# Corporate Administration Tool

## User Guide Release 8.3

## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction and Key Features</td>
<td>2</td>
</tr>
<tr>
<td>Getting Started</td>
<td>2</td>
</tr>
<tr>
<td>Navigate the Corporate Administration Tool</td>
<td>2</td>
</tr>
<tr>
<td>Manage PTT Users</td>
<td>11</td>
</tr>
<tr>
<td>Manage Talkgroups</td>
<td>17</td>
</tr>
<tr>
<td>Talkgroup Scanning</td>
<td>21</td>
</tr>
<tr>
<td>Supervisory Override</td>
<td>23</td>
</tr>
<tr>
<td>Manage Broadcast Groups</td>
<td>23</td>
</tr>
<tr>
<td>Dispatch</td>
<td>24</td>
</tr>
<tr>
<td>Migrate Desktop Dispatch to Web Dispatch</td>
<td>26</td>
</tr>
<tr>
<td>Manage External Users</td>
<td>27</td>
</tr>
<tr>
<td>Manage Integrated Users</td>
<td>28</td>
</tr>
<tr>
<td>Manage Interop Connections</td>
<td>31</td>
</tr>
<tr>
<td>User Monthly Recurring Charges (MRC) Feature</td>
<td>32</td>
</tr>
<tr>
<td>Manage User Sets</td>
<td>33</td>
</tr>
<tr>
<td>Re-sync a Device</td>
<td>36</td>
</tr>
<tr>
<td>Using the Export Operation</td>
<td>36</td>
</tr>
<tr>
<td>Using the Tool by More Than One Admin</td>
<td>36</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>37</td>
</tr>
</tbody>
</table>
Introduction and Key Features

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

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

- **PTT Users Management**
  Allows you to manage the PTT User profile such as name and subscription type.

- **Talkgroups Management**
  Allows you to manage Talkgroups including Talkgroup scanning, supervisory override, permission to the Talkgroup members for call initiation, and receive and In-call accessibility. There are three types of Talkgroups that you can manage: standard, dispatch, and broadcast groups.

- **External Users Management**
  Allows you to manage users external to the Corporation.

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

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

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

Getting Started

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

- **Prerequisites**
  - Required Browsers
  - Hardware Requirements
  - Ensuring Correct Display of the Website

- **Log into the Corporate Administration Tool**

Prerequisites

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

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

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

- Recommended RAM size 8 GB

Ensuring Correct Display of the Website

**Enabling Pop-ups**
The Corporate Administration Tool opens in a new browser window. Be sure to enable pop-ups to access the Corporate Administration Tool.

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

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

Navigate the Corporate Administration Tool

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

This section is organized as follows:

- **Header Area**
  - Menu
  - My Account
  - Settings
  - Header Area Icons
- **Navigation Area**
  - PTT Users
    - PTT Users Icons
  - Talkgroups
    - Talkgroup Icons
    - Avatars
  - External Users
    - External Users Icon
Navigate the Corporate Administration Tool

- **Integrated Users**
  - Integrated Users Icons
- **Interop Users**
  - Interop Users Icons
- **Work Area Navigation**
- **Search**
  - Using Parameters
- **Common Icons**

**Header Area**

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

**Menu**

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

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

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

**My Account**

My Account allows you to exit the Corporate Administration Tool.

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

**Settings**

The settings are listed as follows:

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

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

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

**Note:** Ensure to enable pop-ups in the browser to access the “Help” page.
Header Area Icons

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Account</td>
<td>Click to exit the application.</td>
</tr>
<tr>
<td>Menu</td>
<td>Click to access any available associated applications, such as License Management Tool.</td>
</tr>
<tr>
<td>Settings</td>
<td>Click to access the Language setting, Max rows per page, About version, How do we use cookies, Take a tour, Copyright, and Help.</td>
</tr>
</tbody>
</table>

Navigation Area

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

PTT Users

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

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

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

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

PTT Users Icons

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

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

In this work area, to select a single user, click the User Row.
### PTT Users Icons

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Cross Carrier Standard" /></td>
<td>This icon indicates a Cross Carrier Standard.</td>
</tr>
<tr>
<td><img src="image" alt="Cross Carrier Standard Warning" /></td>
<td>This icon indicates that a Cross Carrier PTT Client needs attention. Cross Carrier Standard typically needs attention when there is no activation code.</td>
</tr>
<tr>
<td><img src="image" alt="Cross Carrier PTT Radio" /></td>
<td>This icon indicates a Cross Carrier PTT Radio.</td>
</tr>
<tr>
<td><img src="image" alt="Cross Carrier PTT Radio Warning" /></td>
<td>This icon indicates that a Cross Carrier PTT Radio needs attention. Cross Carrier PTT Radios typically need attention when there is no activation code.</td>
</tr>
<tr>
<td><img src="image" alt="Dispatch" /></td>
<td>This icon indicates the dispatch console or dispatch group in the list area and work areas.</td>
</tr>
<tr>
<td><img src="image" alt="Dispatch Warning" /></td>
<td>This icon indicates that a dispatch needs attention. Dispatch will typically need attention when there is no activation code.</td>
</tr>
<tr>
<td><img src="image" alt="Handset Standard" /></td>
<td>This icon indicates a Handset Standard.</td>
</tr>
<tr>
<td><img src="image" alt="Handset Standard Warning" /></td>
<td>This icon indicates that a Handset Standard needs attention.</td>
</tr>
<tr>
<td><img src="image" alt="Handset PTT Radio" /></td>
<td>This icon indicates a Handset PTT Radio.</td>
</tr>
<tr>
<td><img src="image" alt="Handset PTT Radio Warning" /></td>
<td>This icon indicates that a Handset PTT Radio needs attention.</td>
</tr>
<tr>
<td><img src="image" alt="Wi-Fi Standard" /></td>
<td>This icon indicates a Wi-Fi Standard.</td>
</tr>
<tr>
<td><img src="image" alt="Wi-Fi Standard Warning" /></td>
<td>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.</td>
</tr>
<tr>
<td><img src="image" alt="Wi-Fi PTT Radio" /></td>
<td>This icon indicates a Wi-Fi PTT Radio.</td>
</tr>
<tr>
<td><img src="image" alt="Wi-Fi PTT Radio Warning" /></td>
<td>This icon indicates that a Wi-Fi PTT Radio needs attention. A Wi-Fi PTT Radio will typically need attention when there is no activation code.</td>
</tr>
</tbody>
</table>

### Talkgroups

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

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

Talkgroups are identified with unique icons as described in the “Talkgroup Icons” section of this document. A Talkgroup can also be assigned a specific Avatar as described in the “Avatars” section of this document.

The following types of Talkgroups are displayed in the Talkgroups for creation:
- Broadcast
- Dispatch
- Standard

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

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

<table>
<thead>
<tr>
<th>Talkgroup Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Broadcast Group</strong></td>
<td>This icon indicates the broadcast group.</td>
</tr>
<tr>
<td><strong>Broadcast Group Warning</strong></td>
<td>This icon indicates that a broadcast group needs attention. Broadcast groups will typically need attention when a Talkgroup does not meet the minimum requirements or exceeds the maximum requirements than allowed.</td>
</tr>
<tr>
<td><strong>Broadcaster</strong></td>
<td>This icon indicates that the user is a broadcaster of the broadcast group.</td>
</tr>
<tr>
<td><strong>Change Call Initiating Permissions</strong></td>
<td>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.”</td>
</tr>
<tr>
<td><strong>Change Call Receiving Permissions</strong></td>
<td>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.”</td>
</tr>
<tr>
<td><strong>Change In-Call Permissions</strong></td>
<td>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.”</td>
</tr>
<tr>
<td><strong>Dispatch Group</strong></td>
<td>This icon indicates the dispatchers or dispatcher group in the list area and work areas.</td>
</tr>
<tr>
<td><strong>Dispatch Group Warning</strong></td>
<td>This icon indicates that a dispatch group needs attention. Dispatch Group will typically need attention when there is no activation code.</td>
</tr>
<tr>
<td><strong>Talkgroup</strong></td>
<td>This icon indicates a Talkgroup in the list area and work areas.</td>
</tr>
<tr>
<td><strong>Interop Talkgroup</strong></td>
<td>This icon indicates a PTT Talkgroup on an Interop Console.</td>
</tr>
<tr>
<td><strong>Standard Talkgroup</strong></td>
<td>This icon indicates the standard Talkgroup in the list area and work areas.</td>
</tr>
<tr>
<td><strong>Standard Talkgroup Warning</strong></td>
<td>This icon indicates that a standard Talkgroup needs attention. Standard Talkgroup will typically need attention when there is no activation code.</td>
</tr>
</tbody>
</table>
## Avatars

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

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

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

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

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

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

- External Users

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

External Users Icon

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

External User

This icon indicates that a user is a different Corporation.

Integrated Users

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

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

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

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

Integrated Users Icons

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

Integrated Mobile

This icon indicates an Integrated Mobile.

Integrated Mobile Warning

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

Integrated Tracking

This icon indicates an Integrated Tracking.

Integrated Tracking Warning

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

Integrated Web

This icon indicates an Integrated Web.

Integrated Web Warning

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

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

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

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

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

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

Interop Users Icons

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

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Interop Radio Icon" /></td>
<td>This Icon indicates the Interop Radio or Interop Talkgroup. This feature allows the interoperability between the Push-to-Talk Over Cellular (PoC) system and Interop networks using the Interop Radio solution.</td>
</tr>
<tr>
<td><img src="image" alt="Link to Interop Talkgroup Icon" /></td>
<td>This icon indicates a Link to Interop Talkgroup.</td>
</tr>
<tr>
<td><img src="image" alt="Interop Talkgroup Icon" /></td>
<td>This icon represents a PTT Talkgroup on an Interop Console.</td>
</tr>
<tr>
<td><img src="image" alt="Interop User Icon" /></td>
<td>This icon indicates an Interop User. There is no warning icon associated with the Interop User.</td>
</tr>
<tr>
<td><img src="image" alt="Patch User Icon" /></td>
<td>This icon indicates a Patch User.</td>
</tr>
<tr>
<td><img src="image" alt="Linked to Patch Endpoint Icon" /></td>
<td>This icon indicates a Link to Patch Endpoint.</td>
</tr>
</tbody>
</table>

Search

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

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

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

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

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

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

Using Parameters

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

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

### Common Icons

**Allow Location**
- Displayed when **Tools** is clicked.

**Allow Multimedia**
- Displayed when **Tools** is clicked.

**Allow Text**
- Displayed when **Tools** is clicked.

**Assign Contacts**
- Click to assign a contact.

**Assign User Set**
- Click to assign a user set for a single PTT User.

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

**Cancel or Close**
- Click to cancel or close the current operation.

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

**Close**
- Click to close the current window.

**Close User Set**
- Click to close User Sets for PTT Users, Talkgroups, External Users, Integrated Users and Interop Users.

**Collapse Details**
- Click to collapse the details for a single PTT User and Integrated Users.

**Corporate Hierarchy**
- Click to view users grouped in FAN and BAN.

**Delete**
- Click to delete the record data.

**Edit**
- Click to edit the record data.

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

**Expand Details**
- Click to expand the details for a single PTT User and Integrated Users.

**Export**
- Click to export all tabular data in CSV file format.

**Generate Activation Code**
- Click to re-generate an activation code.

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

**Show More for All**
- Click to show more for all record details.

**Show Less for All**
- Click to show less for all record details.

**Assign User Set**
- Click to manage the User Sets for PTT Users, Talkgroups, External Users, Integrated Users and Interop Users.
Manage PTT Users

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

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

This section is organized as follows:

- View a User
- Edit a User
- Re-Sync a User
- Generate Activation Codes
  - Regenerate an Activation Code
  - Resend an Existing Generated Activation Code without Regenerating
- Manage Contacts
  - Assign Contacts
  - Remove Contacts
- Manage User Sets
  - Add a User Set as Contacts of a User
  - Remove a User Set from a User
  - View User Set Members Associated with a User
- Manage Talkgroups
- Select Multiple Users
  - Generate Activation Codes for Multiple Users
- Using the Export Operation
  - “Enable Features to PTT Users”
    - Enable feature to Individual PTT User
    - Enable Feature to Multiple PTT Users
- Change User Type
View a User

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

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

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

- Name
- Phone Number
- User Type
- Permissions
- State
- User ID
- FAN
- BAN

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

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

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

Edit a User

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

The details of a user profile is shown as follows:

- **Name** – Displays the name of the user. This field can be edited.
- **Phone Number** – Displays the number of the user. This field cannot be edited.
- **Billing Number** – Displays the billing phone number of the user. This field cannot be edited. For more information, refer to the “**Permissions**” section in this document.
- **Permissions** – Displays the Corporation type permissions of the user. This field can be edited. For more information, refer to the “**Permissions**” section in this document.
- **State** – Displays the activation state of the user. This field cannot be edited. For more information, refer to the “**State**” section in this document.
- **Expiring On** – Displays the expiration date of the activation code. This field cannot be edited. For more information, refer to the “**Expiring On**” section in this document.
- **User Type** – Displays the client type of the user. This field can be edited. For more information, refer to the “**User Type**” section in this document.
- **Email ID** – Displays the email ID of the user. This field can be edited. For more information, refer to the “**Email ID**” section in this document.
- **Activation Code** – Displays the activation code of the user. This field cannot be edited. For more information, refer to the “**Activation Code**” section in this document.
- **Messaging** – Allows you to enable or disable the messaging feature for the user. You can select the checkbox(es) from Text, Multimedia and Location to enable the features.
- **Geofence** – Allows you to enable or disable the geofence feature for the PTT User.
- **Location History** – Allows you to enable or disable the location history feature for the PTT Users.
- **FAN** – Displays the FAN of the user. This field cannot be edited.
- **BAN** – Displays the BAN of the user. This field cannot be edited.

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

The user’s profile is shown on the top portion of the work area, which consists of the following information:
Billing Phone Number
The following types of clients are provisioned in the system in the form of license packs:
• Cross Carrier PTT Radio
• Cross Carrier PTT Standard
• Dispatch
• Integrated Mobile
• Integrated Tracking
• Integrated Web
• Interop Talkgroups
• Interop Users
• Patch Endpoint
• Wi-Fi Standards
• Wi-Fi PTT Radio

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

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

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

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

You can manage Administrator or Administrator user types only. You are not allowed to manage Public user permissions. User permission can have the following values:
• Administrator – These users will only receive contacts and Talkgroups from a corporate administrator.
• Administrator and User – These users can receive contacts and Talkgroups from a corporate administrator and have the capability to define and manage their own contacts and Talkgroups. They can make and receive calls outside the Corporation.

State
The “State” field represents the user service status. It is assigned by the billing system and can have one of the following options:
• Provisioned – The user has signed up for a service but has not yet activated the client for use.
• Activated – The user has downloaded and activated the client and has the necessary configuration for the user to start using the service.
• Suspended – The user’s service is currently suspended. The user can maintain their configuration, contacts, and Talkgroups, but cannot use the service.

User Type
The User Type represents the read-only information about the user type and are as follows:
• Cross Carrier PTT Radio
• Cross Carrier PTT Standard
• Dispatch
• Handset PTT Radio
• Handset Standard
• Tablet PTT Radio
• Wi-Fi PTT Radio
• Wi-Fi Standard

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

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

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

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

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

Re-Sync a User
For more information, refer to the “Re-sync a Device” section in this document.

Generate Activation Codes
1. From the “PTT Users” or “Integrated Users” work area, click the Edit icon associated with the user.
2. Click the **Generate Activation Code** icon. A pop-up message window is displayed: “Activation code successfully generated. Would you like to send an email?”

3. Click **OK** to send the new activation code to user’s Email ID. A “Send Email with Activation Code to Cross Carrier PTT Client” pop-up 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 Profile” page in the “Expiring On” field.

**Regenerate an Activation Code**

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

2. Click **OK** to confirm the regeneration of a new activation code. A pop-up message window is displayed: “Activation code successfully generated. Would you like to send an email?”

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

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

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

**Resend an Existing Generated Activation Code without Regenerating**

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

2. Click the **Email Activation** icon on the “User Profile” page to open an email with the current activation code.

3. Click the **Email Activation Code** button to resend the existing activation code to the user’s Email ID. A “Send Email with Activation Code” pop-up window displays.

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

**Manage Contacts**

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

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

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

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

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

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

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

5. Click Save to save your changes. A “Confirmation” message is displayed stating User Name profile was updated successfully. The contacts selected for removal are removed from the “Contacts” tab, and subsequently, the Total Contacts count decreases.

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

Remove Contacts
Perform the following steps to remove a contact:

1. Select a user as explained in the “View a User” section of this document.
2. In the work area, click the Tools icon.
3. From the “Contacts” tab, select the checkbox associated with the contact to be deleted.
4. You can also search for the contact by selecting a parameter.
5. Click the Delete icon to perform the removal operation. A “Confirmation” message is displayed stating User Name profile was updated successfully. The contacts selected for removal are removed from the “Contacts” tab, and subsequently, the Total Contacts count decreases.

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

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

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

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

User sets updates are propagated automatically.

To Add User Sets to a Group
1. Select a group from the “Talkgroups” tab and click Edit button.
2. Click the “Assign User Set” tab and a pop-up assign user set window is displayed.
3. Select the user sets and click the Assign button.
4. Click OK to continue on the confirmation message that appears.
Remove a User Set from a User

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

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

View User Set Members Associated with a User

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

Manage Talkgroups

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

Select Multiple Users

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

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

You can change the Type as explained below:

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

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

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

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

- Allow Text?
- Allow Multimedia?
- Allow Location?

1. Click the respective icon and select Yes to allow.
   Or Click No to deny the permission.

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

Generate Activation Codes for Multiple Users

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

1. In the work area, click the Tools icon (if available) and click the Select All checkbox for all records or click more than one individual checkbox.

2. Click the Generate Activation Codes icon. An “Information” message displays, “You have selected to generate new activation codes. Existing activation codes, if any, will be invalidated. Client will have to re-activate with new activation code. You do not have to save the changes since the new activation codes are automatically saved after generation.”

3. Click OK to generate the activation code. A “Confirmation” message displays stating, “Success Multiple Users updated successfully.”

4. Click Close icon to close the “Confirmation” window.

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

Using the Export Operation

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

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

Enable Feature to Individual PTT User

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

1. In the work area, click the **Edit** icon associated with the user.
2. In the Work area, select the **checkbox** next to the features Text, Multimedia or Location.
3. Click **Save** to save the changes.
   
   Or Click **Cancel** to cancel the action.

Enable Features to Multiple PTT Users

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

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

4. Click **OK** to save.

Change User Type

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

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

3. Select the type of user you want to change and click the **Save** button.

4. A confirmation message is displayed. Click **OK** to continue.
   
   Or Click **Cancel** to cancel the action.

Manage Talkgroups

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

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

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

This section is organized as follows:

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

View a Talkgroup

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

The work area lists the name, type of the Talkgroup, and number of members. You can change the name but you cannot change the type of the Talkgroup or number of members.
Note: To edit the name, double-click the “Name” field and change the name as desired.

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

View Talkgroups Assigned to a User

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

Create a New Talkgroup

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

- **Standard Group** – A Standard Talkgroup can have up to 250 members. A Standard Talkgroup can have one or more supervisors assigned to it. Refer to “Supervisory Override” for more details.
- **Dispatch Group** – A Dispatch group is a standard Talkgroup with the additional capability to assign a dispatcher to it. A Dispatch group can have up to 100 members including the Dispatcher. The members of the Talkgroup are called fleet members. Refer to “Dispatch” for more details.
- **Broadcast Group** – A Broadcast group is a special type of Talkgroup where the communication is one way from the broadcasters of the Talkgroup to the members. A Broadcast group can have up to 500 members including the Broadcaster. These types of Talkgroups allow a broadcaster to make high-priority calls typically used for making important announcements. Refer to “Manage Broadcast Groups” for more details.

1. From the “Talkgroups” work area, click Create Talkgroup to create a new Talkgroup.
2. Select a Talkgroup from the Talkgroup Type drop-down.
3. Enter the Talkgroup Name in the “Name” field. The name should be less than 30 characters long and it should have at least one non-space character. Duplicate names are not allowed in the Corporation.
4. Select an Avatar from the drop-down. A list of all available Avatars are listed in the “Avatars” section within this document.
5. Click the Assign Members button to assign members. The “Assign Members” pop-up window is displayed.
6. Select the members to be added to the Talkgroup by checking the applicable checkboxes. Only those members that are not already a member of the Talkgroup are available for selection. The Talkgroup must have at least two members in it. You can add a maximum of 200 members at a time. You can also select members by clicking the checkbox next to the “Name” header, which functions as a Select All checkbox.
7. Click Assign. The members selected for addition are displayed in the “Talkgroup” tab and the total members count is increased accordingly.
8. Click **Save** to add the Talkgroup. A “Confirmation” message displays, “Talkgroup will be created and distributed to members. Are you sure? Note: DO NOT CREATE a Talkgroup with all external contacts only. Make sure that there is at least one internal user in it.”

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

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

### Patched Talkgroup

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

### Edit a Talkgroup

#### Rename a Talkgroup

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

2. Modify the **Talkgroup Name** in the “Name” field.

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

### Add Members to a Talkgroup

1. Select the Talkgroup from the “Talkgroups” work area and click the **Edit** icon.

2. Select the “Members” tab to display the individual members in the selected Talkgroup.

3. Click the **Assign Members** button to add more members. The “Assign Members” pop-up is displayed.

4. Select the members to be added to the Talkgroup by checking the applicable **checkboxes**. Only those members that are not already a member of the Talkgroup are available for selection. You can add a maximum of 200 members at a time. You can select all members of a Talkgroup by clicking on the **checkbox** before the “Name” header, which functions as a Select All checkbox. In that case, the first 50 members are selected for addition.

5. Click **Assign** once you are done selecting the members. The members selected for addition are displayed in the “Members” tab and the total members count is increased accordingly. Default call permissions are automatically assigned. To change the call permissions for a member, see “Change Call Permissions” section in this document.

### Change Call Permissions

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

<table>
<thead>
<tr>
<th>Call Permissions Types</th>
<th>In-Call</th>
<th>Listen Only</th>
<th>Call Initiation</th>
<th>Call Receiving</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Listen and Talk</strong></td>
<td>Allow</td>
<td></td>
<td>Allow</td>
<td>Allow</td>
</tr>
<tr>
<td><strong>While In-call</strong></td>
<td>Listen and Talk</td>
<td>Listen Only</td>
<td>Call Initiation</td>
<td>Call Receiving</td>
</tr>
<tr>
<td><strong>In-call permission</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Listen Only</strong></td>
<td></td>
<td></td>
<td>Allow</td>
<td>Allow</td>
</tr>
<tr>
<td><strong>When set to “Allow,” the PTT user is not allowed to receive any incoming PTT call sessions. The PTT user is not paged for any calls that are initiated on that Talkgroup by other members. Call Permissions icons are identified in the “Talkgroup Icons” section of this document.</strong></td>
<td></td>
<td></td>
<td>Allow</td>
<td>Allow</td>
</tr>
</tbody>
</table>
Change In-call Permissions
1. From the “Members” tab, click the Tools icon, and select the checkbox associated with the member to assign permissions.
2. Click the Change In-call Permissions icon, select Listen and Talk or Listen Only.
An “Information” message displays: “You are about to change Call Permissioning for the selected Users to “Listen Only.” Are you sure?”
3. Click OK. A “Success” message displays.

Change Call Initiating Permissions
1. From the “Members” tab, click the Tools icon, and select the checkbox associated with the member to assign permissions.
2. Click the Change In-Call Initiating Permissions icon then select Allow or Do not Allow.
An “Information” message displays: “You are about to change Call Permissioning for the selected Users to “Do not allow.” Are you sure?”
3. Click OK. A “Success” message displays.

Change Call Receiving Permissions
1. From the “Members” tab, click the Tools icon, and select the checkbox associated with the member to assign permissions.
2. Click the Change In-Call Initiating Permissions icon, select Allow or Do not Allow.
An “Information” message displays: “You are about to change Call Permissioning for the selected Users to “Do not allow.” Are you sure?”
3. Click OK. A “Success” message displays.

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

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

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

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

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

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

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

1. Select the group from the “Talkgroups” tab and click Edit button.
2. Click the “Assign User Set” tab and a pop-up assign user set window is displayed.
3. Select the user sets and click the Assign button.
4. Click the Close icon to continue on the confirmation message that appears.

4. Click Close icon. The members of the user-set are removed from the user and the total contacts count decreases.
View User Set Distribution to a Talkgroup
Using user sets, you can view user sets distribution with a Talkgroup. To learn more about user sets, refer to “View User Set Distribution.”

Perform the steps below to identify the groups that a user set is a member:
1. Select the group from the “Talkgroups” tab and click the Edit button.
2. Click the View Distribution drop-down of the user set on the work area of the group page to view the list of groups in which this user set is added as a member. The View Distribution page will appear.

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

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

This section is organized as follows:
- Create a Talkgroup Scan List for 7.6 and before (except 7.6 Android)
- Edit a Talkgroup Scan List for 7.6 and before (except 7.6 Android)
- Disable the Talkgroup Scan List for 7.6 and before (except 7.6 Android)
- Talkgroup Scanning for 7.10 onward clients (Except PTT Radio Clients)
- Position and Talkgroup Scanning for PTT Radio Users

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

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

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

Interop Users do not support any Talkgroup scanning.
Dispatch Users manage the scan list from the dispatch client itself. You do not manage the feature for the Dispatch Users.

Create a Talkgroup Scan List for 7.6 and Before (Except 7.6 Android)
1. Select a user from the “Talkgroup” work area list to display the “User Profile” page.
2. Click the Edit icon associated with the Talkgroup to edit.
3. Click the “Talkgroups” tab to display the assigned groups for the selected user.

Note: If there is no Talkgroup displayed for a selected user, then you need to create a Talkgroup. For information on creating Talkgroups, refer to the “Create a New Talkgroup” section of this document.
4. Check the **Enable Talkgroup Scanning** checkbox. Two new columns are displayed in the Talkgroups table.

![Image](image1.png)

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

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

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

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

1. Select a user from the “Talkgroup” work area to display the “User Profile” page.

2. Click the **Edit** icon to display the assigned Talkgroups for the selected user.

3. If you want to change the priority of an already selected Talkgroup, select the new **Priority** from the Priority drop-down.

4. If you want to remove the Talkgroup from a scan list, clear the checkbox under Talkgroup in Scan List for the Talkgroup.

5. Repeat the step above for the Talkgroups you want to remove from the scan list.

6. Click **Save** to save the changes.

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

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

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

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

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

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

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

**Position and Talkgroup Scanning for PTT Radio Users**

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

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

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

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

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

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

1. From the “Talkgroups” work area, click the Edit icon associated with the Talkgroup that you want to edit.
2. Click the “Supervisors” tab.
3. Click the Assign Supervisor button to assign supervisors to the Talkgroup. The “Assign Supervisor” pop-up window displays.
4. Select the Talkgroup members to be assigned as supervisors for the Talkgroup. If the user is already assigned as supervisor, he or she will not show up on this window.

Note: External Contacts, Interop Talkgroups, Patch Endpoint, and Interop Users are not allowed to be supervisors and thus will not be available on the “Assign Supervisors” window for selection.
5. Click Assign. A “Success” message displays a message stating that the Talkgroup was updated successfully.
6. Click the Close icon to dismiss the message. The users selected to be a supervisor are displayed in the “Supervisors” tab and the total supervisors count is increased accordingly.

Manage Broadcast Groups

Broadcast calling enables a broadcaster to make a one-way Talkgroup call to the broadcast group members. Broadcast Group icons are identified in the “Talkgroup Icons” section of this document. For common icons, refer to the “Common Icons” section of this document.

This section is organized as follows:
- View a Broadcast Group
- Create a Broadcast Group
- Edit a Broadcast Group
- Delete Broadcast Members in a Talkgroup
- Delete a Broadcast Group

View a Broadcast Group

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

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

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

Note: Any client that was created in releases prior to 7.10 will not be allowed to be assigned as broadcasters.
6. Type a Name for the Talkgroup in the “Name” field.

7. Follow the same steps to add the members to the Talkgroup as described in the “Create a New Talkgroup” section of this document.

8. Click the Save button. A “Confirmation” window displays: “You are about to save a broadcast group. Broadcast group allows the broadcaster(s) of the Talkgroup to make a one way call to the members. Do you want to continue?”

9. Click OK and a “Success” message displays stating that the “Broadcast Group” added successfully. The Broadcast Group is now added to the Talkgroup list.

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

Edit a Broadcast Group

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

1. From the “Talkgroups” work area, click the Edit icon associated with the Broadcast Group to edit.

2. To change the name of the Broadcast Group, enter a new Name in the “Name” field.

3. To change the broadcaster, click the “Broadcaster” tab.

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

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

5. Select the Broadcaster you want to assign to the Talkgroup.

6. Click Assign.

7. Click Save to save your changes.

Delete Broadcast Members in a Talkgroup

1. From the “Talkgroups” work area, click the Edit icon next to the Broadcast Group.

2. Select the “Members” tab, click the Tools icon, and select the checkbox associated with the member to delete.

3. Click the Delete icon to remove Talkgroup members.

4. Click Save to save.

Delete a Broadcast Group

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

2. Click OK to continue. A “Success” message displays.

Dispatch

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

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

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

This section is organized as follows:

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

View Dispatchers

The work area lists the name, type of the Talkgroup, and number of members. You can change the name but you cannot change the type of the Talkgroup or number of members.
You can search on dispatchers by filtering in the work area as explained in the “Search” section of this document.

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

**Manage Contacts for Dispatchers**

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

**Generate an Activation Code for a Dispatcher**

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

**Manage Dispatch Groups**

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

**Create a Dispatch Group**

1. Click the Create Talkgroup button from the work area to add a Talkgroup.

2. Select the Dispatch from the Talkgroup Type drop-down.

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

4. Follow the same steps to add the members to the Talkgroup as described in the “Create a New Talkgroup” section of this document.

5. Follow the same steps to change the call permissions for a member as described in the “Change Call Permissions” section in this document.

6. Follow the same steps to add supervisors to the Talkgroup as described in the “Supervisory Override” section of this document.

7. Type a Name for the Talkgroup in the “Talkgroup Name” field.

8. Click Save to continue

or click Cancel to discard the changes.

9. If you selected Save, a “Confirmation” message displays: “Confirm the automatic contacts assignment.”

   If the checkbox is checked, then the following is done for you automatically:
   1. The members are assigned as contacts to the dispatcher(s)
   2. The dispatcher(s) is(are) assigned as contacts to each member
   3. The dispatcher(s) is(are) assigned as contacts to each other

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

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

10. Click OK to continue. A “Success” message displays.

or Click Cancel to discard the changes.

**Change a Dispatcher for a Dispatch Group**

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

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

2. Click the “Dispatchers” tab.

**Note:** If you need to delete a dispatcher, click the Tools icon and select the checkbox associated with the dispatcher to delete. Then click the Delete icon.
3. Click the **Assign Dispatchers** button. The “Assign Dispatchers” pop-up window displays.

![Assign Dispatchers pop-up window]

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

If the checkbox is checked, then the following is done for you automatically:
1. The members are assigned as contacts to dispatcher(s).
2. The dispatcher(s) is(are) assigned as contacts to each member.
3. The dispatcher(s) is(are) assigned as contacts to each other.

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

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

---

**Delete a Dispatch Group**

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

   If the checkbox is checked, then the following is done for you automatically:
   1. The members are removed from the contact list of the dispatcher(s).
   2. Dispatcher(s) is(are) removed from the contact list of each member.
   3. Dispatcher(s) is(are) removed from the contact list of the other dispatcher(s).

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

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

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

---

**Migrate Desktop Dispatch to Web Dispatch**

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

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

1. From the “PTT User” work area, click the **Edit** icon associated with the user.
2. Check the **Web Dispatch** checkbox. A warning message is displayed.
3. Click **OK** to confirm the migration. **or Click Cancel** to cancel the action.
4. Enter the email ID in the in the “User ID” box and click the “Save” button.

5. A confirmation message is displayed for the migration of phone number of Desktop Dispatch to Web Dispatch.

The Corporate Administrator can provision Messaging, Location History and Geofence to the dispatcher once migration is finished.

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

Manage External Users

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

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

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

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

This section is organized as follows:

• View an External User
• Add an External User
• Delete an External User
• Using the Export Operation

View an External User

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

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

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

Add an External User

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

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

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

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

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

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

Delete an External User

1. Click the Delete icon associated with the External User in the work area. A confirmation message is displayed, “You are about to delete External Contact ‘<Name>’ from the system. Since External Contacts are shared with other Corporate Administrators, this might affect users, user sets or Talkgroups that are not managed by you. Are you sure?”

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

Using the Export Operation

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

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

This section is organized as follows:

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

View an Integrated User

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

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

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

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

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

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

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

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

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

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

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

Edit an Integrated User

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

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

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

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

• **Expiring On** – Displays the expiration date of the activation code. This field cannot be edited. For more information, refer to the “Expiring On” section in this document.

• **User Type** – Displays the client type of the user. This field cannot be edited. For more information, refer to the “User Type” section in this document.

• **Email ID** – Displays the email ID of the user. This field can be edited. For more information, refer to the “Email ID” section in this document.

• **Activation Code** – Displays the activation code of the user. This field cannot be edited. For more information, refer to the “Activation Code” section in this document.

• **FAN** – Displays the FAN of the Subscriber. This field cannot be edited.

• **BAN** – Displays the BAN of the Subscriber. This field cannot be edited.

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

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

**Billing Phone Number**

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

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

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

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

**Permission**

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

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

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

**State**

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

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

**User Type**

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

- Integrated Mobile
- Integrated Tracking
- Integrated Web

**Expiring On**

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

**Email ID**

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

**Activation Code**

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

Interop User, Interop Talkgroup and Patch Endpoint do not need an activation code and these clients will be in ‘Active’ state immediately after provisioning.

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

**Re-Sync a User**

For more information, refer to the “Re-sync a Device” section in this document.
Generate Activation Codes

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

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

3. Click OK to send the new activation code to the user’s Email ID. A “Send Email with Activation Code to Handset Client” pop-up 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 Profile” page in the “Expiring On” field.

Regenerate an Activation Code

1. Click Regenerate Activation Code on the “User Profile” page to regenerate the activation code.

2. Click OK to confirm the regeneration of a new activation code. A pop-up message window is displayed: “Activate code successfully generated. Would you like to send an email?”

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

4. Click the Send Email button to send the regenerated activation code.

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

Resend an Existing Generated Activation Code without Regenerating

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

2. Click the Email Activation icon on the “User Profile” page to open an email with the current activation code.

3. Click the Email Activation Code button to resend the existing activation code to the user’s Email ID. A “Send Email with Activation Code to Handset Client” pop-up window displays.

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

Manage User Sets

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

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

Manage Contacts

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

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

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

You can change the Type as explained below:
1. Select the Change Type icon to display the following options for the selection:
   • Administrator
   • Administrator and User

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

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

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

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

This section is organized as follows:
• View Interop Connection
• Create a New Interop Talkgroup
• Edit an Interop Talkgroup
• Delete an Interop Talkgroup

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

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

Create a New Interop Talkgroup
1. From the “Talkgroups” work area, click the Create Talkgroup button to create a new Interop Talkgroup.
2. Select the Talkgroup Type as Standard Talkgroup from the drop-down. The “Talkgroup Details” page displays.
3. Enter the Name in the “Name” field.
4. Select an Avatar from the drop-down.
5. Click the Assign Members button to assign members. The “Assign Members” pop-up window is displayed.
6. Select the individual Talkgroup members to be assigned to the Interop Talkgroup. The Talkgroup is changed to an Interop Talkgroup (indicated by an Interop icon) only when there is one Interop added to it.

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

7. Click **Assign** to add the assigned members to the Inter-Op group.

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

9. Click **OK**.

**Edit an Interop Talkgroup**

Perform the following steps to edit an Interop Talkgroup:

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

2. To change the name of the Interop Talkgroup, enter a new **Name** in the “Name” field.

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

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

5. Click **Assign** once you are done picking the members.

**Delete an Interop Talkgroup**

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

---

### User Monthly Recurring Charges (MRC) Feature

This feature adds a new client Patch in addition to all types of users to the PTT User and Integrated User. User Monthly Recurring Charges (MRC) feature is enabled in system level for a Corporation.

Patch icons are identified in the “PTT Users Icons” section of this document.

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

- View A Patch User
- Linking a Patch User to Talkgroup

**View A Patch User**

To view a Patch User, click the PTT Users or Integrated User menu from the CAT navigation. A Interop feature enabled icon will be displayed next to the user.

Click on **Edit** icon associated with the user name from the work area. The user profile is displayed.

PTT User details will show Interop Feature enabled. When this feature is enabled for the PTT User or Integrated User, you can search for the types of users from the Interop Type. The search narrows down as per your selected user type from the drop-down.

The following types of users are displayed in the Interop Type:

- Wi-Fi Radio
- Interop Talkgroup
- Patch

**Linking a Patch User to Talkgroup**

You can link a Patch User to a Talkgroup in Interop Connection of the navigation area.

To link a Patch User to the PTT Talkgroup, do the following:

1. From the Interop Connection work area, click the **Edit** icon associated with the user to link a Talkgroup.

2. Click the **Link to PTT Talkgroup** button. The link to a Talkgroup pop-up window is displayed.

3. Select the Talkgroups to be linked to the Patch User by checking the applicable checkboxes.
Note: Only those Talkgroups which do not have Interop User as a member will be available for selection. A maximum of 8 Patch Users can be linked to a Talkgroup.

4. Click Link. The Talkgroups selected for linking are displayed.
5. Click Save to link the Talkgroup.

To unlink the Talkgroup from the Patched User, do the following:
1. From the Interop Connection work area, click the Edit icon associated with the user to link a Talkgroup.
2. Click the Unlink From a Talkgroup button.

Manage User Sets

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

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

• View a User Set
• Create a New User Set
• Edit a User Set
  − Rename a User Set
  − Add Members to a User Set
  − Remove Members from a User Set
  − Save Changes to a User Set
• Delete a User Set
• Manage User Sets Assigned to PTT Users, Talkgroups, or Integrated Users
  − Assign a User Set
  − Remove a User Set
  − View User Set Members
• Assign More than 200 Contacts to Each User through User Sets
• View User Set Distribution

View a User Set

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

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

Create a New User Set

1. In the navigation, click the User Set button to display all user sets.
2. Click the Create User Set button. A “Create User Set” window is displayed.
3. Enter the User Set Name in the “User Set Name” field. The name should be less than or equal to 30 characters long and it should have at least one non-space character. Duplicate names are not allowed in the Corporation.
4. Click the Assign Members button to assign members. The “Assign Members” pop-up is displayed.
5. Select the members to be added to the user set by checking the applicable checkboxes. Only those members that are not already a member of a user set are available for selection. You can add a maximum of 200 members at a time. You can also select all members by clicking on the checkbox before the “Name” header, which functions as a Select All checkbox.

6. Click Assign. The members selected for addition are displayed in the “Members” tab and the total members count is increased accordingly.

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

8. Click OK to continue on the “Confirmation” message that displays. The updated user set will be synced to the user’s handset.

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

Interop, User, Interop Talkgroup, and Patch Endpoint cannot be a member of a user set and thus are not available for selection on the “Pick Contacts” window.

The user set is not created until the Add button is clicked. The user set must have at least two members in it. The total members that can be added to a user set are 200, but you can add a maximum of 50 new members to a user set in one add operation.

Edit a User Set

Rename a User Set

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

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

3. Click the “Name” field to modify the user set name.

4. Click Save to save your changes.

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

Add Members to a User Set

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

2. Click the Assign Members button to add additional members. The “Pick User Set Members” pop-up window displays.

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

4. Click Assign. The members selected for addition are displayed on the “Members” tab and the total members count is increased accordingly.

Remove Members from a User Set

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

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

3. Click the Tools icon.

4. Select the checkbox associated with the member to be removed.

5. Click the Delete icon.

Save Changes to a User Set

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

6. Click OK to continue on the “Confirmation” message that displays.
Delete a User Set
Perform the following steps to delete a user set:
1. Click the Manage User Sets button.
2. Click the Delete icon associated with the user set to delete shown below. A "Confirmation" message displays: "You are about to delete User Set <Name> from the system. It shall be deleted from its members as well as from non-members and Talkgroups to which it is distributed to."
3. Close the "Success" message.
User set updates are propagated automatically.

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

Assign More than 200 Contacts to Each User through User Sets
The maximum number of users in a user set is 200. If your organization has fewer than 200 PTT Users, you can choose to create just one user set, make all the PTT Users as members of the single user set, and assign all of them to each other as contacts in an efficient way. If, however, your organization wants to assign more than 200 PTT Users to each other as contacts, you will need to use the following method:

Note: The scenario used for illustrations below is that your organization wants to assign 500 PTT Users to each other as contacts.
1. Create three separate user sets, with each containing fewer than 200 members. The three user sets combined cover all 500 PTT Users.
2. From the "PTT Users" work area, select a user of the first user set, click the Assign User Set button to assign the user to the other two user sets for which the user is not a member of.
3. Repeat the process above for all the other members of the first user set.
4. Repeat the steps above for each member of the second and third user sets.

View User Set Members
You can view the user set members for PTT Users, Talkgroups, or Integrated Users.
Perform the following steps to view the user set members:
1. Select the appropriate menu (PTT Users, Talkgroups, and Integrated Users) from the "Navigation" area.
2. Click the Edit icon associated with the user or Talkgroup to view.
3. From the "Contacts" tab, click the User Set or User Set Member icon. A drop-down will display all members associated with the user set.

View User Set Distribution
1. In the work area, click the View Assignment to Users & Talkgroup button to display all user sets.
2. Click the View Distribution icon associated with the user set to view the distribution.
Re-sync a Device

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

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

2. Click the Re-Sync button to sync the available data to the device. A “Confirmation” window is displayed.

3. Click OK to complete the re-sync command. A “Success” message is displayed.

4. Click OK to continue.

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

Using the Export Operation

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

This section is organized as follows:

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

Open CSV File

Open a CSV file in Excel as follows:

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

Export User or Talkgroup Details

Export Details of a Single User or Talkgroup

1. From the work area, click the Edit icon associated with the user or Talkgroup in the work area. The User Details is displayed.

Export Details of all Users or Talkgroups

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

Export User Sets

Export a Single User Set

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

Export All User Sets

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

Using the Tool by More Than One Admin

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

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

- Log On Issues
- User Interface Issues
- Manage Contacts Issues
- User Set Issues

Log On Issues

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

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

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

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

User Interface Issues

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

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

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

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

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

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

Save your changes by clicking the Update/Save button.

The Update/Save button is disabled.

There are no changes to save.

Manage Contacts Issues

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

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

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

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

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

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

User Set Issues

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

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

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

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