PTT Pro Manager Service

Version 1.1.25

Workcloud Communication

Customer Administrator Guide

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PTT Pro Manager Service

The PTT Pro Manager Service provides two PTT Pro features: activate a device and create a user in the PTT Pro Server and move a user between sites based on the device's IP address.

The PTT Pro Manager Service requires the following:

- PTT Pro for Android version 3.3.10214 or later.
- Device ESN or Android ID for the activation code.
- The device is connected to the network and has a valid IP address.

The PTT Pro Manager Service is not compatible with the following features:

- Zebra Enterprise Messaging Service
- Task Tracker
- Emergency Calls
- Default Callee

NOTE: PTT Pro Manager Service supports the Interworking Gateway (IWG). Refer to the Zebra Enterprise Messaging Service Customer Administrator Guide for more information regarding IWG.

Activate PTT Pro for Android and Create a User

When Workcloud Communication PTT Pro is properly configured and connected to a network, PTT Pro for Android can activate the device and create and log in the user. This feature requires that the PTT Pro device was not previously activated with the ESN or Android ID.

NOTE: If the device was previously activated using an activation code, you can configure the device to use the PTT Pro Manager Service. The device will be reactivated using the ESN or Android ID.

After you configure the PTT Pro with the parameters described in Configure PTT Pro for the PTT Pro Manager Service, the following steps occur when a user launches PTT Pro for the first time:

- PTT Pro connects to the Extension Manager to obtain the site ID (department) corresponding to the device IP address.
- PTT Pro connects to the PTT Pro Manager Service to register the device with the ESN or Android ID. and create the user with the site ID.

NOTE: You must configure the Site IP table in Workcloud Communication Extension Manager to map IP addresses to the Site IDs.

- PTT Pro logs in to the PTT Pro server using the ESN or Android ID.
- The first and last name of the device user will be `sitename.nn`, where `nn` is the following incremental number.

NOTE: If the user logs out of the device, the activation code field is not displayed on the **Activation Code** screen.

Move a User Between Sites

A PTT Pro user belongs to a single site. If you want to move the user to a different site, you need to delete the user from their current site and create the user in a different site. The PTT Pro Manager Service can perform these steps automatically when the IP address of the device changes.

When the PTT Pro client is configured as described in Configure PTT Pro for the PTT Pro Manager Service, the PTT Pro client performs the following steps:

- PTT Pro client determines that the IP address of the device has changed.

- PTT Pro client connects to the Extension Manager to get the site ID based on the current IP address of the device.

- PTT Pro client connects to the PTT Pro Manager Service with the new site ID and the ESN or Android ID.

- The PTT Pro Manager Service connects to the PTT Pro Serverand moves the user to the new site. The user's first name and last name change to `username.nn`, where `nn` is the next incremental number.

- If a feature key template and client settings template are configured and available from the PTT Pro Server, the user is assigned to the templates and the settings are downloaded to the client.

PTT Pro Manager Service Requirements

Zebra configures the PTT Pro Manager Service for the customer. After the service is configured, the customer can apply the configuration to the PTT Pro for Android devices.

Configuration performed by Zebra

The Zebra administrator performs the following steps:

- Creates the customer, feature key template, groups, departments, and client settings template in the PTT Pro Server.

- Creates the all store group using the `GroupName.DepartmentName` naming convention. For example, `104.plumbing`.

- Creates an API key for the customer.

Configuration performed by Customer

The customer applies the device configuration to the PTT Pro for Android devices that use the PTT Pro Manager Service.

The customer can apply the configuration using a JSON file or using the Workcloud Communication Provisioning Manager.

Configure PTT Pro for the PTT Pro Manager Service

The PTT Pro Manager Service requires configuring the PTT Pro clients using JSON parameters. JSON parameters can be specified in the client configuration file or applied using the Workcloud Communication

Provisioning Manager. Refer to the Workcloud Communication PTT Pro for Android Configuration Guide for information about configuring PTT Pro.

Table 1   PTT Pro Manager Service Parameters

Parameter	Description	Type	Default Value	Configurable Values
pro_mgr_service_base_url	The URL of the system that hosts the PTT Pro Manager Service. Zebra provides the URL.	String	Empty	Valid URL
pro_mgr_service_api_key	The API key is used by the PTT Pro client to authenticate with the PTT Pro Manager Service. Zebra provides the API key.	String	Empty	N/A
ext_mgr_service_base_url	The URL of the system that hosts the Extension Manager. The PTT Pro client receives the site ID from the Extension Manager. Zebra provides the URL.	String	Empty	Valid URL
ext_mgr_service_api_key	The API key is used by the PTT Pro client to authenticate with the Extension Manager. Zebra provides the API key.	String	Empty	Empty

WFCPTTProDefault.json Example

```
{
    "pro_mgr_service_base_url":"PTT_Pro_Manager_Service_URL",
    "pro_mgr_service_api_key":"apiKey_abc",
    "ext_mgr_service_base_url":"Extension_Manager_URL",
    "ext_mgr_service_api_key":"apiKey_xyz"
}
```

Revision History

Change	Date	Description
MN-004758-01EN	May 2023	First version.
MN-004758-02EN	March 2024	Updated for feature key template and client settings template.