PTT Pro Management Portal

Version 4.13.0.43

Workcloud Communication

ZEBRA

Customer Administrator Guide

MN-002777-08EN Rev A

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Contents

About This Guide

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

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

Chapter Descriptions

This guide includes the following chapters:

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

Notational Conventions

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

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

Related Documents

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

Service Information

If you have a problem with your equipment, contact Zebra Global Customer Support for your region. Contact information is available at: 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
MN-002777-01 Rev A	April 2016	Initial release.
MN-002777-02 Rev A	February 2017	Update to support 2.0.9.8
MN-002777-03 Rev A	May 2017	Update to support 2.0.9.11
MN-002777-04 Rev A	November 2019	Updated troubleshooting information about Google Maps not displaying
MN-002777-05 Rev A	July 2022	Added bulk group information
MN-002777-06EN Rev A	April 2024	Updated to support 4.12.12.24 and changed bulk data upload process.
MN-002777-07EN Rev A	July 2024	Updated to support 4.13.0.43 and changed for group blocking in messaging features and call idle timeout.
MN-002777-08EN Rev A	December 2024	Updated Client Settings Integration, Speaker, and Notification tabs.

Getting Started

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

Use the Management Portal to:

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

Log In to the Management Portal

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

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

Log In via Email Credentials

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

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

Navigating the Management Portal

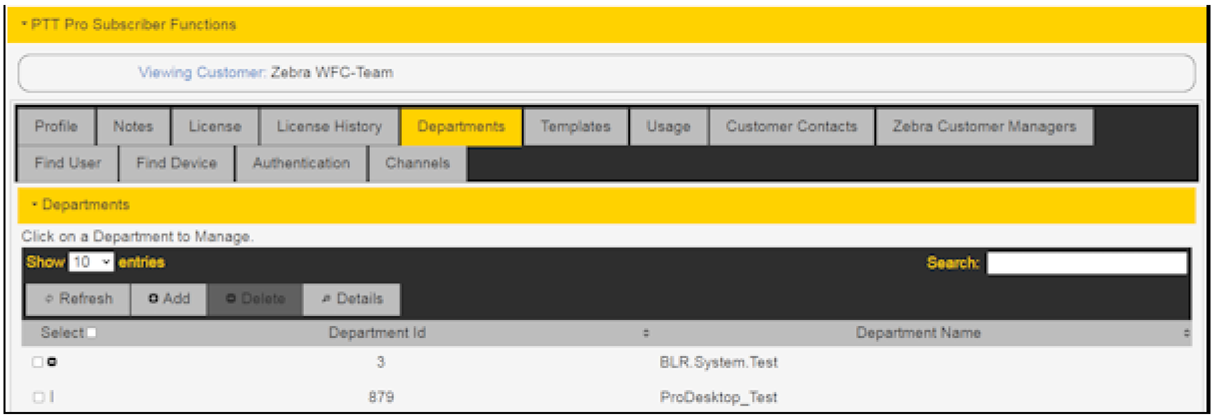
After initially logging in, a view of the Enterprise details displays. Select tabs to move between different functional areas in the portal. An enterprise is made up of departments, each containing users and groups that you can view and modify. A **Show** quantity box in each section offers drop-down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

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

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

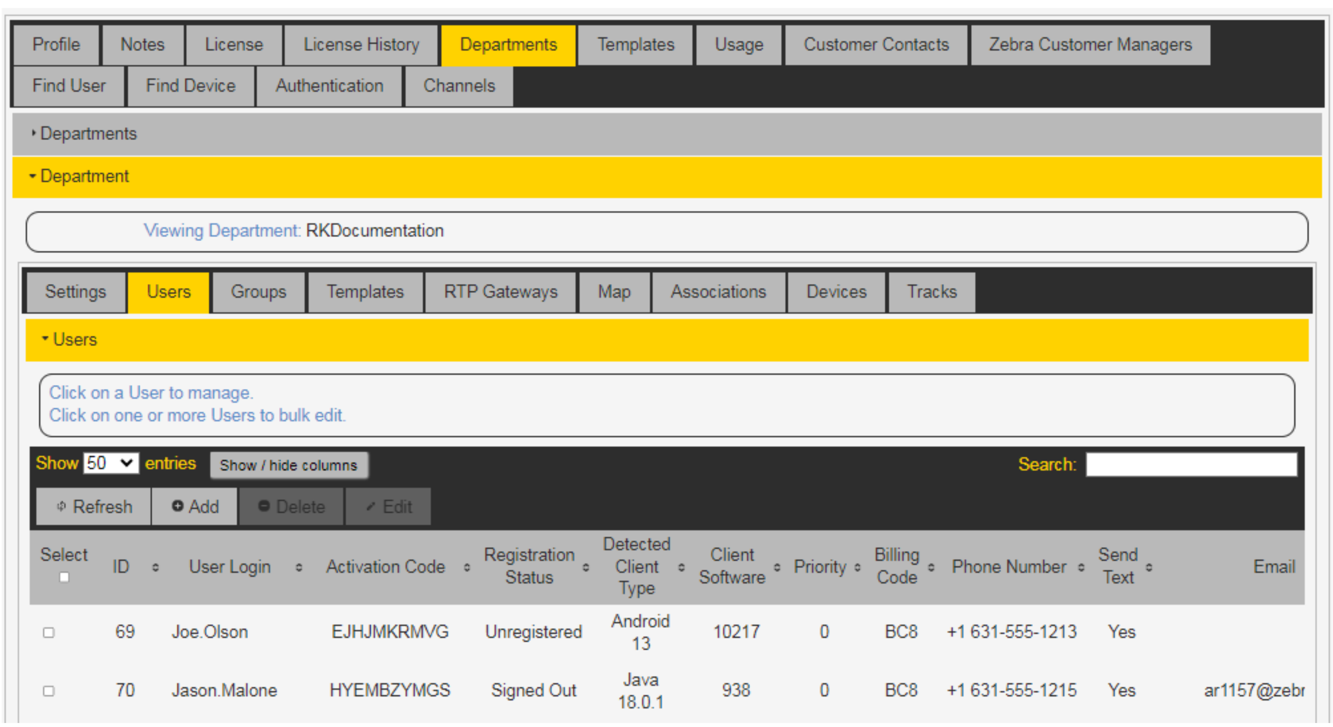
When you initially log in, verify that the Departments tab is selected. Click the line with your department name.

Figure 1 Departments Tab



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

Figure 2 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.

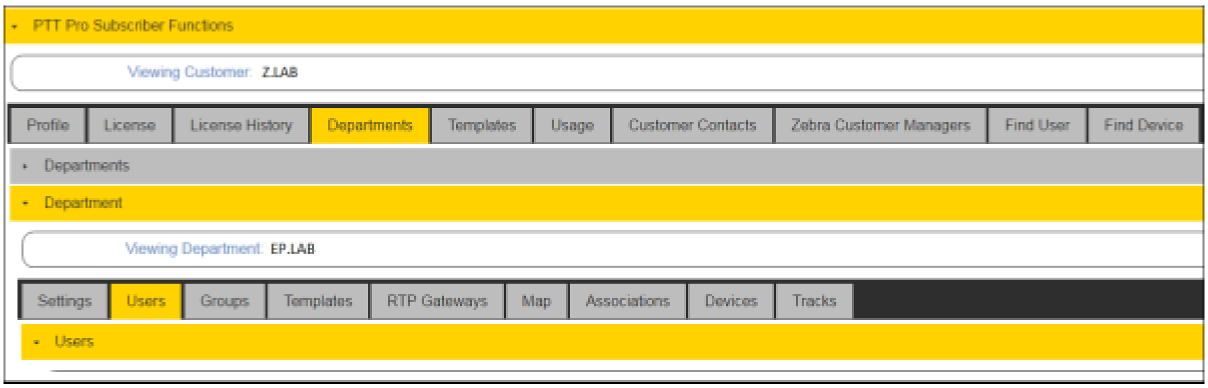
Management Portal User Interface

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

- Subscriber Functions Level
- Department Functions Level

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

Figure 3 Management Portal User Interface Function Levels

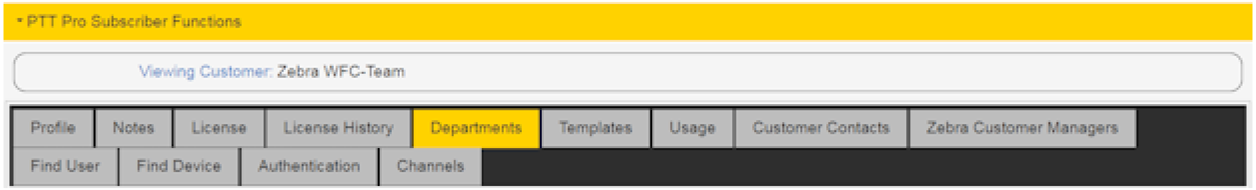


Subscriber Functions Level

The Subscriber level includes the tabs and functions listed below.

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

Figure 4 Subscriber Functions Level

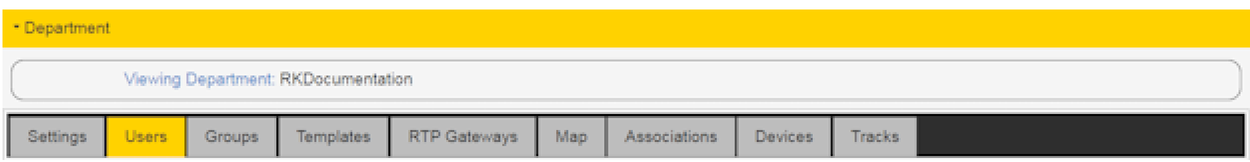


Department Functions Level

The Department Functions level includes the following tabs and functions.

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

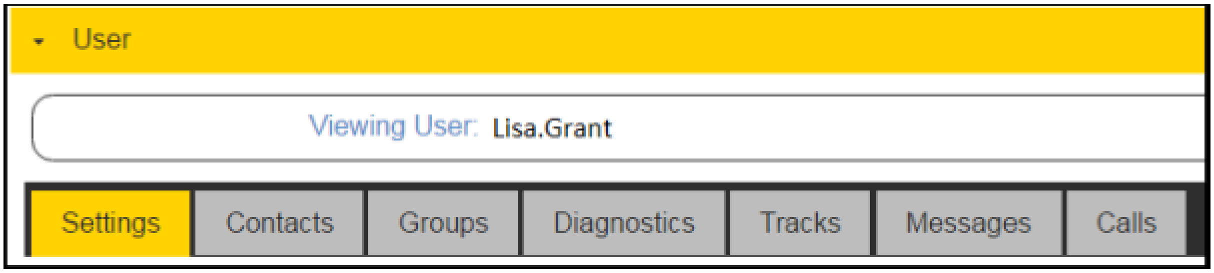
Figure 5 Department Functions Level



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

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

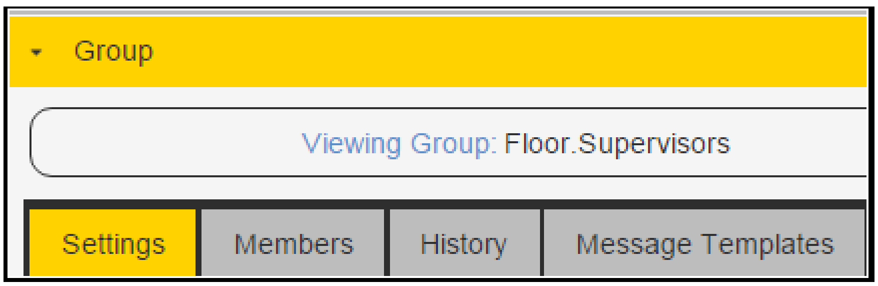
Figure 6 User Functions



After selecting a specific group, the following tabs display:

- Settings
- Members
- History
- Message Templates

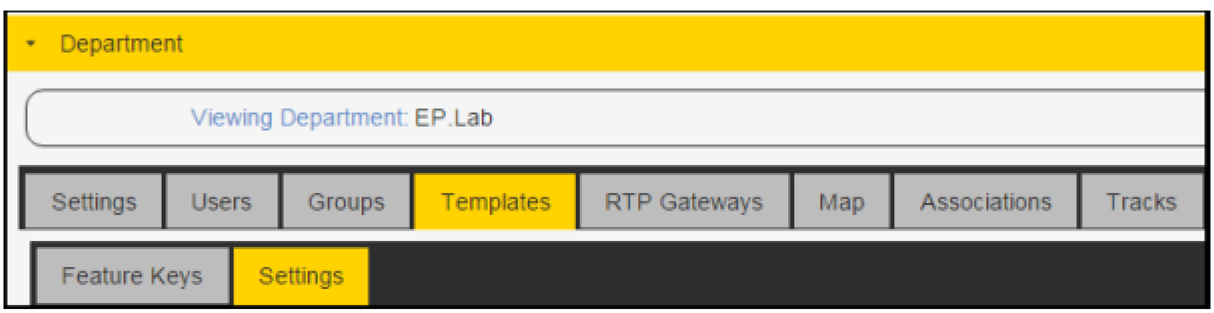
Figure 7 Group Functions



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

- Feature Keys
- Settings

Figure 8 Template Functions



Managing Departments

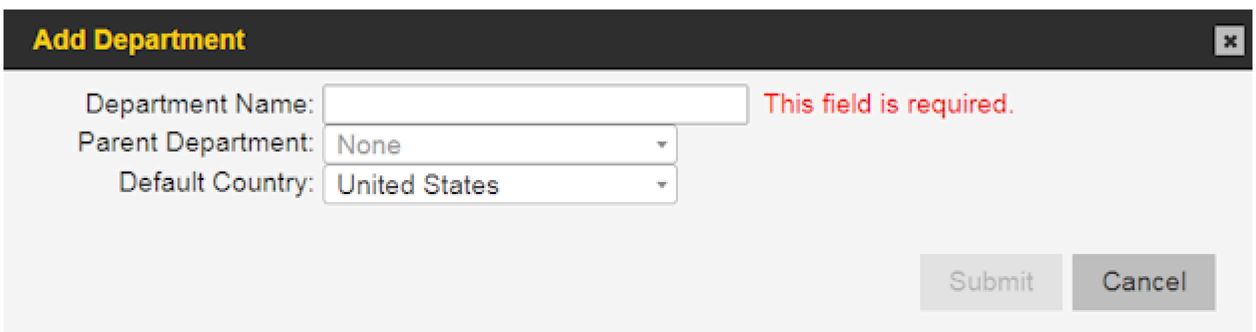
A department is a logical container, used for easily bundling users in a Talk Group. In many organizations, the department users likely have similar job functions and need to communicate with each other frequently. There is the ability to Associate a Department with another for expanding the potential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

Add a Department

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

To add multiple departments, refer to Bulk Add Departments.

1. Click **Add**.



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

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

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

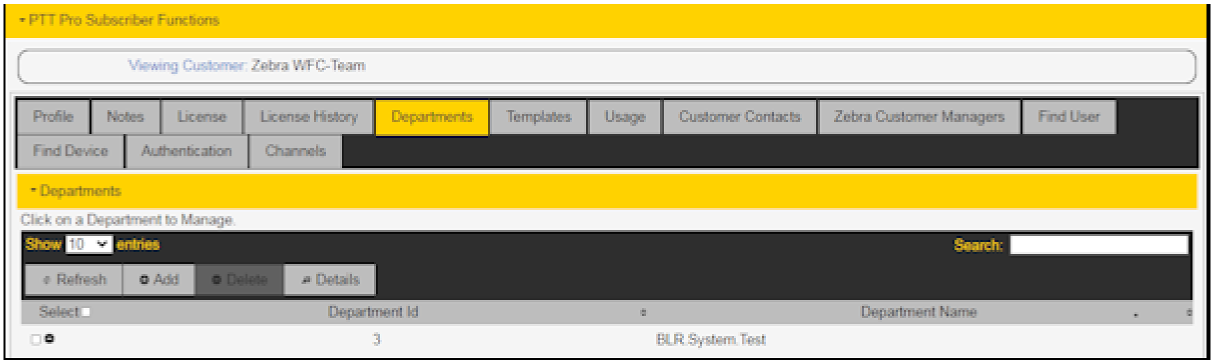
   Default Country
   Select the default country for this department. This allows for the correct formatting of international phone numbers.

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

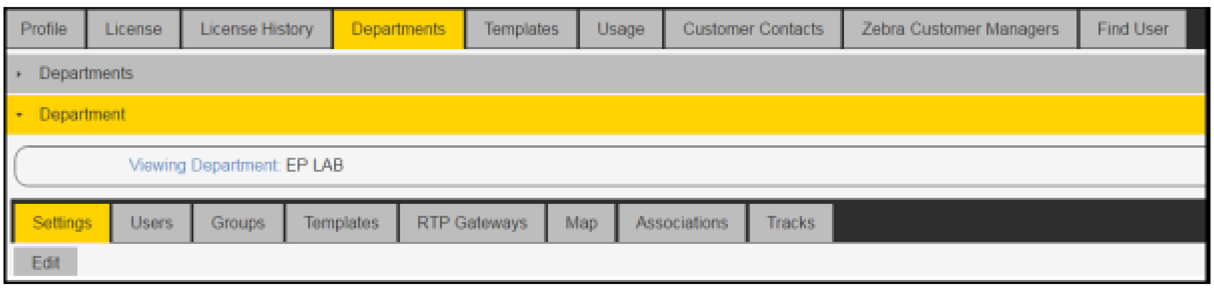
Edit a Department

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

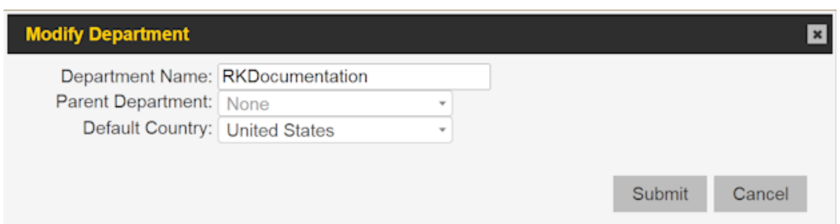
1. Click on the department name from the **Departments** tab.



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



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

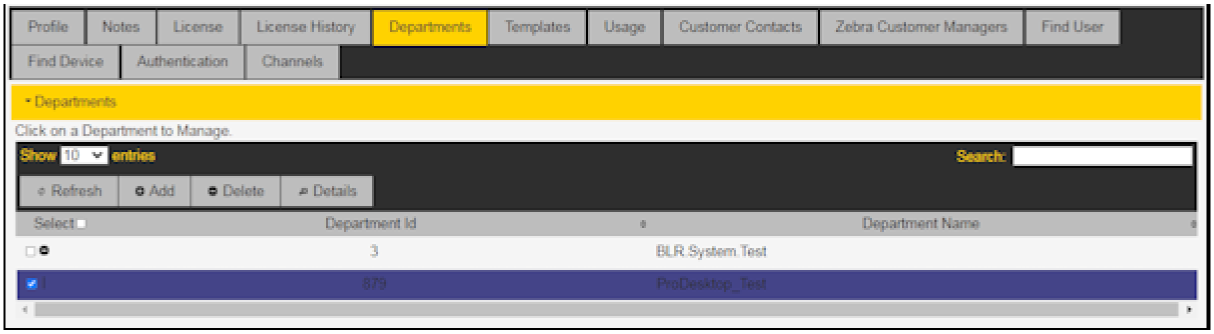


Delete a Department

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

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

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



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

Managing Devices

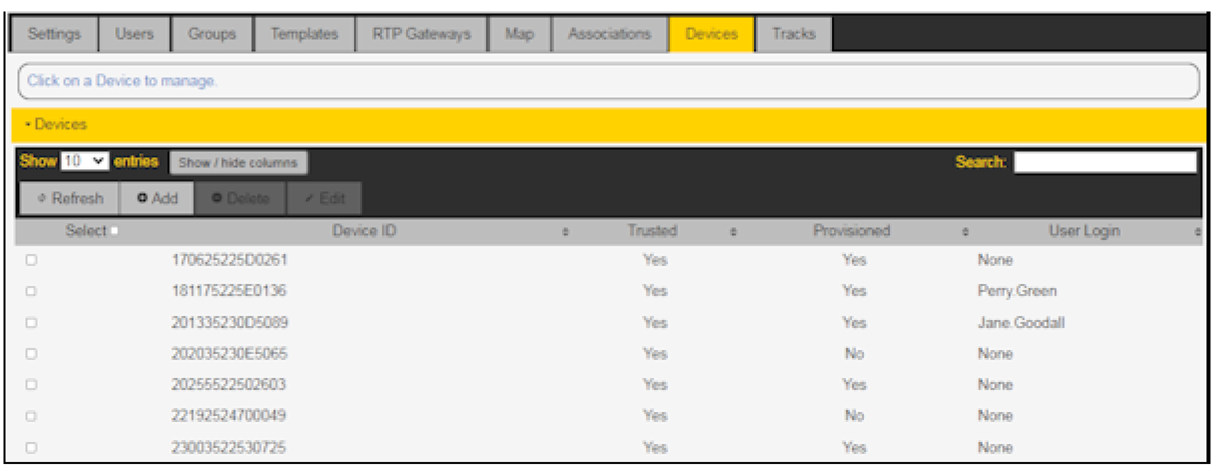
You can use Active Directory or OAuth authentication to facilitate multiple users sharing a single licensed device. Instead of activation codes, add the device's serial numbers to the Devices tab. Each user signs in using their Active Directory or OAuth user name. Devices at the department level can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

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

View Devices in a Department

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

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



Add a Device to a Department

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

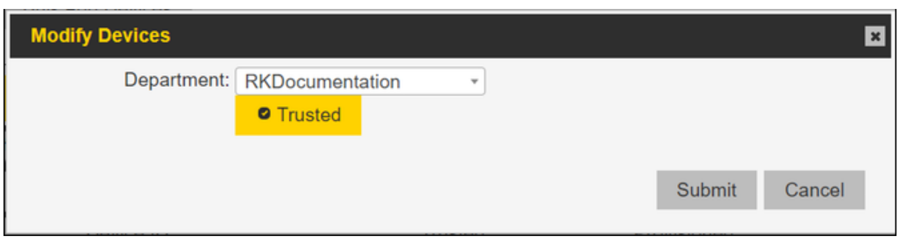
1. Click **Add** at the top of the list of **Devices** to display **Add Devices**.

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

Modify a Device

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

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



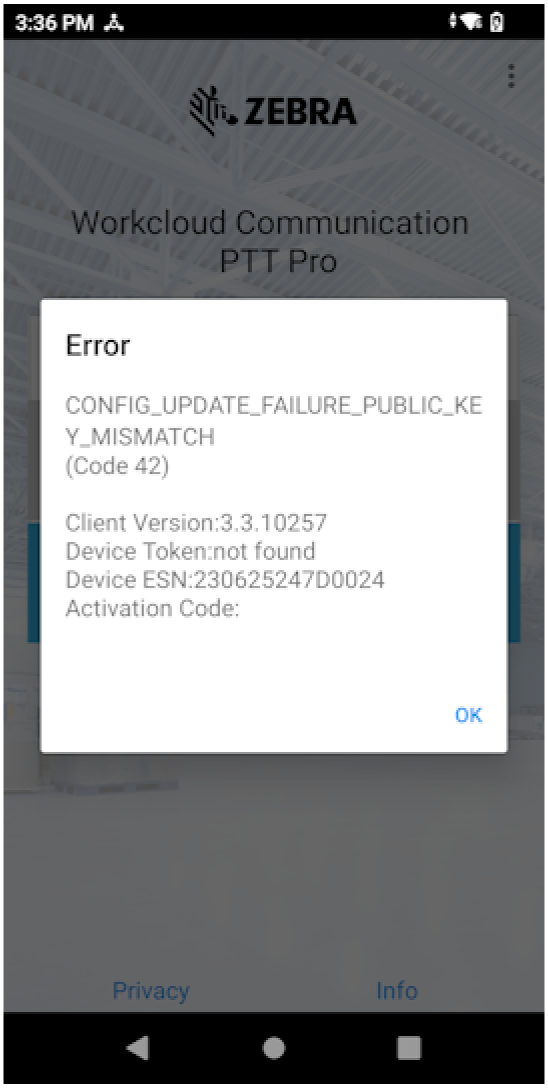
3. Select a new department from the **Department** drop-down.
4. Click **Submit**.

Clear Public Key

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

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

Figure 9 Public Key Mismatch Error



1. Click the device with the public key that needs to be reset.

   Use the Search bar to find the device by ESN.

2. Click **Clear Public Key** in the **Device** screen.
3. Click **OK** in the **Confirm Action** dialog.

Managing Users

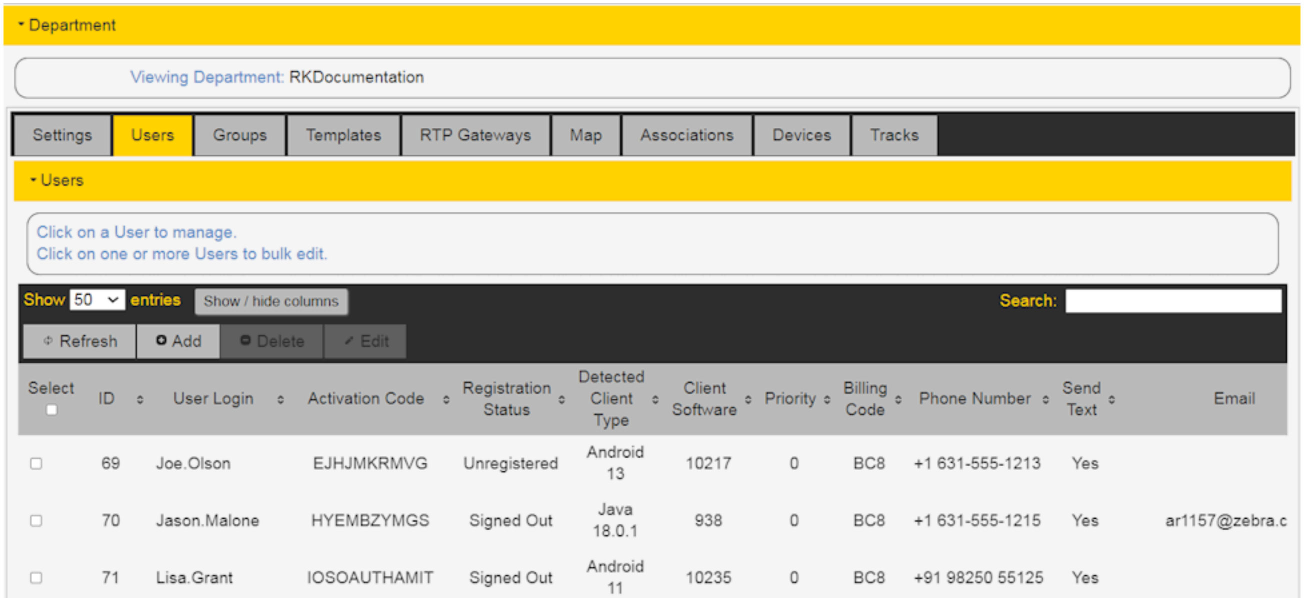
After a Customer and Department have been created, various functions are available. Most commonly are Users and Groups configured for each department. Each department can have different User and Group definitions allowing the administrator to customize the operation suitable to the needs of the users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

View Enterprise Users

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

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

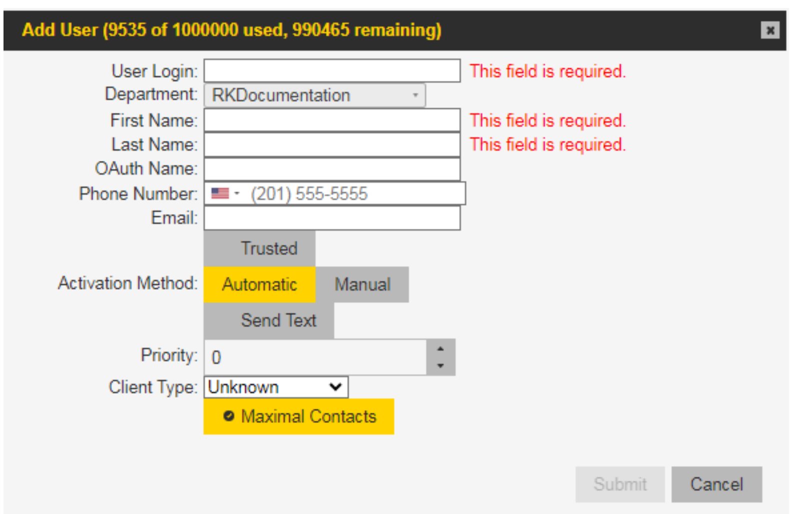
5. In the Department section, select the **Users** tab to display the list of users.



Add a User to a Department

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

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



2. Enter the following details for the user.

User Login

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

Department

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

First Name

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

Last Name

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

Phone Number

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

Email Address

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

Trusted

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

Activation Code

Define an activation code in one of the following ways:

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

CAUTION: The activation code must not contain lowercase letters.

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

Priority

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

Client Type

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

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

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

Maximal Contacts

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

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

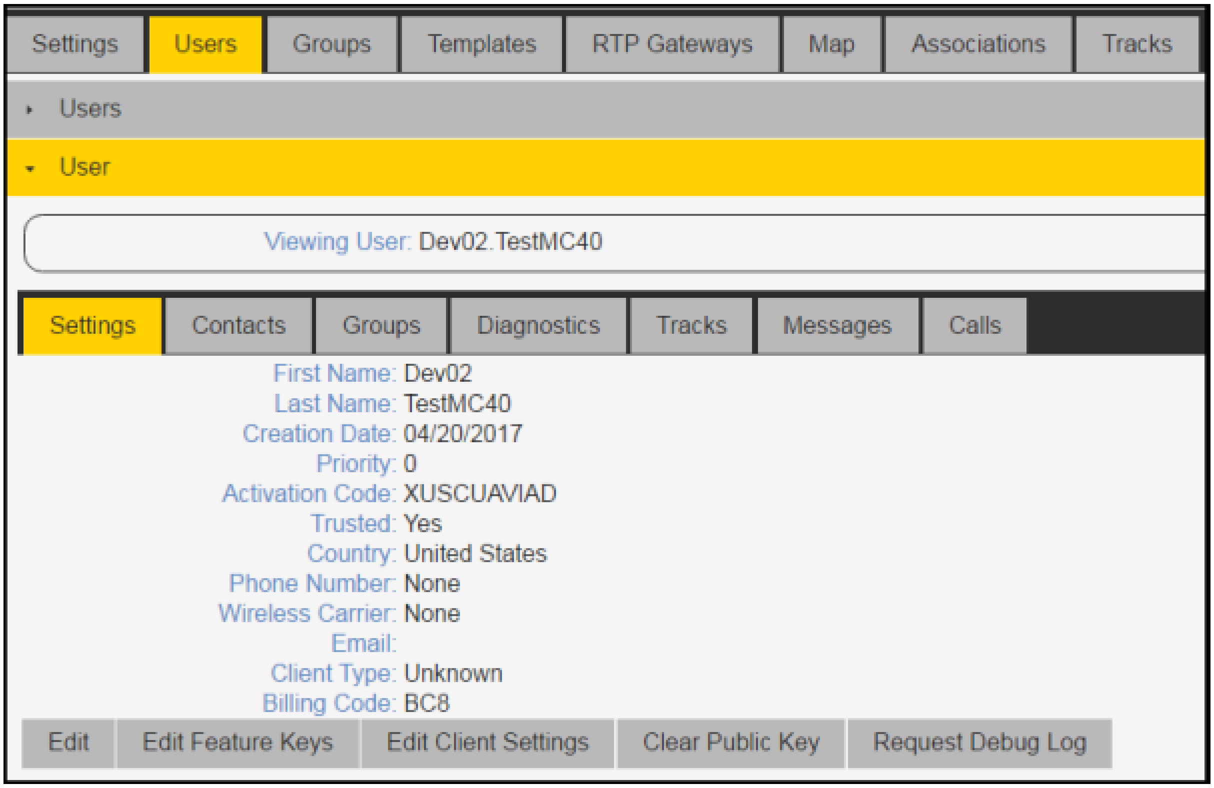
   When submitted, the user is immediately sent the email invitation. Thought should be given to the level of training and expectations the recipient will have when receiving that email. For example, an uninformed user may open the email and click the invitation link from their PC instead of the mobile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

View User Settings

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

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

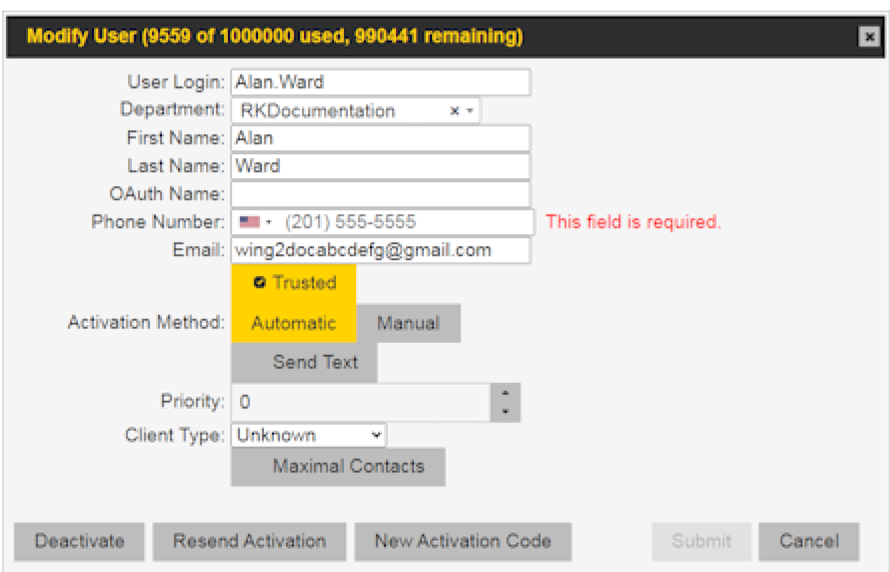
4. Select the **Settings** tab to view user editing options.



Edit a User

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

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

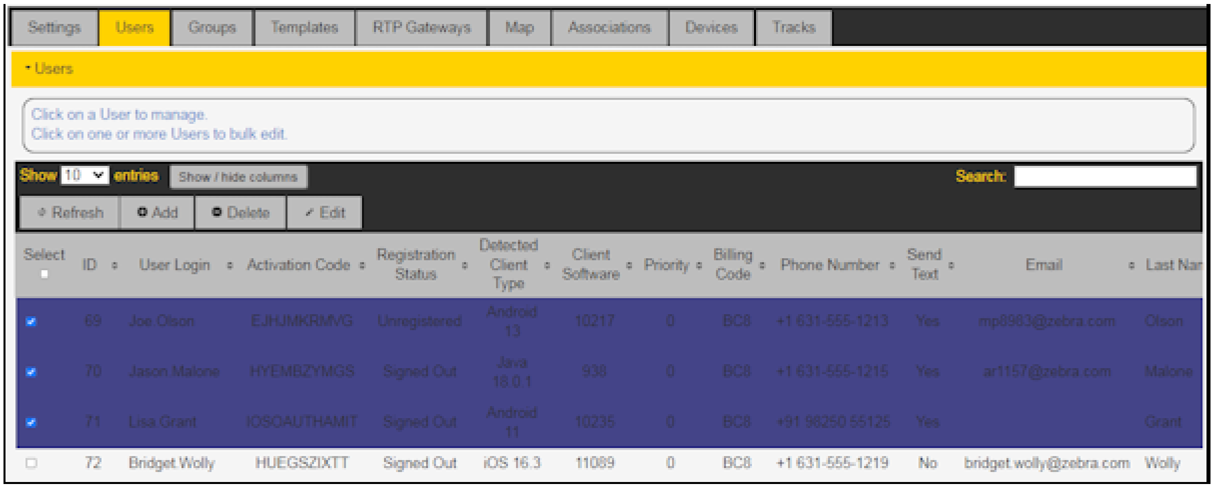


2. Make the required changes and click **Submit**, or select **Resend Activation** to resend an activation message to the user and save the changes.

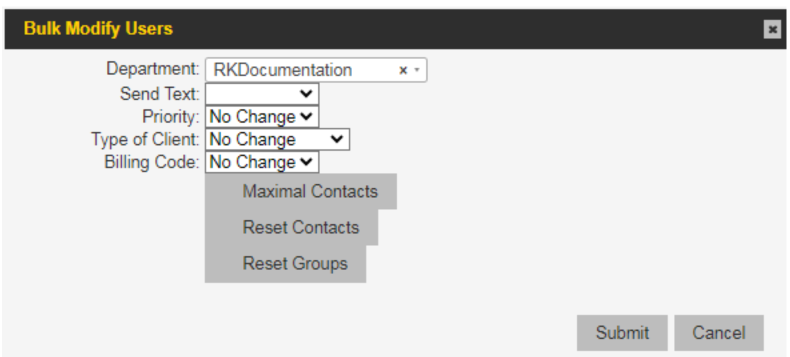
Edit Multiple Users

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

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



3. Select **Edit**.



4. Modify the fields as necessary.

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

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

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

   Type of Client
   Select the client type from the drop-down.

   Billing Code
   Select the billing code from the drop-down.

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

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

   Reset Groups
   This option removes the user from all groups.

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

Send a New Activation Code to a User

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

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

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

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

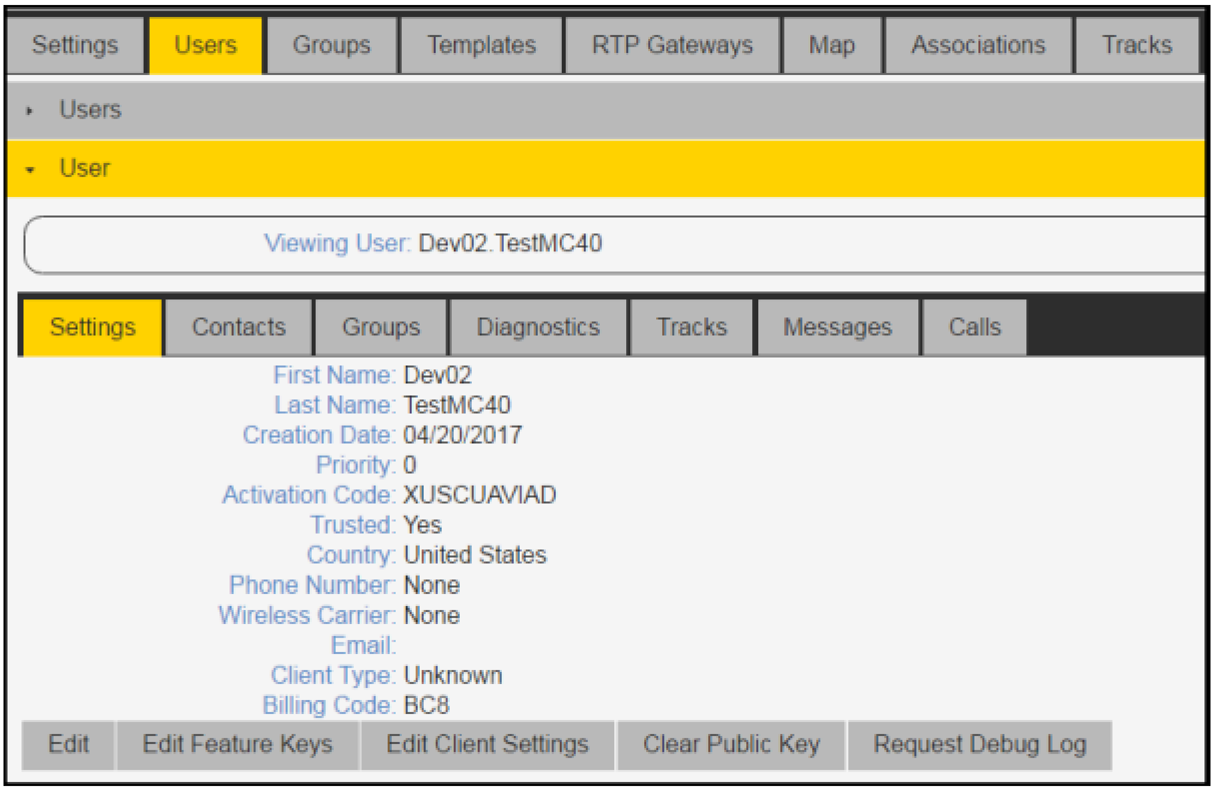
Edit Feature Keys

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

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

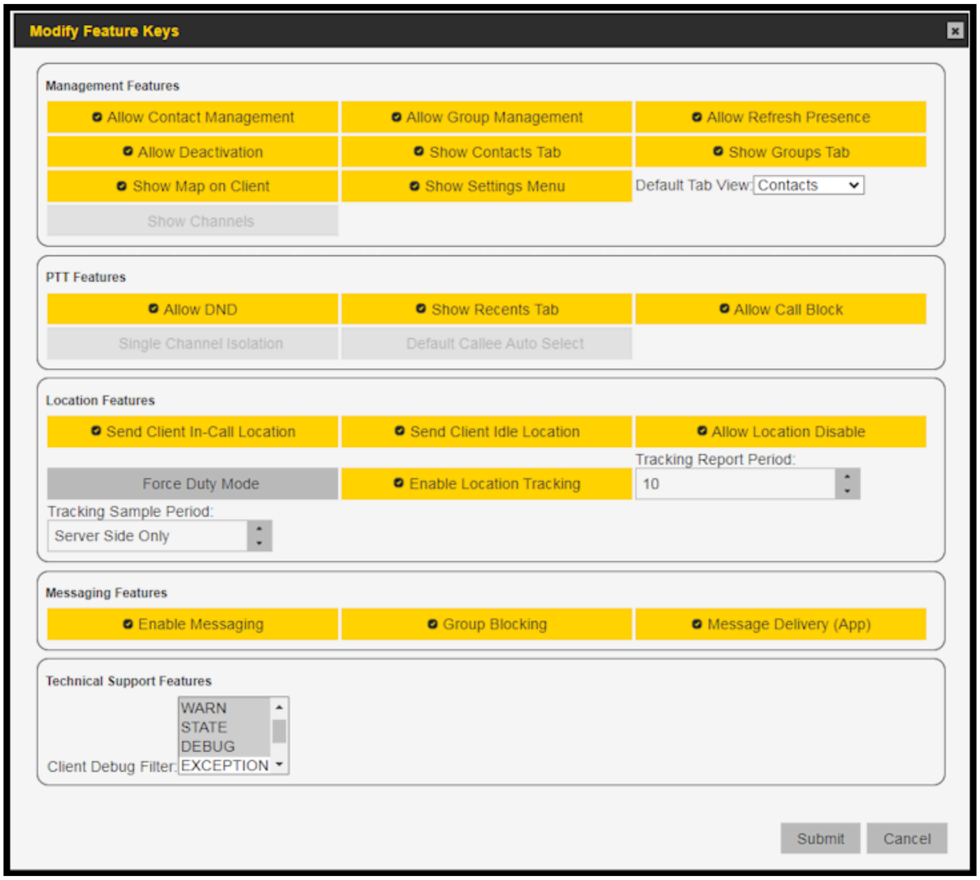
To change feature keys for a particular device, select the user name, then select the **Settings** tab.

Figure 10 Settings Tab



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

Figure 11 Modify Feature Keys Screen



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

Figure 12 Unassign User from Template

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

Feature Key Descriptions

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

Management

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

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

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

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

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

Show Groups Tab
Show the **Groups** tab on the device.

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

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

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

PTT Features

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

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

Allow Call Block
Not supported.

Single Channel Isolation
Not supported.

Default Callee Auto Select
Not supported.

Location Features

Send Client In-Call Location
Send periodic idle client location.

Send Client Idle Location
Send real-time in-call location.

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

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

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

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

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

Messaging Features

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

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

Message Delivery (App)
The system delivers messages via application.

Supported Feature Keys

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

Table 1 Management Feature Keys

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

Table 1 Management Feature Keys (Continued)

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

Table 2 PTT Feature Keys

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

Table 3 Location Feature Keys

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

Table 4 Messaging Feature Keys

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

Edit Client Settings

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

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

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

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

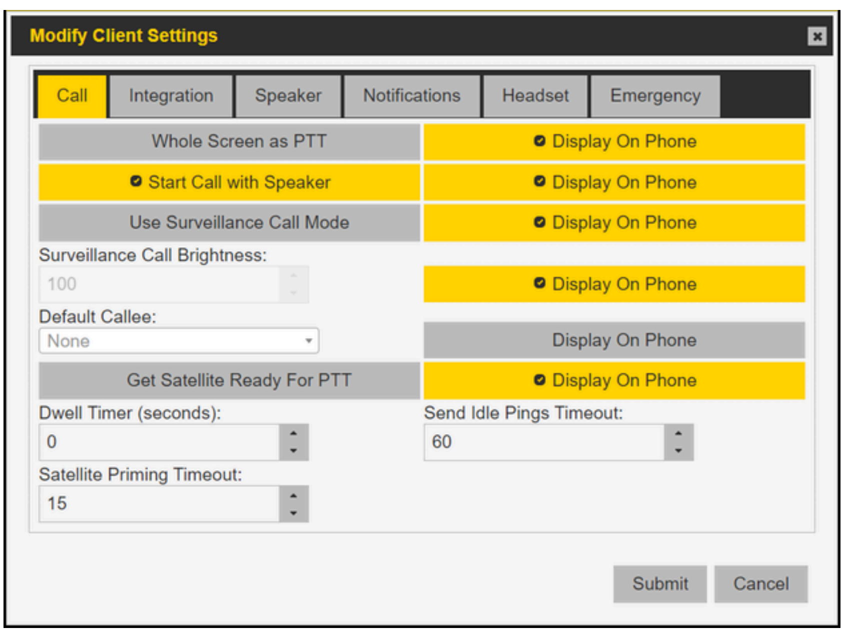
While all features are displayed, not all apply to Android and iOS. For more information, refer to the Device Settings chapter in the Workcloud Communication PTT Pro for Android User Guide and the Workcloud Communication PTT Pro for iOS User Guide.

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

Call Settings

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

Figure 13 Call Settings Tab



Whole Screen as PTT
Use the entire touchscreen as the PTT button.

Start Call with Speaker
Disable this to have call audio sent to the headset rather than the speakerphone.

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

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

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

Get Satellite Ready for PTT
Not supported.

Dwell Timer
Not supported.

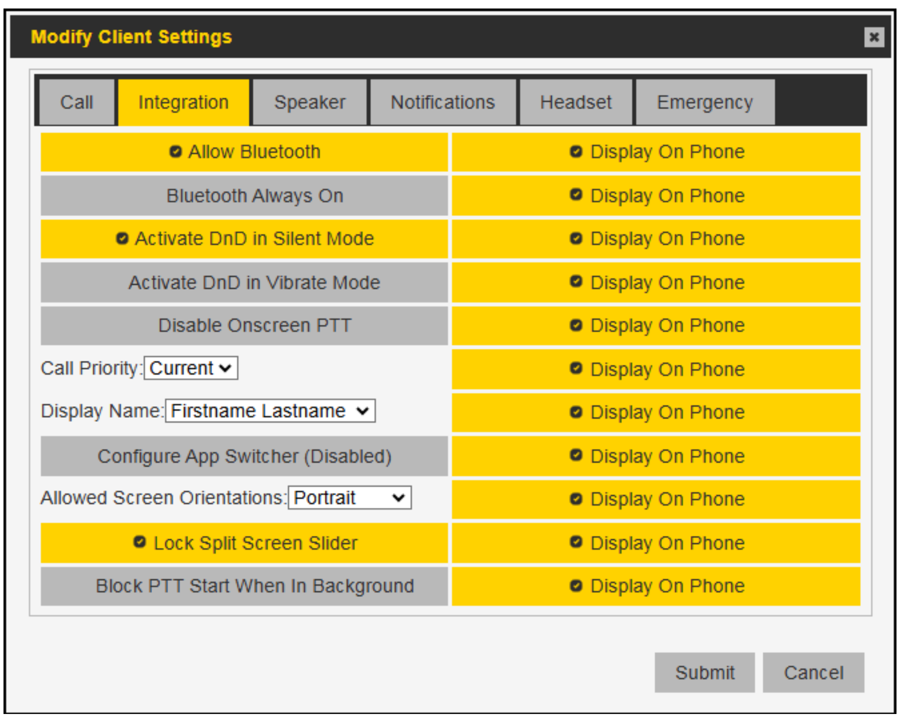
Send Idle Pings Timeout
Not supported.

Satellite Priming Timeout
Not supported.

Integration Settings

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

Figure 14 Integration Settings Tab



Allow Bluetooth
Allow the use of Bluetooth devices within Zebra PTT Pro.

Bluetooth Always On
Automatically enables Bluetooth on the device.

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

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

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

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

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

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

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

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

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

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

Block PTT Start When in Background
Prevents inadvertent PTT calls when Zebra PTT Pro is in the background.

Speaker Settings

PTT Pro client Speaker settings.

Figure 15 Speaker Settings Tab

Minimum Call Start Volume

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

Mic source

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

Ring on Incoming Call

Play the ringtone on an incoming call instance.

Vibrate on Incoming Call

Vibrate on an incoming call instance.

Tone Gain

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

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

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

Play Floor Taken Tone
Play a notification tone when the user takes the floor.

Play Floor Idle Tone
Play a notification tone when the floor goes idle.

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

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

Play Call Lost Tone
Play a notification tone when a call is dropped.

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

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

Play Channel Sounds
Not supported.

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

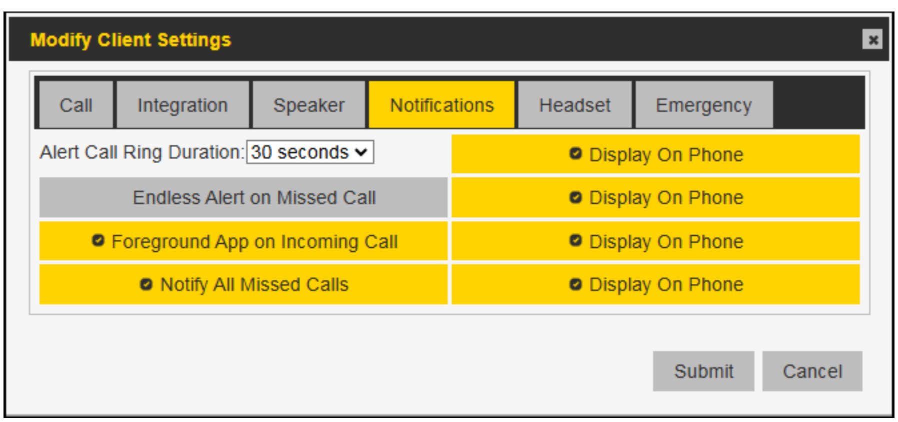
Play Satellite Ready Tone
Not supported.

Play Interrupt Tone
Play a tone when a PTT call is interrupted.

Notification Settings

PTT Pro client notification settings.

Figure 16 Notifications Settings Tab



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

Endless Alert on Missed Call
Play a continuous audible alert when a call is missed.

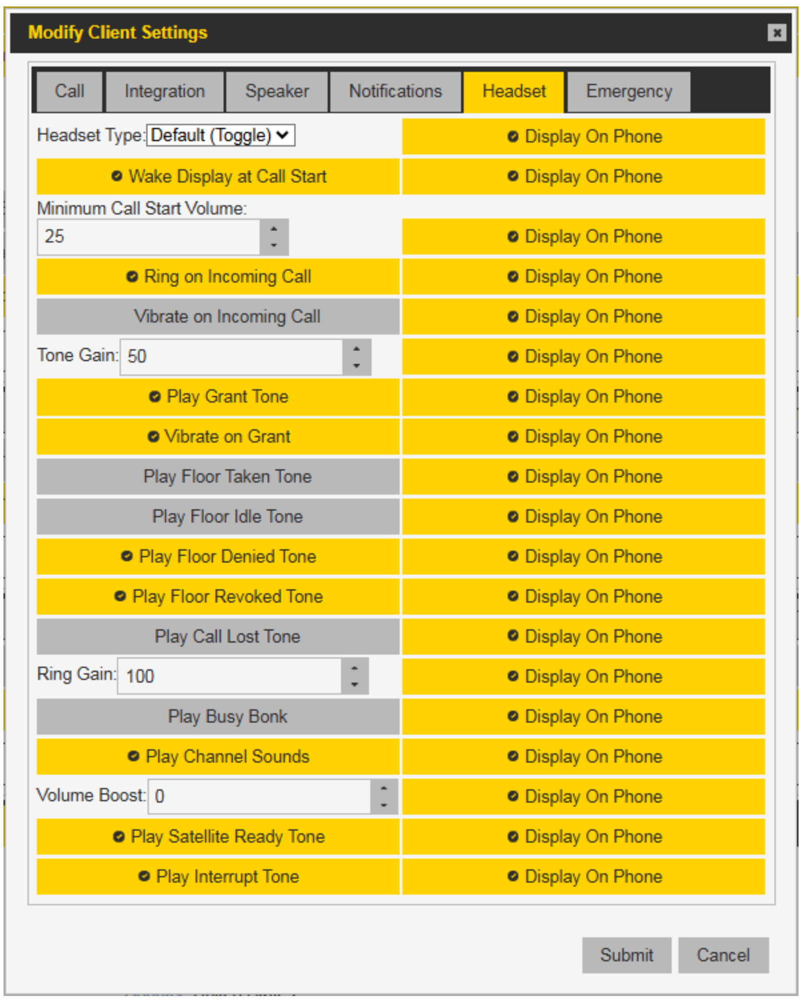
Foreground App on Incoming Call
Bring Zebra PTT Pro to the foreground for an incoming Zebra PTT Pro call. Applies to Android clients only.

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

Headset Settings

PTT Pro client headset settings.

Figure 17 Headset Settings Tab



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

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

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

Ring on Incoming Call
Play the ringtone on an incoming call instance.

Vibrate on Incoming Call
Vibrate on an incoming call instance.

Tone Gain
Gain of the tones with respect to the audio volume.

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

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

Play Floor Taken Tone
Play a notification tone when the user takes the floor.

Play Floor Idle Tone
Play a notification tone when the floor goes idle.

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

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

Play Call Lost Tone
Play a notification tone when a call is dropped.

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

Play Busy Bonk
Play a tone when a call fails to connect.

Play Channel Sounds
Not supported.

Play Satellite Ready Tone
Not supported.

Play Interrupt Tone
Not supported.

Supported Client Settings

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

Table 5 Call Settings

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

Table 5 Call Settings (Continued)

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

Table 6 Integration Settings

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

Table 7 Speaker Settings

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

Table 7 Speaker Settings (Continued)

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

Table 8 Notification Settings

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

Table 9 Headset Settings

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

Table 9 Headset Settings (Continued)

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

Clear Public Key

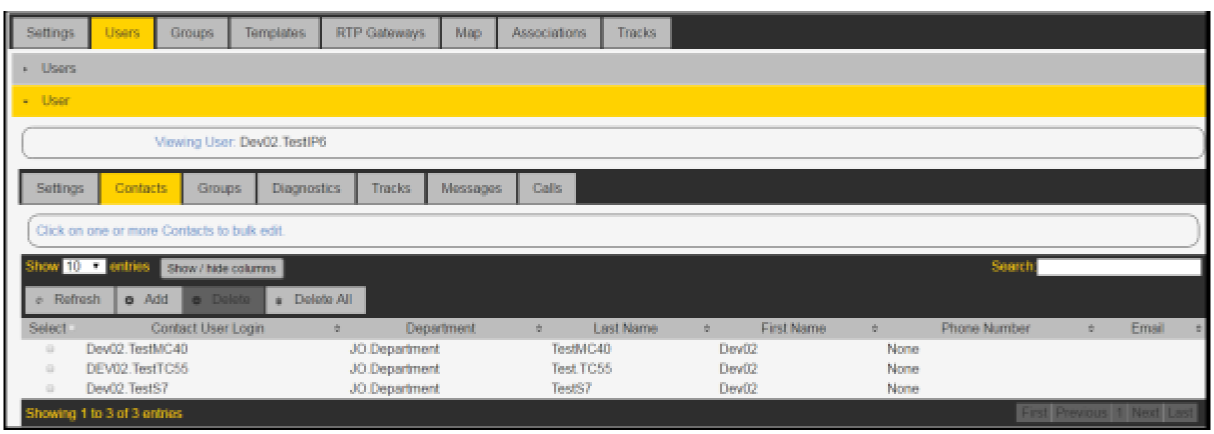
To clear the public key of the phone from the database, select the user name, then select the **Settings** > **Clear Public Key** .

Change User Contacts

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

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

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



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

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

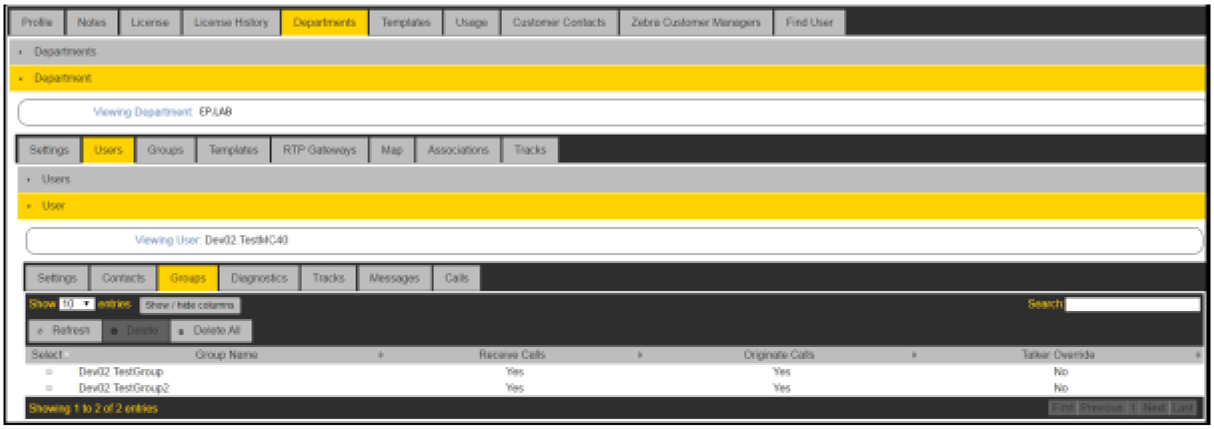
4. To add contacts to the list, select **Add** to display eligible users not currently in the user's contact list. Select one or more names, and then select **Done** to add these contacts to the user's contact list.

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

User Groups

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

Figure 18 User's Group Tab



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

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

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

Receive Calls

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

Originate Calls

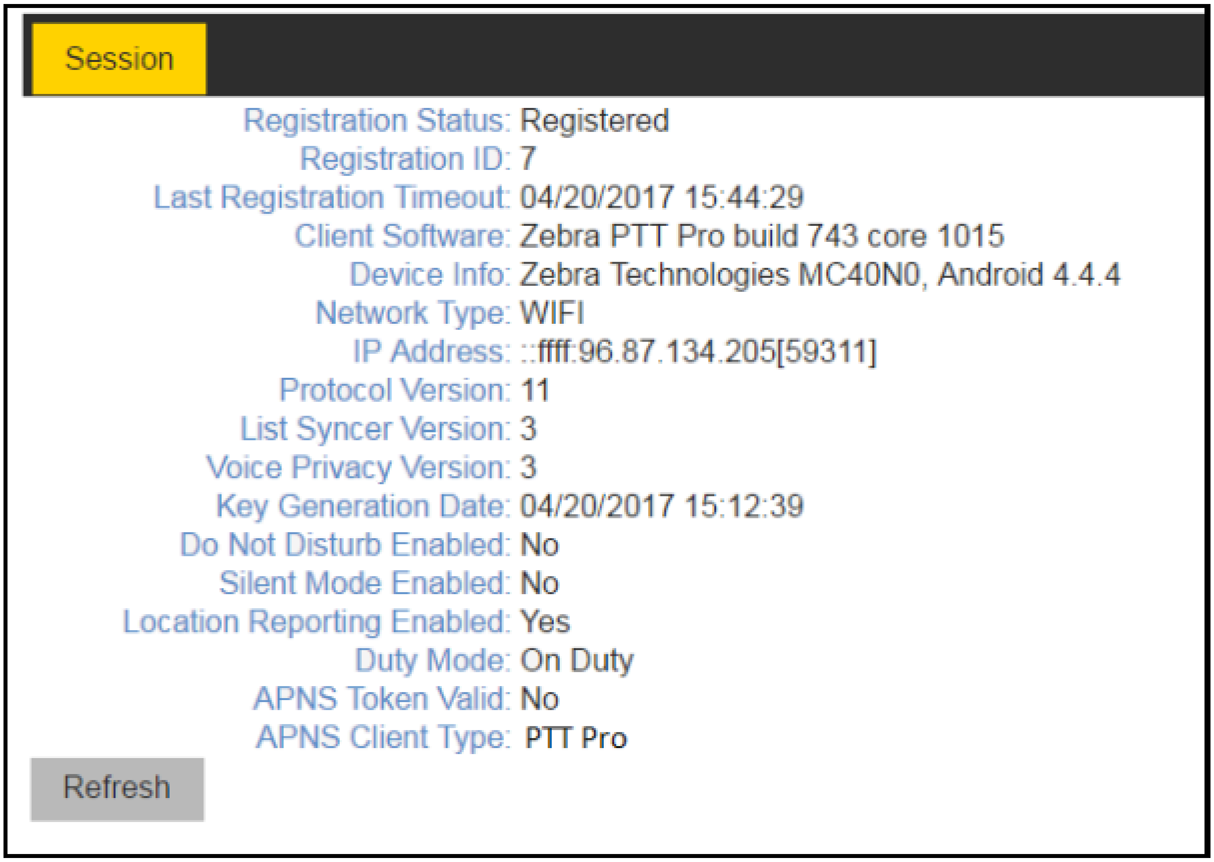
- Yes indicates that this user can originate calls to this group.
- No indicates that the user cannot create a call to this group.

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

Diagnostics

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

Figure 19 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, it will become unregistered.

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

Device Info
: Device manufacturer, model, and OS version.

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

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

Protocol Version
Used internally

List Syncer Version
Used internally

Voice Privacy Version
Used internally

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

Do Not Disturb Enabled
Identifies the current Do Not Disturb Setting on the device.

Silent Mode Enabled
Identifies whether the device is currently in Silent Mode.

Location Reporting Enabled
Indicates whether the device is reporting location.

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

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

APNS Client Type
With iOS devices, this field should be PTT Pro.

Tracks, Messages, and Calls

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

Historical Location Tracking

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

This optional feature includes:

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

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

Historical Location Tracking Views

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

Figure 20 Historical Location Tracking Graphical View

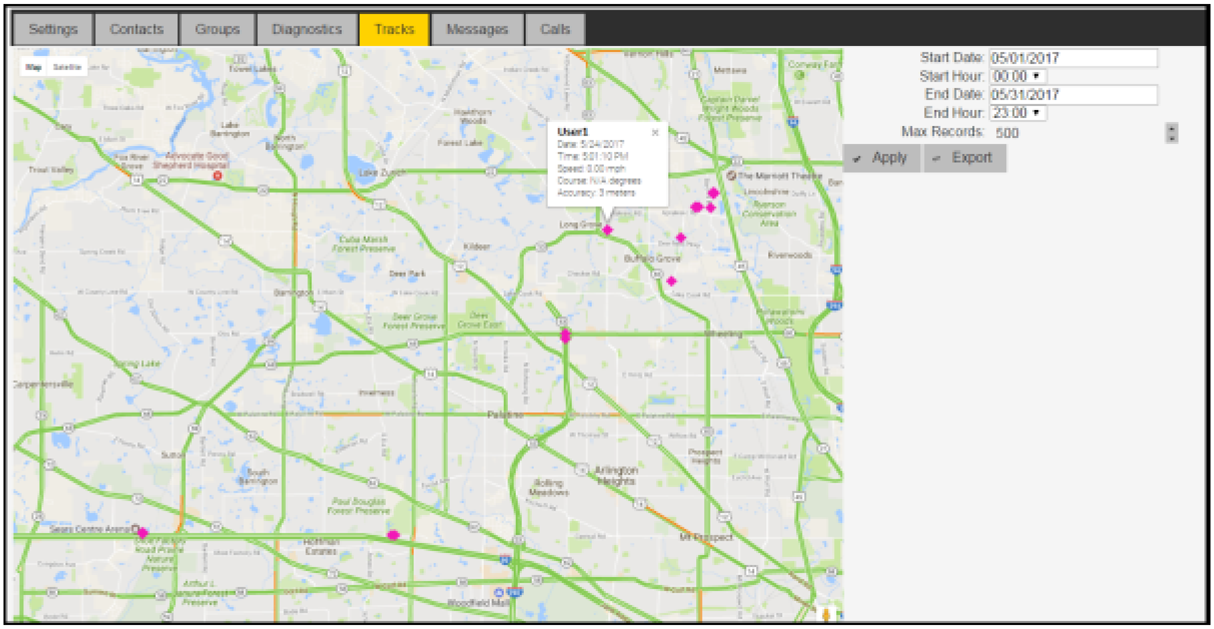


Figure 21 Historical Location Tracking Spreadsheet

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

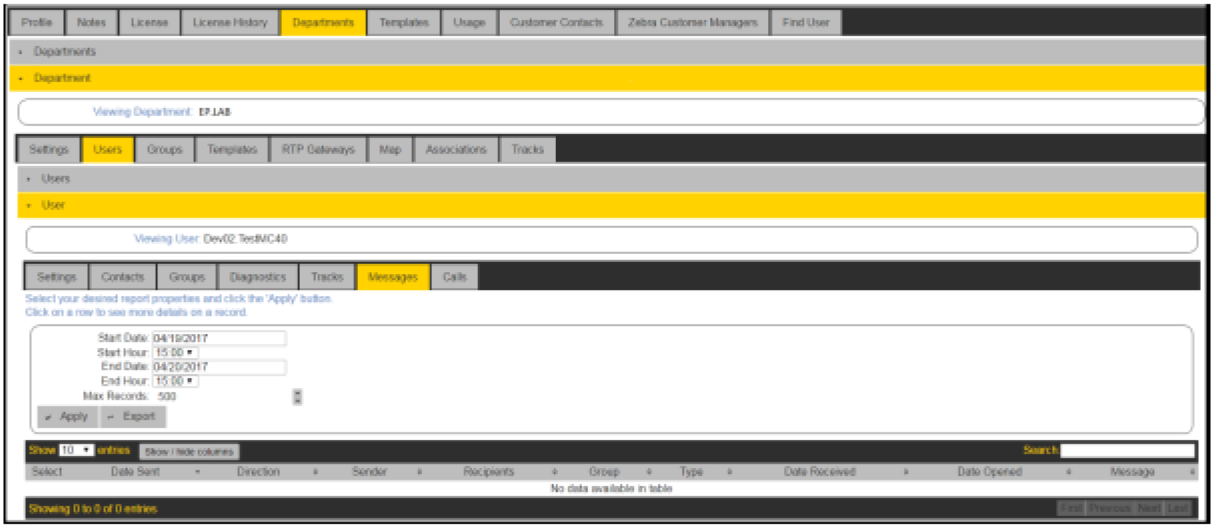
When viewing the spreadsheet, each waypoint's location contains a clickable link to the map, showing the location's latitude and longitude coordinates.

Messages and Calls

.

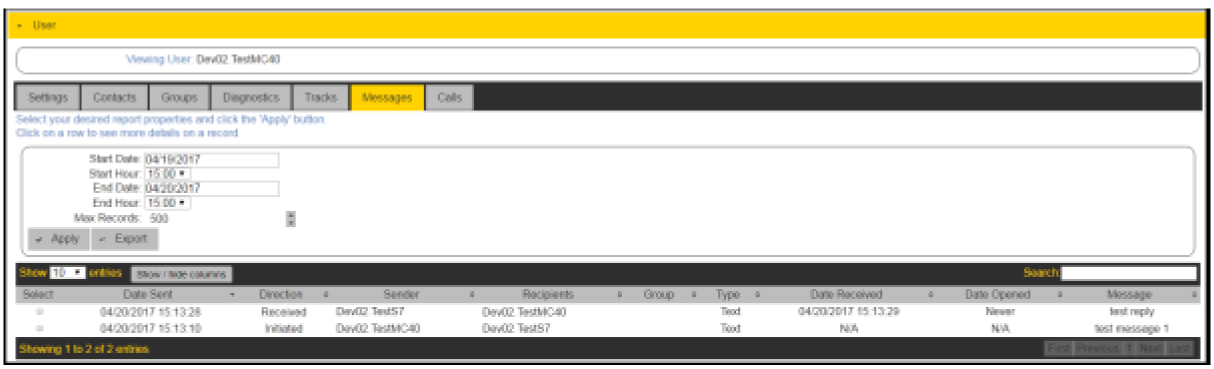
On the **Messages** or **Calls** tab, set the date/time range and the number of records to display, and select **Apply**. The data is displayed below the option box.

Figure 22 Messages Tab



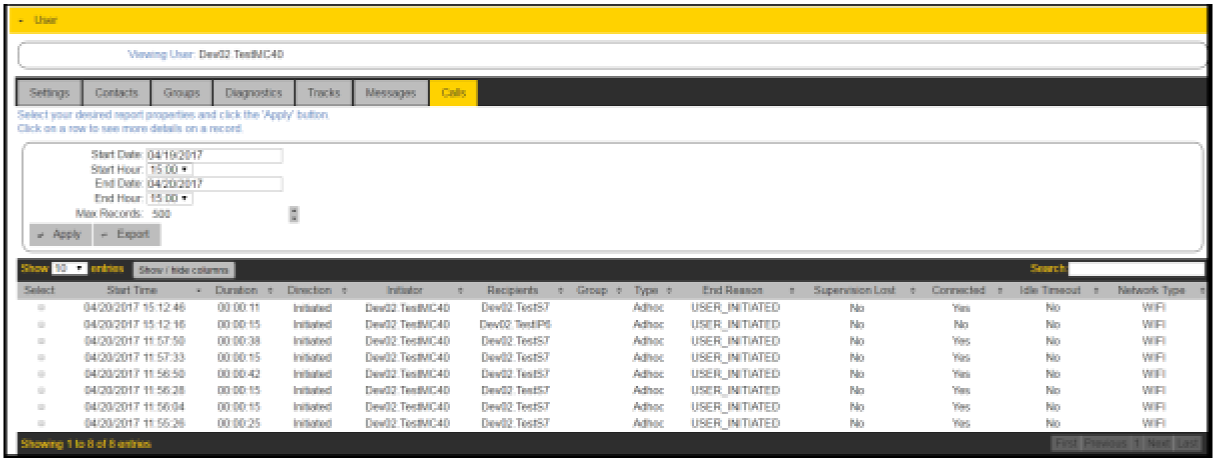
The Messages tab data shows the history of messages sent from and to this user and the message text contents.

Figure 23 Messages Data



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

Figure 24 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?.

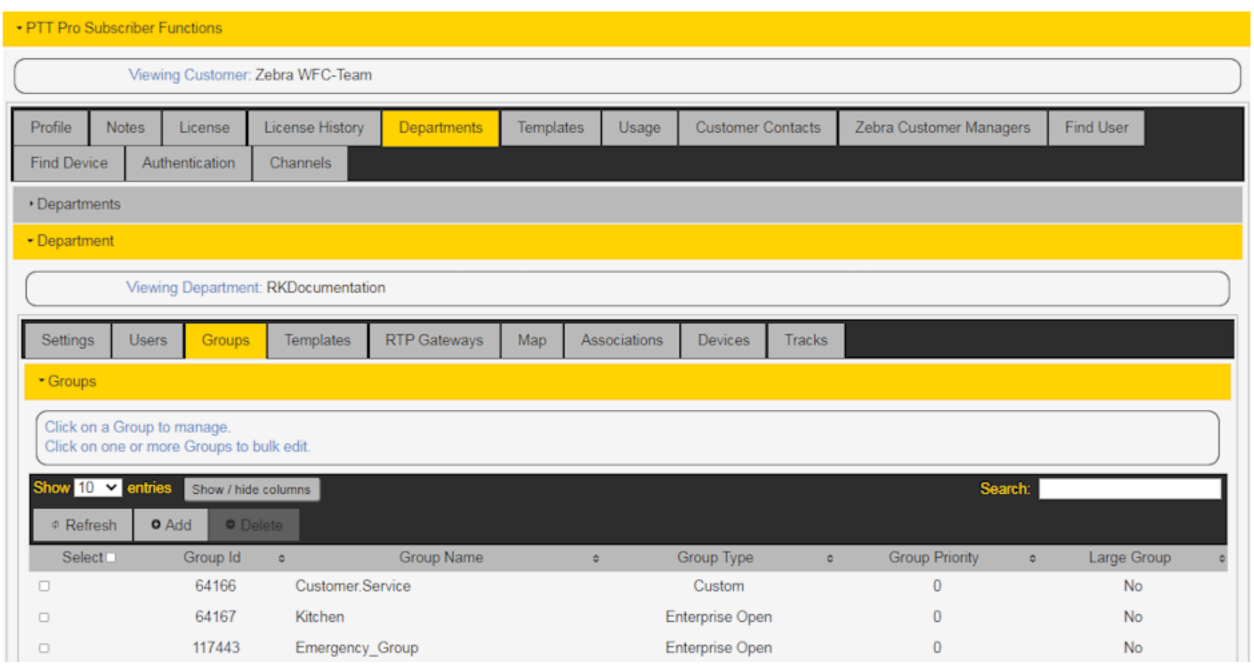
Managing Groups

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

Access the Groups Tab

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

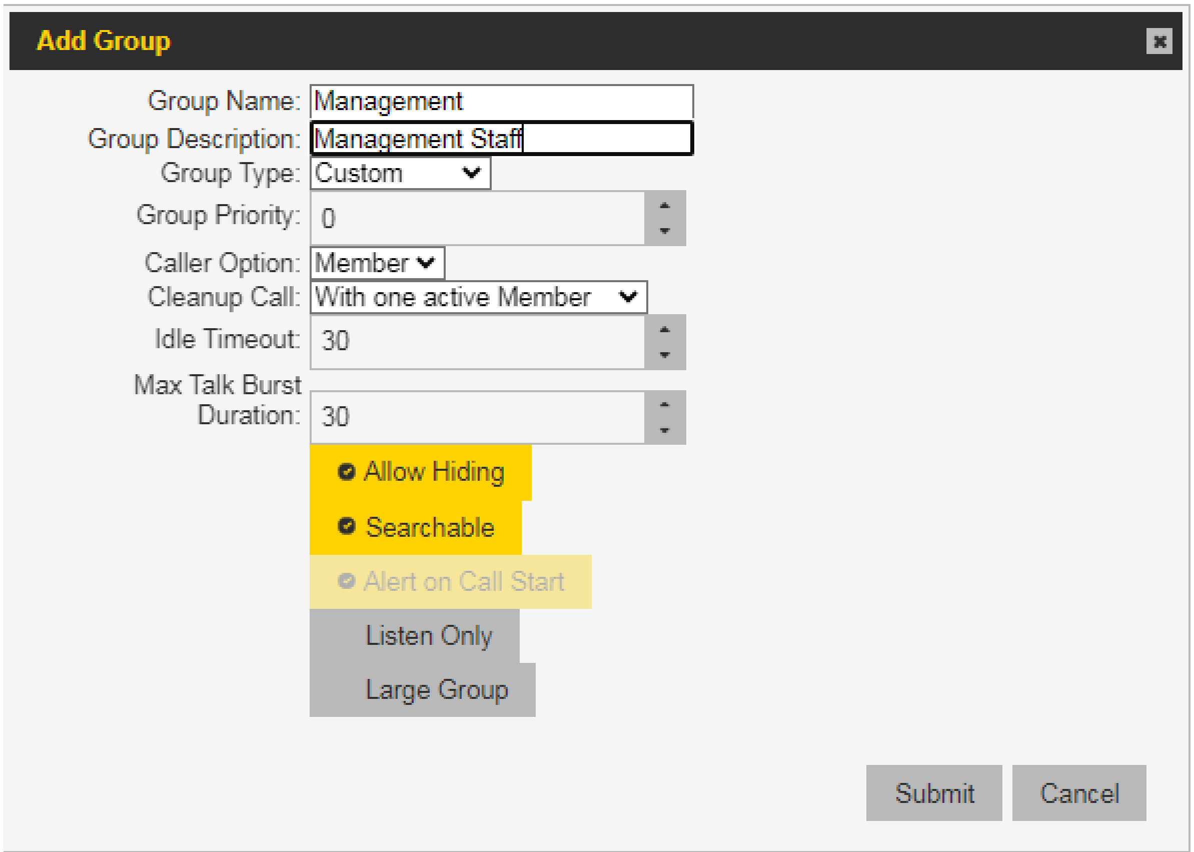
1. In the **PTT Pro Operational Functions** section, select the **Customers** tab.
2. Select the appropriate Customer from the list of customers.
3. In the **PTT Pro Subscriber Functions** section, select the **Departments** tab.
4. Select the appropriate Department from the list of departments.
5. In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



Create a Group

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

1. Click **Add** 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 fits your situation and leave all other options as their default.

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

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

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

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

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

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

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

Caller Option
Defines who is allowed to start the call.

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

Idle Timeout
Defines when the group call is terminated based on how long the call has been idle.

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

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

Searchable

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

Alert on Call Start

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

Listen Only

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

Large Groups

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

3. Select **Submit** to create the group.

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

Group Type Defaults

The default configuration for each PTT Pro group type.

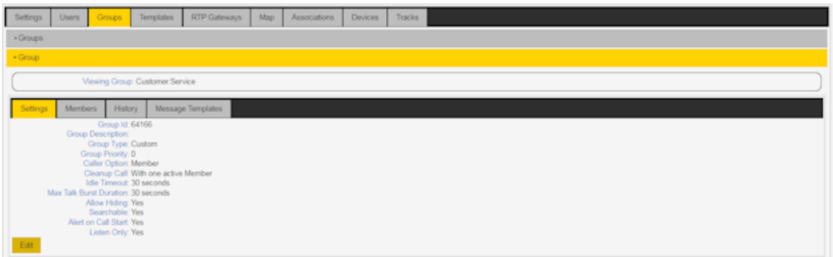
Table 10 Group Type Defaults

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

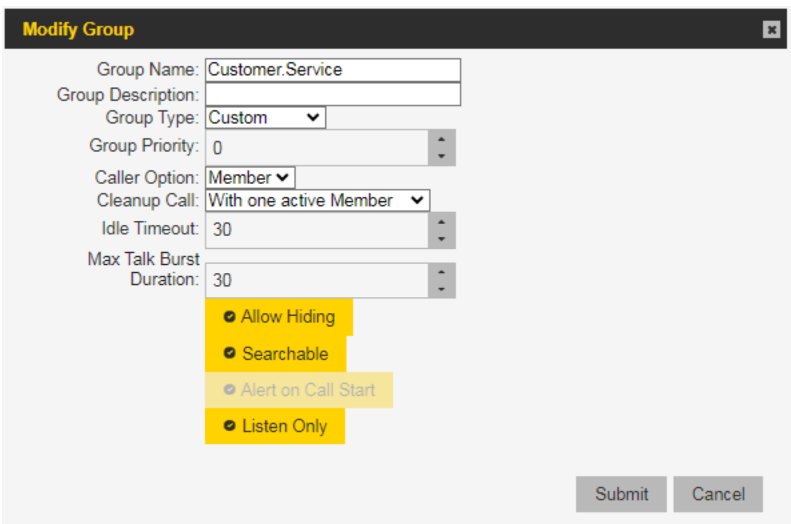
Edit a Group

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.

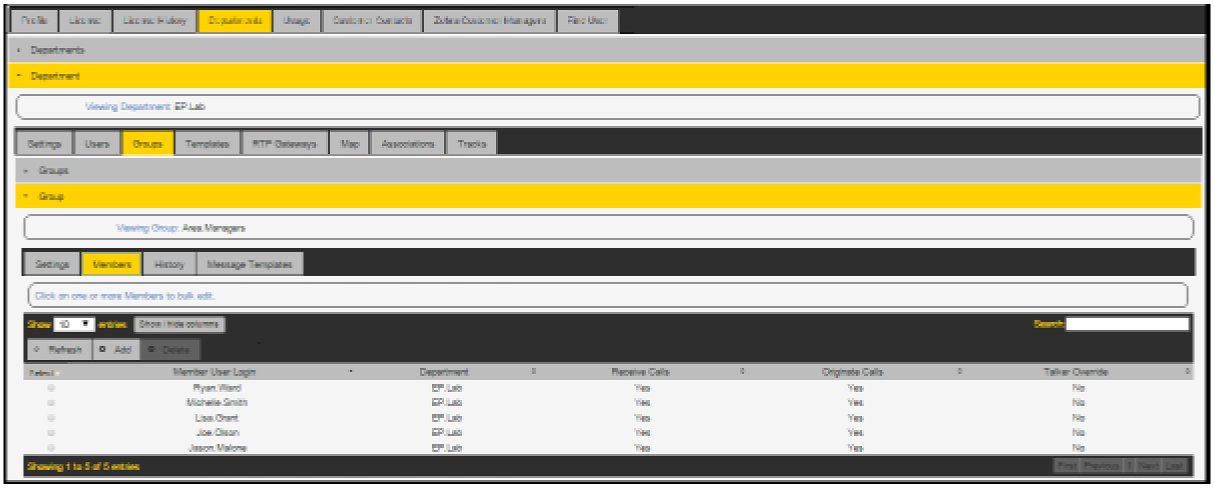
   Refer to Create a Group for information on the available options.

Add or Delete Users in a Group

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

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

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



2. To remove one or more members:

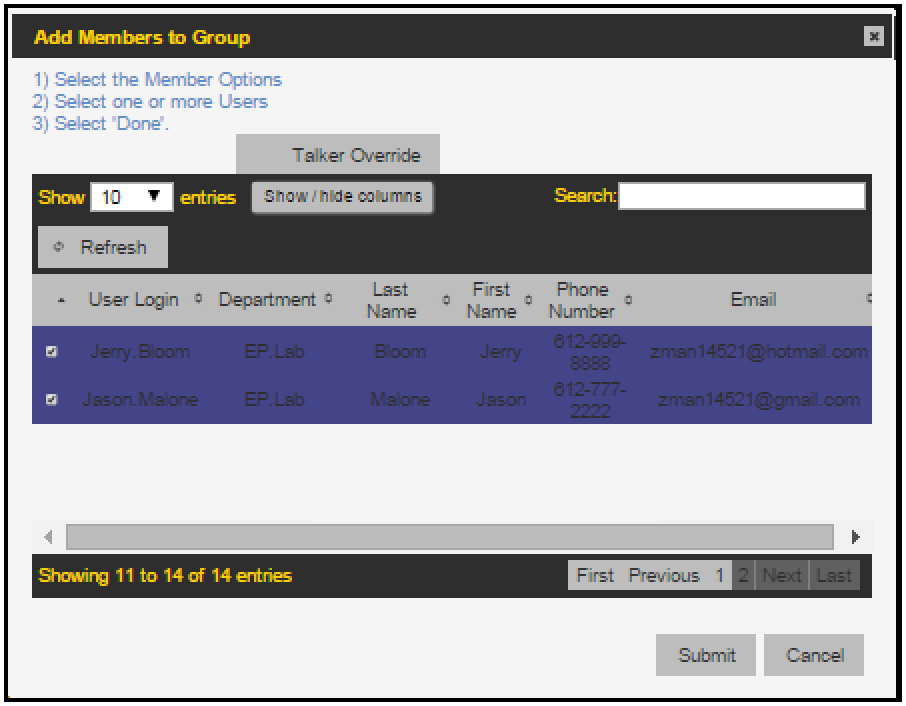
   a) Select the checkbox next to each user.

   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.

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

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

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

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

Assign a Message Template to a Group

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

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

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

   For more information about creating a new message template, see Create a Group Message Template.
4. Repeat steps 1 - 3 for each group you want to assign a message template.

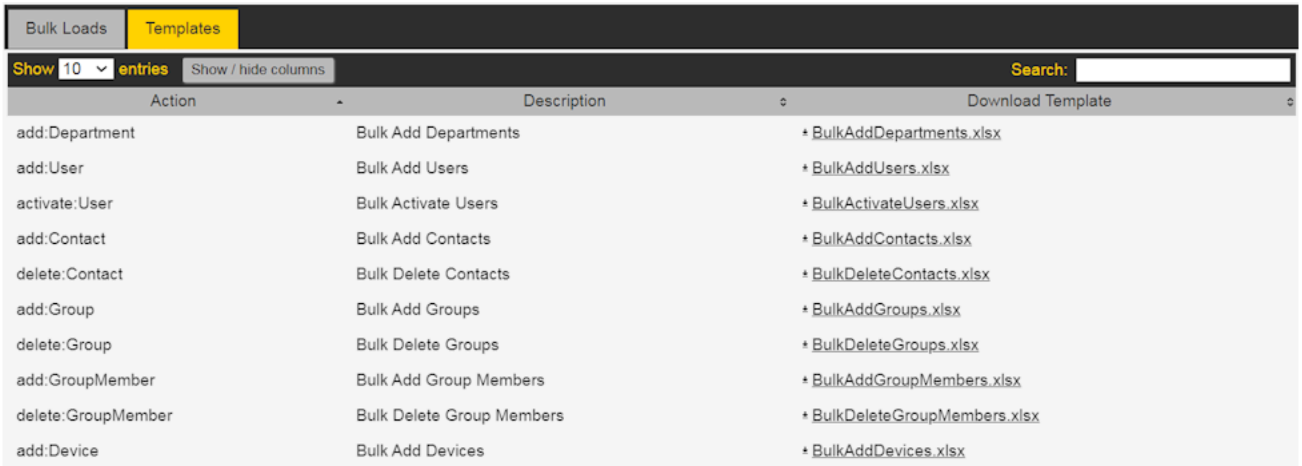
Bulk Load Data

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

The Bulk Load features supports the following data:

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

Figure 25 Bulk Load Templates



Action	Description	Download Template
add:Department	Bulk Add Departments	BulkAddDepartments.xlsx
add:User	Bulk Add Users	BulkAddUsers.xlsx
activate:User	Bulk Activate Users	BulkActivateUsers.xlsx
add:Contact	Bulk Add Contacts	BulkAddContacts.xlsx
delete:Contact	Bulk Delete Contacts	BulkDeleteContacts.xlsx
add:Group	Bulk Add Groups	BulkAddGroups.xlsx
delete:Group	Bulk Delete Groups	BulkDeleteGroups.xlsx
add:GroupMember	Bulk Add Group Members	BulkAddGroupMembers.xlsx
delete:GroupMember	Bulk Delete Group Members	BulkDeleteGroupMembers.xlsx
add:Device	Bulk Add Devices	BulkAddDevices.xlsx

Bulk Add Departments

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

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

	A	B	C	D	E
1	**Action**	**Customer**	**Department**	**Parent Department**	**Default Country**
2					
3					
4					
5					

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

Action
Select add:department. (Required)

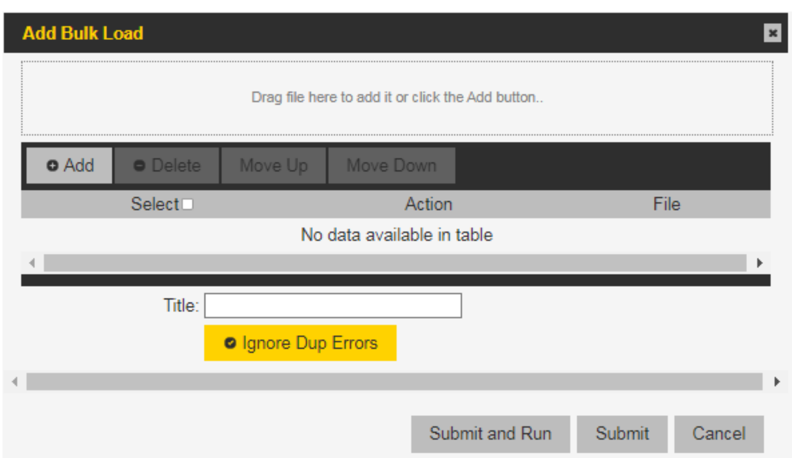
Customer
Enter the customer ID of the customer where the department is to be created. (Required)

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

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

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

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



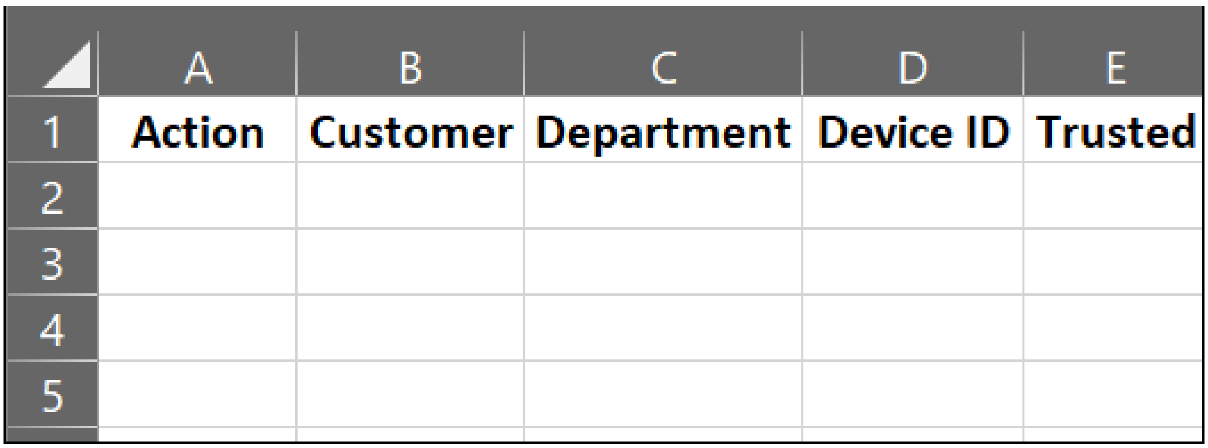
5. Drag the .xslx file over the **Add Bulk Load** dialog box or select **Add** and upload the file from your computer.
6. Enter a title for the bulk load job and select **Submit and Run**.

   The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.
7. If errors are found in the file, correct the errors and upload the file again.

Bulk Add Devices to a Department

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

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



	A	B	C	D	E
1	Action	Customer	Department	Device ID	Trusted
2					
3					
4					
5					

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

Action
Select add:device. (Required)

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

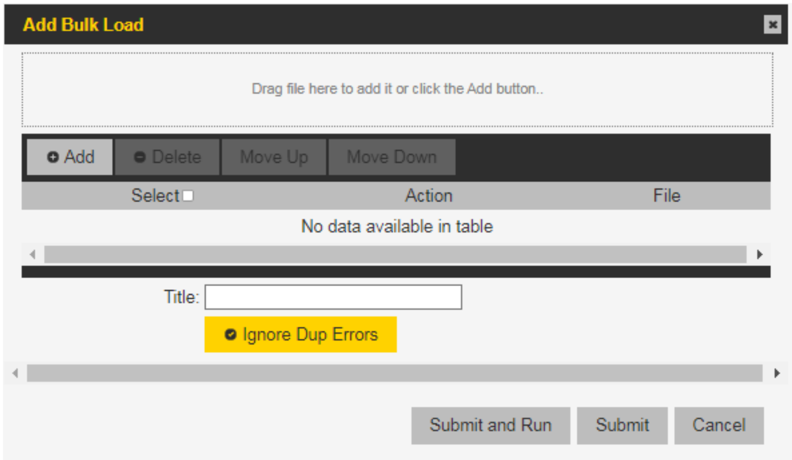
Department
Enter the name of the department where the device is to be added. (Required)

Device ID
Enter the device ID. (Required)

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

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

4. Select **Bulk Loads** and then select **Add**.



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

   The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.
7. If errors are found in the file, correct the errors and upload the file again.

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

Bulk Users Templates

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

Templates include:

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

Bulk Add Users

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

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

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

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	Action	Customer	Department	User Login	First Name	Last Name	Country	Phone Number	Email Address	IMEI	Send Text	Client Type	Activation Type	Maximal Contacts	Feature Key Template	Settings Template
2																
3																
4																

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

Action
Select add:User. (Required)

Customer
Enter the customer name. (Required)

Department
Enter the department name. (Required)

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

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

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

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

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

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

IMEI
Reserved fro Android 9 or earlier. (Optional)

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

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

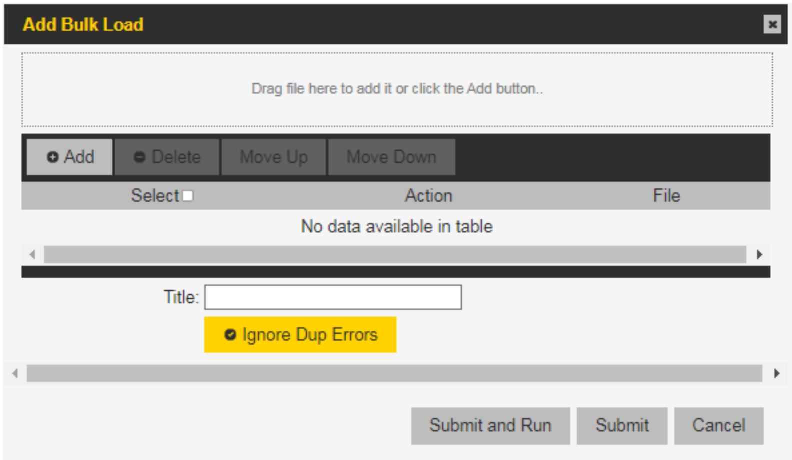
Activation Type
Select the appropriate value from the drop-down list. (Required)

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

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

Settings Template
Enter the name of the Settings Template. (Optional)

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



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

   The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.
7. If errors are found in the file, correct the errors and upload the file again.

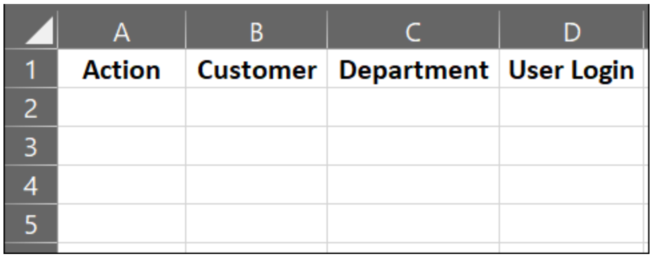
Imported users are added to the Users table for the department.

Bulk Activate Users

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

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

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



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

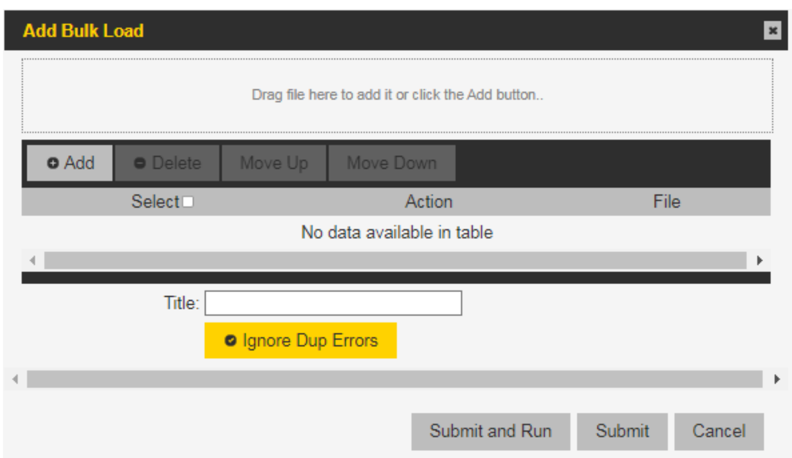
Action
: Select activate:User. (Required)

Customer
: Enter the customer's name. (Required)

Department
: Enter the department name. (Required)

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

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



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

   The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.
7. If errors are found in the file, correct the errors and upload the file again.

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

Bulk Add Contacts

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

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

	A	B	C	D	E
1	Action	Customer	Department	Owner User Login	Contact User Login
2					
3					
4					
5					

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

Action
Select add:Contact. (Required)

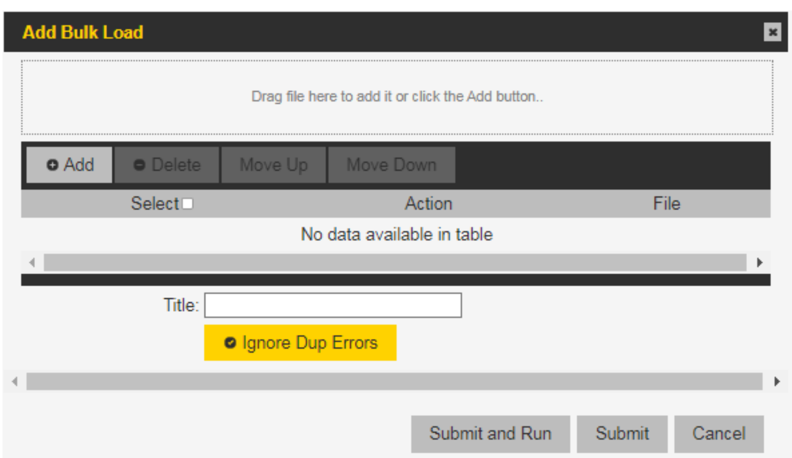
Customer
Enter the name of the customer. (Required)

Department
Enter the name of the department. (Required)

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

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

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



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

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

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

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

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

Bulk Delete Contacts

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

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

	A	B	C	D	E
1	Action	Customer	Department	Owner User Login	Contact User Login
2					
3					
4					
5					

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

Action
Select delete.Contact. (Required)

Customer
Enter the customer name. (Required)

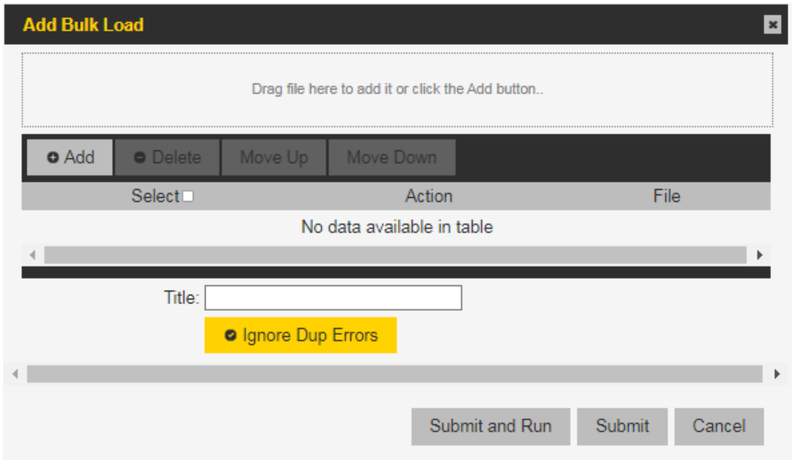
Department
Enter the department name. (Required)

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

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

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

4. Select **Bulk Loads** and then select **Add**.



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

   The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.
7. If errors are found in the file, correct the errors and upload the file again.

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

Bulk Group Template Options

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

Group templates include:

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

Bulk Add Groups

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

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

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

	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Department	GroupName	GroupDescription	GroupPriority	Caller Option	Searchable	Allow Hiding	Alert on Call Start	Cleanup Call	Max Talk Burst Duration	Idle Timeout	Listen Only	Large Group
2													
3													
4													

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

Action
Select add:Group. (Required)

Customer
Enter the customer name. (Required)

Department
Enter the department name. (Required)

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

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

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

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

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

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

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

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

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

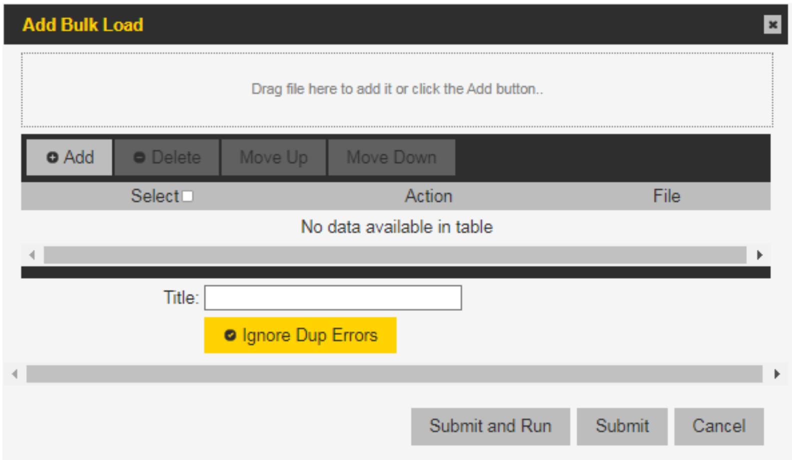
Idle Timeout
Enter a value between 30 and 7,200 seconds. (Required)

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

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

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

4. Select **Bulk Loads** and then select **Add**.



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

   The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.
7. If errors are found in the file, correct the errors and upload the file again.

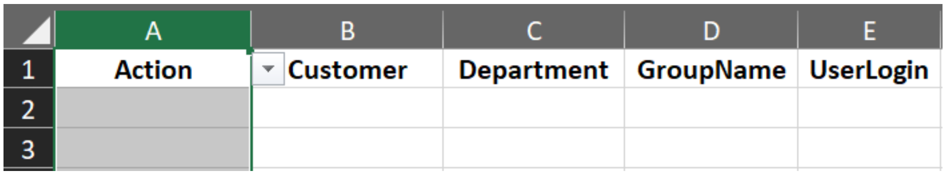
The listed groups are created under the department in the PTT Pro Server.

Bulk Add Group Members

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

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

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



	A	B	C	D	E
1	Action	Customer	Department	GroupName	UserLogin
2					
3					

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

Action
: Select add:GroupMember. (Required)

Customer
: Enter the customer name. (Required)

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

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

User Log In
: The login name of the user to be added to the group. (Required)

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

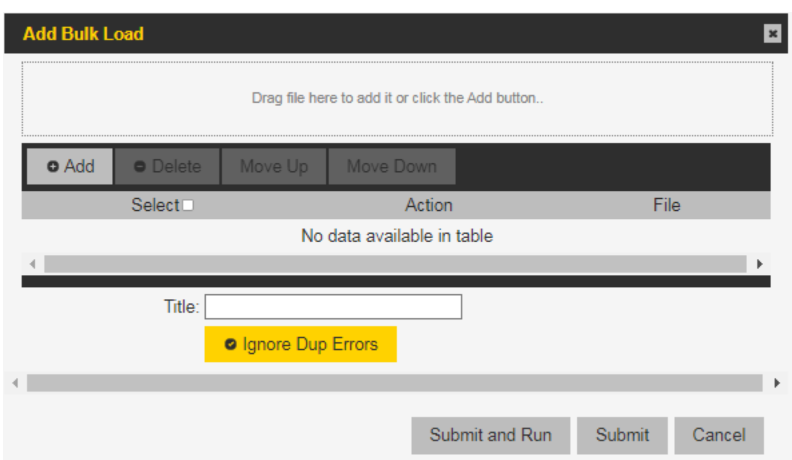
Receive Calls
: Select Yes if the user can receive calls from the group. If you select No, the user will not receive calls from the group.

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

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

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

4. Select **Bulk Loads** and then select **Add**.



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

   The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.
7. If errors are found in the file, correct the errors and upload the file again.

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

Bulk Delete Group Members

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

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

	A	B	C	D	E
1	Action	Customer	Department	GroupName	UserLogin
2					
3					

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

Action
Select delete:GroupMember. (Required)

Customer
Enter the customer name. (Required)

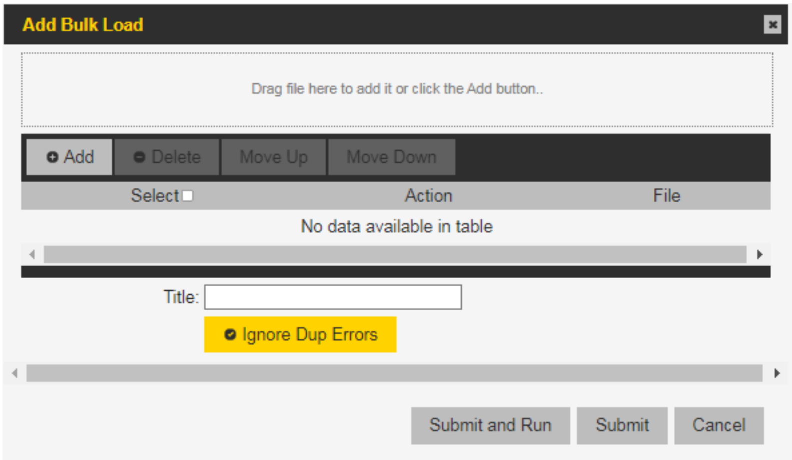
Department
Enter the department name. (Required)

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

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

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

4. Select **Bulk Loads** and then select **Add**.



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

   The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.
7. If errors are found in the file, correct the errors and upload the file again.

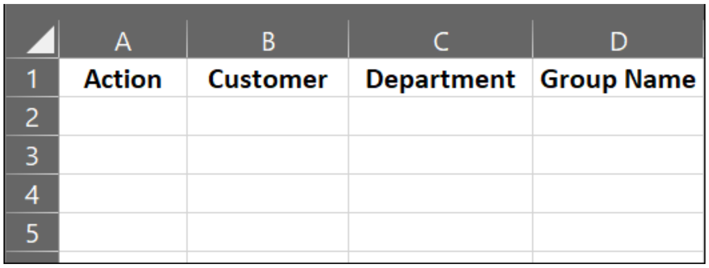
The users listed in the template are removed from the specified groups.

Bulk Delete Groups

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

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

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



	A	B	C	D
1	Action	Customer	Department	Group Name
2				
3				
4				
5				

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

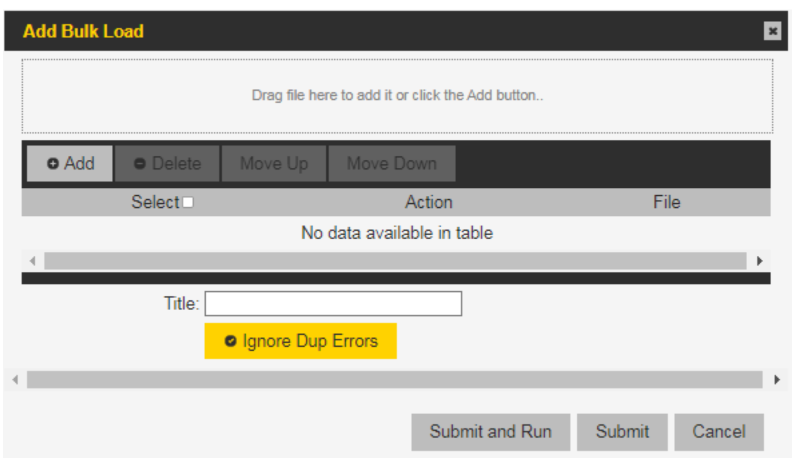
Action
: Select delete.Group. (Required)

Customer
: Enter the customer name. (Required)

Department
: Enter the department name. (Required)

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

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



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

   The Ignore Dup Errors option prevents the bulk upload from creating a duplicate row in the database.
7. If errors are found in the file, correct the errors and upload the file again.

The specified groups are removed from the PTT Pro Server.

Managing Templates

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

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

Figure 26 Customer Level Templates

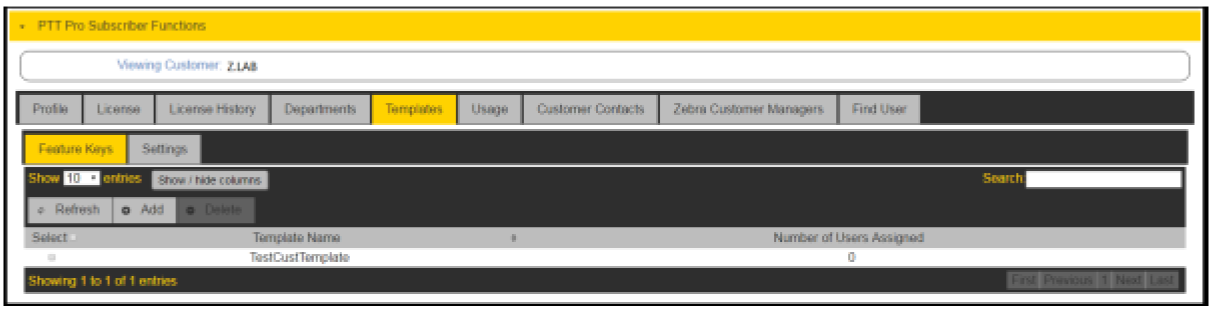
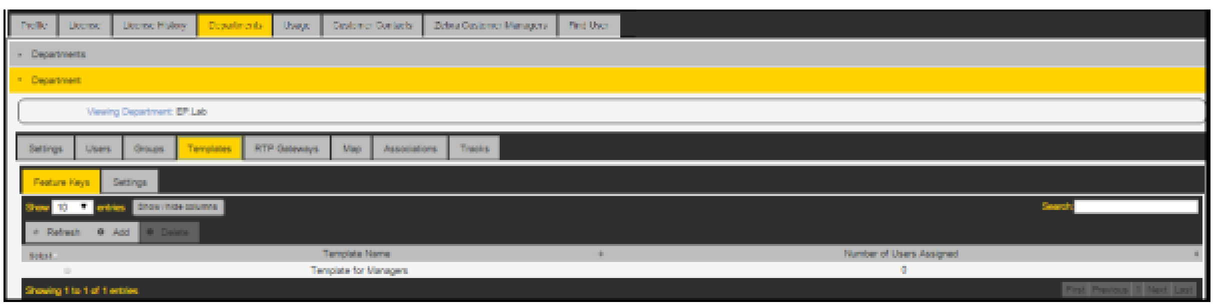


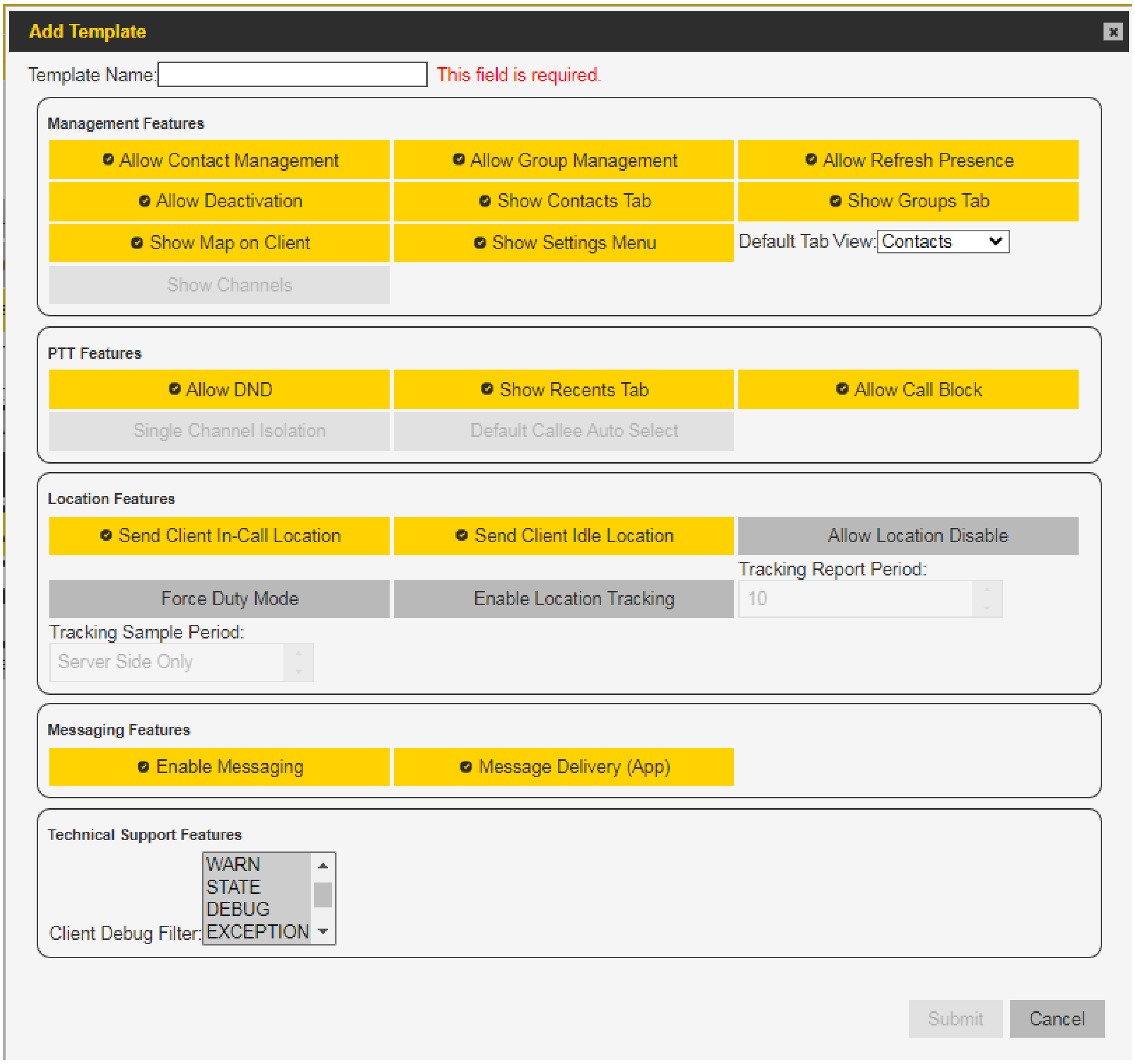
Figure 27 Department Level Templates



Create a Template

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

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



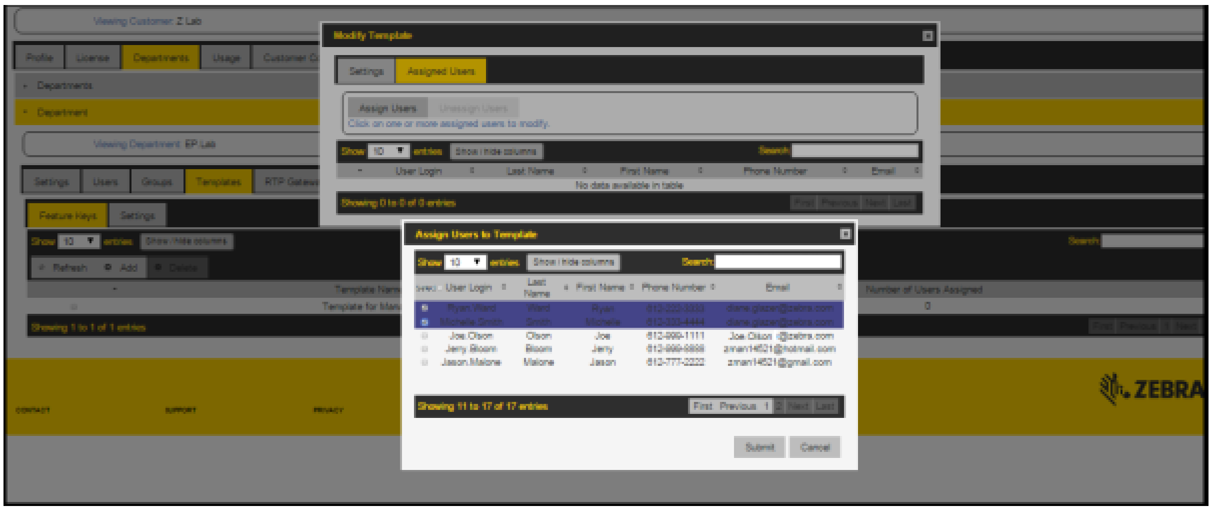
2. Select **Add**.
3. Enter a **Template Name**.
4. Adjust the feature keys and select **Submit**.

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

Add Users to a Template

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

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

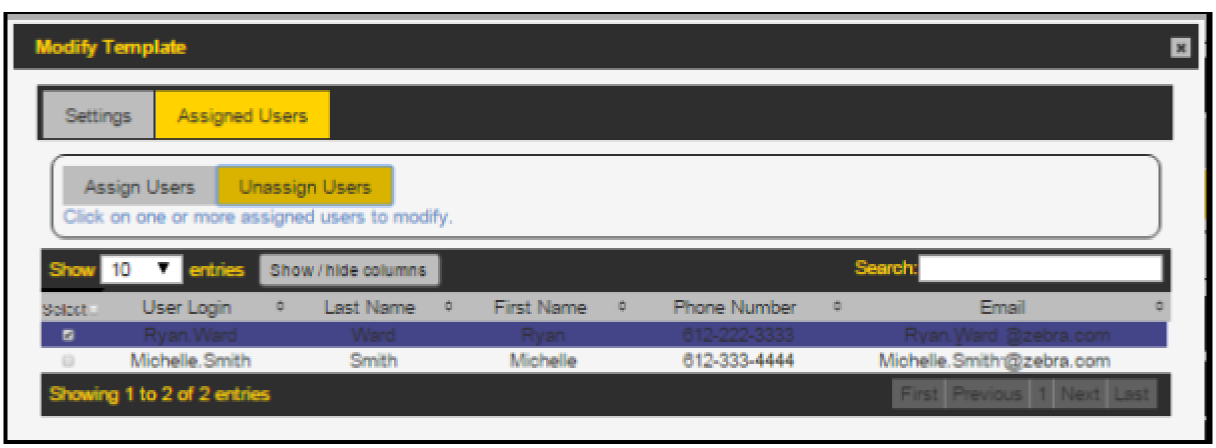


3. Select the check box next to the user(s) to assign.
4. Select **Done**.

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

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

NOTE: This removes the user from the template

Create a Group Message Template

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

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

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

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

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

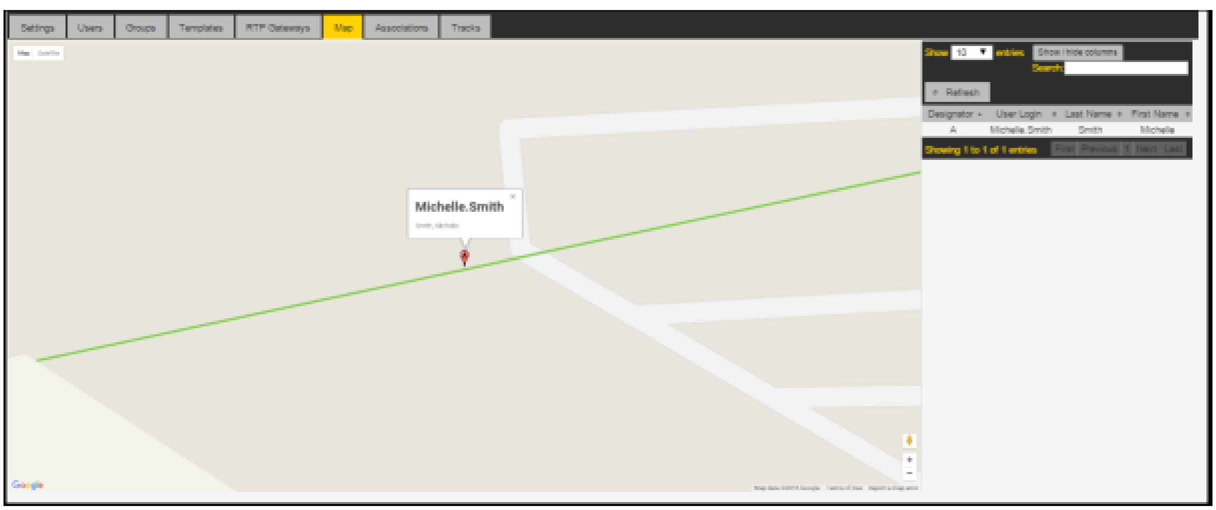
Map Tab

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 28 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 29 Associations Tab

License, Usage, and Customer Information

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

License Tab

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

The following license types are defined:

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

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

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

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

Each license type displays the following information:

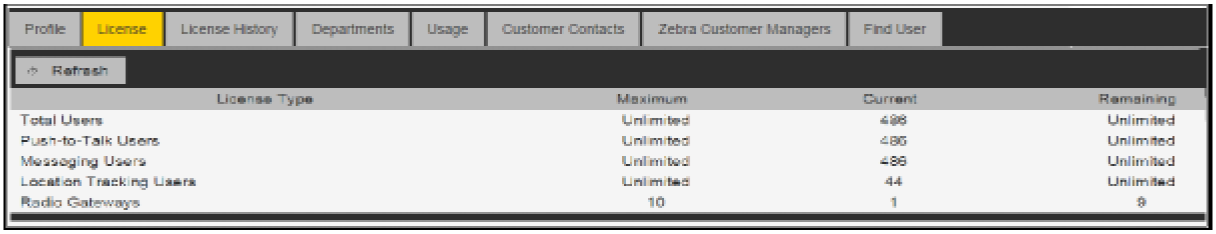
Maximum
The maximum users allowed for this license type.

Current
The number of users currently provisioned for this license type.

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

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

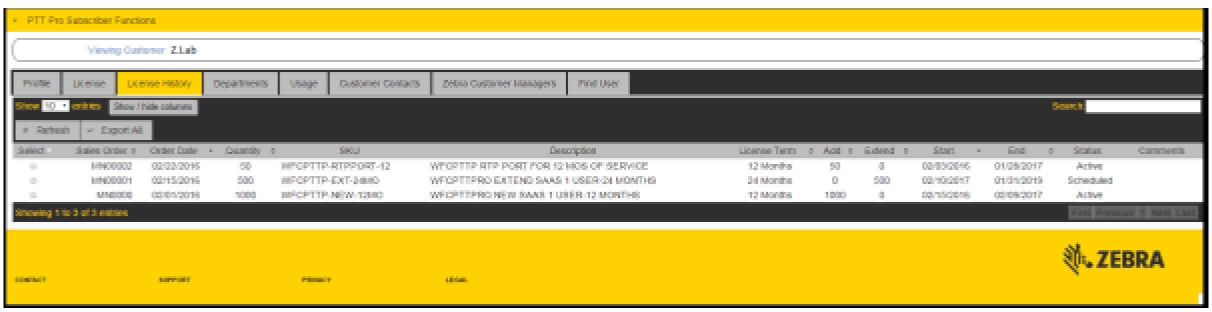
Figure 30 License Tab



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 31 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 32 Usage Graphs

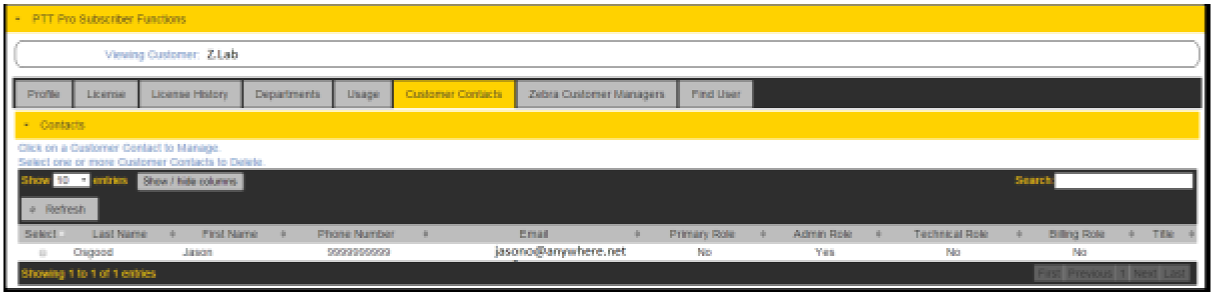
The three graphs show:

- 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 33 Customer Contacts Tab



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

Primary Role
The main contact for this enterprise.

Customer Admin
This contact has access to all departments within the enterprise.

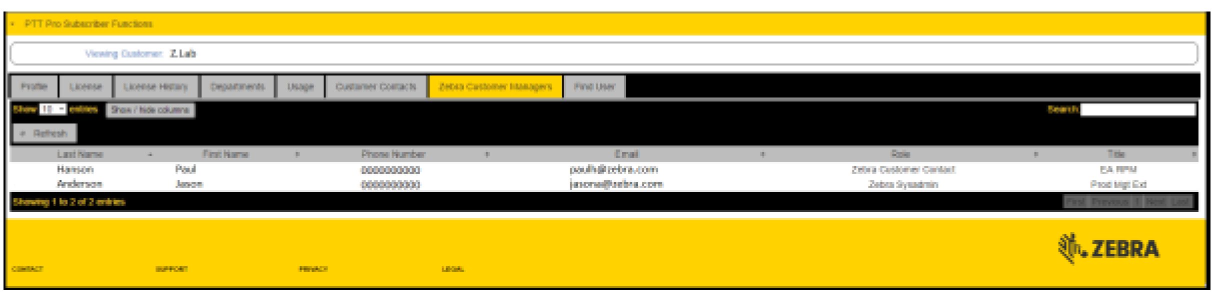
Customer Technical
This contact has administrative access to one or more departments.

Billing Role
Reserved for Zebra PTT Pro use.

Customer Managers

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

Figure 34 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, the possible causes include:

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

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

Action

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

Why are Groups not displayed in the Groups List?

Reason

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

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

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

Action

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

Why are Maps not displaying?

Reason

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

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

Action

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

   For more information about Location Services and Google Play services for a specific device, refer to the documentation for that device.
3. For information on troubleshooting firewall issues, refer to the Zebra PTT Pro Installation Guide.

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

A list of call history codes and their meaning.

Table 11 Call History End Reasons

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

Table 11 Call History End Reasons (Continued)

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

Can calls and alerts have a default timeout?

Reason

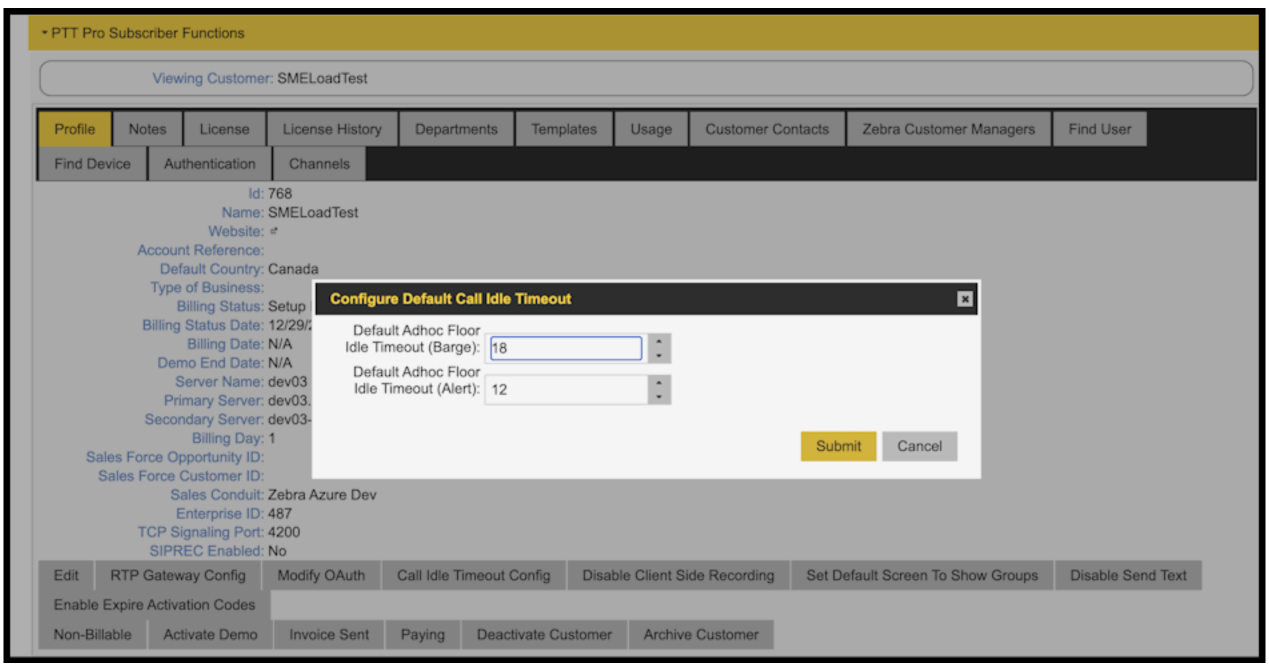
If no one has taken the floor and no call idle timeout is set, you may have a call that goes on continuously.

Action

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

Set the call timeout using**Call Idle Timeout Config**on the server under**Customer**>**Profile**.

Figure 35 Configure Default Call Idle Timeout



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

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

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