PTT Pro Management Portal

Version 2.0.9.11

Workforce Connect

Customer Administrator Guide

ZEBRA

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Contents

About This Guide

This guide discusses the Workforce Connect 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 Starteddescribes Workforce Connect 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.
- 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 conventions are used in this document:

- **Bold** text is used to highlight the following:
  - Dialog box, window, and screen names
  - Drop-down 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

- Workforce Connect Zebra PTT Pro Installation Guide—Discusses the installation and activation of all Zebra PTT Pro applications.
- Workforce Connect Zebra PTT Pro for Android User Guide—Discusses Zebra PTT Pro for Android features and operation.
- Workforce Connect Zebra PTT Pro for iOS User Guide—Discusses Zebra PTT Pro for iOS 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: 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

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.

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

Revision History

Change	Date	Description
-01 Rev A	4/2016	Initial release.
-02 Rev A	2/2017	Update to support 2.0.9.8
-03 Rev A	5/2017	Update to support 2.0.9.11
-04 Rev A	11/2019	Updated troubleshooting information about Google Maps not displaying
-05 Rev A	7/2022	Added bulk group information

Getting Started

The Workforce Connect 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 In to the Management Portal

After your account is set up, log into Workforce Connect 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.

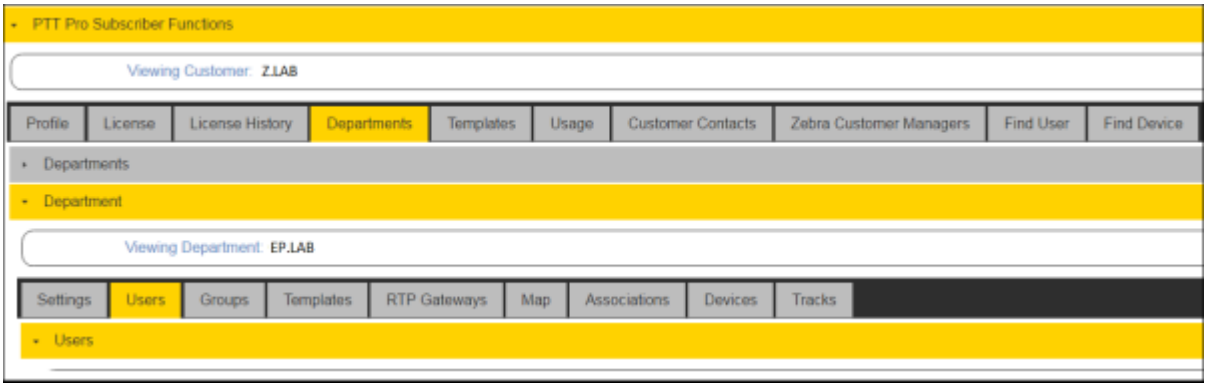
Management Portal User Interface

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

- 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

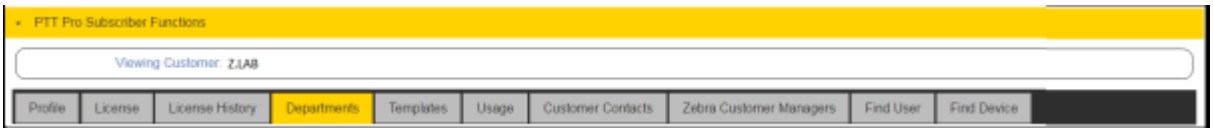


Subscriber Functions Level

The Subscriber level includes the tabs and functions listed below.

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

Figure 2 Subscriber Functions Level



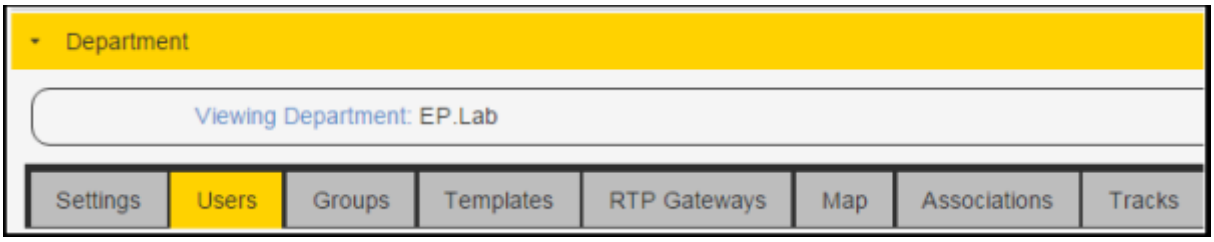
Department Functions Level

The Department Functions level includes the following tabs and functions.

- Settings
- Users
- Groups
- Templates
- RTP Gateways
- Map

- Associations
- Tracks

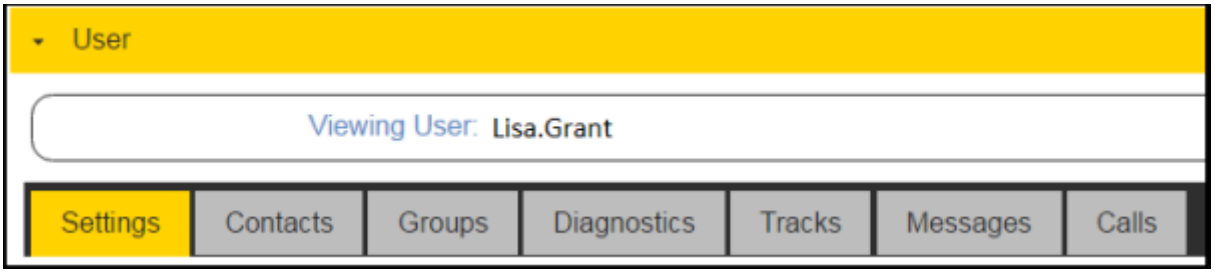
Figure 3 Department Functions Level



After selecting a specific user, the following tabs display:

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

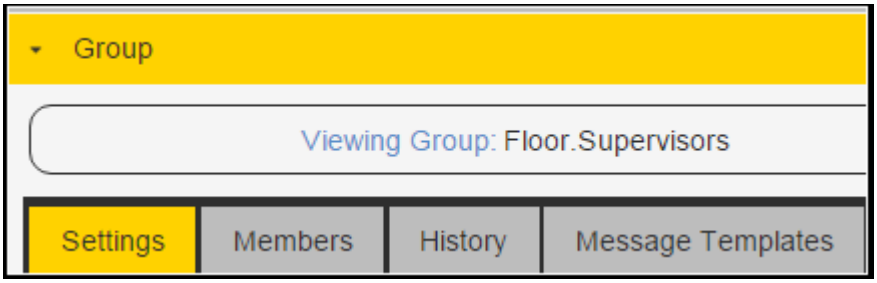
Figure 4 User Functions



After selecting a specific group, the following tabs display:

- Settings
- Members
- History
- Message Templates

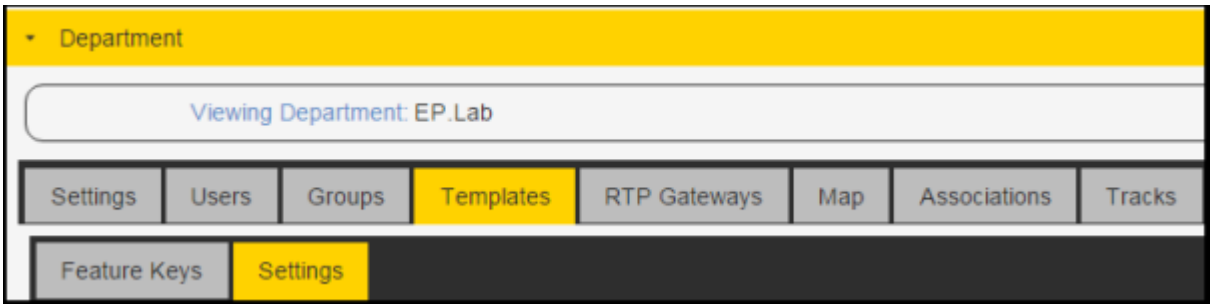
Figure 5 Group Functions



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

- Feature Keys
- Settings

Figure 6 Template Functions



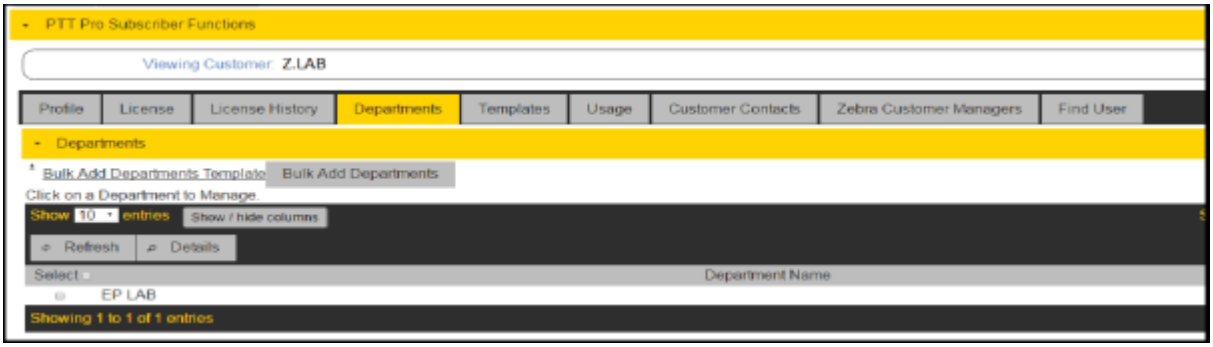
Navigating the Management Portal

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.

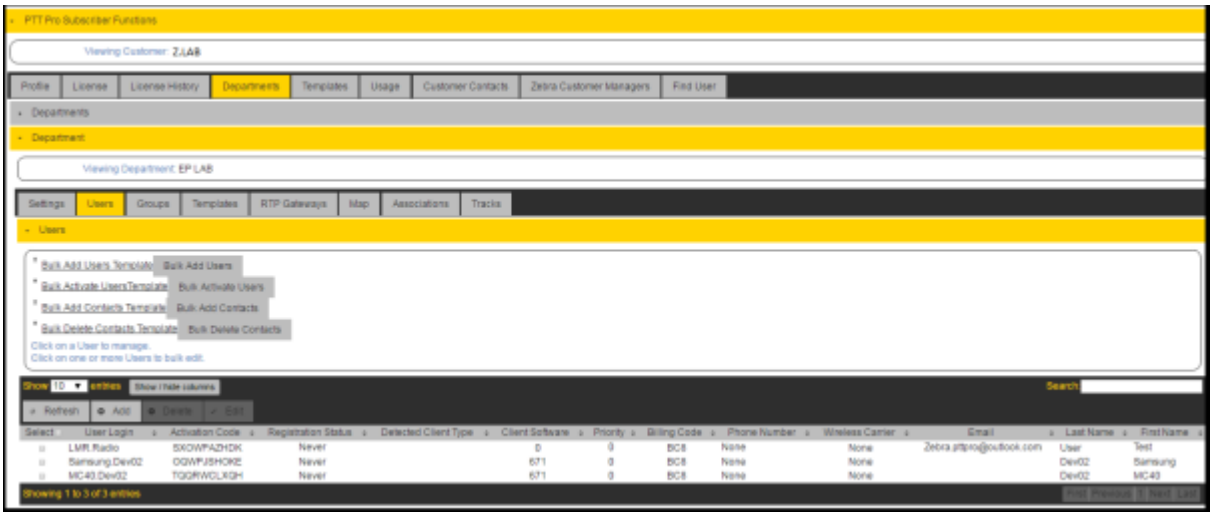
When you initially log in, verify that the Departments tab is selected. Click the line with your department name.

Figure 7 Departments Tab



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

Figure 8 Department Users



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.

Managing Departments

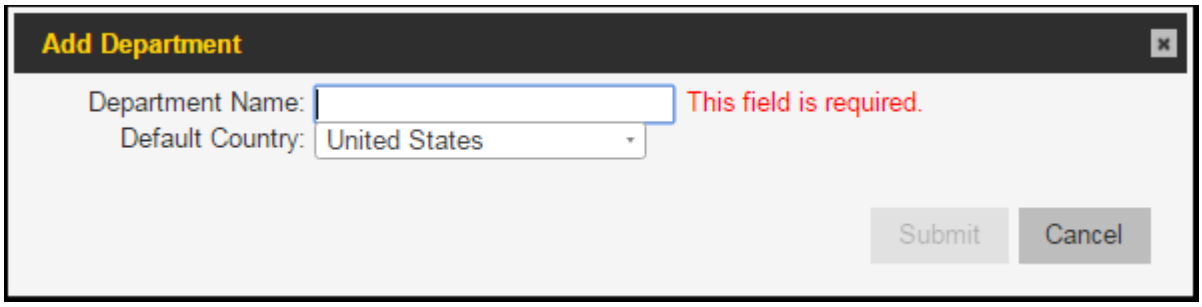
A department is a logical container, used for easily bundling users in a Talk Group. In many organizations, the department users likely have similar job functions and need to communicate with each other frequently. There is the ability to Associate a Department with another for expanding the potential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

Add a Department

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

To add multiple departments, see Bulk Add Departments.

1. Click the **Add** button.



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.

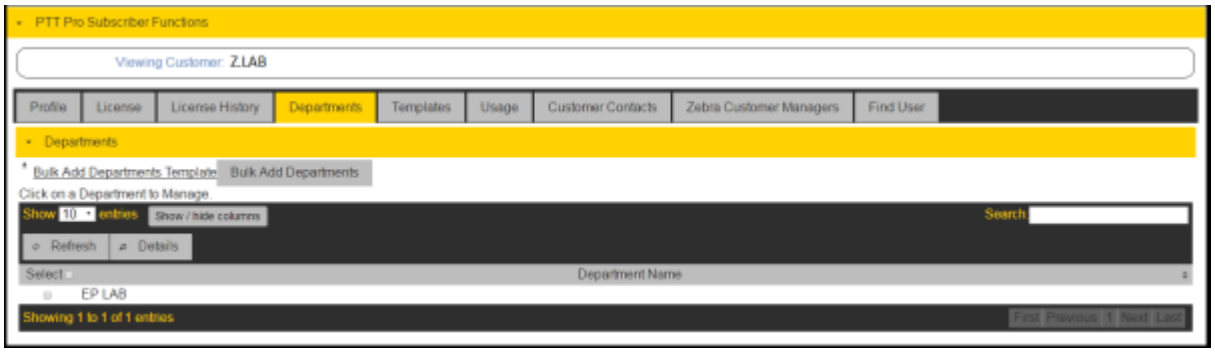
   Default Country
   Select the default country for this department. This allows for the correct formatting of international phone numbers.

3. Click **Submit** to create the department.

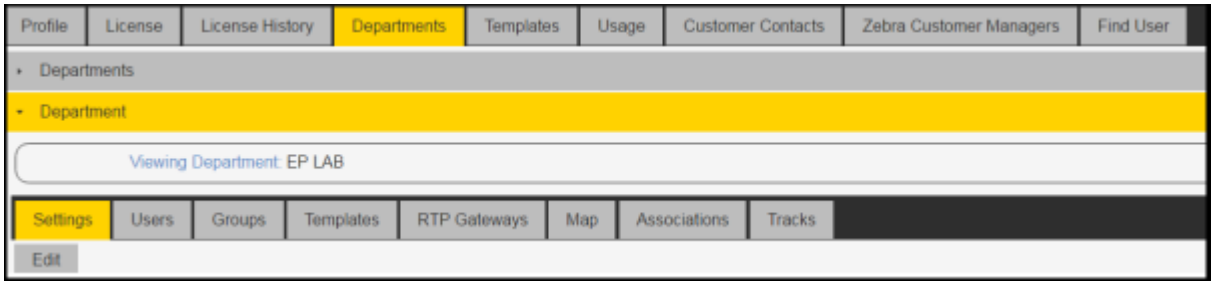
Edit a Department

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

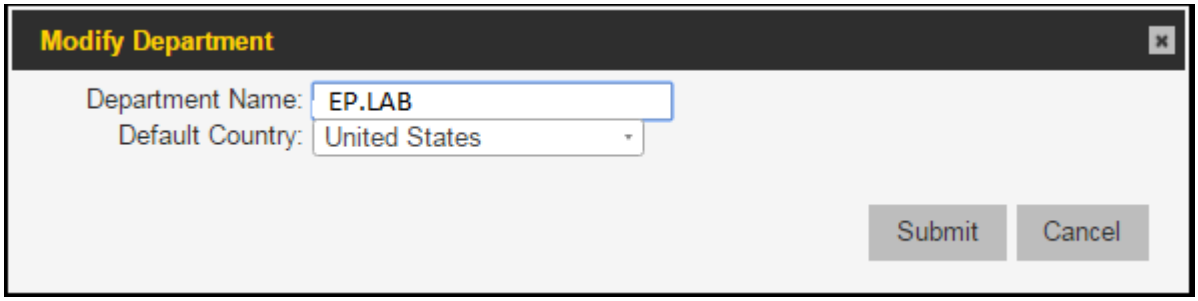
1. Click on the department name from the **Departments** tab.



2. Click the **Settings** tab and then click **Edit**.



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

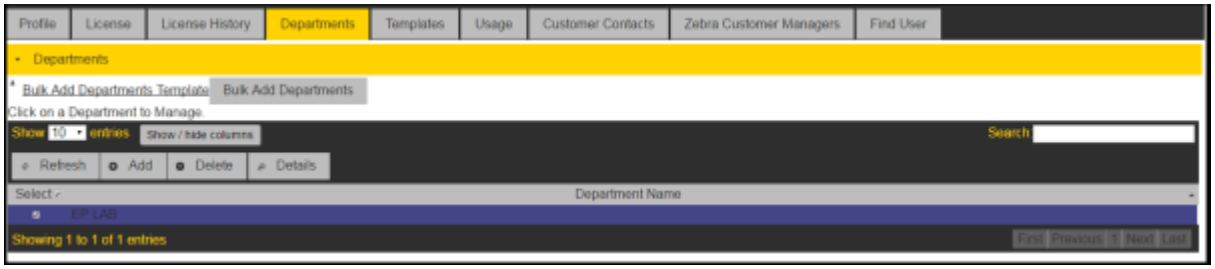


Delete Departments

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.



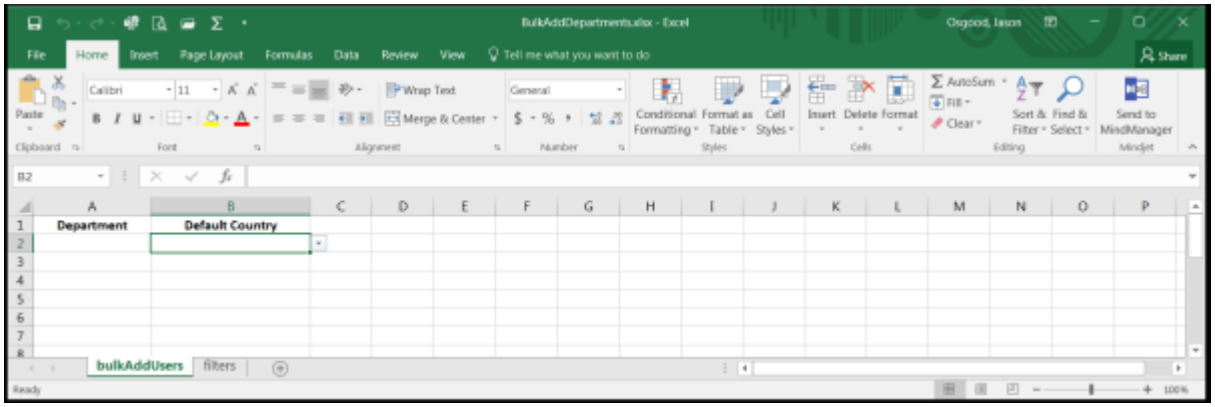
2. Select **Delete** to remove the department(s).

Bulk Add Departments

The Bulk Add Department feature allows you to load departments from an Excel (.CSV) sheet.

1. Select **Bulk Add Departments Template** on the **Departments** tab.

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



3. Enter values for the fields in the template.

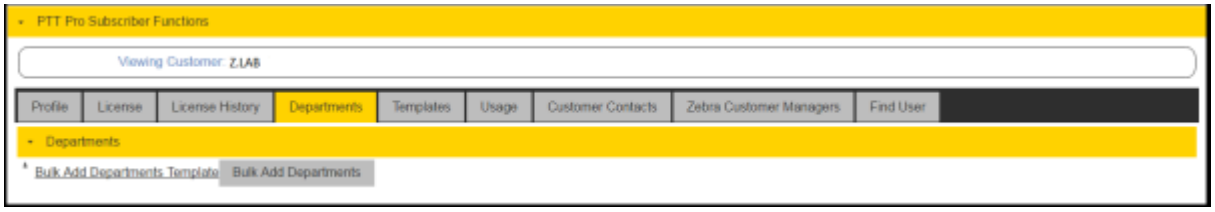
   Department Name
   Enter a unique department name identifying the department within the enterprise. The name must be made up of letters, numbers, and “.”s, and between 3-25 characters long.

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

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

4. Save the template file as a .CSV file.

5. 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.



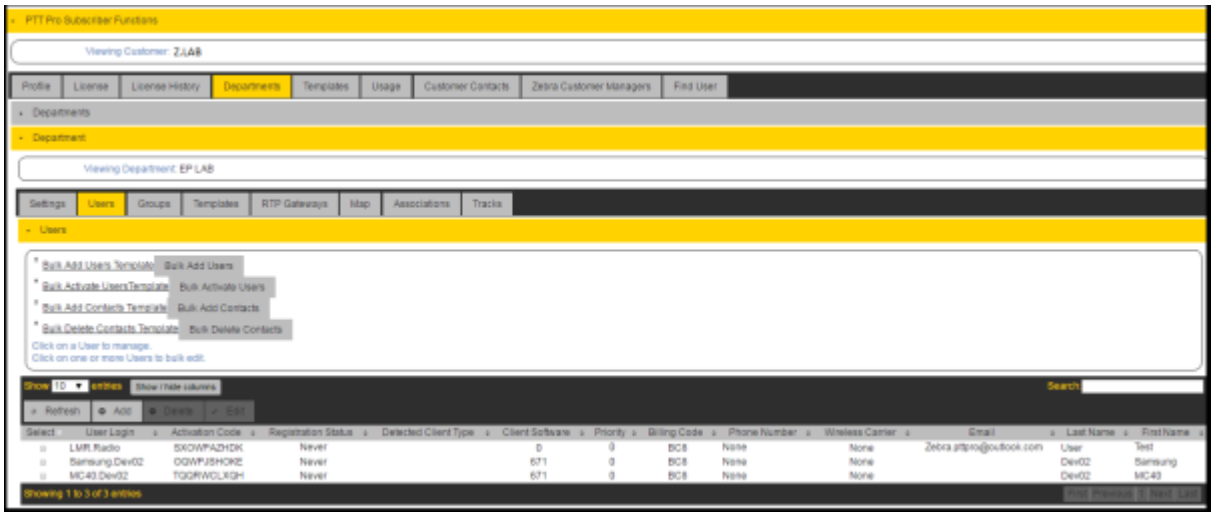
Managing Users

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.

View Enterprise Users

The Users tab allows you to 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.

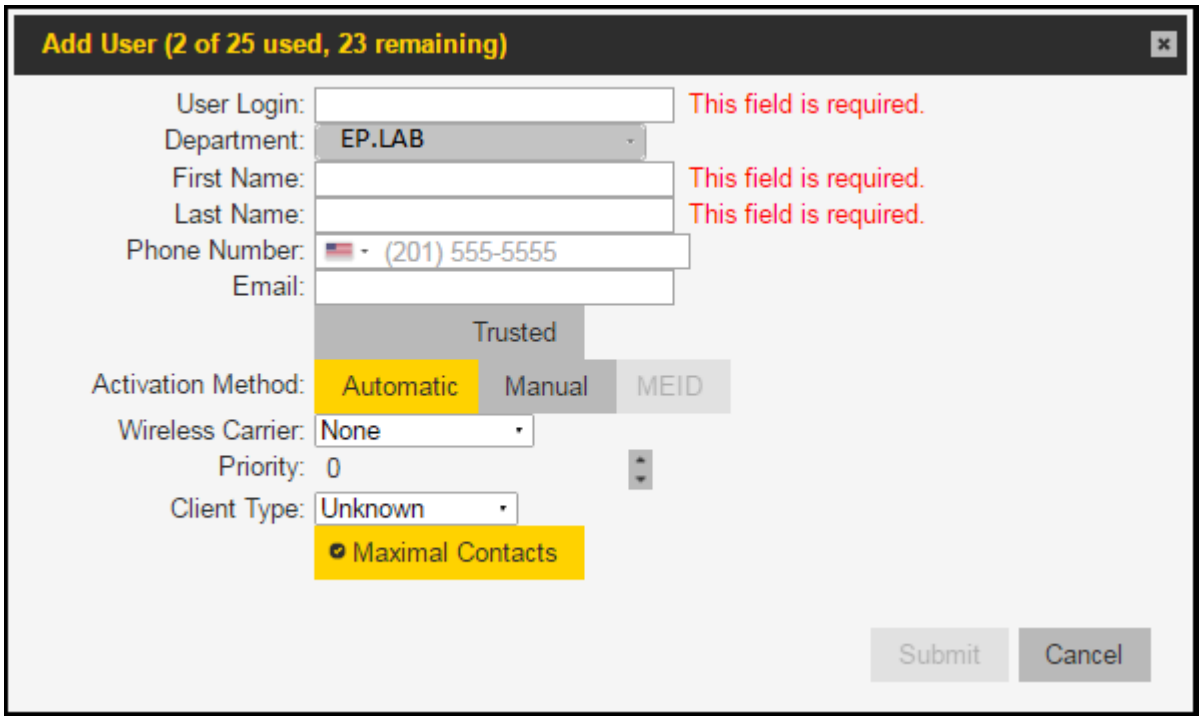
1. Select the **Customers** tab in the **PTT Pro Operational Functions** section.
2. Select the appropriate Customer from the list of customers.
3. Select the **Departments** tab in the **PTT Pro Subscriber Functions** section.
4. Select the appropriate Department from the list of departments.
5. In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



Add a User to a Department

You can add users to a department one at a time or use the Bulk Add Users method.

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



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, 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 .

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 that is 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** button).

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. 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 Workforce Connect Zebra PTT Pro Installation Guide.

Priority
Set the user priority to a 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.

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

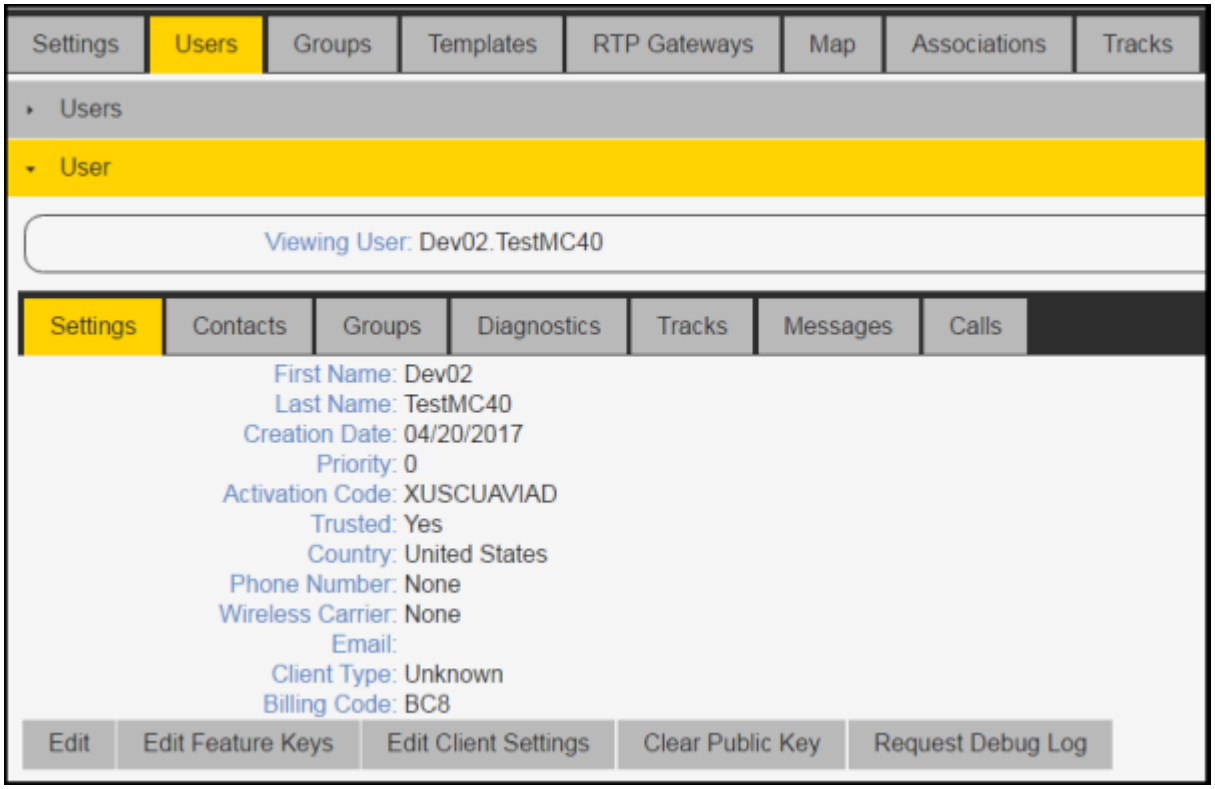
   Once submitted the user is immediately sent the email invitation. Thought should be given to the level of training and expectations the recipient will have when receiving that email. For example, an uninformed user may open the email and click on the invitation from their PC, as opposed to the mobile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

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.

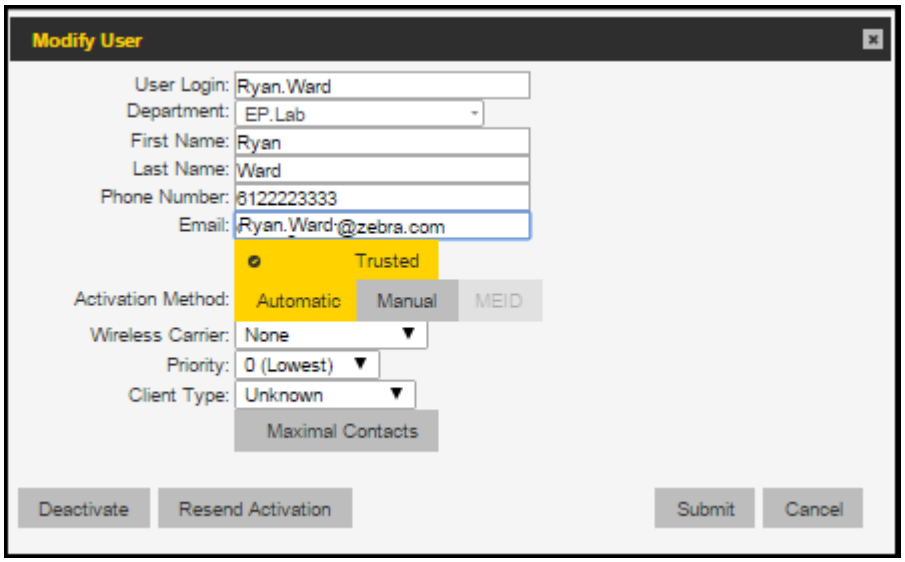
4. Select the **Settings** tab to view user editing options.



Edit a User

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

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



2. Make the required changes and click **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.

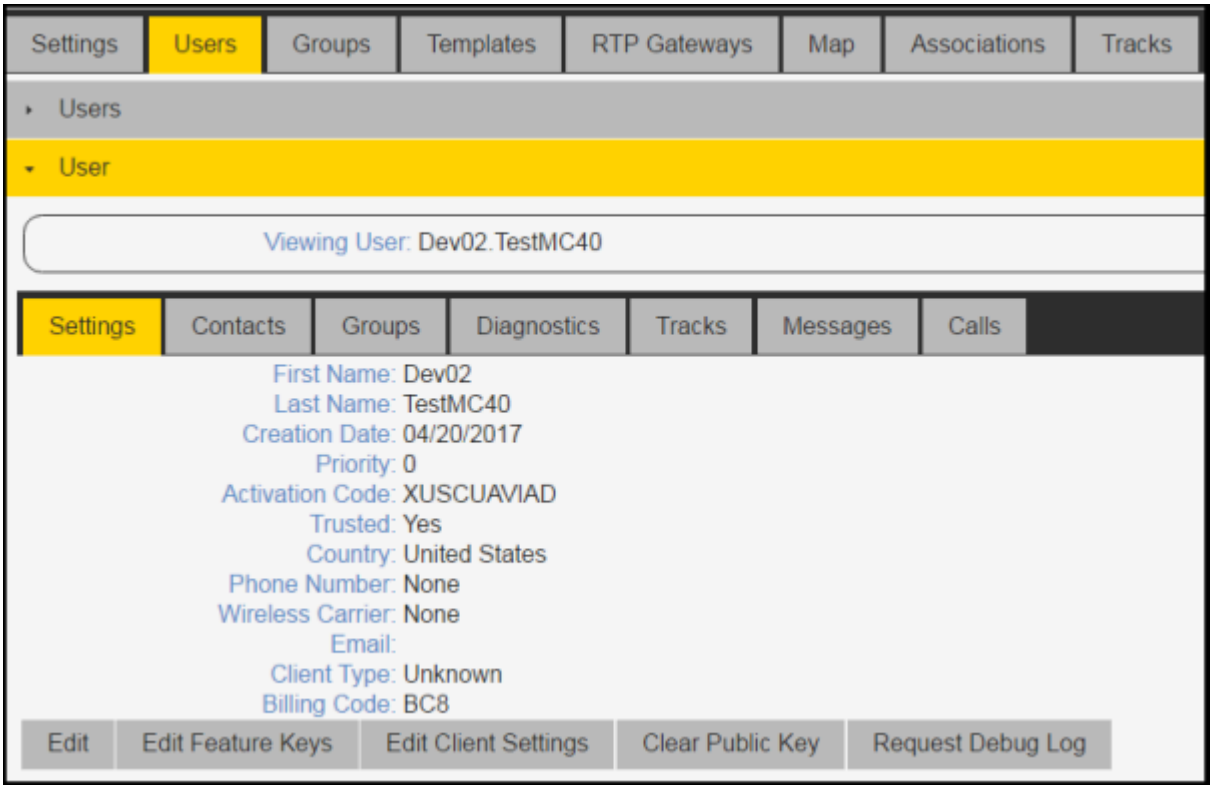
Edit Feature Keys

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 Managing Templates.

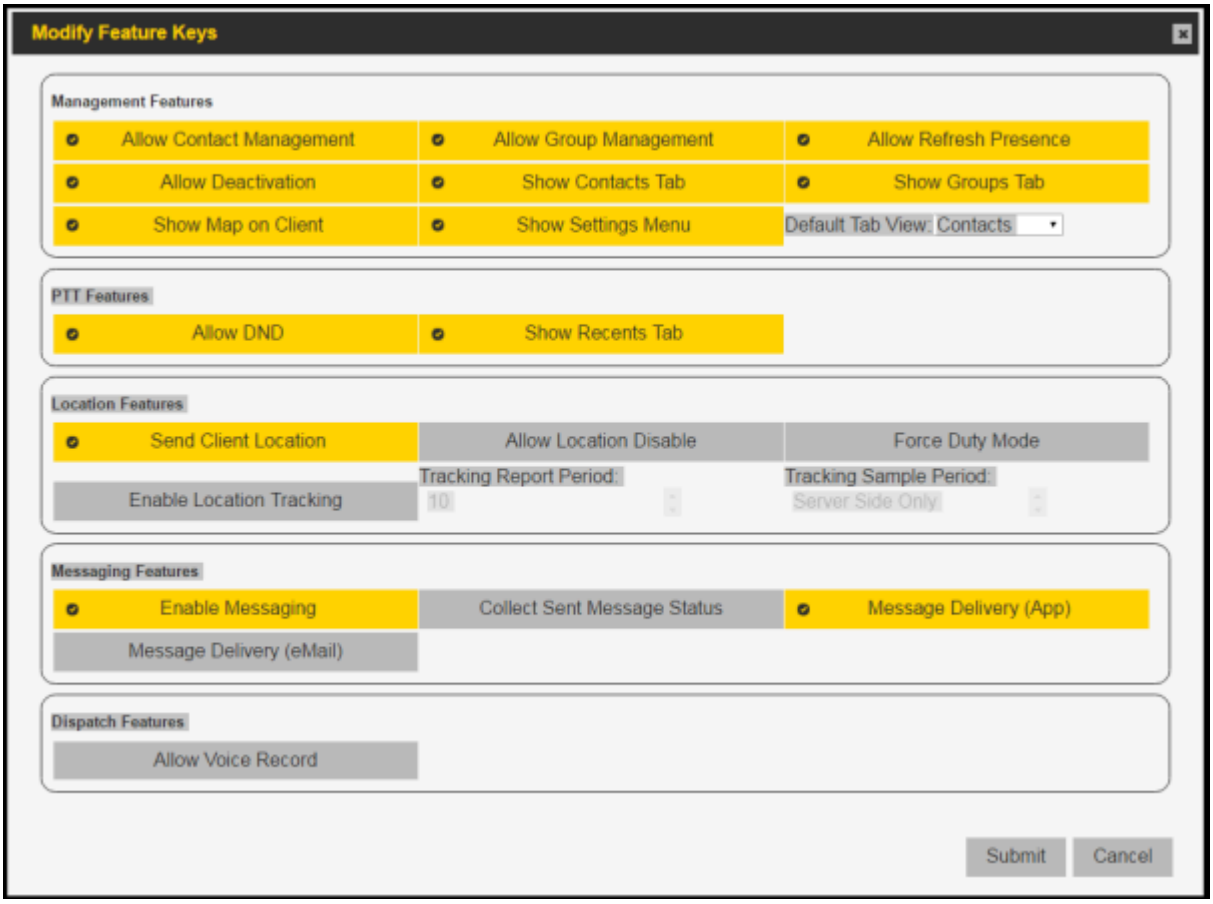
To change feature keys for a particular device, select the user name, then select the **Settings** tab.

Figure 9 Settings Tab



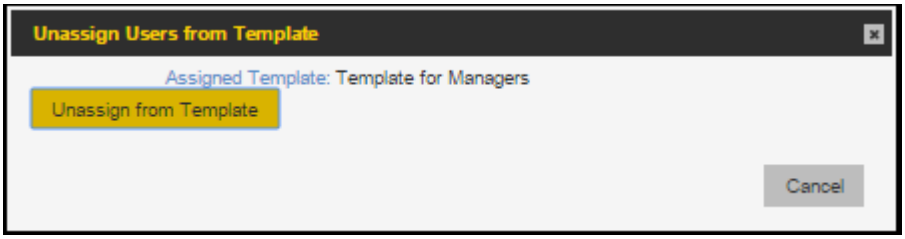
Select **Edit Feature Keys**. The current device **Feature Key** settings appear.

Figure 10 Modify Feature Keys Screen



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 Managing Templates. If you would like to modify the Feature Keys for this account, select the Unassign from Template button.

Figure 11 Unassign User 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 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** 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 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 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 Workforce Connect 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.

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 Workforce Connect 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	Windows Mobile	Dispatch
Allow Contact Management	Yes	Yes	Yes	No
Allow Group Management	Yes	Yes	Yes	No
Allow Refresh Presence	Yes	Yes	Yes	Yes
Allow Deactivation	Yes	Yes	No	Yes
Default Tab View	Yes	Yes	No	Yes
Show Contacts Tab	Yes	Yes	Yes	Yes
Show Groups Tab	Yes	Yes	Yes	Yes
Show Map on Client	Yes	Yes	No	Yes
Show Settings Menu	Yes	Yes	No	Yes

Table 2 PTT Feature Keys

Feature Keys	Client Support			
	Android	iOS	Windows Mobile	Dispatch
Allow DnD	Yes	Yes	Yes	No
Show Recents Tab	Yes	Yes	No	No

Table 3 Location Feature Keys

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

Table 4 Messaging Feature Keys

Feature Keys	Client Support			
	Android	iOS	Windows Mobile	Dispatch
Enable Messaging	Yes	Yes	Yes	No
Collect Sent Message Status	Yes	No	No	RCI only
Message Delivery (App)	Yes	Yes	Yes	Yes

Table 4 Messaging Feature Keys (Continued)

Feature Keys	Client Support			
	Android	iOS	Windows Mobile	Dispatch
Message Delivery (Email)	Yes	Yes	No	Yes

Table 5 Dispatch Feature Keys

Feature Keys	Client Support			
	Android	iOS	Windows Mobile	Dispatch
Allow Voice Record	No	No	No	Yes

Edit Client Settings

To change client settings for a particular device, select the user name, then select the **Settings** > **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: 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.

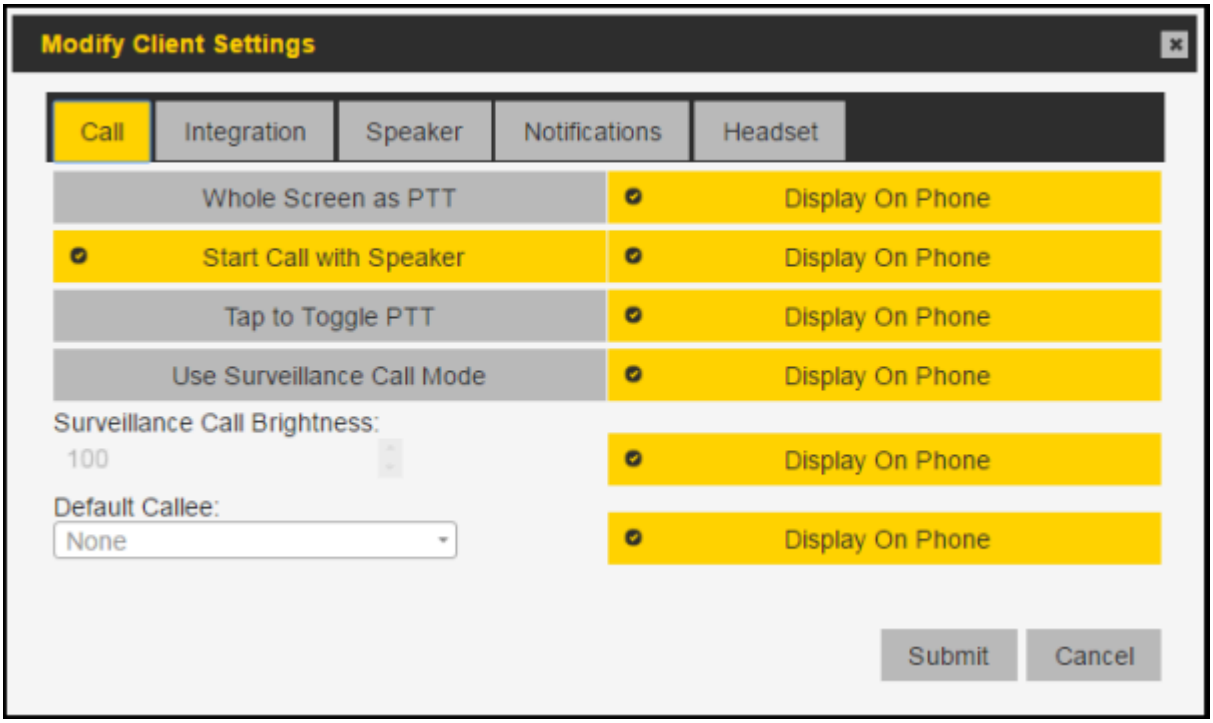
While all features are shown, not all apply to both Android and iOS (iPhone, iPod, and iPad). For more information, see the Device Settings chapter in the Workforce Connect Zebra PTT Pro for Android User Guide and the Workforce Connect Zebra PTT Pro for iOS User Guide.

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

PTT Pro call settings.

Figure 12 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.

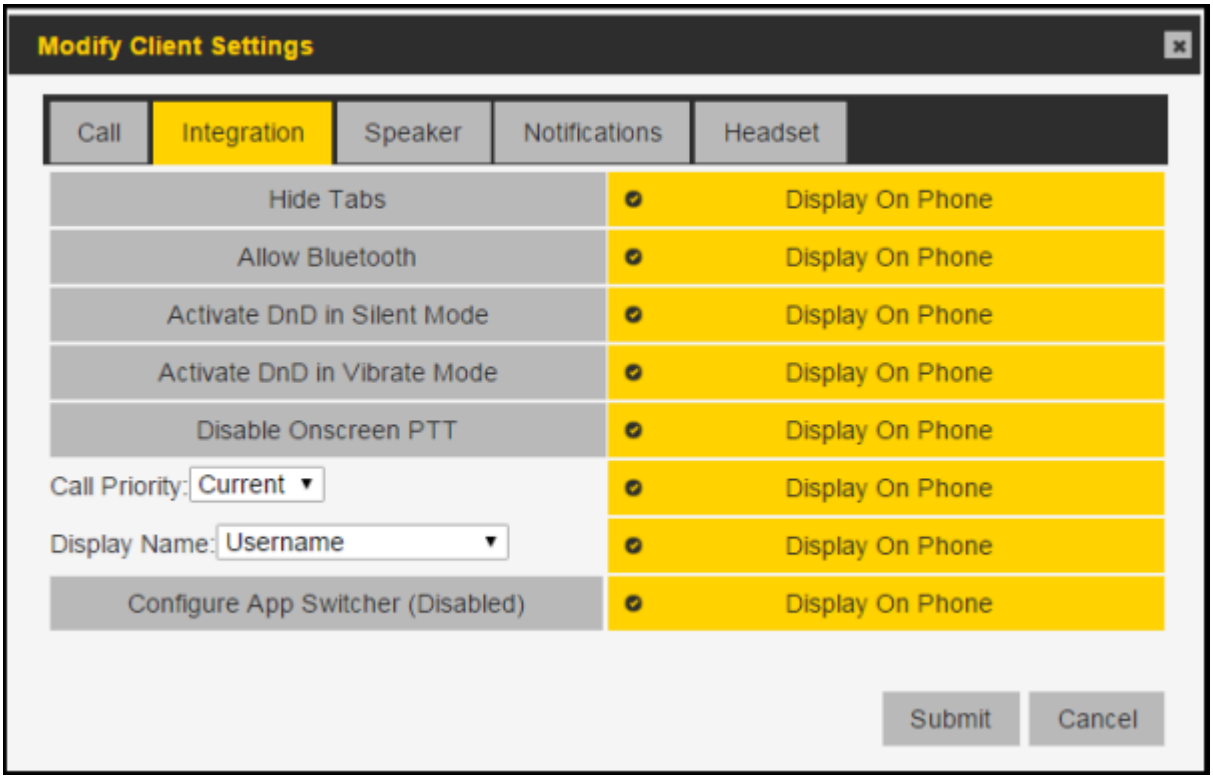
Surveillance Call Brightness
Used in combination with Use Surveillance Call Mode, switches the level when in surveillance call. Applies to Android clients only.

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

PTT Pro integration settings.

Figure 13 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 on-screen 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:

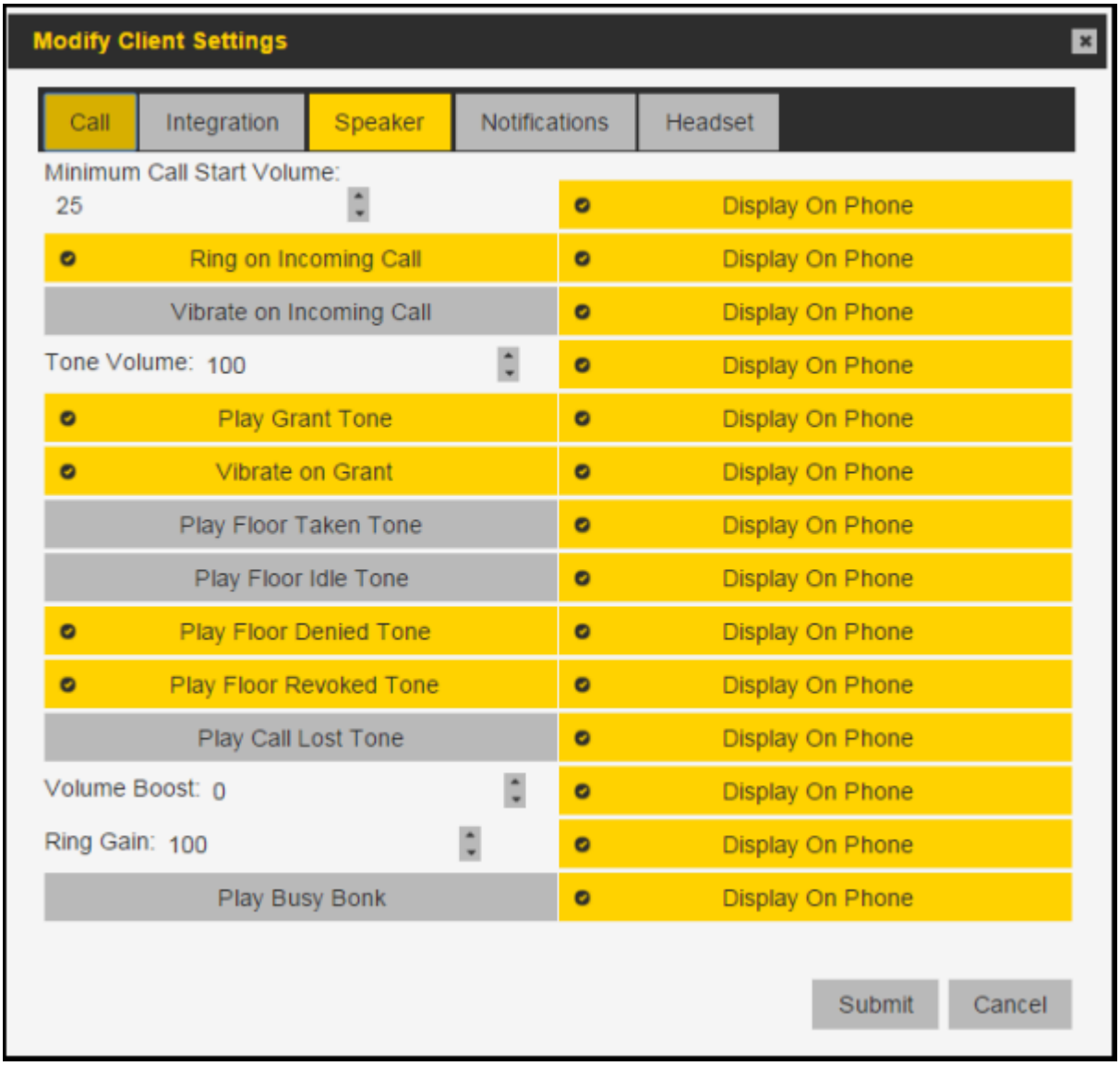
1. Select **Configure App Switcher (Disabled)**. The **Configure App Switcher** window displays.

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)**.

Speaker Settings

PTT Pro client Speaker settings.

Figure 14 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.

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).

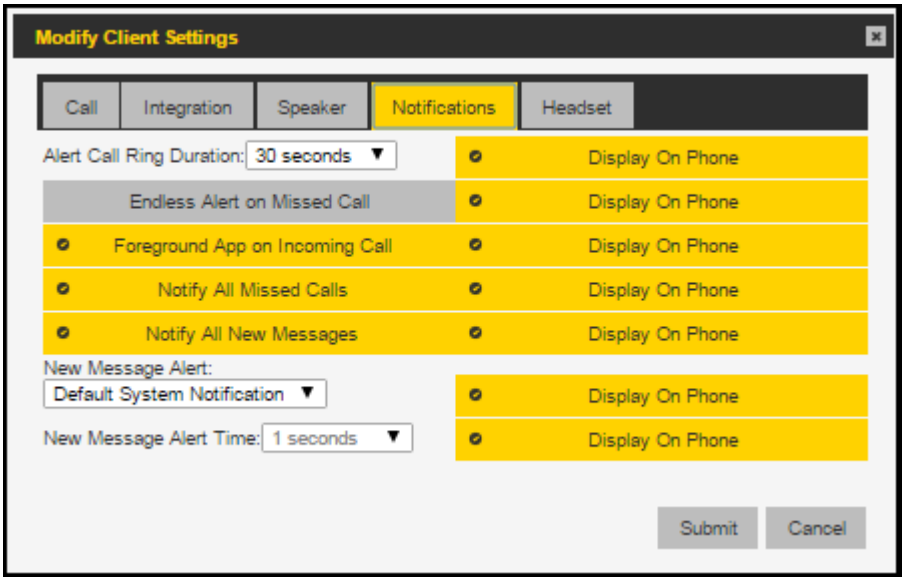
Ring Gain
The volume of the ring tone with respect to the audio volume.

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

Notification Settings

PTT Pro client notification settings.

Figure 15 Notifications 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.

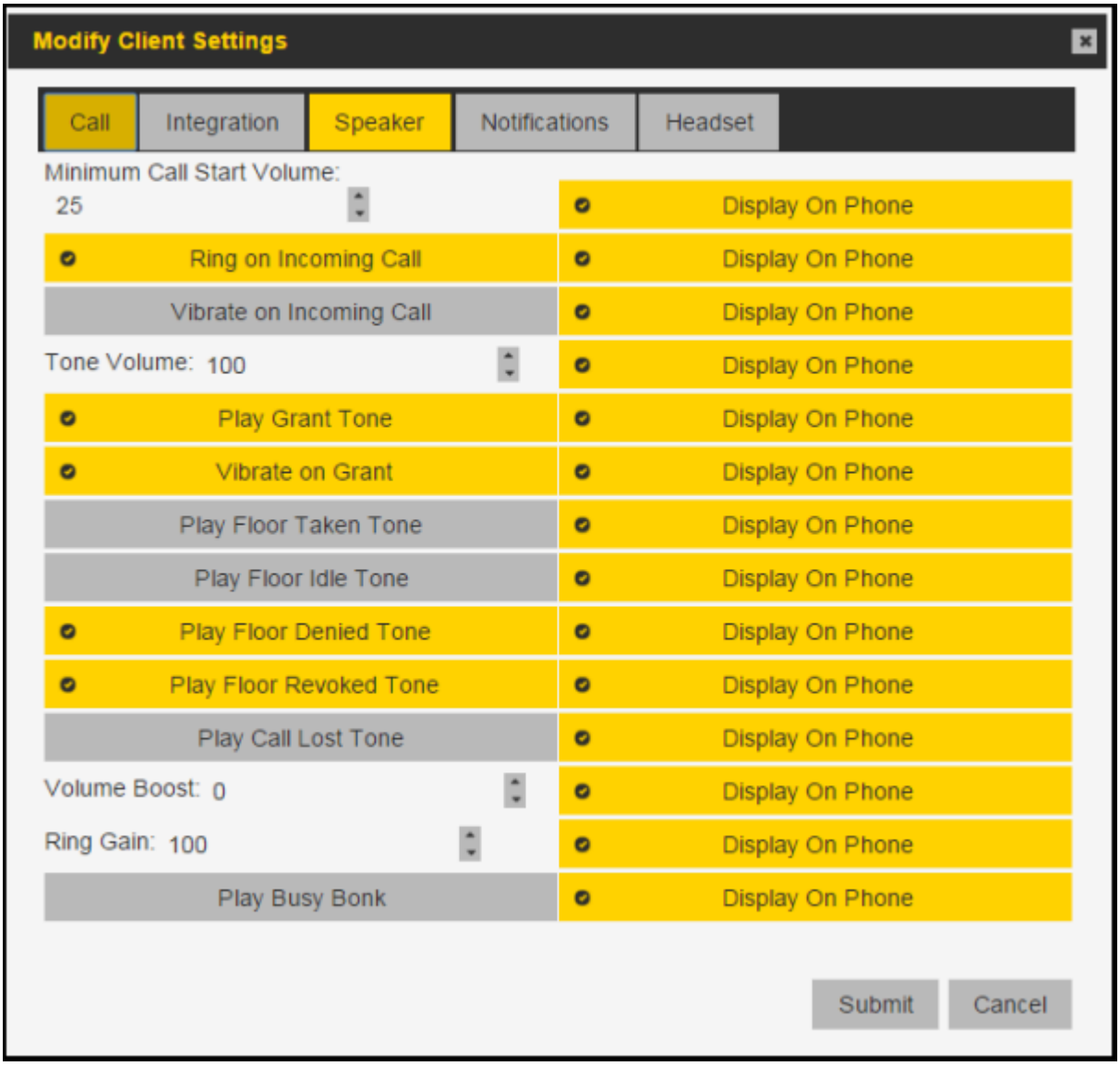
New Message Alert
Allows selecting between the handset's default notification tone and the Zebra PTT Pro Ringtone for new messages.

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.

Speaker Settings

PTT Pro client Speaker settings.

Figure 16 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.

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.

Supported Client Settings

The following tables list 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 Workforce Connect PTT Pro Management Portal.

Table 6 Call Settings

Call Settings	Client Support			
	Android	iOS	Windows Mobile	Dispatch
Whole Screen as PTT	Yes	Yes	No	No
Start Call with Speaker	Yes	Yes	No	No
Tap to Toggle PTT	Yes	No	No	No
Use Surveillance Call Mode	Yes	No	Yes	No
Surveillance Call Brightness	Yes	No	No	No
Default Callee	Yes	Yes	Yes	No

Table 7 Integration Settings

Integration Setting	Client Support			
	Android	iOS	Windows Mobile	Dispatch
Hide Tabs	Yes	No	No	No
Allow Bluetooth	Yes	Yes	Yes	No
Activate DnD in Silent Mode	Yes	Yes	Yes	No

Table 7 Integration Settings (Continued)

Integration Setting	Client Support			
	Android	iOS	Windows Mobile	Dispatch
Activate DnD in Vibrate Mode	Yes	No	Yes	No
Disable Onscreen PTT	Yes	No	Yes	No
Call Priority	Yes	No	No	No
Display Name	Yes	No	No	No
Configure App Switcher (Disabled)	Yes	No	No	No

Table 8 Speaker Settings

Speaker Setting	Client Support			
	Android	iOS	Windows Mobile	Dispatch
Minimum Call Start Volume	Yes	Yes	No	No
Ring on Incoming Call	Yes	Yes	Yes	Yes
Vibrate on Incoming Call	Yes	Yes	Yes	No
Tone Volume	Yes	Yes	No	No
Play Grant Tone	Yes	Yes	Yes	Yes
Vibrate on Grant	Yes	No	Yes	No
Play Floor Taken Tone	Yes	Yes	Yes	Yes
Play Floor Idle Tone	Yes	Yes	Yes	Yes
Play Floor Denied Tone	Yes	Yes	Yes	Yes
Play Floor Revoked Tone	Yes	Yes	Yes	Yes
Play Call Lost Tone	Yes	Yes	Yes	Yes
Volume Boost	Yes	Yes	No	No
Ring Gain	Yes	Yes	No	No
Play Busy Bonk	Yes	Yes	Yes	Yes

Table 9 Notification Settings

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

Table 9 Notification Settings (Continued)

Notification Setting	Client Support			
	Android	iOS	Windows Mobile	Dispatch
New Message Alert	Yes	Yes	Yes	No
New Message Alert Time	Yes	Yes	Yes	No

Table 10 Headset Settings

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

Clear Public Key

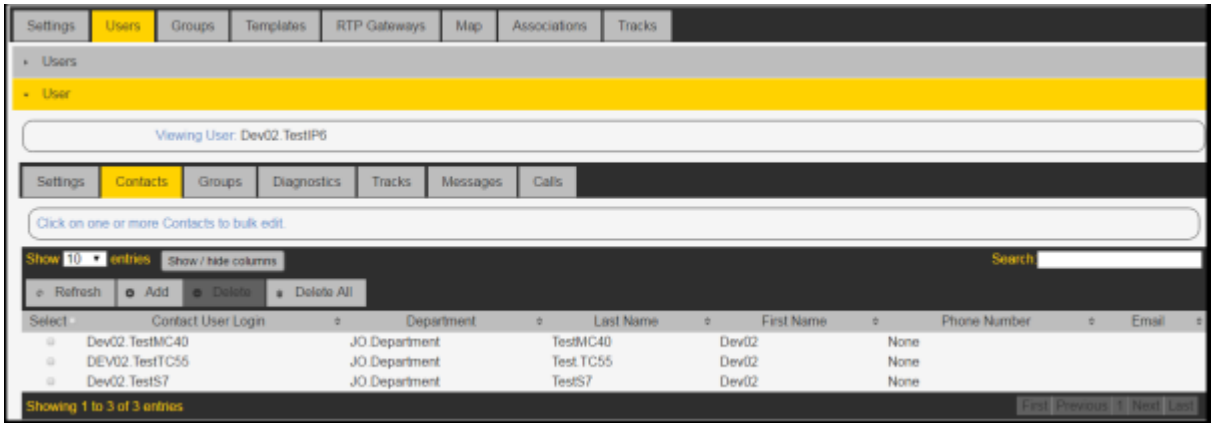
To clear the public key of the phone from the database, select the user name, then select the **Settings** > **Clear Public Key** .

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

1. Select the user's name from the **User Login** column.



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

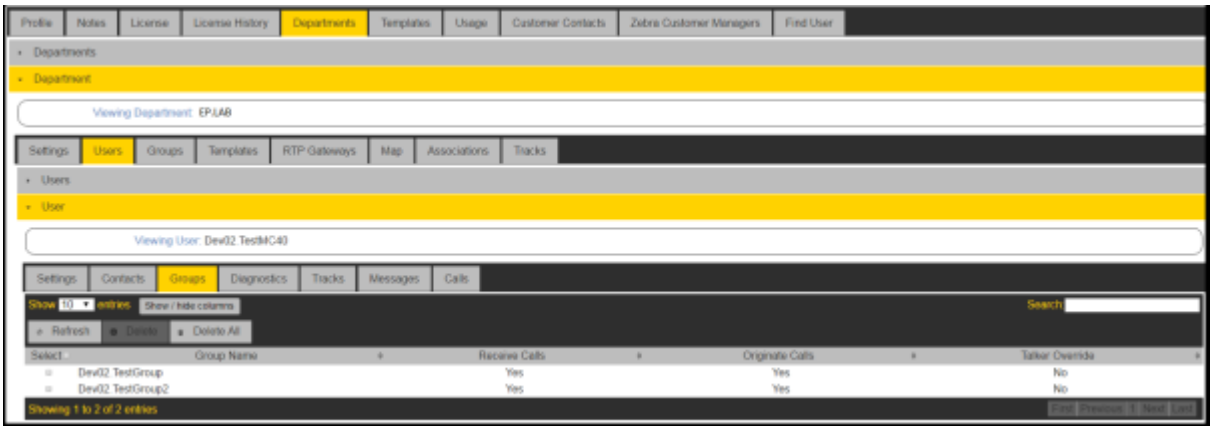
   A **Confirm Action** dialog displays requesting confirmation.
4. To add contacts to the list, select the **Add** button to display eligible users not currently in the user's contact list. Select one or more names, and then select **Done** to add these contacts to the user's contact list.

   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.

Figure 17 User's Group 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.

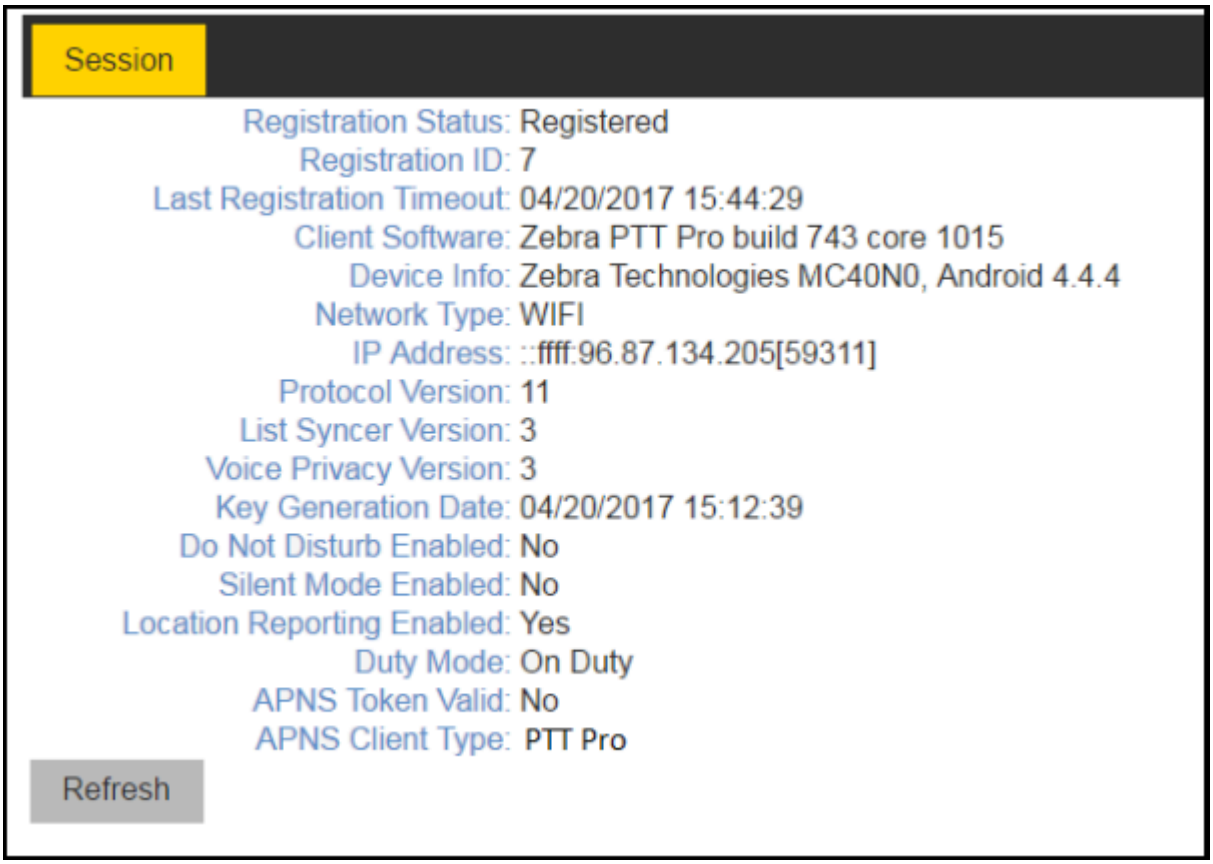
Talker Override

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 18 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.

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 and 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 19 Historical Location Tracking Graphical View

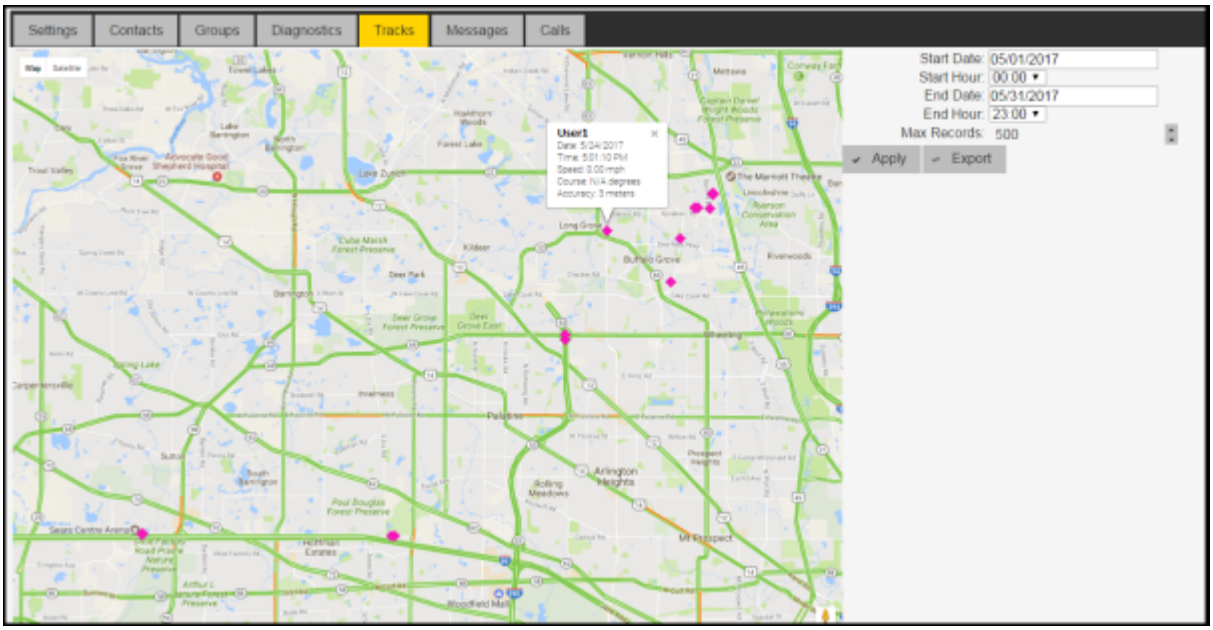


Figure 20 Historical Location Tracking Spreadsheet

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

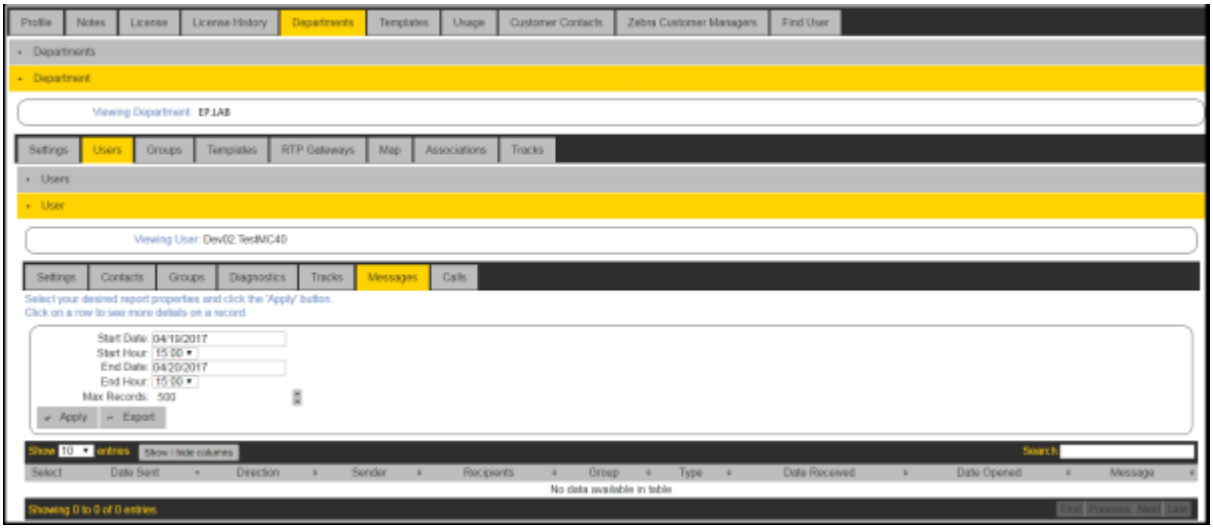
When viewing the spreadsheet, each waypoint's location contains a clickable link to the map, showing the locations latitude and longitude coordinates.

Messages and Calls

.

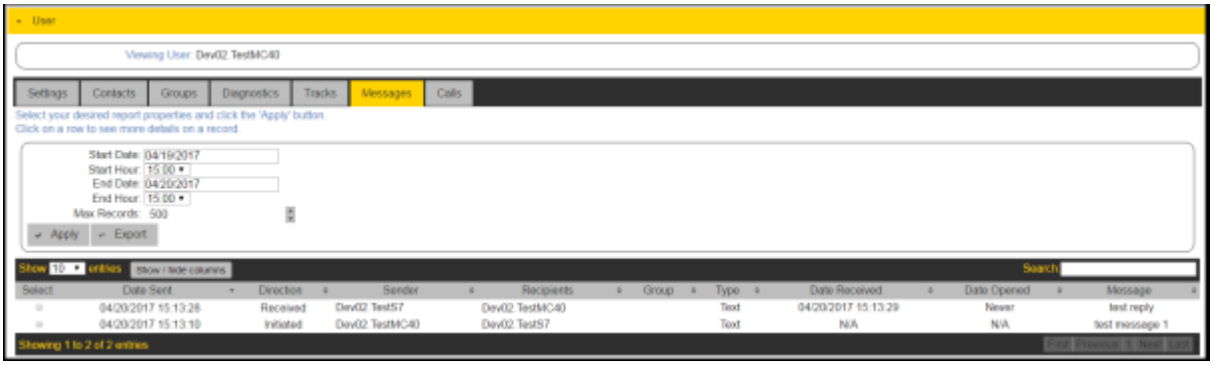
On the **Messages** or **Calls** tab, set the date/time range and the number of records to display, and select **Apply**. The data displays below the option box.

Figure 21 Messages Tab



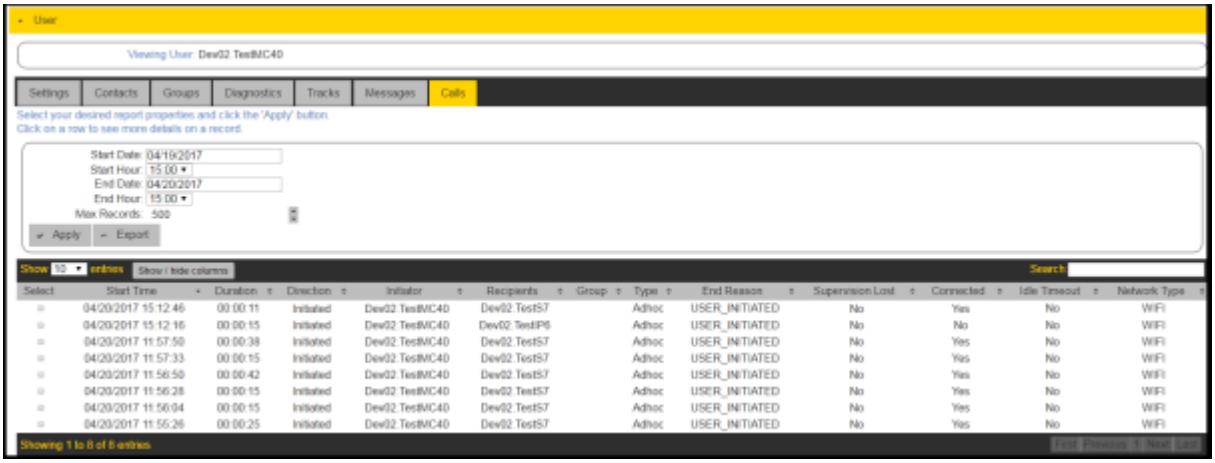
The Messages tab data shows the history of messages sent from and to this user as well as the message text contents.

Figure 22 Messages Data



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

Figure 23 Call Data

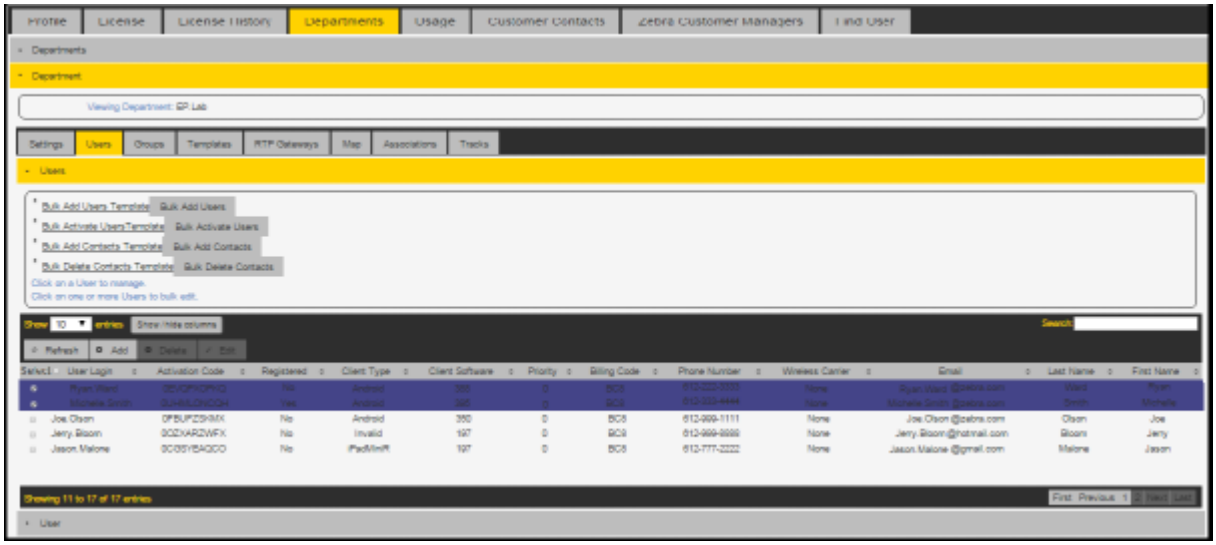


For a list of all the End Reason codes and a description of each, see What are the call history end reason codes and their meaning?.

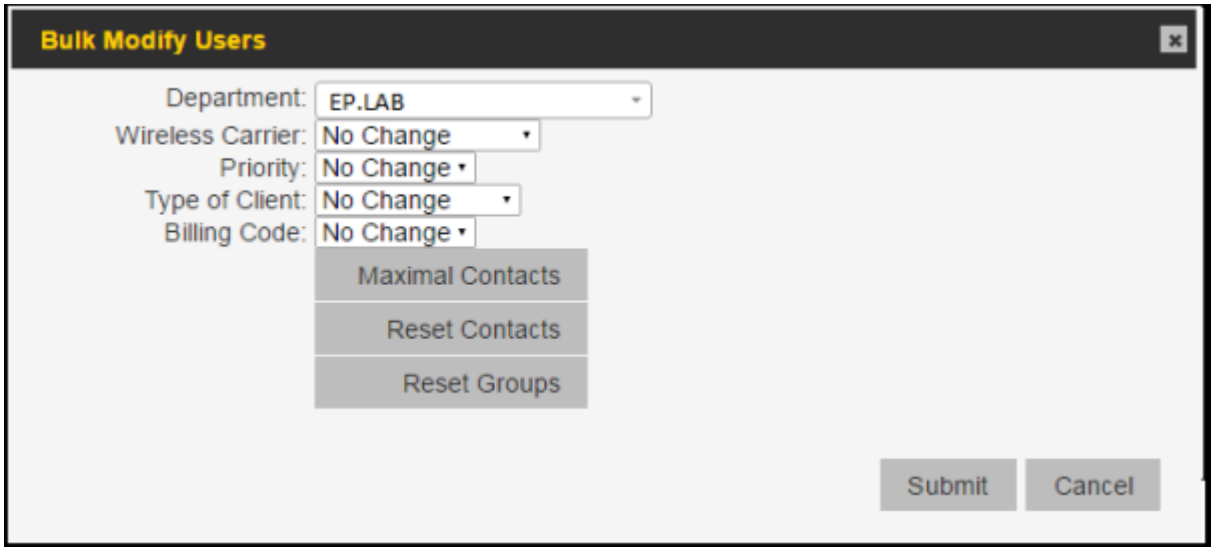
Bulk Modify Users

Select the **Users** tab to modify the properties of multiple users.

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



3. Select the **Edit** button.



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.

   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 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.

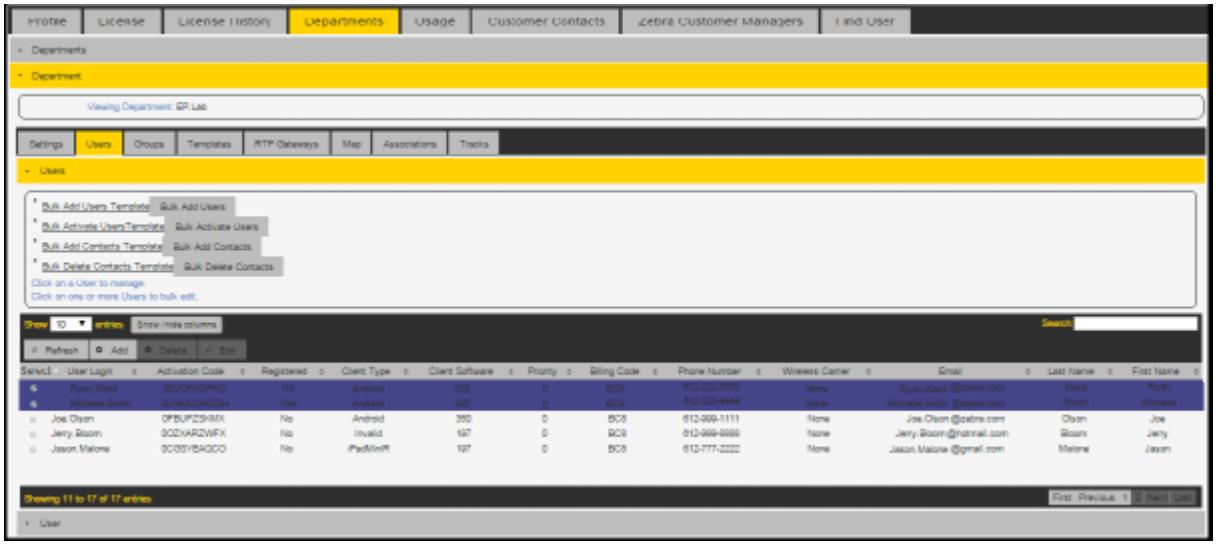
5. Click **Submit** to save the changes for the selected users.

Delete Users

Select the **Users** tab to delete one or more users.

1. Select **Departments** > **Users**.

2. Select the checkbox next to the users in the **Users** list.



3. Select **Delete** to remove the user(s).

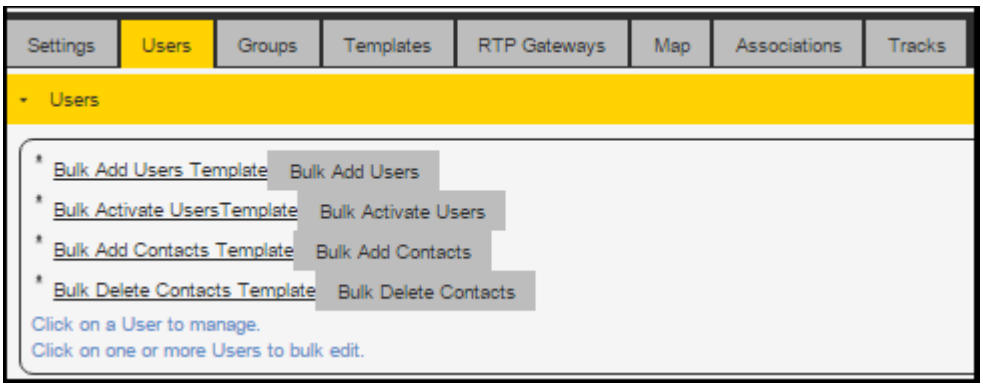
   This also removes them from other users' contact lists and any groups that they are a member of.

Bulk Users Template Options

Templates enable you to add users, activate users, add contacts, and delete contacts from data in a Comma Separated Values (CSV) sheet.

User templates are accessed from the **Users** tab.

Figure 24 Bulk Add Users

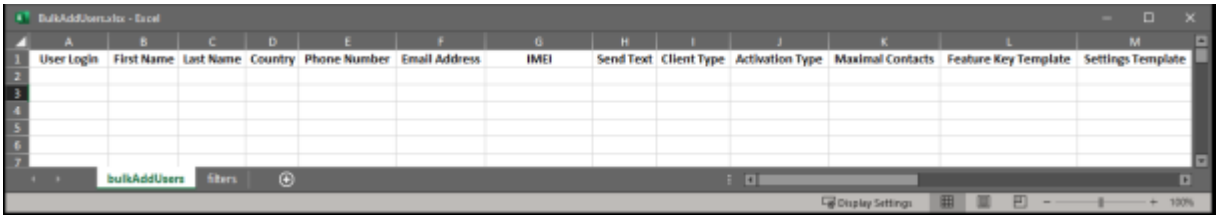


Bulk Add Users

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

The template is in Excel format.

Figure 25 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.

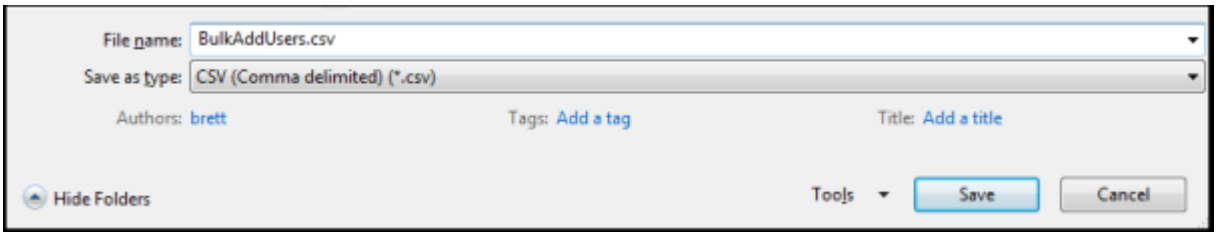
The following fields are optional:

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 Comma Separated Value (.CSV) file.

Figure 26 Save Bulk Add .CSV File



The following is a sample Bulk Add with an Android phone, iPhone, Android Tablet, and a Dispatch PC.

Figure 27 Bulk Add Example

	A	B	C	D	E	F	G	H	I	
1	User Login	First Name	Last Name	Phone Number	Email Address	MEID	Wireless Carrier	Client Type	Activation Type	Maximal
2	Lisa.Grant	Lisa	Grant	555-123-4567	Lisa.Grant@zebra.com		AT&T	IOS	Activation Code	Yes
3	Michelle Smith	Michelle	Smith	333-987-6543	Michelle.Smith@zebra.com		Verizon	Android	Activation Code	Yes

Open the saved .CSV file in Notepad and remove any extra spaces before or after each entry.

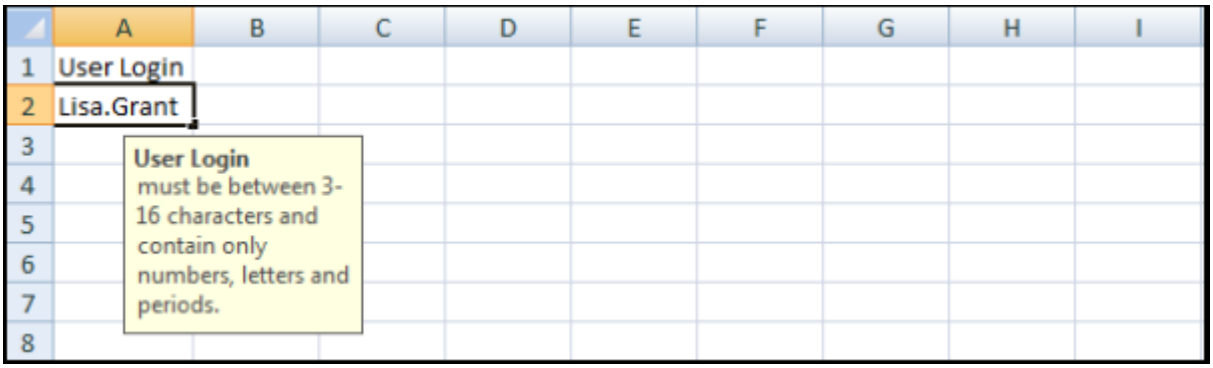
In the portal select the Bulk Add Users button and navigate to the .CSV file. If any errors are found in the file, a pop-up window appears. Make any required corrections and attempt to upload the file again.

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.

Figure 28 Bulk Activate Users Template



Save the file as a .CSV file.

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.

Figure 29 Bulk Add Contacts Template

	A	B	C	D	E	F	G
1	Owner User Login	Contact User Login					
2							
3							
4							
5							
6							

Save the information as a .CSV file.

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 delete contacts from an Excel (.CSV) sheet.

On the **Users** tab, select **Bulk Delete Contacts Template** to download the 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 contact being deleted.

Figure 30 Bulk Delete Contacts Template

	A	B	C	D	E	F	G
1	Owner User Login	Contact User Login					
2							
3							
4							
5							
6							

Save the information as a CSV file.

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

Managing Groups

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.

Access the Groups Tab

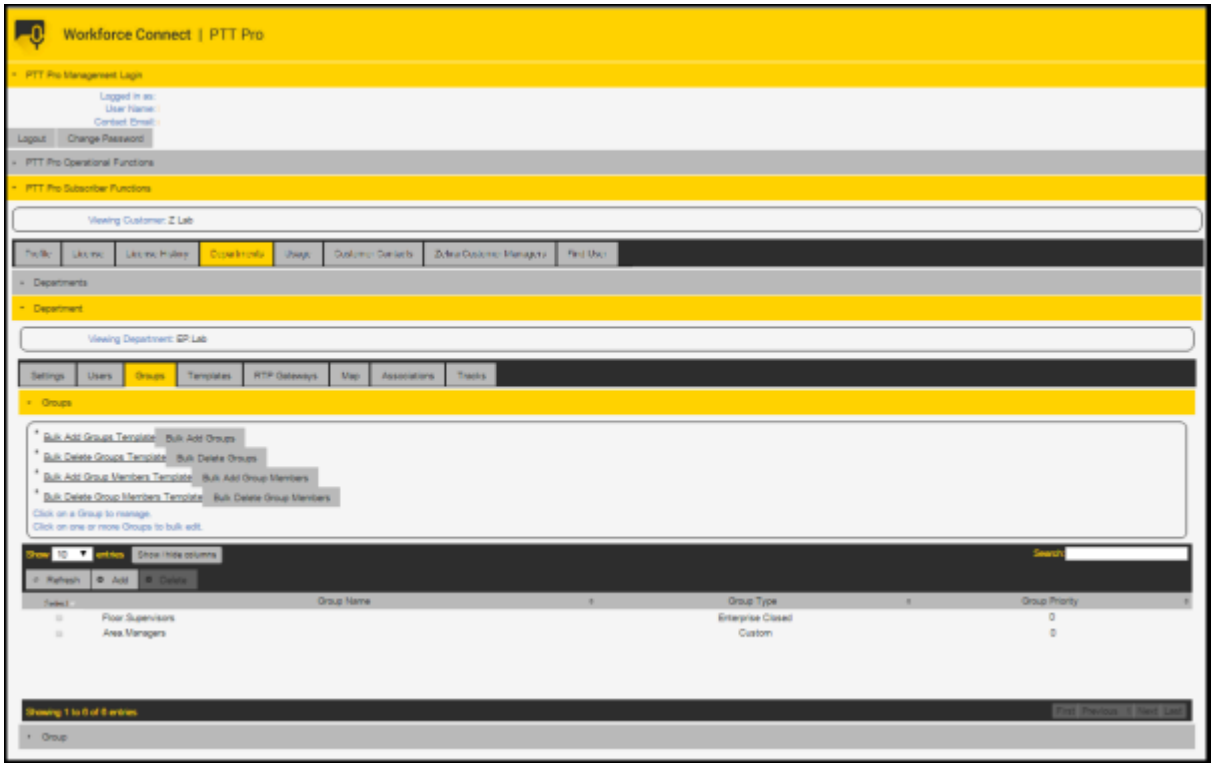
The Groups tab allows you to view all groups. The Group table shows the Group Name, Group Type and the Group Priority. Use this tab to create, delete, or modify individual group settings, including adding or removing group members.

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.

   A list of groups display.

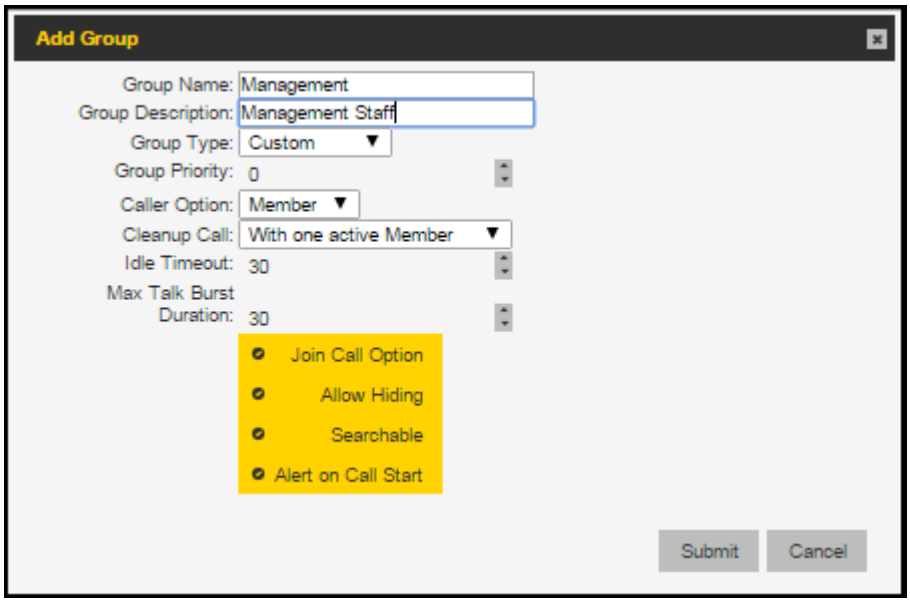
   Figure 31 Groups Tab



Create a Group

Create a group from the **Group** tab using the **Add** button above the group list.

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



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 best fits your situation and leave all other options as their default.

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.

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.

Join Call Option
The Join Call button 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.

3. Select **Submit** to save the changes.

Group Type Defaults

The default configuration for each PTT Pro group type.

Table 11 Group Type Defaults

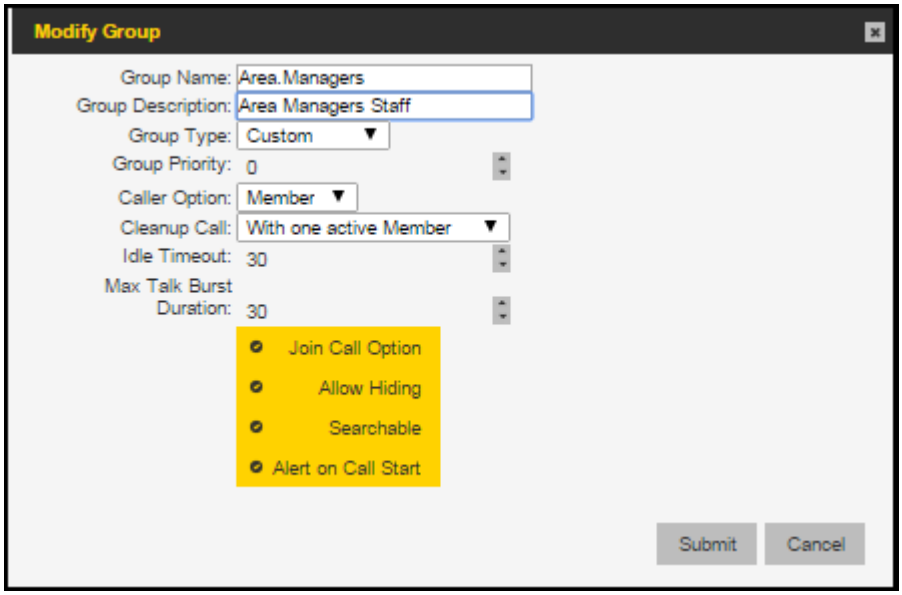
Options	Open	Closed	Dispatch	Unicast	Surveillance
Caller Option	Member	Member	Member	Member	Member
Cleanup Call	With one active member	With one active member	With one active member	Without initiator	With zero active members
Idle Timeout	30	30	30	30	30
Max Talk Burst Duration	30	30	30	30	30
Join Call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

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**.



3. Make the required changes and select **Submit** to save the changes.

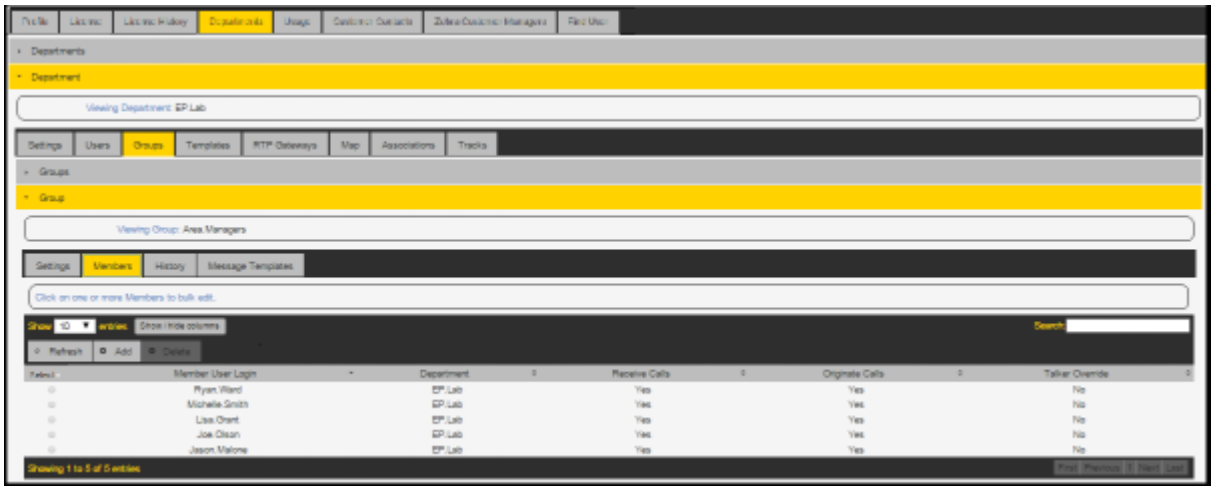
   See Create a Group for information on the available options.

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).



2. To remove one or more members:

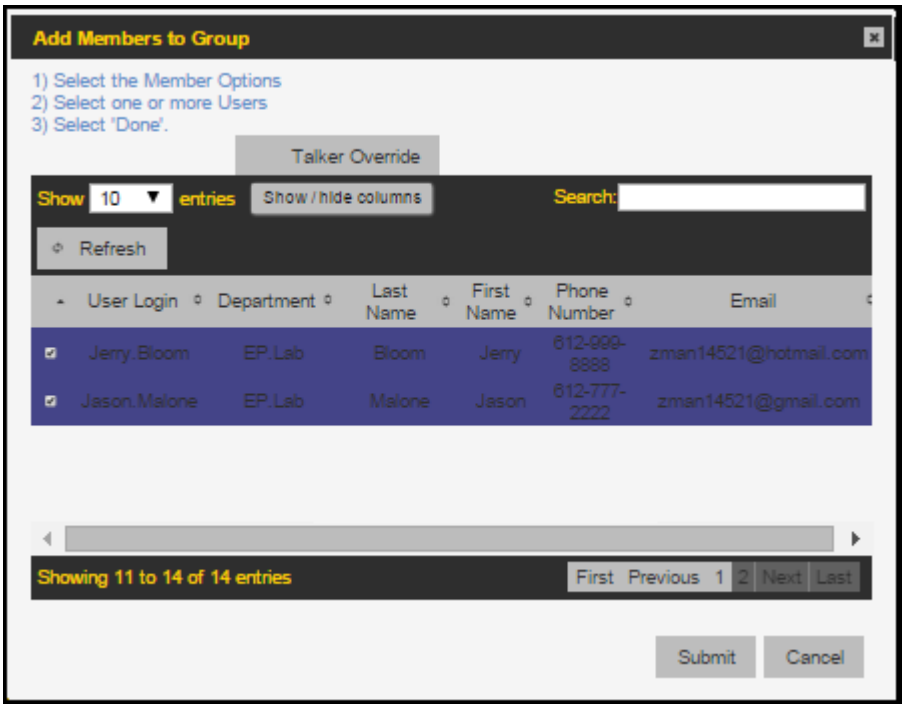
   a) Select the checkbox next to each user.

   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.



   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.

   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 re-add the member to the group.

Assign a Message Template to a Group

Assigning a 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 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.

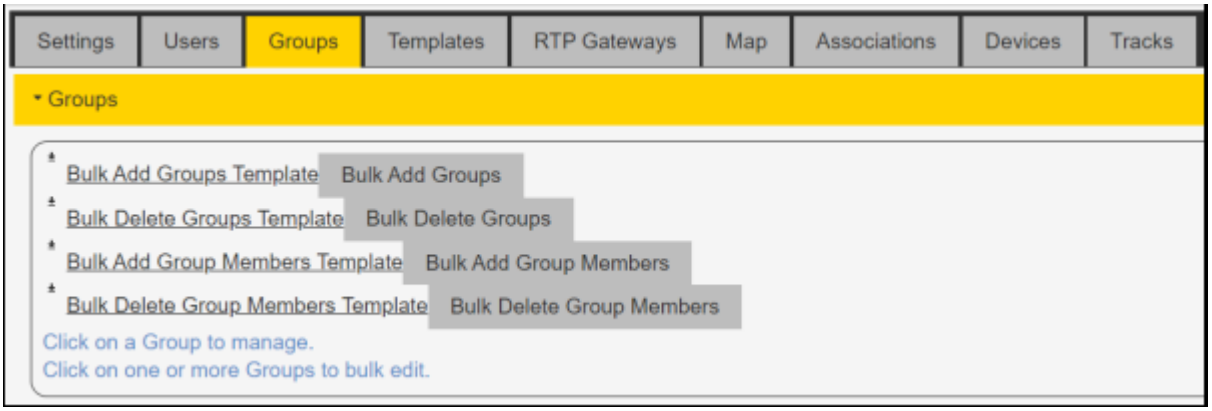
4. Repeat steps 1 - 3 for each group you want to assign a message template.

Bulk Group Template Options

Templates enable you to add groups, delete groups, add group members, and delete group members with data in a Comma Separated Values (CSV) sheet.

Group templates are accessed from the **Groups** tab.

Figure 32 Bulk Group Templates

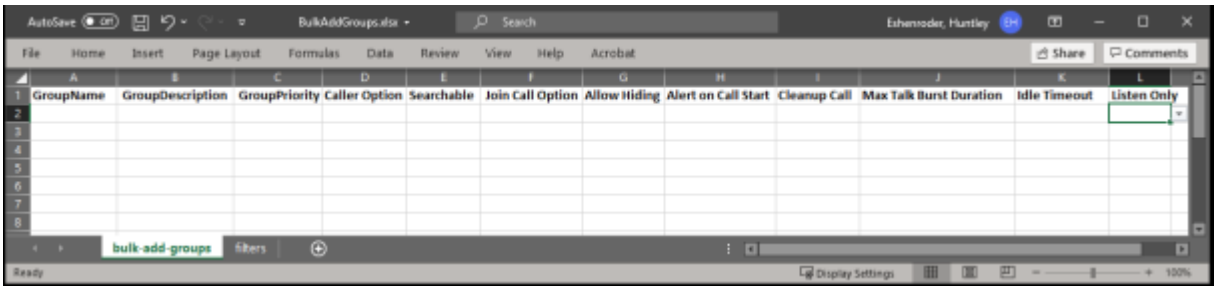


Bulk Add Groups

The Bulk Add Groups feature allows you to batch load groups from an Excel (.CSV) sheet. On the **Groups** tab, select **Bulk Add GroupsTemplate** to download the template.

The template is in Excel format.

Figure 33 Bulk Add Groups Template



The template includes the following fields:

GroupName
The name displays in the portal and on the group member devices. (Required)

Group Description
The description displays on the group settings tab. (Optional)

Group Priority
Select value from the drop-down menu. Higher priority groups can interrupt other ongoing PTT calls and pull in members. (Required)

Caller Option
Select Member or Anyone from the drop-down menu. (Required)

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

Join Call Options
Select Yes or No from the drop-down menu. (Required)

Allow Hiding
Select Yes or No from the drop-down menu. (Required)

Alert on Call Start
Select Yes or No from the drop-down menu. (Required)

Cleanup Call
Choose Without Initiator, With one Active Member, or Zero Active Members from the drop-down menu. Determines conditions for PTT call to end. (Required)

Max Talk Burst Duration
Enter the number of seconds between 30 and 600 for the maximum voice burst time. (Required)

Idle Timeout
Enter the number of seconds between 5 and 36000 seconds. (Required

Listen Only
Select Yes or No from the drop-down menu. Allows members to be created with Listen Only permissions. (Required)

Save this information as a Comma Separated Value (.CSV) file.

In the portal select the **Bulk Add Groups** 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.

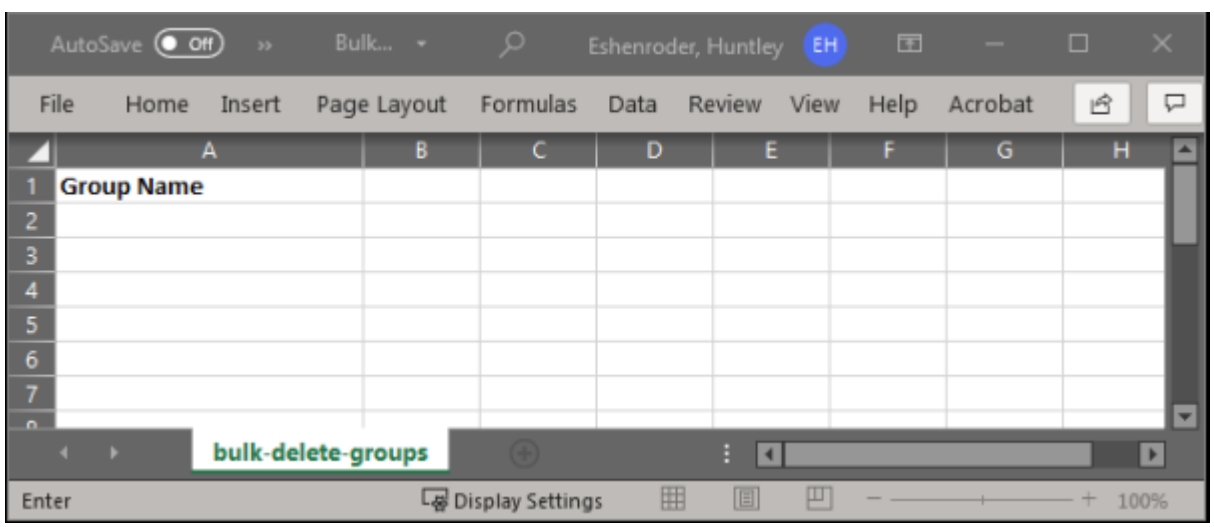
Bulk Delete Groups

The Bulk Delete Group feature allows you to batch delete groups using an Excel (.CSV) sheet.

On the **Groups** tab, select **Bulk Delete GroupsTemplate** to download the template.

In the template, populate the **Group Name** column with the group names to be deleted.

Figure 34 Bulk Delete Groups Template



Save the information as a CSV file.

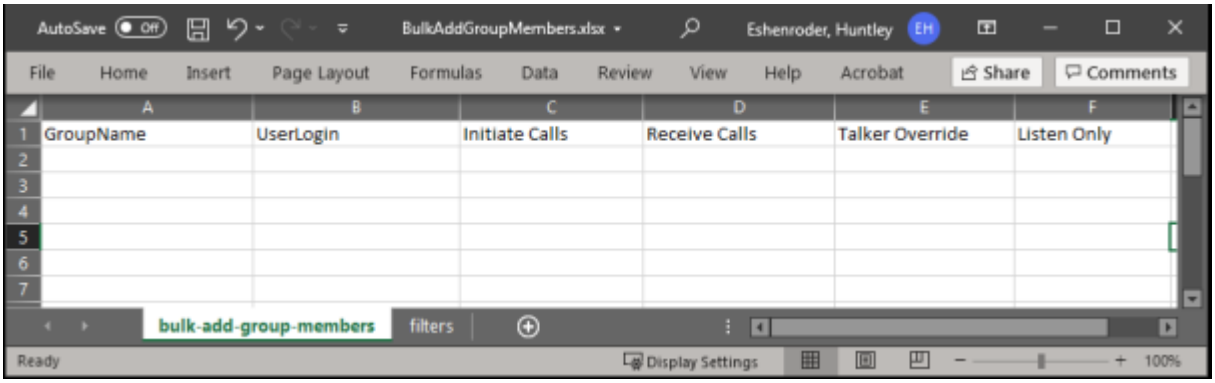
In the portal select the **Bulk Delete Groups** button to upload the .CSV file.

Bulk Add Group Members

The Bulk Add Group Members feature allows you to batch add users to a group using an Excel (.CSV) sheet.

On the **Groups** tab, select **Bulk Add Group Members Template** to download the template.

Figure 35 Bulk Add Group Members Template



The template includes the following fields. All fields are mandatory.

GroupName
Enter the name of the group to which the contact is to be added.

UserLogin
Enter the user login for the user to be added.

Initiate Calls
Select Yes or No from the drop-down menu.

Receive Calls
Select Yes or No from the drop-down menu.

Talker Override
Select Yes or No from the drop-down menu.

Listen Only
Enter Yes or No.

Save the template as a .CSV file.

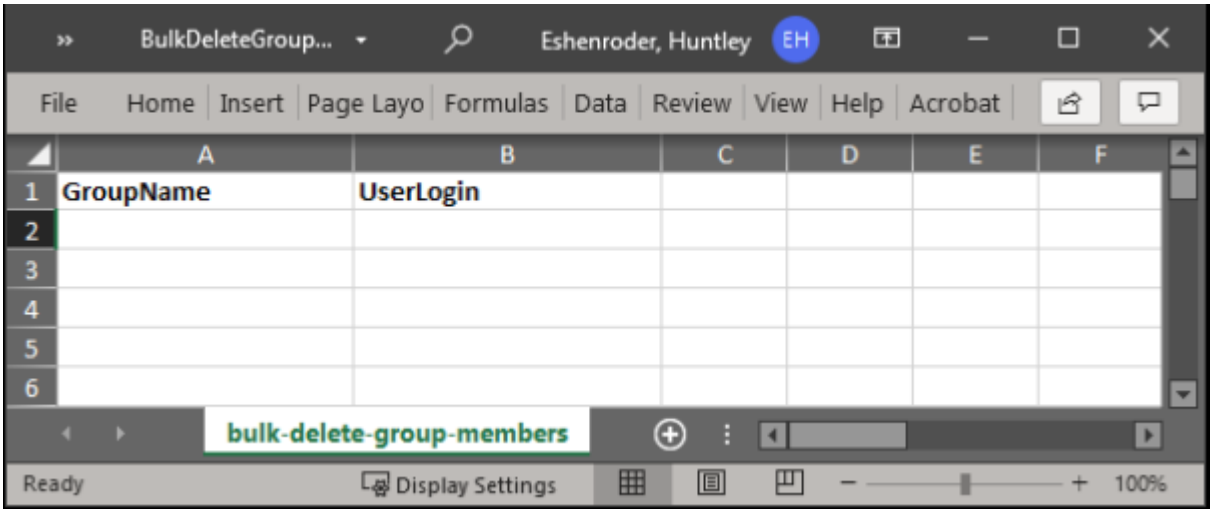
In the portal select the **Bulk Add Group Members** button to upload the .CSV file.

Bulk Delete Group Members

The Bulk Delete Group Members feature allows you to batch delete members from a group using an Excel (.CSV) sheet. On the **Groups** tab, select **Bulk Delete Group Members Template** to download the template.

In the template, populate the **GroupName** column with the name of the group the member is to be removed from and the **User Login** with the login for the member to be removed.

Figure 36 Bulk Delete Group Members Template



Save the template as a .CSV file.

In the portal select the **Bulk Delete Group Members** button to upload the .CSV file.

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 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 37 Customer Level Templates

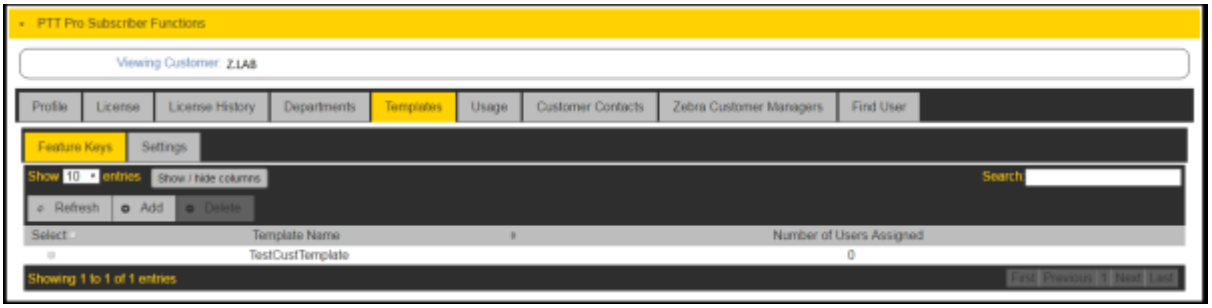
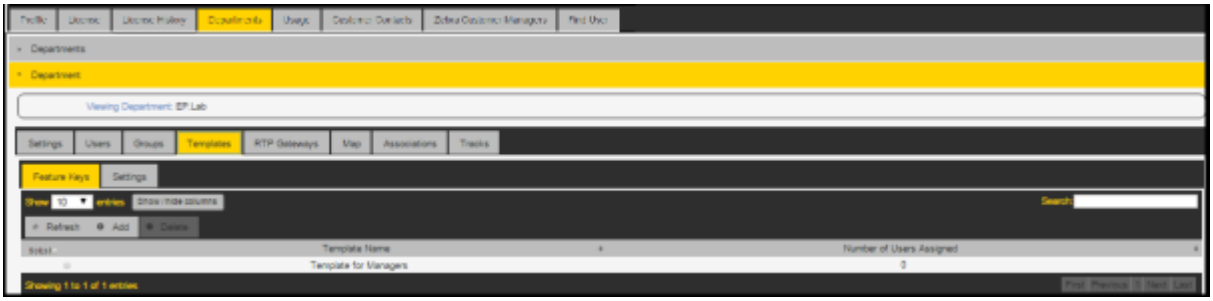


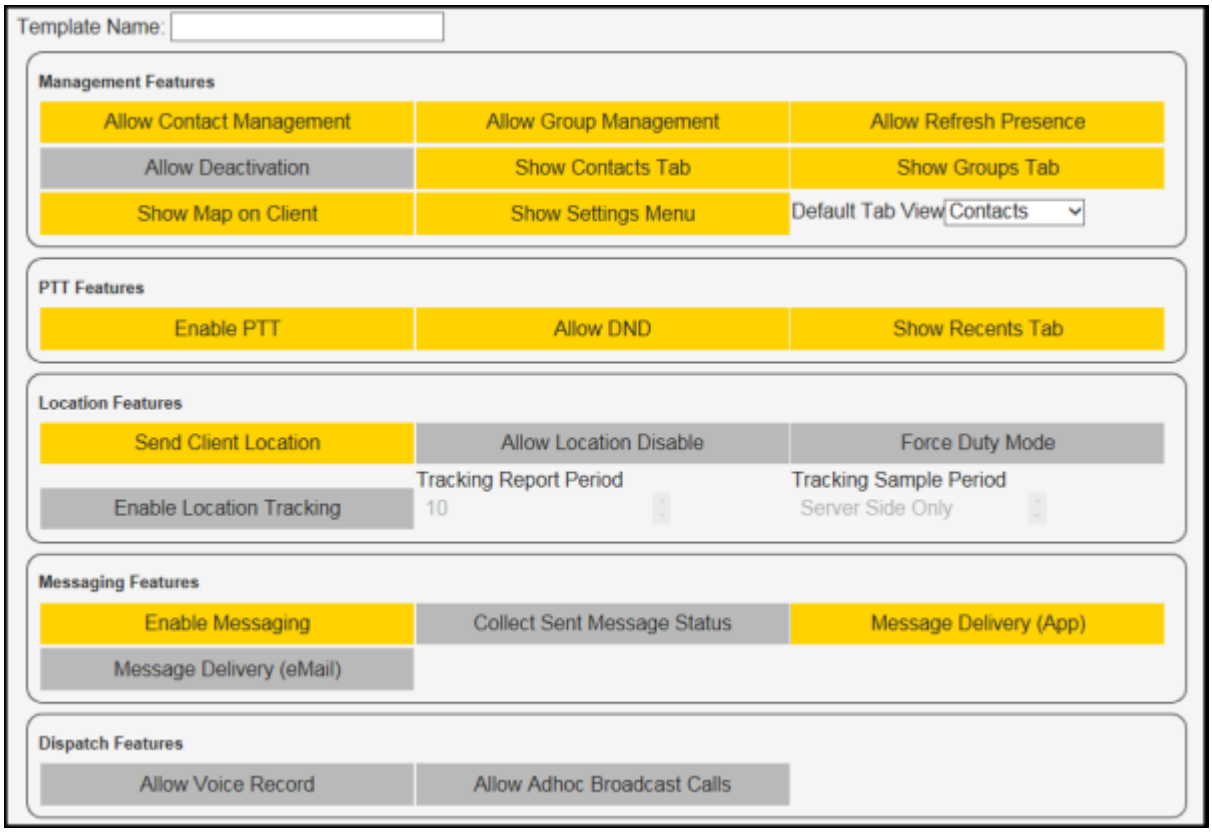
Figure 38 Department Level Templates



Create a Template

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

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



2. Enter a **Template Name**.
3. Adjust the feature keys and select **Submit**.

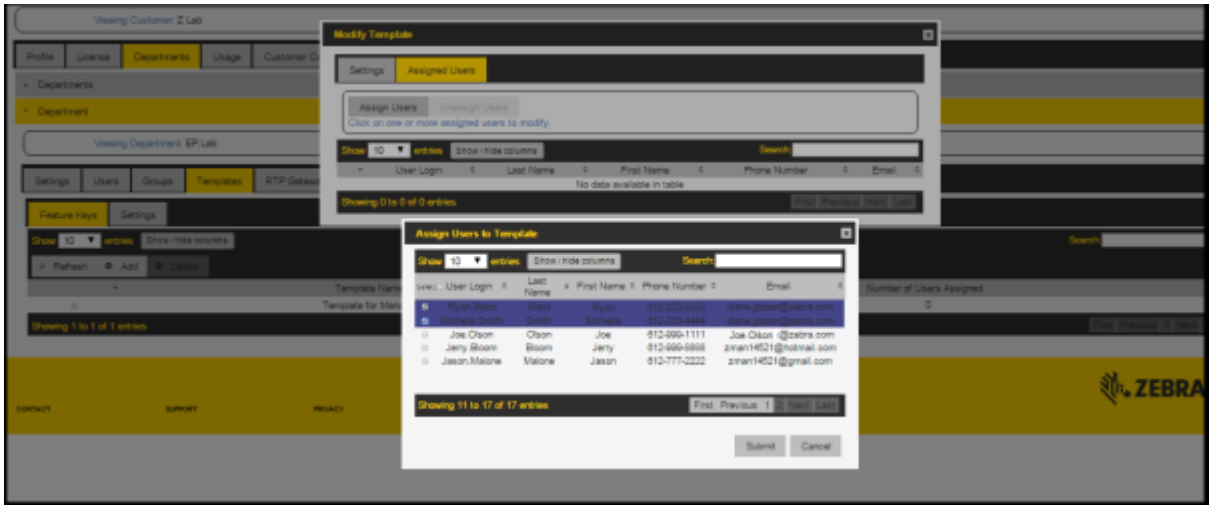
   See Edit Feature Keys and Edit Client Settings on setting descriptions.

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.

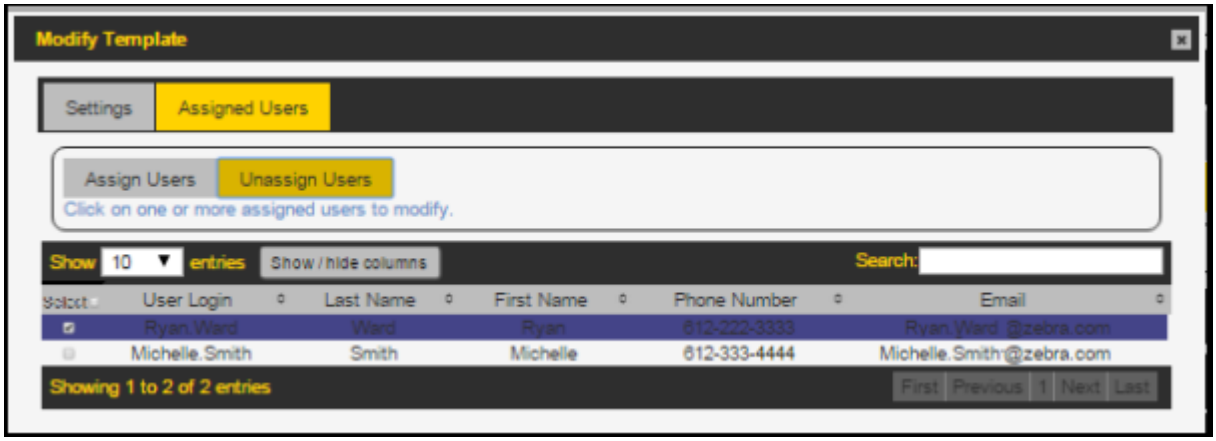


3. Select the check box next to the user(s) to assign.
4. Select **Done**.

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.

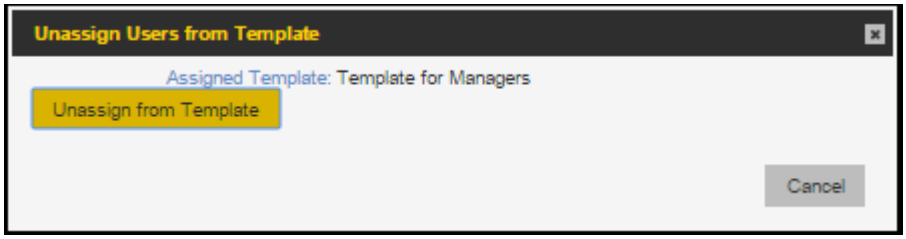


2. Select the check box next to the user(s) to remove, and then select the **Unassign Users** button.
3. Select **OK** on the pop-up confirmation message that appears.

Modify Users Assigned to a Template

When editing the feature keys or client settings for a user assigned to a template, the **Assigned Users** tab lists the users currently assigned to the 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 Group Message Template

A 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 message templates on the server for specific groups using the Workforce Connect PTT Pro Management Portal. Since this feature is enabled by the administrator, it may not be seen or available to the user.

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.

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

You can then send a text message to all members of a group, using 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 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 alpha-numeric 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.

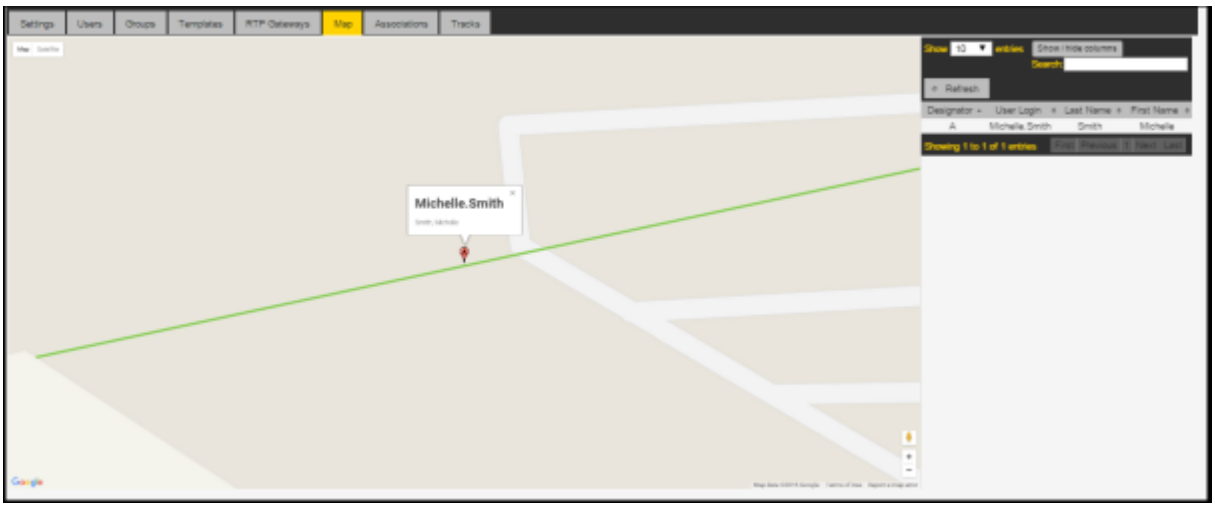
Map Tab

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.

Figure 39 Map Tab



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 40 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).

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 licence type displays the following information:

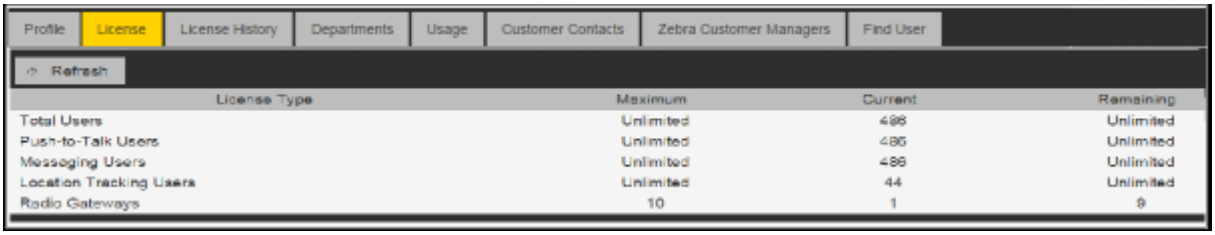
Maximum
The maximum users allowed for this license type.

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.

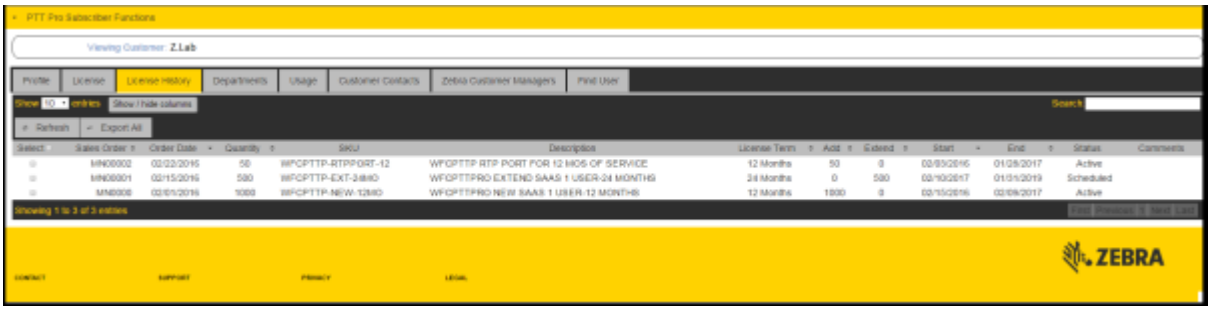
Figure 41 License Tab



License History Tab

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

Figure 42 License History Tab



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.

Figure 43 Usage Graphs

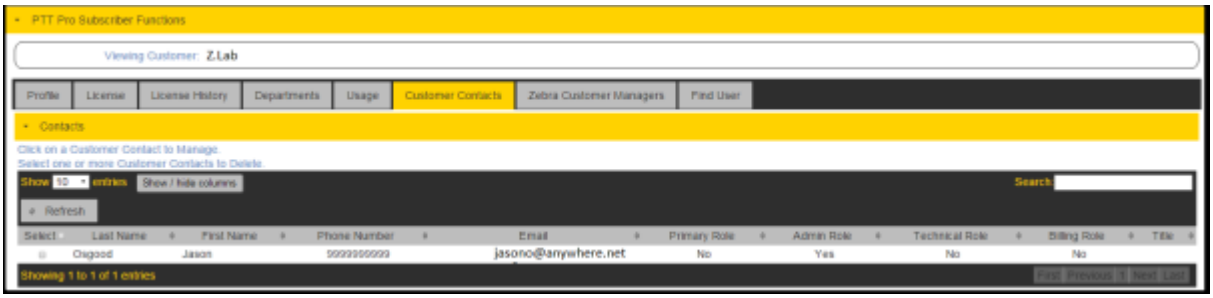
The three graphs show:

- 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 44 Customer Contacts Tab



For each contact there are roles that 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 45 Zebra Customer Managers Tab

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 UI, the possible causes are:

- 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 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?

A list of call history codes and their meaning.

Table 12 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 12 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.

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