KODIAK

Carrier-based Deployment

Central Admin Tool User Guide

Release 12.3

SEPTEMBER 2023

MN009730A01-004

Intellectual Property and Regulatory Notices

Copyrights

The Motorola Solutions products described in this document may include copyrighted Motorola Solutions computer programs. Laws in the United States and other countries preserve for Motorola Solutions certain exclusive rights for copyrighted computer programs. Accordingly, any copyrighted Motorola Solutions computer programs contained in the Motorola Solutions products described in this document may not be copied or reproduced in any manner without the express written permission of Motorola Solutions.

No part of this document may be reproduced, transmitted, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, without the prior written permission of Motorola Solutions, Inc.

Trademarks

MOTOROLA, MOTO, MOTOROLA SOLUTIONS, and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners.

License Rights

The purchase of Motorola Solutions products shall not be deemed to grant either directly or by implication, estoppel or otherwise, any license under the copyrights, patents or patent applications of Motorola Solutions, except for the normal non-exclusive, royalty-free license to use that arises by operation of law in the sale of a product.

Open Source Content

This product may contain Open Source software used under license. Refer to the product installation media for full Open Source Legal Notices and Attribution content.

European Union (EU) and United Kingdom (UK) Waste of Electrical and Electronic Equipment (WEEE) Directive

The European Union's WEEE directive and the UK's WEEE regulation require that products sold into EU countries and the UK must have the crossed-out wheelie bin label on the product (or the package in some cases). As defined by the WEEE directive, this crossed-out wheelie bin label means that customers and end-users in EU and UK countries should not dispose of electronic and electrical equipment or accessories in household waste.

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

Disclaimer

Please note that certain features, facilities, and capabilities described in this document may not be applicable to or licensed for use on a specific system, or may be dependent upon the characteristics of a specific mobile subscriber unit or configuration of certain parameters. Please refer to your Motorola Solutions contact for further information.

Contact Us

The Centralized Managed Support Operations (CMSO) is the primary contact for technical support included in your organization's service agreement with Motorola Solutions.

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

- To confirm troubleshooting results and analysis before taking action

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

1. Enter motorolasolutions.com in your browser.
2. Ensure that your organization's country or region is displayed on the page. Clicking or tapping the name of the region provides a way to change it.
3. Select "Support" on the motorolasolutions.com page.

Comments

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

Provide the following information when reporting a documentation error:

- The document title and part number
- The page number or title of the section with the error
- A description of the error

Motorola Solutions offers various courses designed to assist in learning about the system. For information, go to https://learning.motorolasolutions.com to view the current course offerings and technology paths.

Document History

Version	Description	Date
MN009730A01-004	Updated Logging into the Central Admin Tool on page 15 section with two-factor authentication feature. Updated browsers requirements in Prerequisites on page 14. Editorial Changes Updated PTT Users on page 26 and PTT User Features Tab on page 34 Messaging and Location Sharing sections with the note for Subscriber with the MCPTT feature set provisioned.	September 2023
MN009730A01-003	Updated Logging into the Central Admin Tool on page 15 section. Added Password Management on page 16 section.	June 2023
MN009730A01-002	Updated PTT User Details on page 30, Client Type section to include: "You can change Handset Standard to Handset PTT Radio and vice versa." Updated the PTT User Features Tab on page 34: **Emergency** section to include the note about the Listen-Only members of the talkgroup. **Talkgroup Steering** section to include the note about the MCPTT tier service. Updated the Talkgroup Members Tab on page 64 section, **Permissions** section to include the following: "Do not configure a user to have Call Receiving permission - Do not Allow if the user can use that talkgroup as an emergency destination. An emergency cannot be declared on a listen-only talkgroup."	December 2022
MN009730A01-001	Initial version	September 2022

Contents

List of Figures

List of Tables

List of Procedures

Chapter 1

Introduction and Key Features

The Broadband Push-to-Talk (PTT) service provides instant communication to individuals and talkgroups at the push of a button. The Central Admin Tool (CAT) is a web-based management tool that consists of **Contact and Talkgroup Management** and **License Management** pages. The **License Management** screen displays when your corporation has subscribers provisioned with the license packs. This document describes the purpose and usage of the CAT.

Contact and Talkgroup Management

Contact and Talkgroup Management is a centralized web portal, which helps in managing contacts and talkgroups for PTT communications.
Contact and Talkgroup Management allows you to manage PTT Users, Talkgroups, Dispatch, External Users, Integrated Users, Interop Connections, Operational Status Message (OSM) and configure user features.

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

PTT Users
: Allows you to manage the PTT user profile, such as name, email ID, permission type, assign contacts, view assigned talkgroups, and manage features for the PTT user. For more information, see PTT Users on page 26.

Talkgroup Management
: Allows you to create talkgroups, assign avatar, assign talkgroup scanning, supervisory override, and configure call permission to the talkgroup members. You can manage three types of talkgroups: standard, dispatch, and broadcast. You can create talkgroups and share the groups with other corporations for intercommunication between the members. For more information, see Talkgroups on page 56.

User Profile
: Allows you to create and assign a profile with a set of features, contacts, and talkgroups to a user. In that role, the only specific configuration is available for the user. For more information, see User Profiles on page 41.

Group Profile Management
: Allows you to create a profile with predefined properties such as name of the talkgroup, type of talkgroup, an avatar, MCX group, operational status message, and assign talkgroups. For more information, see Group Profile Management on page 51.

External User Management
: Allows you to create users external to the corporation. For more information, see External Users on page 70.

Integrated User Management
: Allows you to manage the users of types, such as Integrated Mobile, Integrated Tracking, and Integrated Web. For more information, see Integrated Users on page 72.

Interop Connection Management
: Allows you to manage the users between the Interop and PTT. For more information, see Interop Connections on page 77.

User Sets
: Allows you to create the user sets to PTT users, Talkgroups, or Integrated users. For more information, see User Sets on page 81.

OSM Configuration

Allows you to configure the operational status messages for the PTT users in your corporation. For more information, see OSM Configuration on page 86.

The features included in each feature set are as follows:

License Management Tool

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

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

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

For more information on License Management, see the *License Management Tool User Guide*.

Collaboration

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

- PTT Calling, Presence, IPA
- Broadcast Calling
- Messaging - Text and Multimedia
- Voice Messaging
- Standard Talkgroups (up to 250 members)
- Priority Talkgroup Scanning
- Location Services

Command

Includes Collaboration feature set, such as the following:

- Emergency Calling and Alerting
- Large Talkgroups (up to 3,000 members)

MCPTT

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

- Group Profile

- MCX Talkgroups (up to 100,000 members)
- Operational Status Messaging (OSM)
- User Profiles

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

- Video Services

1.1 What's New in Release?

There are no new features in this release.

Chapter 2

Getting Started

This section describes the steps that you must take to start using the Central Admin Tool (CAT).

See the following sections to get started:

- Prerequisites on page 14
- Logging into the Central Admin Tool on page 15
- Password Management on page 16
- Cookies on page 17
- Take a Tour on page 17
- Contact and Talkgroup Management Navigation on page 17

2.1

Prerequisites

The Central Admin Tool (CAT) requires the following prerequisites:

Browser Requirements

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

- Apple Safari 10 or higher
- Google Chrome 108 or higher
- Microsoft Edge 98 or higher (Chromium-based)
- Mozilla Firefox 76 or higher

NOTE: Ensure to update the browser with the latest stable version.

Hardware Requirements

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

Website Display Requirements

Enable Pop-Ups

The CAT opens in a new browser window. Ensure that you enabled pop-ups to access the tool.

Reset Zoom

To display the CAT correctly, ensure that the browser you are using has a zoom setting of 100%. To reset the zoom to 100%, you can press CTRL+0 (zero) on your keyboard.

2.2

Logging into the Central Admin Tool

Central Admin Tool (CAT) first-time login requires account activation. The portal provides multifactor authentication (MFA). If the administrator enables the MFA, once the user logs in with valid credentials the second-level authentication occurs.

Prerequisites: Ensure that you install one of the following mobile applications:

- FreeOTP
- Google Authenticator

The applications are free and can be downloaded from the application store on your mobile device.

Process:

1. Depending on the account activation method, follow one the corresponding steps:

If…	Then…
If you receive a username and password and a link to log in to the Web-based Customer Support Representative (WCSR) portal.	perform the following actions: **a.** Click the link and enter the credentials. The **CAT** landing page displays the **Contact and Talkgroup Management** and **License Management**. **b.** Select **Contact and Talkgroup Management**. **License Management** displays when your corporation has subscribers provisioned with the license packs. For information on License Management, see the *License Management Tool User Guide*. For more information on how to access CAT through WCSR, see the *WCSR User Guide*.
If you receive a username and password in your email and a link to log in to the CAT directly,	perform the following actions: **a.** Click the link. A **Cookies** pop-up notification displays. **b.** To allow the CAT to store and access cookies on your device click **Accept**. **c.** Enter the received credentials and click **Sign In**.

If…	Then…
If you receive an email that contains a link to log in to the CAT,	perform the following actions: **a.** Click the link. **NOTE:** The link to sign in expires within a set time period after the email was sent. You can generate additional verification mail by clicking the link and selecting **Send it again**. A **Cookies** pop-up notification displays. **b.** To allow the CAT to store and access cookies on your device click **Accept**. The **Set Password** page displays. **c.** Provide and confirm the password. **NOTE:** An error message displays if the entered password does not match the minimum requirements of the password policy. The password must meet the minimum requirements of the password policy of the application as follows: **i.** At least 16 characters **ii.** One lower case letter [a to z] **iii.** One upper case letter [A to Z] **iv.** One number between [0 to 9] **v.** One of these special characters: @#$%^&+= **NOTE:** These system-wide settings may change based on your service provider configuration.

2. **NOTE:** If the administrator enables the MFA, **Mobile Authentication Setup** window displays.

Perform the following actions:

a. Open the application and scan the QR code.

b. Enter the one-time password (OTP) provided by the application and click **Submit**.

NOTE: The OTP can expire within a set time period. Updated code is available after the expiration.

Postrequisites: If the administrator enables the MFA, each log-in requires two-factor authentication. To access the portal, after entering credentials enter the OTP from the app.

2.3
Password Management

Password management allows you to change or reset the password of your application account. For more details on password requirements, see Logging into the Central Admin Tool on page 15 section.

NOTE: These system-wide settings may change based on your service provider configuration.

The system default configuration is set as follows:

1. Password expires every 90 days.

2. Password history cannot be the same as any of the last five passwords used.
3. Password cannot be same as your username.

2.3.1 Resetting the Password

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

For more details on password requirements, see Logging into the Central Admin Tool on page 15.

Procedure:

1. From the login page of the CAT, click **Forgot Password**.
2. Enter the email ID associated with your account and click **Send Email**.

   An email is sent to all valid users. Check the email and reset the password.

3. If you did not receive the email, click **Send it again**.
4. Click the link received in your email ID.
5. Enter the new password and click **Submit**.

2.4 Cookies

Whenever you log in to the Central Admin Tool (CAT), a pop-up displays so that you can choose your browser preferences. When you log in to the CAT using a browser that uses cookies, the browser remembers your registered login, password details, and language preferences. It is mandatory to accept the cookies to use the CAT.

If you want to learn about the cookies used by the tool, you can click **What are cookies?**.

2.5 Take a Tour

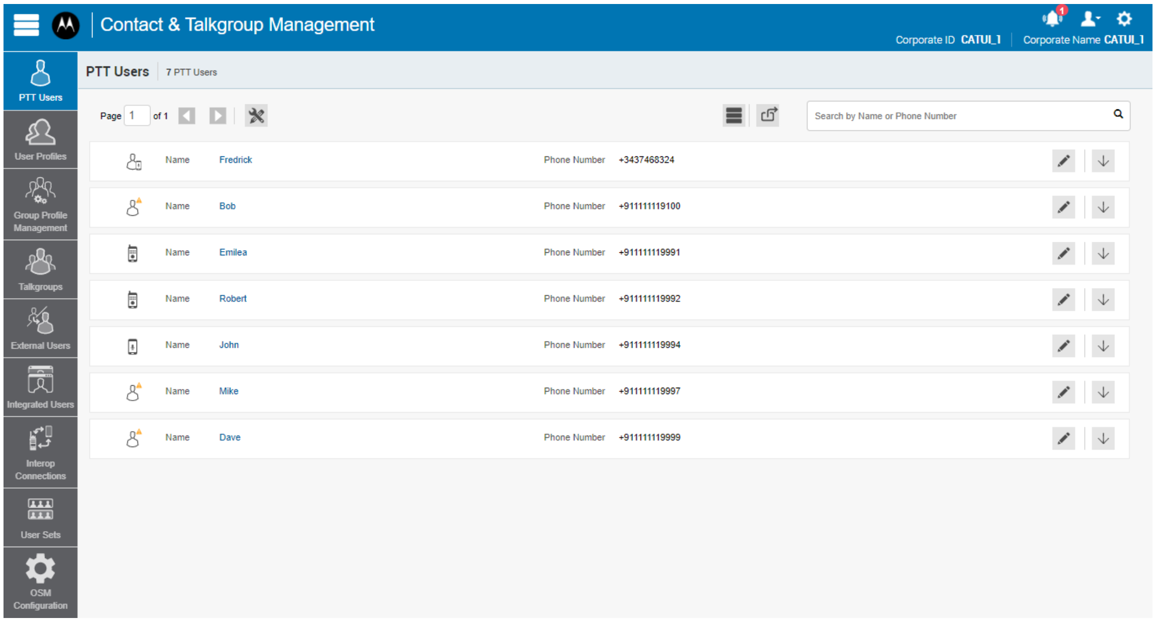
Take a Tour shows the basic features and demo of the application. A **Take a Tour** page displays when your log into the Central Admin Tool (CAT).

By clicking **View Tour**, it takes you to the basic operation of the Central Admin Tool. To view the demo and their introductions, you can use the **Next** button. You can click the **Close** icon if you want to cancel the **Take a Tour** view. Also, if you do not want the Central Admin Tool to display the **Take a Tour** page, whenever you log in, you can select the checkbox **Do not show again** and click the **Close** icon.

2.6 Contact and Talkgroup Management Navigation

The main screen layout of the **Contact and Talkgroup Management** page contains the following common navigational features: Header Area on page 18, Navigation Area on page 21, Search on page 20, and the common work area.

Figure 1: Contact and Talkgroup Management Main Screen



For common icons displayed in the **Contact and Talkgroup Management**, refer to Common Icons on page 22.

For available avatar icons, refer to Avatar Icons on page 24.

2.6.1

Header Area

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

See the following sections on the header area available actions.

- My Account on page 18
- Menu on page 18
- Settings on page 19
- Notifications on page 19

My Account

Click the **My Account**  icon to log out or exit the Contact and Talkgroup Management.

Menu

Click the **Menu**  icon to access Contact and Talkgroup Management and the License Management Tool (LMT).

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

The **Menu** contains the following options:

Home
Allows you to go back to the home page to select the type of tool.

Contact and Talkgroup Management
Allows you to launch the **Contact and Talkgroup Management**.

License Management Tool
Allows you to launch the **License Management Tool** application in the same window.

NOTE: This option shows only for commercial users.

Settings

Click the **Settings** icon to access the following:

Language
Allows you to select a supported language.

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

Set Password
Displays the **Change Password** window.

About
Displays the version number of the product.

Copyright
Displays the product copyright details.

How do we use cookies
Displays how we use cookies to save the browsing preferences of the user, which are dependent upon the server configuration.

Take a Tour
Provides basic features and a demo of the application.

Help
Allows you to access the PTT product page when you click **Help**.

NOTE: You must enable browser pop-ups to access the **Help** page.

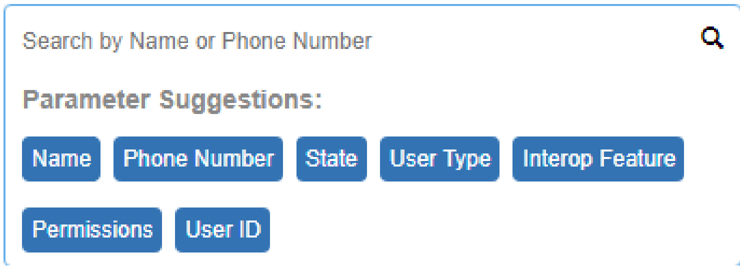
Notifications

Click the **Notifications** icon to view the recent changes made on the Central Admin Tool.

2.6.2
Search

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

Figure 2: PTT Users Search Screen



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

NOTE: The search string filters out the special characters when searching for the user using their phone number.

You can use parameters to narrow your search results by selecting the desired parameter and begin typing. Not all parameters are available for every work area.

Table 1: Search Parameters

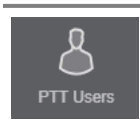
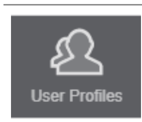
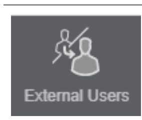
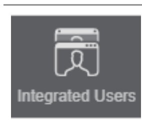
Parameter	Description
Name	You can enter up to a 30-alphanumeric character name.
Phone Number	You can enter up to a 10 digits in the case of local numbers and add the + prefix and the country code in the case of an international number.
Client Type	You can click the drop-down and select the available options. Types are available based on the work area.
State	You can click the drop-down and select the available options: • **Active** • **Provisioned** • **Suspended**
Permissions	You can click the drop-down and select the available options: • **Administrator** • **Administrator and User**
Talkgroup Type	You can click the drop-down and select the available options: • **Broadcast** • **Dispatch** • **Standard**
Interop Type	You can click the drop-down and select the available options: • **Donor Radio**

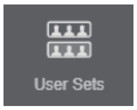
Parameter	Description
	• **Interop Talkgroup** • **Patch Endpoint**
Talkgroup Size	You can click the drop-down and select the available options: • **Large** • **Normal** • **MCX Group**
Linked	You can click the drop-down and select **Yes** or **No**.
User Set Name	You can enter up to a 30-alphanumeric character name.
List Name	You can enter up to a 30-alphanumeric character name.

2.6.3
Navigation Area

The left pane of the **Contact and Talkgroup Management** is the navigation area. This area contains menus that provide quick navigation to the work areas.

Table 2: Contact and Talkgroup Management Navigation Area

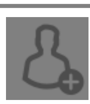
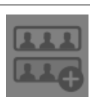
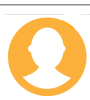
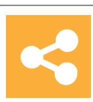
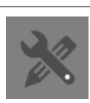
Icon	Title	Description
	PTT Users	Displays the list of users within your organization. See PTT Users on page 26.
	User Profiles	Displays created user profiles with predefined properties, such as the user name, type, an avatar, operational status message, and sharing capabilities. See User Profiles on page 41.
	Group Profile Management	Displays created group profiles with predefined properties, such as the name of the talkgroup, type of talkgroup, an avatar, MCX group, operational status message, talk-groups, and group sharing capabilities. See Group Profile Management on page 51.
	Talkgroups	Displays the list of talkgroups within your organization. See Talkgroups on page 56.
	External Users	Displays the list of external users outside your corporation. The external users could be the vendors or the partners of the corporation. See External Users on page 70.
	Integrated Users	Displays the list of integrated Push-to-Talk (PTT) users within your corporation. See Integrated Users on page 72.

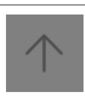
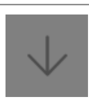
Icon	Title	Description
	Interop Connections	Displays the list of Interop connections within your corporation. An Interop connection is a special type of user that facilitates communication between Land Mobile Radio (LMR) and Broadband Push-to-Talk (PTT) networks. See Interop Connections on page 77.
	User Sets	Displays created user sets. You can create and manage sets. See User Sets on page 81.
	Operational Status Messaging (OSM) Configuration	Displays configured operational status messages for the PTT users in your corporation. See OSM Configuration on page 86.

2.6.4
Common Icons

The **Contact and Talkgroup Management** working area has the icons with the same functionality throughout the page.

Table 3: Common Icons

Icon	Name	Description
	**Assign**	You can click the icon to assign a member or contact.
	**Assign User Set**	You can click the icon to assign a user set.
	**Success**	This icon indicates a successful operation.
	**Error**	This icon indicates an unsuccessful operation. You can click the icon to close the error message.
	**Owned Group**	This icon indicates that a user or talkgroup is owned by its own corporation in the list area and work areas.
	**Shared Group**	This icon indicates that a user or talkgroup is shared from another corporation.
	**Warning**	This icon indicates that a user or talkgroup needs attention.
	**Tools**	You can click the icon to activate multiple operations for multiple selections including change permission and generate activation codes.

Icon	Name	Description
	**Cancel or Close**	You can click the icon to cancel or close the current operation.
	**Delete**	You can click the icon to delete the record data.
	**Edit**	You can click the icon to edit the record data.
	**Export**	You can click the icon to export all tabular data in `CSV` file format.
	**Import**	You can click the icon to import External Users to the tool.
	**Next Page**	You can click the icon to display the next page of records.
	**Previous Page**	You can click the icon to display the previous page of records.
	**Save Name**	You can click the icon to save the record.
	**Name Change Cancel**	You can click the icon to cancel the name change.
	**Search**	Displays in the search text box.
	**Show Less**	You can click the icon to show fewer record details.
	**Show More**	You can click the icon to show more record details.
	**Interop Feature Enabled**	This icon indicates that the Interop feature is enabled for the user.
	**Email Activation Code**	You can click the icon to send an activation code using email without regenerating it.
	**Regenerate Activation Code**	You can click the icon to re-generate an activation code.

Icons that are specific for a working area or tab are described in the separate chapters.

2.6.5
Avatar Icons

The following table lists the avatar icons that you can assign to a talkgroup to display on the PTT Radio user type in the **Contact and Talkgroup Management**.

Table 4: Avatar Icons

Icons	Name
	**Default**
	**Airplane**
	**Book**
	**Car**
	**Construction**
	**Delivery**
	**Desktop PC**
	**Dispatcher**
	**Driver**
	**Envelope**
	**Field Service**
	**Flower**
	**Front Desk**
	**Housekeeping**
	**Laptop**
	**Medical**
	**Notepad**

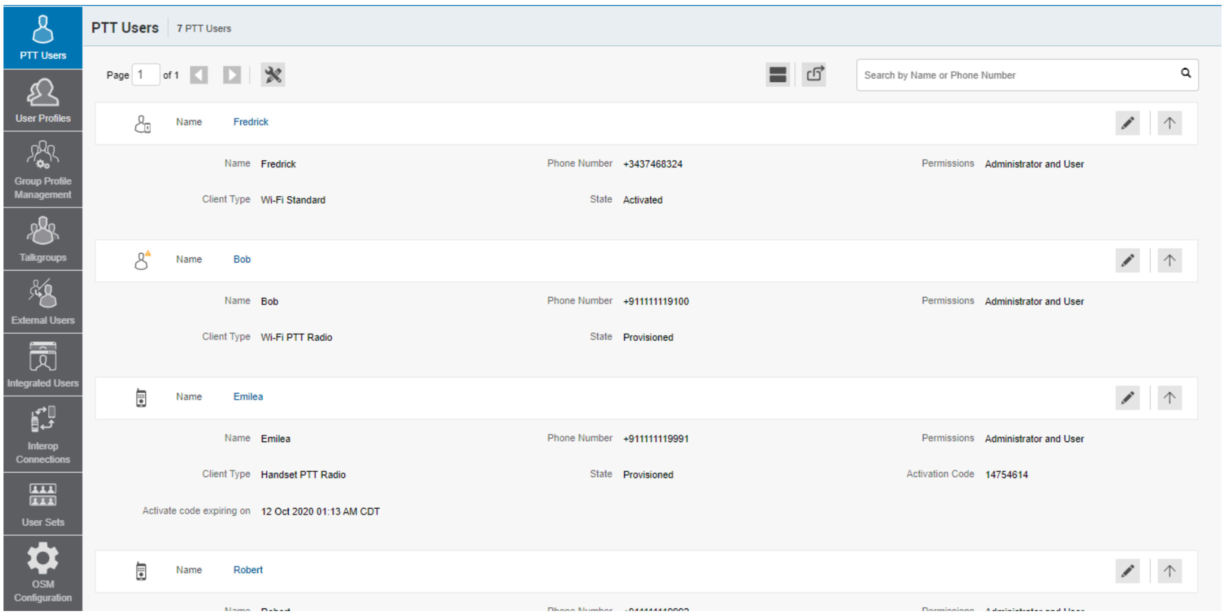
Icons	Name
	**PTT Phone**
	**Room Service**
	**Security**
	**Supervisor**
	**Telephone**
	**Tree**
	**Truck**
	**Warehouse**
	**Worker**

Chapter 3

PTT Users

The **PTT Users** work area displays the list of users within your organization.

Figure 3: PTT User Main Screen



See the following sections to navigate and view available actions in the **PTT User** main work area.

- Search on page 26
- PTT User Types on page 26
- Additional User Information on page 27
- Tools on page 28
- Export on page 29
- Resync on page 29

To view and edit the user details, see PTT User Details on page 30.

Search

You can click the **PTT Users** menu in the navigation area and search for a user by the name or phone number.

This area also has options to search for specific user parameters. For more information, see Search on page 20.

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

PTT User Types

The **PTT Users** work area displays the following user types:

Table 5: PTT User Icons

Icon	User Type
	**Cross Carrier Standard**
	**Cross Carrier PTT Radio**
	**Dispatch**
	**Handset Standard**
	**Handset PTT Radio**
	**Wi-Fi Standard**
	**Wi-Fi PTT Radio**

You can hover over the icon to view the user type.

A **Needs Attention**  icon on the PTT user icon indicates that the user that needs attention. User typically needs attention when there is no activation code. For activation code management, see Activation Code on page 96.

Additional User Information

You can view the following information:

- Name
- Phone Number
- Client Type
- Permissions
- State
- User ID
- Activation Code

NOTE: The information details vary depending on the user type.

You can use the following icons to view additional information:

Table 6: User Information Icons

Icon	Title	Description
	Show More for All	You can click the icon to show more for all record details.
	Show Less for All	You can click the icon to show less for all record details.
	Show More	You can click the icon to show individual user details.
	Show Less	You can click the icon to show individual user details.

Tools

NOTE: To edit the name, you can click the **Name** field, and change the name as desired. Accept changes clicking the **Save Name** icon next to the name.

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

The following table describes available actions on selected users.

Table 7: Tools Icons

Icon	Title	Description
	Change Permission	Allows to change the user permission type to one of following: ● **Administrator** ● **Administrator and User**
	Generate Activation Codes	Allows to generate new activation codes for all selected users.
	Set Messaging	Allows to change the messaging permissions to all selected users. The following permissions are available: **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, such as an image, video, audio, or a file.

Icon	Title	Description
	**Set Location Sharing**	Allows location sharing to all selected users.

NOTE: Subscriber with the MCPTT feature set provisioned, the following feature combinations are available:

If...	Then...
If the **Location Sharing** feature is enabled, and the **Messaging** feature set to **Text** or **Text and Multimedia**,	Both features are enabled.
If the **Location Sharing** feature is enabled, and the **Messaging** feature set to **None**,	The **Messaging** feature automatically sets to **Text**.
If the **Location Sharing** feature is disabled, and the **Messaging** feature set to **Text** or **Text and Multimedia**,	The **Location Sharing** feature automatically enables.
If the **Location Sharing** feature is disabled, and the **Messaging** feature set to **None**,	Both features are disabled.

Export

You can use the **Export**  icon to export the page data in `.csv` format. Exported files are stored in a `.csv` file and help you to modify the user details in bulk.

For the information about opening `.csv` file, see Opening a CSV File on page 95.

Resync

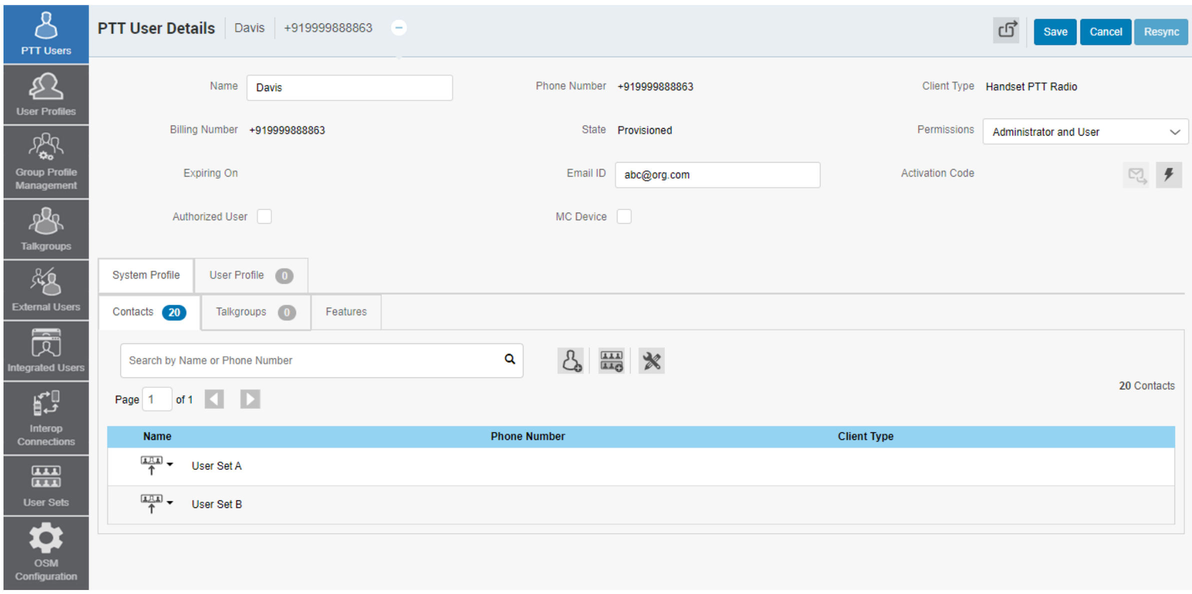
Once you save every operation, the user device is synced with the server in real time. However, if for some reason the device data is not matching with the data shown on the **Contact and Talkgroup Management**, you can resync the device by clicking **Resync** in top-right corner.

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

3.1
PTT User Details

To view or edit user details, you can click the **Edit**  icon associated with the user name from the work area. The **PTT User Details** window displays.

Figure 4: PTT User Details



The user details 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.

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.

The users without a license pack, the Phone Number, and the Billing Number are the same.

Permissions

Displays the permissions type of the user. You can edit this field.

You can select the new user permission from the drop-down, but can only manage **Administrator** or **Administrator User** types. You are not allowed to manage public user permissions.

User permissions can have the following values:

Administrator

These users receive contacts and talkgroups from a system administrator.

Administrator and User

These users can receive contacts and talkgroups from a system admin and are capable of defining and managing their contacts and talkgroups. They can make and receive calls outside the corporation.

State

Displays the activation state of the user. You cannot edit this field.

The **State** field represents the user service status.

The billing system assigns it and can have one of the following options:

Provisioned
The user has signed up for a service but has not yet activated the client for use.

Activated
The user has downloaded and activated the client and has the necessary configuration for the user to start using the service.

Suspended
The user service is suspended. The user can maintain their configuration, contacts, and talkgroups but cannot use the service.

Expiring On
Displays the expiration date of the activation code. You cannot edit this field.
The **Expiring On** is a system-generated once you select the **Generate Activation Code**. The activation code typically expires within seven days from generation.

Client Type
Displays the client type of the user. You can change Handset Standard to Handset PTT Radio and vice versa.
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

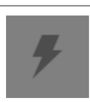
NOTE: When changing the client type from PTT Standard to PTT Radio, the Contact and Talkgroup Management uses the same tired package as originally provisioned.

User ID
Displays the email ID of the user. You can edit this field.
You can enter or update the user email in the **Email ID** field. The activation code is sent to this email ID.

Account Creation Date
Displays the account creation date and time. You cannot edit this field.

Activation Code
Displays **Activation Code** and the available actions:

Table 8: Activation Code Available Actions

Icon	Title	Description
	**Email Activation Code**	You can click the icon to send an activation code using email without regenerating it.
	**Regenerate Activation Code**	You can click the icon to re-generate an activation code.

Authorized User
Allows to enable and disable the authorization for the remote supervision of the members.

MC Device

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

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

To save the changes, click **Save**.

3.2 PTT User Details Management

See the following tabs available in the **PTT User Details** window:

- You can manage the **Contacts** tab. See PTT User Contacts Tab on page 32.
- You can manage the **Talkgroups** tab. See PTT User Talkgroups Tab on page 34.
- You can view and edit features in the **Features** tab. See PTT User Features Tab on page 34.
- You can manage the **User Profiles** tab. See PTT User Profiles Tab on page 38.

You can use the **Export** icon to export the user details data in `.csv` format. Exported files are stored in a `.csv` file. You can then import the `.csv` file to Contact and Talkgroup Management to apply the changes.

For the information about opening `.csv` file, see Opening a CSV File on page 95.

To save the changes, click **Save**.

3.2.1 PTT User Contacts Tab

The **Contacts** tab under the **PTT Users Details** screen displays assigned contacts and user sets. There are two types of Push-to-Talk (PTT) contacts: contacts that are personal and managed on the phone, and the contacts that you can manage. This section covers the PTT contacts that you manage.

Contacts tab displays the list of added users and user sets with the following information:

- **Name**
- **Phone Number**
- **Client Type**

  NOTE: Contacts have different icons depending on the type. You can hover over the icon to view the type.

If the PTT user is the **Authorised User**, the following contact information is displayed:

- **Ambient Listening**
  Authorized user can listen to the surroundings of the member without knowing them and take necessary actions like remote emergency and enable or disable the device of the member.
- **Discrete Listening**
  Authorized user can listen to any call to and from the selected member without them knowing.
- **Unconfirmed Pull**
  Authorized used can initiate an unconfirmed pull for the allowed users.

  NOTE: Only dipatchers can be authorized for the **Unconfirmed Pull** feature.

You can click on the **User Set** icon to view all the users assigned to the user set.

The following table displays available actions on contacts.

Table 9: PTT User Contacts Tab Available Actions

Icon	Title	Description
	Assign Contacts	Displays the **Assign Contacts** tab. You can select the user and click **Assign**. The assigned contacts sync to the handset of the user. **NOTE:** If your corporation wants to assign more than 250 PTT users to each other as contacts, follow Assigning More Than 250 Contacts to Each User Through User Sets on page 94.
	Assign User Set	Allows to assign or reassign the user set to the user. Displays the **Assign User Set** tab. You can select the user set and click **Assign**.
	Tools	Allows to select one or multiple assigned contacts. After selecting the contacts enables **Delete** icon.
	Delete	Allows to remove the contact. from the PTT user contact list
	Remote Supervision	Allows to authorize a user to supervise the assigned contacts remotely. You can activate the following features: • Remote Supervision • Ambient Listening • Discreet Listening **NOTE:** To activate remote supervision, ambient listening or discreet listening feature should be available for the configuration and the device of the user should support these features. For more information refer to Authorization for Remote Supervision Feature on page 33.

The data does not save until you click the **Save** button.

3.2.1.1
Authorization for Remote Supervision Feature

You can authorize a user to supervise the assigned contacts remotely. The **Remote Supervision** feature includes user checks and enables or disables the contact. After evaluating and accessing the information, you can activate remote supervision,ambient listening and discrete listening for the user. You can only authorize PTT Users and Integrated Users for user monitoring.

NOTE: The **Authorization** checkbox is unavailable for:

- Version 9.0 and older users
- Users that are not provisioned with the emergency feature package

You cannot activate remote supervision, ambient listening, and discreet listening for a dispatcher. If you select the dispatcher for authorization, an error message displays. A PTT user that uses a feature phone may not work as an authorized user even if assigned from the Contact and Talkgroup Management.

Once a user is authorized, they can monitor the current situation of a member who is not responding to calls, IPAs, and messages. The authorized user can activate remote supervision, ambient listening, and discreet listening to collect information about that member.

You can allow the following features for the authorized user from the edit user screen:

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

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

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

If you want to enable or disable the features respectively for the authorized user, you can select or clear the previous feature checkboxes.

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

3.2.2 PTT User Talkgroups Tab

Talkgroups tab displays the talkgroup list the user is a member of with the following information:

- **Name**
- **Talkgroup Type**

  NOTE: Talkgroups have different icons depending on the type. You can hover over the icon to view the talkgroup type.

You can search the talkgroup by name.

You can use the **Talkgroup Scanning** feature. See Talkgroup Scanning on page 45.

3.2.3 PTT User Features Tab

The **Features** tab under the **PTT Users Details** screen displays the following sections:

- Packages on page 35

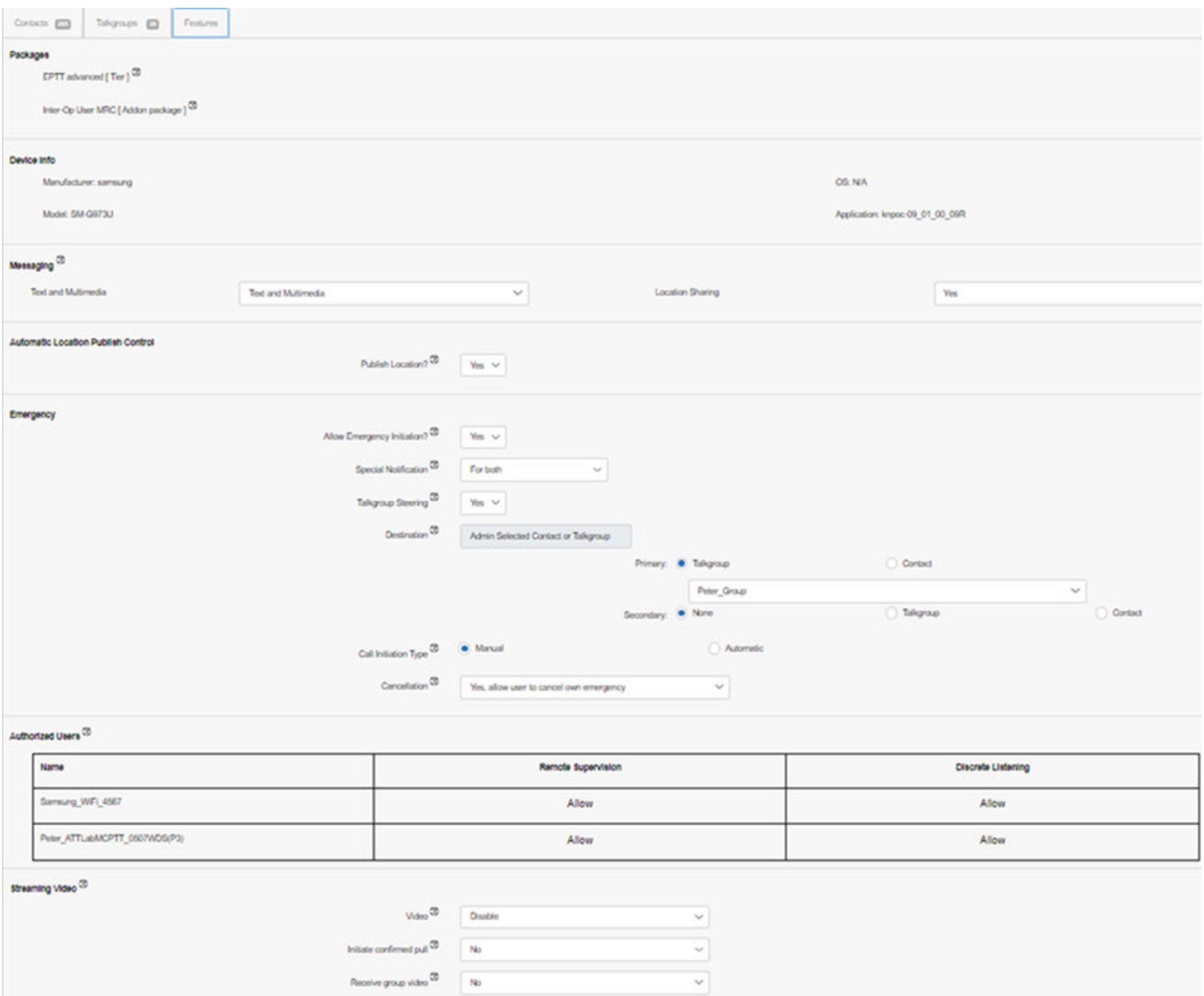
- Device Info on page 36
- Messaging on page 36
- Authorized User Features on page 36
- Automatic Location Publish Control on page 36
- Emergency on page 37
- Streaming Video on page 37
- Recording on page 38

You can enable the specific or all the features to selected PTT users.

NOTE: The feature drop-downs appear only for the activated 8.3 or above clients.
The emergency-specific information is not shown under the **Features** tab for older than 9.0 clients.

You can hover over the **Info** icon to display the details of each feature.

Figure 5: PTT User Features Tab



Packages

The **Packages** section displays the type of package assigned to the user. These packages include Tired Package and Add-on Packages.

Device Info

The **Device Info** section displays the information related to Manufacturer, Model, Operating System (OS), and Application of the user device.

Messaging

The **Messaging** section displays the messaging capability of the user.

You can configure the messaging capability of the user as follows:

Text Multimedia
Allows you to provide permission from one of the following options:

- **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 the location capability of the member in messages.

NOTE: Subscriber with the MCPTT feature set provisioned, the following feature combinations are available:

If...	Then...
If the **Location Sharing** feature is enabled, and the **Messaging** feature set to **Text** or **Text and Multimedia**,	Both features are enabled.
If the **Location Sharing** feature is enabled, and the **Messaging** feature set to **None**,	The **Messaging** feature automatically sets to **Text**.
If the **Location Sharing** feature is disabled, and the **Messaging** feature set to **Text** or **Text and Multimedia**,	The **Location Sharing** feature automatically enables.
If the **Location Sharing** feature is disabled, and the **Messaging** feature set to **None**,	Both features are disabled.

For **Dispatch** user type:

Location History
Allows the dispatcher to track the path traversed by the fleet members who can report their location on the map for a specified duration.

Geofence
Allows the dispatcher to monitor location activity for all talkgroup members.

WDS Patching
Allows the dispatcher the talkgroup patching.

Authorized User Features

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

Automatic Location Publish Control

The **Automatic Location Publish Control** section allows you to enable or disable the location publish capabilities for the user,

Emergency

The administrator can configure the following:

Allow Emergency Initiation?

From the drop-down, you can select either **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 either **User Selected Talkgroup** or **Admin Selected Contact or Talkgroup**. If you select **User Selected Talkgroup**, the user can initiate the emergency to any of the assigned talkgroups lists. However, if you select **Admin Selected Contact or Talkgroup**, you can choose the destination of the emergency to **Primary** and **Secondary** contacts or talkgroups.

NOTE: Motorola Solutions does not recommend selecting a contact as the **Primary** and **Secondary** emergency destination. The contact may be unavailable for various reasons; therefore, the emergency call may not be initiated. Exercise caution when using this configuration.

Also, from the drop-down, you can choose the talkgroup or contact where you want the user to initiate the emergency.

NOTE: Users with the emergency destination set to a talkgroup or **User-Selected Talkgroup** option should not be configured as **Listen-Only** members of the talkgroup because an emergency cannot be declared when listen-only.

Call Initiation Type

You can select either **Manual** or **Automatic**. If you select **Manual**, an emergency alert is sent to the user. In order to initiate the emergency call, you can press the PTT button. However, if you select **Automatic**, an emergency alert is sent, and the emergency call starts.

Cancellation

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

Special Notification

From the drop-down, you can select one of the following options:

None (Regular call notification)

You can select this option if you want the user to be notified of regular call notifications.

For received emergency calls

You can select this option if you want the user to be notified of the received emergency calls only.

For initiated emergency calls

You can select this option if you want the user to be notified of the initiated emergency calls only.

For both

You can select this option if you want the user to be notified of both the initiated and received emergency calls.

Talkgroup Steering

From the drop-down, you can select either **Yes** or **No**. If you select **Yes**, the user automatically joins the emergency call.

NOTE: This feature does not apply to users configured with MCPTT tier service.

Streaming Video

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

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

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

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

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

Recording

The **Recording** section allows to record calls based on the selected options. If you select **Yes**, the dispatcher can record the calls. User has different capabilities depending on the selected options:

User Preference
Allows the dispatcher to make a recording of a selected call .

Disable Recording
The dispatcher has no recording capabilities.

Always Record
The calls are always recorded.

The data does not save until you click the **Save** button.

3.2.4 PTT User Profiles Tab

User Profiles tab displays the list of assigned user profiles the following information:

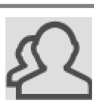
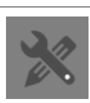
- **Profile Name**
- **Assigned to # Users**
- **Default**

You can search user profiles by name.

You can select the **Default** checkbox next to the profile.

The following table displays available actions on user profiles.

Table 10: PTT User Profiles Tab Available Actions

Icon	Title	Description
	**Assign User Profile**	Allows to assign the user. Displays the **Assign Profiles** tab. You can select the profile and click **Assign**.
	**Tools**	Allows to select one or multiple assigned user profiles. After selecting the profiles enables **Delete** and **View** icons.

Icon	Title	Description
	**Delete**	Allows to remove the profile.
	**Assign User Set**	Allows to view the user profile details. Displays the following tabs: ● **Contacts** ● **Talkgroups** ● **Features**

The data does not save until you click the **Save** button.

3.3
Device Sharing

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

The User ID can have the following fields:

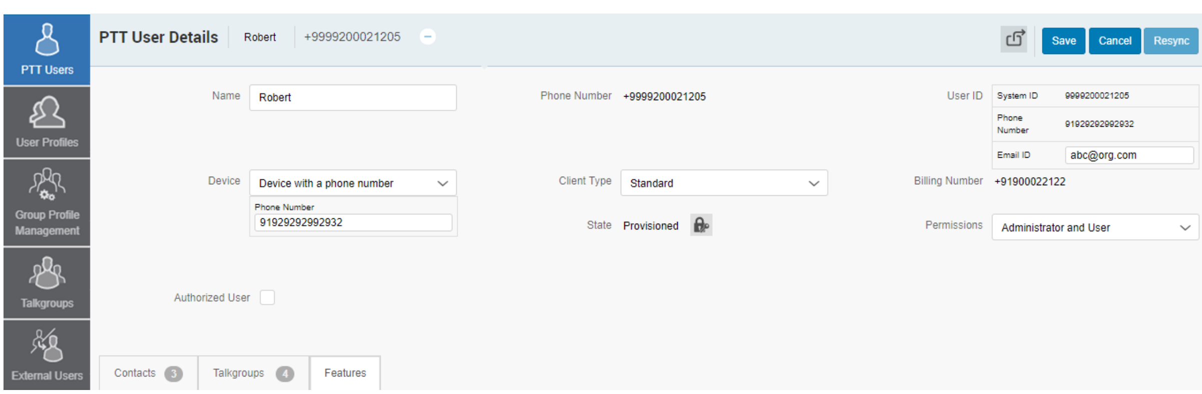
- System ID
- Phone Number
- Email ID

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

Shared device or No Phone Number
The user can log in from any supported device. To log in to the device, the user must have either an email ID or a system ID as a user ID.

Device with a phone number
The user owns a device with a phone number. The phone number is mandatory when you select this option. You should ensure that the phone number does not exist in the system or is assigned to another user license. To login to the device, you should use the phone number as a user ID.

Figure 6: Device Sharing



3.3.1
Configuring a Device for Sharing

Follow this procedure to configure a device for device sharing.

Procedure:

1. From the PTT users work area, click the **Edit** icon associated with the users.
2. From the **Device** drop-down list, perform one of the following actions:
   - Select **Device with a Phone Number**, and in the **Phone Number** field, enter the phone number of the device that the user can use as a User ID to log into the device.
   - Select **Shared Device or No Phone number** and enter the email ID under the **User ID** box that the user can use as a User ID to log into the device.
3. Click the **Generate Temporary Password** icon.

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

Chapter 4

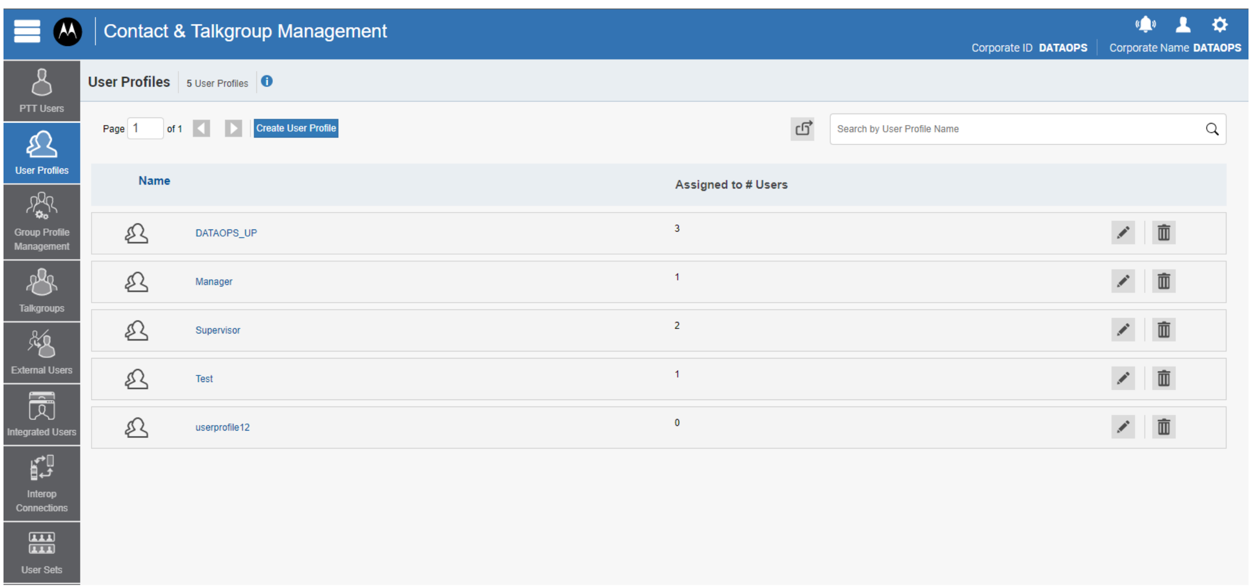
User Profiles

The user role authorizes a user for services required to fulfill the duties in that role. In that role, only a specific configuration is available for the user. If the **User Profile** feature is enabled for the user, they can log into the PTT application with the assigned user profile other than the default system profile. While the user is logged into the PTT application, they can select a user profile from a list of user profiles that you authorize.

User Profiles main work area displays the list of user profiles. The following information about each user profile is displayed:

- **Name**
- **Assigned to # Users**

Figure 7: User Profiles Main Screen



See the following available actions in the **User Profiles** main work area.

- You can create new user profile. See Creating a User Profile on page 42.
- You can edit the name by clicking on the name of the user profile and changing the name as desired. The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.

  Accept changes clicking the **Save Name**  icon next to the name.
- You can search user profiles by the name.
- You can delete a user profile by clicking the **Delete**  icon.
- You can view and **Edit**  the user profile details. For more information see User Profile Details Management on page 43.

- You can export the **User Profiles** page data in `.csv` format by clicking the **Export** icon. Exported files are stored in a `.csv` file and help you to modify the details in bulk.
- You can share user profiles with single or multiple agencies. See User Profile Sharing on page 49.

4.1
Creating a User Profile

Prerequisites: Ensure that you have created user sets for your corporation. For more information, see User Sets on page 81.

Procedure:

1. From the **User Profile** work area, click **Create User Profile**.
2. Enter the name of the user profile in the **Profile Name** field.

   NOTE: The name should be less than or equal to 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.
3. From the **Contacts** tab, click the **Assign User Sets** icon.

   The **Assign User Set** window displays.

   NOTE: Only user sets with **Auto Pairing** disabled show in the **Assign User Sets** window.
4. Select the checkbox next to the user set and click **Assign**.

   NOTE: You can select only one user set for a User Profile.
5. From the **Talkgroup** tab, click **Assign Talkgroup**. An **Assign Groups** Window displays.
6. Select the checkboxes next to the talkgroups and click **Assign**.
7. From the **Features** tab, select the feature checkboxes and configure the features that you want to enable the user profile.

   For more information on features, see PTT User Features Tab on page 34.
8. Perform one of the following actions:
   - To create the user profile, click **Save**.
   - To cancel the action, click **Cancel**.

Result: The user profile shows in the **User Profile** list in the work area.

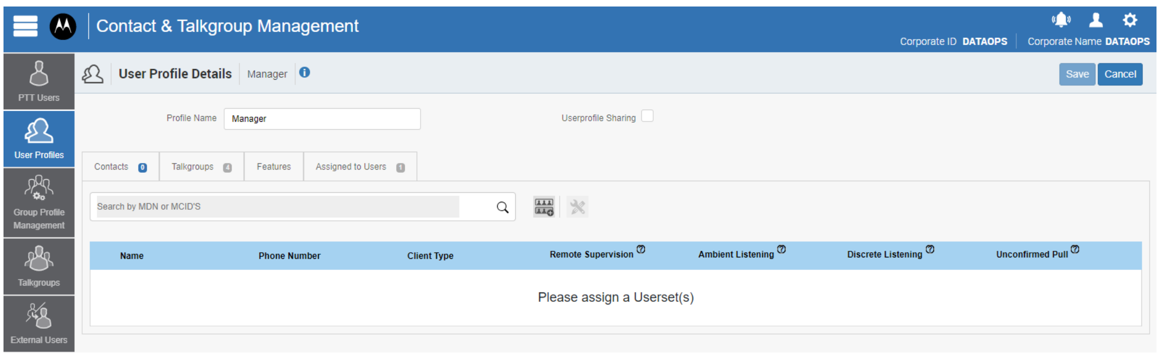
4.2
User Profile Details Management

To view or edit user profile details, you can click the **Edit** icon associated with the user profile name from the work area. The **User Profile Details** window displays the name and contacts assigned with that user profile.

You can assign contacts, talkgroups, and configure features for that user profile. All contacts or talkgroups show based on the user profile configuration. A user can be assigned more than one role, but only a single role is active at a time.

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

Figure 8: User Profile Details



See the following sections to view available actions in the **User Profile Details** window:

- You can edit the name by clicking on the profile name and changing it.
- You can manage the **Contacts** tab. See User Profile Contacts Tab on page 43.

  NOTE: You can only assign **User Sets** as user profile contacts and cannot assign individual contacts.
- You can manage the **Talkgroups** tab. See User Profile Talkgroups Tab on page 44.
- You can view and edit features in the **Features** tab. See User Profile Feature Configuration on page 47.
- You can manage the **Assigned to Users** tab. See User Profile Assigned to User Tab on page 49.

4.2.1
User Profile Contacts Tab

Contacts tab displays the list of added contacts with the following information:

- **Name**
- **Phone Number**
- **Client Type**
- **Remote Supervision**
  Authorized user can perform emergency operation, enable/disable and perform user check for the available users.

If the user profile is authorised, the following information is displayed:

- **Ambient Listening**

Authorized user can listen to the surroundings of the member without knowing them and take necessary actions like remote emergency and enable or disable the device of the member.

- **Discrete Listening**
  Authorized user can listen to any call to and from the selected member without them knowing.
- **Unconfirmed Pull**
  Authorized used can initiate an unconfirmed pull for the allowed users.

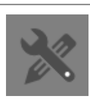
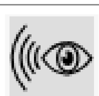
  NOTE: Only dipatchers can be authorized for the **Unconfirmed Pull** feature.

You can search user profile contacts by the phone number.

You can click on the **User Set**  icon to view all the users assigned to the user set.

The following table displays available actions on contacts.

Table 11: User Profile Contacts Tab Available Actions

Icon	Title	Description
	**Assign User Set**	Allows to assign or reassign the user set to the user profile. **NOTE:** You can only assign User Sets to a User Profile with **Auto Paring** disabled. Displays the **Assign Contacts** tab. You can select the user set and click **Assign**. **NOTE:** When you choose to add a user set to the user profile, the new user set replaces the existing user set.
	**Tools**	Allows to select one or multiple users. After selecting the contacts enables **Delete** and **Remote Supervision** icons.
	**Delete**	Allows to remove the user set or a user from the contacts.
	**Remote Supervision**	Allows to authorize a user to supervise the assigned contacts remotely. You can activate the following features: ● Remote Supervision ● Ambient Listening ● Discreet Listening **NOTE:** To activate remote supervision, ambient listening or discreet listening feature should be available for the configuration and the device of the user should support these features. For more information refer to Authorization for Remote Supervision Feature on page 33.

4.2.2
User Profile Talkgroups Tab

Talkgroups tab displays the list of added talkgroups with the following information:

- **Name**
- **Talkgroup Type**

  NOTE: Talkgroups have different icons depending on the type. You can hover over the icon to view the talkgroup type.

- **Zone**
- **Position**
- **Scan List Priority**
- **More Actions**

You can search the talkgroup by entering the name in the **Search** field.

You can use the **Talkgroup Scanning** feature. See Talkgroup Scanning on page 45.

The following table displays available actions on talkgroups.

Table 12: User Profile Talkgroups Tab Available Actions

Icon	Title	Description
	**Assign Talkgroup**	Allows to assign talkgroups to the user profile. Displays the **Assign Groups** tab. You can select the talkgroups and click **Assign**.
	**Tools**	Allows to select one or multiple talkgroups. After selecting the talkgroups enables **Delete** and **Supervisory-Location & OSM Permissions** icons.
	**Delete**	Allows to remove the talkgroup from the user profile contacts.
	**Supervisory-Location & OSM Permissions**	Displays the **Configuration** pop-up. You can manage the following talkgroup capabilities: ● Supervisory Override ● Location Capabilities ● Call Initiation ● Call Receiving ● in Call ● OSM Permission ● Is Broadcaster You can click **Apply** to save the changes. For more information refer to Talkgroup Supervisors Tab on page 66.

4.2.2.1
Talkgroup Scanning

Talkgroup Scanning allows users 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, where an incoming priority talkgroup call preempts an ongoing call. The Talkgroup Scanning does not prevent the user from initiating any calls.

The **Talkgroup Scanning** feature applies to the default system profile, located in the **PTT User** menu, and not the user profile.

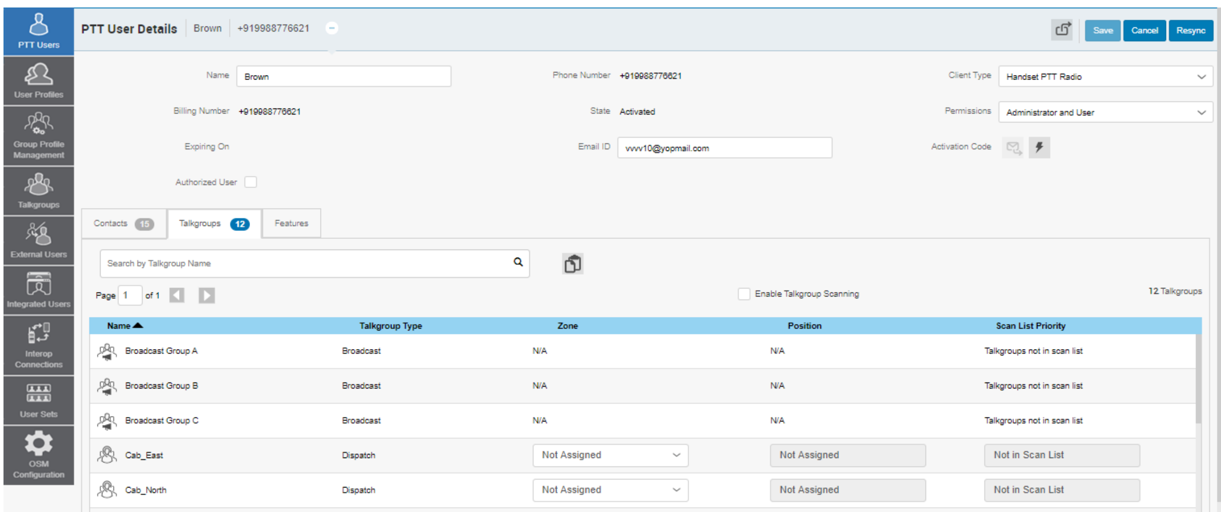
4.2.2.1.1 Talkgroup Scanning (Except PTT Radio Clients)

You manage the talkgroup scanning for users. The **Talkgroups** tab of each user allows you to enable or disable the talkgroup scanning feature for that user.

When you select the **Enable Talkgroup Scanning** checkbox, the talkgroup scanning is enabled for the user and they can select their own scan list. When you clear the checkbox, the talkgroup scanning is disabled for the user.

NOTE: In the preceding scenarios, you cannot see the talkgroup in **Scan List** and **Priority** columns.

Figure 9: Talkgroup Scanning



4.2.2.1.2 Position and Talkgroup Scanning for PTT Radio Users

The talkgroup with PTT Radio, Handset PTT Radio, or Cross carrier PTT Radio as a member needs a position for a talkgroup call. You can assign talkgroups to zones for a PTT Radio user type.

A zone categorizes channels into logical groupings. You can assign each talkgroup to a single channel. Each channel can be assigned to a single zone. The number of channels allowed per zone is configurable. You can assign talkgroup scanning with position assignment (1–16 position) and scan list priority (Priority 1–16 and No Priority) to all talkgroup types, except for broadcast talkgroups.

When a PTT Radio user is a member of the broadcast talkgroup, you cannot assign a position or scan list priority.

When a PTT Radio user is a broadcaster of the broadcast group and not a member, you can assign a position but not a scan list priority. Thus, the **Scan List Priority** column indicates **Not in Scan List**.

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

If you change the client type from any previously mentioned users, the priority scan list feature is shown as disabled. You can assign the user a position to enable the priority scan list. When you assign a position to the talkgroup, the priority scan list is enabled to select the priority.

4.2.3
User Profile Feature Configuration

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

To configure the features, you can select the **Features** tab in the **User Profile Management** menu and configure the features. Once configured, you can click **Save**.

The **Features** tab under the **User Profile Details** screen displays the following sections:

- Messaging on page 47
- Automatic Location Publish Control on page 47
- Emergency on page 47
- Streaming Video on page 48
- Location on page 49

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.

With your cursor, you can hover over the **Help** icon to display the details of each feature.

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

Messaging

The **Messaging** section displays the messaging capability of the user profile.

You can configure the messaging capability of the user profile as follows:

Text Multimedia
Allows you to provide permission from one of the following options:

- **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 the location capability of the member in messages.

Automatic Location Publish Control

The **Automatic Location Publish Control** section allows you to enable or disable the location publish capabilities for the user profile,

Emergency

The administrator can configure the following:

Allow Emergency Initiation?
From the drop-down, you can select either **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 either **User Selected Talkgroup** or **Admin Selected Contact or Talkgroup**. If you select **User Selected Talkgroup**, the user can initiate the emergency to any of the

assigned talkgroups lists. However, if you select **Admin Selected Contact or Talkgroup**, you can choose the destination of the emergency to **Primary** and **Secondary** contacts or talkgroups.

NOTE: Motorola Solutions does not recommend selecting a contact as the **Primary** and **Secondary** emergency destination. The contact may be unavailable for various reasons; therefore, the emergency call may not be initiated. Exercise caution when using this configuration.

Also, from the drop-down, you can choose the talkgroup or contact where you want the user to initiate the emergency.

NOTE: Users with the emergency destination set to a talkgroup or **User-Selected Talkgroup** option should not be configured as **Listen-Only** members of the talkgroup because an emergency cannot be declared when listen-only.

Call Initiation Type
You can select either **Manual** or **Automatic**. If you select **Manual**, an emergency alert is sent to the user. In order to initiate the emergency call, you can press the PTT button. However, if you select **Automatic**, an emergency alert is sent, and the emergency call starts.

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

Special Notification
From the drop-down, you can select one of the following options:

None (Regular call notification)
You can select this option if you want the user to be notified of regular call notifications.

For received emergency calls
You can select this option if you want the user to be notified of the received emergency calls only.

For initiated emergency calls
You can select this option if you want the user to be notified of the initiated emergency calls only.

For both
You can select this option if you want the user to be notified of both the initiated and received emergency calls.

Talkgroup Steering
From the drop-down, you can select either **Yes** or **No**. If you select **Yes**, the user automatically joins the emergency call.

NOTE: This feature does not apply to users configured with MCPTT tier service.

Streaming Video

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

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

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

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

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

Location

The **Location** section allows to manage user preference for location sharing to authorized users. The following selections are available for you to configure the location sharing:

Operational Status Messages (OSM)
Allows the user to send quick status messages to authorized users in the group.

Geofence
Monitors geographical activity on a group using virtual boundaries. When a user in a group crosses the set boundary, the alerts are rigged.

Bread Crumb Feature
Allows dispatcher to monitor the location history of a user and the path traversed.

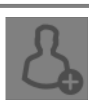
4.2.4
User Profile Assigned to User Tab

Assigned to User tab displays the contacts to which the user set is assigned. The list contains the following information:

- **Name**
- **Phone Number**
- **Client Type**
- **Status**

You can click on the **User Set**  icon to view all the users assigned to the user set.

Table 13: Assigned User Profiles Tab Available Actions

Icon	Title	Description
	**Assign Members**	You can click the icon to assign a member.
	**Tools**	Allows to select one or multiple members. After selecting the members enables **Delete** icon.
	**Delete**	Allows to un-assign the user profile from a member.

4.3
User Profile Sharing

User Profile Sharing allows users to share their profiles with single or multiple agencies as defined in the trust matrix.

It is shown in the Central Admin Tool portal with distinct identification. The agency that the profile is shared with can assign a user to a group but cannot modify the profile except for modifying its users assigned.

The following are the three profile types:

- Owned Profile
- Shared Profile
- Normal Profiles

  NOTE: Sharing is not enabled with this profile type.

4.3.1

Creating a Shared User Profile

Creating a Shared User Profile allows users to add to groups by their agency.

Prerequisites: Ensure that the corporation is configured.

Procedure:

1. On the left navigation panel, click the **User Profiles** tab.
2. Perform one of the following:
   - Click **Create New Profile**.
   - Click the **Edit** icon nest to the user profile name.
3. Select the **User Profile Sharing** checkbox.

   The **Corporate List** drop-down filed displays.
4. Select the corporate to which you want to share the user profile.
5. Click **Save**.

   NOTE: A list of user profiles with specific icons indicates which profiles are shared or owned.

Chapter 5

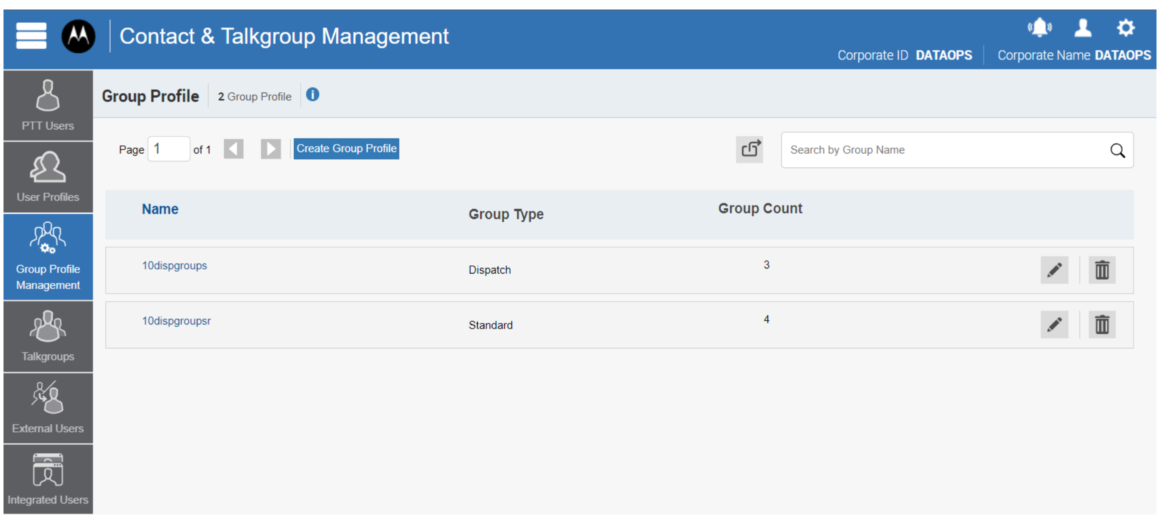
Group Profile Management

Group profile allows you to create a profile with predefined properties, such as the name of the talkgroup, type of talkgroup, an avatar, MCX group, operational status message, and group sharing capabilities.

Group Profile Management main work area displays the list of group profiles. The following information about each group profile is displayed:

- **Name**
- **Group Type**
  Available group types are as follows:
  - Standard
  - Dispatch
  - Broadcast
- **Group Count**

Figure 10: Group Profile Management



The set of talkgroups created under the group profile shown in the **Talkgroups** list has the same properties configured in the group profile. The group profile configuration properties are associated with the talkgroup, not with the individual members. You can assign the groups that you create in the **Group Profile** to a PTT User, but only through the **User Profiles**. You can delete the talkgroups and import the talkgroups from a `.csv` file in the group profile.

See the following available actions in the **Group Profile Management** main work area.

- You can create new group profile. See Creating a Talkgroup Profile on page 52.

  NOTE: You can create a group profile for all talkgroup types.

- You can edit the group profile name by clicking on the name of the user and changing the name as desired.
  The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.

Accept changes clicking the **Save Name** icon next to the name.

- You can search the group profiles by **Name** or **Talkgroup Type**.
- You can delete a group profile by clicking the **Delete** icon.
- You can view and **Edit** the group profile details. See Group Profile Details on page 53.
- You can export the **Group Profiles** page data in `.csv` format by clicking the **Export** icon. Exported files are stored in a `.csv` file and help you to modify the details in bulk.
- You can share group profiles with single or multiple agencies. See Group Sharing in Group Profile on page 55.

5.1

Creating a Talkgroup Profile

Procedure:

1. From the **Group Profile Management**, click **Create Group Profile**.

   A **New Group Profile** page is displayed.

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

   NOTE: The name should be less than or equal to 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.

3. From the drop-down, select an **Avatar**.

   For the list of all available avatars, see Avatar Icons on page 24.

4. Depending on the group type, perform one of the following:

If…	Then…
If the group type is **Standard**,	perform the following actions: **a.** From the **Group Type** drop-down, select **Standard**. **b.** **Optional:** Select the **MCX Group** check-box. **c.** **Optional:** Select the status message list from the **Operational Status Message List** drop-down.
If the group type is **Dispatch**,	perform the following actions: **a.** From the **Group Type** drop-down, select **Dispatch**. **b.** **Optional:** Select the status message list from the **Operational Status Message List** drop-down.

If…	Then…
If the group type is **Broadcast**,	perform the following actions: **a.** From the **Group Type** drop-down, select **Broadcast**. **b.** **Optional:** Select the **Broadcast to DND?** checkbox. This allows the user to receive the broadcast messages even if they are in `Do Not Disturb` state.

5. If you want to allow the floor supervisory for all the members in the talkgroups, select the **Audio Cut In** checkbox.
6. If you want to share the group profile with another corporation, select the **Group Sharing** checkbox.

   A **Corporate List** drop-down appears.
7. Select the corporate to which you want to share the talkgroups.
8. Click **Save**.

Postrequisites: If you want to create groups in the group profile, select the **Create Talkgroup with This Group Profile** checkbox and perform the following actions:

1. Click the **Add Groups** icon.
   A group name box displays.
2. Enter the name of the group in the **Group Name** field.
3. Click **Save**.

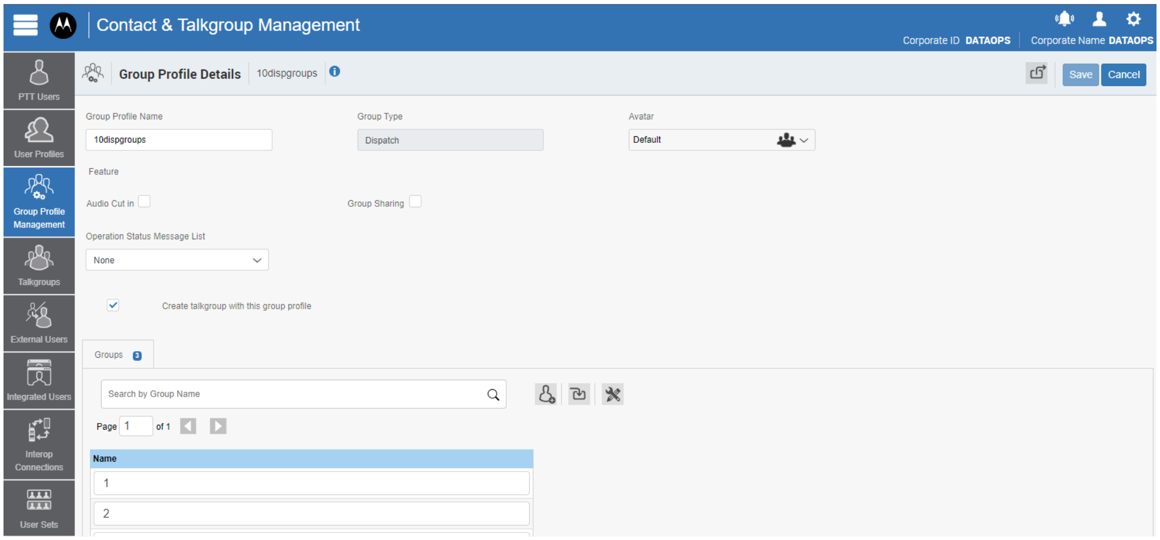
5.2
Group Profile Details

To view or edit group profile details, you can click the **Edit** icon associated with the group profile name from the work area. You can modify the group profile details, such as renaming a talkgroup, adding or removing a talkgroup, and selecting an operational status message. You cannot modify the group type and group size type.

NOTE: Any group profile modification does not sync to devices or users in real-time. Depending upon your PTT system network settings, the change can take a few minutes, typically up to 27 minutes.

The **Group Profile Details** window displays the name and contacts assigned with that user profile.

Figure 11: Group Profile Details



See the following sections to view available actions in the **Group Profile Details** window:

- You can edit the name by clicking on the profile name and providing an updated one.
  The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.

  Accept changes clicking the **Save Name**  icon next to the name.
- You can change the avatar.
- If you want to allow the floor supervisory for all the members in the talkgroups, select the **Audio Cut In** checkbox.
- If you want to share the group profile with another corporation, select the **Group Sharing** checkbox.
- You can select the status message list from the **Operational Status Message List** drop-down.
- You can manage the **Groups** tab. See Profile Groups Tab on page 54.

To save the changes, click **Save**.

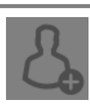
5.2.1

Profile Groups Tab

Groups tab displays the list of assigned talkgroups. You can search talkgroups by the group name.

The following table displays available actions on assigned groups.

Table 14: Assigned Groups Tab Available Actions

Icon	Title	Description
	**Add Groups**	Allows to add talkgroups to the group profile. New field appears in the list. Provide the talkgroup name to add it.
	**Import**	You can upload talkgroups in `.csv` or excel file format. You can download a sample `.csv` file before uploading. Maximum number of groups that can be imported in bulk is 100.

Icon	Title	Description
	**Tools**	Allows to select one or multiple talkgroups. After selecting the talkgroups enables **Delete** icon.
	**Delete**	Allows to remove the talkgroup from the list.

To save the changes, click **Save**.

5.3
Group Sharing in Group Profile

Procedure:

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

   The list of corporations available to your corporation is displayed.
3. Select the check boxes next to the corporations to which you want to share the group profile.
4. Click **Save**.

Chapter 6

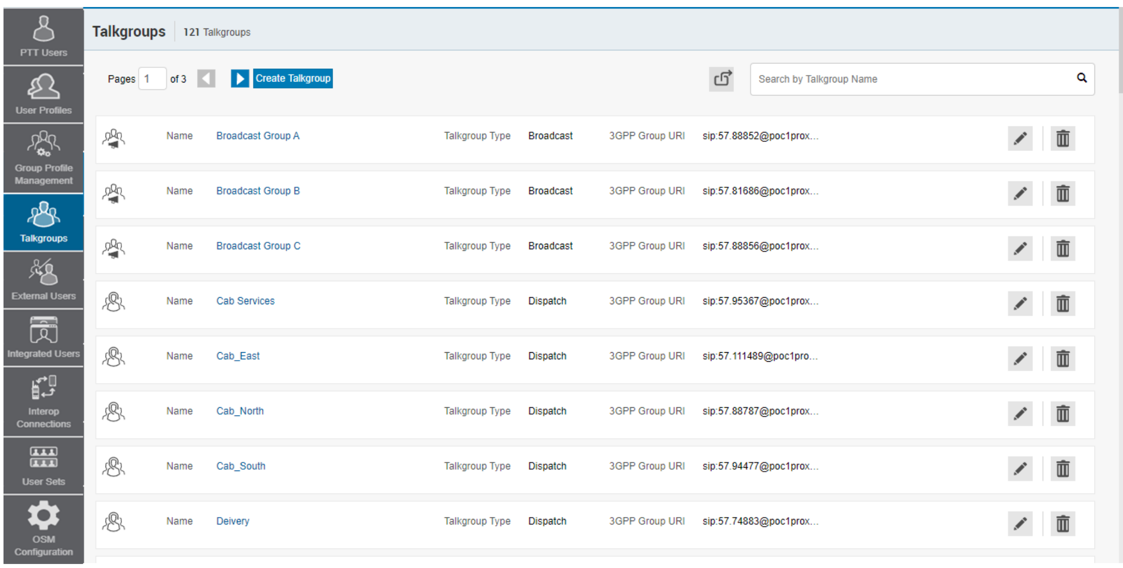
Talkgroups

The Talkgroups section allows you to manage the talkgroups for the PTT Users.

There are two types of talkgroups. The talkgroups that are personal and managed on the phone or dispatch and talkgroups that you manage. The **Talkgroups** work area displays the list of talkgroups within your organization. The following information about each talkgroup is displayed:

- **Name**
- **Talkgroup Type**
- **Member Number**

Figure 12: Talkgroups Main Screen



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

Talkgroup Types

The **Talkgroup** work area displays the following talkgroup types:

Table 15: Talkgroup Icons

Icons	Name	Description
	**Standard Talkgroup**	This icon indicates the standard talkgroup in the list area and work areas. A standard talkgroup can have one or more supervisors assigned.

Icons	Name	Description
	**Dispatch Group**	This icon indicates the dispatcher group in the list area and work areas. A dispatch talkgroup is a standard talkgroup with the additional capability to assign a dispatcher.
	**Broadcast Group**	This icon indicates the 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. These types of talkgroups allow a broadcaster to make high-priority calls for making important announcements.
	**Large Talkgroup**	This icon indicates the large talkgroup up to 3,000 members in the list area and work areas.
	**MCX Standard Group**	This icon indicates that the talkgroup is an MCX, very large talkgroup in the list area and work areas.
	**Pre-configured Group**	This icon indicates that a talkgroup has been configured as a **Pre-configured Group**. A preconfigured group allows authorized users, like third-party dispatch users, to create groups on demand to allow PPT voice calls, messaging, or video calls by creating temporary groups. These groups can have affiliate groups (Max. 20) and regroup until ungroup operation is done.

You can hover over the icon to view the user type.

A **Needs Attention**  icon on the talkgroup icon indicates that the talkgroup needs attention. Talkgroup typically needs attention in the following scenarios:

There is a missing information. For details management see Talkgroup Details on page 63.

There is no activation code. For activation code management, see Activation Code on page 96.

The talkgroup does not meet the minimum requirements or exceeds the maximum allowed requirement.

See the following available actions in the **Talkgroups** main work area.

- You can create new talkgroup. See Talkgroup Creation on page 58.
- You can edit the talkgroup name by clicking on the name of the group name and changing the name as desired.
  The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the corporation.

  Accept changes clicking the **Save Name**  icon next to the name.
- You can search the talkgroups by entering the name in the **Search** field.
  This area also has options to search for specific parameters. For more information, see Search on page 20.
- You can delete a talkgroup by clicking the **Delete**  icon.
- You can view and **Edit**  the talkgroup details. See Talkgroup Details on page 63.

- You can export the **Talkgroups** page data in `.csv` format by clicking the **Export** icon. Exported files are stored in a `.csv` file and help you to modify the details in bulk.
- If the talkgroup is **Linked** to an Interop talkgroup, you can click the **Linked to Interop Talkgroup** icon to see the linked Interop talkgroup details.
- You can share group profiles with single or multiple agencies. For more information, see the **Group Sharing** section in Talkgroup Details on page 63.

6.1 Talkgroup Creation

The **Contact and Talkgroup Management** supports the following talkgroup types:

Standard Talkgroup
A standard talkgroup can have one or more supervisors assigned. To create a standard talkgroup, see Creating Standard Talkgroup on page 59.

Dispatch Talkgroup
A dispatch talkgroup is a standard talkgroup with the additional capability to assign a dispatcher. The members of the talkgroup are called fleet members. To create a dispatch talkgroup, see Creating a Dispatch Group on page 61.

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. These types of talkgroups allow a broadcaster to make high-priority calls for making important announcements. A broadcast group can have up to 500 members, including the broadcaster. To create a broadcast talkgroup, see Creating Broadcast Groups on page 62.

Preconfigured Talkgroup
You can use preconfigured groups to configure a template that assigned users can use to dynamically create a group on a need basis and allow quick communication in times of need. To create a preconfigured talkgroup, see Creating Preconfigured Talkgroup on page 58.

If the talkgroup consists of up to 3,000 members, a large talkgroup icon is shown next to the talkgroup name. You cannot enable Geofence and Geo Location features for a large talkgroup and dispatcher, or the supervisor does not receive the location updates from the large talkgroup members.

The talkgroup count assigned to the user excludes the dynamic area-based talkgroups. It is applicable to all the types of talkgroups.

NOTE: Standard, Dispatch, and Broadcast talkgroups can have up to 3000 members. The maximum numbers of members in a talkgroup depend on the server configuration.
A preconfigured group allows authorized users, like third-party dispatch users, to create groups on demand to allow PPT voice calls, messaging, or video calls by creating temporary groups. These groups can have affiliate groups (the maximum is 20) and regroup until ungroup operation is done.

6.1.1 Creating Preconfigured Talkgroup

You can use preconfigured groups to configure a template that assigned users can use to dynamically create a group on a need basis and allow quick communication in times of need. The templates can be used to achieve the group-regroup functionality.

Procedure:

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

2. From the **Talkgroup Type** drop-down, select a talkgroup type.

   New Talkgroup window displays.

3. Enter a name for the talkgroup in the **Group Name** field.

   NOTE: The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.

4. From the **Avatar** the drop-down, select an avatar.

   A list of all available avatars is listed in the Avatar Icons on page 24.

5. Select the **Pre Configured Group** checkbox.

   A warning message displays the following: `Pre Configured Group feature will be enabled, any member level data assigned will be lost. Do you want to continue?`

6. Click **Save**.

6.1.2

Creating Standard Talkgroup

Procedure:

1. From the **Talkgroups** work area, click **Create Talkgroup**.
2. From the **Talkgroup Type** drop-down, select **Standard**.

   New Talkgroup window displays.

3. In the **Group Name** field, enter the talkgroup name.

   NOTE: The name should be less than or equal to 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.

4. From the drop-down, select an **Avatar**.

   For a list of all available avatars, see Avatar Icons on page 24.

5. If required, assign a status message from the **Operational Status Message** drop-down.
6. To make the group an **MCX Group**, select the check box.

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

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

   A warning message displays the following: `Very large group feature will be enabled, any member level data assigned will be lost. Do you want to continue?`

7. Select a **Group Profile List** to which you want to associate the talkgroup.
8. To share the talkgroup across the corporations, select the **Group Sharing** checkbox.
9. To create the talkgroup, click **Save**, 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 subscriber in it.
   ```

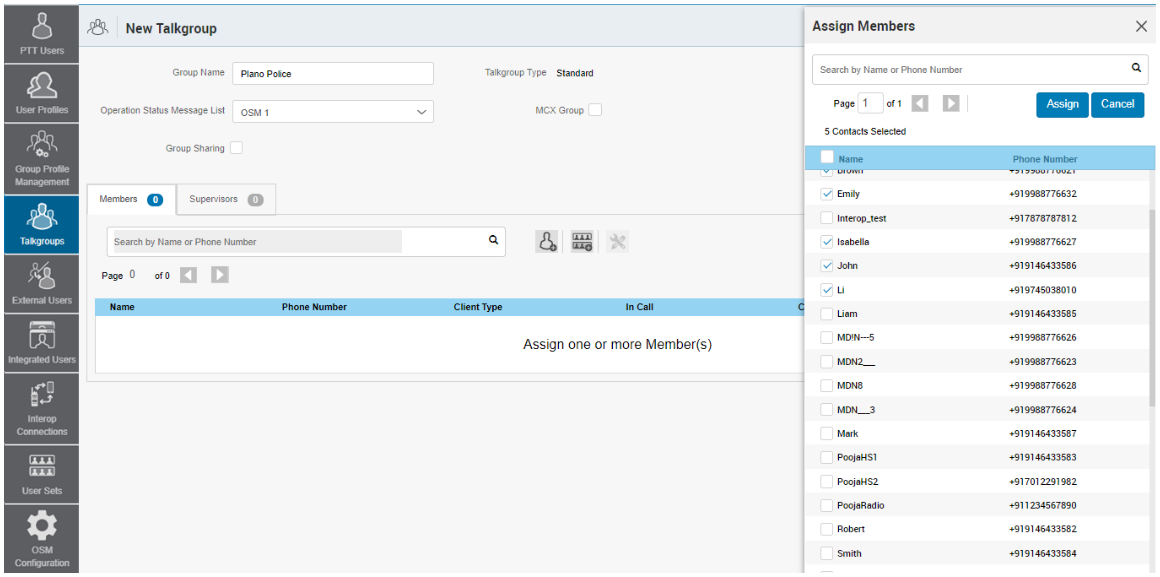
10. Click one of the following:
    - **OK** to continue. A success message displays.

- **Cancel** to discard the changes.

11. To assign members, click the **Assign Members** button.

    The **Assign Members** pop-up window displays.

    Figure 13: Individual Members Addition



12. Select the members you want to add to the talkgroup by selecting the applicable checkboxes.

    NOTE: Only those members that are not already a member of the talkgroup are available for selection. You can also create a talkgroup without members. You can pick a maximum of 200 members at a time for an addition. You can also select members by selecting the checkbox next to the Name header; it functions as a select all checkbox.

13. If you want the talkgroup to be a very large talkgroup, select the **MCX Group** checkbox.

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

    The following message displays: `Very large group feature will be enabled. Any member level data assigned will be lost. Do you want to continue?`

14. If you want to create a pre-configured talkgroup, select the **Pre Configured Group** checkbox.

    A warning message displays the following: `Pre Configured Group feature will be enabled, any member level data assigned will be lost. Do you want to continue?`

15. To create the talkgroup, click **Save**.

    A confirmation message displays the following: `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.`

16. Click one of the following:

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

- **Cancel** to discard the changes.

Once the updated talkgroup is synced to the user handset, a success message displays stating that your talkgroup added successfully

Result: A success message is displayed stating that the standard group was successfully added to the talkgroup list.

6.1.3
Creating a Dispatch Group

Procedure:

1. From the **Talkgroups** work area, click **Create Talkgroup**.
2. From the **Talkgroup Type** drop-down, select **Dispatch**.

   New Talkgroup window displays.
3. In the **Group Name** field, enter the talkgroup name.

   NOTE: The name should be less than or equal to 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.
4. If required, assign an avatar from the **Avatar** drop-down.

   For a list of all available avatars, see Avatar Icons on page 24.
5. If required, assign a status message from the **Operational Status Message** drop-down.
6. Select a **Group Profile List** to which you want to associate the talkgroup.
7. To share the talkgroup across the corporations, select the **Group Sharing** checkbox.
8. Type a name for the talkgroup in the **Talkgroup Name** field.
9. To create the talkgroup, select **Save**, a confirmation message displays:

   ```
   Confirm the automatic contacts assignment If the checkbox is checked, the
   following is done for you automatically.
   1. The members are assigned as contacts to the dispatcher(s)
   2. The dispatcher(s) is (are) assigned as contacts to each member 3. The
   dispatcher(s) is (are) assigned as contacts to each other .
   Note that the dispatcher cannot get location of a talkgroup member unless
   the member is in the contact list.
   Click 'OK' to continue and 'Cancel' to abort the operation.
   ```

   NOTE: Only the location of contacts assigned to the dispatcher is available on the Dispatch client. As such, if you want the location of the talkgroup members to be available to the dispatcher, ensure that to check the dispatcher confirmation checkbox.
10. Click one of the following:
    - **OK** to continue. A success message displays.
    - **Cancel** to discard the changes.

Postrequisites: Assign a dispatcher to the created group. For more information, see Talkgroup Dispatchers Tab on page 67.

6.1.4
Creating Broadcast Groups

Procedure:

1. From the **Talkgroups** work area, click the **Create Talkgroup** button.
2. From the **Talkgroup Type** drop-down, select **Broadcast**.

   New Talkgroup window displays.
3. In the **Group Name** field, enter the talkgroup name.

   NOTE: The name should be less than or equal to 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.
4. From the drop-down, select an **Avatar**.

   For a list of all available avatars, see Avatar Icons on page 24.
5. To receive the broadcast messages even if they are in **Do Not Disturb** state select the **Broadcast to DND?** checkbox.
6. Select a **Group Profile List** to which you want to associate the talkgroup.
7. To share the talkgroup across the corporations, select the **Group Sharing** checkbox.
8. To create the talkgroup, click **Save**.

   A confirmation window displays the following:

   ```
   You are about to save a broadcast group.
   Broadcast group allows the broadcasters of the talkgroup to make a one-way
   call to the members.
   Do you want to continue?
   ```
9. Click one of the following:
   - **OK** to continue. A success message displays.
   - **Cancel** to discard the changes.

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

Result: A success message is displayed stating that the broadcast group was successfully added to the talkgroup list.

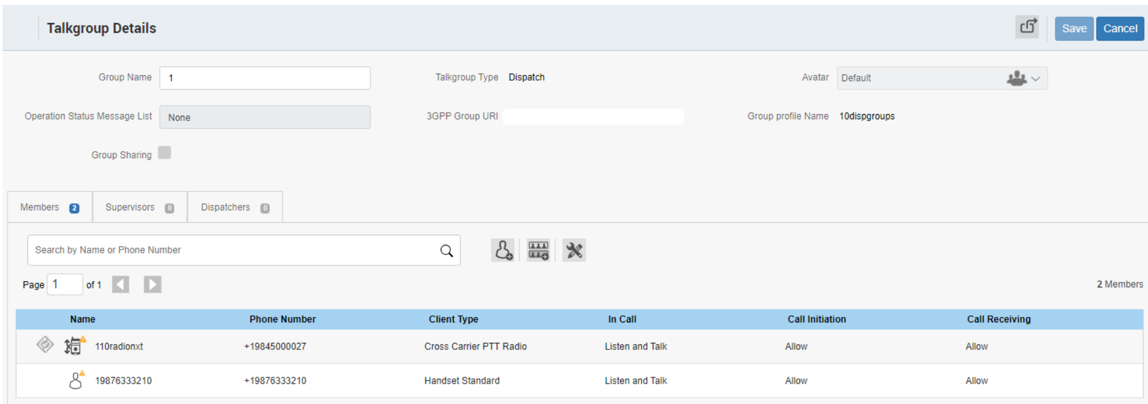
Postrequisites: Assign a broadcaster to the created group. For more information, see Talkgroup Broadcast Tab on page 68.

NOTE: You can assign only activated users as a broadcaster to the broadcast group. Additionally, the broadcast group can have more than one broadcaster. You can select at least one broadcaster for the talkgroup.

6.2
Talkgroup Details

To edit a single talkgroup, you can click the **Edit**  icon associated with the talkgroup name from the work area. The **Talkgroup Details** window displays.

Figure 14: Talkgroup Details



The talkgroup details are shown as follows:

Group Name
Displays the name of the talkgroup. You can edit this field.

Talkgroup Type
Displays the type of the talkgroup. You cannot edit this field.
The following types can be displayed:

Standard Talkgroup
A standard talkgroup can have one or more supervisors assigned.

Dispatch Talkgroup
A dispatch talkgroup is a standard talkgroup with the additional capability to assign a dispatcher. The members of the talkgroup are called fleet members.

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. These types of talkgroups allow a broadcaster to make high-priority calls for making important announcements.

Avatar
Displays the avatar selected for the talkgroup on the PTT radio. Depending on your permissions you may edit this field.

Operation Status Message List
Allows to assign a status message from the drop-down. You can edit this field.

3GPP Group URI
Displays the talkgroup URI. You cannot edit this field.

MCX Group
Allows to make the talkgroup an MCX Group. You can create an MCX group with up to 100,000 members.

NOTE: MCX Group checkbox is available for **Standard** talkgroups only.

Group Sharing
Group sharing allows you to create talkgroups and share the groups with other corporations for intercommunication between the members.

The owner is the creator of the talkgroup. The shared corporation can add the contacts that are available to their corporation.

Table 16: Group Sharing Icons

Icon	Name	Description
	Owned Group	This icon indicates that a Group is owned by its own corporation in the list area and work areas.
	Shared Group	This icon indicates that a Group is shared from another corporation.
	Warning	This icon indicates that a shared talkgroup needs attention.

The shared corporation does not have edit permission for shared talkgroups and can assign these talkgroups only through the **User Profile**.

Depending on the talkgroup type, different tabs are available. See the following tabs available in the **Talkgroup Details** window:

- You can manage the **Members** tab. See Talkgroup Members Tab on page 64.
- You can manage the **Supervisors** tab. See Talkgroup Supervisors Tab on page 66.
- You can manage the **Dispatchers** tab. See Talkgroup Dispatchers Tab on page 67.
- You can manage the **Broadcasters** tab. See Talkgroup Broadcast Tab on page 68.

You can use the **Export** icon to export the talkgroup details data in `.csv` format. Exported files are stored in a `.csv` file.

For the information about opening `.csv` file, see Opening a CSV File on page 95.

To save the changes, click **Save**.

6.2.1 Talkgroup Members Tab

The **Members** tab under the **Talkgroup Details** screen displays assigned members, user sets and interop connections.

The list displays the following information:

- **Name**
- **Phone Number**
- **Client Type**
- **In Call**
- **Call Initiation**
- **Call Receiving**

NOTE: Members have different icons depending on the type. You can hover over the icon or view the **Client Type** column to view the type.

You can search the members by **Name** or **Phone Number** in the **Search** field.

If assigned, you can click on the **User Set**  icon to view all the users assigned to the user set.

The following table displays available actions on members.

Table 17: Talkgroup Members Tab Available Actions

Icon	Title	Description
	**Assign Members**	Displays the **Assign Members** tab. You can select the member and click **Assign**. Only those members that are not already a member of the talkgroup are available for selection. **NOTE:** You can select all members by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox. You can create a talkgroup without members. You can assign a maximum of 200 members at a time. **NOTE:** The talkgroup is changed to an interop talkgroup, indicated by an **Interop** icon, only when there is at least one interop user added to the talkgroup.
	**Assign User Set**	Allows to assign or reassign the user set to the talkgroup. Displays the **Assign User Set** tab. You can select user sets and click **Assign**. **NOTE:** You can select all user sets by clicking the checkbox next to the **User Set Name** header, it functions as a **Select All** checkbox.
	**Tools**	Allows to select one or multiple assigned members. After selecting the contacts enables **Delete** and **Permissions** icons.
	**Delete**	Allows to remove the member from the talkgroup list.
	**Permissions**	Allows to change permissions of a member. Displays the **Select the Configuration:** pop-up window. You can configure the following features: • **In Call** Allows to choose whether the memebers can listen to the call session and be allowed to transmit or talk to the active PTT call session. **Listen & Talk** permission is the default for all the talkgroup members. • **Call Initiation** Allows to choose whether the memebers can initiate a new PTT call session to the predefined talkgroup.

Icon	Title	Description
		Allow permission is the default for all talkgroup members. • **Call Receiving** Allows to choose whether the memebers can receive all the calls on the predefined talkgroup that the user is a part of. **Allow** permission is the default for all the talk-group members.

The data does not save until you click the **Save** button.

6.2.2 Talkgroup Supervisors Tab

You can designate one or more members of a talkgroup as supervisors. A supervisor has additional capabilities allowing to revoke the floor during the call or track members location. If two or more supervisors are in the same talkgroup, each supervisor can use the ccapabilities.

The **Supervisors** list displays the following information:

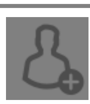
- **Name**
- **Phone Number**
- **Client Type**
- **Supervisory Override**
  Supervisory Override allows an administrator to designate a talkgroup member to have the privilege to take the floor and speak at any time during a call, even if someone else has the floor. For instance, when the supervisor takes the floor while someone else is speaking, the floor is revoked from the speaker and given to the supervisor.
- **Location Capabilities**
  Location Capabilities allow a supervisor to track the location of the talkgroup members. Supervisors can track the location of the talkgroup member by using the **Location History** feature.
- **Operational Status Messaging Permission**
  Operational Status Messaging Permission allows to use the operational status messages.

NOTE: Supervisors may have different icons depending on the type. You can hover over the icon to view the type.

You can search the supervisors by **Name** or **Phone Number** in the **Search** field.

The following table displays available actions on supervisors.

Table 18: Supervisors Tab Available Actions

Icon	Title	Description
	**Assign Supervisors**	Displays the **Assign Supervisors** tab. **NOTE: External Contacts**, **Interop Talkgroups**, and **Interop Connections** are not allowed to be supervisors and are unavailable on the **Assign Supervisors** window for selection. You can select the supervisor and click **Assign**.

Icon	Title	Description
	**Tools**	Allows to select one or multiple assigned supervisors. After selecting the contacts enables **Delete** and **Supervisory-Location & OSM Permissions** icons.
	**Delete**	Allows to remove the supervisor.
	**Supervisory-Location & OSM Permissions**	Allows to change permissions of a supervisors. Displays the **Select the Configuration:** pop-up window. You can configure the following features: • **Supervisory Override** • **Location Capabilities** • **OSM Permission** You can click **Apply** to save the changes.

The data does not save until you click the **Save** button.

6.2.3

Talkgroup Dispatchers Tab

You can designate one or more members of a talkgroup as dispatchers. A dispatcher has additional capabilities allowing to revoke the floor during the call or track members location. If two or more supervisors are in the same talkgroup, each supervisor can use the ccapabilities.

NOTE: Only the location of contacts assigned to the dispatcher is available on the Dispatch client. As such, if you want the location of the talkgroup members to be available to the dispatcher, ensure that to check the dispatcher confirmation checkbox.

The **Dispatchers** list displays the following information:

- **Name**
- **Phone Number**
- **Client Type**
- **In Call**
- **Call Initiation**
- **Call Receiving**
- **Operational Status Messaging (OSM) Permission**

NOTE: Members have different icons depending on the type. You can hover over the icon to view the type.

You can search the dispatchers by **Name** or **Phone Number** in the **Search** field.

The following table displays available actions on dispatchers.

Table 19: Dispatchers Tab Available Actions

Icon	Title	Description
	**Assign Dispatchers**	Displays the **Assign Dispatchers** tab. You can select the dispatcher and click **Assign**. **NOTE:** You can select all dispatchers by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox.
	**Tools**	Allows to select one or multiple assigned dispatchers. After selecting the contacts enables **Delete** and **Dispatcher Permissions** icons.
	**Delete**	Allows to remove the dispatcher.
	**Dispatch Permissions**	Allows to change permissions of a dispatcher. Displays the **Select the Configuration:** pop-up window. You can configure the following features: • **In Call** Allows to choose whether the dispatchers can listen to the call session and be allowed to transmit or talk to the active PTT call session. **Listen & Talk** permission is the default for all the talkgroup members. • **Call Initiation** Allows to choose whether the dispatchers can initiate a new PTT call session to the predefined talkgroup. **Allow** permission is the default for all talkgroup members. • **Call Receiving** Allows to choose whether the dispatchers can receive all the calls on the predefined talkgroup that the user is a part of. **Allow** permission is the default for all the talkgroup members. • **OSM Permission** OSM Permission allows to use the operational status messages.

The data does not save until you click the **Save** button.

6.2.4 Talkgroup Broadcast Tab

The **Broadcast** tab under the **Talkgroup Details** screen displays assigned broadcasters.

The list displays the following information:

- **Name**
- **Phone Number**

- **Client Type**

NOTE: Broadcasters have different icons depending on the type. You can hover over the icon to view the type.

You can search the broadcasters by **Name** or **Phone Number** in the **Search** field.

The following table displays available actions on broadcasters.

Table 20: Broadcasters Tab Available Actions

Icon	Title	Description
	**Assign Broadcasters**	Displays the **Assign Broadcasters** tab. You can select the member and click **Assign**. **NOTE:** You can select all members by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox. You can create a talkgroup without members. You can assign a maximum of 200 members at a time.
	**Tools**	Allows to select one or multiple assigned broadcasters. After selecting the contacts enables **Delete** icon.
	**Delete**	Allows to remove the broadcaster.

The data does not save until you click the **Save** button.

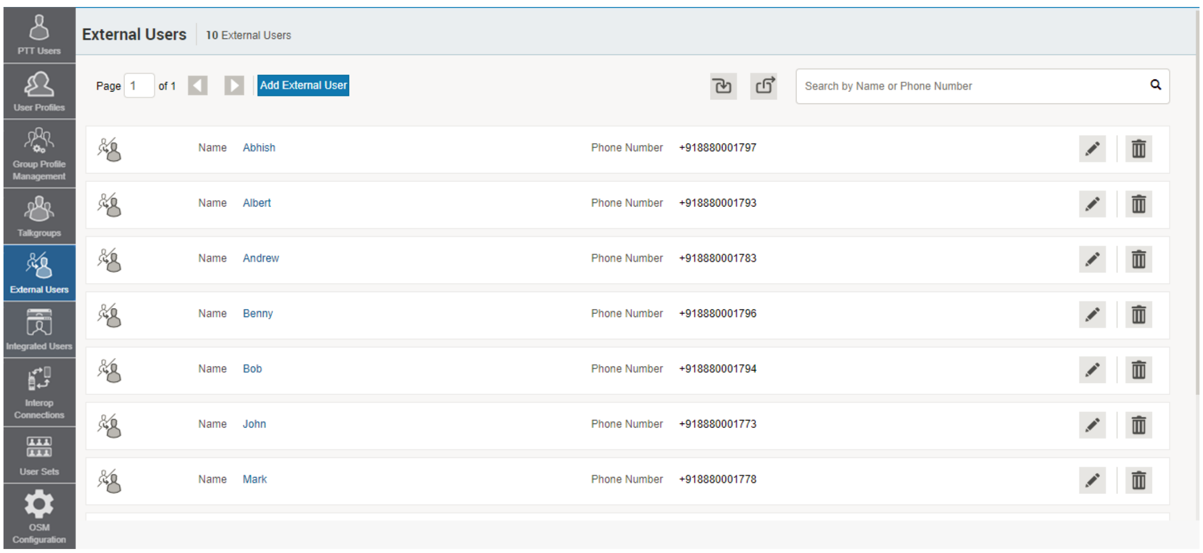
Chapter 7

External Users

The **External Users** work area displays the list of external users outside your corporation. The external users could be the vendors or the partners of the corporation. The following information about each user is displayed:

- **Name**
- **Phone Number**

Figure 15: External Users Main Screen



See the following available actions in the **External Users** main work area.

- You can add an external user. See Adding an External User on page 71.
- You can edit the name by clicking on the name of the user or clicking **Edit** icon and providing the name as desired.
  The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the corporation.

  Accept changes clicking the **Save Name** icon next to the name.
- You can search for a specific external user by name or phone number.
- You can remove a user from the corporation a user by clicking the **Delete** icon. The following message displays:
  `You are about to delete External Contact from the system. Since External Contacts are shared with other Central Admin, this might affect users, user sets or talkgroups that are not managed by you. Are you sure?`
- You can export the **External Users** page data in `.csv` format by clicking the **Export** icon. Exported files are stored in a `.csv` file and help you to modify the details in bulk.

- You can import the **External Users** page data in `.csv` or `excel` format by clicking the **Import** icon, selecting the file format and the files.

  NOTE: In the `excel` file, you must not import any filename with special characters, such as:

  - `=`
  - `'`
  - `"`
  - `/`
  - `-`
  - `+`
  - `@`

  Also, you must not use commas (`,`) and pipes (`|`) characters at the beginning of any name.

7.1

Adding an External User

You can add a phone number signed up for Push-to-Talk (PTT) service from corporations other than yours.

Procedure:

1. From the **External Users** work area, click **Add External User**.
2. Enter the name in the **Name** field.

   NOTE: The name should be less than or equal to 30 characters long and have at least one non-space character. Duplicate names are allowed in the corporation, but you receive a warning message.
   You cannot add **Dispatcher**, **Interop Connection**, **Interop Talkgroup**, and **Administrator** users as external users.
3. In the **Phone Number** field, enter the valid phone number of the PTT user.

   NOTE: You must enter 10 digits in the case of local numbers and add the `+` prefix and the country code in the case of an international number.
4. To add an external contact to the corporation, click **Save**.

Chapter 8

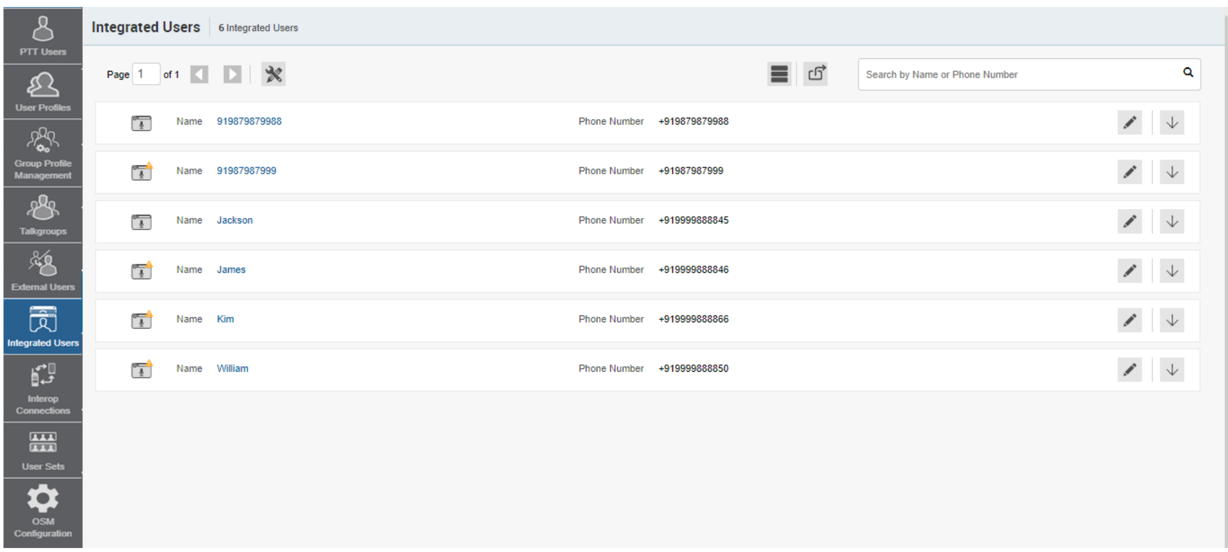
Integrated Users

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

Integrated Users main work area displays the list of integrated users. The following information about each user is displayed:

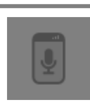
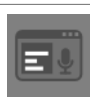
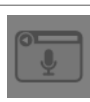
- **Name**
- **Phone Number**

Figure 16: Integrated Users Main Screen



The following user types are displayed in the **Integrated Users** work area:

Table 21: Integrated User Icons

Icon	Integrated User Type
	**Integrated Mobile**
	**Integrated Tracking**
	**Integrated Web**

You can hover over the icon to view the user type.

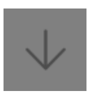
A **Needs Attention**  icon on the PTT user icon indicates that the user that needs attention. User typically needs attention when there is no activation code. For activation code management, see Activation Code on page 96.

See the following available actions in the **Integrated Users** main work area.

- You can search for a specific integrated user by name or phone number.
- You can edit the name by clicking on the name of the user and providing the name as desired.
  The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the corporation.

  Accept changes clicking the **Save Name**  icon next to the name.
- You can use the following icons to view additional integrated user information:

Table 22: Integrated User Additional Information Icons

Icon	Title	Description
	**Show More for All**	You can click the icon to show more for all record details.
	**Show Less for All**	You can click the icon to show less for all record details.
	**Show More**	You can click the icon to show individual user details.
	**Show Less**	You can click the icon to show individual user details.

- You can view and **Edit**  the interop user details. See Integrated User Details on page 75.
- You can remove a user from the corporation a user by clicking the **Delete**  icon.
  A message displays the following:`You are about to delete External Contact from the system. Since External Contacts are shared with other Central Admin, this might affect users, user sets or talkgroups that are not managed by you. Are you sure?`
- You can export the **Integrated Users** page data in `.csv` format by clicking the **Export**  icon.
  Exported files are stored in a `.csv` file and help you to modify the details in bulk.
- You can click the **Tools**  icon to select up to 200 users in a single instance and perform the following actions:

Table 23: Integrated User Tools Icons

Icon	Title	Description
	**Change Permission**	Allows to change the user type to one of following: ○ **Administrator** ○ **Administrator and User**
	**Generate Activation Codes**	Allows to generate new activation codes for all selected users.
	**Set Messaging**	Allows to change the messaging permissions to all selected users. **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, such as an image, video, audio, or a file.
	**Set Location Sharing**	Allows location sharing to all selected users.

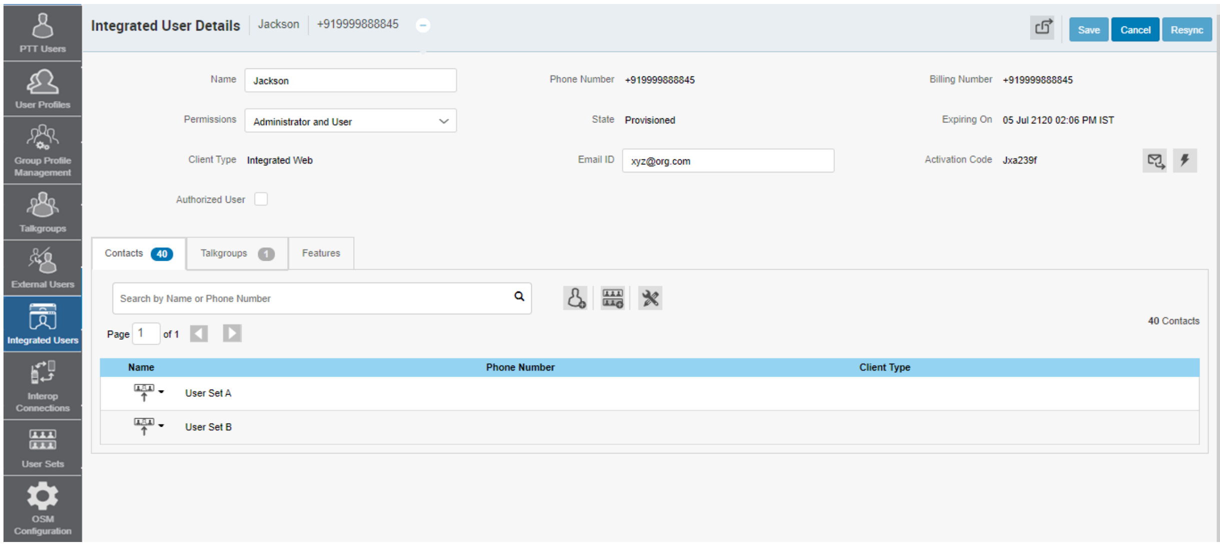
Click **Save** to save changes.

NOTE: If for some reason the device data is not matching with the data shown in the **Contact and Talkgroup Management**, you can resync the device by clicking **Resync** in top-right corner.

8.1
Integrated User Details

To view or edit integrated user details, you can click the **Edit**  icon associated with the integrated user name from the work area.

Figure 17: Integrated User Details



The following user information details 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.
The billing system assigns a billing phone number to these license packs and generates pseudo phone numbers for each billing phone number.

The billing phone number cannot have PTT service and thus is unavailable in the work area.

If the user is not a license pack user, the phone and billing numbers are the same.

Permission
Displays the type of the user. You can edit this field.
You can manage **Administrator** or **Administrator and User** types only. **Contact and Talkgroup Management** does not allow you to manage public user types.

Subscription types can have the following values:

Administrator
These users only receive contacts and talkgroups from your administrator.

Administrator and User
These users can receive contacts and talkgroups from your administrator and can define and manage their own contacts and talkgroups. They can make and receive calls outside the corporation.

State
Displays the activation state of the user. You cannot edit this field.

The **State** field represents the service status. The billing system assigns the state and can have one of the following options:

Provisioned
The user has signed up for a service but has not yet activated the client for use.

Activated
The user has downloaded and activated the client and has the necessary configuration for the user to start using the service.

Suspended
The user service is suspended. However, the user can maintain their configuration, contacts, and talkgroups but cannot use the service.

Expiring On
Displays the expiration date of the activation code. You cannot edit this field.
When you select the **Generate Activation Code** button, the **Expiring On** shows the validity of the generated code. The activation code typically expires within seven days from generation.

Client Type
Displays the client type of the user. You cannot edit this field.
Available client types are:

- **Integrated Mobile**
- **Integrated Tracking**
- **Integrated Web**

Email ID
Displays the email ID of the user. You can edit this field.
You can enter or update the user email in the **Email ID** field. The activation code is sent to this email ID.

Activation Code
Displays **Activation Code** and the available actions:

Table 24: Activation Code Available Actions

Icon	Title	Description
	**Email Activation Code**	You can click the icon to send an activation code using email without regenerating it.
	**Regenerate Activation Code**	You can click the icon to re-generate an activation code.

Contacts tab
For Integrated User **Contacts** tab available actions, refer to PTT User Contacts Tab on page 32.

Talkgroup tab
For Integrated User **Talkgroup** tab available actions, refer to PTT User Talkgroups Tab on page 34.

Features tab
For Integrated User **Features** tab details, refer to PTT User Features Tab on page 34.

Chapter 9

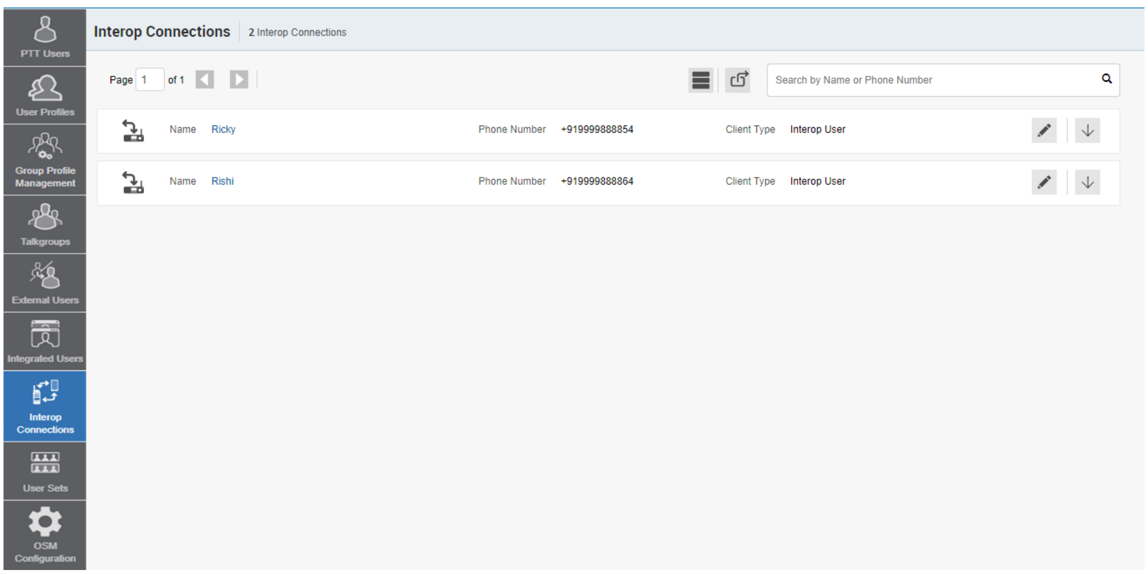
Interop Connections

The **Interop Connections** work area displays the list of interop connections within your corporation. An interop connection is a special type of user that facilitates communication between Land Mobile Radio (LMR) and Broadband Push-to-Talk (PTT) networks. These users are restrictive, and your administrator cannot assign any contacts to these users. Due to this limitation, the assign contacts and assign user sets buttons are disabled. Additionally, these users can be members of only one talkgroup. The addition of interop connections to more than one talkgroup is not allowed.

Interop Connections main work area displays the list of integrated users. The following information about each user is displayed:

- **Name**
- **Phone Number**
- **Client Type**

Figure 18: Interop Connections Main Screen



The following user types are displayed in the **Interop Users** work area:

Table 25: Interop Connections Icons

Icon	Name	Description
	**Interop Radio**	This icon indicates the Interop Radio or Interop Talkgroup that allows the interoperability between the Motorola Push-to-Talk over Cellular (POC) system and Interop networks using the Interop Radio solution.
	**Interop Talkgroup**	This icon represents a PTT Talkgroup on an Interop Console.

Icon	Name	Description
	Interop User	This icon indicates an interop user.
	Donor Radio	This icon indicates a Donor Radio user.

You can hover over the icon to view the user type.

A **Needs Attention** icon on the PTT user icon indicates that the user that needs attention. User typically needs attention when there is no activation code. For activation code management, see Activation Code on page 96.

See the following available actions in the **Interop Users** main work area.

- You can search for a specific interop user by entering the name or phone number in the **Search** field..
- You can edit the name by clicking on the name of the user and providing the desired name.
  The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the corporation.

  Accept changes clicking the **Save Name** icon next to the name.
- You can use the following icons to view additional interop user information:

  Table 26: interop User Additional Information Icons

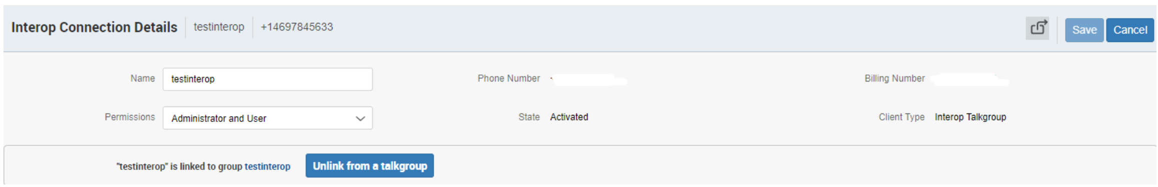
Icon	Title	Description
	Show More for All	You can click the icon to show more for all record details.
	Show Less for All	You can click the icon to show less for all record details.
	Show More	You can click the icon to show individual user details.
	Show Less	You can click the icon to show individual user details.

- You can view and **Edit** the interop details. See Interop Connection Details on page 79.
- You can export the **Interop Users** page data in `.csv` format by clicking the **Export** icon. Exported files are stored in a `.csv` file and help you to modify the details in bulk.
- If the interop talkgroup is **Linked** to a talkgroup, you can click the **Linked to PTT Talkgroup** icon to see the linked talkgroup details.

9.1
Interop Connection Details

To edit a single interop connection, you can click the **Edit**  icon associated with the conection name from the work area. The **Interop Connection Details** window displays.

Figure 19: Interop Connection Details



The user details are shown as follows:

Name
Displays the name. You can edit this field.

Phone Number
Displays the phone number. You cannot edit this field.

Billing Number
Displays the billing phone number of the user or talkgroup. You cannot edit this field.
The billing system assigns a billing number to these license packs. The system generates pseudo phone numbers for each billing number.

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

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

Permissions
Displays the permissions type of the user or talkgroup. You can edit this field.
Users or talkgroups permissions can have the following values.

Administrator
These users or talkgroups receive contacts and talkgroups from a system administrator.

Administrator and User
These users or talkgroups can receive contacts and talkgroups from a system admin and are capable of defining and managing their contacts and talkgroups. They can make and receive calls outside the corporation.

State
Displays the activation state of the user or talkgroup. You cannot edit this field.
The **State** field represents the service status.The billing system assigns it and can have one of the following options:

Provisioned
The user has signed up for a service but has not yet activated the client for use.

Activated
The user has downloaded and activated the client and has the necessary configuration for the user to start using the service.

Suspended
The user service is suspended. The user can maintain their configuration, contacts, and talkgroups but cannot use the service.

Client Type
Displays the client type of the user. You cannot edit this field.

See the following sections to view available actions in the **Interop Connection Details** window:

- You can edit the name by clicking on the name and changing it.
  The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.

  Accept changes clicking the **Save Name**  icon next to the name.

- You can use the **Export**  icon to export the **Interop Connection Details** data in `.csv` format. Exported files are stored in a `.csv` file. You can then import the `.csv` file to Contact and Talkgroup Management to apply the changes.

Chapter 10

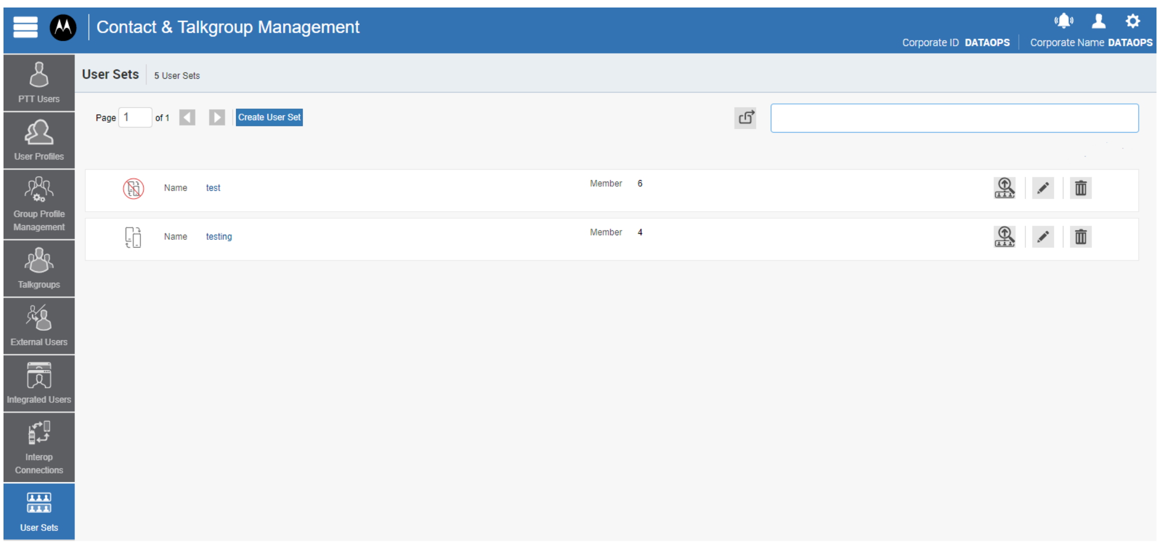
User Sets

A user set is a fast way to program multiple handsets easily. It is a logical set of users where each member is assigned as a contact to others. The user sets are only visible and manageable from the **Contact and Talkgroup Management** portal.

User Sets main work area displays the list of user profiles. The following information about each user profile is displayed:

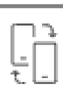
- **Name**
- **Member**
  Displays the number of members in the user set.

Figure 20: User Sets Main Screen



Depending on the type and enabled features, user sets can be displayed with the following icons:

Table 27: User Set Icons

Icon	Title	Description
	**Auto Pair Enabled**	Shows in the **User Sets** list when **Auto Pairing** is disabled.
	**Auto Pair Disable**	Shows in the **User Sets** list when **Auto Pairing** is disabled.
	**Common Contact List**	Indicates that a common contact list has been enabled.

You can hover over the icon to view the user set type.

See the following available actions in the **User Sets** main work area.

- You can create new user set. See Creating a User Set on page 82.

- You can search user sets by entering the name in the **Search** field.
- You can edit the name by clicking on the name of the user set and changing the name as desired.
  The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the corporation.

  Accept changes clicking the **Save Name**  icon next to the name.
- You can view user set assignments details by clicking **View Assignments**  icon.
  The **User Set Assignments** page displays where you can view the **Name**, **Users Assigned**, and **Talkgroups Assigned** information for the user set.
- You can view and **Edit**  the user set details. See User Set Details on page 83.
- You can delete a user set by clicking the **Delete**  icon.

10.1
Creating a User Set

Procedure:

1. From the **User Sets** main work area, click **Create New User Set**

   The **New User Set** window displays.
2. In the **Name** field, enter the user set name.

   NOTE: The name should be less than or equal to 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.
3. Optional: Select the **Auto Pairing** checkbox.

   NOTE: For some small corporations, the **Auto Pairing** feature creates a user set named `all-users-user-set` automatically when there is no corporate administration access.
   Not all corporations are auto-paired. As the auto-paired corporation grows, corporate administration access is required to manage the contacts and talkgroups. If your corporation was auto-paired previously, and you have access to the Central Admin Tool, your corporation is no longer auto-paired. However, you can manage the previously created auto-paired user set like any other user set.

   Only user sets with **Auto Pairing disabled** are displayed in the **Assign User Sets** window.

   The user set can be assigned with one of the icons:
   Auto Pairing Enabled

   Auto Pairing Disabled

   
4. Optional: To define the contact list which the PPT user can use across all profiles, perform the following actions:

a. Click **Common Contacts List** checkbox

The following warning message displays: `Common Contact List feature will be enabled, and any Auto Pairing-related changes will be lost. Do you want to continue?`

b. Click one of the following:

- **Ok** to proceed with the common contat list creation.
- **Cancel** to disable the **Common Contacts List** feature.

5. To assign members, click the **Assign Users** icon.

   The **Assign Members** menu displays.

6. To select the members that you want to add to the user set, click the check boxes next to the user names.

   NOTE: Only members who are not already members of a user set are available for selection. You can pick 200 members at a time for an addition. You can also select all members by clicking the check box before the name header.

7. Click **Assign**.

   The selected members are displayed in the **Members** tab, and the total members count increases accordingly.

8. To add the user set, click **Save**.

   A confirmation message similar to the following displays: `User Set will be created and distributed to all the members. Are you sure? DO NOT CREATE a User Set with all External Users only. Make sure that there is at least one internal subscriber in it.`

9. To continue, click **OK**.

Result: The updated user set is synced to the handset of the user.

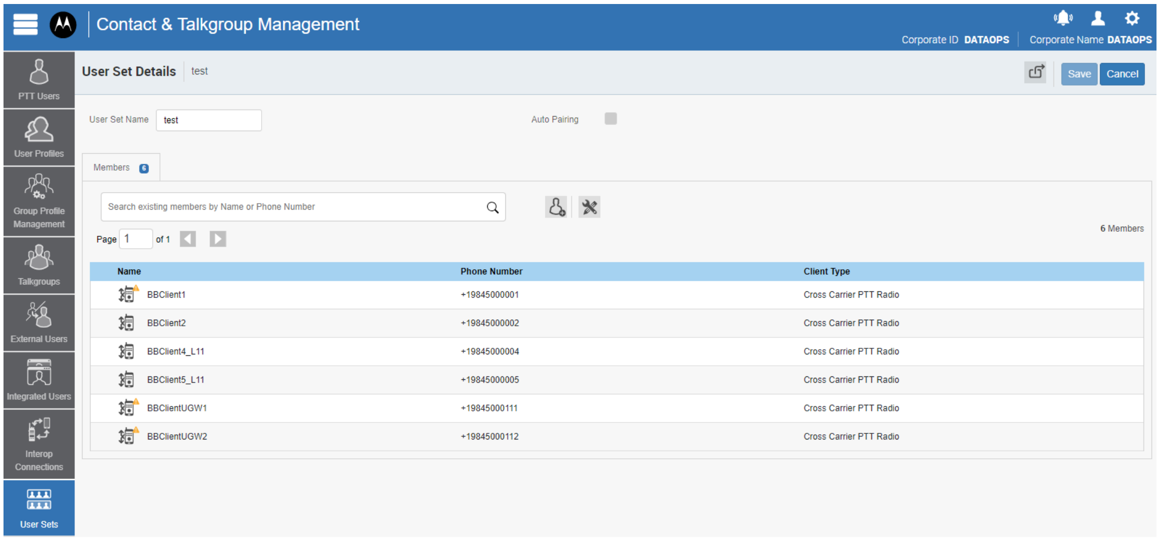
10.2

User Set Details

To view or edit user set details, you can click the **Edit**  icon associated with the user set name from the work area.

The **User Set Details** window displays the name and members assigned with that user set.

Figure 21: User Set Details



See the following sections to view available actions in the **User Set Details** window:

- You can edit the name by clicking on the profile name and providing an updated one.
  The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.
- You can manage the **Members** tab. See User Set Members Tab on page 84.
- You can use the **Export**  icon to export the user set details data in `.csv` format. Exported files are stored in a `.csv` file.

10.2.1

User Set Members Tab

The **Members** tab under the **User Set Details** screen displays assigned members.

The list displays the following information:

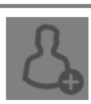
- **Name**
- **Phone Number**
- **Client Type**

NOTE: Members have different icons depending on the type. You can hover over the icon to view the type.

You can search the members by **Name** or **Phone Number** in the **Search** field.

The following table displays available actions on members.

Table 28: User Set Members Tab Available Actions

Icon	Title	Description
	**Assign Members**	Displays the **Assign Members** tab. You can select the member and click **Assign**. Only those members that are

Icon	Title	Description
		not already a member of the talkgroup are available for selection. **NOTE:** You can select all members by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox. You can create a talkgroup without members. You can assign a maximum of 200 members at a time.
	**Tools**	Allows to select one or multiple assigned members. After selecting the contacts enables **Delete** icon.
	**Delete**	Allows to remove the member.

The data does not save until you click the **Save** button.

Chapter 11

OSM Configuration

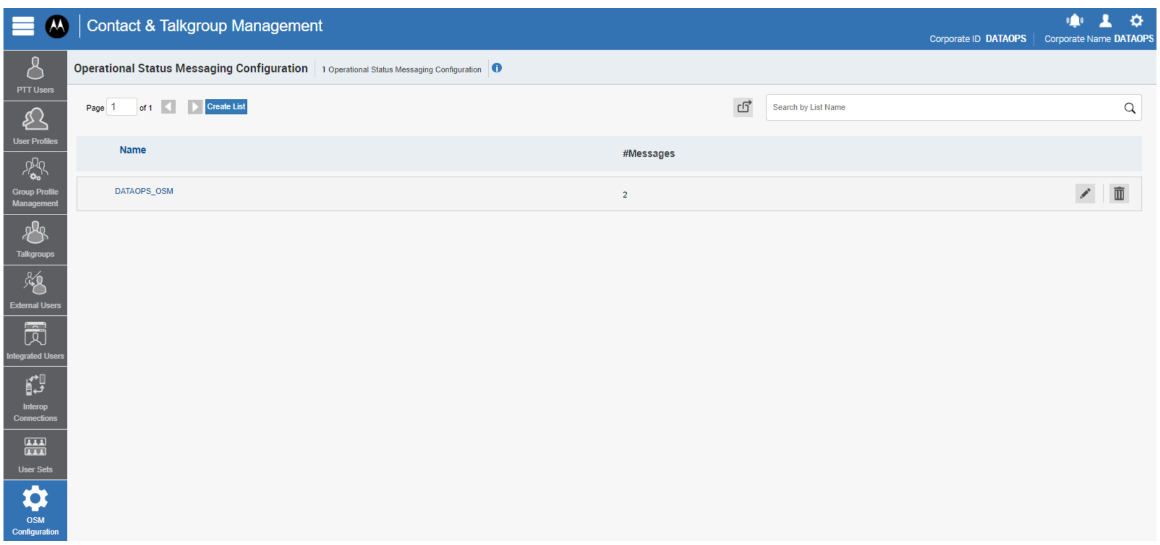
Operational Status Messaging (OSM) configuration allows you to configure the operational status messages for the PTT users in your corporation. You can create the status messages and assign them to your talkgroups list. Also, you can import status messages from a file or existing list of status messages. Additionally, you can search for a specific status message in the work areas on the user interface of the OSM Configuration by code, short text, or long text.

NOTE: OSM Configuration feature is applicable only to a few subscription packages. Contact your administrator for more information.

OSM Configuration main work area displays the list of OSM lists. The following information about each list is displayed:

- **Name**
- **# Messages**
  Displays the number of messages in the OSM list.

Figure 22: OSM Configuration Main Screen



See the following available actions in the **OSM Configuration** main work area.

- You can create new OSM list. See Creating Operational Status Message List on page 87.
- You can search OSM lists by entering the name in the **Search** field.
- You can edit the name by clicking on the name of the user set and changing the name as desired.
  The name should be fewer than 30 characters long and have at least one nonspace character. Duplicate names are not allowed in the corporation.

  Accept changes clicking the **Save Name**  icon next to the name field.
- You can view and **Edit**  the OSM list details. See OSM Configuration Details on page 87.
- You can delete an OSM list by clicking the **Delete**  icon.

11.1
Creating Operational Status Message List

Procedure:

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

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

2. In the **List Name** field, enter the name of the message list.

   NOTE: The name should be less than or equal to 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.

3. Optional: To make the list default for all talkgroups, click the **Default for Talkgroups** checkbox.

   NOTE: Only one list name can be default in the OSM.

4. Click **Add New Message**.

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

5. In the **Code** field, enter the status code.
6. In the **Short Message** field, enter a short message.

   NOTE: The short message length is 1-15 characters (10 default), including special characters based on system configuration.

7. In the **Long Message** field, enter the description of the status message.

   NOTE: The long message length is 300 characters (100 default) based on system configuration.

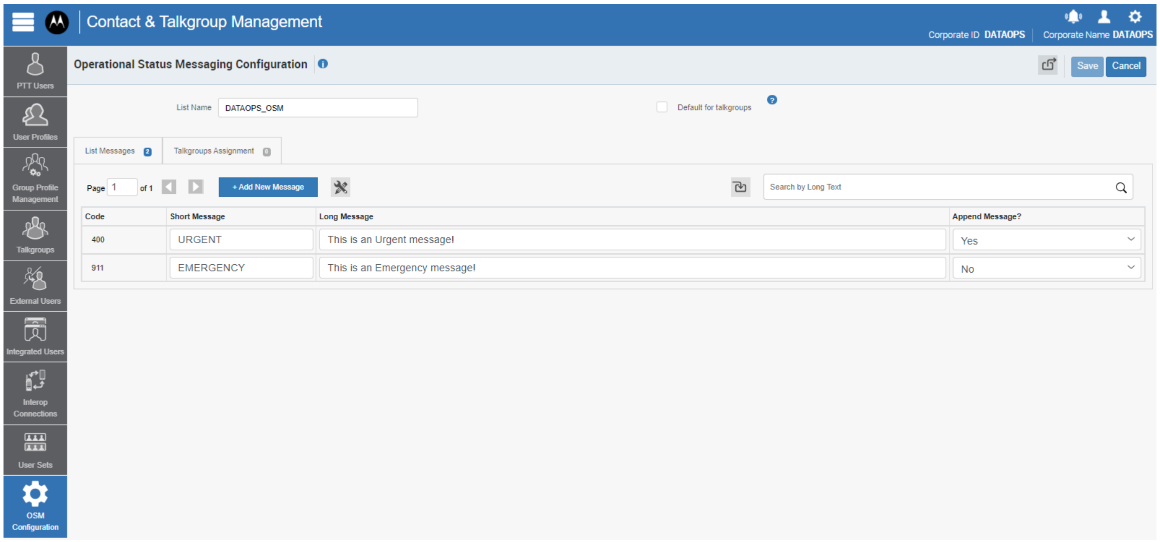
8. From the **Append Message**, click one of the following :
   - **Yes** to allow appending the message.
   - **No** to deny the appending message.
9. To save the status message, click **Save**.

11.2
OSM Configuration Details

To view or edit OSM list details, you can click the **Edit** icon associated with the OSM list name from the work area.

The **OSM Configuration Details** window displays the name, created list messages and talkgroups assigned with that OSM list.

Figure 23: OSM Configuration Details



See the following sections to view available actions in the **OSM Configuration Details** window:

- You can edit the name by clicking on the profile name and providing an updated one.
  The name should be less than 30 characters long and have at least one non-space character. Duplicate names are not allowed in the corporation.
- If you want to make OSM list default when you create talkgroups, you can select the **Default for Talkgroups** checkbox.

  NOTE: Only one list name can be default in the OSM.

- You can manage the **List Messages** tab. See OSM Details List Messages Tab on page 89.
- You can manage the **Talkgroups Assignment** tab. See OSM Configuration Talkgroups Assignment Tab on page 88.
- You can use the **Export**  icon to export the user set details data in `.csv` format. Exported files are stored in a `.csv` file.

11.2.1 OSM Configuration Talkgroups Assignment Tab

Talkgroup Assignment tab displays talkgroups with assigned OSM list with the following information:

- **Group Name**
- **Members #**
  Displays the number of group members.
- **Talkgroup Type**

  NOTE: Talkgroups have different icons depending on the type. You can hover over the icon to view the talkgroup type.

You can search the talkgroup by entering the name in the **Search** field.

You can assign the OSM list to groups by clicking **Assign to Groups**

NOTE: You can select all talkgroups by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox.

Click **Assign**.

11.2.2
OSM Details List Messages Tab

List Messages tab displays the list created messages with the following information:

- **Code**
  Displays the status code. You cannot edit this field.
- **Short Message**
  You can edit this field.
- **Long Message**
  You can edit this field.
- **Append Message?**
  You can edit this field. Select **Yes** or **No** from the drop-down.

See the following available actions in the **List Messages** tab.

- You can search the messages by entering the parts of the long text in the **Search** field.
- You can assign the OSM list to groups by clicking **Assign to Groups**

  NOTE: You can select all talkgroups by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox.

  Click **Assign**.
- You can import data to the **List Messages** tab. See Importing Operational Status Messages on page 89.

11.2.2.1
Importing Operational Status Messages

NOTE: In the `excel` file, you must not import any filename with special characters, such as:

`=`
`'`
`"`
`/`
`-`
`+`
`@`

Also, you must not use commas (`,`) and pipes (`|`) characters at the beginning of any name.

Procedure:

1. From the **OSM Configuration Details** work area, navigate to **List Messages**
2. Click the **Import**  icon.

3. Depending on the import option, perform one of the following:

If…	Then…
If you want to import a message from a file,	perform the following actions: **a.** From the **Import** drop-down, select **From a file**. **b.** Click **Choose File**. A file selection window opens. **c.** Select `.csv` file and click **Open**. **d.** Click **Import**.
If you want to import a message from an existing list,	perform the following actions: **a.** From the **Import** drop-down, select **From an Existing File**. **Select Operational Status Messages to Add to the List** window appears. **b.** Select the messages. **NOTE:** You can select all members by clicking the checkbox next to the **Name** header, it functions as a **Select All** checkbox. **c.** Click **Add Selected**.

4. To save the changes, click **Save**.

Chapter 12

Troubleshooting

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

12.1

Log In Issues

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

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

When logging in, an “Invalid Corporate ID” error displays.

You should contact your service provider. Your corporation setup may not have the correct setup.

12.2

User Interface Issues

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

You must enable your browser pop-ups. For more information on how to enable pop-ups in your web browser, see Prerequisites on page 14.

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

You must ensure that you are using the right version of the browser. For more information, see Prerequisites on page 14.

If you are using IE11 and above, yous should check whether the compatibility mode is turned off. IE 11 has a caching issue that always selects the cached data to display.

Also, to avoid loading a saved UI that does not take the latest updates, you should do the following:

- Clear the browser cache.
- Ensure that the zoom is set to 100%.
  For more information, see Prerequisites on page 14.

The Resync button is disabled and does not work.

You must save your changes by clicking the **Save** button.

The Update/Save button is disabled.

There are no changes to save.

The following message appears: `Data is updated by Another admin. Please refresh the page to get the updated result.`

Multiple administrators can use the Contact and Talkgroup Management at the same time. If one administrator updates the data, the changes by another administrator cannot be accepted.

Why is the Authorized User checkbox not showing?

There could be many reasons why it is not showing, such as the following:

- The user has not purchased a package with an emergency feature in it.
  To resolve this issue, you should check with your provider to add the SafeGuard or Command package to the user.
- The handset the user was using was a legacy client before the 9.0 release.
  To resolve this issue, you should request the user to upgrade the handset client.

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

You should check for any Skype extension add-on in your browser. You can disable and refresh the page if the Skype add-on is enabled. To disable the add-on, you can do the following:

- If you are using the Chrome browser, you can click the **More Option** in the top right of the browser and go to **More tools** → **Extensions**. Disable the Skype add-on.
- If you are using the Mozilla Firefox browser, you can click the **Extensions** → **Manage Extension** in the top right of the browser and disable the extension.
- If you are using Microsoft Edge, you can click the **Setting** icon on the top-right corner and select **Manage add-on**. Afterward, you can select the Skype extension add-on and disable it.

12.3
Contacts Management Issues

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

To select the user to delete, you can select the corresponding checkbox and click the **Delete** icon.

I am unable to generate an activation code for multiple PTT users. The button is disabled.

To select the user, you can select bulk operation and select the corresponding checkbox. Afterward, you can click the **Generate Activation Code** icon.

I selected contact A and made B a contact. However, when I select B, the list does not show A as their contact.

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

12.4
User Set Issues

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

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

I created a user set with the title “East Zone,” but the handset of the members does not show that user set. Why?

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

12.5

Generic Issues

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 configured the user where they 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.

Appendix A

Assigning More Than 250 Contacts to Each User Through User Sets

The maximum number of users in a user set is 250. If your corporation has fewer than 250 PTT users, you can create just one user set, make all the PTT users members of the single user set, and assign them all to each other as contacts efficiently. However, if your corporation wants to assign more than 250 PTT users to each other as contacts, follow this procedure.

NOTE: The following scenario used for illustrations is that your corporation wants to assign 500 PTT users to each other as contacts.

Procedure:

1. Create two separate user sets, with each containing 250 members.

   The two user sets combined to cover all 500 PTT users.
2. From the **PTT Users** page, select a user of the first user set.
3. To assign the user to the other two user sets that the user is not a member of, click the **Assign User Set** button.

   NOTE:
   For all the other members of the first and second user sets, repeat step 1 through step 3.

Appendix B

Opening a CSV File

Follow this procedure to open a CSV file in Excel.

Procedure:

1. Open the Excel program.
2. Select the **File** tab.
3. Click **Open**.
4. Browse to the location where the CSV file is downloaded.
5. From the drop-down in the lower right-hand corner of the **Open** dialog box, select the **Text File**.

   The text file options include `.prn`, `.txt`, `.csv`.
6. Browse for the CSV file and click **Open**.

Appendix C

Activation Code

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

Interop Connections and Interop Talkgroups do not need an activation code, and these clients are in an **Active** state immediately after provisioning. For Handset and Interop Radio clients, generating an activation code is optional and required only if the user wants to activate over the Wi-Fi network. For example, a department store where there is no cellular coverage indoors.

C.1 Generating Activation Codes

An activation code is used to register or activate a PTT user, dispatch, and an integrated user. The system administrator must generate and communicate the code with the user to activate the client.

Procedure:

1. From the user list, click the **Edit** icon next to the selected user.

   The **User Details** window displays.

2. Click the **Generate Activation Code** icon.

   A pop-up displays the following message: `Activation code successfully generated. Would you like to send an email?`

3. To send the newly generated activation code to the email ID of the user perform one of the following:
   - Click **OK**.
   - Click the **Send Email** icon.

   A send email activation code window displays.

Result: After generating the activation code, the activation code expiry date appears on the user details page in the **Expiring On** field.

C.2 Generating Activation Codes for Multiple Users

You can generate activation codes for a PTT user, dispatch, and an integrated user at once.

Procedure:

1. In the the user list, click the **Tools** icon.
2. Perform one of the following actions:
   - To select all records, click the **Select All** checkbox.
   - To select numerous records, click more than one individual checkbox.
3. Click the **Generate Activation Codes** icon.

   The following information message displays: `You have selected to generate new activation codes. Existing activation codes if any are invalidated. Client` has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.

4. To generate the activation code, click **OK**.

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

   The following confirmation message displays: `Success Multiple Users updated successfully.`

C.3

Resending an Existing Generated Activation Code without Regenerating

You can resend an existing activation code to a PTT user, dispatch, and an integrated user without generating it again.

Procedure:

1. From the user list, click the **Edit** icon next to the selected user.

   The **User Details** window displays.

2. To open an email with the current activation code, on the user details page, click the **Email Activation** icon.
3. To resend the existing activation code to the email ID of the user, click the **Email Activation Code** button.

   A send email activation code pop-up displays.

4. To resend the existing activation code, click the **Send Email** button.

C.4

Regenerating an Activation Code

Follow this procedure to regenerate activation codes for a PTT user, dispatch, and an integrated user.

Procedure:

1. From the user list, click the **Edit** icon next to the selected user.

   The **User Details** window displays.

2. To regenerate the activation code, on the user details page, click **Regenerate Activation Code**.

   Regenerating an activation code for already activated clients deactivates the client, and the following confirmation message displays: `You have selected to generate a new activation code. Existing activation code is invalidated. Client has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.`

3. To confirm the regeneration of a new activation code, click **OK**.

   The following pop-up message window displays: `Activation code successfully generated. Would you like to send an email?`

4. To send the new activation code to the email ID of the user, click **OK**.

   A send email activation code pop-up displays.

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

Result: After regenerating the activation code, the activation code expiry date appears on the user details page in the **Expiring On** field.