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## FAQ & Troubleshooting

**Index**
About This Guide

Introduction

This guide discusses the Zebra 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

Topics covered in this guide are as follows:

- **Getting Started** describes Zebra 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.
- **Managing Templates** describes the Template tab, which allows you to set the configuration of feature keys to apply to a number of users.
- **Map 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.
About This Guide

Notational Conventions

The following conventions are used in this document:

- *Italics* are used to highlight the following:
  - Chapters and sections in this and related documents
  - Dialog box, window and screen names
  - Drop-down list and list box names
  - Check box and radio button names

- **Bold** text is used to highlight the following:
  - Key names on a keypad
  - Button names on a screen.

- Bullets (•) indicate:
  - Action items
  - Lists of alternatives
  - Lists of required steps that are not necessarily sequential

- Sequential lists (e.g., those that describe step-by-step procedures) appear as numbered lists.

Related Documents

- Zebra PTT Pro Installation Guide - Discusses the installation and activation of all Zebra PTT Pro applications.
- Zebra PTT Pro for Android Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.
- Zebra PTT Pro for Android User Guide - Discusses Zebra PTT Pro for Android features and operation.
- Zebra PTT Pro for iOS Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.
- Zebra PTT Pro for iOS User Guide - Discusses Zebra PTT Pro for iOS features and operation.
- Zebra PTT Pro for Windows Mobile Quick Start Guide - Discusses procedures for the most common tasks, in a two-sided single page printable format.
- Zebra PTT Pro Dispatch User Guide - Discusses Zebra PTT Pro Dispatch features and operation.
- Zebra PTT Pro Management Portal Customer Administrator Guide - Discusses the portal, which provides an interface for customer administrators or technical representatives to manage an organization’s Zebra PTT Pro accounts.

For the latest version of this guide and all guides, go to: [http://www.zebra.com/support](http://www.zebra.com/support).
Service Information

If you have a problem using the equipment, contact your facility's technical or systems support. If there is a problem with the equipment, they will contact the Customer Support Center at: http://www.zebra.com/support.

When contacting support, please have the following information available:

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

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If your problem cannot be solved by 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.

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

Provide Documentation Feedback

If you have comments, questions, or suggestions about this guide, send an email to EVM-Techdocs@zebra.com.
Getting Started

Introduction

The Zebra 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 Admin privileges, will have additional rights than discussed 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 into the Management Portal

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

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.
Management Portal User Interface

Upon login, your enterprise details appear. The user interface is divided into the following levels, each allowing you to perform certain tasks:

- Operational Functions Level (only available with System Admin privileges)
- 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 1  Management Portal User Interface Function Levels**

Operational Functions Level

This level contains the following tabs:

- Customers
- Portal Users
- Reports
- Servers
- Find User
- Find Gateway
- Software Version
Subscriber Functions Level

This level contains the following tabs:

- Profile
- Notes (only available with System Admin privileges)
- License
- License History
- Departments
- Templates
- Usage
- Customer Contacts
- Zebra Customer Managers
- Find User
- Find Device

Department Functions Level

This level contains the following tabs:

- Settings
- Users
- Groups
- Templates
- RTP Gateways
- Map
- Associations
- Tracks
After selecting a specific user, the following tabs display:

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

After selecting a specific group, the following tabs display:

- Settings
- Members
- History
- Message Templates
After selecting a specific department, and selecting the **Templates** tab, the following tabs display:

- Feature Keys
- Settings

**Figure 7  Templates Functions**

---

**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.

**Figure 8  Departments Tab**

Click the line with your department name to open tabs for that department. (Do not select the check box).
Use the additional tabs (Users, Groups, Templates, RTP Gateways, Map, Tracks, and Associations) to manage your department and user details. The following chapters explain the tabs in more detail.
Managing Departments

Introduction

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 will need to communicate with each other frequently. There is the ability to "Associate" a Department to another for expanding the potential members of the Department.

Add a Department

To add a department one at a time, on the Departments tab, click the Add button at the top of the list. To add multiple departments, see Bulk Add Departments on page 19.

Enter the following details in the Add Department window.

Figure 10  Add Department

- **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.
- **Default Country** – Select the default country for this department. This allows for the correct formatting of international phone numbers.

Click Submit to create the department.

Edit a Department

To edit a department’s information:

From the Departments tab, click the department name.
Click the **Settings** tab and then click **Edit**.

**Figure 11**  Select Department Window

**Figure 12**  Department Settings and Edit Window

Make the required changes and select **Submit**.

**Figure 13**  Modify Department Window
Delete Department(s)

To delete department(s), select the check box next to the department in the department’s list.

**Figure 14**  Delete Users

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

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

---

Bulk Add Departments

The Bulk Add Department Feature allows you to “batch” load departments from an Excel (.CSV) sheet.

On the **Departments** tab, select the **Bulk Add Departments Template**.

**Figure 15**  Bulk Add Template Selection

**Figure 16**  Bulk Add Departments Template
Managing Departments

This template includes the following fields:

- **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.
- **Default Country** – Select the default country for this department from the drop-down list. This allows for the correct formatting of international phone numbers.

**IMPORTANT:** Make sure there are no spaces in either field or the upload will fail.

Save this information as a .CSV file.

**Figure 17**  Save as CSV

Click the **Bulk Add Departments** button and navigate to the .CSV file. If any errors are found in the file, correct the errors and attempt to upload the file again.

**Figure 18**  Bulk Add Department Upload
Managing Users

Introduction

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

The Users tab allows you to view all enterprise users with their current registration state and device information. To access the Users tab:

1. In the PTT Pro Operational Functions section, select the Customers tab.
2. From the list of customers, select the appropriate Customer.
3. In the PTT Pro Subscriber Functions section, select the Departments tab.
4. From the list of departments, select the appropriate Department.
5. In the Department section, select the Users tab.

A list of users display.

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.
Add a Single User to Department

To add users to a department one at a time, on the Users tab, click the Add button at the top of the list. To add multiple users, see Bulk Add Users on page 46.

Enter the following details in the Add User window:

- **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, and between 3-16 characters long. Examples are John.Smith or Bus.57.
• **Department** - Selected by default. For more information about contacts across departments see Associations Tab on page 61.

• **First Name** - Enter the user's first name. This must be at least one character and can contain letters or numbers.

• **Last Name** - Enter the user's last name. This must be at least one character and can contain letters or numbers.

• **Phone Number** - Optionally, enter a 10 digit phone number, with no punctuation. The default is **None**. The drop-down arrow can be used to select the country of the phone number being entered. After selecting the country, a prompt requests the correct format of the phone number. 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 for delivery of activation information to the device.

• **Trusted** - A device becomes Trusted when the device first registers and the Public Key is changed. For a given user, upon successful activation, the device is automatically trusted. 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 service is returned (click the Trusted key On).

• **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 the electronic serial number (ESN), the user profile in the Zebra PTT Pro server will use this method. Once the entry is made, the client user can select **Activate with ESN**.

  Receiving an activation code by text message is not supported at this time. For additional information about activation codes, see the Activation Troubleshooting section in the Zebra PTT Pro Installation Guide.

• **Wireless Carrier** - Select the device’s wireless carrier, required to deliver the activation text message to an Android or iOS cellular device. Select **None** for a WLAN-only device or a device not associated with a carrier.

• **Priority** - Set the user priority to value between 0 (lowest) and 5 (highest). Change the default value to give higher level users the ability 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
  
  • Dispatch PC
  
  • Radio Gateway

**Client Type** should be differentiated with **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 appears 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.

Select **Submit** to create the account and send an activation text/email to the device. Once 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 on the invitation from their PC, as opposed to the mobile device that it was intended for. In this case, the PC is provisioned and activated rather than the mobile device.

---

**User Settings**

To edit a user's settings:

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.

**Figure 21**  Settings Tab
Edit a User

To edit a user's information:

1. On the **Settings** tab, select **Edit**.

**Figure 22  Modify User**

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

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 off-line. This function is helpful for users that 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** tab > **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 a 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. See Chapter 5, Managing Templates.

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

**Figure 23** Settings Tab

Select **Edit Feature Keys**. The current device Feature Key settings appear.
Figure 24  Edit Feature Keys Window

If the window that appears does not look like the one below, the account is assigned to a Feature Key Template. For more information, see Chapter 5, Managing Templates. If you would like to modify the Feature Keys for this account, select the Unassign from Template button.

Figure 25  Unassign from Template

If you turn on or enable Feature Keys individually, the Feature Key button appears yellow with a check mark. If you turn off or disable Feature Keys individually, the Feature Key button appears gray. Feature Key sections are based on the following functions:

Management Features

- **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** - Allow the user to create or remove groups. Turn off to allow the administrator only to change the user's groups.
Managing Users

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

- **Allow Deactivation** - Allow 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 in order 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 cannot 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 allow the user to block calls from a contact or group. If off, the client does not include the DnD button/option, and 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 recent placed and/or missed calls.

Location Features

- **Send Client Location** - Send periodic idle client location and real-time in-call location.

  **NOTE:** For the MC40-KK Device, this setting should be turned off to prevent an unwanted Location Settings pop-up message on the device. The MC40 does not support location services and it should be disabled in the Zebra PTT Pro Management Portal User Settings>Edit Feature Keys>Location Features>Send Client 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 does not appear.

- **Collect Sent Message Status** - The Android 2016_client collects and displays the delivered and open status of messages.
• **Message Delivery (App)** - The system delivers messages via application.
• **Message Delivery (eMail)** - The system delivers messages via email.

**Dispatch Features**

• **Allow Voice Record** - Allow RTP voice recording from the Dispatch Client.

**Technical Support Features (Only available with certain privileges).**

• **Emergency Call Group** - If a group is selected in this field (from the list of groups that this user belongs to), then the Emergency Call feature will be enabled, and the user will see an emergency call button appear below the tabs in Zebra PTT Pro for Android client. Pressing and holding the button will allow the user to record a 30 second emergency message and result in a message being generated to the members of the selected group with content "!!!Emergency Call!!!". Upon call-back by a group or individual, the recorded message will be heard. If a group is not selected, Emergency Call is disabled for this user.

• **Request to Talk Group** - If a group is selected in this field (from the list of groups that this user belongs to), then the Request to Talk feature is enabled, and the user will see a Request To Talk button appear below the tabs in Zebra PTT Pro for Android client. Pressing the button and holding will result in a message being generated to the members of the selected group with content "!!!Request to Talk!!!". If no group is selected, Request to Talk is disabled for this user.

• **Enable Auto Call Tester** - Enable the Auto Call Tester in the client. Enabling this feature is not recommended outside of Support or internal test situations.

• **Enable PM Stats** - Enable performance monitoring statistics. This feature requires significant resources and should only be turned on by Support.

• **Send Debug Log** - Force the client to send a debug log to the server once when the client processes the configuration update. Set this only on the recommendation of Support.

• **Client Debug Filter** - Controls the type of messages saved in the debug log. The debug log sizes are limited. Once the debug log spaced is filled, the earliest messages are overwritten. Therefore, the number of messages saved will affect the amount of history captured in the logs.
  • **ERROR** - Save error level messages.
  • **WARN** - Save warning level messages.
  • **STATE** - Save state change messages.
  • **DEBUG** - Save verbose debug messages.
  • **SENSITIVE** - Save debug messages which contain customer data and or personal information.
  • **EXCEPTION** - Save exception level messages.

The default behavior should be (ERROR | WARN | STATE | EXCEPTION). These should not be turned off. DEBUG and/or SENSITIVE can be turned on by customer support to gather more information on an issue. These may impact device performance.

• **Message Purge Time** - The amount of time in hours that text messages are purged.

**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 Zebra 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  Supported Feature Keys

<table>
<thead>
<tr>
<th>Feature Keys</th>
<th>Client Support</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Android</td>
</tr>
<tr>
<td><strong>Management Features</strong></td>
<td></td>
</tr>
<tr>
<td>Allow Contact Management</td>
<td>Yes</td>
</tr>
<tr>
<td>Allow Group Management</td>
<td>Yes</td>
</tr>
<tr>
<td>Allow Refresh Presence</td>
<td>Yes</td>
</tr>
<tr>
<td>Allow Deactivation</td>
<td>Yes</td>
</tr>
<tr>
<td>Default Tab View</td>
<td>Yes</td>
</tr>
<tr>
<td>Show Contacts Tab</td>
<td>Yes</td>
</tr>
<tr>
<td>Show Groups Tab</td>
<td>Yes</td>
</tr>
<tr>
<td>Show Map on Client</td>
<td>Yes</td>
</tr>
<tr>
<td>Show Settings Menu</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>PTT Features</strong></td>
<td></td>
</tr>
<tr>
<td>Allow DND</td>
<td>Yes</td>
</tr>
<tr>
<td>Show Recents Tab</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Location Features</strong></td>
<td></td>
</tr>
<tr>
<td>Send Client Location</td>
<td>Yes</td>
</tr>
<tr>
<td>Allow Location Disable</td>
<td>Yes</td>
</tr>
<tr>
<td>Force Duty Mode</td>
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<tr>
<td>Enable Location Tracking</td>
<td>Yes</td>
</tr>
<tr>
<td>Tracking Report Period</td>
<td>Yes</td>
</tr>
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<td>Tracking Sample Period</td>
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</tr>
<tr>
<td><strong>Messaging</strong></td>
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<tr>
<td>Enable Messaging</td>
<td>Yes</td>
</tr>
<tr>
<td>Collect Sent Message Status</td>
<td>Yes</td>
</tr>
<tr>
<td>Message Delivery (App)</td>
<td>Yes</td>
</tr>
<tr>
<td>Message Delivery (Email)</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Dispatch</strong></td>
<td></td>
</tr>
<tr>
<td>Allow Voice Record</td>
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</tr>
<tr>
<td><strong>Technical Support Features</strong></td>
<td></td>
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<tr>
<td>Emergency Call Group</td>
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</table>
Managing Users

Table 1  Supported Feature Keys (Continued)

<table>
<thead>
<tr>
<th>Feature Keys</th>
<th>Android</th>
<th>iOS</th>
<th>Windows Mobile</th>
<th>Dispatch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request to Talk Group</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Enable Auto Call Tester</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Enable PM Stats</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Send Debug Log</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Client Debug Filter</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Message Purge Time (Hours/Keep Forever)</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

Edit Client Settings

To change client settings for a particular device, select the user name, then select the Settings tab > Edit Client Settings. Changing these settings affect what is displayed on the target device’s 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:](NOTE THIS list is not refreshed when a user makes a change to a setting on the device. 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 shown, not all apply to both Android and iOS (iPhone, iPod, and iPad). For more information, see the Device Settings chapter in the Zebra PTT Pro for Android User Guide and the Zebra 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

Figure 26  Call Settings Tab

- **Whole Screen as PTT** - Use the entire touch screen as the PTT button.
- **Start Call with Speaker** - Disable this to have call audio sent to the headset rather than the speakerphone.
- **Tap to Toggle PTT** - Enable this to tap to begin and stop speaking rather than push-and-hold. Applies to Android clients only.
- **Use Surveillance Call Mode** - Dim the screen brightness and display as full screen while in a call. Applies to Android clients only.
- **Surveillance Call Brightness** - Used in combination 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 when Zebra PTT Pro is in the background, or in the foreground and no contact or group is selected.
Integration Settings

Figure 27  Integration Settings Tab

- **Hide Tabs** - Hides the Tab bar and uses the Navigation drawer only. Applies to Android clients only.
- **Allow Bluetooth** - Allow the use of Bluetooth devices within Zebra PTT Pro.
- **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 onscreen PTT button to allow more screen space when using another PTT key. 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 call to WFCVoice 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’s name is 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 hard code the application to be the WFC Voice application. Applies to Android clients only.

To enable this setting and configure the WFCVoice tab:

a. Select **Configure App Switcher (Disabled)**. The **Configure App Switcher** window displays.

**Figure 28** Configure App Switcher Window

b. Enter **WFCVoice** or the required value for **Tab Label**.

c. Enter **com.symbol.wfc.voice** or the required value for **Package Name**.

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.

e. Click **Submit**. The **Integration** setting changes to **Configure App Switcher (Enabled)**.

**Speaker Settings**

**Figure 29** Speaker Settings Tab

- **Minimum Call Start Volume** - A Zebra PTT Pro call starts 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.
Managing Users

- **Vibrate on Incoming Call** - Vibrate on an incoming call instance.
- **Tone Volume** - The volume level for the tones.
- **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.
- **Volume Boost** - Boost the volume of all audio. (tenths of a dB).
- **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.

**Notification Settings**

**Figure 30** Notification Settings Tab

- **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.
- **Notify All New Messages** - Notify the user of all new messages regardless of Zebra PTT Pro being in the background.
• **New Message Alert** - Allows selecting between the handset's default notification tone and the Zebra PTT Pro Ringtone for new messages.

• **New Message Alert Time** - The time, in seconds, that the notification tone plays when a message is received. Options are 1, 10, 15, 20, 30, 45, 60 seconds or No Timeout.

## Headset Settings

**Figure 31**  Headset Settings Tab

- **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 Zebra PTT Pro 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 Volume** - Set the volume level for the tones.
- **Play Grant Tone** - Play a notification tone when user is granted the floor.
- **Vibrate on Grant** - Vibrate when 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.
Managing Users

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

### Supported Client Settings

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

<table>
<thead>
<tr>
<th>Table 2  Supported Client Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Client Settings</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Call Settings</strong></td>
</tr>
<tr>
<td>Whole Screen as PTT</td>
</tr>
<tr>
<td>Start Call with Speaker</td>
</tr>
<tr>
<td>Tap to Toggle PTT</td>
</tr>
<tr>
<td>Use Surveillance Call Mode</td>
</tr>
<tr>
<td>Surveillance Call Brightness</td>
</tr>
<tr>
<td>Default Callee</td>
</tr>
<tr>
<td><strong>Integration Settings</strong></td>
</tr>
<tr>
<td>Hide Tabs</td>
</tr>
<tr>
<td>Allow Bluetooth</td>
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<tr>
<td>Activate DnD in Silent Mode</td>
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<tr>
<td>Activate DnD in Vibrate Mode</td>
</tr>
<tr>
<td>Disable Onscreen PTT</td>
</tr>
<tr>
<td>Call Priority</td>
</tr>
<tr>
<td>Display Name</td>
</tr>
<tr>
<td>Configure App Switcher (Disabled)</td>
</tr>
<tr>
<td><strong>Speaker Settings</strong></td>
</tr>
<tr>
<td>Minimum Call Start Volume</td>
</tr>
<tr>
<td>Ring on Incoming Call</td>
</tr>
<tr>
<td>Vibrate on Incoming Call</td>
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<tr>
<td>Tone Volume</td>
</tr>
<tr>
<td>Client Settings</td>
</tr>
<tr>
<td>-------------------------------------</td>
</tr>
<tr>
<td>Play Grant Tone</td>
</tr>
<tr>
<td>Vibrate on Grant</td>
</tr>
<tr>
<td>Play Floor Taken Tone</td>
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<tr>
<td>Play Floor Idle Tone</td>
</tr>
<tr>
<td>Play Floor Denied Tone</td>
</tr>
<tr>
<td>Play Floor Revoked Tone</td>
</tr>
<tr>
<td>Play Call Lost Tone</td>
</tr>
<tr>
<td>Volume Boost</td>
</tr>
<tr>
<td>Ring Gain</td>
</tr>
<tr>
<td>Play Busy Bonk</td>
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</table>

**Notifications Settings**

<table>
<thead>
<tr>
<th>Client Settings</th>
<th>Android</th>
<th>iOS</th>
<th>Windows Mobile</th>
<th>Dispatch</th>
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<tbody>
<tr>
<td>Alert Call Ring Duration</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Endless Alert on Missed Call</td>
<td>Yes</td>
<td>Yes</td>
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<td>No</td>
</tr>
<tr>
<td>Foreground App on Incoming Call</td>
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<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Notify All Missed Calls</td>
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<tr>
<td>Notify All New Messages</td>
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<td>No</td>
</tr>
<tr>
<td>New Message Alert</td>
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<td>Yes</td>
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<tr>
<td>New Message Alert Time</td>
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**Headset Settings**

<table>
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<th>Client Settings</th>
<th>Android</th>
<th>iOS</th>
<th>Windows Mobile</th>
<th>Dispatch</th>
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<tbody>
<tr>
<td>Headset Type</td>
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<tr>
<td>Wake Display at Call Start</td>
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<td>No</td>
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<tr>
<td>Minimum Call Start Volume</td>
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<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Ring on Incoming Call</td>
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<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Vibrate on Incoming Call</td>
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<tr>
<td>Tone Volume</td>
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<td>Play Grant Tone</td>
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<td>Vibrate on Grant</td>
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<td>Play Floor Idle Tone</td>
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</tr>
<tr>
<td>Play Floor Denied Tone</td>
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Table 2  Supported Client Settings (Continued)

<table>
<thead>
<tr>
<th>Client Settings</th>
<th>Android</th>
<th>iOS</th>
<th>Windows Mobile</th>
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<tbody>
<tr>
<td>Play Floor Revoked Tone</td>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Play Call Lost Tone</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Volume Boost</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Ring Gain</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Play Busy Bonk</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Clear Public Key

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

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 Allow Contact Management Feature Key is enabled.
- The user can be given maximal or all contacts with the Bulk Edit Users on page 3-25.
- You can change a user's contact list using the following procedure.

To change a user's contacts:

1. Select the user's name from the User Login column.
2. Select the Contacts tab to display all contacts shown on the device.

Figure 32  User Contacts

3. To delete users from the list, check the Selected box for each user to delete, and then select the Delete button. To delete all users from the list, select the Delete All button. A Confirm Action dialog displays requesting confirmation.
To add contacts to the list, select the **Add** button 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 Login** column and then select the **Groups** tab. (To create, modify or delete Groups, see Chapter 4, Managing Groups.)

**Figure 33**  User's Groups Tab

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 gives you information about the version of the client you are using, the type of network you are on, as well as what the settings are on your device.

Figure 34  Diagnostics

- **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, then it will become unregistered.
- **Client Software** - Version of Workforce Connect 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 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 to Workforce Connect Zebra PTT Pro.
- **Duty Mode** - The Workforce Connect Zebra PTT Pro Duty setting, **On Duty** or **Off Duty**. When On Duty, the device reports location. When Off Duty, the device temporarily does not report location.
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- **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

**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 35**  Historical Location Tracking - Graphical View

![Historical Location Tracking - Graphical View](image)

**Figure 36**  Historical Location Tracking - Spreadsheet View

![Historical Location Tracking - Spreadsheet View](image)
When viewing the spreadsheet, each waypoint’s location contains a clickable link to the map, showing the locations latitude and longitude coordinates.

**Messages and Calls**

For messages and calls, you can select options for a date/time range and number of records to display.

**Figure 37  Messages Tab**

![Messages Tab](image)

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

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

**Figure 38  Messages Data**

![Messages Data](image)

The **Calls** tab data shows the call history meta data (time, direction, initiator, recipient, group, type, and end reason) for this user.
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? on page 71.

---

**Bulk Edit Users**

To change some fields for several users at once, select the Users tab, and select the check box for the user(s) to edit.

Select the **Edit** button.
Set the editable fields:

- **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.
- **Wireless Carrier** - Select a carrier from the drop-down menu.
- **Priority** - Set user priority to value between 0 (lowest) and 5 (highest). Change this value to give higher level users the ability 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 menu.
- **Billing Code** - Select the billing code from the drop-down menu.
- **Maximal Contacts** - Select this button to ensure that the selected user(s) have contact lists set up with all users. This adds all other members of the department to 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.

Select **Submit** to save the changes, or **Cancel** to discard the changes.

---

**Delete User(s)**

To delete users, select the check box next to the user(s) in the **Users** list.
Select **Delete** to remove the user(s). This also removes them from other users’ contact lists and any groups they are a member of.

---

**Bulk Template Options**

**Bulk Add Users**

The Bulk Add feature allows you to "batch" load users from an Excel (.CSV) sheet. On the **Users** tab, select **Bulk Add Users Template**.

**Figure 43**  Bulk Add Users

The template is in Excel format as shown below.
Managing Users

Figure 44  Bulk Add Users Template

The template includes the following fields:

- **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.
- **First Name** - Enter the user's first name. This must be at least one character and can contain letters or numbers.
- **Last Name** - Enter the user's last name. This must be at least three characters and can contain letters or numbers.
- **Phone Number / Email Address** - Populate at least one of these fields. Activation messages are delivered based on these fields. If you populate both fields, the user receives both an SMS and email activation message.

The following fields use a drop-down menu for selection:

- **Wireless Carrier** - Select the carrier for the user, required for addressing the activation SMS.
- **Client Type** - Select the client type for the user. Options are **Android**, **iOS**, **Dispatch PC**, and **Radio Gateway**.
- **Activation Type** - Select **Activation Code** for immediate activation upon upload, **Inactive** for manual or bulk activation later.
- **Maximal Contacts** - Select **Yes** to add all department members to the new user's contact list and to include the new user in all department members’ contact lists. Select **No** to not change any contact lists.

The following fields are optional:

- **Feature Key Template** - To assign an existing Feature Key Template to the new user, enter the name of the template.
- **Settings Template** - Assign an existing Settings template.

Save this information as a .CSV (comma separated value) file.

Figure 45  Save Bulk Add .CSV File

The following is a sample Bulk Add with an Android phone, iPhone, Android Tablet, and a Dispatch PC.
Open the saved .CSV file in Notepad remove any extra spaces before or after each entry.

In the portal select the **Bulk Add Users** button and navigate to the .CSV file. If any errors are found in the file, a pop-up window appears.

Make any required corrections and attempt to upload the file again.

**Bulk Activate Users**

Bulk Activation allows you to activate a large number of users at once after bulk adding them in the Inactive state. Bulk activation generates the activation codes necessary for a device's application to be activated and associated with a user's profile. It is still necessary to enter an activation code at the device.

On the **Users** tab, select **Bulk Activate Users Template**.

In the template, populate the User Login column with the user login names of the inactive users to activate.
As with Bulk Add, save the information as a .CSV.

In the portal select the **Bulk Activate Users** button to upload the .CSV file.

**Bulk Add Contacts**

The Bulk Add Contacts feature allows you to "batch" load contacts from an Excel (.CSV) sheet. On the **Users** tab, select **Bulk Add Contacts Template**.

In the template, populate the Owner User Login column with the login for the user that the contacts will apply to and the Contact User Login with the login for the new contact being added.
As with Bulk Add, save the information as a .CSV.

In the portal select the **Bulk Add Contacts** button to upload the .CSV file.

### Bulk Delete Contacts

The Bulk Delete Contacts feature allows you to "batch" load contacts from an Excel (.CSV) sheet. On the **Users** tab, select **Bulk Delete Contacts Template**.

**Figure 54  Bulk Delete Contacts**

In the template, populate the Owner User Login column with the login for the user that the contacts will apply to and the Contact User Login with the login for the new contact being added.

**Figure 55  Bulk Delete Contacts Template**

As with Bulk Add, save the information as a CSV.

In the portal select the **Bulk Delete Contacts** button to upload the .CSV file.
Managing Groups

Introduction

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

The Groups tab allows you to view all groups. The Group table shows the Group Name, Group Type and the Group Priority. To access the Groups tab:

1. In the PTT Pro Operational Functions section, select the Customers tab.
2. From the list of customers, select the appropriate Customer.
3. In the PTT Pro Subscriber Functions section, select the Departments tab.
4. From the list of departments, select the appropriate Department.
5. In the Department section, select the Groups tab.

A list of groups display.

Use this tab to create, delete, or modify individual group settings, including adding or removing group members.
Create a Group

To create a group, select the Add button at the top of the group list.
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:
  - **Open** - The group is visible to users with the appropriate priority. These users 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 creating groups that can be called by many Zebra PTT Pro users. 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, in a Unicast group, one user is allowed to 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. Once started, the call remains open until a configurable idle time period expires (up to 2 hours/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 via the portal. By default, the **Searchable** field is set to **Off**.

\[\text{NOTE: }\] It is usually recommended to select the type of group that best fits your situation and leave all other options as their default.

- **Group Priority** - Set the group priority to value 0 (lowest) and 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.
- **Max Talk Burst Duration** - Defines how long a talker can hold the floor. This option does not apply to Unicast groups.

Enable buttons:

- **Join Call Option** - The **Join Call** option controls the ability to late join a call. If enabled, other members of the group can join the call after the start (drop/join or late join). If disabled, other members cannot late join or rejoin the call. **Alert on Call Start** must be enabled for the **Join Call** option to be available.

- **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.
Managing Groups

Table 3  Group Type Defaults

<table>
<thead>
<tr>
<th>Options</th>
<th>Open</th>
<th>Closed</th>
<th>Dispatch</th>
<th>Unicast</th>
<th>Surveillance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller Option</td>
<td>Member</td>
<td>Member</td>
<td>Anyone</td>
<td>Member</td>
<td>Member</td>
</tr>
<tr>
<td>Cleanup Call</td>
<td>With one active member</td>
<td>With one active member</td>
<td>With one active member</td>
<td>Without initiator</td>
<td>With zero active member</td>
</tr>
<tr>
<td>Idle Timeout</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Max Talk Burst Duration</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
<td>30</td>
</tr>
<tr>
<td>Join Call Option</td>
<td>Enabled</td>
<td>Enabled</td>
<td>Disabled</td>
<td>Disabled</td>
<td>Disabled</td>
</tr>
<tr>
<td>Allow Hiding</td>
<td>Enabled</td>
<td>Enabled</td>
<td>Enabled</td>
<td>Disabled</td>
<td>Disabled</td>
</tr>
<tr>
<td>Searchable</td>
<td>Enabled</td>
<td>Disabled</td>
<td>Disabled</td>
<td>Enabled</td>
<td>Enabled</td>
</tr>
<tr>
<td>Alert on Call Start</td>
<td>Enabled</td>
<td>Enabled</td>
<td>Disabled</td>
<td>Disabled</td>
<td>Disabled</td>
</tr>
</tbody>
</table>

Select **Submit** to save the changes, or **Cancel** to discard the changes.

**Edit a Group**

To edit a group’s information:

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

**Figure 58  Group Settings Tab**

2. Select **Edit**.
3. Make the required changes and select **Submit** to save the changes. See Create a Group on page 52 for information on the available options.

### Add/Delete Users in a Group

To add users to or delete them from a group, select the group and then select the **Members** tab.

**Figure 60  Members List**

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

To remove one or more user(s) from the group, select the check box next to the user(s) to remove, and then select the **Delete** button.

To add one or more user to the group, select the **Add** button.
Figure 61  Add Members

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

Select **Submit** to add these users to the group.

✓ **NOTE:** To edit a member's settings, remove the member, update the settings, and then re-add the member to the group.

---

### Assign a Pre-Configured Message Template to a Group

Assigning a pre-configured message template to a group allows a member of the group to send a text message to the group, that has already been created.

1. Select the **Groups** tab and then click a group from the Group table.
2. Select the **Message Templates** tab.
3. Click an existing pre-configured message template to edit, or click the **Add** button at the top of the **Message Templates** list to create a new pre-configured message template for the selected group.
   
   For more information about creating a new pre-configured message template, see Create a Pre-Configured Group Message Template on page 60.
4. Repeat Steps 1 - 3 for each group you want to assign a pre-configured message template for.
Managing Templates

Introduction

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 use on multiple departments at once) or at the department level (to be used on that specific department). Templates in each area function the same way.

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

Figure 62 Customer Level Templates

Figure 63 Department Level Templates
Create a Template

To create a template, select the type of template (Feature Keys or Settings), and then select the Add button.

Figure 64  Create Template

Enter a Template Name, adjust the feature keys or client settings for this template and select Submit. See Edit Feature Keys on page 26 and Edit Client Settings on page 31 for setting descriptions.

Add Users to a Template

After creating a template, you can assign users to it:

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

---

### Remove Users from a Template

To remove users from a template:

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

---

#### Figure 66  Unassign Users from Template

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 editing the feature keys or client settings for a user assigned to a template, the window indicates that the user is currently assigned to a template.
Figure 67  Unassign User from Template

Select the **Unassign from Template** button in order to edit that user’s settings. Note that this removes the user from the template, and you must re-assign this user to the template.

---

**Create a Pre-Configured Group Message Template**

A pre-configured message template allows members of a group to send a text message to the group, that has already been created.

The system administrator can create pre-configured message templates on the server for specific groups using the Zebra PTT Pro Management Portal. Since this feature is enabled by the administrator, it may not be seen or available to the user.

Pre-configured group message templates are used to send repetitive meaningful messages without 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.

![Image of Unassign Users from Template dialog box]

You can then send a text message to all members of a group, using pre-configured message text that was created using a template.

1. Select the **Groups** tab and then click a group from the Group table.
2. Select the **Message Templates** tab.
3. Click the **Add** button at the top of the message templates list to create a new pre-configured message template.
4. In the **Add Group Message Template** window, enter the following:
   a. **Name**: Assign a name for the pre-configured message template. This field is required and can contain up to 33 alpha-numeric characters.
   b. **Template**: Provide the pre-configured 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 pre-configured message template for.

For more information about assigning a pre-configured message template to a group, see **Assign a Pre-Configured Message Template to a Group on page 56**.
Map and Associations

Introduction
This chapter discusses the Map and Associations tabs.

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

Figure 68  Map Tab

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.

**NOTE:** Only an account contact with the Administrator role can add associations.
Introduction

This chapter discusses the License, License History, Usage, Reports, Customer Contacts, and Zebra Customer Managers 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).
- **Push-to-Talk Users:** The total number of users enabled for Push-to-Talk services (For example, Enable Push-to-Talk selected in this user's Feature Keys).
- **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 70  License Tab
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).

Figure 71  License History Tab

Select Add to add a customer license entry. 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. Select the individual entry, to edit the data.

Table 4  License History Privileges

<table>
<thead>
<tr>
<th>Role</th>
<th>View</th>
<th>Add</th>
<th>Edit</th>
<th>Delete</th>
<th>Export</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sysadmin Primary</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Sysadmin Secondary</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zebra Customer Contact</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Partner Manager</td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Customer Admin</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Create Customer License Entry

The System Admin has privileges to add a license entry.

To create a customer license entry:

1. Select the License History tab.
2. Select the Add button.

On the Create Customer License Entry window, enter the required fields and select Submit.
License end dates are based on a period of 30 day months (not calendar days).
Usage Tab

Select the Usage tab to display three graphs illustrating an enterprise’s Zebra PTT Pro usage statistics.

Figure 73  Usage Graphs

The three graphs that appear show:

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

- **Download Customer Report** - Provides a high level overview of all customers and the number of users for each customer in .CSV format.

- **Generate Usage Report** - Provides a usage graph taking into account all users on the server. It provides the number of users, total calls, and the total time on those calls. The data can be exported into .CSV format.

![Figure 74  Reports Tab](image-url)
Customer Contacts Tab

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

**Figure 75** Customer Contacts Tab

![Customer Contacts Tab Image]

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

- **Primary Role** - The main contact for this enterprise.
- **Admin Role** - This contact has access to all departments within the enterprise.
- **Technical Role** - 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 76** Zebra Customer Managers Tab

![Zebra Customer Managers Tab Image]
FAQ & Troubleshooting

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 UI, the possible causes are:

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

Contacts need to be defined for each user. 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 UI, the possible causes are:

- 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?**

**Table 5 Call History End Reasons**

<table>
<thead>
<tr>
<th>End Reason Code</th>
<th>End Reason Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNKNOWN</td>
<td>The call ended for an unknown reason.</td>
</tr>
<tr>
<td>NO_RESOURCES</td>
<td>Needed server resources are not available.</td>
</tr>
<tr>
<td>USER_INITIATED</td>
<td>User initiated cancel/bye.</td>
</tr>
<tr>
<td>UNAVAILABLE</td>
<td>The called party is not registered (timeout).</td>
</tr>
<tr>
<td>SIGNED_OUT</td>
<td>The called party is not registered (signed-out).</td>
</tr>
<tr>
<td>NOT_RESPONDING</td>
<td>The called party did not respond to the invite.</td>
</tr>
<tr>
<td>BUSY</td>
<td>The called party is busy on another call.</td>
</tr>
<tr>
<td>LIST_NOT_SYNCED</td>
<td>Call to a list that is not in sync.</td>
</tr>
<tr>
<td>GROUP_FULL</td>
<td>No more parties may join the group.</td>
</tr>
<tr>
<td>NO_PRIVS</td>
<td>No privileges for call type (for example, broadcast).</td>
</tr>
<tr>
<td>DND</td>
<td>The user's phone is on DND.</td>
</tr>
<tr>
<td>CIRCUIT_CALL</td>
<td>Switched to circuit call. The user is on a voice call.</td>
</tr>
<tr>
<td>CALL_DROPPED</td>
<td>The other party lost connection.</td>
</tr>
<tr>
<td>CRYPTO_ERROR</td>
<td>Security Error.</td>
</tr>
<tr>
<td>SILENT</td>
<td>The user's phone is in silent mode.</td>
</tr>
<tr>
<td>USER_REJECT</td>
<td>The user rejected the alert call.</td>
</tr>
<tr>
<td>NO_ANSWER</td>
<td>There was no answer to the alert call.</td>
</tr>
<tr>
<td>OVERRIDE</td>
<td>Someone of higher priority initiated a call to the user.</td>
</tr>
<tr>
<td>DUPLICATE_GROUP</td>
<td>Received an invite to a group, but call for that group is already in session.</td>
</tr>
<tr>
<td>REMOVED_FROM_GROUP</td>
<td>Member has been removed from the group while in a group call.</td>
</tr>
</tbody>
</table>
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