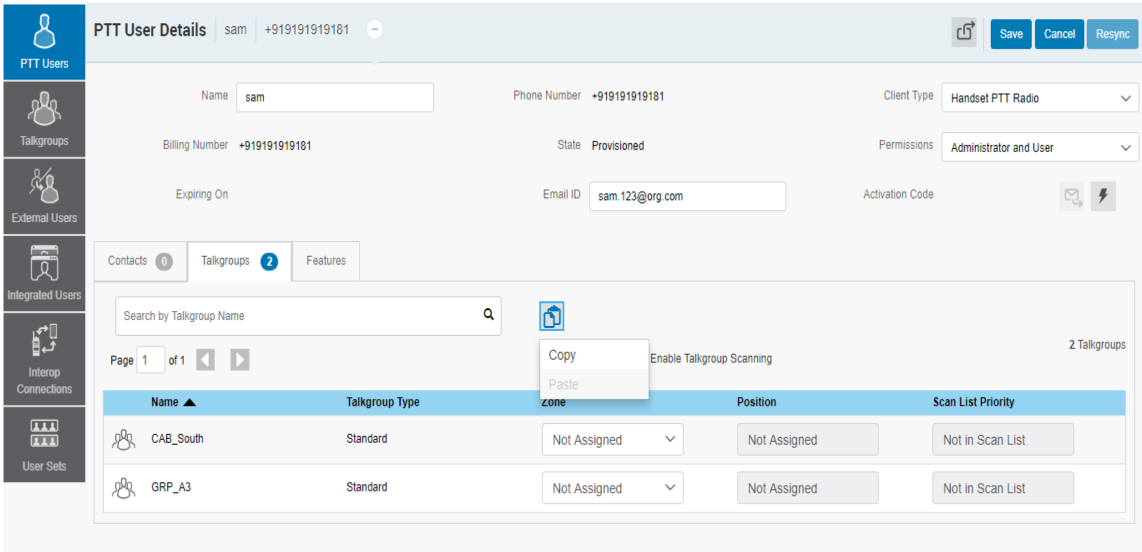
1. Click the respective icon and select **Yes** to allow.
   Or
   Click **No** to deny permission.
2. Click **OK** to save the changes or **Cancel** and your changes are lost.

4.10. Copy and Paste Talkgroup details

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

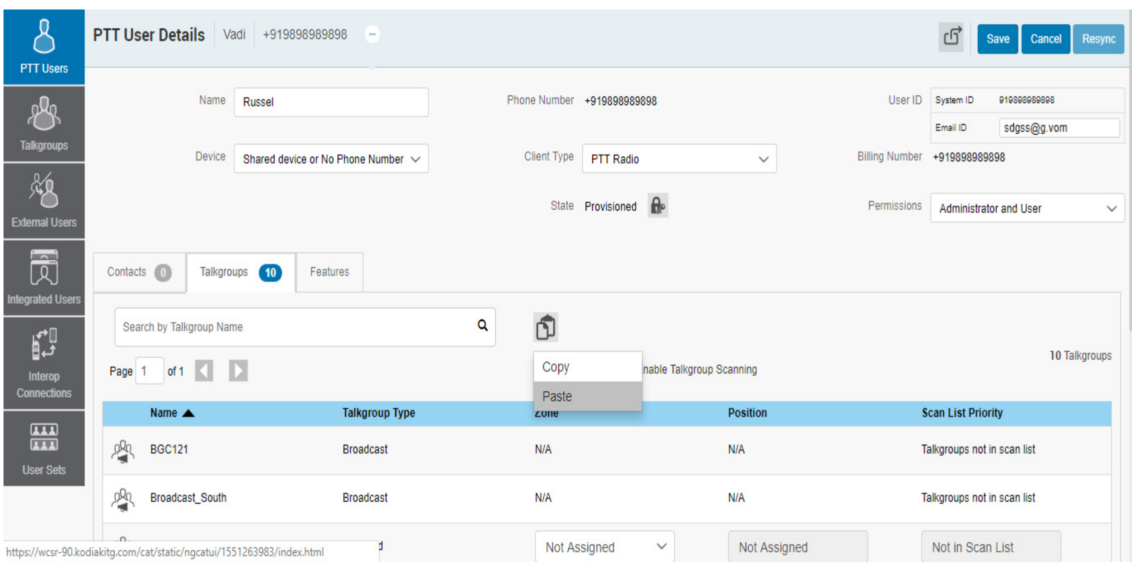
To copy and paste the talkgroup details, do the following:

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



Copy Talkgroup Details

3. From the drop-down, select **Copy**. The talkgroup details are copied.
4. Go to the PTT user to which you want to paste the talkgroup details.



Paste Talkgroup Details

5. In the Talkgroups tab, click the **Copy/Paste** icon.
   Or
   Right-click anywhere in the talkgroups tab.
6. From the drop-down, select **Paste**. The talkgroup details are pasted.

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

Note: If PTT Radio user has already previous talkgroup assigned then, they may be preserved and set to unassigned. The recommendation is to paste to a new PTT Radio user without any prior talkgroup assignments.

7. A success message displays.

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

4.11. Generate Activation Codes for Multiple Users

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

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

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

4.12. Using the Export Operation

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

4.13. Enable Features to PTT Users

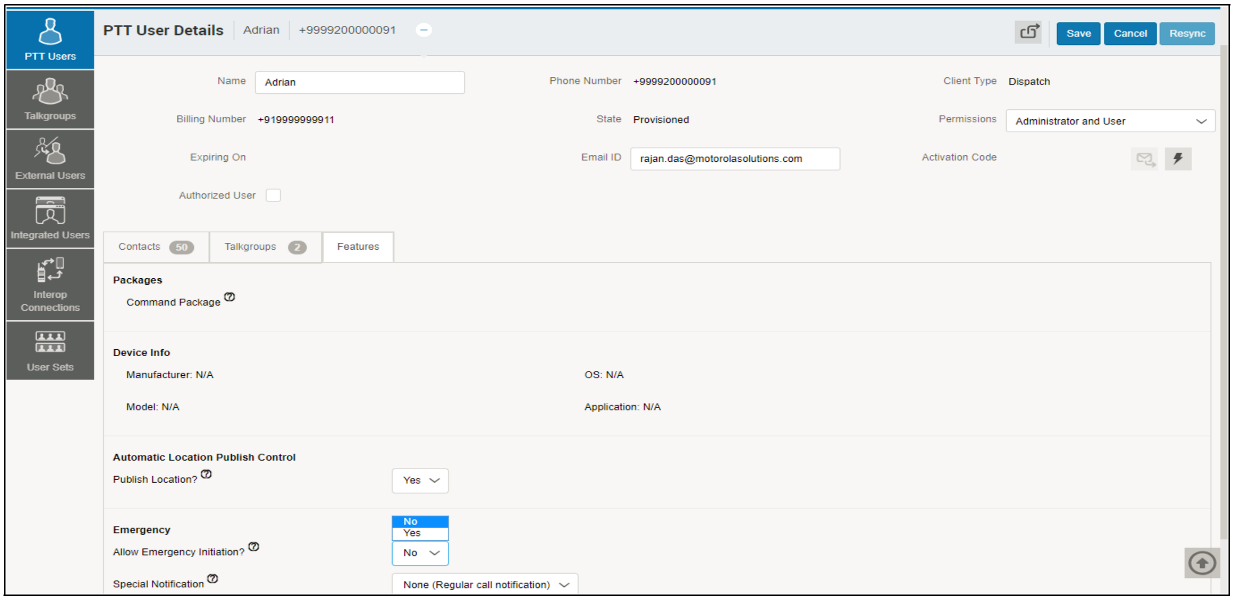
You can enable the specific or all the features to selected PTT users such as Location History, Geofence and Messaging. You can also enable the specific or all the features in Messaging such as Text, Multimedia, and Location.

4.13.1. Enable feature for an individual PTT user

To enable the features for individual PTT users, do the following:

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

4. Click **Save** to save the changes.
   Or
   Click **Cancel** to cancel the action.



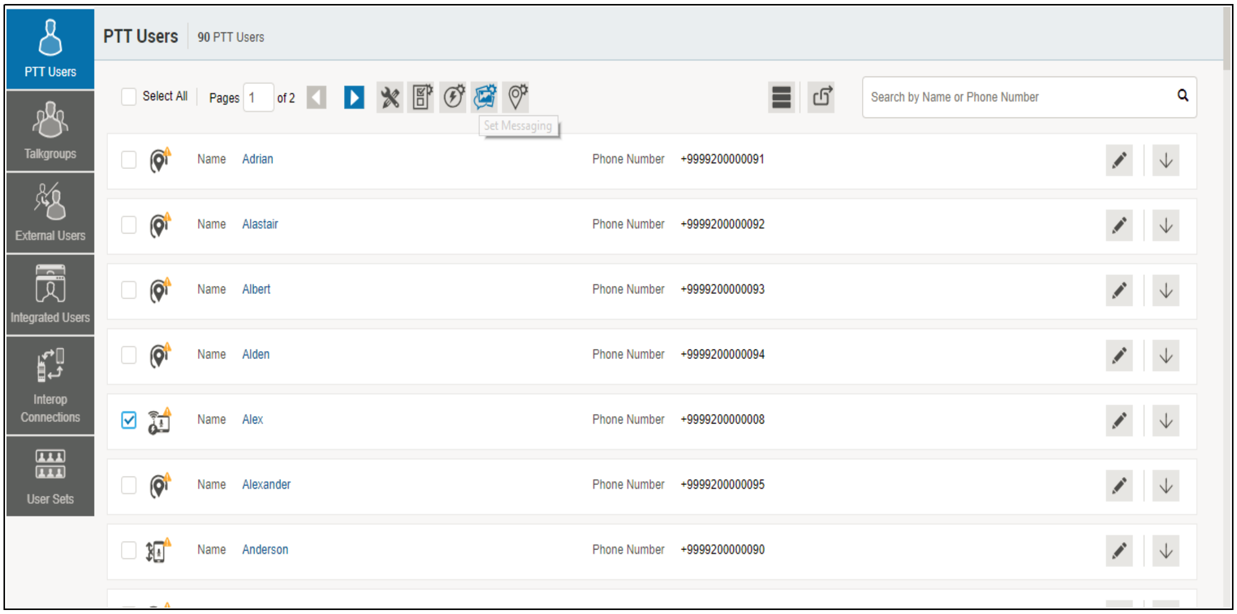
Enable Feature - Individual User

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

4.13.2. Enable features for multiple PTT users

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

1. In the work area, click the **Tools** icon associated with the user.
2. Select the check box(es) next to the contact(s) and select the features Set Messaging and Set Location Sharing.
3. Click **Yes** to continue.
   Or
   Click **No** to cancel.

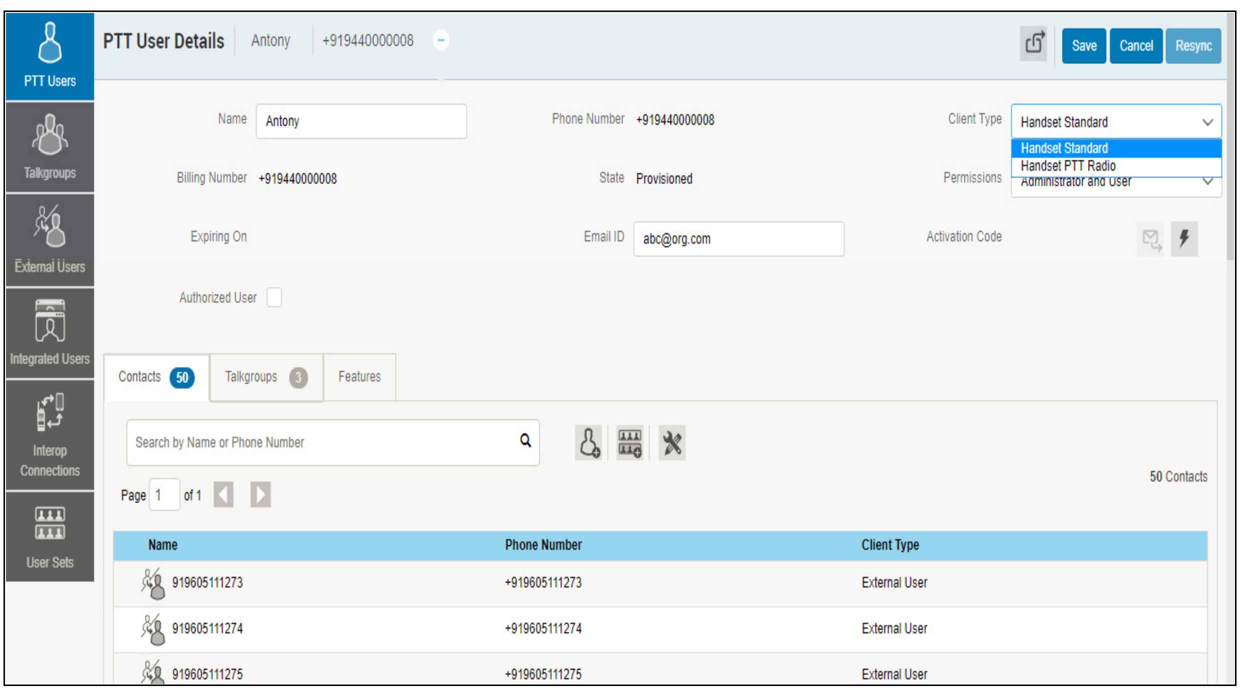


Enable Features - Multiple Users

4.14. Change Client Type

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

1. From the PTT Users work area, click the **Edit** icon associated with the user.
2. In the Work area, select the Client Type drop-down.

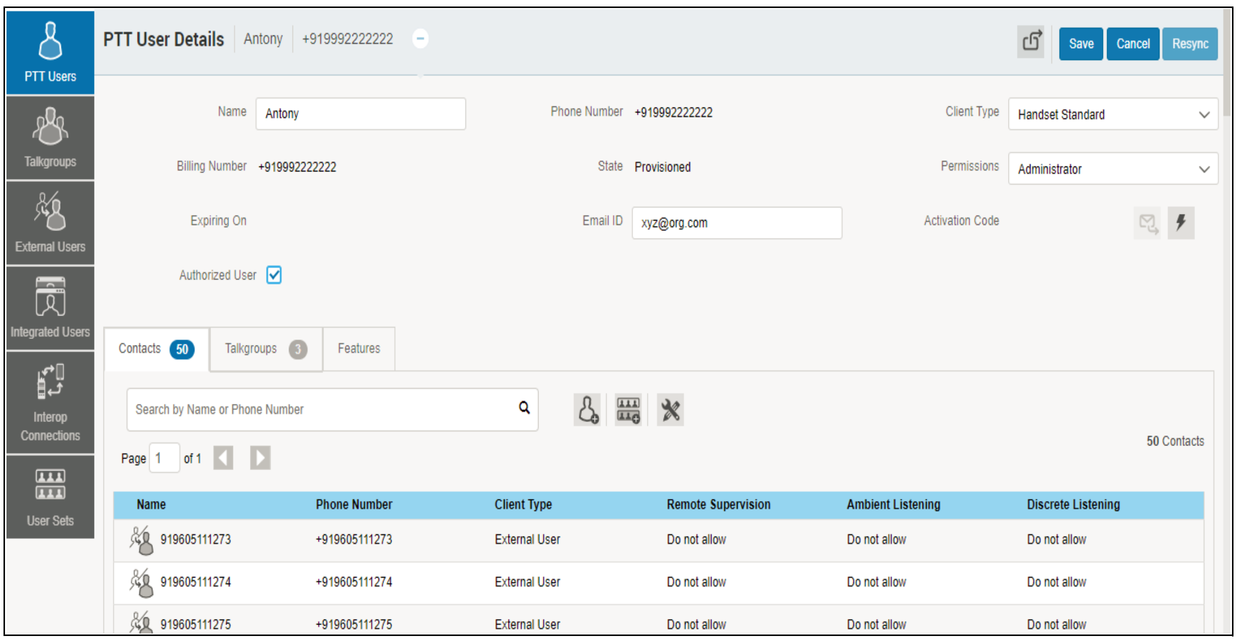


Change Client Type

3. Select the type of client you want to change and click **Save** button.
4. A confirmation message displays. Click **OK** to continue.
   Or
   Click **Cancel** to cancel the action.

4.15. Enable Authorization for Remote Supervision Features

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



Enable Authorization - Edit Screen

Note: The authorization check box is not available for the users before 9.0 clients. The authorization check box is not available to the user if they are not provisioned with the emergency feature package.

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

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

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

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

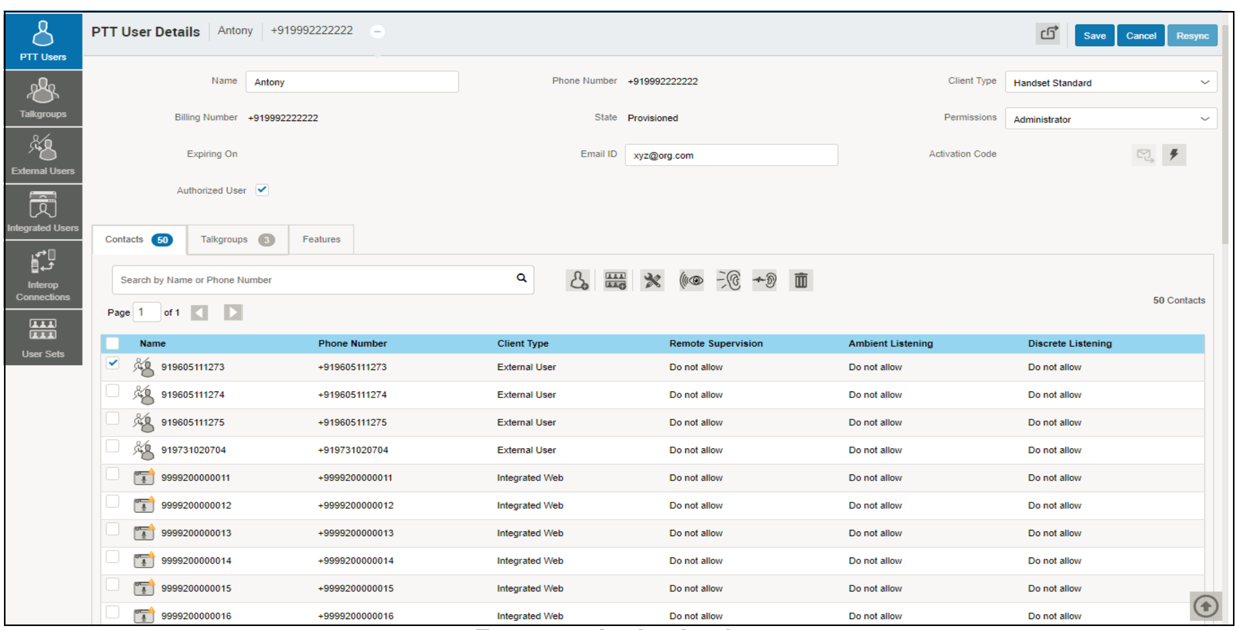
Note: To activate remote supervision, ambient listening or discreet listening feature should be available for the configuration and the user's device should support these features.

4.15.1. Features Authorization

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

To authorize individual or multiple members, do the following:

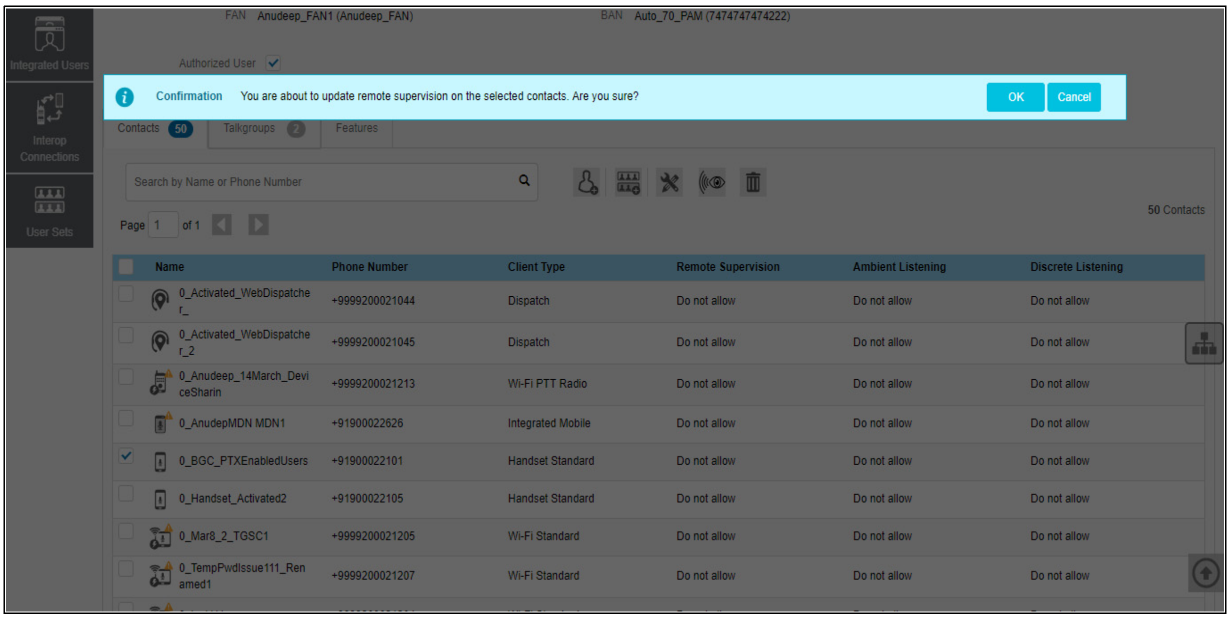
1. Form the PTT Users work area; click the **Edit** icon associated with the user.
2. Make sure that the **Authorized User** check box is checked.
3. In the Work area, click the **Tools** icon under the Contacts tab.
4. Select the member or the members of the user set to which features need to be enabled.



Features Authorization

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

6. Select from the below options -
   - Change Remote Supervision
   - Change Ambient Listening
   - Change Discreet Listening
7. Click **Allow** to authorize
   Or
   Click **Do not allow** to unauthorize the feature.
8. Click **Apply** to save the changes.
   Or
   Click **Cancel** to cancel the action.



Feature Authorization Confirmation Message

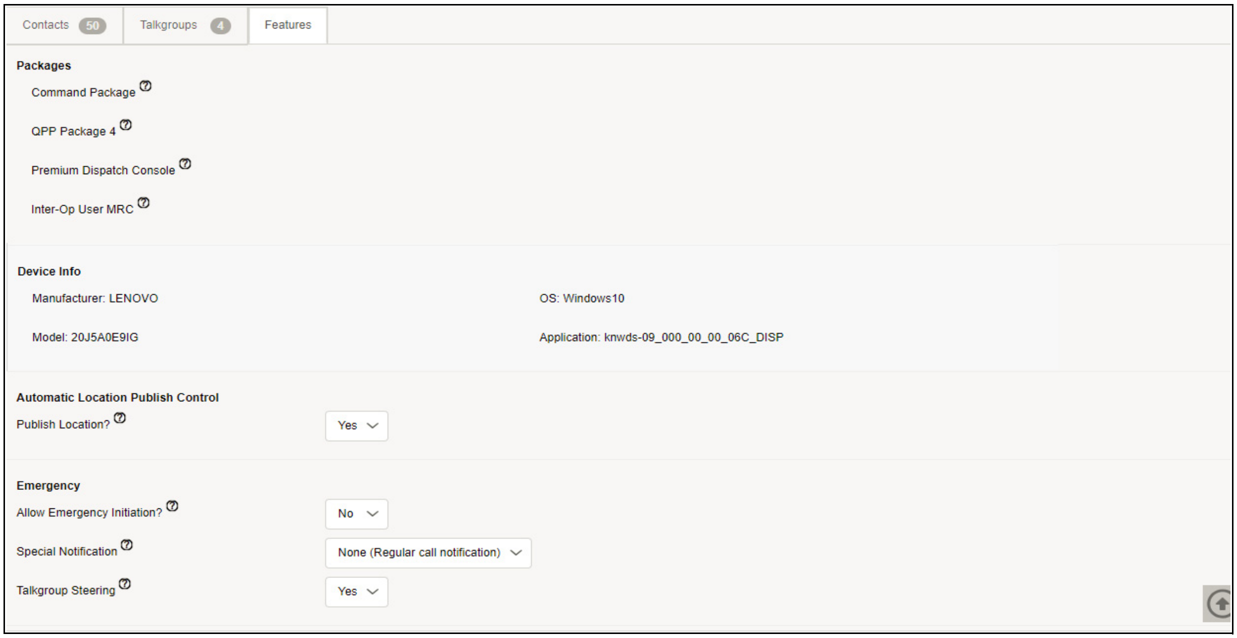
9. A confirmation messages displays. Click **OK** to continue.
   Or
   Click **Cancel** to cancel the action.

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

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

4.16. Features

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



Features Tab

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

The Features tab displays the below information:

4.16.1. Packages

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

4.16.2. Device Info

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

4.16.3. Messaging

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

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

- **Text and Multimedia** - Both text and multimedia messaging.

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

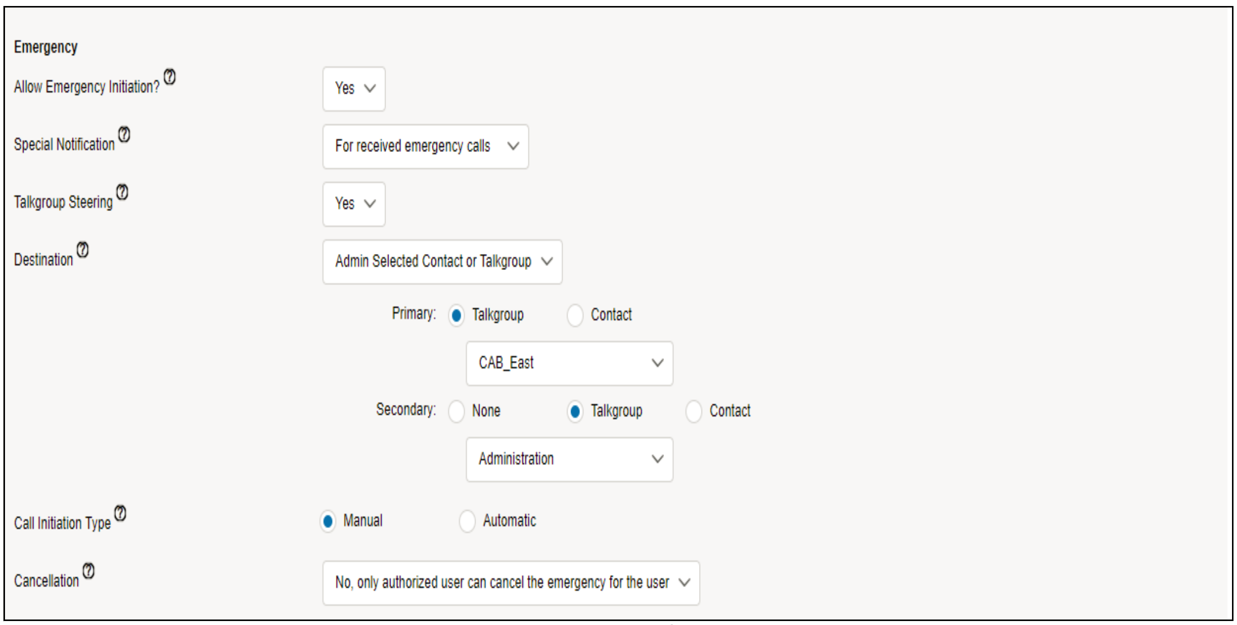
Geofence - Allows you to enable the geofence capability for the user.

4.16.4. Automatic Location Publish Control

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

4.16.5. Emergency

The following emergency configuration is available for the administrator.



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 list. If you select "Admin Selected Contact or Talkgroup" then you can choose the destination of the emergency to Primary and Secondary contacts or talkgroups. From the drop-down, choose the talkgroup or contact where you want the user to initiate the emergency.
  - **Call Initiation Type** - You can select **Manual** or **Automatic**. If you select **Manual**, then an emergency alert is sent to the user and the PTT button need be pressed to initiate the

emergency call. If you select **Automatic**, then an emergency alert is sent, and the emergency call starts.

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

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

4.16.6. Authorized User Features

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

Authorized Users

Name	Remote Supervision	Ambient Listening	Discrete Listening
Bob	✔	✔	✔

Authorized User Features

4.17. Device Sharing

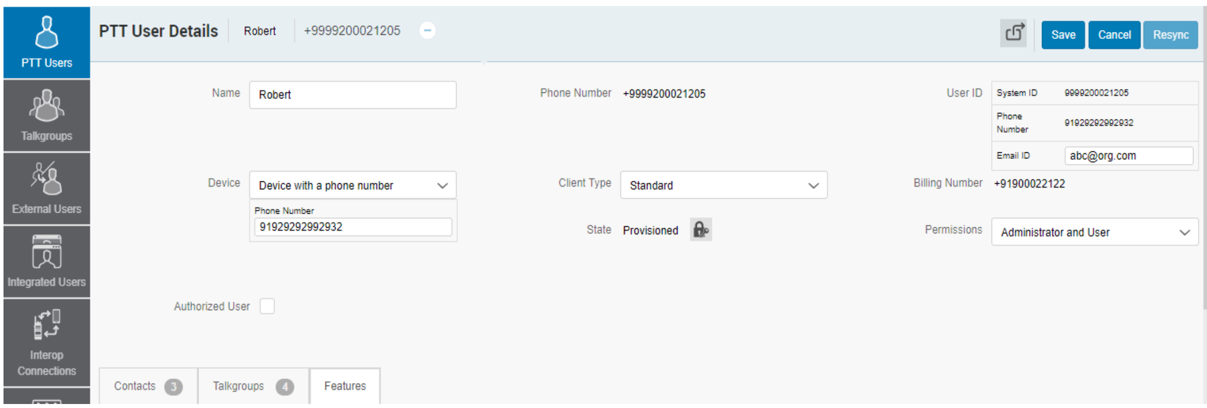
This feature allows user to login from any device or share a same device to login with multiple users. To login to shared devices, user needs a user id and password. Each user is assigned with a User ID for login purpose. User ID can have the following fields:

1. System ID
2. Phone Number
3. Email ID.

You can choose the device type from the “Device” that user will be using.

1. **Shared device or No Phone Number** - User can login from any supported device. To login, user must have either email id or system id as user id.
2. **Device with a phone number** - User owns a device with a phone number. Phone number is mandatory when you select this option. Make sure that the phone number do not exist in the system or assigned to another User License. To login, the user need to use the phone number as user id.

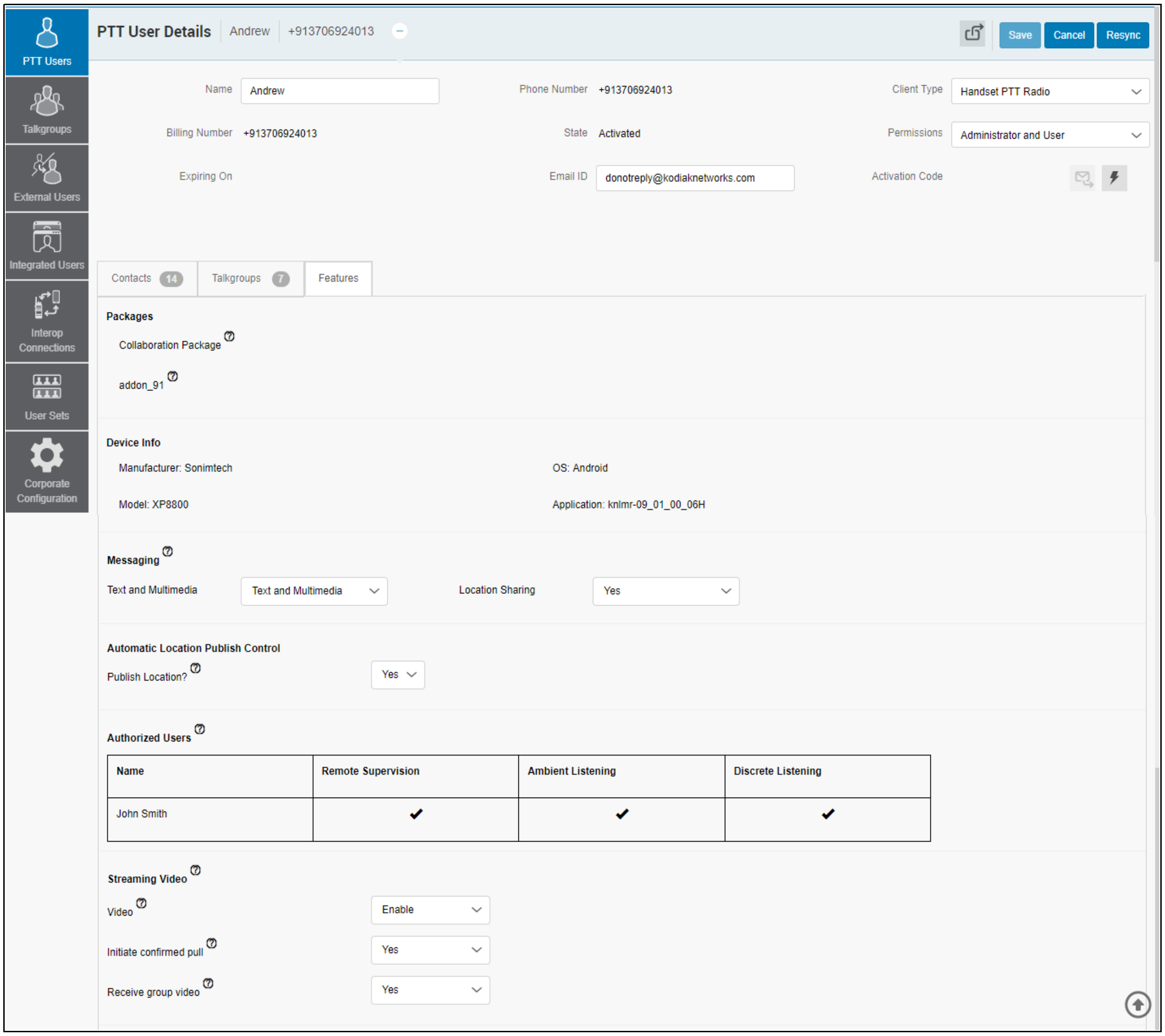
Upon configuration, you need to click the **Generate Temporary Password** icon. The corporate administrator needs to communicate the User ID and temporary password to the user by email, SMS, or offline. User need to change the password on their first login.



Device Sharing

4.17.1. Streaming Video

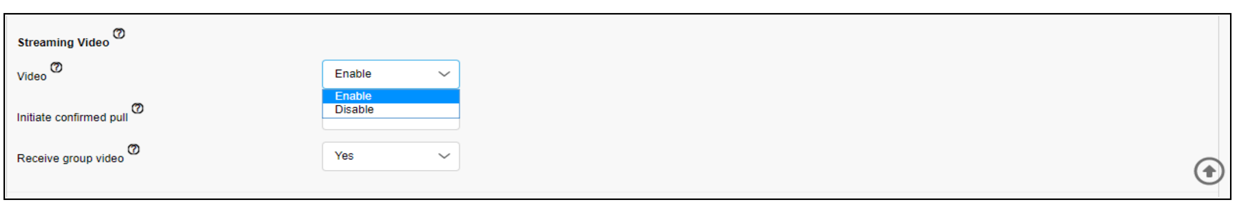
Allows you to enable or disable the live video stream session feature for individual user. When you enable this feature, user can send one-way, stream live video with audio to another user. You can configure whether the type of video stream pull is confirm (initiate video stream after recipient's confirmation) or unconfirm (no confirmation needed for video stream).



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 stream.



Enable or Disable Video Stream

Initiate confirmed pull - If you select **Yes** then user needs to accept the request received from the authorized user to start the video stream on their device. If you select **No** then the video stream starts on user's device without their acceptance.

Configure Confirmed Video Stream Pull

Receive group video - If you select **Yes** then user can receive talkgroup video stream. If you select **No** then they cannot receive talkgroup video stream from their assigned talkgroup list but can receive one-to-one video streams.

Configure Incoming Talkgroup Video Stream

5. Manage Talkgroups

The Manage Talkgroups section describes the talkgroups that you manage.

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

You can identify the Talkgroup icons from the "Talkgroup Icons" section of this document.

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

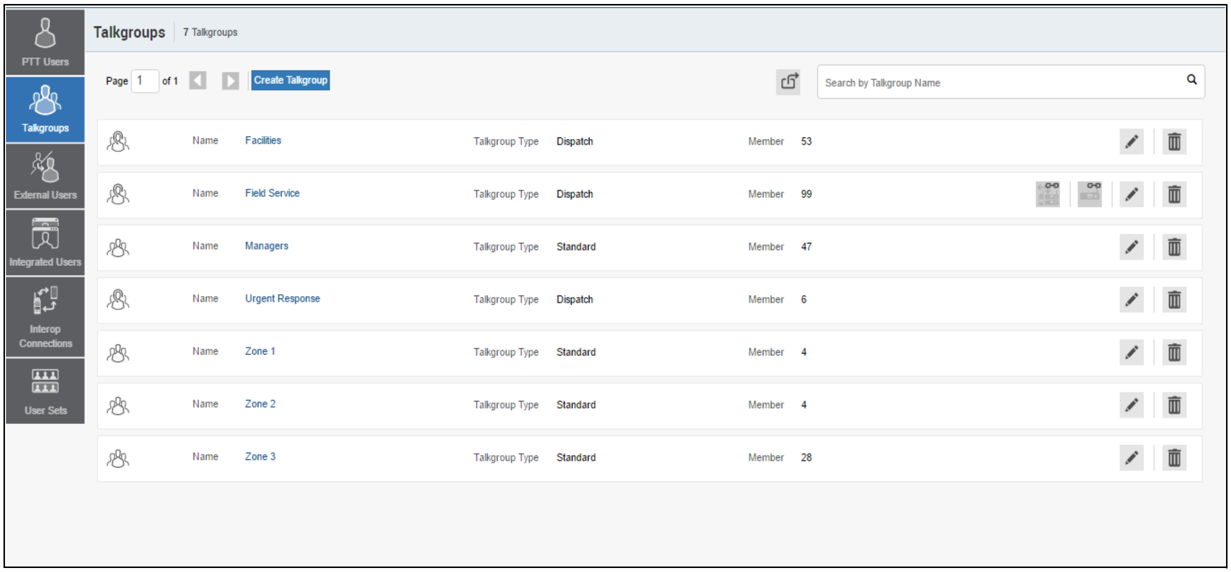
This section is organized as follows:

5.1. View a Talkgroup

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

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

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

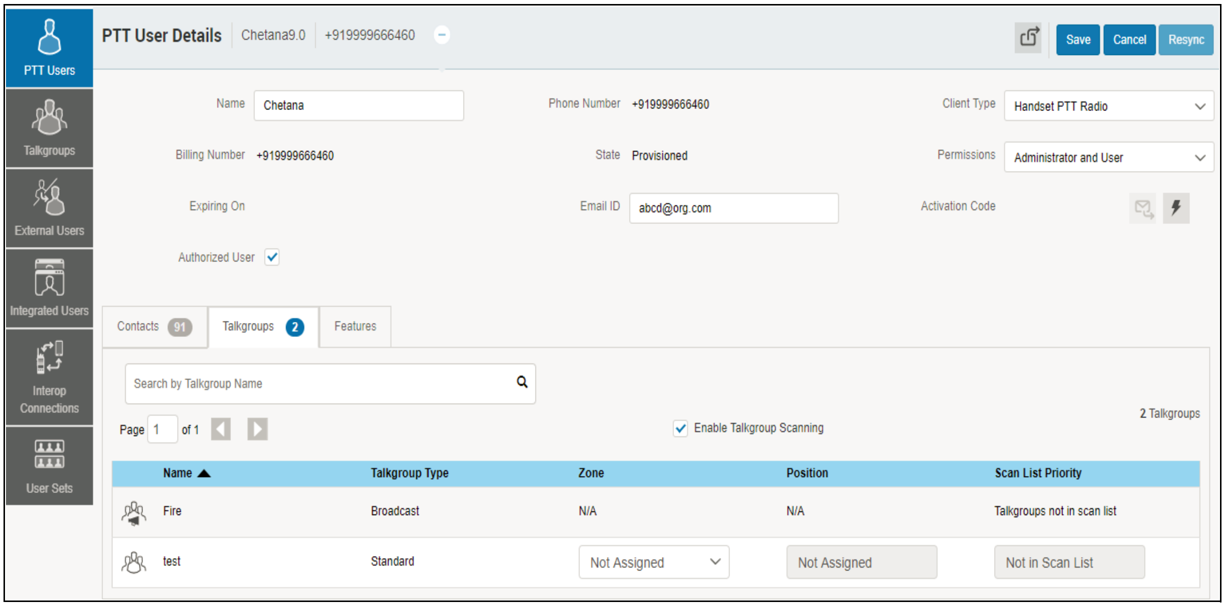


Talkgroups Main Screen

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

5.2. View Talkgroups Assigned to a User

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



View Talkgroups Assigned to a User

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

5.3. Create a New Talkgroup

The Central Admin Tool supports following talkgroup types:

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

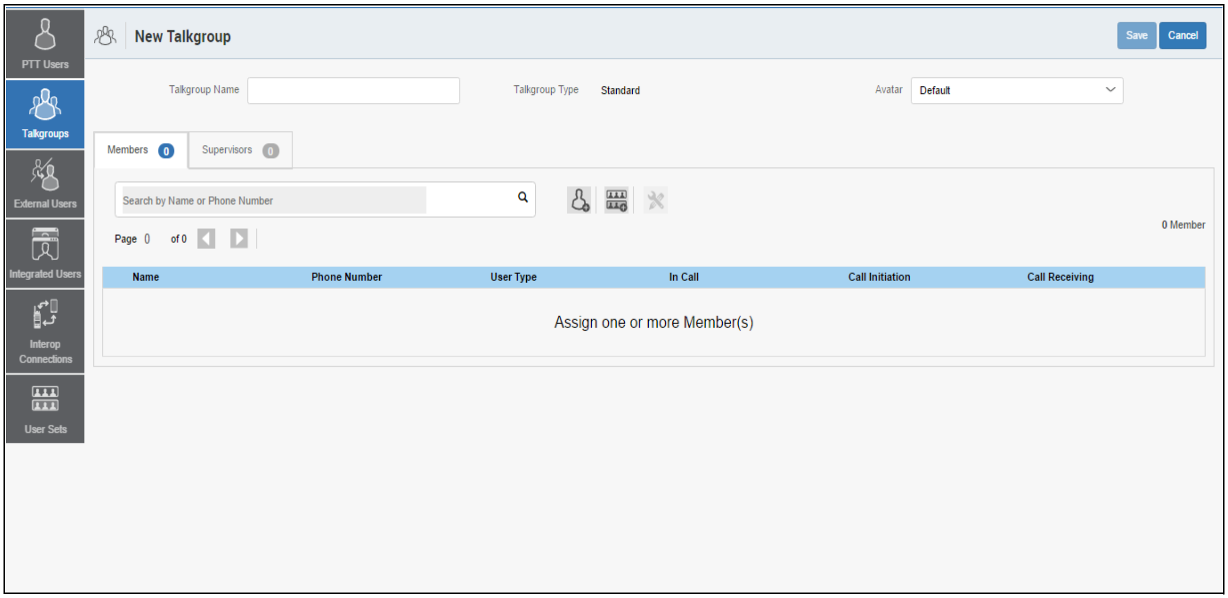
Dispatch Talkgroup – A Dispatch talkgroup is a standard talkgroup with the additional capability to assign a dispatcher to it. The members of the talkgroup are called fleet members. Refer to "Dispatch" for more details.

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

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

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

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

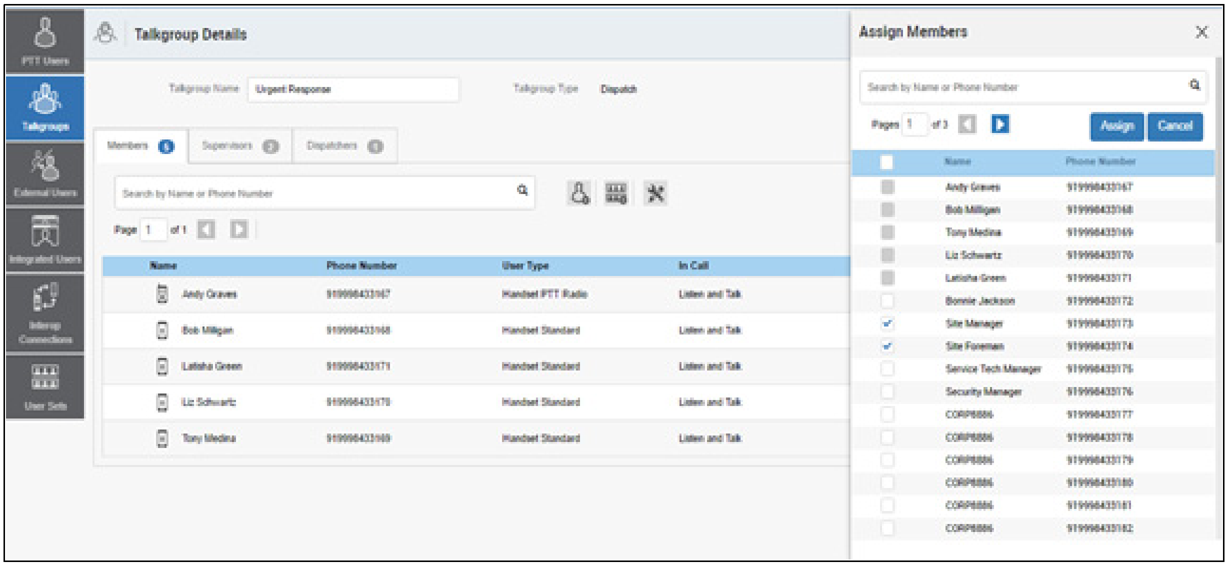


Create New Talkgroup

2. Select a talkgroup from the Talkgroup Type drop-down.
3. Enter the talkgroup name in the **Name** field. The name should be less than 30-characters long and it should have at least one non-space character. Duplicate names are not allowed in the corporation.
4. Select an **Avatar** from the drop-down. A list of all available Avatars is listed in the "Avatars" section within this document.

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

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



Add Individual Members

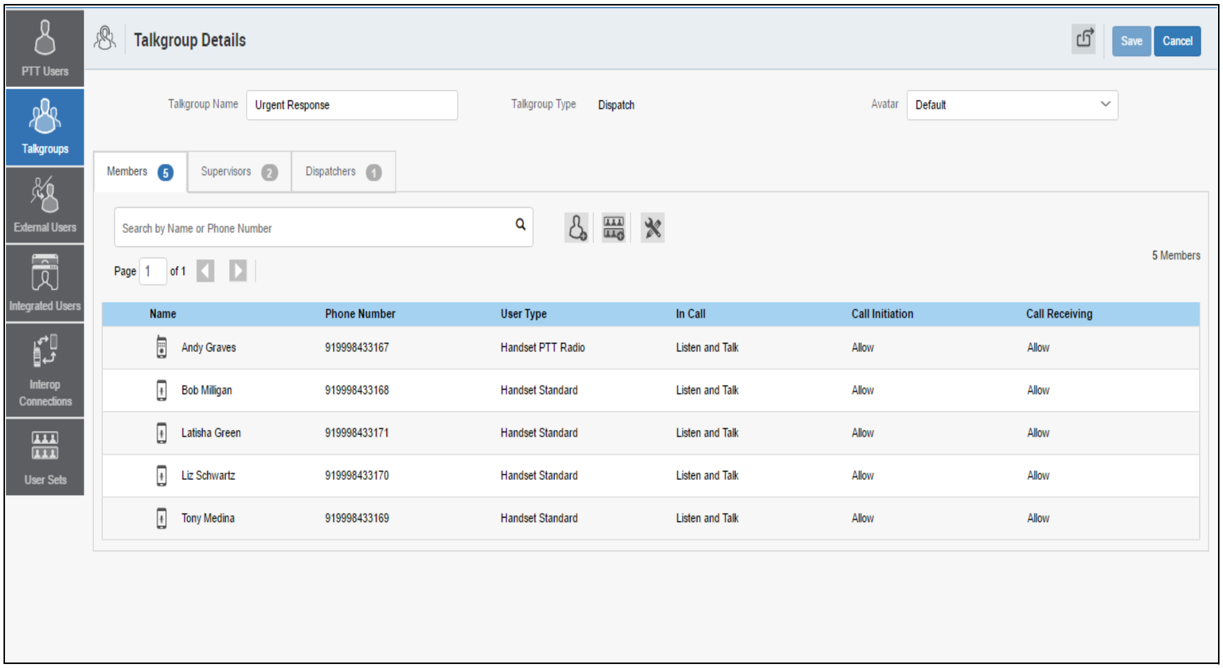
6. Select the members you want to add to the talkgroup by checking the applicable check boxes. Only those members that are not already a member of the talkgroup are available for selection. The talkgroup must have at least two members in it. You can pick a maximum of 200 members at a time for an addition. You can also select members by clicking the check box next to the Name header; it functions as a **Select All** check box.
7. Click **Assign.** The members selected for addition display in the Talkgroup tab and the total members count increases accordingly.
8. Click **Save** to add the talkgroup. A confirmation message displays, "*Talkgroup will be created and distributed to members. Are you sure? Note: DO NOT CREATE a talkgroup with all external contacts only. Make sure that there is at least one internal user in it.*"
9. Click **OK** to continue the confirmation message that appears. Once the updated talkgroup is synced to the user's handset, a success message displays stating that your 'talkgroup' added successfully.

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

5.4. Edit a Talkgroup

5.4.1. Rename a Talkgroup

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



Rename a Talkgroup

2. Modify the talkgroup name in the Name field.

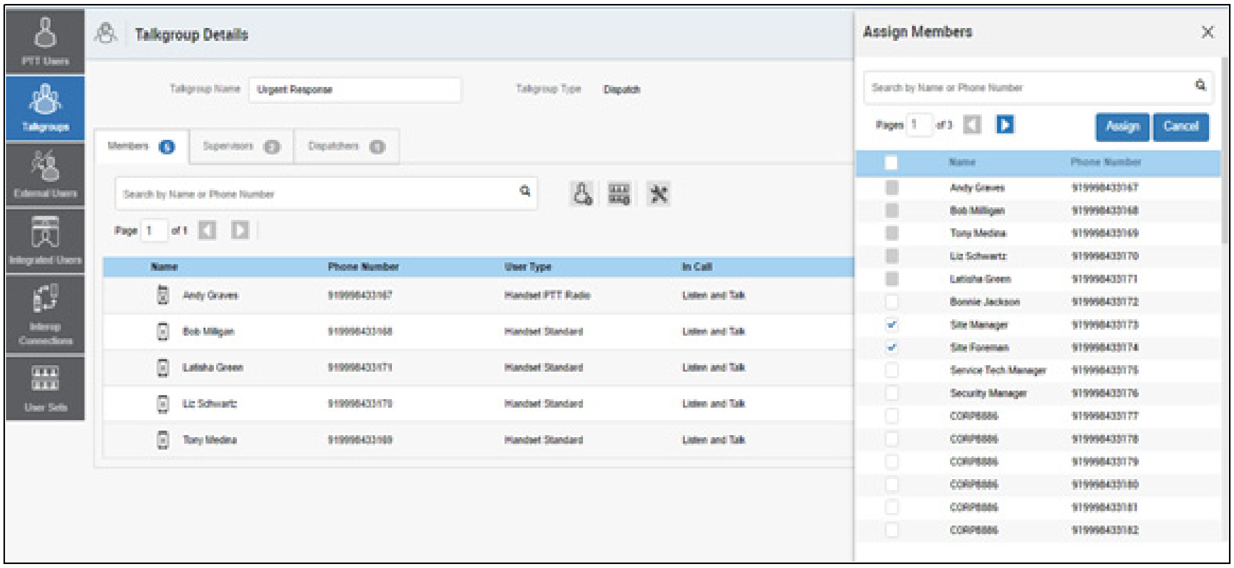
3. Click **Save** to save your changes. A Success message displays, *“'<Talkgroup Name>' updated successfully.”*

5.4.2. Add Members to a Talkgroup

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

2. Select the Members tab to display the individual members in the selected talkgroup.

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



Add Members

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

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

5.4.3. Change Call Permissions

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

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

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

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

Change In Call Permissions

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

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

4. Click **OK**. A success message displays.
   Or
   Click **Cancel** to Cancel the action.

Change Call Initiating Permissions

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

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

4. Click **OK**. A success message displays.
   Or
   Click **Cancel** to Cancel the action.

Change Call Receiving Permissions

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

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

4. Click **OK**. A success message displays.
   Or
   Click **Cancel** to Cancel the action.

5.4.4. Remove a Member from a Talkgroup

1. Select the talkgroup from the Talkgroups work area and click **Edit** icon associated with the Talkgroup you want to edit.
2. Click the Members tab to display the individual members in the selected talkgroup.
3. Click the **Tools** icon.
4. Select the members you want to remove from the talkgroup by checking the applicable check boxes.
5. Click the **Delete** icon to remove talkgroup members. A Success message 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.

5.4.5. Manage User Sets

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

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

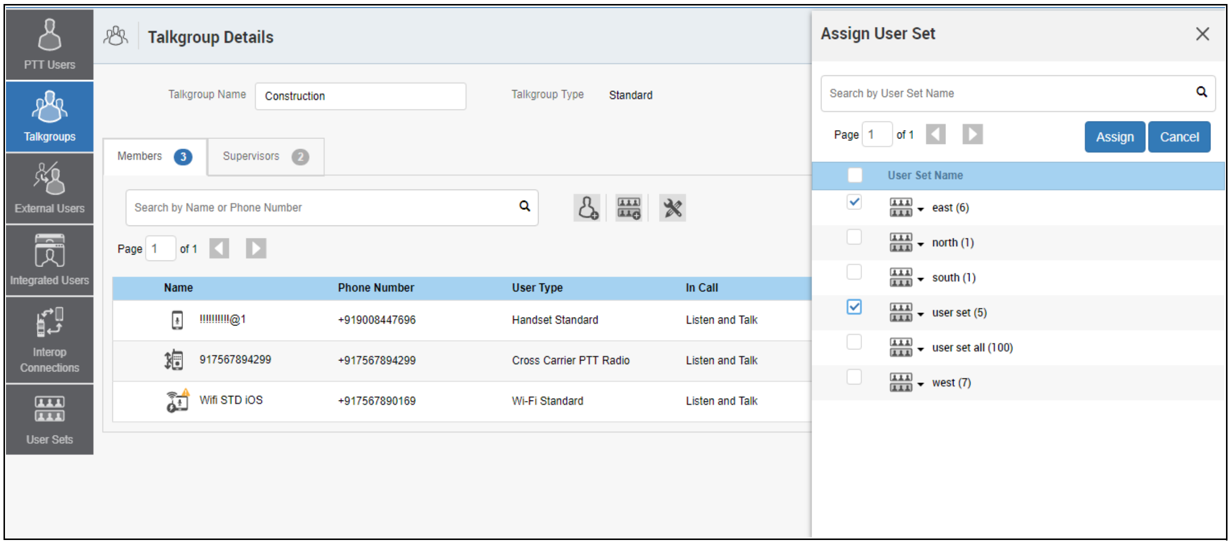
Add User Sets as Members of a Talkgroup

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

User Sets updates are propagated automatically.

To add a User Sets to a group

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



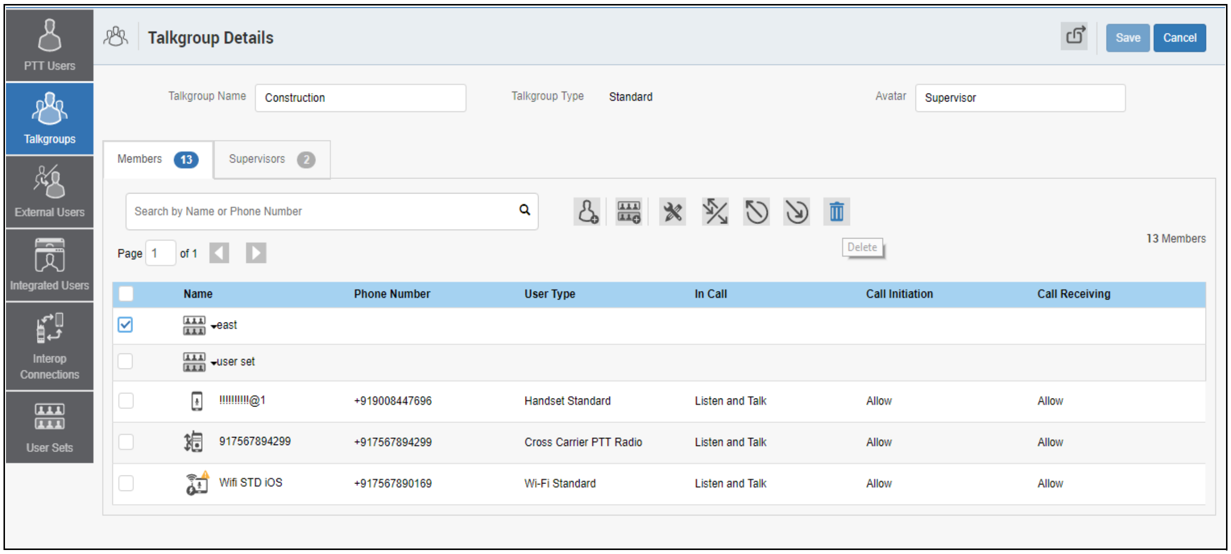
Add User Sets as Members of a Talkgroup

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

Remove a User Set from a Talkgroup

Using User Sets, you can remove User Sets from a talkgroup. To learn more about User Sets, refer to "Manage User Sets".

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



Remove a User Set from a Talkgroup

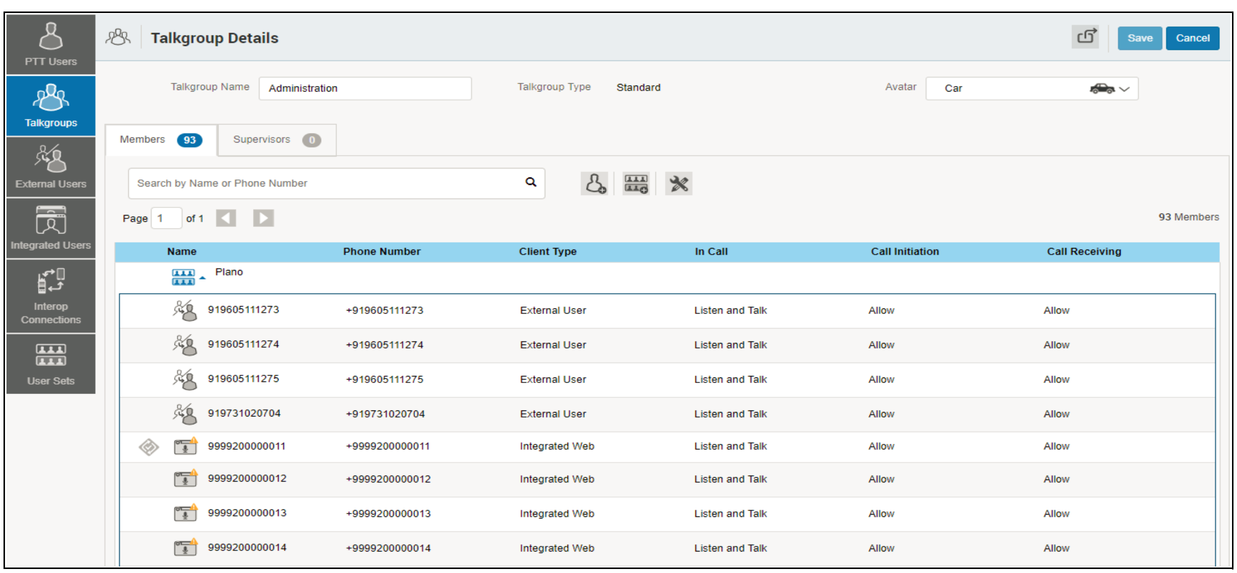
4. Click **Close** icon**.** The members of the user-set are removed from the subscriber and the total contacts count decreases.

View User Set Distribution to a Talkgroup

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

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

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



View User Set Distribution to a Talkgroup

5.4.6. Save Changes to a Talkgroup

Perform the following steps to save changes to a talkgroup.

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

5.5. Delete a Talkgroup

Perform the following steps to delete a talkgroup.

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

6. Talkgroup Scanning

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

This section is organized as follows:

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

7.10 and above PTT Radio user can manage the Talkgroup scan list from the user itself. For these users, you can enable/disable this functionality.

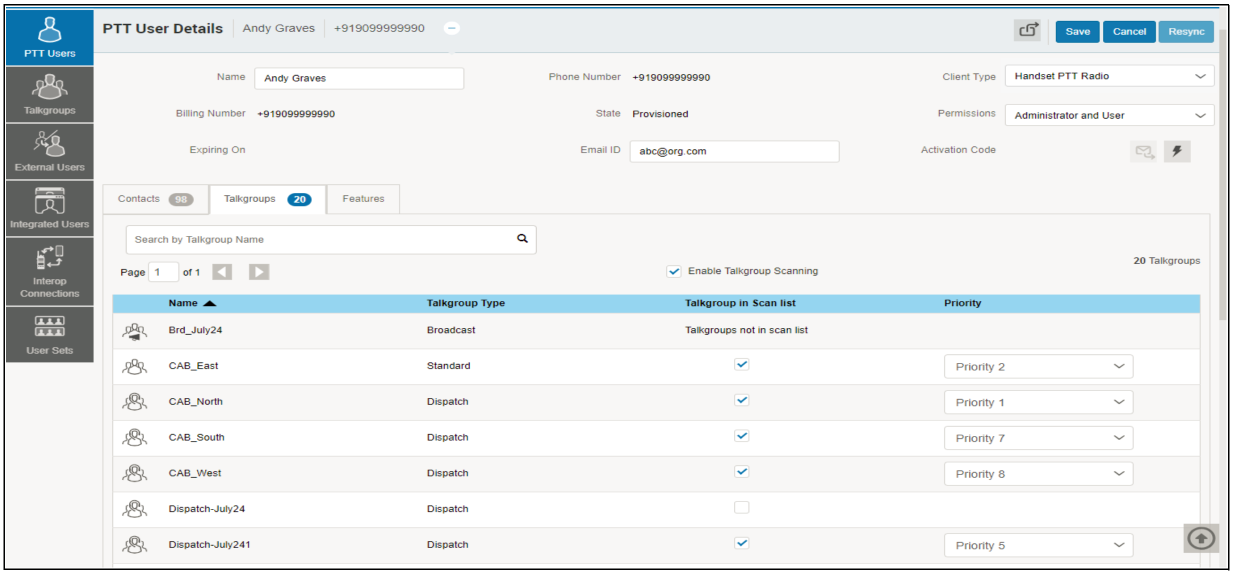
Note: 7.6 Android and 7.7 users support the Talkgroup Select from the handset itself and you do not manage the Talkgroup Select for them.

Interop users do not support any Talkgroup scanning.

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

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

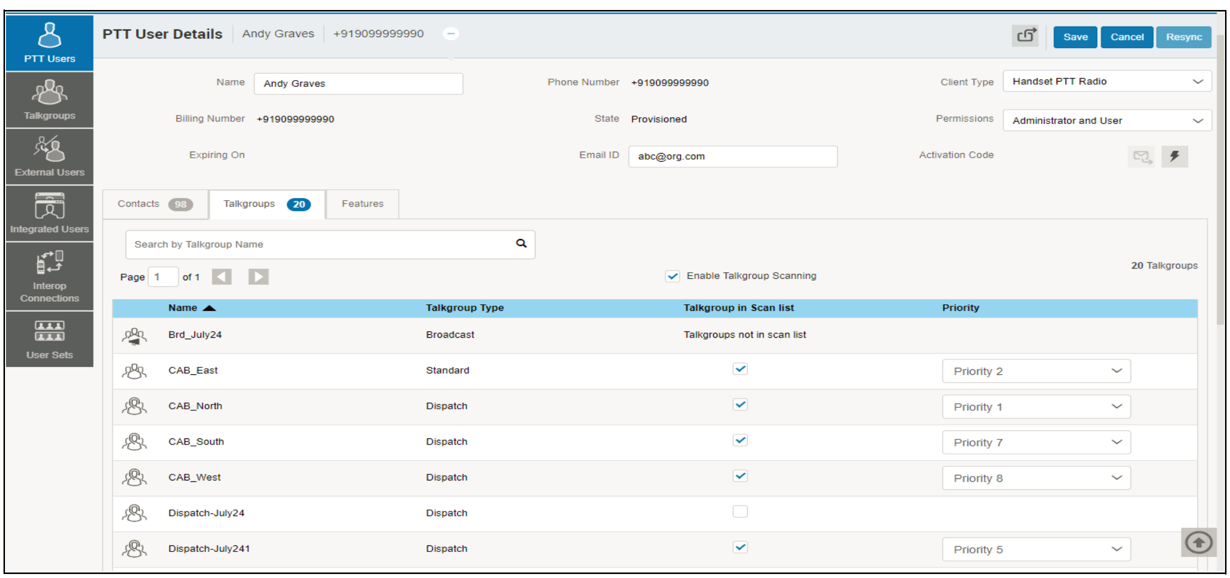
1. Select a user from the Talkgroup work area list to display the User Profile page.
2. Click the **Edit** icon associated with the Talkgroup to edit.
3. Select the Talkgroups tab to display the assigned groups for the selected user as shown below.



Create a Talkgroup Scan List

Note: If there no talkgroup displays for a selected user, then you need to create a talkgroup. For information on creating talkgroups, refer the "Create a New Talkgroup" **section of this document.**

4. Check the **Enable Talkgroup Scanning** check box. The talkgroups table displays two new columns as shown below.



Enable Talkgroup Scanning

5. Select the check box under the **Talkgroup in Scan List** header for the talkgroup(s) you want to include in the scan list.

6. Select the priority for the talkgroup from the Priority drop-down. Repeat Steps 4-5 for the talkgroups that you want to add to the scan list.

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

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

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

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

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

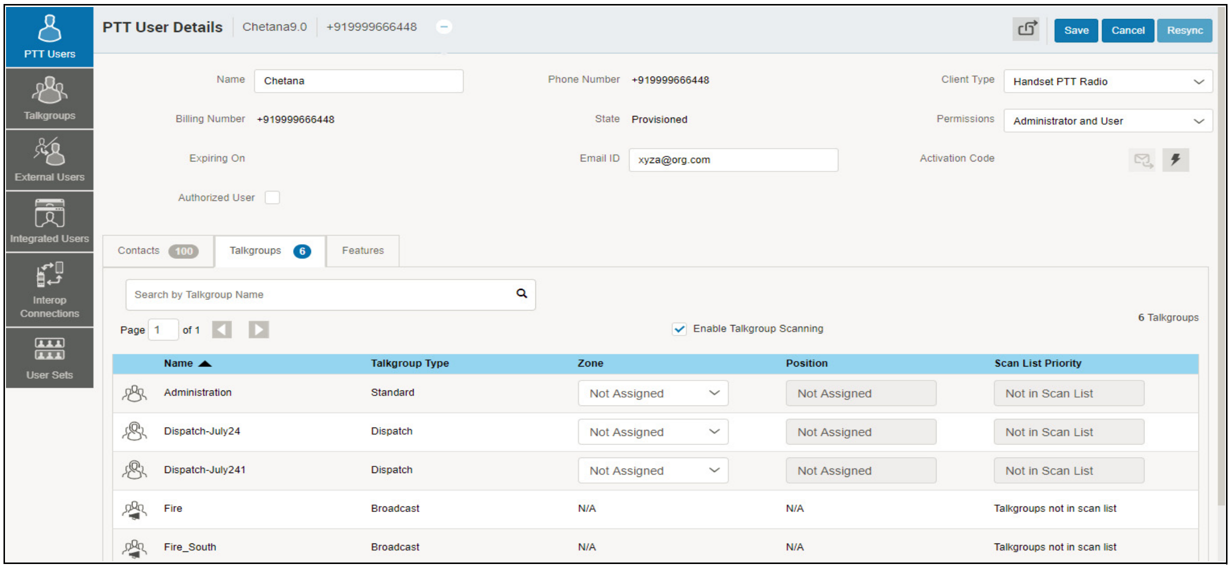
6.4. Talkgroup Scanning for 7.10 onward clients (Except PTT Radio Clients)

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

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

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

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



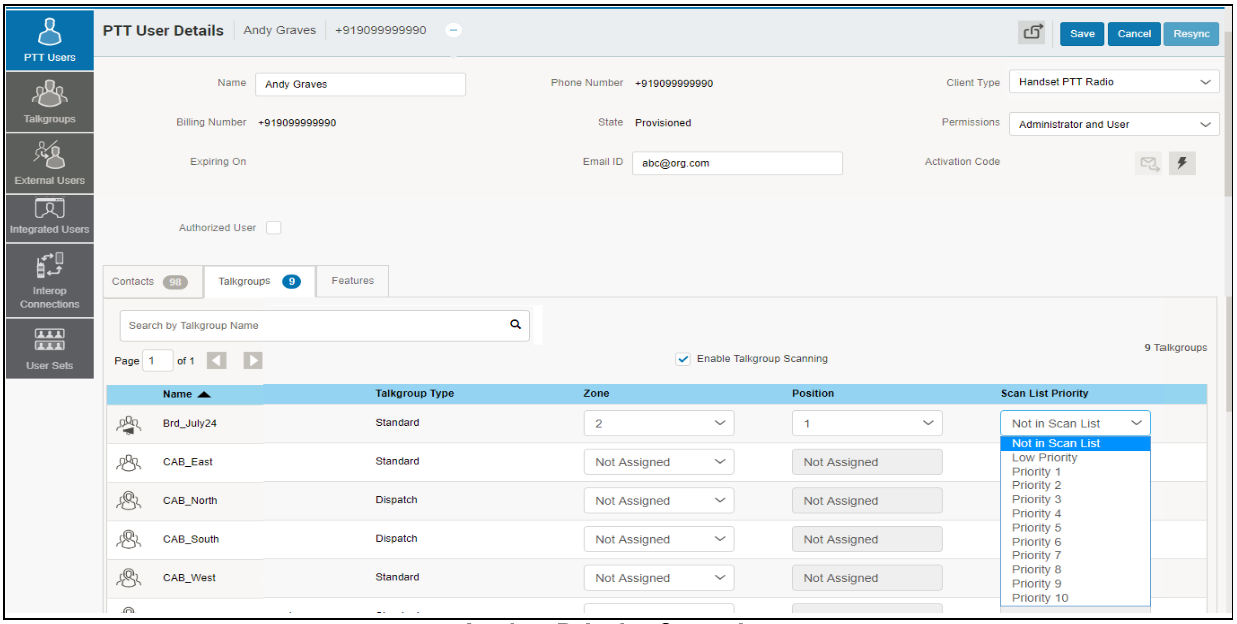
Talkgroup Scanning for 7.10 Onward Clients

6.5. Position and Talkgroup Scanning for PTT Radio Users

The talkgroup that has PTT Radio, Handset PTT Radio or Cross carrier PTT Radio as a member needs a position for talkgroup calling. You can assign talkgroups to zones for a PTT Radio user type. A zone categorizes channels into logical groupings. Each talkgroup can be assigned to a single channel. Each channel can be assigned to a single zone. The number of channels allowed per zone are configurable. Talkgroup scanning with position assignment (1–16 position) and scan list priority (Priority 1–16 and No Priority) can be assigned to all talkgroup types with the exception for broadcast talkgroups:

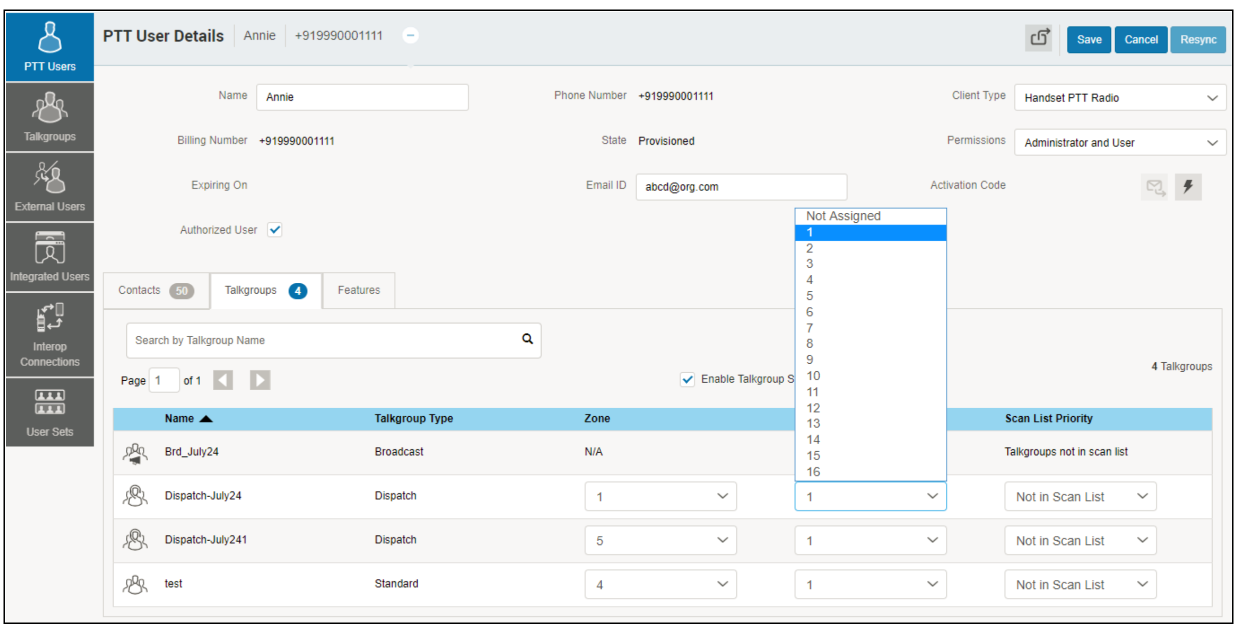
1. When a PTT Radio user is member of the broadcast talkgroup, you cannot assign a Position or Scan List Priority.
2. When a PTT Radio user is a broadcaster of the broadcast group and not a member, you can assign a Position but not a Scan List Priority. Thus, the Scan List Priority column indicates “Not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

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



Assign Priority Scanning

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



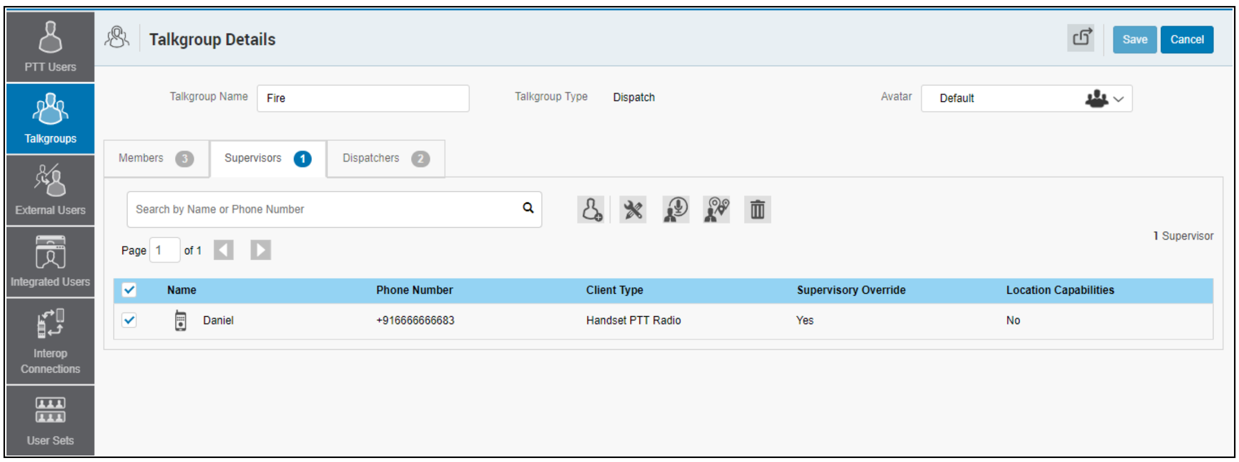
Assign Position

7. Supervisory Override and Location Capabilities

Supervisory Override allows an administrator to designate a Talkgroup member to have the privilege to take the floor and speak at any time during a call, even if someone else has the floor. When the supervisor takes the floor while someone else is speaking, the floor is revoked from the speaker and given to the supervisor. You can designate one or more members of a Talkgroup as a supervisor. If there are two or more supervisors in the same talkgroup, each supervisor can interrupt the other(s). Location Capabilities allows a supervisor to track the location of the talkgroup members. Supervisor can track the location of the talkgroup member by using the Location History feature.

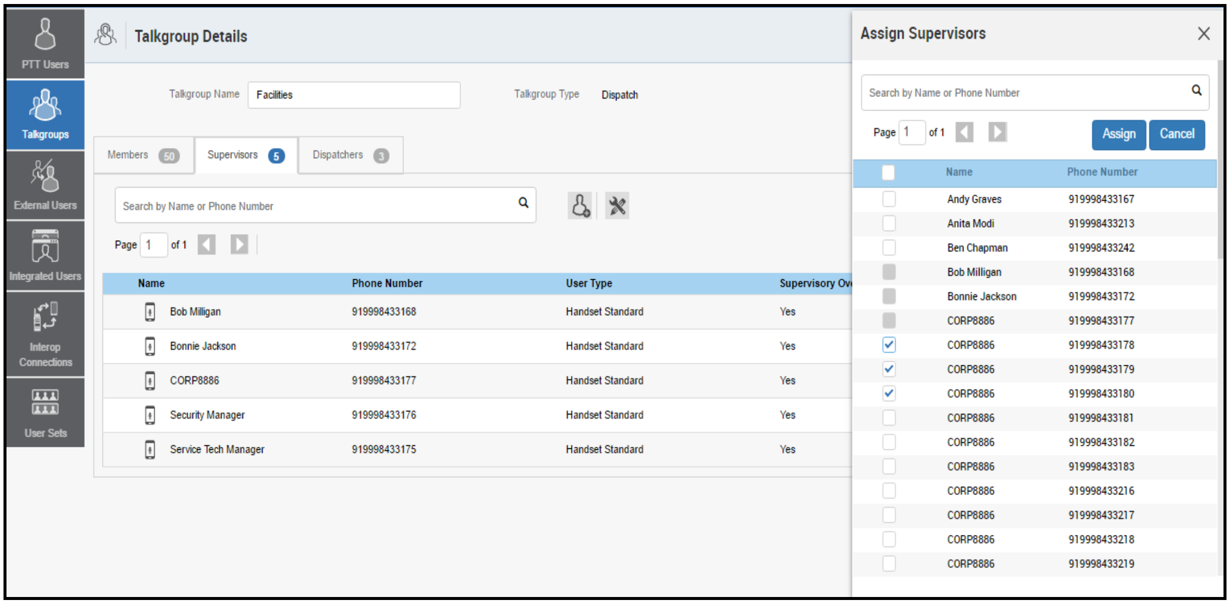
1. From the Talkgroups work area, click the **Edit** icon associated with the talkgroup that you want to edit.

2. Select the Supervisors tab.



Assign a Supervisor to a Talkgroup

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



Assign Supervisors

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

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

---

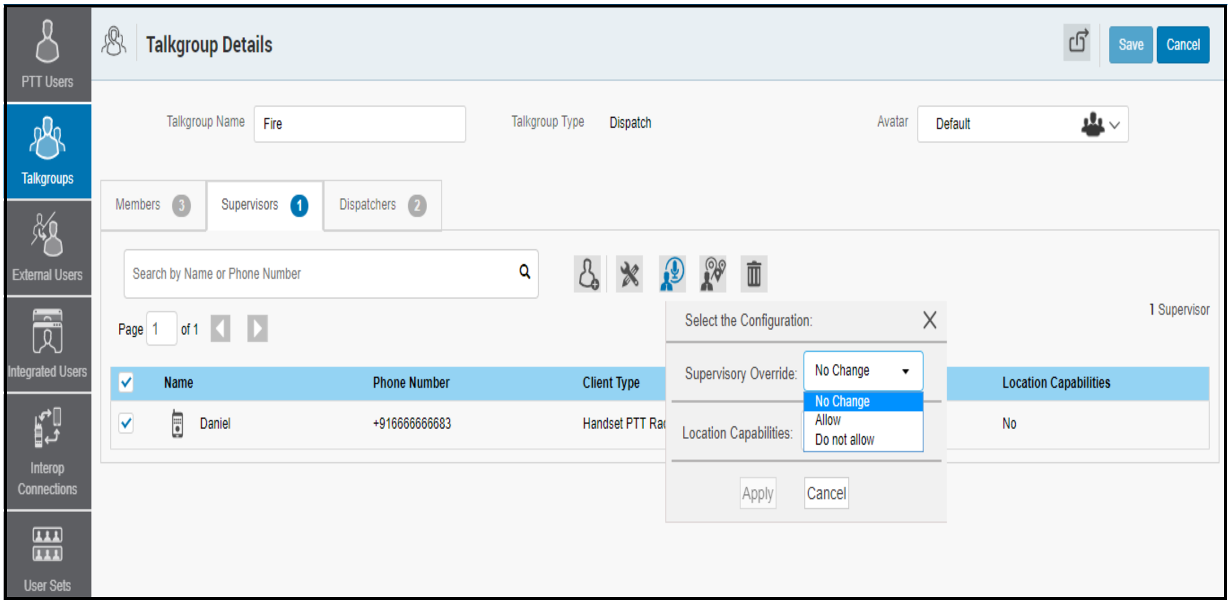
5. Click **Assign**. A Success message displays a message stating that the Talkgroup was updated successfully.

6. Click the close icon to dismiss the message. The users selected to be a supervisor display in the Supervisors tab and the total supervisors count increase accordingly.

7.1. Enable Supervisory Override or Location Capabilities

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

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

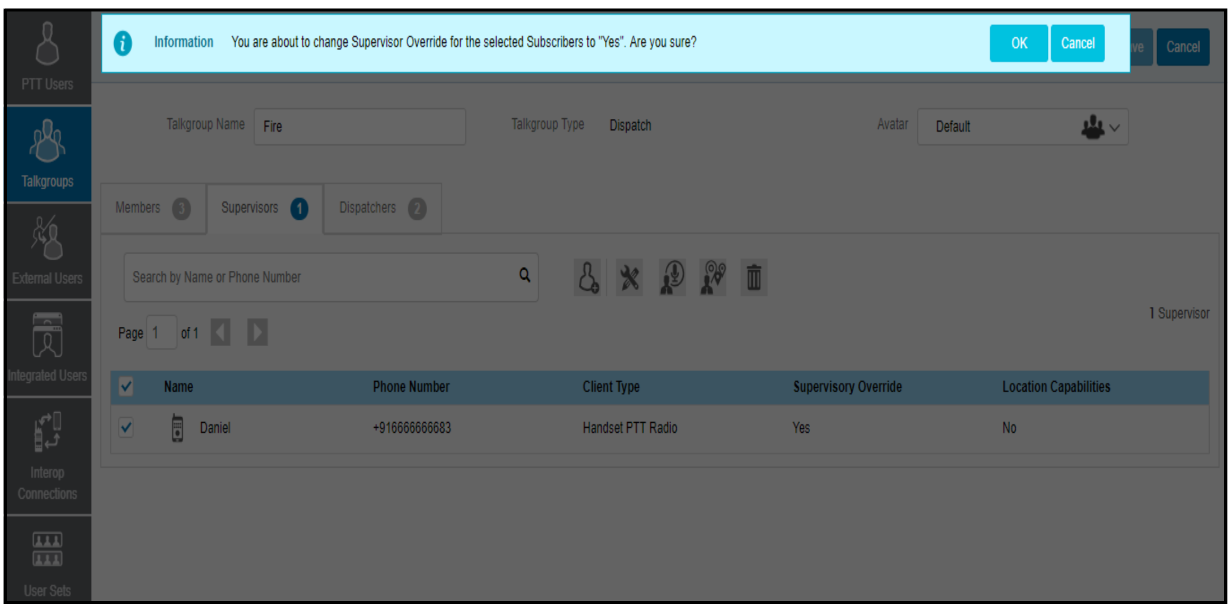


Enable Supervisory Override

4. Click **Supervisory Permissions** icon.

5. From the Supervisory Override or Location Capabilities drop-down, Click **Allow** or **Do not allow**.

6. Click **Apply** to save the changes.
   Or
   Click **Cancel** to cancel the action.



Confirmation Message

7. A confirmation message displays.

8. Click **OK** to continue.
   Or
   Click **Cancel** to cancel the action.

8. Manage Broadcast Groups

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

You can identify the Broadcast Group icons from "Talkgroup Icons" section of this document.

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

This section is organized as follows:

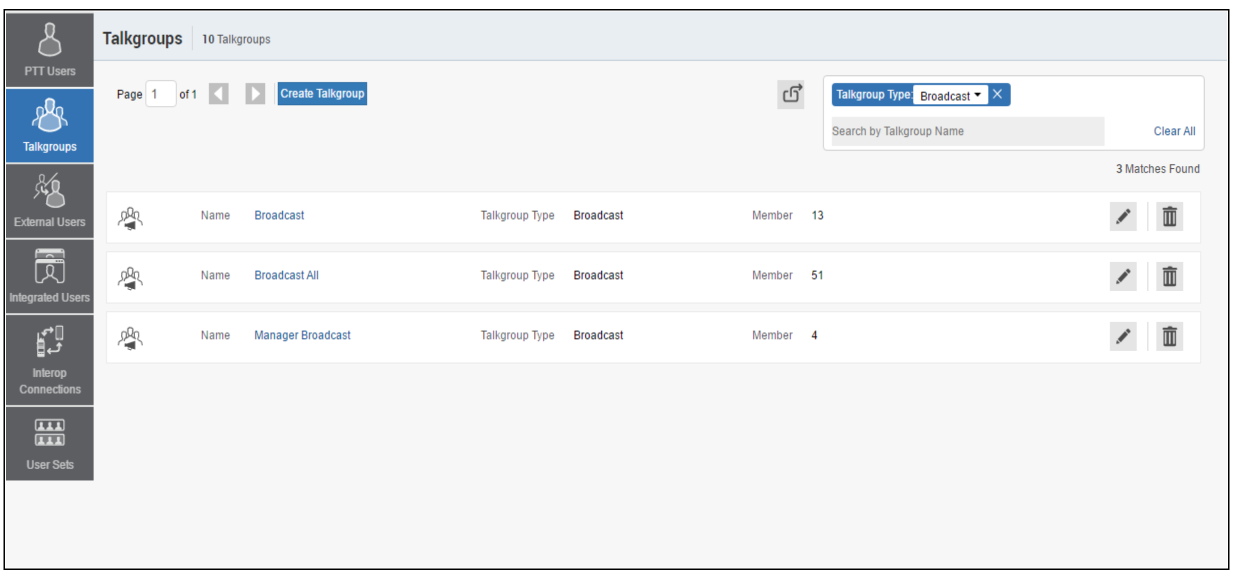
- View a Broadcast Group
- Create a Broadcast Group
- Edit a Broadcast Group
- Delete Broadcast Members in a Talkgroup
- Delete a Broadcast Group

8.1. View a Broadcast Group

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

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

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



View a Broadcast Group

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

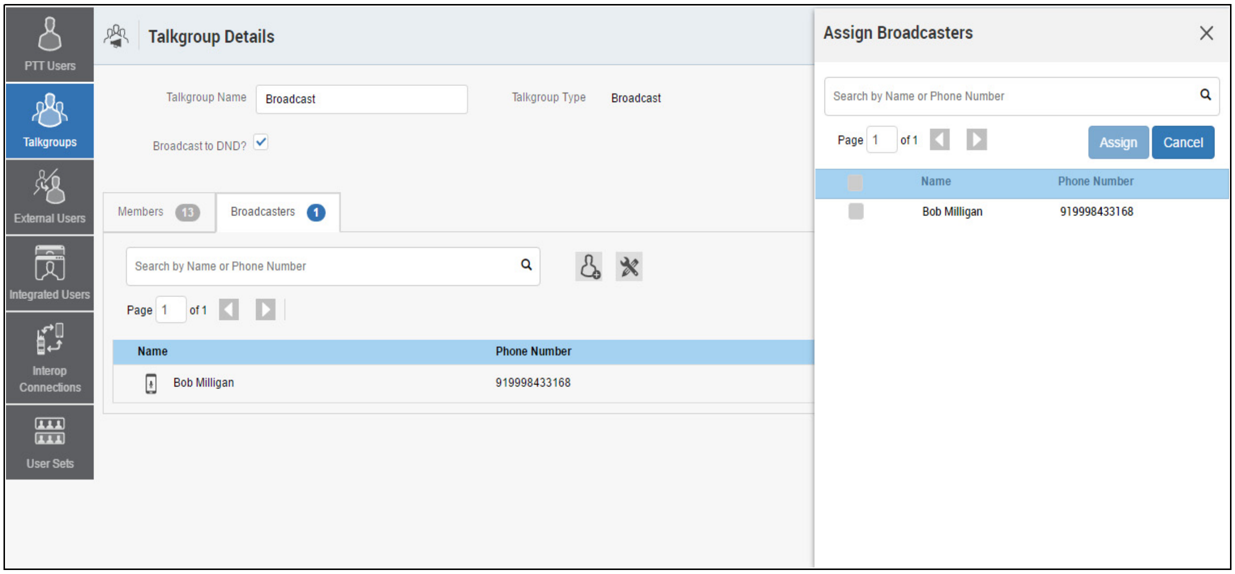
8.2. Create a Broadcast Group

Perform the following steps to create a Broadcast group:

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

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

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



Assign Broadcasters

5. Click the **Assign** button.

Note: You cannot allow any client that was created in releases prior to 7.10 to assign as broadcasters.

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

Note: Broadcast group cannot sync to the handset users of the broadcast group.

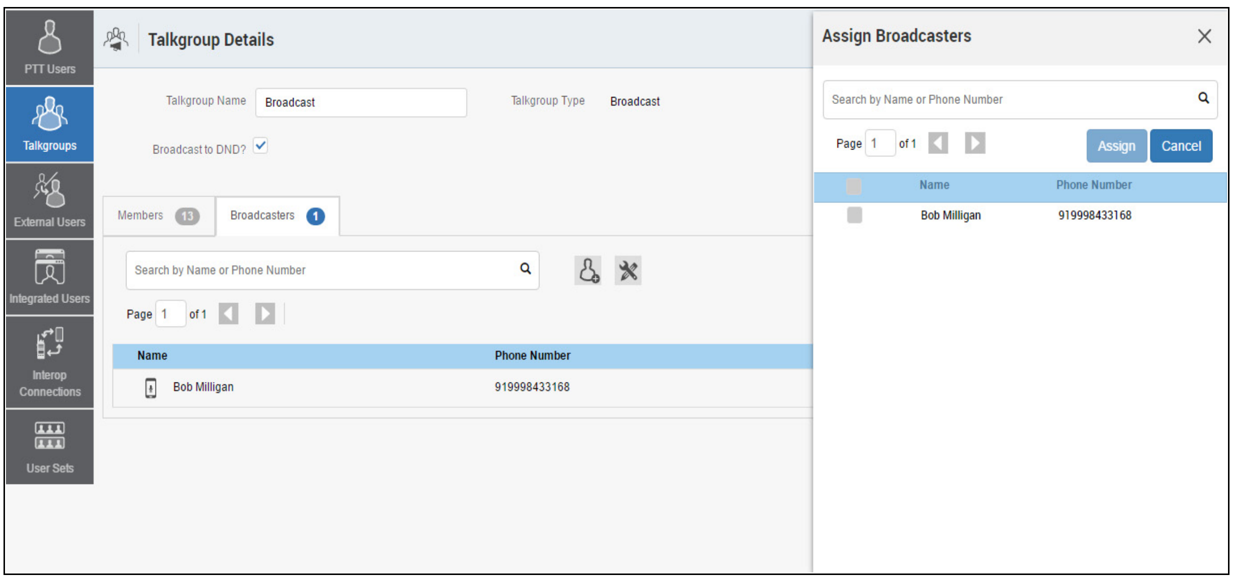
8.3. Edit a Broadcast Group

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

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

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

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



Assign Broadcasters

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

8.4. Delete Broadcast Members in a Talkgroup

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

8.5. Delete a Broadcast Group

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

9. Dispatch

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

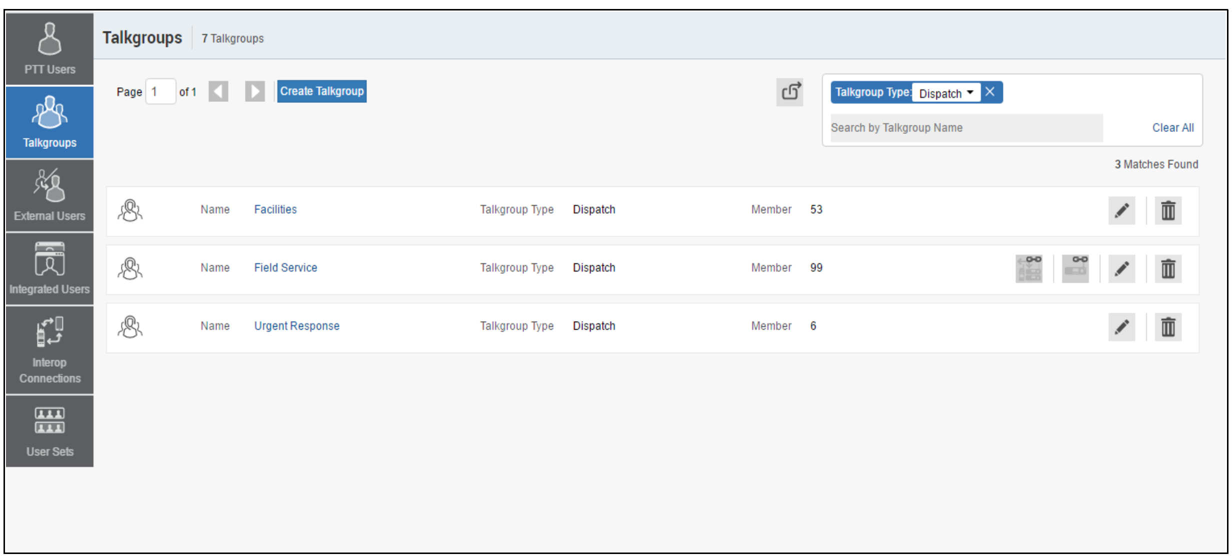
You can identify the Dispatch Group icons from the "Talkgroup Icons" section of this document.

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

This section is organized as follows:

- View Dispatchers
- Manage Contacts for Dispatchers
- Generate an Activation Code for a Dispatcher
- Manage Dispatch Groups
- Create a Dispatch Group
- Change a Dispatcher for a Dispatch Group
- Delete a Dispatch Group
- Migrate Desktop Dispatch to Web Dispatch

9.1. View Dispatchers



View Dispatchers

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

You can search on dispatchers by filtering in the work ware as explained in the "Search" section of this document.

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

9.2. Manage Contacts for Dispatchers

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

9.3. Generate an Activation Code for a Dispatcher

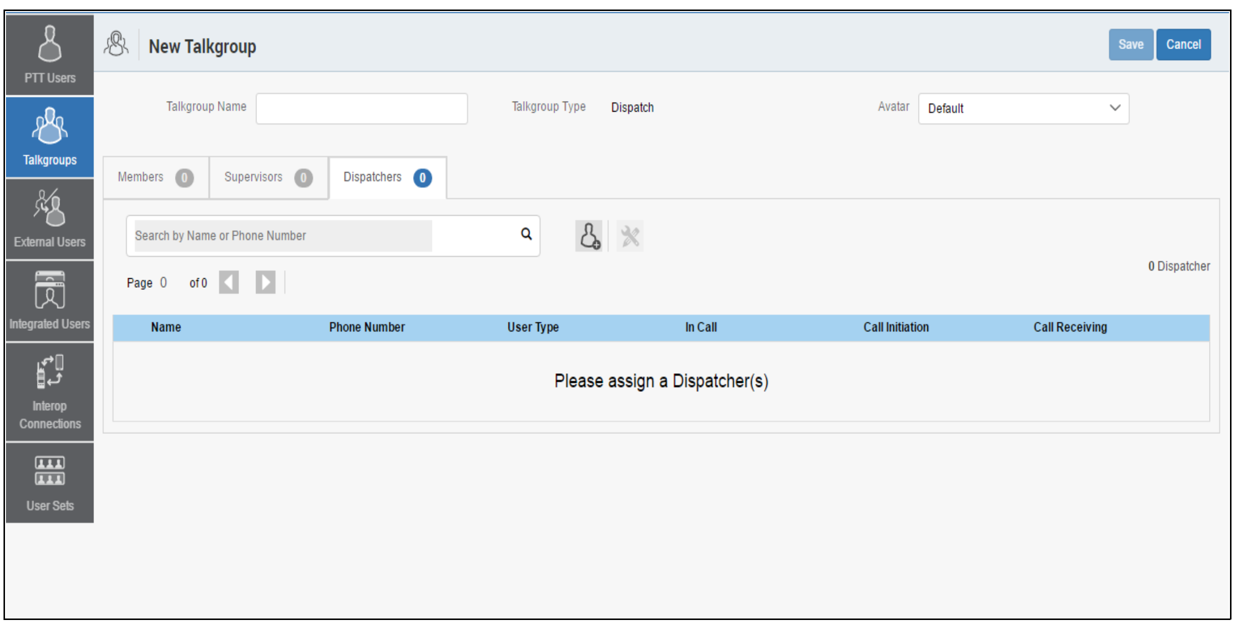
The Dispatch requires a special type of activation using an activation code. You must generate and communicate the activation code either using email or verbally. Refer to the "Generate Activation Codes" and "Generate Activation Codes for Multiple Users" sections for details on how to generate an activation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

9.4. Manage Dispatch Groups

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

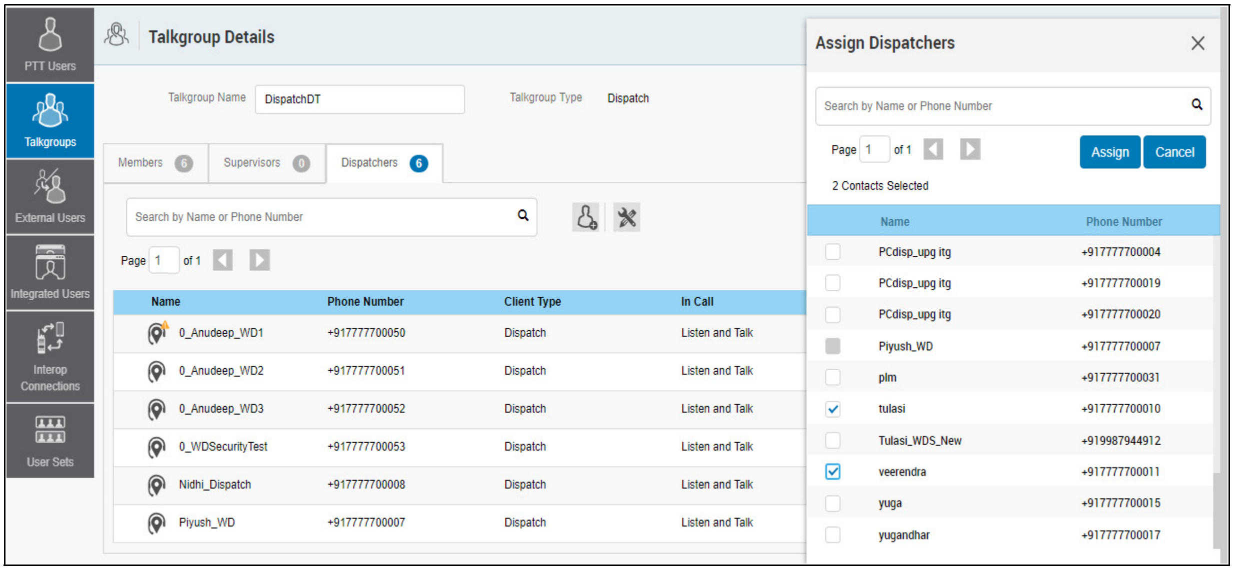
9.4.1. Create a Dispatch Group

1. Click the **Create** Talkgroup button from the work area to add a talkgroup.
2. Select the Dispatch from the Talkgroup Type drop-down.



Create a Dispatch Group

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



Assign Dispatcher

4. Follow the same steps to add the members to the talkgroup as described in the "Create a New Talkgroup" section of this document.
5. Follow the same steps to change the call permissions for a member, see "Change Call Permissions" section in the document.
6. Follow the same steps to add supervisors to the talkgroup as described in the "Supervisory Override and Location Capabilities" section of this document.
7. Type a name for the talkgroup in the Talkgroup Name field.
8. Click **Save** to continue.
   OR
   Click **Cancel** to discard the changes.
9. If you selected **Save**, a confirmation message displays, "*Confirm the automatic contacts assignment*
   If the check box is checked, the following is done for you automatically.
   1. The members are assigned as contacts to the dispatcher(s)
   2. The dispatcher(s) is (are) assigned as contacts to each member
   3. The dispatcher(s) is (are) assigned as contacts to each other
   Note that the dispatcher cannot get location of a talkgroup member unless the member is in the contact list. Click 'Ok' to continue and 'Cancel' to abort the operation."

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

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

9.4.2. Change a Dispatcher for a Dispatch Group

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

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

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

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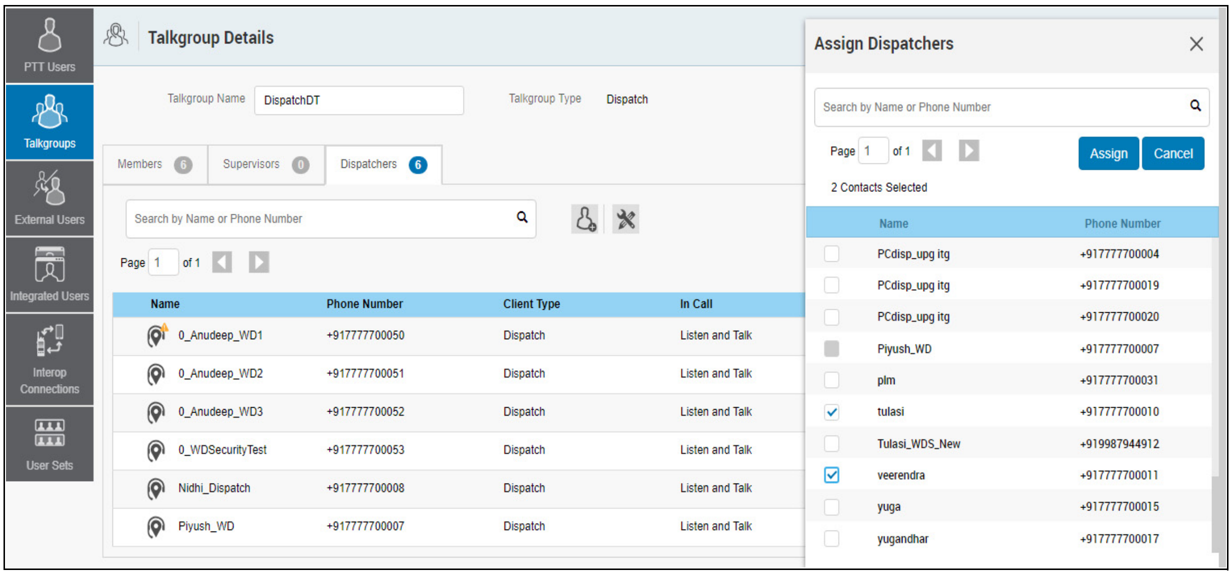
3. Click the **Assign Dispatchers** button. The Assign Dispatchers pop-up window displays.



Assign Dispatcher

4. Select a dispatcher.
5. Click **Assign**.
6. A confirmation message displays, "*Confirm the automatic contacts assignment*
   If the check box is checked, the following is done for you automatically.
   1. The members are assigned as contacts to the dispatcher(s)
   2. The dispatcher(s) is (are) assigned as contacts to each member
   3. The dispatcher(s) is (are) assigned as contacts to each other
   Note that the dispatcher cannot get location of a talkgroup member unless the member is in the contact list. Click 'Ok' to continue and 'Cancel' to abort the operation."
7. Select the **Dispatcher Confirmation** check box to allow the fleet members to receive dispatcher information, and for the dispatcher to get the talkgroup members as contacts automatically.
8. Click **OK** to continue. A success message displays.
   OR
   Click **Cancel** to discard the changes.

9.4.3. Delete a Dispatch Group

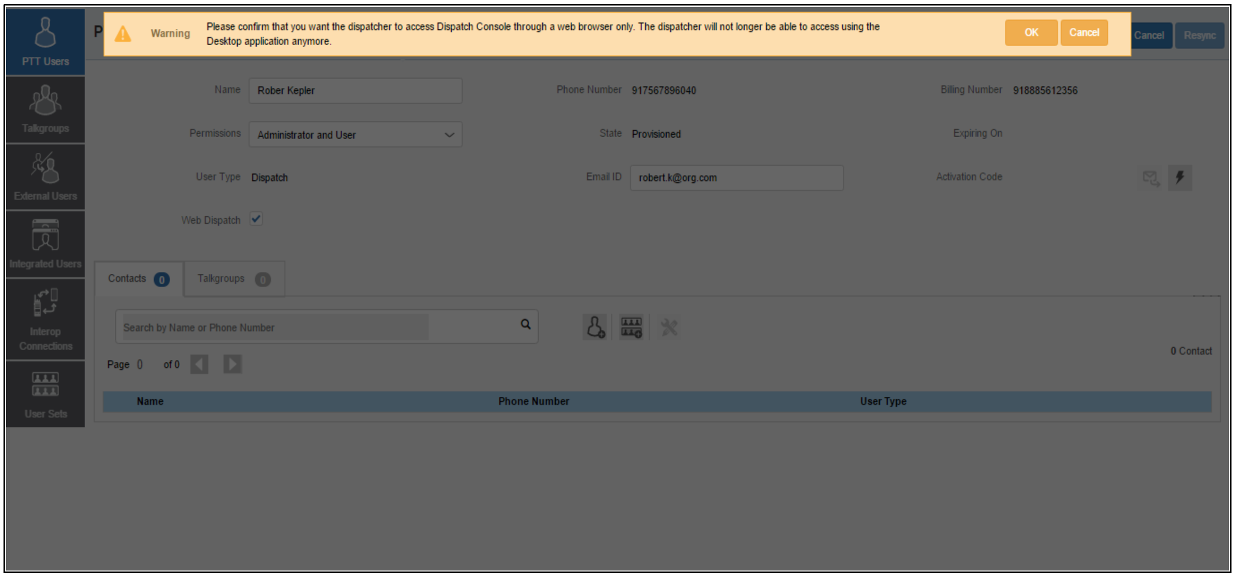
1. From the Talkgroups work area, click **Delete** icon associated with the dispatch group to delete. A delete confirmation window displays. A confirmation message displays, "*Confirm the automatic contacts assignment*
   If the check box is checked, then following is done for you automatically.
   1.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

9.5. Migrate Desktop Dispatch to Web Dispatch

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

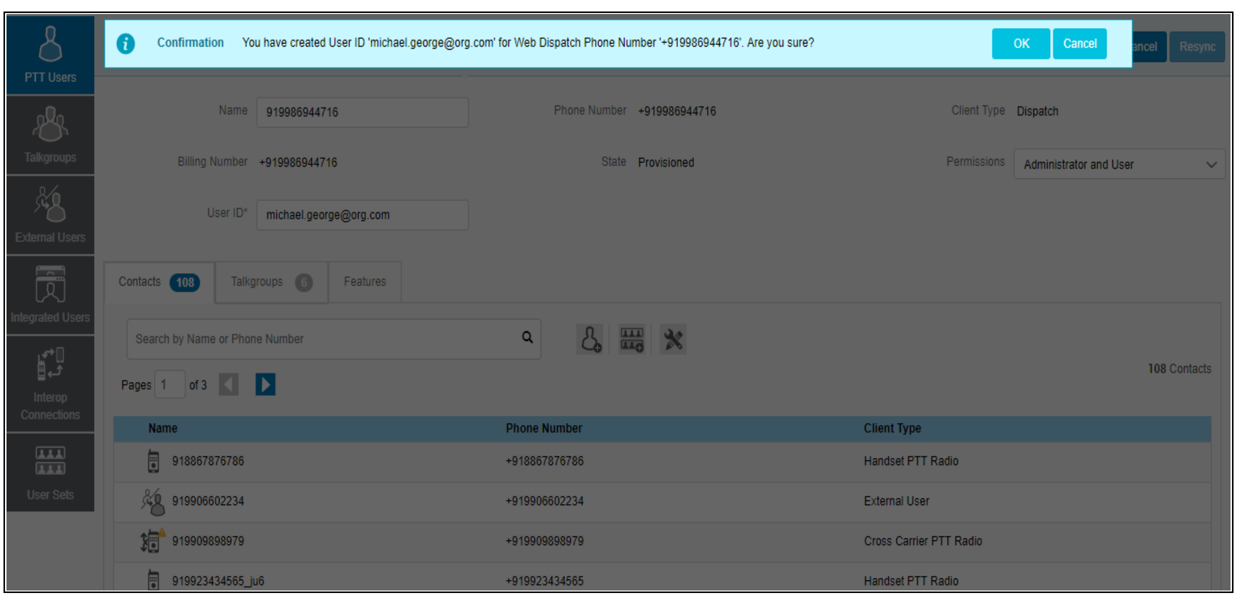
To migrate the Desktop Dispatch to Web Dispatch, do the following:

1. Form the PTT User work are, click the **Edit** icon associated with the user.
2. Check the **Web Dispatch** check box. A warning message displays.



Migration from Desktop Dispatch to Web Dispatch

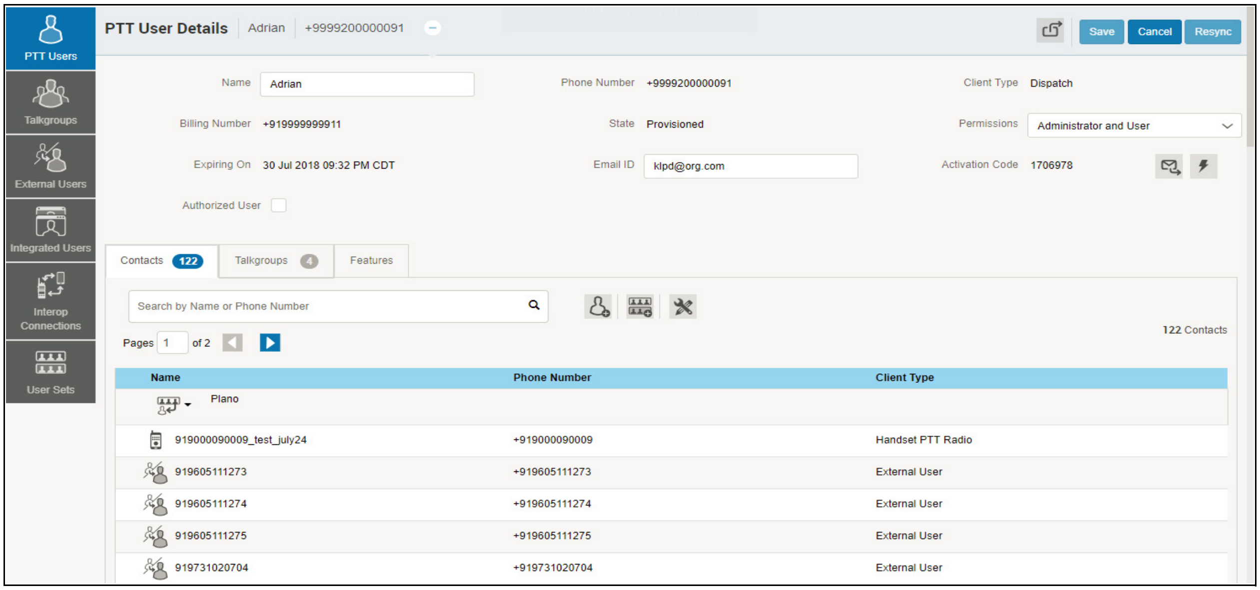
3. Click **OK** to confirm the migration.
   Or
   Click **Cancel** to cancel the action.
4. Enter the email id in the User Id box and click the **Save** button.
5. A confirmation message displays for the migration of phone number of Desktop Dispatch to Web Dispatch.
6. Click **OK** to continue.
   Or
   Click **Cancel** to cancel the action.



Confirmation Message - Migration to Web Dispatch

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

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



Web Dispatch User

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

10. Manage External Users

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

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

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

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

This section is organized as follows:

- View an External Users
- Add an External User
- Delete an External User
- Import External Users
- Using the Export Operation

10.1. View an External Users

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

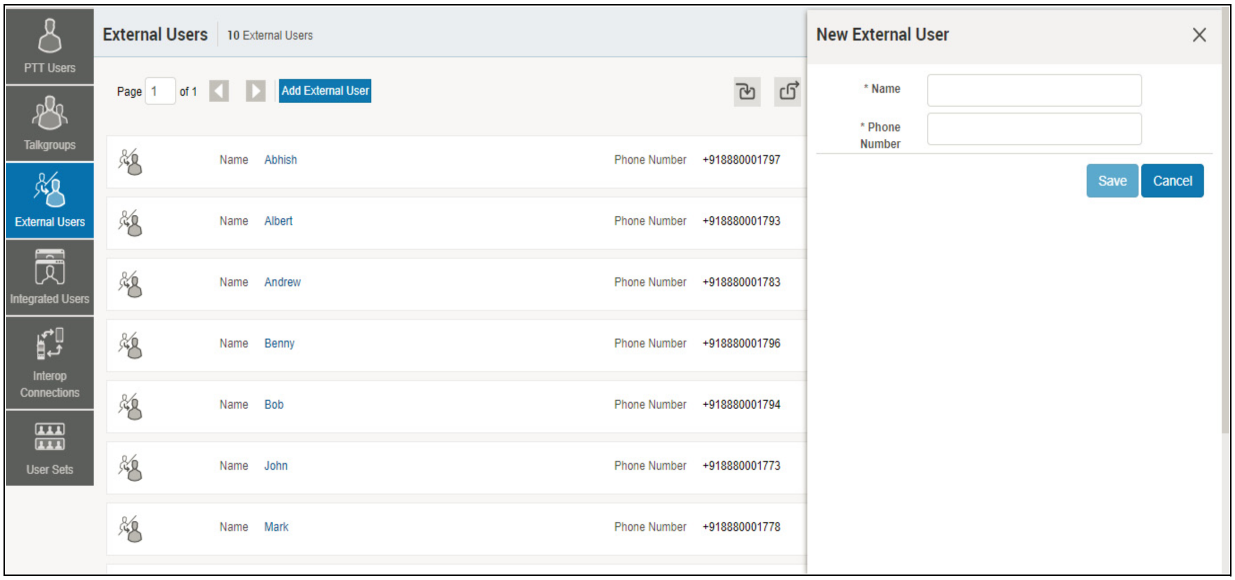
You can use the **Export** icon to export the page data in a CSV format. For more details, see the "Using the Export Operation" section in this document.

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

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

10.2. Add an External User

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



Add an External User

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

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

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

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

---

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

10.3. Delete an External User

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.

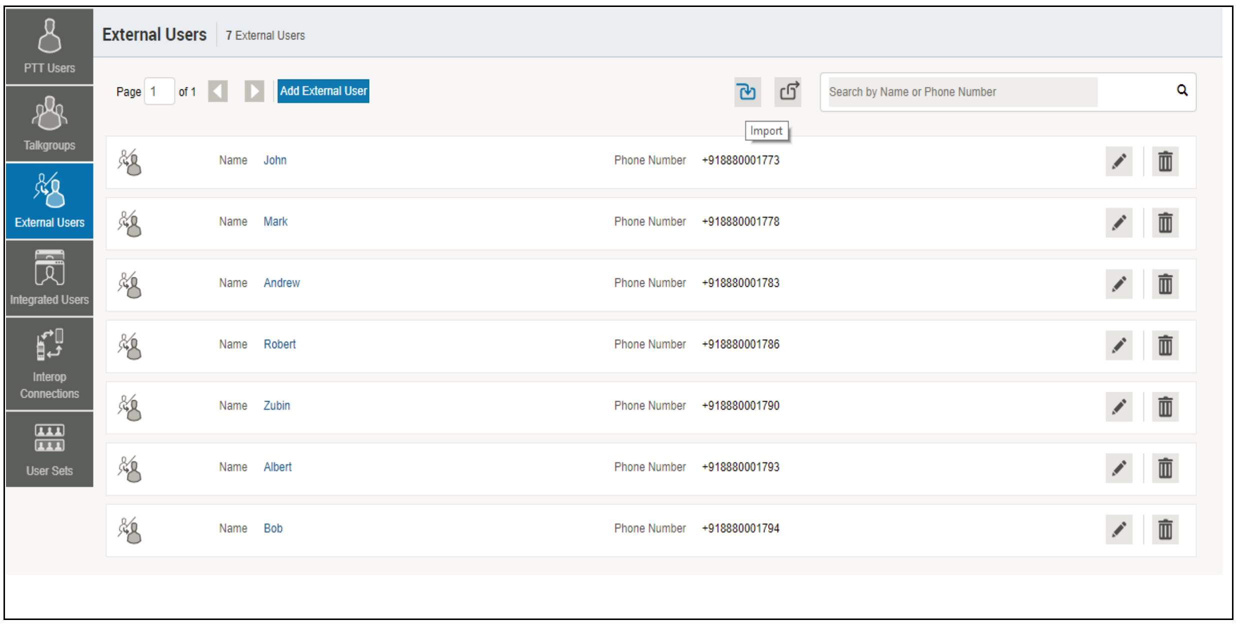
10.4. Import External Users

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

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

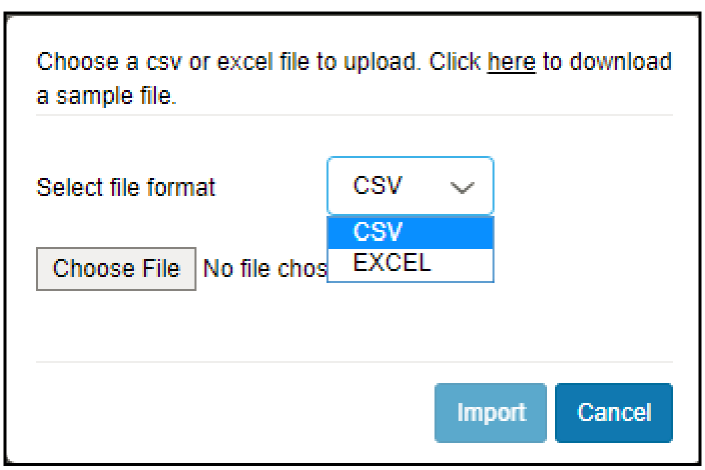
To import the users to the Central Admin Tool, do the following:

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



Import External Users

2. A choose file window opens.



Choose file - Import

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

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

10.5. Using the Export Operation

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

11. Manage Integrated Users

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

You can identify the Integrated Users icons from the "Integrated Users Icons" section of this document.

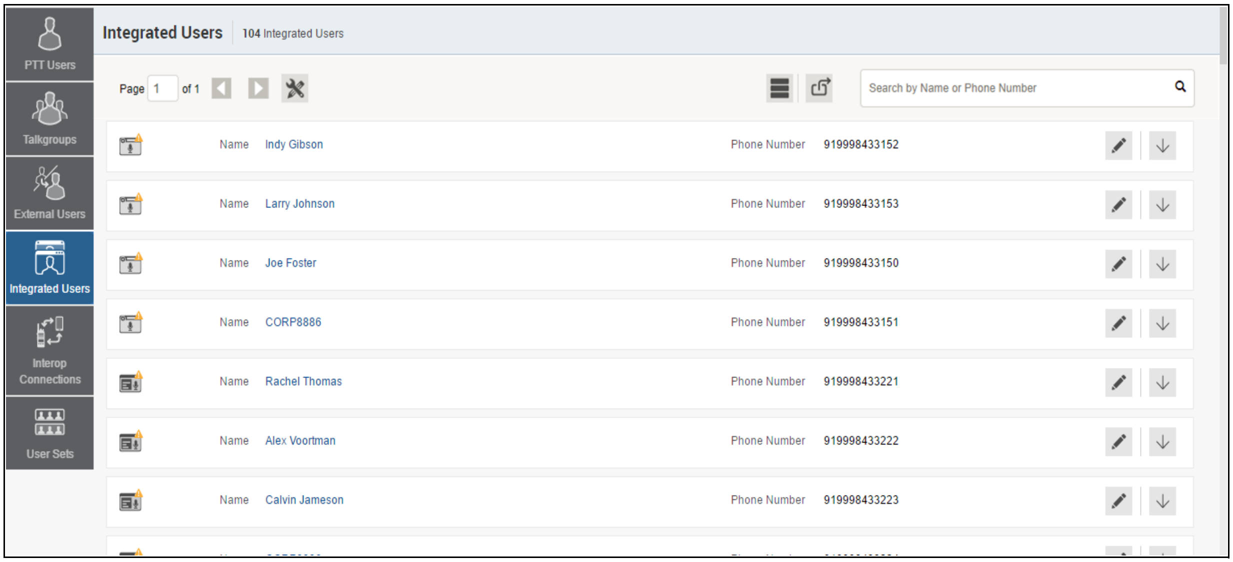
For common icons, refer to the "Common Icons" section of this document.

This section is organized as follows:

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

11.1. View an Integrated User

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



Integrated Users Main Screen

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

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

The Integrated Users section displays the following users types:

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

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

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

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

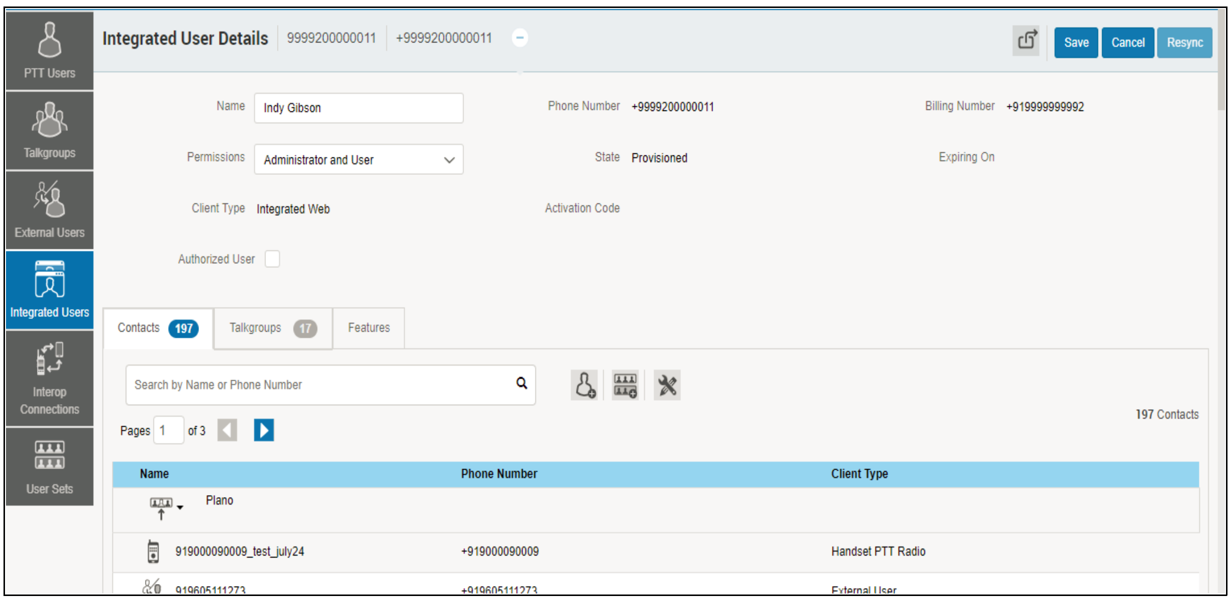
To select one or multiple users, click the **Bulk Operations** icon and click the check boxes associated with the users you want to select.

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

11.2. Edit an Integrated User

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

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



Single Integrated User Selection

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

- **Name –** Displays the name of the user. You can edit this field.
- **Phone Number** – Displays the number of the user. You cannot edit this field.
- **Billing Number** – Displays the billing phone number of the user. You cannot edit this field. For more information, refer to the "Billing Number" section in this document.
- **Permission** – Displays the type of the user. You can edit this field. For more information, refer to the "Permission" section in this document.
- **State** – Displays the activation state of the user. You cannot edit this field. For more information, refer to the "State" section in this document.
- **Expiring On** – Displays the expiration date of the activation code. You cannot edit this field. For more information, refer to the "Expiring On" section in this document.
- **Client Type** – Displays the client type of the user. You cannot edit this field. For more information, refer to the "Client Type" section in this document.

- **Email ID** – Displays the email ID of the user. You can edit this field. For more information, refer to the "Email ID" section in this document.
- **Activation Code** – Displays the activation code of the user. You cannot edit this field. For more information, refer to the "Activation Code" section in this document.

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

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

Billing Number

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

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

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

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

Permission

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

You can manage Administrator or Administrator and User types only. Central Admin Tool does not allow you to manage Public user types. Subscription types can have the following values.

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

State

The State field represents the service status. 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's service is currently suspended. The user can maintain their configuration, contacts, and talkgroups but cannot use the service.

Client Type

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

Expiring On

When you select Generate Activation Code button, the Expiring On is a system generates. The activation code typically expires within seven days from generation.

Email ID

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

Activation Code

The clients other than Handset Standard, Handset PTT Radio, Wi-Fi Radio, Interop User, and Interop Talkgroup need a special code for activation. This code is called an activation code.

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

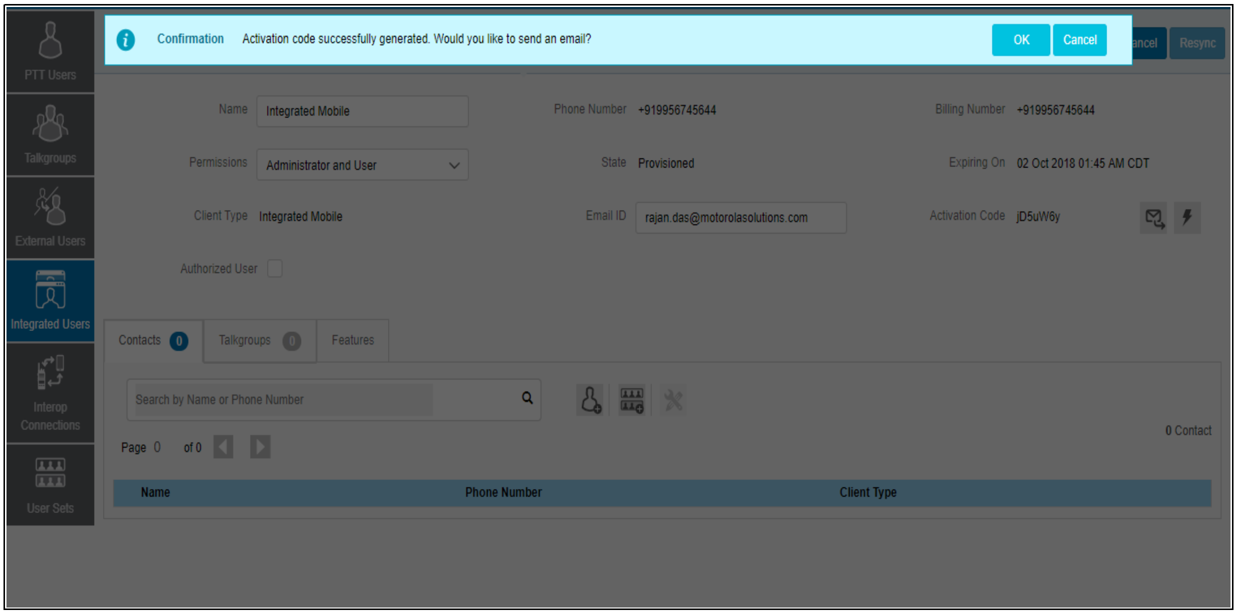
For Handset and Interop Radio clients, generating an activation code is optional and required only if the user wants to activate over the Wi-Fi network. An example of this would be a department store where there is no cellular coverage indoors. Refer to "Generate Activation Codes" on how to generate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

11.3. Re-Sync a User

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

11.4. Generate Activation Codes

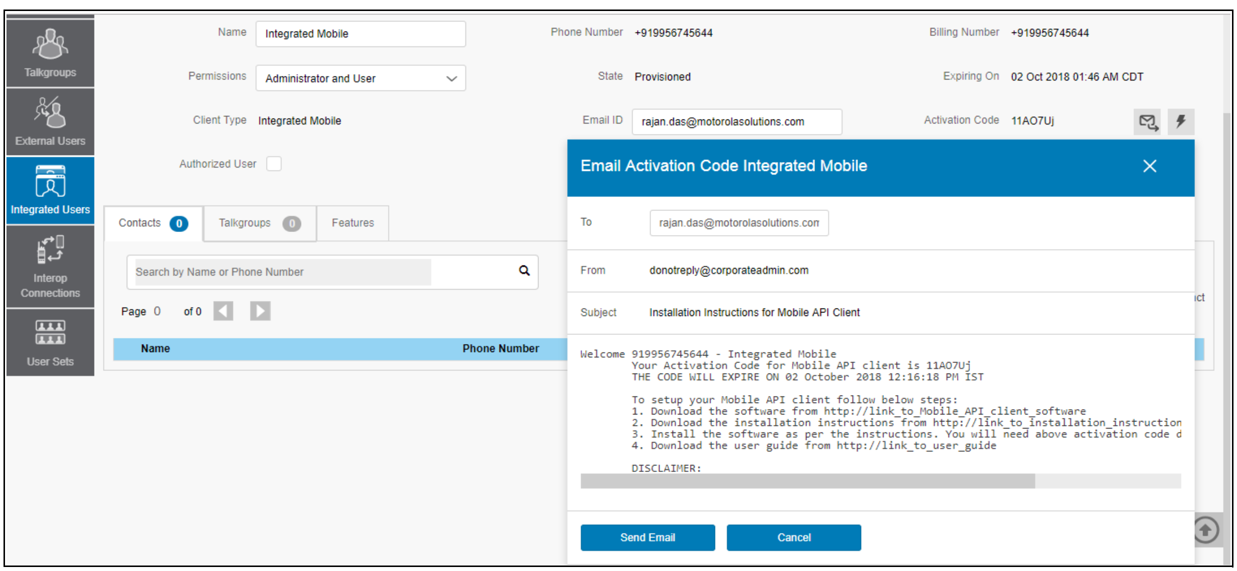
1. From the Integrated Users work area, click the **Edit** icon associated with the user.



Generate Activation Code for an Integrated User

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

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



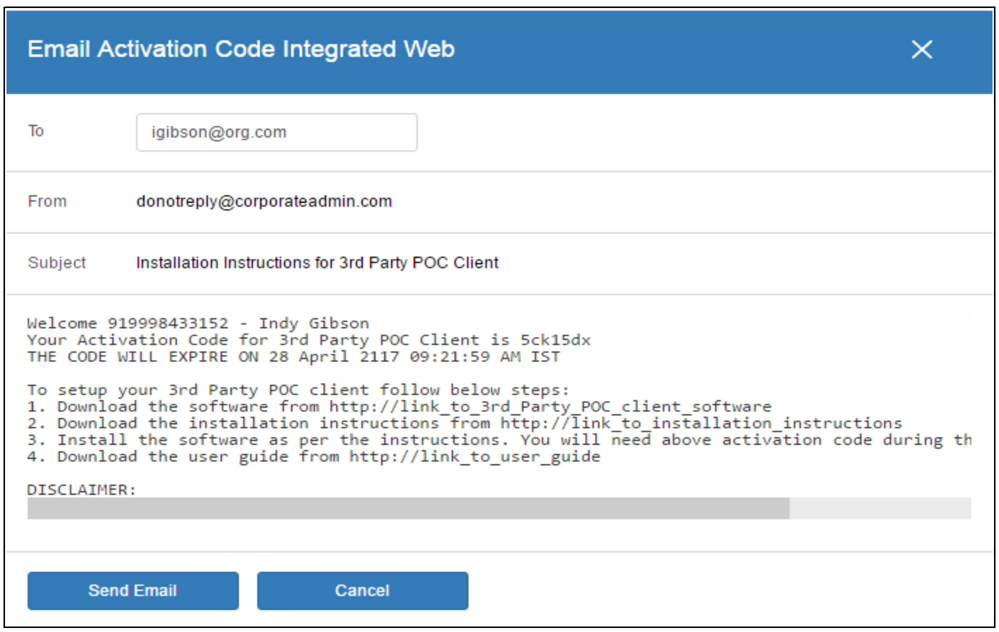
Send New Activation Code to an Integrated User

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

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

11.4.1. Regenerate an Activation Code

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

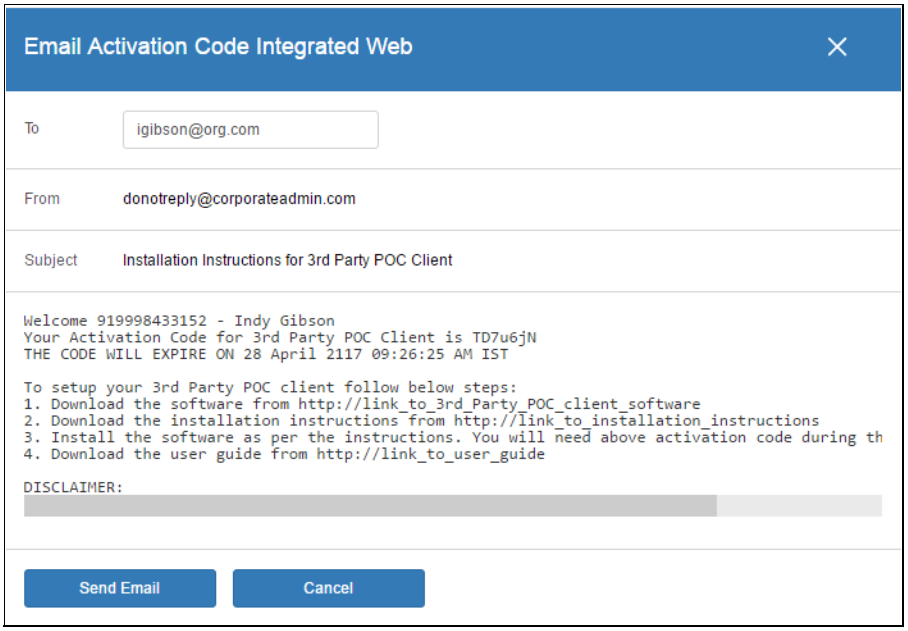


Send Email Activation Code to an Integrated user

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

11.4.2. Resend an Existing Generated Activation Code without Regenerating

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



Resend an Existing Generated Activation Code without Regenerating

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

11.5. Manage User Sets

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

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

11.6. Manage Contacts

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

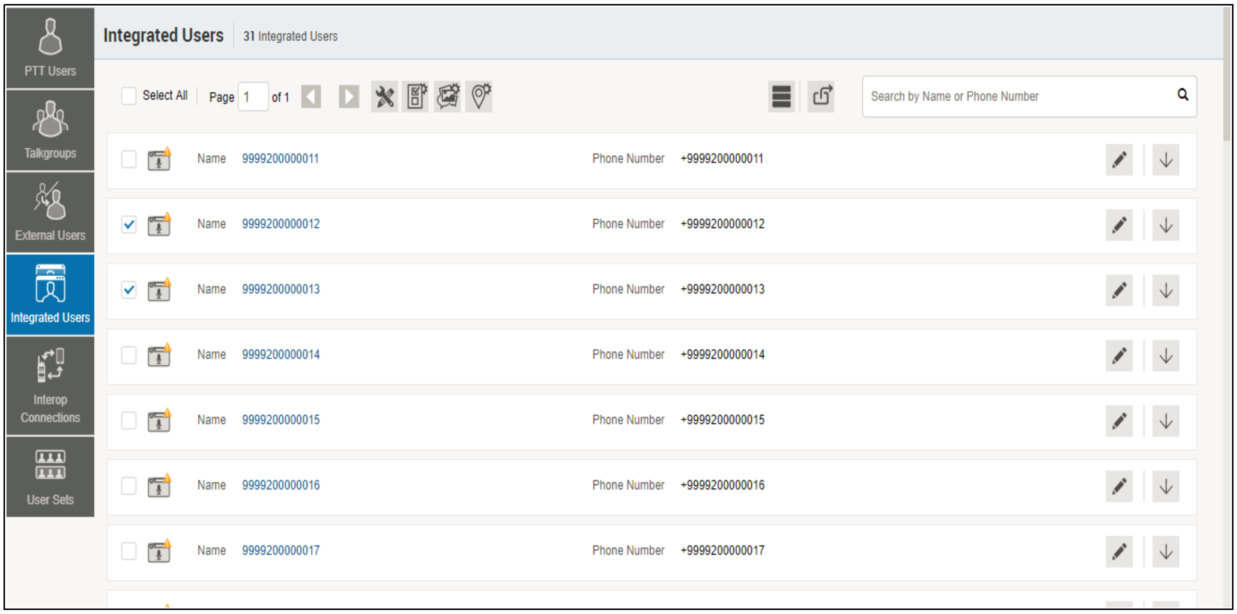
11.7. Manage Talkgroups

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

11.8. Select Multiple Integrated Users

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

The users are listed alphabetically in the work area. You can navigate through the pages by using the arrows at the top-left of the page.



Select Multiple Integrated Users

You can change the Type as explained below:

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

Note: **You 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.

11.9. Using the Export Operation

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

11.10. Enable Authorization for User Monitoring Features

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

12. Manage Interop Connections

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

There are following types of Interop Connection users:

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

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

You can link LMR Talkgroup to one and only one Broadband PTT Talkgroup. The talker identity during the group call uses the LMR Talkgroup name that you assign. To communicate on an Interop call, a Broadband PTT user must have Interop User MRC feature provisioned from the Billing Interface. There is a special additional icon  displays for the PTT user when the feature is provisioned. Even if the user without Interop User MRC feature can be added in a linked Broadband PTT Group the Interop call is not terminated to a PTT user unless Interop User MRC feature is provisioned for the user.

You can identify the Interop User icons from the "Interop Users Icons" section of this document.

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

This section is organized as follows:

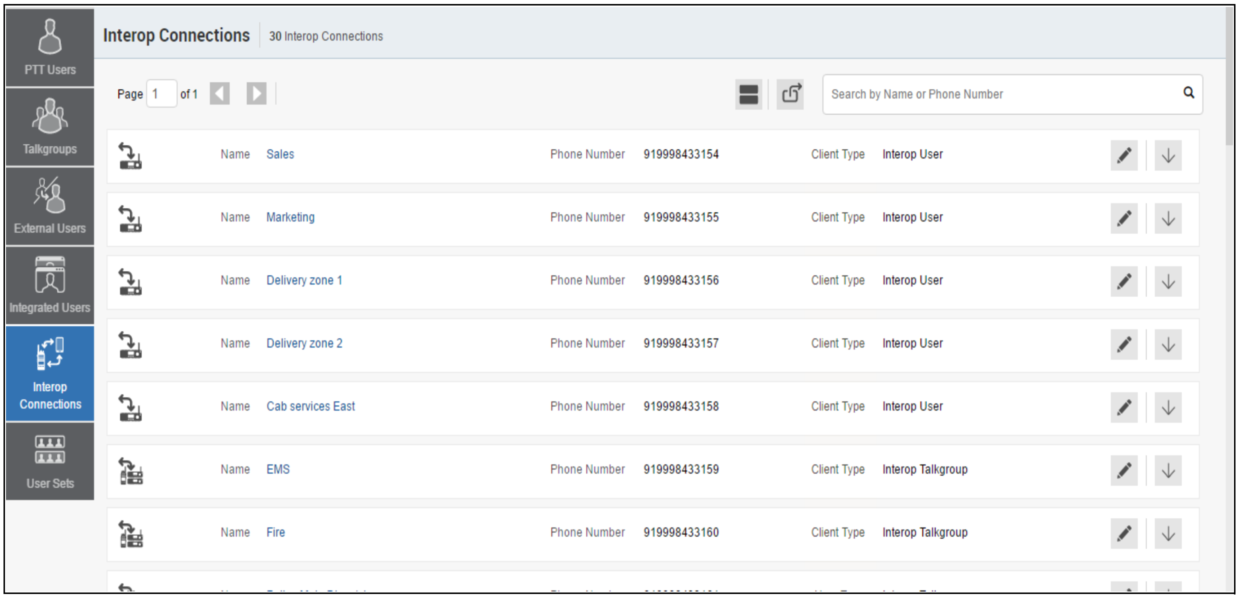
- View Interop Connection
- Create a New Interop talkgroup
- Edit an Interop talkgroup
- Delete an Interop talkgroup

12.1. View Interop Connection

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

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

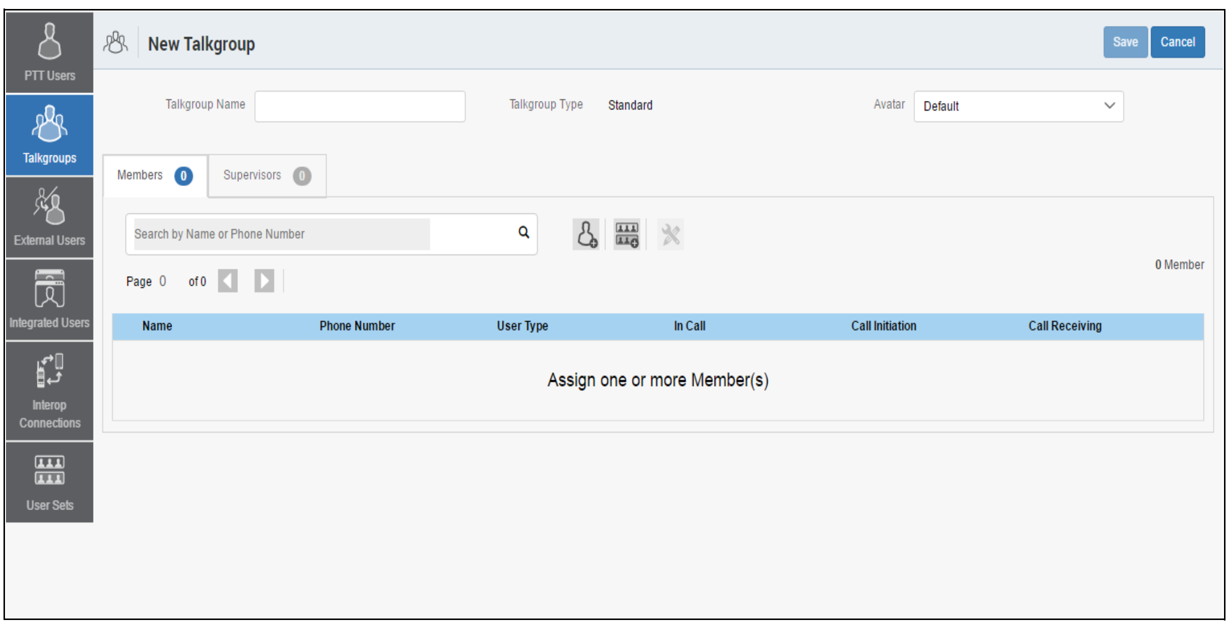
Note: To edit the name, double-click the Name field and change the name as desired.



View Interop Connection

12.2. Create a New Interop talkgroup

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

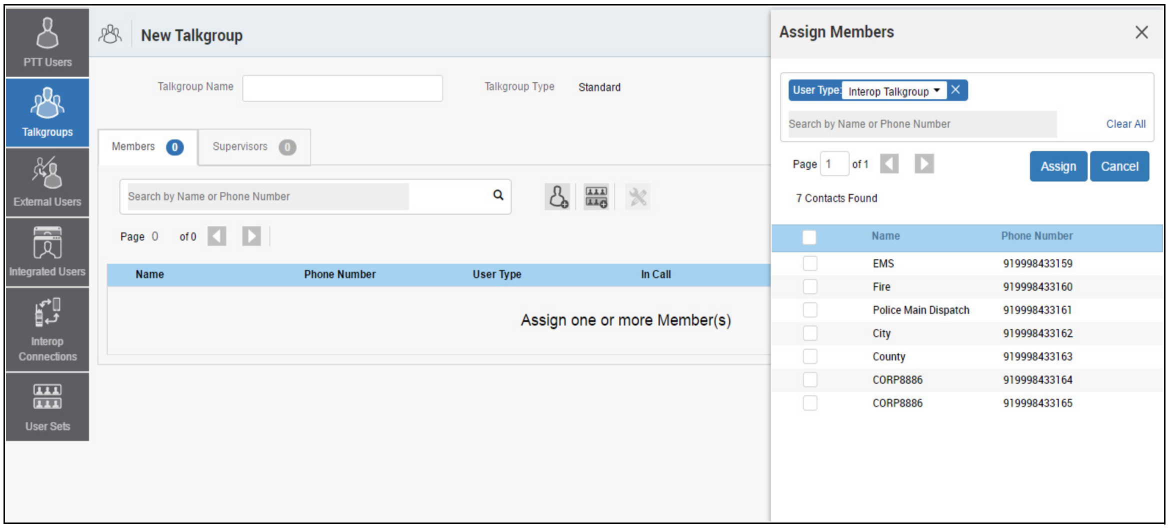


Create a New Interop Talkgroup

2. Select the Talkgroup Type as Standard Talkgroup from the drop-down. The Talkgroup Details page displays.
3. Enter the name in the Name field.
4. Select an Avatar from the drop-down.

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

6. Select the individual talkgroup members that you want to assign to the Interop talkgroup. The talkgroup is changed to an Interop talkgroup (indicated by an Interop icon) only when there is one Interop added to it.



Assign Members to a New Interop Talkgroup

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

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

9. Click **OK**.

12.3. Edit an Interop talkgroup

Perform the following steps to edit an Interop talkgroup.

1. From the **Interop Connections** work area, click the **Edit** icon associated with the Interop Talkgroup that you want to edit.

2. To change the name of the Interop talkgroup, enter a new name in the Name field.

3. To change the members, 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**.

12.4. Delete an Interop talkgroup

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

13. Manage User Sets

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

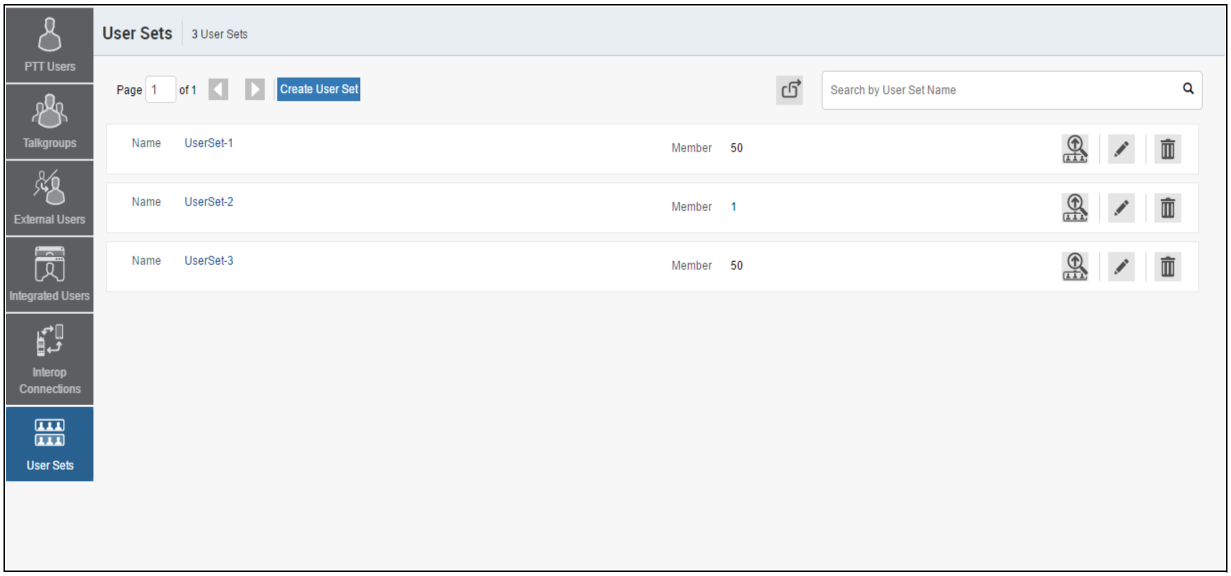
For common icons, refer to the "Common Icons" section of this document.

This section is organized as follows:

- View a User Set
- Create a New User Set
- Edit a User Set
- Rename a User Set
- Add Members to a User Set
- Remove Members from a User Set
- Save Changes to a User Set
- Delete a User Set
- Manage User Sets Assigned to PTT Users, Talkgroups, or Integrated Users
- Assign a User Set
- Remove a User Set
- View User Set Members
- Assign More than 250 Contacts to Each User through User Sets
- View User Set Distribution

13.1. View a User Set

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

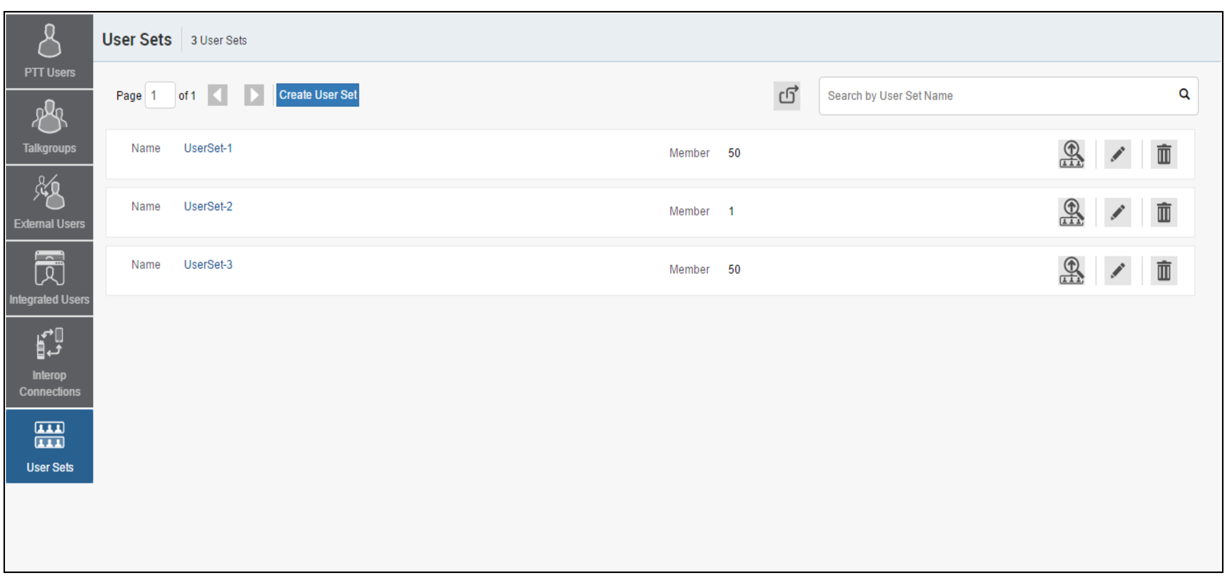


View User Sets

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

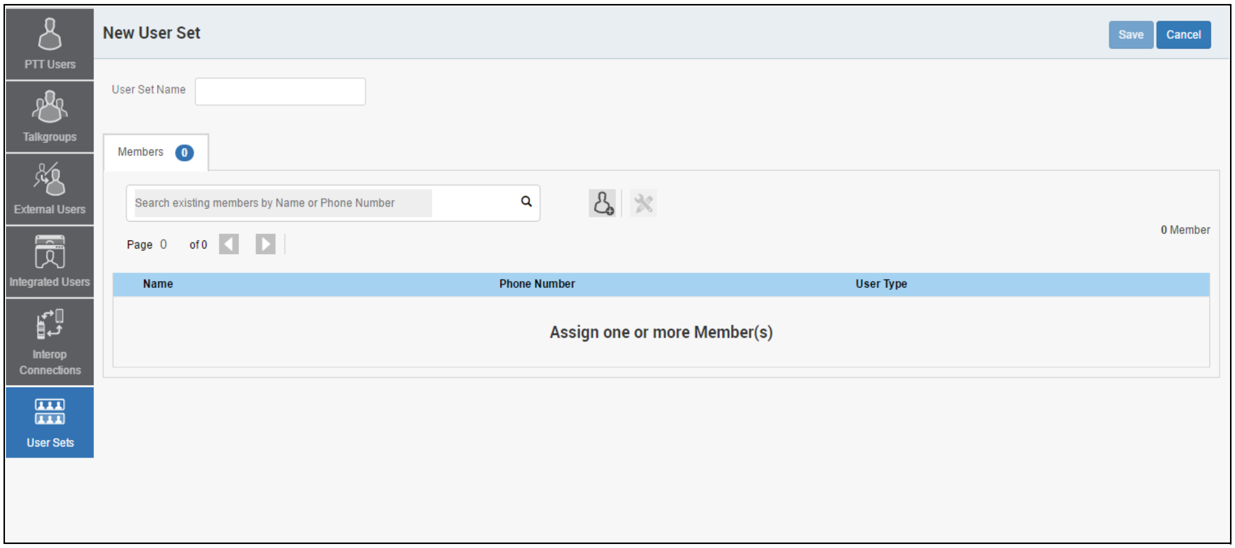
13.2. Create a New User Set

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



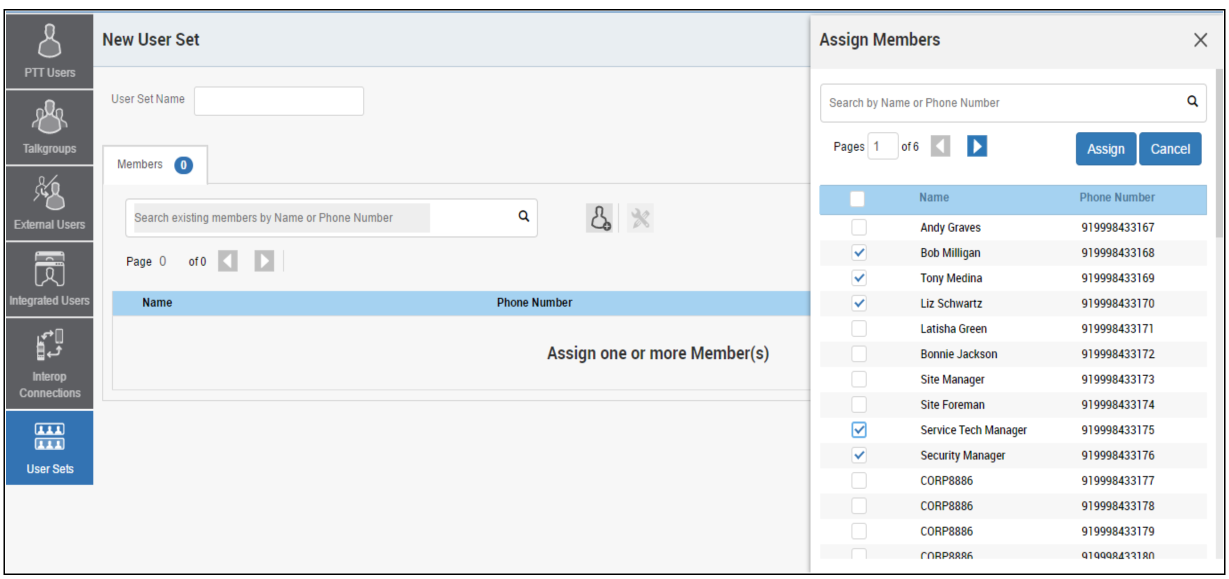
View User Sets

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



Create User Set

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



Assign Members to a User Set

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

6. Click **Assign**. The members selected for addition display in the Members tab and the total members count increases accordingly.
7. Click **Save** to add the user set. A confirmation message 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 user's handset.

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

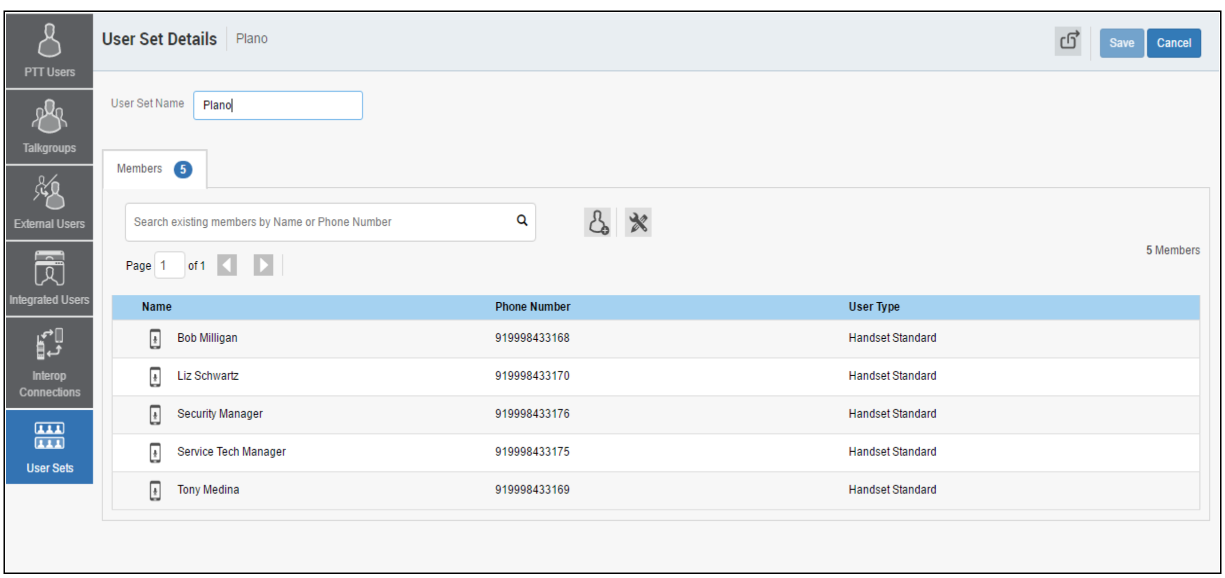
Interop User and Interop Talkgroup and cannot be a member of a user set and thus are not available for selection on Pick Contacts Window.

The user set does not creates until you click the Add button. The user set must have at least two members in it. The total members that can be added to a user set are 250, but you can add a maximum of 50 new members to a user set in one add operation.

13.3. Edit a User Set

13.3.1. Rename a User Set

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



Edit a User Set

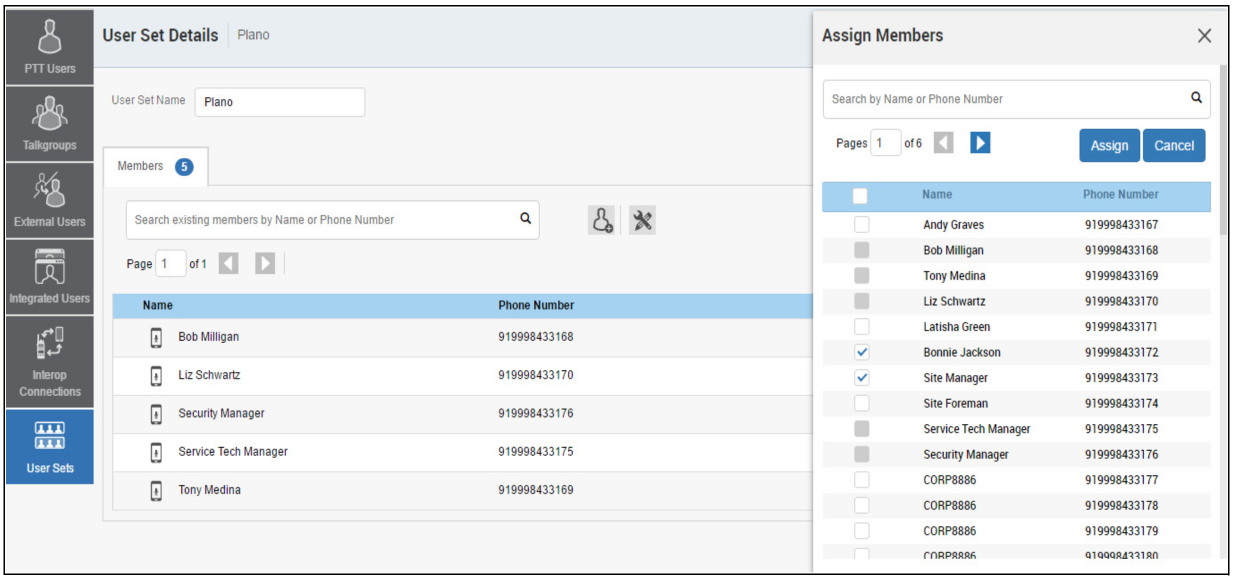
3. Click the Name field to modify the User Set name.

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

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

13.3.2. Add Members to a User Set

1. Select the Members tab to display the members of the user set.
2. Click the **Assign Members** button to add additional members. Below screen shows the Pick user set Members pop-up window.

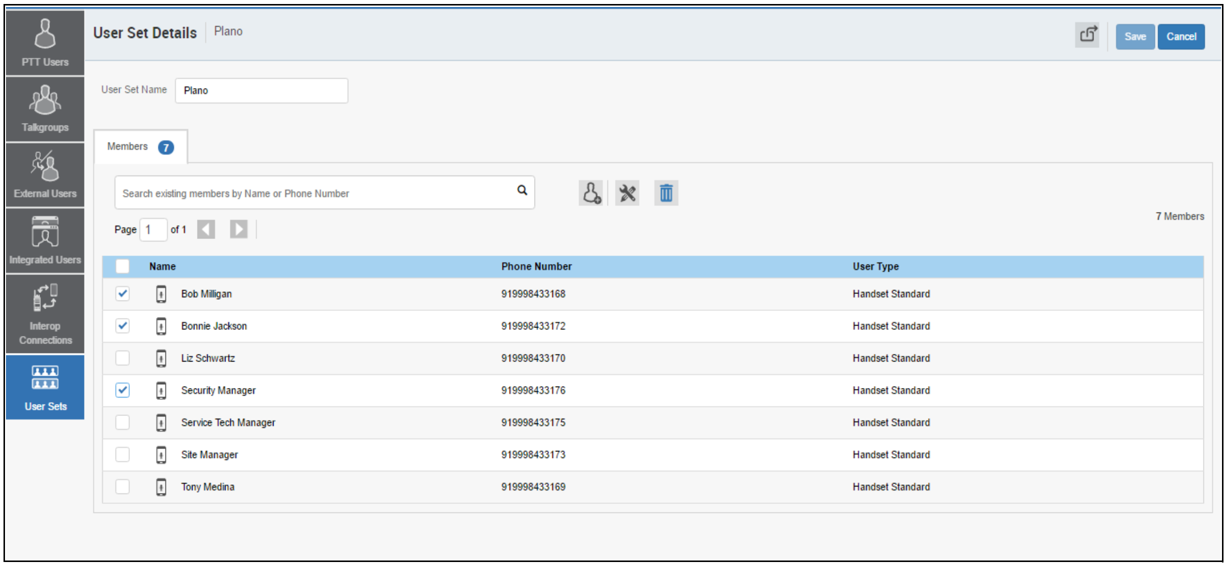


Assign Members to an Existing User Set

3. Select the members that you want to add to the user set by checking the applicable check boxes. Only those members that are not already a member of the user set are available for selection. You can pick a maximum of 200 members at a time for an addition. You can also select all members by clicking the check box before the Name header, which functions as Select All check box.
4. Click **Assign**. The members selected for addition display on the Members tab and the total members count increases accordingly.

13.3.3. Remove Members from a User Set

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



Remove Members from a User Set

13.3.4. Save Changes to a User Set

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

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

13.4. Delete a User Set

Perform the following steps to delete a user set.

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

User Set updates are propagated automatically.

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

13.5.1. Assign a User Set

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

Perform the following steps to assign a user set:

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

User Set updates are propagated automatically.

13.5.2. Remove a User Set

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

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

Perform the following steps to remove a user set:

1. Select the appropriate menu (PTT Users, Talkgroups, and Integrated Users) from the Navigation Area.
2. Click the **Edit** icon associated with the user or talkgroup to edit.
3. Click the **Tools** icon to see the check boxes.
4. From the Contacts or Members tab, select the check box associated with the user set that you are not a member.
5. Click the **Delete** icon.

User Set updates are propagated automatically.

13.5.3. View User Set Members

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

Perform the following steps to view the user set members:

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

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

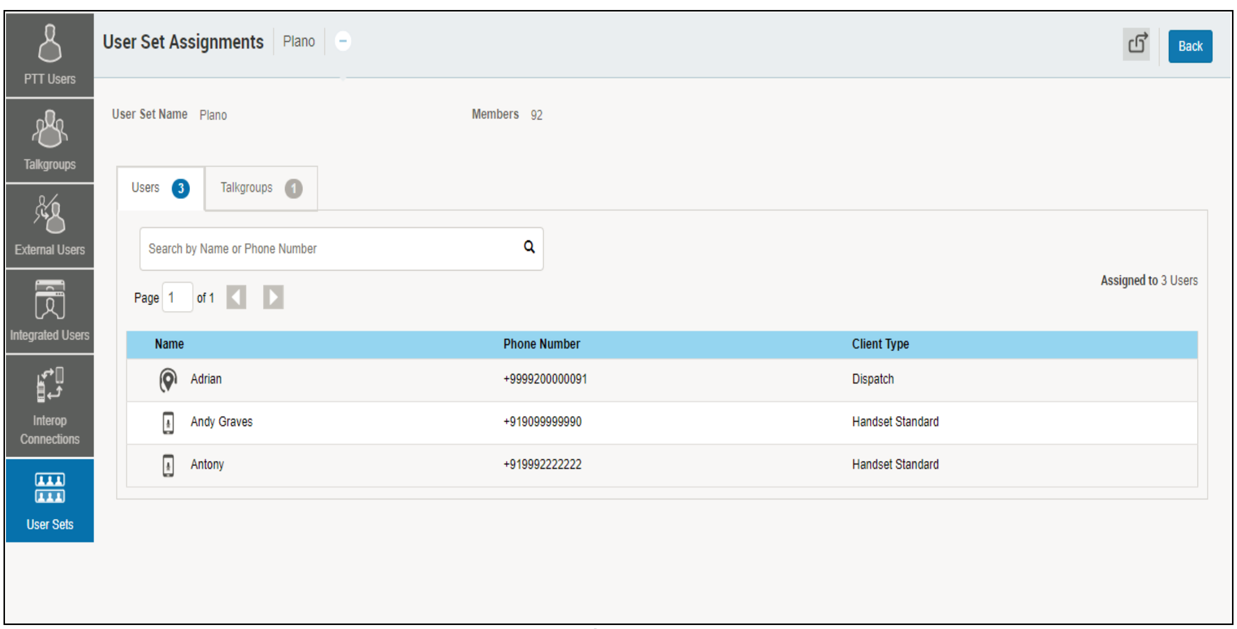
The maximum number of users in a User Set is 250. If your organization has fewer than 250 PTT users, you can choose to create just one User Set, make all the PTT users as members of the single user set, and assign all of them to each other as contacts in an efficient way. If, however, your organization wants to assign more than 250 PTT users to each other as contacts, you need to use the following method.

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

1. Create two separate user sets, with each containing 250 members. The two user sets combined cover all 500 PTT users.
2. From the PTT Users work area, select a user of the first user set, click the **Assign User Set** button to assign the user to the other two user sets that the user is not a member.
3. Repeat the process above for all the other members of the first user set.
4. Repeat the steps above for the second set.

13.7. View User Set Distribution

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



View User Set Distribution

14. Corporate Configuration

Corporate Configuration allows you to configure the status messages for the PTT Users in your corporation. You create the status messages and assign these 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 Corporate Configuration by code, short text, or long text.

You can identify the Corporate Configuration icons from the "Common Icons" section of this document.

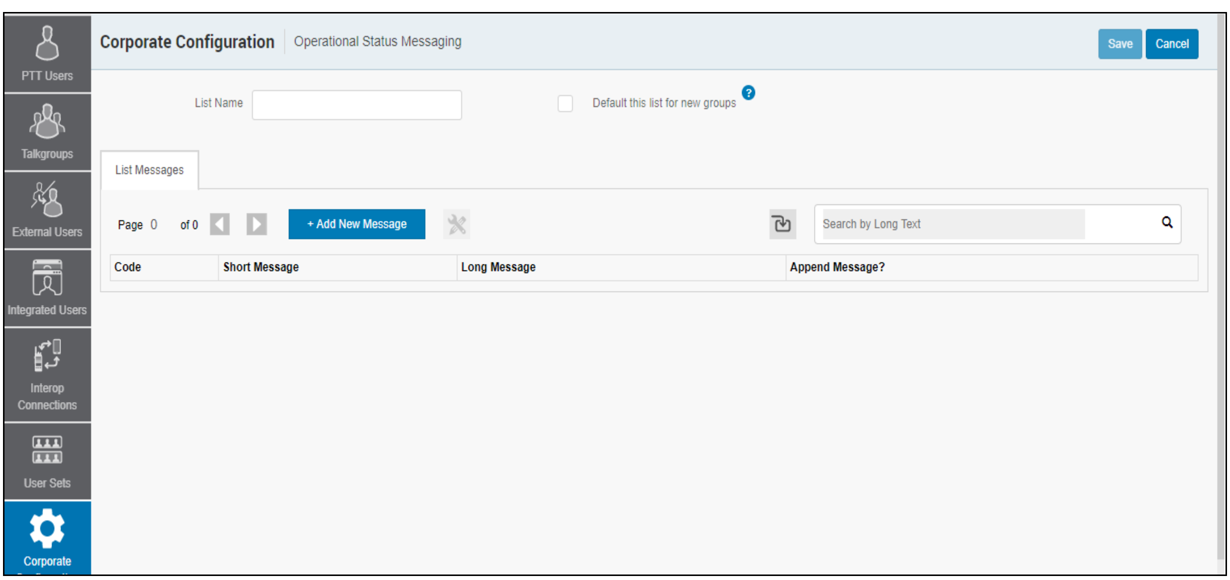
This section is organized as follows:

- Create Status Message List
- Assign Status Message to Talkgroup List
- Remove Talkgroups from the Assigned Status Message
- Import Status Message
- Import from a File
- Import from the Existing List of Status Message

14.1. Create Status Message List

To create the status message list, follow these steps:

1. From the Corporate Configuration work area, click **Create list.**
2. A Create Operational Status Message page displays.

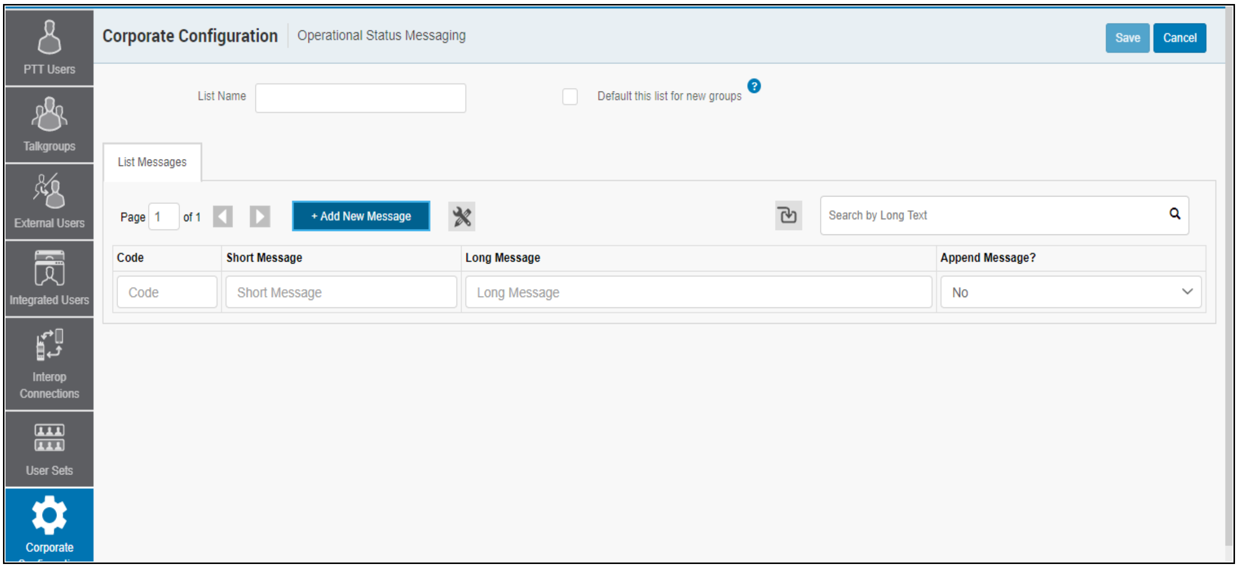


Create Operational Status Message

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

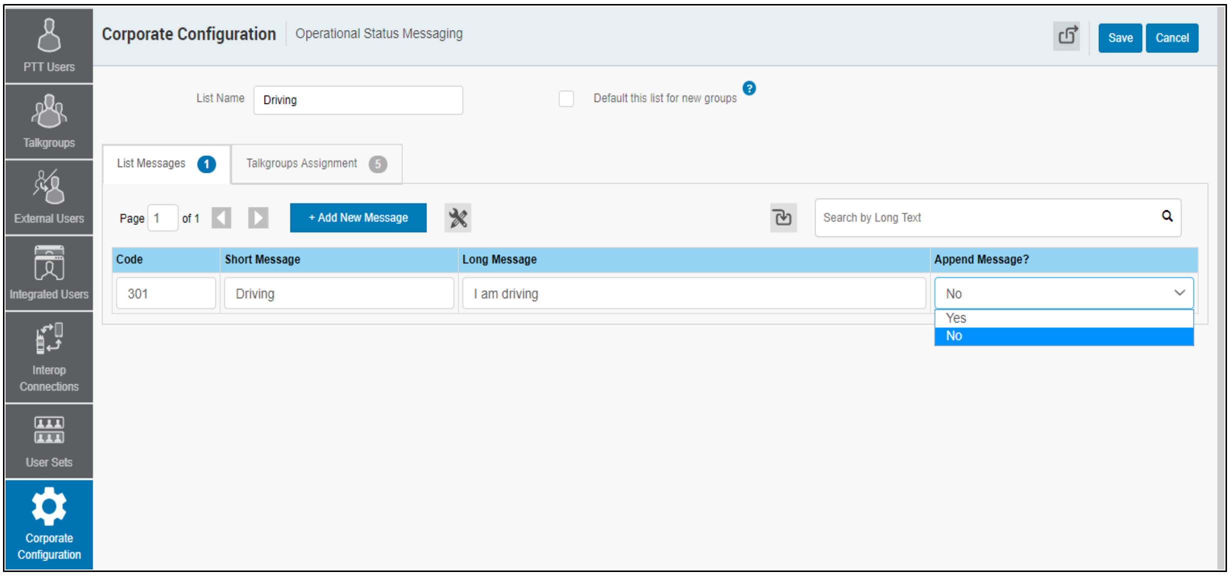
4. Click **Add New Message.**

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



Status Message Work Area

5. Enter the status code in the Code field.
6. Enter a short message in the Short Message field. The length of the short message should not be more than 10 letters.
7. Enter the description of the status message in the Long Message field.
8. From the Append Message choose field, select **Yes** or **No**. You can also click the **Append Message** icon and select **Yes** or **No**.
9. If you select Yes <u>then the user receives an additional field on their device to add a note along with the status message before sending</u>.



Create Status Message

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

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

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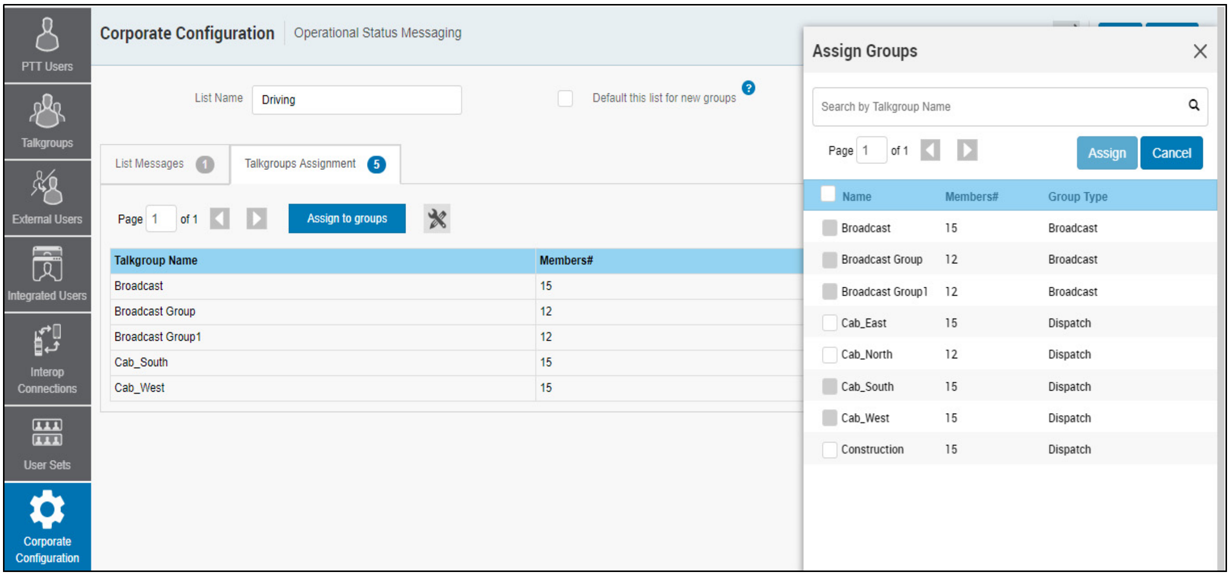
11. Click **Save** to save the status message.
    Or
    Click **Cancel** to cancel the create action.
12. A confirmation message displays if you click **Cancel**. Select **OK** to go to create list page or click **Cancel** to continue status message creation.

14.2. Assign Status Message to Talkgroup List

To assign the status message to the talkgroup, follow these steps:

1. From the Corporate Configuration work area, select the Talkgroup Assignment tab.
2. Click **Assign to groups**. An Assign Groups pop-up displays.



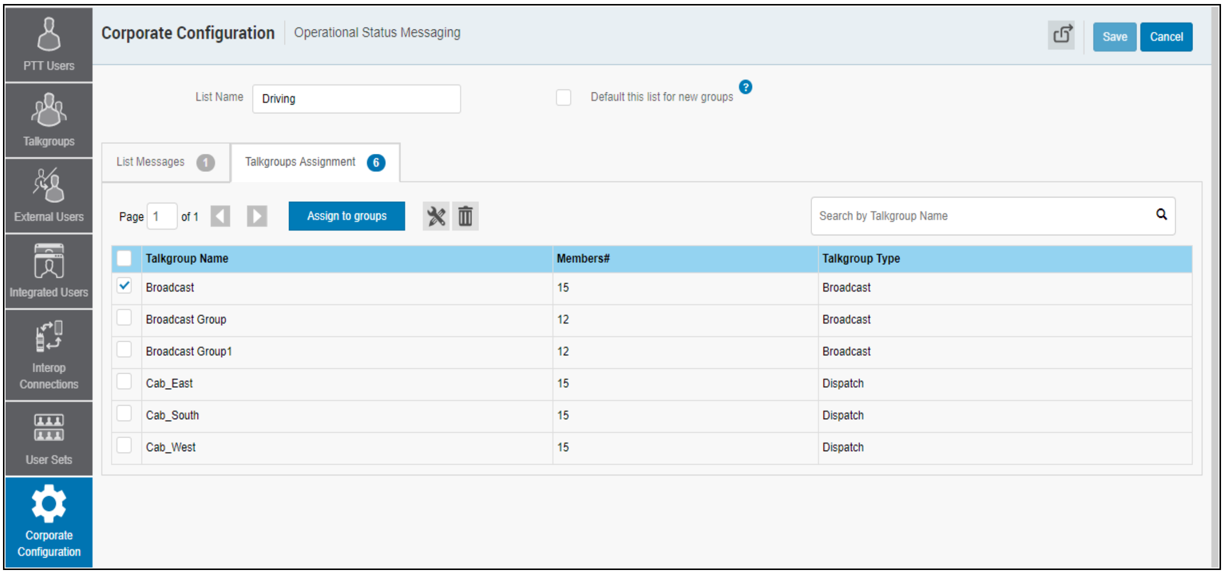
Assign Status Message to Talkgroup

3. Select the groups and click **Assign** to assign the status message to the group.
   Or
   Click **Cancel** the cancel the action.

14.3. Remove Talkgroups from the Assigned Status Message

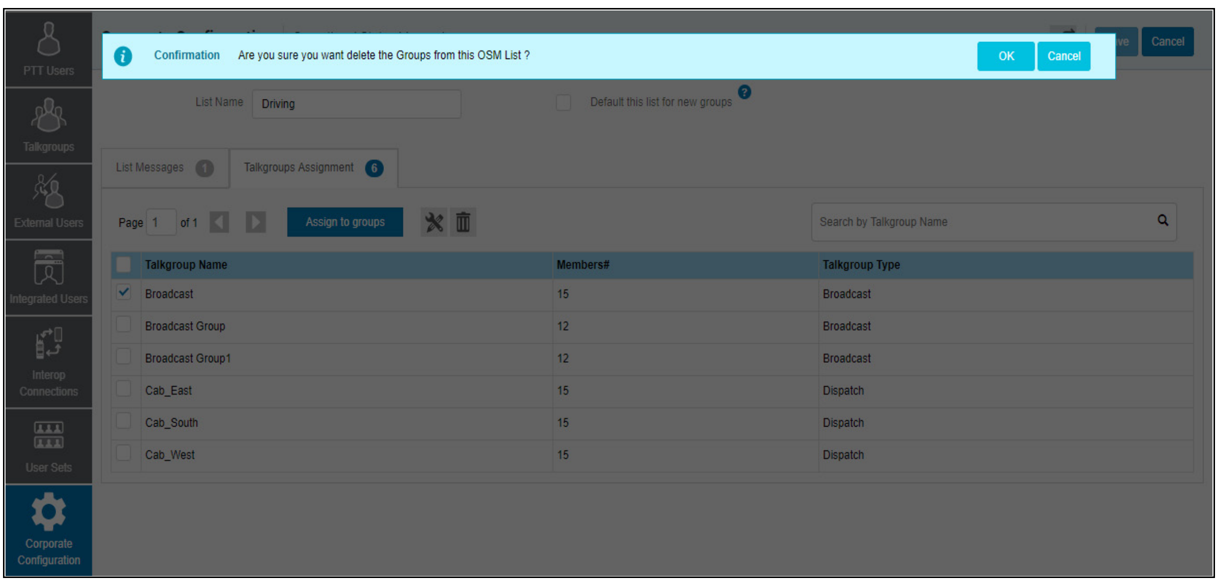
To remove talkgroups from the assigned status message, follow these steps:

1. From the Corporate Configuration work area, click the **Edit** icon associated with the status message.
2. Select the Talkgroup Assignment tab.
3. Click the **Tools** icon. This enables the check boxes next to the talkgroups.
4. Select check box(es) next to the talkgroup(s), which you want to remove from the assigned status message and click the **Delete** icon.



Remove Talkgroups from the Status Message

5. A confirmation message *"Are you sure you want delete the Groups from this OSM List?"* displays.



Confirmation Message - Remove Talkgroups from the Status Message

6. Click **OK** to remove the talkgroup.
   Or
   Click **Cancel** to cancel the action.

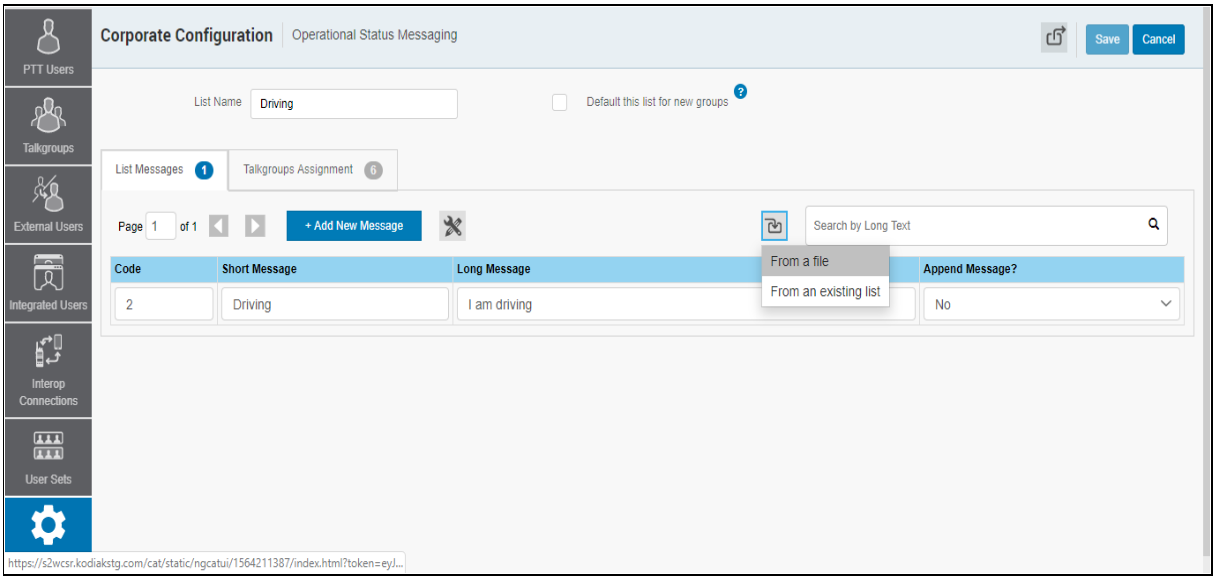
14.4. Import Status Message

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

14.4.1. Import from a File

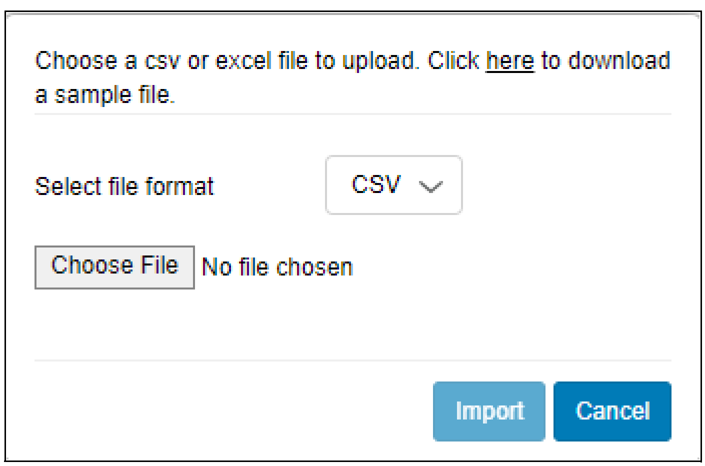
To import status message from a file in your local PC, follow these steps:

1. From the Corporate Configuration work area, click **Create list** or click the **Edit** icon associated with the status message.
2. In the List Message tab, click **Import** icon and select **From a file**.



Import Status Message from a File in Local PC

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



Choose File - Import Status Message

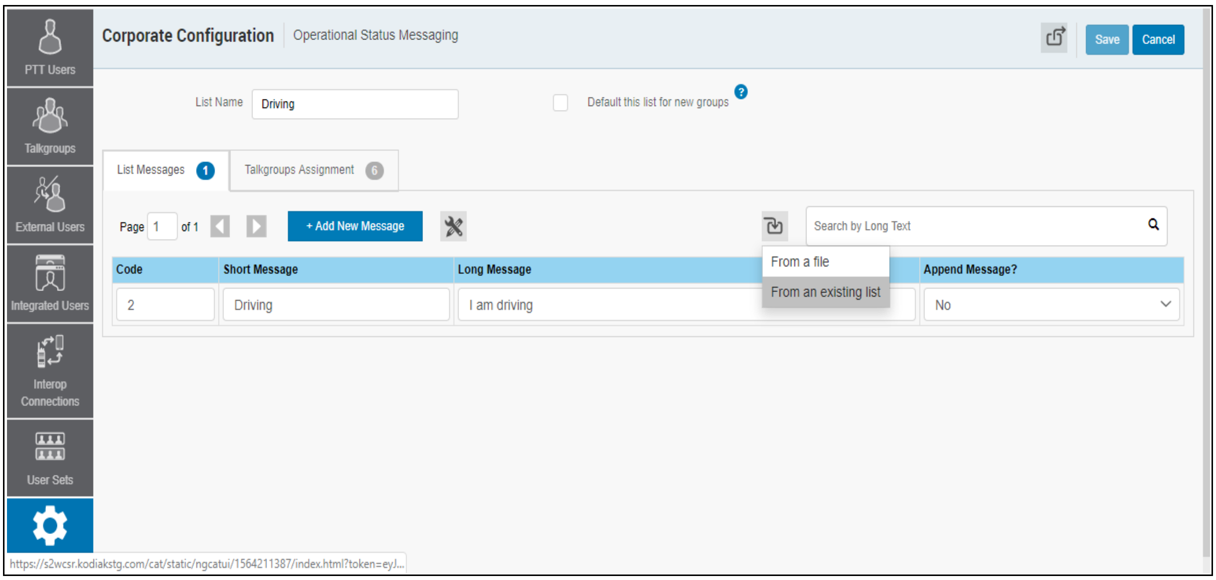
4. A file selection window opens. Choose the file and click **Open**.
5. Click **Import** to import the status messages.
   Or
   Click **Cancel** to cancel the import action.

6. Click **Save** to save the changes.
   Or
   Click **Cancel** to cancel the changes.

14.4.2. Import from the Existing List of Status Message

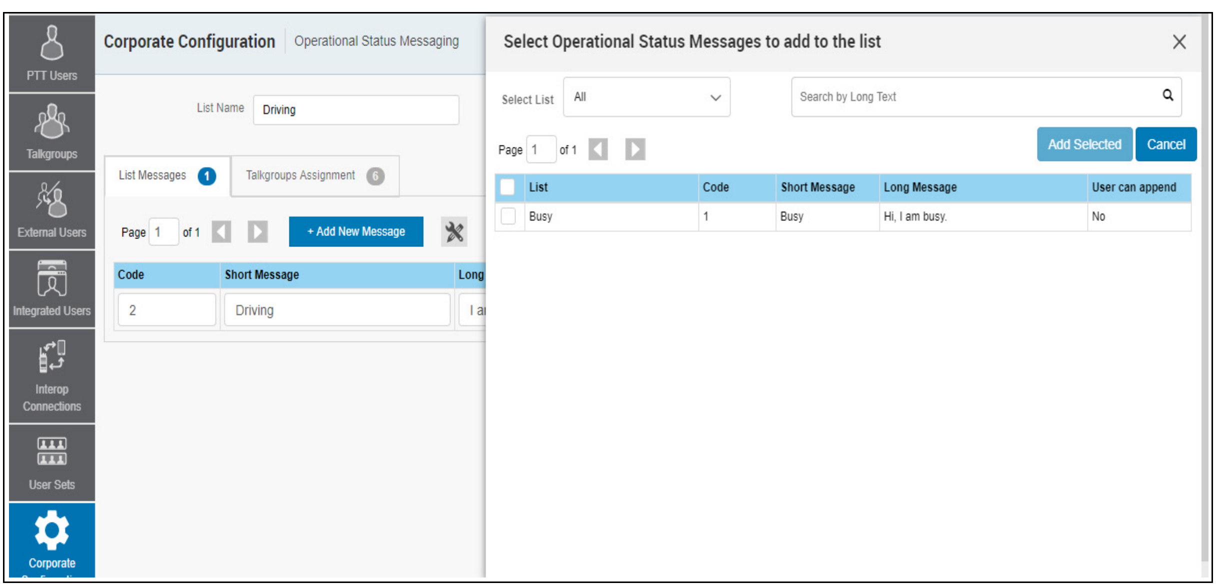
To import status message from a file in your local PC, follow these steps:

1. From the Corporate Configuration work area, click **Create list** or click the **Edit** icon associated with the status message.
2. In the List Message tab, click **Import** icon and select **From an existing list**.



Import Status Message from an Existing List

3. A message selection list pop-up opens.



Import Status Message selection List Pop-up

4. Select the check box(es) next to the list and click **Add Selected**.
   Or
   Select **Cancel** to cancel the action.

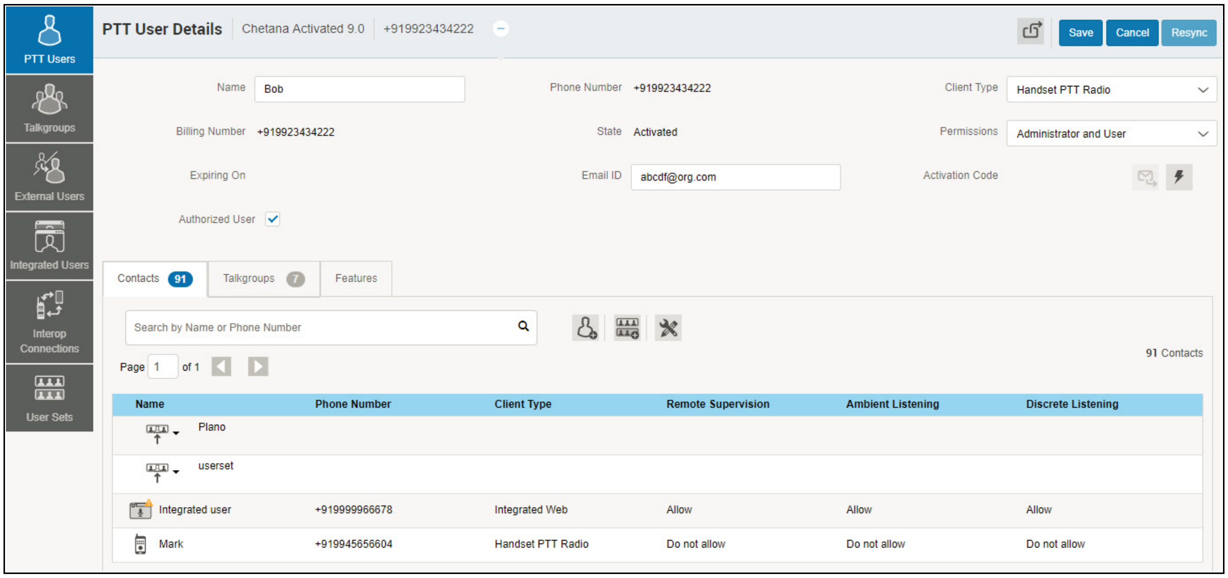
You can use the Select List drop-down to view the message lists. You can also search for specific list name, code, short text, or long text in the search area of the message selection list pop-up.

5. Click **Save** to save the changes.
   Or
   Click **Cancel** to cancel the action.

15. Re-sync a Device

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

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



Re-Sync Corporate Data from the Work Area

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

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

Note: The Re-Sync button is disabled for provisioned and suspended users. It is also disabled if your do not save the changes that you made.

16. Using the Export Operation

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

This section is organized as follows:

16.1. Open CSV File

Open a CSV file in the Excel as follows:

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

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

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

16.2. Export User or Talkgroup Details

16.2.1. Export Details of a Single User or Talkgroup

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

16.2.2. Export Details of all users or Talkgroups

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

16.3. Export User Sets

16.3.1. Export a Single User Set

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

16.3.2. Export All User Sets

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

17. Using the Tool by more than one ADMIN

Multiple Administrators can use the Central Admin Tool at the same time. If one administrator updates the data, the changes by another administrator cannot be accepted and the second administrator can see, "*Data is updated by Another admin. Please refresh the page to get the updated result.*"

18. Troubleshooting

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

This section is organized as follows:

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

18.1. Log in Issues

After I login, I do not see any users in the landing page of PTT Users.

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

When I login, I get an “Invalid Corporate Id” error

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

18.2. User Interface Issues

When I click on the Central Admin Tool link, nothing happens.

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

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

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

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

I cannot re-sync. The button is disabled.

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

The Update/Save button is disabled.

There are no changes to save.

Why I do not see the Authorized User Check box?

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

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

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

Resolution - Request the user to upgrade the handset client.

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

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

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

18.3. Manage Contacts Issues

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

Select the corresponding check box to select the user to delete and click on **Delete** icon.

I cannot generate activation code for multiple PTT users. The button is disabled.

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

I selected Bob and gave him Jen as contact. However, when I select Jen, I do not see Bob as her contact.

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

18.4. User Set Issues

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

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

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

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

18.5. Generic

I gave the permissions to User ‘A’ to perform the Ambient Listening on User ‘B’. However, User ‘A’ is not able to Ambient Listen.

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

Resolution - Request the user to upgrade the handset client.

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

Resolution - Change the User ‘B's user type to “Standard” from “PTT Radio” if ambient listening is required on User ‘B’.

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

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

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

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