FirstNet Rapid Response

Corporate Admin Tool User Guide

FIRSTNET®
Built with AT&T

FirstNet Rapid Response

Corporate Admin Tool User Guide
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Introduction and Key Features

Throughout the User Guide the term Enhanced PTT and FirstNet Rapid Response PTT will be used interchangeably.

The FirstNet Rapid Response PTT service provides instant communication to individuals and talkgroups at the push of a button. The Central Admin Tool is a web-based management tool that consists of **Contact and Talkgroup Management** and **License Management**. The **License Management** displays when your corporation has subscribers provisioned with the license packs. This document describes the purpose and usage of the Central Admin Tool. To know the purpose and usage of the License Management, refer to the License Management Tool user guide.

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

- **Users**
  Allows you to manage the user profile such as name, email ID, permission type, assign contacts, view assigned talkgroups, and manage features for the user.

- **Talkgroup Management**
  Allows you to create talkgroups, assign avatar, assign talkgroup scanning, supervisory override, and configure call permission to the talkgroup members. You can manage three types of talkgroups: standard, dispatch, and broadcast.

- **User Profile**
  Allows you to create and assign a profile with a set of features, contacts, and talkgroups to a user. In that role, the only specific configuration is available for the user.

- **External User Management**
  Allows you to create users external to the corporation.

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

- **Interop Connection Management**
  Allows you to manage the users between the Interop and PTT.

- **User Sets**
  Allows you to create the user sets to Users, Talkgroups, or Integrated Users.

- **OSM Configuration**
  Allows you to configure the operational status messages for the Users in your corporation.

The features included are as follows:

- Calling, Presence, IPA
- Broadcast Calling
- Messaging - Text and Multimedia
- Voice Messaging
- Standard Talkgroups (up to 250 members)
- Priority Talkgroup Scanning
- Location Services
- Emergency Calling and Alerting
- Large Talkgroups (up to 3,000 members)
- Group Profile
- MCX Talkgroups (up to 300,000 members)
- Operational Status Messaging (OSM)
- User Profiles

- **Add-on Features**
  - Video Services

What's New in this Release?

The following feature is new in this release:

- Support of Group Sharing.

Getting Started

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

Prerequisites

The Central Admin Tool requires the following prerequisites:

- Browsers Requirements
- Hardware Requirements
- Website Display Requirements

Browsers Requirements

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

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

Hardware Requirements

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

Website Display Requirements

Enable Pop-Ups

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

Reset Zoom

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

Log In to the Central Admin Tool

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

When and where to use: The service provider provides log in methods as follows:

Procedure:

1. In your registered email, you receive one of the following log in methods:

    - **Web-based Customer Support Representative (WCSR) portal -** You receive a user name and password along with a link to log in to the Web-based Customer Support Representative (WCSR) portal. For more information on how to access Central Admin Tool through WCSR, refer to the WCSR User Guide.
    - **URL -** You receive a user name and password in your email along with a link to directly log in to the Central Admin Tool.
    - **Email -** You receive an email which contains a link to log in to the Central Admin Tool. Clicking the link takes you to the choose password page of the Central Admin Tool.

2. For the Web-based Customer Support Representative (WCSR) portal method, from the landing page choose **Contact and Talkgroup Management**.

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

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

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

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

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

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

    Enter and confirm the password. The password must meet the minimum requirements of the password policy of the Central Admin Tool. The password must meet the following minimum requirements:

    1. Six characters
    2. One lowercase letter between a to z
    3. One uppercase letter between A to Z
    4. One number between 0 to 9
    5. One of these special characters @#$%^&+=

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

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

Resetting the Password

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

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

Procedure:

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

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

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

4. Click the link received in your email ID.

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

Cookies

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

Take a Tour

Take a Tour shows the basic features and demo of the application. A **Take a Tour** page displays when your login to the Central Admin Tool.

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

Landing Page

A landing page displays when you log in to the Central Admin Tool through Web-based Customer Support Representative (WCSR) portal.
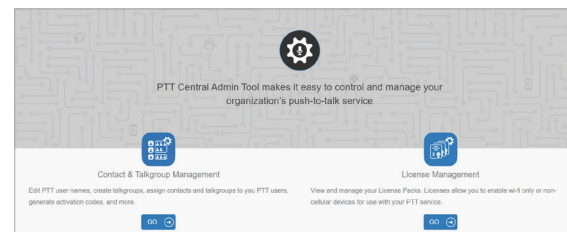
The management tool landing page displays the **Contact and Talkgroup Management** and **License Management**. Select **Contact and Talkgroup Management** or click the **Go** button on the tool.

License Management displays when your corporation has subscribers provisioned with the license packs. For information on License Management, refer to the License Management Tool User Guide.

Contact and Talkgroup Management

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

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

Navigate the Contact and Talkgroup Management

The main screen layout of the Contact and Talkgroup Management contains three common navigational features **Header Area**, **Navigation Area**, and **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.

Header Area

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

Menu

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

- **Home** - This allows you to go back to the home page to select the type of tool.
- **Contact and Talkgroup Management** - This allows you to select Contact and Talkgroup Management.
- **License Management Tool (Shows only for Commercial users)** - This allows you to launch the License Management Tool application in the same window. The License Management Tool allows viewing and managing the license packs for the following types of clients:
  - Cross Carrier Standard
  - Cross Carrier Radio
  - Dispatch
  - Integrated Mobile
  - Integrated Tracking
  - Integrated Web
  - Interop Talkgroup
  - Interop Connection
  - Wi-Fi Standard
  - Wi-Fi Radio

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

My Account

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

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

My Account

Click to exit the application.

Notifications

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

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

Notifications

Click to view the recent changes that you made on the Contact and Talkgroup Management.

Settings

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

- **Language** - This allows you to select a supported language.
- **Max rows per page** - Displays the number of rows shown per page in the work area. By default, the 50 contacts display per page. You can change the number of contacts displayed up to 200 from the drop-down.
- **About** - Displays the version number of the product.
- **Copyright** - Displays the product copyright details.
- **How do we use cookies** - Displays how we use cookies to save the browsing preferences of the user, which are dependent upon the server configuration.
- **Take a Tour** - Provides basic features and a demo of the application.
- **Help** - This allows you to access the product page when you click **Help**.
- **NOTE:** Enable browser pop-ups to access the **Help** page.

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

Settings

Click to access the settings.

Navigation Area

The left pane of the Contact and Talkgroup Management is the navigation area. This area contains menus, which provide quick navigation to the **Users**, **User Profiles**, **Talkgroups**, **External Users**, **Integrated Users**, **Interop Connections**, **User Sets**, and **OSM Configuration** work areas.
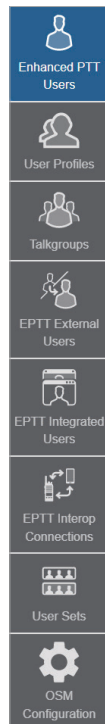
Work Area

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. Each page can display a maximum of 200 users.

NOTE: By default, the Contact and Talkgroup Management displays 50 users. 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 Contact and Talkgroup Management.

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

NOTE: When searching for the user using its phone number, the search string filters out the special characters.

You can search for Users, External Users, Integrated Users, and Interop Connections by entering the name or phone number in the search box.

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

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

Search Parameters

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

- **Name** - Enter up to a 30-alphanumeric character name.
- **Phone Number** - Enter up to a 30-alphanumeric character number.
- **Client Type** - Click the drop-down and select the available options. Types are available based on the work area.
- **State** - Click the drop-down and select the available options: **Active**, **Provisioned**, or **Suspended**.
- **Permission** - Click the drop-down and select the available options: **Administrator and User**.
- **Talkgroup Type** - Click the drop-down and select **Broadcast**, **Dispatch**, **Standard**, and **Talkgroups**.
- **Interop Type** - Click the drop-down and select **Donor Radio**, **Interop Talkgroup** and **Patch Endpoint**.
- **Talkgroup Size** - Click the drop-down and select **Large**, **Normal**, and **MCX Group**.
- **Linked** - Click the drop-down and select **Yes** or **No**.
- **User Set Name** - Enter up to a 30-alphanumeric character name.
- **List Name** - Enter up to a 30-alphanumeric character name.

Common Icons

The following table lists the Contact and Talkgroup Management common icons.

Allow Location

Displays when you click the Tools icon.

Allow Multimedia

Displays when you click the Tools icon.

Allow Text

Displays when you click the Tools icon.

Append Message

Click to allow append messages for the user to extra text when sending a status message.

Assign Contacts

Click to assign a contact.

Assign User Set

Click to assign a user set for a single user.

Auto Pair Enabled

Shows in the User Sets list when Auto Pairing is disabled.

Auto Pair Disable

Shows in the User Sets list when Auto Pairing is disabled.

Cancel or Close

Click to cancel or close the current operation.

Change Permission

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

Close or Cancel

Click to close or cancel in the work area of Users, Talkgroups, External Users, Integrated Users, and Interop users.

Collapse Details

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

Delete

Click to delete the record data.

Edit

Click to edit the record data.

Error

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

Expand Details

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

Export

Click to export all tabular data in CSV file format.

Generate Activation Code

Click to regenerate an activa- tion code.

Generate Activation Codes

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

Go to Top

Click to go to the top of the window.

Import

Click to import External Users to the tool.

Location Capabilities

Click to enable or disable the location capabilities of the user.

Manage User Set

Click to modify the User Set details.

User

This indicates the user type.

User Warning

This indicates the user needs attention.

Next Page

Click to display the next page of records.

Name Change Cancel

Click to cancel the name change.

Previous Page

Click to display the previous page of records.

Save Name

Click to save the record.

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.

Show More for All

Click to show more for all record details.

Show Less for All

Click to show less for all record details.

Success

This icon indicates a successful operation.

Supervisory Override

Click the enable or disable the supervisory override capability of the user.

Tools

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

Users

This icon indicates a user.

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.

View Distribution

Click to view the User Set Distribution.

Users

The Users work area displays the list of users within your corporation. You can click the Users menu in the navigation area. You can create, delete, activate, assign contacts, and manage features for all Users.

You can search for a user by name, phone number, state, client type, interop feature, user ID, and permission. This area also has options to search for specific user parameters.

The Users work area displays the following user types. You can identify the Users with unique icons as described in the User Icons.

- Cross Carrier Client
- Cross Carrier Standard
- Data Group
- Dispatch
- Handset Radio
- Handset Standard
- LMR Radio
- Type
- Wi-Fi Radio
- Wi-Fi Standard

A Needs Attention icon on the user shows that the user is not activated or has some missing information.

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

NOTE: By default, the Contact and Talkgroup Management displays up to 50. To view up to 200 users, change the Max rows per page from the Settings in the header.

User Icons

The following table lists the 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 Client needs attention.

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

Cross Carrier Radio

This icon indicates a Cross Carrier Radio.

Cross Carrier Radio Warning

This icon indicates that a Cross Carrier Radio needs attention. Cross Carrier 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 Radio

This icon indicates a Handset Radio.

Handset Radio Warning

This icon indicates that a Handset 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.
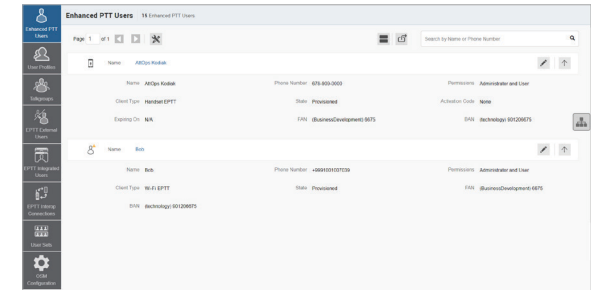
Wi-Fi Radio

This icon indicates a Wi-Fi Radio.

Wi-Fi Radio Warning

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

View a User

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

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

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

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

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

You can use the search operation using specific parameters.

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

Edit a User

To edit a single user, click the **Edit** icon associated with the user name from the work area. The user profile displays.
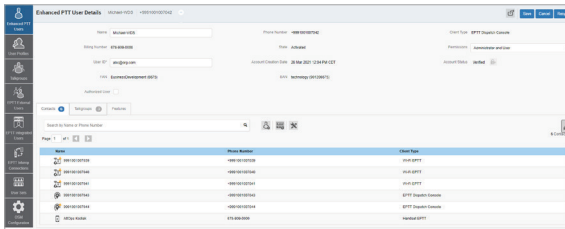
The following details of a user profile are shown as follows:

- **Name** - Displays the name of the user. You can edit this field.
- **Phone Number** - Displays the number of the user. You cannot edit this field.
- **Billing Number** - Displays the billing phone number of the user. You cannot edit this field. For more information, refer to Billing Number.
- **Permissions** - Displays the permissions type of the user. You can edit this field. For more information, refer to Permissions.
- **State** - Displays the activation state of the user. You cannot edit this field. For more information, refer to State.
- **Expiring On** - Displays the expiration date of the activation code. You cannot edit this field. For more information, refer to Expiring On.
- **Client Type** - Displays the client type of the user. You cannot edit this field. For more information, refer to Client Type.
- **Email ID** - Displays the email ID of the user. You can edit this field. For more information, refer to Email ID.

- **Activation Code** – Displays the activation code of the user. You cannot edit this field. For more information, refer to Activation Code.
- **Authorized User** - This allows to enable and disable the authorization for the remote supervision of the members. For more information, refer to Enable Authorization for Remote Supervision Features.
- **MC Device** - Allows to enable and disable the Mission Critical device option. When selected, the user-less mode is enabled and the device authenticates to service using the device phone number. Once logged in, the user logs in using username and password after the device is authenticated and logged in for service using a default configuration.

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

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

Billing Number

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

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

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

The Billing Number cannot have service and thus is not available in the work area. The users without a license pack, the Phone Number, and the Billing Number are the same.

Permissions

Select the new user permission from the drop-down.

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

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

State

The State field represents the user service status. The billing system assigns it and can have one of the following options.

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

Client Type

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

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

Expiring On

The Expiring On is a system-generated once you select the **Generate Activation Code**. The activation code typically expires within 7 days from generation.

Email ID

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

Activation Code

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

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

Generating Activation Codes

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

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

Procedure:

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

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

3. Click **OK** to send the new activation code to the email ID of the user. A send email activation code window displays.

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

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

Generating Activation Codes for Multiple Users

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

Procedure:

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

2. Click one of the following:
   - **Select All** checkbox for all records.
   - More than one individual checkbox.

3. Click the **Generate Activation Codes** icon. *An information message You have selected to generate new activation codes. Existing activation codes if any are invalidated. Client has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.* displays.

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

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

Resending an Existing Generated Activation Code without Regenerating

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

Procedure:

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

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

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

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

Regenerating an Activation Code

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

Procedure:

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

2. To regenerate the activation code, click **Regenerate Activation Code** on the user details page. Regenerating an activation code for already activated clients deactivates the client, thus a confirmation message *You have selected to generate a new activation code. Existing activation code is invalidated. Client has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.* displays.

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

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

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

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

Resync a User

For more information, refer to Device Resync.

Manage Contacts

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

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

1. Selecting individual members from the user list

2. Creating or assigning a user set to a user

This section describes the first method. For the second method, refer to Assigning More Than 250 Contacts to Each User Through User Sets.

Assigning Contacts

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

Procedure:

1. Select a user as explained in View a User.

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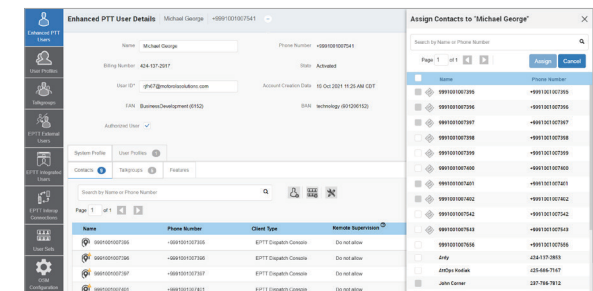
3. Select the contacts you want to assign to the phone book of the user by selecting the applicable checkboxes. Only unassigned contacts are available to the user for selection. You can also select multiple contacts by selecting the checkbox before the Name header, which functions as a select all checkbox.

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

   NOTE: You can receive an error if you select an external contact, which is not part of the corporation.

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

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

Removing Contacts

To remove a contact, follow these steps.

Procedure:

1. Select a user as explained in View a User.

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

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

4. You can also search for the contact by selecting a parameter.
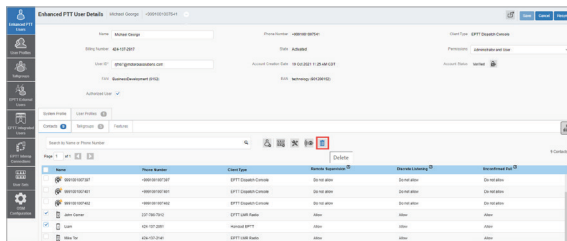
5. To remove, click the **Delete** icon. A confirmation message displays stating user updated successfully. The contacts selected for removal are removed from the **Contacts** tab and the total contacts count decreases.

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

Dispatch

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

You can identify the Dispatch group icons from Talkgroup Icons.

For common icons, refer to Common Icons.

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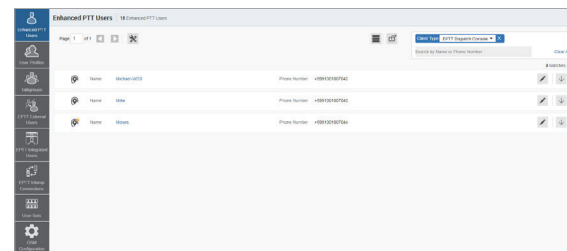
The work area lists the name, type of the talkgroup, and the number of members. You can change the name, but you cannot change the type of the talkgroup or number of members.

You can search on dispatchers by filtering in the work area as explained in Search.

For common icons, refer to Common Icons.

Manage Contacts for Dispatchers

The contacts management for dispatchers is the same as any other client. For more information, refer to Manage Contacts. You can assign a Dispatch as a contact for another dispatcher.

Activation Code

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

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

Generating Activation Codes

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

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

Procedure:

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

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

3. Click **OK** to send the new activation code to the email ID of the user. A send email activation code window displays.

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

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

Generating Activation Codes for Multiple Users

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

Procedure:

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

2. Click one of the following:

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

3. Click the **Generate Activation Codes** icon. An information message *You have selected to generate new activation codes. Existing activation codes if any are invalidated. Client has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.* displays.

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

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

Resending an Existing Generated Activation Code without Regenerating

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

Procedure:

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

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

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

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

Regenerating an Activation Code

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

Procedure:

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

2. To regenerate the activation code, click **Regenerate Activation Code** on the user details page. Regenerating an activation code for already activated clients deactivates the client, thus a confirmation message *You have selected to generate a new activation code. Existing activation code is invalidated. Client has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.* displays.

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

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

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

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

Desktop Dispatch to Web Dispatch Migration

The corporate admin can migrate the Desktop Dispatch user to Web Dispatch user. Once the dispatcher migrates the Desktop Dispatch to the Web Dispatch, the dispatcher cannot use the Desktop Dispatch. The dispatcher needs a valid email ID and browser to use the Web Dispatch. For the supported browser, refer to Browsers Requirements. Once migrated to Web Dispatch, the Contact and Talkgroup Management does not show the **Generate**

Activation and **Resend Activation** icons for that user. The dispatcher must verify that the link received in their registered email and

follow the process as mentioned in the Dispatch user guide to sign in to the Web Dispatch. Once the dispatcher verifies the account, the **Pending Verification** icon in the Contact and Talkgroup Management changes to the Verified state.

Migrating a Desktop Dispatch to Web Dispatch

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

Procedure:

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

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

3. Click one of the following:

   • **OK** to confirm the migration.
   • **Cancel** to cancel the action.

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

5. A confirmation message *You have created User ID 'abc@org.com' for Web Dispatch Phone Number 'MDN'. Are you sure?*

displays for the migration of the phone number of Desktop Dispatch to Web Dispatch.

6. Click one of the following:

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

Admin can grant permissions for Messaging, Location History, and Geofence to the dispatcher once the migration is finished. To do this select the checkboxes next to the features and click the **Save** button.
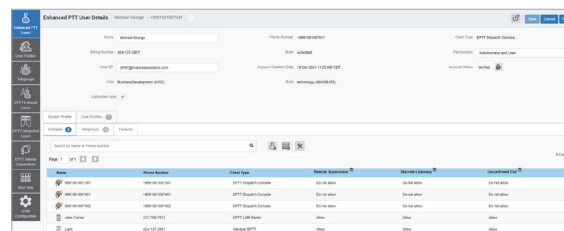
Corporate Admin can assign the Web Dispatch anytime to a different user. To change the dispatcher, the Corporate Admin must change the email ID in the **User ID** box and click the **Save** button. When you click the **Save** button, a confirmation message displays that the phone number is assigned to a new user.

Manage User Sets for Users

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

For more information, refer to Manage User Sets Assigned to Users, Talkgroups, or Integrated Users.

Adding a User Set as Contacts to a User

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

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

Procedure:

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

2. Click the **Assign User Set** tab and a pop-up assign user set window displays.
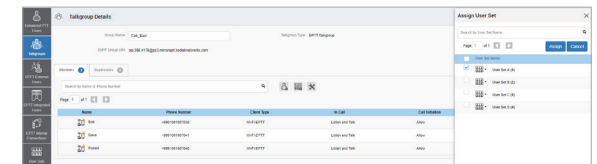
3. Select the user sets and click the **Assign** button.

4. Click **OK** to continue 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 Removing a User Set.

To remove a user set from a user that you are a member of, refer to Removing Members from a User Set.
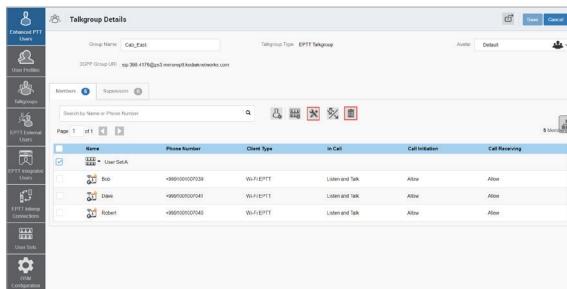
View User Set Members Associated with a User

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

Manage Talkgroups for Users

For more information, refer to Talkgroups.

Change Permissions for Multiple Users

You can change user permissions, messaging permissions, location sharing permissions, and generate activation codes for multiple users from the Users work area. To select multiple users, click the **Tools** icon. To select all members, click the **Select All** checkbox. You can also click one or more individual checkboxes. Users display alphabetically in the work area in pages. You can navigate through the pages by using the arrows at the top-left of the page or typing a page number in the text field.

Changing Permissions and Generating Activation Code for Multiple Users

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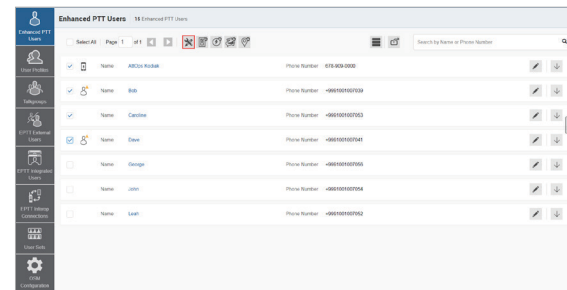
Procedure:

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

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

    - **Administrator**
    - **Administrator and User**

    NOTE: You can see an information message based on your selection of **Administrator** or **Administrator and User** type selected. For example, *You are about to change the types of all the selected users to Administrator. Are you sure?*

    b. Click one of the following:

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

2. To generate an activation code, select the Tools icon and follow these steps:

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

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

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

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

    - **None** - The selected user cannot send and receive any message.
    - **Text** - The selected user can send and receive text messages.
    - **Text and Multimedia** - The selected user can send and receive text and multimedia messages (image, video, audio, and file).

4. A confirmation message displays depending on your selection.

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

5. To change location sharing permissions, select the **Tools** icon and follow these steps:

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

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

Export Users

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

Opening a CSV File

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

Procedure:

1. Open Excel program.

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

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

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

   The **Open** dialog box appears, 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 Details

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

Exporting Details of an Individual User

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

Procedure:

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

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

Exporting Details of All Users

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

Procedure:

1. From the Users work area, click the Export icon in the work area. The Users detail download automatically.

Features

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

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

Packages

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

Device Info

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

Messaging

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

- **Text Multimedia** - This allows you to provide permission from one of the following:
  - **None** - No messaging capabilities.
  - **Text** - Only text messaging
  - **Text and Multimedia** - Both text and multimedia messaging.

Location Sharing

Allows you to provide permission for sharing location capability of the member in messages.

Refer to Enable Features to Users to enable the messaging capabilities of the user.

Automatic Location Publish Control

Allows you to enable or disable the location publish capabilities for the user. To configure the location publish capabilities, refer to Enable Features to Users.

Emergency

The following emergency configuration is available for the administrator.

If configured, the administrator can configure the following:

- **Allow Emergency Initiation?** - From the drop-down, you can select Yes or No to enable or disable emergency initiation respectively for the user. If you select Yes, the following options display:

  - **Destination** - From the drop-down, you can select **User Selected Talkgroup** or **Admin Selected Contact** or **Talkgroup**. If you select **User Selected Talkgroup** then the user can initiate the emergency to any of the assigned talkgroups lists. If you select **Admin Selected Contact** or **Talkgroup** then you can choose the destination of the emergency to Primary and Secondary contacts or talkgroups. From the drop-down, choose the talkgroup or contact where you want the user to initiate the emergency. You cannot set both Primary and Secondary destinations to either as contact or talkgroup.

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

Automatic, then an emergency alert is sent, and the emergency call starts.

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

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

  - **None (Regular call notification)** - If you want the user to be notified for regular call notifications.

  - **For received emergency calls** - If you want the user to be notified for the received emergency calls only.

  - **For initiated emergency calls** - If you want the user to be notified for the initiated emergency calls only.

  - **For both** - If you want the user to be notified for both the initiated and received emergency calls.

- **Talkgroup Steering** - From the drop-down, select **Yes** or **No**. If you select **Yes**, then the user automatically joins the emergency. If you select **No**, then the user does not join the emergency automatically.

Refer Enable Features to Users to enable the emergency feature capabilities of the user.

Enable Authorization for Remote Supervision Features

You can authorize a user to do the remote supervision for the assigned contacts. Remote Supervision feature includes user check and enables or disables the contact. After evaluating and accessing the information, you can activate discrete listening for the user. You can only authorize Users and Integrated Users

for user monitoring. To authorize a user, refer to Authorizing Features to Contacts.
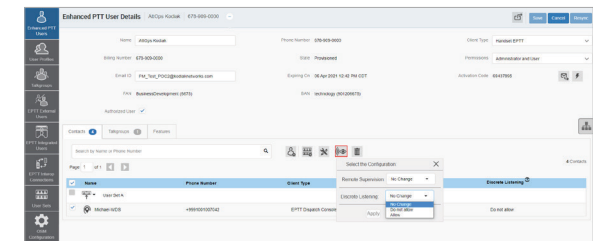
NOTE: The authorization check box is not available for the users before 9.0 clients. If they are not provisioned with the emergency feature package, the authorization check box is not available to the user.

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

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

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

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

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

Authorizing Features to Contacts

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

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

Procedure:

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

2. Ensure that the **Authorized User** check box is checked.

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

4. Select the member or the members of the user set to which you want to enable the feature.
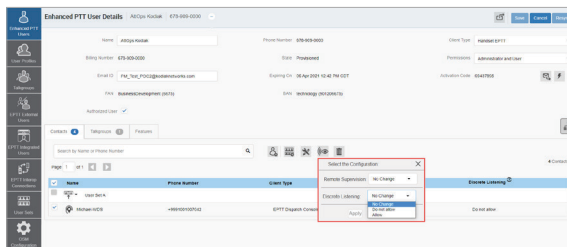
5. Click the **Remote Supervision** icon. A Select the Configuration block opens.

6. Select from the following options:

   - **Change Remote Supervision**
   - **Change Discreet Listening**

7. Click one of the following:

   - **Allow** to authorize the features.
   - **Do not allow** to remove the authorization features.

8. Once selected, do one of the following:

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

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

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

   NOTE: You cannot activate remote supervision and discreet listening for a dispatcher. If you select the dispatcher for authorization, an error message displays.

   A user that uses a feature phone may not work as an authorized user even if assigned from the Contact and Talkgroup Management.

Authorized User Features

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

Streaming Video

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

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

Video

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

Initiate confirmed pull

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

Receive group video

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

Refer Enable Features to Users to enable the streaming video capabilities of the user.

Enable Features to Users

You can enable the specific or all the features to selected users such as Streaming Video, Messaging, Location

Publish, and Emergency. You can also enable the specific or all the features in Messaging such as Text, Multimedia, and Location.

Enabling Feature for an Individual User

This section provides the procedure to enable or disable the features to the Users.

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

Procedure:

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

2. Select the **Features** tab.

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

4. Click one of the following:

   • **Save** to save the changes.

   • **Cancel** to cancel the action.
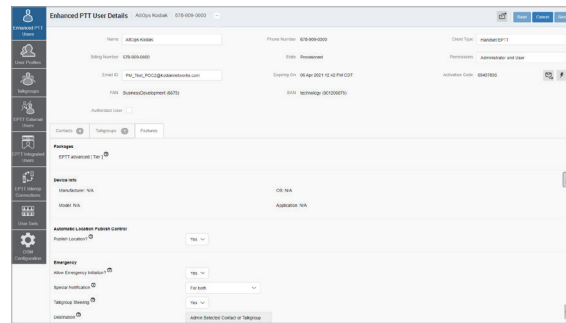
NOTE: The feature drop-downs appear only for the activated 8.3 or above clients. The emergency-related features drop-downs appear for 9.0 or above clients.

Enabling Features for Multiple Users

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

Procedure:

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

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

3. Click one of the following

   • **Yes** to continue.

   • **No** to cancel.
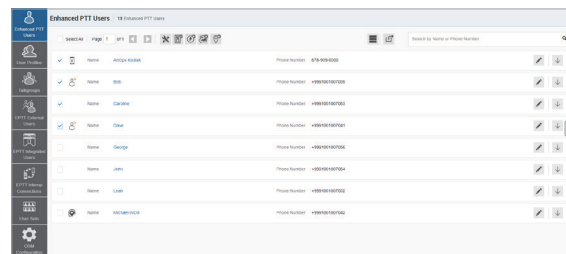
Device Resync

After every save operation, the user device is synced with the server in real-time. However, if for some reason the device data is not matching with the data shown on the Contact and Talkgroup Management, resync the device.

Resyncing a Device

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

Procedure:

1. In the **Users** work area, click the **Edit** icon associated with the user. The user details displays.
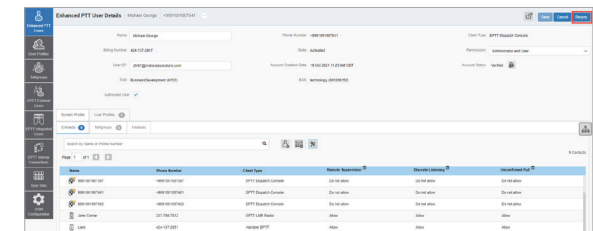
2. Click the **Resync** button to synchronize the available data to the device. A confirmation window displays.

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

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

Device Sharing

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

- System ID
- Phone Number
- Email ID

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

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

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

Configuring a Device for Sharing

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

Procedure:

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

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

   - Select **Device with a Phone Number**. A **Phone Number** field displays.
   - Select **Shared Device or No Phone number**.

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

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

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

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

6. Click **Save**.

User Profiles

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

View a User Profile

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

NOTE: To edit the name, click the **Name** field and change the name as desired.
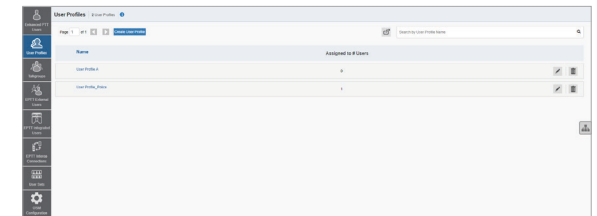
Creating a User Profile

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

Procedure:

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

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

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

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

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

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

   NOTE: You can select only one user set for a User Profile.

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

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

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

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

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

User Profile Feature Configuration

You can configure the features for the User Profile that allows the user to access only a specific set of features, once the user selects the User Profile to log in.
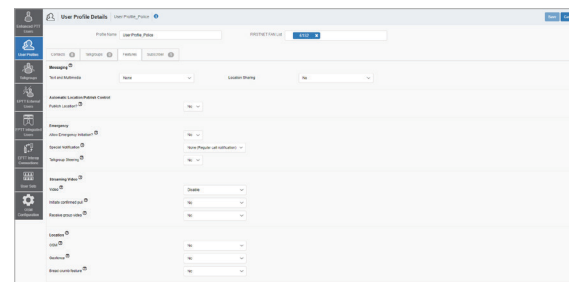
To configure the features, select the **Features** tab in the **User Profile Management** menu and configure the features. Once configured, click **Save**. For more information on how to configure features, refer to Features.

Assigning Subscribers

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

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

Procedure:

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

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

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

Edit User Profile

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

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

Renaming a User Profile

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

Procedure:

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

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

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

Adding Contacts to a User Profile

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

Procedure:

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

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

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

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

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

Removing Contacts from a User Profile

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

Procedure:

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

2. From the **Contacts** tab, select the checkboxes next to the user set names.

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

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

Adding Talkgroups to a User Profile

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

Procedure:

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

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

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

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

Removing Talkgroups from a User Profile

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

Procedure:

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

2. From the **Talkgroups** tab, select the checkboxes next to the talkgroups names.

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

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

Talkgroups

The Talkgroups section allows you to manage the talkgroups for the Users. The **Talkgroups** work area displays the list of talkgroups within your corporation. To view the talkgroups, click the **Talkgroups** menu in the navigation area.

You can search for a Talkgroup Name, Type, Size, or Interop Type. For details, refer to Search.

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

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

You can identify the Talkgroup icons from Talkgroup Icons.

For common icons, refer to Common Icons.
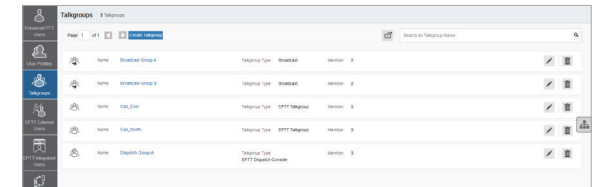
You can identify the talkgroups with unique icons as described in Talkgroup Icons. You can also assign a specific avatar to talkgroup as described in Avatars.

Talkgroups displays the following types:

- Broadcast
- Dispatch
- Standard

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

Talkgroup Icons

The following table lists the Contact and Talkgroup Management Talkgroup icons.

Broadcast Group

This icon indicates the broad- cast group.

Broadcast Group Warning

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

Broadcaster

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

Change Call Initiating Permissions

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

Change Call Receiving Permissions

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

Change In Call Permissions

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

Dispatch Group

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

Dispatch Group Warning

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

Talkgroup

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

Interop Talkgroup

This icon indicates a Talkgroup on an Interop Console.

Standard Talkgroup

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

Standard Talkgroup Warning

This icon indicates that a standard talkgroup needs attention. Standard Talkgroup typically needs attention when there is missing information.

Large Talkgroup

This icon indicates the large talkgroup up to 3000 members in the list area and work areas.

MCX Standard Group

This icon indicates that the talkgroup is an MCX (very large talkgroup) group in the list area and work areas.

MCX Standard Group Warning

This icon indicates that an MCX standard group needs attention when there is a missing information.

Avatars

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

Default

The default icon is associated with a Talkgroup.

Airplane

The airplane icon is associated with a Talkgroup.

Book

The book icon is associated with a Talkgroup.

Car

The car icon is associated with a Talkgroup.

Construction

The construction icon is associated with a Talkgroup.

Delivery

The delivery icon is associated with a Talkgroup.

Desktop PC

The desktop PC icon is associated with a Talkgroup.

Dispatcher

The dispatcher icon is associated with a Talkgroup.

Driver

The driver icon is associated with a Talkgroup.

Envelope

The envelope icon is associated with a Talkgroup.

Field Service

The field service icon is associated with a Talkgroup.

Flower

The flower icon is associated with a Talkgroup.

Front Desk

The front desk icon is associated with a Talkgroup.

Housekeeping

The housekeeping icon is associated with a Talkgroup.

Laptop

The laptop icon associated with a Talkgroup.

Medical

The medical icon is associated with a Talkgroup.

Notepad

The notepad icon is associated with a Talkgroup.

Phone

The phone icon is associated with a Talkgroup.

Room Service

The room service icon is associated with a Talkgroup.

Security

The security icon is associated with a Talkgroup.

Supervisor

The supervisor icon is associated with a Talkgroup.

Telephone

The telephone icon is associated with a Talkgroup.

Tree

The tree icon is associated with a Talkgroup.

Truck

The truck icon is associated with a Talkgroup.

Warehouse

The warehouse icon is associated with a Talkgroup.

Worker

The worker icon is associated with a Talkgroup.

View a Talkgroup

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

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

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

Viewing Talkgroups Assigned to a User

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

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

Procedure:

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

2. To display the assigned talkgroups for the selected user, select the **Talkgroups** tab.
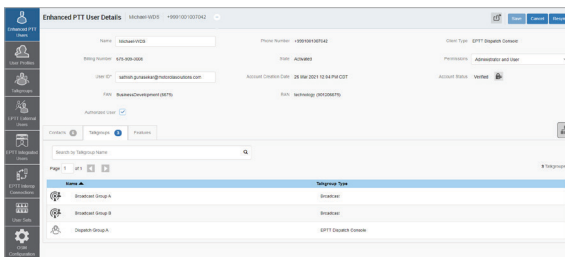
NOTE: If there is no talkgroup displayed for a selected user, then create a talkgroup. For information on creating talkgroups, refer to Create Talkgroup.

Create Talkgroup

The Contact and Talkgroup Management supports the following talkgroup types:

Standard Talkgroup

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

Dispatch Talkgroup

A dispatch talkgroup is a standard talkgroup with the additional capability to assign a dispatcher to it. The members of the talkgroup are called fleet members. For more information, refer to Dispatch.

Broadcast Group

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

Creating a Talkgroup

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

Procedure:

1. From the **Talkgroups** work area, click **Create Talkgroup**.
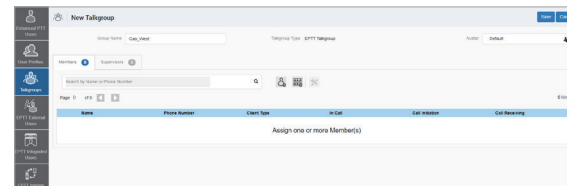
2. Select a talkgroup from the **Talkgroup Type** drop-down.

3. Enter the talkgroup name in the **Name** field. The name should be less than 30-characters long and it should have at least one non-space character. Duplicate names are not allowed in the corporation.

4. Select an **Avatar** from the drop-down. A list of all available avatars is listed in the Avatars.

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

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

6. Click the **Assign Members** button to assign members. The **Assign Members** pop-up window displays.
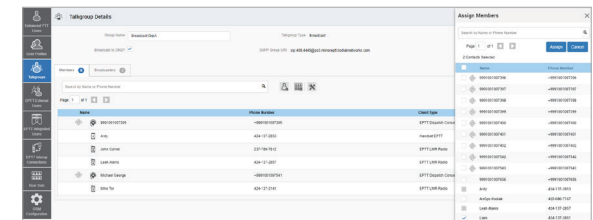
7. Select the members you want to add to the talkgroup by selecting the applicable checkboxes. Only those members that are not already a member of the talkgroup are available for selection. You can also create a talkgroup without members. You can pick a maximum of 200 members at a time for an addition. You can also select members by selecting the checkbox next to the Name header; it functions as a select all checkbox.

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

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

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

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

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

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

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

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

Manage Dispatch Groups

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

Creating a Dispatch Group

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

Procedure:

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

2. Select the **Dispatch** from the **Talkgroup Type** drop-down.
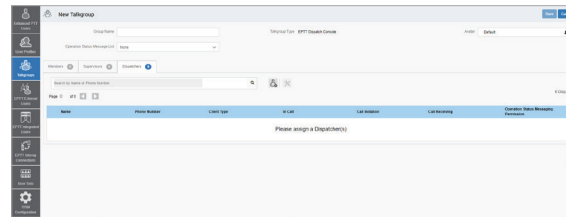
3. Click the **Assign Dispatchers** icon to assign a dispatcher to the talkgroup.
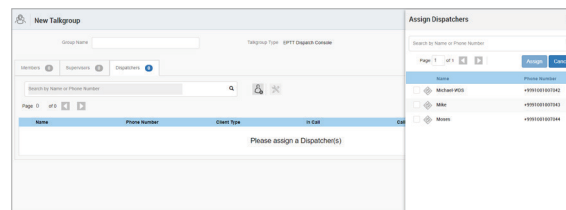
4. If required, assign an avatar from the **Avatar** drop-down.

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

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

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

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

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

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

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

12. Click one of the following:
    - **Save** to continue.
    - **Cancel** to discard the changes.

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

    If the check box is checked, the following is done for you automatically.

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

    Note that the dispatcher cannot get location of a talkgroup member unless the member is in the contact list. Click 'OK' to continue and 'Cancel' to abort the operation. displays.

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

14. Click one of the following:

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

    - **Cancel** to discard the changes

Changing a Dispatcher for a Dispatch Group

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

Procedure:

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

2. Select the **Dispatchers** tab.

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

3. Click the **Assign Dispatchers** button. The **Assign Dispatchers** pop-up window displays.
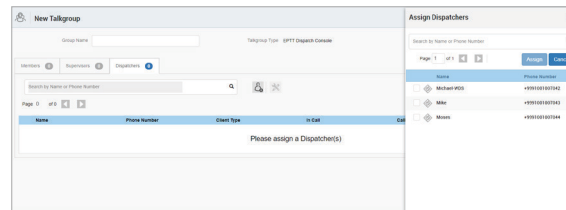
4. Select a dispatcher.

5. Click **Assign**.

6. A confirmation message *Confirm the automatic contacts assignment If the check box is checked, the following is done for you automatically.*

    1. *The members are assigned as contacts to the dispatcher(s)*

    2. *The dispatcher(s) is (are) assigned as contacts to each member*

    3. *The dispatcher(s) is (are) assigned as contacts to each other*

    Note that the dispatcher cannot get location of a talkgroup member unless the member is in the contact list. Click 'OK' to continue and 'Cancel' to abort the operation. displays.

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

8. Click one of the following:

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

    - **Cancel** to discard the changes.

Deleting a Dispatch Group

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

Procedure:

1. From the **Talkgroups** work area, click the **Delete** icon associated with the dispatch group to delete. A delete confirmation message *Confirm the automatic contacts assignment If the check box is checked, then following is done for you automatically.*

    1. *The members are removed from contact list of the dispatcher(s).*

    2. *Dispatcher(s) is (are) removed from contact list of each member.*

    3. *Dispatcher(s) is (are) removed from contact list of the other dispatcher(s).*

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

    Click 'OK' to continue and 'Cancel' to abort the operation. displays.

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

3. Click one of the following:

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

   - **Cancel** to discard the changes.

Edit a Talkgroup

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

Renaming a Talkgroup

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

Procedure:

1. Select the talkgroup from the **Talkgroups** work area and click the **Edit** icon associated with the talkgroup you want to edit.
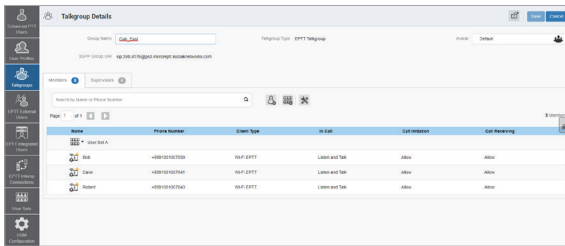
2. Modify the talkgroup name in the **Name** field.

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

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

Adding Members to a Talkgroup

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

Procedure:

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

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

3. Click the **Assign Members** button to add more members. The **Assign Members** pop-up displays.
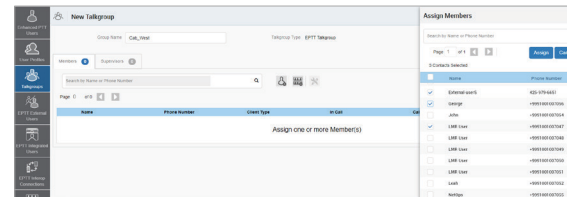
4. Select the members you want to add to the talkgroup by checking the applicable checkboxes. Only those members that are not already a member of the talkgroup are available for selection. You can pick a maximum of 200 members at a time for an addition. You can select all members of a talkgroup by clicking the checkbox before the name header, which functions as a select all checkbox.

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

Call Permissions Configurations

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

In-Call

Listen and Talk

While In call permission is set to Listen and Talk, users can listen to the call session as well as be allowed to transmit/talk to the active call session. This permission is default for all the talkgroup members.

Listen Only

While In call permission is set to Listen only, users are only allowed to listen to the call session but NOT allowed to transmit/talk to the active call session.

Call Initiation

Allow

When set to Allow, users can initiate a new call session to the predefined talkgroup. users are also allowed to rejoin the session that is missed, for example, due to network issues, busy in other calls. This permission is default for all talkgroup members.

Do not Allow

When set to Do not Allow, users are NOT allowed to initiate a new call session or rejoin an existing active call session.

Call Receiving

Allow

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

Do not Allow

When set to Do not Allow, users are NOT allowed to receive any incoming call session. users are not paged for any calls that are initiated on that talkgroup by other members.

You can identify the Call Permissions icons from Talkgroup Icons.

Changing in Call Permissions

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

Procedure:

1. From the **Members** tab, click the **Tools** icon, and select the checkbox associated with the member to assign permissions.

2. From the **Permissions** drop-down,

   - Select **Listen and Talk**.
   - Select **Listen Only**.

3. Once selected, click one of the following:

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

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

4. Click one of the following:

   - **OK**. A success message displays.
   - **Cancel** to cancel the action.

Changing Call Initiating Permissions

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

Procedure:

1. From the **Members** tab, click the **Tools** icon, and select the checkbox associated with the member to assign permissions.

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

   - Select **Allow**.
   - Select **Do not Allow**.

3. Once selected, click one of the following:

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

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

5. Do one of the following:

   - Click **OK**. A success message displays.
   - Click **Cancel** to cancel the action.

Changing Call Receiving Permissions

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

Procedure:

1. From the **Members** tab, click the **Tools** icon, and select the check box associated with the member to assign permissions.

2. From the **Permissions** drop-down,

   - Select **Allow**.
   - Select **Do not Allow**.

3. Once selected, click one of the following:

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

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

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

4. From the message, click one of the following:

   - **OK**. A success message displays.
   - **Cancel** to cancel the action.

Removing a Member from a Talkgroup

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

Procedure:

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

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

3. Click the **Tools** icon.

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

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

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

Manage User Sets of a Talkgroup

A user set is a faster way to program multiple handsets easily. It is a logical set of users

where each member of the user set is assigned as a contact to another. The user sets are only visible and manageable from the Contact and Talkgroup Management.

For more information, refer to User Sets.

Adding User Sets as Members of a Talkgroup

Using User Sets, you can quickly add members to a talkgroup. To learn more about User Sets, refer to User Sets. User Sets updates are propagated automatically.

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

Procedure:

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

2. Click the **Assign User Set** tab and a pop-up assign user set window displays.
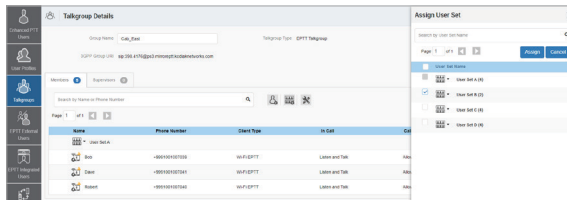
3. Select the user sets and click the **Assign** button.

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

Removing a User Set from a Talkgroup

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

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

Procedure:

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

2. Click the **Tool** icon.

3. Select the user set in the work area and click the **Delete** icon to remove the user set (and thus the members of the user set as contacts) from the talkgroup.
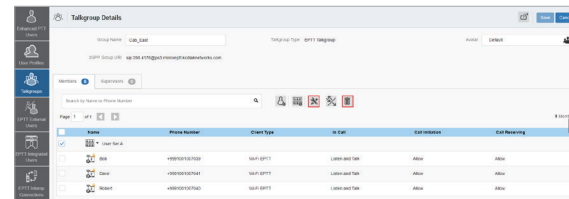
4. Click the **Close** icon. The members of the user-set are removed from the subscriber and the total contacts count decreases.

Viewing User Set Distribution to a Talkgroup

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

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

Procedure:

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

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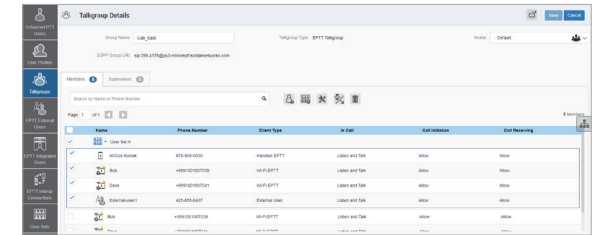
Saving Changes to a Talkgroup

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

Procedure:

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

Deleting a Talkgroup

To delete a talkgroup, perform the following steps.

Procedure:

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

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

Export Talkgroups

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

Opening a CSV File

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

Procedure:

1. Open Excel program.

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

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

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

   The **Open** dialog box appears, 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 Talkgroup Details

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

Exporting Details of an Individual Talkgroup

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

Procedure:

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

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

Exporting Details of All Talkgroups

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

Procedure:

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

Manage Broadcast Groups

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

You can identify the Broadcast Group icons from Talkgroup Icons. For common icons, refer to Common Icons.

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 a 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 Common Icons.
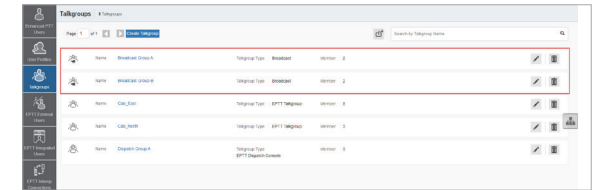
For details, refer to Search.

Creating a Broadcast Group

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

Procedure:

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

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

   NOTE: The Broadcast group can have more than one broadcaster. Select at least one broadcaster for the talkgroup.

4. Select one or more broadcasters that you want to assign as a broadcaster to the talkgroup.
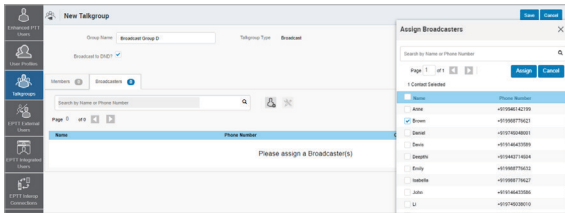
5. Click the **Assign** button.

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

6. Type a name for the talkgroup in the **Name** field.

7. Follow the same steps to add the members to the talkgroup as described in Create Talkgroup.

8. Click the **Save** button. A confirmation window displays, *You are about to save a broadcast group. Broadcast group allows the broadcasters of the talkgroup to make a one-way call to the members. Do you want to continue?*

9. Click **OK** and a success message displays stating that the broadcast group added successfully. The broadcast group is now added to the talkgroup list.

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

Editing a Broadcast Group

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

Procedure:

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.

4. To assign a broadcaster, click the **Assign Broadcaster** button. The **Assign Broadcasters** pop-up window displays.
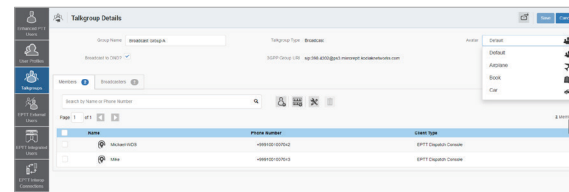
5. Select the broadcaster you want to assign to the talkgroup.

6. Click **Assign**.

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

Deleting Broadcast Members in a Talkgroup

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

Procedure:

1. From 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 check box associated with the member to delete.

3. Click the **Delete** icon to remove talkgroup members.

4. Click **Save** to save.

Deleting a Broadcast Group

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

Procedure:

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

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

Supervisory Override and Location Capabilities

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

Assigning a Supervisor to a Talkgroup

Procedure:

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

2. Select the **Supervisors** tab.
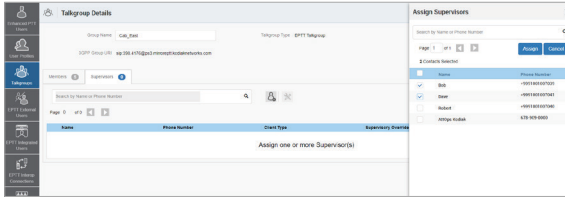
3. Click the **Assign Supervisor** button to assign supervisors to the talkgroup. The **Assign Supervisor** pop-up window displays.
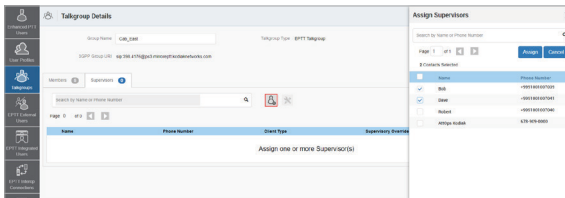
4. Select the talkgroup members you want to be assigned as supervisors for the talkgroups. If the user is already assigned as supervisor, then they do not show up on this window.

    NOTE: External Contacts, Interop Talkgroups, and Interop Connections are not allowed to be supervisors and are not available on the **Assign Supervisors** Window for selection.

5. Click **Assign**. A success message displays a message stating that the talkgroup was updated successfully.

6. To dismiss the message, click the **Close** icon. The users selected to be a supervisor display in the **Supervisors** tab and the total supervisors count increases accordingly.

Enabling Supervisory Override, Location Capabilities, and OSM Permission

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

Procedure:

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

2. Click the **Tools** icon.

3. Select the members you want to enable supervisory override, location capabilities, and OSM permission.
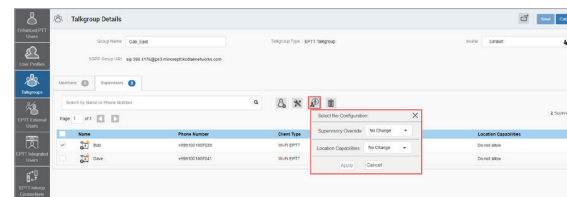
4. Click the **Supervisory-location and OSM Permissions** icon.

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

- **Allow** to enable **Supervisory Override, Location Capabilities, and OSM Permission.**
- **Do not allow** to disable the permission.

6. Click one of the following:

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

7. A confirmation message *You are about to change "permission name" for the Selected Subscriber to Yes. Are you sure?* displays.

8. Click one of the following:

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

Talkgroup Scanning

Talkgroup Scanning allows a user to receive incoming FirstNet Rapid Response 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.

Talkgroup Scanning (Except Radio Clients)

You manage the talkgroup scanning for the users.

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

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

**NOTE:** In the preceding scenarios, you cannot see the Talkgroup in Scan List and Priority columns.
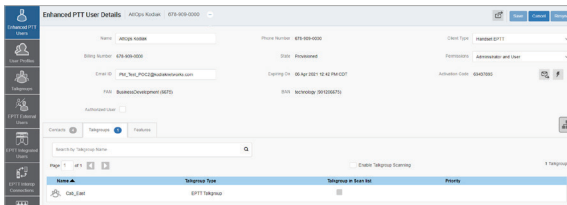
Position and Talkgroup Scanning for Radio Users

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

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

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

You can assign a Scan List Priority only when the **Enable Talkgroup Scanning** checkbox is selected.
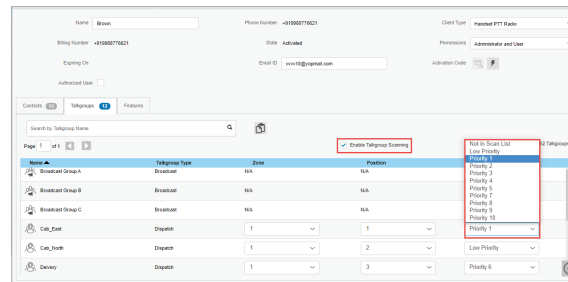
If you change the client type from any of the previously mentioned users, then the priority scan list feature is shown as disabled. To enable the priority scan list, assign the user with a position. When you assign a position to the talkgroup, the priority scan list is enabled to select the priority.
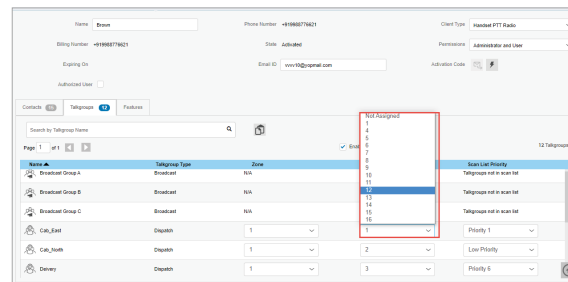
Group Sharing

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

Owned Broadcast Group

This icon indicates that a Broadcast Group is owned by its own corporation in the list area and work areas.

Shared Broadcast Group

This icon indicates that a Shared Broadcast Group is shared from another corporation.

Owned Dispatch Group

This icon indicates that a Dispatch Group is owned by its own corporation in the list area and work areas.

Shared Dispatch Group

This icon indicates that a Shared Dispatch Group is shared from another corporation.

Owned MCX Standard Group

This icon indicates that an MCX Standard Group is owned by own corporation in the list area and work areas.

Shared MCX Standard Group

This icon indicates that a Shared MCX Standard Group is shared from another corporation.

Owned MCX Standard Group warning

This icon indicates that an owned MCX Standard Group needs attention.

Shared MCX Standard Group warning

This icon indicates that a shared MCX Standard Group needs attention.

Owned Standard Group

This icon indicates that a Standard Group is owned by the own corporation in the list area and work areas.

Shared Standard Group

This icon indicates that a Standard Group is shared from another corporation.
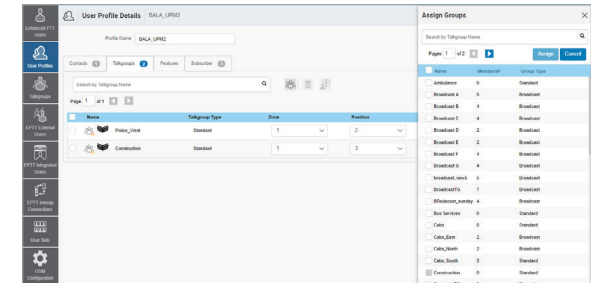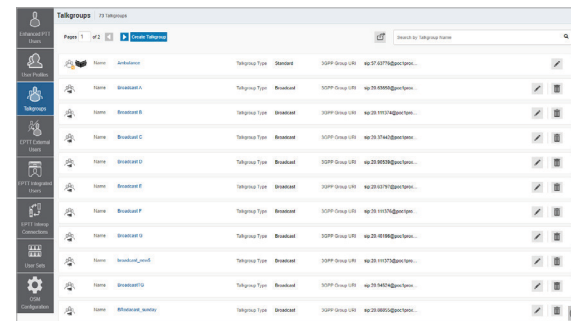
Owned Standard Group warning

This icon indicates the standard talkgroup owned by the own corporation in the list area and work areas.

Shared Standard Group warning

This icon indicates that a shared standard talkgroup needs attention.

View and Assign Shared Talkgroups

The shared corporation can identify the shared talkgroups from the owned corporation with a shared icon on the talkgroup icon in the talkgroups list. The shared corporations do not have permission to edit the shared talkgroup details. You can assign shared talkgroups to users only through the **User Profile**.

Viewing and Assigning Shared Talkgroups to User

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

Procedure:

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

2. Select the **Talkgroup** tab.

3. Click the **Assign Talkgroups** icon. An **Assign Groups** Window displays.

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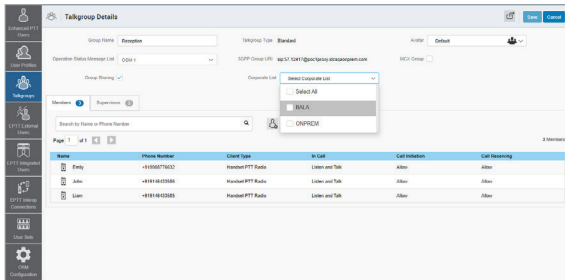
Sharing Groups

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

Procedure:

1. From the **Talkgroups** tab, Click **Create Talkgroup**.

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

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

4. Select an avatar from the **Avatar** drop-down.

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

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

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

7.   Select **OK**.

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

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

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

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

11. Click **Save**.

External Users

The **External Users** work area displays the list of external users outside of your corporation. The external users could be the vendors or the partners of the corporation. You can add a phone number signed up for FirstNet Rapid Response service from corporations other than yours. The **External Users** work area shows the external users in your corporation.

You can identify the External Users icons from External User Icons.

The **External Users** work area has options to search for a specific external user by Name or Phone Number. For details, refer to Search.

For common icons, refer to Common Icons. For details on searching, refer to Search.
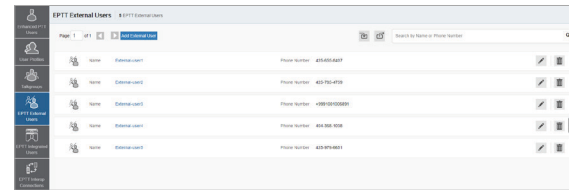
You can identify the icons from External User Icons. Click the **Add External Users** button to create an External User.

External User Icons

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

External User

This icon indicates that a user is a different corporation.

View an External Users

The **External Users** work area has options to search for a specific external user by name and phone number. You can also use the search operation using specific parameters; refer to Search.
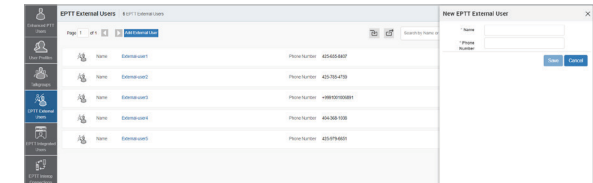
NOTE: To edit the name, click the name field and change the name as desired.

Adding an External User

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

Procedure:

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

2.   Enter the name in the **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 allowed in the corporation, but you receive a warning message.

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

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

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

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

Deleting an External User

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

Procedure:

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

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

Export External Users

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

Opening a CSV File

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

Procedure:

1. Open Excel program.

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

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

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

The **Open** dialog box appears, 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 External User Details

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

Exporting Details of an Individual External User

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

Procedure:

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

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

Exporting Details of All External Users

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

Procedure:

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

Importing External Users

The import feature allows you to import the external contacts from a CSV or Excel file in bulk to the Contact and Talkgroup Management. The information in the imported CSV or Excel file columns contains the name and phone numbers of the external user.
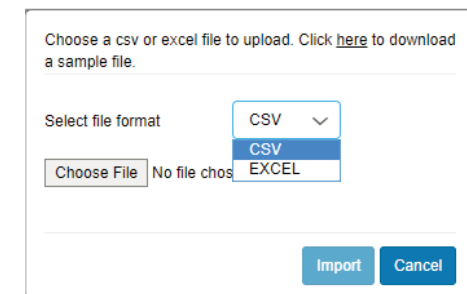
When and where to use: To import the users to the Contact and Talkgroup Management, follow these step:

Procedure:

1. From the **External Users** work area, click the **Import** icon.
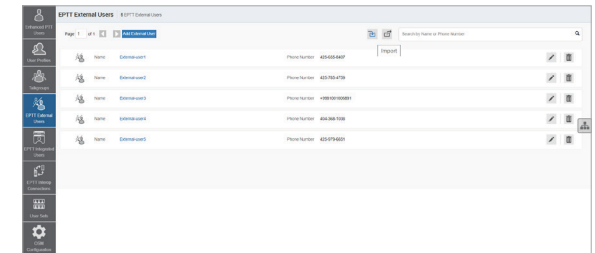
2. A choose file window opens.

   NOTE: To view the sample file, click "**here**" in the message.

3. From the **Select file format** drop-down, choose the format.

4. Click **Choose file**. A file window opens.

5. Select the CSV or Excel file and click **Open**.

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

Integrated Users

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

The Integrated Users work area has options to search for specific Users by Name or Phone Number or State or Type or Interop Feature or Permissions. For more information, refer to Search.

You can identify the Integrated Users icons from Integrated User Icons. For common icons, refer to Common Icons.
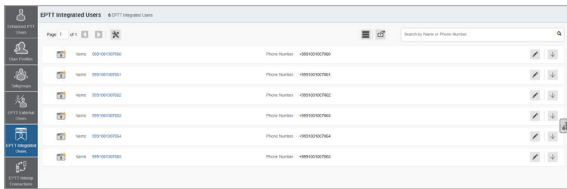
You can identify the icons from Integrated User Icons.

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

Integrated User Icons

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

Integrated Mobile

This icon indicates an Integrated Mobile.

Integrated Mobile Warning

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

Integrated Tracking

This icon indicates an Integrated Tracking.

Integrated Tracking Warning

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

Integrated Web

This icon indicates an Integrated Web.

Integrated Web Warning

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

View an Integrated User

To view a user, click the Integrated Users menu from the Contact and Talkgroup Management navigation. The Integrated Users main screen displays.
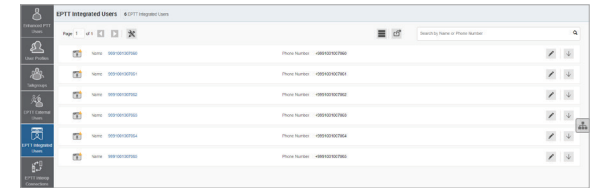
NOTE: To edit the name, click the Name field, and change the name as desired.

The **Integrated Users** work area has options to search for a specific partner by Name, Phone Number, State, and Type. For more information, refer to Search. The Integrated Users section displays the following user types:

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

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

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

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

For common icons, refer to Common Icons.

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 details display.

To edit the name, double-click the Name field and change the name as desired.
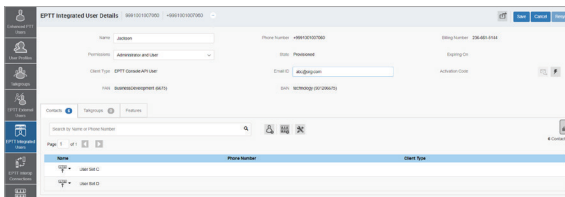
The following details of user information are shown as follows:

- **Name** - Displays the name of the user. You can edit this field.
- **Phone Number** - Displays the number of the user. You cannot edit this field.
- **Billing Number** - Displays the billing phone number of the user. You cannot edit this field. For more information, refer to Billing Number.
- **Permission** - Displays the type of the user. You can edit this field. For more information, refer to Permission.
- **State** - Displays the activation state of the user. You cannot edit this field. For more information, refer to State.

- **Expiring On** – Displays the expiration date of the activation code. You cannot edit this field. For more information, refer to Expiring On.
- **Client Type** - Displays the client type of the user. You cannot edit this field. For more information, refer to Client Type.
- **Email ID** - Displays the email ID of the user. You can edit this field. For more information, refer to Email ID.
- **Activation Code** - Displays the activation code of the user. You cannot edit this field. For more information, refer to Activation Code.

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

The top portion of the work area shows the user details, which consist of the following information.

Billing Number

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

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

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

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

Permission

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

You can manage Administrator or Administrator and User types only. Contact and Talkgroup Management does not allow you to manage Public user types. Subscription types can have the following values.

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

State

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

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

Client Type

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

Expiring On

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

Email ID

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

Activation Code

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

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

Generating Activation Codes

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

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

Procedure:

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

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

3. Click **OK** to send the new activation code to the email ID of the user. A send email activation code window displays.

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

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

Generating Activation Codes for Multiple Users

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

Procedure:

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

2. Click one of the following:

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

3. Click the **Generate Activation Codes** icon. An information message *You have selected to generate new activation codes. Existing activation codes if any are invalidated. Client has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.* displays.

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

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

Resending an Existing Generated Activation Code without Regenerating

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

Procedure:

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

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

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

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

Regenerating an Activation Code

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

Procedure:

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

2. To regenerate the activation code, click **Regenerate Activation Code** on the user details page. Regenerating an activation code for already activated clients deactivates the client, thus a confirmation message *You have selected to generate a new activation code. Existing activation code is invalidated. Client has to reactivate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.* displays.

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

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

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

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

Re-sync a User

For more information, refer to the Device Resync.

Manage Contacts

For more information, refer to Manage Contacts.

Manage Talkgroups

For more information, refer to Talkgroups.

Changing Permission of Integrated Users

Contact and Talkgroup Management allows you to change the permission for the Integrated Users. You can change the permission for individual and multiple users at a time. The users are listed alphabetically in the work area. You can navigate through the pages by using the arrows at the top-left of the page.

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

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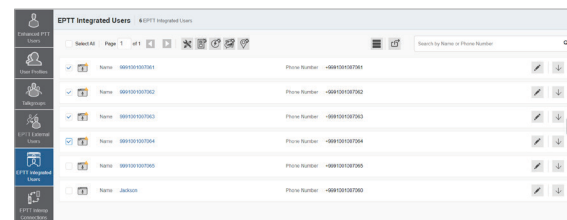
Procedure:

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

- Administrator
- Administrator and User

   NOTE: You can see an information message based on your selection of **Administrator** or

Administrator and User type selected. For example *You are about to change the types for all the selected users to Administrator. Are you sure?*

2. Click **OK** to save the changes.

Export Integrated Users

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

Opening a CSV File

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

Procedure:

1. Open Excel program.

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

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

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

   The **Open** dialog box appears, 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 Integrated User Details

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

Exporting Details of an Individual Integrated User

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

Procedure:

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

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

Exporting Details of All Integrated Users

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

Procedure:

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

Enable Authorization for User Monitoring Features
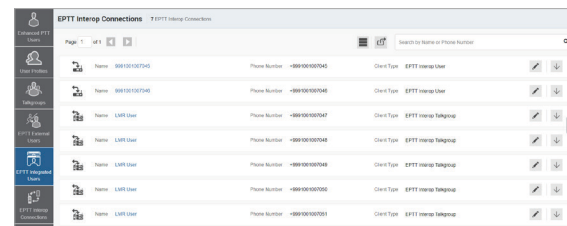
For more information, refer to the Enable Authorization for Remote Supervision Features.

Interop Connections

The Interop Connection work area displays the list of Interop Connections within your corporation. Interop Connection is the special type of user, which facilitates communication between Land Mobile Radio (LMR) and Broadband FirstNet Rapid Response networks. These users are restrictive and corporate admin cannot assign any contacts to these users.

Because of this limitation, the assign contacts and assign user sets buttons are disabled. In addition, these users can be members of only one talkgroup. The addition of Interop Connections to more than one talkgroup is not allowed.

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

You can identify the icons from Interop Connection Icons.

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

- Interop Radio
- Interop Connection
- Interop Talkgroup

There are following types of Interop Connection users:

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

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

You can link LMR Talkgroup to only one Broadband Talkgroup. The talker identity during the group call uses the LMR Talkgroup name that you assign. To communicate on an Interop call, a Broadband user must have Interop Connection MRC feature provisioned from the Billing Interface.

There is a special icon display for the user when the feature is provisioned. You can add a user without Interop Connection MRC feature in a linked Broadband Group, however, the Interop call is not connected to a user unless Interop Connection MRC feature is provisioned for the user.

You can identify the Interop Connection icons from Interop Connection Icons.

For common icons, refer to Common Icons.

Interop Connection Icons

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

Interop Radio

 This Icon indicates the Interop Radio or Interop Talkgroup. This feature allows the intero- perability between the Motorola FirstNet Rapid Response 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 Talkgroup on an Interop Console.

Link to LMR

This icon indicated that the Talkgroup on an Interop Console link to LMR users.

Interop Connection

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

Interop feature enabled

This icon indicates that the In- terop feature is enabled for the user.

Donor Radio

This icon indicates a Donor Radio user.

Viewing Interop Connection

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

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

Procedure:

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

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

Creating an Interop Talkgroup

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

Procedure:

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

2. Select the **Talkgroup Type** as **Standard Talkgroup** from the drop-down. The talkgroup details page displays.

3. Enter the name in the **Name** field.

4. Select an **Avatar** from the drop-down.

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

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

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

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

9. Click **OK**.

Editing an Interop Talkgroup

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

Procedure:

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

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

3. To change the members, select the **Manage Members** sub-tab.

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

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

Delete an Interop Talkgroup

The procedure for deletion of Interop talkgroup is the same as the procedure described in Deleting a Talkgroup.

Export Interop Connections

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

Opening a CSV File

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

Procedure:

1. Open Excel program.

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

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

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

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

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

Export Interop Connection Details

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

Exporting Details of an Individual Interop Connection

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

Procedure:

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

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

Exporting Details of All Interop Connections

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

Procedure:

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

User Sets

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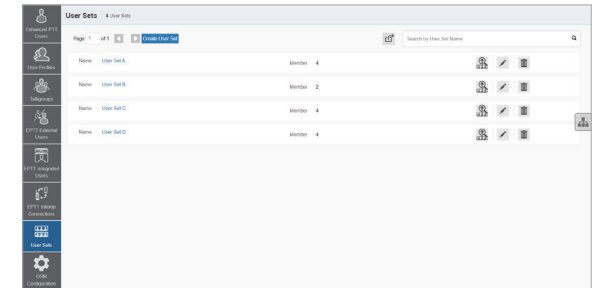
For common icons, refer to Common Icons.

Viewing a User Set

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

Procedure:

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


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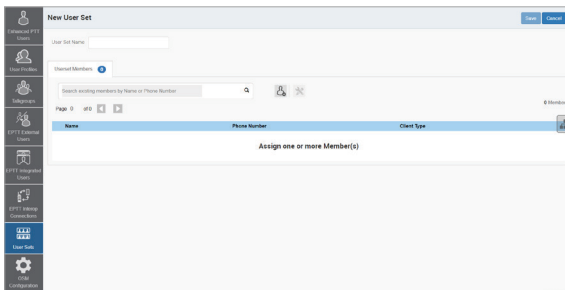
Creating a User Set

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

Procedure:

1. In the navigation area, click the **User Set** button to display all user sets.
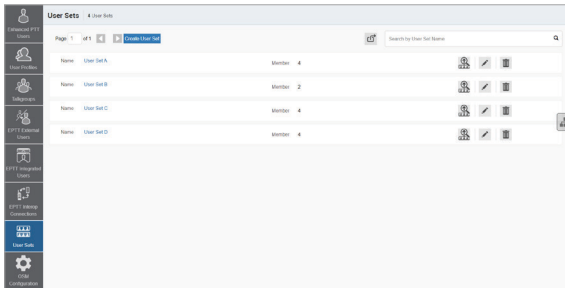
2. Click the **Create User Set** button. A **Create User Set** Window displays.

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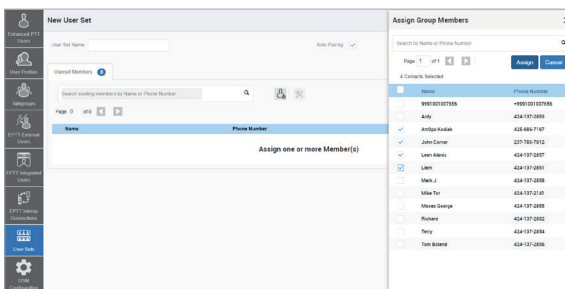
5. Select the members that you want to add to the user set by checking the applicable checkboxes. Only those members that are not already a member of a user set are available for selection. You can pick a maximum of 200 members at a time for an addition. You can also select all members by clicking the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

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

7. Click Save to add the user set. A confirmation message *User Set is created and distributed to all the members. Are you sure? DO NOT CREATE a User Set with all external contacts only. Make sure that there is at least one internal user in it.* displays.

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

    NOTE: Each member of the user set is assigned as contact with other members. Thus, if you have created a user set with three members: Bob, Rob, and Joe; Bob gets Rob and Joe as contacts, Rob gets Bob and Joe as contacts and Joe gets Bob and Rob as contacts.

    Dispatch and Interop connections cannot be members of a user set.

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

You cannot create a user set until you click the **Add** button. The user set must have at least two members in it. The total number of members that can be added to a user set are 250, but you can add a maximum of 50 new members to a user set in one add operation.
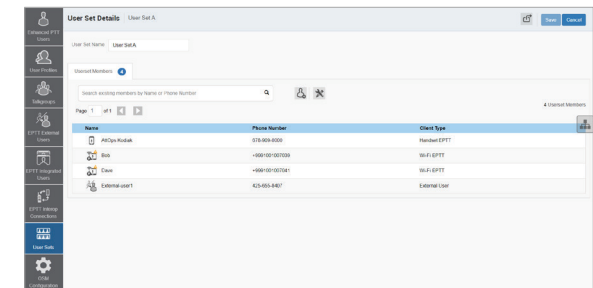
Edit a User Set

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

Renaming a User Set

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

Procedure:

1. In the navigation area, click the **User Sets** button.

2. Click the **Edit** icon associated with the user set that you want to edit.

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

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

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

Adding Members to a User Set

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

Procedure:

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

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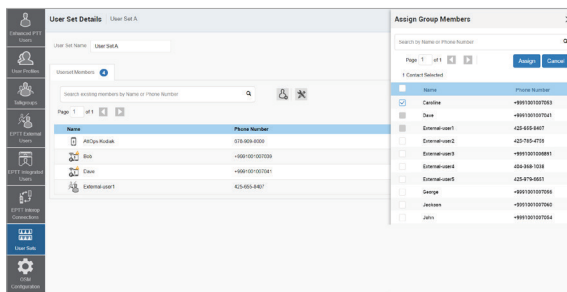

3. Select the members that you want to add to the user set by checking the applicable check boxes. Only those members that are not already a member of the user set are available for selection. You can pick a maximum of 200 members at a time for an addition. You can also select all members by clicking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

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

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

Removing Members from a User Set

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

Procedure:

1. In the navigation area, click the **User Set** button.

2. Click the **Edit** icon associated with the user set that you want to edit.

3. Click the **Tools** icon.

4. Select the check box associated with the member to be removed.

5. Click the **Delete** icon.
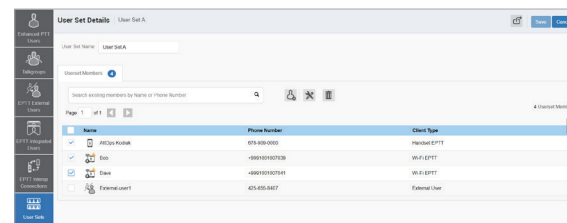
6. Click **Save** to save your changes. A delete confirmation message displays.

Deleting a User Set

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

Procedure:

1. Click the **User Sets** button.

2. Click the **Delete** icon associated with the User Set to delete. A confirmation message *You are about to delete User Set "<Name>" from the system. It shall be deleted from it's members as well as from non-members and talkgroups to which it is distributed to.* displays.

3. Click one of the following:

   - **OK** to continue. A success message displays.
   - **Cancel** to cancel the action.

User Set updates are propagated automatically.

Export User Sets

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

Opening a CSV File

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

Procedure:

1. Open Excel program.

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

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

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

   The **Open** dialog box appears, 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**.

Exporting an Individual User Set

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

Procedure:

1. From the navigation area, click the **User Set** menu. The user set details display.

2. Click the **Edit** icon associated with the user set in the work area. The user set details display.

3. Click the **Export** icon in the work area. The user set details downloads automatically.

Exporting All User Sets

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

Procedure:

1. From the navigation area, click the **User Set** menu. The user set details display.

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

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

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

Assigning a User Set

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

NOTE: You can only assign User Sets to a User Profile with **Auto Paring** disabled.

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

Procedure:

1. Select the appropriate User Set menu (**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.

Removing a User Set

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

Prerequisites: To remove a user set that you are a member of, refer to Removing Members from a User Set.

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

Procedure:

1. Select the appropriate menu (**Users**, **Talkgroups**, and **Integrated Users**) from the navigation Area.

2. Click the **Edit** icon associated with the user or talkgroup to edit.

3. To see the checkboxes, click the **Tools** icon.

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

5. Click the **Delete** icon.

User Set updates are propagated automatically.

Viewing User Set Members

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

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

Procedure:

1. Select the appropriate menu (**Users**, **Talkgroups**, and **Integrated Users**) from the navigation Area.

2. Click the **Edit** icon associated with the user or talkgroup to view.

3. From the **Contacts** tab,

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

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

Assigning More Than 250 Contacts to Each User Through User Sets

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

When and where to use:

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

Procedure:

1. Create two separate user sets, with each containing 250 members. The two user sets combined to cover all 500 users.

2. From the Users work area, select a user of the first user set, click the **Assign User Set** button to assign the user to the other two user sets that the user is not a member.

3. Repeat the preceding process for all the other members of the first user set.

4. Repeat the preceding steps for the second set.

Viewing User Set Distribution

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

Procedure:

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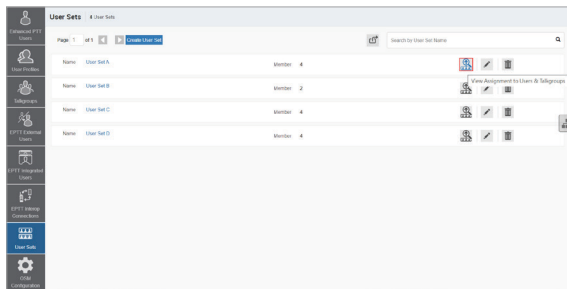
OSM Configuration

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

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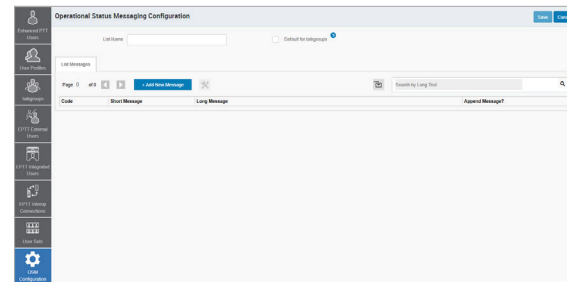
You can identify the OSM Configuration icons from Common Icons.

Creating Operational Status Message List

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

Procedure:

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

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

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

4. Click **Add New Message**.

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

5. Enter the status code in the **Code** field.

6. Enter a short message in the **Short Message** field. The length of the short message should not be more than 10 letters.
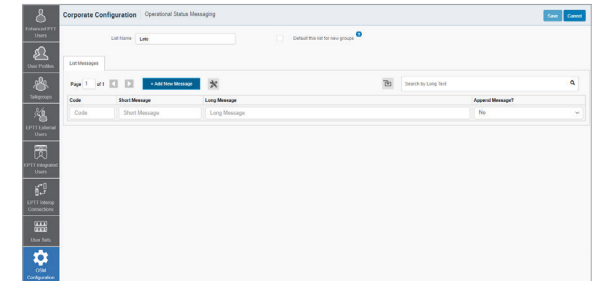
7. Enter the description of the status message in the **Long Message** field.

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

   • **Yes** to allow appending the message,

   • **No** to denying the appending message.

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

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

   • **No** if you do not want the previous action to be available for the user.
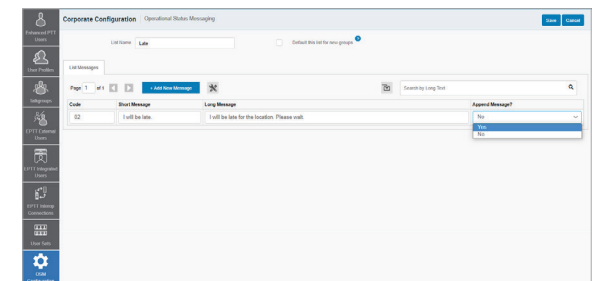
10. You can select the **Default this list new group** check box if you want to make this status message default when you create talkgroups.

   NOTE: You can select only one list name as the default status message.

11. Do one of the following:

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

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

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

Assigning Operational Status Message to Talkgroup List

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

Procedure:

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

2. Click **Assign to groups**. An **Assign Groups** pop-up displays.
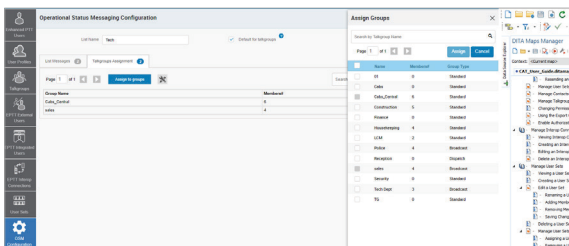
3. Select the groups and click one of the following:

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

Removing Talkgroups from the Assigned Status Message

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

Procedure:

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

2. Select the **Talkgroup Assignment** tab.

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

4. Select checkboxes next to the talkgroups, which you want to remove from the assigned status message, and click the **Delete** icon.
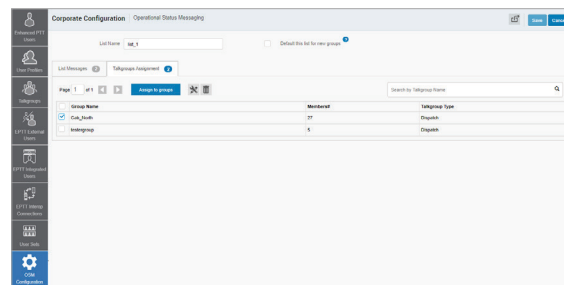
5. A confirmation message *Are you sure you want to delete the Groups from this OSM List?* displays.

6. Do one of the following:

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

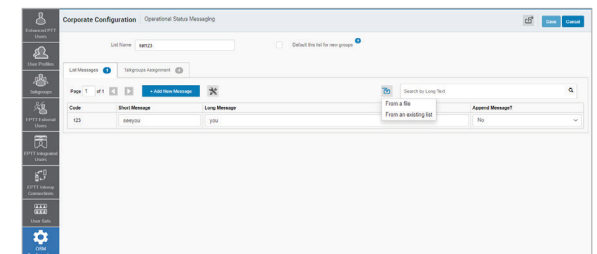## Import Operational Status Message

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

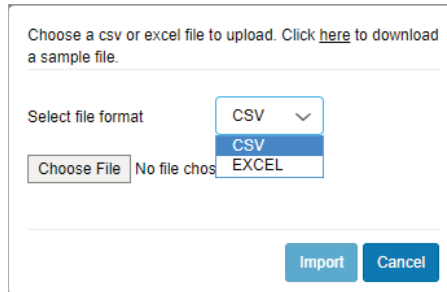### Importing Operational Status Messages from a File

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

Procedure:

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

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

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

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

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

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

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

6. Click one of the following:

   - **Save** to save the changes.
   - **Cancel** to cancel the changes.

## Importing from the Existing List of Operational Status Message

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

Procedure:

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

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

2. In the **List Message** tab, click the Import icon and select **From an existing list**.
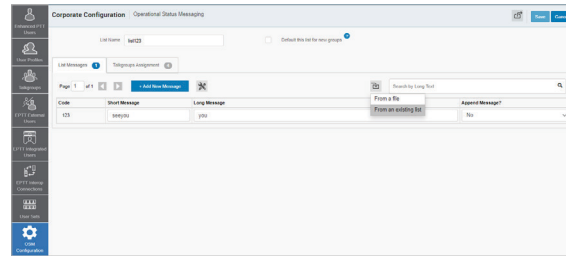
3. A message selection list pop-up opens.
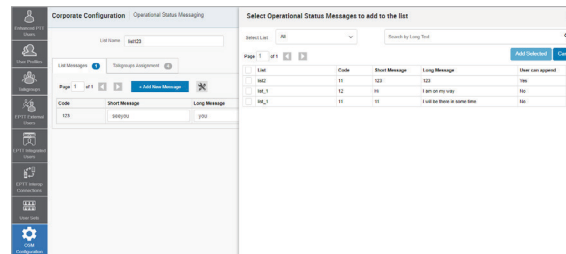
4. Select the checkboxes next to the list and click one of the following:

   - **Add Selected** to the status message.
   - **Cancel** to cancel the action.

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

5. Click one of the following:

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

Multiple Administrators Logged In Same Time

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

Troubleshooting

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

Log In Issues

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

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

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

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

User Interface Issues

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

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

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

Ensure that you are using the right version of the browser. For more information, refer to Browsers Requirements.

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

The resync button is disabled does not work.

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

The Update/Save button is disabled.

There are no changes to save.

Why is the Authorized User Check box not showing?

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

>   **Resolution**
>
>   The handset of the user is using a legacy client before the 9.0 release.
>
>   Request the user to upgrade the handset client.

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

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

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

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

Manage Contacts Issues

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

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

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

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

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

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

User Set Issues

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

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

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

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

Generic

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

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

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

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

License Management Tool

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

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

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

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