PTT Pro Management Portal Version 4.13.0.43

Workcloud Communication



Customer Administrator Guide

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About This Guide

This guide discusses the Workcloud Communication PTT Pro Management Portal, which provides an interface for administrators or technical representatives to manage an organization's Zebra PTT Pro accounts.



NOTE: Screens and windows pictured in this guide are samples and can differ from actual screens.

Chapter Descriptions

This guide includes the following chapters:

- Getting Started describes the Workcloud Communication PTT Pro Management Portal, and includes login and navigation information.
- Managing Departments describes the Departments tab, which allows you to view and manage all users
 having similar job functions who need to communicate with each other frequently.
- Managing Users describes the Users tab, which allows you to view and manage all enterprise users.
- Managing Groups describes the Groups tab, which allows you to create, delete, or modify individual group settings, including adding or removing group members.
- Bulk Load Data describes the templates and process for uploading data to the PTT Pro Server using Excel spreadsheets.
- Managing Templates describes the Template tab, which allows you to set the configuration of feature keys to apply to a number of users.
- Maps and Associations discusses the Map and Associations tabs.
- License, Usage, and Customer Information discusses the Usage, Customer Contacts, and Zebra Customer Managers tabs.
- FAQ & Troubleshooting discusses ways to resolve various issues that may arise.

Notational Conventions

The following notational conventions make the content of this document easy to navigate.

- **Bold** text is used to highlight the following:
 - Dialog box, window, and screen names
 - Dropdown list and list box names
 - Checkbox and radio button names
 - · Icons on a screen
 - Key names on a keypad
 - Button names on a screen
- Bullets (•) indicate:
 - Action items
 - List of alternatives
 - Lists of required steps that are not necessarily sequential
- Sequential lists (for example, those that describe step-by-step procedures) appear as numbered lists.

Related Documents

- Workcloud Communication PTT Pro Installation Guide—Discusses the installation and activation of all Zebra PTT Pro applications.
- Workcloud Communication PTT Pro for Android User Guide—Discusses Zebra PTT Pro for Android features and operation.
- Workcloud Communication PTT Pro for iOS User Guide—Discusses Zebra PTT Pro for iOS features and operation.
- Workcloud Communication PTT Pro PC Client Installation and Configuration Guide—Discusses Zebra PTT Pro PC Client features and operation.

Service Information

If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at: <u>zebra.com/support</u>.

When contacting support, please have the following information available:

- Serial number of the unit
- Model number or product name
- · Software/firmware type and version number

Zebra responds to calls by email, telephone, or fax within the time limits set forth in support agreements.

If your problem cannot be solved by Zebra Customer Support, you may need to return your equipment for servicing and will be given specific directions. Zebra is not responsible for any damages incurred during shipment if the approved shipping container is not used. Shipping the units improperly can possibly void the warranty.

About This Guide

If you purchased your Zebra business product from a Zebra business partner, contact that business partner for support.

Revision History

Change	Date	Description
MN-002777-01 Rev A	April 2016	Initial release.
MN-002777-02 Rev A	February 2017	Update to support 2.0.9.8
MN-002777-03 Rev A	May 2017	Update to support 2.0.9.11
MN-002777-04 Rev A	November 2019	Updated troubleshooting information about Google Maps not displaying
MN-002777-05 Rev A	July 2022	Added bulk group information
MN-002777-06EN Rev A	April 2024	Updated to support 4.12.12.24 and changed bulk data upload process.
MN-002777-07EN Rev A	July 2024	Updated to support 4.13.0.43 and changed for group blocking in messaging features and call idle timeout.
MN-002777-08EN Rev A	December 2024	Updated Client Settings Integration, Speaker, and Notification tabs.
MN-002777-09 Rev A	March 2025	Updated description of group idle timeout.

Getting Started

The Workcloud Communication PTT Pro Management Portal provides an interface for administrators or technical representatives to manage an organization's Zebra PTT Pro accounts. The target audience of this document is for Customer Administrators to configure and control the operation of their installation. Anyone with Administrator privileges may have additional rights that exceed what is described in this document.

Use the Management Portal to:

- · Add, modify, and delete user accounts
- Add, modify, and delete groups
- Modify feature key settings for individual or multiple accounts
- Change individual contacts
- · View provisioning history, call history, and overall usage
- Map display with location history options

Log In to the Management Portal

After your account is set up, log into the Workcloud Communication PTT Pro Management Portal via the email you received from Zebra PTT Pro sales.



NOTE: Single Sign-On (SSO) authentication is not supported.

Log In via Email Credentials

Click on the link in the email you received when you purchased Zebra PTT Pro.

Log in with your email and temporary password. You are prompted to create a new password.

Navigating the Management Portal

After initially logging in, a view of the Enterprise details displays. Select tabs to move between different functional areas in the portal. An enterprise is made up of departments, each containing users and groups that you can view and modify. A **Show** quantity box in each section offers drop-down options.

Increase the show quantity to view larger departments all at once. Use the search box within each section for very large enterprises. Within each section, the Search Box allows the user to quickly find a specific entry of that section type. For example, use the Search Box to search **Departments**, **Users**, **Groups**,

Templates, and so on. Viewing large enterprises displays information on multiple pages, even if **Show** is set to maximum. In this case, the bottom right corner offers page navigation options.

When you initially log in, verify that the Departments tab is selected. Click the line with your department name.

Figure 1 Departments Tab

• PTT Pro Subscrib	er Functions									
Viewing Customer: Zebra WFC-Team										
Profile Note:	s License	License History	Departments	Templates	Usage	Customer Contacts	Zebra Customer Managers			
Find User Fi	nd Device	Authentication C	hannels							
Departments										
Click on a Departm	ent to Manage.									
Show 10 v entri	es						Search:			
○ Refresh	o Add 🛛 o D	elete 🤌 Details								
Select		Departmen	nt Id		•	De	epartment Name	¢		
		3			BLR.S)	ystem.Test				
01		879			ProDes	sktop_Test				

Click the line with your department name to open tabs for that department. (Do not select the check box).

Figure 2 Department Users

Profile	Notes	License	License History	Departments	Templates	Usage	Customer	Contacts	Zebra Custor	ner Managers	
Find User	Find	Device A	uthentication C	Channels							
• Departme	• Departments										
• Departme	ent										
	View	ing Departmer	nt: RKDocumentatio	n							
Settings	User	s Groups	Templates	RTP Gateways	Map As	ssociations	Devices	Tracks			
• Users											
Click on Click on	a User to one or m	manage. ore Users to b	ulk edit.								
Show 50	✓ entrie	Show / hid	e columns						Search:		
∲ Refre	esh C	Add 🔹 D	elete 🕜 Edit								
Select	ID °	User Login	• Activation Cod	de ≎ Registration Status	Detected ◦ Client ◦ Type	Client Software [¢]	Priority ∘	Billing ∘ Pl Code ° Pl	none Number 🏼 🗢	Send Text °	Email
•	69 J	oe.Olson	EJHJMKRM	/G Unregistered	Android 13	10217	0	BC8 +1	631-555-1213	Yes	
0	70 J	ason.Malone	HYEMBZYM	GS Signed Out	Java 18.0.1	938	0	BC8 +1	631-555-1215	Yes	ar1157@zebr

Use the additional tabs (Users, Groups, Templates, RTP Gateways, Map, Tracks, and Associations) to manage your department and user details. The following sections explain the tabs in more detail.

Management Portal User Interface

After you log in, your enterprise details are displayed. The user interface is divided into the following levels, allowing you to perform certain tasks.

- Subscriber Functions Level
- Department Functions Level

Each level includes a number of corresponding tabs. The tabs may be reordered, by clicking and dragging an individual tab (similar to table column reordering).

Figure 3 Management Portal User Interface Function Levels

 PTT Pro 	Subscriber P	unctions									
	Viewing Customer: ZLAB										
Profile	License	License History	Departments	Templates	Usage	Custome	r Contacts	Zebra Customer Managers	Find User	Find Device	
+ Depar	tments										
- Depar	tment										
	Viewing	Department: EP.LA	В								
Setting	s Users	Groups Ter	nplates RTP G	Sateways M	Map A	ssociations	Devices	Tracks			
• User	5										

Subscriber Functions Level

The Subscriber level includes the tabs and functions listed below.

- Profile
- Notes
- License
- License History
- Departments
- Templates
- Usage
- Customer Contacts
- Zebra Customer Managers
- Find User
- Find Device
- Authentication
- Channels



• PTT Pro S	PTT Pro Subscriber Functions										
	Viewing Customer: Zebra WFC-Team										
Profile	Notes	License	License History	Departments	Templates	Usage	Customer Contacts	Zebra Customer Managers			
Find User	Find User Find Device Authentication Channels										

Department Functions Level

The Department Functions level includes the following tabs and functions.

- Settings
- Users
- Groups
- Templates
- RTP Gateways (not supported)
- Map
- Associations
- Devices
- Tracks

Figure 5 Department Functions Level

• Departmen	nt										
	Viewing Department: RKDocumentation										
Settings	Users	Groups	Templates	RTP Gateways	Мар	Associations	Devices	Tracks			

When you click the **Users** tab and select a specific user, the following tabs display:

- Settings
- Contacts
- Groups
- Diagnostics
- Tracks
- Messages
- Calls

Figure 6 User Functions

✓ User											
	Viewing User: Lisa.Grant										
Settings	Contacts	Groups	Diagnostics	Tracks	Messages	Calls					

After selecting a specific group, the following tabs display:

- Settings
- Members
- History
- Message Templates

Figure 7 Group Functions

+ Group										
	Viewing Group: Floor.Supervisors									
Settings	Members	History	Message Templates							

After selecting a specific department, and selecting the **Templates** tab, the following tabs display:

- Feature Keys
- Settings

Figure 8	Template	Functions
----------	----------	-----------

• Departme	Department										
	Viewing Department: EP.Lab										
Settings	Users	Groups	Templates	RTP Gateways	Мар	Associations	Tracks				
Feature K	Feature Keys Settings										

Managing Departments

A department is a logical container, used for easily bundling users in a Talk Group. In many organizations, the department users likely have similar job functions and need to communicate with each other frequently. There is the ability to Associate a Department with another for expanding the potential members of the Department.

Add a Department

To create a department one at a time, on the Departments tab, use Add at the top of the list.

To add multiple departments, refer to Bulk Add Departments.

1. Click Add.

Add Department				l
Department Name:			This field is required.	
Parent Department:	None	*		
Default Country:	United States	*		
			Submit	Cancel

2. Enter the following details in the Add Department window.

Department Name

Enter a unique department name identifying the department within the enterprise. The name must be made up of letters, numbers, and "."s, and between 3-25 characters long.

Parent Department

Optionally, select a parent department to create the department under another department.

Default Country

Select the default country for this department. This allows for the correct formatting of international phone numbers.

3. Click Submit to create the department.

Edit a Department

You can edit a department to change the department name, the parent department, or the default country.

1. Click on the department name from the **Departments** tab.

• PTT Pro S	PTT Pro Subscriber Functions											
Viewing Customer: Zebra WFC-Team												
Profile	Notes	License	License History	Departments	Templates	Usage	Customer Contacts	Zebra Customer Managers	Find User			
Find Dev	ice Au	thentication	Channels									
- Departm	nents											
Click on a l	Department	to Manage.										
Show 10	 entries 							Search:				
	sh O A	vdd 🔹 De	lete A Details									
Select)		Depart	ment Id		0		Department Name				
0				3		E	3LR.System.Test					

2. Click the Settings tab and then click Edit.

Profile	License	License History	Departments	Templates	Usage	Customer Contacts	Zebra Customer Managers	Find User			
• Depart	Departments										
- Depar	- Department										
\square	Viewin	g Department: EP	LAB								
Setting	Settings Users Groups Templates RTP Gateways Map Associations Tracks										
Edit	Edit										

3. Make the required changes and select Submit.

Modify Department				×
Department Name:	RKDocumentation			
Parent Department:	None	¥		
Default Country:	United States	•		
			Submit	Cancel

Delete a Department

You can delete one or more departments when they are no longer used.



WARNING: This will also delete any users that were populated in the selected department(s) .

1. Select the check box next to the department in the **Departments** list.

Profile	Notes	License	License History	Departments	Templates	Usage	Customer Contacts	Zebra Customer Managers	Find User
Find Devi	ice Au	thentication	Channels						
* Departm	vents								
Click on a E	Department	t to Manage.							
Show 10	 entries 							Search:	
¢ Refre	sh o/	Vdd 🛛 🗢 Del	lete 🛛 🕫 Details						
Select			Depart	ment Id		0		Department Name	
••				3		E	3LR.System.Test		
•			8	79		F	ProDesktop_Test		
•									,

2. Select **Delete** to remove the department(s).

Managing Devices

You can use Active Directory or OAuth authentication to facilitate multiple users sharing a single licensed device. Instead of activation codes, add the device's serial numbers to the Devices tab. Each user signs in using their Active Directory or OAuth user name. Devices at the department level can be added individually or in bulk.

For more information about device IDs, refer to the Workcloud Communication Provisioning Manager Customer Administrator Guide.

View Devices in a Department

The Devices tab lists the devices added to a department and includes information regarding whether the device is trusted, provisioned, and the last user to log in with the device.

- 1. Select the **Customers** tab in the **PTT Pro Operational Functions** section.
- **2.** Select the appropriate customer from the list.
- 3. Select the Departments tab in the PTT Pro Subscriber Functions section.
- 4. Select the appropriate department from the list.
- 5. In the **Department** section, select **Devices** to display the list of Devices.

Settings	Users	Groups	Templates	RTP Gateways	Мар	Associations	Devices	Tracks			
Click on a l	Device to m	anage.									
• Devices											
Show 10	entries	Show / hide c	olumns						Se	sarch:	
	n O Ad	d Dele	te 🖌 Edit								
Selec	t i		De	vice ID		e Truste	d e	Prov	isioned e	Us	er Login e
		170625225D	0261			Yes			Yes	None	
		181175225E	0136			Yes			Yes	Perry.Green	
		201335230D	5089			Yes			Yes	Jane.Goodall	
		202035230E	5065			Yes			No	None	
		2025552250	2603			Yes			Yes	None	
0		2219252470	0049			Yes			No	None	
0		2300352253	0725			Yes			Yes	None	

Add a Device to a Department

You can add devices to the department individually or use the Bulk Add Devices method. This topic describes how to add a single device.

1. Click Add at the top of the list of Devices to display Add Devices.

Add Devices	×
Device ID:	This field is required.
	Submit Cancel

- 2. Enter the device identifier into the **Device ID** field.
- 3. Click Submit.

Modify a Device

You can modify a device to assign it to another department.

- 1. Select the checkbox next to the device to modify.
- 2. Click Edit to display Modify Devices.

Modify Devices			E	6
Department: RKDocume	ntation •			
		Submit	Cancel	

- 3. Select a new department from the **Department** drop-down.
- 4. Click Submit.

Clear Public Key

When operating in an OAuth environment, you might need to clear the public key for a device if PTT Pro for Android is removed from a device and then reinstalled. You reset the public key from the **Devices** tab.

A public key error displays on the device when a user logs in.





- Click the device with the public key that needs to be reset.
 Use the Search bar to find the device by ESN.
- 2. Click Clear Public Key in the Device screen.
- 3. Click OK in the Confirm Action dialog.

Managing Users

After a Customer and Department have been created, various functions are available. Most commonly are Users and Groups configured for each department. Each department can have different User and Group definitions allowing the administrator to customize the operation suitable to the needs of the users in the department.

View Enterprise Users

The Users tab lets you view all enterprise users with their current registration state and device information. Use this tab to add, delete, or modify individual account information, feature keys, and contacts. The following screen can be used to determine specific User status. All users defined for the selected department display and can be used to determine specific information such as the activation code currently assigned, if the device is currently logged on to the server, and if the user has the current software.

- 1. Select the Customers tab in the PTT Pro Operational Functions section.
- **2.** Select the appropriate Customer from the list of customers.
- 3. Select the Departments tab in the PTT Pro Subscriber Functions section.
- 4. Select the appropriate Department from the list of departments.

5. In the Department section, select the Users tab to display the list of users.

• Departn	nent												
	Viewing Department: RKDocumentation												
Setting	s U	sers Groups	Templates	RTP Gateways	Map As	ssociations	Devices	Track	s				
• Users													
Click o Click o	n a Use n one o	r to manage. r more Users to bulk	edit.										
Show 50	0 🗸 er iresh	• Add • Dele	te 🖌 Edit						Search	:			
Select	ID ≎	User Login ≎	Activation Code	e ≎ Registration Status	Detected ≎ Client s Type	Client Software	≎ Priority ≎	Billing Code ≎	Phone Number ≎	Send Text	Email		
	69	Joe.Olson	EJHJMKRMV	G Unregistered	Android 13	10217	0	BC8	+1 631-555-1213	Yes			
	70	Jason.Malone	HYEMBZYMG	S Signed Out	Java 18.0.1	938	0	BC8	+1 631-555-1215	Yes	ar1157@zebra.c		
	71	Lisa.Grant	IOSOAUTHAM	IT Signed Out	Android 11	10235	0	BC8	+91 98250 55125	Yes			

Add a User to a Department

You can add users to a department individually or use the Bulk Add Users method.

1. Click Add at the top of the user list.

Add User (9535 of 1000	0000 used, 990)465 remaiı	n <mark>ing)</mark>			×
User Login:				This field is re	quired.	
Department:	RKDocument	ation	*			
First Name:				This field is re	quired.	
Last Name:				This field is re	quired.	
OAuth Name:						
Phone Number:	💻 • (201) 55	5-5555				
Email:						
	Trusted		_			
Activation Method:	Automatic	Manual				
	Send Text	:				
Priority:	0		÷			
Client Type:	Unknown	~				
	Maximal (Contacts				
					Submit	Cancel

2. Enter the following details for the user.

User Login

Enter a unique user name identifying the user in the enterprise. Each user ID in the system must be unique, even across Department domains. The name must be made up of letters, numbers, and "."s, between 3-24 characters. Examples include John.Smith or Bus.57

Department

Selected by default. For more information about contacts across departments, refer to the Associations Tab.

First Name

Enter the user's first name. It must include at least one character and can contain letters or numbers up to 30 characters.

Last Name

Enter the user's last name. This must be at least three characters and can contain letters or numbers up to 30 characters.

Phone Number

Optionally, enter a 10-digit phone number with no punctuation. The default is None. Use the drop-down arrow to select the country of the entered phone number. After selecting the country, a prompt requests the correct phone number format. If a country code is not selected, it will be entered automatically after entering the complete phone number.

Email Address

Optionally, enter a valid email address. This can be used in addition to or instead of a phone number to deliver activation information to the device.

Trusted

A device becomes Trusted when the device first registers and the Public Key is changed. Upon successful activation, the device is automatically trusted for a given user. If a breach of security is suspected (if the device has been lost or is in the wrong hands), the device can be set to untrusted, rendering the device unusable by the system (click the Trusted key Off). Then if the administrator needs to return service to the device, the device can easily be set to trusted, and the service is returned (click **Trusted**).

Activation Code

Define an activation code in one of the following ways:

- Automatic For any client (including Smartphones and dispatch clients), the system generates a unique activation code that must be introduced by the client device to the servers for authentication and activation.
- Manual The Administrator must input the value, like an Electronic Serial number (ESN) that the device can automatically introduce to the system at activation time. Typically this is an ESN. The manual activation code puts additional effort on the administrator to configure. To activate with an electronic serial number (ESN), the user profile in the Zebra PTT Pro server will use this method. After the entry, the client user can select Activate with ESN.

CAUTION: The activation code must not contain lowercase letters.

 Send Text - Receiving an activation code by text is only supported in the United States and Canada.

Priority

Set the user priority to a value between 0 (lowest) and 5 (highest). Change the default value to allow higher-level users to interrupt Zebra PTT Pro conversations between lower-priority users. For example, set drivers for a bus company to 0 priority, dispatchers to 3, and the owner to 5.

Client Type

Select the client type from the drop-down menu. This is seen on the user details page and is configured by the system administrator. If you do not know, select Unknown. Available options are:

- Unknown
- Android
- iOS
- PC Client
- Radio Gateway

Client Type should be differentiated from Detected Client Type. Detected Client Type is automatically populated for the device when activated and does not need to be entered.

Maximal Contacts

If this option is selected or enabled, the specific user will show all department members (has all department members as Zebra PTT Pro contacts) and displays in all department members' contact lists. If this option is unselected or disabled, the user has no Zebra PTT Pro contacts at initialization and requires the administrator to add specific departmental contacts to that user. It may be helpful for larger departments with users having specific needs (for example, seasonal workers) to have a subset of departmental users.

3. Select Submit to create the account and send an activation text/email to the device.

When submitted, the user is immediately sent the email invitation. Thought should be given to the level of training and expectations the recipient will have when receiving that email. For example, an uninformed user may open the email and click the invitation link from their PC instead of the mobile device it was intended for. In this case, the PC is provisioned and activated rather than the mobile device.

View User Settings

Use the **Settings** tab to view the details for a user. You can select the **Edit** button from the **Settings** screen to modify the user.

- 1. Select the Users tab.
- 2. Locate the user in the User table.
- 3. Select the user name in the User Login column to open another set of tabs for that user.

4. Select the **Settings** tab to view user editing options.

Settings	Users	Group	s Te	emplates	RT	P Gateways	Мар		Associations	Tracks			
 Users 													
→ User													
Viewing User: Dev02.TestMC40													
Settings	Contac	ts G	roups	Diagnos	tics	Tracks	Messag	jes	Calls				
	Ci Acti Pho Wire	First Nar Last Nar reation Da Prior vation Co Trust Coun one Numb eless Carr Em Client Ty Billing Co	me: Dev me: Test ate: 04/2 rity: 0 de: XUS ded: Yes try: Unit per: Non nail: "pe: Unk de: BC8	02 MC40 20/2017 SCUAVIAD red States re nown									
Edit	Edit Featur	e Keys	Edit C	Client Settin	igs	Clear Publ	ic Key	Req	quest Debug I	Log			

Edit a User

The **Edit** button is accessed from the **Settings** screen for the user.

1. On the Settings tab, click Edit.

User Login:	Alan.Ward
Department:	RKDocumentation × -
First Name:	Alan
Last Name:	Ward
OAuth Name:	
Phone Number:	• (201) 555-5555 This field is required.
Email:	wing2docabcdefg@gmail.com
	© Trusted
Activation Method:	Automatic Manual
	Send Text
Priority:	o :
Client Type:	Unknown
	Maximal Contacts
Deactivate Resen	d Activation New Activation Code Submit Cancel

2. Make the required changes and click **Submit**, or select **Resend Activation** to resend an activation message to the user and save the changes.

Edit Multiple Users

Modify the properties of multiple users by selecting them from the **Users** tab.

- **1.** Select **Departments** > **Users**.
- **2.** Select the checkbox for one or more users.

Settin	9s	Users Gro	ups	Templates	RTP Gateways	Мар	Association	ns Der	vices	Tracks			
• User	s												
Click Click	on a Us on one	er to manage. or more Users	to bulk ea	fit.									
Show © Ri	10 🗸 efresh	Add	/ hide colu Delete	mns ✓ Edit								Search:	
Select	ID 0	User Login	• Acti	vation Code =	Registration 。 Status	Detected Client • Type	Client Software	Priority •	Billing Code	Phone Number a	Send Text	Email	East Nar
•													Olson
•													Malone
•													Grant
	72	Bridget.Wolly	HL	JEGSZIXTT	Signed Out	iOS 16.3	11089	0	BC8	+1 631-555-1219	No	bridget.wolly@zebra.com	Wolly

3. Select Edit.

Bulk Modify Users				×
Department:	RKDocumentation	× -		
Send Text:	~			
Priority:	No Change 🗸			
Type of Client:	No Change 🗸			
Billing Code:	No Change 🗸			
	Maximal Contacts			
	Reset Contacts			
	Reset Groups			
			Submit	Cancel

4. Modify the fields as necessary.

Department

Move users to this department. You must have more than one department configured, and you must have the ability to manage more than one department.

Send Text

Sends the activation code to the device. Be sure the user has a valid phone number if you want the user to get a text on their device. Text activation is only supported in Canada and the United States.

Priority

Set user priority to 0 (lowest) and 5 (highest). A higher priority allows users to interrupt Zebra PTT Pro conversations between lower-priority users. For example, set drivers for a bus company to 0 priority, dispatchers to 3, and the owner to 5.

Type of Client

Select the client type from the drop-down.

Billing Code

Select the billing code from the drop-down.

Maximal Contacts

Select this option to ensure that the selected user(s) have contact lists set up with all users. This adds all other members of the department to the selected user(s) contact list(s) and inserts the user(s) into all other department members' contact lists.

Reset Contacts

This option removes all contacts from the user's contact list.

Reset Groups

This option removes the user from all groups.

5. Click **Submit** to save the changes for the selected users.

Send a New Activation Code to a User

If a user hasn't used their Zebra PTT Pro account or has a replacement device, you must resend the activation email to the device as instructed above. To do this, follow the previous instructions to access the user's Modify User screen.

Select **Resend Activation** to generate a new activation code and send an email to the user with this new information. Resending an Activation code for an Active device will cause the device to lose registration with the server and essentially go offline. This function is helpful for users who do not respond to the activation invitation in a timely manner or perhaps have a new device.

To clear the public key of the unused or discarded phone from the database, select the user name, then select the **Settings** > **Clear Public Key**. **Clear Public Key** is useful if a user has a replacement device and wishes to use the same login credentials. In this case, the Public Key is reissued for the Login and Password (activation code).

Deactivate forces the client off the system immediately. The user is not purged from the system but must go through the reactivation process to regain service. This function may be helpful for devices that have gone in for service or are part of a spare device pool that needs to be tracked.

Edit Feature Keys

Feature keys are also known as settings and control the behavior and capabilities of the device. Each user in the Zebra PTT Pro system may be configured with a set of features that dictates what functions their Zebra PTT Pro client is capable of performing.

You can change feature keys for a device or a group of devices using Templates, refer to Managing Templates for more information.

To change feature keys for a particular device, select the user name, then select the **Settings** tab.

Settings	Users	Groups	Templates	RTF	P Gateways Map		A	Associations	; T	Tracks
 Users 										
+ User	+ User									
		Viewing Use	er: Dev02.TestM	C40						
Settings	Contac	ts Grou	ps Diagnos	stics	Tracks	Messag	es	Calls		
Settings Contacts Groups Diagnostics Tracks Messa First Name: Dev02 Last Name: TestMC40 Creation Date: 04/20/2017 Priority: 0 Activation Code: XUSCUAVIAD Trusted: Yes Country: United States Phone Number: None Wireless Carrier: None Email: Client Type: Unknown Client Type: Unknown										
Edit	Edit Feature	e Keys E	Edit Client Settin	ngs	Clear Publi	ic Key	Requ	uest Debug	Log	

Figure 10 Settings Tab

Select Edit Feature Keys. The current device Feature Key settings display.



anagement reatures		
Allow Contact Management	Allow Group Management	Allow Refresh Presence
Allow Deactivation	Show Contacts Tab	Show Groups Tab
Show Map on Client	Show Settings Menu	Default Tab View: Contacts
Show Channels		
'TT Features		
Allow DND	Show Recents Tab	Allow Call Block
Tracking Sample Period: Server Side Only		
lessaging Features	Crown Blocking	Massage Delivery (App)
	Gloup Blocking	• Message Delivery (App)
WARN STATE DEBUG Client Debug Filter: EXCEPTION *		

If the window below displays, the account is assigned to a Feature Key Template. For more information, refer to Managing Templates. If you would like to modify the Feature Keys for this account, select**Unassign from Template**.

Figure 12 Unassign User from Template

Unassign Users from Template	X
Assigned Template: Template for Managers Unassign from Template	Cancel

If you turn on or enable Feature Keys individually, the Feature Key appears yellow with a check mark. If you turn off or disable Feature Keys individually, the Feature Key appears gray.

Feature Key Descriptions

Feature Keys control the behavior and capabilities of the device. Each user in the Zebra PTT Pro system may be configured with a set of features that dictates what functions their Zebra PTT Pro client is capable of performing.

Management

Allow Contact Management

Allow the user to add or remove contacts. Turn off to allow the administrator only to control the user's contacts.

Allow Group Management

Turn off to allow the administrator only to change the user's groups.

Allow Refresh Presence

Allow the user to force an immediate refresh on the device. If off, the device does not include a **Refresh** option. Automatic presence refresh occurs regardless of this setting.

Allow Deactivation

Allow the user to sign out of Zebra PTT Pro. To use Zebra PTT Pro again after deactivation, the user must reactivate the account. This is not recommended as it is preferable for the user to run Zebra PTT Pro in the background to receive calls and notifications.

Show Contacts Tab

Show the **Contacts** tab on the device.

Show Groups Tab

Show the Groups tab on the device.

Show Map on Client

Show the Maps tab on the device so the user can view a map with contact locations. If off the user can not view the map. It is recommended to disable this setting for non-GPS devices.

Show Settings Menu

Allow the user to view and change Zebra PTT Pro settings on the phone. It is recommended to disable this setting.

Default Tab View

The functional tab that appears when the Zebra PTT Pro client is initially foregrounded on the screen or after a Zebra PTT Pro call concludes.

PTT Features

Allow DND

Allows the user to disable PTT call reception by setting the Do Not Disturb option and blocking calls from a contact or group. If off, the client does not include the DnD option, an active DnD state is disabled, and blocked call states are unblocked.

Show Recents Tab

Shows the **Recents** tab that allows the user to view recently placed and/or missed calls.

Allow Call Block

Not supported.

Single Channel Isolation

Not supported.

Default Callee Auto Select

Not supported.

Location Features

Send Client In-Call Location

Send periodic idle client location.

Send Client Idle Location

Send real-time in-call location.

Allow Location Disable

Allow the user to disable sending location from within Zebra PTT Pro. This does not affect the device's overall ability to send location.

Force Duty Mode

Display **Duty Mode** menu option in the client. Duty Mode allows the user to stop reporting location while off duty (e.g., at the end of a shift). The device does not report location until the user either starts a PTT call, talks in a PTT call, or enables On Duty Mode.

Enable Location Tracking

Enable the client to send periodic location measurements, which are stored on the server. The Historical Location Services premium feature uses these measurements at an additional cost. Contact Support for more information.

Tracking Report Period

Location tracking report period in minutes, i.e., how often location reports are sent to the server. **Enable Location Tracking** must be on for this to function.

Tracking Sample Period

Location tracking sample period in seconds. **Enable Location Tracking** must be on for this to function.

Messaging Features

Enable Messaging

Allows the user to send and receive Zebra PTT Pro messages and displays the Messages tab. If off, messaging is disabled for that user, and the **Messages** tab is not displayed.

Group Blocking

Allows the user to block a group and stop exchanging messages from this group.

Message Delivery (App)

The system delivers messages via application.

Supported Feature Keys

The following table lists all configurable feature keys available in the Zebra PTT Pro system. The Client Support columns identify which clients support each feature. The features can be modified using the Workcloud Communication PTT Pro Management Portal. Features may be managed either by templates that are applied to many users or by modifying the features of an individual user.

Table 1 Management Feature Keys

Feature Keys	Client Support				
	Android	iOS	PC Client		
Allow Contact Management	Yes	Yes	No		
Allow Group Management	Yes	Yes	No		
Allow Refresh Presence	Yes	Yes	Yes		
Allow Deactivation	Yes	Yes	Yes		

Table 1 Management Feature Keys (Continued)

Feature Keys	Client Support					
	Android	iOS	PC Client			
Default Tab View	Yes	Yes	Yes			
Show Contacts Tab	Yes	Yes	Yes			
Show Groups Tab	Yes	Yes	Yes			
Show Map on Client	Yes	Yes	Yes			
Show Settings Menu	Yes	Yes	Yes			

Table 2 PTT Feature Keys

Feature Keys	Client Support				
	Android	iOS	PC Client		
Allow DnD	Yes	Yes	No		
Show Recents Tab	Yes	Yes	No		
Allow Call Block	Yes	Yes	Yes		

Table 3 Location Feature Keys

Feature Keys	Client Support					
	Android	iOS	PC Client			
Send Client Location	Yes	Yes	No			
Allow Location Disable	Yes	No	Yes			
Force Duty Mode	Yes	Yes	No			
Enable Location Tracking	Yes	Yes	Yes			
Tracking Report Period	Yes	Yes	Yes			
Tracking Sample Period	Yes	Yes	Yes			

Table 4 Messaging Feature Keys

Feature Keys	Client Support				
	Android	iOS	PC Client		
Enable Messaging	Yes	Yes	No		
Group Blocking	Yes	Yes	Yes		
Message Delivery (App)	Yes	Yes	Yes		

Edit Client Settings

To change client settings for a particular device, select the user, and then select the **Settings** > **Edit Client Settings**. Changing these settings affects what is displayed on the user's device Settings (Preference) menu, the UI controls, and client interaction with the device.

If you set **Display on Phone** in the various Client Settings tabs, the setting may be different as the customer has access to that feature.



NOTE: This list is not refreshed when a user changes a device's settings. Therefore changes to the settings on the phone are not reflected here.

If **Display on Phone** is not active, the setting that appears is accurate as the customer can not see the feature to adjust it.

While all features are displayed, not all apply to Android and iOS. For more information, refer to the Device Settings chapter in the Workcloud Communication PTT Pro for Android User Guide and the Workcloud Communication PTT Pro for iOS User Guide.

For the following screens, gray indicates inactive, and yellow (with a check mark) indicates active. The following screens indicate the default settings of each item.

Call Settings

Settings that control which PTT calling features are displayed on the client and available to the user to modify.



Modify C	Modify Client Settings						
Call	Integration	Speaker	Notifica	itions	Headset	Emergency	
	Whole Screen as PTT				Disp	lay On Phone	
	Start Call v	vith Speaker			Disp	lay On Phone	
	Use Surveilla	nce Call Mode	Ð		🛛 Disp	lay On Phone	
Surveilla	Surveillance Call Brightness:						
100					Disp	lay On Phone	
Default (Callee:						
None					Disp	lay On Phone	
	Get Satellite F	Ready For PT	Т		Disp	lay On Phone	
Dwell Tir	ner (seconds):			Send lo	dle Pings Time	eout:	
0		÷		60		÷	
Satellite	Priming Timeout	t:					
15		÷					
						Submit	Cancel

Whole Screen as PTT

Use the entire touchscreen as the PTT button.

Start Call with Speaker

Disable this to have call audio sent to the headset rather than the speakerphone.

Use Surveillance Call Mode

Dim the screen brightness and display as full-screen while on a call. Applies to Android clients only.

Surveillance Call Brightness

Used with Use Surveillance Call Mode, switches the level when in surveillance call. Applies to Android clients only.

Default Callee

The default contact or group to call is when Zebra PTT Pro is in the background or foreground and no contact or group is selected.

Get Satellite Ready for PTT Not supported.

Dwell Timer

Not supported.

Send Idle Pings Timeout Not supported.

Satellite Priming Timeout

Not supported.

Integration Settings

Settings that control which PTT integration features are displayed on the client and available to the user to modify.



Modify C	Modify Client Settings X						
Call	Integration	Speaker	Notifica	ations	tions Headset Emergency		
	Allow E	luetooth			Display	ay On Phone	
	Bluetooth	Always On			Displace	ay On Phone	
	Activate DnD	in Silent Mode	е		Displace	ay On Phone	
	Activate DnD in Vibrate Mode				Displace	ay On Phone	
	Disable Onscreen PTT				Display	ay On Phone	
Call Prio	rity: Current 🗸				Displace	ay On Phone	
Display I	Name: Firstname	e Lastname 🗸	·		Display	ay On Phone	
С	onfigure App Sw	itcher (Disable	ed)		Display	ay On Phone	
Allowed	Screen Orientat	ions: Portrait	~		Display	ay On Phone	
	Lock Split S	creen Slider			Display	ay On Phone	
BI	Block PTT Start When In Background				Display	ay On Phone	
						Submit	Cancel

Allow Bluetooth

Allow the use of Bluetooth devices within Zebra PTT Pro.

Bluetooth Always On

Automatically enables Bluetooth on the device.

Activate DnD in Silent Mode

Enable to place Zebra PTT Pro into DnD (Do Not Disturb) mode when the handset is placed into Silent Mode.

Activate DnD in Vibrate Mode

Enable to place Zebra PTT Pro into DnD (Do Not Disturb) mode when the handset is placed into Vibrate Mode. Applies to Android clients only.

Disable Onscreen PTT

Hide the on-screen PTT button to allow more screen space when using another PTT feature. Applies to Android clients only.

Call Priority

Set how Zebra PTT Pro handles an incoming voice call. Applies to Android clients only. Options are:

- None Allow both simultaneously
- PTT Continue Zebra PTT Pro call and send incoming voice calls to Zebra Voice voicemail.
- Voice End Zebra PTT Pro and allow the voice call.
- Current Choose whatever is in use.

Display Name

The format in which the user names are displayed (For example, Last Name, First Name). Applies to Android clients only.

Configure App Switcher (Disabled)

Toggle to configure an application of your choice to launch from the Zebra PTT Pro tab bar. This setting applies to GMS devices only because AOSP devices hardcode the application to be the Zebra Voice application. Applies to Android clients only. To enable this setting and configure the Zebra Voice tab:

1. Select Configure App Switcher (Disabled). The Configure App Switcher window displays.

Configure App Switcher		
Tab Label: Package Name: Activity Name:	This field is required. This field is required.	
Clear	Submit	Cancel

- 2. Enter WFCVoice or the required value for Tab Label.
- 3. Enter com.symbol.wfc.voice or the required value for Package Name.
- **4.** d. Enter an optional value for **Activity Name**. This is the fully-qualified name of the Activity to launch. Leave blank to use the default Activity for the specified package.
- 5. Click Submit. The Integration setting changes to Configure App Switcher (Enabled).

Lock Split Screen Slider

Prevents resizing of the left and right views in Landscape mode. Applies to Android clients only.

Block PTT Start When in Background

Prevents inadvertent PTT calls when Zebra PTT Pro is in the background.

Speaker Settings

PTT Pro client Speaker settings.

Figure 15 Speaker Settings Tab

Modify Client Settings								
Call Integration	Speaker	Notifica	ations	Headset	Emergency			
Minimum Call Start Volu	me:							
25	Ĵ			Displ	ay On Phone			
Mic source: Default mic	~			Displ	ay On Phone			
Ring on In	coming Call			Displ	ay On Phone			
Vibrate on I	Incoming Call			Displ	ay On Phone			
Tone Gain: 100		÷		Displ	ay On Phone			
Play G	Play Grant Tone				ay On Phone			
Vibrate	on Grant			Displ	ay On Phone			
Play Floor	Taken Tone		Display On Phone					
Play Floo	or Idle Tone			Displ	ay On Phone			
Play Floor	Denied Tone			Displ	ay On Phone			
Play Floor F	Revoked Tone		Display On Phone					
Play Cal	I Lost Tone		Display On Phone					
Ring Gain: 100		÷	Display On Phone					
Play B	usy Bonk			Displ	ay On Phone			
Play Char	nnel Sounds		Display On Phone					
Volume Boost: 0	Volume Boost: 0			Display On Phone				
Play Satellit		Displ	ay On Phone					
Play Interrupt Tone				Displ	ay On Phone			
					Submit	Cancel		

Minimum Call Start Volume

A Zebra PTT Pro call starts with at least this minimum volume level. Select from 0 to 100 percent.

Mic source

Choose between Default mic (the default) and Voice Communication. With Default mic, the user can speak from further away from the microphone but this may increase the background noise in the call. With Voice Communciation, the user must speak within one to two inches from the microphone.

Ring on Incoming Call

Play the ringtone on an incoming call instance.

Vibrate on Incoming Call

Vibrate on an incoming call instance.

Tone Gain

The gain of the tone with respect to the audio volume.
Play Grant Tone

Play a notification tone when the user is granted the floor.

Vibrate on Grant

Vibrate when the user is granted the floor. Applies to Android clients only.

Play Floor Taken Tone

Play a notification tone when the user takes the floor.

Play Floor Idle Tone

Play a notification tone when the floor goes idle.

Play Floor Denied Tone

Play a notification tone when an attempt to take the floor is denied.

Play Floor Revoked Tone

Play a notification tone when the floor is taken from the user.

Play Call Lost Tone

Play a notification tone when a call is dropped.

Ring Gain

The volume of the ring tone with respect to the audio volume.

Play Busy Bonk

Should the application play a tone when a call fails to connect.

Play Channel Sounds Not supported.

Volume Boost

Boost the volume of all audio. (tenths of a dB).

Play Satellite Ready Tone Not supported.

Play Interrupt Tone

Play a tone when a PTT call is interrupted.

Notification Settings

PTT Pro client notification settings.

Figure 16 Notifications Settings Tab

Modify Client Settings									
Call	Integration	Speaker	Notifica	ations	Headset	Emergency			
Alert Cal	Ring Duration:	30 seconds 🗸	•		Displace	ay On Phone			
	Endless Alert	on Missed Ca	II	Display On Phone					
0	Foreground App	on Incoming	Call		Displace	ay On Phone			
	Notify All N	lissed Calls			Display	ay On Phone			
						Submit	Cancel		
	Call Call Alert Call	Modify Client Settings Call Integration Alert Call Ring Duration:[Endless Alert Foreground App Notify All M	Modify Client Settings Call Integration Speaker Alert Call Ring Duration: 30 seconds Endless Alert on Missed Ca Foreground App on Incoming Notify All Missed Calls	Modify Client Settings Call Integration Speaker Notification: Alert Call Ring Duration: 30 seconds Endless Alert on Missed Call Foreground App on Incoming Call Notify All Missed Calls	Modify Client Settings Call Integration Speaker Notifications Alert Call Ring Duration: 30 seconds ▼ Endless Alert on Missed Call ● Foreground App on Incoming Call ● Notify All Missed Calls	Modify Client Settings Call Integration Speaker Notifications Headset Alert Call Ring Duration: 30 seconds ✓ ● Displation: Endless Alert on Missed Call ● Displation: ● Foreground App on Incoming Call ● Displation: ● Notify All Missed Calls ● Displation:	Call Integration Speaker Notifications Headset Emergency Alert Call Ring Duration: 30 seconds ✓ <		

Alert Call Ring Duration

The time, in seconds, to ring when receiving an Alert Call. Options are 15, 20, 30, 45, 60 seconds, or No Timeout.

Endless Alert on Missed Call

Play a continuous audible alert when a call is missed.

Foreground App on Incoming Call

Bring Zebra PTT Pro to the foreground for an incoming Zebra PTT Pro call. Applies to Android clients only.

Notify All Missed Calls

Notify the user of all missed calls regardless of Zebra PTT Pro being in the background.

Headset Settings

PTT Pro client headset settings.

Figure 17 Headset Settings Tab

Modify Client Settings								
Call	Integration	Speaker	Notifica	ations	Headset	Emergency		
Headset 7	ype: Default (T	oggle) 🗸		Display On Phone				
	Ø Wake Displa	y at Call Start		Display On Phone				
Minimum	Call Start Volur	ne:			- 51 - 1			
25		•				ay On Phone		
	Ring on Ind	coming Call			 Displa 	ay On Phone		
	Vibrate on Ir	ncoming Call			Displa	ay On Phone		
Tone Gair	: 50		÷		Displa	ay On Phone		
	Play Gr	ant Tone			 Displa 	ay On Phone		
	 Vibrate 	on Grant			 Displa 	ay On Phone		
	Play Floor	Taken Tone			 Displa 	ay On Phone		
	Play Floo	r Idle Tone			 Displa 	ay On Phone		
	Play Floor I	Denied Tone			Displa	ay On Phone		
	Play Floor R	evoked Tone			ay On Phone			
	Play Call	Lost Tone			Displa	ay On Phone		
Ring Gain	: 100		÷		Displa	ay On Phone		
	Play Bu	isy Bonk			Displa	ay On Phone		
	Play Chan	nel Sounds			 Displa 	ay On Phone		
Volume B	oost: 0				Displa	ay On Phone		
	Play Satellite	e Ready Tone			 Displa 	ay On Phone		
	Play Inter	rrupt Tone			 Displa 	ay On Phone		
						Submit Cancel		

Headset Type

Select the type of headset connected. Options are Default (Toggle), Two Pulse, or Bluetooth PTT.

Wake Display at Call Start

Unlock Zebra PTT Pro and wake up the display at the start of a call. Applies to Android clients only.

Minimum Call Start Volume

Start a PTT call with at least this minimum volume level. Select from 0 to 100 percent.

Ring on Incoming Call

Play the ringtone on an incoming call instance.

Vibrate on Incoming Call

Vibrate on an incoming call instance.

Tone Gain

Gain of the tones with respect to the audio volume.

Play Grant Tone

Play a notification tone when the user is granted the floor.

Vibrate on Grant

Vibrate when the user is granted the floor. Applies to Android clients only.

Play Floor Taken Tone

Play a notification tone when the user takes the floor.

Play Floor Idle Tone

Play a notification tone when the floor goes idle.

Play Floor Denied Tone

Play a notification tone when an attempt to take the floor is denied.

Play Floor Revoked Tone

Play a notification tone when the floor is taken from the user.

Play Call Lost Tone

Play a notification tone when a call is dropped.

Ring Gain

The volume of the ringtone with respect to the audio volume.

Play Busy Bonk

Play a tone when a call fails to connect.

Play Channel Sounds

Not supported.

Play Satellite Ready Tone

Not supported.

Play Interrupt Tone

Not supported.

Supported Client Settings

The following tables list all configurable client settings in the Zebra PTT Pro system. The Client Support columns identify which clients support each setting. The settings can be modified using the Workcloud Communication PTT Pro Management Portal.

Table 5Call Settings

Call Settings	Client Support					
	Android	iOS	Dispatch			
Whole Screen as PTT	Yes	Yes	No			
Start Call with Speaker	Yes	Yes	No			
Use Surveillance Call Mode	Yes	No	No			
Surveillance Call Brightness	Yes	No	No			

Table 5 Call Settings (Continued)

Call Settings	Client Support					
	Android	iOS	Dispatch			
Default Callee	Yes	Yes	No			
Get Satellite Ready for PTT	No	No	No			
Dwell Timer	No	No	No			
Send Idle Pings Timeout	No	No	No			
Satellite Priming Timeout	No	No	No			

Table 6 Integration Settings

Integration Setting	Client Support						
	Android	iOS	Dispatch				
Allow Bluetooth	Yes	Yes	No				
Bluetooth Always On	Yes	Yes	No				
Activate DnD in Silent Mode	Yes	Yes	No				
Activate DnD in Vibrate Mode	Yes	No	No				
Disable Onscreen PTT	Yes	No	No				
Call Priority	Yes	Yes	No				
Display Name	Yes	No	No				
Configure App Switcher (Disabled)	Yes	No	No				
Lock Split Screen Slider	Yes	No	No				
Block PTT Start When in Background	Yes	Yes	No				

Table 7 Speaker Settings

Speaker Setting	Client Support						
	Android	iOS	Dispatch				
Minimum Call Start Volume	Yes	Yes	No				
Mic source	No	No	No				
Ring on Incoming Call	Yes	Yes	Yes				
Vibrate on Incoming Call	Yes	Yes	No				
Tone Gain	Yes	Yes	No				
Play Grant Tone	Yes	Yes	Yes				
Vibrate on Grant	Yes	No	No				
Play Floor Taken Tone	Yes	Yes	Yes				
Play Floor Idle Tone	Yes	Yes	Yes				

Table 7 Speaker Settings (Continued)

Speaker Setting	Client Support						
	Android	iOS	Dispatch				
Play Floor Denied Tone	Yes	Yes	Yes				
Play Floor Revoked Tone	Yes	Yes	Yes				
Play Call Lost Tone	Yes	Yes	Yes				
Ring Gain	Yes	Yes	No				
Play Busy Bonk	Yes	Yes	Yes				
Play Channel Sounds	No	No	No				
Volume Boost	Yes	Yes	No				
Play Satellite Ready Tone	No	No	No				
Play Interrupt Tone	Yes	Yes	No				

Table 8Notification Settings

Notification Setting	Client Support					
	Android	iOS	Dispatch			
Alert Call Ring Duration	Yes	Yes	Yes			
Endless Alert on Missed Call	Yes	Yes	No			
Foreground App on Incoming Call	Yes	No	Yes			
Notify All Missed Calls	Yes	Yes	No			

Table 9Headset Settings

Headset Setting		Client Support		
	Android	iOS	Dispatch	
Headset Type	Yes	Yes	No	
Wake Display at Call Start	Yes	No	No	
Minimum Call Start Volume	Yes	Yes	No	
Ring on Incoming Call	Yes	Yes	Yes	
Vibrate on Incoming Call	Yes	Yes	No	
Tone Gain	Yes	Yes	No	
Play Grant Tone	Yes	Yes	Yes	
Vibrate on Grant	Yes	No	No	
Play Floor Taken Tone	Yes	Yes	Yes	
Play Floor Idle Tone	Yes	Yes	Yes	
Play Floor Denied Tone	Yes	Yes	Yes	

Table 9 Headset Settings (Continued)

Headset Setting	Client Support						
	Android	iOS	Dispatch				
Play Floor Revoked Tone	Yes	Yes	Yes				
Play Call Lost Tone	Yes	Yes	Yes				
Ring Gain	Yes	Yes	No				
Play Busy Bonk	Yes	Yes	Yes				
Volume Boost	Yes	Yes	No				

Clear Public Key

To clear the public key of the phone from the database, select the user name, then select the Settings > Clear Public Key .

Change User Contacts

Typically Zebra PTT Pro users have pre-defined contacts. You can change these in several ways.

- Users can add and delete contacts on the device if the Allow Contact Management Feature Key is enabled.
- The user can be given maximal or all contacts with Bulk Add Users on page 60.
- You can change a user's contact list using the following procedure.
- 1. Select the user's name from the User Login column.

Set	ttings	Use	rs G	roups	Templates	RTF	9 Gateways	Мар	Associa	tions	Tracks							
	Users																	
- 1	- User																	
\subset			View	ving Use	r: Dev02.Test	P6)
S	ettings	: 0	ontacts	Grou	ps Diagno	ostics	Tracks	Messages	: Call	s								
0	lick on	one or	more Co	ntacts to	bulk edit.													D
She	w 10	• en	nies st	ow / hide	columns										Search.			
¢	Refr	esh (a Add	e De	iete 🛊 De	lete All												
Se	lect -		Cont	act User	Login	÷	Dep	artment	÷	Last	Name	÷	First Name	÷	Phone Number	÷	Email	2
	0	Dev02	TestMC4	0		J	0.Departme	nt	T	estMC40		0	Dev02	None				
	0	DEV02	TestTC5	5		J	0.Departme	nt	1	est TC55		E	Jev02	None				
	0	Dev02	TestS7			J	0.Departme	nt	T	estS7		0)ev02	None				
She	owing	1 to 3 o	3 entries												FIST	Previous	1 Next Las	3

- 2. Select the Contacts tab to display all contacts shown on the device.
- 3. To delete users from the list:
 - Check the **Select** box for each user to delete, and then select **Delete**.
 - Select Delete All to delete all users from the list.

A **Confirm Action** dialog displays requesting confirmation.

4. To add contacts to the list, select **Add** to display eligible users not currently in the user's contact list. Select one or more names, and then select **Done** to add these contacts to the user's contact list.

You can add any user within a department as a contact. If a department is configured with associated departments, those department users are also eligible contacts.

User Groups

To view a user's groups, select the user's name from the **User** column and then select the **Groups** tab.

Figure 18 User's Group Tab

P	rollie	Notes	License	License History	Departments	Templates	Usege	Customer Contacts	Zebra Customer Managers	Find User		
	Departments											
	Department											
C		Viewi	ng Departmer	nt epilað								
Г	Settings	Users	Groups	Templates	RTP Gateways	Map As	sociations	Tracks				
Ī	Users											
	User											
(Viewing U	ser: Dev02.TestMC	40							
1	Setting	s Con	tects Ge	Diagnost	is Tracks	Messages	Calls					
Ì	Show 1) • (10)	Show (hi	de columna								Search
	+ Rot	resh e	Dente •	Delete All								
	Select.			Group Name		+	Rec	aive Calls	+ Ori	pinate Calls		Talker Override +
		Dev02.7 Dev02.7	istGroup istGroup2					Yes Yes		Yes Yes		No No
	Showing	1102012	ontries									First Previous 1 Next Last

The list shows all groups of which the user is a member, with the following information:

Group Name

Name of the group. Group names that include a percentage sign indicate groups created on a device rather than by the Administrator. Two types of groups can be created on a device:

- Personal Groups have the format GroupName@CreatorsName.
- Member Groups are indicated with the format GroupName%CreatorsName.

Receive Calls

- Yes indicates that this user is configured to receive calls made to this group.
- No indicates that the user is not included when calls are made to this group.

Originate Calls

- Yes indicates that this user can originate calls to this group.
- No indicates that the user cannot create a call to this group.

Talker Override

In a group call, members with this option can take the floor from a speaker unless the current speaker also has talker override.

Diagnostics

The diagnostics tab is helpful for troubleshooting problems. This displays information about the version of the client, the network type, as well as the device settings.



Session
Registration Status: Registered
Registration ID: 7
Last Registration Timeout: 04/20/2017 15:44:29
Client Software: Zebra PTT Pro build 743 core 1015
Device Info: Zebra Technologies MC40N0, Android 4.4.4
Network Type: WIFI
IP Address: ::ffff:96.87.134.205[59311]
Protocol Version: 11
List Syncer Version: 3
Voice Privacy Version: 3
Key Generation Date: 04/20/2017 15:12:39
Do Not Disturb Enabled: No
Silent Mode Enabled: No
Location Reporting Enabled: Yes
Duty Mode: On Duty
APNS Token Valid: No
APNS Client Type: PTT Pro
Refresh

Registration Status

Current registration state of the device. Possibilities include Registering, Registered, Never, Signed Out, Unregistered, or Not Responding. Not Responding means that the device is registered, but received a call and did not answer it. Unregistered means that the device has not re-registered since the timeout.

Registration ID

Used internally.

Last Registration Timeout

Deadline for re-registering. If the device does not re-register by this time, it will become unregistered.

Client Software

of the Zebra PTT Pro client loaded on the device, including the client build number and the client core build number.

Device Info

Device manufacturer, model, and OS version.

Network Type

Last network used by the device (LTE, WIFI, UMTS, etc).

IP Address

Last known IP address from the device (used internally).

Protocol Version

Used internally

List Syncer Version

Used internally

Voice Privacy Version Used internally

Key Generation Date

Date and time that the public key that is exchanged between the server and the device was created.

Do Not Disturb Enabled

Identifies the current Do Not Disturb Setting on the device.

Silent Mode Enabled

Identifies whether the device is currently in Silent Mode.

Location Reporting Enabled

Indicates whether the device is reporting location.

Duty Mode

The Zebra PTT Pro Duty setting, On Duty or Off Duty. When On Duty, the device reports location. When Off Duty, the device does not report location.

APNS Token Valid

APNS is Apple Push Notification Service and is only valid for iOS devices. For non-iOS devices, this field is No.

APNS Client Type

With iOS devices, this field should be PTT Pro.

Tracks, Messages, and Calls

An administrator can use location tracking, message history, message content, and call history to monitor users and devices.

Historical Location Tracking

Historical location tracking is an additional feature that allows an administrator to review past location data from Zebra PTT Pro devices within the enterprise.

This optional feature includes:

- 6 months of stored data
- Enhanced location information including direction, speed, and location (latitude and longitude) per track point
- Tracking data available in Excel format for download

To enable this option, edit the Feature Key Enable Location Tracking for each device you want to track.

Historical Location Tracking Views

You can view this information through the management portal graphically or download it to a spreadsheet.





Figure 21 Historical Location Tracking Spreadsheet

ID	User Login	Date	Time	Latitude	Longitude	Speed (MPH)	Heading (deg.)	Accuracy (meters)	Location
152588	User1	5/25/2017	4:43:38 PM	42.187366	-87.933748	N/A	N/A	19	View on Map
152584	User1	5/25/2017	4:33:41 PM	42.187404	-87.93371	N/A	N/A	20	View on Map
152581	User1	5/25/2017	4:21:38 PM	42.187404	-87.93371	N/A	N/A	20	View on Map
152577	User1	5/25/2017	4:09:38 PM	42.187404	-87.93371	N/A	N/A	20	View on Map
152574	User1	5/25/2017	3:57:36 PM	42.187404	-87.93371	N/A	N/A	20	View on Map
152570	User1	5/25/2017	3:49:34 PM	42.187404	-87.93371	N/A	N/A	10	View on Map
152567	User1	5/25/2017	3:45:33 PM	42.187404	-87.93371	N/A	N/A	11	View on Map
152566	User1	5/25/2017	3:39:39 PM	42.187404	-87.93371	N/A	N/A	18	View on Map
152562	User1	5/25/2017	3:35:37 PM	42.187441	-87.933671	N/A	N/A	18	View on Map
152561	User1	5/25/2017	3:29:42 PM	42.187404	-87.93371	N/A	N/A	10	View on Map
152558	User1	5/25/2017	3:25:42 PM	42.187404	-87.93371	N/A	N/A	14	View on Map

When viewing the spreadsheet, each waypoint's location contains a clickable link to the map, showing the location's latitude and longitude coordinates.

Messages and Calls

On the **Messages** or **Calls** tab, set the date/time range and the number of records to display, and select **Apply**. The data is displayed below the option box.

Figure 22 Messages Tab

							_						
Profile	Notes	License	License History	Departments	Templates	Usage	Gustomer Contacts	Zebra Customer I	Hanagers Find	User			
+ Depa	rtments												
 Depa 	rtmint.												
\square	View	ing Departmen	at third										
Setting	js User	Groups	Templates	RTP Geleways	Mep A	ssociations	Tracks	i i					
+ Use	15												
+ Use	r i i												
\square		Viewing U	/ser: Dev02.Tes#MC	.40									
Set	ngs Co	ntacts Gri	oups Diagnost	cs Tracks	Messages	Calls							
Select of	your desired 1 a row to se	report proper le more detait	ties and click the W	pply button.									
	Star Star En	t Date: 04/19/ t Hour: 15:00 d Date: 04/20/ d Hour: 15:00	2017 12017 5 •										
*	Max Re Apply +	Export		II.									
Show	10 • erb	es Show/IN	ide columns									Soarch	
Selec	. D	ale Sent	 Direction 	n + Se	inder #	Recipi	ents + Groe No deta eval	p e Type lable in table	+ Date	Received	Date Opened		Message #
Showi	ng 0 to 0 of) entries										Sec. 17	evous Next Last

The Messages tab data shows the history of messages sent from and to this user and the message text contents.

Figure 23 Messages Data

- User																		
\square	Viewing User:	Dev02. TestM	IC40															
Settings	Contacts Groups	Diegno	stics T	acks	Messages	Calls												
Select your d Click on a row	lesired report properties a w to see more details on	and click the a record.	'Apply' buth	an.														
	Start Date: 0419(2017 Start Hour: 15:00 • End Date: 0420(2017) End Hour: 15:00 • Max Records: 500	7																
+ Apply	/ / Export																	
Show 10	orthis Show I fide of	Aurins.														See	rch:	
Solect	Date Sent 04/20/2017 15:13:28	*	Direction Received	4 Dev	Sender 02. Test57	4	Dev02	Recipients TestMC40	9	Group	4	Type Text	0	Date Received 04/20/2017 15:13:29	÷	Date Opened	9	Mossage # test reply
Showing 1 la	04/20/2017 15:13:10 b 2 of 2 entries	,	initiated	Dan	02.188MC40		Dev02	16957				Tead		NA		NA	First	Reviews 1 Next Last

The Calls tab data shows the call history metadata (time, direction, initiator, recipient, group, type, and end reason) for this user.



+ User														
\square	Venting User: Dev02 Tex9/IC40													
Setting	ys Contacts	Groups	Diagnostics	Tracks	Messages	Calls								
Select yo Click on	a row to see more	roperties an details on a	id click the 'App record.	ly button.										
	Bick on a row to see more details on a neced. Stet Date: (04/16/2017 Start Date: (04/16/2017) End Date: (04/2010)? End Date: (04/2010)? End Date: (04/2010)? Wax Records: 500 # Apply													
- A	pply - Export													
Show 1	oply - Export	ow i hide colu	ma										Search]
show 1 Select	pply - Expart 0 • entries Start Tim	ow i hide colu h •	Duration 11	Direction a	initiator		Recipients 0	Group e 1	Тура о	End Reason	* Supervision Lost	t Connected t	Search Idle Timoout 1	Network Type - t
Show 1 Select	pply - Export 0 • entries se Start Ten 04/20/2017 15	aw / titele colu n * 1,12,46	Duration #	Direction to	e Initiator Dev02.TesBM0	e 340	Recipients e Dev02.Test57	Group + 1	Type + Adhoc	End Reason USER_INITIATED	1 Supervision Lost	* Connected * Yes	Search Idle Timeout a No	Network Type II W/FI
Select	pply - Export c entries se Start Ten 04/20/2017 15 04/20/2017 15 04/20/2017 15	ow / hide colu 8 * 1:12:46 1:12:16	Duration = 00.00.11 00:00:15 00:00:15	Direction 1 Initiated	t Initiator Dex02 TestMC Dex02 TestMC	e 240 240	Recipients o Dev02.Test57 Dev02.Test57	Groep († 1	Type + Adhoc Adhoc	End Resson USER_INITIATED USER_INITIATED	 Supervision Last No No 	e Connected e Yes No	Search Idle Timeout # No No	Network Type II WIFI WIFI
v A Store 1 Select	pply - Export c critics Se Start Ten 04/20/2017 15 04/20/2017 15 04/20/2017 11	ow (hide colu 12.46 112.16 157.50 147.33	Duration # 00.00.11 00.00.15 00.00.38 00.00.15	Direction I Initiated Initiated	 Initiator Dev02.Tes8M0 Dev02.Tes8M0 Dev02.Tes8M0 Dev02.Tes8M0 	e 240 240 240 240	Recipients to Dev02.Test57 Dev02.Test87 Dev02.Test87 Dev02.Test87	Groep e 1	Type + Adhoc Adhoc Adhoc	End Reason USER_INTIATED USER_INTIATED USER_INTIATED	t Supervision Lost No No No	e Connected e Yes No Yes	Search Idle Timeout # No No No	Network Type II WIFI WIFI WIFI
show 9 Select	pply – Export 2 • ertises se Start Ten 04/20/2017 15 04/20/2017 11 04/20/2017 11 04/20/2017 11 04/20/2017 11	ov / hide colu e 112.46 112.16 157.50 157.33 158.50	Duration # 00:00:11 00:00:15 00:00:38 00:00:15 00:00:42	Direction / Initiated Initiated Initiated Initiated	 Initialize Dev02 TestMC Dev02 TestMC Dev02 TestMC Dev02 TestMC Dev02 TestMC 	e 240 240 240 240 240 240	Recipients e Dev02.Tost57 Dev02.Tost57 Dev02.Tost57 Dev02.Tost57 Dev02.Tost57 Dev02.Tost57	Group e 1	Type + Adhoc Adhoc Adhoc Adhoc Adhoc	End Resson USER_INITIATED USER_INITIATED USER_INITIATED USER_INITIATED	r Supervision Lost No No No No	e Connected e Yan No Yes Yas	Search Idle Taneout # No No No No	Network Type - 1 WiFi WiFi WiFi WiFi WiFi
Show 1 Select	pyly – Export critical Start Term 04/20/2017 15 04/20/2017 15 04/20/2017 11 04/20/2017 11 04/20/2017 11 04/20/2017 11 04/20/2017 11 04/20/2017 11	ov i hide colu e 5.12.46 1.12.16 1.57.50 1.57.53 1.58.50 1.56.25	Duration = 00.00.11 00.00.15 00.00.38 00.00.15 00.00.42 00.00.15	Direction / Initialed Initialed Initialed Initialed Initialed	 Initialize Dev02: TesBMC Dev02: TesBMC Dev02: TesBMC Dev02: TesBMC Dev02: TesBMC Dev02: TesBMC 	e 240 240 240 240 240 240 240 240	Recipients e Dev02.Tost57 Dev02.Tost57 Dev02.Tost57 Dev02.Tost57 Dev02.Tost57 Dev02.Tost57	Group + 1	Type + Adhoc Adhoc Adhoc Adhoc Adhoc Adhoc	End Resson USER_INITATED USER_INITATED USER_INITATED USER_INITATED USER_INITATED USER_INITATED	n Supervision Last No No No No No	e Connected e Yes No Yes Yes Yes Yes	Smarch Idle Timeout # No No No No	Network Type II WIFI WIFI WIFI WIFI WIFI WIFI
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2 A Select 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	cply - Export 0 • 01/2002 56 Start Tem 04/2002 71 04/2002 71 04/2002 71 04/2002 71 04/2002 71 04/2002 71 04/2002 71 04/2002 71 04/2002 71 04/2002 71 71 04/2002 71 71 04/2002 71 71 04/2002 71 71 71 04/2002 71 71 04/2002 71 71 71 71 <t< td=""><td>ow / hide cos 5.12.46 5.12.16 5.7:50 1.57:50 1.56:50 1.56:25 1.56:04 1.56:26</td><td>Duration * 00:00:11 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15</td><td>Direction Initiated Initiated Initiated Initiated Initiated Initiated Initiated</td><td>t Initiator Dev02: TestMit Dev02: TestMit Dev02: TestMit Dev02: TestMit Dev02: TestMit Dev02: TestMit Dev02: TestMit</td><td>e 240 240 240 240 240 240 240 240 240 240</td><td>Recipients a Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57</td><td>Group + 1</td><td>Type + Adhoc Adhoc Adhoc Adhoc Adhoc Adhoc Adhoc Adhoc</td><td>End Reason USER_INITIATED USER_INITIATED USER_INITIATED USER_INITIATED USER_INITIATED USER_INITIATED</td><td> Supervision Lost No </td><td>e Connected e No Yes Yes Yes Yes Yes Yes Yes</td><td>Search Idle Teneout # No No No No No No No</td><td>Network Type WIFI WIFI WIFI WIFI WIFI WIFI WIFI</td></t<>	ow / hide cos 5.12.46 5.12.16 5.7:50 1.57:50 1.56:50 1.56:25 1.56:04 1.56:26	Duration * 00:00:11 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15 00:00:15	Direction Initiated Initiated Initiated Initiated Initiated Initiated Initiated	t Initiator Dev02: TestMit Dev02: TestMit Dev02: TestMit Dev02: TestMit Dev02: TestMit Dev02: TestMit Dev02: TestMit	e 240 240 240 240 240 240 240 240 240 240	Recipients a Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57 Dev02: Tost57	Group + 1	Type + Adhoc Adhoc Adhoc Adhoc Adhoc Adhoc Adhoc Adhoc	End Reason USER_INITIATED USER_INITIATED USER_INITIATED USER_INITIATED USER_INITIATED USER_INITIATED	 Supervision Lost No 	e Connected e No Yes Yes Yes Yes Yes Yes Yes	Search Idle Teneout # No No No No No No No	Network Type WIFI WIFI WIFI WIFI WIFI WIFI WIFI

For a list of all the End Reason codes and a description of each, see What are the call history end reason codes and their meaning?.

Managing Groups

Once a Customer and Department have been selected, there are additional functions available. Most commonly are Users and Groups configured for each department. Each department will have different User and Group definitions that allow an administrator to customize the operation suitable to the needs of the users in the department.

Access the Groups Tab

The **Groups** tab allows you to view and manage groups. The Group table shows the Group Id, Group Name, Group Type, and Group Priority. Use this tab to create, delete, or modify individual group settings, including adding or removing group members.

- 1. In the PTT Pro Operational Functions section, select the Customers tab.
- 2. Select the appropriate Customer from the list of customers.
- 3. In the PTT Pro Subscriber Functions section, select the Departments tab.
- 4. Select the appropriate Department from the list of departments.
- 5. In the **Department** section, select the **Groups** tab to display the list of groups.

PTT Pro S	PTT Pro Subscriber Functions													
	Viewir	ng Customer:	Zebra WFC-Team											
Profile	Notes	License	License History	Departments	Templa	tes Us	age	Customer	Contacts	Zebra Custo	mer Manag	gers	Find User	
Find Devic	ce Auti	nentication	Channels											
• Departme	ents													
- Departm	ent													
	Viewing Department: RKDocumentation													
Settings	Users	Groups	Templates	RTP Gateways	Мар	Associat	ions	Devices	Tracks					
• Groups	i													
Click on Click on	a Group to one or mo) manage. re Groups to	bulk edit.											
Show 10	 entries 	Show / hid	de columns								Sea	rch:		
	esh O	Add 🛛 🛛 🗖	lelete											
Selec	ct 🗆	Group Id	٥	Group Name		٥	Ģ	Group Type	0	Group	Priority	¢	Large Group	٥
		64166	Customer.S	ervice				Custom		(D		No	
0		64167	Kitchen				En	terprise Ope	n	(D		No	
0		117443	Emergency	_Group			En	terprise Ope	n	(D		No	

Create a Group

Create a group from the $\ensuremath{\textbf{Group}}$ tab using $\ensuremath{\textbf{Add}}$ above the group list.

1. Click **Add** on the Group tab.

Add Group		×
Group Name: Group Description: Group Type: Group Priority:	Management Management Staff Custom ✓	
Caller Option: Cleanup Call: Idle Timeout:	Member V With one active Member V 30	
Duration:	30 Control Con	
	 Alert on Call Start Listen Only Large Group 	
	Submit Cancel	

2. Enter the following details in the Add Group window:

Group Name

Enter a unique group name identifying the group in the enterprise.

Group Description

Enter a description for the group.

Group Type

Select one of the following group types:



NOTE: It is usually recommended to select the type of group that fits your situation and leave all other options as their default.

Open

Open groups are publicly searchable by non-members. Users with the appropriate priority can join an Open Group.

Closed

The group is not visible to users other than group members. Members must be managed from the portal. Closed Groups are the most common group type.

Dispatch

Use this when a creating group that many Zebra PTT Pro users can call. Users set up as receivers receive calls made to this group. Initiators can call the group but are not included when someone else calls the group.

Custom

Indicates that the default settings for the group are modified, (for example, changing the Caller Option).

Unicast

A Unicast Channel group is similar to the Surveillance group in that it is a dedicated channel that users can join and leave over time. However, because the Unicast Channel supports one-way communication, one user can hold the floor indefinitely, preventing others from taking the floor.

Surveillance

A Surveillance Channel group mimics an LMR radio, with a dedicated channel that users can join and leave over time. When started, the call remains open until a configurable idle period expires (up to 7200 seconds) or until the last user leaves the call. By default, the Idle Timeout field is set to 3600 seconds (1 hour). Change the configuration parameters through the portal. By default, the Searchable field is set to Off.

Group Priority

Set the group priority from 0 (lowest) to 5 (highest).

Caller Option

Defines who is allowed to start the call.

Cleanup Call

Defines when the group call is terminated based on participating members.

Idle Timeout

Defines when the group call is terminated based on how long the call has been idle. The idle timeout occurs when one of the following conditions occur:

- The client comes to the foreground.
- The device turns on from suspend mode.
- The contact list is updated.
- The user performs a manual refresh.
- After a PTT call ends.
- During a regular, auto refresh.

Max Talk Burst Duration

Defines how long a talker can hold the floor. This option does not apply to Unicast groups.

Allow Hiding

When enabled, members can hide this group in their group list.

Searchable

When enabled, enterprise users can search for this group from their client and, if not included in the initial membership list, can add themselves to the group.

Alert on Call Start

Locked to enabled unless the Cleanup Call option is set to Without Initiator or With zero active Members. Otherwise, it is locked to disabled.

Listen Only

After a call has begun, a Listen Only member can monitor a call. Group members with listenonly membership get an error message that no call is currently in progress when they attempt to initiate a call to this group and are offered the chance to send a text message to this group.

Large Groups

Large groups require a special license and allow the creation of large groups of up to 3000 members. Large groups are not able to use the map and messaging features in the way that the standard groups do.

3. Select Submit to create the group.

After you create the group, you can add members to the group.

Group Type Defaults

The default configuration for each PTT Pro group type.

Options	Open	Closed	Dispatch	Unicast	Surveillance
Caller Option	Member	Member	Member	Member	Member
Cleanup Call	With one active member	With one active member	With one active member	Without initiator	With zero active members
Idle Timeout	30	30	30	30	30
Max Talk Burst Duration	30	30	30	30	30
Join Call Option	Enabled	Enabled	Disabled	Disabled	Disabled

Table 10 Group Type Defaults

Options	Open	Closed	Dispatch	Unicast	Surveillance
Allow Hiding	Enabled	Enabled	Enabled	Disabled	Disabled
Searchable	Enabled	Disabled	Disabled	Enabled	Enabled
Alert on Call Start	Enabled	Enabled	Disabled	Disabled	Disabled

Table 10 Group Type Defaults (Continued)

Edit a Group

You can edit a group to change the type and configuration of the group.

1. Select the group and then select the Settings tab.



2. Select Edit.

Modify Group		×
Group Name:	Customer.Service	
Group Description:	Custom	
Group Priority:	0	
Caller Option:	Member 🗸	
Cleanup Call:	With one active Member 🖌	
Idle Timeout:	30	
Max Talk Burst Duration:	30	
	Allow Hiding	
	Searchable	
	Alert on Call Start	
	Listen Only	
		Submit Cancel

Make the required changes and select Submit to save the changes.
 Refer to Create a Group for information on the available options.

Add or Delete Users in a Group

You can add or remove contacts from a group using the **Members** tab.

1. Select the group and then select the **Members** tab.

The Members list shows the users currently in the group and the abilities assigned to each user (Receive Calls, Originate Calls, and Talker Override).

Prolite	List me	Like we Hidory	Departments	Unage	Gaviorer Garlada	Zohra Cosionici Hamagera	Find User					
+ Departs	menta											
• Departs	Department											
\square	Viewing Department \$P Lab											
Settings	Users	Orougo Terro	plates RTP	Ostewaya	Map Associatio	rs Tracka						
+ Gray	ps.											
· Gray	ç.											
		Vewing Oroup: Area.	Managera									
Secto	gs Nen	ters History	Message Tempi	Sabes								
Click	an one or ma	re Members to bulk ed	ø.									
Stev	10 T et	Show I hide color	-									Dearch
0.00	0 fart	Add Colors										
Tales I		Member	r User Login		· .	leperiment c	Pie Pie	celve Calls	0	Originate Calls	0	Talker Override 0
- 0		Physics 19	ran. Wand			EP.Lab		Yes		Yes		No
		Mich	telle Smith			EP.Lub		Yes		Yes		No
- 0		La	ea. Orant			EP-Lab		Yes		Yes		No
		ol.	se Olison			EP.Lab		Yes		Yes		No
- 0		Jase	on. Valone	_		EP.Lab		Yes		Yes		Ne
Shawing	g1 to Set 5	ant rises										First Presiden 1 Next Lost

- **2.** To remove one or more members:
 - a) Select the checkbox next to each user.
 - b) Select Delete.

- **3.** To add one more members to the group:
 - a) Select the Add button.

The Add Members to Group window shows the users available for adding to the group.

Add Members to Group					×
1) Select the Member Options 2) Select one or more Users 3) Select 'Done'.					
Tai	ker Override				_
Show 10 🔻 entries Show/	hide columns		Search:		1
• Refresh					
 User Login	₀ Last ₀ Name ⁰	First ₀ Name 0	Phone o Number	Email	c
☑ Jerry.Bloom EP.Lab					n
Jason.Malone EP.Lab					1
•)	•
Showing 11 to 14 of 14 entries			First P	revious 1 2 Next Last	
				Submit Cancel	I.

b) Select the check box next to the users to add, and then select the following abilities for each user:

Receive Calls

The user can receive calls from this group.

Originate Calls

The user can create calls to this group.

Talker Override

The user can take the floor from another user. If the current speaker also has Talker Override, the floor cannot be taken from them.

Listen Only

The user is in listen-only mode and cannot take the floor.

Can Block Group

The user can block the group from the client and will not receive calls to or from the group.

c) Select Submit to add these users to the group.



NOTE: To edit a member's settings, remove the member, update the settings, and then readd the member to the group.

Assign a Message Template to a Group

Assigning a message template to a group allows a member to send a text message to the group. The message template includes the message text, which saves the user from entering the message and provides consistent message content.

1. Select the **Groups** tab and then click a group from the **Group** table.

- 2. Select the Message Templates tab.
- **3.** Click an existing message template to edit, or click the **Add** button at the top of the **Message Templates** list to create a new message template for the selected group.

For more information about creating a new message template, see Create a Group Message Template.

4. Repeat steps 1 - 3 for each group you want to assign a message template.

Bulk Load Data

The Bulk Load feature allows you to add or delete data from the PTT Pro Server. Download the template (Excel spreadsheet) for the data you want to add or remove, fill out the template, and import the template. The Bulk Load option is located under your **PTT Pro Management Login** and above the **PTT Pro Operational Functions**. All bulk load options are listed here.

The Bulk Load features supports the following data:

- Add Departments
- Add Devices
- Add Users
- Activate Users
- Add Contacts
- Delete Contacts
- Add Groups
- Delete Groups
- Add Group Members
- Delete Group Members

Figure 25 Bulk Load Templates

Bulk Loads Templates		
Show 10 - entries Show / hide columns		Search:
Action	Description o	Download Template o
add:Department	Bulk Add Departments	* BulkAddDepartments.xlsx
add:User	Bulk Add Users	* BulkAddUsers.xlsx
activate:User	Bulk Activate Users	* BulkActivateUsers.xlsx
add:Contact	Bulk Add Contacts	* BulkAddContacts.xlsx
delete:Contact	Bulk Delete Contacts	* BulkDeleteContacts.xlsx
add:Group	Bulk Add Groups	* BulkAddGroups.xlsx
delete:Group	Bulk Delete Groups	* BulkDeleteGroups.xlsx
add:GroupMember	Bulk Add Group Members	* BulkAddGroupMembers.xlsx
delete:GroupMember	Bulk Delete Group Members	* BulkDeleteGroupMembers.xlsx
add:Device	Bulk Add Devices	* BulkAddDevices.xlsx

Bulk Add Departments

The Bulk Load feature lets you load departments from an Excel (.xslx) sheet. The Bulk Load option is under your **PTT Pro Management Login** and above the **PTT Pro Operational Functions**.

- 1. Select Bulk Load and then select Templates to display the list of templates.
- 2. Download the BulkAddDepartments.xslx template to your local system and open it to edit.

	A	В	С	D	E
1	Action	Customer	Department	Parent Department	Default Country
2					
3					
4					
5					



WARNING: Ensure no spaces, dashes, or () symbols are in any field. Extra fields or symbols will cause the upload to fail.

Action

Select add:department. (Required)

Customer

Enter the customer ID of the customer where the department is to be created. (Required)

Department

Enter a unique department name identifying the department within the enterprise. The name must be made up of letters, numbers, and "."s, between 3-25 characters long. (Required)

Parent Department

If the new department is the child of an existing department, specify the parent department. (Optional)

Default Country

Select the default country for this department from drop-down list. This allows for the correct formatting of international phone numbers. (Required)

3. Save the template file as an .xslx file.

4. Select Bulk Loads and then select Add.

	Add Bulk	Load						×
			Drag file here to ac	dd it or click t	he Add button			
	• Add	• Delete	Move Up Mo	ve Down				
		Select □		Action	ı	Fi	le	
			No data a	available in	table			
	4							F.
		Title:						
			Ignore Dup Error	s				
4								Þ
				Su	bmit and Run	Submit	Cancel	1

- Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.
- 6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

Bulk Add Devices to a Department

Use the BulkAddDevices.xslx template to create a file that lists devices. Each file row identifies a device with a unique identifier and indicates whether the device is trusted.

- 1. Select Bulk Load and then select Templates to display the list of templates.
- 2. Download the BulkAddDevices.xslx template to your local system and open it to edit.

	A	В	С	D	E
1	Action	Customer	Department	Device ID	Trusted
2					
3					
4					
5					



WARNING: Ensure no spaces are in any field, or the upload will fail.

Action

Select add:device. (Required)

Customer

Enter the customer ID where the device is to be added. (Required)

Department

Enter the name of the department where the device is to be added. (Required)

Device ID

Enter the device ID. (Required)

Trusted

Select Yes or No. When No, devices can sign in without an encrypted handshake. (Required)

3. Save the template file as an .xslx file.

4. Select Bulk Loads and then select Add.

	Ado	d Bulk L	oad								×
				Drag file he	re to add it or	click the A	Add button				
		D Add	• Delete	Move Up	Move Do	own					
			Select		ļ	Action			File		Π.
				No	data availa	ble in tal	ble				
	€.									1	•
			Title:								
				Ignore Dup	Errors						
4											Þ
						Subm	it and Run	Subm	iit	Cancel	Ľ.

- 5. Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.
- 6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

Imported devices are added to the Device table of the department.

Bulk Users Templates

Templates enable you to add users, add or delete contacts, and activate users.

Templates include:

- Bulk Add Users
- Bulk Activate Users
- Bulk Add Contacts
- Bulk Delete Contacts

Bulk Add Users

The Bulk Load feature lets you batch-load users from an Excel (.xslx) sheet. The Bulk Load option is under your **PTT Pro Management Login** and above the **PTT Pro Operational Functions**.

1. Select Bulk Load and then select Templates to display the list of templates.

2. Download the BulkAddUsers.xslx template to your local system and open it to edit.

1	Action	Customer	Department	User Login	First Name	Last Name	Country	Phone Number	Email Address	IMEI	Send Text	Client Type	Activation Type	Maximal Contacts	Feature Key Template	Settings Template
2																
3																
4																



WARNING: Ensure no spaces, dashes, or () symbols are in any field. Extra fields or symbols will cause the upload to fail.

Action

Select add:User. (Required)

Customer

Enter the customer name. (Required)

Department

Enter the department name. (Required)

User Login

Enter a unique user name identifying the user in the enterprise. The name must be made up of letters, numbers, and "."s, and between 3-16 characters long. Examples are John.Smith or Bus.57. (Required)

First Name

Enter the user's first name. This must be at least one character and can contain letters or numbers. (Required)

Last Name

Enter the user's last name. This must be at least three characters and can contain letters or numbers. (Required)

Country

Select the two-digit code from the drop-down list. The country field is used to provide the telephone prefix. (Required)

Phone Number

Activation messages are delivered to this phone number. Must be empty or less than 20 characters. If you populate the Phone Number and Email Address fields, the user receives an SMS and email activation messages. (Optional)

Email Address

Activation messages are delivered to this email address. If you populate the Phone Number and Email Address fields, the user receives an SMS and email activation message. (Optional)

IMEI

Reserved fro Android 9 or earlier. (Optional)

Send Text

Select Yes or No from the drop-down list. (Required)

Client Type

Select the appropriate value from the drop-down list. (Required)

Activation Type

Select the appropriate value from the drop-down list. (Required)

Maximal Contacts

Select the appropriate value from the drop-down list. If you select Yes, all department members are add to the user's contact list. (Required)

Feature Key Template

Enter the name of the Feature Key Template. (Optional)

Settings Template

Enter the name of the Settings Template. (Optional)

- **3.** Save the template file as an .xslx file.
- 4. Select Bulk Loads and then select Add.

4	dd Bulk L	oad								×
			Drag file her	e to add it o	r click the	Add button				
[O Add	• Delete	Move Up	Move D	own					
I		Select			Action			File		
			No	data availa	able in t	able				
	(•
		Title:								
			Ignore Dup	Errors						
•										Þ
					Sub	mit and Run	Sub	mit	Cancel	I.

- 5. Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.
- 6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

Imported users are added to the Users table for the department.

Bulk Activate Users

Bulk activation allows you to activate many users after adding them in the inactive state. Bulk activation generates the codes necessary for Zebra PTT Pro to be activated and associated with a user's profile. It is still necessary to enter an activation code on the device. The Bulk Load option is under your **PTT Pro Management Login** and above the **PTT Pro Operational Functions**.

1. Select Bulk Load and then select Templates to display the list of templates.

2. Download the BulkActivateUsers.xlsx template to your local system and open it to edit.

	A	В	С	D
1	Action	Customer	Department	User Login
2				
3				
4				
5				



WARNING: Ensure no spaces, dashes, or () symbols are in any field. Extra fields or symbols will cause the upload to fail.

Action

Select activate:User. (Required)

Customer

Enter the customer's name. (Required)

Department

Enter the department name. (Required)

User Login

Enter the user's user name. It must match the user name entered into the portal. (Required)

3. Save the template file as an .xslx file.

4. Select Bulk Loads and then select Add.

	Add Bulk Lo	oad							×
			Drag file here to	o add it or cl	ick the Add button				
	• Add	• Delete	Move Up	Move Dov	vn				
1		Select		Ad	tion		File)	Π.
			No dat	ta availab	e in table				
ļ	4								F
ľ		Title:							
			Ignore Dup Er	rors					
4									ŀ
					Submit and Run	Sub	omit	Cancel	1

- 5. Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.
- 6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

The specified users have activation codes in the portal and have received an email or text message to activate their devices.

Bulk Add Contacts

You can bulk-add contacts to a user using BulkAddContacts.xslx. This can be used if users were created without any contacts or if you want a specific list of contacts for users.

- 1. Select Bulk Load and then select Templates to display the list of templates.
- 2. Download the BulkAddContacts.xslx template to your local system and open it to edit.

	А	В	с	D	E
1	Action	Customer	Department	Owner User Login	Contact User Login
2					
3					
4					
5					



WARNING: Ensure no spaces, dashes, or () symbols are in any field. Extra fields or symbols will cause the upload to fail.

Action

Select add:Contact. (Required)

Customer

Enter the name of the customer. (Required)

Department

Enter the name of the department. (Required)

Owner User Login

Login name for the user who will receive the contact. (Required)

Contact User Login

Login name of the user added as a contact. (Required)

3. Save the template file as an .xslx file.

4. Select Bulk Loads and then select Add.

Add Bulk	Load							×
		Drag file her	re to add it or	click the Add button.				
o Add	• Delete	Move Up	Move Do	wn				
	Select 🗆		A	Action		Fil	e	Π.
		No	data availal	ole in table				
4								Þ
	Title:							
		Ignore Dup	Errors					
4								ŀ
				Submit and Ru	IN	Submit	Cancel	Ľ,

5. Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.

6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

The contact list of the users is updated with the specified contacts.

Bulk Delete Contacts

Use the BulkDeleteContacts.xslx to remove multiple contacts from one or more PTT Pro users.

- 1. Select Bulk Load and then select Templates to display the list of templates.
- 2. Download the BulkDeleteContacts.xslx template to your local system and open it to edit.

	А	В	С	D	E
1	Action	Customer	Department	Owner User Login	Contact User Login
2					
3					
4					
5					



WARNING: Ensure no spaces, dashes, or () symbols are in any field. Extra fields or symbols will cause the upload to fail.

Action

Select delete.Contact. (Required)

Customer

Enter the customer name. (Required)

Department

Enter the department name. (Required)

Owner User Login

Enter the login name of the user that the contacts will be removed from. (Required)

Contact User Login

Enter the login name of the contact to be removed. (Required)

3. Save the template file as an .xslx file.

4. Select Bulk Loads and then select Add.

	Add Bulk L	oad						×	
	Drag file here to add it or click the Add button								
	o Add	• Delete	Move Up	Move Dow	vn				
		Select		Ac	tion		File		
	No data availa				le in table				
	4							۱.	
		Title:							
			Ignore Dup Er	rrors					
4								×.	
					Submit and Run	Submi	it Cance	I	

- 5. Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.
- 6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

Contacts are removed from the specified user accounts. The contacts are not removed from the PTT Pro Server.

Bulk Group Template Options

Templates enable you to add groups, delete groups, add group members, and delete group members.

Group templates include:

- Bulk Add Groups
- Bulk Add Group Members
- Bulk Add Groups
- Bulk Delete Groups

Bulk Add Groups

The Bulk Add Groups feature allows you to upload load groups from an Excel (.xslx) sheet. Groups are created in the specified department in the PTT Pro Server.

1. Select Bulk Load and then select Templates to display the list of templates.

2. Download the BulkAddGroups.xlsx template to your local system and open it to edit.

	С	D	E	F	G	Н	I	J	К	L	М	N	0
	Department	GroupName	GroupDescription	GroupPriority	Caller Option	Searchable	Allow Hiding	Alert on Call Start	Cleanup Call	Max Talk Burst Duration	Idle Timeout	Listen Only	Large Group
3													
4													



WARNING: Ensure no spaces, dashes, or () symbols are in any field. Extra fields or symbols will cause the upload to fail.

Action

Select add:Group. (Required)

Customer

Enter the customer name. (Required)

Department

Enter the department name. (Required)

Group Name

Enter a group name. This name will display in the portal and on the group member devices. The name must contain fewer than 32 characters and contain no spaces. (Required)

Group Description

Enter a group description. The description is displayed in the group settings tab. (Optional)

Group Priority

Select a priority (0-5) from the drop-down list. Groups with a higher priority can interrupt other ongoing PTT calls and pull in members. (Required)

Caller Option

Select Member or Anyone from the drop-down list. When Member is selected, only members can initiate a group call. When Anyone is selected, an open group is created, and any user can call the group. (Required)

Searchable

Select Yes or No from the drop-down list. (Required)

Allow Hiding

Select Yes or No from the drop-down list. (Required)

Alert on Call Start

Select Yes or No from the drop-down list. When Yes is selected, an alert is sent to all group members when a call starts. (Required)

Cleanup Call

Select Without initiator, With one active Member, or With zero active Members from the dropdown list. This parameter determines when the group call is closed. (Required)

Max Talk Burst Duration

Select a value from the drop-down list. This parameter controls the maximum time, in seconds, a user can talk without a break. (Required)

Idle Timeout

Enter a value between 30 and 7,200 seconds. (Required)

Listen Only

Select Yes or No from the drop-down list. This parameter determines whether members with Listen Only permissions can be added to the group. (Required

Large Group

Select Yes or No from the drop-down list. Choose Yes for groups with more than 255 members. Large groups require a special license. (Required)

3. Save the template file as an .xslx file.

4. Select Bulk Loads and then select Add.

	Add Bulk L	oad						×	
	Drag file here to add it or click the Add button								
	o Add	• Delete	Move Up	Move Dow	vn				
		Select		Ac	tion		File		
	No data availa				le in table				
	4							۱.	
		Title:							
			Ignore Dup Er	rrors					
4								×.	
					Submit and Run	Submi	it Cance	I	

- 5. Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.
- 6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

The listed groups are created under the department in the PTT Pro Server.

Bulk Add Group Members

Use the BulkAddGroupMembers.xslx template to add users to groups. Each row in the template adds a user to a group.

1. Select Bulk Load and then select Templates to display the list of templates.

2. Download the BulkAddGroupMembers.xslx template to your local system and open it to edit.

	A	В	С	D	E
1	Action	 Customer 	Department	GroupName	UserLogin
2					
3					



WARNING: Ensure no spaces, dashes, or () symbols are in any field. Extra fields or symbols will cause the upload to fail.

Action

Select add:GroupMember. (Required)

Customer

Enter the customer name. (Required)

Department

Enter the name of the department that contains the group. The group must already exist. (Required)

Group Name

The name of the group that the user will be added to. (Required)

User Log In

The login name of the user to be added to the group. (Required)

Initiate Calls

Select Yes if the user can initiate a call to the group. If you select No, the user can receive calls from the group but cannot initiate a call. (Required)

Receive Calls

Select Yes if the user can receive calls from the group. If you select No, the user will not receive calls from the group.

Talker Override

Select Yes if the user has talker override in group calls. (Required)

Listen Only

Select Yes to set the user to listen only. The user will not be able to speak during the call. (Required)

3. Save the template file as an .xslx file.

4. Select Bulk Loads and then select Add.

	Ado	d Bulk L	oad							×
	Drag file here to add it or click the Add button									
		o Add	• Delete	Move Up	Move D	own				
			Select			Action	le			
		No data available in table								
										١.
			Title:							
				Ignore Dup	Errors					
4										Þ
						Submit	and Run	Submit	Cancel	

- Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.
- 6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

Users specified in the template are added to the groups listed in the template.

Bulk Delete Group Members

The BulkDeleteGroupMembers.xslx template allows you to delete multiple members from a group in a single step. Each row requires the customer, department, group, and user login name.

- 1. Select Bulk Load and then select Templates to display the list of templates.
- 2. Download the BulkDeleteGroupMembers.xslx template to your local system and open it to edit.

	А	В	с	D	E
1	Action	 Customer 	Department	GroupName	UserLogin
2					
3					



WARNING: Ensure no spaces, dashes, or () symbols are in any field. Extra fields or symbols will cause the upload to fail.

Action

Select delete:GroupMember. (Required)

Customer

Enter the customer name. (Required)

Department

Enter the department name. (Required)

Group Name

Enter the name of the group from which to remove the member. (Required)

User Login

Enter the name of the user to be removed from the group. (Required)

3. Save the template file as an .xslx file.

4. Select Bulk Loads and then select Add.

	Add Bulk L	.oad								×
	Drag file here to add it or click the Add button									
	• Add	• Delete	Move Up	Move D	own					
		Select			Action			File	е	
			No	data availa	able in ta	able				
	4									Þ
		Title:								
			Ignore Dup	Errors						
4										×.
					Subr	mit and Run	S	ubmit	Cancel	Ľ,

- 5. Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.
- 6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

The users listed in the template are removed from the specified groups.

Bulk Delete Groups

Use the BulkDeleteGroups.xslx template to remove groups from a department. Each row in the template requires the customer, department, and group name.

1. Select Bulk Load and then select Templates to display the list of templates.

2. Download the BulkDeleteGroups.xslx template to your local system and open it to edit.

	A	В	с	D
1	Action	Customer	Department	Group Name
2				
3				
4				
5				



WARNING: Ensure no spaces, dashes, or () symbols are in any field. Extra fields or symbols will cause the upload to fail.

Action

Select delete.Group. (Required)

Customer

Enter the customer name. (Required)

Department

Enter the department name. (Required)

Group

Enter the name of the group to be deleted. (Required)

3. Save the template file as an .xslx file.

4. Select Bulk Loads and then select Add.

	Ad	ld Bulk L	oad							×
	Drag file here to add it or click the Add button									
		• Add	• Delete	Move Up	Move D	own				
1			Select			Action		F	File	
	No data available in table						able			
ł	4									۱.
			Title:							
				Ignore Dup	Errors					
4										ŀ
						Subr	mit and Run	Submit	Cancel	1

- 5. Drag the .xslx file over the Add Bulk Load dialog box or select Add and upload the file from your computer.
- 6. Enter a title for the bulk load job and select Submit and Run.

The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.

7. If errors are found in the file, correct the errors and upload the file again.

The specified groups are removed from the PTT Pro Server.
Managing Templates

Use templates to set the configuration of feature keys and client settings for multiple users at one time. Templates can be added at the customer level (to apply to multiple departments) or at the department level (to apply to a specific department). Templates in each area function the same way.

To modify templates, select the **Templates** tab in either location.

Figure 26 Customer Level Templates

PTT Pro Subscriber Fu	PTT Pro Subscriber Functions										
Viewing	Customer: ZLAB										
Profile License	License History Department	Templates	Usage	Customer Contacts	Zebra Customer Managers	Find User					
Feature Keys Sett	Feature Kays Settings										
Show 10 • entries s	Show 10 • anthes Show / hide columns Search • Refresh • Add Delete										
Select	Template Name			Number of Users Assigned							
0	TestCustTemplate				0						
Showing 1 to 1 of 1 entri	es						First Previous 1 Next East				

Figure 27 Department Level Templates

	wik:	Decree	Decree Holey	Departments	Usage	Costono Contacto	Debra Casterne: Managers	Pind Osci					
	Capatrients												
-	 Equivant 												
(Vewing Department BP Lab												
	Settings Users Groups Temptons RTP-Osteways Map Associations Tracks												
	Featu	n Keys	Settings										
	344	10 🔹 ert	Show/hide-co	UTTA					Search				
	/ Patresh @ Add @ Delete												
	Solut.					Template Name		+	Number of Users Assigned *				
	Showing	1 to 1 of 1	etries			inpase to caragest			First Presson 1: Next Last				

Create a Template

You can create a Feature Keys template or a Settings template.

1. Click the Templates tab and select Feature Keys or Settings.

dd Template		
mplate Name:	This field is required.	
Management Features		
Allow Contact Management	Allow Group Management	Allow Refresh Presence
Allow Deactivation	Show Contacts Tab	Show Groups Tab
Show Map on Client	Show Settings Menu	Default Tab View: Contacts
Show Channels		
PTT Features		
Allow DND	Show Recents Tab	Allow Call Block
Single Channel Isolation	Default Callee Auto Select	
Location Features		
Send Client In-Call Location	Send Client Idle Location	Allow Location Disable
Foreo Duty Mode	Enable Leastion Tracking	Tracking Report Period:
Tracking Sample Period:	Enable Location Tracking	10
Server Side Only		
Messaging Features		_
Enable Messaging	Message Delivery (App)	
Technical Support Features		
WARN STATE DEBUG Client Debug Filter: EXCEPTION V		
		Submit Cance

- 2. Select Add.
- 3. Enter a Template Name.
- 4. Adjust the feature keys and select Submit.

Refer to Edit Feature Keys and Edit Client Settings on setting descriptions.

Add Users to a Template

Add users to a template to control the feature keys or settings of the users through the template.

- 1. Select the template name and then select the **Assigned Users** tab to list the users currently assigned to that template.
- 2. Select the Assign Users button.

Viewing Cuttomer: 2 Lab	ty Temptate							
Polle License Departments Usage Customer D	Assigned Users							
Cepatives	Assign Users Unexcept Users I							
Vewing Department EP Las	ettes Stosindessums Seech							
Settings Users Groups Templates RTP Gateurs	Liser Login 6 Lise Name 6 Prot Name 6 Prome Number 6 Email 6 No data available in table							
Feature Hays Settings Show 10 T artives Draw Inde columns	Ansign Users to Template							
P Reheats P Add P Delete	Share 10 * whites Store inde columns Exercit							
Tengia Rewing the tell tentiles	try Man Type / New Type Type							
	ii Jaco Boon Boon Jeny 012-099-0898 zwant4021@hotwal.com Ii Jacon Malore Malore Jacon 013-777-2222 zwant4021@pmal.com							
CONTACT BUTCHT PROACT	Showing 11 to 17 of 17 writing First Previous 1 (1990) Last							
	Submit Cancel							

- 3. Select the check box next to the user(s) to assign.
- 4. Select Done.

Remove Users from a Template

Remove users from a template to modify feature keys or settings on a user-by-user basis.

1. Select the template name and then select the **Assigned Users** tab to list the users currently assigned to that template.

Modify T	emplate									E
Settings Assigned Users										
Assign Users Unassign Users Click on one or more assigned users to modify.										
Salach	User Login	0	Last Name	0	First Name	0	Phone Number	0	Email	0
Ø	Rvan Ward		Ward		Ryan		612-222-3333		Rvan Ward @zebra.com	
0	Michelle.Smith		Smith		Michelle		612-333-4444		Michelle.Smith@zebra.com	_
Showing	1 to 2 of 2 entrie	5							First Previous 1 Next Las	

- 2. Select the check box next to the user(s) to remove, and then select the Unassign Users button.
- 3. Select OK on the pop-up confirmation message that appears.

Modify Users Assigned to a Template

When you edit the feature keys or client settings for a user assigned to a template, you must unassign the user from the template to modify the user's feature keys or settings.

- 1. Select the user from the Users tab.
- 2. Select Edit Feature Keys or Edit Client Settings.
 - If the user is assigned to a Feature Key template, the **Unassign Users from Template** dialog displays.
 - If the user is assigned to a Settings template, the Unassign Users from Template dialog displays.
- 3. Select Unassign from Template to edit the user settings.

Unassign Users from Template	×
Assigned Template: Template for Managers Unassign from Template	
	Cancel



NOTE: This removes the user from the template

Create a Group Message Template

A message template allows group members to send a text message to the group. The template provides a message that was previously created. The system administrator creates message templates for specific groups using the Workcloud Communication PTT Pro Management Portal.

Group message templates are used to send repetitive meaningful messages without the user having to type in the message. An additional feature provides the ability to have variable tags in the pre-configured message templates. This provides the user the ability to enter specific variable(s) into the template. When the user selects a template with variables, only the variable is required to be entered.



NOTE: Group Message Templates cannot be added to Personal or Member type groups.

- 1. Select the **Groups** tab and then click on a group from the **Group** table.
- 2. Select the Message Templates tab.
- 3. Click Add at the top of the message templates list to create a new message template.
- 4. In the Add Group Message Template window, enter the following:

Name

Assign a name for the message template. This field is required and can contain up to 33 alphanumeric characters.

Template

Enter the message text. This field is required. Click **Insert Blank** to create an underscore character as part of the text message.

- 5. Click Done.
- 6. Repeat Steps 1 5 for each group you want to create a message template for.

For more information about assigning a message template to a group, see Assign a Message Template .

Map and Associations

Maps show an administrator the active users and their location. An association allows adding and sharing contacts in an enterprise with multiple departments.

Map Tab

The **Map** tab shows department users currently logged in and reporting location.

The map does not refresh automatically. To update locations, select the **Refresh** button.

Select a user to the right of the map to identify them on the map.





Associations Tab

The Associations tab allows adding and sharing contacts in an enterprise with multiple departments.

As an example of associated departments, users within a company can require cross-department contacts in the maintenance department and the operations department.

Figure 29 Associations Tab



License, Usage, and Customer Information

This section describes the licensing tabs, usage information, customer contacts, and customer manager tabs.

License Tab

The License tab allows the system admin to see how many users have been provisioned for each license type, and how many licenses are still available.

The following license types are defined:

Total Users

The total number of users provisioned for this customer (in all departments).

Messaging Users

The total number of users enabled for Messaging services (For example, Enable Messaging selected in this user's Feature Keys).

Location Tracking Users

The total number of users enabled for Location Tracking services (For example, Enable Location Tracking selected in this user's Feature Keys).

Radio Gateways

The total number of radio gateways used for the specified customer. The maximum is used to limit the creation of radio gateways, but it does not limit the creation of users with a client type of Radio Gateway.

Each license type displays the following information:

Maximum

The maximum users allowed for this license type.

Current

The number of users currently provisioned for this license type.

Remaining

The number of licenses remaining and available for this license type.

To obtain more licenses, contact your Zebra Technologies Customer Manager.

Figure 30 License Tab

Profile	License	License History	Departments	Usage	Customer Contacts	Zebra Customer Managers	Find User				
⊕ Ref	Ø Refresh										
		License Ty	ре		Ma	Maximum			Remaining		
Total Us	1918				Un	Unlimited			Unlimited		
Push-to-	-Talk Users				Un	limited	486		Unlimited		
Messegi	ing Users				Un	limited	486		Unlimited		
Location	Tracking Us	8678			Lin	Unlimited			Unlimited		
Radio G	kateways					10			9		

License History Tab

The License History tab displays a historical record of manually applied license entries. It contains a list of all licenses, including the license term, effective start and end dates, and the status (Active, Scheduled, or Expired).





Select **Export All** to export all the license history data to a .CSV file or select one or more individual rows to export the license history data for only those selected rows.

Usage Tab

The **Usage** tab displays three graphs illustrating an enterprise's Zebra PTT Pro usage statistics.





The three graphs show:

- Number of users vs. date
- Number of calls vs. date
- Call duration (minutes) vs. date

Customer Contacts Tab

The **Customer Contacts** tab shows the authorized contact person(s) for the enterprise.

Figure 33 Customer Contacts Tab

	PTT P	o Subscriber F	Functions										
		Viewin	Customer: Z.Lab										
	Profile	License	License History	Departments	Usage	Customer Contacts	Zebra Customer Managers	Pind User					
	- Conta	cts											
Г	Click on a Select one	Customer Cor or more Cust	dact to Manage. omer Contacts to De	nete.									
L	Show 10	• entries	Show / hide columns	1							Sea	ch:	
L	+ Refr	sh											
L	Select	Last Nam	e + Pirst Na	me a P	hone Number		Email +	Primary Role	 Admin Role	Technical Role		Billing Role	 TEM: +
	0	Osgood	Jason		999999999999	jas	ono@arrywhere.net	No	Yes	No		Na	
L	Showing	1 lo 1 of 1 entr	ies										1 Last

For each contact there are roles that allow different levels of access:

Primary Role

The main contact for this enterprise.

Customer Admin

This contact has access to all departments within the enterprise.

Customer Technical

This contact has administrative access to one or more departments.

Billing Role

Reserved for Zebra PTT Pro use.

Customer Managers

The **Zebra Customer Managers** tab displays any associated sales agents with role and contact information.

Figure 34Zebra Customer Managers Tab

• P	PTT Po futuritier Functions											
\subset	Vexing Castorae: Z.Lab											
- P1	100	License	License Histo	ry Departments	Usage	Oustainer Costacts	Zebra Customer Managers	Find User				
She	10 -	entres	Shew / hide colum	na l							50	entr.
	Refres	h i										
	L	ast Name	*	First Name		Phone Number		Enal	+	Roke	,	Title +
	н	lanson	F	lood.		0000000000		paulh@zebra.com		Zebra Customer Cantar	t.	EA RPM
	A	nderson	J	8908		0000000000		jasone@sebra.com		Zebra Sysadmin		Prod Mgt Ext
She	eng 1 k	a 2 of 2 enè	rtes									Paral Previous 1, Next Last
COM	KC7		BUPPO		PRVAC		LEGAL				1	t. ZEBRA

FAQ & Troubleshooting

Frequently asked questions and their resolution.

Why are the Contacts not displayed in the Contacts List?

Reason

If no contacts display (or only a partial list of contacts display) in the client, the possible causes include:

- User Contact is not defined
- Sticky Search String (search string is not cleared)

If Maximal Contacts is selected for the user, then all users in the department are defined as contacts. If Maximal Contacts is not selected, then the contacts must be defined for that user. You must add existing department users to the user's contact list.

Action

- 1. Define at least one contact for each user.
- 2. Clear the search string.

Why are Groups not displayed in the Groups List?

Reason

If no groups display in the client UI, the possible causes are:

- User is not included in any group
- No groups are defined

Typically at least one group should be created, to include all users.

Action

- 1. Include the user in a group.
- 2. Define at least one group and include all users.

Why are Maps not displaying?

Reason

If maps do not display in the client, the possible causes include:

- The Location Services feature on the device is turned off.
- The Google Play services feature on the device is disabled and/or is out-of-date.
- A firewall is blocking access to Google Maps.

Action

- **1.** Turn on the device's Location Services.
- 2. Enable and/or update Google Play services.

For more information about Location Services and Google Play services for a specific device, refer to the documentation for that device.

3. For information on troubleshooting firewall issues, refer to the Zebra PTT Pro Installation Guide.

What are the call history end reason codes and their meaning?

A list of call history codes and their meaning.

Table 11	Call History End Reasons
----------	--------------------------

End Reason Code	End Reason Definition
UNKNOWN	The call ended for an unknown reason.
NO_RESOURCES	Needed server resources are not available.
USER_INITIATED	User-initiated cancel/bye.
UNAVAILABLE	The called party is not registered (timeout).
SIGNED_OUT	The called party is not registered (signed out).
NOT_RESPONDING	The called party did not respond to the invite.
BUSY	The called party is busy on another call.
LIST_NOT_SYNCED	Call to a list that is not in sync.
GROUP_FULL	No more parties may join the group.
NO_PRIVS	No privileges for call type (for example, broadcast).
DND	The user's phone is on DND.
CIRCUIT_CALL	Switched to circuit call. The user is on a voice call.
CALL_DROPPED	The other party lost connection.
CRYPTO_ERROR	Security Error.
SILENT	The user's phone is in silent mode.
USER_REJECT	The user rejected the alert call.
NO_ANSWER	There was no answer to the alert call.

Table 11	Call History	End Reasons	(Continued)
----------	--------------	--------------------	-------------

End Reason Code	End Reason Definition					
OVERRIDE	Someone of higher priority initiated a call to the user.					
DUPLICATE_GROUP	Received an invite to a group, but call for that group is already in session.					
REMOVED_FROM_GROUP	Member has been removed from the group while in a group call.					

Can calls and alerts have a default timeout?

Reason

If no one has taken the floor and no call idle timeout is set, you may have a call that goes on continuously.

Action

You can set a timeout for 1:1 calls and other calls and alerts.

Set the call timeout usingCall Idle Timeout Configon the server underCustomer>Profile.

Figure 35 Configure Default Call Idle Timeon
--

PTT Pro Subscriber Functions											
Viewing Customer: SMELoadTest											
Profile	Notes	License	License History	Departments	Templates	Usage	Customer Con	ntacts	Zebra Customer Managers	Find User	
Find Devic	e Au	thentication	Channels								
Sales Sal	Id: 768 Name: SMELoadTest Website: * Account Reference: Default Country: Canada Type of Business: Billing Status Setup Billing Status Setup Billing Status Date: 1/2/20/ Billing Date: N/A Demo End Date: N/A Server Name: dev03 Primary Server: dev03 Primary Server: dev03 Billing Day: 1 Sales Force Opportunity ID: Sales Force Customer ID: Sales Force Customer ID: Sales Force Cound:t Zebra Azure Dev Enterprise ID: 487 TOP Signaling Port: 4200 SIPREC Enabled: No										
Edit R	TP Gatew	ay Config	Modify OAuth	Call Idle Timeout C	Config Disabl	le Client Si	de Recording	Set Defa	ault Screen To Show Groups	Disable Send To	ext
Enable Ex	pire Activa	ation Codes									
Non-Billab	ie Act	livate Demo	Invoice Sent	Paying Deact	tivate Customer	Archive	Customer				

- **Default Adhoc Floor Idle Timeout (Barge)**: Set the call idle timeout for 1:1 calls, ad hoc calls, Group calls, and emergency calls.
- Default Adhoc Floor Idle Timeout (Alert): Set the call idle timeout value for alert calls

When the call state is IDLE, that is, nobody has taken the floor, the call automatically ends after its respective call idle timeout value. For example, if the call timeout value is 10, the call ends after 10 seconds.

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Opus CODEC

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