

Corporate Administration Tool

User Guide Release 9.0



Corporate Administration Tool

User Guide Release 9.0

August 2018

Table of Contents

Introduction and Key Features	3	Migrate Desktop Dispatch to Web Dispatch	32
Getting Started	3	Manage External Users	33
Navigate the Corporate Administration Tool	4	Manage Integrated Users	34
Manage PTT Users	12	Manage Interop Connections	38
Manage Talkgroups	21	Manage User Sets	39
Talkgroup Scanning	26	Re-sync a Device	42
Supervisory Override and Location Capabilities	28	Using the Export Operation	43
Manage Broadcast Groups	29	Using the Tool by More Than One Admin	43
Dispatch	30	Troubleshooting	43

*Ambient and discreet listening are currently not available.

Introduction and Key Features

The AT&T Enhanced Push-to-Talk (EPTT) service provides instant communication to individuals and Talkgroups at the push of a button. The Corporate Administration Tool (CAT) helps in managing a corporate user's contacts and Talkgroups.

The following is a brief description of key features of the Corporate Administration Tool:

- **PTT Users Management**
Allows you to manage the PTT User profile such as name, email ID and permission type.
- **Talkgroups Management**
Allows you to manage Talkgroups including assigning avatar, Talkgroup scanning, supervisory override, permission to the Talkgroup members for call initiation, and receive and In-call accessibility. There are three types of Talkgroups that you can manage: standard, dispatch, and broadcast groups.
- **External Users Management**
Allows you to manage users external to the Corporation.
- **Integrated Users Management**
Allows you to manage the users of types, such as Integrated Mobile, Integrated Tracking, and Integrated Web.
- **Interop Connections Management**
Allows you to manage the users between the Interop and PTT.
- **User Sets**
Allows you to manage the user sets to PTT Users, Talkgroups, or Integrated Users.

Getting Started

This section describes the steps you must take to start using the Corporate Administration Tool. This section is organized as follows:

- Prerequisites
 - Required Browsers
 - Hardware Requirements
 - Ensuring Correct Display of the Website
- Log into the Corporate Administration Tool
- Cookies
- Take a Tour
- Landing Page

Prerequisites

Required Browsers

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

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

Hardware Requirements

Your PC must have the minimum recommended hardware for the Corporate Administration Tool.

- Recommended RAM size 8 GB

Ensuring Correct Display of the Website

Enabling Pop-ups

The Corporate Administration Tool opens in a new Browser window. Be sure to enable pop-ups to access the Corporate Administration Tool.

Reset Zooming

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

Log into the Corporate Administration Tool

Please check with your service provider for access to the Corporate Administration Tool.

Cookies

Whenever you sign in to the Corporate Administration Tool, a pop-up block will be displayed to choose your browser preferences. When you sign in Corporate Administrator Tool using a browser, that uses cookies, it remembers your registered sign in, password details, and language preferences. It is mandatory to accept the cookies to use Corporate Administration Tool.

Click **What are cookies?** to know about the cookies used by AT&T and its partners.

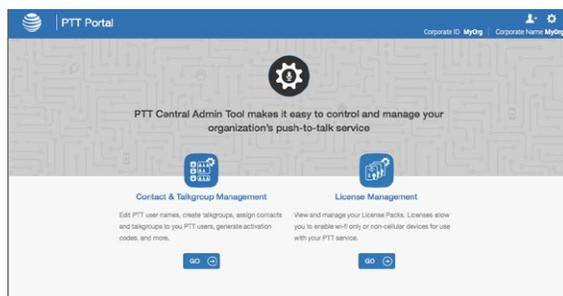
Take a Tour

Take a tour shows the basic features and demo of the application. A Take a Tour page is displayed when you signed into the Corporate Administration Tool. Clicking on **View Tour** takes you to the basic operation of the Corporate Administration Tool. Use the **Next** button to view the demo and their introductions. You can click the **Close** icon to cancel the Take a Tour view.

If you do not want Corporate Administration Tool to display the Take a Tour page, whenever you sign in, then select the checkbox **Don't show again** and click the **Close** icon.

Landing Page

A landing page is displayed when you sign in to the Corporate Administration Tool.



As per your server configuration, select one of the tools from the landing page or click the **Go** button below the description of the tool.

Navigate the Corporate Administration Tool

The generic screen layout of the Corporate Administration Tool contains three common navigational features (Header Area, Navigation Area, and the Work Area). The header area is at the top, the navigation area is located to the left, and the work area is in the center.

This section is organized as follows:

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

Name	Phone Number		
123456789	+111122222	[Edit]	[Delete]
987654321	+111111111	[Edit]	[Delete]
111111111	+111111111	[Edit]	[Delete]
222222222	+111111111	[Edit]	[Delete]
333333333	+111111111	[Edit]	[Delete]
444444444	+111111111	[Edit]	[Delete]
555555555	+111111111	[Edit]	[Delete]
666666666	+111111111	[Edit]	[Delete]
777777777	+111111111	[Edit]	[Delete]
888888888	+111111111	[Edit]	[Delete]
999999999	+111111111	[Edit]	[Delete]
000000000	+111111111	[Edit]	[Delete]

Header Area

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



Menu

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

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

Only those elements which you are entitled to view will be made available as part of the menu. If you are only entitled to CAT, then there will be no menu support.

My Account

My Account allows you to exit the Corporate Administration Tool.

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

Settings

The settings are listed as follows:

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

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

- **About** – Displays the version number of the product you are logged into.
- **Copyright** – Displays the product copyright details.
- **How do we use cookies** – Displays how do we use cookies to save user’s browsing preferences depend upon the server configuration.
- **Take a Tour** – Shows basic features and demo of the application.
- **Help** – Allows you to access various documents such as user guide when you click on the **Help**.

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

Header Area Icons

The following table lists the Header Area icons you will see in the Corporate Administration Tool:

My Account

 Click to exit the application.

Menu

 Click to access any available associated applications, such as License Management Tool.

Settings

 Click to access the Language setting, Max rows per page, About version, How do we use cookies, Take a tour, Copyright, and Help.

Navigation Area

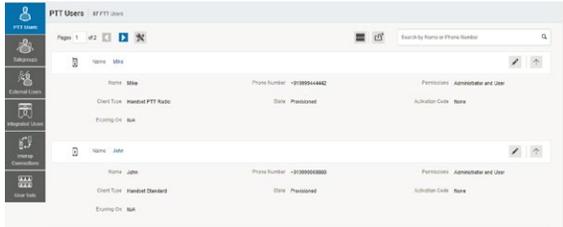
The left pane of the Corporate Administration Tool is the navigation area. This area contains menus which provide quick navigation to the corporate data information such as PTT Users, Talkgroups, External Users, Integrated Users, Interop Connections, and User Sets work areas.



PTT Users

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

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



The following user types are displayed in the PTT Users work area. PTT Users are identified with unique icons as described in the “PTT Users Icons” section of this document.

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

In this work area, to select a single user, click the **User Row**.

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

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

PTT Users Icons

The following table lists the PTT Users icons you will see in the Corporate Administration Tool:

Cross Carrier Standard

 This icon indicates a Cross Carrier Standard.

Cross Carrier Standard Warning

 This icon indicates that a Cross Carrier PTT Client needs attention.

Cross Carrier Standard typically needs attention when there is no activation code.

Cross Carrier PTT Radio

 This icon indicates a Cross Carrier PTT Radio.

Cross Carrier PTT Radio Warning

 This icon indicates that a Cross Carrier PTT Radio needs attention. Cross Carrier PTT Radios typically need attention when there is no activation code.

Dispatch

 This icon indicates the dispatch console or dispatch group in the list area and work areas.

Dispatch Warning

 This icon indicates that a dispatch needs attention. Dispatch will typically need attention when there is no activation code.

Handset Standard

 This icon indicates a Handset Standard.

Handset Standard Warning

 This icon indicates that a Handset Standard needs attention.

Handset PTT Radio

 This icon indicates a Handset PTT Radio.

Handset PTT Radio Warning

 This icon indicates that a Handset PTT Radio needs attention.

Wi-Fi Standard

 This icon indicates a Wi-Fi Standard.

Wi-Fi Standard Warning

 This icon indicates that a Wi-Fi Only Standard needs attention. A Wi-Fi Only Standard will typically need attention when there is no activation code.

Wi-Fi PTT Radio

 This icon indicates a Wi-Fi PTT Radio.

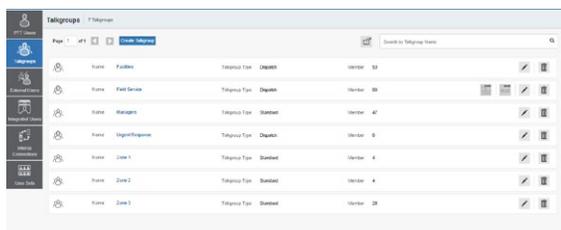
Wi-Fi PTT Radio Warning

 This icon indicates that a Wi-Fi PTT Radio needs attention. A Wi-Fi PTT Radio will typically need attention when there is no activation code.

Talkgroups

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

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



Talkgroups are identified with unique icons as described in the “**Talkgroup Icons**” section of this document.

A Talkgroup can also be assigned a specific Avatar as described in the “**Avatars**” section of this document.

The following types of Talkgroups are displayed in the Talkgroups for creation:

- Broadcast
- Dispatch
- Standard

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

Talkgroup Icons

The following table lists the Talkgroup icons you will see in the Corporate Administration Tool:

Broadcast Group

 This icon indicates the broadcast group.

Broadcast Group Warning

 This icon indicates that a broadcast group needs attention. Broadcast groups will typically need attention when a Talkgroup does not meet the minimum requirements or exceeds the maximum requirements than allowed.

Broadcaster

 This icon indicates that the user is a broadcaster of the broadcast group.

Change Call Initiating Permissions

 This icon allows you to change or edit the call initiating permissions for a dispatch group type. Available options are as follows: “Allow,” “Do not allow.”

Change Call Receiving Permissions

 This icon allows you to change or edit the call receiving permissions for a dispatch group type. Available options are as follows: “Listen and Talk,” “Listen Only.”

Change In-Call Permissions

 This icon allows you to change or edit the In-call permissions for a dispatch group type. Available options are as follows: “Allow,” “Do not allow.”

Dispatch Group

 This icon indicates the dispatchers or dispatcher group in the list area and work areas.

Dispatch Group Warning

 This icon indicates that a dispatch group needs attention. Dispatch Group will typically need attention when there is no activation code.

Talkgroup

 This icon indicates a Talkgroup in the list area and work areas.

Interop Talkgroup

 This icon indicates a PTT Talkgroup on an Interop Console.

Standard Talkgroup

 This icon indicates the standard Talkgroup in the list area and work areas.

Standard Talkgroup Warning

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

Avatars

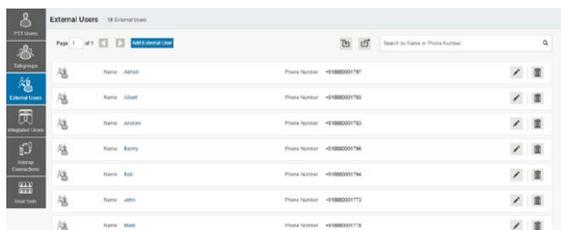
The following table lists the Avatar icons that you can assign to a Talkgroup to be displayed on the PTT Radio User type in the Corporate Administration Tool:

<p>Default  The default icon associated with a Talkgroup.</p>	<p>Driver  The driver icon associated with a Talkgroup.</p>	<p>PTT Phone  The PTT phone icon associated with a Talkgroup.</p>
<p>Airplane  The airplane icon associated with a Talkgroup.</p>	<p>Envelope  The envelope icon associated with a Talkgroup.</p>	<p>Room Service  The room service icon associated with a Talkgroup.</p>
<p>Book  The book icon associated with a Talkgroup.</p>	<p>Field Service  The field service icon associated with a Talkgroup.</p>	<p>Security  The security icon associated with a Talkgroup.</p>
<p>Car  The car icon associated with a Talkgroup.</p>	<p>Flower  The flower icon associated with a Talkgroup.</p>	<p>Supervisor  The supervisor icon associated with a Talkgroup.</p>
<p>Construction  The construction icon associated with a Talkgroup.</p>	<p>Front Desk  The front desk icon associated with a Talkgroup.</p>	<p>Telephone  The telephone icon associated with a Talkgroup.</p>
<p>Delivery  The delivery icon associated with a Talkgroup.</p>	<p>Housekeeping  The housekeeping icon associated with a Talkgroup.</p>	<p>Tree  The tree icon associated with a Talkgroup.</p>
<p>Desktop PC  The desktop PC icon associated with a Talkgroup.</p>	<p>Laptop  The laptop icon associated with a Talkgroup.</p>	<p>Truck  The truck icon associated with a Talkgroup.</p>
<p>Dispatcher  The dispatcher icon associated with a Talkgroup.</p>	<p>Medical  The medical icon associated with a Talkgroup.</p>	<p>Warehouse  The warehouse icon associated with a Talkgroup.</p>
	<p>Notepad  The notepad icon associated with a Talkgroup.</p>	<p>Worker  The worker icon associated with a Talkgroup.</p>

External Users

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

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



Icons are identified in the “External Users Icon” section of this document.

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

- External Users

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

External Users Icon

The following table lists the External Users icon you will see in the Corporate Administration Tool:

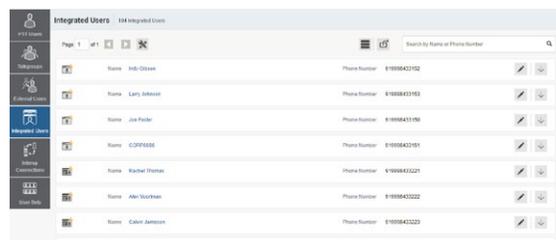
External User

 This icon indicates that a user is a different Corporation.

Integrated Users

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

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



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

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

Integrated Users Icons

The following table lists the Integrated Users icons you will see in the Corporate Administration Tool:

Integrated Mobile

 This icon indicates an Integrated Mobile.

Integrated Mobile Warning

 This icon indicates that an Integrated Mobile needs attention. Integrated Mobile users will typically need attention when there is no activation code.

Integrated Tracking

 This icon indicates an Integrated Tracking.

Integrated Tracking Warning

 This icon indicates that an Integrated Tracking needs attention. Integrated Tracking users will typically need attention when there is no activation code.

Integrated Web

 This icon indicates an Integrated Web.

Integrated Web Warning

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

Interop Users

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

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

Name	Phone Number	User Type
CORP008	91999883174	Interop User
CORP008	91999883183	Interop User
CORP008	91999883184	Interop User
CORP008	91999883187	Interop User
CORP008	91999883188	Interop User
EXT	91999883189	Interop Talkgroup
Ext	91999883190	Interop Talkgroup

Icons are identified in the “Interop Users Icons” section of this document.

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

- Interop Radio
- Interop User
- Interop Talkgroup
- Patch User

Interop Users Icons

The following table lists the Interop Users icons you will see in the Corporate Administration Tool:

Interop Radio

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

Link to Interop Talkgroup

 This icon indicates a Link to Interop Talkgroup.

Interop Talkgroup

 This icon represents a PTT Talkgroup on an Interop Console.

Interop User

 This icon indicates an Interop User. There is no warning icon associated with the Interop User.

Interop feature enabled

 This icon indicates that the Interop feature is enabled for the user.

Work Area Navigation

Users are listed alphabetically in the work area. You can navigate through the pages by using the arrows at the top-left of the page or typing a page number in the text field. A maximum of 200 users can be displayed for each page.

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

Search

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

Search by Name or Phone Number

Parameter Suggestions:

Name Phone Number State Client Type Linked

Permissions

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

Note: Special characters are filtered from the search string while searching for the user using its phone number.

You can search for PTT Users, External Users, Integrated Users and Interop Users by entering the name or Phone number in the Search box.

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

To search the user set, enter the name of the user set in the Search box.

Using Parameters

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

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

Common Icons

Allow Location

 Displayed when **Tools** is clicked.

Allow Multimedia

 Displayed when **Tools** is clicked.

Allow Text

 Displayed when **Tools** is clicked.

Assign Contacts

 Click to assign a contact.

Assign User Set

 Click to assign a user set for a single PTT User.

Tools

 Click to activate multiple operations for multiple selections including change permission and generate activation codes.

Cancel or Close

 Click to cancel or close the current operation.

Change Permission

 Click to change the type of Administrator or Administrator and User. This icon is active when **Tools** is clicked.

Close

 Click to close the current window.

Close User Set

 Click to close User Sets for PTT Users, Talkgroups, External Users, Integrated Users and Interop Users.

Collapse Details

 Click to collapse the details for a single PTT User and Integrated Users.

Corporate Hierarchy

 Click to view users grouped in FAN and BAN.

Delete

 Click to delete the record data.

Edit

 Click to edit the record data.

Error

 This icon indicates an unsuccessful operation. Click to close the error message.

Expand Details

 Click to expand the details for a single PTT User and Integrated Users.

Export

 Click to export all tabular data in CSV file format.

Import

 Click to import External Users to the tool.

Generate Activation Code

 Click to re-generate an activation code.

Generate Activation Codes

 Click to generate activation codes for multiple selected users. This icon is active when **Tools** is clicked.

Show More for All

 Click to show more for all record details.

Common Icons

Show Less for All

 Click to show less for all record details.

Assign User Set

 Click to manage the User Sets for PTT Users, Talkgroups, External Users, Integrated Users and Interop Users.

Next Page

 Click to display the next page of records.

Previous Page

 Click to display the previous page of records.

Save Name

 Click to save the record.

Name Change Cancel

 Click to cancel the name change.

Search

 Displays in the search text box.

Send Email

 Click to send an activation code using email.

Show Less

 Click to show fewer record details.

Show More

 Click to show more record details.

Users

 This icon indicates a user.

Success

 This icon indicates a successful operation.

User Set

 Click to view the user set that you are not a member of.

User Set Member

 Click to view the user set that you are a member of.

View Distribution

 Click to view the user set Distribution.

Go to Top

 Click to go to top of the window.

Information

 Click to view the information.

Manage PTT Users

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

PTT Users icons are identified in the “PTT Users Icons” section of this document. For common icons, refer to the “Common Icons” section of this document.

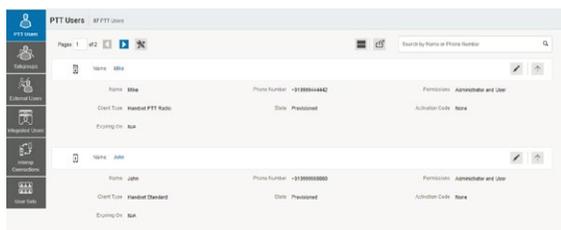
This section is organized as follows:

- View a User
- Edit a User
- Re-Sync a User
- Generate Activation Codes
 - Regenerate an Activation Code
 - Resend an Existing Generated Activation Code without Regenerating
- Manage Contacts
 - Assign Contacts
 - Remove Contacts
- Manage User Sets
 - Add a User Set as Contacts of a User
 - Remove a User Set from a User
 - View User Set Members Associated with a User
- Manage Talkgroups
- Select Multiple Users
- Generate Activation Codes for Multiple Users
- Using the Export Operation

- Enable Features to PTT Users
 - Enable feature to Individual PTT User
 - Enable Feature to Multiple PTT Users
- Change Client Type
- Enable Authorization for Remote Supervision Features
 - Features Authorization
- Features
 - Packages
 - Device Info
 - Messaging
 - Automatic Location Publish Contro
 - Emergency
 - Authorized User Features

View a User

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



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

You can view the following information by clicking the **Show More for All** icon to view an individual PTT User's details:

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

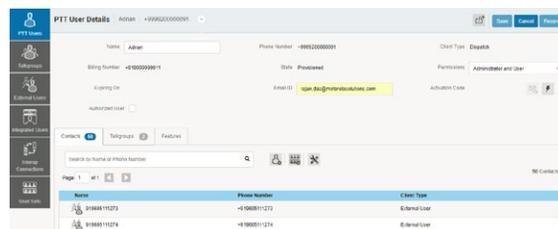
You can use the **Export** icon to export the page data in CSV format. For more details, see the “**Using the Export Operation**” section in this document.

To use the search operation using specific parameters, refer to the “**Search**” section of this document.

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

Edit a User

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



The details of a user profile is shown as follows:

- **Name** – Displays the name of the user. This field can be edited.
- **Phone Number** – Displays the number of the user. This field cannot be edited.
- **Billing Number** – Displays the billing phone number of the user. This field cannot be edited. For more information, refer to the “**Permissions**” section in this document.
- **Permissions** – Displays the Corporation type permissions of the user. This field can be edited. For more information, refer to the “**Permissions**” section in this document.
- **State** – Displays the activation state of the user. This field cannot be edited. For more information, refer to the “**State**” section in this document.
- **Expiring On** – Displays the expiration date of the activation code. This field cannot be edited. For more information, refer to the “**Expiring On**” section in this document.
- **Client Type** – Displays the client type of the user. This field can be edited. For more information, refer to the “**User Type**” section in this document.
- **Email ID** – Displays the email ID of the user. This field can be edited. For more information, refer to the “**Email ID**” section in this document.
- **Activation Code** – Displays the activation code of the user. This field cannot be edited. For more information, refer to the “**Activation Code**” section in this document.
- **FAN** – Displays the FAN of the subscriber. This field cannot be edited.
- **BAN** – Displays the BAN of the subscriber. This field cannot be edited.

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

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

Billing Phone Number

The following types of clients are provisioned in the system in the form of license packs:

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

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

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

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

Permissions

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

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

- **Administrator** – These users will only receive contacts and Talkgroups from a Central Admin.
- **Administrator and User** – These users can receive contacts and Talkgroups from a Central Admin and have the capability to define and manage their own contacts and Talkgroups. They can make and receive calls outside the Corporation.

State

The State field represents the user service status. It is assigned by the billing system and can have one of the following options:

- **Provisioned** – The user has signed up for a service but has not yet activated the client for use.
- **Activated** – The user has downloaded and activated the client and has the necessary configuration for the user to start using the service.
- **Suspended** – The user's service is currently suspended. The user can maintain their configuration, contacts, and Talkgroups, but cannot use the service.

Client Type

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

- Cross Carrier PTT Radio
- Cross Carrier PTT Standard
- Dispatch

- Handset PTT Radio
- Handset Standard
- Tablet PTT Radio
- Wi-Fi PTT Radio
- Wi-Fi Standard

Expiring On

The Expiring On is a system generated once the **Generate Activation Code** button is selected. The activation code typically expires within seven days after generation.

Email ID

Enter or Update the **User Email** in the Email ID field. The activation code is sent to this Email ID.

Activation Code

Clients other than Handset, Handset PTT Radio, Interop Radio, Integrated Users, Interop Talkgroup, and Patch Endpoint need a special code for activation. This is called an activation code.

Interop User and Interop Talkgroup do not need an activation code and these clients will be in "Active" state immediately after provisioning.

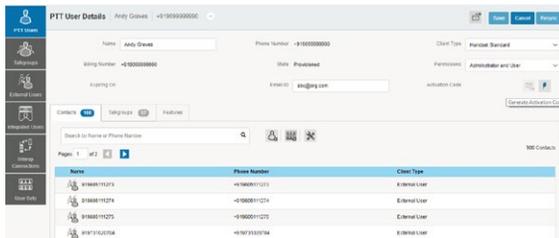
For Handset and Interop Radio clients, generating an activation code is optional and required only if the user wants to activate over the Wi-Fi network. An example of this would be a department store where there is no cellular coverage indoors. Refer to "**Generate Activation Codes**" on how to generate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

Re-Sync a User

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

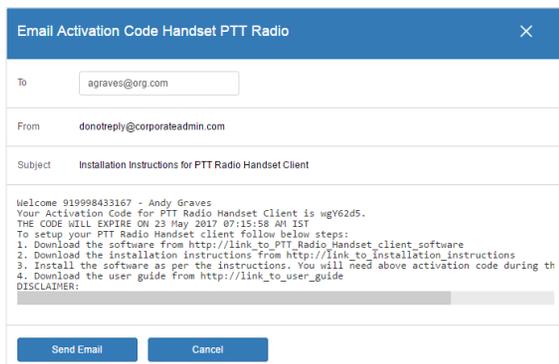
Generate Activation Codes

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



Click the **Generate Activation Code** icon. A pop-up message window is displayed: *“Activation code successfully generated. Would you like to send an email?”*

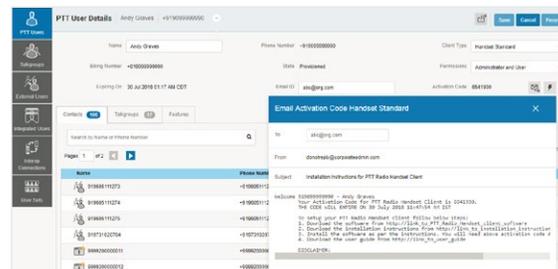
- Click **OK** to send the new activation code to user’s Email ID. A **Send Email with Activation Code to Cross Carrier PTT Client** pop-up window displays.



- Click the **Send Email** button to send the newly generated activation code.
- After generating the activation code, the activation code expiry date appears on the User Profile page in the **Expiring On** field.

Regenerate an Activation Code

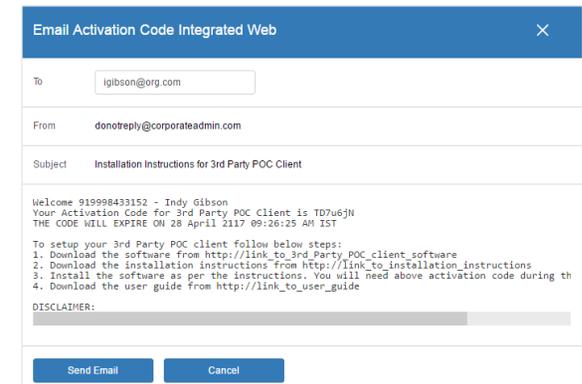
- Click **Regenerate Activation Code** on the User Profile page to regenerate the activation code. Regenerating an activation code for already activated clients deactivates the client; thus, a Confirmation message window is displayed, *“You have selected to generate a new activation code. Existing activation code will be invalidated. Client will have to re-activate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.”*
- Click **OK** to confirm the regeneration of a new activation code. A pop-up message window is displayed: *“Activation code successfully generated. Would you like to send an email?”*
- Click **OK** to send the new activation code to the user’s Email ID. A **Send Email with Activation Code to Cross Carrier PTT Client** pop-up window is displayed.



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

Resend an Existing Generated Activation Code without Regenerating

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



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

Manage Contacts

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

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

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

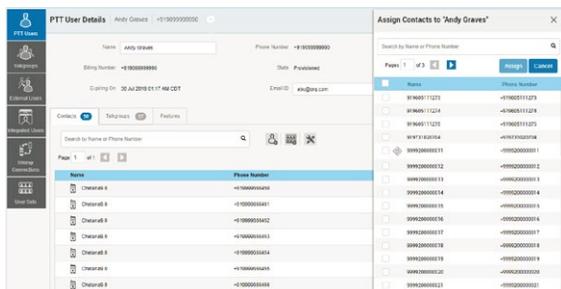
1. Selecting individual members from user’s list.
2. Creating or assigning a user set to a user.

This section describes the first method. For the second method, refer to the “Assign More than 200 Contacts to Each User through User Sets” section of this document.

Assign Contacts

Perform the following steps to Assign Contacts:

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



3. Select the contacts you want to assign to the user’s phone book by selecting the applicable checkboxes. Only those contacts that are not already assigned to the user are available for selection. You can also select multiple contacts by clicking the checkbox before the Name header, which functions as a Select All checkbox.
4. Click **Assign**. The assigned contacts are displayed in the “Contacts” tab and the total contacts count is increased accordingly.

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

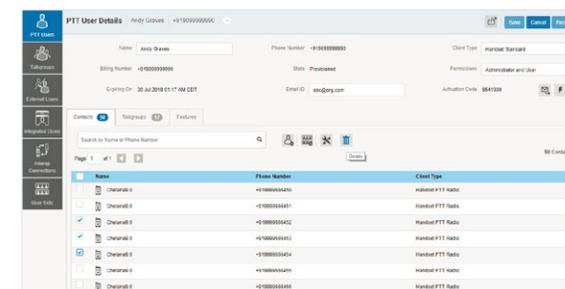
5. Click **Save** to save your changes. A Confirmation message is displayed. The assigned contacts will be synced to the user’s handset.

Note: You can select a combination of up to 200 individual contacts or any number of user sets at one time until you reach the maximum of 1,000 (new and existing) total contacts. When completed, click the **Save** button to save all records. The data is not saved until the **Save** button is clicked.

Remove Contacts

Perform the following steps to Remove a Contact:

1. Select a user as explained in the “View a User” section of this document.
2. In the work area, click the **Tools** icon.
3. From the “Contacts” tab, select the checkbox associated with the contact to be deleted.
4. You can also search for the contact by selecting a parameter.



5. Click the **Delete** icon to perform the removal operation. A Confirmation message is displayed stating User Name profile was updated successfully. The contacts selected for removal are removed from the “Contacts” tab, and subsequently, the Total Contacts count decreases.

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

Manage User Sets

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

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

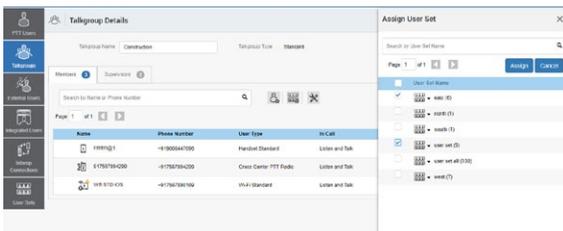
Add a User Set as Contacts of a User

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

User sets updates are propagated automatically.

To Add User Sets to a Group

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

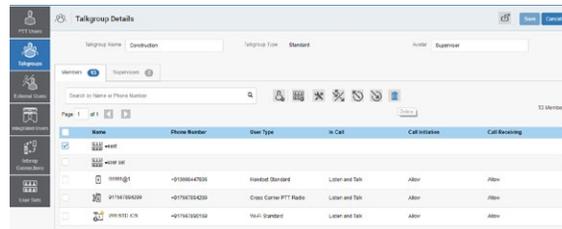


3. Select the user sets and click the Assign button.
4. Click OK to continue on the confirmation message that appears.

Remove a User Set from a User

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

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



View User Set Members Associated with a User

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

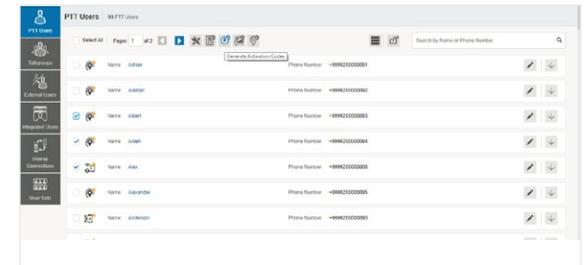
Manage Talkgroups

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

Select Multiple Users

To select multiple users, you can select and click the Users from the work area individually by clicking the Tools icon (if available) and clicking the Select All checkbox for all records or clicking one or more individual checkboxes.

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



You can change the Type as explained below:

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

Note: You will see an Information message based on your selection of Administrator or Administrator and User type selected. For example: “You are about to change the types of all the selected Users to Administrator. Are you sure?”

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

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

- **None** – The selected user can not send and receive any message.
- **Text?** – The selected user can send and receive text messages.
- **Text and Multimedia?** – The selected user can send and receive text and multimedia messages (image, video, audio, and file).
- **Set Location Sharing?** – The selected user can send and receive location information.

To enable or disable the features, do the following:

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

Generate Activation Codes for Multiple Users

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

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

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

Using the Export Operation

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

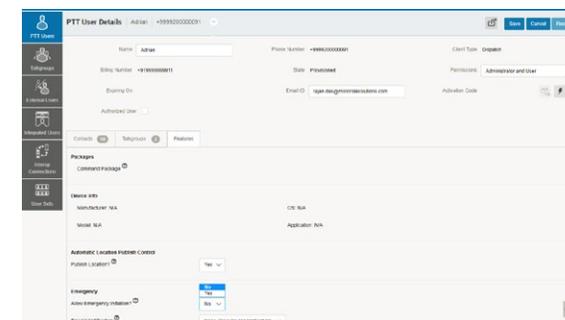
Enable Features to PTT Users

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

Enable Feature to Individual PTT User

To enable the features to individual PTT Users, do the following:

1. In the work area, click the **Edit** icon associated with the user.
2. Click the “Features” tab.
3. Enable the features from the drop-downs.
4. Click **Save** to save the changes.
Or Click **Cancel** to cancel the action.

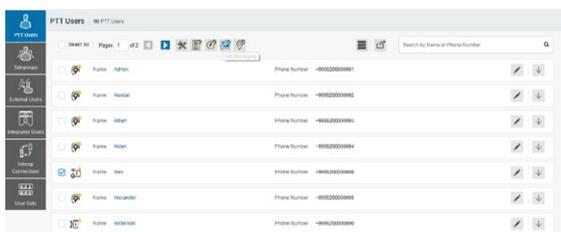


Note: The feature drop-downs will appear only for the activated 9.0 or above clients. The emergency related features drop-downs will appear for 9.0 or above clients.

Enable Features to Multiple PTT Users

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

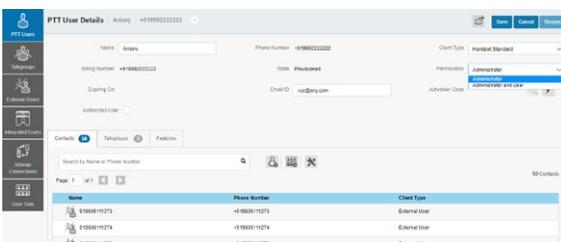
1. In the work area, click the **Tools** icon associated with the user.
2. Select the **checkbox(es)** next to the contact(s) and select the features **Set Messaging** and **Set Location Sharing**.
3. Click **Yes** to continue.
Or Click **No** to cancel.



Change Client Type

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

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

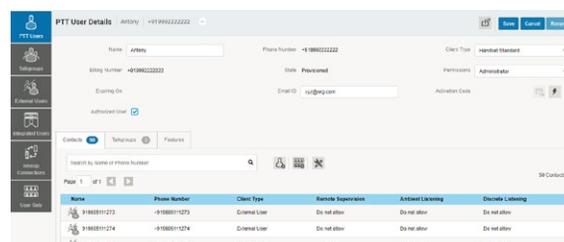


3. Select the type of client you want to change and click the **Save** button.
4. A confirmation message is displayed. Click **OK** to continue.
Or Click **Cancel** to cancel the action.

Enable Authorization for Remote Supervision Features

You can authorize a user to do the remote supervision for the assigned contacts. Remote Supervision feature includes user check and enable or disable the contact. After evaluating and accessing the information, you can activate ambient listening and discrete listening for the user. You can only authorize PTT Users and Integrated Users for user monitoring. The below procedure shows the authorization for PTT Users. The same procedure is applicable for the Integrated Users. To authorize a user do the following:

1. From the PTT Users work area, click the **Edit** icon associated with the user.
2. In the Work area, select the checkbox **Authorize** and click **Save** button.



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

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

- **Remote Supervision** – When the remote supervision is selected, the authorized user can view information like the member's location, presence status, battery status, emergency state and signal strength of Wi-Fi or LTE of the member's device. The authorized user can remotely enable or disable the user's device and can start or cancel the remote emergency.
- **Ambient Listening** – Once the user check information are displayed, the authorized user can select ambient listening which then activates the member's device Mic remotely and allows authorized user to listen to the member's surroundings without knowing them and take necessary actions like remote emergency, and enable or disable the member's device.
- **Discreet Listening** – Allows the authorized user to listen to any call to and from the selected member without knowing them.

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

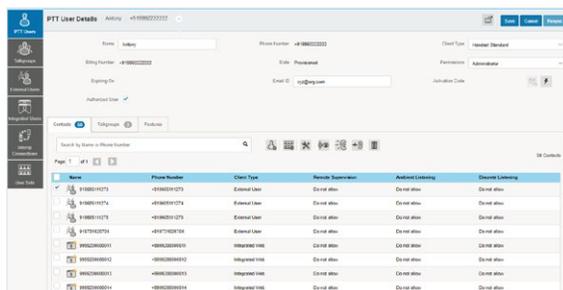
Note: To activate remote supervision, ambient listen or discreet listen, the feature should be available for the configuration and the user device should support to use these features.

Features Authorization

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

To authorize individual or multiple members, do the following:

1. From the PTT Users work area, click the **Edit** icon associated with the user.
2. Make sure that the **Authorized User** checkbox is checked.
3. In the Work area, click the **Tools** icon under the “Contacts” tab.



Name	Phone Number	Client Type	Remote Supervision	Ambient Listening	Discrete Listening
118882000171	+18882000171	External User	Do not allow	Do not allow	Do not allow
118882000172	+18882000172	External User	Do not allow	Do not allow	Do not allow
118882000173	+18882000173	External User	Do not allow	Do not allow	Do not allow
118882000174	+18882000174	External User	Do not allow	Do not allow	Do not allow
118882000175	+18882000175	External User	Do not allow	Do not allow	Do not allow
118882000176	+18882000176	External User	Do not allow	Do not allow	Do not allow
118882000177	+18882000177	External User	Do not allow	Do not allow	Do not allow
118882000178	+18882000178	External User	Do not allow	Do not allow	Do not allow
118882000179	+18882000179	External User	Do not allow	Do not allow	Do not allow
118882000180	+18882000180	External User	Do not allow	Do not allow	Do not allow
118882000181	+18882000181	External User	Do not allow	Do not allow	Do not allow
118882000182	+18882000182	External User	Do not allow	Do not allow	Do not allow
118882000183	+18882000183	External User	Do not allow	Do not allow	Do not allow
118882000184	+18882000184	External User	Do not allow	Do not allow	Do not allow

4. Select the **Members** or the user sets to which you want to authorize.
5. Select from the below options:
 - Change Remote Supervision
 - Change Ambient Listening
 - Change Discreet Listening

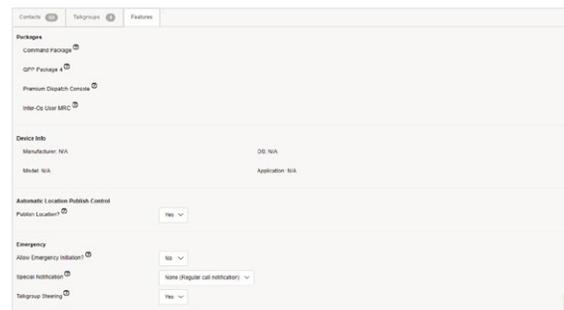
6. Click **Allow** to authorize

Or Click **Do Not Allow** to unauthorize the feature.

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

Features

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



The screenshot shows the 'Features' tab for a PTT user. It includes sections for:

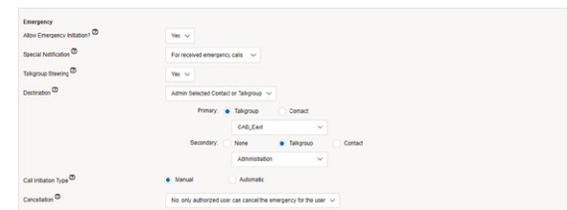
- Packages:** Command Package, IGH Package, Premium Dispatch Console, Inter-Op User MRCC.
- Device Info:** Manufacturer (N/A), Model (N/A), OS (N/A), Application (N/A).
- Automatic Location Publish Control:** Publish Location (Yes).
- Emergency:** Allow Emergency Initiation (No), Special Institution (None (Dispatcher call institution)), Telgroup Streaming (Yes).

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

Below are the information displayed in the “Features” tab:

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

- **Device Info** – Displays the information related to Manufacturer, Model, OS and Application of the user’s device.
- **Messaging** – Displays the messaging capability of the user. You can configure the messaging capability of the user as below.
 - **Text Multimedia** – Allows you to provide permission from one of the following:
 - **None** – No messaging capabilities.
 - **Text** – Only text messaging
 - **Text and Multimedia** – Both text and multimedia messaging.
- **Location Sharing** – Allows you to provide permission for sharing member’s location capability in messages.
- **Geofence** – Allows you to enable the geofence capability for the user.
- **Automatic Location Publish Control** – Allows you to enable or disable the location publish capabilities for the user.
- **Emergency** – The following emergency configuration are available for the administrator.



The screenshot shows the 'Emergency' configuration settings. It includes:

- Allow Emergency Initiation:** Yes
- Special Institution:** For received emergency calls
- Telgroup Streaming:** Yes
- Distribution:** Admin Selected Contact or Telgroup
 - Primary: Telgroup (Selected), Contact
 - Secondary: Name, Telgroup (Selected), Contact
 - Administration: Administration
- Call Initiation Type:** Manual (Selected), Automatic
- Calculator:** No only authorized user can cancel the emergency for the user

If configured, the administrator can configure the following:

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

- **Special Notification** – From the drop-down, select one of the followings:
 - **None (Regular call notification)** – If you want the user to be notified for regular call notifications.
 - **For received emergency calls** – If you want the user to be notified for the received emergency calls only.
 - **For initiated emergency calls** – If you want the user to be notified for the initiated emergency calls only.
 - **For both** – If you want the user to be notified for both the initiated and received emergency calls.
- **Talkgroup Steering** – From the drop-down, select Yes or No. If you select Yes, then the user will preempt any ongoing call and automatically join the emergency. Selecting No allows the assigned talkgroups to join the initiated emergency manually.
- **Authorized User Features** – The authorized user features will be displayed under the Features tab if any authorized user specific permissions like remote supervision, ambient listening or discreet listening are assigned for the selected PTT User.

Authorized Users			
Name	Remote Supervision	Ambient Listening	Discrete Listening
Bob	✓	✓	✓

Manage Talkgroups

The Manage Talkgroups section describes the Talkgroups that are managed by you.

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

Talkgroup icons are identified in the “Talkgroup Icons” section of this document. For common icons, refer to the “Common Icons” section of this document.

This section is organized as follows:

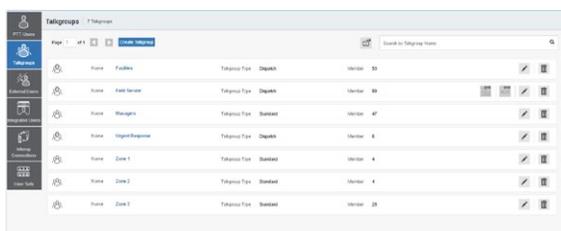
- View a Talkgroup
- View Talkgroups Assigned to a user
- Create a New Talkgroup
- Patched Talkgroup
- Edit a Talkgroup
 - Rename a Talkgroup
 - Add Members to a Talkgroup
 - Change Call Permissions
 - Remove a Member from a Talkgroup
 - Manage User Sets
 - Save Changes to a Talkgroup
- Delete a Talkgroup

View a Talkgroup

To view a Talkgroup, click the **Talkgroup** menu from the CAT navigation. The Talkgroups main screen is displayed.

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

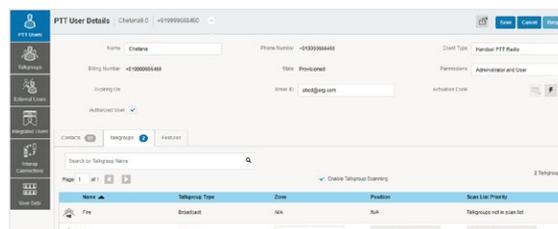
Note: To edit the name, double-click the **Name** field and change the name as desired.



Note: For some small Corporations, the auto-pairing feature creates a Talkgroup named All-Users-Talkgroup automatically when there is no corporate administration access. As the auto-paired Corporation grows, the corporate administration access is required to manage the contacts and Talkgroups. Not all Corporations are auto-paired. If your Corporation is auto-paired previously and you are given an access to Admin tool now, that means your Corporation is no longer auto-paired, but you can manage the previously created auto-paired Talkgroup like any other Talkgroup.

View Talkgroups Assigned to a User

1. Select a **User** from the PTT Users menu to display the “User Profile” page.
2. Click the **Edit** icon in the user’s profile.
3. Click the “Talkgroups” tab to display the assigned Talkgroups for the selected user.



Note: If there is no Talkgroup displayed for a selected user, you will need to create a Talkgroup. For information on creating Talkgroups, refer to the “Create a New Talkgroup” section of this document.

Create a New Talkgroup

The following Talkgroup types are supported in the Corporate Administration Tool:

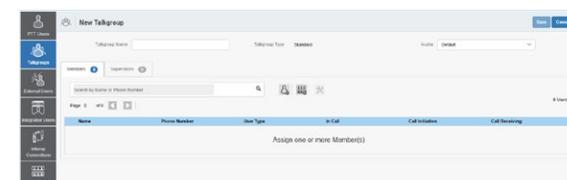
- **Standard Talkgroup** – A Standard Talkgroup can have one or more supervisors assigned to it. Refer to “Supervisory Override” for more details.
- **Dispatch Talkgroup** – A Dispatch talkgroup is a standard Talkgroup with the additional capability to assign a dispatcher to it. The members of the Talkgroup are called fleet members. Refer to “Dispatch” for more details.

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

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

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

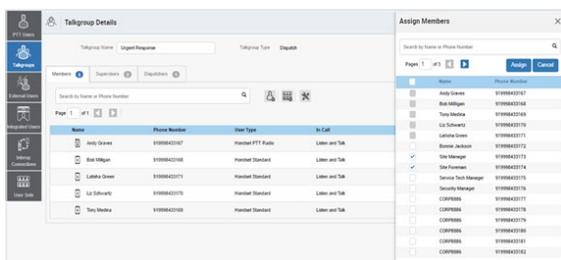
1. From the Talkgroups work area, click **Create Talkgroup** to create a new Talkgroup.



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

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

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



- Select the members to be added to the Talkgroup by checking the applicable checkboxes. Only those members that are not already a member of the Talkgroup are available for selection. The Talkgroup must have at least two members in it. You can add a maximum of 200 members at a time. You can also select members by clicking the checkbox next to the Name header, which functions as a Select All checkbox.

- Click **Assign**. The members selected for addition are displayed in the “Talkgroup” tab and the total members count is increased accordingly.
- Click **Save** to add the Talkgroup. A Confirmation message displays, “Talkgroup will be created and distributed to members. Are you sure? Note: DO NOT CREATE a Talkgroup with all external contacts only. Make sure that there is at least one internal user in it.”

- Click **OK** to continue the Confirmation message that appears. The updated Talkgroup will be synced to the user’s handset. A Success message displays stating that your Talkgroup was added successfully.

Note: The Talkgroup is not added to the Corporation until you click the Save button.

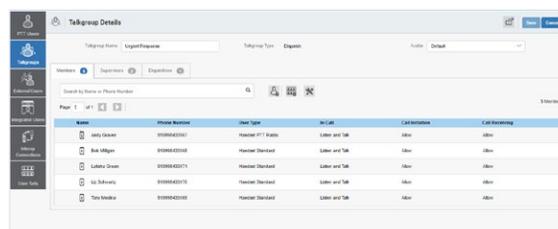
Patched Talkgroup

When the Talkgroup has patch as a member, it is a patched Talkgroup. A Talkgroup can add maximum of 8 patched members. An Interop user cannot be patched with the patch user in a Talkgroup.

Edit a Talkgroup

Rename a Talkgroup

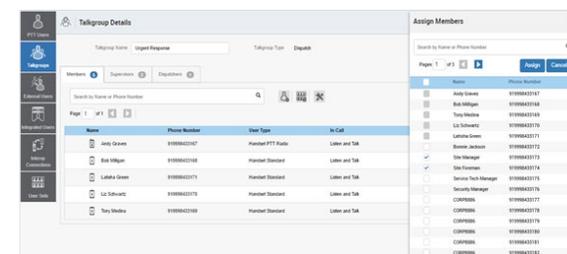
- Select the Talkgroup from the Talkgroups work area and click the **Edit** icon associated with the Talkgroup to be edited.



- Modify the **Talkgroup Name** in the Name field.
- Click **Save** to save your changes. A Success message displays, “<Talkgroup Name> updated successfully.”

Add Members to a Talkgroup

- Select the Talkgroup from the Talkgroups work area and click the **Edit** icon.
- Select the “**Members**” tab to display the individual members in the selected Talkgroup.
- Click the **Assign Members** button to add more members. The Assign Members pop-up is displayed.



- Select the members to be added to the Talkgroup by checking the applicable checkboxes. Only those members that are not already a member of the Talkgroup are available for selection. You can add a maximum of 200 members at a time. You can select all members of a Talkgroup by clicking on the checkbox before the Name header, which functions as a Select All checkbox. In that case, the first 50 members are selected for addition.
- Click **Assign** once you are done selecting the members. The members selected for addition are displayed in the “Members” tab and the total members count is increased accordingly. Default call permissions are automatically assigned. To change the call permissions for a member, see “Change Call Permissions” section in this document.

Change Call Permissions

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

Call Permissions Types

In-Call

Listen and Talk

While In-call permission is set to “Listen and Talk,” the PTT User is allowed to listen to the PTT call session and is allowed to transmit/talk to the active PTT call session. This is a default permission to all the Talkgroup members.

Listen Only

While In-call permission is set to “Listen Only,” the PTT User is only allowed to listen to the PTT call session but is NOT allowed to transmit/talk to the active PTT call session.

Call Initiation

Allow

When set to “Allow,” the PTT User is allowed to initiate a new PTT call session to the predefined Talkgroup. The PTT User is also allowed to rejoin the session that is missed due to network issues, busy in other call, etc., reasons. This is a default permission for all Talkgroup members.

Do not Allow

When set to “Do not Allow,” the PTT user is NOT allowed to initiate a new PTT call session or rejoin an existing, active PTT call session.

Call Receiving

Allow

When set to “Allow,” the PTT user is configured to receive all the calls on the predefined Talkgroup that the user is part of. The PTT user is paged for all the calls that are initiated on the Talkgroup by other members. There is no retry for paging if a user missed the call for any reason. This is a default permission to all the Talkgroup members.

Do not Allow

When set to “Do not Allow,” the PTT user is NOT allowed to receive any incoming PTT call sessions. The PTT user is not paged for any calls that are initiated on that Talkgroup by other members.

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

Change In-call Permissions

1. From the “Members” tab, click the **Tools** icon, and select the **checkbox** associated with the member to assign permissions.
2. Click the **Change In-call Permissions** icon, select **Listen and Talk** or **Listen Only**.

An Information message displays: “*You are about to change Call Permissioning for the selected Users to “Listen Only.” Are you sure?*”

3. Click **OK**. A Success message displays.

Change Call Initiating Permissions

1. From the “Members” tab, click the **Tools** icon, and select the **checkbox** associated with the member to assign permissions.
2. Click the **Change In-Call Initiating Permissions** icon then select **Allow** or **Do not Allow**.

An Information message displays: “*You are about to change Call Permissioning for the selected Users to “Do not allow.” Are you sure?*”

3. Click **OK**. A Success message displays.

Change Call Receiving Permissions

1. From the “Members” tab, click the **Tools** icon, and select the **checkbox** associated with the member to assign permissions.
2. Click the **Change In-Call Initiating Permissions** icon, select **Allow** or **Do not Allow**.

An Information message displays: *“You are about to change Call Permissioning for the selected Users to “Do not allow.” Are you sure?”*

3. Click **OK**. A Success message displays.

Remove a Member from a Talkgroup

1. Select the **Talkgroup** from the Talkgroups work area and click the **Edit** icon associated with the Talkgroup to be edited.
2. Click the “**Members**” tab to display the individual members in the selected Talkgroup.
3. Click the **Tools** icon.
4. Select the members to be removed from the Talkgroup by checking the applicable **checkboxes**.
5. Click the **Delete** icon to remove Talkgroup members. A Success message displays: *“<Talkgroup Name> updated successfully.”*

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

Manage User Sets

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

For more information, refer to the “**Manage User Sets**” section in this document.

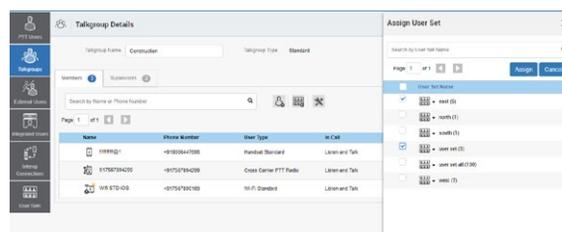
Add User Sets as Members of a Talkgroup

Using user sets, you can quickly add members to a Talkgroup. To learn more about user sets, refer to “**Manage User Sets.**”

User sets updates are propagated automatically.

To add a User Sets to a group

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

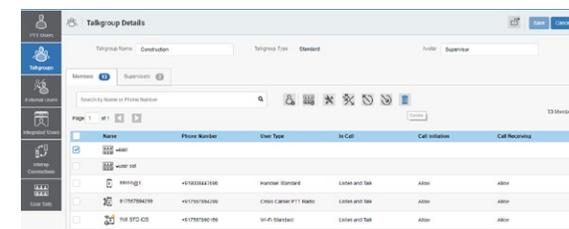


3. Select the user sets and click the **Assign** button.
4. Click the **Close** icon to continue on the confirmation message that appears.

Remove a User Set from a Talkgroup

Using user sets, you can remove user sets from a Talkgroup. To learn more about user sets, refer to “**Manage User Sets.**”

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



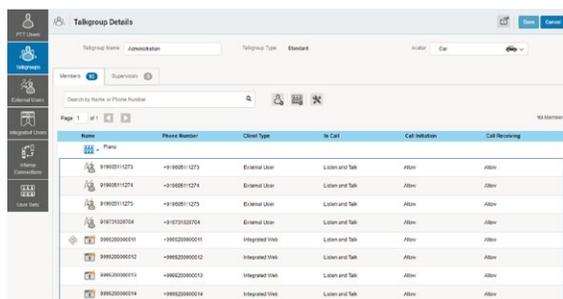
4. Click **Close** icon. The members of the user-set are removed from the user and the total contacts count decreases.

View User Set Distribution to a Talkgroup

Using user sets, you can view user sets distribution with a Talkgroup. To learn more about user sets, refer to “View User Set Distribution.”

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

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



Name	Phone Number	Client Type	In Call	Call Initiation	Call Receiving
91960011273	+1960011273	External User	Listen and Talk	Allow	Allow
91960011274	+1960011274	External User	Listen and Talk	Allow	Allow
91960011275	+1960011275	External User	Listen and Talk	Allow	Allow
91960011276	+1960011276	External User	Listen and Talk	Allow	Allow
91960011277	+1960011277	External User	Listen and Talk	Allow	Allow
91960011278	+1960011278	External User	Listen and Talk	Allow	Allow
91960011279	+1960011279	External User	Listen and Talk	Allow	Allow
91960011280	+1960011280	External User	Listen and Talk	Allow	Allow
91960011281	+1960011281	External User	Listen and Talk	Allow	Allow
91960011282	+1960011282	External User	Listen and Talk	Allow	Allow
91960011283	+1960011283	External User	Listen and Talk	Allow	Allow
91960011284	+1960011284	External User	Listen and Talk	Allow	Allow

Save Changes to a Talkgroup

Perform the following steps to save changes to a Talkgroup:

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

Delete a Talkgroup

Perform the following steps to delete a Talkgroup:

1. From the Talkgroup work area, click the **Delete** icon next to the Talkgroup that you want to delete. A Delete Confirmation window is displayed: “*You are about to delete <Talkgroup Name> from the system. It shall be deleted from its members. Are you sure?*”
2. Click **OK** to delete the Talkgroup.

Talkgroup Scanning

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

This section is organized as follows:

- Create a Talkgroup Scan List for 7.6 and before (except 7.6 Android)
- Edit a Talkgroup Scan List for 7.6 and before (except 7.6 Android)
- Disable the Talkgroup Scan List for 7.6 and before (except 7.6 Android)
- Talkgroup Scanning for 7.10 onward clients (Except PTT Radio Clients)
- Position and Talkgroup Scanning for PTT Radio Users

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

7.10 and above users, with the exception of the PTT Radio user, are capable of managing the Talkgroup scan list from the user itself. For these users, you can just enable/disable this functionality.

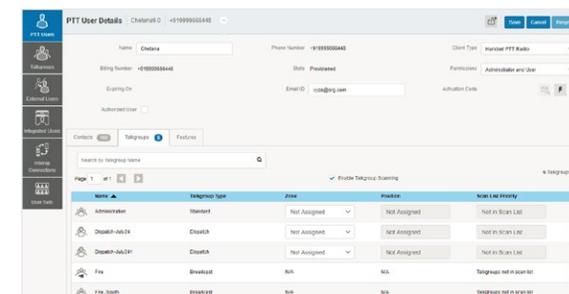
Note: 7.6 Android and 7.7 users support the Talkgroup Select from the handset itself and you do not manage the Talkgroup Select for them.

Interop Users do not support any Talkgroup scanning.

Dispatch Users manage the scan list from the dispatch client itself. You do not manage the feature for the Dispatch Users.

Create a Talkgroup Scan List for 7.6 and Before (Except 7.6 Android)

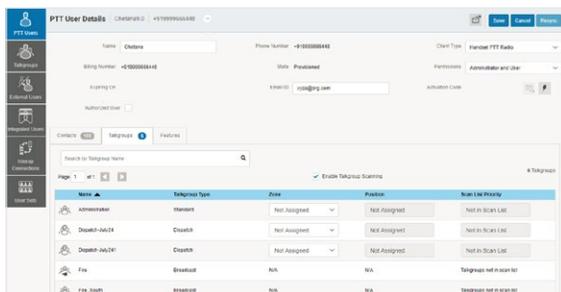
1. Select a user from the Talkgroup work area list to display the User Profile page.
2. Click the **Edit** icon associated with the Talkgroup to edit.
3. Click the “Talkgroups” tab to display the assigned groups for the selected user.



Name	Talkgroup Type	Zone	Priority	Scan List Priority
Administration	Standard	Not Assigned	Not Assigned	Not in Scan List
Dispatch-Android	Dispatch	Not Assigned	Not Assigned	Not in Scan List
Dispatch-Android	Dispatch	Not Assigned	Not Assigned	Not in Scan List
File	Broadcast	N/A	N/A	Talkgroups not in scan list
PTT_Scan	Broadcast	N/A	N/A	Talkgroups not in scan list

Note: If there is no Talkgroup displayed for a selected user, then you need to create a Talkgroup. For information on creating Talkgroups, refer to the “Create a New Talkgroup” section of this document.

4. Check the **Enable Talkgroup Scanning** checkbox. Two new columns are displayed in the Talkgroups table.



5. Select the **checkbox** under the Talkgroup in Scan List header for the Talkgroup(s) you want to include in the scan list.
6. Select the **priority** for the Talkgroup from the Priority drop-down. Repeat Steps 4-5 for the Talkgroups that you want to add to the scan list.
7. Click **Save** to save your changes.

Edit a Talkgroup Scan List for 7.6 and Before (Except 7.6 Android)

1. Select a user from the Talkgroup work area to display the “User Profile” page.
2. Click the **Edit** icon to display the assigned Talkgroups for the selected user.
3. If you want to change the priority of an already selected Talkgroup, select the new **Priority** from the Priority drop-down.

4. If you want to remove the Talkgroup from a scan list, clear the **checkbox** under Talkgroup in Scan List for the Talkgroup.
5. Repeat the step above for the Talkgroups you want to remove from the scan list.
6. Click **Save** to save the changes.

Disable the Talkgroup Scan List for 7.6 and Before (Except 7.6 Android)

To temporarily disable the scan list, clear the **Enable Talkgroup Scanning** checkbox. This will not remove the scan Talkgroups and priorities. You can enable the scanning any time by simply checking the **Enable Talkgroup Scanning** checkbox.

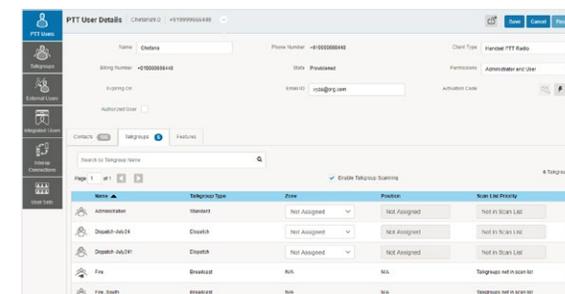
Talkgroup Scanning for 7.10 Onward Clients (Except PTT Radio Clients)

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

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

When the **Enable Talkgroup Scanning** checkbox is checked, it means Talkgroup Scanning is enabled for the user and users can select their own scan list. When the checkbox is cleared, it means Talkgroup Scanning is disabled for the user.

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

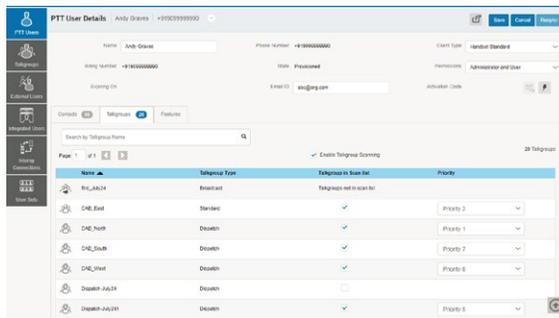


Position and Talkgroup Scanning for PTT Radio Users

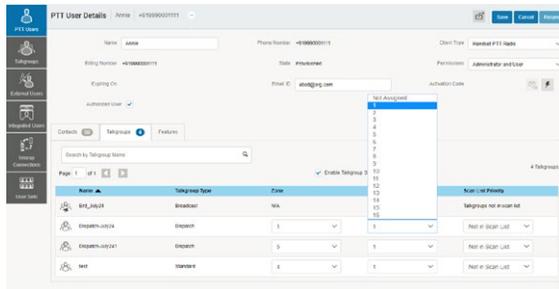
The Talkgroup which has PTT Radio, Handset PTT Radio or Cross carrier PTT Radio as a member needs a position for Talkgroup calling. Talkgroup scanning with position assignment (1-8 position) and scan list priority (Priority 1-8 and No Priority) can be assigned to all Talkgroup types with the exception for broadcast Talkgroups:

1. When a PTT Radio User is a member of the broadcast Talkgroup, you cannot assign a Position or Scan List Priority.
2. When a PTT Radio Subscriber 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.



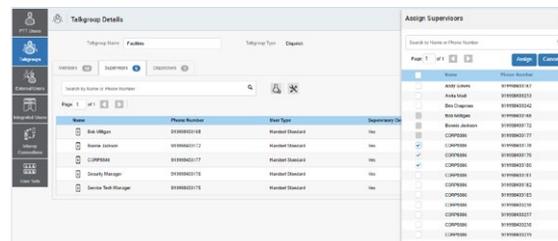
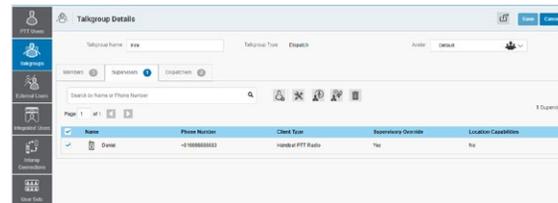
If you change the client type from any of the previously mentioned users, then the priority scan list feature will be shown as disabled. To enable the priority scan list, the user needs to be assigned with a position. When you assign a position to the Talkgroup, the priority scan list will be enabled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



Supervisory Override and Location Capabilities

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

1. From the Talkgroups work area, click the **Edit** icon associated with the Talkgroup that you want to edit.
2. Click the “Supervisors” tab.
3. Click the **Assign Supervisor** button to assign supervisors to the Talkgroup. The Assign Supervisor pop-up window displays.



4. Select the Talkgroup members to be assigned as supervisors for the Talkgroups. If the user is already assigned as supervisor, he or she will not show up on this window.

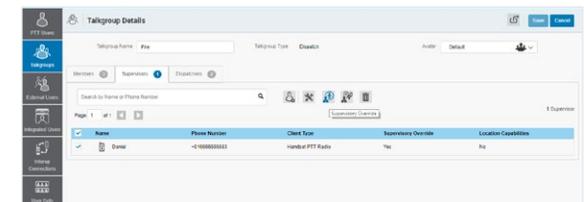
Note: External Contacts, Interop Talkgroups, Patch Endpoint, and Interop Users are not allowed to be supervisors and thus will not be available on the “Assign Supervisors” window for selection.

5. Click **Assign**. A Success message displays a message stating that the Talkgroup was updated successfully.
6. Click the **Close** icon to dismiss the message. The users selected to be a supervisor are displayed in the Supervisors tab and the total supervisors count is increased accordingly.

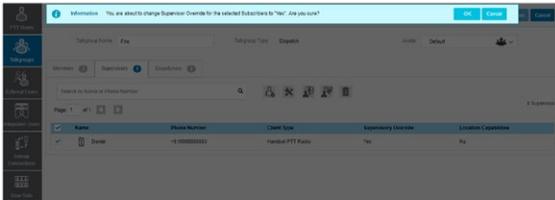
Enable Supervisory Override or Location Capabilities

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

1. From the Talkgroups edit screen, select the “Supervisors” tab.
2. Click the **Tools** icon. Select the Member(s) to enable supervisory override or location capabilities.



3. Select **Yes**. A Confirmation message is displayed.



4. Click **OK** to continue.
5. Or Click **Cancel** to cancel the action.

Manage Broadcast Groups

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

Broadcast Group icons are identified in the “Talkgroup Icons” section of this document. For common icons, refer to the “Common Icons” section of this document.

This section is organized as follows:

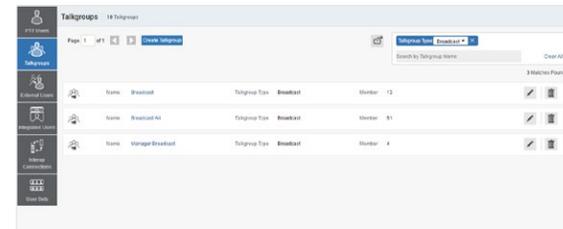
- View a Broadcast Group
- Create a Broadcast Group
- Edit a Broadcast Group
- Delete Broadcast Members in a Talkgroup
- Delete a Broadcast Group

View a Broadcast Group

From the Talkgroups work area, you can view all Broadcast Groups.

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

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



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

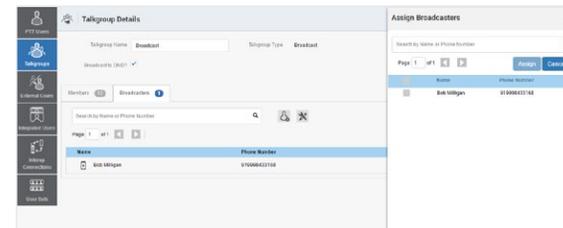
Create a Broadcast Group

Perform the following steps to create a Broadcast Group:

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

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

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



5. Click the **Assign** button.

Note: Any client that was created in releases prior to 7.10 will not be allowed to be assigned as broadcasters.

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

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

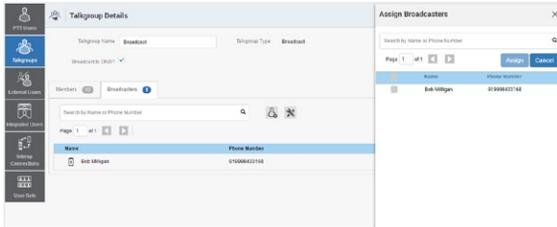
Edit a Broadcast Group

Perform the following steps to rename the Talkgroup or change the broadcaster:

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

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

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



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

Delete Broadcast Members in a Talkgroup

1. From the Talkgroups work area, click the Edit icon next to the Broadcast Group.
2. Select the “Members” tab, click the Tools icon, and select the checkbox associated with the member to delete.
3. Click the Delete icon to remove Talkgroup members.
4. Click Save to save.

Delete a Broadcast Group

1. From the Talkgroups work area, click the Delete icon associated with the Talkgroup to delete. A Confirmation message displays: “You are about to delete Broadcast Group <Talkgroup Name> from the system. It shall be removed from Broadcaster’s client.”
2. Click OK to continue. A Success message displays.

Dispatch

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

Dispatch Group icons are identified in the “Talkgroup Icons” section of this document.

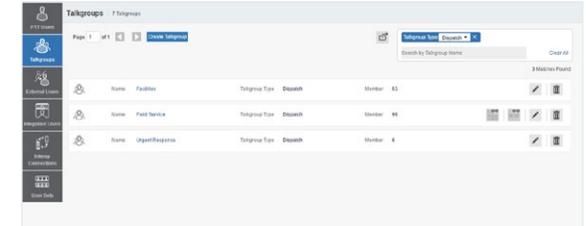
For common icons, refer to the “Common Icons” section of this document.

This section is organized as follows:

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

View Dispatchers

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



You can search on dispatchers by filtering in the work area as explained in the “Search” section of this document.

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

Manage Contacts for Dispatchers

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

Generate an Activation Code for a Dispatcher

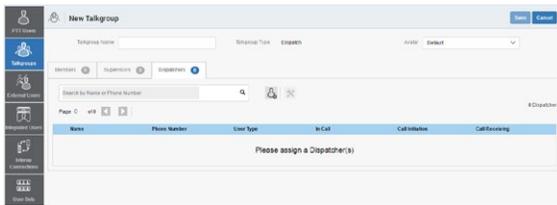
The Dispatch requires a special type of activation using an activation code. You have to generate and communicate the activation code either using email or verbally. Refer to the “Generate Activation Codes” and “Generate Activation Codes for Multiple Users” sections for details on how to generate an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

Manage Dispatch Groups

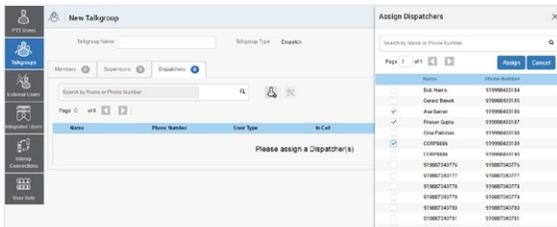
Dispatch Groups are Talkgroups that you can create for the Dispatch clients.

Create a Dispatch Group

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



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



4. Follow the same steps to add the members to the Talkgroup as described in the “Create a New Talkgroup” section of this document.
5. Follow the same steps to change the call permissions for a member as described in the “Change Call Permissions” section in this document.
6. Follow the same steps to add supervisors to the Talkgroup as described in the “Supervisory Override” section of this document.
7. Type a **Name** for the Talkgroup in the Talkgroup Name field.

8. Click **Save** to continue or
Or click **Cancel** to discard the changes.
9. If you selected **Save**, a Confirmation message displays:
“Confirm the automatic contacts assignment.”

If the checkbox is checked, then the following is done for you automatically:

1. The members are assigned as contacts to the dispatcher(s)
2. The dispatcher(s) is(are) assigned as contacts to each member
3. The dispatcher(s) is(are) assigned as contacts to each other

Note that the dispatcher cannot get location of a Talkgroup member unless the member is in the contact list. Click ‘Ok’ to continue and ‘Cancel’ to abort the operation.”

Note: Only the location of contacts assigned to the dispatcher is available on the Dispatch client. As such, if you want the Talkgroup members’ location to be available to the Dispatcher, be sure to check the **Dispatcher Confirmation** checkbox.

10. Click **OK** to continue. A Success message displays.
Or Click **Cancel** to discard the changes.

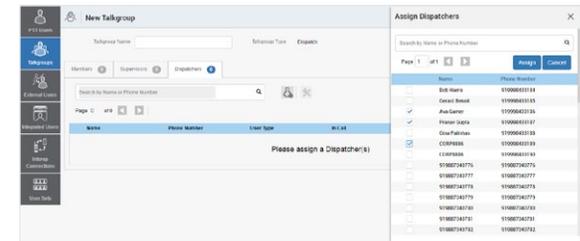
Change a Dispatcher for a Dispatch Group

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

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

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

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



4. Select a dispatcher.
5. Click **Assign**.
6. Click **Save** to save your changes. A Confirmation message displays: “Confirm the automatic contacts assignment.”

If the checkbox is checked, then the following is done for you automatically.

1. The members are assigned as contacts to dispatcher(s)
2. The dispatcher(s) is(are) assigned as contacts to each member
3. The dispatcher(s) is(are) assigned as contacts to each other

Note that the dispatcher cannot get the location of a Talkgroup member unless the member is in the contact list. Click ‘Ok’ to continue and ‘Cancel’ to abort the operation.”

7. Select the **Dispatcher Confirmation** checkbox to allow the fleet members to receive dispatcher information, and for the dispatcher to get the Talkgroup members as contacts automatically.
8. Click **OK** to continue. A Success message displays.
Or Click **Cancel** to discard the changes.

Delete a Dispatch Group

- To delete from the Talkgroups work area, click the **Delete** icon associated with the dispatch group. A Delete Confirmation window displays. A Confirmation message displays, “*Confirm the automatic contacts assignment.*”

If the checkbox is checked, then the following is done for you automatically:

- The members are removed from the contact list of the dispatcher(s).
- Dispatcher(s) is(are) removed from the contact list of each member.
- Dispatcher(s) is(are) removed from the contact list of the other dispatcher(s).

Caution – This will remove the member as contact irrespective of whether the contact is assigned through this Talkgroup, some other Talkgroup, sub-list or directly by you.

Click ‘Ok’ to continue and ‘Cancel’ to abort the operation.”

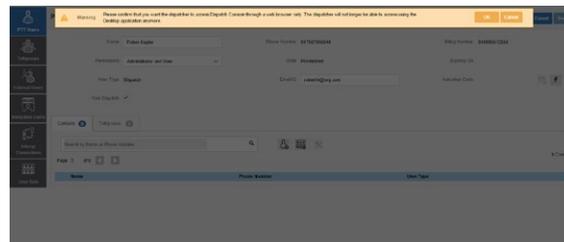
- Select the **Dispatcher Confirmation** checkbox to remove the dispatcher as a contact from the Talkgroup and the previously assigned Talkgroup members as contacts from the dispatcher.
- Click **OK** to continue. A success message displays. Or Click **Cancel** to discard the changes.

Migrate Desktop Dispatch to Web Dispatch

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

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

- From the PTT User work area, click the **Edit** icon associated with the user.
- Check the **Web Dispatch** checkbox. A warning message is displayed.



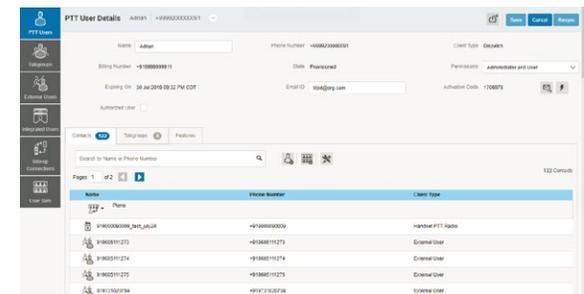
- Click **OK** to confirm the migration. Or Click **Cancel** to cancel the action.

- Enter the email ID in the in the User ID” box and click the **Save** button.
- A Confirmation message is displayed for the migration of phone number of Desktop Dispatch to Web Dispatch.



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

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



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

Manage External Users

The external users could be the vendors or the partners of the Corporation. You can add a phone number signed up for Enhanced Push-to-Talk (EPTT) service from Corporations other than yours. The external users in your Corporation are shown in the External Users work area.

External Users icons are identified in the “External Users Icon” section of this document.

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

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

This section is organized as follows:

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

View an External User

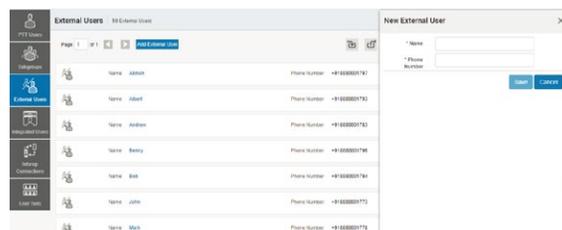
The External Users work area has options to search for a specific external user by Name and Phone Number. You can also use the search operation using specific parameters, refer to the “Search” section of this document.

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

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

Add an External User

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



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

Note: Dispatcher, Interop User, Interop Talkgroup, Patch Endpoint, and Corporate Users cannot be added as an external user.

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

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

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

Delete an External User

1. Click the **Delete** icon associated with the External User in the work area. A confirmation message is displayed, “*You are about to delete External Contact '<Name>' from the system. Since External Contacts are shared with other Central Admins, this might affect users, user sets or Talkgroups that are not managed by you. Are you sure?*”
2. Click **OK** on the Confirmation message window that appears.

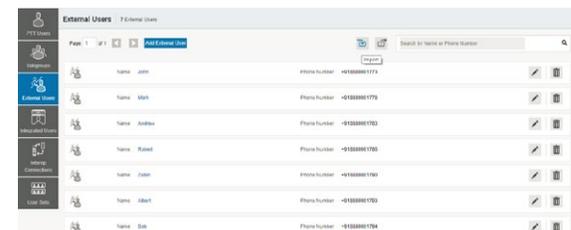
Import External Users

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

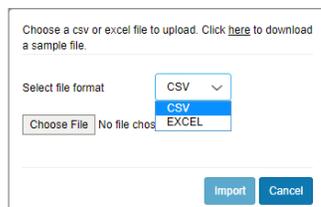
- Name of the external user
- Phone number of the external user

To import the users to the Corporate Administrator Tool, do the following:

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



- A “Choose File” window opens.



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

- From the Select file format drop-down choose the **Format**.
- Click **Choose File**. A “File” window opens.
- Select the CSV or Excel file and click **Open**.
- Click **Import** to import the contacts.

Using the Export Operation

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

Manage Integrated Users

This work area displays the list of Integrated Push-to-Talk (PTT) Users within your Corporation. Integrated Users icons are identified in the “Integrated Users Icons” section of this document. For common icons, refer to the “Common Icons” section of this document.

This section is organized as follows:

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

View an Integrated User

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

Name	Phone Number
Indy-Globe	1-800-433-1122
Larry Johnson	1-800-433-1122
John Foster	1-800-433-1122
COFFEE	1-800-433-1122
Michael Thomas	1-800-433-1122
Alan Workman	1-800-433-1122
Chris Johnson	1-800-433-1122

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

The Integrated Users work area has options to search for specific partners by Name, Phone Number, State, Type, FAN ID, FAN Name, BAN ID, or BAN Name. For details, refer to the “Search” section of this document.

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

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

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

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

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

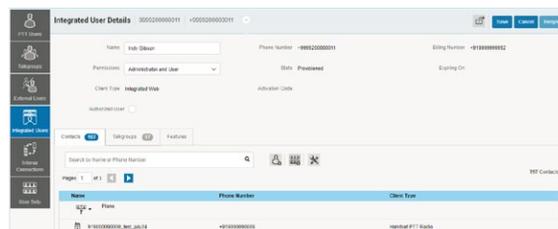
To select one or multiple users, click the **Bulk Operations** icon and click the **checkboxes** associated with the users you want to select.

For common icons, refer to the “**Common Icons**” section of this document.

Edit an Integrated User

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

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



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

- **Name** – Displays the name of the user. This field can be edited.
- **Phone Number** – Displays the number of the user. This field cannot be edited.
- **Billing Phone Number** – Displays the billing phone number of the user. This field cannot be edited. For more information, refer to the “**Billing Phone Number**” section in this document.
- **Permission** – Displays the type of the user. This field can be edited. For more information, refer to the “**Permission**” section in this document.

- **State** – Displays the activation state of the user. This field cannot be edited. For more information, refer to the “**State**” section in this document.
- **Expiring On** – Displays the expiration date of the activation code. This field cannot be edited. For more information, refer to the “**Expiring On**” section in this document.
- **Client Type** – Displays the client type of the user. This field cannot be edited. For more information, refer to the “**Client Type**” section in this document.
- **Email ID** – Displays the email ID of the user. This field can be edited. For more information, refer to the “**Email ID**” section in this document.
- **Activation Code** – Displays the activation code of the user. This field cannot be edited. For more information, refer to the “**Activation Code**” section in this document.
- **FAN** – Displays the FAN of the Subscriber. This field cannot be edited.
- **BAN** – Displays the BAN of the Subscriber. This field cannot be edited.

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

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

Billing Phone Number

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

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

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

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

Permission

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

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

- **Administrator** – These users will only receive contacts and Talkgroups from a Central Admin.
- **Administrator and User** – These users can receive contacts and Talkgroups from a Central Admin and have the capability to define and manage their own contacts and Talkgroups. They can make and receive calls outside the Corporation.

State

The State field represents the service status. It is assigned by the billing system and can have one of the following options:

- **Provisioned** – The user has signed up for a service but has not yet activated the client for use.
- **Activated** – The user has downloaded and activated the client and has the necessary configuration for the User to start using the service.
- **Suspended** – The user's service is currently suspended. The user can maintain their configuration, contacts, and Talkgroups but cannot use the service.

Client Type

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

Expiring On

The Expiring On is a system generated once the **Generate Activation Code** button is selected. The activation code typically expires within seven days of generation.

Email ID

Enter or Update the **User Email** in the "Email ID" field. The activation code is sent to this Email ID.

Activation Code

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

Interop User and Interop Talkgroup do not need an activation code and these clients will be in "Active" state immediately after provisioning.

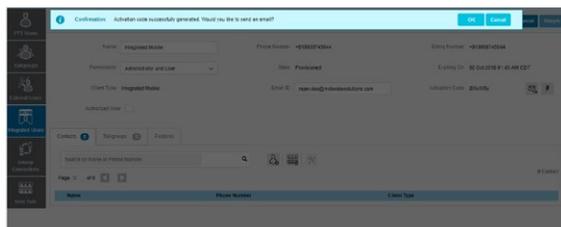
For Handset and Interop Radio clients, generating an activation code is optional and required only if the user wants to activate over the Wi-Fi network. An example of this would be a department store where there is no cellular coverage indoors. Refer to "**Generate Activation Codes**" on how to generate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

Re-Sync a User

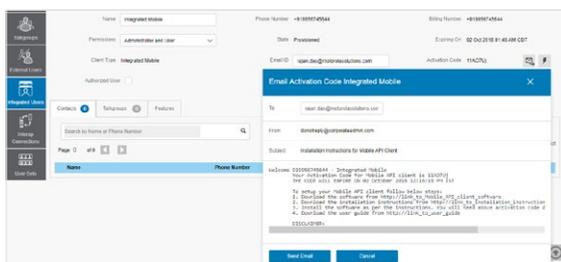
For more information, refer to the "Re-sync a Device" section in this document.

Generate Activation Codes

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



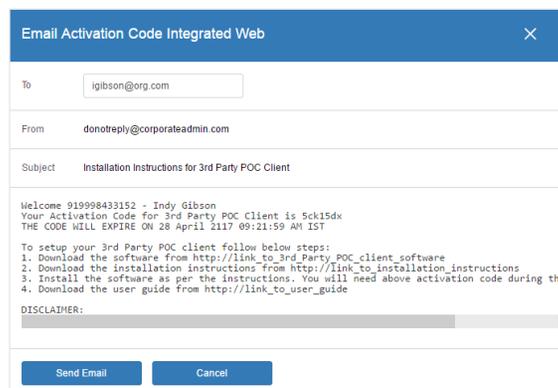
- Click the **Generate Activation Code** icon. A pop-up message window is displayed: *“Activation code successfully generated. Would you like to send an email?”*
- Click **OK** to send the new activation code to the user’s Email ID. A Send Email with Activation Code to Handset Client pop-up window displays.



- Click the **Send Email** button to send the newly generated activation code.
- After generating the activation code, the activation code expiry date appears on the User Profile page in the Expiring On field.

Regenerate an Activation Code

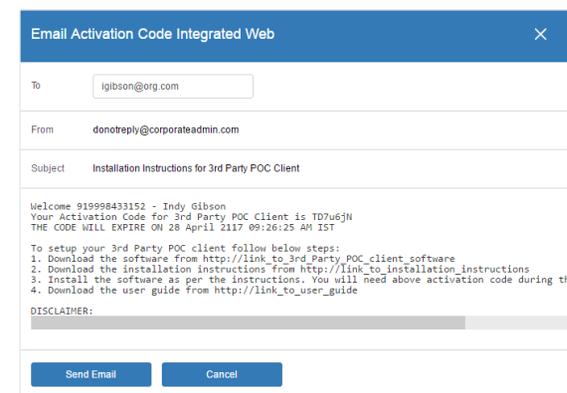
- Click **Regenerate Activation Code** on the “User Profile” page to regenerate the activation code. Regenerating an activation code for already activated clients deactivates the client. A Confirmation message window is displayed: *“You have selected to generate a new activation code. Existing activation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



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

Resend an Existing Generated Activation Code without Regenerating

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



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

Manage User Sets

A User Set is a faster way to program multiple handsets easily. It is a logical set of users where each member of the User Set is assigned as a contact to the other. The User Sets are only visible and manageable from the Corporate Administration Tool (CAT).

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

Manage Contacts

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

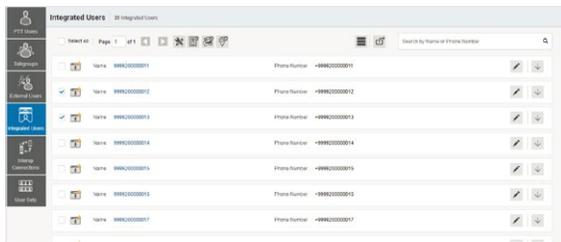
Manage Talkgroups

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

Select Multiple Integrated Users

To select multiple users, you can select and click the Users from the work area individually by clicking the Tools icon (if available) and clicking the Select All checkbox for all records or clicking more than one individual checkbox.

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



You can change the Type:

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

Note: You will see an Information message based on your selection of Administrator or Administrator and user type selected. For example: “*You are about to change the types for all the selected Users to Administrator. Are you sure?*”

2. Click OK to save the changes.

Using the Export Operation

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

Enable Authorization for User Monitoring Features

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

Manage Interop Connections

Interop Connection is a special type of user that facilitates communication between Land Mobile Radio (LMR) and Enhanced Push-to-Talk (EPTT) networks. These users are restrictive and Central Admins cannot assign any contacts to these users. Because of this, the “Assign Contacts” and “Assign User Sets” buttons are disabled. In addition, these users can be members of only one Talkgroup. The addition of Interop Users to more than one Talkgroup is not allowed.

Interop User icons are identified in the “Interop Users Icons” section of this document. For common icons, refer to the “Common Icons” section of this document.

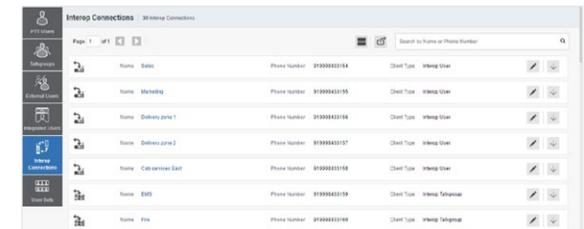
This section is organized as follows:

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

View Interop Connection

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

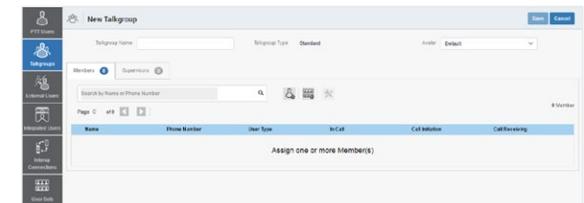
1. From the Interop Connection work area, click the **Show More** icon associated with the Interop connections icon to view the Interop connection details.



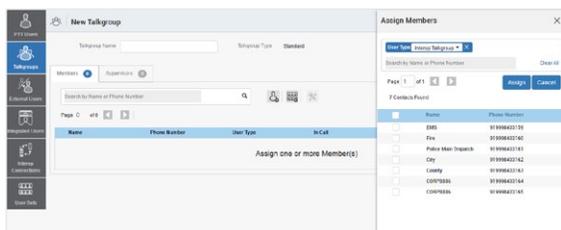
Note: To edit the name, double-click the Name field and change the name as desired.

Create a New Interop Talkgroup

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



2. Select the Talkgroup Type as **Standard Talkgroup** from the drop-down. The Talkgroup Details page displays.
3. Enter the **Name** in the Name field .
4. Select an **Avatar** from the drop-down.
5. Click the **Assign Members** button to assign members. The “Assign Members” pop-up window is displayed.



6. Select the individual Talkgroup members to be assigned to the Interop Talkgroup. The Talkgroup is changed to an Interop Talkgroup (indicated by an Interop icon) only when there is one Interop added to it.

Note: Filter by Type: LMR Group to assign members to the group.

7. Click **Assign** to add the assigned members to the Inter-Op group.
8. Click **Create** to create the Interop Talkgroup. A Confirmation message displays, “Talkgroup will be created and distributed to members. Are you sure? *Note: DO NOT CREATE a Talkgroup with all external contacts only. Make sure that there is at least one internal user in it.*”
9. Click **OK**.

Edit an Interop Talkgroup

Perform the following steps to edit an Interop Talkgroup:

1. From the Interop Connections work area, click the **Edit** icon associated with the Interop Talkgroup that you want to edit.
2. To change the name of the Interop Talkgroup, enter a new **Name** in the Name field .
3. To change the members, click the “**Manage Members**” sub-tab.
4. To add a member, click the **Assign Members** button. The Assign Members pop-up window displays.
5. Click **Assign** once you are done picking the members.

Delete an Interop Talkgroup

The procedure for deletion of Interop Talkgroup is the same as the procedure described in the “**Delete a Talkgroup**” section of this document.

Manage User Sets

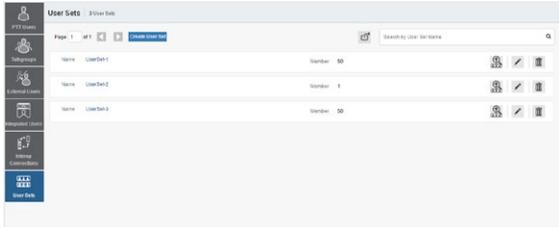
A user set is a faster way to program multiple handsets easily. It is a logical set of users where each member of the user set is assigned as a contact to other. The user sets are only visible and manageable from the Corporate Administration Tool (CAT).

For common icons, refer to the “**Common Icons**” section of this document. This section is organized as follows:

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

View a User Set

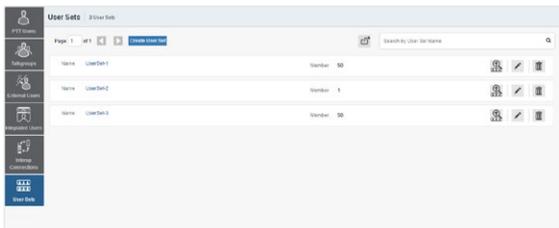
1. In the navigation area, click the **User Set** button to display all user sets.



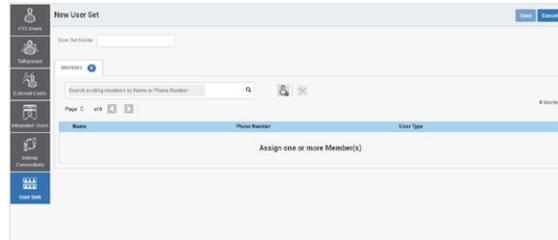
Note: For some small Corporations, the auto-pairing feature creates a user set named all- users-user-set automatically when there is no corporate administration access. As the auto-paired Corporation grows, the corporate administration access is required to manage the Contacts and Talkgroups. Not all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

Create a New User Set

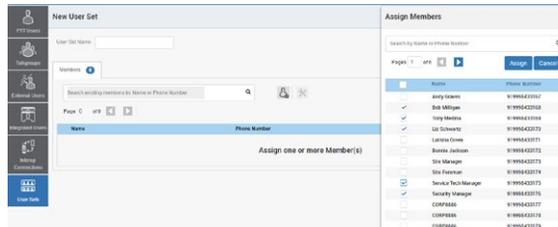
1. In the navigation, click the **User Set** button to display all user sets.



2. Click the **Create User Set** button. A “Create User Set” window is displayed.



3. Enter the **User Set Name** in the User Set Name field. The name should be less than or equal to 30 characters long and it should have at least one non-space character. Duplicate names are not allowed in the Corporation.
4. Click the **Assign Members** button to assign members. The Assign Members pop-up is displayed.



5. Select the members to be added to the user set by checking the applicable **checkboxes**. Only those members that are not already a member of a user set are available for selection. You can add a maximum of 200 members at a time. You can also select all members by clicking on the **checkbox** before the “Name” header, which functions as a **Select All** checkbox.

6. Click **Assign**. The members selected for addition are displayed in the “Members” tab and the total members count is increased accordingly.
7. Click **Save** to add the user set. A Confirmation message displays: “User Set will be created and distributed to all the members. Are you sure? DO NOT CREATE a User Set with all external contacts only. Make sure that there is at least one internal User in it.”
8. Click **OK** to continue on the Confirmation message that displays. The updated user set will be synced to the user’s handset.

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

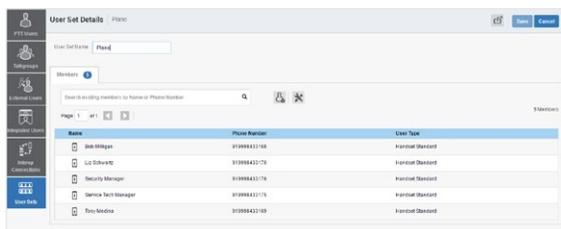
Interop User and Interop Talkgroup and cannot be a member of a user set and thus are not available for selection on Pick Contacts Window.

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

Edit a User Set

Rename a User Set

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

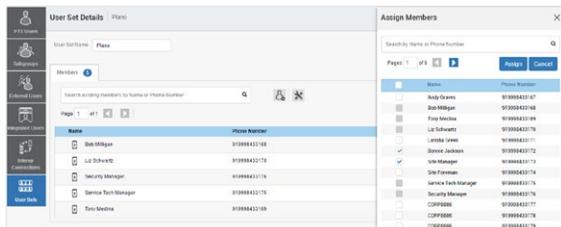


3. Click the Name field to modify the user set name.
4. Click **Save** to save your changes.

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

Add Members to a User Set

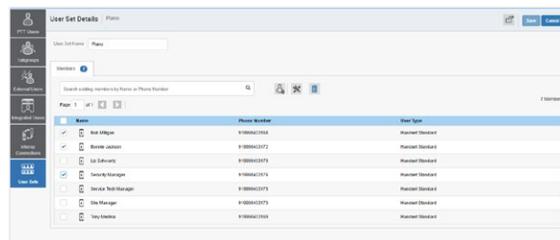
1. Select the “Members” tab to display the members of the user set.
2. Click the **Assign Members** button to add additional members. The Pick User Set Members pop-up window displays.



3. Select the members to be added to the user set by checking the applicable checkboxes. Only those members that are not already a member of the user set are available for selection. You can add a maximum of 200 members at a time. You can also select all members by clicking the **checkbox** before the Name header, which functions as a Select All checkbox.
4. Click **Assign**. The members selected for addition are displayed on the “Members” tab and the total members count is increased accordingly.

Remove Members from a User Set

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



Save Changes to a User Set

Perform the following steps to save changes to a user set:

6. Click **OK** to continue on the Confirmation message that displays.

Delete a User Set

Perform the following steps to delete a User Set:

1. Click the **Manage User Sets** button.
2. Click the **Delete** icon associated with the user set to delete shown below. A Confirmation message displays: “You are about to delete User Set <Name> from the system. It shall be deleted from its members as well as from non-members and Talkgroups to which it is distributed to.”
3. Close the Success message.

User set updates are propagated automatically.

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

Assign a User Set

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

Perform the following steps to assign a User Set:

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

Remove a User Set

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

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

Perform the following steps to remove a User Set:

1. Select the appropriate menu (PTT Users, Talkgroups, and Integrated Users) from the “Navigation” area.
2. Click the **Edit** icon associated with the user or Talkgroup to edit.
3. Click the **Tools** icon to see the checkboxes.
4. From the “Contacts” or “Members” tab, select the **checkbox** associated with the desired user set that you are not a member of.
5. Click the **Delete** icon.

User set updates are propagated automatically.

View User Set Members

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

Perform the following steps to view the User Set Members:

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

Assign More than 250 Contacts to Each User through User Sets

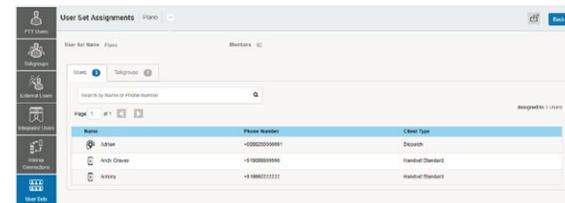
The maximum number of users in a user set is 250. If your organization has fewer than 250 PTT Users, you can choose to create just one user set, make all the PTT Users as members of the single user set, and assign all of them to each other as contacts in an efficient way. If, however, your organization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

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

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

View User Set Distribution

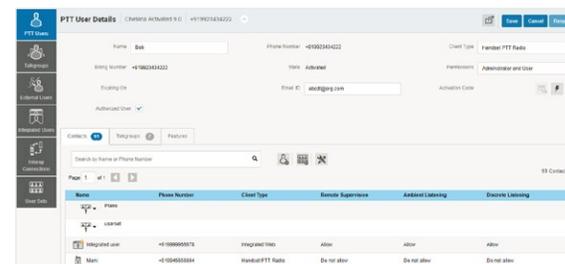
1. In the work area, click the **View Assignment to Users & Talkgroup** button to display all user sets.
2. Click the **View Distribution** icon associated with the user set to view the distribution.



Re-sync a Device

After every Save operation, the user’s device is synced with the server in real time. However, if for some reason the device data does not match the data shown on the Corporate Administration Tool, the Re-Sync operation can be performed.

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



2. Click the **Re-Sync** button to sync the available data to the device. A Confirmation window is displayed.
3. Click **OK** to complete the re-sync command. A Success message is displayed.
4. Click **OK** to continue.

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

Using the Export Operation

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

This section is organized as follows:

- Open CSV File
- Export User or Talkgroup Details
 - Export Details of a Single User or Talkgroup
 - Export Details of all Users or Talkgroups
- Export User Sets
 - Export a Single User Set
 - Export All User Sets

Open CSV File

Open a CSV file in Excel as follows:

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

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

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

Export User or Talkgroup Details

Export Details of a Single User or Talkgroup

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

Export Details of all Users or Talkgroups

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

Export User Sets

Export a Single User Set

1. From the navigation area, click the **User Set** icon. The user set details are displayed.
2. Click the **Edit** icon associated with the user set in the work area. The user set details are displayed.
3. Click the **Export** icon in the work area. The user set details are automatically downloaded.

Export All User Sets

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

Using the Tool by More Than One Admin

Multiple Administrators can use the Corporate Administration Tool at the same time. However, if one administrator updates the data, the changes by another administrator will not be accepted and the second administrator will see, “*Data is updated by another admin. Please refresh the page to get the updated result.*”

Troubleshooting

This section describes common issues that have been identified and their corrective action. This section is organized as follows:

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

Log In Issues

After I log in, I don’t see any users in the landing page of PTT Users.

Please contact your service provider. There may not be any PTT Users added to your Corporation.

When I log in, I get an “Invalid Corporate ID” error.

Please contact your service provider. Your Corporation may not have been set up correctly.

User Interface Issues

When I click on the Corporate Admin Tool link nothing happens.

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

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

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

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

I can't re-sync. The button is disabled.

Save your changes by clicking the Update/Save button.

The Update/Save button is disabled.

There are no changes to save.

Why don't I see the Authorized User Checkbox?

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

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

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

Resolution – Request the user to upgrade the handset client.

Manage Contacts Issues

I can't delete an assigned user. The button is disabled.

Select the corresponding checkbox to select the user to delete and click on the Delete icon.

I can't generate an activation code for multiple PTT users. The button is disabled.

Select Bulk Operation and select the corresponding checkbox to select the user. Click on the Generate Activation Code icon.

I selected Bob and gave him Jen as contact. But when I select Jen, I don't see Bob as her contact.

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

User Set Issues

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

External User's contacts and Talkgroups are not managed by you. They are managed by the administrator of his or her Corporation. You do not have the rights to push any contacts or Talkgroups to an external contact. Contact the external user's administrator to perform the reverse assignment.

I created a user set titled “East Zone” but the other member's handsets don't show that user set. Why?

A user set's visibility is in the Corporate Administration Tool only. The members of the user set get each other as contacts, thus each member of East Zone will get all other members as contacts.

Generic

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

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

Resolution – Request the user to upgrade the handset client.

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

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

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

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

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

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

Hierarchy View Issues

I do not see tooltip on client type icon when I am in the hierarchy view.

It is a current limitation that, in hierarchy view, mouse over on any client type icons like Dispatch User, is not displayed.

On multiple selections on hierarchy view, I get more records than what I selected.

It is a current limitation that, in hierarchy view, mouse over on any client type icons like Dispatch User, is not displayed.

Scenario 1

1. Log On to Corporate Administration Tool and go to Hierarchy View.
2. Select any FAN (FAME).
3. CTRL + click on any single **BAN** after showed from respective FAN.

It should be selected and show only thirty subscribers in multiple subscribers view but its showing 983 subscribers, 50 subscribers per page.

- **Current behavior** – CTRL+ click on BAN: technology All the FAN level records are showing instead of only displaying BAN (technology) level records.
- **Work around** – Under child node of BAN (technology), select individually one by one record and multi-view shows fine.

Scenario 2

1. Log On to Corporate Administration Tool and go to Hierarchy View
2. CTRL + click on any single **FAN**
3. Expands the BAN IDs under the FAN instead of showing the complete FAN level records.

